



SORTA/Metro
Access/Paratransit Committee
February 20, 2025
9:00 am-10:00 am Eastern Time

**SORTA PARATRANSIT (ACCESS) COORDINATION COMMITTEE
MEETING**

THURSDAY FEBRUARY 20TH, 2025 - 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 Paratransit (Access) Coordination Committee Minutes:
October 19th, 2023

Briefing Items

- 2 Regional Paratransit Coordination Update (Jason Roe)

Other Items:

New Business

Adjournment

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

PARATRANSIT COORDINATION COMMITTEE
TUESDAY, OCTOBER 19TH, 2023 – 9:17 A.M.
SORTA/METRO AT HUNTINGTON CENTER
SORTA BOARD CONFERENCE ROOM (6TH FLOOR)
525 VINE STREET
CINCINNATI, OHIO 45202

COMMITTEE MEMEBERS APPOINTED: *Robert Harris (Chair), Jay Bedi, Dan Driehaus and Blake Ethridge*

COMMITTEE/BOARD MEMBERS PRESENT: Dan Driehause, Kreg Keesee, Gwen Robinson

COMMITTEE MEMBERS ABSENT: None

STAFF MEMBERS PRESENT: Andy Aiello, Adriene Hairston, James Hubbard, Brandy Jones, Natalie Krusling, Troy Miller, John Ravasio and Bill Spraul

OTHERS PRESENT: None

1. **Call to Order**

Mr. Driehaus called the meeting to order.

2. **Pledge of Allegiance**

The Pledge of Allegiance was recited.

3. **Approval of Minutes**

Mr. Driehaus moved, and Ms. Robinson seconded that the minutes of the February 21st 2023, be approved.

By voice vote the committee approved the minutes.

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

Mr. Moorman presented the Greater Cincinnati Regional Paratransit Coordination Presentation. This report reviewed the paratransit strategies, the mobile committee subcommittee, the next steps. The technologies subcommittee, reviewed procuring and implementing a unified scheduling system as well as a one-call platform. He shared photos from recent OPTA and APTA conferences and upcoming meeting dates. He then concluded his report.

The Committee accepted the report as presented.

5. **Current State of Access Presentation**

Ms. Aulick presented the Paratransit Comparability to Fixed Route Presentation. This report reviewed a summary of the Americans with Disability Act, comparable service, how comparable time is calculated, and Access Service then and now. She reviewed balancing OTP with productivity and Access Service Looking Forward. She then concluded her report.

The Committee accepted the report as presented.

New Business

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

6. **Adjournment**

The meeting adjourned at 10:04 A.M.



Metro Paratransit (Access) Coordination – February 2025

Access Update

A look at 2024:

Stats:

- Approximately 2,500 registered customers
- 209,097 trips scheduled; 179,086 trips taken
- More than 1,790,000 miles traveled
- 89.6% pick up OTP and 88.8% drop off OTP
- 33% growth in MetroNow ridership
- 23% growth in driver staffing

Other News:

- Successful launch of MyAccess, our web-based browser
- Implementation of a regional application
- The addition of 7 new, low-floor Access vehicles
- Hired a Travel Trainer
- Launch of Salesforce digital, shared application
- Participation in more than 10 outreach events
- Sponsorship for the PigAbility Race
- JFS Stuff-the-Bus

Access Update

Already in 2025:

- Launch of EzConnect Call Center in January
- UAT testing for MyAccess app (current)

Still to come in 2025:

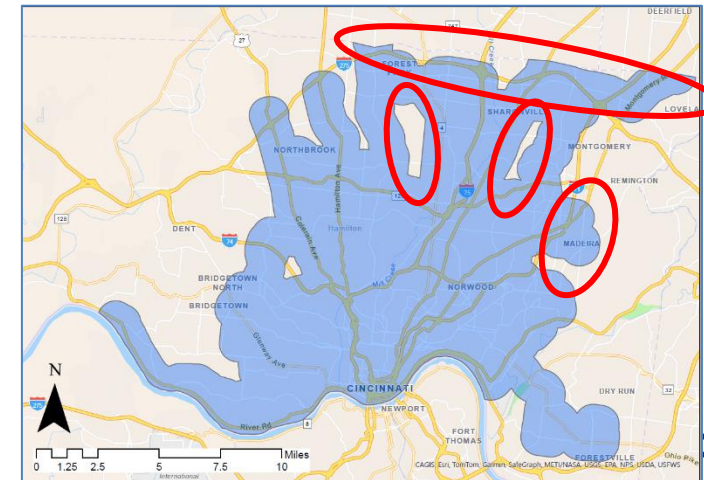
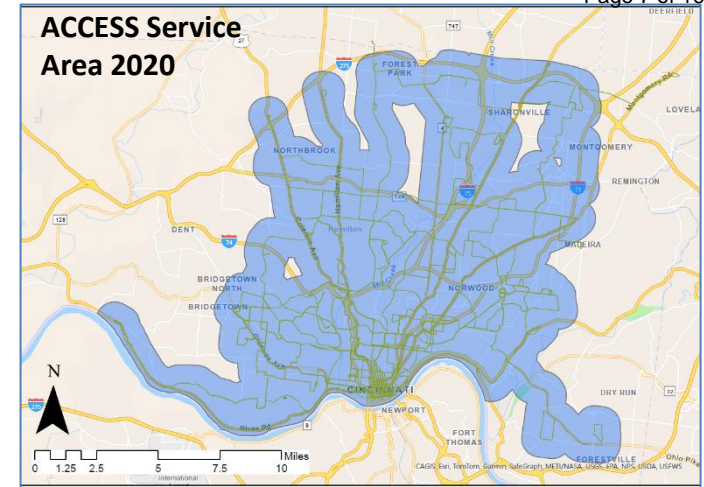
- Launch of MyAccess app
- Launch of “imminent arrival” technology
- Continue aggressive recruitment efforts for drivers
- Paracutter training to improve run cutting ability
- Easier fare options for customers
- Recruitment for Silverton Eligibility Manager
- Recruitment for Mobility Manager
- Launch of regional paratransit
- Addition of 3rd MetroNow zone
- ... and more!

Inquiries from Board Members

- Detailing of ACCESS OTP, Productivity, and Cost per Rider (Compared to Metro Now)—staff is working on this but requires more time
- Update on the “My Access” App
 - App allows customers to go online to make/change/cancel Access reservations and update their customer profiles

Inquiries from Board Members

- Update on status of imminent vehicle arrival notifications (i.e. bus is 5 minutes away), reminder calls for scheduled trips, and options for customers to pay electronically.
- Issue 7 implications for ACCESS
 - Planned vs implemented? *Per federal requirements, whenever fixed route network changes, paratransit service area is changed accordingly*
 - Expansion of service area? *Yes, there has been some modifications to mirror fixed route network.*



Inquiries from Board Members

- STEER Advisory Committee
 - Does it offer feedback/suggestions to ACCESS? Have any of them been implemented? No ACCESS feedback/suggestions were made at STEER committee meetings. ACCESS is invited to present at next STEER meeting.
- Plans for offering printed materials in accessible formats
- Protocol for coordination with major city events
 - BLINK implemented accessible features very late in the game, but also exposed a breakdown in communication to ACCESS for seamless cooperative facilitation.

Greater Cincinnati Region Paratransit Coordination



Implementing strategies to improve
regional access and mobility

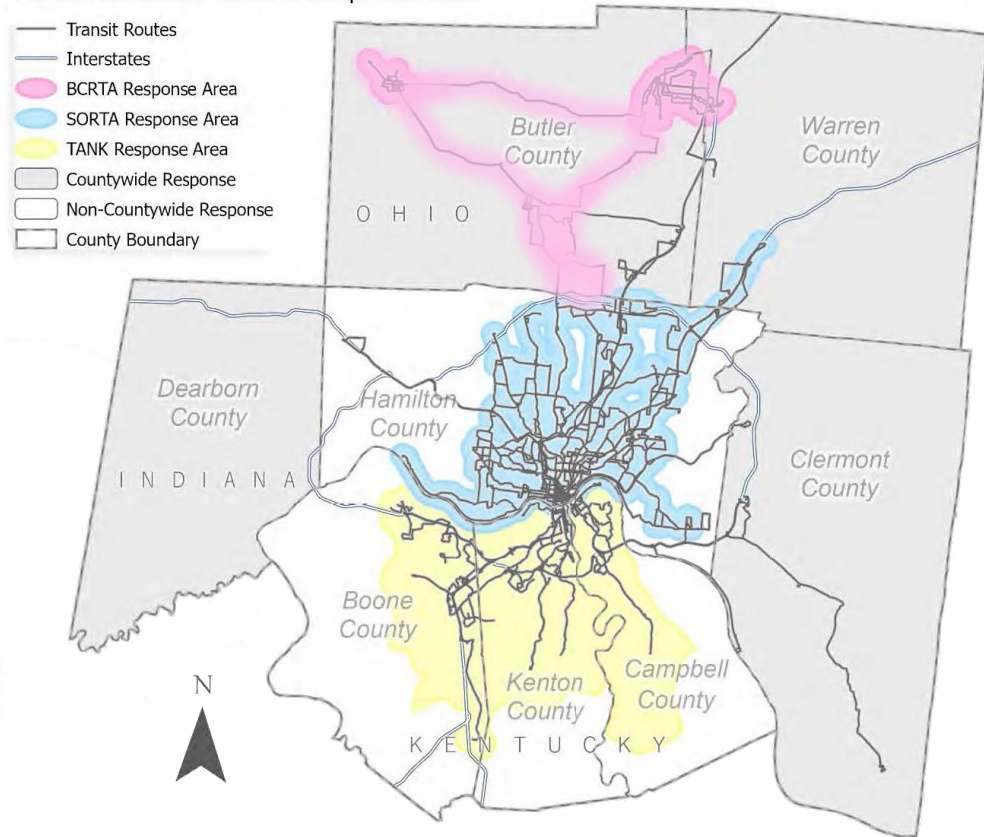
Paratransit Services

Mobility between counties and states is getting easier!

Six transit agencies and almost 40 different social service agencies provide transportation services in the region.



Transit Routes and Demand Response Areas



Paratransit Strategies

1. Create a Regional Mobility Management Program
2. Share Support Services and Specialists
3. Procure and Implement a Unified Scheduling System
4. Implement a One Call Regional Platform
5. Share Information and Best Practices Between Agencies
6. Coordinate Travel Training Programs Regionally
7. Provide Joint Transit Marketing and Messaging
8. Establish a Cost Allocation Method to Facilitate Shared Trips
9. Clarify Interstate Passenger Transportation Regulations for Transportation Providers
10. Pilot One Seat Ride Projects to Test Potential Long-Term Solutions
11. Improve the Accessibility & Wayfinding of Transfer Hubs
12. Implement a Regional Accepted ADA Eligibility Program
13. Expand the Mobile Fare Application for Use on Paratransit and to More Agencies



Regional Collaboration

Comprehensive mobility resource for individuals living in the Greater Cincinnati area.

- Travel Training Information
- Travel Tips
- Navigating Cincinnati's Large Complexes
- Bike and Ride Information
- Mobility Options
- Regional Transit Agencies Contact Information



The Greater Cincinnati Region Mobility Guide

by

EZconnect

Transportation convenient for everyone



Regional Coordination

- Continue to Hold Meetings
- Share Support Services
- Information and Best Practices
- Coordinate Travel Training
- Implementation of Regionally Accepted ADA Eligibility Program



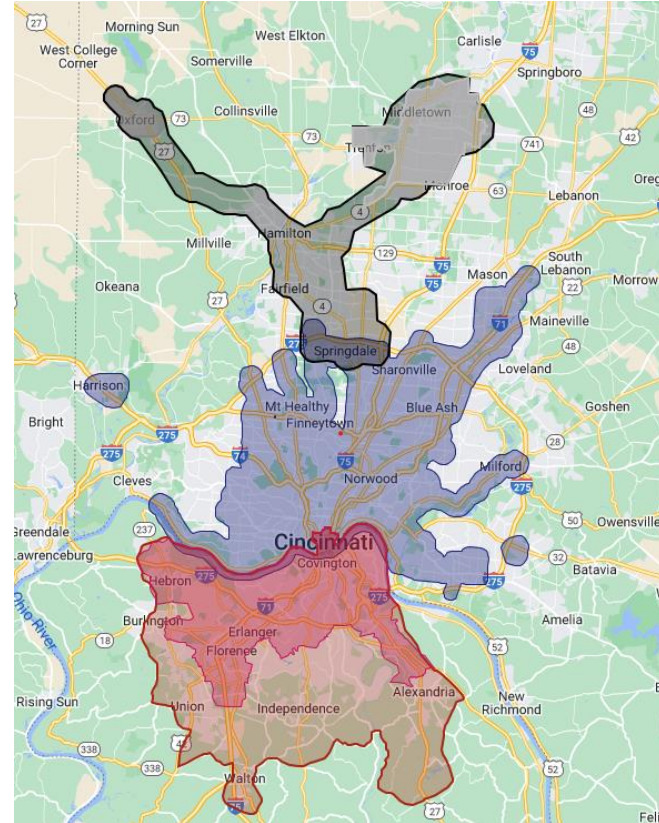
Implement a One-Call Platform

EZconnect



Pilot One Seat Ride

1. Launch date May 5th, 2025
2. EZConnect One-Call Platform to Schedule
3. Mobile Fare Payment - EZFare
4. Service Hours Mon-Fri (6 a.m. – 6 p.m.)
5. 40 Pilot Participants
6. Provide Joint Transit Marketing and Messaging





Questions?