METRO REGIONAL TRANSIT AUTHORITY

Safety, Equity, & Planning Committee

MAY 16, 2024

CHAIR: MS. DANA LAGARDE
MEMBERS: MR. DAVE PRENTICE, MS. RENEE GREENE,
MR. DON CHRISTIAN, MS. CHRISTINE MARSHALL,
AND MR. ROBERT DEJOURNETT

METRO RTA
SEP (SAFETY, EQUITY, AND PLANNING)
COMMITTEE MEETING AGENDA
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, MAY 16, 2024

ITEM 1: **CALL TO ORDER**

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

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

Planning Report | Nathan Leppo/Christian Troccoli
- KPIs (Page 3-4)
- Quarterly Performance Report Q1-2024 (Page 5-16)

Safety & Security Report | Shawn Metcalf
- KPIs (Page 17)

Community Impact Report | Bambi Miller
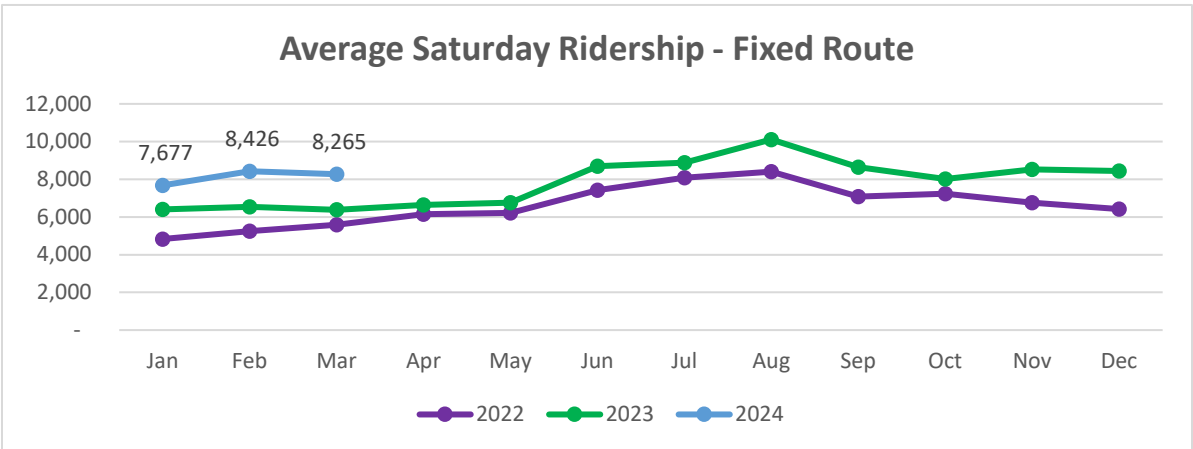- KPIs (Page 18)

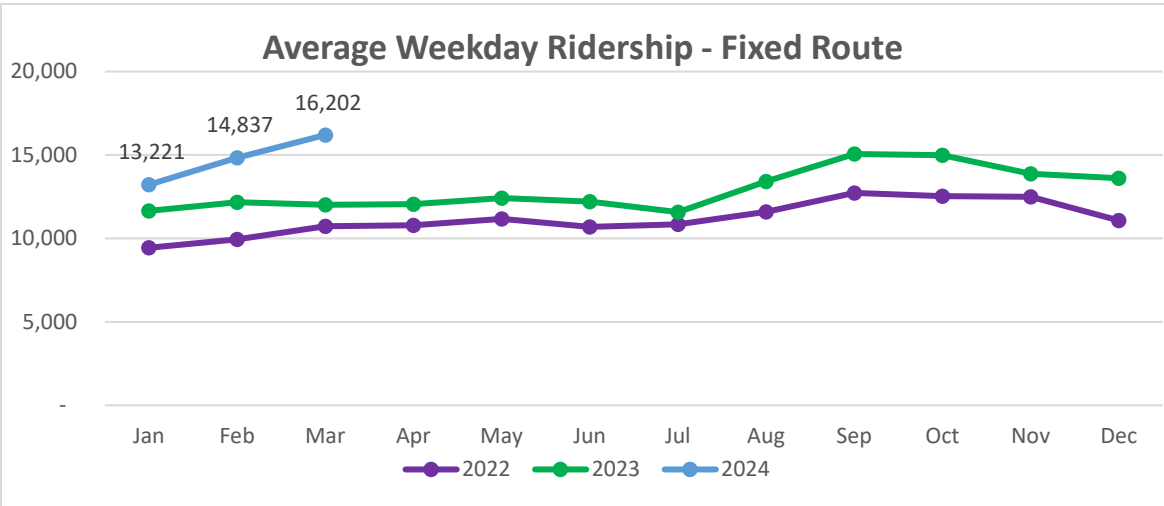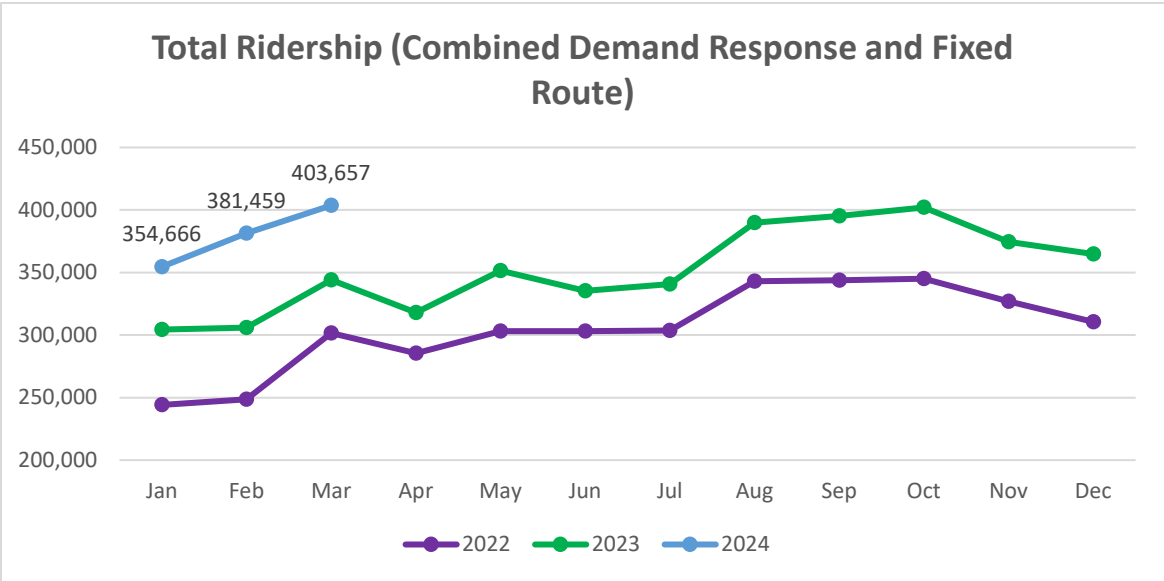**Eligibility Report | Nykia Walker**
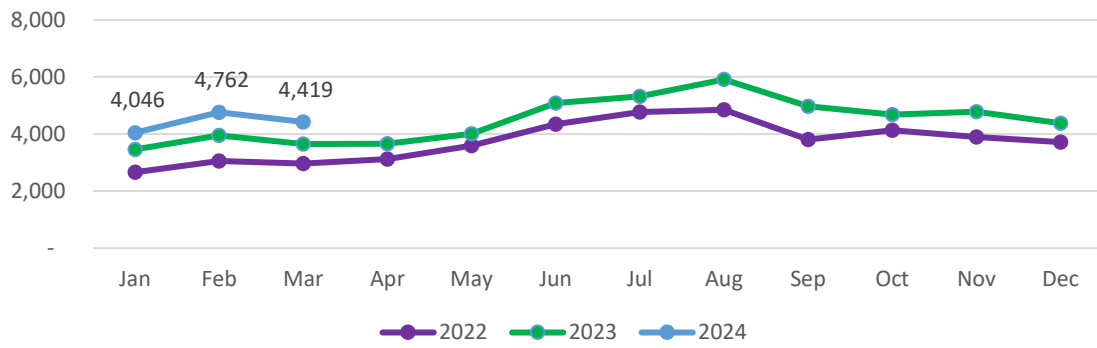- KPIs (Page 19)

Rail Report | Tatia Harris

ITEM 4: **RESOLUTIONS FOR CONSIDERATION**

ITEM 5: **OTHER BUSINESS**

ITEM 6: **CALL FOR ADJOURNMENT**

Total Ridership (Combined Demand Response and Fixed Route)

Data labels: 354,666 (Jan 2024), 381,459 (Feb 2024), 403,657 (Mar 2024)

Legend: 2022, 2023, 2024

Average Weekday Ridership - Fixed Route

Data labels: 13,221 (Jan 2024), 14,837 (Feb 2024), 16,202 (Mar 2024)

Legend: 2022, 2023, 2024

Average Saturday Ridership - Fixed Route

Data labels: 7,677 (Jan 2024), 8,426 (Feb 2024), 8,265 (Mar 2024)

Legend: 2022, 2023, 2024

Average Sunday Ridership - Fixed Route

4,046   4,762   4,419

QUARTERLY
PERFORMANCE REPORT

Q1 – 2024

At-a-Glance

Summary

Ridership (Unlinked Passenger Trips)
- Overall passenger trips have <u>increased</u> by 175,318 trips from Q1 2023 to reach 1,027,579 trips. Ridership is still recovering from pre-pandemic levels, but is at approximately 81% of Q1 2019.
- Ridership has surpassed pre-pandemic levels on 4 routes that have maintained similar service footprints: The 1, 2, 8, and 26.
- Ridership has surpassed 2023 levels on most routes with similar service footprints.
- Our highest ridership routes are, in order, Route 2 (150k), Route 1 (144k), Route 3 (87k), Route 8 (67k), and Route 10 (59k).

On-Time Performance
- OTP has steadily <u>increased</u> each year and has reached a new high of 84%, compared to the 81% from 2023, and 78% from 2019.
- Our most on-time routes are, in order, Route 40 (93%), Route 26 (88%), and Route 13 (87%). There is a three-way tie at 86% between Routes 8, 10, and 15.
- Shorter routes tend to perform better for OTP.
- Many of our routes are still improving OTP with regular adjustments from collaboration of Planning and Operations departments.
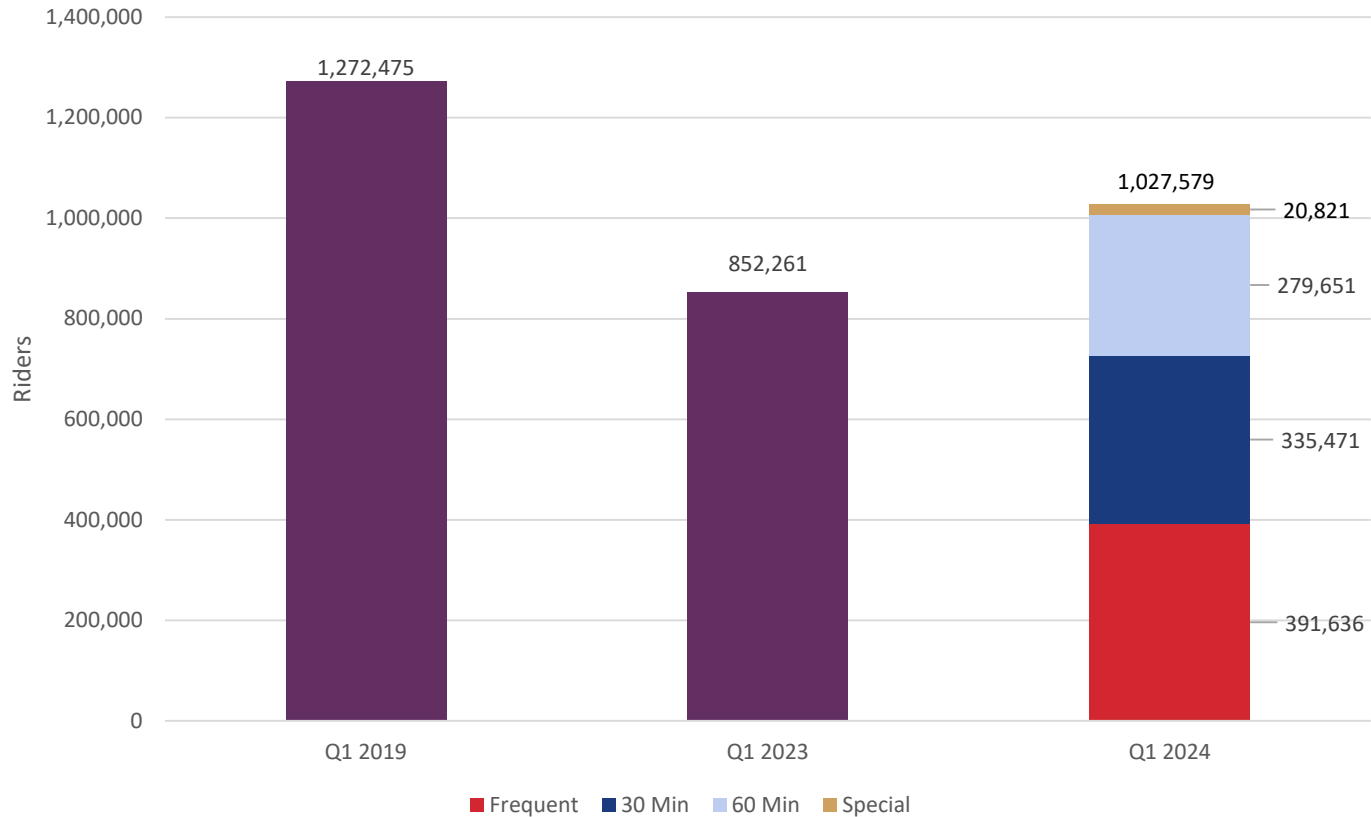
Productivity (Passengers per Revenue Hour)
- Our passengers per revenue hour is a good measure of our productivity, and has <u>decreased</u> over the last few years.
- While a decrease in productivity is not preferable, it can be explained by the addition of more frequent service while ridership has not yet kept pace with that service growth. We expect this metric to continue upwards as our ridership grows.
- The routes with the highest Passengers per Revenue Hour are, in order, Route 2 (21.27), Route 29 (17.66), Route 3 (17.33), Route 40 (17.26), and Route 1 (16.75).
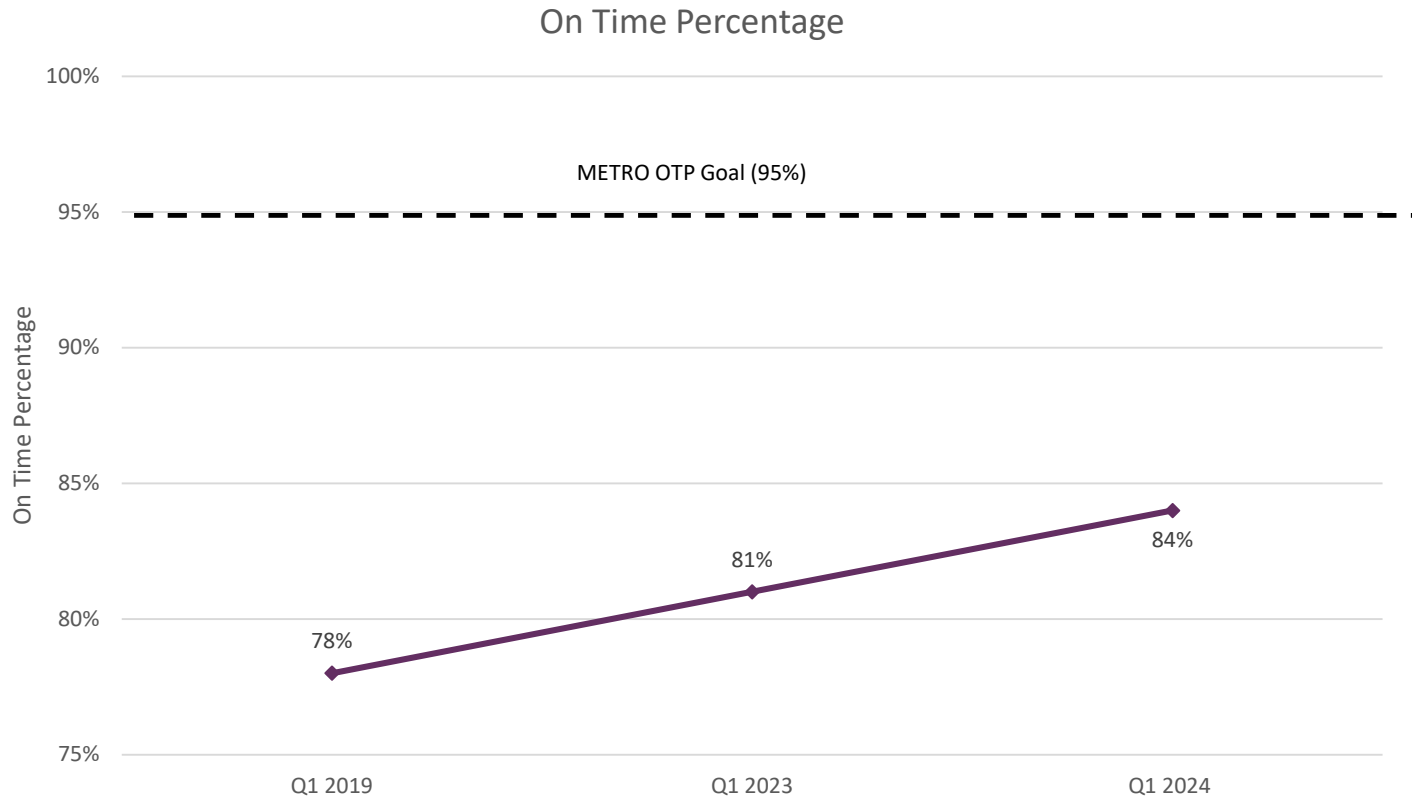
Efficiency (Bus Speed)
- Average bus speed is a metric that measure how efficiently a bus is running. By analyzing average bus speeds, we can mark progress being made to the customer experience and our utilization efficiency.
- Our average bus speed has <u>increased</u> since 2023 and is close to its pre-pandemic level.
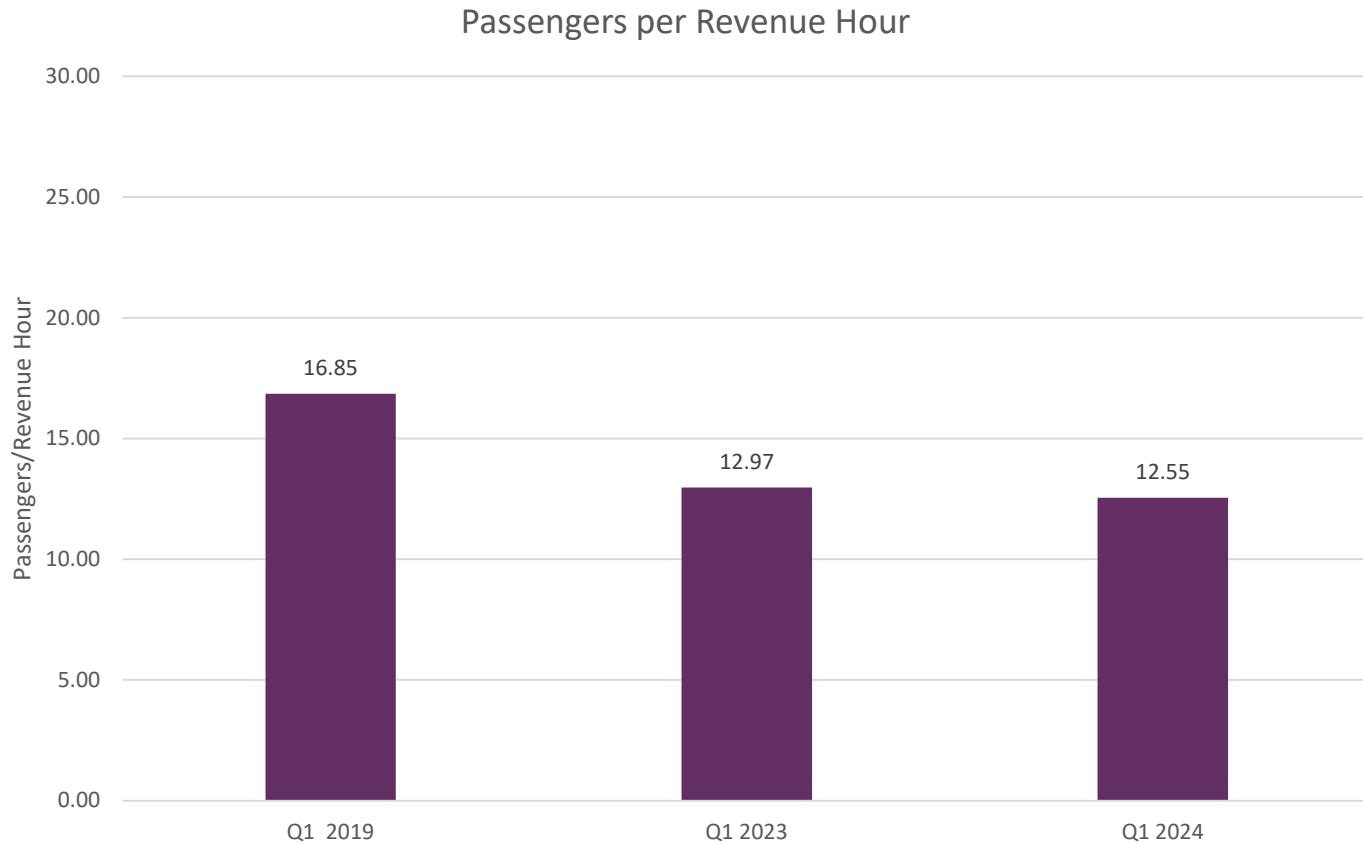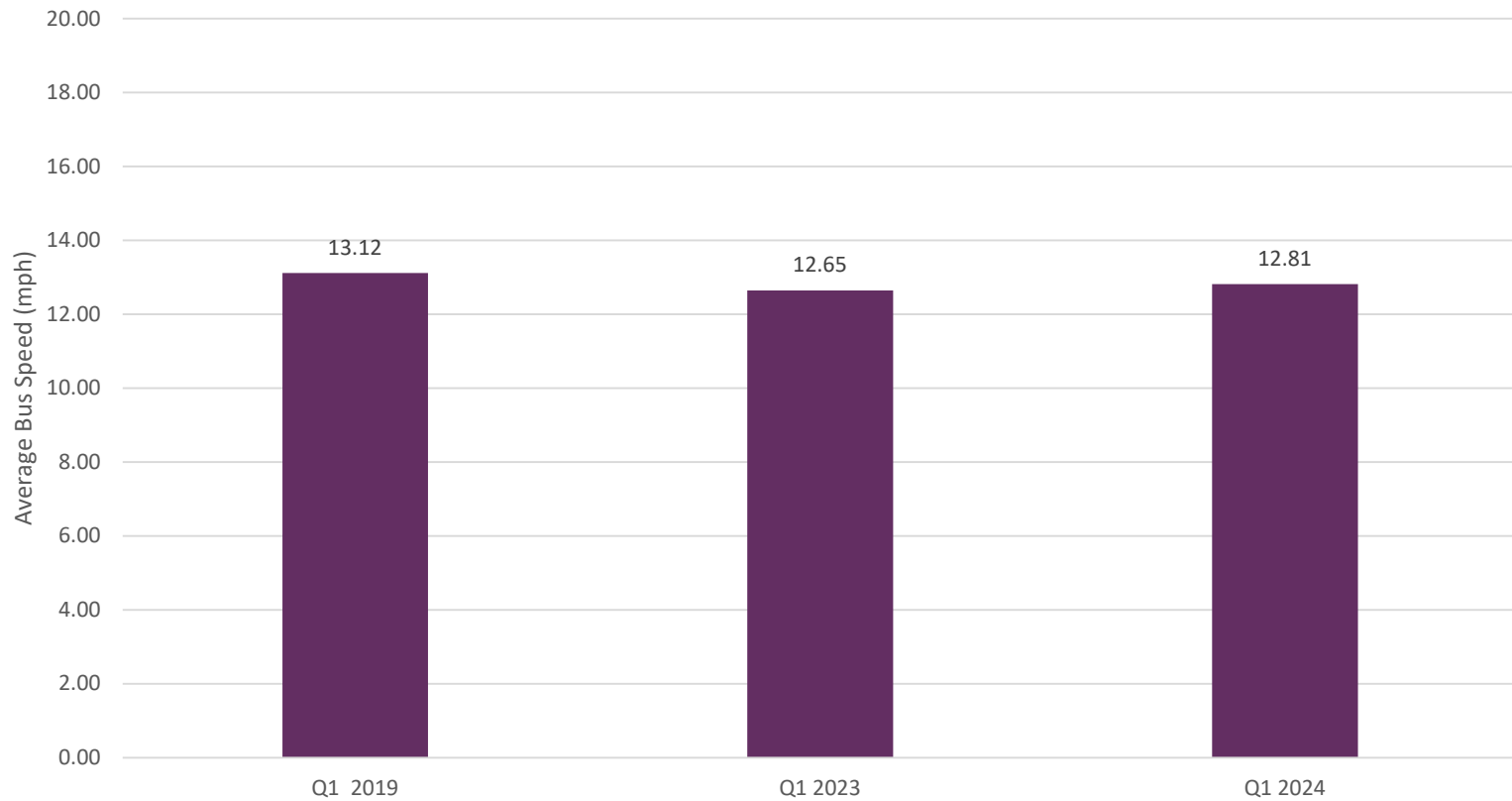
Ridership Comparison

	Q1 2019	Q1 2023	Q1 2024
Total	1,272,475	852,261	1,027,579

Q1 2024 breakdown:
- Special: 20,821
- 60 Min: 279,651
- 30 Min: 335,471
- Frequent: 391,636

Legend: ■ Frequent ■ 30 Min ■ 60 Min ■ Special

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

On Time Percentage

METRO OTP Goal (95%)

Q1 2019	78%
Q1 2023	81%
Q1 2024	84%

Passengers per Revenue Hour

Average Bus Speed

Route 1 – West Market – 15 Minute Service

Total Passengers

- Q1 2019: 125,282
- Q1 2023: 108,726
- Q1 2024: 144,274

On Time Performance

- Q1 2019: 68%
- Q1 2023: 81%
- Q1 2024: 84%

Passengers per Revenue Hour

- Q1 2019: 24.44
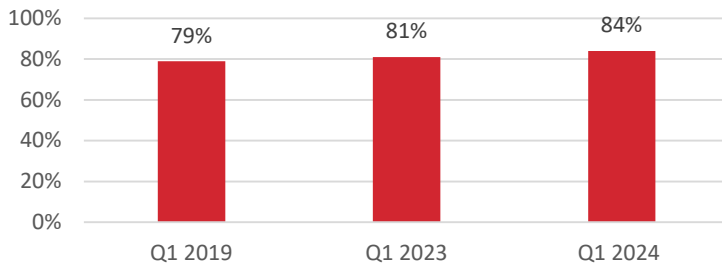- Q1 2023: 16.25
- Q1 2024: 16.75

Graphs and maps of all other METRO routes can be provided upon request.

Quarter 1 2024

Route 2 – South Arlington – 15 Minute Service
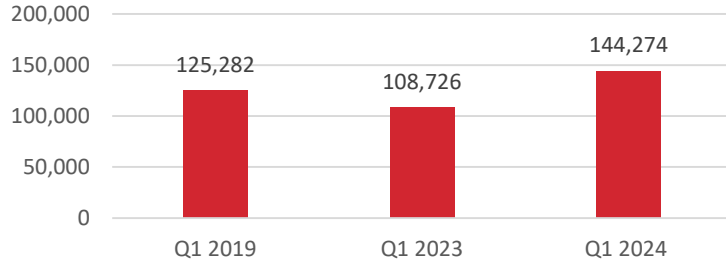
Total Passengers

On Time Performance
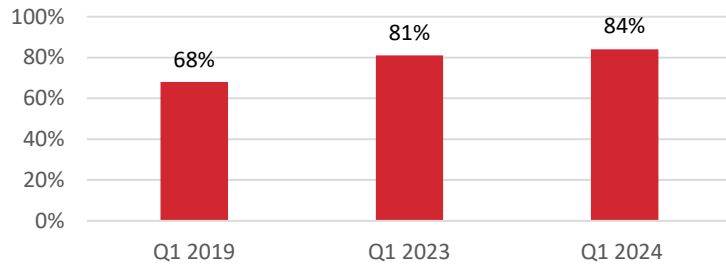
Passengers per Revenue Hour

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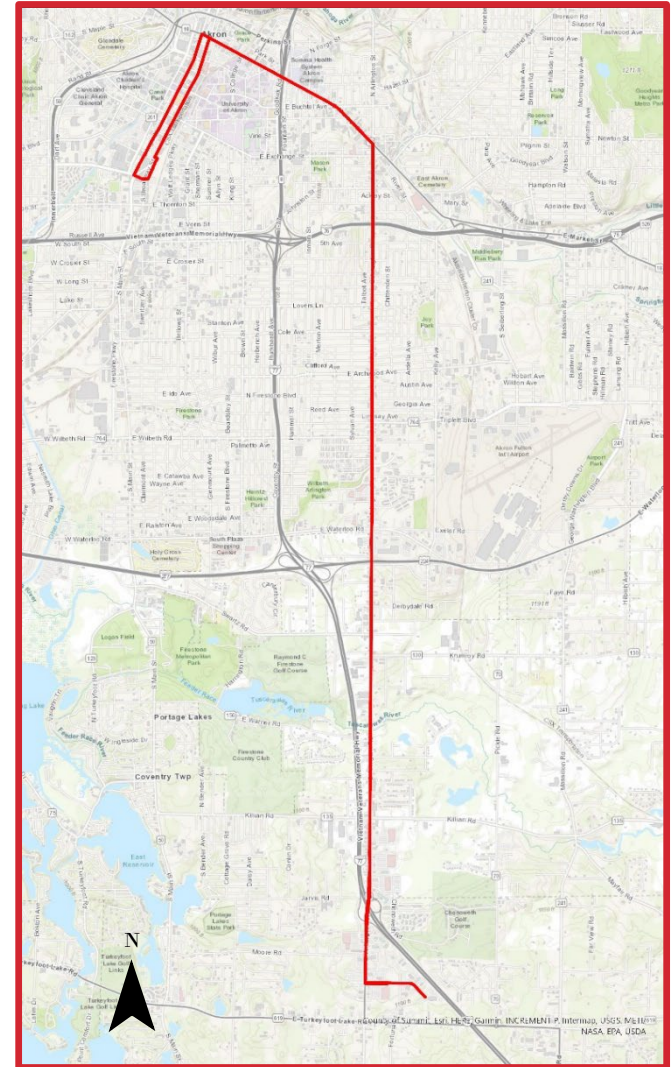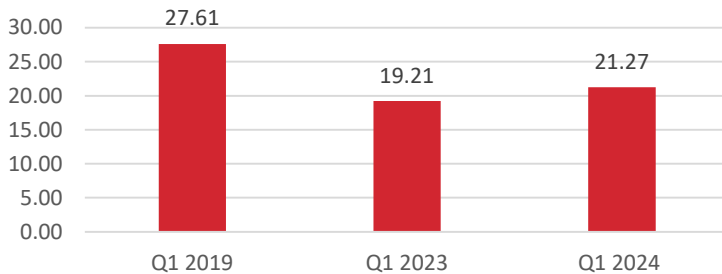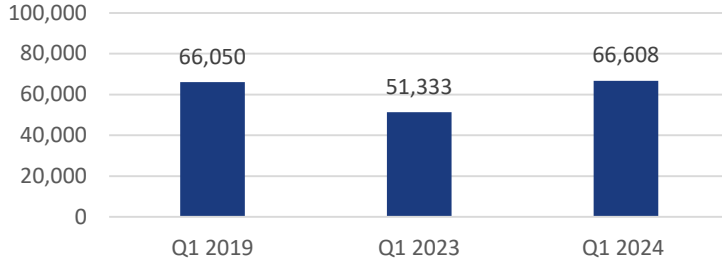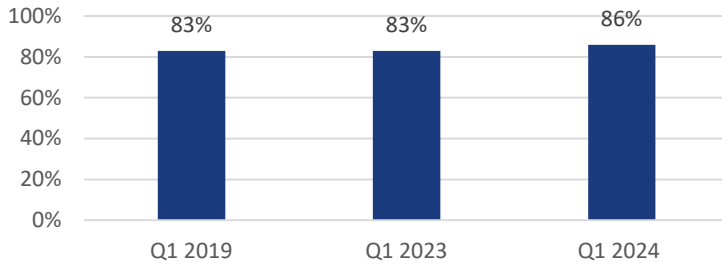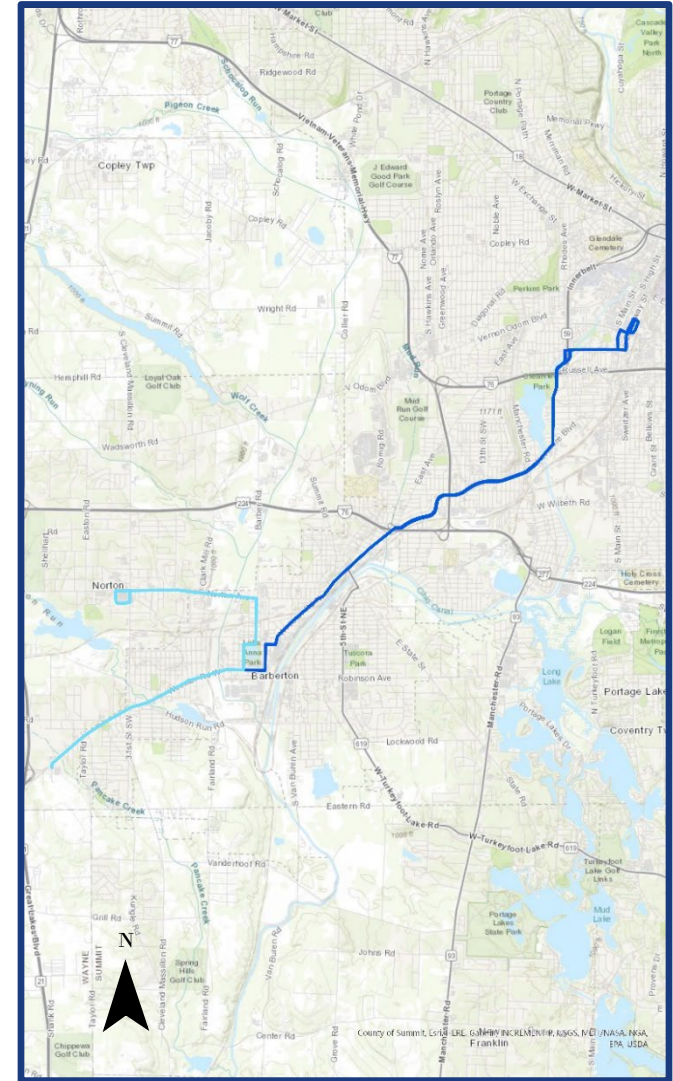
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Route 8 – Barberton – 30 Minute Service

Total Passengers

Q1 2019: 66,050
Q1 2023: 51,333
Q1 2024: 66,608

On Time Performance

Q1 2019: 83%
Q1 2023: 83%
Q1 2024: 86%

Passengers per Revenue Hour

Q1 2019: 16.97
Q1 2023: 13.33
Q1 2024: 15.63

Graphs and maps of all other METRO routes can be provided upon request.

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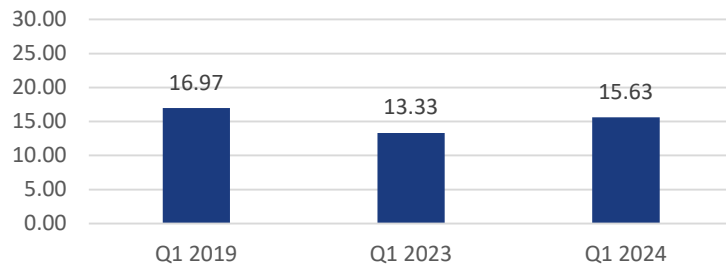
Route 25 – Kelly/Triplett – 60 Minute Service

Total Passengers

17,237 — Q1 2024

On Time Performance

83% — Q1 2024

Passengers per Revenue Hour

11.29 — Q1 2024

Graphs and maps of all other METRO routes can be provided upon request.
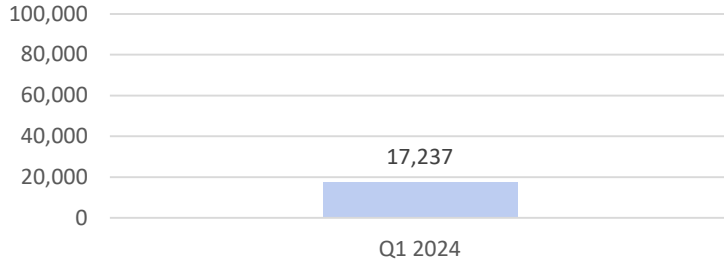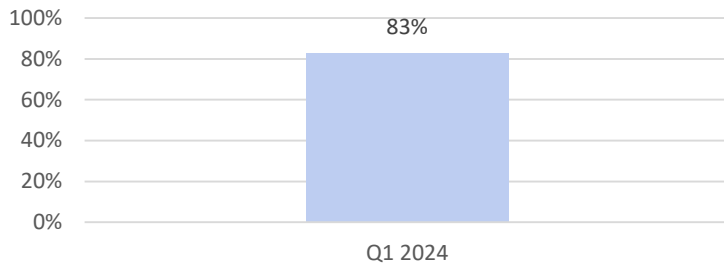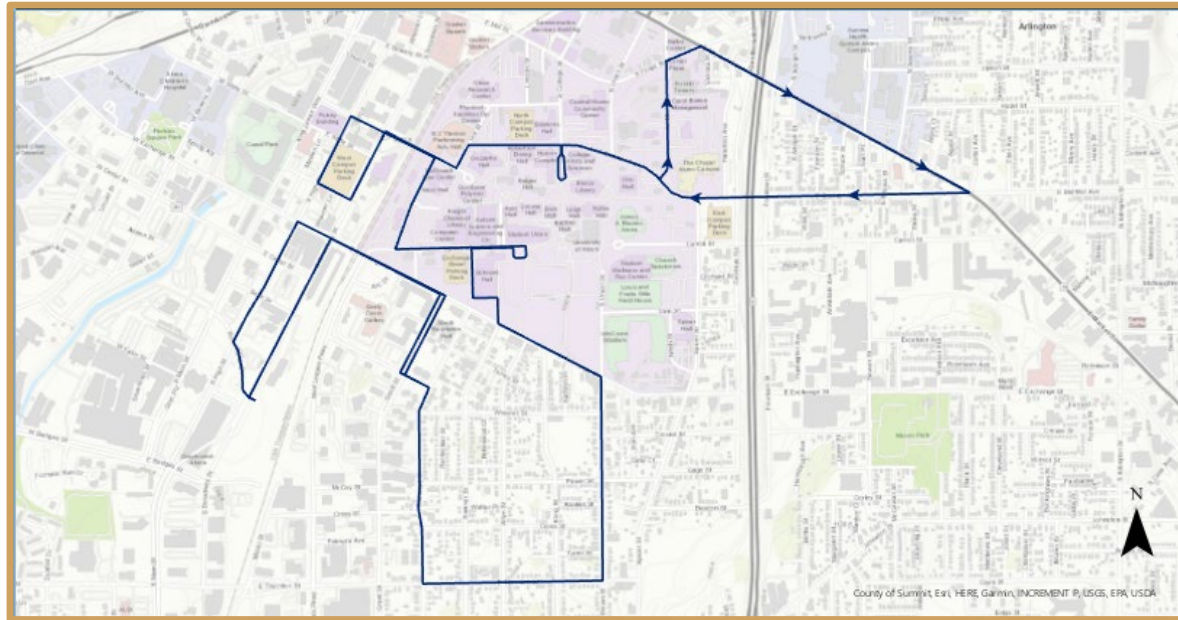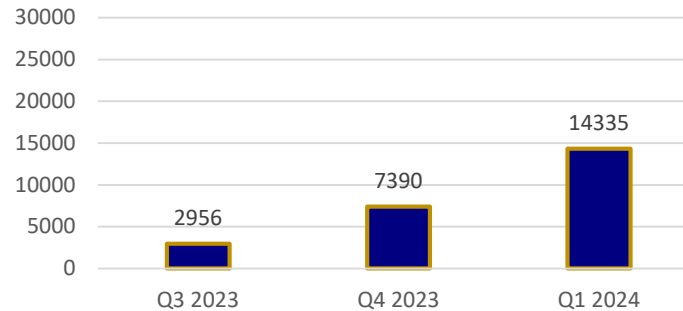
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Route 55 – Roo Express

Total Passengers

	Q3 2023	Q4 2023	Q1 2024
	2956	7390	14335

Graphs and maps of all other METRO routes can be provided upon request.

Final Notes

Ridership (Unlinked Passenger Trips)
- In total our ridership <u>decreased</u> by 8,609 riders from Q4 of 2023. This is to be expected since Q1 the shortest quarter and includes several holidays.
    - Most of this decrease was on our highest volume routes where the numbers barely affected their ridership percentages.
- The 8 was the only route to have a significant decrease in ridership, dropping 3,839 passengers, or -5.4% of Q4 2023 ridership.
- The following routes all had significant increases to their ridership percentages: 19 (+4.4%), 31 (+5.7%), 40 (+7.4%), and x61 (+10.5%).
- The Roo Express (Rt. 55) had <u>the largest increase</u> in ridership, nearly doubling itself with +94%.
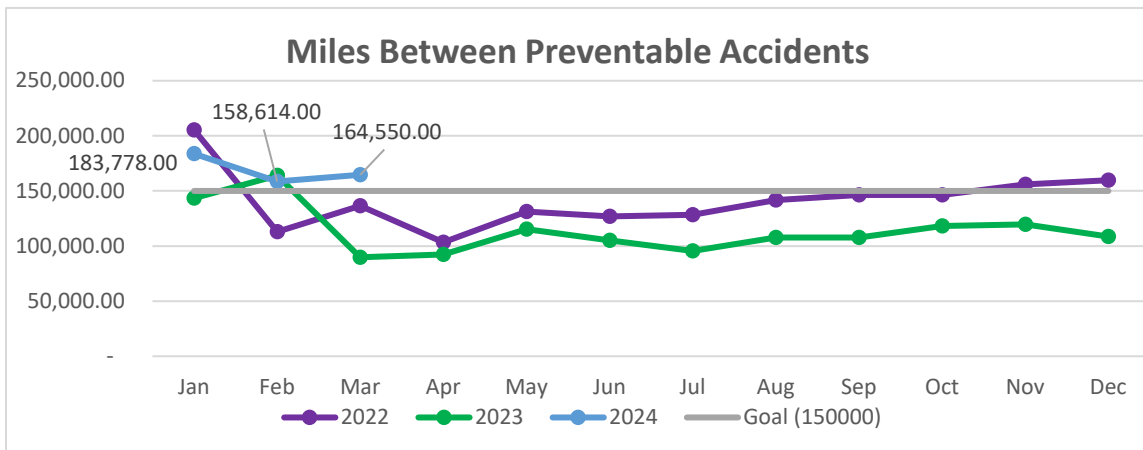
On-Time Performance
- OTP increased 3% from last quarter.
- No routes had a significant decrease in OTP.
- Routes 22 and x61 both increased their OTP by +6%.

Productivity (Passengers per Revenue Hour)
- Our productivity increased 1.02 passengers/revenue hour from last quarter, even as ridership dropped. This is +8.9% increase in productivity.
- Route 8 was the only route to have a significant decrease in productivity (-7.5%).
- The following routes all had significant increases in productivity: 16 (+4.2%), 31 (+5.8%), 40 (+5.6%), and the x61 (+8.7%).
- The x61 is the only route to have significant positive changes in every metric.

Training Hours Per Employee

Legend: 2022, 2023, 2024, Goal (>4.4)

Annotated values: 5.8, 5.1, 3.6

Miles Between Preventable Accidents

Legend: 2022, 2023, 2024, Goal (150000)

Annotated values: 183,778.00, 158,614.00, 164,550.00
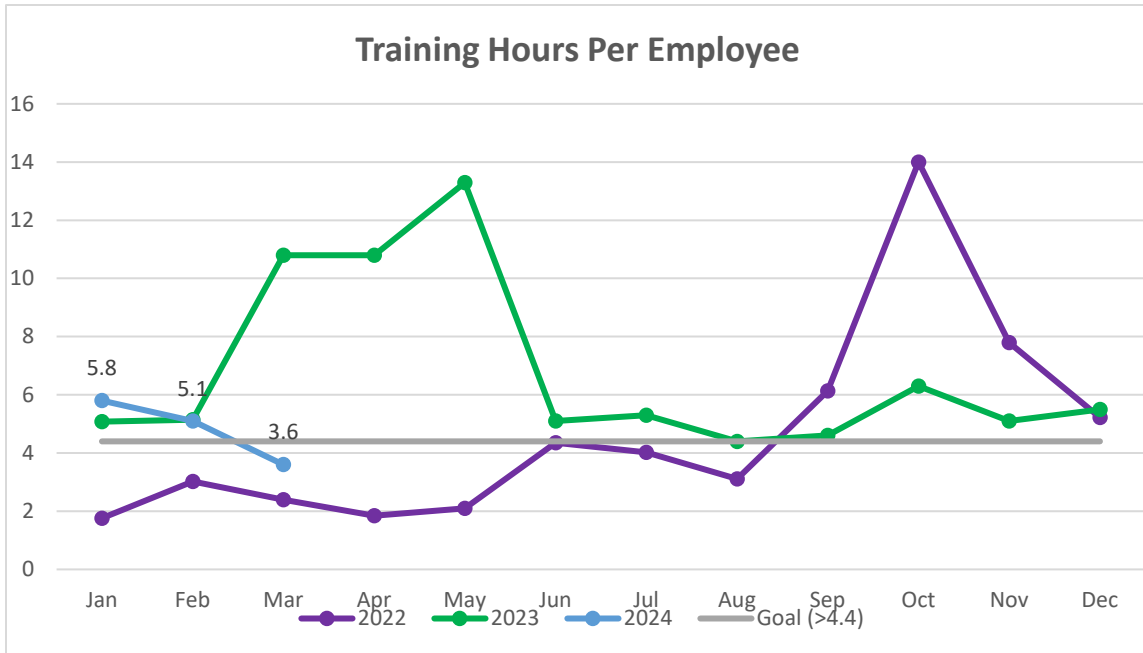
COMMUNITY IMPACT
MONTHLY EXTERNAL
ENGAGEMENT SITUATIONS
2023 vs 2024

METRO Select Eligibility

METRO Direct Reduced Fare
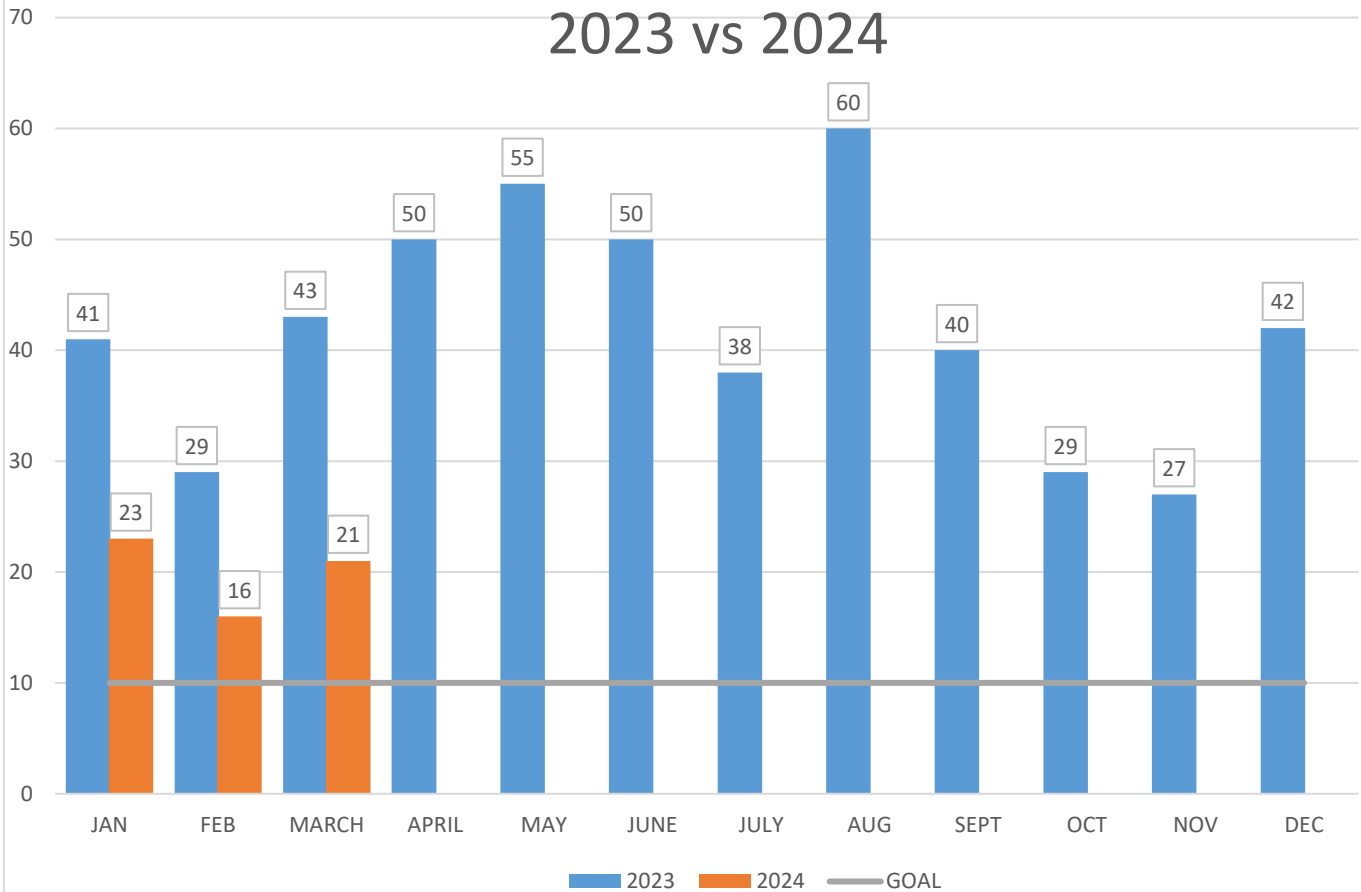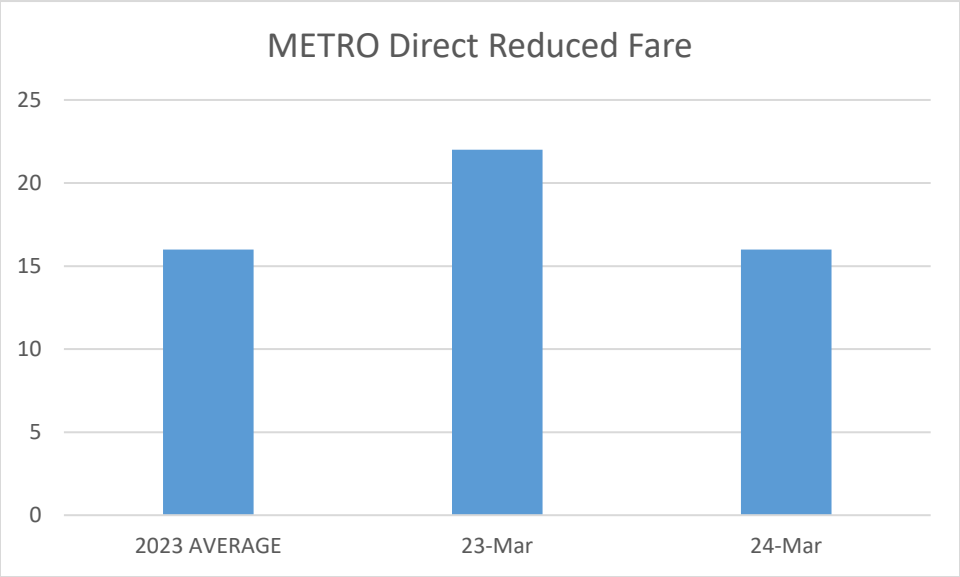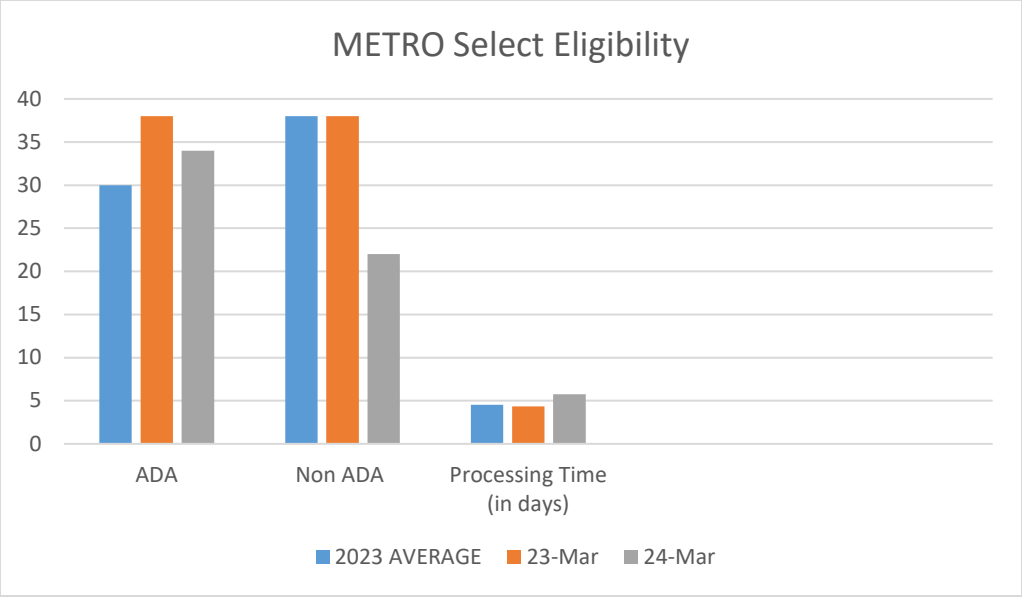
METRO RTA
SEP (SAFETY, EQUITY, AND PLANNING)
COMMITTEE MEETING MINUTES
ROBERT K. PFAFF TRANSIT CENTER BOARD ROOM
THURSDAY, APRIL 18, 2024

Committee
Members Present: Robert DeJournett, Dana LaGarde, Christine Marshall

Trustees Present: Vincent Rubino, John Valle, Bob Konstand

Trustees Excused: Gary Spring, Renee Greene

Trustees Absent: Don Christian, Dave Prentice

METRO Team
Members Present: Dawn Distler, Gert Wilms, Jarrod Hampshire, Angela Neeley, Tatia Harris, Jay Hunter, DeHavilland McCall, Shawn Metcalf, Molly Becker, Laura Adkins, Grace Doyle, Stephanie Hottle, Bambi Miller, Eric Scott, Jamie Saylor, Meagan Greathouse, and Nathan Leppo.

CALL TO ORDER

Ms. Dana LaGarde called the meeting to order at 9:37 am.

APPROVAL OF MINUTES FROM THE MARCH MEETING
Mr. Chuck Rector made a motion to approve minutes from the March meeting. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Planning Report | Tatia Harris
Ms. Tatia Harris introduced Nathan Leppo as the Director of Strategic Planning and Development. KPIs were reviewed.

Safety & Security Report | Shawn Metcalf
KPIs were reviewed.

Community Impact Report | Bambi Miller
KPIs were reviewed.

Travel Training and Mobility Device Assessments Overview | Meagan Greathouse
Ms. Meagan Greathouse summarized the training stating that we will receive requests. Depending on the request, which can be of any nature from needing assistance with the app, to bus schedules, etc. The goal after training is for a rider to feel safe and comfortable riding on buses. The mobility device assessments will take place when a new device is purchased or every five years for new and existing passengers. The assessments will insure that the devices fit the current vehicle limitations which assists with determining eligibility and transport compliance. Meagan will be reporting quarterly on the progress.

A question was asked about mobility devices for a passenger who is using the Metro Direct versus Metro ADA service. Their device information is not in our system but there is different assistance for passengers which include a ramp or lift.

RESOLUTIONS FOR CONSIDERATION

OTHER BUSINESS

Ms. Tatia Harris offered Eclipse Highlights which included sharing our average ridership is around 13,000 and on the day of the Eclipse it was 11,773.

CALL FOR ADJOURNMENT

 Adjourned at 9:56 am

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

_____/_____/_____
Date (MM/DD/YYYY)