

METRO REGIONAL TRANSIT AUTHORITY

# Safety, Equity, & Planning Committee

**AUGUST 15, 2024**

**CHAIR:** MR. ROBERT DEJOURNETT  
**MEMBERS:** MS. DANA LAGARDE,  
MR. DAVID PRENTICE, MS. RENEE GREENE,  
MR. DONALD CHRISTIAN,  
AND MS. CHRISTINE MARSHALL



**METRO RTA  
SAFETY, EQUITY AND PLANNING  
COMMITTEE MEETING AGENDA  
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM  
THURSDAY, AUGUST 15, 2024**

**ITEM 1:     CALL TO ORDER**

**ITEM 2:     APPROVAL OF MINUTES FROM THE JULY MEETING**

**ITEM 3:     SUB-COMMITTEE REPORTS:**

**Planning Report | Nathan Leppo**

- KPIs (Pages 3-4)

**Rail Report**

- Status unchanged

**Safety & Security Report | Shawn Metcalf**

- KPIs (Page 5)

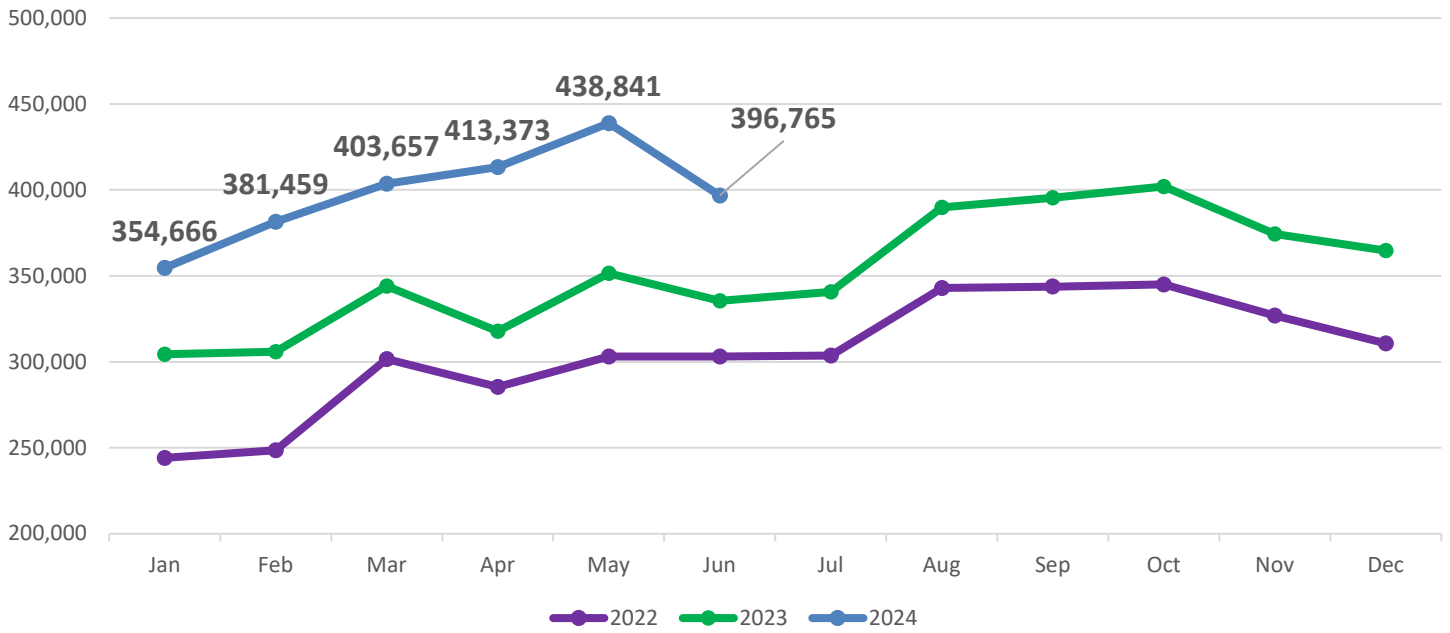
**2<sup>nd</sup> Quarter Report | Christian Troccoli**

**ITEM 4:     RESOLUTIONS FOR CONSIDERATION:**

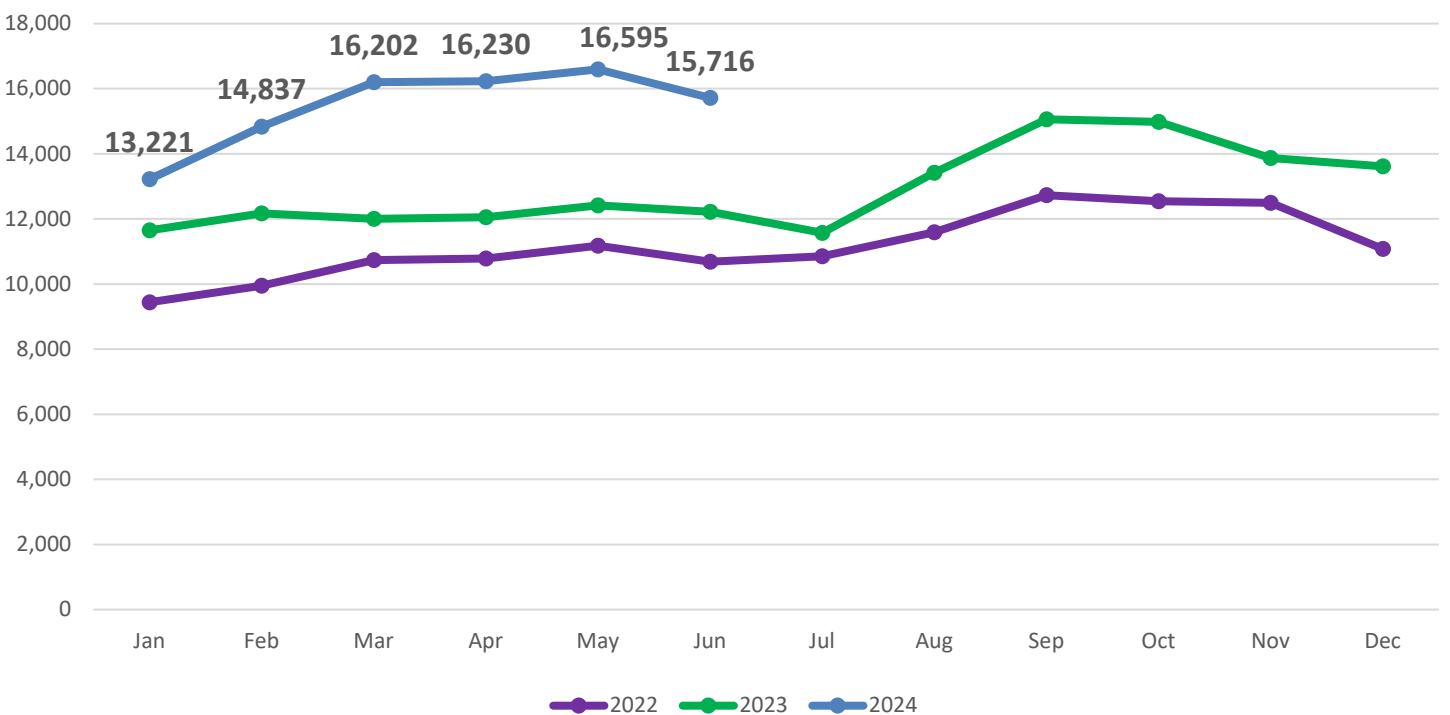
**ITEM 5:     OTHER BUSINESS:**

**ITEM 6:     CALL FOR ADJOURNMENT**

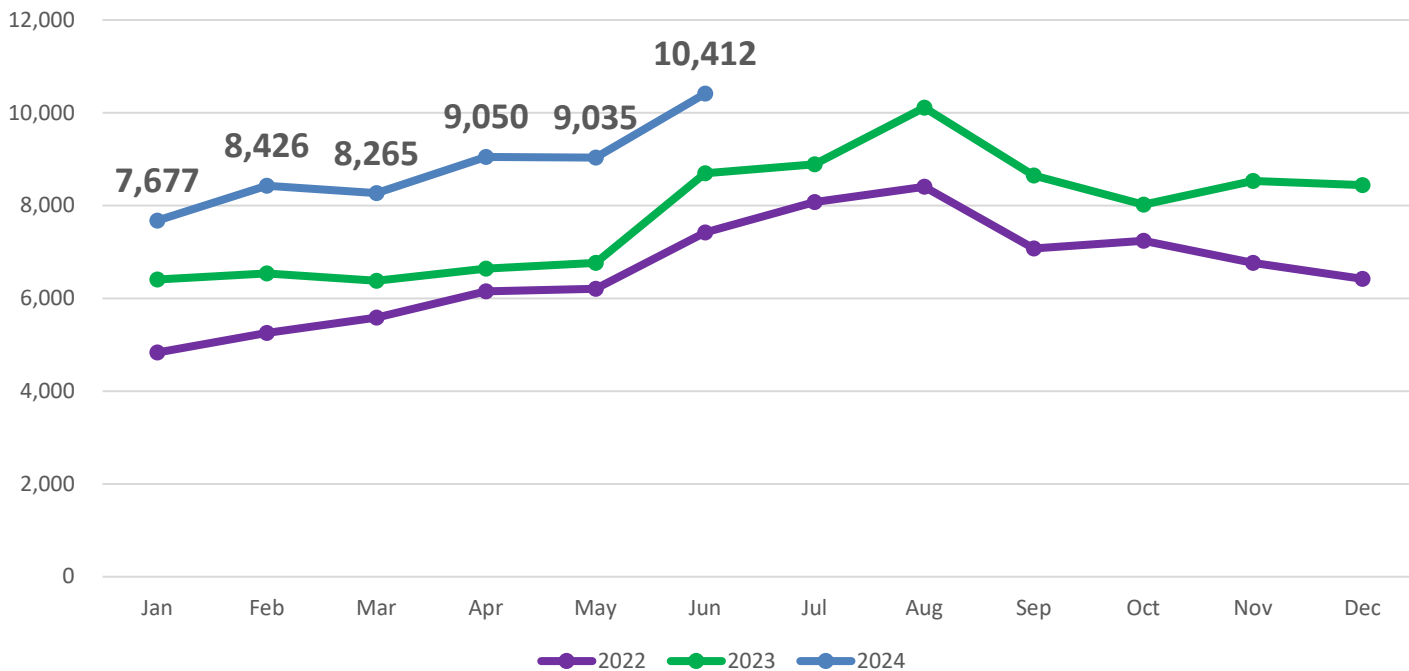
## Total Ridership (Combined Demand Response and Fixed Route)



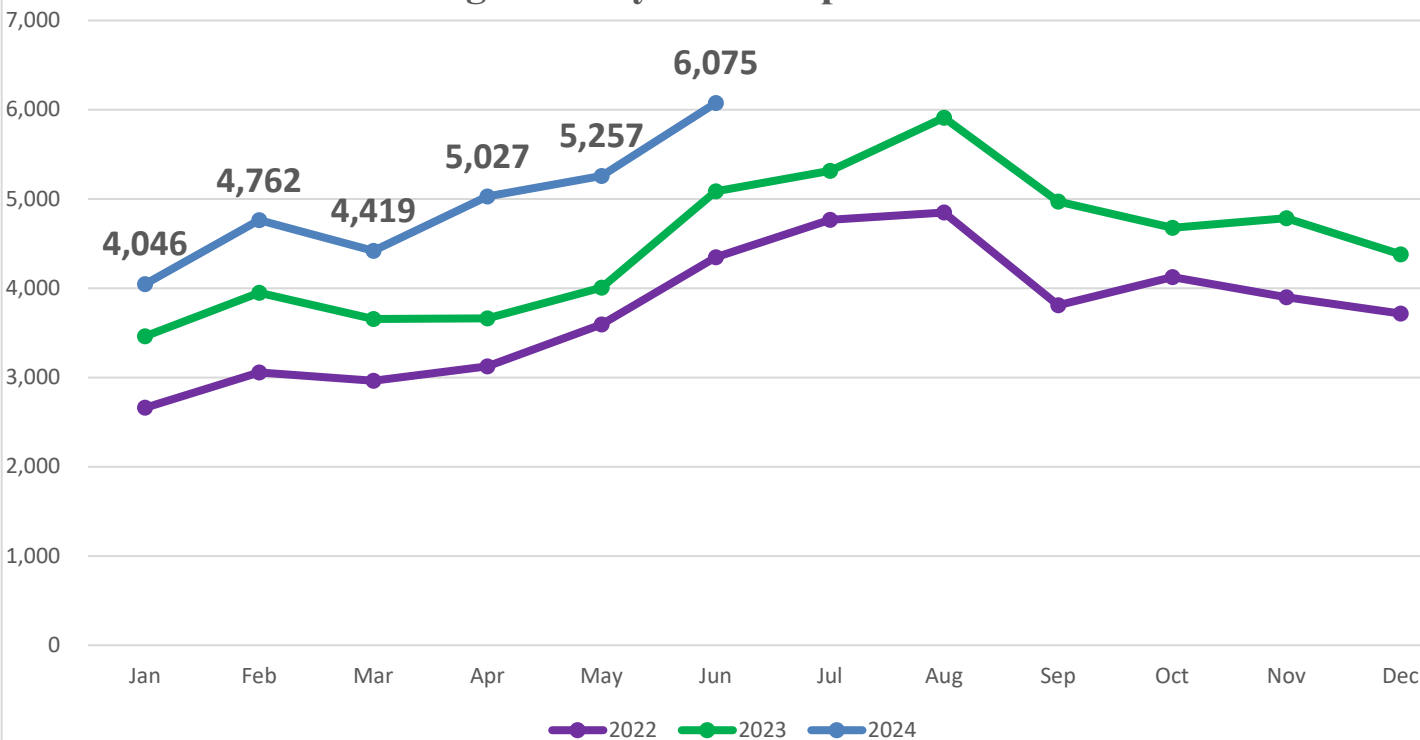
## Average Weekday Ridership - Fixed Route



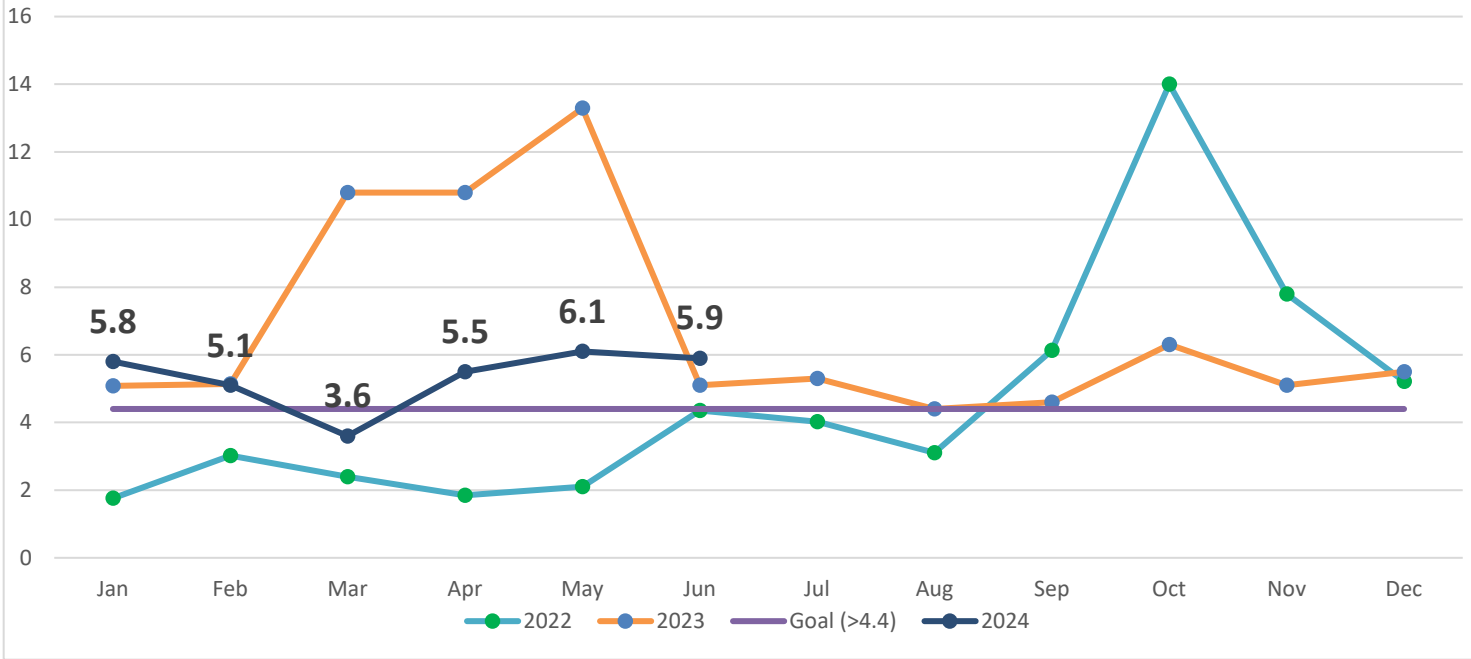
### Average Saturday Ridership - Fixed Route



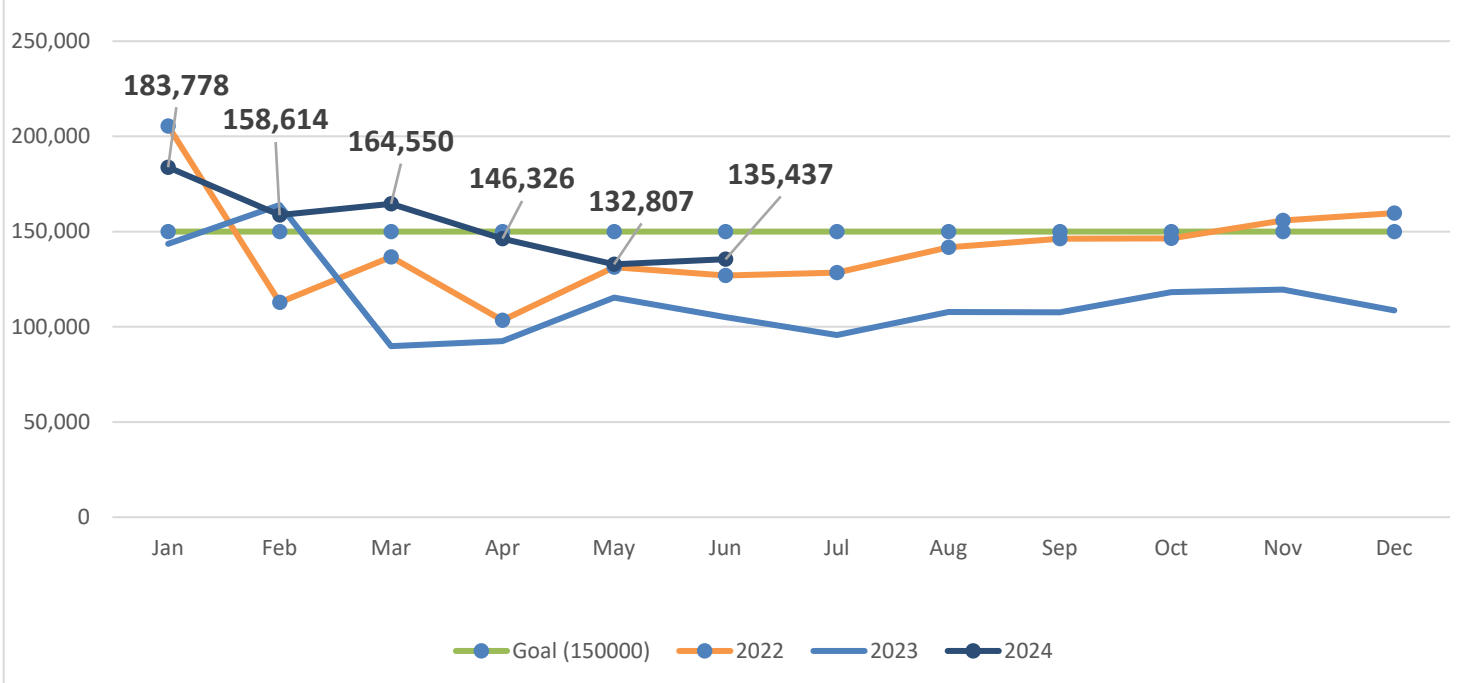
### Average Sunday Ridership - Fixed Route



### Training Hours Per Employee



### Miles Between Preventable Accidents





QUARTERLY  
PERFORMANCE REPORT

Q2 – 2024

## At-a-Glance

### Summary

#### Ridership (Unlinked Passenger Trips)

- Overall passenger trips have increased by 179,319 trips from Q2 2023 to reach 1,095,288 trips.
- Ridership has surpassed 2022 levels on every route except the 6\*
- Our highest ridership routes are, in order, Route 2 (164k), Route 1 (154k), Route 3 (91k), Route 8 (72k), and Route 10 (66k)

#### On-Time Performance

- OTP has steadily increased each year, and has reached 82% this quarter.
- Our most on-time routes are, in order, Route 40 (89%), Route 13 (86%), Route 8 (85%), and Route 15 (85%).
- Shorter routes tend to perform better for OTP.
- OTP is lower this quarter due to all of the summer road construction projects being carried out by ODOT
- Many of our routes are still improving OTP with regular adjustments from collaboration of Planning and Operations departments.

#### Productivity (Passengers per Revenue Hour)

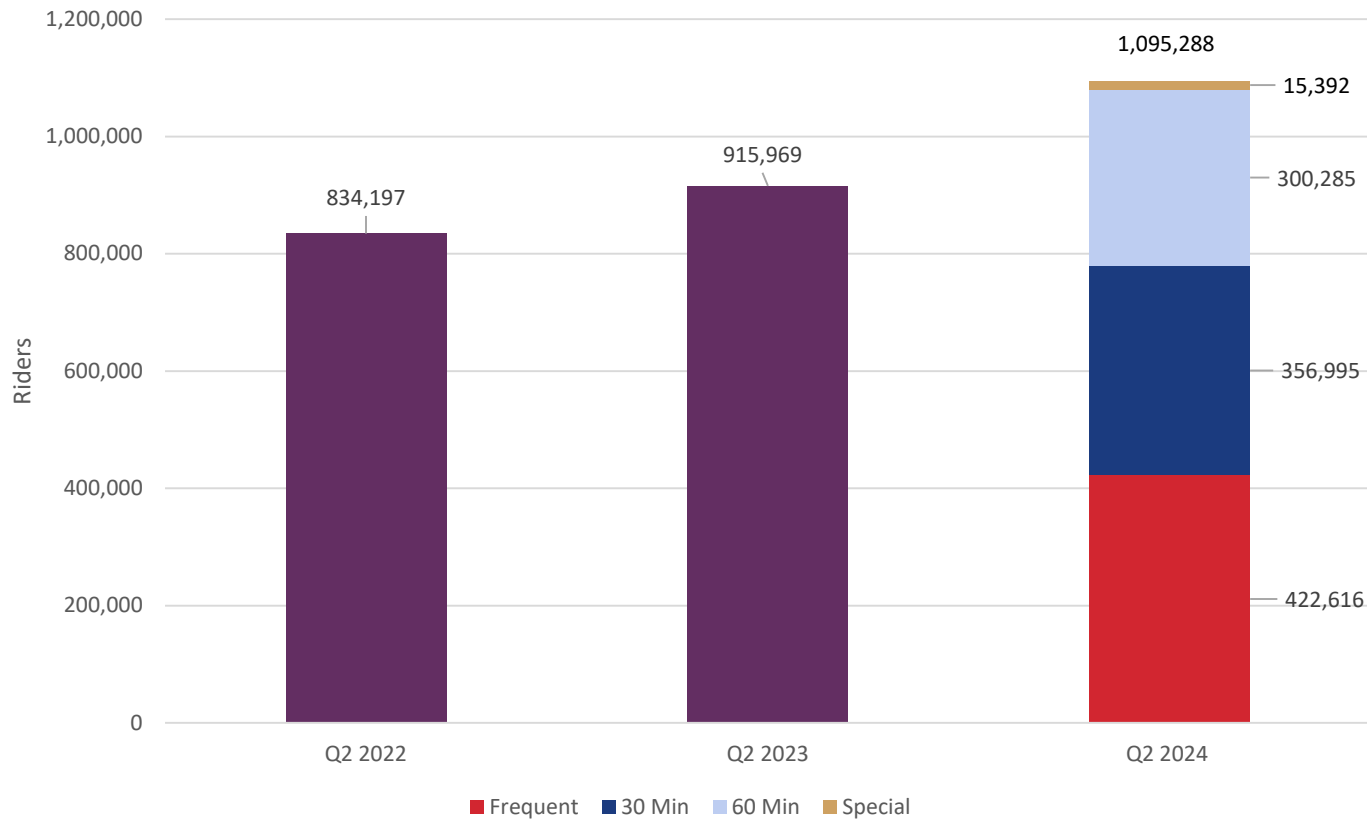
- Our passengers per revenue hour is a good measure of our productivity, and has increased since 2022.
- With our growing ridership, productivity has begun to catch up with the increased frequency that was added with Relmagine
- The routes with the highest Passengers per Revenue Hour are, in order, Route 2 (23.54), Route 29 (19.24), Route 3 (18.12), Route 1 (17.93), and Route 40 (17.85).

#### Efficiency (Bus Speed)

- Average bus speed is a metric that measure how efficiently a bus is running. By analyzing average bus speeds, we can mark progress being made to the customer experience and our utilization efficiency.
- Our average bus speed has increased since 2022..

System-Wide Ridership (Unlinked Passenger Trips) – Line Service

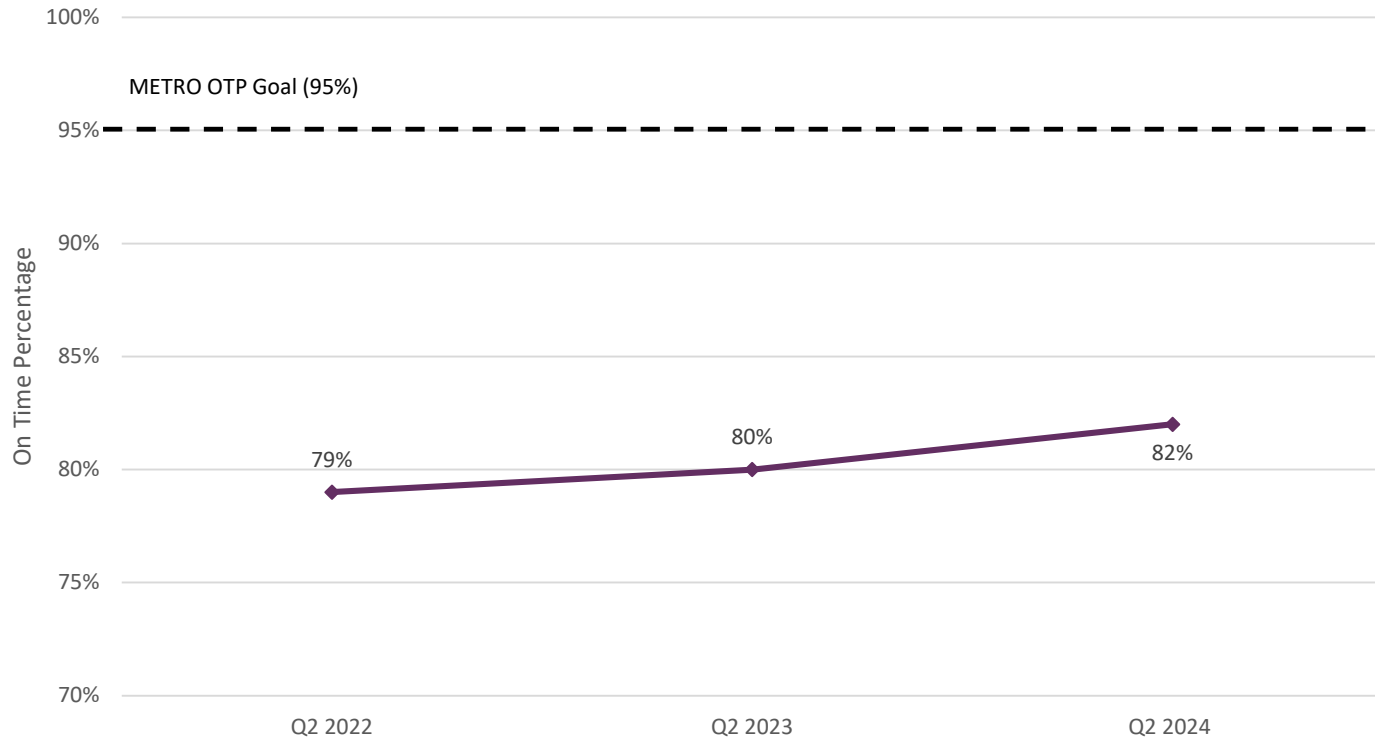
### Ridership Comparison

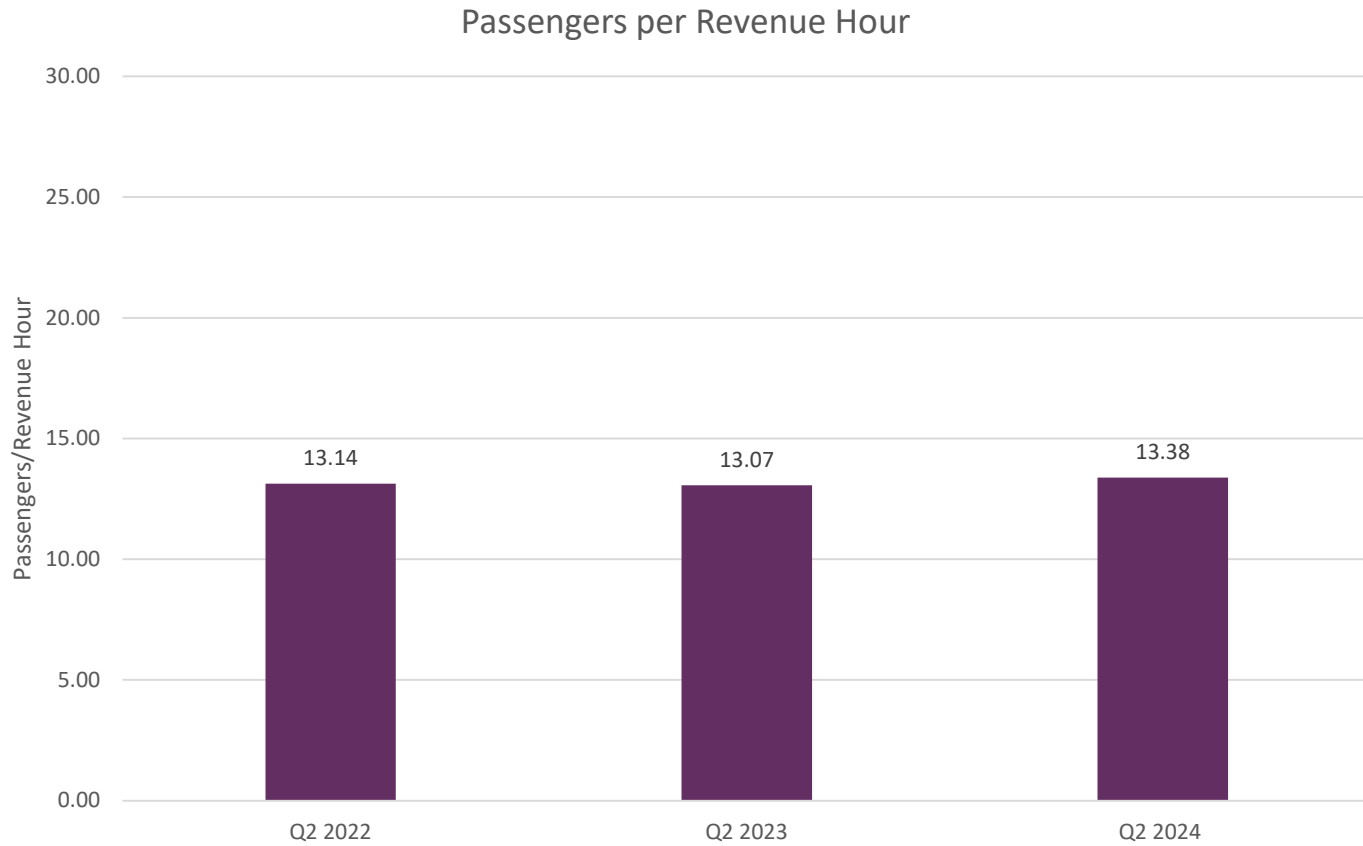


\*special services include x61, Roo Express, and the Grocery Bus



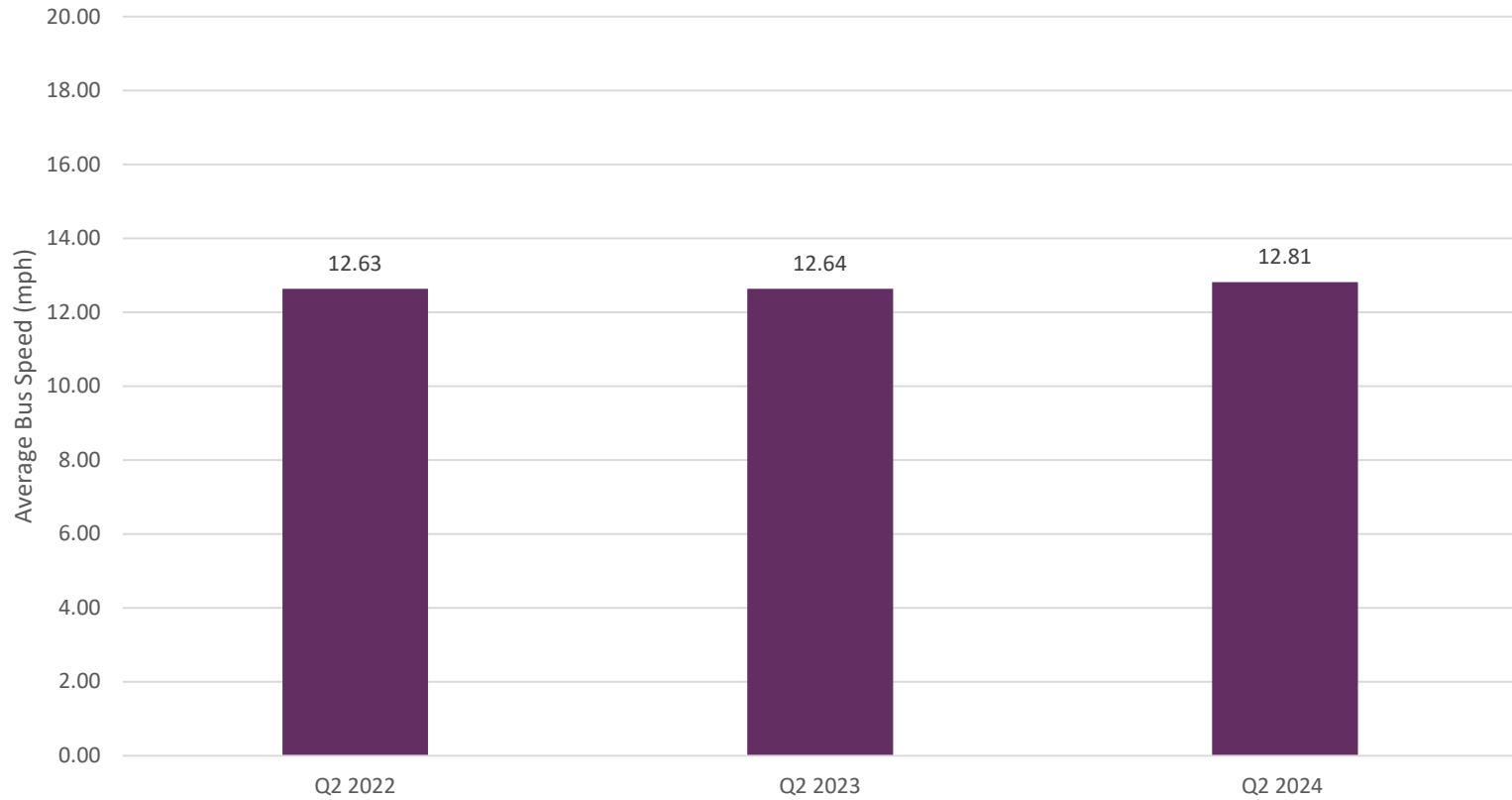
### On Time Percentage





System-Wide Average Bus Speed – Line Service

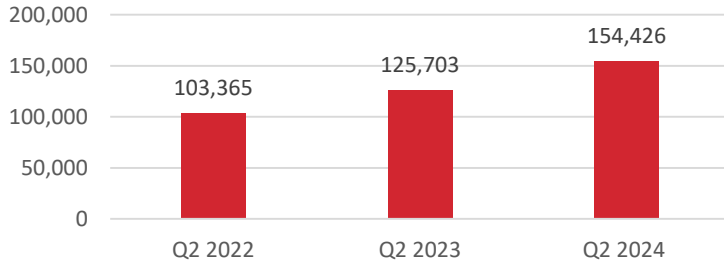
Average Bus Speed



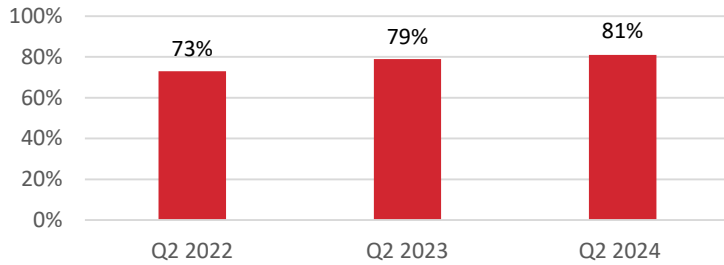


# Route 1 – West Market – 15 Minute Service

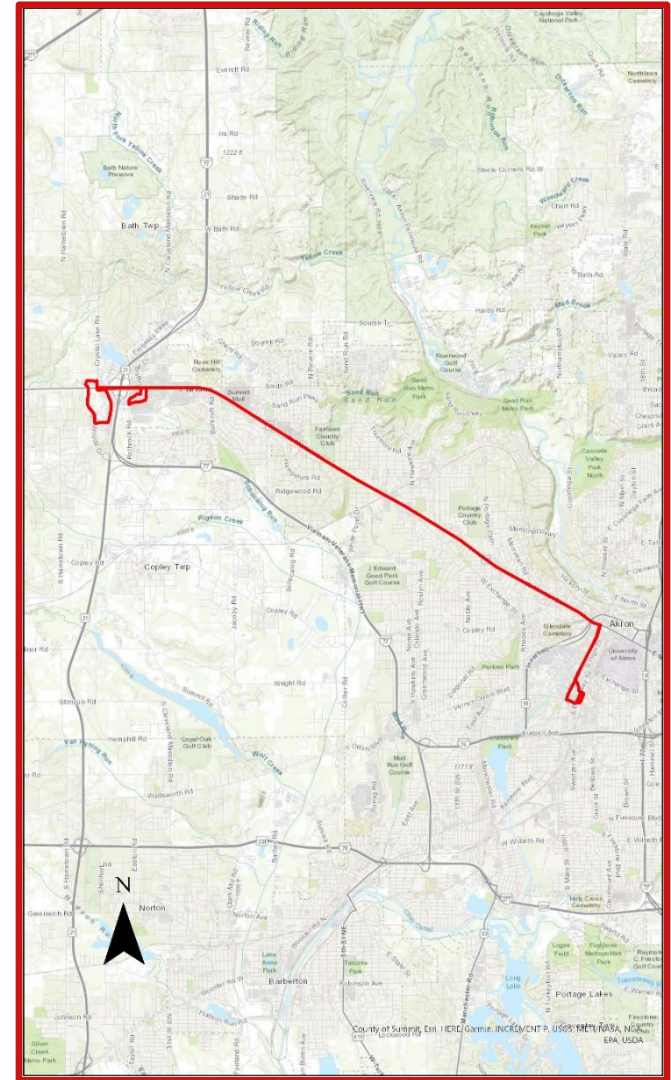
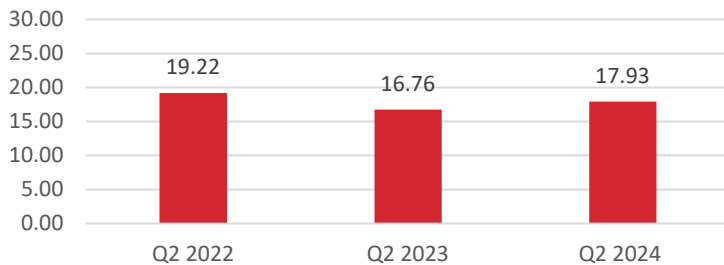
## Total Passengers



## On Time Performance

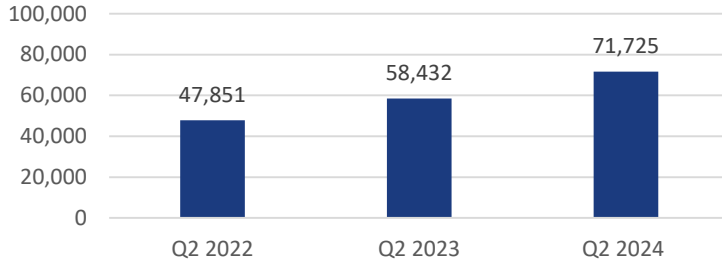


## Passengers per Revenue Hour

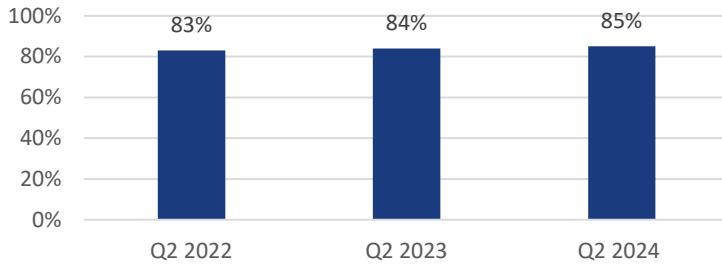


# Route 8 – Barberton – 30 Minute Service

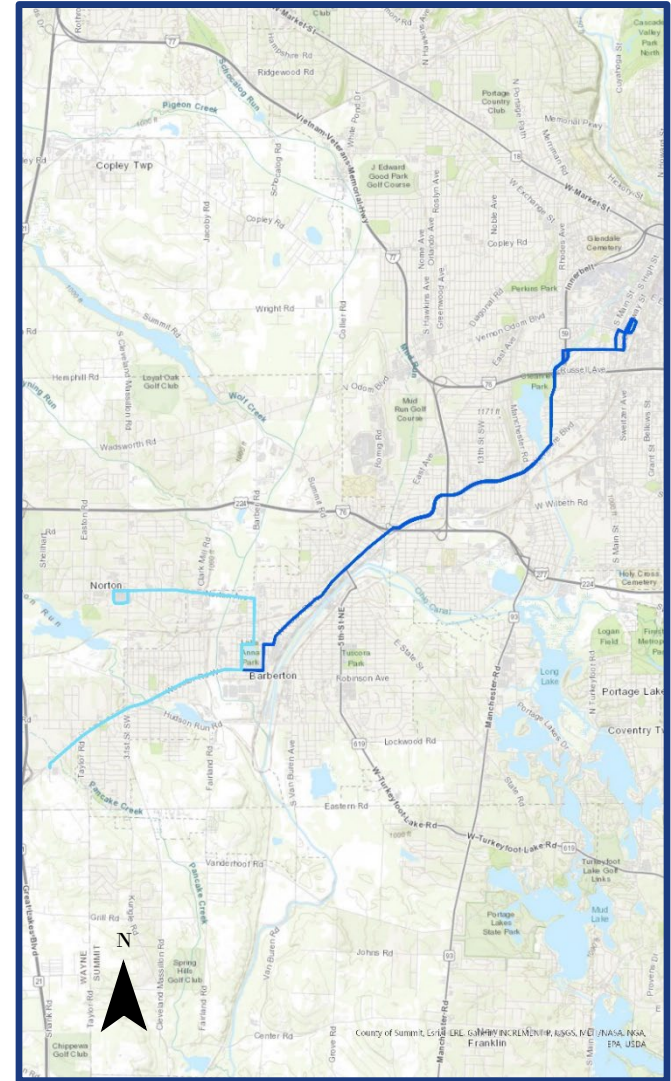
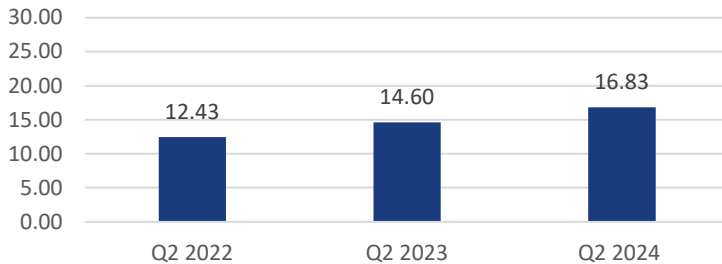
## Total Passengers



## On Time Performance

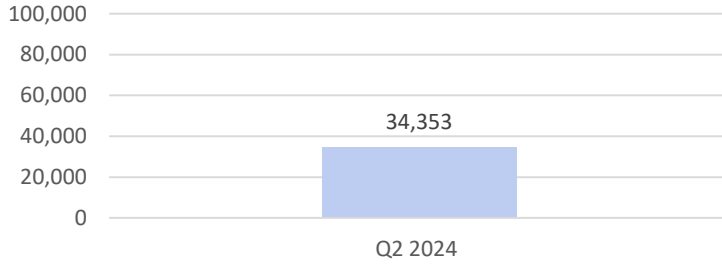


## Passengers per Revenue Hour

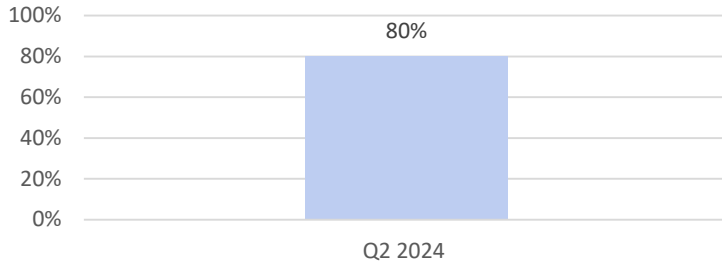


# Route 22 – Howe/Stow – 60 Minute Service

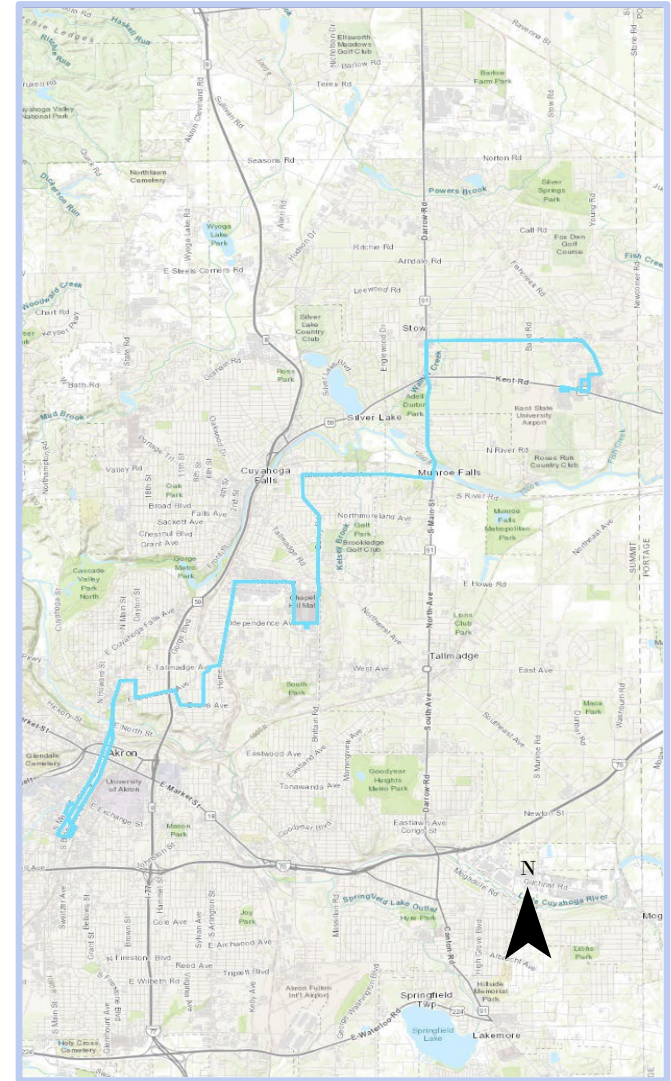
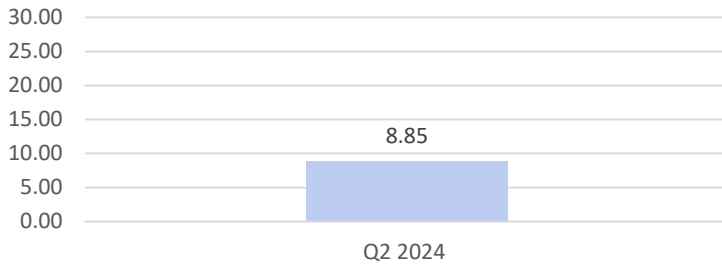
## Total Passengers



## On Time Performance

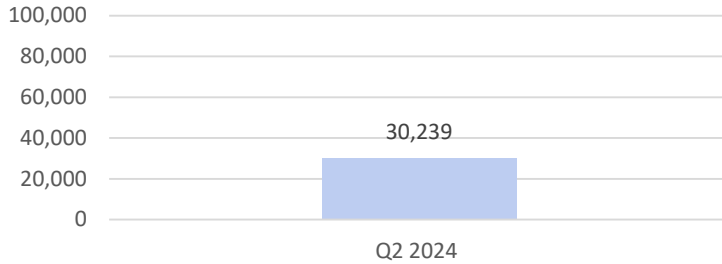


## Passengers per Revenue Hour

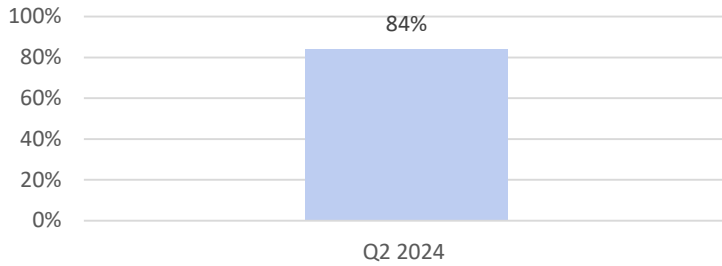


# Route 29 – South Main/Manchester – 60 Minute Service

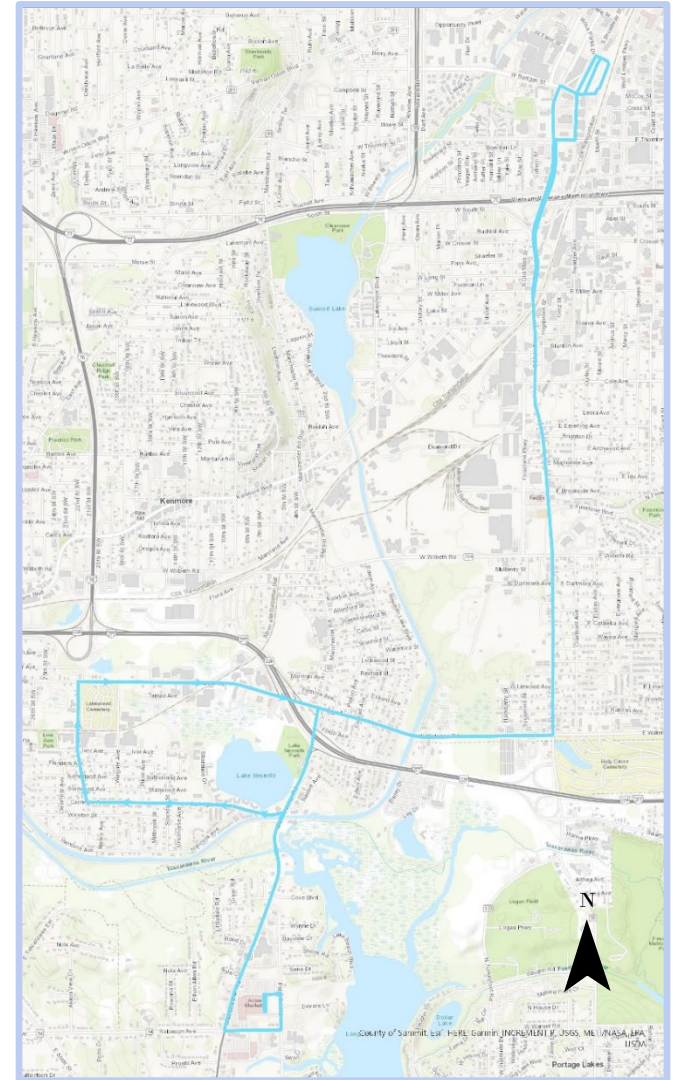
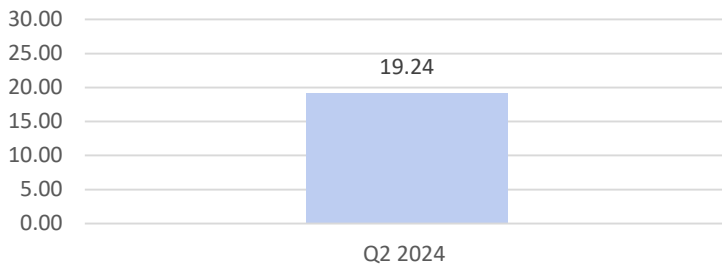
## Total Passengers



## On Time Performance



## Passengers per Revenue Hour





## Final Notes

Comparison to Last Quarter (Only changes greater than 5% included here)

### Ridership (Unlinked Passenger Trips)

- In total our ridership increased by 67,709 riders from Q1 of 2024. This represents a 6.6% jump in our ridership.
- Every single regular METRO route saw a jump in ridership
  - The only exception to this was the Roo Express, which due to summer vacation saw its ridership drop by 44%
  - 15 routes saw ridership increases of over 5%. The routes with the largest increases were the 32 (+15.1%), the x61 (+12.8%), and the 10 (+12.3%)
- In terms of quantity, Route 2 saw the largest increase, adding 14,012 riders this quarter

### On-Time Performance

- OTP decreased by 2% from last quarter
  - This is mainly due to road construction
  - No routes had any significant increases or decreases in OTP

### Productivity (Passengers per Revenue Hour)

- Our productivity increased by 0.83 passengers/revenue hour. This is a 6.6% increase.
- Following the ridership trend, every single METRO route had an increase in productivity.
- 14 routes saw productivity increases of over 5%.

**METRO RTA  
SAFETY, EQUITY, AND PLANNING  
COMMITTEE MEETING MINUTES  
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM  
THURSDAY, JULY 18, 2024**

**Committee**

**Members Present:** Robert DeJournett and Christine Marshall,

**Trustees Present:** Mark Derrig, John Valle, Bob Konstand, Gary Spring, Chuck Rector and Nicole Squire

**Trustees Absent:** David Prentice and Donald Christian

**Trustees Excused:** Dana LaGarde and Renee Greene

**METRO Team**

**Members Present:** Gert Wilms, Jarrod Hampshire, Eric Scott, Angie Neeley, Tatia Harris, Shawn Metcalf, Marshall Preston, Molly Becker, Grace Doyle, Laura Adkins, Nathan Leppo, DeHavilland McCall and Regina Mills

**CALL TO ORDER**

Mr. Robert DeJournett called the meeting to order at 9:32 am.

**APPROVAL OF MINUTES FROM THE JUNE MEETING**

Mr. John Valle made a motion to approve minutes from the June meeting. Mr. Mark Derrig 2<sup>nd</sup> the motion. The minutes were unanimously approved.

**SUB-COMMITTEE REPORTS**

**Planning Report | Nathan Leppo**

KPIs were reviewed.

Emphasized the critical role of KPIs in our operations, especially as they are reported to the National Transit Database (NTD). The Federal Transit Administration (FTA) utilizes the NTD for several purposes. There are three main categories, to allocation of funding, informing government decision makers and reporting to congress and researchers. We report monthly and yearly and just recently our line services weekly.

Mr. Gary Spring inquired about our current status compared to pre-COVID levels. As of two months ago, we were operating at approximately 81% of our pre-COVID recovery rate.

Two months ago we're at about 81% of our recovery rate.

**Safety & Security Report | Shawn Metcalf**

KPIs were reviewed.

Introduction of Marshall Preston as our new trainer. Marshall brings a wealth of experience, 18 years as a bus operator, completed multiple instruction certifications: CPR, First Aid, NTI, Operator Awareness etc. Great edition to the team. Welcome Marshall!

Our training program continues to evolve & expand. Our team is preparing for the upcoming large class, ensuring that we are well-equipped for an effective training session.

Ms. Nicole Squire appreciated the detail information regarding the KPIs and is curious about why some KPIs have targets while others do not. She specifically asked how these targets are determined, whether they are based on historical data or set to achieve specific performance levels. In response, Mr. Jarrod Hampshire explained that at the beginning of each year, departments set their goals based on where they believe performance should be.

**Rail Report | Tatia Harris**

Status Unchanged.

**RESOLUTIONS FOR CONSIDERATION**

There were no resolutions for consideration.

**OTHER BUSINESS**

**CALL FOR ADJOURNMENT**

Adjourned at 9:45 am

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

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**Date (MM/DD/YYYY)**