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AGENDA

REGULAR BOARD MEETING

REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA

2222 Cuming Street

Omaha, Nebraska, 68102

January 30, 2023

8:30 a.m.

1. Call to Order: Notice of the Regular Meeting was published in the Omaha World Herald on January 26, 2023.
2. Approval of Minutes of Previous Meeting:
 - a. Regular Meeting: December 22, 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 Approval of Revisions to the Public Transportation Agency Safety Plan (PTASP) (R. Shering)
7. Board Chair Report (A. Haase)
8. Date, Time and Place of Next Regular Board Meeting
Thursday, February 23, 2023, at 8:30 a.m.
Authority’s Administrative Building
9. Adjournment

Tentative Resolutions for Next Board Meeting

None

6. RESOLUTION: **Request Approval of Revisions to the Public Transportation Agency Safety Plan (PTASP)**

EXPLANATION: Metro is required to have a Public Transportation Agency Safety Plan (PTASP) by the Federal Transit Administration (FTA). The Metro Board of Directors first approved the PTASP on June 25, 2020. Revisions to the PTASP require Board approval and the Board last approved revisions to the PTASP on 12/22/2022.

As a part of the Bipartisan Infrastructure Law, Metro's Safety Committee is required to review and approve the PTASP. Metro's Safety Committee consists of an equal number of management and front-line employees and is tasked with reviewing the PTASP as well as addressing other safety concerns at Metro. The Safety Committee reviewed and approved the revised PTASP on December 22, 2022. Staff is requesting Board approval of revisions to the PTASP following the annual review by the Safety Committee.

Revisions to the PTASP include:

- Updating the entity name to the Regional Metropolitan Transit Authority of Omaha
- Amending the name of the Safety Director
- Additional language in the Safety Management System section regarding the Employees Safety Reporting System
- Addition of the Metro Disruptive Passenger Procedure in the Existing Metro Policy and Protocol section
- Addition of training requirements for the Safety Director in the Competencies and Training section

Recommend Approval.



Public Transportation Agency Safety Plan

Revision 2

Agency Safety Plan

Metro, Omaha, NE. §673.11(b)

Nebraska Department of Transportation

Adopted Date: 6/25/2020

Revised Date: 12/20/2022

Accountable Executive: Lauren Cencic

Prepared by:



Date: December 2022

SRF No. 12996-01

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Introduction

Document Organization

The Regional Metropolitan Transit Authority of Omaha, DBA, Metro; is committed to providing a safe work environment for employees and visitors and a safe operating environment for customers and travelers throughout our Omaha service areas. To ensure the plan complies with 40 U.S.C 5329 and 40 Code of Federal Regulations (CFR) 673, sections following this introduction adhere to the plan structure provided by the Federal Transit Administration (FTA) in [Public Transportation Agency Safety Plan Template for Bus Transit](#) (December 31, 2019). The appendices contain definitions, background, process, and supplementary documents.

This plan complements Metro's System Safety/Security and Emergency Preparedness Plan (SSEPP). The current SSEPP (April 2017) overlaps in many of the topic areas identified through the federal guidance to be addressed in the ASP. Thus, to reduce duplication of effort in future updates and use application of actions from the plans, Metro has reviewed each of the planning and operations documents addressing safety and has documented the primary source for information and direction. The ASP addresses hazards that arise during day-to-day operations, while the SSEPP addresses the agency's response to external threats, such as extreme weather and intentional attacks. A third plan, the Transit Development Plan, contains up-to-date information about the current Metro system (number of vehicles, service schedule, etc.) that is appropriate to include in the safety documents. Table 1 provides a quick guide to the contents of each document.

Plan Development

Metro and the Nebraska Department of Transportation (NDOT) drafted the Metro Agency Safety Plan (ASP), with the assistance of SRF Consulting Group, Inc. During this process, a series of four workshops provided opportunities for input and collaboration by staff at the Metro offices. Participants included Curt Simon, Former Executive Director; David Jameson, Safety Director; Kelly Shadden, Operations Director; Glenn Bradley, Maintenance Director; and Edith Simpson, Legal/Human Resources Director.

Information covered in each workshop is provided below:

- Workshop 1 introduced the Public Transportation Agency Safety Plan (PTASP) and Safety Management Systems (SMS) process, identified the roles and responsibilities of the Accountable Executive and the Chief Safety Officer, and included a discussion on the desired deliverables.
- Workshop 2 covered the current safety practices at Metro and the revisions necessary to move towards a SMS approach, established the safety culture, set seven safety performance targets, introduced the hazard risk matrix, and identified hazards staff encountered over the past five years.

- Workshop 3 focused on risk management through assigning hazards to the hazard risk matrix. This workshop assessed the likelihood and severity of identified hazards and discussed concepts for mitigation for the hazards. By running through examples encountered over the past five years, personnel gained practice at identifying and mitigating hazards in the future.
- Workshop 4 synthesized the input received during the first three workshops by presenting the draft safety plan for comments and revisions.

The planning process ran from January 2020 through the approval of the plan by Metro’s Board of Directors on 26 June, 2020 and certification by the NDOT on 15 December, 2020.

Table 1. Plan Comparison Matrix

Element Descriptions	Resident Document		
	ASP	SSEPP	Transit Development Plan
Goals/Objectives/Targets			
Safety	■	■	
Security		■	
Transit System Description			■
Roles and Responsibilities			
Safety	■		
Security		■	
Safety Management Policy	■		
Safety Risk Management	■		
Threat and Vulnerability Identification/Resolution		■	
Safety Assurance	■		
Safety Promotion	■		

Outcomes from the workshops are reflected throughout the plan in call-out boxes, and full meeting records are included in the Appendix. This plan is a “living document,” tested and reaffirmed through daily executed processes and with annual reporting and updates to the plan to be recorded as revisions.

Utilizing the initial ASP as a foundation, the annual review was conducted by the Safety Committee and changes adopted to meet the ever-changing operational environment and the implementation of new technologies.

About Metro

Information outlining Metro operations and organization is provided in the Transportation Development Plan (2019). Metro operates both fixed route bus service and ADA complimentary paratransit origin to destination service (called “MOBY”). Both modes are covered in this Agency Safety Plan.

The Metro ASP and Safety Management Systems

Moving Ahead for Progress in the 21st Century (MAP-21) granted FTA the authority to establish and enforce a comprehensive framework to oversee the safety of public transportation throughout the United States. It provided an opportunity for FTA to assist transit agencies in moving towards a more holistic, performance-based approach known as the Safety Management System (SMS).

Figure 1: SMS Elements



SMS is a formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency’s safety risk mitigation. It includes systematic procedures, practices, and policies for managing risks and hazards, and consists of four primary elements:

- **Safety Management Policy:** A transit agency’s documented commitment to safety, which defines the transit agency’s safety objectives and the accountabilities and responsibilities of its employees regarding safe practices.

- **Safety Risk Management:** A process within a transit agency's Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.
- **Safety Assurance:** A process within a transit agency's Safety Management System that functions to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.
- **Safety Promotion:** A combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.

All levels of management and frontline employees are accountable for the delivery of the highest level of safety performance, starting with the Chief Executive Officer of Metro. As an agency, Metro is committed to the following objectives:

- Increase safety awareness internally and externally.
- Enhanced safety input and feedback processes.
- Expand Metro's training program for employees to address safety awareness and issues.
- Improve Metro's safety policies, rules, and procedures.
- Implement and maintain a hazard identification and risk assessment program. Based on the results of this program, establish a course of action for improving safety and reducing hazards.

A non-punitive safety culture is a critical element of the SMS framework. Metro ensures that no action will be taken against employees who disclose safety concerns through its reporting system, unless disclosure indicates an illegal act, gross negligence, or deliberate or willful disregard of regulations or procedures.

Existing Metro Policy & Protocol

Metro has other plans and policies that complement the ASP by elaborating on detailed aspects of day-to-day operations. They include but are not limited to:

- Metro Asset Management Plan (January 2018)
- Operating Policy Manual (September 2018)
- Metro Employee Assault Outline (January 2018)
- Metro Disruptive Passenger Procedure (? 2023)

1. Transit Agency Information

Table 2 provides an overview of Metro’s contact persons and other information of immediate relevance to the FTA.

Table 2: Transit Agency Information

Transit Agency Name	Regional Metropolitan Transit Authority of Omaha dba, Metro
Transit Agency Address	2222 Cuming Street, Omaha, NE 68102
Name and Title of Accountable Executive	Lauren Cencic, Chief Executive Officer
Name of Chief Safety Officer or SMS Executive	Randall Sherping, Safety Director
Modes of Service Covered by This Plan	Motor Bus (Fixed Route) and ADA Complimentary Paratransit Service
All FTA Funding Types	5307, 5337, and 5339
Modes of Service Directly Provided by the Transit Agency	Motor Bus (Fixed Route) and ADA Complimentary Paratransit Service
Does the agency provide transit services on behalf of another transit agency or entity?	No
Description of Arrangement(s)	N/A
Name and Address of Transit Agency(ies) or Entity(ies) for Which Service is Provided	N/A

2. Plan Development, Approval, and Updates

The Agency Safety Plan for Metro is a “living document.” As major revisions occur, the entire plan will be reproduced and distributed. For minor revisions, only the affected pages will be issued. Table 3 documents the most recent approvals of this plan, and

Table 4 records the complete history of successive versions.

Table 3: Plan Development, Approval, and Updates

Name of Entity That Drafted This Plan	Nebraska Department of Transportation	
Signature by the Accountable Executive	Lauren Cencic, Chief Executive Officer	Date of Signature
Approval by the Board of Directors or an Equivalent Authority	Jay Lund, Board of Directors Chair	Date of Approval
	Relevant Documentation (Title and Location)	
Review by Safety Director (Chief Safety Officer/SMS Executive)	Randall Sherping, Safety Director	Date of Approval
Certification of Compliance	Nebraska Department of Transportation	Date of Certification
	Relevant Documentation (Title and Location)	

Table 4: Version Number and Updates

Version Number	Section/Pages Affected	Reason for Change	Date Issued
Rev. 0	Full Document	Initial ASP developed May 2020 by NDOT and SRF Consulting Group, Inc., in consultation with Metro management.	6/26/2020
Rev. 1	Full Document	Changed name of Accountable Executive and updated document to reflect the company name to Metro.	12/10/2020
Rev. 2	Partial Document	Updated document to reflect the company name to Regional Metropolitan Transit Authority dba, Metro. Updated SMS language.	12/20/2022

Annual Review and Update of the Agency Safety Plan

Metro’s ASP, including the Safety Management Policy Statement, is reviewed annually (January of each year) to ensure it remains relevant and appropriate to the agency’s safety objectives and safety performance targets, per § 673.11(a)(5). Following review and updating as warranted, the plan is certified by the Chief Executive Officer, the Board of Directors Chair, and the NDOT Transit Manager.

The process/timeline the transit authority uses to update its ASP Plan each year is as follows:

Month	Activity
January/March/July/September	Discuss safety issues in each department, trends at Safety/Security Committee to mitigate safety deficiencies throughout the year.
September	Notify Department Directors of annual ASP meeting; request data and information within their department be gathered, as a result of compliance/mitigation monitoring and review of hazard resources, for discussion at meeting.
January	ASP Plan review meeting utilizing department data; plan revision, if necessary.
February	Transmit annual Safety Targets to MAPA and Agency Safety Plan revision to NDOT, if necessary; communicate change(s) to all employees.
March (when notices are published)	Include Metro’s Agency Safety Plan in FTA’s Annual List of Certifications and Assurances document for grants and cooperative agreements, with submission in TrAMS.

In addition to its annual review, Metro will review its Agency Safety Plan when information, processes or activities under Part 673 are significantly changed, such as major service changes, organizational restructuring and re-prioritization of financial resources.

As a component of the annual ASP review process completed beginning in January of each calendar year, Metro communicates its safety performance targets to the Nebraska Department of Transportation and the Omaha-Council Bluffs Metropolitan Area Planning Agency (MAPA), the MPO for the Omaha area, to aid in the planning process. Performance targets are sent to MAPA annually with the opportunity to provide feedback. In coordination with the State and MAPA, Metro may adjust its safety performance targets or develop new safety performance targets for tracking and monitoring by Metro. In addition, the Transit Manager for the Nebraska Department of Transportation was part of the original four workshops held with Metro staff to ensure statewide coordination of Agency Safety Plans in Nebraska.

Documentation

Metro will maintain documentation related to the implementation of its SMS; the programs, policies, and procedures used to carry out this ASP, and the results from its SMS processes and activities for three years following superseding the version. They will be available to the FTA or other Federal or oversight entity upon request.

3. Safety Performance Targets

Clearly defined safety goals, objectives, and targets are key elements of Metro’s policy and strategic planning. Goals are general descriptions of desirable long-term impacts, while objectives are more specific statements that define measurable results. Metro has established high-level goals and objectives that guide safety activities at the agency (Table 5).

Table 5: Metro Safety Goals and Objectives

Goal 1: Metro will create a culture that supports system-wide safety through: effective safety awareness; internal and external input and feedback systems; and training and skill-building programs, as well as safety policies, rules and procedures.
Objectives
Increase safety awareness internally and externally.
Enhance safety input and feedback processes.
Expand Metro’s training program for employees to address safety awareness and issues.
Improve Metro’s safety policies, rules and procedures.
Goal 2: Metro will strive to achieve a level of safety performance in 2020 that meets or exceed the agency’s established performance targets through promotion of analysis tools and methodologies, as well as identification, evaluation and resolution of safety issues.
Objectives
Implement and maintain a hazard identification and risk assessment program, and based on the results of this program, establish a course of action for improving safety and reducing hazards.

Where it is appropriate and feasible, Metro assigns numerical metrics and target values to its safety performance. This ASP specifies seven performance targets for each service mode the agency operates, based on the safety performance measures established under the [National Public Transportation Safety Plan](#). They are:

- Fatalities: Total number of reportable fatalities and rate per 100,000 vehicle revenue miles
- Injuries: Total number of reportable injuries and rate per 100,000 vehicle revenue miles
- Safety Events: Total number of reportable events and rate per 100,000 vehicle revenue miles (event, as defined in § 673.5)
- System Reliability: Mean (or average) revenue miles of service between major mechanical failures

Through discussion in Workshop 2, the target for each performance measure was established as a trend rather than a specific numeric value. Across each measure, the target is to demonstrate an incremental improvement over an established baseline calculated from a recent five-year experience in each category. Current baselines were set as the averages of the performance measures from 2014

to 2018. Metro will seek annual improvements over this baseline from 2020 through 2024, when a new five-year baseline will be set. If the average was already at zero, the target will remain zero. The targets for each mode are shown in Table 6 and Table 7, respectively.

In a plan such as the ASP, it is critical to demonstrate a connection between the performance measures and system goals. Thus, which of the safety goals each performance measures supports by mode is included in the tables.

Table 6: Fixed Route Safety Performance Baselines and Targets – 2020

Safety Performance Category		2014-2018 Baseline	Target/Goal	Goal(s) Supported
Fatalities	Total	0	0	1 and 2
	Rate per 100,000 VRM	0	0	1 and 2
Injuries (Minor/Major)	Total	9.4	Reduction from baseline by >5%	1 and 2
	Rate per 100,000 VRM	0.0236	Reduction from baseline by >5%	1 and 2
Safety Events (Minor/Major)	Total	8.4	Reduction from baseline by >5%	1 and 2
	Rate per 100,000 VRM	0.211	Reduction from baseline by >5%	1 and 2
System Reliability (Minor/Major)	VRM Between Failures (Total)	1,406	Increase from baseline by >5%	1 and 2

Table 7: Paratransit (MOBY) Safety Performance Targets – 2020

Safety Performance Category		2014-2018 Baseline	Target	Goal(s) Supported
Fatalities	Total	0	0	1 and 2
	Rate per 100,000 VRM	0	0	1 and 2
Injuries (Minor/Major)	Total	0.2	0	1 and 2
	Rate per 100,000 VRM	0.025	0	1 and 2
Safety Events (Minor/Major)	Total	0.2	0	1 and 2
	Rate per 100,000 VRM	0.025	0	1 and 2
System Reliability (Minor/Major)	VRM Between Failures (Total)	2,718	Increase from baseline by >5%	1 and 2

Major and Minor Events

In describing these categories, the definitions for “major” and “minor” from the National Transit Database (NTD) are as follows:

- Reportable Event (Major):

A safety event occurring on transit right-of-way or infrastructure, at a transit revenue facility, or at a transit maintenance facility during a transit-related maintenance activity or involving a transit revenue vehicle that results in one or more of the following conditions:

- A fatality confirmed within 30 days of the event
- An injury requiring immediate medical attention away from the scene for one or more person
- Property damage equal to or exceeding \$25,000
- Collisions involving transit revenue vehicles that require towing away from the scene for a transit roadway vehicle or other non-transit roadway vehicle
- An evacuation for life safety reasons
- Non-Major Summary Incident/Event (Minor) are

Less severe incidents or events that do not meet the requirements of Reportable Events:

- Other safety occurrences not otherwise classified (injuries); and
- Fires
- **Major mechanical system failures**, as defined by the NTD, are those that limit actual vehicle movement or create safety issues. This includes but is not limited to failures involving:
 - Brakes
 - Doors
 - Engine cooling systems
 - Steering, axles, and suspension
- **Minor mechanical system failures** are failures of some other mechanical element of the revenue vehicle not caused by a collision, natural disaster, or vandalism, but that, because of local agency policy, prevent the revenue vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip even though the vehicle is physically able to continue in revenue service. They include but are not limited to issues involving:
 - Fareboxes
 - Wheelchair lifts
 - Heating, ventilation, and air conditioning (HVAC) systems

Safety Performance Target Coordination

Metro provides up-to-date copies of this plan, including safety performance targets, to both MAPA and the NDOT, in accordance with § 673.15(a) and § 673.15(b). The most recent dates of transmission are shown in Table 8.

Table 8: Safety Performance Target Coordination

Targets Transmitted to the State	State Entity Name	Date Targets Transmitted
	Nebraska Department of Transportation	12-15-2020
Targets Transmitted to the MPO	MPO Name	Date Targets Transmitted
	Omaha-Council Bluffs Metropolitan Area Planning Agency	12-14-2020

Metro worked with SRF Consulting and the Nebraska Department of Transportation’s Transit Manager to coordinate and ensure Agency Safety Plan consistency for all transit systems across the state. Areas where this coordination resulted in plan consistency were in the methodology used for establishing safety targets – utilizing a rate per 100,000 VRM, five-year average for safety analysis, hazard rating system, risk assessment severity and probability scales, etc. Likewise, Metro discussions with the MAPA Director resulted in coordination and consistency between local modes of transportation to the greatest extent possible.

4. Safety Management Policy

Safety Management Policy Statement

Safety is a core value of Metro, and managing safety is an essential component of its business function. Therefore, Metro is committed to developing, implementing, maintaining, and continuously improving processes to ensure the safety of its customers, employees, and the public. Metro will use safety management (SMS) processes to direct the prioritization of safety and allocate its organization resources – people, processes, and technology – in balance with its other core business functions. Metro aims to support a robust safety culture, and achieve the highest level of safety performance, meeting all established safety standards.

All levels of management and frontline employees are accountable for the delivery of the highest level of safety performance, starting with the Chief Executive Officer of Metro.

As an agency, Metro is committed to the following objectives:

- Increase safety awareness internally and externally.
- Enhance safety input and feedback processes.
- Expand Metro’s training program for employees to address safety awareness and issues.
- Improve Metro’s safety policies, rules and procedures.
- Implement and maintain a hazard identification and risk assessment program, and based on the results of this program, establish a course of action for improving safety and reducing hazards.

A non-punitive safety culture is a critical element of the SMS framework. Metro ensures that no action will be taken against employees who disclose safety concerns through its reporting system, unless disclosure indicates an illegal act, gross negligence, or deliberate or willful disregard of regulations or procedures.

Chief Executive Officer/Accountable Executive

Date

Chair, Metro Board of Directors

Date

Safety Management Policy Communication

Per § 673.23(c) and § 673.29(b), Metro communicates its safety management policy within the organization in three ways. 1) All personnel receive employee handbooks that include the policy statement. 2) Staff can access the complete ASP in hard copy at the main office and digitally. 3) During orientation new employees are introduced to agency safety programs. 4) Once a year, at driver, maintenance and administrative meetings, to include Metro's safety commitment, share annual safety performance target results, discuss trends and gain additional employee input.

Authorities, Accountabilities, and Responsibilities

Metro's **Chief Executive Officer** serves as the agency's **Accountable Executive** and has the overall authority to develop and execute the ASP. The Chief Executive Officer is accountable for the agency's safety and the maintenance of the SMS program.

Metro's **Safety Director** serves as its **SMS Executive/Chief Safety Officer**, managing the day-to-day implementation of the ASP and the SMS. The Safety Director is a full-time position that reports directly to the Chief Executive Officer, and they meet regularly to discuss the agency's safety performance, in accordance with § 673.23(d)(2).

The Safety Director coordinates the Metro Safety Committee, which meets monthly and includes both the Chief Executive Officer and other senior staff. In addition to Safety Committee meetings, Metro staff hold important roles in ASP development, implementation, and management. Table 9 gives an overview of these roles and responsibilities.

Safety Reporting and Response Environment

Metro is committed to providing a safe work environment for employees and visitors and for responsible operations throughout its service area. Thus, it is imperative that Metro employees and stakeholders have convenient and available means to report incidents and occurrences which may compromise the safe conduct of Metro operations. Metro encourages employees, customers, and community stakeholders to report activities/conditions that may affect the integrity of transit safety. Such communication must be completely free of any form of reprisal, per § 673.23(b) and § 673.23(c).

Metro's employee handbook outlines the reporting methods available to employees. Metro will not take disciplinary action against any employee who discloses an incident or occurrence involving transit safety. This policy shall not apply to information received by Metro from a source other than the employee, or which involves an illegal act, or a deliberate or willful disregard of Metro regulations or procedures.

Table 9: ASP Senior Staff Tasks and Responsibilities

Legend		Chief Executive Officer	Safety Director	Planning & Scheduling	Operation Director	Maintenance Director	Facilities, (BG&E dept.)	Legal/EEO
Plan Development	Establish PTASP policy	P	P	I	S	S	I	S
	Establish PTASP policies, goals, objectives	I	P	I	S	S	I	S
	Establish PTASP organization	S	P	I	P	P	I	S
	Establish PTASP roles and responsibilities	P	P	I	S	S	S	S
	Establish a PTASP review and renewal schedule	P	P	P	I	I	I	I
	Develop and track PTASP targets	P	P	I	S	S	I	S
	Conduct preliminary Hazard and Threat & Vulnerability Assessment	I	P	I	S	S	I	S
	Assess and resolve identified risks	S	P	I	S	S	S	S
Plan Implementation and Management	Document serious and/or repeated safety violation	I	P	I	S	P	I	P
	Conduct or monitor incident/mishap response and investigation (assess trends)	I	P	I	P	P	I	P
	Provide safety and security related training	I	P	I	P	S	I	S
	Develop annual safety and security report	P	P	I	S	S	I	S
	Develop standard operating procedures related to employee safety duties	P	P	I	S	P	S	P
	Develop an effective incident notification and reporting system	I	S	I	P	P	I	P
	Support and communicate safety as the top priority to all employees	P	P	P	P	P	I	P
	Develop relations with outside organizations that may participate in and contribute to the PTASP, including local public safety and emergency planning agencies	I	P	S	P	S	I	S

The Safety Director is responsible for reviewing reported events and addressing events consistent with the Safety Risk Management process. The reporting and response process encompasses three phases in addressing events. Each phase is outlined below:

- Detection and reporting. Metro provides a range of methods for employees, customers and/or others to report incidents/events covered in the safety program, including:
- Employees: Metro has developed an incident/event/condition reporting form through which employees can report an event that has occurred or a condition of concern that could result in a safety event.
- Customers: Operators are instructed to contact their immediate Supervisor in the event of a customer reported incident/accident event. Reporting to their immediate Supervisor initiates the incident/event review process. Additionally, the Metro webpage provides information on how

to contact Metro to report an incident/accident or to provide comment on service. Input from customers relative to safety incidents/accident concerns is directed to the Safety Director.

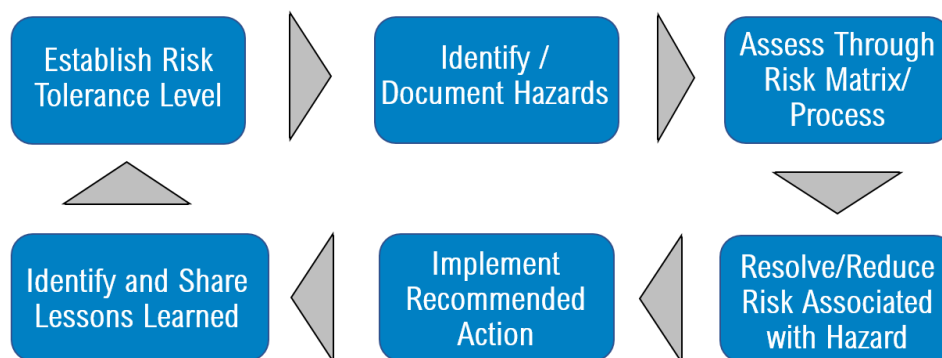
- Stakeholders: Persons that Metro comes in contact with through operations or a visit to any Metro facility can report incidents to the customer service representative or through the Metro website. The Safety Director will be responsible for creating displays of how stakeholders can provide their input.
- Response. Metro is committed to open communication regarding employee, customer, and stakeholder safety. Reminders and policy updates are shared at quarterly staff training courses as well as through print media.

If the reporting employee provided their name during the reporting process, the Safety Director ensures that they learn of any actions taken in response to their report. The identity of the reporting employee is protected to the extent permissible by law when Metro collects, records, or disseminates information obtained from transit safety reports.

5.Safety Risk Management

The Safety Risk Management process applies to all elements of the system, including operations and maintenance (facilities and vehicles) and administration. Metro’s risk management process begins with hazard assessment, both internal and external to the Metro facility. Metro’s approach focuses on prevention and/or control of hazards in a systematic manner to reduce the risk of identified hazards to the lowest practical level through effective use of resources. The hazard analysis process includes a feedback loop that re-incorporates lessons learned (Figure 2) through earlier assessments.

Figure 2. Hazard Assessment Feedback Process



In carrying out the Safety Risk Management process, Metro uses the following terms:

- Event – Any accident, incident, or occurrence
- Hazard – Means any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment
- Risk – Composite of predicted severity and likelihood of the potential effect of a hazard.
- Risk Mitigation – Method(s) to eliminate or reduce the effects of hazards
- Consequence – Means the potential outcome(s) of a hazard

Hazard Identification

Metro has established formal requirements for proactive identification of hazards, per § 673.25(b). The primary methods used to identify hazards and threats to the transit system are feedback provided to drivers or to customer service by riders or interested stakeholders, incident reports, and Hazard Assessment Forms submitted by employees. Copies of the forms used to submit input are available in the Appendix.

Employees are encouraged to report near-miss incidents, known as precursors. These incidents are more numerous than accidents and including them in the process can help identify effective mitigation and avoid more serious events.

Potential sources regularly reviewed for hazard information include, but are not limited to, the following:

Table 10: Hazard Identification Sources

Hazard Information Source	Responsibility	Review Frequency
Markout/Tagout/Vehicle Hold list	Maintenance, Operations & Safety Directors	Daily
Dispatcher daily log	Transportation Manager, Paratransit Manager	Daily
Maintenance shift reports	Maintenance Director & Supervisors	Daily
Facility inspection or walk-around reports	Transportation & Paratransit manager, Maintenance Director & Supervisors, BG&E Dept.	Weekly
Statistical reports / historical data	Chief Executive Officer, Safety Director	Annually
Safety Assessment and System Review (Appendix B)	Chief Executive Officer, Safety Director	Annually
Facility Safety and Security Assessment (Appendix C)	Chief Executive Officer, Safety Director	Annually
Internal and external audits and inspections (including FTA, NDOT audits and inspections, DHS, NTAS, TSA, ST-PT-ISAC assessments)	Chief Executive Officer, Safety & Legal Directors	As needed
Passenger/public customer service reports	Chief Executive Officer, Safety Director	As needed
Incident/accident reports	Operations, Maintenance & Safety Directors	As needed
Information from public safety officials, local governments, and other major Metro stakeholders	Chief Executive Officer, Safety, Operations, Maintenance, & Legal Directors, Planning/Scheduling & Special Projects Manager	As needed
Metro Insurance Carrier Comments/Reports	Safety & Legal Directors	As needed
Crime Prevention Through Environmental Design Discussions	Chief Executive Officer, Safety Director	As needed
OMMRS planning	Safety Director	As needed
Employee safety reports to supervisors or management	All	As needed

Metro senior management, including the Chief Executive Officer and department directors, are directly involved in hazard review and documentation. Initial hazard reports are provided to senior management through reports from Dispatch, discussion with supervisory personnel and external documents.

Risk Assessment

With implementation of the initial ASP in 2020, Metro is committed to conducting a formal analysis and evaluation process of reported hazards to ensure they are addressed. The steps Metro employs to assess risk are outlined in the bullet points below and are recorded in Table 11.

- **Step 1: Document the Risk or Event.** Sources of risks or events addressed through the assessment process include complaints received from customers/visitors/stakeholders, incident reports submitted by employees, and observations recorded by employees and submitted to the Safety Director or to a supervisor.
- **Step 2: Characterize the risk.** Consistent with the FTA Sample Safety Risk Assessment Matrices for Bus Transit Agencies (September 2019), Metro identifies the likelihood and potential severity of consequences associated with each identified risk or event. Metro employs a “worst credible consequences” definition to characterization of risks, meaning the outcome is realistic and imaginable in day-to-day operations, but is not the worst possible consequence. Definitions applied in the process are provided in the next section.
- **Step 3: Describe the current actions to reduce risk.** Metro employs a range of practices promoted to employees through pre-employment training in their profession, on-going safe operating and/or practices training, distributing operating and maintenance manuals, etc. Applicable actions currently being deployed are documented in the risk assessment process.
- **Step 4: Assess current practices.** Understanding new or modified methods for safe operations and maintenance practice are continuously being developed, Metro acknowledges the need to periodically assess current practices and safety events to determine the need to revise promoted practices. Through regular application and documentation of the Risk Assessment process, Metro staff included in risk evaluation workshops consider and discuss other actions to better address observed or anticipated events.

To assess the risk of a given hazard, experienced personnel at Metro use a standardized tool, the Risk Assessment Matrix. Results of the risk assessment process will help determine whether the risk is being appropriately managed or mitigated. Through the applied process, risks are characterized as:

- **Acceptable:** The consequences of these events occurring are minor and the event rarely occurs. If the risk is acceptable, the protocol is the hazard is monitored and documented.
- **Unacceptable:** Reflects consequences where injury and/or disruption of service are likely to result from an event. Metro will actively address the event to eliminate the hazard or lower risk to an acceptable level.

The Metro Safety Committee will be responsible for carrying out the risk assessment process, under the leadership of the Safety Director and through consultation with external subject matter experts federal and state bodies as necessary. The goal is to consider all human factors, environmental factors, supervision elements, and organizational elements.

The Metro senior management team, including the Chief Executive Officer and Safety Director, is directly involved in the review of all hazards, with the exception of those that have been immediately mitigated by frontline employees or minor disciplinary actions in response to rule violations not constituting systematic, widespread issues.

Table 11: Hazard Identification and Risk Assessment Log (Part 1)

Identification							Initial Safety Risk Rating		
Hazard	Hazard Type	ID Date	ID Source	Analysis Date	Consequences	Existing Mitigation	Severity of Consequences	Likelihood of Consequences	Safety Risk Index



Continue to Part 2

Table 12: Hazard Identification and Risk Assessment Log (Part 2)

Initial Safety Risk Rating			Mitigation Identification and Implementation						Monitoring/Reporting
Severity of Consequences	Likelihood of Consequences	Safety Risk Index	Further Mitigation Action	Revised Safety Risk Index	Revised Safety Risk Index Date	Department Responsible for Mitigation	Estimated Implementation Date	Contact Person	Mitigation Effectiveness

Rating System

To organize and prioritize identified hazards, Metro defines severity according to the following scale:

- Catastrophic – A: Conditions are such that human error, environment, design deficiencies, element, subsystem or component failure, or procedural deficiencies may commonly cause death or major system loss and require immediate termination of the unsafe activity or operation.
- Critical – B: Conditions are such that human error, environment, design deficiencies, element, subsystem or component failure or procedural deficiencies may commonly cause severe injury or illness or major system damage and require immediate corrective action.
- Marginal – C: Conditions may commonly cause minor injury or illness or minor systems damage such that human error, environment, design deficiencies, subsystem or component failure or procedural deficiencies can be counteracted or controlled without severe injury, illness or major system damage.
- Negligible – D: Conditions are such that personnel error, environment, design deficiencies, subsystem or component failure or procedural deficiencies will result in no, or less than minor, illness, injury, or system damage.

Metro has reviewed the generalized definitions of probability of an event occurring and has refined the operating hours between occurrences to reflect local conditions. Listed below are the Metro probability of occurrence definitions:

- Frequent – 1: Continuously experienced; mean time between events (MTBE) is less than 1,000 operating hours; which equates to about one event per day.
- Probable – 2: Will occur frequently; MTBE is between 1000 and 100,000 operating hours; an equivalent of several times per year.
- Occasional – 3: Will occur several times; MTBE is between 100,000 and one million operating hours; or approximately once every few years.
- Remote – 4: Unlikely but can reasonably be expected to occur; MTBE between one and 10 million operating hours; or approximately 10 to 15 years.
- Improbable – 5: So unlikely, it can be assumed occurrence may not be experienced; more than 10 million operating hours between events; or an event occurring once every 30-plus years.

Metro determines the overall risk presented by each hazard using a composite measurement of the hazard severity and probability according to the risk assessment matrix shown in Table 13.

Table 13: Risk Assessment Matrix

Frequency of Occurrence	Hazard Categories			
	(A) Catastrophic	(B) Critical	(C) Marginal	(D) Negligible
(1) Frequent	1A	1B	1C	1D
(2) Probable	2A	2B	2C	2D
(3) Occasional	3A	3B	3C	3D
(4) Remote	4A	4B	4C	4D
(5) Improbable	5A	5B	5C	5D

Hazard Risk Index	Risk Decision Criteria	
■ 1A, 1B, 1C, 2A, 2B, 3A	High (H)	Hazard must be mitigated.
■ 1D, 2C, 2D, 3B, 3C, 4A, 4B, 5A	Medium (M)	Hazard should be mitigated if possible within fiscal constraints.
■ 3D, 4C, 4D, 5B, 5C, 5D	Low (L)	Hazard is acceptable with review by management.

Once a hazard analysis is performed to define its potential severity and probability of occurrence, the project team must work to address, or resolve, such hazards. Hazard resolution is defined as the analysis and subsequent actions taken to reduce to the lowest level practical the risk associated with an identified hazard.

Risk Mitigation

If the assessment process indicates a need for mitigation, then Metro executive, operations, and maintenance management develop corrective actions in consultation with frontline personnel and subject matter experts as necessary. Accountability for the implementation of a risk solution will be assigned to a lead employee and the Safety Director will ensure that the solution is completed in a timely manner and is addressing the risk identified.

Hazard Tracking & Recordkeeping

The Safety Director will be tasked with maintaining a record of current and past risk assessment reviews using the Hazard Identification and Risk Assessment Log. This document serves as a unified repository for data and information related to the proactive and reactive identification of hazards, as well as the results of the Metro hazard analysis process and any corrective actions developed under the safety risk mitigation process.

Mitigation Actions

Mitigation can take a wide variety of forms, some of them standard and some creative, including:

- Physical Defenses: These include objects and technologies that are engineered to discourage, or warn against, or prevent inappropriate action or mitigate the consequences of events (e.g. traffic

control devices, fences, safety restraining systems, transit controls/signals, transit monitoring systems, etc.).

- **Administrative Defenses:** These include procedures and practices that mitigate the likelihood of accident/incident (e.g. safety regulations, standard operating procedures, personnel proficiency, supervision inspection, training, etc.).
- **Behavioral Defenses:** These include behavioral interventions through education and public awareness campaigns aimed at reducing risky and reckless behavior of motorists, passengers and pedestrians – factors outside the control of the agency.

Documentation and Reporting

Metro will incorporate the risk assessments completed within the period between ASP re-certifications. An updated risk matrix will be incorporated into the appendix of the re-certified document. All documentation will be retained for a minimum of three years.

AN IDENTIFIED PERSISTENT HAZARD

Workshop 3 generated discussion about a hazard that is particularly difficult to mitigate: Operators pulling out too fast and destabilizing passengers who have not found their footing. When this happens, the consequences can include injuries, lost runs, and litigation.

Metro has implemented a range of mitigation measures. On the driver's side, there are monthly reminders as to observed hazards/incidents, as well as discipline and retraining for repeat offenders. An example for passengers, Metro has installed slip-resistant flooring, separate places to store packages and grab handles on seat backs.

This is one hazard that is particularly difficult to address as conditions resulting in an event happening are highly variable. Drivers may feel rushed in their exit from a stop as they try to stay on schedule. The potential mitigation of building more recovery time for every run would be impossible. Incentivizing good driving is difficult because the legal ceiling on gifts and gratuities is very low. The accelerometers installed on buses in the past were removed for inaccuracy. One good sign is that employees hired in the last five years tend to drive more safely. The continued focus on training is likely the most productive alternative.

6. Safety Assurance

Safety assurance processes clarify how safety performance is evaluated and how any lessons learned will inform and improve the organizational culture. They provide the necessary feedback to ensure that the SMS is functioning effectively and that Metro is meeting or exceeding its safety objectives.

Compliance Monitoring

Supervisors within the operations and maintenance functions directly monitor compliance with safety procedures. For example, facility walk-arounds include an inspection of shop areas, parts storage, the maintenance facility bus wash, and vehicle storage to evaluate safety rules compliance and shop safety practices. Operators complete pre-service and post-service vehicle checks daily, reporting concerns to the Maintenance Supervisor for action. Operations personnel are observed on periodic ride-alongs.

If a supervisor or other employee observes questionable actions that reasonably could lead to a potential hazard, they are encouraged to report the condition and it will be tracked and addressed through the mechanisms described in Chapter 5, Safety Risk Management.

Mitigation Monitoring

During the annual ASP review and update, Metro senior management review records produced during Safety Risk Management activities and discuss the results of the program over the previous year to evaluate the effectiveness of the agency's Safety Risk Management process. This review process extends to safety risk evaluation records, hazard identification and analysis practices, the corrective action and mitigation monitoring process, and reviews of the Hazard Identification and Risk Assessment Log.

Event Investigation

Metro maintains documented procedures for conducting safety investigations of events (accidents, incidents, and occurrences, as defined by FTA) to find causal and contributing factors and review the existing mitigations in place at the time of the event. The Chief Safety Officer maintains all documentation of Metro's investigation policies, processes, forms, checklists, activities, and results. An investigation report is prepared and sent to the Safety Committee for integration into their analysis of the event, which determines whether:

- The accident was preventable or non-preventable
- Personnel require discipline or retraining
- The causal factor(s) indicate(s) that a safety hazard contributed to or was present during the event

- The accident appears to involve underlying organizational causal factors beyond just individual employee behavior

Internal Reporting

Many of the hazards reported to Metro management arrive via internal safety reporting programs. Metro does not differentiate between internal and external reports for most purposes. Information shared through internal safety reporting programs is reviewed, investigated, and addressed.

In accordance with §673.29(b), Metro informs employees of safety actions taken in response to the information they report (Figure 3: Employee Reporting Feedback Loop). This can take the form of a direct conversation with a supervisor, a companywide bulletin, an update to the training program, or another method, as appropriate to the nature of the report.

ROUTING HAZARDS

During run pick time, operators share any route safety issues they have observed. For example, the afternoon pickup crowds of cars, parents, and children around one elementary school posed safety hazards. In response, Metro rerouted this bus line during school release times.

Figure 3: Employee Reporting Feedback Loop



7. Safety Promotion

Culture

Metro believes safety promotion is critical to the success of SMS by ensuring that the entire organization fully understands and trusts the SMS policies, procedures, and structure. It involves establishing a culture that recognizes safety as a core value, training employees in safety principles, and allowing open communications of safety issues.

Positive safety culture must be generated from the top-down. The actions, attitudes, and decisions at the policy-making level must demonstrate a genuine commitment to safety. Safety must be recognized as the responsibility of each employee with the ultimate responsibility for safety resting with the Metro Chief Executive Officer. Employees must trust that they will have management support for decisions made in the interest of safety while recognizing that intentional breaches of safety will not be tolerated.

A positive safety culture at Metro is defined as one which is:

An Informed Culture

- Employees understand the hazards and risks involved in their areas of operation
- Employees are provided with the necessary knowledge, training and resources
- Employees work continuously to identify and overcome threats to safety

A Just/Reporting Culture

- Employees know and agree on what is acceptable and unacceptable behavior
- Human errors must be understood but negligence and willful violations are not tolerated
- Employees are encouraged to voice safety concerns and to share critical safety information without the threat of punitive action
- When safety concerns are reported, appropriate action is taken

A Learning Culture

- Learning is valued as a lifetime process
- Employees are encouraged to develop and apply their own skills and knowledge to enhance safety
- Employees are updated on safety issues and informed of actions through feedback

Competencies and Training

Metro maintains and implements a safety management training program to ensure employees and any contract personnel occasionally working for Metro are trained and competent to perform their SMS duties, per § 673.29(a). This training consists of several steps, including pre-employment screening of job-related skills for certain positions, new employee orientation, on-the-job training (OJT), and an ongoing process of refresher and refamiliarization training for current employees. Staff training is designed to be consistent with SMS principles. The Safety Director will provide a corporate perspective on SMS and the agency’s safety culture.

Metro designated personnel are required by 49 CFR Part 672 to attend required courses to complete Individual Training Program (ITP), also referred to as the Public Transportation Safety Certification Training Program (PTSCTP). Metro designated personnel include employees and contractors whose job function is directly responsible for safety oversight of Metro. More specifically, this includes personnel whose primary job function includes the development, implementation and review of this PTASP, and/or the NDOT requirements for the agency pursuant to 49 CFR parts 674. These individuals include:

- Director of Safety/Chief Safety Officer

Additional designated personnel may be identified as the SMS continues to mature. Required courses for designated personnel include:

PTSCTP Required Curriculum

- SMS Awareness e-Learning1 Hour
- Safety Assurance Virtual Classroom2 Hours
- SMS Principals for Transit Classroom20 Hours
- Effectively Managing Transit Emergencies Classroom28 Hours
- Bus System Safety.....36 Hours
- Fundamentals of Bus Collision Investigations.....36 Hours

- The Director of Operations is currently PTSCTP certified and will assist the new Director of Safety until their credentials are completed. The planned completion date for this training is the end of April 2023.

Hiring and New Employee Orientation

Metro uses pre-employment screening of job-related skills for certain positions in order to ensure new employees begin their employment with a minimum awareness and competency in core job duties and responsibilities, which includes aspects of safety. The Operations and Maintenance Directors document minimum skills for new mechanics and bus operators in job descriptions and postings.

New employee orientation represents Metro's primary opportunity for delivery of one-on-one or small group training. Training on key safety-related topics, including the drug and alcohol program, is delivered through new employee orientation programs.

Metro rules and regulations available to all employees contain information on the employee safety reporting program, which encourages employees to report safety hazards, near misses, concerns, and issues. Metro also includes discussion of the employee safety reporting program as a formalized component of new employee orientation.

Operations Training

Drivers demonstrate skill and performance competency in the service to which they are assigned (fixed route or paratransit) as a part of training requirements. Metro provides ongoing/recurring training necessary to reinforce policies and procedures, as well as to provide a mechanism to brief drivers on new policies, procedures and/or regulations. Retraining is a part of the incident/event management program for drivers involved in incidents.

Specific training subject areas for Metro drivers include defensive driving training and crisis management/de-escalation training, which are delivered either by contractors or internally, as well as voluntary CPR and first aid training.

Some training on new policies and procedures is delivered directly to drivers by Supervisors or Dispatchers on an individual basis or through bulletins and handouts.

Maintenance Training

The Maintenance Director and senior maintenance staff provide most of the training for junior Metro maintenance personnel in an OJT format. Some training on new policies and procedures may also be delivered directly by Supervisors on an individual basis or through bulletins and handouts. Metro primarily ensures that maintenance staff are sufficiently familiar with job responsibilities through pre-employment screening and verification that new hires have completed sufficient job-specific training or experiential learning prior to becoming employees.

Management and Supervisor Training

Management-level training is delivered through staff meetings and can include videos covering safety training topics or other safety-focused material. Management personnel participate in outside training courses on topics including the National Incident Management System (NIMS) and Incident Command System (ICS).

Training Documentation

Metro's Human Resources Department maintains complete records of all personnel training and certification activities. Metro management periodically reviews and assesses employee training files and records to ensure completeness.

A standard checklist provides documentation for the safety components of new employee orientation and meeting sign-in sheets document safety training after initial employment. Additionally, course instructors produce records in either hard copy or digital format, and they include the date training was delivered, the instructor and/or provider of the training, the subject of the training, and a passing/failing grade or an indication of whether the training was successfully completed by each individual.

The Maintenance Director ensures that OJT delivered to maintenance staff and other frontline personnel is documented in a similar manner to classroom-based training. Signoff sheets or similar records placed in individual personnel files at the conclusion of OJT indicate the date training was delivered, the instructor and/or provider of the training, the name of the trainee, the subject of training, and a passing/failing grade or an indication of whether the training was successfully completed by the individual.

Training Program Evaluation

In order to address safety-related job functions of operations and maintenance positions and ensure that training gaps are addressed as necessary, the Safety, Operations, and Maintenance Directors periodically conduct informal analyses to determine whether gaps are present and develop new training material accordingly. The goal of these periodic analyses and assessments is to ensure that the agency has identified and provided all necessary skill training related to safe job performance for all job functions, to the level that all employees are competent to perform their safety-related duties.

Training curricula changes implemented by management for safety-related employees include updates to reflect new techniques, technologies, the results of investigations, corrective actions, and regulatory changes. New training courses or materials may also be developed in response to FTA guidance, state oversight activity, or other industry trends and best practices.

Safety Communication

Metro uses a variety of means to formally communicate safety policies, processes, activities, tools, safety issues and results to all employees. Regular communication from management to agency employees includes hazard and safety risk information of direct relevance to employees' responsibilities, as well as explanations of policy/activities/procedural changes.

An example of one communication method utilized within Metro are the Safety, Operations, and Maintenance Director's postings of safety-related bulletins and other messages in areas visible to frontline operations and maintenance employees, including at Metro's employee timeclock. Table 14 offers some other examples of dissemination methods.

Table 14. Safety Communication

Policy Directive	Frequency of Re-Issue	Communication Method	Operations	Maintenance	Administration
SMS Principles					
Drug and Alcohol Policy		New employee orientation Operating Policy Manual	x	x	x
Conflict resolution strategies			x	x	x
Accident/incident procedures for dispatch			x		
Vehicle Inspection (bus, paratransit van, and paratransit sedan) Bus Safety and Security Inspection		Trainer to trainee			
Electric scooter safety tips	Seasonal	Quarterly training	x		
Suspicious item identification and reporting					
Procedures after operator assault			x		x
National campaigns such as Distracted Driving Awareness Month		Quarterly training			
See Something, Say Something	Monthly	Flyers	x	x	x
New equipment updates		Quarterly training Trainer to trainee	x	x	
Reporting on-street incidents		New employee orientation Trainer to trainee	x	x	
Reporting non-accident MOBY incidents, suggestions, complaints, compliments, etc.		New employee orientation Trainer to trainee	x	x	x
Safe equipment use		New employee orientation Trainer to trainee Quarterly training	x	x	
New model vehicle training	As needed		x	x	

The communication technique used for a specific information release is targeted to the employees who could benefit from the information. For example, a policy change for mechanics would be discussed in their departmental meeting and posted in their area of the building.

Individual achievement is also recognized formally or informally. At the end of each year, any bus operator who had no preventable accidents receives a Safe Driver Award.

Sustaining a Safety Management System

To sustain a Safety Management System, Metro will ensure that processes are employed to build an organizational foundation. Actions taken to sustain SMS include:

Create measurement-friendly culture

All staff, including department heads, should be actively engaged in creating measurement-friendly culture by promoting performance measurement as a means of continuous improvement. Senior managers will also lead by example and utilize performance metrics in decision making processes.

Build organization capacity

Investment in developing skilled human resources capacity is essential to sustaining an SMS. Both technical and managerial skills will be needed for data collection and analysis and setting goals. Managing staff and the governing board will commit the financial resources required for organizational capacity and maintaining an SMS on a continuous basis.

Reliability and transparency of performance results

The SMS will be able to produce and report its results, both good and bad. Performance information should be transparent and made available to all stakeholders. Messengers should be protected to preserve the integrity of the measurement system. The focus should be on opportunities for improvement rather than allocating blame.

Demonstrate continuous commitment to measurement

Visible commitment to using metrics is a long-term initiative. Metro will demonstrate a commitment to performance measurement by establishing a formal process of reporting performance results, such as including transit safety and performance measurement as a standing agenda item at the Board of Directors meetings and provide relevant information to the Omaha-Council Bluffs MAPA.

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 – December 22, 2022, 2022

**MINUTES
REGULAR MEETING
REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA
2222 Cuming Street
Omaha, Nebraska, 68102
DECEMBER 22, 2022
MINUTES**

The Regional Metropolitan Transit Authority of Omaha Board met in Regular Session on Thursday, December 22, 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 and inclement weather. 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 (Virtual)
Mr. Othello Meadows, Vice Chair (Virtual)
Mr. Jay Lund (Virtual)
Mr. Daniel Lawse (Virtual)
Ms. Julia Plucker (Virtual)

Authority Staff:

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

Others Present:

Other Metro staff
MAPA staff member
Members of the public

Meeting Minutes – December 22, 2022, 2022

Agenda Item #1: Call to order

Ms. Haase called the meeting to order at 8:32 a.m. Notice of the Regular meeting was published in the Omaha World Herald on December 18, 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 #2: Approval of Minutes of Previous Regular Meeting

Ms. Haase and Ms. Cencic clarified to the Board that the previous minutes have been amended. Agenda items # 1 and #2 were flipped and have been reversed to reflect the correct order in the previous meeting. Ms. Haase entertained a motion to approve the amended minutes of the Board Meeting on November 17, 2022.

Motion by Mr. Lawse; Second by Mr. Lund

ROLL CALL:

UNANIMOUS; MOTION CARRIES.

Agenda Item #3: 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 #4: Administrative Report

(L. Cencic)

Ms. Cencic extended a thank you to all staff for the hard work of putting service out today during the winter storm. Metro had to make some adjustments to service but it took a gargantuan effort on the part of staff, the Union, the mechanics, and operators to be out there serving the needs of the public today.

Ms. Cencic informed the Board that staff have been working diligently in partnership with the Omaha Streetcar Authority on a number of things. Metro serves on multiple committees and subcommittees working with the design and planning for the upcoming streetcar. Ms. Cencic is working closely with the City in partnering with NDOT on setting up a state safety oversight committee and working with FTA on those requirements. This is something that is ongoing and will probably take a couple of years to be fully running but it is important for moving forward. Additionally, the City of Omaha has organized an upcoming meeting to take place in January that will begin looking at an extension potential of the streetcar to the north. This extension would be in addition to and outside of the current interlocal agreement with the City of Omaha. Ms. Cencic will keep the Board informed as more information develops.

Ms. Cencic shared with the Board that Metro has an existing Transit Advisory Committee (TAC) that meets monthly to review policies and actions of the Board, make recommendations to staff on general operating challenges and constraints, and act as the primary processors of appeals for MOBY applications that have not

Meeting Minutes – December 22, 2022, 2022

been approved. Beginning in December 2022, Metro moved TAC to be under the guidance of the Communications Department. Conversations have started pertaining to how best to reinvigorate the committee, update and add more members, and think about the overall roles of the committee. Ms. Cencic expects to bring updates to the Board in the future on these changes in the coming months.

Discussion was had.

Agenda Item #5a: Administrative Reports

(D. Grant)

With this being the last Board meeting of 2022, Mr. Grant extended a thank you to all staff. This has been a very busy, impactful, and change-heavy year. Thanks to all staff for navigating and leading us through all of this change into the future of Metro. Thanks to all of the team for all of the efforts made in 2022.

In the month of December, 10 individuals started new roles at Metro. Additionally, there is another group of 12 that will start in 11 days. Those starting in December were 2 Mechanics, 1 Mechanic Helper, 6 Bus Operators, and 1 Paratransit Operator.

The HR Team is also starting to spend significant time in planning to go paperless and to adopt the new HR/Payroll system. This is a big change and there will be a lot to learn. The new system operates very differently from how things were handled previously but the team is excited for this change and has started preparing to ensure Metro is ready for this new technology.

Discussion was had.

Agenda Item #5b: Administrative Reports

(I. Maldonado)

Mr. Maldonado extended a thank you to staff who have done a fantastic job getting services out today during the winter storm. Staff worked overnight to prepare parking lots and make sure everything was operational. Staff were also out at 4 am to monitor road conditions. Dispatchers and Union members have all been working closely since yesterday, plus Metro's Maintenance staff, the Communication team and everyone else have done amazing work to ensure that Metro is operating out in the community today and tomorrow.

Mr. Maldonado updated the Board that staff continue their efforts to maintain safe and reliable transportation and good customer service. However, earlier this month Metro experienced staffing challenges in the Maintenance Department, mainly due to illness which affected the number of vehicles required for service delivery. Staff from various departments collaborated to minimize customer inconveniences. Information was posted on Metro's website, social media channels, and MyRide so riders were aware that services had to be adjusted for approximately one week this month. Overall, Metro staff did a fantastic job, Metro did not receive a large number of concerns from riders because of the amazing work the staff did to notify customers of the issues Metro faced with vehicle shortages at the time.

On the first of November, Route 3 was forced to be placed on detour from F and Grover Streets due to the 42nd Street Bridge Reconstruction project. Metro received last minute news that forced this detour into place. The construction will last for at least one year. Due to this detour, Route 3 is running approximately 50% on time. Operators are leaving early in order to make the final connections at the end of the route but even with this adjustment, Route 3 is operating approximately 5 minutes off the scheduled time during non-rush hour periods

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and approximately 10-15 minutes behind schedule during rush hour periods. To correct the timing on this route, Metro will be adding one bus to this route next month. It is believed that this adjustment will improve on-time performance. This route has been concerning and Metro staff have been working hard to monitor the issue closely. Metro has made a couple of changes already to try to enhance service but unfortunately the detour adds approximately 3 additional miles to the route. This is an exceptionally long detour and unfortunately this has caused the delays on this specific route, but Metro staff have communicated this issue to customers. Those who ride this route are now familiar with the fact that the route itself runs late more frequently because of the detour.

The Board that the Director of Safety in collaboration with members of the Safety Committee, leadership staff and other personnel is currently updating Metro's Public Transportation Agency Safety Plan to be in compliance with the Federal Transit Administration guidelines. The plan will incorporate updates regarding Metro's procedure to identify hazards and threats. It will include language regarding the use of hazard assessment forms. The plan will describe the training requirements of the new Safety Director as well as other safety personnel. A summary of the updated version of the Public Transportation Agency Safety Plan will be presented to the Board hopefully in January 2023.

Mr. Maldonado along with the Director of Transportation and the Director of Operations participated in the Omaha Streetcar Safety and Operations Committee. Other members of Metro have also participated in various committees of the Omaha Streetcar Authority.

Mr. Maldonado shared with the Board that last Friday, Metro held a graduation ceremony for 2 fixed route operators, 1 paratransit operator and 1 mechanic technician.

Metro continues negotiations with 2 bargaining unions and anticipates having a copy of the Union ratified contracts for review and approval at the February 2023 Board meeting.

Mr. Maldonado informed the Board that in December, Metro participated in the annual Stuff the Bus event to help St Vincent De Paul food pantry. Two buses were used for this event.

Earlier this month, Metro's team met with representatives from Intelliride, Metro's customer service information and MOBY reservation vendor provider. The purpose of the meeting was to provide performance feedback and seek ways to improve customer service, MOBY reservation processes, and communications.

Due to this week's anticipated severe weather conditions, from today through Sunday, the Metropolitan Utilities District (MUD) will be running propane gas in their natural gas lines. As a result of that, for a couple of days Metro will not be able to use its CNG facilities. Arrangements have been made for Metro to fuel up at the CNG facilities at SAPP Brothers in Council Bluffs. This has affected the number of buses available for service delivery and as a result of this, Metro has adjusted most routes to operate on a Saturday schedule for the next two days. Information has been posted on the Metro website, social media channels and MyRide.

Discussion was had.

Agenda Item #5c: Administrative Reports

(N. Ebat)

Ms. Ebat joined other management staff in thanking all team members who are out there keeping us moving during these extreme weather conditions, and in particular, I want to thank my team for keeping up with the amount of communication coming from Dispatch and Field Supervisors about what areas of town are getting slick, what kind of route changes we should be considering. That has really helped the Communications team push that information out to make sure our riders are getting notifications as quickly as possible.

In December, Metro hosted the Wheel Appeal Reveal for the 2 winning artists for Metro's buses. Each of them brought a large number of family members so there were a lot of really excited people at Metro that day. Metro staff captured quite a few lovely pictures and there were even some tears. Pictures from this even did really well

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online and Metro continues to receive positive feedback from the community when people see the buses. We sent those buses to the Stuff the Bus drive with WOWT. Brought in 34,000 pounds of food to those two local pantries, 5,000 toys, and more than \$5,500.

Throughout the month, the Communications Team posted a number of pushes to encourage people to take the City's survey in developing the Active Mobility Masterplan. No one goes from a bus stop to a bus stop. Metro wants people to walk as well, and they should be able to have a say in what kind of masterplan the City is developing.

The Communications Team spent some time going through and refining Metro's snow route plans and procedures, and how those are being pushed out to riders. Metro had a couple of small storms earlier in the month that helped work out the bugs, identify any choke points in communications and refine the process in preparation for the weather conditions today.

Metro made a soft announcement for the continuation of the K-12 Rides Free program. This resulted a lot of renewed interest in how students and parents can take advantage of this program. People who are newer to riding the bus have been inquiring about how they can go about using the program. Metro has received a lot of questions about this program since the announcement and Metro's team has been here to answer those questions.

Leading up to the weather situation today, the Communications team started actively preparing for this about a week ago. Staff began priming riders on how to deal with the cold winter weather. Conditions can change in the hours and minutes leading up to the actual storms. The Communications team did not have a specific plan at that time but wanted to make sure riders were preparing ahead of time, understood how to dress for the cold weather, and could recognize symptoms of frostbite and hypothermia. The team pulled together information about the warming centers to help people as much as possible when they are outside dealing with the extreme cold. People out there today may not have a choice in transit, and Metro wants to make sure that they are staying as safe as possible. Once a more formal plan was laid out, staff started sending out notifications to the Metro website and MyRide with details about routes and how buses would be running during the storm. Staff also put out a media alert that was included in several channels' winter weather coverage over the course of the week leading up to the storm. Metro also sent out printed rider alerts to reach as many riders as possible who may not have access to technology. Staff included information to operators so the information could be shared with their riders. Quite a bit of information was released across all social media platforms. The information received the most attention on Instagram which is not usually a platform that gets much attention for Metro. Once service decisions were made and then through the hours leading up to early this morning, the Communications team pushed out more information via social media with graphics to hopefully help people better understand the information as much as possible. A newsletter was also sent out last night to subscribers who had signed up for updates on Metro's express routes. Lastly, information was posted at transit centers and ORBT stations. Customer service has been prepped throughout this process as well. As of right now, it seems like things are going smoothly as possible. Thanks to Operations for working so closely with the Communications team to help communicate as effectively as possible.

Discussion was had.

Agenda Item #6: Request Extension of Metro/General Drivers and Helpers Union Local 554 Collective Bargaining Agreement

(I. Maldonado)

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.

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

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

Discussion was had.

Motion by Mr. Meadows; Second by Mr. Lawse

ROLL CALL:

UNANIMOUS; MOTION CARRIES.

Agenda Item #7: Request Extension of Metro/ Transport Workers Union of America AFL-CIO Local 223 Collective Bargaining Agreement

(I. Maldonado)

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 become necessary.

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

Discussion was had.

Motion by Ms. Plucker; Second by Mr. Meadows

ROLL CALL:

UNANIMOUS; MOTION CARRIES.

Agenda Item #8: Request Approval for the Amendment of Operating Policy 27, Purchasing

(L. Cencic for W. Clingman)

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.

Discussion was had.

Motion by Mr. Lawse; Second by Ms. Plucker

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ROLL CALL:

UNANIMOUS; MOTION CARRIES.

Agenda Item #9: Request Approval of Standing Purchase Orders – Fiscal Year 2023

(L. Cencic for W. Clingman)

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.

Discussion was had.

Motion by Mr. Meadows; Second by Mr. Lawse

ROLL CALL:

UNANIMOUS; MOTION CARRIES.

Agenda Item #10: Request Approval of Title VI Monitoring of Service Standards & Policies

(E. Schweitz)

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

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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.

Discussion was had.

Motion by Mr. Lawse; Second by Mr. Meadows

ROLL CALL:

UNANIMOUS; MOTION CARRIES.

Agenda Item #11: Request Approval of Title VI Program Update (2019-2022) (A. Pigaga)

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.

Discussion was had.

Motion by Mr. Lawse; Second by Mr. Lund

ROLL CALL:

UNANIMOUS; MOTION CARRIES.

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Agenda Item #12: Board Chair Report

(A. Haase)

Ms. Haase shared with the Board that the Planning & Policy Committee met to discuss the items presented to the Board today and to discuss items to be covered in 2023. Ms. Haase appreciates the work that has been done on these items to update policies. Some of these policies have not been reviewed in a long time. The committee will continue to move forward on these in 2023. Ms. Haase extended a thank you to everyone for their hard work in getting service out during the winter storm. A big thank you also went out to everyone at metro as the year ends. Metro achieved a lot in 2022 but is also looking forward to the opportunities coming in 2023. Lastly, Ms. Haase wished everyone a happy and safe holiday.

Ms. Cencic shared that the Operations Committee did not meet this month but will be busy in the future as Metro finalizes negotiations.

Agenda Item #13: Date, Time and Place of Next Board Meeting

Thursday, January 26, 2023, at 8:30 a.m. to be held at Metro Transit Authority's Administrative Building.

Agenda Item #14: Adjournment

There being no further business to come before the Board, a motion was entertained to adjourn the meeting at 9:33 a.m.

Motion by Mr. Meadows; Second by Mr. Lund

ROLL CALL:

UNANIMOUS; MOTION CARRIES.

Ms. Amy Haase – Chair

Recording Secretary

Jan

Recruiting Report

	Jan Hires	Proj. Remaining Need	Recruiting Activity Notes
All Roles	13	24	13 people started new roles at Metro in the month of January. Of those 13, four were internal promotions.

Operations				
	Bus Operators - Omaha	4	8	Currently reviewing and interviewing candidates.
	Paratransit Operators	1	2	Currently reviewing and interviewing candidates.

Maintenance				
	Mechanic III		5	Currently reviewing and interviewing candidates.
	Mechanic Helper		1	Currently reviewing and interviewing candidates.
	Body Shop Mechanic		1	Currently reviewing and interviewing candidates.

BG&E				
	1st Class Building	2		TJ Viles & Tad Perman were promoted in the month of Jan

Custodial				

Jan

Recruiting Report

Role	Hires	Proj. Remaining Need	Recruiting Activity Notes
Admin Staff	6	2	
<i>Maintenance Supervisor</i>	2		Judd Poor & Jeff Druce started in the month of January
<i>Civil Rights & Inclusion Director</i>	1		Alicia Johnson started January 3rd
<i>Procurement & Contracts Manager</i>		1	Currently reviewing and interviewing candidates.
<i>Paratransit Manager</i>	1		John Owens was promoted
<i>Sr. Manager of Planning & Scheduling</i>	1		Evan Schweitz was promoted
<i>Fleet Maintenance Dir</i>		1	Currently reviewing and interviewing candidates.
Accountant & Grant Administrator	<u>1</u>		<i>Sherri Leavers started Jan 23rd</i>

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

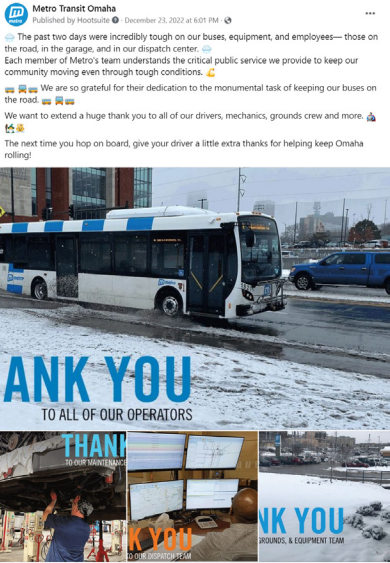
SOCIAL MEDIA SUMMARY

12.1.22 - 12.31.22



Facebook: **Metro Transit Omaha**

Posts: 27
 Reach: 31,493
 Reactions: 269
 Comments: 47
 Shares: 81
 14 new page likes | 27.3% increase



Twitter: **@rideORBT**

Tweets: 61
 Impressions: 66,800
 Avg. 1,070 impressions/post for the year
 Mentions: 33
 Profile visits: 1,528
 13 new followers | 1.19% increase



Instagram: **@metrotransitoma**

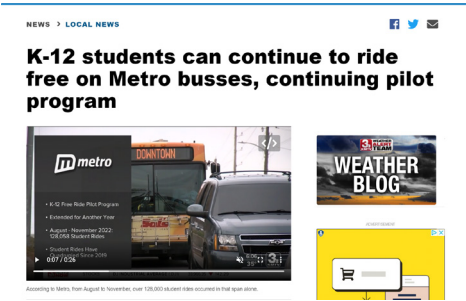
Posts: 16
 Likes: 733
 Avg. 27.77 likes/post for the year
 Comments: 5
 46 new followers | 3.45% increase



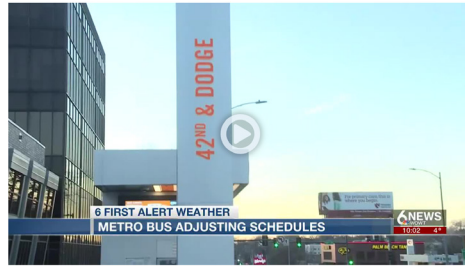
EARNED MEDIA SUMMARY

12.1.22 - 12.31.22

27 stories | 22 outlets



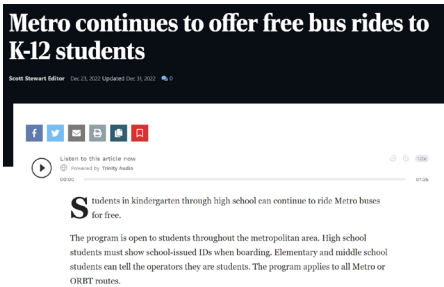
KMTV- K-12 Rides Free extended



WOWT - Extreme cold bus schedules



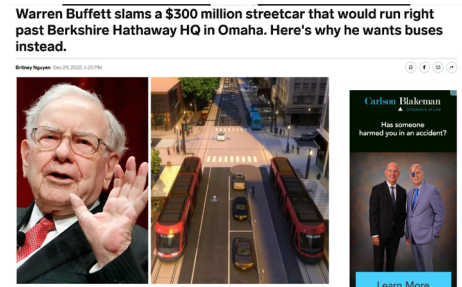
OWH - Day after winter storm



Bellevue Leader - K-12 Rides Free



KPTM- Winter storm schedule



The Insider - Buffett on streetcar

Stuff the Bus



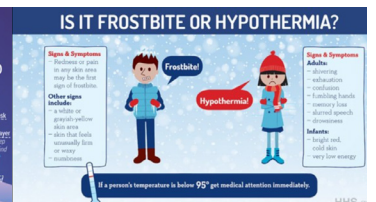
Metro continued its partnership with WOWT in its winter “Stuff the Bus” drive. Two of our buses were staged in two separate locations- 84th & Dodge and 192nd & Dodge. During a monthlong joint outreach campaign, we asked the community to donate food for several food pantries in the metro. We also asked for monetary donations. In the end, the drive brought in about 34K pounds of food, about 5k toys, and \$5,500.

Extreme weather



The Omaha Metro faced extreme cold in December. The Communications team recognizes getting to and from the bus is also part of riders’ experiences and safety on our system. We gathered information from outside sources on cold-weather safety and shared them in spaces our riders could access easily:

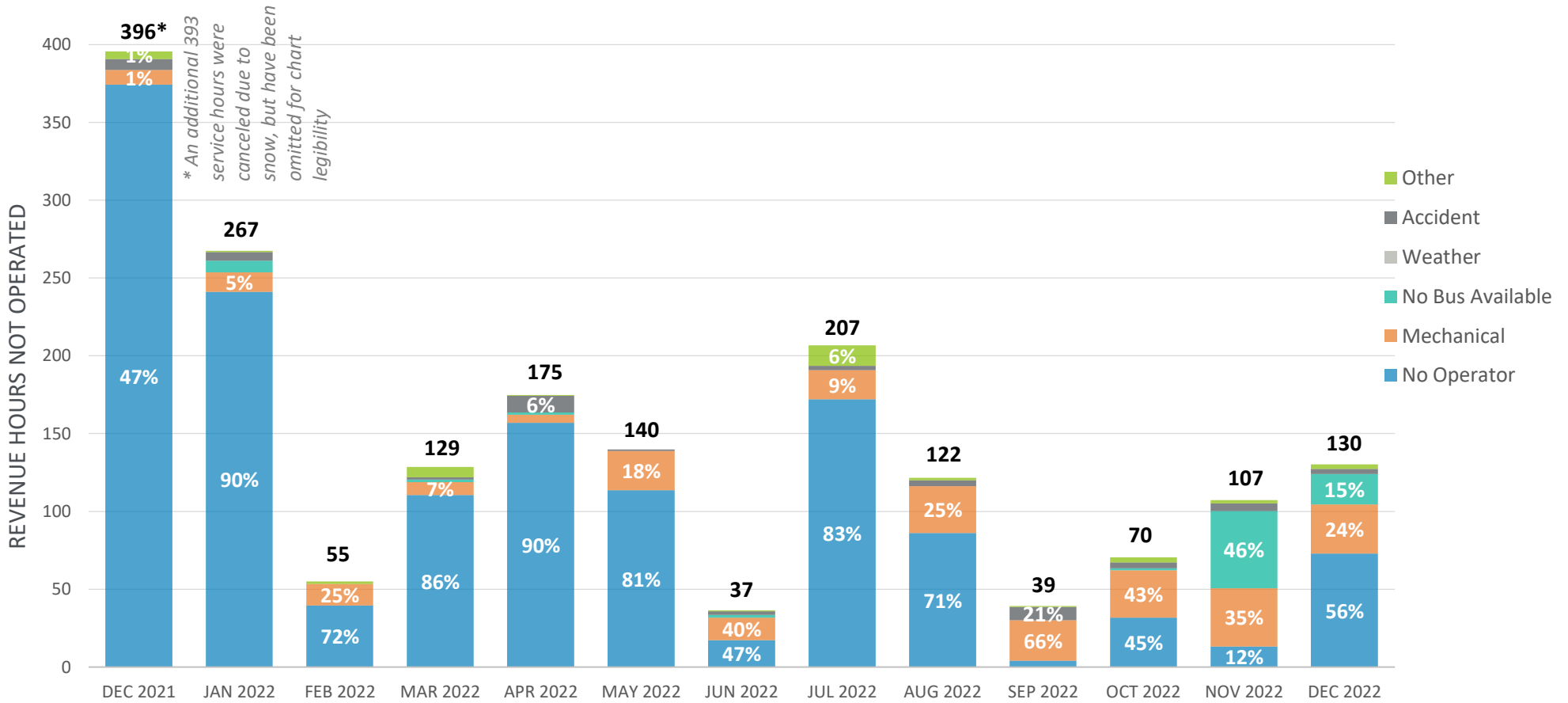
- Winter riding tips page
- MyRide alerts
- Twitter



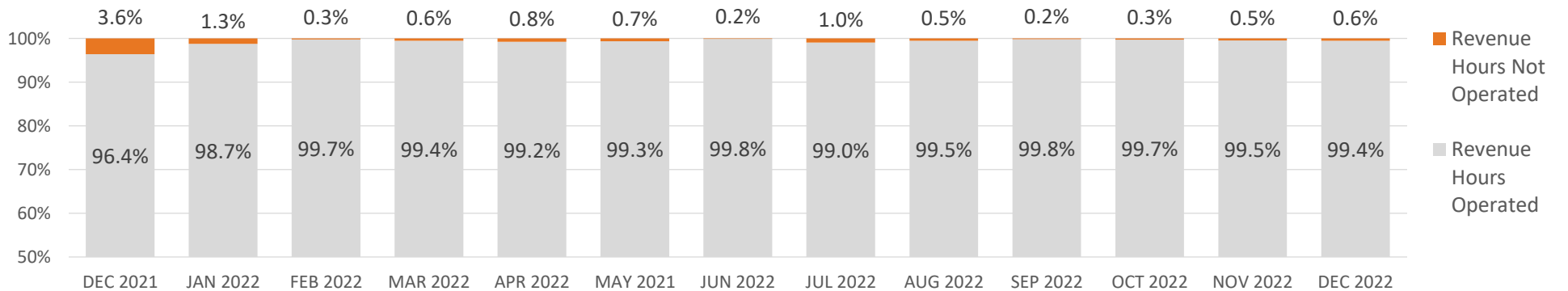


MONTHLY SERVICE INTERRUPTIONS

REVENUE HOURS NOT OPERATED BY TYPE

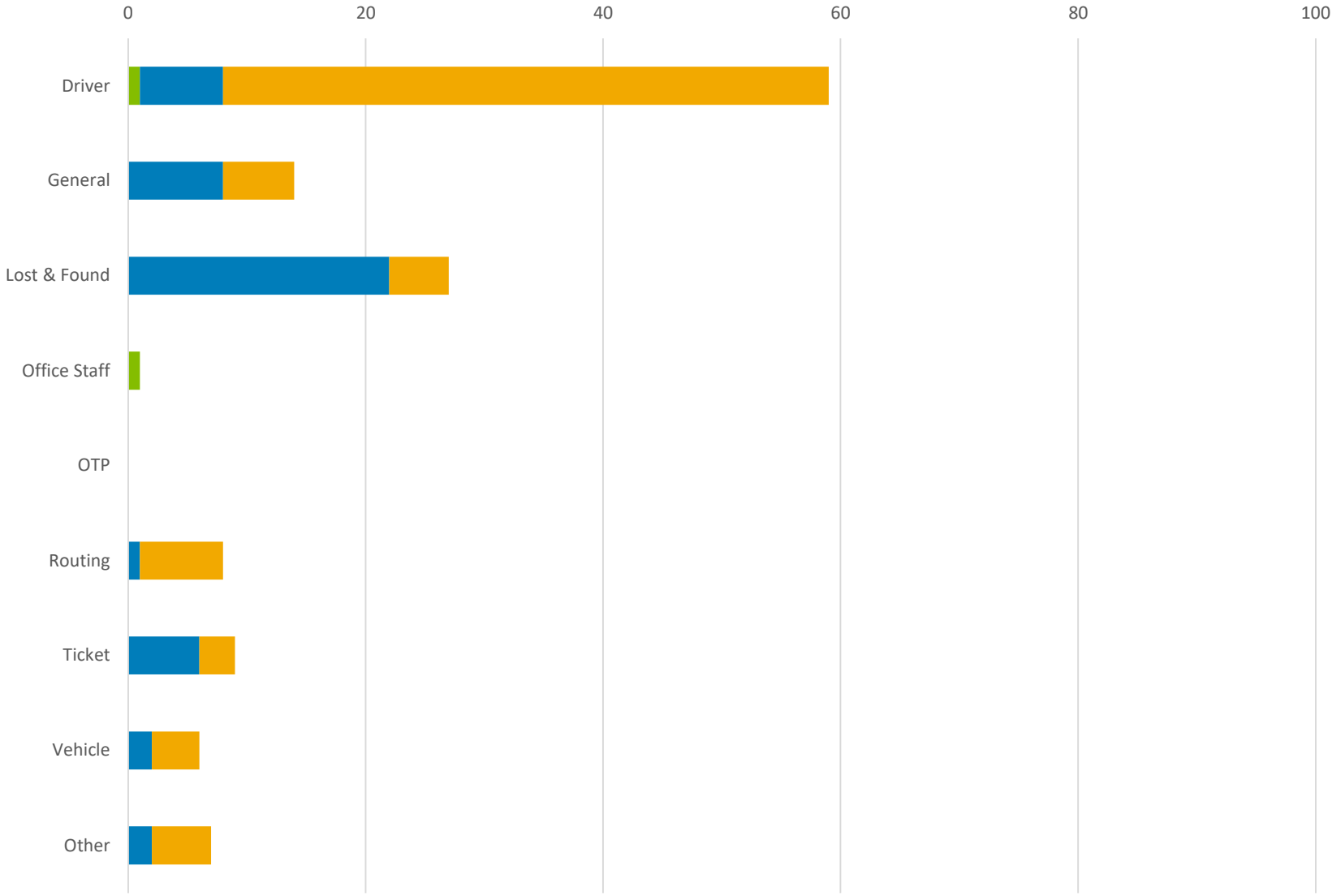


Percent of Total Revenue Hours

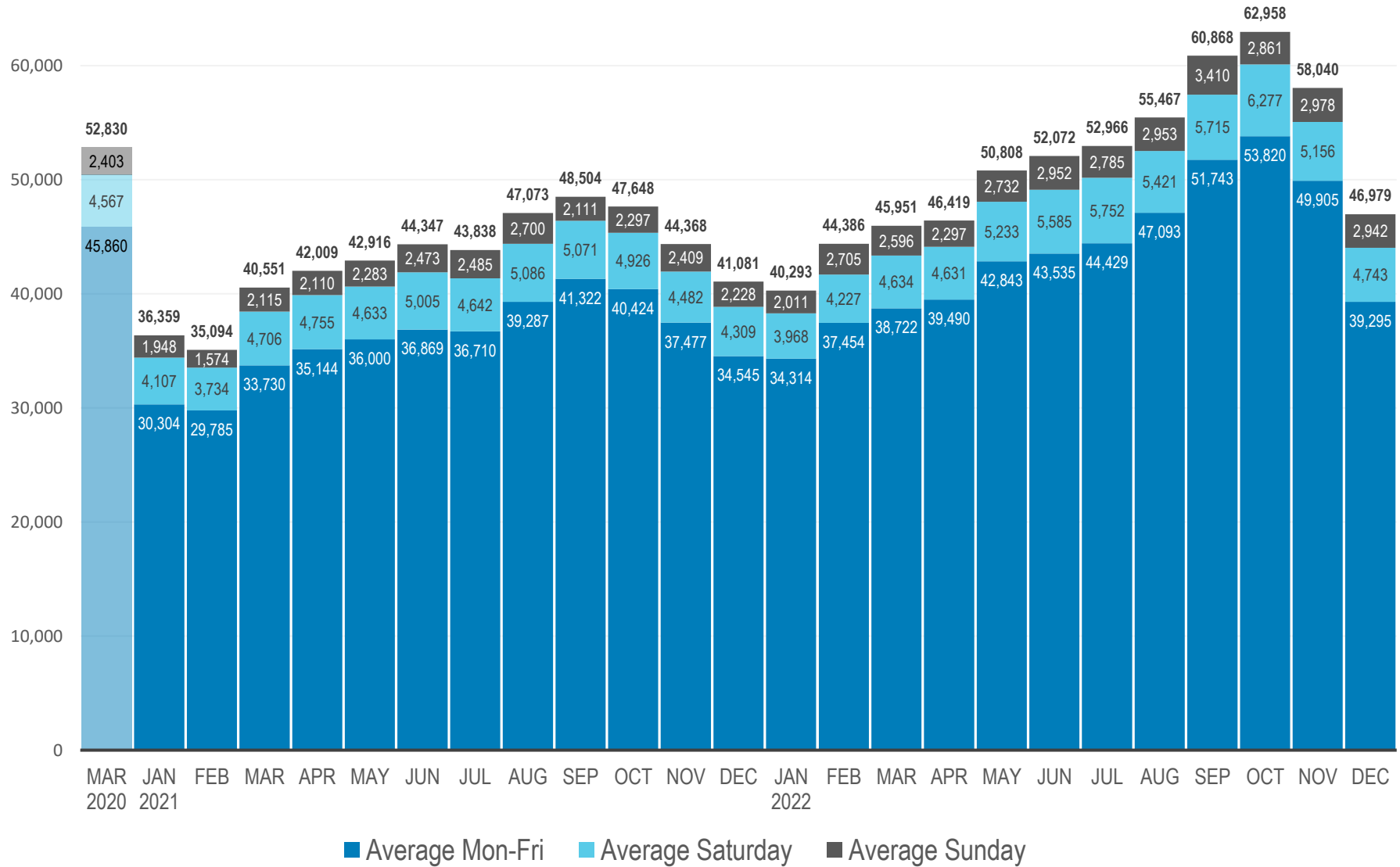


December 2022 Fixed Route Registered Customer Service Concerns by Category

■ Positive ■ Neutral ■ Negative



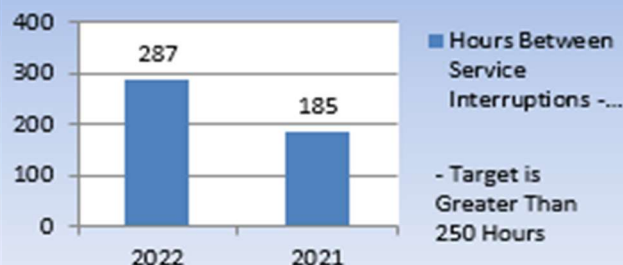
COVID-19 Impact on Average Weekly Ridership



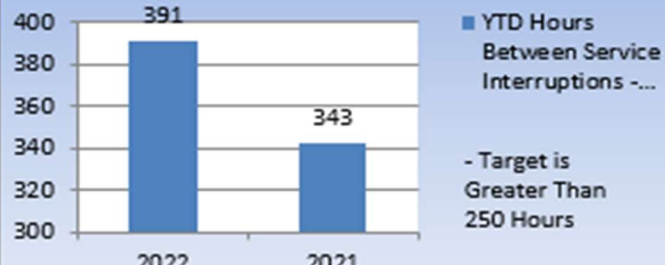
Metro Transit Operations Report December 2022

Current Month	2022	2021	Variance	Year to Date	YTD 2022	YTD 2021	YTD Variance
Service				Service			
Service Hours	22960	21035	9.15%	Service Hours	259863	241212	7.73%
Service Miles	318771	290212	9.84%	Service Miles	3588932	3E+06	8.93%
Interruptions				Interruptions			
	80	114	-29.82%		664	704	-5.68%
Hours Between Interruptions	287	185	55.54%	Hours Between Interruptions	391	343	14.22%
Miles Between Interruptions	3985	2546	56.52%	Miles Between Interruptions	5405	4680	15.49%
Target Miles	3350	3350		Target Miles	3350	3350	
Road Calls				Road Calls			
	25	28	-10.71%		417	442	-5.66%
Miles Between Road Calls	12751	10365	23.02%	Miles Between Road Calls	8607	7454	15.46%
Paratransit				Paratransit			
Total Van Trips	6834	6571	4.00%	Total Van Trips	69669	63615	9.52%
Passenger Hours	4374	3785	15.56%	Passenger Hours	36068	36903	-2.26%
Trips per Hour	1.56	1.74	-10.00%	Trips per Hour	1.93	1.72	12.05%
Passenger Miles	49793	41504	19.97%	Passenger Miles	453781	416071	9.06%
Trips per Mile	0.1372	0.1583	-13.31%	Trips per Mile	0.1535	0.1529	0.42%
Taxi Trips	0	0	0.00%	Taxi Trips	0	0	0.00%
Total Trips - Van & Taxi	6834	6571	4.00%	Total Trips - Van & Taxi	69669	63615	9.52%

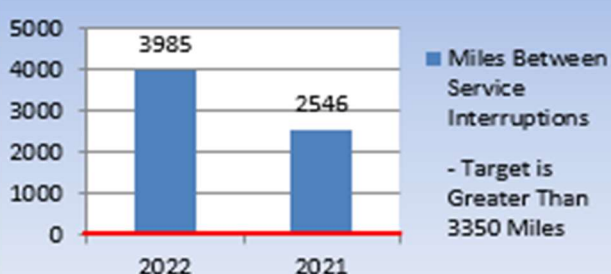
Hours Between Service Interruptions - December 2022 & 2021



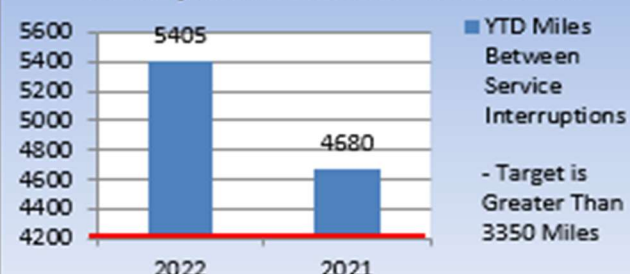
YTD Hours Between Service Interruptions December - 2022 & 2021



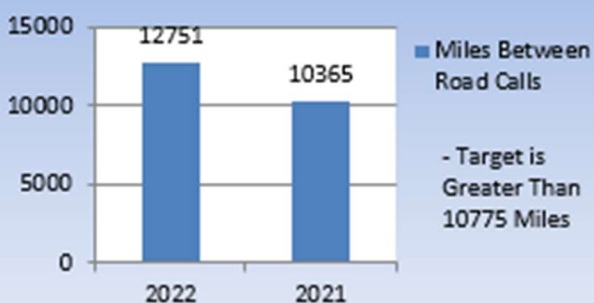
Miles Between Service Interruptions - December 2022 & 2021



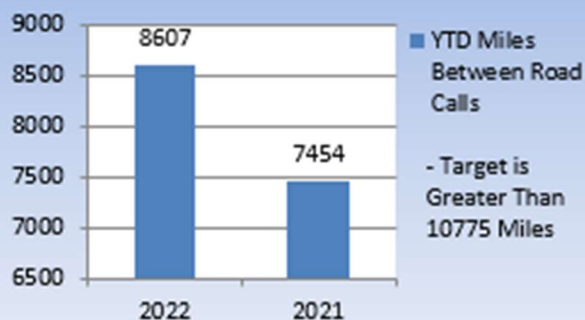
YTD Miles Between Service Interruptions December - 2022 & 2021



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



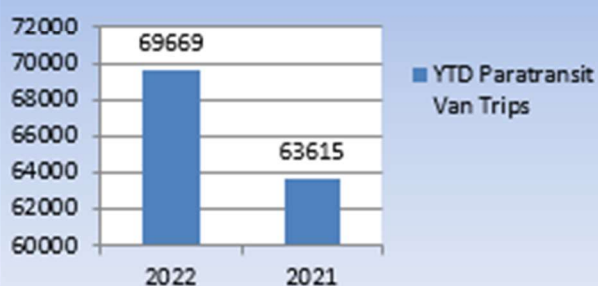
**YTD Miles Between Road Calls
December - 2022 & 2021**



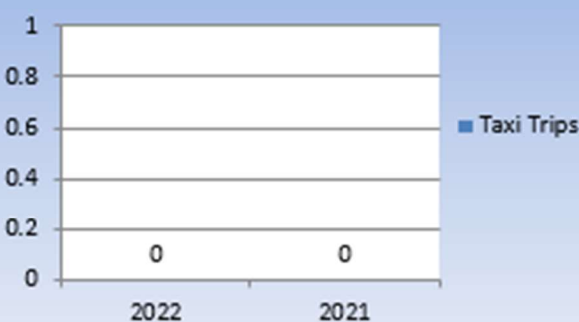
**Paratransit Van Trips
December- 2022 & 2021**



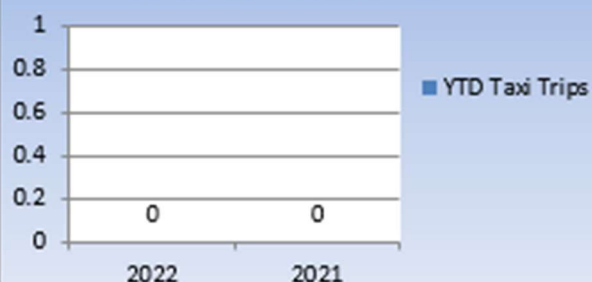
**YTD Paratransit Van Trips
December- 2022 & 2021**



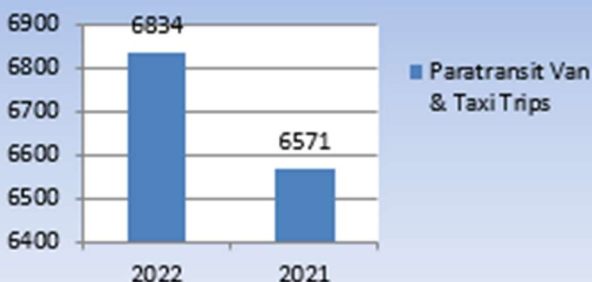
Taxi Trips December- 2022 & 2021



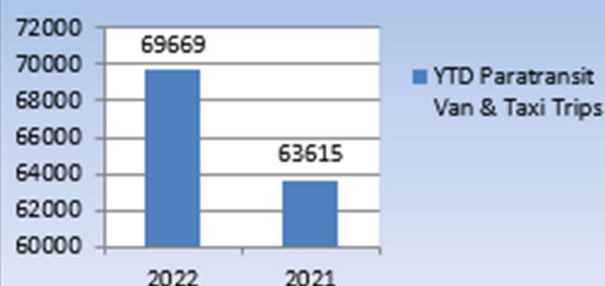
**YTD Taxi Trips
December - 2022 & 2021**



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



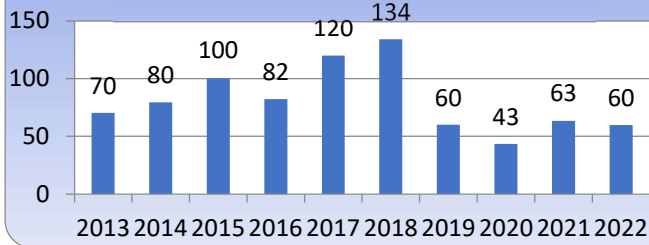
**YTD Paratransit Van & Taxi Trips
December- 2022 & 2021**



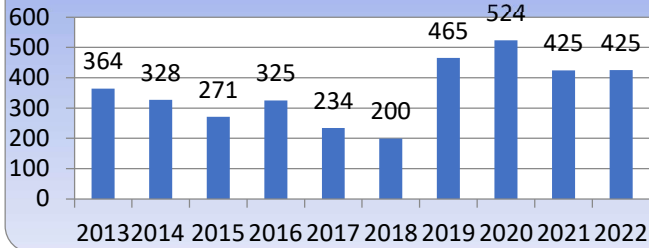
Service Interruptions Detail

	Dec-21	Dec-22			2021	2022	
Type	2021	2022	Difference		YTD	YTD	Difference
Accident	5	3	-2		32	30	-2
Unsanitary Bus	1	0	-1		13	4	-9
Delayed Out Operator	95	22	-73		395	317	-78
Bus Operator Family Emergenc	0	1	1		2	5	3
Drunk on Bus - Police Called	0	1	1		7	2	-5
Passenger Emergency	1	0	-1		6	2	-4
Weather	1	0	-1		8	0	-8
Mechanical	11	43	32		215	274	59
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	10	10		64	48	-16
Total	114	80	-34		746	686	-60
Mechanical Reasons	Dec-21	Dec-22			2021	2022	
Air Conditioner/Heater	0	1	1		2	5	3
Air pressure went down	0	1	1		9	12	3
Brake Problem	1	1	0		7	20	13
Broken Belt	0	0	0		0	0	0
Bus Body Problem	0	0	0		2	4	2
Bus shut down	7	17	10		55	122	67
Delayed by Train	0	0	0		1	1	0
Door Problem	0	1	1		5	11	6
Electrical Problem	0	2	2		9	17	8
Farebox	0	0	0		4	5	1
Leaking Fluid	1	1	0		24	21	-3
Leaking fuel	0	0	0		1	1	0
Lift malfunction	0	0	0		2	5	3
Light problem	0	1	1		6	8	2
Low water	0	5	5		0	21	21
Mirror Broke	0	0	0		7	9	2
No power	0	1	1		12	24	12
Power Steering Problem	0	0	0		3	4	1
Oil Pressure	0	0	0		1	1	0
Overheated	0	0	0		9	16	7
Radiator Leak	0	0	0		1	5	4
Seat Problem	0	0	0		0	2	2
Starting problem	0	0	0		5	6	1
Suspension problem	1	1	0		7	14	7
Tire problem	1	3	2		17	29	12
Transmission malfunction	0	1	1		7	13	6
Unknown Mechanical	0	6	6		19	67	48
Windshield Wipers	0	1	1		0	2	2
Total	11	43	32		215	445	230

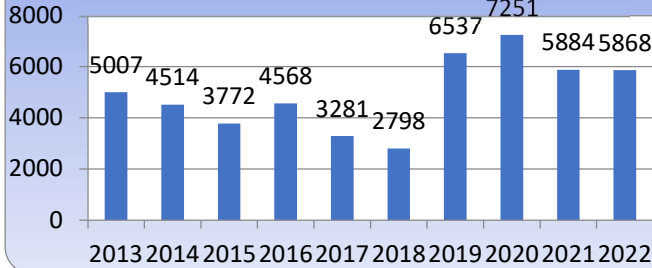
Service Interruptions



Hours Between Interruptions



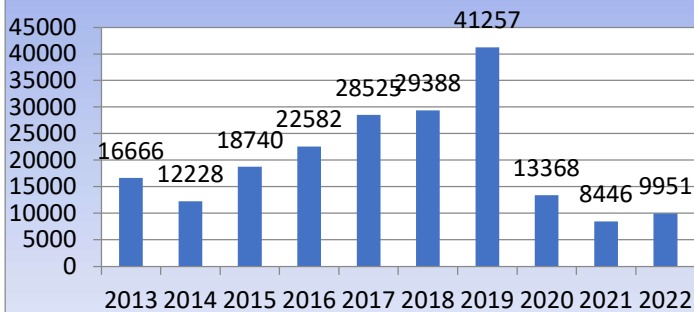
Miles Between Interruptions



Roadcalls



Miles Between Roadcalls



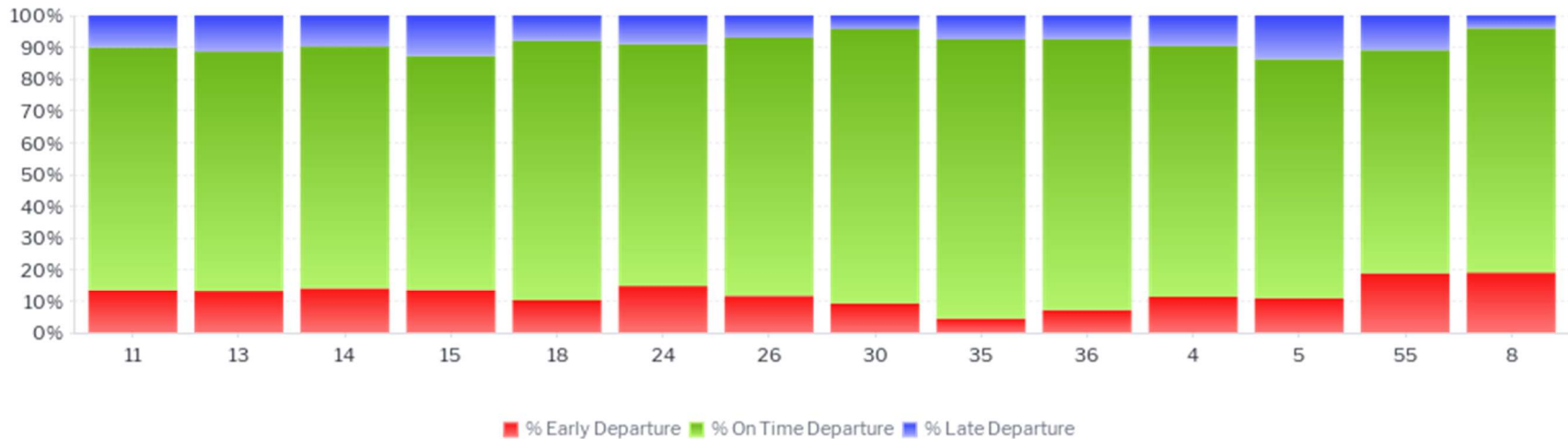
December 2022 OTP

Departures: On-Time Performance (System Wide)

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

Month	Start Date	End Date	Early Departs	% Early Departure	On Time Departs	% On Time Departure	Late Departs	% Late Departure	Total
December	12/1/22	12/31/22	15,863	11.9%	105,680	79.3%	11,765	8.8%	133,308

Departures: On-Time Performance by Route

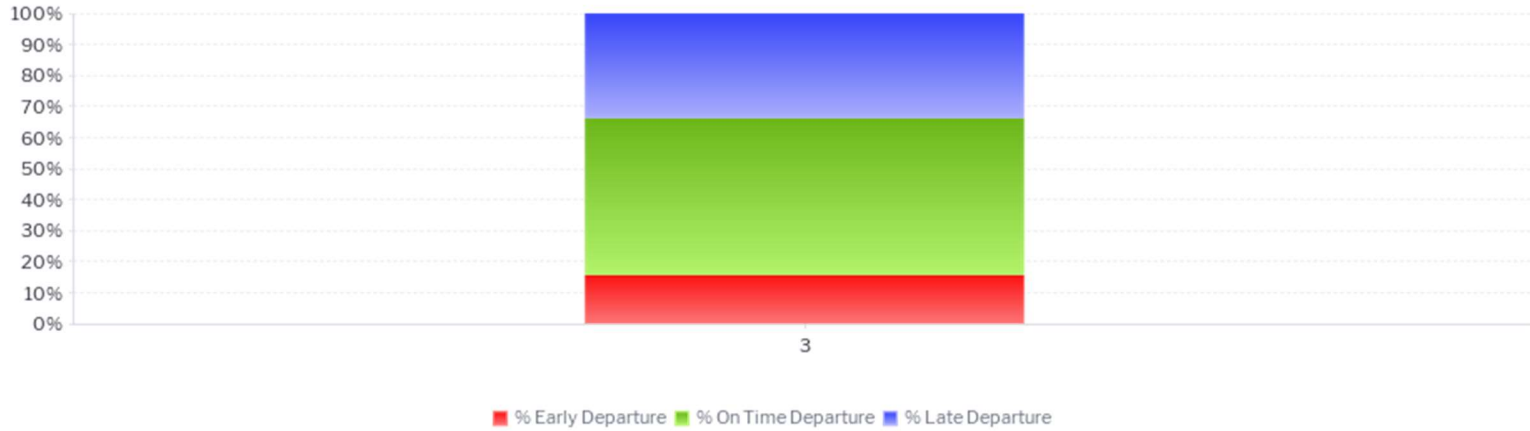


December 2022 OTP

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

Route 3

Departures: On-Time Performance by Route



Start Date	End Date	Route	Route	Early Departs	% Early Departure	On Time Departs	% On Time Departure	Late Departs	% Late Departure	Total
12/1/22	12/31/22	3	North 40th / South 42nd	2,306	15.6%	7,493	50.6%	5,010	33.8%	14,809
				2,306		7,493		5,010		14,809

December 2022

Registered Customer Service Concerns by Category

Total Calls	12555
Bus	8037
MOBY	4518

Calls by Category

	Total	Positive	Neutral	Negative	Percentage
Driver	62	1	7	54	44.60%
General	14	0	8	6	10.07%
Lost and Found	29	0	23	6	20.86%
Office Staff	3	2	0	1	2.15%
Other	8	0	2	6	5.76%
OTP	0	0	0	0	0.00%
Routing	8	0	1	7	5.76%
Ticket	9	0	6	3	6.47%
Vehicle	6	0	2	4	4.31%
Total	139	3	49	87	100.00%
Percentage	100%	2.15%	35.25%	62.59%	