

The December 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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## **AGENDA**

### **REGULAR BOARD MEETING**

#### **REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA**

**2222 Cuming Street**

**Omaha, Nebraska, 68102**

**December 22, 2022**

**8:30 a.m.**

1. Call to Order: Notice of the Regular Meeting was published in the Omaha World Herald on December 18, 2022.
2. Approval of Minutes of Previous Meeting:

- a. Regular Meeting: November 17, 2022
- 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 Extension of Metro/General Drivers and Helpers Union Local 554 Collective Bargaining Agreement (I. Maldonado)
- 7. Resolution – Request Extension of Metro/Transport Workers Union of America AFL-CIO Local 223 Collective Bargaining Agreement (I. Maldonado)
- 8. Resolution – Request Approval for the Amendment of Operating Policy 27, Purchasing (W. Clingman)
- 9. Resolution – Request Approval of Standing Purchase Orders – Fiscal Year 2023 (W. Clingman)
- 10. Resolution – Request Approval of Title VI Monitoring of Service Standards & Policies (E. Schweitz)
- 11. Resolution – Request Approval of Title VI Program Update (A. Pigaga)
- 12. Board Chair Report (A. Haase)
- 13. Date, Time and Place of Next Regular Board Meeting  
Thursday, January 26, 2023, at 8:30 a.m.  
Authority’s Administrative Building
- 14. Adjournment

Tentative Resolutions for Next Board Meeting

None

6. RESOLUTION: **Request Extension of Metro/General Drivers and Helpers Union Local 554 Collective Bargaining Agreement**

EXPLANATION: Staff is seeking approval to execute an agreement with the General Drivers and Helpers Union Local 554 Omaha for the extension of the current collective bargaining agreement which is set to expire on December 31, 2022.

Said extension agreement would allow Metro and the Union two additional months to affect the successful negotiation of the 2023 to 2025 collective bargaining agreement.

Staff is also seeking approval to authorize Metro's CEO, Lauren Cencic to extend said extension agreement should it becomes necessary.

This item will be reviewed with the Planning & Policy Committee prior to the Board Meeting.

Recommend Approval.

**EXTENSION OF COLLECTIVE BARGAINING AGREEMENT**

THIS EXTENSION OF COLLECTIVE BARGAINING AGREEMENT (hereinafter referred to as the “Extension Agreement”) is made this \_\_\_\_ day of December, 2022, by and between the General Drivers and Helpers Union Local 554 Omaha, Nebraska (hereinafter referred to as the “Union”) and the Regional Metropolitan Transit Authority of Omaha, dba Metro, formerly known as the Transit Authority of the City of Omaha, dba Metro (hereinafter referred to as “Metro”) (collectively, herein referred to as the “Parties”).

WHEREAS, the Parties current collective bargaining agreement known as “Agreement Between General Drivers and Helpers Union Local 554 and The Transit Authority of the City of Omaha, DbA; Metro Effective from January 1, 2020 to December 31, 2022” is due to expire December 31, 2022 (“Collective Bargaining Agreement”);

WHEREAS, the Parties are engaged in collective bargaining negotiations for purposes of adopting a new collective bargaining agreement;

WHEREAS, the Parties desire to enter into an agreement extending the current collective bargaining agreement;

NOW, THEREFORE, the Parties hereto understand and agree as follows:

1. Article 6 of the Collective Bargaining Agreement providing for the duration of the Collective Bargaining Agreement is hereby amended by amending the termination date of at 11:59 p.m. CST on December 31, 2022 to 11:59 p.m. CST on February 28, 2023.
2. During the term of this Extension Agreement, all terms and conditions of the current Collective Bargaining Agreement shall remain in full force and effect, except as may be expressly provided herein.
3. Each of the Parties represents that they have the authority to enter into this Extension Agreement.
4. The Parties agree to make good faith efforts toward the successful adoption and ratification of a new collective bargaining agreement.

IN WITNESS WHEREOF, the Parties hereto have entered into and executed this Extension Agreement as of the date first written above.

General Drivers and Helpers Union Local 554

Regional Metropolitan Transit Authority of  
Omaha, dba Metro

By: \_\_\_\_\_  
Todd Bell, Business Agent

By: \_\_\_\_\_  
Lauren Cencic, Chief Executive Officer

By: \_\_\_\_\_  
Carrie Kreiser, Union Steward

7.

**RESOLUTION: Request Extension of Metro/ Transport Workers Union of America AFL-CIO Local 223 Collective Bargaining Agreement**

**EXPLANATION:** Staff is seeking approval to execute an agreement with the Transport Workers Union of America AFL-CIO Local 223 for the extension of the current collective bargaining agreement which is set to expire on December 31, 2022.

Said extension agreement would allow Metro and the Union two additional months to affect the successful negotiation of the 2023 to 2025 collective bargaining agreement.

Staff is also seeking approval to authorize Metro's CEO, Lauren Cencic to extend said extension agreement should it becomes necessary.

This item will be reviewed with the Planning & Policy Committee prior to the Board Meeting.

Recommend Approval.

**EXTENSION OF COLLECTIVE BARGAINING AGREEMENT**

THIS EXTENSION OF COLLECTIVE BARGAINING AGREEMENT (hereinafter referred to as the “Extension Agreement”) is made this \_\_\_\_ day of December, 2022, by and between the Transport Workers Union of America AFL-CIO Local 223 (hereinafter referred to as the “Union”) and the Regional Metropolitan Transit Authority of Omaha, dba Metro, formerly known as the Transit Authority of the City of Omaha, dba Metro (hereinafter referred to as “Metro”) (collectively, herein referred to as the “Parties”).

WHEREAS, the Parties current collective bargaining agreement known as “Transport Workers Union of America Local 223 Omaha, Nebraska and The Transit Authority of the City of Omaha, Db; Metro Effective from January 1, 2020 to December 31, 2022” is due to expire December 31, 2022 (“Collective Bargaining Agreement”);

WHEREAS, the Parties are engaged in collective bargaining negotiations for purposes of adopting a new collective bargaining agreement;

WHEREAS, the Parties desire to enter into an agreement extending the current collective bargaining agreement;

NOW, THEREFORE, the Parties hereto understand and agree as follows:

1. Article 7 of the Collective Bargaining Agreement providing for the duration of the Collective Bargaining Agreement is hereby amended by amending the termination date of at 11:59 p.m. CST on December 31, 2022 to 11:59 p.m. CST on February 28, 2023.
2. During the term of this Extension Agreement, all terms and conditions of the current Collective Bargaining Agreement shall remain in full force and effect, except as may be expressly provided herein.
3. Each of the Parties represents that they have the authority to enter into this Extension Agreement.
4. The Parties agree to make good faith efforts toward the successful adoption and ratification of a new collective bargaining agreement.

IN WITNESS WHEREOF, the Parties hereto have entered into and executed this Extension Agreement as of the date first written above.

Transport Workers Union, Local 223

Regional Metropolitan Transit Authority of  
Omaha, dba Metro

By: \_\_\_\_\_  
Joseph Bonocordo, President

By: \_\_\_\_\_  
Lauren Cencic, Chief Executive Officer

8. RESOLUTION: **Request Approval for the Amendment of Operating Policy 27, Purchasing**

EXPLANATION: Staff is proposing the amendment of Operating Policy 27. The amendment will help to align the policy with the capabilities of the new Finance and Purchasing software going live in January of 2023. It also will provide Department Heads with the ability to approve requisitions up to \$5,000 for their respective department(s). Finally, it overall helps to clarify and streamline the invoice payment process for Metro.

The proposed operating policy was sent to the Finance and Planning & Policy Committees for review.

## FINAL PROPOSED VERSION

### Subject

## **PURCHASING**

### Number

**27**

Adopted: March 27, 1986  
Revised: August 25, 1988  
February 24, 1994  
September 24, 1998  
January 23, 2014  
January 26, 2017  
August 26, 2021  
December 22, 2022

## **OPERATING POLICY**

### **Purpose:**

To establish a policy and procurement procedures governing the purchase of all materials, equipment, supplies and services.

### **Policy:**

1. Metro's designated purchasing agent(s) shall ensure that all materials, equipment, supplies and services required by Metro are purchased at the lowest and best value price after taking into consideration price, quality and the ability of the supplier to deliver and/or perform.
2. All purchasing functions shall be administered in compliance with applicable local, state, and federal laws, statutes, and regulations and the Purchasing Department Operating Procedure and this Metro Purchasing Policy, as approved and amended by the Board of Directors.
3. Grant purchasing procedures shall conform with the principles and standards set forth in FTA Circular 4220.1F, as amended.
4. Any deviation from policy or procurement procedure shall require prior approval of the Chief Executive Officer (CEO) or Board of Directors.



## PURCHASING PROCEDURES

Adopted: 2-23-84  
Revised: 5-27-86  
8-25-86  
11-01-94  
2-28-02  
7-25-03  
6-23-11  
4-24-14  
1-27-17  
8-26-21  
12-22-22

### Purpose:

To establish internal procedures to ensure optimum controls for procurement of goods, equipment and services by the Regional Metropolitan Transit Authority of Omaha, d/b/a Metro (hereinafter referred to as "Metro").

### Definitions:

"Purchase(s)" shall mean procurement of goods, equipment, or services by Metro.

"Department Head" shall mean the Director or Manager, as designated by the CEO, of a department of Metro.

"Authorized Purchasing Staff" shall mean personnel having official responsibility for a purchase or procurement transaction; and/or designated personnel approved by the CEO or Deputy Executive Officer (DEO).

"Authorized Finance Staff" shall mean personnel who are designated by the Finance Director for the review and processing of invoices for payment.

"Grant Funded Procurement(s)" shall mean any purchase transaction(s) funded by federal assistance.

"Offeror" shall mean any vendor, contractor, seller, merchant, retailer, wholesaler, dealer, or supplier.

### 1. General

1. The CEO has full authority to execute and implement a purchasing policy adopted by Metro's Board of Directors.

2. The purchasing processes shall be audited in conjunction with the annual Single Audit (A-133) to verify compliance with this policy and as set forth herein.
3. A good faith effort will be made to ensure participation with minority owned and women-owned businesses in all phases of Metro's procurement activity.
4. Ensure that qualifying small business concerns, as defined by the U.S. Small Business Administration regulations, 13 CFR Part 121 have an opportunity to participate in all phases of Metro's procurement activity.
5. No officer or employee of Metro or members of his/her immediate family shall give or accept cash, gifts, special accommodations or privileges from any contractor or his/her agent(s), supplier(s) or dealer(s) with whom Metro does business or plans to do business. Excepted from this policy are promotional items of nominal value which are available to the public at large and are given with no consideration.

## **2. Authority:**

### **1. Administrative Approvals:**

- A. Subject to approved budget constraints and any otherwise applicable Metro budget limitations, a Department Head is authorized to approve a purchase requisition within their respective department in an amount not to exceed \$5,000 in total.
- B. Subject to approved budget constraints and any otherwise applicable Metro budget limitations, the Fleet Maintenance Director is authorized to approve a purchase requisition within the Maintenance Department in an amount not to exceed \$10,000 in total.
- C. Subject to approved budget constraints and any otherwise applicable Metro budget limitations, the DEO is authorized to approve a purchase requisition (including Grant Funded Procurements) in an amount not to exceed \$15,000 in total.
- D. Subject to approved budget constraints and any otherwise applicable Metro budget limitations the CEO is authorized to approve a purchase requisition (including Grant Funded Procurements, for which, if applicable, the CEO shall also approve the procurement method to be used by Metro in respect to such purchase), in an amount not to exceed \$100,000.
- E. Under no circumstances, shall larger procurements be split to avoid competition or purchasing procedure be circumvented by preparing multiple purchase requisitions for a procurement project to lower the purchase cost below the approval threshold levels set forth above.

- F. Approvals may be in writing or by electronic transmission.
- G. For purposes of timeliness and efficiency, the CEO, DEO, or a Department Head, during any period of his/her absence, may designate the authority to approve a purchase requisition to a personnel member within the department.

**2. Board of Directors:**

- A. The Board of Directors shall approve all Purchases that exceed \$100,000 and all Standing Purchase Orders exceeding \$25,000 on an annualized basis.
- B. If an emergency arises that necessitates the immediate purchase of goods, equipment or services exceeding the CEO's authority, the CEO shall immediately notify the Board Chair of the emergency condition and request special approval of the purchase. All such emergency purchases shall be presented before the Board at the next regularly scheduled Board meeting, or a Special Meeting called by the Board Chair.
- C. For Purchases (including Grant Funded Procurements) in excess of \$100,000, the Department Head (or other designated personnel) shall first meet with Board members of the Finance/Procurement Committee designated by the Board Chair, who shall review the Purchase request and the appropriate procurement method prior to approval by the Board.

**3. Requisition:**

1. All purchases shall be initiated with a requisition. All requisitions with a value in excess of \$100 must reflect the "Actual" or "Estimated" cost. The originator shall forward the completed requisition to their respective Department Head or next level for review and approval.
2. The Department Head shall review the requisition to ensure that a need exists for the purchase and that funds are available in the "Charge to Account." If funds are not available, the Department Head must identify a funded "Charge to Account." In no case shall a Department Head charge purchases to an account outside his/her area of responsibility without first obtaining the written or electronic approval of the responsible Department Head on the requisition. If these conditions are not met, the requisition shall be returned to the originator with an appropriate explanation. If these conditions are met, the Department Head shall approve the requisition and, if

applicable, forward it to the next level for approval in accordance with provisions outlined in Administrative Approvals in Section 2.1 above.

3. If approved by the CEO, DEO, or applicable Department Head, subject to his/her administrative approval authorization levels as outlined in Section 2.1 above, the approver shall approve the requisition and forward it to the Authorized Purchasing Staff. The Authorized Purchasing Staff member shall ensure that the information included with the requisition is sufficient to prepare a Purchase Order, and that the necessary approvals have been recorded. If a requisition does not have the appropriate approvals or does not contain sufficient information to prepare a purchase order, the requisition will be returned to the appropriate level for approval with an explanation of the deficiency.

#### **4. Establishing Low and Responsive Bids:**

1. The Authorized Purchasing Staff or assigned Department Head shall ensure that all purchases are awarded to the low, responsive and responsible bidder after taking into consideration the cost and quality of the goods and the ability of the prospective Offeror to perform as set forth in oral or written specifications. Grant documentation shall be submitted to the individual designated by the Finance Director for all grant related purchases.

##### **a. Purchases up to \$100,000:**

The competitive procurement method shall be initiated in accordance with the provisions set forth in this policy and applicable Federal and state statutes, laws and regulations governing competitive procurement. The competitive procurement process shall not be required for purchasing unique (sole source) items or when contracting for non-grant funded professional services.

##### **b. Purchases in Excess of \$100,000:**

Following Board Finance/Procurement Committee review as set forth in paragraph 2.2(c), the request will be placed on the agenda of a regularly scheduled meeting of the Board of Directors. Following Board approval, the competitive procurement method shall be initiated in accordance with the provisions set forth in this policy and the Federal and state statutes, laws and regulations and policies governing competitive procurement. The competitive procurement process shall not be required for purchasing unique (sole source) items or when contracting or non-grant funded professional services.

2. A written cost or price analysis must be performed for Grant Funded Procurements including contract modifications and change orders, in which event:

**a. Micro-purchases:**

An abbreviated price analysis which annotates a finding of fair and reasonable pricing and the justification for such finding may be used.

**b. Price Analysis:**

If competition was adequate, a price analysis may be used to determine the reasonableness of the proposed contract price. A price analysis may be used when competition was inadequate only when the price reasonableness of the proposed contract can be justified based on a catalog or market price of a commercial product sold in substantial quantities to the general public or prices set by law or regulation.

**c. Cost Analysis:**

A cost analysis must be conducted when a price analysis will not provide sufficient information to determine the reasonableness of the contract cost. Authorized Purchasing Staff must obtain a cost analysis when the offeror submits elements (that is, labor hours, overhead, materials, and so forth) of the estimated cost (such as professional consulting and A & E contracts, and so forth). Authorized Purchasing Staff shall obtain a cost analysis when price competition is inadequate, when only one source is available, including contract modifications and change orders unless otherwise provided for in Section 4. 2(b) above. Profit should be negotiated as a separate element of the contract in all acquisitions requiring a cost analysis. However, Authorized Purchasing Staff need not obtain a cost analysis if it can justify price reasonableness of the proposed contract based on a catalog or market price of a commercial product sold in substantial quantities to the general public or based on prices set by law, statute, or regulation.

**5. Grant Funded Procurement Methods:**

**Metro maintains a Procurement Manual that should be referenced for additional guidance regarding Grant Funded Procurements.**

**1. Quotations**

Procuring goods, equipment and services wherein the low, responsive, responsible Offeror is established by securing and recording a minimum of three quotes, if practicable.

**2. Sealed Bids/Proposals**

Procuring goods, equipment, and services wherein the low, responsive, responsible Offeror is established in accordance with the provisions set forth in this policy and applicable Federal and state regulations.

### **3. Other Than Full and Open Competition**

Procuring goods, equipment, and services wherein the low, responsive, responsible Offeror cannot be established via quotes, sealed bids or proposals. Non-competitively procured grant items require a written justification. This method of procuring goods, equipment and services shall be initiated exclusively for non-grant funded professional services or when the procurement is inappropriate for small purchase procedures, sealed bids, or competitive proposals, and at least one of the following circumstances are present:

#### **a. Adequate Competition:**

After soliciting several sources, the Authorized Purchasing Staff member or Grant/Procurement Administrator shall review the specifications to determine if they are unduly restrictive or if changes can be made to encourage the submission of more quotes, bids, or proposals. If the specifications are determined to not be unduly restrictive and changes cannot be made to encourage greater competition, the Authorized Purchasing Staff member or Grant/Procurement Administrator may determine the competition adequate and complete a cost analysis or price analysis as provided for in Section 4 above.

#### **b. Sole Source:**

When goods, equipment or services are available from only one responsible source, and no other good, equipment or service will satisfy the requirements, a sole source award must be justified based on one of the following:

- i. Unique Capability or Availability. The good, equipment or services are available from one source if one of the conditions described below is present:
  1. Unique or Innovative Concept. The Offeror demonstrates a unique or innovative concept or capability not available from another source. Unique or innovative concept means a new, novel, or changed concept, approach, or method that is the product of original thinking, the details of which are kept confidential or are patented or copyrighted and is available only from one source and has not in the past been available from another source.

2. Patents or Restricted Data Rights. Patent or data rights restrictions preclude competition.
3. Substantial Duplication Costs. In the case of a follow-on contract for the continued development or production of highly specialized equipment and major components thereof, when it is likely that award to another contractor would result in substantial duplication of costs that are not expected to be recovered through competition.
4. Unacceptable Delay. In the case of a follow-on contract for the continued development or production of a highly specialized equipment and major components thereof, when it is likely that award to another contractor would result in unacceptable delays in fulfilling Metro's needs.

If any of these conditions exist, documentation must be included in the purchase file.

- ii. Single Bid or Single Proposal. Upon receiving a single bid or single proposal in response to a solicitation, the Authorized Purchasing Staff or Grant/Procurement Administrator should determine if competition was adequate. This should include a review of the specifications for undue restrictiveness and might include a survey of potential sources that chose not to submit a bid or proposal.
  1. Adequate Competition. Competition can be determined adequate when the reasons for few responses were caused by conditions beyond Metro's control. If the competition can be determined adequate, the procurement will qualify as a valid competitive award.
  2. Inadequate Competition. Competition will be determined to be inadequate when, caused by conditions within Metro's control including unduly restrictive specifications.

**c. Unusual and Compelling Urgency:**

Metro may limit the solicitation when a public exigency or emergency will not permit a delay resulting from competitive solicitation or an unusual and urgent need for the goods, equipment or services would result in Metro being seriously damaged and/or harmed.

**d. Non-competitive procurement is authorized by FTA.**

Documentation of FTA approval, in writing or via electronic means, must be kept in the procurement/purchasing file. Documentation should be dated and signed by the Grant/Procurement Administrator initiating the purchase.

**6. Purchase Orders:**

1. All Purchase Orders shall be processed by the Authorized Purchasing Staff. The Purchasing Staff shall generate a Purchase Order to an Offeror after determining the low and responsive bid. If the quoted price exceeds \$100,000, the Authorized Purchasing Staff shall verify that a contract award has been approved by the Board. Absent approval by the Board of Directors, the Authorized Purchasing Staff member shall return the requisition to the originator for proper authorization.
2. The Authorized Purchasing Staff shall ensure that Purchase Orders include all essential information. Essential information includes but is not limited to: a description of the good, equipment or service being purchased; the quantity of the good, equipment or service; anticipated delivery date, expense account number, reference quote (if available), grant specific information (if applicable), and who initiated the creation of the Purchase Order.
3. Purchase Orders shall be numbered in a clearly defined numbering pattern. All voided Purchase Orders shall be maintained by Authorized Purchasing Staff.
4. All prices shall be confirmed prior to issuing a Purchase Order to the Offeror. If the Offeror cannot confirm the price at the time the order is placed, the Authorized Purchasing Staff member may give the Purchase Order number to the Offeror by telephone with the stipulation that the Offeror telephone the confirmed price to the Authorized Purchasing Staff member prior to shipping.
5. The Finance Department is responsible for maintaining a record of all purchases.
6. Provided that the original requisition has been approved in compliance with Sections 2 (Authority) and 3 (Requisition) above, the Purchasing Agent and/or Finance Director is authorized to sign the purchase order which will constitute the contract with the supplier. All other purchase orders not meeting these criteria will require approval by the CEO.

**7. Payment of Invoices:**

1. All invoices shall immediately be processed for payment by the Authorized Finance Staff. The Authorized Finance Staff shall verify that the Purchase Order number corresponds



to the Purchase Order number appearing on the invoice and that the invoiced amount does not exceed the confirmed amount appearing on the Purchase Order.

The Finance Director is authorized to approve payment when the difference between the invoiced price and the Purchase Order price does not exceed 5% of the original Purchase Order total, up to a maximum amount of \$250. The Finance Director shall ensure that the higher price is justified and will, as deemed necessary, include applicable documentation or notes with the invoice. When the invoiced price exceeds the Purchase Order price by more than \$250.00 or 5% of the original Purchase Order total, whichever is greater, the Authorized Purchasing Staff will initiate a purchase order change order. This is subject to the same total approval amounts as defined in section 2.1 above.

2. The Authorized Finance Staff member shall verify the Requisition, price quotation sheets (if applicable) and the Purchase Order to the Offeror's invoice are correct and process any applicable invoice(s) for payment.
3. Payments related to legal matters, including, but not limited to settlements, self-insurance claims, or worker's compensation claims do not require a requisition or purchase order prior to such payment. All payments related to these items shall be approved by the Legal Director and CEO prior to issuance of payment.

The Finance Director shall verify all invoice totals, the expense account number, and level of approvals before authorizing payment. The Finance Director shall hold payment until the above conditions are satisfied. When the above conditions are satisfied, the Finance Director shall approve the invoice for payment.

#### **8. Replacement of Stores Inventory:**

All purchases to replace stores inventory items shall be initiated by Authorized Purchasing Staff with a requisition. The Fleet Maintenance Director shall determine the economic reorder point that will preclude stock out conditions and maintain minimum stores inventory.

#### **9. Standing Purchase Orders:**

1. Standing Purchase Orders may be issued to Offerors for recurring purchases of goods or services. The Authorized Purchasing Staff member(s) shall maintain a current listing of Offerors on Standing Purchase Order status. Copies of the listing will be provided to the CEO and to the Finance Director. The listing shall include the name and address of the Offeror, description of the goods or services provided, and the date the Offeror was placed on Standing Purchase Order status.

2. All Standing Purchase Orders in excess of \$25,000 annually shall be approved by the Board of Directors. The listing of Offerors shall be submitted to the Board of Directors for approval during a Board meeting for the following year. The CEO is authorized to make additions or deletions provided the Board is informed of the changes at the next regularly scheduled Board meeting.

**10. Purchasing Cards:**

1. The Finance Director is authorized to maintain a Purchasing Card program for Authorized Purchasing Staff, project managers and other Metro staff approved by the CEO. Transaction limits will be based on the individual user requirements.
2. Separate procedures have been established for the Purchasing Card program which by this reference is incorporated herein as though fully set forth.
3. Misuse or fraudulent use of the Purchasing Card shall result in disciplinary action, up to and including termination of employment.

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Lauren A. Cencic  
Chief Executive Officer

DATE

9.

**RESOLUTION: Request Approval of Standing Purchase Orders – Fiscal Year 2023**

**EXPLANATION:** Staff is requesting approval of the standing purchase orders that are in excess of \$25,000.00 for 2023. The Purchasing Policy stipulates that the Board shall approve all Standing Purchase Orders exceeding \$25,000.00 on an annual basis. A copy of the Standing Purchase Order list is included in the Board packet.

This list was distributed to the responsible Directors for review, then it was sent to the Finance/Procurement Committee for review prior to the Thursday, December 22, 2022, Metro Board Meeting. Staff recommends approval of the Resolution.

## Metro Transit

### 2023 Standing Purchase Orders \$25,000 or Over

Vendor	Nature of Business	2023 Amount	Department
Omi/Kalm Energy 15864	Ticket & Farebox Delivery and Vending Machine Services	\$1,200,000.00	FINANCE
*Petroleum Trader/Hartland Fuels	Diesel Fuel	\$3,103,787.32	FINANCE
*Sapp Brothers 10259	Gasoline	\$192,967.66	FINANCE
*Harms Oil (Stern Oil) 15870	Oil	\$60,000.00	FINANCE
*Amazon 16067	Harddrives	\$35,000.00	FINANCE
AKC 10164/Dvorak Law 15945	Legal Counsel Services	\$550,500.00	LEGAL
Comp Choice 11040	On-site Health Services	\$60,000.00	LEGAL
Armored Knights 15430 (Global Finance)	Ticket & Farebox Delivery	\$125,000.00	FINANCE
Central States Pension	Pension - CB Operators	\$60,000.00	FINANCE
Centurylink/Lumen	Communications	\$260,000.00	FINANCE
Davis Insurance 10185	Risk Mgmt/Insurance Broker	\$70,000.00	FINANCE
Davis Insurance 10185	Coverage	\$605,000.00	FINANCE
Lincoln Financial/Standard Life	EE Life and LTD Policies	\$125,000.00	FINANCE
Mid American Benefits	TPA - Health Ins (Admin Fees Only)	\$137,000.00	FINANCE
Mid American Benefits	Claims and Other Plan Cost	\$4,750,000.00	FINANCE
*Goodwill Industries - 15237	Services-Bus Cleaning	\$480,000.00	MAINTENANCE
TransDev - 15850	Customer Service	\$587,500.00	OPERATIONS
Verizon Wireless - 15069	Cell Phone Services	\$144,000.00	OPERATIONS
*Alamar/Galls Uniforms 10171	Employee Uniforms	\$54,000.00	OPERATIONS
Douglas County 911 Center - 15577	Radio Maintenance Contract	\$30,000.00	OPERATIONS
Metropolitan Utilities Dist - 10069	Utility	\$128,750.00	FINANCE
Omaha Public Power Dist - 10052	Utility	\$432,600.00	FINANCE
Trapeze Software, Inc. - 14934	Software Maintenance Contract	\$420,670.00	OPERATIONS
*American Security	Grounds/Building Security Contract	\$100,000.00	OPERATIONS
*OR Lowest Qualified Bidder			

10.

RESOLUTION: **Request Approval of Title VI Monitoring of Service Standards & Policies**

EXPLANATION: In compliance with our Title VI Plan, an analysis was conducted to monitor Metro's service standards and policies. This assessment observes the service provided on minority and non-minority routes compared to Metro's service standards and policies to ensure the result of decision-making is equitable.

Vehicle Load

The vehicle load factor should not exceed 125% of the vehicle's seated capacity. In the observed sample, no instances of excessive vehicle load were identified.

Vehicle Headway

Staff compared vehicle headways for minority and non-minority routes for all service periods as of December 2021. Average headways on minority routes ranged between 18 and 3 minutes longer than average headways on non-minority routes across service periods. Staff will continue to monitor minority and non-minority route headways when evaluating future service changes.

On-Time Performance

Buses are considered on-time if they depart from a published timepoint no more than one minute early and up to five minutes late. For 2021, minority routes averaged an on-time performance of 81.6% while non-minority routes averaged an on-time performance of 79.4%.

Service Availability

Staff utilized 2020 census data to determine the availability of service for residents within Metro's service area. The percentage of minority residents within ¼ mile of a route was 76.5%, while the percentage of non-minority residents within ¼ mile of a route was 58.2%.

Vehicle Assignment

Metro's vehicle assignment policy states that older, high-floor vehicles shall be distributed equally across all bus routes. In the observed sample, buses assigned to minority routes had an average age of 8.2 years, while buses assigned to non-minority routes had an average age of 7.1 years. This is largely attributed to the dedicated subfleet on ORBT, with an average age of 2.7 years.

Distribution of Transit Amenities

Staff compared the placement of transit centers and bus shelters throughout the service area. As of December 2021, Metro had 47 bus

shelters with 36 (76.6%) located along minority routes, and 4 transit centers, all of which serve one or more minority routes.

Recommend Approval.

---

Ms. Amy Haase – Chair

11.

RESOLUTION: **Request Approval of Title VI Program Update (2019-2022)**

EXPLANATION: Staff is requesting approval of Metro's Title VI Program Update and approval to submit it to the Federal Transit Administration (FTA). FTA requires updates from all direct recipients of FTA financial assistance that are i) a transit provider located in an Urbanized Area of 200,000 or more in population, and ii) operates more than fifty vehicles in peak service. An update must be submitted every three years and is reviewed for compliance with the FTA Circular 4702.1B.

The 2022 program update covers CY 2019 – 2022. The Title VI Program was adopted by the Board in September 2013 and the last program update was adopted in September of 2019.

This program update address Metro's Title VI complaint procedure, public participation plan, language assistance plan, equity analyses done during this time, Title VI policy descriptions, service design and performance standards, updated demographic and service profiles, monitoring program, and Board awareness. This Title VI Program Update includes the definition of a major service change, disparate impact and disproportionate burden that were adopted by the Board in October 2022.

This program update was reviewed by the Policy and Planning Committee.

Recommend approval.

---

Ms. Amy Haase – Chair

## 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 – November 17, 2022, 2022**

**MINUTES  
REGULAR MEETING  
REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA  
2222 Cuming Street  
Omaha, Nebraska, 68102  
NOVEMBER 17, 2022  
MINUTES**

The Regional Metropolitan Transit Authority of Omaha Board met in Regular Session on Thursday, November 17, 2022, at 8:30 a.m., in person at the Authority's Administration Building, 2222 Cuming Street, Omaha, Nebraska 68102, and virtually due to COVID-19. Notice was given in advance of the meeting by publication in the Omaha World Herald. 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:**

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

**Authority Staff:**

L. Cencic, CEO/Executive Director  
I. Maldonado, Deputy Executive Officer (Absent)  
D. Grant, HR Director  
E. Simpson, Legal Director (Absent)  
K. Pendland, IT Director (Absent)  
W. Clingman, Finance Director  
D. Kelsey, Operations Director  
J. Willoughby, Senior Project Manager  
J. Rumery, Grant Administrator (Absent)

**Others Present:**

Other Metro staff  
Members of the public

**Meeting Minutes – November 17, 2022, 2022**

**Agenda Item #1: Approval of Emergency Agenda Amendment**

Ms. Haase entertained a motion to amend the November Board agenda to add an additional emergency resolution pertaining to setting a fiscal year as part of the RTA conversion.

Motion by Mr. Meadows; Second by Mr. Lawse

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

**Agenda Item #2: Call to order**

Ms. Haase called the meeting to order at 8:34 a.m. Notice of the Regular meeting was published in the Omaha World Herald on November 13, 2022. 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.

**Agenda Item #3: Approval of Minutes of Previous Regular Meeting**

Ms. Haase entertained a motion to approve the minutes of the Board Meeting on October 27, 2022.

Motion by Mr. Meadows; Second by Mr. Lawse

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

**Agenda Item #4: General Public Comment Period**

Ms. Haase 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 #5: Administrative Report**  
(L. Cencic)

Ms. Cencic extended a warm welcome back to Mr. Shumate, Metro's Transportation Manager who has been on an extended absence due to his deployment in the Reserves. Metro is excited to have Mr. Shumate back in the office. As reported last month, Metro was nominated for a Laurel Award through Omaha Design and Ms. Cencic shared with the Board that Metro's electric buses won the Laurel Award in the Environment & Open Space category. Ms. Cencic extended her heartfelt thanks to all of the staff who worked diligently on this project, including but not limited to Ms. Ebat and Ms. Pigaga in the Communications Team, Mr. Schweitz in Planning, Mr. Maldonado and Mr. Scheer, Metro's Maintenance Manager.

## **Meeting Minutes – November 17, 2022, 2022**

Ms. Cencic informed the Board that the Bus to Ballot Initiative was very successful with a nearly 15% increase in ridership on election day compared to the previous Tuesday and over 12,000 rides systemwide. This was Metro's 5<sup>th</sup> Bus to Ballot Initiative.

Ms. Cencic updated the Board that ORBT ridership continues to be successful. Friday is the two-year anniversary of the opening of ORBT which has had over 850,000 rides. Last month the ridership broke records with over 50,000 rides on ORBT. Additionally, ORBT has brought about economic development with over \$286 million in city permits issued for development within ¼ mile of ORBT in 2021 alone.

Ms. Cencic updated the Board that she has been working closely with the HR Department on an exciting new initiative to support the development of Metro staff by creating a Leadership Academy that is likely to commence in 2024. This academy will help develop future leaders within Metro by building leadership skills through expert speakers on a number of topics. There is likely to be a competitive selection process for participation in the academy. Staff has been working with other agencies who have undertaken similar ventures including LA Metro to learn best practices and is pursuing a potential partnership with StarTran in Lincoln to support this venture.

Ms. Cencic informed the Board that the Wheel Appeal Review is tomorrow at 3pm. This will be an event with the media, student artists and their families to reveal the two winners of Metro's Wheel Appeal contest to help celebrate Metro's 50<sup>th</sup> anniversary. The two contest winners, Cecilia Urbanski and Dylan Conrad, will have their artwork displayed on a Metro bus.

Discussion was had.

### **Agenda Item #6a:           Administrative Reports**

(D. Grant)

In the month of November, 7 individuals started new roles at Metro. Additionally, an offer was accepted for the Civil Rights & Inclusion Dir, with a Jan 3rd start date. Metro also posted an opening for a Director of Fleet Maintenance.

Those starting in November were 2 Mechanics, 3 Bus Operators, and 1 Paratransit Operator.

Metro has also developed and updated some of its training material. And in the month of November, the HR team started conducting company-wide training on Harassment.

Discussion was had.

### **Agenda Item #6b:           Administrative Reports**

(D. Kelsey for I. Maldonado)

Mr. Kelsey updated the Board that on October 27, 2022 Metro along with other community stakeholders participated in an airport security exercise representing a large-scale airplane crash with multiple injuries where transportation and temporary shelter was needed. Metro's Directors of Safety and Security and Transportation Operations both participated in this exercise.

**Meeting Minutes – November 17, 2022, 2022**

This month, the Safety Director conducted a monthly Safety meeting and a Safety Committee meeting. The topics of the Safety meetings included driving while drowsy, cold weather awareness, cybersecurity, and safe driving during route detours. During the Safety Committee meeting, staff discussed potential updates to the Public Transportation Agency Safety Plan.

The Director of Transportation Operations participated in the most recent Omaha Streetcar Safety and Operations Committee meeting.

Metro's Training Team is conducting new Operator training of 2 bus operators, 1 paratransit operator, and commercial driver training of 1 mechanic. The new operators are scheduled to complete their training and be on their own in approximately three weeks. Metro also continues the hiring process.

Lastly, Metro staff continues negotiations with the Transport Workers Union Local 223. At this time, it is unknown when negotiations will be finalized.

Discussion was had.

**Agenda Item #6c:        Administrative Reports**

(N. Ebat)

Ms. Ebat informed the Board that this month, Metro participated in free fares for riders on November 8<sup>th</sup> for Bus to Ballot. Metro received thanks from several community organizations for providing free fares for the elections.

The Metro Communications team facilitated several presentations over the past few weeks for various community groups. These presentations focused on educating people on what goes into planning Metro's system and routes.

The Metro Communications team is also working on several more rider education pushes highlighting the best way to navigate MyRide and other resources during winter weather.

Lastly, Ms. Ebat informed the Board that the culmination of Metro's Wheel Appeal art contest is tomorrow. Metro is extremely excited to reveal the winning designs.

Discussion was had.

**Agenda Item #7:        Emergency Resolution – Request Approval to Set Fiscal Year as Part of the RTA Conversion**

(W. Clingman)

Per State Statue 18-821 the Board must set a fiscal year as part of the RTA conversion. This resolution will set the fiscal operating year as January 1 to December 31 of each calendar year. This is the same Fiscal Year that Metro has always operated under as well.

Discussion was had.

Motion by Mr. Meadows; Second by Mr. Lawse

**Meeting Minutes – November 17, 2022, 2022**

**ROLL CALL:**

**UNANIMOUS; MOTION CARRIES.**

**Agenda Item #8: Request Approval of Revised Operating Policy 23 – Parental Leave**

(L. Cencic)

Operating Policy 23 addresses Metro's parental leave policy for administrative employees. The policy was last revised and approved by the Board in August 1988 and will be rescinded as a part of this resolution. The proposed revised operating policy was developed in conjunction with the Planning/Policy Committee. The proposed policy clarifies and amends the paid parental leave for administrative employees who have given birth to a child, are a spouse or committed partner of a woman who has given birth to a child or have adopted a child or been placed with a foster child.

Recommend full Board approval.

Discussion was had.

Motion by Mr. Lawse; Second by Mr. Meadows

**ROLL CALL:**

**UNANIMOUS; MOTION CARRIES.**

**Agenda Item #9: Request Approval of the Amendment of Operating Policy 34 – Use of Non-Revenue Vehicles and Reimbursement for Use of Personal Vehicles**

(W. Clingman)

Staff is proposing amending Operating Policy 34. This policy was last updated in July of 2010. Overall, this update serves to bring the language and positions in line with how items currently operate here at Metro. It also serves to clarify the process for using non-revenue vehicles and personal vehicles.

Recommend full Board approval.

Discussion was had.

Motion by Mr. Lawse; Second by Mr. Meadows

**ROLL CALL:**

**UNANIMOUS; MOTION CARRIES.**

**Agenda Item #10: Request Approval of the Amendment of Operating Policy 38 – Cash Advances, Expense Reports, and Travel**

(W. Clingman)

**Meeting Minutes – November 17, 2022, 2022**

Staff is proposing amending Operating Policy 38. This policy was last updated in August of 1988. The update serves to bring the language and positions in line with how items currently operate here at Metro. The change also provides more explicit rules around what is or is not an allowable travel cost. It also streamlines the reimbursement for meals while travel by moving to a per diem based system. Finally, the policy clarifies how expenses are approved after travel has occurred.

Recommend full Board approval.

Discussion was had.

Motion by Mr. Meadows; Second by Mr. Lawse

**ROLL CALL:**

**UNANIMOUS; MOTION CARRIES.**

**Agenda Item #11: Request Approval of the Addition of Operating Policy 51 – Food and Beverage and Other Expenditures**

(W. Clingman)

Staff is proposing the addition of Operating Policy 51. This policy serves to codify language from Nebraska State Statute in Metro Operation Policy. The “Food and Beverage” section details under what circumstances Metro can pay for the purchase of food and/or drinks. The “Other Expenditures” sections provides other employee related expenditures that require Board approval in order to be allowable expenses.

Recommend full Board approval.

Discussion was had.

Motion by Mr. Lawse; Second by Mr. Meadows

**ROLL CALL:**

**UNANIMOUS; MOTION CARRIES.**

**Agenda Item #12: Request Approval of Agreement with Cummins, Inc. for Engine Repair and Maintenance Services**

(W. Clingman)

Staff is seeking approval to enter into an agreement with Cummins, Inc for engine maintenance services. This will assist the maintenance department with engine repairs to ensure the fleet continues to operate as efficiently as possible. This is a time and material agreement with a not to exceed price of \$600,000.

This cost is 80% funded by Federal Grants with the local match portion not to exceed \$120,000.

Recommend Approval.

Discussion was had.

**Meeting Minutes – November 17, 2022, 2022**

Motion by Mr. Meadows; Second by Mr. Lawse

**ROLL CALL:**

**UNANIMOUS; MOTION CARRIES.**

**Agenda Item #13: Request Approval of the 2023 Transportation Improvement Program Amendment**  
(L. Cencic)

Staff requests approval to amend the 2023 element of the 2023 – 2028 Transportation Improvement Program (TIP). This amendment is to program additional funds into the 2023 Program of Projects (POP) as well as to move funds from the 2022 element of the TIP to 2023. A full description of the funds to be programmed will be provided under separate cover.

Board approval will allow these projects to be committed for FY 2023 and ensure Metro's compliance with FTA planning requirements. The projects will be submitted to MAPA for consideration at their December 2022 Board Meeting.

Recommend Approval.

Discussion was had.

Motion by Mr. Meadows; Second by Mr. Lawse

**ROLL CALL:**

**UNANIMOUS; MOTION CARRIES.**

**Agenda Item #14: Board Chair Report**  
(A. Haase)

Ms. Haase shared with the Board that the Planning & Policy Committee had good discussions this month surrounding the policy changes presented to the Board today. The Committee anticipates continuing to work with staff to update additional policies in the future.

Mr. Lawse shared with the Board that the Operations Committee met to discuss the ongoing negotiations with the union on the collective bargaining agreement as well as on the performance of the electric buses.

Discussion was had.

**Agenda Item #15: Date, Time and Place of Next Board Meeting**

**Thursday, December 22, 2022, at 8:30 a.m. to be held at Metro Transit Authority's Administrative Building.**



**Meeting Minutes – November 17, 2022, 2022**

**Agenda Item #16:     Adjournment**

There being no further business to come before the Board, a motion was entertained to adjourn the meeting at 9:10 a.m.

Motion by Mr. Lawse; Second by Mr. Meadows

**ROLL CALL:**

**UNANIMOUS; MOTION CARRIES.**

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**Ms. Amy Haase – Chair**

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**Recording Secretary**

**Dec**

**Recruiting Report**

	<b>Dec Hires</b>	<b>Proj. Remaining Need</b>	<b>Recruiting Activity Notes</b>
<b>All Roles</b>	10	24	10 people started new roles at Metro in the month of December. Metro also posted an opening for a 1st Class Building crew member and an Accountant & Grant Administrator.

<b>Operations</b>	<b>Bus Operators - Omaha</b>	6	10	Currently reviewing and interviewing candidates.
	<b>Paratransit Operators</b>	1	2	Currently reviewing and interviewing candidates.

<b>Maintenance</b>	<b>Mechanic III</b>	2	5	Currently reviewing and interviewing candidates.
	<b>Mechanic Helper</b>	1	1	Currently reviewing and interviewing candidates.
	<b>Body Shop Mechanic</b>		1	Currently reviewing and interviewing candidates.

<b>BG&amp;E</b>	<b>1st Class Building</b>		1	Currently reviewing and interviewing candidates.
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<b>Custodial</b>				
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**Dec**

**Recruiting Report**

<b>Role</b>	<b>Hires</b>	<b>Proj. Remaining Need</b>	<b>Recruiting Activity Notes</b>
<b>Admin Staff</b>	<b>0</b>	<b>4</b>	
<i>Maintenance Supervisor</i>		<i>1</i>	Currently reviewing and interviewing candidates.
<i>Civil Rights &amp; Inclusion Director</i>			Candidate accepted offer will start in Jan
<i>Procurement &amp; Contracts Manager</i>		<i>1</i>	Currently reviewing candidates.
<i>Paratransit Manager</i>		<i>1</i>	Currently reviewing and interviewing candidates.
<i>Sr. Manager of Planning &amp; Scheduling</i>		<i>1</i>	Currently reviewing and interviewing candidates.
Accountant & Grant Administrator			

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

11.1.22 - 11.30.22



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

Posts: 24  
Reach: 8,764  
Reactions: 281  
Comments: 26  
Shares: 39  
8 new page likes | 0.37% increase



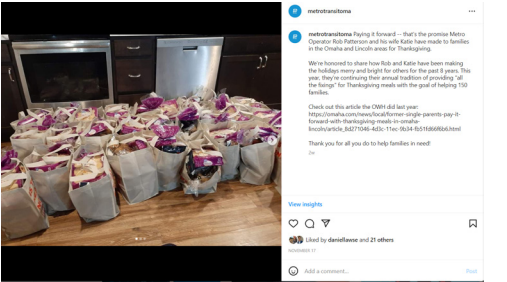
## Twitter: [@rideORBT](#)

Tweets: 34  
Impressions: 8,745  
Avg. 1,296 impressions/post for the year  
Mentions: 14  
Profile visits: 630  
-11 followers | 0.99% decrease



## Instagram: [@metrotransitoma](#)

Posts: 9  
Likes: 221  
Avg. 23.5 likes/post for the year  
Comments: 5  
1 new follower | 0.07% increase

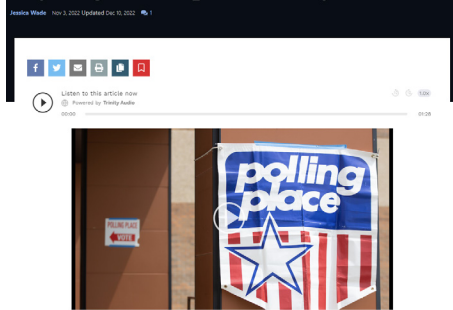


# EARNED MEDIA SUMMARY

11.1.22 - 11.30.22

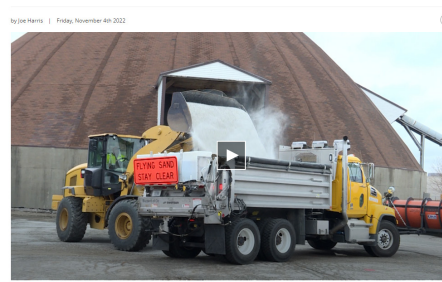
16 stories | 11 outlets

## Omahans have multiple free, discounted ways to get to the polls Tuesday



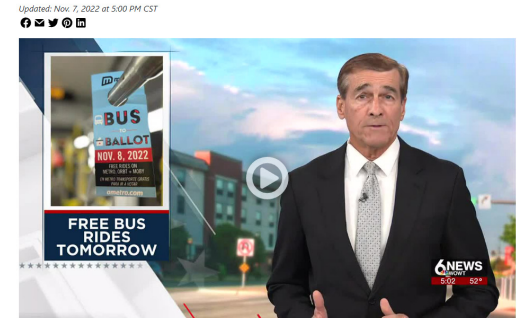
Omaha World-Herald - Bus to Ballot

## Crews, public transit prepare for Saturday's snow



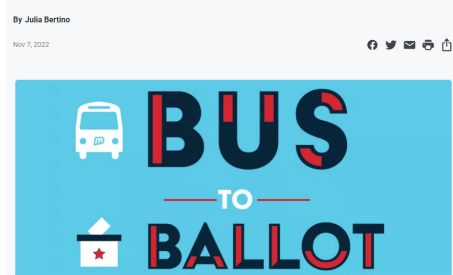
KPTM - Winter riding

## Omaha public transport offers free rides to polls



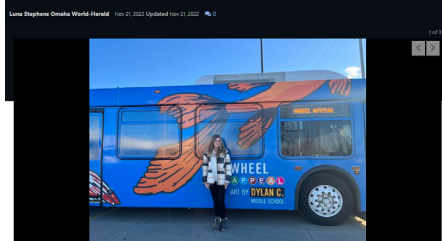
WOWT - Bus to Ballot

## Metro to provide free rides for the General Election with Bus to Ballot



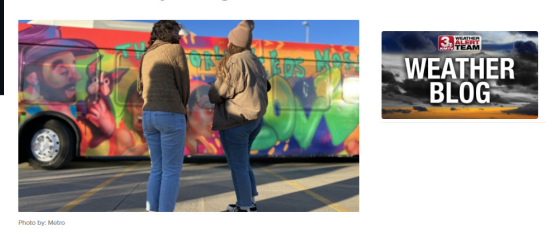
KFAB - Bus to Ballot

## Metro Omaha unveils buses displaying student art



Daily Nonpareil - Wheel Appeal

## Public buses wrapped in love and koi fish, the work of young Omaha area artists



KMTV - Wheel Appeal

## One Omaha Transit Event November 14

Metro staff spoke with a One Omaha community group about how transit is planned in Omaha and how individuals can engage with Metro. Speakers from MAPA and the City of Omaha also attended.



## Wheel Appeal - Big Reveal November 18

Metro staff honored the two winners of the Wheel Appeal Art contest by unveiling their bus designs for the first time at Metro's headquarters. Both winners brought their families and received framed artwork of their design.

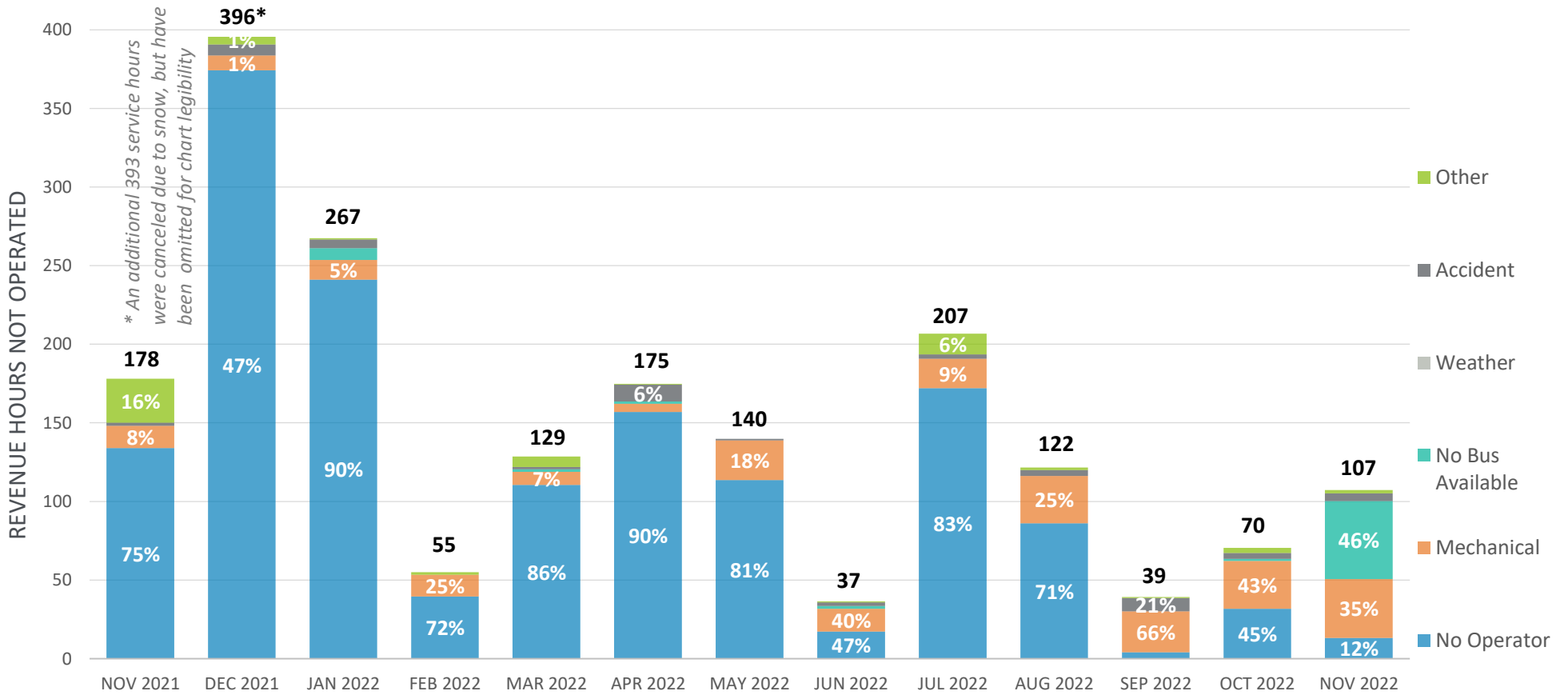


OUTREACH

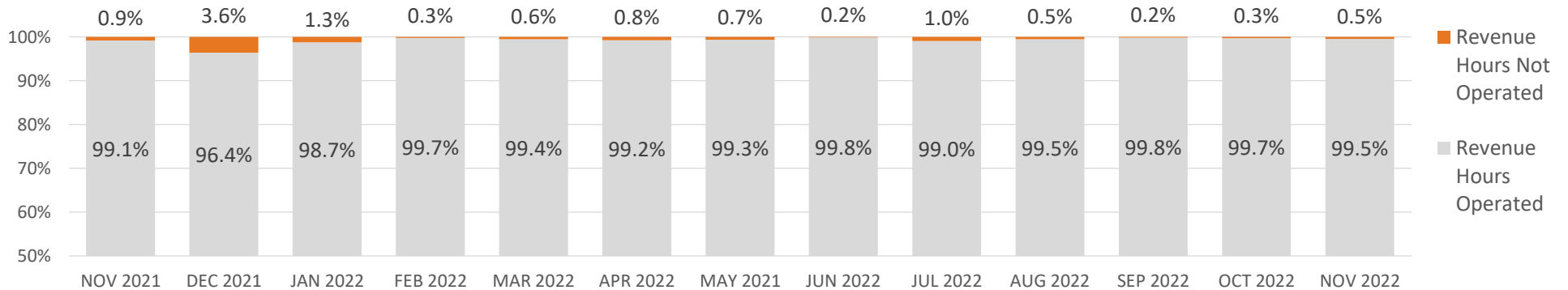


# MONTHLY SERVICE INTERRUPTIONS

## REVENUE HOURS NOT OPERATED BY TYPE



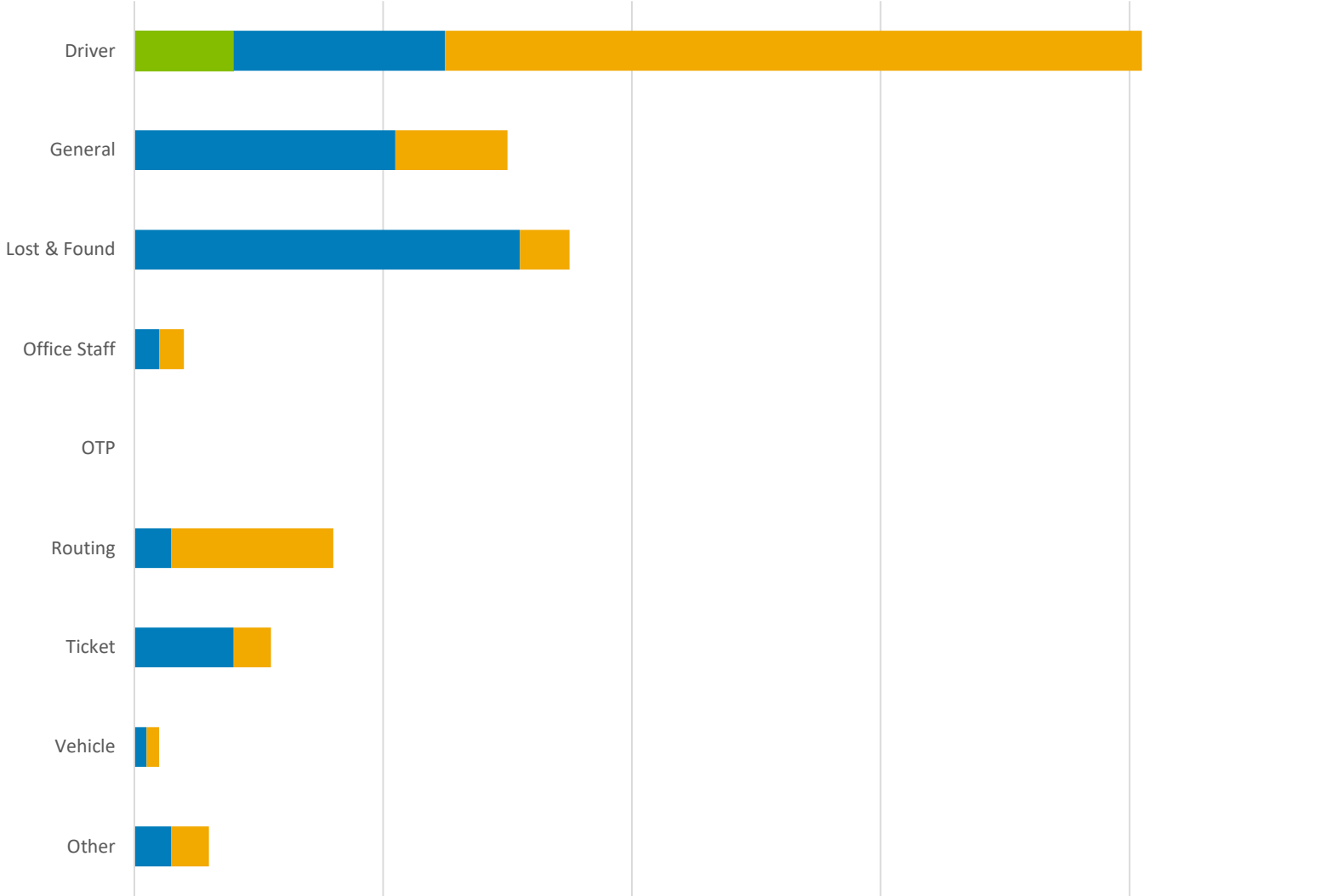
### Percent of Total Revenue Hours



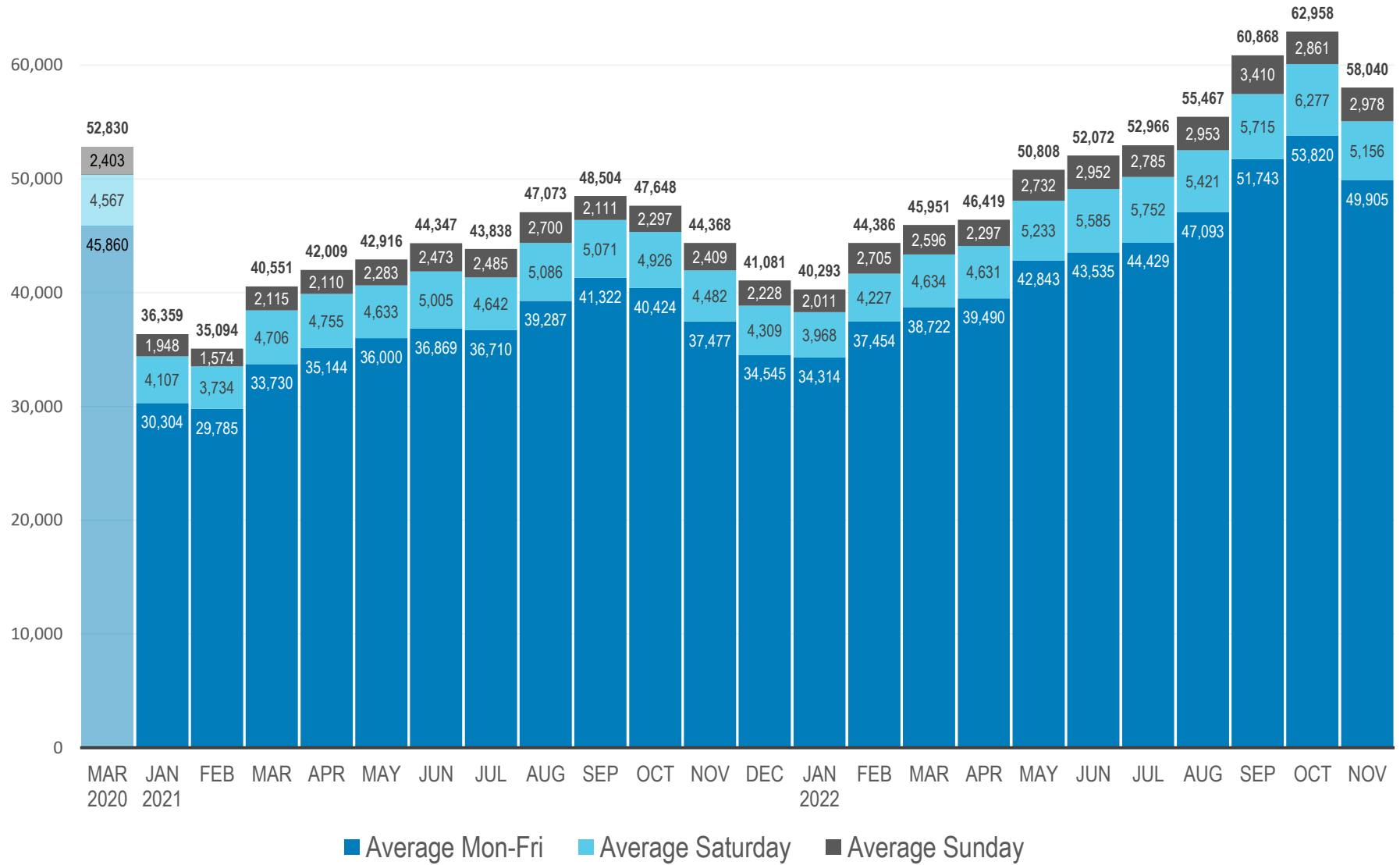
# November 2022 Fixed Route Registered Customer Service Concerns by Category

Positive Neutral Negative

0 20 40 60 80 100



# COVID-19 Impact on Average Weekly Ridership

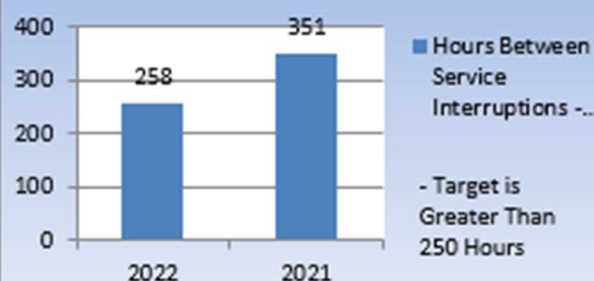




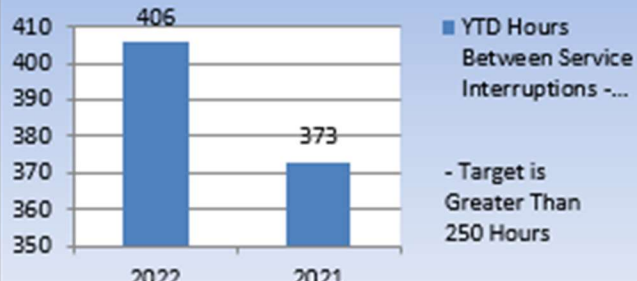
## Metro Transit Operations Report November 2022

Current Month	2022	2021	Variance	Year to Date	YTD 2022	YTD 2021	YTD Variance
<b>Service</b>				<b>Service</b>			
Service Hours	22442	20685	8.49%	Service Hours	236903	220177	7.60%
Service Miles	311870	298234	4.57%	Service Miles	3270161	3E+06	8.84%
<b>Interruptions</b>				<b>Interruptions</b>			
Hours Between Interruptions	258	351	-26.42%	Hours Between Interruptions	406	373	8.70%
Miles Between Interruptions	3585	5055	-29.08%	Miles Between Interruptions	5600	5092	9.96%
Target Miles	3350	3350		Target Miles	3350	3350	
<b>Road Calls</b>				<b>Road Calls</b>			
Miles Between Road Calls	11138	9941	12.04%	Miles Between Road Calls	8342	7257	14.95%
<b>Paratransit</b>				<b>Paratransit</b>			
Total Van Trips	6834	6133	11.43%	Total Van Trips	69669	63426	9.84%
Passenger Hours	4374	3633	20.40%	Passenger Hours	36068	36818	-2.04%
Trips per Hour	1.56	1.69	-7.45%	Trips per Hour	1.93	1.72	12.13%
Passenger Miles	49793	39723	25.35%	Passenger Miles	453781	414290	9.53%
Trips per Mile	0.1372	0.1544	-11.11%	Trips per Mile	0.1535	0.1531	0.28%
Taxi Trips	0	0	0.00%	Taxi Trips	0	0	0.00%
Total Trips - Van & Taxi	6834	6133	11.43%	Total Trips - Van & Taxi	69669	63426	9.84%

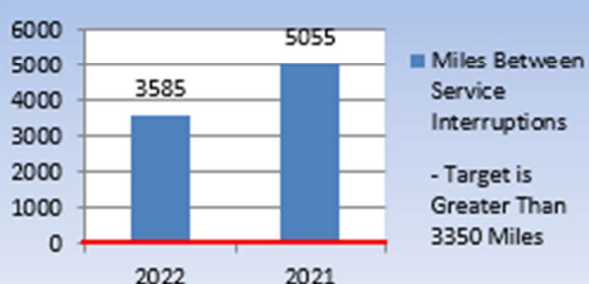
**Hours Between Service Interruptions - November 2022 & 2021**



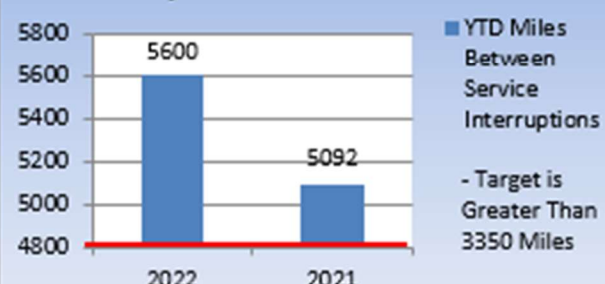
**YTD Hours Between Service Interruptions November - 2022 & 2021**



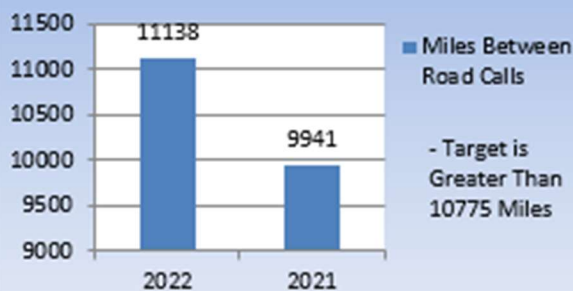
**Miles Between Service Interruptions - November 2022 & 2021**



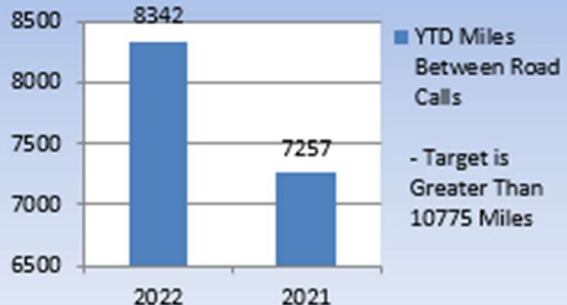
**YTD Miles Between Service Interruptions November - 2022 & 2021**



**Miles Between Road Calls  
November - 2022 & 2021**



**YTD Miles Between Road Calls  
November - 2022 & 2021**



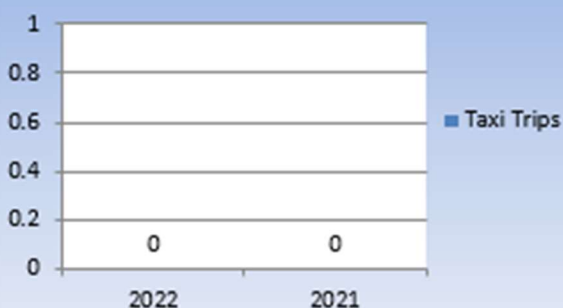
**Paratransit Van Trips  
November- 2022 & 2021**



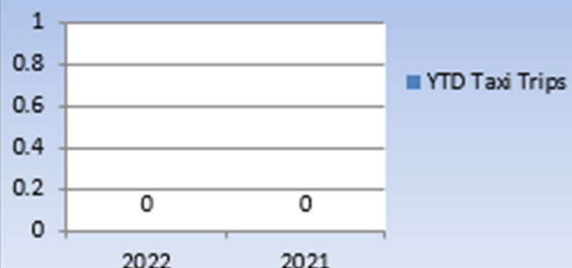
**YTD Paratransit Van Trips  
November- 2022 & 2021**



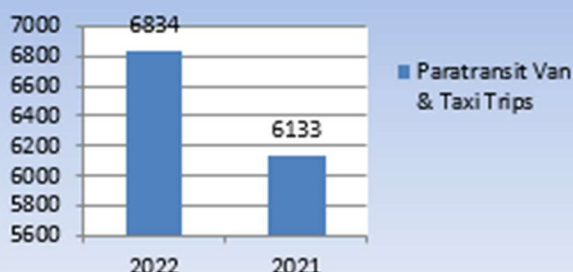
**Taxi Trips November- 2022 & 2021**



**YTD Taxi Trips  
November - 2022 & 2021**



**Paratransit Van & Taxi Trips  
November- 2022 & 2021**



**YTD Paratransit Van & Taxi Trips  
November- 2022 & 2021**



## Service Interruptions Detail

	Nov-21	Nov-22		2021	2022	
Type	2021	2022	Difference	YTD	YTD	Difference
Accident	1	3	2	27	27	0
Unsanitary Bus	0	1	1	12	4	-8
Delayed Out Operator	41	10	-31	300	295	-5
Bus Operator Family Emergenc	0	2	2	2	4	2
Drunk on Bus - Police Called	0	0	0	7	1	-6
Passenger Emergency	0	0	0	5	2	-3
Weather	0	0	0	7	0	-7
Mechanical	17	44	27	204	231	27
Unknown	0	0	0	2	4	2
Vandalism on Bus	0	0	0	0	0	0
Heavy Traffic	0	0	0	2	0	-2
No Bus Available	0	27	27	64	38	-26
<b>Total</b>	<b>59</b>	<b>87</b>	<b>28</b>	<b>632</b>	<b>606</b>	<b>-26</b>
<b>Mechanical Reasons</b>						
	Nov-21	Nov-22		2021	2022	
Air Conditioner	0	0	0	2	4	-2
Air pressure went down	1	1	0	9	12	-3
Brake Problem	1	6	5	6	19	-13
Broken Belt	0	0	0	0	0	0
Bus Body Problem	0	0	0	2	4	-2
Bus shut down	2	6	4	48	105	-57
Delayed by Train	0	0	0	1	1	0
Door Problem	0	3	3	5	10	-5
Electrical Problem	0	1	1	9	15	-6
Farebox	0	1	1	4	5	-1
Leaking Fluid	4	0	-4	23	20	3
Leaking fuel	0	0	0	1	1	0
Lift malfunction	0	1	1	2	5	-3
Light problem	0	0	0	6	7	-1
Low water	0	9	9	0	16	-16
Mirror Broke	1	2	1	7	9	-2
No power	0	1	1	12	23	-11
Power Steering Problem	1	0	-1	3	4	-1
Oil Pressure	0	0	0	1	1	0
Overheated	1	0	-1	9	16	-7
Radiator Leak	0	0	0	1	5	-4
Seat Problem	0	0	0	0	2	-2
Starting problem	1	0	-1	5	6	-1
Suspension problem	2	0	-2	6	13	-7
Tire problem	3	1	-2	16	26	-10
Transmission malfunction	0	0	0	7	12	-5
Unknown Mechanical	0	11	11	19	61	-42
Windshield Wipers	0	1	1	0	1	-1
<b>Total</b>	<b>17</b>	<b>44</b>	<b>27</b>	<b>204</b>	<b>403</b>	<b>199</b>

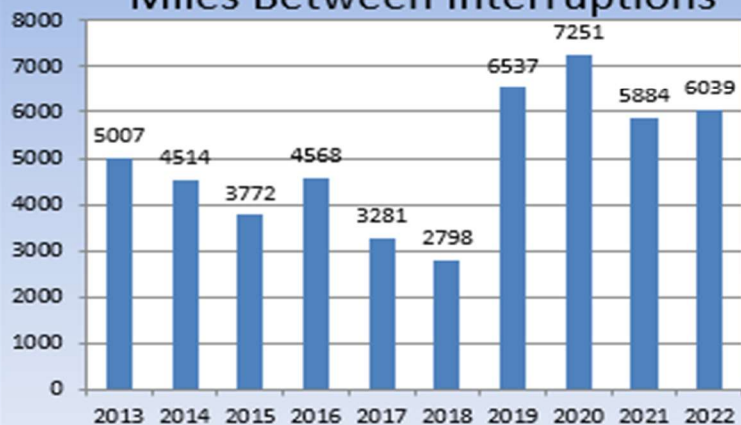
### Service Interruptions



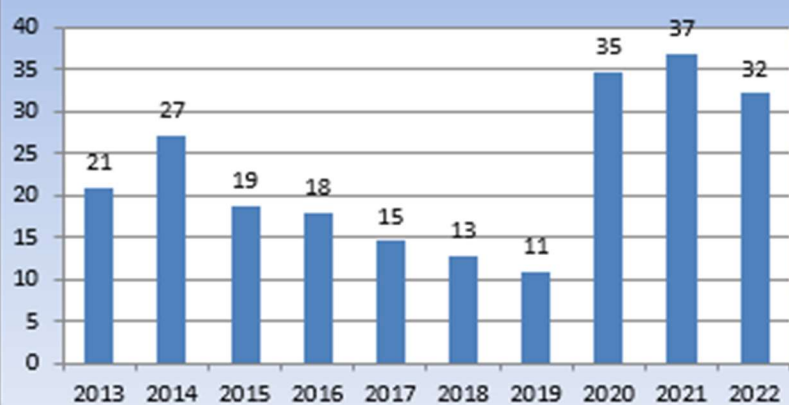
### Hours Between Interruptions



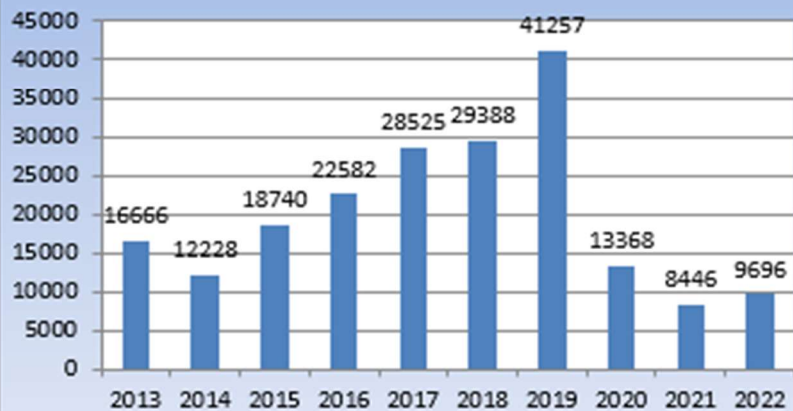
### Miles Between Interruptions



## Roadcalls



## Miles Between Roadcalls

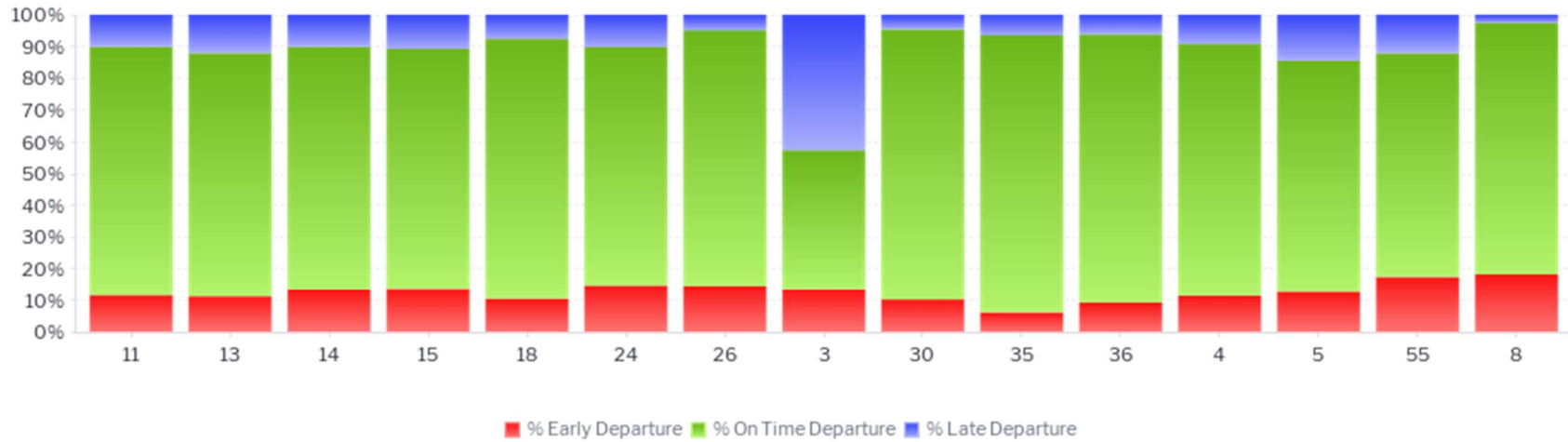


### Departures: On-Time Performance (System Wide)

■ % 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
November	11/1/22	11/30/22	18,518	12.1%	116,486	76.0%	18,223	11.9%	153,227

### Departures: On-Time Performance by Route



# October 2022

## Registered Customer Service Concerns by Category

Total Calls	13409
Bus	8109
MOBY	5300

### Calls by Category

	Total	Positive	Neutral	Negative	Percentage
Driver	83	8	18	57	42.34%
General	33	1	21	11	16.83%
Lost and Found	39	0	35	4	19.89%
Office Staff	5	0	3	2	2.55%
Other	7	0	4	3	3.57%
OTP	0	0	0	0	0.00%
Routing	16	0	3	13	8.16%
Ticket	11	0	8	3	5.61%
Vehicle	2	0	1	1	1.02%
Total	196	9	93	94	100.00%
Percentage	100%	4.59%	47.44%	47.95%	