



## Metro Bus Service and CPS FAQs – 2022-23

Please see below for answers to frequently asked questions regarding the Southwest Ohio Regional Transit Authority's (SORTA) ongoing partnership with Cincinnati Public Schools (CPS) in assisting with student transportation.

Metro is proud of its long history partnering with CPS to connect student riders to high schools within the district. During the 2021-2022 school year, Metro provided more than **8,500 student trips each school day with an average on-time performance of 95%**, with "on-time" being defined as arriving within 10 minutes of school-start, as per the district's request.

### 1. How do I get my student bus pass?

Each school is responsible for distributing Metro passes to eligible 9<sup>th</sup> – 12<sup>th</sup> grade student riders for the 2022-23 school year. Metro bus passes will be provided to families during school orientation. If you are not able to attend orientation, CPS has mailed post cards to each eligible student rider that may be used to ride Metro to class on the first day of school only. Students are expected to pick up their Metro bus pass for their return trip home.

### 2. When are student passes valid?



Metro CPS Student Passes are valid for eligible 9<sup>th</sup> – 12<sup>th</sup> grade CPS students for travel on Metro buses Monday through Friday between the hours of 6:00 – 9:30 a.m. and 1:00 – 6:30 p.m. only.

Students utilizing extracurricular bus passes will be granted quarter-specific passes from CPS to use for transportation to and from school-sanctioned extracurricular activities between the hours of 4:30 – 10:30 p.m.

### 3. What is the student fare?

[Thanks to an agreement with CPS](#), all student riders will receive a special Metro smart card that lets them ride any bus (within the allotted hours established by CPS) without paying any additional fare.

### 4. How do I find my best route option to get to school?

The new schedule information is now available in the Google Transit mapping system. You can preview your new trip in multiple ways.

**Desktop:** On a desktop browser, you can use Metro's handy trip planner tool. Visit [www.go-metro.com/#googletripplanner](http://www.go-metro.com/#googletripplanner) and enter your home address, your destination (name of high school will suffice), the time you wish to depart or arrive, **and the date of Aug. 18 or after**, and it will provide an itinerary of your trip. You can also direct the trip planner to show you the best route, the route with fewest transfers, or the route with less walking.

**Mobile:** From your mobile device, download the free [Transit app](#) from the iOS App Store or Google Play. Once in the app, enter your home address, your destination (name of high school will suffice), the time you wish to leave or arrive, **and the date of Aug. 18 or after**. This will return multiple options to choose from, indicating number of transfers (if any) and walking distance to your stop.

Recent service enhancements have ensured that all eligible student riders can ride from home to school and back with one transfer or fewer, with most transfers occurring at an off-street transit center. If you need help with trip planning, please reach out to Metro for assistance.

## **5. How close to each school will the buses drop off and pick up?**

Each Metro bus serving CPS schools will pick up and drop off at points determined by district staff. Metro routes serving Walnut Hills High School will drop off directly on school property.

## **6. Who can I call with questions regarding student transportation?**

For general questions or concerns, please contact the CPS Transportation Hotline at 513-363-RIDE. If you need assistance with trip planning, you may contact Metro in the following ways:

- Call: [513-621-4455](tel:513-621-4455)
- Email: [Customerservice@go-metro.com](mailto:Customerservice@go-metro.com)
- Website: [www.go-metro.com](http://www.go-metro.com)

Additionally, Metro staff members will be available for questions and to assist with trip planning during student orientations at each high school. Staff will also be available at the CPS cookout on Sunday, Aug. 7 at Washington Park.

## **7. Tips for catching and riding the bus**

- Arrive at the designated bus stop at least 5 minutes before your scheduled pick-up time.
- When boarding, tap your bus pass on the farebox and listen for the beep.
- Once boarded, quickly find a seat and avoid changing seats while the bus is moving.
- If you must stand, hold onto the closest handrail or pole for safety.
- When you need to alert the driver of your stop, pull the cord above the window to signal to the driver that your stop is coming up.
- While riding, please be courteous of your fellow passengers. Profanity, playing of music without earphones, loud noise and rowdy behavior may result in removal of your riding privileges on Metro.
- When exiting, don't cross in front of the bus. Wait until the bus pulls away before starting to cross the street. Only cross at crosswalks and obey traffic signals.

## **8. How safe is riding the bus?**

Overall, Metro is a very safe system, and Metro has implemented additional protocols to ensure rider safety:

- Security cameras on all buses.
- Newest buses feature security monitors so passengers can observe their surroundings in real time while riding.
- All buses are in radio contact with Metro's control center and can contact supervisors and/or law enforcement if necessary.
- Metro has contracted with the Cincinnati Police Department to provide random rides and extra patrols at Government Square and other transit centers throughout the system.
- Any student feeling unsafe is encouraged to notify the bus operator or sit towards the front of the bus.