

Agenda

1. Call to Order
Roll Call Oral
2. Meeting Minutes
Minutes from April 27, 2023, Meeting (Motion Required) Attachment 2a
3. Guest Communications (2-minute limit) Oral
4. General Manager's Report Attachment 4
5. Committee Reports
 - a. Administration Did Not Meet
 - b. Finance Scheduled to Meet 5/23
 - c. Operations Did Not Meet
 - d. Personnel Did Not Meet
6. Old Business
7. New Business
 - Presentation
8. Resolution - Roll Call Approval Required
9. Executive Session, as needed
10. Adjournment

Next Regular Meeting:
July 27, 2023 @ 7 p.m.

PARTA
PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY
BOARD OF TRUSTEES MEETING
MINUTES

April 27, 2023

Board Members Present:

Karen Beck
Marge Bjerregaard
Richard Brockett
Jeff Childers

Virginia Harris
Mike Lewis, Vice President
R. T. Mansfield
Jack Murphy

Frank Vitale
Stacey Wilson
Karen Wise, TPO
Marvin Woods

Staff Present:

Claudia Amrhein
Denise Baba

Marcia Fletcher
Kelly Jurisch

Justin Markey, Roetzel & Andress
Rebecca Schrader

Board Members Not Present:

Debbie Davison (1st unexcused absence)

Dave Gynn (2nd excused absence)

CALL TO ORDER

Vice President Mike Lewis welcomed everybody and called the April 27, 2023, *PARTA* Board of Trustees meeting to order at 7 p.m. He asked for a roll call, after which it was determined that **a quorum was participating.**

Mr. Lewis asked for a motion to approve the minutes from the March 23, 2023, Board meeting. **Ms. Karen Beck** made a motion to accept the minutes as presented, which was seconded by **Mr. Jack Murphy**. The **motion to approve the minutes, as presented, passed unanimously.**

GUEST COMMUNICATIONS

Mr. Lewis said there were no guests in attendance and moved on to the General Manager's report.

GENERAL MANAGER'S REPORT

Ms. Claudia Amrhein thanked everybody for coming and began by talking about the resolution that was being brought to the Board tonight. She said economic pressures, inflation, and supply chain issues came to roost at *PARTA* this year as the search began to buy two heavy duty trucks to take older trucks out of service. These are the ones that are used to plow snow and haul things around. In the past, they would be purchased from what dealers had in stock. In this case, funding was awarded through the state for the fiscal year 2023. Several attempts to find trucks were unsuccessful. Dealers indicated they didn't have anything in stock and couldn't tell when they would be back in stock or what they would cost, which presented a problem. Recently, Mr. Brian Trautman found two trucks, which are included in the resolution. The catch comes within the procedures. There is a simplified way of making purchases under \$100,000 that wouldn't include a formal procurement with sealed bids because vehicles aren't purchased that way. The two trucks together totaled more than \$100,000. The Board may be seeing more resolutions come forward for equipment and purchasable items that weren't brought forward before because they were under the threshold. Internally, procedures will be revised to allow a higher threshold for obtaining quotes for items that do not have specifics that must be negotiated. Everything that exceeds \$100,000 will still be brought forward to the Board. Until a few years ago, the threshold was at \$50,000. It was raised to

\$100,000 to avoid issues where quotes are received from vendors, but the item can't be bought because Board approval was needed. It is confusing because the resolution wasn't going to be brought forward since it wasn't technically a large purchase, except the cost of two trucks at the same time drove it to that point. This is being presented tonight to be fully transparent. PARTA will be looking at buying a generator soon too, which might be the same situation. It's something that is needed, is planned to be purchased, and might come forward to the Board. She asked if there were any questions.

Ms. Rebecca Schrader said there is also a state law that still needs to be followed. Any construction type projects would go through the formal sealed bid procurement, which threshold would still be \$100,000. All the other manufactured merchandise typically can have the threshold raised per the Federal Transit Authority's (FTA's) guidelines.

Ms. Amrhein said it's complicating to balance Ohio law, FTA regulations, and several other state auditing guidelines when making purchases.

Mr. Lewis asked if there was a different dollar amount for construction or if the \$100,000 was all for construction.

Ms. Schrader said the \$100,000 threshold was all for construction and would have to be approved by the Board.

Mr. Lewis asked how the total cost was known ahead of time.

Mr. Justin Markey said typically, an engineer provides an estimate.

Mr. Lewis clarified that the estimate was used but if the project came in over, it would be re-evaluated. With prices rising, if something didn't need a sealed bid procurement but then came in over the estimate, PARTA would have to withdraw and go with the sealed bid.

Mr. Markey said PARTA could look for ratification.

Ms. Schrader said there were two other mechanisms. It could go out as a Request for Information. The first thing that must be done for any purchase is an Independent Cost Estimate (ICE). It's more simplified when buying a truck because it can be done by looking at catalogs, but PARTA must do its due diligence and plan for those items so time isn't wasted by going through that process or asking the FTA or the Ohio Department of Transportation (ODOT) for money that can't be spent because the purchase turned out to be too much. There's a definite planning aspect that is engrained in the procedures.

Mr. Lewis asked if there were any other questions on Ms. Amrhein's report.

Mr. Richard Brockett asked why one truck was a little more expensive than the other.

Mr. Lewis said the difference was about \$1,000 but he didn't know exactly why. He assumed that it had something to do with the options because they have snowplows and salt spreaders.

Ms. Virginia Harris agreed that it may have to do with the options.

Ms. Amrhein said it has been very difficult to get these trucks because they are not available to buy.

Ms. Schrader said they are both white trucks but have different base prices. However, from a procurement standpoint, and for the record, PARTA does not have local preferences.

Mr. Lewis asked if anyone else had anything to add. Hearing nothing further, he moved on to the committee reports.

ADMINISTRATION COMMITTEE REPORT

Mr. Lewis said the Administration Committee met prior to this meeting, and he asked Ms. Karen Wise to provide her report.

Ms. Wise said the Administration Committee met and had a good robust discussion on nominations for Board Officers. This is the time of year when the Board is looking for folks to consider running for President, Vice President, or Temporary Presiding Officer. Those are the three Board Officer roles, which will be seated in July of 2023 and run through June of 2024. The first discussion was tonight and will be followed by another discussion in May. At the June Board meeting, decisions will be made. Ms. Amrhein provided a little bit of color on the roles of the President and Vice President. Board members attend Board meetings and see the President and Vice President participate in those meetings. Tonight, Mr. Lewis is running the meeting in Mr. Gynn's absence. In addition to that, the President and Vice President meet with Ms. Amrhein once per month prior to the Board meeting to hear what's going on, provide counsel, ask questions, and be in a better spot to run the Board meetings or to step in, like Mr. Lewis is doing tonight. If anyone has any interest in being considered for any of the three positions, they should express their interest to Ms. Wise, Ms. Fletcher, or Ms. Amrhein or ask questions of the people who are currently holding those positions: Mr. Gynn, as President; Mr. Lewis, as Vice President; and Ms. Wise, as Temporary Presiding Officer.

Mr. Lewis thanked Ms. Wise for her report and moved on to the Finance Committee report.

FINANCE COMMITTEE REPORT

Mr. Lewis said the Finance Committee met on Tuesday, April 25, and went through all the reports. As always, the reports were well done. Overall, PARTA's revenues were strong. KSU Revenues was above budget; however, the way the accounting is done, it will catch up over the summer because there will be some months when the students aren't in session, and it might be a little below budget. Those two should meet at the end, as in the past, because Ms. Schrader does a really good job of projecting that out. There was some money drawn down from Federal Operating (ARPA), and there are potentially three other draws that will come down within the next 30 to 60 days: State Capital Maintenance Assistance will be drawn down in May; Federal Capital Maintenance Assistance will be drawn down in June; and then Elderly & Disabled Fare Assistance was approved but not yet received. Sales Tax Revenues continued to be strong as well. On the expense side, there was not a lot to discuss. Salaries were low but that was because of the difficulty in filling positions. Everything else was either at or just below budget, which was good. For March, there was a net operating income of \$151,521; and for the year, there was a net operating income of \$465,132, which was \$413,446 over budget year to date. Everything looked good for PARTA.

Mr. Lewis said Kent Central Gateway (KCG) was also strong with a net operating income of \$5,064 for March. The net operating income year to date was \$17,669, which was \$28,375 over budget as projected. He asked if there were any questions on finances.

Hearing none, Mr. Lewis thanked the members of the Finance Committee: Ms. Virginia Harris, Mr. Jeff Childers, and Mr. Frank Vitale. He said they always come well prepared with questions in hand. The Finance Committee also reviewed Resolution #2023-04-01, which was recommended to the Board for approval.

OPERATIONS COMMITTEE REPORT

Moving on, Mr. Lewis said the Operations Committee did not meet.

PERSONNEL COMMITTEE REPORT

Mr. Lewis said the Personnel Committee did not meet.

OLD BUSINESS

Mr. Lewis said there was no Old Business and moved on to New Business.

NEW BUSINESS

Mr. Lewis asked Ms. Kelly Jurisch to provide the PowerPoint.

Ms. Jurisch presented a PowerPoint on FORE! Transit, which is attached.

Following the presentation, Ms. Jurisch asked if there were any questions.

Mr. Vitale asked what the value of service was that FORE! Transit gave to the area in both dollars and through transportation.

Ms. Jurisch said it depends on how successful the golf outing is because this is the primary fundraiser. For the last several years, the average has been between \$8,000 and \$10,000 a year, which is provided to PARTA to supplement the fares provided to local agencies by half, which agencies then pick up the other half. The people who are being helped through these agencies aren't normally able to ride the bus at a discount because they don't qualify. The agencies pass those tickets on to their clients.

Mr. Vitale said PARTA couldn't give cash out of their bank account because that would be against the rules of a government agency.

Ms. Jurisch said PARTA is a government agency and tries to be a very good steward of local funds. Any local agency that requests assistance must meet the mission of providing transportation. There have been numerous requests and conversations about this. Everyone wants some money. PARTA tries to give back to the community and work with those who need service.

Mr. Lewis asked how many teams and volunteers were currently signed up for the golf outing and how many were still needed.

Ms. Jurisch said nine teams were currently signed up and at least 18 were needed. Other than staff, no volunteers have signed up yet.

Mr. Lewis said he has two foursomes that have not signed up yet. He asked Ms. Jurisch to let him know what he can do to get volunteers. He said he has already been asked by a couple employees about volunteering. They didn't get an opportunity last year. He has never been on a golf outing that has had more rain quicker and then cancelled by the third hole. It did clear up a little later, but no one could have played because the course was too wet.

Ms. Stacey Wilson asked if teenagers could volunteer.

Ms. Jurisch said anyone could volunteer but the golf outing is on a Friday during the day. She asked if there were any other questions.

Hearing none, Mr. Lewis thanked Ms. Jurisch and asked Ms. Schrader to present the Service Award.

Ms. Schrader said service awards were presented once a year. For 2022, there was one Service Award and that was to Ms. Harris for 20 years. She then presented Ms. Harris with a framed certificate and a pin.

After a round of applause, Mr. Lewis congratulated Ms. Harris and said 20 years was quite an accomplishment.

Ms. Amrhein thanked Ms. Harris for her service.

Ms. Harris thanked PARTA and the Board for the beautiful wind chime that was sent when her husband passed away.

RESOLUTION

Moving on, Mr. Lewis presented the resolution.

#2023-04-01: A RESOLUTION BY THE PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY (PARTA) BOARD OF TRUSTEES AUTHORIZING THE GENERAL MANAGER, OR HER DESIGNEE, TO PURCHASE TWO (2) 2023 CHEVROLET SILVERADOS, OPTIONAL EQUIPMENT, AND SPARE PARTS FROM SARCHIONE CHEVROLET, INC.

Mr. Lewis asked if there were any additional questions regarding the purchase.

Mr. Jack Murphy said there's almost \$18,000 in add-ons for each truck. He asked if PARTA's maintenance staff would be capable of installing the snowplow and salt spreader if they were ordered directly rather than through a dealership.

Mr. Lewis said that's a good question, but he didn't know the answer.

Ms. Amrhein said she didn't know the answer either. Mr. Trautman is on vacation, and he could answer that immediately.

Mr. Murphy said his concern is that dealerships markup parts and labor. He asked if PARTA was getting the best deal. He said over the course of two trucks, it almost adds up to the base price of a third truck.

Mr. Marvin Woods said there would be no warranty if PARTA installed the snowplow and salt spreader itself.

Mr. Lewis agreed and said it would not be factory installed.

Mr. R. T. Mansfield said the last time he purchased a snowplow, he couldn't do it himself, and that's what he does for a living. The dealerships have all the parts on hand and can do it efficiently. It takes a few hours. He would spend half a day getting all the parts together, as would PARTA's service department. They don't do this all the time. There would be a learning curve, and there's no way that PARTA could compete with a dealership that does this every day. There are a couple other considerations too when installing a snowplow and salt spreader on a truck. The truck itself must be certified for the extra duty. There are a bunch of numbers on the build sheet of the truck, located in the glove box, that must match. The trucks must be plow certified before a plow can be put on otherwise the warranty will be void. The people who install these all the time don't make those mistakes, so the warranties are always preserved. It's just a better way to go about doing it.

Mr. Lewis thanked Mr. Mansfield and said Mr. Trautman would reach out to Mr. Murphy so he could ask his questions directly.

Ms. Wise said the dealerships also buy those specialty parts in volume, so they're getting them at a better price.

Mr. Lewis asked if there was any further discussion. Hearing none, he asked for a motion and a second.

Motion: Marge Bjerregaard Second: Virginia Harris

Mr. Lewis asked Ms. Marcia Fletcher for a roll call.

Roll Call:	<u>Yes</u>	<u>No</u>		<u>Yes</u>	<u>No</u>
Marvin Woods	<u>X</u>	—	Debbie Davison	UNEXCUSED	
Karen Wise	<u>X</u>	—	Jeff Childers	<u>X</u>	—
Frank Vitale	<u>X</u>	—	Richard Brockett	<u>X</u>	—
Stacey Wilson	<u>X</u>	—	Marge Bjerregaard	<u>X</u>	—
Jack Murphy	—	<u>X</u>	Karen Beck	<u>X</u>	—
Mike Lewis	<u>X</u>	—	R. T. Mansfield	<u>X</u>	—
Virginia Harris	<u>X</u>	—	David Gynn	EXCUSED	

Mr. Lewis said that resolution was approved and asked Ms. Amrhein to present the last item she wanted to discuss.

Ms. Amrhein said she didn't put this in her Board report and didn't anticipate giving this update. However, she wanted to give the Board a heads up. As mentioned in her presentation last month, the Transit Development Plan (TDP) would be updated, service areas reviewed, and new software utilized to determine whether the community was being served in the best way with the fixed route service. She mentioned METRO Regional Transit Authority (RTA) planned to bring service to Kent, but she didn't elaborate at that time. In the past few weeks, PARTA has been made aware of more about their plans. It may be something that hits the news, or the Board may get questions about. Basically, METRO RTA plans to bring fixed route service to Kent beginning June 4. She reminded everyone about PARTA's mission and how everything is framed when thinking about transit service, which is that PARTA enriches lives by providing eco-friendly transportation that builds community trust. She said everyone knows how important trust is to her and how fragile community trust can be, particularly for a public agency. Discussions have taken place about railway issues that simply do not promote community trust. They promote discord and difficulty within communities. Thus far, METRO RTA's communication has not inspired trust. Their planning process did not include meaningful input from PARTA. Concerns were raised and questions asked about some very legitimate issues that haven't been answered or resolved yet. There has been very little movement in providing clarification. As it stands today, METRO RTA intends to run through KCG roughly 30 times a day. To give a comparison, PARTA runs to Akron seven times a day. One concern is that METRO RTA is not aligning their routes with PARTA's routes, and they will run along some of the same corridors that PARTA already runs. In transit service, there's an efficiency to aligning and making passenger transfers between systems. Picture green buses and purple buses running back-to-back potentially appearing empty because PARTA is simply not aware of a demand for this service. The term METRO RTA has chosen to use is that PARTA is "collaborating" with them; however, at this point, it has not been collaborative, and she doesn't know if the questions will be answered, or issues addressed. PARTA will need to resolve the issues as they come up. She spoke with Mr. Markey today to go over how to cover this tonight and asked him if he had anything to add.

Mr. Markey said he just wanted to mention that, as Ms. Amrhein knows, he also represents the METRO RTA Board so if there was to be any dispute in the future, he would have to bow out. He did talk to Ms. Amrhein about the issues and was aware that she was going to make the presentation tonight.

Ms. Amrhein said it's PARTA's role to manage what's going to be happening at KCG and not to inundate the community with bus service without a clear service narrative. She likes to keep the Board up to date because no one knows how these things play out in the media and what can be misinterpreted.

Mr. Murphy said Ms. Amrhein mentioned that PARTA's buses and METRO RTA's buses could potentially be running the same corridor and reduce efficiency. He asked if that would pose any future risk to PARTA in terms of funding.

Ms. Amrhein said that's a complicated question. Passenger counts do matter. METRO RTA already takes most of the urbanized area funding that PARTA has an agreement to apportion based on PARTA's ridership versus METRO RTA's ridership and other data. Potentially, yes, it could pose a risk.

Mr. Lewis said it sounds like it's probably something that will be discussed again in the future. He thanked Ms. Amrhein for bringing it to the Board's attention. He said he likes learning about it at the Board level before seeing it in the paper or hearing about it on the news. More to follow.

EXECUTIVE SESSION

Moving on, Mr. Lewis said he wasn't made aware of the need for an Executive Session.

ADJOURNMENT

Hearing nothing further, Mr. Lewis entertained a motion to adjourn. **Mr. Marvin Woods** made a motion to adjourn the meeting, which was seconded by **Ms. Virginia Harris**. Mr. Lewis asked all in favor to signify by aye. He asked any opposed the same sign. Hearing none, the **motion to adjourn passed unanimously**.

The meeting adjourned at 7:37 p.m.

Respectfully submitted,



Marcia Fletcher
Executive Assistant

PARTA
2000 Summit Road
Kent, Ohio 44240

GENERAL MANAGER'S REPORT

TO: **PARTA Board of Trustees**

FROM: **Claudia B. Amrhein, General Manager**

DATE: **May 2023**

Committee Meetings and Resolutions. We have no resolutions to bring forward at the May meeting. We anticipated making a recommendation for awarding the garage connector/covered walkway contract in May, but the bidding process did not attract a bid that met the project budget, as explained below. **The finance committee** will meet on Tuesday, May 23, at 11:30 a.m. to review April financial reports. Lunch will be provided.

Annual Board Officer Nominations. The administration committee met on April 27 to consider board officer nominations for President, Vice President, and Temporary Presiding Officer (TPO) for one-year terms beginning in July. This was the first meeting to consider nominations as outlined in the recently revised by-laws. The administration committee is not able to meet in May. Current board officers are David Gynn, President; Michael Lewis, Vice President; and Karen Wise, Temporary Presiding Officer. Any board member may nominate another board member to serve as an officer or may nominate themselves to serve in an officer capacity. Please contact Karen Wise, chair of the administration committee, or Marcia to nominate officer candidates.

Board Night at the Akron Rubber Ducks Game, Thursday, June 22. In lieu of the regularly scheduled June board meeting, President Gynn invites board members, senior staff, and their families to join the fun at the second annual board trip to an Akron Rubber Ducks game. The Ducks will take on the Binghamton Rumble Ponies, a Double-A affiliate of the New York Mets. Game time is 6:35 at Canal Park. Like last year, we've reserved a section of Fowl Territory, an outdoor area with picnic table seating as well as traditional aisle seating for viewing the game. An all-you-can-eat picnic-style buffet will be served one hour before the game. PARTA will provide a bus for transportation from 2000 Summit Road to and from the stadium. You may also drive to Canal Park and meet us for dinner and/or the game. More details to follow!

Garage Connector/Covered Walkway Project Bid Results. In early April, we published a formal invitation for bid procurement to solicit competitive, sealed bids from a single prime contractor to assemble the garage connector project. You may recall that we have funding remaining from the bus storage garage and mezzanine projects and decided to add a covered walkway to connect the garage buildings. We had anticipated bringing forward a contract award recommendation during the May finance committee and board meetings.

However, only one (1) vendor submitted a sealed bid by the May 10th deadline. The single, base bid of \$300,000 exceeded the estimated probable cost of \$214,000. This is 40 percent higher than the projected cost, and as a result, we have rejected the bid.

We are pursuing other options for assembling the garage connector. One option we're considering is purchasing the necessary materials directly from a manufacturer and installing the structure using our facility and maintenance team. Another option is to purchase the materials and hire out the assembly.

New Software Solutions Go Live July 10. The integration of the Optibus and PassioGo software platforms with account based Masabi mobile ticketing technology will launch on July 10. These new fixed route applications will replace the legacy Trapeze software, SPOT PARTA vehicle location and trip planning app, and electronic fareboxes that are no longer supported by Trapeze. During the May board meeting, we'll outline how we're working with social service entities to prepare for the change, and plans for engaging community members in early adoption soft launch activities.

Akron METRO RTA postpones planned service to Kent and KSU. At the April meeting, I verbally reported that METRO was planning to begin running routes to downtown Kent on June 4. Their service plan also included a new route with frequent service to the KSU student center.

On May 12, METRO decided not to launch this service on June 4. A May 5 email and meeting on May 11 with CEO Dawn Distler outlined challenges that the new service raised. We'll continue to work with METRO to clarify their service intention, develop focused communication for passengers and downtown stakeholders, and a narrative for incorporating METRO's service plan into *PARTA's* mission of enriching lives by providing eco-friendly transportation that builds community trust, as outlined in the enclosed email messages.

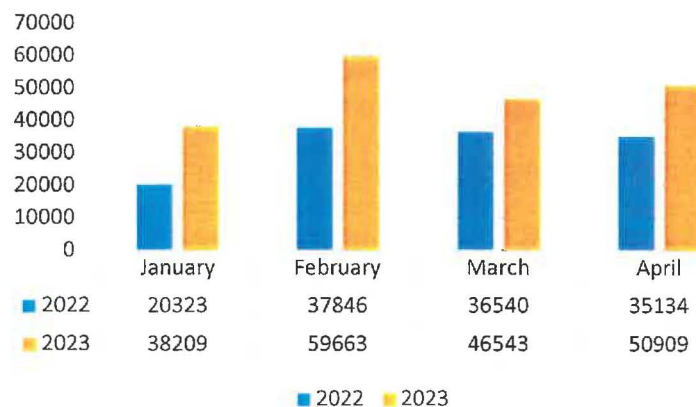
Service Reports. Ridership. Total county fixed route and DART ridership increased by 30.16% through April, as compared to April 2022 with total county service performing 95,391 trips as compared to 73,290 trips performed through April 2022.

County fixed route service has increased by approximately 35.82% as compared to last year, with 81,125 trips completed through April as compared to 59,730 trips completed through April 2022.

Overall ridership, including campus service, increased by 42.86%, with campus up by 50.45%. Total system ridership totaled 296,509 as compared to 207,557 through April 2022.

On-Time Compliance. ADA Complementary Paratransit Service. ADA on-time compliance was 94.95% in April as compared to 95.67% in March. Of 654 trips, 33 were performed late, with the latest running 40 minutes behind.

Kent State Fixed Route Ridership



General Public (non-ADA) DART. On-time performance for general public, non-ADA trips increased to 97.56% for April, as compared to 94.85% in March 2023.

Vehicle Preventative Maintenance (PM). On-time compliance with established PM inspection schedules was 96% in April as compared to 100% in March 2023.

Parking Deck. A total of 8,634 cars used the deck in April, a 1% decrease as compared to March and 3% less than total usage in April 2022. Year-to-date totals are trending .6% higher than year-to-date through April 2022.

Thank you for your attention to these matters. If you have any questions prior to the Board meeting, please feel free to contact me by calling (330) 676-6315, or by e-mail at Amrhein.c16@partaonline.org.

Claudia Amrhein

From: Claudia Amrhein
Sent: Friday, May 5, 2023 3:03 PM
To: 'Dawn.Distler@akronmetro.org'
Subject: New service to Kent

Hi Dawn,

I want to let you know about some decisions we've made internally regarding METRO's planned service to Kent beginning June 4.

New initiatives and changes to what people are used to doing and seeing always present challenges. In this case, the presence of METRO buses at Kent Central Gateway (KCG) not only will be new but coming at high frequency (I believe approximately 30 times weekdays and 9-10 on Saturdays).

KCG operations include the transit center as well as the public parking deck and leased retail spaces. The parking deck is the "personal garage" for Kent residents and KSU students and faculty who live in downtown apartments and condos. KCG also provides daily and overnight parking for the hotel and conference center. We have contracts and agreements with downtown partners and individuals and have developed patterns and practices that strive to support the mutual success of all. We balance contracted parking needs with keeping spaces open for downtown visitors to park for a few hours while dining, shopping, or attending an event. It's been over 10 years in the making and was severely tested during COVID-19, but fortunately, we all are recovering at an even pace once again.

I tell you all of this as a backdrop to hopefully understanding that my priority is and will remain to ensure the ongoing success of the relationships and partnerships we've built. We have contracts and service expectations with the city of Kent, Kent State University, the KSU Hotel & Conference Center, three (3) apartment/condo operators, the Kent City Health Department, the Kent Chamber of Commerce, Destination Kent Convention & Visitors Bureau, two (2) privately owned salons, and Kent residents. My hope is that all will run smoothly, and METRO coming to Kent will add a new dimension of opportunity and mobility. Until we get a sense of how this will play out, we will closely monitor METRO's use of KCG – how do the buses affect daily KCG operations? Is our supervision staffing sufficient? What does ridership look like? How many new passengers are using the indoor waiting area? Are traffic patterns changing? Is there more congestion? What customer service, safety, and security impact are we experiencing? As we evaluate ridership, we've also raised with METRO that PARTA is launching new software solutions beginning in July and will assess routes and service over the coming year.

The fixed route that is planning to run duplicative service along SR 59 will be monitored for ADA implications. The potential for significant increases in requests for ADA complementary paratransit trips raises questions and concerns. What is METRO's plan for handling ADA requests? Please provide my team plans for handling trip booking and how we will address in real-time demands while ensuring no one "slips through the cracks." In addition, because our fare structures are different, we will not offer transfers between services at this time.

With only one month remaining before the June 4 launch, it's essential to provide clarity of intention, focused communication, and a thoughtful service narrative for incorporating METRO's service plan into PARTA's mission of enriching lives by providing eco-friendly transportation that builds community trust.

I appreciate your understanding of the importance of making this transition smooth for our passengers. It's equally important to understand PARTA's commitment to managing expectations and relationships with our partners with whom we share risks and rewards in ventures that impact the success of our Kent and Portage County communities.

Thanks, I'm looking forward to hearing back soon on these matters. Claudia

Thank you, Claudia

Claudia B. Amrhein
General Manager/CEO



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President



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Claudia Amrhein

From: Dawn Distler <Dawn.Distler@yourmetrobus.org>
Sent: Friday, May 12, 2023 12:39 PM
To: Claudia Amrhein
Subject: Follow up

Claudia

Thank you for taking time out of your schedule to meet with me yesterday regarding the reimagine METRO plan and the intended service from Akron to Kent. After our discussions I agree there are numerous unforeseen challenges for both our teams and the communities we serve. Service done at all must be done right and it is clear to me the challenges we discussed are not insurmountable but are best overcome by waiting to implement this service and giving these challenges the proper due diligence.

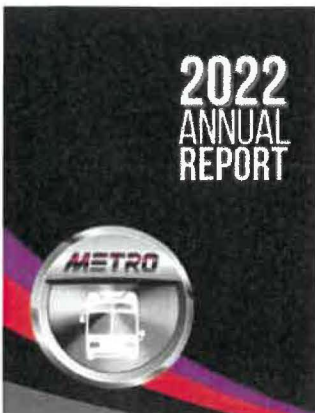
As such, METRO will not be providing service to downtown Kent, the Gateway, or Kent State University with our June 4th kickoff of our network redesign. My team and I look forward to working with PARTA to provide meaningful connections for our communities.

Thank you again for your time.

Yours in equitable transportation,

Dawn

Dawn Distler
Chief Executive Officer
METRO RTA
416 Kenmore Blvd.
Akron, OH 44301
Direct Line: 330-564-2211





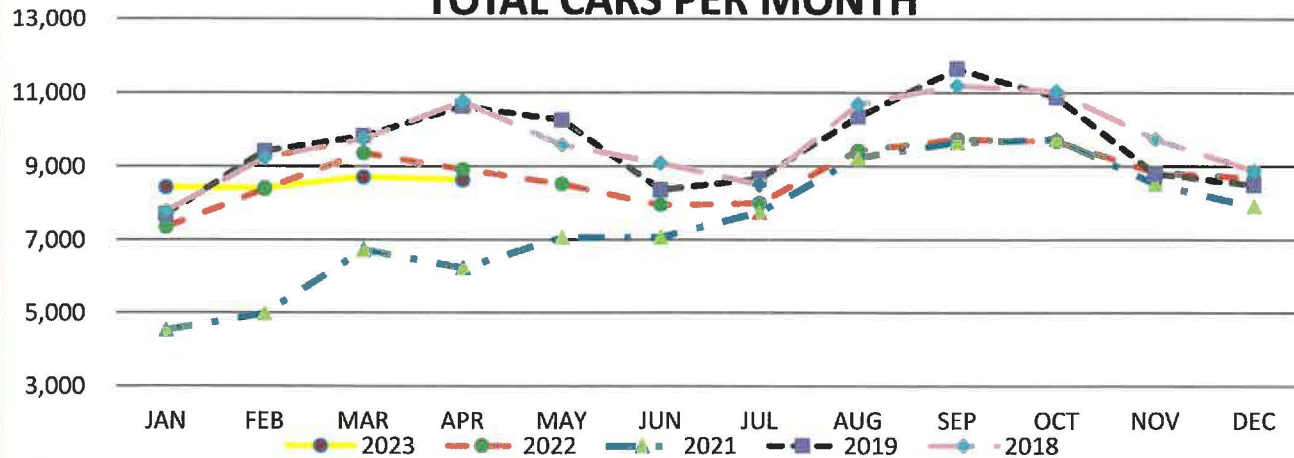
KENT CENTRAL GATEWAY PARKING SUMMARY - APRIL 2023

6 Month Lookback						
	Monthly	Transient	Total	Cars/Day	Last	Last Year
Nov-22	4,347	4,493	8,840	295	-9%	4%
Dec-22	3,637	5,057	8,694	280	-2%	10%
Jan-23	4,167	4,278	8,445	272	-3%	15%
Feb-23	4,328	4,093	8,421	301	0%	0%
Mar-23	4,309	4,406	8,715	281	3%	-7%
Apr-23	4,284	4,350	8,634	288	-1%	-3%

Annual Comparison

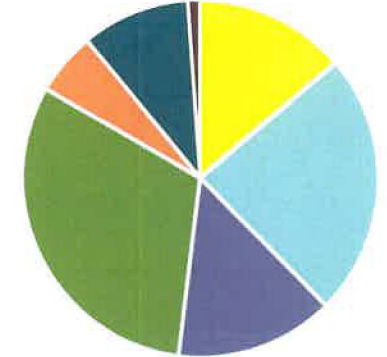
	2023	2022	2021
JAN	8,445	7,349	4,534
FEB	8,421	8,391	4,982
MAR	8,715	9,363	6,738
APR	8,634	8,923	6,249
MAY		8,529	7,067
JUN		7,967	7,084
JUL		8,009	7,762
AUG		9,437	9,248
SEP		9,749	9,665
OCT		9,693	9,749
NOV		8,840	8,538
DEC		8,694	7,919
TOTAL	34,215	104,944	89,535
	0.6%	17.2%	55.5%

TOTAL CARS PER MONTH

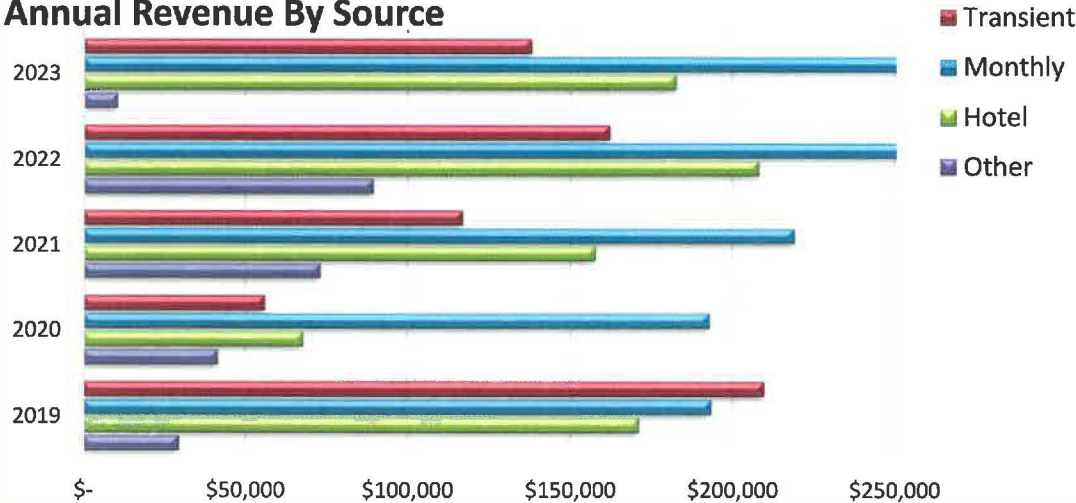


Rate Types Collected

- \$1.00
- \$2.00
- \$3.00
- \$4.00
- \$5.00
- \$6 - \$9
- \$10 - \$15
- >15

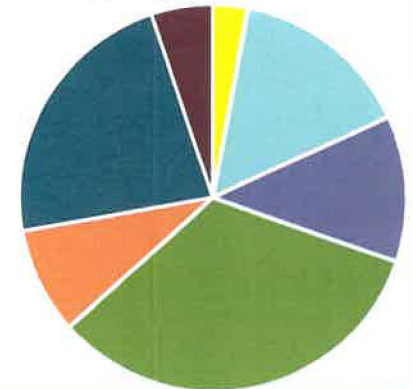


Annual Revenue By Source



\$ Rate Types Collected

- \$1.00
- \$2.00
- \$3.00
- \$4.00
- \$5.00
- \$6 - \$9
- \$10 - \$15
- >15



The Portager

Today is April 28, 2023.

Dozens of people attended the latest Skeels health fair



The Skeels-Mathews Community Center

in Ravenna held its seventh annual Health Fair on April 21.

Fifty-eight people attended the free fair, which included lunch, blood pressure checks, and information on local services.

- **Participating programs included** Portage Area Regional Transit Authority, Mental Health and Recovery Board of Portage County, Reliable Nurse Foot Care, United Way of Portage County, Community Medical Services, Portage County Health District, Townhall II, Kent City Health Department, Axess Pointe, Retired and Senior Volunteer Program, Ohio Commission on Minority Health, Community Action Council, and the NAACP of Portage County.
- **For information on future events,** contact Sharon Sanders, program manager, at 330-297-0192.

—*Mary Louise Ruehr*