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SEP 2018

INFO

#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.

Downtown Perceptions Survey

Do you have thoughts you'd like to share on the state of downtown? The 2018 Perceptions Survey is live now and looking for your opinions about the Central Business District, including The Banks

Metro Operator Recognized with CEO S.T.A.R. Award

Metro Operator Maria Smith was recognized this month by the SORTA board for her actions at the scene of a hit-and-run incident.

Smith was operating a Metro XTRA Service route on Sept. 10 when she arrived on the scene of an accident involving a struck pedestrian. She immediately stopped her bus and ran to assist the pedestrian, performing CPR and later directing traffic so that first responders could access the scene.

Smith was given a CEO S.T.A.R. Award in recognition of her quick response and compassion

The CEO S.T.A.R. Award for "Service That Attracts Recognition," is a selective award presented by and at the sole discretion of Metro's CEO, Dwight A. Ferrell. The Award acknowledges and rewards employees who demonstrate exemplary service to Metro and the community.



Maria Smith stands alongside SORTA Board Chair Kreg Keesee (left) and CEO Dwight Ferrell (right).

Metro and Cincinnati Public Library Launch Book Club

and Over-the-Rhine.

Take the survey online [here](#).



September SORTA Board meeting

The October Board of Trustees meeting for the Southwest Ohio Regional Transit Authority will be held on Tuesday, October 16 at 8:30 a.m. at 602 Main St. 12th Floor Board Room. SORTA board meetings are open to the public.

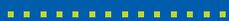
Board meetings now alternate each month between 8:30 a.m. and 6 p.m. to provide an increased opportunity for the community to attend meetings.

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



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](#).



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](#).



Metro-Public Library Book Club

Metro has partnered with the Cincinnati Public Library to encourage riders to read on board. If you're looking for a new way to enjoy your ride, check out our first recommendation: "Alexander Hamilton," by Ron Chernow.

The book, which inspired the hit Broadway musical, tells the riveting story of a man who overcame all odds to help shape, inspire and scandalize new-born America.

To get your copy of "Alexander Hamilton," visit any Cincinnati Public Library branch location.



Metro to Host Series of Operator Career Days



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

Metro will host three Operator Career Days this fall for anyone interesting in learning more about becoming a Metro bus operator. All three events will be held at Metro's Queensgate Garage,

located at 1401 Bank St. in Cincinnati, from **9 a.m. to 1 p.m.** on the following dates:

- Saturday, October 20**
- Saturday, November 17**
- Saturday, December 15**

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



Did you know...

Metro's **Rt. 42X (West Chester Express)** now serves as a connection to other parts of our region.

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Pay your fare with your phone!



**CINCY
EZRIDE**

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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Earlier this month, Greater Dayton RTA and Butler County Regional RTA debuted the WorkLink route, which travels along the I-75 corridor from Dayton to Middletown, connecting to Metro at the Meijer Park & Ride on Tylersville Road in West Chester Township.

For more information about the Rt. 42X, including schedules, click [here](#). For information about WorkLink, go to Butler County RTA's [website](#).

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You said...

Margaret W. contacted Customer Relations to commend operator Deanna Longmire for her treatment of her family member:

"Yesterday, my brother-in-law took the 51 uptown from Hyde Park/Oakley to Good Samaritan Hospital ER at approximately 3:00 pm. This may not seem out of the ordinary but, My brother-in-law has memory issues and cannot recall who he is, where is going or where he lives. He is not supposed to leave the house without a family member accompanying him as he very easily loses his way and becomes confused. He explained to the bus driver what was wrong with him, and where he was going, She proceeded have him sit at the front of the bus and advised him she would tell him when to get off the bus. Another rider was also headed to Good Sam and assisted him once he left your service into the hospital. I have no way of knowing who these people are or any way to thank them. I just wanted to let your company know that your Driver was amazing and went above and beyond. What she had to do to get him safely to Good Sam. I cannot express enough thanks for her keeping him safe and secure, as well as showing compassion and dignity to another in need."

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Post of the Month

Jay Shifman @JBSHifman · Sep 20
Another easy ride home to #wearewainuthills on the 11 thanks to @cincinnati metro! #whatsyournumber

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