



SORTA/Metro  
Planning and Operations  
August 19, 2025  
9:00 am-10:00 am Eastern Time

## SORTA PLANNING AND OPERATIONS COMMITTEE MEETING

TUESDAY, AUGUST 19th, 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: July 15th, 2025

### **Briefing Items:**

- 2 Good News! (Executive Team)
- 3 Ridership and Service Quality Report as of July 31st, 2025 (Khaled Shammout/Bill Spraul)
- 4 MetroRapid Update (Khaled Shammout/Sharyn LaCombe)
- 5 MetroNow! Pilot, Data Analysis (Khaled Shammout/Emi Randall/Alex Osborne)

Action Items Matrix (John Ravasio)

- 6 Proposed Resolution: Contract Modification for 100-2022 Right of Way Appraisal Services (Jason Roe)

6.1 Action Item:

- 7 Proposed Resolution: Contract Award for 093-2025 Emergency Repairs to RTC Elevator (Jeff Mundstock)

7.1 Action Item:

- 8 Proposed Resolution: Contract Award for 094-2025 Emergency Repairs to RTC Switch Gear Equipment (Jeff Mundstock)

8.1 Action Item:

Other Items:

New Business

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

**Tuesday, September 16th, 2025, at 9:00 a.m**

PLANNING AND OPERATIONS COMMITTEE  
TUESDAY, JULY 15<sup>th</sup>, 2025 – 9:00 A.M.  
SORTA/METRO AT HUNTINGTON CENTER  
6<sup>th</sup> FLOOR SORTA BOARD ROOM  
525 VINE STREET  
CINCINNATI, OHIO 45202

COMMITTEE MEMEBERS APPOINTED: *Pete Metz (Chair), Tony Brice Jr, Dan DrieHaus, Briana Moss, KZ Smith and Greg Simpson*

COMMITTEE/BOARD MEMBERS PRESENT: Tianay Amat, Chelsea Clark, Dan DrieHaus, Blake Ethridge, Neil Kelly, Briana Moss, Sara Sheets and Sonja Taylor

COMMITTEE MEMBERS ABSENT: Jay Bedi, Tony Brice, Trent Emeneker, Kala Gibson, Pete Metz, Greg Simpson and KZ Smith

STAFF MEMBERS PRESENT: Andy Aiello, Steve Anderson, John Edmondson, Pat Giblin, Adriene Hairston, Natalie Krusling, Bradley Mason, Jeff Mundstock, Ken Nienaber, Bre Rahe, John Ravasio, Mark Samaan, Bill Spraul and Tim Walker

OTHERS PRESENT: Kim Schaefer (Vory's) and Kourtney Nett (Clark Schaefer)

1. **Call to Order**

Mr. Metz called the meeting to order.

2. **Pledge of Allegiance**

The Pledge of Allegiance was recited.

3. **Approval of Minutes of June 15<sup>th</sup>, 2025**

Mr. Ethridge made a motion and Mr. DrieHaus seconded the motion to approve the minutes of the June 15<sup>th</sup>, 2025, meeting.

By voice vote the committee approved the minutes.

4. **Good News!**

The Executive Team presented the Good News report. Ms. Hairston shared the May Silver Award recipients, Next Stop: Career at Metro and Metro Family Day at Kings Island. Mr. Spraul shared Two Million Miles Club Inductee. Mr. Ravasio shared Metro & Great Parks Cut Ribbon on New Shelter.

The Committee accepted the report as presented.

5. **Back to School Presentation**

Mr. Ravasio presented the Metro and CPS 2025-26 Academic Year report. He provided an over of CPS student transportation on Metro, Updates for the 2025-26 academic year, Frequently Asked Questions and Next Steps.

The Committee accepted the report as presented.

6. **MetroRapid Update**

Mr. Shammout and Ms. LaCombe presented the MetroRapid report. Ms. LaCombe shared goals and objectives, progress, updates and upcoming public engagement.

The Committee accepted the report as presented.

7. **August 2025 Service Changes**

Mr. Shammout and Mr. Anderson presented the August 2025 Service Changes report. Mr. Anderson shared local service changes, express service changes and school-related adjustments. He also shared upcoming public meeting information.

The Committee accepted the report as presented.

8. **Ridership and Service Quality Report**

Mr. Shammout and Mr. Spraul presented the June 2025 ridership and service quality report. Total ridership for the month of June was 1,017,449 or 5.0% unfavorable to budget.

MetroNow Total ridership for the month of June was 10,879 or 2.0% unfavorable to budget.

Access Total ridership for the month of June was 14,758 or 4.1% unfavorable to budget.

Productivity, On-Time Performance, Customer Service Reports and Fixed-Route Miles Between Mechanical Service Interruptions were shared.

The Committee accepted the report as presented.

9. **Proposed Resolution: Contract Modification for 54-2019 Medical Exam Services**

Mr. Ravasio requested approval for Modified Contract No. 54-2019 for Medical Exam Services.

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

10. **Proposed Resolution: Contract Modification for 33-2022 Trapeze Scheduling Software**

Mr. Ravasio requested approval for Modified Contract No. 33-2022 for Trapeze Scheduling Software.

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

11. **Proposed Resolution: Contract Modification for 199-2023 Temporary Labor Services**

Mr. Ravasio requested approval for Modified Contract No. 199-2023 for Temporary Labor Services.

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

12. **Proposed Resolution: Contract Modification for 126-2023 Fleetwatch Upgrade**

Mr. Ravasio requested approval for Modified Contract No. 126-2023 for Fleetwatch Upgrade.

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

13. **Proposed Resolution: Contract for 066-2025 Diesel Exhaust Fluid**

Mr. Ravasio requested approval for Contract No. 066-2025 for Diesel Exhaust Fluid.

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

14. **Proposed Resolution: Contract for 078-2025 Northside Transit Center Information Monitors**

Mr. Ravasio requested approval for Contract No. 078-2025 for Northside Transit Center Information Monitors.

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

15. **Other Items**

N/A

16. **New Business**

The next regular meeting of the Planning and Operations Committee has been scheduled for **Tuesday, August 19<sup>th</sup>, 2025, at 9:00 A.M.**

17. **Adjournment**

The meeting adjourned at 10:50 A.M.



# Planning & Operations: Good News

August 19, 2025



# June Silver Wheel Award Recipients



Leadership  
Employee of the Month  
**Vickie Hickman**



Administrative & Support  
Employee of the Month  
**Kym Jackson**



# June Silver Wheel Award Recipients



Queensgate  
Operator of the Month  
**Delmaro Dowell**



Queensgate Maintenance  
Employee of the Month  
**Derek Smith**



# June Silver Wheel Award Recipients



Bond Hill  
Operator of the Month  
**Weldon James**



Bond Hill Maintenance Employee  
of the Month  
**Nichelle Chandler**



Access  
Employee of the Month  
**Simone Cook**

# Metro Family Day at Kings Island

Metro's Family Day at Kings Island on Aug. 9 & 10 was a success! Thank you to everyone who came out to enjoy the rides, delicious food and of course each other.



## Adriene Hairston selected for Leadership Cincinnati Class of 49



Congratulations to Chief Human Resources Officer Adriene Hairston on being selected as one of the sixty-one local C-Suite executives for this year's Leadership Cincinnati Class 49. Leadership Cincinnati is one of the region's top leadership development and civic engagement programs for established C-Suite leaders!

## Congrats, Khaled

Congratulations to Deputy Innovation & Vision Officer Khaled Shammout on being appointed to the Union Internationale des Transports Publics (UITP) Policy Board, which is the international association of public transport representing transit industries in 135 countries. The Policy Board is responsible for discussions and approval of position papers of the association; determination of programs for the Global Summit and approval of scientific aspects of the Integrated Global Work Program.

Khaled was also appointed to the Transit Cooperative Research Program (TCRP) Screening Panel, which is sponsored by the FTA. TCRP serves as the principal means by which public transportation industry develops innovative near-term solutions to meet demands placed upon it.



# Welcome, Tony



Join us in welcoming Tony Balmert as Metro's new Sr. Director of Maintenance Operations. Tony previously served as Fleet Manager for Pepsico/Frito Lay in Dallas, and has held leadership roles within the transportation sector, including serving as Regional Senior Manager of Maintenance for Progress Rail and roles at Norfolk Southern Rail.

Tony's impressive results using organizational data to strengthen KPI's and his strong emphasis on employee engagement will make him a great addition to the team!

# Metro Heads Back-to-School



In preparation of the new school year, Metro's outreach team helped families find their best trip option and answered general questions during CPS' annual Back to School Bash on Aug. 4.

Staff will also be stationed at transit centers during the first week of school to assist students and families to ensure a smooth back-to-school transition.

**Reminder:** Parents are welcome to ride free with students to and from school, Aug. 20-27.

# Metro Heads Back to School II



Area Universities know that Metro is the smartest way to go! Students and staff at the University of Cincinnati, Xavier University and Cincinnati State may sign up for Metro's EZRide program to enjoy free rides through the rest of 2025.

Visit Metro's website at [www.metrocincinnati.com](https://www.metrocincinnati.com) to learn more about the program.

# ERM Partner Appreciation & Open House Breakfast



Metro's Everybody Rides Metro program, which subsidizes transit passes through our partnership with local non-profit agencies for distribution to low-income riders to access jobs, education, healthcare and social services, will be hosting a Partner Appreciation and New Member Open House breakfast on Sept. 30 at the Urban Leagues' Holloman Center for Social Justice on Sept. 30, 8:30-10:30 a.m.

Please help us spread the word to local non-profits who may be able to help us grow our mission of increasing transit access.

## 4th Annual Small Business Ice Cream Social



Small businesses are invited to attend an Ice Cream Social to meet Metro project managers and procurement team to discuss upcoming opportunities and to enjoy a cool treat.

**Date: Sept. 5**

**Time: 11 a.m. - 1 p.m.**

**Location: Forest Park Library**

**FREE**

## ...And That's the News!

Summer at Metro is in full swing! Catch us at an upcoming event soon.

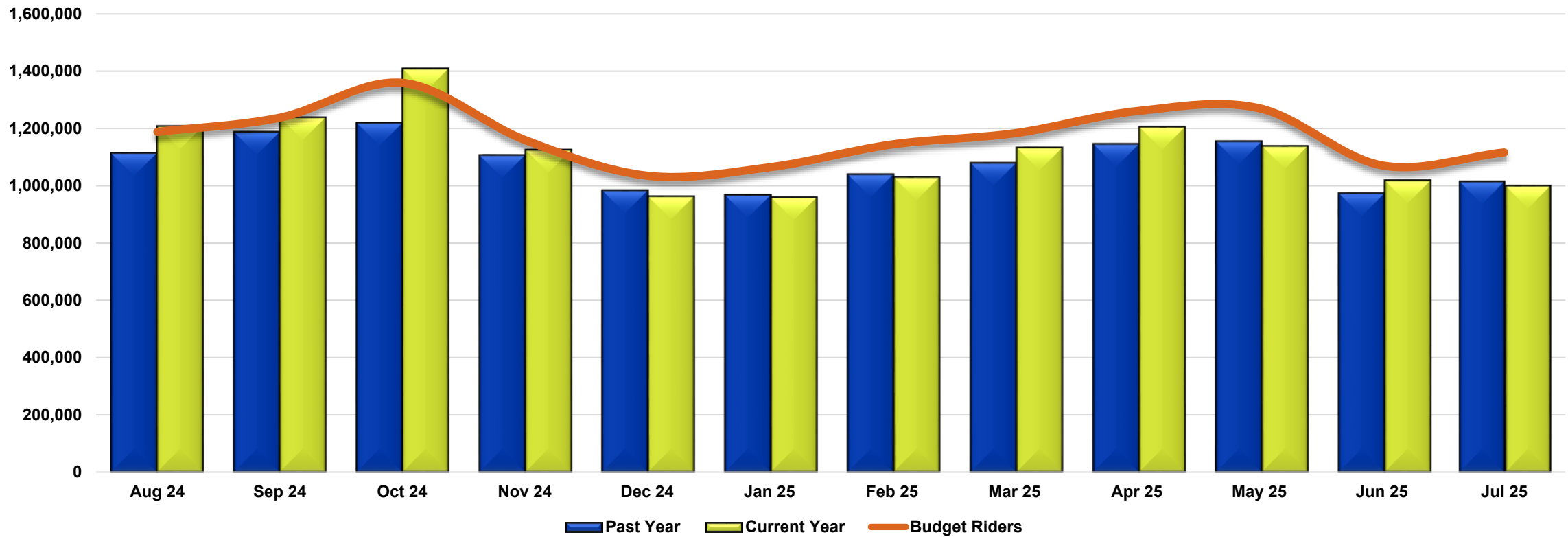




# July 2025 Ridership and Service Quality Report

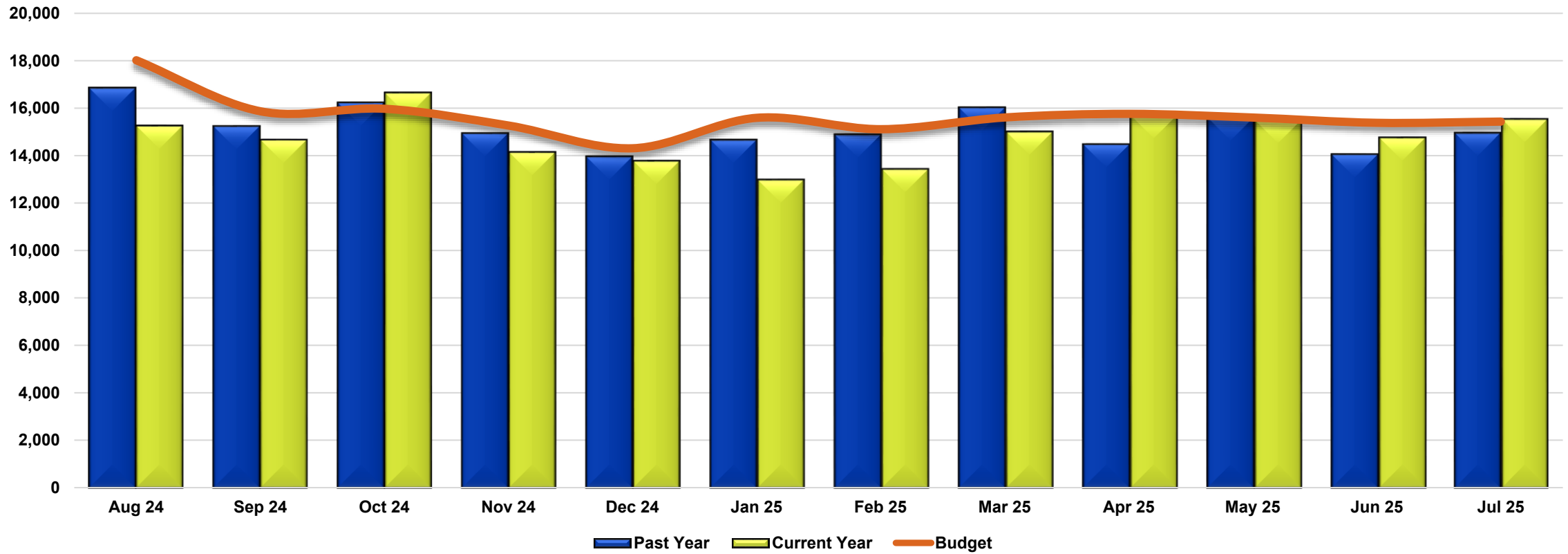
August 19th, 2025 | SPDI

## Total Fixed Route Ridership YoY & Budget by Month



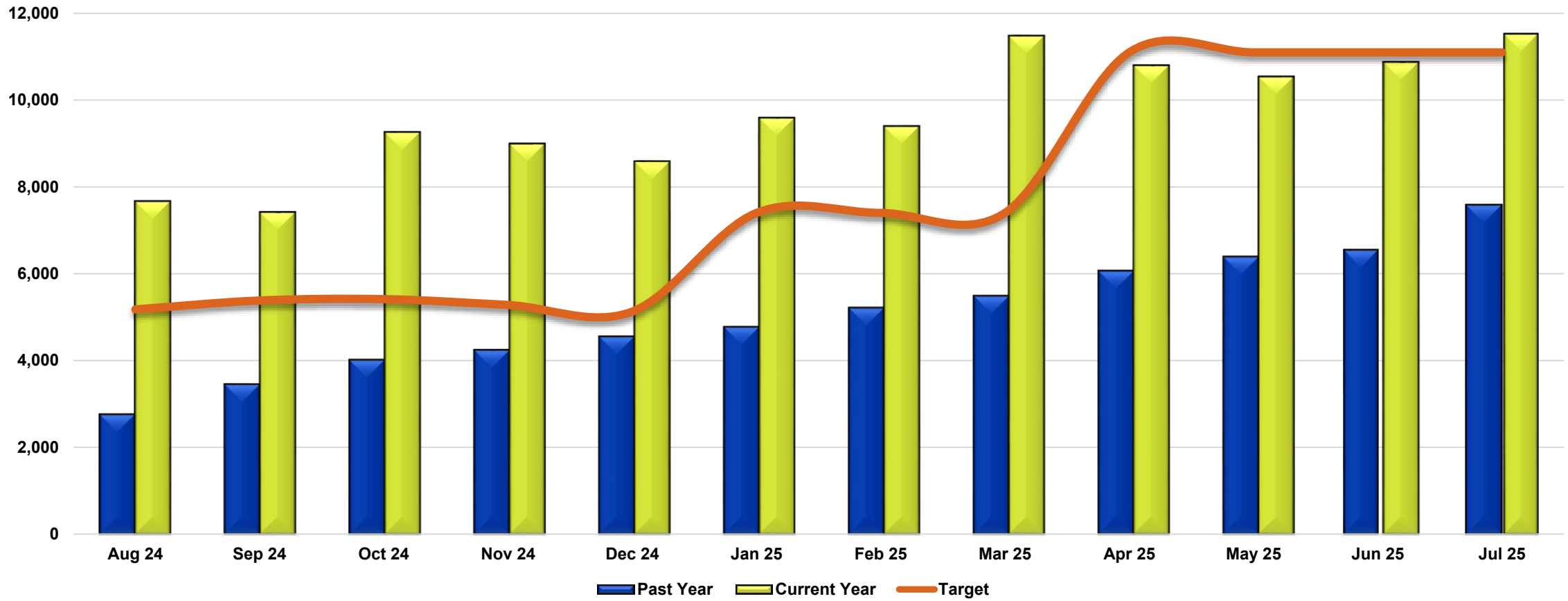
Service	Jul 25 Ridership	Jul 25 Budget	% Budget Variance	Jul 24 Ridership	Jul 25 vs. 24 % Variance
Fixed-Route	998,863	1,116,038	-10.5%	1,014,576	-1.5%
Total (YTD)	7,478,277	8,109,356	-7.8%	7,376,103	1.4%

## Total Access Ridership



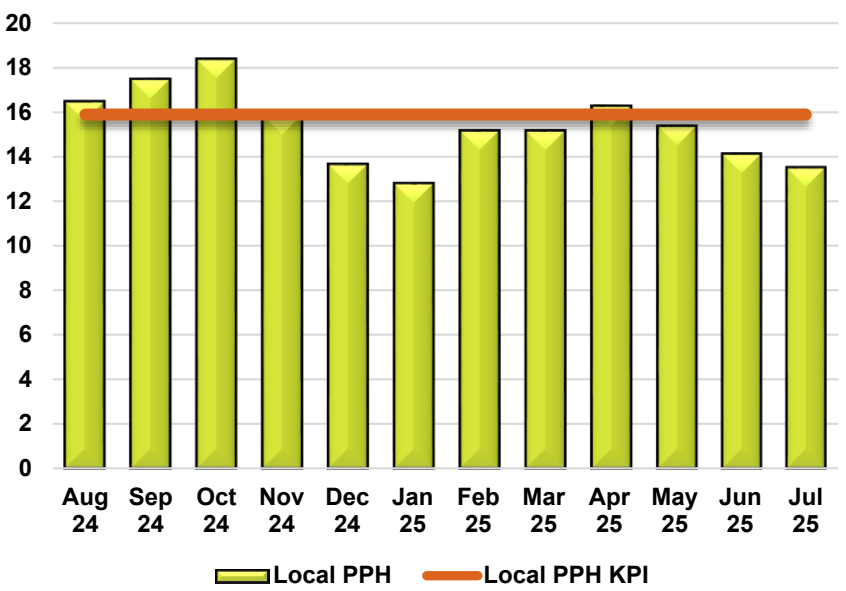
Access	Jul 25 Ridership	Jul 25 Budget	% Budget Variance	Jul 24 Ridership	Jul 25 vs. 24 % Variance
Total	15,529	15,431	0.6%	14,952	3.9%
Total (YTD)	102,882	108,482	-5.2%	104,615	-1.7%

## Total MetroNow Ridership

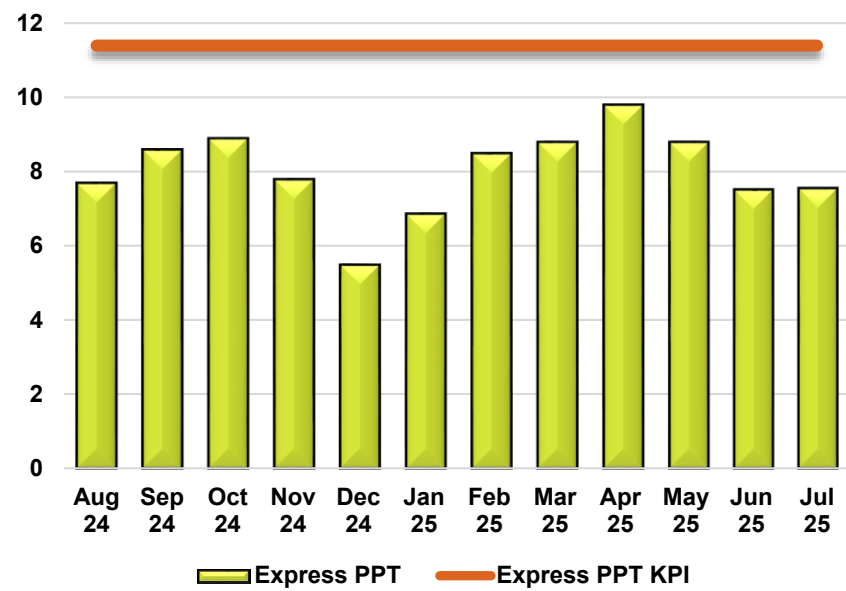


MetroNow	Jul 25 Ridership	Jul 25 Budget	% Budget Variance	Jul 24 Ridership	Jul 25 vs. 24 % Variance
Total	11,524	11,100	3.8%	7,578	52.1%
Total (YTD)	74,232	66,600	11.5%	42,015	76.7%

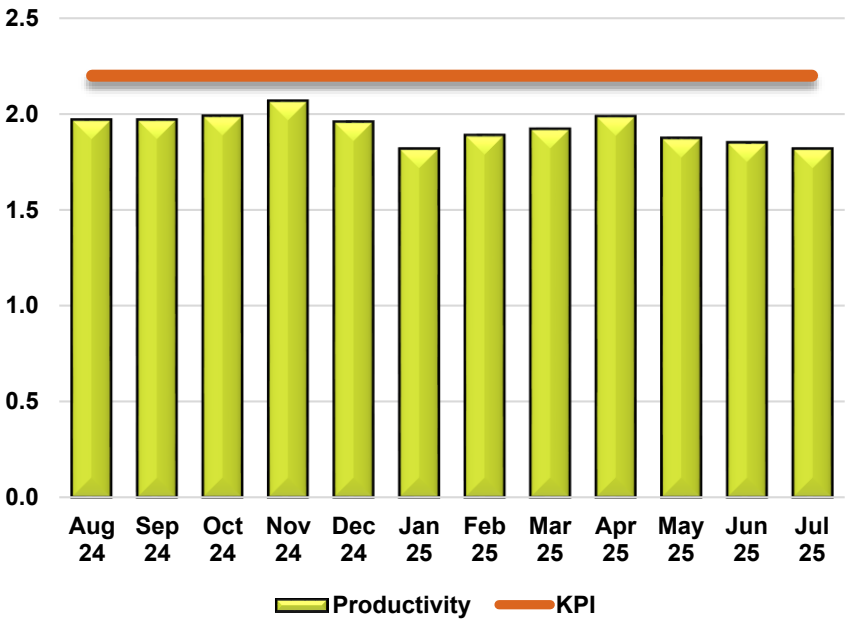
### Local Service Productivity



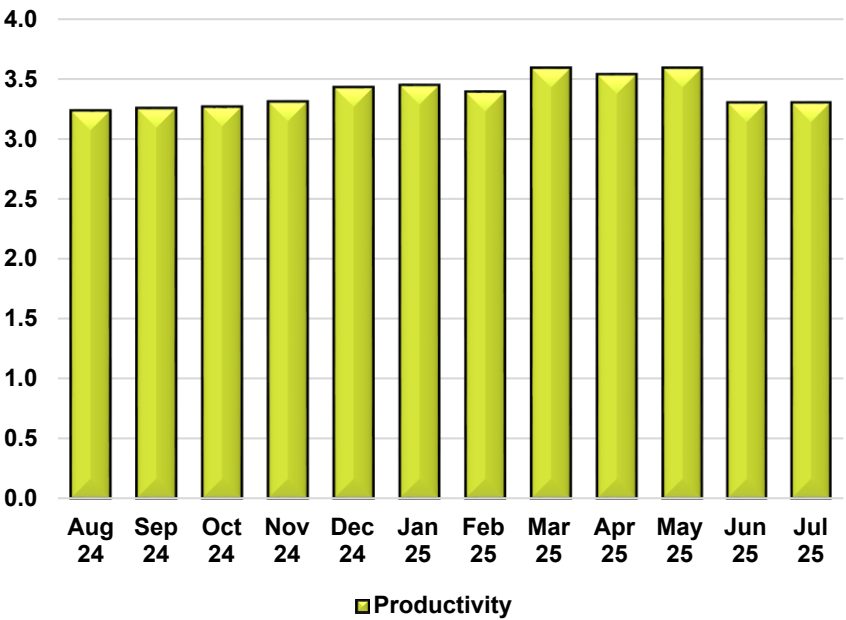
### Express Service Productivity



### Access Service Productivity



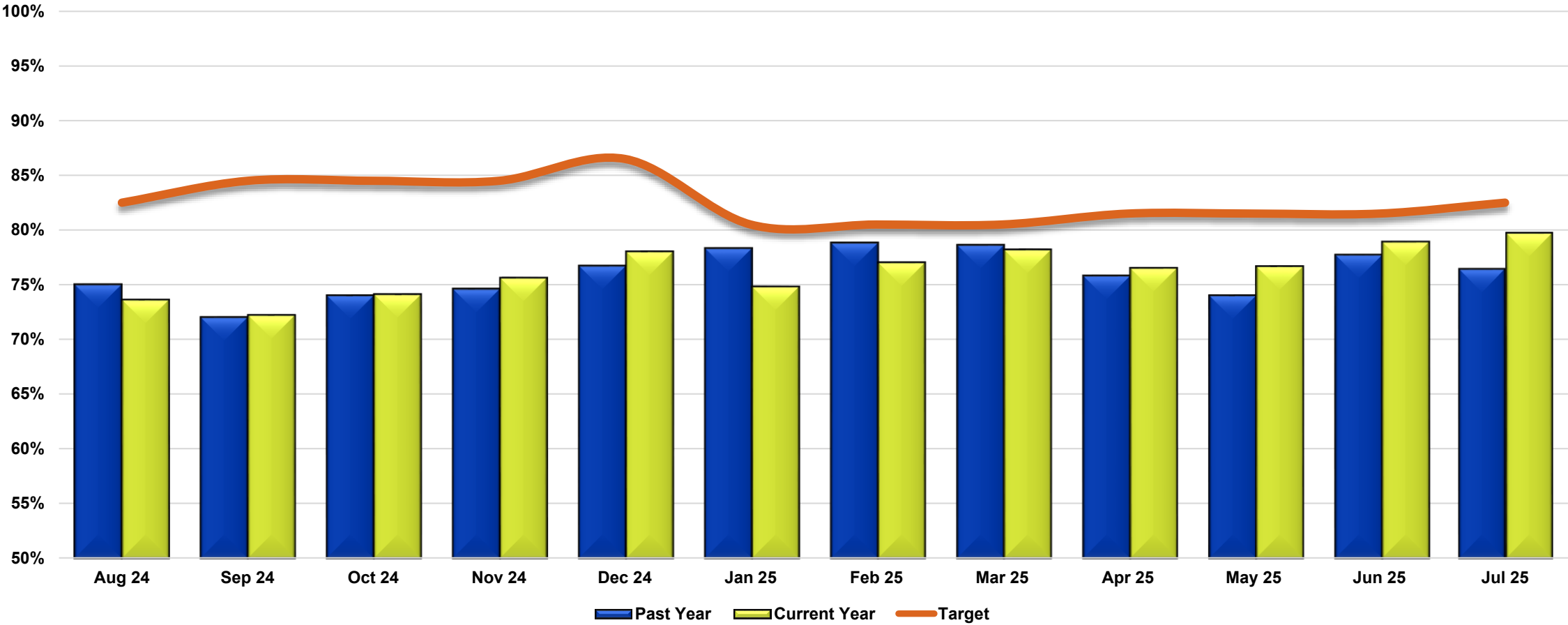
### MetroNow Service Productivity



### Productivity by Service Type

Service Type	Jul 25 Actual	Jul 25 Budget	Variance
Local Pass/Hour	13.5	15.9	-2.4
Express Pass/Trip	7.6	11.4	-3.8
Access Pass/Hour	1.82	2.2	-0.4
MetroNow Pass/Hour	3.3	--	--

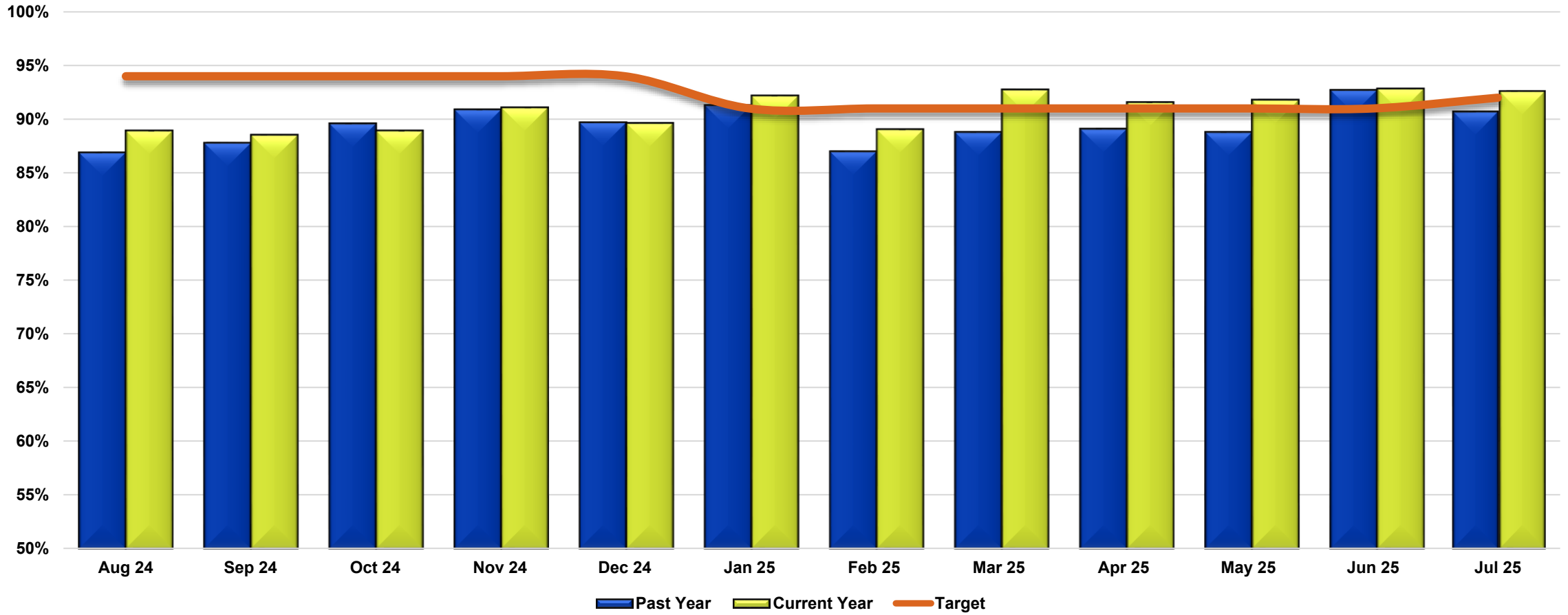
Fixed-Route On-Time Performance



Fixed-Route Service	Jul 25 Actual	Jul 25 KPI Target	Target Variance
On-Time Performance	79.7%	82.5%	-2.8%

*\*percentage points*

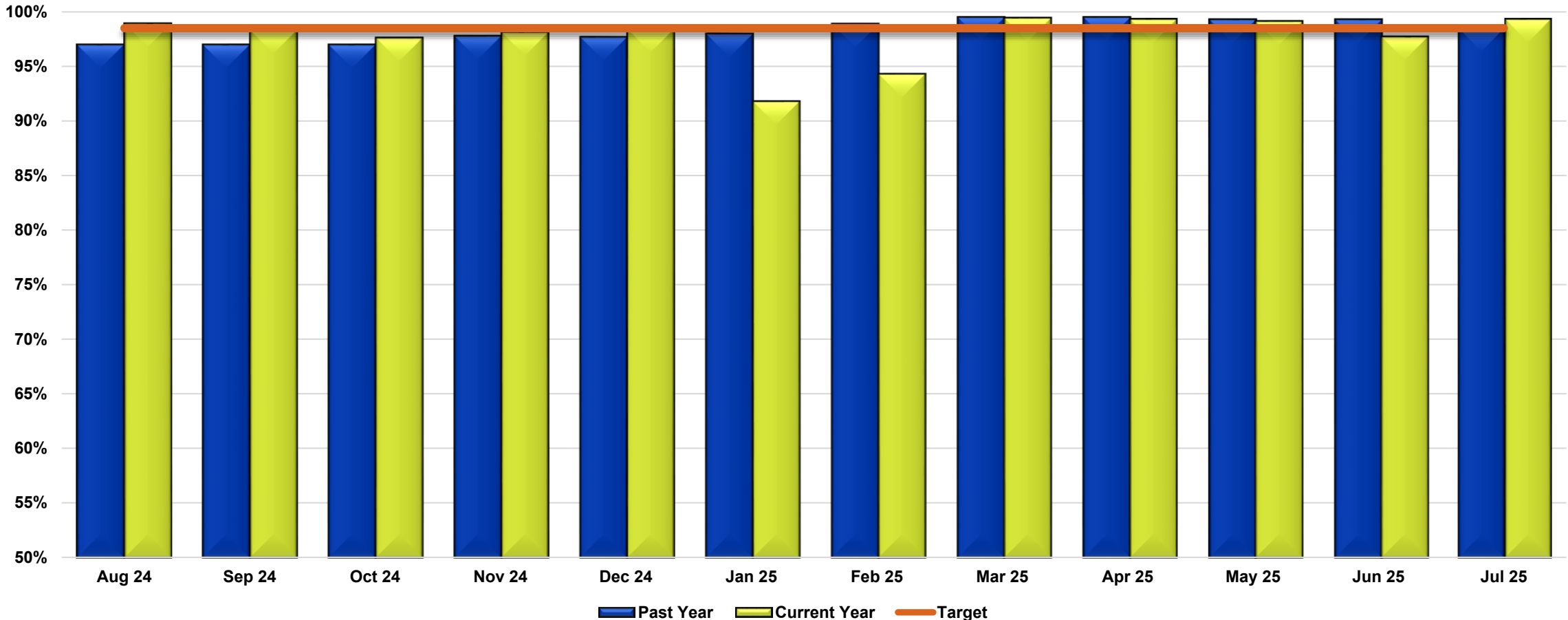
Access On-Time Performance



Access Service	Jul 25 Actual	Jul 25 KPI Target	Variance
On-Time Performance	92.6%	92.0%	0.6%

*\*percentage points*

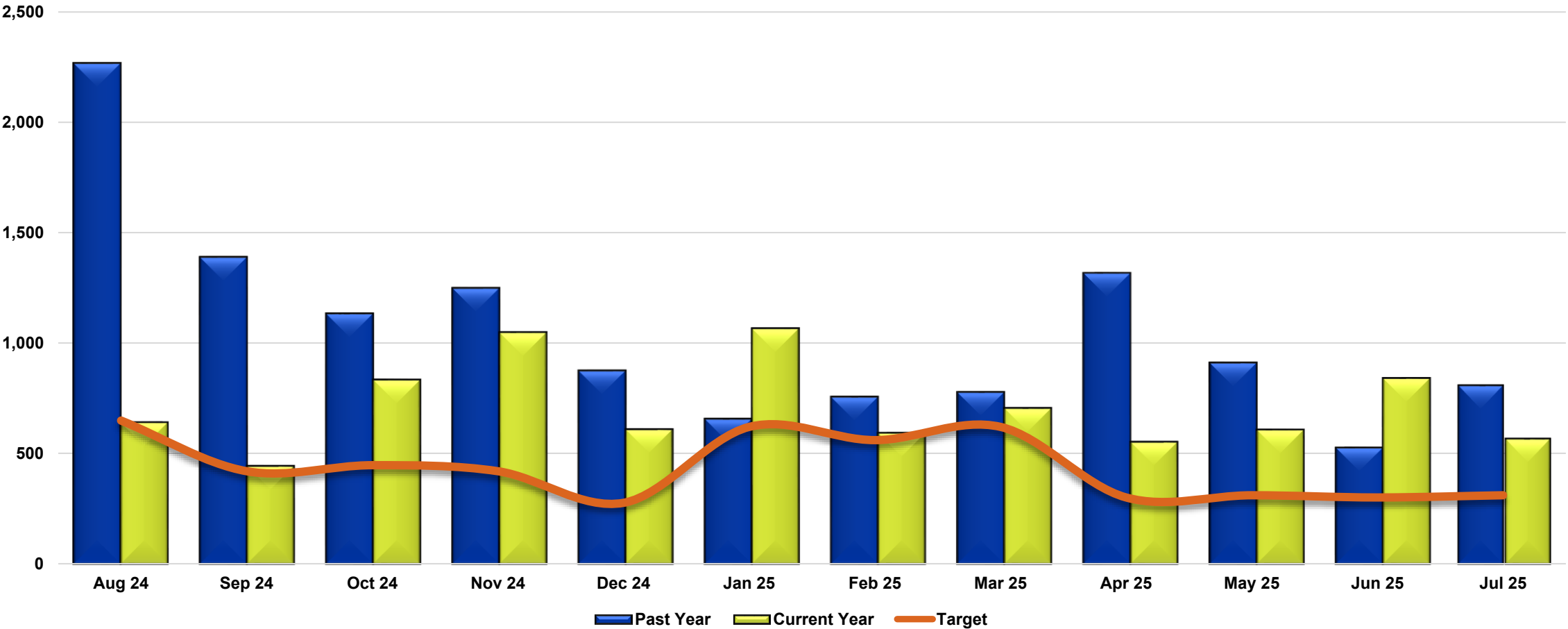
MetroNow On-Time Performance



MetroNow Service	Jul 25 Actual	Jul 25 KPI Target	Variance
On-Time Performance	99.3%	98.5%	0.8%

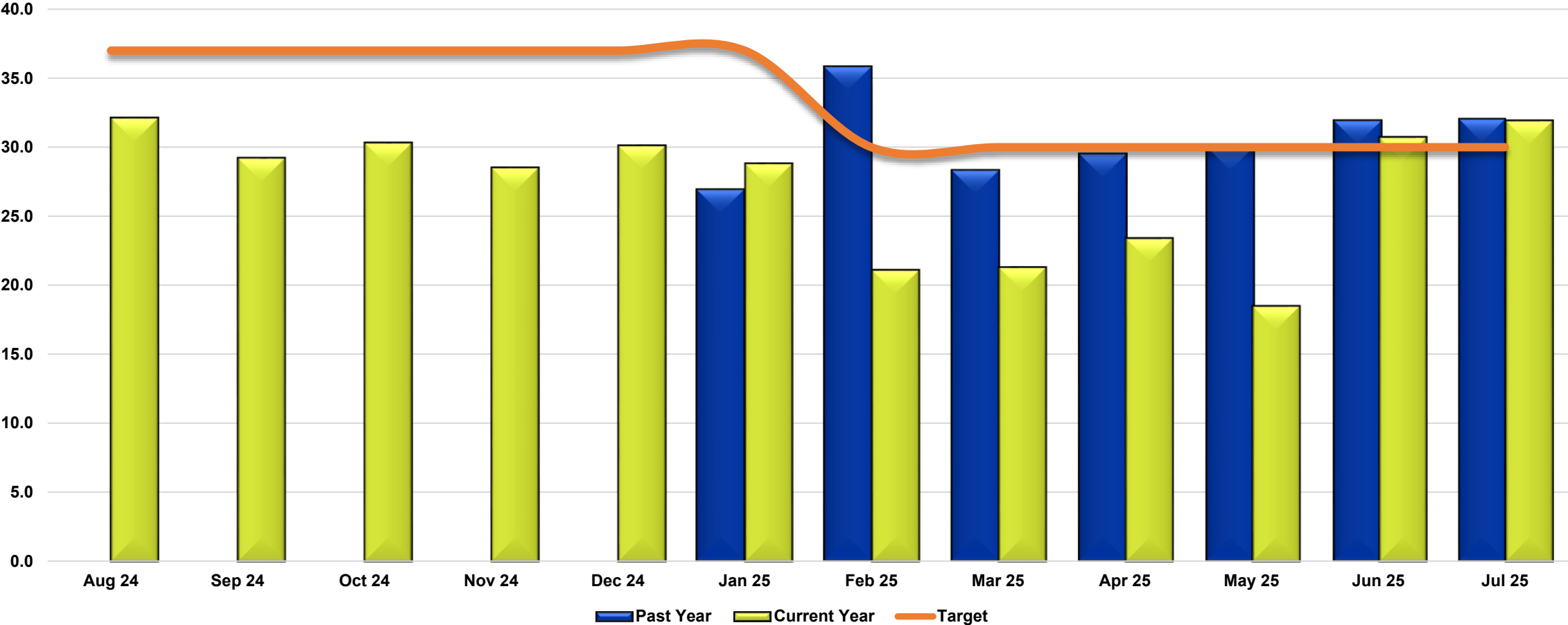
*\*percentage points*

Fixed-Route Missed Trips



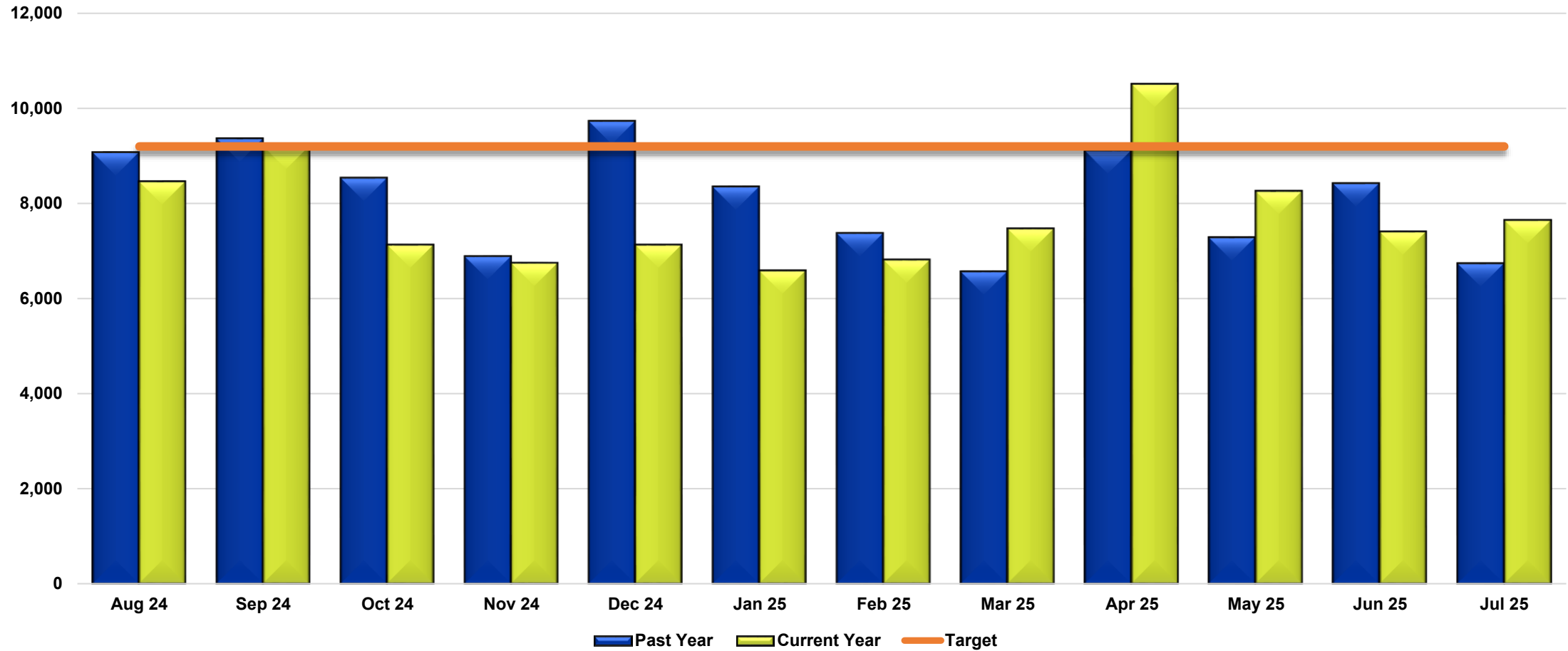
Fixed-Route Service	Jul 25 Actual Missed Trips	Jul 25 Trips Scheduled	% of Trips Operated	Monthly Target	End of Year Target
Missed Trips	567	73,112	99.2%	310	310

Customer Service Reports per 100k Rides



Fixed-Route Service	Jul 25 Reports Per 100k Rides Made	Jul 25 Reports Per 100k Rides Target	Jul 25 Target Per 100k Rides Variance	Jul 24 Reports Per 100k Rides Made	Jul 24 vs. 25 Reports Per 100k Rides Variance
Customer Service Reports	31.9	30.0	1.9	32.0	-0.1

## Fixed-Route Miles between Mechanical Service Interruptions



Fixed-Route Service	Jul 25 MSI Actual	Jul 25 MSI Target	Jul 25 Target Variance	Jul 24 MSI Actual	July 25 vs. 24 MSI Variance
Miles Between Mechanical Service Interruptions (MSI)	7,648	9,200	-1,552	6,749	899



## Planning & Ops Committee MetroRAPID Update August 2025

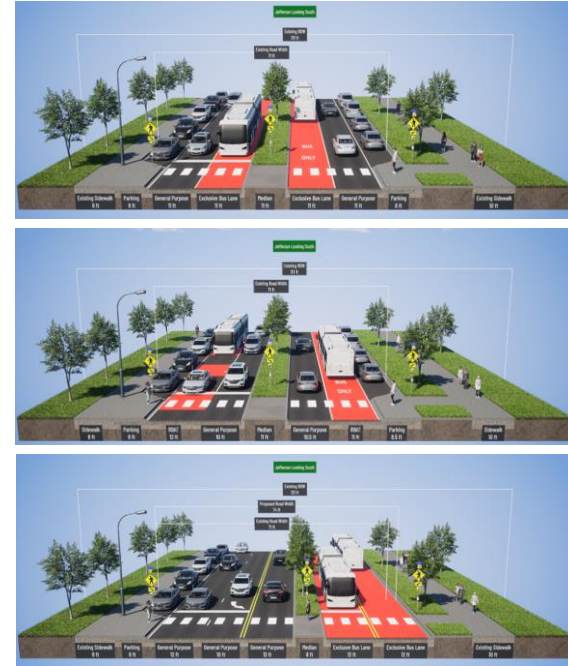
# Agenda

- Design Progress
- CMAR Procurement
- Vehicle Evaluation
- Upcoming Public Engagement

# Design Progress

- University of Cincinnati lane configuration
- Continuing Coordination with City of Cincinnati
- Traffic Impacts
- Streetcar Coordination
  - Transit lane for combined Streetcar and BRT
- Street Tree Impacts
  - Utilizing the input from the meeting with the City on July 10, along with the lane width analysis and input from IRT meetings to inform and refine the design
- Reducing Minor Acquisitions
- Quantifying Parking Losses/Identify Replacements

## UC options



# Project Development Progress

## Preliminary Design

- Station Locations
- BRT Lanes

## Engagement

- Project Partners
- Businesses
- Community Councils
- Stakeholders

## Traffic Impacts

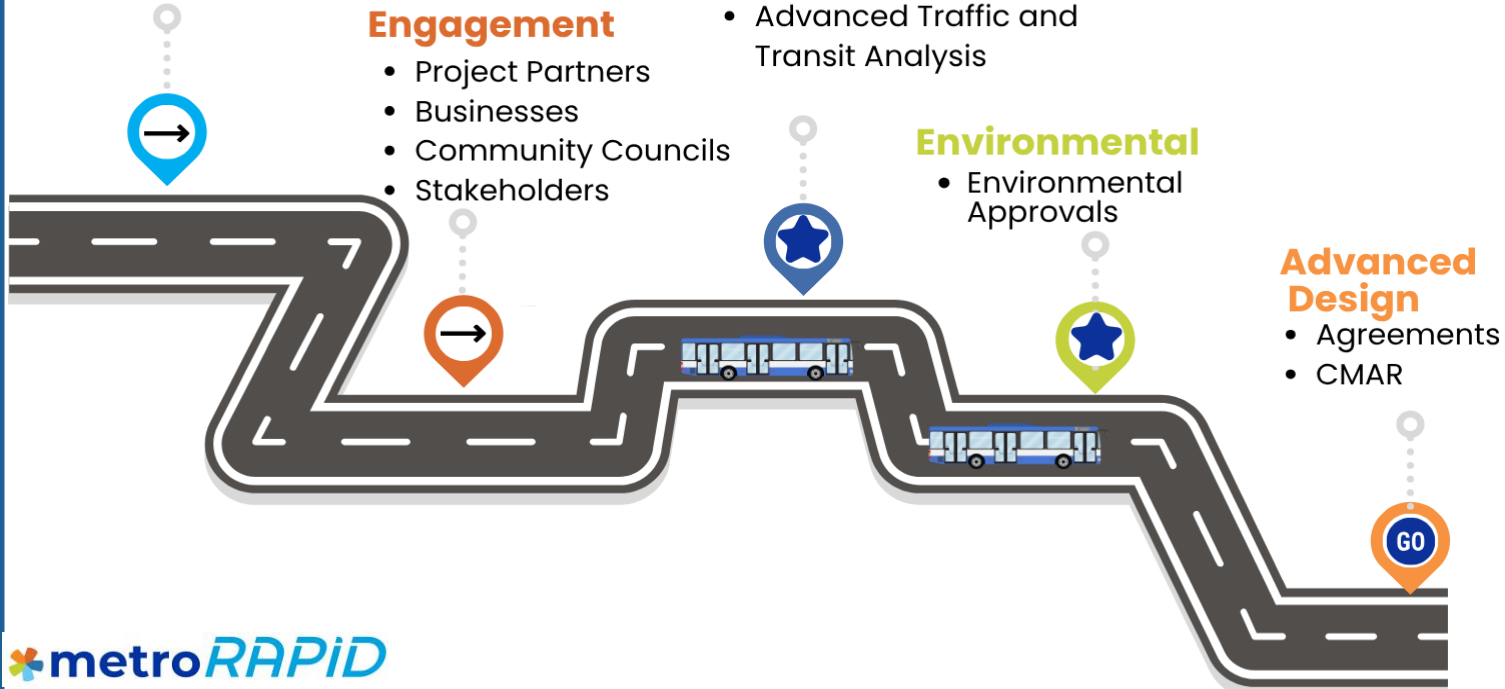
- Intersection Modeling
- Advanced Traffic and Transit Analysis

## Environmental

- Environmental Approvals

## Advanced Design

- Agreements
- CMAR



# CMAR Procurement – Reading Rd

Activity	Date
Notice to Industry	April 10, 2025
Meet the Primes/Small Business Networking Event	April 30, 2025
Notice of Interest due	May 30, 2025
Request for Qualifications (RFQ) posted	June 27, 2025
<b>Pre-Proposal Conference</b>	<b>July 24, 2025</b>
<b>RFQ Deadline</b>	<b>August 22, 2025</b>
List of Qualified/Requests for Proposals (RFP)	September 2025
RFP Deadline	60 Days After Request
Metro Evaluation	November 2025
CMAR contractor Recommendation to the Board	January 2025

# Vehicle Evaluation Plan

## Fuel Types:

- Diesel
- Diesel-Hybrid
- Battery-Electric
- Hydrogen  
\*eliminated due to safety concerns near the rail yard



## Bus Size:

- 40-foot
- 60-foot (\* diesel-hybrid is not available)
- Doors on both sides



## Evaluation Plan:

- Dynamic performance testing
- Operator feedback
- Maintenance evaluations



## Considerations:

- Operations impacts of Battery Electric Bus (BEB)
- Peer experience, dependability & industry status
- Cost estimates
- Impact on Grant ratings

# Vehicle Evaluation

## Performance under slippery conditions

- No issues observed on any 60-foot bus

## Overall operational characteristics

- No significant difference noted
- 60-foot bus turn radius outperformed 40-foot bus turn radius by 2 to 4 feet



Bus	Time	SOC	0-10mph	0-15mph	0-20mph	top speed	Location
NFI	8:38	57	4.5	6.9	11.3	28	Vine and Thill run1
RIDE	8:38	86	6.25	9.86	18.01	23	Vine and Thill run1
Gillig	8:38	N/A	4.5	5.2	10.2	25+	Vine and Thill run1
NFI	8:59	54	5.3	6.8	10.9	28	Vine and Thill run2
RIDE	8:59	84	9.23	13.3	20.81	23	Vine and Thill run2
Gillig	8:59	N/A	4.15	5	11.5	25+	Vine and Thill run2
NFI	10:02	40	4.85	8.07	14.3	26	Clifton
RIDE	10:02	78	8.38	12.78	26.2	22	Clifton
Gillig	10:02	N/A	4.8	5.8	11.9	28+	Clifton
NFI Diesel	N/A	N/A	4.58	7.28	11.1	30	Vine and Thill avg

# BEB Vehicle Evaluation

## Range

Estimated Range - Future, Cold	Efficiency (kWh/mile)	Useable Battery Energy (80%)	Range (in miles) (100% to 20% SOC)	Laps of Reading	Laps of Hamilton
NFI	4.32	563	130	7.1	5.5
RIDE	3.33	461	138	7.5	5.9

## Gradeability

Bus	Time	SOC	0-10mph	0-15mph	0-20mph	top speed	Location
NFI	8:38	57	4.5	6.9	11.3	28	Vine and Thill run1
RIDE	8:38	86	6.25	9.86	18.01	23	Vine and Thill run1
Gillig	8:38	N/A	4.5	5.2	10.2	25+	Vine and Thill run1
NFI	8:59	54	5.3	6.8	10.9	28	Vine and Thill run2
RIDE	8:59	84	9.23	13.3	20.81	23	Vine and Thill run2
Gillig	8:59	N/A	4.15	5	11.5	25+	Vine and Thill run2
NFI	10:02	40	4.85	8.07	14.3	26	Clifton
RIDE	10:02	78	8.38	12.78	26.2	22	Clifton
Gillig	10:02	N/A	4.8	5.8	11.9	28+	Clifton
NFI Diesel	N/A	N/A	4.58	7.28	11.1	30	Vine and Thill avg

# Vehicle Cost

**Reading**

12 buses



**Hamilton**

16 buses



## Total Vehicle Capital Costs

Vehicle Type	Vehicle Cost	Additional Infrastructure Cost	Total Cost
Diesel	\$28,669,268	\$0	\$28,669,268
BEB	\$49,891,784	\$12,200,000	\$62,091,784

### BEB Infrastructure Cost

includes on-route charging to reduce number of buses and to reduce dead heading back to a facility for charging.

**Diesel \$1.02M each**

**BEB \$2.22M each**

## Total Yearly Operational Costs

Vehicle Type	Annual Energy Costs (for all buses)	Additional Infrastructure Maintenance Cost	Training	Total Yearly Operational Cost
Diesel	\$1,075,997	\$0	\$20,000	\$1,095,997
BEB	\$514,925	\$350,000	\$70,000	\$934,925

### Additional Infrastructure Maintenance Cost

Assumes added headcount and costs to maintain the charging infrastructure.

# Consultant Recommendation

- Procure 60' Clean Diesel BRT Vehicles
  - More operational certainty compared to BEBs
  - No charging or equipment needed
  - No change to FTA CIG rating
  - Projects will still achieve Vehicle Miles Traveled reduction of 3.3M automobile trips
  - Operations/Maintenance staff input
  - >\$30 Million savings compared to BEBs



# Fall Outreach



- Final Station Locations\*
- Community Benefits/Impacts
- Postcard Mailing to 32,000 residents
- MetroRapid Stakeholder Advisory Group - September 24
- 86 Representatives from more than 50 organizations:
  - City, Port, 3CDC, Development Corporations, Business Associations, Community Council Representatives

# Fall Outreach

## PUBLIC OPEN HOUSES

- Tangeman University Center Atrium, September 25 (Thursday)
- Avondale Town Center Holloman Center for Social Justice, September 29 (Monday)
- Downtown Library, September 30 (Tuesday)
- College Hill Recreation Center, October 1 (Wednesday)

## METRO EMPLOYEE OPEN HOUSES

- Huntington Bank Building 23rd Floor conference room, September 23 (Tuesday)
- Bond Hill, September 24 (Wednesday)
- Queensgate, September 26 (Friday)
- Access, September 30 (Tuesday)
- Queensgate, October 1 (Wednesday)
- Bond Hill Thursday, October 2 (Thursday)

## COMMUNITY COUNCIL MEETINGS

- Scheduling October and November at all Community Council's crossed by the MetroRapid

Downtown  
Over-the-Rine  
Mt. Auburn  
Corryville  
CUF (Clifton Heights, University Heights, Fairview)  
Clifton  
Neighborhoods of Uptown  
Avondale  
North Avondale  
Paddock Hills  
Bond Hill  
Roselawn  
Northside  
College Hill  
North College Hill  
Mt. Healthy



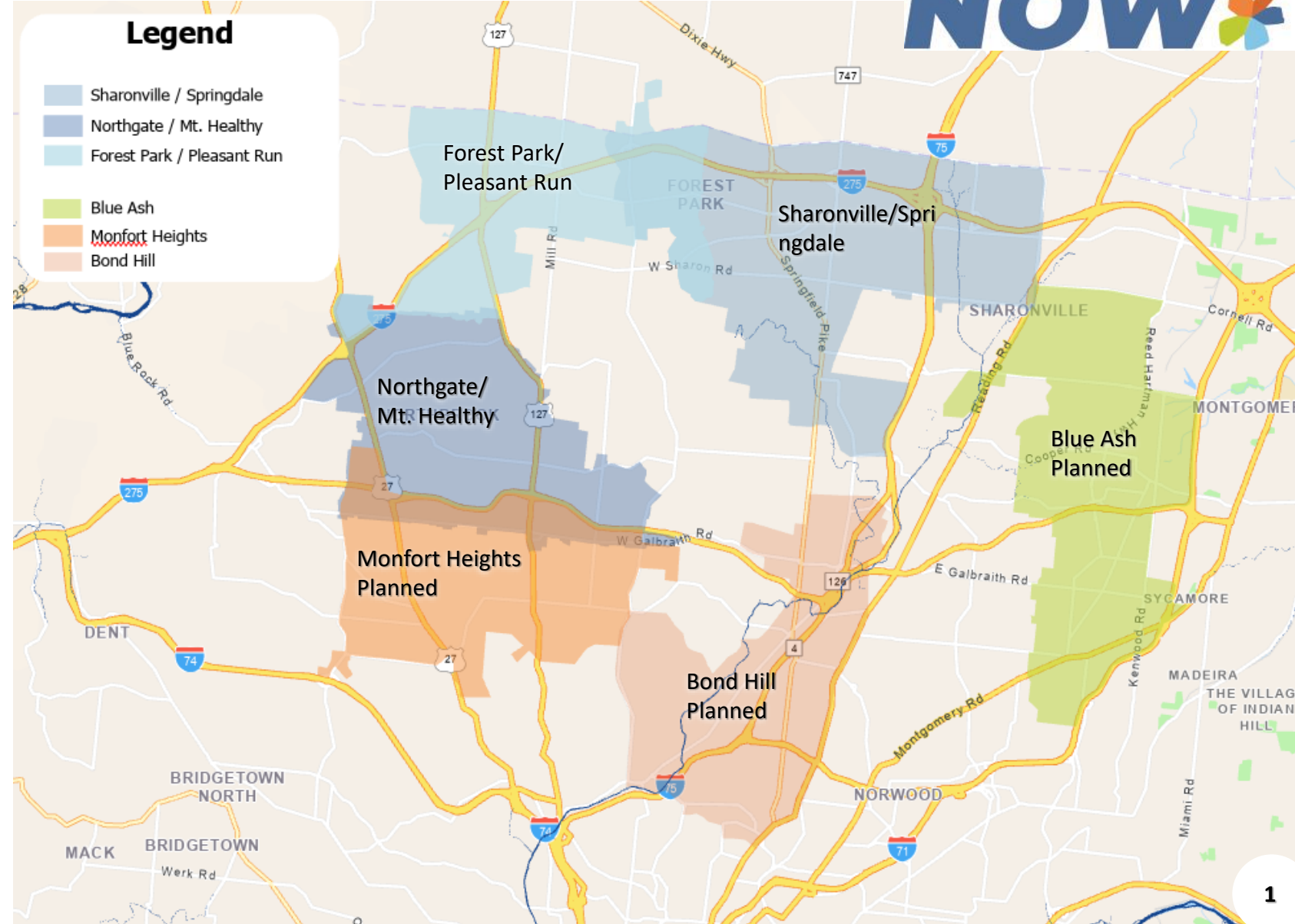
# **MetroNOW! Service Report & KPI Recommendations**

## **Planning and Ops Committee Board Meeting**

August 19th, 2025

## What Is METRONOW!?

- Innovative, new service using smaller vehicles serving suburban communities.
- Launched in Springdale/Sharonville May 22, 2023
- Launched in Northgate/Mt. Healthy on July 11, 2023.
- Expanded Springdale/Sharonville Zone boundary to encompass Lincoln Heights.
- Weekend Service Hours expanded from 6 pm to 9 pm.
- Launched in Forest Park/Pleasant Run on June 8<sup>th</sup>, 2025
- Six zones total when service fully rolls out.





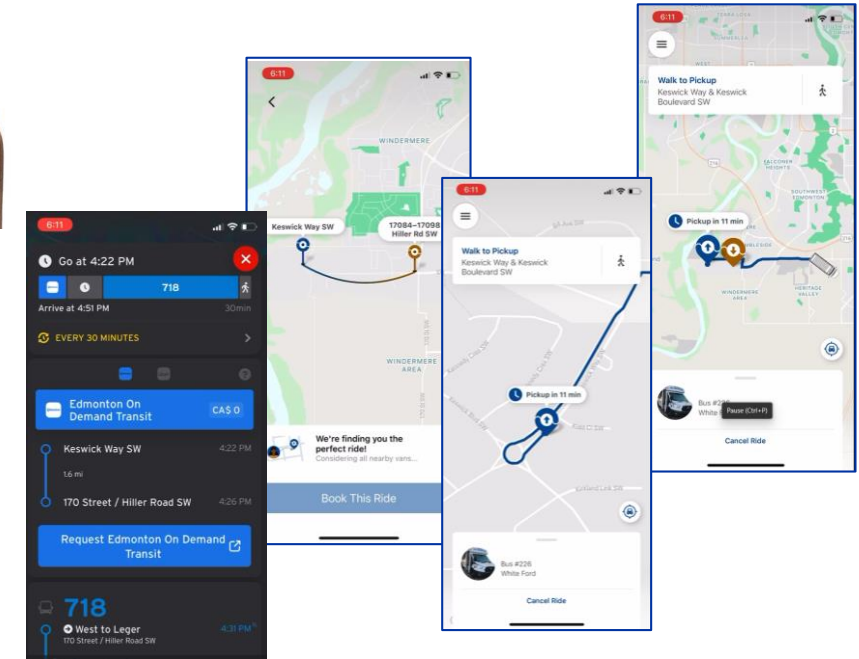
# How Does *METRONOW* Work?



- Book a ride by app or telephone.
- Travel anywhere within designated zones.
- \$2.50 fare each way – no hidden fees or surcharges.
- Operates 6 a.m. – 9 p.m. weekdays, 8 a.m. – 9 p.m. weekends and major holidays.

# How Do I Schedule A Trip?

1. Download *MetroNow* app.
2. Follow instructions to set up account.
3. Choose your preferred payment method.
4. Schedule pick up and drop off locations using the app.
5. The app notifies you when vehicle is arriving.
6. Do the same for return trip.



For telephone users:

1. Call 513-551-5555.
2. Dispatch will provide you with trip details.
3. Pay \$2.50 cash fare when boarding.
4. Do the same for the return trip.



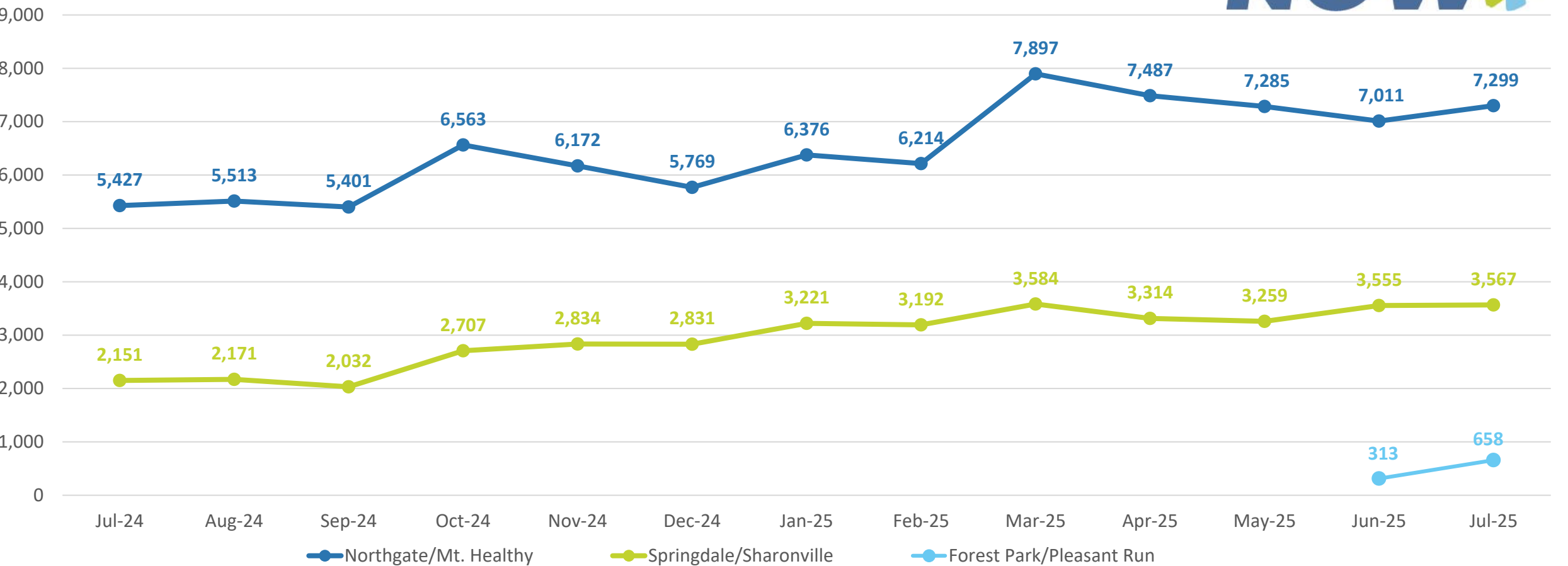


# Service Trends

# Ridership Growth – Last 12 months

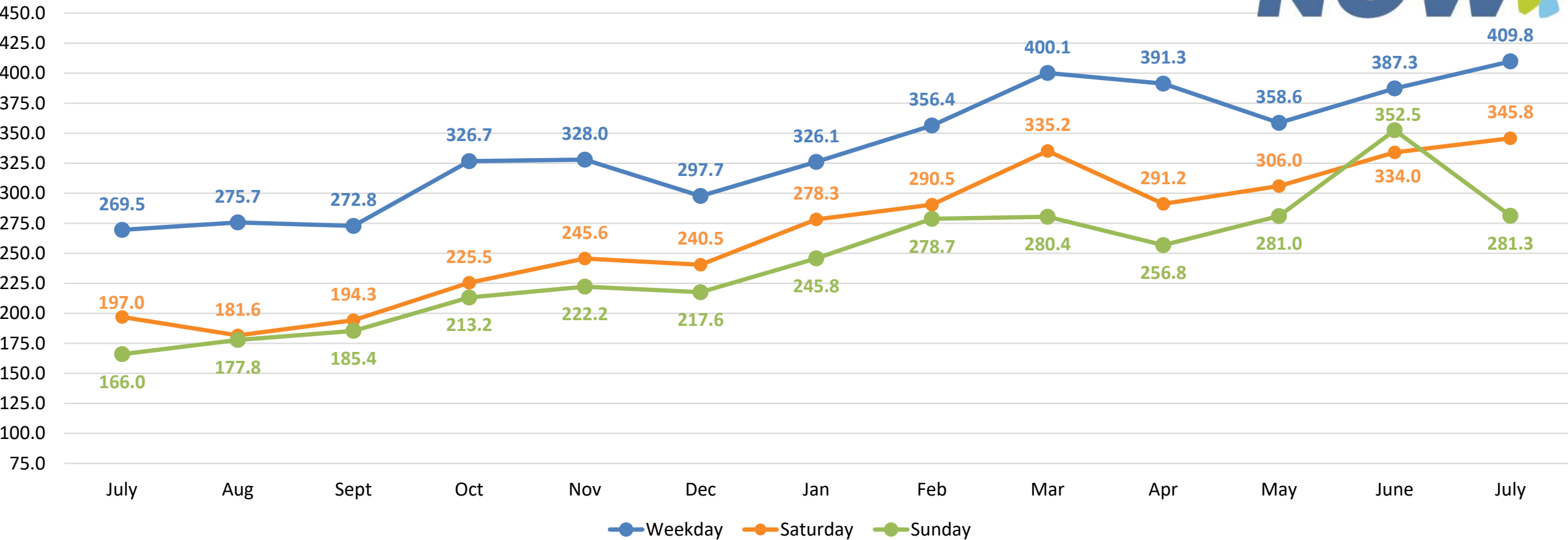


MetroNOW! Monthly Ridership by Zone



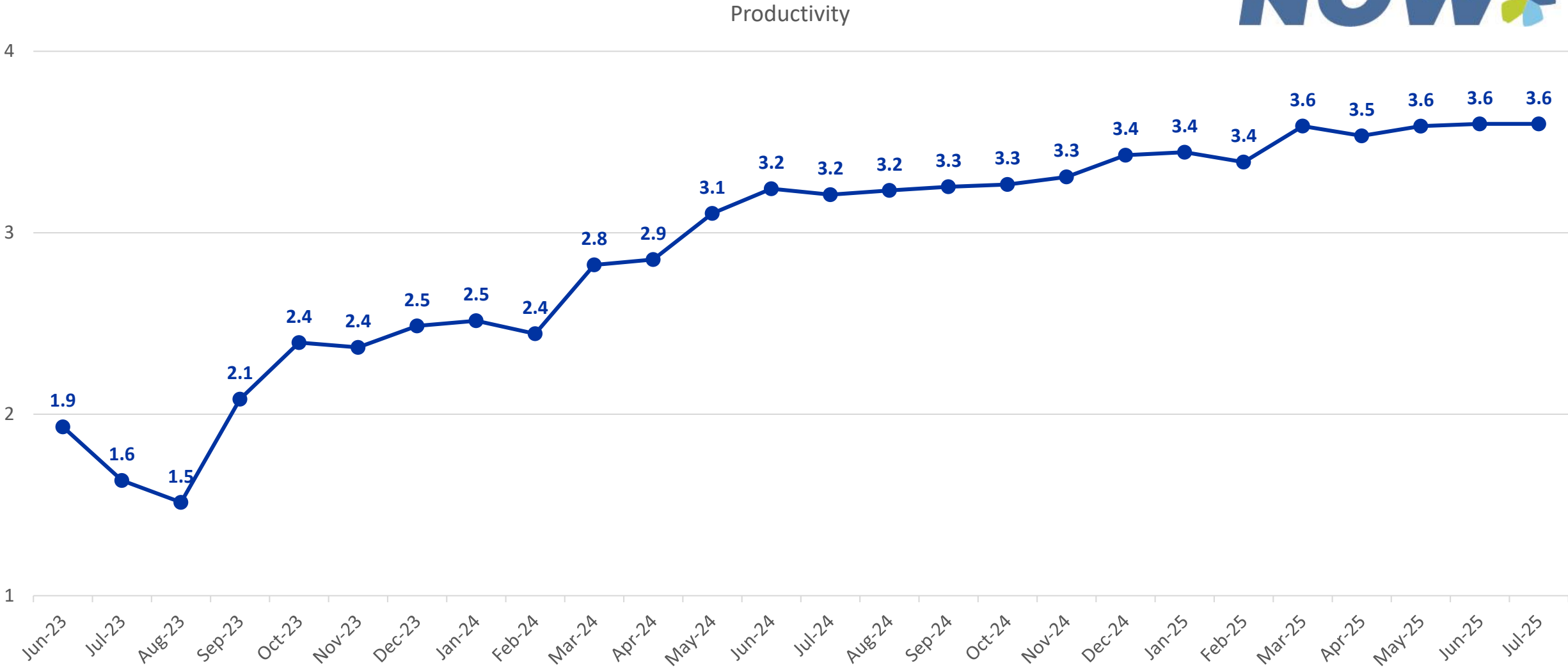
July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Since Launch
7,578	7,684	7,433	9,270	9,006	8,600	9,597	9,406	11,481	10,801	10,544	10,879	11,524	179,003
2024		84,002						2025			74,232		4

# MetroNOW! Ridership by Day Type



Average Ridership by Day Type	July
Weekday	409.8
Saturday	345.8
Sunday	281.3

# Productivity Growth – Since Launch





# Service Data

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July
Met Demand	93.8%	90.0%	85.2%*	87.8%*	91.8%	86.9%	88.9%	87.5%	92.1%	88.7%	86.9%	91.2%	89.6%

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July
Productivity	3.2	3.2	3.3	3.3	3.3	3.4	3.4	3.4	3.6	3.5	3.6	3.6	3.6

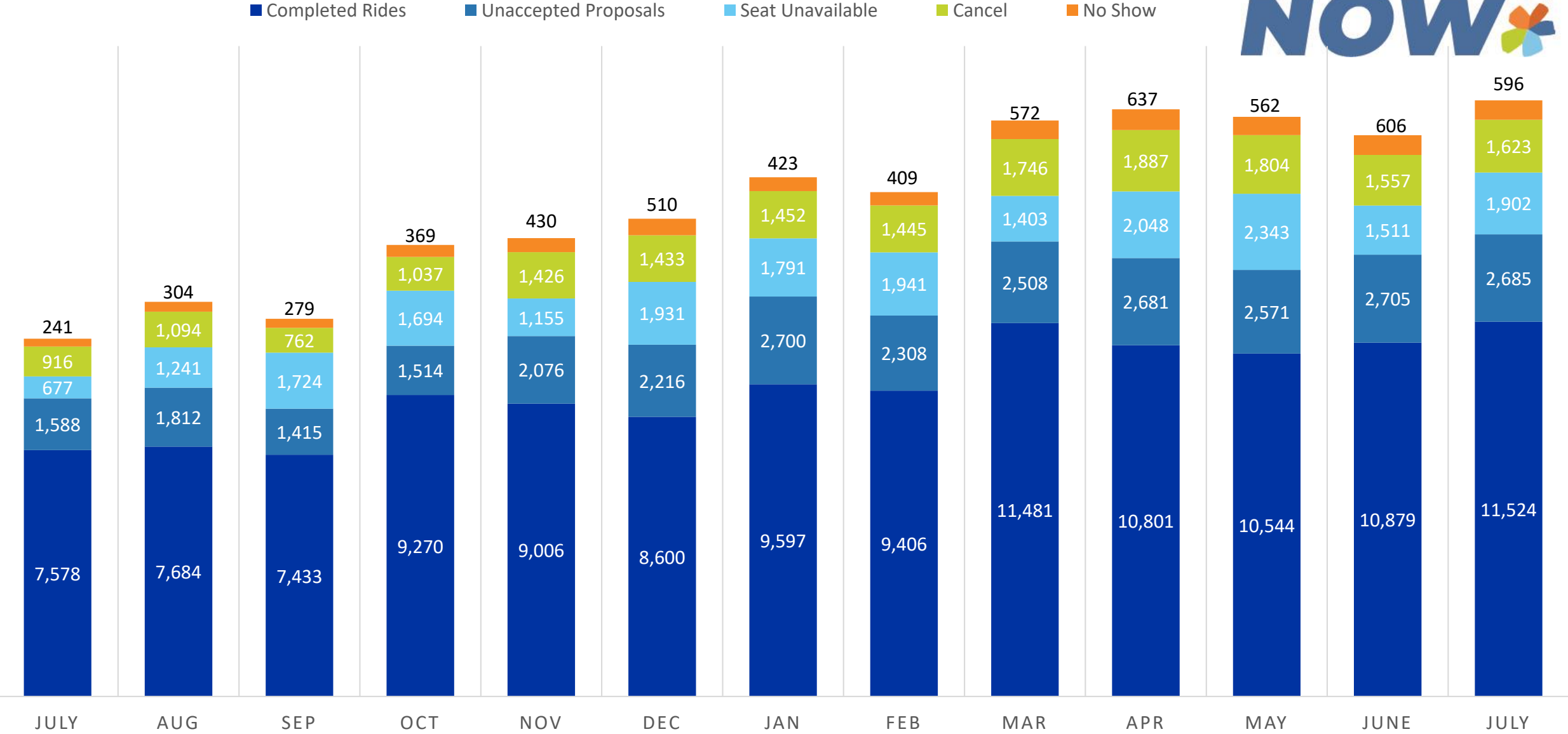
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July
ETA (mins)	22.6	24.7	19.9*	19.7*	26.0	28.8	27.1	28.8	26.5	29.7	29.4	26.7	26.0

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July
OTP	99.4%	98.9%	97.9%	97.6%	98.1%	98.4%	98.8%	99.0%	99.4%	99.3%	99.1%	97.7%	99.3%

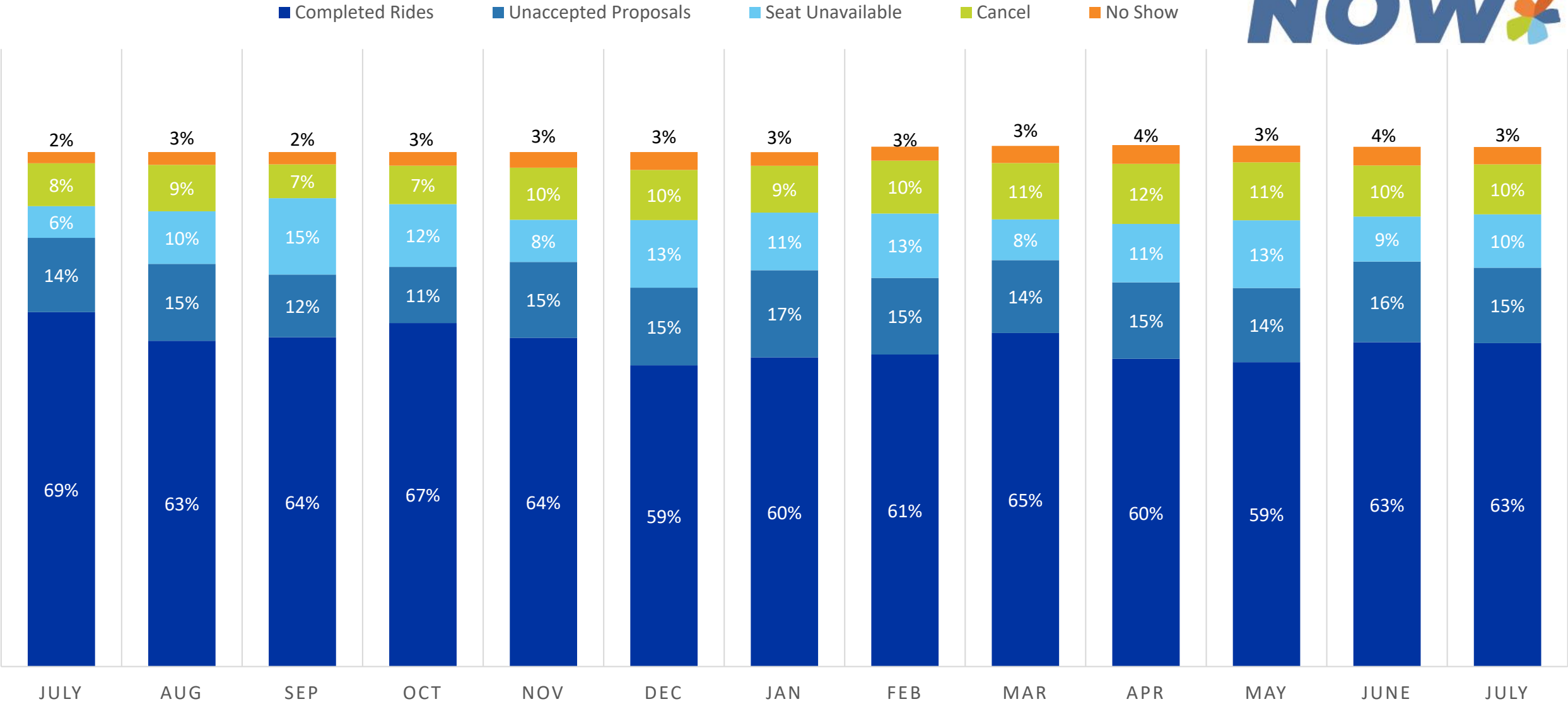
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July
Driver Hours	2,872.0	2,884.6	2,760.5	3,390.4	3,225.6	3,093.0	3,469.8	3,160.7	3,884.3	3,583.2	3,654.2	4,335.3	4,612.4

\* VIA rep decreased max ETA time to 25 mins. Met Demand and ETA were affected \*

# Ride Request Details



# Completed Ride Details %





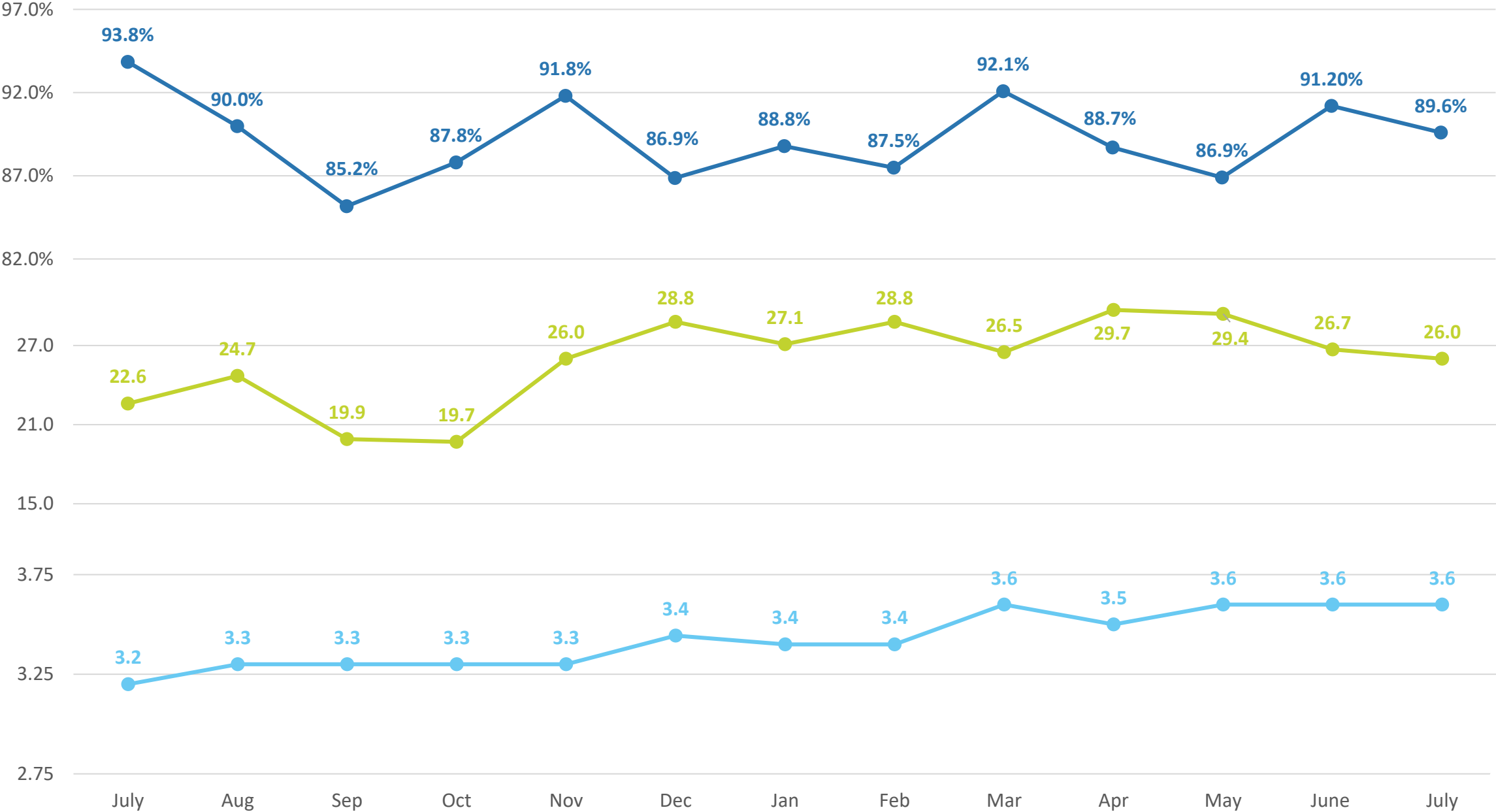
# Data Comparison: Both Zones

# Met Demand vs ETA vs Productivity – Both Zones

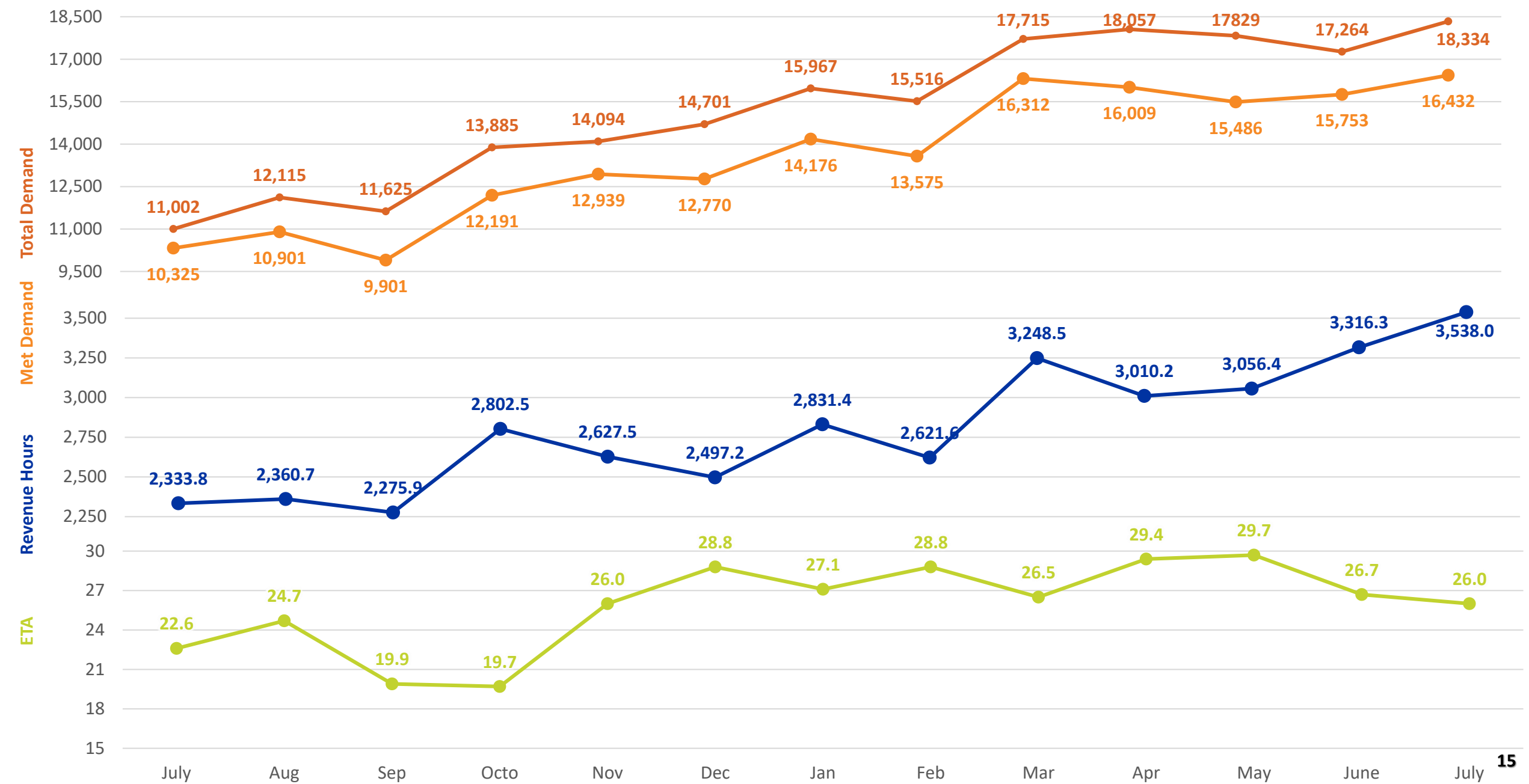
Met Demand %

ETA

Prod



# Revenue Hours vs ETA vs Met Demand & Total Demand





# Regression Analysis

# Introduction

- Staff conducted a series of analyses to determine correlations between different KPIs
- With these correlations and conclusions, we can mathematically predict the best courses of action for improvements to our services.
- To perform this analysis, the team used data from December '24 - March '25
- The KPIs used include:
  - ETA
  - Distance
  - Duration
  - Ridership
  - Revenue Hours
  - Total Demand
  - Met Demand
  - Accepted Rides
  - Cancellations

$$SSR = \sum_{i=1}^n e_i^2$$

Minimization of this function results in a set of **normal equations** solved to yield the parameter estimators,  $\hat{\beta}_0, \hat{\beta}_1$ .

In the case of simple regression, the formulas for the least squares estimators are:

$$\hat{\beta}_1 = \frac{\sum (x_i - \bar{x})(y_i - \bar{y})}{\sum (x_i - \bar{x})^2}$$

$$\hat{\beta}_0 = \bar{y} - \hat{\beta}_1 \bar{x}$$

where  $\bar{x}$  is the **mean** (average) of the  $x$  values and  $\bar{y}$  is the mean of the  $y$  values.

Under the assumption that the population error term has a constant variance, the estimate of that variance is given by:

$$\hat{\sigma}_\epsilon^2 = \frac{SSR}{n - 2}$$

$$\hat{\sigma}_{\beta_1} = \hat{\sigma}_\epsilon \sqrt{\frac{1}{\sum (x_i - \bar{x})^2}}$$

$$\hat{\sigma}_{\beta_0} = \hat{\sigma}_\epsilon \sqrt{\frac{1}{n} + \frac{\bar{x}^2}{\sum (x_i - \bar{x})^2}} = \hat{\sigma}_{\beta_1} \sqrt{\frac{\sum x_i^2}{n}}$$

# Correlations Found

## Met Demand:

- As Total Demand goes up, Met Demand goes down.
- As Revenue Hours go up, Met Demand goes up.
- According to the numbers provided by the regression analysis, about 94% of the Met Demand can be determined by Total Demand and Revenue Hours.

## Accepted Proposals:

- As ETA goes up, Accepted proposal goes down.
- As Met Demand go up, Accepted Proposal goes up.
- According to the numbers provided by the regression analysis, about 96% of the Accepted Proposal can be determined by ETA and Met Demand.

# Correlations Found

## No Show Rate:

- As ETA go up, No Show % goes up
- It can be determined through the analysis that these ETA variable determine 16% of No Shows rate

## ETA:

- As Revenue Hours go up, ETA goes down
- As Total Demand goes up, ETA goes up
- It can be determined through the analysis that these two variables determine 81% of ETA

## Cancellation ONLY Rate:

- As ETA go up, Cancellation % goes up
- It can be determined through the analysis that these ETA variable determine 50 % of Cancellation rate

# Example of Correlation: Accepted Proposals

- As ETA goes up, Accepted proposal goes down.
- As Met Demand go up, Accepted Proposal goes up.
- According to the numbers provided by the regression analysis, about 96% of the Accepted Proposal can be determined by ETA and Met Demand.

## Testing the Correlation

### Formula for Accepted :

$$21.90 - 1.18 \cdot \text{Avg Pickup ETA} + 0.86 \cdot \text{Met Demand}$$

SUMMARY OUTPUT									
Accpt Proposals									
Regression Statistics									
Multiple R	0.985325896								
R Square	0.970867121								
Adjusted R Square	0.969627424								
Standard Error	12.03466264								
Observations	50								
ANOVA									
	df	SS	MS	F	Significance F				
Regression	2	226851.7	113425.9	783.1487	8.18E-37				
Residual	47	6807.156	144.8331						
Total	49	233658.9							
	Coefficients	Standard Error	t Stat	P-value	Lower 95%	Upper 95%	Lower 95.0%	Upper 95.0%	
Intercept	21.9009014	15.87392	1.379678	0.174215	-10.0333	53.83511	-10.0333	53.83511	
Average Pickup ETA	-1.176256084	0.565805	-2.07891	0.043109	-2.31451	-0.038	-2.31451	-0.038	
Met Demand (Accp+UnAccp)	0.855972202	0.023648	36.19569	5.61E-36	0.808398	0.903547	0.808398	0.903547	

# Summary Outputs of Correlations Found

SUMMARY OUTPUT					
Regression Statistics					
Multiple R	0.901410003				
R Square	0.812539994				
Adjusted R Square	0.804562973				
Standard Error	1.505820753				
Observations	50				
ANOVA					
	df	SS	MS	F	Significance F
Regression	2	461.9346442	230.9673	101.8601	8.1E-16
Residual	47	106.5723185	2.267496		
Total	49	568.5069628			
Coefficients					
Intercept	25.91759951	1.706476595	15.18778	9.41E-20	22.2
Total Demand	0.036921746	0.002587927	14.26692	1.06E-18	0.0
Revenue Hours	-0.183530061	0.020904488	-8.77946	1.8E-11	-0.2

SUMMARY OUTPUT					
Acpt Proposals					
Regression Statistics					
Multiple R	0.985325896				
R Square	0.970867121				
Adjusted R Square	0.969627424				
Standard Error	12.03466264				
Observations	50				
ANOVA					
	df	SS	MS	F	Significance F
Regression	2	226851.7	113425.9	783.1487	8.1E-16
Residual	47	6807.156	144.8331		
Total	49	233658.9			
Coefficients					
Intercept	21.9009014	15.87392	1.379678	0.174215	-0.2
Average Pickup ETA	-1.176256084	0.565805	-2.07891	0.043109	-0.2
Met Demand (Acqp+UnAcqp)	0.855972202	0.023648	36.19569	5.61E-36	0.0

SUMMARY OUTPUT							
% No Show ONLY							
Regression Statistics							
Multiple R	0.424182906						
R Square	0.179931138						
Adjusted R Square	0.16284637						
Standard Error	0.01111222						
Observations	50						
ANOVA							
	df	SS	MS	F	Significance F		
Regression	1	0.001300466	0.0013	10.53166999	0.002140948		
Residual	48	0.005927109	0.000123				
Total	49	0.007227574					
Coefficients							
Intercept	0.001228437	0.013998557	0.087755	0.930436834	-0.026917548	0.029374423	-0.026917548
Average Pickup ETA	0.001512452	0.00046605	3.245253	0.002140948	0.000575395	0.002449509	0.000575395

SUMMARY OUTPUT							
% No Show & % Cancellation Combined							
Regression Statistics							
Multiple R	0.770746171						
R Square	0.59404966						
Adjusted R Square	0.585592361						
Standard Error	0.02083809						
Observations	50						
ANOVA							
	df	SS	MS	F	Significance F		
Regression	1	0.030500495	0.0305	70.24106356	5.88495E-11		
Residual	48	0.020842848	0.000434				
Total	49	0.051343343					
Coefficients							
Intercept	-0.030214192	0.026250667	-1.15099	0.255438804	-0.082994696	0.022566312	-0.082994696
Average Pickup ETA	0.007324628	0.000873957	8.380994	5.88495E-11	0.00556742	0.009081836	0.00556742

SUMMARY OUTPUT							
% Cancellation ONLY							
Regression Statistics							
Multiple R	0.717211946						
R Square	0.514392975						
Adjusted R Square	0.504276162						
Standard Error	0.019434841						
Observations	50						
ANOVA							
	df	SS	MS	F	Significance F		
Regression	1	0.019204954	0.019205	50.8453575	4.63864E-09		
Residual	48	0.018130226	0.000378				
Total	49	0.03733518					
Coefficients							
Intercept	-0.031442629	0.024482932	-1.28427	0.205212593	-0.080668863	0.017783605	-0.080668863
Average Pickup ETA	0.005812176	0.000815104	7.130593	4.63864E-09	0.004173299	0.007451053	0.004173299

# Testing the Regression formulas

<b>Variables Manually Input</b>	
Total Demand--Daily	600
Rev Hrs--Daily	98.6
Driver Hours--Daily	117.6
% Cancellations % No Shows	
ETA (minutes)	

<b>PROJECTIONS</b>	
<b>Regression Outputs</b>	
Met Demand	523
ETA (minutes)	30.0
Accepted Propsals--Absolute #	435
% Cancelation & No Shows	18.9%
<b>Other KPI's</b>	
Riderhsip--Daily	352
Ridership--Monthly	10,571
Productivity	3.57

<b>PROJECTIONS</b>	
<b>Regression Outputs</b>	<b>Apr-May Actuals</b>
Met Demand	522
ETA(minutes)	29.9
Accepted Propsals--Absolute #	433
% Cancelation & No Shows	18.8%
<b>Other KPI's</b>	
Riderhsip--Daily	351
Ridership--Monthly	10,801
Productivity	3.55



# KPI Recommendations

# Ridership

## RECOMMENDED:

### Mature Zones:

Springdale/Sharonville saw 24,662 rides in 2024.

A ridership goal of 39,600, or 3,300 per month, would result in a 60% growth.

**Springdale/Sharonville = 39,600 for 2025 or 3,300 per month**

Northgate/Mt. Healthy saw 59,340 rides in 2024.

A ridership goal of 86,400 or 7,200 per month would result in a 45% growth.

**Northgate/Mt. Healthy = 86,400 for 2025 or 7,200 per month**

### **125,000 Rides in 2025**

84,002 Rides in 2024. Aiming for 50% growth in Ridership

### Growing Zones:

**Forest Park/Pleasant Run = 5,600 for 2025 or 800 per month**

# OTP

**RECOMMENDED:  $\geq 97\%$**

Deviation between the estimated time of arrival vs. actual pickup of less than five minutes

A key measure of service quality.

A key measure of driver performance

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July
OTP	99.4%	98.9%	97.9%	97.6%	98.1%	98.4%	98.8%	99.0%	99.4%	99.3%	99.1%	97.7%	99.3%

# Productivity

## RECOMMENDED PRODUCTIVITY RANGE: 3.8 (for mature zones)

The key measure of service efficiency  
Completed Rides/Revenue Hours

3.6 is the highest monthly productivity we've seen

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July
Productivity	3.2	3.2	3.3	3.3	3.3	3.4	3.4	3.4	3.6	3.5	3.6	3.6	3.6

Peer agencies with similarly situated/sized suburban zones report between 2.5-4  
ALL ZONES ARE DIFFERENT (density, zone size, and traffic are factors)

# Summary of KPI Recommendations

KPI	Recommended KPI	Target Goal
Ridership (for both mature zones)	125,000 for 2025	Report as monthly
Ridership (for Forest Park)	5,600 for 2025	Combine with mature zones and report one monthly number (10,883)
OTP	$\geq 97\%$	$\geq 97$
Productivity (for both mature zones)	3.8	12 months is maturity  Report for mature zones only at ridership report

# Challenges

The following are challenges impacting level of service:

- High percentage of No Shows
- High percentage of Cancellations

These are resulting in:

- Reduced number of trips offered
- Lower productivity
- Wasted resources

The main cause for this is there are no penalties, and payment is validated or paid in cash at boarding time.

Staff is studying solutions to this issue to include:

- Penalties (i.e. suspension of service)
- Advanced payment



# Questions?

Project	Method	Vendor	Award	Term	Funding
100-2022* ROW Appraisal Services	Contract Modification / Sole Source Award	AECOM Technical Services, Inc.	\$466,203 (o) \$300,000 (m) \$766,206	3.75 years Apr 2023 – Dec 2026	Reimbursable from proceeds
093-2025* Emergency Repairs – RTC Elevator	Emergency Procurement / Sole Source Award	American Elevators, Inc.	\$386,410	1 year Aug 2025 – Sep 2026	RTC Funds
094-2025* Emergency Repair – RTC Electrical Switch Gear	Emergency Procurement / Sole Source Award	Atkins & Stang, Inc.	\$545,500	1 year Aug 2025 – Sep 2026	RTC Funds

\*denotes non-competitive or non-negotiable award

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

Total Awards for Month	\$1,231,910
Total MAX Spend for Month	\$--
Addressable Awards	\$--
Effective MAX Participation Rate	\$--
2025 Total Spend	\$27,466,197
2025 MAX Spend	\$3,794,289 (13.4%)
2025 Total Addressable Spend	\$21,841,386
2025 Effective MAX Part. Rate	17.4%



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

APPROVAL OF MODIFIED CONTRACT NO 100-2022 ROW APPRAISAL SERVICES

WHEREAS:

1. Metro owns approximately 27 miles of former rail right of way along three (3) corridors: Oasis, Blue Ash North, and Blue Ash South.
2. The right of way was originally acquired using FTA funding to assist in transit rail service.
3. The acquired property is no longer needed for its intended purpose and must be sold pursuant to FTA requirements.
4. SORTA staff recommends approval to execute Modified Contract No. 100-2022, on behalf of Metro and AECOM Technical Services, Inc., increasing the total not to exceed value from \$466,203 to \$766,206, an increase of \$300,000.
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 Senior Director of Procurement to execute Modified Contract No. 100-2022, on behalf of Metro and AECOM Technical Services, Inc., increasing the total not to exceed value from \$466,203 to \$766,206, an increase of \$300,000.



## BOARD OF TRUSTEES ACTION ITEM

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**DATE:** August 19, 2025  
**FROM:** John Edmondson, Sr. Director of Procurement  
Jason Roe, Director of Infrastructure and Development Program  
**PROJECT NO.:** 100-2022 Right of Way (ROW) Appraisal Services  
**REQUEST:** Contract Modification

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### **BACKGROUND**

Metro owns approximately 27 miles of former rail right of way along three (3) corridors; Oasis, Blue Ash North, and Blue Ash South. The right of way was originally acquired using FTA funding to assist in transit rail service. The acquired property is no longer needed for its intended purpose and must be sold pursuant to FTA requirements.

The FTA has strict guidelines regulating the acquisition and sale of real property using FTA funding. Metro is under instructions from FTA to dispose of rail right of way purchased with FTA funding that is no longer in use as originally intended. In addition, the State of Ohio has strict requirements pursuant to the sale of real property. In both instances, valuation of property is a requirement to ensure that all parcels are sold at fair market value. FTA imposes an additional requirement in the review of all real property appraisals prior to finalizing sales. Metro does not have the staff expertise to complete property valuations and needs professional third-party services.

### **BUSINESS PURPOSE**

A contract modification is needed to add additional funds for expenses related to a reappraisal of the Blue Ash North and Oasis Lines following an attempted sale and to extend the time for ongoing technical assistance related to supporting the disposal of rail right of way.

### **PROJECT FINANCING**

The budget for the modification is \$300,000 and will be financed using local operating funds.

The final modification cost of \$300,000 is unbudgeted, making it **unfavorable to budget by \$300,000**.

### **PROJECT PROCUREMENT**

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

The modification does not add new work to the current scope.

The period of performance is extended from March 2026 to December 2026.

### **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 Senior Director of Procurement to execute a modification to Contract No. 100-2022, on behalf of Metro with AECOM Technical Services, Inc., increasing the total not to exceed value from \$466,203 to \$766,203, an increase of \$300,000.



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

APPROVAL OF CONTRACT NO: 093-2025 EMERGENCY REPAIRS FOR RTC ELEVATORS

WHEREAS:

1. Metro has an agreement with the City of Cincinnati for the use of the Riverfront Transit Center ("RTC").
2. The RTC is used as a layover location for Metro and Butler County Regional Transit Authority ("BCRTA") and is utilized by the Transit Authority of Northern Kentucky ("TANK") for game day drop-off and pick-up.
3. As part of the agreement, Metro is responsible for maintaining the space and making any repairs that are required to ensure safe operation and accessibility.
4. SORTA staff recommends approval to execute Contract No. 093-2025, on behalf of Metro and American Elevators, Inc., at a total cost of \$386,410.
5. The expenditure will be financed using revenue from the RTC fund.

THEREFORE, BE IT RESOLVED:

6. The board authorizes the CEO/General Manager/Secretary-Treasurer or the Senior Director of Procurement to execute Contract No. 093-2025, on behalf of Metro and American Elevators, Inc., at a total cost of \$386,410.



## **BOARD OF TRUSTEES ACTION ITEM**

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**DATE:** August 19, 2025

**FROM:** John Edmondson, Sr. Director of Procurement  
 Jeff Mundstock, Director of Maintenance Technical Services

**PROJECT NO.:** 093-2025 Emergency Repairs for RTC Elevators

**REQUEST:** Contract Award

---

### **BACKGROUND**

Metro has an agreement with the City of Cincinnati for the use of the Riverfront Transit Center ("RTC"). The RTC is used as a layover location for Metro and Butler County Regional Transit Authority ("BCRTA") and is utilized by the Transit Authority of Northern Kentucky ("TANK") for game day drop-off and pick-up. As part of the agreement, Metro is responsible for maintaining the space and making any repairs that are required to ensure safe operation and accessibility.

### **BUSINESS PURPOSE**

The RTC was recently flooded by heavy rains. As a result, the elevators in the RTC were damaged and require immediate repairs before normal operations can resume.

### **PROJECT FINANCING**

The budget for this project is \$386,410 and will be financed using revenue from the RTC fund.

### **PROJECT PROCUREMENT**

A Declaration of Emergency was issued by the City of Cincinnati on May 6, 2025, recognizing the catastrophic impact of the flood waters. This award was made pursuant to Ohio Revised Code ("ORC") Title 3, Section 306.43, which suspends the competitive selection process for purchases "involving actual physical damage to structures, supplies, equipment, or property." As such, no vendor outreach was conducted.

The contract is a firm fixed-fee contract that will expire in September 2026.

### **SMALL BUSINESS ENGAGEMENT**

As an emergency procurement, this 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 Senior Director of Procurement to execute Contract No.



093-2025, on behalf of Metro with American Elevators, Inc., with a not to exceed value of \$386,410.



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

APPROVAL OF CONTRACT NO: 094-2025 EMERGENCY REPAIRS FOR ELECTRICAL SWITCH GEAR

WHEREAS:

1. Metro has an agreement with the City of Cincinnati for the use of the Riverfront Transit Center ("RTC").
2. The RTC is used as a layover location for Metro and Butler County Regional Transit Authority ("BCRTA") and is utilized by the Transit Authority of Northern Kentucky ("TANK") for game day drop-off and pick-up.
3. As part of the agreement, Metro is responsible for maintaining the space and making any repairs that are required to ensure safe operation and accessibility.
4. SORTA staff recommends approval to execute Contract No. 094-2025, on behalf of Metro and Adkins & Stang, Inc., at a total cost of \$545,500.
5. The expenditure will be financed using revenue from the RTC fund.

THEREFORE, BE IT RESOLVED:

6. The board authorizes the CEO/General Manager/Secretary-Treasurer or the Senior Director of Procurement to execute Contract No. 094-2025, on behalf of Metro and Adkins & Stang, Inc., at a total cost of \$545,500.



## **BOARD OF TRUSTEES ACTION ITEM**

---

**DATE:** August 19, 2025

**FROM:** John Edmondson, Sr. Director of Procurement  
 Jeff Mundstock, Director of Maintenance Technical Services

**PROJECT NO.:** 094-2025 Emergency Repairs for Electrical Switch Gear

**REQUEST:** Contract Award

---

### **BACKGROUND**

Metro has an agreement with the City of Cincinnati for the use of the Riverfront Transit Center ("RTC"). The RTC is used as a layover location for Metro and Butler County Regional Transit Authority ("BCRTA") and is utilized by the Transit Authority of Northern Kentucky ("TANK") for game day drop-off and pick-up. As part of the agreement, Metro is responsible for maintaining the space and making any repairs that are required to ensure safe operation and accessibility.

### **BUSINESS PURPOSE**

The RTC was recently flooded by heavy rains. As a result, the electrical systems were damaged and require immediate repairs before normal operations can resume.

### **PROJECT FINANCING**

The budget for this project is \$545,500 and will be financed using revenue from the RTC fund.

### **PROJECT PROCUREMENT**

A Declaration of Emergency was issued by the City of Cincinnati on May 6, 2025, recognizing the catastrophic impact of the flood waters. This award was made pursuant to Ohio Revised Code ("ORC") Title 3, Section 306.43, which suspends the competitive selection process for purchases "involving actual physical damage to structures, supplies, equipment, or property." As such, no vendor outreach was conducted.

The contract is a firm fixed-fee contract that will expire in September 2026.

### **SMALL BUSINESS ENGAGEMENT**

As an emergency procurement, this 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 Senior Director of Procurement to execute Contract No. 093-2025, on behalf of Metro with Atkins & Stang, Inc., with a not to exceed value of \$544,500.