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.
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.**

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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
Reimagined Network

• Key Outcomes:
  – 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
  – Increased Proximity to Frequent Service
    • 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.
  – Increased Job Access
    • 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

Implementation Timeline (Fixed Route Network)

<table>
<thead>
<tr>
<th>June 2022</th>
<th>Summer-Fall 2022</th>
<th>January-March 2023</th>
<th>March 28, 2023</th>
<th>April-May 2023</th>
<th>June 4, 2023</th>
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<tbody>
<tr>
<td>Transit Development Plan</td>
<td>Implementation Planning</td>
<td>Service Change Process and Outreach</td>
<td>Board Approves Service Change</td>
<td>On-Going Public Education</td>
<td>Launch New Fixed Route Network</td>
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We are here!
Board Approval Process

- For any **major service change**, the Federal Transit Administration (FTA) requires transit agencies to complete a **service equity analysis** to comply with Title VI of the Civil Rights Act of 1964.
  - Requires Public Input and Board Approval

- **Major Service Change:**
  - 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

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- **Service Equity Analysis:**
  - METRO’s approved policy requires service equity analyses to include:
    - 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
    - Public Outreach
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Results of Service Equity Analysis

• People Trips
  – The amount of service provided near people
  – Measured as change in bus trips near minority and low-income populations vs. bus trips near non-minority and non-low income populations

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

• Access to Opportunity
  – The amount of jobs accessible within 45-minutes on transit (by people who live near transit)
    • +53% for all residents
    • +104% for lower-income residents
    • +89% for all People of Color
    • +84% for Black residents
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Results of Service Equity Analysis

- **Transit Service Quality**
  - Frequency
    - How often the bus arrives at the bus stop
    - More frequency = less wait time

![Existing Network - Access to Service by Frequency](chart1)
![Reimagine METRO Network - Access to Service by Frequency](chart2)
Results of Service Equity Analysis

- **Transit Service Quality**
  - **Frequency**
    - How often the bus arrives at the bus stop
    - More frequency = less wait time

![Graph showing access to service by frequency for minority residents.](image)

<table>
<thead>
<tr>
<th>Existing Network</th>
<th>Reimagine METRO Network</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Minority Residents</strong></td>
<td><strong>Minority Residents</strong></td>
</tr>
<tr>
<td>Limited - 4%</td>
<td>Limited - 15%</td>
</tr>
<tr>
<td>60 min - 59%</td>
<td>60 min - 31%</td>
</tr>
<tr>
<td>30 min - 28%</td>
<td>30 min - 4%</td>
</tr>
<tr>
<td>20 min - 9%</td>
<td>20 min - 35%</td>
</tr>
</tbody>
</table>

**Old network**
- 4% limited
- 59% 60 min
- 28% 30 min
- 9% 20 min

**New network**
- 15% limited
- 31% 60 min
- 4% 30 min
- 35% 20 min

![Graph showing access to service by frequency for low income residents.](image)

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<th>Reimagine METRO Network</th>
</tr>
</thead>
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<tr>
<td><strong>Low Income Residents</strong></td>
<td><strong>Low Income Residents</strong></td>
</tr>
<tr>
<td>Limited - 5%</td>
<td>Limited - 15%</td>
</tr>
<tr>
<td>60 min - 59%</td>
<td>60 min - 32%</td>
</tr>
<tr>
<td>30 min - 27%</td>
<td>30 min - 44%</td>
</tr>
<tr>
<td>20 min - 9%</td>
<td>20 min - 24%</td>
</tr>
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**Old network**
- 5% limited
- 59% 60 min
- 27% 30 min
- 9% 20 min

**New network**
- 15% limited
- 32% 60 min
- 44% 30 min
- 24% 20 min
Results of Service Equity Analysis

- **Transit Service Quality**
  - **Frequency**

  ![Pie charts showing the comparison of service frequency between existing and proposed networks for minority and low-income residents.]

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        » Frequency, Span of Service, Directness of Route and Vehicle Load
    - Public Outreach
Results of Service Equity Analysis

- Transit Service Quality
  - Span of Service

![METRO 2021 Transit Network Frequencies and Spans](image)

Results of Service Equity Analysis

- Transit Service Quality
  - Span of Service

![Draft Reimagined Network Frequencies and Spans](image)
Board Approval Process

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Results of Service Equity Analysis

- Transit Service Quality
  - Directness of Service
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    - Transit Service Quality
      - Frequency, Span of Service, Directness of Route and **Vehicle Load**
  - Public Outreach

### Results of Service Equity Analysis

**Transit Service Quality**
- **Vehicle Load**
  - Number of people on the bus at one time
  - Increased frequency focused on highest ridership corridors to reduce loads
Service Equity Analysis Results

• 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

• All analyses result in a finding of:
  – No Disproportionate Burden for low income residents, and
  – No Disparate Impact for minority residents

Summary of Public Outreach

• Rounds 1 and 2 (Fall 2021-Winter 2022)
  – 53 outreach events
  – 1100+ survey responses and comments
  – 248,000 post cards

• Round 3 (January – March 1st, 2023)
  – 61 outreach events
    • 17 AMHA Buildings
    • 7 City of Akron Ward Meetings
    • 32 hours at RKP Transit Center at various times of day and days of the week
    • Public Hearing at Main Library
  – 5 Media Stories
  – 14,127 Social Media Impressions
  – 300+ verbal and written comments
Summary of Public Outreach

• Positive Feedback
  – Frequency Increases
  – Regional Connections
  – Expanded Coverage
  – Weekend Service
  – Weekday Span of Service
  – Weekend Span of Service

I love the new change as it improves my ability to get to work on time rather than 2 hours early (Route 31)

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 (Route 1)

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. This is just great great great!

Summary of Public Outreach

• Constructive Feedback
  – Elimination of fixed route service to Interval Brotherhood Home
  – Elimination of Route #110 (Green)
  – No service on Manchester/Thornton
  – Requests for Expanded Coverage – no consistent theme
  – Requests for Grocery Bus
  – Request for Route #2 to continue serving Exchange or Route #19 to continue serving E Market
  – Additional Northcoast Express (x61) trips
  – Earlier Sunday Service
  – Requests for New Mobility/Call-A-Bus
    • Areas with no fixed route
    • Cuyahoga Falls
    • Stark County
    • Richfield
  – Increased walking distance for Cascade Village
  – Requests for more Frequency on Route #9
  – No service to Little Tikes
  – Requests to use Archwood instead of Cole between Brown and Inman
  – Increased walking distance for Brown/Reed
  – Requests to keep service to Zahn/Thurmont
  – Requests for service on Thornton (east of Rhodes)
Changes Since Public Outreach

- Route #8
  - Renumber #8A and #8B to #8N and #8W, respectively.
  - No alignment changes
- Route #15
  - Inbound to use Inman vs. Virginia
  - Inbound/Outbound alignments now match
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- Route #16
  - Outbound to use Raymond instead of East Ave (Euclid to Vernon Odom Blvd)
  - Inbound to use Hawkins, Diagonal, Frederick and Superior instead of Hawkins, Diagonal only
Changes Since Public Outreach

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- **Route #22**
  - Bi-directional service to Stow-Kent plaza

Route 22: Howe/Stow/Kent
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- Route #22
  - Bi-directional service to Stow-Kent plaza
- ADDED Route #40
  - To cover West Thornton from Rhodes to Manchester
  - Hourly service, Monday-Sunday
  - Proposal to be put in place but evaluated for ridership
Changes Since Public Outreach

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- **Reimagined Grocery Bus**

Reimagined Grocery Bus

- Piloting a Reimagined Grocery Bus service
- Proposing to have bus stops at 29 senior apartment buildings
- Open to the public as well
- 1 grocery store per building, 1 day per week
- Will re-evaluate after nine (9) months
Changes Since Public Outreach

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- **Reimagined Grocery Bus**
- **New Mobility Options**

New Mobility Options

- **CITY OF GREEN**: Mayor Gerard Neugebauer – alternate plan developed for City of Green
- **METROWORKS**: Talking to individual manufacturers discussing options connecting to existing Routes on an individual business level.
- **CALL-A-BUS**: Expansion Plans Geographically
- **ZONES**: Options connecting to existing Routes to serve multiple businesses and individuals. Test run for new fixed route service.
- **CITY OF CUYAHOGA FALLS**: Mayor Walter – discussion of options for expansion plan into Cuyahoga Falls Industrial Parkway.
- **FRIENDS OF TRANSIT**: Meeting them where they are.
- The more options available to collaborate with the Fixed Route, the more people we can transport to more places.
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    • Richfield
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Public Education Plan Moving Forward

- Continue to look for opportunities to attend meetings within our service area
- Outreach at community events (ie Tallmadge Expo, Senior Fairs, …)
- Minority Health Fair at the RKPTC on Thursday, 4/27
- Display at the RKPTC
- Info sessions at RKPTC
- Social Media and Website
- E-blasts
- Advertising

Next Steps

- June 2022: Transit Development Plan
- Summer-Fall 2022: Implementation Planning
- January-March 2023: Service Change Process and Outreach
- March 28, 2023: Board Approves Service Change
- April-May 2023: On-Going Public Education
- June 4, 2023: Launch New Fixed Route Network

Demand Response