

PLANNING AND OPERATIONS COMMITTEE
THURSDAY, JULY 23RD, 2026 – 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 Driehaus, Briana Moss, KZ Smith and Greg Simpson*

COMMITTEE/BOARD MEMBERS PRESENT: Chelsea Clark, Dan Driehaus, Trent Emeneker, Neil Kelly, Pete Metz, Briana Moss and Greg Simpson

COMMITTEE MEMBERS ABSENT: Tianay Amat, Jay Bedi, Tony Brice, Blake Ethridge, Kala Gibson, KZ Smith, Rickell Smith, Sara Sheets and Sonja Taylor

STAFF MEMBERS PRESENT: Andy Aiello, Steve Anderson, Lisa Aulick, Vicki Barker, Norman Bouwie, Mary Huller, Bret Isaac, Brandy Jones, Nick Keeling, Natalie Krusling, Brad Mason, John Ravasio, Mike Roth, Tony Russo, Kevin Ruth, Khaled Shammout, Bill Spraul and Tim Walker

OTHERS PRESENT: Mathew Hulme (City of Cincinnati), Doug McClintock (Red Bike) and 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 May 19th, 2026**

Mr. Kelly made a motion and Mr. Driehaus seconded the motion to approve the minutes of the May 19th, 2026, meeting.

By voice vote the committee approved the minutes.

4. **Good News!**

The Executive Team presented the Good News report. Mr. Ravasio shared the May Silver Award recipients and Metro Volunteers to Feed Those in Need, Mr. Spraul shared Forty Years of Partnership and Mr. Walker shared Connecting with Small Businesses

The Committee accepted the report as presented.

5. **Ridership and Service Quality Report**

Mr. Shammout and Mr. Spraul presented the June 2026 ridership and service quality report. Total ridership for the month of June was 1,093,274 or 1.1% favorable to budget.

Access Total ridership for the month of June was 15,419 or 0.7% unfavorable to budget.

MetroNow Total ridership for the month of June was 14,684 or 24.7% unfavorable to budget.

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

Quarter 2 route-by-route KPI results have been included in the board packets and are available for review.

The Committee accepted the report as presented.

6. **Customer Survey Results**

Mr. Shammout, Mr. Anderson presented the 2026 Customer Satisfaction Survey Results. They reviewed the methodology, demographics, usage, satisfaction, importance, trends and benchmarks, importance-satisfaction analysis and summary/conclusion.

The Committee accepted the report as presented.

7. **MetroNow! Update**

Mr. Shammout and Mr. Anderson presented the MetroNow! update. They reviewed the ridership growth since launch by zone, ridership by day type, service data – all four zones, service data – by zone, Springdale/Sharonville KPI's & Ridership Heat Map, Northgate/Mt. Healthy KPI's and Ridership Heat Map, Forest Park/Pleasant Run KPIs & Ridership Heat Map and Blue Ash/Montgomery KPIs & Ridership Heat Map.

The Committee accepted the report as presented.

8. **Red Bike Update**

Doug McClintock (Red Bike) and Nick Keeling (Metro) presented the Red Bike – Metro Update.

The Committee accepted the report as presented.

9. **Proposed Resolution: Contract Award for 177-2023 Biometric Screenings**

Mr. Walker requested approval for Contract No. 177-2023 for Biometric Screenings.

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

10. **Other Items**

N/A

11. **New Business**

The next regular meeting of the Planning and Operations Committee has been scheduled for **Tuesday, August 18th, 2026, at 9:00 A.M.**

12. **Adjournment**

The meeting adjourned at 10:27 A.M.