SORTA PLANNING AND OPERATIONS COMMITTEE MEETING

TUESDAY, MARCH 13TH, 2017- 9:00 A.M.
SORTA/METRO BOARD ROOM
602 MAIN STREET, SUITE 1200
CINCINNATI, OHIO

General Items:

Call to order
Pledge of Allegiance
1. Approval of Planning & Operations Committee Minutes: February 13, 2018

Briefing Items

2. Review of Service Standards (Mark McEwan)
3. Bus Wifi Pilot (Darryl Haley and Pat Giblin)
4. Response to City Council Motion: Bus Operators (Adriene Hairston, John Ravasio, & T.J Thorn) … To be presented at meeting
5. Transit Asset Management Plan-TAM Update (SORTA Steering Committee)
6. Ridership Reports for February 2018 (Mark McEwan)… To be presented at meeting
7. Rail Update for February 2018 (Paul Grether) … To be presented at meeting

Action Items:

8. Proposed Resolution: Acceptance of Fare Increase Public Meeting Comments and the Title VI Fare Increase Equity Analysis (Ted Meyer)
9. Proposed Resolution: Approval of Extended Warranty for Streetcar Ticket Vending Machines (TVMs) (Paul Grether)
10. Proposed Resolution: Approval of Modification to Pest Control Services Contract (John Edmondson)

Other Items:

Adjournment

The next regular meeting of the Planning & Operations Committee has been scheduled for Tuesday, April 10th, 2018 at 9:00 a.m., the SORTA/Metro Board Room, 602 Main Street, Suite 1200, Cincinnati, Ohio
1. **Call to Order**

   Mr. Cull called the meeting to order.

2. **Pledge of Allegiance**

   The Pledge of Allegiance was recited.

3. **Approval of Minutes of January 9th, 2018**

   Ms. Robinson made a motion that the minutes of the January meeting be approved as previously emailed and Ms. Miller seconded the motion. By voice vote, the Committee approved the minutes.

4. **Ridership Reports for January 2018**

   Mr. McEwan presented the January 2018 ridership reports.

   Total ridership for the month of January was 1,094,429, which was below budget. On-time performance was 85.0% for local routes, against a goal of 88%. Local routes are carrying 16.9 passengers per hour, against a goal of 20.7 and express routes are carrying 13.7 passengers per trip, against a goal of 16.2. Mr. Cull and Ms. Miller recommended the ridership report should include a separate slide of missed trips and reasoning. Staff agreed to include this in future reports.

   The January Access ridership report; total ridership for Access was 18,479, -0.8% below budget. On-time performance was 90.0% against a goal of 93.0%.

   The Cincinnati Bell Connector ridership report for January 2018; total preliminary ridership was 17,220, 51.1% and 17,990 below budget. Average Headway (Peak/Off Peak) was 14:58/16:45 against a goal of 12:00/15:00. The Committee accepted the report as presented.
5. Rail Update for January 2018

Mr. Thorn presented a brief overview of the safety and security activities which included the ODOT SSO Triennial Audit findings and recommendations. He also introduced Mr. Brian Kummerer, SSO Program Manager/Safety Coordinator from the Ohio Department of Transportation, he discussed the System Safety Program Plan (SSPP) and interim agency safety plan.

Mr. Grether presented the January 2018 rail update. The report included safety metrics, marketing communications highlights, ridership & operations summaries, and the current fleet status. In January, 22 citations were issued.

January ridership summary includes: weekday ridership at 17,411 riders, Saturday’s 10,451, and Sunday’s ridership 4,586, with a preliminary total of 32,611 for the month of December. The key statistics for the streetcar, included trips scheduled (2,287), trips operated (2,171), missed trips (116), blockages (65), signal failures (1), close calls (35), TAA (16) and charters (0). Current fleet status: One vehicle out of service for field modifications.

The Committee accepted the report as presented.

6. Proposed Motion: Approval of SORTA’s Annual Agency Safety Plan

The proposed motion approves a multimodal System Safety Program Plan (SSPP) as the Interim Agency Safety Plan. The FTA is in the process of implementing agency safety plan (ASP) requirements in 2018. SORTA has integrated all modes into SSPP for 2018. Multimodal SSPP and Safety Management Systems (SMS), for latest revision all modes integrated into SSP. This introduces SMS to the other modes. SMS also has four components: Safety Policy, Safety Assurance, Safety Risk Management and Safety Promotion. Fixed routes and Paratransit will have minor adjustments to meet the minimum safety standards. The Committee agreed to recommend the motion to the full Board.

7. Proposed Resolution: Approval of Contract Amendment with MV Transportation

Ms. Aulick proposed a contract extension between SORTA and MV Transportation, Inc. for additional funding for additional cost related to minimum wage rates, at a cost not to exceed $534,454 for a total contract amount of $43,367,960. The Committee agreed to recommend the resolution to the full Board.

8. Proposed Resolution: Ratification of Execution of Eighth Amendment to the Streetcar Intergovernmental Agreement (IGA) with the City of Cincinnati

Mr. Grether requested approval of a ratification of execution of the Eighth (8th) Amendment to the Streetcar Intergovernmental Agreement (IGA) with the City of Cincinnati on behalf of SORTA, which includes $75,000 for purchases to be used for services to re-install ticket vending machines and certify the installations. Funding is provided through the streetcar capital construction budget from a combination of City of Cincinnati streetcar capital funds and Federal Transit Administration capital funds. The Committee agreed to recommend the resolution to the full Board.

9. Proposed Resolution: Approval of Service Contract with Butler County

Mr. Meyer requested approval of a one (1) year service agreement between SORTA and Butler County Regional Transit Authority with a total expenditure of $580,534. The Committee agreed to recommend the resolution to the full Board.
10. **Proposed Resolution: Approval of Lease Agreement with Kings Island Park and Ride**

Mr. Meyer requested approval of a one (1) year lease agreement between SORTA and King Island for a contract value $35,100 beginning March 1, 2018 ending February 28, 2019. This contract also includes maintenance expenses to be paid by SORTA in an amount not to exceed $17,500, for a total annual maximum cost of $52,600. The Committee agreed to recommend the resolution to the full Board.

11. **Proposed Resolution: Approval of Lease Agreement with Symmes Township Civic Center Park and Ride**

Mr. Meyer requested approval of a three (3) year lease agreement between Symmes Township Civic Center and SORTA for the period of March 1, 2018 through February 28, 2021, at a total cost of $9,000. The Committee agreed to recommend the resolution to the SORTA Board for approval.

12. **Proposed Resolution: Approval of Service Agreement with Fifth Third Bank for Route 11**

Mr. Meyer requested approval of a one (1) year agreement between Fifth Third Bank and SORTA for a contract value of $47,084 beginning March 4, 2018 through March 2, 2019. The Committee agreed to recommend the resolution to the SORTA Board for approval.

13. **Proposed Resolution: Approval of Contract Extension of Owner’s Representation Services for Construction Projects**

Mr. Meyer proposed an eighteen (18) month contract extension between WSP (formally known as Parsons Brinckerhoff) and SORTA. The total cost will remain the same not to exceed $158,640.78, for owner representative services at the Northside Transit Center and the Walnut Hills Transit Center. The Committee agreed to recommend the resolution to the SORTA Board for approval.

14. **Proposed Resolution: Approval of Contract for Towing Services**

Mr. Haley requested approval of a three (3) year contract for wrecker/towing services with Schaffer’s Towing, LLC. on behalf of SORTA, at a cost not to exceed $230,675. The Committee agreed to recommend the resolution to the SORTA Board for approval.

15. **Proposed Resolution (s): Appointment of Jason Dunn, Gary Greenberg, Ron Mosby, Ken Reed, Karl Schultz, and Daniel St. Charles as Royal Coachperson(s)**

Mr. Cull made a motion to appoint Mr. Dunn, Mr. Reed, Mr. Schultz, as well as Mr. Mosby, Mr. Greenberg, and Mr. St. Charles as a Royal Coachperson(s). Ms. Robinson seconded the motion. The Committee agreed to recommend the resolutions to the SORTA Board for approval.

16. **New Business**

The next regular meeting of the Planning & Operations Committee has been scheduled for Tuesday, March 13th at 9:00 A.M.

17. **Adjournment**

The meeting adjourned at 10:05 AM.
March 2018

BRIEFING ITEM – REVIEW OF SERVICE STANDARDS – MARCH 2018

STRATEGIC PLAN GOAL / OBJECTIVE

- Operational Excellence

RECOMMENDATION

This is a briefing item. No action is required at this time.

BUSINESS PURPOSE

- This presentation gives an overview of current Metro service standards and route performance.

- This presentation describes the key performance indicators adopted by the Board (Resolution 2015-38) regarding targets and definitions for Metro Service.

SUBMITTED BY:

Mark McEwan
Manager of Service Evaluation
SORTA’s Vision and Mission

Vision
20 million rides by 2021

Mission
Regional transportation connecting people and places, driving economic growth and expanding quality of life choices.
Metro Overview

Fixed-route transit serving Cincinnati, Hamilton County, and adjacent counties

- Fleet size: 357
- 2017 rides: 14.3 million
- Annual miles: 11.2 million
- Local routes: 25
- Express routes: 21
- Total routes: 46
The Board adopted several key performance indicators (KPI) in December of 2015.

The KPIs are guidelines used to measure comparative route performance. They should be seen as guidelines, not as “ absolutes.”

The KPIs are used to identify which routes need further analysis by SORTA’s planning staff.
Board Approved Service KPIs

- Passengers per hour (local service)
- Passengers per trip (express service)
- Passenger load
- Operating cost per passenger
- Farebox recovery*
- Subsidy per Passenger*
- On time performance

*These approved KPIs include contract revenue from suburban counties
## Passenger Productivity Measures

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>Description</th>
<th>Local Target / Minimum Benchmark</th>
<th>Express Target / Minimum Benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger per Hour</td>
<td>Total passenger boardings ÷ revenue hours</td>
<td>20.7 / 15.9</td>
<td>-</td>
</tr>
<tr>
<td>Passengers per Trip</td>
<td>Total passenger boardings ÷ revenue trips</td>
<td>-</td>
<td>16.2 / 11.4</td>
</tr>
<tr>
<td>Passenger Load</td>
<td>Maximum passengers on board a trip at one time</td>
<td>120% of vehicle seats</td>
<td>100% of vehicle seats</td>
</tr>
</tbody>
</table>
Passenger per hour (local) or trip (express) = \frac{\text{Total passenger boardings}}{\text{revenue hours or trips}}
Maximum Passenger Load

- Average maximum passengers on board a trip
  - 1.2 times the seated load for local service
  - 1.0 times the seated load for express service

### Local Routes

<table>
<thead>
<tr>
<th>Route</th>
<th>Direction</th>
<th>Trip Start Time</th>
<th>Day Type</th>
<th>Average Max Load</th>
<th>Average Max Load % Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>78</td>
<td>Inbound</td>
<td>2:16 PM</td>
<td>Weekday</td>
<td>44.76</td>
<td>87.4%</td>
</tr>
<tr>
<td>19</td>
<td>Inbound</td>
<td>6:43 AM</td>
<td>Weekday</td>
<td>41.07</td>
<td>109.8%</td>
</tr>
<tr>
<td>19</td>
<td>Inbound</td>
<td>7:43 AM</td>
<td>Sunday &amp; Holiday</td>
<td>39.33</td>
<td>106.0%</td>
</tr>
<tr>
<td>33</td>
<td>Outbound</td>
<td>5:50 PM</td>
<td>Saturday</td>
<td>38.44</td>
<td>101.4%</td>
</tr>
<tr>
<td>33</td>
<td>Outbound</td>
<td>8:30 PM</td>
<td>Sunday &amp; Holiday</td>
<td>37.73</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

### Express Routes

<table>
<thead>
<tr>
<th>Route</th>
<th>Direction</th>
<th>Trip Start Time</th>
<th>Average Max Load</th>
<th>Average Max Load % Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Outbound</td>
<td>5:52 AM</td>
<td>37.43</td>
<td>65.6%</td>
</tr>
<tr>
<td>71</td>
<td>Outbound</td>
<td>4:05 PM</td>
<td>34.82</td>
<td>89.3%</td>
</tr>
<tr>
<td>3</td>
<td>Outbound</td>
<td>4:28 PM</td>
<td>34.24</td>
<td>64.6%</td>
</tr>
<tr>
<td>42</td>
<td>Inbound</td>
<td>6:04 AM</td>
<td>32.22</td>
<td>82.6%</td>
</tr>
<tr>
<td>42</td>
<td>Outbound</td>
<td>4:04 PM</td>
<td>32.16</td>
<td>82.6%</td>
</tr>
</tbody>
</table>

Fall Signup 2017 data
## Cost Productivity Measures

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>Description</th>
<th>Local Target / Minimum Benchmark</th>
<th>Express Target / Minimum Benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost per Passenger</td>
<td>Total operating cost ÷ total passengers</td>
<td>$5.57 / $6.30</td>
<td>$10.03 / $10.50</td>
</tr>
<tr>
<td>Farebox Recovery</td>
<td>All fare revenue and subsidy ÷ total operating cost</td>
<td>28% / 15%</td>
<td>35% / 18%</td>
</tr>
<tr>
<td>Subsidy per Passenger</td>
<td>(Total operating cost – total farebox revenue and contract revenue) ÷ total passengers</td>
<td>$4.02 / $5.70</td>
<td>$6.49 / $9.30</td>
</tr>
</tbody>
</table>
Operating Cost Per Passenger in 2017

Cost per Passenger = \frac{\text{Operating Cost}}{\text{Total Boardings}}
Farebox Recovery = \frac{\text{Passenger Revenue}}{\text{Operating Cost}}
Subsidy per passenger in 2017

Subsidy per passenger = \( \frac{\text{Operating cost} - \text{Passenger Revenue}}{\text{Total Boardings}} \)
## Operational Productivity Measure

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>Description</th>
<th>All service target/min</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-time Performance</td>
<td>Percentage of on-time bus arrivals at designated time points (defined as one minute early to five and a half minutes late)</td>
<td>88%</td>
</tr>
</tbody>
</table>
On-Time Performance in 2017

The % of Time the Bus is 1 minute early to 5.5 minutes late at a scheduled time point
March 2018

BRIEFING ITEM – BUS WIFI PILOT

STRATEGIC PLAN GOAL / OBJECTIVE

- Operational Excellence

RECOMMENDATION

This is a briefing item. No action required.

BUSINESS PURPOSE

- Pilot program to assess the potential benefits of the bus Wi-Fi, with respect to enhanced security capability, more efficient maintenance and positive impact to SORTA’s ridership.

SUBMITTED BY:

Darryl Haley
EVP/COO
Why put Wi-Fi on buses?

Primary objective:

- **Enhanced security capability** - SORTA Security & Risk Management can access video recordings remotely as required for investigations or customer complaints.

Secondary objective:

- **Enhance Metro’s image as a progressive organization, resulting in increased customer satisfaction** - Allows customers to connect to the internet to read emails, stream music, etc.
Wi-Fi Pilot Scope

• Initial Pilot:
  • 22 – 2016 commuter buses
  • 37 - 2015 model buses
  • 5 - Access vehicles

• Potential expansion:
  • 137- 40’ buses (40% of fleet)
  • All remaining Access vehicles
Security Enhancement Funding

• $32K in hardware upgrades for 37 - 2015 model buses with similar capability
  • Using the 1% of 5307 formula funding for security-related projects

• Additional 5307 Security Enhancement funds potentially available to upgrade a total of 137 40’ buses (40% of fleet) and all Access vehicles

• All new bus orders include this security capability in the specifications
Wi-Fi Pilot Summary

- Operating costs for software and data: estimated ~$1,000 per bus/year
  - 6 month pilot operating cost estimate: $35K

- Pilot will allow us to accurately gauge data usage:
  - Data to be used, if pilot proves viable, to better solicit service providers to offset cost or generate revenue

- With a one-time capital investment of $7K (20% match for federal Security Enhancement funds): 64 Wi-Fi capable buses (17% of fleet)
Branding

#ReinventingMetro
Vehicles

Pilot project buses will have decals for easy identification
Promotion to customers

Media relations:
- News release
- Photo op

On-bus:
- Decals
- Audio ads
- Transit cards
- Handouts

Digital:
- Cincy EZRide
- Cincy EZAlert
- goINFO
- Website
- Social media

Print:
- Posters
- CityBeat ad
- Cincinnati Herald ad

Access:
- Letters to customers and agencies

Internal:
- FAQs
- Newsletter
- Info screens

#ReinventingMetro
Timeline

• Installation & testing: Completed
• Public launch: April 2018
• Pilot evaluation/results: Oct. 2018
• Expansion (if indicated): TBD
How we will evaluate success

• Do customers use the Wi-Fi and on which routes?  Usage reports from all installed units by route

• Does customer satisfaction increase?  Customer web survey

• Does Wi-Fi encourage ridership?  Ridership reports on commuter routes
Questions and discussion
March 2018

BRIEFING ITEM – RESPONSE TO CITY COUNCIL MOTION

STRATEGIC PLAN GOAL / OBJECTIVE

- Operational Excellence
- Strategic Partnering

RECOMMENDATION

This is a briefing item. No action is required at this time.

BUSINESS PURPOSE

- To address the Cincinnati City Council Motion proposed on February 13, 2018 from the Education, Innovation, and Growth Committee meeting.

- Topics include: current bus operator staff, their years of experience, operator training, miles driven by SORTA buses, annual number of SORTA accidents, top reasons for accidents, operator accident records, and SORTA’s Preventable Accident and Drug and Alcohol policies.

SUBMITTED BY:

John Ravasio
Director of Employee and Labor Relations
March 2018

BRIEFING ITEM – TRANSIT ASSET MANAGEMENT (TAM) PLANNING REQUIREMENTS

STRATEGIC PLAN GOAL / OBJECTIVE

- Operational Excellence

RECOMMENDATION

This is a briefing item. No action is required at this time.

BUSINESS PURPOSE

- The FTA has issued a Final Rule providing guidance on subrecipient responsibilities for maintaining a state of good repair of all assets used in the provision of public transportation and purchased with Federal funding assistance.

- SORTA has formed a TAM planning and development Work Group comprised of members from Operations and Finance organizations to ensure compliance with the planning and reporting requirements established in the Final Rule.

- To meet the facilities assessment reporting requirement, SORTA has solicited proposals from qualified firms to conduct assessments in accordance with the FTA’s Transit Economic Recover Model (TERM) rating scale.

SUBMITTED BY:

John Edmondson
Director of Procurement
Transit Asset Management
Plan Overview

John Edmondson
Director of Procurement
TAM Plan Steering Committee
Briefing Objectives

- Introduction to Transit Asset Management Requirements & Objectives
- Staff Roles
- Defining Useful Life Standards
- Planning Timeline
- Q&A
Introduction to Transit Asset Management

• FTA Requirements Introduced in July 2016
  o Requires transit agencies to document and maintain asset management standards
  o Asset Definition: All vehicles and any equipment with unit cost >$50,000

• Objectives of Transit Asset Management (TAM) Planning
  o Implement a business model that uses the condition of assets to guide the optimal prioritization of funding in order to keep transit networks in a State of Good Repair (SGR).

• State of Good Repair
  o SGR is a condition in which assets are fit for the purpose for which they were intended
Required TAM Plan Elements

1. Inventory of Capital Assets
2. Condition Assessment
3. Decision Support Tools
4. Investment Prioritization
5. TAM & SGR Policy
6. Implementation Strategy
7. List of Key Annual Activities
8. Identification of Resources
9. Evaluation of Plan
<table>
<thead>
<tr>
<th>Required Plan Element</th>
<th>Internal/External Resource</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inventory of Capital Assets</td>
<td>SORTA Staff</td>
</tr>
<tr>
<td>Conditional Assessment</td>
<td>SORTA Staff (Rolling Stock, Equipment) Consultant (Facilities, Infrastructure)</td>
</tr>
<tr>
<td>Decision Support Tools</td>
<td>SORTA Executive Management</td>
</tr>
<tr>
<td>Investment Prioritization</td>
<td>SORTA Executive Management</td>
</tr>
<tr>
<td>Policy Statements (TAM, SGR)</td>
<td>SORTA Executive Management</td>
</tr>
<tr>
<td>Implementation Strategy</td>
<td>SORTA Staff</td>
</tr>
<tr>
<td>List of Key Annual Activities</td>
<td>SORTA Executive Management</td>
</tr>
<tr>
<td>Identification of Resources</td>
<td>SORTA Staff</td>
</tr>
<tr>
<td>Evaluation of Plan</td>
<td>FTA Regional Office (October 1, 2018 Due Date)</td>
</tr>
</tbody>
</table>
Defining Useful Life Standards

- Useful Life Benchmark (ULB)
  o Useful Life Benchmark is defined as the expected lifecycle of a capital asset for a particular Transit Provider’s operating environment.
  o ULB takes into account a provider’s unique operating environment (i.e., geography, service frequency, etc.)
  o ULB is not the same as the Useful Life Standards for FTA programs
  o Agencies may develop their own ULB or use default values (if applicable)
    - e.g. Age, Miles, Condition, Performance
Transit Asset Management Planning Timeline

- **TAM Plan Outline & SGR Policy Statement Developed**: Mar 21
- **Finalize Plan Framework and Policy Statements**: May 2
- **Draft Vehicle Assessment**: Jul 6
- **Draft Facilities Assessment**: Aug 1
- **Finalize Facilities & Vehicle Assessments**: Sep 1
- **Final TAM Plan Submission**: Sep 30
- **Executive Review of TAM Plan**: Sep 5

- **Vehicle Assessment**: May 2 - Jun 29
- **Facilities Assessment**: May 1 - Jul 31
Appendix
Project Organization & Staffing Roles

Accountable Executive

Executive Oversight

Steering Committee

Working Group

- Procurement
- Grants
- Accounting
- Fleet & Facilities
- Streetcar
- Planning
- Paratransit

CEO/GM

CFO

Chief of Staff

COO

Finance

Operations

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March 2018

BRIEFING ITEM – MONTHLY RIDERSHIP REPORT – FEBRUARY 28TH, 2018

STRATEGIC PLAN GOAL / OBJECTIVE

- Operational Excellence

RECOMMENDATION

This is a briefing item. No action is required at this time.

BUSINESS PURPOSE

- This report provides a summary of monthly ridership information, both on fixed route (Local/Express), Access services, and Cincinnati Bell Connector.

- Key Performance Indicators (KPIs) such as: Average Fixed Ridership, Passenger per Hour, Passenger per Trip, and Cost per Passenger are provided to show ridership trends and variances.

SUBMITTED BY:

Mark McEwan
Manager of Service Analysis
March 2018

BRIEFING ITEM – MONTHLY RAIL UPDATE – FEBRUARY 28TH, 2018

STRATEGIC PLAN GOAL / OBJECTIVE

- Strategic Partnering
- Operational Excellence

RECOMMENDATION

This is a briefing item. No action is required at this time.

BUSINESS PURPOSE

- SORTA has executed two intergovernmental agreements with the City of Cincinnati defining roles and responsibilities for the Cincinnati Bell Connector.

- SORTA is the FTA Grantee for the Cincinnati Bell Connector.

- SORTA is responsible for the management of streetcar assets and the operation and maintenance of the Cincinnati Bell Connector.

- SORTA staff provides monthly updates on the Cincinnati Bell Connector to the Board of Trustees and the Cincinnati City Council.

SUBMITTED BY:

Paul Grether
Vice President of Transit Operations
ACCEPTANCE OF FARE INCREASE PUBLIC MEETING COMMENTS AND TITLE VI FARE INCREASE EQUITY ANALYSIS

WHEREAS:

1. By Resolution No. 2017-33, the SORTA Board authorized staff to conduct a public meeting on December 7, 2017, at the Duke Energy center from 3:00 p.m. to 7:00 p.m., for the purpose of receiving public comments on the fare changes.

2. Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in any program or activity receiving federal financial assistance. As a recipient of funds administered by the US Department of Transportation, the Southwest Ohio Regional Transit Authority (SORTA) is subject to the regulations and guidelines set forth under Title VI. This includes the requirement to conduct a service equity analysis whenever a fare change is proposed.

3. Staff recommends that the Board accept the December Public Meeting Comments and Summary, and the attached Title VI Service Equity Analysis.

THEREFORE, BE IT RESOLVED:

4. The SORTA Board hereby accepts the attached transcript of the December Public Meeting Comments and Summary, and the attached Title VI Service Equity Analysis. Staff recommends the SORTA Board accept the attached public meeting summary and comments and the attached Title VI Fare Equity Analysis be properly documented in the minutes of the SORTA Board meeting. The Board hereby receives and considers the public comments noted therein.
March 2018

ACTION ITEM – ACCEPTANCE OF PUBLIC MEETING COMMENTS AND TITLE VI FARE CHANGE EQUITY ANALYSIS

STRATEGIC PLAN GOAL / OBJECTIVE

• Sustainability

RECOMMENDATION

Staff recommends the SORTA Board accept the attached public meeting summary and comments and the attached Title VI Fare Change Equity Analysis. The Title VI Fare Change Equity Analysis Executive Summary is attached. The complete report is available, upon request.

FINANCIAL CONSIDERATIONS

• N/A

BUSINESS PURPOSE

• The Title VI fare change equity analysis determined that the potential fare change would not result in a disparate impact on minority populations or a disproportionate burden on low income populations.

PROCUREMENT CONSIDERATIONS

• N/A

D/M/WBE CONSIDERATIONS

• N/A

LEGAL CONSIDERATIONS

• N/A

SUBMITTED BY:

Ted Meyer
Interim Director, Transit Services Planning & Development
Executive Summary

In 2017, the Southwest Ohio Regional Transit Authority (SORTA) Board of Trustees approved Resolution No. 2017-10, authorizing the initiation of the process to increase fares. Subsequently, SORTA staff presented a fare change proposal to the Board that recommended increasing the Hamilton County bus base fare and paratransit fare by $0.15 and $0.30, respectively. The principal purpose of the fare increase is to maintain the current level (2017) farebox recovery ratio of 20-percent. If the fare increase is approved, the change would become effective June 2018, the first base fare increase since 2009.

Before a fare increase becomes effective, the Federal Transit Administration (FTA) requires federally funded transit agencies to measure the impacts(s) of the fare change on minority and low-income populations. FTA Circular 4702.1B: Title VI Requirements and Guidelines for Federal Transit Administration Recipients provide detailed guidance to transit operators for conducting fare equity analyses. The Circular directs transit agencies to adopt Title VI policies, definitions, and thresholds, and develop a methodology to analyze the effects of the change using the most recent survey data. If adverse effects are found, agencies are to develop alternatives to mitigate the impacts. SORTA has included a fare equity analysis methodology and thresholds in the agency’s Title VI Plan, updated June 2016.

The FTA Circular also requires public engagement during the fare change decision-making process. In December 2017, the SORTA hosted a public meeting to obtain comments on the proposed fare increase. In addition to the physical meeting, stakeholders were offered four alternatives to provide input. Collectively, 109 stakeholders commented on the fare increase proposal. Over 60% of the respondents opposed the fare change, arguing the increase would be a financial burden on low-income populations.

The following month, January 2018, SORTA conducted a systemwide on-board passenger survey. Demographic, socioeconomic status, fare type, fare media, and zone payment data was extracted from the survey. The data was utilized in this fare equity analysis, in which a four-step methodology was used to measure whether the fare increase would result in a disparate impact on minority populations or disproportionate burden on low-income populations.

The four-step methodology used includes:

1. **Step 1** – Identify fare types used by a very small percentage of overall riders – defined as those fare types used by 1% or less riders. These are eliminated from the analysis.
2. **Step 2** – Of those fare types used by more than 1% of riders, identify those fare types used disproportionally by minorities or low income riders – defined as fare types used 2.5 points greater by minorities or low income than overall riders.

3. **Step 3** – Determine whether there are Disparate Impacts (DI) on minorities and/or Disproportionate Burdens (DB) on low income riders – defined as a fare increase for any fare type used disproportionally by minorities or low income that is 25% greater than the overall fare increase for all fares proposed to change.

4. **Step 4** – If potential DI/DBs are identified, take steps to avoid, minimize or mitigate those impacts.

The results of the Fare Equity Analysis found the following:

- There are 14 fare types used by more than 1% of overall riders.
- Of these 14 fare types, only the Metro 1-Ride, Full Fare, Zone 1 Cash fare type is disproportionately used by Title VI protected classes. In this case, it is used disproportionately by both minority and low-income riders.
- Even though the Metro 1-Ride, Full Fare, Zone 1 Cash fare is disproportionately used by minorities and low income riders, the application of SORTA’s 25% threshold found that the percentage increase for this fare type when compared to the average fare change of all fares proposed to change does not rise to the level of a DI/DB.

Based on findings from the analysis, **the 2018 fare increase imposes no disparate impact on minority populations or disproportionate burden on low-income populations.**
WHEREAS:

1. SORTA and Genfare's initial warranty agreement began the first day of streetcar service on September 9, 2016.

2. The first year warranty expired on September 9, 2017 but was extended to December 31, 2017 while the manufacturer worked to resolve a few operating issues with the TVMs. Genfare agreed to extend the warranty beginning January 1, 2018 pending Board approval.

3. SORTA staff recommends a three (3) year contract with Genfare for the provision of an extended warranty for nineteen (19) streetcar ticket vending machines, at a cost not to exceed $190,171.

THEREFORE, BE IT RESOLVED:

4. The SORTA Board hereby approves a three (3) year contract agreement between SORTA and Genfare, at a cost not to exceed $190,171 and authorizes the CEO/General Manager, EVP/COO, or the CFO/Secretary-Treasurer to execute the contract on behalf of SORTA.
March 2018

**ACTION ITEM - APPROVAL OF EXTENDED WARRANTY FOR STREETCAR TICKET VENDING MACHINES (TVM’S)**

**STRATEGIC PLAN GOAL / OBJECTIVE**

- Operational Excellence
- Innovation

**RECOMMENDATION**

Approval of a resolution authorizing the CEO/General Manager, EVP/COO, or the CFO/Secretary-Treasurer on behalf of SORTA to execute a three (3) year contract with Genfare for the provision of an extended warranty for nineteen (19) streetcar ticket vending machines at a cost not to exceed $190,171.

**FINANCIAL CONSIDERATIONS**

- This is a three (3) year agreement with a total expenditure of $190,171; $5,705 of which is for SORTA and $184,466 is for streetcar.
- Annual expenditures are included as part of their respective operating budgets.

**BUSINESS PURPOSE**

- Purchasing the extended warranty for the TVMs will minimize any repair costs for TVM components and will help to ensure that the TVMs are in good working order.

**PROCUREMENT CONSIDERATIONS**

- This is a Sole Source contract due to the proprietary nature of the extended warranty.
- The first year warranty expired on September 9, 2017 but was extended to December 31, 2017 while the manufacturer worked to resolve a few operating issues with the TVMs. Genfare agreed to extend the warranty beginning January 1, 2018 pending Board approval of a three (3) year contract.
- This is a three (3) year contract covering the period from January 1, 2018 through December 31, 2020.

**D/M/WBE CONSIDERATIONS**

- N/A

**LEGAL CONSIDERATIONS**

- Section 306.35 of the Ohio Revised Code authorizes SORTA to contract for the provision of goods and services.

**SUBMITTED BY:**

Paul Grether
Director of Rail Services

Dwight A. Ferrell
CEO/General Manager
WHEREAS:

1. By Resolution No. 2017-19, in July 2017 the SORTA Board awarded Terminix Pest Control a three (3) year contract for fleet and facility pest control, at a total cost not to exceed $122,904.

2. Service for Government Square was included in the current contract negotiated in 2017 on an as-needed basis. This request allows for recurring weekly service of insect treatment and bed bug eradication for shelter and benches at Government Square, for an additional cost of $22,500.

3. SORTA staff recommends the contract with Terminix Pest Control be modified to add $22,500 for a total cost not to exceed $145,404.

THEREFORE, BE IT RESOLVED:

4. The SORTA Board hereby approves the modified agreement between SORTA and Terminix Pest Control and authorizes either the CEO/General Manager, EVP/COO, or the CFO/Secretary-Treasurer shall execute the contract on behalf of SORTA.
March 2018

ACTION ITEM - APPROVAL OF MODIFICATION TO PEST CONTROL SERVICES CONTRACT

STRATEGIC PLAN GOAL/OBJECTIVE
- Operational Excellence

RECOMMENDATION

Staff recommends the SORTA Board approve a revised agreement between SORTA and Terminix Pest Control for additional funds of $22,500 to provide additional services at Government Square and authorizes the CEO/General Manager, EVP/COO, or the CFO/Secretary-Treasurer to execute it on behalf of SORTA, at a revised cost not to exceed $145,404.

FINANCIAL CONSIDERATIONS

- In July 2017, the SORTA Board awarded Terminix Pest Control a three (3) year contract for fleet and facility pest control, at a total cost not to exceed $122,904.
- Funding for this additional three (3) years of service is estimated at approximately $7,250 for 2018, $9,650 for 2019 and $5,600 for 2020. This will be funded out of the operating funds.
- The original contract began in August of 2017 and continues through July 31, 2020.
- This contract amendment will start on April 1, 2018.

BUSINESS PURPOSE

- Insect and bed bug eradication is needed for shelters and benches at Government Square in order to maintain a positive experience for our customers.

PROCUREMENT CONSIDERATIONS

- Service for Government Square was included in the current contract negotiated in 2017 on an as-needed basis. This request allows for recurring, weekly service.
- The additional service falls within the current scope of work.
- The modified contract procurement summary is attached.

D/M/WBE CONSIDERATIONS

- N/A

LEGAL CONSIDERATIONS

- N/A

SUBMITTED BY:

John Edmondson
Director of Procurement
Contract Information

A. Description: Insect and bed bug eradication for shelters and benches at Government Square

B. Contractor: Terminix Commercial

C. Contract Amount Modification: $22,500

D. Revised Contract Amount: $145,403.70

E. Contract Type: FIRM-FIXED


G. Funding Source: 100% Local

Solicitation Information

H. Solicitation Type: RFP

Explanation regarding modification of Contract 20-2017

Insect and bed bug eradication is needed for shelters and benches at Government Square and was not included in the current Contract negotiated in 2017. However, the additional services fall within the current scope of work and the cost is quoted at the current contract weekly cost of $250.00 for 36 weeks in year 2018 and 2019, and $250.00 for 18 weeks in the year 2020.

Concur: [Signature] Date 2/5/2018
Project Manager

Prepared by: Judy Ross Date 2/5/2018
Buyer/Purchasing Agent

Reviewed and Approved: [Signature] Date 2/5/2018
Director of Procurement
Southwest Ohio Transit Authority

Contract Modification
Pest Control Services for Fleet and Facilities

MODIFICATION NO: 1
CONTRACT/ORDER NO: 20-2017
CONTRACT/ORDER DATE: 8/1/2017
EFFECTIVE DATE: 4/1/18

NAME AND ADDRESS OF CONTRACTOR:
Terminix
4455 Salzman Road
Middletown, OH 45044

DESCRIPTION OF MODIFICATION

The above contract is hereby modified as follows:

1. Additional insect and bed bug eradication for shelters and benches at Government Square that is within the general scope of work but was not included in the initial contract. Scope of work includes the following:
   - The inspection and treatment work shall be performed after hours during the week. Treatment will include the use of residual pesticides or non-pesticide treatment, such as Rapid Freeze when applicable.
   - Application of all pesticides will be in accordance with local, state, and federal laws.
   - Terminix will maintain treatment records and send a copy of each treatment to the designated SORTA representative.
   - Weekly treatment cost is $250.00 for 36 weeks for 2018 and 2019 and $250.00 for 18 weeks for the year 2020.

Original Contract Not to Exceed Amount

Contract Amount Adjusted by Previous Modifications

Contract Amount due to this Modification will increase

Revised Contract Not to Exceed Amount

$122,903.70

0

$22,500

$145,403.70

NAME AND TITLE OF SIGNER (Type or Print)
Edward Bradley/Brach Manager

NAME AND TITLE OF CONTRACTING OFFICER
SOUTHWEST OHIO TRANSIT AUTHORITY

CONTRACTOR
Terminix

(Signature of person authorized to sign)

DATE SIGNED: February 1, 2018

DATE SIGNED: