

# Transportation Update

August 16, 2021



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# Metro Service Change

- In July, CPS learned of service changes that SORTA proposed, due to a national driver shortage. Specifically, SORTA announced the elimination of its XTRA routes
- CPS has objected to the plan proposed to eliminate all XTRA school routes and has urged Metro to maintain the XTRA service routes
- On Aug 10, CPS and SORTA leadership met; SORTA maintained that restoration of the routes was not possible before the start of the school year. It was determined that the plan might require adjustments to make it safer
- A working group from CPS and SORTA met from August 11 through today to identify risks and mitigations and make safety and efficiency adjustments, high school by high school. This demonstrates the mutual commitment to safety



# Metro Service Change

## Metro Adjustments Made:

- **Walnut Hills** – Bus stop moved. Inbound/westbound students on Routes 4,31,37 stop at Dixmont/Gilbert. Outbound/eastbound students on Routes 4,31,37 stop on Jonathan
- **Shroder** – Added bus stop to the school plan just west of campus on corner of Fifth Third parking lot
- **Riverview** will transition grades 9-12 to Metro service and grades 7-8 will remain on yellow bus. Riverview Route 28 relocated to Stanley and Kellogg to be closer to the school
- **Woodward** – an additional trip was added to the original published school schedule
- **Hughes** – Added bus stop to school plan
- **Withrow** – Added bus stops to school plan
- **Spencer** will remain on yellow bus for all grades
- Addition of shadow buses to be available for any routes without enough capacity during the first few days, until ridership is better determined



# Metro Service Change

- Additional safeguards that are being put into place as students shift to using regular routes.
  - Additional adult supervision at school arrival and dismissal & at transfer hubs
  - CPS security at high schools trained as licensed crossing guards
  - Additional city crossing guards
  - Added additional routes in order to accommodate extra students riding the bus
  - Shared data with city planners to ensure the city is prepared to manage additional students at transfer sites
  - Each school will have a designated space that students can stay before or after school
- Metro representatives will be onsite at each high school orientation session to acquaint students with public transportation and the Metro system
- Bus passes for “practice” routes this week are available — contact the school office



- **Free service fare Aug 19-20, student bus passes will be distributed to students at school**
- Metro representatives will be onsite at each affected high school and transfer points to assist students with finding the correct route and answer questions





# Metro Service Change

Students and families can access the new Metro Bus schedule to determine the best routes to and from school utilizing Metro's Transit mobile app. *Please ensure when checking routes that you insert the date August 19 or after.*

- Access the [Trip Planner](https://www.googletripplanner.com/#googletripplanner) — this will take you directly to the Metro page that links to the Transit app and to Google Maps. <https://www.googletripplanner.com/#googletripplanner>
- You can download the [Transit App](#) directly through the Google Play and Apple stores.
- There are many transit apps available, so please be sure to download the app with this icon.

**If you have any questions about routing, please call Metro's Customer Care Center, (513) 632-7575.**



# Yellow Bus Service

- Yellow bus routes were completed for students enrolled in Powerschool prior to the deadline. Newly enrolled students will be routed on a continual basis, with weekly re-routes for the first few weeks of school. This includes CPS, charter and private schools.
- Bus postcards with route information have been printed and mailed.
- **Powerschool** and **MyStop** – as a convenient source of transportation information for families. Information and instructions can be found on the district web site and social media.
- Transportation Call Center improvement project launched in June. The goals of the project are to increase the percentage of calls answered and increase the customer satisfaction. The Call Center is fully staffed with 15 individuals who have phone and email inquiries from families.
- Yellow bus “service runs” began last week for drivers to review their routes.
- Safety checks are in progress at each school.
- HB 110 - Charter and private schools will receive an agreement that will allow them to choose whether their 7<sup>th</sup> and 8<sup>th</sup> graders will receive Metro passes for transportation services, if yellow bus is deemed an impractical option. If the school declines, the families will be required to pay Payment in Lieu of Transportation.





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