

Metro Transit is inviting you to a scheduled Zoom meeting.

Topic: Metro Transit August 2024 Board Meeting

Time: Aug 22, 2024, 08:30 AM Central Time (US and Canada)

Join Zoom Meeting

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

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

1. Call to Order: The Notice of the Regular Meeting was published in the Omaha Daily Record on August 16, 2024, and a revision of the Notice of the Regular Meeting was published on August 21, 2024.
2. Approval of Minutes of Previous Meeting:
 - a. Regular Meeting: July 25, 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 (K. Pendland)
 - c. Communications (N. Ebat)
6. Resolution: 2024-22 Request Approval of Fuel Contract (L. Cencic)
7. Resolution: 2024-23 Request Approval of Purchase of Transit Buses (L. Cencic)
8. Board Chair Report (D. Lawse)
9. Date, Time, and Place of Special Board Meeting
Tuesday, September 24, 2024, at 9:00 a.m.
10. Date, Time, and Place of Next Regular Board Meeting
Tuesday, September 24, 2024, at 9:15 a.m.
Authority's Administrative Building
11. Adjournment

Tentative Resolutions:

Special Board Meeting

Public Hearing on the Proposed 2025 Annual Budget

Regular Board Meeting

Resolution for approval of the 2024-25 General Property Tax levy

Resolution for approval of the Proposed 2025 Annual Budget

REGULAR BOARD MEETING
REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA
2222 Cuming Street
Omaha, Nebraska, 68102
July 25, 2024
8:30 a.m.

MINUTES

The Regional Metropolitan Transit Authority of Omaha Board met on Thursday, July 25, 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 July 19, 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 (Absent)
Mr. Othello Meadows, Vice Chair (Absent)
Mr. Jay Lund (Acting Chair)
Ms. Amy Haase
Ms. Julia Plucker

Authority Staff:

L. Cencic, CEO/Executive Director
K. Pendland, Interim Deputy Executive Officer
D. Grant, Human Capital, and Talent Development Director
E. Simpson, Legal Director (Absent)
W. Clingman, Finance Director (Virtually)
J. Willoughby, Senior Project Manager (Absent)
R. Sherping, Safety Director (Virtually)
A. Johnson, Civil Rights & Inclusion Director (Virtually)
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 at 8:34 am

Notice was published in the Omaha Daily Record on July 19, 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.

Agenda #2 Approval of Minutes of Previous Meeting

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

- a. Regular Meeting: June 27, 2024

Motioned by Haase; Seconded by Plucker

ROLL CALL:

UNANIMOUS (MEADOWS ABSENT, LAWSE ABSENT), MOTION CARRIES

Agenda #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.

No public comments were presented to the Board

Agenda #4 Administrative Report

(L. Cencic)

Ms. Cencic opened her report with ridership updates. For June, Metro's ridership was 253,402 riders averaging over 60,000 trips a week. Metro's K-12 Rides Free Program carried almost 40,000 rides in June making the program total just over 1.1 million rides.

Metro hosted a brief visit from the TSA Administrator, David Pekoske, and staff discussing TSA's role in surface transportation oversight and cybersecurity updates.

Metro along with MAPA, will host Senator Bacon, and staff on Friday, July 26th, and take him on a tour of the building. The discussion will focus on the future of transit in the region.

Metro is continuing conversations, research, and studies on the potential of adding microtransit to its suite of services as a pilot program. This would be an entirely new mode from Metro and would require additional work to both manage and provide the service.

Metro is currently working with the City of Omaha on the Urban Core Street Reconfiguration study and many other groups as Metro strives to stay on top of all the moving parts around the city.

Triennial Review is next week with the Federal Transit Administration.

Metro is entering into a six-month fuel agreement with Petroleum Traders for both diesel and gasoline. Prices are currently under-budgeted for fuel running from August to January. Ms. Cencic did seek approval from the Board Chair, Mr. Lawse who consented. Since Metro is required to provide 24 hours notice before a board meeting due to the Open Meetings Act, the resolution will be brought to the Board in the August meeting.

Mr. Lund asked how the K – 12 Rides Free Program numbers compare this month with a month during the school year. Ms. Cencic advised that in June of this year, ridership was around 40,000 the average during the school year was just over 50,000 and the average last June was 35,000.

Agenda #5 Administrative Reports

Administration/Human Resources

(D. Grant)

Mr. Grant reported that 11 new employees started the month of June including five bus operators, 4 paratransit operators, a mechanic, and a custodian. HR has also identified six others who began in July. Kelli Haverstick has been promoted from HR Coordinator to Paratransit Manager. Mr. Grant thanked her for all the contributions she had bestowed to the position. The new HR Coordinator position has been filled and will be starting with Metro on Monday, July 29th.

This month Metro continued its Metro Leadership Academy work to develop their critical thinking skills. The fifteen participants also learned about the metro transit asset management plan and DEI initiatives. This year's cohort will end in December 2024.

Metro hosted a graduation for eight transit operators for completing the Metro training program. Mr. Grant highlighted this quarter's quarterly newsletter and the various sections included.

Mr. Grant concluded his report and opened up for questions from the Board. There were none.

Programs/Operation

(K. Pendland)

Mr. Pendland, Interim Deputy Executive Officer reported that numbers for June are still below our expectations. While numbers for July are still being compiled, he can report that over the last week, Metro is starting to see improvements in both Service Interruptions and On-Time Performance. While it is too early to say that this is a trend, it is promising and shows that the new initiatives Ms. Cencic and Mr. Pendland have implemented may be meeting some success.

Mr. Pendland further reported that like many agencies, Metro's access to bus parts has been an ongoing challenge and has greatly reduced the overall effective vehicle fleet. Even through these difficulties, Metro's Maintenance team has endured, and Mr. Pendland took the opportunity to thank them for their continued efforts.

Mr. Pendland reported that Metro's partnership with the Memorial Park Celebrate America Concert resulted in a 42% increase in rides on ORBT for that day over historical ridership. Ms. Ebat will have additional details, but he wanted to take the opportunity to thank the staff for working to make that event such a success.

Mr. Pendland concluded his report and opened up for questions from the Board.

The Board asked for clarification on how a 42% increase translated into the number of riders that utilized ORBT during that event. Mr. Pendland deferred to Ms. Ebat.

Communications

(N. Ebat)

Ms. Ebat began by elaborating on Mr. Pendland's report regarding the number of riders for the Memorial Park Concert. Ms. Ebat stated that providing information on how many riders used ORBT after the concert is complicated. At the 62nd & Dodge ORBT stations buses were staged to take riders from the concert. Two waiting westbound two were eastbound and a third was for remaining riders. Because the staged buses are not regularly scheduled trips it was difficult to count the actual number of riders. The 42% increase comes for overall ridership for that particular day. Great feedback on Metro's involvement was received from the organizers.

Further moving into her communications report, Ms Ebat informed the Board that in July Metro's Communications and outreach team participated in the Youth Pride Festival and the Heartland Pride parade, and met with staff members of Omaha Public Schools' family involvement program for refugees ahead of a planned training class. This program helps OPS students who are immigrants or refugees and their families learn English and other skills that will help them adjust to life in the U.S.

Communications has been working with the Planning and Operations departments to put the final touches on snow response plans for the upcoming winter. One of the goals is to have enough plans ready and waiting in case inclement weather forces Metro into a different level of service so information can be sent out to riders within a few minutes of a decision being made.

For August, Metro has the Back to School Bash at the Children's Museum on Friday, August 2nd it's one of the biggest events the museum puts on its calendar to attend. Thousands of families are expected, Metro will be there with information on the K-12 program, how students can successfully navigate riding the bus, and expectations for them.

For Open Omaha on August 3rd & 4th, Metro will be partnering with Millwork Commons to park an ORBT out in front of the Ashton building on both days. Open Omaha is an Omaha metro-wide event from Omaha By Design that invites people to visit culturally significant buildings and spaces. Metro will be one of more than 70 participants for the event. Metro has also partnered with Omaha By Design to offer participants free rides on both days with a special code that can be put into our Umo Mobility app. That is already available on Omaha By Design's social sites and will be on Metro's in the coming days.

August 6th, 12th, & 16th, Metro will be participating in Omaha Public Schools' Enrollment fair to make ourselves as accessible as possible to families who have students entering the school system to understand the K-12 Rides Free Program. This will take place at the Omaha TAC Building.

Ms. Ebat concluded her report and opened up for questions from the Board. There were none.

Agenda #6 Resolution: 2024-19 Request Approval to Award Mobile Cellular Services Contract

(L. Del Rio Lopez)

Metro sought approval of a contract with Verizon Wireless to acquire and implement a full replacement for all vehicle mobile cellular services for a five (5) year term.

A Request for Proposals (RFP) was published in The Daily Record and Metro's website on April 4, 2024, and multiple potential vendors were contacted. Eleven (11) proposals were received and just one proposal was found not responsive to the terms and conditions established in the solicitation. The remaining were evaluated and interviewed by Metro's evaluation team.

The selected proposal for mobile cellular services was from Verizon Wireless. The proposal was determined to be responsive and responsible. This contract is a firm fixed price contract and the proposal cost is \$281,200.00, billed monthly. The price is fair and reasonable, and the proposal is in accordance with the specifications in Metro's RFP.

This contract will be paid it will be charged to grant No. NE-34-X012. This item was sent and reviewed by the Finance/Procurement Committee.

The Board approved unanimously.

Motioned by Plucker; Seconded by Haase

ROLL CALL:

UNANIMOUS (MEADOWS ABSENT, LAWSE ABSENT), MOTION CARRIES

Agenda #7 Resolution: 2024-20 Request Approval to Award Mobile Cellular Devices Contract

(L. Del Rio Lopez)

Metro sought approval of a contract with CDW Government LLC to acquire and implement a full replacement for all vehicle mobile cellular hardware on Metro buses. Included in this procurement is five (5) years of licensing.

A Request for Proposals (RFP) was published in The Daily Record and Metro's website on April 4, 2024, and multiple potential vendors were contacted. Eleven (11) proposals were received and just one proposal was found not responsive to the terms and conditions established in the solicitation. The remaining were evaluated and interviewed by Metro's evaluation team.

The selected proposal for mobile cellular hardware was from CDW Government LLC. The proposal was determined to be responsive and responsible. This is a firm-fixed-price contract, and the proposal cost is \$606,694.55. The price is fair and reasonable, and the proposal is in accordance with the specifications in Metro's RFP.

This contract will be paid it will be charged to grant No. NE-34-X012. This item was sent and reviewed by the Finance/Procurement Committee.

The Board approved unanimously.

Motioned by Plucker; Seconded by Haase

ROLL CALL:

UNANIMOUS (MEADOWS ABSENT, LAWSE ABSENT), MOTION CARRIES

Agenda #8 Resolution: 2024-21 Request Approval to Award Transit Bus Tire Contract (L. Del Rio Lopez)

Metro sought approval of a contract with The Goodyear Tire & Rubber Company to purchase new tires and retread used tires with snow-rated traction tread for transit buses and vehicles.

A Request for Proposals (RFP) was published in The Daily Record and Metro's website on May 8, 2024, and multiple potential vendors were contacted. Two proposals were received and just one proposal was responsive to the terms and conditions established in the solicitation. Metro reviewed the specifications and found them to be clear and not unduly restrictive and that adequate competition was solicited. The price is fair and reasonable, and the proposal is in accordance with the request.

The responsive, and responsible proposal was from The Goodyear Tire & Rubber Company. This contract is a 5-year fixed unit price contract with a maximum not to exceed the ceiling of \$1,116,315.00.

This contract will be paid for with various 5307 grants under the preventative maintenance line item. This item was sent and reviewed by the Finance/Procurement Committee.

Ms. Cencic provided some historical background behind this resolution. In the past, Metro has always leased bus tires with Goodwill and then paid by the mileage usage. Over the past few years Metro has been introducing snow tires into its fleet and because of that, it reduces flexibility in how the tires can be rotated between the

front and rear axles. A cost analysis for leasing vs buying was done and it was determined that while there is an upfront cost to buying the tires it is more cost effective. This will give Metro more flexibility to maximize the value of the tires and once they reach a certain point they will be retreaded as snow tires.

The Board approved unanimously.

Motioned by Plucker; Seconded by Haase

ROLL CALL:

UNANIMOUS (MEADOWS ABSENT, LAWSE ABSENT), MOTION CARRIES

Agenda #9 Board Chair Report

(J. Lund)

In Mr. Lawse's absence, Mr. Lund performed as the acting Board Chair therefore he did not have a report for the Board meeting. Ms. Haase indicated that the Planning & Policy Committee met and is continuing to work to review policies around programs and partnerships Metro may want to do in the community. While the Finance and Procurement Committee did not meet, appreciation was shared with Ms. Cencic for ensuring the receipt of the resolutions and documents to review prior to the meeting.

Agenda #10 Date, Time, and Place of Next Regular Board Meeting

Thursday, August 22, 2024, at 8:30 a.m.

Authority's Administrative Building

Agenda #11 Adjournment at 9:00 am

Motioned by Haase; Seconded by Plucker

ROLL CALL:

UNANIMOUS (MEADOWS ABSENT, LAWSE ABSENT), MOTION CARRIES

RESOLUTION: 2024-22 Request Approval of Fuel Contracts

EXPLANATION: Metro determined that it was prudent to obtain bids for both diesel and gasoline fuel due to a decrease in fuel market prices. Metro's most recent contract with Sapp Bros Petroleum ended in July 2024.

On July 24, 2024, Metro requested bids for both diesel and gasoline for a six (6) month period beginning in August 2024. Metro received six (6) bids for these contracts. The low, responsive, compliant bid for ultra-low sulfur diesel was from Petroleum Traders at \$2.5730 per gallon for 232,500 gallons. The low, responsive, compliant bid for gasoline was also from Petroleum Traders at \$2.1669 per gallon for 60,000 gallons.

The CEO/Executive Director advised the Board Chair, Mr. Lawse, who agreed to award these contracts. Both proposed contracts are below the \$3/gallon budgeted for fuel for 2024. Metro's most recent diesel contract that expired in July 2024 was \$2.5643/gallon. Metro's most recent contract for gasoline that expired in July was \$2.0499 per gallon.

We are requesting full Board concurrence for two contract awards to Petroleum Traders in accordance with Metro's Procurement Policy. The contracts with Petroleum Traders will be in the amount of \$598,222.50 for the ultra-low sulfur diesel purchase and \$130,014 for the gasoline contract.

Petroleum Traders is paid upon invoicing after delivery, which is spread out incrementally throughout the contract period.

Recommend Full Board Approval

RESOLUTION: 2024-23 Request Approval of Purchase of Transit Buses

EXPLANATION: Metro has identified three used transit buses for sale from Transportation Equipment Sales Corp. (Tesco). Staff recommends the purchase of these three buses to help reduce service interruptions caused in large part by parts shortages and supply chain issues. These three buses would be used on fixed route services when a full-sized bus is unavailable.

The three buses are all Ford E-450 body on chassis style vehicles with larger bodies than Metro's current MOBY vehicles, with seating for 16-20 passengers. All three vehicles are equipped with wheelchair lifts, appear in good condition and have low mileage. One vehicle is in near-new condition. These vehicles will be inspected by Metro staff prior to purchase.

The proposed vehicles for purchase are:

- A 2016 Starcraft vehicle with 52,789 miles for \$44,900
- A 2017 Turtle Top vehicle with 27,035 miles for \$69,900
- A 2024 Startrans vehicle with 1,718 miles for \$114,900

Staff is requesting authority to procure these buses from Tesco for an amount not to exceed \$250,000 including delivery. This purchase will be paid for with local funds. This resolution was sent to the Finance/Procurement Committee for review. Assuming Committee concurrence, recommend full Board approval.

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

July

Recruiting Report

	Monthly Hires	Current Need	Recruiting Activity Notes
All Roles	6	12+	6 individuals started new roles at Metro in the month of July. 2 additional candidates were recruited for Aug start dates.

Operations	Bus Operators - Omaha	4	Evaluating	1 additional Bus Operator started on August 12th. Continuing to review and interview candidates.
	Paratransit Operators	1		Continuing to review and interview candidates.

Maintenance	Bus Mechanic		3	Currently reviewing and interviewing candidates.
	Utility			New Hire starting on August 12th.
	Automotive Mechanic		1	Currently reviewing and interviewing candidates.
	Body Shop Mechanic		1	Currently reviewing and interviewing candidates.

BG&E	BG&E - Field			
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Custodial	Custodian			
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July

Recruiting Report

Role	Hires	Proj. Remaining Need	Recruiting Activity Notes
Admin Staff	1	7	
Mechanic Supervisor		3	Currently interviewing and reviewing candidates.
Paratransit Dispatcher		2	Continuing to review and interview candidates for additional position.
Transit Dispatcher		1	Continuing to review and interview candidates for additional position.
Project Manager		1	Currently interviewing and reviewing candidates.
HR Generalist	1		New Hire started July 29th.
Transit Field Supervisor			

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

SOCIAL MEDIA SUMMARY

7.1.24 - 7.31.24



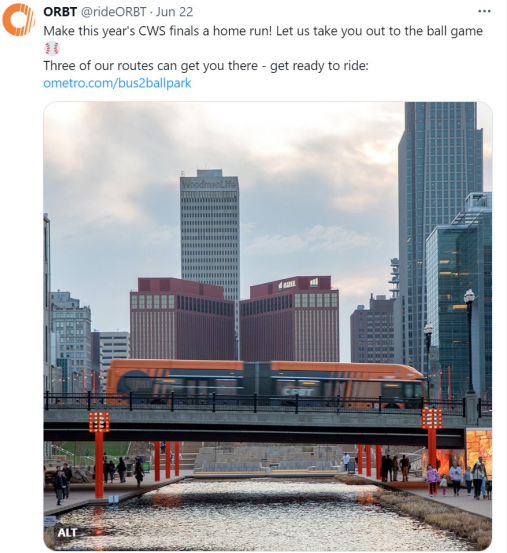
Facebook: **Metro Transit Omaha**

Posts: 13
 Reach: 12,741
 Reactions: 202
 Comments: 22
 Shares: 44
 9 new followers | 0.31% increase



Twitter: **@rideORBT**

Tweets: 13
 Impressions: 30,302
 Avg. 1,744 impressions/post for the year
 Likes: 42
 Retweets: 11
 Replies: 1
 6 followers | 0.51% increase



Instagram: **@metrotransitoma**

Posts: 5
 Likes: 143
 Avg. 25.54 likes/post for the year
 Comments: 8
 12 new followers | 0.77% increase



EARNED MEDIA SUMMARY

7.1.24 - 7.31.24

8 stories | 4 outlets



June 27: Metro transit authority buying more buses, hiring new employees

June Board Meeting - Flatwater Free Press

Metro downtown layover stop closing long term

Metro encourages riders to use the MyRide OMA app to find track their new routes and layover options.

Share   



Updated: 8:04 PM CDT Jul 14, 2024

Infinite Scroll Enabled 



Downtown Layover Change - KETV

Omaha airport, ORBT, some hospitals impacted by global tech issues



Global Tech Issues - WOWT

OUTREACH

7.1.24 - 7.31.24

Heartland Youth Pride

JULY 12

Metro staff had a table at the Heartland Youth Pride to provide info about the K-12 Rides Free program and to sell special Metro merchandise.



Heartland Pride Parade

JULY 13

Members of Metro's staff from a variety of departments and family members walked in the Heartland Pride Parade.



OUTREACH - JANUARY-JULY

32 EVENTS

3 PARADES

6 PRESENTATIONS

11 COMMUNITY EVENTS

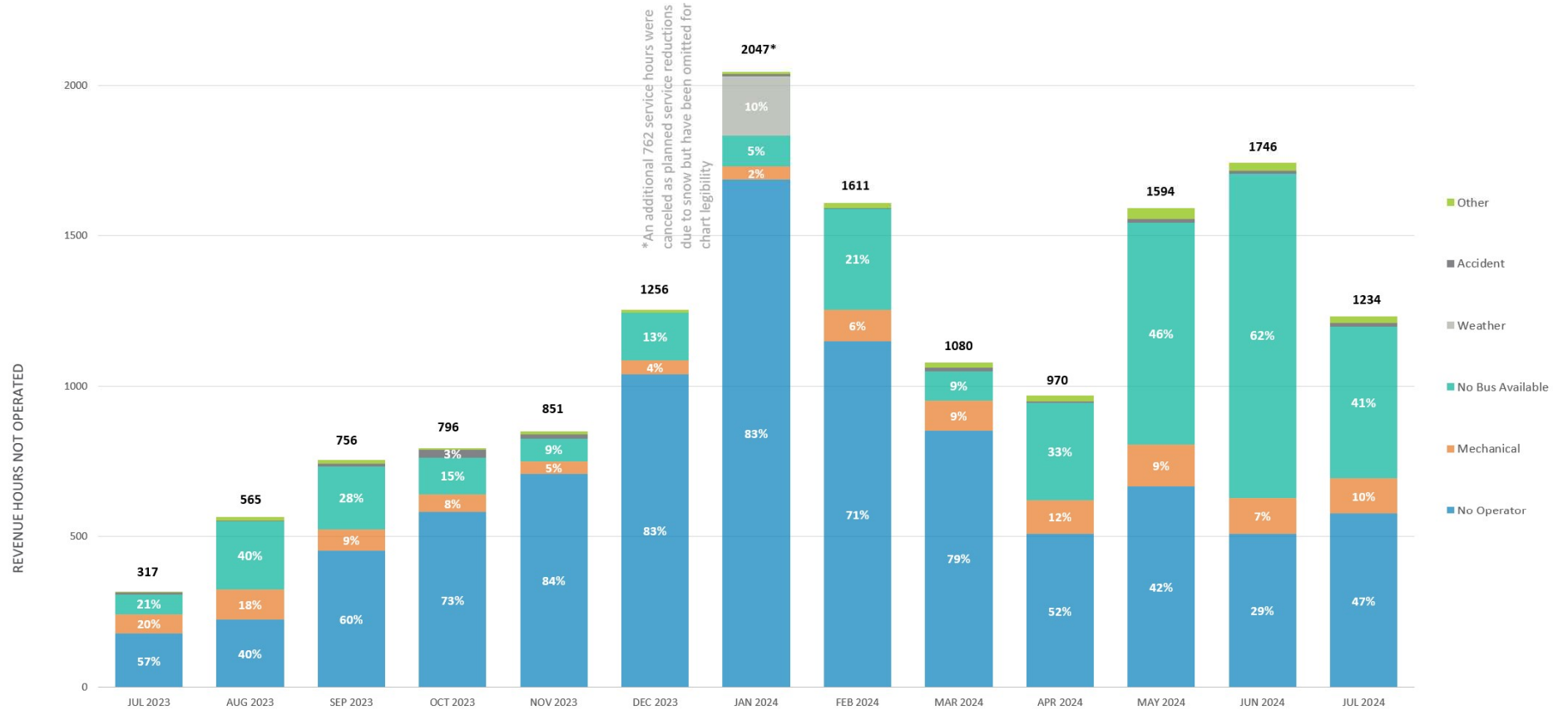
REACHING MORE THAN

4K PEOPLE

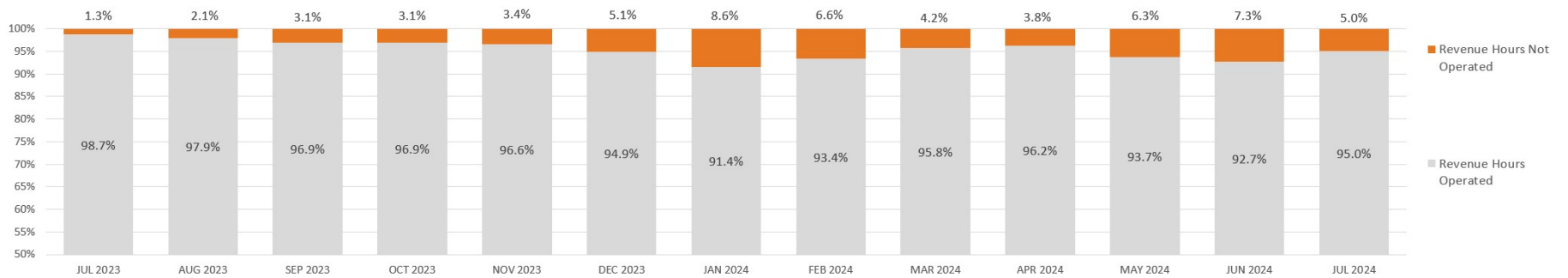




MONTHLY SERVICE INTERRUPTIONS REVENUE HOURS NOT OPERATED BY TYPE



Percent of Total Revenue Hours



July 2024 Customer Service Report

Customer Service Call Center Performance

	Combined	Bus (Fixed Route) Only	MOBY Only
Incoming Calls Offered	13,484	6,524	6,960
Incoming Calls Answered	12,418	5,970	6,448
Estimated Abandon Percentage	8.0%	8.0%	7.0%
Average Answer Time	0:00:45	0:00:40	0:00:50
Average Wait Time	0:00:50	0:00:47	0:00:54
Average Handle Time	0:02:47	0:02:16	0:03:16
Average Hold Time	0:03:29 (1,211 calls)	0:02:47 (590 calls)	0:04:09 (621 calls)
Estimated Service Level	94%	95%	93%

Recorded Feedback & Inquiries

Total = 241

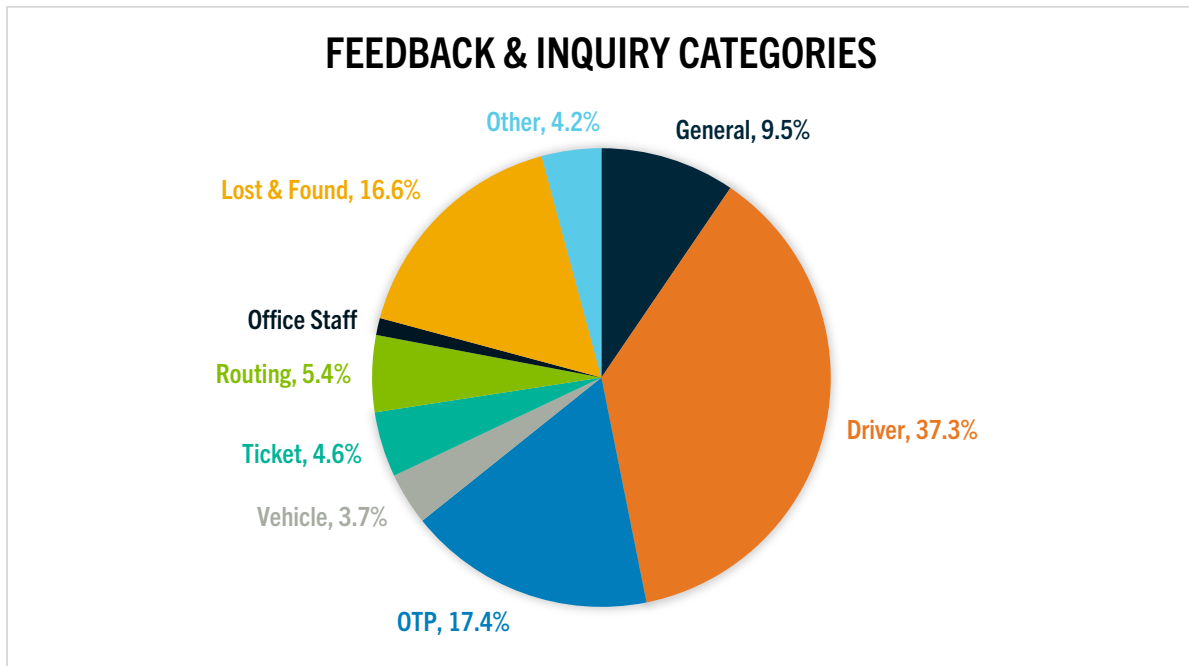
	General		Driver		OTP		Vehicle		Ticket		Routing		Office Staff		Lost & Found		Other	
	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P
Positive	3	0	1	1	0	0	0	0	0	0	0	0	-	-	0	0	0	0
Neutral	7	0	2	0	1	0	0	0	5	0	4	0	-	-	37	3	5	0
Negative	12	1	83	3	40	1	9	0	6	0	9	0	-	-	0	0	5	0
Total	22	1	86	4	41	1	9	0	11	0	13	0	-	-	37	3	10	0
	23		90		42		9		11		13		3		40		10	
	9.5%		37.3%		17.4%		3.7%		4.6%		5.4%		1.2%		16.6%		4.2%	

OTP = On-time performance

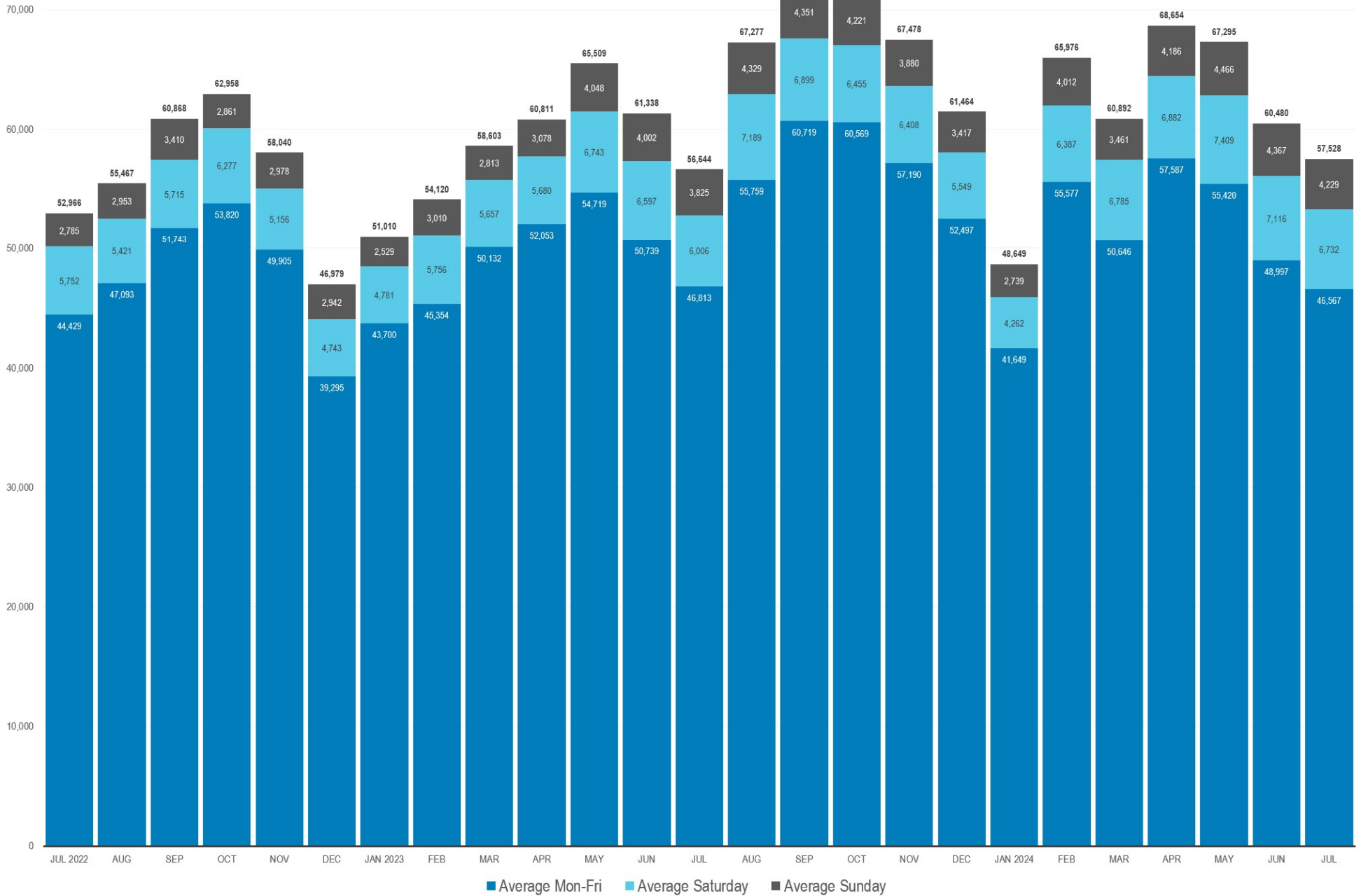
F = Fixed route

P = Paratransit (MOBY)

Please note: Not all feedback (complaints) were valid.



Average Weekly Ridership 2022 - 2024

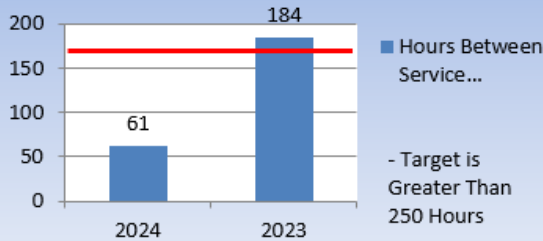


Metro Transit Operations Report

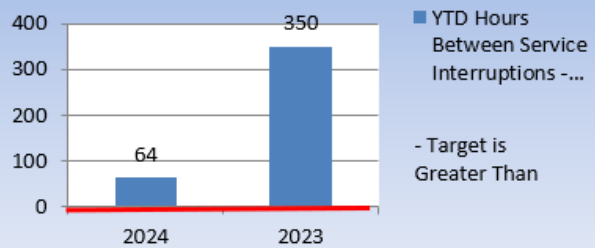
July 2024

Current Month	2024	2023	Variance	Year to Date	YTD 2024	YTD 2023	YTD Variance
Service				Service			
Service Hours	24552	23908	2.69%	Service Hours	165613	166800	-0.71%
Service Miles	340464	327587	3.93%	Service Miles	2288267	2293757	-0.24%
Interruptions				Interruptions			
Hours Between Interruptions	401	130	208.46%	Hours Between Interruptions	2607	476	447.69%
Hours Between Interruptions	61	184	-66.71%	Hours Between Interruptions	64	350	-81.87%
Miles Between Interruptions	849	2520	-66.31%	Miles Between Interruptions	878	4819	-81.79%
Target Miles	3350	3350		Target Miles	3350	3350	
Road Calls				Road Calls			
Road Calls	42	41	2.44%	Road Calls	301	251	19.92%
Miles Between Road Calls	8106	7990	1.46%	Miles Between Road Calls	7602	9138	-16.81%
Paratransit				Paratransit			
Total Van Trips	7492	6512	15.05%	Total Van Trips	51020	48984	4.16%
Passenger Hours	4658	4016	15.99%	Passenger Hours	31830	29854	6.62%
Trips per Hour	1.61	1.62	-0.81%	Trips per Hour	1.60	1.64	-2.31%
Passenger Miles	45426	43006	5.63%	Passenger Miles	338829	341747	-0.85%
Trips per Mile	0.1649	0.1514	8.92%	Trips per Mile	0.1506	0.1433	5.05%
Taxi Trips	0	0	#DIV/0!	Taxi Trips	0	0	#DIV/0!
Total Trips - Van & Taxi	7492	6512	15.05%	Total Trips - Van & Taxi	51020	48984	4.16%

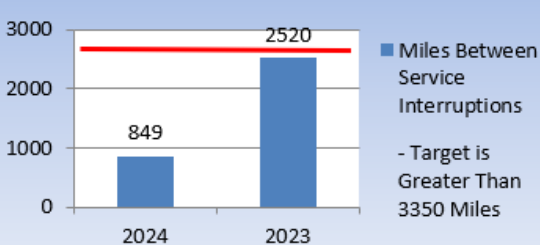
**Hours Between Service Interruptions -
July 2024 & 2023**



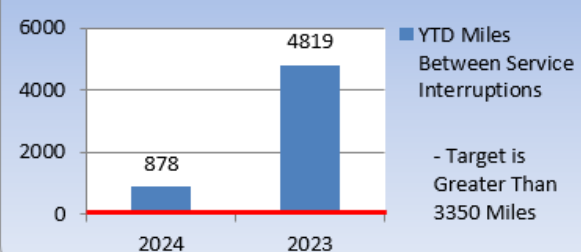
**YTD Hours Between Service Interruptions -
2024 & 2023**

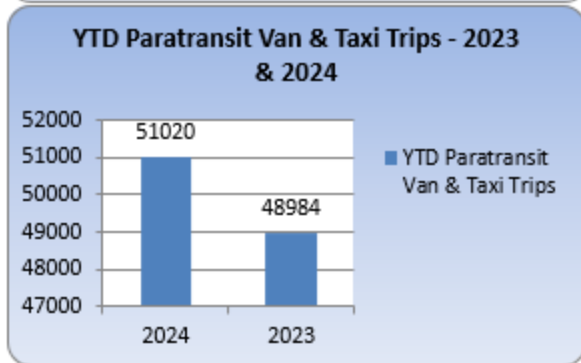
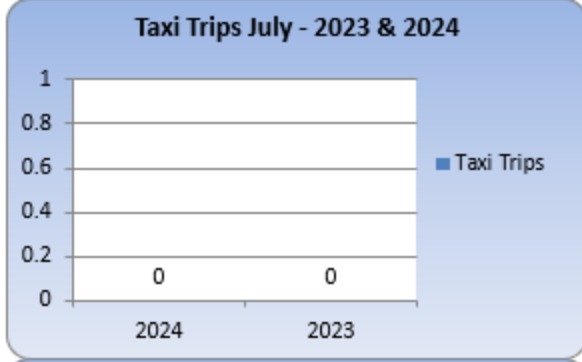
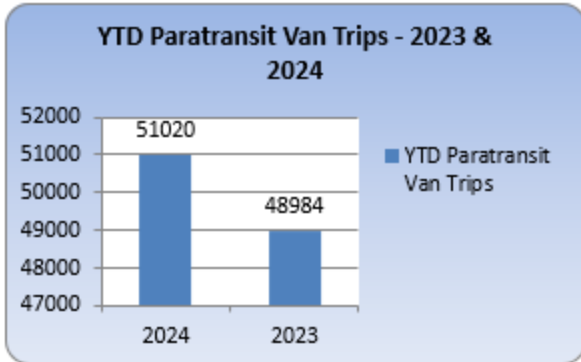
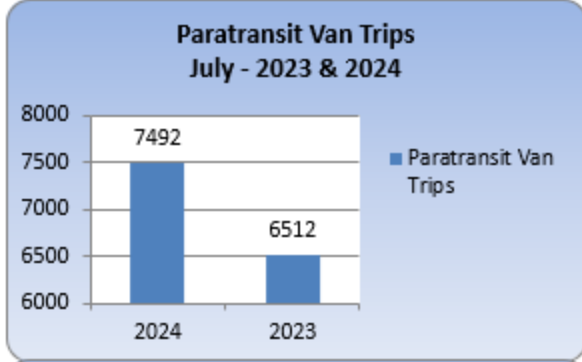
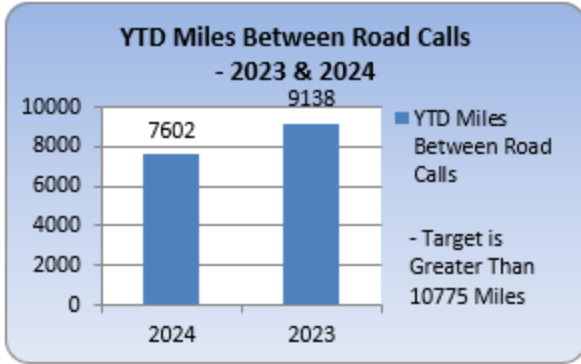
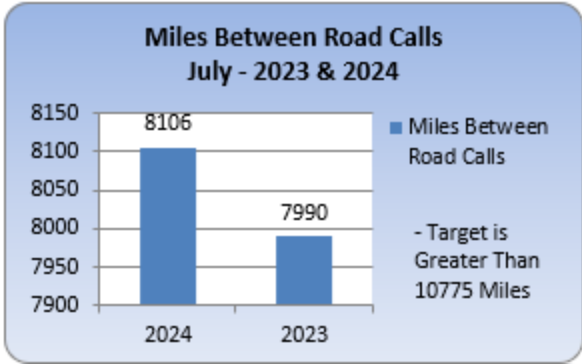


**Miles Between Service Interruptions -
July 2024 & 2023**



**YTD Miles Between Service Interruptions -
2024 & 2023**

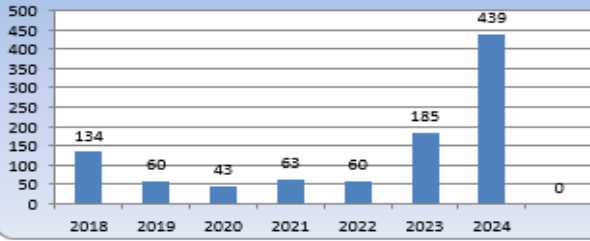




Service Interruptions Detail

Type	July 2024	July 2023	Difference	2024 YTD	2023 YTD	Difference
Accident	8	3	-5	41	33	-8
Unsanitary Bus	3	1	-2	17	9	-8
No Operator	139	43	-96	1392	177	-1215
Bus Operator Family Emergency	0	0	0	0	0	0
Drunk on Bus - Police Called	0	0	0	2	1	-1
Passenger Emergency	0	1	1	4	5	1
Weather	0	0	0	0	0	0
Mechanical	75	43	-32	258	226	-32
Unknown	0	0	0	2	2	0
Vandalism on Bus	0	0	0	0	0	0
Heavy Traffic	0	1	1	0	1	1
No Bus Available	168	38	-130	990	129	-861
	0					
Total	393	130	-263	2706	583	-2123
Mechanical Reasons						
Air Conditioner	3	1	-2	9	1	8
Air pressure went down	3	6	3	26	15	11
Brake Problem	4	1	-3	7	7	0
Broken Belt	2	2	0	3	2	1
Bus Body Problem	1	0	-1	6	4	2
Bus shut down	0	17	17	62	97	-35
Delayed by Train	0	0	0	0	0	0
Door Problem	2	2	0	10	5	5
Electrical Problem	7	2	-5	19	11	8
Farebox	0	1	1	2	1	1
Leaking Fluid	3	0	-3	8	0	8
Leaking fuel	0	0	0	2	0	2
Lift malfunction	0	0	0	2	1	1
Light problem	0	1	1	6	1	5
Low water	3	0	-3	27	10	17
Mirror Broke	2	1	-1	3	2	1
No power	3	4	1	13	17	-4
Power Steering Problem	0	0	0	4	2	2
Oil Pressure	0	1	1	1	1	0
Overheated	8	0	-8	18	1	17
Radiator Leak	0	4	4	1	7	-6
Seat Problem	1	0	-1	1	2	-1
Starting problem	0	0	0	5	2	3
Suspension problem	4	7	3	31	20	11
Tire problem	8	4	-4	29	18	11
Transmission malfunction	3	1	-2	11	2	9
Unknown Mechanical	17	11	-6	67	16	51
Windshield/Window	0	1	1	0	3	-3
Fumes	1					
Total	75	67	-8	373	248	-125

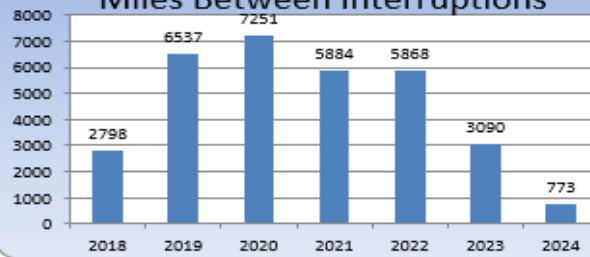
Service Interruptions



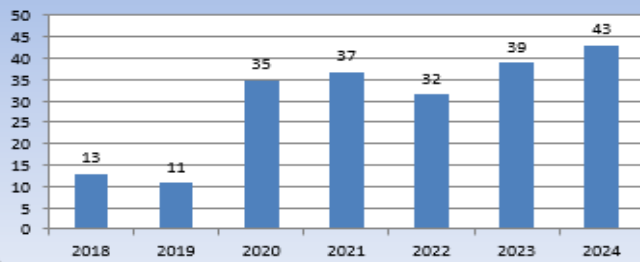
Hours Between Interruptions



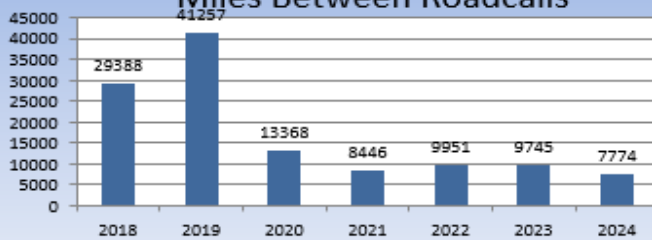
Miles Between Interruptions



Roadcalls



Miles Between Roadcalls



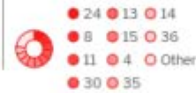
On-Time Depart%

↓ -4

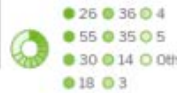
76
Average

Target On-Time% 80

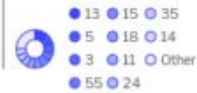
% Early



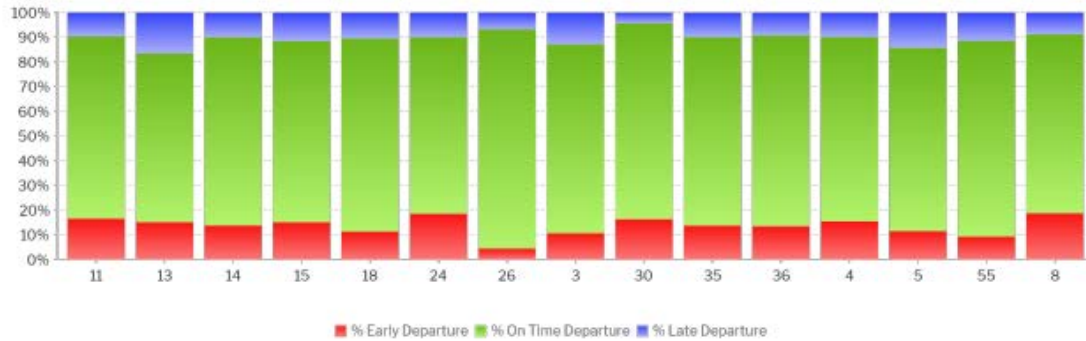
% On-Time



% Late



Departures: On-Time Performance by Route



Route Short Name	Route	Early Departs	% Early Departure	On Time Departs	% On Time Departure	Late Departs	% Late Departure	Total
11	Leavenworth Street	1,358	16.5%	6,068	73.9%	789	9.6%	8,215
13	13th / L Street	882	15.1%	3,983	68.4%	962	16.5%	5,827
14	108th / Fort	658	13.8%	3,641	76.3%	476	10.0%	4,775
15	Center Street	1,366	15.1%	6,655	73.4%	1,046	11.5%	9,067
18	72nd / Ames Avenue	2,731	11.3%	18,880	78.2%	2,531	10.5%	24,142
24	24th Street	3,700	18.5%	14,271	71.5%	1,986	10.0%	19,957
26	North Omaha	40	4.4%	804	88.7%	62	6.8%	906
3	North 40th / South 42nd	1,564	10.6%	11,296	76.5%	1,897	12.9%	14,757
30	30th Street	1,712	16.3%	8,340	79.4%	455	4.3%	10,507
35	North 33rd Street	704	13.7%	3,913	76.3%	510	9.9%	5,127
36	South Omaha	370	13.5%	2,122	77.2%	255	9.3%	2,747
4	Maple Street	3,630	15.5%	17,497	74.6%	2,331	9.9%	23,458
5	90th Street	413	11.5%	2,677	74.2%	516	14.3%	3,606
55	Q Street	276	9.2%	2,370	79.3%	343	11.5%	2,989
8	60th / Blondo Street	760	18.7%	2,939	72.4%	358	8.8%	4,057
		20,164	13.6%	105,456	76.0%	14,517	10.4%	140,137