



# TITLE VI ANALYSIS OF REIMAGINE METRO FIXED ROUTE NETWORK REDESIGN



## METRO RTA Title VI Analysis of Reimagine METRO Fixed Route Network Redesign

### 1) Introduction and Purpose

This document describes the Title VI Service Equity Analysis for the major service changes associated with METRO's Reimagined Fixed Route bus network, projected to be implemented in June 2023.

The Federal Transit Administration (FTA) requires transit agencies to complete an equity analysis for any major service change to comply with Title VI of the Civil Rights Act of 1964. Any "major service change must be evaluated to ensure that the planned changes will not disparately impact minority populations and/or disproportionately burden low income populations". The Federal Transit Administration (FTA) has established regulations to comply with Title VI and Environmental Justice requirements in circular FTA C 4702.1B – *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*. All FTA recipients, such as METRO RTA, must comply with these regulations.

### 2) METRO Title VI Policies

In alignment with the requirements set forth in the above-mentioned federal regulations, METRO has developed agency policies to ensure compliance with all Title VI equity analysis requirements.

#### a. Major Service Change Definition (adopted May 2013)

METRO's approved policy defines a major service change as any change that:

- Affects 25 percent or more of service hours or revenue miles;
- Eliminates a route or portion of a route resulting in an area having no alternative service within one-quarter of a mile;
- Creates a new transit route.

#### b. Service Equity Analysis Policy (adopted May 2013)

METRO RTA's policy will be to conduct equity analyses of major planned service and fare changes prior to implementation. The evaluation will include:

- A comparison of the minority population served before and after the planned change;
- A comparison of the low income population served before and after the planned change; and
- Comparisons of transit service quality before and after the planned change, as measured by service headway, directness of service, span of service and vehicle load factors.

The analysis shall consist of one of two (2) methodologies:

- Prescriptive
  - Create maps
  - Measure service span and modes
  - Assess alternatives, travel times, costs
  - Determine if disproportionate impact (see next section)
  - Identify Alternatives or Mitigate impact, if necessary (see next section)
  
- Narrative
  - Evaluate changes during service planning
  - Explain the methodology
  - Determine if disproportionate impact (see next section)
  - Identify Alternatives or Mitigate impact, if necessary (see next section)

**c. Disparate Impact and Disproportionate Burden Policy (adopted May 2013)**

According to METRO’s policy, a major service change should not adversely affect (loss) or benefit (gain) a minority or low-income population twenty percent (20%) more or less than non-minority or non-low income populations as determined by demographic analysis of proposed changes and U.S. Census data and/or transit rider survey data.

This level of impact will be considered a disparate impact on minority populations, or a disproportionate burden on low income populations.

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

If a major service change would result in a disparate impact or disproportionate burden, METRO RTA will:

- Consider modifying the proposed service change; and
- Analyze the modification to evaluate whether the potential disparate impact or disproportionate burden has been removed.

**3) Reimagine METRO Planning Process**

METRO’s Board of Trustees adopted a new Strategic Plan in November 2020. The Strategic Plan identified a set of goals for METRO to pursue over the next decade such as: improved service quality, economic opportunity and cost effectiveness that will lead to building a transit system that is advantageous for more people. Specifically, the plan instructed METRO to focus fixed

route services on METRO's highest ridership corridors, as well as serving markets where (and for whom) transit is essential.

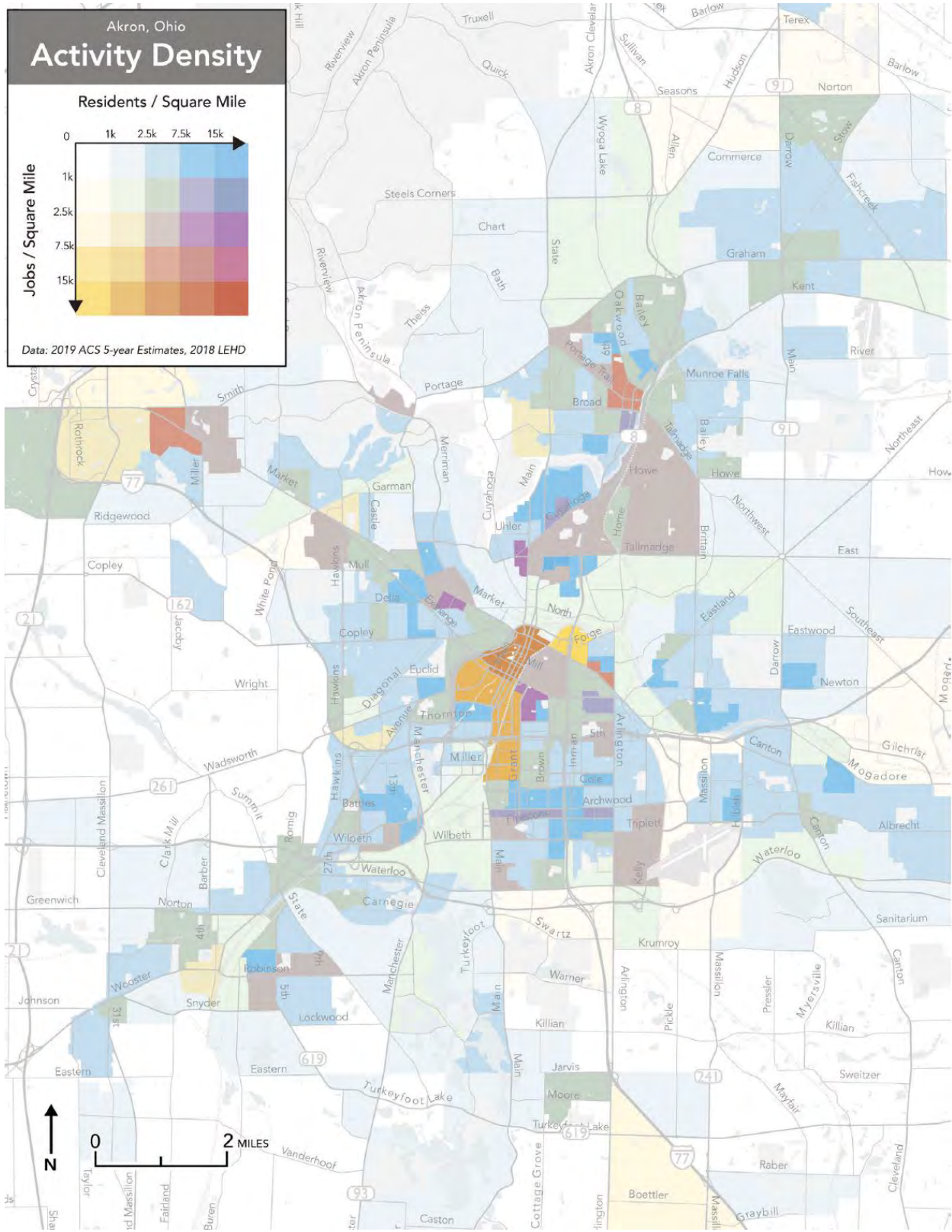
Following the direction of the Strategic Plan, METRO began the process of creating a Transit Development Plan (TDP) outlining recommendations for both fixed route and demand response services. (This equity analysis is focused on the fixed route recommendations only.)

The TDP began with an operational analysis of the existing METRO network, followed by two phases of network development and public outreach.

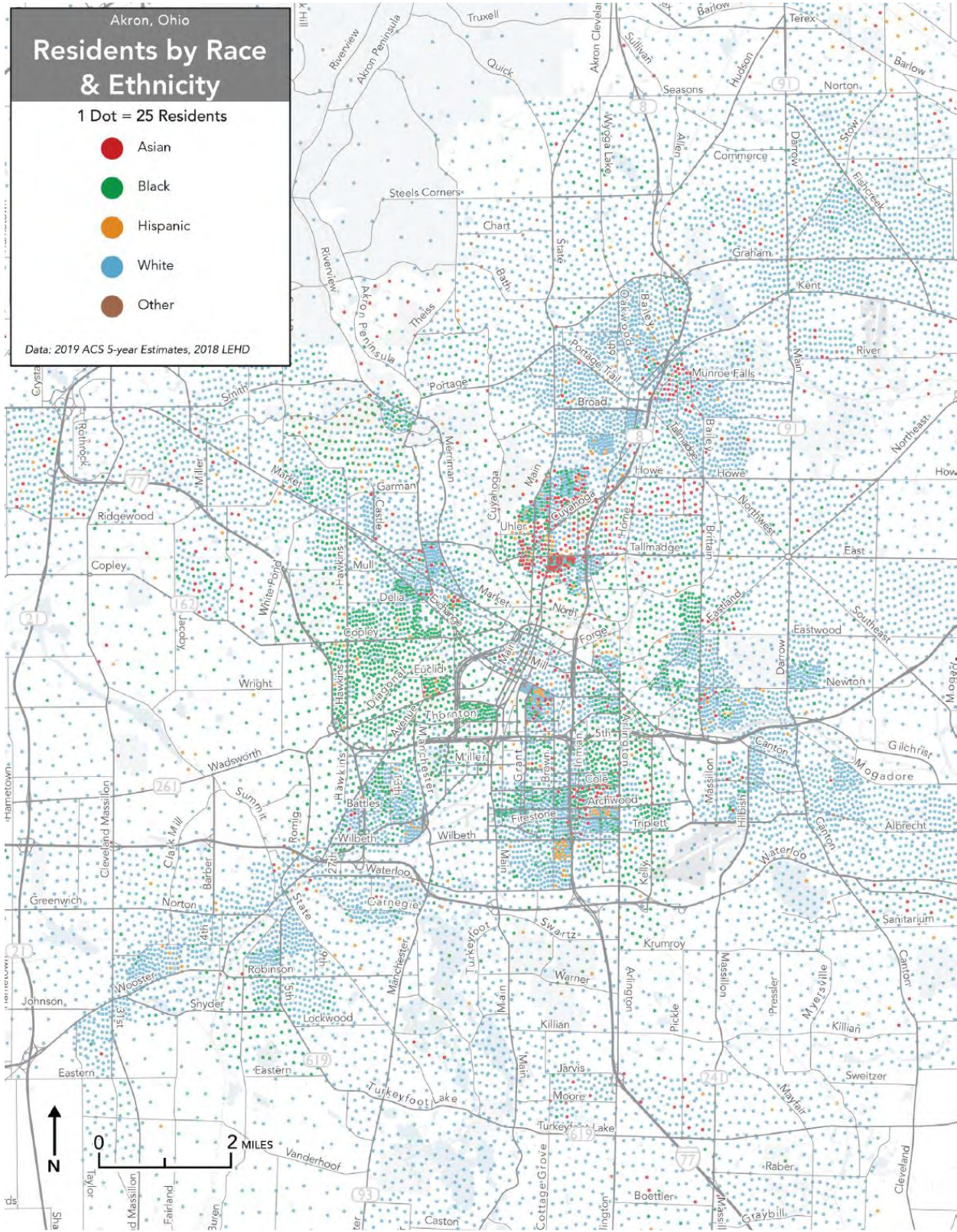
**a. Operational Analysis (Existing Conditions and Choices)**

This phase presented the current market and need for transit service in Summit County, examined the transportation services currently provided by METRO RTA, described the challenges of existing service for riders and the general public, and outlined key choices to be made in deciding whether and how to make changes. The Operational Analysis Report mapped out the residential and job density, along with approximate locations of minority populations. Maps are shown in Figures 1 and 2 on the following pages.

**Figure 1 - Activity Density Map**



**Figure 2 - Race and Ethnicity Map**



## **b. Phase 1 Network Design and Outreach**

During the engagement period for the 2020 Strategic Plan, METRO heard from members of the community that high-frequency service should be a priority in a network redesign. That process did not create a scenario that illustrated how changes to the network would look. The first task of the Reimagine METRO TDP process was to design a Draft Reimagined Network that showed explicitly, with lines on a map, how a redesigned network could look based on the Strategic Plan's direction.

Phase 1 was intended to show people how the network redesign could look, verify whether the direction of the Strategic Plan was still valid, and whether people were still favorable towards a frequency-focused redesign when presented with the likely impacts on their own routes. A positive reaction of the Draft Reimagined Network would indicate that METRO was generally on the right track with its network redesign. The secondary goal in Phase 1 was to develop a list of network design changes that needed more work, including destinations that needed to be served more directly.

Outreach was conducted in a variety of in-person and virtual methods for both the public, stakeholders and METRO team members. During Phase 1, a majority of survey respondents agreed that the Draft Reimagined Network embodied the right balance of high frequency and coverage services. A majority of respondents also agreed that the Draft Reimagined Network would make their personal transit trips faster and beneficial for their neighborhood. Specific comments on coverage gaps were received and reviewed by the team.

## **c. Phase 2 Network Design, Growth Scenarios and Outreach**

After the first phase of engagement, METRO and the consultant team revised Draft Reimagined Network based on comments received and developed the two growth scenarios.

Phase 2 focused on showing the Revised Reimagined Network and Growth Scenarios to the public, asking whether the Growth Scenarios were the right priorities for future service expansion if METRO had more funding to run bus service.

Planning and execution of Phase 2 occurred during the Covid-19 Omicron variant surge, which limited the degree of in-person engagement possible. As a result, the only in-person public event during this phase was the RKP Transit Center open house. In an effort to broaden the reach of the engagement effort, METRO distributed a mailer with project information to the majority of addresses in Summit County and took out newspaper advertisements providing information on the project in all local newspapers. A press release was also issued that resulted in multiple news articles being published. Additional inreach events, a virtual stakeholder workshop, and a public webinar were also held.

During Phase 2, additional comments on the Reimagined Network were received and considered – which resulted in minor network changes. For the Growth Scenarios, 64 percent of people who took the survey said that the Growth Scenarios appeared to be a

good way to expand service while just 16 percent disagreed. (This report focuses only on the Reimagined Network using METRO's existing resources; it does not include analysis on the Growth Scenarios).

#### **d. Final Transit Development Plan**

Following Phase 2, the Transit Development Plan document was developed (found here: <https://www.reimagine-metro.com/overview>). After the TDP plan for finalized, field tests were conducted to verify route alignments and route timing. As a result of these field tests, additional minor routing adjustments were made, which are represented in the maps in the following section.

### **4) Existing and Proposed Reimagine METRO Networks**

METRO's Existing Network and Reimagined Network maps are shown on the following pages. These maps show each route color-coded based on the frequency of runs in the middle of the day on weekdays. Frequency is a critical factor in understanding how a transit network works, because frequency determines waiting time, and waiting time is a key element of overall travel time. Routes that require longer waits are less likely to be useful to many people, since accessing them requires accepting either a long wait, or careful planning to make sure you arrive at the stop on-time.

#### **a. Existing Network**

Today, METRO operates a network in Akron where most routes come only every 30 or 60 minutes. 20-minute service is available on Market (1) and Arlington (2), two of METRO's busiest corridors. Routes run every 30 minutes on Howard/Main (10), Copley (3), Euclid/Romig (14), Kenmore (8) and East Market / Canton (6). This radial structure ensures that a selection of 20 or 30 minute routes make travel in and out of downtown possible from all directions throughout the city along the major commercial roads, while lower-frequency services are close at hand in residential areas.

Most people served by METRO's existing network have access to only lower frequency service. While 74 percent of the Summit County population live further than a 1/4-mile walk from transit, of the 26 percent who do live near a transit stop, over half are near only hourly service. Only 3 percent of the County's population, or 12 percent of people served, are near METRO's most frequent lines (1 and 2)

#### **b. Reimagined Network**

The Reimagined Network is designed to achieve higher ridership by focusing more of METRO's resources on providing more frequent service on busy corridors where a significant number of people need to travel.

It includes:

- *A Frequent Network with 5 routes.* Routes would run every 15-minutes on West Market, Arlington, Euclid, Grant & Brown, and East Exchange near the University



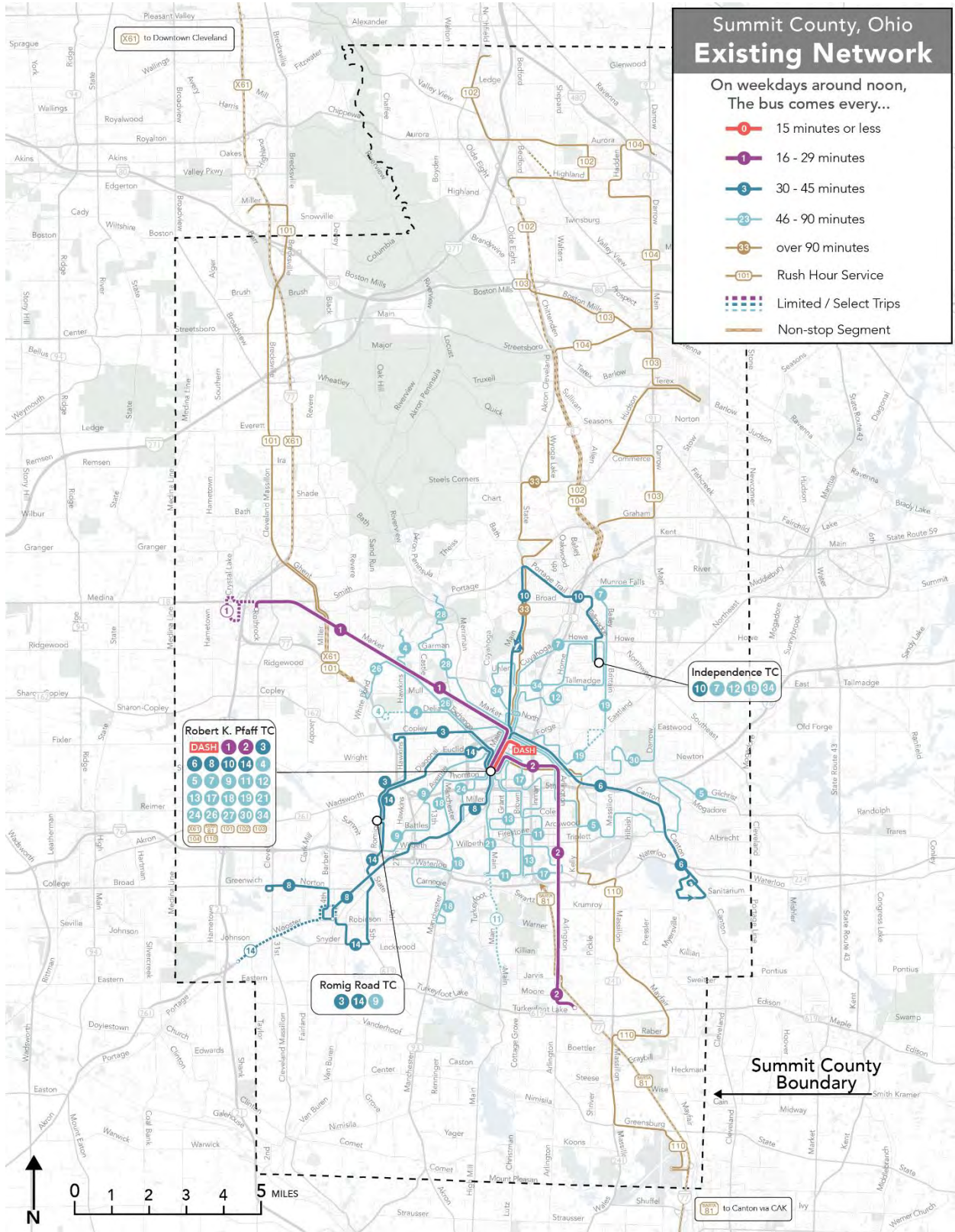
of Akron. Currently, METRO's only 15-minute service is the short DASH downtown shuttle.

- *New 30-minute services.* Routes serving Cuyahoga Falls and Goodyear Heights would be upgraded from the current hourly service.
- *New intercity connections.* New routes would connect Akron to Kent and southern Cuyahoga County.
- *More consistent service in Northern Summit County.* Two new routes, 31 and 32, would run every hour on weekdays and Saturdays through Hudson, Twinsburg, Stow and Macedonia, continuing on to Northfield and ending at Southgate Transit Center in Cuyahoga County.

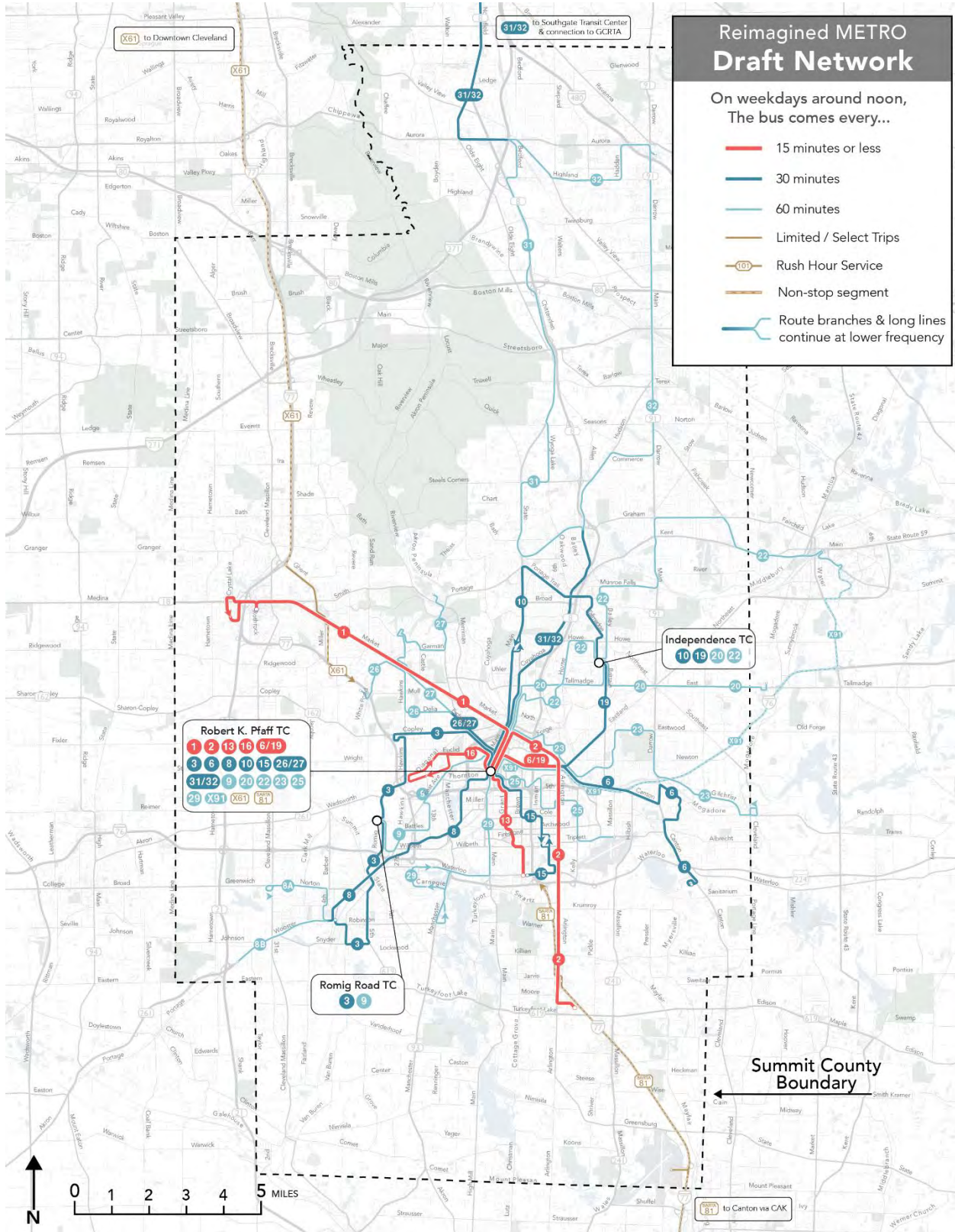
With the Reimagined Network, while 75 percent of the Summit County population live further than a 1/4-mile walk from transit, this is similar to the coverage of the existing network in which 74 percent of the Summit County population lives further than a ¼ mile walk from transit. 24 percent of people who live near transit in the Reimagined Network can access frequent service (15-min).

Existing and Proposed Reimagine METRO Network maps can be found in Figures 3 and 4 on the following pages.

**Figure 3 - Existing Network Map**



**Figure 4 – Reimagine METRO Proposed Network Map**



## 5) Service Equity Analyses

Given the magnitude of the system-level changes proposed with the Reimagined Network as described in previous sections, this qualifies as a major service change per METRO's policy. The changes are not on a route-by-route basis, but rather an evaluation and re-allocation of resources within the entire bus network (as shown when comparing Figures 3 and 4). For that reason, the service equity analysis will be conducted as a comparison of the entire existing bus network vs. the entire Reimagined Bus network. A direct route-to-route comparison would fail to capture the network-level impact of the proposed changes.

METRO's Service Equity Analysis requires either a prescriptive or narrative analysis of major service changes, as described in the previous section. This analysis will take the prescriptive approach and will focus on a comparison of minority/non-minority and low income/non-low income impacts in the following three categories:

- People Trips – The people-trips method focuses on changes in the amount of service provided near people. The goal of this method is to determine how the number of annual bus trips near minority and low-income populations changes in comparison to the amount of service near non-minority and non-low-income populations.
- Access to Opportunity – The access analysis method focuses on changes in the usefulness of service to different populations. This method seeks to establish how many destinations people can reach in a defined amount of time (typically 45 minutes), using transit and walking. The goal is to evaluate how minority and low-income populations are affected compared to other groups.
- Service Standards – As stated in the policy, the analysis will compare service headways, route directness, service span and vehicle loads of the existing and Reimagine METRO networks and the impact to minority and low income populations.

### a. People-Trips

This method uses the following procedure to calculate service quantity:

- For each Census block group, the population (U.S. Census 2020 American Community Survey 5-year data) is taken for each demographic group, which is assumed to be evenly distributed within the block group.
- For each bus route that serves the Census block group, the number of times that bus route runs annually is calculated. Any bus trip that has a bus stop within 1/4 mile of the Census block group is considered to serve that block group.
- The population of the block group multiplied by the number of times a bus trip serves that block group is calculated as people-trips.
- The people-trips for all block groups are then summed and expressed as total service area people-trips.

- This calculation is done for both the existing and planned networks, and for various demographic groups.

The total number of people-trips is therefore a measure of both service quantity and the number of people who are located near the service. The table below shows the system-level aggregate change in people-trips based on all proposed service changes in the Reimagined Network Redesign plan.

**Table 1 – People-Trips Comparison**

People-Trips within 1/4 Mile of METRO Transit Service					
Network	Person-Trips	Low-Income Person-Trips	Non Low-Income Person-Trips	Minority Person-Trips	Non-Minority Person Trips
Existing	4,377,660,930	1,176,257,967	3,201,402,963	1,796,115,330	2,581,545,600
Reimagined	5,854,742,850	1,520,816,089	4,333,926,761	2,429,119,905	3,425,622,945
# Change in Person-Trips	1,477,081,920	344,558,122	1,132,523,798	633,004,575	844,077,345
% Change in Person-Trips	33.7%	29.3%	35.4%	35.2%	32.7%

Table 1 shows the number of people-trips within ¼ of transit service increases by 33.7 percent across the entire Summit County population. The increase is 35.2% for Minority populations and 29.3 percent for Low Income populations.

On the following pages, Figures 5 and 6 show maps of the existing and Reimagine METRO networks overlaid on approximate locations of minority populations in Summit County. Figures 7 and 8 show maps of the existing and Reimagine METRO networks overlaid on approximate locations of low income populations in Summit County.

**Figure 5 – Existing Network and Minority Population**

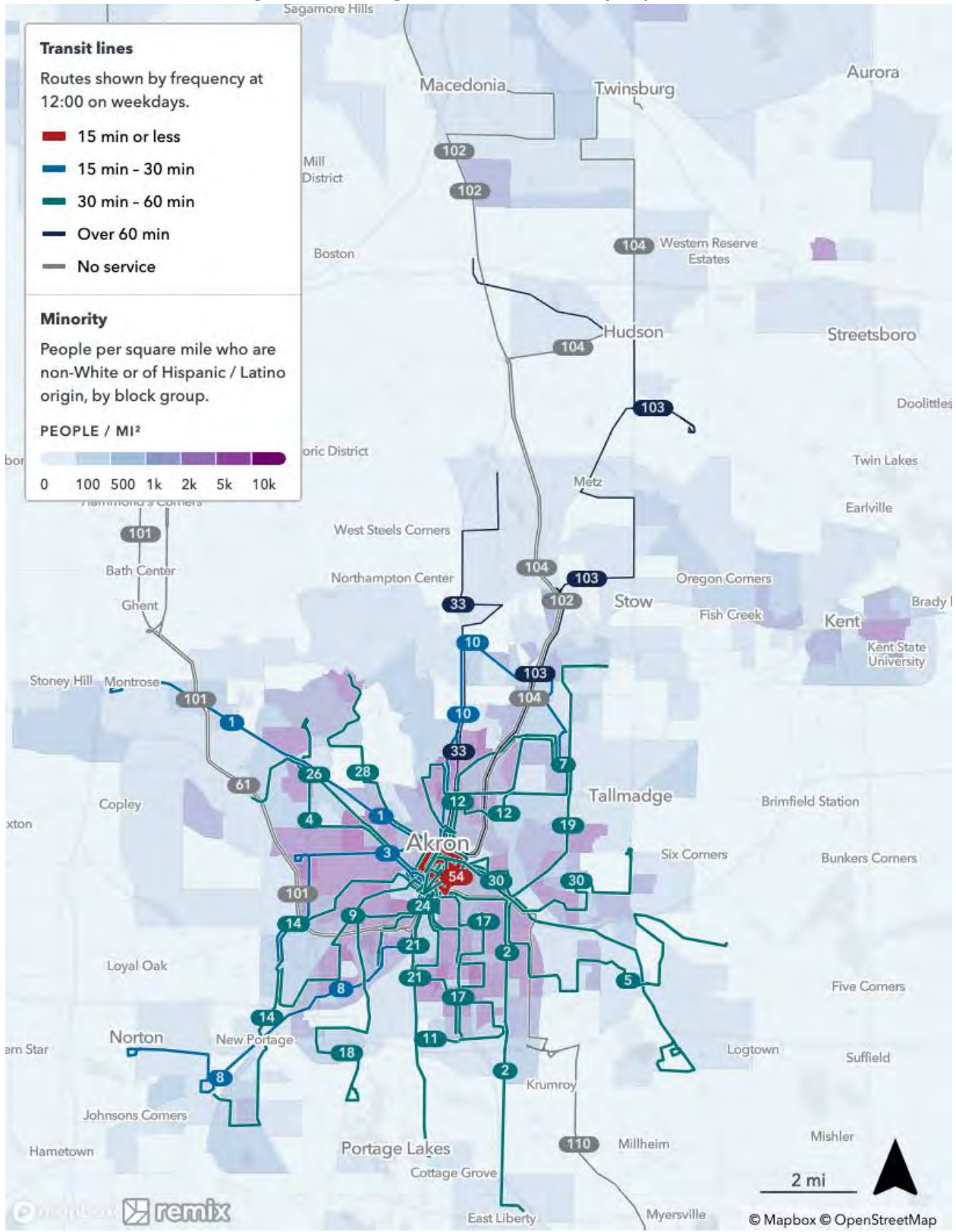


Figure 6 – Reimagine METRO Network and Minority Population

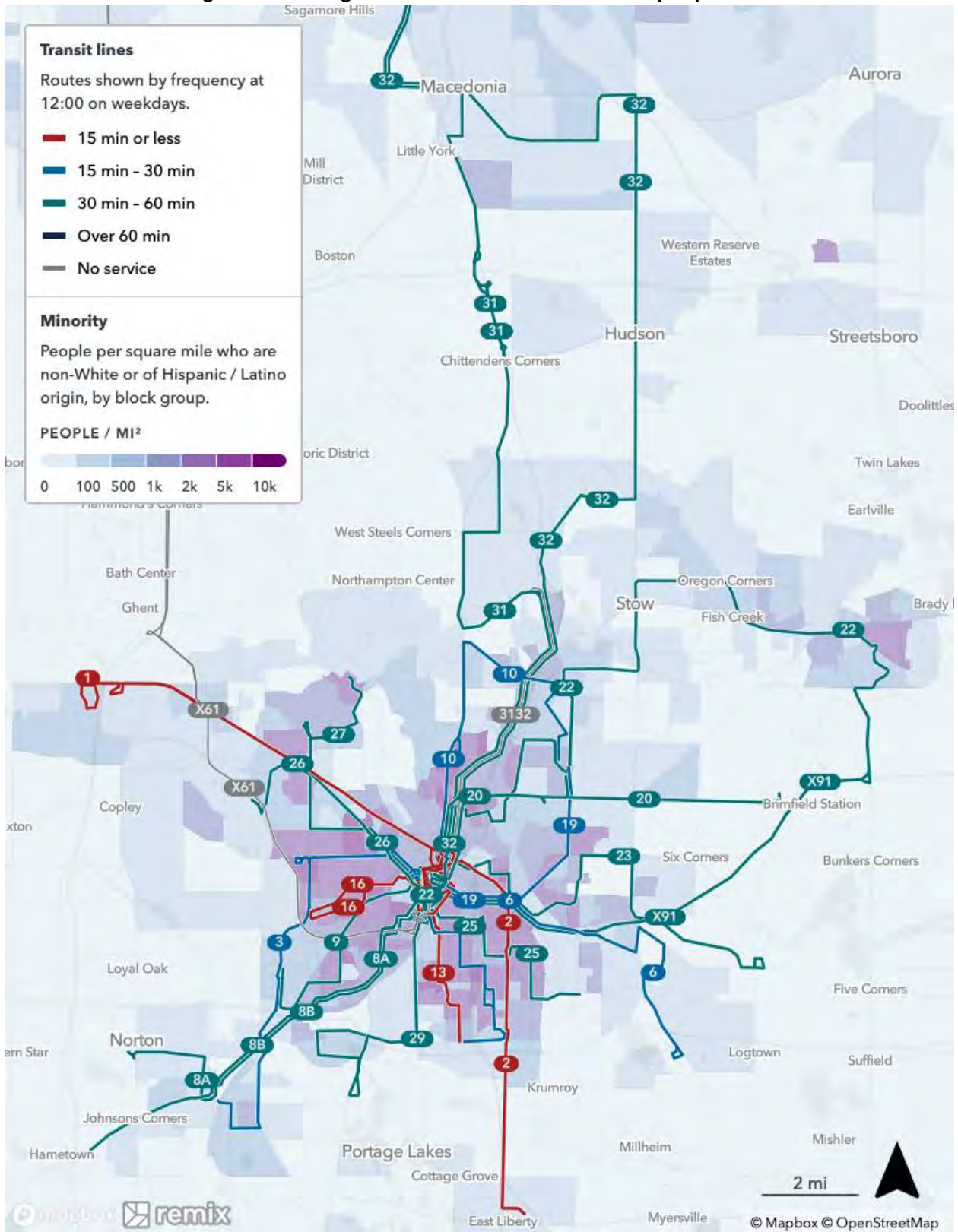


Figure 7 – Existing Network and Low Income Population

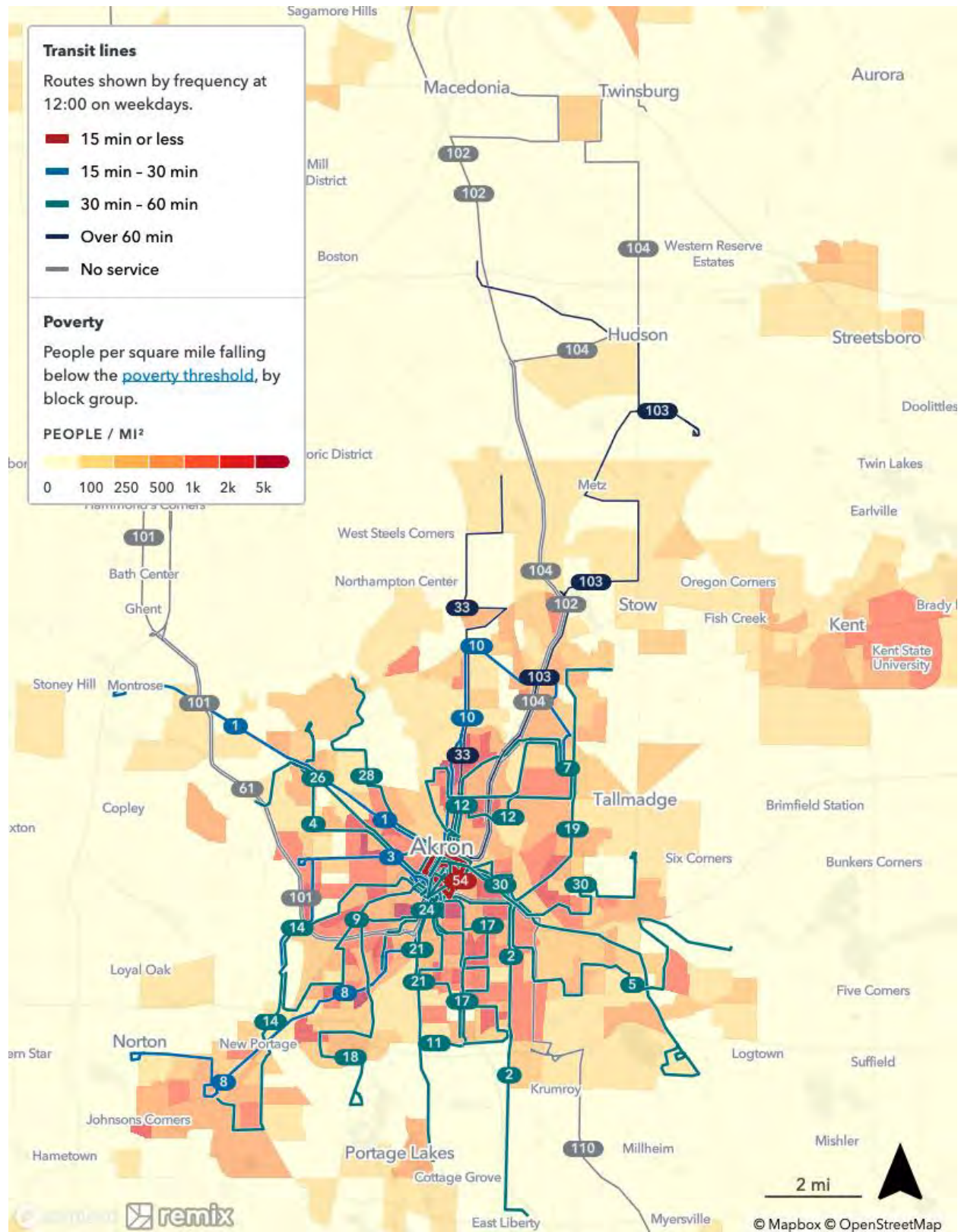
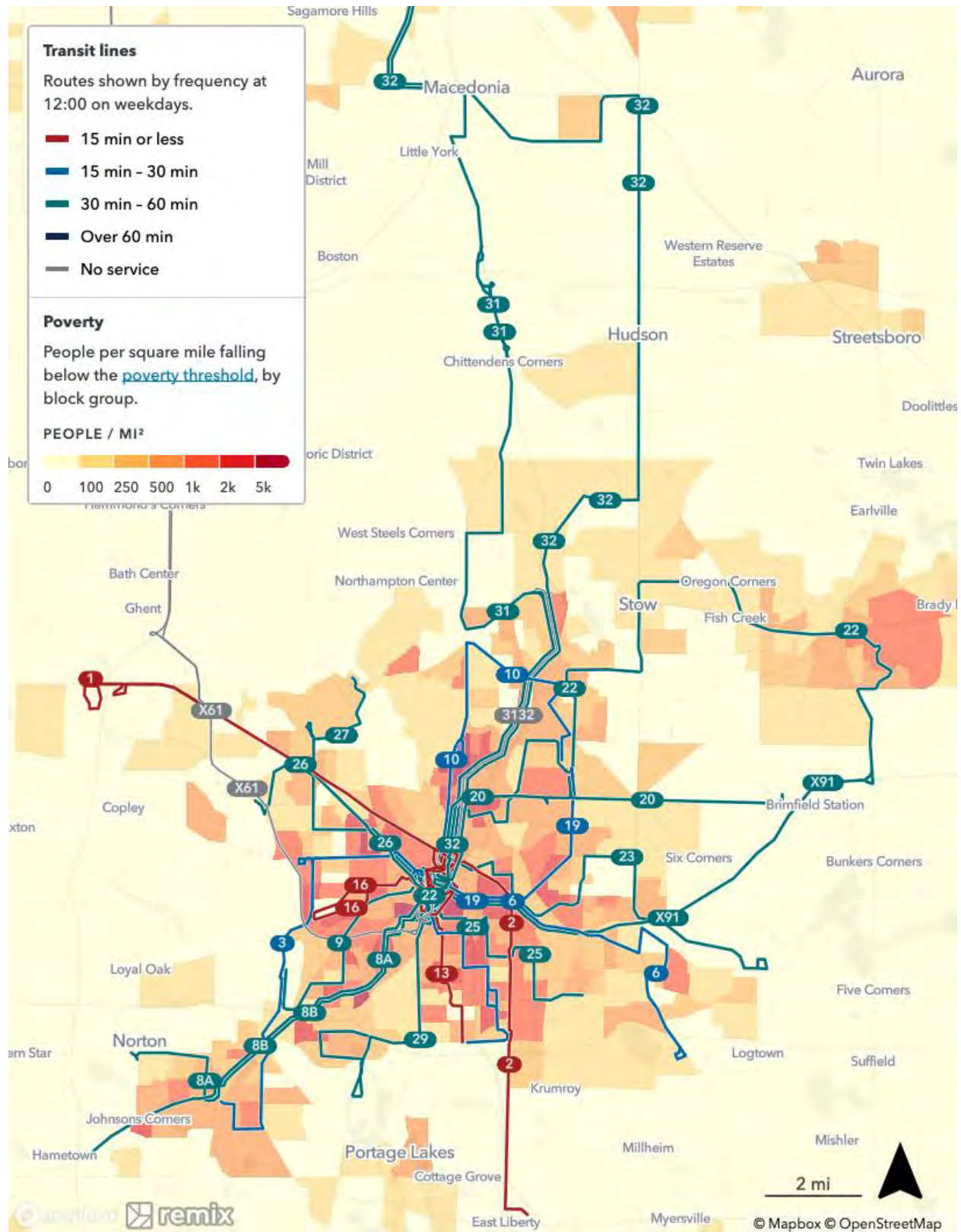




Figure 8 – Reimagine METRO Network and Low Income Population



## **b. Access to Opportunity**

With access analysis, we can measure the number of jobs reachable from different places in 45 minutes using transit with the Reimagined Network scenario and the Existing Network. Measuring access to jobs tells us about more than just where you can work. Most places where people need to travel, are also places many people work, for example: universities, shopping centers, or hospitals. Job access is one way of measuring how likely the transit network will be useful for the trips you need to make.

The map on the following page (Figure 9) shows the change in job access for people living near transit throughout Summit County with the implementation of the Reimagine METRO network. Green areas are places where more jobs would be reachable in 45 minutes compared to today. Brown areas are where fewer jobs would be reachable. The Reimagined Network is overlaid on top, showing how frequently each route would run.

With the Reimagined Network, job access for people living near transit would improve across much of the central area of Akron and surrounding suburban communities. The main reason for this is that new 15-minute frequent service routes (such as Route 1-West Market or Route 13-Grant/Brown) would reduce the average waiting time to begin a trip.

Access would also improve in many other places, even areas that are not on a 15-minute route. In some cases, this is due to improved service from hourly to every 30 minutes.

When we aggregate this analysis, while some areas will see a loss of job access in the Reimagined Network, many more people in Summit County live in places where transit would be more useful for reaching jobs and other destinations. As a result, the median number of jobs reachable for people living in places near service increases substantially when compared to the existing network. This is shown in the Figure 10 on the following pages.

This substantial increase is seen for all residents (+53%) and even more significantly for minority residents (+89%) and low income residents (+104%).

**Figure 9 – Reimagine METRO Job Access (Map)**

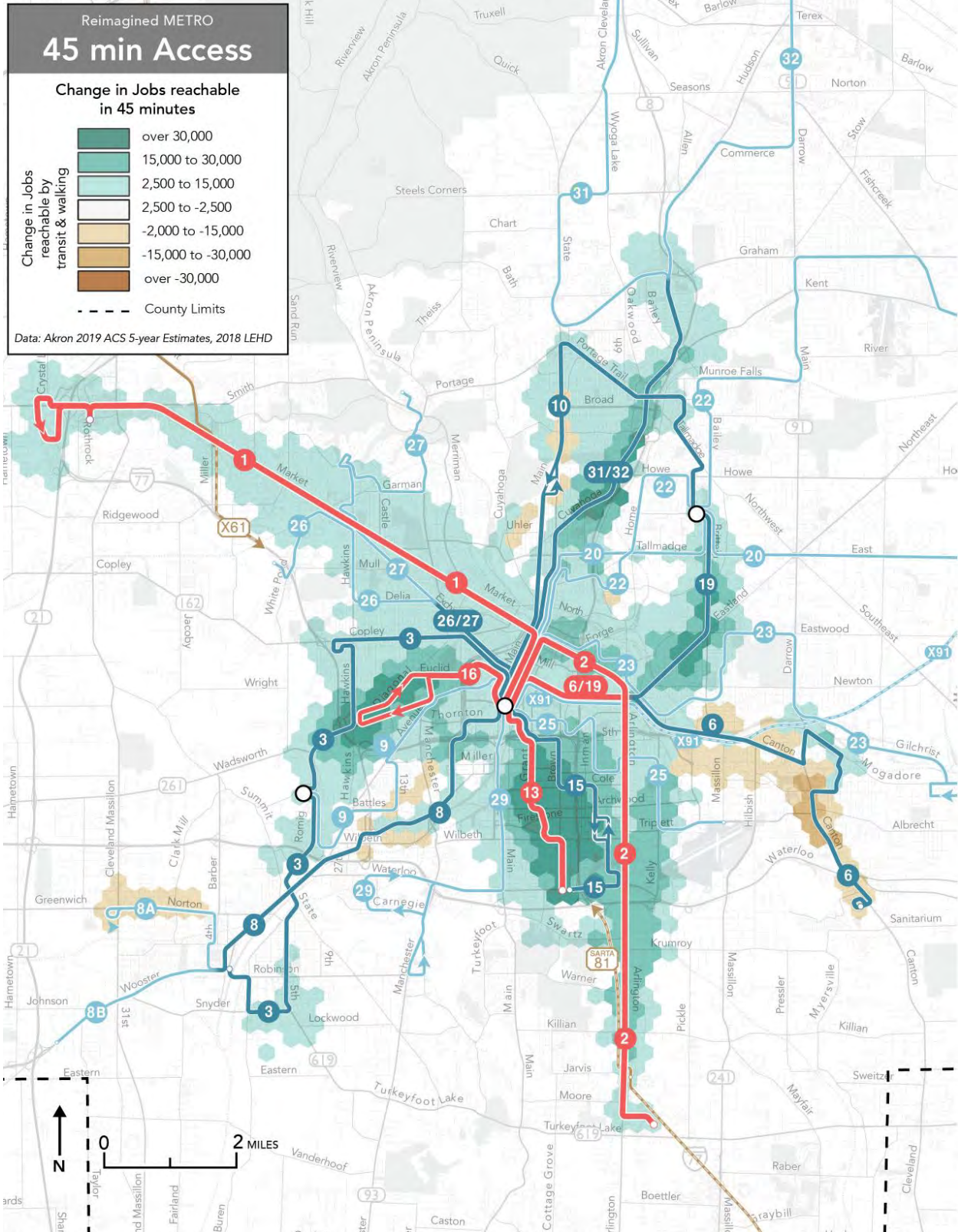
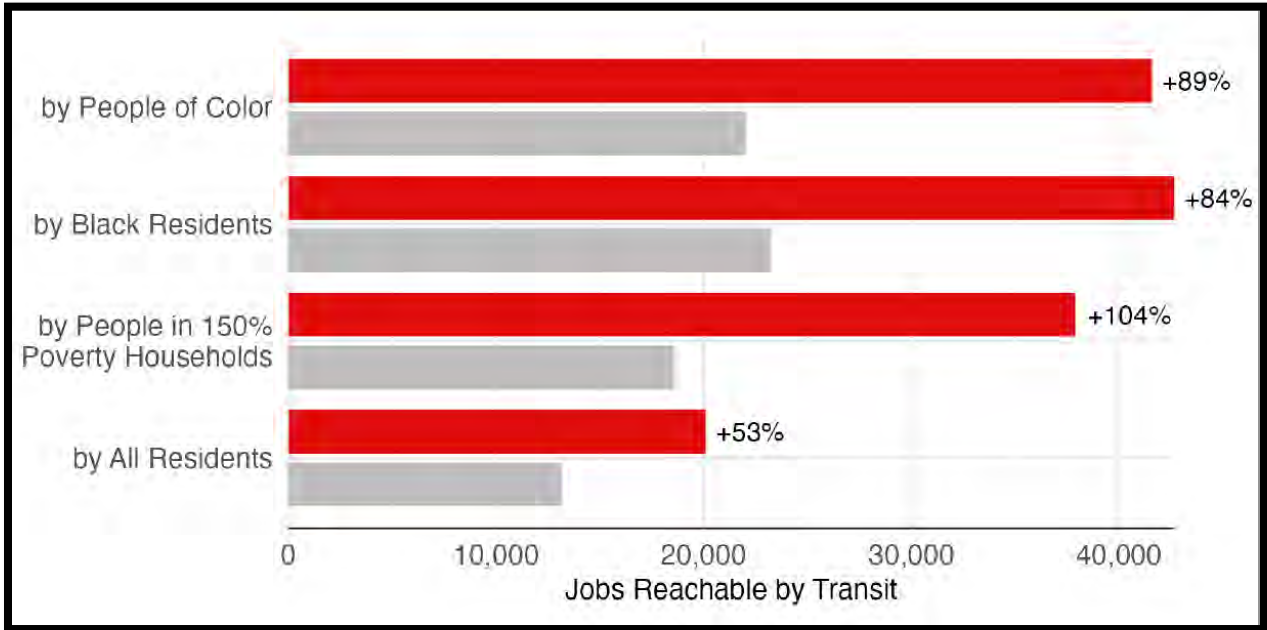


Figure 10 – Reimagine METRO Job Access (Aggregated)



scenario Existing Network Stable Scenario

**c. Service Standards Evaluation**

**i. Service Headway/Frequency**

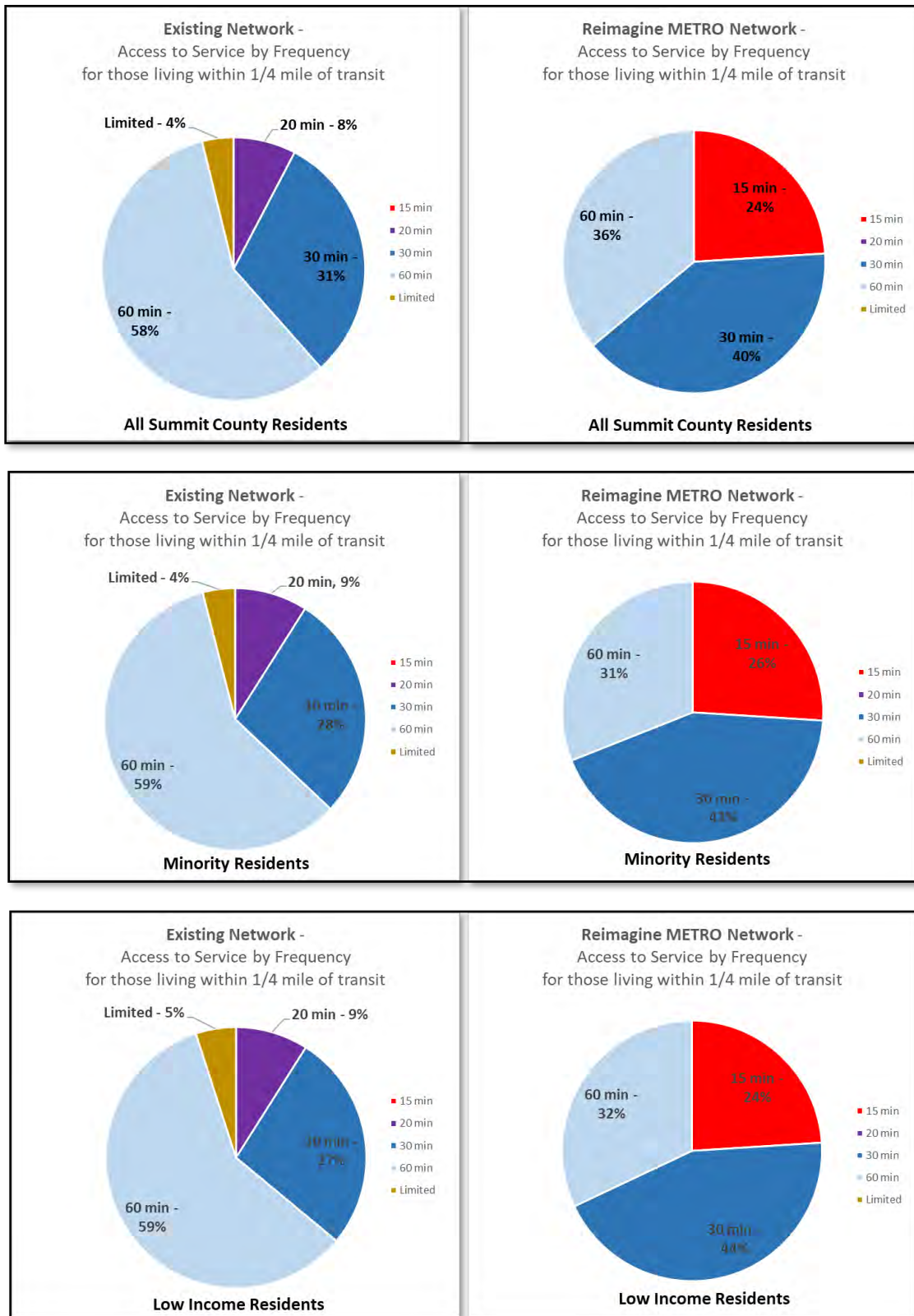
The addition of five high-frequency (15-min) corridors and three 30-min corridors provides an overall increase of frequency across the network, as shown in Figure 11 on the following page.

For all Summit County residents that are near the existing network, only 39 percent are near to 20 or 30 minute service. The remaining 61 percent are only near to 60 minute or limited service. With the Reimagined Network, 64 percent of residents near transit are near to 15 or 30 min service.

For minority residents that are near the existing network, only 37 percent are near to 20 or 30 minute service. The remaining 63 percent are only near to 60 minute or limited service. With the Reimagined Network, 69 percent of residents near transit are near to 15 or 30 min service.

For low income residents that are near the existing network, only 36 percent are near to 20 or 30 minute service. The remaining 64 percent are only near to 60 minute or limited service. With the Reimagined Network, 68 percent of residents near transit are near to 15 or 30 min service.

**Figure 11 – Access to Service by Frequency Category (Existing and Reimagine METRO Networks)**



## **ii. Directness of Service**

Improvements to service directness and creating more linear routes was a driving principle of the Reimagine METRO planning process. This can be seen visually when comparing the existing service map to the proposed Reimagine METRO network map.

Using the same number of resources, the Reimagine METRO network was able to increase frequency coupled with increased access to jobs and destinations throughout the County. This was accomplished in part by streamlining the existing routes, many of which operated on meandering and indirect paths at frequencies of 60 minutes.

Much of the benefit of the more streamlined and direct routes is realized within the City of Akron, where there is the highest concentration of low income and minority households, as shown on Figures 6 and 8.

## **iii. Span of Service**

In addition to direct service, streamlined and consistent service was also a guiding force when designing the schedules for the Reimagine METRO network. In Figure 12, you can see significant inconsistency in the span of service for each route. Some routes operate all day, some start late and/or end early, while some only have sporadic trips throughout the day.

In the Reimagine METRO network, as shown in Figure 13, a considerable service span will be consistent throughout the day. While frequencies taper off in the early morning and later evening hours, nearly all routes will begin and end service at the same time. This allows for more consistent connections between routes throughout the day, allowing riders to realize the benefits of the increased destination access at all the times that all routes are running.

Figure 12 – Existing Network Frequency and Span of Service

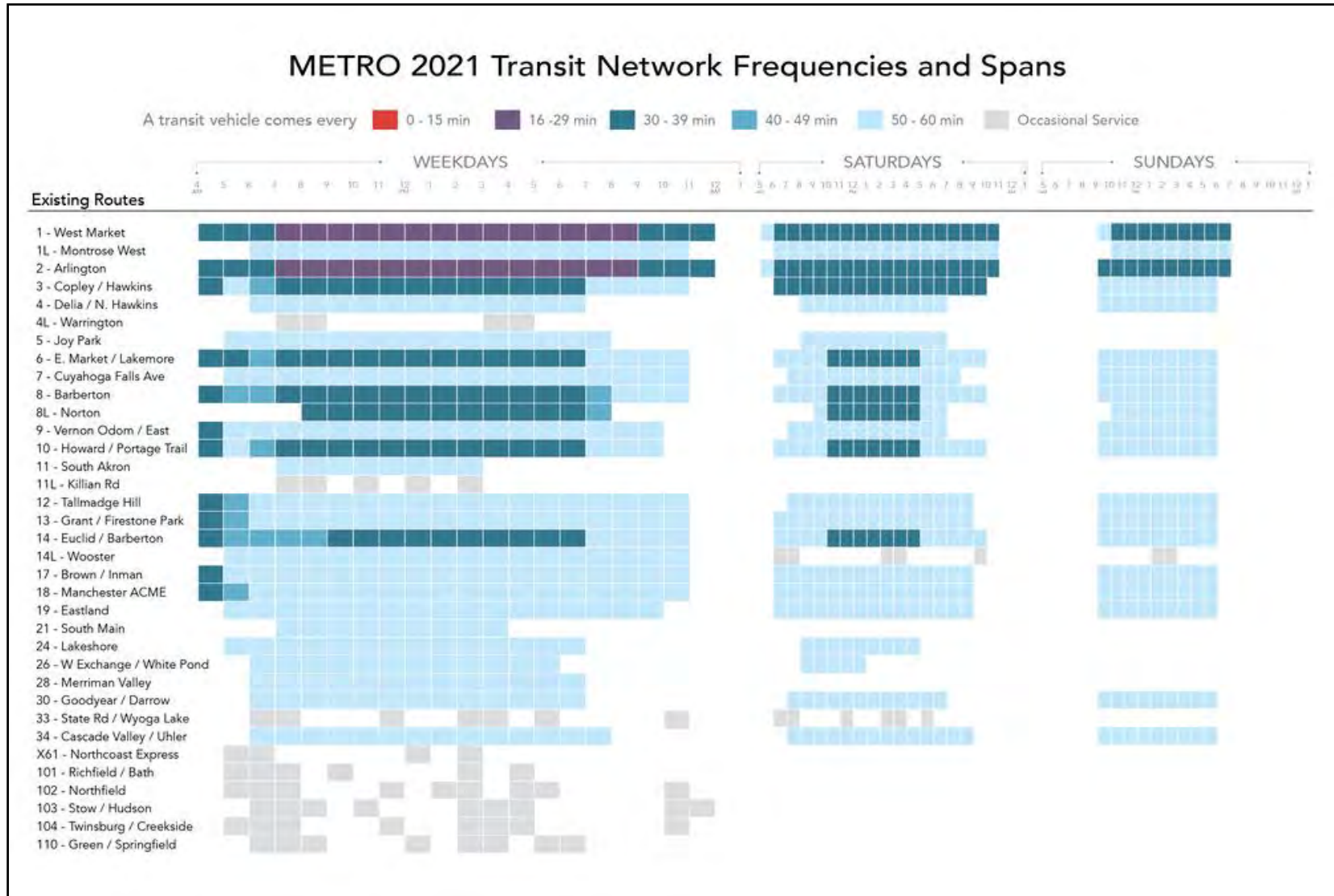
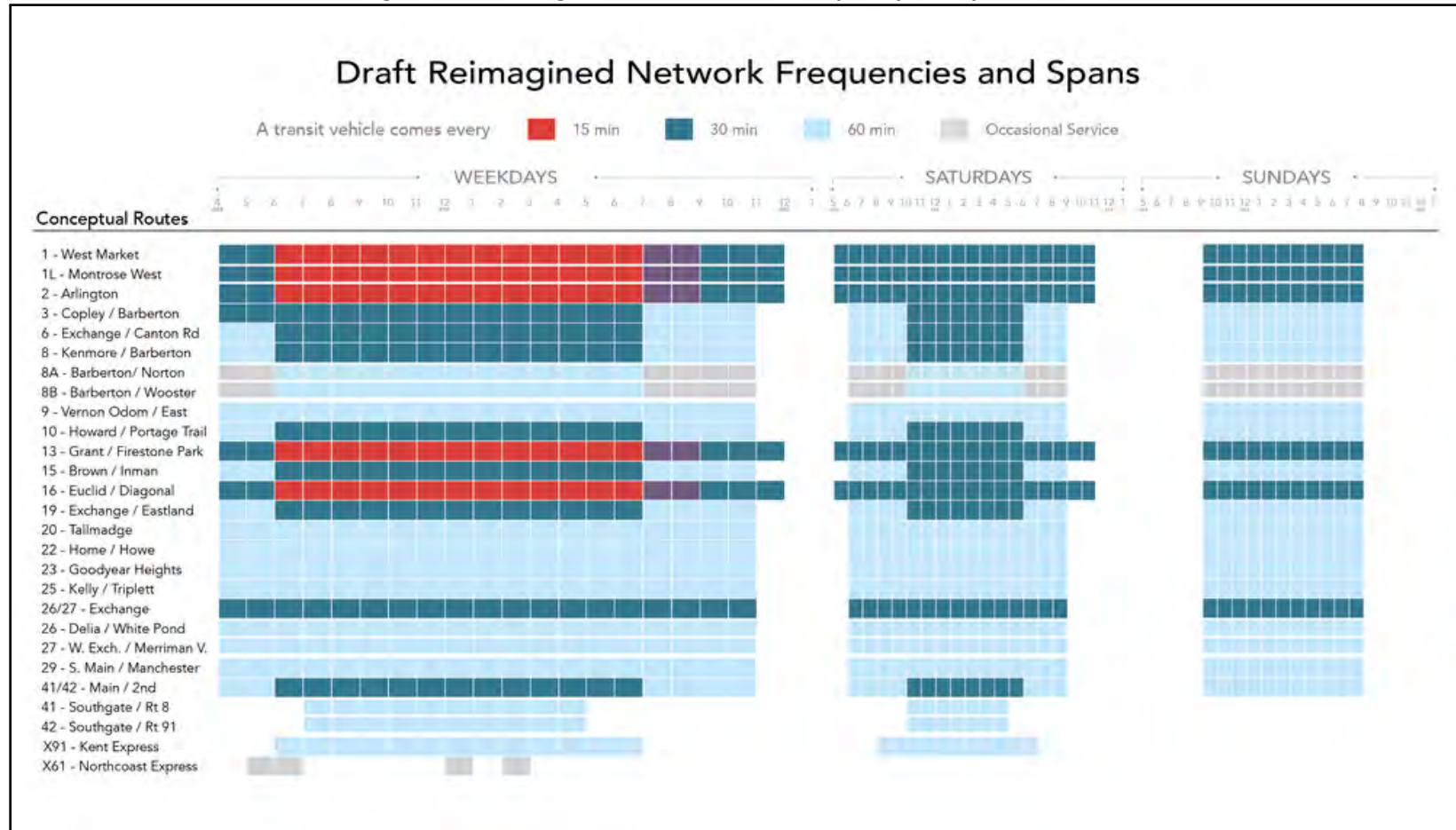




Figure 13 – Reimagine METRO Network Frequency and Span of Service



**iv. Vehicle Load Factors**

When designing the Reimagine METRO network, increases in frequency were focused on routes and/or corridors with the highest ridership in the existing network. Providing more service on higher ridership corridors will, in turn, reduce vehicle loads.

Table 2 shows METRO’s existing routes, ordered by ridership (October 2022) from highest to lowest. It then shows a comparison of the existing frequency with the proposed Reimagine METRO frequency. These frequencies can be compared visually in Figures 3 and 4. As shown in the table, the higher ridership routes see the most increases in frequency.

**Table 2 – Frequency Comparison (Existing and Reimagine METRO Routes)**

Ridership and Frequency by Route (ordered by existing ridership)						
Existing Route #	Route Name	Minority Route?	October 2022 Ridership	Existing Frequency	Reimagine METRO Frequency	
1	West Market	Yes	38,032	20	15	+
2	Arlington	Yes	35,883	20	15	+
14	Euclid/Barberton XP	Yes	22,257	30	15/30	+
6	East Market/Lakemore	Yes	20,747	30	30	=
3	Copley Rd/Hawkins	Yes	20,318	30	30	=
10	Howard/Portage Trail	Yes	20,297	30	30	=
8	Kenmore/Barberton	No	18,427	30	30	=
13	Grant/Firestone Park	Yes	12,441	60	15	+
18	Thornton/Manchester	Yes	11,135	60	60	=
17	Brown/Inman	Yes	10,982	60	30/60	+
7	Cuyahoga Falls Ave	Yes	10,912	60	30/60	+
19	Eastland	Yes	9,865	60	30	+
9	Wooster/East Ave	Yes	9,285	60	60	=
12	Tallmadge Hill	Yes	8,909	60	60	=
34	Cascade Village/Uhler	Yes	8,792	60	60	=
4	Delia/N Hawkins	Yes	7,437	60	60	=
30	Goodyear/Darrow	Yes	6,948	60	60	=
5	East Market/Eilet	Yes	6,317	60	60	=
54	DASH Circulator	Yes	4,695	15	15	=
28	Merriman Valley	Yes	4,234	60	60	=
26	W Exchange/White Pond	Yes	3,961	60	60	=
24	Lakeshore	Yes	3,014	60	30	=
33	State Rd/Wyoga Lake	No	3,007	60	60	=
21	South Main	Yes	2,126	60	60	=
102	Northfield Express	No	2,069	90+	60	+
11	South Akron	Yes	1,872	60	15/30	+
110	Green/Springfield	No	1,808	90+	N/A	-
61	NCX Montrose/Cleveland	No	1,803	90+	90+	=
103	Stow/Hudson	No	1,510	90+	60	+
104	Twinsburg Creekside	No	1,423	90+	60	+
101	Richfield/Bath	No	628	90+	N/A	-

**d. Determination of Disparate Impact or Disproportionate Burden**

According to METRO’s Disparate Impact and Disproportionate Burden policy, a major service change should not adversely affect (loss) or benefit (gain) a minority or low-income population twenty percent (20%) more or less than non-minority or non-low income populations as determined by demographic analysis of proposed changes and U.S. Census data and/or transit rider survey data. This level of impact will be considered a disparate impact on minority populations, or a disproportionate burden on low income populations. The determination of adverse impact is based on the federal standard described in Uniform Guidelines published by the Equal Employment Opportunity Commission (EEOC) known as the “four-fifths rule.” This standard requires benefits to accrue to unprotected populations at a rate at least four fifths (or 80%) of the rate for protected populations. The maximum acceptable difference (positive or negative) in level of benefit between protected and unprotected populations is 20 percent.

Based on the three methodologies outlined above, the following determinations of Disparate Impact or Disproportionate Burden can be made:

**i. People-Trips**

The number of people-trips within ¼ of transit service increases by 33.7 percent across the entire Summit County population. The increase is 35.2 percent for Minority populations and 32.7 percent for non-Minority populations. Similarly, the increase is 29.3 percent for Low Income populations and 35.4 percent for non-Low Income populations.

Since the Reimagine METRO major service changes results in an increase of service, the four-fifths rule dictates that minority and low-income populations should realize at least 80 percent of the benefit as the unprotected population. This is calculated by dividing the percentage increase for low-income or minority populations by the percentage increase for non-low income or non-minority populations.

**Low Income:**

29.3% Low Income increase / 35.4% non-Low Income increase  
= 82.8% > 80%  
= **No Disproportionate Burden on Low Income Populations**

**Minority:**

35.2% Minority increase / 32.75 non-Minority increase  
=107.8% > 80%  
= **No Disparate Impact on Minority Populations**

## ii. Access to Opportunity

For people who live near transit, the number of jobs reachable within 45 minutes using transit increases by 53 percent for the median Summit County resident when compared to the existing network. This number increases to 104 percent for low income residents and 89 percent for minority populations.

Since the relative benefit for low income and minority residents living near transit is greater than the benefit for the median Summit County resident, this results in **No Disproportionate Burden** for low income residents and **No Disparate Impact** for minority residents.

## iii. Service Standards Evaluation

### • Headway/Frequency

The addition of five high-frequency (15-min) corridors and three 30-min corridors provides an overall increase of frequency across the network.

For people who live near transit, access to 30-min or better service increases:

- For all Summit County residents from 39% to 64%
- For minority residents from 37% to 69%
- For low income residents from 36% to 68%

Since the relative benefit for low income and minority residents living near transit is greater than the benefit for the median Summit County resident, this results in **No Disproportionate Burden** for low income residents and **No Disparate Impact** for minority residents.

### • Directness of Route, Span of Service and Vehicle Load

The Reimagine METRO plan creates more direct routes, creates a consistent span of service (by increasing the span on routes that previously did not operate all day), and provides more service on our busiest corridors.

While a quantitative measure of impact is harder to demonstrate for these categories, the benefits of each of these changes will be most significantly realized in areas with high minority and low income populations, as shown in Figures 6 and 8.

Since the relative benefit for low income and minority residents living near transit is greater than the benefit for the median Summit County resident, this results in **No Disproportionate Burden** for low income residents and **No Disparate Impact** for minority residents.

## 6) Summary of Findings

METRO RTA has gone through an extensive planning process resulting in a 10-year Strategic Vision and a Transit Development Plan (titled Reimagine METRO). Both projects had extensive outreach efforts and incorporated the resulting feedback where feasible. The result is the proposed Reimagine METRO network shown in Figure 4. Given the magnitude of changes when compared to the existing network, this plan would result in a Major Service Change, as defined by METRO policy.

As a result, Title VI analysis was conducted to:

- Compare the minority population served before and after the planned change;
- Compare the low income population served before and after the planned change; and
- Compare the transit service quality before and after the planned change, as measured by service headway, directness of service, span of service and vehicle load factors.

These comparisons were done using a prescriptive approach through a combination of qualitative and quantitative analyses. Minority and Low Income impacts were compared to non-minority and non-low incomes impacts using people-trips (a measure of both service quantity and the number of people who are located near the service) and access to opportunity (the number of jobs reachable from different places in 45 minutes using transit). A comparison of transit service quality was also conducted using the metrics prescribed above.

The findings indicated that the proposed Reimagine METRO network results in **No Disproportionate Burden** for low income residents and **No Disparate Impact** for minority residents for each of the analysis methodologies presented above. In fact, in many cases, the positive impacts of the changes are realized more significantly for minority and low income populations.

## 7) Next Steps

As a part of the equity analysis for the Reimagine METRO service plan, the public was provided information about the Title VI review, was informed about outreach opportunities and the public hearing on March 1, 2023, and was given ample opportunity to provide feedback about the adjusted service. In addition to the public hearing, METRO team members attended more than 60 outreach events throughout the service area including 8 City of Akron Ward meetings, meetings at 18 AMHA buildings, community group meetings, meetings with social service agencies, meetings with stakeholders and elected officials, and 36 hours of outreach at the RKP Transit Center.

As outlined in our Public Participation Policy (adopted by Resolution 1994-34), the March 1<sup>st</sup> public hearing was advertised in both the Akron Beacon Journal on January 29, 2023 and The Reporter on January 28, 2023. We additionally advertised all public outreach events (including

the hearing) onboard our buses, at the Robert K Pfaff Transit Center and on our website and social media outlets between January 16, 2023 and March 1, 2023.

As a part of the advertisement process, we summarized the general nature of service adjustments that were determined to be “major service changes” per METRO policy. We asked for all feedback to be received prior to March 1, 2023 at 8:00pm to be considered part of the public record. Prior to the public hearing, feedback could be provided by the following methods:

- (1) Customer Service phone line;
- (2) An electronic form on our website;
- (3) A paper form available at any of the 60+ outreach events conducted in January and February;
- (4) A verbal comment at any of the 60+ outreach events conducted in January and February; or
- (5) A mailed submittal to the METRO administrative offices.

The customer feedback received as part of this process in Attachment A. A full detailed transcript of the March 1<sup>st</sup> public hearing can be found in Attachment B.

The METRO Board of Trustees will then be presented the compilation of comments received, any resulting recommendations for changes to the plan, and the above Title VI analysis at the March 2023 meeting.

# **Attachment A**

Public Comments

<b>Existing Route Number</b>	<b>New Route Number</b>	<b>Comment</b>
14 Euclid/Barberton XP		Sometimes it's delayed due to the driver driving slow and literally living on the brakes the whole time. I like that it's close to my house so me and my son doesn't have to walk far. Just wish the bus drivers would do more to kick rude passengers that are cussing and being loud off the bus. Also get a bus for the kids to ride on because they are loud, ghetto and rude.
1 West Market	1 W. Market	We need more bus stop
5 East Market/Ellet		Should ride on Saturday and Sunday
14 Euclid/Barberton XP	8 Barberton	Are they going to stay the same
6 East Market/Lakemore	1 W. Market	Bus on time
33 State Rd/Wyoga Lake	31 State Rd/Macedonia	I am concerned that this route can get students to Walsh and CVCA in time for the start of school. Does the new 31 bus still depart RKP at 7:00 with time for students to make a transfer?
103		Why aren't there any buses running on the weekend to Little Tikes
8 Kenmore/Barberton	103	I usually catch what is presently the 8 on Norton Avenue (present stop #836 ) Please inform of any other route changes.
18 Thornton/Manchester	29 S. Main/Manchester	Route 18 needs to stay as it is far as the route itself. Changing or moving stops isn't in the best interest of those with disabilities or for when the weather is bad. Kids use it for school, it is used for stores and pharmacies. Needed things. Changing it in anyway except it running more frequently would be a very bad thing for people this route services.
19 Eastland	19 E. Exchange/Eastland	What are the changes to this route
1 West Market	2 S. Arlington	Your need update your system.
101 Richfield/Bath	101 Richfield/Bath	If you were to remove the #101, would you add Richfield to your Call a Bus service? Taking the 101 to the end of its route and catching the GCRTA bus #77 there has been vital in my easily accessing the west side of the Cleveland Area without having to go into Downtown Cleveland, There is the (unconfirmed by me) chance of the new development where the Brecksville VA Hospital being a new terminating point of the GCRTA #77 when it opens which could be useful for a slightly out of county Call a Bus eligible location.
13 Grant/Firestone Park	13 Grant/Firestone Park	I live between Main St and Grant on Cole Ave. I go to Giant Eagle for food, prescriptions, etc. I ride the 13 straight there and back for 20+ years. The reimagine change will mean I'll have walk to Main St to catch a bus to the transit center, switch to the 13 and same thing going back home. This will add an hour or more to my trip and put me in the weather longer carrying groceries. You guys gave no consideration to the people on Cole Ave or Archwood.
10 Howard/Portage Trail	31 State Rd/Macedonia	It seems I'll be able to use either 31 or 32 at times. This is good.
102 Northfield Express	31 State Rd/Macedonia	How often will the 31/32 service run for connections to/from Southgate Transit Center. Will it run 7 days a week and make more trips than the 102?
18 Thornton/Manchester	8 Barberton	Thank you for providing service to Thornton and dart area there are a lot of seniors that catch the bus at these stops because of the senior high rises on this street. As well as lots of students who would have to cross several busy streets to get to the transit center for school.



Existing Route Number	New Route Number	Comment
101 Richfield/Bath		<p>I can not begin to imagine, Akron Metro leaving 500 people a month out of a ride to where they are going for the sake of getting someone to work 5mins quicker!</p> <p>Perhaps add an extra 61 three times a day and have it run local up State Route 21? Then when it gets to Miller Rd. jump back on 77?</p> <p>I am sure Metro wouldnt want to leave those 500 people out in the cold so to speak. I mean even 86ing the 110 seems like bad move but at least Green has Call a Bus to fall back on. The 101 has nothing</p>
18 Thornton/Manchester Zone	29 S. Main/Manchester 2 S. Arlington	<p>Will the 29 be offering Sunday service? Currently I can take the 18 to get to my church at 830 rood drive...</p> <p>I don't have a route but my daughter is trying to find housing in new Franklin area to be able to get to Akron from here but the closest stop is in Coventry. She is on SSI. we would love to see the tour extended to the end of summit county. It's less than 5 miles to come down Manchester Rd a bit farther and make the route accessible to us in the bottom of the county.</p>
	22 Chapel Hill/Stow-Kent x91 Kent Express	We need a bus to and from Akron and Kent!!!
102 Northfield Express	31 State Rd/Macedonia	<p>I was excited to read about new routes in northern Summit County, thinking I might finally be able to use public transit. The new routes 31/32 are very disappointing compared to the old 102/104. Putting a bus on Olde Eight between Rt 82 and Ledge, rather than on Rt 8, won't help anyone and will infuriate drivers on Olde Eight. I don't understand the point of this change at all. Without seeing the stops on the new routes it's hard to say whether they're better or worse, but leaving such a large area of Rt 82 without any options seems a downgrade. Retail in northern Summit is ALL on Rt. 82. I think the old routes were better, even though they were worthless to me personally. I have to ask, is anyone there at Metro is familiar with this area?</p>
		<p>I'm hoping that you restore service back to Copley road in Copley from the circle to akron.</p> <p>Glad that you are including service connecting to portage again</p>
2 Arlington	2 S. Arlington	The #2 should continue to serve E. Exchange Street.
28 Merriman Valley		Do you know if Route 28 will be discontinued in June? Thank you.
	29 S. Main/Manchester	I would like to see the route map of this particular route before I can comment because my last contact was in 2021 and had to relocate.
3 Copley Rd/Hawkins	27 W. Exchange/Merriman	are the routes changing on june 4th 2023
10 Howard/Portage Trail	10 Howard/Portage Trl	<p>This route has a habit of arriving near residential areas like apartments early and leaving even when people are at the stop. It goes by well lit areas and leaves people behind. I feel it should come more frequently since there are quite a bit of people who utilize the route. i also believe that fare should be free and that metro should expand based on regular surveys sent out to areas. Even if one person needs a route, it's needed. Many lose opportunities to jobs because the bus doesn't go out.</p>

Existing Route Number	New Route Number	Comment
30 Goodyear/Darrow	23 Goodyear/Gilchrist	The 30 needs to run later then 7pm .. not fair to people who live on that route can't get home after 7 also those ladies at the service desk in the transit are very very rude and not helpful at all
17 Brown/Inman	15 Brown/Inman	If you could have the inbound 15 turn west on Archwood to Brown instead of Cole. There are quite a few daily riders on that stretch of Brown between Archwood and Cole. Thank you.
11 South Akron		Again South Street bus route is being cut. It is the only route that is being cut in the inner city. It is also the poorest part of the City and the residents need transportation in this area.
7 Cuyahoga Falls Ave	22 Chapel Hill/Stow-Kent	Route 22 to Kent Via Independence would benefit me more than X91 from Akron since PARTA already does this. It takes me 90-230 minutes to ride down town and catch Parta to Kent. I can walk to Independence to take the 22 and do shopping between buses. Having to transfer at the Transit Center often with a 30 minute wait is a drag. I prefer to transfer at Independence or at Stow Kent Target plaza so I have something to do between busses.
	22 Chapel Hill/Stow-Kent	One more comment on Route 22 & Stow. . .There is no bus service on Route 59 between Stow Kent Plaza and where 91 & 59 meet. There are a lot of business including my vet at 91 & 59. Right now I have to Uber/Lyft there.
102 Northfield Express		I hope you do not stop the 102 Northfield some people work out there and we go to the casino out there our only form of intertainment.My aunty loves to catch the bus out their get her away a little while.This is more safer then going downtown to any events.To much violence going on for the elderly to be catching the bus anywhere else Westside Eastside always some drama.
33 State Rd/Wyoga Lake		Current 33 bus needs extended to SR-303, I feel the businesses and job opportunities from Wyoga Lake to 303 are under served. We have too many pedestrians trying to access the Metro on roads not engineered for pedestrians.
3 Copley Rd/Hawkins	3 Copley/Barberton	I'm happy you will be expanding routes and service
4 Delia/N Hawkins		Please keep the number 4 route. If you get rid of it I will have nowhere to go.
104 Twinsburg Creekside	42	I am excited to hear that service along Darrow Rd will be improved. I've taken the bus a few times over the past 7 years I've lived along this corridor, but it was a pain with infrequent service, and the 103/104 transfer. Connections to the auto repair shops south of Hudson and on Norton are likely a good use case for riders from Hudson.  I would also like to see East-West service added between Darrow and Akron-Peninsula Rd during the summer if allowed by NPS. CVNP is one of the few national parks without bus service, and adding service could reduce car congestion. Special service to Steels Corners for Blossom access would also be extremely valuable.
9 Wooster/East Ave	16 Euclid/Diagonal	The 9 bus should run more then once a hour. And they should make it in for the line up as well.
4 Delia/N Hawkins	26 Delia/White Pond	we still need our stop after 7 stories please dont eliminate our route
2 Arlington	2 S. Arlington	Kkdf

Existing Route Number	New Route Number	Comment
		My main concern is for the elderly and those with special needs that at present can either catch the bus close to their home or at a close stop. Now with some of these stops being moved or discontinued, it going to make it very difficult for those folks to get a bus. Some the people I deal with on a daily basis voice some serious concerns about how the whole system will work. I think it's good but I do have my doubts as well.
		I think you should bring back the # 50 route. The west market bus takes to long to get out to montrose and the bus is always over crowded. Things ran smoother with the 50.
4 Delia/N Hawkins		the zahn bus stop is impotant to me and many others who dont have any other transport to grocery store and to have to carry grogeries fro 7 stories is too far Im am disabled and there are others.
30 Goodyear/Darrow	23 Goodyear/Gilchrist	With the change to eliminate service harm is done to a majority of low income residences along within the areas of Hampton, Sumatra, Brookland loop area and Newton St (between Brooklands and 91). The walk is too far to Goodyear Blvd to catch a bus (greater than 1/4 mile from the intersection of Sumata and Hampton. There is no easy way to access a bus. It also bypasses Goodyear Metro Park main entrance which is a destination for locals for recreation. There is also low income apartments at the top of hill. Brooklands/Newton St is popular bus stop for many in the area as well as the Goodyear Park. Major concern with moving bus to use Eastwood ave (no sidewalks on Eastwood (heading eastbound between Morningview and 91). Limited residences there, since back of park borders the street. This is unsafe. No access to Goodyear pavilion where events are held by eliminating Newton stops. There is no benefit extending route to Gilcrest Rd. area for this neighborhood. Residences need a bus along Newton and Darrow to have access to Acme Plaza for grocery shopping, Betty Jane school and Goodyear Park entrance. Walking up Newton Hill with groceries is not doable.
5 East Market/Ellet	25 Kelley/Triplett	This will likely be called "the bus to no where". It is better to continue this as the original route to Gilcrest Rd. if need be. Actually Gilcrest access should be limited direct from the transit center BY eliminating service on Massillon Road, Hilbish, and Springfield Center residences lose access to Acme and Hyre Jr. High school. along with shopping center on Canton Rd (Eastgate Plaza). Nearest bus access would be Market St. or Canton Rd. over a mile. Residences would have no accessible shopping without having to go Dave's on Exchange St. (No one rides this bus from Joy Park to Triplett Ave) until you get to Massillon Rd.
7 Cuyahoga Falls Ave	22 Chapel Hill/Stow-Kent	Another bus service planned "to no where". Extending this from Independence TC to Munore Falls (Studio City) than Kent is a waste. Major concern is using Route 91 from Monroe Falls Ave to Graham Road especially at the train crossing at this intersection. The backup on Rt 91 in the area is extreme and no residential areas would be served or benefitted from this route. Ridership at Studio City has always been limited (is there really a need in this area) why not use call-for-ride instead? Parta already services from 91 from Graham to Target.
	x91 Kent Express	Is PARTA no longer going to operate this bus route? Will it stop in Brimfield at (Walmart/Meijer?) If this a new route it could serve as a more direct route for the Gilcrest Industrial area by getting off at Gilcrest servicing Rubbermaid and ASE then continuing on to Kent (doing shift change times 6-9 am and 4-7 pm) It wouldn't need hourly service.
6 East Market/Lakemore		Bus drivers are using excessive braking causing passengers to fall .

Existing Route Number	New Route Number	Comment
x61 Northcoast Express	x61 Northcoast Express	I really miss using this bus since the pandemic. Unfortunately now, its time schedule is no longer condusive or conveyent to use. I use to ride the 9 am bus to go the CSU and come back on the bus between 5:30-6. Now you would need to get a bus at 6:30 am and leave before 5 pm. This no longer works for someone who works 9 to 5 or 9-6. Also, it better to have a bus leave Akron after 2:30. (like 4 pm).
110 Green/Springfield		What are you going to replace my route with? How will the airport be accessed.
13 Grant/Firestone Park		RM RKP Information Table 1/23  -Concern about the layout of Firestone Park in the Reimagined Network. The gentleman who brought the concern lives on the corner of Brown/Reed, and was concerned as he felt the network moves the routes away from him.
		"METRO should consider adding service to N. Thomas Rd so people don't have to cut through the woods to get to service on Brittain Rd (near the Aldi)
9 Wooster/East Ave	9 Vernon Odom/East Ave	"The #9 should run more frequently to better serve those who work at the Amazon facility"
11 South Akron		"I'm concerned about there being enough service to the IBH service on S. Main Street. It currently has service but it stops too early in the day.
18 Thornton/Manchester	8 Barberton	"I'm concerned about the 18 being eliminated because of the walk that would be required to get to the 8 from Manchester/Thornton."
103 Stow/Hudson	32 Hudson/Twinsburg	I use this route for my travel needs between Hudson & Twinsburg and Stow . the bus connections for the route seems to limit after 700am, so that I am only able to travel one way without the ability to return inbound or outbound, then I must make other travel arrangements , this is also the case with the current #104 route. the drivers are very nice.
104 Twinsburg Creekside	31 State Rd/Macedonia	limited service on weekdays after 700am , is very disruptive , I can only travel either outbound or inbound one way and must make other travel arrangements to meet my travel needs,the drivers are very nice .
		<p style="text-align: center;">Thank you for being there for us Metro.</p> <p>I am a SCAT rider. I wish I was allowed to ride SCAT more often, and to be able to use it for personal transportation, in addition to grocery and medical.</p> <p style="text-align: center;">Thank you for letting me submit a comment.</p> <p style="text-align: center;">Jim F</p>

Existing Route Number	New Route Number	Comment
34 Cascade Village/Uhler	10 Howard/Portage Trl	<p>I use #34 from my home to work and from work to home every other day for more than 1 year. but after I saw your new routes, it won't pass my bus stop anymore(Cascade village on E North St.). and I have to walk around 2 bus stop to ride the bus.</p> <p>Am I correct?</p> <p>or could you make #10 to pass on E North St. like#34 and get back on track after (on N Howard St./E lods St. intersection)</p> <p>Best Regards M.</p>
9 Wooster/East Ave	9 Vernon Odom/East Ave	I think it would be a great idea.
x61 Northcoast Express	x61 Northcoast Express	<p>Please keep schedule the Zane for us working up there and unable to drive ourselves there, we appreciate it. I would suggest NOT using even new city buses, the plastic seats are terrible for a long 40 minute sometimes longer ride. Extremely uncomfortable. No room to put your feet under seat ahead of you and for two people to sit. The Cleveland buses are old but PLEASE get ones with cushioned seats! We invite Ms dishler, zeke, the board members to ride a new city bus to Cleveland on those seats, and maybe new Cleveland buses could have a way to get those of us who have a hard time with the steps to get on bus?</p>
104 Twinsburg Creekside	32 Hudson/Twinsburg	<p>I reside in Twinsburg Township off Hadden road and this new proposed route looks promising. Being able to get to Downtown Twinsburg for groceries as needed, getting to the neighboring city of Macedonia to do household and grocery shopping at places like Walmart and the possibility to connect to the GCRTA system on one route is fantastic. Having to catch multiple busses or take long trips on routes to get places is exhausting and this new route looks like it will allow access to more locations without taking all day. And the possibility of this new route having Saturday service would be super. It would allow someone who works M-F to be able to take care of errands and such on a day off such as Saturday.</p>
34 Cascade Village/Uhler	22 Chapel Hill/Stow-Kent	<p>Basically what METRO is doing is creating two routes from the current Router 34 bus!?! I would prefer to see this be a route which runs every 20-minutes due to my being a resident of the neighborhood along the northern Home Avenue in the Chapel Hill / North Hill region of Akron!!</p>
2 Arlington	2 S. Arlington	<p>My concern is are we keeping the artic on the 2 route? If so the new right turn from broadway to east market outbound 2 is going to be a very hard turn. We already turning wide over the double line with a regular 40ft bus.</p>
7 Cuyahoga Falls Ave		Please keep running the 7 it is how I get to work and around to other places.
5 East Market/Ellet		<p>Do not like how the time has changed on Bus 5 rout it comes like 10 to 12 minutes later I take the bus 5 days a week this is the AM rout people need to get to work on time please start thinking about your riders that ride all the time . Also need more free Fridays to ride that how u give back to your riders My pm driver afternoon guy on bus 5 is a good driver he start at 4pm I think .</p>
14 Euclid/Barberton XP	9 Vernon Odom/East Ave	Need to run every 20-30 minutes

Existing Route Number	New Route Number	Comment
12 Tallmadge Hill		<p>Rt. 12- could you change rt. 12 from 60 to 30 minute service</p> <p>I like the option to use the rt. 110</p>
		<p>PLEASE do not cut or do anything to the SCAT and ADA services. Those of us who are disabled rely heavily on these services.</p> <p>Thank you.</p>
5 East Market/Ellet	25 Kelley/Triplett	Will it run later in the evening and on Sunday
		Spoke at Ontario Apts at 264 West Market. They would like the grocery bus service.
4 Delia/N Hawkins	26 Delia/White Pond	I am a frequent rider of the number 4 route and I live on Cromwell Dr. and I depend on this bus to get to and from work as well as most places. I am concerned with the new routes the bus may not be as available to me.
14 Euclid/Barberton XP	x61 Northcoast Express	More service to cleveland ohio
2 Arlington	2 S. Arlington	<p>I am absolutely devastated to learn about the change in the #2 route. For the past 15 years I have relied on the number 2 to get to my job at Taco Bell across the street from Akron U. Now with the 2 being redirected to market st there is little access to the Akron u area. I will be force to walk the mile from/to the transit for work as the 17 runs so infrequently that it is near unless. As I am aging I find it harder to make that walk and prefer not to have to in poor weather. These changes are likely going to force me into a different job which is life shattering for me as i have been there for 20 years. This change also reduces access to Dave's market and the pediatrician. People w carts of groceries and small children will have to walk further to get access to a bus or wait up to 90 minutes for the Springfield bus. I will be needing to find a new doctor on a direct route for my children as well. I don't understand the need for this change as market st already has a more frequent bus in that area with the #6. I hope that you will reconsider changing the #2 as it reduces needed bus access to an entire neighborhood is going to cause difficulties for lots low-income people. Thank you for you time.</p>
24 Lakeshore	10 Howard/Portage Trl	<p>I take these buses to go to the store and go see my mom . I would like to see a bus that can go down Hudson Dr going from front street in cuyahoga falls . My brother lives off of Hudson Dr and I would love to go and see my neice and nephew but I can't because no bus goes there and for scat I also take scat the wait time for someone to answer the phone is way to long I sometimes have to wait 45 min to talk to someone I would like to be able to use scat to get my hair cut and having us make a pickup time when we don't know how long we will be I think this service needs to expand for people that can't get to the bus all the time instead of just grocery shopping and doctor appointments I think we need to move past the covid and take it back to everything the way it was before and besides people needs a job and I think it would look good for metro for offering even more jobs and phone call people to answer the phone I think metro is stuck in the past and is afraid of moving forward and making awesome changes to the services . Have a blessed day</p>

Existing Route Number	New Route Number	Comment
		<p>I love our Metro services &amp; the proposed changes.</p> <p>My number one suggestion as someone who doesn't drive but would like to enjoy our park system more is developing either a dedicated line into and around Cuyahoga Valley National Park or maybe a rotating line (van or bus) for the different Summit County Metroparks that aren't already along a route. (ie- during the fall hiking spree a different park every week). Either one of these options could give people inside the city who might not otherwise have access a much needed chance to enjoy our lovely green spaces more often.</p> <p>My second suggestion would be offering service to Blossom music center during events. It could be offered as a park and ride option like the 61 NCX and potentially get people who would otherwise just bypass the city to instead park downtown &amp; patronize businesses there before/after the shows. (and give better access to entertainment for those who don't drive at all)</p> <p>Thanks for reading</p>
		<p>I believe METRO should be looking into additional modes of higher public transportation than just bus routes. I wrote up a plan for a rail system that connects almost all of Akron's neighborhoods to popular destinations including downtown, The University of Akron, Stark State College, both hospitals, Summit Lake, and various shopping areas such as Chapel Hill and Wallhaven. This document was sent via email to Valerie Shea, director of planning, marketing, and rail. Almost half of the rails needed for its construction are pre-existing and considerable federal and state funding are available for projects such as this, not to mention contributions from interested parties. Please, take the time to read it and seriously consider the benefits of this system for all residents in the greater Akron area.</p>
9 Wooster/East Ave	16 Euclid/Diagonal	<p>As a person who lives closest to the top of Vernon Odom Blvd, I have been looking forward to a route that comes up the hill ever since talks were happening about it. I live between the 9 14 and 18 and the bus stops for each route or like 1/2 mile or less away but the best way to get to each bus stop is different and with the 9 and 18, I have to walk up to Springhill from East Ave and Manchester and Thornton St respectively. The 14 stop has me walking about 8-10 mins and plus if I wanna go to Hawkins Plaza, walking 8-10 mins to ride a bus for 2 mins seems pointless by bus but yet it takes 20 mins to walk to Hawkins Plaza. At least the new route would eliminate the 8-10 min walk to Superior and V Odom Blvd</p>

Existing Route Number	New Route Number	Comment
30 Goodyear/Darrow	19 E. Exchange/Eastland	<p>I would like to see later options to take the 30. Right now, the last bus heading to Acme is at 7pm. When the Main Library closes at 8pm. I'd like to see a bus that comes later into the evening. I prefer to take the bus, even on a night out (the OG DD), however, it is not feasible when it stops running at 7pm.</p> <p>Additionally, In an ideal world, there would be a route that connects the 30 to the Independence Turnaround. Currently, I have to take 3 buses to get to the Target on Howe Avenue when it takes 15-20 minutes driving. I believe this route would increase bus usage because this route would go where people want to go. I would use this route all the time. A route that travels all the way up Brittan road that goes all the way to the Target would be bussin (pun intended).</p> <p style="text-align: center;">Thank you all, Stanley</p>
7 Cuyahoga Falls Ave		<p>Excited to hear about the new 31/32 "overlay" along Hudson drive and a loop through the shopping area on Graham Road. This could be helpful for shopping trips up there as I live off of Hudson Drive a few blocks from Front Street. I also currently take the 7 sometimes from Stonehedge at 9 or 10pm, walking from Munroe Falls Avenue, so if these run at night that will be helpful too. However, it's still not an easy trip from my area to Howe Avenue, another major shopping destination. I know you all are mostly Akron-focused, but we do appreciate the services you provide through Cuyahoga Falls.</p>
Zone		<p>The number 21 bus route needs to be on weekends as well as in the evening also the bus stop that used to be in front of my house at 2000 South Main Street and someone moved it across the street and it's not even on the right side of the street.....</p>
18 Thornton/Manchester		<p>eliminating the 18 will not be servicing Thornton west part, not servicing between Manchester and Waterloo south. it will be hard for the elderly to walk to the stop</p>
14 Euclid/Barberton XP	8B Barberton/Wooster	Frequency
26 W Exchange/White Pond	26 Delia/White Pond	Sunday service, full day 7am-6pm, Saturday full service full day
8 Kenmore/Barberton	8A Barberton/Norton	expand service on 8 to Norton Plaza 10pm-1130pm
5 East Market/Ellet	25 Kelley/Triplett	No service on Sieberling to ACME
103 Stow/Hudson	31 State Rd/Macedonia	No service to Little Tikes
34 Cascade Village/Uhler	22 Chapel Hill/Stow-Kent	no service on Lods and Elizabeth for Senior citizens that have to walk.
	25 Kelley/Triplett	<p style="text-align: center;">Misc. Comments</p> <p style="text-align: center;">* 25 Will not Loop the AMHA housing , you will not service the group homes on Manchester Rd. *Not servicing Save a lot on Thornton and Main from 8 to 29</p> <p style="text-align: center;">* 14 services Giant Eagle and route to Dr. Office ( said by 2)</p>
110 Green/Springfield		<p>Good afternoon. I am the HR director at Pioneer Plastics Corp. It was brought to my attention that this line is being cancelled. This will have a major impact on the community, our company and its employees. I was wondering if this decision has been finalized or if this is at the point of discussion. I would like to have additional conversations on this subject with the appropriate individual, if you could direct me accordingly. Thanks, In advance.</p>



Existing Route Number	New Route Number	Comment
4 Delia/N Hawkins		The 4 desperately needs another bus, it's inconsistent with the 1 so it often leaves people stranded outside at a bus stop for 15+ minutes. This horrible in the winter when the temperature drops and you have people waiting outside when it could be cold and windy.
6 East Market/Lakemore	6 E. Exchange/Canton Rd	<p>I use the 6 service daily (7 days a week) from Ellet to downtown Akron and make a number of stops along E. Market &amp; South Main, particularly 1st Congregational Church, Main Library, Zion Lutheran Church, and St Bernard Catholic Church. With the re-imagined network my route to these places will be a little more challenging, involving a transfer between services 6&amp;2 at E. Exchange / E. Market, or walking as necessary weather dependent.</p> <p>It's cool though as overall the plan looks great, and I'm very happy to see a more regular link to GCRTA via the new 31/32 service (not quite clear though if this will run on Saturday - the new route table says yes, but the interactive map says no?).</p> <p>IMO Akron Metro is a great &amp; very well run service overall (as is GCRTA) - please keep up the good work!</p>
1 West Market	1 W. Market	Need one more bus stop by heritage Square on hollythorn route. I'm glad for a 15 minute service if voted in. Thank you for your time.
104 Twinsburg Creekside	104	<p>I have worked in Twinsburg for a number of years and ride Metro to and from work Monday thru Friday. It is not only convenient, as I work right off 91 and Enterprise, but a necessity, as I and others rely on MRTA. My concern is availability in the restructure of your service, please enlighten me on your refocus and how it affects those who ride routes 102 and 104. Thank you for your response in advance...</p> <p>Cordially,</p> <p>Regina Foster</p>
DASH		Jarrod and I met with UDS Leadership. They were looking to utilize the DASH service for their clients to access downtown services, venues and events. They are disappointed, but we explained other available options, however those options aren't fare free at this time.
110 Green/Springfield		Please consider moving stop #7 (Pioneer Plastics) to rt # 2 as stop #6, prior to current stop #6 (interstate pkwy) which could move to #7 on rt # 2. Cancelling rt #110, Pioneer Plastics stop, specifically, would be harmful to the employees that work here, our ability for new hires and the growth being seen in City of Green, not to mention all the other business on this route that this cancellation would be detrimental to. Several mfg. facilities, as well as several Dr. offices would be attainable through the small change to rt #2. The driver currently has a 10 min wait at interstate pkwy, that could be used to make this stop, so no additional driver times would be necessary. The current cancellation of rt #110, seems to be penalizing the lower income population who are making attempt to work and contribute.

Existing Route Number	New Route Number	Comment
		<p>Will the bus/all routes eventually run all day? Or will METRO have service hours meaning ALL routes run 5 am - 11 pm (for example) rather than the route having their own hours.</p> <p>Will Call-a-Bus or something like it be available with little-to-no bus service? (Bath, Richfield, New Franklin, Norton, Peninsula, etc.) Seems like only Akron and small parts of Cuyahoga Falls, Stow and Barberton have service looking at the map. Even when paying \$4 something is better than nothing and better than paying Uber prices. Also consider those using wheelchairs they cannot take those on demand services.</p> <p>Consider those working on the #101 and 110 routes with no other options now. Have you reached out to businesses along the routes heavily changed? This should have already taken place.</p>
5 East Market/Ellet		I have children who attend Ellet CLC, and they now usually catch the #5 bus. I don't see the #5 in the Reimagine Metro Route numbers. Is it being discontinued, and if it's being merged with #6, will it still come close enough to the school so they can ride it?
1 West Market		I love Metro's upstanding quality and distinguish service. Never has the Metro left me behind.
		<p>Outreach session, 2/2/23 - Hilltop Apts in Barberton closest to the current #14 route - 8 attendees Staff present - Meagan Greathouse and Nykia Walker</p> <ul style="list-style-type: none"> <li>• Residents would like to have bus stops closer to building to use METRO Direct.</li> <li>• Would like Grocery Bus to return, share info directly with residents (like mass mailings, posting at buildings) to increase ridership of grocery bus. Less store locations but more time to shop.</li> <li>• Excited about increased frequency of service!!</li> </ul>
		<p>Outreach session, 2/2/23 - Allen Dickson Apartments in Barberton, closest to the current #14 route - 6 attendees Staff present - Meagan Greathouse and Nykia Walker</p> <ul style="list-style-type: none"> <li>• Wants smoother transfers to other transit systems in different counties (Medina).</li> <li>• Wants Grocery Bus service to return.</li> <li>• Trash can concerns, primarily by Alpeter Apartments, also in Barberton. The cans are consistently not emptied which look terrible but also cause more litter. AMHA staff and management would like to know who to contact directly.</li> </ul>
10 Howard/Portage Trail	10 Howard/Portage Trl	We need bus go to sutliff apartments in Cuyahoga Falls it to far for some people to walk to portage trail.
110 Green/Springfield		Asking that stop on Rt#110 Pioneer Plastics not be dicontined

Existing Route Number	New Route Number	Comment
10 Howard/Portage Trail	10 Howard/Portage Trl	I don't have any besides the seats needing to be changed/updated on older buses if possible
		Akron Pregnancy Services and Eva Womens Clinic are located on the corner of East Buchtel and Cotter. There is a concern for client and patient safety when crossing this busy intersection that includes East Market Street. There are women trying to cross with strollers and children in hand, I have personally seen the difficulty for people in wheelchairs trying to cross this intersection. A woman who is legally blind informed Akron Pregnancy Services that she can no longer attend appointments due to her safety and the safety of her children regarding this issue. Eva Womens Clinic and Akron Pregnancy Services offer free services to women during difficult times in their lives. Akron Pregnancy Services offers classes to mothers and fathers who are trying to become the parents that they never had by breaking cycles of abuse and poverty, plus so much more. We are trying to remove every obstacle that would keep people from receiving the services that they need. Thank you for your consideration and attention to this matter.
110 Green/Springfield		Do not discontinue stop #110 Pioneer Plastics
18 Thornton/Manchester	29 S. Main/Manchester	Please be specific about the actual routing on the proposed route 29 because I know people who live on that route and unless you are specific and have the actual streets that the bus is going to take on the route then you better leave the 18 as it is currently and better yet just SCRAP THE METRO REIMAGINED IDEA ALLTOGETHER AND JUST LEAVE EVERYTHING THE WAY IT IS if you want to make improvements start by going back to pre-pandemic levels of service and bring back paper schedules and when I mean pre-pandemic that means the only routes you should be adding should be bringing back the circulators, and yes increasing the frequency of trips is fine everyone wants that but if you are going to start changing routes then besides showing a map of the proposed routes actually state in writing the actual route the bus will take so people will know if their stop will still be serviced because most people CAN'T understand that if a route is still going to service their bus stops that it will actually travel to their bus stops because just saying the main streets in the area will still be served because people don't give a crap about the the streets in the area where the buses are going to run because they don't know what side streets they are also going to take to get to where the bus is going (example the proposed route 29 says it's going to take Waterloo, Manchester and Carnegie BUT IT DOESN'T SAY IN WRITING CORY (the map shows it BUT THE WRITTEN DESCRIPTION DOESNT because people don't know or give a darn how the bus gets there all they care about is what streets they are going to use to get there and is it going to be the same as before and you have to spell it out because most people are going to think that the 29 will take Waterloo to Manchester to Carnegie stop somewhere and either turn around and come back Carnegie to Manchester to Acme or use other side streets to get back to Manchester where as if you just come out and say that the 29 will travel Waterloo to Cory to Carnegie to Manchester it will make it easier for people to communicate the changes) see I'm trying to help people out but unless they actually see it in writing and not just a map (because most people can't read a map) they have to be told in words) also I've been receiving flack about the 5,6,19 and 30 they want those routes left alone and keep the 2 on E.Exchange so you see why it's better to just leave everything as it is now and just bring back what was lost during the pandemic, that's what people really want is to go back to the way things were before the pandemic
18 Thornton/Manchester	8 Barberton	Is the stop at acme on manchester rd going away
26 W Exchange/White Pond	26 Delia/White Pond	will you pull into center towers

Existing Route Number	New Route Number	Comment
x61 Northcoast Express	x61 Northcoast Express	Another option for Cleveland there's no sense in only doing the x61 at the times you run it. possibly maybe you can run the x61 more on saturday?
19 Eastland	19 E. Exchange/Eastland	I like the changes. I like to see all the different routes.
19 Eastland	19 E. Exchange/Eastland	Do not change 19. That is too far for elderly to walk to Market st. Many elderly/handicapped along #19 between hospital and Arlington.
3 Copley Rd/Hawkins		Wants earlier/later service on Saturdays & Sundays
4 Delia/N Hawkins		This is BS don't change nothing!!
	20 Tallmadge/Brimfield	do this go to the walmart
10 Howard/Portage Trail	10 Howard/Portage Trl	Some of the bus drivers are really rude and disrespectful to people and it's really disturbing to me that some bus drivers do that. The bus drivers need to work on there people skills and be nicer to people
x61 Northcoast Express	x61 Northcoast Express	Akron needs better service to Cleveland!! At least one more run during the M-F express trips - currently the last one departs Cleveland too early to be useful to anyone who wants to commute there for work. We need one that leaves Cleveland at 5:30 or 6 pm. And at least one or two trips on Saturdays would make Cleveland events accessible to those living in Akron.
7 Cuyahoga Falls Ave	22 Chapel Hill/Stow-Kent	Need to know if you will service Bailey rd
18 Thornton/Manchester		I heavily rely on route 18 to commute to work without adding an additional 30 mins- 1hour to get to work, why are you cutting me off? I would prefer 18 to stay as it is
19 Eastland	19 E. Exchange/Eastland	Don't change the existing route 19 Eastland instead increase it to every 1/2 hr, it'll make it hard for me to go grocery shopping to Aldi's on Brittain Rd if you make it go on exchange. Also make it hard for me to go to and from work.
33 State Rd/Wyoga Lake		I am the Community Development Director for Cuyahoga Falls. We are asking that this route be redirected to run north on State Road and then east onto Cuyahoga Falls Industrial Pkwy - make the full loop to the end of the cul de sac and then exit back onto State Road and head north to Route 8. Currently, this route turns east onto Steels Corners and then north onto Wyoga to Route 8. Our Industrial/Commercial corridor is not being served. These businesses hire international newcomer employees who are currently being dropped by GOJO and then have to walk the remainder of this route. I don't mind gathering additional data from our businesses to assist, but one employer in particular - Pilot Plastics - has some 100+ employees and 65% are from our immigrant populations. Please reconsider this route!
18 Thornton/Manchester	29 S. Main/Manchester	Not to get rid of the 18 19 6 30
18 Thornton/Manchester		I am a Senior at Callis tower, I'm not able to walk from my building to the Transist. How can I get around now that you're changing this route
19 Eastland	19 E. Exchange/Eastland	I am not liking it going down exchange and not liking the route changes on most routes like the # 2 or #30 I have friends and a d&s wife that can not walk from 91 darrow rd to Newell because she has a disability and it is difficult for her.

Existing Route Number	New Route Number	Comment
		I am disappointed that the X60 continues to be discontinued. The Twinsburg/Creekside is an excellent parking location for drivers to park-n-ride. Service into downtown Cleveland is still needed from former X60 riders who live in the Aurora, Solon, Manuta area. The X60 was perfect. Now, having to drive into downtown Cleveland is a major inconvenience. I'm not sure that the reimagined route 32 meets my needs. Please reconsider bringing back the X60.
1 West Market	1 W. Market	I really wish route 1 would run later into the night.
1 West Market	3 Copley/Barberton	N/a
7 Cuyahoga Falls Ave		Have a bus ride by the apartments further down Howe avenue like Hunters Lake
101 Richfield/Bath		This bus links RTA and METRO during commuting hours. Absolutely necessary
33 State Rd/Wyoga Lake	31 State Rd/Macedonia	I love the new change as it improves my ability to get to work on time rather than 2 hours early.
101 Richfield/Bath	x61 Northcoast Express	I live in Cleveland and travel to Akron as a short getaway, usually for sightseeing or shopping since 1992. While I am not a daily rider due to my work, from what I can tell, the new reimagined system means that my already-slender connections to Akron could be nearly decimated. I need a better explanation of how this system will work for me, especially with connections to Greater Cleveland RTA and Canton SARTA. Thank you.
	31 State Rd/Macedonia	Likes that there will be more regional options (Route 31, 32, x91, 22) to Kent and Cleveland (RKP Day)
	20 Tallmadge/Brimfield	Would like more service than hourly on Route 22 and Route 20 (RKP Day)
	27 W. Exchange/Merriman	Concerns about bus access for Timber Top apartments
x61 Northcoast Express	x61 Northcoast Express	Client requesting more frequency on this route
	20 Tallmadge/Brimfield	Client happy with this increased access
		Client requesting we add bus service to Summit County Fairgrounds
3 Copley Rd/Hawkins		A bus going straight from Copley Rd to W Market St to the mall
9 Wooster/East Ave	9 Vernon Odom/East Ave	Should be more times then every hour
		A lot of people have needs to go to doctors who are out in Stow, some shop at Meijers, and some go to other professionals at places like Clock Point Trail. Why not any of these places?
17 Brown/Inman	15 Brown/Inman	Currently I take the 17 (or 11) route especially to come home. I live on Oakwood ave. I get off or on the Brown/Reed bus stop. That bus stop currently serves the 17 and 11 routes. I hate to see you get rid of BOTH the 17 and 11 routes that stop there in the reimagined network. Living east of Brown, I think your plan intends for people like myself to walk east on Reed to catch the new route, but Reed doesn't go through because of the Expressway. I'm not the only rider this will affect. I know there are riders that go to work & come home and get off/on at the reed/brown stops. In my case, I am disabled but try to be self-sufficient ... especially bringing something home such as groceries will be more difficult. additional distances will make things much harder. I hope you can reconsider getting abandoning this stop since it is currently serviced by two bus lines.

Existing Route Number	New Route Number	Comment
11 South Akron		<p>I have talked to so many people about how they would like it if Route 11 would continue on past IBH (Internal Brotherhood Home) and take you to Nimisila Reservoir Lot C-1 (only 3.7 miles further and plenty of room for the bus to turn around),to go enjoy a day by the lake and ride your bike along side the lake on their bike trail or fish. Hundreds i talked to said that would be exciting and it would bring a ton of people to ride the Metro, please consider this and i can get signatures of people that would love this to happen. Please E-mail me at christine.roland@live.com, I sincerely HOPE to hear from you and have a blessed day!</p> <p>(UPDATE) I sent you a message about Bus #11 going on further to Nimisila Reservoir Lot C-1 (3.7miles) further to enjoy the lake but i just realized i should have suggested route 21, because that route is a swift 15 minute ride to the V.A. which i use a lot because i am a 12 yr veteran, but please hear me and consider extending route 21 or route 11 to go to Nimisila lake lot C-1, hundreds of people i talked to while on the bus said yes that would be awesome, they all agreed it would give them a day to enjoy the lake and cycling and fishing, you have no idea how many people want this, and it would bring so many more customers to Metro. Hope to hear back from you all, and i hope you will match this letter with my last letter, thank you, have a blessed day!</p>
110 Green/Springfield		how am i supposed to get to work with the 110 being stopped
		Will #26 route be changing? Also changing #1 to every 15 minutes would be great! I live at Wallhaven and sometimes you can't get a seat on the #1 as it is now. Thanks, Sharon Hartline
6 East Market/Lakemore		<p>More USB ports, I purchased a disability pass and I should be able to scan just my ID or pass and not have to show ID everytime I scan with the disability pass on my smart phone., I have more than 3 smart phones and 6 months is too long to wait to transfer pass to a different phone. I currently have a Moto G tracphone with the EZ Fare app but I also have a government phone with Access wireless a Sense-TW102. I have to carry both phones or if I transfer the EZ Fare pass to the new government phone with Access wireless then I will only have 1 more chance to transfer my pass because I am looking for a new phone preferably a Samsung Galaxy like the one that was stolen and then I will have to wait 6 months to transfer my account if I lose the new phone. KWIMS?</p>
		<p>I don't currently use the Metro system because i have cars available in my household... but I have lived without a car for a long time before. So I understand the importance of bus routes, and I feel there should be routes on almost every street, honestly! It looks like you need a lot more routes in the area of Fairlawn and Montrose specifically, and also some more in West Akron. And it looks like there is nothing at all to take people to the CVNP? That seems like it would be highly useful!</p>
34 Cascade Village/Uhler	22 Chapel Hill/Stow-Kent	<p>Looking at the propose changes to route 34 there will be no service for residents living on Charles, Turner, Lods, North streets, having those resident walk even further when at time it will be dark and cold. Not sure why route 10 a more populated route wouldn't be routed through the neighborhood to give access to resident who need transportation.</p>

Existing Route Number	New Route Number	Comment
		<p>Concerned about getting to medical appointments. Resident is 61, has to wait long periods for line service.</p> <p>(FOWLER APARTMENT COMMENTS)</p>
		<p>Requested grocery bus</p> <p>(FOWLER APARTMENT COMMENTS)</p>
		<p>Son lives in Green. has difficulty getting to and from Akron.</p> <p>(FOWLER APARTMENT COMMENTS)</p>
		<p>Two residents at the Fowler apartments said, "METRO helps them live independently."</p> <p>(FOWLER APARTMENT COMMENTS)</p>
11 South Akron	29 S. Main/Manchester	<p>It is vital we have a bus stop at IBH Addiction Recovery. Several of our staff members utilize this bus to get to work. Without this, they won't have reliable transportation to get to work. Therefore, impacting our client care. Additionally, many of our outpatient and recovery housing clients use this bus. Without it, they won't be able to get the vital, life-saving treatment they need. This is an unsafe move that will negatively impact our community as a whole.</p>
11 South Akron	29 S. Main/Manchester	<p>To whom it may concern,</p> <p>It has come to my understanding the Akron Metro Bus #11 is to be cancelled.</p> <p>In the 14 years working at IBH this bus route has been an important resource for clients and our staff to use for appointments and transportation to and from work. "We" feel this would be detrimental to our clients and staff if this route was cancelled. Please consider keeping this route for the benefit of our staff and clients.</p> <p>Sincerely,</p> <p>Eddie Gillard - Lead Residential Supervisor Men's South</p>
		<p>Residents requesting more increased service to get to Hartville</p>
3 Copley Rd/Hawkins		<p>Residents say thank you to METRO admin staff for the grocery bus but are requesting access to a Super Walmart (not the one in Montrose)</p>

Existing Route Number	New Route Number	Comment
11 South Akron	29 S. Main/Manchester	<p style="text-align: center;">To whom it may concern</p> <p>I am an employee of IBH and I have recently been notified that starting in June 2023, that the number 11 bus will no longer be coming to our main campus. This would leave me without reliable transportation to work. The bus is not only used for employees like me, but also for our clients who come here for out-patient treatment such as classes, counseling, etc. The support our clients receive here at IBH is essential to their recovery, and transportation from METRO is necessary. I am writing this in hopes that you reconsider taking this bus route away. IBH is very important to the community, the staff and the people we serve in recovery. Thank you for your consideration.</p> <p style="text-align: center;">Sarah Clegg Residential Supervisor</p>
11 South Akron	29 S. Main/Manchester	<p>My name is Tiffany Koepnick and I work at IBH. I know of many staff and clients that use the METRO bus to commute back and forth from here. They use it to get to work, PHP/IOP programs, meetings, going to the store and things of that nature. I think taking away this bus stop will negatively affect our clients and staff because this is something that helps a lot of people and they rely on it. Please think about how this decision will impact many addicts and alcoholics as well as employees. Thank you.</p>
11	29	<p>I am an employee at IBH Addiction Recovery Services. Many of our clients and employees utilize the stop at IBH. Removing the stop at IBH would be detrimental to our employee's livelihood and our client's recovery. Removing the stop would remove opportunities from people who desperately need them.</p>
11 South Akron	29 S. Main/Manchester	<p>The bus provides transportation to work for some staff and clients who commute from the community for out-patient services. The bus also provides transportation for some of our residents living in Recovery Housing that do not yet have their own means of transportation.</p>
11 South Akron	29 S. Main/Manchester	<p style="text-align: center;">Please keep this stop at IBH Addiction Recovery as many people attending treatment use this. Thank you</p>
104 Twinsburg Creekside	32 Hudson/Twinsburg	<p>I, personally have rode MRTA to and from work (Twinsburg route 91 and Enterprise) for 19 years. I work 12 hr shifts, 6pm to 6am, four days a week. It is not only a convenience but also a necessity. I and other riders, appreciate this run and would like to see it continue. Thank you for your consideration.</p>
21 South Main		<p>Please do not remove the bus route near IBH Main campus. It is so hard already for clients to develop transportation options that removing this route would adversely impact our client population that it serves.</p>
11 South Akron	29 S. Main/Manchester	<p>The bus route which comes through IBH Addiction Recovery's Main Campus on South Main Street is essential to our clients. Since updating our programs, clients that attend our partial hospitalization program utilize this route as well as men who reside in our recovery house. Removing this bus stop will impact all of our clients and make IBH's programs inaccessible to the community.</p>
		<p>Bus #11 coming to and from IBH is critical to certain staff members including seniors as well as to our clients that are often indigent. Clients coming to and from IBH do not have much money and are commuting to IBH as part of their "Outpatient Program" to make for themselves a better life for themselves as well as their communities in which they live. Please reconsider changing this stop as it is so important to the staff and clients that serve the community.</p>



Existing Route Number	New Route Number	Comment
	20 Tallmadge/Brimfield	Residents excited about access to Giant Eagle, Walmart, Meijer and Menards in Brimfield.
11 South Akron	29 S. Main/Manchester	Our clients rely on the bus stopping at IBH. Please don't reroute away from IBH. For some clients this is the only way they can get here for treatment. I appreciate your consideration.
11 South Akron	29 S. Main/Manchester	Please keep the bus coming to IBH 3445 S main st 44319
11 South Akron	29 S. Main/Manchester	I am a trustee with IBH, one of the most important organizations in Summit County fighting the opioid epidemic and saving lives. Our clients rely on Metro to attend treatment. Our staff provide life-saving treatment to clients, and without the bus, many of them won't be able to continue working here. This negatively impacts their lives personally, but also negatively impacts our client care. Many of our Recovery House and Day Treatment clients use the bus as well and the bus is their only form of transportation. The added stress of unreliable transportation will negatively impact their recovery.
11 South Akron	29 S. Main/Manchester	I am currently an IBH Addiction Recovery Board Member. I object to the proposed elimination of bus service to the main IBH Addiction Recovery campus at 3445 S. Main Street in Coventry Township. The existing bus service provides service to/from IBH for employees and residents. While none of the residents on campus appear to count as low income residents for the purposes of the Reimagine METRO plan, the reality is that almost all of the persons (clients) receiving residential/outpatient treatment and sober housing services are low income individuals given most rely on Medicaid and SNAP benefits to receive treatment. Without METRO services, clients are not able to get to/from employment and treatment providers. Also, it is known that social workers/support staff are not highly paid and some IBH employees rely on METRO service to get to/from their employment as a way of making ends meet for their households. I encourage METRO to re-evaluate the proposed changes and maintain METRO service to/from the IBH Addiction Recovery campus at 3445 S. Main Street for low income clients and lower income employees.
11 South Akron	29 S. Main/Manchester	Hello - I am on the board of IBH and I would like to request that you do not remove the bus stop from the IBH facility. Transportation is key to a patient's recovery. Many of the IBH staff and clients rely on that stop. We hope you reconsider. It would be detrimental to our services. Thank you for the consideration.
11 South Akron	29 S. Main/Manchester	I wanted to advocate for the Bus Route and Bus Stop to remain in service. Many employees, clients and potential clients depend on the this bus route for purpose of employment and activating services rendered here at IBH Addiction Recovery.
11 South Akron	29 S. Main/Manchester	IBH Addiction Recovery Center needs the route to stay the same. I am in support of IBH Addiction Recovery. Several clients and many employees of the facility use the bus to get to treatment and work. They absolutely need the transportation. Taking away their only form of transportation is unsafe.
11 South Akron		Attendee concerned about loss of bus service to IBH.
	32 Hudson/Twinsburg	Question from an outreach session Would the 32 route run earlier than the 103/104 bus runs now and will there be an OB 32 running after 3:30pm but before 10pm?
1 West Market	1 W. Market	Comment captured from an outreach session: Would like earlier service on Sundays and later service going to Restaurant Hill.

Existing Route Number	New Route Number	Comment
18 Thornton/Manchester		Comment captured from an outreach session: Worried about the 18 route no longer going to Corey Ave on the OB and only on the IB. They have a problem with most drivers not letting passengers ride to Acme then coming IB to hit Corey Ave.
110 Green/Springfield		Comment captured at an outreach session: Upset about the 110 going away. They said there are many jobs out that way they work first shift at S & A Monday thru Friday.
103 Stow/Hudson		Comment captured from an outreach session: Would like a bus to run on the weekends to Little Tikes.
	13 Grant/Firestone Park	Comment captured from an outreach session: Excited about the 13 running every 15 minutes. Says it works perfect.
	26 Delia/White Pond	Comment captured from an outreach session: Excited about the new routes 26 and 27 by Exchange and Delia being staggered and not on top of each other. Happy that the buses will run longer and more frequently. They said this is just great great great!
	25 Kelley/Triplett	Comment captured at an outreach session: Happy about the 25 servicing Triplett like the 110 used to. They are especially happy that it is running 7 days a week.
	22 Chapel Hill/Stow-Kent	Comment captured at an outreach session: Wishes the 22 was going to run more than every hour from Studio City.
		Comment captured at an outreach session: Says this whole change is just a wonderful thing!
5 East Market/Ellet		Comment captured at an outreach session: Upset that Springfield Center Rd gets no direct service with the new routes. The 5 route is what it is currently and would no longer be serviced.
104 Twinsburg Creekside	32 Hudson/Twinsburg	Comment captured at an outreach session: Upset the 32 will not be servicing Enterprise Pkwy where many first and third shift workers would be affected.
	16 Euclid/Diagonal	Comment captured at an outreach session: Excited about the 16 running every 15 minutes.
101 Richfield/Bath		Comment captured at an outreach session: Upset about the 101 no longer running.
110 Green/Springfield		Comment captured at an outreach session: Upset about the 110 route going away. Would like it to do an in and an out once a day or an on demand option.
110 Green/Springfield		Comment captured at an outreach session: Don't know how they will get to work at Pioneer Plastic working Monday thru Friday 8am to 4pm with the 110 going away.
	2 S. Arlington	Comment captured from an operator at an outreach session: Would like to know what parents that take their children to school using the 2 are going to get to Mason CLC if the new 2 route runs on E Market St vs. Exchange St.

Existing Route Number	New Route Number	Comment
11 South Akron		The route is incredibly important for me to get to my job and help saves the lives of others looking for treatment. This greatly impacts the community and the ability for people to live their lives in peace that they deserve.
11 South Akron	29 S. Main/Manchester	<p style="text-align: center;">Dawn Distler, Chief Executive officer  Jarrod Hampshire, Chief Operations Officer  Tatia Harris, Chief Culture Officer  Jay Hunter, Chief Administrative Officer  Angela Neeley, Chief Financial Officer/Assistant Secretary Treasurer  Molly Becker, Director of Public Relations &amp; Marketing  DeHavilland McCall, Director of Operations.</p> <p style="text-align: center;">Metro RTA  416 Kenmore Blvd, Akron, Ohio, 44301  CC: Akron Beacon Journal  CC: 93.1 The Summit Radio Station.  I hope this letter falls on open ears!  This letter is a plea to the leadership of Metro RTA.</p> <p>Please note this letter was written by myself James Peet an employee of IBH, having stated this it is therefore my feelings and concerns only!</p> <p style="text-align: center;">It was brought to my attention that RTA will no longer service stop at IBH.  This decision to end service will dramatically impact so many fragile local area residents who benefit from our services.  Fragile in every sense. One of the biggest hurdles these residents face is reliable transportation.  Perhaps the decision to close the stop is low rider turnout. One possible reason for the low turnout is the bus schedule to IBH. The time when the bus runs to IBH is not conducive to Prime schedules. Most of Akron's residents who employ IBH's services have business matters in the early morning and late in the evening.  Perhaps the transit schedule should be changed to a more productive rendezvous time to IBH.  Taxpayers fund this service. Taxpayers should have a say where the bus stops and where the bucks stop!  Please consider a time change rather than discontinuing service!</p> <p style="text-align: center;">Respectful Regards,  James Peet</p>
11 South Akron	29 S. Main/Manchester	I am an IBH behavioral health therapist. This route is imparative for my clients who have no other transportation to continue with substance use disorder treatment. It would be doing our community a disservice to discontinue this route. Please reconsider.
		<p style="text-align: center;">Lauer Apartments 2/13/23  Number of people present: 7  Staff present: Meagan Greathouse</p> <p>Only comment was one resident likes to go to Pull a Part located at 1250 Kelly Ave, Akron 44306 and eliminating the #110 will make that impossible, particularly because the passenger uses a wheelchair. The other options are too far for him because of the lack of sidewalks.</p>

Existing Route Number	New Route Number	Comment
		<p>2/15/23 Belcher Apartments  400 &amp; 410 Locust St, Akron  People in attendance: 12  Staff present: Meagan Greathouse and Laurie Adkins</p> <p>Comments:</p> <p>A METRO Select program should allow Brimfield trips; not able to get on new METRO Direct route to go to that Walmart</p> <p>Would like to see grocery bus service come back</p> <p>Bring paper schedules back</p> <p>They are hoping to not see any price changes</p> <p>Operators often give seniors over 62 who currently automatically qualify for discount a hard time in not having a METRO Reduced Fare Photo ID. They would suggest encouraging seniors to come in and get METRO photo IDs as well even though an application is not needed and this is not required</p>
11 South Akron	29 S. Main/Manchester	<p>Being recently informed this route is changing from in from of our agency, IBH Addiction Recovery, I am very concerned about the impact this will have not only on our current staff that rely on this stop to get to work but also our clients that coming to/from the agency to obtain needed services. I do appreciate organizations need to review their operations for cost benefits in budgeting their products/services but at every turn it has been at the expense of the community individuals needing and using these services and products.</p> <p>PLEASE reconsider and refrain from making this change.</p> <p>Kindly,  Gayle Stickley, Quality Director for IBH</p>
		Will there be new bus stops- answered
		<p>Will you still go to Cleveland?  Is X61 the only way to downtown Cle.?  Sill there still be SCAT?  How far in advance must I call?  How do I sign up?  What about people that can't read?  Is the #7 being discontinued?  Where will the Kent stops be?</p>
		Customer comment: "It'll be easier!"
7 Cuyahoga Falls Ave	6 E. Exchange/Canton Rd	No comment, your bus could use more comfy clean seats

Existing Route Number	New Route Number	Comment
4 Delia/N Hawkins	3 Copley/Barberton	Why is the Delia bus allllllllllllllllways and daily late.... makes zero sense. let him pull out from the transit first not last my \\gosh. it's not even a long route... wtf
	15 Brown/Inman	"Instead of turning on Cole, go straight down brown and turn on Archwood to hit Garfield high school. This would divert service away from Parklane manor, which appears to be an apartment complex."
14 Euclid/Barberton XP	3 Copley/Barberton	"I live on Euclid, and I currently take the 14 into RKP on the weekdays for work and to Barberton on the weekends. Under the new service, I would get 15 minute service on the weekdays to RKP via the 16, but I would have to transfer from the 16 to the 3 to get to Barberton on the weekends. I know there's probably a reason behind it, but I'm concerned it will make my weekend commute longer.
14 Euclid/Barberton XP	3 Copley/Barberton	Edgewood apartments and people who live by the zoo are used to the 14. There are many people who are older or who have mental illness who may not be able to adjust to the change. I like what you are trying to do with the new 16 route, I just want the 14 to run the same way it has.
		Request for a circular from Norton to the Wadsworth Walmart.
		Layovers are too long!
	x61 Northcoast Express	Request for X61 to run more frequently.
5 East Market/Ellet	25 Kelley/Triplett	my concern is that the 25 is further away from me on Kelly/Archwood than the 5 is currently.
		Please keep the routes the same as they are.
		Please service the middle of Akron U rather than just the outside.
		Three question to report on from the V. Odom Library ward meeting on 2/16/2023 1. Why doesn't a bus go all the way up Hawkins. Even when I was going to Perkins, there was no bus that went all the way up Hawkins. 2. Why not have a bus on rte. 91 that goes from Canton to Hudson? 3. How late will the buses run?
11 South Akron	29 S. Main/Manchester	I am very concerned with the elimination bus stop at the main campus of IBH Addiction Recovery on South Main. This bus stop provides essential transportation services to those in treatment and those providing services. This is a key component of access to care for residents transitioning to long-term sobriety.
11 South Akron	29 S. Main/Manchester	Maintaining the route and stop at IBH 3445 S Main St is necessary to serve the Medicaid clients at IBH. These clients need access to and from IBH for their recovery services and those who need to work in the community. Eliminating the route impacts the indigent and addicted clients and Summit County's ability to serve their needs!
11 South Akron	29 S. Main/Manchester	lbh clients need to be able to get to the center for critical services.
DASH	2 S. Arlington	Will the Dash route be taken out of service!? I take this to get around campus and make connections from the 7 or 1 to campus instead of having to walk. As someone who is disabled and who relies on the bus to get around I can't have one of my major routes removed from service! If the DASH is removed will the Akron Roo make a stop at the transit center? I assume not Please reevaluate this decision Even if you make this a fixed route and charge for it I would prefer that over removing the route altogether
8 Kenmore/Barberton		Please don't change the Kenmore/Barberton route, many kids depend on that bus to to school.

Existing Route Number	New Route Number	Comment
		<p>Rick called and said that the judges at Stow Municipal Court are searching for answers as to how METRO could work with them to get public transportation back in the area so that passengers can get to their court appearances as well as to their much needed programs. 330 564-4171.</p>
		<p>Manchester Rd &amp; Thornton needs access for African American community.</p> <p>New shelters (Romig Rd) arent weather proof</p> <p>Earlier Sunday services is needed 8am would be ideal</p> <p>Need the schedules to be more predictable and same schedule on weekdays and weekends, so if you don't have a schedule you are ok. More predictable! Paul Watts, retired senior vet who loves METRO</p> <p>Rt 32 times request -Inbound 3/3:30 -Outbound 5:45/6:15</p> <p>Rt x61 needs to run on time</p> <p>Rt3-likes the barberton part</p> <p>Operators' attitudes are an issue</p> <p>Would like a 7am start on Sundays</p> <p>Rt103 Graham Rd section-please rethink this concept</p> <p>You aren't answering your phones</p> <p>Happy with Rt 15 30min frequency</p>
		<p>Bring back the old fixed route that went down Portage Lakes</p>
	Grocery Bus	<p>Many grocery bus comments. High demand. Hour to an hour and a half of shopping. Preference toward full service stores like Walmart over ALDI or Save-A-Lot.</p>
	SCAT	<p>SCAT reliability is terrible. Operators take too long to answer. Sometimes drivers do not pick them up or go to wrong spot. Is SCAT free when I take it to a fixed route stop?</p>

Existing Route Number	New Route Number	Comment
18 Thornton/Manchester	9 Vernon Odom/East Ave	I am a Home Health Aide and this route gets me to a lot of my clients right now. But when you change this one route I will no longer be able to get to my clients. I would lose almost half of my paycheck. I need this route to stay the same so I can get to my clients. So I can afford to live and take care of my babies. You are taking away the 18 route that is the only way to get to my clients both in Channelwood and the backside of Spring Hill. Please don't do this I need this route.
110 Green/Springfield		I am asking that you not discontinue route #110. I work for a small manufacturing plant on this bus route and a majority of our employees use the Metro bus for transportation to and from work. The elimination of this route will cause considerable hardship to our facility and cause people to lose their jobs. Please reconsider.  Thank you.
14 Euclid/Barberton XP		I want to see where the bus is in real time on a map when the bus is five stops away like Amazon. I want the charging ports at the transit center fixed. Improve the wifi because it isn't working very well, please. Advertise at Amazon how taking a bus even if you own a car, can be good.
		Please do not cut any SCAT or ADA services. These services are truly a lifeline for us who need and rely on them for basic needs.
34 Cascade Village/Uhler		New route doesn't have my stop any more.(Cascade Village)
101 Richfield/Bath	x61 Northcoast Express	Are there going to be morning and evening routes from Cleveland to Akron and Akron to Cleveland? I work in Akron and live in Cleveland. I use the 101 to get to Akron in time for my job in the morning. With that route discontinued, will there be another option. The 61 does not get to Akron in time for current employment. Also will evening routes be made available. The 61 used to have a bus that went to Cleveland in the evening but that time was discontinued. The 61 has very limited routes currently. Will more time be added to that route or to a new route that goes to Cleveland?
17 Brown/Inman	2 S. Arlington	I take the 17 to work daily. Cutting out my stop would cause me to go down to the transit from another bus, just to take my original bus to work causing my commute to be much longer or not get me there on time. My employees also take the 2 bus to work down exchange. Which will cut out an entire neighborhood to work/school, forcing them to walk from transit.
104 Twinsburg Creekside	32 Hudson/Twinsburg	How early will the first bus in the morning arrive at RKP? I currently take the first 104 bus and arrive downtown, at Rosa Parks when the bus comes off S. High St, at about 7:10AM. I've estimated that a bus would need to leave RKP (I don't know where it would actually be coming from) at either about 5AM going straight to the Southgate Transit Center, or about 4AM if taking the plotted route to the Southgate Transit Center, to arrive downtown at 7:10AM.  Thank you.
17 Brown/Inman	15 Brown/Inman	I would like to see the Brown/Inman bus run every 40 minutes like before the pandemic. That was a good amount of time to get groceries and catch the next bus. If one bus is missed, it is a shorter wait for the next bus. This is especially important if someone bought fresh meat. You want to get the meat home as quickly as possible so it does not spoil. Same goes for ice cream. Thank you!!

Existing Route Number	New Route Number	Comment
2 Arlington	2 S. Arlington	Since you are adding more bus stops, I would like to have the stop in front of Summit Auto Sales returned. That is on South Arlington between Reed and Lindsay. Also the one across the street in front of the rental hall. Thank you!
101 Richfield/Bath		I need to the 101 bus to get from Brecksville to Downtown Akron.
1 West Market	1 W. Market	SCAT services are so important. Our seniors need this. Please look to continue and expand.
		PLEASE keep SCAT running for people with disabilities. It's the only way many of them get to essential services.
		Scat services are amazing!
1 West Market		Love scat service. Any chance of getting high speed rail. And commuter rail on cvsrs to cle?
1 West Market		We love buses!!
1 West Market		I would love if your buses went down to Medina Line Road. That area is developing, and we could pick up more ridership into Summit County if we came all the way to the border. Plus, riders from the west wouldn't have to cross the highway on ramp to get on the bus
3 Copley Rd/Hawkins	26 Delia/White Pond	We need to continue the SCAT program for senior citizens. It's an Akron Treasure!!!
		I love that we're doubling down and re-imagining this service for our community. SCAT is a one of a kind asset for our aging community that continues to be a lifeline for those who truly need it. These are special assets that connect our community to their needs and opportunities. Keep up the amazing work!
		Very thankful for the bus system, especially the SCAT bus which helps elder people get to where they need to be. I plan on referring a friend immediately to this service. And wish my mom could have taken advantage of it. But she lived in Medina at the end of her life. Thank you!!
26 W Exchange/White Pond		While I haven't ridden the bus in years, I'm open to the possibilities, at least periodically. Also, the more individualized service, SCAT, is a service that is critical for many of my companies' residents. So, any ways available to boast the SCAT service is much appreciated!
	32 Hudson/Twinsburg	Passenger is excited about service to Maple Heights and frequent service in Twinsburg.
102 Northfield Express	31 State Rd/Macedonia	Customer requesting 5 am service OB
2 Arlington	2 S. Arlington	It's a good route
		Customer is concerned about the 2 on E Market. Same customer is concerned about Thornton/Manchester. Same customer is concerned about Sunday service to Exchange and Brown via ITC. Customer is concerned about ending times on Sunday.
	31 State Rd/Macedonia	Customer is happy about hourly service to Macedonia (Highland)
	2 S. Arlington	Customer is happy about frequency increase on 2 and to South Plaza on 13
28 Merriman Valley	27 W. Exchange/Merriman	Customer is happy about weekend service to Merriman Valley
		2/23/23 Afternoon all staff CSS presentation  Only question was regarding fare changes - if there will be any they'd like a heads up to be able to tell their clients and for planning purposes for those they purchase bus fare for.  Only request was to bring the grocery bus back to Madeline Commons on Brownstone Ave, Akron 44310.



Existing Route Number	New Route Number	Comment
		<p>2/23/23 Presentation at Dorothy Jackson terrace</p> <p>If the DASH goes away what will replace it near Main and Bartges? Will the #3 still go to that OB stop? Can you put at IB stop closer to them on Main near Bartges? They like to be able to get downtown easily.</p> <p>If BRT comes to be they would like to know about the specifics</p>
2 Arlington	2 S. Arlington	Customer is happy about frequency on the 2 increasing.
17 Brown/Inman	15 Brown/Inman	Move the Cole to Archwood (there's some regular riders there)
24 Lakeshore	8 Barberton	Concerned about the Miller/South St neighborhood; Unsure about people's ability to make the 5 minute walk to Main or Lakeshore.
101 Richfield/Bath		How will I get to downtown Akron from Brecksville starting in June?
26 W Exchange/White Pond	26 Delia/White Pond	Please move a bus stop closer to Center Towers. The closest stop we have is Park W and White Pond. Most of us living in this building cannot make that walk
26 W Exchange/White Pond	26 Delia/White Pond	Customer was concerned about the shortened service spans on Sunday. They felt like they have to rush in order to catch the bus and get their errands done, being that the last bus leaves RKP at 1pm on Sundays. Longer Sunday service spans would be appreciated.
26 W Exchange/White Pond	26 Delia/White Pond	Request for more frequent service
		At our Family Practice Center, many of our patients depend on Scat to get to their appointments. We appreciate all the help from Metro as our community in Barberton really needs the help for their health and well-being.
3 Copley Rd/Hawkins	3 Copley/Barberton	I take the number 3 to get to work and back home. It's very convenient that a bus comes every 30 minutes. But I'm worried that extended the bus route might mess with the convenience of the times. Also, what will happen to the number 14?
1 West Market	3 Copley/Barberton	are the routes going to change on June 4
		Will fares remain same? Where can I review all proposed changes?
17 Brown/Inman		<p>No route on Brown between Lovers Lane and Garfield</p> <p>#18, No route between Dart and Thornton and Manchester</p> <p>No bus on Manchester to Waterloo</p>
5 East Market/Ellet	6 E. Exchange/Canton Rd	I am very happy with the within Ellet reroute of route 6 to have 6 replace the Mogadore Rd to High Grove section of route 5! Keep that change!
21 South Main	29 S. Main/Manchester	When will there be a app, to show us all the bus stops(on the new reimagination map) on a route. like maybe moovit or transit app. So when taking an unknown bus route, will be able to see nearest bus stop to where your going.

Existing Route Number	New Route Number	Comment
17 Brown/Inman	15 Brown/Inman	Why does the reimagined route ignore the whole corner of Wilbeth and Brown from before Inman all the way along Brown to Archwood? Currently that area is covered by both the 17 and 11. But under the proposed route some of us will be stranded and blocked in part by the expressway. Why not keep it simple and go down Wilbeth to turn on Brown? The route keeps serving those who currently have those 6 or 7 bus stops that would no longer exist. People catch the 17 at the Brown Reed stop to go to work at Taco Bell. To go grocery shopping. To go to doctor appointments. Please do not implement this change !!!!
1 West Market	2 S. Arlington	Why are the busses so late and y'all need to talk to the drivers about the way they are talking to people.
4 Delia/N Hawkins	26 Delia/White Pond	There's already a limited amount of busses that head down into the Delia Estates and it seems like the new proposed bus routes will be taking that away completely.
17 Brown/Inman	15 Brown/Inman	Currently, the Brown/Inman takes me directly to the Giant Eagle on Waterloo Rd. One bus and maybe a 15 minute ride. With the Reimagine route I would have to take the bus downtown and take another bus to the store. Two busses and a much longer trip. As an older person, this would make grocery shopping almost impossible for me. As the new route stands now, I am against the new Reimagine Metro.
102 Northfield Express		I would like to see it run every hour instead of all the large gaps in between. I am not sure if you plan to do it every hour, but if not that would be great. At least from 5:00 am to 11:00 pm as long as there are enough riders working this amount of time in the area.
1 West Market		I hope you can expand your Call-A-Bus Service to Stark county to people who have provable job or doctor appointment trips that pick up at Belden Village mall or the airport. I would be a great way for people who live in Canton to get jobs in Akron.
30 Goodyear/Darrow	20 Tallmadge/Brimfield	We really need this route.
2 Arlington	2 S. Arlington	Would like to have the #2 S.Arlington bus run a later schedule that has stops at 1000 Arlington Circle (both North- and South-bound) LATER THAN 11:30 PM to accommodate our employees on second shift, which ends at that time.
		<p>The current bus schedule makes a very difficult commute from the Transit Center to Stark State College on Frank in Canton. The linking bus arrives shortly AFTER the 'next' bus leaves which adds 57 minutes or so to such trips. This likely requires close integration with SARTA, but I thought this a good moment to make the comment.</p> <p>I like the new frequencies on other routes! Thank you.</p>

Existing Route Number	New Route Number	Comment
		<p>Eric Scott and I attended the Green High School Expo on Saturday, February 25.</p> <p>Comments made:</p> <p>Not many people were aware of the routes in Green, especially the #110.</p> <p>People were upset we were totally removing the route #110 even if they were not aware it existed. Most people were understanding that if it was not used much it would be taken away but perhaps there should still be some sort of mobility option for everyone in Green.</p> <p>A mother mentioned she has a child with disabilities that would likely never drive so some sort of mobility option in Green would help her down the line. I let her know about Green Call A Bus and she was happy to hear about it and hopes it stays around.</p> <p>No one seemed to be aware of Green Call-a-bus but was happy to hear about it when they were made aware. They believe it should be more widely advertised.</p> <p>People mentioned the #110 may be used more if it had more stops in Green, especially down Massillon Rd.</p> <p>it was also mentioned perhaps the City of Green would be interested in a partnership for a "circulator route" throughout Green or some sort of partnership as there seems to be a disconnect between the city and METRO.</p> <p>Folks that live in New Franklin and Clinton that came are hopeful to see some sort of mobility solution like Call A Bus in their area.</p>
		<p>This comment pertains to SCAT. SCAT is an important resource for our older adult community members. We understand that use of SCAT continues to gain in numbers after the restrictions from the Pandemic, providing over 80 thousand rides to 2,500 older community members. This is a critical lifeline for individuals to reach doctors appointments, and access community services.</p>
110 Green/Springfield		I would like the 110 to keep running so that I and others can continue to work at the place that I currently work.
110 Green/Springfield		Can you please keep the 110 bus that is my way to work and the store I count on the bus because I dont drive
110 Green/Springfield		Please keep this route this the only way I have to get to work
110 Green/Springfield		Gets me home faster
110 Green/Springfield		This just gets me to work and home from work
110 Green/Springfield		This bus gets me to work and back. We the people need this.
110 Green/Springfield		Keep this route

Existing Route Number	New Route Number	Comment
14 Euclid/Barberton XP		Would bus 14 outbound continue into Barberton then would bus 26 stay the same # 26 to maple St. Inbound/Outbound bus 14 - Inbound / stay the same # 14 going to the transit center (bus 16)
110 Green/Springfield		To whom this may concern, please dont take away the 110 bus route. My son catch the bus on Kelly street this would cause him to lose his job also it would be inconvenience because only know 110 would take t giant eagle out in green ohio. there is know other bus know take him. if he would get a cab take take him to work the case \$25.00 there and back. also cab dont come on time. thats can also cause him to lose his job. please reconsider dont take away the 110 bus
110 Green/Springfield		If metro stop number 110 bus thats come on Kelly St and no other buses run i could lose my job. getting the cab it would cost twenty-five dollars for me to get to giant eagle out in green ohio and it costs him twenty-five doctor to get home. thats for three days out of the week total amount would be 150 ervery-week. he doesnt have any other way to get to job he need the 110 buses again no other bus go out giant eagle in green ohio.
		It can be a little confusing when you have the same number bus going to and from the same location. I have gotten on the bus that matches the number I need but going the wrong way, then it changes when I get to the transit center and I didn't know. I've also heard other make the same mistake. If you can help make this easier and less confusing, I think people would have a better time using the busses.
		Question was asked regarding making bulk bus passes more accessible to social service organizations. The response was that there may be grant opportunities available to may allow for bus pass purchase options for social service organizations.
		A question was asked about the possibility of free fares on frequent routes or during severe weather/emergencies, also taking into consideration the cost of fare collection. The response was that while there was a transit system in the United States testing free fares, the vast majority are not implementing free fares across the board. It was reported that while fare collection did result in some costs, the concern with implementing free fixed-route fares would be that it may lead to free fares for demand response, which would make recouping the cost of demand response trips difficult. It was reported that METRO did look for opportunities to provide free fares whenever possible and would continue to explore partnerships and opportunities to create affordable transportation.
34 Cascade Village/Uhler	22 Chapel Hill/Stow-Kent	Reduced fare form which the VA had not gotten back to
		Customer Service all needs to be on the ame page. It should not be "I dont know". That goes for line & SCAT/APA service.
		I would like METRO to consider: a route on East Voris st for those going to the overnight emergency shelter; free fare service on all routes during inclement weather; bulk bus pass discounts for outreach organizations; free fare on all routes that connect to needed resources.
17 Brown/Inman	15 Brown/Inman	I use the bus stop at Corner of Brown and Reed. Currently serviced by #11 & #17. Both of those would no longer exist to be replaced by the NEW 15. This new 15 would no longer go along brown or wilbeth where people catch the bus.

Existing Route Number	New Route Number	Comment
2 S Arlington	6 E. Exchange/Canton Rd	<p>Under the current format, #2 Arlington departs the Transit, turns right on Broadway and right on E. Exchange Street and the #6 E. Market/Lakemore bus departs the Transit it turns right on Broadway and right on E. Market Street. Yet under the <u>new format</u>, the #2 and #6 switch routes. The #2 turns right on E. Market St. and the #6 on E. Exchange St. My concern is I will be working on Sundays and I catch the last inbound #34 bus that leaves Independence Turnaround at 6:42pm. I arrive at the transit around 7:20pm or so and the only 2 buses there is the #1 &amp; #2 which departs at 7:30pm. I catch the #2. Now, the last lineup is at 7pm, which includes the #6. If the new format has the #6 going the old #2 and the last lineup for that #6 is at 7pm, then myself along with other passengers who catches the #2, which is now the #6 will get stranded! Possible solution: perhaps creating a small shuttle for the remaining passengers that used the #1 or #2 at 7:30pm? Either way, this issue must be addressed and somehow corrected in order to accommodate those passengers and myself included after the 7pm lineup on Sunday.</p>
18 Thornton/Manchester		<p>Under the new format it states the current service on E. Thornton Street between Dart Ave. and Manchester Rd will no longer be available. That will adversely affect people living in that area relying on the current #18 route. What about the passengers in that area that relied on the old system #18 going through that area? Again, if this is to be true what about the passengers that travels from the high rise (Channel wood), that shops at Roush' (grocery store), or going to Stewart &amp; Calhoun Funeral Home? Again, people living in this area will be adversely affected by this new proposal.</p>
34 Cascade Village/Uhler	22 Chapel Hill/Stow/Kent	<p>Under the current route, the outbound #34 travels E. Tallmadge and turns left on Home Ave and right on Howe Ave and vise-versa inbound. Under the new proposal, which bus goes that route the #20 or #22?</p>
103 Stow/Hudson		<p>Under the current route this bus also travels to Little Tikes thru Barlow Rd and loops around back out. But under the new proposal the new route #32, will it continue to travel to Little Tikes like the old #103 route?</p>
		<p>I want to reiterate about what I said earlier about paper schedules. When this new proposal goes into effect in June of this year, if they do, passengers will have to KNOW that they will be accessible at the Transit. In regards to passengers using their cell phones to see schedules and other information on your website. If you say: you can log on and download the app or whatever, you have to understand that a lot of passengers are not computer literate and don't understand the computer language! Metro will somehow have to come up with a plan on teaching passengers how to understand the basics in computer technology.</p>

Existing Route Number	New Route Number	Comment
		<p>FOR A LOT OF US, THESE BUSES ARE OUR ONLY LIFELINE TO CONNECT TO OTHER PARTS OF THIS CITY AND BEYOND. MOST METRO EMPLOYEES, IF NOT ALL HAVE SOME FORM OF RELIABLE TRANSPORTATION TO GET BACK AND FORTH TO WORK AND SO ON. YOU DO NOT HAVE TO WAKE UP IN THE MORNING AND WONDER HOW YOU WILL GET FROM POINT "A" TO POINT "B", BUT WE DO.</p> <p>WE'RE NOT ASKING YOU TO REVAMP THE ENTIRE PROPOSAL, BECAUSE CHANGE CAN BE GOOD, BUT ALSO, CHANGE CAN ALSO BE NOT SO GOOD AS WELL. ALL WE ARE ASKING IS THAT YOU REVISIT THE ISSUES THAT WE RAISED WITH CONCERN AND THAT YOU WILL MAKE THE NECESSARY CHANGES THAT WILL MAKE THE ROUTES MORE ACCESSIBLE TO ALL WHO RIDES WITH METRO.</p> <p>YOU MAY SEE, NUMBERS, FIGURES AND BUDGETS, WE SEE PEOPLE, WE SEE LIVES WHO RELIES ON YOUR SERVICES. LOOK AT THIS LIKE A MARRIAGE, WE (US PASSENGERS), NEED YOU, METRO, BUT YOU ALSO, NEED US AS WELL. THANK YOU FOR YOUR TIME AND CONSIDERATION IN THIS VERY IMPORTANT MATTER.</p> <p>My sincere prayer is that after all of the surveys and meetings in regards to this new proposal. That when the committee make a final vote later this month that they will take into consideration of our frustrations and concerns and at least correct some of the issues and make the changes to accommodate those concerns. Thank you for your time.</p>
19 and 30	19, 20, and 23	<p>If possible, can we get a shuttel that connects ITC to all buses in the area? Right now, the buses go all aroudn that area but do not connect to each other and in order to make a trip. I suggest a shuttel from ITC down Brittain on to Tallmadge (on to Sperry Ave - at the red light for the circle - on to Baron Ave on to Wright Rd). Or just a right on to Wright Road and right on to Eastland, right on to Goodyear and left on to Brittain back to ITC.</p>
110 Green/Springfield		<p>Advance Poly Plastics - Not a good way to access employer from #2 – no sidewalks along street. Employees would have to walk roughly 1 mile from Arlington Circle and Arlington St down a busy Waterloo to where it splits to Exeter Rd (old Carousel Dinner Theatre) to Emmitt Rd – no sidewalks.</p>
101 Richfield/Bath		<p>Main St Gourmet - FlexRide sustainability and ability to help more than a hand full of employees. Main Street employs many refugees and pays for their transportation as part of the Pilot Program FlexRide. Unlike other FlexRide partners over the life of the grant, Main Street does not pass cost along to employees.</p>
		<p>Would like to see transportation via Call-A-Bus from Richfield to connect with GCRTA.</p>
		<p>SEE ADDITIONAL WRITTEN LETTER RESPONSES ATTACHED</p>
		<p>SEE COMMENTS AND RESPONSES IN PUBLIC HEARING TRANSCRIPT IN ATTACHMENT B</p>



# SUMMIT COUNTY COUNCIL

February 15, 2023

Dawn Distler, Director  
Metro Regional Transit Authority  
416 Kenmore Blvd.  
Akron, Ohio 44301

RE: Pending removal of the nested bus stop at The Interval Brotherhood Home

Dear Dawn,

I am writing to express my sincere hope that you will reconsider the closure of the nested bus stop located on the campus of IBH Addiction Recovery.

At a time when the services of IBH are at an all time high in terms of need, removing the transportation link is a devastating blow to these individuals in recovery and treatment. It will have a negative impact on some staff members as well.

Please make every effort possible to keep this valuable link in place for this lifeline to the individuals served.

Sincerely,

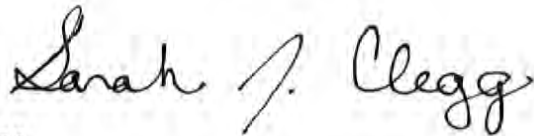
Jeffrey E. Wilhite  
Summit County Council, District 4

Cc: Jess Rist, IBH Addiction Recovery

To whom it may concern

I am an employee of IBH and I have recently been notified that starting in June 2023, that the number 11 bus will no longer be coming to our main campus. This would leave me without reliable transportation to work. The bus is not only used for employees like me, but also for our clients who come here for out-patient treatment such as classes, counseling, etc. The support our clients receive here at IBH is essential to their recovery, and transportation from METRO is necessary. I am writing this in hopes that you reconsider taking this bus route away. IBH is very important to the community, the staff and the people we serve in recovery. Thank you for your consideration.

Sarah Clegg

A handwritten signature in black ink that reads "Sarah J. Clegg". The signature is written in a cursive style with a large initial 'S' and a distinct 'J'.

Residential Supervisor





Hope. Heal. Recover.

February 13, 2023

RKP TRANSIT CENTER  
631 S. Broadway Street  
Akron, Ohio 44311

Re: Bus #11

To Whom it May Concern:

It has been brought to my attention that Bus #11 will cease coming to IBH Addiction Recovery in June 2023.

This is very concerning as some of our fellow employees rely on this transportation to travel to and from work. Also, we have many **indigent** clients that come to our facility for Outpatient Services that truly rely on these services in an effort to seek assistance to support them into a better life of sobriety.

We would hope that you would please reconsider this change as it would be detrimental to our services.

Thank you in advance for any assistance you can furnish to us.

Concerned Employee,



JoAnne Waters



Hope. Heal. Recover.

February 15, 2023

To Whom it May Concern,

It has been brought to our attention that the 11 South Akron route with service to and from IBH Addiction Recovery's main residential campus will no longer be available per the Reimagine METRO Network. We are writing to express our deep disapproval of this change and hope you will reconsider.

IBH Addiction Recovery has been a leading provider of addiction treatment in the community for over 50 years. We provide life-saving programs and services to individuals living with a substance use disorder, including those with a co-occurring mental health disorder. Throughout our history, we've helped countless individuals find hope, healing, and recovery.

The need for addiction treatment in our community is significant. Ohio ranks fourth in overdose death rates and third in total overdose deaths. In Summit County, we saw 247 overdose deaths in 2022, an increase over the previous year. As the addiction crisis worsens, it is vital that we keep addiction treatment accessible to our community. Removing the stop from the route is an irresponsible and dangerous decision.

Several of our staff members utilize the bus system to get to and from work. Creating this barrier to employment will not only negatively impact our staff and their opportunity to maintain employment but will negatively impact the clients who depend on us to provide the life-saving treatment they need to recover from their addiction.

We respectfully ask you to reconsider removing this stop and consider what the long-term health effects this will have on our community.

We've enclosed additional letters from our staff, clients, and board.

Thank you for your time and consideration of our request.

A handwritten signature in blue ink that reads "Jess Rist".

Jess Rist  
Chief Development and  
Communications Officer  
(330) 237-6883



ADDICTION RECOVERY CENTER

3445 S. Main Street, Akron, OH 44319-3028 | P: (330) 644-4095 | F: (330) 645-2031 | [ibh.org](http://ibh.org)

February 14, 2023

Akron Metro Regional Transit Authority:

I have recently learned that the route that services to and from IBH Addiction Recovery Center main campus is being eliminated.

As you may know, IBH provides vital services for those who suffer from addiction, an affliction that has grown to epidemic proportions in Summit County, which is not going away. Both clients and employees rely on this route.

I am respectfully requesting that this decision be reconsidered to avoid hardships by both IBH employees and clients.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Salchak", written over a light blue horizontal line.

Mark Salchak  
Director, Aftercare/ REACH Program  
IBH Addiction Recovery Center  
1601 South Main St.  
Akron, OH 44301  
330-644-4095 Ext. 472

To Whom it May Concern,

IBH Addiction Recovery rests on the southern border of Akron, in the Coventry township area. A beautiful place for someone wanting to have an opportunity to change their personally destructive habits of living to that of becoming a constructive, contributing citizen of society.

Before they can get to that place of recovery, they are met with many challenges that once they overcome them, they now can begin to see consistency of that recovery.

A part of the many challenges facing them is transportation. If they cannot find transportation to and from IBH & IBH Firestone campuses, it could easily become a part of their regression in their quest for becoming a constructive, contributing citizen of society. Regression and hindrance to their dream of becoming healthier could be as challenging as a relapse to using, or as tragic to even death. In either case, transportation should not be a hinderance to their personal growth.

I'm implore you to reconsider the #11 METRO bus line service, which transports many staff and clients who desperately need what IBH Addiction Recovery alternatively provides for them. Please help to be a part of the solution in their lives by continuing the service of this bus line to and from our campus.

Thank you for your time in hearing this critical matter.

Respectfully submitted,



Henry J. Payden, Jr.

Office Manager

IBH Addiction Recovery

330-237-7571



ADDICTION RECOVERY CENTER

3445 S. Main St., Akron, OH 44319-3028 | P: (330) 644-4095 | F: (330) 645-2031 | [ibh.org](http://ibh.org)

February 13, 2023

**RKP TRANSIT CENTER**

**631 S. Broadway Street**

**Akron, Ohio 44311**

**Re: Bus #11**

**To Whom It May Concern:**

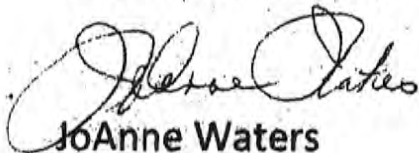
It has been brought to my attention that **Bus #11** will cease coming to IBH Addiction Recovery in June 2023.

This is very concerning as some of our fellow employees rely on this transportation to travel to and from work. Also, we have many **indigent** clients that come to our facility for Outpatient Services that truly rely on these services in an effort to seek assistance to support them into a better life of sobriety.

We would hope that you would please reconsider this change as it would be detrimental to our services.

Thank you in advance for any assistance you can furnish to us.

Concerned Employee,

  
JoAnne Waters

To Whom it May Concern,

2/15/2023

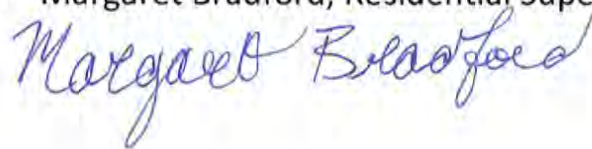
My name is Margaret Bradford and I am a residential supervisor of IBH. It has come to my attention that the 11 bus route which provides transportation to the IBH main campus is due to be shut down this coming summer.

I am writing this letter to implore the Metro to reconsider this decision. The bus route is a critical transportation method for many of our clients to receive treatment, come to therapy, and participate in the programming designed to save their lives and teach them to live a life of sobriety. Removing this option removes the only method many of these clients have to get to our facility and will put their recovery at risk. In addition to our clients, a number of staff who help provide these services depend on this bus route to get to and from work, and they will struggle to be able to find viable alternatives to come in.

Transportation issues are a critical barrier to providing treatment to those who suffer from the disease of addiction. Ohio is fourth in overdoses in the country, and Summit county has had a significant increase in overdose related deaths in the last few years. This route provides more than just a ride; it provides hope and possibility for an at-risk population who find our metro system to be a integral part of their recovery process.

I hope that this letter and the others enclosed will help you to reconsider the closing of this route.

- Margaret Bradford, Residential Supervisor, IBH



To whom it may concern

I am an employee of IBH and I have recently been notified that starting in June 2023, that the number 11 bus will no longer be coming to our main campus. This would leave me without reliable transportation to work. The bus is not only used for employees like me, but also for our clients who come here for out-patient treatment such as classes, counseling, etc. The support our clients receive here at IBH is essential to their recovery, and transportation from METRO is necessary. I am writing this in hopes that you reconsider taking this bus route away. IBH is very important to the community, the staff and the people we serve in recovery. Thank you for your consideration.

Sarah Clegg



Residential Supervisor

<https://www.ibh.org/>

3445 S Main St, Akron, OH 44319

330-644-4095 ext. 317



# **RTA**

**To whom it may concern,**

**My name is Jonathan Butler and I'm an employee at IBH that utilizes the bus line everyday to make it to work and home. Your services have been a indescribable help to me and my family, and now with your services being rendered I'm fearful that I will no longer be able to get to work. Then ultimately, I will lose my job. There are a lot of employees that also use your services not to mention clients that leave for work and need a reliable way to get back as well. Public transportation has been a staple at IBH for a long time and it would be a real SHAME if that transportation no longer existed. Please rethink this action for the present & future of addiction treatment in our city.**

**Thank you for your time.**

*Jonathan Butler*



To whom it my concern,

We have many clients and staff that use this bus line. We also have a sober living facility on property, where we are teaching the clients to get jobs & become contributing members to society. We have an amazing outpatient reach program that many clients and community members attend. The reach program does things in Akron like food banks & feeding the homeless, they all volunteer to help. With the opioid epidemic, so many are trying to turn their life around and save their life. I think us as a community should support that best we can. Of course, many of them are just re starting their life so they have nothing. Transportation and a car are very hard things to obtain in early recovery, it's so expensive to find somewhere to live and a car when you have nothing. Please consider all these things, this bus line is vital for our clients.

Thank you for your time.

Amanda Dardenne, Reception

<https://www.ibh.org/>

3445 S Main St, Akron, OH 44319

330-644-4095 ext. 300



ADDICTION RECOVERY

To whom it may concern,

It has come to my understanding the Akron Metro Bus #11 is to be cancelled.

In the 14 years working at IBH this bus route has been an important resource for clients and our staff to use for appointments and transportation to and from work. "We" feel this would be detrimental to our clients and staff if this route was cancelled. Please consider keeping this route for the benefit of our staff and clients.

Sincerely

Eddie Gillard - Lead Residential Supervisor Men's South.

A handwritten signature in black ink, appearing to read "Eddie Gillard". The signature is fluid and cursive, with a large initial "E" and a long, sweeping underline.

Dawn Distler, Chief Executive officer  
Jarrod Hampshire, Chief Operations Officer  
Tatia Harris, Chief Culture Officer  
Jay Hunter, Chief Administrative Officer  
Angela Neeley, Chief Financial Officer/Assistant Secretary Treasurer  
Molly Becker, Director of Public Relations & Marketing  
DeHavilland McCall, Director of Operations.

Metro RTA

416 Kenmore Blvd, Akron, Ohio, 44301

CC: Akron Beacon Journal

CC: 93.1 The Summit Radio Station.

I hope this letter falls on open ears!

This letter is a plea to the leadership of Metro RTA.

Please note this letter was written by myself James Peet an employee of IBH, having stated this it is therefore my feelings and concerns only!

It was brought to my attention that RTA will no longer service stop at IBH.

This decision to end service will dramatically impact so many fragile local area residents who benefit from our services.

Fragile in every sense. One of the biggest hurdles these residents face is reliable transportation.

Perhaps the decision to close the stop is low rider turnout. One possible reason for the low turnout is the bus schedule to IBH. The time when the bus runs to IBH is not conducive to Prime schedules. Most of Akron's residents who employ IBH's services have business matters in the early morning and late in the evening.

Perhaps the transit schedule should be changed to a more productive rendezvous time to IBH.

Taxpayers fund this service. Taxpayers should have a say where the bus stops and where the bucks stop!

Please consider a time change rather than discontinuing service!

Respectful Regards,

James Peet

**To whom it may concern,**

**I am writing in regards to the bus route to IBH "Interval Brotherhood Home" and how it is imperative that this continues to be a stop for Metro. We have clients that use this route to go to and from PHP/Aftercare classes which is a very important part of there sobriety. A lot of the clients here are rebuilding there lives and do not have transportation and rely on Metro. As well as some of our staff members that also rely on Metro to get to and from work.**

**Residential Supervisor,**

**Joel Shelton.**

February 17, 2023

Dawn Distler  
Chief Executive Officer  
METRO RTA  
416 Kenmore Blvd  
Akron, Ohio 44301

Ms. Distler:

As a member of the board of IBH Addiction Recovery, it has come to my attention that the bus stop our clients and employees use as part of existing route #11, will be eliminated as part of new consolidated route. I strongly urge you to reconsider this proposal.

Founded in 1970 to support those struggling with alcoholism, IBH Addition Recovery has evolved to be one an anchor of addiction medicine in the greater Akron region. We are one of the few non-profit addition recovery centers that offers a comprehensive suite of services to clients, including vital in-patient residential services and out-patient day services. Our mission is to restore hope for clients and their families and support them in gaining the skills to attain a lifetime of sobriety.

Many of our clients come to us thanks to the exceptional bus service provided by METRO RTA. Without a stop nesting at IBH, I am deeply concerned people will not be able to connect with us when it matters most. When someone decides to seek help for their addiction, it is often spontaneous. The ability to hop on a METRO RTA bus and get to our doorstep can be a matter of life or death. Further, when someone is in recovery it is critical that they be able to access ongoing services to maintain their sobriety. Our clients rely on your transportation services to do all this.

The epidemic of addition is not over in our community. In fact, it has morphed and grown since the COVID pandemic. I beg of you, please do not eliminate the stop for IBH. I ask that you please think of the neighbors and friends who have been touched by addiction, and make sure IBH Addition Recovery – and all such sites in your service area – have active bus stops.

Sincerely,

Michael Taylor  
Vice President  
Welty Building Company

Elijah

2-15-23

Stop the killings it's  
wrong, let's make a  
difference in Ohio every  
where, we deserve to live  
the bus has to change  
we can't change the world  
if we can't change  
our selves I stand for  
a difference. Thanks  
Elijah

To all

It has been brought to my attention that the current Bus Stop at IBH is slated to be removed and bus transportation stopped. I do not agree with this proposal because ~~this would be~~ this will take ~~the opportunity~~ away my ability to receive vital care for my recovery. I can only speak for myself but others also rely on this stop to ~~continue~~ get the help they desperately need to survive this seemingly unstoppable disease of addiction. With Summit County being one of the worst counties hit in the top 5 states with addiction. It would be inhumane to destroy a vital line. I ask for you to reconsider your proposal of eliminating this stop so others like myself can find ~~to~~ the beautiful life of recovery we need.

Thank You,  
John  
Catta

To Whom it may concern

My name is Timothy Lewis i am  
Resodent at IBH I'm writing concerning  
the Metro Bus Route that comes here  
IF it wasnt for your Bus Route too  
IBH I would not of had the  
oppertunty to have found my new way  
of life Being Drug free. With saying  
that without this Route I could  
Be the Cause of future Mircles of  
Dareless people. this Bus Route here  
is truly a Blessing to so many.

Please Dont take this Blessing a  
way from the future Mircles. Thank you  
for your time in Reading my letter

Much Love and  
Respect





February 16<sup>th</sup> 2023

To Whom It may concern:

The number 11 bus is so very important that comes to IBH recovery addiction Center,

I currently dont have a vehicle and would rely on it to get me to counseling appointments after I finish the program. This bus route is much needed for clients as well as employees that currently rely on it.

Please consider not cancelling this route.

Sincerely,

Jan Reiff

To Whom this may Concerne

Having the metro come to IBH is a very vital part for some people to follow up on there recoverty. By removing the bus from coming here will cause people to violate Probation and miss out on PHP which will effect a successful completion of the Program. So we would deeply appreciate it if the Metro can continue to stop at IBH.

Thank you

Shawn Clayton

To the RTA,

I stay at JBH and and I hear that you are stopping the bus here and bring a person they don't drive I ask you not hesitate to change your mind I do ride the bus and ride that one, my family rides that one to come see me and I really need for my recovery.

Thank you

Justin Mung

## Regarding Buses

Stopping the bus from coming and going to JB, would be the worst thing Metro could do.

The reason being, people depend depend on the bus to get to work and from work. Also people in treatment need to get to classes.

You not just providing a ride you making lives, and people depend on your services

Jamoni Berosil



**Wayne L. Wiethe, AICP**  
Director of Planning

**Planning Department**  
1755 Town Park Boulevard  
P.O. Box 278  
Green, OH 44232-0278  
Tel: 330 896-6614  
Fax: 330-896-6606  
EMAIL: [planning@cityofgreen.org](mailto:planning@cityofgreen.org)

February 6, 2023

Dawn Distler, Chief Executive Officer  
416 Kenmore Blvd.  
Akron, OH 44301

Re: Bus Route Changes – City of Green

Dear Ms. Distler,

The City of Green would like to provide a few comments in regard to the proposed bus route changes that impact the citizens of Green.



We understand that Route 110 that services Akron-Canton Airport (during rush hour only) then Massillon, Mayfair roads and into Springfield Twp. will be discontinued.

We also understand that Route 2, along Arlington Rd. and into Interstate Business Park will have proposed intervals reduced to 15 minutes. We feel that a 15-minute interval is critical to the success of this service and applaud your decision to make that adjustment. However, with the elimination of Route 110, we feel that the terminus of Route 2 just barely provides service to our community.

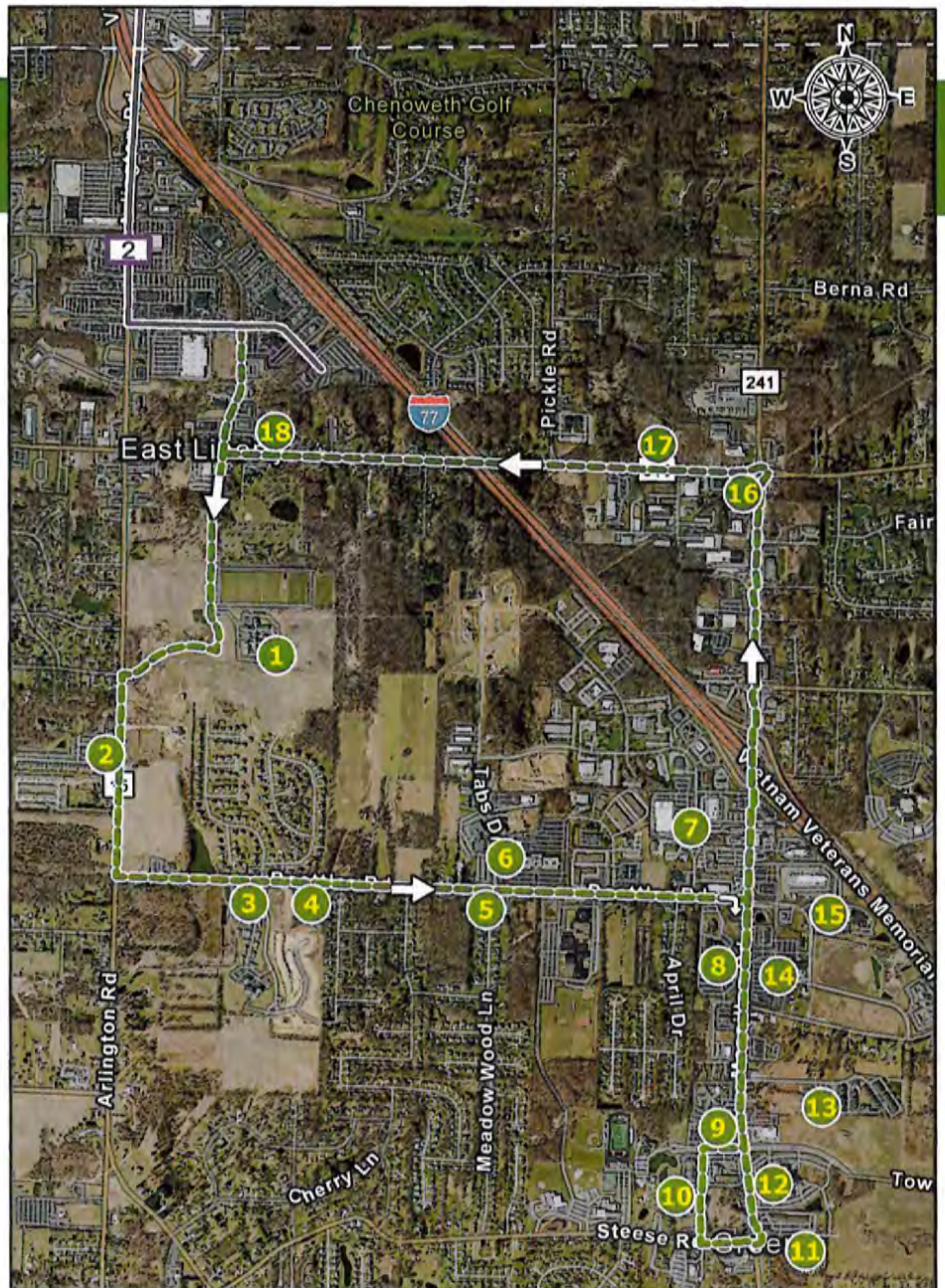
The City of Green would request that Metro consider the development of loop route or circulator route from the terminus of Route 2 at Interstate Parkway to be run within the City of Green. This loop would leave Interstate Parkway to Fortuna Dr., go south on Fortuna Drive across E. Turkeyfoot Lake Road to Southwood Drive then west to Arlington Road then south to Boettler Road. This segment would provide access to Redwood Apartments along Arlington Rd. (these 2 apartment complexes have a total of 153 dwelling units) as well as Parkview Apartments at Spring Hill, a 298-unit apartment complex that is proposed to be open in 2024.

Boettler Rd. has a senior independent living facility, 46 duplex units, single-family homes, a Hattie Larlham Residential Facility and a Hattie Larlham Day Care facility. There are also numerous business facilities, office buildings such as Securitas and FedEx Custom Critical, numerous Health and Wellness offices and the Green YMCA and Summa facilities.

# City of Green Circulator Bus Loop Proposal

-  Metro Bus Route 2
-  COG Metro Bus Loop Proposed

1. Parkview Apartments and St. Edwards
2. Redwood Apartments
3. Brier Creek Lodge and Independent Living
4. Hattie Larlham Residential Facility
5. Hattie Larlham Community Services
6. FedEx Custom Critical and Securitas
7. Giant Eagle and Shops of Greens Plaza
8. Green YMCA and Summa Health
9. Green Branch Library
10. Retirement Residence of Green
11. Modular Home Park
12. Cleveland Clinic Akron General Health
13. Greensburg Manor and Boulevard Apartments
14. Acme Plaza
15. Summa Health Hospital
16. Akron Children's Hospital and Crystal Clinic
17. VC Station
18. James Place Business Center



Traveling south on Massillon Rd. (SR 241) are numerous offices, apartments, a public library, restaurants and health and wellness offices to Town Park Blvd. and Town Crossing where a 50-unit senior independent living facility (Green Retirement Residence) is located. The route could return northbound on Massillon Rd. utilizing the Steese Rd. roundabout and provide service to Akron General Health and Wellness Facility, Aldi, Direction Home, Greensburg Manor, a 50-unit senior housing facility and the Boulevard at Green a 192-unit apartment complex. It could also service the Acme Plaza, providing access to Acme as well as other retail establishments, restaurants, and pharmacies. Further north on Massillon Road is Giant Eagle medical and business offices, manufacturing facilities and the Crystal Clinic/Akron Children's Hospital Office Building. Traveling west on E. Turkeyfoot Lake Rd., a 250-unit apartment complex is under construction and will open in 2024. A number of manufacturing facilities, restaurants, hair stylists and offices are located on the route heading back to Fortuna Dr. and Interstate Business Park.

This route could operate as a circular and/or feed to Route Number 2 providing access into the transit center. This loop will vastly increase the destinations served by metro in our community, providing the potential expansion of ridership to Green, and within Green.

We are encouraged that Metro is recommending these improvements to our region's transit system and feel the addition of this Green loop is critical to increasing equitable transit solutions for our community.

We have provided a map of this route and would welcome the opportunity to show you in person what this loop has to offer.

We look forward to talking to you about this proposed route. Please contact me at 330-896-6614 or [wwiethe@cityofgreen.org](mailto:wwiethe@cityofgreen.org) or Mayor Gerard Neugebauer [gneugebauer@cityofgreen.org](mailto:gneugebauer@cityofgreen.org) with any questions.

Sincerely,



Wayne L. Wiethe, AICP  
Director of Planning

Cc: *Ilene Shapiro, County Executive*  
*Valerie Shea, Director of Planning-Metro*

## **Attachment B**

Public  
Hearing  
Transcript,  
Presentation  
and Sign-In  
Sheet



**Reimagine METRO Public Hearing Transcript**  
**METRO RTA**  
**March 1, 2023, 6:00pm – 8:00pm**  
**Akron-Summit County Main Library, 60 S High St, Akron Ohio 44326**

**Dawn Distler, Chief Executive Officer, METRO RTA**

Good evening. My name is Dawn Distler. I'm the Chief Executive Officer of the METRO Regional Transit Authority. Thank you for coming out and spending some time with us this evening. We really appreciate it.

We started this venture about two years ago, 18 months. What this is all about is making better transit for Summit County, for the region. We've been really looking at our system and how we can better serve the community. When I first got here four and a half years ago, of course I ride the buses now too, but I rode the buses a lot then and would sit down and talk to people just before COVID and before the world stopped. When I talked to folks about what we were doing and what we needed to change, it was really cool because people said, you know what? Nothing's really wrong. We just need more. We need stuff that runs more often. We need stuff that runs on weekends. We need stuff that runs in the later hours or the earlier hours.

So when we started out with a plan and really started bringing this to the public, we got feedback internally, externally from stakeholders, from passengers, from the community, from advocates, from our bus operators, the people that are out there using the system. This isn't my system. This is your system, and we want it to work as well as we can for you. And as we started developing the plan and showing the plan to you, the public, along each step over the last two years, we've taken your comments, put them into what we're doing, and then tried to make it a little better and bring it back to you. So where we are now is today is actually the final day for public comment, the final day for you to tell us what's happening. Not that you can't keep telling us, you sure can keep telling us. We always want to hear what you have to say. But this is the final time for this plan so that we can really take this to our Board and see what we can do differently and what we can do better.

So as the CEO, one of the things that you want to do if you're going to be successful is you definitely don't know everything, so you hire a bunch of really smart people who know what they're doing. And I have one of those people here in Valerie Shea and I'm going to turn the mic over to her and let her show you where we are on this plan and get your feedback. So thank you again for coming.

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Thank you, Dawn, and thank you all for being here and taking the time out of your evening. Maybe this isn't the first time we've talked to you. I know we've been out in the community at the Transit Center and doing a lot of outreach and had the opportunity to speak with a lot of our passengers and the community members so far.

So as Dawn said, Reimagine METRO is... We're taking comments today, and we have been over the past few months, and this is the final day for public comment before we take the plan to our Board, but we really want to emphasize that Reimagine METRO is not the end, it is just the beginning. We are hoping to implement this on June 4th, and when we do that, that does not mean that we're never going to make any changes again or we won't make tweaks depending on how things are working out there. So we do want to keep hearing from you and just wanted to put that in your mind that it's not like what hits the road on June 4th will be what's on the road for the next 25 years. We want to continuously improve and keep making the system better.

So just a couple of housekeeping things before we get going with the presentation. I'm going to run through a presentation to talk about how we got here, how the plan was developed, what the features of the plan are, and then we'll have the opportunity for questions and comments after that. I will ask that when you have a question that you... I will get my computer as close to the audience as possible, but so we can record this and make sure we have a full transcript of the meeting that you come ask that question in the mic and I can respond back. Alternatively, if you don't want to come up to the mic, I can repeat the question and then answer it back to you as well. After we have the formal question and answer, if you don't feel comfortable leaving a comment during that time, we will continue to have this running afterwards and you can just come up and leave a spoken comment on the microphone at that point. Or please, we do have written comment forms in the back that you can leave a comment for us on and you can also leave an online comment at [Reimagine-METRO.com](https://Reimagine-METRO.com). Alright, so I will get going with the presentation without further ado, and then we will get into the comments.

So, again, Dawn alluded to this. The plan for Reimagine METRO didn't just arrive overnight. We have been thinking about this and planning for this for multiple years now. So we just want to go over what led us to this point. So back right before COVID, we were doing our first round of public outreach for our strategic plan in February of 2020. So obviously we were out and about in the public, and then we had to shift our focus a little bit. And we went to some online outreach and did some more one on one stakeholder conversations. And we still went down to our transit center and talked with passengers once we opened back up as well. But we developed a 10 year strategic plan. And this graphic really summarizes what that 10 year vision for the future of METRO is. And that vision is to rebrand METRO as Summit County's regional mobility provider. So thinking, really concentrating on the bus, but also thinking outside the bus and thinking of different ways that we can connect the community.

So the three red circles represent the three really core operational strategies of the plan, which is the first is the fixed route redesign, which is what we're here talking about tonight. So that's how do we make the routes, how do we improve our routes in order to meet the stated plan goals. And then on the far right is our demand response realignment. So that is our SCOT and our ADA programs that are out there in the smaller buses. So we're looking at ways to make changes to those programs as well. We're going to be doing outreach and lots of conversations about that once we get through the fixed route stuff. So come April and May, you'll be hearing more about the demand response. But tonight we're really just focused on those fixed route changes. And then the red circle in the middle is New Mobility strategies. So those

are strategies for maybe when the fixed route big bus that stops at the stop sign, maybe the places where that doesn't work so well, and the places where demand response doesn't work so well, what is this in between that we can come up with a solution where we're partnering with the community to come up with how to get people from point A to point B to connect into that fixed route system or to get to where they need to go?

So those are the three core strategies. I won't go through all the purple strategies at the bottom. That's basically everything else we need to do to make those strategies, the core strategies happen. So what specifically did we get from the strategic plan about fixed route, which is developing a detailed service plan for a redesign suite of mobility services, again, with these three main components. So fixed route is what we're focused on today.

And so before we talk about what those changes are and why we made those changes, I just wanted to highlight what our existing network looks like today and some of the characteristics of it. So we have a lot of routes. We have routes that go to a lot of places. And a lot of those routes, a couple of them operate every 20 minutes. We have Route 1 and Route 2. We were just able to bring that back up to 20 minute service. Very excited about that. And then a lot of them operate either every 30 minutes or every hour.

And so to orient you to this map and the maps that you'll see throughout the presentation, the colors of the line are really important because we know how often that bus comes is super important to how long it takes you to get somewhere. So in this map, the routes that are in purple come every 20 minutes. The routes that are in dark blue come every 30 minutes. And again, this is in the midday during the week. And then the routes in light blue are our routes today that come every 60 minutes. And then the red, which right now is just the Dash, that is something that comes every 15 minutes or better.

So we have many places that are served by routes that only come a few times a day, too. So we also have on this map routes that are in gold. Those routes don't come every hour. They may become five times a day, or they stop very early and they don't make those reliable, continuous connections. And then we have many people that live in areas that are walkable areas close to downtown. So you can look maybe here. I don't know if this is a pointer on it. Oh, yes, I do. In South Akron, there's lots of bus routes down here, all of those bus routes coming only every once an hour, which means on average, you're either planning your day very specifically around the bus route, or on average, you're waiting 30 minutes for that bus to come if you're just randomly walking up to the stop.

So we do provide great coverage, we provide great service, but we're just looking, like Dawn said, how can we do that better? How can we provide more frequency and get people to where they need to go?

So I talked about those goals of the strategic plan. You'll see those in the black box on the left. So we wanted to improve service quality and cost effectiveness, expand collaboration with our community partners, implement innovative service approaches, and create economic opportunity. In addition to creating a plan that's action oriented so that it's not just sitting on the shelf when we're making progress, and hoping eventually to emerge as a nationally recognized midsize transit agency.

So specifically what that means for the fix route network is this highlighted bolded statement here. So that is to focus METRO's fixed route services on METRO's highest ridership corridors and serving markets where or for whom transit is essential. So really focusing on our transit loyal riders, making sure we can expand the boundaries to where they can get on transit in a reasonable amount of time so that we can connect people to jobs, family members, doctor's appointments, whatever it might be. So we didn't get here overnight. We did the strategic plan. We came up with those goals. The next thing we had to do is really put pen to paper and develop what's called the transit development plan.

And that is how we put pen to paper to decide exactly where we think those lines on the map should go with the fixed route system in order to meet the goals of the strategic plan. So we started that process back in the spring of 2021. So almost two years ago, it's almost spring, I promise. And we did an operational analysis report, which is a long boring report and a long boring way of saying we looked at how our existing system operates now, how it's performing. Then based on that and the goals of the strategic plan, we had an internal stakeholder group that met and did the very first rough draft of pen to paper on what this network could look like. And once we had that rough draft, we went out and we did a whole phase of public outreach, which I'll talk about again in a second. Took some feedback there, made some tweaks based on those comments. And then we came back to the table again, made some updates, and then we went back out again for another round of public outreach last winter. And again, made a couple of changes and then had our transit development plan.

And from there, we've even made further changes based on comments that we have heard. Just to highlight some of the outreach that we did before we even came to January with this most recent outreach we've done. We sent almost a quarter of a million postcards out to every resident in Summit County, letting them know what the plan was about and asking for their feedback. We got 750 online survey responses, over 400 oral and written responses. We attended 34 outreach events. We had 10 in reach events, five focus groups, three note stories, two stakeholder groups, some webinars, website updates, social media, the whole gamut.

We were out there and trying to get the word out as much as possible. So what did we hear from that feedback from those first two rounds of outreach? And this is a lot of things on a slide, so I understand that that's hard to see. So I'll talk through it really quick. On the left is basically, we have a choice to make here with transit. We have a whole county to cover and we have limited the same amount of resources to do that. So how do we make the balance between providing some service, whether it's really low frequency service to everybody or balancing, providing some of that service, but also being able to provide some of that high frequency service that gets people a little further in a shorter amount of time on transit.

So we asked the question in our first round of outreach, based on the first draft of the plan, do you think we have that balance right between high frequency service and coverage? Because we're not saying it's one or the other. We're just finding that happy medium in between the two. And everybody in the yellow, so the top is public response and the bottom is stakeholder response, they said, yes, we think you have

the right balance. So almost two thirds of stakeholders and about 58% a little over half of our public responses said that. And then the green is folks that said, I think we need a little more coverage. So you can see those numbers there. And then the red was, you know what? Too much coverage. Let's do more frequency on those higher ridership routes.

So like I said, we took the comments, we heard the feedback from the folks in the green on areas where maybe we could make some changes to provide more coverage. And we made a couple of those updates.

And then to the right here, it's just basically looking at the network. Do you feel that the plan makes my personal trip better? Is it better for my neighborhood, for my city, for people I work with, all of that? So anything in red is a disagreeing with that statement. And then anything in the light purple is neutral. And then the blue and dark blue is I agree with that statement. So lots of agreement with the folks who responded to the survey felt like this was making improvements in the community.

So I just want to take a quick step back and talk through the elements of a transit trip. I'm guessing a lot of you in here ride the bus, so this is going to seem very basic, but I think it's a useful way of breaking down what we can do from a service provider perspective to really make that trip a little easier. So of course, what do you do when you go to take the bus? Most of our riders and everybody, but a lot of people walk to the bus stop. Also, we're getting new bus stop signs. It's a little sneak peek of what they look like. Then once you get to the bus stop, there's some period of time where you're sitting and waiting for the bus to come there. Then you're on the bus, the bus arrives and you're riding the bus. And then you get off the bus and you're walking most likely to your destination.

So what, with the service design, can we control out of each of these elements? So with that walk at the beginning, it's really about the proximity of where you're starting from. So how close is your home or wherever you might be leaving from to that bus stop? So in order for us to minimize that walk, we want to make sure that we're placing routes and stops near the most people and the most places that people wanted to go. So how do we take that into consideration when we're planning routes?

The frequency of the bus. So that is dependent on how long you'll wait. So again, if you have a route that's coming every hour, you're probably waiting on average 30 minutes for that bus to arrive. If the route comes every 15 minutes, you might only wait on average seven and a half minutes for that bus. So right there, that's over 20 minutes that you could save in your travel time if that bus is coming more frequently. So looking at ways to increase frequency.

And then the time spent on the bus, that's something that's a little harder to address with this plan, but we are working on ways to do that. We're looking in the future, we haven't started this yet, but looking to do some bus stop optimization and making sure we have stops in the right places. And then a little bit further in the future, looking at something called Bus Rapid Transit, which is a capital investment in the street. So infrastructure in the street where maybe you'll have a bus only lane or you have a really nice, not even a shelter, but a station where you're getting on and off the bus. That is a level boarding platform, so you

don't have to go up and down. You can just walk straight on the bus. You can pay your fare before you get on the bus. So it just speed things up and makes that go a little faster. We're doing a study about potential for Bus Rapid Transit in Summit County right now, but that's a few years down the line before you would see that. So with this plan, we're not really doing a whole lot to increase the speed of the bus.

But again, at the end of the trip, once you get off the bus and you're walking to your destination, again, it's about that proximity of that bus stop to the places that people want to go.

So with all of that, let's talk a little bit about some of the key features of the Draft Reimagine network that we're all here to talk about today. And we'll step through each of these and what these mean.

So some of the key features we wanted to highlight, our streamlined service, five new high frequency corridors, so those will be shown in red, and those are 15 minutes service. Three new 30 minutes corridors in addition to the ones that exist already, and then some additional regional connections out into both Portage and Cuyahoga County. We'll talk about all of those.

So what do we mean by streamlined service? More direct routes while still providing the coverage. So one place that we can point out here, and I don't know if I have the zoomed in map. So for streamlined service, you remember the spider web of hourly routes that were in South Akron. This is a good example of Streamlined Service. While it's true, there is not a bus on every single street that there used to be. But trying to look at where those higher ridership corridors are and how to space the bus routes out so it's a shorter distance walk to get to the buses. But now we're able to provide this route that has 15 minutes service as well as a different route that has 30 minutes service through that neighborhood rather than all of those hourly routes that were all essentially coming near the same time.

And then one other thing with streamlined service. For the most part, well, today, we have a lot of routes that maybe only run Monday through Saturday, some that run only Monday through Friday, some that run every day of the week, but maybe during the week they end at 7 PM, or they end earlier than other routes do throughout the week. So with a few just minor exceptions with some of our routes that go long distances and make those regional connections, outside of those couple exceptions, all of the routes that run on Monday through Friday will also run on Saturday and Sunday. And they'll run essentially that whole span of service. Now they'll be at different frequencies, but the whole day will have service on that route. So we think that is benefit as well. So that was streamlined service.

Moving on to those high frequency corridors, just pointing out where those are. Of course, we have West Market and the #1. We have also East Market. So we have made a proposed change on the #2 to go up to East Market Street and then down South Arlington. And that'll be 15 minutes service there. But we did not forget about East Exchange. We'll have a combination of Routes 6 and 19 that will leave the transit center every 15 minutes and provide service on East Exchange in between downtown and Middlebury. And then I mentioned South Arlington with the 15 minutes service. I mentioned East Exchange, Grant, and Brown, which is that South Akron route here down through Firestone Park as well, down to Waterloo and the Giant Eagle. And then another new route that covers a portion of what the #14 does now is this

#16, which will go out past Akron General, past the zoo on Euclid, and then loop around over on Diagonal to go back and forth between downtown and provide 15 minutes service there as well.

So moving on to the new 30 minute route. So the new ones that I'll point out are the North Main, Cuyahoga Falls and Front Street. So this is the area currently served here by the 7. So right now that's of the hourly service. That'll be every half an hour through Cuyahoga Falls there. And then Eastland and Brittain. So the #19, it'll stay named the #19. But that'll be every 30 minutes going from downtown to Independence Transit Center. And then Brown and Inman, so again, down in the South Akron neighborhood, the Brown and Inman #15 will be every 30 minutes. And all of the routes that exist today with 30 minutes service that you see listed here, those will remain at 30 minutes service. And again, that's midday frequency on a weekday, 30 minutes.

So now the new regional connections. I want to highlight a couple of these. So we know that when you're traveling, it's great that you can get everywhere you need, trying to get where you need to go in Summit County, but when you're traveling, really that county border is not necessarily something that you see when you're trying to get to where you need to go. So we are trying to make those connections just across the county border, a little bit into the other counties to get folks where they need to go and expand those connections.

So one of those is Kent. So something that we've noticed, and you can see if you look at the map, that if Kent was in Summit County, we would very likely have good bus service between Akron and Kent. Lots of destinations on both ends. So we are proposing to add an express service, which will be called the 91 that will connect downtown Akron, go on Exchange past the University of Akron and then hop on the express way out to Kent State University and up to Kent Central Gateway. So that'll be more of a direct connection. And then additional 60 minutes service from Stow to Kent. So where the previous route, circulator Route 51 used to go up to Stow Kent Plaza, we're going to have service up to Stow Kent Plaza via route 22 now. And then that route is actually going to continue on 59 into the city of Kent at Kent Central Gateway. And that'll be every hour, Monday through Saturday. That one won't go all the way into Kent on Sunday because Kent doesn't have any bus service on Sunday.

And then an additional connection out to Brimfield. So going through Tallmadge just over the county line here into Brimfield to the Cascades Development with the Walmart and the Meijer that is out there. That'll be every 60 minutes, every hour.

And then additional connections up into Cuyahoga County. And that's Routes 31 and 32. So they're a little light and hard to see on this map, but basically the 31 and the 32 will travel just along Cuyahoga Falls up through Graham and Hudson Road here to Hudson and Graham. And then they'll split off. One of them will go up and generally follow the SR 8 corridor. The other one will go to the east and generally follow the route 91 corridor through Twinsburg and over to Macedonia. When they get to Macedonia, they'll meet up again. So again, we'll have service about every 30 minutes at that point once they meet up. And that will continue north all the way up Northfield to the city of Maple heights and Southgate transit center. That's the Greater Cleveland Regional Transit Authority's transit center that has routes that

connect throughout Cuyahoga County at that location. So you'll be able to get there Monday through Saturday. That's one of those routes that's not going to run all the way up there on Sunday. You'll be able to get to the main trunk of the route on Sundays, but it won't go all the way up into Cleveland on Sundays.

And then just to highlight the X 61 service, the North Coast Express service up to Cleveland, that's going to remain exactly the same as it is today. Same trips, same connections out to the Wade Park VA. And of course, we have our existing connections with the RTA, like I just mentioned, part of and WRTA and Medina County transit up at Rothrock Road.

So that was a lot. Why did we do all this? What are the outcomes? What improvements are we seeing by potentially implementing this draft plan? So I'll walk through each of these individually as well, but we are going to see significant coverage of existing ridership. So again, we want to make sure we didn't swing so far to frequency that we left... There are definitely some gaps, but that we left so much off the table in terms of coverage. So we'll talk about that. We'll talk about how much that increased access to frequent service is going to increase, as well as increased job access. And then I'll go over briefly the Title VI analysis that we have a couple of copies in the back that are floating around that people can review while they're here too. It's also available online.

So starting with that first one, significant coverage of existing ridership. So with the change, 97% of boardings that are happening today on our service, 97% will still be within a one quarter mile or a five minute walk of a bus stop in Reimagine METRO with the new service. And of those 97%, 63% of them will actually be within a quarter mile of a bus that's coming every 15 minutes. Every 15 minutes. So one of those frequent stops. So again, focusing those frequent routes on areas with a lot of people able to access them. And that's just what this graph shows down here.

So next is that, again, how do we show that increased proximity? How much people are closer to frequent service. So this is a lot of colors, and so I'm going to take a minute to talk through this. So this top one is all residents in Summit County. And the colors of the bars are the same as the colors of the frequency that you saw on the map. So on this top bar here is our existing network. So we've got about 2% of folks near 20 minutes service, 8% of folks that are near of all Summit County residents that are near 30 minutes service, 16% near 60 minutes service, another 2% near the limited service, and then 74% of the residents of Summit County aren't within that quarter of a mile of transit, which is a big percentage, but pretty typical that you see in developments like ours. So if you look at the bottom, it's the coverage that we're providing with the Reimagine METRO draft plan. And you'll see that big number of how close you are to a transit stop. 75% of folks, so we went from 74% to 75% of residents of Summit County who wouldn't be near transit. But we have 6% that are near frequent service, 10% that are near 30 minutes service and 9% that are near the 60 minutes service.

So you can see that we're really increasing this frequency access and a lot more folks are going to have access to that 15 and 30 minutes service. So if we forget about the rest of this graph for now and just really zoom in on these. So 64% of residents who are near service and will be near service with Reimagine METRO, 64% will be near that 15 or 30 minutes service. And to compare now, that's about



40%. And then it'll be that number actually goes up to 68% if you look at just low income residents and goes to 69% for residents of color. And then if you look at job access, so the same thing, looking at how many jobs would be near transit now and in the future, you can see those same comparisons here. Again, a lot more frequent coverage here. 71% of the jobs that will be near transit with Reimagine METRO will be near to that 15 minute or 30 minute service. And again, about the same number of jobs still near service overall.

And this is just a graphical way of showing that. So on this map, anything that's a darker greenish blue color, however it shows up on this projector, that means that someone in that area will be able to get to more jobs within 45 minutes of transit than they could previously. So if it's green or dark green, that means they can get to more jobs within 45 minutes than previously. If it's the light brown colors, that means there's some gaps in access, and actually their access goes down a little bit. So part of the main change over here on the #6, just to point this one out, is with the #6 now going to Exchange instead of on West Market, those Summa jobs are a little further away than they are now. So that explains that change there. But we see those increases picked up in many other areas of the county.

So what does that look like when you talk about it in numbers? For everybody in Summit County, of the people who live near transit, they will get access to 53% more jobs within 45 minutes on transit than they do with our existing system. So an increase of 53% in job access there. And that's when you look at all residents. If you look at just lower income residents, that number is actually 104%. So over doubling the amount of jobs that a low income resident on average can access in 45 minutes on transit when compared to the system today. That number goes to 89% for all people of color and then 84% for Black residents. So really seeing some really great gains in job access across all our residents here in Summit County.

And again, I pointed this out that the areas where there's the decreases shown on this map, I pointed out Route 6. And then there's also a little area over here on Route 8 out to Norton. That service is coming every half an hour now, and that'll go out down to every hour. But there's not a whole lot of ridership over there that we're missing out on. Just a couple of ones to point out there.

And then Title VI analysis, a lot of words on this slide, but just wanted to make sure this is very important that we highlight this. And again, we have a couple of the reports throughout here which cover a lot of the things that we already talked about, actually. But if you're not familiar, Title VI is part of the Civil Rights Act of 1964. And it dictates that when a transit agency is making a major service change, that you have to do a service equity analysis and present that and get Board approval of those changes.

So of course, Reimagine METRO is a big change, so that does qualify under our policy for a major service change. And what the analysis does is a before and after, so before Reimagine METRO and after Reimagine METRO comparison of impacts to minority and low income populations. And we did that by looking at people trips, which is basically a combination of the people that have access to service and the number of times the service accesses those different neighborhoods. And then also access to opportunity, which is the access to jobs information that we just talked about. So we looked at both of

those very thoroughly to compare impacts for minority and non-minority populations and low income and non-low income populations. And then we also did before and after comparisons of overall transit service quality. So frequency, span of service, directness of the route, and vehicle load. And we went through all of that analysis. And there's a, I don't know, 20 to 30 page paper back there if you would like to look at it. But we did find no disproportionate burden to low income populations and no disparate impact for minority populations based on that analysis.

So what happens next? As I mentioned, we got to our transit development plan back in June. We've been doing a lot of implementation planning and tweaking since then. And then we went into our outreach process at the beginning of January that has lasted all January and February and is concluding tonight with this public hearing. So we are here. So what we're going to do after this, we're going to take all of the comments, which is near to 300 I think that we have received just in this final round of outreach. We've gone to additional 60 meetings in the past couple of months and met with riders, sat at RKP and talked to folks on Monday through Saturday, all different days of the week, and we've got over 300 comments. So we're going to provide all those comments to our Board, provide them a summary, provide them with a Title VI analysis, and then we'll present any mitigations that we make based on the comments that we hear. And the Board will then vote on whether to approve or not approve the major service change at our March meeting. So that March meeting is on March 28th.

And then after that, we're not going away. We're going to continue to be out there. If it's approved, hopefully it'll be approved and we'll be implementing on June 4th, but we'll still be out there in April, May, all the way leading up to June and after it's implemented, making sure that folks know what the changes are coming, what they're going to be, and how their trip is going to change. So we're certainly not going away after that Board meeting by any means or even after June 4th.

So like I said at the top of the meeting, today is the final day for official public comment as it relates to the Title VI process and the comments that will go to our Board. And like I said, all comments received before today at 8 PM will be included with what goes to the board. And comments can be submitted online. There's the survey link there. Again, on this microphone after the presentation, which is almost done, I promise, or on a paper comment form, which we have in the back with some pens. Additionally, if you want to just speak a comment and you're not comfortable doing it in the microphone or whatever that may be, Jackson, if you could waive your hand, Jackson is over here. You can go give him a comment and he'll type it out for you and submit it directly on the online form. And this is the project website for more detailed information. And that is all I have.

From here, we will open the public comment period.

Yes, sir.

## **Audience Member**

(Question in audience is asked)

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Great question. I'm going to repeat the question just so it's on the record. So the question is if we would still have the late night zone service at midnight and 12:30a. Right now, we're planning to keep the midnight service like we have in place today. And then as we look to add more service after June, we will look at adding in the 12:30a. But for this plan, just the midnight. Correct. Yes, the normal day will still be 6 AM to midnight. Same as it is today. Saturday span was the question that will be 6 AM to 10 PM generally, and then Sunday, generally 10 AM to 6 PM. On Sundays, it's 10 AM. Yeah. Sundays, it's 10 AM. There's an inbound trip that comes so you can go outbound at 10 AM. So that'll remain the same.

**Audience Member**

Ending at midnight. Does that mean the bus is home in bed done by midnight or it left the station at midnight for the final run?

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Sure. So the question is clarifying what ending at midnight means, as shown on our frequency map on the website. So that means that the last buses that leave the transit center will be those zone buses at midnight. So there'll be buses that bring you into the transit center that get there before midnight. And then at midnight, those zone buses go out and take you for one last trip out. And then those buses go home around 1 AM. That's not a change from existing, right. Except now, right now, not every route has a bus that comes in for midnight. And now all the routes that are out there will come in for midnight. They'll come to the transit center for the midnight outbound.

Yes, ma'am.

**Audience Member**

The first thing is, as I'm looking at things, I ride the 17. I literally ride these things. Is that route changing at all? Like is it still doing Lovers Lane and Brown?

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Yeah, that's a little zoomed in there. It is changing a little bit. I don't have my phone to pull up exactly where you're at. But what I will have you do is at the end, if you go in the back, we'll have one of our many gray polo'ed gentlemen back here be able to show you exactly where it is.

**Audience Member**

So instead of every hour now it will be every half an hour?

## **Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

The number 15 will run every half an hour. Yeah. Yes.

### **Audience Member**

The next question. When you guys did the whole change, this hour change, and you're going to get paid for it, tell yourself to go to the doctor. I also ride SCAT too, but I think the bus comes to my stop at like, its supposed to get to Lovers Lane at like 9am. So I get that bus, and I literally get to the transit center at like 9:30a. Why is it that I'm waiting another half an hour to get that #1 going to the Summit Mall? I mean, either it's a doctor. Why am I waiting a half an hour for a bus to go anywhere? But, You guys have a line of every hour. I'm not understanding that. That's not conducive to anybody, especially in the wintertime. That's a lot. And then having to wait when the Transit Center's open, but even when I ride, I go to the Job of Family Services. The bus driver left me by mistake. He didn't see me. But I had to wait a whole another hour. My thing is this every hour thing, is that going to be changing? Is it going to be line ups or is it going to be more conducive? They're going to run it every half an hour. Is it going to be conducive to us? Because right now for me, it's not conducive at all. I get to the Transit Center; you got to get to the Transit Center at sometimes five after. I'm waiting to hold 45 minutes for another bus. That's not going to work. Was this every half an hour? Are you guys going to like, I think instead of line up every hour, I think we need to keep a constant run, not just every hour. So is that the line up changing? I didn't see that. I noticed it every half an hour, every hour. But are the line ups, like before? You all did some in the morning, like school time, you had some. And then in the evening, of course, you had that one. I don't think you guys mentioned anything about that.

## **Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Yeah. So just to get it on here, the question is, are we going to go back to the lineups like they were pre COVID where there were a few times a day that the buses were coming in and out, but not necessarily at the top of the hour. Because there's a concern that now some of the buses get into the transit center and miss the top of the hour lineup and then you're waiting a long time for the next one. Totally understand that. So the plan will continue to do the top of the hour and the bottom of the hour lineups at the transit center. But they'll also be those buses that leave every 15 minutes, too. So top of the hour, 15 after 30 after 45 after. One thing is in COVID when we moved to the hourly lineups, we didn't make any changes to the routes. We just left them as they were, which meant that some of them didn't, what we call cycle, or didn't go out and back in a time that made it easy to make another connection. You might be getting there at 9:15. So we kept that in mind as we were designing these new routes. It's definitely not perfect because there's places we need to get, and it doesn't always work out that you're getting to the transit center 10 minutes before your next bus leaves. It's a little bit impossible to make that puzzle work out for everybody. But for the most part, buses will be getting back to the transit center a lot closer to that top of the hour. And if they're not quite getting there at the top of the hour, there'll be more of those buses that are leaving at the 30 after the hour or on those 15 minutes. So hopefully some of those connection times will be a lot shorter too.

**Audience Member**

Are you going to have enough drivers?

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

We are very confident that we will have enough drivers. We just...

**Audience Member**

Along the one and the two. Is there enough service along those lines for 15 minutes service because when you did it before, they seem to run awful empty to me.

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Sure. So the question was, if we'll have enough drivers to implement the changes that we're looking to make. And we have been on a hiring spree over the past six months to a year. We actually just had, and this plan, and I should have said this at the very beginning, the plan is to get back to our service levels and our number of operators that we had pre COVID. So we lost, as everybody did, we weren't doing any hiring during COVID and folks left. So we're just trying to get back up to those pre COVID numbers. It's not an expansion of service, it's just pre COVID numbers. So for the particular hiring question, yes, we've been hiring like crazy. We just had a really great sequel of our first hiring event where anybody could come down to the Kenmore garage last Wednesday and ride a bus or drive a bus, I should say, and do their application and everything there. And we made a bunch of offers. What's our number from that?

**Jarrold Hampshire, Chief Operations Officer, METRO**

We made 65 offers at that event.

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

We had one back in the summer where we made somewhere similar amount of offers back in December or back over the summer. So we are very confident that we'll have operators in and trained in order to implement this in June. Yeah. Always hiring. Thank you, sir. Yes?

**Audience Member**

(Question in audience is asked)

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

The question if there's any proposed changes to the cost of fares for the day passes and monthly passes. And the answer to that is no, we're not proposing any fixed route fare changes with these changes here.

For right now, we are looking at some potential changes coming with the demand response changes after this, but in June with the implementation of this, there will be no fair changes to fix route. Yes, sir.

**Audience Member**

(Question in audience is asked)

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Sure. That's a great question. So the question was when there's special events and routes are on detour in downtown Akron, if there's a way that we could better inform our customers on that. There are certainly ways we could improve that. So we'll take that back to our team and look at how we could do that. Do you have any suggestions of what would be most helpful for you to know when they're on detour?

**Audience Member**

(audience member replies)

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Okay. Sure. Okay. Notification on your phone is the suggestion? Okay. Yeah. Thank you. Thank you.

**Audience Member**

Ok, so I do everything on my phone. What I don't like is when I go on there and I look at my stop (Brown and Lovers Lane), I don't know when I'm getting to the Transit Center. I don't know once I get to the Transit Center, I can't tell you when the next bus is coming other than the line-up. When you all got the thing, it's not... I'm younger, but I'm an older soul. It's not conducive. When I'm looking at it, I can't obviously connect like I did with the paper schedule. I can connect with, say I'm going to Canton, I don't even know. I got to wait till I get there, hoping, right, I connect. And if it's not, I got to wait time. We need something. It needs to be something where you can read it and be able to understand, okay, I got to get to doctor this time, so I need to catch this bus. And then when I get to the Transit Center, this bus.

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

So the question is about trip planning and how the tools to do that. May I ask, are you just using the text function now or are you using....

**Audience Member**

I'll go to the METRO Bus schedule, and I'll and they'll pull up... It'll say route. I'll pick whatever route I'm beginning. And then they'll tell me, okay, it leaves my stop at 9:15. So I'll get the Transit Center, I'm guessing in about 15 minutes.

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

The mobile version doesn't show you all. Yeah.

**Audience Member**

Okay. Now I know that every hour, once you guys change everything, it won't be like that. So say I get there at 9:30 and I need to get to Brimfield. I don't even know what time the bus comes or when is the line-up? It doesn't tell you like, man, I just got to basically just stop and that's it. It's like before, you all had it, I mean, it's on them, but you got to click each one. That's a lot. Like you guys had it before. I started at Arlington, got to try to get the bus, get to the RKP at this time. And then you have another schedule that says, okay, well, I can get the #10 at this time.

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Yeah, that's a mobile version of the website thing. So that's a good comment on the mobile version. We can certainly take that back on how to make that be able to see the whole trip on the mobile version.

So, I've got a couple of other tools for you. We have a couple of our tools up our sleeve. So a couple of other ways to do trip planning on your phone is you could use Google Maps and you could toggle to transit, and it actually has our real time information loaded into it. So if the bus is running late, it'll tell you the bus is running late, and that'll tell you you're going to get on the bus here at this time at this stop, take it to the transit center, you'll get there at this time, and then the next bus will leave at this time. So that's another option for you. And it's just like you would plan it with your car or whatever. You just toggle over to transit. Happy to help you with that after. There's also something called Transit app, just called Transit. It's a little green icon and same thing. It's a trip planning app. You can plan your trip there. And then there's also My Stop, which is a more local app where you can select METRO and plan your trip on there as well. That's My Stop. That's the same app.

All right, back here.

**Audience Member**

(Question in audience is asked)

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Again, if you didn't hear, I'm just repeating the question so we can hear it on the recording. The question is if we would consider adding a route on East Forest Street near the university for some of the services that are there. It's not something that's in the current plan. We will take a note of that and can look into it. And yeah, get back to you. Yep, that's good to know. Thank you.

**Audience Member**

(Question in audience is asked)

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Okay. What can you do with community where bus shelters have been taken out? elder's a long line. There's not.

**Audience Member**

Fairlawn has taken out most of their bus shelters along Market Street. There's none at the mall anymore, there was one up by the restaurants that are up there. And they're all gone.

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Okay. So the question is, what can we do about bus shelters that have been removed? I've been at METRO about six years, so I don't have the history of the ones were there and are removed. But I will say, moving forward, we are looking to add bus shelters at our higher ridership stops to make sure that folks have a comfortable place to wait. We actually have a couple in our next round of shelters that will be on West Market Street, a couple in Fairlawn. So we are looking to add some more. And each year, we do an analysis of where the ridership is and where to go. But that's good to know. Thank you for that.

Yes.

**Audience Member**

(Question in audience is asked)

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Question about snow removal around some of the bus stops. Yes, that is a challenge. We have to work closely with the city and our adjacent property owners on snow removal. We do our best to clear all the snow at shelters as much as we can. But even if it's all cleared right at the bus stop, you still got to get there. And if the sidewalk is not cleared, we don't have a lot within our direct control that we can do about that.

But we do often coordinate with the city and the city service department about where streets are plowed. It's then coordinating with property owners on getting the sidewalks plowed because those are the rules there. So yes, I'm aware that is a challenge. We'll do our best to keep the shelters clean as much as we can and continue to work with other partners on getting the rest done.



**Audience Member**

(Question in audience is asked)

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

For the Reimagine METRO website? Okay,(repeating question) the Reimagine METRO routes aren't expandable on your phone? Yeah, it's a little difficult to see. We have a computer here that we can pull open for you to see on there. And then we have the paper maps, but it's hard to get into the detail on the mobile. We can take a look at it, but yeah, we can get you any information you need. I'm sorry about that.

**Audience Member**

(Question in audience is asked)

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Yeah. So what we have done in the past, the question is about farmers markets and getting a dedicated route out there. We don't typically do the dedicated routes. We walk a fine line with providing something that would be looked at as a charter service. There's some regulations around that. But what we did a couple of years ago is partnered with the farmers market providers that were near bus stops and put signs on our bus stops that said, this is the stop for the farmers market. And we had some materials made up that I believe, hopefully I'm not speaking out of turn, it was ride free with the flyer if you were going to the farmer's market. So we try to partner where we can with our existing routes go. You're maybe not getting right to the front door, but we'll get you as close as we can with the big bus. Yeah.

**Audience Member**

(Question in audience is asked)

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

We're not looking to do any special farmers market service this summer, but we can certainly note the idea for the future if it would be possible. But we're trying to focus on getting people where they need to go on the fixed routes.

**Audience Member**

(Reply regarding cheaper prices for fresh food at farmers markets)

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Yes, you can save a lot of money. Yes. Right. Okay. Yeah. We can look at the locations and make sure that we're partnering as much as we can to get folks there. So we will look at farmer's market locations.

**Audience Member**

(Reply regarding how to get to the Peninsula Farmers market. Long walk from existing route 28. Would be nice to have weekend service on that route)

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Okay. The Peninsula Farmers Market. Okay. It (Route 28) doesn't now, but it will in the future with Reimagine METRO.

**Audience Member**

(Question in audience is asked)

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Oh, you came in just a little late. Yes, we can do that. Yes. So the question is expansion from Akron to Kent State University. We're actually proposing a couple of routes to do that. So one will be up through Stow. So a route that leaves the Transit Center downtown goes up to Independence Turnaround and then continues out through Stow, actually all the way into Kent. So rather than just connecting it, Stow Kent Plaza, it'll go all the way into Kent at the Kent Central Gateway every hour. And then we're also partnering with the transit agency in Portage County on looking at adding an express route that would go from the transit center, our transit center, past the University of Akron on Exchange, hop on the express way up through Kent State University and to Kent Central Gateway.

**Audience Member**

Doesn't PARTA already run that route?

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

They do they stop it at Brimfield. So we're looking at how we can align our resources there. That would be every hour. Every hour. Yes. Weekday and Saturdays on the express one. On the one up through Stow, it would also just be weekdays through Saturday because on Sunday, Kent doesn't have their bus service running. So it won't go all the way into Kent on Sunday.

**Audience Member**

(Asks question regarding bus stop locations on Kent routes)

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Yes. On both, we will. Once we get off the express way, we'll stop on the express route. We would stop in the university area and then at Kent Central Gateway. And then one that goes up through Stow, we'll have bus stops along the way. Yes. I'm trying to think of where the route is there. We probably won't have stops right on route 43, but we'll get stops as safely and as close to that as we can.

And you have a question back here.

**Audience Member**

(Question in audience is asked)

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

So we actually are making a change. The question is about, is there a way to indicate on the stop how often the bus is coming? So one thing that we're doing is with the new bus stop signs that we're putting in, if the bus comes every 15 minutes during the week in peak service, throughout the day during the week, there'll be a watch stopwatch icon on it, which we'll advertise what that means. So you know that that bus comes every 15 minutes. So like the number one will have a little stopwatch icon next to it, and you'll know that that one comes every 15 minutes. We hadn't planned on differentiating between a bus that comes every 30 minutes or every hour, but we'll make that very clear on our website so you can cross check it. But yeah, probably not directly at the bus stop, but the frequent 15 minutes service will be noted at the bus stop.

**Audience Member**

(Question in audience is asked)

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Yes, you will still be able to text the YB number. It'll be on the bus stop. You can text it and you'll know when the next one comes. Yes.

**Audience Member**

As I understand it presently, is that Job and Family Services has this bulk pass discount. For those of us that work with community organizations, the outreach, for those of us who work with folks that are either unhoused or unsafely housed and trying to get the job, a lot of times the cost of bus passes is a huge barrier for organizations that aren't functioning with a lot of money. A lot of us are actively looking for the opportunity to get them to people that need them and they need all the time for the doctor appointments, the jobs, tons of things. And so I was wondering if there's any consideration that could be made for bulk discounts. I know Goodwill has a program. The program also comes with a list of about 21 questions. It's pretty difficult to fill all that out.

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Yes. So the question is, currently, I believe the only bulk discounts that are being accessed are the Ohio Job and Family services. And if that bulk discount could be available to other social service agencies who are working with limited budget and working with vulnerable populations. I don't know if one of my METRO team members in the back want to take that on.

**Dawn Distler, Chief Executive Officer, METRO RTA**

Currently, the bus fare itself, like us, is, of course, extremely inexpensive because you're talking a ride that costs us about \$9 or \$10, you're getting for a buck and a quarter. However, what we are having folks really look at is look at partnerships with other places. There are many organizations that are able to write grants, and those grants have a transportation component to them. That is usually one of the best ways that its either state funded, federally funded, something like that. You can, rather than skip over that part of the grant, and you can even call us and say, "Hey, I've got this transportation component in this grant. Can you help me write it?", or "can you give me some information to help write it?".

That allows you the opportunity, whatever social agency you might be working with or any social agency, to have a set amount of money that goes toward probably just bus passes.

**Audience Member**

(Question regarding if METRO knows of any specific grants related to this)

**Dawn Distler, Chief Executive Officer, METRO RTA**

That I don't know. Off the top of my head I don't. A lot of times when there are grants, like listings and things that we can go on for the state as well as for the federal government. I know if you go on to federal government, they've got like, we can Google federal government grants, they've got listings of it. So I would try that.

**Audience Member**

(Question regarding an application the audience member submitted for ADA or SCAT through the VA that they have not heard back on from METRO.)

**Bambi Miller, Director of Social and Community Impact, METRO RTA**

You and I can talk separately, I'll look it up and see if we have anything. We thank you for your service.

**Audience Member**

Back to his question, the lighting in the bus stops. But let's see, we need better lighting. I have been, even when I lived in the Arlington route, I have been passed by, at night. And that's not a good feeling. You got to wait. We need better lighting at some of the bus stops.

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Okay. The comment is better lighting at bus stops, definitely hear you. New bus shelters that we're putting in include solar lights, but I know that doesn't cover every single stop. But okay, understood. Better lighting.

**Audience Member**

So here's the other issue I have. I have a job on Massillon road, where the 110 goes by, that the VA is getting me. I noticed according to the this that you're doing away with the 110, how is that going to help me and some of the other current customers who currently work there?

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

So the question is about some of the businesses on the current route 110 that is proposed to be discontinued and how folks that work at those businesses could get there with the new plan. So not to keep tossing it to the back, but I will say, at the very beginning I don't know if you are here, but we are looking at fixed route, we're looking at demand response, and we're also looking at new mobility. So some of those areas where the fixed route bus, the 110 is only coming a handful of times throughout the day. It's not a very consistent service. And a lot of the times there's only a couple of people on the bus. So we're looking at ways that we could meet those needs that definitely exist there, but in a way that is more amenable to the folks that are working there that maybe if you work overtime that day, you don't have to wait three hours for the next bus to come that you can have a bus out there for you. So we're looking at these New Mobility partnerships. Bambi in the back is leading that charge. We don't have a final answer on what that looks like yet, but we are talking with businesses. We'll make sure that Bambi gets the specific one you're talking about so that we can have those conversations and come up with a solution to get you connected to the bigger bus and make sure that you still have that access.

**Audience Member**

(Question in audience is asked if there would be a similar solution for Enterprise Parkway in Twinsburg)

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Yeah, sure. And we can look specifically at the maps for those specific services that Enterprise Parkway might be adjacent to it, but not going down it. So yeah, those are exactly the type of areas we're looking at. Thank you.

**Audience Member**

If it's not broke, don't fix it. Why we changing the route numbers?

### **Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

So the question is, if it's not broke, don't fix it, why are we changing some of the numbers? So I will say we tried to keep the numbers the same for routes that weren't changing that much. So the #1, the #2, the #19, the #10, those are all stay the same because those routes aren't changing a whole heck of a lot. But the ones that are changing, we didn't want to reuse the number that we have now and the routes changing. And we thought that might be a little more confusing if we're saying, oh, the #14 doesn't do what it used to do. But now it goes up north somewhere. We thought that might be a little more confusing. So as much as possible, we tried to keep them the same. But yes, there are some that are changing.

### **Audience Member**

The 2 and the 6. I would ride the 6 (with the new plan). I work on Sundays, and the last line up is at 7 o'clock. And the last two buses, the 1 and the 2 leave at 7:30p. So currently, right now, when I catch the... Route 34 from the Independence Turnaround at 642, I get down to the Transit around about 7:25. And this other passengers down in that takes that bus as well. But when I get off, and you have the #2, I catch that and go home. But with this switch and you're going to have the 6 go (on Exchange), and let's say the #6 is done at 7p, that's me left stranded.

### **Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

You live right on East Exchange? Okay. So the question is, on Sunday night, making a connection onto #2 bus that leaves at 7:30 now. If that number two isn't going at 730, will you be able to catch the #6 at 730? I don't have that answer off the top of my head. Our detailed timetables haven't been totally developed yet, but I will check into that and we will see when that last trip will be and let you know. Do you have another one?

### **Audience Member**

The #18. When it goes through the outbound 18, currently it goes through Carnegie Avenue and then to Acme and comes back. How is the new one, do you know when you say when it comes, when it goes to the end, when it goes to Acme, when it could go?

### **Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Okay, the #29, which will serve that area. It won't be called the #18, but it'll be the #29. That will come... I'm looking at Nicholas to make sure I don't mess it up. But it'll come on the outbound trip. It'll go straight down Manchester to Acme. And then it will, on the inbound trip, leave Acme, do the Cory Carnegie loop, and then go continue downtown.

So if you are coming from downtown and you're trying to get to Cory, let's say, what you could do is you could get off at Manchester and walk, or you could ride all the way to Acme, and that bus is going to turn

right around and then go through Cory and Carnegie. So you just ride through the outbound to the inbound.

**Audience Member**

Currently it goes up to the Acme and comes back so the new one, the #29, so when it leaves Acme does it come back?

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

It does come back. When it leaves Acme, it does the Cory and Carnegie, just like the 18 does now and then continues on downtown Waterloo to Main Street.

**Audience Member**

All of these (point to Routes 19, 20 and 23) are disaggregated and go in separate ways, and they don't connect anywhere. So if you wanted to, I guess, go from 23 to the 19, you have to travel all the way up to where you can get to or where you can't or wherever they connect next. It's super disaggregated, you can't do one thing. They're pretty close together. I was wondering if there's a thing or a shuttle or something that you could put in to make them connect because if you get on the bus, you can only go one way, going north or going south. From where that area is, those buses will be like 25 minutes walk between.

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Okay. The comment is right now you can choose between different routes in a similar area, the 19 and the 30, you could transfer between. And with the proposed changes, they're spread out a little more. And to transfer, you'd have to go down to the transit center and come back. That's something that we can look at. We hadn't heard that concern in that specific area, but we can look into that. Thank you.

**Audience Member**

When you get on the site, we need to know... Okay, before COVID, normally the #1 turned into #2, #2 turned into #1. On the site or whatever, so say I get on 17. When I get to the Transit Center could we indicate, okay, that bus turns into the #10 or whatever? Because before it was like #10 turned into the #19, it wasn't too much of a change. Now it's all over the place. It's not in service. How are you supposed to know? Say like me, say for instance, I only have two dollars in my pocket. So I get on the West Market and I'm thinking I'm getting on the Arlington. Don't turn into the Arlington. So I got to get off the bus and wait for another one time. What if I only have a dollar to get to my destination. We don't know now what the buses are turning into once they get to the Transit Center.

## **Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

So the question is about knowing what a bus will turn into when it gets to the transit center. We do have that currently listed on the PDFs of our public schedules on the website. If you go to the PDFs of our schedules and download them, it'll say "bus continues to" and it'll have the number that it continues to there. But just on the PDF version, and we'll continue to have that. And we will have some paper schedules available when we go into the June change. Real paper schedules, some of them. Just to get people used to the new routes. Well, there'll be all the routes. But yeah, so they'll be formatted back how they were previously. They'll go back to the old format that they pull out so that folks for the changeover can see those schedules. But they all are on the PDFs online, too. Yes, sir.

### **Audience Member**

So when everything is finalized and we have the paper schedules in May. The thing that I find troubling is that, okay, like I said, I've been riding the bus since 2006. And I remember what you were saying, what you're talking about, you had the #1 and #2, the #3 and the #6, the #9/#30, the #17/#14, #12/#13, and so on. And everybody knew what it was. #3 to #6, so everybody knew what it was. And then when COVID came, and we know that train-wrecked everything, then they closed down that transit. And the one thing that I would like for you all to address is that after a year after, or you're dealing with a year after, they had paper schedules down the transit. But when you go online and look, it said no paper schedule available. So people didn't think it was when it was down there. So let's address that. And the second thing and the most important, you're always saying download or log on. You have a lot of passengers that are not computer literate. And so they need paper schedule because when they come, like I said, they don't understand what Google Chrome and all that I do. That's what I'm saying. That's something else that you might want to address to try accommodate passengers who, like I said, computer literate, don't understand that. Give me the paper, they can understand that. So basically not to make the same mistake twice.

## **Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Got it. So the comment is, passengers were used to the buses that used to cycle together or interline together, which we just talked about. And then also making it clear that there were the paper schedules available at customer service when we took those away during COVID. And the last one was just making sure that folks who don't have access to a computer have access to schedule information and the paper schedules.

### **Audience Member**

Like, coming Saturday, it was #1 to #2, #2 to #1. But then when Sunday came, they split it up the #2 and #1. It's #2, #2 or #1, #1. And you still have that no on Sunday. And it needs to be a consistency where you said if we're going to have \$1.25 and say they're trying to go on the West Side or they go on the East Side, they can go on the #1, go down through the transit, turn it into the #2, and do your stuff.



**Audience Member**

And you're going to be stuck. You're like, I don't have any bus money to get where I've got to go because I'm like, they can say it would have been nice to know this bus is out of service, or it was changed into a whole another bus.

**Audience Member**

The driver will sit there and come in and they'll say, Well, the bus is turning to #1. But you have passengers way back in the bus, they didn't hear that or on the articulated they can't hear that.

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Make it clear when buses are turning into a different route. Got it.

**Audience Member**

You have drivers that I'm telling you are really vocal, you have others they'll sit there and like, okay, (speaking softly) the bus is now turning to the #1, we're leaving in ten minutes and I'm like they can't hear you.

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Sure. Okay. So making sure it's clear on the bus what the bus is turning into. Okay. Noted. Yeah. Or if it's out of service. Okay. Got it. Got it.

**Audience Member**

Do you know how much METRO spends on collecting fares?

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

The question is, do we know how much we spend collecting fares? I don't know that off the top of my head. I know that that is a cost that is incurred. One thing that we are really pushing towards, though, I don't know if anybody here is familiar with EZFare or the app. So we're moving towards that. Of course, we totally recognize that not everybody has a smartphone and not everybody has a credit card to put on there. Right now, if you don't have a credit card, you can go down to the transit center and load cash onto your account on the phone, and then that will tick away as you're scanning it on the buses. And then we are moving eventually to having smart cards. So you could have a smart card that's loaded with value that you would scan on the same validator that you scan the phone on now. Yes, eventually. That's a little bit a little ways down the road. But yes, so the goal there is to try to make that system, EZFare system, as accessible as possible so that that's our main mechanism of collecting fares and we don't have so much with the fare boxes.

## **Audience Member**

A lot of other transit agencies across the country have found that...so METRO, looking at the financials, less than 2% of your revenue comes from the fare. A lot of other transit centers have found that by providing these free routes, it's almost more cost effective instead of like collecting fare. And also, like, then we got transportation, the huge necessity for a lot of people, and there would be some routes around town, like possibly the #1, #2, #3, #6, the routes that connect people to a lot of jobs or services. But those free routes that would be routes that would be actually free for riders and see the cost benefit analysis. So that's one question. And then the second one is it not bad if during like, inclement weather, like during COVID, if routes could be free? I know right now when it's really outside, it would be nice for all the bus routes to be free so that people can get where they need to go to stay warm.

## **Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

I'm just going to repeat it for the microphone. And then I little bit looks like Dawn wanted to give a little feedback on that. So the first one was about has there been any consideration given the low amount of our revenue that comes from fare collection, if there was consideration for making some, if not all, routes free to cut down on those costs. And then the second part is... What did I miss on the second part? Cost benefit analysis. Got it. Okay.

## **Audience Member**

(clarifies questions)

## **Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

So first is if some or all routes could be free due to the cost of fare collection. The second is, if not that, then if inclement weather and major events like that, if routes could be free.

Okay. Dawn, I kick it back to you.

## **Dawn Distler, Chief Executive Officer, METRO RTA**

Alright so, there is actually only one transit system in the entire nation who is trying free. And that is Kansas City. And Kansas City is still going back and forth on whether that is something that's working or not. There's a lot of ifs, ands, and buts to that. Here's one of the big ands and buts to that. I like to be very frank and transparent with people. Demand response service is a very expensive service. We talked about expense per ride, right? A fixed route ride. Okay. We talked about a demand response ride, which would be like a SCAT ride, ADA ride, some of those. Those rides can cost, per ride, anywhere between \$45 and \$65 for a ride. They cost \$2.50. Not that it's not important. It is extremely important to provide all of those services.

But remember, the federal government at this point in time says that if I provide free service anywhere, I have to provide free service everywhere. That's a good thing. Don't think that I think that's bad. I think

that's good. However, recouping the cost of demand response ride can also get very expensive. Demand response, again, one of the most expensive services that you provide. So that is why we focus a lot, and we are focusing even more on how do we make the fixed route service work for everybody. And work for as many people as possible? It's never going to work, I just said everybody, but it's never going to work for everybody. We know that. And there's a couple of different reasons for that. One, some people have disabilities that prevent them from riding a regular fixed route bus. And we need to make sure that we're providing service for them that assists them in staying independent and being a vital part of the community.

The other part to that is that as you start to also provide that service, then some people can take advantage of that service. And you want to be careful that you're providing the service equitably, but also that people aren't taking advantage of that service. Now, as we continue to watch a couple of the other systems that are larger, that have some funding that helps them pay for that, we're going to keep an eye on how that works. One of the things that I bug... He's not standing there right now. The guy that was in the red jacket, oh there he is. One of the things I bug him about all the time is how much money are we spending on fixing fare boxes, buying fare boxes, putting fare boxes in, and then reconciling those fare boxes. We do spend a fair amount of money on it.

However, right now, if you take away the fares, you could say 2%, 4%, 6%, 14% actually in some cases, but there are a lot of systems who rely on their fares, 75%, 80%. So you have to be careful because if everybody starts looking at that and taking that away, how do you make that up? You talked about that's a basis which doesn't mean we're not looking at it. We are looking at it, but I don't see it being anything that's going to come (snaps fingers) like that. It's not going to come right away. Here's the other part of that. Now, you talked about free services. We actually provide a lot of free services. All the way during COVID, pretty much. Good, portion of COVID.

### **Audience Member**

And Passenger Appreciation, during the week.

### **Dawn Distler, Chief Executive Officer, METRO RTA**

Passenger Appreciation week, right. When it gets super cold. And believe me, my marketing group, they come to me all the time and say, What can we get? I think we provided free service on a couple of different holidays, like Veterans Day or something like that. And you know what? I do say, thank you for your service. I'm not going to make my bus operator and check to see if they're a veteran or not. So what do we do? We just go, hey, Veterans day, let's support veterans. Let's tell them thank you. And everybody gets to ride. When I do that, you also get to ride free on ADA. You can ride for free on SCAT. And those do become expensive. And a lot of times we'll see our trips go up because of that. Again, don't get me wrong, I'm not saying we don't want to do it. I'm saying we also have to be a good steward of the taxpayer dollars because that is what most of our funding is, taxpayer dollars. And we have to look at how are we putting money back into that system also.

There's also a part of it that I hear quite often from folks that they say if people don't pay to ride the system, that they don't have any skin in the game. A lot of folks when I go out and talk to somebody, this is the bad part of letting me talk, I talk too much. But when I go out and talk to somebody, I hear a lot of people, and I think, sir, I heard you say it. Not a bad thing, but I hear this a lot. The bus is empty, why are you running? How many of you have heard that? A lot? Yeah. The bus is usually only empty because you're seeing it at a certain time. A bus is empty towards the end of the line because it's starting to drop people off. Usually an inbound bus, not all the time, but a lot of times you're having to see an inbound bus empty as it gets towards downtown. Inbound means we're going towards downtown. Sorry, I'm using bus lingo on you. But going down towards downtown because you're picking people up along the way. And usually not a lot of people get off along the way. Most of them are going to one spot. The Transit Center. So you see a lot of people get off the train at the Transit Center.

Let me give you what I talk to people about when they talk about... I have politicians who tell me that. Why should I give you money for buses and to run this service when nobody's riding it. Well, that's not true. We have millions of rides that we provide every year, annually. Even during COVID, millions of rides that we provide. However, have you ever seen the money they spent on the roads? Every time you get every time the roads back up where they do, they add another lane. Okay, you see those lanes are busy what? Six o'clock, seven o'clock, maybe eight o'clock, nine o'clock in the morning, maybe three hours in the morning. Then you see them busy again in the evening. Four, five, six o'clock in the evening. Does anybody say, "I'm not going to give you any money for roads anymore because they're empty. I only see three cars on them". Nobody ever says that. But it's the same premise.

One of the things that you folks can help us with, one, partnerships. Partnerships with employer, partnerships with townships, partnerships with just other agencies to make sure that we can continue to get funding. We don't make money. We don't make money. I don't have a board of directors that I pay dividends to. Every bit of money that we do get goes back in the service. That's how we run. We don't make money. Here's the other thing. Call your politicians. You know right now in the state, there's a public... Now, there's a transportation budget for fiscal year 2024 and 2025. I spoke last week and testified for this budget to ensure that public transportation remains viable in the state's budget. Almost every single county in the state of Ohio has some type of public transportation. The state of Ohio only puts \$35 million per year in public transportation. That has a very little. \$35 million.

### **Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

I think we're 38th or 40th out of 50 states and how much per capita from the state.

### **Dawn Distler, Chief Executive Officer, METRO RTA**

They did a study a few years ago to say, what should the state be putting in? It's something like \$180 million per year is what they should be putting into public transportation. Those are the people you vote for. Those are the people who are supposed to be representing you. Congress, Senate, all of them. When

they're talking about where the money goes, your taxpayer dollars. So when talk to them, tell them, they listen to you. I'm telling you right now, if you call and tell them, Hey, public transportation is extremely important. One of the things you'll see, hopefully, and I know, again, not everybody uses phones and computers, but most of people do. Keep on our Facebook page. Keep on our Twitter page. Keep on our Instagram page. Keep on all those pages and our LinkedIn pages, because we're going to be telling you about times that you should call and tell your congressperson. We have a congresswoman. Do you know that? Right here from the city of Akron. The first time in 50 years, I think they said. First time in 50 years. First time in 50 years. Congresswomen Sykes. She came out riding her road bus with us just a few weeks ago. We told her about the redesign. She is excited about the redesign. Call her office. She's got an office there. She's got a right here. Call her office and tell her how much you appreciate the fact that she supported public transportation when she was in the state, and she plans on supporting it in Congress, too. But you got to talk to those people. You've got to help us.

You guys are the lifeblood of what we do. And I'm not lying to you, we do this for you. We do this for you every day. Can we please everybody? Absolutely flipping not. We can't. Because we don't have the money. The other thing I'm going to tell you is I would much rather tell you yes than tell you no any day of the week. I can't, though. I don't have enough money to tell everybody yes. But you guys do help us. Some of the things that you guys have been talking about, believe me, they're going to transcribe this. Everybody's going to see it. And it's stuff that we can take back and look at. Can we do it all? No. But we continue to look at it and build up. Okay? I kind of hijacked your meeting, because library is going to kick us out. So, maybe one last question and then we can answer any questions back here, but the library is closing.

### **Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

So I was going to say, how about this? We'll take one last question. We do have to be out the door at 8 PM. They do kick us out. But if you have comments that you haven't been able to make yet, I know 8 PM is the deadline. What we'll do is give you a comment form and I can give you my email or you could drop it off at the transit center. If you could do that tomorrow, then we'll make sure that any comments that weren't heard get incorporated? So, sir.

### **Audience Member**

I live on the... I catch the number 17 in Brown and Reed. And that stop currently is handled by both the 11 and 17. And I think when they did some of information gathering, because some people will take the 11 out to the transit station because you get there right before the lineup leaves. But the 17 is after that. You have to wait, like the lady said, 45 minutes or something. Right. With the new proposed plan, I'm losing the Brown Reed stop. I'm also losing three or four (stops) in both directions. And currently that's covered by both the 11 and the 17. And so for me, as I live east of Brown and north of Wilbeth, I'm in a bit of a lack of coverage. The routes move away from me and where I catch it. And the expressway, I can't walk through the expressway to catch for the 17, which is now going to be the new 15.

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Right. Yeah, it's not a great walk. Okay.

**Audience Member**

I'd like them to reconsider that. Okay. Another comment is that somebody had said about times, if you put one of these color coded things underneath each of the bus stops, you could just like a little flag.

The elder gentleman over here earlier mentioned the Board of Elections. I think a lot of people, it's easy for them when they're sitting at a desk in a room designing this to think, oh, this isn't too far of a walk or this isn't that far this or that. For the Board of Elections, which won't be covered anymore, that's a pretty steep hill. We did hear the comment about Board of Elections. We'll take a look at it. Just to say in the mic, concern about the intersection of Brown and Reed and the way that the routes expand now, it's not a walkable connection that are currently covered by the 11 and the 17.

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Thank you for your concern. We'll look into that. Okay, thank you so much, everybody. If you want to leave another comment, come see me. If you want to turn it in tomorrow, I'll get your contact information to get that in. Really appreciate everybody being here tonight.

**Audience Member**

I have a little more sensitivity to the question I was asking about earlier. This area here (east of Brittain, north of Newton near Eastland). So we have a really low income area right next to a pretty high income area. It's like a high tension area. Then there's a lot of Tallmadge people who are suburban. And there's a lot of, oh, we'll call the police on you. To get to this area, you have to cross...these people are incredibly intense. It's like, oh, I'm scared. Walking in this area is very scary. But what I was saying with the shuttle here, because if you notice this goes here, this goes here. None of them connect. People don't really use the bus in this area because the bus doesn't... You can't. If you're not in, you only have one area.

I do have a plan and vision. So if you see Independence turnaround, Independent Turnaround, this is Howe right here. And this is the sector where there's a target.

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

There's all the retail.

**Audience Member**

Then coming down Brittain, there's a Giant Eagle, which to walk here is an almost two hour walk. I've walked it several times. And then over here on this where the #30 used to be, there is an Acme, but I

don't even walk in this area because it's just so contentious. Okay. And then down here you have the reservoir, the Metro Park. And then for the idea of the shuttle here, I was thinking it could just be Independence turnaround. It doesn't have to be anything long, but it can go down here. Eastland is the main area. Instead of here, there's a red light that they could just turn off, come straight down, probably follow Goodyear and this turnaround. Just something super small like that would connect all of those areas.

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

I can connection to independence turnaround into here because right now, if you're anywhere, there's no good connection.

**Audience Member**

Honestly, right here, here's the school. I've walked here and here because I used to go to East High School and I've walked up and I see kids walking it every day. It's probably over an hour and a half, probably hour, 45 minutes. But this low income area is like, probably underserved it. We can't get to the grocery store. We can't get to... And I think it's like, if you're a mile away from a grocery store, it's a food desert. So technically a food desert. And with that just one little like it's one little shuttle, but it would connect this whole area even down to the #6 because that would be like, maybe it would be less than a 20 minute walk, which is like nothing. If you've walked hours, you would. It just makes so much more connectivity with that area.

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Okay. So looking at the connectivity just for the record, we're looking at the 19, the 20 and the 23 and the Eastland area and how to connect between those routes and connect up to Independence Turnaround.

**Audience Member**

Okay. There's a Giant Eagle here, too. Right before the Giant Eagle, there's a red light that the bus could turn off. And then there's a thing it would connect right up to the 30. It just took the 23. It would connect if it went to the Goodyear, which is also right before red light. So it's like, I'm trying to map with the buses.

So I don't know if that's even something that you guys are because I know you guys, it's really late in the game, but I have called several times and have not gotten back. I've been on it since 2020. I was like, oh, I really want this bus.

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Okay. I don't know that I've seen that come in. Okay. Well, I mean, it's something that we can look into. If it's not something we can address right away, maybe it's something we can... Like I said this is the first step.

**Audience Member**

Even if you do nothing, we can still do a couple of things with this. But it's just so disaggregated. Yeah, the desirability of it.

**Valerie Shea, Director of Planning and Strategic Development, METRO RTA**

Understood. Thank you for coming up and driving that home. I appreciate that. Thank you for being here.





## Reimagine METRO Update

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1

Where Have We Been?

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2

## Strategic Plan



3

## What is the Reimagine METRO Transit Development Plan?

A detailed service plan for a redesigned suite of mobility services that meet the goals of METRO's Strategic Plan, adopted in 2020.

Three main components:

1. Redesigning fixed route services
2. Realigning existing demand response services, and
3. Explore new mobility strategies.

4

## What is the Reimagine METRO Transit Development Plan?

A detailed service plan for a redesigned suite of mobility services that meet the goals of METRO's Strategic Plan, adopted in 2020.

Three main components:

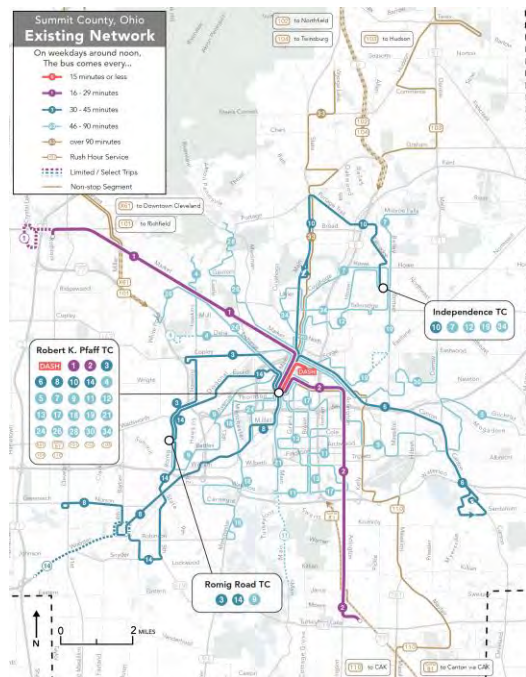
1. **Redesigning fixed route services**
2. Realigning existing demand response services, and
3. Explore new mobility strategies.



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## Existing Network

- Most routes operate only every 20, 30 or 60 minutes
- Many places are served only by routes that run a few times per day, or during rush hour.
- Many people living in walkable areas close to downtown have access to only low-frequency service.



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## Strategic Plan direction for Network Redesign

**Strategic Plan Goals**

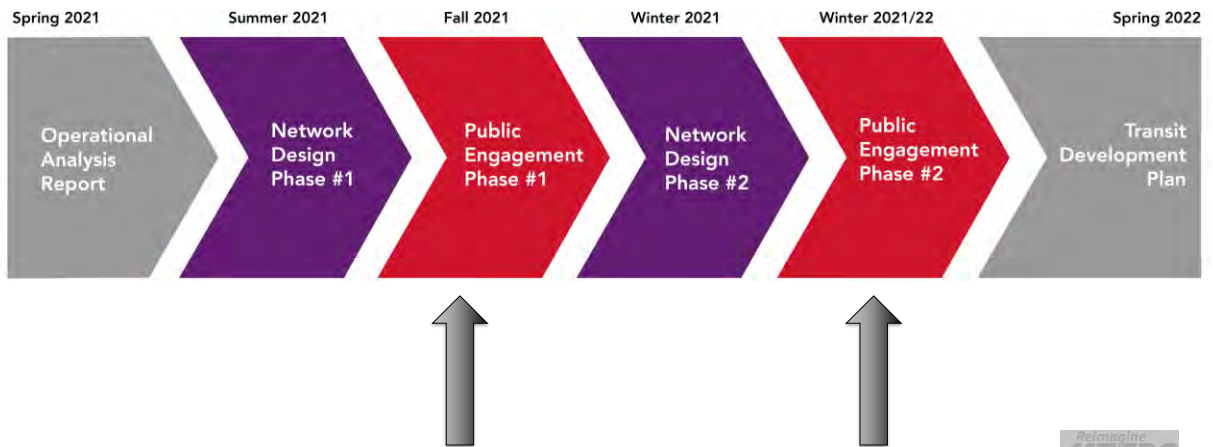
-  Improve Service Quality and Cost Effectiveness
-  Expand Collaboration with Community Partners
-  Implement Innovative Service Approaches
-  Create Economic Opportunity
-  Develop Action-Oriented Plan
-  Emerge Nationally as a Recognized Mid-Sized Transit Agency

Specific direction for the Network Redesign:

- ***Focus METRO's fixed route services on METRO's highest ridership corridors, and on serving markets where (and for whom) transit is essential.***

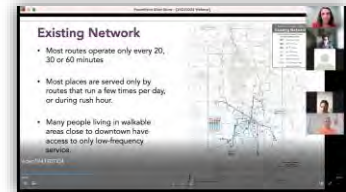


## Transit Development Plan Timeline

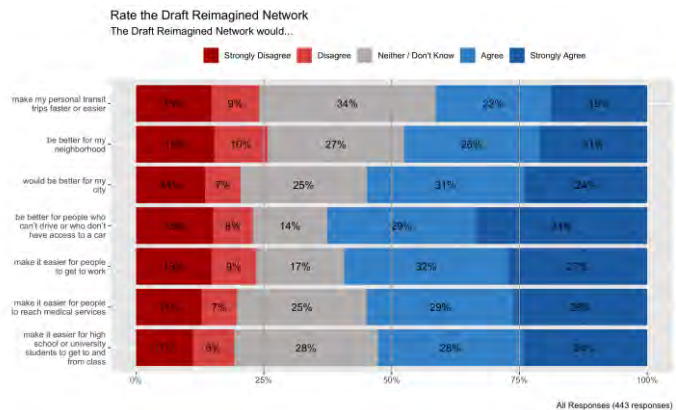
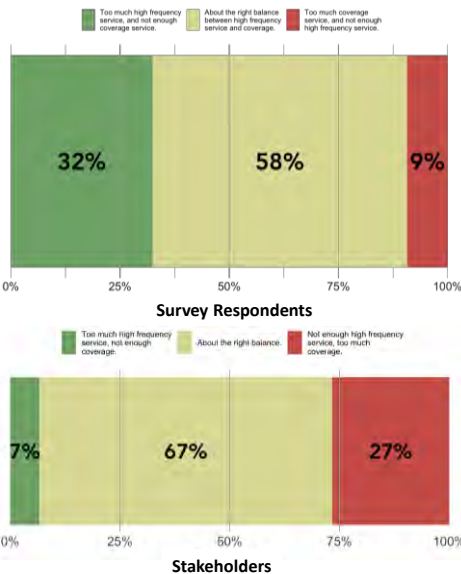


# What We Heard in TDP Outreach

- **248,000** Postcards to Summit County Residents
- **747** Online Survey Responses
- **400** Oral/Written Comments
- **34** Outreach Events
- **10** Inreach Events
- **5** Focus Groups
- **3** News Stories
- **2** Stakeholder Workshops
- **2** Webinars
- +Website Updates
- +Social Media Posts



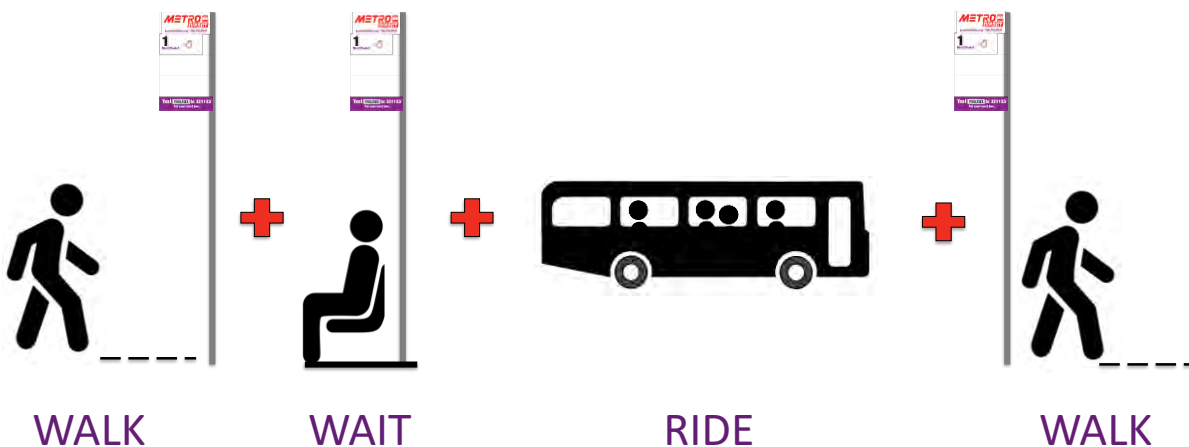
# What We Heard in TDP Outreach



# Elements of a Transit Trip

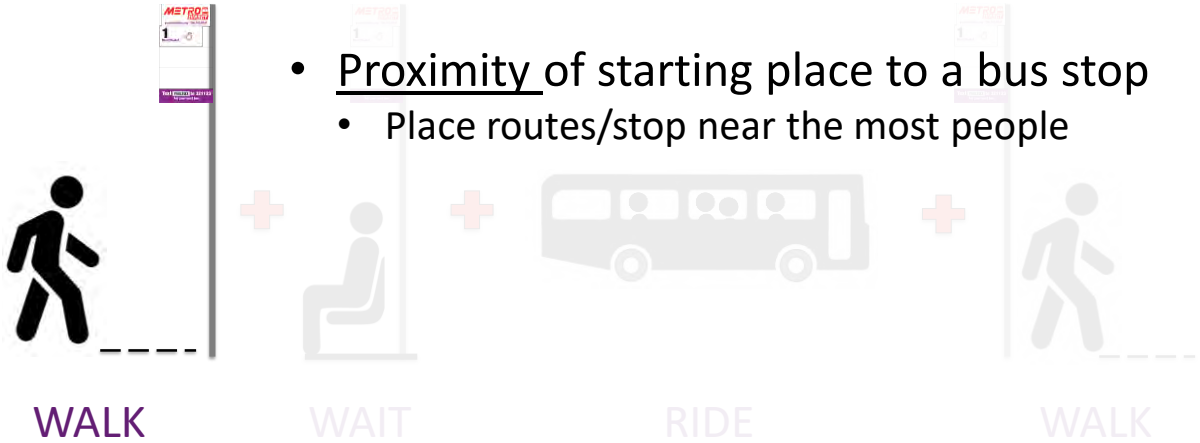
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## Elements of a Transit Trip



12

## Elements of a Transit Trip

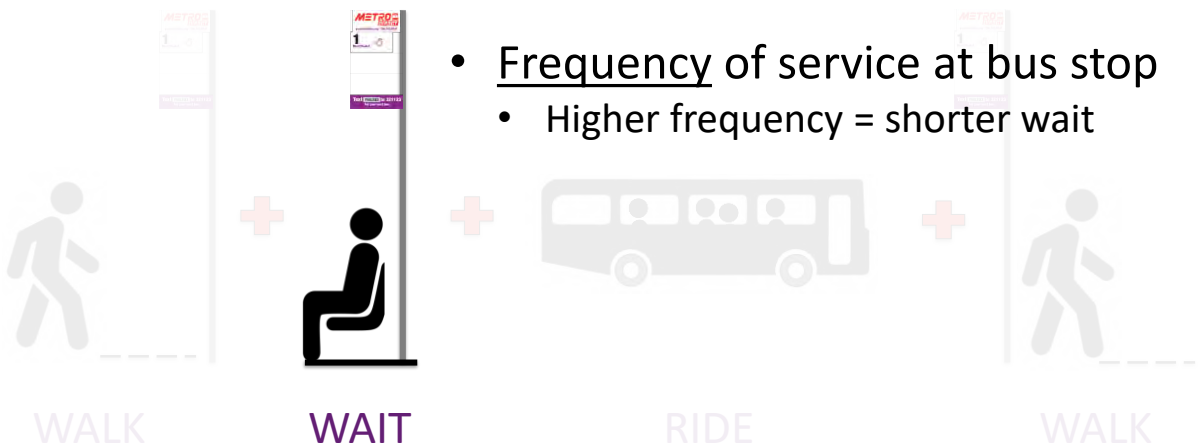


- Proximity of starting place to a bus stop
  - Place routes/stop near the most people

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METRO

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## Elements of a Transit Trip



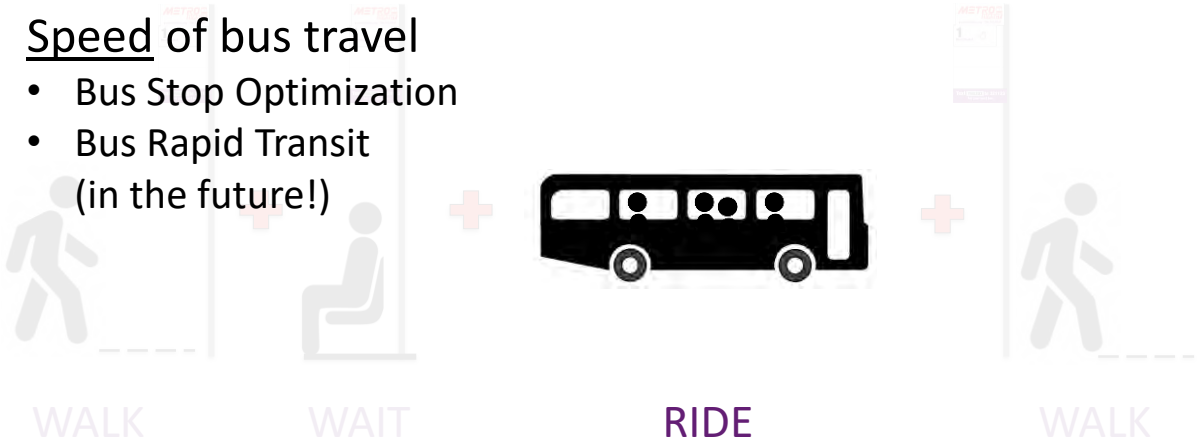
- Frequency of service at bus stop
  - Higher frequency = shorter wait

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## Elements of a Transit Trip

- Speed of bus travel
  - Bus Stop Optimization
  - Bus Rapid Transit (in the future!)

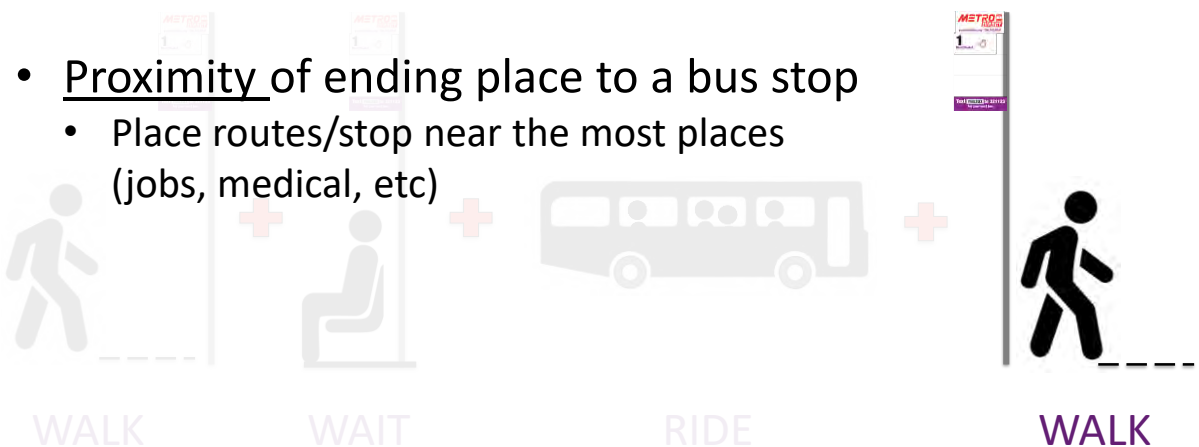


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## Elements of a Transit Trip

- Proximity of ending place to a bus stop
  - Place routes/stop near the most places (jobs, medical, etc)



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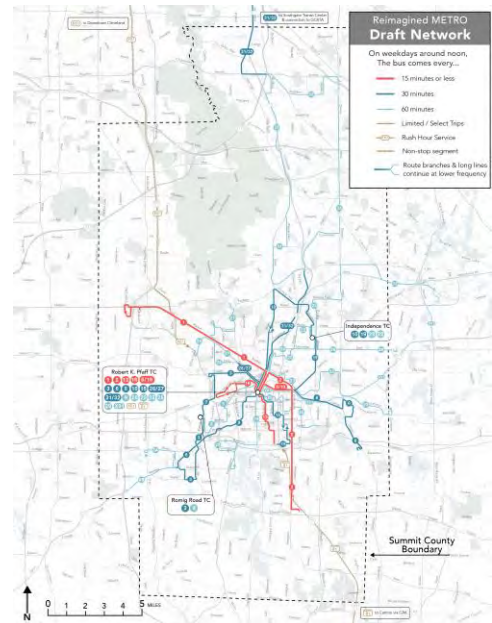


# Key Features of Reimagined Network

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## Reimagined Network

- **Key Features:**
  - **Streamlined Service**
  - **5 new high-frequency 15-minute corridors**
  - **3 new 30-minute routes**
  - **New regional connections to Kent, Brimfield and Cuyahoga County**



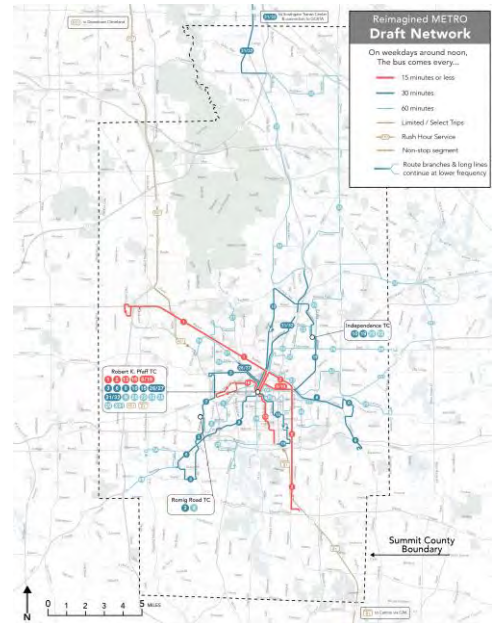
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## Reimagined Network

### • Key Features:

#### – Streamlined Service

- More direct routes, while still providing coverage
- Routes that run on weekdays also run on weekends
  - Minor exceptions for Routes 31/32, x61, x91



Reimagine METRO

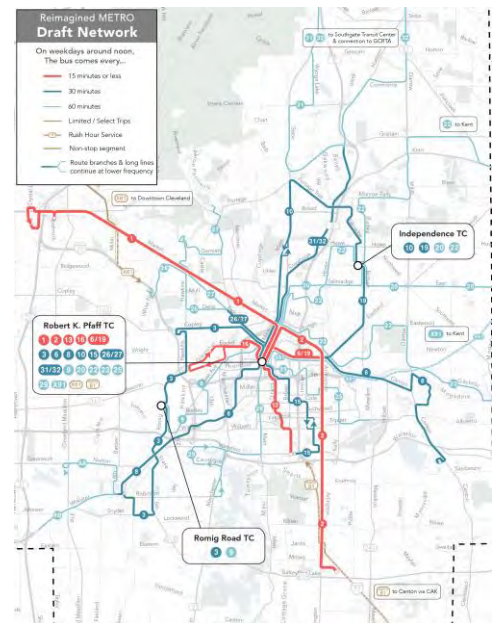
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## Reimagined Network

### • Key Features:

#### – 5 new high-frequency 15-minute corridors

- West Market
- East Market
- South Arlington
- East Exchange
- Grant/Brown
- Euclid/Diagonal/V. Odom



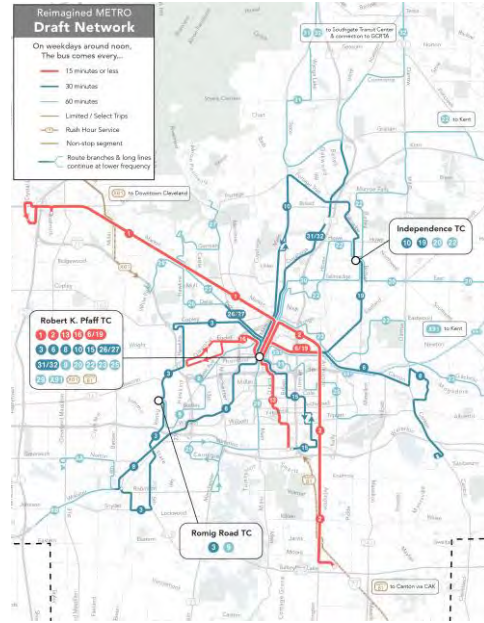
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# Reimagined Network

## • Key Features:

- **3 new 30-minute routes**
  - N Main/Cuy Falls Ave/Front St
  - Eastland/Brittain
  - Brown/Inman
- Plus existing **30-minute routes**
  - Copley/Hawkins
  - Canton
  - Lakeshore/Kenmore/Wooster
  - Howard/Main/Portage Trail
  - Romig/5<sup>th</sup> St

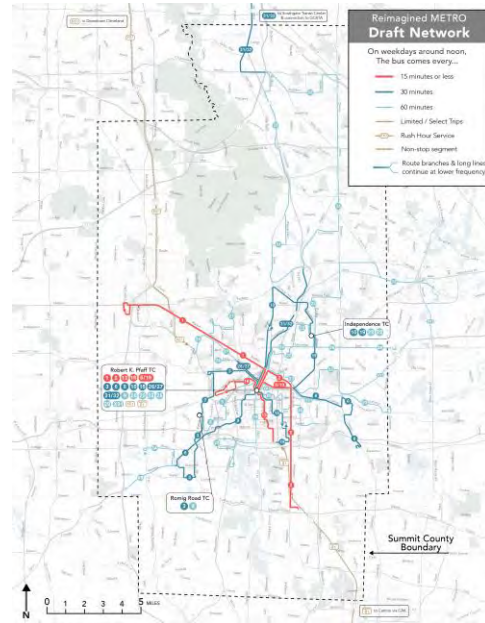


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# Reimagined Network

## • Key Features:

- **New regional connections**
  - **Kent**
    - Express service from UA to KSU
    - 60-min service from Stow to Kent
  - **Brimfield**
    - 60-min service via Tallmadge Rd
  - **Cuyahoga County**
    - 30-min service to Southgate TC via SR-8 and Darrow Rd
    - x61 service to Cleveland remains in place as is today
- Existing Connections with GCRTA, PARTA, SARTA, WRTA



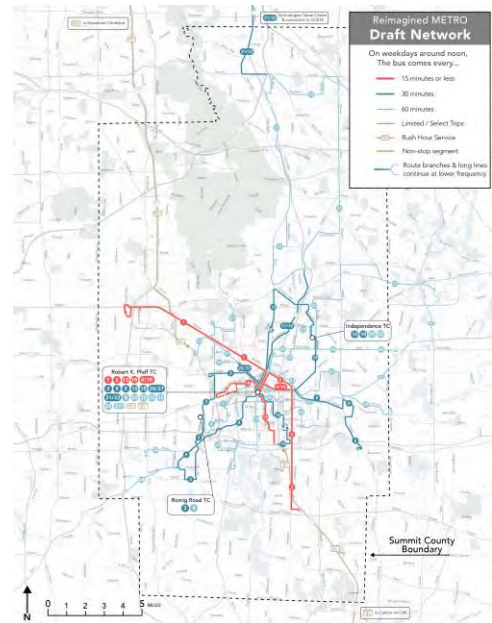
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## Key Outcomes of Reimagined Network

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### Reimagined Network

- **Key Outcomes:**
  - Significant Coverage of Existing Ridership
  - Increased Proximity to Frequent Service
  - Increased Job Access
- **Title VI Analysis**



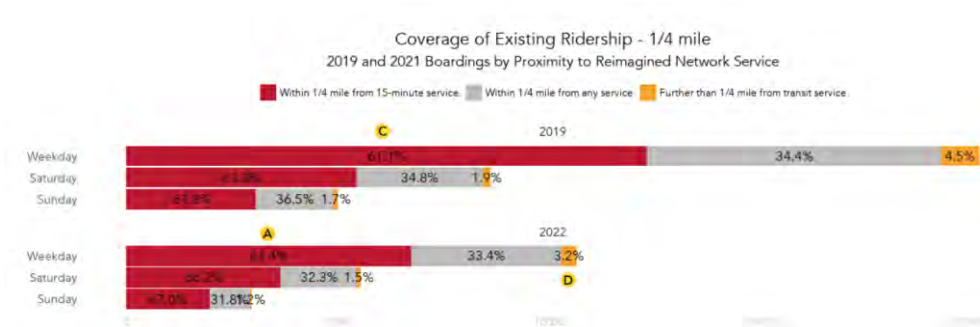
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# Reimagined Network

- **Key Outcomes on the Reimagined Network:**

- **Significant Coverage of Existing Ridership**

- 97% of existing boardings would be within ¼-mile of service
- 63% of existing boardings would be within ¼-mile of a frequent stop



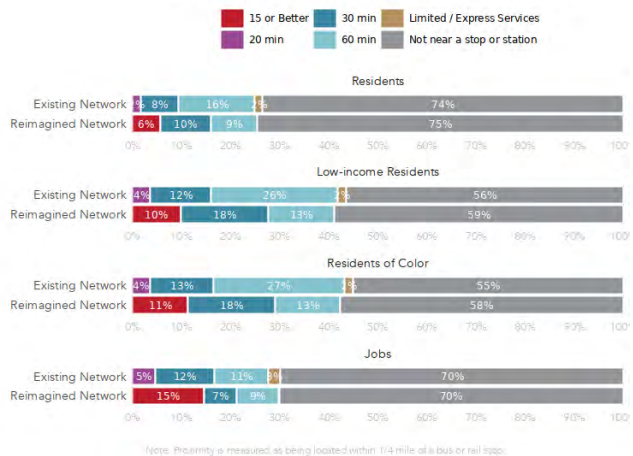
# Reimagined Network

- **Key Outcomes:**

- **Increased Proximity to Frequent Service**

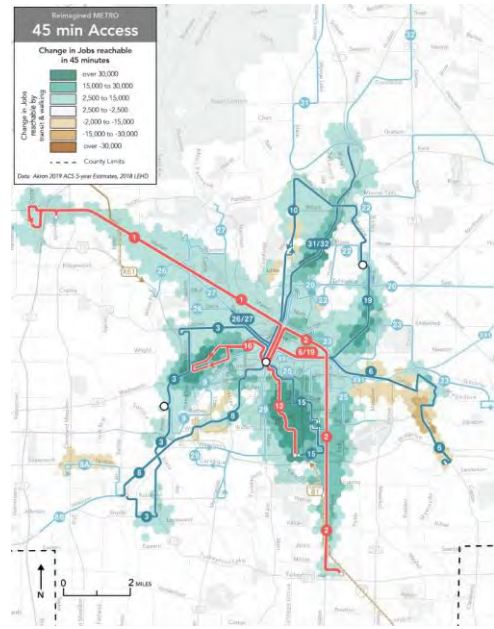
- Overall, coverage of residents and jobs remains about the same
- 64% of residents who are near service would be near either a 15 or 30 minute route.
  - 68% of low income residents
  - 69% of People of Color
- 71% of jobs that are near service would be near either a 15 or 30 minute route.

Proximity to Transit 12 p.m. - Weekday  
What percentage of the service area is within 1/4 mile of transit?



# Reimagined Network

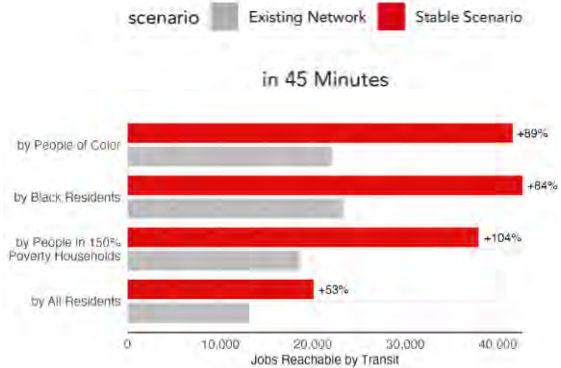
- **Key Outcomes:**
  - **Increased Access to Jobs**
    - Major improvement in almost all areas due to higher frequency service and shorter waiting times.



# Reimagined Network

- **Key Outcomes:**
  - **Increased Access to Jobs**
    - The median number of jobs reachable by Summit County residents near transit in 45 minutes goes up by:
      - **53%** for all residents
      - **104%** for lower-income residents
      - **89%** for all People of Color
      - **84%** for Black residents

Median Jobs Accessible by Transit with the Existing Network and Reimagined Network

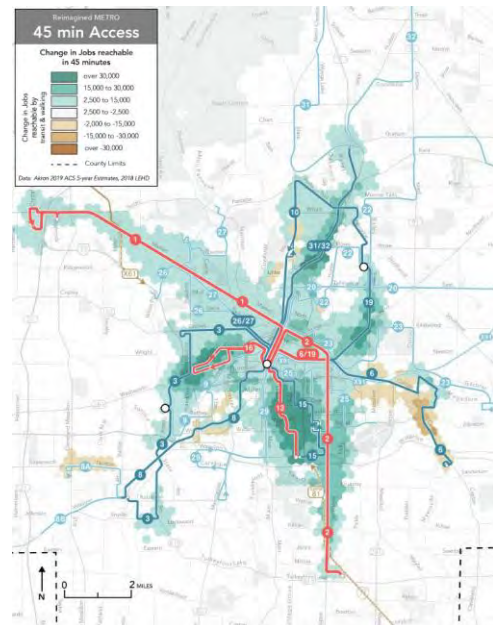


## Reimagined Network

### • Key Outcomes:

#### – Increased Access to Jobs

- Access declines:
  - Along Route 6 (Canton), due to rerouting of path into downtown away from hospital.
  - Along Route 8A branch (Norton), frequency reduced from 30 to 60 minutes.



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## Reimagined Network

### • Title VI Analysis

- Service Equity Analysis to comply with requirements of Civil Rights Act of 1964
- Reimagine METRO qualifies as a “Major Service Change”
- Before and After Comparison of:
  - Impacts to Minority and Low Income Populations
    - People Trips
    - Access to Opportunity
  - Transit Service Quality
    - Frequency, Span of Service, Directness of Route and Vehicle Load
- Results: No disproportionate burden to low income or disparate impact to minority populations.

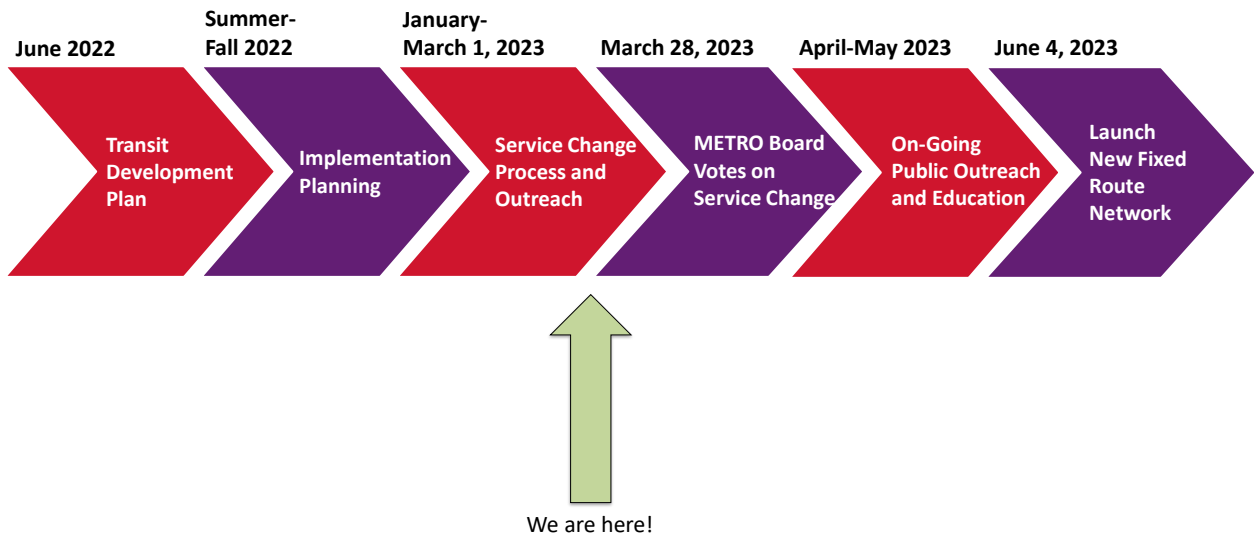
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METRO

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# What Happens Next?

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## Implementation Timeline (Fixed Route Network)



We are here!



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## We Need to Hear From You!

- The final outreach period for the fixed route changes will close TODAY March 1<sup>st</sup>, 2023 at 8pm.
- All comments received before that date will be considered before the plan is finalized.
- Comments can be submitted in the following ways:
  - Online – <https://www.reimagine-metro.com/survey>
  - On the microphone after this presentation
  - On paper comment form

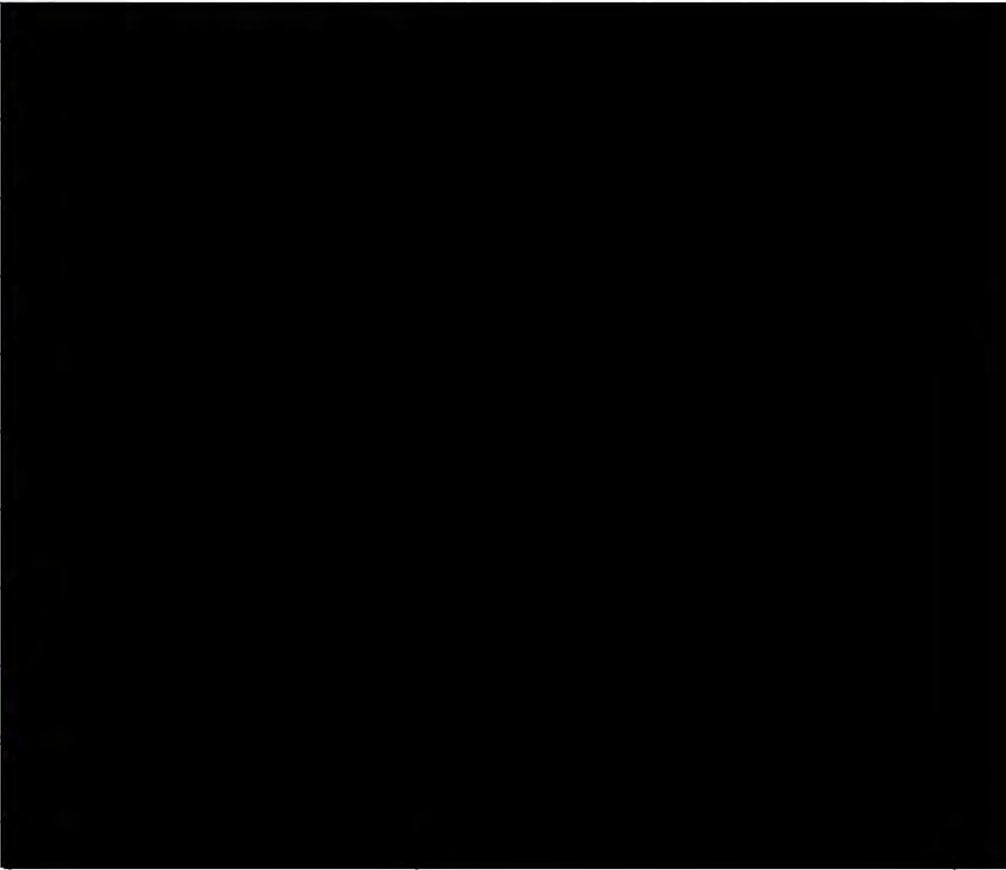
**For detailed project information - visit [www.reimagine-metro.com](http://www.reimagine-metro.com)**



# SIGN-IN SHEET

## METRO REGIONAL TRANSIT AUTHORITY PUBLIC HEARING

MARCH 1<sup>st</sup>, 2023

NAME		
Lewis Thompson		
Bob Holland		
Tammy Walker		
Jimmy Ciotola		
Ray Hruska		
Alisha Eshun		
MIKE BUKWI		
Nick Cacioppo		
Bill Shepard		
Jonathan Lujan		

or.