



Metro Update

December 2024

Reinventing Metro Service Improvements

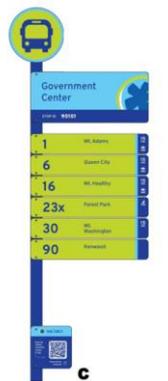


- **Increased frequency for faster service**
- **Increased span across most routes**
- **24-hr service on 7 routes**
- **7 new crosstown routes**
- **New & improved weekend service**
 - **Increased Saturday service by 35%**
 - **Increased Sunday service by 97%**
- **New Northside Transit Center**
- **Free Wi-Fi & charging ports on buses**
- **EV charging stations at transit centers**



Bus Stop Improvements

- Added 145 benches & 26 shelters since 2022
- 400 benches & 205 shelters total
- Bus Stop Enhancement Project in partnership with UC DAAP underway for 4K bus stops
- Improved customer amenities (wayfinding, real-time signs, etc.)



MetroNow! On-Demand Service



Service in two zones:

- Springdale/Sharonville zone
- Colerain/Northgate zone
- 75K+ trips taken so far
- #1 destination in both zones is Kroger



More zones coming soon:

- Zone 3: Forest Park/Pleasant Run to launch early 2025
- Zone 4: Evendale/Blue Ash/Kenwood to launch late 2025



Metro Transit Infrastructure Fund



25% of Issue 7 levy proceeds benefit transit-related infrastructure improvements, including roads, bridges, and sidewalks in Metro's service area.

- Awarded \$317 million to 100+ projects since 2021**
- In 2024, 9 projects from 7 jurisdictions totaling \$19.2M + \$14.5M for WHV are pending**



Before



After

Village of Addyston - Main St.



Before



After

Lincoln Heights - Wabash Ave & Legget St



Reinventing Metro Service Improvements IMPACT

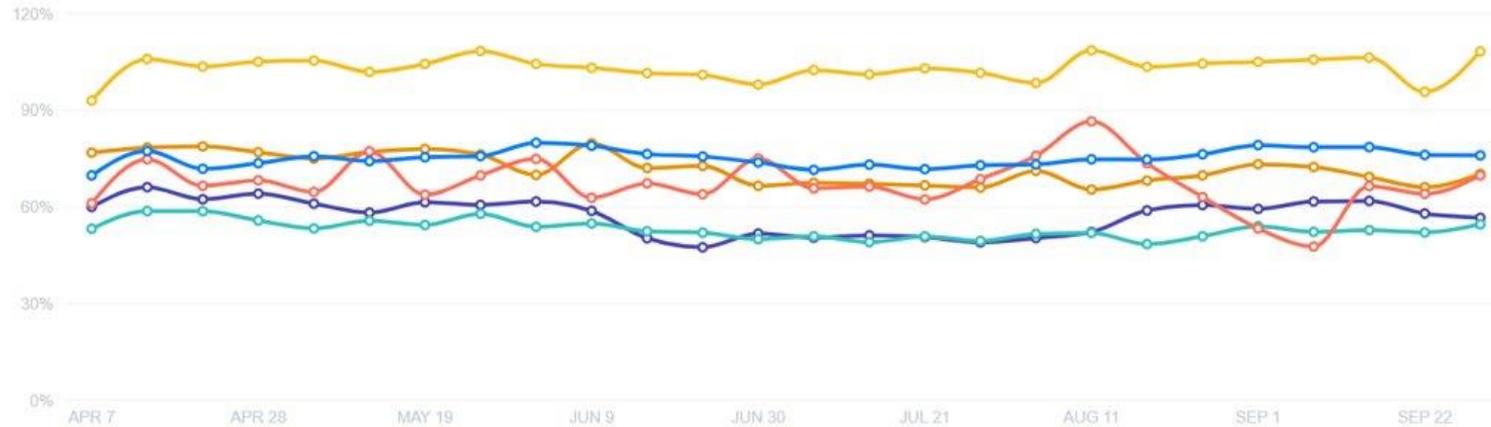
Leading the Nation in Ridership Recovery



COMPARE BY:

Size Region Agency

- National (US) ×
- Southwest Ohio RTA ×
- Indianapolis Public Trp Corp ×
- Central Ohio Transit Auth ×
- Greater Dayton Regional TA ×
- Greater Cleveland Reg TA ×



13.1M rides in 2023
32% increase over
2022

30% of riders have been
using Metro for less than
two years

**2024 Passenger survey*

Who we are: Leading Safety

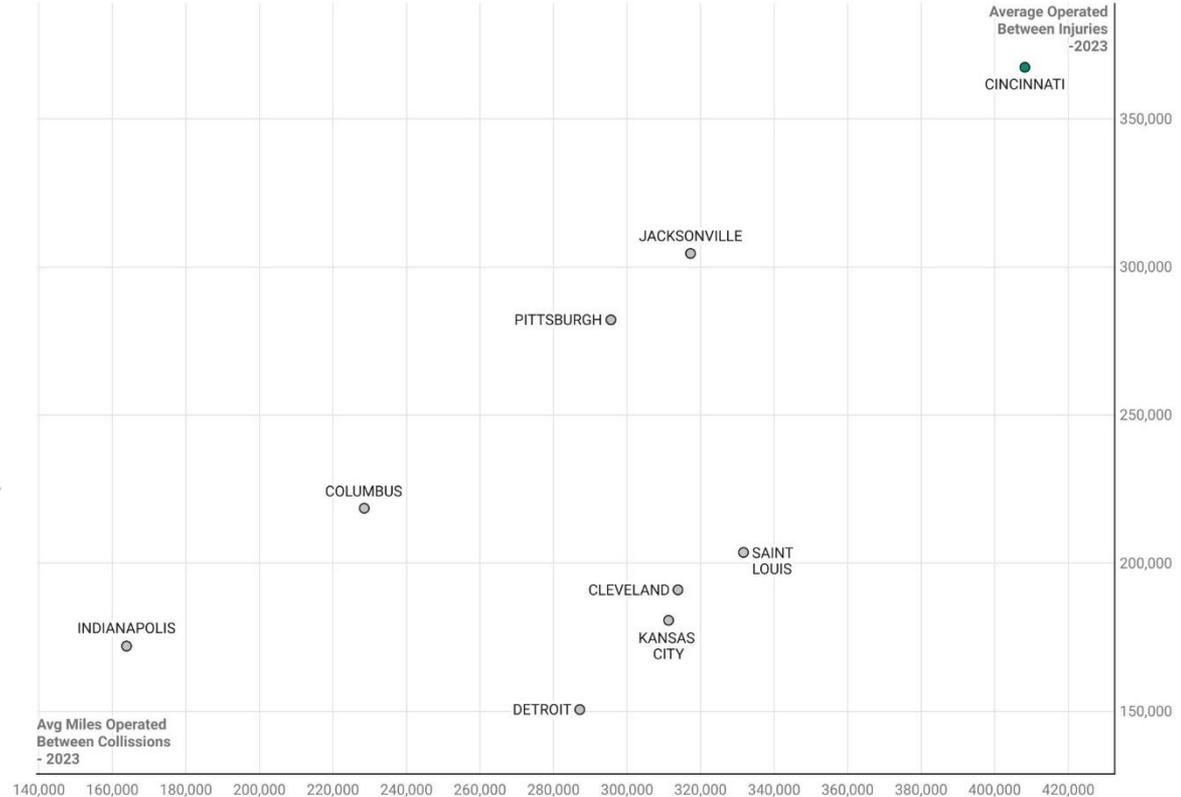


Peer Comparison | Average Miles Operated Between Injuries and Collisions, 2023

FOR 2023

#1
MOST MILES OPERATED
BETWEEN COLLISIONS
398,519 TOTAL MILES

#1
MOST MILES OPERATED
BETWEEN INJURIES
358,667 TOTAL MILES



Metro's DBE Program



Year	XBE Contracts	XBE Spend
2019	4	\$72,000
2020	13	\$626,517
2021	30	\$902,745
2022	40	\$4,300,000
2023	70	\$8,600,000





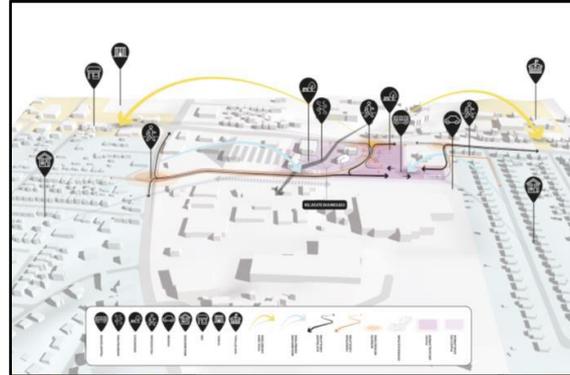
What's Next?

Coming Soon: New Transit Centers

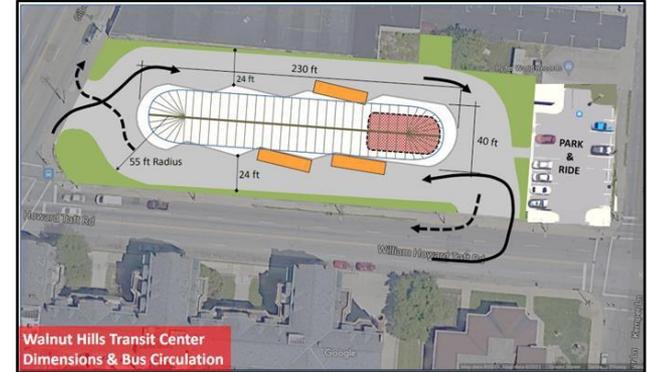
North College Hill



Uptown



Walnut Hills



Bus Rapid Transit (BRT)



- In design phase of BRT along Reading Rd. & Hamilton Ave
- Community Engagement underway

- Limited stops & faster travel
- Smart traffic signals
- Bus-only lane and infrastructure enhancements
- Same-level boarding
- Off-board payment
- Reduces congestion and pollution
- Spurs econ. development along corridors



Bus Rapid Transit (BRT) Timeline



**SUMMER
2024**

- New Interactive Website for Information and Feedback

**FALL
2024**

- Station Enhancement Input

**WINTER
2025/2026**

- Corridor Design Completion

2026

- Construction Begins

**FALL
2027**

- Reading Corridor Service Begins

**SUMMER
2028**

- Hamilton Corridor Service Begins

Regional Paratransit Collaboration



Partnering with 7 counties to enhance regional paratransit service for individuals with disabilities:

- **Improve coordination of administrative functions**
- **Integrate new technologies regionally**
- **Coordinate and expand service available**
- **Metro service is now included in statewide [GOhiocommute.com](https://www.ohio.gov/commute) website**
- **Coming early 2025: “One Call, One Seat” Pilot**



CPS Rider Program



- **2024-25 school year, Metro transports 11,000 CPS 7th-12th grade students daily (up 23% from 2023).**
- **70% of students have a direct route (compared to 60% during Xtra service).**
- **Metro provides weekly reports to CPS of pass data to identify students that could use the system in a more direct manor.**
- **Metro & CPS continues to communicate rider expectations to students and work together to resolve issues on the system as they arise.**
- **Metro is engaged with CPS, the City, CPD and other partners to identify and implement solutions that support our passengers, our youth and our community.**





THANK YOU

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