



SORTA/Metro
Board Meeting
December 16, 2025
6:00 pm-7:00 pm Eastern Time

SORTA BOARD OF TRUSTEES MEETING
TUESDAY, DECEMBER 16th, 2025 – 6:00 P.M.
SORTA BOARD ROOM 6th FLOOR
525 VINE STREET,
CINCINNATI, OHIO, 45202

General Items:

Call to order
Pledge of Allegiance
Hearings from citizens
Chair Update

Action Item:

- 1 Approval of Board Minutes November 18th, 2025
- 2 Approval of Board Retreat Minutes December 2nd, 2025

Finance Committee (Blake Ethridge)

Briefing Item:

- 3 Financial Results for November 30th, 2025 (Tim Walker)

Action Items:

- 4 Proposed Resolution: Approval of Contract for Excess Workers Compensation (Tim Walker/Julie Beard)
 - 4.1 Action Item:

Planning & Operations Committee (Blake Ethridge)

Procurement Consent Agenda:

- 5 Proposed Resolution: Contract Award for 33-2020 Trapeze Software Maintenance Agreement (Patrick Giblin)
 - 5.1 Action Item:
- 6 Proposed Resolution: Contract Award for 45-2020 APC Reporting Software (Steve Anderson)
 - 6.1 Action Item:
- 7 Proposed Resolution: Contract Award for 100-2025-RFP-L Stakeholder Surveys (Steve Anderson)
 - 7.1 Action Item:

8 Proposed Resolution: Contract Award for 141-2025-SS for Annunciator Remediation (Joseph Vilvens)

8.1 Action Item:

9 Proposed Motion: Contract Award for 144-2025-SS-L Professional Legal Services (John Ravasio)

9.1 Action Item:

10 Proposed Resolution: Contract Award for 2016-R Payroll Human Resources Information System (Adriene Hairston)

10.1 Action Item:

Briefing Items:

11 Progress and Priorities (Andy Aiello)

12 New Business

Other Items:

Adjournment

SORTA BOARD OF TRUSTEES
SOUTHWEST OHIO REGIONAL TRANSIT AUTHORITY
SORTA/METRO AT HUNTINGTON CENTER
SORTA BOARD ROOM-6th FLOOR
525 VINE STREET, CINCINNATI OHIO 45202

MINUTES OF: Regular Meeting of the SORTA Board of Trustees

DATE: Tuesday, November 18th 2025, 9:00 a.m.

BOARD MEMBERS PRESENT: Tony Brice, Chelsea Clark, Dan Driehaus, Blake Ethridge, Briana Moss, Sara Sheets, Greg Simpson, KZ Smith and Rickell Smith

BOARD MEMBERS ABSENT: Tianay Amat, Jay Bedi, Trent Emeneker, Kala Gibson, Neil Kelly, Pete Metz and Sonja Taylor

STAFF MEMBERS: Andy Aiello, Steve Anderson, Scott Enns, Adriene Hairston, Christina Harvey, Brandy Jones, Natalie Krusling, Brad Mason, John Ravasio, Jason Roe, Tony Russo, Khaled Shammout, Bill Spraul, Tim Walker and Mike Weil

LEGAL COUNSEL: Kim Schaefer (Vory's)

GUEST/PUBLIC PRESENT: Rowan Grisez (Better Bus Coalition)

CALL TO ORDER

Mr. Ethridge SORTA Board Chair, called the meeting to order.

PLEDGE OF ALLEGIANCE

The Pledge of Allegiance was recited.

HEARING FROM CITIZENS

Mr. Rowan Grisez from the Better Bus Coalition discussed the move of bus routes 21 and 78 from the government square and asked us to restore the bus stop location for these routes.

CHAIR UPDATE

Mr. Ethridge is thankful for the support of the community, elected officials and leaders, the recent passing of the government square resolution and for everyone that came today to support metro today.

MEETING MINUTES

Ms. Clark made a motion that the minutes of the October 28th, 2025, board meeting be approved as previously mailed and Mr. Driehaus seconded the motion.

By voice vote, the SORTA Board approved the minutes.

FINANCE COMMITTEE

Ms. Clark reported on the Finance Committee meeting held on November 11th 2025, and there were items(s) to present for Board Approval.

FINANCIAL REPORTS AS OF OCTOBER 31st, 2025

Mr. Walker presented the October financial results. Total revenues were \$14.4 million, which was favorable to budget by \$272K. Total expenses were \$14.3 million, which is unfavorable to budget by \$451k. Operating Capital Contribution was \$0.1 million, which was unfavorable to budget by \$179k. Ridership was 1,341k, which was unfavorable to budget by 40k. Mr. Walker then reviewed the contributing factors to these variances.

The SORTA Board accepted the report as presented.

PROPOSED RESOLUTION NO: 48: DECEMBER 2025 – NOVEMBER 2026 PROPERTY & GENERAL LIABILITY INSURANCE COVERAGES

Ms. Clark moved for adoption and Mr. Brice seconded the motion. The resolution is for approval of the December 2025 – November 2026 Property & General Liability Insurance Coverages.

By roll call, the Board approved the resolution.

PROPOSED RESOLUTION NO: 49: APPROVAL OF 2026 BUDGET

Mr. Ethridge moved for adoption and Ms. Clark seconded the motion. The resolution is for approval of the 2026 budget.

By roll call, the Board approved the resolution.

PLANNING AND OPS COMMITTEE

Mr. Ethridge reported on the Planning and Ops Committee meeting held on November 11th 2025, and there were items(s) to present for Board Approval.

PROPOSED MOTION: APPROVAL OF SAFETY PLAN

Mr. Ethridge moved for adoption and Ms. Clark seconded the motion. The motion approves the 2026 Agency Safety Plan.

By roll call, the SORTA Board approved the motion.

PROPOSED RESOLUTION NO: 50: APPROVAL OF PROPERTY PURCHASE FOR WALNUT HILLS TRANSIT CENTER

Mr. Ethridge moved for adoption and Mr. Brice seconded the motion. The resolution is for approval of the property purchase for the Walnut Hills Transit Center for the following four (4) Hamilton County parcels totaling 0.977 acres, (067-0003-0063-00, 067-0003-0071-00, 067-0003-0072-00 and 067-0003-0075-00 on behalf of Metro from Triple R. Associates, LTD. Fort Lauderdale, Florida, for the total amount of \$1,050,000.00.

By roll call, the Board approved the resolution.

PROPOSED RESOLUTION NO: 51: APPROVAL OF CONTRACT AWARD 101-2025 DRIVER BARRIERS FOR METRONOW VEHICLES

Mr. Ethridge moved for adoption and Mr. Brice seconded the motion. The contract will approve contract no. 101-2025 on behalf of Metro and Queen City Engineering and Design Services, PLLC., at a total cost of \$113,100.

By roll call, the Board approved the resolution.

PROPOSED RESOLUTION NO: 52: APPROVAL OF CONTRACT AWARD 123-2025 LABOR & EMPLOYMENT LEGAL SERVICES

Mr. Ethridge moved for adoption and Mr. Brice seconded the motion. The contract will approve contract no. 123-2025 on behalf of Metro and Dinsmore & Shohl Attorneys, with a not to exceed value of \$200,000.

By roll call, the Board approved the resolution.

PROGRESS AND PRIORITIES

Mr. Aiello presented the progress and priorities report and reviewed the Government Square Updates, FTA Triennial Review Close Out, Metro Leadership and ATU Local 627 Leadership, Community & Civic Presentations, and Meet Joe.

The SORTA Board accepted the report as presented.

MEET JOE LOCAL 12 NEWS

Local 12 featured a 4 year old Joe from Anderson Township who is fond of metro buses. Metro surprised him recently with a bus tour.

NEW BUSINESS

N/A

ADJOURNMENT

The meeting adjourned at 9:38 a.m.

NEXT MEETING

The next regular meeting of the SORTA Board of Trustees has been scheduled for
December 16th, 2025, at 6:00 P.M.
the SORTA/Metro Board Room, at 525 Vine Street, Cincinnati, Ohio.

APPROVED:



Blake Ethridge
Chair, SORTA Board

ATTESTED:



Andy Aiello
CEO/General Manager/Secretary-Treasurer

SORTA BOARD OF TRUSTEES
SOUTHWEST OHIO REGIONAL TRANSIT AUTHORITY
FACTORY EVENT CENTER IN NORTHSIDE
1546 KNOWLTON STREET
CINCINNATI, OHIO 45223

MINUTES OF: Board Retreat Meeting of the SORTA Board of Trustees

DATE: Tuesday, December 2nd 2025, 9:00 a.m.

BOARD MEMBERS PRESENT: Tianay Amat, Tony Brice, Chelsea Clark, Dan Drehaus, Blake Ethridge, Pete Metz, Briana Moss and Sara Sheets

BOARD MEMBERS ABSENT:

STAFF MEMBERS: Andy Aiello, Adriene Hairston, Brandy Jones, John Ravasio, Khaled Shammout, Bill Spraul and Tim Walker

LEGAL COUNSEL: N/A

GUEST/PUBLIC
PRESENT: N/A

CALL TO ORDER

The board retreat meeting was called to order.

STRATEGIC PLAN DISCUSSION

The meeting began at 9:35 a.m. and the group discussed updating SORTA's Strategic Plan. At 1:45 p.m., the Board discussed Board governance.

OTHER ITEMS

N/A

ADJOURNMENT

The meeting adjourned at 2:27 p.m.

NEXT MEETING

The next regular meeting of the SORTA Board of Trustees has been scheduled for
December 16th, 2025, at 6:00 P.M.
the SORTA/Metro Board Room, at 525 Vine Street, Cincinnati, Ohio.

APPROVED:



Blake Ethridge
Chair, SORTA Board

ATTESTED:



Andy Aiello
CEO/General Manager/Secretary-Treasurer



Financial Summary - November 2025

December 9, 2025

Agenda – Financial Summary

- Statement of Operations for November '25
 - Key Drivers
 - Detail Profit & Loss Statement
 - County Sales Tax Trend
- Cashflow and Obligation Report
- Investment Balance Update

Profit & Loss – Summary / Key Drivers

Summary

- Total Revenue \$14.7M - favorable to Budget \$249k or 1.7%
- Total Expense \$13.6M - unfavorable to Budget (\$150k) or (1.1%)
- Operating Capital Contribution \$1.1M - favorable to Budget \$98k
- Note: Ridership total is 1,067k – unfavorable to Budget (214k) or (16.7%)

Revenue

- Total Operating Revenue \$1.5M - unfavorable to Budget (\$341k) or (18.2%)
- Non-Transportation \$0.7M – favorable to Budget \$102k or 17.8%
- County Sales Tax \$11.0M – favorable to Budget \$488k based on August receipts
- Federal Grants \$1.5M - on Budget

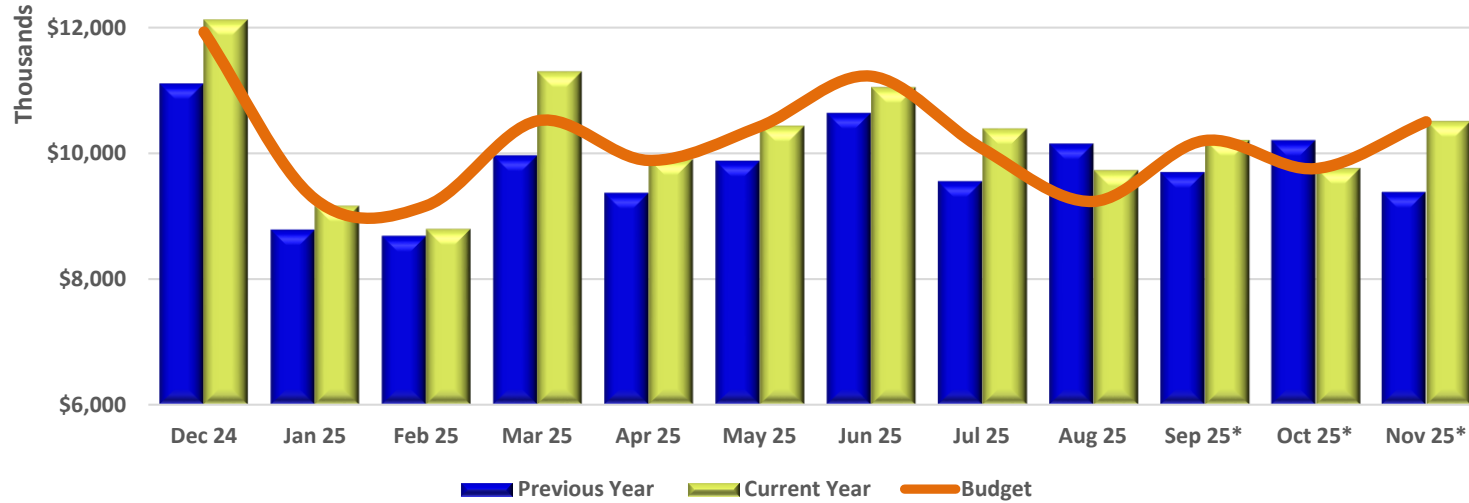
Expense

- Wages & Benefits \$10.2M - unfavorable to budget (\$98k) or (1.0%)
- Fuel and Lubricants \$680k - favorable to budget \$50k or 6.8%
- Parts & Supplies \$879k – unfavorable to Budget (\$113k) or (14.8%)
- All Other \$1.8M – favorable to Budget \$5k



11 Mos Ending Nov 30, 2025 (\$ In Thousands)	Month				Year to Date				
	Actual	Budget	Fav(Unfav)		Actual	Budget	Fav(Unfav)		Prior Year
Ridership									
Regular	896,560	1,090,397	(193,837)	(17.8%)	10,686,056	11,882,022	(1,195,966)	(10.1%)	10,892,638
CPS	142,329	161,500	(19,171)	(11.9%)	1,501,944	1,520,500	(18,556)	(1.2%)	1,439,031
Subtotal Fixed Route	1,038,889	1,251,897	(213,008)	(17.0%)	12,188,000	13,402,522	(1,214,522)	(9.1%)	12,331,669
Access	14,064	14,631	(567)	(3.9%)	166,036	172,528	(6,492)	(3.8%)	165,312
MetroNow!	14,073	14,800	(727)	(4.9%)	125,763	114,700	11,063	9.6%	75,408
Total Ridership	1,067,026	1,281,328	(214,302)	(16.7%)	12,479,799	13,689,750	(1,209,951)	(8.8%)	12,572,389
Operating Revenue									
Metro Fares	\$ 949	\$ 1,302	\$ (353)	(27.1%)	\$ 12,507	\$ 14,602	\$ (2,096)	(14.4%)	\$ 12,713
Access Fares	62	66	(4)	(5.6%)	674	703	(29)	(4.1%)	629
MetroNow! Fares	35	29	7	23.4%	280	228	52	22.8%	153
CPS Fares	292	274	19	6.8%	3,648	2,957	691	23.4%	2,937
Other Contract Revenue	199	208	(10)	(4.6%)	2,280	2,234	45	2.0%	2,045
Total Operating Revenue	1,537	1,879	(341)	(18.2%)	19,389	20,725	(1,336)	(6.4%)	18,477
Non-Operating Revenue									
County Sales Tax	10,989	10,501	488	4.6%	111,168	110,260	908	0.8%	106,810
Federal Subsidies	1,513	1,513	-	-	16,642	16,642	-	-	9,269
Non Transportation	673	571	102	17.8%	8,587	8,381	206	2.5%	9,821
Total Non-Operating Revenue	13,175	12,585	590	4.7%	136,398	135,284	1,114	0.8%	125,900
Total Revenue	14,712	14,464	249	1.7%	155,787	156,009	(222)	(0.1%)	144,377
Expenses									
Employee Wages & Benefits	10,230	10,132	(98)	(1.0%)	111,293	113,701	2,408	2.1%	108,320
Fuel & Lubricants	680	729	50	6.8%	7,695	7,818	122	1.6%	7,544
Parts & Supplies	879	766	(113)	(14.8%)	10,802	9,031	(1,771)	(19.6%)	8,872
Everybody Rides Metro Fund	28	35	7	18.9%	282	385	103	26.9%	73
Other	1,804	1,809	5	0.3%	21,995	21,363	(633)	(3.0%)	18,859
Total Expenses	13,621	13,471	(150)	(1.1%)	152,068	152,297	229	0.2%	143,668
Operating Capital Contribution	\$ 1,091	\$ 993	\$ 98		\$ 3,719	\$ 3,712	\$ 7		\$ 709

County Sales Tax – Year to Date



(\$000's)	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25 *	Oct 25 *	Nov 25 *
Current Year	\$12,116	\$9,159	\$8,788	\$11,291	\$9,895	\$10,429	\$11,042	\$10,384	\$9,722	\$10,201	\$9,756	\$10,501
Budget	\$11,928	\$9,269	\$9,165	\$10,516	\$9,887	\$10,423	\$11,227	\$10,081	\$9,234	\$10,201	\$9,756	\$10,501
Previous Year	\$11,105	\$8,781	\$8,683	\$9,963	\$9,366	\$9,875	\$10,636	\$9,551	\$10,149	\$9,696	\$10,205	\$9,380

* September through November of 2025 are recorded at budget due to the 3-month delay in reporting from State Office

Cashflow and Obligation Report



Overnight Investments	\$25,228,881
Securities & CD's	\$122,361,022

Total All Securities (11/30/2025)	\$147,589,903
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Current Capital Reserve Obligations

<i>BRT Project Development (Hamilton & Reading Corridors) - Amts Pd</i>	<i>\$29,513,344</i>	
<i>Future BRT Capital Match (Fed 70% & Local 30%)</i>	<i>\$40,500,000</i>	
Total BRT		\$70,013,344
Local Match - FTA and ODOT Grants		\$15,639,374
100% Local Projects (Prior Years Open + Current Year)		\$31,550,173
2 Months of Operating Expenses		\$26,000,000
All Other Obligations		\$6,500,000
Total Current Capital Reserve Obligations		\$149,702,891

Net Unrestricted Securities Available	(\$2,112,988)
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2025 Remaining Operating Budget Surplus (Deficit) Dec	\$2,720,000
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Net Unrestricted Securities + '25 Operating Budget Surplus	\$607,012
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ABSENT NON-
VOTING
MEMBERS AT
THE TIME: Greg Simpson
APPROVED: December 16, 2025



BOARD OF TRUSTEES ACTION ITEM

DATE: December 16, 2025

FROM: Julia Beard, Director of Accounting

PROJECT NO.: 2026 Excess Workers Compensation Insurance with Assured Partners

REQUEST: Contract Award

BACKGROUND

SORTA is self-insured with respect to Workers Compensation claims. To mitigate the risk to SORTA in the event of a catastrophic workers compensation claim, SORTA has purchased this Excess Workers' Compensation coverage. This coverage provides SORTA with Workers' Compensation administration, consulting, and representation services for all self-insured and state fund claims. This policy will be effective January 1, 2026 – January 1, 2027.

BUSINESS PURPOSE

To mitigate risk to SORTA in the event of a catastrophic workers compensation claim and to provide SORTA with Workers' Compensation administration, consulting, and representation services for all self-insured and state fund claims. The policy will allow SORTA to fulfill its workers' compensation obligations at the least possible cost.

PROJECT FINANCING

The budget for this Annual Excess Workers Compensation coverage is \$132,108 which is a 5% decrease from the 2025 coverage which was \$138,944 and covers the period of January 1, 2026 – January 1, 2027.

The expenditure has been budgeted for 2026 and will be funded with local funds.

PROJECT PROCUREMENT

Section 306.43 of the Ohio revised Code authorizes SORTA to contract for the provision of goods and services. SORTA's insurance broker, Assured Partners, solicited a quote from three carriers and we have decided to go with Safety National.

PROJECT DIVERSITY

No vendor diversity analysis has been performed and no goal established.

RECOMMENDED BOARD ACTION

Staff recommends the Board of Trustees approve resolution authorizing the CEO/General Manager to execute a one (1) year policy with Assured Partners on behalf of SORTA for Excess Workers' Compensation coverage for the period of January 1, 2026 – January 1, 2027, at a cost not to exceed \$132,108.

Project	Method	Vendor	Award	Term	Funding
33-2020* Trapeze Software Maintenance Agreement	Sole Source Award / Contract Modification	Trapeze Software Group, Inc.	\$2,890,296 (o) \$2,669,630 (m) \$5,559,926	3 year Dec 2025 – Nov 2028	Budgeted Local Operating
45-2020* APC Reporting Software	Sole Source Award / Contract Modification	Urban Transport Associates, Inc.	\$322,840 (o) \$136,520 (m) \$459,360	3 year Jan 2026 – Jan 2029	Budgeted Local Operating
141-2025-SS* Annunciator Remediation	Sole Source	Trapeze Software Group, Inc.	\$339,682	1 year Dec 2025 – Dec 2026	Budgeted Local Operating
144-2025-SS-L* Professional Legal Services	Sole Source / Professional Services	Vorys, Sater, Seymour, and Pease LLP	\$300,000	1 year Jan 2026 – Dec 2026	Budgeted Local Operating
2016-R* Payroll Human Resource Information System	Sole Source Award / Contract Modification	Paycor, Inc.	\$1,513,904 (o) \$990,624 (m) \$2,504,528	3 year Dec 2025 – Dec 2027	Budgeted Local Operating
100-2025-RFP-L Stakeholder Surveys	Request for Proposals (RFP)	ETC Institute	\$631,750 (\$37,905)	3 year Dec 2025 – Nov 2028	FTA Grants (58%) Budgeted Local Operating (42%)

*denotes non-competitive or non-negotiable award

Metro MAX Spend Summary
(Maximizing Access for XBE's)

Total Awards for Month \$5,068,206
Total MAX Spend for Month \$37,905

Addressable Awards \$631,750
Effective MAX Participation Rate 6%

2025 Total Spend \$39,846,701
2025 MAX Spend \$14,038,095 (35.2%)

ABSENT NON-VOTING MEMBERS AT THE TIME:
APPROVED: Greg Simpson
December 16, 2025



BOARD OF TRUSTEES ACTION ITEM

DATE: December 9th, 2025

FROM: Tim Walker, Chief Financial Officer
Pat Giblin, Sr. Director of IT

PROJECT NO.: 33-2020 Trapeze Software Maintenance Agreement

REQUEST: Contract Modification

BACKGROUND

Trapeze Software Group is the provider of cloud hosted software to manage critical functions of our Metro transit operations. Metro utilizes multiple Trapeze solutions for optimizing workforce management, operator timekeeping, service planning tools, fixed routes, and paratransit scheduling.

BUSINESS PURPOSE

Trapeze Software Group will continue to host the software solutions and provide ongoing software maintenance support. The agreement is necessary to provide maintenance service assistance and support related to security updates, software integrations, software updates, software functionality, challenge response, and bug fixes.

PROJECT FINANCING

The budget for the extension of services is \$2,669,630.00 and is included in the approved FY2025 – FY2026 Operating budgets and included in the Metro 5-year financial plan.

33-2020 Contract Modification	
Years	Fees
2020-2025	\$2,890,296.00
2026	\$821,896.00
2027	\$892,631.00
2028	\$955,103.00
NTE Total	\$5,559,926.00

PROJECT PROCUREMENT

The modification is a sole source award and is exempt from the competitive process. As such, no vendor outreach was conducted.

The term of the new agreement will expire on September 30th, 2028.

**SMALL BUSINESS ENGAGEMENT**

The modification is a sole source award and is exempt from the small business review process. As such, no subcontracting opportunities are available, and no small business analysis performed.

RECOMMENDED BOARD ACTION

Staff recommends the Board of Trustees approve a resolution authorizing the CEO/General Manager/Secretary-Treasurer or the Chief Financial Officer to execute a modification to Contract No. 33-2020, on behalf of Metro with Trapeze Software Group Inc., increasing the total not to exceed value from \$2,890,296.00 to \$5,559,926.00, an increase of \$2,669,630.00.

MOVED BY:	Pete Metz	SECOND BY:	Sonja Taylor
VOTE Aye:	Ms. Amat, Mr. Brice, Mr. Driehaus, Mr. Ethridge, Mr. Metz, Ms. Moss, Mr. Smith, Ms. Smith and Ms. Taylor		
Nay:	None		
Abstain:	None		
ABSENT AT THE TIME:	Ms. Clark, Mr. Gibson, Mr. Kelly and Ms. Sheets		
PRESENT NON-VOTING MEMBERS:	Jay Bedi and Trent Emeneker		
ABSENT NON-VOTING MEMBERS AT THE TIME:	Greg Simpson		
APPROVED:	December 16, 2025		



BOARD OF TRUSTEES ACTION ITEM

DATE: December 9, 2025

FROM: Timothy Walker, Chief Financial Officer
Steve Anderson, Sr. Director of Transit Development & Innovation

PROJECT NO.: 45-2020 APC Reporting Software

REQUEST: Contract Modification

BACKGROUND

Counting passengers is both a National Transit Database requirement and a critical business need for Metro. All fixed-route vehicles are equipped with Automated Passenger Counting (APC) hardware from Urban Transportation Associates, Inc. (UTA), which has served as Metro's APC platform since 2020.

Since then, UTA has expanded its capabilities to capture additional data, including bicycle and wheelchair boardings, while integrating seamlessly with Metro's existing operational systems such as Trapeze, Hastus, and others. These integrations provide more robust metrics and greater data reliability, enabling Metro to accurately track and analyze ridership across the network.

BUSINESS PURPOSE

The purpose of this contract modification is to extend the current contract for an additional three (3) years, thereby ensuring uninterrupted delivery of software maintenance, support and cloud services. Given the proprietary nature of the installed hardware and equipment, along with Metro's prior investments in critical software integration and business continuity measures, extending the service agreement with UTA represents the most efficient and cost-effective solution.

PROJECT FINANCING

The budget for the extension of services is \$136,520 and is approved in FY2026 Operating budget and included in our long-term financial plans. The project will be financed using local operating funds.

45-2020 APC Reporting Software	
Years	Fees
2021 - 2026	\$ 322,840.00
2026	\$ 43,305.00
2027	\$ 48,470.00
2028	\$ 47,744.00
NTE Total	\$ 459,360.00

**PROJECT PROCUREMENT**

The modification is a sole source award and is exempt from the competitive process. As such, no vendor outreach was conducted. The term of the contract is set to expire on January 31, 2029.

SMALL BUSINESS ENGAGEMENT

The modification is a sole source award and is exempt from the vendor diversity review process. As such, no subcontracting opportunities are available, and no vendor diversity analysis performed.

RECOMMENDED BOARD ACTION

Staff recommends the Board of Trustees approve a resolution authorizing the CEO/General Manager/Secretary-Treasurer or the Chief Financial Officer to execute a modification to Contract No. 45-2020 APC Reporting Software, on behalf of Metro with Urban Transportation Associates, Inc. Increasing the total not to exceed value from \$322,840 to \$459,360 an increase of \$136,520.



BOARD OF TRUSTEES
SOUTHWEST OHIO REGIONAL TRANSIT AUTHORITY
RESOLUTION NO. 2025-56

APPROVAL OF CONTRACT NO 100-2025 STAKEHOLDER SURVEYS

WHEREAS:

1. Metro utilizes various survey instruments as part of its ongoing strategic planning efforts.
2. Title VI requirements, and its commitment to customer-focused, data-driven transit system.
3. Riders, would-be riders and internal employees are surveyed at various intervals to determine the results of previous efforts and to make decisions about future initiatives.
4. SORTA staff recommends approval to execute Contract No. 100-2025, on behalf of Metro and ETC Institute, at a total cost of \$631,750.
5. The expenditure will be financed using a combination of \$363,545 in federal grant funding and \$268,205 of local funds.

THEREFORE, BE IT RESOLVED:

6. The board authorizes the CEO/General Manager/Secretary-Treasurer or the Chief Financial Officer to execute Contract No. 100-2025, on behalf of Metro and ETC Institute, at a total cost of \$631,750.

MOVED BY: Pete Metz

SECOND BY: Sonja Taylor

VOTE Aye: Ms. Amat, Mr. Brice, Mr. Driehaus, Mr. Ethridge, Mr. Metz, Ms. Moss, Mr. Smith, Ms. Smith and Ms. Taylor

Nay: None

Abstain: None

ABSENT AT
THE TIME: Ms. Clark, Mr. Gibson, Mr. Kelly and Ms. Sheets

PRESENT
NON-VOTING
MEMBERS: Jay Bedi and Trent Emenecker

ABSENT NON-
VOTING
MEMBERS AT
THE TIME: Greg Simpson
APPROVED: December 16, 2025



BOARD OF TRUSTEES ACTION ITEM

DATE: December 9th, 2025
FROM: Tim Walker, Chief Financial Officer
Steve Anderson, Sr. Director of Development and Innovation
PROJECT NO.: 100-2025 Stakeholder Surveys
REQUEST: Contract Award

BACKGROUND

Metro utilizes various survey instruments as part of its ongoing strategic planning efforts, Title VI requirements, and its commitment to a customer-focused, data-driven transit system. Riders, would-be riders, and internal employees are surveyed at various intervals to determine the results of previous efforts and to make decisions about future initiatives.

As part of this work, Metro will conduct a range of Title VI–compliant customer and employee research activities. These include onboard surveys to capture rider travel patterns, customer attitudinal surveys, secret shopper evaluations, and public engagement support. Collectively, these efforts will provide insight into customer travel characteristics, satisfaction levels, communication preferences, and overall transit experience.

BUSINESS PURPOSE

The purpose of this contract is to provide a common survey task-based contract that is for the design, implementation, and analysis of various survey initiatives aimed at enhancing organizational performance, service delivery, employee satisfaction, and community engagement. The departments that will benefit from the use of this information are Strategic Planning Development and Innovation (SPDI), Operations, Human Resources, and Communications. By leveraging tailored survey methodologies, the organization aims to gather actionable insights that support data driven decision making across internal operations and external service delivery.

PROJECT FINANCING

The approved budget for this project is \$631,750 and will be financed using a combination of \$363,545 in federal grant funding and \$268,205 of local funds. The local match represents a 42% contribution from Metro. No additional funding sources will be utilized.

The final project cost is flat to budget.

PROJECT PROCUREMENT

Given the wide range of survey solutions available to meet Metro's needs, staff selected a request for proposal ("RFP") sourcing method. Under this method, responses are evaluated based on the criteria outlined in the solicitation and ranked from highest to lowest. The vendor scoring the highest is considered as proposing the best value to Metro and recommended for award.



Staff targeted 17 vendors known to be capable of fulfilling the requirements of the contract in addition to those notified through Metro's e-procurement platform. 56 vendors downloaded solicitation materials and 10 submitted responses. All vendor submissions were considered responsive.

Proposals were evaluated based on the criteria included in the solicitation and ranked from highest to lowest. The highest ranked vendor is considered as proposing the best value to Metro. The outcome of the evaluation process is shown below:

AGGREGATE SCORES SUMMARY

Vendor	Evaluator 1	Evaluator 2	Evaluator 3	Evaluator 4	Total Score (Max Score 1000)
ETC Institute	805	950	895	950	900
Zilo International Group LLC	760	825	885	775	811.24
Creative Marketing Resources, Inc	680.6	742.6	762.6	792.6	744.56
WBA Research	767.8	680.8	715.8	730.8	723.77
EMC Research	756.5	717.5	787.5	542.5	701.04
C Robinson Associates, Inc.	739.2	782.2	692.2	582.2	698.94
Canete Medina Consulting Group Inc.	689.3	653.3	728.3	668.3	684.83
Resource Systems Group, Inc.	749.9	719.9	689.9	544.9	676.19
Gallup	597.9	670.9	680.9	520.9	617.67
Ms. V Consulting, LLC	615.1	614.1	614.1	439.1	570.57

Canete Medina Consulting Group Inc	Creative Marketing Resources, Inc	C. Robinson Associates, Inc.	EMC Research	ETC Institute	Gallup	Ms. V Consulting, LLC	Resource Systems Group, Inc.	WBA Research	Zilo International Group LLC
\$516,161	\$158,000	\$136,440	\$87,290	\$52,518	\$699,197	\$128,205	\$325,400	\$262,211	\$65,000

The solicitation was evaluated by a team of four evaluators. This is an IDIQ task order type contract with a term of three (3) years.

SMALL BUSINESS ENGAGEMENT

Staff determined that a required goal of 6% was appropriate for this award.

Staff targeted 24 diverse vendors known to be capable of delivering on the requirements of the contract. Five of the ten proposals received were submitted by XBE Prime Firms. Two additional proposals were submitted from prime contractors utilizing XBE subcontractors. In total seven of the ten proposals received met or exceeded the goal.

ETC Institute as a prime contractor has committed to meeting the minimum required goal of 6% of their awarded tasks will be performed with diverse or small businesses subcontracting.

The final award of \$631,750 includes participation from diverse subcontractors **totaling \$37,905 (6%) in subawards.**

**RECOMMENDED BOARD ACTION**

Staff recommends the Board of Trustees approve a resolution authorizing the CEO/General Manager/Secretary-Treasurer or the Chief Financial Officer to execute Contract No.100-2025, on behalf of Metro with ETC Institute, with a not to exceed value of \$631,750.



BOARD OF TRUSTEES
SOUTHWEST OHIO REGIONAL TRANSIT AUTHORITY
RESOLUTION NO. 2025-57

APPROVAL OF CONTRACT NO 141-2025-SS-L ANNUNCIATOR REMEDIATION

WHEREAS:

1. To better serve our customers Metro has equipped buses with onboard infotainment signs that provide transit information.
2. The digital signage receives a data feed from the AVL system which contains the data elements required to provide real-time transit arrival information on digital displays.
3. Additionally display capabilities include marketing information, public service announcements, service alerts and advertisements.
4. SORTA staff recommends approval to execute Contract No. 141-2025-SS-L, on behalf of Metro and Trapeze Software Group, Inc., at a total cost of \$339,682.
5. The expenditure will be financed using local operating funds.

THEREFORE, BE IT RESOLVED:

6. The board authorizes the CEO/General Manager/Secretary-Treasurer or the Chief Financial Officer to execute Contract No. 141-2025-SS-L, on behalf of Metro and Trapeze Software Group, Inc., at a total cost of \$339,682.

MOVED BY: Pete Metz

SECOND BY: Sonja Taylor

VOTE Aye: Ms. Amat, Mr. Brice, Mr. Driehaus, Mr. Ethridge, Mr. Metz, Ms. Moss, Mr. Smith, Ms. Smith and Ms. Taylor

Nay: None

Abstain: None

ABSENT AT
THE TIME: Ms. Clark, Mr. Gibson, Mr. Kelly and Ms. Sheets

PRESENT
NON-VOTING
MEMBERS: Jay Bedi and Trent Emeneker

ABSENT NON-
VOTING
MEMBERS AT
THE TIME: Greg Simpson
APPROVED: December 16, 2025



BOARD OF TRUSTEES ACTION ITEM

DATE: December 9th, 2025
FROM: Tim Walker, Chief Financial Officer
Joseph Vilvens, Sr. Manager Technical Operations
PROJECT NO.: 141-2025-SS-L
REQUEST: Contract Award

BACKGROUND

To better serve our customers Metro has equipped buses with onboard infotainment signs that provide transit information. The digital signage receives a data feed from the AVL system which contains the data elements required to provide real-time transit arrival information on digital displays. Additional display capabilities include marketing information, public service announcements, service alerts, and advertisements.

BUSINESS PURPOSE

The audio capabilities of the infotainment systems are limited to small speakers within the display monitors. To enhance rider experience and assure messages are audible throughout the buses we will install equipment and specialized audio cabling to integrate the infotainment platform to the bus speaker system. This project will extend the overall benefit of the integrated passenger infotainment display solution by providing audio announcements supplementing the current visual information.

PROJECT FINANCING

The approved budget for this project is \$339,682 and will be financed using local operating funds. The project agreement will be for 1 year.

The final cost of the project is \$339,682 and is flat and approved to the 2026 budget.

PROJECT PROCUREMENT

Due to the proprietary nature of the CAD/AVL system and data the procurement is a sole source award and is exempt from the competitive process. As such, no vendor outreach was conducted.

The contract term will be (1) year. The contract will expire in December 2026.

SMALL BUSINESS ENGAGEMENT

This project is a sole source award with no subcontracting opportunities. As such, no vendor diversity goal has been established

**RECOMMENDED BOARD ACTION**

Staff recommends the Board of Trustees approve a resolution authorizing the CEO/General Manager/Secretary-Treasurer or the Chief Financial Officer to execute Contract No. 141-2025-SS-L, on behalf of Metro with Trapeze Software Group, Inc., with a not to exceed value of \$339,682.



Attachments:

BOARD OF TRUSTEES
SOUTHWEST OHIO REGIONAL TRANSIT AUTHORITY
MOTION

APPROVAL OF LEGAL SERVICE EXPENDITURES FOR VORYS, SATER, SEYMOUR & PEASE LLC

I move that the CEO/General Manager/Secretary-Treasurer or the CFO be authorized to approve a purchase order for legal services with Vorys, Sater, Seymour and Pease, LLP for the time period of January 1, 2026, through December 31, 2026, at the rates set forth in the engagement letter at a cost not to exceed \$300,000.

MOVED BY: Pete Metz

SECOND BY: Sonja Taylor

VOTE Aye: Ms. Amat, Mr. Brice, Mr. Driehaus, Mr. Ethridge, Mr. Metz, Ms. Moss, Mr. Smith, Ms. Smith and Ms. Taylor

Nay: None

Abstain: None

ABSENT AT
THE TIME: Ms. Clark, Mr. Gibson, Mr. Kelly and Ms. Sheets

PRESENT
NON-VOTING
MEMBERS: Jay Bedi and Trent Emenecker

ABSENT NON-
VOTING
MEMBERS AT
THE TIME: Greg Simpson
APPROVED: December 16, 2025



BOARD OF TRUSTEES ACTION ITEM

DATE: December 9th, 2025
FROM: Tim Walker, Chief Financial Officer
John Ravasio, Chief of Staff
PROJECT NO.: 144-2025 General Counsel Legal Services
REQUEST: Contract Award

BACKGROUND

Metro requires professional legal services to protect the agency, mitigate risk, and manage litigation activities. Metro has utilized the legal services of Vorys, Sater, Seymour & Pease LLP since 2008 for legal matters related to litigation, contracts, real estate, procurement and other matters.

BUSINESS PURPOSE

Metro does not employ in-house counsel for general legal services and has had a long-standing relationship with the incumbent vendor, Vorys, Sater, Seymour, and Pease LLP.

PROJECT FINANCING

The approved 2026 budget for general counsel legal expenses is \$300,000. The total project cost is flat to budget at \$300,000.

General Counsel Legal Services are budgeted on an annual basis.

PROJECT PROCUREMENT

The Ohio Revised Code provides that contracts related to professional legal services are exempt from the competitive process. As such, no competition occurred for this award.

The contract will be a hybrid fixed-fee, indefinite delivery – indefinite quantity contract with a term of 1 year, terminating on December 31, 2026.

SMALL BUSINESS ENGAGEMENT

The award is a sole source award pursuant to Ohio Revised Code. No vendor diversity analysis or activity occurred.

RECOMMENDED BOARD ACTION

Staff recommends the Board of Trustees approve a resolution authorizing the CEO/General Manager/Secretary-Treasurer or the Chief Financial Officer to execute Contract No. 144-2025, on behalf of Metro with Vorys, Sater, Seymour, and Pease LLP, with a not to exceed value of \$300,000.



BOARD OF TRUSTEES
SOUTHWEST OHIO REGIONAL TRANSIT AUTHORITY
RESOLUTION NO. 2025-58

APPROVAL OF CONTRACT NO 2016-R18-6 PAYCOR HRIS SYSTEM

WHEREAS:

1. Paycor has served as Metro's Payroll/HRIS provider since 2016, delivering an integrated payroll processing and human resources information system.
2. Since the execution of the current payroll HRIS contract in 2022, Metro's headcount has increased by 17%, rising from 1,046 to 1,225 employees.
3. Metro anticipates further growth in employee numbers, which will continue to drive demand for expanded HRIS functionality and support.
4. SORTA staff recommends approval to execute Contract No. 2016-R18-6, on behalf of Metro and Paycor, Inc., increasing the total not to exceed value from \$1,513,904 to \$2,504,528, an increase of \$990,624.
5. The expenditure will be financed using local operating funds.

THEREFORE, BE IT RESOLVED:

6. The board authorizes the CEO/General Manager/Secretary-Treasurer or the Chief Financial Officer to execute Contract No. 2016-R18-6, on behalf of Metro and Paycor, Inc., increasing the total not to exceed value from \$1,513,904 to \$2,504,528, an increase of \$990,624.

MOVED BY: Pete Metz SECOND BY: Sonja Taylor

VOTE Aye: Ms. Amat, Mr. Brice, Mr. Driehaus, Mr. Ethridge, Mr. Metz, Ms. Moss, Mr. Smith, Ms. Smith and Ms. Taylor

Nay: None

Abstain: None

ABSENT AT
THE TIME: Ms. Clark, Mr. Gibson, Mr. Kelly and Ms. Sheets

PRESENT
NON-VOTING
MEMBERS: Jay Bedi and Trent Emeneker

ABSENT NON-
VOTING
MEMBERS AT
THE TIME: Greg Simpson
APPROVED: December 16, 2025



BOARD OF TRUSTEES ACTION ITEM

DATE: December 16, 2025

FROM: Timothy Walker, Chief Financial Officer
Adriene Hairston, Chief Human Resources Officer

PROJECT NO.: 2016-R18-6 Paycor HRIS System

REQUEST: Contract Modification

BACKGROUND

Paycor has served as Metro's Payroll/HRIS provider since 2016, delivering an integrated payroll processing and human resource information system. Since the execution of the current payroll HRIS contract in 2022, Metro's headcount has increased by 17%, rising from 1,046 to 1,225 employees. Looking ahead, Metro anticipates further growth in employee numbers, which will continue to drive demand for expanded HRIS functionality and support.

BUSINESS PURPOSE

The purpose of this contract modification is to extend the current contract for an additional two (2) years, one (1) option year, and incorporate Compensation Management module into the scope of work. This modification ensures continuity of services under the existing contract while expanding the contractor's responsibilities to include compensation management support.

PROJECT FINANCING

The budget for the extension of services is \$990,624 and is included in the approved 2026 Operating budget and included in Metro's long term financial plan. The project will be financed using local operating funds.

PROJECT PROCUREMENT

The modification is a sole source award and is exempt from the competitive process. As such, no vendor outreach was conducted. The term of the contract is set to expire on December 31, 2027, with the option to extend one (1) additional year until December 31, 2028.

SMALL BUSINESS ENGAGEMENT

The modification is a sole source award and is exempt from the vendor diversity review process. As such, no subcontracting opportunities are available, and no vendor diversity analysis performed.

RECOMMENDED BOARD ACTION

Staff recommends the Board of Trustees approve a resolution authorizing the CEO/General Manager/Secretary-Treasurer or the Chief Financial Officer to execute a modification to Contract No. 2016-R18-5, on behalf of Metro with Paycor, Inc., Increasing the total not to exceed value from \$1,513,904 to \$2,504,528 an increase of \$990,624.

Progress & Priorities

Spotlight on the top five

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From **Andrew C. Aiello**, Metro CEO &
General Manager/Secretary-Treasurer



December 2025

As we close out 2025, one of my primary areas of focus has been positioning the organization for long-term strategic success through stronger alignment and thoughtful organizational design. Over the past several months, we have implemented the following changes to support that goal:

1. **Procurement Department reporting to the CFO:** The Procurement Department now reports to the Chief Financial Officer, alongside the Grants, Financial Planning, and Accounting Departments. This alignment increases financial oversight, strengthens our capital planning process, and supports greater financial efficiency across the organization.
2. **Project Management Office reporting to the Chief of Staff:** The Project Management Office now falls under the oversight of the Chief of Staff, whose role centers on cross-departmental alignment and organizational impact. This ensures that organization-wide projects affecting multiple departments have comprehensive access to the agency, resulting in improved project efficiency, delivery, and impact.
3. **Operator Training Manager reporting to Operations:** The Operator Training function now reports directly to the Sr. Director of Safety & Security with a dotted line to the Human Resources Learning function. This allows for the work to be more closely aligned with Metro's service on the street; it reinforces our commitment to safety; and it maintains a vital link to the curriculum and learning expertise residing in the Human Resources Department.
4. **Addition of Transit Operator Success Coaches:** We have already begun to see positive results from the newly created Transit Operator Success Coach roles which are focused on improving retention among operators in their first year. Data shows that the first year can be the most challenging, and this innovative support model helps ensure new operators have the resources, guidance, and support needed to succeed.
5. **Implementation of a new Maintenance Apprenticeship Program:** After completing research on peer systems and best practices, Metro's Maintenance Training Committee recently voted unanimously to recommend that Metro and ATU partner in developing and implementing a formal, registered Maintenance Apprenticeship program. This will strengthen our internal talent pipeline and support long-term workforce development in the maintenance department.

On behalf of everyone at Metro, we wish you a happy holiday season and a wonderful New Year!

Andy Aiello