

2016-2019 FTA Title VI Program Report of METRO RTA

APPROVED BY METRO BOARD OF TRUSTEES JULY 2020

INTRODUCTION

The purpose of this report is to provide the Federal Transit Administration (FTA) with documentation of METRO Regional Transit Authority's (METRO) compliance with Title VI of the Civil Rights Act of 1964, as required by FTA Circular 4702.1B, dated October 1, 2012. METRO is reporting its compliance as a public transit provider serving an urbanized area with a population exceeding 200,000 people.

1. GENERAL REPORTING REQUIREMENTS

1.1 Title VI Notice to the Public

A notice is printed and posted on all buses and at METRO facilities including 416 Kenmore Boulevard, Robert K. Pfaff Transit Center, and Rolling Acres Transit Center to read as follows: "METRO operates programs without regard to race, color, and national origin. If you feel that you have been discriminated against due to race, color or national origin, please go to our web-site www.akronmetro.org or call 330-762-0341." In addition, all public notices and all public documents contain a non-discrimination clause. A copy of the public notice posted on buses is included in **Attachment B**.

1.2 Title VI Complaint Procedures

METRO has developed procedures for investigating and tracking Title VI complaints filed against them and has made these procedures for filing a complaint available to members of the public upon request. Complaints may be made by mail, by phone through METRO's Customer Service Department, in person, or online. The Title VI Complaint Form is available at <http://www.akronmetro.org/metro-title-vi-concerns.aspx>

1.3 Title VI Complaint Form

A copy of the Title VI Complaint Form is included as **Attachment C**.

1.4 List of Transit-Related Title VI Investigations, Complaints, and Lawsuits

METRO RTA currently has no outstanding investigations or lawsuits related to Title VI complaints from the period October 2016 to December 2019. A summary of all civil rights compliance review activities from this time period is included as **Attachment D**.

1.5 Public Participation Plan

METRO seeks out and considers the viewpoints of minority, low-income, and Limited English Proficient (LEP) populations in the course of conducting public outreach and involvement activities. METRO's public participation strategy offers early and continuous opportunities for LEP persons to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions.

In order to ensure meaningful involvement in service design for all minority and low-income people in the service area, METRO maintains an extensive mailing list and notifies over 450 community organizations, elected officials, and stakeholders of all service modifications and public meetings. Legal

notices of service modifications and all public meetings are published in the Akron Beacon Journal and the Reporter, a newspaper serving the minority community.

Please see **Attachment E** for a copy of the Public Participation Policy of METRO RTA. It is a policy of METRO to conduct at least one (1) session of all public meeting rounds at the Robert K Pfaff (RKP) Transit Center to provide direct bus access for minority and low-income riders. In addition, public meetings around the county include sessions at public housing meeting rooms, libraries, community centers, grocery stores, or other meeting halls which are both ADA accessible and have bus transportation available.

1.5a Public Hearings for Service Changes

In the period July 2016 through October 2019, METRO did not have any service changes that met the standard of a major service change. There were also no fare changes during this time period. The one service change that occurred was the addition of the Downtown Akron circulator, known as DASH (Route 54). This service addition provided better connection service between METRO's RKP Transit center and downtown Akron. The service is paid for by a cooperative of the University of Akron and the Downtown Akron Partnership. A description of the service and evaluated potential impacts is included in Section 2.6b.

1.6 Language Assistance Plan

On April 13, 2007 guidance was published to provide technical assistance to help public transportation providers receiving Federal Transit Administration (FTA) funding implement the U.S. Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons (DOT LEP Guidance, Federal Register, vol. 70, no. 239, pp. 74087–74100, December 14, 2005).

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," reprinted at 65 FR 50121 (August 16, 2000), directs each Federal agency to examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services. Federal agencies were instructed to publish guidance for their respective recipients in order to assist them with their obligations to LEP persons under Title VI. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

The DOT LEP Guidance states that certain FTA recipients or sub-recipients, such as those serving very few LEP persons or those with very limited resources may choose not to develop a written LEP plan. However, the absence of a written LEP plan does not obviate the underlying obligation to ensure meaningful access by LEP persons to a recipient's program or activities.

1.6.a Developing a Language Implementation Plan.

Using the 2007 guidance, METRO completed a four factor analysis to determine the need for a Limited English Proficiency (LEP) plan. As a part of the four factor analysis, METRO reviewed 2017 American Community Survey (ACS) data, and surveyed staff to determine the extent to which contact is made with LEP persons. The review of the ACS data showed that 2.5% of Summit County's residents claim to speak English "less than very well." In METRO's Onboard

Survey (Attachment R), data reveal that 5.3% of METRO passengers describe themselves as speaking English “less than well.”

Using the guidance provided by federal agencies, METRO has developed a Language Implementation Plan which is included as **Attachment F**, to ensure that we are providing support for passengers needing language support.

1.7 Board Membership

The Board of Trustees for METRO RTA has 12 seats with 1 vacant position. METRO’s board has five (5) individuals who are members of a minority population. Please see **Attachment G** for more detail.

1.8 Sub-recipients

METRO currently works with three sub-recipients: Family Community Services, Inc., Hattie Larlam and United Disability Services. Their completed Title VI Policies are included in **Attachment H**. Through our contractual relationships, METRO RTA ensures that all of our sub-recipients have a Title VI policy/plan and are adhering to Title VI requirements by having each sub-recipient provide proof of a Title VI policy upon application of the 5310 program. METRO RTA has language in each of our sub-recipients 5310 agreement contract. METRO RTA also has a copy of each of our sub-recipients Title VI policy and reviews any complaints and the implementation of said policy upon our yearly review of our sub-recipients 5310 program.

1.9 Facility Construction

METRO currently uses best practices for ensuring that environmental justice analysis are included in their National Environmental Policy Act (NEPA) documentation of construction projects. Such analyses include a description of the low-income and minority populations with the study area, a discussion of the adverse effects, and the positive effects of the project, a description of all environmental mitigation and enhancement actions, a discussion of remaining effects after mitigation, and a comparison of mitigation and enhancement actions in predominantly low-income and minority areas with such actions taken in predominantly non-minority and non-low-income areas.

2.) Requirements for Fixed-Route Transit Providers

METRO RTA is a fixed-route transit provider which operates more than 50 fixed route vehicles in peak service. METRO serves a UZA of more than 200,000 people. The following section demonstrates compliance with the requirements for a transit authority of this size.

2.1 Service Standards

Transit System Evaluation Procedures for METRO RTA (August 1999) are attached as **Attachment I**. METRO has service standards and policies for the required indicators – vehicle load, vehicle assignment, vehicle headway, transit amenities and transit access. Further information on METRO service policy is provided for the following indicators:

2.1.a Vehicle Load Factor

METRO's policy is a load factor of no greater than 150% of the seated capacity of a transit vehicle during peak hours and 100% of the seated capacity during off-peak hours. It is METRO's policy that when a vehicle exceeds this load factor, a "chaser" bus is assigned by dispatch to complement the assigned bus service. **Attachment J** shows the results of a load factor analysis of all METRO fixed routes based on data from October 2019.

After grouping the routes into "Minority" and "Non-Minority" status we analyzed how often the maximum onboard count exceeded METRO's standards for vehicle loads.

Of the 41,471 trips in the month of October 2019, a total of 31,342 of these (75.6%) were performed on Minority routes. Data is summarized by route in the table included in **Attachment J**, and specific data is highlighted where capacity requirements were exceeded on 1% or greater on trips in peak and off-peak time periods. As METRO moves forward with its ten-year strategic plan, specific service enhancements will address distributing service to ensure that we strive toward meeting our capacity standards.

2.1.b Vehicle Headway

METRO's Frequency of Service Standard states:

- A.) Service frequency (headways) should be established to provide a sufficient number of vehicles operating past the maximum load point(s) on a route to accommodate the passenger volume.
- B.) Headways on all regular-route services should correspond with clockface values to the maximum extent possible when frequencies exceed ten (10) minutes.
- C.) In instances where passenger loads are so light as to require excessive time intervals (headways) between vehicles to conform to loading standards, a "policy headway" (or minimum service level) should be used. Policy headways are only needed for regular-route services. Other services are special in nature because they are generally operated to serve a specific market; such as, headways should be determined by demand. Policy headways are defined as:

Type of Service	Peak	Off-Peak	Evening / Saturday
Main Route (above average Passengers / Revenue Mile)	10 – 20 minutes	30 – 60 minutes	45 – 70 minutes
Secondary (below average (Passengers/Rev. Mile)	30 – 45 minutes	45 – 80 minutes	60 – 90 minutes
Express Route	Demand Based	Demand Based	Demand Based

Methodology and analysis of METRO’s headways is included as **Attachment Q**. Generally, METRO routes do not meet or exceed their policy headway. This will be addressed as METRO proceeds forward with the Strategic Planning process.

2.1.c On-Time Performance

METRO buses are “On Time” if they depart a timepoint not ahead of schedule or not more than 4 minutes behind schedule. The service standards state that 75% of the trips should be operated “On Time.”

Overall, the AVL system reported that METRO line service was “On Time” 74.4% of the time. Several routes individually fell below the 75% threshold. These routes are high-ridership routes, commuter/express routes and routes with long route length. The METRO planning team is moving forward with schedule and service adjustments to ensure that our passengers are being served on time and equitably.

The route-by-route analysis of On-Time Performance is available in **Attachment L**.

2.1.d Service Availability

METRO strives to provide equitable transit services throughout its service area. In order to quantify the measure of the distance a person must travel to access transit services, **Attachment N** is provided. Specifically, this Attachment measures the number of persons within 1,000 feet of a METRO stop within the urban corridor (defined as population density greater than 4,000 persons or three dwelling units per square mile), and within 2,000 feet within suburban corridors (defined as population density of 2,000 to 4,000 persons per square mile).

Overall, METRO service is available to approximately 78.6% of Summit County residents, including 92.9% of minority residents and 96.1% of low-income residents, based on 2014-2017 Five-year ACS Estimates. Further detail is available in **Attachment N**.

2.1.e Transit Amenities

METRO's policies for bus stop placement is covered in the Transit System Evaluation Procedures dated August, 1999 which state that METRO will "Provide shelters and benches for passengers at major boarding points" and the "Bus Stop Location Policy" adopted in September 2013. METRO has defined "major boarding points" as stop locations where more than 30 boardings per day occur. When a stop exceeds this threshold, METRO begins planning the installation of a shelter at METRO's expense. When a shelter is requested at a particular location, but the location does not meet the 30 boardings per day threshold, METRO will work with the requesting employer or organization if they are willing to contribute a portion of the cost of shelter installation.

A map of all bus shelters in the METRO service area is provided as **Attachment O**. Of METRO's 114 bus passenger waiting shelters, eighty-three (83) are located in minority census blocks. As of the writing of this document, METRO is in the process of reviewing all existing shelter locations for ADA compliance and are adjusting access to ensure equitable access for passengers with disabilities.

2.1.f Vehicle Assignment

METRO's fixed-route bus fleet is all dispatched from one facility. The majority of the fleet consists of 40-foot transit buses. These buses are assigned on a mostly interchangeable basis. In October 2019, the average age of the METRO line service fleet was seven years.

There are three exceptions to the interchangeability of the fleet. The following buses are used for specific routes:

- Six (6) high-capacity articulated buses are only assigned to Routes 1 and 2 due to high ridership;
- Eight (8) over-the-road style coaches are used for North Coast Express commuter service on Routes 60 and 61; and
- Eight (8) 35-foot buses are branded specifically for use on the DASH bus (Route 54).

Of the 23 routes identified as minority routes, four of these had an average bus age older than seven (7) years. Methodology and tables detailing the Vehicle Assignment analysis are available in **Attachment P**.

It is more likely that a customer would ride on an older bus on a non-minority route than a minority route since METRO's older or smaller buses are often assigned to suburban routes which perform fewer trips per day.

2.2 Demographic and Service Profile Maps and Charts

Demographic and Service Profile Maps and Charts are included as **Attachment N**.

2.3 Demographic Ridership and Travel Patterns Collected by Survey

METRO RTA completed an On-Board Passenger Survey in January and February 2020. The final summary report is included as **Attachment R**.

2.4 Results of Monitoring Program

In addition to monitoring route-by-route performance for the required categories discussed above, METRO also monitors and reports system performance through its monthly *Performance Report*. The *Performance Report* is provided to the Board of Trustees and entered into the minutes at every regular meeting. The *Performance Report* details a wide array of performance measures for both line service buses and paratransit. Key line service metrics which are also identified in the Service Policy Standards (**Attachment I**) include Passengers per Revenue Mile, Passengers per Revenue Hour, and Cost per Passenger. These metrics are discussed in **Attachment Q**, and a route-by-route summary is provided at the end of that attachment. All information is drawn from the October 2019 *Performance Report*, because October is considered a representative month for METRO service.

2.5 Public Engagement Process for Setting Policies

2.5.a Major Service Change Policy

METRO's Board of Directors approved the Major Service Change Policy as Resolution 2013-17 (included as Attachment W). METRO recognizes that this policy requires additional refinement and additional public engagement. We plan to revise the Major Service Change Policy prior to initiating service change as outlined in our 2020 Strategic Plan.

2.5.b Disparate Impact Policy

METRO's Disparate Impact Policy was first included in the 2013 Title VI Report. The Disparate Impact and Disproportionate Burden policies were drafted to comply with the updated guidance issued on October 1, 2012. These policies remain unchanged at the time of this report. The policies are enclosed as **Attachment S**.

There is no record of a specific public hearing related to the acceptance of these policies. However, this policy was discussed, voted on, and accepted at the May 2013 meeting of METRO's Board of Trustees. The Disparate Impact /Disproportionate Burden Policy was adopted as Resolution 2013-17. Board Meetings are, by definition, public meetings and are open to members of the public who wish to comment on agenda items. There were two guest speakers at the May 2013 meeting, but neither commented on the Disparate Impact or Disproportionate Burden Policy.

METRO recognizes that this policy requires additional refinement and additional public engagement. As part of METRO's ten-year strategic plan, we are moving forward with revising this policy.

2.5.c Disproportionate Burden Policy

See Section 2.5.b.

2.5.d Service & Fare Equity Analysis Policy

METRO's Service and Fare Equity Analysis Policy was included in the 2013 and 2016 Title VI Report and remains unchanged at the time of this report. The policy is enclosed as **Attachment T**.

There is no record of a specific public hearing related to the acceptance of this policy. However, this policy was discussed, voted on, and accepted at the May 2013 meeting of METRO's Board of Trustees. The Service & Fare Equity Analysis Policy was adopted as Resolution 2013-18. Board Meetings are, by definition, public meetings and are open to members of the public who wish to comment on agenda items. There were two guest speakers at the May 2013 meeting, but neither commented on the Service & Fare Equity Analysis Policy.

METRO recognizes that this policy requires additional refinement and additional public engagement. As part of METRO's ten-year 2020 Strategic Plan, we are moving forward with revising this policy.

2.5.e Public Engagement Policy

METRO's Public Engagement Policy was included in the 2013 Title VI Report and remains unchanged at the time of this report. The policy is enclosed as **Attachment E**.

There is no record of a specific public hearing related to the acceptance of this policy. However, this policy was discussed, voted on, and accepted at the May 2013 meeting of METRO's Board of Trustees. The Public Engagement Policy was approved as Resolution 2013-19. Board Meetings are, by definition, public meetings and are open to members of the public who wish to comment on agenda items. There were two guest speakers at the May 2013 meeting, but neither commented on the Public Engagement Policy.

2.6 Results of Service Fare & Equity Analyses

2.6.a Determination of Minority Routes

As of the 2015-2017 ACS Survey, the Summit County population was 21.2% minority. Census block groups with a higher percentage of minority residents were identified as minority block groups. **Attachment V** details the minority block groups and the transit routes which serve them. Route mileage was examined and routes which have more than 1/3 of their mileage in minority block groups were identified.

The 2020 On-Board survey was cross-tabulated to get a breakdown of rider characteristics by route. Overall, METRO's ridership is 55.2% minority. The minority ridership share by route is listed in the table below. Generally, routes serving minority block groups had above-average minority ridership. A combination of these factors was considered when designating a route a "minority route" for this Title VI Analysis. Please see the table below for greater detail.

Minority Route Determination

Route	Minority Census Block Groups Served: (Summit County population 21.2% minority)	> 1/3 Route Miles in Minority Census Tracts?	Minority Ridership – 2020 On-Board Survey (METRO Average 55.2%)	Minority Route for Title VI Analysis?
#1 – West Market	506100-2, 506100-6, 506400-1, 506600-1, 506800-1, 507101-2, 507102-2, 507400-1, 508301-1, 508301-2, 533501-3	Yes	51%	Yes
#2 – S. Arlington	503100-1, 503100-2, 503200-1, 503200-3, 503300-1, 503300-2, 503300-4, 503300-5, 503300-6, 503300-7, 503400-1, 503500-4, 503500-5, 503500-3, 503800-2, 503800-3, 504100-1, 506800-1, 508301-1, 508900-1, 508900-2, 508900-3,	Yes	68%	Yes
#3 – Copley Road	506200-1, 506200-2, 506200-4, 506200-5, 506500-1, 506500-2, 506500-3, 506800-1, 506800-2, 508301-1, 508301-2, 508399-1, 508399-4, 508600-1, 508600-2, 508600-3, 508800-3, 508800-4, 508800-5, 508800-6,	Yes	90%	Yes
#4 – Exchange / Delia	506100-1, 506100-5, 506100-6, 506200-1, 506200-4, 506200-5, 506400-4, 506400-5, 506500-1, 506500-2, 506500-3, 506600-3, 506800-1, 506800-2, 507101-1, 507101-2, 507201-1, 508301-1, 508301-2,	Yes	73%	Yes
#5 – Joy Park / Gilchrist	502500-1, 503100-1, 503100-2, 503200-1, 503200-3, 503400-1, 503500-1, 503500-2, 506800-1, 508301-1, 508900-1, 508900-2, 508900-4, 509000-1	Yes	36%	Yes
#6 – East Market	502500-1, 502500-2, 503400-1, 506800-1, 508301-1, 508900-1, 508900-2, 508900-4, 509000-1, 502500-1, 502500-2, 503400-1,	Yes	50%	Yes
#7 – C. Falls Avenue	501100-1, 502101-1, 502101-2, 502102-1, 502102-2, 502200-1, 502200-3, 502200-5, 506800-1, 507500-2, 507600-3, 508301-1, 530901-1	Yes	58%	Yes
#8 – Kenmore/ Barberton	501900-1, 501900-2, 505300-1, 505300-2, 505300-3, 505600-1, 505600-2, 505700-1, 506800-1,	No	39%	No

Route	Minority Census Block Groups Served: (Summit County population 21.2% minority)	> 1/3 Route Miles in Minority Census Tracts?	Minority Ridership – 2020 On-Board Survey (METRO Average 55.2%)	Minority Route for Title VI Analysis?
#9 – East Avenue	501800-1, 505200-1, 505400-2, 506700-1, 506700-2, 506800-1, 506800-2, 508301-1, 508399-1, 508399-2, 508399-4,	Yes	64%	Yes
#10 – Howard / Portage	501100-1, 502101-1, 502101-2, 502102-1, 502102-2, 502200-1, 506800-1, 507400-1, 507500-3, 507500-4, 507500-1, 507500-2, 507500-3, 508300-1	Yes	37%	Yes
#11 – South Akron	501900-2, 504100-1, 504200-2, 504200-3, 504400-2, 504500-1, 504500-2, 504600-1, 504600-2, 504600-4, 504700-1, 504700-2, 504700-4, 504700-6, 504800-3, 506800-1,	Yes	66%	Yes
#12 – Tallmadge Avenue	501100-1, 502101-2, 502102-1, 502102-2, 502102-3, 502200-1, 502200-3, 502200-4, 502200-5, 506800-1, 508301-1,	Yes	47%	Yes
#13 – Grant Street	501700-2, 504200-2, 504200-3, 504400-2, 504500-1, 504700-2, 504700-4, 504700-6, 504800-3, 506800-1, 508301-1, 508900-2, 508900-3	Yes	57%	Yes
#14 – Euclid / Barberton	501800-1, 501900-1, 501900-2, 505200-1, 506800-1, 506800-2, 508301-1	Yes	56%	Yes
#17 – Brown / Inman	501700-1, 503100-2, 503200-1, 503200-2, 503300-5, 503300-6, 503300-7, 503800-2, 503800-3, 504100-1, 506800-1, 508301-1, 508900-2, 508900-3,	Yes	65%	Yes
#18 – Manchester	501800-1, 501900-1, 501900-2, 505600-1, 506800-1,	Yes	52%	Yes
#19 – Eastland	502102-1, 502102-2, 502200-5, 502500-1, 502500-2, 503400-1, 506800-1, 508301-1, 508900-1, 508900-2, 508900-4, 509000-1, 509000-2, 509000-3,	Yes	62%	Yes
#21 – South Main	501900-1, 501900-2, 505300-1, 505300-2, 505600-1, 506800-1,	Yes	41%	Yes
#24 – Lakeshore	501900-1, 501900-2, 505300-1, 505300-3, 506800-1, 505600-1,	Yes	65%	Yes
#26 – W. Exchange	506100-1, 506100-2, 506100-6, 506400-1, 506400-4, 506400-5, 506500-1, 506600-3, 506800-1, 506800-2, 507101-2, 507102-2, 507400-1, 508301-1, 508301-2, 533400-4	Yes	62%	Yes
#28 – Merriman Valley	506600-1, 506600-2, 506800-1, 507201-1, 507203-1, 507203-2, 507203-4, 507400-1, 508301-1, 508301-2,	Yes	82%	Yes

Route	Minority Census Block Groups Served: (Summit County population 21.2% minority)	> 1/3 Route Miles in Minority Census Tracts?	Minority Ridership – 2020 On-Board Survey (METRO Average 55.2%)	Minority Route for Title VI Analysis?
#30 – Goodyear Heights	502500-1, 502500-2, 502600-1, 502600-3, 502700-3, 502700-4, 502800-3, 506800-1, 508301-1, 508900-1, 508900-2, 508900-4, 509000-1,	Yes	48%	Yes
#33 – State / Wyoga Lake	501100-1, 502101-1, 502200-1, 502200-3, 506800-1, 507500-1, 507500-2, 507600-3, 507600-4, 508301-1, 532902-3	No	60%	No
#34 – Cascade / Uhler	501100-1, 502101-1, 502101-2, 502102-1, 502102-2, 502102-3, 502200-1, 502200-3, 502200-4, 502200-5, 506800-1, 507400-1, 507500-1, 507500-2, 507500-3, 507500-4, 507500-5, 507500-6, 508301-1,	Yes	687%	Yes
#50 – Montrose Circulator	5033501-3, 533501-2	No	70%	No
#51 – Stow Circulator	502102-1, 502102-2,	No	67%	No
#53 – Portage / Graham	502101-2, 502102-1, 502102-2, 507203-1, 507500-1, 508000-1, 508000-2,	No	16%	No
#59 – Chapel Hill Circulator	502102-1, 502102-2, 502200-5, 530901-1	No	21%	No
#60 – NCX via C. Falls	530103-2	No	63%	No
#61 – NCX via Akron/Montrose	506100-6, 506600-2, 506800-1, 508301-1, 508301-2,	No	58%	No
#101 – Richfield / Bath	506800-1	No	26%	No
#102 – Northfield	506800-1, 508301-1, 530103-2	No	61%	No
#103 – Stow / Hudson	506800-1, 501900-2	No	47%	No
#104 – Twinsburg / Creekside	506800-1, 501900-2, 530103-2	No	68%	No
#110 - Green	506800-1, 502500-1, 502500-2, 503100-1, 503100-2, 503200-1, 503400-1, 503500-1, 503500-2, 503800-2, 503800-3, 508900-1, 508900-2, 508900-3	No	74%	No

2.6.b Service Analysis – New Service

Equity Analysis METRO RTA Route Addition #54 DASH Downtown Circulator

Statement of Need: Route 54 is a free downtown circulator that stems from the findings of the 2011 Downtown Akron Circulation Study funded by the Akron Metropolitan Area Transportation Study (the local Metropolitan Planning Organization). The study's stated main purpose was to recommend strategies to encourage pedestrian activity and the use of alternative travel modes besides the automobile in order to make Downtown a more attractive place to live, work, play and visit. Efforts to study and implement a circulator for Akron were in response to strong interest by former Akron Mayor Donald L. Plusquellic and members of Downtown Akron Partnership in seeing more convenient, easy to use and purposeful transit to connect various parts of downtown. Specific recommendations from the study related to downtown circulator routes were made in support of the study purpose. The study stated that "one of the transit strategies that is likely to improve downtown connectivity is the operation of circulator shuttles that would serve the major downtown destinations." The new circulator route connects to many of downtowns employers, destinations and educational facilities.

Current Conditions: Before the implementation of the DASH circulator, downtown bus service was provided on various corridors by line service routes that were destined for the Downtown Transit Center on Broadway Street. The alignment of these routes were not changed with the addition of the DASH service; DASH provides free circulation between downtown destinations available to downtown employees, residents, students and passengers transferring from other METRO line service buses.

Travel destinations Served: Robert K Pfaff Transit Center, 401 Lofts, University of Akron Polsky Building and College of Arts and Sciences, Quaker Square, City Hall, County Courthouse and various downtown employers.

Ridership: Projected ridership on the DASH was approximately 6,000 boardings per month. In 2017, the DASH had an average of 10,032 boarding per month.

Service Area and Corridor Demographics:

Route	Type of Change	Total Population*	Minority Population*	Percent Minority*	Low Income Population*	Percent Low Income*
54 – DASH	New Service – Free Fare service every 10 min from 7a-7p and every 15 min from 7p-11p	3,263	1,338	41.0%	2,189	67.1%

Impacts of Service Changes:

The preferred alternative for the DASH route was developed through the METRO Service Planning Committee and in coordination with AMATS, University of Akron, City of Akron, Downtown Akron Partnership and other downtown stakeholders. The route is new service that provides free downtown circulation. Although only 3,263 residents live within ¼ mile of the route, the free route provides downtown circulation to all passengers that arrive at the Downtown Transit Center. The Transit Center is served by 31 of the 35 fixed routes that METRO operates throughout Summit County. There is no potential for disparate impact on minority population. Additionally, no disproportionate burden exists on low-income riders. There is no additional mitigation required for minority or low income riders.

3.0 Summary and Conclusion of Analysis

In the time period 2016-2019, METRO did not make any major service changes. The only service change was the addition of a downtown circulator that enhanced access to existing service and METRO’s RKP Transit Center. While service hasn’t changed significantly, the performance of several routes continues to decline. Looking forward to service in the next three years, METRO intends to make significant changes that will enhance access for all passengers and continue to ensure that equitable service is available for Summit County.

ATTACHMENT A

Assurances 2019

FTA Urban Mass Transportation Civil Rights Assurance

The METRO Regional Transit Authority hereby certifies that, as a condition of receiving Federal financial assistance under the Urban Mass Transportation Act of 1964, as amended, it will ensure that:

- 1.) No person on the basis of race, color, or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.
- 2.) The METRO Regional Transit Authority will compile, maintain, and submit in a timely manner Title VI information required by FTA Circular 4702.1 and in compliance with the Department of Transportation's Title VI regulation, 49 CFR Part 21.9, dated October 1, 2012.
- 3.) The METRO Regional Transit Authority will make it known to the public that any person or persons alleging discrimination on the basis of race, color, or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration and/or the U.S. Department of Transportation.

The person or persons whose signature appears below are authorized to sign this assurance on behalf of the grant applicant or recipient.

Dawn Distler, CEO,
Secretary-Treasurer of the Board of Directors
(Name and Title of Authorized Officer)

Date: 7-28-20



(Signature of Authorized Officer)

ATTACHMENT B

Title VI Public Notice

METRO RTA is committed to offering safe, dependable, cost-effective and customer-focused transportation to our community.

In compliance with Title VI of the Civil Rights Act, METRO RTA operates its programs and services without regard to race, color, or national origin.

If you feel you have been discriminated against based on one of the above characteristics, you have the right to file a complaint with METRO and/or with the Department of Transportation by contacting:

U. S. Dept. of Transportation, Federal Transit Administration
1200 New Jersey Ave. S.E., Washington, D.C. 20590
Phone: 866.377.8624 202.366.4043 800.877.8339 (TTY)

In addition to the Federal protections, METRO RTA operates its services without regard to age, gender, disability, sexual orientation, veteran, disabled veteran status or creed/religion. If you feel you have been discriminated against based on one of these characteristics, you may contact METRO's Equal Opportunity Officer by:

 Calling METRO Customer Service at 330.762.0341

 Visiting to METRO's administrative offices located at 416 Kenmore Blvd.
Akron, Ohio 44301

 Visiting our website at www.akronmetro.org/eoo.aspx





Equal Opportunity Office – Complaint Form

Instructions:

In compliance with Title VI of the Civil Rights Act, METRO RTA operates its programs and services without regard to race, color, or national origin. If you feel that you have been discriminated against based upon one of these characteristics, you have the right to file a complaint with METRO’s Equal Opportunity Office and/or the Department of Transportation.

In addition to those Federal protections, METRO RTA operates its services without regard to age, sex (including sexual harassment), disability, sexual orientation, veteran/disabled veteran status, religion/creed, or retaliation. If you feel you have been discriminated against based upon one of these characteristics, you have the right to file a complaint with METRO’s Equal Opportunity Office.

To submit an EEO Complaint to METRO Regional Transit Authority, please fill out this form and send it to: **METRO RTA, Attn: EEO Officer, 416 Kenmore Boulevard, Akron, Ohio 44301** You may also fax the form to our **confidential fax line: (216) 937-0190, Attn: EEO Officer.**

For a full copy of METRO’s EEO/Title VI procedures, or for questions about this process, please visit www.akronmetro.org/EEO.aspx or call 330-762-0341, and ask to speak to the EEO Officer.

1. Full Name (Complainant):

2. Phone (with area code):

3. Home Address (Street #, City, State, Zip):

4. If applicable, name and title of person(s) who allegedly discriminated against you:

5. Specific location where the alleged incident took place:

6. Date of alleged incident (or date range, if alleged activity took place on more than one date):

7. Is the alleged activity still on-going? Yes No

8. Basis of the alleged discrimination:

Title VI Protected Populations

- Race
- Color
- National Origin

Other Protected Populations

- Sex (including Sexual Harassment)
- Religion/Creed
- Veteran Status
- Sexual Orientation
- Disability
- Age
- Retaliation

9. In your own words, describe the alleged discrimination. Be sure to include how you believe you were treated differently. If more space is needed, please use the back of this form.

10. Please list below any person(s) we may contact for additional information to support or clarify your complaint, along with their contact info:

11. Have you filed this complaint with any other federal, state or local agency, or with any federal or state court? Yes No

If yes, give the approximate date, and check all that apply: Date _____

- Federal Agency Federal Court State Agency State Court Local Agency

Please provide the name and phone number of the contact person at the agency or court where the complaint was filed:

12. Please sign below. You may attach any written or other information to your complaint that you think is relevant.

Signature

Date

FOR OFFICE USE ONLY:

Date Complaint Received: _____

Investigator: _____

ATTACHMENT D

**EEO Case Summary
2016-2019**

Date	Alleged Type / Basis	Action	Finding / Outcome	Status
2/6/2017	Passenger complaint of discrimination based on disability	Filed with OCRC	No Probable Cause	Closed
9/2/2017	Passenger complaint of discrimination based on religion	Filed with OCRC	Closed - no probable cause finding	Closed
9/22/2017	Passenger complaint of discrimination on the basis of disability	Filed in house	Non-jurisdictional - lack of signage issue - Final letter sent 9/28/2017 - sign has been ordered and installed	Closed
9/29/2017	Passenger complaint of driver discriminating on the basis of disability	Filed in house	No Probable Cause - Video did not support allegations	Closed
11/3/2017	Employee complaint of another employee on the basis of age discrimination	Filed with OCRC	No Probable Cause	Closed
10/7/2017	Employee complaint of another employee on the basis of harassment	Filed in house	No Probable Cause	Closed
1/2/2018	Race discrimination	In house	Closed- video does not substantiate the allegations	Closed
2/6/2018	Passenger alleges Sexual Harassment by Operator	In house	Closed - Oper. Term.	Closed
8/20/2018	Employees alleges Sexual Harassment by another employee	In house	Closed - No Prob cause	Closed

Date	Alleged Type / Basis	Action	Finding / Outcome	Status
7/25/2019	Passenger alleges harassment by bus operator	In house	Closed- video does not substantiate the allegations	Closed
9/9/2019	Employee alleges harassment by another employee	In house	Closed - No finding	Closed
9/24/2019	Employee alleges harassment by another employee	In house	Closed- not enough evidence to support the allegations.	Closed

ATTACHMENT E

Public Engagement Policy

Effective September 1, 1994 (Resolution 1994-34)

Fare and Service Changes – Public Notification Process

1.) Purpose / Scope

- 1.1 To provide guidance for the proper notification to the public of any and all proposed fare increases or service changes.

2.) Guidance / Authority

- 2.1 306.35 Ohio Revised Code – Powers and Duties of a Regional Transit Authority
- 2.2 FTA Notice Requirements – C 9030-1A
- 2.3 Federal Register, April 17, 1980 DOT Public Hearing Requirements for Service Changes and Fare Changes

3.) Fare Change Policy

- 3.1 It is the Policy of the METRO Regional Transit Authority to not make any permanent change in fares without first giving public notification of such change and allowing the public the opportunity to give comments regarding such change.
- 3.2 Furthermore, the Board of Trustees shall not approve any permanent fare change without first giving consideration to any and all comments received at the public hearing for such purpose.
- 3.3 Temporary, seasonal and charter rates of fare are not subject to Sections 3.1 and 3.2 of this section.
- 3.4 Section 5(i)(3) defines fare changes as an increase or decrease in rate of fare.

4.) Service Change Policy

- 4.1 It is the policy of METRO Regional Transit Authority not to make any significant change in service without first giving public notification of such change, and allowing the public the opportunity to give comments regarding such service changes.
- 4.2 Furthermore, the Board of Trustees shall not approve any significant service change without first giving consideration to any and all comments received at a public hearing held for such purpose.
- 4.3 A significant service change is any permanent change that would effect 25% or more of the transit route miles, transit revenue miles, or ridership of a transit route.
- 4.4 Temporary service changes, detours, and seasonal changes such as Board of Education (BOE) service are not subject to this policy.

5.0 Public Hearing

- 5.1 The METRO Regional Transit Authority shall publish in a newspaper of general circulation within the County of Summit, and at least one newspaper of minority representation, notification of a public hearing concerning any permanent fare changes or significant service changes.

- 5.2 Said notice to be published once at least 30 calendar days prior to the date the public hearing is to take place, and said notice to contain a detailed description of current fares compared to proposed fares, and route service to be revised to current service levels.

6.0 Public Hearing

- 6.1 A detailed transcript of the public hearing must be made by the Secretary-Treasurer.
- 6.2 Such detailed transcript must further be furnished to all Board of Trustees members at least 10 calendar days prior to the Board considering any action to revise permanent fares or approve significant service changes.
- 6.3 The Board of Trustees shall give consideration to the comments received at the public hearing prior to any action approving said changes.

7.0 Documentation

- 7.1 It shall be the responsibility of the Secretary-Treasurer to maintain all documentation relating to any permanent fare changes or significant service changes.

ATTACHMENT F

Language Implementation Plan

Implementation Plan for Language Assistance

Task 1: Identifying LEP Individuals Who Need Language Assistance

METRO has developed working relationships with the IIA, various medical providers, social service agencies, housing providers, and educational institutions throughout the METRO service area. A partial list of these agencies includes Direction Home (formerly known as the Area Agency on Aging), ASIA, Inc., Summit County Department of Job and Family Services (DJFS); Akron Metropolitan Housing Agency (AMHA), Children's Hospital, Akron General Medical Center, Summa Health Services, Cleveland Clinic and Akron Public Schools, as well as law enforcement. METRO will continue to work closely with IIA and other organizations and agencies in the community to assist the LEP community and assist in evaluating if any persons with new language are brought to the community to ensure we assist in breaking down transportation barriers.

Task 2: Language Assistance Measures

Through partnerships with the agencies above, METRO has been able to provide transit system information to their staffs, which they have used to help their LEP clients to access their services using transit through their own translators (routes, destinations, fares) and/or clients with higher level English skill who can share it with family members and/or other clients. The effectiveness of this activity has been evident by the incidence of LEP persons using METRO's route system efficiently without contacting METRO personnel directly for additional assistance. That is, the language survey METRO conducted with operators and Customer Service staff in February 2016 indicates numerous interactions; LEP customers are obviously using the bus regardless of their lack of language skill. Also, a few of the responses to the "Other" question in the survey suggested that even with limited language skill, and some difficulty communicating with our staff, most people manage enough key words to get the information that they need. These data points lead us to believe that METRO's travel training with partner agencies has been quite effective.

- 1) Travel Trainers, Customer Service Clerks, Outside Agencies and riders alike, can access METRO's website with language translation on the home page.
- 2) METRO will contract with a phone language translation service to assist in a three way call if our representative deems that they do not possess the skills to assist the passenger.
- 3) Instructions will be shared with bus operators on how to properly work with persons in the LEP community.
- 4) METRO Customer Service Clerks at the Robert K. Pfaff Transit Center (RKPTC) are all equipped with the "I Speak" card, as well as the Receptionist in our main offices. METRO will keep an on-going monthly tally of the number of persons we assist at the RKPTC and a separate tally of the persons who fall into the LEP category that we are unable to assist. This data will give METRO information going forward as to the frequency and percentage of LEP persons METRO is unable to assist.

Task 3: Training of Staff

METRO provides a travel training program that is designed to provide bus riding skills to individuals that have previously been uncertain about the process. These trainings are individually planned and can vary in length, based on the person's abilities. Our travel trainers have effectively trained staff at our partner agencies who work directly with the LEP population, thereby improving information about, and access to, our fixed route transit services.

Customer Service Clerks have at their disposal, "I Speak" cards containing 38 different languages. If they are unable to properly give information in English to the passengers, Clerks can reference the "I Speak" card and reach out to the IIA for immediate assistance. Operations Supervisors will also possess the "I Speak" cards, as they often interface with customers or are contacted via radio by operators who may need assistance. As METRO's website contains language translation for 22 languages, Customer Service Clerks also have access to it as well as Google Translate for additional language translation.

Task 4: Providing Notice to LEP Persons

As 2015 Census data indicates, within Summit County, METRO's service area, 1.97% of the population speaks English "less than well." Considering that as well as the success of our travel training partnerships and website electronic translation capabilities, METRO has no current plans to publish multi-lingual notices.

Task 5: Monitoring and Updating the Plan

In the near future, METRO will begin tracking the number of persons we assist at RKPTC including a separate tally of the persons who fall into the LEP category that we believe we were unable to assist. This data will give METRO information going forward as to the frequency and percentage of LEP persons METRO is unable to assist. METRO will conduct an annual LEP survey, somewhat more robust than our most recent one, and will continue to work closely with the IIA to train and support their travel trainers who work directly with their clients. The IIA presented a seminar in the past few months as an informational session on persons relocating from the Congo area, in anticipation of some families moving to Akron. We will continue to participate these sorts of sessions by IIA and our other partners who serve those events as well.

- | | |
|---|------------------------|
| <input type="checkbox"/> <p>ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.</p> | 1. Arabic |
| <input type="checkbox"/> <p>Խոսողո՞ւմ ե՞սք նշո՞ւմ կատարե՞ք այս քանակուսում, եթե խոսում կամ կարողում եք հայերեն:</p> | 2. Armenian |
| <input type="checkbox"/> <p>যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।</p> | 3. Bengali |
| <input type="checkbox"/> <p>ល្អបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។</p> | 4. Cambodian |
| <input type="checkbox"/> <p>Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.</p> | 5. Chamorro |
| <input type="checkbox"/> <p>如果你能读中文或讲中文，请选择此框。</p> | 6. Simplified Chinese |
| <input type="checkbox"/> <p>如果你能讀中文或講中文，請選擇此框。</p> | 7. Traditional Chinese |
| <input type="checkbox"/> <p>Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.</p> | 8. Croatian |
| <input type="checkbox"/> <p>Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.</p> | 9. Czech |
| <input type="checkbox"/> <p>Kruis dit vakje aan als u Nederlands kunt lezen of spreken.</p> | 10. Dutch |
| <input type="checkbox"/> <p>Mark this box if you read or speak English.</p> | 11. English |
| <input type="checkbox"/> <p>اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.</p> | 12. Farsi |

<input type="checkbox"/>	Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/>	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/>	Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/>	अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
<input type="checkbox"/>	Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
<input type="checkbox"/>	Jelölje meg ezt a kockát, ha megérta vagy beszéli a magyar nyelvet.	19. Hungarian
<input type="checkbox"/>	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
<input type="checkbox"/>	Marchi questa casella se legge o parla italiano.	21. Italian
<input type="checkbox"/>	日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
<input type="checkbox"/>	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/>	ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	24. Laotian
<input type="checkbox"/>	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

<input type="checkbox"/>	Assinale este quadrado se você lê ou fala português.	26. Portuguese
<input type="checkbox"/>	Însemnați această căsuță dacă citiți sau vorbiți românește.	27. Romanian
<input type="checkbox"/>	Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
<input type="checkbox"/>	Обележите овај квадратик уколико читате или говорите српски језик.	29. Serbian
<input type="checkbox"/>	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
<input type="checkbox"/>	Marque esta casilla si lee o habla español.	31. Spanish
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
<input type="checkbox"/>	ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	33. Thai
<input type="checkbox"/>	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
<input type="checkbox"/>	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukrainian
<input type="checkbox"/>	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/>	Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
<input type="checkbox"/>	באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish

ATTACHMENT G

Board Representation

Board Representation

December 2019

METRO RTA Board of Trustees

White	6	55%
African-American	4	36%
Hispanic	1	9%
Total	11	100%

ATTACHMENT H

Sub-Recipient Title VI Compliance Policies

Title VI Plan

Emerald & FCS Transportation

a Program of

Family & Community Services, Inc.



Emerald & FCS Title VI Policy and Program

1) Purpose

Title VI of the Civil Rights Act of 1964 (Title VI) is a federal statute and provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. Title VI prohibits recipients of federal financial assistance from discriminating on the basis of race, color, or national origin in their programs or activities, and it obligates federal funding agencies to enforce compliance.

Emerald & FCS Transportation receives various types of funding from federal and state agencies, including funding from the Federal Transit Administration (FTA). Emerald & FCS Transportation complies with the U.S. Department of Transportation (DOT) Title VI regulations (49 CFR Part 21) amended effective October 1, 2012, as defined in FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients."

2) Agency Policy

It is Family & Community Services' policy to maintain its Title VI Program in accordance with FTA and DOT guidelines, and it maintains these policies in its program and agency administrative manuals.

FCS is committed to ensuring that its transit program, Emerald & FCS Transportation, complies with Title VI and has established this program to accomplish the following:

- Ensure that the level and quality of public transportation service is provided in a non-discriminatory manner;
- Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin;
- Ensure meaningful access to transit-related programs and activities by persons with Limited English Proficiency (LEP).

3) Title VI Notice to the Public

Family & Community Services, Inc. posts/makes available its Clients Rights and Grievance Procedure and Notice of Privacy Practices in the following locations:

- Any site owned or rented by FCS where services are provided
- Where a site is not owned or rented, copies of the policy must be on hand

4) Title VI Investigations, Complaints and Lawsuits

Family & Community Services, Inc. has a designated staff member to handle all client complaints and client rights issues, as well as an HR Director that handles any formal lawsuits and investigations. These individuals are knowledgeable of current Title VI

requirements. Clients can file a formal grievance with the agency by mail, email, or phone, and all complaints are reviewed and resolved within 20 working days. FCS has no Title VI investigations, lawsuits, or complaints on file alleging discrimination on the basis of race, color, or national origin with respect to service or other transit related issues. See Attachment for List of Investigations, Lawsuits and Complaints.

5) Public Participation Plan

Family & Community Services holds two to three expos a year to showcase what transportation services it offers. These expos are held at various locations throughout the county, including the Department of Job and Family Services and Portage Industries, Inc. FCS regularly works with minority populations, including underserved populations where it makes its services available and known. FCS is also in regular communication with PARTA, the local transit authority, to ensure that the community is being properly served and that needs are being met.

Summary of Outreach Efforts

September 27, 2018 – Transportation Expo at Reed Memorial Library

Held in partnership with Portage County Job and Family Services

November 9, 2017 – Transportation Expo at Portage Industries, Inc.

6) Minority Representation on Board of Trustees

Family & Community Services' Board of Trustees is a non-binding source of opinion and advice regarding all FCS programs, including Emerald & FCS Transportation. Meeting topics include issues regarding staffing, management, policy and program development, administration, planning, finance, human resources, operations, maintenance, and public/community relations. FCS strives to maintain diverse representation in the membership of its Board that includes minority representation, and does so by encouraging minority departments from Kent State University to participate, as well as minority representatives from the agency's various programs that serve minority populations. The main governing board is currently in transition and does not have any members of minority background, as several have recently retired from the board. FCS is currently seeking additional members of minority background. While none of the board members are minorities, a number of them represent minority-affiliated programs in the community and strive to ensure that all individuals and families served by FCS are done so through a broad continuum of services, and regardless of race, color, or national origin. See attachment titled Minority Representation on FCS Board of Trustees. The Title VI Plan, updated July 2018, will be reviewed by Family & Community Services' Board of Trustees on August 6, 2018.

7) Providing Assistance to LEP Persons

Family & Community Services, Inc. rarely serves LEP individuals due to the lack of demand in Portage County from this population. If the situation does arise, Family & Community Services will partner with the International Institute of Akron or Kent State University for interpretation/communication services.



CLIENT RIGHTS POLICY

CLIENT RIGHTS

1. To receive services in a non-discriminatory manner.
2. To have program rules and expectations consistently enforced.
3. To receive services that are respectful of, and responsive to, cultural and linguistic differences.
4. To provide consent prior to receiving services.
5. To participate in all service decisions.
6. To receive service in a manner that is non-coercive and that protects the client's right to self-determination.
7. To request a review of their care, treatment, and service plan.
8. To refuse any service, treatment, or medication, unless mandated by law or court order.
9. To be informed about the consequences of such refusal, which can include discharge.
10. To receive a schedule of any applicable fees and estimated or actual expenses, and be informed prior to service delivery about:
 - a. The amount that will be charged.
 - b. When fees or co-payments are charged, changed, refunded, waived, or reduced.
 - c. The manner and timing of payment.
 - d. The consequences of nonpayment.

CLIENT RESPONSIBILITIES

1. Clients have the responsibility to provide relevant information (such as issues relating to meeting eligibility criteria) in order to receive services and participate in service decisions.
2. Clients must sign acknowledgement of receipt of Client Rights Policy and Grievance Procedure prior to beginning assessment or treatment services.
3. Agency programs may post and/or provide further written guidance, such as a Client Handbook, which contains additional client responsibilities.

AGENCY RESPONSIBILITIES

1. The Agency will post and/or provide a written summary of client rights and responsibilities.
2. The Agency will protect clients' confidential information to the highest extent possible, while complying with applicable Federal and State laws.
3. The Agency may be legally or ethically permitted or required to release a client's confidential information without his or her consent for 12 national priority purposes mandated by the U.S. Department of Health & Human Services, including:
 - a. Required by law
 - b. Public health activities
 - c. Victims of abuse, neglect or domestic violence
 - d. Health oversight activities
 - e. Judicial and administrative proceedings
 - f. Law enforcement purposes
 - g. Decedents
 - h. Cadaveric organ, eye or tissue donation
 - i. Research
 - j. Serious threat to health or safety
 - k. Essential government functions
 - l. Workers' compensation

CLIENT GRIEVANCE PROCEDURE

FILING A GRIEVANCE

1. Grievances shall be submitted to:
Heather Laliberte
Client Rights Officer
705 Oakwood Street Suite 221
Ravenna, OH 44266
(330) 297-7027 Ext. 308
Availability: Monday – Friday 9:00 a.m. – 5:00 p.m.
2. Should the client wish to file a grievance against the Client Rights Officer, or if the Client Rights Officer is unavailable, the Executive Director shall appoint another Client Rights Officer to investigate.
3. All grievances must be put into writing; the grievance may be made verbally and the Client Rights Officer shall be responsible for preparing a written text of the grievance.
4. The written grievance must be dated and signed by the client, the individual filing the grievance on behalf of the client, or have an attestation by the Client Rights Officer that the written grievance is a true and accurate representation of the client's grievance.
5. The grievance must include, if available, the date, approximate time, description of the incident, and names of individuals involved in the incident or situation being grieved.
6. The Client Rights Officer will send a written acknowledgment of receipt of the grievance to the client. This acknowledgment shall be provided within three business days from receipt of the grievance.
7. The written acknowledgment shall include, but not be limited to, the following:
 - a. Date grievance was received.
 - b. Summary of grievance.
 - c. Overview of grievance investigation process.
 - d. Timetable for completion of investigation and notification of resolution.
 - e. The name, address and telephone number of the Client Rights Officer assigned to investigate the grievance.

INVESTIGATION PROCESS

1. The Client's Rights Officer will gather information concerning the grievance, which may include interviewing parties involved and reviewing any written documentation from the Agency or client.
2. The Client Rights Officer will make a resolution decision on the grievance within twenty business days of receipt of the grievance. Any extenuating circumstances which require this time period to be extended must be documented in the grievance file and written notification given to the client.
3. The Client Rights Officer's written resolution decision will be sent to the client (or his/her representative, with the client's permission).
4. At any time before, during or after an investigation, a client may contact one or more of the following outside organizations concerning a grievance:

**Mental Health & Recovery Board of
the county where services were provided**

Council on Accreditation
45 Broadway
New York, NY 10006
Phone: (212) 797-3000

**Ohio Department of Mental Health and
Addiction Services**
30 E Broad St.
#8
Columbus, OH 43215
Phone: (614) 466-2596
TTY: (614) 752-9696

FAMILY & COMMUNITY SERVICES, INC.

Client Rights and Grievance Procedure

Notice of Privacy Practices

POSTING REQUIREMENTS

1. If F&CS owns or rents the site where you provide services, post a copy of the Client Rights Policy and Grievance Procedure and Notice of Privacy Practices in a prominent location at your site.
2. If the agency does not own or rent the site (such as a school or jail) make sure copies of the Client Rights Policy and Grievance Procedure and Notice of Privacy Practices are available if a client asks. Posting is not required.

POLICY EXPLANATION

Explain following point *immediately before* client signs Acknowledgment of Receipt form (Explanation from staff member who asks client to sign acknowledgment of receipt form)

1. Location of Client Rights Policy and Grievance Procedure (if it is posted in the building) or the availability of copies upon request.

Explain remaining 3 points, usually during the first direct service appointment (Explanation provided by service provider, such as therapist, or case manager)

1. Client has right to refuse any service.
2. Agency will not release confidential information unless client signs release or if required by law.
3. Factors which may result in termination or discharge.

CLIENT SIGNATURE INDICATING RECEIPT

1. If your program provides assessment, treatment, or maintains individual client files you must give clients a written copy of the Client Rights Policy and Grievance Procedure and the Notice of Privacy Practices during intake, or at your first face-to-face meeting.
 - a. Clients must sign acknowledgment of receipt. The signed acknowledgment must be kept in their file.
 - b. Use the *Acknowledgment of Receipt of Client's Rights Policy and Grievance Procedure and Notice of Privacy Practices* form to capture client signature.
 - c. If you have existing program documentation which already includes signed acknowledgment of Client Rights and/or Notice of Privacy Practices, please alter your existing documentation and use only the *Acknowledgment of Receipt of Client's Rights Policy and Grievance Procedure and Notice of Privacy Practices* form.
2. If your program does not provide assessment, treatment, or maintain individual client files (such as a food pantry or clothing center) you do not need to provide clients with a written copy of either Client Rights and Grievance Procedure or Notice of Privacy Practices. You must, however, provide copies of either document to any client who asks.

UPDATING PROGRAM MATERIALS

1. Use the Microsoft Word version of the Client Rights Policy and Grievance Procedure and Notice of Privacy Practices as needed to update any program materials, such as client handbooks.

GRIEVANCE INFORMATION

Description of Incident (continued from other side):

Lined area for writing the description of the incident.

Description of Incident Written By:

List of Investigations, Lawsuits, and Complaints

	Date	Summary	Status	Actions Taken
Investigations	N/A			
Lawsuits	N/A			
Complaints	N/A			

Minority Representation on FCS Board of Trustees

FCS Board of Trustees	White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Other Pacific Islander	Other
Jacqueline Parsons	✓					
Alice Hurd	✓					
Paul Huchok	✓					
Debbie Mann	✓					
Julie Beach	✓					
Rick Coe	✓					
Joe Giulitto	✓					
Fran Hardesty	✓					
Chuck Hauser	✓					
Aaron Heavner	✓					
Pat Kraninger	✓					
Shay Little	✓					
Dan Rhodes	✓					
Marilyn Sessions	✓					
Mary Swift	✓					
Bill White	✓					
Donna Angelotti	✓					
Jim Baker	✓					
Denise Craig	✓					
Denise Deperro	✓					
Ken Howe	✓					
Shirley Overholt	✓					

Board Approval of Title VI Program

The Title VI Plan attached to the FY 2019 FTA Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) Program Application was updated in July 2018 will be reviewed by Family & Community Services' Board of Trustees on August 6, 2018 at the monthly board meeting. As a result, meeting minutes are not yet available to be attached, and documentation can be provided at a later time.



ADMINISTRATIVE SERVICES

**APPROVED
3/12/18
1.05 POLICY**

NON-DISCRIMINATION IN REFERRALS AND SERVICE DELIVERY

PURPOSE

To comply with Section 1557 of the Affordable Care Act (ACA) regarding referrals, treatment, care, and service delivery for persons served by Hattie Larlham.

DEFINITIONS

Section 1557 of the Affordable Care Act: extends nondiscrimination protections to individuals enrolled in coverage through the Health Insurance Marketplaces and certain other health coverage plans. Section 1557 of the Affordable Care Act has been in effect since its enactment in 2010 and the Health and Human Services Office for Civil Rights (OCR) has been enforcing the provision since it was enacted.

Covered Entity: defined in the HIPAA rules as (1) health plans, (2) health care clearinghouses, and (3) health care providers who electronically transmit any health information in connection with transactions for which Health and Human Services has adopted standards. Hattie Larlham is a “Covered Entity”.

Responsible Employee: the Hattie Larlham Compliance Officer shall serve as the “Responsible Employee” to ensure Hattie Larlham’s compliance with Federal Register, 45 CFR Part 92, Non-discrimination in Health Programs and Activities, which includes Section 1557 of the Affordable Care Act (ACA).

POLICY

Hattie Larlham will comply with all components of the Affordable Care Act to ensure appropriate and non-discriminatory delivery of services.

Hattie Larlham will:

- Receive referrals and provide services and opportunities to all eligible persons equally without regard to race, color, gender identity or expression, religion, sex, marital status, sexual orientation, age, ancestry, family status, disability, national origin, genetic information nor against any qualified disabled veterans or veterans of the Vietnam War, or any other basis protected by federal, state or local laws. Hattie Larlham may not deny or limit services that are ordinarily or exclusively available to individuals of one gender based on the fact that the person’s sex assigned at birth, gender identity, or gender otherwise recorded in the medical

record is different from the one to which such health services are ordinarily available.

- Treat individuals consistent with their gender identity, including access to facilities.
- Ensure that sex-specific health care is not denied or limited to a person just because the person seeking such services identifies as belonging to another gender. For example, Hattie Larlham may not deny a person served treatment for ovarian cancer, based on the person's identification as a transgender man, where the treatment is medically indicated.
- Provide appropriate auxiliary aides and services to persons with impaired sensory, manual, or speaking skills where necessary to afford such persons an equal opportunity to benefit from services. Auxiliary aides include qualified interpreters and information in alternate formats, free of charge, in a timely manner.
- Provide language assistance services, including translated documents and oral interpretation, free of charge and in a timely manner, when such services are necessary to provide meaningful access to individuals with limited English proficiency.
- Provide persons served the accessibility of its facilities and technology and reasonable modifications of policies and practices where necessary will be provided to ensure equal access for people with disabilities.
- Post a notice of consumer rights providing information about communication assistance; and
- Post taglines in the top 15 languages spoken by individuals with Limited English Proficiency nationally, indicating the availability of such assistance. In Ohio, the 15 top languages spoken, in addition to English, include (most frequent to least frequent language spoken):
 - Spanish
 - Chinese
 - German
 - Arabic
 - Pennsylvania Dutch
 - Russian
 - French
 - Vietnamese
 - Cushite
 - Korean
 - Italian

- Japanese
- Dutch
- Ukrainian
- Romanian

GRIEVANCE PROCEDURES

Any individual, parent/guardian, or advocate who believes that a person has been treated in a discriminatory manner may make a written complaint of discrimination to the Hattie Larlham Corporate Compliance Officer at 7996 Darrow Road, Suite 10, Twinsburg, Ohio 44087 or at 1-330-840-6835.

FILING A DISCRIMINATION COMPLAINT

If a person served by Hattie Larlham believes they have been discriminated against because of their race, color, national origin, disability, age, sex (including sex stereotyping and gender identity), or religion, they may file a complaint with the Office of Civil Rights online at: www.hhs.gov/civil-rights/filing-a-complaint/index.html, or at:

Office for Civil Rights Headquarters
U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Washington, D.C. 20201
Toll Free Call Center: 1-800-368-1019
TTD Number: 1-800-537-7697

A person may file a civil rights complaint for him/her self or someone else may file a complaint on their behalf.

The text of the Federal Register Regulation in English is available at <https://www.federalregister.gov>. Translated summaries of the regulation are available at www.hhs.gov/ocr. If a person needs the regulation or summary in an alternative format, they may call (800) 368-1019 or (800) 537-7697 (TDD) for assistance or email 1557@hhs.gov.

Persons may submit comments, identified by RIN 0945-AA02, electronically through <http://www.regulations.gov>, by mail to the U.S. Department of Health and Human Services, Office for Civil Rights, or via hand delivery or courier.

Additional information is available at the Office of Civil Rights' website at www.hhs.gov/ocr.

Supports: Philosophy and Mission Statement Policy; Planning and Evaluation Policy
Authority: 45 CFR, Part 92, Non-Discrimination in Health Programs and Activities; CFR: 483.410; DODD: 5123:18, CHAP; CARF
Effective:
Dates of Revision: 1/26/16; 10/16/16
Reviewers: Vice President, Quality Improvement and Compliance; Chief Executive Officer; Board of Directors Planning Committee



ADMINISTRATIVE SERVICES

**APPROVED
3/12/18
1.06 POLICY**

ACCESSIBLE PROGRAMS AND FACILITIES

POLICY

Employees as well as persons receiving services shall be provided equal opportunity for growth and development regardless of race, color, gender identity or expression, religion, sex, marital status, sexual orientation, age, ancestry, family status, national origin, genetic information nor against any qualified disabled veterans or veterans of the Vietnam War, or any other basis protected by federal, state or local laws, and disability or facility accessibility.

All programs, services, activities and opportunities shall be carried out in a fashion which promotes and enhances respect, human dignity, independence, and maximum participation in all aspects of life.

Nothing in this policy shall be construed to limit choices exercised by persons served in the daily course of their lives.

Supports: Philosophy, Vision, Mission and Values Statement Policy; Planning and Evaluation Policy

Authority: CFR: 483.410; DODD: 5123:2-3-02(F), 5123:2-3-18(B), CHAP; CARF

Effective Date:

Dates of Revision:

Reviewers: Vice President, Quality Improvement and Compliance; Chief Executive Officer; Board of Directors Planning Committee

	HUMAN RESOURCES	APPROVED 6/11/18 6.01 POLICY
NON-DISCRIMINATION IN EMPLOYMENT		

PURPOSE

Hattie Larlham is an equal opportunity employer and shall not take any action in its employment practices that is discriminatory on the basis of race, color, national origin, religion, age, ancestry, sex, marital status, gender identity or expression, sexual orientation, military status (active or inactive), veteran status, disability, genetic information, family status or any other protected classification under federal, state, or local equal opportunity laws in regard to hiring, rate of pay, promotion and transfer, layoff, rehiring, terminations, or employment benefits.

Employment policies and procedures will be based on essential job-related standards of ability, experience, education, training, past performance and other relevant factors affecting performance for the position in question.

COMPLAINT PROCEDURE

Employees/applicants who believe that they have been treated in a discriminatory manner may file a verbal or written complaint with the Vice President, Human Resources, who can be reached at the following address and telephone number:

Hattie Larlham
Vice President, Human Resources
9772 Diagonal Road
Mantua, Ohio 44255
(330) 274-2272

Supports: Unlawful Workplace Harassment Policy; Cultural Diversity Policy
Authority: CFR: 483.410, DODD: 5123.01, CHAP; CARF
Effective Date:
Dates of Revision: 9/9/16
Reviewers: Vice President, Human Resources; Board Executive Committee; HLCG Board

	RIGHTS OF PERSONS SERVED	APPROVED 9/25/17 9.05 POLICY
COMPLAINTS AND GRIEVANCES FOR PERSONS SERVED		

PURPOSE

The Complaints and Grievance policy and procedures is available to all persons receiving or applying for services from Hattie Larlham including their parents, guardians, or authorized representatives to provide guidance on filing a complaint or grievance, which includes timeframes and the rights and responsibilities of each party.

POLICY

Hattie Larlham shall provide an avenue for persons and affiliates to voice concerns, challenges, complaints and grievances. Hattie Larlham’s goal is to encourage open communication between persons and affiliates and staff. Each Hattie Larlham employee should assume the responsibility of actively listening to a person’s/affiliate’s concerns, challenges, complaints or grievances that lie within their area of responsibility. When an employee is not able to reach a solution, he/she should assume the responsibility of referring the issue to his/her immediate supervisor. If a satisfactory resolution is not achieved by the immediate supervisor, the supervisor is responsible for referring the issue to the next level.

Informal guidelines or the Formal Complaints and Grievance Procedures may be used.

INFORMAL GUIDELINES FOR RESOLVING CONCERNS AND COMPLAINTS:

- Talk with the right person. Start the process by speaking with the staff directly, a manager or person’s point worker (i.e., Job Coach, Service Coordinator Program Coordinator). These persons may be able to help solve the concern immediately in an acceptable manner. If they cannot resolve the concern, they can assist with the steps written in the Formal Complaints and Grievance Procedures
- Review the concern/complaint at the time it occurs. Waiting too long to talk with the right person can make it harder to provide a resolution to the concern/complaint.
- State the concern/complaint in specific terms and one issue at a time. Try to provide dates, involved persons, what happened or did not happen, and what outcome is wanted for the future.

Following the above guidelines will help Hattie Larlham provide optimal services. The above guidelines will not interfere with the right to request a formal resolution of Concerns, Complaints or Grievance process.

Upon commencement of services and at least annually, Hattie Larlham will provide written notification of the Formal Complaints and Grievance procedures to the person served/legal guardian through the annual rights review.

Timelines at any step in the process may be extended if agreed to by all participating parties. Hattie Larlham shall at all times maintain confidentiality concerning all involved parties, information, and nature of the concern/complaint unless the person/affiliate authorizes in writing the release of such information.

ADDITIONAL ASSISTANCE CAN BE OBTAINED AT:

Ohio Department of Developmental Disabilities (DODD): 614-466-7508; dodd.ohio.gov
Disability Rights Ohio: 1-800-282-9181 www.disabilityrightsohio.org

Persons and affiliates may also voice concerns/complaints with the Hattie Larlham Compliance Officer at 330-840-6835, or they may call the confidential Compliance Hotline at 1-866-816-7096.

***SEE ATTACHED FORMAL COMPLAINTS AND GRIEVANCE PROCEDURES**

Supports: Rights of Persons Served Policy; Hattie Larlham Human Rights Committees Policy; Staff Treatment of Persons Served Policy; Quality of Services Policy; Behavior Support Policy
Authority: CARF; CHAP
Effective Date:
Dates of Revision: 10/21/14; 9/19/16; 6/12/17
Reviewers: Vice President, Quality Improvement and Compliance; Chief Executive Officer; Board Executive Committee; Care Group Board



FORMAL COMPLAINTS AND GRIEVANCE PROCEDURES

Persons-served by Hattie Larlham and persons seeking services from Hattie Larlham or anyone acting on their behalf have the right to file a formal complaint or a grievance on matters affecting care or services provided. The formal complaint and grievance process is intended for use when less formal means of review have not resulted in an equitable resolution for all parties involved.

Definitions:

Formal Complaint - expressing that you are you are unhappy or unsatisfied with something. Examples might include: complaints about services, treatment or care that a person is receiving.

Grievance - grievances are more serious than complaints. Examples of grievances might include: a violation of a person's right(s) or when a previous complaint has been filed and the problem continues to persist.

Steps to follow if you or someone acting on your behalf would like to file a formal complaint or grievance with Hattie Larlham:

1. You may inform any of the following Hattie Larlham personnel either in person or by telephone that you wish to file a formal complaint or grievance:
 - The Hattie Larlham staff person who provides services to you
 - The supervisor of the staff person who provides services to you
 - The Program Director of the agency that the person is receiving services from
 - The Hattie Larlham Vice President of the agency that the person is receiving services from
 - The Hattie Larlham Compliance Officer - at #330-840-6835
2. You may also choose to complete the form attached to this document (called the "Complaint/Grievance Form") in addition to, or instead of, verbally filing a formal complaint or grievance.
3. If completing a Complaint/Grievance Form, please place the completed form in a sealed envelope and give this to the staff person you are working with, or give this to his/her supervisor. If you are not comfortable giving the completed form to the staff person you are working with or to his/her supervisor, you may mail the completed form to:

Hattie Larlham
Attention: Compliance Officer
9772 Diagonal Road
Mantua, Ohio 44255
4. If leaving a voicemail with any of the aforementioned persons or if submitting a Complaint/Grievance form, you will be contacted by telephone by the Vice President or by the Compliance Officer within two (2) business days of receipt of your voicemail message or receipt of the completed Complaint/Grievance Form so they can obtain additional information from you.

5. Efforts will be made to resolve the complaint/grievance speedily and fairly through investigation, discussion and problem solving.
6. You will receive a written resolution to your formal complaint or grievance within ten (10) business days of initial verbal contact with the Vice President or Compliance Officer.
7. If you have allegations that you wish to report anonymously, you may call the Hattie Larlham Compliance Hotline at 1-866-816-7096. The Hattie Larlham Compliance Hotline is available 24-hours a day, 7 days per week.
8. Other avenues or advocacy for reporting formal complaints, grievances as well as reporting allegations of neglect, abuse, misappropriation, exploitation, or rights violations include:

Portage County Board of Developmental Disabilities: 1-330-297-6209

Cuyahoga County Board of Developmental Disabilities: 1-216-241-8230

Summit County Developmental Disabilities Board: 1-330-634-8000

Stark County Board of Developmental Disabilities: 1-330-477-5200

Franklin County Board of Developmental Disabilities: 1-614-475-6440

Delaware County Board of Developmental Disabilities: 1-740-201-3600

Ohio Department of Developmental Disabilities: 1-800-617-6733

Disability Rights Ohio: 1-800-282-9181

Note: For telephone numbers of County Boards of Developmental Disabilities not listed, please call the Ohio Association of County Boards at 1-614-431-0616 or call the Ohio Department of Developmental Disabilities at 1-800-617-6733 to obtain the specific telephone number you wish to seek.

No Retaliation

Hattie Larlham will not take retaliatory or punitive action against any individual, including persons served by Hattie Larlham or persons seeking services from Hattie Larlham, who files a complaint or grievance for a person served or for a person seeking services from Hattie Larlham. Any allegation of retaliation or allegation of barriers to services as a result of filing a complaint or grievance should be reported to the Hattie Larlham Compliance Officer or to the Vice President of the Hattie Larlham agency so that an investigation with a written resolution can be executed.

Rights and Responsibilities of Each Party

- Persons served by Hattie Larlham are afforded the rights delineated in the Hattie Larlham "Rights of Persons Served" policy, which includes Ohio Revised Code 5123.62: Rights of Persons with a Developmental Disability and the rights outlined in the Commission for Rehabilitation Facilities (CARF) standards.
- Persons seeking services from Hattie Larlham are afforded the rights delineated in Ohio Revised Code 5123.62: Rights of Persons with a Developmental Disability.
- Individuals filing a complaint or grievance on behalf of a person served by Hattie Larlham or on behalf of a person seeking services from Hattie Larlham may file a complaint or grievance at any time without retaliation and without barriers to services provided by Hattie Larlham – as a result of the filed complaint/grievance.
- Hattie Larlham employees who are the recipients of complaints or grievances are responsible for following the procedures written in this policy and procedure.



TITLE

VI

United Disability Services

I. <u>Policy Title:</u> Legal Policy	<u>Category & Number:</u> General Administration #107
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II. Policy

It is the policy of United Disability Services to conform to all legal requirements and regulations of all governmental authorities and legally authorized agencies under whose authority it operates.

The following are the legal requirements that are applicable to United Disability Services and the agency's mechanisms for conforming to the requirements:

- A. American's With Disabilities Act
 - 1. Accessibility Policy
 - 2. Accessibility Plan
 - 3. Affirmative Action Plan and Policies
- B. Section 504 of the Rehabilitation Act of 1973
 - 1. Accessibility Plan
 - 2. Affirmative Action Plan and Policies
- C. Omnibus Budget Reconciliation Act of 1981 (OBRA)
 - 1. Affirmative Action Plan and Policies
- D. Age Discrimination Act of 1975
 - 1. Affirmative Action Plan and Policies
- E. Title VII of the Civil Rights Act of 1964, as amended
 - 1. Affirmative Action Plan and Policies
 - 2. EEO Policies and Procedures
 - 3. Personnel Policies and Procedures
- F. Title VI of the Civil Rights Act of 1964
 - 1. Accessibility Policy #103
 - 2. Rights and Responsibilities Policy #310
- G. OSHA
 - 1. Bloodborne Pathogens Plan and Procedures
- H. Fair Labor Standards Act
 - 1. Personnel Policies and Procedures
 - 2. Wage and Hour Certification

- I. Family and Medical Leave Act
 - 1. Family and Medical Leave Policy and Procedures

- J. Senate Bill 38
 - 1. Criminal Records Check/Fingerprinting Personnel Procedures

- K. Drug Free Workplace Act of 1988
 - 1. Personnel Policy

- L. United States Department of Labor, Wage and Hour Division
 - 1. Prevailing Wage Analysis
 - 2. Wage and Hour Certificate

- M. Omnibus Budget Reconciliation Act of 1993
 - 1. Substantiation of Contributions
 - 2. Disclosure of Quid Pro Quo Contributions

- N. Medicaid

The organization will comply with all other local, state or federal requirements applicable to the organization.



 President/CEO's Signature

7/31/18

 Date

Date Reviewed	Date Revised	Reviewer's Signature
_____	10/23/97	_____
_____	12/17/94	_____
_____	10/17/01	_____
8-23-12	_____	_____
8/19/15	_____	_____
_____	7/12/18	_____

Notifying the Public of Rights Under Title VI



- United Disability Services operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with United Disability Services.
- For more information on United Disability Services' civil rights program and the procedures to file a complaint, contact 330-762-9755, email info@udsakron.org; or visit our administrative office at 701 S. Main St., Akron, OH 44311. For more information, visit www.udsakron.org.
- For transportation related Title VI matters, a complainant may file a complaint directly with the Ohio Department of Transportation by filing a complaint with the Office of Equal Opportunity, Attention: Title VI Coordinator, 1980 West Broad St., Columbus, OH 43223.
- For transportation related Title VI matters, a complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- If information is needed in another language, contact 330-762-9755.



NOTIFYING THE PUBLIC OF RIGHTS UNDER TITLE IV

- United Disability Services operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with United Disability Services.
- For more information on United Disability Services' equal rights program and the procedures to file a complaint, contact 330-762-9755, email info@usaskron.org, or visit our administrative office at 701 S. Main St., Akron, OH 44311. For more information, visit www.usaskron.org.
- For transportation related Title VI matters, a complainant may file a complaint directly with the Ohio Department of Transportation by filing a complaint with the Office of Equal Opportunity Attention: Title VI Coordinator, 1980 West Broad St., Columbus, OH 43223. For transportation related Title VI matters, a complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor, U.S. 1200 New Jersey Ave. SE, Washington, DC 20590.
- If information is needed in another language, contact 330-762-9755.

Title VI Complaint Process and Complaint Form

KALEIDOSCOPE Stories that challenge and overcome stereotypes about disabilities. [Learn More >](#)

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Enter your email address to sign up for our eNewsletter!

UNITED DISABILITY SERVICES

701 South Main Street
Akron, Ohio 44311-1019

330-762-9755

Notifying the Public of Rights Under Title VI



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- For transportation related Title VI matters, a complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor- TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- If information is needed in another language, contact 330-762-9755.



Title VI Public Notice Locations

- Posted within all vehicles
- Posted on our website – www.udsakron.org
- Lobby 701 S. Main Street, Akron, OH
- Lobby 1275 Sweitzer Ave., Akron, OH
- Lobby 1010 West Main St., Kent, OH
- Lobby 10735 Ravenna Rd., Twinsburg, OH



Complaint Process and Complaint Form

United Disability Services Statement:

United Disability Services, (UDS), is committed to offering safe, dependable, high quality customer focused programs and services. UDS operates its programs and services without regard to race, color, religion, sex, disability or national origin. Under Title VI of the Civil Rights Act, we will not discriminate based on race, color or national origin.

Complaint Process/Instructions:

If you feel that you have a complaint regarding any programs or services offered by UDS, or feel that you have been discriminated against, you have the right to file a complaint for review with United Disability Services. **For Title VI discrimination complaints, please also complete pages 2-3.**

To submit a complaint, please complete this form and return it in person or by mail to: **United Disability Services, 701 S. Main St. Akron, OH 44311.**

1. Full Name (Complainant):

2. Phone (with area code), email address:

3. Home Address (Street #, City, State, Zip Code):

4. What is the nature of the complaint/incident. If more space is needed, please use the back of this form:

5. Specific location where the complaint/incident took place:

6. Date of complaint/incident (or date range, if it took place over a period of time):

7. Please sign below. You may attach any written or other information to your complaint that you think is relevant.

Signature

Date

12. Please list below any person(s) we may contact for additional information to support or clarify your complaint, along with their contact information:

13. Have you filed this complaint with any federal, state or local agency, or with any federal or state court? Yes No

If yes, give the approximate date and check all that apply: Date: _____

Federal Agency Federal Court State Agency State Court Local Agency

Please provide the name and phone number of the contact person at the agency or court where the complaint was filed:

14. **For Title VI complaints**, please sign below. You may attach any written or other information to your complaint that you think is relevant.

Signature

Date

United Disability Services

I. <u>Policy Title:</u> Rights & Responsibilities	<u>Category And Number:</u> Consumer Services #310
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II. Policy

- A. United Disability Services affirms, through its policies and procedures, the fact that individuals with disabilities, and their families, are entitled to the same human and civil rights enjoyed by other citizens and will not discriminate against those rights. Further, these rights must not be limited or modified without due process and only to the extent made necessary by the individual's disability, and only for periods of time that are necessary and appropriate. Consumers should be assisted to help understand their rights and represent their own interest to the fullest extent possible; and where necessary, advocates shall be available to help those consumers who are unable to represent themselves.
- B. Individuals with intellectual and development disabilities who have not been legally determined to be incompetent, have the right to decide whether their families shall be involved in the program planning and implementation activities.
- C. Consumer Rights: United Disability Services shall respect, advocate for and shall not interfere with the exercise of the following consumer rights as established in Section 5123.62 of the ORC:
1. The right to be treated at all times with courtesy and respect and with full recognition of their dignity and individuality.
 2. The right to an appropriate, safe, and sanitary living environment that complies with local, state, and federal standards and recognizes the person's need for privacy and independence.
 3. The right to food adequate to meet accepted standards of nutrition.
 4. The right to practice the religion of their choice or to abstain from the practice of religion.
 5. The right of timely access to appropriate medical or dental treatment.
 6. The right of access to necessary ancillary services including, but not limited to, occupational therapy, physical therapy, speech therapy, and behavior modification and other psychological services.
 7. The right to receive appropriate care and treatment in the least intrusive manner.
 8. The right to privacy, including both periods of privacy and places of privacy.
 9. The right to communicate freely with persons of their choice in any reasonable manner they choose.
 10. The right to ownership and use of personal possessions so as to maintain individuality and personal dignity.
 11. The right to social interaction with members of either sex.
 12. The right of access to opportunities that enable individuals to develop their full human potential.
 13. The right to pursue vocational opportunities that will promote and enhance economic independence.
 14. The right to be treated equally as citizens under the law.
 15. The right to be free from emotional, psychological, and physical abuse.

reviewed by the consumer's ISP team when warranted, but at least annually.

7. The consumer's ISP team shall restore a right that has been denied when circumstances justify its restoration.

C. **Appeal Procedure to the Modification of Consumer Right(s)**: Opportunity is provided for appeal concerning modification of a consumer's rights through the due process procedures outlined as follows:

STEP ONE: The Consumer or his/her representative shall request an informal discussion of the problem with the Program Supervisor/Director within five (5) working days of the occurrence giving rise to the complaint. The meeting shall be scheduled within five (5) working days following the request from the consumer. The Program Supervisor/Director shall respond to the complaint no later than five (5) working days following the meeting.

STEP TWO: In the event that the matter has not been resolved to the consumer's satisfaction, the consumer may prepare a written statement of the complaint for submission to the President/CEO within seven (7) working days after receipt of the decision from the Program. The President/CEO will conduct a meeting with the consumer, his/her representatives and any other interested parties at the invitation of either the consumer or President/CEO within seven (7) working days after the receipt of the formal request and appeal.

At the conference, the President/CEO shall review the circumstances of the dispute and provide an opportunity to the party initiating the appeal to present reasons why the decision should be reconsidered. The President/CEO shall forward a written decision, including an explanation of the reasons for the decision, to the consumer within seven (7) working days following the conference.

STEP THREE: If issues remain unresolved upon completion of the due process procedures, the consumer may contact their funding/plan coordinator to discuss ongoing dissatisfaction. The team process may coincide with the steps above working towards resolution, mediation or assistance for individual in understanding the agency decision and alternative actions.

D. United Disability Services documents its investigations of alleged violations of consumer's rights and of the actions taken to intervene in such situations.

E. **Complaint Procedure:** Disagreement with United Disability Services' decisions and complaint procedures that do not allege violations of consumer rights can be appealed through United Disability Services' Complaint Procedure STEPS, outlined below.

For transportation related Title VI matters, complainants may also file directly with Metro RTA, 416 Kenmore Boulevard, Akron, OH 44301 or the Federal Transit Administration Office of Civil Rights, Attention: Title VI Program Coordinator, 1980 West Broad St., Columbus, OH 43223

Fair and prompt consideration will be given to the adjustment of misunderstanding and complaints on the part of consumers. Direct conflict resolution at the program level is encouraged and most effective. For the majority of agency consumers, the ISP team process is also used to assist with the resolution of dissatisfaction and mediate concerns related to program participation. Should these issues go unresolved through the team process, the consumer is encouraged to utilize the agency complaint process.

A program representative can assist the individual in understanding and utilizing the complaint procedure and complaint form. Part of that process is communicating to the individual that this process is within their rights and will not result in any retaliation on the part of the agency or impact agreed upon service delivery.

Should differences or questions occur involving any decision regarding the consumer's programming, the individual consumer, his/her parent or legal guardian shall use the United Disability Services complaint procedure and complaint form as a means of questioning the decision. All decisions regarding an individual's initial or

continued enrollment in an agency program are also subject to the same procedure.

STEP ONE: The Consumer or his/her representative shall request an informal discussion of the problem with the Program Supervisor/Director within five (5) working days of the occurrence giving rise to the complaint. The meeting shall be scheduled within five (5) working days following the request from the consumer. The Program Supervisor/Director shall respond to the complaint no later than five (5) working days following the meeting.

STEP TWO: In the event that the matter has not been resolved to the consumer's satisfaction, the consumer may prepare a written statement of the complaint or complete the complaint form, for submission to the President/CEO within seven (7) working days after receipt of the decision from the Program. The President/CEO will conduct a meeting with the consumer, his/her representatives and any other interested parties, including non- biased sources, at the invitation of either the consumer or President/CEO within seven (7) working days after the receipt of the formal request and appeal.

At the conference, the President/CEO shall review the circumstances of the dispute and provide an opportunity to the party initiating the appeal to present reasons why the decision should be reconsidered. The President/CEO shall forward a written decision, including an explanation of the reasons for the decision, to the consumer within seven (7) working days following the conference.

STEP THREE: If issues remain unresolved upon completion of the due process procedures, the consumer may contact their funding/plan coordinator to discuss ongoing dissatisfaction.

Once all of the steps have been completed, the decision of the President/CEO is final and binding.

- F. When a consumer attains the age of majority or is otherwise emancipated, the individual/team will review the ISP and document that the exercise of the consumer's civil and legal rights has been taken into account.

The determination of legal incompetence is separate from the determination of the individual's need for day services. Admission to a day program does not automatically imply legal incompetence.

- G. Program staff, working in accordance with the consumer's ISP team, will assist the consumers and their families in determining and obtaining financial benefits (public or private) for which consumers are eligible. Agency staff is mandated to protect and report any misappropriation or exploitation of a person's property, finances or resources according to policy #312 and Ohio Administrative Code.
- H. The ISP records opinions (of the consumer and everyone else present) that concern the processes and structures that affect the consumer.
- I. Consumers or their legal guardian will sign a form documenting their informed consent to participate in the programs of United Disability Services (Form #51).



President/CEO Signature

7/12/18

Date

Date Reviewed

Date Revised

Reviewer's Signature

1/26/98 (original)

	10/14/05	
	10-15-10	
	10-3-12	
8/26/15	3/26/15	
	7/12/18	



LIST OF TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS

Period: January 1, 2012 - June 2018

TYPE: SPECIFY INVESTIGATION, LAWSUIT OR COMPLAINT	DATE (month, date, Year)	SUMMARY (includes basis of complaint: race, color, national origin)	STATUS	ACTION(S) TAKEN
investigations		NONE.		
lawsuits		NONE		
complaints		None		

UNITED DISABILITY SERVICES

I. <u>POLICY TITLE</u>	<u>CATEGORY AND NUMBER</u>
Consumer Input System	Consumer Services #341

II. POLICY

- A. United Disability Services is committed to the fullest participation possible of the individuals we serve in their program planning, design and implementation. Individuals served will be provided the opportunity to shape their individual program plan as well as the opportunity to provide comments, suggestions and concerns regarding agency operations.

In addition, we endeavor to provide meaningful opportunities for the public to assist staff in identifying social, economic and environmental impacts of proposed organizational decisions. This includes input from low-income, minority and limited English proficient populations (LEP). The public participation process is an important means of engaging minority and LEP populations as well as the general public. Our organization will collaborate with community based organizations, educational institutions and other organizations to implement public engagement strategies that reach out to members of affected minority and/or LEP communities. These efforts include public meetings, public hearings, surveys and public comment cards.

- B. United Disability Services shall promote meaningful input from individuals served in all of its program areas.
- C. Consumers will be given the opportunity to provide input through a variety of means on a regular and ongoing basis.
- D. Information generated by the consumer input system shall be utilized by the decision-makers of United Disability Services to promote the ongoing, continuous improvement of consumer services.

III. PROCEDURES

A. ADULT SERVICES DAY PROGRAMS

Each program component uses a variety of methods to facilitate input from the individuals they serve. These venues are meant to create opportunities for consumers to voice concerns, ideas, advocate and self-direct the decisions that impact their program life.

1. A *Satisfaction Survey* is completed annually by all active consumers at the time of their annual Individual Service Plan review. Issues with program satisfaction are followed up on by program supervision. Results of the surveys are communicated back to program staff on a regular basis and annual program results are compiled and provided to the Program Manager. Department leadership reviews data for inclusion in the organization's Program Evaluation System. Satisfaction with the program services is also surveyed at the time of discharge.

2. *Consumer Meetings and Committees:*

- a. The *Speak Out! Committee* is comprised persons who participate in vocational services. This group meets monthly with a program designee to discuss concerns, make suggestions, and present issues identified at the meetings. This group also selects a work topic, skill or occupation that they want to learn more about. This is a venue to learn and demonstrate advocacy skills, leadership, and self-determination. The Program Supervisor is responsible for responding to information presented and for discussing recommendations with the Adult Services leadership team.
 - b. *SociAbilities Participant Input Meetings* are held in small groups on a monthly basis. The staff facilitate the meetings and engage individuals in generating activity ideas including interests in the community. This consumer input that will be used in the next month's planning process. Input ideas are forwarded onto the Educational Specialist and Community Coordinator who incorporates those ideas into upcoming activity calendars.
 - c. *BraVo Team Meetings* are held at least twice a month with program volunteers. Input is generated on volunteer assignments, appreciation/incentives, team problem solving, responsibilities and suggestions. The purpose of these meeting is to provide opportunities for volunteers to self-govern the program.
 - d. *BraVo* meetings are held after volunteer assignments to discuss input on the assignment. Volunteers complete the *Volunteer Assignment Assessment* to determine if the assignment is appropriate for the group. This assessment additionally provides the volunteers the opportunity to strategize on how to improve activity at a certain location.
3. Consumers, parents or guardians are actively guiding the design, implementation and ongoing revisions of individual plans using a person centered planning process.

B. COMMUNITY EMPLOYMENT

1. A *Satisfaction Survey* is completed by participants upon completion of each service and exit from program. Results are compiled and reported in department outcome measurement reports and are discussed by department staff for quality improvement.

C. DEPARTMENT OF RESPITE & COMMUNITY SERVICES

Client input is an integral part of the Community Living Services Program. In addition to the client-centered focus inherent in the individual plan process. Community Living Services encourages the use of the following tools to ensure that client input is reviewed and addressed on a regular basis, and in a reasonable manner:

1. **Complaint Log.** Staff will be responsible for keeping a log of concerns, issues and complaints which are initiated by the clients, guardians, family members, stakeholders (e.g. Service Support Administrators, Case Managers). A single log will cover issues for that Staff's assigned case load.
 - a. The Complaint Log will include the name of the individual with the concern, the date, a brief summary of the concern/complaint, and the follow-up for resolving the concern/complaint.

- b. On a monthly basis, the Staff will submit these Complaint Logs to the Director of Respite and Community Living Services for review. The Program Director will look for trends and patterns within and across the program areas.
 - c. Information from these Complaint Log Reviews will be shared at monthly staff meetings to indicate areas that require improvement for service delivery.
 - d. An annual summary of complaints, trends and patterns, and program resolution/response will be prepared and submitted to the President/CEO for review.
 - e. Annual collection of this information will be used for program development, departmental planning sessions, and program performance improvement.
2. **Satisfaction Surveys.** Satisfaction Surveys are submitted to each client or guardian or members of the ISP Team each year. These individuals are encouraged to use these surveys to communicate satisfaction and dissatisfaction with the program services.
 3. **United Disability Services Complaint Procedure.** For issues which cannot be resolved through the routine program systems, the Complaint Procedure is discussed with the client, guardian or other advocate.

 President/CEO's Signature	8/1/18 Date
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Date Reviewed	Date Revised	Reviewer's Signature
1/27/98 (original date)		
	9/29/03	
	8/17/04	
10-5-12	10-5-12	
8/27/15	8/27/15	
	8/1/18	

United Disability Services

I. <u>Policy Title:</u> Accessibility Policy & Plan	<u>Category And Number:</u> General Administration #103
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II. Policy

United Disability Services is committed to promoting the total inclusion of people with disabilities in the community. We facilitate this by serving as a resource for public and private organizations to assess and minimize barriers which people with disabilities may encounter at those locations. The organization is further committed to ensuring all programs and services are accessible in every way. United Disability Services promotes the hiring of people with disabilities, and will make any reasonable accommodation to facilitate this goal.

The leadership of United Disability Services believes that our organization has evolved over the past 65 years into a sophisticated advocacy organization where accessibility awareness and the removal of a variety of barriers which may be encountered by a person with a disability. A variety of programs and procedures have become institutionalized within UDS and have become an integral part of the fabric of the organization.

III. Plan

Architectural

All locations that are leased or owned by United Disability Services are barrier-free. UDS maintains an active health and safety program. Routine inspections of all facilities for health, safety and accessibility are performed by the organization's maintenance staff. Directors and program managers are charged with the responsibility for ensuring all work environments are maintained in a safe manner and that all accessibility issues are identified and addressed.

- Internal inspections of all facilities are completed **quarterly** using the Facility Safety Checklist documenting any concerns and how they were addressed.
- External source inspections of all facilities are done **annually** by local fire department inspectors.
- Community Employment staff complete worksite assessments **prior to service delivery** to ensure the physical environment is accessible for individual service. Worksite assessments are documented and filed in the department.

Environmental

UDS provides training to Naturalists from Summit County Metro Parks in their efforts to improve the park experience for individuals with disabilities. UDS also continues to perform an annual review of the trails associated with "Spree for All", an annual hiking program promoting full inclusion of people with disabilities and the elderly. UDS also continues to serve as a resource for local businesses in the identification and remediation of environmental barriers.

Assure the local park system is accessible through a community partnership.

- Provide at least 1 training to park naturalists by Sept 30, 2019.
- Provide consumer lead trail testing by September 30, 2019.

Attitudinal Barriers

United Disability Services is committed to minimizing the barriers encountered by people with disabilities as they live, learn and work in the community. As insurmountable as architectural barriers are when encountered by people with physical disabilities, attitudinal barriers are much more difficult to identify and overcome. United Disability Services has created numerous community awareness initiatives, all of which may contribute to the mitigation of attitudinal barriers

BRAVO, a volunteer program for people with disabilities continued to assist local nonprofits in the achievement of their missions. The public continues to recognize the value of people with disabilities by witnessing the work of this energetic volunteer organization.

- BraVo targets participation with 12 non-profit organizations by end of 2019.
- BraVo targets 1300 hours of volunteer hours annually.

Language and Communication Barriers

United Disability Services attempts to minimize communication barriers encountered by people with disabilities.

UDS will continue to contract with Greenleaf Family Services of Summit County and the International Institute for the provision of interpreting services when completing intakes, providing services for, holding staffing meetings and other public participation events involving individuals with hearing impairments and foreign language barriers. UDS in conjunction with METRO Regional Transit Authority's Language Assistance Plan will provide additional services to meet the requirements of providing language assistance to persons with limited English proficiencies.

Manuals and educational materials are available in a format that is understandable by the population served by the organization. Should the need for specialized presentation of printed materials be identified, the organization will make every effort to meet the needs of the individual to be served.

- The Toy & Resource Center has expanded the availability of Braille books for children who are blind or visually impaired. UDS will seek to expand the resources in this area by seeking grant funding of \$1000 by the end of fiscal year 2019.
- UDS will expand the services of the LOW VISION CLINIC. Providing assistance to people with visual impairments enables individuals to live, learn and work in their communities. Number of patients for 2019 will be 350. Two new group training programs will impact 15% of patients served.

Transportation Barriers

United Disability Services, in collaboration with other providers, will continue to identify, address and meet the growing transportation needs of people with disabilities.

- UDS will provide services to 10 or more individuals needing transportation to their community integrated employment site annually.

Financial Barriers

The Jill Marsey Fund was established in honor of a former employee. Fund policies indicate that the interest accumulated in this account will be used exclusively to assist individuals with disabilities who may not have the resources to participate in social and recreational activities in the community. A request for funding is made by UDS staff to the Development Director who determines the appropriateness of the request and makes a final recommendation for using the funds

- UDS will provide 20 sports scholarships to individuals participating in All Star Training Club programs annually.

Community Integration Barriers

UDS firmly believes in the principles of community integration and all programs are designed to assist participants in reaching their optimal level of community participation.

- Day service programs will take 1300 trips annually for the purpose of community connection and exploration.

Employment Barriers

UDS seeks to minimize employment barriers facing people with disabilities.

- CEO will identify 4 employers who have hired a person with a disability and partner with the employer for opportunities to promote awareness and employment of persons with disabilities via presentations to civic groups and/or visits to prospective employers by the end of fiscal year 2019.



President/CEO's Signature

9/20/18

Date



Board of Directors Membership Table

Body	White	African American	Hispanic
Board of Directors	90%	5%	5%

BOARD MEMBER SELECTION PROCESS

Annually the Governance Committee is charged with the responsibility of identifying candidates for officer positions and for new board members to fill vacancies. The Governance committee meets with the President/CEO to determine the skills and qualities needed on the board. Consideration is given to the skills necessary for the board to fulfill their fiduciary and governing responsibilities. Care is taken to ensure that the board is representative of the Summit County area. The participation of minorities on the board and its committees is encouraged. It is also important that the board maintain representation of parents of or persons with disabilities. Candidates are expected to be upstanding citizens in the community and possess skills that will assist the board in leading the organization. All board members are to be independent with no expectation of personal gain as a result of serving on the board of trustees.

Individuals identified as potential board members are contacted by a member of the Governance Committee to determine their interest in serving on the UDS Board of Directors. Those expressing interest are given information regarding board member responsibilities and commitment.

UNITED DISABILITY SERVICES

I. <u>Policy Title:</u> Policy On Leadership	<u>Category And Number:</u> General Administration #101
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II. POLICY:

A. United Disability Services will provide strong and effective leadership for the organization to achieve its stated purpose. The Board of Directors and the UDS management team will work in concert to respond to emerging community needs and direct the resources of the organization to efficiently and effectively address those needs.

As documentary evidence of its source of operating authority, United Disability Services shall have its: Articles of Incorporation, bylaws and its state license(s), maintained, as required by law.

B. The Board of Directors of United Disability Services shall:

- exercise general direction over the affairs of United Disability Services, in accordance with the United Disability Services By Laws,
- provide for the administration of United Disability Services by an President/CEO to implement its policies,
- approve an annual operating budget,
- periodically review its By Laws, Articles of Incorporation and Personnel Policies,
- approve initiation, expansion or modification of United Disability Services' goals and objectives based upon community needs and United Disability Services' ability to address these needs,
- include a broad representation of interested citizens, consumers and relevantly qualified professionals presumed to be free of conflicts of interest and,
- encourages the participation of minorities on its board, and committees.

C. United Disability Services' Board of Directors shall establish a job description for the position of President/CEO, including appropriate qualifications of education, experience, and skills.

1. United Disability Services' President/CEO shall:

- a. have administrative and leadership ability, and an understanding of developmental disabilities,
- b. have training and experience in the administration of human services,
- c. participate in continuing management training activities appropriate to his/her responsibilities, and
- d. be required to have had training in a specific professional discipline that is relevant to United Disability Services' programs,
- e. be listed in DODD provider compliance website and have approved certification (OHRC 5123.2-2-01).

2. The Chairperson and Officers of the Board of Directors shall annually evaluate the performance of the President/CEO, with the results being communicated to that person.

D. The President/CEO shall administer the work of the Board of Directors, subject to the policies of the Board, and be present (or his/her designee) at all meetings of the Board and its standing committees except when his/her professional status is being considered. The President/CEO shall be responsible for the general administration of United Disability Services, to include but not be limited to:

1. Programs and services,
2. Budget, finances and funding,
3. Personnel and personnel practices,
4. Independent contractors,
5. Relationships with funding sources, and
6. Community relations.

E. The President/CEO shall designate a person to act for him/her in his/her absence.

1. The qualifications required for the position of Vice President of Program Services shall conform to those stated herein for United Disability Services' President/CEO and include a baccalaureate degree. The Vice President of Program Services shall also have three years of experience in a responsible and relevant administrative position or have completed formal graduate education in health or human services. During operating hours, in the absence of the President/CEO, the Vice President of Program Services shall have the authority for the supervision of United Disability Services.

F. United Disability Services shall administer and operate in accordance with effective management principles.

1. United Disability Services shall have a current Table of Organization that shows the governance and administration pattern of United Disability Services and is appropriate to the program needs of the individuals served.
2. United Disability Services' organization shall provide for the delegation of administrative authority and responsibility among qualified members of staff, in order to distribute the administrative load of United Disability Services and to facilitate its operating efficiency.
3. United Disability Services shall provide for effective channels of communication.
4. United Disability Services shall engage in multi-year planning that develops organizational goals and objectives based upon community needs, consumer satisfaction data and outcome information.

G. Program and department directors shall administer their programs/departments in accordance with United Disability Services policies and procedures.

1. All program and department directors shall have direct access to the President/CEO or his/her designee.
2. Program Directors and department directors shall have input into the process leading to decisions affecting their programs/departments (e.g., setting goals and objectives, employee selection, program development, in-service training).
3. Program Directors and department directors shall make provisions for the safety of their staff and the persons served under their supervision.

H. United Disability Services shall provide for effective participation of and communication with, staff and individuals served.

I. United Disability Services shall use various forms of communication to foster understanding among staff, among individuals served, between staff and individuals and their families served, and between United Disability Services, family and community.

J. United Disability Services shall have a policy manual that describes the current methods, forms and processes that are utilized to achieve its goals and objectives. These policies and procedures shall be:

1. consistent with the needs of the individuals served by United Disability Services,
2. consistent with United Disability Services' philosophy and objectives,

3. consistent with currently accepted theories, principles, goals,
 4. consistent with resources available,
 5. prepared by relevant personnel,
 6. reviewed yearly by relevant personnel,
 7. in compliance with applicable laws and regulations, and
 8. available to, and adhered to, by all concerned.
- K. United Disability Services shall implement a plan for a continuing review of management structure and effectiveness. This review shall address:
1. Implementation of United Disability Services' stated policies and procedures.
 2. Compliance of United Disability Services' policies and procedures with applicable laws and regulations.
- L. Services/programs operated by United Disability Services shall be organized to:
1. focus on meeting the needs of the individuals served,
 2. assure individuals served freedom of movement from one level of achievement to another within United Disability Services, and from United Disability Services to other services, and
 3. obtain, maintain and post licensure, certification and approval as required by the state.
- M. United Disability Services' fund raising activities shall comply with local and state laws, affiliation agreements and established ethical standards for fund raising.

III. PROCEDURES

- A. The President/CEO designates the Vice President of Program Services to act for him/her and supervise United Disability Services in his/her absence.
- B. In the event of an emergency, the appropriate policy(ies), in the Policy Manual, shall be followed. Such policies and procedures include, but are not limited to:
1. Policy on Health & Safety: General Policy #140.
 2. Consumer Abuse/Neglect: General Policy #200.
 3. Reporting Abuse and Neglect: General Policy #312.
 4. Medical Emergencies: Injury/Accident/Seizures: General Policy #319.
 5. Early Detection of Communicable Disease/Illness: General Policy #320.
 6. Behavior Support: General Policy #325.
 7. Transportation Techniques for Behavior Management & Crisis Behavior Management: General Policy #328.
- C. United Disability Services' Table of Organization shall:
1. Show the major operating programs of United Disability Services with staff divisions, the administrative personnel in charge of the programs and divisions, and their lines of authority, responsibility and communication.
 2. Be reviewed annually by the President/CEO with changes made, as needed, and Board approval obtained for the changes.
- D. Coordination of United Disability Services activities and policies of the administration and programs shall be achieved through meetings of the President/CEO, Vice President of Program Services, CFO and Program Directors.
1. Minutes shall be taken and a file maintained.
 2. Distribution of summaries of the minutes shall be made to all participants.

- E. The President/CEO is responsible for submitting an agency-wide plan to the Board of Directors. The President/CEO shall also follow this same procedure for multi-year planning at appropriate intervals of time.
- F. United Disability Services utilizes staff with more training and ability to supervise and teach those with less training and ability.
- G. Problems requiring ongoing decision-making regarding individuals served shall be resolved through the Interdisciplinary Team (IDT) process.
- H. Orientation for "new" administrative support personnel shall include, but not be limited to, information on United Disability Services' purpose, services and the individuals it serves, including basic information on developmental disabilities.
- I. Effective participation and communication with staff and individuals served shall be provided through:
 - 1. regularly scheduled staff meetings.
 - 2. standing committees (e.g., Safety, Human Rights/Research).
 - 3. involvement of direct contact staff on appropriate committees.
 - 4. participation of individuals served on appropriate committees.
 - 5. minutes and reports of staff meetings, standing and ad hoc committee meetings, including records of recommendations and their implementation that are kept and filed, and
 - 6. distribution of summaries of minutes and reports of agency staff and committee meetings to participants and other appropriate staff.
- J. The President/CEO, Vice President of Program Services, CFO and Program Directors shall review the implementation of United Disability Services' policies and procedures and their compliance with applicable laws and regulations at least every three years.
 - 1. The results of the review, and modifications/training requirements made, shall be documented in a file maintained by the President/CEO.

 President/CEO's Signature

3/1/18
 Date

Date Reviewed	Date Revised	Reviewer's Signature
3/31/87 (original date)		
4/15/88		
	9/24/91	
	2/25/93	
	12/27/94	
	10/20/97	
	10-15-10	
8/16/12	3/16/12	
8/19/15		
9/6/17	10/9/17	
	3/1/18	



Complaint Process and Complaint Form

United Disability Services Statement:

United Disability Services, (UDS), is committed to offering safe, dependable, high quality customer focused programs and services. UDS operates its programs and services without regard to race, color, religion, sex, disability or national origin. Under Title VI of the Civil Rights Act, we will not discriminate based on race, color or national origin.

Complaint Process/Instructions:

If you feel that you have a complaint regarding any programs or services offered by UDS, or feel that you have been discriminated against, you have the right to file a complaint for review with United Disability Services. **For Title VI discrimination complaints, please also complete pages 2-3.**

To submit a complaint, please complete this form and return it in person or by mail to: **United Disability Services, 701 S. Main St. Akron, OH 44311.**

1. Full Name (Complainant):

2. Phone (with area code), email address:

3. Home Address (Street #, City, State, Zip Code):

4. What is the nature of the complaint/incident. If more space is needed, please use the back of this form:

5. Specific location where the complaint/incident took place:

6. Date of complaint/incident (or date range, if it took place over a period of time):

7. Please sign below. You may attach any written or other information to your complaint that you think is relevant.

Signature

Date

12. Please list below any person(s) we may contact for additional information to support or clarify your complaint, along with their contact information:

13. Have you filed this complaint with any federal, state or local agency, or with any federal or state court? Yes No

If yes, give the approximate date and check all that apply: Date: _____

Federal Agency Federal Court State Agency State Court Local Agency

Please provide the name and phone number of the contact person at the agency or court where the complaint was filed:

14. **For Title VI complaints**, please sign below. You may attach any written or other information to your complaint that you think is relevant.

Signature

Date

ATTACHMENT I

Evaluation Procedures

**Transit System Evaluation Procedures
For the
METRO Regional Transit Authority**

August, 1999
(UMTA Grant #OH-09-0078)

Prepared by:
METRO Regional Transit Authority
416 Kenmore Boulevard
Akron, Ohio 44301

This report was prepared in cooperation with the US Department of Transportation, Urban Mass Transportation Administration, Federal Transit Administration, and the Akron Metropolitan Area

Transportation Study. The contents of this report reflect the views of METRO RTA, which is responsible for the facts and accuracy of the data presented herein. The contents do not reflect the official view and policies of the FTA and/or AMATS. The report does not constitute a standard, specification, or regulation.

INTRODUCTION

Improvements in METRO services must be planned as part of the comprehensive planned development of the urban area. In order for FTA to approve the programming of projects in the AMATS Transportation Improvement Plan (TIP), and subsequently approve project funding, a planning guidance and documentation process must be followed. Part of this process includes development of a Transportation Systems Management Plan (TSM). The TSM plan, including the TDP, must be submitted to FTA prior to submission of the TOP in order to keep the project planning support documentation current.

TRANSIT SYSTEM OBJECTIVES

The overall goal of the METRO Regional Transit Authority is to develop and maintain an effective and efficient network of public transportation services for the benefit of all residents and visitors within the Authority area. Service objectives designed to accomplish this should be consistent with service standards in the following area:

- 1.) Accessibility
 - a.) Provide regular-route public transportation service to satisfy the major travel desires of the majority of residents in the METRO service area.
 - b.) Provide supplementary services to satisfy the needs of the elderly, handicapped, and other special market groups.

- 2.) Convenience and Speed
 - a.) Provide service that is reasonable, direct, and effective in transporting passengers
 - b.) Provide service that minimizes:
 - i. Travel time by transit
 - ii. Aggregate "access time" related to walking to and from transit services
 - iii. Transferring
 - c.) Provide service that is competitive with automobile travel in terms of overall travel times and cost.
 - d.) Provide clear and readable schedules that are easily remembered by customers when headways exceed 10 minutes.

- 3.) Safety and Comfort
 - a.) Offer safe public transportation service
 - b.) Provide clean and comfortable equipment and facilities
 - c.) Provide shelters and benches for passengers at major boarding points.

- 4.) Efficiency
 - a.) Provide peak and off-peak services that make the best use of manpower, vehicles and other resources while encouraging maximum use of the entire network of public transportation.
 - b.) Minimize underutilized and/or inefficient services that are a drain on transportation resources without sufficient offsetting benefits.
 - c.) Maximize average operating speeds within the limits of safe, comfortable operation
 - d.) Minimize recovery time in relation to revenue-producing time
 - e.) Minimize operation of redundant or competitive services

- 5.) Responsiveness
 - a.) Conduct a continuing probe of opportunities for increasing ridership and service effectiveness.
 - b.) Adjust service to coincide with changes in travel desires of residents and visitors.
 - c.) Adjust services to improve METRO's competitive advantage to the private automobile.
 - d.) Develop service improvements cooperatively with the communities within the METRO Authority.

PERFORMANCE EVALUATION

A performance evaluation process is essential for improving the efficiency and effectiveness of METRO operations. This process provides a means of assessing how well METRO is meeting the goals and objectives set for the service and financial performance.

This process, in effect, establishes the framework for management policy which:

- 1.) Provides a uniform and effective basis for evaluating the relative costs, benefits, and overall performance for individual services.
- 2.) Provides a responsive and effective means for establishing new services and improvements to existing services.
- 3.) Provides a consistent basis for determining the operating responsibility for individual services and supplemental financing arrangements for these services.
- 4.) Provides a basis by which to provide sound input to AMATS for preparing and updating the TIP.

In addition, this process:

- 1.) Identifies those services which are a "drain" on METRO resources without sufficient offsetting benefits.
- 2.) Evaluates proposals for service improvements on the basis of market potential/public benefit and their impact on METRO's resources.

- 3.) Provides a mechanism for evaluating the reporting service performance to Management, an Advisory Board, or individual communities to determine the best allocation of resources.
- 4.) Provides information which can be used to identify possible experimental services.

PERFORMANCE CRITERIA AND STANDARDS

The objectives of METRO’s planning and evaluation procedure is to develop and implement service plans which are effective in improving the “quality of service” and are efficient in their use of available resources. The tools for measuring services and plans for improved services against this objective will be the performance criteria and standards presented in Part One, Service Design Standards and Part Two, Operating Performance Standards.

Part One – Service Design Standards

1.) Standard for Route Spacing

To a great extent, the attractiveness of transit service is influence by its accessibility. One measure of accessibility is the distance between routes. Route spacing is a function of population density and topography of the operating area.

Recommended:

A.) For regular-route service (all service other than express), the spacing function should consider:

- population density per square mile
- adequate street access/street configuration constraints
- contiguous development of land use
- demographic characteristics of the target population
- residential design

B.) Generally, route spacing should reflect the parameters shown in the table below.

Route Spacing Guide

Area Type	Population per Square Mile	Average Route Spacing
Urban	4,000+	Up to ½ mile
Suburban	1,000 – 4,000	½ to 3 miles
Rural	> 1000	Greater than 3 miles

C.) Operation of competitive, overlapping, or redundant regular-route services should be avoided except on thoroughfares where additional service is warranted or where junctions of routes occur due to street design or the need to service a major activity center.

D.) The location of service types other than regular-route service should be determined by studies of market potential (see #13, #14).

2.) Maximum Walking Distance for Transit User to a Bus Stop

Surveys have shown that only 12% of METRO riders walk more than 3-4 blocks to get to a bus stop. This figure is not surprising considering the severe weather conditions which often prevail in our area. Therefore, keeping walking distances to bus stops to a minimum is crucial to attract and retain transit riders.

Recommended:

Maximum Walking Distance

Average Route Spacing	Maximum Walking Distance (Feet)
½ mile or less	1,000 – 1,300
½ to 3 miles	1,300 – 2,500
Greater than 3 miles*	5,300 – 7,900

* In rural areas, where average route spacing is greater than three (3) miles, or where population per square mile is less than 1,000, park-and-ride access is assumed.

3.) Percentage of the Population to Whom Service is Directly Accessible

Recommended:

- Urban Areas, 90% (population density > 4,000/mi²)
- Suburban, 75% (population density 1,000 - 4,000/mi²)
- Rural, 50% (population < 1,000/mi²)

4.) Route Layout

Recommended:

- A.) The alignment of a route should be as direct as possible avoiding circuitous paths, in order to minimize travel time.
- B.) Service should be operated only over streets having at least ten (10) foot wide lanes. Safety considerations should always prevail in the final determination.
- C.) Service should not be operated over streets which continually exhibit dangerous situations such as steep grades, poorly plowed or sanded roadways, or streets where illegal parking habitually encroaches on the roadway reducing passageways to less than ten (10) feet.

5.) Frequency of Service

Recommended:

- A.) Service frequency (headways) should be established to provide a sufficient number of vehicles past the maximum load point(s) on a route to accommodate the passenger volume.
- B.) Headways on all regular-route services should correspond with clockface values to the maximum extent possible when frequencies exceed ten (10) minutes.
- C.) In instances where passenger loads are so light as to require excessive time intervals (headways) between vehicles to conform with loading standards, a “policy headway” (or minimum service level) should be used. Policy headways are needed only for regular-route services. Other services are special in nature because they are generally operated to serve a

specific market; as such, headways should be determined by demand. Policy headways for regular route service are shown in the table below:

Policy Headways (Minutes)

Type of Service	Peak	Off-Peak	Evening/Weekend
Main Route (above average efficiency*)	10 – 20	30 -60	45 – 70
Secondary (below average efficiency*)	30 – 45	45 - 80	60 – 90
Express Route	Demand Based	Demand Based	Demand Based

* Efficiency is defined in terms of passengers by revenue mile.

D.) For new services, frequency of service should be determined by applying loading standards to projected ridership or by comparing the service with similar types and functions in proximity to the proposed service. In no case should the headways assigned to a new service exceed the policy headways in Table 3.

E.) For school services, school hours which are staggered outside the normal commuting peak hours are desirable to ease manpower and vehicle requirements. Schools with hours that conflict with this guideline should be given a lower service priority.

F.) The exact hours and days that a new service is to be operated should be determined by the characteristics of the target market and/or comparison with services of similar type and/or function.

6.) Minimum and Maximum Spacing Acceptable between Bus Stops by Category

Recommended:

	No Less Than	No More Than
CBD Area	150'	300'
Urban / Suburban	300'	600'
Industrial / Commercial	As Required	As Required

7.) Location of Bus Stops in Relation to Intersections

Choices:

- 1.) Farside
- 2.) Nearside
- 3.) Mid-Block

Recommended:

Location decision-making should be based on the following criteria:

- 1.) Safety
 - a.) Passenger Movements
 - b.) Bus Movements
 - c.) Traffic Movements
 - d.) Pedestrian Movements
- 2.) Effect on Traffic
 - a.) Bus-Vehicle Conflicts
 - b.) Right-Turn-on-Red Movements
- 3.) Impact on Adjacent Land Use and Development

- a.) Commercial Activities
 - b.) Land Use
- 4.) Estimated Load Factors and Transfer Points
- a.) Farside stops are preferable to all other locations when situations permit
 - b.) Sufficient right-of-way at stops should be established when the combined headways of routes using the same stop are in five (5) minute or less duration or the terminal point of routes is at the same location.

Part Two – Operating Performance Standards

8.) Criteria for Transit System Operating Speed

There are several factors affecting the amount of recovery time built into a route’s schedule. These factors include the relationship of frequency and round trip running time and traffic variations throughout the day. The ability of an operator to maintain his/her schedule through variable traffic conditions during the day is the key consideration. Because of this, each route must be analyzed individually to assess circumstances which may make a route’s average speed substandard.

Recommended:

Total mileage divided by platform hours:

- Main Line, 12 MPH
- Feeder Line, 15-17 MPH
- Limited Stop or Express, 20 MPH
- CBD Area, 8 MPH
- Total Fleet Average, 12, MPH

9.) Schedule Adherence

Recommended:

- A.) No trip should leave a terminal or intermediate time point ahead of the scheduled time (no “running hot”)
- B.) A bus is operating “on time” if it arrives at intermediate and terminal points no later than four (4) minutes after its scheduled arrival
- C.) At least 75% of total trips should be operated “On Time”

10.) Acceptable Load Factors for Line Service During Different Periods of the Day

Recommended:

- A.) Peak periods – 150% of seated capacity
- B.) Off-Peak periods – 100% of seated capacity

11.) Vehicle Cleanliness – Interior and Exterior Appearance Criteria

Recommended:

Vehicle Cleanliness (Interior)	Vehicle Cleanliness (Exterior)
- Washed Daily - Vacuumed Daily	- Washed Daily - No visible collision damage

- Vandalism & Graffiti to receive immediate attention	- Advertising contracts should reserve 10% of advertising space on each bus for METRO public service information
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Infractions of these standards will be forwarded to the manager of the vehicle service department.

12.) Transfer Policy

The percentage of transfers made on a transit system provides a measure of how direct the service is. The more direct service is, the lower passenger travel time will be. While it is financially unfeasible to provide all customers with direct non-transfer transportation, through-routing of passengers is desirable.

Recommended:

- A.) A linkage of routes which correspond to travel patterns must consider schedule ramifications but not necessarily be controlled by them.
- B.) No more than 25% of our passengers should have to transfer to complete their trip.

13.) Criteria to Modify Existing or New Service

Recommended:

Failure to meet the performance standards below should result in service evaluation to identify the problem(s) and recommend a solution. After a comprehensive review period of six (6) months, recommendation should be made concerning the substandard service.

A.) Revenue to Direct Cost Ratio

The table below shows the minimum revenue to direct cost standards:

Type of Service	Minimum Percentage of System-wide Average
Regular Route	50%
Express	60%
School	100%**
Contract	100%**

* Revenue to direct cost is a ratio of farebox revenue generated on a route to the total operating cost of that route.

** As negotiated

B.) Passengers per Revenue Mile

A service should maintain or exceed the passenger per revenue mile average shown below:

Time Period	Minimum Percentage of System-wide Average
AM Peak	70%
Mid Day	60%
PM Peak	70%
Off-Peak	50%
Total	70%

C.) Passengers per Revenue Vehicle Hour

Standards for passengers per revenue vehicle hour appear below:

Time Period	Minimum Percentage of System-wide Average
AM Peak	70%
Mid Day	60%
PM Peak	70%
Off-Peak	50%
Total	70%

D.) Cost per Passenger

Generally, service should not exceed the following cost per passenger parameters.

Time Period	Minimum Percentage of System-wide Average
AM Peak	175%
Mid Day	200%
PM Peak	175%
Off-Peak	225%
Total	175%

INFORMATION REQUIREMENTS

The data base from which accurate and reliable information can be drawn as needed can be provided through internal sources. Information can be provided from the annual system survey and Section 15 route sampler survey material. For the purpose of comparability, the annual system survey should be undertaken in the months of March and/or April. Productivity measurements are not necessarily creating new data, but making use of information already gathered for accounting and management purposed.

Procedures that address the quality and quantity of information, the specific data elements required, the format for initial reporting, and the critical timeliness for the collection of data are important. These procedures should include:

- Administrative procedures requiring departmental units to report information in a specific format on a specific date. This should stress the importance of deadlines in order to ensure that the administrative body has timely information.
- Administrative procedures identifying the importance that must be placed on achieving standards and targets. Accountability in this respect is essential to the credibility, and hence utility, of the program.

ATTACHMENT J

Vehicle Load Factor

Load Factor

Method

Since August of 2015, METRO's fleet is fully outfitted with an Automated Vehicle Location (AVL) system and Automated Passenger Counters (APC's). The counters establish an on-board count by keeping a running total of boards and alights through each door. The software provided by the AVL supplier can generate a report which gives the load factor of each recorded trip by hour of the day.

While our ridership is pretty consistent throughout weekday service, METRO identifies certain service as "peak" and "off-peak" time. Peak is defined as between 7-9 am and 3-6 pm on weekdays. Off peak service is defined as service that occurs between 9 am and 3 pm and after 6 pm on weekdays and all day on Saturday and Sunday. When reviewing seated capacity, METRO considers 150% of seated capacity to be acceptable during peak hours and 100% of seated capacity to be acceptable in off-peak hours.

AVL system records which vehicle operated each trip, the average onboard count, and the maximum onboard count for the trip. These records were linked with the seated capacity of each bus and a ratio of passengers to seated capacity was calculated. METRO's standard for capacity (as stated in the Transit System Evaluation Procedures) is that during peak times the passenger count should not exceed seated capacity by more than 150% of the seated capacity. Additionally, the standard states that during off-peak times, the passenger load should not exceed 100% of the seated capacity.

There were four buses that were known to have over-counting issues with their APCs at this time. As a result, trips from buses 6005, 2172, 2319, and 2127 were removed from the dataset. Since METRO's routes draw from the same pool of buses dispatched from the same facility, the impact of removing these buses was small. Of the 38,260 trips scheduled between October 1 and October 31, 2019, less than 1% of the trips were removed from the total dataset. The removed trips were distributed over 18 different routes, with route 1 having the most removed trips at 28 or 1.1% of the route's monthly trip total.

Analysis

After grouping the routes into "Minority" and "Non-Minority" status using the route miles travelling through Census Block Groups with greater than the average minority population for Summit County, we analyzed how often the maximum onboard count exceeded the number of seats on the bus and how often it exceeded the maximum capacity (150% of seated capacity during peak times and 100% of seated capacity in off-peak times).

Of the 41,471 trips in the month of October 2019, a total of 31,342 of these (75.6%) were performed on Minority routes. Data is summarized by route in the following table, and specific data is highlighted where capacity requirements were exceeded on 1% or greater on trips in peak and off-peak time periods. As METRO moves forward with its ten-year strategic plan, specific service enhancements will address distributing service to ensure that we strive toward meeting our capacity standards.

Summary of Vehicle Load Factor Analysis for METRO Fixed-Route Service (October 2019)

Route	Minority Route?	AM Peak			Off Peak			PM Peak			Total		
		Trips	Trips Above Max Ratio	Percent Above Max Ratio	Trips	Trips Above Max Ratio	Percent Above Max Ratio	Trips	Trips Above Max Ratio	Percent Above Max Ratio	Total Trips	Trips Above Max Ratio	Percent of Total Trips Above Max Ratio
1	Minority	490	1	0.20%	1981	61	3.08%	432	7	1.62%	2903	69	2.38%
2	Minority	446	0	0.00%	1653	49	2.96%	463	10	2.16%	2562	59	2.30%
3	Minority	410	0	0.00%	1047	11	1.05%	367	0	0.00%	1824	11	0.60%
4	Minority	237	5	2.11%	375	0	0.00%	238	0	0.00%	850	5	0.59%
5	Minority	191	0	0.00%	436	1	0.23%	183	0	0.00%	810	1	0.12%
6	Minority	391	0	0.00%	1073	21	1.96%	388	0	0.00%	1852	21	1.13%
7	Minority	357	0	0.00%	887	2	0.23%	324	0	0.00%	1568	2	0.13%
8	No	354	0	0.00%	1065	14	1.31%	333	0	0.00%	1752	14	0.80%
9	Minority	265	0	0.00%	806	11	1.36%	347	1	0.29%	1418	12	0.85%
10	Minority	417	0	0.00%	1150	6	0.52%	412	0	0.00%	1979	6	0.30%
11	Minority	70	0	0.00%	162	0	0.00%	46	0	0.00%	278	0	0.00%
12	Minority	368	0	0.00%	920	12	1.30%	335	0	0.00%	1623	12	0.74%
13	Minority	323	0	0.00%	859	1	0.12%	294	0	0.00%	1476	1	0.07%
14	Minority	399	0	0.00%	1309	7	0.53%	442	2	0.45%	2150	9	0.42%
17	Minority	291	0	0.00%	840	4	0.48%	337	2	0.59%	1468	6	0.41%
18	Minority	250	0	0.00%	889	2	0.22%	257	0	0.00%	1396	2	0.14%
19	Minority	416	0	0.00%	1037	2	0.19%	399	0	0.00%	1852	2	0.11%
21	Minority	69	0	0.00%	138	0	0.00%	27	0	0.00%	234	0	0.00%
24	Minority	165	0	0.00%	521	3	0.58%	159	0	0.00%	845	3	0.36%
26	Minority	164	0	0.00%	382	0	0.00%	105	0	0.00%	651	0	0.00%
28	Minority	128	2	1.56%	340	2	0.59%	154	0	0.00%	622	4	0.64%
30	Minority	268	1	0.37%	702	11	1.57%	281	1	0.36%	1251	13	1.04%
33	No	78	0	0.00%	367	1	0.27%	98	0	0.00%	543	1	0.18%
34	Minority	366	2	0.55%	1014	10	0.99%	350	0	0.00%	1730	12	0.69%
50	No	97	0	0.00%	493	2	0.41%	99	0	0.00%	689	2	0.29%
51	No	114	0	0.00%	337	0	0.00%	128	0	0.00%	579	0	0.00%
53	No	193	0	0.00%	318	0	0.00%	63	0	0.00%	574	0	0.00%
54	Minority	205	0	0.00%	653	0	0.00%	208	0	0.00%	1066	0	0.00%
59	No	47	0	0.00%	282	0	0.00%	99	0	0.00%	428	0	0.00%
60	No	108	0	0.00%	79	0	0.00%	104	0	0.00%	291	0	0.00%
61	No	246	0	0.00%	465	0	0.00%	325	0	0.00%	1036	0	0.00%
101	No	193	0	0.00%	217	0	0.00%	66	0	0.00%	476	0	0.00%
102	No	139	0	0.00%	590	0	0.00%	140	0	0.00%	869	0	0.00%
103	No	109	0	0.00%	333	10	3.00%	157	0	0.00%	599	10	1.67%
104	No	136	0	0.00%	464	0	0.00%	176	0	0.00%	776	0	0.00%
110	No	138	0	0.00%	190	0	0.00%	123	0	0.00%	451	0	0.00%

ATTACHMENT L

On-Time Performance

On Time Performance

Schedule Adherence: August 25, 2019-December 31, 2019

Method

METRO buses are “On Time” if they depart a timepoint at the actual scheduled time or not more than 4 minutes later than the scheduled time. The service standards state that 75% of the trips should be operated “On Time.”

“On Time” status was traditionally determined via spot checks by road supervisors and reported on a system level. As of August of 2015, however, METRO had 100% of its fleet outfitted with Automated Vehicle Locators (AVL). METRO now uses the data from our AVL system to determine schedule adherence and OTP with a much larger data set.

Using our APC data, the overall OTP for the service period of August 25, 2019 to December 31, 2019 was calculated. This represents the time of METRO’s “Fall Sign-up” and provides a strong overview of average OTP throughout a season of high ridership.

Overall, the AVL system reported that METRO line service was “On Time” **74.4%** of the time. Several individual routes individually fell below the 75% threshold. These routes are high-ridership routes, commuter/express routes and routes with long route length. The METRO planning team is moving forward with schedule and service adjustments to ensure that our passengers are being served on time and equitably.

	% OnTime	% Late	% Early	Timepoints Sampled
1 WEST MARKET	65.0%	31.8%	3.1%	35,402
2 ARLINGTON	72.4%	25.4%	2.2%	43,686
3 COPLEY ROAD/HA	75.4%	16.2%	8.1%	24,107
4 DELIA / NORTH	75.9%	16.7%	7.4%	13,481
5 JOY PARK/GILCH	68.2%	30.1%	1.8%	13,710
6 EAST MARKET/LA	75.3%	19.4%	5.2%	26,516
7 CUYAHOGA FALLS	76.2%	18.4%	5.5%	10,678
8 KENMORE/BARBER	80.0%	13.4%	6.6%	22,267
9 VERN ODOM BLVD	70.6%	23.5%	5.4%	14,344
10 HOWARD/PORTAG	74.6%	21.4%	3.8%	20,012
11 SOUTH AKRON	87.4%	9.6%	2.9%	6,054
12 TALLMADGE HIL	81.9%	11.9%	5.5%	18,413
13 GRANT/FIRESTO	86.7%	10.1%	3.1%	15,898
14 EUCLID / BARB	78.8%	17.4%	3.4%	31,527
17 BROWN/INMAN	70.7%	25.6%	3.7%	18,808
18 THORNTON/MANC	79.5%	17.4%	3.0%	14,911
19 EASTLAND	81.5%	15.3%	2.9%	20,181
21 SOUTH MAIN	88.6%	10.5%	0.9%	4,956
24 LAKESHORE	52.3%	21.2%	22.1%	3,746
26 WEST EXCHANGE	80.7%	17.8%	1.4%	9,899
28 MERRIMAN VALL	75.4%	21.5%	3.1%	6,174
30 GOODYEAR/DARR	77.5%	15.8%	6.8%	16,795
33 STATE/WYOGA L	79.5%	17.0%	3.4%	8,476
34 CASCADE VALLE	73.1%	20.1%	6.8%	25,376
50 MONTROSE CIRC	78.8%	10.7%	9.7%	15,754
51 STOW CIRCULAT	80.4%	14.4%	5.1%	11,557
53 PORTAGE/GRAHA	77.0%	16.7%	6.2%	6,011
54 DASH	82.7%	14.8%	1.6%	14,290
59 CHAPEL HILL C	62.7%	16.0%	20.3%	6,897
60 N. COAST EXPR	57.3%	13.6%	19.1%	2,133
61 NORTH COAST E	58.5%	24.9%	12.7%	13,112
101 RICHFIELD/BA	66.1%	29.2%	4.6%	6,432
102 NORTHFIELD	63.2%	34.4%	2.4%	5,453
103 STOW/HUDSON	55.7%	34.1%	7.9%	5,360
104 TWINSBURG/CR	64.6%	29.6%	5.8%	12,246
110 GREEN/SPRING	65.9%	25.2%	5.8%	12,246
Total	74.4%	20.0%	5.2%	532,731

In addition, we are continually examining the performance of the APC system to ensure that trigger boxes are accurately recording times and not providing “false early” or “false late” readings.

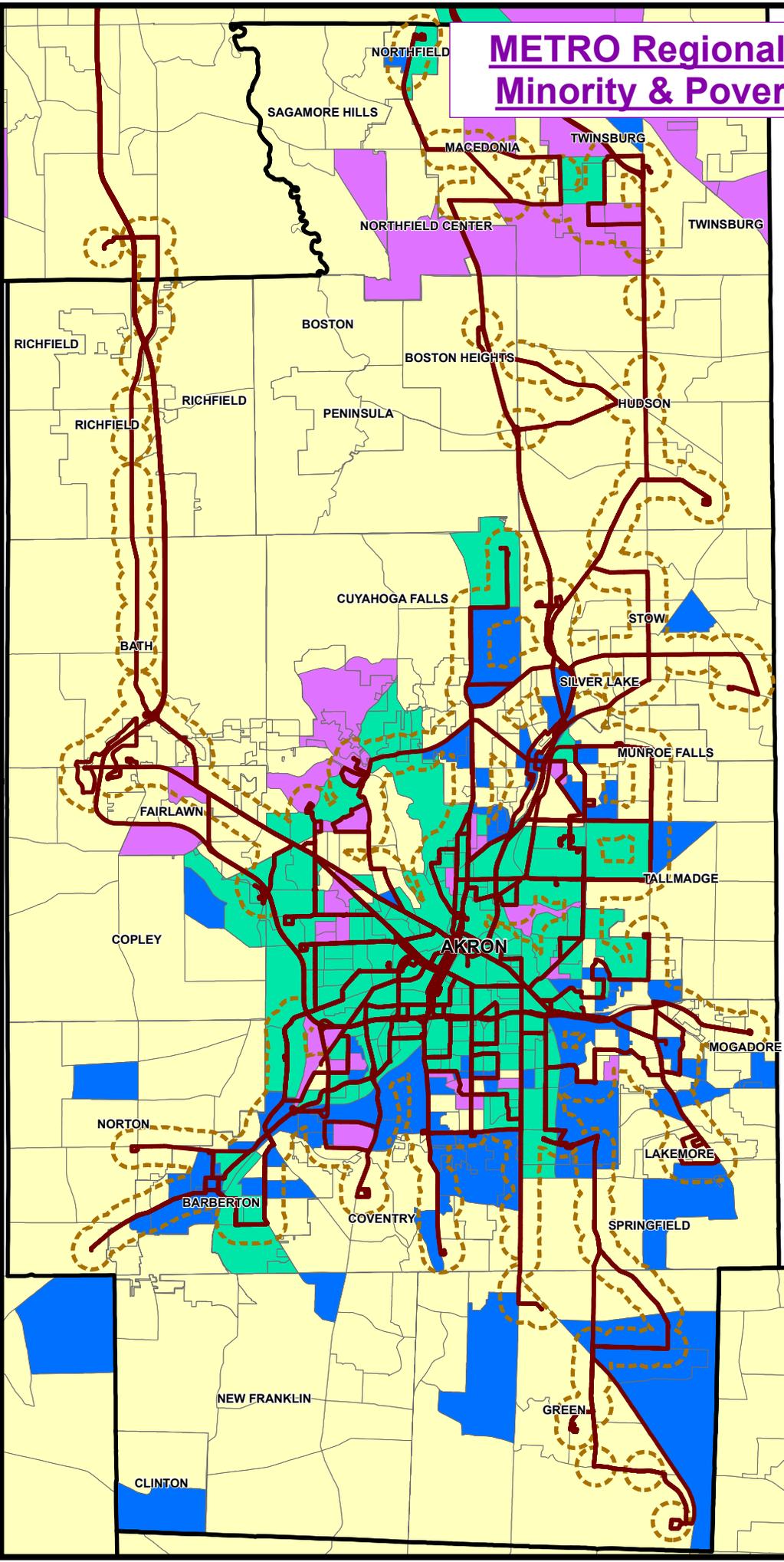
ATTACHMENT N

Service Availability Analysis

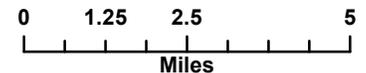
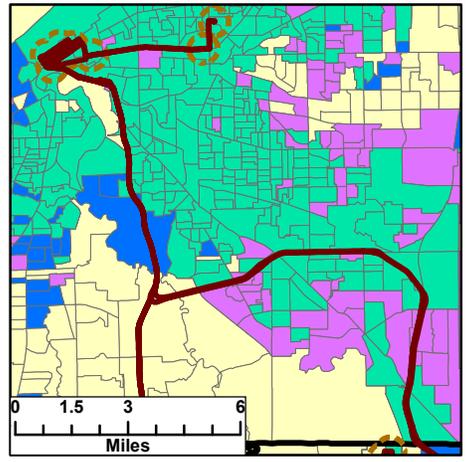
METRO Regional Transit Authority Minority & Poverty Census Blocks

This map shows Census Blocks in the service area that has a population average above 21.2% minority and more than 12% of the population are below the poverty threshold.

-  METRO Line Service
-  Walkshed Buffer
-  Political Subdivisions
-  Poverty & Minority Blocks
-  Poverty Blocks
-  Minority Blocks
-  Census 2017 5 yr Block Group



Cleveland



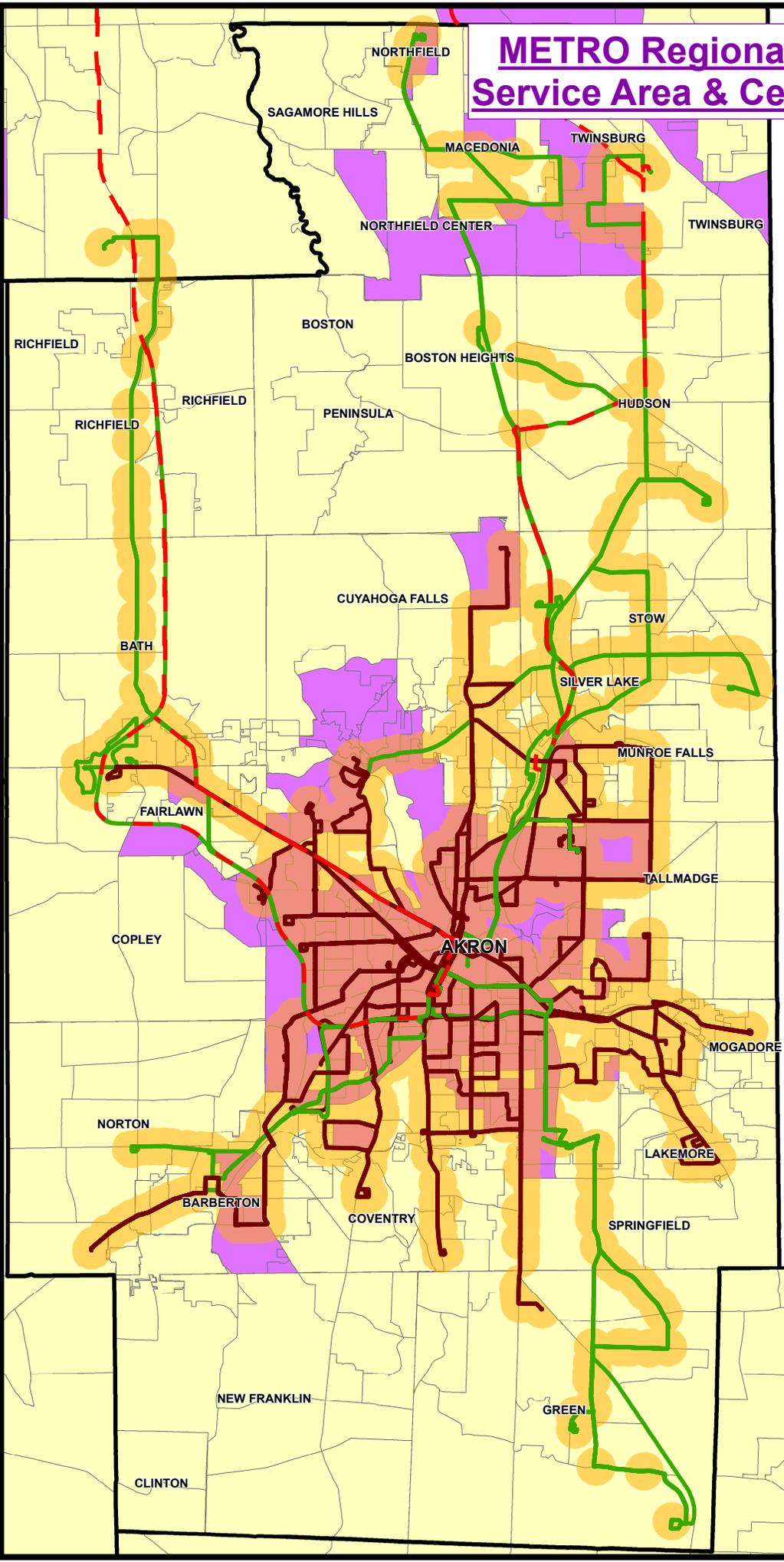
Data Source: ESRI, METRO RTA, U.S. Census Bureau

2019 - Transit Coverage									
	Total Population	Population Served	Percent	Minority Population	Population Served	Percent	Low Income Population	Population Served	Percent
Summit County Total	541,318	425,690	78.6%	86,308	80,185	92.9%	56,059	53,892	96.1%
Akron	77,622	75,539	97.3%	72,089	70,080	97.2%	41,619	41,288	99.2%
Barberton	25,572	24,690	96.6%	2,055	2,055	100.0%	4,181	4,181	100.0%
Cuyahoga Falls	50,700	43,617	86.0%	1,500	1,500	100.0%	3,170	3,064	96.7%
Balance of County	387,424	281,844	72.7%	10,664	6,550	61.4%	7,089	5,359	75.6%

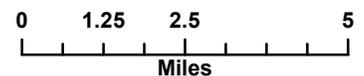
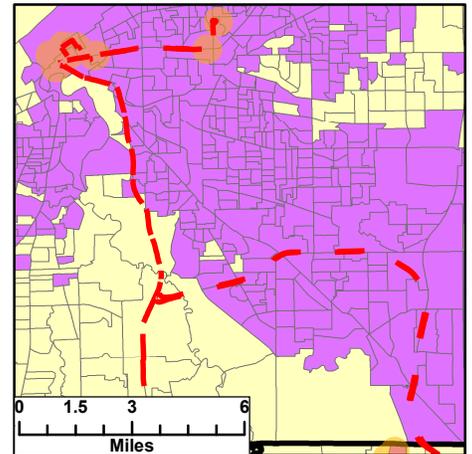
METRO Regional Transit Authority Service Area & Census Block Minority

Defined as Non-White above the average population percentage of Summit County: 21.2%

-  Commuter Service
-  Other Line Service
-  Minority Routes
-  Walkshed Buffer
-  Political Subdivisions
-  Minority Blocks
-  Census 2017 5 yr Block Group



Cleveland

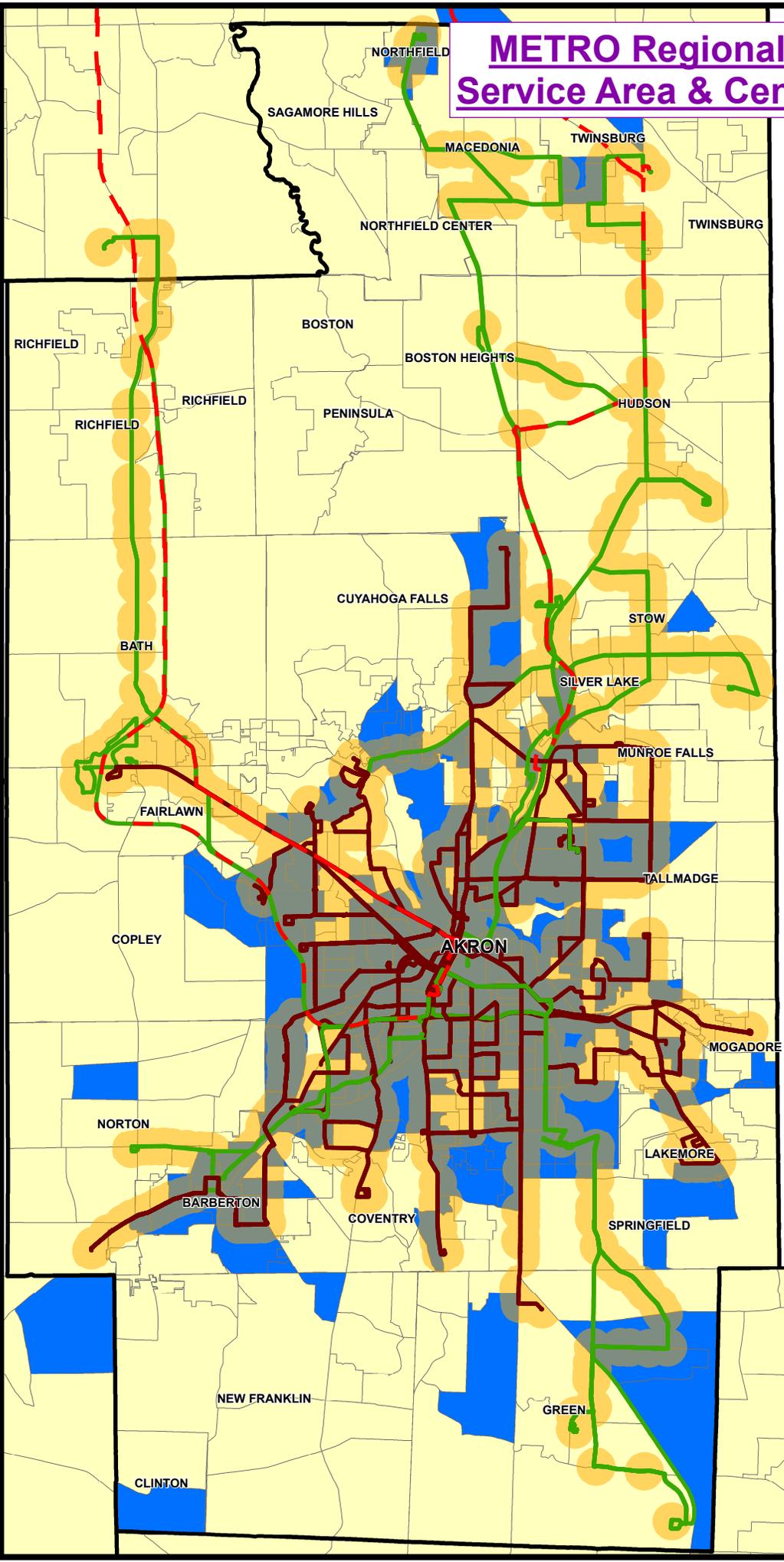


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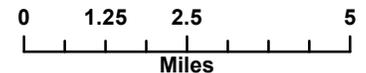
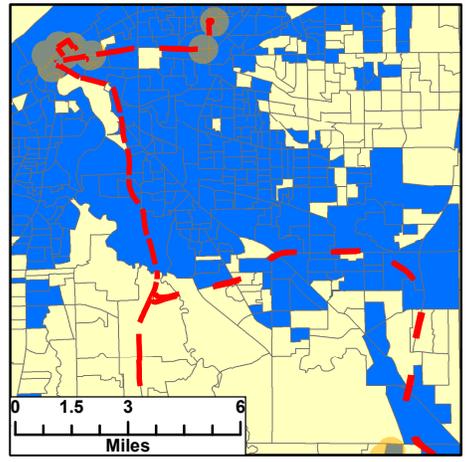
METRO Regional Transit Authority Service Area & Census Poverty Blocks

Defined that by Census Blocks above Summit County's percentage, where 12% of the population is considered living in poverty.

-  Commuter Service
-  Other Line Service
-  Minority Routes
-  Walkshed Buffer
-  Political Subdivisions
-  Poverty Blocks
-  Census 2017 5 yr Block Group



Cleveland



Data Source: ESRI, METRO RTA, U.S. Census Bureau

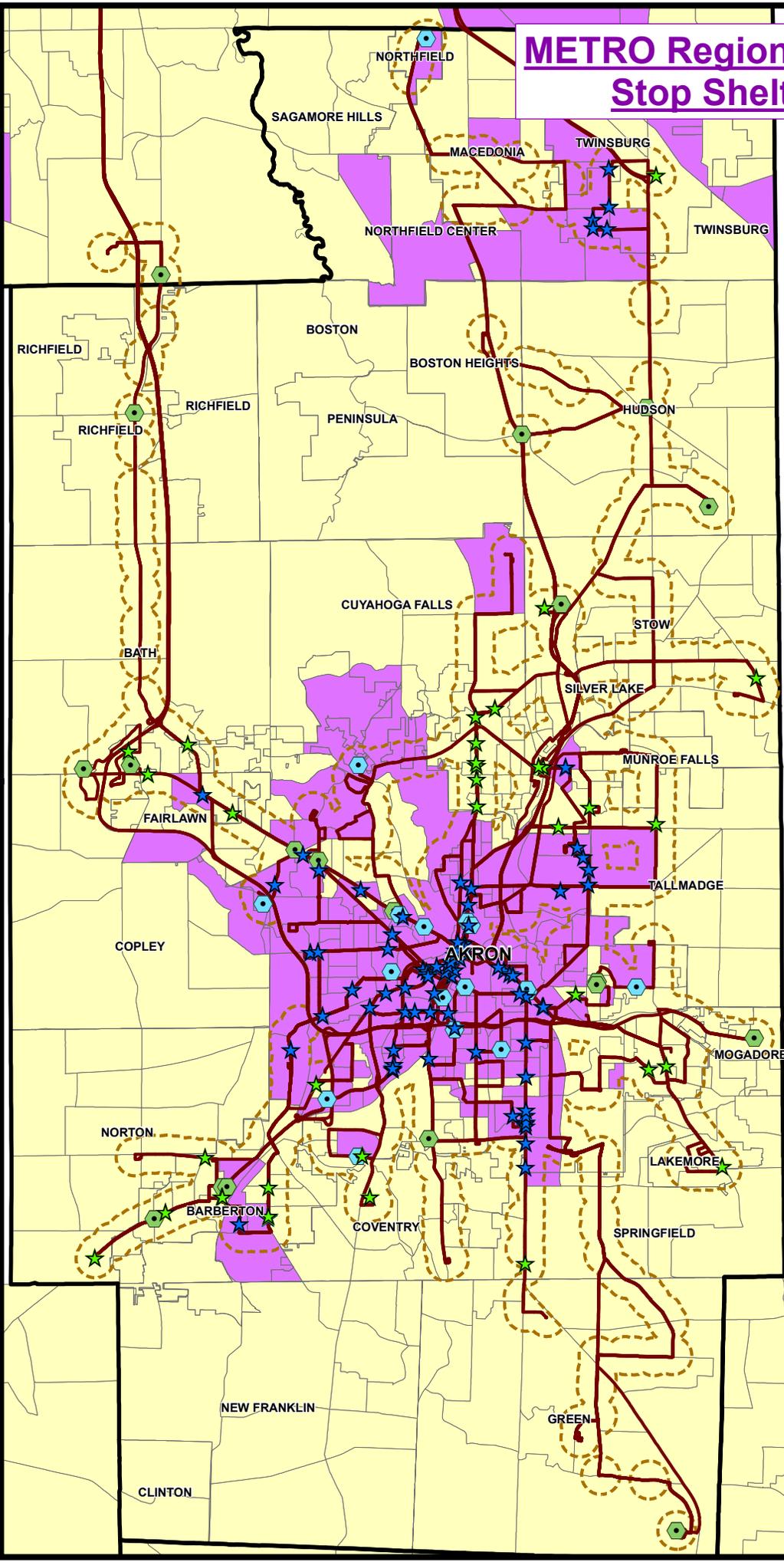
ATTACHMENT O

Bus Shelters and Benches

in METRO Service Area

METRO Regional Transit Authority Stop Shelters & Benches

This map displays all of METRO's shelters and benches for bus stops within the service area and if they serve a minority or non-minority area defined by the Census Blocks.



Bus Stop Amenities

- ★ Minority Area Shelters
- ★ Non-Minority Area Shelters
- ⬡ Minority Area Benches
- ⬡ Non-Minority Area Benches

- METRO Line Service
- Walkshed Buffer
- Political Subdivisions
- Minority Blocks
- Census 2017 5 yr Block Group



Data Source: ESRI, METRO RTA, U.S. Census Bureau

ATTACHMENT P

Vehicle Assignment

Vehicle Assignment

Method

In order to measure the distribution of equipment among minority and non-minority routes, we generated tables of APC data by route and by bus from October 2019. For each route, we calculated the number of rides on each bus in the month and then calculated the average age of the bus used on each trip.

Analysis

METRO's fixed-route bus fleet is dispatched from one facility. The majority of the fleet consists of 40-foot transit buses. These buses are assigned on a mostly interchangeable basis. In October 2019, the average age of the METRO fleet was 7 years.

We have three exceptions to the interchangeability of the fleet:

- (1) Six high-capacity articulated buses are only assigned to Routes 1 and 2, our highest productivity routes;
- (2) Eight 35-foot buses are branded for and specifically used on the DASH service (route 54); and
- (3) Eight MCI Coaches are used exclusively for the Cleveland express service.

If these buses are removed from the overall calculation of fleet age, the average fleet age remains at 7 years.

Eleven of our routes used buses that exceeded the average age of the fleet. Four of these routes were minority and the other seven were on Non-Minority Routes. It is more likely that a customer would ride on an older bus on a non-minority route than a minority route. METRO's older or smaller buses are often assigned to routes with fewer overall trips a day, including suburban routes.

Equipment Allocation Table (October 2019)

Route	Minority	Total Trip Samples	Avg. Age of Bus (years)
1	Minority	2903	5.5
2	Minority	2562	5.6
3	Minority	1824	5.2
4	Minority	850	7.2
5	Minority	810	6.8
6	Minority	1852	4.7
7	Minority	1568	5.4
8	No	1752	5.5
9	Minority	1418	5.9
10	Minority	1979	5.5
11	Minority	278	6.9
12	Minority	1623	5.8
13	Minority	1476	5.9
14	Minority	2150	5.5
17	Minority	1468	5.9
18	Minority	1396	6.1
19	Minority	1852	5.6
21	Minority	234	10.2
24	Minority	845	6.5
26	Minority	651	8.2
28	Minority	622	7.3
30	Minority	1251	5.8
33	No	543	7.5
34	Minority	1730	6.2
50	No	689	7.8
51	No	579	9.4
53	No	574	7.0
54	Minority	1066	5
59	No	428	4.7
60	No	291	10.2
61	No	1036	11.3
101	No	476	6.0
102	No	869	3.6
103	No	599	5.8
104	No	776	5.4
110	No	451	9.4

ATTACHMENT Q

Service Policy Analysis

Headway Analysis

Method

METRO's Headway standards are defined for peak, off-peak, and weekend service. Policy headways are defined for "major" and "minor" routes. A minor route is defined as a route with less than average productivity (measured via Passengers per Revenue Mile). METRO service was compared to our approved Service Evaluation standards and the results are described in the following table. Headways longer than the policy headway are highlighted in yellow, headways shorter than or falling within the policy range are highlighted in green.

Analysis

Generally, METRO routes do not meet or exceed their policy headway throughout the entire day. Our service seems to meet service guidelines more routinely during off-peak times and on weekends, when service is available. As part of our strategic planning process, we will specifically be evaluating how to perform more regular service that meets or exceeds the stated service guidelines.

Route #	Minority Route?	Description	Policy Headway Peak	AM Peak (6-9 am) Avg Headway (Mins)	Policy Headway Off-Peak/Daytime	Daytime (9am - 4pm) Avg Headway (Mins)	Policy Headway Peak	PM Peak (4-6 pm) Headway (Mins)	Policy Headway Evening	Evening (6 pm +) Headway (Mins)	Policy Headway Weekend	Saturday	Sunday
Local Routes													
1	Y	West Market	10 to 20	21	30 to 60	21	10 to 20	31	30 to 60	36	45 to 70	43	37
2	Y	Arlington	10 to 20	22	30 to 60	21	10 to 20	31	30 to 60	38	45 to 70	44	37
3	Y	Copley/Hawkins	10 to 20	24	30 to 60	21	10 to 20	29	30 to 60	69	45 to 70	44	38
4	Y	Delia/N Hawkins	10 to 20	33	30 to 60	48	10 to 20	29	30 to 60	No Service	45 to 70	62	66
5	Y	Joy Park/Gilchrist	30 to 45	43	45 to 80	51	30 to 45	53	45 to 80	One Trip	60 to 90	69	No Service
6	Y	East Market/Lakemore	10 to 20	30	45 to 80	33	10 to 20	28	45 to 80	66	60 to 90	57	54
7	Y	Cuyahoga Falls Ave	10 to 20	32	30 to 60	36	10 to 20	37	30 to 60	70	45 to 70	83	88
8	N	Kenmore/Barberton	10 to 20	35	30 to 60	41	10 to 20	39	30 to 60	70	45 to 70	51	44
9	Y	Vern Odom Blvd/East Ave	10 to 20	40	30 to 60	37	10 to 20	38	30 to 60	60	45 to 70	60	56
10	Y	Howard/Portage Trail	10 to 20	32	30 to 60	46	10 to 20	51	30 to 60	71	45 to 70	55	51
11	Y	South Akron	30 to 45	87	45 to 80	75	30 to 45	One Trip	45 to 80	No Service	60 to 90	No Service	No Service
12	Y	Tallmadge Hill	10 to 20	28	30 to 60	38	10 to 20	38	30 to 60	57	45 to 70	55	51
13	Y	Grant/Firestone Park	10 to 20	32	30 to 60	38	10 to 20	44	30 to 60	70	45 to 70	59	56

Route #	Minority Route?	Description	Policy Headway Peak	AM Peak (6-9 am) Avg Headway (Mins)	Policy Headway Off-Peak/Daytime	Daytime (9am - 4pm) Avg Headway (Mins)	Policy Headway Peak	PM Peak (4-6 pm) Headway (Mins)	Policy Headway Evening	Evening (6 pm +) Headway (Mins)	Policy Headway Weekend	Saturday	Sunday
14	Y	Euclid/ Barberton Express	30 to 45	26	45 to 80	36	30 to 45	34	45 to 80	68	60 to 90	63	60
17	Y	Brown/ Inman	10 to 20	25	30 to 60	40	10 to 20	58	30 to 60	71	45 to 70	76	75
18	Y	Thornton/ Manchester	10 to 20	80	30 to 60	61	10 to 20	77	30 to 60	72	45 to 70	70	67
19	Y	Eastland	10 to 20	46	30 to 60	43	10 to 20	46	30 to 60	61	45 to 70	73	71
21	Y	South Main	10 to 20	40	30 to 60	40	10 to 20	40	30 to 60	40	45 to 70	No Service	No Service
24	Y	Lakeshore	10 to 20	43	30 to 60	34	10 to 20	50	30 to 60	70	45 to 70	65	No Service
26	Y	W. Exchange/ White Pond	30 to 45	37	45 to 80	40	30 to 45	69	45 to 80	80	60 to 90	50	No Service
28	Y	Merriman Valley	30 to 45	69	45 to 80	56	30 to 45	40	45 to 80	No Service	60 to 90	No Service	No Service
30	Y	Goodyear/ Darrow	10 to 20	40	45 to 80	40	10 to 20	43	45 to 80	70	60 to 90	65	62
33	Y	State Road/ Wyoga Lake	30 to 45	60	45 to 80	40	30 to 45	120	45 to 80	95	60 to 90	141	No Service
34	Y	Cascade Village/ Uhler	10 to 20	34	30 to 60	34	10 to 20	43	30 to 60	71	45 to 70	54	51
Circulator Routes													
50	N	Montrose Circulator	30 to 45	35	45 to 80	35	30 to 45	35	45 to 80	33	60 to 90	39	35
51	N	Stow Circulator	30 to 45	36	45 to 80	36	30 to 45	37	45 to 80	36	60 to 90	No Service	No Service

Route #	Minority Route?	Description	Policy Headway Peak	AM Peak (6-9 am) Avg Headway (Mins)	Policy Headway Off-Peak/Daytime	Daytime (9am - 4pm) Avg Headway (Mins)	Policy Headway Peak	PM Peak (4-6 pm) Headway (Mins)	Policy Headway Evening	Evening (6 pm +) Headway (Mins)	Policy Headway Weekend	Saturday	Sunday
53	N	Portage/ Graham	30 to 45	44	45 to 80	74	30 to 45	No Service	45 to 80	No Service	60 to 90	No Service	No Service
59	N	Chapel Hill Circulator	30 to 45	50	45 to 80	35	30 to 45	45	45 to 80	33	60 to 90	28	No Service
Downtown Circulator													
54	Y	DASH	10 to 20	10	10 to 20	10	10 to 20	10	10 to 20	14	45 to 70	No Service	No Service
North Coast Express Commuter Service to Cleveland													
60	N	NCX - Cuyahoga Falls to Cleveland	OD	35	OD	No Service	OD	60	OD	No Service	OD	No Service	No Service
61	N	NCX - RKP to Cleveland	OD	26	OD	121	OD	33	OD	No Service	OD	No Service	No Service
Town Center Routes													
101	N	Richfield/ Bath	30 to 45	55	45 to 80	104	30 to 45	One Trip	45 to 80	One Trip	60 to 90	No Service	No Service
102	N	Northfield	30 to 45	54	45 to 80	48	30 to 45	41	45 to 80	66	60 to 90	No Service	No Service
103	N	Stow/Hudson	30 to 45	113	45 to 80	93	30 to 45	94	45 to 80	No Service	60 to 90	No Service	No Service
104	N	Twinsburg/ Creekside	30 to 45	91	45 to 80	101	30 to 45	94	45 to 80	68	60 to 90	No Service	No Service
110	N	Green/ Springfield	30 to 45	55	45 to 80	99	30 to 45	53	45 to 80	One Trip	60 to 90	No Service	No Service

Service Evaluation – Line Service

Passengers per Revenue Mile

METRO’s standards state that routes performing at less than 70% of the system-wide average should be subject to service evaluation to identify problems and recommend a solution.

In October 2019, none of our urban routes performed below this stated metric.

However, with the exception of DASH (Route 54), the Circulator and Town Center (Suburban) routes performed far below the service standard. The express service to Cleveland also underperforms, but mainly because of the overall length of the trip.

As we move forward with developing a vision for our 10-year strategic plan, these routes will be closely evaluated for ways to ensure that they are supporting the overall performance of our system.

Prior to the next Title VI Update, it is METRO’s intention to revise the Service Standards to tie performance more closely to route type. Separate standards may be established for Urban, Suburban, Express and /or Circulator routes at that time.

Passengers per Revenue Mile and Percent of System Average (October 2019)

Urban		
1	2.19	184%
2	2.29	192%
3	2.02	169%
4	1.87	156%
5	1.07	89%
6	1.71	143%
7	1.51	127%
8	1.68	141%
9	1.93	161%
10	1.56	131%
11	1.02	85%
12	1.72	144%
13	2.09	175%
14	1.18	99%
17	1.73	145%
18	1.47	123%
19	1.94	163%
21	1.43	120%
24	1.91	160%
26	0.95	80%
28	1.13	94%
30	1.35	113%
33	1.10	92%
34	1.26	106%
Circulator		
50	0.23	19%
51	0.20	16%
53	0.37	31%
54	1.86	156%
59	0.29	25%
Express		
60	.24	20%
61	.32	26%
Town Center (Suburban)		
101	0.14	11%
102	0.15	13%
103	0.45	37%
104	0.19	16%
110	0.42	35%
<i>System Average</i>	1.19	

Passengers per Revenue Hour and Percent of System Average (October 2019)

Urban		
1	24.7	176%
2	27.7	197%
3	21.2	151%
4	22.4	159%
5	15.8	112%
6	23.3	166%
7	15.2	108%
8	21.2	151%
9	21.5	153%
10	19.6	139%
11	11.2	80%
12	16.4	117%
13	19.8	141%
14	14.3	102%
17	20.2	144%
18	20.1	143%
19	19.0	136%
21	13.9	99%
24	17.4	124%
26	11.1	79%
28	13.2	94%
30	16.0	114%
33	15.4	110%
34	13.8	98%
Circulator		
50	2.8	20%
51	3.4	24%
53	5.3	38%
54	13.8	98%
59	1.5	10%
Express		
60	6.7	48%
61	7.8	56%
Town Center (Suburban)		
101	3.3	23%
102	4.3	31%
103	10.7	76%
104	4.4	32%
110	7.4	52%
<i>System Average</i>	<i>14.0</i>	

Passengers per Revenue Hour

METRO's standards state that routes performing at less than 70% of the system-wide average should be subject to service evaluation to identify problems and recommend a solution.

In October 2019, none of our urban routes service performed below the service standard. Again, with the exception of the DASH (Route 54), our Circulator and Town Center (Suburban) routes performed far below the service standard. Our Express routes also fell below the standards, but not as significantly as the passengers per revenue mile metric. As service standard are revised and METRO considers the long-term vision for service delivery over the next ten years, these routes will be scrutinized for their impact to the community.

Prior to the next Title VI Update, it is METRO's intention to revise the Service Standards to tie performance more closely to route type. Separate standards may be established for Urban, Suburban, Express and /or Circulator routes at that time.

Cost per Passenger

METRO's standards state that routes which have a cost per passenger greater than 175% of the system average should be subject to service evaluation to identify problems and recommend a solution.

All of the Circulator, Express and Town Center (Suburban) routes performed far below the service standard. As part of our Strategic Planning Process, METRO is working to restructure routes to ensure we are meeting our stated standards.

This metric particularly demonstrates the need for service standards by category, since the values are widely different between urban and suburban service. METRO considers suburban service vital to its operation, primarily for supporting reverse-commutes to outlying industrial employment sites. However, due to the length of these trips and the reality of running nearly-empty return trips, suburban service will never be truly competitive with METRO's urban service. Therefore, prior to the next Title VI Update, it is METRO's intention to revise the Service Standards to tie performance more closely to route type. Separate standards may be established for Urban, Suburban, Express and /or Circulator routes at that time.

Cost per Passenger and Percent of System Average (October 2019)		
Urban		
1	\$ 3.58	25%
2	\$ 3.22	23%
3	\$ 4.53	32%
4	\$ 5.35	38%
5	\$ 7.05	50%
6	\$ 4.58	32%
7	\$ 6.79	48%
8	\$ 4.58	32%
9	\$ 4.52	32%
10	\$ 5.29	37%
11	\$ 9.15	65%
12	\$ 6.56	46%
13	\$ 5.11	36%
14	\$ 6.68	47%
17	\$ 5.33	38%
18	\$ 5.38	38%
19	\$ 5.18	37%
21	\$ 7.63	54%
24	\$ 6.98	49%
26	\$ 9.25	66%
28	\$ 9.74	69%
30	\$ 6.37	45%
33	\$ 7.46	53%
34	\$ 7.21	51%
Circulator		
50	\$ 45.68	324%
51	\$ 36.12	256%
53	\$ 24.50	174%
54	\$ 7.59	54%
59	\$ 60.78	431%
Express		
60	\$ 28.03	199%
61	\$ 17.77	126%
Town Center (Suburban)		
101	\$ 27.70	362%
102	\$ 31.10	211%
103	\$ 22.04	87%
104	\$ 39.09	211%
110	\$ 19.91	122%
System Average	\$ 14.12	

ATTACHMENT R

2020 Onboard Survey

2020 Akron Metro Regional Transit Authority On-Board Survey

DRAFT REPORT
MARCH 2020



Prepared for Akron Metro
Regional Transit Authority
by ETC Institute



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EXECUTIVE SUMMARY

The 2020 Transit On-Board Origin-Destination (OD) Survey was carried out by ETC Institute on behalf of Akron Metro Regional Transit Authority (AKRON). The data collection began in January of 2020 and ended in February of 2020. This report will provide an overview and detailed description of the 2020 On-Board OD Survey process. The report covers the survey findings, purpose/background, design, sampling, administration methodology, and quality control process.

OBJECTIVES

The primary objectives for the Survey were as follows:

- ▲ Compile statistically accurate information about the use of transit in the region by AKRON passengers.
- ▲ Generate reliable linked OD data to support computerized travel demand modeling and transportation network simulation activities for the purpose of regional long-range transportation planning.

SURVEY METHODOLOGY SUMMARY

ETC Institute Interviewers conducted the On-Board Survey upon a representative sample of AKRON routes. The passenger-intercept interviews were completed using hand-held tablet personal computers (PCs) upon which the online Survey, created and developed by ETC Institute in cooperation with AKRON, was administered. Passengers were selected for participation using a random sampling function built into the Survey programming and passenger responses were captured in real time. ETC Institute Interviewers were required to adhere strictly to the random sampling protocol and were at no time permitted to exercise personal discretion with regard to the selection of Survey subjects.

For those passengers who elected to participate, the Survey was administered in two uninterrupted sections. The first was designed to create a detailed record of the passenger's current one-way trip and the second to gather required demographic data. In the initial section, the survey application's mapping features allowed for geocoding of addresses using information provided by the passenger. Passengers were able to see each on-screen map and confirm the accuracy of the trip data collected. At the end of the Survey's first section, passengers were asked to confirm a comprehensive summary of their complete origin-to-destination trip. In the demographics section of the Survey, passengers were offered the choice of physically selecting the answers themselves (actually pressing the buttons on the tablet PC screen) to ensure their privacy. Upon completion of the Survey, minimal passenger contact information was collected and passengers were thanked for their time and willingness to participate.

ETC Institute Interviewers were available to answer passenger questions, the most common of which involved the need to ask for personal information and how the information gathered would ultimately be used. Passengers were assured all information collected would be kept strictly confidential, that AKRON intended to use the information for research purposes designed to improve their system, and that the information would never be used for any commercial purpose.



The summary information below is based on the linked weight factors created during the data expansion process conducted by ETC Institute (unless otherwise stated). A linked passenger trip is a trip from origin to destination on the transit system. Even if a passenger must make several transfers during a one-way journey the trip is counted as one linked trip on the system. Unlinked passenger trips count each boarding as a separate trip regardless of transfers.

TRANSIT TRIP CHARACTERISTICS

The following bullets describe WEEKDAY AKRON passengers' transit trips:

- ▲ Just over fifty percent (51.5 percent) of all transit passengers' trips were home-to-other or other-to-home trips. Home-to-work trips made up nineteen percent (18.5 percent) of all passenger's trips.
- ▲ Ninety-five percent of transit passengers responding to the survey reported walking to access transit (95.2 percent). One percent reported Bicycling or Wheelchair/Mobility Aid to transit (1.3 percent).
- ▲ One-third of all AKRON passengers had trips that did not require any transfers on any system routes to complete their one-way trip (33.0 percent). Sixty-three percent of passengers required one transfer (63.0 percent), and four percent required two or more transfers (4.0 percent).
Transfer percentages above were based on the unlinked expansion.
- ▲ Over forty percent of all AKRON passengers paid using a 1-Day Pass for their one-way trip (43.6 percent). The next highest categories for how passengers paid for their one-way trip included 1-Ride (12.5 percent), 31-Day Pass (11.8 percent), and Akron Public School Student Pass (7.1 percent).
- ▲ Sixty-four percent of passengers paid for their fare using Cash (63.8 percent), while an additional thirteen percent paid for their fare via Gift / Free / No Charge (12.5 percent).

TRANSIT PASSENGER PROFILE

The following bullets describe WEEKDAY AKRON passengers' demographics:

- ▲ Sixty-four percent of AKRON passengers are employed either full-time/part-time (63.9 percent).
- ▲ Twelve percent of AKRON passengers are students of a college or university (Full/Part-time) (11.6 percent) and ten percent are a student for a K-12 school (9.6 percent).
- ▲ Sixty-three percent of AKRON passengers are between 19 and 54 years of age (63.4 percent), with thirty-four percent being between 19 and 34 years of age (33.5 percent).
- ▲ The race/ethnicity of AKRON passengers in the region are 53.4 percent Black/African American, 44.8 percent White / Caucasian, 1.6 percent Hispanic / Latino, 1.3 percent American Indian / Alaska Native, 0.9 percent Asian, 0.5 percent Native Hawaiian / Pacific Islander, and 1.1 percent "Other".
- ▲ Over three-quarters of AKRON passengers report an annual household income below \$50,000 (77.0 percent), sixty-four percent of which was below \$30,000 (64.1 percent).
- ▲ The majority of AKRON passengers reported their national origin to be United States of America (96.5 percent). Just over two percent reported their origin to be that of Afghanistan or Antigua and Barbuda (2.0 percent).



Chapter 1. WEEKDAY OD SURVEY SYSTEM RESULTS

Chapter 1 highlights selected demographic and trip-related findings from the WEEKDAY AKRON OD Survey. Four major categories are presented regarding the Survey findings: (1) Travel characteristics, (2) Pass/Payment characteristics, (3) Household and (4) Rider demographics. Regarding results, the database used for the charts/tables below were expanded based on the linked weight factors created during the expansion process (unless stated otherwise).

TRAVEL CHARACTERISTICS

TYPES OF PLACES AKRON PASSENGERS ARE COMING FROM

Table 1 below shows the top types of places AKRON Passengers are coming from. Based on the Survey results, 45.7 percent of AKRON Passengers selected “Your HOME” for where their trip originated from. Another top choice was “Your usual WORKPLACE” with 17.5 percent of AKRON Passengers. Less than two percent indicated they were coming from either “Pick up / Drop off someone (daycare, school)”, “Other Work-Related”, or “Your Hotel or Lodging” (1.5 percent).

Table 1 - Types of Places AKRON Passengers are Coming From

Origin Place Type	Percentage
Your HOME	45.7%
Your usual WORKPLACE	17.5%
Shopping	8.5%
Personal Business (bank, post office)	7.8%
Recreation / Social (movies, sports, park, etc)	6.3%
Medical Appointment / Doctor's Visit	4.6%
College / University (student only)	3.5%
School (K-12) (student only)	3.4%
Eating / Dining out	1.2%
Pick up / Drop off someone (daycare, school)	0.7%
Other Work-Related	0.5%
Your Hotel or Lodging	0.3%
Grand Total	100.0%



HOW PASSENGERS ACCESS PUBLIC TRANSIT

How Passengers first access public transit for their one-way trip by service type is shown in Table 2. A large majority of all AKRON Passengers (95.2 percent) selected that they accessed public transit by “Walked all the way”, compared to next highest (1.6 percent) of AKRON Passengers who reported “Was dropped off by someone – not a paid service”. An additional 3.2 percent of AKRON Passengers reported they first accessed public transit in another way.

Table 2 - How Passengers Access Public Transit

Access Mode	Percentage
Walked all the way	95.2%
Was dropped off by someone - not a paid service	1.6%
Drove or rode with others and parked	0.9%
Wheelchair / Mobility Aid	0.7%
Drove alone and parked	0.7%
Your own bike	0.4%
Used Uber, Lyft, or similar service	0.3%
Bike share	0.2%
Taxi	0.1%
Grand Total	100.0%

TYPES OF PLACES AKRON PASSENGERS ARE GOING TO

Table 3 below shows the top types of places AKRON Passengers are going to. Based on the Survey results, 39.3 percent of AKRON Passengers selected “Your HOME” for where they were headed on this trip. Another top choice was “Your usual WORKPLACE” with 20.1 percent of AKRON Passengers. Twenty-six percent of passengers indicated they were going to “Personal Business (bank, post office)”, “Shopping”, or “Recreation / Social (movies, sports, park, etc)” (25.5 percent).

Table 3 - Types of Places AKRON Passengers are Going To

Destination Place Type	Percentage
Your HOME	39.3%
Your usual WORKPLACE	20.1%
Personal Business (bank, post office)	9.4%
Shopping	8.4%
Recreation / Social (movies, sports, park, etc)	7.7%
School (K-12) (student only)	4.3%
Medical Appointment / Doctor's Visit	3.6%
College / University (student only)	3.1%
Other Work-Related	1.8%
Eating / Dining out	1.2%
Your Hotel or Lodging	0.7%
Pick up / Drop off someone (daycare, school)	0.5%
Airport (as an air passenger)	0.0%
Grand Total	100.0%



TRIP PURPOSES OF AKRON PASSENGERS

Table 4 below shows the trip purposes of AKRON Passengers. The “Origin Place Type” and “Destination Place Type” for each OD record were paired together and then categorized to represent the trip purpose of each record. The categories are as follows: Home – Work, Home – Other, Work – Home, Work – Other, or Other – Other. Based on this categorization, 51.5 percent of AKRON Passengers are making either Home – Other or Other – Home trips. Less than five percent of AKRON Passengers are making Work – Other or Other – Work trips (4.1 percent).

Table 4 - Trip Purpose of AKRON Passengers

Trip Purpose	Percentage
Home - Other	27.1%
Other - Home	24.4%
Home - Work	18.5%
Work - Home	14.9%
Other - Other	11.0%
Work - Other	2.7%
Other - Work	1.4%
Grand Total	100.0%

HOW PASSENGERS TRAVELED FROM TRANSIT TO THEIR FINAL DESTINATION

Table 5 shows how Passengers traveled from transit to their final destination. The majority of all transit Passengers (97.0 percent) selected “Walked all the way” for their egress mode type to their final destination after using public transit, compared to the next highest (0.9 percent) of AKRON Passengers that selected “Be picked up by someone – not a paid service”. An additional 2.1 percent of AKRON Passengers reported they traveled from transit to their final destination in another way.

Table 5 - How Passengers Traveled from Transit to Their Final Destination

Egress Mode	Percentage
Walked all the way	97.0%
Be picked up by someone - not a paid service	0.9%
Wheelchair / Mobility Aid	0.7%
Get in a parked vehicle & drive alone	0.6%
Your own bike	0.4%
Taxi	0.2%
Bike share	0.1%
Use Uber, Lyft, or similar service	0.1%
Get in a parked vehicles & drive/ride w/ others	0.0%
Grand Total	100.0%



NUMBER OF SYSTEM TRANSFERS USED

Tables 6 - 8 show the total number of transfers used in the one-way trip by AKRON Passengers. One-third of AKRON Passengers (33.0 percent) used zero AKRON System transfers to make their current trip, compared to, 63.0 percent of AKRON Passengers that used one AKRON System transfer during their trip. **Transfer percentages were based on the unlinked expansion.**

Table 6 - Number of Total Transfers

Total Transfers	Percentage
(0) None	33.0%
(1) One	63.0%
(2) Two	4.0%
(3) Three	0.0%
Grand Total	100.0%

Table 7 - Number of Previous Transfers from Origin to Transit

Previous Transfers	Percentage
(0) None	66.3%
(1) One	32.9%
(2) Two	0.8%
Grand Total	100.0%

Table 8 - Number of Next Transfers from Transit to Destination

Next Transfers	Percentage
(0) None	65.0%
(1) One	33.6%
(2) Two	1.4%
Grand Total	100.0%



PASS/PAYMENT CHARACTERISTICS

WHAT TYPE OF FARE DID YOU USE FOR THIS TRIP?

Table 9 shows the type of fare used by AKRON Passengers. Forty-four percent used the “1-Day Pass” for their one-way trip (43.6 percent) compared to the next highest of thirteen percent who used the “1-Ride” type of fare (12.5 percent). Nearly three percent (2.6 percent) used an “Other” type of fare for their one-way trip.

Table 9 - What Type of Fare Did You Use for this Trip?

Type of Fare	Percentage
1-Day Pass	43.6%
1-Ride	12.5%
31-Day Pass	11.8%
Akron Public School Student Pass	7.1%
University of Akron ZipCard	7.1%
Reduced 1-Ride	6.4%
7-Day Pass	3.3%
Reduced 31-Day Pass	3.1%
Other	2.6%
None (when using free DASH service)	1.3%
Northcoast Express 1-Ride	0.7%
Stark State College Class Pass	0.4%
Reduced Northcoast Express 1-Ride	0.0%
Grand Total	100.0%

FARE PAYMENT METHOD

Table 10 illustrates the fare payment method used by AKRON Passengers. The majority of AKRON Passengers paid for their fare using “Cash” (63.8 percent), followed by “Gift / Free / No Charge” (12.5 percent). The method used the least often was by “Payroll Deduction” (0.8 percent).

Table 10 - Fare Payment Method

Fare Payment Method	Percentage
Cash	63.8%
Gift / Free / No Charge	12.5%
Received from an agency	7.2%
Credit / Debit Card	7.1%
Mobile Ticketing / EZFare	5.6%
Other	3.1%
Payroll Deduction	0.8%
Grand Total	100.0%



HOUSEHOLD DEMOGRAPHICS

HOW MANY WORKING VEHICLES (CARS, TRUCKS, OR MOTORCYCLES) ARE AVAILABLE TO YOUR HOUSEHOLD?

Tables 11 - 12 show the number of household vehicles for AKRON Passengers' household. Just over two-thirds (68.2 percent) of AKRON Passengers indicated they are without a working vehicle in their household, compared to 20.2 percent of Passengers with one working vehicle in their household, and 11.6 percent of Passengers with two or more working vehicles in their household as shown in Table 11. Of those Passengers who indicated they have a vehicle in their household the majority (71.6 percent) indicated their vehicle wasn't available for this one-way trip.

Table 11 - How Many Working Vehicles are Available to Your Household?

Number of Household Vehicles	Percentage
None (0)	68.2%
One (1)	20.2%
Two (2)	8.1%
Three (3)	2.5%
Four (4)	0.7%
Five (5)	0.1%
Six (6)	0.2%
Seven (7)	0.0%
Grand Total	100.0%

Table 12 - Can You Use Your Household Vehicle for this Trip?

Can Use Household Vehicle	Percentage
No	71.6%
Yes	28.4%
Grand Total	100.0%



INCLUDING YOU, HOW MANY PEOPLE LIVE IN YOUR HOUSEHOLD?

The total number of household members for AKRON Passengers' household is shown in Table 13. Just over half (57.4 percent) of AKRON Passengers are in a one or two-member household, compared to 29.7 percent of AKRON Passengers with three or four members in the household, and 13.0 percent of AKRON Passengers with five or more members in the household.

Table 13 - Including YOU, How Many People Live in Your Household?

Household Size	Percentage
One (1)	33.0%
Two (2)	24.4%
Three (3)	17.5%
Four (4)	12.2%
Five (5)	6.8%
Six (6)	2.8%
Seven (7)	1.6%
Eight (8)	0.6%
Nine (9)	0.2%
Ten or More (10+)	1.0%
Grand Total	100.0%

INCLUDING YOU, HOW MANY PEOPLE IN YOUR HOUSEHOLD ARE EMPLOYED FULL OR PART-TIME?

Table 14 shows the number of employed household members for AKRON Passengers' household. The top two employed household size categories for AKRON Passengers are one and two employed member(s) in the household (62.2 percent), compared to 22.1 percent of AKRON Passengers with zero employed members in the household, and 15.5 percent of AKRON Passengers with three or more employed members in the household.

Table 14 - Including YOU, How Many People in Your Household are Employed Full- or Part-Time?

Number of Employed Persons	Percentage
None (0)	22.1%
One (1)	36.7%
Two (2)	25.5%
Three (3)	9.9%
Four (4)	3.1%
Five (5)	1.2%
Six (6)	0.5%
Seven (7)	0.5%
Eight (8)	0.0%
Nine (9)	0.0%
Ten or More (10+)	0.3%
Grand Total	100.0%



WHICH OF THE FOLLOWING BEST DESCRIBES YOUR TOTAL ANNUAL HOUSEHOLD INCOME BEFORE TAXES?

Table 15 shows the Total Annual Household Income for AKRON Passengers' household. The largest income category for AKRON Passengers was "Below \$5,000" (20.1 percent), closely followed by "\$10,000 - \$19,000" (16.9 percent). The majority of AKRON Passengers have a total annual household income of less than \$30,000 (64.1 percent).

Table 15 - Which of the Following BEST Describes Your Total Annual Household Income Before Taxes?

Annual Household Income	Percentage
Below \$5,000	20.1%
\$5,000 - \$9,999	13.2%
\$10,000 - \$19,999	16.9%
\$20,000 - \$29,999	13.9%
\$30,000 - \$39,999	7.4%
\$40,000 - \$49,999	5.5%
\$50,000 - \$59,999	3.1%
\$60,000 - \$74,999	2.8%
\$75,000 - \$99,999	1.6%
\$100,000 - \$119,999	0.3%
More than \$120,000	0.8%
REFUSED	14.4%
Grand Total	100.0%

PASSENGER DEMOGRAPHICS

WHAT IS YOUR EMPLOYMENT STATUS?

Table 16 shows the employment status of AKRON Passengers. Most AKRON Passengers (63.9 percent) reported "Employed" (either full- or part-time) for employment status.

Table 16 - What is Your Employment Status?

Employment Status	Percentage
Employed full-time (at least 30 hrs per week)	44.0%
Employed part-time (less than 30 hrs per week)	19.9%
Not currently employed, and not seeking work	26.8%
Not currently employed, but seeking work	5.6%
Retired	3.7%
Stay-at-home spouse / partner	0.1%
Grand Total	100.0%



WHAT IS YOUR STUDENT STATUS?

Table 17 shows the student status of AKRON Passengers. Most AKRON Passengers (77.7 percent) reported “Not a student” for student status, compared to 11.6 percent of AKRON Passengers that reported “Yes – Full time/Part time College / University”.

Table 17 - What is Your Student Status?

Student Status	Percentage
Not a student	77.7%
Yes - Full time College / University	8.4%
Yes - Part time College / University	3.2%
Yes - K-12th grade	9.6%
Yes - Vocational / Technical / Trade school	0.1%
Yes - Other	1.0%
Grand Total	100.0%

WHAT IS YOUR AGE?

Table 18Error! Reference source not found. shows the age of AKRON Passengers. One-third of AKRON Passengers indicated they were between the ages of 19-34 (33.5 percent), while one-quarter of AKRON Passengers indicated they were age 55 or older (25.3 percent).

Table 18 - What is Your Age?

Age	Percentage
Under 16	2.8%
16-18	8.5%
19-24	15.0%
25-34	18.5%
35-44	16.7%
45-54	13.2%
55-64	18.1%
65+	7.2%
Grand Total	100.0%

WHAT IS YOUR GENDER?

The gender of AKRON Passengers is presented in Table 19 Just over half of AKRON Passengers (56.6 percent) indicated they were “Male”, compared to 43.3 percent who indicated they were “Female”, and 0.1 percent who indicated “Other”.

Table 19 - What is Your Gender?

Gender	Percentage
Male	56.6%
Female	43.3%
Other	0.1%
Grand Total	100.0%



DO YOU HAVE A VALID DRIVER'S LICENSE?

Table 20 shows if the Transit Passenger has a valid driver's license. Over half of AKRON Passengers (67.6 percent) indicated they did not have a valid driver's license, compared to 32.4 percent who indicated they did have a valid driver's license.

Table 20 - Do You Have a Valid Driver's License?

Driver's License	Percentage
No	67.6%
Yes	32.4%
Grand Total	100.0%

WHAT IS YOUR NATIONAL ORIGIN?

Table 21 shows AKRON Passenger's National Origin. The majority of AKRON Passenger's indicated they are from the "United States of America" (96.5 percent), followed by "Afghanistan" (1.2 percent), and "Antigua and Barbuda" (0.8 percent). The "Other" category of 1.5 percent includes origins that were indicated less than 0.5 percent of the time.

Table 21 - What is Your National Origin?

National Origin	Percentage
United States of America	96.5%
Afghanistan	1.2%
Antigua and Barbuda	0.8%
Other	1.5%
Grand Total	100.0%



DO YOU SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME?

The language spoken at the home of AKRON Passengers is displayed in the Tables 22 - 24. Seven percent (6.9 percent) of AKRON Passengers indicated they spoke a language other than English at home. Of those AKRON Passengers that do speak another language other than English at home, “Spanish” was the most widely spoken language other than English (51.7 percent). In addition, for those Passengers that indicated they speak another language other than English at home, over eighty percent (83.7 percent) indicated they can speak English “Very well”.

Table 22 - Do You Speak a Language Other than English at Home?

Speak Another Language	Percentage
No	93.1%
Yes	6.9%
Grand Total	100.0%

Table 23 - If YES: What Language?

Other Languages Spoken	Percentage
Spanish	51.7%
German	12.9%
French	6.3%
Chinese, Mandarin	4.1%
Arabic, Standard	4.0%
Other	20.9%
Grand Total	100.0%

Table 24 - If YES: What is Your English Ability?

English Ability	Percentage
Very well	83.7%
Well	11.0%
Less than well	5.3%
Grand Total	100.0%



WHAT IS YOUR RACE / ETHNICITY?

Table 25 shows the race/ethnicity of AKRON Passengers. Totals add up to more than 100% because respondents were encouraged to check all answers that applied. Over half percent of AKRON Passengers (53.4 percent) indicated they were “Black/African American”, closely followed by “White / Caucasian” (44.8 percent). Less than five percent (4.3 percent) of AKRON Passengers indicated they were “Hispanic / Latino”, “American Indian / Alaska Native”, “Asian”, or “Native Hawaiian / Pacific Islander”.

Table 25 - What is Your Race / Ethnicity?

Race/Ethnicity	Percentage
Black/African American	53.4%
White / Caucasian	44.8%
Hispanic / Latino	1.6%
American Indian / Alaska Native	1.3%
Asian	0.9%
Native Hawaiian / Pacific Islander	0.5%
Other	1.1%



Chapter 2. SURVEY METHODOLOGY

SAMPLING PLAN

To ensure that the distribution of completed surveys mirrored the actual distribution of AKRON Passengers who use the system, ETC Institute and AKRON established proportional sampling goals for each AKRON route. In addition to developing variable sampling rates for each route in the system, ETC Institute also conducted an on-to-off (O2O) survey of passengers prior to the main data collection effort. One of the primary objectives of O2O surveys is to collect information about ridership patterns on high volume, high-importance system routes to ensure that the data collected during the main OD survey is truly representative. The final sampling plan ensured the completion of O2O counts for approximately 2,200 of the system's passengers across 10 routes and an OD survey with at least 1,900 of the system's passengers during the weekdays.

SAMPLING GOALS FOR OD SURVEY

ETC Institute developed a **weekday** sampling plan that would ensure the completion of the OD survey by approximately 1,900 passengers utilizing a ten percent sampling rate across a total of 36 routes.

Weekday

Table 26 on the following pages shows the original goals and completed surveys by route, time period, and direction. The sampling plan for the OD survey was designed to obtain completed surveys utilizing various sampling rates for each route operated by AKRON.



Table 26 - Weekday OD Sampling Goals

AKRON METRO SPRING 2020 OD SURVEY WEEKDAY															
		Survey GOALS						Surveys COMPLETED							
RTE	DIR	Early AM	AM Peak	Midday	PM Peak	Evening	DIR TOT	RTE TOT	Early AM	AM Peak	Midday	PM Peak	Evening	DIR TOT	RTE TOT
1	IN	14	14	20	25	15	87	181	15	5	19	34	10	83	200
1	OUT	19	19	24	24	8	94		35	10	31	34	7	117	
2	IN	20	16	20	22	11	89	190	23	15	23	25	8	94	183
2	OUT	14	16	24	36	11	101		14	19	22	24	10	89	
3	IN	18	10	11	13	5	56	110	18	13	8	21	15	75	147
3	OUT	10	9	11	18	7	54		14	11	22	22	3	72	
4	IN	8	5	4	8	0	26	52	17	8	2	4	0	31	53
4	OUT	10	3	4	9	0	26		5	7	9	1	0	22	
5	IN	10	4	3	5	0	22	45	7	4	8	2	0	21	56
5	OUT	6	4	1	10	0	22		12	9	8	6	0	35	
6	IN	7	10	12	19	5	52	108	15	11	12	11	8	57	105
6	OUT	15	10	11	14	6	56		14	9	13	4	8	48	
7	IN	5	6	6	9	3	29	58	13	7	11	7	0	38	71
7	OUT	6	6	6	8	3	29		11	12	3	5	2	33	
8	IN	13	8	9	11	4	45	95	16	9	7	12	5	49	105
8	OUT	11	7	10	15	7	50		21	10	8	13	4	56	
9	IN	10	7	8	13	2	40	74	13	6	6	14	2	41	69
9	OUT	7	6	5	13	4	34		8	10	5	3	2	28	
10	IN	10	7	9	12	5	42	91	18	12	6	8	5	49	93
10	OUT	8	10	9	15	7	48		7	6	9	11	11	44	
11	IN	3	1	2	1	0	8	15	0	1	4	3	0	8	16
11	OUT	0	3	1	4	0	8		1	2	1	3	1	8	
12	IN	6	7	8	12	2	34	71	10	6	11	14	2	43	71
12	OUT	10	6	9	10	2	37		7	7	8	6	0	28	
13	IN	9	7	7	7	4	35	72	5	5	10	8	8	36	66
13	OUT	5	6	8	14	5	37		5	7	6	5	7	30	
14	IN	13	10	11	11	7	52	111	7	9	15	8	8	47	100
14	OUT	11	9	13	17	9	59		10	12	13	13	5	53	
17	IN	15	5	8	10	4	42	81	8	11	9	9	8	45	80
17	OUT	6	6	7	15	5	39		7	8	10	4	6	35	
18	IN	11	7	7	9	3	36	70	6	6	8	14	6	40	79
18	OUT	6	6	7	11	5	35		7	3	5	17	7	39	
19	IN	10	6	9	8	5	37	71	12	5	12	10	8	47	83
19	OUT	6	6	7	11	5	34		10	9	5	7	5	36	
21	IN	1	1	2	1	0	5	14	0	0	4	3	0	7	15
21	OUT	1	3	2	2	0	9		0	3	5	0	0	8	



AKRON METRO SPRING 2020 OD SURVEY WEEKDAY (CONT'D)															
24	IN	5	2	4	2	0	12	26	3	4	3	2	0	12	31
24	OUT	1	2	2	6	2	13		1	2	5	5	6	19	
26	IN	3	3	5	4	0	15	29	2	2	3	6	1	14	32
26	OUT	3	3	4	5	0	14		3	1	11	3	0	18	
28	IN	3	2	1	6	0	13	26	4	0	0	7	0	11	25
28	OUT	6	2	1	4	0	14		2	0	3	9	0	14	
30	IN	8	5	7	8	1	28	54	7	5	7	7	0	26	52
30	OUT	8	4	4	10	0	26		5	5	5	11	0	26	
33	IN	4	0	1	6	2	12	27	8	0	4	2	2	16	33
33	OUT	6	0	3	3	3	14		6	0	6	3	2	17	
34	IN	8	5	8	13	2	35	68	10	8	5	15	3	41	70
34	OUT	10	4	6	11	2	32		5	5	5	13	1	29	
50	CIR	2	2	1	2	1	8	8	1	5	1	3	1	11	11
51	IN	1	1	1	1	0	4	10	0	2	1	4	0	7	15
51	OUT	1	2	2	2	0	6		0	1	4	3	0	8	
53	IN	1	2	2	1	0	6	12	0	1	1	4	0	6	12
53	OUT	2	2	2	1	0	6		2	1	2	1	0	6	
54	CIR	14	24	26	22	9	95	95	8	17	26	26	10	87	87
59	CIR	1	2	2	3	1	8	8	0	1	2	5	0	8	8
60	IN	0	0	0	2	0	2	4	0	0	0	2	0	2	7
60	OUT	2	0	0	0	0	2		5	0	0	0	0	5	
61	IN	1	0	2	9	0	12	24	0	0	4	13	1	18	37
61	OUT	8	1	2	1	0	12		10	2	5	2	0	19	
101	IN	1	0	0	2	0	3	6	0	0	0	3	0	3	5
101	OUT	3	0	0	0	0	3		1	0	0	1	0	2	
102	IN	1	1	1	3	3	9	20	4	3	0	4	2	13	29
102	OUT	3	2	2	2	1	10		7	0	5	4	0	16	
103	IN	3	0	0	5	2	10	24	5	0	0	5	0	10	23
103	OUT	6	1	4	2	2	14		6	0	4	3	0	13	
104	IN	1	0	1	3	2	7	16	2	0	0	3	2	7	16
104	OUT	4	1	1	2	1	9		7	0	0	2	0	9	
110	IN	2	0	1	3	0	6	14	5	0	0	1	0	6	14
110	OUT	4	0	1	2	0	7		6	0	2	0	0	8	
		458	337	404	587	188		1974	516	352	472	557	202		2099



SAMPLING PLAN FOR O2O COUNTS

The sampling plan for the O2O counts was designed to obtain completed surveys of the daily ridership on 10 routes selected by AKRON. Table 27 shows the goals for each bus line by route, time period, and direction.

Table 27 - AKRON O2O Sampling Goals

Route Description	WEEKDAY BUS O2O GOALS						WEEKDAY BUS O2O COMPLETED MATCHES					
	AM	AM Peak	Midday	PM Peak	Evening	Total	AM	AM Peak	Midday	PM Peak	Evening	Total
1 - West Market INBOUND TO RKP TRANSIT CENTER	28	28	39	49	30	175	35	30	48	100	30	243
1 - West Market OUTBOUND TO MONTROSE @ ROTHROCK RD	38	39	47	48	17	188	108	74	24	99	24	329
2 - Arlington INBOUND TO RKP TRANSIT CENTER	40	31	39	45	22	178	104	55	74	94	60	387
2 - Arlington OUTBOUND TO INTERSTATE PKWY TURNAROUND	28	32	48	71	22	201	27	44	54	78	35	238
3 - Copley Road / Hawkins INBOUND TO RKP TRANSIT CENTER	35	21	21	26	9	112	53	80	28	62	21	244
3 - Copley Road / Hawkins OUTBOUND TO ROLLING ACRES TRANSIT CENTER	20	17	21	37	13	109	25	46	32	58	18	179
6 - East Market / Lakemore INBOUND TO RKP TRANSIT CENTER	14	21	23	37	9	104	26	20	26	42	8	122
6 - East Market / Lakemore OUTBOUND TO TRI-COUNTY PLAZA	30	19	21	29	12	111	39	5	44	21	11	120
8 - Kenmore / Barberton INBOUND TO RKP TRANSIT CENTER	26	16	19	22	8	90	36	22	22	41	23	144
8 - Kenmore / Barberton OUTBOUND TO NORTON PLAZA	21	14	19	31	14	100	27	10	27	65	29	158
10 - Howard / Portage Trail INBOUND TO RKP TRANSIT CENTER	20	13	17	24	11	85	28	32	20	20	0	100
10 - Howard / Portage Trail OUTBOUND TO INDEPENDENCE TURNAROUND	16	19	19	30	13	96	27	30	10	41	13	121
13 - Grant / Firestone Park INBOUND TO RKP TRANSIT CENTER	19	14	14	15	9	70	13	18	32	34	27	124
13 - Grant / Firestone Park OUTBOUND TO WATERLOO GIANT EAGLE	11	12	15	27	9	74	24	25	30	47	32	158
14 - Euclid / Barberton Express INBOUND TO RKP TRANSIT CENTER	27	20	21	22	13	103	30	59	44	28	33	194
14 - Euclid / Barberton Express OUTBOUND TO WOOSTER RD @ JR WHEEL	22	19	25	35	18	119	50	31	69	77	17	244
17 - Brown / Inman INBOUND TO RKP TRANSIT CENTER	30	11	15	19	8	83	39	12	21	59	15	146
17 - Brown / Inman OUTBOUND TO WATERLOO GIANT EAGLE	13	12	14	30	10	78	24	19	50	36	36	165
54 - Dash LOOP TO RKP TRANSIT CENTER	30	47	52	44	17	191	32	78	52	100	20	282
Grand Total	467	404	491	641	263	2,267	747	690	707	1,102	452	3,698
	* Combined Pre-Early AM and Early AM Time Periods						* Combined Pre-Early AM and Early AM Time Periods					



SURVEY INSTRUMENT

The tablet PCs were the preferred survey method as the tablet PCs have on-screen mapping features that allow for real-time geocoding of addresses and places based off either address, intersection, or place searches using feedback from respondents. The respondents could then confirm the geocoded location based on the on-screen map that displayed the searched address/location via a Google Map indicator icon. In addition to using the mapping feature to collect the global positioning system coordinates of major survey locations (home address, origin address, destination address, boarding location, and alighting location), the tablet PC also allowed the interviewer to walk through each question with the respondent. This allowed the interviewer to answer any questions as well as to ensure the accuracy of the data collected. The respondent could also select the answers to the questions directly on the tablet PC during the demographic section to allow for more privacy.

Respondents who did not have time to complete the Survey during their bus trip were also given the option of providing their phone numbers to be called back. Those who provided their phone numbers were then contacted by ETC Institute's call center to complete the Survey. Figures 1 - 5 show examples from the tablet PC Survey.

Figure 1 - Tablet PC Screenshot for Question: "What Type of Place are You Coming from Now?"

THIS ROUTE: 24 - Lakeshore INBOUND TO RKP TRANSIT CENTER

© ETC Institute 2020
12/21/17
GPS OFF

Q. What type of place are you COMING FROM NOW? (the starting place for your one-way trip)

Your usual WORKPLACE	Recreation / Social (movies, sports, park, etc)
Your HOME	Medical Appointment / Doctor's Visit
Other Work-Related	Personal Business (bank, post office)
College / University (student only)	Pick up / Drop off someone (daycare, school)
School (K-12) (student only)	Shopping
Airport (as an air passenger)	Eating / Dining out
Other: <input type="text"/>	

THIS ROUTE: 24 - LAKESHORE INBOUND TO RKP TRANSIT CENTER

Exit & Clear Save & Exit Previous Next



Figure 2 - Tablet PC Screenshot for Question: "How did you get from your origin to your very first bus on this one-way trip?"

THIS ROUTE: 24 - Lakeshore INBOUND TO RKP TRANSIT CENTER © ETC Institute 2020
12:09:09
GPS: OFF

Q. How did you GET FROM your origin [Your HOME] TO [24 - Lakeshore INBOUND TO RKP TRANSIT CENTER] on this one- way trip?

Walked all the way	Used Uber, Lyft, or similar service
Wheelchair / Mobility Aid	Taxi
Your own bike	Drove alone and parked
Bike share	Drove or rode with others and parked
Was dropped off by someone - not a paid service	Other, please specify: <input type="text"/>

▲ THIS ROUTE: 24 - LAKESHORE INBOUND TO RKP TRANSIT CENTER

Exit & Clear Save & Exit Previous Next

Figure 3 - Tablet PC Screenshot for Question: "Where will you get off on this one-way?"

THIS ROUTE: 24 - Lakeshore INBOUND TO RKP TRANSIT CENTER © ETC Institute 2020
12:10:09
GPS: OFF

Q. Where will you GET OFF [24 - Lakeshore INBOUND TO RKP TRANSIT CENTER] on this one-way trip?

Distance: _____mi

Enter a location here Clear Me

▲ >>>>>> 24 - LAKESHORE INBOUND TO RKP TRANSIT CENTER

Exit & Clear Save & Exit Previous Next



Figure 4 - Tablet PC Screenshot of a set of Demographic Questions

THIS ROUTE: 24 Laketown INBOUND TO RFP TRANSIT CENTER © 2019 Metro 2020 08/19/19 4:15 PM

Q. What kind of fare do you have?

None (when using free DASH service)	31-Day Pass	University of Akron ZipCard
1-Ride	Reduced 31-Day Pass	Stark State College Class Pass
Reduced 1-Ride	Northcoast Express 1-Ride	Other: <input type="text"/>
1-Day Pass	Reduced Northcoast Express 1-Ride	
7-Day Pass	Akron Public School Student Pass	

Q. How did you pay for your pass?

Cash	Payroll Deduction
Credit / Debit Card	Gift / Free / No Charge
Received from an agency	Other: <input type="text"/>
Mobile Ticketing / EZFare	

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Figure 5 - Tablet PC Screenshot of another set of Demographic Questions

THIS ROUTE: 24 Laketown INBOUND TO RFP TRANSIT CENTER © 2019 Metro 2020 08/19/19 4:15 PM

Q. Do you have a valid driver's license?

Yes	No
------------	----

Q. What is your AGE?

Under 16	25-34	55-64
16-18	35-44	65+
19-24	45-54	

Q. Are you: (check all that apply)

American Indian / Alaska Native	Native Hawaiian / Pacific Islander
Asian	White
Black / African American	Other: <input type="text"/>
Hispanic / Latino	

Q. What is your gender?

Male	Prefer to self-describe: <input type="text"/>
Female	

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Chapter 3. SURVEY ADMINISTRATION

LABOR RECRUITMENT AND TRAINING

Assembling a team of high-quality surveying staff was one of the most important steps in the OD administration process. ETC Institute collaborated with a staffing firm to provide O2O interviewers and interviewers for the OD survey.

The training session focused on the survey purpose and objectives, the survey instrument, scripts on how to respond to passengers' questions, how to use data collection tools correctly, the random sampling protocol, instructions on how to conduct themselves when working with the public, and safety training. Survey staff were instructed to understand that while they were not AKRON employees, they were representing the agency while on transit vehicles or property and that they needed to act in a manner that reflected positively on AKRON at all times. There were additional training sessions conducted throughout the data collection process on an as-needed basis but with smaller groups.

Maximizing participation and legitimizing the survey among passengers depended on the public response to the survey staff. To support a good public image, ETC Institute imposed strict dress code standards that required survey staff to wear clean, appropriate clothing to present a casual, yet neat, appearance that ensured professionalism and comfort. Survey staff were provided with interviewer badges and vests to identify interviewers to AKRON staff and passengers to further legitimize their appearance. The badge and dress code standards promoted a professional appearance and reinforced survey legitimacy, which increased passengers' trust in the interviewers and the process.

TRAINING O2O SURVEYORS

The ETC Institute Field Supervisor created the necessary training materials and conducted the O2O training. The primary tool that was used for the training session was a PowerPoint presentation. The training went over the following details:

- ▲ Equipment use and set up.
- ▲ Methodologies for collecting boarding and alighting pairs.
- ▲ The importance of achieving 100% coverage of the route.
- ▲ How to approach passengers.
- ▲ How to handle refusals.
- ▲ How to react in various situations that may be encountered.
- ▲ Safety training.

Once surveyors had demonstrated that they could perform the O2O counts, the surveyors were invited to field training. The field training provided hands on training that involved the actual conducting of the O2O counts with all passengers. During the field training, surveyors were tested on their proficiency and were provided with additional coaching if needed. Any surveyor deemed unable to perform the O2O count was replaced.



O2O COUNT SURVEYOR ROLES

The O2O count surveyors were responsible for the distribution and collection of the O2O count cards. Typically, there were two surveyors assigned to each bus with one surveyor covering the front of the bus and a second surveyor positioned at the back of the bus. The surveyor at the front of the bus scanned and distributed bar-coded cards to boarding passengers while the surveyor at the back of the bus collected and scanned the cards as passengers alighted. The surveyors were equipped with handheld scanning devices to capture the boarding and alighting GPS locations and time stamps. The front door surveyor was designated "team leader." She/he communicated with the bus driver as needed. The rear door surveyor was the dedicated "note taker" who recorded any unusual activity, interruptions, or delays on the route throughout the shift. This ensured there were no unexplained gaps in O2O coverage. The note taker submitted daily shift notes to her/his supervisor at the end of each workday. The supervisor would then add those notes to an ongoing shift notes log maintained by the Field Supervisor throughout the project.

TRAINING OD INTERVIEWERS

The ETC Institute Field Supervisor created the necessary training materials and conducted the OD training. The training session included a PowerPoint presentation to explain the purpose and objectives of the survey, questionnaire content, interviewer procedures and requirements, random sampling protocol, survey logistics, how to maximize response rates (including difficult-to-survey passengers), and the data collection process in a step-by-step format. Other goals of the training included building interview staff confidence, helping interview staff feel that they are an important part of the survey's success, and helping them understand the importance of the survey and the long-term benefits to their community.

ETC Institute ensured that the training addressed the following details:

- ▲ Tips on intercepting/interacting with non-English speakers and passengers with limited English proficiency.
- ▲ Cultural sensitivity.
- ▲ Importance of understanding the intent of the questions.
- ▲ Instructions on conveying the purpose of the survey to passengers.
- ▲ Importance of adhering to our random sampling protocol at the outset of every survey.
- ▲ Procedure for properly recording all refusals and completing a short observational assessment of the refusing passenger for internal purposes.
- ▲ Importance of data confidentiality and instruction on how to address passenger concerns regarding same.
- ▲ Overview of the AKRON system covering all topics covered in the tablet questionnaire with route-specific instruction as needed.
- ▲ How to handle passenger comments and complaints.
- ▲ Safety training.



Toward the end of training, interviewers conducted mock interviews using the survey tablets. This allowed ETC Institute staff to gauge each interviewer's comprehension of the survey and instrument and provide feedback as needed. After the training, interviewers were tested on items discussed in training.

Following training, applicants got a chance to conduct interviews under the supervision of an experienced ETC Institute supervisor. Supervisors oversaw interviewers and provided feedback on performance throughout the day.

Interviewers who were conducting the survey properly could go to the next phase of field training. Interviewers who needed more help but showed promise were asked to spend a second day in the field under direct supervision. Once an interviewer had demonstrated proficiency under direct supervision, he/she was given a field test during which the prospective interviewer conducted surveys on his/her own. During this period the interviewer's productivity and data quality were remotely assessed by ETC Institute's staff.

OD PASSENGER SURVEY INTERVIEWERS ROLES

For the OD Survey, interviewers boarded their assigned bus and selected passengers at random to participate in the survey. While conducting the interview, interviewers asked the respondent each question from the survey tablet and recorded each response provided to them by the passenger.

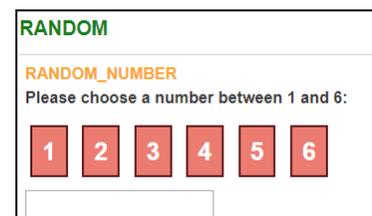
SURVEY ADMINISTRATION

SELECTION OF PARTICIPANTS

For the OD surveys conducted by tablets, a random number generator (shown in Figure 6) was used to determine which passengers were asked to participate in the survey after boarding the surveying bus.

If four people boarded a bus, the tablet PC randomly generated a number from 1 to 4. If the answer was 2, the second person who boarded the bus was asked to participate in the survey. If the answer was 1, the first person was asked to participate in the survey, and so forth. The selection was limited to the first six people who boarded a bus or train at any given stop to ensure the interviewer could keep track of the passengers as they boarded.

Figure 6 - OD Survey Random Number Generator



For example, if 20 people boarded a bus or train, the tablet PC program would randomly pick one of the first six people for the survey. If the interview was refused by the randomly selected passenger, then the passenger who boarded before the passenger selected would be attempted (**after, if 1 was selected**).

Respondents who did not have time to complete the survey during their bus trip, or who spoke a language different from the interviewer, were given the option of providing their phone numbers to conduct the survey at another time. Those who provided their phone numbers for call backs were then contacted by ETC Institute's call center to complete the survey. Those interviewers that did speak the foreign language of the passenger translated the English tablet PC version and indicated which language the interview was conducted in.



For the O2O collection, each passenger was provided the opportunity to participate. For every sampled trip or individual bus that was surveyed for the O2O counts, every passenger that boarded the vehicle was offered a bar-coded card that was scanned when the passenger boarded, and scanned again when the passenger alighted the vehicle, thus recording these times and GPS coordinates.

OD SURVEY PROCEDURE

Interviewers selected people for the survey in accordance with the sampling procedures described earlier in this subsection. Once an interviewer had employed random sampling protocol to identify the passenger to be surveyed, the interviewer:

- ▲ Approached the passenger who was identified and asked him or her to participate in the survey.
- ▲ If the person refused, the interviewer ended the survey, excused themselves and completed three observational questions.
- ▲ If the person agreed to participate, the interviewer asked the respondent if he/she had at least 5 minutes to complete the survey.
- ▲ If the person did not have at least 5 minutes on the bus, the interviewer asked the person to provide his/her name, and phone number for a later call back in the likely event that they alighted prior to completing the survey. A phone interviewer from ETC Institute's call center contacted the respondent and asked him/her to provide the information by phone. This methodology ensured that people who completed short trips on public transit were well represented. The vast majority of records were able to be completed on-board with only a nominal amount of records completed by phone.
- ▲ If the person had at least 5 minutes on the bus, the interviewer began administering the survey to the respondent as a face-to-face interview using a tablet PC.



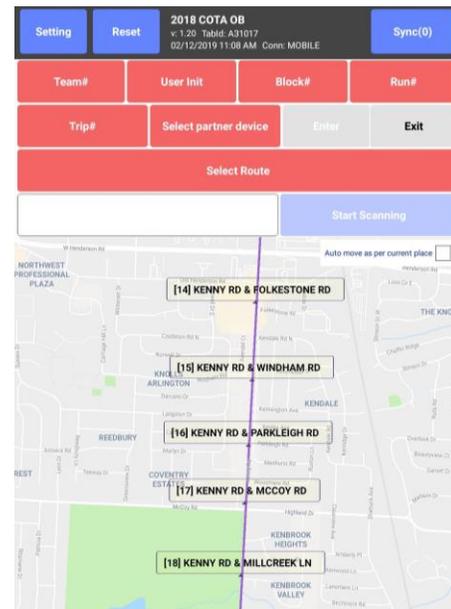
O2O PROGRAM PROCEDURE

The O2O counts were collected using ETC Institute's proprietary software running on GPS-capable tablets equipped with barcode scanners. Tablets on-board the same bus were paired up before a data collection session began. The passengers' route, direction, boarding and alighting information (time, latitude, and longitude) were captured with a high degree of accuracy via the following process:

- ▶ Transit passengers were asked to participate as they entered the transit vehicle.
- ▶ Each passenger entering the bus was handed a barcoded card moments after the card was scanned by ETC Institute's on-board team member.
- ▶ Passengers were asked to keep the bar-coded card for the duration of their trip on that transit vehicle.
- ▶ Passengers were asked to hand their cards back as they exited the vehicle. The cards were scanned as the passengers exited the bus.

The O2O software sent the scanned data to the O2O server where a server-side processing system evaluated the data and paired up the boarding and the alighting locations of each passenger based on the unique barcode, time stamps, and other variables. Before any collection took place, counter staff were trained on every aspect of the on-board process. Supervisory staff administered a variety of quality control checks during tablet set-up, including review of Route #, Team #, Block #, Run #, Bus #, and Partner Tablet ID #. The O2O software was centered on a live map of the current transit route and associated stops. ETC Institute's on-board data collection staff could follow the map of the route and accurately select the passengers' boarding and alighting locations. Route termini were clearly marked on the map and the user was alerted when approaching a route terminus, where the session was closed, and a new session initiated when the bus/train began a new run. An example screenshot of the O2O software is shown in Figure 7 above.

Figure 7 - O2O Software Interface Screenshot





IN-FIELD QUALITY ASSURANCE/QUALITY CONTROL

Each day, ETC Institute's Field Supervisor reviewed each employee's data regarding the following issues to assess whether the employee was conducting the survey properly:

- ▲ Distribution of surveys by demographics.
- ▲ Distribution of surveys by trip characteristics.
- ▲ Length of each survey in minutes.
- ▲ Percentage of refusals.
- ▲ Percentage of short trips.

In addition to daily reviews of demographic responses, trip speed, etc., a comprehensive weekly report was created at the direction of the Field Supervisor which included a detailed itemized breakdown of each interviewer's performance for the week, specifically analyzing distribution of survey responses in relation to the norm. The weekly report was reviewed by all supervisory staff and discussed during a weekly meeting/conference call during which a corrective action plan was formulated in each case. A member of the supervisory team would be assigned each issue. That supervisor would take the corrective action, then add a dated note to the weekly report describing in detail the remedial action taken. The same supervisor would be assigned to follow-up on the issue with the interviewer in question during the current week. If the corrective plan did not prove successful, the interviewer was removed from the schedule, either temporarily pending supplemental training, or permanently where such action was deemed appropriate by the Field Supervisor.

ETC Institute's Field Supervisors routinely conducted spot checks on assigned bus routes and made frequent unannounced visits to stops and stations. Supervisors also utilized anonymous "secret shoppers" to pose as passengers on buses to check up on staff attitude, appearance, performance, and compliance with ETC Institute rules and procedures. Also, Field Supervisors could verify if an interviewer was on their assigned route by viewing the displayed geographic locations of where the interviews were taking place as well as track productivity and data accuracy down to the second it occurred. These checks ensured data integrity and helped identify any interviewer who was falling short of our standards for field survey collection.



Chapter 4. DATA REVIEW PROCESS

Many of the processes described in previous sections of this report were essential elements of the overall quality assurance/quality control (QA/QC) process that was implemented throughout the survey administration process. The establishment of specific sampling goals and procedures for managing the goals ensured that a representative sample was obtained from each bus route. Training of interviewers and the high levels of oversight provided by the Field Manager and the Field Supervisors ensured that the survey was administered properly. Also, the use of the latest geocoding tools such as ETC Institute's tablet PC survey with an embedded Google map search, ETC Institute Visual Review program, and Caliper® Maptitude geographic information system (GIS) software, all of which contributed to the high quality of geocoding accuracy that was achieved. In the end 2,099 WEEKDAY OD surveys passed the data review process.

The following subsections describe the QA/QC processes that were implemented after the data were collected.

PROCESS FOR IDENTIFYING COMPLETE RECORDS

To classify a survey as being completed, the record must have contained all elements of the one-way trip. ETC Institute has classified required trip data as containing complete answers to the following:

- ▲ Route/Direction
- ▲ Time of trip
- ▲ Transfers made
- ▲ Home address
- ▲ Origin address
- ▲ Destination address
- ▲ Origin place
- ▲ Destination place type
- ▲ Access mode
- ▲ Egress mode
- ▲ Boarding location
- ▲ Alighting location

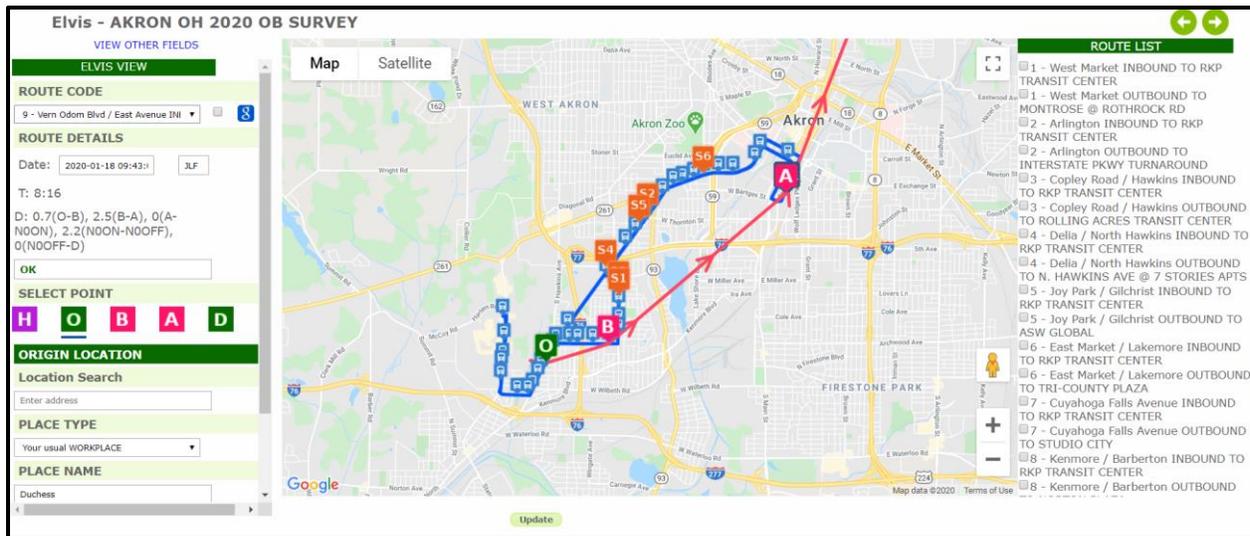
In addition to the required trip-data questions, a survey must have been marked as complete by the online survey program, which occurred only if the interviewer had navigated through every required question on the online survey instrument, including demographic questions.

ONLINE VISUAL REVIEW TOOL

ETC Institute created an online visual review tool that allowed for the review of all completed records within the database. This tool displayed all components of each individual trip as well as a series of preprogrammed distance and ratio checks as described on subsequent pages. After directions were finalized, the next step was to run each record through the speed/distance/time checks. Figure 8 on the following page shows an example of the online visual review tool.



Figure 8 - Online Visual Review Tool (Editable Version)



PRE-DISTANCE CHECKS

A series of distance and ratio checks are preprogrammed into the online visual review tool to allow for ETC Institute's Transit Review Team (TRT) to take a more systematic approach in reviewing complete records. The TRT process for editing surveys is described later in this section. **Note: The distance and ratio checks described were meant to alert the reviewer that closer evaluation was needed. It did not necessarily indicate that the record was inaccurate or unusable.**

The distances used for the checks were created using the great-circle distance formula that is based on a straight line from point A to point B that considers the curvature of the earth. Some of the distance checks that were run are listed below:

- Access/Egress-Mode Distance Check (distances from origin to boarding and alighting to destination).
- Origin-to-Destination Check (distance from origin to destination).
- Boarding-and-Alighting Distance Check (distance checks from boarding to alighting location).

PRE-RATIO CHECKS

After all transfer checks were completed, the next step in this process involved the application of a series of QA/QC Ratio Checks.

Three ratio checks were conducted for each record. First, the distance between boarding and alighting was divided by the distance between origin and destination. If the passenger had a high ratio, then the passenger was on the bus for an extensive time compared to the origin-to-destination distance. If the check created an extremely low ratio, the use of transit seemed unnecessary.

Second, the distance between origin and boarding was divided by the distance between origin and destination. If the passenger had a high ratio, the origin to boarding distance was excessive compared to the origin to destination.



Third, the distance between alighting and destination was divided by the distance between origin and destination. If the passenger had a high ratio, the alighting to destination distance was excessive compared to the origin to destination.

TRANSIT REVIEW TEAM

ETC Institute has a dedicated team whose priority is reviewing and editing completed records using an online visual review tool. The TRT reviewed all completed records collected for the Survey, paying special attention to records that were automatically flagged by the previously described distance checks. Typically, around 10 percent of all records receive an automatic flag. Prior to making edits to any survey, they first attempted to contact the respondent to clarify any questionable answer choices regarding the trip. If no contact was made, or if contact was not possible, which occurs for most cases, the general issues listed in Table 28 generally result in actions that allow about 30 percent of those records that are automatically flagged to be retained, or approximately 3 percent of all completed surveys.

Table 28 - General Issues

Issue	Description of Issue	Action
Origin/Destination Condition 1	Origin/Destination appears incorrect because the wrong location of a multiple-location organization was selected	If, for example, an Origin/Destination appears illogical based on the college campus that was selected, but an appropriate campus of the same college does appear logical given the other points and answer choices of the trip, then the appropriate campus will be selected.
Origin/Destination Condition 2	Origin/Destination appears to have been geocoded to the incorrect city/state	If for example, an Origin/Destination appears illogical based on the city/state that was geocoded, but the address/intersection is logical within the trip if the city/state are changed. This occurs occasionally because the surveyor selects the wrong choice from the list of possible address choices that appear in the online survey instrument, then the appropriate address information will be inserted.
Access/Egress Mode	Access/Egress Mode seems illogical based on trip	If the access/egress mode involves the use of a vehicle and the distance from either origin to boarding or alighting to destination is less than 0.2 miles, then the access/egress mode is recoded to walk/walked and that change will be reflected in the database.
Directionality of Record	Boarding and alighting locations indicate that the trip is going in the opposite direction of what was selected by the surveyor	Change direction of route selected and, if necessary, update boarding and alighting locations based on appropriate direction.



POST-PROCESSING ADDITIONAL CHECKS

After all records were reviewed by the TRT, the next step in this process involved the application of a series of QA/QC non-trip checks. Non-trip checks are described as anything not pertaining to the respondent's actual trip (i.e. demographic information).

Non-trip related checks included:

- ▲ Ensuring the respondents who indicated that they were employed also reported that at least one member of their household was employed.
- ▲ Ensuring the time-of-day a survey was completed was reasonable given the published operating schedule for the route.
- ▲ Ensuring that the appropriate fare type was used given the age of respondent.
- ▲ Checking that there is a representative demographic distribution based on age, gender, and income status.
- ▲ Removing any personal contact information used for quality control purposes during the data collection portion of the project to protect the anonymity of the respondents.

Once all records had gone through the pre-processing and post-processing QA/QC checks, those that were deemed complete and usable were then used to update the completion report used by the field staff to ensure that all contractual goals had been met. After the final high-level review was completed, metadata (a codebook or data dictionary) was created to suitably explain the data in the database.

O2O QA/QC PLAN

Pre-Processing QA/QC

A thorough analysis of the stop list within the study area is conducted by ETC Institute's GIS analysis before the survey. Effective stop geocoding depends on the initial quality of the stop data. Some of the specific checks that are conducted during the pre-processing phase include:

- ▲ Sorting and deleting low confidence records that were created. Confidence levels are created based on the O2O software's QA/QC algorithm.
- ▲ Check completeness of all fields for each record.

Post-Processing QA/QC

After boarding and alighting locations were successfully geocoded, the next step in this process involved the application of a QA/QC check for direction, speed, distance, and time.



Chapter 5. SURVEY WEIGHTING AND EXPANSION

AKRON records were expanded by route, direction, time-of-day, and by segments containing the boarding and corresponding alighting location of the passenger. The following sections describe the methodology that was used to develop the unlinked expansion factors.

When survey quantity goals are created, they are typically based upon a percentage of the average weekday ridership for the routes in the system and desired confidence levels. These are further broken down by time periods and directions. The time periods that are created (e.g., 9 am to 3 pm) are based off the specific needs of the AKRON System.

The purpose of developing survey quantity goals is to collect an appropriate number of survey records that will be expanded to represent the total average weekday ridership of each route by time period and direction. To further increase the specificity of the expansion process, segments were created for each route. Stops were grouped into segments along that route so that boarding segments could be paired with alighting segments when creating the expansion factor. Segmentation occurs on bus routes because it is unrealistic to expand bus survey data at the stop level. Stop/station-level expansion is generally reserved for rail lines.

ROUTE SEGMENTATION WITH STOP-LEVEL RIDERSHIP DATA

Routes with stop-level ridership data were separated based on direction, then divided into **three** segments based on the total boardings. After approximately **one-third** of the route's total ridership was accounted for, a new segment was created. Figure 9 is a simplified example of segmentation with stop-level ridership.

(Note: Iterative Proportional Fitting (IPF) is used in multiple types of expansion discussed later in this document. For IPF to work properly, the boarding totals must match the alighting totals. For this reason, ridership alightings are adjusted using a multiplying factor to make sure their totals match the boarding totals. These are typically nominal alterations; however, if there are significant differences in boarding and alighting totals by direction of a route, it may require additional review of the functionality of the route to ensure that the surveys are both collected and expanded appropriately.)

Figure 9 - Route Segmentation Example

Segmentation with APC/STOP-LEVEL RIDERSHIP Example						
Direction: Eastbound	APC/STOP-LEVEL RIDERSHIP		Segmentation			
	Stops	Boardings	Alightings	Running Total of Boardings	Running Percentage of Total Boardings	Segment
Stop 1	35	0	35	23.0%	1	
Stop 2	20	10	55	36.2%	1	
Stop 3	20	5	75	49.3%	2	
Stop 4	15	10	90	59.2%	2	
Stop 5	5	12	95	62.5%	2	
Stop 6	4	4	99	65.1%	2	
Stop 7	19	4	118	77.6%	3	
Stop 8	12	3	130	85.5%	3	
Stop 9	15	5	145	95.4%	3	
Stop 10	3	10	148	97.4%	3	
Stop 11	2	15	150	98.7%	3	
Stop 12	2	11	152	100.0%	3	
Stop 13	0	10	152	100.0%	3	
Stop 14	0	15	152	100.0%	3	
Stop 15	0	38	152	100.0%	3	



Routes without APC data were divided into **three** segments based on the number of stops. After approximately **one-third** of the route’s stops were accounted for, a new segment was created. Figure 10 is a simplified example of segmentation with stop-level ridership.

Figure 10 - Route Segmentation Example

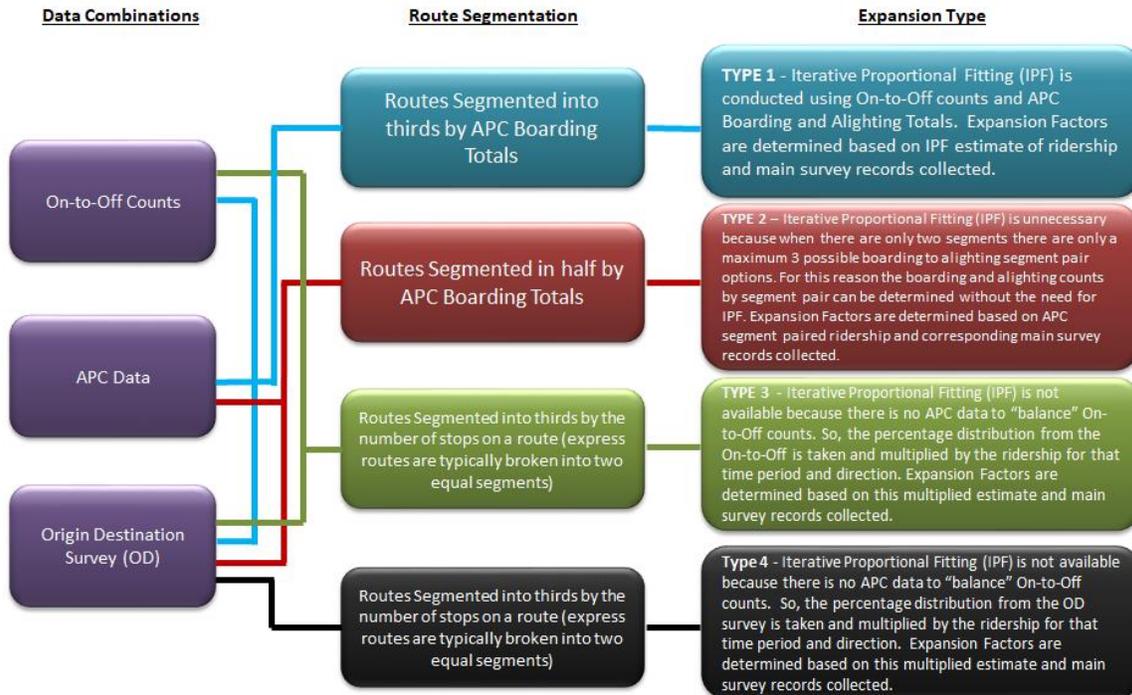
Segmentation without STOP-LEVEL RIDERSHIP Example									
Direction: Eastbound									
Stops	Stop 1	Stop 2	Stop 3	Stop 4	Stop 5	Stop 6	Stop 7	Stop 8	Stop 9
Segment	1	1	1	2	2	2	3	3	3

TYPES OF DATA EXPANSION

The type of bus data expansion conducted depended on the data available for the specific route. The three types of data that created the combinations that guided the type of expansion used were: Stop-Level Ridership/Automatic Passenger Counter (APC) Data (from AKRON), O2O counts data (collected by ETC Institute), and OD Survey Data (collected by ETC Institute). Figure 11 shows the data combinations, the corresponding route segmentation, and type of expansion used.

Only Expansion Types 1 & 4 were used for this report.

Figure 11 - Types of Data Expansion

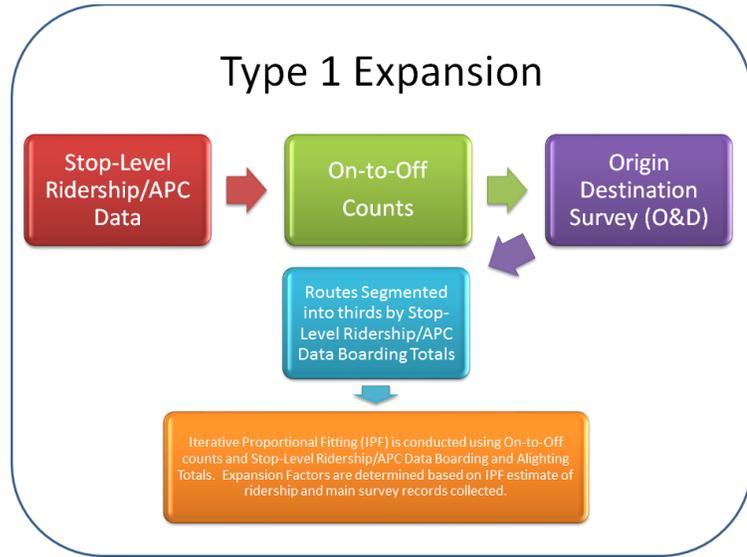




TYPE 1 EXPANSION: ROUTES WITH APC DATA, O2O COUNTS, AND OD SURVEY DATA

Of the four types of bus expansion discussed, Type 1 Expansion is the preferred method as it incorporates all three types of data that were available. Typically, O2O data collection is reserved for more heavily traveled routes, so this type of expansion was conducted on the more heavily traveled routes in the system and occurred after route stops were divided into three segments based on total boarding distribution by direction, as described previously. The APC daily ridership totals were provided by AKRON. The segments were then appended to both the O2O counts and OD data.

Figure 12 - Type 1 Expansion



The methodology for Type 1 Expansion is as follows:

Type 1: Expansion Methodology for Bus Routes with Stop-Level APC Data, On-to-Off Data and OD Survey Data

Once the segments were appended to the O2O counts and OD Survey databases, the records were ready for expansion. The process for how the data was expanded in Type 1 Expansion is explained below:

Figure 13 shows the segmented results for the O2O counts that was administered for a certain route, direction, and time period. Each row in the Table identifies the segment where Passengers boarded the bus. The columns in the Table identify the segments where people alighted the bus. For example, 20 of the O2O counts had Passengers board in segment 2 and alight in segment 3.

Figure 13 - Bus Data Expansion Table Results of On-to-Off Survey

TABLE 1: RESULTS OF THE ON-TO-OFF SURVEY				
Route: Example Eastbound (6am-9am)	ACTUAL RIDERSHIP COUNTS FROM THE ON/OFF SURVEY			
Segment	Total	1	2	3
1	60	5	15	40
2	45		25	20
3	10			10
Total	115	5	40	70



Figure 14 shows the distribution of the data in Figure 13 expressed as a percentage of all boardings for the specific time period and direction. Figure 14 was created by dividing each O2O cell in Figure 13 by the sum of all O2O counts in Figure 13, which is 115. For example, 20/115 (17.4 percent) of all trips boarded in segment 2 and alighted in segment 3 as shown in Figure 14.

Figure 14 - Bus Data Expansion Table Distribution of On-to-Off Survey

TABLE 2: DISTRIBUTION OF THE ON-TO-OFF SURVEY				
Route: Example Eastbound (6am-9am)		PERCENTAGE DISTRIBUTION OF RIDERSHIP COUNTS FROM THE ON/OFF SURVEY		
Segment	Total	1	2	3
1	52.2%	4.3%	13.0%	34.8%
2	39.1%	0.0%	21.7%	17.4%
3	8.7%	0.0%	0.0%	8.7%
Total	100.0%	4.3%	34.8%	60.9%

The total ridership for the route, time period, and direction was applied to the O2O distribution percentages shown in Figure 14.

This produces an estimate of the ridership flow for the boarding segment to the alighting segment as shown in Figure 15. Applying the actual ridership of 320 creates an initial estimate of 56 trips (17.4% x 320) boarding in segment 2 and alighting in segment 3.

Figure 15 - Bus Data Expansion Table Initial Estimate of Ridership Flows Between Segments

TABLE 3: INITIAL ESTIMATE OF RIDERSHIP FLOWS BETWEEN STATION				
(percentages in table 2 were applied to the total boardings for this time period in this direction)				
Route: Example Eastbound (6am-9am)		PROJECTED RIDERSHIP BASED ON THE ON-TO-OFF SURVEY		
Segment	Total	1	2	3
1	167	14	42	111
2	125	0	70	56
3	28	0	0	28
Total	320	14	111	195

In order to develop a more accurate estimate of the ridership flows between segments on each route, ETC Institute developed an Iterative Proportional Fitting (IPF) Algorithm to balance the differences between the ridership projected from the O2O counts (shown in Figure 15) and the APC ridership for each segment (shown in

Figure 16). The IPF process is described below:



Figure 16 - Stop-Level Ridership/ APC Data

TABLE 4: BOARDINGS and ALIGHTINGS BY STATION				
Route: Example Eastbound (6am-9am)				
Average Weekday Ridership	Total	1	2	3
BOARDINGS	320	100	100	120
ALIGHTINGS	320	20	100	200
DIFFERENCE FROM PROJECTED				
BOARDINGS	0	-67	-25	92
ALIGHTINGS	0	6	-11	5

Step 1: Correction for the Boardings. The estimated ridership from the O2O counts for each route (as shown in Figure 15) was multiplied by the ratio of the actual boardings from Stop-Level Ridership/ APC Data for each segment by the estimated boardings for each segment. For example, if the actual boardings for Segment 1 were 120 and the estimated boardings were 100, each cell associated with Segment 1 would have been multiplied by 1.2 (120/100) to adjust the estimated boardings to actual boardings.

Step 2: Correction for the Alightings. Once the correction in Step 1 was applied, the estimated boardings would be equal to the actual boardings. However, the adjustment to the boardings total may have changed the alighting estimates. To correct the alighting estimates, the new values calculated in Step 1 were adjusted by multiplying the ratio of the actual alightings from the Stop-Level Ridership/APC Data for each stop by the estimated alightings for each segment from Step 1. For example, if the actual alightings for Segment 2 were 220 and the estimated alightings from Step 1 were 200, each cell associated with Segment 2 would have been multiplied by 1.1 (220/200) to adjust the estimated alightings from Step 1 to actual alightings.

The processes described in Steps 1 and Steps 2 were repeated sequentially until the difference between the actual and estimated boardings and alightings was zero.



Figure 17 shows that after seven balancing iterations in this algorithm, there were no differences between the projected distribution and the actual boardings and alightings.



Figure 17 - Iterative Balance Process

7th STEP of ITERATIVE BALANCING TO CORRECT DISTRIBUTION OF RIDERSHIP BY ALIGHTING LOCATION					
Segment	Total	DIFFERENCE FROM ACTUAL BOARDINGS	1	2	3
1	100	0	20	32	49
2	100	0	0	68	32
3	120	0	0	0	120
Total	320	0	20	100	200
DIFFERENCE FROM ACTUAL ALIGHTINGS	0		0	0	0
7th STEP of ITERATIVE BALANCING TO CORRECT DISTRIBUTION OF RIDERSHIP BY BOARDING LOCATION					
Segment	Total	DIFFERENCE FROM ACTUAL BOARDINGS	1	2	3
1	100	0	20	32	48
2	100	0	0	68	32
3	120	0	0	0	120
Total	320	0	20	100	200
DIFFERENCE FROM ACTUAL ALIGHTINGS	0		0	0	0

The final estimate for ridership flows is shown in Figure 18.



Figure 18 - Final Estimate of Ridership Flows between Stations

TABLE 6: FINAL ESTIMATE OF RIDERSHIP FLOWS BETWEEN STATIONS				
Route: Example Eastbound (6am-9am)				
Segment	Total	1	2	3
1	100	20	32	48
2	100	0	68	32
3	120	0	0	120
Total	320	20	100	200
DIFFERENCE FROM ACTUAL ALIGHTINGS	0	0	0	0

The actual number of OD records completed for each boarding to alighting segment pair is shown in Figure 19. To calculate the expansion factors, the final estimate of ridership between segments shown in Figure 18 was divided by the actual number of OD records collected, as shown in Figure 19. This calculation produces the expansion factors shown in Figure 20. For example, the 32 estimated Passengers projected to board in segment 2 and alight in segment 3 were divided by the 10 OD records to produce an expansion factor of 3.15 to be applied to records who board in segment 2 and alighting in segment 3 as shown in Figure 20.

Figure 19 - Number of Completed Surveys (Bus)

TABLE 7: NUMBER OF COMPLETED SURVEYS				
Route: Example Eastbound (6am-9am)				
Segment	Total	1	2	3
1	32	3	9	20
2	17		7	10
3	8			8
Total	57	3	16	38

Figure 20 - Weighting Factors (Bus)

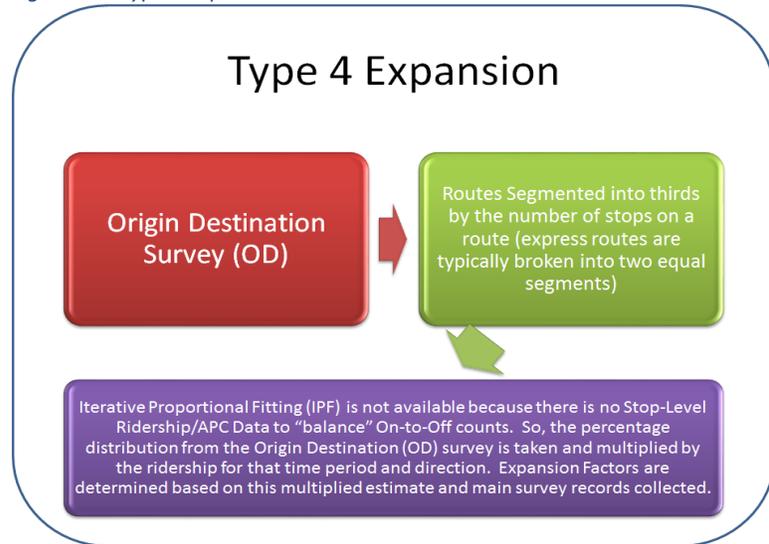
TABLE 8: WEIGHTING FACTORS				
Route: Example Eastbound (6am-9am)				
Segment	Total	1	2	3
1	3.13	6.67	3.50	2.42
2	5.88	0.00	9.78	3.15
3	15.00	0.00	0.00	15.00
Total	5.61	6.67	6.25	5.26



TYPE 4 EXPANSION: BUS ROUTES WITH OD SURVEY DATA, WITHOUT ON-TO-OFF COUNTS DATA OR STOP-LEVEL RIDERSHIP DATA

For routes that **only** have OD survey data, Type 4 expansion is utilized. Routes are divided into three segments based on number of stops along a route. These segments were then appended to the OD survey database. The methodology for Type 4 expansion is as follows:

Figure 21 - Type 4 Expansion



Type 4: Expansion Methodology for Bus Routes with OD Survey Data, without On-to-Off Counts Data or Stop-Level Ridership Data

Figure 22 shows the segmented results from the OD survey that replaced the O2O counts. Each row in the table identifies the segment where passengers boarded the bus. The columns in the table identify the segments where people alighted. For example, 7 of the OD surveys had Passenger board in segment 2 and alight in segment 3.

Figure 22 - Bus Data Expansion Table Results of On-to-Off Survey

TABLE 1: Main Survey Results (Replacing On-to-Off Results)		Total Boardings this Direction During this Time Period = 300		
Route: Example Eastbound (6-9am)		DISTRIBUTION OF COMPLETED ON2OFF SURVEYS		
Segment		1	2	3
1	16	4	4	8
2	10		3	7
3	4			4
Total	30	4	7	19

Figure 25 shows the distribution of the data in Figure 24 as a percentage of all boardings for the route. Figure 25 was created by dividing each on-to-off cell in Figure 24 by the sum of all OD records replacement data in Figure 24, which is 30. For example, 7/30 (23.33 percent) of all trips boarded in segment 2 and alighted in segment 3 as shown in Figure 25.



Figure 23 - Bus Data Expansion Table Distribution of On-to-Off Survey

TABLE 2: DISTRIBUTION OF THE ON-TO-OFF SURVEY				
Route: Example Eastbound (6-9am)		DISTRIBUTION OF ON2OFF SURVEYS AS % OF ALL COMPLETED ON2OFF SURVEYS		
Segment		1	2	3
1	53.33%	13.33%	13.33%	26.67%
2	33.33%	0.00%	10.00%	23.33%
3	13.33%	0.00%	0.00%	13.33%
Total	100%	13.33%	23.33%	63.33%

The total ridership for the route, time period, and direction was applied to the on-to-off distribution shown in 23. This produced an estimate of the ridership flow on the route based on the boarding segment to the alighting segment as shown in Figure 24. Applying the actual ridership of 300 to the distribution created an estimate that 70 trips (23.33 percent x 300) board in segment 2 and alight in segment 3.

Figure 24 - Bus Data Expansion Table Initial Estimate of Ridership Flows Between Segments

TABLE 3: ESTIMATE OF RIDERSHIP FLOWS BETWEEN SEGMENTS				
(percentages in Table 2 were applied to the total boardings for this time period in this direction)				
Route: Example Eastbound (6-9am)		ESTIMATED RIDERSHIP BASED ON THE ON-TO-OFF SURVEY		
Segment		1	2	3
1	160	40	40	80
2	100	0	30	70
3	40	0	0	40
Total	300	40	70	190

The actual number of OD records that were completed for each boarding to alighting segment pair is shown in Figure 25. To calculate the expansion factors, the estimate of ridership between segments, shown in Figure 24, was divided by the actual number of OD records that were completed between segments shown in Figure 25. This calculation produces the expansion factors shown in Figure 26. So, the 70 estimated Passenger were divided by the seven (7) completed OD records to produce a factor of 10.00 to be applied to Passenger who boarded in segment 2 and alighted in segment 3 as shown in Figure 26.

Figure 25 - Number of Completed Surveys

TABLE 4: NUMBER OF COMPLETED INTERCEPT SURVEYS		Total Number of Surveys = 30		
Route: Example Eastbound (6-9am)		NUMBER OF COMPLETED SURVEYS		
Segment		1	2	3
1	16	4	4	8
2	10		3	7
3	4			4
Total	30	4	7	19



Figure 26 - Weighting Factors

TABLE 5: Weighting Factors				
Route: Example Eastbound (6-9am)				
Segment		1	2	3
1	10.00	10.00	10.00	10.00
2	10.00		10.00	10.00
3	10.00			10.00
Total	10.00	10.00	10.00	10.00

Once all the expansion factors are calculated, each factor is applied to all surveys with the same route, direction, time of day, boarding segment, and alighting segment.

GENERAL RULE FOR EXPANSION FACTORS

While there are no specific guidelines for the expansion factor values, ETC Institute uses a guideline of keeping expansion factors below three times the average expansion factor based on the sampling percentage. This is done to keep any one record from representing a markedly high number of passengers in the system. The formula for determining this guideline is:

$$1 / (\text{Sampling percent}) \times 3 = \text{Guideline Weight Factor}$$

If the expansion factor for a boarding segment to alighting segment pair is greater than three times the average expansion factor, then it is aggregated into the adjacent boarding-to-alighting segment where it will have the least impact on the previously existing expansion factors. This guideline is standard for all the various expansion types.



LINKED TRIP EXPANSION FACTORS FOR ALL RECORDS

The linked-trip expansion factor helps to account for the number of transfers that were made by each passenger, so the linked expansion factors should better represent the overall system. Linked expansion factors are generated after the unlinked expansion factors are created. The equation that is used to calculate the linked trip multiplying factor is shown below:

$$\text{Linked Trip Multiplying Factor} = [1 / (1 + \# \text{ of transfers})]$$

If a passenger did not make a transfer, the linked trip multiplying factor would be 1.0 because the person would have only boarded one vehicle. If a person made two transfers, the linked trip expansion factor would be 0.33 because the person would have boarded three transit vehicles during his/her one-way trip. An example of how the linked trip expansion factors were calculated is provided in Figure 29.

Figure 27 - Sample Calculations of Linked Trip Multiplying Factors

Number of Transfers	Calculation [1/(1+Number of Transfers)]	Linked Trip Multiplying Factor
0	[1/(1+0)]	1
1	[1/(1+1)]	0.5
2	[1/(1+2)]	0.33
3	[1/(1+3)]	0.25

Once the linked trip multiplier is created, it is multiplied by the unlinked expansion factor to create the linked expansion factor.

Table 29 below shows provides an overall view of how the various weighting factors impacted the raw survey counts for WEEKDAY data:

Table 29 - Overall Impact of Weighting on Raw Surveys

Number of OD Surveys Collected	2,099
OD Surveys Weighted Using Unlinked Weight Factors (Represents Average Daily Boardings)	16,861
OD Surveys Weighted Using Linked Weight Factors (Represents Estimated Average Daily Trips)	11,102



APPENDIX A: SURVEY INSTRUMENT



(for office use only) Route Code: Time: am / pm Interviewer: Serial #:

Please take a few moments to help plan for your transit needs by filling out this survey.

All personal information will be kept strictly confidential and WILL NOT be shared or sold.

What is your HOME ADDRESS: (please be specific, ex: 123 W. Main St):
(If you are visiting the Akron area please list the address where you are staying)

Street Address City State Zip Code

COMING FROM?

1. What type of place are you **COMING FROM NOW?**

(the starting place for your one-way trip)

- Your usual WORKPLACE
- Other work related
- College / University (students only)
- School (K-12) (students only)
- Airport (as an air passenger)
- Recreation/Social (movies, sports, park, etc.)
- Medical appointment/doctor's visit
- Personal business (bank, post office)
- Pick up/drop off someone (daycare, school)
- Your HOME → Go to Question #4
- Other: _____
- Shopping
- Eating/Dining Out
- Hotel (visitors only)

2. What is the **NAME** of the place you are coming from now?

3. What is the **EXACT ADDRESS** of this place?
(OR Intersection if you do not know the exact address):

City: _____ State: _____ Zip: _____

4. How did you **GET FROM** the place in Question #1 to the **VERY FIRST** bus you used for this one-way trip?

- Walked all the way: how far did you walk? _____minutes
- Rode Bike → Bike Share Your own bike
- Wheelchair / Mobility scooter
- Was dropped off by someone – not a paid service (answer 4a)
- Used Uber, Lyft, or similar service (answer 4a)
- Taxi (answer 4a)
- Drove alone and parked (answer 4a)
- Drove or rode with others and parked (answer 4a)
- Other _____

GOING TO?

6. What type of place are you **GOING TO NOW?**

(the ending place for your one-way trip)

- Your usual WORKPLACE
- Other work related
- College / University (students only)
- School (K-12) (students only)
- Airport (as an air passenger)
- Recreation/Social (movies, sports, park, etc.)
- Medical appointment/doctor's visit
- Personal business (bank, post office)
- Pick up/drop off someone (daycare, school)
- Your HOME → Go to Question #9
- Other: _____
- Shopping
- Eating/Dining Out
- Hotel (visitors only)

7. What is the **NAME** of the place you are going to now?

8. What is the **EXACT ADDRESS** of this place?
(OR Intersection if you do not know the exact address):

City: _____ State: _____ Zip: _____

9. How will you **GET TO** your destination (Question #6) after you get off the **LAST** bus you will use for this one-way trip?

- Walk all the way: how far will you walk? _____minutes
- Ride Bike → Bike Share Your own bike
- Wheelchair / Mobility scooter
- Be picked up by someone – not a paid service (answer 9a)
- Use Uber, Lyft, or similar service (answer 9a)
- Taxi (answer 9a)
- Get in a parked vehicle & drive alone (answer 9a)
- Get in a parked vehicle & drive/ride w/others (answer 9a)
- Other _____



4a. Where did you get ON the first bus you used for this one-way trip (Write the nearest intersection / park-and-ride lot below):

5. Where did you get ON this bus?

Please provide the nearest intersection / park-and-ride lot:

9a. Where will you get off the last bus you are using for this one-way trip (Write the nearest intersection / park-and-ride lot below):

10. Where will you get OFF this bus?

Please provide the nearest intersection / park-and-ride lot:

11. INCLUDING THIS BUS, how many TOTAL BUSES will you use to make THIS ONE-WAY TRIP?

One, only this bus Two Three Four or more

11a. Please list the routes in the exact order you use them for this one-way trip.

START → → → → → → **END**

1st route

2nd route

3rd route

4th route

5th route





OTHER INFORMATION ABOUT THIS TRIP

12. What time did you BOARD this bus? _____ : _____ am / pm (circle one)
13. Will you (or did you) make this same trip on exactly the same routes in the opposite direction today?
 No Yes - At what time did/will you leave for this trip in the opposite direction? _____:_____ am/pm (circle one)
14. What kind of fare do you have?
 None (when using free DASH service) Northcoast Express 1-Ride
 1-Ride Reduced Northcoast Express 1-Ride
 Reduced 1 Ride Akron Public School Student Pass
 1-Day Pass University of Akron ZipCard
 7-Day Pass Stark State College Class Pass
 31-Day Pass Other
 Reduced 31-Day Pass
15. How did you pay for your pass?
 Cash Received from an Agency Payroll Deduction Other
 Credit/Debit Card Mobile Ticketing/EZFare Gift/Free/No Charge

ABOUT YOU AND YOUR HOUSEHOLD

16. How many working vehicles are available to your household? _____ vehicles
16a. [If #16 is more than NONE] Could you have used one of these vehicles for this trip? Yes No
17. Including YOU, how many people live in your household? _____ people
18. Including YOU, how many adults (age 15 and older) that are employed full or part time live in your household? _____ people
19. Are you: (check the one response that BEST describes you)
 Employed full-time (at least 30 hrs per week) Employed part-time (less than 30hrs per week)
 Not currently employed but seeking work Not currently employed and not seeking work
 Retired Stay-at-home spouse/partner
20. Are you a student? (check the one response that BEST describes you)
 Not a student Yes – Full Time college/university Yes – K – 12th grade
 Yes – Part Time college/university Yes – vocational/technical/trade school Yes – other
- 20a. [If #20 is Yes] Please specify your college/university/school name: _____
21. Do you have a valid driver's license? Yes No
22. Do you have a smartphone? Yes No
22a. [If #22 is YES] Do you have a data plan? Yes No
22b. [If #22 is YES] Would you consider using your smartphone to pay your fare? Yes No
23. Are you a person with a disability? Yes No
23a. [If #23 is Yes] Does this disability affect your mobility? Yes No
24. What is your AGE? Under 16 16-18 19-24 25-34 35-44 45-54 55-64 65+
25. Are you? (check all that apply)
 American Indian / Alaska Native Asian Black/African American Hispanic/Latino
 Native Hawaiian / Pacific Islander White Other: _____
26. What is your gender? Male Female Prefer to self-describe: _____



27. Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2019 before taxes?
 Below \$10,000 \$25,000 - \$29,999 \$45,000 - \$49,999
 \$10,000-\$14,999 \$30,000 - \$34,999 \$50,000 - \$74,999
 \$14,900-\$19,999 \$35,000 - \$39,999 \$75,000 - \$99,999
 \$20,000-\$24,999 \$40,000 - \$44,999 \$100,000 or more
 Refused: is your annual household income more than \$50,000 per year? Yes No Refused

28. What is your national origin? (List Country): _____

29. Do you speak a language other than English at home? No Yes - Which language? _____
IF YES to 29: How well do you speak English? Very Well Well Less than well Not at all

REGISTER TO WIN A 31 Day-Pass

People who submit an accurately completed survey will be entered in a random drawing for one of FIVE 31-day passes. You must provide your home address at the beginning of the survey to be eligible.

Name: _____

Phone Number: (____) _____

E-mail address: _____

Customer Satisfaction Q's on the next page (asked to 1 and 5 riders)



Every fifth person surveyed will have the option to complete satisfaction Q's

1. Do you have time to answer a few questions about you level of satisfaction with bus service?

Yes (continue) No (thanks for your time – end survey)

2. Please RATE YOUR SATISFACTION with the following items.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
The availability of bus shelters at your stop	<input type="radio"/>				
The time it takes to make a bus trip	<input type="radio"/>				
The availability of benches at your stop	<input type="radio"/>				
The time you have to wait for the next bus	<input type="radio"/>				
Bus routes that take you where you want to go	<input type="radio"/>				
Behavior of other passengers	<input type="radio"/>				
Finding/Getting a seat on the bus	<input type="radio"/>				
Interior bus cleanliness	<input type="radio"/>				
Safety and security while on the bus	<input type="radio"/>				
Cleanliness of bus shelters	<input type="radio"/>				
Crowding on the bus - Comfort	<input type="radio"/>				
Driver courtesy	<input type="radio"/>				
Safety and security while at the bus stop	<input type="radio"/>				
The number of transfers you have to make	<input type="radio"/>				
Convenience of making a transfer	<input type="radio"/>				
Ability to find information about METRO services	<input type="radio"/>				
Website (akronmetro.org)	<input type="radio"/>				
Customer Service	<input type="radio"/>				
Overall, how satisfied are you with METRO service	<input type="radio"/>				

3. Which of the following do you use to receive news? (check all that apply)

Facebook Instagram Twitter Newspaper Digital Newspaper Radio Television

4. How often do you ride METRO?

5+ days per week 1 to 4 days per week 2/3 times/month Once/month Less than once a month

5. How do you usually get transit schedule information or plan your trip?

Paper Schedules Google Maps Yourbus.org MyStop Mobile App
 Call Customer Care Center Other Mobile Apps METRO website

ATTACHMENT S

Disparate Impact / Disproportionate Burden Policy

Disparate Impact / Disproportionate Burden Policy

Adopted May 2013, (Resolution 2013-17)

METRO RTA is obligated to implement Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 200d) which states that “No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal Financial assistance.”

New guidance issued by the Federal Transit Administration, effective October 1, 2012 requires that transit agencies, including METRO RTA, conduct equity analyses of planned major service and fare changes, prior to implementation, to determine whether the planned changes will have a *disparate impact* on the basis of race, color or national origin, or will cause a *disproportionate burden* on low income populations. *Disparate impacts* are defined as unintentional discrimination against a protected class.

A *disparate impact* and *disproportionate burden policy* is required as a basis for determining whether planned changes would adversely affect minority as compared to non-minority populations, and low income as compared to non-low income populations.

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) a comparison of the minority population served before and after the planned change; b.) a comparison of the low income population served before and after the planned change; and c.) 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. 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.*

[Staff note: 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%.]

If a major service change would result in a disparate impact or disproportionate burden, METRO RTA will: a.) Consider modifying the proposed service change; and b.) Analyze the modification to evaluate whether the potential disparate impact or disproportionate burden has been removed.

Attachment T

Service and Fare Equity Analysis

METRO RTA
Service and Fare Equity Analysis
Adopted May 2013 (Resolution 2013-18)

Goals:

- Assess the effects of proposed fare or service changes
- Assess the alternatives available for people affected by the change
- Determine if proposals would have a disproportionately high and adverse effect on minority and low-income riders
- Describe the actions proposed to minimize, mitigate or offset any adverse effects (Adverse effects shall include both intentional – Disparate Treatment – and unintentional – Disparate Impact.)

Purpose:

- Determine benefits to and potential negative impacts on minority and low-income populations
- Quantify expected effects
- Determine appropriate course of action, whether avoidance, minimization or mitigation.

A Service and Fare Equity Analysis should be performed for:

- Any change effecting 25% or more of service hours or revenue miles;
- The elimination of a route or portion of a route resulting in an area having no alternative service within one-quarter of a mile;
- The creation of a new transit route;
- Any increase or decrease of any amount to the fare.

Equity Analysis shall consist of one of two (2) methodologies:

- Prescriptive
- Narrative/Other

Prescriptive Methodology will:

- Create maps
- Measure service spans and modes
- Assess alternatives, travel times, costs
- Determine if disproportionate impact
- Mitigate

Narrative/Other Methodology will:

- Evaluate changes during service or fare change planning
- Explain the methodology
- Determine if impacts are disproportionate
- Identify alternatives and mitigate

All Service and Fare Equity Analysis will measure

- Headway

- Span of Service
- Route Impacts
- Vehicle Types (eg. Bus Capacities)
- Load Factors
- Cost
- Location changes

METRO RTA shall attempt to identify and to mitigate all adverse effects of any and all major service and fare changes to line service bus routes. Service and fare equity analysis shall be conducted by the Department of Planning and Development during the service planning stages.

ATTACHMENT U

Board Resolutions

RESOLUTION 2020-07

**COMMITTEE ASSIGNMENT:
PLANNING / MARKETING / RAIL**

A resolution recognizing the Title VI Service Monitoring Requirement and Major Service Change Policy and resolving to fulfill its provisions as required by the Federal Transit Administration.

WHEREAS, the Title VI Report is a triennial report to the Federal Transit Administration (FTA) of compliance with Title VI of the Civil Rights Act of 1964, as required by FTA Circular 4702.1B, dated October 1, 2012;

WHEREAS, METRO RTA has system-wide service standards and policies;

WHEREAS, the Title VI report requires a copy of Board meeting minutes or a resolution demonstrating the Board's awareness and approval of the major service change policy and disparate impact policy;

WHEREAS, the service change policy requires that change affecting one quarter of route miles or revenues must be brought before the public;

WHEREAS, public meetings must include attempts to reach minority and low-income populations;

WHEREAS, service changes must consider impacts to minority and low-income populations; and

WHEREAS, disparate impacts of service changes affecting minority and low-income riders must be mitigated.

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

1. The Board has considered and recognizes the METRO RTA system wide service standards.
2. 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: July 28, 2020



**ROBERT DEJOURNETT,
PRESIDENT**



**DAWN DISTLER,
CHIEF EXECUTIVE OFFICER/
SECRETARY-TREASURER**

RESOLUTION 2020-08

**COMMITTEE ASSIGNMENT:
PLANNING / MARKETING / RAIL**

A resolution recognizing the METRO RTA Service and Fare Equity Analysis Policy and authorizing submittal to the Federal Transit Administration (FTA).

WHEREAS, the Title VI Report is a triennial report to the Federal Transit Administration (FTA) of compliance with Title VI of the Civil Rights Act of 1964, as required by FTA Circular 4702.1B, dated October 1, 2012;

WHEREAS, METRO RTA has a Service and Fare Equity Analysis Policy;

WHEREAS, the Service and Fare Equity Analysis Policy is designed to assess the effects of proposed fare or service changes and assess the alternatives available for people affected by the changes;

WHEREAS, the analysis must determine if the proposed changes would have a disproportionately high and adverse affect upon minority and low-income riders;

WHEREAS, that policy is designed to minimize, mitigate or offset negative impacts upon minority and low-income riders; and

WHEREAS, the Title VI report requires a copy of Board meeting minutes or a resolution demonstrating the Board's awareness and approval of the Service and Fare Equity Analysis Policy.

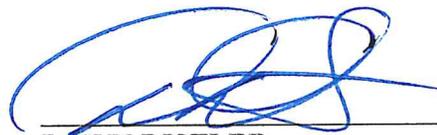
NOW THEREFORE, BE IT RESOLVED by the Board of Trustees of the METRO Regional Transit Authority that,

1. The Board has considered and recognizes the METRO RTA Service and Fare Equity Analysis Policy and authorizes its submittal to FTA.
2. 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: July 28, 2020



**ROBERT DEJOURNETT,
PRESIDENT**



**DAWN DISTLER,
CHIEF EXECUTIVE OFFICER/
SECRETARY-TREASURER**

RESOLUTION 2020-09

**COMMITTEE ASSIGNMENT:
PLANNING / MARKETING / RAIL**

A resolution recognizing the METRO RTA Public Engagement Policy and authorizing submittal to the Federal Transit Administration (FTA).

WHEREAS, the Title VI Report is a triennial report to the Federal Transit Administration (FTA) of compliance with Title VI of the Civil Rights Act of 1964, as required by FTA Circular 4702.1B, dated October 1, 2012;

WHEREAS, METRO RTA has a public engagement policy;

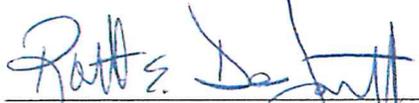
WHEREAS, that policy is designed to reach minority and low-income population;

WHEREAS, the Title VI report requires a copy of Board meeting minutes or a resolution demonstrating the Board's awareness and approval of the public engagement policy;

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

1. The Board has considered the METRO RTA public engagement policy and authorizes its submittal to the FTA.
2. 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: July 28, 2020



**ROBERT DEJOURNETT,
PRESIDENT**



**DAWN DISTLER,
CHIEF EXECUTIVE OFFICER/
SECRETARY-TREASURER**

RESOLUTION 2020-10

**COMMITTEE ASSIGNMENT:
PLANNING / MARKETING / RAIL**

A resolution adopting and authorizing submittal of the METRO RTA Title VI Report to the Federal Transit Administration for 2019.

WHEREAS, the Title VI Report is a triennial report to the Federal Transit Administration (FTA) of compliance with Title VI of the Civil Rights Act of 1964, as required by FTA Circular 4702.1B, dated October 1, 2012;

WHEREAS, METRO RTA is reporting its compliance as a public transit provider serving an urbanized area with a population exceeding 200,000 people;

WHEREAS, the Title VI Report presents various measures of service and fare impacts upon minority and low-income riders;

WHEREAS, the Title VI Report measures METRO's compliance with Title VI requirements; and

WHEREAS, the Title VI report requires a copy of Board meeting minutes or a resolution demonstrating the Board's awareness and approval of the Title VI Report.

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

1. The Board has considered the METRO RTA Title VI Report for 2019; is adopting it for the METRO RTA service area; and authorizes its submittal to FTA.
2. 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: July 28, 2020



**ROBERT DEJOURNETT,
PRESIDENT**



**DAWN DISTLER,
CHIEF EXECUTIVE OFFICER/
SECRETARY-TREASURER**

Attachment V
Service Provided by Minority Census Block

County	Tract ID	Block	Percent of Minority Population	Serviced by METRO Line Service	Routes
Summit	501100	1	67.86	Yes	1, 7, 10, 12, 26, 28, 33, 34, 61, 102, 103, 104
Summit	501700	2	30.44	Yes	13
Summit	501700	1	31.88	Yes	17
Summit	501800	1	95.08	Yes	9, 14, 18
Summit	501900	1	85.23	Yes	3, 4, 5, 8, 9, 11, 14, 17, 18, 19, 21, 24, 30, 33, 61, 101
Summit	501900	2	57.12	Yes	5, 8, 11, 14, 18, 21, 24, 61, 101
Summit	502101	1	52.50	Yes	7, 10, 33, 34
Summit	502101	2	53.81	Yes	7, 12, 34, 53, 102, 103, 104
Summit	502102	3	64.04	Yes	12, 34
Summit	502102	1	41.95	Yes	7, 10, 12, 19, 34, 51, 53, 59
Summit	502102	2	58.90	Yes	7, 10, 12, 19, 34, 53, 59
Summit	502200	2	32.77	Yes	12, 19
Summit	502200	4	63.32	Yes	12, 34, 102, 103, 104
Summit	502200	1	51.31	Yes	7, 10, 12, 33, 34
Summit	502200	5	31.25	Yes	7, 12, 19, 34, 59
Summit	502200	3	42.35	Yes	7, 12, 33, 34
Summit	502300	1	60.80	Yes	19
Summit	502300	2	46.15	Yes	19
Summit	502300	3	31.14	Yes	19
Summit	502300	5	57.55	Yes	19
Summit	502300	6	72.86	Yes	19
Summit	502300	7	29.02	Yes	19
Summit	502300	4	48.64	No	
Summit	502500	1	29.05	Yes	5, 6, 19, 30, 110
Summit	502500	2	22.88	Yes	6, 19, 30, 110
Summit	502600	3	30.30	Yes	6, 30
Summit	502700	1	34.94	Yes	19
Summit	502700	4	27.49	Yes	30
Summit	502800	3	29.33	Yes	30
Summit	503100	1	57.12	Yes	2, 5, 110
Summit	503100	2	53.64	Yes	2, 5, 17, 110
Summit	503200	2	57.40	Yes	17
Summit	503200	3	86.37	Yes	2, 5

Attachment V
Service Provided by Minority Census Block

County	Tract ID	Block	Percent of Minority Population	Serviced by METRO Line Service	Routes
Summit	503200	1	66.39	Yes	2, 5, 17, 110
Summit	503300	4	44.63	Yes	2, 11
Summit	503300	1	81.79	Yes	2, 11
Summit	503300	2	51.45	Yes	2, 11
Summit	503300	5	64.42	Yes	2, 17
Summit	503300	6	53.33	Yes	2, 17
Summit	503300	7	39.57	Yes	2, 17
Summit	503400	1	77.66	Yes	2, 5, 6, 19, 30, 110
Summit	503500	4	63.51	Yes	2
Summit	503500	5	91.74	Yes	2, 5
Summit	503500	1	78.79	Yes	5, 110
Summit	503500	2	54.50	Yes	5, 110
Summit	503600	3	29.10	No	
Summit	503800	2	43.33	Yes	2, 17, 110
Summit	503800	3	65.28	Yes	2, 17, 110
Summit	504100	1	34.71	Yes	2, 5, 17, 11, 110
Summit	504200	3	57.09	Yes	11, 13, 17
Summit	504200	2	55.23	Yes	5, 11, 13, 17, 110
Summit	504200	1	34.78	Yes	5, 13, 17, 110
Summit	504400	1	32.55	Yes	13
Summit	504400	2	30.53	Yes	11, 13, 21
Summit	504500	3	50.15	Yes	13
Summit	504500	1	63.81	Yes	11, 13, 17
Summit	504600	2	64.23	Yes	11
Summit	504600	4	65.92	Yes	11, 17
Summit	504600	3	22.25	Yes	11, 17
Summit	504600	1	49.60	Yes	11, 17
Summit	504700	4	40.06	Yes	11, 13, 17
Summit	504700	6	65.53	Yes	11, 13, 21
Summit	504800	3	48.62	Yes	11, 13, 17
Summit	504800	4	21.95	Yes	11, 13, 17
Summit	505200	1	66.82	Yes	8, 9, 14, 18, 101
Summit	505300	2	82.28	Yes	8
Summit	505300	1	67.67	Yes	8, 11, 21, 24, 101
Summit	505300	3	61.57	Yes	8, 24
Summit	505400	1	27.81	Yes	9
Summit	505400	2	51.79	Yes	8, 9, 14
Summit	505400	3	23.45	Yes	8, 9, 14
Summit	505500	3	31.71	Yes	9

Attachment V
Service Provided by Minority Census Block

County	Tract ID	Block	Percent of Minority Population	Serviced by METRO Line Service	Routes
Summit	505500	1	35.66	Yes	8, 18
Summit	505600	1	58.88	Yes	8, 11, 18, 21, 24
Summit	505600	2	47.34	Yes	8, 24
Summit	505700	2	43.03	Yes	8, 14
Summit	505700	3	25.19	Yes	8, 14
Summit	505700	1	25.31	Yes	8, 18
Summit	505700	4	49.27	Yes	8, 9, 14
Summit	505800	2	41.30	Yes	18
Summit	506100	5	23.53	Yes	4
Summit	506100	4	24.29	Yes	1, 26, 61
Summit	506100	2	31.55	Yes	1, 26, 61, 101
Summit	506100	6	49.97	Yes	1, 4, 26, 61
Summit	506100	1	44.36	Yes	4, 26, 101
Summit	506200	2	92.16	Yes	3
Summit	506200	1	67.52	Yes	3, 4
Summit	506200	4	74.84	Yes	3, 4
Summit	506200	5	83.67	Yes	3, 4, 61, 101
Summit	506200	3	90.05	No	
Summit	506400	2	24.26	Yes	1, 26, 61
Summit	506400	3	31.11	Yes	1, 4, 26, 61
Summit	506400	4	57.88	Yes	4, 26
Summit	506400	5	67.16	Yes	4, 26
Summit	506500	2	76.79	Yes	3, 4
Summit	506500	3	87.73	Yes	3, 4
Summit	506500	1	92.23	Yes	3, 4, 26
Summit	506600	1	41.46	Yes	1, 26, 28, 61
Summit	506600	2	53.80	Yes	1, 28, 61
Summit	506600	3	41.33	Yes	3, 4, 26
Summit	506700	2	98.52	Yes	9, 14
Summit	506700	1	95.69	Yes	9, 14
Summit	506800	1	50.18	Yes	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 17, 18, 19, 21, 24, 26, 28, 30, 33, 34, 54, 61, 101, 102, 103, 104, 110,
Summit	506800	2	91.31	Yes	3, 4, 9, 14, 26
Summit	507101	1	57.48	Yes	4
Summit	507101	2	52.51	Yes	1, 4, 26, 61
Summit	507101	3	33.82	Yes	1, 61

Attachment V
Service Provided by Minority Census Block

County	Tract ID	Block	Percent of Minority Population	Serviced by METRO Line Service	Routes
Summit	507201	1	56.66	Yes	4, 28
Summit	507201	2	29.30	Yes	4, 28
Summit	507202	2	31.49	Yes	1, 61
Summit	507203	2	24.45	Yes	28
Summit	507203	1	47.17	Yes	28, 53
Summit	507300	2	24.78	Yes	1, 28, 61
Summit	507400	1	36.11	Yes	1, 10, 26, 28, 34, 61
Summit	507500	6	59.81	Yes	34
Summit	507500	5	66.87	Yes	34
Summit	507500	1	43.56	Yes	10, 33, 34, 53
Summit	507500	3	71.30	Yes	10, 34
Summit	507500	4	36.50	Yes	10, 34
Summit	507500	2	40.65	Yes	7, 10, 33, 34
Summit	507600	4	39.85	Yes	10, 33
Summit	507600	3	40.71	Yes	7, 33
Summit	507600	5	41.36	No	
Summit	508000	2	25.75	Yes	53
Summit	508000	1	27.72	Yes	53
Summit	508301	1	35.17	Yes	1, 2, 3, 4, 5, 6, 7, 9, 10, 12, 13, 14, 17, 19, 26, 28, 30, 33, 34, 54, 61, 102, 103, 104, 110
Summit	508301	2	53.25	Yes	1, 3, 4, 26, 28, 61
Summit	508399	3	30.30	Yes	3, 8, 9, 14, 61, 101
Summit	508399	4	49.12	Yes	3, 9, 14
Summit	508399	1	85.45	Yes	3, 9, 14, 61, 101
Summit	508399	2	97.51	Yes	9, 14
Summit	508600	1	92.14	Yes	3
Summit	508600	2	77.80	Yes	3, 14
Summit	508600	3	100.00	Yes	3, 14
Summit	508800	2	94.40	Yes	14
Summit	508800	4	94.08	Yes	3, 101, 61
Summit	508800	3	100.00	Yes	3, 14
Summit	508800	5	74.97	Yes	3, 14, 61, 101
Summit	508800	6	91.79	Yes	3, 14, 61, 101
Summit	508800	1	100.00	No	
Summit	508900	3	23.99	Yes	2, 13, 17, 110
Summit	508900	2	22.55	Yes	2, 5, 6, 13, 17, 19, 30, 54, 110
Summit	508900	1	34.98	Yes	2, 5, 6, 19, 30, 110

Attachment V
Service Provided by Minority Census Block

County	Tract ID	Block	Percent of Minority Population	Serviced by METRO Line Service	Routes
Summit	508900	4	86.05	Yes	5, 6, 19, 30, 102, 103, 104
Summit	509000	2	58.78	Yes	19
Summit	509000	3	38.92	Yes	19
Summit	509000	1	54.65	Yes	5, 6, 19, 30
Summit	510100	1	33.70	Yes	8
Summit	510301	2	79.58	Yes	14
Summit	510301	3	46.95	Yes	14
Summit	510301	4	29.42	Yes	14
Summit	520104	3	23.56	Yes	7, 10
Summit	520104	2	32.44	Yes	7, 10, 51, 59, 60, 102, 103, 104
Summit	530101	1	36.80	No	
Summit	530103	2	24.34	Yes	60, 102, 104
Summit	530104	1	27.24	No	
Summit	530104	2	27.61	No	
Summit	530104	5	23.02	No	
Summit	530105	2	83.84	Yes	102, 104
Summit	530108	1	25.09	No	
Summit	530108	2	36.45	No	
Summit	530901	1	23.46	Yes	7, 59
Summit	532202	4	38.78	Yes	1, 61, 101
Summit	532202	5	25.83	No	
Summit	532701	2	34.21	Yes	60, 102, 104
Summit	532702	3	32.21	Yes	102
Summit	532703	1	35.28	No	
Summit	532706	2	24.27	No	
Summit	532708	3	27.57	Yes	102
Summit	532902	3	34.74	Yes	33
Summit	533400	4	47.04	Yes	26

ATTACHMENT W

Major Service Change Policy

**COMMITTEE ASSIGNMENT:
MARKETING & SERVICE PLANNING**

RESOLUTION 2013-17

A resolution recognizing the Title VI Service Monitoring Requirement and resolving to fulfill its provisions as required by the Federal Transit Administration.

WHEREAS, the Title VI Report is a triennial report to the Federal Transit Administration (FTA) of compliance with Title VI of the Civil Rights Act of 1964, as required by FTA Circular 4702.1B, dated October 12, 2013;

WHEREAS, METRO RTA has system-wide service standards and policies;

WHEREAS, the Title VI report requires a copy of Board meeting minutes or a resolution demonstrating the Board's awareness and approval of the major service change policy and disparate impact policy;

WHEREAS, the service change policy requires that change affecting one quarter of route miles or revenues must be brought before the public;

WHEREAS, public meetings must include attempts to reach minority and low-income populations;

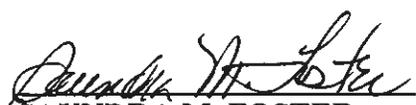
WHEREAS, service changes must consider impacts to minority and low-income populations; and

WHEREAS, disparate impacts of service changes affecting minority and low-income riders must be mitigated.

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

1. The Board has considered and recognizes the METRO RTA system wide service standards.
2. The Board has considered and recognizes the METRO RTA major service change policy and disparate impact policy.

DATE ADOPTED: May 28, 2013


SAUNDRA M. FOSTER,
PRESIDENT


RICHARD M. ENTY, EXECUTIVE
DIRECTOR/SECRETARY-TREASURER

METRO RTA
Service and Fare Equity Analysis
Adopted May 2013 (Resolution 2013-18)

Goals:

- Assess the effects of proposed fare or service changes
- Assess the alternatives available for people affected by the change
- Determine if proposals would have a disproportionately high and adverse effect on minority and low-income riders
- Describe the actions proposed to minimize, mitigate or offset any adverse effects (Adverse effects shall include both intentional – Disparate Treatment – and unintentional – Disparate Impact.)

Purpose:

- Determine benefits to and potential negative impacts on minority and low-income populations
- Quantify expected effects
- Determine appropriate course of action, whether avoidance, minimization or mitigation.

A Service and Fare Equity Analysis should be performed for:

- Any change effecting 25% or more of service hours or revenue miles;
- The elimination of a route or portion of a route resulting in an area having no alternative service within one-quarter of a mile;
- The creation of a new transit route;
- Any increase or decrease of any amount to the fare.

Equity Analysis shall consist of one of two (2) methodologies:

- Prescriptive
- Narrative/Other

Prescriptive Methodology will:

- Create maps
- Measure service spans and modes
- Assess alternatives, travel times, costs
- Determine if disproportionate impact
- Mitigate

Narrative/Other Methodology will:

- Evaluate changes during service or fare change planning
- Explain the methodology
- Determine if impacts are disproportionate
- Identify alternatives and mitigate

All Service and Fare Equity Analysis will measure

- Headway

- Span of Service
- Route Impacts
- Vehicle Types (eg. Bus Capacities)
- Load Factors
- Cost
- Location changes

METRO RTA shall attempt to identify and to mitigate all adverse effects of any and all major service and fare changes to line service bus routes. Service and fare equity analysis shall be conducted by the Department of Planning and Development during the service planning stages.