



Board of Trustees

JUNE 27, 2017

Committee Meetings & Board Packet

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

From: Christine S Hoffer, Acting Executive Director

Date: June 20, 2017

RE: Monthly Update

Month	Cash Sales Tax 2015	Cash Sales Tax 2016	Cash Sales Tax 2017	OVER (UNDER)	Percent
Jan	3,581,215.27	3,841,753.97	3,699,567.18	(142,186.79)	-3.70%
Feb	3,528,319.09	3,602,929.61	3,855,694.60	252,764.99	7.02%
Mar	4,487,866.45	4,560,452.70	4,756,847.41	196,394.71	4.31%
Apr	3,133,426.60	3,190,477.28	3,454,559.43	264,082.15	8.28%
May	3,109,527.19	3,252,123.31	3,478,015.71	225,892.40	6.95%
Jun	3,801,088.04	4,470,105.24	4,049,604.94	(420,500.30)	-9.41%
Jul	3,640,092.96	3,690,063.41	0.00	(3,690,063.41)	-100.00%
Aug	3,757,991.65	3,725,602.49	0.00	(3,725,602.49)	-100.00%
Sep	3,902,861.21	4,282,103.74	0.00	(4,282,103.74)	-100.00%
Oct	3,640,575.90	3,954,973.56	0.00	(3,954,973.56)	-100.00%
Nov	3,818,020.13	3,828,091.77	0.00	(3,828,091.77)	-100.00%
Dec	3,789,375.25	3,807,198.45	0.00	(3,807,198.45)	-100.00%
Total	44,190,359.74	46,205,875.53	23,294,289.27	(22,911,586.26)	-49.59%
	2015	2016	2017		
Jan - Jun	21,641,442.64	22,917,842.11	23,294,289.27	376,447.16	
		5.90%	1.64%		

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

<u>Committee</u>	<u>Resolution Number</u>	<u>Authorizing</u>
Finance	Amend 2017-14	Award of a phone system replacement Contract
Finance	2017-15	Federal Congestion Mitigation/ Air Quality (CMAQ) funds application

MAY 2017 PERFORMANCE REPORT FROM OPERATIONS DEPARTMENT

The following reflects activities within the Operations Department for the month of May 2017:

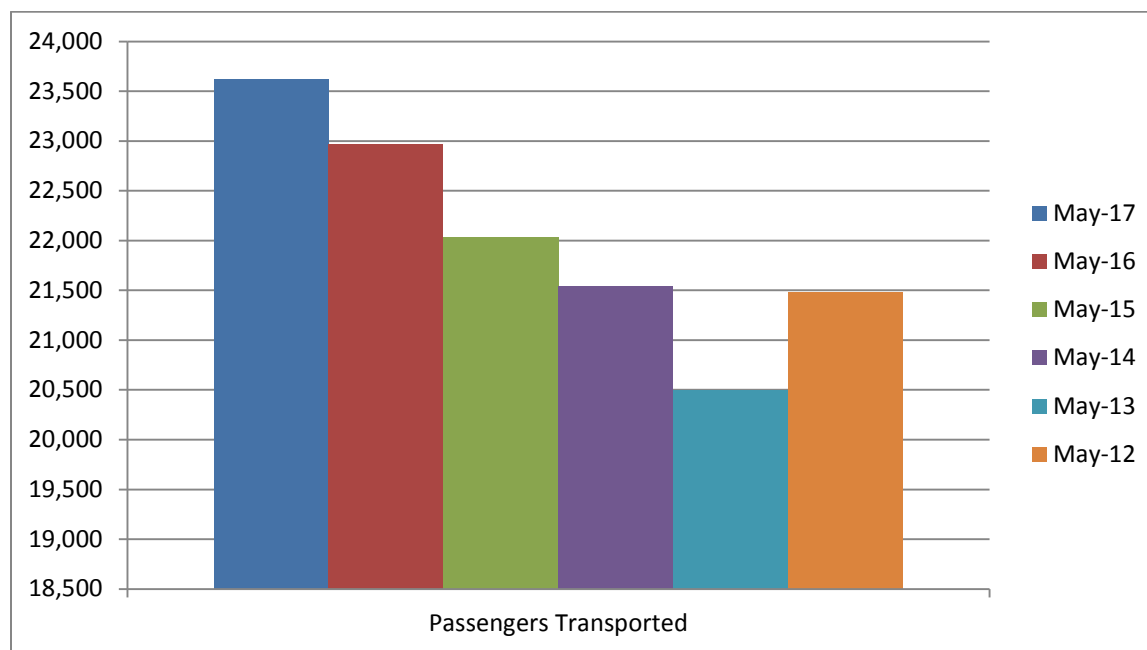
Training Hours: 1,103

The training consisted of New Hire Training, Refresher Training, Line Service training , Specialty Training and mandatory training per the Preventable Accident Policy.

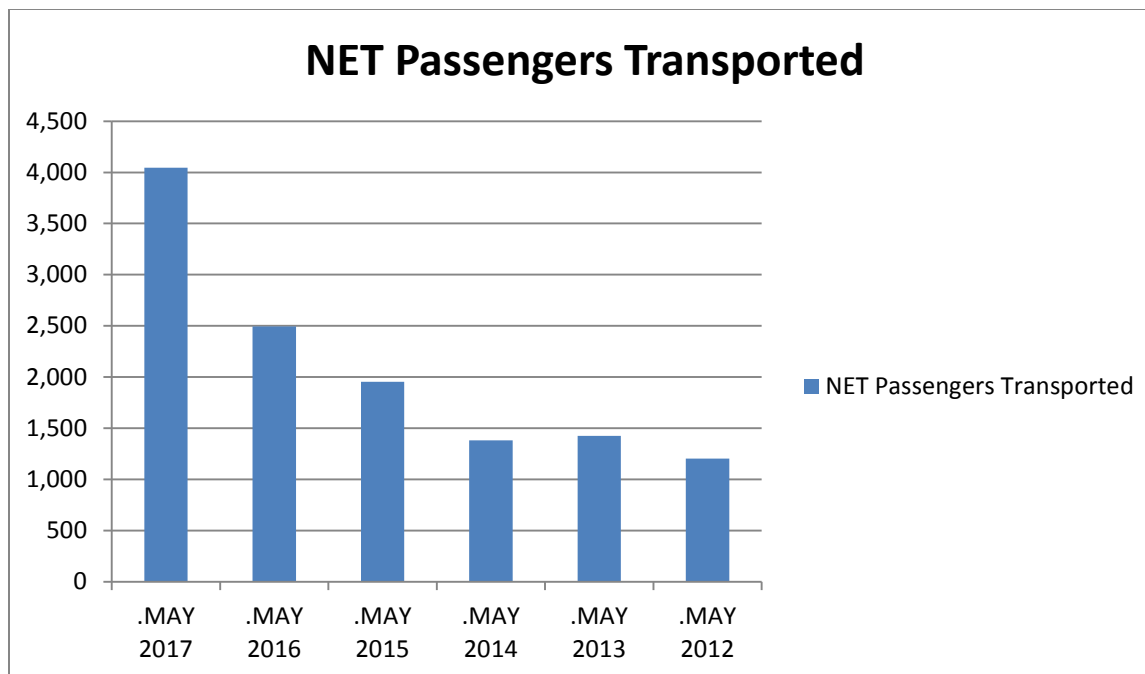
During the month of May several members of the Operations Department attended the Safety & Security Council Meeting, as well as the Driving METRO Forward Stakeholder Meeting. The Summer Sign Up was conducted for Operators during the month of May, and the Operations Department recognized Operators Daryl Kinker and Bill Leonardi for 20 & 25 Years of Safe Driving respectively.

MAY 2017 PERFORMANCE REPORT FROM CUSTOMER SERVICES & PARATRANSIT

METRO Paratransit services transported a total of 23,622 passengers in May. This represents the highest passenger count in the month of May for the past six (6) recorded years, as shown below:



NON EMERGENCY TRANSPORTATION PASSENGERS: The NET Program through the Department of Job and Family Services has seen consistent growth as we work closely with DJFS employees and Summit County Public Health Department to assist our mutual clients. We also transported the largest amount of NET passengers in May 2017, as shown below:



TRAINING IN/FOR/BY CUSTOMER SERVICE PERSONNEL:

7 HRS – Older Populations/Senior Issue Training
 12 HRS – Line Service Refresher Training
76 HRS – Fundamentals of Bus Collision Investigation
 95 HRS TOTAL TRAINING HOURS FOR MAY 2017

CLIENT SERVICES: In the month of May our Mobility Specialists performed 29 wheelchair weight and inspections and fact sharing sessions. They devised individual travel instructions for two individuals and completed three group trainings. They also made 44 courtesy calls to new passengers to review policies and procedures and to answer any questions about our host of services. Along with our RKPTC Supervisor, 76 Service Desk Reports were filed. Our Eligibility Administrator processed 136 applications in the 22 work days of May. Language Line Solutions is up and running to help us communicate with persons with limited English proficiency (LEP) challenges. We used the call in service four times in May, once for a Nepali speaking passenger, once for a Swahili speaking passenger and twice for Mandarin speaking passengers. The program is working very well for METRO and our passengers.

**MONTHLY BOARD MEETING AGENDA
VERNON LANE ODOM BOARD ROOM
TUESDAY, JUNE 27, 2017
9:00 A.M.**

ITEM 1: CALL TO ORDER:

ITEM 2: AUDIENCE PARTICIPATION:

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

Marco Sommerville, Deputy Mayor for Intergovernmental Affairs/ Senior Advisor
TWU Local #1

ITEM 3: RECOGNITION

Janine Jones – Twenty Years Safe Driving

ITEM 4: BOARD MINUTES:

*Approval of Board Meeting Minutes of May 30, 2017

ITEM 5: COMMITTEE REPORTS & RESOLUTIONS:

Finance Committee

Chair Report

*Resolution 2017-14 authorizing the award of a phone system replacement contract (amended)

*Resolution 2017-15 authorizing the application for Federal Congestion Mitigation / Air Quality (CMAQ) funds

Marketing & Service Planning Committee

Chair Report

Rail Operations Committee

Chair Report

Safety Committee

Chair Report

Human Resources Committee

Chair Report

ITEM 6: EXECUTIVE SESSION

ITEM 7: OTHER BUSINESS:

ITEM 8: OFFICERS' REPORT:

- President
- Executive Director

ITEM 9: CALL FOR ADJOURNMENT:

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

Next Scheduled Meeting – July 2017 Meeting cancelled

**METRO RTA
BOARD MINUTES
TUESDAY, MAY 30, 2017**

Trustees Present: Heather Heslop Licata, Saundra Foster, Scott Meyer, Donald Christian, Chuck Rector, Ross Widenor, Jack Hefner, Nicholas Fernandez, Robert De Journett, Renee Greene

Trustees Absent: Stephan Kremer

Staff Present: Angela Neeley, Robin Miller, Jessica Dreschel, Jamie Saylor, Bambi Miller, Molly Becker, Valerie Shea, John Sutherland, Christine Hoffer, Dana Gibitz, Shawn Metcalf, Lori Stokes, Phil Richardson, Yvonne Briggs, Rick Speelman, Anthony Barbitta, Shawn Ervin, TWU Local

Guests Present: Jeff Gardner, AMATS, Karen Adinolfi, Roetzel & Andress

CALL TO ORDER

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

AUDIENCE PARTICIPATION

None

RECOGNITION

Operator William Leonardi was awarded a plaque and a check for Twenty-five years of safe driving.

Operator Daryl Kinker was presented with a plaque for Twenty years of safe driving.

Both operators had their pictures taken by Jessica Dreschel, Communications Department, with Mr. Jamie Saylor, Chief Dispatcher and Christine Hoffer, Acting Executive Director. Mr. Saylor thanked them for their safe and dedicated service to METRO.

APPROVAL OF MINUTES

Ms. Licata asked for a motion to approve the Minutes of the April 25, 2017 meeting. Mr. Meyer made a motion for approval, seconded by Mr. Christian. Mr. De Journett pointed out that there was no “e” at the end of his last name and the correction will be made in the future. The minutes were approved unanimously by the Board, noting that one change.

FINANCE COMMITTEE

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

Resolution 2017-14 authorizing the award of a phone system replacement contract was presented for approval. Mr. Meyer made a motion for approval, seconded by Mr. Hefner. Resolution 2017-14 was unanimously approved by the Board.

MARKETING AND SERVICE PLANNING COMMITTEE

Mr. Christian said the Marketing and Service Planning Committee met and updates were presented.

RAIL OPERATIONS COMMITTEE

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

SAFETY COMMITTEE

Mr. Prentice said the Safety Committee did meet. He said METRO received an award for safety because of our 25% reduction in accidents.

HUMAN RESOURCES

Ms. Hoffer said the Human Resources Committee did meet. There were no Resolutions for approval.

OTHER BUSINESS

None

EXECUTIVE SESSION:

Ms. Licata asked for a motion to enter into Executive Session to discuss personnel matters. Mr. Prentice made a motion. The motion was seconded by Mr. Christian.

ROLL CALL

Heather Heslop Licata	Yes
Saundra Foster	Yes
Scott Meyer	Yes
Donald Christian	Yes
Jack Hefner	Yes
Renee Greene	Yes
Robert De Journett	Yes
Ross Widenor	Yes
David Prentice	Yes
Chuck Rector	Yes
Nicholas Fernandez	Yes

The Executive Session adjourned at 9:40 a.m. Ms. Licata asked for a motion to terminate Richard Enty's employment contract for "Cause". Mr. Hefner made a motion, seconded by Mr. Prentice. Ms. Licata asked the Board to vote on the motion. The Board voted as follows:

Heather Heslop Licata	Yes
Saundra Foster	Abstained
Scott Meyer	No
Donald Christian	No
Jack Hefner	Yes
Renee Greene	No
Robert De Journett	No
Ross Widenor	No
David Prentice	Yes
Chuck Rector	Yes
Nicholas Fernandez	Yes

Ms. Licata said the motion did not carry, and Mr. Enty will be returning to his position as Executive Director.

At this point, the Board entered into another Executive Session to continue discussion of personnel matters.

ROLL CALL

Heather Heslop Licata	Yes
Saundra Foster	Yes
Scott Meyer	Yes
Donald Christian	Yes
Jack Hefner	Yes
Renee Greene	Yes
Robert De Journett	Yes
Ross Widenor	Yes
David Prentice	Yes
Chuck Rector	Yes
Nicholas Fernandez	Yes

The Executive Session adjourned at 9:59 a.m.

OFFICERS' REPORT

President:

None

Executive Director:

None

ADJOURNMENT

There being no other business to come before the Board, Ms. Licata asked for a motion to adjourn. Mr. De Journett made a motion for adjournment, seconded by Mr. Hefner. The meeting was adjourned at 10:00 a.m.

CERTIFICATE OF COMPLIANCE

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

**HEATHER HESLOP LICATA,
PRESIDENT**

**CHRISTINE S. HOFFER,
ACTING DIRECTOR/
SECRETARY-TREASURER**

Finance Committee

CONSOLIDATED INCOME STATEMENT REPORT

SCHEDULED & SCAT SERVICES

METRO Regional Transit Authority

MAY 2017

CURRENT MONTH

YEAR TO DATE

ACTUAL	BUDGET	BUDGET		REVENUES	ACTUAL	BUDGET	LAST YEAR	BUDGET	YTD %
		LAST YEAR	VARIANCE					VARIANCE	CHANGE
327,303	359,000	360,651	-8.8%	Passenger Fares	1,639,462	1,685,000	1,742,684	-2.7%	-5.9%
34,892	40,000	52,225	-12.8%	Advertising Revenue	147,032	192,000	192,311	-23.4%	-23.5%
362,195	399,000	412,876	-9.2%	Total Operating	1,786,494	1,877,000	1,934,995	-4.8%	-7.7%
43,177	57,900	27,189	-25.4%	Non-Transportation	626,286	288,500	632,684	117.1%	-1.0%
731	5,000	756	-85.4%	Rail Related Revenue	30,884	25,000	34,190	23.5%	-9.7%
Local Subsidy									
4,090,510	3,995,000	4,515,258	2.4%	METRO Tax	19,792,649	18,775,000	19,268,776	5.4%	2.7%
194,166	110,000	77,828	76.5%	Local Contracted Services	693,068	540,000	432,058	28.3%	60.4%
157,608	14,000	13,771	1025.8%	State Subsidy	496,664	70,000	69,751	609.5%	612.1%
0	0	0	0.0%	Federal Subsidy	0	0	41,196	0.0%	0.0%
4,848,387	4,580,900	5,047,678	5.8%	TOTAL REVENUES	23,426,045	21,575,500	22,413,650	8.6%	4.5%
EXPENSES									
1,927,683	1,965,661	1,731,122	-1.9%	Wages and Salaries	9,272,555	9,710,068	8,593,940	-4.5%	7.9%
1,139,480	1,286,786	991,853	-11.4%	Fringe Benefits	6,213,705	5,900,614	5,368,224	5.3%	15.7%
205,516	241,946	150,794	-15.1%	Services	1,160,966	1,259,230	940,739	-7.8%	23.4%
273,039	281,952	280,143	-3.2%	Materials and Supplies	1,330,337	1,411,260	1,399,576	-5.7%	-4.9%
151,868	163,833	114,564	-7.3%	Fuel	737,557	814,165	710,729	-9.4%	3.8%
69,690	78,760	41,978	-11.5%	Utilities	394,241	433,800	360,049	-9.1%	9.5%
119,076	122,080	200,548	-2.5%	Casualty and Liability	586,720	610,400	623,331	-3.9%	-5.9%
189,620	158,800	150,473	19.4%	Purchased Transportation	742,689	794,000	720,801	-6.5%	3.0%
57,132	62,450	41,905	-8.5%	Other Expenses	293,224	304,250	247,093	-3.6%	18.7%
4,133,104	4,362,268	3,703,380	-5.3%	TOTAL OPERATING EXPENSE	20,731,994	21,237,787	18,964,482	-2.4%	9.3%
715,283	218,632	1,344,298	227.2%	NET INCOME (LOSS) Before Depreciation	2,694,051	337,713	3,449,168	697.7%	-21.9%
1,424	0	3,154	#DIV/0!	Depreciation Operating	7,120	0	15,663	#DIV/0!	-54.5%
999,573	999,573	760,410	0.0%	Depreciation Capital	4,193,393	4,193,393	3,811,576	0.0%	10.0%
5,134,101	5,361,841	4,466,944	-4.2%	TOTAL EXPENSES	24,932,507	25,431,180	22,791,721	-2.0%	9.4%
(285,714)	(780,941)	580,734	63.4%	NET INCOME (LOSS) After Depreciation	(1,506,462)	(3,855,680)	(378,071)	-60.9%	298.5%

**METRO Regional Transit Authority
MAY 2017**

CURRENT MONTH					YEAR TO DATE			
ACTUAL	BUDGET	LAST YEAR	BUDGET	FRINGE BENEFITS	ACTUAL	BUDGET	LAST YEAR	BUDGET
			VARIANCE					VARIANCE
341,164	485,665	352,549	-29.8%	P E R S	1,837,192	1,987,480	1,804,602	-7.6%
555,841	496,175	354,983	12.0%	HOSP-MEDICAL	3,116,942	2,480,875	2,414,434	25.6%
14,144	16,317	15,227	-13.3%	DENTAL	79,223	81,585	67,427	-2.9%
2,741	2,304	2,270	19.0%	LIFE-INS	15,482	11,523	10,506	34.4%
0	833	0	0.0%	UNEMPLOYMENT	0	4,165	776	0.0%
(6,533)	52,315	35,428	-112.5%	W. COMPENSATION	179,087	262,851	192,078	-31.9%
13,442	4,525	10,234	197.1%	SICK LEAVE	49,585	22,625	62,997	119.2%
115,264	109,108	102,070	5.6%	HOLIDAY PAY	394,481	455,790	367,693	-13.5%
95,726	102,089	105,190	-6.2%	VACATION PAY	457,581	506,445	373,329	-9.6%
6,941	16,595	13,167	-58.2%	UNIFORM ALLOWANCE	80,015	82,975	70,354	-3.6%
750	860	735	-12.8%	DEFER COMP EMPLR	4,117	4,300	4,028	-4.3%
1,139,480	1,286,786	991,853	-11.4%	TOTAL FRINGE BENEFITS	6,213,705	5,900,614	5,368,224	5.3%

METRO REGIONAL TRANSIT AUTHORITY

Balance Sheet

May

ASSETS	2017	2016	LIABILITIES AND CAPITAL	2017	2016
Current Assets:			Current Liabilities:		
Cash	5,933,890.43	24,566,578.49	Accounts Payable	213,511.75	670,311.14
Short Term Investments	11,757,184.40	0.00	Accrued Payroll	2,470,405.41	2,024,276.45
Capital Fund (Restricted)	7,506,319.55	7,506,319.55	Accrued Payroll Liabilities	666,671.06	636,636.04
Rainy Day Fund (Restricted)	10,561,051.55	9,069,534.33	Capital Contract Payable	0.00	0.00
			Short Term Debt	0.00	0.00
Receivables:			Other	297,738.53	279,067.88
Trade, Less allowance	225,811.99	344,968.58	Total Current Liabilities	3,648,326.75	3,610,291.51
Federal Assistance	3,263,944.26	0.26			
State Assistance	437,910.52	0.00	Other Liabilities:		
Sales Tax Receivable	7,626,920.06	8,061,043.57	Long Term Debt	0.00	0.00
Material & Supplies	1,506,746.37	1,492,017.03	Net Pension Liability	19,171,267.00	19,171,267.00
Prepaid Expenses	3,456,056.03	2,202,435.44	Deferred Inflows	336,801.00	336,801.00
Total Current Assets	52,275,835.16	53,242,897.25	Deferred Revenue	41,958.00	18,684.00
			Other Estimated Liabilities	1,000.00	1,000.00
Property, Facilities & Equipment			Total Other Liabilities	19,551,026.00	19,527,752.00
Construction in Progress	1,233,945.38	9,327,832.33	Capital & Accumulated Earnings:		
Land	4,480,557.96	4,283,301.36	Capital Grant: State & Federal	41,549,124.73	46,610,766.79
Building & Improvements	56,127,631.02	45,144,709.46	Accumulated Earnings	88,085,464.79	77,955,442.48
Transportation Equipment	74,162,083.20	68,253,262.20	Total Grants & Accum Earnings	129,634,589.52	124,566,209.27
Other Equipment	11,628,902.51	8,571,619.35			
Rail right-of-way	10,653,206.00	10,653,206.00			
Rail Infrastructure	7,669,000.44	7,749,872.82			
Total	165,955,326.51	153,983,803.52			
Less allowance for depreciation	(68,897,911.23)	(63,038,144.09)			
Total	97,057,415.28	90,945,659.43			
Deferred Outflows	3,485,891.00	3,485,891.00			
Deferred Charges & Other Assets	14,800.83	29,805.10			
Total	3,500,691.83	3,515,696.10			
Total Assets	\$ 152,833,942.27	\$ 147,704,252.78	Total Liability and Earning	\$ 152,833,942.27	\$ 147,704,252.78

**COMMITTEE ASSIGNMENT:
FINANCE**

CO GPF GF 'RESOLUTION 2017-14

A resolution authorizing the award of a phone system replacement contract.

WHEREAS, METRO wants to award a contract for replacing the current phone system,

WHEREAS, legal notices were twice duly advertised February 16 and 23, 2017 in the Akron Beacon Journal, and

WHEREAS, such proposals were received on March 16, 2017 with the following bids received from:

Warwick Inc. (Broadview Heights), on behalf of Mitel from Reno, Nevada
Clarktel Telecommunications (Akron)
CBTS (Dublin)

WHEREAS, the procurement committee met and reviewed the proposals, and

WHEREAS, the procurement committee recommends Mitel. as having the best overall proposal and price.

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

1. The Acting Executive Director/Secretary-Treasurer is hereby authorized to execute the contract with Mitel in the amount of \$245,034 over a five year period.
2. The Acting Executive Director/Secretary-Treasurer is authorized up to a 10% contingency should changes become necessary.
3. All formal actions of this Board of Trustees related to this Resolution and all deliberations of the Board of Trustees and any of its committees that resulted in such formal action were in meetings open to the public in compliance with all legal requirements, including Section 121.22 of the Revised Code.

DATE ADOPTED: June 27, 2017

**HEATHER HESLOP LICATA,
PRESIDENT**

**CHRISTINE HOFFER,
ACTING EXECUTIVE DIRECTOR/
SECRETARY-TREASURER**

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**COMMITTEE ASSIGNMENT:
FINANCE**

RESOLUTION 2017-15

A resolution authorizing the Executive Director/Secretary-Treasurer to apply for Federal Congestion Mitigation/Air Quality (CMAQ) funds programmed by the Akron Metropolitan Area Transportation Study (AMATS) for the refurbishment/retrofit of three (3) 40 ft. diesel transit buses including the elimination of the diesel powertrain in favor of an electric drive system and related charging equipment.

WHEREAS, the United States Congress has set aside monies for Congestion Mitigation and Air Quality (CMAQ) projects through the State of Ohio, Department of Transportation (ODOT) and administered by the Akron Metropolitan Area Transportation Study (AMATS), and

WHEREAS, Local Public Agencies (LPAs) can apply for these monies and be selected for funding by the Ohio Association of Regional Councils (OARC), who has been charged with management of a statewide CMAQ program by ODOT, and

WHEREAS, the retrofit of a diesel engine is a transportation activity eligible to receive federal CMAQ funding, and

WHEREAS, if requested funds are granted, METRO shall be responsible for at least twenty percent (20%) of the eligible cost, and

WHEREAS, the refurbishment and retrofit of these vehicles will allow METRO to further its commitment to alternative fuels, while still maintaining a fleet that meets the state of good repair requirements.

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

1. The Executive Director/Secretary-Treasurer is authorized to apply for Federal Congestion Mitigation/Air Quality (CMAQ) Funds programmed by the Akron Metropolitan Area Transportation Study (AMATS) for the following project:
 - a. Retrofit of three (3) 40 ft. electric drive low floor buses and purchase of related charging equipment for a total cost of \$2,500,000 (\$2,000,00 federal, \$500,000 local)
2. That METRO acknowledges and understands the AMATS 2017 CMAQ Guidance and confirms to the best of its knowledge that the information contained in the project

application is accurate, that it intends to diligently pursue that project, and that a local share is required to match federal funds.

3. All formal actions of this Board of Trustees related to this Resolution and all deliberations of the Board of Trustees and any of its committees that resulted in such formal action were in meetings open to the public in compliance with all legal requirements, including Section 121.22 of the Revised Code.

DATE ADOPTED: June 27, 2017

HEATHER HESLOP LICATA,
PRESIDENT

CHRISTINE S. HOFFER,
ACTING EXECUTIVE DIRECTOR
UGETGVCT[/VTGCUWTGT

Marketing & Service Planning Committee

**May 2017
Performance Reports
Combined Service**

Current Month

2017 2016 Percentage
Changed

Year to Date

2017 2016 Percentage
Changed

Service Day Data

22	21	4.76%	Weekdays Operated	106	106	0.00%
4	4	0.00%	Saturdays Operated	21	22	-4.55%
4	5	-20.00%	Sundays Operated	21	22	-4.55%

Passenger Data

439,881	426,911	3.04%	Total Passengers	2,124,365	2,108,948	0.73%
17,653	17,605	0.27%	Average Weekday Passengers	17,493	17,214	1.62%
7,396	7,340	0.75%	Average Saturday Passengers	7,471	7,540	-0.92%
4,028	4,296	-6.25%	Average Sunday Passengers	3,987	3,961	0.65%

Service Level Data

583,953	550,212	6.13%	Total Vehicle Miles	2,775,099	2,759,809	0.55%
494,205	468,056	5.59%	Total Vehicle Revenue Miles	2,369,468	2,360,051	0.40%
0.89	0.91	-2.41%	Average Passengers per Vehicle Revenue Mile	0.90	0.89	0.33%
41,983	37,742	11.24%	Total Vehicle Hours	202,901	188,335	7.73%
37,893	35,495	6.76%	Total Vehicle Revenue Hours	183,329	179,879	1.92%
11.61	12.03	-3.48%	Average Passengers per Vehicle Revenue Hour	11.59	11.72	-1.16%

Financial Data

\$206,608	\$206,037	0.28%	Cash Fares	\$984,693	\$1,008,254	-2.34%
\$120,694	\$154,614	-21.94%	Ticket and Pass Revenue	\$654,769	\$743,854	-11.98%
\$173,332	\$77,828	122.71%	Other Fare Related Revenue	\$588,901	\$362,632	62.40%
12.1%	5.9%	105.16%	Percentage Total Farebox Recovery	10.7%	11.0%	-2.57%
\$8.37	\$15.87	-47.29%	Average Cost per Vehicle Revenue Mile	\$8.75	\$8.13	7.72%
\$109.11	\$209.31	-47.87%	Average Cost per Vehicle Revenue Hour	\$113.12	\$106.61	6.11%
\$9.40	\$17.40	-45.99%	Average Cost per Passenger	\$9.76	\$9.09	7.36%

Safety Data

2	7	-71.43%	Preventable Accidents	27	22	22.73%
8	4	100.00%	Nonpreventable Accidents	29	24	20.83%
10	11	-9.09%	Total Accidents	56	46	20.60%

May 2017
Performance Reports
SCAT/ADA Paratransit Service

Current Month

2017 2016 Percentage
 Changed

Year to Date

2017 2016 Percentage
 Changed

Service Day Data

22	21	4.76%	Weekdays Operated	106	106	0.00%
4	4	0.00%	Saturdays Operated	21	22	-4.55%
4	5	-20.00%	Sundays Operated	21	22	-4.55%

Passenger Data

23,622	22,969	2.84%	Total Passengers	112,637	114,604	-1.72%
787	766	2.84%	Average Passengers per Day	761	764	-0.45%
84.0	83.0	1.20%	Average Saturday ADA Passengers	84.3	75.9	11.10%
35.8	41.0	-12.80%	Average Sunday ADA Passengers	34.9	32.3	7.86%
51.9	58.9	-11.83%	Average Total ADA Passengers	53.6	56.5	-5.10%
5,644	6,151	-8.24%	Total Purchased Transportation Pass.	29,056	29,942	-2.96%

Service Level Data

140,318	122,380	14.66%	Total METRO Vehicle Miles	625,836	626,888	-0.17%
36,419	40,126	-9.24%	Total Purchased Trans. Vehicle Miles	190,433	192,214	-0.93%
176,737	162,506	8.76%	Total Vehicle Miles	816,269	819,102	-0.35%
145,531	136,495	6.62%	Total Revenue Miles	674,475	690,461	-2.32%
0.16	0.17	-3.54%	Average Pass. per Revenue Vehicle Mile	0.17	0.17	0.61%
12,805	12,025	6.49%	Total Vehicle Hours	60,724	60,052	1.12%
10,524	10,089	4.31%	Total Vehicle Revenue Hours	50,015	49,915	0.20%
2.2	2.3	-1.41%	Average Pass. per Vehicle Revenue Hour	2.3	2.3	-1.91%
92%	93%	-1.08%	On-time Performance - METRO	93%	94%	-1.07%
94%	93%	1.08%	On-time Performance - Purchased Transportation	93%	94%	-0.21%

Financial Data

\$47,272	\$46,949	0.69%	Cash Fares	\$221,683	\$239,132	-7.30%
\$5,482	\$7,918	-30.77%	Ticket and Pass Revenue	\$29,723	\$24,223	22.70%
\$123,331	\$58,247	111.74%	Other Fare Related Revenue	\$400,655	\$270,270	48.24%
21.0%	15.7%	33.31%	Percentage Total Farebox Recovery	17.0%	14.5%	17.61%
\$5.95	\$5.89	0.97%	Average Cost per Vehicle Revenue Mile - METRO	\$6.37	\$5.95	7.03%
\$5.21	\$3.75	38.84%	Average Cost per Vehicle Revenue Mile - Purchased Transportation	\$3.90	\$1.44	170.95%
\$79.18	\$78.14	1.33%	Average Cost per Vehicle Revenue Hour - METRO	\$84.30	\$81.36	3.62%
\$81.59	\$53.34	52.96%	Average Cost per Vehicle Revenue Hour - Purchased Transportation	\$55.27	\$53.26	3.78%
\$36.11	\$33.77	6.95%	Average Cost per Passenger - METRO	\$36.89	\$35.03	5.33%
\$33.60	\$24.46	37.34%	Average Cost per Passenger - Purchased Transportation	\$25.56	\$23.95	6.72%
2.5	2.8	-10.71%	Average Small Bus Age	2.3	2.6	-12.88%

Safety Data

0	1	-100.00%	Preventable Accidents	3	5	-40.00%
3	1	200.00%	Nonpreventable Accidents	9	8	12.50%
3	2	50.00%	Total Accidents	12	13	-5.70%

May 2017
Performance Reports
Line Service

Current Month

Year to Date

2017 2016 Percentage
 Changed

2017 2016 Percentage
 Changed

Service Day Data

22	21	4.76%	Weekdays Operated	106	106	0.00%
4	4	0.00%	Saturdays Operated	21	22	-4.55%
4	5	-20.00%	Sundays Operated	21	22	-4.55%

Passenger Data

416,259	403,942	3.05%	Total Passengers	2,011,728	1,994,344	0.87%
16,866	16,840	0.15%	Average Weekday Passengers	16,732	16,450	1.72%
7,312	7,257	0.75%	Average Saturday Passengers	7,387	7,465	-1.04%
3,992	4,255	-6.19%	Average Sunday Passengers	3,952	3,929	0.59%

Service Level Data

407,216	387,706	5.03%	Total Vehicle Miles	1,958,830	1,940,707	0.93%
348,674	331,561	5.16%	Total Vehicle Revenue Miles	1,694,993	1,669,590	1.52%
348,918	331,561	5.23%	Total Scheduled Vehicle Revenue Miles	1,696,109	1,670,555	1.53%
1.19	2.31	-48.31%	Average Passenger per Revenue Vehicle Mile	1.19	1.19	-0.64%
29,178	25,717	13.46%	Total Vehicle Hours	142,177	128,283	10.83%
27,369	25,406	7.73%	Total Vehicle Revenue Hours	133,314	129,964	2.58%
27,369	25,406	7.73%	Total Scheduled Vehicle Revenue Hours	133,314	129,992	2.56%
15.2	15.9	-4.34%	Average Passenger per Vehicle Revenue Hour	15.1	15.3	-1.66%
76%	86%	-11.28%	On-time Performance	77%	89%	-13.87%

Financial Data

\$159,336	\$159,088	0.16%	Cash Fares	\$763,010	\$769,121	-0.79%
\$115,213	\$146,696	-21.46%	Ticket and Pass Revenue	\$625,047	\$719,631	-13.14%
\$50,001	\$19,581	155.36%	Other Fare Related Revenue	\$188,246	\$92,362	103.81%
9.8%	10.9%	-9.56%	Percentage Total FareBox Recovery	9.3%	10.2%	-8.67%
\$9.45	\$9.01	4.80%	Average Cost per Vehicle Revenue Mile	\$9.98	\$9.28	7.52%
\$120.41	\$117.62	2.38%	Average Cost per Vehicle Revenue Hour	\$126.87	\$119.22	6.41%
\$7.92	\$7.40	7.03%	Average Cost per Passenger	\$8.41	\$7.77	8.21%
4.9	4.8	2.08%	Average Big Bus Age	4.7	4.7	-0.85%

Safety Data

2	6	-66.67%	Preventable Accidents	24	17	41.18%
5	3	66.67%	Nonpreventable Accidents	20	16	25.00%
7	9	-22.22%	Total Accidents	44	34	30.71%

May 2017

Current Month

Line Service Categories

Year to Date

2017	2016	Percentage Changed		2017	2016	Percentage Changed
URBAN (1 - 34)						
367,906	372,323	-1.19%	Total Monthly Passengers	1,771,824	1,817,234	-2.50%
30	30	0.00%	Service Days	148	149	-0.67%
12,263.5	12,410.8	-1.19%	Average Daily Passengers	11,971.8	12,196.2	-1.84%
18.5	18.6	-0.66%	Passengers per Vehicle Hour	18.2	18.6	-2.16%
1.6	1.6	-0.73%	Passengers per Vehicle Mile	1.6	1.6	-2.06%
\$6.09	\$6.03	0.99%	Total Operating Cost Per Passenger	\$6.47	\$5.84	10.79%
SUBURBAN (101-104, 110)						
12,978	12,000	8.15%	Total Monthly Passengers	61,739	59,920	3.04%
22	21	4.76%	Service Days	106	106	0.00%
589.9	571.4	3.24%	Average Daily Passengers	582.4	565.3	3.02%
5.03	4.68	7.38%	Passengers per Vehicle Hour	4.96	4.81	3.27%
0.21	0.19	7.35%	Passengers per Vehicle Mile	0.20	0.20	3.24%
\$27.15	\$28.31	-4.10%	Total Operating Cost Per Passenger	\$28.77	\$27.02	6.48%
EXPRESS (60 & 61)						
8,758	8,800	-0.48%	Total Monthly Passengers	41,101	43,304	-5.09%
22	21	4.76%	Service Days	106	106	0.00%
398.1	419.0	-4.99%	Average Daily Passengers	387.7	408.5	-5.09%
9.3	9.3	-0.48%	Passengers per Vehicle Hour	9.0	9.4	-4.08%
0.4	0.4	-1.19%	Passengers per Vehicle Mile	0.4	0.4	-4.80%
\$16.51	\$16.56	-0.26%	Total Operating Cost Per Passenger	\$17.95	\$15.93	12.64%
CIRCULATOR (50, 51, 53, & 59)						
7,148	6,762	5.71%	Total Monthly Passengers	33,071	34,210	-3.33%
30	30	0.00%	Service Days	148	149	-0.67%
238.3	225.4	5.72%	Average Daily Passengers	223.5	229.6	-2.66%
4.1	3.9	2.97%	Passengers per Vehicle Hour	3.9	4.1	-4.91%
0.3	0.3	8.77%	Passengers per Vehicle Mile	0.3	0.3	0.00%
\$29.75	\$32.11	-7.36%	Total Operating Cost Per Passenger	\$32.81	\$30.02	9.30%
DASH (54)						
8,897	N/A	N/A	Total Monthly Passengers	54,874	N/A	N/A
22	N/A	N/A	Service Days	106	N/A	N/A
404.4	N/A	N/A	Average Daily Passengers	517.7	N/A	N/A
6.8	N/A	N/A	Passengers per Vehicle Hour	8.7	N/A	N/A
1.2	N/A	N/A	Passengers per Vehicle Mile	1.6	N/A	N/A
\$6.35	N/A	N/A	Total Operating Cost Per Passenger	\$4.38	N/A	N/A
GROCERY (91 - 95)						
1,737	1,765	-1.59%	Total Monthly Passengers	8,511	8,942	-4.82%
22	21	4.76%	Service Days	106	106	0.00%
79.0	84.0	-5.95%	Average Daily Passengers	80.3	84.4	-4.86%
6.4	5.5	16.22%	Passengers per Vehicle Hour	6.4	2.4	170.50%
1.1	1.2	-4.46%	Passengers per Vehicle Mile	1.1	1.2	-9.10%
\$47.26	\$55.20	-14.37%	Total Operating Cost Per Passenger	\$52.87	\$48.80	8.34%
Sunday Line Service						
15,968	16,077	-0.68%	Total Monthly Passengers	82,995	86,434	-3.98%
4	4	0.00%	Service Days	21	22	-4.55%
3,992.0	4,019.3	-0.68%	Average Daily Passengers	3,952.1	3,928.8	0.59%
12.9	10.4	23.68%	Passengers per Vehicle Hour	12.8	12.2	4.82%
1.1	0.9	25.00%	Passengers per Vehicle Mile	1.1	1.1	5.96%
\$7.52	\$8.30	-9.42%	Total Operating Cost Per Passenger	\$6.67	\$7.76	-14.02%
Saturday Line Service						
29,246	37,731	-22.49%	Total Monthly Passengers	155,125	164,219	-5.54%
4	5	-20.00%	Service Days	21	22	-4.55%
7,311.5	7,546.2	-3.11%	Average Daily Passengers	7,386.9	7,464.5	-1.04%
16.1	20.8	-22.42%	Passengers per Vehicle Hour	16.3	17.3	-5.52%
1.4	1.8	-22.17%	Passengers per Vehicle Mile	1.39	1.47	-4.97%
\$5.98	\$4.26	40.42%	Total Operating Cost Per Passenger	\$5.17	\$5.65	-8.52%
Call-A-Bus						
165	169	-2.37%	Total Monthly Passengers	775	797	-2.76%
U of A ZipCard						
18,125	20,169	-10.13%	Total Monthly Passengers	96,638	97,608	-0.99%
Akron Public Schools ID Cards						
28,658	N/A	N/A	Total Monthly Passengers	87,329	N/A	N/A

METRO REGIONAL TRANSIT AUTHORITY
MONTHLY REPORT OF OPERATIONS
May 2017

ROUTE # / DESCRIPTION	FAREBOX REVENUE	GENERAL FARE	TOT FAREBOX	EXPENSE		TOTAL PASSEN- GERS	REV		PEAK VEHICLES	PASSENGERS PER:		NET COST PER PASSENGER:		FAREBOX RECOVERY (Per Mile)	Allocation Model
				PER REV HOUR	PER REV MILE		HOURS	MILES		REV HOUR	REV MILE	REV HOUR	REV MILE		
1 West Market	\$ 18,119	\$ 12,673	\$ 30,791	\$ 212,973	\$ 178,790	45,190	1,769	18,929	6	25.6	2.39	\$ 4.03	\$ 3.28	\$ 14.5%	3.43
2 Arlington	\$ 16,733	\$ 10,877	\$ 27,610	\$ 191,069	\$ 174,836	38,786	1,587	18,510	6	24.4	2.10	\$ 4.21	\$ 3.80	\$ 14.5%	3.74
3 Copley/Hawkins	\$ 10,251	\$ 6,174	\$ 16,425	\$ 139,070	\$ 111,215	22,016	1,155	11,775	5	19.1	1.87	\$ 5.57	\$ 4.31	\$ 11.8%	4.98
4 Delia/N Hawkins	\$ 5,293	\$ 3,062	\$ 8,355	\$ 65,140	\$ 62,558	10,918	541	6,623	4	20.2	1.65	\$ 5.20	\$ 4.96	\$ 12.8%	5.67
5 East Market/Eliet	\$ 3,260	\$ 1,982	\$ 5,242	\$ 73,686	\$ 84,868	7,069	612	8,985	3	11.6	0.79	\$ 9.68	\$ 11.26	\$ 7.1%	9.69
6 E. Market/Lakemore	\$ 6,714	\$ 5,376	\$ 12,089	\$ 121,169	\$ 128,447	19,487	1,006	13,599	5	19.0	1.41	\$ 5.69	\$ 6.07	\$ 10.0%	5.60
7 Cuyahoga Falls Ave	\$ 4,893	\$ 3,901	\$ 8,795	\$ 97,672	\$ 79,743	13,912	811	8,443	4	17.2	1.65	\$ 6.39	\$ 5.10	\$ 9.0%	5.95
8 Kenmore/Barberton	\$ 11,699	\$ 6,852	\$ 18,551	\$ 121,723	\$ 118,365	24,432	1,011	12,532	4	24.2	1.95	\$ 4.22	\$ 4.09	\$ 15.2%	3.84
9 Wooster/East Ave	\$ 5,484	\$ 3,656	\$ 9,140	\$ 83,969	\$ 75,041	13,036	697	7,945	3	18.7	1.64	\$ 5.74	\$ 5.06	\$ 10.9%	5.25
10 Howard/Portage Tr	\$ 8,626	\$ 5,964	\$ 14,590	\$ 129,542	\$ 125,828	21,268	1,076	13,322	5	19.8	1.60	\$ 5.40	\$ 5.23	\$ 11.3%	5.13
11 South Akron	\$ 1,155	\$ 624	\$ 1,779	\$ 29,538	\$ 25,414	2,225	245	2,691	1	9.1	0.83	\$ 12.48	\$ 10.62	\$ 6.0%	11.24
12 Tallmadge Hill	\$ 4,206	\$ 4,293	\$ 8,499	\$ 112,868	\$ 84,320	15,307	937	8,927	5	16.3	1.71	\$ 6.82	\$ 4.95	\$ 7.5%	6.40
13 Grant/Firestone	\$ 5,818	\$ 4,293	\$ 10,111	\$ 93,349	\$ 69,559	15,307	775	7,364	4	19.7	2.08	\$ 5.44	\$ 3.88	\$ 10.8%	5.04
14 Euclid/Barberton	\$ 10,954	\$ 6,533	\$ 17,486	\$ 191,812	\$ 177,196	23,295	1,593	18,760	5	14.6	1.24	\$ 7.48	\$ 6.86	\$ 9.1%	6.46
17 Brown/Inman	\$ 7,695	\$ 4,712	\$ 12,408	\$ 109,023	\$ 94,410	16,804	905	9,995	5	18.6	1.68	\$ 5.75	\$ 4.88	\$ 11.4%	5.59
18 Thornton/Manchester	\$ 7,141	\$ 4,041	\$ 11,181	\$ 92,129	\$ 98,097	14,408	765	10,386	4	18.8	1.39	\$ 5.62	\$ 6.03	\$ 12.1%	5.61
19 Eastland	\$ 6,541	\$ 4,332	\$ 10,872	\$ 102,432	\$ 77,784	15,446	851	8,235	4	18.2	1.88	\$ 5.93	\$ 4.33	\$ 10.6%	5.38
21 South Main	\$ 558	\$ 789	\$ 1,347	\$ 24,284	\$ 18,265	2,812	202	1,934	1	13.9	1.45	\$ 8.16	\$ 6.02	\$ 5.5%	7.53
24 Lakeshore	\$ 1,564	\$ 1,287	\$ 2,850	\$ 33,343	\$ 22,323	3,873	277	2,363	2	16.6	1.94	\$ 6.65	\$ 4.24	\$ 8.5%	6.76
26 Exchange/Whitepond	\$ 2,291	\$ 1,712	\$ 4,003	\$ 63,278	\$ 57,403	6,105	526	6,077	2	11.6	1.00	\$ 9.71	\$ 8.75	\$ 7.0%	8.71
28 Merriman Valley	\$ 1,162	\$ 1,205	\$ 2,368	\$ 45,741	\$ 42,245	4,298	380	4,473	3	11.3	0.96	\$ 10.09	\$ 9.28	\$ 5.2%	11.11
30 Goodyear/Darrow	\$ 4,626	\$ 3,105	\$ 7,731	\$ 87,120	\$ 81,054	11,073	724	8,581	3	15.3	1.29	\$ 7.17	\$ 6.62	\$ 8.9%	6.57
33 State Rd/Wyoga Lake	\$ 2,058	\$ 1,534	\$ 3,592	\$ 45,826	\$ 49,456	5,469	381	5,236	2	14.4	1.04	\$ 7.72	\$ 8.39	\$ 7.8%	7.75
34 Cascade Village/Uhler	\$ 5,925	\$ 4,199	\$ 10,123	\$ 129,662	\$ 109,532	14,972	1,077	11,596	4	13.9	1.29	\$ 7.98	\$ 6.64	\$ 7.0%	7.01
50 Montrose Circulator	\$ 641	\$ 645	\$ 1,286	\$ 63,017	\$ 51,469	2,300	523	4,473	3	4.4	0.42	\$ 26.84	\$ 21.82	\$ 2.0%	26.16
51 Stow Circulator	\$ 659	\$ 395	\$ 1,054	\$ 54,925	\$ 72,874	1,409	456	7,715	2	3.1	0.18	\$ 38.23	\$ 50.97	\$ 1.9%	38.62
53 Portage/Graham	\$ 1,080	\$ 584	\$ 1,665	\$ 53,247	\$ 59,243	2,083	442	6,272	3	4.7	0.33	\$ 24.76	\$ 27.64	\$ 3.1%	26.80
54 DASH Downtown	\$ 8	\$ -	\$ 8	\$ 158,505	\$ 68,053	8,897	1,316	7,205	4	6.8	1.23	\$ 17.81	\$ 7.65	\$ 0.0%	13.85
59 Chapel Hill Circulator	\$ 677	\$ 380	\$ 1,057	\$ 38,059	\$ 31,445	1,356	316	3,329	2	4.3	0.41	\$ 27.29	\$ 22.41	\$ 2.8%	27.41
60 NC Express Chapel Hill	\$ 652	\$ 404	\$ 1,056	\$ 19,913	\$ 43,180	1,441	165	4,572	2	8.7	0.32	\$ 13.09	\$ 29.23	\$ 5.3%	20.34
61 NC Express Montrose	\$ 9,020	\$ 2,052	\$ 11,072	\$ 93,999	\$ 180,368	14,244	781	19,096	5	9.4	0.38	\$ 11.33	\$ 23.14	\$ 11.8%	14.10
101 Richfield/Bath	\$ 172	\$ 416	\$ 588	\$ 38,986	\$ 72,812	1,485	324	7,709	3	4.6	0.19	\$ 25.86	\$ 48.64	\$ 1.5%	34.72
102 Northfield Express	\$ 120	\$ 1,001	\$ 1,122	\$ 90,511	\$ 197,095	3,571	752	20,867	2	4.8	0.17	\$ 25.03	\$ 54.88	\$ 1.2%	27.36
103 Stow/Hudson	\$ 158	\$ 757	\$ 914	\$ 54,793	\$ 108,470	2,698	455	11,484	2	5.9	0.23	\$ 19.97	\$ 39.86	\$ 1.7%	22.70
104 Twinsburg Creekside	\$ 186	\$ 914	\$ 1,100	\$ 80,975	\$ 154,476	3,259	672	16,355	3	4.8	0.20	\$ 24.51	\$ 47.06	\$ 1.4%	27.58
110 Green/Springfield	\$ 143	\$ 551	\$ 694	\$ 45,521	\$ 62,277	1,965	378	6,593	2	5.2	0.30	\$ 22.81	\$ 31.34	\$ 1.5%	24.19
91 Monday Grocery	\$ 485	\$ 109	\$ 594	\$ 7,707	\$ 4,054	388	64	429	2	6.1	0.90	\$ 18.33	\$ 8.92	\$ 7.7%	40.11
92 Tuesday Grocery	\$ 1,324	\$ 65	\$ 1,389	\$ 5,710	\$ 3,282	14,900	47	348	2	4.9	0.87	\$ 18.54	\$ 8.13	\$ 24.3%	38.53
93 Wednesday Grocery	\$ 927	\$ 102	\$ 1,055	\$ 6,221	\$ 2,937	15,119	52	311	2	7.1	1.17	\$ 14.16	\$ 5.16	\$ 17.0%	35.9%
94 Thursday Grocery	\$ 952	\$ 117	\$ 1,044	\$ 8,196	\$ 2,562	12,697	68	271	3	6.1	1.53	\$ 17.19	\$ 3.65	\$ 49.65	49.65
95 Friday Grocery	\$ 1,197	\$ 94	\$ 1,291	\$ 4,953	\$ 1,931	14,223	335	41	204	2	1.64	\$ 10.93	\$ 1.91	\$ 38.60	38.60
BOE Route	\$ 191	\$ 636	\$ 827	\$ 23,136	\$ 23,377	39,504	192	2,475	4	11.8	0.92	\$ 9.83	\$ 9.94	\$ 17.05	17.05
JARC	\$ -	\$ 160	\$ 160	\$ 6,181	\$ 8,707	16,192	571	922	2	11.1	0.62	\$ 10.54	\$ 14.97	\$ 28.08	28.08
LOOP	\$ -	\$ -	\$ -	\$ -	\$ -	-	0	0	0	-	-	\$ -	\$ -	\$ 0.0%	-
ZONE	\$ 37	\$ 160	\$ 198	\$ 41,679	\$ -	84,235	346	0	11	1.6	-	\$ 72.65	\$ (0.35)	\$ 147.18	147.18
SCAT	\$ 47,272	\$ -	\$ 47,272	\$ -	\$ 1,030,596	17,978	0	109,112	35	-	0.16	\$ (2.63)	\$ 54.70	\$ 0.0%	24.87
TOTALS	\$ 171,395	\$ 112,718	\$ 284,113	\$ 3,202,650	\$ 3,295,361	410,835	27,344	348,889	151	15.0	1.18	\$ 7.32	\$ 8.62	\$ 8.6%	7.33
TOTALS	\$ 47,272	\$ -	\$ 47,272	\$ -	\$ 1,030,596	17,978	0	109,112	35	-	0.16	\$ (2.63)	\$ 54.70	\$ 0.0%	24.87

2017 MONTHLY RIDERSHIP BY ROUTE

Route#	Description	JAN	FEB	MAR	APR	MAY	% Change	May-16	JUNE	JUL	AUG	SEP	OCT	NOV	DEC
1	West Market	41,403	41,405	42,719	40,389	45,190	-5.7%	47,931							
2	Arlington	36,141	39,877	39,282	38,461	38,786	-4.3%	40,522							
3	Copley Rd/Hawkins	21,322	22,717	21,695	21,492	22,016	-6.2%	23,474							
4	Delia/N Hawkins	9,779	10,858	11,019	9,507	10,918	4.2%	10,474							
5	East Market/Eliet	6,163	6,314	7,133	6,500	7,069	5.6%	6,693							
6	East Market/Lakemore	17,014	17,861	19,243	17,328	19,169	2.9%	18,632							
7	Cuyahoga Falls Ave	13,143	14,127	14,382	13,726	13,912	-3.4%	14,405							
8	Kenmore/Barberton	21,588	22,040	22,606	21,961	24,432	10.8%	22,044							
9	Wooster/East Ave	11,535	12,318	12,539	12,276	13,036	1.6%	12,830							
10	Howard/Portage Trail	19,389	20,061	20,062	20,901	21,268	-2.8%	21,877							
11	South Akron	2,108	2,358	2,274	1,992	2,225	3.9%	2,141							
12	Tallmadge Hill	14,345	14,518	14,794	14,491	15,308	-0.4%	15,369							
13	Grant/Firestone Park	14,747	15,225	15,576	15,094	15,307	3.3%	14,824							
14	Euclid/Barberton XP	21,167	22,285	22,495	22,036	23,295	4.3%	22,329							
17	Brown/Inman	16,855	16,947	16,665	15,676	16,804	-2.4%	17,221							
18	Thornton/Manchester	13,747	14,025	13,926	13,646	14,408	-4.8%	15,138							
19	Eastland	15,171	16,048	16,136	14,808	15,446	-1.0%	15,603							
21	South Main	2,583	2,482	2,551	2,698	2,812	20.8%	2,328							
24	Lakeshore	4,376	5,234	4,450	4,045	4,588	14.8%	3,995							
26	W Exchange/White Pond	5,599	6,178	6,086	5,645	6,105	-5.0%	6,427							
28	Merriman Valley	4,471	4,434	4,288	3,824	4,298	22.3%	3,514							
30	Goodyear/Darrow	10,208	10,478	10,408	10,029	11,073	5.4%	10,503							
33	State Rd/Wyoga Lake	4,663	4,362	4,804	4,905	5,469	11.1%	4,921							
34	Cascade Village/Uher	13,909	14,506	14,836	14,435	14,972	1.0%	14,819							
50	Montrose Circulator	2,093	2,038	1,945	1,841	2,300	-8.1%	2,503							
51	Stow Circulator	1,360	1,275	1,228	1,339	1,409	-4.7%	1,478							
53	Portage/Graham	1,815	2,214	1,980	2,052	2,083	0.9%	2,064							
54	DASH Circulator	8,238	12,187	12,451	13,101	8,897	N/A	N/A							
59	Chapel Hill Circulator	1,268	1,180	1,126	1,169	1,356	-5.2%	1,431							
60	NCX Chapel Hill/Cleveland	1,412	1,364	1,322	1,352	1,441	-15.6%	1,708							
61	NCX Montrose/Cleveland	6,648	6,689	6,947	6,609	7,317	11.5%	6,564							
101	Richfield/Bath	1,309	1,331	1,200	1,355	1,485	-2.0%	1,515							
102	Northfield Express	2,771	2,970	3,322	3,172	3,571	17.6%	3,036							
103	Stow/Hudson	2,911	2,791	3,035	2,669	2,698	16.1%	2,324							
104	Twinsburg Creekside	2,693	2,820	2,790	3,246	3,259	38.4%	2,354							
110	Green/Springfield	2,203	2,105	2,127	1,941	1,965	-17.1%	2,370							
TOTAL:		376,147	395,622	399,442	385,711	405,687	2.6%	395,361	0	0	0	0	0	0	0

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Rail Operations Committee

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Safety Committee

June 15, 2017

To: Christine S. Hoffer, Acting Executive Director
Heather Heslop Licata, Board President
Board Members

From: Quentin Wyatt, Manager of Safety

RE: May 2017 Safety and Security Report

METRO employees were involved in 10 accidents during May 2017, three (3) from SCAT, and seven (7) from Line Service. Eight (8) accidents were classified as Non-Preventable. Two (2) accidents were classified as Preventable that resulted from hard-braking situations. There were no preventable accidents involving buses, fixed objects or other vehicles. Both operators with preventable accidents met with Manager of Safety Quentin Wyatt. The onboard video was reviewed, and reasonable measures that could have been utilized to avoid the accident and prevent others in the future were discussed.

In May, Akron Police and Summit County Deputy Sheriffs responded to twenty-seven (27) documented incidents at the Transit Center and on the busses. The incidents resulted in eight (8) adult arrests and three (3) juvenile arrests. The arrests included misconduct at a transit facility, assault, vandalism and warrants. Akron Fire and EMS responded to the Transit Center on nine (9) occasions to assist passengers with medical issues. Three (3) individuals were transported to detox from the Transit Center. The Random Stop Program conducted forty-four (44) stops and eighty-seven (87) shelter checks.

In May there was an increase of individuals attempting to sell passes that were received from public agencies. Many of the passes were found to have come from Summit County Public Health Department. The passes were returned and the individuals were identified. Drug arrests have declined in May after spiking the past several months. The credit goes to the officers being more visible in the lobby and frequent restroom rounds being conducted.

Upcoming Events

TSA is scheduled to visit June 14th. They will be conducting a Targeted Baseline Assessment on our System Security and Emergency Plan (SSEP), Training Documentation, and evaluating our System Safety Plan (SSP). This visit is a follow up from last years' Baseline Assessment for Security Enhancement.

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Human Resources Committee

June 19, 2017



TO: Christine Hoffer, Acting Executive Director
Heather Heslop Licata, Board President,
and All Other Board Members

FROM: Lori Stokes, Human Resources Supervisor

RE: June 2017 Human Resources Report

During May 2017, there was one (1) voluntary termination at METRO RTA (retirement). We also welcomed one (1) new employee in the Finance/IT Department.

METRO employees participated in 1,599.25 training hours during the month of May 2017.

<u>*OHSa Recordable Rate</u>		<u>**DART Rate</u>	
2016 YTD	3.64	2016 YTD	3.16
2017 YTD	6.63	2017 YTD	3.79

**OSHA – Occupational Safety & Health Administration*

***DART – Days Away, Restricted Transfer*

During the Month of May 2017, there were two (2) reported work-related injuries requiring medical treatment; none resulting in lost time.

The Annual METRO RTA Picnic was a huge success! Employees, family members and board members enjoyed great food, music, games and fellowship. The H.R. Department graciously thanks everyone that volunteered and helped in any way to make it such a grand event!

Upcoming Events

The next HR Days in the Bullpen will be on July 13th and at the Transit Center on July 19th. The monthly theme is Patriotic - US Trivia.

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HUMAN RESOURCES MONTHLY REPORT
METRO REGIONAL TRANSIT AUTHORITY
May 31, 2017

CURRENT MONTH	LAST MONTH	% CHANGE		CURRENT MONTH	LAST YEAR May 2016	% CHANGE
410	410	0.00%	TOTAL EMPLOYEES	410	400	2.50%
270	272	-0.74%	TOTAL OPERATORS	270	263	2.66%
240	242	-0.83%	FULL-TIME OPERATORS	240	224	7.14%
1	1	0.00%	EXTRA BOARD FILL-IN	1	1	0.00%
29	29	0.00%	SPECIAL SERVICE OPS	29	38	-23.68%
37	37	0.00%	MECHANICS	37	33	12.12%
16	16	0.00%	VEHICLE SERVICE	16	17	-5.88%
70	68	2.94%	SALARIED STAFF	70	70	0.00%
17	17	0.00%	OFFICE PERSONNEL	17	17	0.00%
156	155	0.65%	MALE NON-MINORITY	156	154	1.30%
113	114	-0.88%	MALE MINORITY	113	106	6.60%
42.01%	42.38%	-0.88%	% MINORITY	42.01%	40.77%	3.04%
71	71	0.00%	FEMALE, NON-MINORITY	71	71	0.00%
70	70	0.00%	FEMALE, MINORITY	70	69	1.45%
49.65%	49.65%	0.00%	% MINORITY	49.65%	49.29%	0.72%
44.63%	44.88%	-0.54%	TOTAL MINORITY	44.63%	43.75%	2.01%
34.39%	34.39%	0.00%	TOTAL FEMALE	34.39%	35.00%	-1.74%

CURRENT MONTH	LAST YEAR May 2016	% CHANGE		Y-T-D 2017	Y-T-D 2016	% CHANGE
1	2	0.00%	NEW HIRES	11	19	-42.11%
1	1	0.00%	TERMINATIONS	9	7	28.57%
0	0		INVOLUNTARY TERM	1	0	
1	1		VOLUNTARY TERM	9	7	
1	0	0.00%	PROMOTIONS	1	1	0.00%
0	0	0.00%	TRANSFERS	0	2	0.00%
2	0	0.00%	ON-THE-JOB INJURIES	12	3	300.00%
2	0	0.00%	# WORKERS COMP CLAIMS	12	3	-9.00%
2	5	-60.00%	SIC/ACC CLAIMS	16	30	-46.67%
6.87%	6.53%	5.21%	% OP ABSENTEEISM	6.80%	6.58%	3.34%
1,599.25	3,189.75	-49.86%	# TRAINING HOURS	7,883.00	8,567.25	-7.99%
2.07%	4.46%	-97.93%	% TRAINING/WORKING HRS	2.20%	2.50%	-11.91%
77,116	71,513	7.83%	TOTAL WORKING HOURS	357,940	343,353	4.25%

TRAINING HOURS

MAY 2017

CUSTOMER SERVICE

FUNDAMENTALS OF BUS COLLISION INVESTIGATION TRAINING	76.00
FUNCTIONAL ASSESSMENT/SENIOR ISSUES TRAINING	7.00
LINE SERVICE REFRESHER FOR CUSTOMER SERVICE TRAINING	12.00

HUMAN RESOURCES

COMMUNICATION SKILLS & EXPERIENTIAL LEARNING (VARIOUS EMPLOYEES)	6.00
PAYROLL TRAINING (LINDA STANLEY & SUE KETELSEN)	2.00
TSI/TRANSIT BUS SYSTEM SAFETY TRAINING (QUENTIN WYATT)	36.00

OPERATIONS

REFRESHER TRAINING	816.00
RETURN TO WORK TRAINING	24.00
NEW OPERATOR TRAINING	240.00
EXCELSIOR TRAINING	4.00
SENSITIVITY TRAINING	16.00
MYSTOP APP TRAINING	3.00

MAINTENANCE

HVAC & COOLING SYSTEMS (VARIOUS EMPLOYEES)	32.00
TRANSMISSION REPAIR (VARIOUS EMPLOYEES)	15.25
TROUBLESHOOTING (VARIOUS EMPLOYEES)	40.75
STEERING & SUSPENSION (VARIOUS EMPLOYEES)	64.75
BRAKE, ELECTRICAL AND BODY REPAIR	53.75
CUMMINS AFTER TREATMENT TRAINING	16.00
NEW OPERATOR AIR BRAKE TRAINING	4.00
WHEELCHAIR LIFT/RAMP REPAIR	8.00
EXHAUST SYSTEM REPAIR (VARIOUS EMPLOYEES)	4.50
INSPECTIONS (VARIOUS EMPLOYEES)	4.00
EMP FANS	12.00
ENGINE REPAIR	31.50
AIR SYSTEMS	26.75
DAN COLEMAN TRAINING	4.00

PLANNING

APTA TRAINING CONFERENCE (ANTOINE BUIE)	40.00
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TOTAL FOR MAY 2017 **1,599.25**

YEAR-TO-DATE TOTAL FOR 2017 **7,883.00**

Other

METRO REGIONAL TRANSIT AUTHORITY
MONTHLY ATTENDANCE / LABOR

MTD 2017	MTD 2016	(VAR)	MAY	YTD 2017	YTD 2016	(VAR)
1	0	#N/A	NO PHYSICAL	2	0	#N/A
13	10	30.0%	RANDOM	66	53	24.5%
167	212	-21.2%	FMLA	1,004	1,071	-6.3%
47	41	14.6%	TEMP ASSIGN	332	189	75.7%
199	260	-23.5%	SICK	1,606	1,422	12.9%
122	70	74.3%	PERS LV	428	389	10.0%
23	19	21.1%	LOA	62	50	24.0%
18	3	500.0%	TRADE	23	10	130.0%
8	9	-11.1%	BIRTHDAY	34	39	-12.8%
16	4	300.0%	UNION BUS	66	71	-7.0%
11	0	#N/A	SUSPENSION	62	80	-22.5%
7	10	-30.0%	FUNERAL LV	40	49	-18.4%
0	2	#N/A	JURY DUTY	7	11	-36.4%
0	0	#N/A	REPORT OFF	0	0	#N/A
0	0	#N/A	TRADE, UNION	0	0	#N/A
5	0	#N/A	OK OFFICE	9	10	-10.0%
0	0	#N/A	LICENSE EXP	0	0	#N/A
0	0	#N/A	EXCUSED	0	0	#N/A
2	2	0.0%	WITNESS TIME	5	4	25.0%
6	5	20.0%	ADT POST ACCIDENT	22	8	175.0%
0	0	#N/A	TRANSIT AMBASSADOR	0	0	#N/A
24	0	#N/A	TRANSITIONAL WORK	109	116	-6.0%
669	647	3.4%		3,877	3,572	8.5%
19	26	-26.9%	MISS OUTS	102	84	21.4%
3,853	4,366	-11.7%	UNSCHEDULED OT	17,933	21,839	-17.9%
418	405	3.2%	SCHEDULED OT	2,099	1,952	7.5%
189	201	-6.0%	PAD TIME	906	951	-4.7%
31	56	-44.6%	MINIMUM DAILY GUAR	204	291	-29.9%
27,882	25,717	8.4%	PLATFORM LINE TIME	137,777	129,215	6.6%
11,223	9,629	16.6%	SCAT PLATFORM TIME	48,741	47,762	2.0%
1,266	1,145	10.6%	DEADHEAD TRAVEL	6,149	5,955	3.3%
93	92	1.1%	BOE PLT	441	528	-16.5%
45,627	41,838	9.1%	TOTAL LABOR	216,811	212,494	2.0%
8.44%	10.44%		UOT/LABOR	8.27%	10.28%	
23	21	9.5%	WKDYS	108	105	2.9%
4	5	-20.0%	SUN	21	22	-4.5%
4	4	0.0%	SAT	21	22	-4.5%
2,695	2,695	METRO	PULL OUT PERFORMANCE	2,035	1,953	SCAT
0	2	LATE		53	76	LATE
100.00%	99.93%	% ON TIME		97.40%	96.11%	% ON TIME

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