

Metro Transit is inviting you to a scheduled Zoom meeting.

Topic: Metro Transit January 2025 Board Meeting

Time: Jan 23, 2025, 08:30 AM Central Time (US and Canada)

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AGENDA

**REGULAR BOARD MEETING
REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA
2222 Cuming Street
Omaha, Nebraska, 68102
January 23, 2025
8:30 a.m.**

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

1. Call to Order: Notice of the Regular Meeting was published in the Omaha Daily Record on January 17, 2025.
2. Approval of Minutes of Previous Meeting:
 - a. Regular Meeting: December 19, 2024
 - b. Organizational Meeting: January 9, 2025
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. Board Chair Report (C. Simon)
7. Date, Time, and Place of Next Board Meeting
Thursday, February 27, 2025, at 8:30 a.m.
Authority's Administrative Building
8. Adjournment

Tentative Resolutions

Program of Projects

Microtransit Equity Analysis

Metro Community College (MCC) Pavement Replacement

North Omaha Transit Center (NOTC) Pavement Replacement

Metro Boiler Replacement

REGULAR BOARD MEETING
REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA
2222 Cuming Street
Omaha, Nebraska, 68102
December 19, 2024
8:30 a.m.

MINUTES

The Regional Metropolitan Transit Authority of Omaha Board met on Tuesday, December 19, 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 December 13, 2024, in advance of the meeting. For the benefit of the public in attendance, a copy of the Open Meetings Law is posted in the meeting room and the Agenda is published on the display in the facility lobby. The following persons were in attendance at the meeting:

Authority Board:

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

Authority Staff:

L. Cencic, CEO/Executive Director
K. Pendland, Deputy Executive Officer
D. Grant, Human Capital, and Talent Development Director
E. Simpson, Legal Director (Absent)
W. Clingman, Finance Director
J. Willoughby, Senior Project Manager (Virtual)
A. Johnson, Civil Rights & Inclusion Director
J. Beverage, Maintenance Director (Absent)
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 of the Regular Meeting was published in the Omaha Daily Record on December 13, 2024. 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 Item #2 Approval of Minutes of Previous Meeting

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

- a. Regular Meeting: November 19, 2024

Motioned by Plucker; Seconded by Haase

ROLL CALL: UNANIMOUS (Meadows Absent), MOTION CARRIES

Agenda Item #3 General Public Comment Period

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

Clyde Anderson, 7020 Burt Street Omaha, Vice Chair of the Transit Advisory Committee and Mode Shift Omaha member.

Mr. Anderson thanked the Board for their service on their last Board meeting. He wanted to make the Board aware that Bike Walk Nebraska put out an analysis that received a spot on the news outlets last evening. He feels Metro should be aware of and be an advocate of other modes of transportation such as biking and walking. He has asked communications to make this available on Metro's website.

The Board appreciated Mr. Anderson's bringing attention to this study.

Curt Simon, 16705 Martha Circle in Omaha, thanked the Board for their many years of service. He appreciated working with them over the years as the former CEO of Metro.

Agenda Item #4 Administrative Report

(L. Cencic)

Ms. Cencic began her report with ridership numbers for the month of November. Metro carried 274,000 trips with a weekly average of 67,000 and to date just shy of 3 million trips.

K-12 Rides Free Program has carried 54,000 riders and during the current school year a total of 321,000. Since its inception, the program total is currently over 1 million trips.

Ms. Cencic further reported recently sitting on a panel for the nonprofit Inclusive Communities and the topic was Addressing Barriers to Accessible Transportation. The panel was made up of the CEO of Spark, the Executive Director of One Omaha, and a future Board Member for Metro. It was an excellent opportunity to talk about the programs here at Metro making transit more accessible.

Ms. Cencic was proud to announce that staff have been working hard through the Safety Committee on complying with the Federal Directive 24-1. A Federal requirement that all transit agencies work through their safety committees which involves conducting an analysis and mitigation measures on assault on transit workers. The Safety Committee is equally comprised of union representatives, as well as administrative and management representatives. This is due to FTA at the end of the year, being completed just yesterday is on track to meet that deadline.

The 2024 Metro Leadership Academy (MLA) Cohort held its graduation ceremony yesterday. Ms. Cencic is pleased to announce that 14 out of 15 participants presented their Capstone Projects and completed the program. Capstone Project topics included Fare Free Program, Community

Engagement, Customer Service, Safety for Women in Transit, and Training and Morale. One participant left employment with Metro during this cohort and did not complete the MLA.

Metro is pleased to inform the Board that the next 15 participants have been chosen for the 2025 MLA cohort which will begin in January.

Later today, Ms. Cencic will hold an orientation for the new Board from 4 pm to 8 pm. This was rescheduled for December 14th due to the major weather occurrence the day before.

On a personal note, she expressed her excitement for the new incoming Board but also extended her heartfelt gratitude for the Board sitting here today.

Ms. Cencic concluded her report and opened it to questions from the Board. There were none.

Mr. Meadows thanked Ms. Cencic for all the work she had done.

There were no other questions or comments.

Agenda Item #5 Administrative Reports:

Administration/Human Resources

(D. Grant)

Mr. Grant also thanked the Board of Directors for their work over the years.

Mr. Grant began with his recruitment report. In November, 11 individuals were identified to fill roles here at Metro. Five of the 11 were bus operators and two were paratransit operators.

Metro has made significant improvements to fill Metro's administrative roles. Only one position remains open. In November, Metro hired a paratransit dispatcher, filled the project manager position, and promoted several individuals from within. Sander Scheer is now the Safety and Security Director and Hank DeWild is the new Facilities Manager.

Mr. Grant expressed his excitement for the new people who joined but also for those who have been promoted from within the agency.

Mr. Grant concluded his report and opened it to questions from the Board. There were none.

Programs/Operation

(K. Pendland)

Mr. Pendland reported for November that early departures have remained at or below 4% and are still holding steady at 4% for December thus far. Service interruptions have increased due to Operator availability, he explained that this is not entirely unexpected when considering the holiday season and a slight increase in sick days due to weather and the flu season.

Mr. Pendland also contended that, in review, 2024 has been an interesting year. Challenges with vehicles and early departures, coupled with major construction projects and an influx in detours, resulted in a rocky start. However, through innovative approaches and data-driven decision-making, he went on to say that Metro is building a solid foundation for success in 2025.

Mr. Pendland mentioned during his time as Interim Deputy Executive Officer he has discovered several oversights and has been able to participate in resolving many of them. He remarked that the

one pleasantly surprising thing is the dedication of staff being good custodians of Metro's mission, and values. This dedication was especially highlighted during stressful situations like those experienced last Friday and Saturday when Omaha experienced an ice storm. Metro's operations, maintenance, planning, communications, managerial, and executive staff all pulled together with a common goal which was to provide as much service to the public as the conditions allowed.

Operators braved the icy road conditions and patiently made their way on their routes. Maintenance teams worked tirelessly to keep vehicles in service and to help pull them in when the situation became untenable. Facilities teams managed to get sand down and provided the necessary support. Even Metro's CEO, Ms. Cencic, took on a dispatcher role to help with communications and routing of vehicles. He further expressed that he hopes that this situation remains a rare example, however, they are some of the moments that make him proud to work at Metro.

Lastly, Mr. Pendland took a moment to thank all of the Board Members who have served on Metro's Board. Their devotion and council will be missed.

Mr. Pendland concluded his report and opened it to questions from the Board. There were none.

Communications

(N. Ebat)

Ms. Ebat started with an overview of Communications while working through an ice storm last Friday and Saturday. She talked about the test and launch of a culmination of a nine-month effort executed for the first time during this weather event. Working with multiple departments the purpose is to disseminate information during weather events such as snow routes, service cancellations, etc. This allowed messaging to be distributed to the public regarding service alerts and snow route options. Metro used its internal messaging for staff as well. There are some adjustments but so far positive feedback.

Ms. Ebat reported participation in a very heavily attended Christmas in the Village event that is held annually in North Omaha. It's a chance to chat with people who have questions about transit, whether people who have never been on a bus or who are pros. It's an opportunity to share more information about programs at Metro.

As Ms. Cencic mentioned in her report, she participated in the Inclusive Communities Table Talk on the panel, but staff also provided a table at the event.

Metro's Community Mobility Coordinator conducted a training with Charles Drew Health Case Management staff in November as well.

Metro is continuing to work with the Omaha Symphony on background video production that will be shared once finished. The focus is on how people can take transit to the symphony for shows and why it provides a more relaxing experience. Metro is also working with One Omaha on a series of community engagements. More information to come.

Next month, various events are planned, most of them focusing on school-aged children and the K-12 Rides Free Program.

Ms. Ebat concluded her report and opened it to questions from the Board. There were none.

Agenda Item #6 Civil Rights and Inclusion Updates

(A. Johnson)

Dr. Alicia Johnson presented an overview of what Metro has accomplished in the last few years as it is related to civil rights and inclusion. She gave credit to Metro's employees across every level of the organization, many of whom have led the efforts highlighted.

The protected classes currently include race, color, ethnicity, national origin, persons with limited English proficiency, religion, disability, age, sex, sexual orientation, gender identity, and low-income populations. These classes are protected by numerous federal laws and regulations, including, but not limited to, the FTA Master Agreement, Rehabilitation Act of 1973, Civil Rights Act of 1964, Americans with Disabilities Act, Federal Transit Laws, Environmental Justice Orders, Metro Operating Policies, and the two collective bargaining agreements.

The Board of Directors, unanimously passed a resolution in October 2021 titled, "Board Action in Support of Diversity, Equity, Inclusion, Accessibility, and Justice."

In the fall of 2021, Metro launched Umo, the online fare payment system. This allowed Metro to implement a fare-capping policy, giving all individuals the ability to access the cost savings of a monthly pass, not just those who have \$55 at the beginning of the month.

In November 2021 Metro was awarded a RAISE grant to study the 24th Street Corridor for enhanced transit service.

The first electric buses were put in service in March 2022.

In April of 2022, MetroNEXT was published, and "addressing equity in the region" was one of the five goals of the strategic plan that will guide Metro through 2030. Equity is also a focus within other goals, such as in promoting environmental stewardship.

Metro converted to the Regional Metropolitan Transit Authority in June of 2022, paving the way for a more connected region.

In October of 2022, the Board approved revisions to Metro's major service change, disparate impact, and disproportionate burden policies to a threshold that prompts more frequent equity analyses.

Metro has also instituted paid parental leave, inclusive of foster placement and adoption, for all employees. This is a policy approved by the Board of Directors. It went into effect in November 2022 for administrative employees and October 2023 for all other employees upon the passing of the collective bargaining agreements.

Metro's first Civil Rights and Inclusion Director started in January 2023.

In March of 2023, Metro signed the Greater Omaha Chamber's Commitment to Opportunity, Diversity, and Equity, or CODE, Pledge.

Metro set up a permanent lactation space for the building in April of 2023, which is available to all agencies who use the building.

In June of 2023, Metro launched an internal ADA Committee to ensure cross-departmental understanding of and adherence to ADA-related compliance requirements.

That same month, Dr. Johnson conducted an employee experience survey to assess workplace culture, which provided a good follow-up to Project Phoenix. 86% of participants strongly agreed or agreed that they consider at least one co-worker a friend, which is a key indicator of belongingness. 83% of participants strongly agreed or agreed that Metro's commitment to diversity, equity, and inclusion is important to them as an employee. This compliments a finding from the Greater Omaha

Chamber's recent Young Professionals Survey where 93% of participants indicated that focusing on diversity, equity, and inclusion in the workplace is a good thing.

While there were positive results from the survey, the survey results also indicated areas of growth and opportunity, such as only 53% of participants strongly agreeing or agreeing that there are clear procedures to follow that allow them to do their job well. This is an important part of fostering psychological safety, a precursor to belongingness and inclusion. Developing and documenting procedures is a current focus for Metro leadership.

In August 2023, a Community Development Planner was hired. One key function of this role is to review development plans submitted to the City of Omaha and advocate for consideration of transit. That same month, Metro co-hosted the National Aging Disability Transportation Center's National Symposium on Diversity, Equity, and Inclusion in Transit with MAPA.

In October of 2023, Metro reinvigorated the Transit Advisory Committee, or TAC, which first required a revision of the TAC bylaws by the Board of Directors. TAC is entering its second year with a full committee after receiving more applications than there were voting seats available.

In December of 2023, Dr. Johnson began presenting a civil rights overview to all new operators-in-training to help them understand the reason behind our civil rights compliance obligations.

Also in December, the Board of Directors approved the addition of Juneteenth as a paid holiday for all employees.

In 2024, Metro launched the Metro Leadership Academy. The first cohort graduated yesterday, and Metro Leadership Academy is already gearing up for the start of the 2025 program.

In February of 2024, Metro established a central page on our website for information about accessibility while using Metro services.

Our Community Mobility Coordinator started in March of 2024. A key function of this role is educating the public about riding the bus. Recently added language assistance coordination to this role.

In April of 2024, a Fleet Transition Plan was completed, setting the goal to transition our entire bus fleet to electric buses by 2050.

Throughout the year an audit of every single bus stop in our system was completed, yielding 162,510 data points. This information will be used to advance goals within MetroNEXT, such as revising the bus stop signs and enhancing safety, accessibility, and equity.

Lastly, major updates and improvements to the MOBY Rider Guide were made.

Dr. Johnson ended her presentation by reminding everyone in attendance that equity is not a destination.

She looks forward to working with the current Board now as members of the public and with the newly elected Board of Directors to advance equity, civil rights, and inclusion and continue connecting people, places, and opportunities through quality transit services.

Dr. Johnson concluded her presentation and opened it up to questions from the Board. There were none.

Agenda Item #7 Resolution 2024-34: Request Approval for Pest Control Services Contract

(L. Del Rio Lopez)

Staff sought approval to award a contract for pest control services for three (3) years with two (2) optional one-year extensions. The base contract will be for 2025-2027. The Invitation for Bids (IFB) was published on November 8, 2024, and multiple potential bidders were contacted. Three bids were received by Pest Master of West Omaha, Pest Solutions 365, and Recon Pest Services LLC. One bid was found not responsive to the solicitation. Recon Pest Services LLC was determined to be the lowest, responsive, and responsible bidder. The price is fair and reasonable, and the bid is otherwise per requirements set forth in the IFB.

Staff sought approval for the total amount of a five-year period of \$262,676.00. Board approval will allow staff to award a three-year contract with two (2) optional one-year extensions.

The cost of this contract is funded with preventative maintenance 5307 grant funds, which typically reimburse cost at 80%.

The Board approved unanimously.

Motioned by Meadows; Seconded by Plucker
ROLL CALL: UNANIMOUS, MOTION CARRIES

Agenda Item #8 Resolution 2024-35 Request Approval for the Amendment of Operating Policy 48, Administrative/Non-Bargaining Unit Position Employees Retirement Severance Pay Benefit

(W. Clingman)

Staff proposed the amendment and restatement of Operating Policy 48. This policy was formerly titled Salaried Employees Death Benefit. The practice of paying death benefits to salaried staff was discontinued several years ago following a revision to the collective bargaining agreement. This revision adopted into policy the payment of retirement severance to administrative employees when they meet certain eligibility criteria for retirement.

The Board approved unanimously.

Motioned by Haase; Seconded by Meadows
ROLL CALL: UNANIMOUS, MOTION CARRIES

Agenda Item #9 2024-36: Request Approval of Standing Purchase Orders FY 2025

(W. Clingman)

Staff requested approval of the standing purchase orders that are in excess of \$25,000.00 for 2025. The Purchasing Policy stipulates that the Board shall approve all Standing Purchase Orders exceeding \$25,000.00 on an annualized basis. A copy of the Standing Purchase Order list was included in the Board packet.

The Board approved unanimously.

Motioned by Plucker; Seconded by Meadows
ROLL CALL: UNANIMOUS, MOTION CARRIES

Agenda Item #10 Resolution 2024-37: Approval of the Regional Metropolitan Transit Authority of Omaha Collective Bargaining Employee Pension Plan as Amended and Restated Effective January 1, 2025

(W. Clingman)

The Collective Bargaining Employee Pension Retirement Committee met on December 10, 2024, to review changes to the Regional Metropolitan Transit Authority of Omaha Collective Bargaining Employee Pension Plan ("Plan"). At this meeting, the Committee voted to recommend approval of the amended and restated Plan to the Metro Board.

Most of the changes to the Plan serve to clarify what was already stated in the Plan. The proposed amendment and restatement of the Plan did not make substantial benefit changes; however, items of significance are noted below.

- Renames the Plan as the Regional Metropolitan Transit Authority of Omaha Collective Bargaining Employee Pension Plan (formerly named Metro Area Transit Hourly Employees' Pension Plan)
- Codifies a 5% interest rate for accumulated contributions. This is the rate that has traditionally been used, but this codifies the rate into the Plan.
- Removes references to leased employees. This does not apply to the Plan but removes it for clarity.
- Updates the mortality and projection tables and includes evergreen language moving forward. This ensures the most current tables are being used when applicable annuity elections are made by participants.

A redline version of the Plan and a "clean" version of the Plan were included in the Board packet for a full review of all changes. The restated Plan will become effective on January 1, 2025.

The Board approved unanimously.

Motioned by Meadows; Seconded by Haase
ROLL CALL: UNANIMOUS, MOTION CARRIES

Agenda Item #11 Resolution 2024-38: Approval of the Regional Metropolitan Transit Authority of Omaha Administrative Employee Pension Plan as Amended and Restated Effective January 1, 2025 (W. Clingman)

The Administrative Employee Pension Retirement Committee met on December 9, 2024, to review changes to the Regional Metropolitan Transit Authority of Omaha Administrative Employee Pension Plan ("Plan"). At this meeting, the Committee voted to recommend approval of the amended and restated Plan to the Metro Board.

Most of the changes to the Plan serve to clarify what was already stated in the Plan. The proposed amendment and restatement of the Plan did not make substantial benefit changes; however, items of significance are noted below.

- Renames the Plan as the Regional Metropolitan Transit Authority of Omaha Administrative Employee Pension Plan (formerly named Metro Area Transit Salaried Employees' Pension Plan)
- Codifies a 5% interest rate for accumulated contributions. This is the rate that has traditionally been used, but this codifies the rate into the Plan.
- Removes references to leased employees. This does not apply to the Plan but removes it for clarity.
- Ceases Voluntary Contributions. This has not been utilized by any employees and Metro has better options with the 457 plan that is also offered to all employees.
- Updates the mortality and projection tables and includes evergreen language moving forward. This ensures the most current tables are being used when applicable annuity elections are made by participants.

A redline version of the Plan and a "clean" version of the Plan were included in the Board packet for a full review of all changes. The restated Plan will become effective on January 1, 2025.

The Board approved unanimously.

Motioned by Meadows; Seconded by Haase
ROLL CALL: UNANIMOUS, MOTION CARRIES

Agenda Item #12 Recognition of the Current Metro Board Members

(L. Cencic)

Ms. Cencic presented the Board of Directors with plaques in appreciation of their years of service to Metro. Each plaque bore the following inscription:

"In recognition of your [corresponding number] years of dedicated service and commitment to the Regional Metropolitan Transit Authority of Omaha.

Your leadership, vision, and steadfast dedication have significantly contributed to the advancement of Metro's mission of connecting people, places, and opportunities with quality transit service.

With sincere gratitude,
Regional Metropolitan Transit Authority of Omaha"

The plaques honored the following members for their service:

- **Amy Haase**, Board Member: 12 years (January 1, 2012 – December 31, 2024)
- **Daniel Lawse**, Board Chair: 11 years (April 20, 2013 – December 31, 2024)
- **Jay Lund**, Board Member: 10 years (February 28, 2014 – December 31, 2024)
- **Julia Plucker**, Board Member: 13 combined years (August 14, 2007 – March 8, 2012; April 13, 2016 – December 31, 2024)
- **Othello Meadows**, Board Member: 4 years (March 23, 2020 – December 31, 2024)

Agenda Item #13 Board Chair Report

(D. Lawse)

Mr. Lawse expressed gratitude to his fellow Board Members for their collaboration and reflected on the transformation he has witnessed during his tenure. He also commended staff at all levels for their dedication to helping the community reach their destinations. In his parting remarks, he shared his hope that the incoming Board will continue building on the progress made, leaving Metro even better for the future.

Mr. Lund thanked Mr. Lawse for his leadership as Board Chair and acknowledged Ms. Haase for her years of service in the role. He highlighted milestones such as ORBT, the hiring of the current CEO, and the Leadership Academy, noting that they've only scratched the surface of Metro's potential. He wished the new Board success and expressed gratitude to the staff.

Ms. Haase reflected on the significant 2016 route changes, particularly their impact on Moby, and praised staff for supporting customers during the transition. She also appreciated Metro's efforts to share its story and communicate the great work being done.

Ms. Plucker expressed pride in Metro's staff's renewed passion, emphasizing their care for riders and the organization. She thanked Ms. Cencic for her leadership and the team's commitment to excellence.

Agenda Item #14 Date, Time, and Place of Next Board Meeting

Organizational Meeting January 9, 2025, Time TBD

Next Regular Board Meeting
TBD
Authority's Administrative Building

Agenda Item #15 Adjournment at 9:35 a.m.

**Motioned by Meadows; Seconded by Lund
ROLL CALL: UNANIMOUS, MOTION CARRIES**

Agenda Item #16. Board Reception

Prior to the adjournment, Mr. Lawse announced that immediately following the Board meeting there would be a Board Reception. He informed staff and the public that no official business would be conducted and that the public was welcome to attend.

**ORGANIZATIONAL MEETING
REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA
2222 Cuming Street
Omaha, Nebraska, 68102
January 9, 2025
4:00 p.m.**

MINUTES

The Regional Metropolitan Transit Authority of Omaha Board met on Thursday, January 9, 2025, at 4:00 p.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 January 7, 2025, 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. Curt Simon, Board Chair
Mr. Danila Padilla, Vice Chair
Mr. Josh Corrigan
Ms. Clairice Dombeck
Ms. Yanira Garcia
Mr. Tim Lonergan
Mr. Cornelius Williams

Authority Staff:

L. Cencic, CEO/Executive Director
K. Pendland, Deputy Executive Officer (Absent)
D. Grant, Human Capital, and Talent Development Director (Absent)
E. Simpson, Legal Director (Absent)
W. Clingman, Finance Director (Virtual)
J. Willoughby, Senior Project Manager (Absent)
A. Johnson, Civil Rights & Inclusion Director
J. Beverage, Maintenance Director (Absent)
N. Ebat, Sr. Manager of Communications & Community Relations
S. Scheer, Safety & Security Director (Absent)
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 4:00 p.m.

Notice of the Regular Meeting was published in the Omaha Daily Record on January 7, 2025. 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.

Ms. Cencic opened the Organizational Meeting which now seats the newly elected Board of the Regional Metropolitan Transit Authority.

Agenda Item #2 Resolution 2025-01: Election of Board Chair

(L. Cencic)

The first item of business was the Election of the Board Chair. Ms. Cencic began by explaining the process and then opened the floor for nominations.

Mr. Lonergan nominated Curt Simon to be the Board Chair. No other nominations were presented.

Motion by Lonergan; Seconded by Padilla

ROLL CALL: UNANIMOUS, MOTION CARRIES

Agenda Item #3 Resolution 2025-02: Election of Vice Chair

(C. Simon)

With the Board Chair being nominated and unanimously voted in favor, Ms. Cencic then handed the meeting over to Mr. Simon.

Mr. Simon thanked the Board for their vote of confidence and opened the floor for nominations for Vice Chair. Ms. Dombeck nominated Daniel Padilla for Vice Chair. No other nominations were presented.

Motioned by Dombeck; Seconded by Lonergan

ROLL CALL: UNANIMOUS, MOTION CARRIES

Agenda Item #4 Resolution 2025-03: Adoption of Bylaws

(L. Cencic)

Staff sought approval to adopt the Bylaws of the Regional Metropolitan Transit Authority. Pursuant to Nebraska Revised Statute 18-810, "not later than seven days after the qualification of the members, the board shall organize for the transaction of business, shall select a chairperson and vice-chairperson from among its members, and shall adopt bylaws, rules, and regulations to govern its proceedings. The chairperson and vice-chairperson and their successors shall be elected annually by the board and shall serve for a term of one year. Any vacancy in the office of chairperson or vice-chairperson shall be filled by election by the board for the remainder of the term."

The current Bylaws were adopted in May 2021. The proposed changes to the Bylaws are primarily administrative in nature and reflect Metro's conversion to the Regional Metropolitan Transit Authority of Omaha and the newly seated elected Board of Directors. A redline and "clean" versions were included for a full review of all changes.

The Board unanimously approved the amended Bylaws which became effective on January 9, 2025.

Motioned by Lonergan; Seconded by Corrigan

ROLL CALL: UNANIMOUS, MOTION CARRIES

Agenda Item #5 Date, Time, and Place of Next Board Meeting

Next Regular Meeting

January 23, 2025, Time 8:30 am

Transit Authority's Administrative Building

The Board discussed the possibility of changing the date and time of future meetings. However, a final decision will be made after gathering community input and further Board discussion.

Agenda Item #6 Adjournment

There being no further business and no objections, the meeting was adjourned at 4:05 p.m.



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 strives to be a valued transportation choice for all members of our community and a vital partner for 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.

Dec

Monthly Recruiting Report

Definition Key:

of Employees: Total number of employees in stated or similar roles.

Mthly Hires: The number of new employees, promotions, or transfers in the given month.

Mthly Turnover: The number of employees who retire, quit, terminate, promote, or transfer in given month.

Current Need: # of stated or similar positions vacant.

Trained: Operators who've completed 6-8 week new hire training period and are operational.

	# of Employees	Mthly Hires	Mthly Turnover	Current Need	Recruiting Activity Notes
All Roles	326	13	6	28	Metro welcomed 12 new hires and promoted 1 employee in December, with an additional 10 candidates prepared to start in January.
Operations	212				
Trained Bus Operators	164		1	9 (trained)	
Bus Operators in Training	15	11	2		9 additional trainees were identified for January start dates.
Paratransit Operators	33		2	2	Currently reviewing and interviewing candidates.
Maintenance	28				
Bus Mechanic		0		5	1 additional Mechanic was identified for January. Currently reviewing and interviewing candidates.
Parts	2				
Vehicle Mechanic	2				
Utility	7				
Body Shop Mechanic	1	1			New Hire to started 12/2
Building	17				
BG&E - Field	4				
Custodial	13				

Dec				
Role	Mthly Hires	Mthly Turnover	Current Need	Recruiting Activity Notes
Admin Staff	1	1	12	
Mechanic Supervisor			2	Currently reviewing and interviewing candidates.
Senior Operations Manager	1			
Scheduling Supervisor		1	1	Eric Koebel was promoted to Senior Operations Manager
Training Specialist			1	Currently reviewing and interviewing candidates.
Communication Specialist			1	Finalizing job descriptions and posting date
P/T Communication Specialist			1	Finalizing job descriptions and posting date
Mobility Specialist			1	Finalizing job descriptions and posting date
Sr. Mobility Manager			1	Finalizing job descriptions and posting date
Operations Director			1	Finalizing job descriptions and posting date
Attorney			1	Finalizing job descriptions and posting date
Scheduling Supervisor			1	Finalizing job descriptions and posting date
Receptionist			1	Finalizing job descriptions and posting date

SOCIAL MEDIA SUMMARY

12.1.24 - 12.31.24



Facebook: **Metro Transit Omaha**

Posts: 13

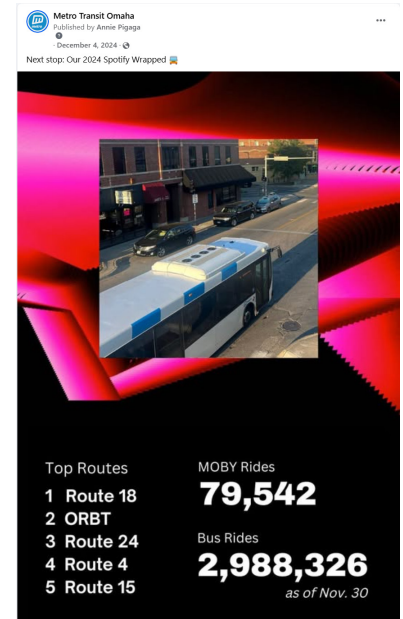
Reach: 21,310

Reactions: 234

Comments: 36

Shares: 62

21 new followers | 0.71% increase



Twitter: **@rideORBT**

Tweets: 20

Impressions: 33,216

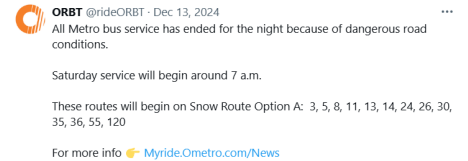
Avg. 1,640.9 impressions/post for the year

Likes: 51

Retweets: 27

Replies: 0

2 followers | 0.17% increase



Instagram: **@metrotransitoma**

Posts: 11

Likes: 194

Avg. 25.4 likes/post for the year

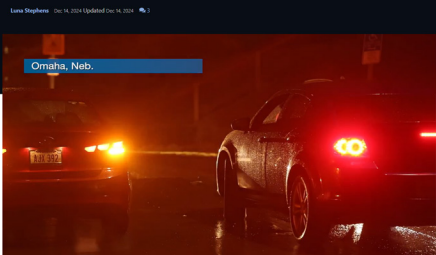
Comments: 4

10 new followers | 0.62% increase



6 stories | 3 outlets

Freezing rain, slick roads Friday evening leads to I-80 closure in west Omaha



Winter weather - Omaha World-Herald

Icy conditions cause road closures, numerous crashes across Omaha metro



Winter weather - WOWT

Metro Transit moves to Snow Route Option B amid icy road conditions



Snow routes - WOWT

58 EVENTS

5 PARADES

11 SCHOOL EVENTS

- College of Saint Mary
- Omaha Public Schools
- Ralston High School
- University of Nebraska Omaha

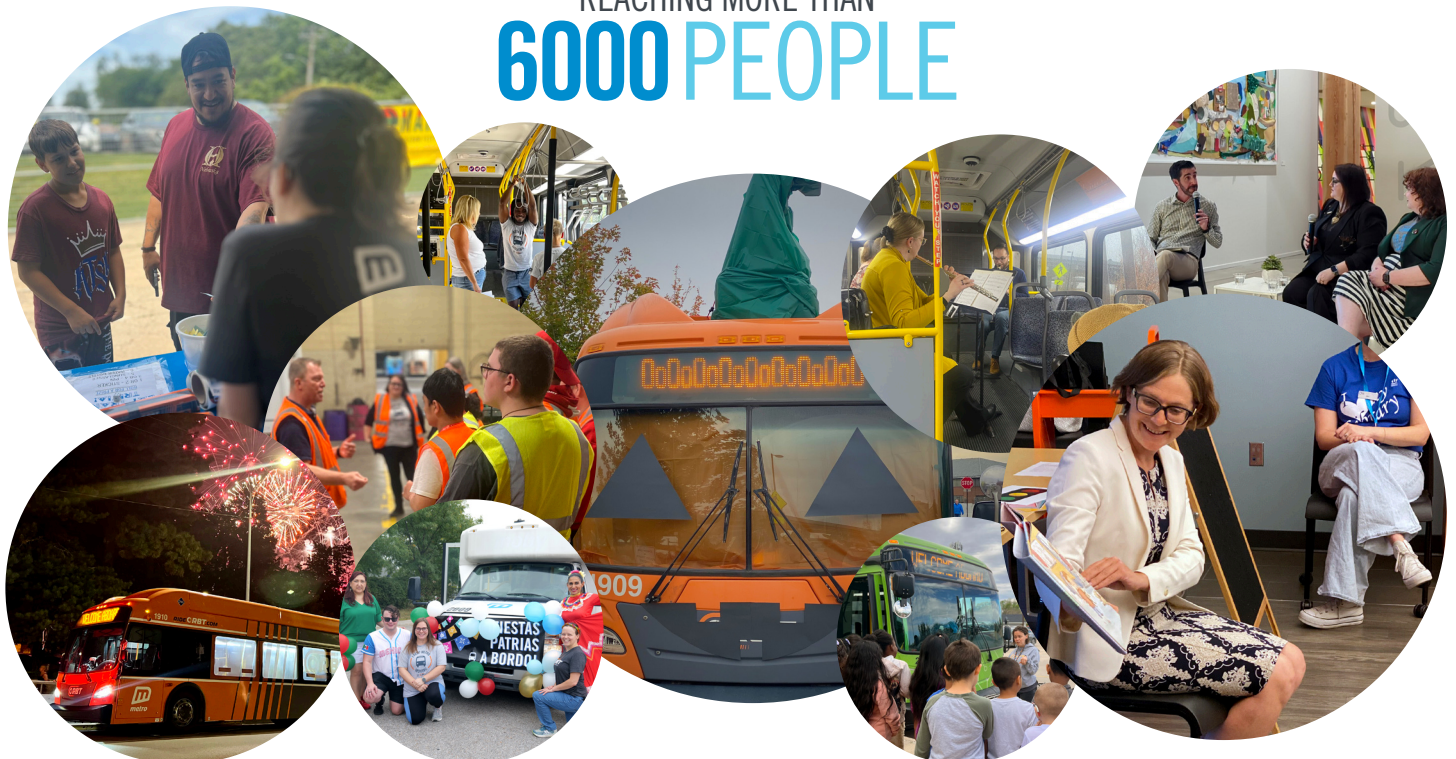
13 EVENTS

WITH LARGE PARTNERS

- Empowerment Network
- Greater Omaha Chamber
- Latino Center for the Midlands
- Midwest Fest
- Millwork Commons
- Omaha by Design
- Omaha Public Library
- Omaha Symphony
- The RiverFront

2024 OUTREACH

REACHING MORE THAN 6000 PEOPLE



Metro - Income Statement Report
For the Period Ending 11-30-2024

Revenue						
ACCOUNT DESCRIPTION	ACTUAL MTD REVENUE	REVISED ESTIM REV	ACTUAL YTD REVENUE	REMAINING REVENUE	% YTD COLL	
4140 Advertising	\$ (31,440)	\$ (275,000)	\$ (249,373)	\$ (25,627)	91%	
5339 BFac Cap	\$ (1,136,263)	\$ (12,374,275)	\$ (7,334,151)	\$ (5,040,124)	59%	
4112 Contract Serv	\$ (155,411)	\$ (1,670,000)	\$ (1,768,446)	\$ 98,446	106%	
5303 Metro Planning	\$ -	\$ (126,000)	\$ (42,816)	\$ (83,184)	34%	
Other FTA	\$ -	\$ -	\$ -	\$ -	N/A	
4150 Other Revenues	\$ (120,633)	\$ (275,200)	\$ (1,197,420)	\$ 922,220	435%	
4111 Passenger Fares	\$ (151,498)	\$ (2,564,000)	\$ (2,070,862)	\$ (493,138)	81%	
4230 Property Tax	\$ (5,534)	\$ (51,402,889)	\$ (221,658)	\$ (51,181,231)	0%	
4410 State	\$ -	\$ (500,000)	\$ (482,524)	\$ (17,476)	97%	
5307 Urbanized Cap	\$ -	\$ (1,500,000)	\$ (1,259,572)	\$ (240,428)	84%	
5307 Urbanized Oper	\$ -	\$ (11,982,596)	\$ (3,903,189)	\$ (8,079,407)	33%	
Revenue Total	\$ (1,600,779)	\$ (82,669,960)	\$ (18,530,010)	\$ (64,139,950)	22.41%	

Expense						
ACCOUNT DESCRIPTION	ACTUAL MTD EXPENSE	REVISED BUDGET	YTD EXPENDED	AVAILABLE BUDGET	% YTD USED	
5031 Fuel/Lubricants	\$ 170,372	\$ 4,153,426	\$ 1,939,957	\$ 2,213,469	47%	
5015 Fringe Benefits	\$ 771,728	\$ 9,636,146	\$ 7,082,128	\$ 2,554,018	73%	
MI 5090 Misc Expenses	\$ -	\$ 41,175	\$ 13,424	\$ 27,751	33%	
5039 Oth Mat & Supp	\$ 146,533	\$ 2,084,000	\$ 1,614,558	\$ 469,442	77%	
OA 5014 Other Pd Absen	\$ 36,693	\$ -	\$ 404,698	\$ (404,698)	N/A	
5200 Other Op Exp	\$ -	\$ 8,240	\$ 6,477	\$ 1,763	79%	
OP 5012 Op Paid Absen	\$ 227,625	\$ -	\$ 915,367	\$ (915,367)	N/A	
5011 Oper Sal/Wages	\$ 739,524	\$ 12,667,687	\$ 8,828,274	\$ 3,839,413	70%	
5013 Other Sal/Wag	\$ 351,866	\$ 4,636,229	\$ 3,980,326	\$ 655,903	86%	
5020 Services	\$ 211,062	\$ 3,089,016	\$ 1,701,492	\$ 1,387,523	55%	
5032 Tires & Tubes	\$ 127,026	\$ 505,048	\$ 287,023	\$ 218,025	57%	
UT 5040 Utilities	\$ -	\$ 110,000	\$ 128,507	\$ (18,507)	117%	
Fixed (MBDO)	\$ 2,782,429	\$ 36,930,967	\$ 26,902,231	\$ 10,028,735	73%	

ACCOUNT DESCRIPTION	ACTUAL MTD EXPENSE	REVISED BUDGET	YTD EXPENDED	AVAILABLE BUDGET	% YTD USED	
FL 5031 Fuel/Lubricants	\$ 19,261	\$ 303,880	\$ 244,092	\$ 59,788	80%	
FR 5015 Fringe Benefits	\$ 110,791	\$ 1,113,470	\$ 1,025,902	\$ 87,567	92%	
MI 5090 Misc Expenses	\$ -	\$ 9,075	\$ -	\$ 9,075	0%	
MS 5039 Oth Mat & Supp	\$ 4,785	\$ 55,130	\$ 55,479	\$ (349)	101%	
OA 5014 Other Pd Absen	\$ 5,624	\$ -	\$ 40,938	\$ (40,938)	N/A	
OP 5012 Op Paid Absen	\$ 45,634	\$ -	\$ 146,026	\$ (146,026)	N/A	
OS 5011 Oper Sal/Wages	\$ 157,061	\$ 1,476,137	\$ 1,454,126	\$ 22,010	99%	
OW 5013 Other Sal/Wag	\$ (13,236)	\$ 575,689	\$ 410,989	\$ 164,700	71%	
SR 5020 Services	\$ 2,625	\$ -	\$ 40,872	\$ (40,872)	N/A	
TT 5032 Tires & Tubes	\$ 1,650	\$ 20,000	\$ 15,000	\$ 5,000	75%	
UT 5040 Utilities	\$ -	\$ 0	\$ -	\$ -	-	
Paratransit/Moby (DRDO)	\$ 334,194	\$ 3,553,381	\$ 3,433,426	\$ 119,955	97%	

ACCOUNT DESCRIPTION	ACTUAL MTD EXPENSE	REVISED BUDGET	YTD EXPENDED	AVAILABLE BUDGET	% YTD USED	
CL 5050 Cslty/Liab Cost	\$ 60,074	\$ 772,246	\$ 987,675	\$ (215,429)	128%	
FR 5015 Fringe Benefits	\$ 162,387	\$ 2,023,753	\$ 1,607,015	\$ 416,738	79%	
MI 5090 Misc Expenses	\$ 13,207	\$ 561,746	\$ 465,190	\$ 96,555	83%	
MS 5039 Oth Mat & Supp	\$ 21,335	\$ 805,067	\$ 506,388	\$ 298,679	63%	
OA 5014 Other Pd Absen	\$ 54,698	\$ -	\$ 339,872	\$ (339,872)	N/A	
OE 5200 Other Op Exp	\$ -	\$ -	\$ -	\$ -	N/A	
OS 5011 Oper Sal/Wages	\$ 4,709	\$ 40,000	\$ 44,819	\$ (4,819)	112%	
OW 5013 Other Sal/Wag	\$ 226,462	\$ 3,785,323	\$ 2,829,937	\$ 955,386	75%	
SR 5020 Services	\$ 91,778	\$ 1,871,278	\$ 897,624	\$ 973,654	48%	
TX 5060 Taxes	\$ (34,897)	\$ 1,000	\$ 14,374	\$ (13,374)	1437%	
UT 5040 Utilities	\$ 45,321	\$ 600,000	\$ 441,568	\$ 158,432	74%	
Administrative	\$ 645,073	\$ 10,460,413	\$ 8,134,462	\$ 2,325,951	78%	

ACCOUNT DESCRIPTION	ACTUAL MTD EXPENSE	REVISED BUDGET	YTD EXPENDED	AVAILABLE BUDGET	% YTD USED	
Fringe Costs	\$ (40)	\$ -	\$ (140)	\$ 140	N/A	
Shared Expense	\$ (40)	\$ -	\$ (140)	\$ 140	N/A	

Operating Expense Total	\$ 3,761,656	\$ 50,944,760	\$ 38,469,978	\$ 12,474,642	76%	
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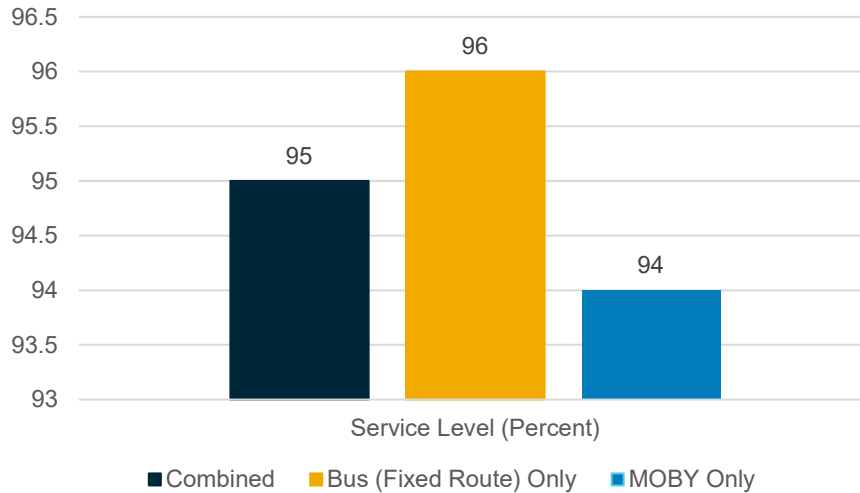
Totals									
Expense Total	\$	3,761,656	\$	50,944,760	\$	38,469,978	\$	12,474,782	76%
Revenue Total	\$	(1,600,779)	\$	(82,669,960)	\$	(18,530,010)	\$	(64,139,950)	22%
(Gain)/Loss	\$	2,160,877.21	\$	(31,725,199.88)	\$	19,939,967.91	\$	(51,665,167.79)	53.10%

Depreciation Exp	778,937	11,352,000	8,528,953	2,823,047
Capital Exp	10,255	15,965,700	5,438,075	10,527,625
Property Tax Timing	-	-	-	-

	MTD TOTAL	REVISED BUDGET	YTD TOTAL
Revised Exp	4,550,849	78,262,460	52,437,006
Revised Rev	(1,600,779)	(82,669,960)	(18,530,010)
Revised Net Loss/(Gain)	2,950,070.09	(4,407,499.88)	33,906,995.49

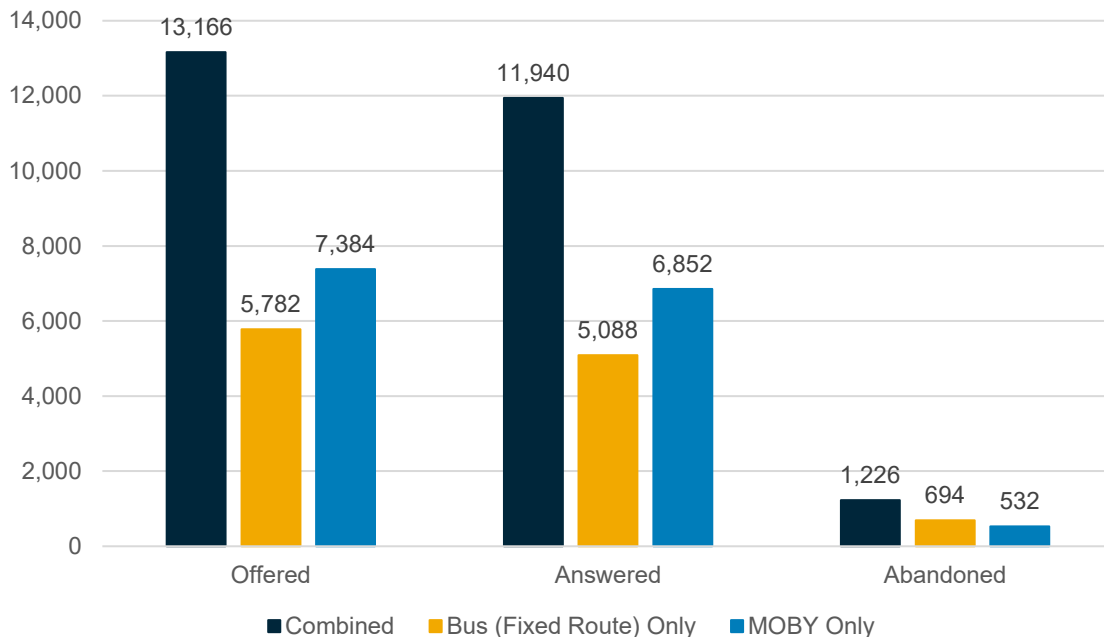
December 2024 Customer Service Report

Call Center Service Level



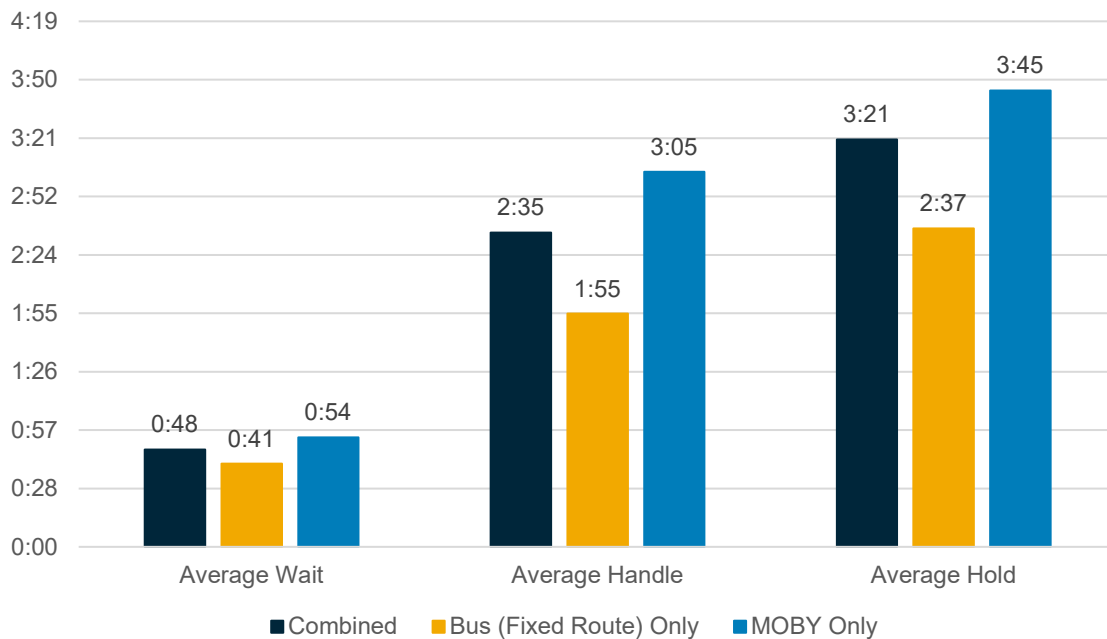
Text summary of the above chart: The chart displays the percent service level by queue – combined, bus (fixed route) only, and MOBY only – during the month of December. The combined service level was 95%, the bus-only queue was 96%, and the MOBY-only queue was 94%.

Incoming Calls



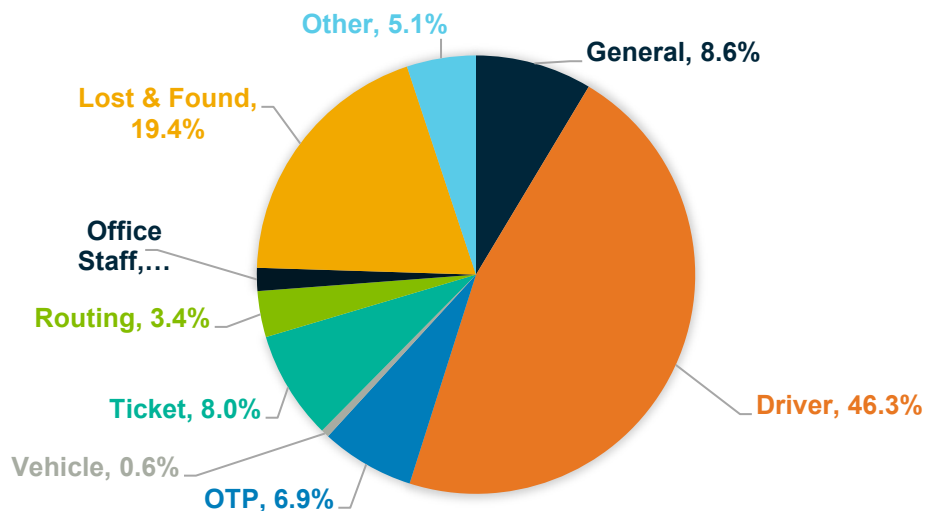
Text summary of the above chart: The chart displays the number of incoming calls that were offered, answered, and abandoned by queue – combined, bus (fixed route) only, and MOBY only – during the month of December 2024. Combined, there were 13,166 calls offered, 11,940 calls answered, and 1,226 calls abandoned. For the bus-only queue, there were 5,782 calls offered, 5,088 calls answered, and 694 calls abandoned. For the MOBY-only queue, there were 7,384 calls offered, 6,852 calls answered, and 532 calls abandoned.

Call Times



Text summary of the above chart: The chart displays the call times broken down by the average wait, average handle, and average hold times and by queue – combined, bus (fixed route) only, and MOBY only – during the month of December. For the combined queue, the average wait time was 48 seconds, the average handle time was one minute, 55 seconds, and the average hold time was two minutes, 37 seconds. For the MOBY-only queue, the average wait time was 54 seconds, the average handle time was three minutes, 5 seconds, and the average hold time was three minutes, 45 seconds.

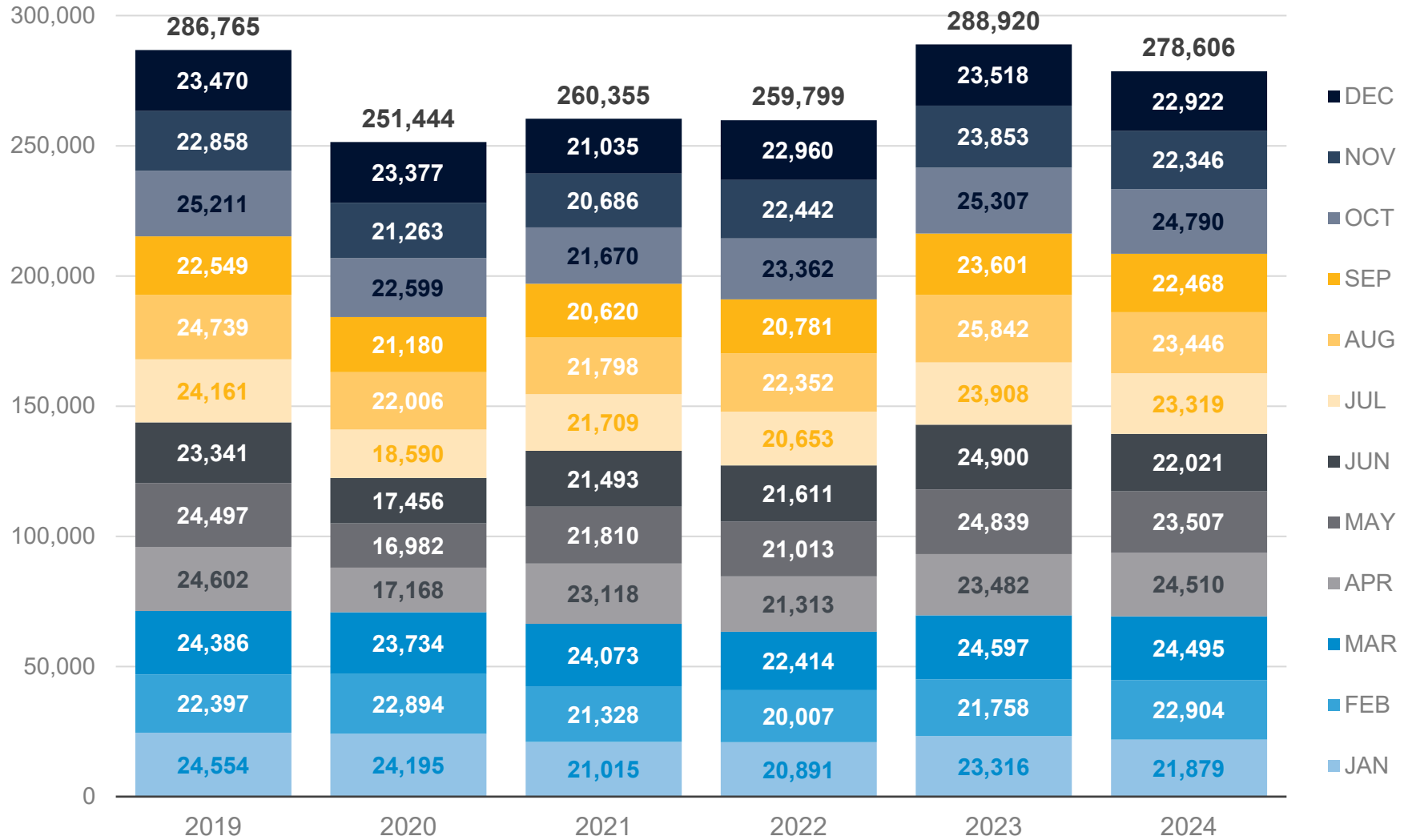
Logged Feedback and Inquiry Categories



Text summary of the above chart: The chart displays the logged feedback and inquiries broken by different categories, as follows: general – 8.6%, driver – 46.3%, on-time performance – 6.9%, vehicles – 0.6%, ticket – 0.8%, routing – 3.4%, office staff – 0.55%, lost and found – 19.4%, and other – 5.1%.

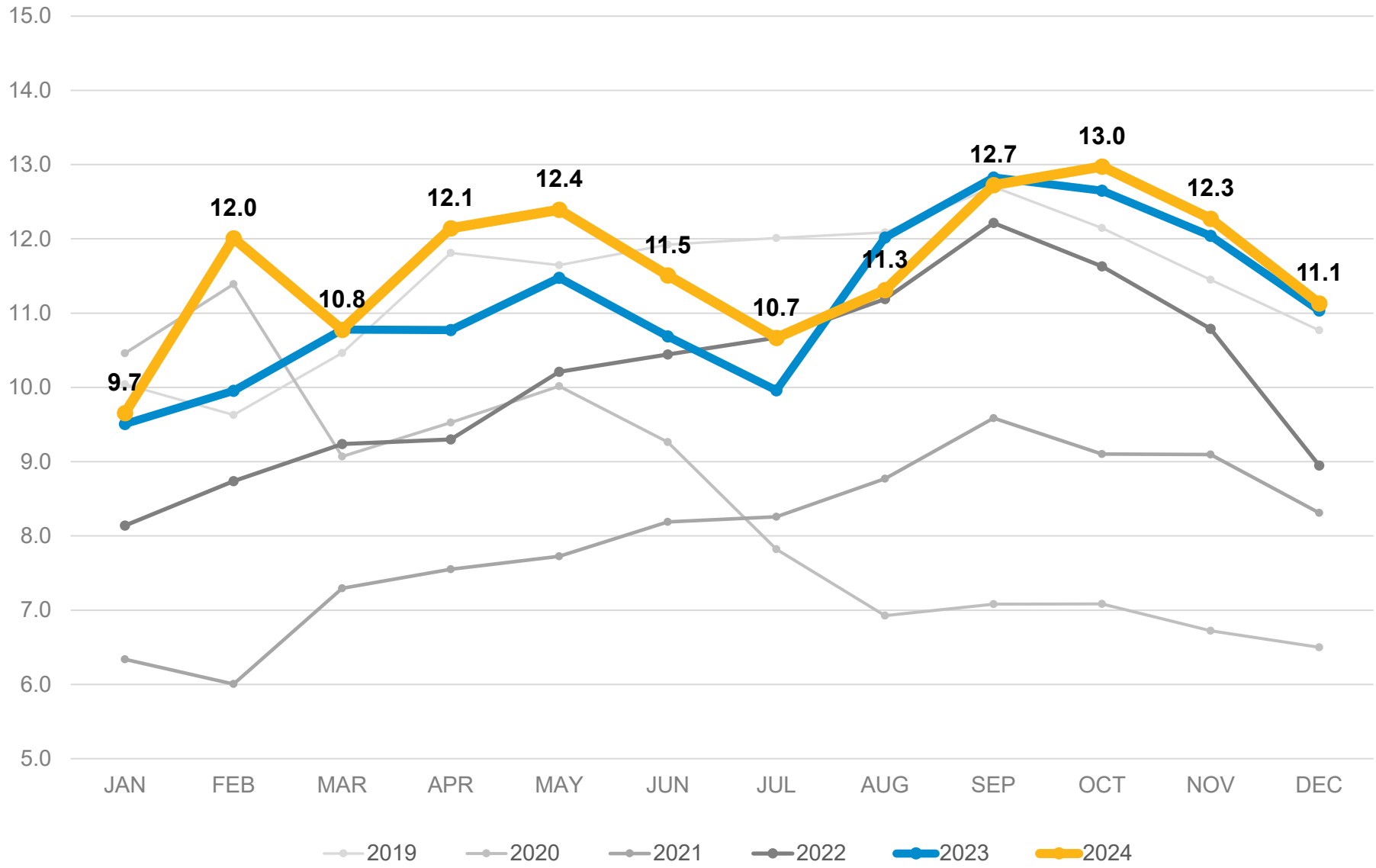
Fixed-Route Revenue Hours

2019 - 2025



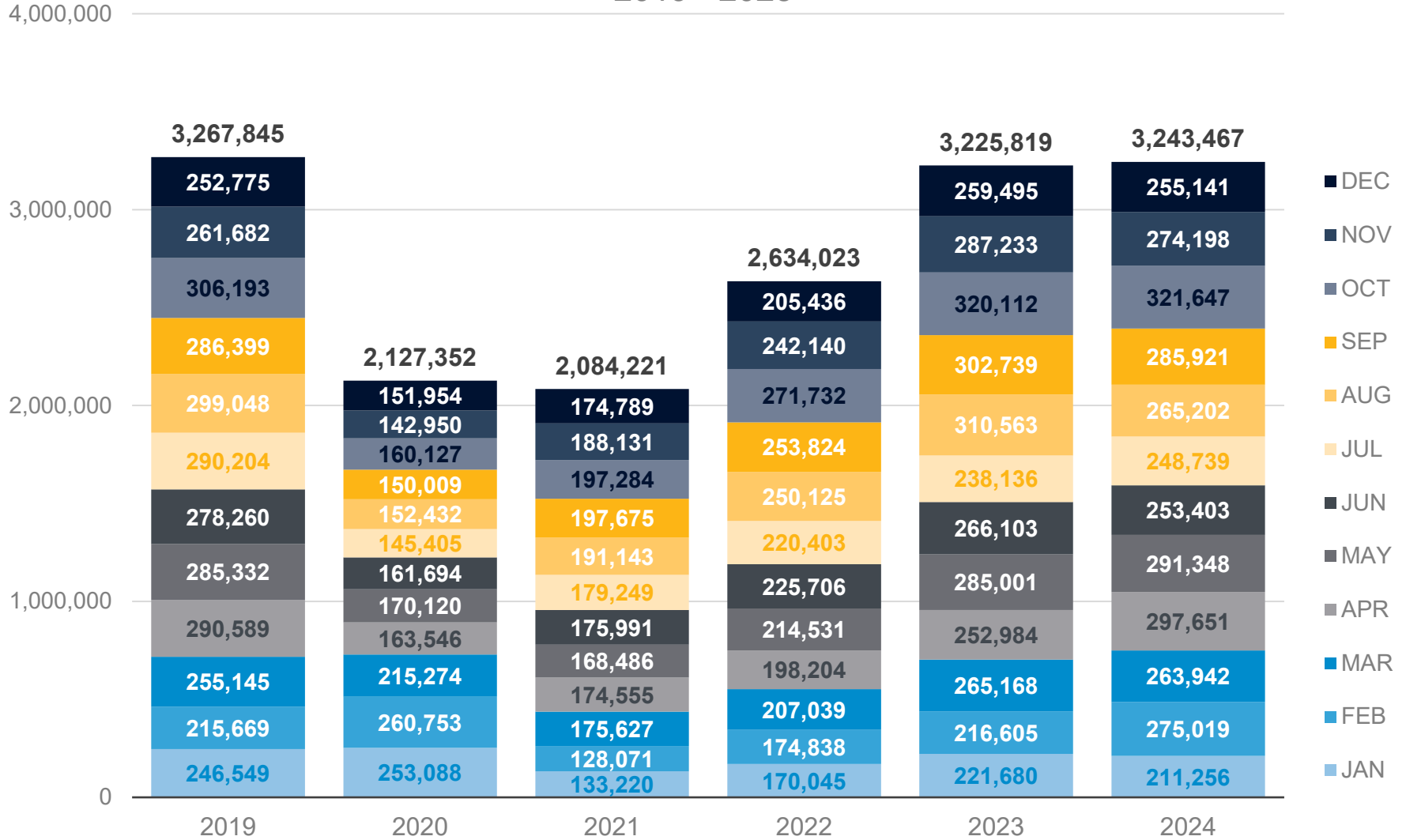
Fixed-Route Passengers per Revenue Hour

2019 - 2024

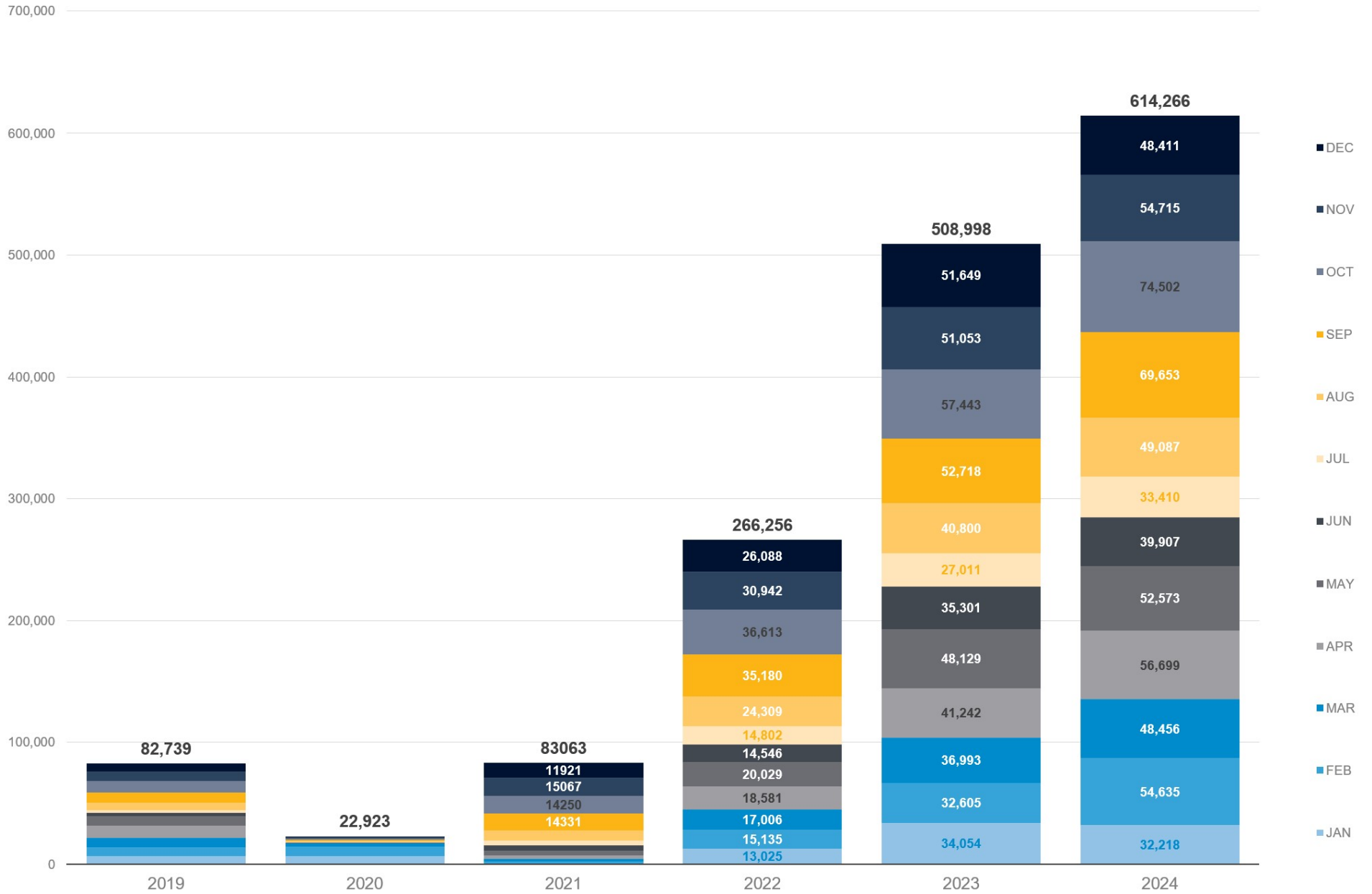


Fixed-Route Passenger Trips

2019 - 2025

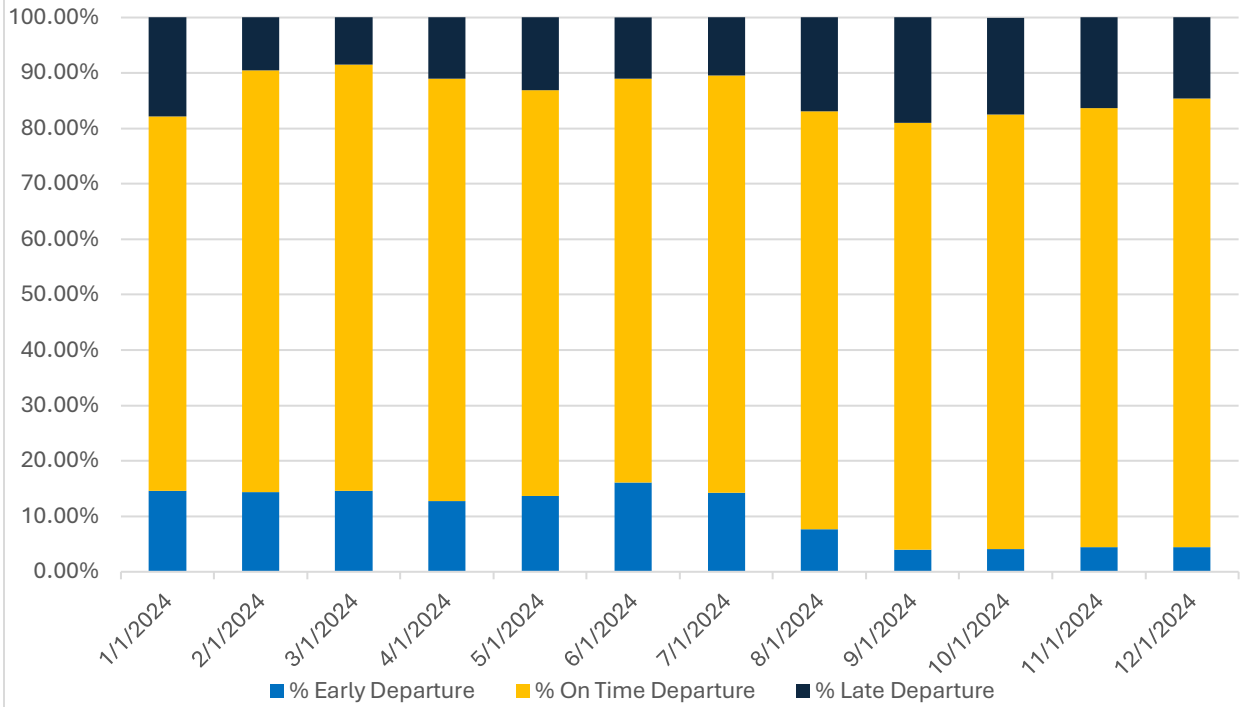


K-12 Passenger Trips 2019 - 2025

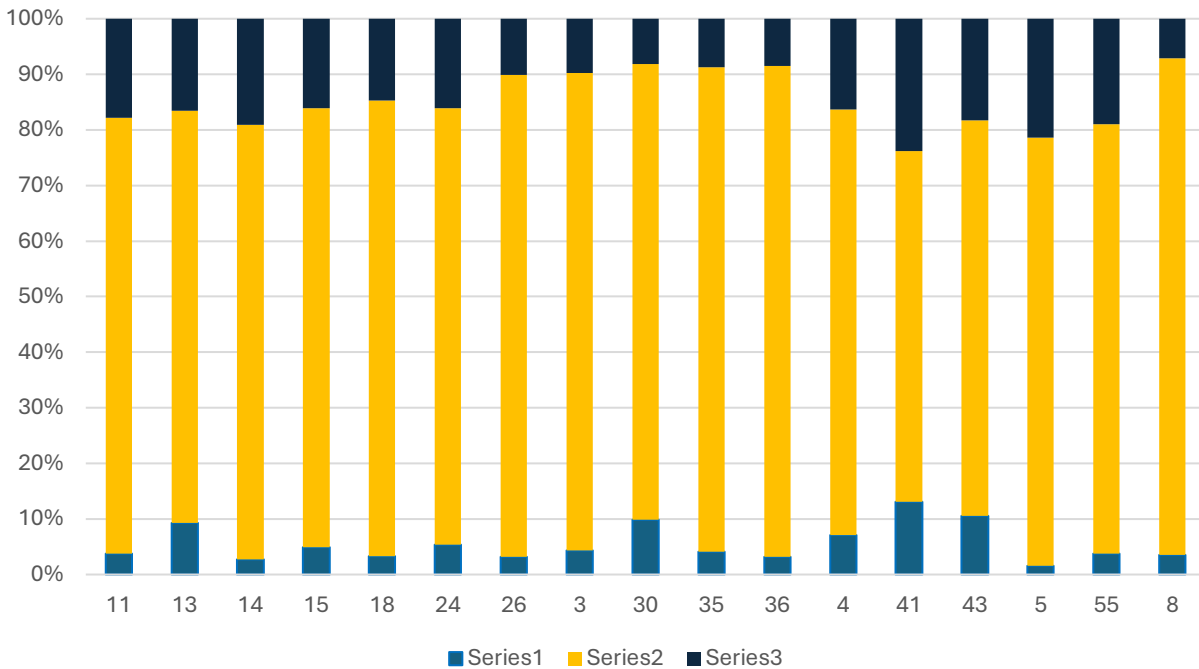


*K-12 Rides Free Program first began on 5/10/2021.

OTP 2024 by Month System Wide

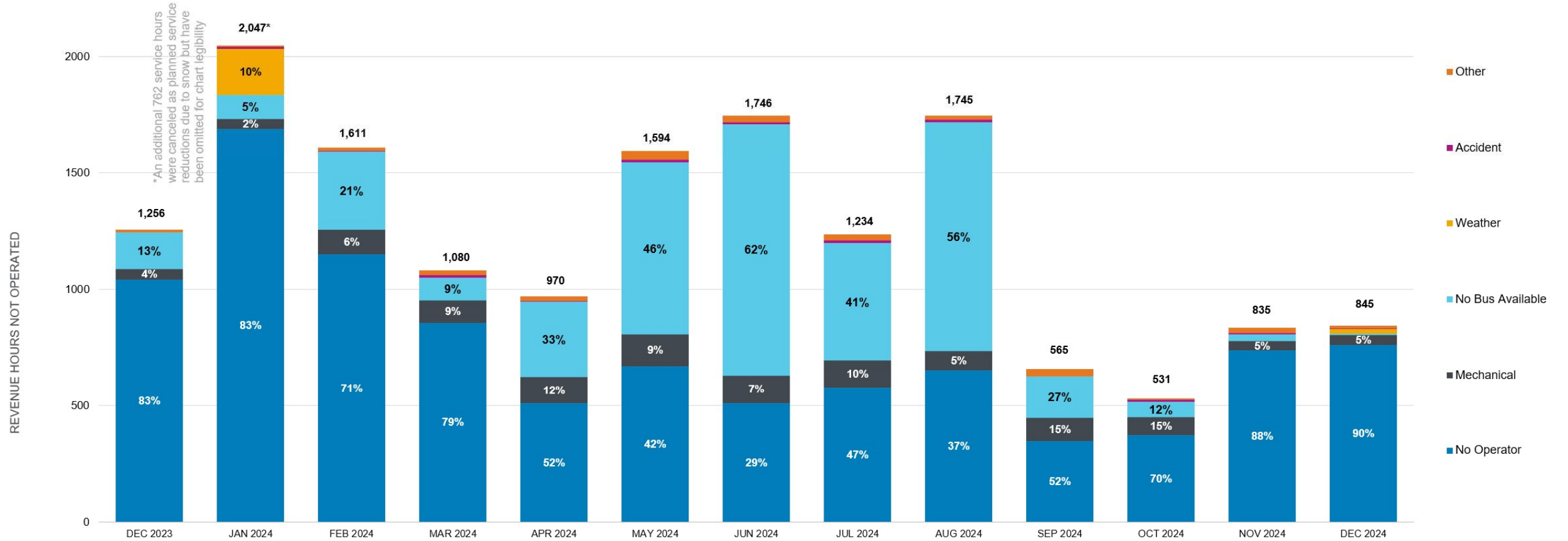


OTP by Route for December 2024

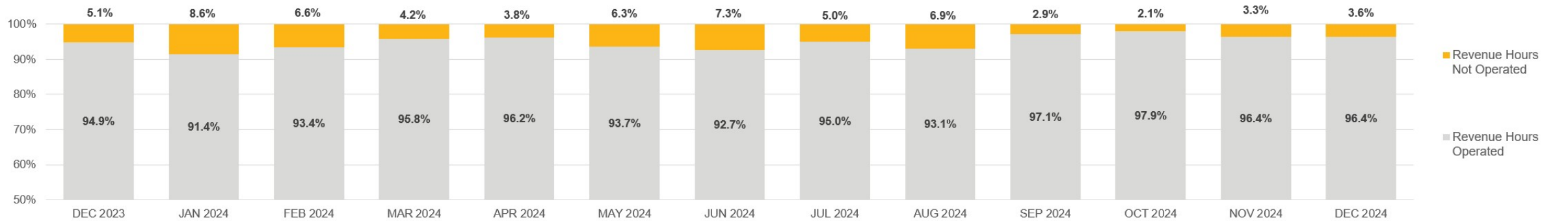




MONTHLY SERVICE INTERRUPTIONS Revenue Hours Not Operated by Type



Percent of Total Revenue Hours



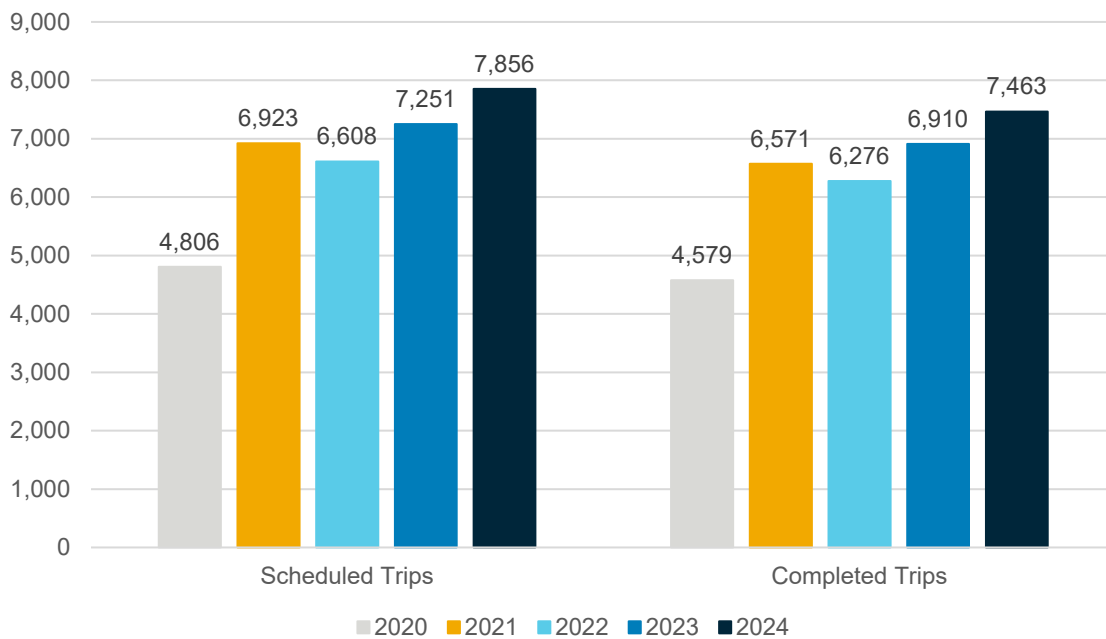
December 2024 MOBY Eligibility + Operations Report

MOBY Eligibility

- 1,965 eligible MOBY riders as of December 31, 2024
- 66 applications processed in December 2024
- 746 total applications processed in 2024

Number of MOBY Passengers/Trips in December

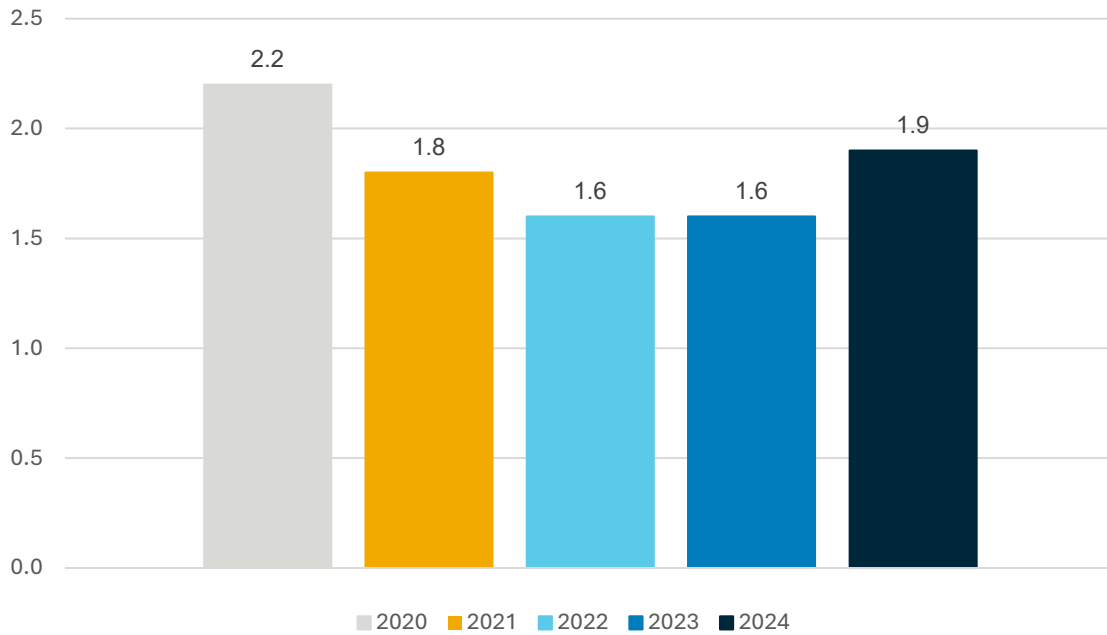
Includes clients, companions, PCAs, and other passengers



Text summary of the above chart: The chart displays the number of scheduled and completed MOBY passengers/trips in December for the last five years. In December 2020, 4,806 trips were scheduled, and 4,579 trips were completed. In December 2021, 6,923 trips were scheduled, and 6,571 trips were completed. In December 2022, 6,608 trips were scheduled, and 6,276 trips were completed. In December 2023, 7,251 trips were scheduled, and 6,910 trips were completed. In December 2024, 7,856 trips were scheduled, and 7,463 trips were completed.

Please note: Operators are staffed according to scheduled trips. All MOBY trips must be scheduled no later than 4:30 p.m. prior to the day of travel.

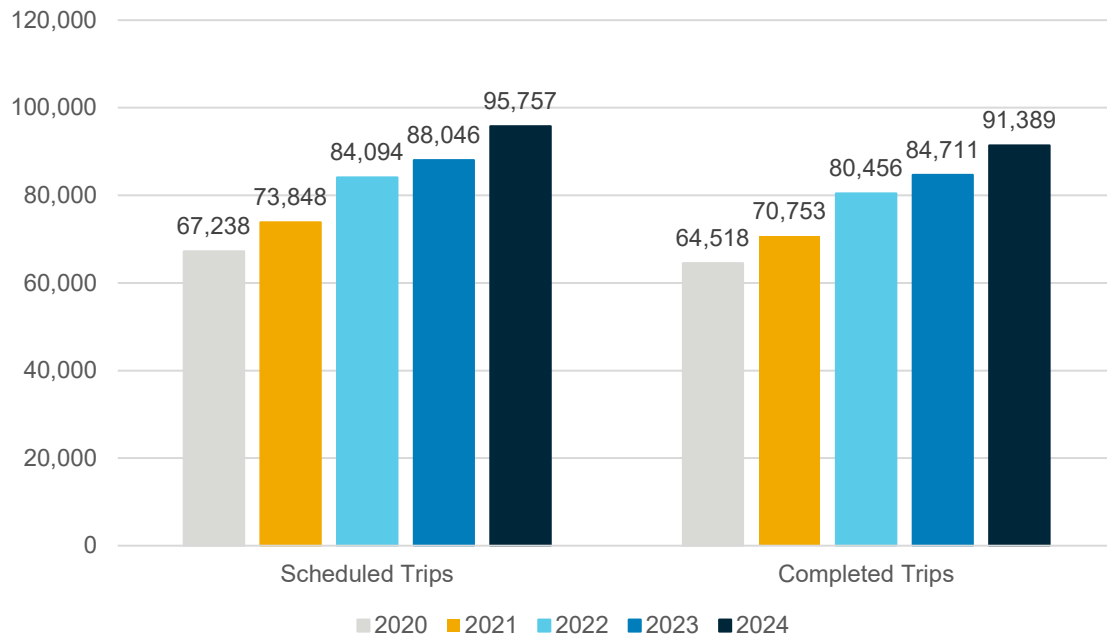
Average Passenger per Revenue Hour in December



Text summary of the above chart: The chart displays the average number of passengers per revenue hour for the month of December over the last five years. The average number of passengers per hour was 2.2 in 2020, 1.8 in 2021, 1.6 in 2022, 1.6 in 2023, and 1.9 in 2024.

Number of MOBY Passengers/Trips Year-to-Date (YTD)

Includes clients, companions, PCAs, and other passengers



Text summary of the above chart: The chart displays the year-to-date number of scheduled and completed MOBY passengers/trips over the last five years. From January 1 to December 31, 2020, 67,238 trips were scheduled, and 64,518 trips were completed. In 2021, 73,848 trips were scheduled, and 70,753 trips were completed. In 2022, 84,094 trips were scheduled, and 80,456 trips were completed. In 2023, 88,046 trips were scheduled, and 84,711 trips were completed. In 2024, 95,757 trips were scheduled, and 91,389 trips were completed.