

The August 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.

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One tap mobile

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## AGENDA

### REGULAR BOARD MEETING

#### REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA

2222 Cuming Street

Omaha, Nebraska, 68102

August 24, 2023

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 August 18, 2023.
2. Approval of Minutes of Previous Meeting:
  - a. Regular Meeting: July 27, 2023
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 – Request Approval of Operating Policy on Fiscal Reserves (W. Clingman)
7. Board Chair Report (D. Lawse)
8. Date, Time and Place of Next Regular Board Meeting  
Thursday, September 28, 2023, at 8:30 a.m. (Tentative)  
Authority’s Administrative Building
9. Adjournment

Tentative Resolutions for Next Board Meeting

None

6.

RESOLUTION:

**Request Approval of Operating Policy on Fiscal Reserves**

EXPLANATION:

Administrative Policy 2 addresses the establishment of formal fiscal reserves for the agency. Staff proposes establishing fiscal reserves for operating expenses, insurance and self-insured claims, and capital costs in order to protect Metro from unanticipated risks and to maintain adequate long-term funding. The proposed Administrative Policy is included in the Board packet. If adopted, the policy provides for a 6-year transition period to achieve the minimum targets as set forth in the policy. The proposed policy was reviewed by the Finance Committee.

Recommend full Board approval.

Adopted: August 24, 2023

## **ADMINISTRATIVE POLICY**

### **Purpose:**

To establish a reserve policy to protect the organization from risk and maintain adequate long-term funding. The Regional Metropolitan Transit Authority of Omaha (Authority) may face risks, unanticipated expenses or claims, and deviations from revenue estimates. Reserves help make sure that the organization can respond quickly and decisively to both opportunities and unanticipated events and incidents. Reserves also ensure adequate funding is available for large future purchases. Reserves will support vital public services during revenue declines.

### **Policy:**

#### **Reserve Limits**

The Authority has designated to hold the following amounts for reserves. The amount of money held in reserve is stated as a percent of expenses in order to ensure that the reserve stays consistent with fluctuations of the budget over time.

- Operating Reserves: At a minimum, the Authority will maintain 25% of the current year's operating expenses in reserve but strive for a reserve amount that is between 25% and 50% of the current year's operating expenses.
- Insurance and Self-Insured Claim Reserves: The insurance reserve will contain the following components:
  - Health Insurance Reserve: At a minimum, the reserve will be equal to at least 50% of the annual maximum aggregate cost of the plan.
  - Casualty & Workers Compensation Self-Insurance Claim Reserves: This funding amount shall be, at a minimum, 150% of the estimated aggregate of annual claims or losses amounts as determined by the Legal Director to meet any future claims to be paid out.
- Capital Cost Reserve: At a minimum, the reserve will be equal to 20% of the projected 5-year capital cost.

The required reserves, as established during the current budget year, shall be accounted for in the budget and fully funded, if needed, by necessary fund transfer by the end of the fiscal year.

#### **Acceptable Uses of Reserves**

Reserves are meant to address nonrecurring costs. Reserves should not be used for recurring annual operating costs.

- Operating Reserves: May be used in poor economic conditions or events that disrupt the Authority's revenues. These reserves shall be used to provide short-term relief so that the Authority can secure additional revenue or restructure its operations in an orderly manner if disruptions are long-term.
- Insurance and Self-Insured Claim Reserves:
  - Health Insurance: Will be used to pay active claims but shall be funded by budgeted fund transfers so as to not end the fiscal year below the required amount, unless claims exceed actual health insurance budgeted transfers in that year.
  - Casualty & Workers Compensation Self-Insured Claim Reserves: Will be used to pay active claims but shall be funded by budgeted transfers so as not to end the fiscal year below the required amount unless claims exceed actual casualty & workers compensation budgeted transfers in that year.
- Capital Cost Reserve: May be used as cost is incurred for capital projects; however, grant revenue received and budgeted transfers should ensure reserves are replenished at the end of each fiscal year.

### **Authority to Use Reserves**

The Finance Director or CEO may authorize the use of reserves for purposes consistent with this policy.

### **Replenishment of Reserves**

If the Authority uses its reserves and those reserves are projected to fall below the allowed minimum by the end of the fiscal year, then the Finance Director will propose a plan for the replacement of the reserves as a part of the annual budget process. The Board will review and approve the plan as a part of the annual budget. The Authority will try to replace the reserves as soon as practical.

### **Investment of Reserves**

The Finance Director or CEO may invest reserve funds in accordance with the Authority's investment policy.

### **Transition Period**

The establishment of cash reserves is a new policy as of adoption date of this policy. The full implementation of this policy will be a 6-year process to establish the full reserve amounts as prescribed above. During this transition period, as a part of the annual budget process, the Authority shall identify transfers to the reserves consistent with achieving full funding status within six (6) budget cycles. At a minimum, in the first annual budget following the adoption of

this policy, the Authority shall establish a reserve equivalent to or greater than the anticipated local match for capital projects for the coming budget year.

## 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



**Meeting Minutes – July 27, 2023**

**MINUTES  
REGULAR MEETING  
REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA  
2222 Cuming Street  
Omaha, Nebraska, 68102  
July 27, 2023  
MINUTES**

The Regional Metropolitan Transit Authority of Omaha Board met in Regular Session on Thursday, July 27, 2023, 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 July 21, 2023 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 (Absent)  
Ms. Amy Haase (Virtual)  
Ms. Julia Plucker

**Authority Staff:**

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

**Others Present:**

Other Metro staff  
Members of the public

## **Meeting Minutes – July 27, 2023**

### **Agenda Item #1: Call to order**

Mr. Lawse called the meeting to order at 8:33 a.m. Notice of the Regular meeting was published in the Omaha Daily Record on July 21, 2023. For the benefit of the public in attendance, a copy of the Open Meetings Law has been posted in the meeting room and is available online at ometro.com, and the agenda was published on the display in the facility lobby.

Discussion was had regarding rearrangement of agenda items due to the late arrival of third Board member to make a quorum.

### **Agenda Item #3: General Public Comment Period**

Mr. Lawse opened the General Public Comment Period to invite members of the audience to be heard regarding regular topics related to the Transit Authority of the City of Omaha. No members of the public came forward to comment.

### **Agenda Item #4: Administrative Report**

(L. Cencic)

Ms. Cencic updated the Board that Metro is currently focusing on financial planning and the annual budget. The budget is planned to be ready to present to the Board in the September Board meeting. The Finance Department and Ms. Cencic are working very hard with the department heads to forecast the needs for next year. This year is also the first year of working with the new software system. This new system is providing a lot of benefits in a lot of ways but there is also a learning curve.

Ms. Cencic informed the Board that Metro is working closely with the FTA to obligate several grants including some 5307 and 5339 grants. These types of grants are regular formula grants that are used for projects such as preventative maintenance, ADA services, and smaller miscellaneous capital projects that help keep things moving like computers, laptops, shop equipment, and those types of items.

Ms. Cencic updated the Board that Metro is also working with FTA to obligate the Raise Grant for the 24<sup>th</sup> Street project. Because the Raise Grant is actually a USDOT grant instead of an FTA grant, it also requires a paper grant agreement. Metro is working with USDOT headquarters instead of the local FTA regional office to obligate this grant. This project is also split funded between several grants. Metro has another grant for this project that has already been obligated so that work on this project can start soon.

Ms. Cencic informed the Board that Metro will be conducting an inventory of all existing bus stops. Metro staff are working with MAPA to develop a web-based application that can be used to go out and do a physical assessment of the accessibility, the sign blade, the area conditions, and the safety of each bus stop. This is data that Metro currently does not have and will be used to help with a planned update of Metro bus stops signs which will hopefully begin sometime next year. Having this data will also allow Metro to be more proactive with community partners when looking at future developments and roadway improvements. It will also allow Metro staff to advocate more effectively for sidewalk improvements and other amenities that help make bus stops more accessible and that help create more positive experiences for Metro riders.

**Meeting Minutes – July 27, 2023**

Lastly, Ms. Cencic updated the Board that Metro’s ridership continues to be strong. There has been a strong increase in ridership over the last couple of months. June was the third highest month of ridership over the last couple of months, and it was the third highest month for ridership since before the pandemic, with over 265,000 rides.

Discussion was had.

**Agenda Item #2:                   Approval of Minutes of Previous Regular Meeting**

Mr. Lawse entertained a motion to approve the minutes of the Board Meeting on June 22, 2023.

Motion by Ms. Plucker; Second by Ms. Haase

**ROLL CALL:  
UNANIMOUS; MOTION CARRIES.**

**Agenda Item #6:   Request Approval of Fiscal Year 2022 Audited Financials  
(W. Clingman)**

Staff is seeking approval of the 2022 audited financial statements. Eide Baily audited Metro’s financial statements as of and for the year ended December 31, 2022, and produced the audit report. The 2022 audit report was sent to Metro’s Finance/Procurement Committee for their review prior to the Board meeting.

Discussion was had.

Motion by Ms. Plucker; Second by Ms. Haase

**ROLL CALL:  
UNANIMOUS; MOTION CARRIES.**

**Agenda Item #7:   Request Approval of the Hourly and Salaried Employees’ Pension Plan Actuarial Reports as of January 1, 2023  
(W. Clingman)**

Staff is requesting approval of the updated Hourly and Salaried Employees’ Pension Plan Actuarial Valuation reports, which were produced and presented by Becky Sielman of Milliman Retirement Services for both the Hourly and Salaried Pension Plans. Both the Hourly and Salaried Committees met June 26, 2023, to discuss the report presented to them by Milliman. The finalized reports are included in the Board Packet information.

Discussion was had.

Motion by Ms. Plucker; Second by Ms. Haase

**Meeting Minutes – July 27, 2023**

**ROLL CALL:**

**UNANIMOUS; MOTION CARRIES.**

**Agenda Item #8: Request Approval of Title VI Service Equity Analysis for Planned Service Changes (A. Johnson)**

Metro's Title VI Policy requires a Service Equity Analysis be completed for any proposed changes that meet Metro's definition of a Major Service Change, including:

1. The addition and/or elimination of a bus route.
2. A ten percent or more addition or reduction in the system revenue miles.
  - i. *This threshold was reduced from 12% to 10% and approved by the Metro Board of Directors on December 22, 2022. FTA approval is currently pending.*
3. A fifteen percent or more addition or reduction of revenue miles on any individual route.
  - ii. This includes a change in frequency, span of service, or route alignment beyond a three-quarter mile buffer of the terminus and either side of an existing alignment.
  - iii. *This threshold was reduced from 25% to 15% and approved by the Metro Board of Directors on December 22, 2022. FTA approval is currently pending.*

The proposed changes for August 2023 meet this definition of a Major Service Change due to a proposed addition of more than 15% of weekly revenue miles on Route 4.

A Service Equity Analysis was completed to identify the impact of the proposed changes on low-income and minority populations. The Title VI Service Equity Analysis found:

- **No disparate impact on minority populations.** The cumulative benefit of the changes to minorities is 1.94% and to non-minorities is 2.46%, a difference of 0.52%.
- **No disproportionate burden on low-income populations.** The cumulative benefit of the changes to low-income populations is 2.18% and to non-low-income individuals is 2.23%, a difference of 0.05%.
- **Minority and/or low-income individuals will not be limited by or denied the benefits of the proposed service increases.**

Board approval will ensure Metro's continued compliance with the Federal Transit Administration's Title VI requirements. The Title VI Service Equity Analysis has been provided to the Board of Directors and is available to the public upon request by emailing [civilrights@ometro.com](mailto:civilrights@ometro.com).

Discussion was had.

Motion by Ms. Plucker; Second by Ms. Haase

**ROLL CALL:**

**UNANIMOUS; MOTION CARRIES.**

## Meeting Minutes – July 27, 2023

### Agenda Item #5a:           Administrative Reports

(D. Grant)

Mr. Grant extended his appreciation for the Thank Yous from Metro's leadership. Mr. Grant updated the Board that, in the month of July, Metro hired 7 individuals including one long-term employee who was promoted to Metro's new Safety Training Specialist, Ms. Davis. With the many new hires and the training that needs to be accomplished, Metro is excited to have her in this new role. Metro has also hired a new Community Development Planner, one Custodian, and one Mechanic Supervisor.

Mr. Grant explained to the Board that the current monthly report to the Board attempts to encapsulate the month but does not reflect the entire month due to the report needing to be finalized for the Board packet prior to the end of the month. Due to this, the hiring report is always missing a portion of the month. Moving forward in the month of August, the hiring report will show what happened in the entire month of July in order to relay more complete and accurate data to the Board each month.

Discussion was had.

### Agenda Item #5b:           Administrative Reports

(I. Maldonado)

Mr. Maldonado updated the Board that the period since the last Board meeting in June has been quite eventful and productive. The Operations, Safety and Training, and Maintenance teams have updated some of Metro's emergency procedures including fire procedures, employee notification, accident procedures and other critical procedures as well as logistic forms. Maintenance created a new employee on-boarding procedure to help new Maintenance staff learn the ropes in Maintenance.

This month, Metro experienced 2 days of power outages. The worst was July 6, 2023 when an external contractor severed a power cable. A generator was brought online to provide emergency power but later that day, a head gasket failed which left the entire building without power. Staff from all departments worked tirelessly until that evening to ensure that services were not interrupted. Staff implemented the use of portable generators to maintain the Dispatch and Operator areas to ensure these areas could remain operational. Staff also coordinated the fueling of gas vehicles with an external vendor, maintained contact with OPPD until services were restored around midnight, and kept customers informed of the likelihood of service interruptions so that riders could plan their commutes accordingly. Thanks to the Maintenance staff, the main generator is now back in service.

To assist with the leadership development and secession planning, a series of internal workshops have begun with members of senior and junior management staff from Operations, Maintenance, and Safety and Training. Topics covered so far include a review of the Metro Next plan, Metro's vision, mission and organizational values and expectations, leading through crisis, effective communication, treating others with dignity and respect, working with unions, and other topics related to secession planning. One goal is to make sure that Metro supervisory and management staff and anyone in a frontline position has the opportunity to learn the skillsets necessary to be able to get promoted to the next level. This helps to strengthen the agency and to focus on employee development. To assist with this, Metro is holding a series of workshops starting with senior

## **Meeting Minutes – July 27, 2023**

management staff, junior management staff, and supervisors. There will be additional training provided to other staff.

In addition to this, Metro has been approved by the Transit Safety Institute to hold two classes next year, one of which will be a transit supervisory certification program which will certify most frontline supervisors as transit supervisors which will be a great opportunity for Metro. Ms. Cencic and Mr. Maldonado met with members of the Operations, Maintenance, and Safety senior management staff to better understand the overall performance of junior management and supervisory personnel and to discuss training opportunities to assist with employee leadership development.

Mr. Maldonado participated in various committee meetings including the Safety and the Hourly Pension committees, the Omaha streetcar operations and vehicle committee meetings, and the Metro Safety committee meeting. Mr. Maldonado also participated in various public meetings for Metro's August service changes that are scheduled to take place. Metro's Civil Rights and Inclusion Direction just went over these service changes.

Discussion was had.

### **Agenda Item #5c: Administrative Reports**

(N. Ebat)

Ms. Ebat updated the Board that in regards to the power outage that occurred in July, from a Communications standpoint, going through these types of emergencies has highlighted how important it is to have a strategic plan for communications in place as well as strong partnerships within the community to help when needed. Metro's Communications staff is small but mighty and sometimes external help is needed. While working on backup plans on the operations side, staff was also making sure that riders know what was happening at that moment. Metro used social media, earned media, and some local stations picked up the information as well. Simultaneously staff was working on sending messages out to the public about any possible consequences of the power outage to bus service the following morning. That information was sent out to approximately 200 community partners including local governments, committees, corporations, and universities so that they could pass the word on to their clients and the people they serve. This was a big lift by the Communications team, with help from staff from Planning and Civil Rights and Inclusion. By approximately 3:00 AM, Metro staff was able to confirm that service would not be interrupted the next day and that message was able to be sent out to the public. However, this was a good case in point of what having the background and having some of these procedures already in place just in case something happens so that way staff can get the message out there and maintain business as usual with as little impact to the public as possible. Ms. Ebat extended her gratitude to the Communications team and everyone else in Administration, Operations, and Dispatch who helped support the efforts as well.

Metro had another busy month of activities. As Ms. Johnson mentioned earlier, the Communications team kicked off the month prepping for and holding a number of public meetings ahead of the August route increases. From there, the team went right into plans for communicating to riders regarding the eastbound 72<sup>nd</sup> & Dodge ORBT station that was going to be closed for repair. The expectation was that this station was going to be inaccessible for approximately one week but luckily it was only inaccessible for a day.

The Communications team is also working with the Vision Zero team with the City to help promote their open house next month. The City will be presenting their draft plan at that meeting. Metro's team is experimenting

## **Meeting Minutes – July 27, 2023**

with communicating that message in different ways through social media and Metro platforms but is also looking at what it might be like to share some of the upcoming news on digital signage throughout the system.

The Communications team also had a busy month of activities. The month began with Metro having a table at Music in Miller Park. There will be a repeat of this event next month. Metro also presented and hosted a ride-the-bus training with partners at the Prosper Academy which is run by the Autism Action Partnership. This event was particularly exciting as they invited prospective students and their adults to see how the Metro system works, how their students would be able to get around by bus while they are living at the academy, and what it might be like have their students go through a program that helps them transition into being an independent adult.

Metro was also very honored to be one of the teams walking in the Heartland Pride Parade. Many community partners were on the sidelines greeting Metro staff and many others in the crowd were expressing their appreciation for public transit.

Next week, the Communications team will be presenting the upcoming service increases to the Omaha Refugee Task Force, as well as participating in dozens of venues across the city with Open Omaha. Metro will be partnering with the Bemis Art Center and will be placing an ORBT bus outside the gallery so people can see what the inside of an ORBT bus looks like. Metro staff will also be participating in Omaha Public School's Back to School bash. Metro will have a bus at that event so that students and parents can get a look at how to ride the bus without the pressure of the first day of school. Staff will also be holding mini-safety classes at that event to remind students to look both ways before crossing the street, to only cross with the crosswalk signal, and other tips to help students be more confident about riding the bus.

In addition, Metro is officially among one of the program partners with the Riverfront Park opening. In partnership with MAPA, Metro has also been selected as one of six host sites across the country for the National Aging and Disability Transportation Center's National Symposium on Diversity, Equity and Inclusion. This will be a great opportunity to bring stakeholders together and identify ways to advance transportation equity around the metro.

Discussion was had.

### **Agenda Item #8: Board Chair Report**

(D. Lawse)

Mr. Lawse reported that the Finance Committee met and took action on those items. The Policy Committee is continuing to work with Metro staff on updating policies. This is a slow and steady process.

Ms. Cencic updated the Board that while there is no official Pension committee, a pension committee meeting was held but the committee work in general has been lighter this month. The Operations Committee will be meeting soon. Some pieces of the contract negotiations have restarted as well. Metro may also be looking at alternative meeting dates in September because of the budget but this matter can be finalized in August.

Discussion was had.

**Meeting Minutes – July 27, 2023**

**Agenda Item #9:      Date, Time and Place of Next Board Meeting**

**Thursday, August 24, 2023, at 8:30 a.m. to be held at Metro Transit Authority’s Administrative Building.**

**Agenda Item #10:      Adjournment**

There being no further business to come before the Board, a motion was entertained to adjourn the meeting at 9:16 a.m.

Motion by Ms. Plucker; Second by Mr. Lawse

**ROLL CALL:  
UNANIMOUS; MOTION CARRIES.**

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**Mr. Daniel Lawse – Chair**

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**Recording Secretary**



**July**

**Recruiting Report**

	<b>July Hires</b>	<b>Proj. Remaining Need</b>	<b>Recruiting Activity Notes</b>
<b>All Roles</b>	7	13	7 people started new roles at Metro in the month of July including Deana Davis who was promoted to Safety Training Specialist. Metro also filled its need for a Community Development Planner with Kelechi Chibuikem who will start August 7th.

<b>Operations</b>	<b>Bus Operators - Omaha</b>	3	5	
	<b>Paratransit Operators</b>	1		

<b>Maintenance</b>	<b>Mechanics</b>		5	Currently reviewing and interviewing candidates.
	<b>Mechanic Helper</b>			
	<b>Utility Garage</b>		1	
	<b>Body Shop Mechanic</b>		1	Currently reviewing and interviewing candidates.

<b>BG&amp;E</b>	<b>BG&amp;E - Field</b>	1	1	Currently reviewing and interviewing candidates.
	<b>Sr. Building</b>			

<b>Custodial</b>	<b>Custodian</b>	1	1	Currently reviewing and interviewing candidates.
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**July**

**Recruiting Report**

<b>Role</b>	<b>Hires</b>	<b>Proj. Remaining Need</b>	<b>Recruiting Activity Notes</b>
<b>Admin Staff</b>	<b>2</b>	<b>4</b>	
Mechanic Supervisor		2	Currently reviewing and interviewing candidates.
Safety Training Specialist	1		Deana Davis was promoted to Safety Training Specialist.
Dispatch Supervisor		1	
Community Development Planner	1		Kelechi Chibuikem started August 7th.
Executive Administrator		1	Currently reviewing and interviewing candidates.

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

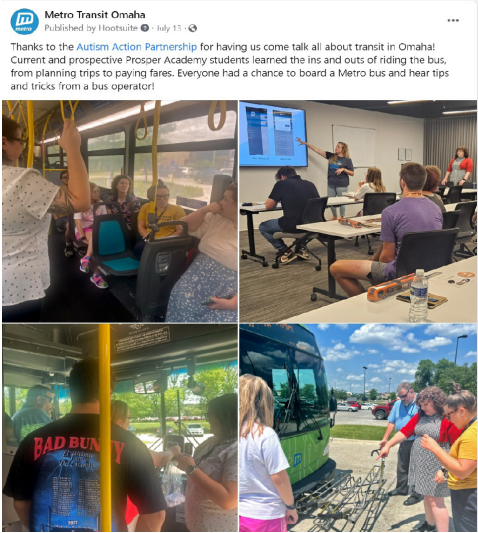
# SOCIAL MEDIA SUMMARY

07.01.23 - 07.31.23



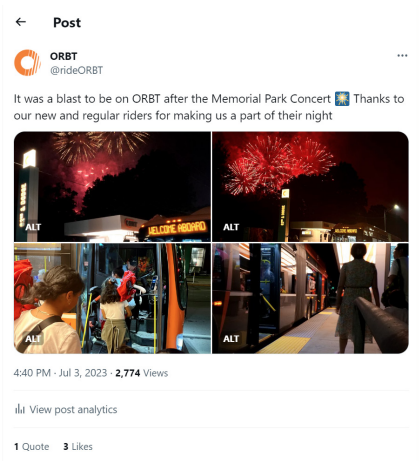
## Facebook: [Metro Transit Omaha](#)

Posts: 20  
Reach: 12,770  
Reactions: 171  
Comments: 19  
Shares: 39  
13 new followers | 0.5% increase



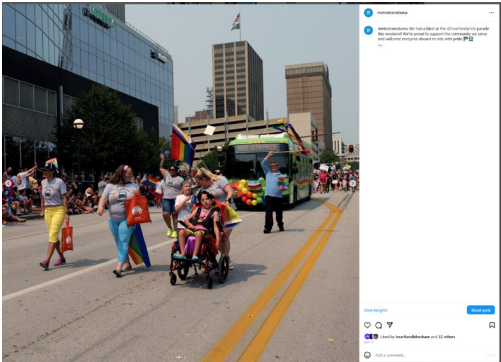
## Twitter: [@rideORBT](#)

Tweets: 23  
Impressions: 34,800  
Avg. 913.6 impressions/post for the year  
Mentions: 21  
Profile visits: 423  
-5 followers | 0.44% decrease



## Instagram: [@metrotransitoma](#)

Posts: 12  
Likes: 178  
Avg. 24.1 likes/post for the year  
Comments: 2  
18 new followers | 1.25% increase

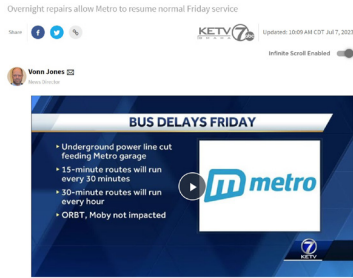


# EARNED MEDIA SUMMARY

07.01.23 - 07.31.23

## 9 stories | 5 outlets

### Omaha Metro returns to normal bus service following power outage



KETV - Power outage effects

### No Metro, MOBY, ORBT service for July 4 holiday



WOVW - July 4th service

### AARP pitches in to help Omaha's affordable housing plight



Neb. Examiner- Transit Oriented Development

### The RiverFront in Downtown Omaha is Fun For Everyone

Two of the three parks are not yet completely renovated — but they will be soon.

The RiverFront in downtown Omaha is fun for everyone, with approximately 72 acres where children of all ages can play or relax. Known as Central Park Mall in the 1970s but since named after a former mayor of Omaha, Gene Leahy Mall is one of three parks of The RiverFront. The other two parks are close to the completion of being renovated before autumn of 2023.

#### The RiverFront in Downtown Omaha is Fun For Everyone

The Gate - Review of Gene Leahy Mall

*ORBT mentioned as good way to get there*

### Frequently Asked Questions

#### Getting to UNO

How much does it cost to park on campus?

- You can find information about parking passes and fees at the following link: <https://www.unomaha.edu/business-and-finance/support-services/parking-services/permits.php#stu>
- If you have additional questions, you can contact UNO Parking and Transit Services at 402.554.7275 or [unoparking@unomaha.edu](mailto:unoparking@unomaha.edu).

Are there any student discounts if I ride the Metro Bus?

- Yes! You can use your MavCARD as a bus pass on any Metro or ORBT route any time for free. Your MavCARD is activated as your MavRIDE bus pass if you are actively taking classes.
- You can view maps and plan your bus route at the following link: <https://www.ometro.com/>

UNO new student resource guide

*ORBT + Bus mentioned as free w/ MavRide program*

## Music at Miller Park

JULY 8

Metro had a table at the second concert event of the season. Staff spoke with many people about how to navigate the bus system and the benefits of the K-12 Rides



## Heartland Pride Parade

JULY 15

Metro featured one of its electric buses in the Heartland Pride Parade, decorated with balloons in colors of the rainbow. Staff from multiple different departments walked in the parade.



## OUTREACH

### Learn to Ride- Autism Action Partnership

JULY 11

The Metro Communications team taught a class to potential students and their adults for the Prosper Academy at Autism Action Partnership. They gave the ins and outs of using all the various tools Metro has available.



### Omaha Refugee Task Force Presentation

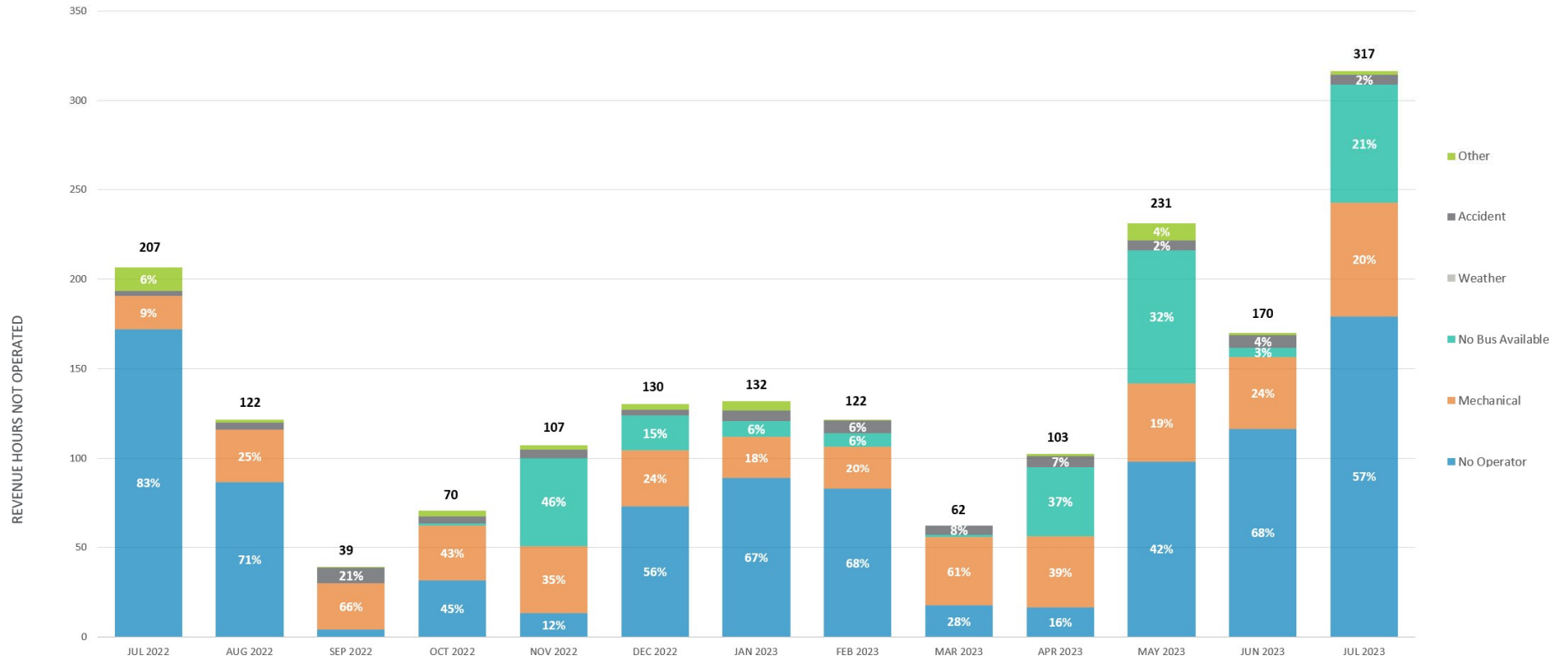
JULY 21

Two members of Metro staff gave a presentation to the members of the Omaha Refugee Task Force on upcoming changes to Metro's system along with some other helpful reminders for their clients, like the continuation of the K-12 Rides

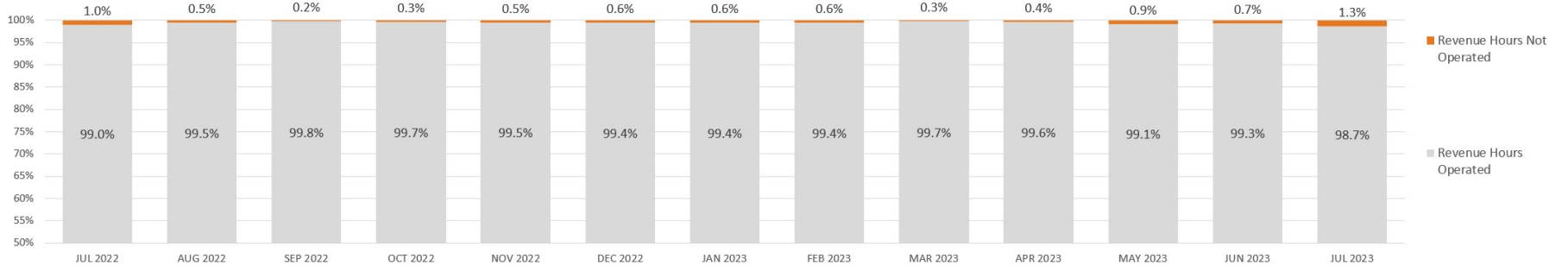
## COMMUNICATIONS



## MONTHLY SERVICE INTERRUPTIONS REVENUE HOURS NOT OPERATED BY TYPE



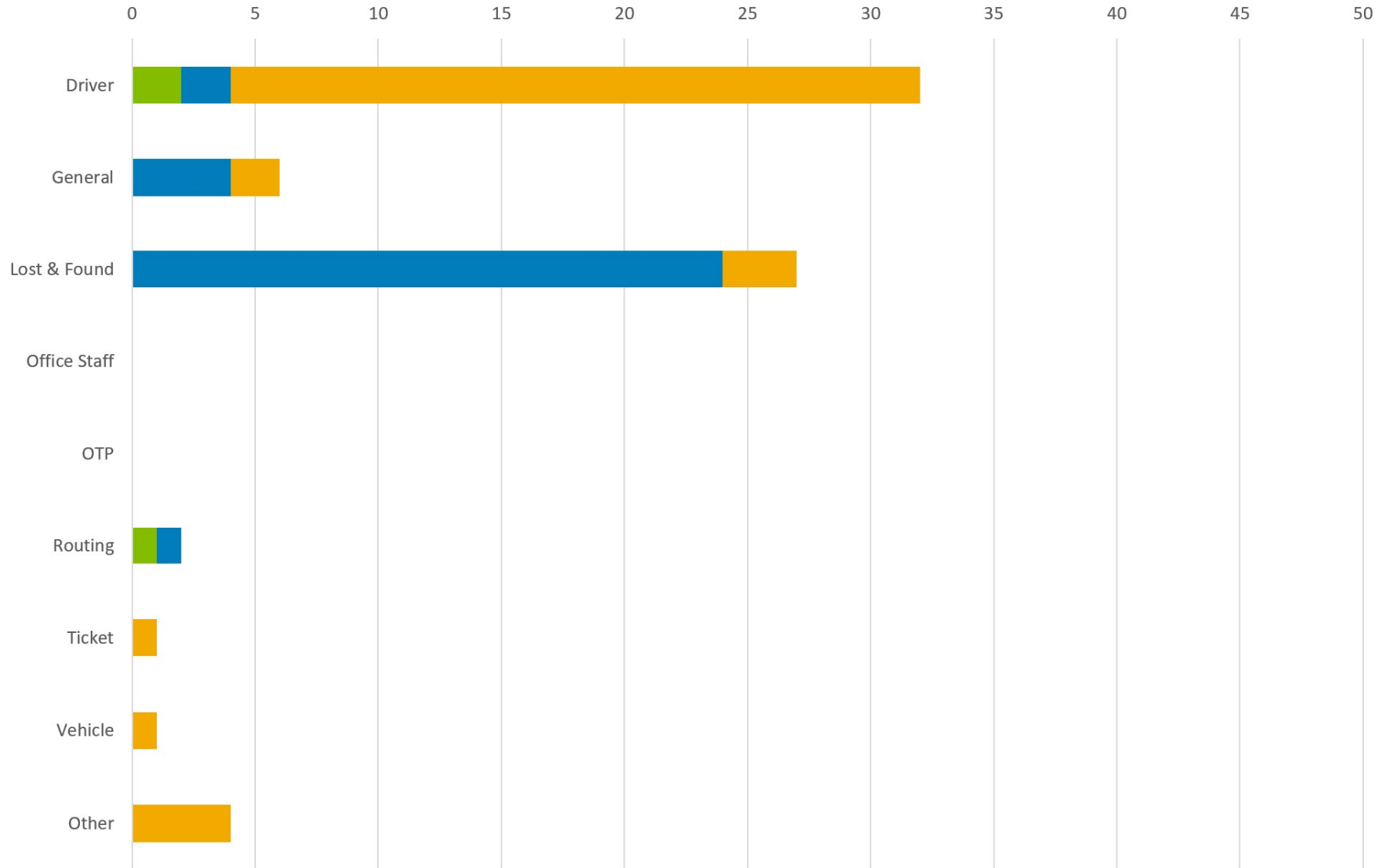
### Percent of Total Revenue Hours



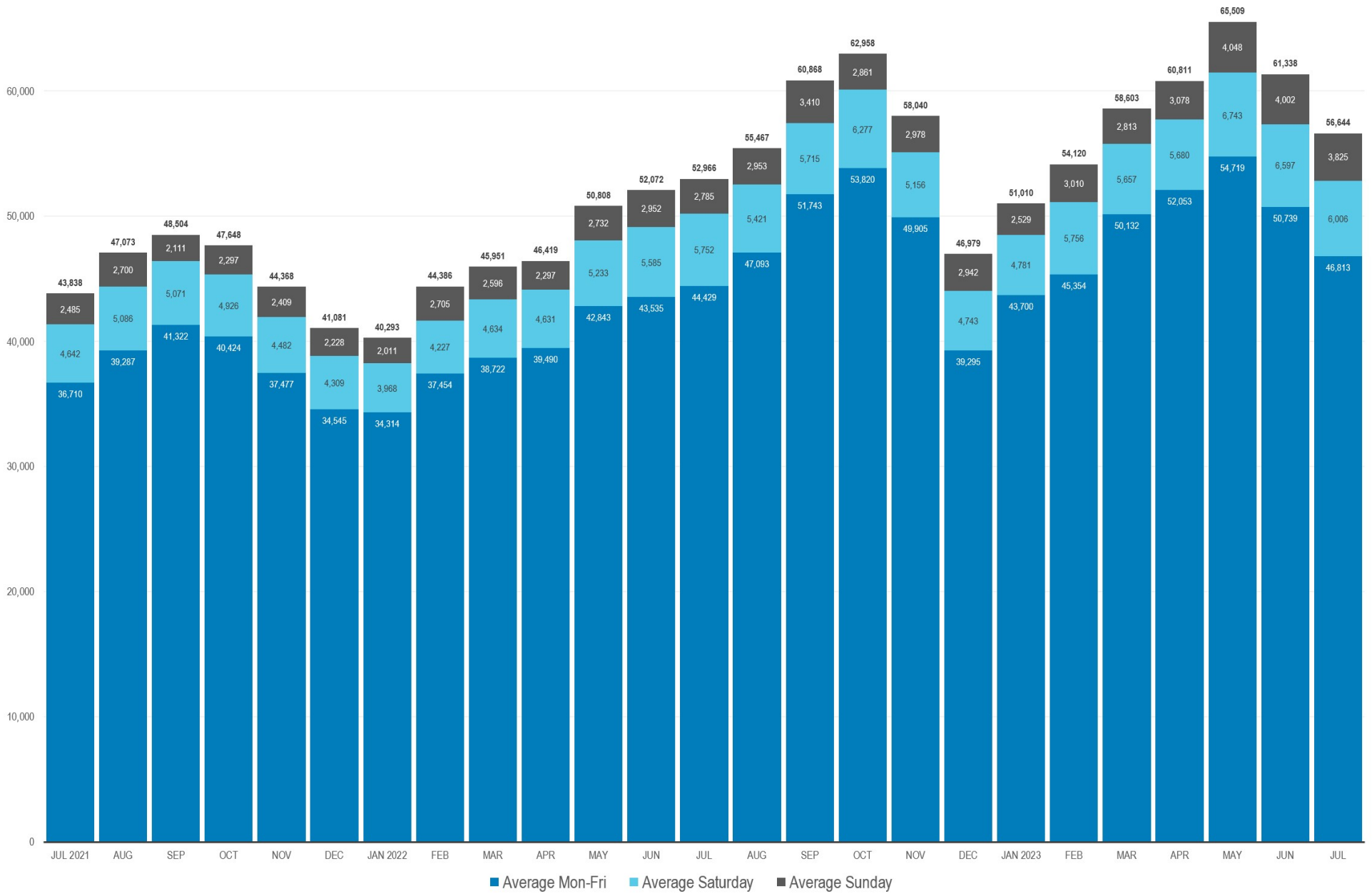
July 2023

### Fixed Route Registered Customer Service Concerns by Category

■ Positive ■ Neutral ■ Negative



## Average Weekly Ridership 2021 - 2023

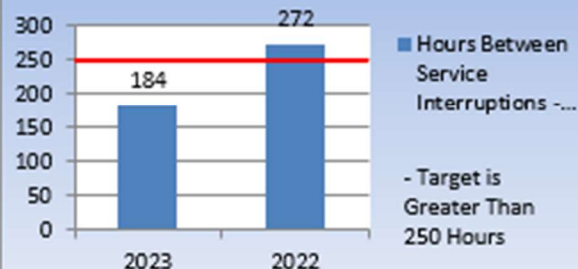


# Metro Transit Operations Report

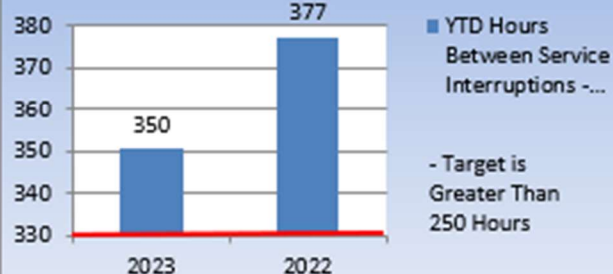
July 2023

Current Month	2023	2022	Variance	Year to Date	YTD	YTD	YTD
					2023	2022	Variance
<b>Service</b>				<b>Service</b>			
Service Hours	23908	20652	15.77%	Service Hours	166800	147896	12.78%
Service Miles	327587	284375	15.20%	Service Miles	2293757	2E+06	12.54%
<b>Interruptions</b>				<b>Interruptions</b>			
Interruptions	130	76	71.05%	Interruptions	476	392	21.43%
Hours Between Interruptions	184	272	-32.32%	Hours Between Interruptions	350	377	-7.12%
Miles Between Interruptions	2520	3742	-32.65%	Miles Between Interruptions	4819	5200	-7.32%
Target Miles	3350	3350		Target Miles	3350	3350	
<b>Road Calls</b>				<b>Road Calls</b>			
Road Calls	41	30	36.67%	Road Calls	251	265	-5.28%
Miles Between Road Calls	7990	9479	-15.71%	Miles Between Road Calls	9138	7691	18.81%
<b>Paratransit</b>				<b>Paratransit</b>			
Total Van Trips	6512	6404	1.69%	Total Van Trips	48984	41689	17.50%
Passenger Hours	4016	3891	3.21%	Passenger Hours	29854	23769	25.60%
Trips per Hour	1.62	1.65	-1.48%	Trips per Hour	1.64	1.75	-6.45%
Passenger Miles	43006	35625	20.72%	Passenger Miles	335277	265801	26.14%
Trips per Mile	0.1514	0.1798	-15.77%	Trips per Mile	0.1461	0.1568	-6.85%
Taxi Trips	0	0	#DIV/0!	Taxi Trips	0	0	#DIV/0!
Total Trips - Van & Taxi	7030	6404	9.78%	Total Trips - Van & Taxi	48984	41689	17.50%

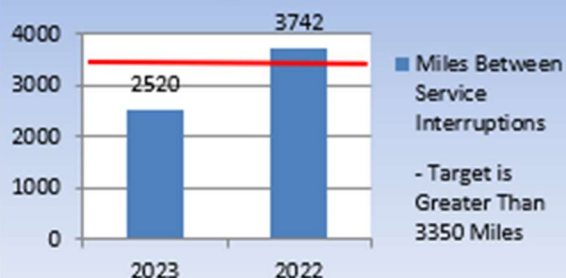
**Hours Between Service Interruptions - July 2023 & 2022**



**YTD Hours Between Service Interruptions - 2023 & 2022**



**Miles Between Service Interruptions - July 2023 & 2022**

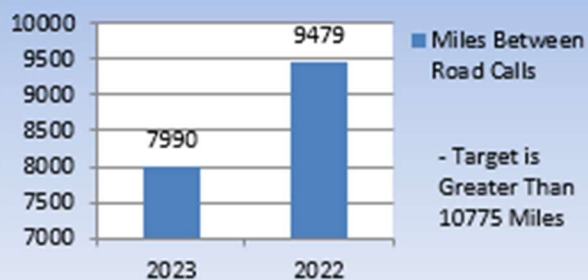


**YTD Miles Between Service Interruptions - 2023 & 2022**

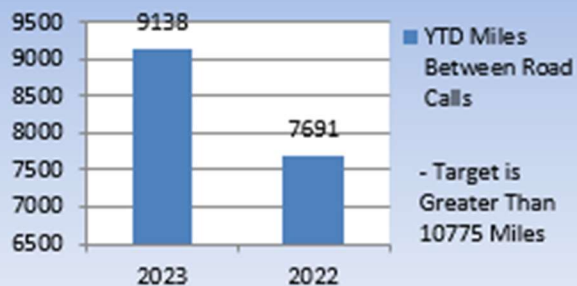




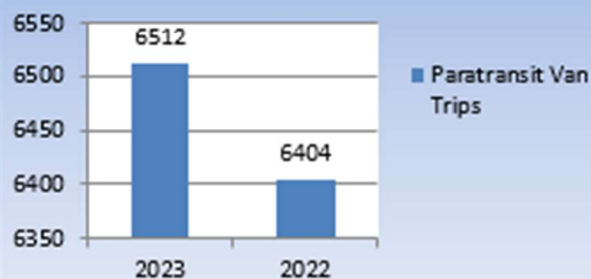
**Miles Between Road Calls  
July - 2023 & 2022**



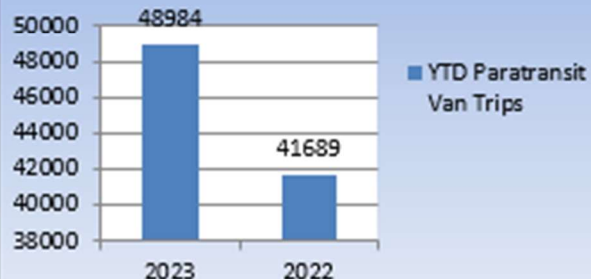
**YTD Miles Between Road Calls  
- 2023 & 2022**



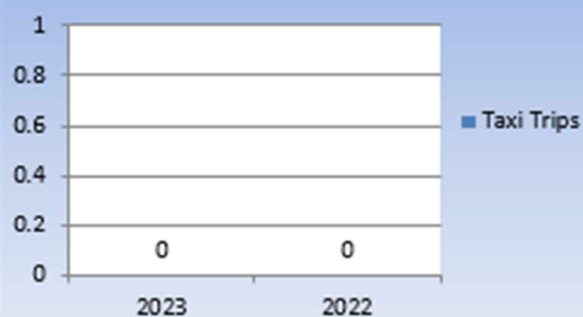
**Paratransit Van Trips  
July - 2023 & 2022**



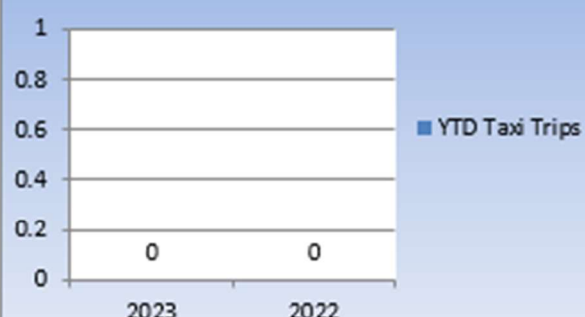
**YTD Paratransit Van Trips - 2023 & 2022**



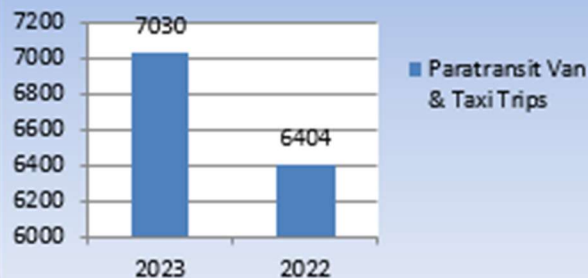
**Taxi Trips July - 2023 & 2022**



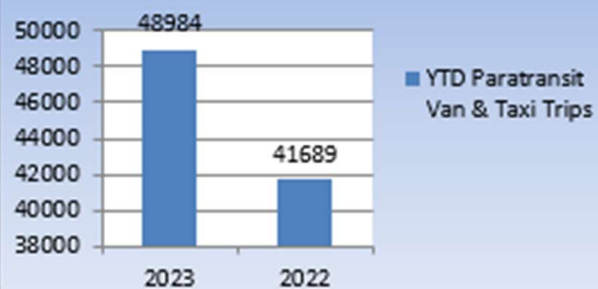
**YTD Taxi Trips - 2023 & 2022**



**Paratransit Van & Taxi Trips  
July - 2023 & 2022**



**YTD Paratransit Van & Taxi Trips - 2023 & 2022**



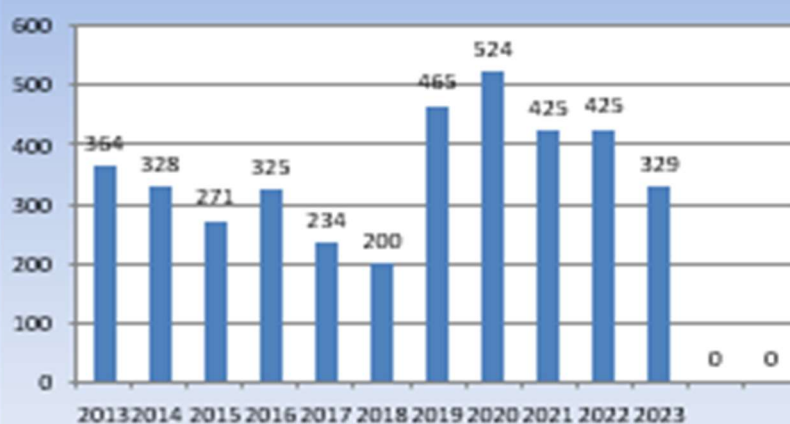
## Service Interruptions Detail

Type	July 2022	July 2023	Difference	2022 YTD	2023 YTD	Difference
Accident	2	3	1	10	33	23
Unsanitary Bus	0	1	1	3	9	6
Delayed Out Operator	51	43	-8	243	177	-66
Bus Operator Family Emergency	0	0	0	2	0	-2
Drunk on Bus - Police Called	0	0	0	0	1	1
Passenger Emergency	1	1	0	1	5	4
Weather	0	0	0	0	0	0
Mechanical	20	43	23	93	226	133
Unknown	2	0	-2	2	2	0
Vandalism on Bus	0	0	0	0	0	0
Heavy Traffic	0	1	1	0	1	1
No Bus Available	0	38	38	8	129	121
Total	76	130	54	362	583	221
<b>Mechanical Reasons</b>						
Air Conditioner	0	1	1	3	1	2
Air pressure went down	0	6	6	11	15	-4
Brake Problem	1	1	0	7	7	0
Broken Belt	0	2	2	0	2	-2
Bus Body Problem	1	0	-1	3	4	-1
Bus shut down	7	17	10	68	97	-29
Delayed by Train	0	0	0	1	0	1
Door Problem	0	2	2	6	5	1
Electrical Problem	0	2	2	12	11	1
Farebox	0	1	1	4	1	3
Leaking Fluid	0	0	0	19	0	19
Leaking fuel	0	0	0	1	0	1
Lift malfunction	0	0	0	3	1	2
Light problem	0	1	1	6	1	5
Low water	2	0	-2	5	10	-5
Mirror Broke	0	1	1	7	2	5
No power	0	4	4	16	17	-1
Power Steering Problem	0	0	0	4	2	2
Oil Pressure	0	1	1	1	1	0
Overheated	1	0	-1	13	1	12
Radiator Leak	0	4	4	1	7	-6
Seat Problem	0	0	0	0	2	-2
Starting problem	0	0	0	5	2	3
Suspension problem	3	7	4	11	20	-9
Tire problem	3	4	1	19	18	1
Transmission malfunction	0	1	1	8	2	6
Unknown Mechanical	3	11	8	31	16	15
Windshield/window	0	1	1	0	3	-3
Total	21	67	46	265	248	-17

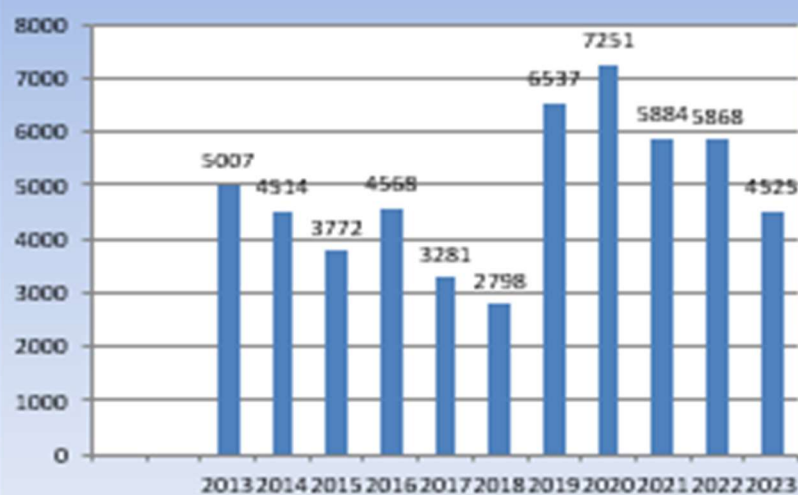
## Service Interruptions



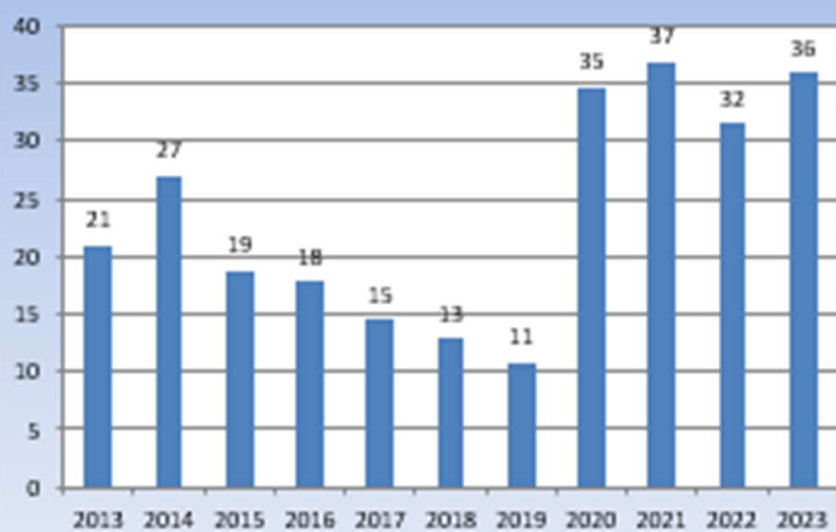
## Hours Between Interruptions



## Miles Between Interruptions



## December Roadcalls



## Miles Between Roadcalls



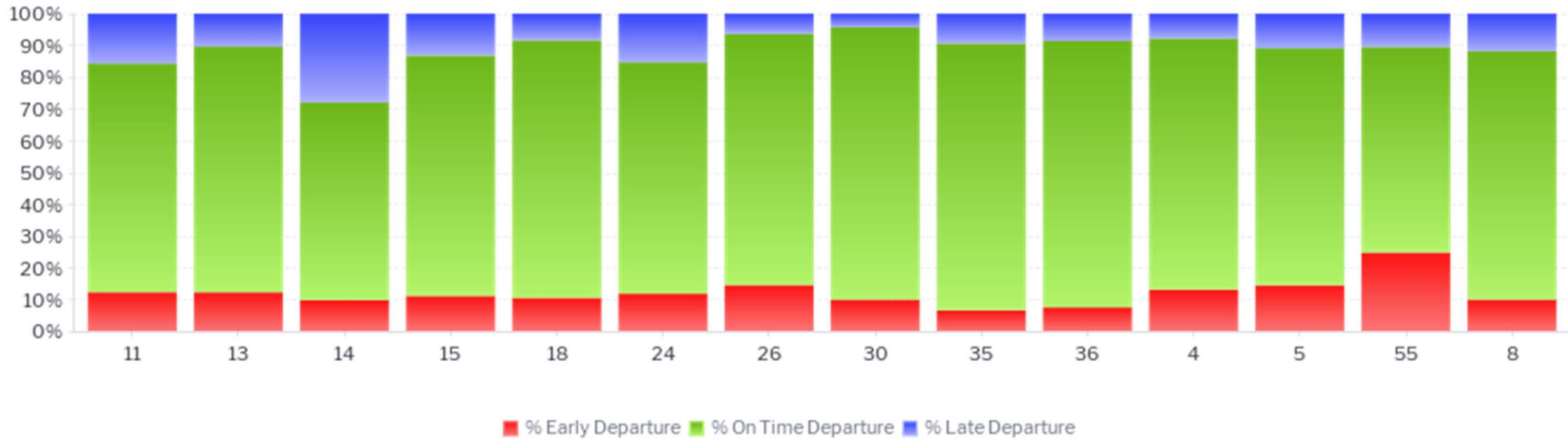
# July 2023 OTP

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
July	7/1/23	7/31/23	16,153	11.4%	109,639	77.6%	15,456	10.9%	141,248

Departures: On-Time Performance by Route

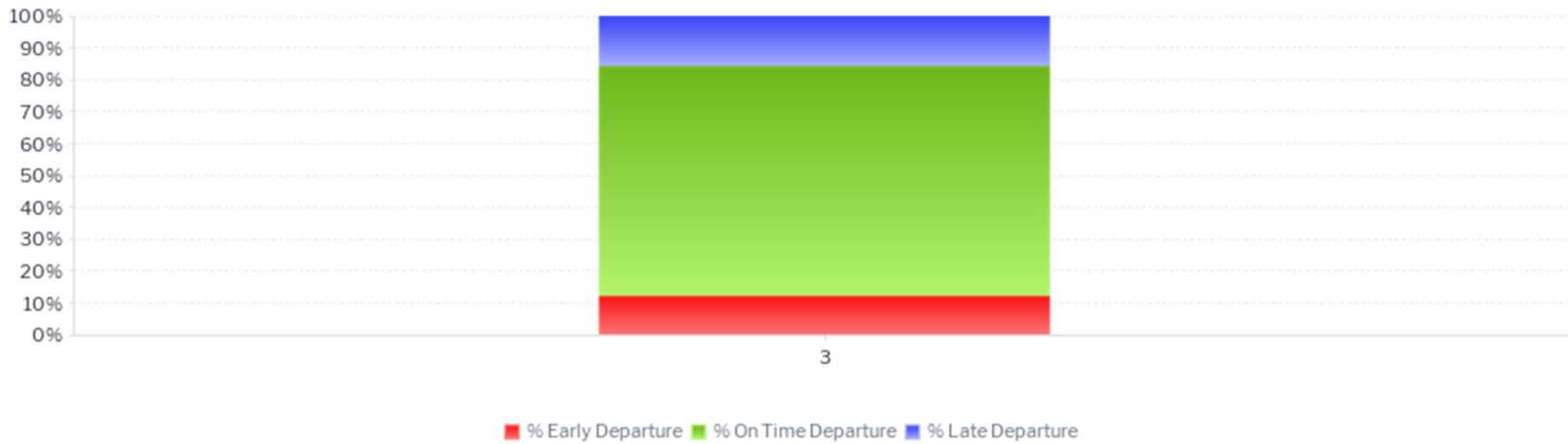


# July 2023 OTP

Route 3 is listed separately due to the long term 42<sup>nd</sup> St. Bridge detour.

## Route 3

Departures: On-Time Performance by Route



Start Date	End Date	Route	Route	Early Departs	% Early Departure	On Time Departs	% On Time Departure	Late Departs	% Late Departure	Total
7/1/23	7/31/23	3	North 40th / South 42nd	2,095	12.2%	12,361	72.1%	2,685	15.7%	17,141

# July 2023

## Registered Customer Service Concerns by Category

Total Calls	13181
Bus	8026
MOBY	5155

### Calls by Category

	Total	Positive	Neutral	Negative	Percentage
Driver	35	2	3	30	44.87%
General	7	0	5	2	8.97%
Lost and Found	0	0	0	0	0.00%
Office Staff	0	0	0	0	0.00%
Other	4	0	0	4	5.13%
OTP	0	0	0	0	0.00%
Routing	2	1	1	0	2.56%
Ticket	1	0	0	1	1.28%
Vehicle	1	0	0	1	1.28%
Wheelchair	0	0	0	0	0.00%
Total	78	3	34	41	100.00%
Percentage	100%	3.85%	43.59%	52.56%	