SORTA/Metro
Planning and Ops Committee
October 20, 2026
9:30 am-10:30 am Eastern Time

SORTA PLANNING AND OPERATIONS COMMITTEE MEETING

TUESDAY, OCTOBER 20TH, 2026 - 9:30 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: September 15, 2026

Briefing Items:

2 Good News! (Executive Team)

3 Ridership Development update (John Ravasio)

4 Ridership and Service Quality Report as of July 31st, 2026 (Khaled Shammout/Bill Spraul)

4.1 Service Quality Quarterly Appendix

5 MetroRapid Update (Khaled Shammout/Sharyn LaCombe)

6 Maintenance Update (Tony Balmert/Bill Spraul)

7 Bench and Shelter Update (Khaled Shammout/Steve Anderson)

Action Items Matrix (Tim Walker)

8 Proposed Resolution: Contract Modification for 49-2020 GIRO Planning Software (Steve Anderson)

8.1 Action Item:

9 Proposed Resolution: Contract Modification for 055-2024 FirstNet Plan (Pat Giblin)

9.1 Action Item:

10 Proposed Resolution: Contract Modification for 067-2024 WHTC Design Services – AT&T (Scott Enns)

10.1 Action Item:

11 Proposed Resolution: Contract Award for 109-2026 – A/C Compressor and Clutch (Bus Parts) (Jeff Mundstock)

11.1 Action Item:

12 Proposed Resolution: Contract Award for 120-2026 – DOC/DPF (Bus Parts) (Jeff Mundstock)

12.1 Action Item:

13 Proposed Resolution: Contract Award for 133-2026 – Paratransit Vans (Jeff Mundstock)

13.1 Action Item:

14 Proposed Resolution: Contract Award for 136-2026 – Genfare Upgrade and Subscription (Pat Giblin)

14.1 Action Item:

Other Items:

New Business

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

Tuesday, November 10th, 2025, at 9:00 a.m.

PLANNING AND OPERATIONS COMMITTEE
TUESDAY, SEPTEMBER 15TH, 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: Tony Brice, Chelsea Clark, Trent Emeneker, Blake Ethridge, Neil Kelly, Pete Metz, Briana Moss, Sara Sheets, Greg Simpson and KZ Smith

COMMITTEE MEMBERS ABSENT: Tianay Amat, Jay Bedi, Dan Driehaus, Kala Gibson, Rickell Smith, and Sonja Taylor

STAFF MEMBERS PRESENT: Andy Aiello, Vicki Barker, Norman Bouwie, Patrick Giblin, Adriene Hairston, Bret Isaac, Brandy Jones, Nick Keeling, Natalie Krusling, Brad Mason, Jeff Mundstock, John Ravasio, Jason Roe, Kevin Ruth, Khaled Shammout, Bill Spraul and Tim Walker

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 July 23rd, 2026**

   Mr. Metz made a motion and Mr. Kelly seconded the motion to approve the minutes of the July 23rd, 2026 meeting, as amended to corrected the meeting date.

   By voice vote the committee approved the minutes.

4. **Good News!**

   The Executive Team presented the Good News report. Ms. Hairston shared the July Silver Award recipients, Mr. Ravasio shared Congrats Adriene and Two Metro Leaders Serve on Community Panel slides, Mr. Aiello presented Congrats KS slide, Mr. Shammout presented MetroNow! Bond Hill Zone is Now in Service and Metro Headlines at NeoRide Annual Meeting.

   The Committee accepted the report as presented.

5. **Ridership and Service Quality Report**

   Mr. Shammout and Mr. Spraul presented the August 2026 ridership and service quality report. Total ridership for the month of August was 1,226,872 or 4.9% unfavorable to budget.

   Access Total ridership for the month of August was 15,504 or 3.8% unfavorable to budget.

   MetroNow Total ridership for the month of August was 15,283 or 28.9% 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.

6. **MetroRapid Update**

   Ms. Lacombe presented the MetroRapid Update. She discussed the design update and project timelines, FTA Reading corridor environmental approval, 2026-2027 key milestones, city coordination, Jefferson lane configurations, outreach updates, MetroRapid small business opportunities event on September 30 and right-of-way outreach.

   The Committee accepted the report as presented.

7. **Strategic Plan**

Mr. Shammout discussed Metro's 2026-2030 strategic plan. He shared metro's vision, mission and value, since February 2026, ridership growth, drivers and initiatives of grow ridership, drivers & initiatives of connect the region, drivers and initiatives of encourage economic development, drivers & initiatives of highly effective organizations and plan, fund and measure.

The Committee accepted the report as presented.

8. **Proposed Resolution: Contract Award for 038-2026 Bus Stop Enhancements**

Mr. Walker requested approval for Contract No. 038-2026 for Bus Stop Enhancements.

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

9. **Proposed Resolution: Contract Award for 041-2026 Radio Maintenance and Repair**

Mr. Walker requested approval for Contract No. 041-2026 for Radio Maintenance and Repair

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

10. **Proposed Resolution: Contract Award for 064-2026 On Bus Camera Repair**

Mr. Walker requested approval for Contract No. 064-2026 for On Bus Camera Repair

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

11. **Proposed Resolution: Contract Award for 072-2026 Access Control**

Mr. Walker requested approval for Contract No. 072-2026 for Access Control.

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

12. **Proposed Resolution: Contract Award for 117-2026 OnRoute Cloud Migration**

Mr. Walker requested approval for Contract No. 117-2026 for OnRoute Cloud Migration.

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

13. **Other Items**

N/A

14. **New Business**

The next regular meeting of the Planning and Operations Committee has been scheduled for **Tuesday, October 20th, 2026, at 9:00 A.M**.

15. **Adjournment**

The meeting adjourned at 10:00 A.M.



Planning & Operations: Good News

October 20, 2026

metro
your way to go

SILVER WHEEL * AWARD *
Your accomplishments help steer us in the right direction

August Silver Wheel Award Recipients



Leadership
Employee of the Month
Brandon Hill



Administrative & Support
Employee of the Month
Katie Naussbaum

SILVER WHEEL * AWARD *
Your accomplishments help steer us in the right direction

August Silver Wheel Award Recipients



Queensgate
Operator of the Month
Juan Laverde



Queensgate Maintenance
Employee of the Month
Kevin Margeson

SILVER WHEEL * AWARD *
Your accomplishments help steer us in the right direction

August Silver Wheel Award Recipients



Bond Hill
Operator of the Month
Krystal Patterson



Bond Hill Maintenance
Employee of the Month
Fredrick Schmidt



Access
Employee of the Month
Kevin Williams

Metro Receives State Auditor Award

Congratulations to Metro's Finance team on receiving the Ohio Auditor of State Award with Distinction for our 2025 audit from Auditor Faber.

Less than 4% of agencies in the State of Ohio receive this award and Metro is the only transit system in Ohio to do so and for the second year in a row.



Metro Awarded OKI Grant for Hybrid Buses



Metro has been awarded $6 million from the OKI Regional Council of Governments to replace seven diesel buses with new low-floor hybrid buses.

These new buses will allow us to continue serving the community with a modernized fleet, while reducing our carbon footprint.

Metro Ridership Soars During Blink

Less Think. More BLINK.

Metro ran a full-scale marketing& PR campaign encouraging the community to take Metro to Blink, Oct. 8-11; operated two park & ride shuttles from Cincy State & Crossroads Oakley and offered discount passes in app to drive app downloads.

Results:

- 186K trips were taken during Blink systemwide
- 16.6K trips taken on the Blink shuttles
- 14,577 app downloads (Oct 5-11)

Friday Blink set a new record of 66K single-day rides (14% increase over 2024)



Free Rides to the Polls & Thanking our Vets



Election Day Rides

To support the community in exercising their civic right to vote, all Metro service will be free to ride on election day, November 3.

Vets Ride Free

On November 11, veterans and active-duty military personnel are invited to ride Metro free on Veterans Day as a small token of our appreciation for their service. Valid military ID or proof of service is required to ride free.

Metro Leaders Share Insights in Nashville

CEO **Andrew Aiello** and Chief Communications & Marketing Officer **Brandy Jones, APR** joined industry leaders in Nashville for the TDM Summit to share Metro's success story and discuss how strategic partnerships and targeted marketing have helped position our system as a national leader in ridership recovery while giving people more options to choose how they move.





Metro Shares Expertise on National Transit Stage







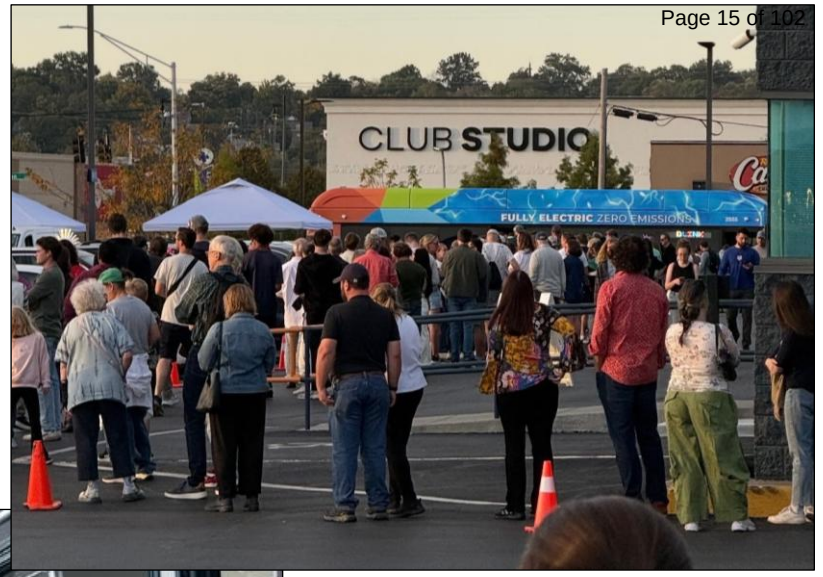


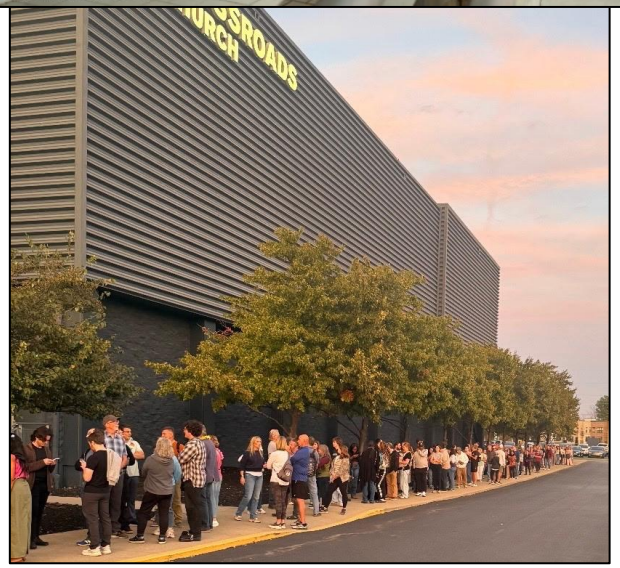
Metro CEO **Andy Aiello** and Deputy Innovation & Vision Officer **Khaled Shammout** shared Metro's perspective at the **American Public Transportation Association's TRANSFORM Conference** in Chicago earlier this month. Aiello joined a panel on service excellence and safety, while Shammout presented to the Chief Innovation Officers and Mobility Management committees and participated in a panel on regional service planning for a seamless rider experience.

…And That's The News!



Thank you to our operations team on delivering amazing service!









metro
your way to go



Ridership Development: Update

October 20, 2026

metro
your way to go

Ridership Development Team

Strategic Plan priority: Grow Ridership

- Challenge: multiple departments, initiatives, and functions address this priority
- Solution: a cross-organizational team to focus on this priority and initiatives
- Purpose: to achieve alignment and reach our goals

Strategic Plan initiative: **Sales-oriented program**

- Identify and target growth markets and new customers
- Succeed in customer retention

Current customers:

- Public transit fits a lifestyle; perhaps even rely on public transit
- Regular riders; product familiarity and favorability
- Lack of car ownership or low-car usage
- Who exhibits these traits?

Students!

So…

What if we treated student riders like subscribers?

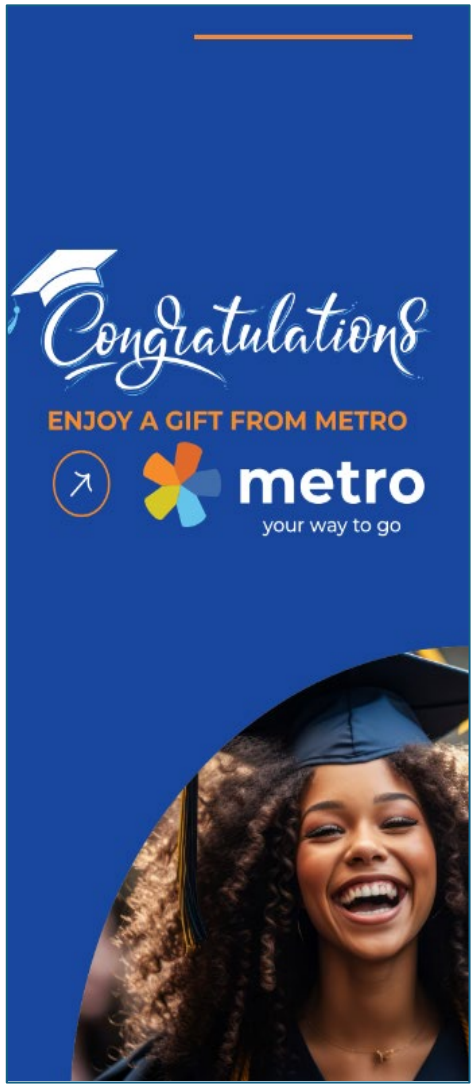
- As students, their “subscriptions” end at graduation
- They’re on to a new phase in life
- We need to keep them as customers
- How would they respond to a free trial to continue their Metro “subscriptions”?

Idea: CPS Graduate Program

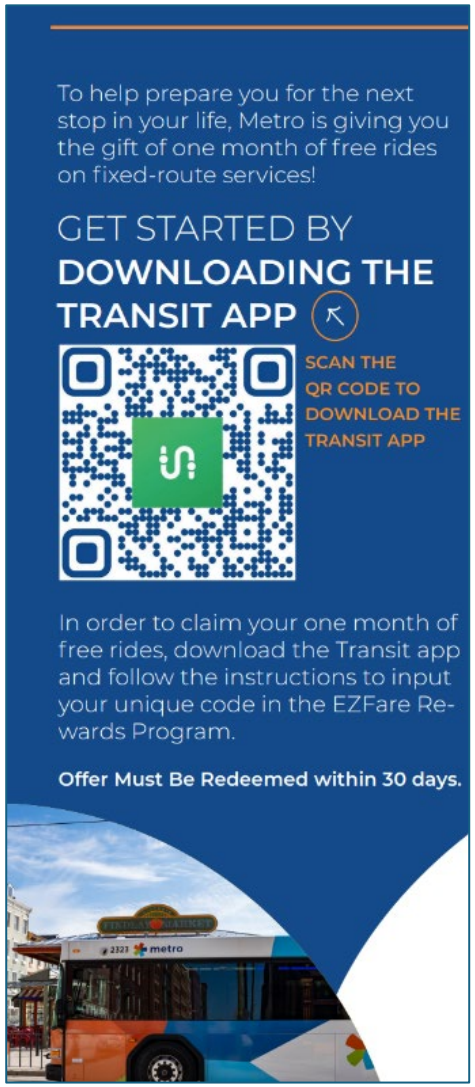
1,957 CPS graduating seniors were mailed a brochure to register for a free pass program

- No other marketing or public statements of any kind to the graduating seniors
- Brochure contained a digital coupon; redeemable in the Transit App
- Good for one 30-day pass (initially)
- Those who redeemed their coupons were given two additional 30-day passes over the summer
- Program started on June 1 and ended on August 31

Goal: transition CPS graduates to using the Transit App with EZFare


Congratulations
ENJOY A GIFT FROM METRO
metro
your way to go


Congratulations on your graduation!
This is a major milestone, and we're proud of everything you've accomplished. As you take your next steps, whether that's college, a career, or something in between, we want to help you get there.
As a congratulations, graduates will receive one month of free rides on Cincinnati Metro. It's our way of supporting your next chapter and making it easier to access jobs, school, and opportunity across the region.
Wherever you're headed next, we're your way to go.
Andy Aiello
CEO, Metro


To help prepare you for the next stop in your life, Metro is giving you the gift of one month of free rides on fixed-route services!
GET STARTED BY
DOWNLOADING THE TRANSIT APP
SCAN THE QR CODE TO DOWNLOAD THE TRANSIT APP
In order to claim your one month of free rides, download the Transit app and follow the instructions to input your unique code in the EZFare Rewards Program.
Offer Must Be Redeemed within 30 days.

Program Results and Value

Program Results

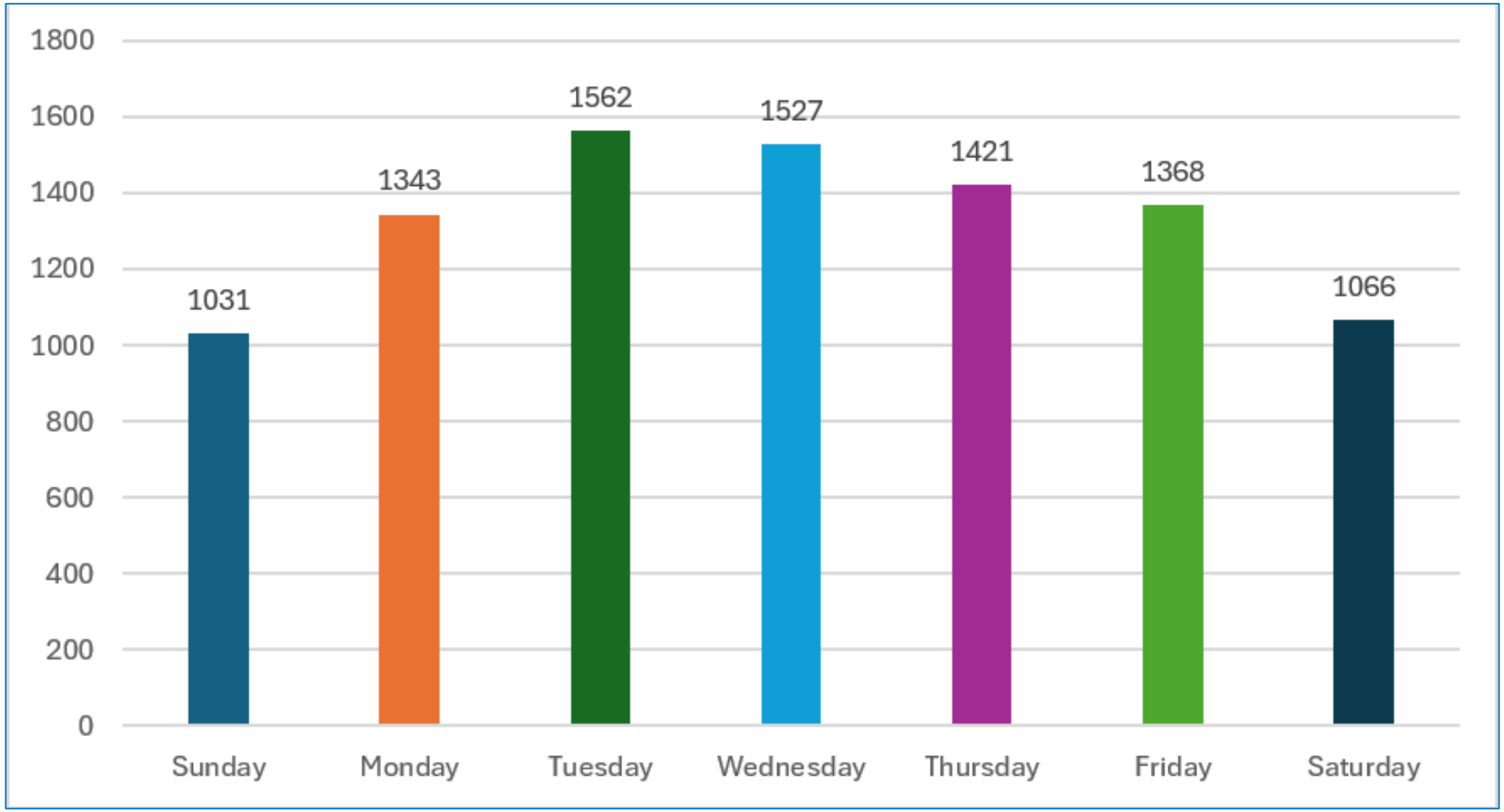
- 13% redeemed their coupons and registered for the program
  - our “Redemption Rate”
  - Typical digital coupon redemption rates: @ 7%
- 78% of those who redeemed also rode the bus

- 10,495 total rides (May-August)
  - 749 total passes issued
  - Avg. 14 rides per 30-day pass, or 53 rides per customer

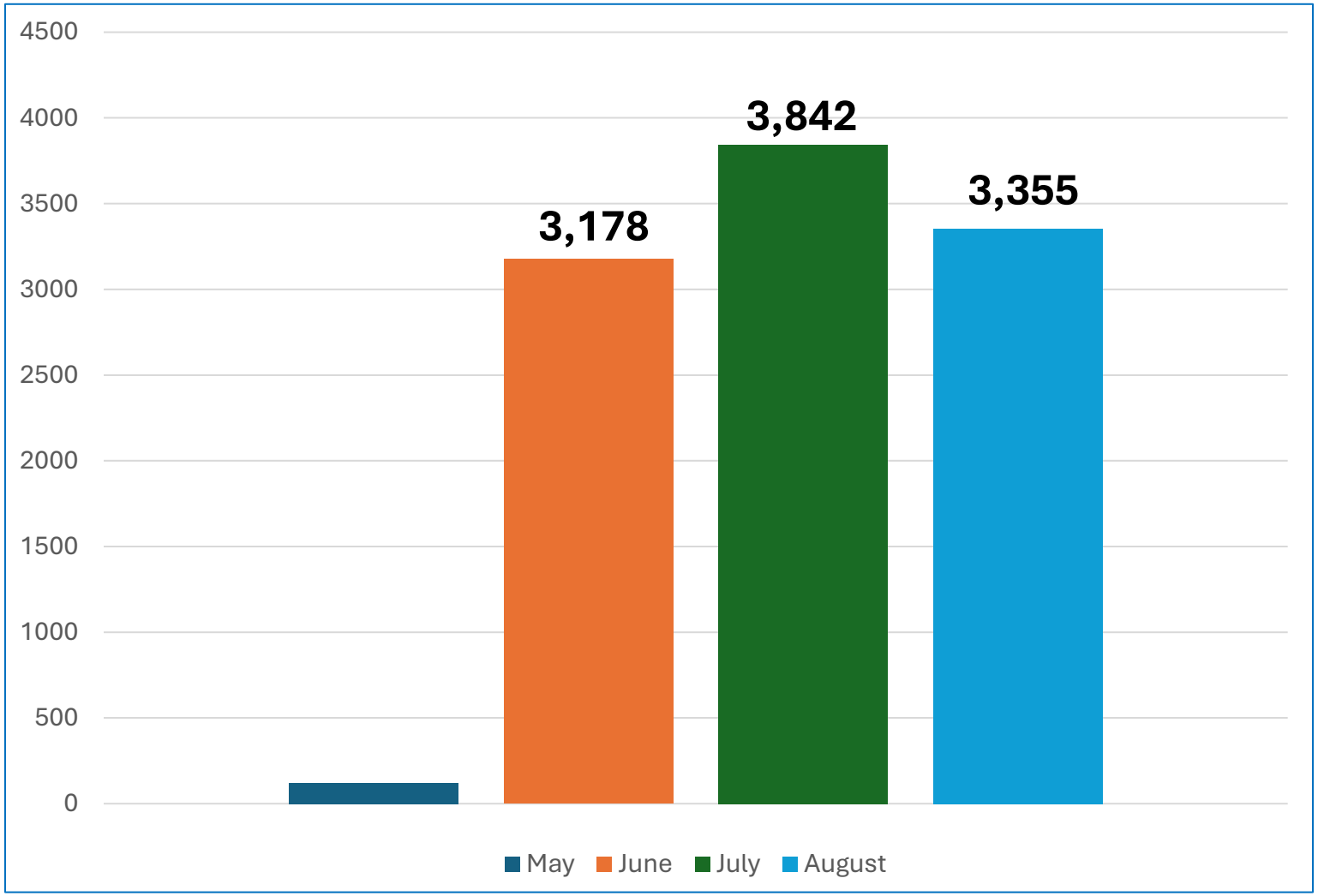
Brochures Mailed: 1,957
Brochures Printed: 5,000 (remainders can be reused)

Total Cost (Printing and mailing brochures):	$2,748
Total Rides:	10,495
Cost per Ride:	$ 0.26

Rides by Day of Week

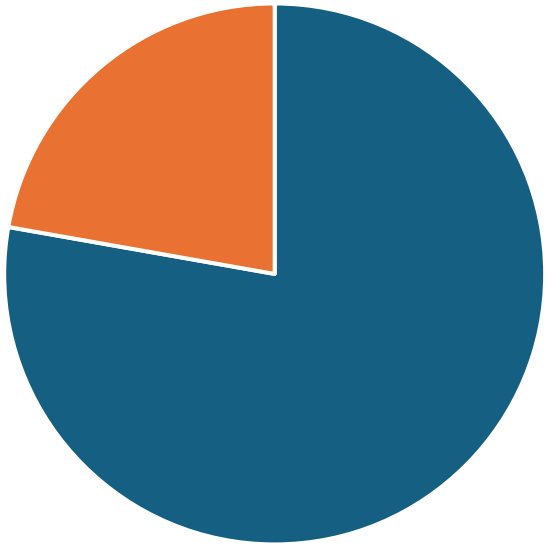


Rides by Month

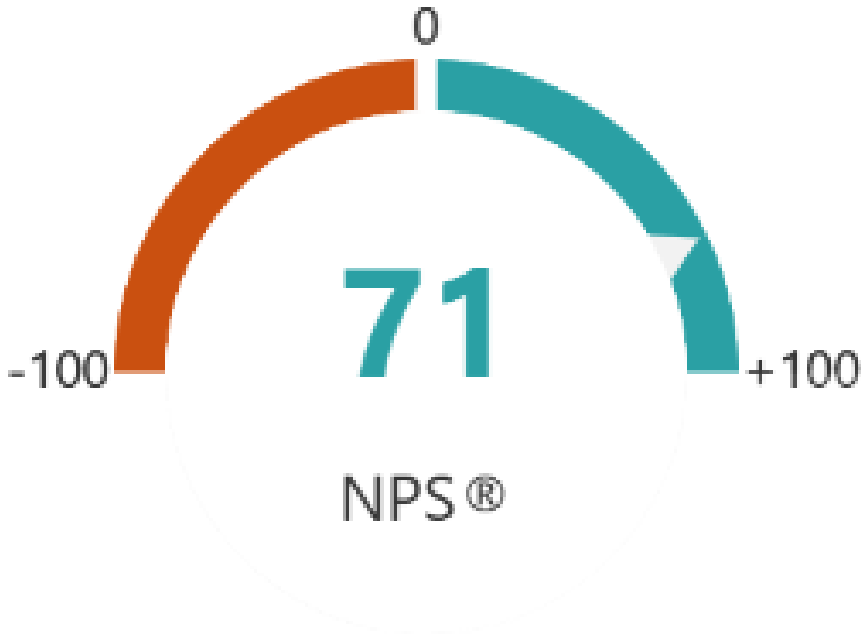


Survey Results

78% of coupon redeemers rode Metro



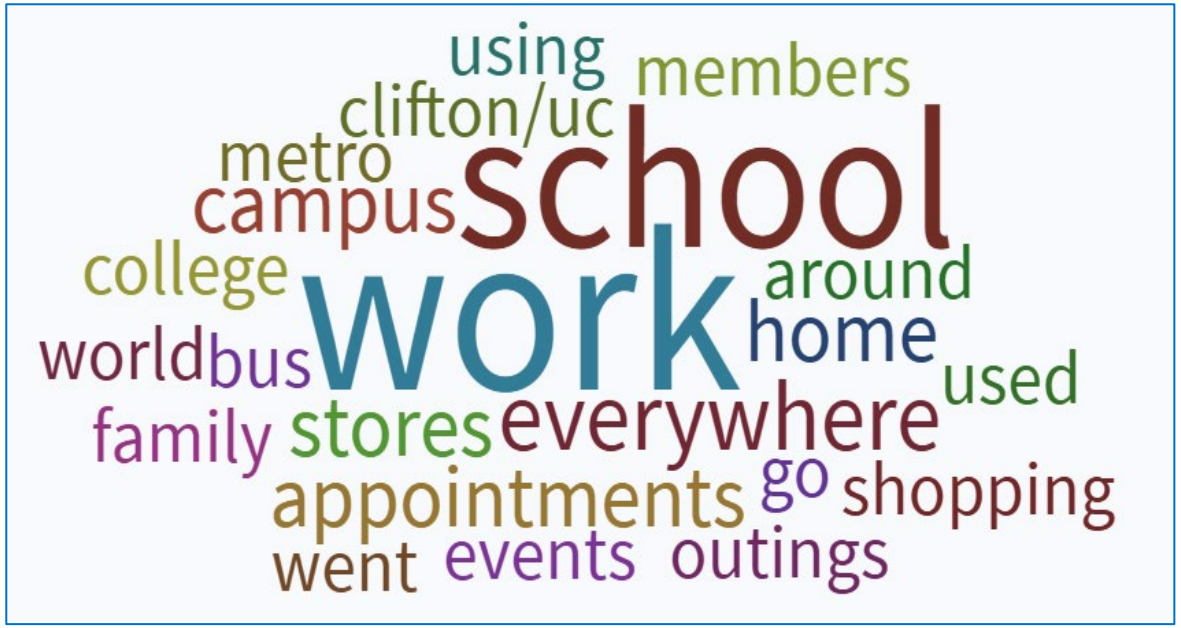
How likely are you to recommend riding Metro to a friend?



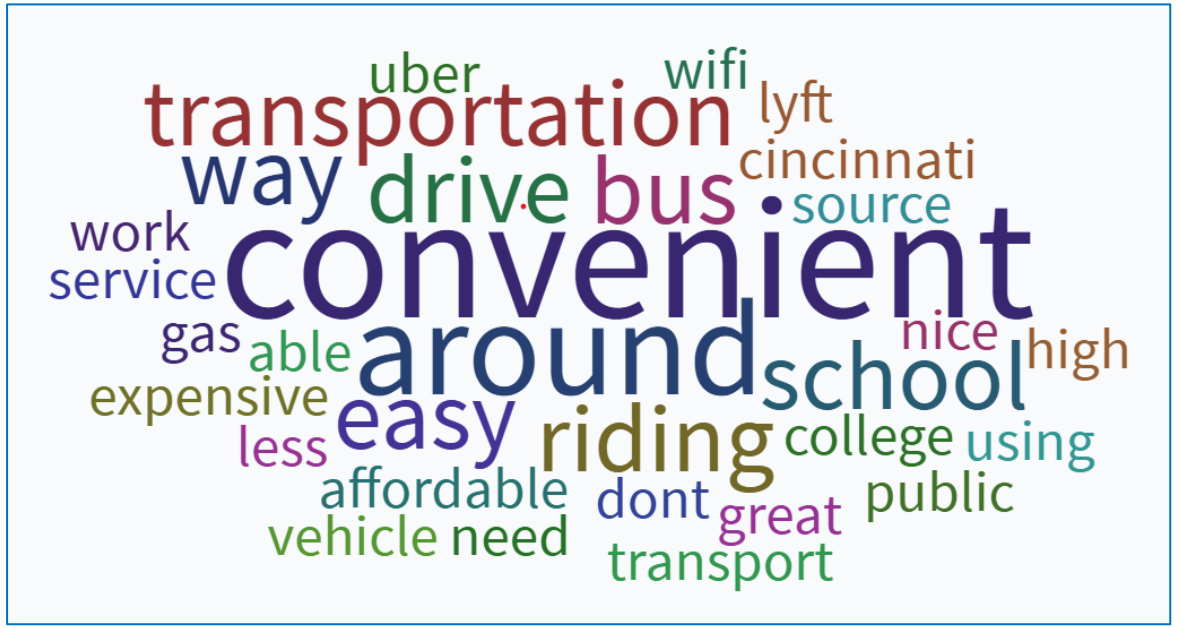
Will you continue riding, now that the program is over?



Where did you go using Metro?



Why will you continue to use Metro?



Next Steps

Exploring a program for fall semester college graduates where we already have partnerships:

- UC
- XU
- C. State
- Mount St. Joseph
- Christ College

- Current riders already have transit app accounts

Using a more robust communication campaign



Thank you

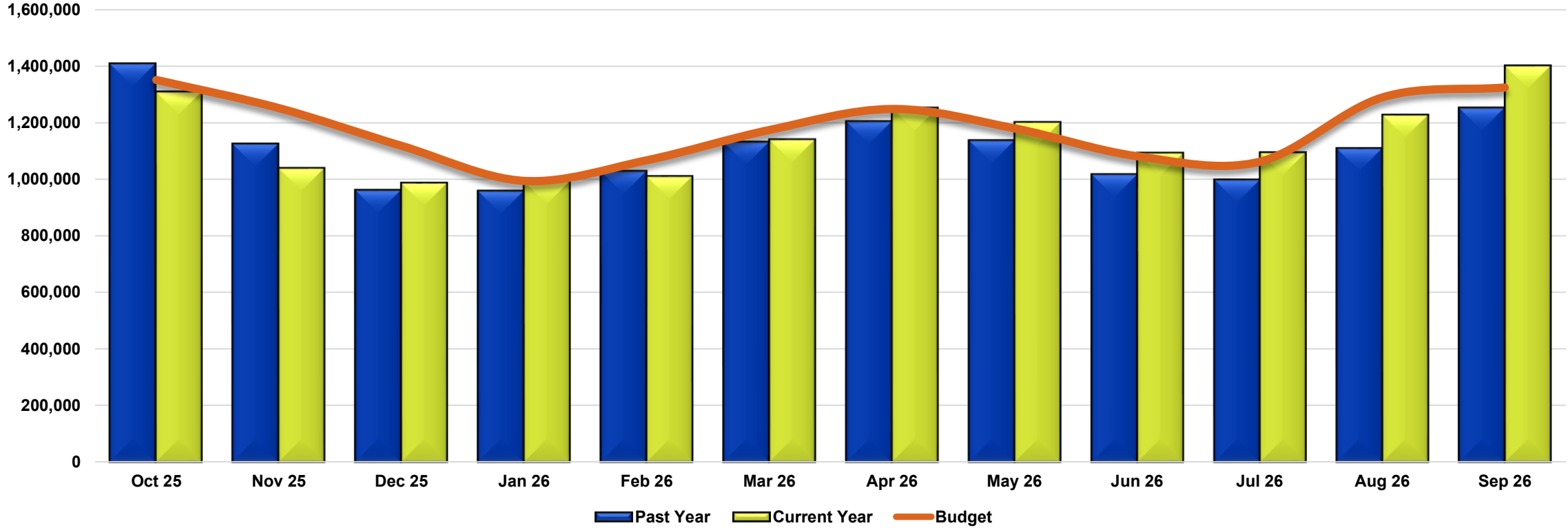


September 2026 Ridership and Service Quality Report

October 20th, 2026 | SPDI

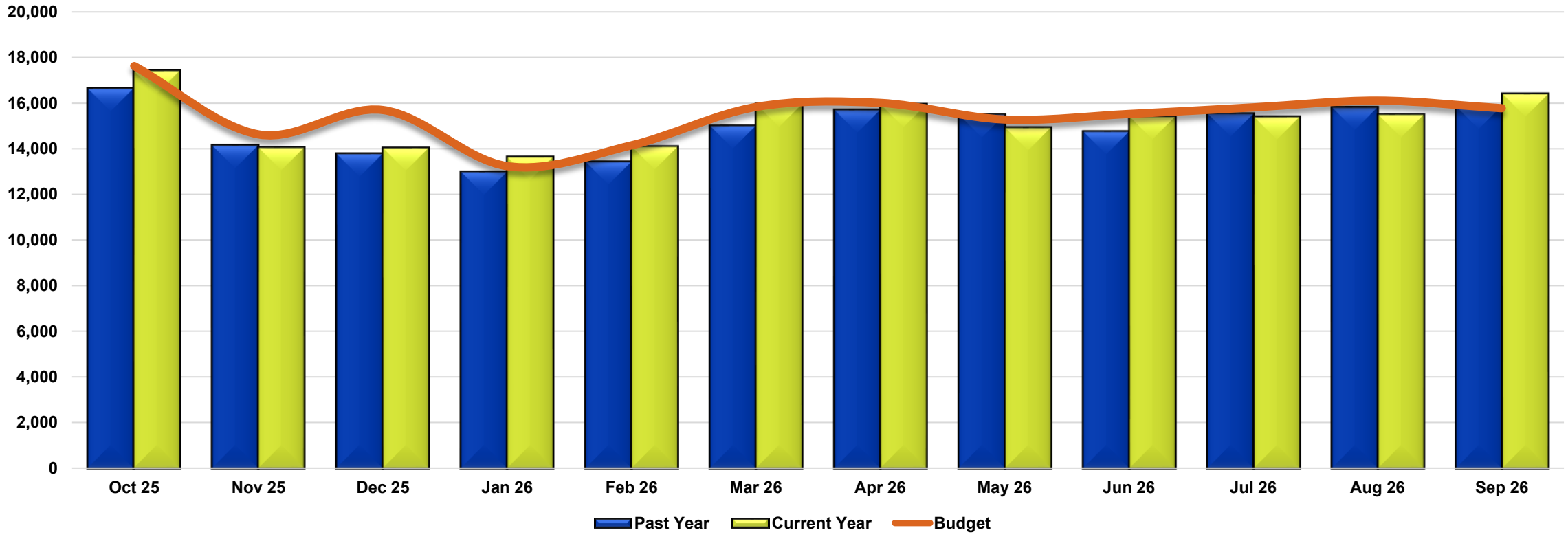
metro
your way to go

Total Fixed Route Ridership YoY & Budget by Month



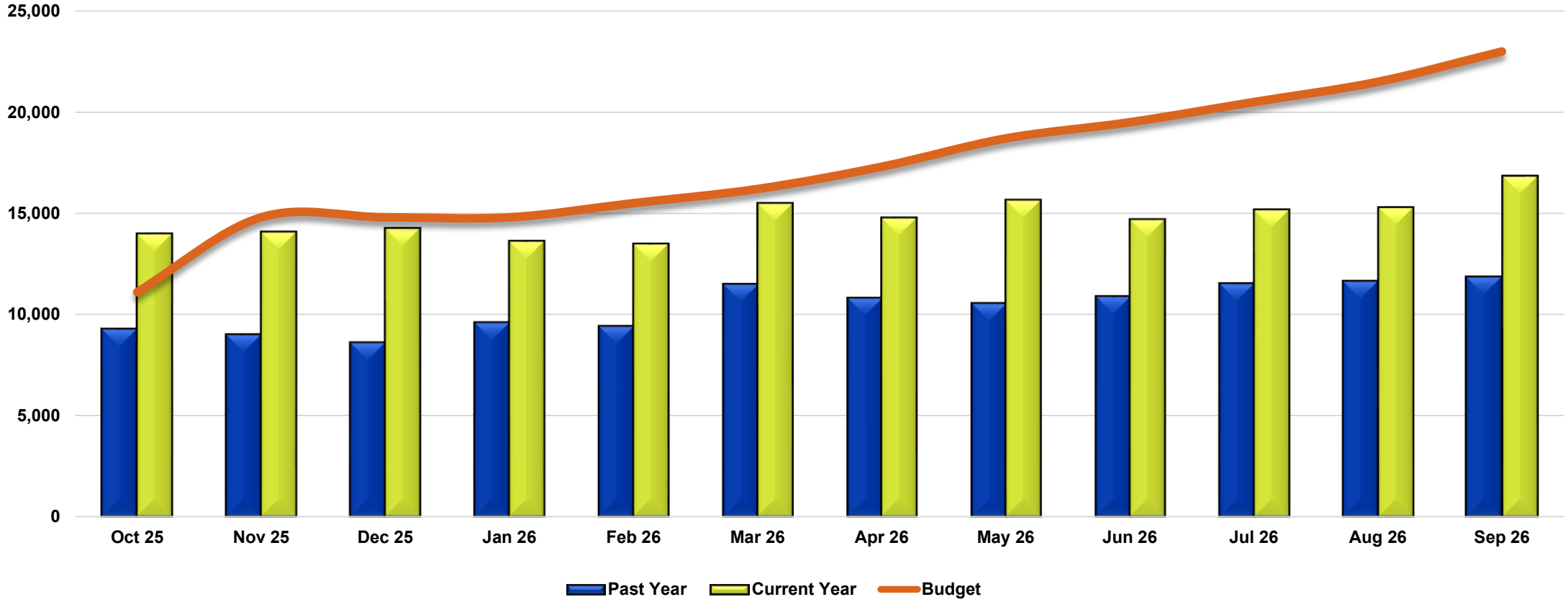
Service	Sep 26 Ridership	Sep 26 Budget	% Budget Variance	Sep 25 Ridership	Sep 26 vs. 25 % Variance
Fixed-Route	1,400,818	1,324,920	5.7%	1,252,015	11.9%
Total (YTD)	10,412,569	10,423,701	-0.1%	9,839,998	5.8%

Total Access Ridership



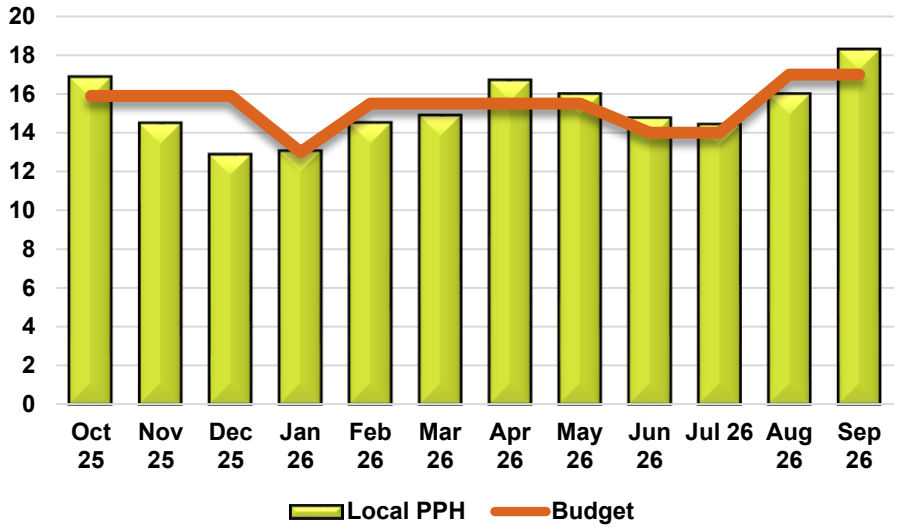
Access	Sep 26 Ridership	Sep 26 Budget	% Budget Variance	Sep 25 Ridership	Sep 26 vs. 25 % Variance
Total	16,411	15,777	4.0%	15,860	3.5%
Total (YTD)	137,366	137,734	-0.3%	134,550	2.1%

Total MetroNow Ridership

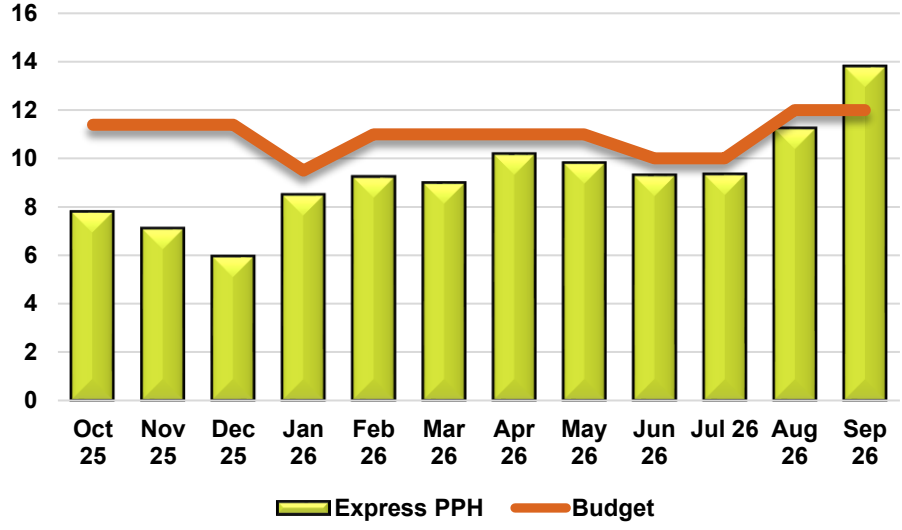


MetroNow	Sep 26 Ridership	Sep 26 Budget	% Budget Variance	Sep 25 Ridership	Sep 26 vs. 25 % Variance
Total	16,827	23,000	-26.8%	11,840	42.1%
Total (YTD)	134,947	168,400	-19.9%	97,710	38.1%

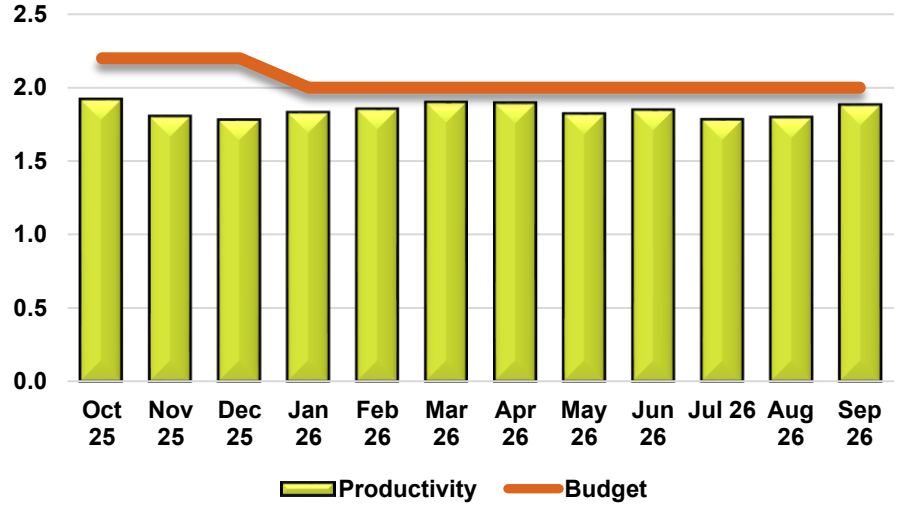
Local Service Productivity



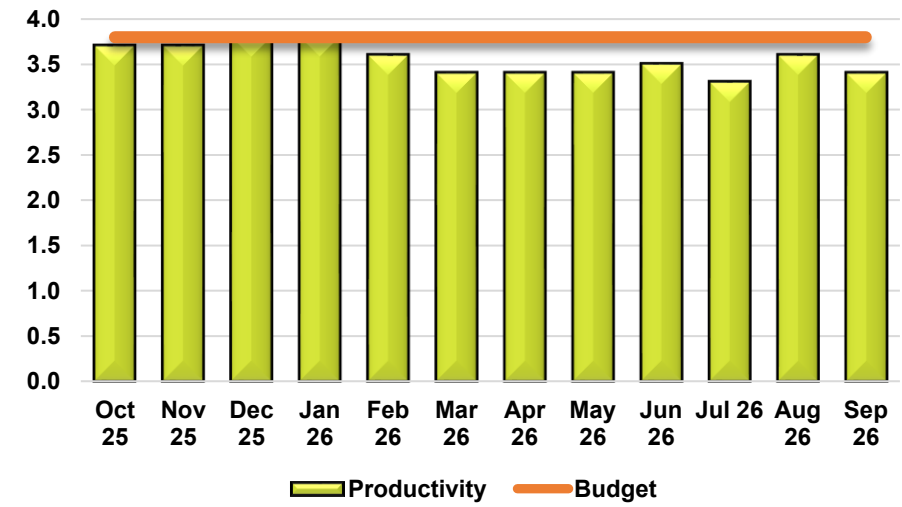
Express Service Productivity



Access Service Productivity



MetroNow Service Productivity



Productivity by Service Type

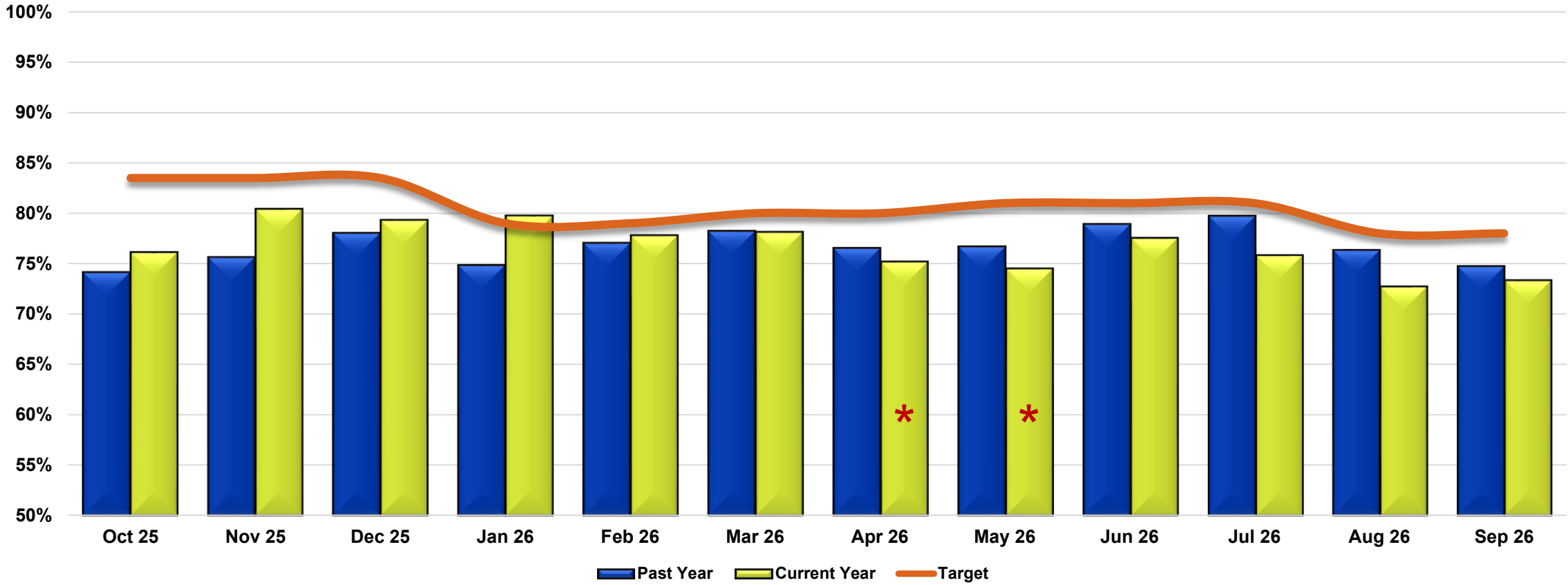
Service Type	Sep 26 Actual	Sep 26 Budget	Variance
Local Pass/Hour	18.3	17.0	1.3
Express Pass/Hour	13.8	12.0	1.8
Access Pass/Hour	1.88	2	-0.1
MetroNow Pass/Hour	3.4 *	3.8	-0.4

**Mature zones reported*

**Express includes Route 70*

***As of Jan 2026, Express productivity will be expressed as passengers/hour like the other modes*

Fixed-Route On-Time Performance

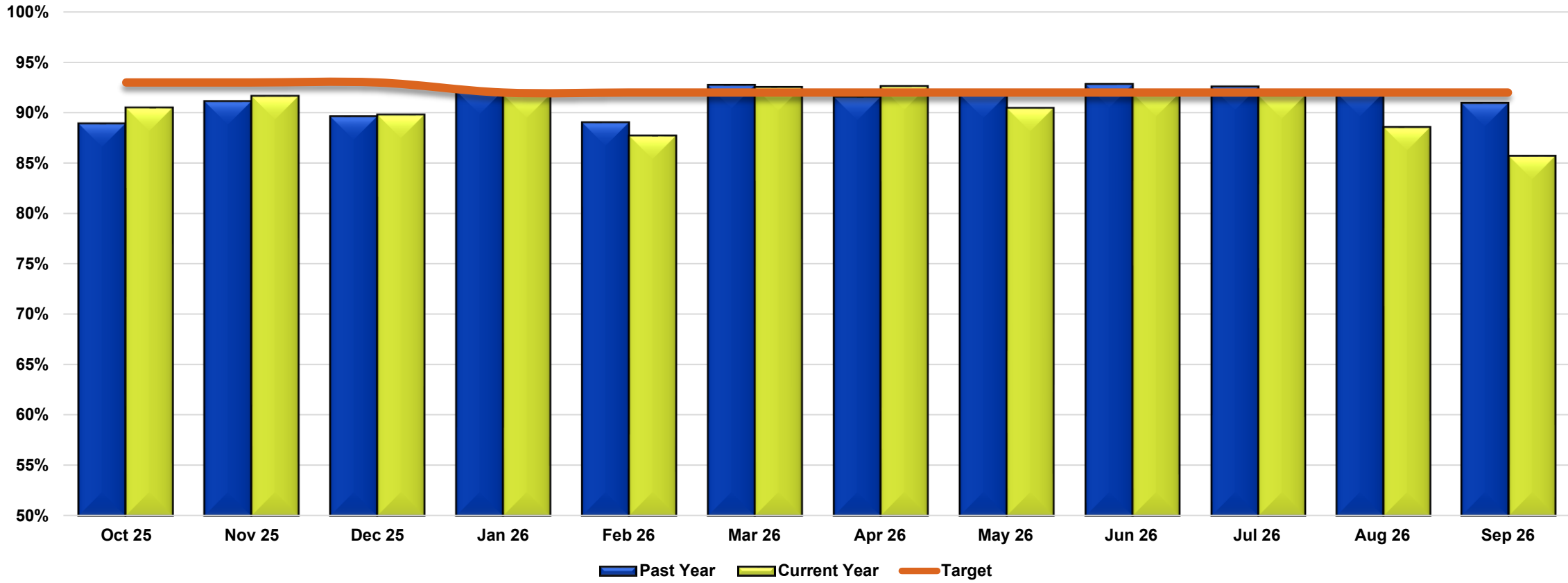


** Incomplete OTP Data*

Fixed-Route Service	Sep 26 Actual	Sep 26 KPI Target	Target Variance
On-Time Performance	73.3%	78.0%	-4.7%

**percentage points*

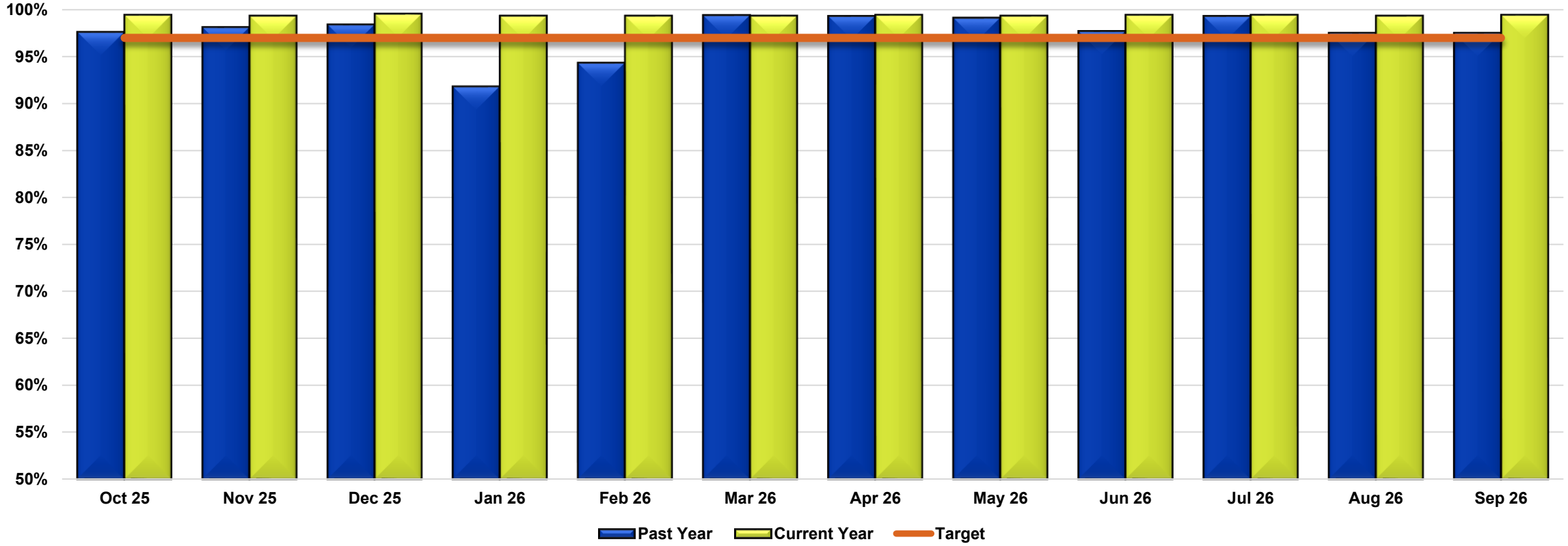
Access On-Time Performance



Access Service	Sep 26 Actual	Sep 26 KPI Target	Target Variance
On-Time Performance	85.7%	92.0%	-6.3%

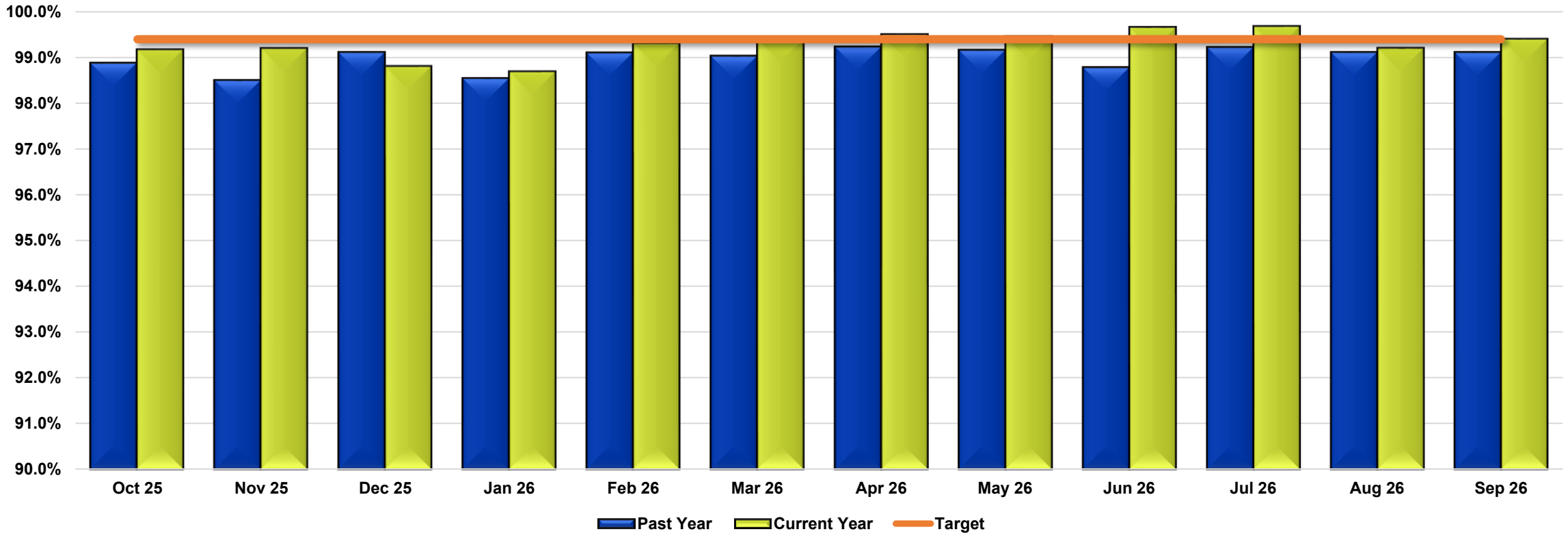
**percentage points*

MetroNow On-Time Performance



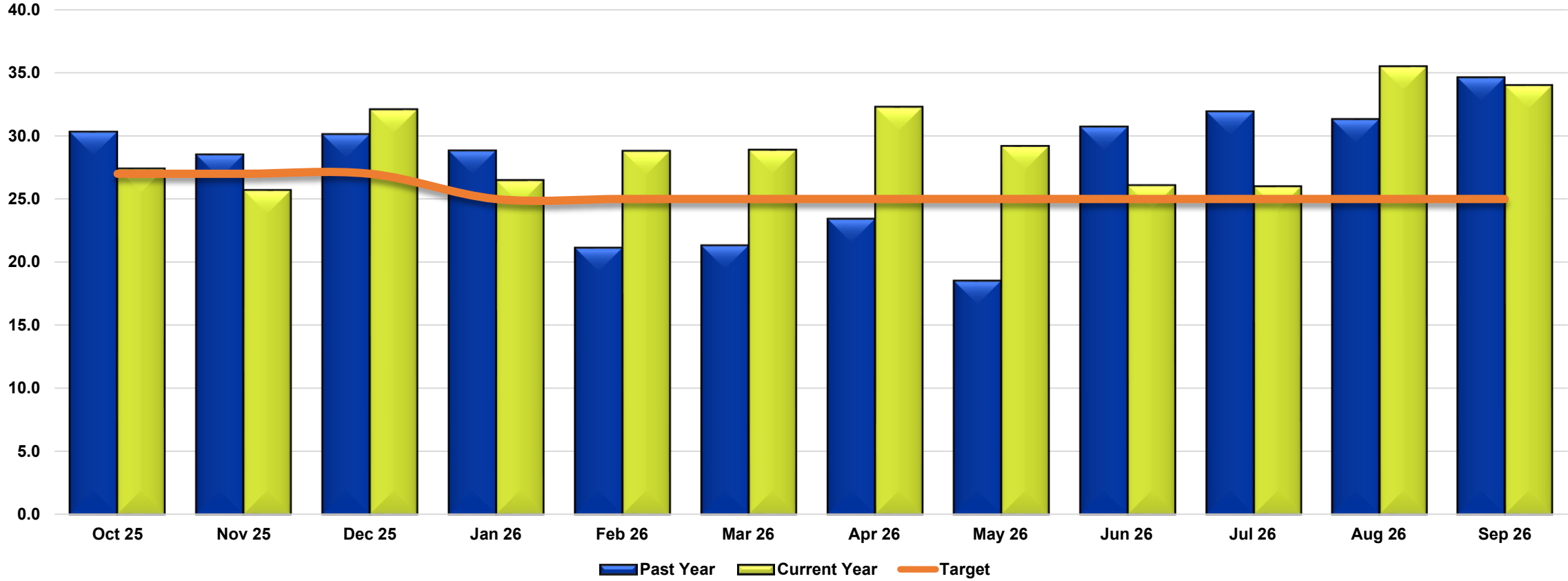
MetroNow Service	Sep 26 Actual	Sep 26 KPI Target	Target Variance
On-Time Performance	99.4%	97.0%	2.4%

Fixed-Route Service Reliability



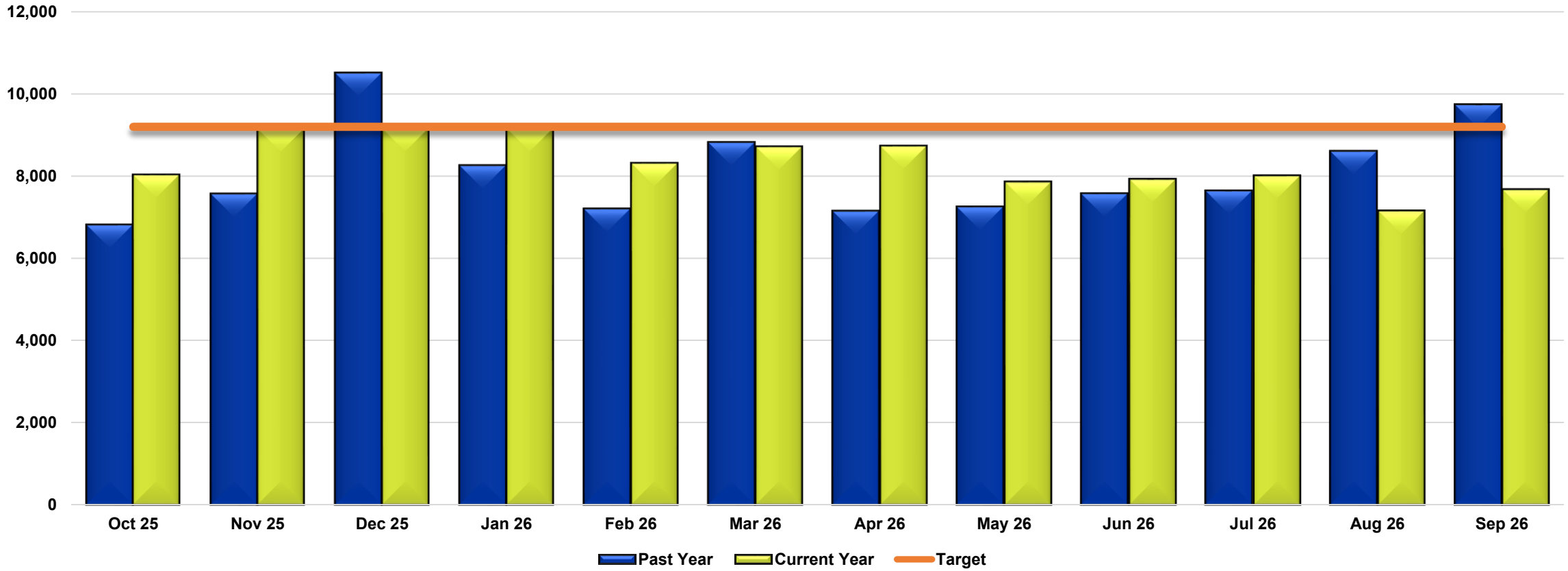
Fixed-Route Service	Sep 26 Actual Missed Trips	Sep 26 Trips Scheduled	% of Trips Operated	Monthly Target
Missed Trips	474	78,549	99.4%	99.4%

Customer Service Reports per 100k Rides



Fixed-Route Service	Sep 26 Reports Per 100k Rides Made	Sep 26 Reports Per 100k Rides Target	Sep 26 Target Per 100k Rides Variance	Sep 25 Reports Per 100k Rides Made	Sep 26 vs 25 Reports Per 100k Rides Variance
Customer Service Reports	34.0	25.0	9.0	34.6	-0.6

Fixed-Route Miles between Mechanical Service Interruptions



Fixed-Route Service	Sep 26 MSI Actual	Sep 26 MSI Target	Sep 26 Target Variance	Sep 25 MSI Actual	Sep 26 vs. 25 MSI Variance
Miles Between Mechanical Service Interruptions (MSI)	7,670	9,200	-1,530	9,737	-2,067

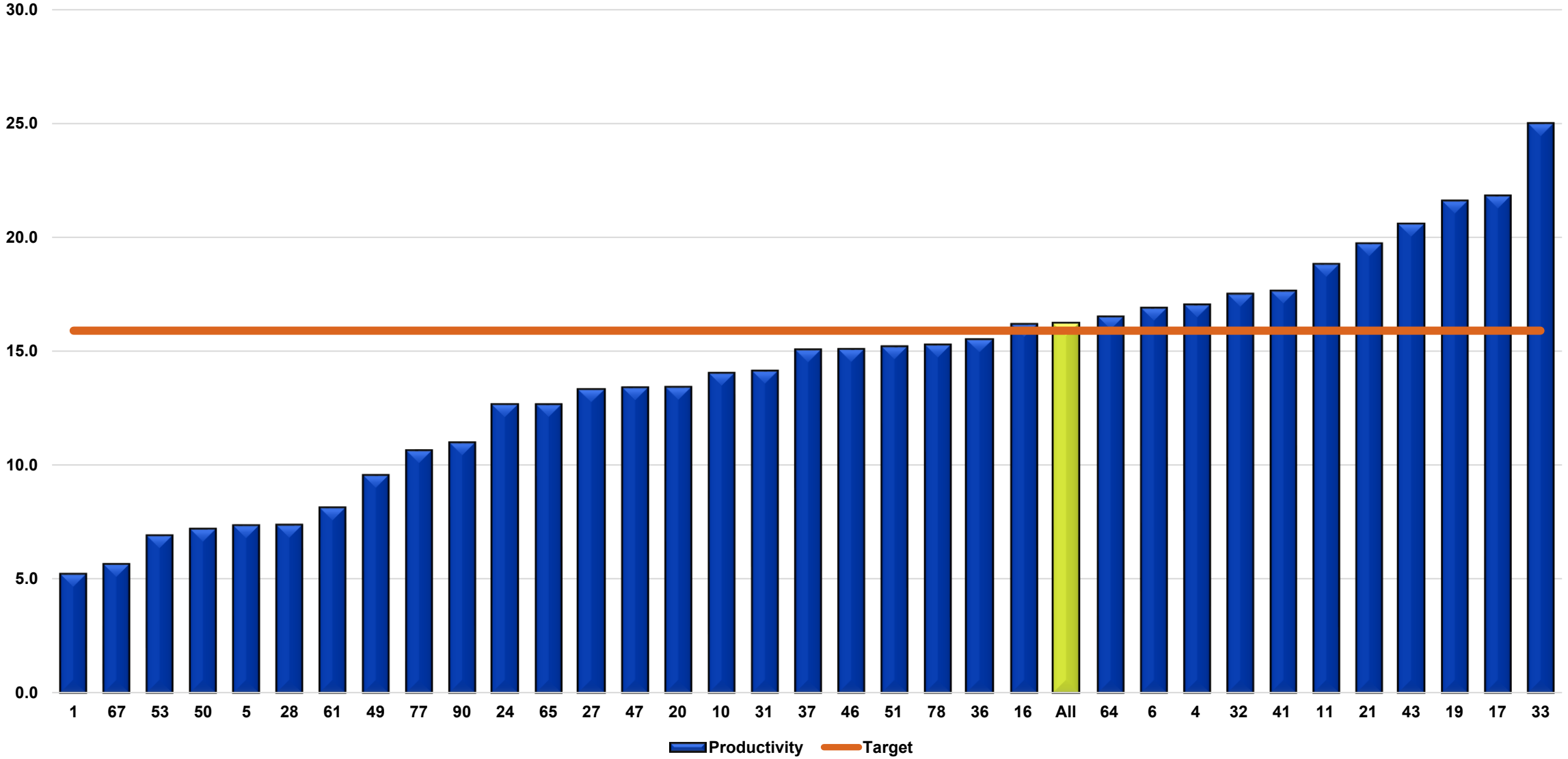


Route by Route KPIs – Q3

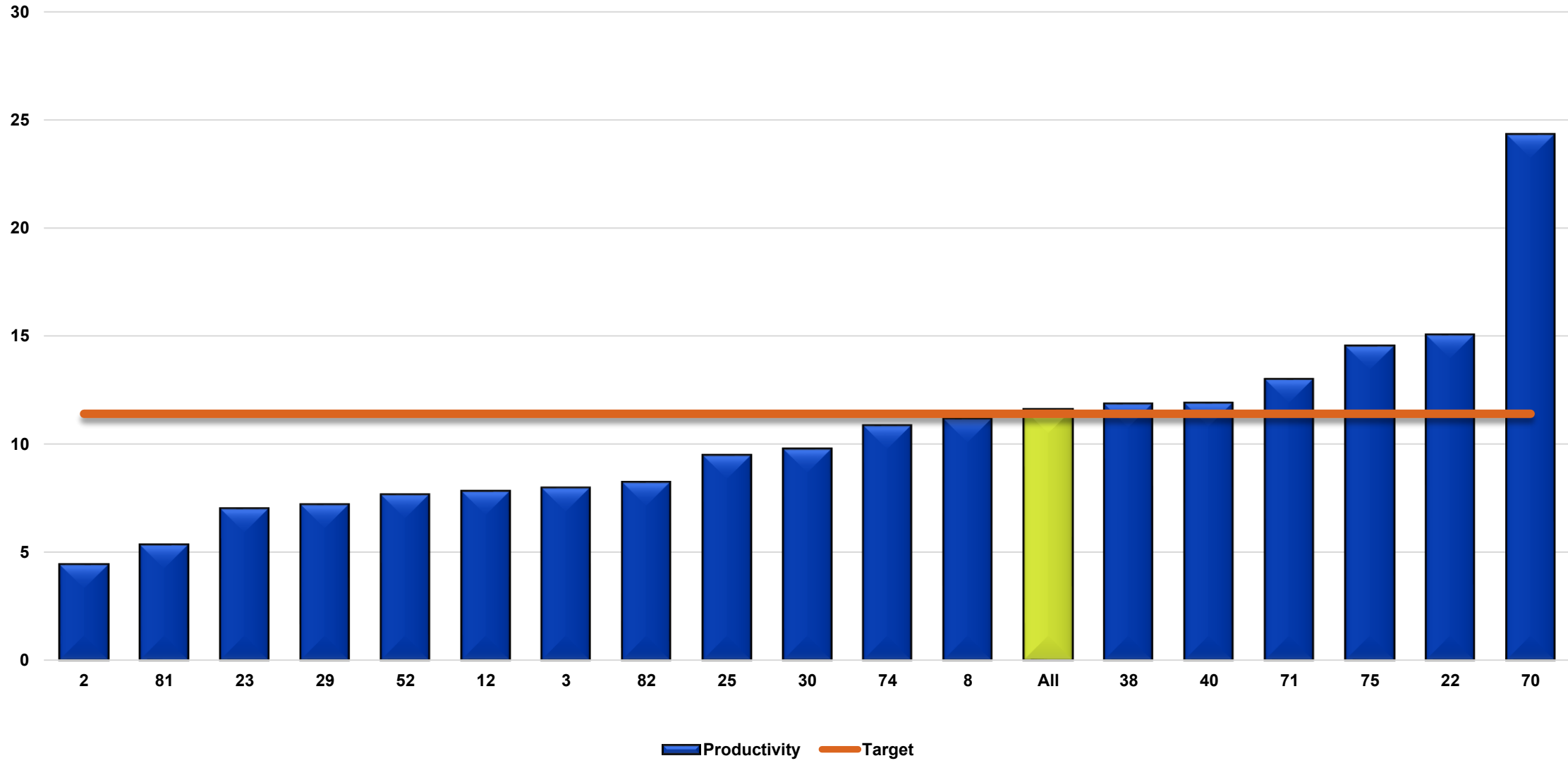
October 20th, 2026 | SPDI

metro
your way to go

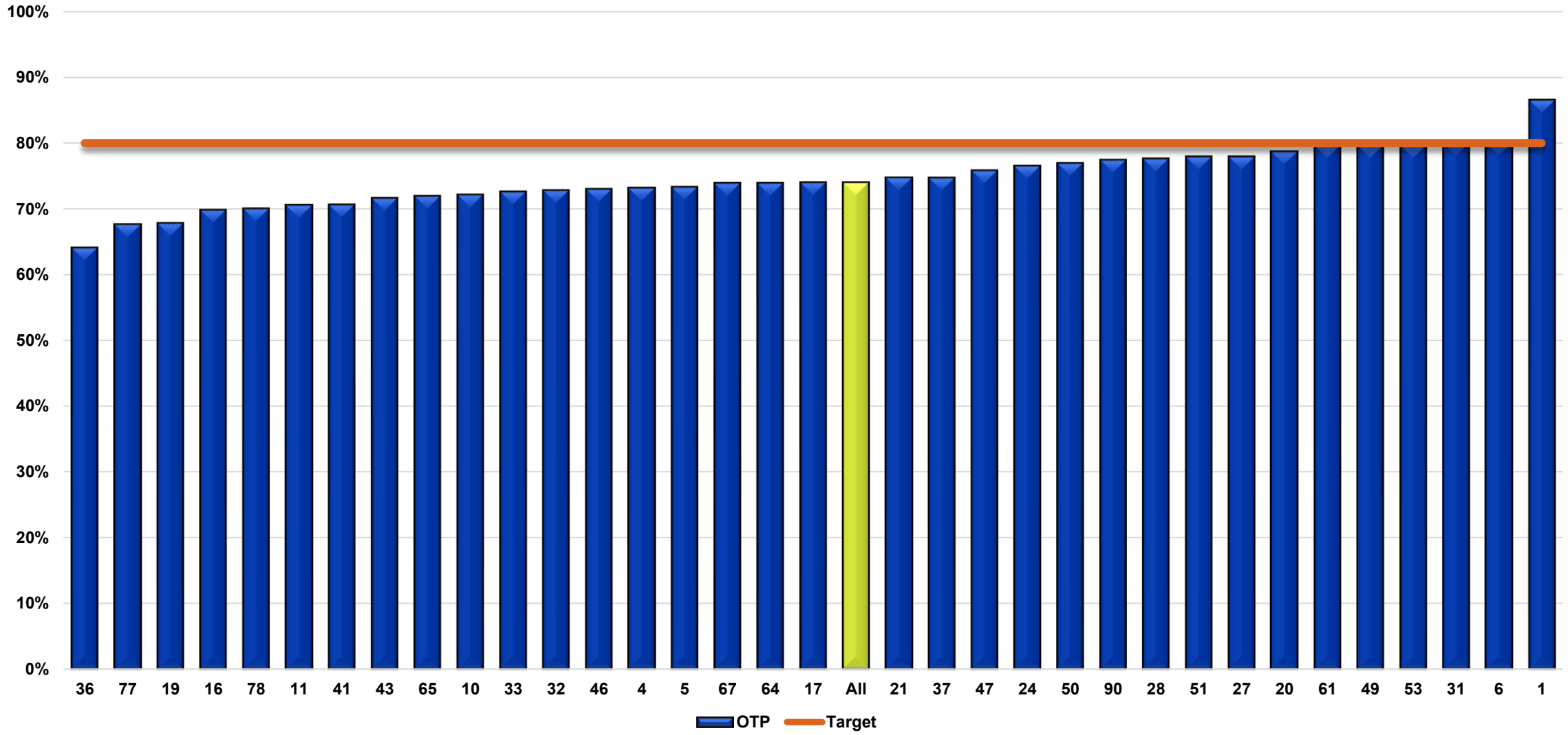
Local Productivity



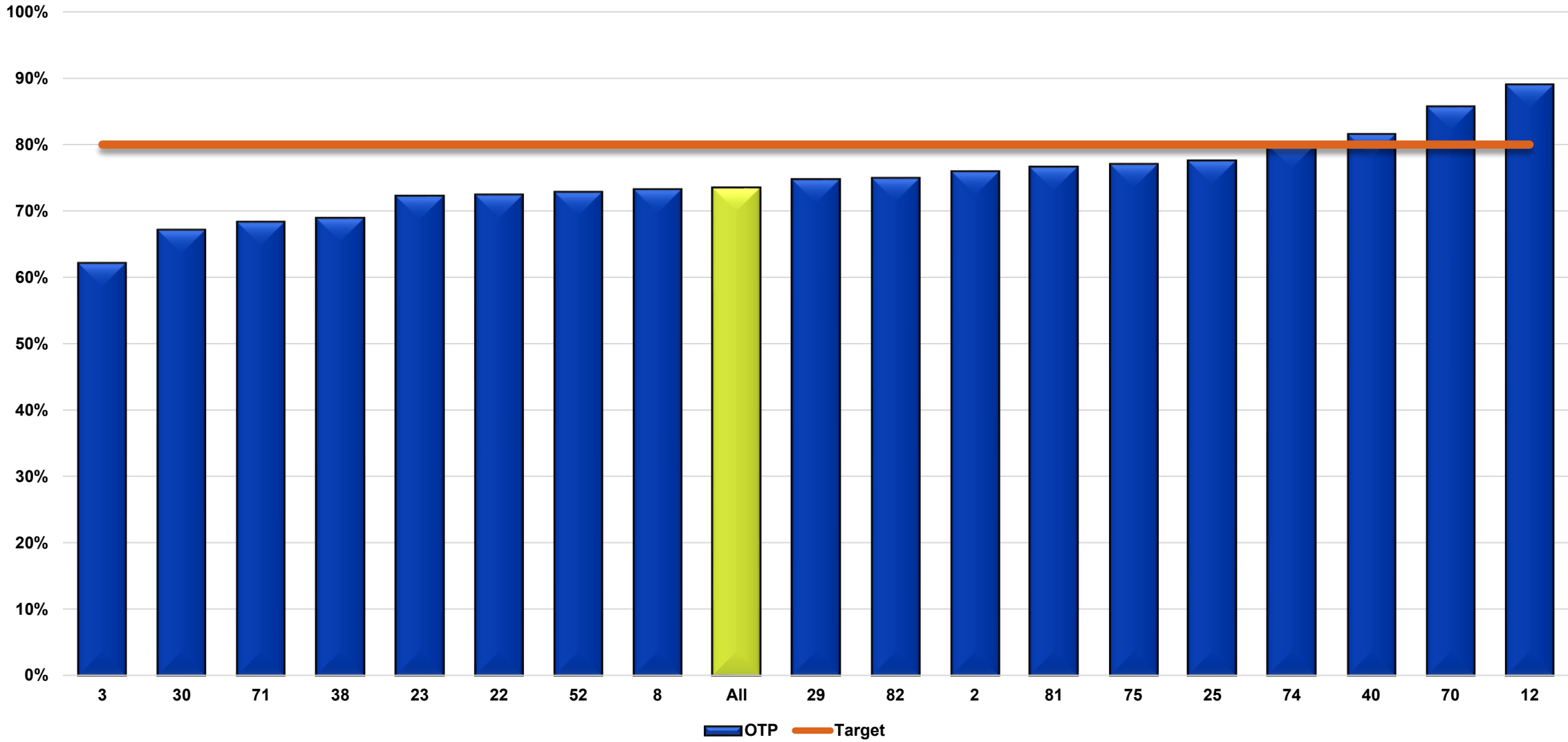
Express & Commuter Productivity



Local OTP


100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
36 77 19 16 78 11 41 43 65 10 33 32 46 4 5 67 64 17 All 21 37 47 24 50 90 28 51 27 20 61 49 53 31 6 1
OTP
Target

Express & Commuter OTP





Metro*Rapid* Update
Planning and Operations Committee

October 20, 2026

PROJECT SCOPE

Design Considerations



Street Resurfacing

PROWAG and ADA

Sidewalks

Traffic flow

Safety

Infrastructure Improvements

5.82
Miles of resurfaced roads

69
Upgraded pedestrian crossings

124
Upgraded ADA/PROWAG ramps

1.27
Miles of repaired or new sidewalks

2
Miles of replaced curbs

46
Speed cushions replaced

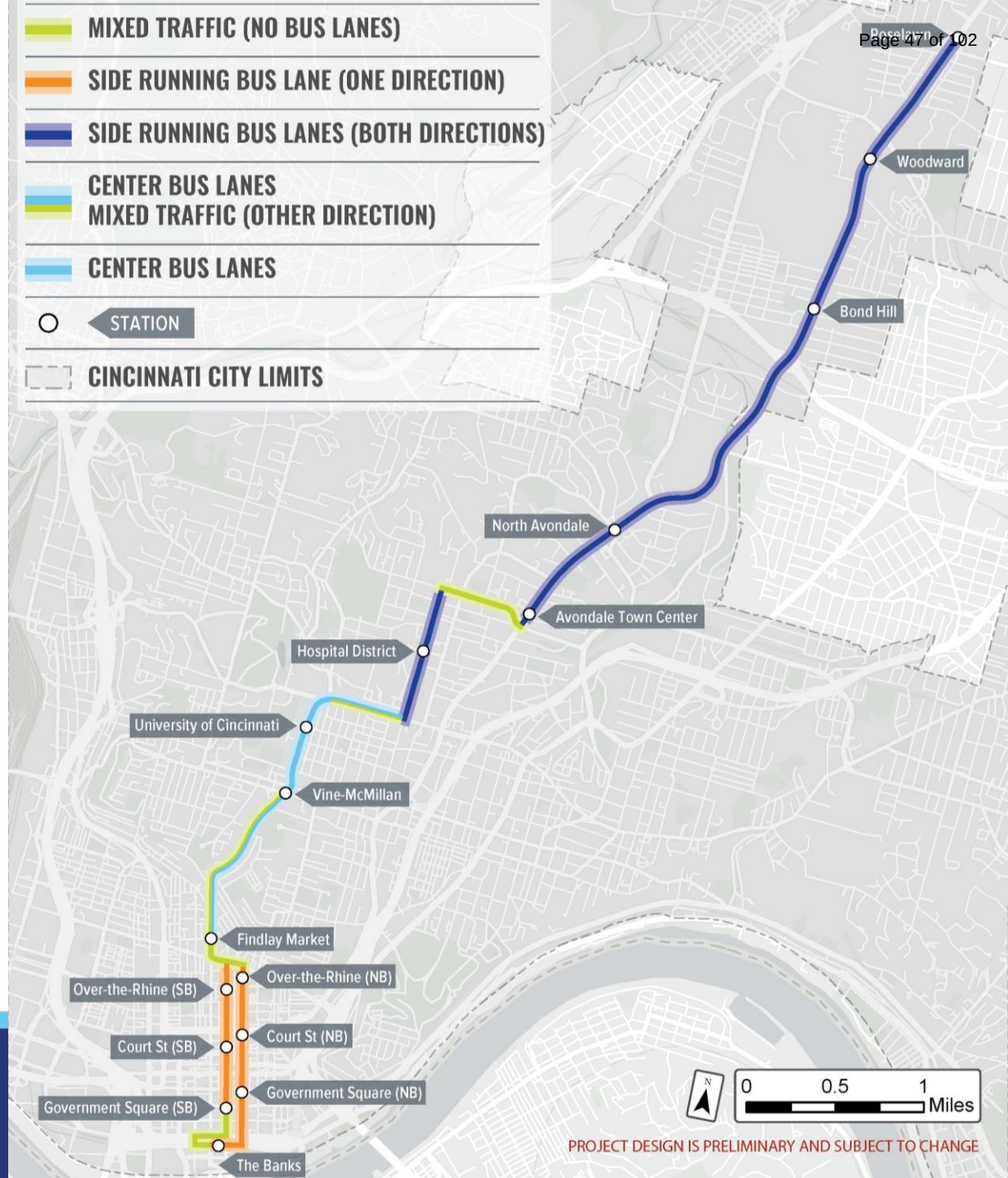
90
Upgraded traffic controllers that allow for TSP

**Based on 60% design*

LANE TYPES

30% Design

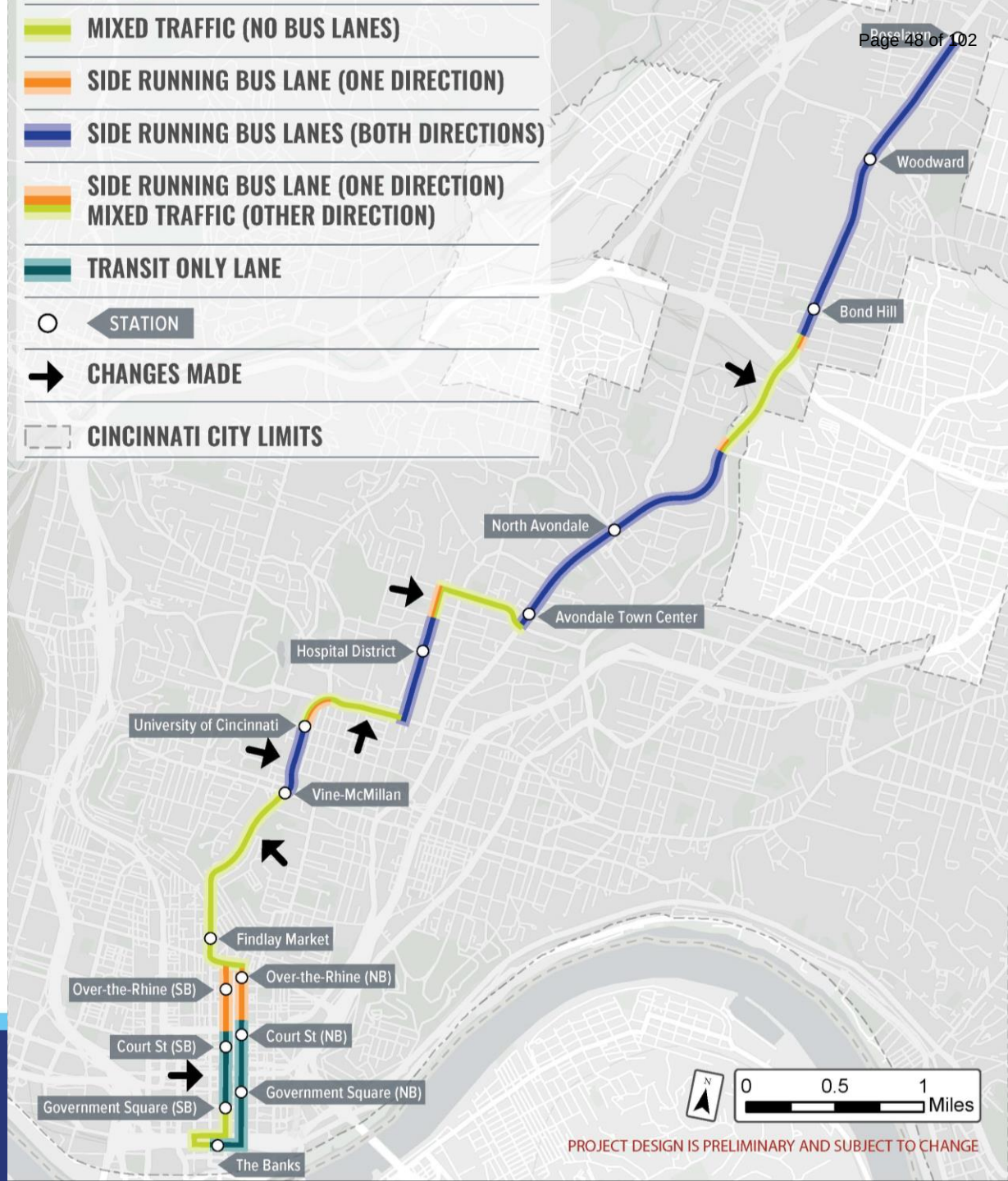
- 9.2 Total Miles
  - 79% of Bus and Bus and Turn Lanes (BAT) at 30% Design
- BAT Lanes in Downtown
- Vine Street Hill Climbing Lane .75 miles
- Center Bus Lanes and Stations on Jefferson between McMillan & MLK
- Westbound bus only lane on MLK
- 5.1 miles of BAT Lanes north of MLK along Burnet Ave. and north of Forest on Reading Rd.



LANE TYPES

60% Design Changes

- 9.2 Total Miles
  - 70% of Bus and BAT Lanes at 60% Design
- Adds Transit Only Lane Shared with Streetcar in downtown – 1.25 miles
- Removes Vine Street Hill Climbing - Lane 0.75 miles
- Changed to Side Bus Only Lanes on Jefferson between Vine-McMillan & MLK
- Adds queue jump at MLK/Jefferson and MLK/Burnet instead of removes westbound bus only lane on MLK
- Replaces all Center Stations with Side Stations
- 4.25 miles of BAT Lanes north of MLK along Burnet Ave. and Reading Rd.; reductions due to further design and coordination

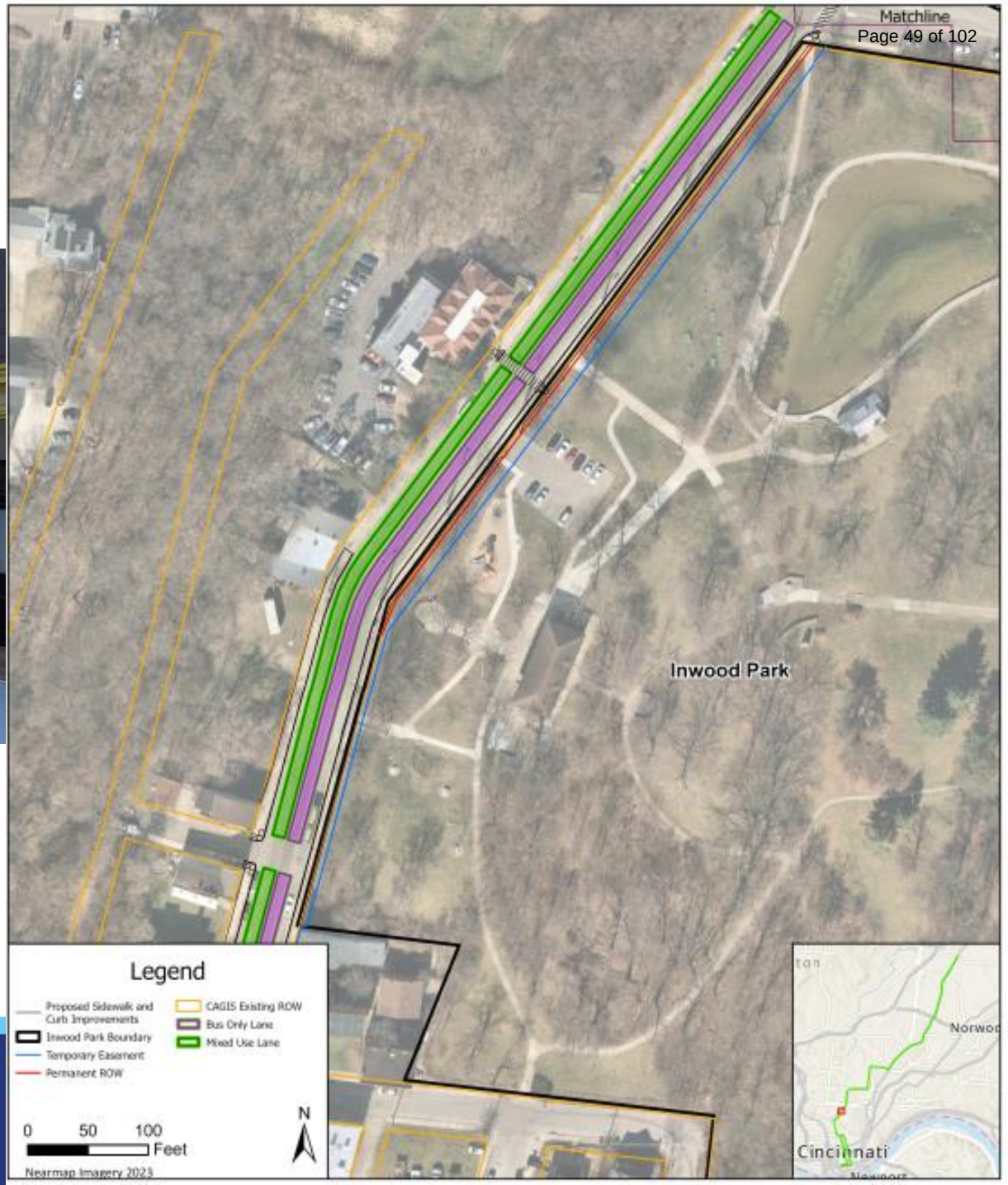


VINE STREET HILL

Removed Street Widening



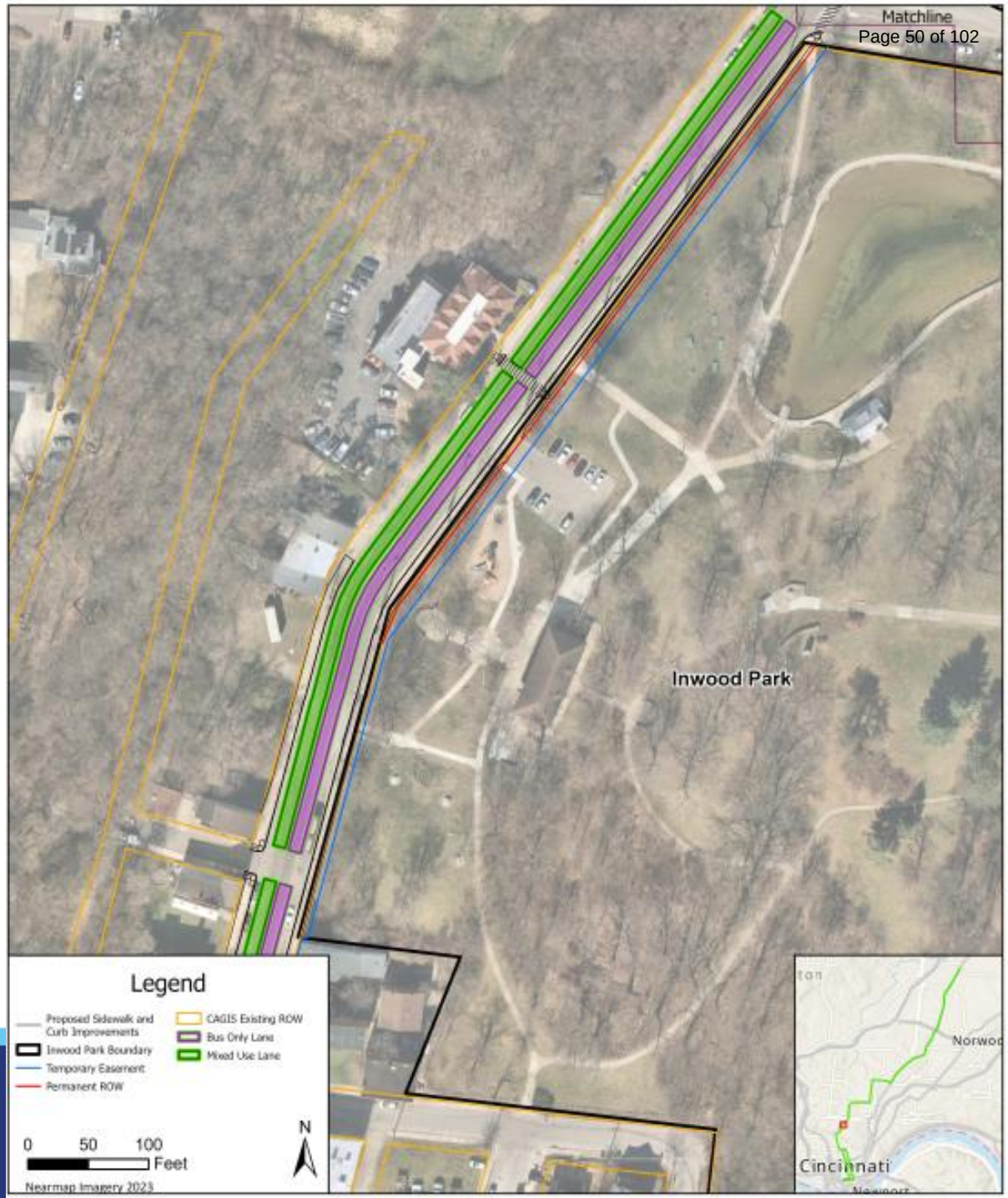
- **Lessens Environmental Impacts in a low-income/minority Neighborhood:**
  - No property from Inwood Park would be needed.
  - Acquisitions from historic buildings avoided.
  - About 180 spaces would have been removed, some of which was for housing with no off-street parking.



VINE STREET HILL

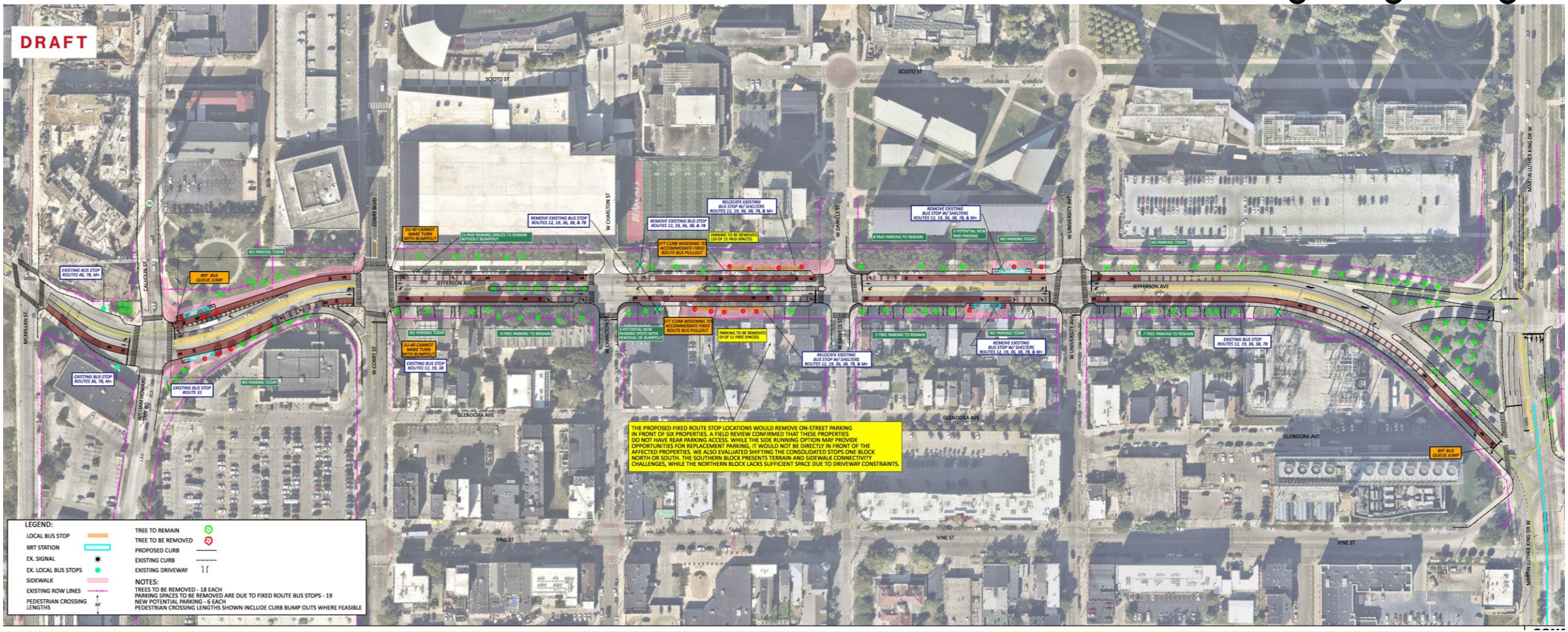
Removed Street Widening

- **No utility relocations.** Avoids added capital costs to the project and reduces utility disruptions to residents and businesses.
- **Capital costs ($5M) and environmental/social impacts outweigh the benefits.**
- **Travel time for BRT is similar** with or without the climbing lane



UNIVERSITY AREA

Vine-McMillan to MLK



metro RAPID

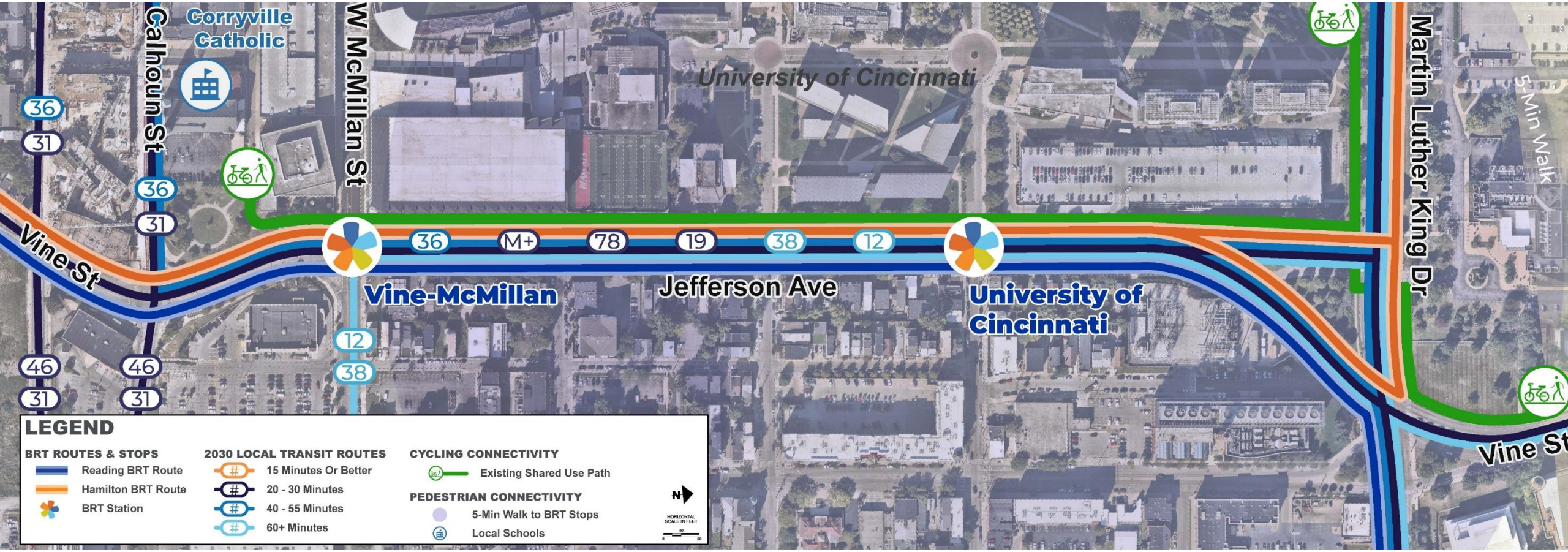
SIDE RUNNING DESIGN

Consolidates Fixed Route Service and BRT

PEAK HOUR VEHICLES

2026 - 31 Buses per hour

2028 – adds up to 24 BRT Vehicles per hour



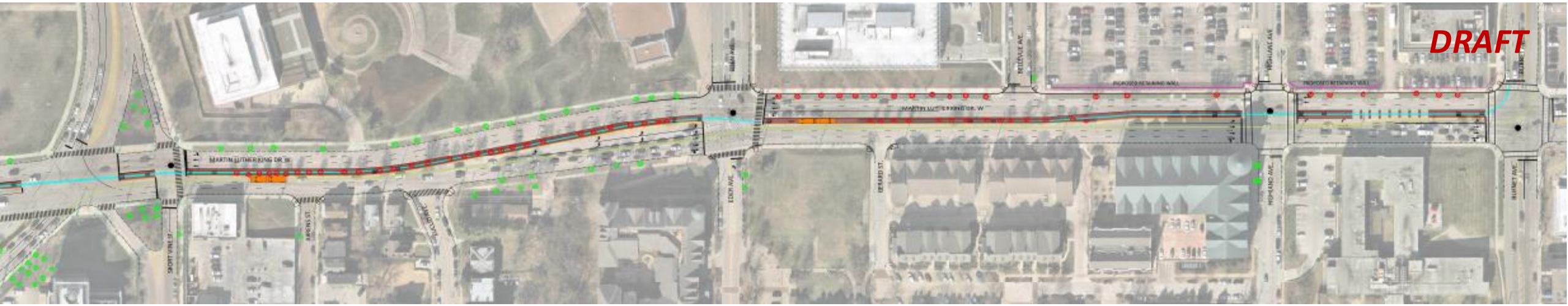
metro RAPID

MARTIN LUTHER KING DR. LANE UPDATES

Between Jefferson Ave. and Burnet Ave.

- Eliminated to retain median, lighting, trees and maintain existing lane configurations

BAT Lanes – One BAT lane going westbound



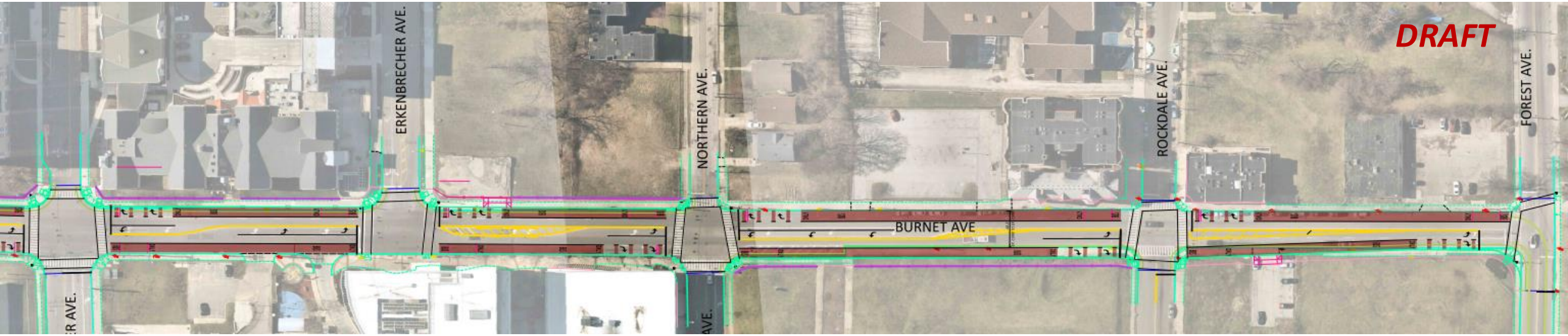
UPDATE: Removed BAT Lanes



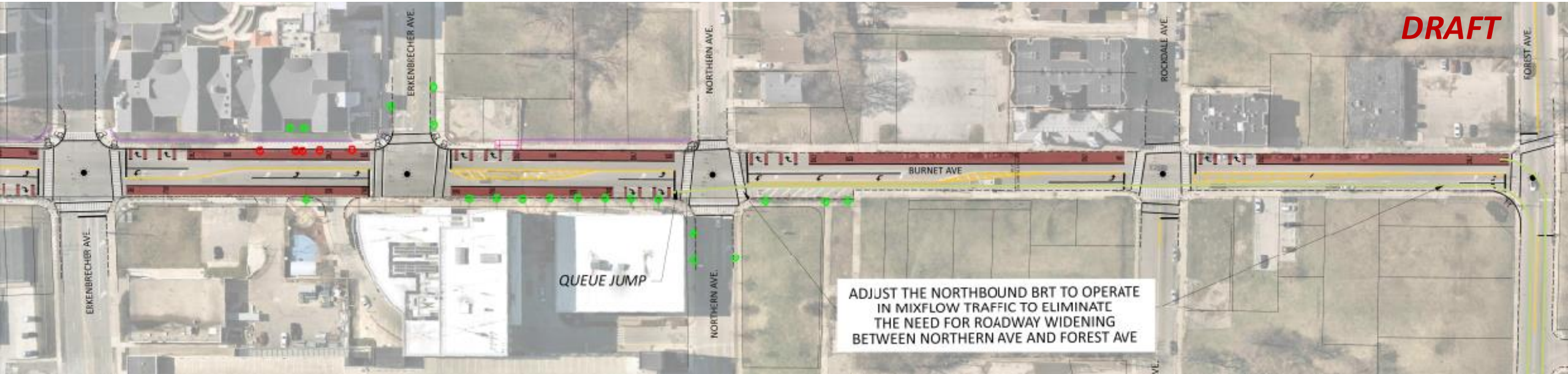
BURNET LANE UPDATES

Between Northern Ave. And Forest Ave.

- Reduction in 2 blocks of Northbound BAT lane to avoid adjacent property acquisitions into the parcel of property that is planned for development



UPDATE: Removed 2 Blocks of BAT Lanes



READING RD. BAT LANE UPDATES

BETWEEN VICTORY PKWY. & MERCY HEALTH PLACE

- Reduced construction and right-of-way impacts
- Roadway width, lane widths, speed and road curvature are a challenge

BAT Lanes



NEXT STEPS

- Compare planning level Transit Travel Times against current design
- Include updated Transit Travel Times in grant cost benefit calculation
- Confirm improvement in Streetcar Travel Times



GOAL - 20%

Travel Time Savings over fixed route





OUTREACH

Building Metro*Rapid*: Small Business Opportunities & Connections

- September 30, 2026, and the Holloman Center for Social Justice
- Information and resources provided to small businesses interested in the Metro*Rapid* construction procurement process









METRO*RAPID* ENGAGEMENT

Fall 2026



STEER Rider Advisory Group
- August 27
- 11 members



North Avondale Neighborhood Association
- September 8
- 22 Community members



State of Metro
- September 22
- 302 Event participants



Cliftonfest
- September 26
- 295 Event participants



Building MetroRapid: Small Business Opportunities & Connections
- September 30
- 20 attendees at MetroRapid Engagement booth



Downtown Residents Council
- October 13
- 60 Community members



Northside Farmers Market
- October 14
- 47 Community members



METRO*RAPID* ENGAGEMENT

Upcoming Events

513Relief Bus
- October 21 from 10 am – 12:30 pm
- Urban League in Avondale

Resource Connect at the Downtown Library
- October 22 from 10 am – 12:30 pm
- Downtown Library

Fall Fest at Washington Park
- October 24 & 25 from 11 am - 4 pm
- Washington Park

Downtown Residents Council Event
- October 25 from 10 am - 4 pm
- Piatt Park

Business Engagement

- Outreach to businesses to discuss needs during construction and operation – Deliveries, signage, etc.



THANK YOU



Maintenance Action Plan Update
October 2026

Transit Resource Center 2024-2025 Maintenance Review

A comprehensive review of the entire Maintenance Department & function. Final report was provided spring 2025.

Report provided key data comparisons with selected peer transit systems:

COTA	Columbus, Oh.	TARC	Louisville Ky.
IndyGo	Indianapolis, Ind.	MCTS	Milwaukee, Wisc.
WeGo	Nashville, Tenn.	CENTRO	Syracuse NY

Data included in comparison:

fleet size major KPI's

technical, servicing and supervisory staffing

Summary: Metro's Maintenance Department:

- **is similar to our peers**
- **is in the middle of the data**
- **would improve its performance and rankings by addressing the items identified in the review and final report.**

metro your way to go

Transit Resource Center 2024-2025 Maintenance Review

Final report reviewed 10 major areas of Metro's Maintenance Department:

- Communication
- Management & Supervision
- Inventory
- Maximo system use
- Standard Operating Procedures
- Staffing
- Training
- Preventive Maintenance
- Servicing (fueling, cleaning)
- Facility Maintenance

Final report listed 78 specific findings concerning specific processes, functions and practices that needed attention and improvement in these 10 areas:

People, Process and Product

Status as of September 2026: 50% resolution of findings

metro
your way to go

Quality and Reliability Achievements

1. Ave. # days buses are out of service reduced by 21%
2. Ave # buses out of service over 30 days reduced by 42%
3. Improved preventive maintenance performance by 27%
4. Warranty recovery has improved by 346%
5. By year end, plan to have 65% of the top 100 parts on contract for price certainty.
6. Improved miles between service interruptions by 10%

metro
your way to go

Restructure the Maintenance Function

1. Split of overall Maintenance function into Technical Services and Maintenance Operations
2. Revised management structure
3. Comprehensive realignment of technician and service employee staffing
4. Renewed focus on recruitment, retention and training and development

Improve Communication and Teamwork

1. Refocused and improved expectations, goals, accountability
2. Implemented new communication processes such as daily manager huddles, shift meetings
3. Implemented new work rules and employee handbooks
4. Implemented processes to improve employee culture and engagement

metro
your way to go

Improve Processes, Production and Safety

1. Reviewing and revising preventive maintenance program

3. Implemented mandatory safety and process audits

4. Introducing Six Sigma tools and thought processes such as 5-S

5. Implementing labor / management training and apprentice program

Build a Culture Focused on Details and Success

1. Implementing enhanced financial management and analysis

2. Implemented regular analysis of revenue vehicle parts, resulting in increased parts contracts for high volume/high value parts and supplies.

metro
your way to go

Next Steps: Continuous improvement by focusing on people, process and product

- Continue building a positive culture and expanding employee engagement by continuing to build on G.R.E.A.T:
  - **G**ratitude, **R**espect, **E**xcellence, **A**ccountability, **T**rust
  - Celebrating successes
- Elevating accountability and expectations
  - Improving teamwork and collaboration with Operations to focus on service quality and reliability
  - Setting SMART goals
- Optimizing the preventive maintenance processes
  - Improving processes, streamlining, improving efficiencies
  - Improving results

metro
your way to go

Next Steps: Continuous improvement by focusing on people, process and product

- Continuing focus on hiring and training and improving core competencies
    - Ongoing technical training for current technicians
    - Implementation of the Maintenance Training Program
        - Labor / Management program
        - Apprentices
        - Lead technicians
- Assuring data-driven decision making and predictive maintenance
    - Optimizing existing systems and technologies
    - Advancing new technologies that improve efficiency, safety and quality/reliability

metro
your way to go



Bus Stop Update

Planning and Operations Committee – October 2026

metro
your way to go



Bus Stop Improvement– Things to Consider

- Safety – is it safe for customers/ operators?
- Operationally feasible – can the operator make the turns, are stops too close together/far apart?
- Ridership (boardings) – does the usage justify the investment?
- Right of Way – is there enough public ROW to improve/ add to bus stop and provide for pedestrian clearance (48 in.)
- ADA – is it ADA accessible or can it be enhanced to meet ADA?
- Number of routes/transfer locations
- Special trip generators (grocery stores, hospitals, educational centers)
- Equity – are resources being distributed fairly?
- BRT – is this stop going to be impacted by future corridors

Metro Simme-Seat Program

- Ridership =>10 boardings per day

- Ideal bench alternative to where need is great, but space is limited
- 2025 -Metro installed 6
- 2026 – Metro to install 10
- 2027 – Metro plans to install ~20
- 2028 – Metro plans to install ~20



Vine St & Glenwood

Metro Bus Bench Program

Ridership = >20 boardings per day

Since 2023 Metro has installed 325 benches

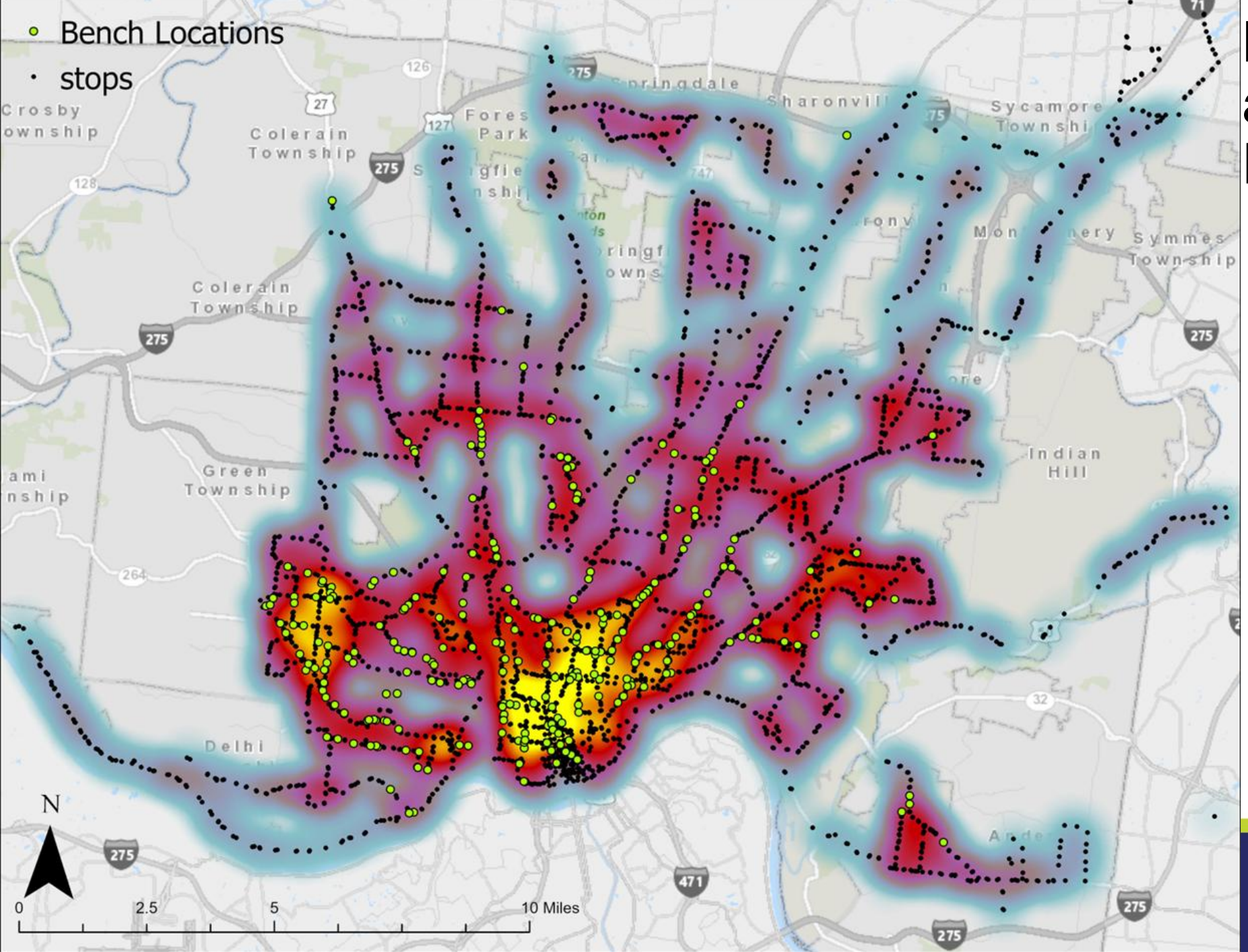
- Another 52 awaiting Revocable Street Privilege (RSP)

- 123 more to install by 2028



Queen City Ave at Harrison

Benches/Seats and Ridership Heat Map (2026)



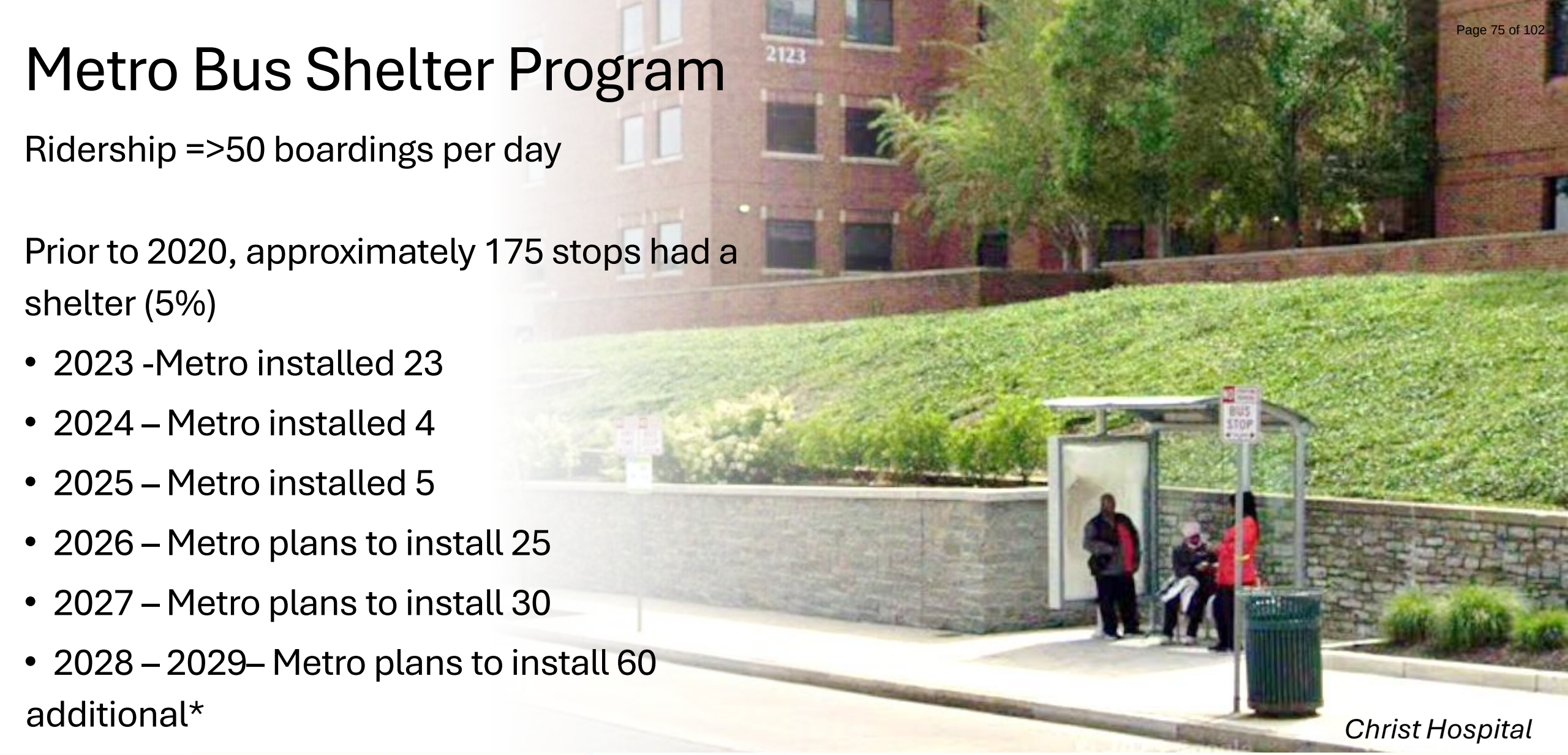
metro
your way to go

Metro Bus Shelter Program

Ridership =>50 boardings per day

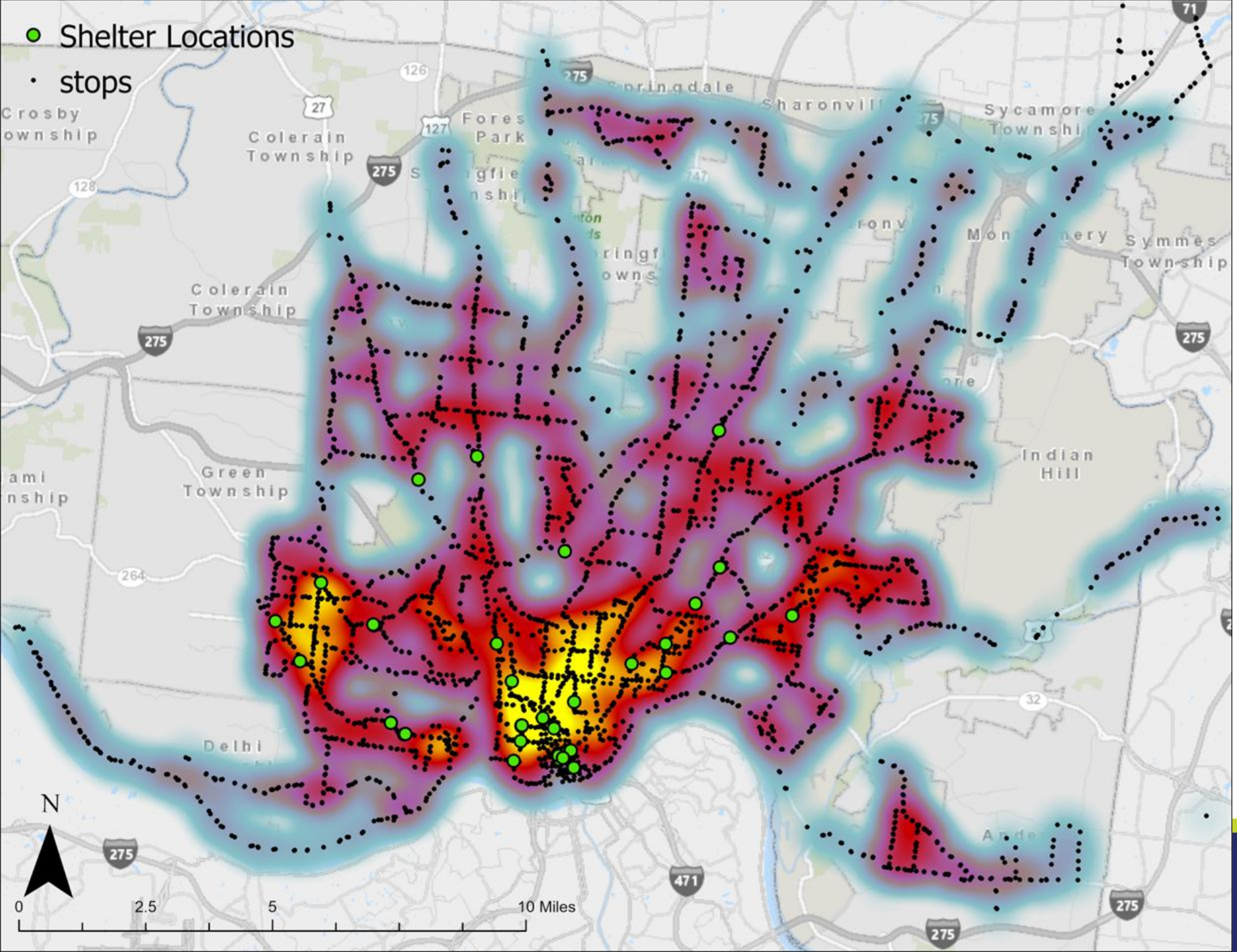
Prior to 2020, approximately 175 stops had a shelter (5%)

- 2023 -Metro installed 23
- 2024 – Metro installed 4
- 2025 – Metro installed 5
- 2026 – Metro plans to install 25
- 2027 – Metro plans to install 30
- 2028 – 2029– Metro plans to install 60 additional*



Christ Hospital

Shelters and Ridership Heat Map (2026)



metro
your way to go

New Bus Stops Signs are in the ground!

- **200 installed** as of mid-October across 15 jurisdictions
- 500 to be installed by 1/1/27
- All 3,700 to be installed in 16-18 months



Montgomery Rd & Mills Ave



Marshall Av & Central Pkwy



Anderson P & R



McMicken & McMillan

New Bus Stops are in the ground!

metro
your way to go

Coming Soon - Enhanced Amenities Project

- Temporary Design Partnership with DAAP

- Create a pleasant experience
  - Seating
  - Digital Codes
  - Charging
  - Books/Games
  - Shelf
  - Shade
  - Etc
- Meant to push boundaries and be experimental


teractive gamification


innovative navigational mapping design


load testing for temporary seats


neighborhood identity + hooks for bags


adjustable leaning stand with bike rack



navigational wayfinding for padestrians





metro
your way to go



Thank You!

Project	Method	Vendor	Award	Term	Funding
049-2020 ***Planning Software Support*** *Highly Effective Organization***	Sole Source Award / Contract Modification	GIRO	*$2,032,588 (O)* *$492,141(M)* *$2,524,729 (T)*	3 Year - Extension Oct. 2026 – Sept. 2029	Budgeted Local Operating
055-2024 ***FirstNet Service Plan*** *Highly Effective Organization***	Sole Source Award / Contract Modification	AT&T Mobility	*$401,724 (O)* *$567,000 (M)* *$968,724 (T)*	5 years - Original Feb. 2024 – Jan. 2029	Budgeted Local Operating
067-2024 ***Walnut Hills Transit Center Design*** *Connect the Region***	Sole Source Award / Contract Modification	Richard Bowen & Associates	*$520,672 (O)* *$379,500 (M)* *$900,172 (T)*	5 years - Original Jan. 2025 – Jan. 2030	FTA Grants (90%) Budgeted Local Capital (10%)
109-2026 ***Bus Climate Control Parts*** *Highly Effective Organization***	Invitation for Bid (IFB)	Transport Specialist, Inc	$457,230	2 Years Oct. 2026 – Sept. 2028	Budgeted Local Operating
120-2026 ***Bus Emissions Parts*** *Highly Effective Organization***	Invitation for Bid (IFB)	Kirks Automotive, Inc	$523,518	2 Years Oct. 2026 – Sept. 2028	Budgeted Local Operating

**denotes non-competitive or non-negotiable award*
***denotes the strategic priority the contract supports*

Project	Method	Vendor	Award	Term	Funding
133-2026 ***Access Vehicles*** *Grow ridership*** *Connect the Region***	Request for Proposal (RFP) Coop	Transportation Equipment Sales Corporation	$1,965,069	1 year Oct 2026 – Nov 2027	FTA Grants (80%) Budgeted Local Capital (20%)
136-2026 ***Genfare Upgrade*** *Highly Effective Organization***	Sole Source Award	Genfare, LLC	$596,542	3 year Oct 2026 – Nov 2029	FTA Grants (75%) Budgeted Local Capital (25%)

**denotes non-competitive or non-negotiable award*
***denotes the strategic priority the contract supports*

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

Total Awards for Month	***$5,382,697***
Total MAX Spend for Month	***$0***
2026 Total Spend	***$57,374,639***
2026 MAX Spend	***$3,389,489***
2026 MAX Participation Rate	***6%***

BOARD OF TRUSTEES
SOUTHWEST OHIO REGIONAL TRANSIT AUTHORITY
RESOLUTION NO. 2026-xx

APPROVAL OF MODIFIED CONTRACT NO 049-2020 PLANNING SOFTWARE

WHEREAS:

1. SORTA currently uses GIRO's Hastus software to support fixed-route service planning and scheduling.

2. The Hastus platform offers an integrated suite of modules that enables SORTA to plan and manage high-quality transit routes while optimizing operational efficiency.

3. In support of Metro's Strategic Priority Highly Effective Organization the contract modification increase will support the continuation of essential software maintenance and support services.

4. SORTA staff recommends approval to execute Modified Contract No. 049-2020, on behalf of Metro and GIRO, Inc., increasing the total not to exceed value from $2,032,588 to $2,524,729, an increase of $429,141.

5. The expenditures have been budgeted with local operating funds.

THEREFORE, BE IT RESOLVED:

6. The board authorizes the CEO/General Manager/Secretary-Treasurer or the Director of Procurement to execute Modified Contract No. 049-2020, on behalf of Metro and GIRO, Inc., increasing the total not to exceed value from $2,032,588 to $2,524,729, an increase of $429,141.

BOARD OF TRUSTEES ACTION ITEM

DATE: October 30, 2026

FROM: Jason Roe, Director of Procurement
Steve Anderson, Sr. Director of Transit Development & Innovation

PROJECT NO.: 049-2020 Planning Software

STRATEGIC: Highly Effective Organization

REQUEST: Contract Modification

BACKGROUND

SORTA currently uses GIRO's Hastus software to support fixed-route service planning and scheduling. The Hastus platform offers an integrated suite of modules that enables SORTA to plan and manage high-quality transit routes while optimizing operational efficiency and schedule performance.

BUSINESS PURPOSE

The purpose of this contract modification is to increase the contract value to support the continuation of essential software maintenance and support services. These services are critical to maintaining system reliability, functionality, and operational effectiveness.

PROJECT FINANCING

The budget for this modification is $491,141 and will be financed using local funding and is approved in the FY2026 budget and included in our long-term financial plans. Future allocations will be included in the annual operating budget review and approval process.

The final cost of the modification is favorable to budget, due to a negotiated savings amount of $40,137.

PROJECT PROCUREMENT

As this is a sole source contract modification, vendor outreach and competitive processes were not required.

The cost of services has been determined to be fair and reasonable based on the rates established through contract negotiations.

SMALL BUSINESS ENGAGEMENT

This is a contract modification. No market competition is available for this award.

RECOMMENDED BOARD ACTION

Staff recommends the Board of Trustees approve a resolution authorizing the CEO/General Manager/Secretary-Treasurer or the Director of Procurement to execute a modification to Contract No. 049-2020, on behalf of Metro with GIRO, Inc., Increasing the total not to exceed value from $2,032,588 to $2,524,729, an increase of $429,141.

BOARD OF TRUSTEES
SOUTHWEST OHIO REGIONAL TRANSIT AUTHORITY
RESOLUTION NO. 2026-xx

APPROVAL OF MODIFIED CONTRACT NO 055-2024 FIRSTNET PLAN

WHEREAS:

1. SORTA currently uses the AT&T FirstNet Network to support secure, reliable wireless communications.

2. FirstNet delivers a dedicated communications platform designated specifically for public safety agencies and first responders, providing enhance network reliability, security, and priority access when communications are most critical.

3. In support of Metro's Strategic Priority Highly Effective Organization the contract modification supports the growing number of devices enrolled in the AT&T FirstNet Plan, including a 5% contingency for additional services and devices.

4. SORTA staff recommends approval to execute Modified Contract No. 055-2024, on behalf of Metro and AT&T Mobility, increasing the total not to exceed value from $401,724 to $968,724, an increase of $567,000.

5. The expenditures have been budgeted with local operating funds.

THEREFORE, BE IT RESOLVED:

6. The board authorizes the CEO/General Manager/Secretary-Treasurer or the Director of Procurement to execute Modified Contract No. 055-2024, on behalf of Metro and AT&T Mobility, increasing the total not to exceed value from $401.724 to $968,724, an increase of $567,000.

BOARD OF TRUSTEES ACTION ITEM

DATE: October 30, 2026

FROM: Jason Roe, Director of Procurement
Pat Giblin, Sr. Director of Information Technology

PROJECT NO.: 055-2024 FirstNet Plan

STRATEGIC: Highly Effective Organization

REQUEST: Contract Modification

BACKGROUND

SORTA currently uses the AT&T FirstNet Network to support secure, reliable wireless communications. FirstNet delivers a dedicated communications platform designed specifically for public safety agencies and first responders, providing enhanced network reliability, security, and priority access when communications are most critical.

BUSINESS PURPOSE

The purpose of this contract modification is to increase the contract value and provide additional funding to support the growing number of devices enrolled in the AT&T FirstNet Service Plan, including a 5% contingency for future device additions and related services. In January 2024, Metro maintained 393 devices on its AT&T FirstNet account. As of September 2026, that number has increased to 812 devices, reflecting the significant expansion of MetroNow and Access services, as well as continued growth in Fixed Route operations. The enrolled devices include internet service lines, cell phones, vehicle tablets, revenue vehicle radios and support vehicle radios. This increase in funding is necessary to support Metro's expanded communication needs and ensure reliable, secure connectivity across all operating divisions.

PROJECT FINANCING

The budget for this modification is $567,000 and will be financed using local funding and is approved in the FY2026 budget and included in our long-term financial plans. Future allocations will be included in the annual operating budget review and approval process.

The final cost of the modification is flat to budget.

PROJECT PROCUREMENT

As this is a sole source contract modification, vendor outreach and competitive processes were not required.

The cost of services has been determined to be fair and reasonable based on the rates established through contract negotiations.

SMALL BUSINESS ENGAGEMENT

This is a contract modification. No market competition is available for this award.

RECOMMENDED BOARD ACTION

Staff recommends the Board of Trustees approve a resolution authorizing the CEO/General Manager/Secretary-Treasurer or the Director of Procurement to execute a modification to Contract No. 055-2024, on behalf of Metro with AT&T Mobility Increasing the total not to exceed value from $401,724 to $968,724, an increase of $567,000.

BOARD OF TRUSTEES
SOUTHWEST OHIO REGIONAL TRANSIT AUTHORITY
RESOLUTION NO. 2026-xx

APPROVAL OF MODIFIED CONTRACT NO 067-2024 WALNUT HILLS TRANSIT CENTER DESIGN

WHEREAS:

1. The Southwest Ohio Regional Transit Authority (SORTA) has contracted with Richard Bowen & Associates to provide architectural and engineering design services for the schematic design, design development, final design, cost estimate, construction plans and specifications, and construction management for the development of a new Walnut Hills Transit Center.

2. The purpose of this contract modification is to increase the contract value to support additional design services required for the completion of the Transit Center project.

3. In support of Metro's Strategic Priority Connect the Region the contract modification increase will support the planning design and pre-construction activities that fall outside the existing A/E Scope of Services and are necessary to finalize the design and construction documents and specifications.

4. SORTA staff recommends approval to execute Modified Contract No. 067-2024, on behalf of Metro and Richard Bowen & Associates, increasing the total not to exceed value from $520,672 to $900,172, an increase of $379,500.

5. The expenditures have been budgeted with FTA Grants and Budgeted Local Capital.

THEREFORE, BE IT RESOLVED:

6. The board authorizes the CEO/General Manager/Secretary-Treasurer or the Director of Procurement to execute Modified Contract No. 067-2024, on behalf of Metro and Richard Bowen & Associates, increasing the total not to exceed value from $520,672 to $900,172, an increase of $379,500.

BOARD OF TRUSTEES ACTION ITEM

DATE: October 30, 2026

FROM: Jason Roe, Director of Procurement
Scott Enns, Director of Capital & TOD Projects & Real Estate Development

PROJECT NO.: 067-2024 Walnut Hills Transit Center Design

STRATEGIC: Connect the Region

REQUEST: Contract Modification

BACKGROUND

The Southwest Ohio Regional Transit Authority (SORTA) has contracted with Richard Bowen & Associates to provide architectural and engineering design services for the schematic design, design development, final design, cost estimate, construction plans and specifications, and construction management for the development of a new Walnut Hills Transit Center.

BUSINESS PURPOSE

The purpose of this contract modification is to increase the contract value to support additional design services required for the completion of the Transit Center project. These services include planning, design, and pre-construction activities that fall outside the existing A/E Scope of Services and are necessary to finalize the design and construction documents and specifications. The additional scope includes geotechnical engineering services, environmental assessments requested by the City, public utility coordination, and other general planning and design activities.

PROJECT FINANCING

The budget for the additional consultant services is $379,500 and will be financed using a combination of $341,550 of FTA funding (90%) and $37,950 of local capital funds (10%) and is included in the approved FY2026-2027 Capital budget.

As such, the final project cost of $900,172 is flat to budget.

PROJECT PROCUREMENT

As this is a sole source contract modification, vendor outreach and competitive processes were not required.

The cost of services has been determined to be fair and reasonable based on the rates established through contract negotiations. The contract is structured as cost plus fixed fee contract with negotiated fees for hourly rates, overhead percentage and profit percentage. The exact amount of effort required is unknown, the contract value is based on negotiated assumptions.

SMALL BUSINESS ENGAGEMENT

This is a contract modification. No market competition is available for this award.

RECOMMENDED BOARD ACTION

Staff recommend the Board of Trustees approve a resolution authorizing the CEO/General Manager/Secretary-Treasurer or the Director of Procurement to execute a modification to Contract No.067-2024, on behalf of Metro with Richard Bowen & Associates, increasing the total not to exceed value from $520,672 to $900,172 an increase of $379,500.

BOARD OF TRUSTEES
SOUTHWEST OHIO REGIONAL TRANSIT AUTHORITY
RESOLUTION NO. 2026-xx

APPROVAL OF CONTRACT NO 109-2026 BUS HVAC REPLACEMENT PARTS

WHEREAS:

1. The Southwest Ohio Regional Transit Authority (SORTA) operates a fleet of approximately 300 buses in revenue service and of them require ongoing preventive maintenance and routine repairs.

2. Replacement parts are needed on a recurring basis to address normal wear and tear, component failures and essential maintenance requirements.

3. Bus air conditioning compressors and clutch replacement parts are essential to the reliable operation of SORTA buses climate control system.

4. In support of Metro's Strategic Priority Highly Effective Organization, the contractor will supply and deliver SORTA on an as needed basis bus air conditioning compressors and clutch replacement parts identified within the scope of services.

5. SORTA staff recommends approval to execute Contract No. 109-2026 on behalf of Metro with Transport Specialist Inc., with a not to exceed value of $457,230.

6. The expenditure will be financed using budgeted local operating funds.

THEREFORE, BE IT RESOLVED:

7. The board authorized the CEO/General Manager/Secretary-Treasurer or the Director of Procurement to execute Contract No. 109-2026 on behalf of Metro with Transport Specialist Inc., with a not to exceed value of $457,230.

BOARD OF TRUSTEES ACTION ITEM

DATE:	October 30, 2026
FROM:	Jason Roe, Director of Procurement
	Jeff Mundstock, Director of Maintenance Operations
PROJECT NO.:	109-2026, Bus HVAC Replacement Parts
STRATEGIC:	Highly Effective Organization
REQUEST:	Contract Award

BACKGROUND

The Southwest Ohio Regional Transit Authority (SORTA) operates a fleet of approximately 300 buses in revenue service, all of which require ongoing preventive maintenance and routine repairs. As these vehicles age, replacement parts are needed on a recurring basis to address normal wear and tear, component failures, and essential maintenance requirements.

BUSINESS PURPOSE

Bus air conditioning compressors and clutch replacement parts are essential to the reliable operation of SORTA buses climate control system. The contractor shall supply and deliver to SORTA, on an as-needed basis, bus air conditioning compressors and clutch replacement parts identified within the scope of services.

PROJECT FINANCING

The budget for this project is $457,230 and is included in the approved FY2026 Operating budget and the contracted prices will be factored into the FY2027 & FY2028 Operating budget review and approval process.

The contract(s) are structured as an indefinite delivery / indefinite quantity (“IDIQ”) with a minimum purchase quantity to be purchased. As such, the final projected cost, $457,230, is flat to budget.

PROJECT PROCUREMENT

Based on the exact specifications and limited variables to consider, Procurement staff determined that an Invitation for Bid (“IFB”) was the appropriate method of procurement. Under this method, contracts are line item awarded to the lowest responsive, responsible bidder. Procurement solicited for 2-year fixed price contracts. The awarded contracts will provide price stabilization for the next 24 months. Fixed item contracts will avoid market variability increases and provide price confidence for maintenance budgeting.

Staff targeted 24 specific vendors known to have the capacity to deliver on the requirements of the contract in addition to those notified through Metro’s e-procurement platform, OpenGov. NAICS codes for vehicle parts manufacturers and wholesalers were utilized to reach a broad range of suppliers within OpenGov.

There were 27 downloads of the solicitation, and 2 responsive bids were submitted. Procurement determined it was most advantageous to SORTA to award the IDIQ contract to one vendor with the lowest overall pricing.

Below is the tabulated table of the lowest aggregate responses for all items bid:

#1 Transport Specialists, Inc	#2 Southern Coach Parts Company
$457,230.00	$624,213.00

Pricing is determined to be fair and reasonable based on independent cost estimates, market research and competition received.

SMALL BUSINESS ENGAGEMENT

Staff determined that the nature of the work to be performed did not present ample subcontracting opportunities. As a result, no diverse vendor participation goal was established for the award.

RECOMMENDED BOARD ACTION

Staff recommends the Board of Trustees approve a resolution authorizing the CEO/General Manager/Secretary-Treasurer or the Director of Procurement to execute Contract No. 109-2026, on behalf of Metro with Transport Specialist, Inc., with a not to exceed value of $457,230.

BOARD OF TRUSTEES
SOUTHWEST OHIO REGIONAL TRANSIT AUTHORITY
RESOLUTION NO. 2026-xx

APPROVAL OF CONTRACT NO 120-2026 BUS EMISSIONS REPLACEMENT PARTS

WHEREAS:

1. The Southwest Ohio Regional Transit Authority (SORTA) operates a fleet of approximately 300 buses in revenue service and of them require ongoing preventive maintenance and routine repairs.

2. Replacement parts are needed on a recurring basis to address normal wear and tear, component failures and essential maintenance requirements.

3. Bus diesel oxidation catalyst and diesel particulate fillers are essential to the reliable operation of SORTA buses engine emissions and control system.

4. In support of Metro's Strategic Priority Highly Effective Organization, the contractor will supply and deliver SORTA on an as needed basis engine emissions control system replacement parts identified within the scope of services.

5. SORTA staff recommends approval to execute Contract No. 120-2026 on behalf of Metro with Kinks Automotive Inc., with a not to exceed value of $523,518.

6. The expenditure will be financed using budgeted local operating funds.

THEREFORE, BE IT RESOLVED:

7. The board authorized the CEO/General Manager/Secretary-Treasurer or the Director of Procurement to execute Contract No. 120-2026 on behalf of Metro with Kinks Automotive Inc., with a not to exceed value of $523,518.

BOARD OF TRUSTEES ACTION ITEM

DATE:	October 30, 2026
FROM:	Jason Roe, Director of Procurement
	Jeff Mundstock, Director of Maintenance Operations
PROJECT NO.:	120-2026, Bus Emissions Replacement Parts
STRATEGIC:	Highly Effective Organization
REQUEST:	Contract Award

BACKGROUND

The Southwest Ohio Regional Transit Authority (SORTA) operates a fleet of approximately 300 buses in revenue service, all of which require ongoing preventive maintenance and routine repairs. As these vehicles age, replacement parts are needed on a recurring basis to address normal wear and tear, component failures, and essential maintenance requirements.

BUSINESS PURPOSE

Bus diesel oxidation catalyst and diesel particulate filters are essential to the reliable operation of SORTA buses engine emissions control systems. The contractor shall supply and deliver to SORTA, on an as-needed basis, engine emissions control systems replacement parts identified within the scope of services.

PROJECT FINANCING

The budget for this project is $561,000 and is included in the approved FY2026 Operating budget and the contracted prices will be factored into the FY2027 & FY2028 Operating budget review and approval process.

The contract(s) are structured as an indefinite delivery / indefinite quantity (“IDIQ”) with a minimum purchase quantity to be purchased. As such, the final projected cost, $523,518, is favorable to budget.

PROJECT PROCUREMENT

Based on the exact specifications and limited variables to consider, Procurement staff determined that an Invitation for Bid (“IFB”) was the appropriate method of procurement. Under this method, contracts are line item awarded to the lowest responsive, responsible bidder. Procurement solicited for 2-year fixed price contracts. The awarded contracts will provide price stabilization for the next 24 months. Fixed item contracts will avoid market variability increases and provide price confidence for maintenance budgeting.

Staff targeted 24 specific vendors known to have the capacity to deliver on the requirements of the contract in addition to those notified through Metro’s e-procurement platform, OpenGov. NAICS codes for vehicle parts manufacturers and wholesalers were utilized to reach a broad range of suppliers within OpenGov.

There were 31 downloads of the solicitation, and 10 responsive bids were submitted. Procurement determined it was most advantageous to SORTA to award the IDIQ contract to one vendor with the lowest overall pricing.

Below is the tabulated table of the lowest aggregate responses for all items bid:

Vendor	Total
D&W Diesel, Inc.	$516,766.12
Kirks	$523,518.00
Vehicle Maintenance Program, Inc.	$526,627.48
Fleetpride	$548,231.54
RUSH TRUCK CENTERS OF OHIO INC	$583,954.86

Vendor	Total
Natsco Transit Solutions Inc.	$587,958.18
MUNCIE TRANSIT SUPPLY	$620,104.44
Neopart Transit LLC	$652,459.48
J. David White Associates, Inc. dba White Associates	$808,000.00
Cummins Inc	$1,195,663.26

Pricing is determined to be fair and reasonable based on independent cost estimates, market research and competition received.

SMALL BUSINESS ENGAGEMENT

Staff determined that the nature of the work to be performed did not present ample subcontracting opportunities. As a result, no diverse vendor participation goal was established for the award.

RECOMMENDED BOARD ACTION

Staff recommends the Board of Trustees approve a resolution authorizing the CEO/General Manager/Secretary-Treasurer or the Director of Procurement to execute Contract No. 120-2026, on behalf of Metro with Kirks Automotive Inc., with a not to exceed value of $523,518.

BOARD OF TRUSTEES
SOUTHWEST OHIO REGIONAL TRANSIT AUTHORITY
RESOLUTION NO. 2026-xx

APPROVAL OF CONTRACT NO 133-2026 ACCESS VEHICLES

WHEREAS:

1. The Southwest Ohio Regional Transit Authority (SORTA) operates the Access program, a shared-ride public transportation service providing origin-to-destination transportation for individuals with disabilities who are unable to used fixed-route services.

2. Metro's Access service plays a critical role in supporting mobility, independence, and equal access to public transportation throughout the community.

3. Metro has determined that nine (9) replacement vehicles are required to replace Access fleet vehicles that have exceeded their useful life.

4. In support of Metro's Strategic Priorities Grow Ridership and Connect the Region, the vehicles will be acquired through the Ohio Department of Transportation Contract.

5. SORTA staff recommends approval to execute Contract No. 133-2026 on behalf of Metro with Transportation Equipment Sales Corp., with a not to exceed value of $1,965,069.

6. The expenditure will be financed using a combination of FTA and Local Capital Funds.

THEREFORE, BE IT RESOLVED:

7. The board authorized the CEO/General Manager/Secretary-Treasurer or the Director of Procurement to execute Contract No. 133-2026 on behalf of Metro with Transportation Equipment Sales Corp., with a not to exceed value of $1,965,069.

BOARD OF TRUSTEES ACTION ITEM

DATE:	October 30, 2026
FROM:	Jason Roe, Director of Procurement
	Jeff Mundstock, Director of Maintenance Technical Services
PROJECT NO.:	133-2026 Access Vehicles
STRATEGIC:	Grow Ridership and Connect the Region
REQUEST:	Contract Award

BACKGROUND

Metro's Access program is a shared-ride public transportation service proving origin-to-destination transportation in small buses for people with disabilities who cannot use the fixed-route service. The service plays a critical role in supporting mobility, independence, and equal access to public transportation for members of SORTA's community.

BUSINESS PURPOSE

In support of Metro's Access Operations, we intend to purchase nine (9) vehicles to replace Access fleet vehicles that are beyond their useful life.

PROJECT FINANCING

The budget for this project is $1,965,069 and will be financed using a combination of $1,572,055 of FTA funding (80%) and $393,013 of local capital funds (20%).

The final project cost is flat to budget.

PROJECT PROCUREMENT

The vehicles will be purchased through Ohio Department of Transportation contract 248-27 LTL. As such, no market competition is required, and no vendor outreach was conducted.

This is a fixed-fee contract with a 1-year period of performance, expiring in November 2027.

Pricing is determined to be fair and reasonable based on the approved pricing on State of Ohio Contract # 248-27 and the per vehicle unit cost has not increased since our last order.

SMALL BUSINESS ENGAGEMENT

This project is a sole source award with no subcontracting opportunities. As such, no small business engagement 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 Director of Procurement to execute Contract No. 133-2026, on

behalf of Metro with Transportation Equipment Sales Corp. (“TESCO”), with a not to exceed value of $1,965,069.

BOARD OF TRUSTEES
SOUTHWEST OHIO REGIONAL TRANSIT AUTHORITY
RESOLUTION NO. 2026-xx

APPROVAL OF CONTRACT NO 136-2026 GENFARE UPGRADE AND SUBSCRIPTION

WHEREAS:

1. The Southwest Ohio Regional Transit Authority (SORTA) currently utilizes Genfare fare collection equipment in support of SORTA's revenue operations.

2. Genfare fare collection equipment provides passengers with a secure and efficient method of fare payment while supporting accurate revenue reporting and system management.

3. The existing Genfare system requires upgrades to maintain compatibility with current technology standards, enhance system performance, improve reliability and support ongoing operational needs.

4. In support of Metro's Strategic Priority Highly Effective Organization, implementing cloud-based support software will provide expanded cash management capabilities and improved integration between fare collection devices, revenue reporting, and back-office functions.

5. SORTA staff recommends approval to execute Contract No. 136-2026 on behalf of Metro with Genfare, LLC., with a not to exceed value of $596,542.

6. The expenditure will be financed using FTA Grants and Budgeted Local Capital.

THEREFORE, BE IT RESOLVED:

7. The board authorized the CEO/General Manager/Secretary-Treasurer or the Director of Procurement to execute Contract No. 136-2026 on behalf of Metro with Genfare, LLC., with a not to exceed value of $596,542.

BOARD OF TRUSTEES ACTION ITEM

DATE:	October 30, 2026
FROM:	Jason Roe, Director of Procurement
	Pat Giblin, Sr. Director of IT
PROJECT NO.:	136-2026 Genfare Upgrade and Subscription
STRATEGIC:	Highly Effective Organization
REQUEST:	Contract Award

BACKGROUND

The Southwest Ohio Regional Transit Authority (SORTA) currently utilizes Genfare fare collection equipment in support of SORTA's revenue operations. Genfare fare collection equipment provides passengers with a secure and efficient method of fare payment while supporting accurate revenue reporting and system management.

BUSINESS PURPOSE

The existing Genfare software requires upgrades to maintain compatibility with current technology standards, enhance system performance, improve reliability, and support ongoing operational needs. In addition, implementing cloud-based support software, Genfare Link, will provide expanded cash management capabilities and improved integration between fare collection devices, revenue reporting, and back-office functions. These upgrades will provide improved data management, streamline cash handling processes, and enhance functionality necessary to maintain a secure, effective, and modern fare collection environment for both customers and agency staff.

PROJECT FINANCING

The budget for this project is $304,968 and will be financed using a combination of $227,807 of FTA funding (74.7%) and $77,161 of local funds (25.3%).

This contract is approved in the FY2026 Capital Budget and included in our long-term financial plans. Future allocations will be included in the annual operating budget review and approval process.

The final project cost is flat to budget; no additional funding will be utilized.

PROJECT PROCUREMENT

The contract is a sole source award and is exempt from the competitive process. As such, no vendor outreach was conducted. Procurement has determined that the service costs are fair and reasonable based on the independent cost estimate and reviewing the contract cost of other transit authorities for the same or similar services.

Genfare, LLC is determined to have submitted pricing that is acceptable to SORTA; it has the capacity to fulfill the contract in all aspects and is recommended for award of a three (3) year, fixed fee contract.

SMALL BUSINESS ENGAGEMENT

The contract is a sole source procurement. 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 Director of Procurement to execute Contract No. 136-2026, on behalf of Metro with Genfare, LLC with a not to exceed value of $596,542.