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NOV 2018

#ReinventingMetro



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News

#ReinventingMetro

Take a look at [ReinventingMetro.com](#) to find out how Metro is working to provide riders with faster service, better hours and more routes to new places.

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December SORTA Board meeting

The December Board of Trustees meeting for the Southwest Ohio Regional Transit Authority will be held on Tuesday, Dec. 18 at 8:30 a.m. at 602 Main St. 12th Floor Board Room. SORTA board meetings are open to the public.

Make the Most of Your Bus Fare with Metro Perk\$

Just in time for Thanksgiving, we're thanking our loyal riders with the new Metro Perk\$ program.

Turn your bus pass into your ticket to exclusive deals and discounts at local businesses and attractions including:



- * \$2 off an adult/ \$1 off a child admission ticket at the Cincinnati Zoo & Botanical Gardens
- * \$2 off adult/\$1 off child, senior or student tickets to special exhibitions at the Cincinnati Art Museum
- * 10% off purchase at Einstein Bros. Bagels Downtown and Einstein Bros. Bagels Clifton

For more information about Metro Perk\$, including how to become a merchant, go to Metro's [website](#).

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2019 Budget to be Balanced Using Reserve Funds



The Southwest Ohio Regional Transit Authority has approved a \$99.9 million operating budget for its 2019 fiscal year, which begins Jan. 1. This is \$1.8 million more than SORTA's 2018 operating budget of \$98.1 million.

Revenues are projected to be \$96.1 million -- \$3.8 million less than expenses. SORTA has authorized the use of available funds from the 2018 budget and a portion of existing reserves to balance the budget. A balanced budget is required by state law.

Board meetings now alternate each month between 8:30 a.m. and 6 p.m. to provide an increased opportunity for the community to attend meetings.

See meeting dates and past meeting minutes [here](#).

Thank you, veterans



On Veterans Day, we thanked our more than 60 employees who have served in the armed forces.

Every day, we are thankful for their bravery and their dedication, as well as the bravery and dedication of our many veteran riders. Thank you, veterans!

Metro ridership reports

Curious about how many people rode Metro last month? Stay in the know with monthly ridership and performance reports, available on Metro's website [here](#).

You Said...

Although SORTA will continue to do everything possible to reduce expenses in 2019, the budget reflects no change in current fares, no wage increases, and no employee layoffs.

Read more [here](#).

Winter Weather Reminders

'Tis the season for inclement weather. Ditch the snow brush and the ice scraper and let Metro get you where you need to be this winter.

In the event of significant ice or snow, Metro will still run service but detours and delays may be possible.



Updated service information will be provided through the following outlets:

- * Metro's Cincy EZAlerts is a free tool that allows riders to sign up to receive service alerts, including information about detours and service interruptions, by text or email for their route.
- * Real-time bus-tracking apps such as Transit App or Metro's desktop Transit Tracker (bustracker.go-metro.com) allow riders to track the location of their bus in real-time.
- * Metro's Detour Hotline (513-632-7538) provides an up-to-date recorded message on severe winter weather days that provides the most current bus detour information. The hotline is updated continuously from 5 a.m. to 11 p.m.
- * Metro's website (go-metro.com) also provides bus detour information and bus schedules.
- * Metro's call center (513-621-4455) is open weekdays from 6:30 a.m. to 6 p.m.
- * Cincy EZRide app is a free app on Android and iOS that makes it convenient for customers to purchase their fare on their smartphone, instead of digging through their wallet in gloves for exact change.

IMPORTANT: Metro buses cannot stop safely on snowy or icy hills. Customers should board at the top or bottom of hills.

Metro Holiday Rider Advisories

Metro will operate on a holiday/Sunday schedule for Thanksgiving, Nov. 22, and Christmas, Dec. 25. Access, Metro's service for people with disabilities, will also operate on a Holiday/Sunday



Reco Owens

Paris R. contacted Customer Relations to commend operator Reco Owens for his actions assisting a disabled Metro rider:

"The 51 Glenway bus driver (Owens) assisted a wheelchair customer. The person was trying to ride off the curb to cross the street. The driver advised of a better way. Since the customer had gotten two wheels over the hump, the driver personally helped get the rest of the automatic wheelchair off the curb so that the man could get going. The driver also paid close attention to traffic and redirected the customer to the sidewalk ramp and assisted with the turn around to face the crosswalk ... For sure this driver is top notch in empathy, courtesy, and respect ... I am extremely impressed with this man! "



schedule. The Metro Sales Office, call center and administrative offices will be also be closed Nov. 22 and Dec. 25.

Metro and Access will operate on regular schedule for Black Friday, Nov. 23, and Christmas Eve, Dec. 24.

Holiday fun at Government Square:

Keep an eye out for a special appearance from Santa next month on Government Square.

Bus-Only Lane is in Effect

Cincinnati's new rush hour bus-only lane opened Monday, Nov. 5. The lane, which encompasses the farthest right lane of Main Street between Fifth and Central Parkway, is closed to continuous non-bus traffic during peak travel times from 7 a.m. to 9 a.m. and 4 p.m. to 6 p.m. Monday through Friday.



As a result of the change, the Metro stop at the corner of Main St. and 7th was relocated to mid-block on Main St. between 6th and 7th.

For more information, click [here](#).

Read & Ride Book of the Month: Midnight at the Bright Ideas Bookstore

Metro has partnered with the Public Library of Cincinnati and Hamilton County to encourage bus riders to take advantage of their time on the bus by picking up a good book from the library.

This month's book is "Midnight at the Bright Ideas Bookstore," by Matthew Sullivan -- a



Cincinnati Metro Read+Ride

mystery set in a bookstore that will have you sitting on the edge of your (bus) seat until the final page. Stop by your local library branch today to pick up a copy and be sure to share your thoughts with your fellow Read & Riders

Cincy EZAlerts



Metro's making it even easier to ride with new Cincy EZAlerts. Get service notifications for detours or disruptions for the routes you

ride via text or email. Sign up [here](#).

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Pay your fare with your phone!



Metro's Cincy EZRide app lets you pay your fare with your phone anytime, anywhere! It's free to download. Get started [here!](#)

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Share the News

Use the "Forward this email" link at the bottom of this email to send this on to others who may want Metro news. They can [subscribe](#) if they would like to receive the newsletter each month.

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using #ReadandRide.

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December Service Changes



Metro's summer service changes will go into effect Monday, Dec. 3, 2018. The following routes will have minor routing and/or running time adjustments: **2X, 3X, 11, 12X, 19, 31, 32, 40X, 43, 46, 71X, 75X, 90.**

Keep an eye on go-metro.com for more information.

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Metro Operator Career Days

Metro is looking for passionate, community-minded individuals with a 'drive' for success to become Metro bus operators.



Metro has an upcoming Operator Career Day for anyone interesting in learning more about becoming a Metro bus operator. The event, on **Saturday, Dec. 15**, will be held at Metro's Queensgate Garage, located at 1401 Bank St. in Cincinnati, from **9 a.m. to 1 p.m.**

New operator hires will receive a \$500 hiring bonus, great pay and full benefits!

To reserve your spot and for more information, check out Metro's [career page](#).

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Post of the month

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Eric H Kearney
@EricKearney



Whenever I'm on
[@cincinnatimetro](#) I always receive
a friendly "Hello!" With such a
warm greeting And the wonderful
people you'll be meeting Metro is
the best way to go!



Tweet your reply

