



SORTA/Metro
Planning and Ops Committee
December 09, 2025
9:00 am-10:00 am Eastern Time

SORTA PLANNING AND OPERATIONS COMMITTEE MEETING

TUESDAY, DECEMBER 9TH, 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: November 11th, 2025

Briefing Items:

- 2 Good News! (Executive Team)
- 3 Ridership and Service Quality Report as of November 30th, 2025 (Khaled Shammout/Bill Spraul)
- 4 MetroRapid Update (Khaled Shammout/Sharyn LaCombe)
- 5 Government Square Update (Executive Team)

Action Items Matrix (Tim Walker)

- 6 Proposed Resolution: Contract Award for 33-2020 Trapeze Software Maintenance Agreement (Pat Giblin)
 - 6.1 Action Item:
- 7 Proposed Resolution: Contract Award for 45-2020 APC Reporting Software (Steve Anderson)
 - 7.1 Action Item:
- 8 Proposed Resolution: Contract Award for 100-2025-RFP-L Stakeholder Surveys (Steve Anderson)
 - 8.1 Action Item:
- 9 Proposed Resolution: Contract Award for 141-2025-SS for Annunciator Remediation (Joseph Vilvens)
 - 9.1 Action Item:
- 10 Proposed Motion: Contract Award for 144-2025-SS-L Professional Legal Services (John Ravasio)
 - 10.1 Action Item:

10.2 Engagement Letter:

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

11.1 Action Item:

Other Items:

New Business

PLANNING AND OPERATIONS COMMITTEE
TUESDAY, NOVEMBER 11th, 2025 – 9:00 A.M.
SORTA/METRO AT HUNTINGTON CENTER
6th FLOOR SORTA BOARD ROOM
525 VINE STREET
CINCINNATI, OHIO 45202

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

COMMITTEE/BOARD MEMBERS PRESENT: Tianay Amat, Jay Bedi, Tony Brice, Chelsea Clark, Dan Drieaus, Trent Emeneker, Blake Ethridge, Pete Metz, Briana Moss, and KZ Smith

COMMITTEE MEMBERS ABSENT: Kala Gibson, Neil Kelly, Sara Sheets, Greg Simpson, Rickell Smith and Sonja Taylor

STAFF MEMBERS PRESENT: Andy Aiello, Steve Anderson, Scott Enns, Dave Etienne, Adriene Hairston, Christina Harvey, Natalie Krusling, Sharyn Lacombe, Bradley Mason, Jeff Mundstock, Emi Randall, John Ravasio, Jason Roe, Tony Russo, Kevin Ruth, Khaled Shammout, Bill Spraul, Tim Walker and Mike Weil

OTHERS PRESENT: Kim Schaefer (Vory's)

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 October 21st, 2025**

Mr. Metz made a motion and Ms. Clark seconded the motion to approve the minutes of the October 21st, 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 September Silver Award recipients and Breast Cancer Awareness slides, Mr. Ravasio presented the Business Courier's Power 25 and Business Courier's Climb Award Winner slides, Mr. Shammout shared MetroNow! Now Serving: Blue Ash/Montgomery Rd., University Ridership Climbs to New Heights and He's on Board slides and Mr. Etienne shared Your Way to Shop, Santa on the Square & Holly Jolly Metro Rides, Stuff the Bus for Kids in Need, Cincinnati Transit Experience and Giving Campaigns Wrap-Up Slides.

The Committee accepted the report as presented.

5. **Ridership and Service Quality Report**

Mr. Shammout and Mr. Spraul presented the October 2025 ridership and service quality report. Total ridership for the month of October was 1,309,113 or 3.2% unfavorable to budget.

Access Total ridership for the month of October was 17,425 or 1.2% unfavorable to budget.

MetroNow Total ridership for the month of October was 13,980 or 25.9% favorable 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.

6. **Red Bike Presentation**

Mr. Aiello presented the Red Bike Update.

The Committee accepted the report as presented.

7. **MetroRapid Update**

Mr. Shammout and Ms. Lacombe presented the MetroRapid report. Ms. LaCombe shared MetroRapid October City/Community Council Presentations, Summary of Concerns and Desires and November City/Community Council Presentations.

The Committee accepted the report as presented.

8. **Government Square Update**

Mr. Aiello presented the Government Square Update.

The Committee accepted the report as presented.

9. **Proposed Motion: Approval of Agency Safety Plan**

Mr. Weil presented the Agency Safety Plan, to comply with Subpart B of 49 CFR Part 673, Section (a) (1), which requires The Public Transportation Agency Safety Plan and subsequent updates be signed by the Accountable Executive and approved by the agency's Board of Directors and Joint Safety Committee, or an Equivalent Authority.

The Committee accepted the report as presented and agreed to recommend the motion to the full Board for approval.

10. **Proposed Resolution: Property Purchase for Walnut Hills Transit Center**

Mr. Shammout and Mr. Enns requested approval for the Walnut Hills Transit Center Property Acquisition.

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

11. **Proposed Resolution: Contract Award for 101-2025 Driver Barriers for MetroNow Vehicles**

Mr. Ravasio requested approval for Contract No. 101-2025 Driver Barriers for MetroNow Vehicles.

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

12. **Proposed Resolution: Contract Award for 123-2025 Labor & Employment Legal Services**

Mr. Ravasio requested approval for Contract No. 123-2025 Labor & Employment Legal Services.

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

13. **Other Items**

N/A

14. **New Business**

The next regular meeting of the Planning and Operations Committee has been scheduled for **Tuesday, December 9th, 2025, at 9:00 A.M.**

15. **Adjournment**

The meeting adjourned at 10:15 A.M.



Planning & Operations: Good News

December 9, 2025



October Silver Wheel Award Recipients



Leadership
Employee of the Month
Keion Miller



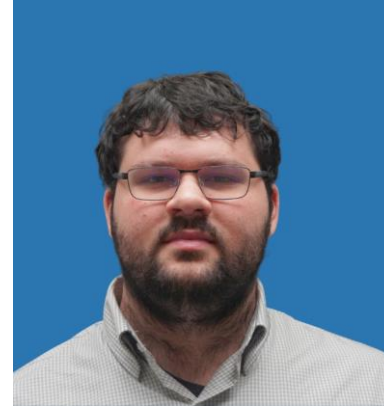
Administrative & Support
Employee of the Month
Sheena Holmes



October Silver Wheel Award Recipients



Queensgate
Operator of the Month
Montoya Ruff



Queensgate Maintenance
Employee of the Month
Ignatius Cordor



October Silver Wheel Award Recipients



Bond Hill
Operator of the Month
Steven Haught



Bond Hill Maintenance Employee
of the Month
Ronald Foreman

Congrats, Chelsea!



Congratulations to **Board Member Chelsea Clark** on being recognized by the African American Leadership Institute with the “*Greatest Expectations Award*” for public service and business work.

The program was held on **Thursday, Nov.20, 2025**, at the Detroit Institute of Arts and celebrated leaders throughout the nation.

Great job Chelsea, and we are so proud of you!

Congrats, Lisa & Mike



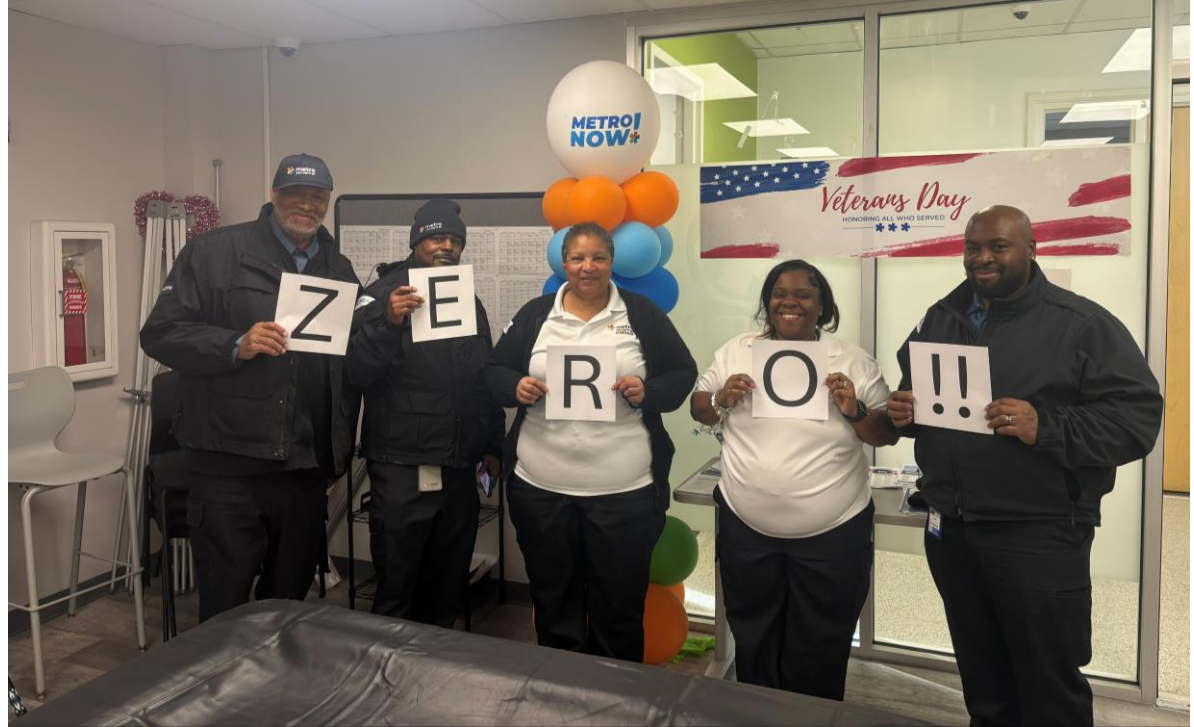
Congratulations to **ADA & Accessible Services Director Lisa Aulick & Inventory Manager Mike Woulms** (*pictured center*) on being honored during the Ohio Public Transit Association's Annual Meeting.

Lisa received the “*Mobility Manager of the Year*” Award for her advocacy, innovation and public service. Mike was honored as a “*Four Under 40 Rising Star*” who is helping shape the future of public transportation in Ohio.

Access Achieves 0 Preventable Accidents in November

Last month, we celebrated our Access team members for their dedication to safety and excellence.

The team achieved 0 preventable accidents during the month of November!



Congrats, Christina!



Congrats to Senior Manager of Procurement **Christina Harvey** (*pictured left*) on being named “Procurement Manager of the Year” by the Central Ohio Organization of Public Procurement.

She received this recognition for her leadership, commitment to professional standards, and dedication to advancing procurement at Metro.

Metro Receives Major Grants

Metro has secured two major funding grants that will significantly enhance mobility and transit services in our region:

Buses & Bus Facilities/Low-No Grant - \$11.5M

Awarded from the FTA for our Alternative Fueled Fleet Transition Project, it will allow us to replace 10 aging diesel buses with new hybrid models. These investments will improve accessibility, sustainability, and service reliability for our community—great wins for SORTA and the riders we serve!

Ohio Workforce Mobility Partnership Grant - \$2.2M

Awarded from ODOT to support critical projects such as One-Seat Ride paratransit operating funds and the expansion of MetroNow! service in Montfort Heights & Bond Hill.



**Federal Transit
Administration**



Auditor's Award

Metro has once again qualified for the Auditor of State Award with Distinction from Ohio State Auditor Keith Faber.

Metro joins eight other government entities in the entire state for this honor; Metro is the only transit authority on the list.

The award is given to organizations who demonstrate a commitment to efficiency, effectiveness, and transparency in their financial record-keeping.



Metro's Small Business Expo

Congrats to Easley Blessed Media, last year's Small Business Expo free bus wrap winner. We're proud to support small businesses like Easley Blessed Media and help them stand out in our community.

The 4th annual Small Business Expo will be held on Dec. 10 at Great American Ballpark from 8 a.m. -1 p.m. Attendees can network with other local businesses, get a free headshot, learn how to access capital and certifications, and enter to win their own three-month bus wrap.



Metro Wins PRSA Blacksmith Awards

Congrats to Metro's Communications team on winning two Awards of Excellence from the Cincinnati Chapter of the Public Relations Society of America for its "Don't Blink and Drive!" campaign and its BRT branding public engagement.

The PRSA Blacksmith Awards celebrate the best of the best in PR activities in Cincinnati.



Have a Merry, Merry Metro Holiday



We're gearing up to spread holiday cheer one ride at a time:

- Dec. 13 – Stuff-the-Bus with toys – West Chester Walmart, 12-3 p.m.
- Dec. 13-28 – Look for the festive holiday-themed bus for your free ride.
- Dec. 16 – Santa's sleigh stops at Government Square, 12-1 p.m.
- Follow us on social media for our holiday giveaway the week of Dec. 15.

...And That's the News!

The community came out to take a stroll down Cincy Transit History lane and take a sneak peek at its future at the Esquire Theatre last month

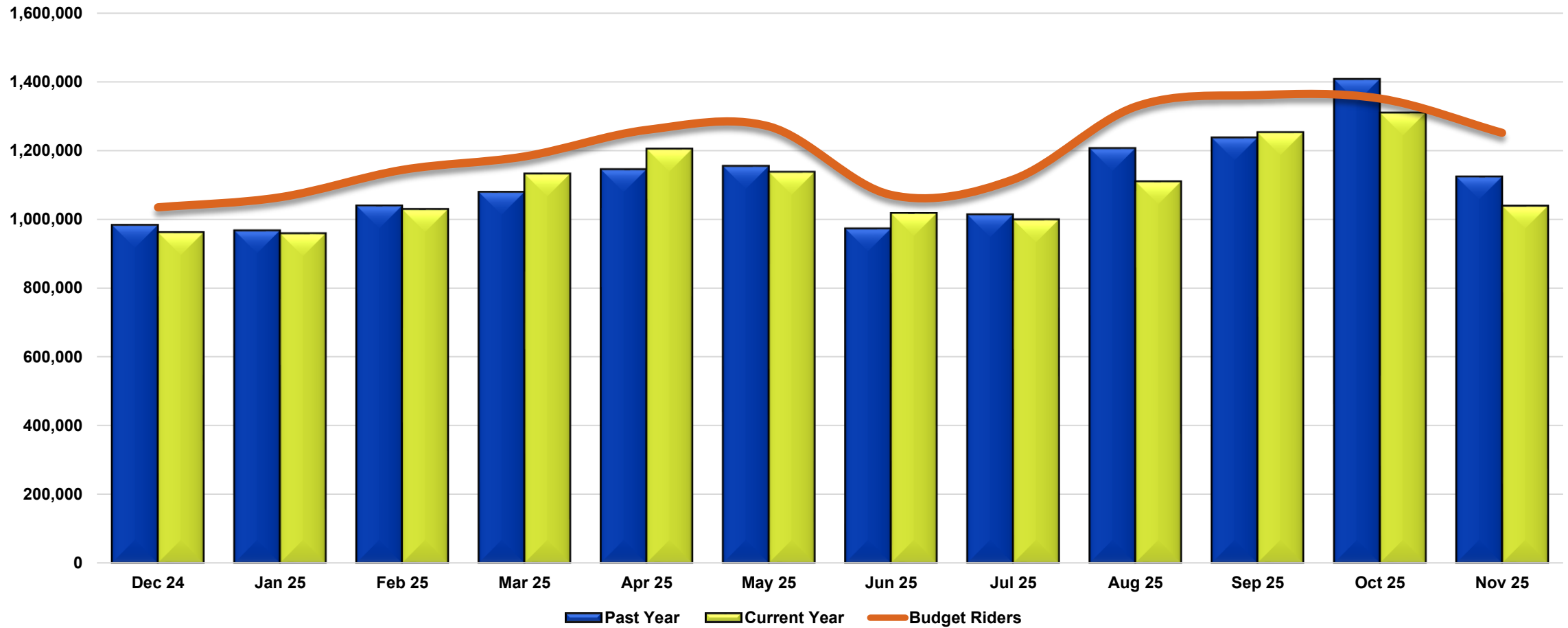




November 2025 Ridership and Service Quality Report

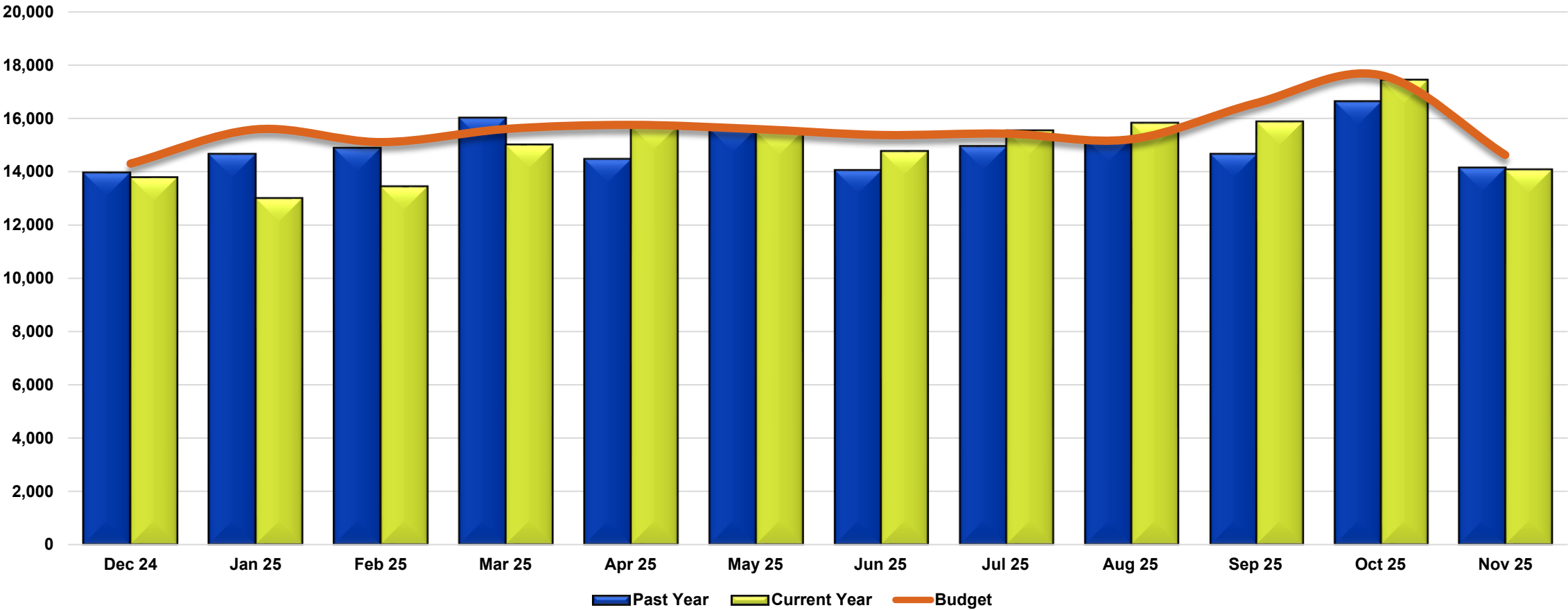
December 9, 2025 | SPDI

Total Fixed Route Ridership YoY & Budget by Month



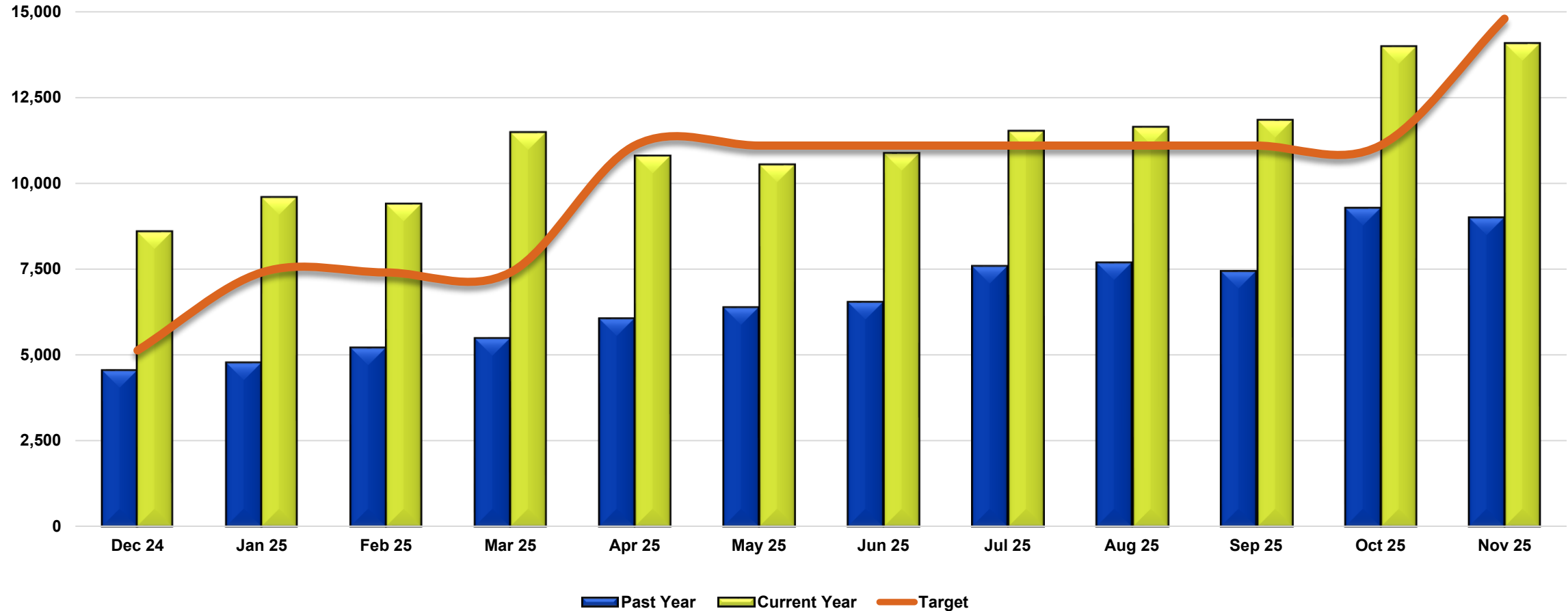
Service	Nov 25 Ridership	Nov 25 Budget	% Budget Variance	Nov 24 Ridership	Nov 25 vs. 24 % Variance
Fixed-Route	1,038,887	1,251,897	-17.0%	1,124,641	-7.6%
Total (YTD)	12,187,998	13,402,522	-9.1%	12,353,519	-1.3%

Total Access Ridership



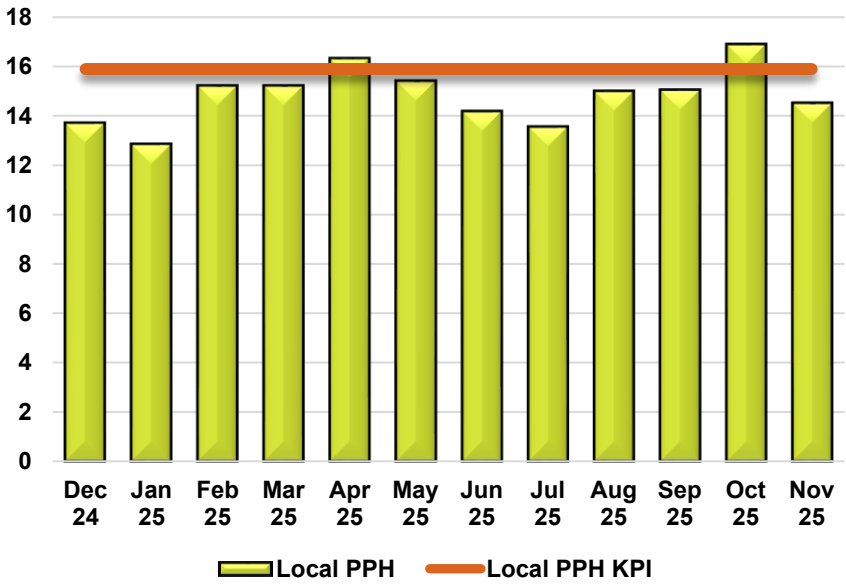
Access	Nov 25 Ridership	Nov 25 Budget	% Budget Variance	Nov 24 Ridership	Nov 25 vs. 24 % Variance
Total	14,066	14,631	-3.9%	14,145	-0.6%
Total (YTD)	166,041	172,528	-3.8%	165,312	0.4%

Total MetroNow Ridership

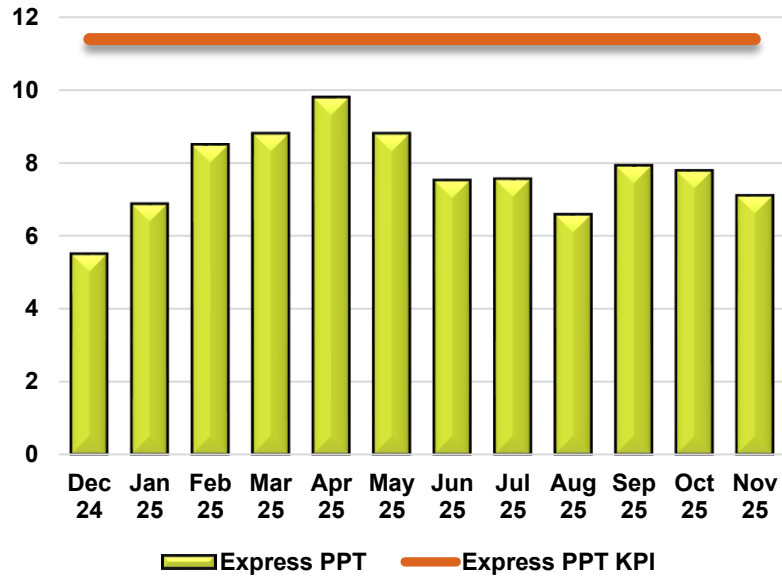


MetroNow	Nov 25 Ridership	Nov 25 Budget	% Budget Variance	Nov 24 Ridership	Nov 25 vs. 24 % Variance
Total	14,073	14,800	-4.9%	9,006	56.3%
Total (YTD)	125,763	114,700	9.6%	75,408	66.8%

Local Service Productivity



Express Service Productivity

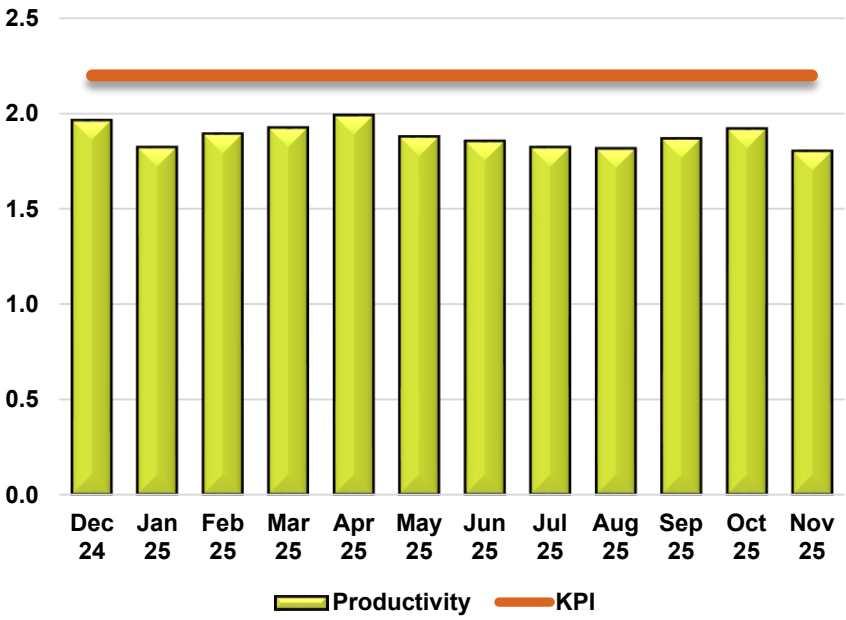


Productivity by Service Type

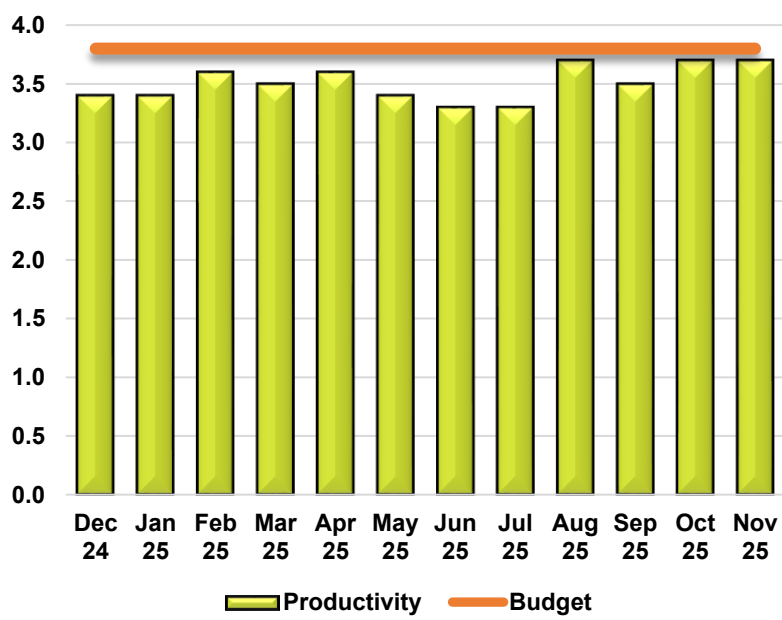
Service Type	Nov 25 Actual	Nov 25 Budget	Variance
Local Pass/Hour	14.5	15.9	-1.4
Express Pass/Trip	7.1	11.4	-4.3
Access Pass/Hour	1.80	2.2	-0.4
MetroNow Pass/Hour	3.7 *	3.8	-0.1

*Mature zones reported

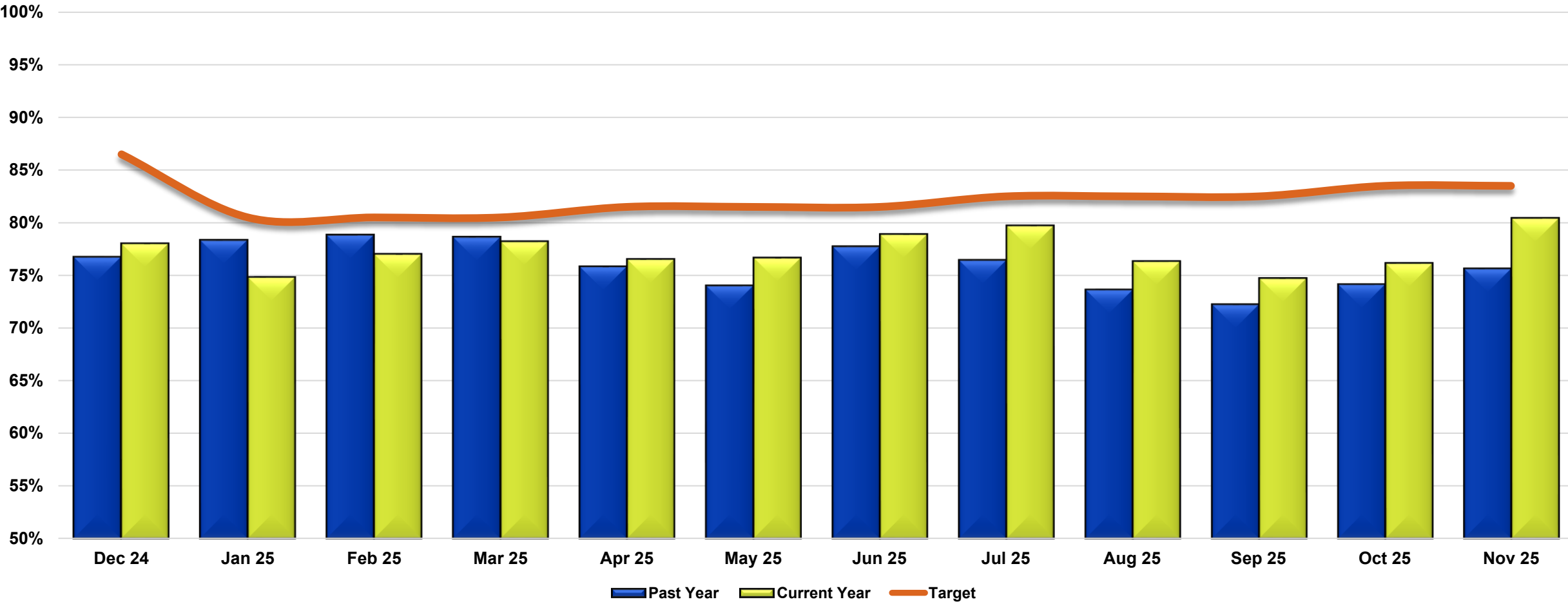
Access Service Productivity



MetroNow Service Productivity



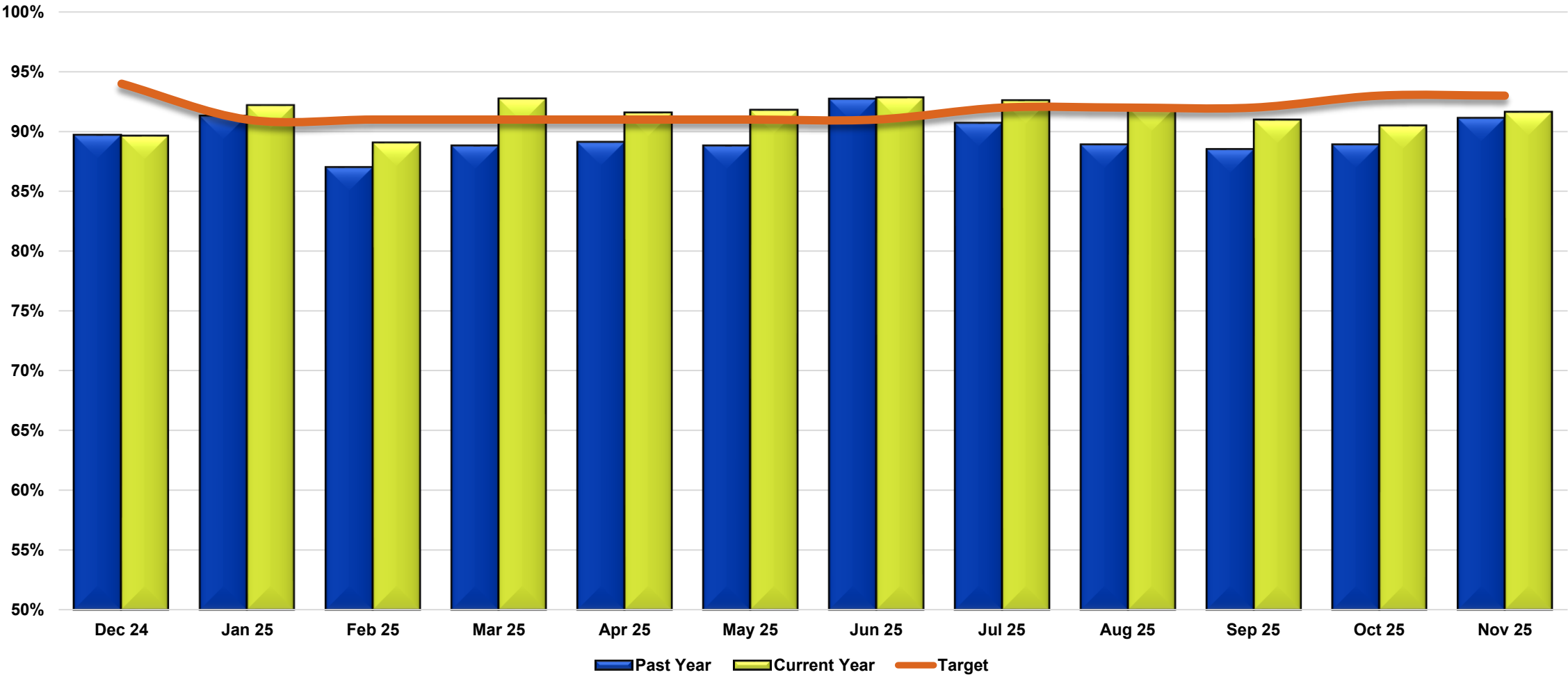
Fixed-Route On-Time Performance



Fixed-Route Service	Nov 25 Actual	Nov 25 KPI Target	Target Variance
On-Time Performance	80.4%	83.5%	-3.1%

**percentage points*

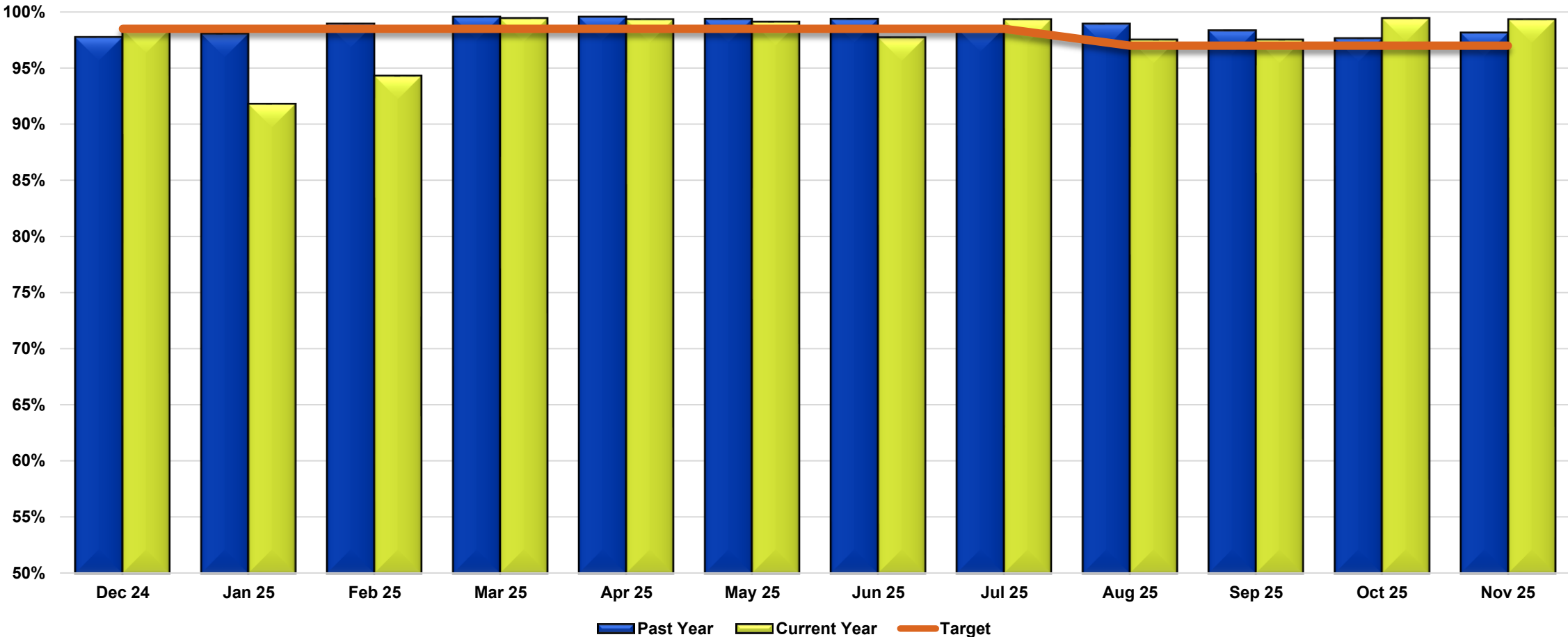
Access On-Time Performance



Access Service	Nov 25 Actual	Nov 25 KPI Target	Target Variance
On-Time Performance	91.6%	93.0%	-1.4%

**percentage points*

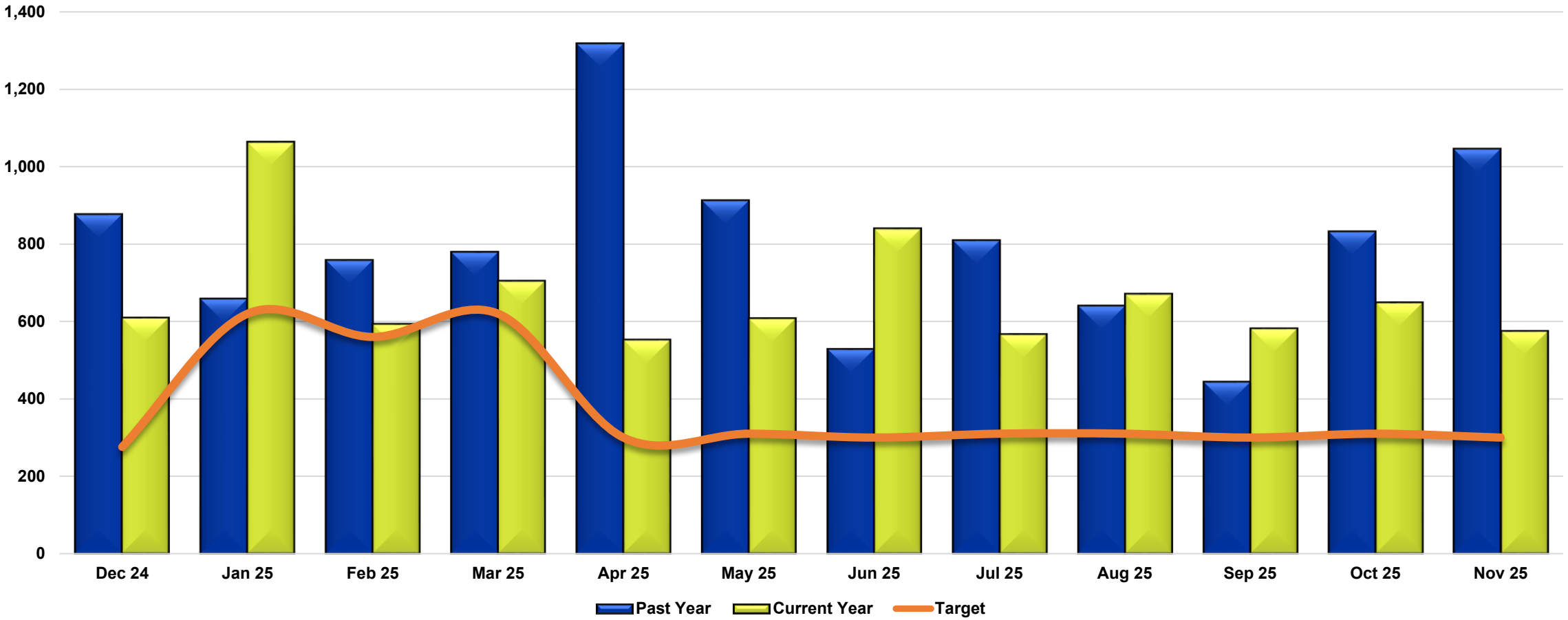
MetroNow On-Time Performance



MetroNow Service	Nov 25 Actual	Nov 25 KPI Target	Target Variance
On-Time Performance	99.3%	97.0%	2.3%

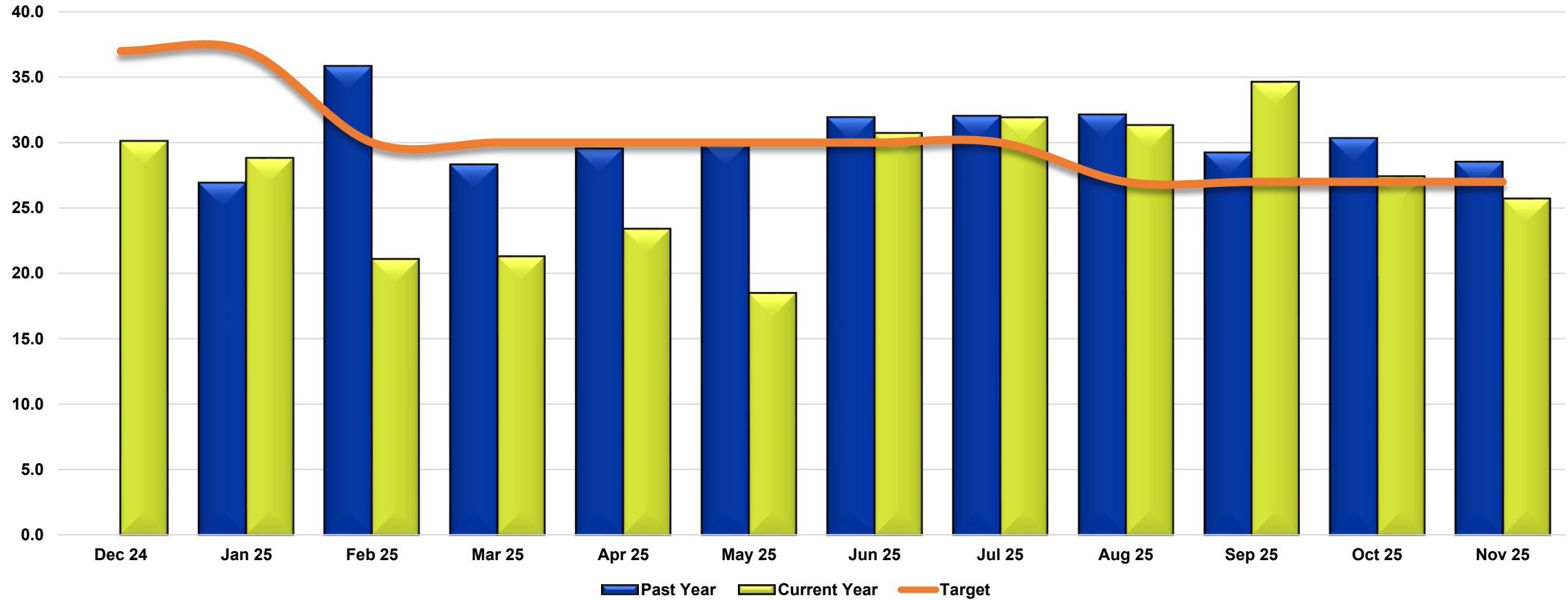
**percentage points*

Fixed-Route Missed Trips



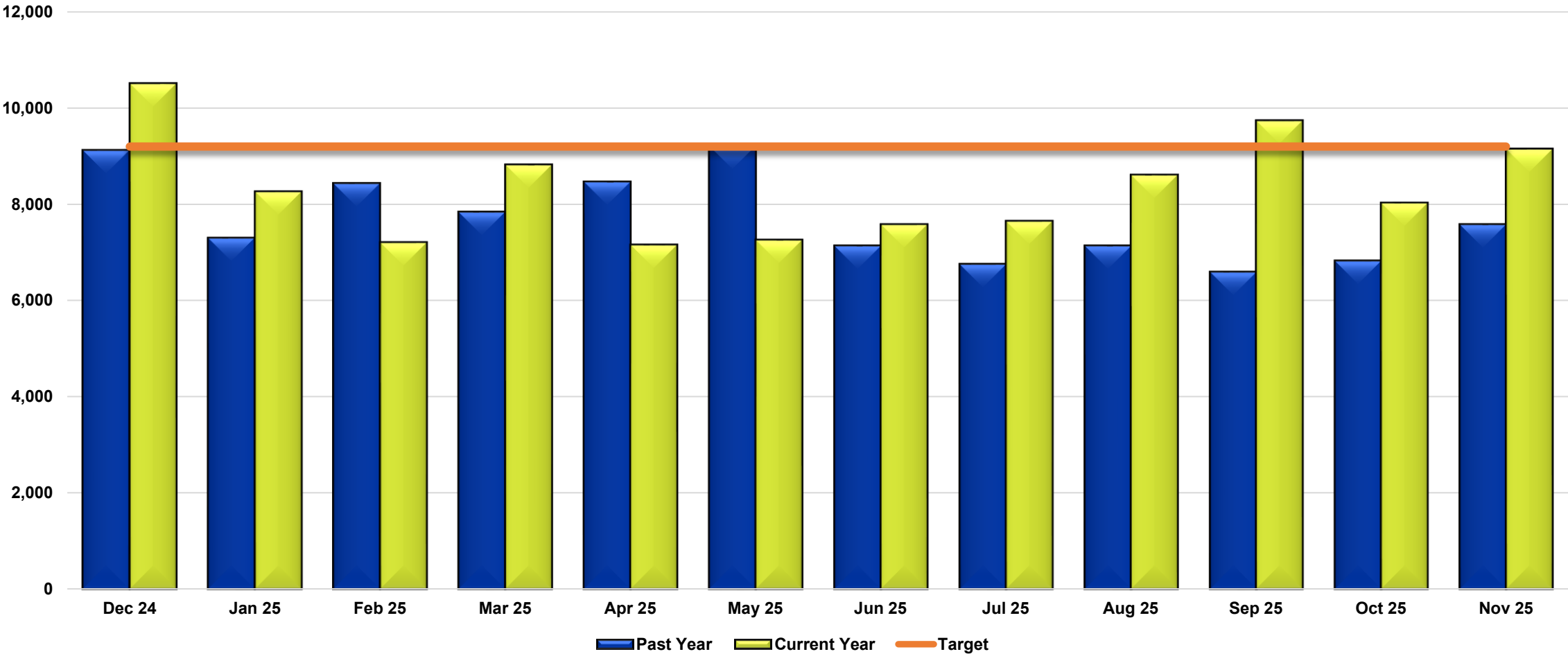
Fixed-Route Service	Nov 25 Actual Missed Trips	Nov 25 Trips Scheduled	% of Trips Operated	Monthly Target	End of Year Target
Missed Trips	575	71,566	99.2%	300	310

Customer Service Reports per 100k Rides



Fixed-Route Service	Nov 25 Reports Per 100k Rides Made	Nov 25 Reports Per 100k Rides Target	Nov 25 Target Per 100k Rides Variance	Nov 24 Reports Per 100k Rides Made	Nov 24 vs 25 Reports Per 100k Rides Variance
Customer Service Reports	25.7	27.0	-1.3	28.5	-2.8

Fixed-Route Miles between Mechanical Service Interruptions



Fixed-Route Service	Nov 25 MSI Actual	Nov 25 MSI Target	Nov 25 Target Variance	Nov 24 MSI Actual	Nov 25 vs. 24 MSI Variance
Miles Between Mechanical Service Interruptions (MSI)	9,145	9,200	-55	7,573	1,572



MetroRapid Planning & Ops Committee Update December 2025

Agenda

Federal Funding Update

Fall Engagement Summary

Design Progress

Environmental

CMAR and ICE

Transit-Oriented Development Framework

FTA's Annual Report to Congress on Funding Recommendations

Reading – Rated Medium

- Fiscal Year 2026
- \$2.409B remaining to be appropriated from Bipartisan Infrastructure Law
- Project Readiness by September '26

Hamilton – Rated Medium

- Fiscal Year 2027
- Project Readiness by September '27

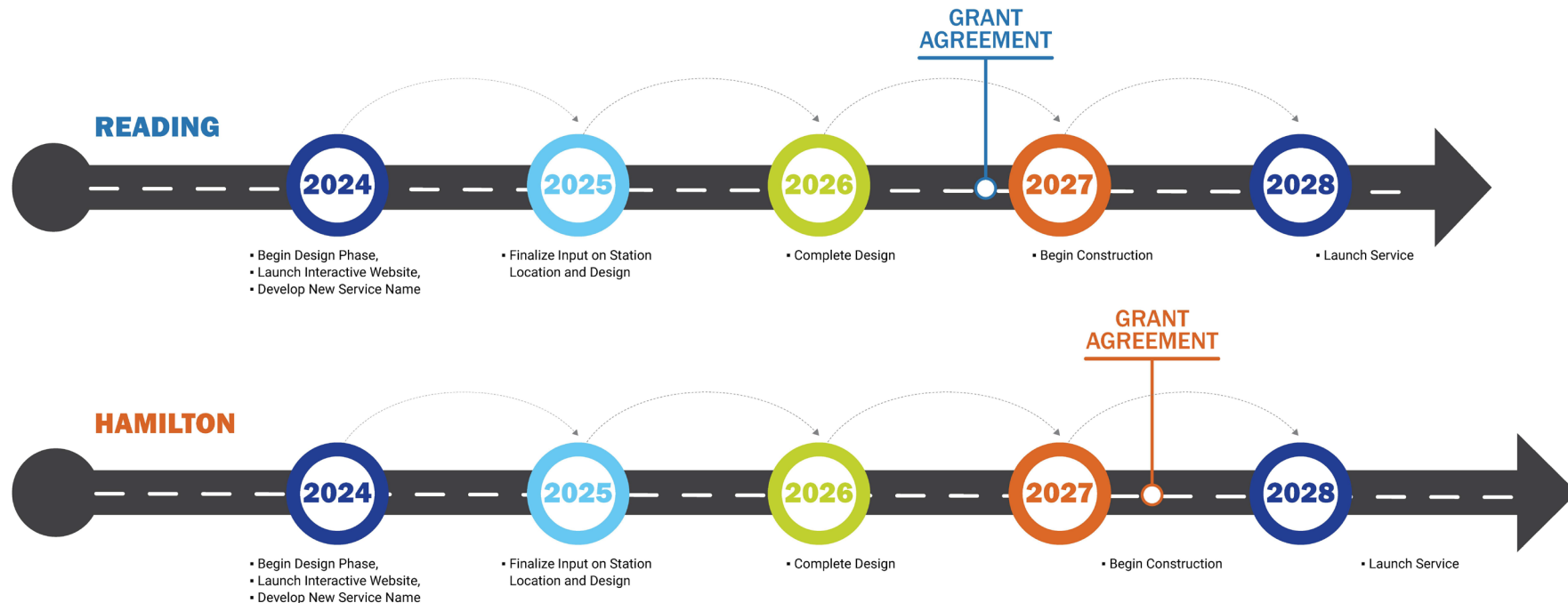
Other Projects That May Become Ready for CIG or EPD Funding During FY 2026 (Illustrative List)

CA	Los Angeles, Southeast Gateway Line	LRT
CA	Sacramento, Downtown Riverfront Streetcar	SC
FL	Miami Northeast Corridor Rapid Transit Project	CR
GA	Atlanta, MARTA Rapid Campbellton	BRT
GA	Atlanta, MARTA Rapid Southlake	BRT
MD	Montgomery County, Viers Mill Road Flash BRT	BRT
NC	Chapel Hill, North-South BRT	BRT
OH	Cincinnati, Reading Road Corridor BRT	BRT
OH	Columbus, East Main Street BRT	BRT
OH	Columbus, West Broad Street BRT	BRT
SC	Charleston, Lowcountry Rapid Transit	BRT
TX	San Antonio, Advanced Rapid Transit East-West Corridor	BRT
UT	Salt Lake City, FrontRunner 2X	CR
VA	Fairfax County Richmond Highway BRT	BRT
WI	Madison, North-South BRT	BRT

NOTES:

BRT = Bus Rapid Transit, CR = Commuter Rail, HR = Heavy Rail, LRT = light rail transit, SC = Streetcar

* Amounts subject to change pending approval of proposed FY25 CIG funding allocations



Federal Funding Oversight - 2026

Advanced Design

- Third Party Agreements
- Operating Plans
- CMAR Input
- FTA Readiness/Risk Review

CMAR/ICE

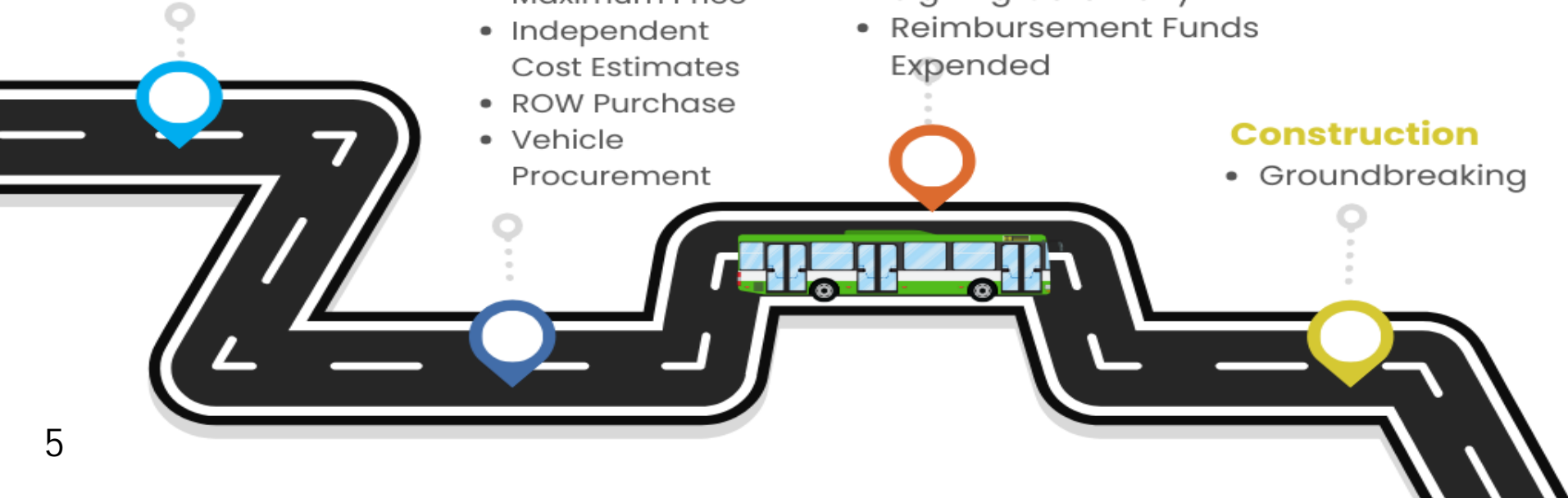
- Guaranteed Maximum Price
- Independent Cost Estimates
- ROW Purchase
- Vehicle Procurement

Grant Execution

- Final Small Start Rating
- Signing Ceremony
- Reimbursement Funds Expended

Construction

- Groundbreaking



Fall Engagement

City Council Committee on Committee
on Climate, Environment, and
Infrastructure - September 9, 2025

Stakeholder Advisory Group –
September 24

PUBLIC OPEN HOUSES – *Sent 35,000 invites*

- Tangeman University Center Atrium, September 25
- Avondale Town Center Holloman Center for Social Justice, September 29
- Downtown Library, September 30
- College Hill Recreation Center, October 1

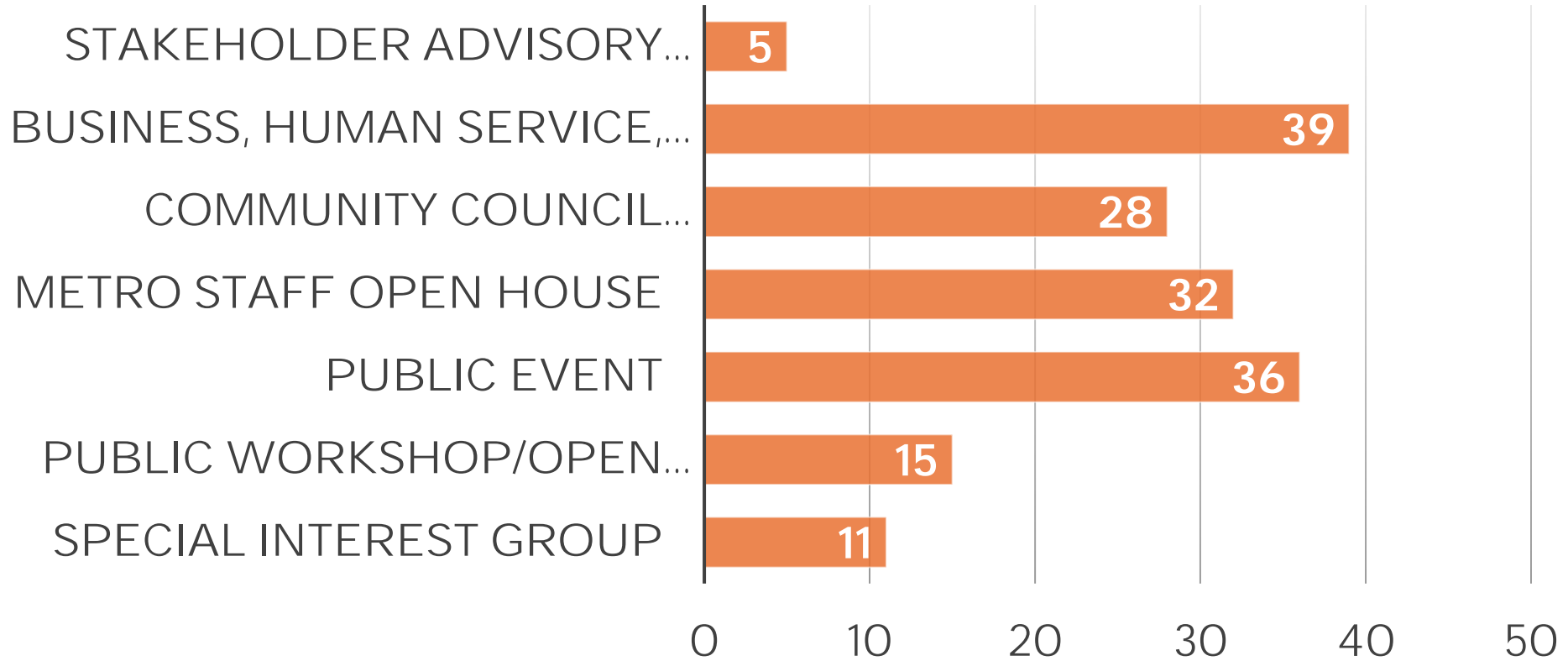


COMMUNITY COUNCIL MEETINGS

October and November – completed
presentations at all Community
Council's crossed by the MetroRapid

- Downtown
- Over-the-Rhine
- Mt. Auburn
- Corryville
- CUF (Clifton Heights, University - Heights, Fairview)
- Neighborhoods of Uptown
- Avondale
- North Avondale
- Paddock Hills
- Bond Hill
- Roselawn
- *Clifton – February per CC request
- Northside
- College Hill
- City of North College Hill
- City of Mt. Healthy

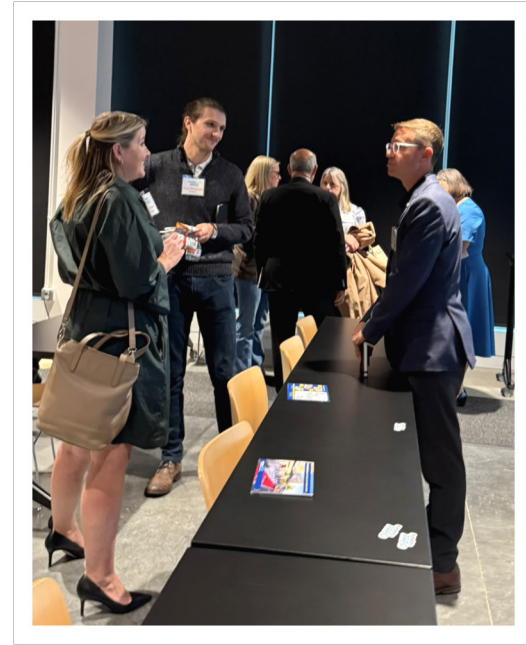
166 METRORAPID EVENTS & MEETINGS



6,543 participants

Stakeholder and Public Engagement

- Safety & Security – Pedestrian Safety, security at stations, additional safety measures desired, i.e. lighting along routes
- What will traffic be like, will you remove the humps and bump-outs the City put in?
- What will the fare be? Will there be a transfer for other routes?
- How will the regular routes will be affected?
- Questions about BRT Lanes
 - Will traffic be allowed in bus only lanes?
 - How will you minimize fare evasion?
 - How will you enforce people not using the lanes to dart around traffic
 - How will you keep people from parking in the lanes (deliveries, loading zones, etc.)
- Federal Funding?
- Many people are excited about MetroRapid!



Design Progress

Reading – 30% submitted and advancing to 60%

Hamilton – 30% submission in preparation – City review in January

- Pedestrian Safety
- Traffic Impacts
- Streetcar Coordination
 - Transit lane for combined Streetcar and BRT
 - Separate Stations
- Street Tree Impact Reduction
- Reducing Acquisition Needs (i.e. eliminated acquisitions along Vine Street hill and at Inwood Park, and minimized acquisitions at Seasongood Square Park)
- Minimizing Parking Losses/Identify Replacements



Environmental

- Documented Categorical Exclusion submitted to FTA on 10/28/25.
- FTA provided comments to Metro on 11/25.
- Section 106 items submitted to FTA on 10/30/25, have been sent to Ohio SHPO

Metro Rapid:
Reading Road Bus Rapid Transit
Project



**DRAFT Documented Categorical
Exclusion**

Note To Reader-- assumptions regarding station locations and lane configurations are detailed where appropriate in technical sections



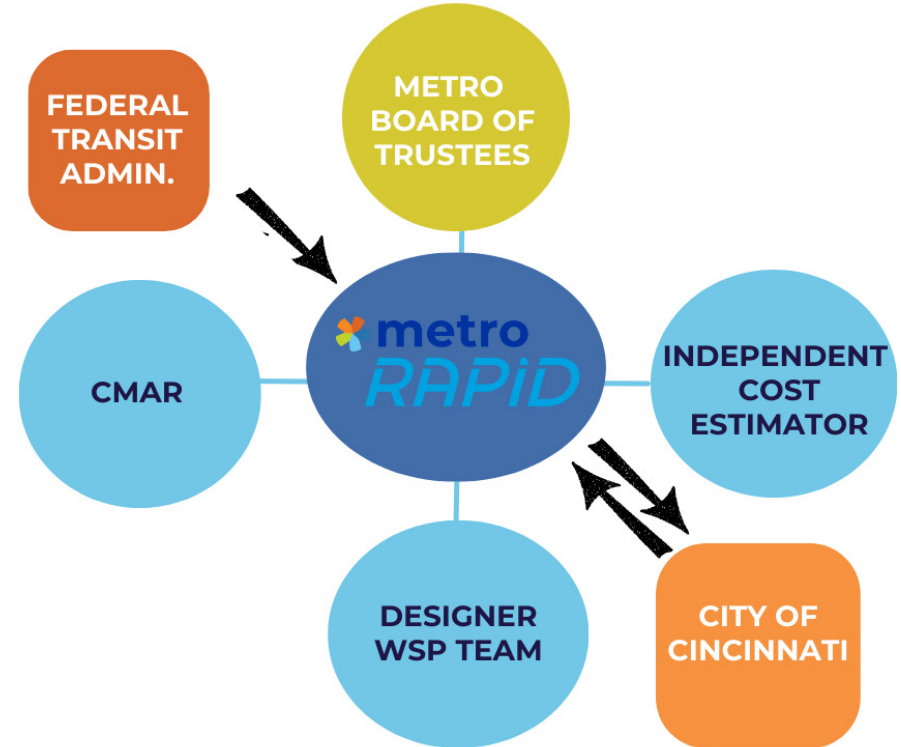
Preparing for Construction

- Advanced Design – 60, 90, 100 percent design
- City Reviews
- CMAR Contractor
- Independent Cost Estimator
- FTA PMOC – Risk Assessment
- Project Readiness Reviews with FTA
- ROW Acquisitions
- Third Party Agreements
- Construction Grant Agreement



Next Steps – Post Environmental

- Construction Manager At Risk (CMAR)
- Independent Cost Estimator (ICE)



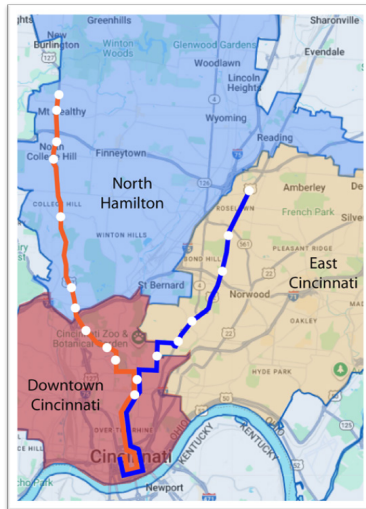
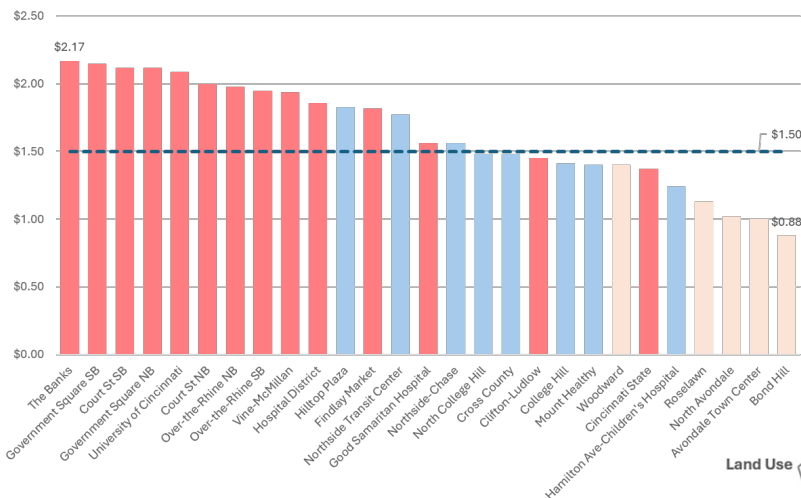
TOD Framework

Technical Core Team – Oct. 3rd

Developer Market Sounding – Dec. 4th

Vision Advisory Team – February

Avg. Monthly Rent/SF by Station Area, Q3 2025

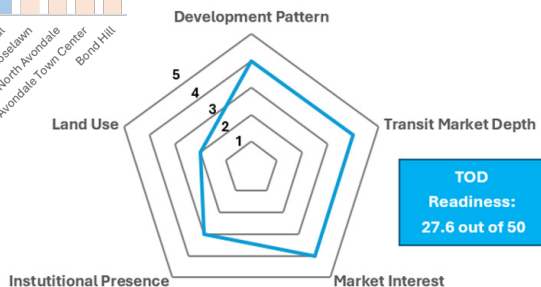


Step 1 - Framework – BRT Funded

- Guides policy *implementation* - what happens where, when, and with what support
- Energizes and equips staff, developers, and communities with shared expectations

Step 2 - TOD Station Area Plans – Coordination with City on Future Grant Opportunities

- Incorporation into Small Area/Neighborhood Planning
- Identifies other infrastructure improvements to catalyze development



Thank you!

Page 44 of 64

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

*denotes non-competitive or non-negotiable award

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

Total Awards for Month
Total MAX Spend for Month

\$5,068,206
\$37,905

Addressable Awards
Effective MAX Participation Rate

\$631,750
6%

2025 Total Spend
2025 MAX Spend

\$39,846,701
\$14,038,095 (35.2%)



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

APPROVAL OF MODIFIED CONTRACT NO 33-2020 TRAPEZE SOFTWARE MAINTENANCE AGREEMENT

WHEREAS:

1. Trapeze Software Group is the provider of cloud hosted software to manage critical functions of our Metro transit operations.
2. Metro uses multiple Trapeze solutions for optimizing workforce management, operator timekeeping, service planning tools, fixed routes and paratransit scheduling.
3. Trapeze Software Group will continue to host the software solutions and provide ongoing software maintenance support.
4. The agreement is necessary to provide maintenance service assistance and support related to security updates, software integrations, software updates, software functionality, challenge response and bug fixes.
5. SORTA staff recommends approval to executive Modified Contract No. 33-2025, on behalf of Metro and Trapeze Software Group, Inc. increasing the total not to exceed value from \$2,890,296 to \$5,559,926, an increase of \$2,669,630.
6. The expenditures will be financed using budgeted local operating funds.

THEREFORE, BE IT RESOLVED:

7. The board authorizes the CEO/General Manager/Secretary-Treasurer or the Chief Financial Officer to execute Modified Contract No. 33-2020, on behalf of Metro and Trapeze Software Group, Inc., increasing the total not to exceed value from \$2,890,296 to \$5,559,926, an increase of \$2,669,630.



BOARD OF TRUSTEES ACTION ITEM

DATE: December 9th, 2025

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

PROJECT NO.: 33-2020 Trapeze Software Maintenance Agreement

REQUEST: Contract Modification

BACKGROUND

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

BUSINESS PURPOSE

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

PROJECT FINANCING

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

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

PROJECT PROCUREMENT

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

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

**SMALL BUSINESS ENGAGEMENT**

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

RECOMMENDED BOARD ACTION

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



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

APPROVAL OF MODIFIED CONTRACT NO 45-2020 APC REPORTING SOFTWARE

WHEREAS:

1. Counting passengers is both a National Transit Database requirement and a critical business need for Metro.
2. All fixed-route vehicles are equipped with Automated Passenger Counting (APC) hardware from Urban Transportation Associates, Inc. (UTA), which has served as Metro's APC platform since 2020.
3. UTA has expanded its capabilities to capture additional data, including bicycle and wheelchair boardings, while integrating seamlessly with Metro's existing operational systems such as Trapeze, Hastus and others.
4. These integrations provide more robust metrics and greater data reliability, enabling Metro to accurately track and analyze ridership across the network.
5. SORTA staff recommends approval to executive Modified Contract No. 45-2020, on behalf of Metro and Urban Transport Associates, Inc. increasing the total not to exceed value from \$322,840 to \$459,360, an increase of \$138,520.
6. The expenditure will be financed using budgeted local operating funds.

THEREFORE, BE IT RESOLVED:

7. The board authorizes the CEO/General Manager/Secretary-Treasurer or the Chief Financial Officer to execute Modified Contract No. 45-2020, on behalf of Metro and Urban Transport Associates, Inc., increasing the total not to exceed value from \$322,840 to \$459,360, an increase of \$136,520.



BOARD OF TRUSTEES ACTION ITEM

DATE: December 9, 2025

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

PROJECT NO.: 45-2020 APC Reporting Software

REQUEST: Contract Modification

BACKGROUND

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

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

BUSINESS PURPOSE

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

PROJECT FINANCING

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

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



PROJECT PROCUREMENT

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

SMALL BUSINESS ENGAGEMENT

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

RECOMMENDED BOARD ACTION

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



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

APPROVAL OF CONTRACT NO 100-2025 STAKEHOLDER SURVEYS

WHEREAS:

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

THEREFORE, BE IT RESOLVED:

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



BOARD OF TRUSTEES ACTION ITEM

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

BACKGROUND

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

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

BUSINESS PURPOSE

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

PROJECT FINANCING

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

The final project cost is flat to budget.

PROJECT PROCUREMENT

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



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

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

AGGREGATE SCORES SUMMARY

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

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

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

SMALL BUSINESS ENGAGEMENT

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

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

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

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

**RECOMMENDED BOARD ACTION**

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



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

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

WHEREAS:

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

THEREFORE, BE IT RESOLVED:

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



BOARD OF TRUSTEES ACTION ITEM

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

BACKGROUND

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

BUSINESS PURPOSE

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

PROJECT FINANCING

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

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

PROJECT PROCUREMENT

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

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

SMALL BUSINESS ENGAGEMENT

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

**RECOMMENDED BOARD ACTION**

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



Attachments:

**BOARD OF TRUSTEES
SOUTHWEST OHIO REGIONAL TRANSIT AUTHORITY
MOTION**

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

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



BOARD OF TRUSTEES ACTION ITEM

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

BACKGROUND

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

BUSINESS PURPOSE

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

PROJECT FINANCING

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

General Counsel Legal Services are budgeted on an annual basis.

PROJECT PROCUREMENT

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

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

SMALL BUSINESS ENGAGEMENT

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

RECOMMENDED BOARD ACTION

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



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Founded 1909

Kimberly J. Schaefer
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November 13, 2025

Mr. Andy Aiello, CEO
Southwest Ohio Regional Transit Authority
525 Vine Street, Suite 500
Cincinnati, OH 45202

Dear Andy:

Vorys, Sater, Seymour and Pease LLP appreciates the opportunity to provide legal services to the Southwest Ohio Regional Transit Authority ("SORTA") in connection with general legal matters, including certain litigation, contract, real estate, procurement, intra-government agreement negotiation and dispute resolution, Board governance, Ohio Open Records Act, business, and other matters requested by SORTA and accepted by Vorys. At your request, this letter provides a proposal for Vorys to continue representing SORTA for the period from January 1, 2026 through December 31, 2026. The form of this letter follows our existing and standard engagement letter; thus, if the proposal is acceptable, SORTA may sign this letter to accept our proposal.

Our services are intended to be rendered only to SORTA and only for the benefit of SORTA. Accordingly, no other person or entity will be entitled to rely upon or otherwise benefit from our services. More specifically, where we are representing a legal entity, such as here, our attorney-client relationship is with that specific legal entity and not with its individual officers, directors, trustees, executives, employees, or other persons in similar positions, or with other legal entities that appoint that legal entity's board members, provide that specific legal entity with funding, or may otherwise control that specific legal entity's existence. Our professional duties are owed only to the legal entity that we have agreed to represent, which in this case is SORTA. We have previously disclosed to you that Vorys represents, for instance, the Board of County Commissioners of Hamilton County on certain matters not substantially related to our work for SORTA.

We write to confirm the terms of our retention as counsel because our experience has shown that the attorney/client relationship works best when there is an early mutual understanding about matters such as the firm's billing policies, charges and payment terms. The information below describes policies that will apply to the work we will be doing for SORTA.

Legal Fees

We appreciate the opportunity to represent SORTA and believe that we have provided timely, efficient and effective legal services to SORTA across a range of projects, issues, and disputes. We propose to continue the use of a "blended", fixed hourly billing rate for our attorneys rendering legal services to SORTA. Vorys' use of a single hourly billing rate has resulted in substantial savings off of the



Southwest Ohio Regional Transit Authority
 November 13, 2025
 Page 2

normal hourly billing rate of all Vorys partners and many Vorys associates who have represented SORTA. Vorys has agreed to such discounts off our normal hourly rates because it deeply believes in SORTA's mission and because of Vorys' commitment to the greater Cincinnati community. We propose to maintain the blended hourly rate of \$425.00 per hour for January 1, 2026 through December 31, 2026. By way of reference only, the 2026 rates for the Vorys attorneys that typically work on your matters will be as follows: me - \$740.00, Tony Osterlund - \$870.00, Nick Petricoff - \$635.00, and Emily St. Cyr - \$615.00.

Costs and Disbursements

To the extent practicable, we allocate the costs of support systems in accordance with the extent of usage by individual clients. Therefore, certain costs incurred on SORTA's behalf will be billed to SORTA as expenses. Charges for such support services will be billed to SORTA with the charges for legal services. In addition, out-of-pocket payments for such items as filing fees, court reporter services, court costs, subpoena costs, witness fees, expert fees, investigation and the like, while payable to others, are to be paid by SORTA. Advancements payable to others will be sent directly to SORTA for payment or, if advanced by the firm, billed directly to SORTA either separately or with our statement for legal services.

Billing

Our policy is that statements for services and reimbursement for expenses and disbursements advanced by the firm should be rendered on a monthly basis. Such statements are due and payable upon receipt, unless other arrangements have been made with the firm in advance.

Disposition of Records

Current Contact Information. Because it is important that we be able to contact you regarding your representation, you agree to inform us, in writing, of any changes in the name, business address, telephone number, contact person, e-mail address, state of incorporation or organization, or other relevant changes regarding SORTA. Whenever we need your instructions or authorization, we will contact you at the latest business address we have received from you.

Conclusion of Representation; Retention and Disposition of Documents. Unless previously terminated, our representation of SORTA in the matters contemplated hereby or in any sub-matter on which we perform services on behalf of SORTA will terminate upon the date we last render services, regardless of whether our charges for such services have been billed or paid at the time the final services are rendered. At that time, we will close the file pertaining to the matter or sub-matter and, upon request, return to you any original documents and other property you provided to the firm in connection with the matter or sub-matter. Our file pertaining to the matter or sub-matter, which might include, for example, firm administrative records, time and expense reports, personnel and staffing materials, credit and accounting records, and internal lawyers' work product such as drafts, notes, internal memoranda, and legal and factual research, including investigative reports, prepared by or for the internal use of lawyers, will be retained by the firm. For various reasons, including the minimization of unnecessary storage expenses, we reserve the right to destroy or otherwise dispose of any such documents or other materials retained by us, without further notice to you, after the close of the matter or sub-matter in accordance with the firm's record retention policy.



Southwest Ohio Regional Transit Authority
November 13, 2025
Page 3

Conclusion

If the foregoing terms of retention are acceptable to SORTA, please sign the enclosed copy of this letter and return it to me. Notwithstanding SORTA's agreement, any time you have any question about our billing policies or procedures or about a specific statement, you should contact me so that I can be responsive to your question.

The terms of our retention will be governed by the laws of the State of Ohio. All claims, disputes or causes of action relating to or arising out of our retention may be brought, heard, and resolved by and in a federal or state court situated in Hamilton County, Ohio.

We look forward to continuing to serve SORTA.

Very truly yours,

A handwritten signature in black ink, appearing to read "Kimberly J. Schaefer".

Kimberly J. Schaefer

Accepted:

Southwest Ohio Regional Transit Authority

By: _____

Title: _____

Date: _____



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

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

WHEREAS:

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

THEREFORE, BE IT RESOLVED:

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



BOARD OF TRUSTEES ACTION ITEM

DATE: December 16, 2025
FROM: Timothy Walker, Chief Financial Officer
Adriene Hairston, Chief Human Resources Officer
PROJECT NO.: 2016-R18-6 Paycor HRIS System
REQUEST: Contract Modification

BACKGROUND

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

BUSINESS PURPOSE

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

PROJECT FINANCING

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

PROJECT PROCUREMENT

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

SMALL BUSINESS ENGAGEMENT

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

RECOMMENDED BOARD ACTION

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