

SORTA BOARD OF TRUSTEES MEETING

TUESDAY, JULY 17, 2018 – 6:00 P.M.
SORTA/METRO BOARD ROOM
602 MAIN STREET, SUITE 1100
CINCINNATI, OHIO

General Items:

Call to order
Pledge of Allegiance
Recite SORTA's Vision and Mission Statement
Hearings from citizens (*3 minutes per person*)
Chairman Update

Action Items:

1. Approval of Board Minutes: June 19, 2018

Finance Committee (*Heidi Black*)

Planning and Operations Committee (*Brendon Cull*)

2. Proposed Motion: Government Square Area G

Employee Relations Committee (*Gwen Robinson*)

Briefing Items:

3. Financial Reports for June 2018 (*David Riposo*)
4. CEO Board Update (*Dwight Ferrell*)

Other Items:

New Business

Executive Session: Section 121.22(G)(4) "Preparing for, conducting, or reviewing negotiations or bargaining sessions with public employees..."

Adjournment

The next regular meeting of the SORTA Board of Trustees is scheduled for
Tuesday, August 21, 2018, 8:30 A.M., the SORTA/Metro Board Room,
602 Main Street, Suite 1100, Cincinnati, Ohio

BOARD OF TRUSTEES
SOUTHWEST OHIO REGIONAL TRANSIT AUTHORITY

MINUTES OF: Regular Meeting of the SORTA Board of Trustees

DATE: Tuesday, June 19th, 2018, 8:30 A.M.
SORTA/ Metro
602 Main Street
Cincinnati, OH 45202

BOARD MEMBERS PRESENT: Heidi Black, Brendon Cull, Blake Ethridge, Allen Freeman, Robert Harris, Roderick Hinton, Thaddeus Hoffmeister, Kreg Keesee, Pete McLinden, Mary Miller, Gwen Robinson, and Kathleen Wyenandt

BOARD MEMBERS ABSENT: Maurice Brown

STAFF MEMBERS: Dwight Ferrell, Donna Adkins, John Edmondson, Dave Etienne, Patrick Giblin, Paul Grether, Darryl Haley, Adriene Hairston, Sallie Hilvers, Mary Huller, Brandy Jones, Caprice Jones, Maria Jones, Mark McEwan, Ted Meyer, Mary Moning, Cindy Resor, David Riposo, Ronald Salerno, Shannel Satterfield, Khaled Shammout, and TJ Thorn

OTHERS: Troy Miller (ATU), Cam Hardy (BBC), Chris Moran (L.W.V.), Joe Vogel (WSP), and Tony F. (Citizen), Jamar Dunbar (Metro Operator), Mark Samaan (BBC), Laura Hamilton (BBC), Hannah Sparlim (Enquirer), Randy Tucker (Enquirer), Zach Cuni (Citizen), Barbara Wolf (BBC), Bill Rinehart (WVXV), Angela Gibson (Vorys), Matt Jones (CBC), Nick S. (City Beat), Jeff Pastor (City of Cincinnati), Steven Megerle (City of Cincinnati), and Celeste Treece (BBC), James Moore (Metro Operator), Craig Whitehead (Metro Operator), Tom Rousakis (EY), Rob Tague (EY), Dan Jerneycic (EY), Gina Marsh (Human Services Chamber), Reggie Harris (Human Services Chamber), Nick Vehr (Vehr Communications), Darcy (Vehr Communications), Pete Metz (City of Cincinnati) and Chip Gerhardt (Government Strategies Group)

CALL TO ORDER

Mr. Keesee, SORTA Board Chair, called the meeting to order.

PLEDGE OF ALLEGIANCE

The Pledge of Allegiance was recited.

VISION AND MISSION

SORTA's vision and mission statements was recited.

CEO AWARD

Mr. Craig Whitehead was presented the CEO S.T.A.R. award for his quick thinking and actions in coming to the aid of a child along his route. Whitehead spotted a small child wondering alone with two dogs when she followed one of the dogs into the street into oncoming traffic.

HEARINGS FROM CITIZENS

Mr. Keesee asked if there were any citizens present who would like to address the Board.

1. **Jamarr Dunbar Metro Operator:** Has concerns about recent operator assaults; he noticed a blind spot at Oakley Transit Center and asked that operators be notified when route changes are made.
2. **Troy Miller from ATU:** He explained his concern about operator assaults, shared information about a House Bill currently going through Congress focused on the protection of operators.
3. **Mark Samaan from Better Bus Coalition (BBC):** He expressed the need to have SORTA on the 2018 ballot, stating we need maximum mobility soon.

4. **Cam Hardy from Better Bus Coalition (BBC):** He stated his concerns about the need for a solution to the budget deficit, also had concerns that some of the buses have no air conditioning.
5. **Laura Hamilton from Better Bus Coalition (BBC):** As a past rider, she stated she is a supporter of Metro and would like to see SORTA on the ballot, so the voters could decide.

CHAIRMAN UPDATE

Mr. Keesee briefly updated the Board on his recent trip to Washington, D.C. where he discussed potential funding & Transportation Empowerment Fund along with Council member David Mann.

APPROVAL OF MAY 15, 2018 BOARD MEETING MINUTES

Mr. Freeman made a motion that the minutes of the May 15th meeting be approved as previously mailed and Ms. Wyenandt seconded the motion.

By voice vote, the Board approved the minutes.

FINANCE COMMITTEE

Ms. Black reported on the Finance Committee meeting that was held on June 19th, 2018. There were no action items presented to the Board.

PLANNING AND OPERATIONS COMMITTEE

Planning and Operations Committee did not meet for the month of June.

BRIEFING ITEMS

Third Party Independent Financial Review

Mr. Tague of Ernst & Young LLP (“EY”) presented the draft independent financial review, explaining that the review was completed with information supplied by SORTA for use by its client, the Cincinnati USA Regional Chamber & Cincinnati Business Committee. The report covered an overview of SORTA’s historical financial performance, recent cost and revenue source initiatives, items that have impacted SORTA’s financial picture, benchmarking data for 2011-2016 compared to peer agencies, a review of 10 year financial projections developed by SORTA management, trend projections and potential opportunities for cash flow, cost savings and revenue enhancements.

The Board thanked Mr. Tague and the EY team for the thorough report and also thanked staff for their time and efforts in providing the required information to the EY team.

Monthly Financial Report for May 2018

Mr. Riposo presented the May 2018 financial reports. Total revenues were \$8.4 million, which is favorable to budget by \$165,000. Total expenses were \$8.6 million, which is unfavorable to budget by \$301,000 or 3.6%. The final result was a net unfavorable variance of \$111,000 for the month. Fare revenue was favorable to budget by \$174,000. Mr. Riposo then reviewed the contributing factors to these variances.

He also presented the Cincinnati Bell Connector financial report for May 2018. Total revenues were \$303,392 which is unfavorable to budget by \$27,136 or 8%. Total expenses were \$324,522 which is favorable to budget by \$6,006 or 2%. The end result is a net unfavorable variance of \$21,130 for the month. Mr. Riposo then reviewed the contributing factors to these variances.

The Board accepted the report as presented.

Ridership Report for May 2018

Mr. McEwan presented the May 2018 ridership reports. Total ridership for the month of May was 1,215,654, which was above budget. On-time performance was 81.3% for local routes, against a goal of 88%. Local routes are carrying 19.1 passengers per hour, against a goal of 20.7 and express routes are carrying 14.2 passengers per trip, against a goal of 16.2. Missed Trips for the month was 291 against 65,725 total trips.

The May Access ridership report; total ridership for Access was 20,836, 5.7% above budget. On-time performance was 93.5% against a goal of 93.0%.

The Cincinnati Bell Connector ridership report for May 2018; total preliminary ridership was 51,105, 5.7% and 3,087 below budget. Average Headway (Peak/Off Peak) was 13:30/16:02 against a goal of 12:00/15:00.

The Board accepted the report as presented.

CEO BOARD UPDATE

Mr. Ferrell deferred his report; stating information was available in the Board books.

NEW BUSINESS

There was no new business.

ADJOURNMENT

The meeting adjourned at 10:20 A.M.

NEXT MEETING

The next regular meeting of the SORTA Board of Trustees is scheduled for Tuesday, July 17, 2018 at 6:00 P.M., the SORTA/Metro Board Room, 602 Main Street, Suite 1200, Cincinnati, Ohio.

APPROVED:



Kreg Keese
Chair, SORTA Board

ATTESTED:



David A. Riposo
CFO/Secretary Treasurer



BOARD OF TRUSTEES
SOUTHWEST OHIO REGIONAL TRANSIT AUTHORITY
MOTION

GOVERNMENT SQUARE AREA G

I move that the Administration take immediate steps to move stops from Station G in Government Square (at least temporarily) to provide relief to bus, vehicle, and streetcar congestion that exists at 5th and Main. This can be done with minimal costs and any stop that is moved should be relocated within the existing Government Square footprint. Longer term, the Administration should work with the City of Cincinnati and the FTA on the implications, cost, and timing of a permanent relocation of Station G, and report back to the Board on the status.

MOVED BY: Brendon Cull

SECOND BY: Roderick Hinton

VOTE Aye: Ms. Black, Mr. Brown, Mr. Cull, Mr. Ethridge, Mr. Freeman, Mr. Harris, Mr. Hinton, Mr. Hoffmeister, Mr. Keesee, Mr. McLinden, Ms. Miller, Ms. Robinson, and Ms. Wyendandt

Nay: None

Abstain: None

ABSENT AT
THE TIME: None

APPROVED: July 17th, 2018



SOUTHWEST OHIO REGIONAL TRANSIT AUTHORITY
Monthly Financial Report
Executive Summary
 June 2018

SORTA's financial report for the month ending June 30, 2018 is attached.

- Total Revenues of \$8.1 million was favorable to budget by \$244,000 or 3.1%.
- Total Expenses of \$8.1 million was unfavorable to budget by \$(283,000) or (3.6%);
 - Operations expense of \$7.0 million was 86.0% of revenue; and
 - Selling, General & Administrative (SG&A) expense of \$1.2 million was 14.4% of revenue.
 - Depreciation expense of \$1.3 million was incurred but not included in the budgeted expense figures.
- Result was a net unfavorable variance before prior year reserves of \$(39,000) in the month of June.
- Budgeted prior year reserves of \$25,000 were used in the month.
- The final result was a net unfavorable variance of \$(14,000) for the month and favorable variance of \$479,000 year to date.

Below is a summary of the most significant factors driving the results for June:

- **Fare Revenue:** Favorable to budget by \$120,000 or 7.9% in part due to higher than anticipated ridership. The favorable Metro fare revenue of \$118,000 resulted in a farebox recovery ratio of 20.5% which was favorable to budget by 0.7%.
- **CPS Contract Revenue:** Favorable to budget by \$142,000 due to a final true up of the contract revenue from CPS.
- **Non-Transportation Revenue:** Unfavorable to budget by \$(4,000) or (2.8%) due to unfavorable advertising revenue of \$(27,000) partially offset by favorable investment income of \$22,000.
- **Employee Wages:** Wages from Operations were unfavorable to budget by \$(171,000) or (5.6%) primarily due to unfavorable operator wages as a result of customer service training expense timing of \$(140,000). SG&A wages were favorable to budget by \$36,000 or 6.5% due to higher than anticipated open positions for the month.
- **Employee Benefits:** Benefits from Operations were unfavorable to budget by \$(100,000) or (5.7%) due to higher than anticipated vacation and sick leave of \$(48,000), uniform expense of \$(6,000) and increased benefits driven from unfavorable employee wages. Benefits from SG&A were favorable \$26,000 budget or 11.6%.
- **Purchased Transportation:** Unfavorable to budget by \$(35,000) or (6.6%) due to the increase from the minimum wage adjustments and higher than anticipated ridership in the month.
- **Parts & Supplies:** Unfavorable to budget by \$(41,000) or (7.9%) due to unfavorable revenue vehicle parts of \$(42,000).
- **Salary Headcount:** Six positions filled and three new vacancies resulted 20 open positions by the end of June, a decrease from the 23 open positions reported in May.

<u>Open Positions</u>	<u>Prior Month</u>	<u>Current Month</u>	<u>Inc(Dec)</u>
Operations	11	9	(2)
Administration	12	11	(1)
	23	20	(3)

Profit & Loss Statement

Five Months Ended 6/30/2018

Dollars In Thousands



	Current Month				Year To Date				Prior Yr			
	Actual	Budget	Variance Fav/(Unfav)		Actual	Budget	Variance Fav/(Unfav)		Actual			
Fixed Route Ridership	1,025,480	1,012,043	13,437	1.3%	6,787,990	6,892,676	(104,686)	(1.5%)	7,184,757			
Access Ridership	19,167	18,650	517	2.8%	118,006	114,176	3,830	3.4%	113,997			
Total Ridership	1,044,647	1,030,693	13,954	1.4%	6,905,996	7,006,852	(100,856)	(1.4%)	7,298,754			
Farebox Recovery Ratio (1)	20.5%	19.6%	0.9%		18.9%	18.0%	0.9%		20.5%			
Revenue	Dollars	% Rev	Dollars	% Rev	\$	%	Dollars	% Rev	Dollars	% Rev	\$	
Operating Revenue												
Fares												
Metro Fares (2)	\$ 1,547	19.1%	\$ 1,429	18.2%	\$ 117.7	8.2%	\$ 8,695	17.5%	\$ 8,230	16.8%	\$ 465.0	5.6%
Access Fares	79	1.0%	77	1.0%	1.8	2.3%	479	1.0%	472	1.0%	7.6	1.6%
Total Fares	1,625	20.1%	1,506	19.2%	119.5	7.9%	9,175	18.5%	8,702	17.8%	472.6	5.4%
CPS Contract Revenue	142	1.8%	0	0.0%	141.7	0.0%	4,373	8.8%	4,151	8.5%	221.8	5.3%
Non-Transportation Revenue (3)	125	1.5%	129	1.6%	(3.7)	(2.8%)	847	1.7%	842	1.7%	4.6	0.5%
Subtotal Operating Revenue	1,892	23.4%	1,635	20.9%	257.5	15.8%	14,395	29.0%	13,696	28.0%	699.0	5.1%
Subsidy Revenue												
Transit Fund Receipts	5,903	73.0%	5,903	75.3%	0.0	0.0%	27,181	54.8%	27,181	55.5%	0.0	0.0%
Federal Cash Grants	49	0.6%	49	0.6%	0.0	0.0%	6,600	13.3%	6,600	13.5%	0.0	0.0%
State & Other Subsidy Revenue (4)	239	3.0%	252	3.2%	(13.4)	(5.3%)	1,447	2.9%	1,470	3.0%	(23.2)	(1.6%)
Subtotal Subsidy Revenue	6,190	76.6%	6,203	79.1%	(13.4)	(0.2%)	35,228	71.0%	35,251	72.0%	(23.2)	(0.1%)
Total Revenue	8,082	100%	7,838	100.0%	244.1	3.1%	49,623	100.0%	48,947	100.0%	675.7	1.4%
Cost of Operations												
Wages	3,216	39.8%	3,045	38.8%	(170.7)	(5.6%)	19,955	40.2%	19,825	40.5%	(129.6)	(0.7%)
Employee Benefits	1,860	23.0%	1,760	22.5%	(99.6)	(5.7%)	10,894	22.0%	10,650	21.8%	(243.1)	(2.3%)
Fuel & Lubricants	484	6.0%	450	5.7%	(34.1)	(7.6%)	2,823	5.7%	2,764	5.6%	(58.8)	(2.1%)
Parts & Supplies	514	6.4%	459	5.9%	(55.0)	(12.0%)	2,768	5.6%	2,885	5.9%	117.1	4.1%
Purchased Transportation	566	7.0%	531	6.8%	(35.1)	(6.6%)	3,356	6.8%	3,282	6.7%	(74.3)	(2.3%)
Services	156	1.9%	124	1.6%	(31.9)	(25.7%)	752	1.5%	746	1.5%	(5.8)	(0.8%)
Utilities	51	0.6%	57	0.7%	6.0	10.6%	507	1.0%	580	1.2%	72.7	12.5%
Casualty & Liability	12	0.2%	71	0.9%	58.9	82.8%	748	1.5%	427	0.9%	(321.4)	(75.3%)
Taxes & Leases	67	0.8%	74	1.0%	7.2	9.7%	427	0.9%	426	0.9%	(0.8)	(0.2%)
Other (5)	28	0.4%	10	0.1%	(18.9)	(198.2%)	56	0.1%	78	0.2%	21.5	27.6%
Total Cost of Operations (6)	6,954	86.0%	6,581	84.0%	(373.0)	(5.7%)	42,286	85.2%	41,664	85.1%	(622.5)	(1.5%)
Selling, General & Administrative												
Wages	509	6.3%	545	7.0%	35.6	6.5%	3,061	6.2%	3,294	6.7%	233.0	7.1%
Employee Benefits	201	2.5%	227	2.9%	26.2	11.6%	1,269	2.6%	1,346	2.8%	77.7	5.8%
Parts & Supplies	41	0.5%	56	0.7%	14.3	25.6%	136	0.3%	163	0.3%	26.7	16.4%
Services	264	3.3%	287	3.7%	23.1	8.0%	1,758	3.5%	1,696	3.5%	(62.6)	(3.7%)
Utilities	16	0.2%	20	0.3%	3.5	18.0%	88	0.2%	107	0.2%	18.9	17.7%
Taxes & Leases	61	0.7%	46	0.6%	(14.4)	(31.3%)	238	0.5%	260	0.5%	22.2	8.6%
Other (5)	75	0.9%	76	1.0%	1.9	2.5%	455	0.9%	418	0.9%	(37.3)	(8.9%)
Total SG&A (6)	1,166	14.4%	1,257	16.0%	90.2	7.2%	7,004	14.1%	7,283	14.9%	278.7	3.8%
Total Expenses	8,121	100.5%	7,838	100.0%	(282.8)	(3.6%)	49,291	99.3%	48,947	100.0%	(343.8)	(0.7%)
Prior Year Surplus	25	0.3%	0	0.0%	24.6	0.0%	147	0.3%	0	0.0%	147.5	0.0%
Surplus (Deficit)	\$ (14)	(0.2%)	\$ 0	0.0%	\$ (14.2)		\$ 479	1.0%	\$ -	0.0%	\$ 479.4	
Depreciation Expense	\$ 1,271	15.7%					\$ 7,626	15.4%				\$ 7,694

Notes:

- (1) Farebox Recovery Ratio = Metro Fares Revenue / (Total Expenses less Purchased Transportation Expense); Full Year Budgeted Farebox Recovery Ratio is 18.3%
- (2) Metro Fare Revenue includes Regular Fares & Passes, Fare Deal, and Special Program Fares
- (3) Non-Transportation revenues include advertising, investment income, parking revenue, warranty recoveries & fee SORTA receives from the City to manage the streetcar.
- (4) Other Subsidy Revenue includes county contracts, and payments from 5/3 Bank, Duke Energy, UC and Cincinnati State.
- (5) Other includes advertising, training, dues and subscriptions, travel and incentive fares.
- (6) Full year 2018 Budget: Operating Expense @ 85.1% of Revenue & SG&A @ 14.9% of Revenue.



SOUTHWEST OHIO REGIONAL TRANSIT AUTHORITY
CINCINNATI BELL CONNECTOR
MONTHLY FINANCIAL REPORT
EXECUTIVE SUMMARY
JUNE, 2018

The Cincinnati Bell Connector financial report for the month ending June 30, 2018 is attached.

- Total Revenues were \$305,507 which is unfavorable to budget by \$25,023 or 8%;
- Total Expenses were \$354,968, which is unfavorable to budget by \$24,438 or 7%;
- June result is net unfavorable income of \$49,461 and an unfavorable variance to budget of \$49,461.
- Year to date result is net unfavorable income of \$4,083, and an unfavorable variance to budget of \$4,083.
- A favorable adjustment from prior months to the Transdev Contract Expense of \$27,568 is reflected in the year to date results.

Below is a summary of the most significant factors driving results for the month:

- **Ridership:** Unfavorable by 960 or 2% for the month.
- **Fare Revenue:** Unfavorable by \$3,298 or 8% for the month primarily due to decreased ridership.
- **Connector Advertising:** Unfavorable \$8,676 or 47% for the month due to advertising contracts falling short of budgeted expectations.
- **Naming Rights:** Unfavorable \$2,249 or 10% for the month due to naming rights contracts falling short of budgeted expectations.
- **Station Shelter Advertising:** Unfavorable \$10,800 or 100% for the month due to station shelter advertising contracts falling short of budgeted expectations during approval/selling ramp up.

Cincinnati Bell Connector

Year to Date Financial Report

As of June 30, 2018

	Curr Mo Actual	Curr Mo Budget	Month Variance Fav / (Unfav)		YTD Actual	YTD Budget	YTD Variance Fav / (Unfav)	
Ridership	57,841	58,801	(960)	-2%	530,145	609,300	(79,155)	-13%
Fares								
Regular Fares & Passes	\$39,627	\$42,925	(\$3,298)	-8%	\$390,153	\$444,789	(\$54,636)	-12%
Charter Service	\$0	\$0	\$0	-	\$4,830	\$0	\$4,830	-
Total Fares	\$39,627	\$42,925	(\$3,298)	-8%	\$394,983	\$444,789	(\$49,806)	-11%
Other Revenue								
City Parking Meter Contribution, (Net of City Overhead Expense)	\$88,839	\$88,839	(\$0)	0%	\$1,066,064	\$1,066,064	\$0	0%
City Appropriated Surplus Parking	\$37,967	\$37,967	\$0	0%	\$519,002	\$519,000	\$2	0%
Haile Foundation	\$75,000	\$75,000	\$0	0%	\$900,000	\$900,000	\$0	0%
Tax Incentive Policy (VTICA)	\$33,333	\$33,333	\$0	0%	\$400,000	\$400,000	(\$0)	0%
Connector Advertising	\$9,867	\$18,544	(\$8,676)	-47%	\$147,698	\$222,525	(\$74,827)	-34%
Naming Rights	\$20,874	\$23,123	(\$2,249)	-10%	\$246,768	\$277,475	(\$30,707)	-11%
Station Shelter Advertising	\$0	\$10,800	(\$10,800)	-100%	\$0	\$129,600	(\$129,600)	-100%
Total Fares and Other Revenue	\$305,507	\$330,530	(\$25,023)	-8%	\$3,674,515	\$3,959,453	(\$284,938)	-7%
Expenses								
Transdev Contract	\$276,702	\$275,680	(\$1,022)	0%	\$2,962,622	\$3,301,791	\$339,169	10%
SORTA Management Fee	\$22,054	\$22,054	\$0	0%	\$264,390	\$264,143	(\$246)	0%
Direct Costs	\$56,212	\$32,796	(\$23,416)	-71%	\$451,586	\$393,519	(\$58,067)	-15%
Total Expenses	\$354,968	\$330,530	(\$24,438)	-7%	\$3,678,597	\$3,959,453	\$280,856	7%
NET INCOME / (DEFICIT)	(\$49,461)	\$0	(\$49,461)		(\$4,083)	\$0	(\$4,083)	

Board UPDATE

From Dwight A. Ferrell, CEO and General Manager

#ReinventingMetro

July 2018

Major projects:

Triennial review: On June 27-28, reviewers from the Federal Transit Administration were on-site for SORTA's Triennial Review. Their work focused primarily on procurement procedures, financial reporting, grants administration, Title VI compliance, and ADA requirements. The final report is expected in late August.

Bus shelter and bench contract: We terminated the contract with Clean Zone Marketing on June 15. The contract was executed in August 2017. A new RFP for shelter advertising is being issued.

Community outreach:

Dump the Pump Day: On Thursday, June 21, Metro celebrated National Dump the Pump Day, which encourages individuals to choose public transit instead of driving a car. In all, 420 people took Metro's "Dump the Pump Pledge" by downloading the Cincy EZRide app and signing up through Metro's Facebook page to receive a free Zone 2 day pass. Metro staff was at Government Square during the morning rush hour to thank customers with treats and giveaways. There was also a social media contest to win a monthly pass.

Summer outreach: In June, Metro was represented at the Sharonville and Springfield Township Touch-a-Truck events, the Juneteenth Festival in Eden Park, and the Pride Festival downtown. In July and August, we will be at the Kids Outdoor Adventure Expo at Winton Woods, Greater Anderson Days, Taste of Blue Ash, and the Midwest Black Family Reunion.

Employee relations:

Safety Month: Metro celebrated safety the entire month of June with employee picnics, activities, and the annual Safety Awards luncheon. Forty-three operators, maintenance and storeroom employees won major awards for years without a preventable accident or workplace injury. More than 100 employees were honored for major milestones, ranging from 5 years to 36 years of safety.

EEO training: Mandatory Equal Employment Opportunity training was completed in June for Metro management employees, supervisor and above.

Bus operator recruitment progress report:

- Open bus operator jobs on June 30 21
- Number of applicants in June 75
- Number of operators hired in June 9
- Number in training as of June 30 10

CEO update:

Meetings: In June, I met with government leaders in Wyoming, Madeira, Lockland, Greenhills, and Deer Park, as well as with the OTR Chamber. I attended the Cincinnati USA Regional Chamber's DC fly-in, and SORTA Chair Kreg Keesee and I met with our federal delegation and U.S. DOT staff concerning the Reinventing Metro plan and grant opportunities.

CEO On-Board: In June, I did a CEO on Board bus ride-along on Rt. 21 Harrison Ave. I welcome SORTA Board members to join me on a ride-along to meet our customers, and our bus operators to hear their experiences.

Commendations: Metro's employees serve the community well every day. In June, our employees received many commendations, including the following:



Ameet Chimote
@ameetchimote

Following

I'm riding the 38x to work- fast, punctual, convenient and conscientious way to commute to work @cincinnati metro #DumpThePump



Cincinnati Metro @cincinnati metro
Swing on by Government Square to grab some Metro swag as we celebrate National #DumpThePump Day!

7:16 AM - 21 Jun 2018 from Cincinnati, OH

1 Retweet 6 Likes



Reply 1 Retweet 6 Likes

And, especially important during National Safety Month:

Customer stated that the driver was very friendly, very cautious with her driving, and she was very alert and all-around good driver

Caller says the driver is very polite and allows other motorists over and they do not block the street intersection.

If you have any questions, please call me at (513) 632-7510.

Dwight A. Ferrell, CEO and General Manager