



FACT SHEET

METRO Fleet

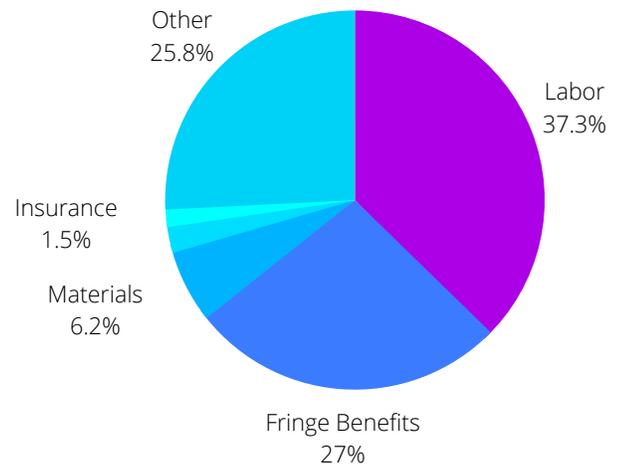
METRO's overall revenue-producing fleet totals 224 vehicles: 134 large buses and 90 smaller paratransit vehicles. Of the 134 large buses, two electric buses were added in 2022. Some passenger vehicles are equipped with a hydraulic lift to accommodate scooters or wheelchairs; others kneel by lowering the front passenger corner of the vehicle to curb level so passengers can roll aboard on a slide-out ramp.

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

The average age of large buses is 8.62 years. For small buses, the average age is 4.43 years. All fixed-route buses are equipped with bike racks.

Funding

METRO's total expenses as of 2021 were \$62.4 million and total revenues were \$90.4 million. Labor accounted for 37.3% of total operating expenses. Other expenses included fringe benefits at 27%, materials and supplies were 6.2%, purchased transportation was 2.2%, and casualty and liability insurance was 1.5%. METRO's total 2021 income included 23.4% from federal revenue, an increase attributed to American Rescue Plan Act funding due to COVID-19; state revenue was 1.2%, and fare box and ticket sales amounted to 2%. Sales tax generated \$63.7 million, or 70.4% of total revenue.



Employee Engagement

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

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

In 2022, team members received 21,512.33 hours of training through a combination of hands-on and classroom settings in such diverse areas as operator training, safety, wellness, diversity, and compliance trainings.

Customer Care

In 2021*, METRO's Customer Care staff responded to 260,981 inquiries about fixed-route and demand response service, with an average of 21,748 calls per month. Seventeen of those calls utilized Language Line, a system that provides language access in more than 240 languages through spoken interpretation and written translation. This tool enhances METRO's ability to interact with customers who do not speak English.

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

Maintenance

METRO's Maintenance Department consists of 35 mechanics, building maintenance, storeroom keepers and outside maintenance team members plus 17 vehicle service team members who wash and fuel the entire METRO fleet on a daily basis. Also, two vehicle detailers that perform extra scrubs (a full detail) on buses. The department covers 24 hours a day, seven days a week.

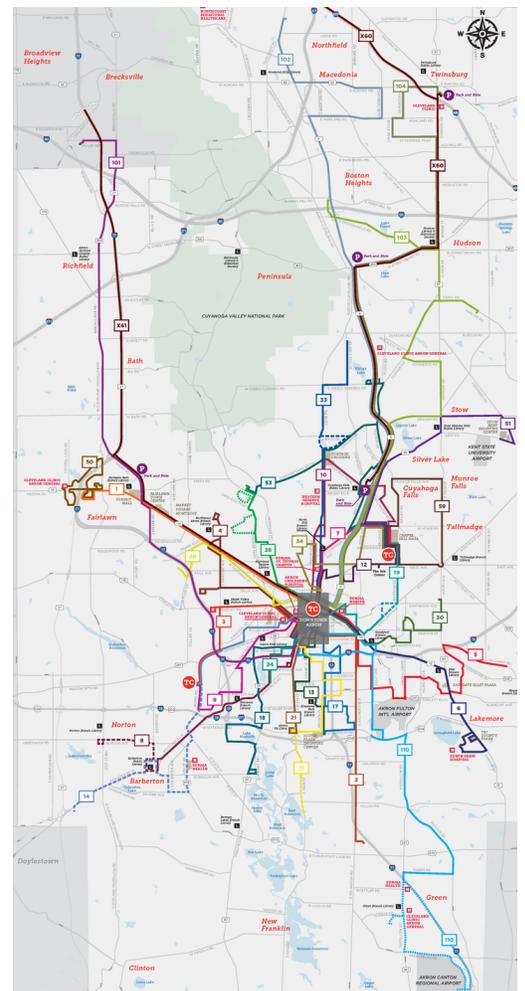
Fixed-Route

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

- 36 local routes
- One Northcoast Express route to downtown Cleveland, making limited stops in order to help passengers reach their destinations in the shortest reasonable time
- Current per-ride fare on fixed-route within Summit County is \$1.25 for adults and children age six and over. The fare is \$0.50 for passengers age 62 or older, or with a disability, within the Akron-Summit County area. To be eligible for the \$0.50 fare, a passenger must show the operator proof of age, a Medicare card, SCAT I.D. or Disability and Senior (D&S) card.

Also available:

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



Demand Response

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

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

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

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

ADA Complementary Paratransit

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

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

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

METROZip

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

Akron Public Schools Program

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

EZFare Mobile Ticketing

In August 2019, METRO launched the EZfare mobile ticketing app on its Northcoast Express service and expanded the payment feature system-wide in October 2019. About 10% of boardings utilized the mobile application in 2022.

Community Outreach

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

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

METRO also provides speakers for meetings, civic organizations or classrooms. METRO develops informative, entertaining, customized presentations for groups and organizations featuring METRO's evolution from mule-drawn carriages to the complex system serving Summit County today. Speakers educate organizations about METRO's supporting role in Akron/Summit County's economic development, providing transportation for over 3.4 million passengers annually. Employees traveling to/from work, shoppers, students, patients in need of medical care... all of these and more look to METRO for safe, efficient travel throughout Summit County.

Awards



In August 2022, METRO nominated its passengers for Akron Urban League's (AUL) "Community Champion Award," and won. Passengers were honored at a red-carpet gala hosted by AUL and METRO provided free fares from August 14-20.

In September 2022, METRO was recognized for safe operations & was presented with the Division 1 SOAR Award for Safety at .85 per 100 miles.

In October 2022, METRO attended the annual Ohio Public Transit Association (OPTA) Excellence Awards. METRO Board member Gary Spring was awarded the Lifetime Achievement Award.

Suzie Graham of Downtown Akron Partnership (DAP) was awarded the Collaborative Excellence Award. DAP team members work with METRO in a variety of ways to keep downtown Akron lively and beautiful, including an Ambassador program where DAP representatives assist in cleaning and maintaining METRO's Robert K. Pfaff Transit Center.

Robert K. Pfaff Transit Center

The October 22, 2007 ground-breaking ceremony, January 5, 2009 dedication, and May 16, 2012 renaming of the Robert K. Pfaff Transit Center at 631 S. Broadway Street in downtown Akron launched METRO into a new level of service. METRO fixed-route service from the facility began January 18, 2009.

METRO's Transit Center is a multi-county, regional transportation hub serving Greyhound Bus Lines, Stark Area Regional Transit Authority (SARTA), Portage Area Regional Transit Authority, and Western Reserve Transit Authority. The availability for riders to transfer between systems makes public transportation an even more viable option, to a wider audience. METRO has transfer agreements with the county agencies, creating an easier path of travel for riders within the region.

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

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

Stats in Brief for 2022

- Demand response vehicles traveled 1,484,304 revenue miles in 363 days of operation.
- Demand response passengers totaled 187,675.
- Demand response vehicles were on time 91% of the time.
- METRO's fixed-routes transported 3,473,534 passengers and traveled 3,250,623 revenue miles.
- The METROZip program generated 81,435 boardings during 2022.
- The Akron Public Schools program generated 174,142 boardings during 2022.
- Call-A-Bus transported 2,103 passengers in 2022.

Follow Us!



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

For more information, visit yourmetrobus.org.

