



SORTA/Metro  
Access/Paratransit Committee  
April 17, 2025  
9:00 am-10:00 am Eastern Time

**SORTA PARATRANSIT (ACCESS) COORDINATION COMMITTEE  
MEETING**

THURSDAY APRIL 17TH, 2025 - 9:00 A.M.

SORTA/METRO AT HUNTINGTON CENTER,

SORTA BOARD ROOM (6TH FLOOR)

525 VINE STREET

CINCINNATI, OHIO 45202

**General Items:**

Call to order

Pledge of Allegiance

- 1 Approval of Paratransit (Access) Coordination Committee Minutes:  
February 20th, 2025

**Briefing Items**

- 2 Regional Paratransit Coordination Update (Jason Roe/Khaled Shammout)
- 3 Access Update (Lisa Aulick/Bill Spraul)

**Other Items:**

New Business

Adjournment

The next regular meeting of the Paratransit Committee has not been  
scheduled

PARATRANSIT COORDINATION COMMITTEE  
TUESDAY, FEBRUARY 20<sup>TH</sup>, 2025 – 9:00 A.M.  
SORTA/METRO AT HUNTINGTON CENTER  
SORTA BOARD CONFERENCE ROOM (6<sup>TH</sup> FLOOR)  
525 VINE STREET  
CINCINNATI, OHIO 45202

COMMITTEE MEMEBERS APPOINTED: *Neil Kelly (Chair), Jay Bedi, Dan Driehaus, Briana Moss, Kala Gibson and Greg Simpson*

COMMITTEE/BOARD MEMBERS PRESENT: Dan Driehaus and Briana Moss

COMMITTEE MEMBERS ABSENT: Jay Bedi, Kala Gibson Neil Kelly and Greg Simpson

STAFF MEMBERS PRESENT: Lisa Aulick, Natalie Krusling, Jason Roe, Khaled Shammout, Bill Spraul and Tim Walker

OTHERS PRESENT: Liz Peak (RMG)

1. **Call to Order**

Ms. Moss called the meeting to order.

2. **Pledge of Allegiance**

The Pledge of Allegiance was recited.

3. **Approval of Minutes**

Mr. Driehaus moved that the minutes of the February 19<sup>th</sup> 2023, be approved.

By voice vote the committee approved the minutes.

4. **Regional Paratransit Coordination Update**

Ms. Aulick, Mr. Roe and Mr. Shammout presented the Regional Paratransit Coordination update.

The Committee accepted the report as presented.

**New Business**

The next regular meeting of the Paratransit Coordination Committee is scheduled for:

**April 17<sup>th</sup>, 2025 at 9:00 a.m.**

5. **Adjournment**

The meeting adjourned at 10:44 A.M.

# Greater Cincinnati Region Paratransit Coordination



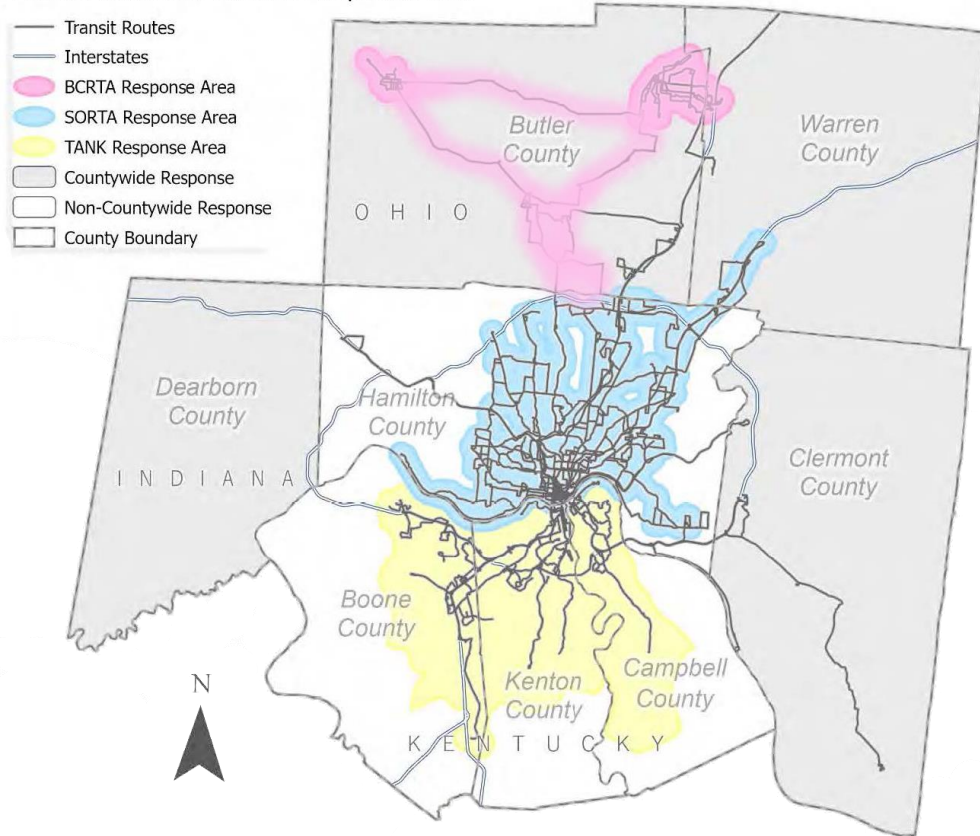
## Implementing Strategies to Improve Regional Access and Mobility

# Regional Paratransit Services

- Mobility between counties and states is getting easier!
- Six transit agencies and almost 40 different social service agencies provide transportation services in the region.



Transit Routes and Demand Response Areas



# One-Call Platform

February		March	
Agency	Calls	Agency	Calls
BCRTA	106	BCRTA	108
Metro	304	Metro	374
Total	410	Total	482

Metro Call Type	
Fixed Route	485
Access	179
MetroNow	8
Other	2
Sales	3
TANK	1

BCRTA Call Type	
Fixed Route	48
BGO	166

March & April total calls per agency. Sorted by call type

**EZconnect** *One call schedules them all!*

\* Call Center Launched February 20<sup>th</sup>: 917 total calls received Jan 20<sup>th</sup> - Feb 28<sup>th</sup>

# Regional Coordination

## Recent Activities:

- 22 Meetings since the February Paratransit Subcommittee Meeting
- One Seat Ride Pilot Operations
  - Vehicles
  - Drivers
  - Hardware & Software
  - Staff Training
  - Rider Invitations
  - Welcome Packets
  - Pilot Goals



# Regional Coordination

## Marketing

- NEORide & BCRTA website
- BCRTA & TANK – Social media
- Press Release

## Technology

- Via Scheduling Software
- TripBroker Middleware
- Digital ADA Eligibility Application
- Unified Customer Data Base & Call Center Software – Salesforce





# Pilot One Seat Ride

## Communication & Outreach

- 1300 Direct email invitations
- 1000 Flyers on vehicles
- Agency targeted outreach
- Social service companies & Transportation providers



### You're Invited...

Metro, Butler County RTA and TANK  
would like to invite you to join this unique

**EZConnect Pilot Program!**



### What is this pilot?

The EZConnect pilot project will provide regional one seat trips to riders who are ADA certified by Access, BCare or RAMP. This pilot project is not intended for local trips and will not replace the local service. EZConnect pilot project trips must begin in one transit agency service area and end in the service area of another transit agency.



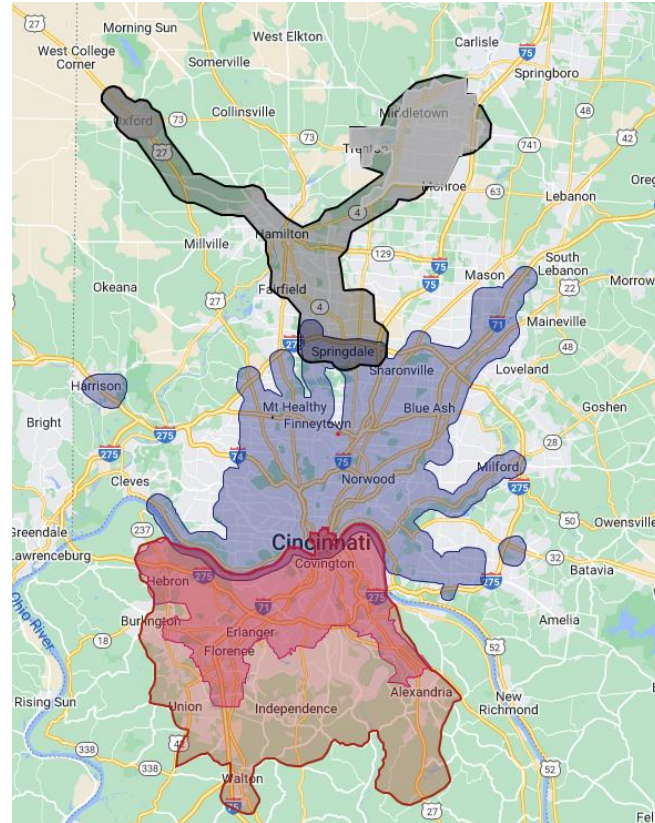
**The purpose** of this EZConnect pilot project is to test the technology and feasibility of a shared ride regional paratransit services.

**An example** of an EZConnect pilot project trip is a trip from the Butler County Courthouse (BCare service area) to the VA Medical Center (Access service area).



# Pilot One Seat Ride

1. Launch date May 5th, 2025
2. EZConnect One-Call Platform to Schedule
3. Mobile Fare Payment - EZFare
4. Service Hours Mon-Fri (6 a.m. – 6p.m.)
5. 40 Pilot Participants
6. Provide Joint Transit Marketing and Messaging





# Questions?

# Access Update

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# Access Update

## On Time Performance

		Trips scheduled by Pick Up	Trips scheduled by Drop Off
2024		89.60%	88.80%
2025 YTD		91.34%	91.52%
	January	92.15%	89.34%
	February	89.00%	90.00%
	March	92.70%	94.50%

# Access Update

## Comparability

2024 August - December	
Month	2024 Aug-Dec
Total Days	153
Trips Sampled	1530
Trips in compliance	1445
% in compliance	94.4%
Trips out of compliance	85
% noncompliance	5.6%
Average Access Trip Length of sample (Minutes)	32
Average Trip Length of sample by Google (Minutes)	57
YTD Trips out of compliance in excess of 10 minutes	40
% of trips out of compliance in excess of 10 minutes	2.61%

2025 Year to Date	
.	2025 YTD
Total Days	90
Trips Sampled	900
Trips in compliance	863
% in compliance	95.9%
Trips out of compliance	11
% noncompliance	1.2%
Average Access Trip Length of sample (Minutes)	31
Average Trip Length of sample by Google (Minutes)	57
YTD Trips out of compliance in excess of 10 minutes	18
% of trips out of compliance in excess of 10 minutes	2.00%

# Access Update

## Staffing

Drivers in 2024 84

Drivers in 2025 102, an increase of 21%

Recruitment efforts include:

- Monthly hiring fairs
- Dedicated trainers
- Additional week of training

# Access Update

## Safety

**Annual Preventable Accident Goal: 24**

2024 Preventable Accidents: 28

2025 Preventable Accidents (YTD): 5





# Questions?