

## SORTA PARATRANSIT (ACCESS) COORDINATION COMMITTEE MEETING

TUESDAY, FEBRUARY 21<sup>ST</sup>, 2023 - 9:30 A.M.  
SORTA/METRO AT HUNTINGTON CENTER,  
SORTA BOARD ROOM (6<sup>TH</sup> FLOOR)  
525 VINE STREET  
CINCINNATI, OHIO 45202

### **General Items:**

Call to order

Pledge of Allegiance

1. Approval of Paratransit (Access) Coordination Committee Minutes: July 12<sup>th</sup>, 2022

### **Briefing Items**

2. Greater Cincinnati Regional Paratransit Coordination Presentation (*Khaled Shammout*)

### **Other Items:**

New Business

Adjournment

The next regular meeting of the Paratransit (Access) Coordination Committee has not been scheduled.

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The SORTA Board of Trustees may go into Executive "Closed" Session under the Ohio Open Meetings Act:

Section 121.22(G)(1) To consider appointment, employment, dismissal, discipline, promotion, demotion, or compensation of a public employee...;  
Section 121.22(G)(2) To consider the purchase of property for public purposes...; Section 121.22(G)(3) Conferences with an attorney for the public body concerning disputes involving the public body that are the subject of pending or imminent court action; Section 121.22(G)(4) Preparing for, conducting, or reviewing negotiations or bargaining sessions with public employees...; Section 121.22(G)(5) Matters required to be kept confidential by federal law or regulations or state statutes; Section 121.22(G)(6) Details relative to the security arrangements and emergency response protocols for a public body or a public office; Section 121.22(G)(8) To consider confidential information related to the marketing plans, specific business strategy, production techniques, trade secrets...

PARATRANSIT COORDINATION COMMITTEE  
TUESDAY, JULY 12<sup>TH</sup>, 2022 – 11:00 A.M.  
SORTA/METRO AT HUNTINGTON CENTER  
23<sup>RD</sup> FLOOR CONFERENCE ROOM  
525 VINE STREET  
CINCINNATI, OHIO 45202

COMMITTEE MEMEBERS APPOINTED: *Robert Harris (Chair), Heidi Black, Blake Ethridge and Sara Sheets*

COMMITTEE/BOARD MEMBERS PRESENT: Chelsea Clark, Robert Harris and Kreg Keesee

COMMITTEE MEMBERS ABSENT: Heidi Black, Blake Ethridge, and Sara Sheets

STAFF MEMBERS PRESENT: Donna Adkins, Pat Giblin, Brandy Jones, Larry Pinkelton, John Ravasio, Shannel Satterfield and Khaled Shammout

OTHERS PRESENT: Liz Peak (*Consultant*)

1. **Call to Order**

Mr. Harris called the meeting to order.

2. **Pledge of Allegiance**

The Pledge of Allegiance was recited.

3. **Approval of Minutes**

None. This is the committee's first meeting of the year.

4. **Greater Cincinnati Regional Paratransit Coordination Presentation**

Mr. Shammout presented the Greater Cincinnati Regional Paratransit Coordination Presentation. This report reviewed the path to implantation (plan adopted in December 2021, sub-committed formed in February 2022, RFP for consultant support in April 2022, and regional mobility group selected in June); the Regional Mobility Group created a project dashboard to assist with all projects during the two-year project period; lastly, he shared the implantation launch meeting took place on July 11<sup>th</sup>, 2022, with twenty (20) representatives from eleven (11) agencies. He then concluded his report.

Mr. Keesee recommended the committee meet quarterly; the Committee agreed.

The Committee accepted the report as presented.

**New Business**

The next regular meeting of the Paratransit Coordination Committee has not been scheduled.

5. **Adjournment**

The meeting adjourned at 11:15 A.M.

# Greater Cincinnati Region Paratransit Coordination



Implementing strategies to improve  
regional access and mobility



# Path to Implementation

Plan adopted  
December  
2021

Board Sub-  
committee  
established  
February 2022

RFP for  
consultant  
support issued  
April 2022

Regional  
Mobility Group  
selected June  
2022

External  
project launch  
meeting July  
2022

**Strategies to improve regional  
access and mobility for all**



# Two Sub-Committees

**Mobility Management** – a customer centered approach to deliver the transportation options that best meet the community's needs.

**Technologies** – focuses on the implementation of technologies to help make paratransit coordination seamless.





# Mobility Management Sub-Committee

- Create a Regional Mobility Management Program
- Coordinate Travel Training Programs Regionally
- Provide Joint Transit Marketing and Messaging
- Implement a Regional Accepted ADA Eligibility Program



# Travel Training in the Region

- Butler County Regional Transit Authority (BCRTA)
- Transit Authority of Northern Kentucky (TANK)
- **SORTA/Metro program coming soon!**
- Job and Career Coaches
  - Cincinnati Association for the Blind & Visually Impaired
  - University of Cincinnati
  - EasterSeals
  - Goodwill



# Coordinated Travel Training

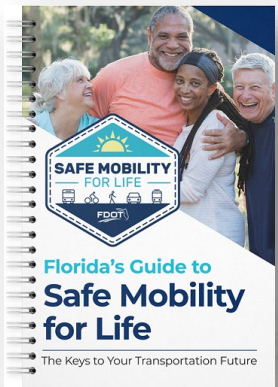
**Vision** → Everyone who needs travel training will be able to obtain this training as they will easily be able to find and afford it.

**Goal** → To coordinate existing mobility resources and identify gaps in services as well as potential funding sources and service providers.





# Next Steps



## Lorain County TRANSPORTATION GUIDE

Brought to you by:



Lorain County Mobility Management is an impact initiative of United Way of Greater Lorain County in partnership with MOVE Lorain County.

The screenshot shows the Gohio Commute website. At the top, the browser address bar shows "https://gohiocommute.com/#/specialized-providers". The website header includes the "gohio commute" logo, "HOME", "CONTACT US", and "LANGU" (partially visible). The main content area has a blue background with the "gohio mobility" logo. Below the logo is a search form with the following fields:

- WHERE ARE YOU TRAVELING FROM?** \* required: A text input field with the placeholder "Enter your starting location".
- WHAT DATE DO YOU NEED TO TRAVEL?**: A date picker field showing "MM/DD/YYYY" and a calendar icon.
- WHAT TIME DO YOU NEED TO TRAVEL?**: A time picker field showing "5:00 PM" and a clock icon.
- SERVICE TYPES**: A dropdown menu with "Select..." as the current selection.
- ACCOMMODATION NEEDS**: A dropdown menu with "Select..." as the current selection.

Below the form, there is a paragraph of text: "Everyone deserves access to reliable and accessible transportation no matter their age, disability, or veteran status. Gohio Mobility is an easy to use tool for individuals, caregivers, service providers, and advocates to find transportation options. Enter your location and select the time and date of needed transportation as well as other details and see what resources are available in your community!" Below this is another paragraph: "Information provided in the search is subject to change. Please contact the mobility provider directly to confirm service availability. If you need assistance booking a trip, click 'Find a Mobility Manager' to find a Mobility Manager in your county. If you are looking for carpool options or directions by bus, use Gohio Commute trip planner at <https://gohiocommute.com>." At the bottom right, there are two dropdown menus: "Using This Tool" and "Ask a Local Expert".

# Technologies Sub-Committee

- Unified Scheduling System
- One Call Regional Platform
- Mobile Fare Application
- Information and Resources Portal



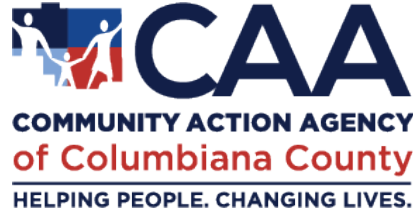
**No credit card? No problem!**

A woman with braided hair, wearing a white long-sleeved shirt, is smiling and pointing towards a smartphone. The phone screen displays the 'ezfare' app interface with the following menu items: Account Balance, Buy Tickets, Ticket Wallet, Track Your Vehicle, Other Trip Tools, and How To Ride. The background is a soft pink gradient.

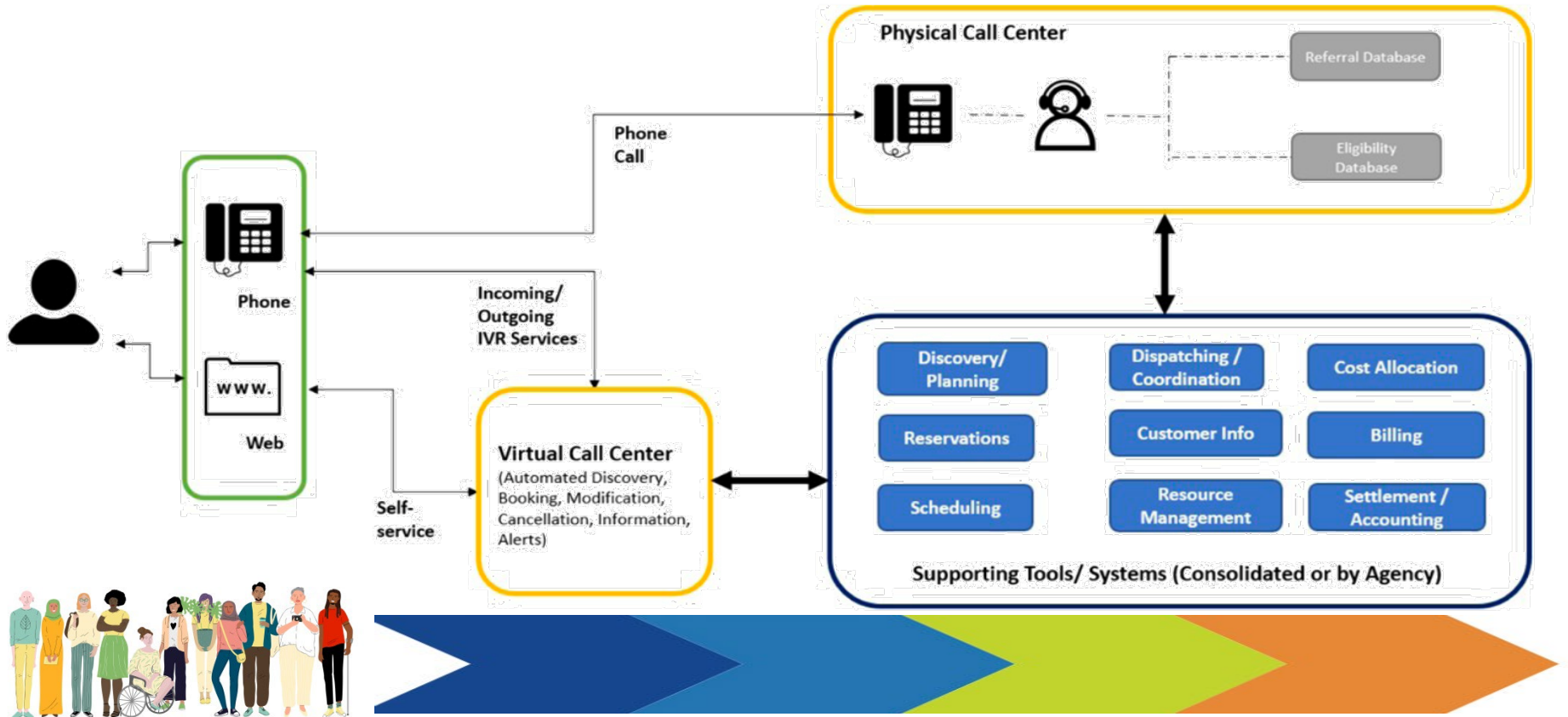
**RIDING IS BELIEVING**

The logo for METRO, featuring a stylized bus icon and the word 'METRO' in a bold, sans-serif font.

# Procure and Implement a Unified Scheduling System



# Implement a One-Call Platform



# Expand Mobile Fare Application

- Survey has been created to gauge demand
- Rollout anticipated in March



## Greater Cincinnati Region Mobile Ticketing System Survey

The following survey has been designed to help your transportation provider better understand your paratransit and on-demand transportation scheduling and payment needs. Please take a few minutes to answer the following five questions.

1. How often do you utilize community transportation/paratransit/demand response transportation?
  - Daily
  - A few times a week
  - At least once a month
  - Occasionally but less than once a month
  - Never
2. If all options were available to you, how would you prefer to **pay** for paratransit transportation?
  - Phone app – using credit card
  - Online – using credit card
  - Transit Office – using credit card, check, or cash
  - Paying cash to bus driver
  - Ticket vending machine/Kiosk – using credit card or cash
  - Not applicable
3. If all options were available to you, how would you prefer to **schedule** rides?
  - Phone app
  - Online
  - Calling a dispatcher on the phone
  - Kiosk
  - Not applicable
4. Do you use a smartphone?
  - Yes
  - No



# Share Information and Resources

The screenshot shows a SharePoint page for the 'RPC' group. The browser address bar displays 'https://m365gometro.sharepoint.com/sites/RPC'. The SharePoint interface includes a search bar, a navigation menu on the left with options like 'Home', 'Team Calendar', and 'Project Document Library', and a main content area. The main content area features a large green banner with the text 'Paratransit Coordination Project Site!' and a 'Quick links' section with three buttons: 'Regional Paratransit Dashboard', 'Team Contact Information', and 'Project Document Library'. The page is published on 1/10/2023.



A collage of images related to paratransit services. The top image shows a person in a wheelchair being assisted by another person. Below it, there's a person using a walker. The collage also features a Metro van, a person sitting at a desk, and a person in a wheelchair. The text '2020 COOR ENHANCED MO WITH DISABILIT' is visible at the top. The logo for 'Greater Cincinnati Paratransit Coordination' is present, along with the text 'Improving access and mobility'. The logo for 'OKI Ohio - Kentucky - Indiana Regional Council of Governments' is also visible. The date 'Updated 12/1/2021' is at the bottom.



# Other Next Steps

- Accessibility and Wayfinding of Transfer Hubs
- Interstate Passenger Transportation Regulations
- Cost Allocation Method to Facilitate Shared Trips
- Pilot One Seat Ride Projects



# Questions?

