



SORTA/Metro
Planning and Ops Committee
July 23, 2026
9:00 am-10:00 am Eastern Time

SORTA PLANNING AND OPERATIONS COMMITTEE MEETING

THURSDAY, JULY 23RD, 2026 - 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: May 19th, 2026

Briefing Items:

- 2 Good News! (Executive Team)
- 3 Ridership and Service Quality Report as of May 31st, 2026 (Khaled Shammout/Bill Spraul)
 - 3.1 Service Quality Quarterly Appendix
- 4 Customer Survey Results (Khaled Shammout/Steve Anderson)
- 5 MetroNow! Update (Khaled Shammout/Steve Anderson)
- 6 Red Bike Update (Doug McClintock)
Action Items Matrix (Tim Walker)
- 7 Proposed Resolution: Contract Award for 177-2023 BioMetric Screenings (Vickie Hickman)
 - 7.1 Action Item:

Other Items:

New Business

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

Tuesday, August 18th, 2025, at 9:00 a.m.

PLANNING AND OPERATIONS COMMITTEE
TUESDAY, MAY 19TH, 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: Tianay Amat, Trent Emenecker, Blake Ethridge, Pete Metz, Rickell Smith and Sara Sheets

COMMITTEE MEMBERS ABSENT: Jay Bedi, Tony Brice, Chelsea Clark, Dan Driehaus, Kala Gibson, Neil Kelly, Briana Moss, Greg Simpson, KZ Smith and Sonja Taylor

STAFF MEMBERS PRESENT: Andy Aiello, Steve Anderson, Julie Beard, Norman Bouwie, Adriene Hairston, Brandy Jones, Nick Keeling, Natalie Krusling, Jeff Mundstock, John Ravasio, Jason Roe, Tony Russo, Kevin Ruth, Khaled Shammout, Bill Spraul and Tim Walker

OTHERS PRESENT: Christine Torres (Crowe), Paul Durham (HDR) 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 April 21st, 2026**

Mr. Metz made a motion and Ms. Amat seconded the motion to approve the minutes of the April 21st, 2026, meeting.

By voice vote the committee approved the minutes.

4. **Good News!**

The Executive Team presented the Good News report. Ms. Hairston shared the March Silver Award recipients, Mr. Ravasio presented the Bike + Ride During Bike Month, Leadership Ohio Goes Metro and PigAbilities and Ms. Jones shared RedBike X Tansit X Metro and Dump the Pump – Ride Metro.

The Committee accepted the report as presented.

Mr. Shammout presented the April 2026 ridership and service quality report. Total ridership for the month of April was 1,251,870 or 0.2% favorable to budget.

Access Total ridership for the month of April was 15,959 or 0.3% unfavorable to budget.

MetroNow Total ridership for the month of April was 14,771 or 14.6% 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.

5. **Ridership and Service Quality Report**

Mr. Spraul presented the April 2026 ridership and service quality report. Total ridership for the month of April was 1,251,870 or 0.2% favorable to budget.

Access Total ridership for the month of April was 15,959 or 0.3% unfavorable to budget.

MetroNow Total ridership for the month of April was 14,771 or 14.6% 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**

Mr. Shammout, Mr. Mason and Mr. Durhan (HDR) presented the MetroRapid Update. They discussed public engagement and stakeholder outreach.

The Committee accepted the report as presented.

7. **Government Square Update**

Mr. Aiello presented the Government Square Update.

The Committee accepted the report as presented.

8. **Proposed Resolution: Contract Award for 014-2026 Government Square Redesign**

Mr. Walker requested approval for Contract No. 014-2026 for Government Square Redesign.

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

9. **Proposed Resolution: Contract Award for 022-2026 HVAC Maintenance & Repair Services**

Mr. Walker requested approval for Contract No. 022-2026 for HVAC Maintenance & Repair Services.

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

10. **Proposed Resolution: Contract Award for 025-2026 MetroNow! Vehicles**

Mr. Walker requested approval for Contract No. 022-2026 for MetroNow! Vehicles.

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

11. **Proposed Resolution: Contract Award for 037-2026 Maintenance Uniforms**

Mr. Walker requested approval for Contract No. 037-2026 for Maintenance Uniforms.

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

12. **Proposed Resolution: Contract Award for 045-2026 Articulated Buses**

Mr. Walker requested approval for Contract No. 045-2026 for Articulated Buses.

The Committee agreed the resolution will be presented for individual approval at the board meeting.

13. **Proposed Resolution: Contract Award for 070-2026 Electronic Fare Payment Validators**

Mr. Walker requested approval for Contract No. 070-2026 for Electronic Fare Payment Validators.

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

14. **Other Items**

N/A

15. **New Business**

The next regular meeting of the Planning and Operations Committee has been scheduled for **Tuesday, June 16th, 2026, at 9:00 A.M.**

16. **Adjournment**

The meeting adjourned at 9:50 A.M.



Planning & Operations: Good News

July 23, 2026



metro
your way to go



May Silver Wheel Award Recipients



Leadership
Employee of the Month
Jeramey Darnell



Administrative & Support
Employee of the Month
Sophia Noll



May Silver Wheel Award Recipients



Queensgate
Operator of the Month
Carmen 'Vic' Scott



Queensgate Maintenance
Employee of the Month
Robert Kerbs



May Silver Wheel Award Recipients



Bond Hill
Operator of the Month
JaQuanna Montgomery



Bond Hill Maintenance
Employee of the Month
Michelle Leeka



Access
Employee of the Month
Latasha Underwood

Metro Volunteers to Feed Those in Need



Metro team members showed up in a big way to support the Freestore Foodbank—an organization that plays a vital role in helping individuals and families facing food insecurity across our region.



Teams from three departments came out to volunteer, demonstrating our shared commitment to service and community engagement. The event wasn't just productive—it was energizing.

Forty Years of Partnership



Members of the Metro and the Ohio Valley Goodwill Industries executive team met recently to discuss opportunities to deepen our 40+ year partnership and connect even more people to jobs, education and other resources they need to thrive through reliable transportation.

Thank you to Goodwill CEO Mark Hiemstra and his leadership team for the conversation and facility tour. We look forward to greater future partnerships!

Connecting with Small Businesses

Metro held its annual Small Business Ice Cream Social on June 16 to connect with and provide small businesses with information about Metro procurement opportunities, community resource partners and to share info about the Metro Transit Infrastructure Fund.

We're happy to share that more than 30 small business representatives attended the event, as well as more than a dozen community partners and MTIF recipients.



...And That's The News!

This summer, Metro proudly showed its support for the communities we serve by participating in the Juneteenth Jubilee and Pride parades, hosting a Procurement Ice Cream Social, and many other local events across the region.



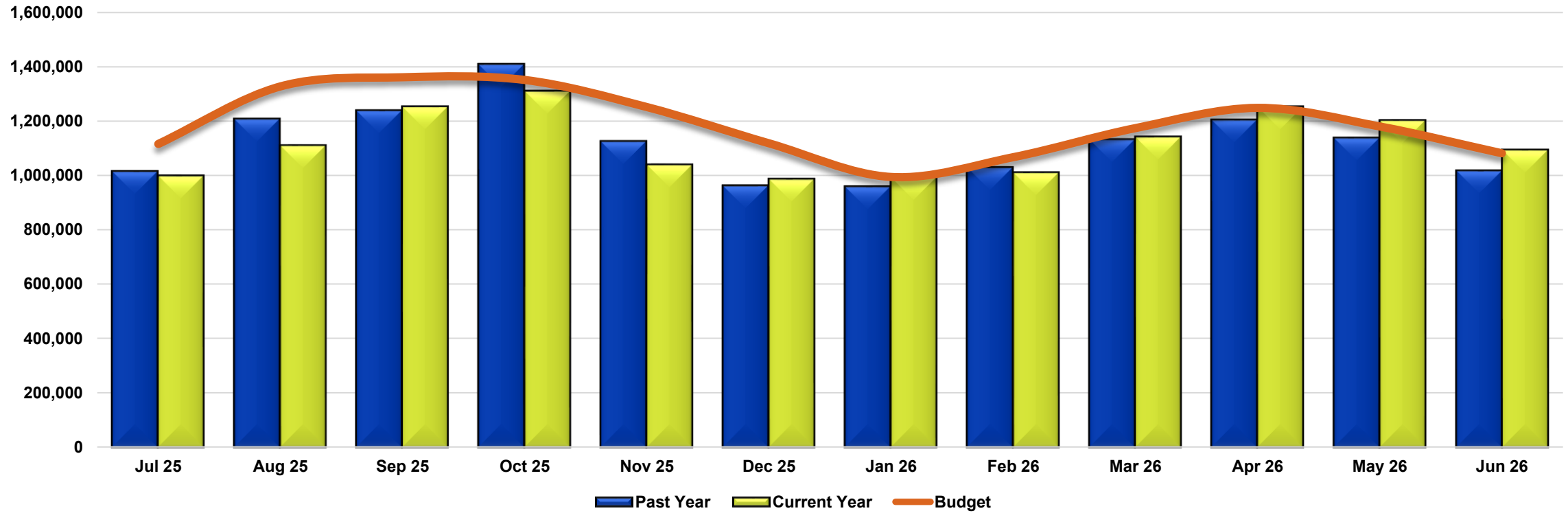


June 2026 Ridership and Service Quality Report

July 23rd, 2026 | SPDI

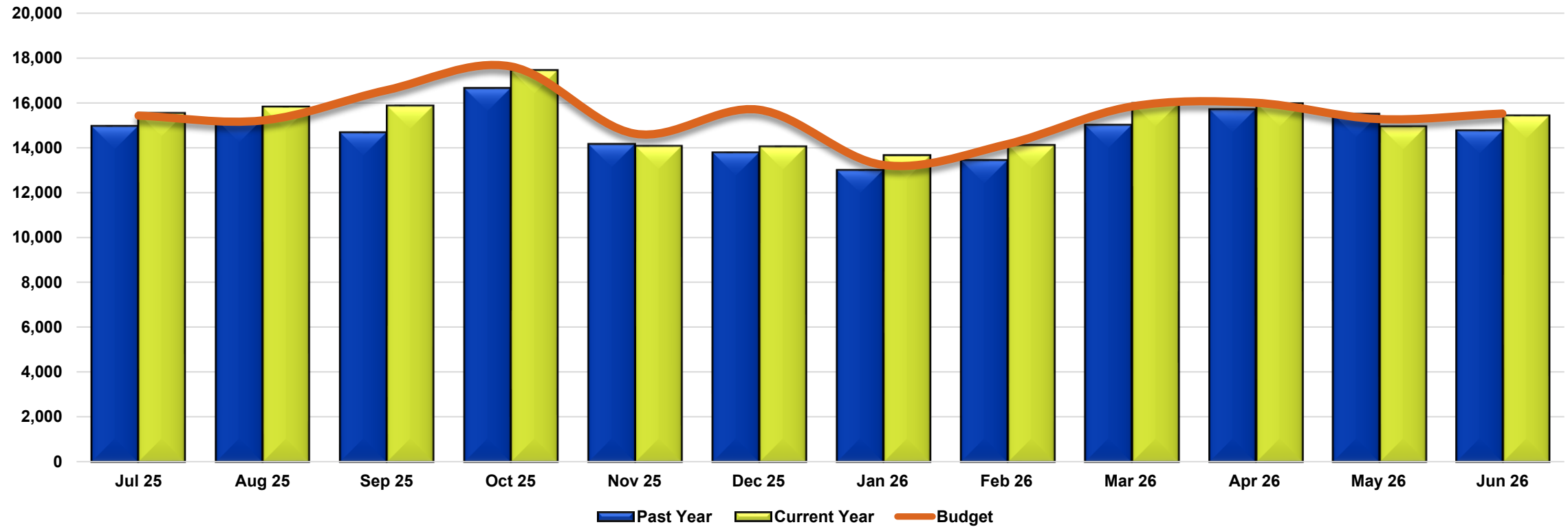


Total Fixed Route Ridership YoY & Budget by Month



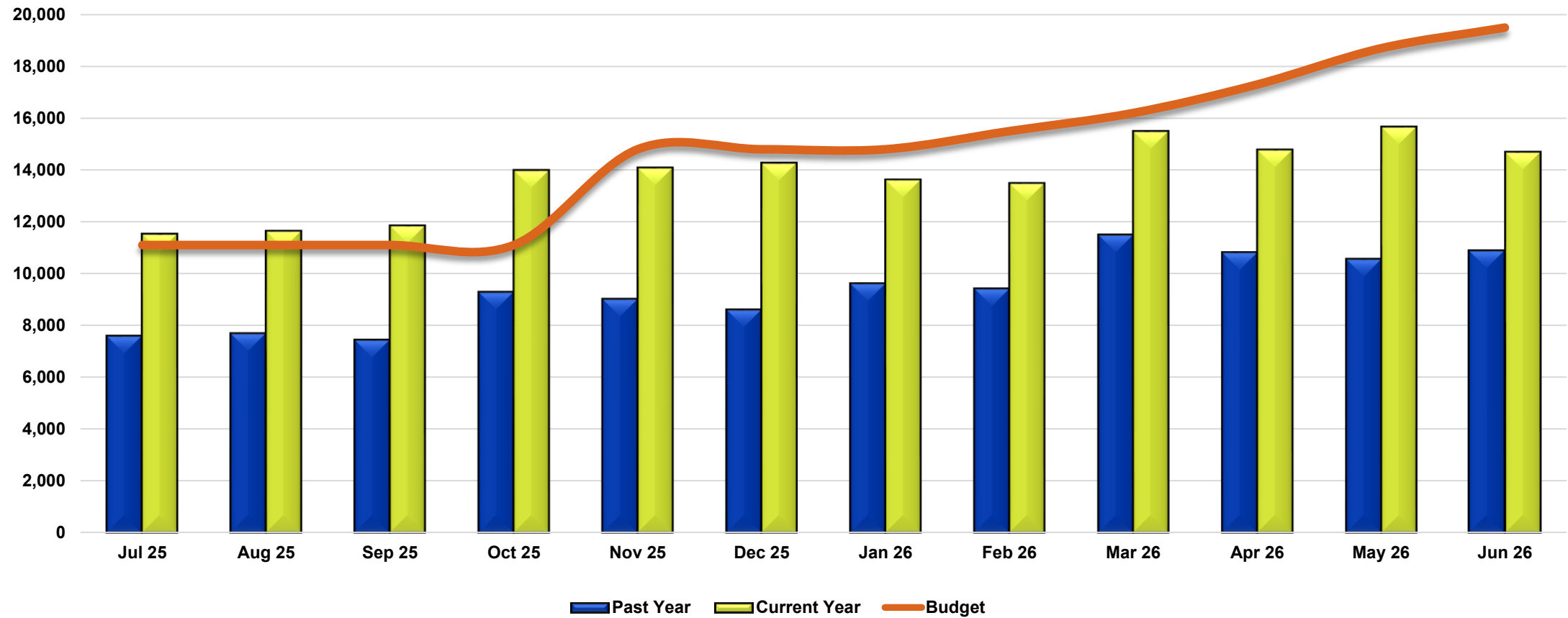
Service	Jun 26 Ridership	Jun 26 Budget	% Budget Variance	Jun 25 Ridership	Jun 26 vs. 25 % Variance
Fixed-Route	1,093,274	1,081,742	1.1%	1,017,449	7.5%
Total (YTD)	6,689,936	6,747,098	-0.8%	6,479,414	3.2%

Total Access Ridership



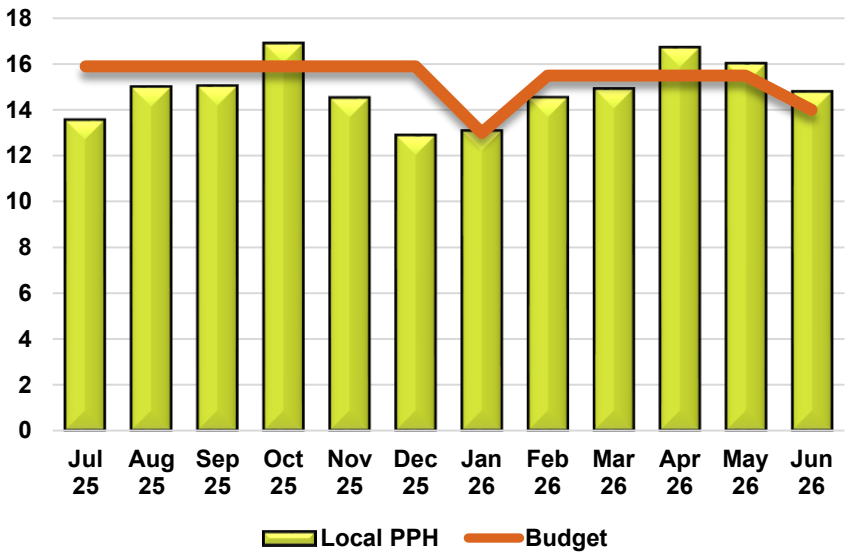
Access	Jun 26 Ridership	Jun 26 Budget	% Budget Variance	Jun 25 Ridership	Jun 26 vs. 25 % Variance
Total	15,419	15,524	-0.7%	14,756	4.5%
Total (YTD)	90,042	90,032	0.0%	87,353	3.1%

Total MetroNow Ridership

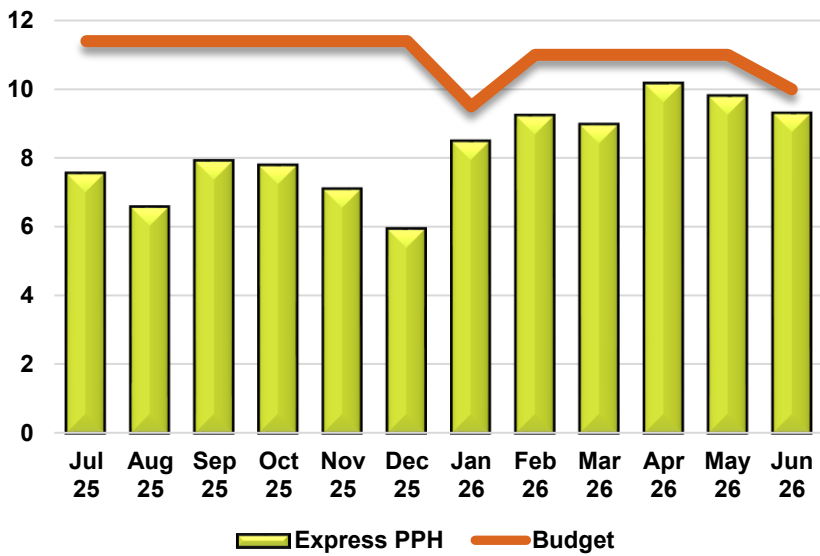


MetroNow	Jun 26 Ridership	Jun 26 Budget	% Budget Variance	Jun 25 Ridership	Jun 26 vs. 25 % Variance
Total	14,684	19,500	-24.7%	10,879	35.0%
Total (YTD)	87,676	103,400	-15.2%	62,708	39.8%

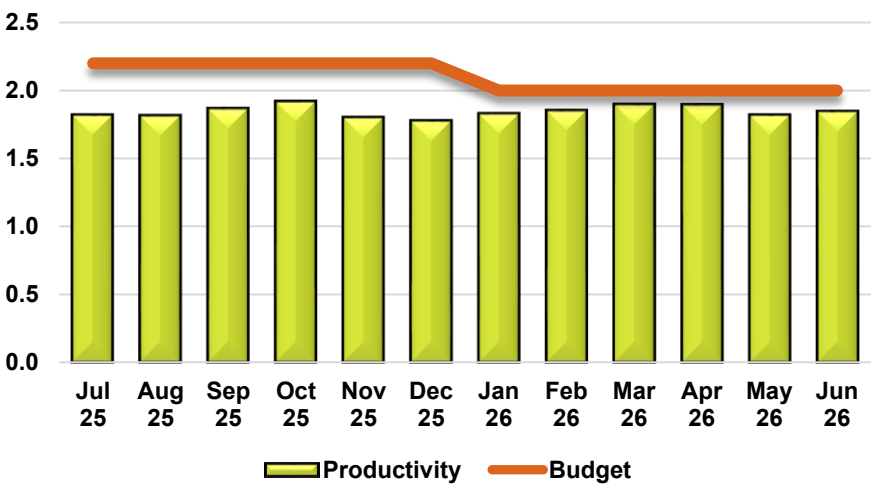
Local Service Productivity



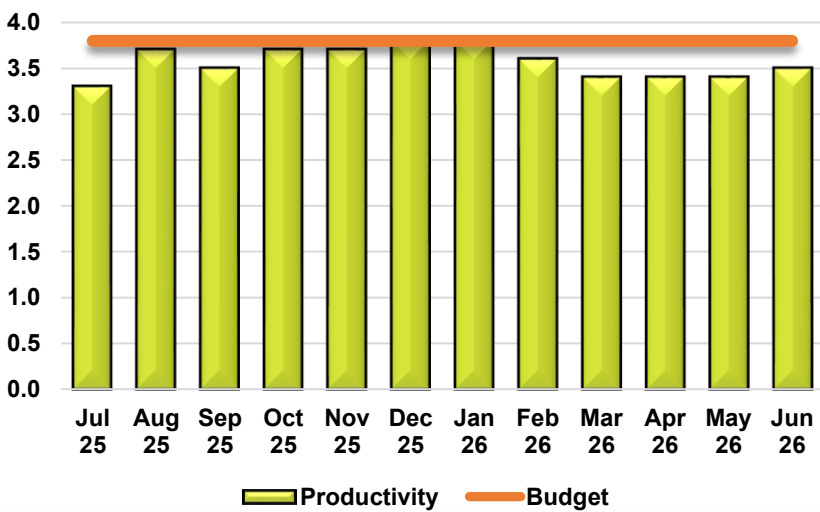
Express Service Productivity



Access Service Productivity



MetroNow Service Productivity



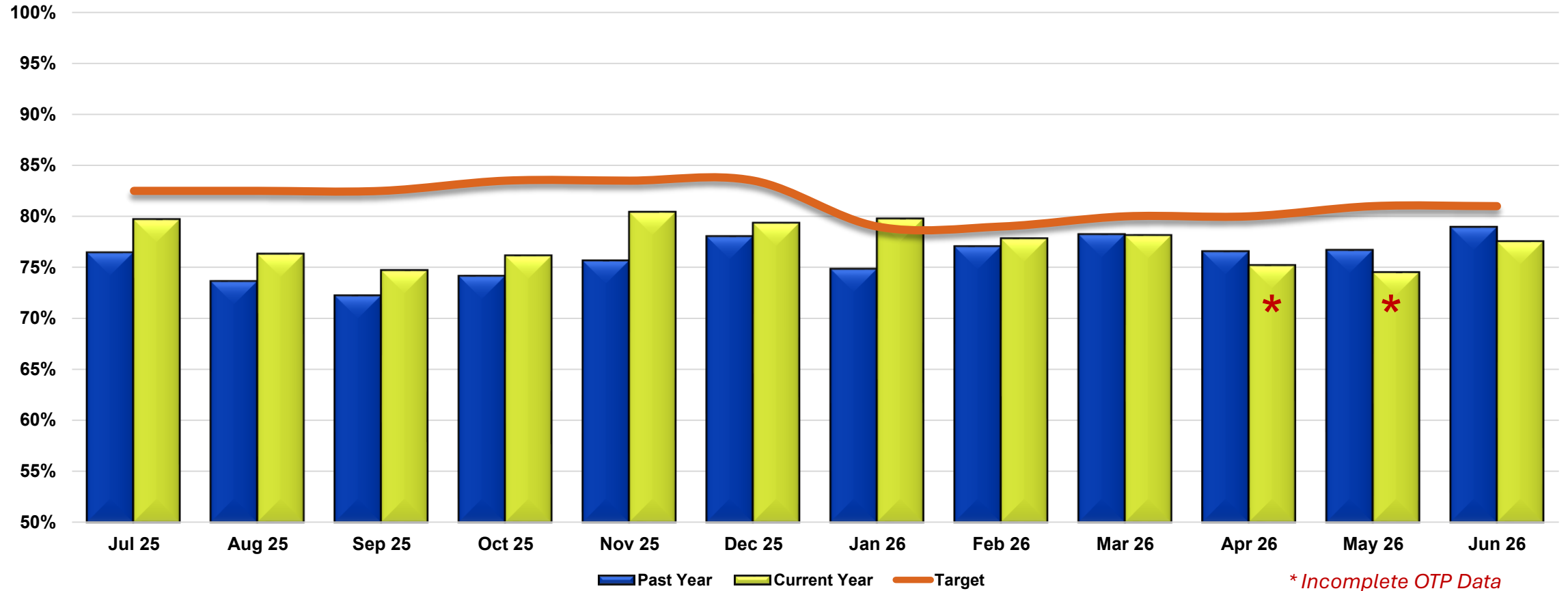
Productivity by Service Type

Service Type	Jun 26 Actual	Jun 26 Budget	Variance
Local Pass/Hour	14.8	14.0	0.8
Express Pass/Hour	9.3	10.0	-0.7
Access Pass/Hour	1.84	2	-0.2
MetroNow Pass/Hour	3.5 *	3.8	-0.3

*Mature zones reported

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

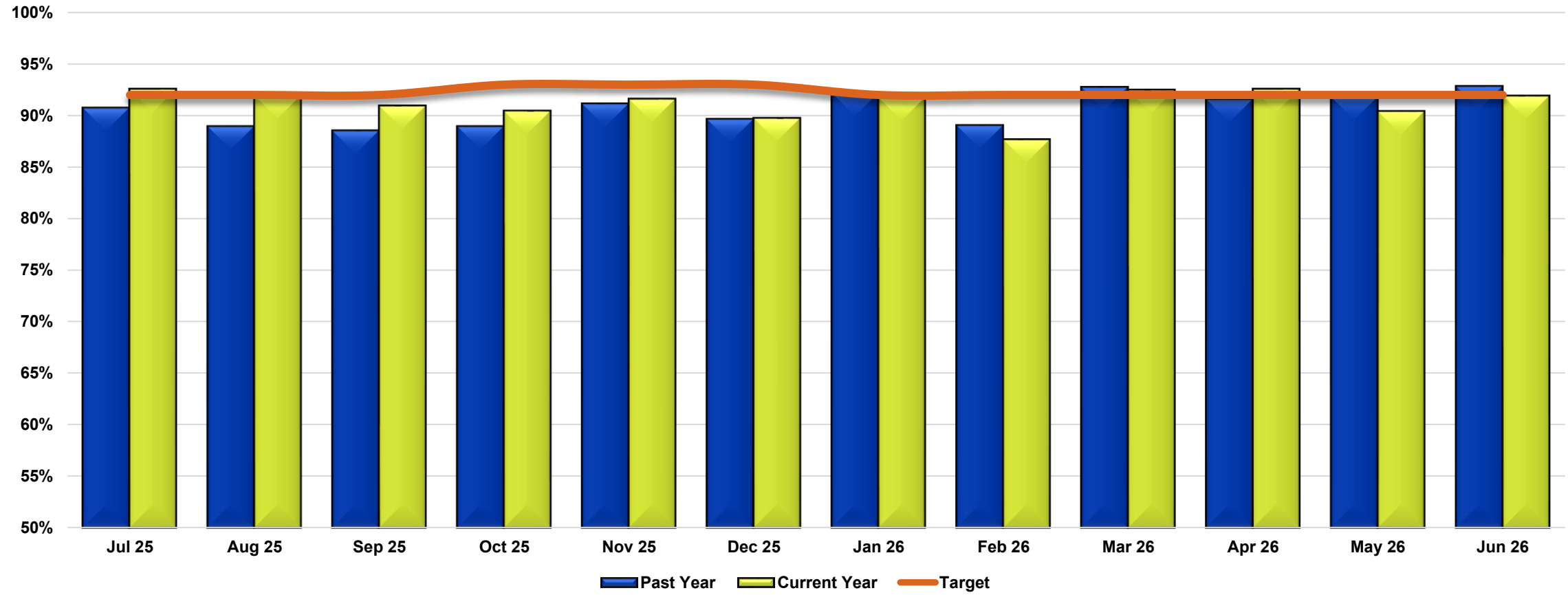
Fixed-Route On-Time Performance



Fixed-Route Service	Jun 26 Actual	Jun 26 KPI Target	Target Variance
On-Time Performance	77.5%	81.0%	-3.5%

*percentage points

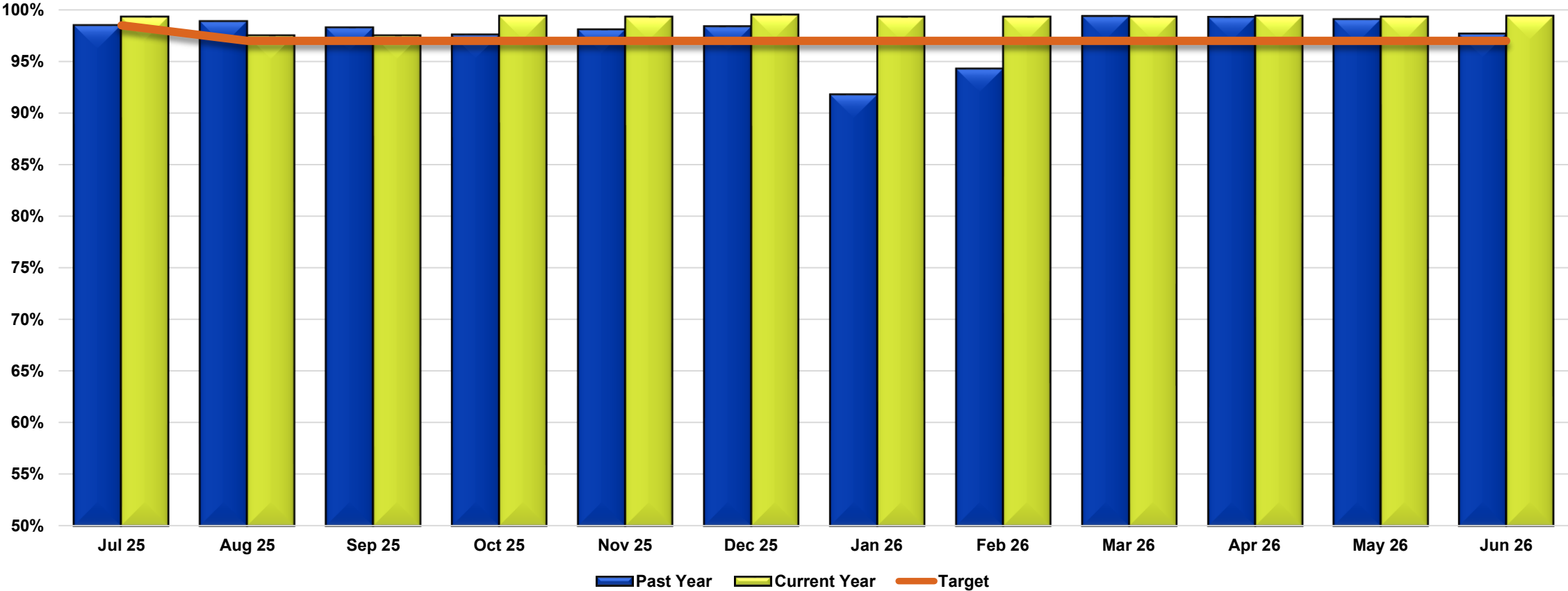
Access On-Time Performance



Access Service	Jun 26 Actual	Jun 26 KPI Target	Target Variance
On-Time Performance	91.9%	92.0%	-0.1%

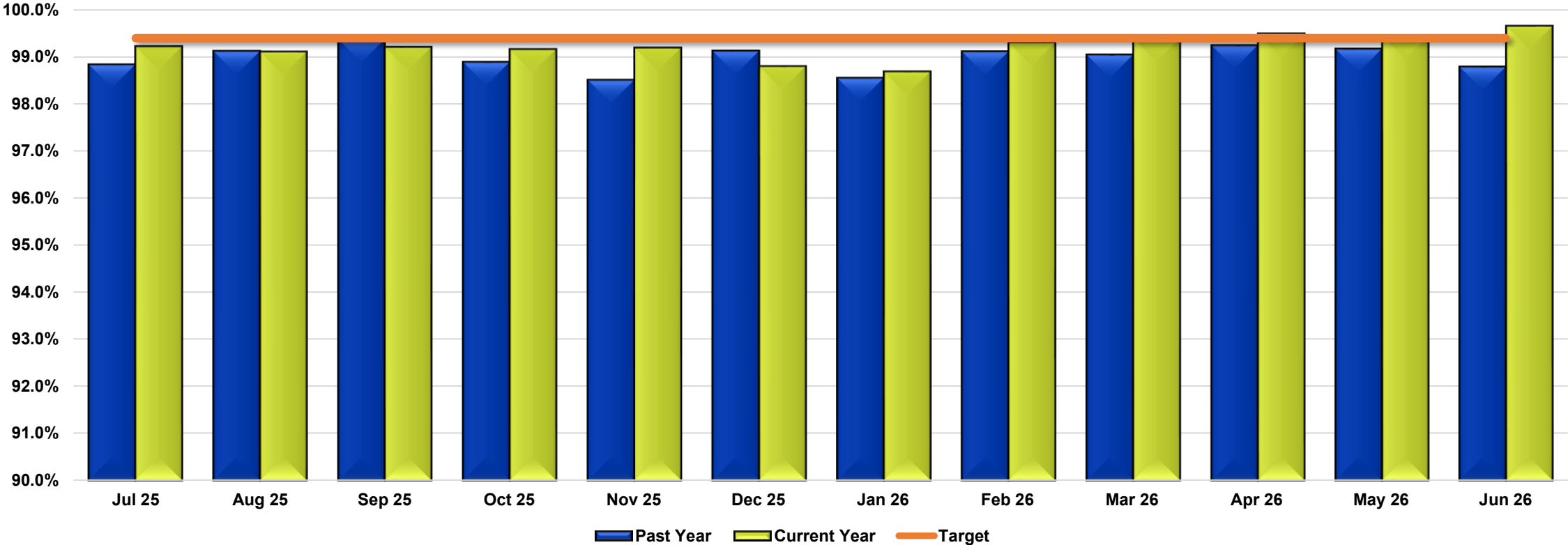
**percentage points*

MetroNow On-Time Performance



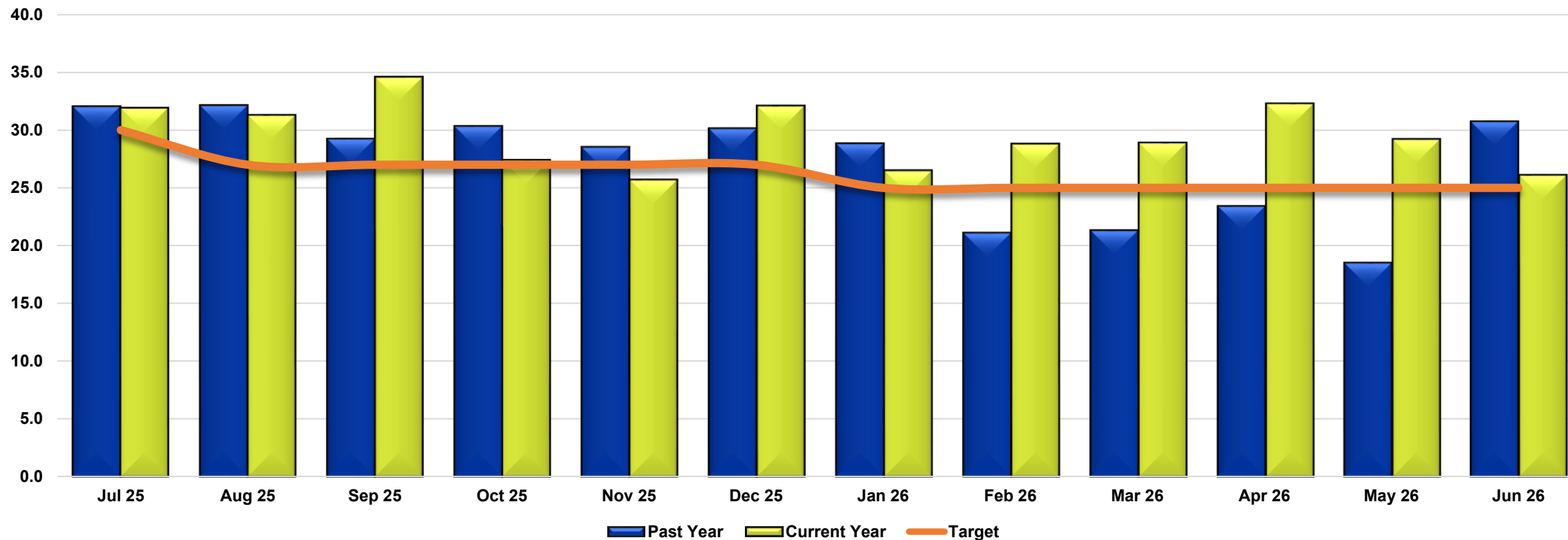
MetroNow Service	Jun 26 Actual	Jun 26 KPI Target	Target Variance
On-Time Performance	99.4%	97.0%	2.4%

Fixed-Route Service Reliability



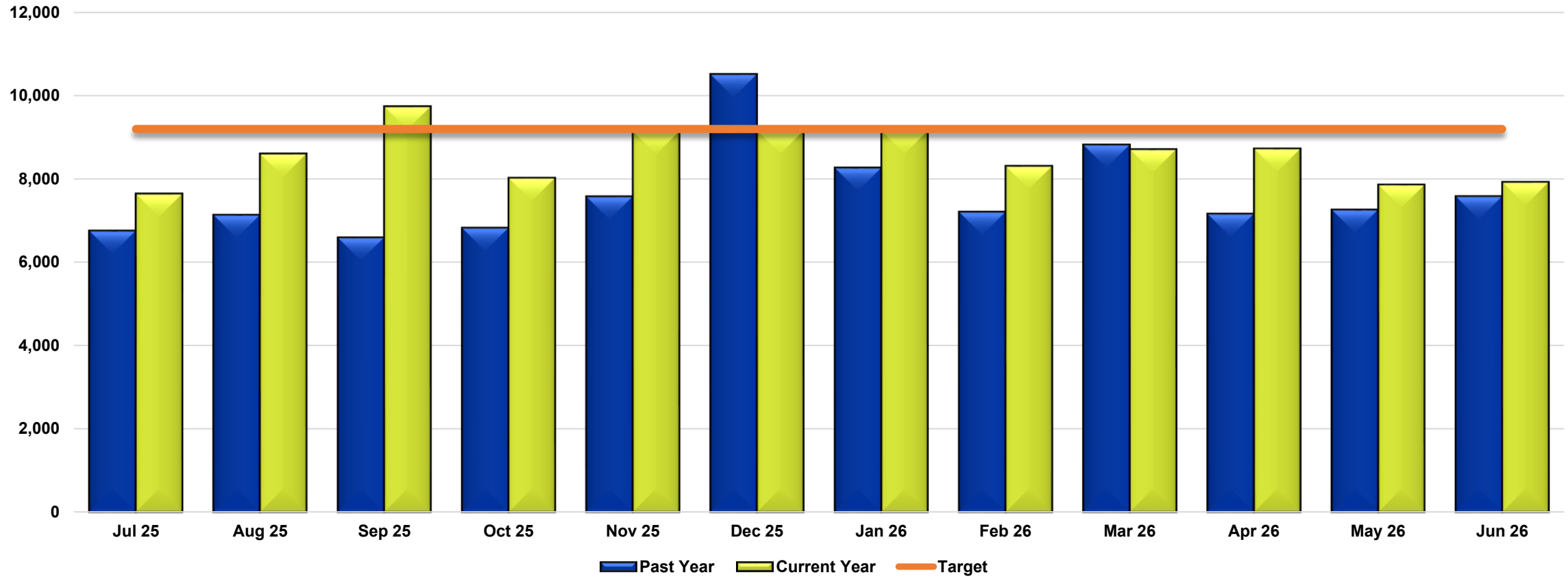
Fixed-Route Service	Jun 26 Actual Missed Trips	Jun 26 Trips Scheduled	% of Trips Operated	Monthly Target
Missed Trips	254	73,854	99.7%	99.4%

Customer Service Reports per 100k Rides



Fixed-Route Service	Jun 26 Reports Per 100k Rides Made	Jun 26 Reports Per 100k Rides Target	Jun 26 Target Per 100k Rides Variance	Jun 25 Reports Per 100k Rides Made	Jun 26 vs 25 Reports Per 100k Rides Variance
Customer Service Reports	26.1	25.0	1.1	30.7	-4.6

Fixed-Route Miles between Mechanical Service Interruptions



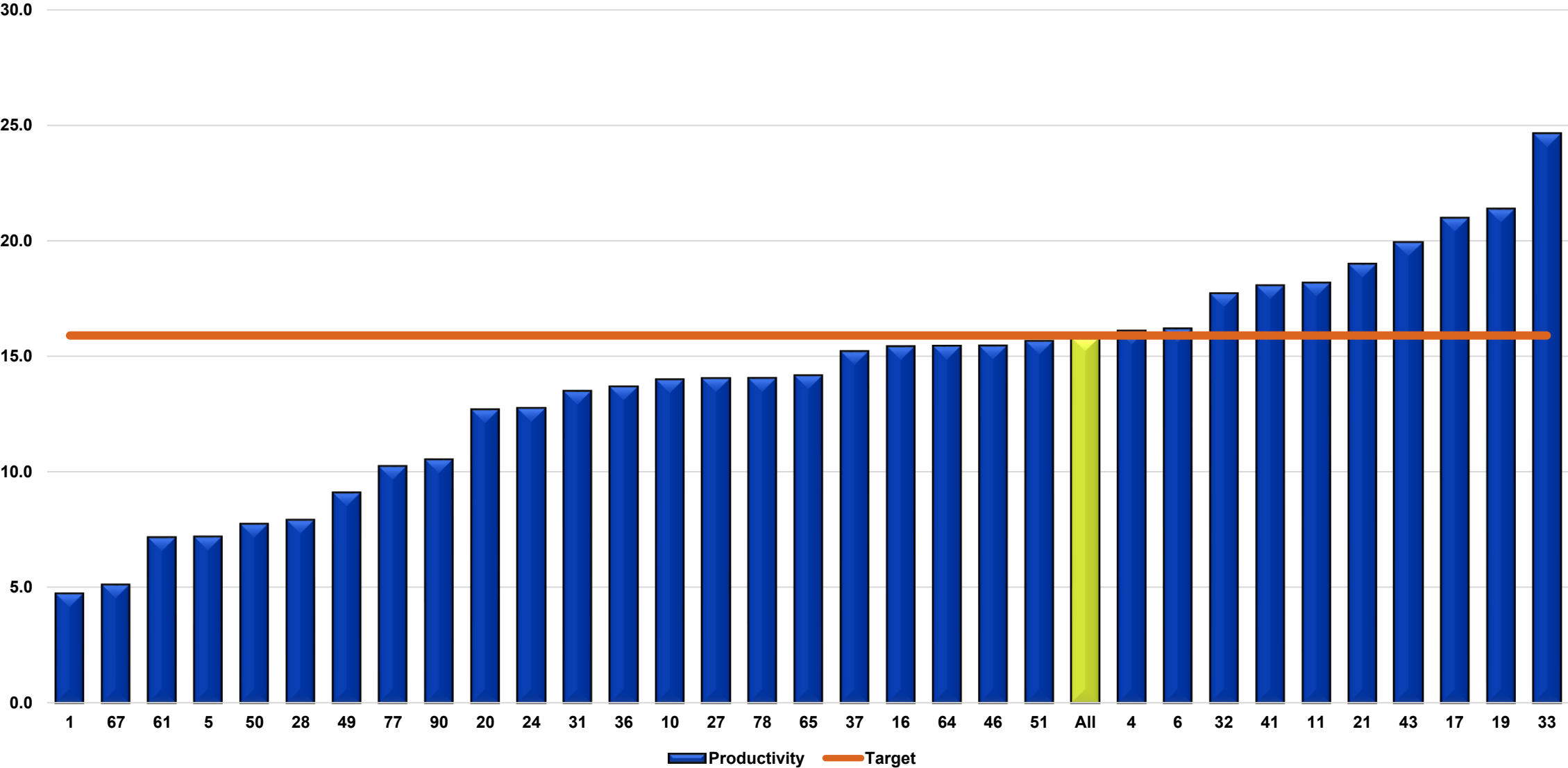
Fixed-Route Service	Jun 26 MSI Actual	Jun 26 MSI Target	Jun 26 Target Variance	Jun 25 MSI Actual	Jun 26 vs. 25 MSI Variance
Miles Between Mechanical Service Interruptions (MSI)	7,924	9,200	-1,276	7,579	345



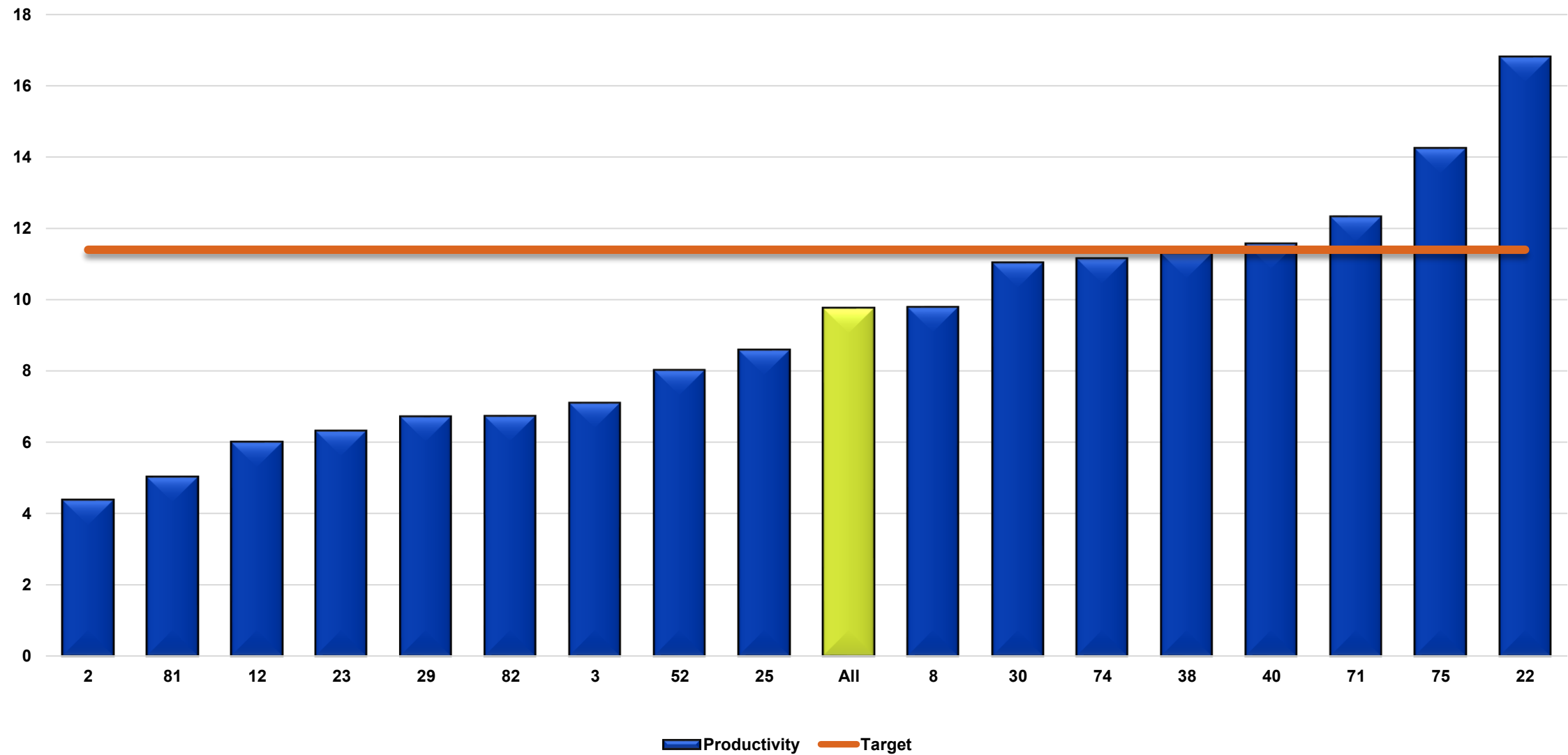
Route by Route KPIs – Q2

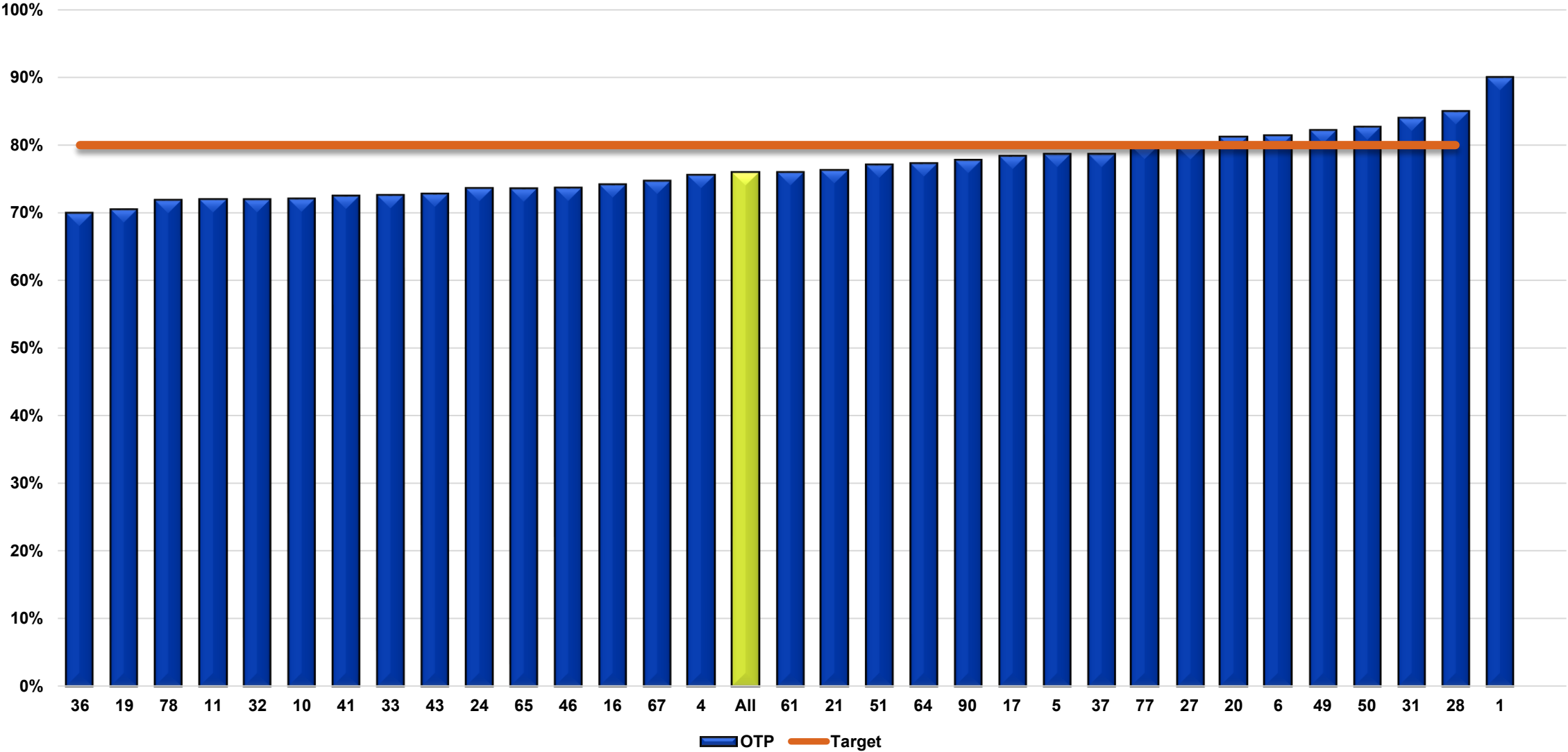
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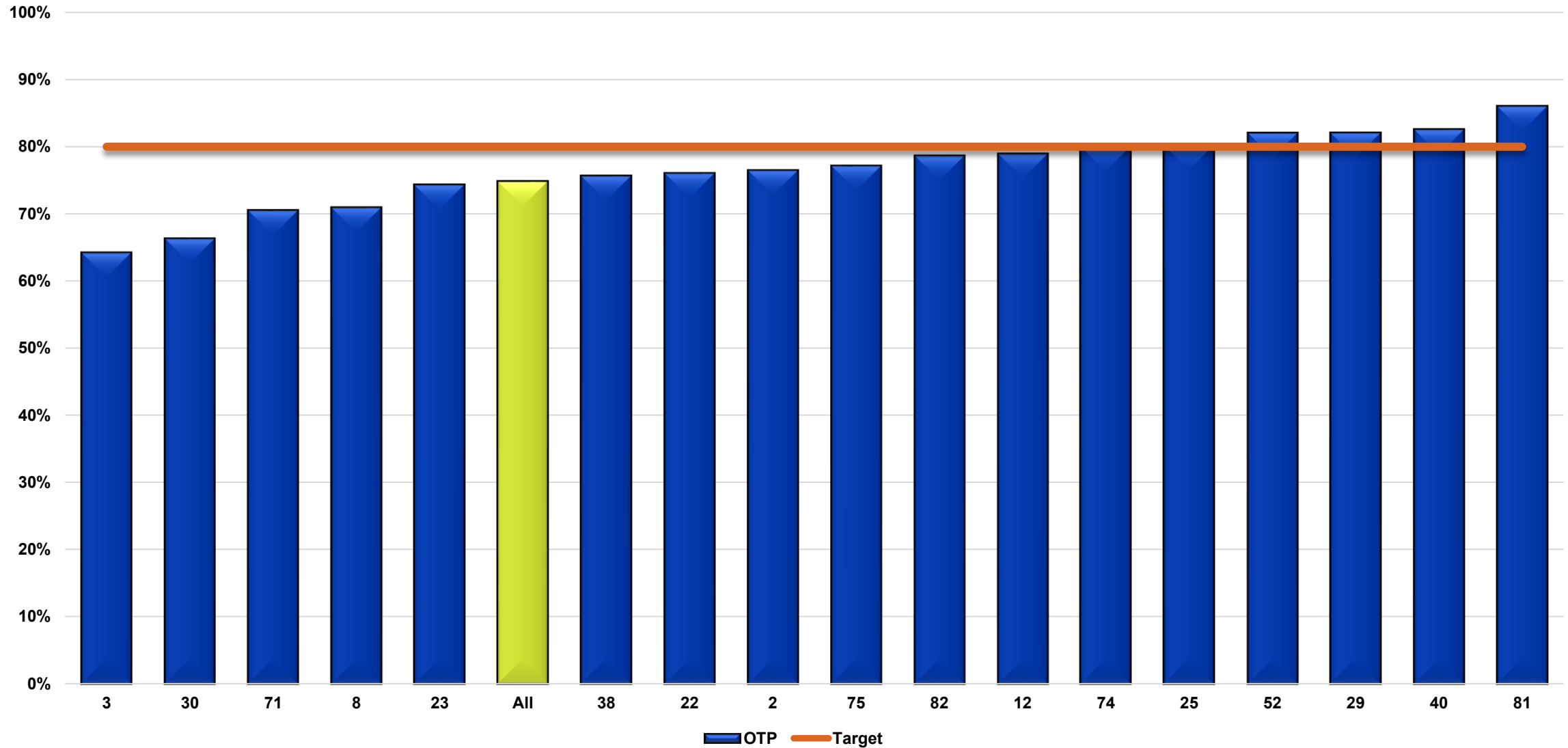


Express & Commuter Productivity





Express & Commuter OTP





2026 Customer Satisfaction Survey Results

July 23, 2026— Planning & Operations Committee



Overview

- **Methodology**
- **Demographics**
- **Usage**
- **Satisfaction, Importance, Trends and Benchmarks**
- **Importance-Satisfaction Analysis**
- **Summary/Conclusion**





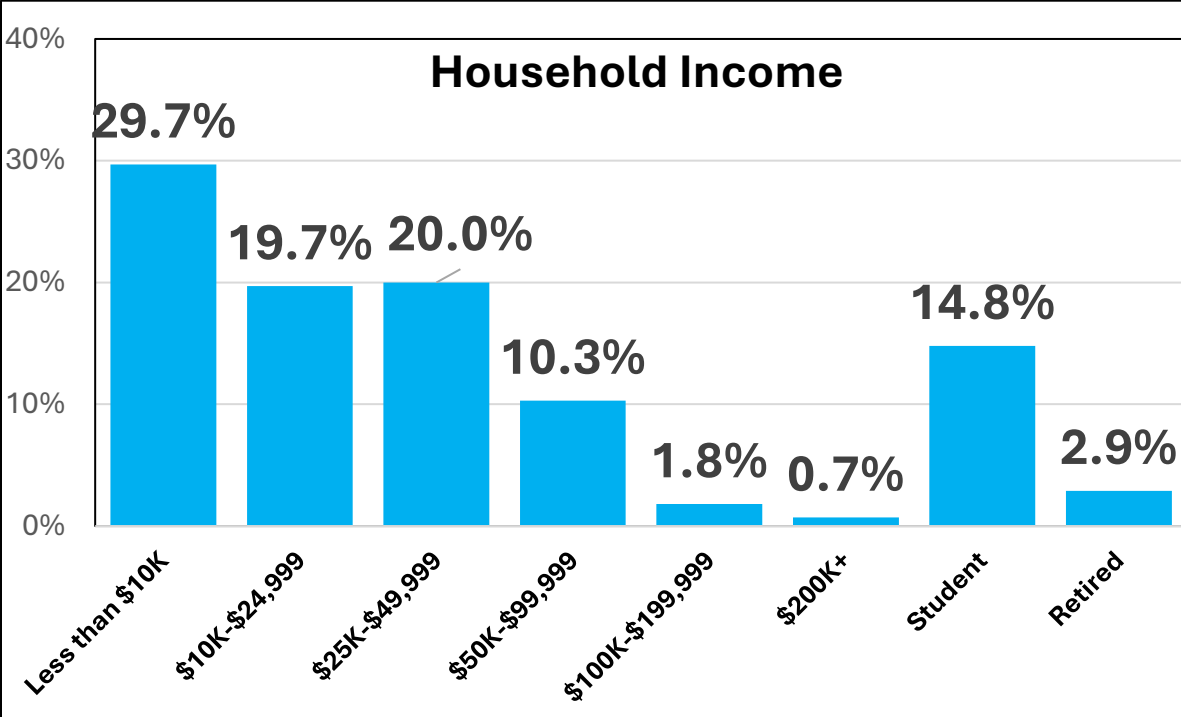
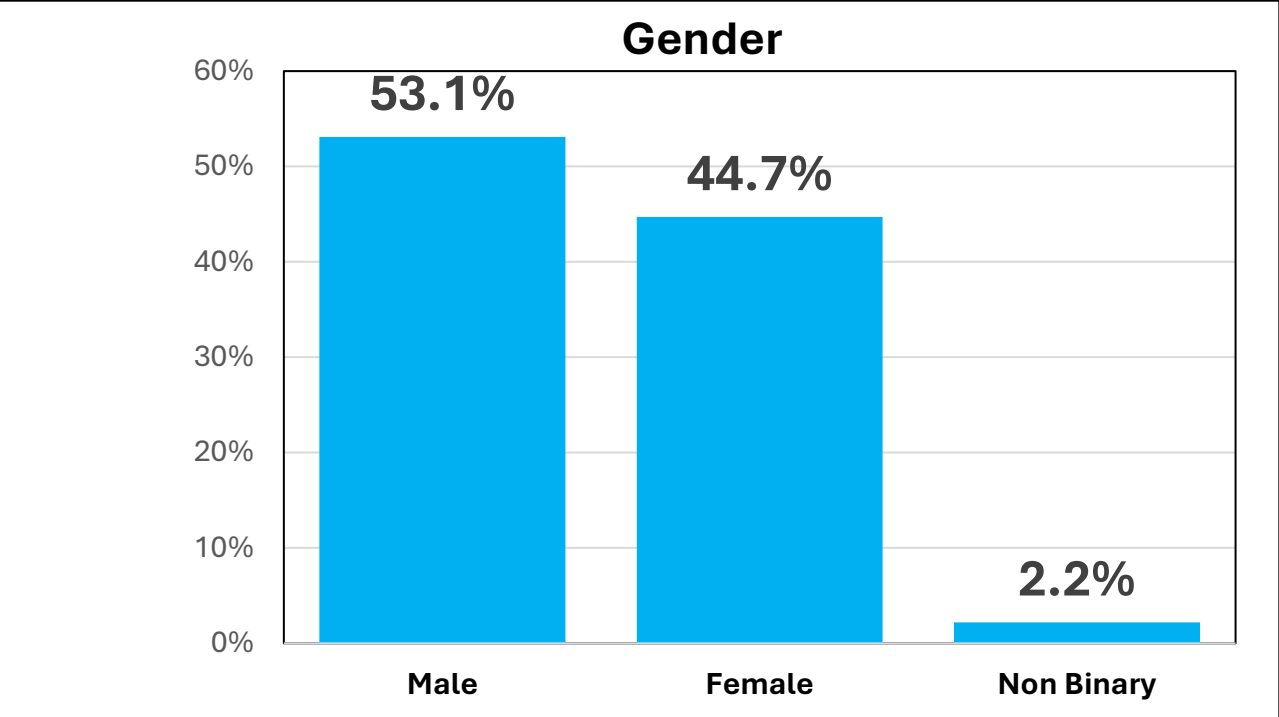
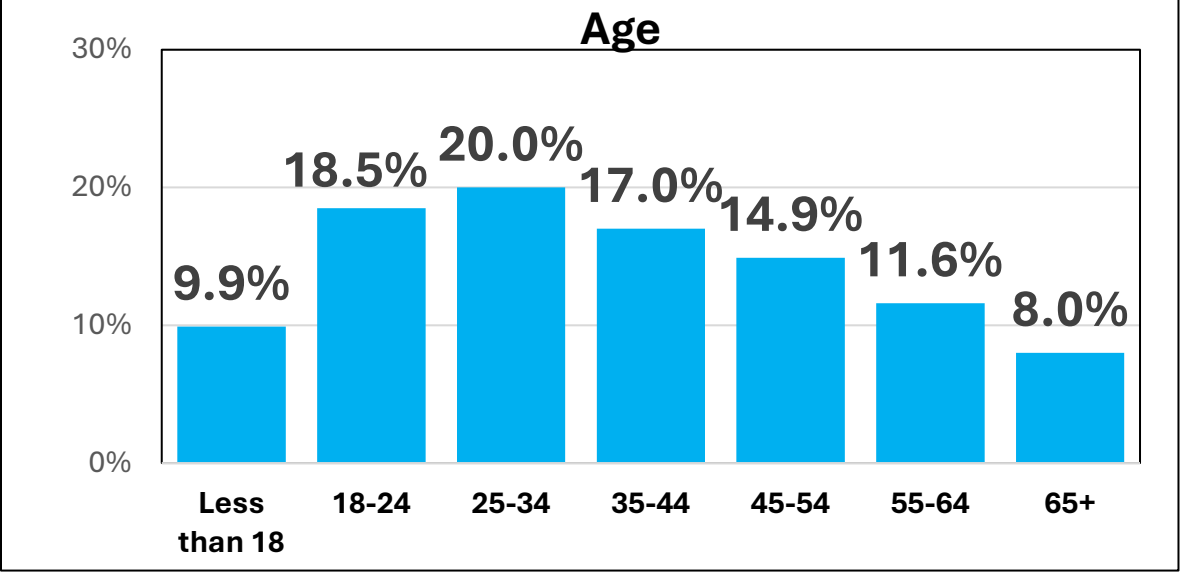
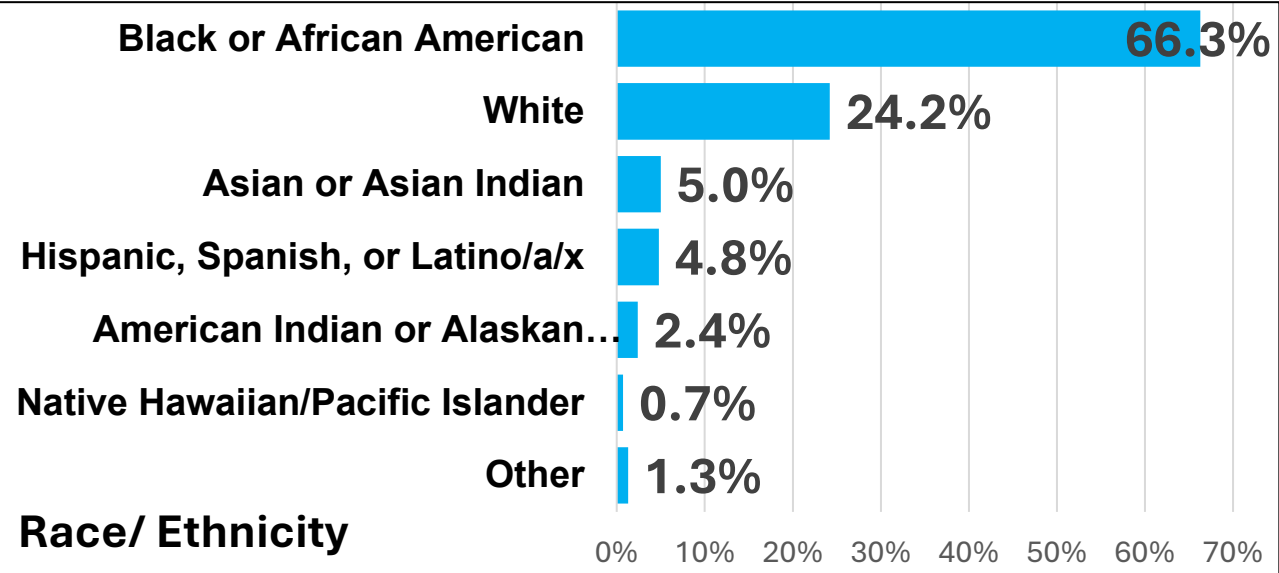
Fixed-Route

Fixed-Route Methodology

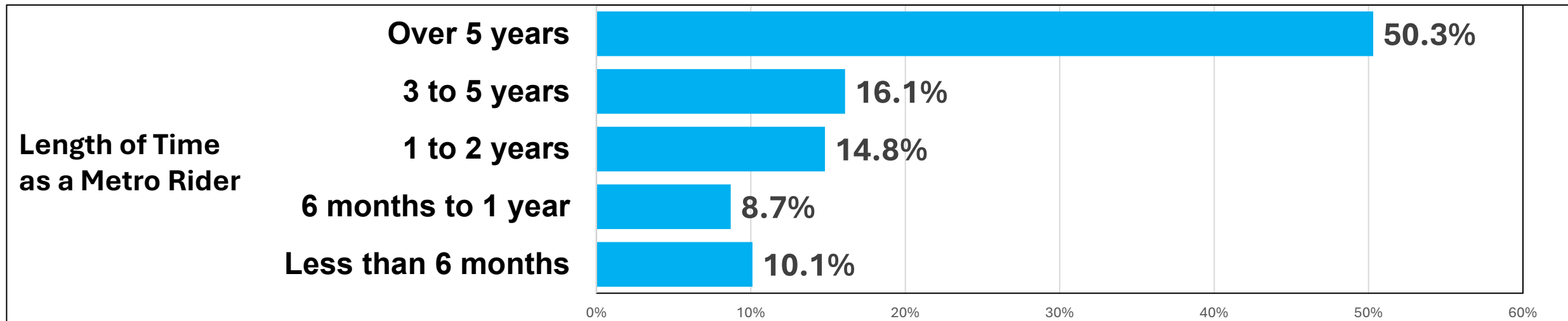
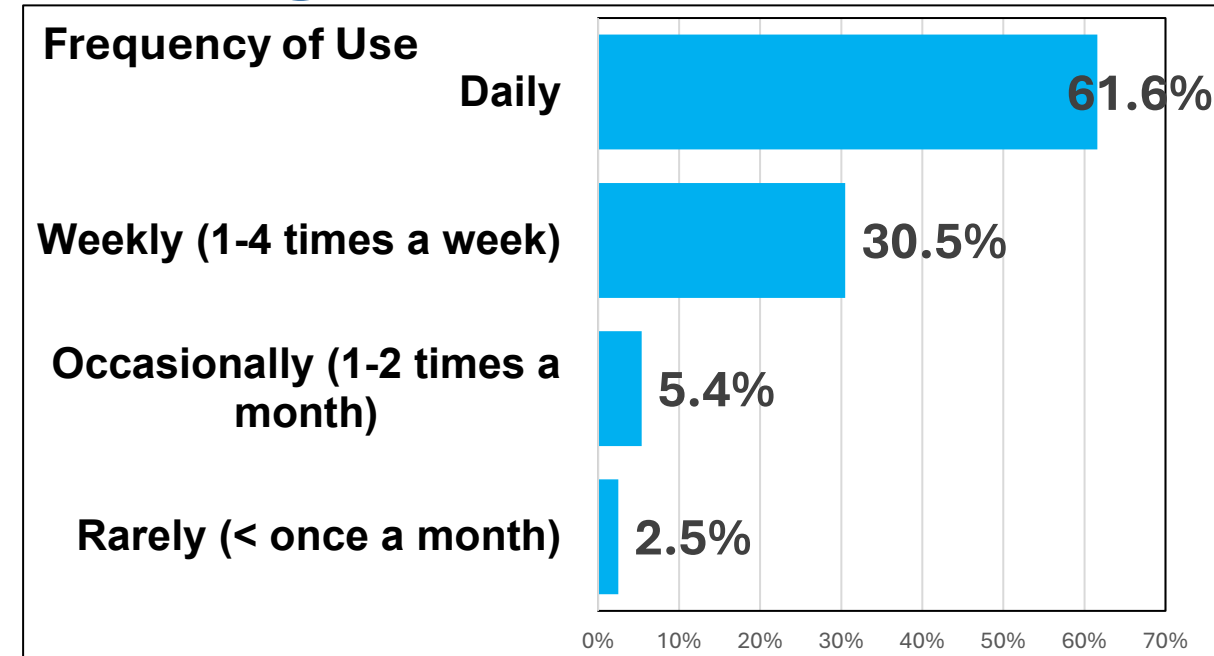
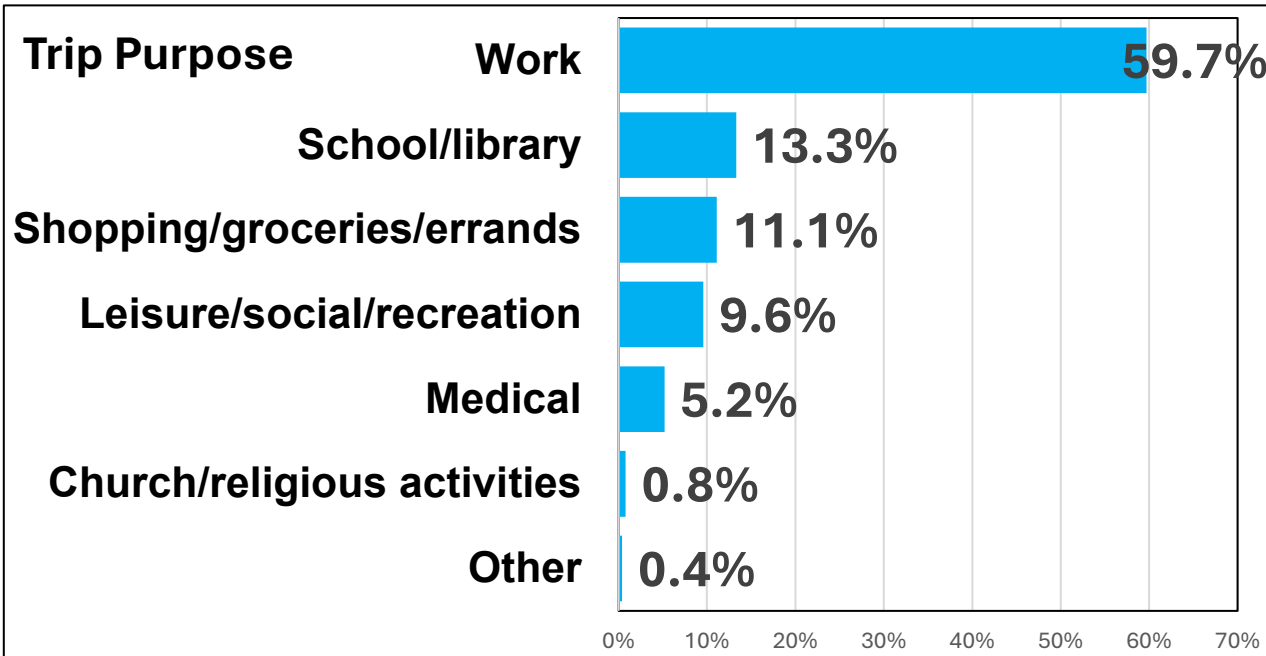
- **Survey period:** March 2026
- **Distribution:** paper intercept surveys administered by ETC Institute
 - All metro fixed route bus lines
 - During regular service hours (6:00 am-10:00 pm)
- Survey staff-maintained coverage across all fixed-route services, ensuring that data reflected the diversity of the metro ridership base, routes, and service times
- Target sample: 2,000
- **2,007 completed surveys** (+/- 2.2% at the 95% confidence level)

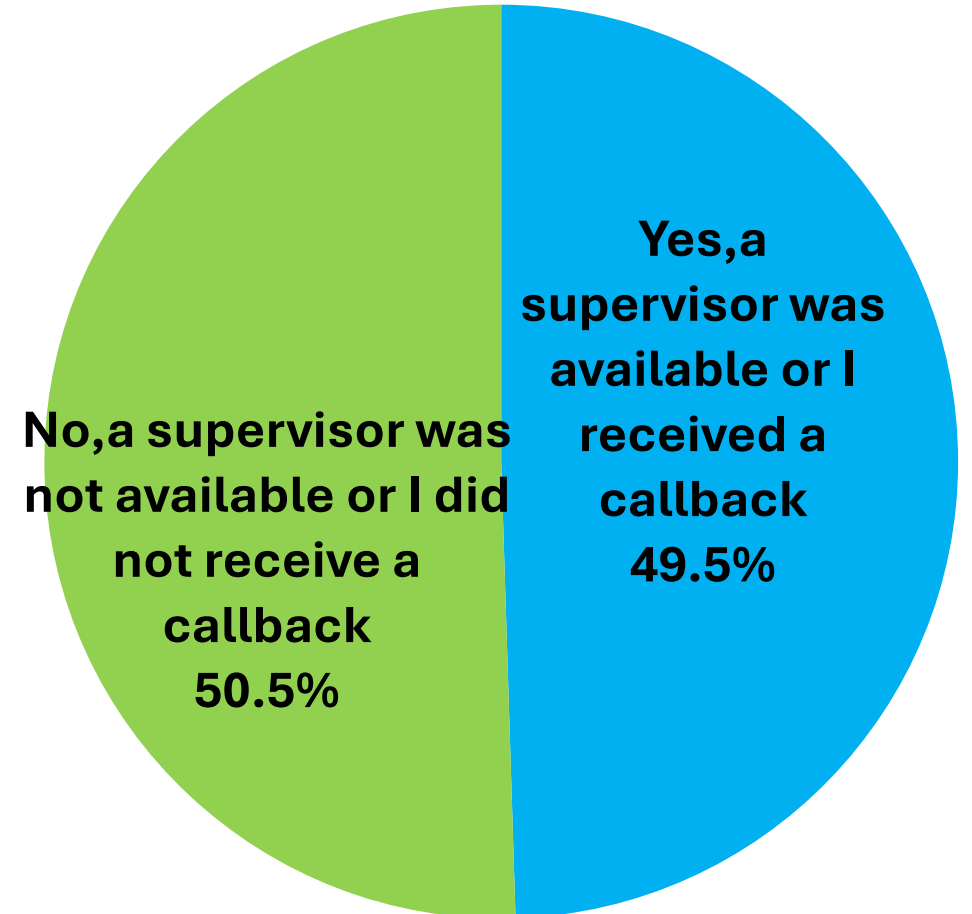
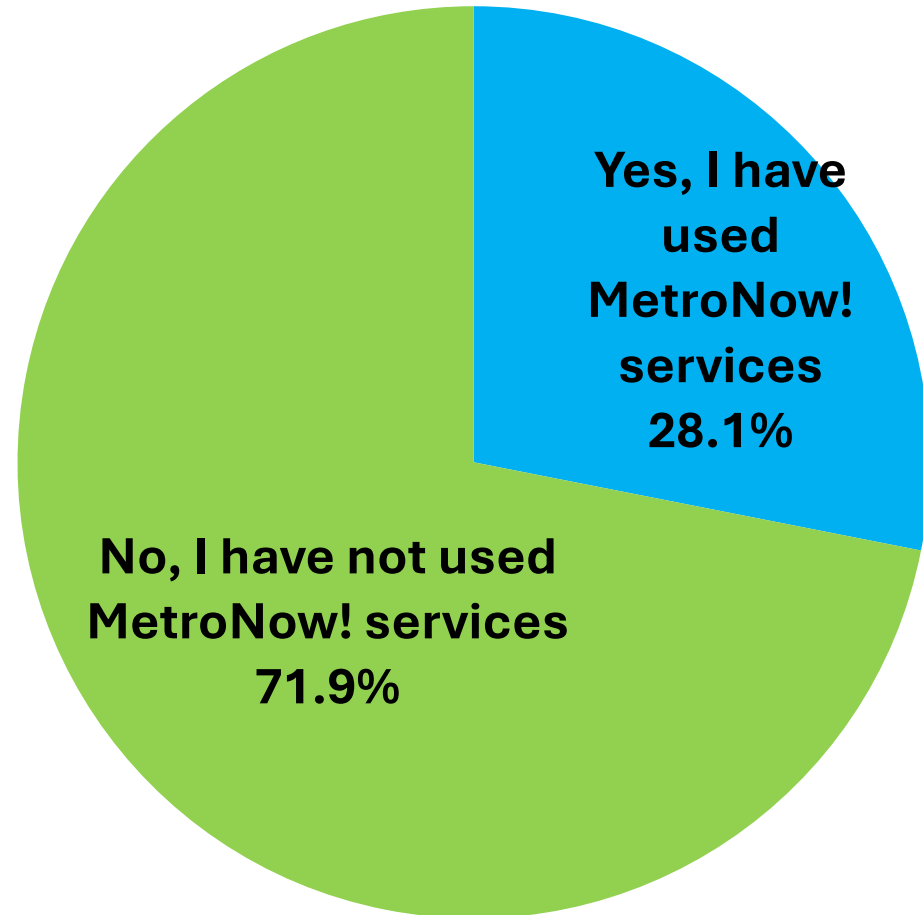


Fixed-Route Rider Demographics

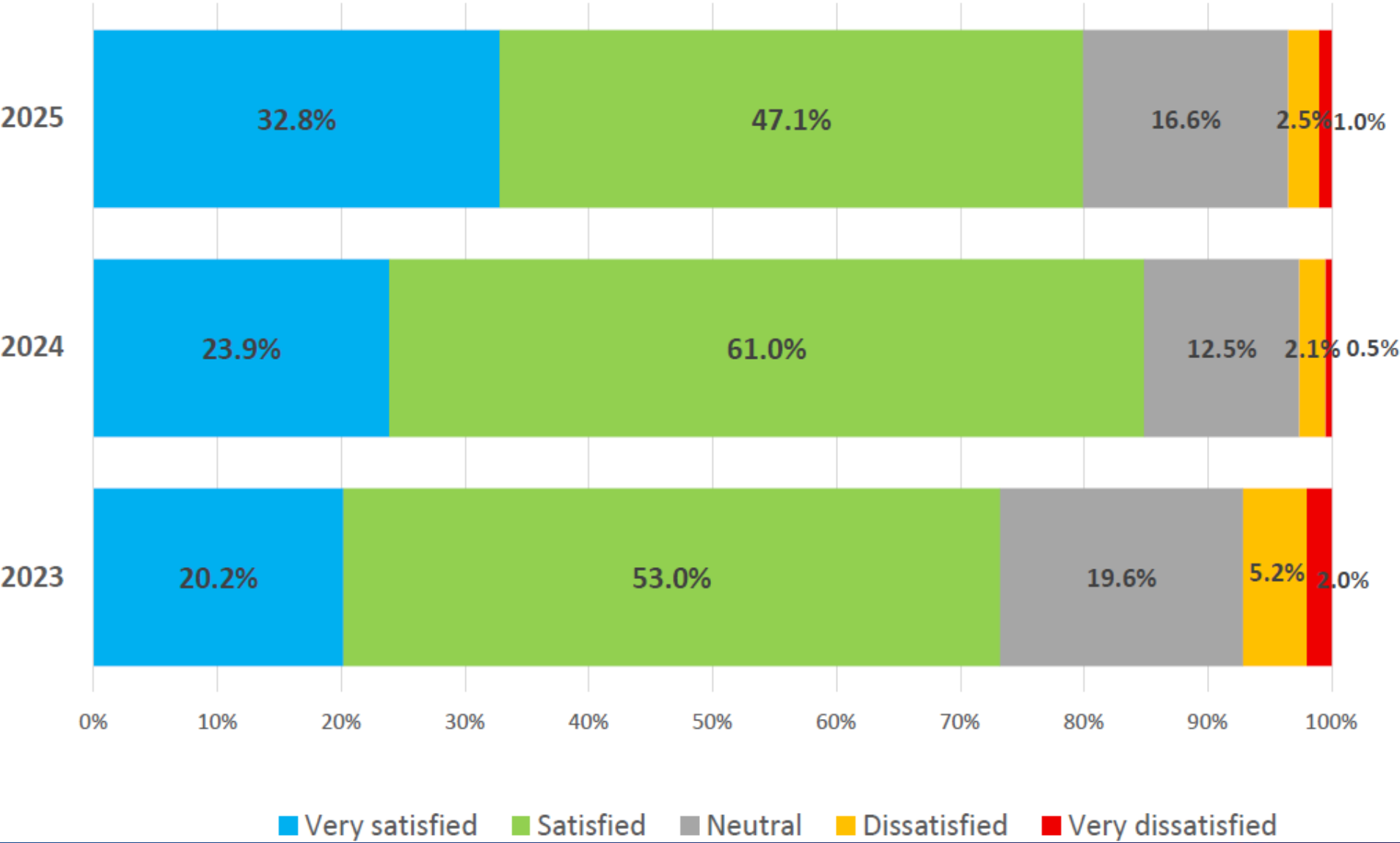


Fixed-Route Rider Demographics





Overall Satisfaction with Metro Fixed-Route



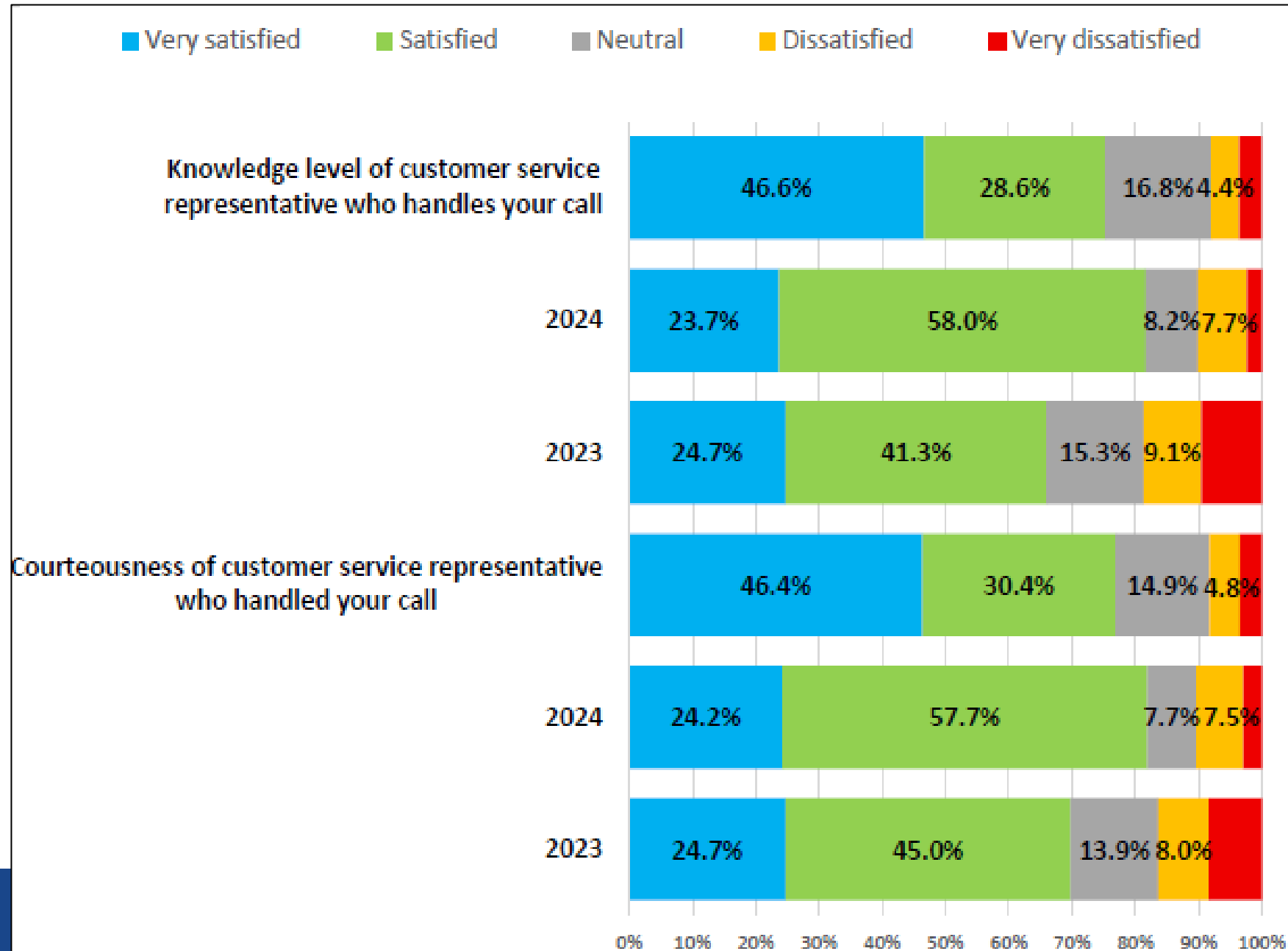
Satisfaction w/ Metro Service Items – Part 2

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Safety while waiting at bus stops					
2025	36.8%	33.4%	22.6%	4.9%	2.3%
2024	19.0%	52.4%	20.5%	6.2%	2.0%
2023	19.1%	45.9%	23.2%	9.0%	2.9%
Reliability of Transit app					
2025	43.4%	28.9%	18.9%	5.4%	3.5%
Professionalism & courteousness of bus operators					
2025	42.2%	32.1%	17.6%	5.6%	2.5%
2024	28.4%	46.4%	17.6%	5.1%	2.5%
2023	22.3%	40.4%	22.3%	10.6%	4.5%
Safety while riding Metro buses					
2025	46.1%	33.2%	16.5%	2.3%	1.9%
2024	25.9%	51.1%	17.3%	4.3%	1.5%
2023	25.2%	48.7%	18.7%	4.5%	2.9%
Ability to get route & schedule information					
2025	51.6%	32.4%	11.8%	2.9%	1.3%
2024	31.2%	53.4%	12.3%	2.3%	0.9%
2023	27.9%	47.6%	16.4%	5.5%	2.6%

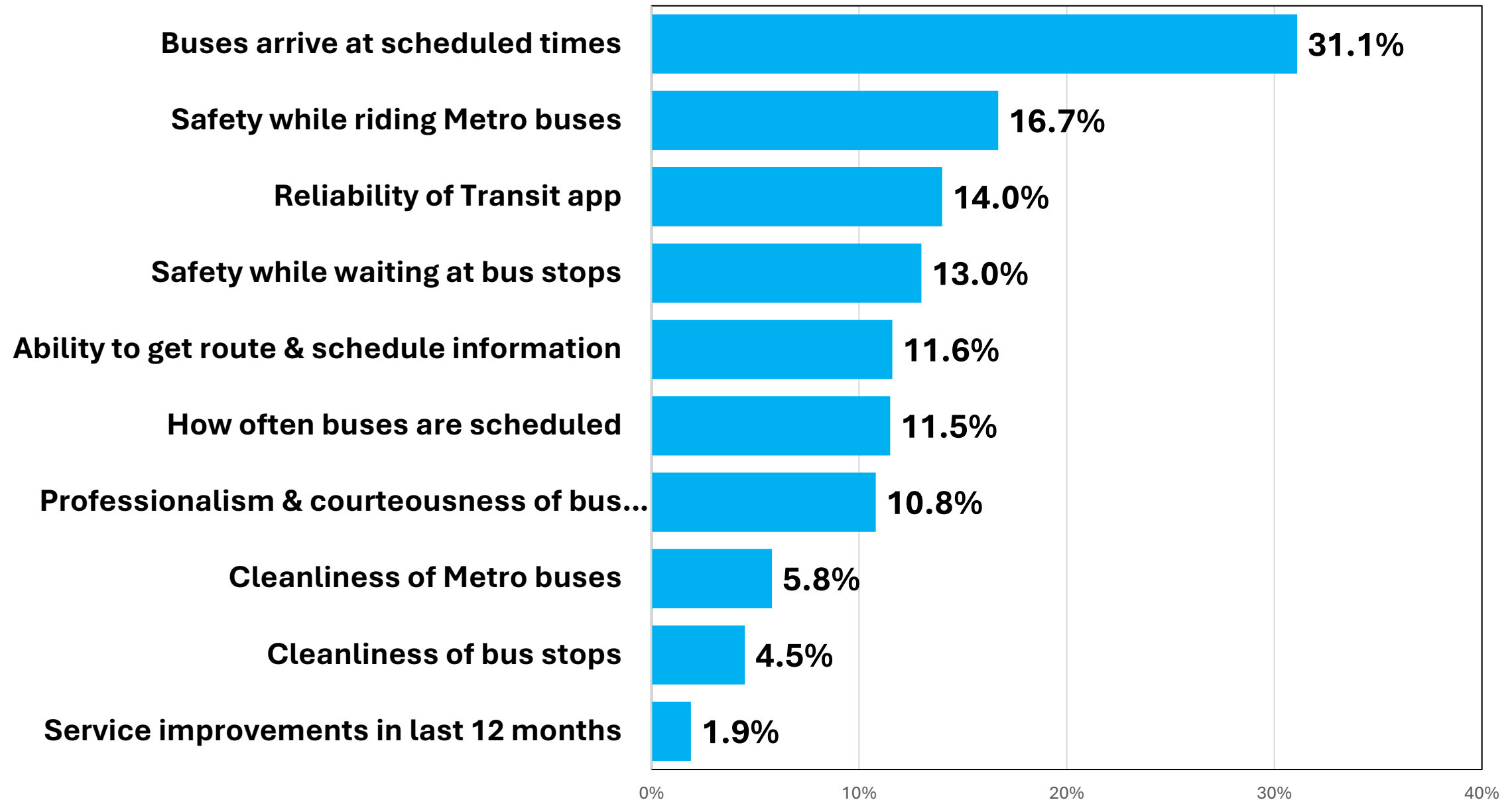
Satisfaction w/ Metro Service Items – Part 3

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Cleanliness of bus stops					
2025	29.8%	31.3%	28.2%	8.0%	2.7%
2024	14.4%	45.3%	24.9%	13.6%	2.0%
2023	12.5%	32.3%	30.8%	19.0%	5.4%
Cleanliness of Metro buses					
2025	31.9%	29.6%	29.1%	6.9%	2.6%
2024	16.8%	47.8%	25.3%	7.2%	3.0%
2023	14.3%	33.9%	30.1%	16.1%	5.7%
Service improvements in last 12 months					
2025	33.9%	30.4%	28.5%	5.0%	2.2%
2024	20.7%	52.1%	22.8%	3.3%	1.0%
Buses arrive at scheduled times					
2025	31.4%	33.6%	22.8%	8.4%	3.8%
2024	17.8%	50.0%	21.5%	7.8%	2.9%
2023	12.6%	36.1%	26.4%	17.8%	7.1%
How often buses are scheduled					
2025	35.5%	33.4%	21.7%	6.9%	2.5%
2024	21.6%	53.3%	16.2%	6.8%	2.0%
2023	15.7%	40.8%	20.7%	16.1%	6.7%

Contact and Satisfaction with Customer Service



Importance Ratings of Metro Service Items



Importance-Satisfaction Analysis: Fixed-Route

Importance-Satisfaction Analysis Ratings

2026 Metro Fixed Route Customer Satisfaction Survey

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	I-S Rating	I-S Rating Rank
Highest Priority						
Buses arrive at scheduled times	31.1%	1	65.0%	7	0.1089	1
Reliability of Transit app	14.0%	3	72.3%	4	0.0388	2
Safety while waiting at bus stops	13.0%	4	70.2%	5	0.0387	3
How often buses are scheduled	11.5%	6	68.9%	6	0.0358	4
Safety while riding Metro buses	16.7%	2	79.3%	2	0.0346	5
Professionalism & courteousness of bus operators	10.8%	7	74.3%	3	0.0278	6
Cleanliness of Metro buses	5.8%	8	61.5%	9	0.0223	7
Ability to get route & schedule information	11.6%	5	84.0%	1	0.0186	8
Cleanliness of bus stops	4.5%	9	61.1%	10	0.0175	9
Service improvements in last 12 months	1.9%	10	64.3%	8	0.0068	10

Buses arriving at scheduled times, ranking 1st out of 10 in importance, and 7th out of 10 in satisfaction, ranked as the highest priority for Fixed Route Service.



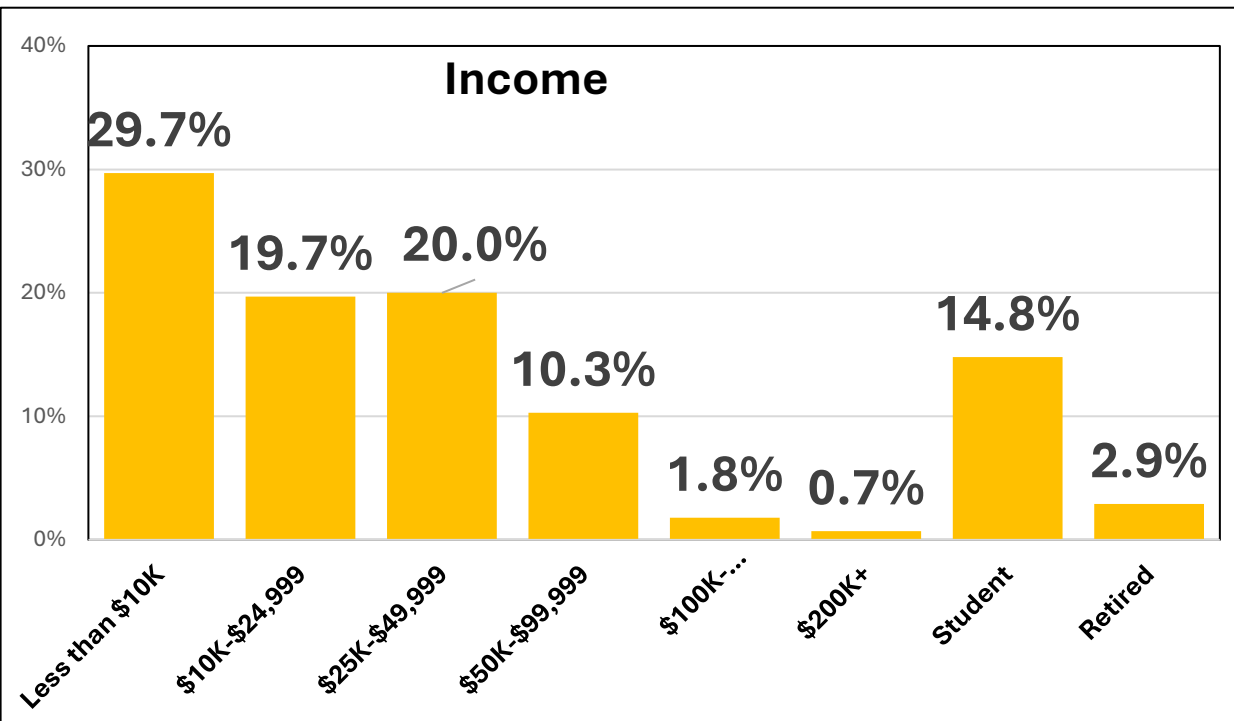
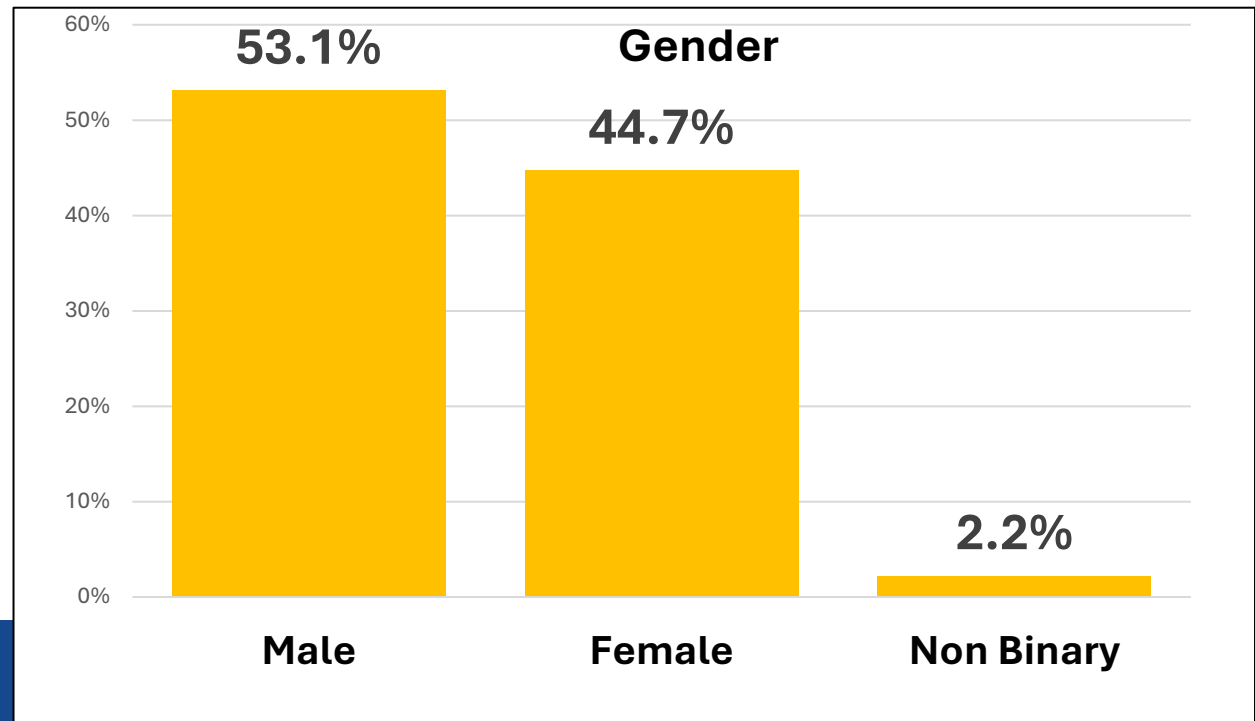
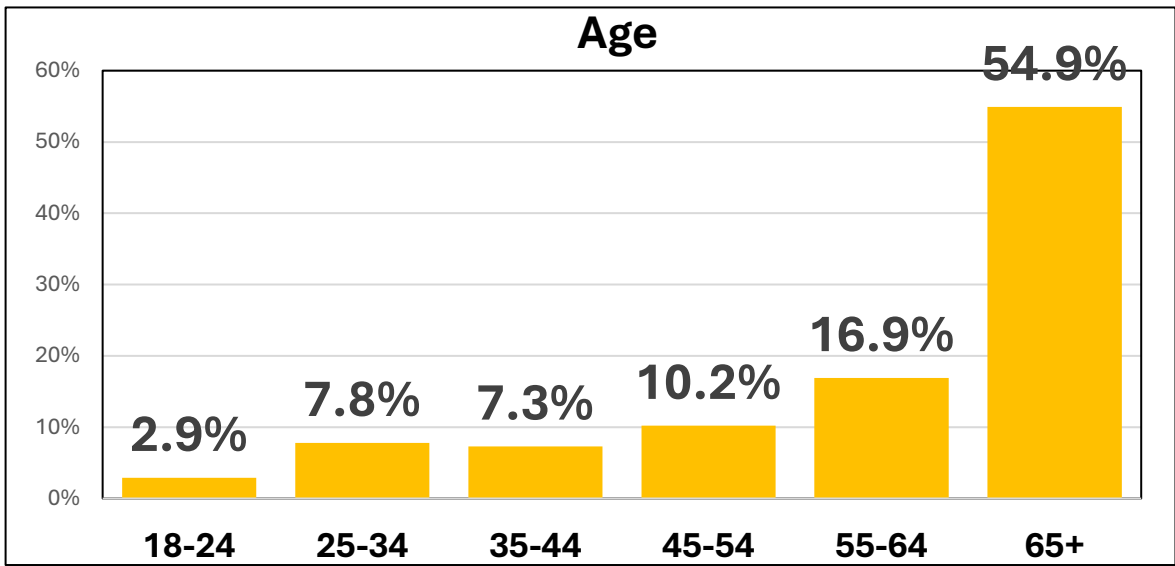
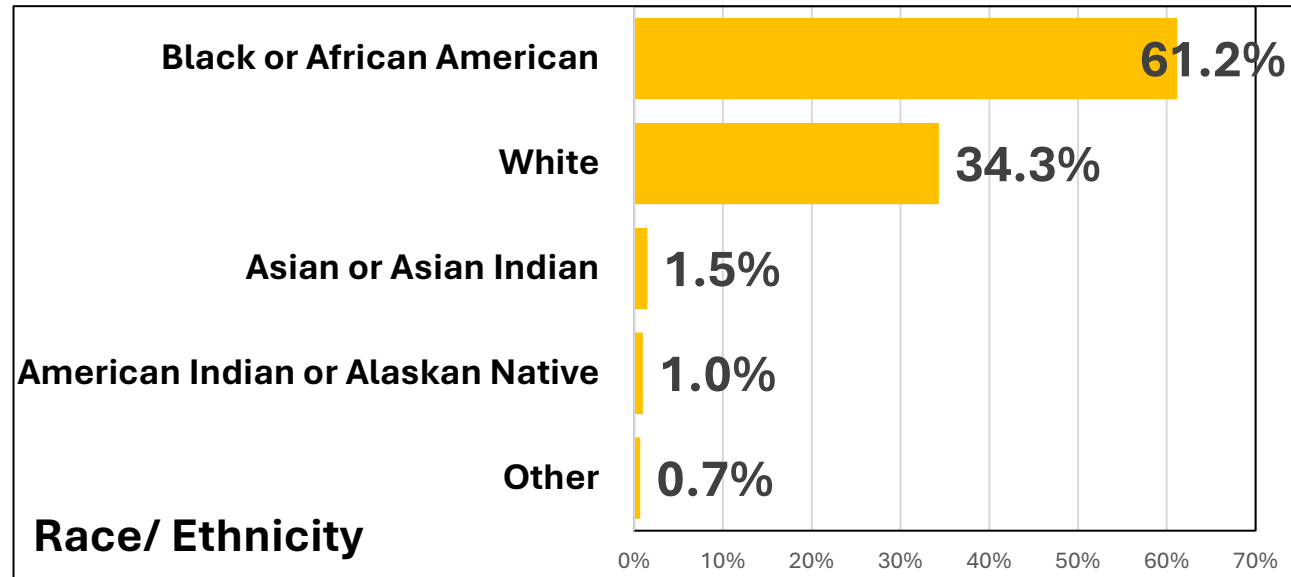
Access

Methodology: Metro Access Survey

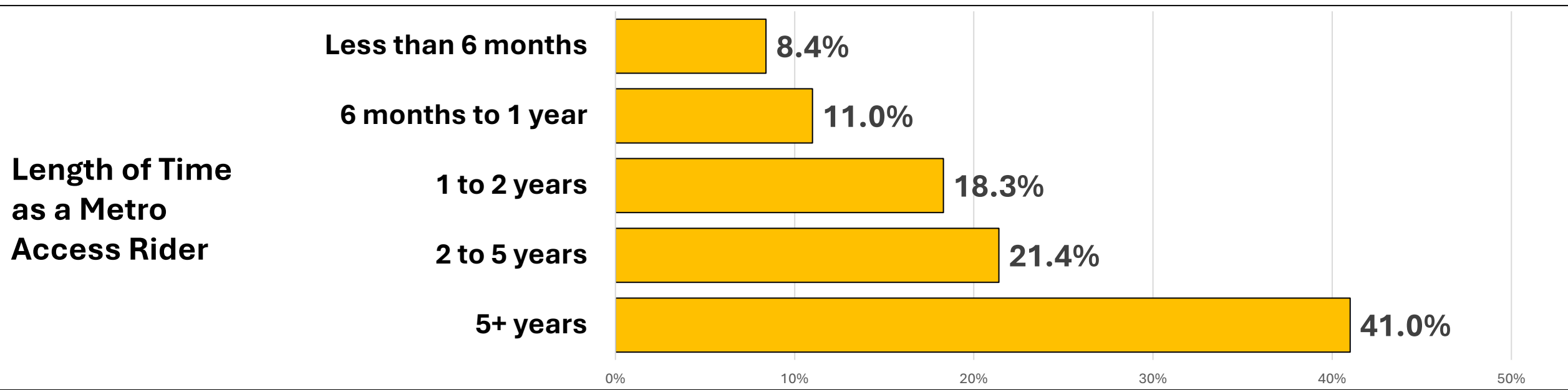
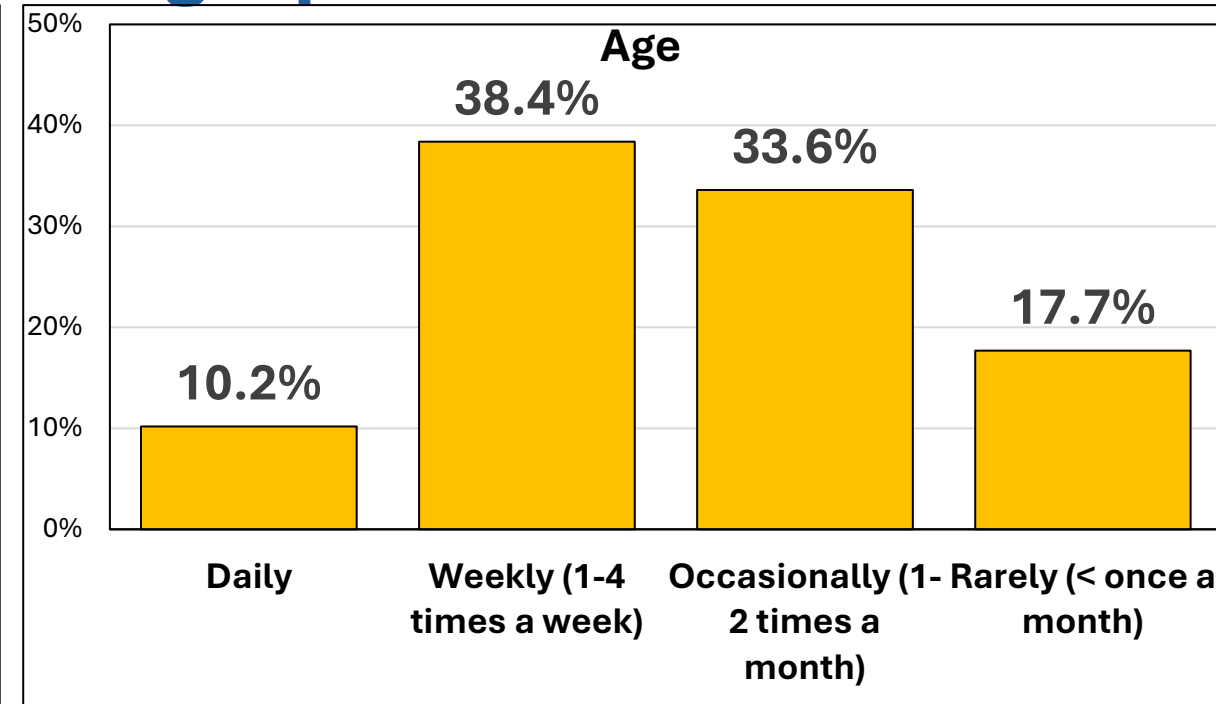
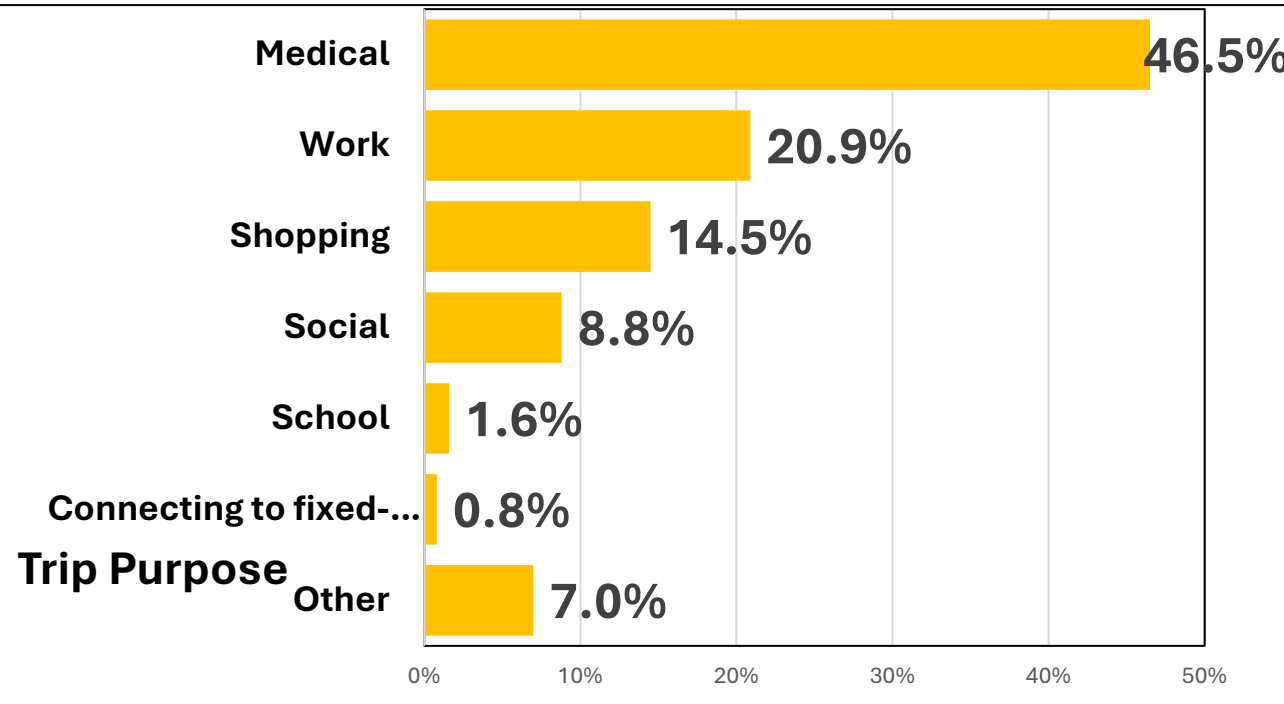
- **Survey period:** March - April 2026
- **Distribution:** surveys were distributed to a random selection of Metro Access riders
- Survey initially sent via mail and followed-up with emails, text messages, and phone calls
- Survey objectives included better understanding rider characteristics, travel information, and satisfaction
- **402 completed surveys** (+/- 4.9% at the 95% confidence level)

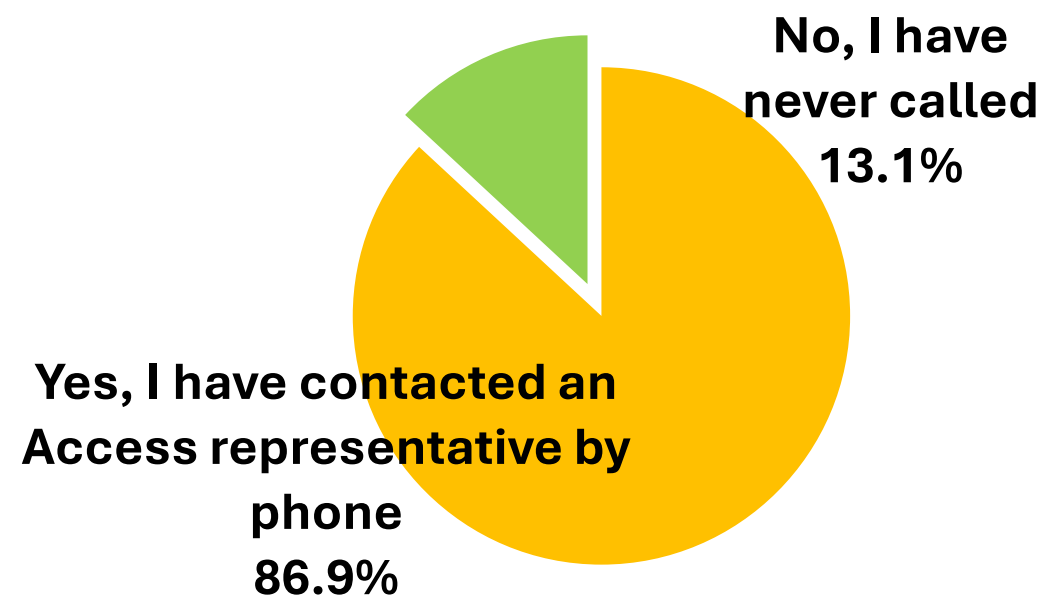
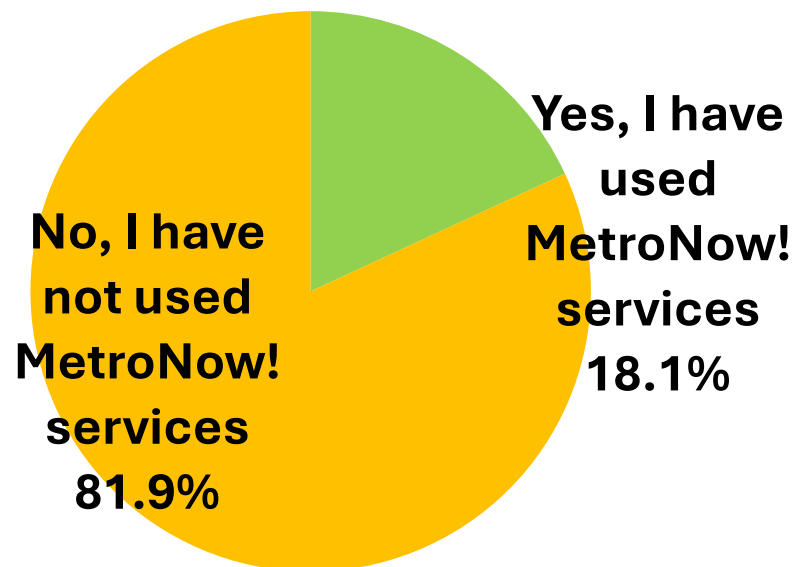


Access Rider Demographics

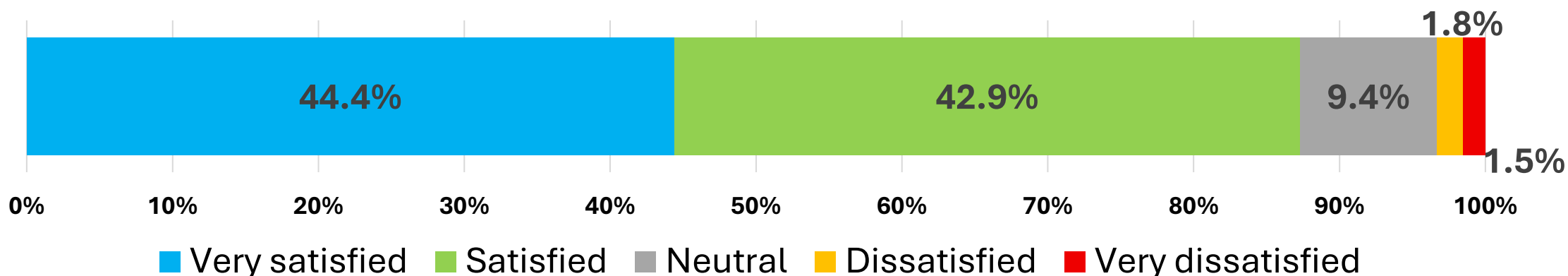


Access Rider Demographics

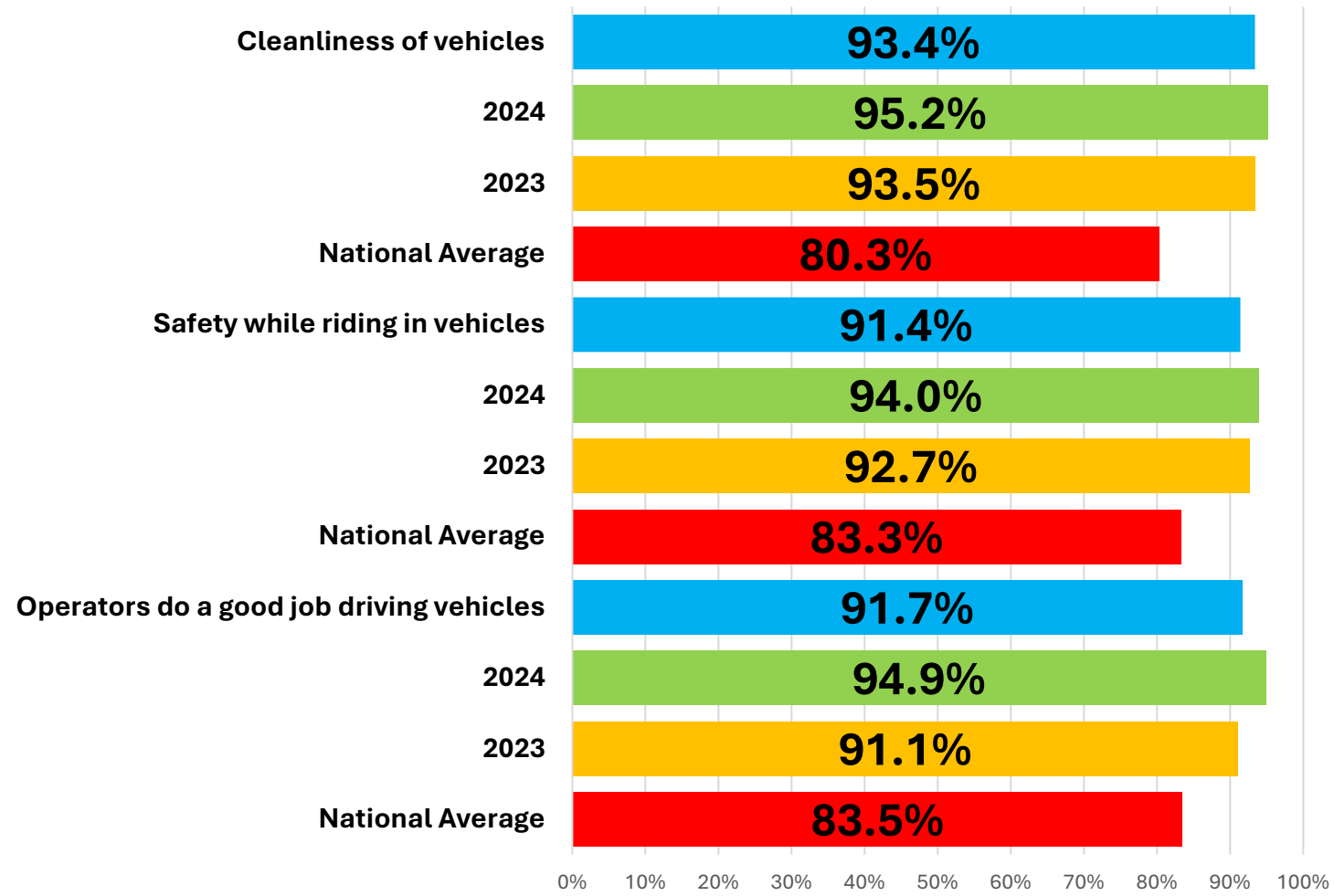




Satisfaction with Customer Service Assistance



Satisfaction Items with Metro Access Services

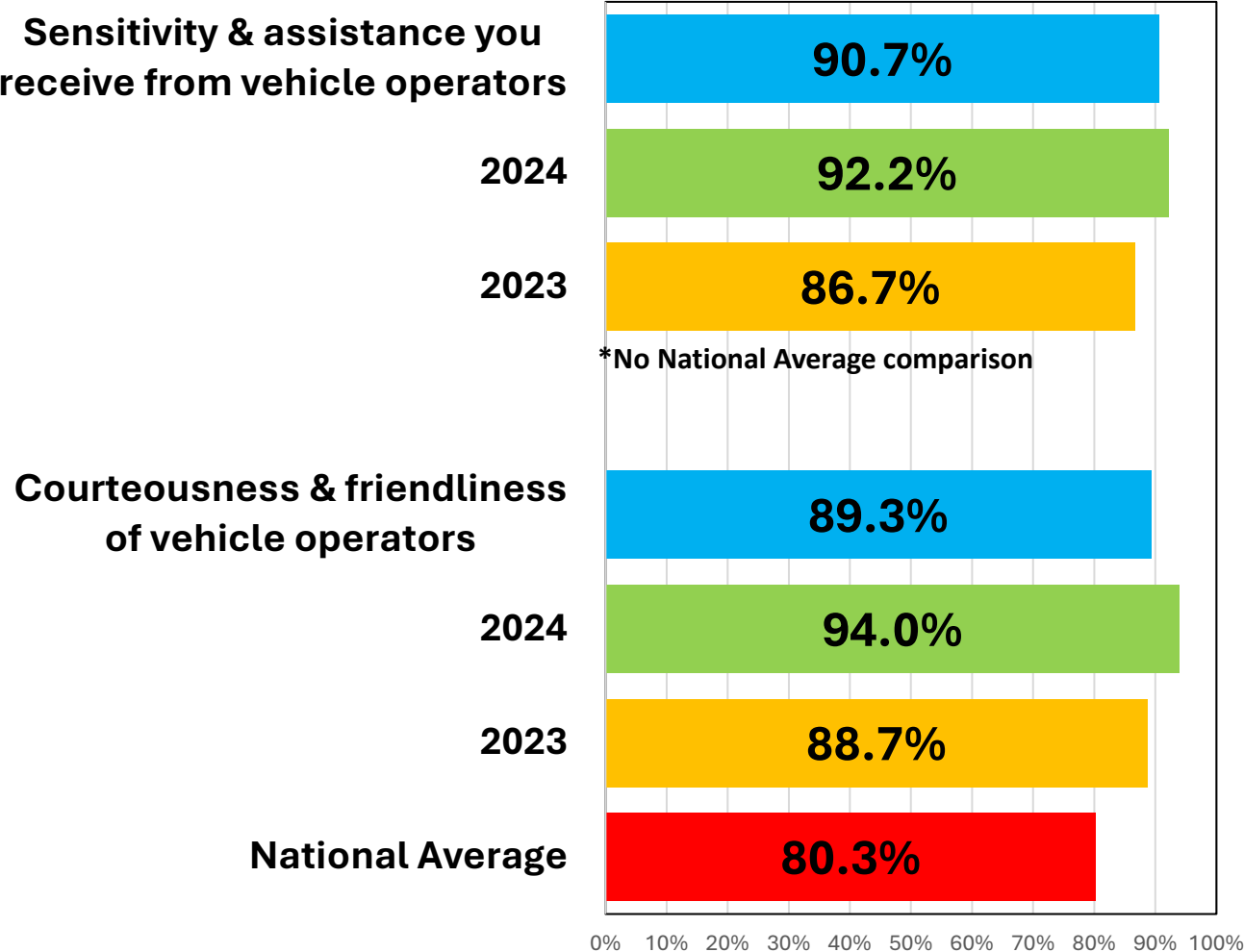


Cleanliness of vehicles rated 13% above the National Average.

Safety while riding vehicles rated 8% above the National Average.

Operators do a good job driving vehicles rated 8% above the National Average.

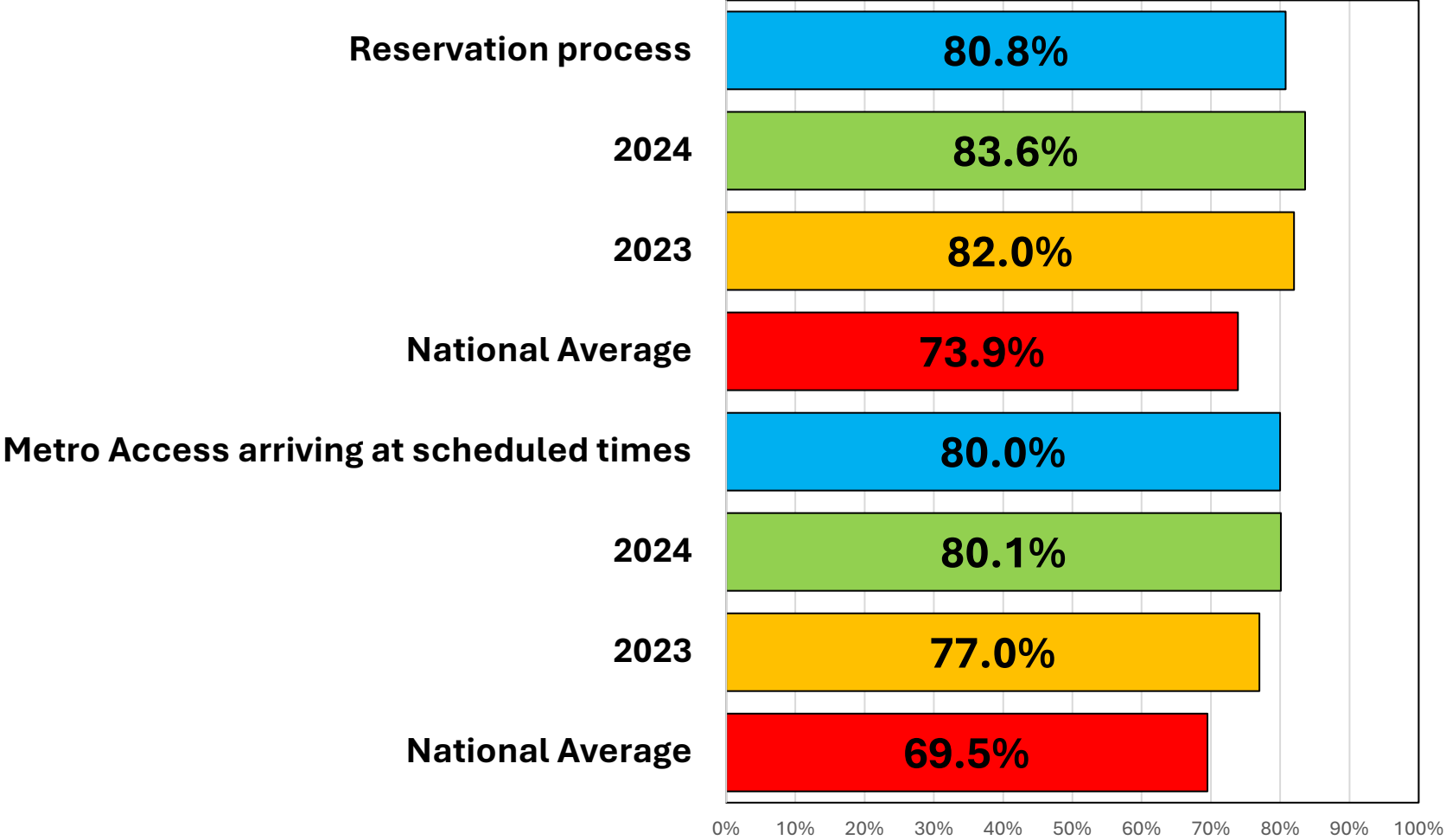
Satisfaction Items with Metro Access/ Courteousness



Sensitivity & assistance received from vehicle operators has a 91% satisfaction rating in 2025, a decrease from the 92% it received in 2024 but an increase from 87% in 2023.

Courteousness & friendliness of vehicle operators received an 89% satisfaction rating in 2025, a decrease from the 94% in 2024 and similar to 2023 results. This is 9% above the National Average.

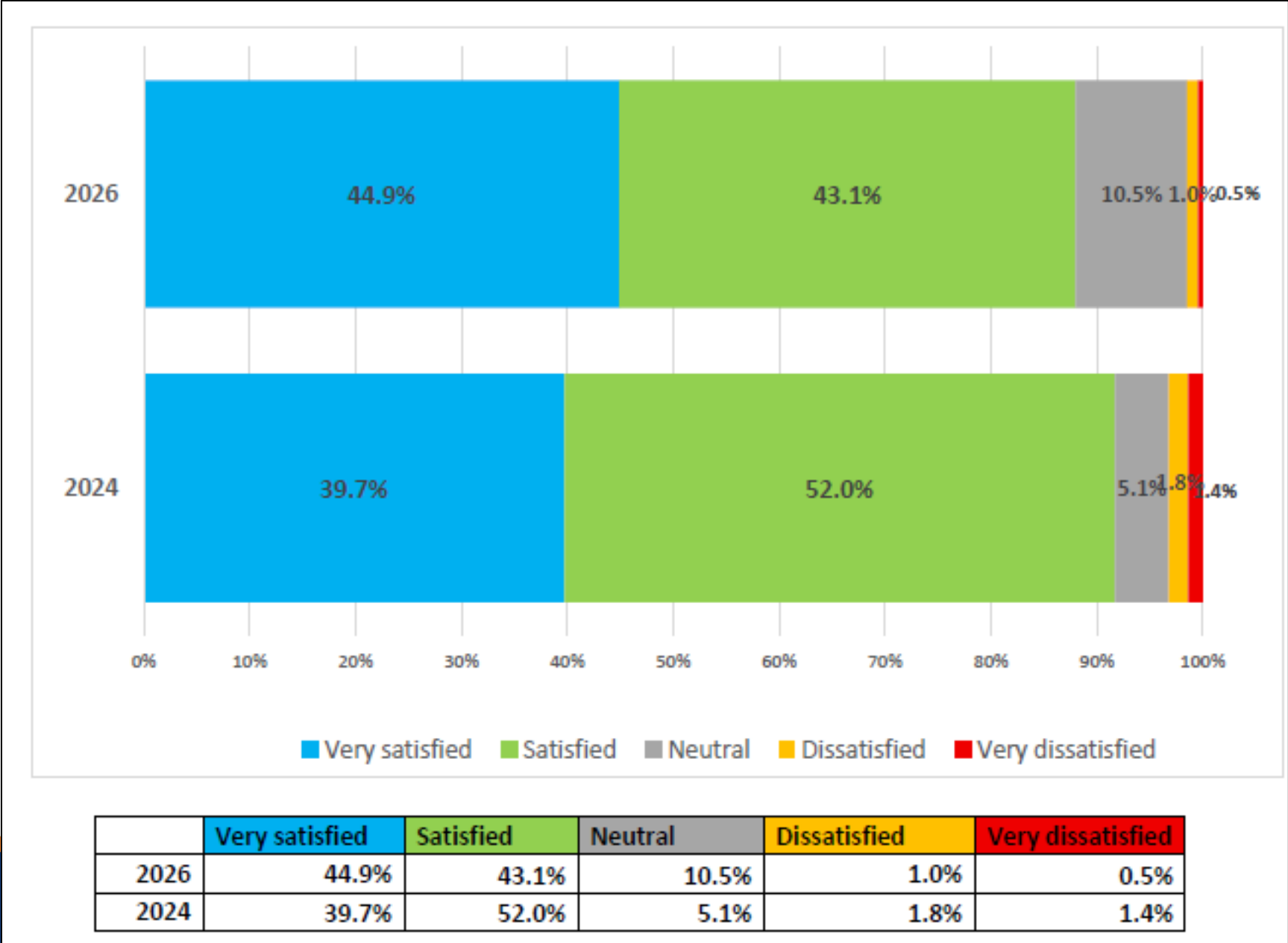
Satisfaction Items with Metro Access Service Items



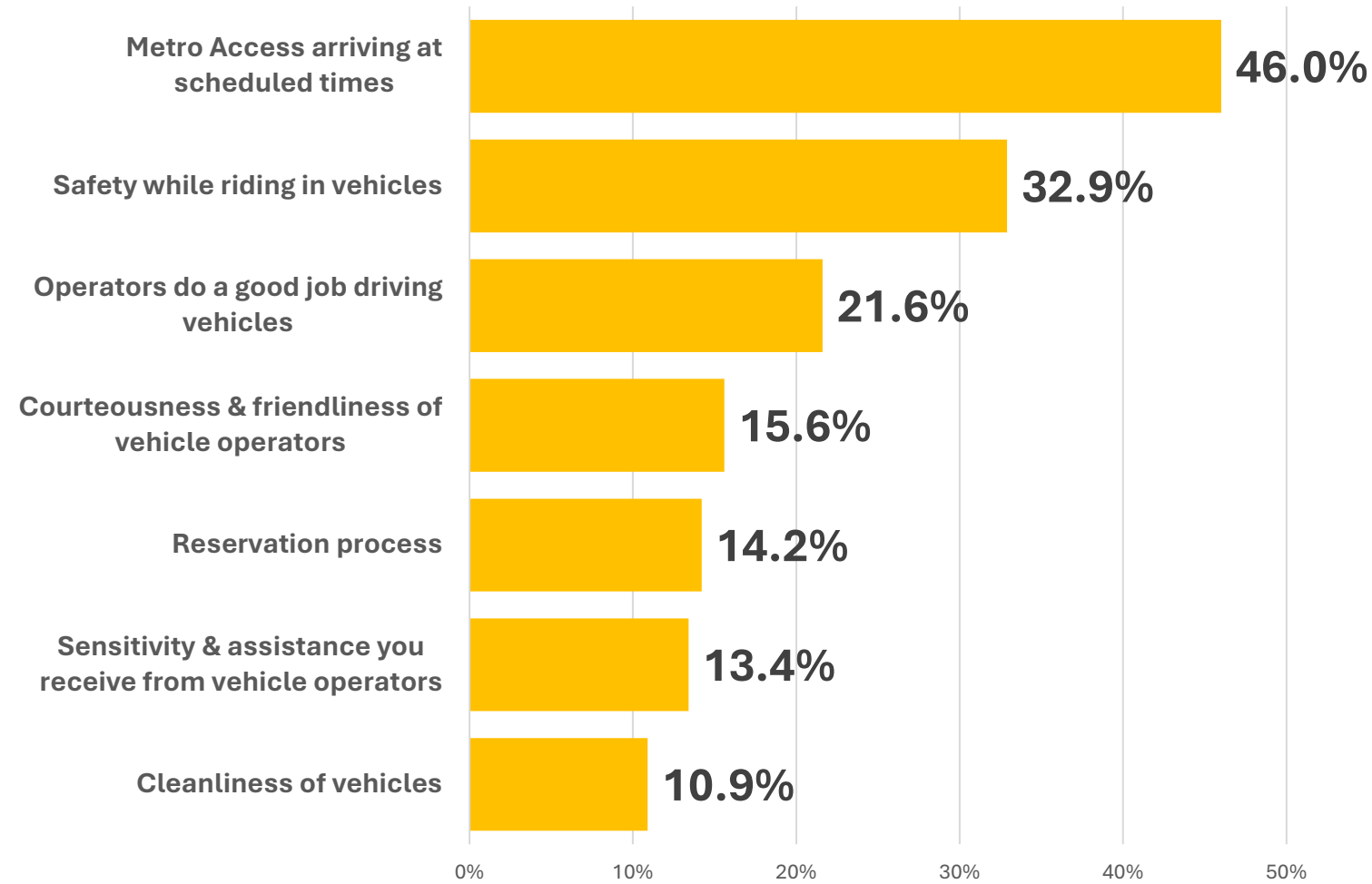
The reservation process rated 7% above the National Average.

Metro arriving at scheduled times remained consistent with 2024 and rated 11% above the National Average.

Overall Satisfaction with Metro Access Services



Importance Ratings of Metro Access Service Items



Metro Access arriving at scheduled times was indicated as the most important service item by riders, with safety while riding ranking second.

Importance-Satisfaction Analysis: Metro Access

Importance-Satisfaction Analysis Ratings 2026 Metro Access Customer Satisfaction Survey

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	I-S Rating	I-S Rating Rank
Highest Priority						
Metro Access arriving at scheduled times	46.0%	1	80.0%	7	0.0920	1
Safety while riding in vehicles	32.9%	2	91.4%	3	0.0283	2
Reservation process	14.2%	5	80.8%	6	0.0273	3
Operators do a good job driving vehicles	21.6%	3	91.7%	2	0.0179	4
Courteousness & friendliness of vehicle operators	15.6%	4	89.3%	5	0.0167	5
Sensitivity & assistance you receive from vehicle operators	13.4%	6	90.7%	4	0.0125	6
Cleanliness of vehicles	10.9%	7	93.4%	1	0.0072	7

Vehicles arriving at scheduled times, ranking 1st out of 7 in importance and last out of 7 in satisfaction was the highest rated priority for Metro Access.



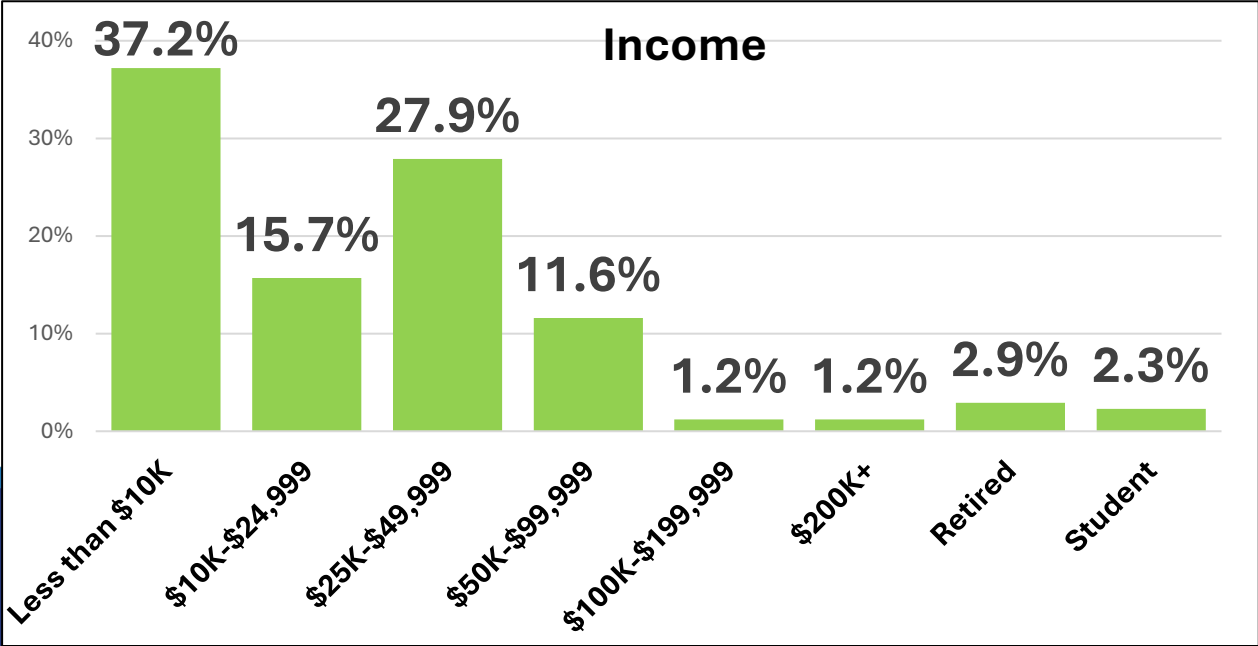
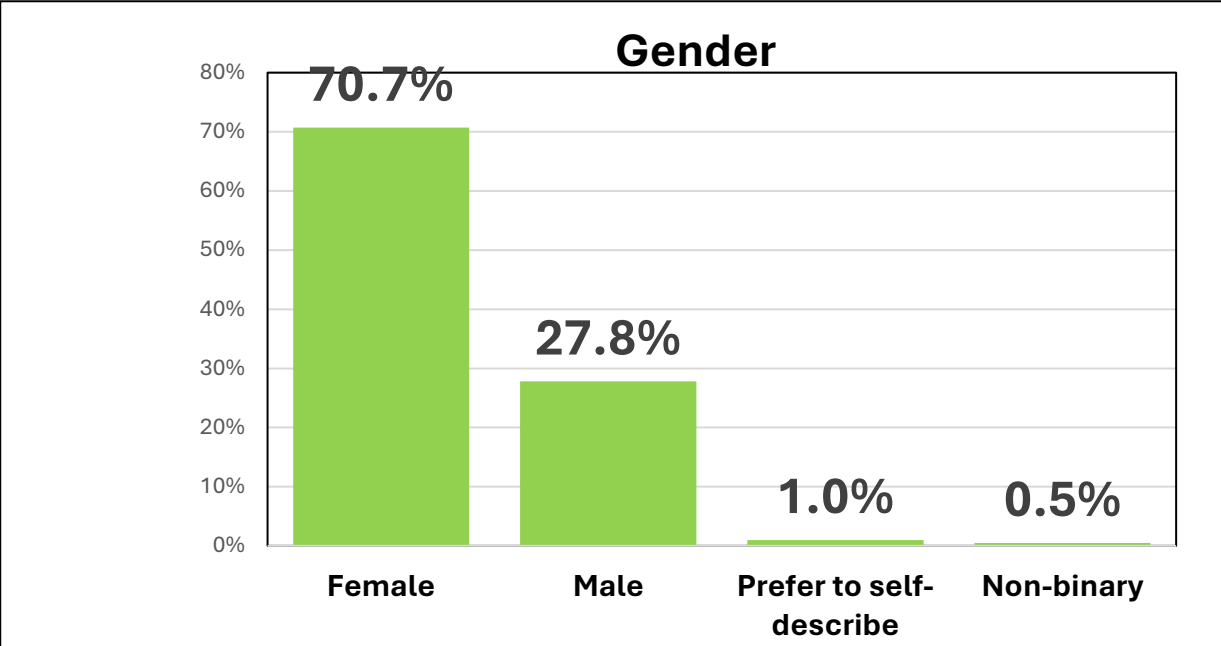
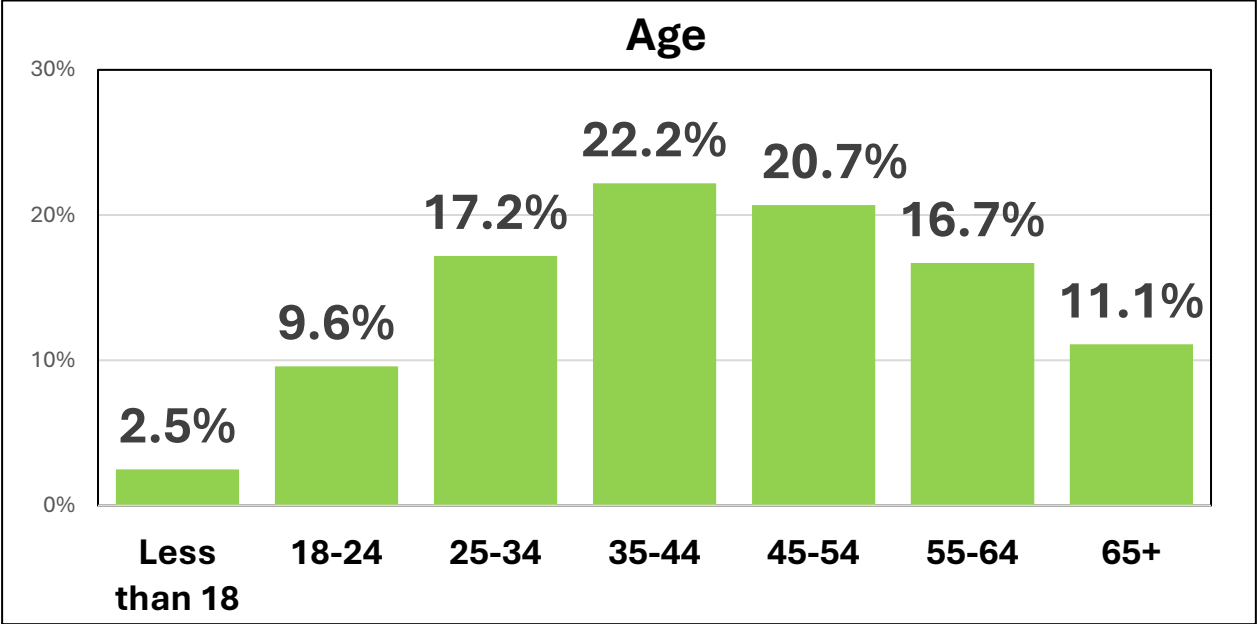
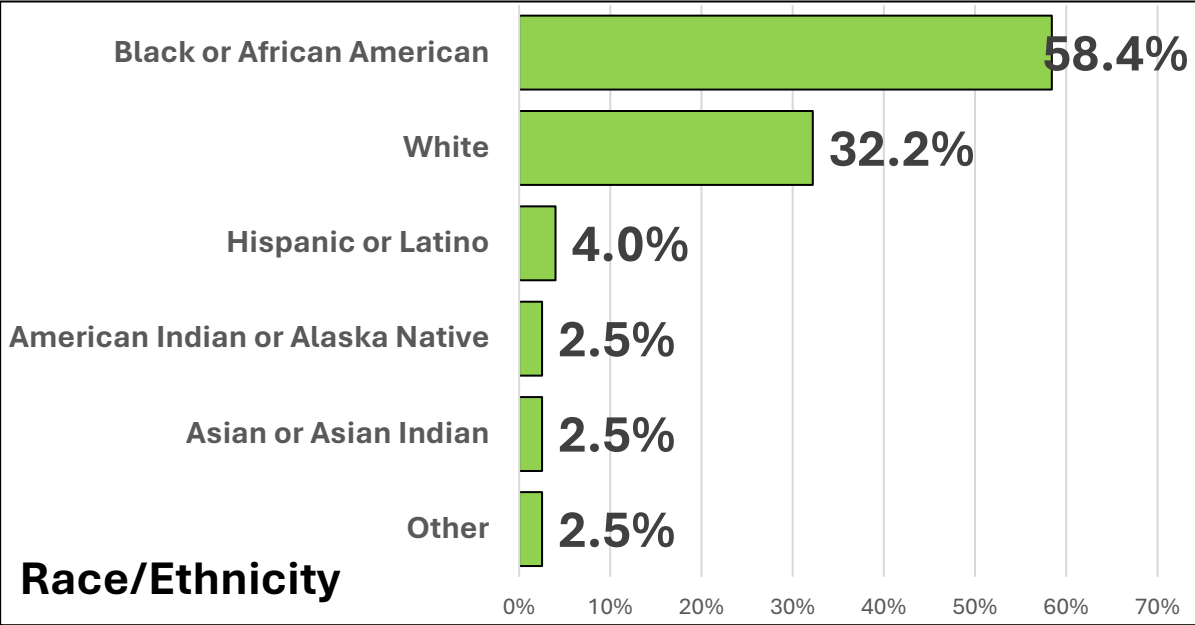
MetroNow!

Methodology: MetroNow Survey!

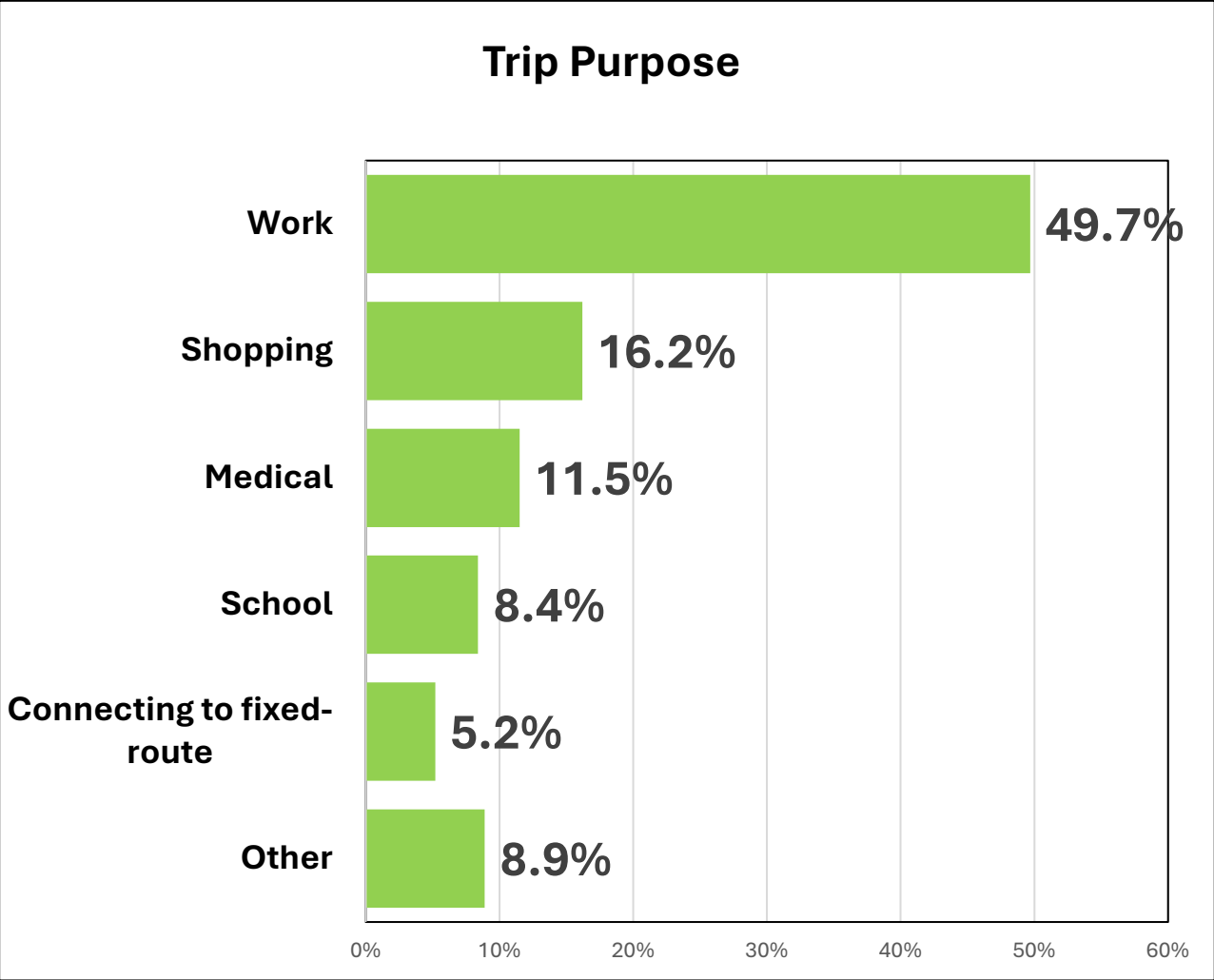
- **Survey period:** March - April 2026
- **Distribution:** surveys were distributed to a random selection of Metro Access riders
- Invitations were sent through a combination of text message, email, and phone call
- **202 completed surveys** (+/- 6.9% at the 95% confidence level)



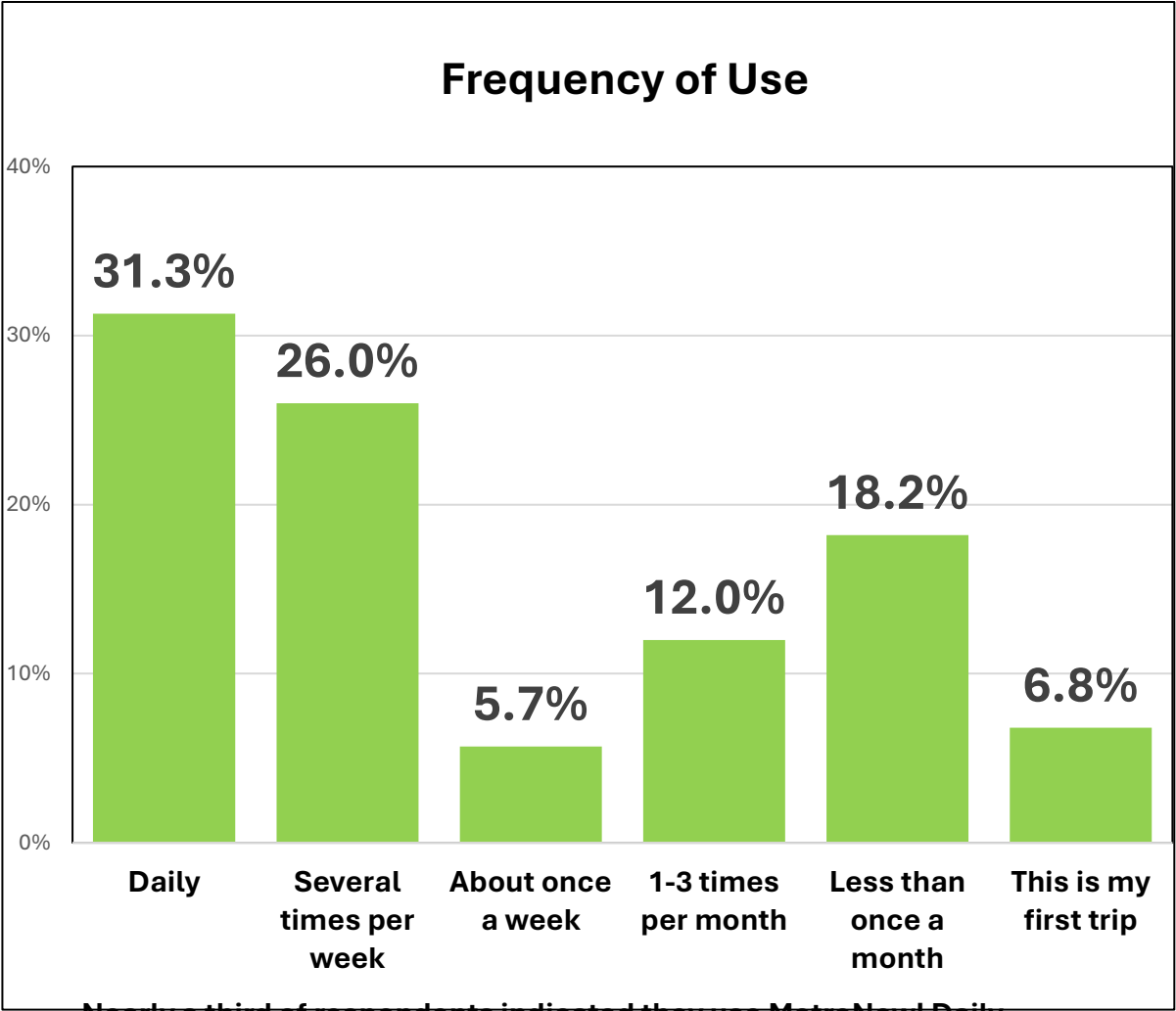
MetroNow! Rider Demographics



MetroNow! Trip Purpose and Frequency of Use



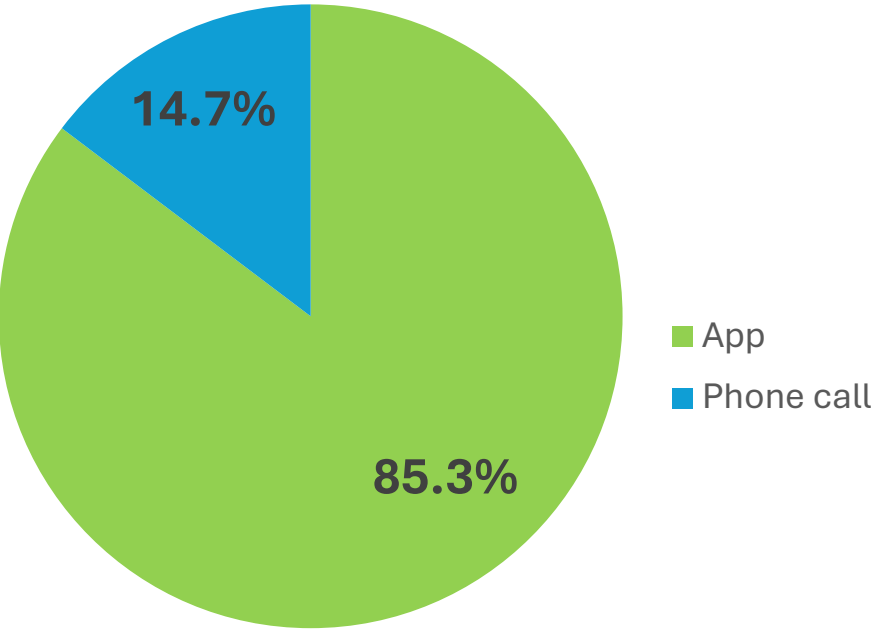
Half of respondents primarily use MetroNow! to get to work



Nearly a third of respondents indicated they use MetroNow! Daily.

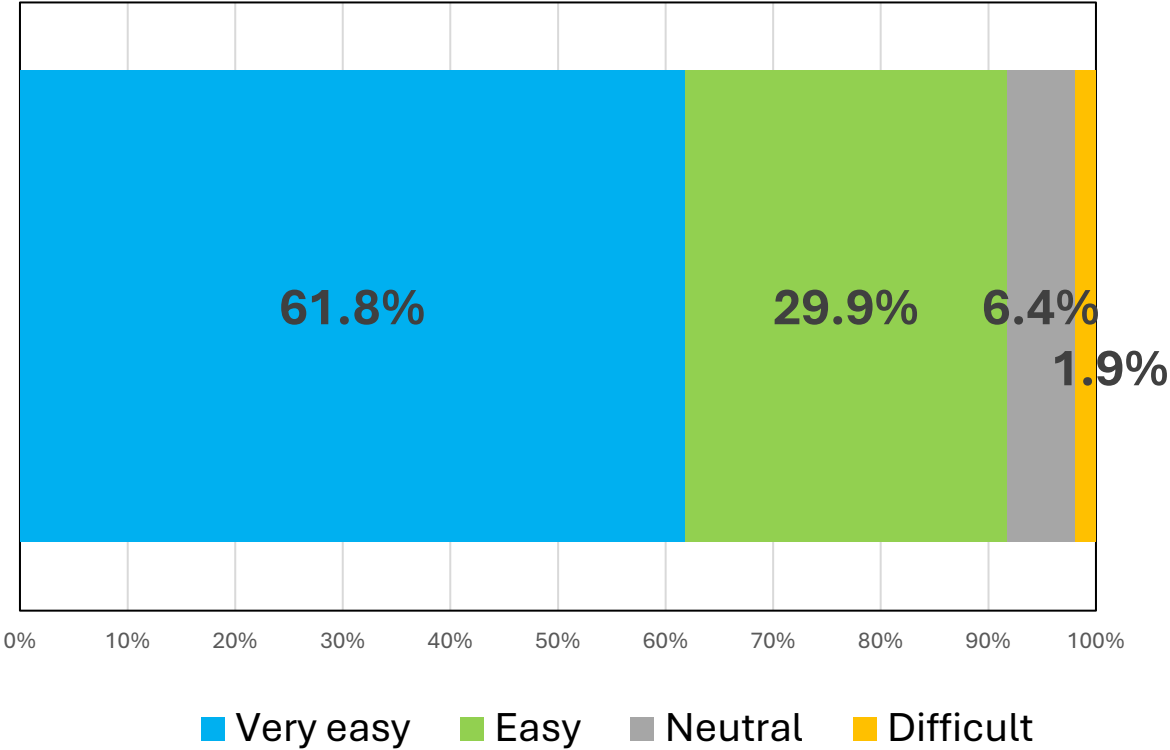
Booking a MetroNow! Trip

Method of Scheduling a Trip



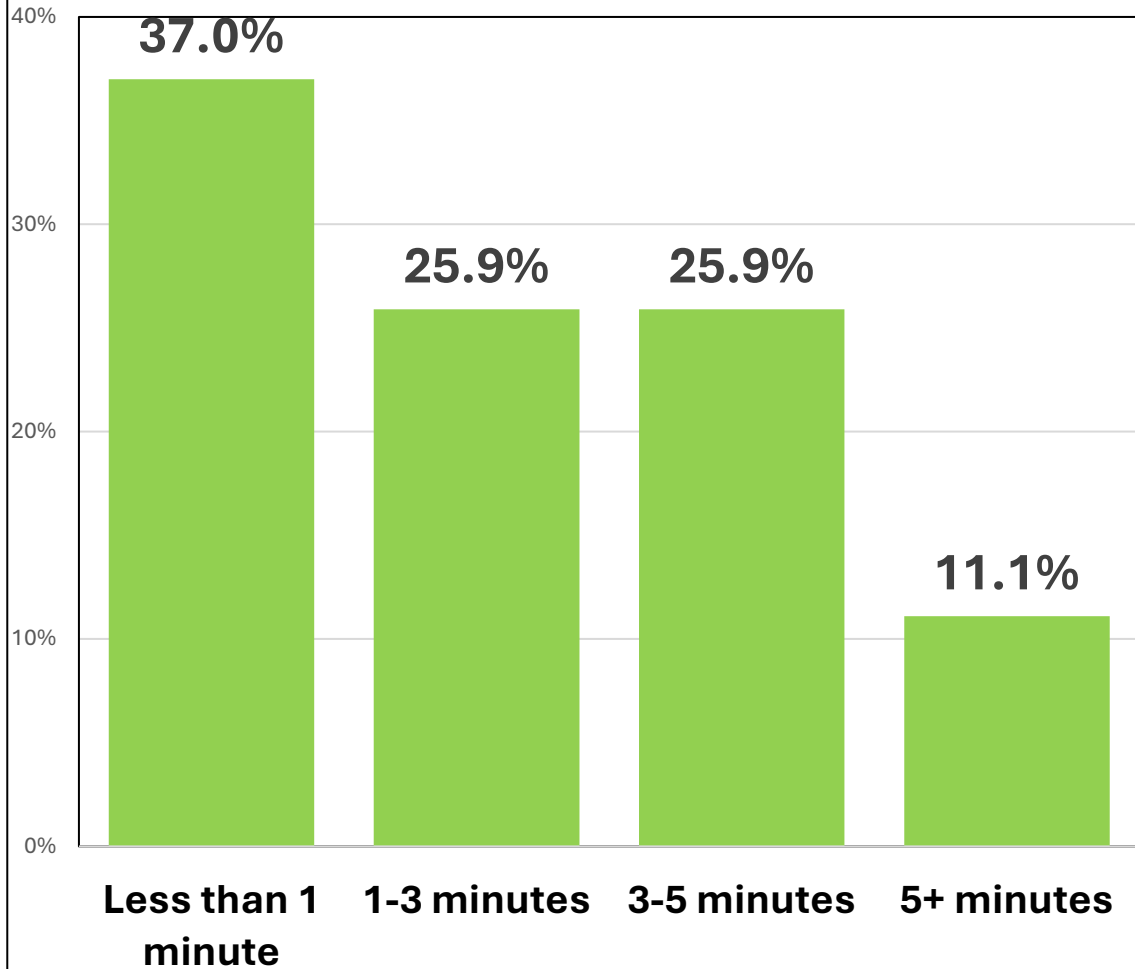
Nearly 9 out of 10 respondents primarily schedule their trips through the App.

Ease of Booking Through the Ap

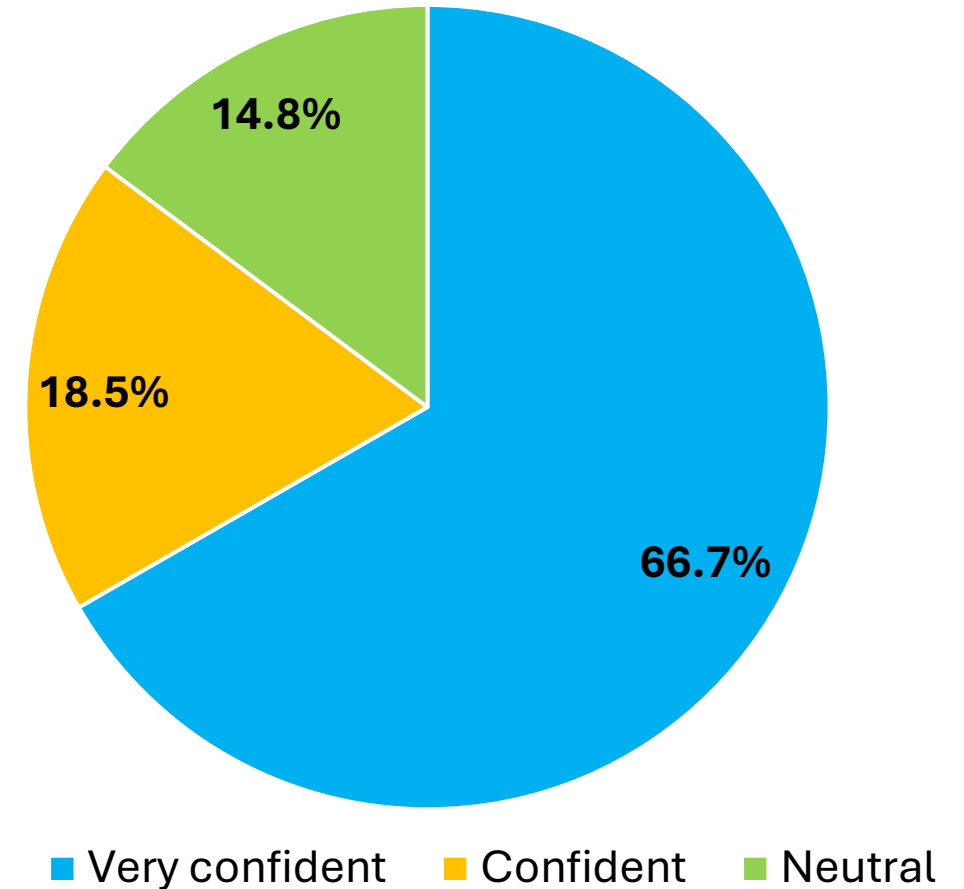


92% indicated that it is “very easy” or “easy” to book through the app.

Wait Time

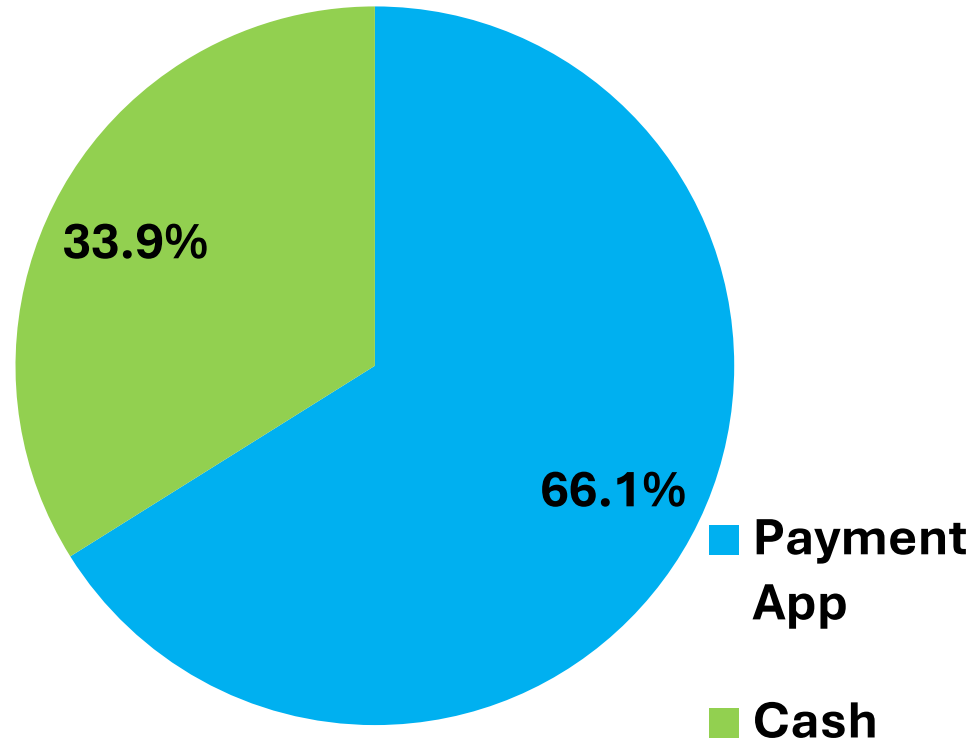


Do You Feel Confident Your Trip is Successfully Scheduled Before the Call is Ended?

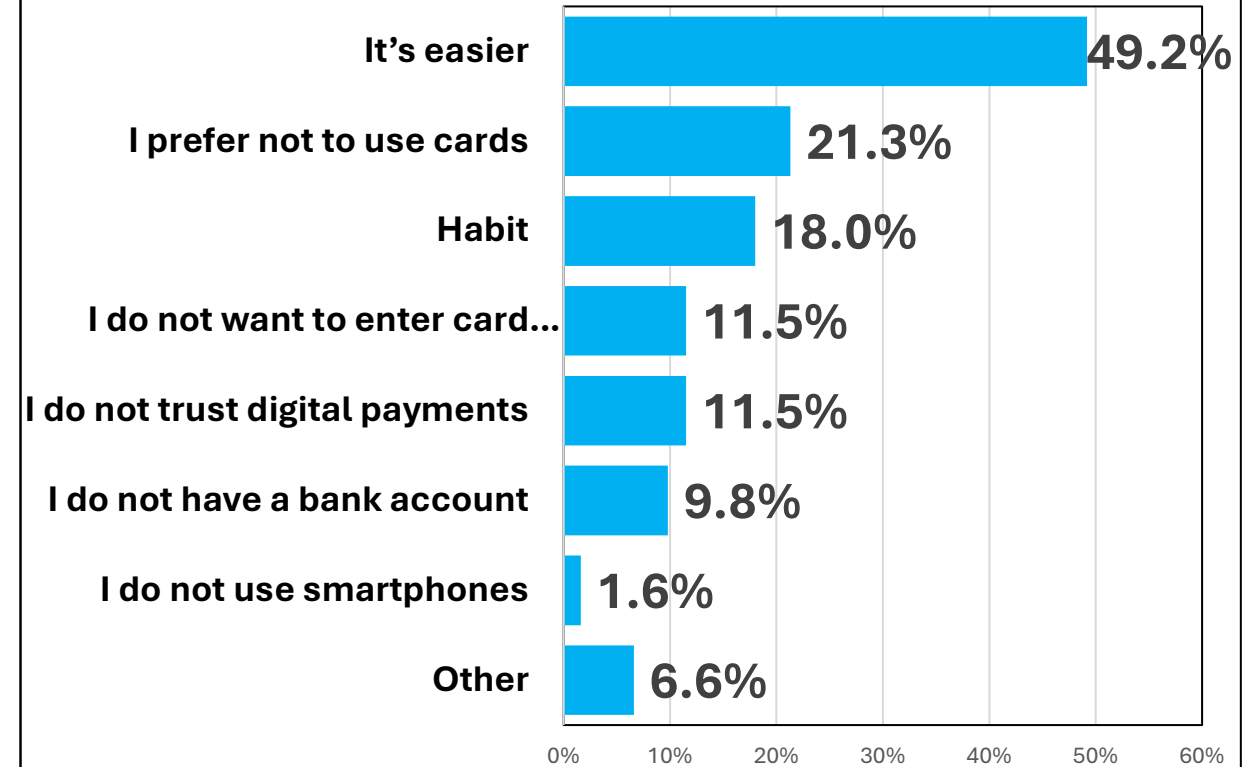


MetroNow! Payment

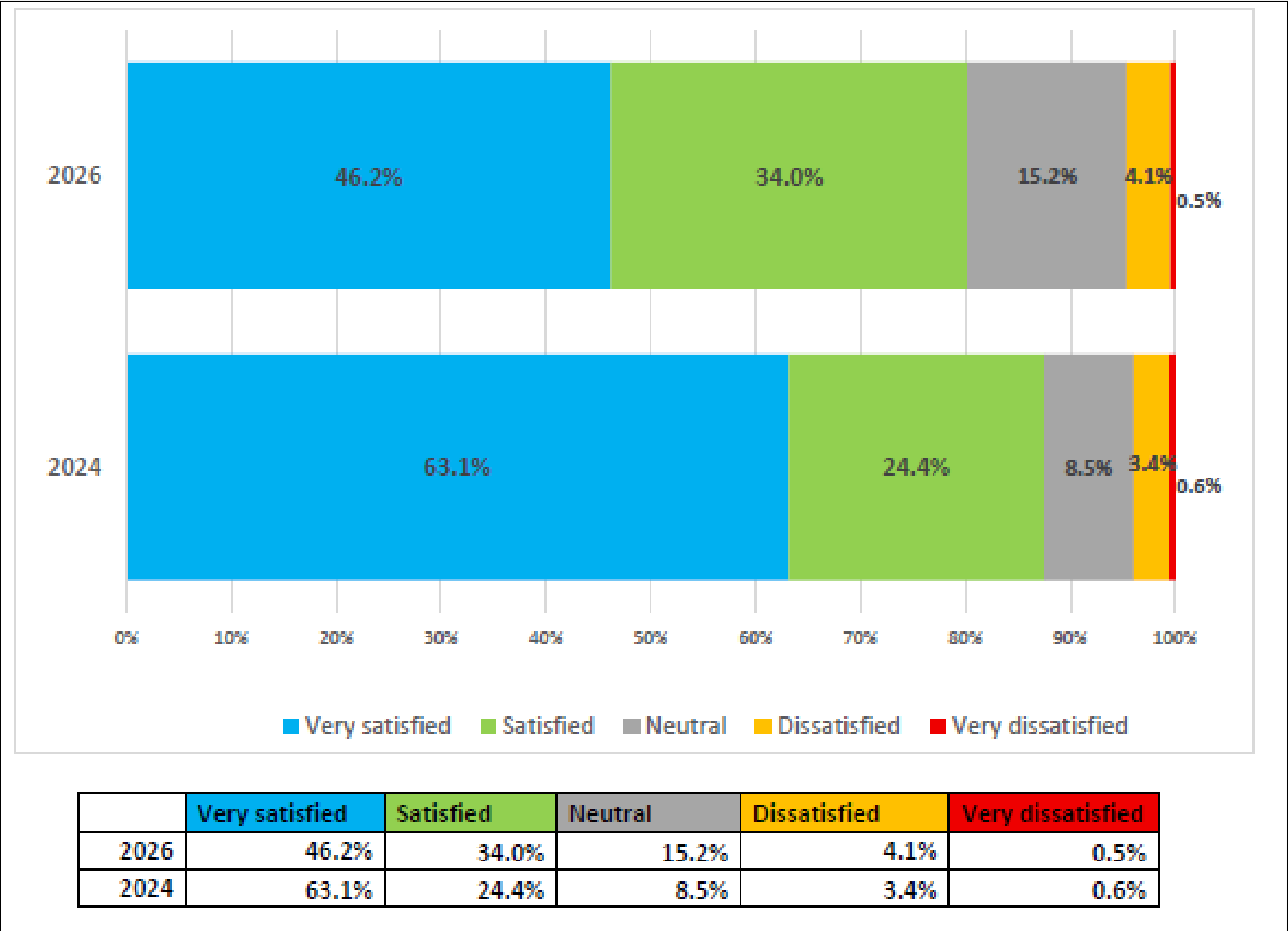
Payment Method



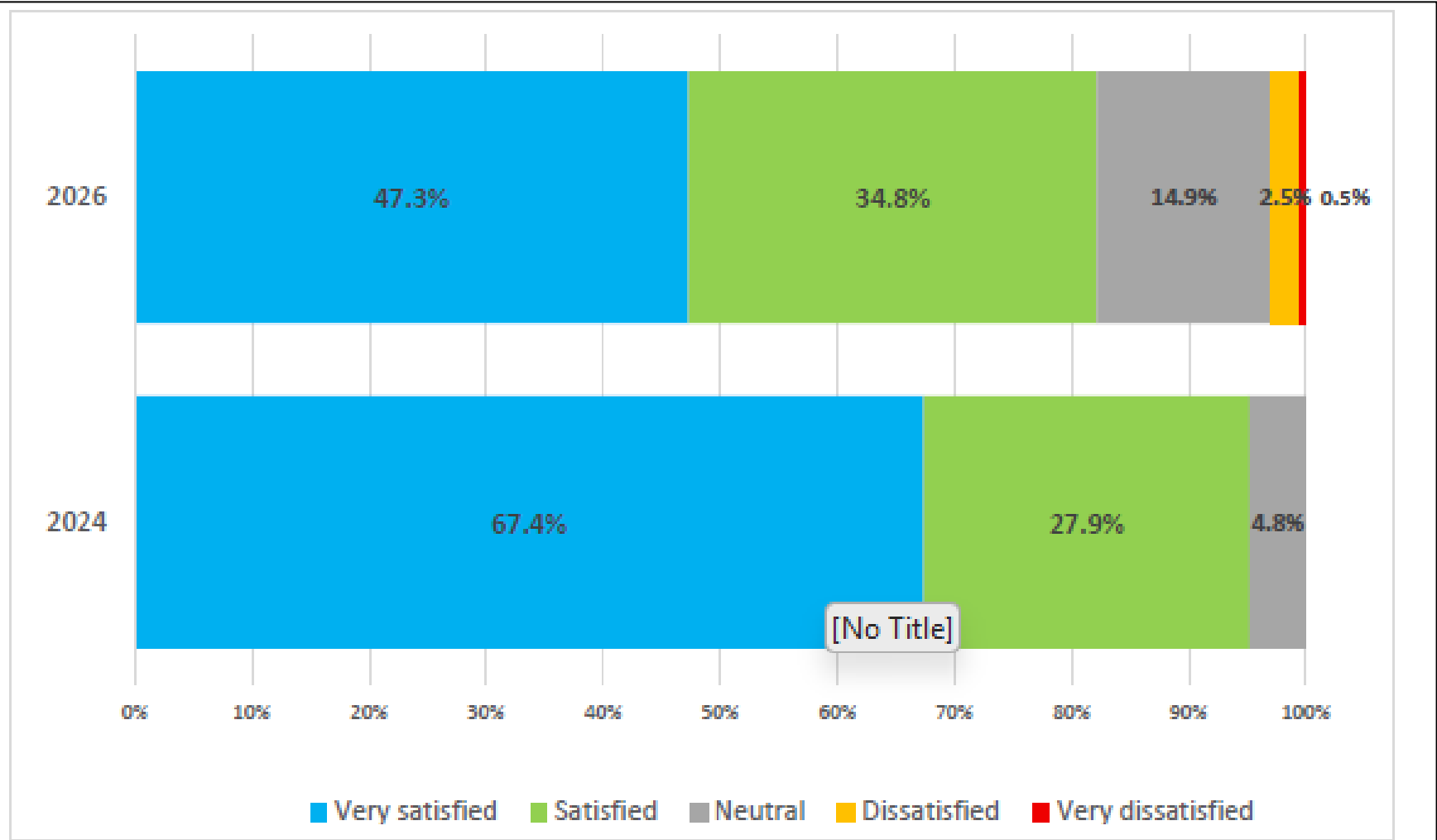
Reasons for Choosing to Pay with Cash



Overall Satisfaction with Using the MetroNow! App

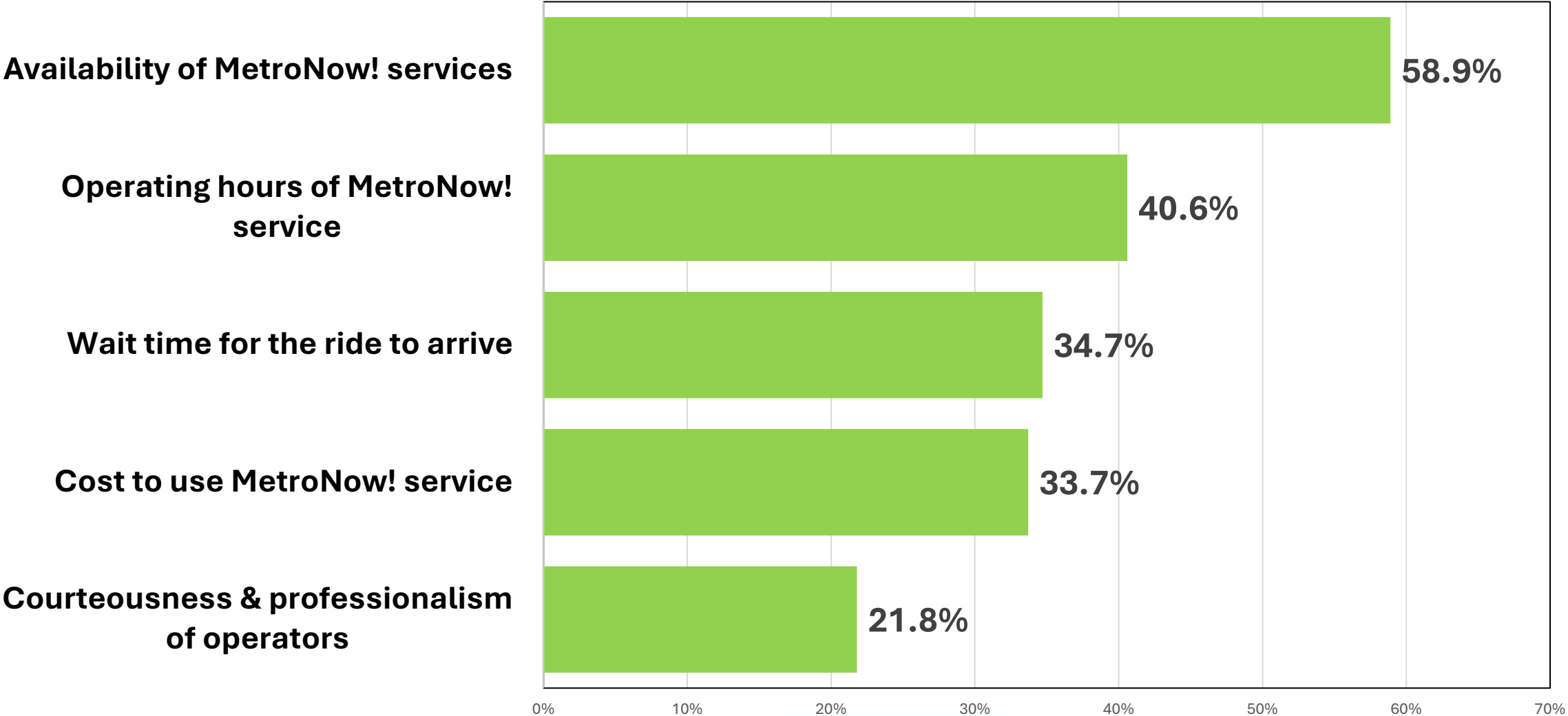


Overall Satisfaction with MetroNow!



	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
2026	47.3%	34.8%	14.9%	2.5%	0.5%
2024	67.4%	27.9%	4.8%	0.0%	0.0%

Importance Ratings of MetroNow! Service Items



Importance – Satisfaction Analysis : MetroNow

Importance-Satisfaction Analysis Ratings 2026 MetroNow! Customer Satisfaction Survey						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	I-S Rating	I-S Rating Rank
Highest Priority						
Availability of MetroNow! services	58.9%	1	71.6%	4	0.1673	1
Wait time for the ride to arrive	34.7%	3	68.2%	5	0.1103	2
Cost to use MetroNow! service	33.7%	4	76.3%	3	0.0799	3
Operating hours of MetroNow! service	40.6%	2	81.5%	1	0.0751	4
Courteousness & professionalism of operators	21.8%	5	79.5%	2	0.0447	5



Thank You/ Questions

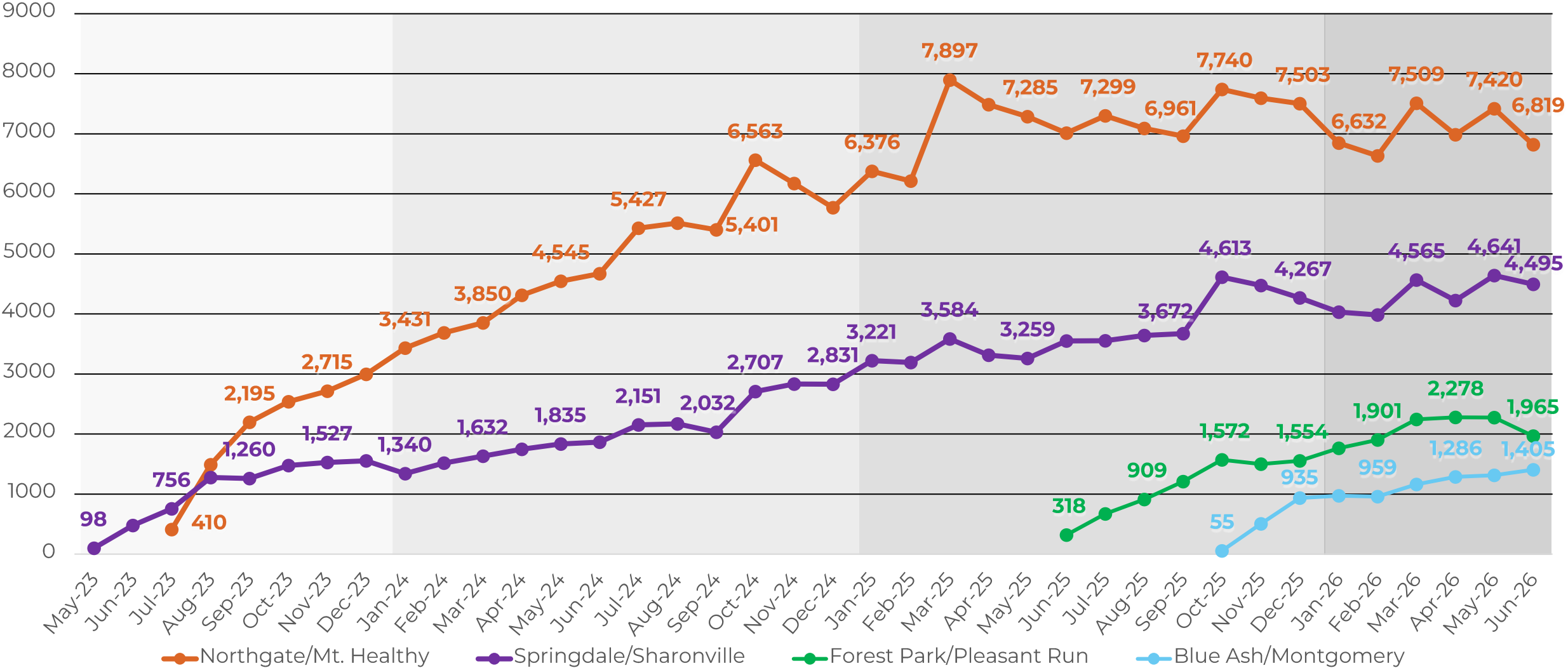


MetroNOW! Update

July 2026

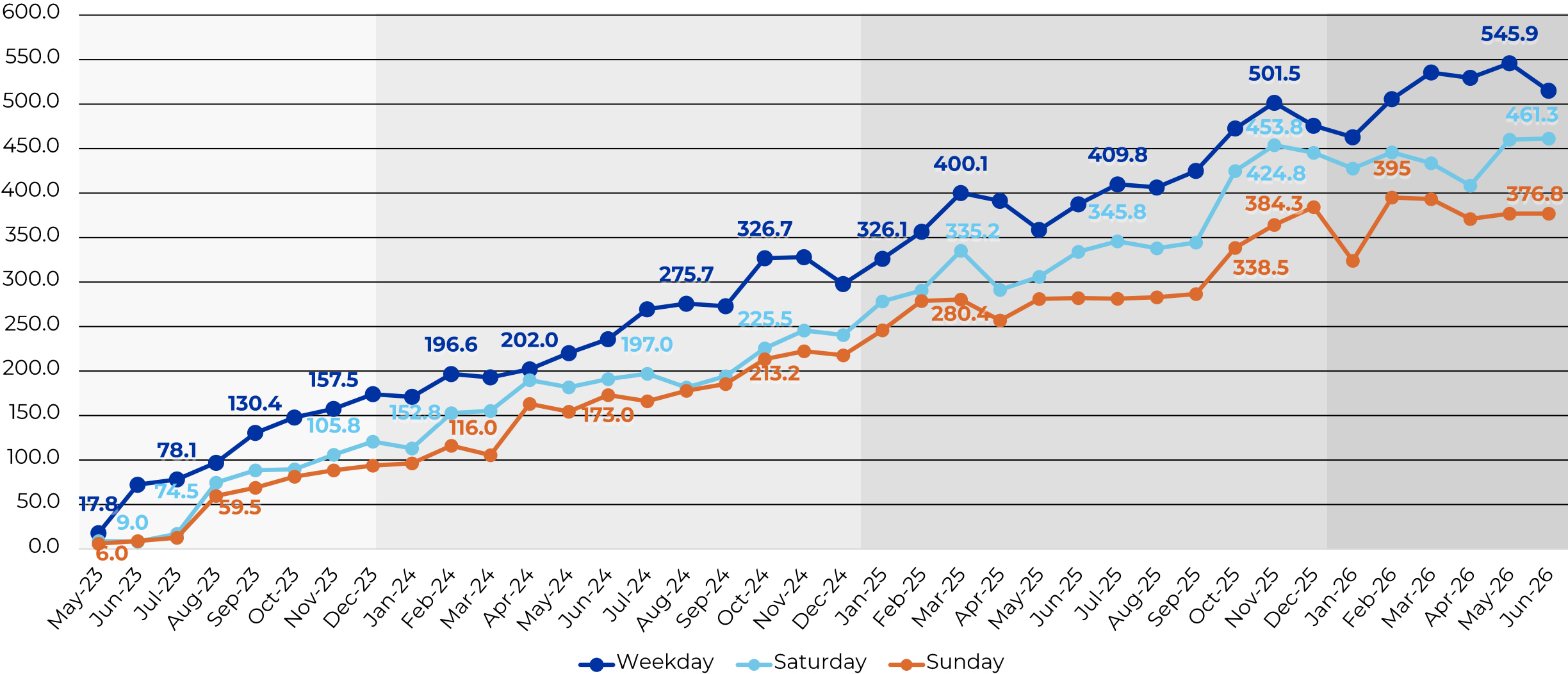


Ridership Growth Since Launch by Zone



Spring	Northgate	Forest Park	Blue Ash	2023	2024	2025	2026	Since Launch
103,366	200,350	20,158	8,595	20,769	84,002	140,022	87,676	332,469

Ridership By Day Type



Service Data – All Four Zones



	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Met Demand	91.2%	89.6%	94.0%	94.4%	95.0%	94.8%	88.4%	87.3%	86.8%	91.4%	88.4%	91.0%	88.2%

	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Productivity	3.3	3.3	3.2	3.1	3.2	3.2	3.2	3.2	3.3	3.1	3.3	3.3	3.1

	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
ETA (mins)	26.7	26.0	24.2	23.7	22.9	22.6	26.2	25.2	26.7	25.0	27.0	25.9	25.5

	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
OTP	97.7%	99.3%	97.5%	97.5%	99.4%	99.3%	99.5%	99.3%	99.3%	99.3%	99.4%	99.3%	99.4%

	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Driver Hours	4,335.3	4,612.4	4,889.7	4,898.8	5,883.0	6,000.0	5,728.0	5,433.0	5,202.0	6,253.0	5,542.0	5,985.0	5,817.0

Service Data – By Zone

Ridership	Jan	Feb	Mar	Apr	May	Jun
Springdale	4,030	3,985	4,565	4,223	4,641	4,495
Northgate	6,846	6,632	7,509	6,984	7,420	6,819
Forest Park	1,765	1,901	2,245	2,278	2,274	1,965
Blue Ash	973	959	1,162	1,286	1,314	1,405

Met Demand	Jan	Feb	Mar	Apr	May	Jun
Springdale	87.5%	87.7%	91.5%	88.1%	90.9%	87.0%
Northgate	85.7%	84.2%	91.3%	88.7%	90.3%	88.1%
Forest Park	92.0%	92.9%	91.8%	87.4%	92.5%	90.2%
Blue Ash	89.4%	90.7%	90.8%	89.6%	93.4%	89.9%

Productivity	Jan	Feb	Mar	Apr	May	Jun
Springdale	3.3	3.5	3.2	3.2	3.2	3.4
Northgate	3.6	3.7	3.5	3.6	3.6	3.6
Forest Park	2.6	2.7	2.8	3.1	2.8	2.5
Blue Ash	1.9	2.0	2.0	2.2	2.1	2.2

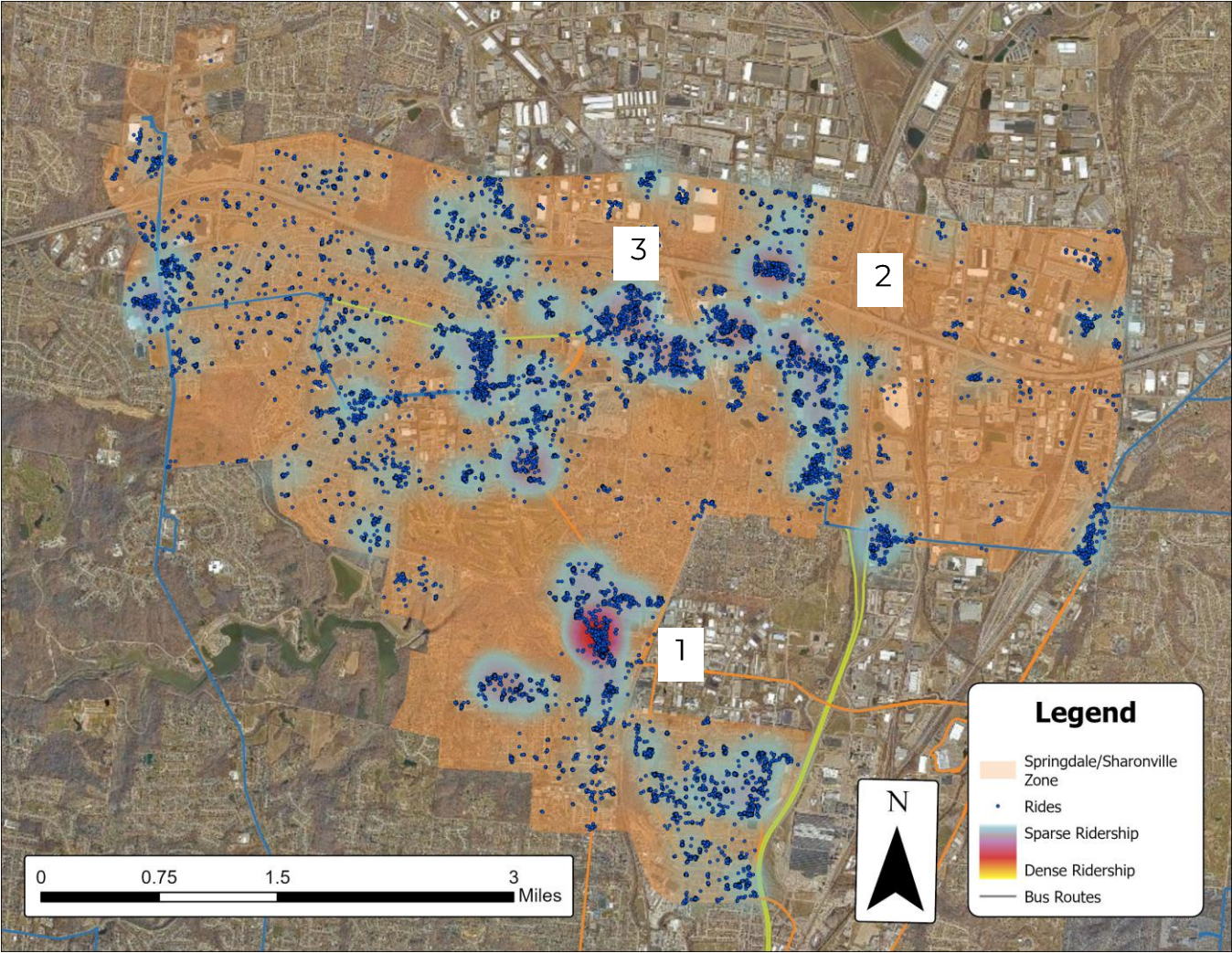
ETA (mins)	Jan	Feb	Mar	Apr	May	Jun
Springdale	24.8	25.0	22.5	24.1	23.9	25.1
Northgate	27.7	28.7	26.0	28.0	27.1	25.5
Forest Park	16.1	18.6	19.4	23.3	20.4	19.5
Blue Ash	16.2	17.7	20.2	21.8	18.6	20.3

OTP	Jan	Feb	Mar	Apr	May	Jun
Springdale	99.6%	99.2%	99.4%	99.5%	99.3%	99.2%
Northgate	99.1%	99.3	99.3%	99.4%	99.2%	99.3%
Forest Park	99.1%	99.3%	99.3%	99.4%	99.2%	99.6%
Blue Ash	99.8%	99.8%	99.5%	99.3%	99.6%	99.4%

Driver Hours	Jan	Feb	Mar	Apr	May	Jun
Springdale	1,207	1,141	1,427	1,332	1,456	1,327
Northgate	1,882	1,803	2,117	1,967	2,087	1,920
Forest Park	688	711	807	739	816	801
Blue Ash	511	476	575	573	627	626

Springdale/Sharonville KPIs & Ridership Heat Map

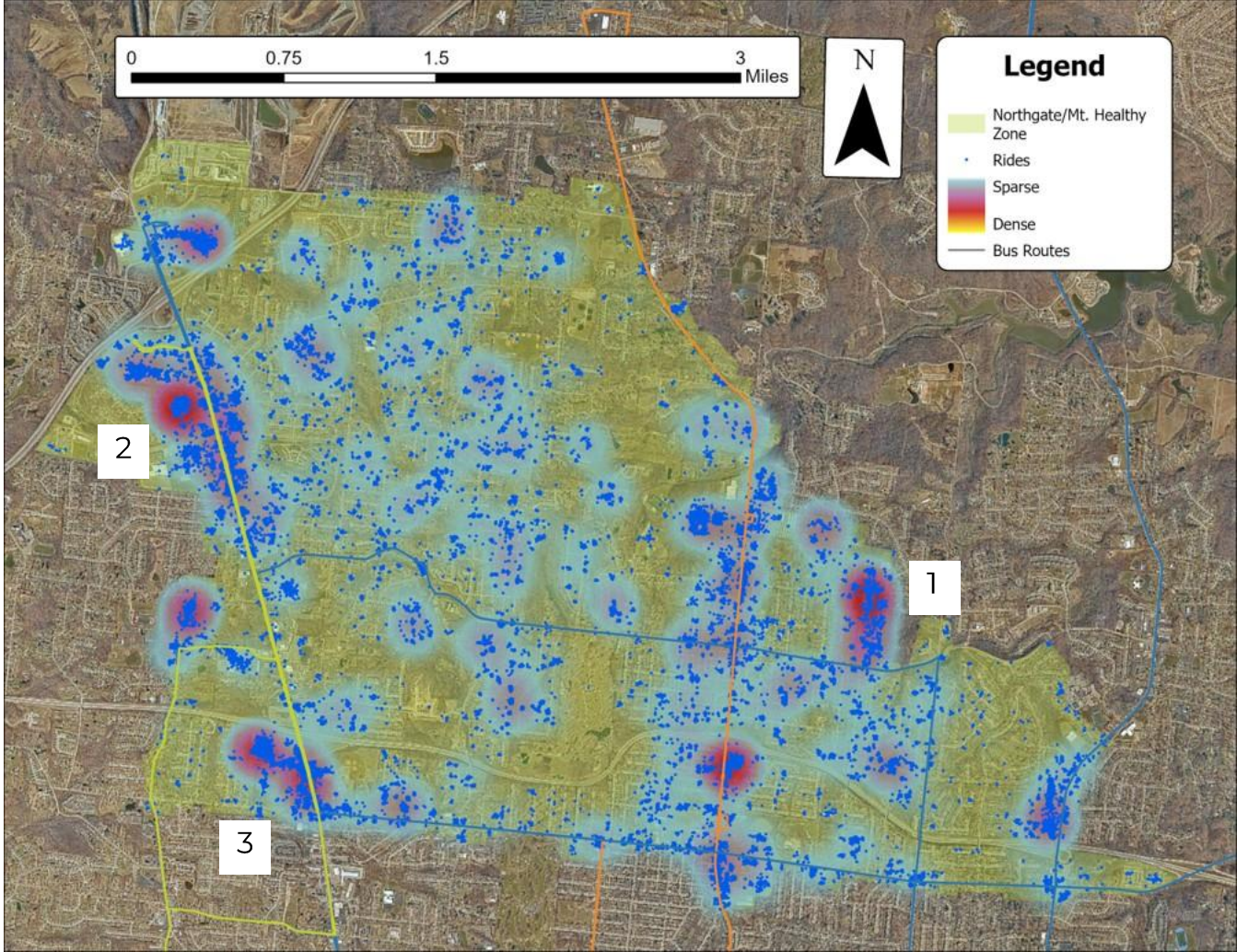
Ridership	Jan	Feb	Mar	Apr	May	Jun
Springdale	4,030	3,985	4,565	4,223	4,641	4,495
Met Demand	Jan	Feb	Mar	Apr	May	Jun
Springdale	87.5%	87.7%	91.5%	88.1%	90.9%	87.0%
Productivity	Jan	Feb	Mar	Apr	May	Jun
Springdale	3.3	3.5	3.2	3.2	3.2	3.4
ETA (mins)	Jan	Feb	Mar	Apr	May	Jun
Springdale	24.8	25.0	22.5	24.1	23.9	25.1
OTP	Jan	Feb	Mar	Apr	May	Jun
Springdale	99.6%	99.2%	99.4%	99.5%	99.3%	99.2%
Driver Hours	Jan	Feb	Mar	Apr	May	Jun
Springdale	1,207	1,141	1,427	1,332	1,456	1,327
	Top Destinations					Ridership
1	Woodlawn Kroger					13,574
2	The Park Apts / Heritage Hill					11,934
3	Springdale Plaza					5,796



Ridership since launch (May 2023 – 37 Months)	
103,366	

Northgate/Mt. Healthy KPIs & Ridership Heat Map

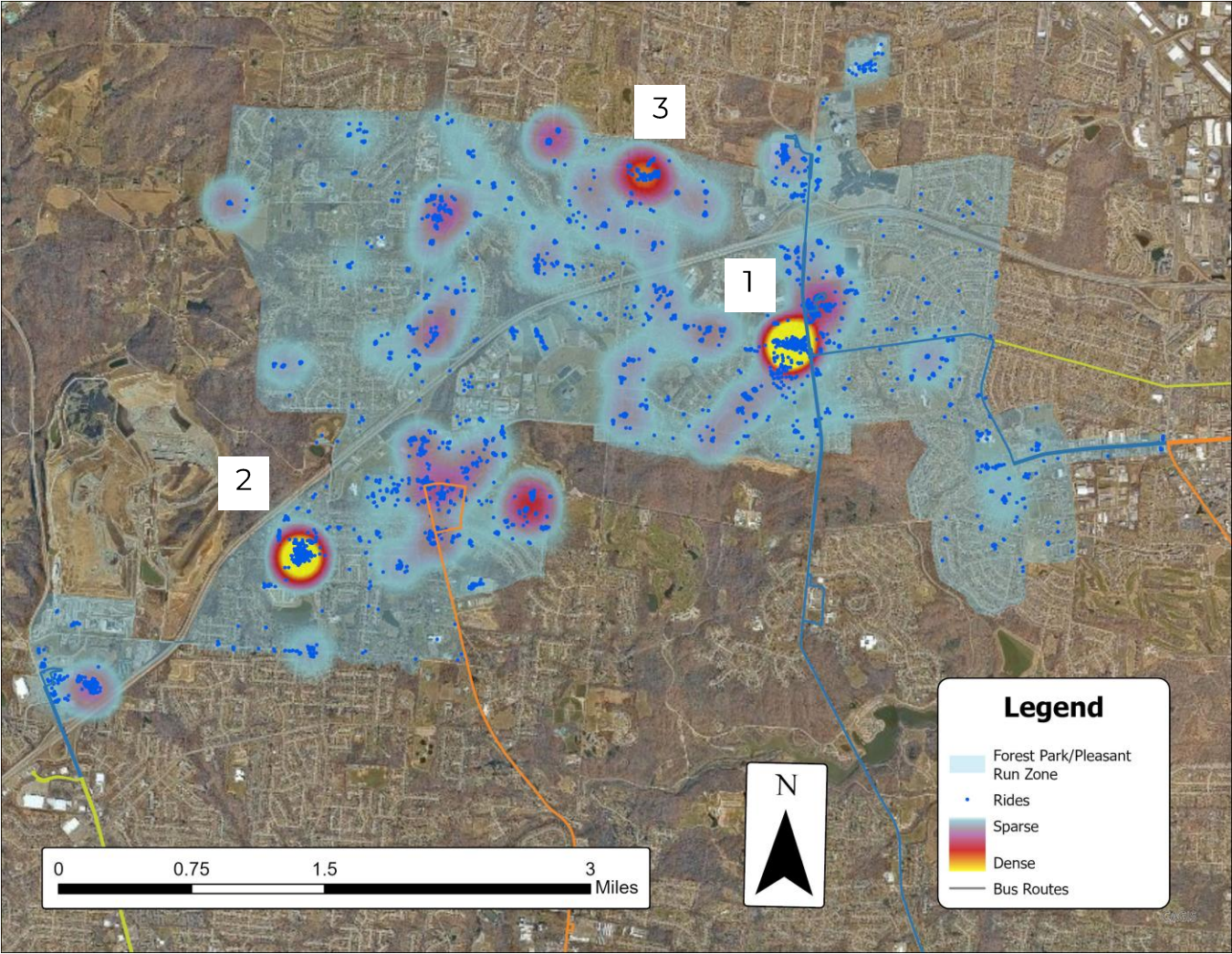
Ridership	Jan	Feb	Mar	Apr	May	Jun
Northgate	6,846	6,632	7,509	6,984	7,420	6,819
Met Demand	Jan	Feb	Mar	Apr	May	Jun
Northgate	85.7%	84.2%	91.3%	88.7%	90.3%	88.1%
Productivity	Jan	Feb	Mar	Apr	May	Jun
Northgate	3.6	3.7	3.5	3.6	3.6	3.6
ETA (mins)	Jan	Feb	Mar	Apr	May	Jun
Northgate	27.7	28.7	26.0	28.0	27.1	25.5
OTP	Jan	Feb	Mar	Apr	May	Jun
Northgate	99.1%	99.3	99.3%	99.4%	99.2%	99.3%
Driver Hours	Jan	Feb	Mar	Apr	May	Jun
Northgate	1,882	1,803	2,117	1,967	2,087	1,920
	Top Destinations			Ridership		
1	Clovernook Apts			19,090		
2	Colerain Kroger			11,714		
3	Colerain Walmart			11,034		



Ridership since launch (July 2023 – 35 Months)	
200,350	

Forest Park/Pleasant Run KPIs & Ridership Heat Map

Ridership	Jan	Feb	Mar	Apr	May	Jun
Forest Park	1,765	1,901	2,245	2,278	2,274	1,965
Met Demand	Jan	Feb	Mar	Apr	May	Jun
Forest Park	92.0%	92.9%	91.8%	87.4%	92.5%	90.2%
Productivity	Jan	Feb	Mar	Apr	May	Jun
Forest Park	2.6	2.7	2.8	3.1	2.8	2.5
ETA (mins)	Jan	Feb	Mar	Apr	May	Jun
Forest Park	16.1	18.6	19.4	23.3	20.4	19.5
OTP	Jan	Feb	Mar	Apr	May	Jun
Forest Park	99.1%	99.3%	99.3%	99.4%	99.2%	99.6%
Driver Hours	Jan	Feb	Mar	Apr	May	Jun
Forest Park	688	711	807	739	816	801
	Top Destinations			Ridership		
1	Forest Park Kroger			2,249		
2	Northwestern High School			1,666		
3	Pleasant Run Apartments			844		

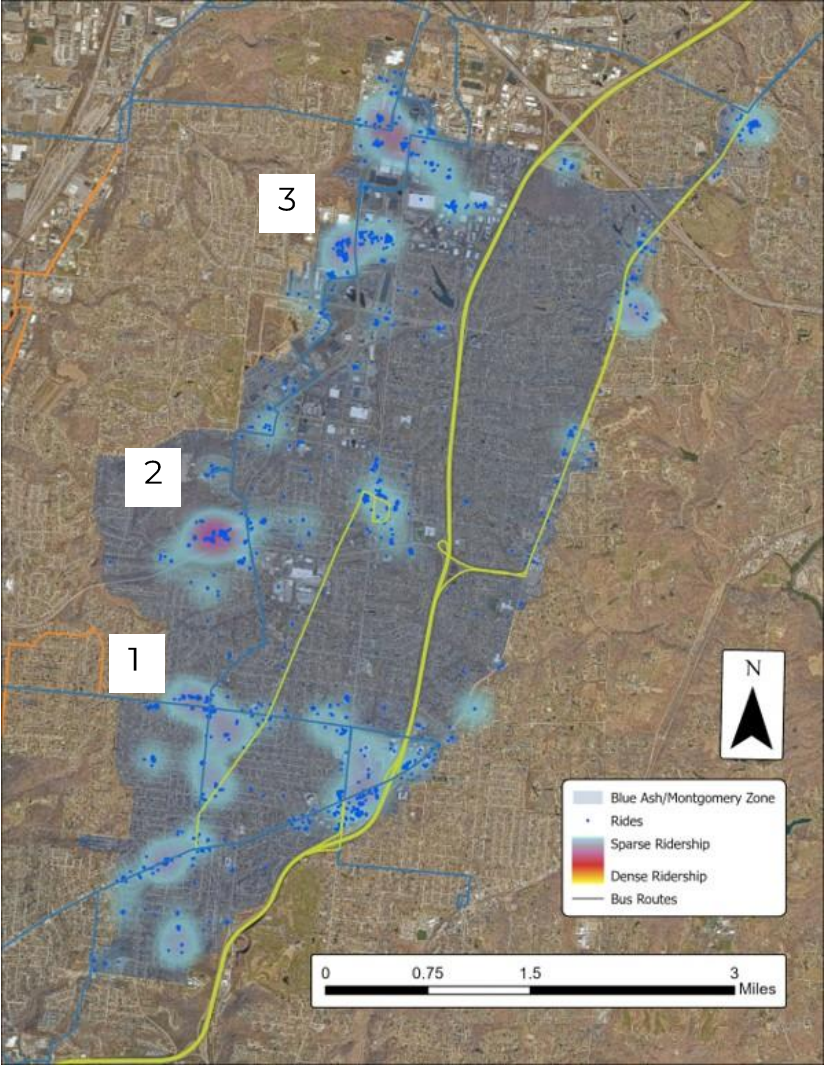


Ridership since launch (June 2025 – 13 Months)	
20,158	

Blue Ash/Montgomery KPIs & Ridership Heat Map

Ridership	Jan	Feb	Mar	Apr	May	Jun
Blue Ash	973	959	1,162	1,286	1,314	1,405
Met Demand	Jan	Feb	Mar	Apr	May	Jun
Blue Ash	89.4%	90.7%	90.8%	89.6%	93.4%	89.9%
Productivity	Jan	Feb	Mar	Apr	May	Jun
Blue Ash	1.9	2.0	2.0	2.2	2.1	2.2
ETA (mins)	Jan	Feb	Mar	Apr	May	Jun
Blue Ash	16.2	17.7	20.2	21.8	18.6	20.3
OTP	Jan	Feb	Mar	Apr	May	Jun
Blue Ash	99.8%	99.8%	99.5%	99.3%	99.6%	99.4%
Driver Hours	Jan	Feb	Mar	Apr	May	Jun
Blue Ash	511	476	575	573	627	626
	Top Destinations		Ridership			
1	Deer Park Plaza		477			
2	Hunt Rd Kroger		466			
3	Creek Rd & Reed Hartman Industrial Jobs		452			

Ridership since launch (October 2025 – 10 Months)
8,595



Red Bike – Metro Update

July 2026

Financials & Ridership Wins

System Stats (Through Q2 2026)

Rides

Q1 & Q2 – 88,687: +63.1% to 2025 and +49.9% to 2023 (best rides year ever)

Go Ridership

Q1 & Q2 – 46,906 – 52.8% of all rides in 2026 – consistent with '24 & '25

Farebox Revenue

Q1 & Q2 – \$182,152.00: +36.7% to 2025 and +18.1% to 2023 (best farebox year since price change)

2026 farebox projections based on current rates of growth are positive to 2026 budget numbers

System Stats (through Q2 2026)

Pass Sales – Trending in the right directions!

Casual

Q1 & Q2 – 9562 purchases: +28.9% to 2025 and +0.8% to 2023 (best farebox year since price change)

Annual

Q1 & Q2 – 225 purchases: +38% to 2025 and -9.27% to 2023

Monthly

Q1 & Q2 – 884: +110% to 2025 and -29% to 2023

Station Alignment Project

Goal: SPDI recommended new Red Bike stations in Q2 2025

Purpose:

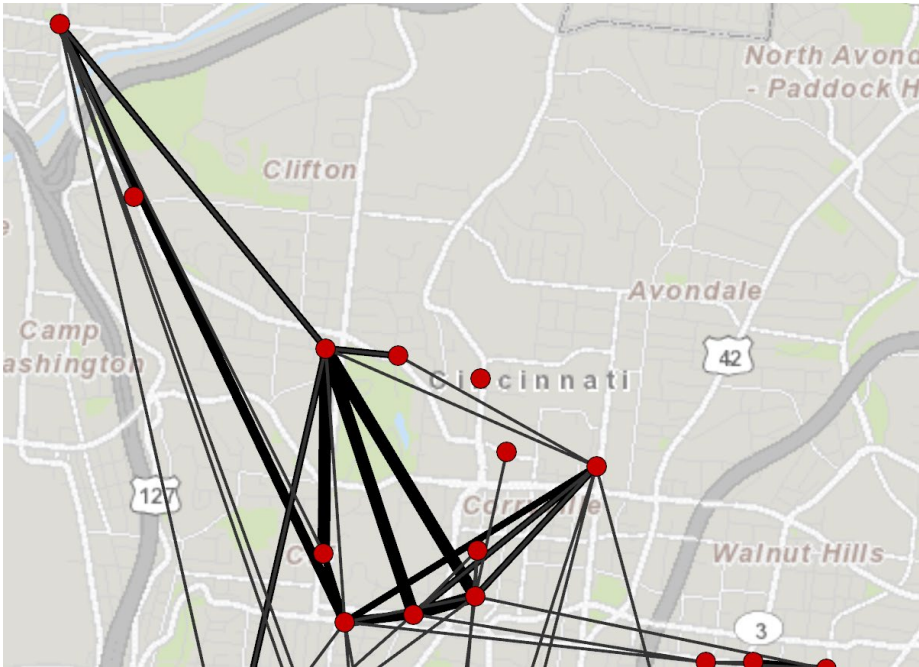
- Red-Bike to serve as "first-mile / last-mile" connections
- Establish "**nodes**" of travel centered around Metro hubs

Methodology:

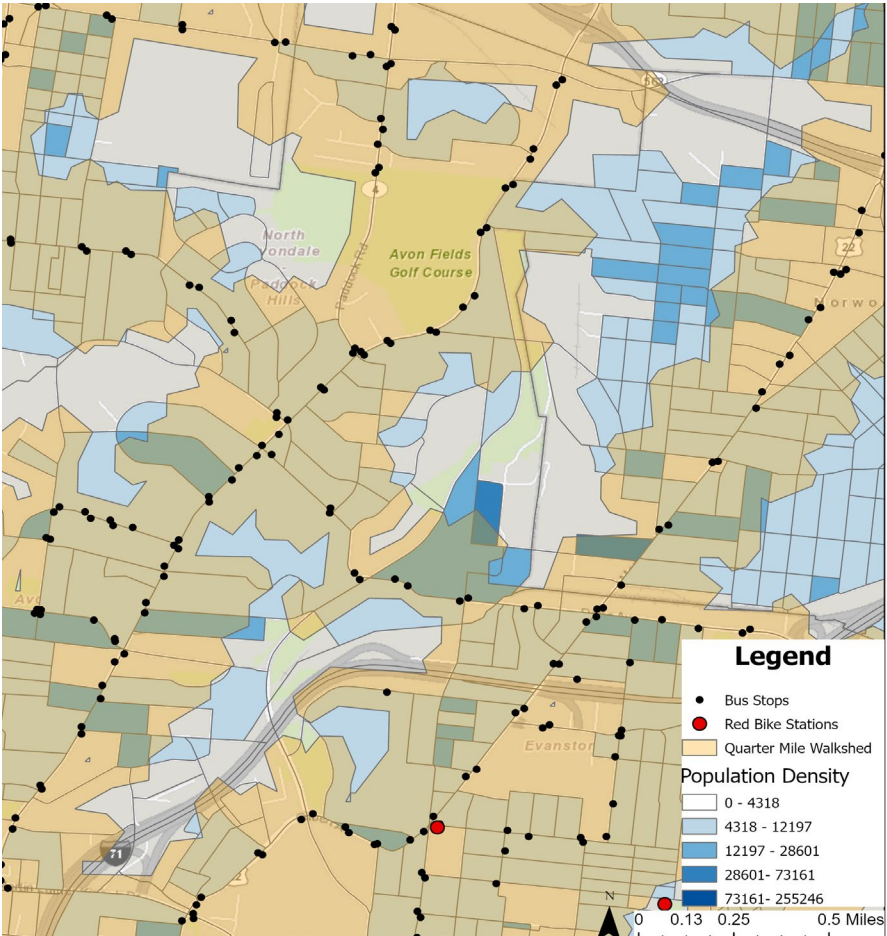
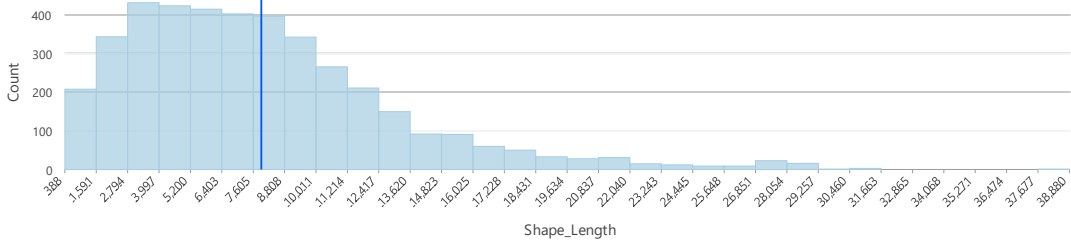
- Study existing trends in Red-Bike user data.
 - Station distancing, population density, origins & destinations, growth rates
- Find opportunity zones where Red-Bike trends and Metro ridership intersect
 - Gaps in existing system service

Station Alignment

(Data Analysis by SPDI)



Distribution of Shape_Length



Station Alignment (New Stations)

Northside (October 2026 install)

- Northside Transit Center, Vandalia, Chase & Kirby, Pullan & Langland

Avondale (January 2026 install)

- Cleveland Park, Forest & Reading

Wasson Way (January 2026 install)

- Dana & Montgomery, Paxton, Rookwood Commons



Proving Impact Through Data

Metro Advised Station Growth Rate – March 26' through June 26'

- All Red Bike Stations: 95.24% avg
- Metro Advised Stations: **223.33%** avg

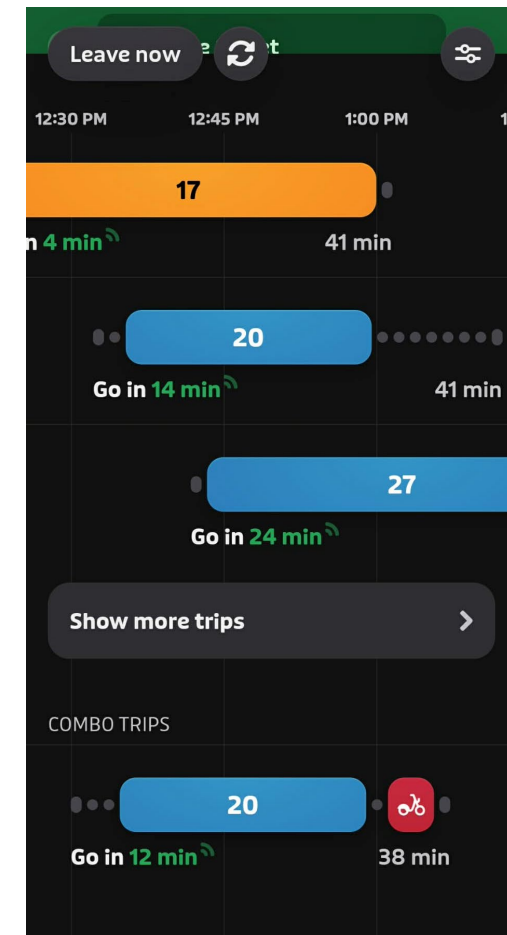
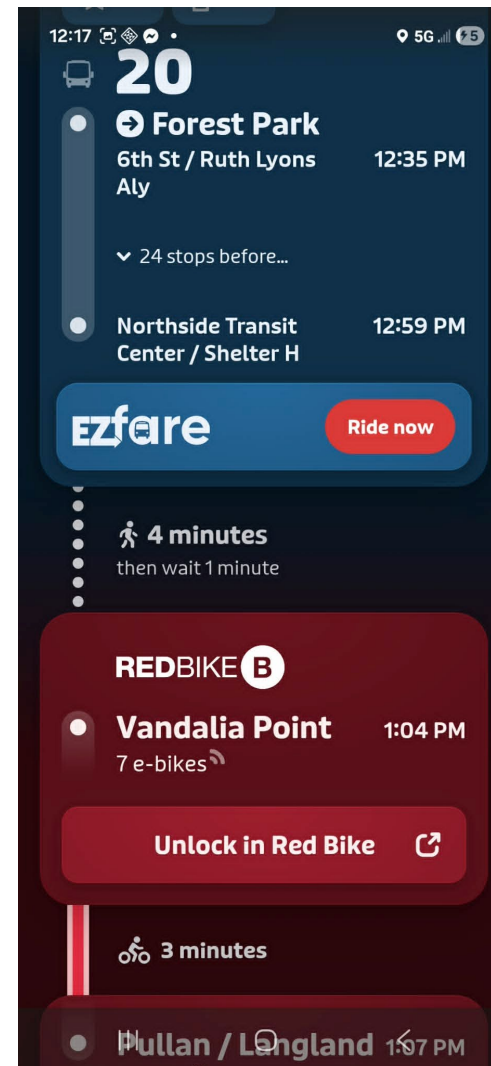
Stations	Avg Percentage Growth
Chase & Kirby	357.14%
Cleveland Park	100.00%
Pullan & Langland	312.50%
Vandalia Point	211.43%
Wasson Way @ Paxton	94.95%
Wasson Way @ Xavier University	263.96%

Coming Soon – Transit App Origin-Destinations

Transit App Launch

- Current pass holders can log in through Transit App
- Purchases are live!
- Joint announcement and press push through Bike Month (May) with Metro
- Like Digital Boards, bus cards, bus digital ads, in app banners, press, social media

- **Purchases:**
 - Monthly 25
 - Annual 1
 - Casual 146
- **Trips:** 1180



Next Steps in Our Partnership

Continuous Analysis:

- Establish monthly reporting on station location and origin-destination data
- Recommend station right-sizing and rebalancing of existing facilities
- Focus marketing on areas that need boosted performance

Capital Investments:

- Utilize data reports to inform new areas to expand Red-Bike stations.
- Provide recommendations to jurisdictions for infrastructure improvements

Integrated Ecosystem:

- Continue to improve shared trip-planning and data analysis to better expand both Metro and Red Bike systems

Project	Method	Vendor	Award	Term	Funding
177-2023* Biometric Health Screenings Highly Effective Organization**	Sole Source Award / Contract Modification	HealthCheck 360	\$376,711 (O) \$209,000 (M)	18 Months August 2026 – January 2028	Budgeted Local Operating

*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	\$209,000
Total MAX Spend for Month	\$-
2026 Total Spend	\$45,560,501
2026 MAX Spend	\$1,110,298
2026 MAX Participation Rate	2.44%



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

APPROVAL OF MODIFIED CONTRACT NO 177-2023 BIOMETRIC HEALTH SCREENINGS

WHEREAS:

1. Metro has an existing agreement with HealthCheck 360 to provide annual health-related biometric screenings to Metro employees and their dependents as part of the group health plan.
2. Biometric screenings serve as a valuable tool for both individuals and organization to monitor health and promote wellness.
3. SORTA staff recommends approval to execute Modified Contract No. 177-203, on behalf of Metro and Butler Healthcorp, Inc. dba Healthcheck 360, increasing the total not to exceed value from \$376,711 to \$585,711, an increase of \$209,000.
4. The expenditures have been budgeted with local operating funds.

THEREFORE, BE IT RESOLVED:

5. The board authorizes the CEO/General Manager/Secretary-Treasurer or the Director of Procurement to execute Modified Contract No. 177-2023, on behalf of Metro and Butler Healthcorp, Inc. dba Healthcheck 360, increasing the total not to exceed value from \$376,711 to \$585,711, an increase of \$209,000.



BOARD OF TRUSTEES ACTION ITEM

DATE: July 23, 2026
FROM: Jason Roe, Director of Procurement
Vickie Hickman, Sr. Manager of Benefits & Compensation
PROJECT NO.: 177-2023 Biometric Health Screenings
STRATEGIC: Highly Effective Organization
REQUEST: Contract Modification

BACKGROUND

Metro has an existing agreement with HealthCheck 360 to provide annual health-related biometric screenings to Metro employees and their dependents as part of the group health plan. Biometric screenings serve as a valuable tool for both individuals and organizations to monitor health and promote wellness. They provide essential data that can lead to healthier lifestyle choices and proactive healthcare management. By participating in these screenings, Metro employees can gain insight into their health and take steps to improve their well-being.

BUSINESS PURPOSE

The purpose of this contract modification is to increase the contract value and the term of services to support the Human Resources Department in sustaining an enhanced employee wellness program through 2027.

PROJECT FINANCING

The budget for this modification is \$209,000 and will be financed using local funding and is approved in the FY2026 budget and will be included in the FY2027 budget.

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. 177-2023, on behalf of Metro with Butler Healthcorp, Inc dba HealthCheck 360., Increasing the total not to exceed value from \$376,711 to \$585,711, an increase of \$209,000.