

The Metro Board Meeting will be held simultaneously in person and online using Zoom. The public is invited to attend. In consideration of everyone's time and in respect of those presenting, any online connection that is deemed to be causing a disruption may be removed from the meeting.

Metro Transit is inviting you to a scheduled Zoom meeting.

Topic: Metro Transit March 2024 Board Meeting

Time: Mar 28, 2024, 08:30 AM Central Time (US and Canada)

Join Zoom Meeting

<https://us06web.zoom.us/j/87581888427?pwd=E7Siua6gdo3RLFezdYHHiYLYP3lZOm.1>

Meeting ID: 875 8188 8427

Passcode: 3417560

One tap mobile

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Dial by your location

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- +1 301 715 8592 US (Washington DC)
- +1 305 224 1968 US
- +1 309 205 3325 US
- +1 312 626 6799 US (Chicago)
- +1 360 209 5623 US
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- +1 507 473 4847 US
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Find your local number: <https://us06web.zoom.us/u/kb7xGegaw>

AMENDED AGENDA

**REGULAR BOARD MEETING
REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA
2222 Cuming Street
Omaha, Nebraska, 68102
March 28, 2024
8:30 a.m.**

Metro connects people, places, and opportunities through quality transit services.

1. Call to Order: Notice of the Regular Meeting was published in the Omaha Daily Record on March 22, 2024
2. Approval of Minutes of Previous Meeting:
 - a. Regular Meeting: February 22, 2024
3. General Public Comment Period
This is an opportunity for members of the audience to be heard regarding topics related to the Regional Metropolitan Transit Authority of Omaha, not on the agenda for a maximum of 2 minutes.
4. Administrative Report (L. Cencic)
5. Administrative Reports:
 - a. Administration/Human Resources (D. Grant)
 - b. Programs/Operation (I. Maldonado)
 - c. Communications (N. Ebat)
6. Resolution 2024-04: Request for Approval of Certifications & Assurances (S. Levers)
7. Resolution 2024-05: Request Approval of Board Recognition of Nebraska Public Transit Week, April 21st through 27th (N. Ebat)
8. **Emergency Resolution** to Amend the Agenda
9. Emergency Resolution 2024-06: Request for Approval of the 2024 Transportation Improvement Program (TIP) (S. Levers)
10. Board Chair Report (D. Lawse)
11. Executive Session
This Board reserves the right to enter into Executive Session in order to protect the public interest with respect to discussion regarding litigation, personnel, and other matters listed in the Nebraska Revised Statute § 84-1410.
12. Date, Time, and Place of Next Regular Board Meeting
Thursday, April 25, 2024, at 8:30 a.m.
Authority's Administrative Building

13. Adjournment

Tentative Resolutions

Award contract for Facility Sustainability Project

Approval of Safety Awards Policy

Title VI Service Equity Analysis

Resolution:

Resolution 2024-04 Approval of Certifications & Assurances

Explanation:

Each year, as a part of Metro's receipt of federal grant funding, Metro and its attorney are required annually to sign and file Certifications & Assurances (C&A) that required federally mandated programs and requirements will be followed.

Staff is requesting authority to authorize the CEO/Executive Director and Attorney to execute the 2024 C&As.

Resolution 2024-04 authorizing the same is included in the Board packet.

Recommend full Board approval.

RESOLUTION NO. 2024-04

March 28, 2024
Omaha, Nebraska

RESOLVED BY THE BOARD of DIRECTORS of the REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA:

WHEREAS, the Regional Metropolitan Transit Authority of Omaha exists and is in being by virtue of Section 18-801 through 18-825, Neb, Rev. Stat. as amended from time to time (“Regional Metropolitan Transit Authority Act”), together with such other state and local laws as may be applicable from time to time;

WHEREAS, the Regional Metropolitan Transit Authority of Omaha is a governmental subdivision of the State of Nebraska, a body politic and corporate, and pursuant to the Regional Metropolitan Transit Authority Act has broad powers relating to public transportation, excluding railroads and taxi-cabs; and

WHEREAS, the Regional Metropolitan Transit Authority of Omaha is a “Designated Recipient” (as defined by 49 USC §5307 (a)(2), of Urbanized Area Formula Program assistance and the Master Agreement) and other federal assistance and other programs in keeping with the Federal Transit Administration, an operating administration of the United States Department of Transportation (the “FTA”) award of federal transit assistance (funding or funds) in the form of a federal grant, a cooperative agreement, a loan, a line of credit, a loan guarantee or otherwise to support a public transportation project (individually or collectively, “Federal Assistance”); and

WHEREAS, application for, grant and receipt of, such Federal Assistance has, may, will require or impose certain obligations upon the Regional Metropolitan Transit Authority of Omaha from time to time as a prerequisite to, or condition of, such application, grant or receipt of Federal Assistance, including without limitation, the execution and performance of and in respect of the “Master Agreement” and any related cooperative or other agreement and any related programs, providing the local share of the project cost, making any and all required certifications and assurances to the FTA as may be time to time required for specific projects or otherwise as a prerequisite to, or condition of, such application, grant, receipt or award of Federal Assistance and related programs; and

WHEREAS, among other matters, it is intended that this Resolution shall authorize the Regional Metropolitan Transit Authority of Omaha to file applications for Federal Assistance in the manner and form as may be and to execute, deliver, perform, and to otherwise comply with, under and in respect of, the “Master Agreement” and any related cooperative or other agreement and any related programs, and such other obligations as required or imposed by the FTA from time to time as a prerequisite to, or as condition of, such application, grant, receipt or award of Federal Assistance and related programs.

NOW, THEREFORE, BE IT RESOLVED BY THE REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA:

1. The CEO/Executive Director of the Regional Metropolitan Transit Authority of Omaha (and his/her written designee) is hereby authorized on behalf of the Regional Metropolitan Transit Authority of Omaha and to execute and file applications with the FTA for federal transportation assistance authorized by 49 USC Chapter 53, Title 23, United States Code, and any and all other federal statutes administered by the FTA authorizing a project administered by the FTA for projects programmed in the then current first-year element of the Transportation Improvement Program (TIP) of the Regional Metropolitan Transit Authority of Omaha, including any amendments thereto.
2. The CEO/Executive Director of the Regional Metropolitan Transit Authority of Omaha (and his/her written designee) is hereby authorized to execute, deliver, perform and to otherwise comply with, under and in respect of, the “Master Agreement” and any related cooperative or other agreement and any related programs, and such other obligations as required or imposed by the FTA from time to time as a prerequisite to, or as a condition of, such application, grant, receipt or award of Federal Assistance at any time and to execute and file application for such other federal financial assistance and related programs in keeping with the FTA’s award of federal transit assistance (funding or funds) as may be approved by this Board from time

to time in fiscal year 2024/2025 or calendar year 2024 and, together with any such application to execute such annual certification and assurances and other documents as may be required by the FTA as a prerequisite to, or as condition of, such application, grant, receipt or award of Federal Assistance and related programs.

ADOPTED BY:

CHAIR

CERTIFICATE

The undersigned duly qualified Recording Secretary, acting on behalf of the Regional Metropolitan Transit Authority of Omaha, certifies that the foregoing is a true and correct copy of a Resolution adopted at a legally convened meeting of the Board of Directors held on March 28, 2024.

Signature of Recording Officer

Board Secretary/Executive Administrator
Title of Recording Officer

Date

FEDERAL FISCAL YEAR 2024 CERTIFICATIONS AND ASSURANCES FOR FTA ASSISTANCE PROGRAMS

(Signature pages alternate to providing Certifications and Assurances in TrAMS.)

Name of Applicant: Regional Metropolitan Transit Authority of Omaha

The Applicant certifies to the applicable provisions of all categories: (*check here*) X.

Or,

The Applicant certifies to the applicable provisions of the categories it has selected:

Category	Certification
01 Certifications and Assurances Required of Every Applicant	_____
02 Public Transportation Agency Safety Plans	_____
03 Tax Liability and Felony Convictions	_____
04 Lobbying	_____
05 Private Sector Protections	_____
06 Transit Asset Management Plan	_____
07 Rolling Stock Buy America Reviews and Bus Testing	_____
08 Urbanized Area Formula Grants Program	_____
09 Formula Grants for Rural Areas	_____
10 Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program	_____
11 Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs	_____

12 Enhanced Mobility of Seniors and Individuals with Disabilities Programs

13 State of Good Repair Grants

14 Infrastructure Finance Programs

15 Alcohol and Controlled Substances Testing

16 Rail Safety Training and Oversight

17 Demand Responsive Service

18 Interest and Financing Costs

19 Cybersecurity Certification for Rail Rolling Stock and Operations

20 Tribal Transit Programs

21 Emergency Relief Program

CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE

AFFIRMATION OF APPLICANT

Name of the Applicant: Regional Metropolitan Transit Authority of Omaha

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in the federal fiscal year, irrespective of whether the individual that acted on his or her Applicant’s behalf continues to represent it.

The Certifications and Assurances the Applicant selects apply to each Award for which it now seeks, or may later seek federal assistance to be awarded by FTA during the federal fiscal year.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 *et seq.*, and implementing U.S. DOT regulations, “Program Fraud Civil Remedies,” 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature _____ Date: _____

Name _____ Authorized Representative of Applicant

AFFIRMATION OF APPLICANT’S ATTORNEY

For (Name of Applicant): Regional Metropolitan Transit Authority of Omaha

As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

Signature _____ Date: _____

Name _____ Attorney for Applicant

Each Applicant for federal assistance to be awarded by FTA must provide an Affirmation of Applicant’s Attorney pertaining to the Applicant’s legal capacity. The Applicant may enter its electronic signature in lieu of the Attorney’s signature within TrAMS, provided the Applicant has on file and uploaded to TrAMS this hard-copy Affirmation, signed by the attorney and dated this federal fiscal year.

RESOLUTION:

**Resolution 2024-05 Request Approval of Board Recognition of
Nebraska Public Transit Week, April 21st-27th**

EXPLANATION:

Nebraska Public Transit Week is dedicated to raising awareness of public transportation across the state. Public transit has served the cities of Omaha and Council Bluffs since 1867. Metro's fixed route service operated 3,963,859 miles and 288,920 hours in 2023. Metro's paratransit operated 563,367 miles and 50,388 hours connecting people, places, and opportunities.

This is the 10th year of Nebraska's Public Transit Week, allowing people all over the state to show their support for services that help thousands of Nebraskans stay mobile and have active lives within their communities.

This year, Metro will offer rides fare-free systemwide on Monday, April 22nd. To recognize how Metro connects various aspects of the Omaha community, Metro will partner with multiple community groups throughout the week for several events: Earth Day at the Riverfront; reading transit-themed books at several library branches; and participating in April's Millwork Conversation series. Metro will recognize its dedicated workforce with a safety banquet to honor Metro employees.

Recommend full Board approval.

RESOLUTION 2024-05

March 28, 2023
Omaha, Nebraska

RESOLVED BY THE BOARD of DIRECTORS of the REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA:

WHEREAS, public transit provides Omaha and all Nebraskans access to medical, business, employment, social and supportive services;

WHEREAS, public transit allows individuals to remain independent, contributes to economic development, reduces traffic congestion, decreases carbon emissions, and improves mobility;

WHEREAS, Nebraska has numerous public transit employees who provide service to Nebraska, more than 300 of whom are employed by Metro, who must maintain stringent educational requirements and standards, particularly bus and paratransit operators;

WHEREAS, public transit professionals play an important role in so many lives;

WHEREAS, Metro provides public transportation service in the Greater Omaha area;

WHEREAS, 3.2 million rides were provided on Metro routes in 2023;

WHEREAS, the Board of Directors wishes to encourage all citizens to increase their understanding and awareness of their local transit system;

WHEREAS, the Board of Directors and the Nebraska Association of Transportation Providers recognize the important role public transit professionals play and wish to acknowledge that role;

WHEREAS, Metro will provide fare-free rides on April 22, 2024, in celebration of Public Transit Week; and

WHEREAS, the Governor of the State of Nebraska has proclaimed April 21 -27, 2024 as Public Transit Week.

NOW, THEREFORE, BE IT RESOLVED BY THE REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA BOARD:

The Board of Directors, DO HEREBY CONGRATULATE the employees of Metro and proclaim the week of April 21 - 27, 2024 as

PUBLIC TRANSIT WEEK
in Omaha and all of Nebraska.

The foregoing resolution was duly adopted by the Board of the Regional Metropolitan Transit Authority of Omaha at a meeting held on the 28th day of March 2024, and the undersigned hereby certifies the adoption of this resolution.

Daniel Lawse, Board Chair

Selina Perry, Board Secretary

Resolution: 2024-06 REQUEST APPROVAL OF THE 2024 AMENDED TRANSPORTATION IMPROVEMENT PROGRAM

Explanation: Staff requests approval of the amended 2024 element of the 2024-2029 Transportation Improvement Program (TIP). This amendment is to program funds and create the 2024 Program of Projects (POP).

Staff recommends programming new Bus and Bus Facility Apportionment Funds (5339) in the FY 2024 element of the TIP. These funds will be flexed to Metro from the Nebraska Department of Transportation.

Additionally, staff is recommending approval of the 2024 Program of Projects in the following manner:

PROJECT	SOURCE OF FUNDS	AMOUNT	DESCRIPTION
SUPPORT EQUIPMENT AND FACILITIES	5307	Fed: \$4,230,482 Local: \$1,057,621 Total: \$5,288,103	Refresh ORBT Tech, procure video backup storage unit, replace generator, increase security of Admin/Maint. facility.
TRANSIT ENHANCEMENTS	5307	Fed: \$4,484,000 Local: \$1,121,000 Total: \$5,605,000	Begin design and engineering for replacement of road at MCC Transit Center, procure graphics and bus wraps for rebranding.
UNIFIED WORK PROGRAM	5307	Fed: \$846,400 Local: \$211,600 Total: \$1,058,000	Planning activities for 2024.
CAPITALIZED OPERATIONS	5307	Fed: \$7,599,118 Local: \$1,899,779 Total: \$9,498,897	Preventative Maintenance, partial ADA service, Employee and Staff Training.

PROJECT	SOURCE OF FUNDS	AMOUNT	DESCRIPTION
ROLLING STOCK	5339	Fed: \$3,190,000 Local: \$797,500 Total: \$3,987,500	Buses
SUPPORT EQUIPMENT AND FACILITIES	5339	Fed: \$2,402,469 Local: \$600,617 Total: \$3,003,086	Transit Center upgrades, new lighting in bus barn and admin offices

Board approval will allow the projects to be committed for FY 2024. Projects will be submitted to MAPA for consideration at the March 2024 MAPA Board Meeting. Total encumbrance of federal funds will be \$22,752,469. Total encumbrance of local funds will be \$5,688,117. Total new encumbrance of all funds will be \$28,440,586.

The Board previously approved the 5307 funding in this TIP. Also previously approved was \$1,400,000 5339 Federal funding and \$350,000 local match totaling \$1,750,000. This resolution adds an additional 5339 funding to the 2024 TIP in the amount of \$4,192,069 Federal and \$1,048,117 local match totaling \$5,240,186.

Approval will ensure Metro’s compliance with FTA planning requirements.

Recommend Approval.

The foregoing resolution was duly adopted by the Board of Regional Metropolitan Transit Authority of Omaha at a meeting held on the 28th day of March 2024, and the undersigned hereby certifies the adoption of this resolution.

Daniel Lawse, Board Chair

Selina Perry, Board Secretary

PURPOSE

The Omaha metro area needs reliable, quality public transportation to grow sustainably and serve the diverse needs of our residents.

MISSION

Metro connects people, places and opportunities through quality transit services.

VISION

Metro is a valued transportation choice for all members of our community and a vital partner in Omaha's future.

Metro aims to realize this vision by cultivating and investing in:

- Collaborative communication
- Employee empowerment
- Culture of respect & appreciation
- Well-maintained equipment & facilities
- Up-to-date technology & processes
- Ongoing training & safety efforts
- Collaborative partnerships to improve our service
- Outstanding rider communication & experience
- Recognition of Metro's value to the community

VALUES

Unity: We are a team with a common purpose.

Responsibility: We take pride in our work and are committed to going above and beyond.

Care: We care about our customers and each other.

Resourcefulness: We are adaptable and driven to overcome challenges.

Learning: We are always training for tomorrow.

Appreciation: We are motivated to provide a quality of life for those we love through competitive wages and compensation.

VISION:

METRO IS A VALUED TRANSPORTATION CHOICE FOR ALL MEMBERS OF OUR COMMUNITY AND A VITAL PARTNER IN OMAHA'S FUTURE.

Project Phoenix aims to make Metro a great place to work by creating a stronger culture and improving the way we work together



SERVICE COLLABORATIONS,
RIDER EXPERIENCE

RECOGNITION
OF METRO'S
VALUE TO THE
COMMUNITY

COLLABORATIVE
PARTNERSHIPS
TO IMPROVE OUR
SERVICE

OUTSTANDING RIDER
COMMUNICATION AND
EXPERIENCE -
"THE RIDER COMES
FIRST"

MAINTENANCE, EQUIPMENT,
AND TRAINING

CLEAN,
FUNCTIONING,
WELL-MAINTAINED
EQUIPMENT &
FACILITIES

UP-TO-DATE
TECHNOLOGY AND
PROCESSES TO ENSURE
QUALITY EQUIPMENT
AND SERVICE

ONGOING
TRAINING &
SAFETY EFFORTS
FOR ALL
DEPARTMENTS

COMMUNICATION,
CULTURE, AND
CAREERS

TRANSPARENT
2-WAY
COLLABORATIVE
COMMUNICATION

EMPLOYEE
EMPOWERMENT
THROUGH CAREER
ADVANCEMENT
AND REWARD

A CULTURE OF
MUTUAL RESPECT,
APPRECIATION, AND
TEAMWORK

**REGULAR BOARD MEETING
REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA
2222 Cuming Street
Omaha, Nebraska, 68102
February 22, 2024
8:30 a.m.**

MINUTES

The Regional Metropolitan Transit Authority of Omaha Board met on Thursday, February 22, 2024, at 8:30 a.m., in person at the Authority's Administration Building, 2222 Cuming Street, Omaha, Nebraska 68102, and virtually. Notice was published in the Omaha Daily Record on February 16, 2024, in advance of the meeting. For the benefit of the public in attendance, a copy of the Open Meetings Law is posted in the meeting room and the Agenda is published on the display in the facility lobby. The following persons were in attendance at the meeting:

Authority Board:

Mr. Daniel Lawse, Chair
Mr. Othello Meadows, Vice Chair (Absent)
Mr. Jay Lund
Ms. Amy Haase (Absent)
Ms. Julia Plucker

Authority Staff:

L. Cencic, CEO/Executive Director
I. Maldonado, Deputy Executive Officer
D. Grant, Human Capital and Talent Development Director (Absent)
E. Simpson, Legal Director (Absent)
K. Pendland, IT Director (Virtually)
W. Clingman, Finance Director
D. Kelsey, Operations Director (Absent)
J. Willoughby, Senior Project Manager (Absent)
R. Sherping, Safety Director (Absent)
A. Johnson, Civil Rights & Inclusion Director
J. Beverage, Maintenance Director (Virtually)
N. Ebat, Sr. Manager of Communications & Community Relations
S. Perry, Executive Administrator & Board Secretary

Others Present:

Other Metro staff
Members of the public

Metro connects people, places, and opportunities through quality transit services.

Agenda Item #1 Call to Order Call to Order at 8:32 am

Notice of the Regular Meeting was published in the Omaha Daily Record on February 16, 2024. For the benefit of the public in attendance, a copy of the Open Meeting Law is posted in the meeting room, and the Agenda is published on the display located in the facility lobby and online at ometro.com.

Agenda Item #2 Approval of Minutes of Previous Meeting

The first item of business is the approval of minutes from the previous meeting.

Regular Meeting: January 25, 2024

Motioned by Plucker; Seconded by Lund

ROLL CALL:

UNANIMOUS (MEADOWS ABSENT, HAASE ABSENT), MOTION CARRIES

Agenda Item #3 General Public Comment Period

This is an opportunity for members of the audience to be heard regarding topics related to the Regional Metropolitan Transit Authority of Omaha, not on the agenda for a maximum of 2 minutes.

Rose Kohl – resident of Midtown

Full wrapping with advertising on the bus limits visibility out of the windows specifically at night. Asking Metro to reduce the window space on buses so riders can see out better.

Mr. Lawse informed the guest that there are some brand guidelines and that advertising is a revenue stream.

Ms. Cencic concurred that the full wraps are a bigger source of revenue than smaller wraps. Ms. Cencic indicated staff would look into the transparency guidelines for window advertising to see if some modifications are feasible.

Agenda Item #4 Administrative Report

(L. Cencic)

Ms. Cencic informed the Board and those attending in person and virtually of the following:

Ridership Numbers

- January total: 211, 256
- Averaging about 50K a week in January even factoring in the two weeks of bad winter weather resulting in service interruptions

K-12:

- January: 32,218
- June 1st through present: 348, 193
- Since the program began: 882, 710

ORBT:

- December total: 44,477
- Still waiting on January probing

Elected Board

- The filing deadline is March 1st.
- As of yesterday, at least one candidate has filed in each district.

Ms. Cencic was asked by Mr. Lund how to register, which is through the Douglas County Election Commission with a small filing fee.

Omaha Chamber of Commerce

Tomorrow, February 23rd, Ms. Cencic shared that she will be presenting at the Chamber of Commerce Board meeting regarding the conversion to an RMTA and the transition to an elected board of directors.

Triennial Review

For the past month, staff has been preparing for the review which happens every three years and touches every department.

- Documents are being compiled and reviewed for submission to our triennial reviewers at the end of this month.
- The site visit is planned for the end of July when they will meet with staff and review our policies, procedures, equipment, and projects in more detail.
- Intensive effort involves almost every department at Metro.

State of Nebraska

Ms. Cencic and staff are closely monitoring state legislative efforts and their potential implications for Metro. There is not a lot to report but it's a very busy session. The governor will be signing the Transit Week proclamation on March 18th.

Peer Site visit

A peer site visit is scheduled for March 11th – General Manager of Wave Transit in Mobile Alabama to learn more about our system, particularly ORBT.

Continuation of focus on internal capacity building and staff development

Staff have attended several conferences including the APTA Communications conference in New Orleans. Metro Leadership Academy had a very productive first session in January and the second session next week will focus on operations and management taught by internal facilitators as well as a continuation of transit regulation, policy, and guidance taught by the Westgate Center from the University of the Pacific.

Ms. Cencic concluded her report and opened the floor to questions. There were none.

- a. Administration/Human Resources

(Juanite Hall)

Ms. Juanite Hall, HR Generalist, reporting on behalf of Dewan Grant.

In January Recruitment Report Metro started 12 new roles which included 9 bus operators, 1 mechanic, and 1 custodian. In addition, Metro will have 7 bus operators and 7 custodians for February start dates. HR has posted an open role for a network security technician.

Ms. Hall concluded her report and opened the floor to questions.

Mr. Lawse asked about the trend for retention and how Metro works on keeping staff longer.

Ms. Hall reported that as a fairly new employee, she has learned a lot from attending meetings and partnering with different departments throughout Metro. She indicated a loss of tenured employees to retirement is being felt slowly, however, Metro's HR averages monthly recruiting of about 10 operators. Metro has been putting in time and effort to ensure staff are equipped by having a better understanding of their role and being a part of the Metro brand.

Ms. Cencic further explained that the overall retention rate for new hires making it to the one-year mark is about 80%, which is in line with or better than industry standards but still is a challenge. There has been a large wave of retirements that we are aware of now and in the near future. Ms. Hall is currently working to improve internal engagement, communications, and morale and is also updating Metro's onboarding process. This will make certain we have the tools in place, so we are not lacking on the Metro side. Metro's Safety and Training Department is continuously working to improve training.

b. Programs/Operation

(I. Maldonado)

In January Metro experienced an eventful month with almost an entire week requiring the use of snow routes and detours. Metro has also experienced an increase in service interruptions due to operator absences. In November and December Metro experienced a decrease in unexcused absences and experienced 2047 hours of service interruptions with 83% of operator availability trending at 4% but January saw a significant increase in unexcused absences. What was found was the Extra Board is currently at 12.2% coverage, which is less than the 20% recommended coverage. To further explain, there are a specific number of fixed route drivers and an extra board that is on standby to fill in for unexcused absences, vacations, sickness, etc.

Metro's HR Team has successfully hired nine new operators; however, they will not be available for the extra board until after graduation in March. Therefore, better numbers of operator absences may not be seen for the next couple of months. The HR Team is working arduously to continue to hire more bus operators.

To reduce the number of operator absences. The Deputy Executive Officer and Director of Operations met with the Union President to discuss coverage with a possible temporary solution to reduce the number of Day At a Time or DAT allotted time off slots. This is listed as an option in the union contract between Metro and the Transit Worker Union.

Morning pullout is still being affected by parts delays. Eight buses are waiting for parts internally with some at least 45 days out. Three buses are with external vendors and seven with major or significant body damage.

Metro has acquired a fleet management solution, and it has gone to the live stage. This has been a labor-intensive period with staff using a tremendous amount of time to help facilitate this process. There's much work to be done with getting the fuel usage, vehicle mileage, parts usage, and inventories up and running.

Mr. Maldonado concluded his report and opened the floor to questions.

Mr. Lawse said that he was grateful for the work of the staff during times of weather and service interruption. He wanted to remind everyone of why Metro is here and as a rider himself worried about what the riders are faced with when a bus does not show up and they are not able to make it to their destination. He wanted to know how this is being communicated to riders. Could Metro have prevented this in retrospect? Could Metro be more proactive? Mr. Lawse expressed that he understands that the delay with parts is out of Metro's control, and new operators are being trained but what's most important is operators being there for customers. Operators' numbers are going up. In January 2023 .6% of revenue hours were interrupted, September, October, and November an overall 3%, in December 5%, and in January 2024 was almost 9%. What's changing the most is the operators' absences.

Mr. Maldonado acknowledged the validity and concerns raised by Mr. Lawse. He advised that looking at trends and trying to anticipate so many moving parts makes it difficult to be proactive, but that he and staff would renew efforts to do so. Metro must put the rider at the center of it all. Communication is key and it's a possibility that reducing service may be an option.

c. Communications

(N. Ebat)

Ms. Ebat wanted to address communication questions from Mr. Maldonado's report.

Metro Communications Department is always actively asking riders to follow live tracking and updates, continuously working to increase capacity to get alerts out, and working with dispatchers to know when to get the word out that a bus will not pullout but admits her department is not where she would like it to be just yet but is working toward it. There are communications through MyRide on which routes might become less

frequent also her team is involved in the training for new operators so they can learn the tools necessary to inform riders firsthand.

Mr. Lawse, a rider himself, met a rider who did not know how to check the live updates or MyRide, he asked if there was anything other than checking their phones available to Metro riders. What was done prior to this tech? What could be done above and beyond? It's a big enough problem that we should make sure we are making riders aware, especially since this is something that will be an issue for another month.

Ms. Ebat explained Metro continuously reaches out to partners to amplify communications with customers. Consistently trying to work with the community.

Ms. Cencic included that Metro is also currently working to train and make sure customer service is aware of any service interruptions and able to communicate with the customer.

Mr. Lund stated that there is an overreliance on digital advertising and social media. It's difficult to get messages through and he can see the move back to the ways of the past. Reminder signs are still great!

Ms. Ebat indicated phone numbers are displayed at the bus stops as well as all shelter locations with the website information and how to receive SMS messages.

The Communications Department attended the APTA Communications Conference and sat in on the Communications and Customer Experience workshop last week and learned from some of the giants in the industry as well as system sizes of the same kind experiencing the same issues. Staff took away unique lessons and tools and saw how they could work with Metro's system.

Transit Advisory Committee or TAC held its first official meeting. During this meeting, TAC voted and seated the chair and vice chair. This committee is a refreshed and reinvigorated group of people who care about transit in our community. Metro has been invited to speak at a conference in April about how we worked to reactivate TAC and how we will use it in our outreach plan.

Transit week is coming up and the activities are being planned with over five community partners to include over the course of six days. More will be shared once the calendar has been completely set.

The board thanked the department for their efforts.

Ms. Ebat concluded her report and opened the floor to questions. There were none.

Agenda Item #6 Resolution 2024-02: Resolution to Amend Hourly Employees' Pension Plan

(W. Clingman)

Staff is requesting approval of a resolution to update the Hourly Employee's Pension Plan with the new employee contribution rate from the recently adopted union contract. This will be an increase of 0.50% moving the contribution rate from 7.75% to 8.25%. The employer match will also increase to the same percentage.

The Hourly Pension Committee was notified of this change prior to the Board Meeting.

Staff Recommends Approval

Motioned by Plucker; Seconded by Lund

ROLL CALL:

UNANIMOUS (MEADOWS ABSENT, HAASE ABSENT), MOTION CARRIES

Agenda Item #7 Resolution 2024-03: Resolution to Amend Operating Policy 3 Disadvantaged Business Enterprise

(A. Johnson)

Staff recommends the revision of Operating Policy 3, which addresses Metro's Disadvantaged Business Enterprise (DBE) program in accordance with regulations of the U.S. Department of Transportation (DOT), 49 CFR Part 26. Operating Policy 3 was last amended in March 2011. The proposed revisions include updating the Disadvantaged Business Enterprise Liaison Officer (DBELO) to the Civil Rights and Inclusion Director and noting Metro's participation in the Nebraska Uniform Certification Program. Redlined and clean copies of the proposed policy are included in the Board packet. The proposed revisions to Operating Policy 3 were discussed with the Planning & Policy Committee.

Staff Recommends Approval.

Motioned by Lund; Seconded by Plucker

ROLL CALL:

UNANIMOUS (MEADOWS ABSENT, HAASE ABSENT), MOTION CARRIES

Agenda Item #8 Board Chair Report

(D. Lawse)

Mr. Lawse reminded everyone of the March 1st deadline for Metro's Elected Board. If you want to serve on the board, you can file and run a campaign.

Agenda Item #9 Executive Session

Executive Session was moved to the March Board Meeting.

Motioned by Plucker; Seconded by Lund

ROLL CALL:

UNANIMOUS (MEADOWS ABSENT, HAASE ABSENT), MOTION CARRIES

Agenda Item #10

Date, Time, and Place of Next Regular Board Meeting
Thursday, March 28, 2024, at 8:30 a.m.
Authority's Administrative Building

Agenda Item #11 Adjournment at 9:16 am

Motioned by Lund; Seconded by Plucker

ROLL CALL:

UNANIMOUS (MEADOWS ABSENT, HAASE ABSENT), MOTION CARRIES

Daniel Lawse, Board Chair

Selina Perry, Board Secretary

Feb**Recruiting Report**

	Monthly Hires	Proj. Remaining Need	Recruiting Activity Notes
All Roles	14	18+	14 people started new roles at Metro in the month of February. Metro also posted a need for a Paratransit Manger and Paratransit Dispatcher.

Operations	Bus Operators - Omaha	9	Evaluating	9 Operators started in Feb. 5 Additional started in March. Continuing to review and interview candidates.
	Paratransit Operators		1	Currently reviewing and interviewing candidates.

Maintenance	Mechanic		7	Currently reviewing and interviewing candidates.
	Utility		1	Candidate expected to start in March.
	Body Shop Mechanic		1	Currently reviewing and interviewing candidates.

BG&E	BG&E - Field	1	0	New Hire started Feb 12th
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Custodial	Custodian	3	1	3 Custodians started in Feb and 2 additional started in March.
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Feb**Recruiting Report**

Role	Hires	Proj. Remaining Need	Recruiting Activity Notes
Admin Staff	0	7	
Mechanic Supervisor		1	Currently reviewing candidates.
Safety & Security Specialist		1	Candidate expected to start 3/25
Paratransit Dispatcher		1	Currently reviewing candidates.
Paratransit Manager		1	Currently reviewing candidates.
Transit Field Supervisor		1	Currently reviewing candidates.
Inventory Specialist			New Hire started 3/18
Community Mobility Specialist		1	Candidate expected to start March 25th
HR Generalist			Angelique Rose started March 18th.
Network Security Tech		1	Currently reviewing candidates.

Jobs are posted internally, on Indeed, NEworks, LinkedIn, CareerLink, print ads, social media, www.ometro.com, exterior bus signage, and hood signs.

SOCIAL MEDIA SUMMARY

2.1.24 - 2.29.24



Facebook: **Metro Transit Omaha**

Posts: 14
Reach: 18,158
Reactions: 241
Comments: 49
Shares: 53
10 new followers | 0.36% increase



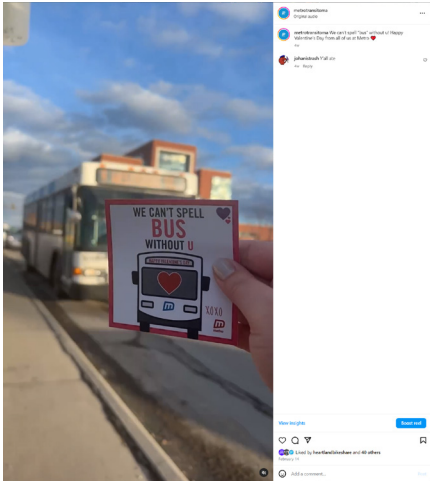
Twitter: **@rideORBT**

Tweets: 11
Impressions: 3,400
Avg. 1,626 impressions/post for the year
Likes: 31
Retweets: 4
Replies: 5
5 new followers | 0.43% increase



Instagram: **@metrotransitoma**

Posts: 8
Likes: 214
Avg. 25.35 likes/post for the year
Comments: 5
12 new followers | 0.80% increase



EARNED MEDIA SUMMARY

2.1.24 - 2.29.24

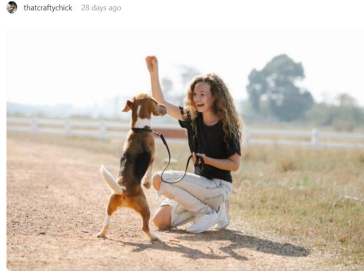
14 stories | 4 outlets

One juvenile injured in stabbing at North Omaha Transit Center

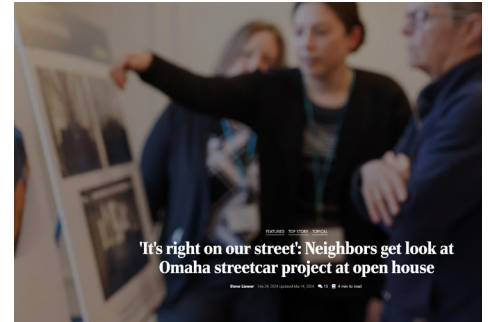


WOWT - Transit center incident*

Affordable Omaha: Budget-Friendly Adventures for Thrifty Travelers



Newsbreak - Omaha guide



Omaha World Herald - ORBT + streetcar

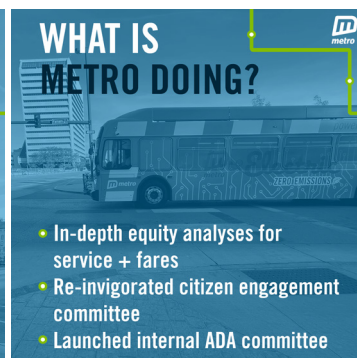
*During an emergency at the North Omaha Transit Center in mid-February, Metro crews mobilized to re-route buses to a temporary layover spot across the street. Metro crews worked in force to help re-direct passengers to their buses and keep things as on schedule as possible.

- 2/7: Kountze Commons
- 2/9: WTS Coffee Chat
- 2/19: Omaha For Us LGBTQ Center Tour
- 2/21: AARP presentation
- 2/29: 75 North meeting with CEO & staff



OUTREACH

2.1.24 - 2.29.24

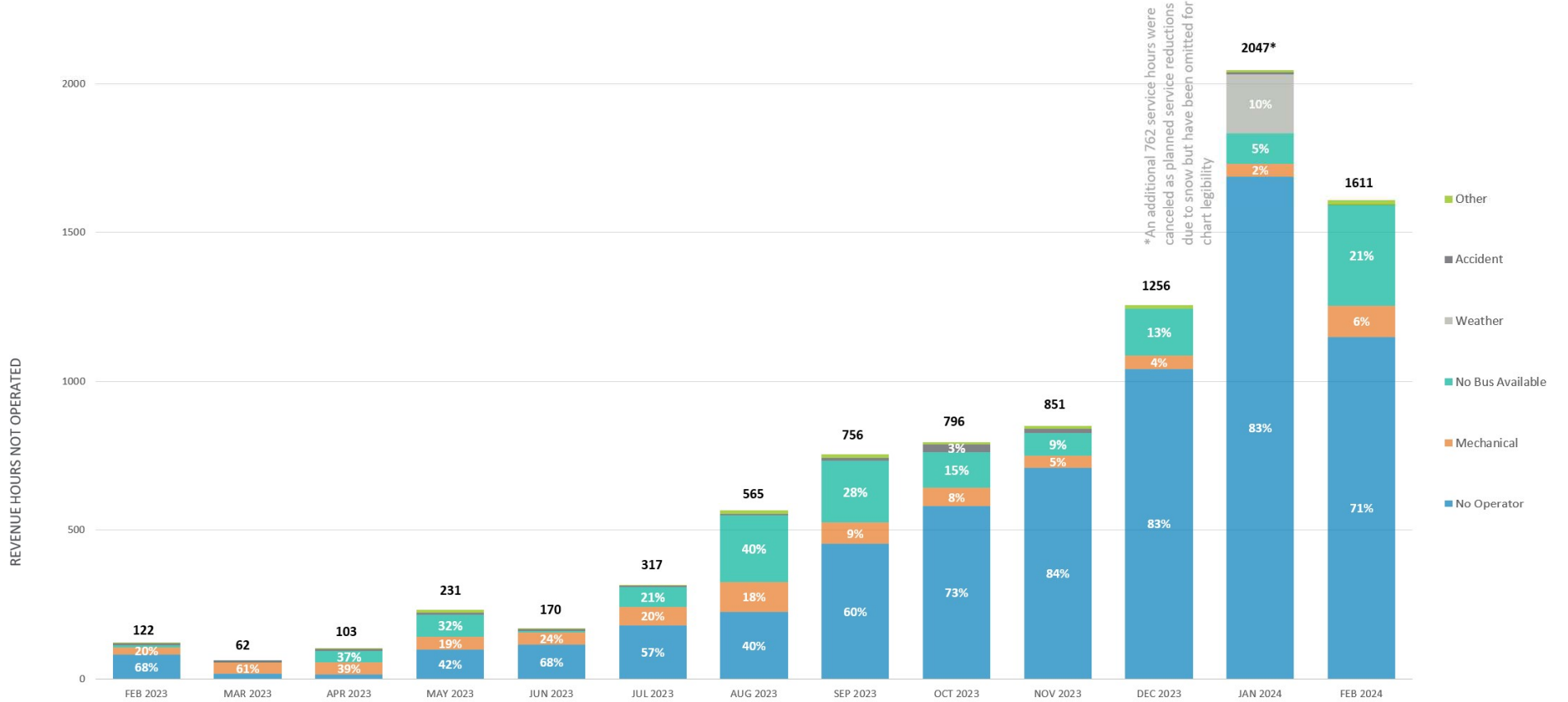


February 4th is Transit Equity Day - it honors the stand Rosa Parks took to protest racial segregation, eventually leading to the Montgomery Bus Boycott. As part of this day, we worked to share what equity means in the transit space and what we're doing as an agency to strive to be more equitable.

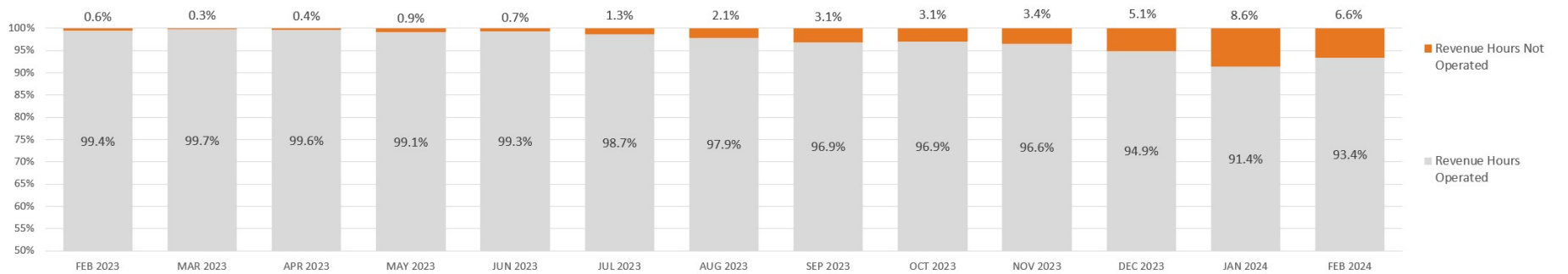
COMMUNICATIONS



MONTHLY SERVICE INTERRUPTIONS REVENUE HOURS NOT OPERATED BY TYPE

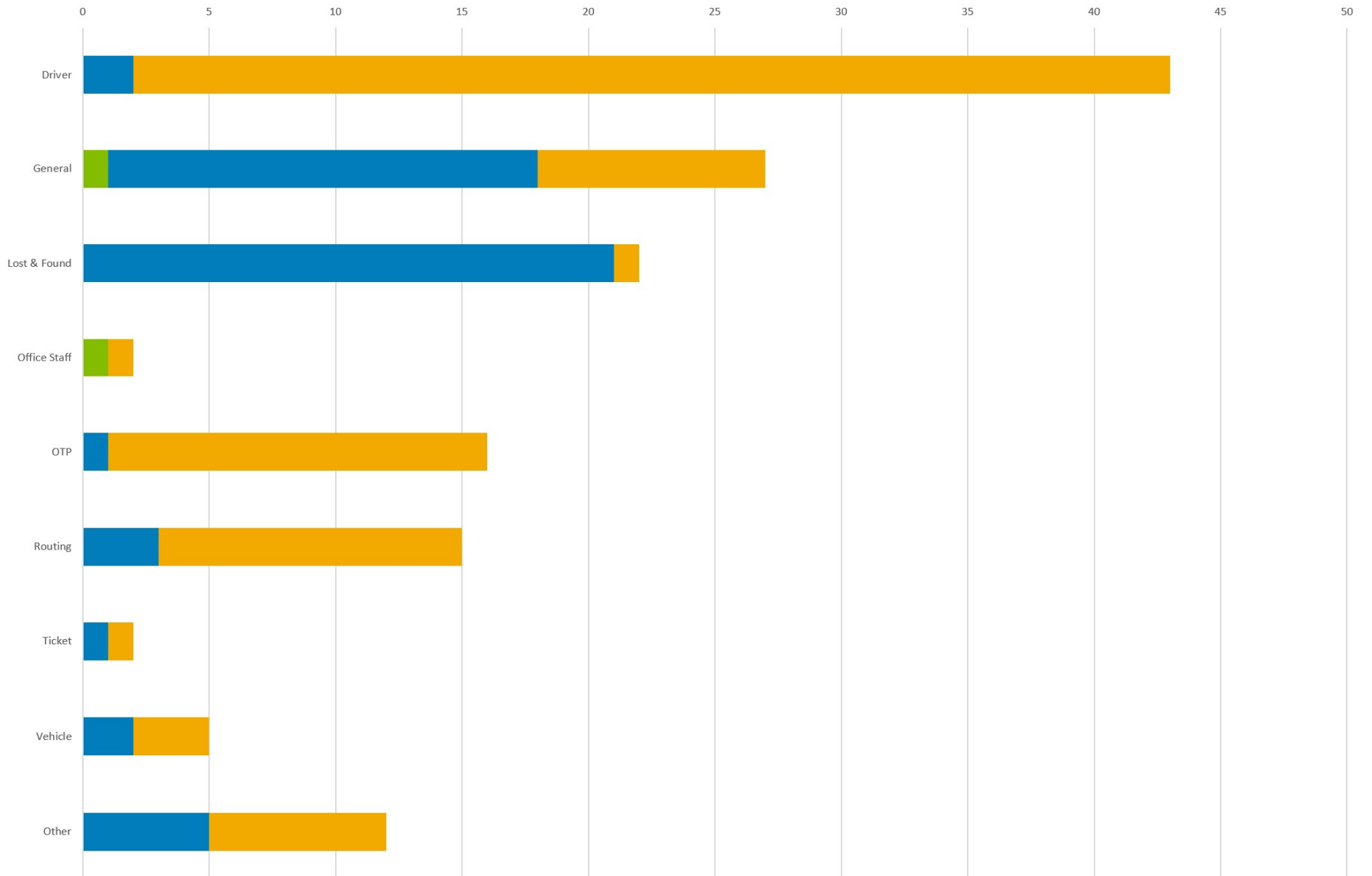


Percent of Total Revenue Hours

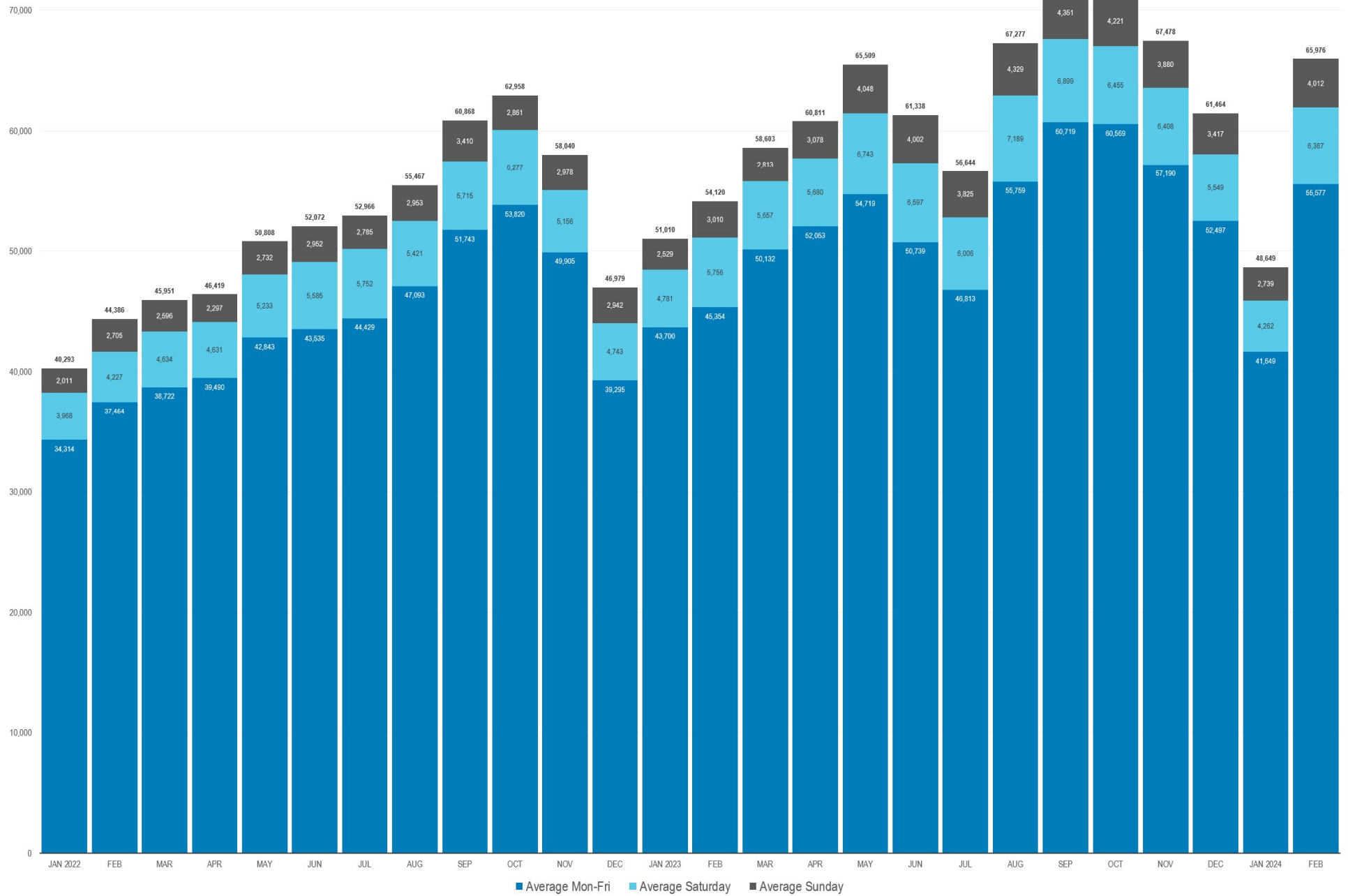


February 2024
Fixed Route Registered Customer Service Concerns by Category

■ Positive ■ Neutral ■ Negative



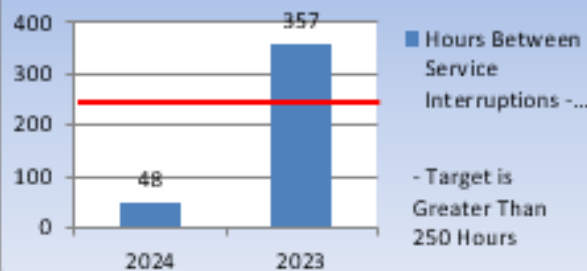
Average Weekly Ridership 2021 - 2024



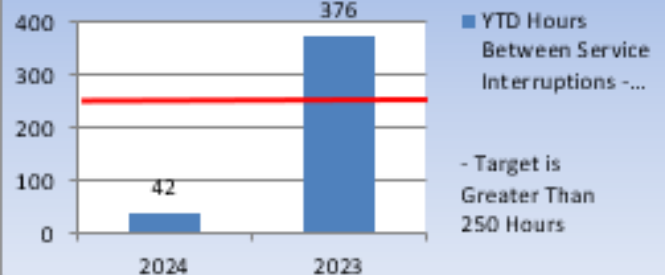
Metro Transit Operations Report February 2024

Current Month	2024	2023	Variance	Year to Date	YTD 2024	YTD 2023	YTD Variance
Service				Service			
Service Hours	22904	21758	5.27%	Service Hours	44783	45074	-0.65%
Service Miles	315845	299277	5.54%	Service Miles	618232	623587	-0.86%
Interruptions	480	61	686.89%	Interruptions	1072	120	793.33%
Hours Between Interruptions	48	357	-86.62%	Hours Between Interruptions	42	376	-88.88%
Miles Between Interruptions	658	4906	-86.59%	Miles Between Interruptions	577	5197	-88.90%
Target Miles	3350	3350		Target Miles	3350	3350	
Road Calls	35	51	-31.37%	Road Calls	73	88	-17.05%
Miles Between Road Calls	9024	5868	53.78%	Miles Between Road Calls	8469	7086	19.51%
Paratransit							
Total Van Trips	7487	6773	10.54%	Total Van Trips	14013	13682	2.42%
Passenger Hours	5107	4365	17.00%	Passenger Hours	9404	8817	6.66%
Trips per Hour	1.47	1.55	-5.52%	Trips per Hour	1.49	1.55	-3.97%
Passenger Miles	49968	49917	0.10%	Passenger Miles	94581	99718	-5.15%
Trips per Mile	0.1498	0.1357	10.43%	Trips per Mile	0.1482	0.1372	7.98%
Taxi Trips	0	0	0.00%	Taxi Trips	0	0	0.00%
Total Trips - Van & Taxi	7487	6773	10.54%	Total Trips - Van & Taxi	14013	13682	2.42%

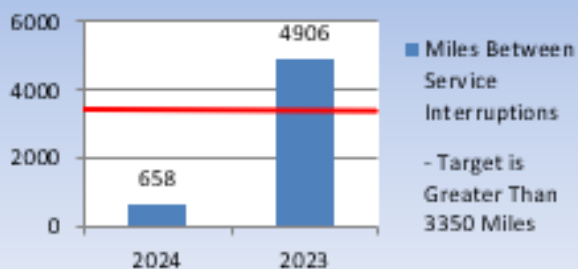
Hours Between Service Interruptions - February 2023 & 2024



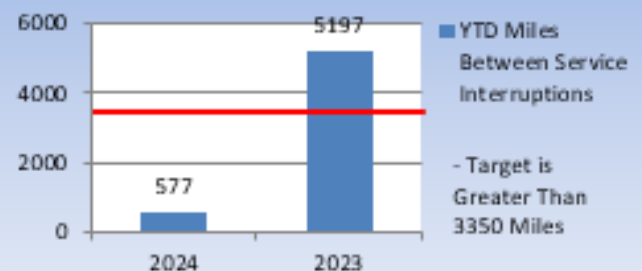
YTD Hours Between Service Interruptions - 2023 & 2024

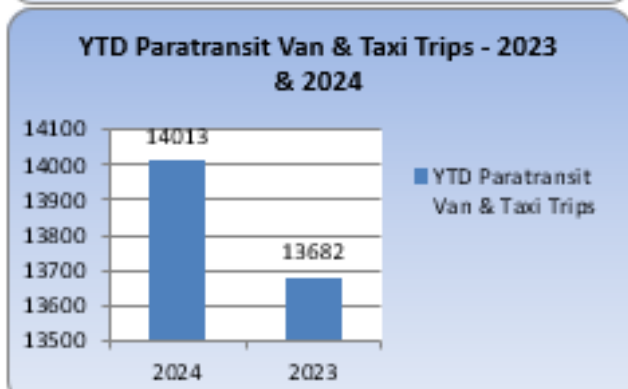
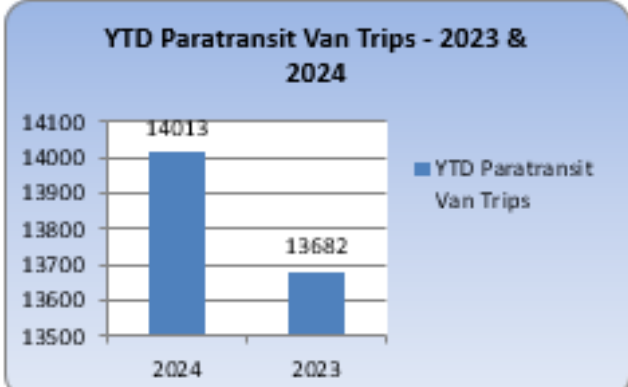


Miles Between Service Interruptions - February 2023 & 2024



YTD Miles Between Service Interruptions - 2023 & 2024

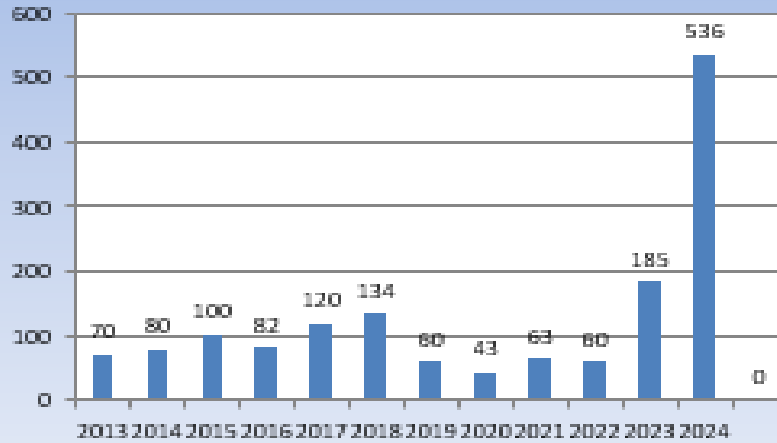




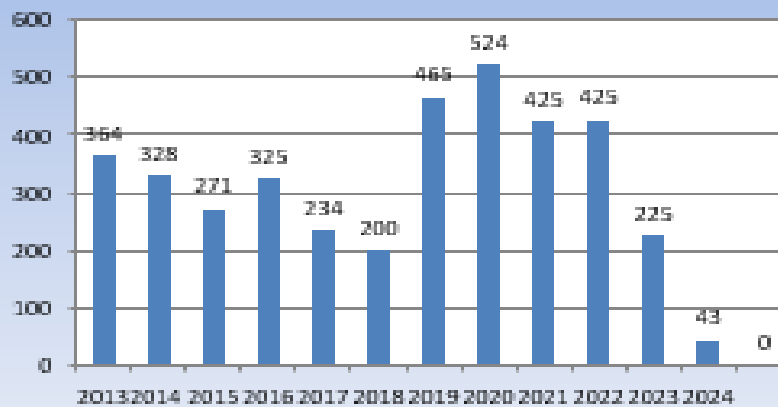
Service Interruptions Detail

Type	February 2023	February 2024	Difference	2023 YTD	2024 YTD	Difference
Accident	5	3	-2	11	8	-3
Unsanitary Bus	2	2	0	4	3	-1
No Operator Available	16	266	250	51	650	599
Bus Operator Family Emergenc	0	0	0	0	0	0
Drunk on Bus - Police Called	0	0	0	1	0	-1
Passenger Emergency	1	0	-1	1	0	-1
Weather	0	0	0	0	113	113
Mechanical	30	75	45	56	123	67
Unknown	0	0	0	1	0	-1
Vandalism on Bus	0	0	0	0	0	0
Heavy Traffic	0	0	0	0	0	0
No Bus Available	7	134	127	13	175	162
Total	61	480	419	138	1072	934
Mechanical Reasons						
Air Conditioner/Heater	0	1	1	0	1	1
Air pressure went down	1	0	-1	4	1	-3
Brake Problem	1	3	2	1	6	5
Broken Belt	0	0	0	0	0	0
Bus Body Problem	1	1	0	1	1	0
Bus shut down	10	14	4	22	34	12
Delayed by Train	0	0	0	0	0	0
Door Problem	0	1	1	0	1	1
Electrical Problem	1	3	2	2	3	1
Farebox	0	1	1	0	1	1
Leaking Fluid	0	1	1	0	1	1
Leaking fuel	0	0	0	0	0	0
Lift malfunction	0	0	0	0	0	0
Light problem	0	0	0	0	0	0
Low water	1	6	5	1	13	12
Mirror Broke	1	0	-1	0	0	0
No power	3	0	-3	5	3	-2
Power Steering Problem	0	3	3	0	3	3
Oil Pressure	0	0	0	0	0	0
Overheated	0	3	3	0	3	3
Radiator Leak	2	0	-2	2	0	-2
Seat Problem	1	0	-1	1	0	-1
Starting problem	1	0	-1	1	0	-1
Suspension problem	4	8	4	5	9	4
Tire problem	3	6	3	6	7	1
Transmission malfunction	0	2	2	0	2	2
Unknown Mechanical	0	22	22	2	34	32
Windshield/Window	0	0	0	0	0	0
Total	30	75	45	53	123	70

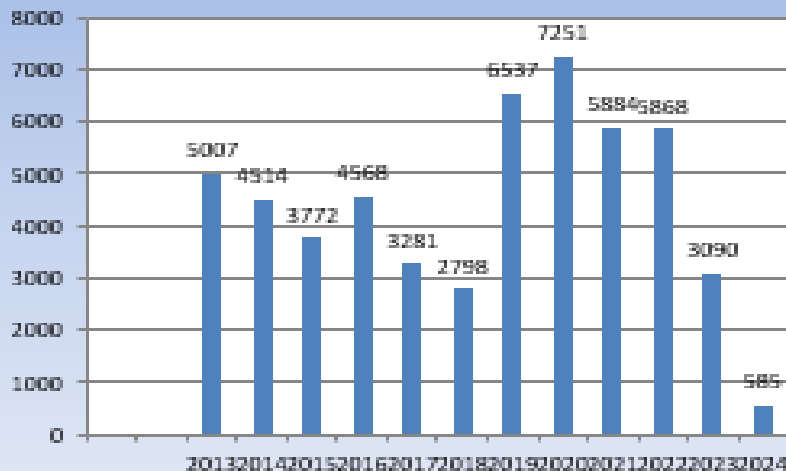
Service Interruptions



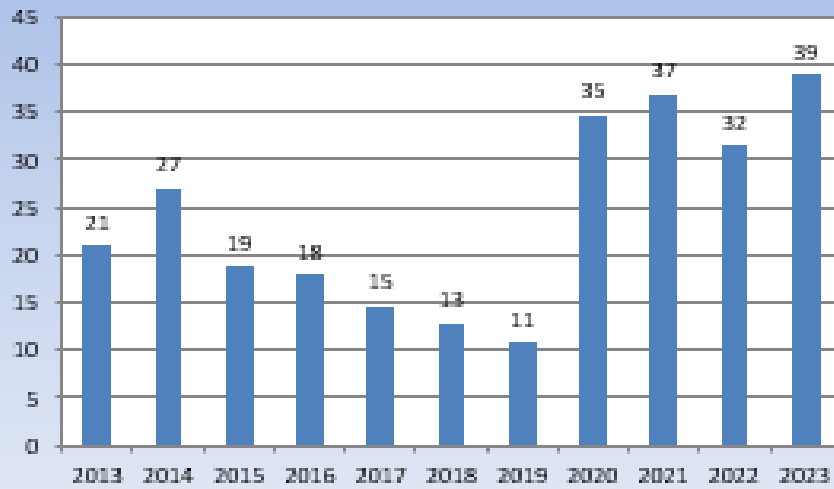
Hours Between Interruptions



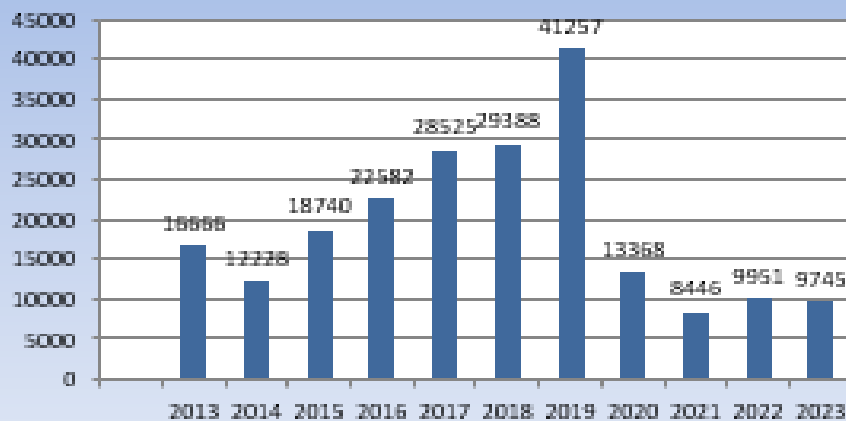
Miles Between Interruptions



Roadcalls



Miles Between Roadcalls



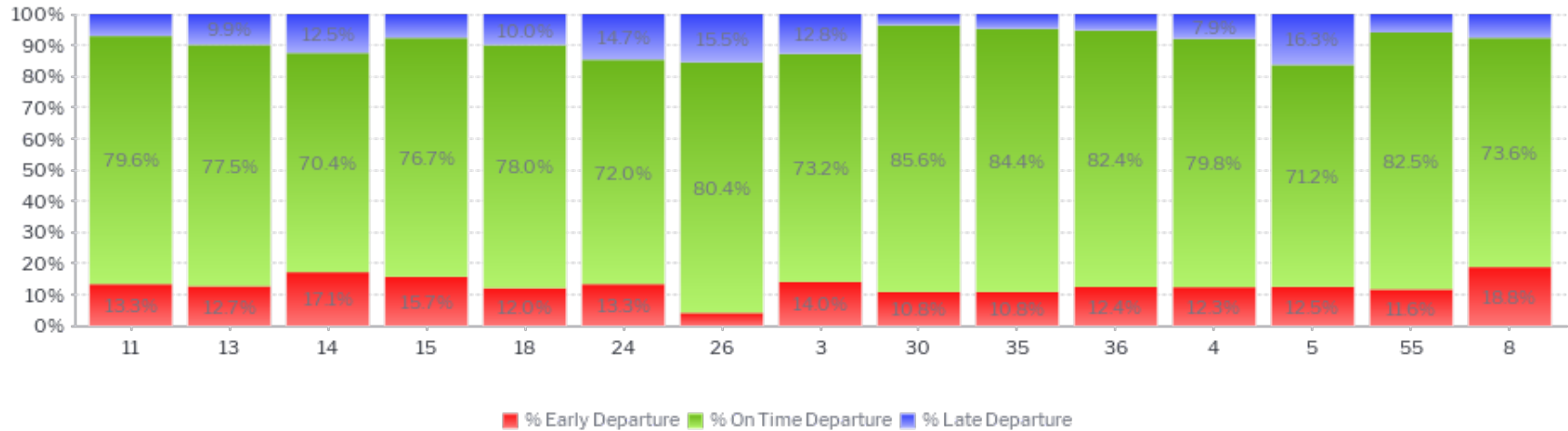
February 2024 OTP

Departures: On-Time Performance (System Wide)

■ % Early Departure ■ % On Time Departure ■ % Late Departure

Month	Start Date	End Date	Early Departs	% Early Departure	On Time Departs	% On Time Departure	Late Departs	% Late Departure	Total
February	2/1/24	2/29/24	18,914	12.9%	113,206	77.3%	14,281	9.8%	146,401

Departures: On-Time Performance by Route



February 2024

Registered Customer Service Concerns by Category

Total Calls	13438
Bus	7184
MOBY	6254

Calls by Category

	Total	Positive	Neutral	Negative	Percentage
Driver	49	1	2	46	30.43%
General	30	1	17	12	18.63%
Lost and Found	25	0	25	0	15.53%
Office Staff	2	0	1	1	1.24%
Other	14	0	6	8	8.70%
OTP	17	0	1	16	10.56%
Routing	15	0	3	12	9.32%
Ticket	2	0	1	1	1.24%
Vehicle	5	0	2	3	3.11%
Wheelchair	1	0	0	1	0.62%
Total	161	3	57	100	100.00%
Percentage	100%	1.86%	35.40%	62.11%	