



September 2020

New Buses Are Here!

Be on the lookout for the [19 new Metro buses](#) that rolled into service this week!

Each 2000 series bus features rider-requested amenities like Wi-Fi, convenient on-board charging ports for electronic devices and new vinyl seats offering a more secure seating position for passengers. The buses also provide more accessible stop request buttons for passengers in wheelchairs or other mobility devices.

These new buses are just one of the many ways Metro is continuously working to provide a more modern, convenient, safe and enjoyable experience to our riders every trip, every day. Stay tuned for 10 more 2000 series buses that should be added to Metro's fleet by the end of the year.



[Learn More](#)

**Metro Awarded \$3.2 Million in Grants
to Update Technology and Enhance**

Customer Experience



Metro riders will soon have access to free WiFi on every trip, enhanced security on board and other improved customer amenities thanks to \$3.2 million in grants awarded by the Ohio Department of Transportation.

Metro received \$2 million to be used toward the modernization of fleet communications, including enabling passenger WiFi across the remainder of its fleet, improved real-time bus location information and signage and new security features such as wireless video uploading and real-time camera look-ins.

Additionally, \$780,000 was awarded to enable Metro to invest in planning for alternative fueling strategies, and \$480,000 to assist with further analysis and implementation of the Reinventing Metro plan, including conducting public outreach and making adjustments to route alignments, bus stop locations and schedules.

[Learn More](#)

Coming Soon to Northside...

The countdown is on! In early October, Metro's new Northside Transit Center will offer residents and visitors to Northside a safe, fast and efficient way to travel through one of Metro's busiest service areas, connecting Rts. 15X, 16, 17, 19, 20, 23, 27 and 51 in a central, off-street location.



The new transit center will feature:

- Eight boarding bays, each with an architecturally designed shelter
- Sheltered stop on Spring Grove
- Designated Park & Ride spaces for commuters
- Wayfinding maps, real-time electronic signs and ticket vending machines
- Enhanced streetscaping, lighting and amenities

Visit [Metro's Facebook page](#) for updates as the opening nears!

[Learn More](#)

Keeping You Safe Amid COVID-19



Per state public health orders, facial coverings (worn over the nose and mouth) are required on board all Metro buses.

For the health and safety of all, we also ask riders to observe the following:

- Stand behind the plexiglass barrier at the farebox.
- Spread out as much as possible on board.
- Observe CDC safety guidelines, including using hand sanitizer, washing hands regularly, and covering coughs and sneezes with a tissue.
- Pay fare using Transit App with EZFare for contactless payment.

Here's how Metro is working to protect your health:

- Conducting rigorous daily cleaning of all buses.
- Treating buses and facilities like Government Square with a chlorinated sanitizing disinfectant that kills the coronavirus, including seats, handrails, polls, etc.
- Employing plexiglass barriers at the farebox to protect customers and operators when boarding.

To learn more about how Metro is working to keep you #SafeOnBoard, visit go-metro.com/covid-19.

Use Transit app with EZFARE for contactless payment. It's the "EZ-iest" and safest way to go METRO.

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METRO RIDING IS BELIEVING.

Download Transit App with EZFare

What's the "EZ-iest" way to plan your trip, track your bus in real time, and pay your fare from your smartphone? [Download Transit app](#) featuring EZFare today.

Metro on Regular Schedule for Columbus Day

Metro and Access service will operate on a regular schedule on Columbus Day, **Monday, October 12.**

The Metro Sales Office, Customer Care Center and administrative offices will be open.

For complete bus and scheduling information, visit go-metro.com or call Metro at 513-621-4455 weekdays from 6:30 a.m. to 6 p.m.





All [SORTA Board](#) meetings will be streamed live on Metro's Facebook page until further notice.

SORTA Board meeting:
October 13 at 10:00 a.m.

Public comments may be submitted prior to the meeting at AskMetro@go-metro.com.

Did you miss the September Board meeting? Watch the recording on [Metro's Facebook page](#).

[Watch Recording](#)

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