

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

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

1. Call to Order: The Notice of the Regular Meeting was published in the Omaha Daily Record on July 19, 2024.
2. Approval of Minutes of Previous Meeting:
 - a. Regular Meeting: June 27, 2024
3. General Public Comment Period
This is an opportunity for members of the audience to be heard regarding topics related to the Regional Metropolitan Transit Authority of Omaha, not on the agenda for a maximum of 2 minutes.
4. Administrative Report (L. Cencic)
5. Administrative Reports:
 - a. Administration/Human Resources (D. Grant)
 - b. Programs/Operation (K. Pendland)
 - c. Communications (N. Ebat)
6. Resolution: 2024-19 Request Approval to Award Mobile Cellular Services Contract (L. Del Rio Lopez)
7. Resolution: 2024-20 Request Approval to Award Mobile Cellular Devices Contract (L. Del Rio Lopez)
8. Resolution: 2024-21 Request Approval to Award Transit Bus Tire Contract (L. Del Rio Lopez)
9. Board Chair Report (D. Lawse)
10. Date, Time, and Place of Next Regular Board Meeting
Thursday, August 22, 2024, at 8:30 a.m.
Authority's Administrative Building
11. Adjournment

REGULAR BOARD MEETING
REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA
2222 Cuming Street
Omaha, Nebraska, 68102
June 27, 2024
8:30 a.m.

MINUTES

The Regional Metropolitan Transit Authority of Omaha Board met on Thursday, June 27, 2024, at 8:30 a.m., in person at the Authority's Administration Building, 2222 Cuming Street, Omaha, Nebraska 68102, and virtually. Notice was published in the Omaha Daily Record on June 21, 2024, in advance of the meeting. For the benefit of the public in attendance, a copy of the Open Meetings Law is posted in the meeting room and the Agenda is published on the display in the facility lobby. The following persons were in attendance at the meeting:

Authority Board:

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

Authority Staff:

L. Cencic, CEO/Executive Director
K. Pendland, Interim Deputy Executive Officer
D. Grant, Human Capital, and Talent Development Director
E. Simpson, Legal Director (Virtually)
W. Clingman, Finance Director
J. Willoughby, Senior Project Manager (Virtually)
R. Sherping, Safety Director (Virtually)
A. Johnson, Civil Rights & Inclusion Director (Virtually)
J. Beverage, Maintenance Director (Virtually)
N. Ebat, Sr. Manager of Communications & Community Relations
S. Perry, Executive Administrator & Board Secretary

Others Present:

Other Metro staff
Members of the public

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

Agenda Item #1 Call to Order at 8:34 am

Notice was published in the Omaha Daily Record on June 21, 2024, in advance of the meeting. For the benefit of the public in attendance, a copy of the Open Meetings Law is posted in the meeting room and the Agenda is published on the display in the facility lobby.

Agenda Item #2 Approval of Minutes of Previous Meeting

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

- a. Regular Meeting: April 25, 2024

Motioned by Plucker; Seconded by Haase

ROLL CALL:

UNANIMOUS (MEADOWS ABSENT, LUND ABSTAIN), MOTION CARRIES

- b. Regular Meeting: May 23, 2024

Motioned by Haase; Seconded by Plucker

ROLL CALL:

UNANIMOUS (MEADOWS ABSENT, LUND ABSTAIN), MOTION CARRIES

Agenda Item #3 General Public Comment Period

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

No public comments were presented to the Board.

Agenda Item #4 Administrative Report

(L. Cencic)

Ms. Cencic opened her report with ridership updates. For May, Metro's ridership was over 291,000 which is a weekly average of 67,000 trips. This is 9,000 more this year than May last year. Metro's K-12 Rides Free Program has been very impressive with 52,000 rides through May for a total of 560,000 rides this past school year. This was a 50% increase from the prior school year. Since its inception, the program is just shy of 1.1 million rides.

For CWS this year, ORBT and other services were available one hour after the end of games to ensure spectators made it back to their destinations. Data is currently being gathered regarding the final ridership numbers; however, strong ridership was observed from the first week. There were packed buses and that was as a result of plenty of help from staff, and volunteer ambassadors guiding people to their buses.

Ms. Cencic thanked staff including Dana Stump, Justin Hutchinson, Temesha Williams, Valerie Spencer, Hussein Reza, Milton Currington, Eren Gomez, and Sara Moulton who played a huge role in making this happen.

Metro is currently working on a partnership with the Omaha Public Library. It's in the early planning stages, this partnership would make it easier to access digital materials while riding the bus such as e-books, audiobooks, movies, and music utilizing Metro buses' free wifi.

Metro is also in the preliminary stages of working with the Vision Zero team at the City Planning Department on pedestrian safety measures in South Omaha. Metro is not only about connecting people, places, and opportunities from bus stop to bus stop but also the entirety of the trip. More details to come.

TSA Administrator, David Pecoske, will be visiting Metro on July 22nd. Transit in general falls under TSA however a lot of the programs for ground transportation are opt-in types of oversight and reviews. Randy

Sherping, Director of Safety and Training has been taking advantage of the successful partnership with optional safety assessments and training.

Staff have been busy preparing for the annual Triennial Review with the Federal Transit Administration that will occur onsite at the end of July and will look at every aspect of Metro going 3 years back.

The sustainability project kickoff meeting was done. The approximately two-year project will be adding solar panels, water reclamation, electrical upgrades, air conditioners in the maintenance shop, and employee parking lot improvements. The phasing plan will help alleviate any parking issues. Metro parking lot enclosures/blocks used during the College World Series will remain in place during this project. The first phase of the parking lot will begin early to mid-July and is expected to be completed before the weather changes at the end of the year. Solar panels estimated completion is set for next year but the actual date has not been confirmed.

Ms Cencic introduced a staff change. Kevin Pendland, Metro's IT Director, is serving as Interim DEO and has been with Metro for a long time and all are excited to have him in this new role.

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

Agenda Item #5 Administrative Reports

Administration/Human Resources

(D. Grant)

Mr. Grant reported Metro has new team members coming on board: two bus operators, one paratransit operator, two mechanics, a custodian, a mechanic supervisor, a paratransit dispatcher, and a transit field supervisor.

In addition to recruiting, the HR department partnered with Communications and Civil Rights and Inclusion staff to participate in the Cinco de Mayo and Juneteenth parades last month.

While Metro has always celebrated new staff completing the 6-8 weeks training class, graduations have been increasing in attendance under the leadership of Juanite Hall. Graduation honors the accomplishment of passing the first stage at Metro by completing intensive classroom training. At the last graduation, there were nine graduates but close to 40 were in attendance to welcome them to the team. Members of the leadership team will share during this event how they started in transit. Some started their careers as bus operators and transitioned into leadership roles. This is evidence that while you begin on the front lines there are opportunities to move up to other various roles throughout their career with public transit.

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

Programs/Operation

(K. Pendland)

Mr. Pendland, the current IT Director, also introduced himself as Interim DEO here at Metro. He has been with Metro for 13 years and has been in leadership roles for nearly 25.

He informed the Board that while he wishes he could stand here today and tell them how wonderful things are and that Metro is providing the best service for the public, reports contained in the Board packet indicated we are falling somewhat short of those goals. Mr. Pendland along with Ms. Cencic have begun several initiatives to create a better rider experience and to alleviate internal resource issues.

One of those initiatives is to reinvest in training, which includes a Transportation Safety Institute class that was held at Metro offices the week of June 10th. There were 27 participants, 11 from Metro, and 16 additional attendees representing 14 other agencies. This course was a study on the components of Safety Management Systems and how those work together to create a safer work environment.

Ms. Cencic and Mr. Pendland also brought in a third-party contractor to assist with the redevelopment of processes and procedures that will be designed to provide a more customer-centric approach to Operations. The goal is to provide more accurate information to the public, allowing everyone better access to our services.

Mr. Pendland went on to further inform the Board that while he would love to report and tell them that next month's data will be much more encouraging, as our Maintenance Director is fond of saying, "Metro is a large ship with a small rudder, it's going to take some time to turn it around.". With that, he asks for patience and hopes in the coming months he will have a more positive presentation for the Board.

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

The Board asked for any updates on the lack of buses and why the no-operator numbers are increasing again.

Mr. Pendland indicates it will take further research to determine how accurate the data is and to ensure the numbers are not being counted twice with no operator and no bus available instances.

Ms. Cencic further informed the Board that parts remain the primary issue with the availability of buses. At any given time Metro has between 30-50 buses down. Metro continues to attempt to locate additional vendors to supply parts and maintenance staff are working to resource old bus parts. There is currently no immediate end in sight. There is a list of over 100 parts that suppliers can't give an estimated date of shipping and that's beyond the ones they are saying 120 days out. The maintenance department continues to work hard to keep buses running while waiting on those parts.

The Board had concerns about on-time performance. Are there any insights as to why there are so many early departures?

Mr. Pendland indicated it should not be happening and stated that is why a third-party contractor was hired to look at the process and procedures of operations.

Communications

(N. Ebat)

Ms. Ebat opened by saying being a communications professional and wanting to report and share her love for transit can be difficult following Mr. Pendland's report. However, this is why Metro staff with the communications department are out in the community to have these hard conversations through public participation, outreach, and community engagement.

Metro's communications team worked with organizers of Midwest Fest to encourage people to attend the large downtown event by bus, especially being right next to the 8th & Farnam ORBT station. Partnering with the organizers to test Metro's multi-use benefit codes and saw a decent number of rides with them. It also gave a really good opportunity at the fest to teach people one-on-one how to use the MyRide and Umo apps. Metro also attended the Juneteenth Festival, Freedom Festival, and World Refugee Day events.

Over two days our Community Mobility Coordinator led four How to Ride trainings for people learning English as a second language. A member of our legal team very graciously joined us to assist with interpretation.

Metro has the Memorial Park Concert partnering with the organizers to give concertgoers a better way to get to and/or from Memorial Park during this year's concert. Anyone who has gone knows how much of a nightmare traffic is when you're trying to leave the event. Metro and the concert organizers worked to encourage people to take the bus to the concert, park at Westroads for free, or park somewhere farther east down Dodge. When the concert is over, several ORBTs will be waiting at 62nd & Dodge so that people can hop on board and get where they need to go. Coolers, blankets, and all the usual concert goodies are welcome on board.

Agenda Item #6 Resolution: 2024-16 Request Appointment of New Member to Salaried Pension Retirement Committee

(W. Clingman)

Staff requested the appointment of a new committee member to fill a vacancy on the Salaried Pension Retirement Committee.

The Metro salaried pension plan requires a 5-member committee which is comprised of the following individuals:

- 2 members of Metro's management personnel appointed by the Board of Directors
- 1 member of the Metro's Board appointed by the Board of Directors
- 1 member from Omaha who is qualified in financial affairs appointed by the Board of Directors
- 1 member at large from Metro's salaried personnel who the other retirement committee members select.

Staff requested that the Board appoint Edith Simpson to the Salaried Pension Retirement Committee. The Board approved unanimously.

Motioned by Haase; Seconded by Lund

ROLL CALL:

UNANIMOUS (MEADOWS ABSENT), MOTION CARRIES

Agenda Item #7 Resolution: 2024-17 Request Appointment of New Member to Hourly Pension Retirement Committee

(W. Clingman)

Staff requested the appointment of a new committee member to fill a vacancy on the Hourly Pension Retirement Committee

The Metro salaried pension plan requires a 6-member committee which is comprised of the following individuals:

- 2 members appointed by the Transport Workers Union of America, Local 223: one from among the local membership and one from the International Union.
- 2 members appointed by Metro Board of Directors: one from Metro management personnel and one from the Metro Board.
- 2 members from Omaha who are qualified in financial affairs: one approved by the Union and one appointed by the Board of Directors

Staff requested that the Board appoint Kevin Pendland to the Hourly Pension Retirement Committee. The Board approved unanimously.

Motioned by Lund; Seconded by Haase

ROLL CALL:

UNANIMOUS (MEADOWS ABSENT), MOTION CARRIES

Agenda Item #8 Resolution 2024-18 Request Approval for Amended Procurement of Twenty-Six (26)

Fixed Route Buses

(L. Cencic)

In November 2023, the Metro Board approved a resolution to procure up to twenty-six (26) replacement New Flyer fixed route buses for a cost not to exceed \$15,575,000. This resolution did not include various elements of this procurement including technology components and wiring (radios, TripSpark, video system, etc.), training, or special tools. These components were originally planned as a separate procurement, with the technological components being installed by Metro staff after vehicle delivery. Given the time-consuming and costly nature of this after-market installation, staff propose to have New Flyer complete this work during the original build, which will streamline the process without adding significant cost.

The procurement will occur through a cooperative agreement with the State of Washington, which has executed contract number 06719 with various transit bus manufacturers including New Flyer through a federally compliant competitive procurement process. The State of Washington has granted permission for Metro to participate in the cooperative procurement effort. The original resolution from last year assumed 2023 pricing for this procurement. New Flyer was not able to accommodate the 2023 pricing in this contract due to capacity constraints in line production and supply chains. The State of Washington's contract number 06719 has been updated for negotiated 2024 rates.

The estimated cost of the twenty-six (26) buses is \$17,774,609.91 including the technology components at \$1,242,803.12. This includes a discount for progress payments at engine installation and vehicle acceptance. Assuming Board approval, extended warranties, training, and special tools would be negotiated with New Flyer as a part of this procurement.

Staff requested approval to award a contract with New Flyer in an amount not to exceed \$18,727,652, which includes all of the necessary technology, warranties, training, and special tools. The bus order would include eleven (11) 40' Compressed Natural Gas (CNG) buses, six (6) 35' CNG buses, five (5) 40' diesel buses, and four (4) 35' diesel buses. Said purchase would replace twenty-six (26) transit buses that have met or exceeded their useful life.

These buses would be funded through grants from the Federal Transit Administration's 5339 Buses and Bus Facilities program. Board approval of this contract will encumber up to \$3,745,531 in local funds. This item was sent to the Finance/Procurement Committee for review along with a detailed explanation of why those costs were anticipated cost and not included. This is what is necessary to get buses at Metro and in operation.

The Board asked what the estimated time of arrival for the new buses. Ms. Cencic informed the Board that Metro has received tentative line entry spots, therefore the estimated time buses will begin being manufactured in March of 2025 for the first set and June of 2025 for the second set. Metro expects the first set to arrive in December 2025 and the second in early 2026.

The Board approved unanimously.

Motioned by Plucker; Seconded by Lund

ROLL CALL:

UNANIMOUS (MEADOWS ABSENT), MOTION CARRIES

Agenda Item #9 Board Chair Report

(D. Lawse)

Mr. Lawse indicated that committees have nothing new to report other than the previous resolution review by the Finance/Procurement Committee. Metro staff continues to work on updating policies. Nothing further to report at this time.

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

Thursday, July 25, 2024, at 8:30 a.m.

Authority's Administrative Building

Agenda Item #11 Adjournment at 9:08 am

Motioned by Lund; Seconded by Plucker

ROLL CALL:

UNANIMOUS (MEADOWS ABSENT), MOTION CARRIES

RESOLUTION: **2024-19 Request Approval to Award Mobile Cellular Services Contract**

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

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

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

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

Recommend Approval.

RESOLUTION: 2024-20 Request Approval to Award Mobile Cellular Devices Contract

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

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

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

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

Recommend Approval.

RESOLUTION: **2024-21 Request Approval to Award Transit Bus Tire Contract**

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

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

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

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

Recommend Approval.

PURPOSE

The Omaha metro area needs reliable, quality public transportation to grow sustainably and serve the diverse needs of our residents.

MISSION

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

VISION

Metro is a valued transportation choice for all members of our community and a vital partner in Omaha's future.

Metro aims to realize this vision by cultivating and investing in:

- Collaborative communication
- Well-maintained equipment & facilities
- Collaborative partnerships to improve our service
- Employee empowerment
- Up-to-date technology & processes
- Outstanding rider communication & experience
- Culture of respect & appreciation
- Ongoing training & safety efforts
- 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

June

Recruiting Report

	Monthly Hires	Current Need	Recruiting Activity Notes
All Roles	11	7+	11 individuals started new roles at Metro in the month of June. 6 additional candiates were recruited for July start dates.

Operations	Bus Operators - Omaha	5	Evaluating	4 additional started on July 15th. Continuing to review and interview candidates.
	Paratransit Operators	4		1 additional started July 15th

Maintenance	Mechanic	1	3	Currently reviewing and interviewing candidates.
	Utility		1	Currently reviewing and interviewing candidates.
	Body Shop Mechanic		1	Currently reviewing and interviewing candidates.

BG&E	BG&E - Field			
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Custodial	Custodian	1		New hire started June 11th.
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June

Recruiting Report

Role	Hires	Proj. Remaining Need	Recruiting Activity Notes
Admin Staff	0	6	
Mechanic Supervisor		2	Currently interviewing and reviewing candidates.
Paratransit Dispatcher		2	New hire started July 15th. Continuing to review and interview candidates for additional position.
Paratransit Manager		1	Kelli Haverstick was promoted effective July 15th.
HR Generalist		1	Currently interviewing and reviewing candidates.
Transit Field Supervisor			

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

SOCIAL MEDIA SUMMARY

6.1.24 - 6.30.24



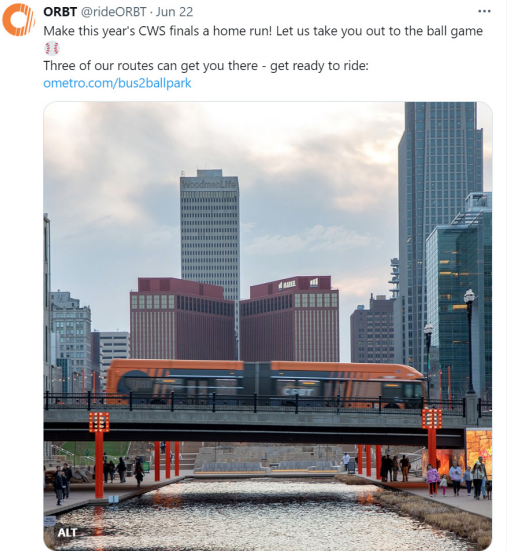
Facebook: **Metro Transit Omaha**

Posts: 15
Reach: 11,027
Reactions: 175
Comments: 22
Shares: 45
7 new followers | 0.24% increase



Twitter: **@rideORBT**

Tweets: 17
Impressions: 2,736
Avg. 1,625 impressions/post for the year
Likes: 53
Retweets: 14
Replies: 1
1 followers | 0.08% increase



Instagram: **@metrotransitoma**

Posts: 10
Likes: 300
Avg. 25.2 likes/post for the year
Comments: 6
26 new followers | 1.69% increase



EARNED MEDIA SUMMARY

6.1.24 - 6.30.24

10 stories | 4 outlets



Omaha World-Herald - CWS

City of Omaha highlights transportation options for CWS attendees

Published: Jun 11, 2024 at 8:48 PM CDT | Updated: Jun 11, 2024 at 10:00 PM CDT



WOWT - CWS

Omaha's Memorial Park concert: Weather, parking and everything you need to know

Updated: 10:57 AM CDT Jun 26, 2024



KETV - Memorial Park Concert

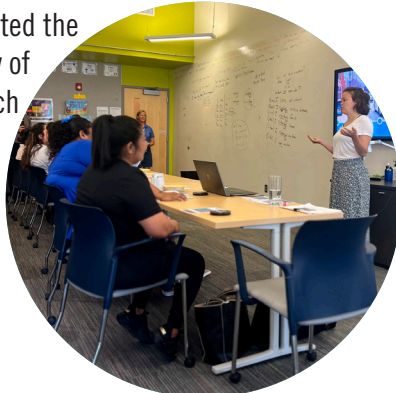
OUTREACH

6.1.24 - 6.30.24

Learning Community of South Omaha - How to Ride training

JUNE 10-11

Staff from Metro visited the Learning Community of South Omaha to teach non-native English speakers about riding the bus in Omaha.



Juneteenth Parade

JUNE 15

Members of Metro's staff from a variety of departments walked in the Juneteenth parade with a bus and MOBY van.



Freedom Festival

JUNE 15

Outreach staff from Metro tabled at the Omaha Freedom Festival, talking with attendees about riding the bus in Omaha.



Memorial Park Concert

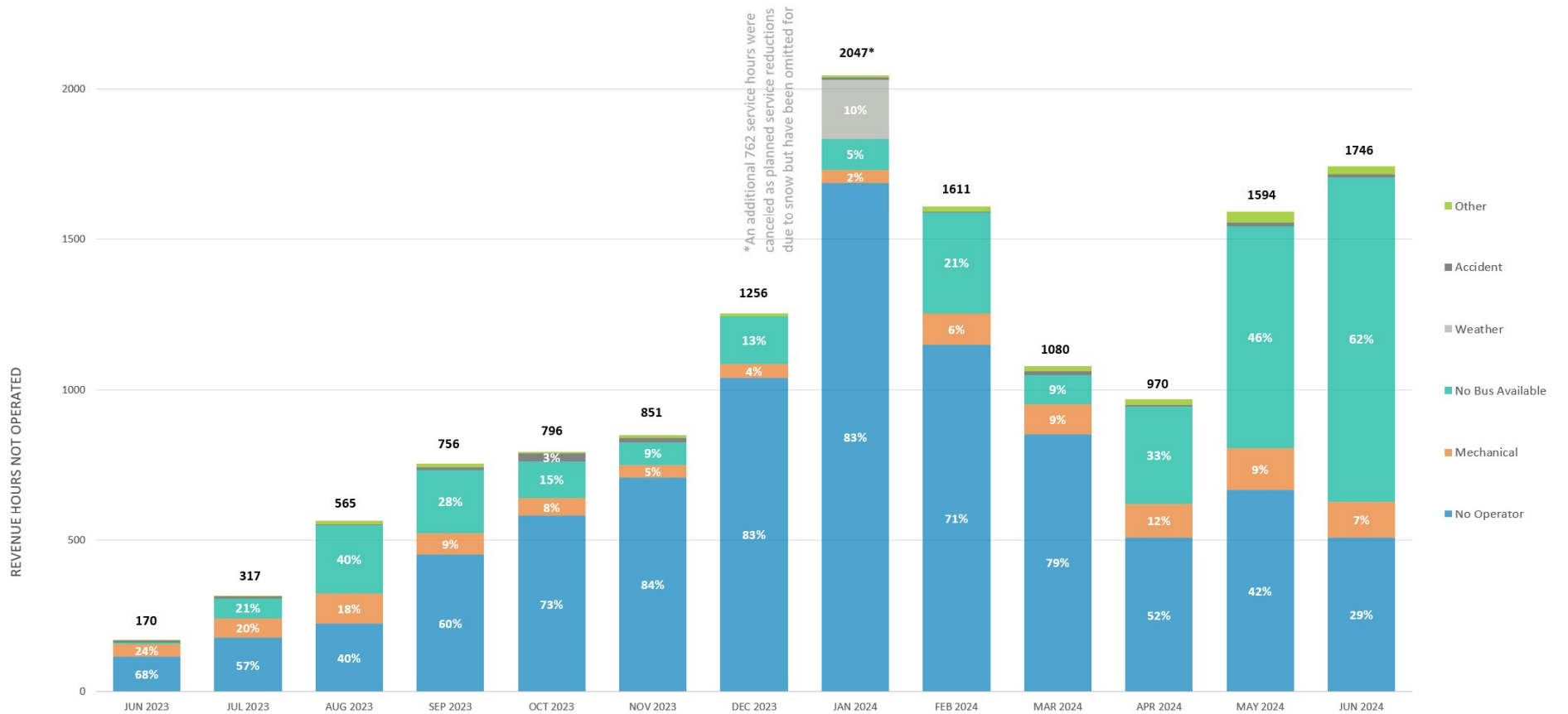
JUNE 28

Metro worked with concert organizers to provide ORBT service for those attending the large outdoor concert.

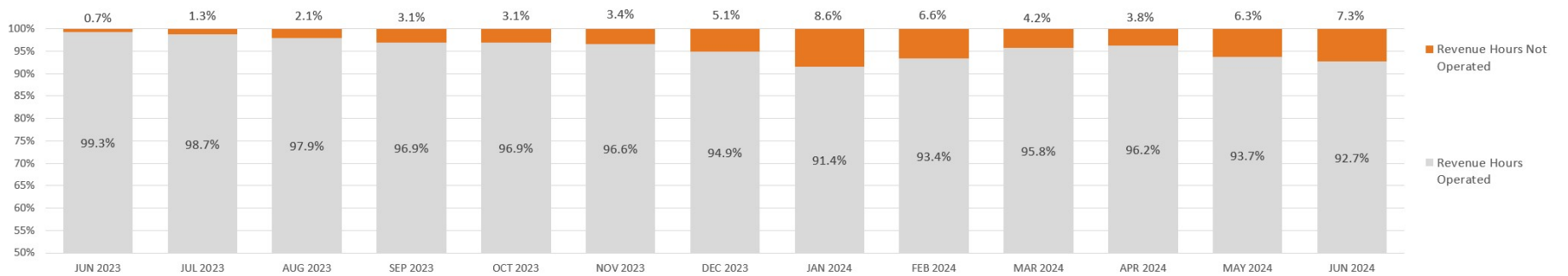




MONTHLY SERVICE INTERRUPTIONS REVENUE HOURS NOT OPERATED BY TYPE



Percent of Total Revenue Hours



June 2024 Customer Service Report

Customer Service Call Center Performance

	Combined	Bus (Fixed Route) Only	MOBY Only
Incoming Calls Offered	13,900	7,097	6,803
Incoming Calls Answered	12,577	6,372	6,205
Estimated Abandon Percentage	10%	10%	9%
Average Answer Time	0:00:52	0:00:47	0:00:56
Average Wait Time	0:00:58	0:00:55	0:01:01
Average Handle Time	0:02:36	0:02:02	0:03:10
Average Hold Time	0:03:30 (1,086 calls)	0:02:53 (530 calls)	0:04:04 (556 calls)
Estimated Service Level	92%	93%	91%

Recorded Feedback & Inquiries

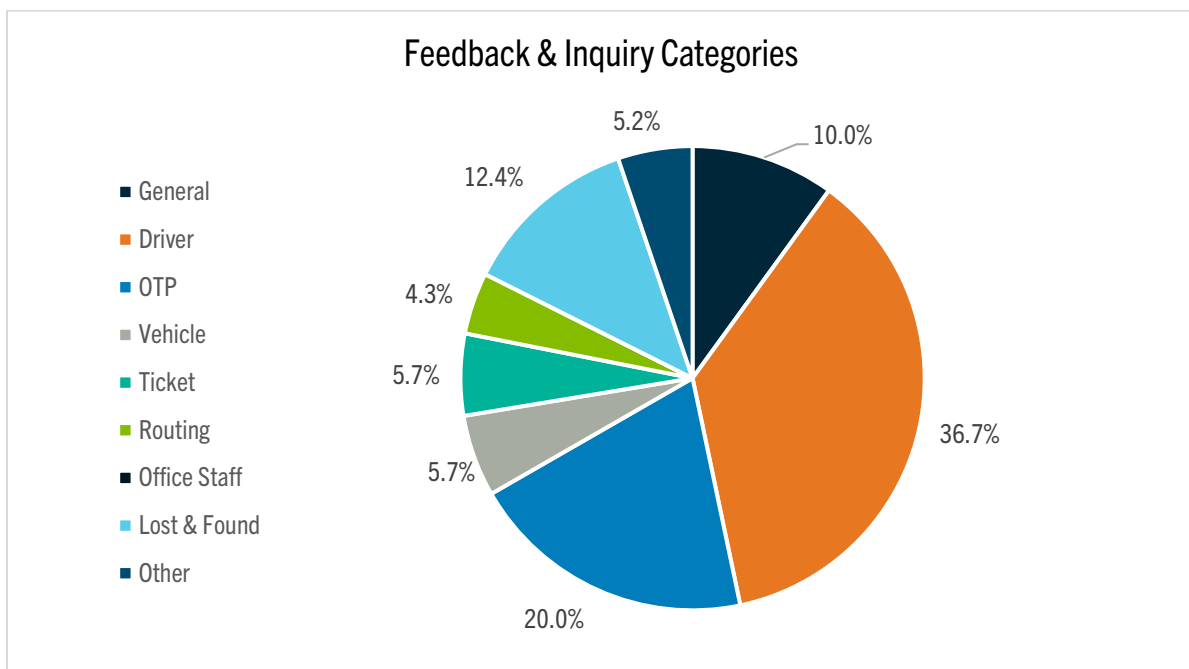
Total = 210

	General		Driver		OTP		Vehicle		Ticket		Routing		Office Staff		Lost & Found		Other	
	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P	F	P
Positive	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Neutral	4	0	2	0	0	0	0	0	5	0	6	0	0	0	26	0	5	0
Negative	15	1	71	2	41	1	12	0	7	0	3	0	0	0	0	0	5	0
Total	20	1	74	3	41	1	12	0	12	0	9	0	0	0	26	0	11	0
	21		77		42		12		12		9		0		26		11	
	10.0%		36.7%		20.0%		5.7%		5.7%		4.3%		0.0%		12.4%		5.2%	

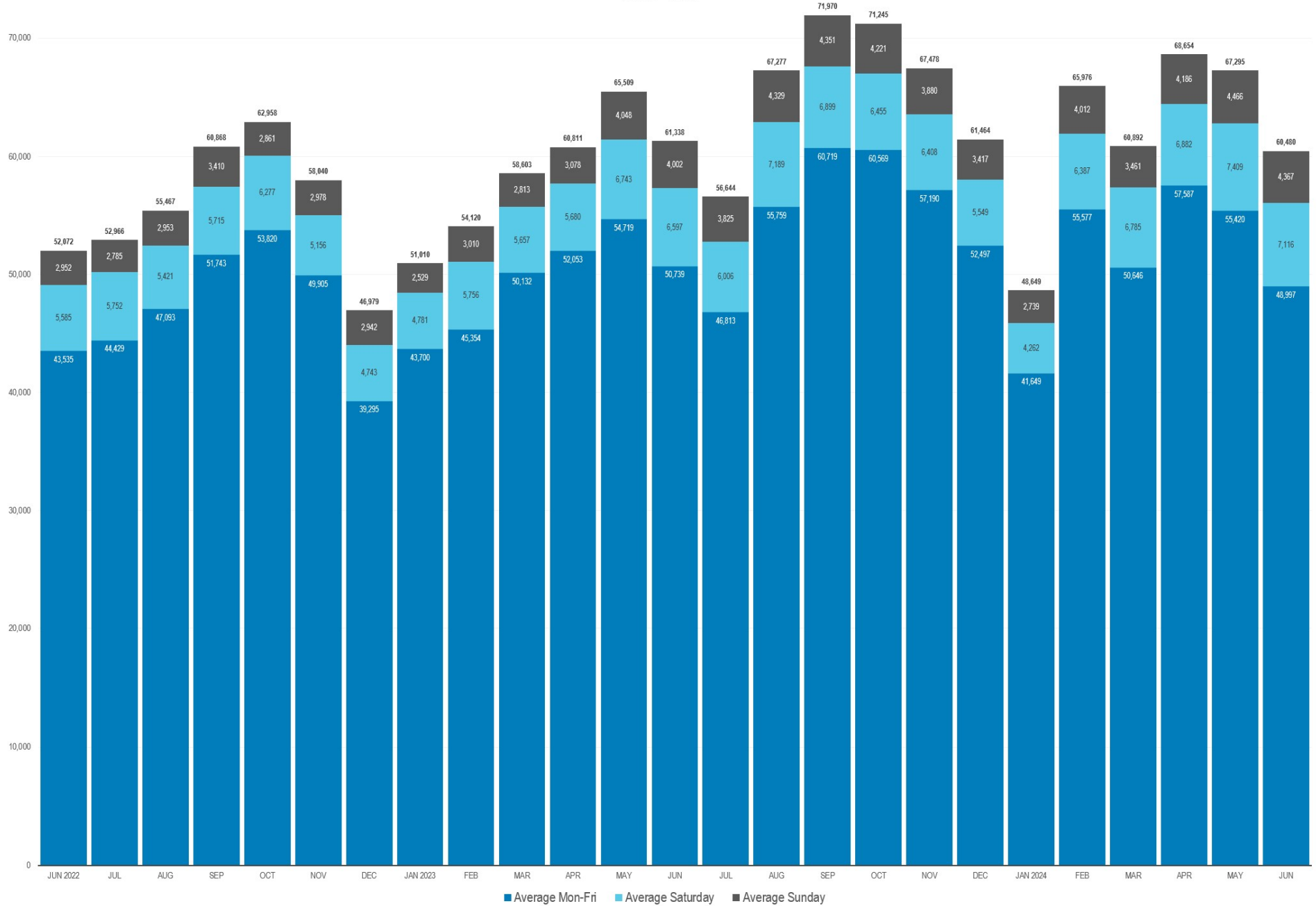
OTP = On-time performance

F = Fixed route

P = Paratransit (MOBY)



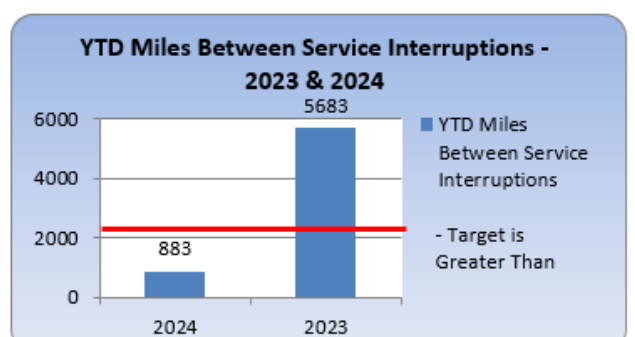
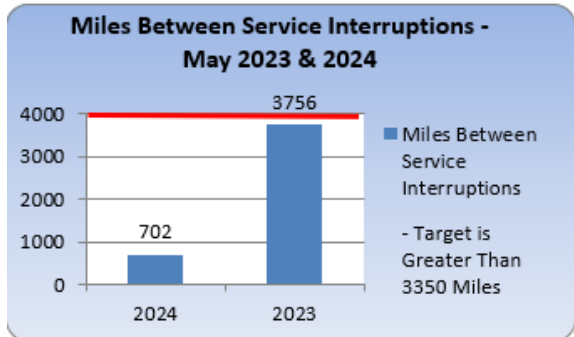
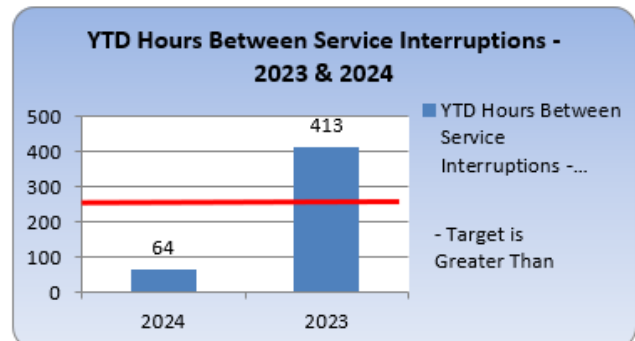
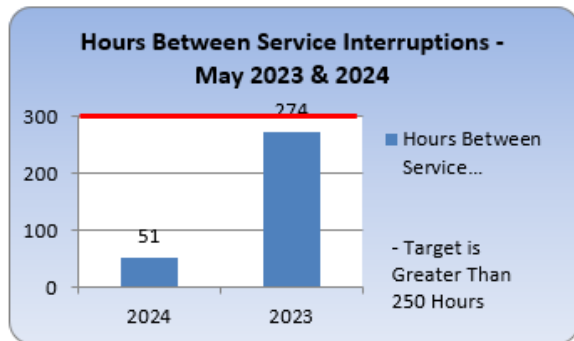
Average Weekly Ridership 2022 - 2024

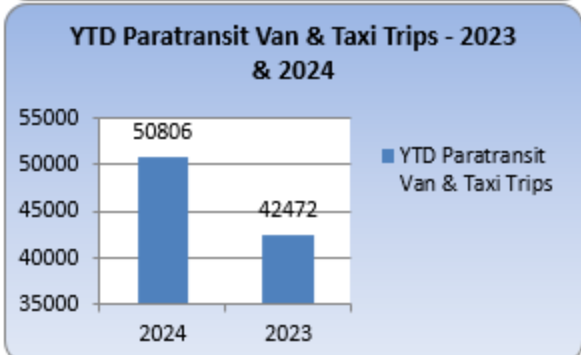
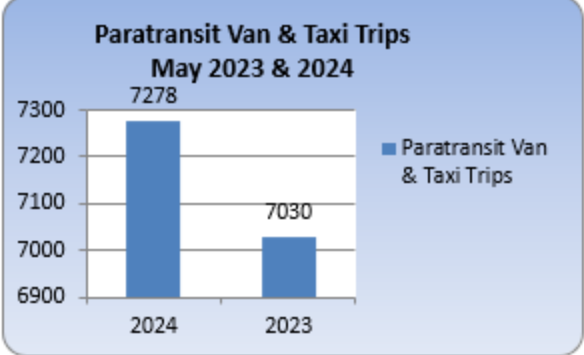
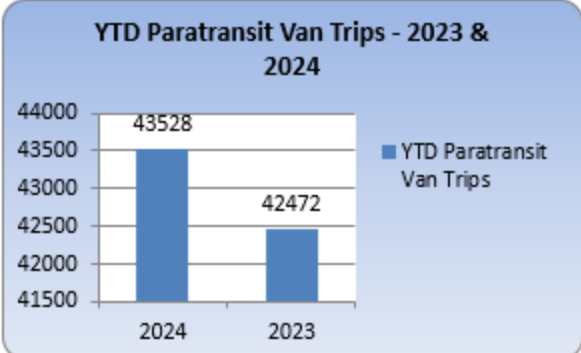
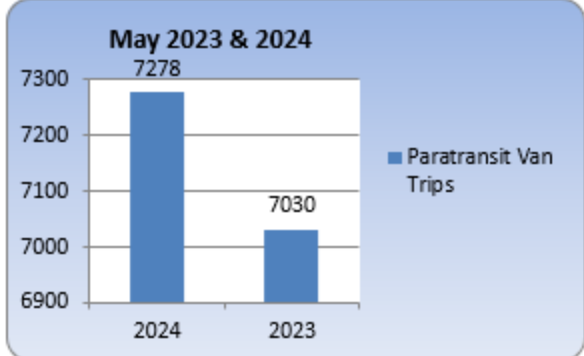
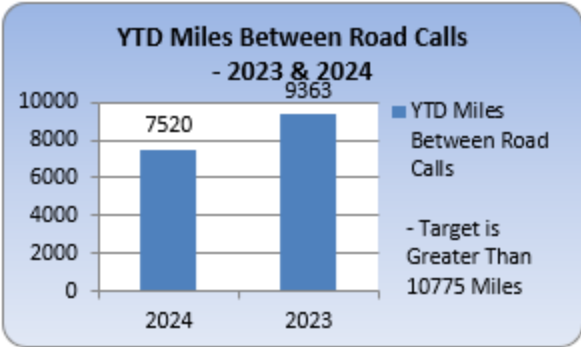


Metro Transit Operations Report

JUNE 2024

Current Month	2024	2023	Variance	Year to Date	YTD 2024	YTD 2023	YTD Variance
Service				Service			
Service Hours	23766	24900	-4.55%	Service Hours	141061	142892	-1.28%
Service Miles	329045	341788	-3.73%	Service Miles	1947803	1966170	-0.93%
Interruptions				Interruptions			
Interruptions	469	91	415.38%	Interruptions	2206	346	537.57%
Hours Between Interruptions	51	274	-81.48%	Hours Between Interruptions	64	413	-84.52%
Miles Between Interruptions	702	3756	-81.32%	Miles Between Interruptions	883	5683	-84.46%
Target Miles	3350	3350		Target Miles	3350	3350	
Road Calls				Road Calls			
Road Calls	36	15	140.00%	Road Calls	259	210	23.33%
Miles Between Road Calls	9140	22786	-59.89%	Miles Between Road Calls	7520	9363	-19.68%
Paratransit				Paratransit			
Total Van Trips	7278	7030	3.53%	Total Van Trips	43528	42472	2.49%
Passenger Hours	4070	4116	-1.12%	Passenger Hours	27172	25838	5.16%
Trips per Hour	1.79	1.71	4.70%	Trips per Hour	1.60	1.64	-2.55%
Passenger Miles	43987	46231	-4.85%	Passenger Miles	68912	292271	-76.42%
Trips per Mile	0.1655	0.1521	8.81%	Trips per Mile	0.6316	0.1453	334.67%
Taxi Trips	0	0	0.00%	Taxi Trips	0	0	0.00%
Total Trips - Van & Taxi	7278	7030	3.53%	Total Trips - Van & Taxi	50806	42472	19.62%

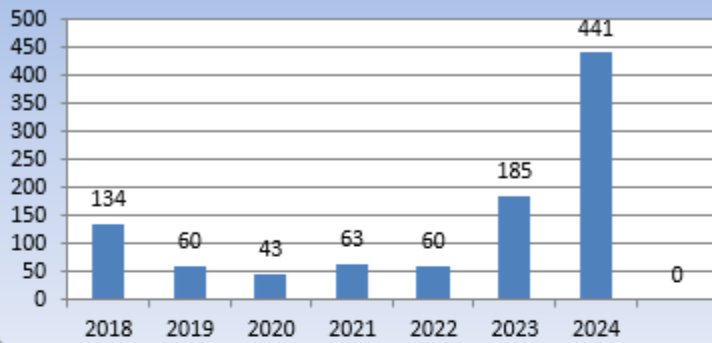




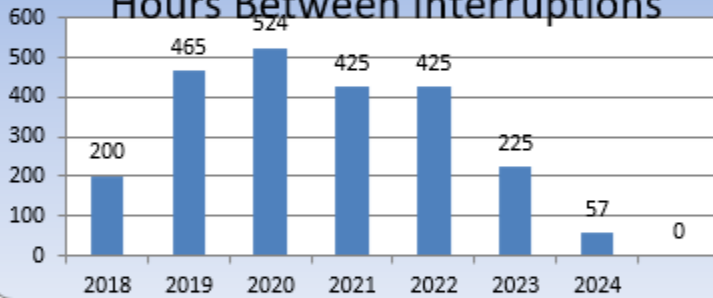
Service Interruptions Detail

Type	JUNE 2023	JUNE 2024	Difference	2023 YTD	2024 YTD	Difference
Accident	5	6	1	25	33	8
Unsanitary Bus	1	2	1	7	14	7
No Operator Available	37	122	85	95	1253	1158
Bus Operator Family Emergency	0	0	0	0	0	0
Drunk on Bus - Police Called	0	2	2	1	2	1
Passenger Emergency	0	0	0	4	4	0
Weather	0	0	0	0	114	114
Mechanical	43	77	34	183	421	238
Unknown	2	4	2	2	8	6
Vandalism on Bus	0	1	1	0	1	1
Heavy Traffic	0	0	0	0	0	0
No Bus Available	3	255	252	88	822	734
Total	91	469	378	405	2672	2267
Mechanical Reasons						
Air Conditioner/Heater	0	5	5	0	6	6
Air pressure went down	3	11	8	9	15	6
Brake Problem	3	6	3	6	14	8
Broken Belt	0	1	1	0	1	1
Bus Body Problem	0	3	3	4	5	1
Bus shut down	13	6	-7	80	62	-18
Delayed by Train	0	0	0	0	0	0
Door Problem	1	3	2	3	4	1
Electrical Problem	2	2	0	9	12	3
Farebox	0	0	0	0	2	2
Leaking Fluid	1	3	2	0	5	5
Leaking fuel	0	2	2	0	2	2
Lift malfunction	2	0	-2	1	0	-1
Light problem	0	0	0	0	0	0
Low water	4	7	3	10	24	14
Mirror Broke	0	1	1	1	1	0
No power	3	3	0	13	10	-3
Power Steering Problem	1	1	0	2	4	2
Oil Pressure	0	0	0	0	0	0
Overheated	3	1	-2	1	10	9
Radiator Leak	1	0	-1	3	0	-3
Seat Problem	0	0	0	2	0	-2
Starting problem	0	0	0	2	0	-2
Suspension problem	2	7	5	13	27	14
Tire problem	1	9	8	14	21	7
Transmission malfunction	0	4	4	1	8	7
Unknown Mechanical	3	2	-1	5	50	45
Windshield/Window/Wipers	0	0	0	2	0	-2
Total	43	77	34	181	283	102

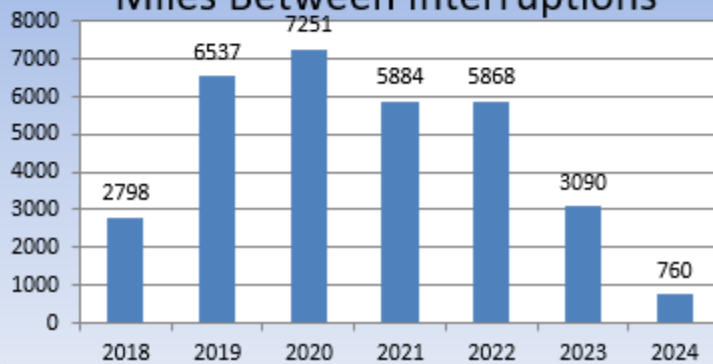
Service Interruptions



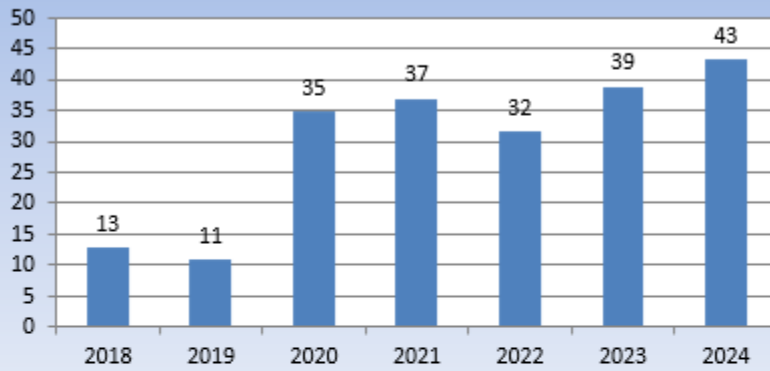
Hours Between Interruptions



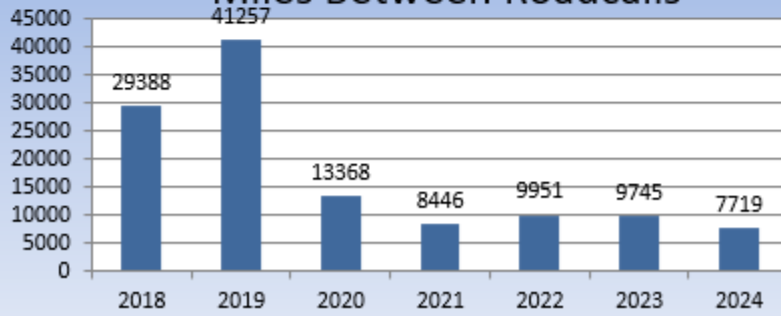
Miles Between Interruptions



Roadcalls

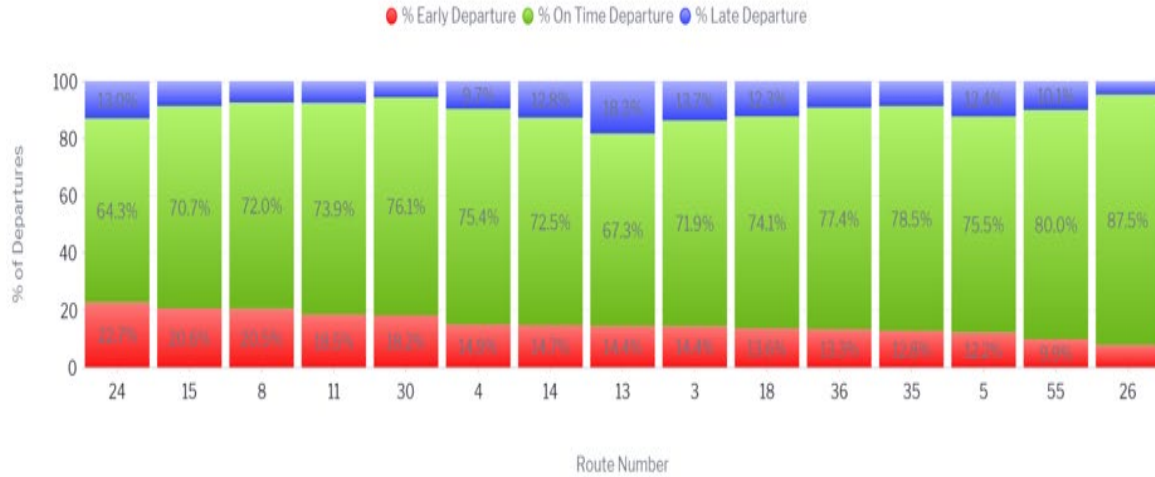


Miles Between Roadcalls



June 2024 OTP

Departures: On-Time Performance by Route



Route Short Name	Route	Early Departs	% Early Departure	On Time Departs	% On Time Departure	Late Departs	% Late Departure	Total
11	Leavenworth Street	1,491	18.5%	5,964	73.9%	612	7.6%	8,067
13	13th / L Street	892	14.4%	4,162	67.3%	1,132	18.3%	6,186
14	108th / Fort	774	14.7%	3,814	72.5%	674	12.8%	5,262
15	Center Street	1,938	20.6%	6,642	70.7%	818	8.7%	9,398
18	72nd / Ames Avenue	3,107	13.6%	16,957	74.1%	2,826	12.3%	22,890
24	24th Street	3,682	22.7%	10,421	64.3%	2,113	13.0%	16,216
26	North Omaha	95	7.8%	1,064	87.5%	57	4.7%	1,216
3	North 40th / South 42nd	2,110	14.4%	10,564	71.9%	2,016	13.7%	14,690
30	30th Street	1,853	18.2%	7,745	76.1%	580	5.7%	10,178
35	North 33rd Street	634	12.8%	3,904	78.5%	434	8.7%	4,972
36	South Omaha	373	13.3%	2,171	77.4%	260	9.3%	2,804
4	Maple Street	3,367	14.9%	16,983	75.4%	2,186	9.7%	22,536
5	90th Street	497	12.2%	3,078	75.5%	504	12.4%	4,079
55	Q Street	302	9.9%	2,450	80.0%	309	10.1%	3,061
8	60th / Blondo Street	916	20.5%	3,219	72.0%	334	7.5%	4,469
		22,031		99,138		14,855		136,024