

The June Metro Board Meeting will be held simultaneously in person and online using Zoom. The public is invited to attend. In consideration of everyone's time and in respect of those presenting, any online connection that is deemed to be causing a disruption may be removed from the meeting.

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Meeting ID: 870 3970 5029

Passcode: 3417560

One tap mobile

+12532158782,,87039705029# US (Tacoma)

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Dial by your location

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- +1 253 205 0468 US
- +1 689 278 1000 US
- +1 929 205 6099 US (New York)
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- +1 305 224 1968 US
- +1 309 205 3325 US
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## **AGENDA**

### **REGULAR BOARD MEETING**

**REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA**

**2222 Cuming Street**

**Omaha, Nebraska, 68102**

**June 22, 2023**

**8:30 a.m.**

1. Call to Order: Notice of the Regular Meeting was published in the Omaha Daily Record on June 16, 2023.
2. Approval of Minutes of Previous Meeting:
  - a. Regular Meeting: May 25, 2023
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 the Amendment to Operating Policy 13, Paid Sick/Injury Leave (W. Clingman)
7. Resolution – Request Approval of the 2024 Transportation Improvement Program (S. Levers)
8. Board Chair Report (D. Lawse)
9. Date, Time and Place of Next Regular Board Meeting  
Thursday, July 27, 2023, at 8:30 a.m.  
Authority’s Administrative Building
10. Adjournment

Tentative Resolutions for Next Board Meeting

Request Approval of the Hourly and Salaried Employees’ Pension Plan Actuarial Reports as of January 1, 2023  
Request Approval of Title VI Service Equity Analysis for Planned Service Changes

6.

RESOLUTION:

**Request Approval of the Amendment to Operating Policy 13, Paid Sick/Injury Leave**

EXPLANATION:

Staff recommends approval of the amendment of Operating Policy 13 which addresses paid sick and injury leave. The policy is only applicable to full-time administrative staff. The policy was last updated in October of 2006. The proposed amendment will bring better clarity to the policy and allow for it to be tracked in the new payroll system that is going live in July 2023. The highlights of the changes are:

1. Changes to an annual accrual vs. a rolling accrual
2. Provides employees with less than a year 40 hours after a 60-day waiting period.
3. Clarifies when the time can be used.

The proposed amendment to the policy was discussed with the Planning & Policy Committee. Recommend full Board approval.

## OPERATING POLICY

<b>Subject:</b>		<b><u>Number</u></b>
<b>PAID SICK/INJURY LEAVE</b>	Adopted: March 27, 1986 Revised: August 25, 1988 Revised: October 26, 2006 Revised: June 22, 2023	<b>13</b>

### **Purpose:**

Metro recognizes the importance of providing a paid sick/injury leave policy for full-time administrative, salaried, and non-bargaining employees.

### **Policy:**

1. **Definitions.** Whenever used in this Operating Policy No. 13, the term:
  - a. “Employee” means any active, full-time (40 hours per work week) administrative employee who is not subject to a collective bargaining agreement;
  - b. “Immediate Family Member” means the Employee’s spouse, minor child(ren), or parents;
  - c. “Anniversary Date” means the day coinciding with the day of the calendar year of the Employee’s date of hire.
  
2. **Eligibility.** A newly hired Employee shall be granted a lump sum of forty (40) hours of annual paid sick/injury leave after working sixty (60) days for use during the first ten (10) months of continuous employment with Metro. Upon an Employee’s Anniversary Date and each subsequent Anniversary Date thereafter, Employees shall be granted a lump sum of ninety-six (96) hours of annual paid sick/injury leave. Unused paid sick/injury leave does not carry over from one year to the following year. Part-time and temporary employees shall not be eligible for annual paid sick/injury leave.
  
3. **Availability.** All hours of annual paid sick/injury leave granted to an Employee on their Anniversary Date shall be available for use during the

following twelve (12) months of continuous employment. Employees may use paid sick/injury leave for an Employee's own individual illness or injury, or for preventive care, medical, dental, or optical examination, diagnosis, or treatment. Paid sick/injury leave may be used by an Employee for illness or injury suffered by an Immediate Family Member.

4. Employees receiving medical or disability income from other sources shall have his/her/their pay or salary adjusted so the total compensation to the Employee during any sick/injury leave period shall not exceed the Employee's normal pay or salary.
5. Employees disabled due to a cosmetic surgery or procedure shall not be eligible for paid sick/injury leave, unless the cosmetic surgery or procedure is related to or due to an illness or injury sustained by the Employee while eligible under this Operating Policy No. 13.
6. Employees requesting time off for paid sick/injury leave should provide as much advance notice to his/her/their supervisor, manager or Department Head as reasonably practicable.
7. Employees who are absent from work due to illness or injury one (1) full workday, up to and including three (3) or more consecutive workdays, shall notify their supervisor, manager or Department Head daily to advise of their return to work. Absent such notification, the Employee forfeits any rights to paid sick/injury leave. A physician's statement shall be required for absences of or in excess of three (3) consecutive workdays.
8. Paid sick/injury leave must be used and shall run concurrently with other leave taken under applicable state or federal law, including leave taken pursuant to the Family and Medical Leave Act (FMLA).
9. Transfers. Any full-time employee covered under a collective bargaining agreement transferring to a full-time administrative, salaried, or non-bargaining position after one or more continuous year(s) of employment shall be granted a pro-rata lump sum of ninety-six (96) hours based on the number of months remaining before their Anniversary Date. Any employee covered under a collective bargaining agreement transferring to a full-time administrative, salaried, or non-bargaining position with less than one year of continuous employment shall be granted a pro-rata lump sum of forty (40) hours based on the number of months remaining before their Anniversary Date.

10. Termination of Employment. Any Employee who has voluntarily or involuntarily terminated employment with Metro shall not be paid for any unused paid sick/injury leave.

7.

RESOLUTION: **Request Approval of the 2024 Transportation Improvement Program**

EXPLANATION: Staff requests approval of the 2024 element of the 2024- 2029 Transportation Improvement Program (TIP). This amendment is to program funds and create the 2024 Program of Projects (POP).

Staff recommends programming new Urbanized Area Formula Apportionment Funds (5307) and new Bus and Bus Facility Apportionment Funds (5339) in the FY 2024 element of the TIP.

Additionally, staff is recommending approval of the 2024 Program of Projects in the following manner:

PROJECT	SOURCE OF FUNDS	AMOUNT	DESCRIPTION
SUPPORT EQUIPMENT AND FACILITIES	5307	Fed: \$4,230,482 Local: \$1,057,621 Total: \$5,288,103	Refresh ORBT Tech, procure video backup storage unit, replace generator, increase security of Admin/Maint. facility.
TRANSIT ENHANCEMENTS	5307	Fed: \$4,324,000 Local: \$1,081,000 Total: \$5,405,000	Procure and install up to 10 shelters, temporarily repair and begin design and engineering for replacement of road at MCC Transit Center, procure graphics and bus wraps for rebranding.
UNIFIED WORK PROGRAM	5307	Fed: \$798,400 Local: \$199,600 Total: \$998,000,	Planning activities for 2024.

PROJECT	SOURCE OF FUNDS	AMOUNT	DESCRIPTION
CAPITALIZED OPERATIONS	5307	Fed: \$7,647,118 Local: \$1,911,779 Total: \$9,558,897	Preventative Maintenance, partial ADA service, Employee and Staff Training.
SUPPORT EQUIPMENT AND FACILITIES	5339	Fed: \$1,358,400  Local: \$339,600 Total: \$1,698,000	Complete installation of new electrical and fire panels throughout the Admin/Maint Facility, replace doors in maintenance facility.
CAPITALIZED OPERATIONS	5339	Fed: \$41,600 Local: \$10,400 Total: \$52,000	Quarterly and ongoing training for employees and staff

Board approval will allow the projects to be committed for FY 2024. Projects will be submitted to MAPA for consideration at the June 2024 MAPA Board Meeting. Total new local encumbrance of federal funds will be: \$18,400,000. Total new encumbrance of local funds will be: \$4,600,000. Total new encumbrance of all funds will be \$23,000,000.

Approval will ensure Metro's compliance with FTA planning requirements.

This item will be reviewed by the procurement committee prior to the Board Meeting. Assuming committee concurrence, staff requests the Board approve the Resolution as presented.



## 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 – May 25, 2023**

**MINUTES  
REGULAR MEETING  
REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA  
2222 Cuming Street  
Omaha, Nebraska, 68102  
May 25, 2023  
MINUTES**

The Regional Metropolitan Transit Authority of Omaha Board met in Regular Session on Thursday, May 25, 2023, 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 May 19, 2023 in advance of the meeting. For the benefit of the public in attendance, a copy of the Open Meetings Law is posted in the meeting room and the Agenda is published on the display in the facility lobby. The following persons were in attendance at the meeting:

**Authority Board:**

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

**Authority Staff:**

L. Cencic, CEO/Executive Director  
I. Maldonado, Deputy Executive Officer  
D. Grant, Human Capital and Talent Development Director  
E. Simpson, Legal Director (Absent)  
K. Pendland, IT Director  
W. Clingman, Finance Director  
D. Kelsey, Operations Director  
J. Willoughby, Senior Project Manager  
R. Sherping, Safety Director  
A. Johnson, Civil Rights & Inclusion Director  
J. Beverage, Maintenance Director  
N. Ebat, Sr. Manager of Communications & Community Relations  
E. Gomez, Communications Specialist (Acting Board Secretary)

**Others Present:**

Other Metro staff  
Members of the public

## **Meeting Minutes – May 25, 2023**

### **Agenda Item #1: Call to order**

Mr. Lawse called the meeting to order at 8:30 a.m. Notice of the Regular meeting was published in the Omaha Daily Record on May 19, 2023. 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**

Mr. Lawse entertained a motion to approve the minutes of the Board Meeting on April 27, 2023.

Motion by Ms. Haase; Second by Mr. Meadows

**ROLL CALL:**

**UNANIMOUS; MOTION CARRIES.**

### **Agenda Item #3: General Public Comment Period**

Mr. Lawse 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 updated the Board that since the last Board meeting, Metro has successfully worked with the developer to pour a temporary concrete pad for the 72<sup>nd</sup> & Dodge westbound ORBT station. Also in response to the request from the Board, additional signage at the temporary stop has been added. This temporary stop does not have the amenities of the ORBT station, but it is an improvement over what was there.

Ms. Cencic informed the Board that the long-awaited project to install audio visual equipment in Metro's Board room and other conference rooms is underway after about a year of supply chain delays. The equipment has arrived and staff is now working to schedule those improvements to be installed. This will help better facilitate hybrid in-person/online meetings. This will make it easier for members of the public to comment, to hear what is said and to see everyone in the meetings. This will be a significant improvement.

Lastly, Ms. Cencic updated the Board that as soon as Metro converted to a Regional Transit Authority, this Board is currently serving in an interim capacity. The next Board will be elected. Ms. Cencic will be meeting with the Election Commissioner to discuss what the Board districts will look like and prepare the Board districts for certification with the Secretary of State. MAPA has also been helping with this process.

Discussion was had.

## Meeting Minutes – May 25, 2023

### Agenda Item #5a: Administrative Reports

(D. Grant)

Mr. Grant informed the Board that Metro has 18 new people starting in the month of May, including 7 bus operators and 1 paratransit operator. The two additional staff listed on the Board report as being needed have since been hired and will be starting in June. HR staff is currently evaluating how many additional staff will be needed to meet future service increases. In May, Metro has also hired 1 mechanic, 1 utility garage, 2 mechanic helpers, and a senior building professional who will be starting in June as well. In addition to those hires, Metro also hired a new Procurement & Contracts Manager, a new Building Maintenance Manager, and a new Transit Planner who will start in the month of June as well.

Regarding recruiting efforts, Metro is working on a number of engagement opportunities. Metro is looking to add 15-30 new people which is an increase of 5-10%. Staff is brainstorming ways for all staff to get to know each other better.

Discussion was had.

### Agenda Item #5b: Administrative Reports

(I. Maldonado)

Mr. Maldonado updated the Board that staff have been very busy helping with the on-boarding process of new staff members and acquainting them with Metro's culture, policies, and procedures. Staff has also been very busy scheduling quarterly training, coordinating manager, director, and senior staff training, preparing for the June 30<sup>th</sup> Memorial Park concert where buses and ORBT will be operating during the event.

Metro staff are also looking at what service changes should be made in August 2023. Last month the Board was briefed on the current state of the Metro fleet. Due to maintenance staff shortages, Metro was experiencing challenges with the daily deployment of buses. Thanks to efforts of the Human Resources Department, two new maintenance staff will be starting on June 5, 2023. Current maintenance staff have been working hard on this issue and Metro has seen substantial improvements when it comes to repairing buses. The new Director of Maintenance has focused a great part of his work on preventive maintenance which is key to preventing vehicles from breaking down. As a result of these efforts, Metro will be gradually getting back to the level of operation that is needed. Metro is working relentlessly to get the Maintenance team fully staffed and will continue to work with vendors and Metro staff to get the fleet in a state of good repair and to have ample buses ready for current service as well as future planned service outlined in MetroNext.

Last month, Metro requested your conditional approval for Ms. Cencic to execute the bargaining contract that was tentatively approved by the President of the Transport Workers of America Local Union 223 and Metro. At the time, the contract was pending a vote from the rank and file. Unfortunately, the rank and file vote did not pass. Ms. Cencic and the leadership staff are developing a strategy to help move this contract forward and will certainly keep you updated because the contract is in negotiations at this time. Once there is more information to share, Metro will provide the Board members with a copy of the updated contract to review.

## Meeting Minutes – May 25, 2023

Discussion was had.

### Agenda Item #5c: Administrative Reports

(N. Ebat)

Ms. Ebat updated the Board that Metro had another busy month of engagement and outreach in the community. May began with a couple of days escorting several hundred high school students from Central High to the UNO campus via ORBT. This field trip took quite a bit of coordination between Metro operators, the high school chaperones, and 600 high school students over the course of two days. Communications staff was there to introduce them to the benefits of public transit and how to use ORBT.

Following this event, Metro moved into the first Farmers' Market of the season. Metro has partnered with the organization behind the Farmers' Market to be able to show people how to use public transit. Metro has been featured on quite a few of their social media channels and have shot a few videos with them over the past couple of months to assist patrons of the Farmers' Market in using public transit successfully.

Communications staff has also been busy prepping for the new downtown library branch to open. Metro coordinated a fun photoshoot with a number of Metro employees featuring a number of fun books relevant to what Metro does. There is now a new customized panel outside of the new downtown library branch featuring some of those photos.

Metro staff also participated in the Cinco de Mayo parade. Beyond this, Metro was a featured sponsor at the I Can Women's Conference held at the CHI Center. Metro was featured in their sustainability section which rolled into the topic of their conference this year being "Bold Conversations," which led to Metro staff having quite a few really good conversations there at the booth. There were quite a few people who were not aware that there are as many women leaders in the transit industry as there are and Metro made some good contacts at this event.

Lastly, several members of Metro's Communications team attended the ribbon cutting for the First Ave Trail over in Council Bluffs. Metro was happy to celebrate with several community partners at that event to introduce another multi-modal transit option in the metro area.

Discussion was had.

### Agenda Item #6: Request Approval of Fuel Contract

(L. Cencic)

Metro's existing fuel contract with Harms Oil is anticipated to end in September 2023. The current contract is for \$2.92/gallon for a 5% biodiesel blend and \$2.862/gallon for a 20% biodiesel blend. Based on the market, staff determined that it was prudent to solicit bids for diesel fuel that will begin in September 2023 at the conclusion of the current contract lasting until January 2024. Metro received six bids and the low, responsive, responsible bid was from Agriland for \$2.533/gallon for ultra low sulfur diesel. The CEO advised the Board Chair prior to entering into a new fuel contract and is now returning to the full Board for concurrence in accordance with Metro's Procurement Policy.

**Meeting Minutes – May 25, 2023**

Discussion was had.

Motion by Ms. Haase; Second by Mr. Lund

**ROLL CALL:**

**UNANIMOUS; MOTION CARRIES.**

**Agenda Item #10: Board Chair Report**

(D. Lawse)

Mr. Lawse reported that the Planning & Policy Committee does not have anything to report this month. Ms. Cencic shared that the Finance committee will become busier as budget season begins and that the Operations Committee will reconvene in the future to talk about the union contract. There will also be a proposed policy presented to the Board next month that will be shared with the Planning & Policy Committee prior to the meeting.

Discussion was had.

**Agenda Item #11: Date, Time and Place of Next Board Meeting**

**Thursday, June 22, 2023, at 8:30 a.m. to be held at Metro Transit Authority's Administrative Building.**

**Agenda Item #12: Adjournment**

There being no further business to come before the Board, a motion was entertained to adjourn the meeting at 8:58 a.m.

Motion by Mr. Lund; Second by Mr. Meadows

**ROLL CALL:**

**UNANIMOUS; MOTION CARRIES.**

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**Mr. Daniel Lawse – Chair**

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**Recording Secretary**

**June**

**Recruiting Report**

	<b>June Hires</b>	<b>Proj. Remaining Need</b>	<b>Recruiting Activity Notes</b>
<b>All Roles</b>	15	14	15 people started new roles at Metro in the month of June. Metro also posted a need for an Executive Administrator reporting to the CEO.

<b>Operations</b>				
	<b>Bus Operators - Omaha</b>	7	3	Currently reviewing and interviewing candidates.
	<b>Paratransit Operators</b>	3	0	

<b>Maintenance</b>				
	<b>Mechanic III</b>	1	3	Currently reviewing and interviewing candidates.
	<b>Mechanic Helper</b>	1	0	
	<b>Body Shop Mechanic</b>		1	Currently reviewing and interviewing candidates.

<b>BG&amp;E</b>				
	<b>BG&amp;E - Field</b>	0	1	Currently reviewing and interviewing candidates.
	<b>Sr. Building</b>	1	0	

<b>Custodial</b>				
	<b>Custodian</b>	0	2	Currently reviewing and interviewing candidates.



**June**

**Recruiting Report**

Role	Hires	Proj. Remaining Need	Recruiting Activity Notes
<b>Admin Staff</b>	<b>2</b>	<b>4</b>	
Mechanic Supervisor		1	Currently reviewing and interviewing candidates.
Transit Planner	1	0	Sara Mouton started June 5th.
Safety Training Specialist		1	Currently reviewing and interviewing candidates.
P/T Inventory Specialist	1	0	
Community Development Planner		1	Currently reviewing and interviewing candidates.
Executive Administrator		1	Accepting Applications

Jobs are posted internally, on Indeed, NEworks, LinkedIn, CareerLink, print ads, social media, [www.ometro.com](http://www.ometro.com), exterior bus signage, and hood signs.

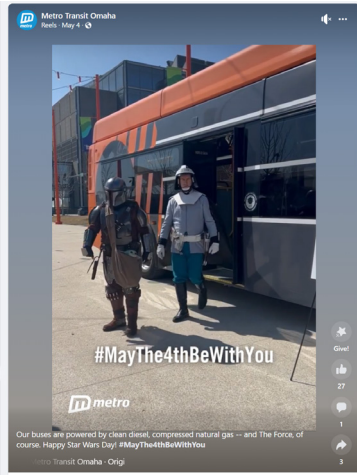
# SOCIAL MEDIA SUMMARY

05.01.23 - 05.31.23



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

Posts: 25  
Reach: 13,301  
Reactions: 402  
Comments: 51  
Shares: 39  
11 new followers | 0.4% increase



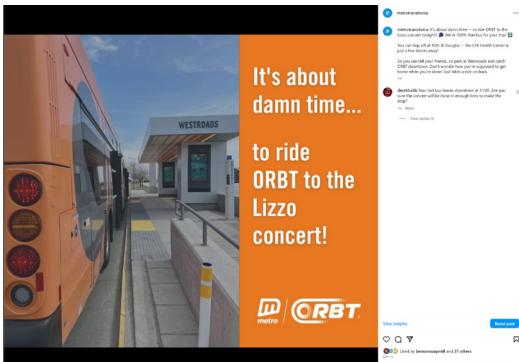
## Twitter: [@rideORBT](#)

Tweets: 24  
Impressions: 33,100  
Avg. 871 impressions/post for the year  
Mentions: 15  
Profile visits: 396  
2 new followers | 0.18% increase



## Instagram: [@metrotransitoma](#)

Posts: 15  
Likes: 333  
Avg. 23.1 likes/post for the year  
Comments: 7  
-3 followers | -0.21% decrease



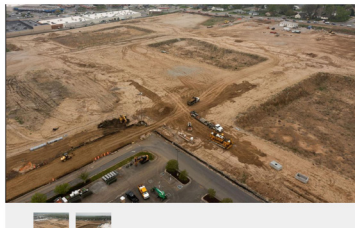
# EARNED MEDIA SUMMARY

05.01.23 - 05.31.23

## 7 stories | 4 outlets

Work on Omaha development continues with last week's \$80 million TIF approval

JESSICA WADE Omaha World-Herald May 8, 2023 Updated May 10, 2023



**SPORT CALEN**

Norfolk Daily News - Crossroads Development

Maha's move downtown means parking, transit options in the works

Maha Festival expects to attract 20,000 to Heartland of America Park next year.



KETV - MAHA Festival

Metro Transit struggles to hire mechanics

Metro Transit had 2.6 million rides in 2022. To keep up with growing riders, they need to keep buses on the road and mechanics to service them.



KETV - Metro's Need for Mechanics

## Central High School ORBT Ride and Learn

(May 2 & 3)

Communications and planning staff visited Central High to teach students and staff how to ride ORBT to and from the UNO campus.



## ICAN Women's Conference

(May 17)

Metro attended as a vendor at this year's conference at the CHI Health Center, speaking to attendees about our sustainability efforts and how women are making an impact on the transit industry.



## COMMUNICATIONS

## Cinco de Mayo Parade

(May 13)

Members of Metro's Leadership Team and other employees walked in the parade through South Omaha.



Photo Credit: Milton Currington

## Amazing Ride Event

(May 25)

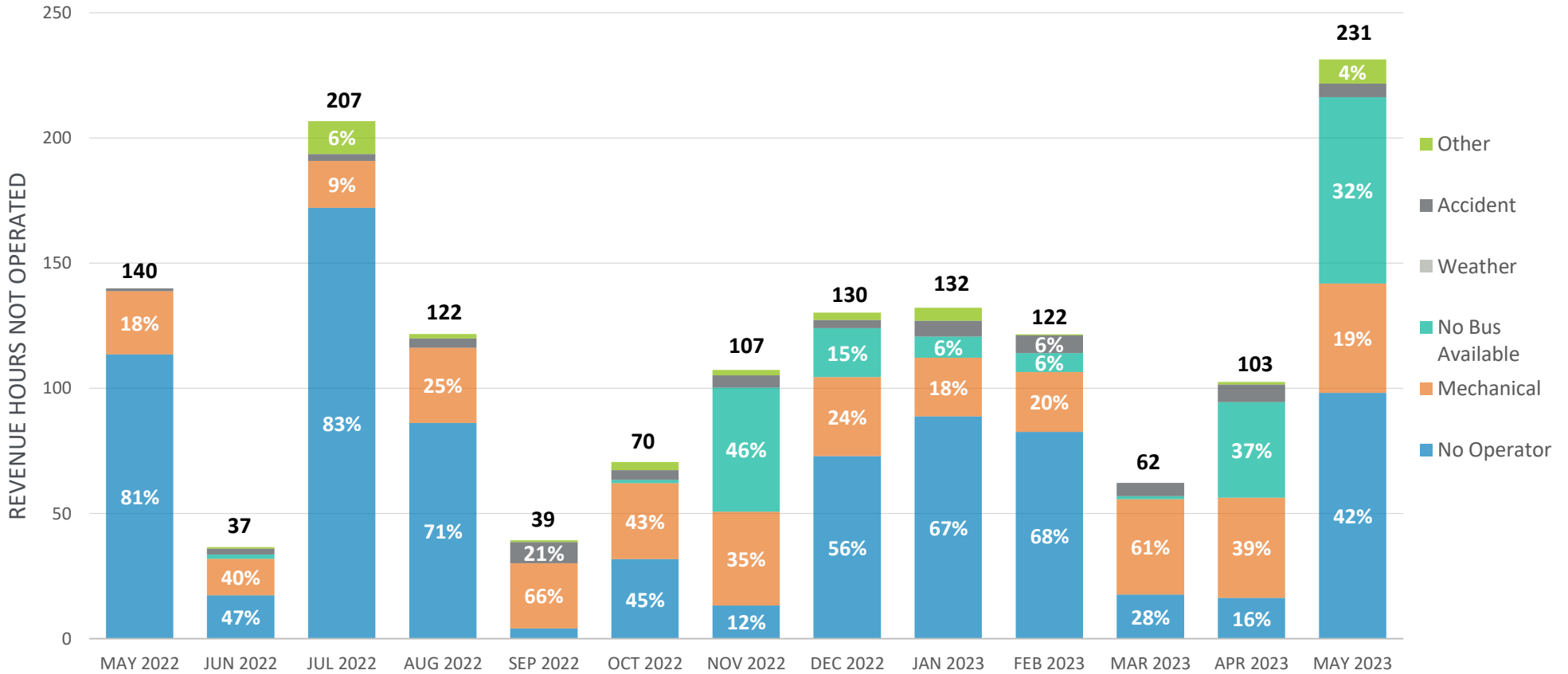
With the help of the Salvation Army of Council Bluffs, Communications staff taught seniors the ins and outs of riding the bus and helped them prepare for a trip to the Farmers Market.



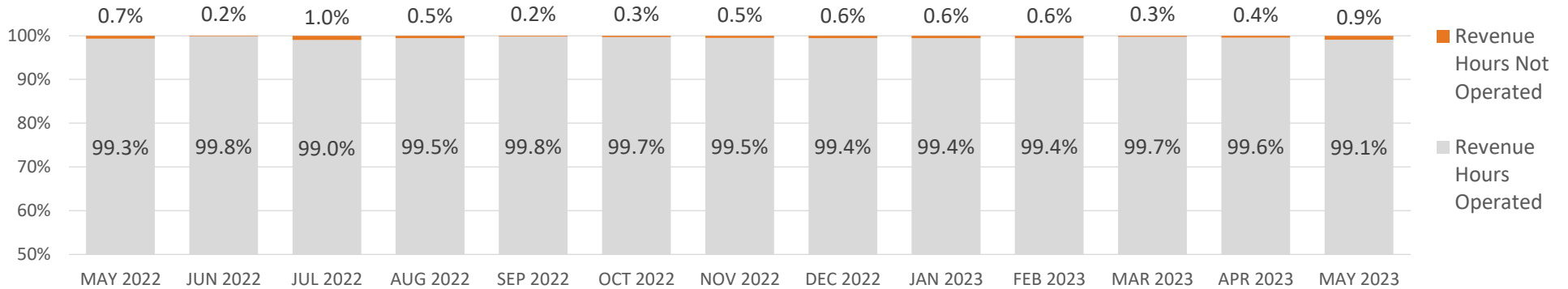


# MONTHLY SERVICE INTERRUPTIONS

## REVENUE HOURS NOT OPERATED BY TYPE

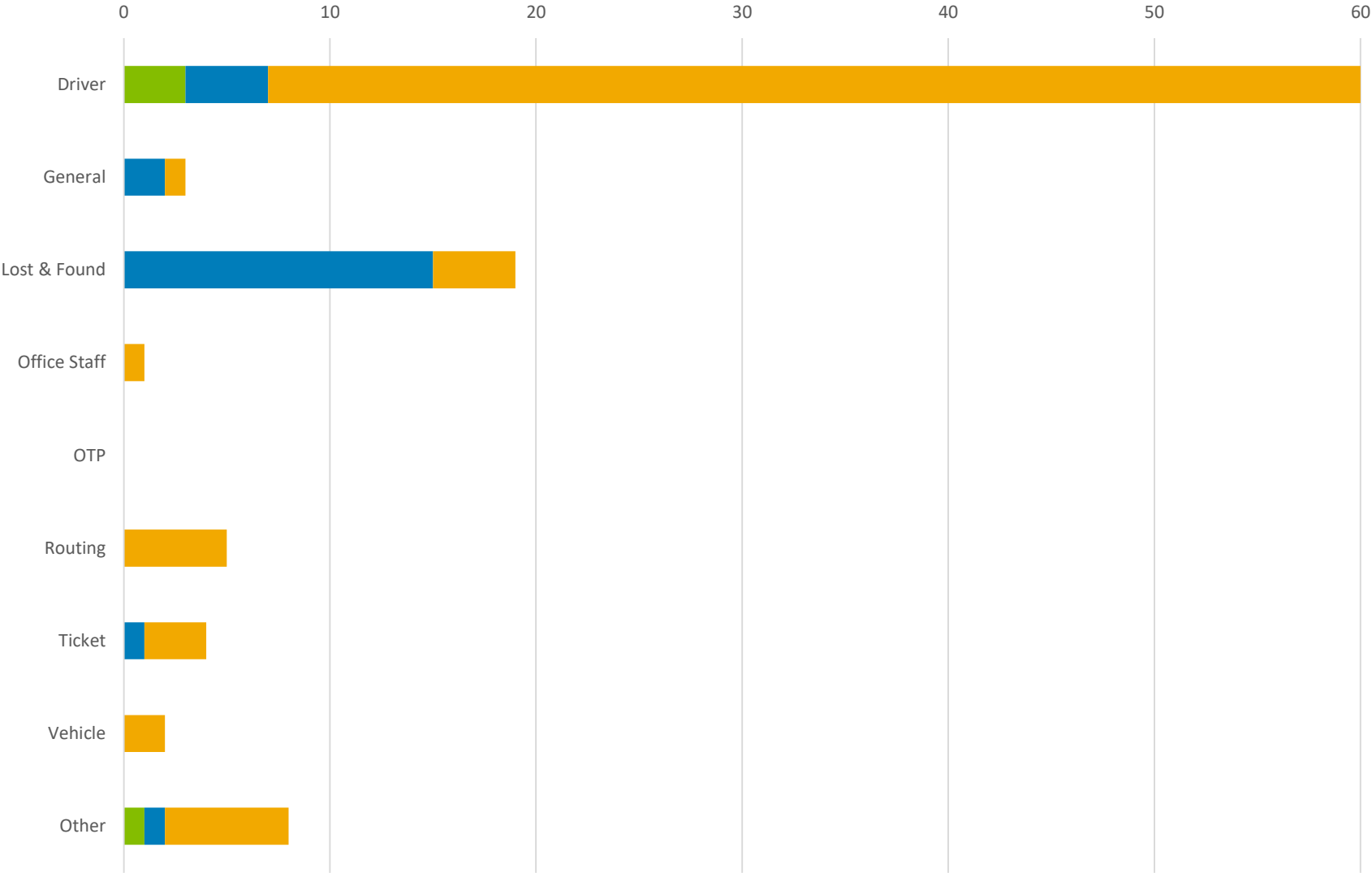


### Percent of Total Revenue Hours



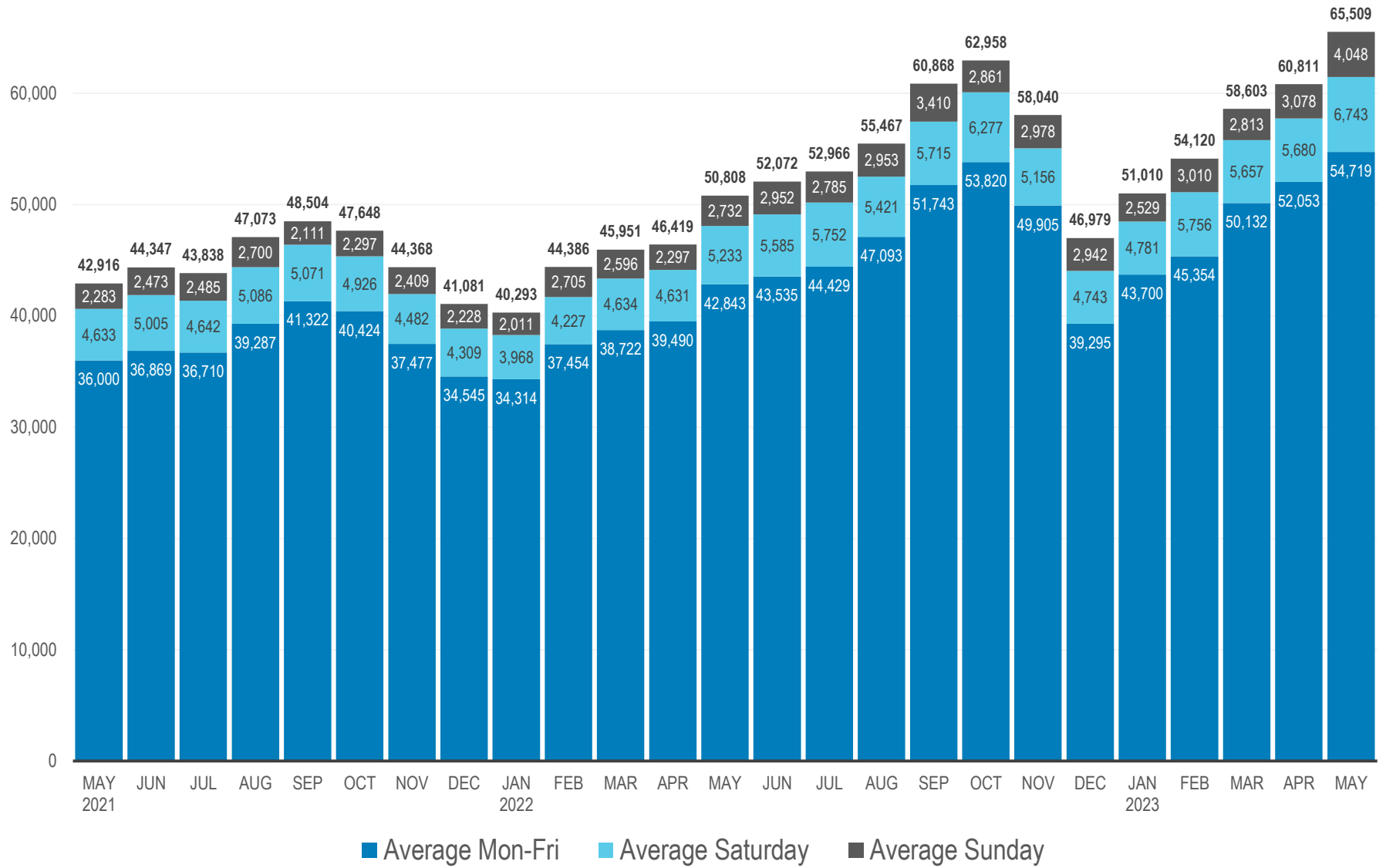
# May 2023 Fixed Route Registered Customer Service Concerns by Category

Positive Neutral Negative





# Average Weekly Ridership 2021 - 2023

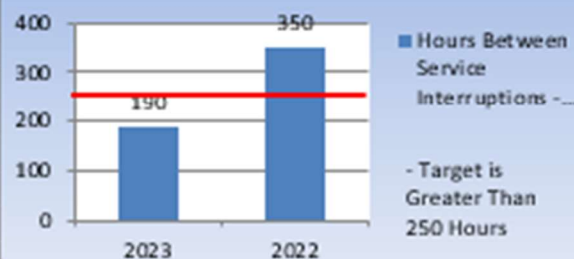


## Metro Transit Operations Report

May 2023

Current Month	2023	2022	Variance	Year to Date	YTD	YTD	YTD
					2023	2022	Variance
<b>Service</b>				<b>Service</b>			
Service Hours	24839	21013	18.21%	Service Hours	117992	105633	11.70%
Service Miles	340833	289575	17.70%	Service Miles	1624382	1455945	11.57%
<b>Interruptions</b>				<b>Interruptions</b>			
Hours Between Interruptions	131	60	118.33%	Hours Between Interruptions	255	286	-10.84%
Hours Between Interruptions	190	350	-45.86%	Hours Between Interruptions	463	369	25.28%
Miles Between Interruptions	2602	4826	-46.09%	Miles Between Interruptions	6370	5091	25.13%
Target Miles	3350	3350		Target Miles	3350	3350	
<b>Road Calls</b>				<b>Road Calls</b>			
Road Calls	53	50	6.00%	Road Calls	195	157	24.20%
Miles Between Road Calls	6431	5792	11.04%	Miles Between Road Calls	8330	9274	-10.17%
<b>Paratransit</b>				<b>Paratransit</b>			
Total Van Trips	7334	6683	9.74%	Total Van Trips	35442	28220	25.59%
Passenger Hours	4123	3601	14.50%	Passenger Hours	21722	16032	35.49%
Trips per Hour	1.78	1.86	-4.15%	Trips per Hour	1.63	1.76	-7.31%
Passenger Miles	48161	45098	6.79%	Passenger Miles	246040	183274	34.25%
Trips per Mile	0.1523	0.1482	2.76%	Trips per Mile	0.1440	0.1540	-6.45%
Taxi Trips	0	0	#DIV/0!	Taxi Trips	0	0	#DIV/0!
Total Trips - Van & Taxi	7334	6683	9.74%	Total Trips - Van & Taxi	35442	28220	25.59%

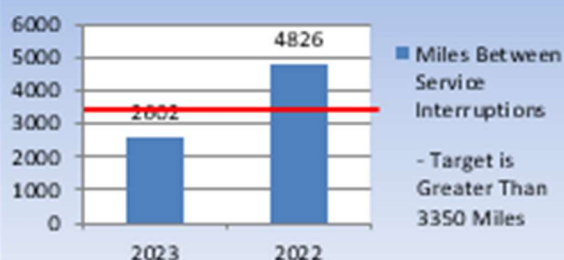
**Hours Between Service Interruptions - May 2023 & 2022**



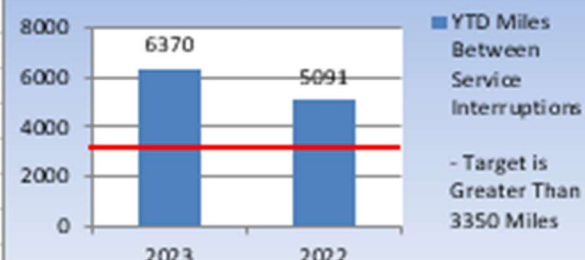
**YTD Hours Between Service Interruptions - 2023 & 2022**



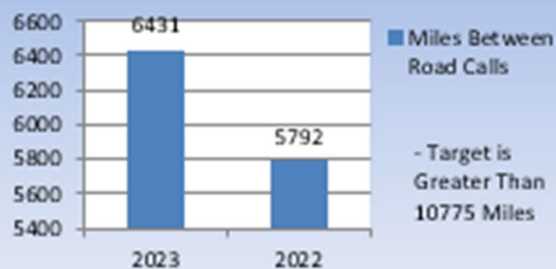
**Miles Between Service Interruptions - May 2023 & 2022**



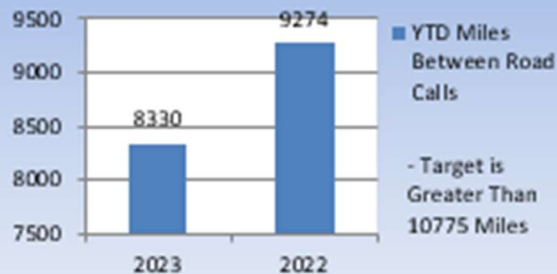
**YTD Miles Between Service Interruptions - 2023 & 2022**



**Miles Between Road Calls  
May - 2023 & 2022**



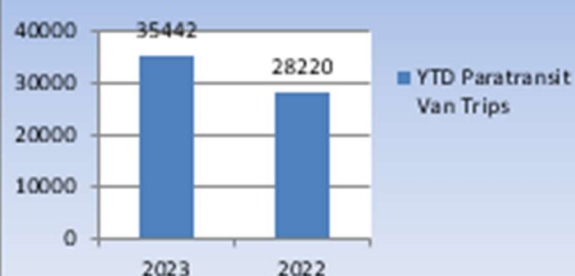
**YTD Miles Between Road Calls  
- 2023 & 2022**



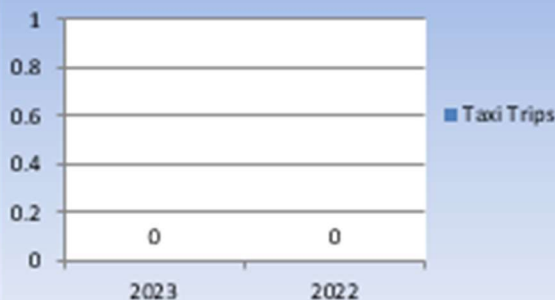
**Paratransit Van Trips  
May - 2023 & 2022**



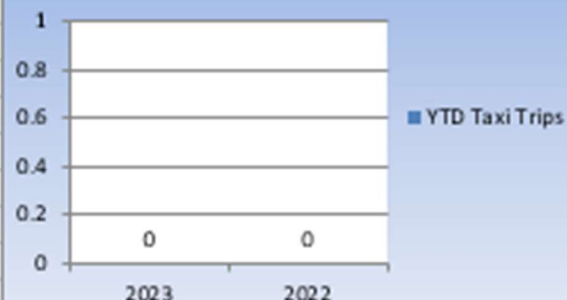
**YTD Paratransit Van Trips - 2023 & 2022**



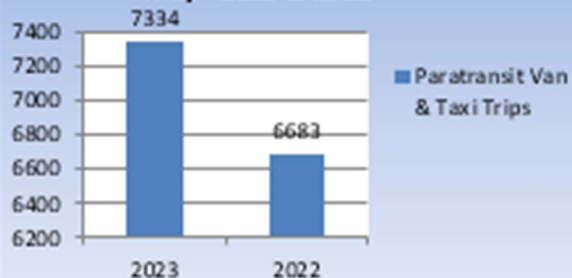
**Taxi Trips April - 2023 & 2022**



**YTD Taxi Trips - 2023 & 2022**



**Paratransit Van & Taxi Trips  
May - 2023 & 2022**



**YTD Paratransit Van & Taxi Trips - 2023 & 2022**





## Service Interruptions Detail

Type	May 2022	May 2023	Difference	2022 YTD	2023 YTD	Difference
Accident	1	4	3	8	25	17
Unsanitary Bus	0	2	2	3	7	4
Delayed Out Operator	34	31	-3	192	95	-97
Bus Operator Family Emerger	0	0	0	2	0	-2
Drunk on Bus - Police Called	0	0	0	0	1	1
Passenger Emergency	0	3	3	0	4	4
Weather	0	0	0	0	0	0
Mechanical	25	48	23	73	183	110
Unknown	0	1	1	0	2	2
Vandalism on Bus	0	0	0	0	0	0
Heavy Traffic	0	0	0	0	0	0
No Bus Available	0	42	42	8	88	80
<b>Total</b>	<b>60</b>	<b>131</b>	<b>71</b>	<b>286</b>	<b>405</b>	<b>119</b>
<b>Mechanical Reasons</b>						
Air Conditioner	0	0	0	3	0	3
Air pressure went down	0	2	2	11	9	2
Brake Problem	1	2	1	6	6	0
Broken Belt	0	0	0	0	0	0
Bus Body Problem	0	1	1	3	4	-1
Bus shut down	8	27	19	61	80	-19
Delayed by Train	0	0	0	1	0	1
Door Problem	0	1	1	6	3	3
Electrical Problem	1	4	3	12	9	3
Farebox	0	0	0	4	0	4
Leaking Fluid	0	0	0	19	0	19
Leaking fuel	0	0	0	1	0	1
Lift malfunction	0	1	1	3	1	2
Light problem	0	0	0	6	0	6
Low water	3	3	0	3	10	-7
Mirror Broke	0	0	0	7	1	6
No power	4	2	-2	16	13	3
Power Steering Problem	1	0	-1	4	2	2
Oil Pressure	0	0	0	1	0	1
Overheated	1	1	0	12	1	11
Radiator Leak	0	0	0	1	3	-2
Seat Problem	0	1	1	0	2	-2
Starting problem	0	0	0	5	2	3
Suspension problem	2	3	1	8	13	-5
Tire problem	2	0	-2	16	14	2
Transmission malfunction	0	0	0	8	1	7
Unknown Mechanical	2	0	-2	28	5	23
Windshield/Window	0	0	0	0	2	-2
<b>Total</b>	<b>25</b>	<b>48</b>	<b>23</b>	<b>245</b>	<b>181</b>	<b>-64</b>

## Service Interruptions



## Hours Between Interruptions



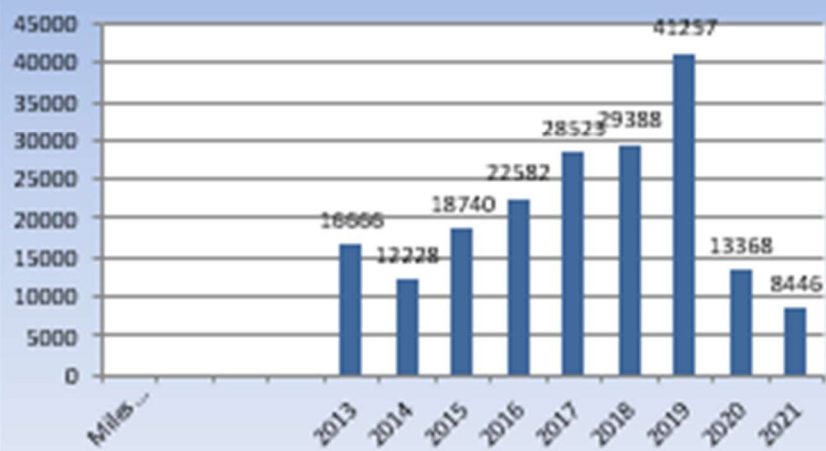
## Miles Between Interruptions



## Roadcalls



## Miles Between Roadcalls



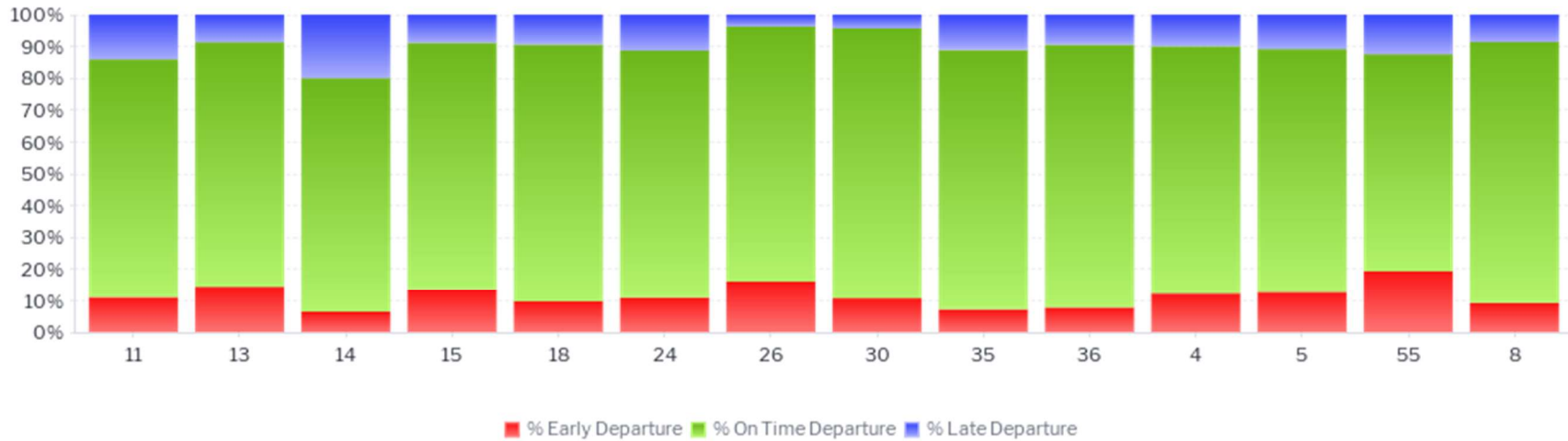
# May 2023 OTP

## 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
May	5/1/23	5/31/23	17,017	11.2%	120,280	78.8%	15,291	10.0%	152,588

## Departures: On-Time Performance by Route

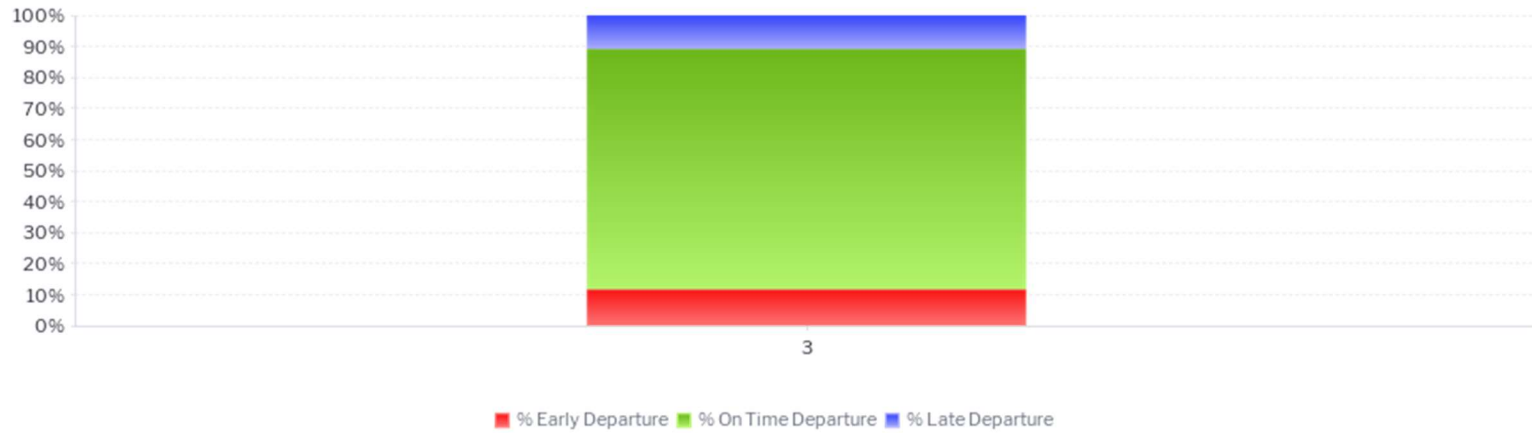


# May 2023 OTP

Route 3 is listed separately due to the long term 42<sup>nd</sup> 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
5/1/23	5/31/23	3	North 40th / South 42nd	2,209	11.7%	14,629	77.5%	2,044	10.8%	18,882

# May 2023

## Registered Customer Service Concerns by Category

Total Calls	13191
Bus	8003
MOBY	5188

### Calls by Category

	Total	Positive	Neutral	Negative	Percentage
Driver	73	5	4	64	65.18%
General	3	0	2	1	2.68%
Lost and Found	14	0	10	4	12.50%
Office Staff	1	0	0	1	0.89%
Other	9	2	1	6	8.04%
OTP	0	0	0	0	0.00%
Routing	5	0	0	5	4.46%
Ticket	4	0	1	3	3.57%
Vehicle	3	0	0	3	2.68%
Wheelchair	0	0	0	0	0.00%
Total	112	7	18	87	100.00%
Percentage	100%	6.25%	16.07%	77.68%	