



SORTA/Metro
Planning and Operations
February 18, 2025
9:00 am-10:00 am Eastern Time

SORTA PLANNING AND OPERATIONS COMMITTEE MEETING

TUESDAY, FEBUARY 18th, 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 Planning and Operations Committee Minutes: January 21st, 2025

Briefing Items

- 2 Good News! (Executive Team)
- 3 Ridership Report as of January 31st, 2025 (Mark Samaan)
- 4 Metro Bus Rapid Transit (BRT) (Sharyn LaCombe):
- 5 Government Square Update (Khaled Shammout/Andy Aiello)

Action Items:

- 6 Proposed Resolution: Community Responder MOU (Andy Aeillo)
 - 6.1 Action Item:
 - 6.2 Memorandum of Understanding:
- 7 Proposed Resolution: Approval Title VI Update (Steve Anderson)
 - 7.1 Action Item:
 - 7.2 Presentation:

Action Items Matrix (John Ravasio)

- 8 Proposed Resolution: Contract Modification for 60-2022 Operator Uniforms (Sean O'Leary)
 - 8.1 Action Item:

Other Items:

New Business

The next regular meeting of the Planning & Operations Committee has been scheduled for

Tuesday, March 18th, 2025, at 9:00 a.m

PLANNING AND OPERATIONS COMMITTEE
TUESDAY, JANUARY 21st, 2025 – 9:00 A.M.
SORTA/METRO AT HUNTINGTON CENTER
6th FLOOR SORTA BOARD ROOM
525 VINE STREET
CINCINNATI, OHIO 45202

COMMITTEE MEMEBERS APPOINTED: *Dan Driehaus (Chair), Tony Brice Jr, Trent Emeneker, Pete Metz, Gwen Robinson, and Sara Sheets*

COMMITTEE/BOARD MEMBERS PRESENT: Tony Brice, Dan Driehaus, Blake Ethridge, Neil Kelly, Pete Metz, Briana Moss, Sara Sheets, and KZ Smith

COMMITTEE MEMBERS ABSENT: Jay Bedi, Chelsea Clark, Trent Emeneker, Kala Gibson, Gwen Robinson, Greg Simpson, and Sonja Taylor

STAFF MEMBERS PRESENT: Andy Aiello, Steve Anderson, Julie Beard, Norman Bouwie, John Edmondson, Joe Ferguson, Darryl Haley, Adriene Hairston, Natalie Krusling, Sharyn Lacombe, Bradley Mason, Jeff Mundstock, John Ravasio, Jason Roe, Tony Russo, Kevin Ruth, Mark Samaan, Bill Spraul and Tim Walker

OTHERS PRESENT: Max Brown (AECOM), Dave Wormald (AECOM) and Kim Schaefer (Vory's)

1. **Call to Order**

Mr. Ethridge called the meeting to order.

2. **Pledge of Allegiance**

The Pledge of Allegiance was recited.

3. **Approval of Minutes of November 12th, 2024**

Mr. Kelly made a motion and Ms. Sheets seconded the motion to approve the minutes of the November 12th, 2024, meeting.

By voice vote the committee approved the minutes.

4. **Good News!**

The Executive Team presented the Good News report. Ms. Hairston shared the November Silver Award recipients. Ms. Jones presented Metro Receives Visit Cincy Spirit Award, Martin Luther King Jr. Day Walk, University Partnerships Extended and Ohio Loves Transit Week, Khaled welcomed Mark Ventura and Sharyn LaCombe presented the BRT Community Outreach slide.

The Committee accepted the report as presented.

5. **2024 Service Quality & Ridership Initiatives Q4 & 2025 KPI Goals**

Mr. Aiello reviewed the service quality metrics as well as the contributing factors to the board. He also reviewed the 2025 KPI goals.

The Committee accepted the report as presented.

6. **Ridership Report**

Mr. Samaan presented the December 2024 ridership reports. Total ridership for the month of December was 962,111 or 2.2% unfavorable to budget.

Mr. Samaan presented the December 2024 MetroNow reports. Total ridership for the month of December was 8,600.

Mr. Samaan presented the December 2024 Access ridership reports. Total ridership for the month of December was 13,774 or 1.3% unfavorable to budget.

The Committee accepted the report as presented.

7. **Velocia Presentation**

Mr. Anderson presented the Velocia Presentation to include the rewards overview, Neoride, Technology Integration Included, Campaigns, and Optional Additional programs.

The Committee accepted the report as presented.

8. **Proposed Resolution: Contract Modification for 099-2024 Masabi Mobility Rewards Program**

Mr. Aiello requested approval for the 099-2024 Masabi Mobility Rewards Program.

The Committee agreed to recommend the resolution to the full Board for approval on the consent agenda.

9. **Proposed Resolution: Contract Award for 167-2024 Diesel Fuel**

Mr. Aiello requested approval for the 167-2024 Diesel Fuel Contract.

The Committee agreed to recommend the resolution to the full Board for approval on the consent agenda.

10. **Proposed Resolution: Contract Award for 168-2024 Gasoline**

Mr. Aiello requested approval for the 168-2024 Gasoline contract.

The Committee agreed to recommend the resolution to the full Board for approval on the consent agenda.

11. **Proposed Resolution: Contract Award for 172-2024 Kings Island Family Day**

Mr. Aiello requested approval for the 172-2024 Kings Island Family Day contract.

The Committee agreed to recommend the resolution to the full Board for approval on the consent agenda.

12. **Emergency Preparedness**

Mr. Spraul briefed the board on emergency preparedness.

The Committee accepted the briefing as presented.

13. **New Business**

The next regular meeting of the Planning and Operations Committee has been scheduled for **Tuesday, February 25th, 2025, at 6:00 P.M.**

14. **Adjournment**

The meeting adjourned at 10:05 A.M.



Planning & Operations: Good News

February 18, 2025



December Silver Wheel Award Recipients



Leadership
Employee of the Month
Derrick Buchanan



Administrative & Support
Employee of the Month
Sheena Edwards



December Silver Wheel Award Recipients



Queensgate
Operator of the Month
Bala Niang



Queensgate Maintenance
Employee of the Month
David Jones



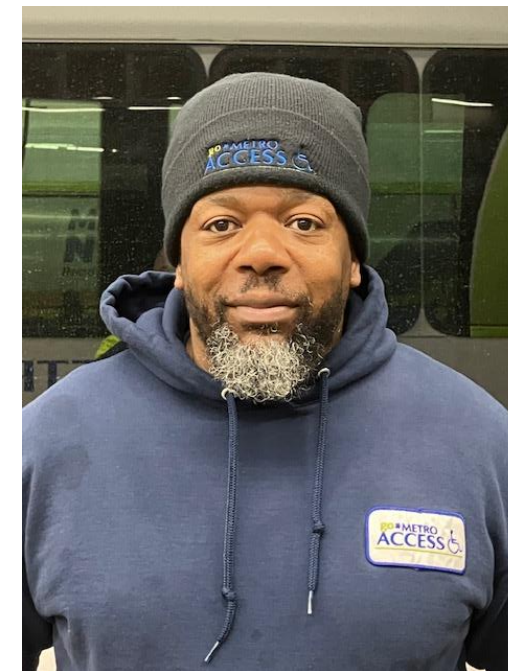
December Silver Wheel Award Recipients



Bond Hill
Operator of the Month
Daniel Telfer



Bond Hill Maintenance
Employee of the Month
Mike Woellert



Access
Employee of the Month
Jay Johnson

Congrats, Tianay!



Congratulations to board member, Tianay Amat on being recognized as a YWCA Career Woman of Achievement.

She will be celebrated for her community leadership and impact during the YWCA luncheon on April 29.

Metro Recognized for Provided Transportation to Warming Centers

"I would like to extend my appreciation to the entire Metro team for providing bus transportation to and from the OTR warming center January 6-11 and January 20-22. Metro has been an outstanding partner and never hesitated to provide transportation when needed. Metro supervisors and drivers went above and beyond to assist our visitors on and off the busses and treated everyone with respect and compassion. Metro bus transportation was a vital part of our operations ensuring no one had to walk to or from our center in extremely cold temperatures. Please share my sincere gratitude to your team and thank you for your continued support."

-Sheryl Long, City Manager



Metro Operator Recognized for 40 Years of Safe Driving



Hamilton County Juvenile Court

800 BROADWAY
12TH FLOOR
CINCINNATI, OHIO 45202

JUDGE
KARI L. BLOOM

TELEPHONE
(513) 946-9580
FAX (513) 946-9207

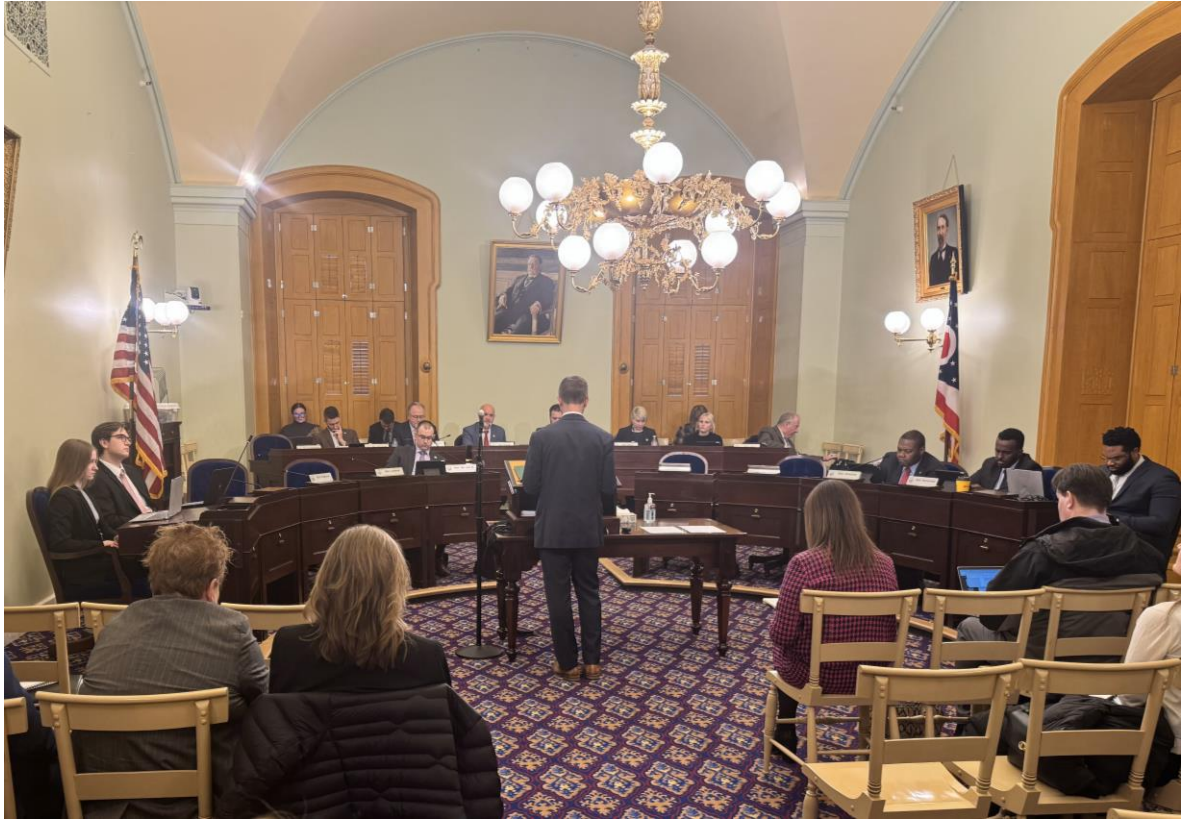
Dear Mr. Rodgers.

A few weeks ago I saw a notice that you achieved 40+ years of safe driving with Metro, and that you are the first African American to earn that rank. I am proud of you and your safe driving, and for being reliable for the riders in our city. Cheers to you!

Kari
Bloom

Hamilton County Judge Kari L. Bloom recognized Operator Andrew Rodgers for his achievement of 40+ years of safe driving. Mr. Rodgers is one of the few operators around the country who has been inducted into the prestigious Two Million Milers Club by the National Safety Council. Congrats!

Ohio Loves Transit Week Legislative Visits



As part of Ohio Loves Transit Week, Deputy General Manager Andy Aiello and Sr. Manager of Government Affairs Troy Miller met with members of our state delegation to update them on Metro's progress and the impact public transit is making in Southwest Ohio.

Andy also testified before the state in support of maintaining funding for Ohio public transit systems, as well as legislation to protect operators from assaults.

Ohio Loves Transit Week



All week long, Metro's Communications & Marketing team has engaged with customers to collect impact stories and to show our appreciation for their love of transit. On Feb. 13, the team visited Fountain Square and Government Square to pass out sweet treats, free ride tickets and BRT swag as customer got a first look at the new BRT branding.

Upcoming Training with the City of Cincinnati



The poster features a blue background with a stylized city skyline at the bottom. The Metro logo is in the top left. The main title 'FUNDING YOUR FUTURE:' is in large, bold, yellow and orange letters. Below it, the subtitle 'ACCESS TO CAPITAL FOR SMALL BUSINESSES' is in yellow. The event details are listed in white text. A QR code is provided for registration. The bottom of the poster includes logos for the City of Cincinnati, Ohio Department of Development, ECDI Women's Business Centers, and Huntington.

 **metro**
your way to go

FUNDING YOUR FUTURE:
ACCESS TO CAPITAL FOR SMALL BUSINESSES

February 27, 2025 • 11 am - 1 pm
Forest Park Library
660 Northland Blvd.
Cincinnati OH 45240

Join Metro, the SBA, MBAC and more to learn about funding opportunities and resources to help grow your business. The event will feature multiple resource partners that will talk about opportunities available to help fund your future.

 The event is free, and lunch will also be provided at no cost. Scan the QR code to register.
We hope to see you there!

Metro has partnered with the Small Business Administration, City of Cincinnati, MBAC and other agencies to provide training on how to access capital for small businesses. This event is free and open to the public and will be held on Feb. 27, 11 a.m. -1 p.m. at the Forest Park Library.

... and That's the News!



Metro celebrated Ohio Loves Transit Week by thanking our riders.



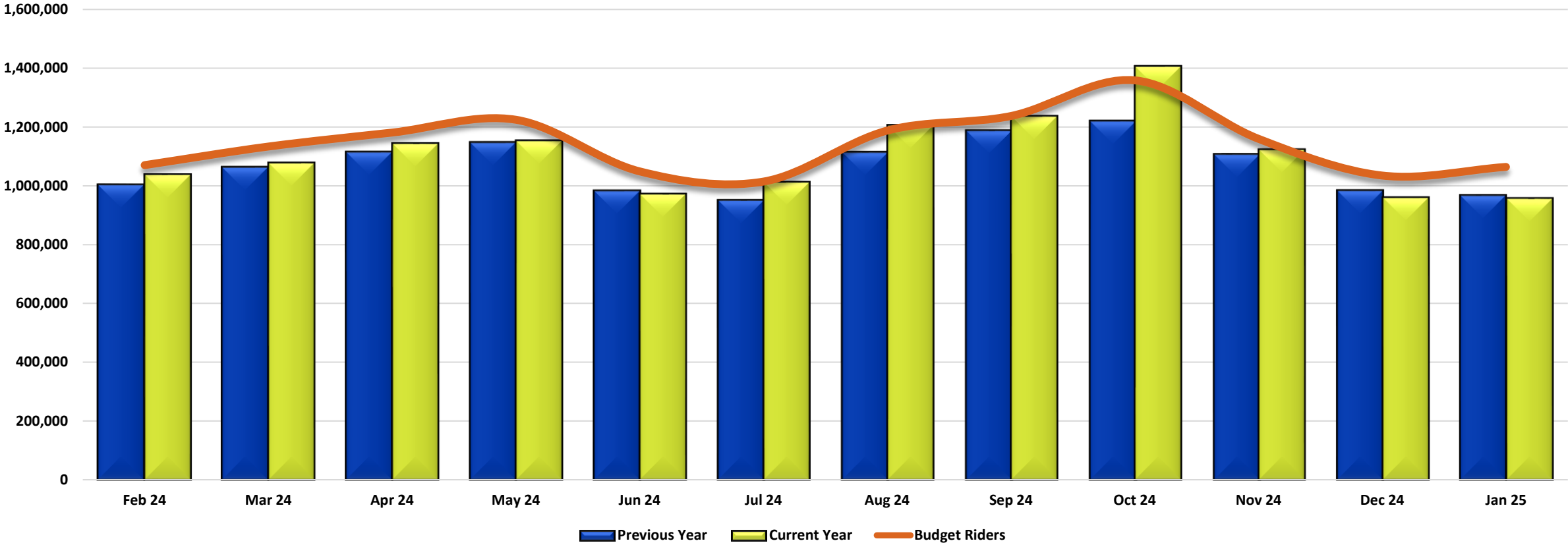
January 2025 Ridership Report

February 18, 2025 | SPDI



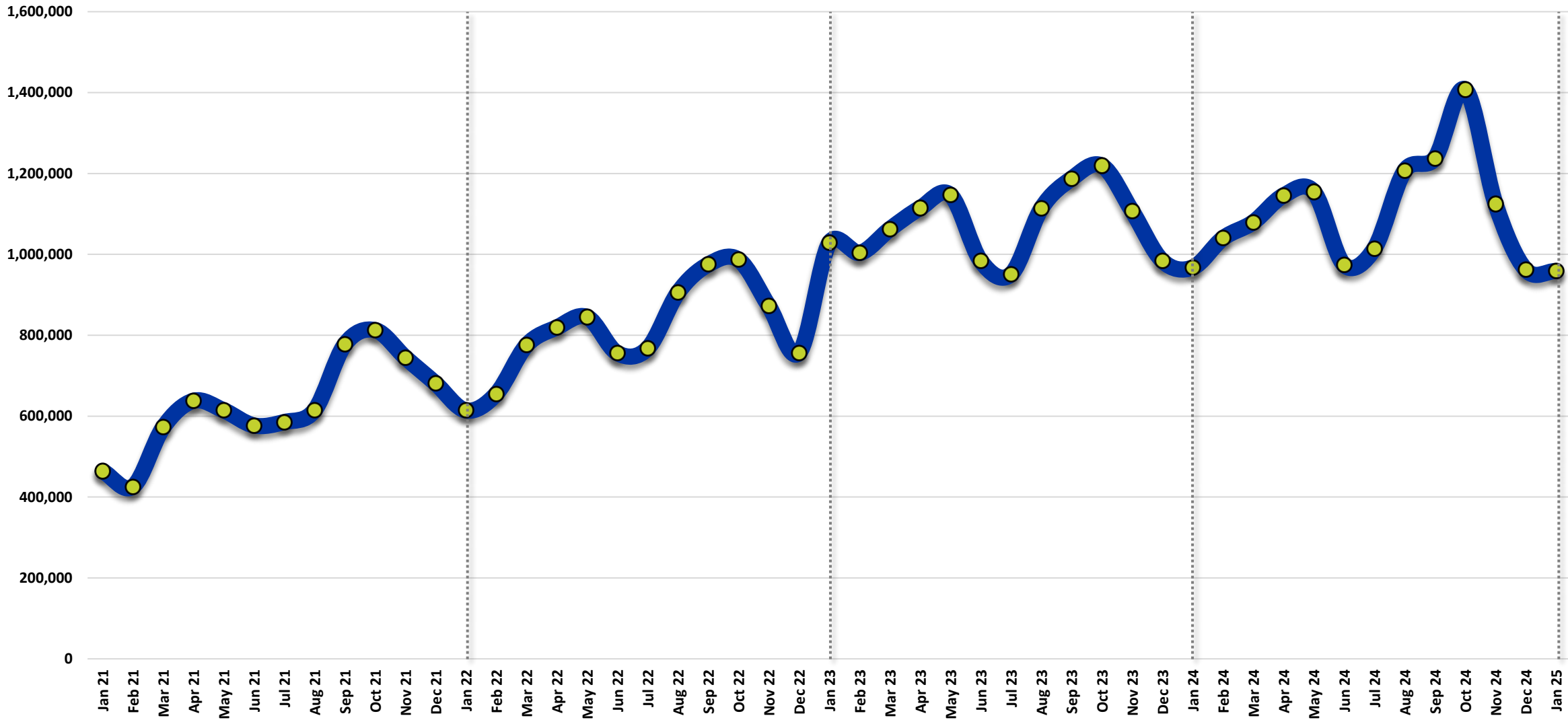
Fixed Route Ridership

Total Fixed Route Ridership YoY & Budget by Month

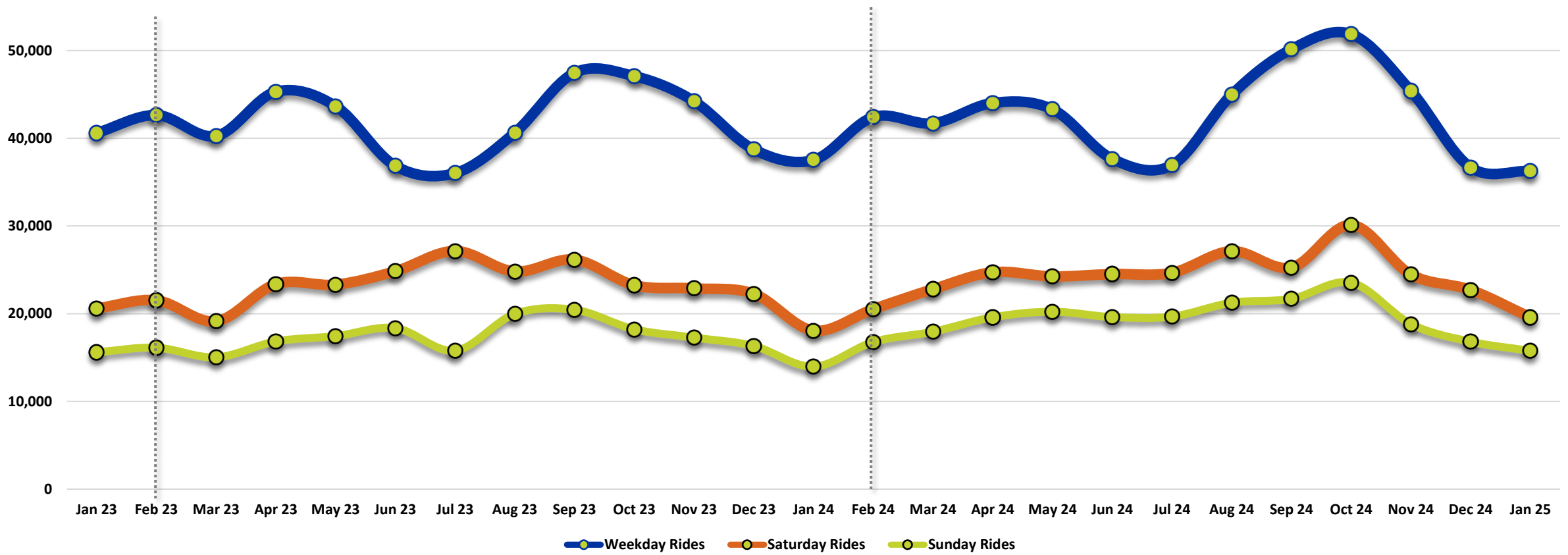


Service	Jan 25				Jan 24		
	Ridership	Budget	Budget Variance	% Budget Variance	Ridership	Past Year Variance	Past Year % Variance
Local	936,133	1,036,188	-100,055	-9.7%	941,989	-5,856	-0.6%
Express	22,677	28,131	-5,454	-19.4%	25,574	-2,897	-11.3%
Totals	958,810	1,064,319	-105,509	-9.9%	967,563	-8,753	-0.9%
Total (YTD)	958,810	1,064,319	-105,509	-9.9%	967,563	-8,753	-0.9%

Total Fixed Route Ridership by Month

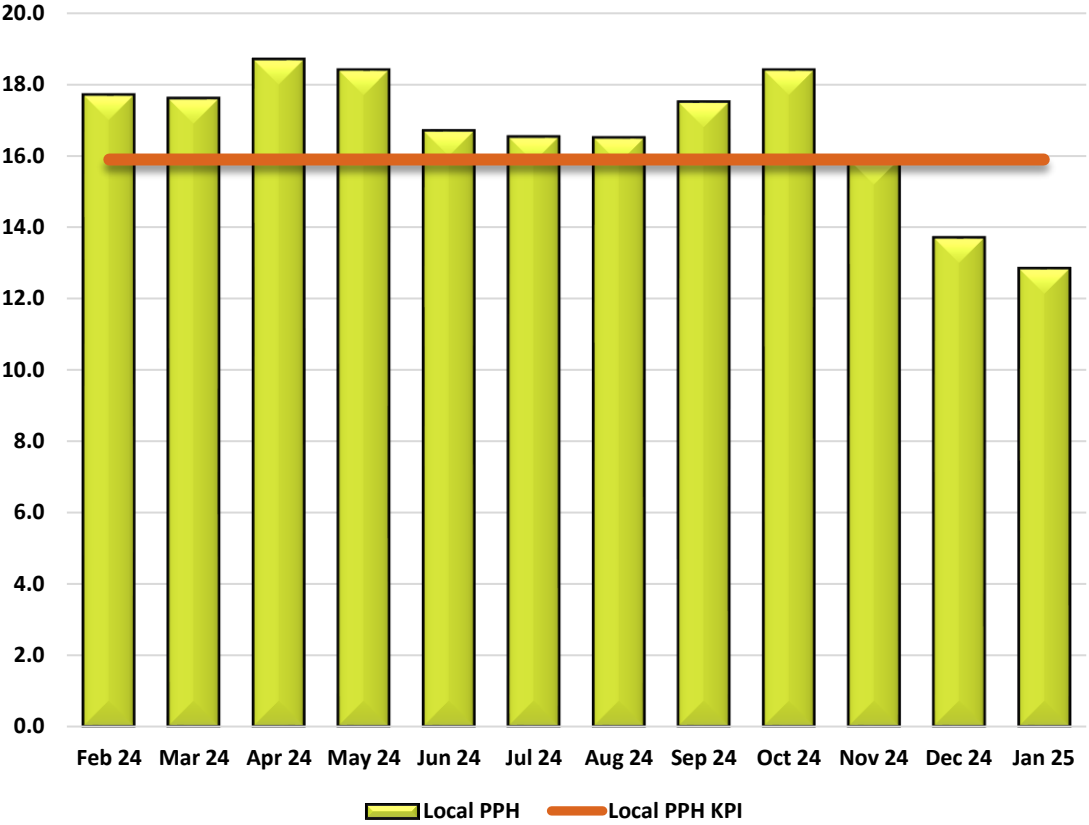


Average Daily Ridership (WD, SA, SU)

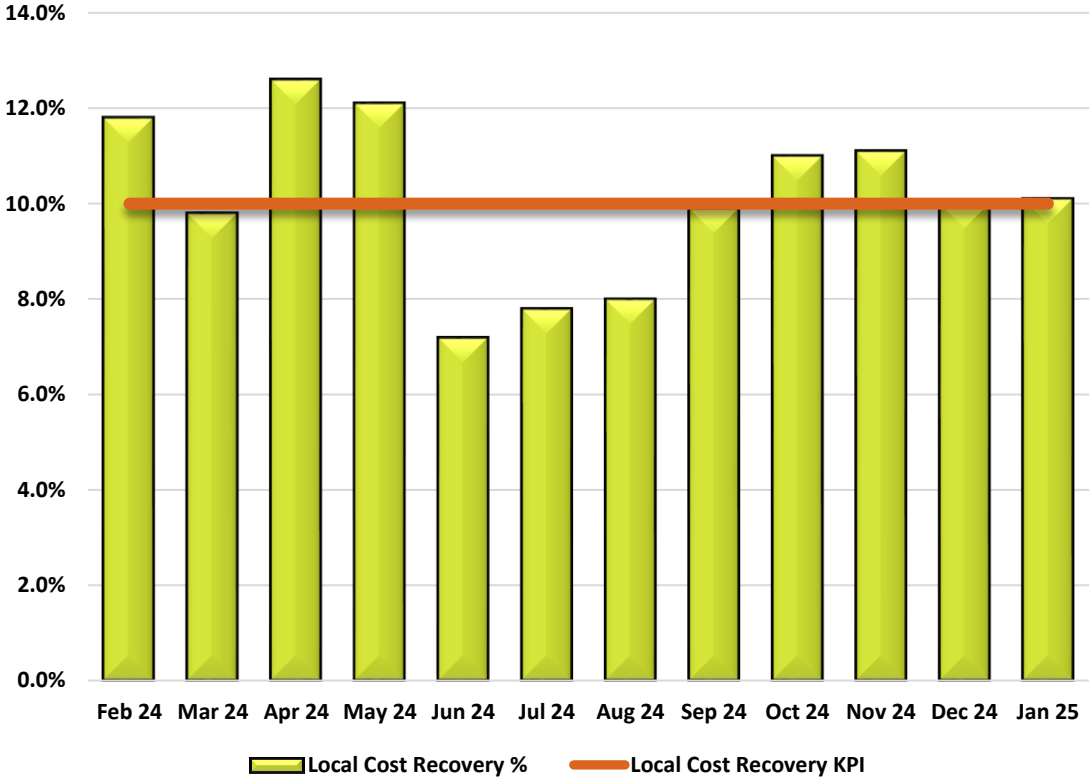


Service	Jan 25 Avg Daily	Jan 25 Avg Daily Budget	Budget % Variance	Jan 24 Avg Daily	Jan 24 - Jan 25 % Variance
WEEKDAY	36,264	41,272	-12.1%	37,519	-3.3%
SATURDAY	19,590	15,907	23.2%	18,079	8.4%
SUNDAY	15,768	19,202	-17.9%	13,965	12.9%

Local Service Productivity (Last 12 Months)



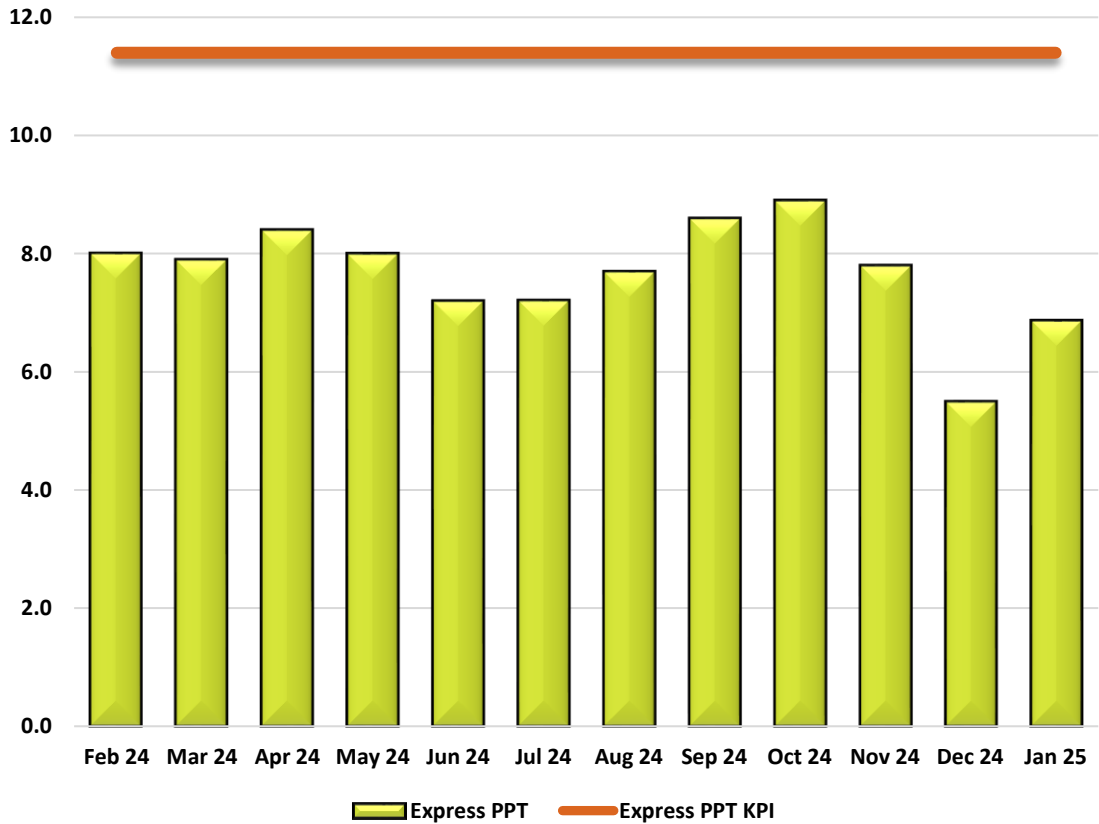
Local Service Cost Recovery & (Last 12 Months)



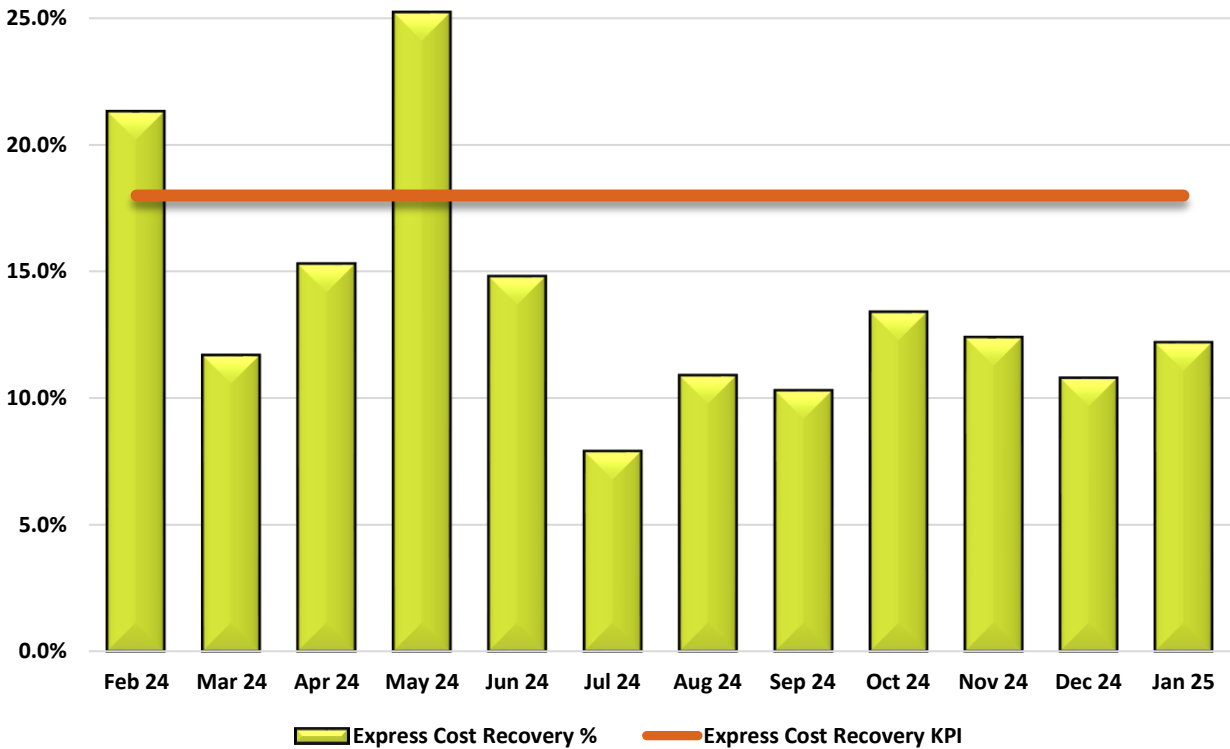
Local Service	Jan 25 Actual KPI	Jan 25 Budget KPI	Variance
Passengers Per Hour	12.8	15.9	-3.1
Cost Recovery	10.1%	10.0%	0.1%

*percentage points

Express Service Productivity (Last 12 Months)



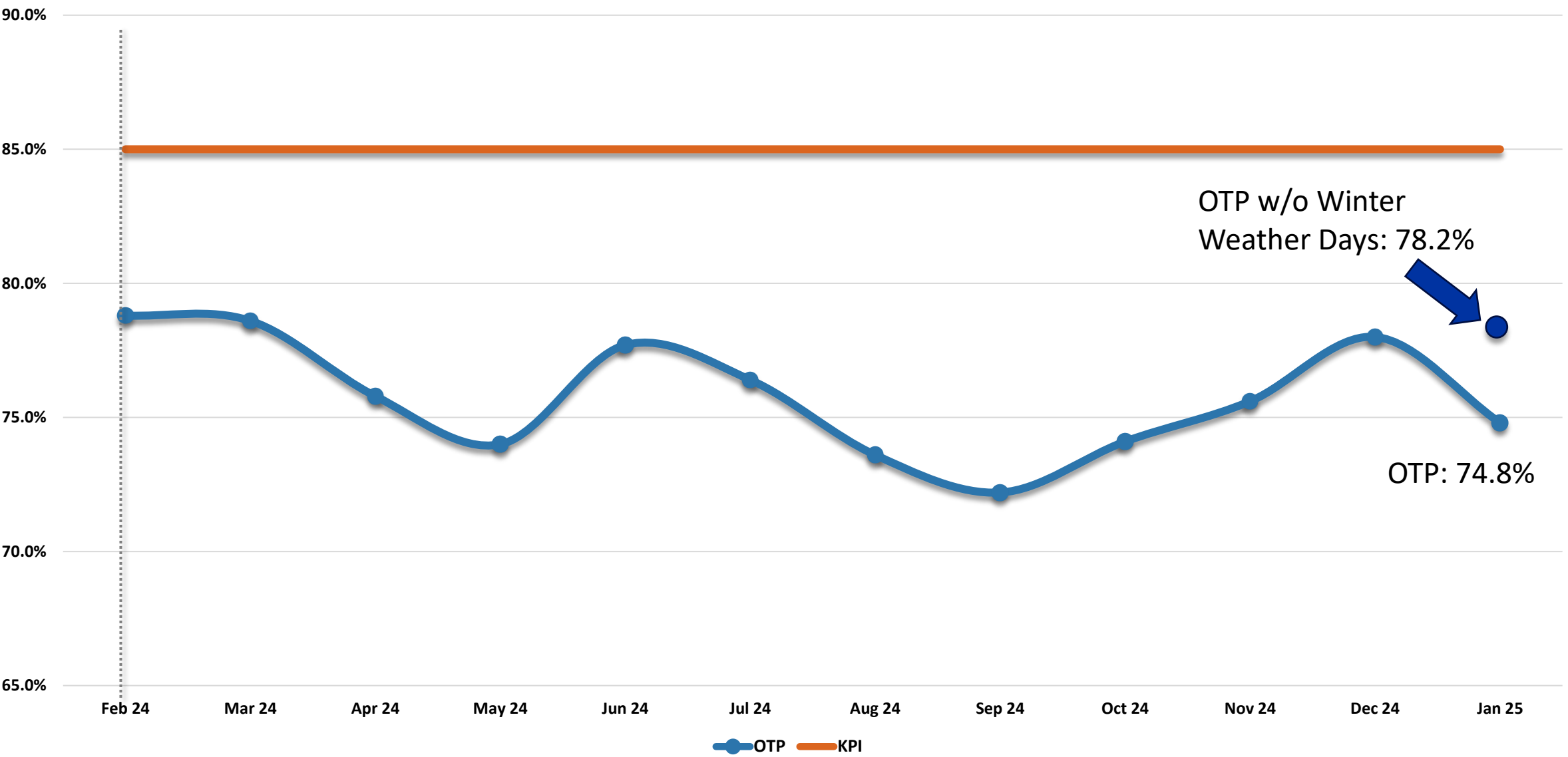
Express Service Cost Recovery % (Last 12 Month)



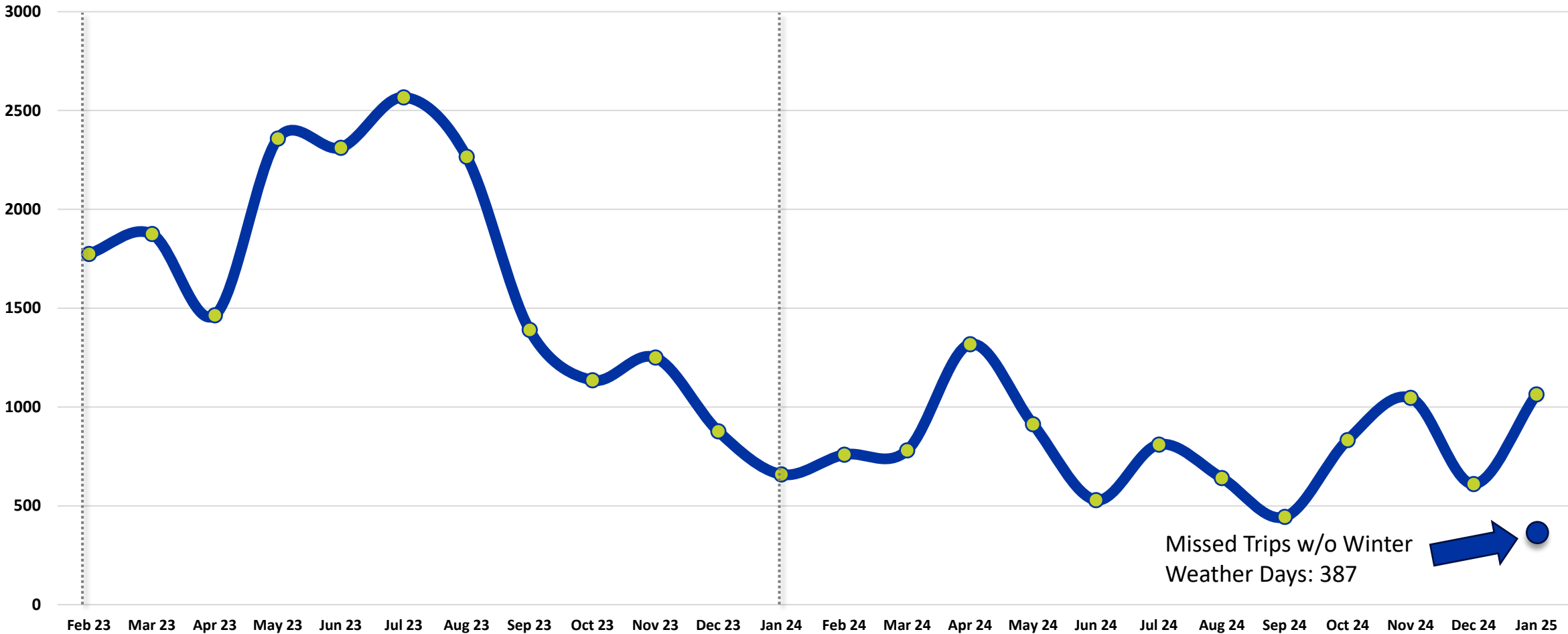
Express Service	Jan 25 Actual KPI	Jan 25 Budget KPI	Variance
Passengers Per Trip	6.9	11.4	-4.5
Cost Recovery	12.2%	18.0%	-5.8%

**percentage points*

Overall On-Time Performance (Last 12 Months)

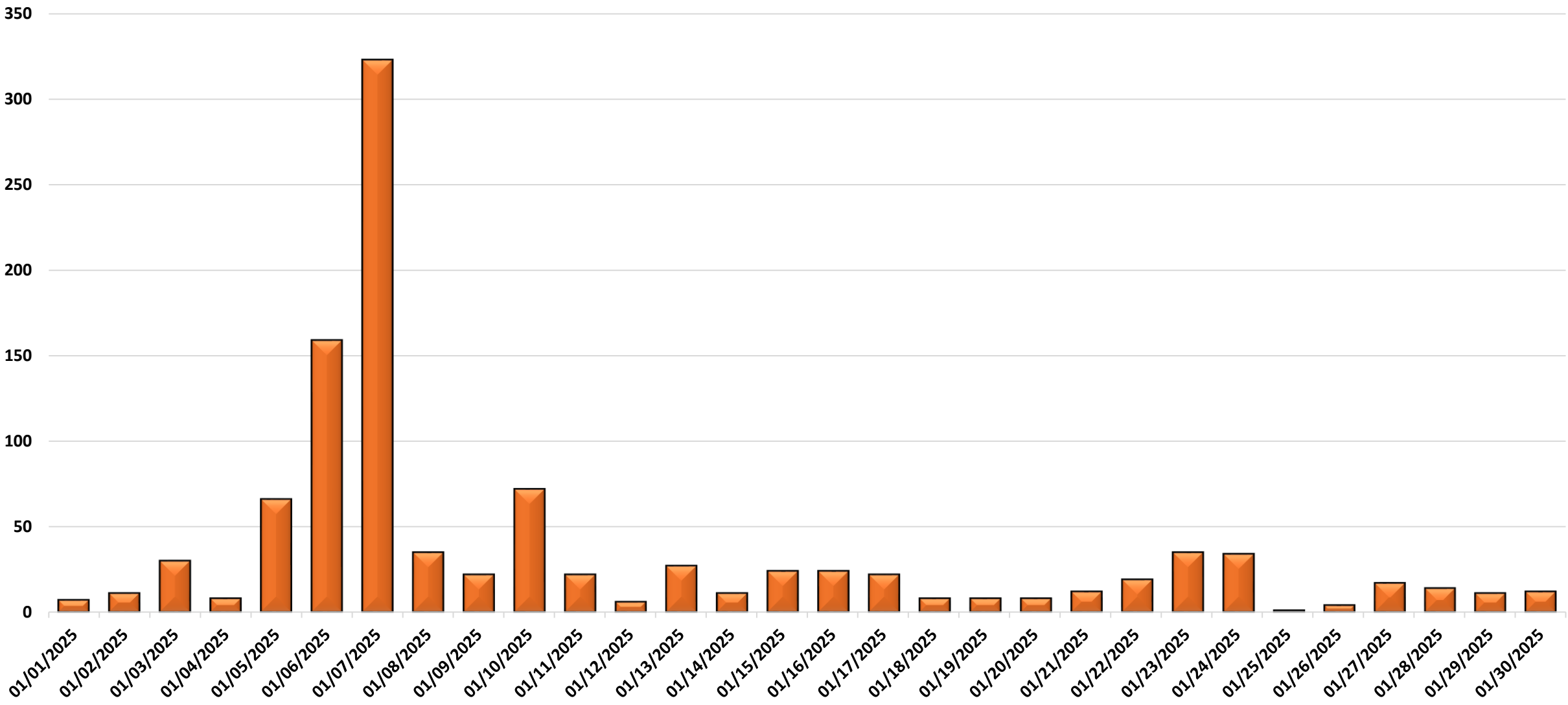


Fixed-Route Missed Trips by Month

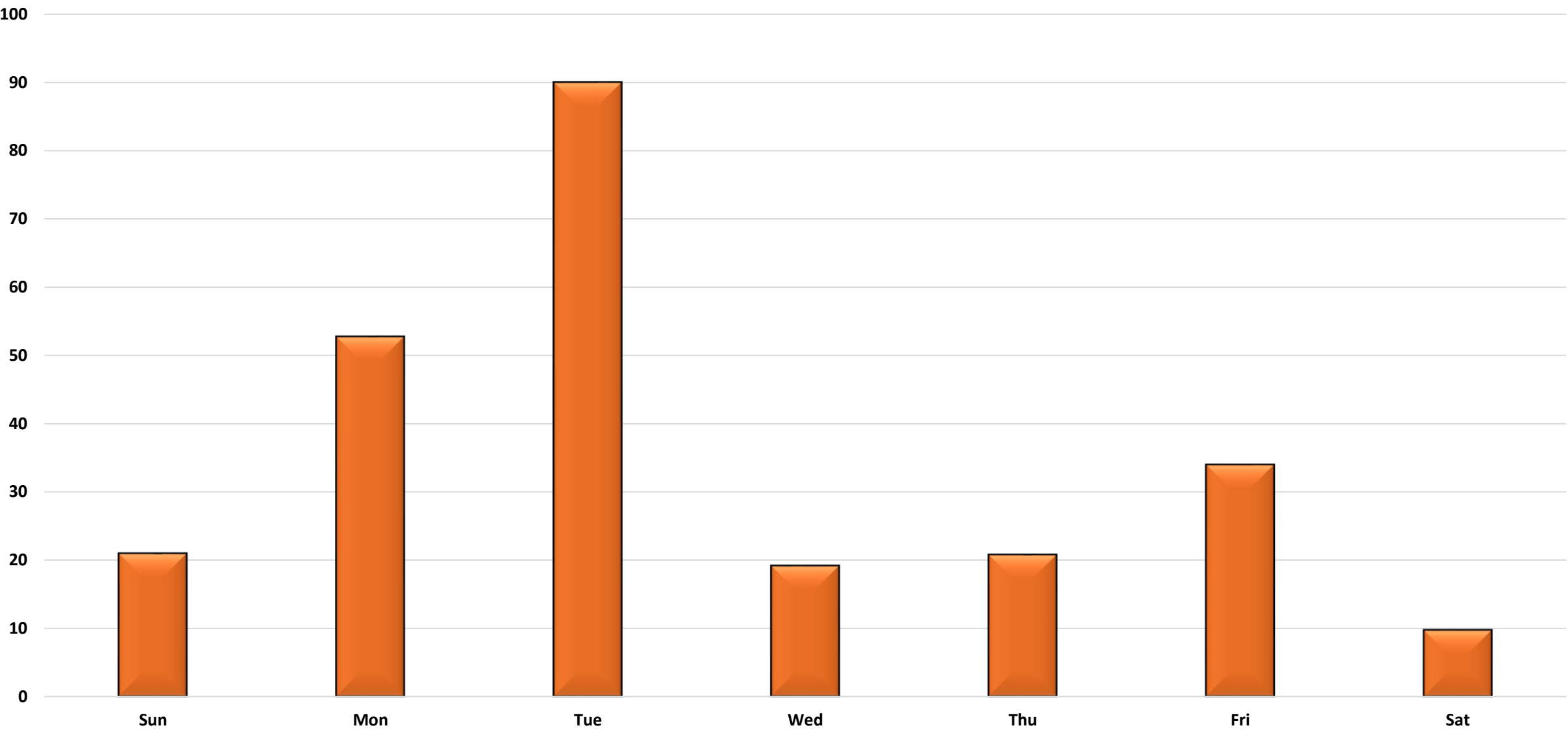


	Missed Trips	Total Trips Scheduled	% of Trips Operated	Monthly KPI	End of Year KPI
Jan 25	1,064	73,091	98.5%	99.6%	99.6%

Missed Trips by Day



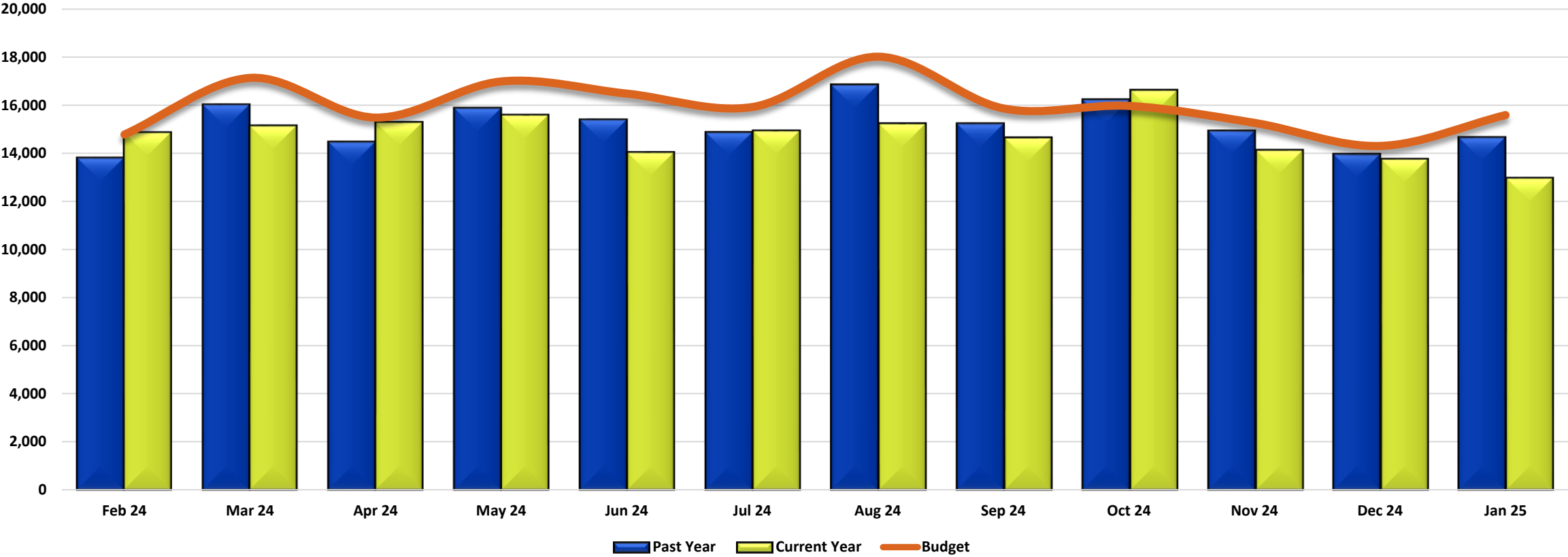
Avg Missed Trips by Day of Week





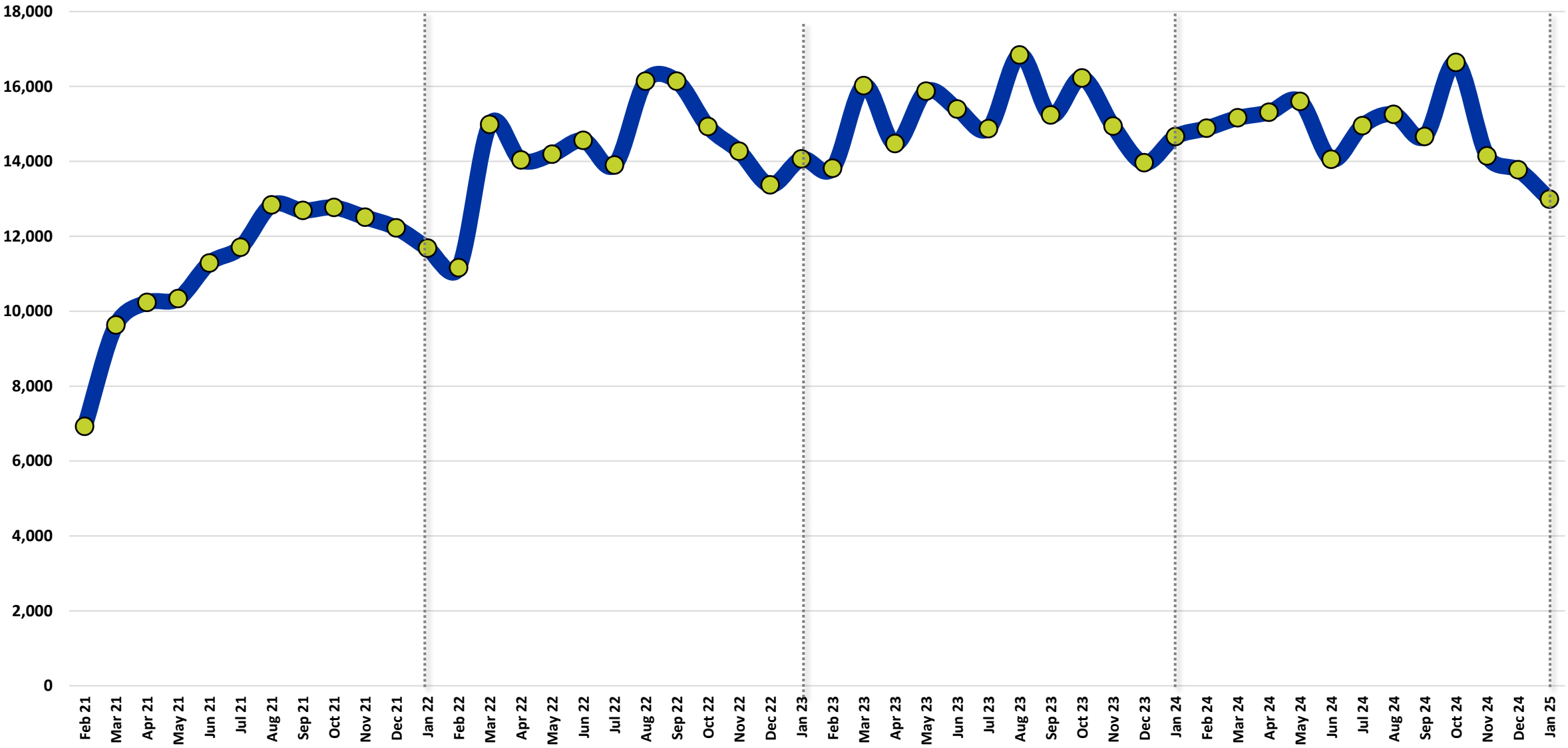
ACCESS Ridership

Total Access Ridership

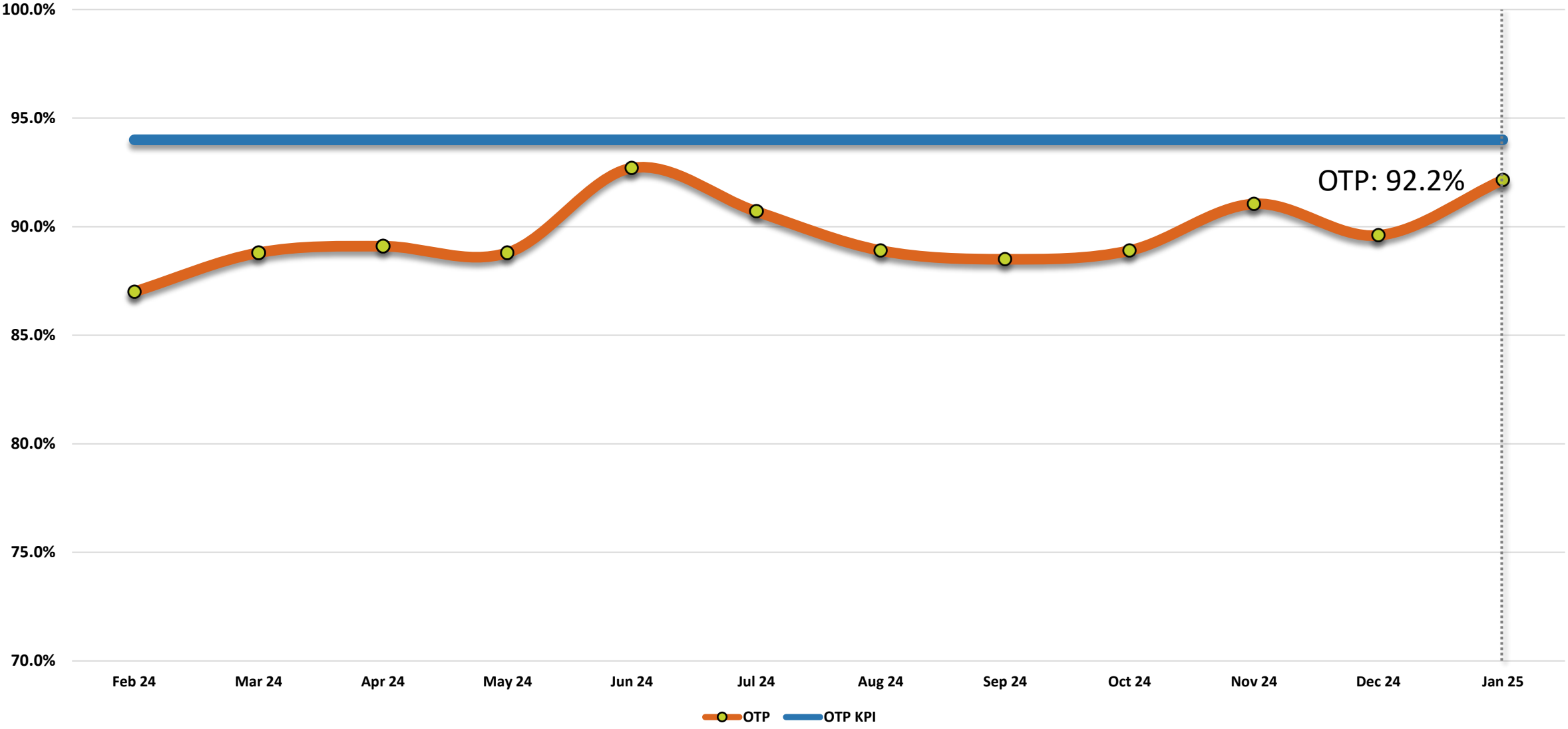


Jan 25	Jan 25 Ridership	Jan 25 Budget	Budget Variance	Jan 24 Ridership	Jan 24 - Jan 25 Variance
Total	12,987	15,591	-16.7%	14,659	-11.4%
Weekday	11,649			13,314	-12.5%
Saturday	517			499	3.6%
Sunday	821			846	-3.0%
Total (YTD)	12,987	15,591	-16.7%	14,659	-11.4%

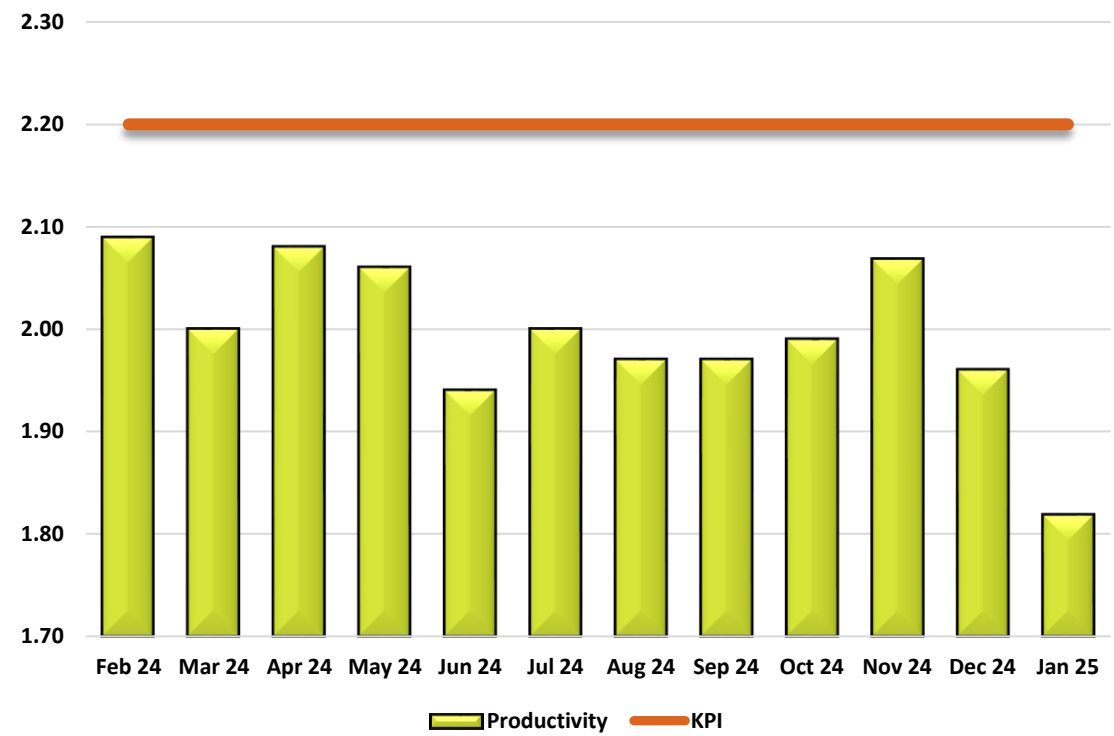
Total Access Ridership by Month



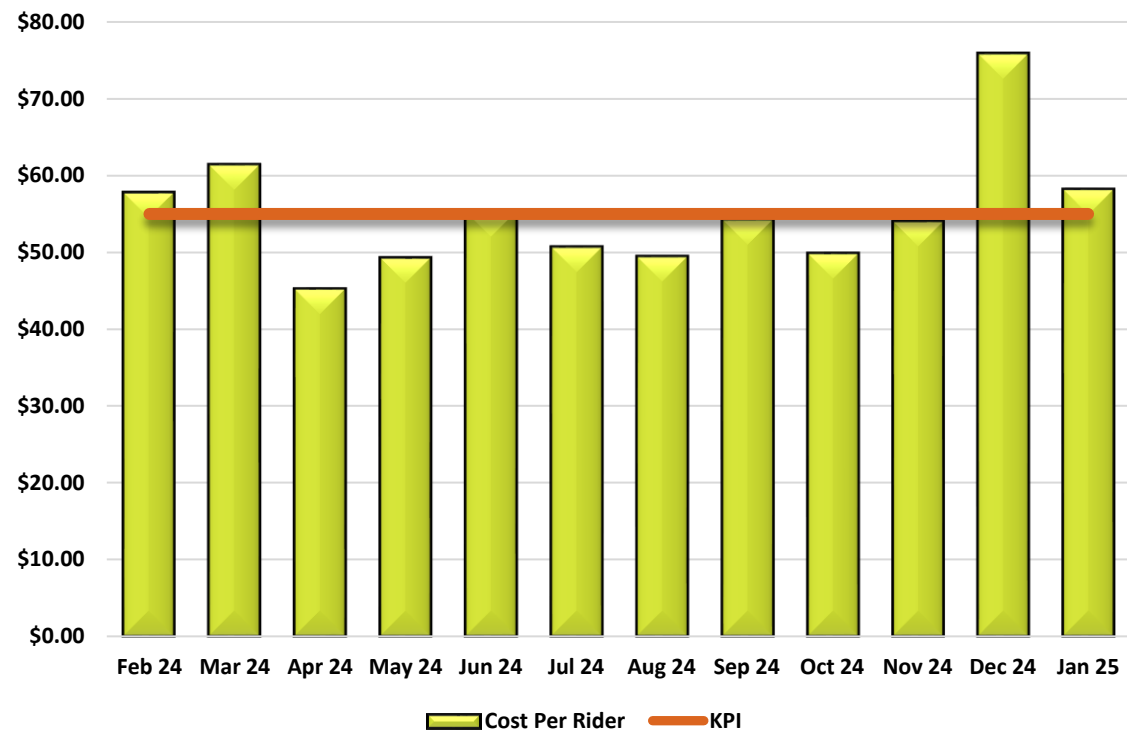
On-Time Performance - Access



Access Service - Productivity



Access Service - Cost Per Rider



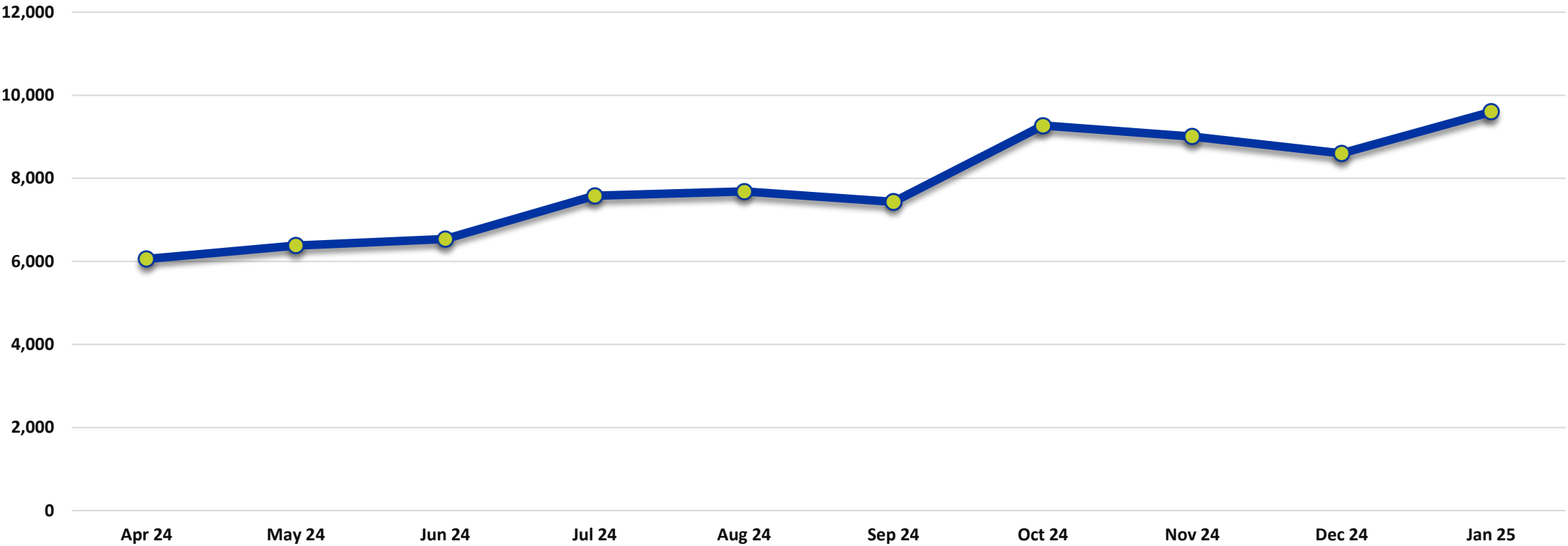
Jan 25	Jan 25 Actual	Jan 25 KPI	Variance
Cost Per Passenger	\$58.22	\$55.00	\$3.22
On-Time Performance	92.2%	94.0%	-1.9%
Passengers Per Hour	1.82	2.2	-0.38

*percentage points

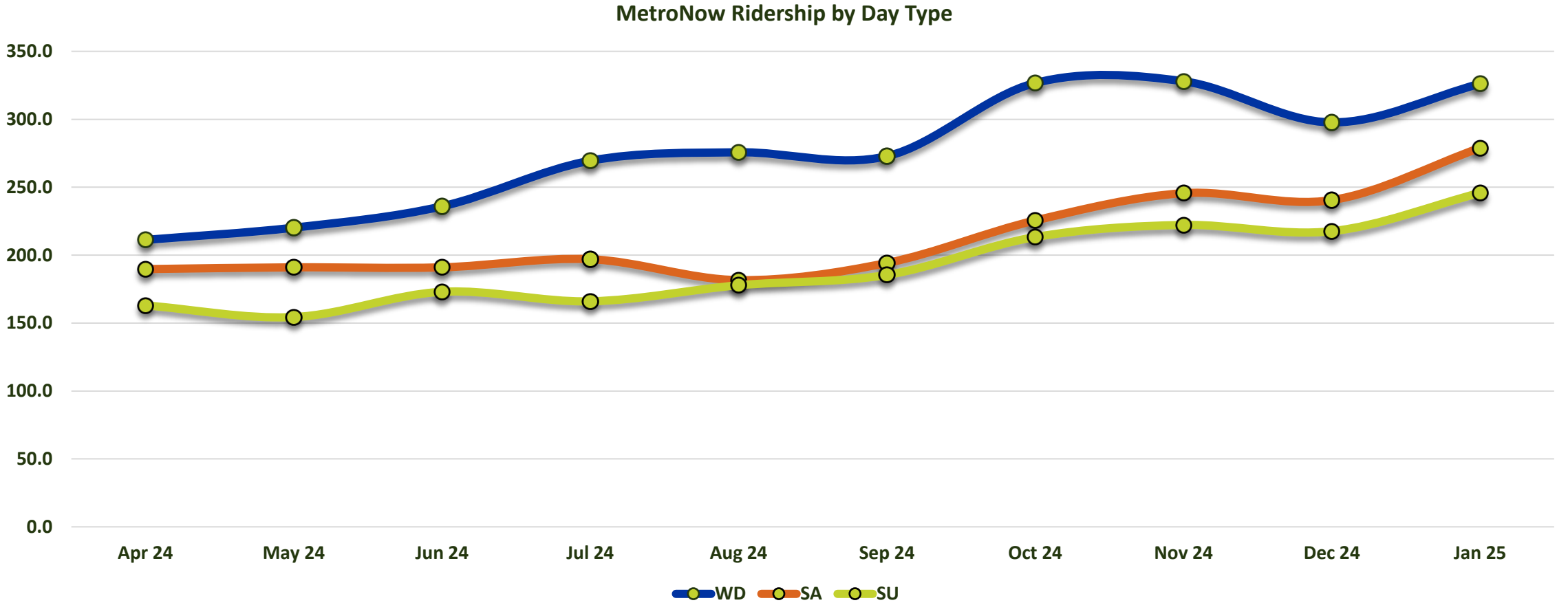


MetroNow!

MetroNow Monthly Riders



January 2025	Jan 25 Actual
Monthly Riders	9,567
On-Time Performance (Pickup <5 min after schduled)	82.3%
Riders YTD (Jan - Dec, 2024)	9,567
Riders Since Launch (May, 2023)	114,368

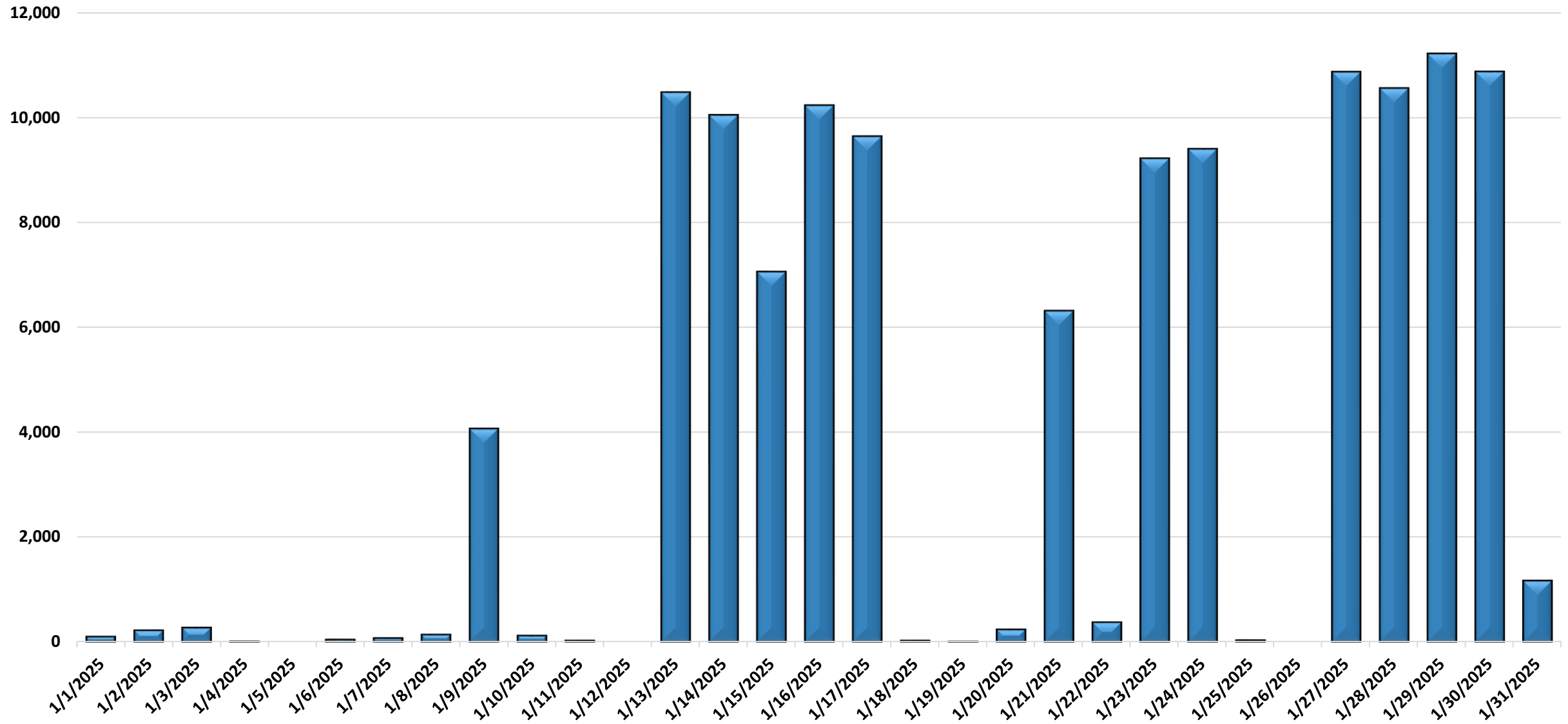


Jan 2025	Jan 25 Actual
Weekday Avg	326.1
Saturday Avg	278.9
Sunday Avg	245.8

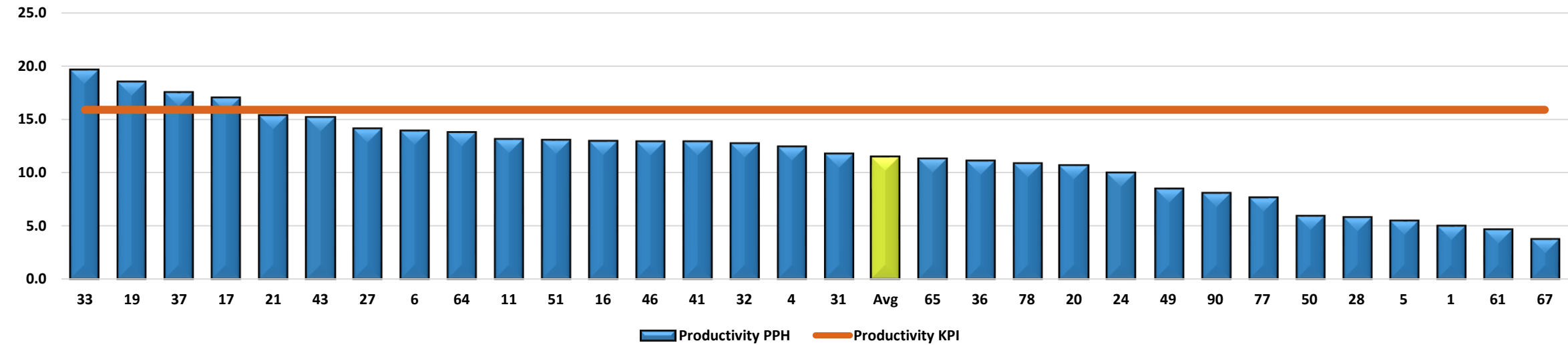


Route Level KPIs

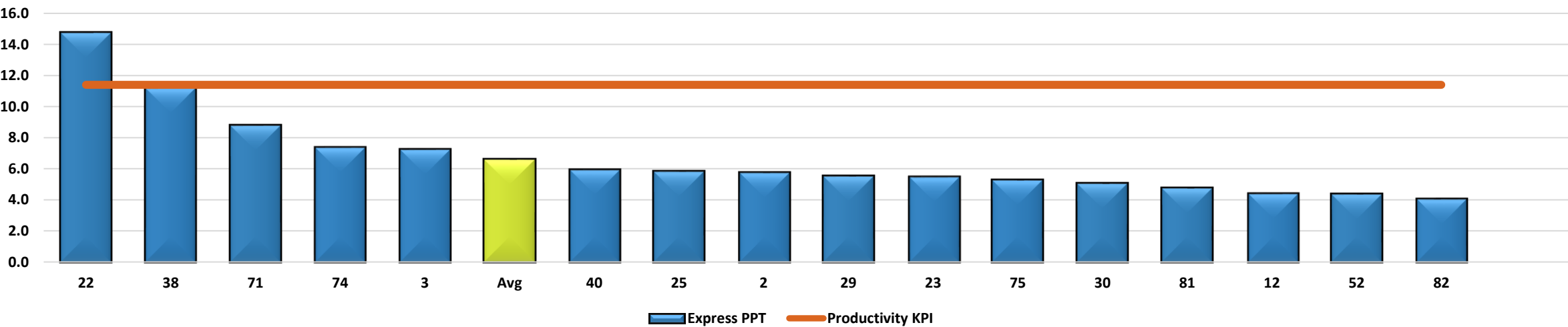
CPS Ridership by Day



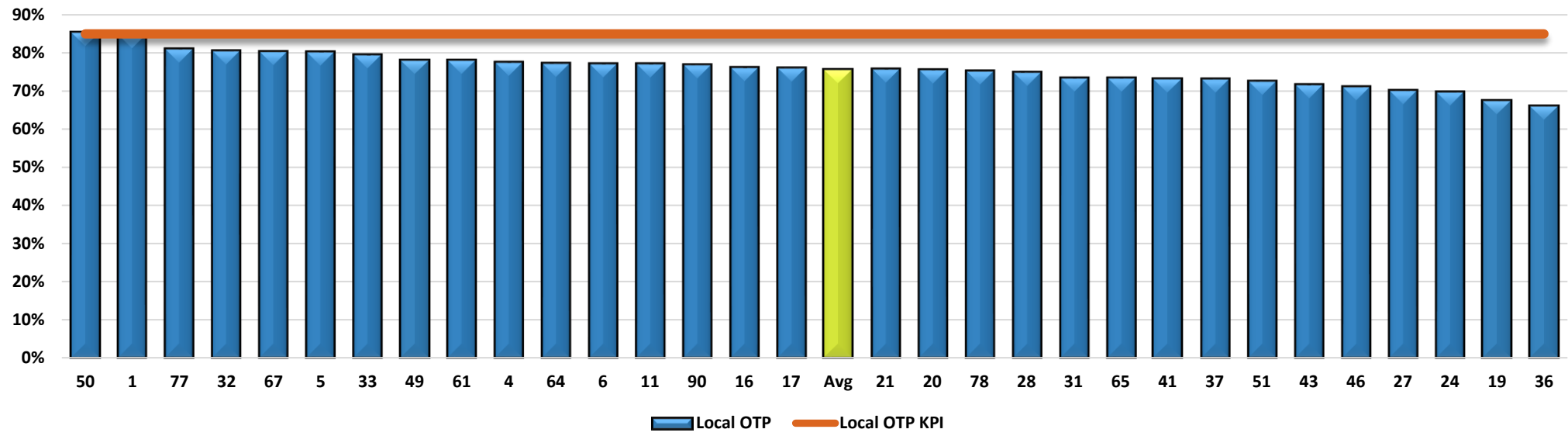
Productivity - Local



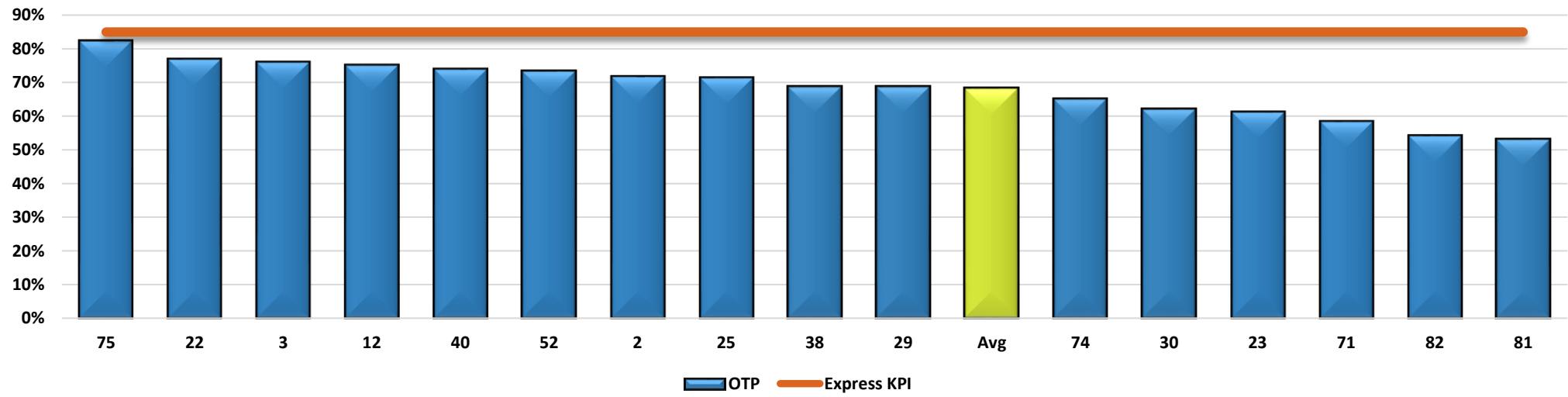
Productivity – Express



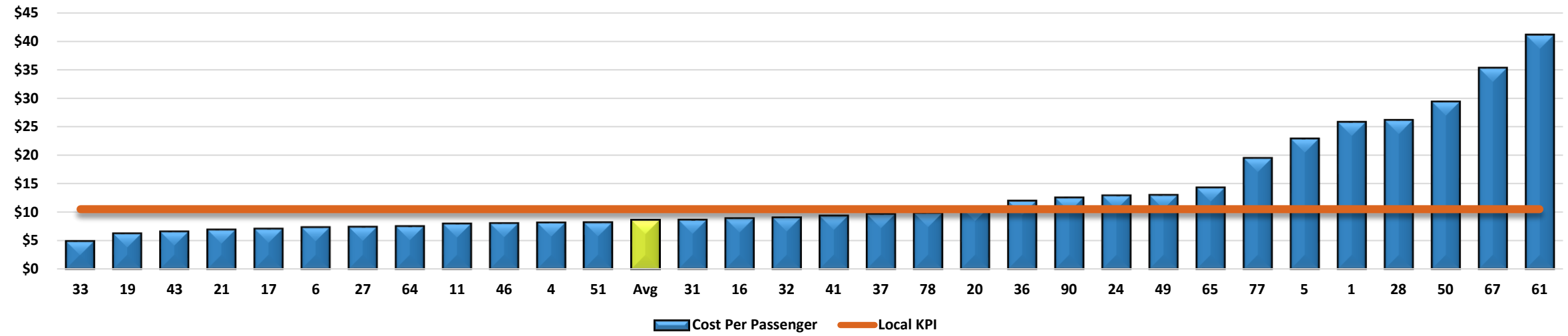
OTP – Local



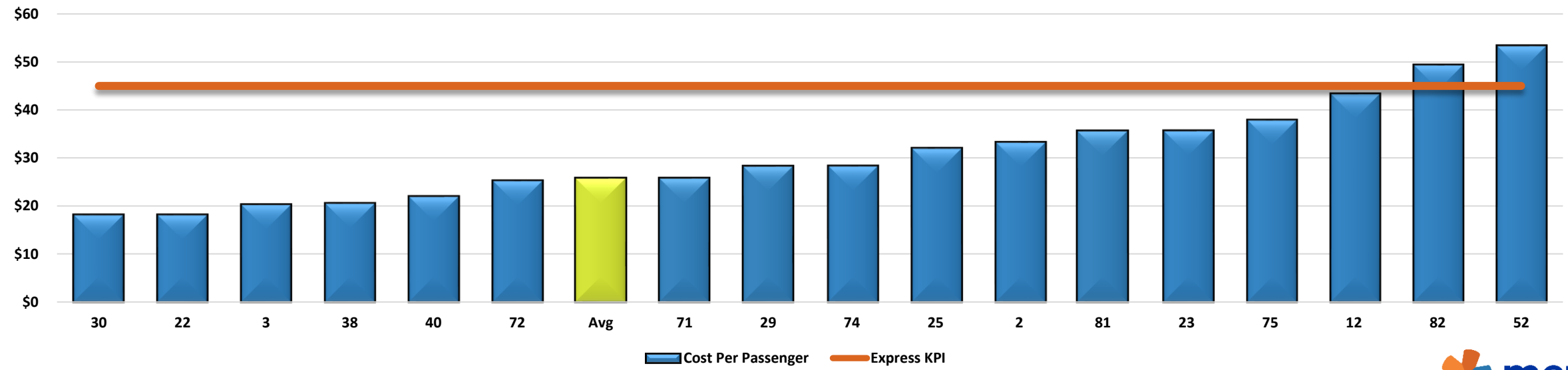
OTP – Express



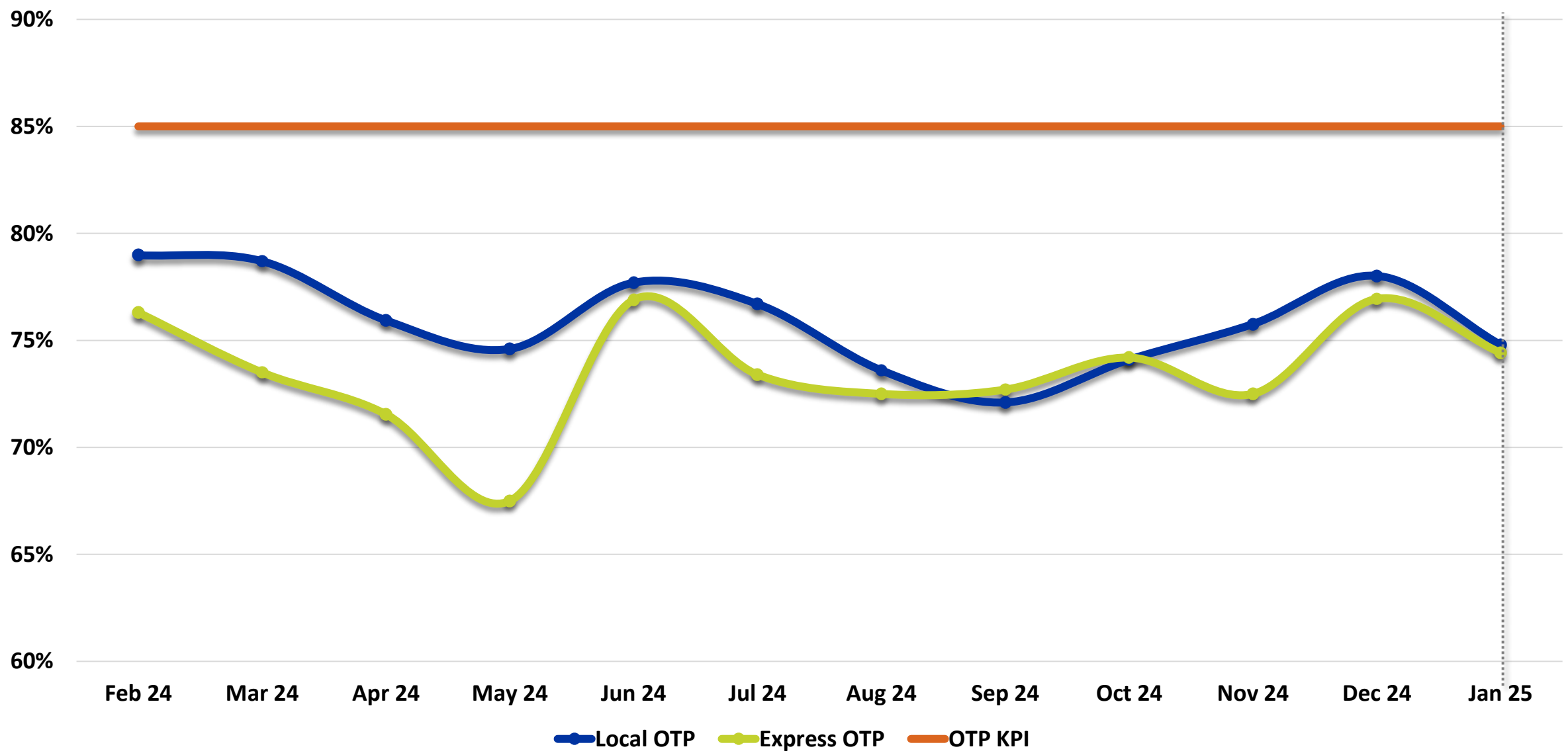
Cost Per Passenger – Local



Cost Per Passenger – Express



On-Time Performance Local & Express Service (Last 12 Months)





METRO BUS RAPID TRANSIT (BRT)

February 25, 2025

Bus Rapid Transit Project Update

- Design update
- Public and stakeholder outreach
- Vehicle testing and evaluation



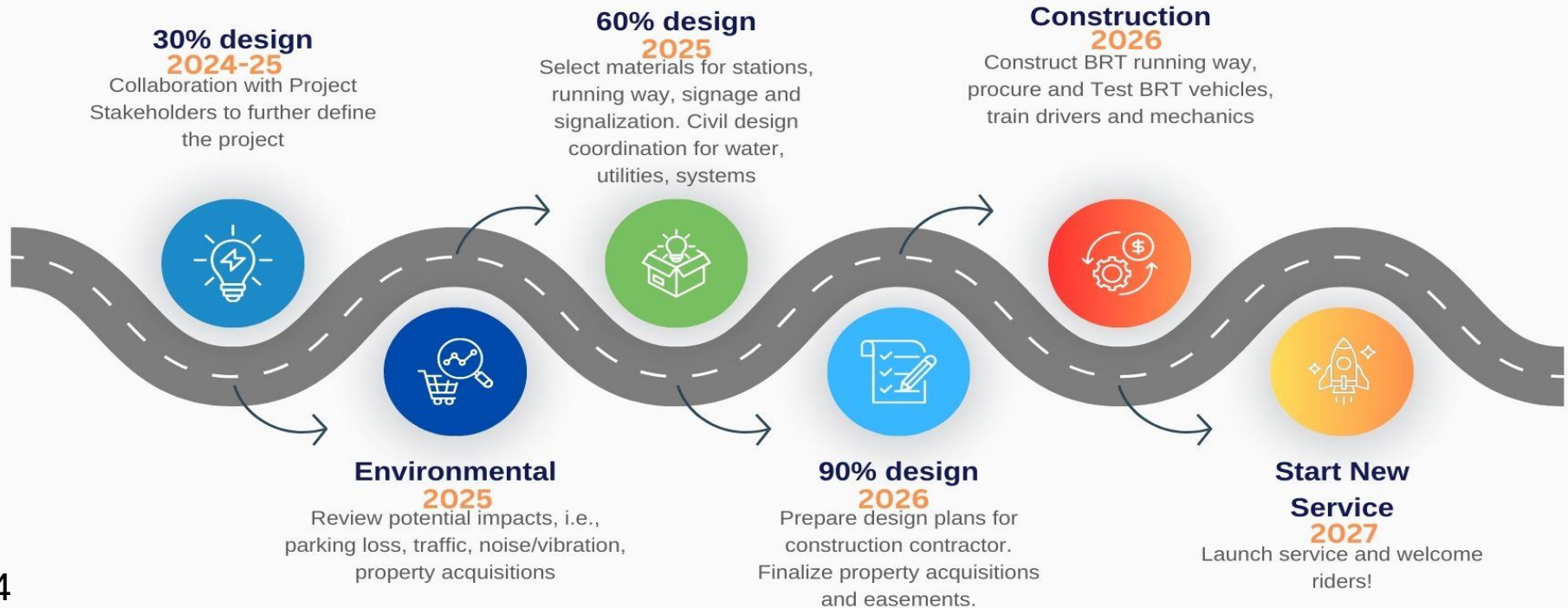
Bus Rapid Transit Design Update



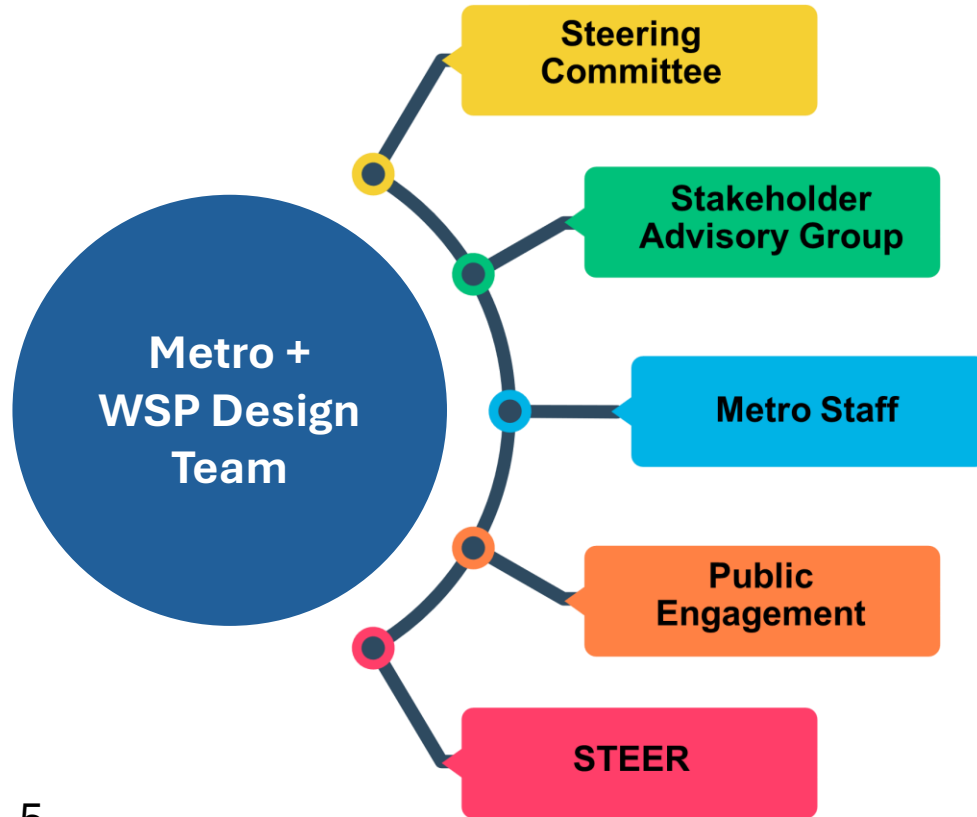
- Engineering design for the selected Locally Preferred Alternatives selected by the Board in 2023
- Design contract issued 2024 to WSP/HDR
- Design team submittal for 30%
 - Reading – Mar 3, 2025
 - Hamilton – July 3, 2025

Advancing Engineering Design

BRT DESIGN



Bus Rapid Transit Project Update



- Metro/WSP have been coordinating to gather input to inform the 30% designs
 - Biweekly Steering Committee meetings
 - Quarterly Stakeholder Advisory Group meetings
 - Day-to-Day internal coordination, also with operators and mechanics
 - Continual public engagement & outreach
 - Quarterly STEER meetings

BRT Activities

Traffic & Parking

- Inventoried parking and utilization
- Prepared traffic model with City DOTE/ODOT input

Environmental Review

- Existing conditions data gathering
- Wetlands, Endangered Species, Historic Resources, Property needs

BRT Vehicle Choices

- Testing and evaluation
- Performance and costs

Preparation for Construction

- Notice to Industry issued in November
- Request for Qualifications request Spring 2025

Stakeholder Advisory Group (SAG)



- 92 members
- Represents 54 project stakeholders
 - cities, Harris County, ODOT
 - civic organizations
 - development councils
 - major employers
 - educational institutions
- Encourage and provide input on the BRT design
- Meets quarterly

SAG: Listening to the Community



- February 12th meeting
- Shared public input on station locations and designs
- Provided an overview of design progress
- Attended BRT reveal and took a test ride on the demo

Rendering the vision for BRT



CURBSIDE STATION RENDERING

- Updated renderings:
 - General layout
 - Canopy design
 - A bus only lane will not be present in some business districts
 - Incorporate Crime Prevention Through Environmental Design safety principles
- 20 of the 24 stations will be curbside



CURBSIDE STATION VIDEO



CENTER STATION RENDERING

Center Stations at 4 locations:

- Vine/McMillan/Calhoun
- University of Cincinnati
- Cincinnati State
- Good Samaritan Hospital



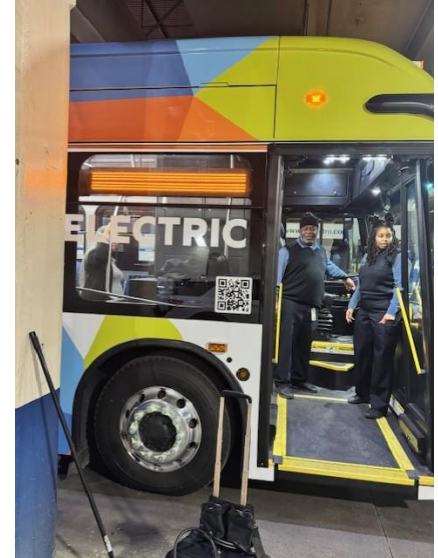
Wider streets allow for pedestrian refuge and station in the center

CENTER STATION VIDEO



Employee Engagement

- Open Houses at Queensgate, Bond Hill, Access and Huntington
- Vehicles on-site to seek operators, mechanics, and staff input



Next Steps

- 30% design engineering review by project partners
- 60% design development and review
- Procurement activities for Construction Management At-Risk (CMAR) contractor
- Vehicle evaluation and testing
- Vehicle selection
- Grant execution and vehicle procurement

Drop-in Open Houses

See the BRT Test Vehicle

- February 13 – Fountain Square (11 am to 4 pm)
- February 24 – Avondale Town Center (3 pm to 7 pm)
- February 25 – Heart of Northside (3 pm to 7 pm)
- February 26 – Downtown Library (11 am to 2 pm & 4 to 7 pm)
- March 1 – Mittenfest at Washington Park (11 am to 5 pm)
- March 2 – Mittenfest at Washington Park (11 am to 5 pm)

Evaluating and Testing Vehicles

- BRT planning study recommended battery electric vehicles
- Ridership Forecasts project need for 60' BRT vehicle
- Evaluating two Battery Electric test vehicles
- WSP will provide a report of findings and a vehicle recommendation

Vehicle Testing

- Grade testing
- Winter conditions driving
- Turn radius
- Function testing
- Range testing





BRT Logo and Branding

 **metro**
RAPiD

 **metro** *RAPiD*





Questions



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

APPROVAL OF MOU WITH CITY OF CINCINNATI FOR COMMUNITY SERVICE OFFICERS

WHEREAS:

1. The city of Cincinnati has developed an Alternative Response Team as part of the City's non-emergency customer service program.
2. The alternative Response Team deploys Community Service Officers ("CSO") to serve as ambassadors to the community and respond to issues that primarily require mental health expertise or community resource connections.
3. Metro desires to use CSOs to respond to issues in and around the transit system and the City is agreeable to Metro utilizing the CSOs to better address the needs of the citizens of Cincinnati.
4. The Memorandum of Understanding between the two public entities provides the framework for the partnership, sets the terms, and creates a mechanism for annual review and pricing.

THEREFORE, BE IT RESOLVED:

5. The Board authorizes the CEO/General Manager/ Secretary-Treasurer to execute a Memorandum of Understanding with the City of Cincinnati for Metro's use of Community Service Officers.



BOARD OF TRUSTEES ACTION ITEM

DATE: February 18, 2025

FROM: Andrew Aiello, Deputy General Manager

PROJECT NO.:

REQUEST: MOU with City of Cincinnati for Community Service Officers

BACKGROUND

The City of Cincinnati has developed an Alternative Response Team as part of the City's non-emergency customer service program. The Alternative Response Team deploys Community Service Officers ("CSO") to serve as ambassadors to the community and respond to issues that primarily require mental health expertise or community resource connections.

Metro desires to use the CSOs to respond to issues in and around the transit system and the City is agreeable to Metro utilizing the CSOs to better address the needs of the citizens of Cincinnati.

The Memorandum of Understanding between the two public entities provides the framework for the partnership, sets the terms, and creates a mechanism for annual review and pricing.

BUSINESS PURPOSE

This MOU will allow Metro to use CSOs to respond to issues in and around the transit system, helping to keep our riders and transit centers safe and welcoming for the entire community.

PROJECT FINANCING

The expense for using the CSOs is fully budgeted within the Metro local operating budget. Per the MOU, Metro will only pay for services provided and Metro can scale up/down the level of CSO support based on Metro's needs over time.

It is estimated that Metro will spend around \$250,000 to \$300,000 per year on CSO support services.

PROJECT PROCUREMENT

No procurement action is required as this is an intergovernmental agreement for public services.

PROJECT DIVERSITY

N/A

RECOMMENDED BOARD ACTION

Staff recommends the Board of Trustees allow the General Manager / CEO to execute a Memorandum of Understanding with the City of Cincinnati for Metro's use of Community Service Officers.

**MEMORANDUM OF UNDERSTANDING BETWEEN THE
CITY OF CINCINNATI AND SORTA FOR COMMUNITY RESPONDERS**

This Memorandum of Understanding (“MOU”) is entered into by and between the City of Cincinnati, Ohio (the “City”), an Ohio municipal corporation with offices located at 801 Plum Street, Cincinnati, OH 45202, and Southwest Ohio Regional Transit Authority (“SORTA”), an Ohio regional transit authority with principal offices located at 525 Vine Street, Cincinnati, OH 45220.

WHEREAS, SORTA operates Southwest Ohio’s fixed-route bus service (“Metro”), which serves Cincinnati residents in addition to providing commuter routes in the region; and

WHEREAS, the City has developed an Alternative Response Team as part of the City’s non-emergency customer service program which will be included in the City’s budget for each fiscal year which runs July 1- June 30 (“City Fiscal Year”); and

WHEREAS, the Alternative Response Team deploys Community Service Officers (“CSO”) to serve as ambassadors to the community and respond to issues that primarily require mental health expertise or community resource connections; and

WHEREAS, SORTA desires to use the CSOs to respond to issues in and around the transit system and the City is agreeable to SORTA utilizing the CSOs to better address the needs of the citizens of Cincinnati.

1. **SORTA TASKS.** By April 1st of each City Fiscal Year, SORTA will inform the City of the number of CSOs SORTA will utilize in the coming City Fiscal Year by completing the Scope of Services in Appendix A and providing a copy to the City. SORTA will pay monthly invoices for the service provided in accordance with Appendix A.
2. **CITY TASKS.** By August 1st of each City Fiscal Year, the City will inform SORTA of the cost to provide the CSOs as detailed in the Scope of Services by completing the Pricing Schedule in Appendix A, and providing a Copy to SORTA. Both SORTA and the City may cooperate to adjust Appendix A until the service levels and pricing structure are acceptable (and signed) by both parties.

The Alternative Response Team and the number of CSOs will be limited by and is subject to appropriation of funding by City Council based on each City Fiscal Year. In the event City Council does not appropriate adequate funding to support the service levels as agreed upon in Appendix A, both SORTA and the City may cooperate to adjust Appendix A until the service levels and pricing structure are acceptable (and signed) by both parties.

The City will develop the Alternative Response Team. The City will hire, train, manage, and provide the employment resources necessary for the CSOs. The City will maintain minimum CSO staffing levels in accordance with Appendix A.

3. **INDEPENDENT CONTRACTORS.** Nothing herein shall be construed as creating a partnership or joint venture between the City and SORTA. Each CSO shall be considered an officer, agent, servant, or employee of the City. The CSOs shall not be considered an officer, agent, servant, or employee of SORTA nor shall any such person be entitled to any benefits available or granted to employees of SORTA.
4. **TERM.** This MOU will expire if City Council does not appropriate funding for the CSOs. SORTA may terminate this MOU prior to each City Fiscal Year. The City may terminate this MOU at the end of each City Fiscal Year by providing at least 90 days prior written notice to SORTA.
5. **RESPONSIBILITY FOR EMPLOYEES.** Each party to this MOU agrees to be responsible for the negligent acts or negligent omissions by or through itself, its employees, agents and subcontractors. Each party further agrees to defend itself and themselves and pay any judgments and costs arising out of such negligent acts or omissions, and nothing in this MOU shall impute or transfer any such liability from one to the other. Nothing in this MOU shall be construed as conferring any legal rights, privileges, or immunities, or imposing any legal duties or obligations, on any person or persons other than the parties named in this MOU, whether such rights, privileges, immunities, duties, or obligations be regarded as contractual, equitable, or beneficial in nature as to such other person or persons.
6. **AMENDMENT.** This MOU and the Exhibits attached hereto contain the entire understanding between the parties as to the matters contained herein. Upon the occurrence of any issues not contemplated in this MOU, the parties will meet to discuss possible amendment. This MOU may be modified or amended only by a written document duly executed by the parties hereto or their representatives.

This MOU has been executed by the parties on the dates set forth below, effective as of the later of such dates.

City of Cincinnati

**Southwest Ohio Regional Transit
Authority**

Sheryl M. M. Long, City Manager
Date: _____, 2025

Darryl Haley, CEO
Date: _____, 2025



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

APPROVAL OF 2025-2027 TITLE VI PROGRAM UPDATE

WHEREAS:

1. As a recipient of Federal Transit Administration (FTA) financial assistance, SORTA must carry out U.S. Department of Transportation (DOT) Title VI regulations. It is the policy of the Southwest Ohio Regional Transit Authority to follow Title VI of the Civil Rights Act of 1964 as amended.
2. All recipients of FTA funds must submit an updated Title VI Program approved by the board of directors to their FTA regional civil rights officer once every three years.
3. To comply with the requirement in Chapter 4, Section 6 of the FTA Circular C4702.1B, the Board must adopt quantitative systemwide service standards to guard against discriminatory service design and operation decisions.
4. Staff recommends the Board adopt the 2025-2027 Title VI Update Service Standards with the understanding the service standards will be part of the overall 2025-2027 Title VI Program submission to the FTA which is due on April 1, 2025.

THEREFORE, BE IT RESOLVED:

5. The Board hereby adopts the 2025-2027 Title VI Service Standards Update as developed by staff and authorizes and directs the CEO/General Manager/Secretary-Treasurer or Director of Diversity, Equity and Inclusion, EOE/Title VI Officer to submit the program update to the Federal Transit Administration (FTA) on behalf of SORTA, in substantially the form attached hereto.



BOARD OF TRUSTEES ACTION ITEM

DATE: February 18, 2025

FROM: Elaine Higgs, Director of DEI, EOE/Title VI Officer

PROJECT NO.:

REQUEST: Approval of Updated Title VI Service Standards and Policies

BACKGROUND

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.

BUSINESS PURPOSE

Federal Transportation Administration (FTA) requires that all direct and primary recipients document their compliance with Department of Transportation's (DOT's) Title VI regulations by submitting a Title VI Program Update to the FTA regional civil rights officer once every three years or as otherwise directed by the FTA. The updated Title VI Service Standards and Policies are included in Title VI Program.

For all recipients (including sub-recipients), the Title VI Service Standards and Policies must be approved by the recipient's directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to the FTA.

Recipients shall submit a copy of the Board resolution, meeting minutes, or similar documentation with the updated Title VI Service Standards and Policies as evidence that the board of directors or appropriate governing entity or official(s) have approved the Title VI Program.

FTA will review and concur or request the recipient provide additional information.

PROJECT FINANCING

N/A

PROJECT PROCUREMENT

N/A

PROJECT DIVERSITY

N/A

RECOMMENDED BOARD ACTION

Staff recommends the Board of Trustees approve a resolution authorizing the CEO/General Manager/Secretary-Treasurer to execute a resolution authorizing staff to submit the updated Title VI Service Standards and Policies to the Federal Transportation Administration by April 1, 2025.



Title VI Service Standards and Policies Update

February 2025

Title VI of the Civil Rights Act of 1964



Source: Miller Center of Public Affairs

“No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

Title VI Policy Updates

- Title VI System-wide Service Standards and Policies:
Applied when planning and distributing fixed-route services and facilities.
- Major Service Change Policy:
Utilized for setting threshold when service equity analyses are required.
- Disparate Impact (DI) & Disproportionate Burden (DB) Policies:
Established for determining fairness resulting from major service changes and/or any changes to fares.



Service Standard/Policy Recommendations

Service Standard/Policy

Summary of Recommendations

Service Standard/Policy	Summary of Change	Recommendation
Vehicle Load	More specific load targets based on type of service	Accept proposed changes
Service Availability	Clarifying and easier to understand language	Accept proposed changes
Vehicle Assignment	Clarifying and more detailed language regarding process	Accept proposed changes
Distribution of Transit Amenities	No changes necessary	No changes necessary
Vehicle Headway (Frequency)	More specific headway targets based on type of service	Accept proposed changes
On-Time Performance	Added minimum standard of 80% OTP while keeping goal of 86.5%	Accept proposed changes

Service Standard: Average Vehicle Load

Definition: Ratio of onboard passengers to total number of seats

Proposed Standard

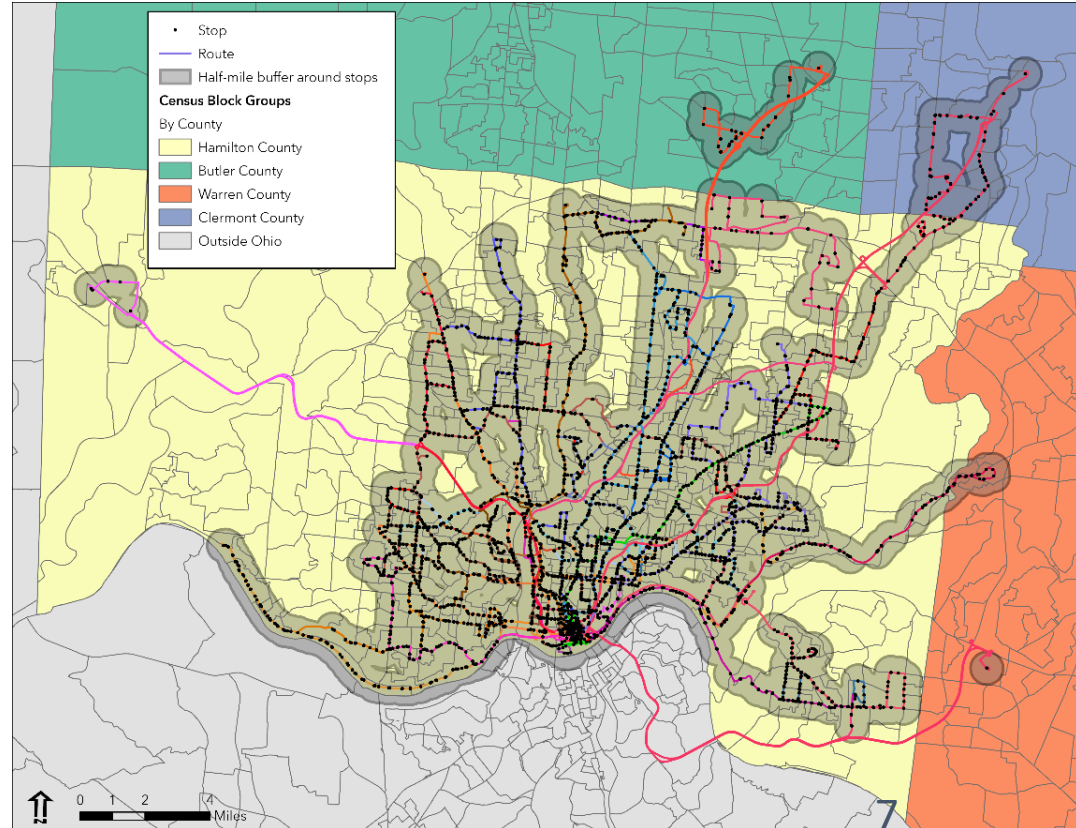
Route Type	Route Type Characteristics	Peak	Off-Peak
Major/24 hour	High frequency, direct route serving multitude of major trip generators; 24-hour service	1.2	1.2
Major/Non-24 hour	Moderate-to-high frequency route serving 3-4 major trip generators	1.2	1.2
Minor	Standard service, some peak service frequencies but typically lower frequencies, typically serving 1-2 major trip generators.	1.2	1.0
Shuttle	Short-distance route characterized by high frequency and longer span, slower travel speed and connecting one or more of major trip generators	1.2	1.0
Commuter	Peak-only, varying frequency with varying one-way distances on a mix of limited and local arterials traveled; stays in Hamilton County	1.2	--
Express	Peak-only, varying frequencies with varying one-way distances on primarily limited arterials, typically connecting to a park and ride; may serve suburban areas outside of Hamilton County	1.0	--

Service Standard: Service Availability

Definition: Distribution of transit service within the Metro service area

Proposed Standard

- Transit service should be distributed so that at least 75% of all Hamilton County [service area] residents are within one-half mile of bus service, measured from stops and stations.



Service Standard: Vehicle Headway

Definition: Frequency of service

Proposed Standard

Day of Week	Route Type	Peak	Off-Peak	Late Night
Weekdays	Major/24 hour	20"	30"	60"
	Major/Non 24	30"	45"	60"
	Minor	40"	60"	60"
	Shuttle	20"	20"	--
	Commuter	60"	--	--
	Express	60"	--	--

Day of Week	Route Type	Throughout the day	Late Night
Weekends	Major/24-hour	30"	60"
	Major/Non-24 hour	45"	60"
	Minor	60"	60"
	Shuttle	20"	--
	Commuter	--	--
	Express	--	--

- Policy decision
 - Standards: Realistic, minimum standards that can be achieved, or
 - Goals: Unrealistic, higher standards that are rarely achieved
- Most agencies set realistic, minimum standards
 - Standards = minimum level of service expected

Service Standard: On-time Performance

Proposed Standard

	Local Service	Express Service
On-time definition	-1 to +5.5 mins.	-1 to +5.5 mins.
Proposed Standard	80%	80%

- Policy decision
 - Realistic, minimum standards that can be achieved, or
 - Unrealistic, higher standards that are rarely achieved
- Most agencies set a realistic, minimum standard

Service Policy: Vehicle Assignment

Definition: Process used to assign vehicles to routes

Proposed Policy

- 1.0 Vehicle assignment will be equitable throughout the system at the divisional level and route/service assignment.
- 1.1 Vehicle assignment by division will be based on the average age of the vehicles at each division and facility capacity.
- 1.2 Routes and communities with the greatest need for and use of transit generally will be served by newer vehicles.
- 1.3 As new vehicle types/amenities are introduced to the fleet, they will be assigned to minority and low-income routes at least as often as they are assigned to non-minority and non-low-income routes.

Service Policy: Distribution of Transit Amenities

Definition: Process used to determine placement of shelters, benches, etc.

Current Standard (Recommendation-no changes)

- 1.0 Distribution of Transit Amenities will be equitable throughout the system.
- 1.1 All bus stops should include a sign, pole, and landing pad
- 1.2 Additional amenities will be based on daily boardings
- 1.3 Elevators and escalators are not applicable at this time

Amenity	Daily Ridership (Boardings)				
	<25	25-49	50-99	100-250	>250
Bench	○	●	●	●	●
Passenger shelter	○	○	●	●	●
Timetable	○	○	○	●	●
Route map/info	○	○	○	●	●
Trash receptacle	○	○	○	●	●
Lighting	○	○	○	●	●
Electronic sign	○	○	○	○	●

- Standard
- Optional



Major Service Change (MSC)/Policy Recommendations

Major Service Change (MSC) Policy

Definition: Transit providers shall evaluate the impact of their proposed changes on minority and low-income populations separately.

Current Policy (recommendation-no change)

- 1.0 A major service change is defined as any change in service on any individual route that would add or eliminate more than 25% of the route revenue miles or route revenue hours.
- 1.1 All major service changes will be subject to an equity analysis which includes an analysis of adverse effects on minority and low-income populations.



Disparate Impact (DI) and Disproportionate Burden (DB)/Policy Recommendations

FTA Definitions for Disparate Impact & Disproportionate Burden

Disparate Impact (DI)

A facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

Disproportionate Burden (DB)

A neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations.

Disparate Impact and Disproportionate Burden Policies

Disparate Impact (DI) Policy (Recommendation)

For a fare change - a disparate impact occurs when the benefits to the non-minority population are 5 percentage points (or more) greater than the benefits to the minority population, or the adverse impacts on the minority population are 5 percentage points (or more) greater than the adverse impacts on the non-minority population.

For a service change – a disparate impact occurs when the benefits to the minority population are less than 80% (0.80) of the benefits to the non-minority population, or the adverse impacts on the minority population are 20% or more greater than (1.20) the adverse impacts on the non-minority population.

Disproportionate Burden (DB) Policy (Recommendation)

The DB policy is the same as the DI policy applied to the low-income population.



Q & A

Thank You

Project	Method	Vendor	Award	Term	Funding
60-2022* Operator Uniforms	Sole Source Award	Galls, LLC	\$1,567,251 (o) \$184,000 (m) \$1,751,251	6 months Jan 2025 – Jul 2025	Budgeted Local Operating

*denotes non-competitive or non-negotiable award

Supplier Diversity Summary

Total Awards for Month	\$184,000
Total Diversity Spend for Month	\$--
Addressable Awards	\$--
Effective Participation Rate	\$--
2024 Total Spend	\$10,350,591
2024 Diversity Spend	\$217,956 (2.1%)
2024 Total Addressable Spend	\$9,024,521
2024 Effective Participation Rate	2.4%



BOARD OF TRUSTEES
SOUTHWEST OHIO REGIONAL TRANSIT AUTHORITY
RESOLUTION NO. 2025-2

APPROVAL OF MODIFIED CONTRACT NO: 60-2022 OPERATOR UNIFORMS

WHEREAS:

1. Metro supplies operators with an annual allowance for the purchase of uniforms.
2. Uniform standards are implemented to ensure that all operators project a professional appearance to the customers and to provide safety benefits such as protection from the weather, visibility in low-light conditions, and comfort while providing essential duties.
3. The increase in new hires requires the contract to be amended to add funding needed to complete the current contract term.
4. SORTA staff recommends approval to execute Contract No. 60-2022, on behalf of Metro and Galls, LLC., increasing the total not to exceed value from \$1,567,251 to \$1,751,251, an increase of \$184,000.
5. The expenditures have been budgeted with local operating funds.

THEREFORE, BE IT RESOLVED:

6. The Board authorizes the CEO/General Manager/ Secretary-Treasurer or the CFO to execute Contract No. 60-2022, on behalf of Metro and Galls, LLC., increasing the total not to exceed value from \$1,567,251 to \$1,751,251, an increase of \$184,000.



BOARD OF TRUSTEES ACTION ITEM

DATE: February 18, 2025
FROM: John Edmondson, Sr. Director of Procurement
Sean O'Leary, Sr. Director of Transit Operations
PROJECT NO.: 60-2022 Operator Uniforms
REQUEST: Contract Modification

BACKGROUND

Metro supplies operators with an annual allowance for the purchase of uniforms. Uniform standards are implemented to ensure that all operators project a professional appearance to the customers and to provide safety benefits such as protection from the weather, visibility in low-light conditions, and comfort while performing essential duties.

BUSINESS PURPOSE

The increase in new hires requires the contract be amended to add funding needed to complete the current contract term.

PROJECT FINANCING

The budget for the modification is \$184,000 and is included in the approved FY2025 Operating Budget.

The contract is an indefinite quantity / indefinite delivery contract. The requested amount of \$184,000 may not be fully expended by the end of the contract. As such, the final modification amount is flat to budget.

PROJECT PROCUREMENT

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

The contract is set to expire on July 31, 2025.

PROJECT DIVERSITY

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 Senior Director of Procurement to execute a modification to Contract No. 60-2022, on behalf of Metro with Galls, LLC, increasing the total not to exceed value from \$1,567,251 to \$1,751,251, an increase of \$184,000 (11.7%).