



SORTA/Metro
Paratransit Committee
July 23, 2026
10:00 am-11:00 am Eastern Time

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

THURSDAY JULY 23RD, 2026 - 10:00 A.M.

SORTA/METRO AT HUNTINGTON CENTER,

SORTA BOARD ROOM (6TH FLOOR)

525 VINE STREET

CINCINNATI, OHIO 45202

General Items:

Call to order

Pledge of Allegiance

- 1 Approval of Paratransit (Access) Coordination Committee Minutes: July 17th, 2025

Briefing Items

- 2 Access Update (Khaled Shammout/Nick Keeling/Lisa Aulick/Bill Spraul)
- 3 ADA Customer Service Presentation (Mike Roth/Bill Spraul)

Other Items:

New Business

Adjournment

The next regular meeting of the Paratransit Committee is scheduled for October 20, 2026.

PARATRANSIT COORDINATION COMMITTEE
TUESDAY, JULY 17TH, 2025 – 9:00 A.M.
SORTA/METRO AT HUNTINGTON CENTER
SORTA BOARD CONFERENCE ROOM (6TH FLOOR)
525 VINE STREET
CINCINNATI, OHIO 45202

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

COMMITTEE/BOARD MEMBERS PRESENT: *Neil Kelly (Chair), Dan Driehaus and Briana Moss*

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

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

OTHERS PRESENT: N/A

1. **Call to Order**

Mr. Kelly called the meeting to order.

2. **Pledge of Allegiance**

The Pledge of Allegiance was recited.

3. **Approval of Minutes**

Mr. Kelly moved, and Ms. Moss seconded that the minutes from April 17th, 2025, be approved.

By voice vote the committee approved the minutes.

4. **Focus Group**

Ms. Moss reviewed the focus group she recently attended and reviewed accessibility improvement policies. She met with Mr. Aiello, Metro departments (Human Resources, Training, Operators, Customer Service and Service Quality) and encouraged metro to continue reporting out individual items.

The Committee accepted the report-out as presented.

5. **Metro Paratransit (Access) Coordination Update**

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

The Committee accepted the report as presented.

New Business

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

October 23rd, 2025 at 9:00 a.m.

6. **Adjournment**

The meeting adjourned at 9:42 A.M.



Metro Paratransit Coordination

July 2026





One Year of Regional Paratransit!

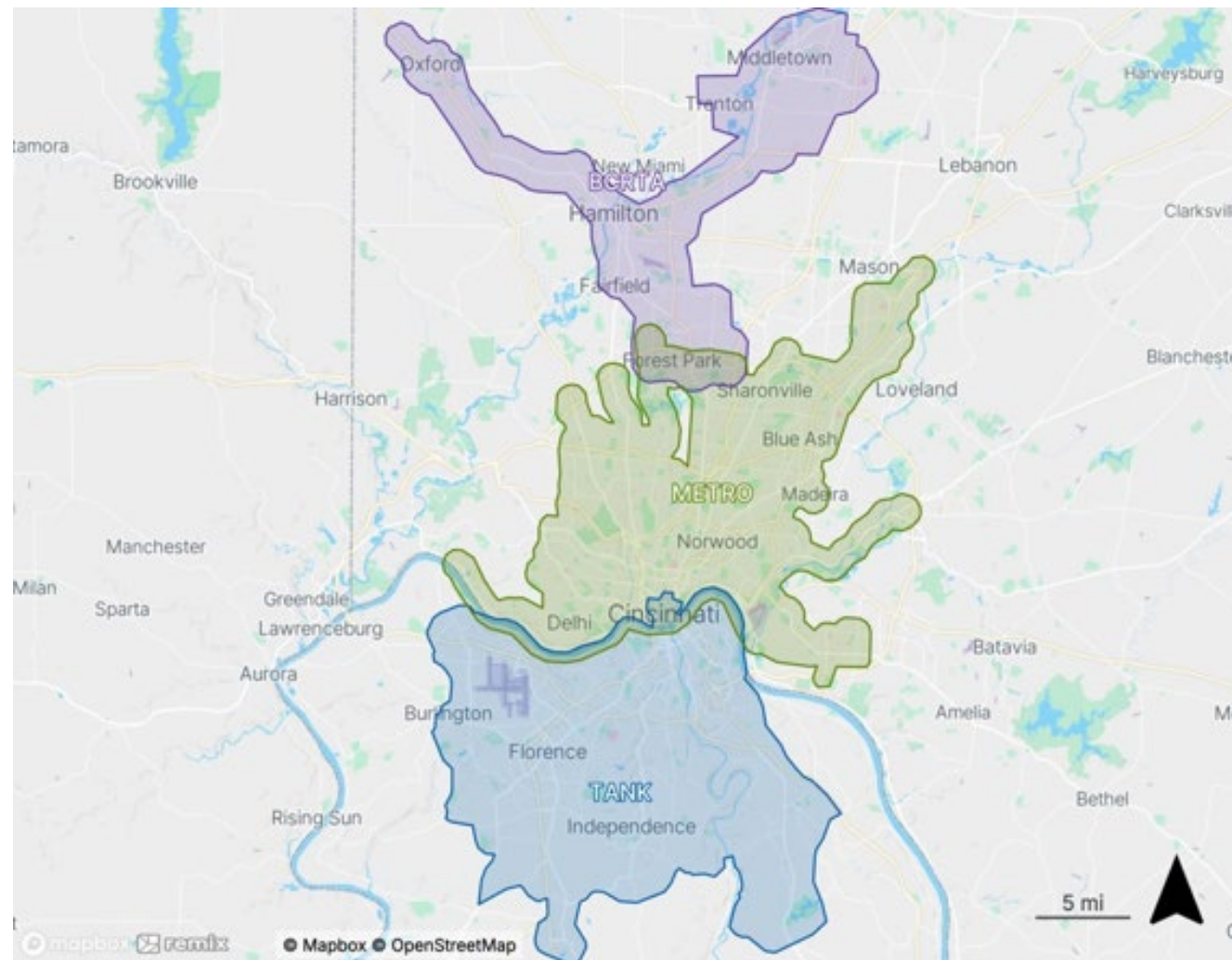
Key Performance Metrics: June 2026

Utilization

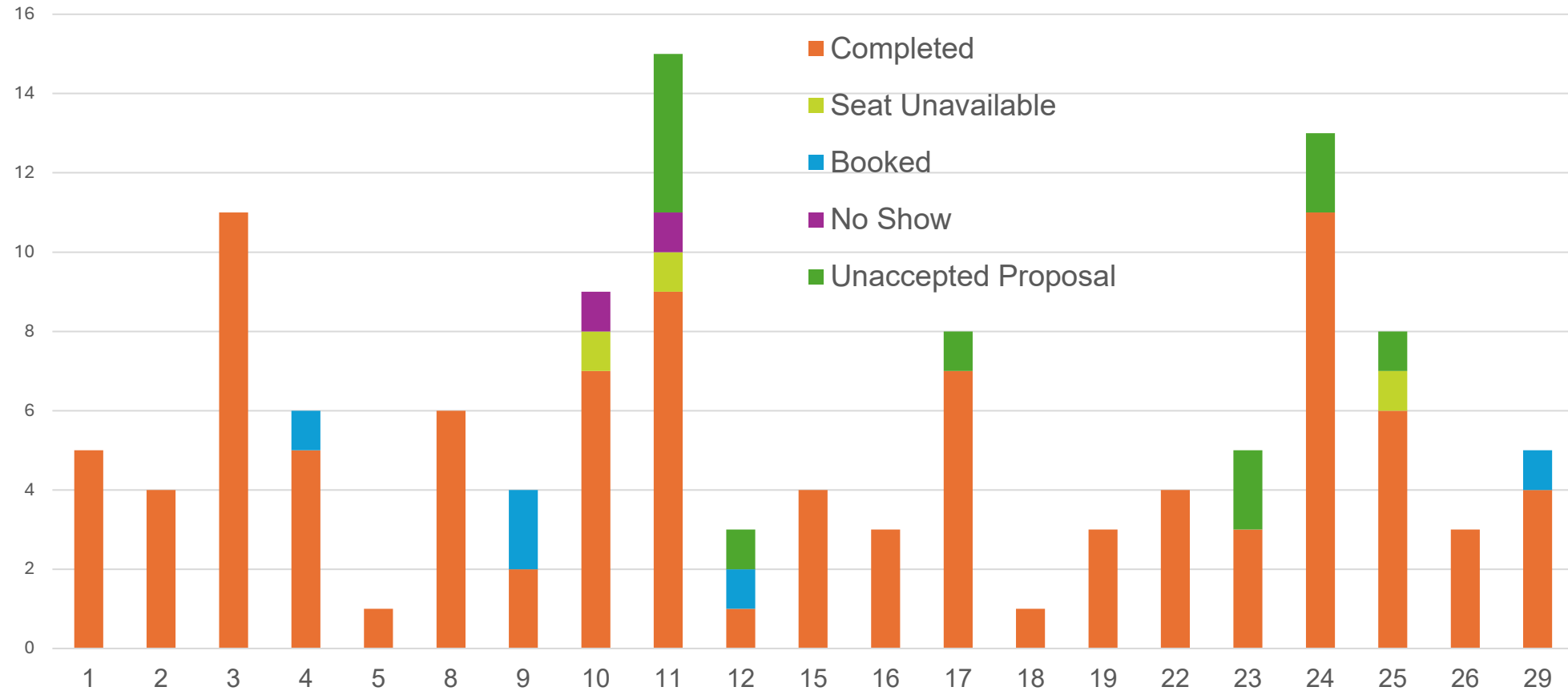
- 113 enrolled riders

Service Quality

- 26.6 Miles avg. distance
- 46.5 Minutes avg. travel time



Travel Patterns: June 2026

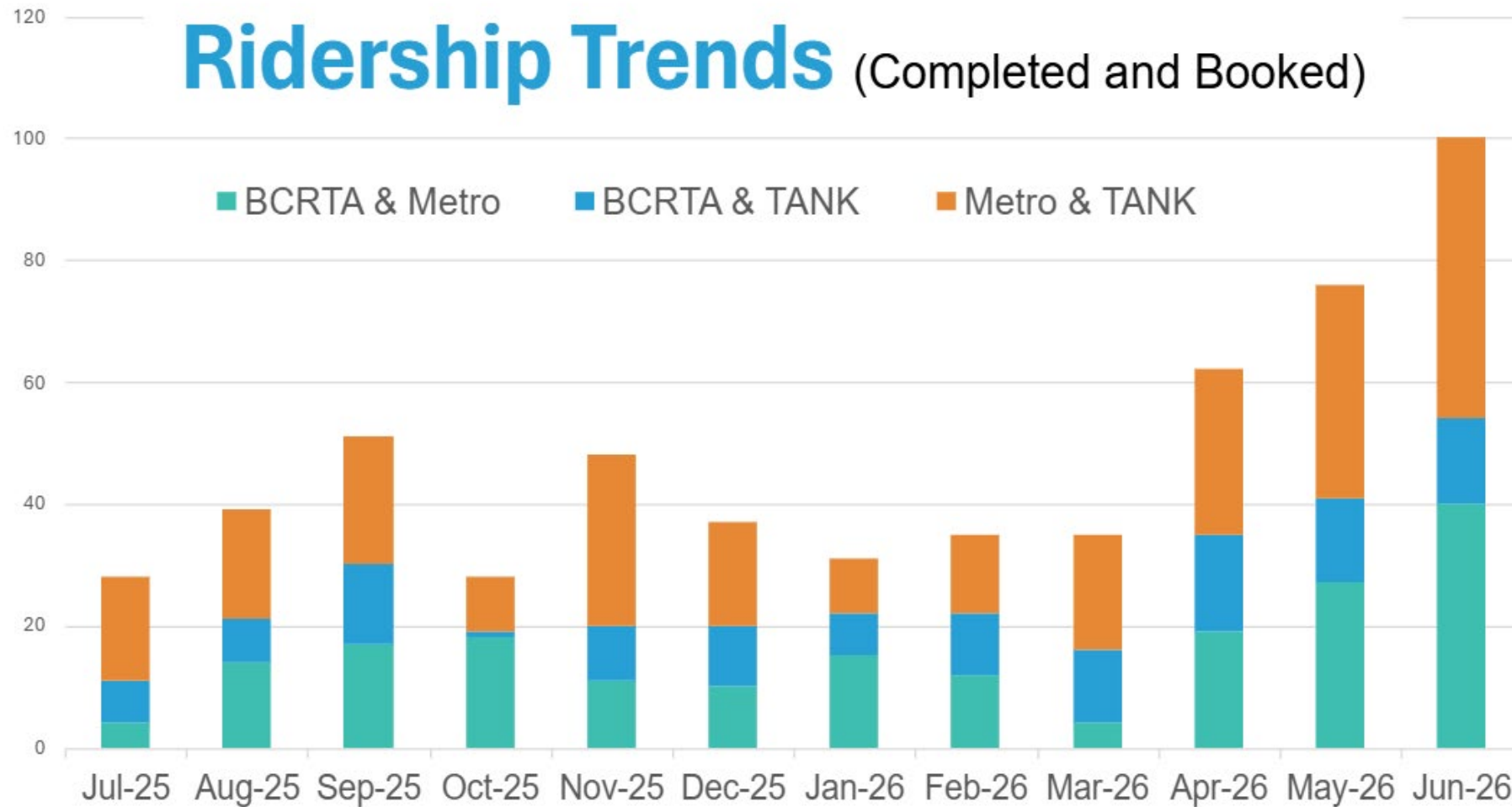


Regional Connectivity:

- BCRTA & Metro = 40
- Metro & TANK = 46
- TANK & BCRTA = 14

Top Destinations

- Children's Hospital
- Cincinnati State
- Employment
- Medical
- Restaurants
- Church
- Shopping



The Year in Review

Trip Purpose	No. of Trips	% of Total
Employment	60	11.4%
Education	48	8.7%
Medical	66	12.5%
Shopping, social, restaurants	300	57%
Other	56	10.6%

O-D	% of Total
TANK-BCRTA & BCRTA-TANK	20%
Metro-TANK & Metro-BCRTA	80%

The Year in Review

EZConnect Calls Answered				
	BCRTA	EZConnect	Metro	Total Answered
Jul-25	86	68	504	658
Aug-25	111	94	529	734
Sep-25	88	77	421	586
Oct-25	118	110	238	466
Nov-25	78	100	210	388
Dec-25	76	69	289	434
Jan-26	82	77	304	463
Feb-26	76	69	289	434
Mar-26	62	84	259	405
Apr-26	46	87	138	271
May-26	28	97	90	215
Jun-26	45	120	144	309



ACCESS UPDATE

July 2026





Paratransit Operations

Access Performance Indicators

	Trips scheduled by pick up	Trips scheduled by drop off
2025	91.4%	92.0%
2026 YTD	91.2%	93.3%

	Miles between mechanical road calls
2025	22,790
2026 YTD	24,854

Goal 20,000

FIXED ROUTE COMPARABILITY

The ADA requires that trips on Access be comparable in length to the same trip if taken on Metro.

2025	
	2025 YTD
Total Days	365
Trips Sampled	3650

Trips in compliance	3486
% in compliance	95.5%
Shortest Access Trip (Minutes)	0

Trips out of compliance	164
% non compliance	4.5%
Longest Trip (Minutes)	217
Number of trips within 10 minutes of compliance	88

Average Access Trip Length of sample (Minutes)	32
Average Trip Length of sample by Google (Minutes)	48

YTD Trips out of compliance in excess of 10 minutes	76
% of trips out of compliance in excess of 10 minutes	2.08%

2026 Year to Date	
	2025 YTD
Total Days	181
Trips Sampled	1810

Trips in compliance	1737
% in compliance	96.0%
Shortest Access Trip (Minutes)	0

Trips out of compliance	73
% non compliance	4.0%
Longest Trip (Minutes)	152
Number of trips within 10 minutes of compliance	27

Average Access Trip Length of sample (Minutes)	32
Average Trip Length of sample by Google (Minutes)	41

YTD Trips out of compliance in excess of 10 minutes	46
% of trips out of compliance in excess of 10 minutes	2.54%

Annual Preventable Accident Goal: 24

2024 Preventable Accidents: 28

2025 Preventable Accidents: 22

2026 YTD: 11

STAFFING (Access & Metro Now)

Drivers in 2024 84

Drivers in 2025 141

Drivers in 2026 YTD 141

Recruitment efforts include:

- Monthly hiring events
- Participation in agency-wide job fair
- Dedicated trainer assigned to Access
- Additional week of training provided to new hires
- Addition of a Success Coach dedicated to Access



Questions?



ADA & Customer Service Training Updates

July 23, 2026 – Paratransit Committee



Agenda



- Purpose & Context
- What We Heard
- What We Changed
- ADA Compliance
- Status & Path Forward

Purpose & Context

ADA & Customer Service Training Updates

Goal: align **ADA compliance**, **operator clarity**, and **Metro's values**

- Reviewed and updated ADA and accessibility content within Operator TSI training
- Updates informed by internal review and lived-experience feedback



What We Heard



Some training language unintentionally:

- Categorized people with disabilities as “others”
- Relied on outdated terminology and assumptions
- Emphasized identifying disability rather than responding to customer needs

Feedback emphasized:

- Dignity and respect
- Universal service expectations
- Recognition that accessibility needs are not always visible

What We Changed

Training Updates Implemented

- Shifted focus from labels to **operator actions and behaviors**
- Reframed accessibility as part of **serving all customers**
- Removed or updated outdated sections and terminology
- Clarified expectations around:
 - Assistance upon request
 - Use of accessibility equipment
 - Clear, respectful communication



What We Changed - Examples

Original Text

Elderly Customers and Customers with Disabilities

Elderly customers and customers with disabilities have special needs.

ADA requires operators to assist persons with disabilities when boarding or alighting.

Modernized Text

→ *Providing Accessible and Respectful Service*

→ *Every customer deserves respectful and accessible service. You may not always see when a customer needs extra assistance.*

→ *The ADA requires bus operators to assist all customers whenever they request help with boarding or alighting.*

ADA Compliance



What Stayed Firm

- All ADA requirements remain fully intact, including:
 - Assistance with lifts, ramps, and securement upon request
 - Stop and route announcements
 - Equal service standards
 - Service animal access
- ADA language translated into **plain, operator-ready guidance**
- Training aligns with federal regulations and peer transit practices

Status & Path Forward

Where We Are Today

- Updated content incorporated into Operator training materials
- Accessibility guidance integrated with broader customer service training
- Next steps:
 - Monitor operator understanding and application
 - Incorporate feedback as needed
 - Periodic review to keep content current
 - Ensure consistency across Metro

