

The May 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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+1 309 205 3325 US

+1 312 626 6799 US (Chicago)

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Meeting ID: 872 7883 2567

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AGENDA

REGULAR BOARD MEETING

REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA

2222 Cuming Street

Omaha, Nebraska, 68102

May 25, 2023

8:30 a.m.

1. Call to Order: Notice of the Regular Meeting was published in the Omaha Daily Record on May 19, 2023.
2. Approval of Minutes of Previous Meeting:
 - a. Regular Meeting: April 27, 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 Fuel Contract (Tentative) (L. Cencic)
7. Board Chair Report (D. Lawse)
8. Date, Time and Place of Next Regular Board Meeting
Thursday, June 22, 2023, at 8:30 a.m.
Authority’s Administrative Building
9. Adjournment

Tentative Resolutions for Next Board Meeting
Approval of Fiscal Year 2022 Audited Financials
Amendment to Operating Policy 12 – Sick/Injury Leave

6.

RESOLUTION: Request Approval of Fuel Contract (Tentative)

EXPLANATION: 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. Depending on the market, staff expects to solicit bids for diesel fuel that will begin in September 2023 at the conclusion of the current contract. If bids are favorable, the CEO will advise the Board Chair prior to entering into a new fuel contract and return to the full Board for concurrence in accordance with Metro's Procurement Policy.

If bids are favorable, additional information will be provided under separate cover.

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 – April 27, 2023

**MINUTES
REGULAR MEETING
REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA
2222 Cuming Street
Omaha, Nebraska, 68102
April 27, 2023
MINUTES**

The Regional Metropolitan Transit Authority of Omaha Board met in Regular Session on Thursday, April 27, 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 April 21, 2023, and an amended notice was published in the Omaha Daily Record on April 25, 2023, both 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:

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

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 (Absent)
R. Sherping, Safety Director (Absent)
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 – April 27, 2023

Agenda Item #1: Call to order

Mr. Lund called the meeting to order at 8:35 a.m. Notice of the Regular meeting was published in the Omaha Daily Record on April 21, 2023. An amended Notice was published in the Omaha Daily Record on April 25, 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.

Mr. Lund called for a motion to appoint a temporary chair in the absence of Ms. Haase and Mr. Meadows.

Motion by Mr. Lawse to appoint Mr. Lund as acting temporary chair; Second by Mr. Plucker

ROLL CALL:

UNANIMOUS; MOTION CARRIES.

Agenda Item #2: Approval of Minutes of Previous Regular Meeting

Mr. Lund entertained a motion to approve the minutes of the Board Meeting on March 23, 2023.

Motion by Ms. Plucker; Second by Mr. Lawse

ROLL CALL:

UNANIMOUS; MOTION CARRIES.

Agenda Item #3: General Public Comment Period

Mr. Lund 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 informed the Board that Metro has a new Director of Maintenance, Mr. John Beverage, who just started this week. This is a critical role that has been vacant for a while so Metro is very happy to have Mr. Beverage here. Mr. Beverage introduced himself to the Board and elaborated on his background and what he looks forward to implementing within the Maintenance Department.

Ms. Cencic updated the Board that this month Metro celebrated the annual Safety Banquet and Nebraska Public Transit Week. Metro spent time showing appreciation to employees with cards, social media posts, and signs throughout the building. The Safety Banquet was well enjoyed by all. Ms. Cencic extended a thank you to everyone who helped out, but particularly to the Human Resources and the Communications teams.

Meeting Minutes – April 27, 2023

Ms. Cencic informed the Board that the 72nd and Dodge westbound ORBT station is inaccessible due to construction at Crossroads. Metro has been working with the developer to install a temporary concrete pad at the alternate stop on the northeast corner of the intersection in order to maintain accessibility for riders. The 72nd and Dodge ORBT station will not be accessible until November or December of this year.

Ms. Cencic updated the Board that with the new downtown library opening in May 2023, Metro will be installing a bus shelter at that site and will be rerouting Route 13 to serve that area.

Ms. Cencic informed the Board that Bike To Work Day is May 19, 2023. With the Board's concurrence, Metro would like to once again offer free fares to those riders boarding with a bike or bike helmet to celebrate.

Lastly, Ms. Cencic updated the Board that Mr. Grant has a conflict and will be joining later. Ms. Cencic asked to move the Administration/Human Resources Administration Report to later in the Board meeting.

Discussion was had.

Agenda Item #5b: Administrative Reports

(I. Maldonado)

Mr. Maldonado updated the Board that on April 16, 2023, Metro enhanced fixed route services by adding 3 more buses to weekday service. While Metro was able to provide the enhanced services, several paratransit buses were placed on Express routes. Mr. Maldonado expressed thanks for having the new Director of Maintenance on the team now.

While Metro has been successful in recruiting operational staff such as bus and van Operators, Dispatchers, and Transit Field Supervisors, it has been very challenging to retain heavy-duty Mechanics and Maintenance Technicians. Metro's Human Resources team is working very hard to fill a number of vacancies in the Maintenance division, including 5 heavy-duty mechanics, 3 mechanic helpers, 1 utility fueling worker, and 1 body shop mechanic. In addition to these vacancies, Metro has 2 mechanics and 1 mechanic helper who are out of the office on long-term disability. With the wage increase being proposed in the new contract for the TWU union and with higher shift differential pay being negotiated in the bargaining contract, Metro should be able to fill all open positions within the next 6 months. Nonetheless, the number of fleet maintenance vacancies compounded with supply chain issues have affected the number of buses available for service delivery. The current state of Metro's fixed route bus fleet is as follows. Electric buses were out for a few weeks due to a bus manufacturer mechanical error that affected each of the electric buses. Staff worked closely with the bus manufacturer. As of today, 2 electric buses are back in service while Metro is waiting for an air compressor for the third electric bus. Due to Federal Transit Administration spare bus ratio restrictions, Metro recently removed 7 buses from inventory that had exceeded their useful life and required extensive repairs, leaving 117 buses in the fleet. Nine buses are pending major repairs, 2 buses require major body work, and 11 buses are waiting for parts that have been on backorder. In addition to these 22 buses, on average 20-22 buses per day are set aside for minor necessary repairs and for timely preventive maintenance. This leaves between 73 and 75 buses available for Metro's 71-bus weekday service pull-out. To compensate for staffing limitations and to expedite the repair of buses, Metro is proposing to execute a temporary contract with Cummins to perform engine repairs on site and are allowing mechanics to work overtime hours. Metro currently has 7 buses at outside vendors for engine, transmission, and bodywork repairs. With the aid of Cummins and external vendors over the next 2

Meeting Minutes – April 27, 2023

weeks, Metro anticipates having sufficient buses available so that no paratransit vehicles are used on Express routes.

Metro is on track with the implementation of new fleet management and procurement software. It is anticipated that full implementation of this system will occur in August 2023.

Discussion was had.

Agenda Item #5c: Administrative Reports

(N. Ebat)

Ms. Ebat updated the Board that the Communications team has participated in a number of events in the last month. Metro held ORBT's One-Millionth Ride Celebration which included a day-time event at Gene Leahy Mall. Many people attended to see the ORBT bus being displayed, to play games, and to acquire some Metro swag. On that same evening, Metro offered a cocktail-attire ride with leaders and members of community partner organizations. The Bob Kerrey Pedestrian Bridge was lit up orange on that day in celebration of this event as well.

Metro had the opportunity to speak with a Sustainability class of Urban Planners at UNO. Metro also led a tour for Elite Disability Services in Metro's building. Metro also celebrated Nebraska Public Transit Week. The Communications team visited all 4 transit centers that week to distribute giveaways to riders. The team was out in the community during that week in a couple of other ways as well. At the end of this same week, Metro also attended the opening night of "Last Stop on Market Street". A Metro bus accompanied the team to promote public transit. The play actually incorporates Metro's logo into the play itself.

Most recently, the Communications team attended an Earth Day event this past weekend and will be heading to a second Earth Day event today after the Board meeting. Overall, Metro has reached an estimated 500 people face to face, in addition to those reached as a result of the solid media coverage over the course of the month. At this point, staff is ramping up for summer. Conversations and preparations for promotional work around many summer events are beginning to take place.

Discussion was had.

Agenda Item #6: Election of Board Officers and Committee Assignments **(J. Lund for O. Meadows)**

Annually, the Board of Directors nominates and elects a Chairperson and Vice-Chairperson and identifies committee assignments. The Board committees are Finance/Procurement, Planning & Policy, and Operations. No committee membership shall constitute a quorum.

Discussion was had. A motion was entertained to assign Mr. Lawse the position of Chair, assign Ms. Haase the position of Vice-Chair, and to maintain all committee members as they currently are.

Motion by Ms. Plucker; Second by Mr. Lawse

Meeting Minutes – April 27, 2023

ROLL CALL:

UNANIMOUS; MOTION CARRIES.

Agenda Item #7: Request Approval of Resolution #434 – Resolution to Amend the Salaried Pension Plan Document
(W. Clingman)

Staff requests approval of an amendment to the Metro Area Transit Salaried Pension Plan in order to clarify eligibility to participate in the salaried pension plan. The amendment was produced by the Pension Plan Administrator and reviewed by Metro’s Legal department. The Salaried Pension Committee Members approved a resolution for the amendment by a virtual meeting vote on April 13, 2023.

This amendment adds the following sentence to the Plan document that will become effective upon approval of this resolution. “Persons who first commence service with the Employer after attaining their age 60 shall not be considered Employees as defined by the Plan.”

Discussion was had.

Motion by Mr. Lund; Second by Ms. Plucker

ROLL CALL:

UNANIMOUS; MOTION CARRIES.

Agenda Item #8: Request Approval of 3-Year Labor Agreement Between Metro and Transport Workers Union of America, Local 223 for January 1, 2023, Through December 31, 2025
(I. Maldonado)

Staff requests full board approval for Metro’s CEO to execute a 3-year collective bargaining agreement between Metro and the Transport Workers Union (TWU), Local 223 (AFL-CIO). The CEO’s authority to execute the agreement on behalf of Metro is contingent upon the approval and execution of the collective bargaining agreement by the TWU. Metro’s final offer is anticipated to be ratified by the rank and file in April 2023.

Heavy duty and auto mechanics will receive a 5.0 % salary increase in the first year of the contract, and 2.0 % in the two subsequent years of the contract. Wages for a Master Electrical Mechanic will be adjusted based on salary trends for 16.1 % during the first year of the agreement, and 2.0 % in the two subsequent years of the contract. The Building Grounds and the Equipment Leadman wages will be comparable to a First-Class mechanic’s wages. All other employees will receive a 3.0 % salary increase in the first year of the contract, and 2.0 % in the two subsequent years of the contract. The shift differential of 2 % previously paid for shifts that extended beyond 8:00 pm will be increased to 4% to hours worked between 5:00 pm and 3:00 am.

Employees will receive 2 additional leave days for sickness, and as an incentive for good attendance those who have less than 1 unexcused absence per semester, may earn up to 1 additional 8-hour day of Paid Time for Sickness per six-month period. Employees will receive Juneteenth as a paid floating holiday which they may use throughout the year. Employees will receive an increase for uniforms and those who require tools will receive an increase in their tool allowance.

A copy of the collective bargaining agreement was sent to the Board for review.

Discussion was had.

Meeting Minutes – April 27, 2023

Motion by Ms. Plucker; Second by Mr. Lund

ROLL CALL:

UNANIMOUS; MOTION CARRIES.

Agenda Item #9: Request Approval to Enter into a Contract with Cummins for Engine Repair Services (W. Clingman)

Metro solicited quotes for engine repair services on Metro's buses and received one quote for \$147.60 per hour from Cummins Inc.

The work will provide on-site repairs and preventative maintenance to Metro's Cummins engines on our bus fleet as has been past practice. The contract will be for a maximum of six months or 1,000 hours. Staff has determined that the quote from Cummins is fair and reasonable.

Staff is requesting the authority to enter into a contract with Cummins, Inc. for a not to exceed price of \$160,000. This item was forwarded to the Finance/Procurement Committee prior to the Board meeting.

Discussion was had.

Motion by Ms. Plucker; Second by Mr. Lund

ROLL CALL:

UNANIMOUS; MOTION CARRIES.

Agenda Item #5a: Administrative Reports
(D. Grant)

Mr. Grant informed the Board that Metro has 11 new people starting in the month of April. These include Mr. Beverage as the Maintenance Director, 3 Bus Operators, 1 Tire Technician, a Utility Garage personnel, 2 Mechanics, 2 Custodial personnel, 1 Dispatcher, and 1 Transit Field Supervisor. Metro has also made great progress in the search for a Procurement and Contract Manager as well as the Transit Planner role.

Discussion was had.

Agenda Item #10: Board Chair Report
(D. Lawse)

Mr. Lawse reported that the Planning & Policy Committee did not meet this month but continues to interface with Ms. Cencic and discuss which policies need to be addressed next. The Operations Committee did not meet this month either. The Pension Committee had an action around the adjustment to the union contract.

Meeting Minutes – April 27, 2023

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

Thursday, May 25, 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 9:09 a.m.

Motion by Mr. Lund; Second by Ms. Plucker

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

Mr. Daniel Lawse – Chair

Recording Secretary

May

Recruiting Report

	May Hires	Proj. Remaining Need	Recruiting Activity Notes
All Roles	18	12+	9 people started new roles at Metro in the month of April including 2 internal promotions and a Fleet Maintenance Director. Metro also posted roles for 2 Custodian openings.

Operations				
	Bus Operators - Omaha	7	Evaluating	Evaluating future needs to meet service increases
	Paratransit Operators	1	2	

Maintenance				
	Mechanic III	1	5	New hire starts in June.
	Utility	1		
	Mechanic Helper	2	1	Currently reviewing and interviewing candidates.
	Body Shop Mechanic		1	Currently reviewing and interviewing candidates.

BG&E				
	Sr. Building	1	0	New hire starts in June.

Custodial				
	Custodian	1	1	

May

Recruiting Report

Role	Hires	Proj. Remaining Need
Admin Staff	4	2
Procurment & Contracts Manager	1	
Transit Planner	1	
Building Maintenance Manager		
Dispatcher	1	
Transit Field Supervisor	1	
Community Development Planner		1
Safety Trainer		1

Recruiting Activity Notes

Lucia Del Rio Lopez Started May 8th

Sara Mouton will start June 5th.

Bill Hays started May 8th

Dana Williams was promoted from Transit Operator to Dispatcher

Dennis Hogueison was promoted from Transit Operator to Dispatcher

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

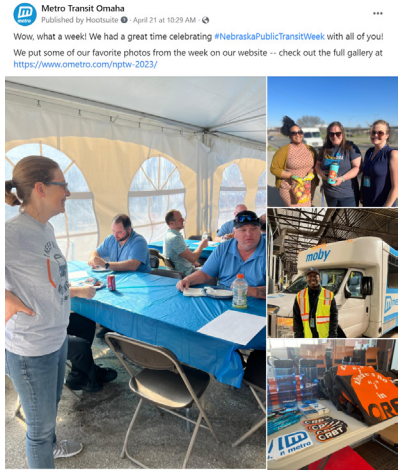
SOCIAL MEDIA SUMMARY

4.1.23 - 4.30.23



Facebook: **Metro Transit Omaha**

Posts: 23
Reach: 14,508
Reactions: 405
Comments: 56
Shares: 50
11 new followers | 0.43% increase



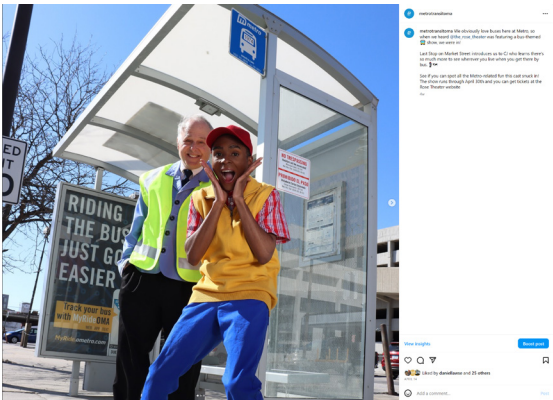
Twitter: **@rideORBT**

Tweets: 46
Impressions: 30,500
Avg. 906.7 impressions/post for the year
Mentions: 25
Profile visits: 1621
8 new followers | 0.7% increase



Instagram: **@metrotransitoma**

Posts: 16
Likes: 35
Avg. 24.7 likes/post for the year
Comments: 13
25 new followers | 1.77% increase



EARNED MEDIA SUMMARY

4.1.23 - 4.30.23

10 stories | 7 outlets

Metro announces increased bus frequency for several routes



WOWT - April Route Increases

Nebraska Public Transit Week will be celebrated throughout the city with Metro Transit

by McKinney Partners (MPTM) | Sun, April 9th 2023, 3:08 PM CDT



KPTM - Nebraska Public Transit Week

Three transit agencies reach ridership milestones in Q1 2023

Omaha Metro's ORBT, Florida's Tri-Rail and L.A. Metro's Metro Micro pilot all notched significant ridership increases that the agencies say demonstrate the value of new and streamlined services to their communities.

Brandon Lewis

April 10, 2023



Omaha Metro ORBT and L.A. Metro's Metro Micro.



LATEST IN MANAGEMENT

Management

NY: Contract between MTA and NYC's largest transit union expires as talks stall

May 17, 2023

Management

TX: Houston's Westpark Tollway needs expansion, new transit options, leaders say

Mass Transit - ORBT Million Rides

Nebraska Public Transit Week

Throughout the week, Metro staff attended all of Metro's transit centers to visit with riders, hand out ride tokens, and give out other swag to riders. Metro also hosted a Spot the Bus contest where our social media followers were encouraged to send us pictures of a specifically wrapped bus for a chance to win prizes. There were also twice daily free fare periods during the entire week.



Earth Day Omaha

Communications and planning staff took an electric bus to Omaha's big Earth Day celebration to speak with people about how to incorporate public transit into their sustainable life goals.



COMMUNICATIONS

OUTREACH

Elite Disability Services group tour

Metro staff from multiple departments welcomed a group of 20 adults with developmental disabilities along with staff members from the non-profit. Staff showed the group around the Metro building, through the bus barn, and into the heart of dispatch to learn more about how Metro functions from the inside.



Earth Day UNO

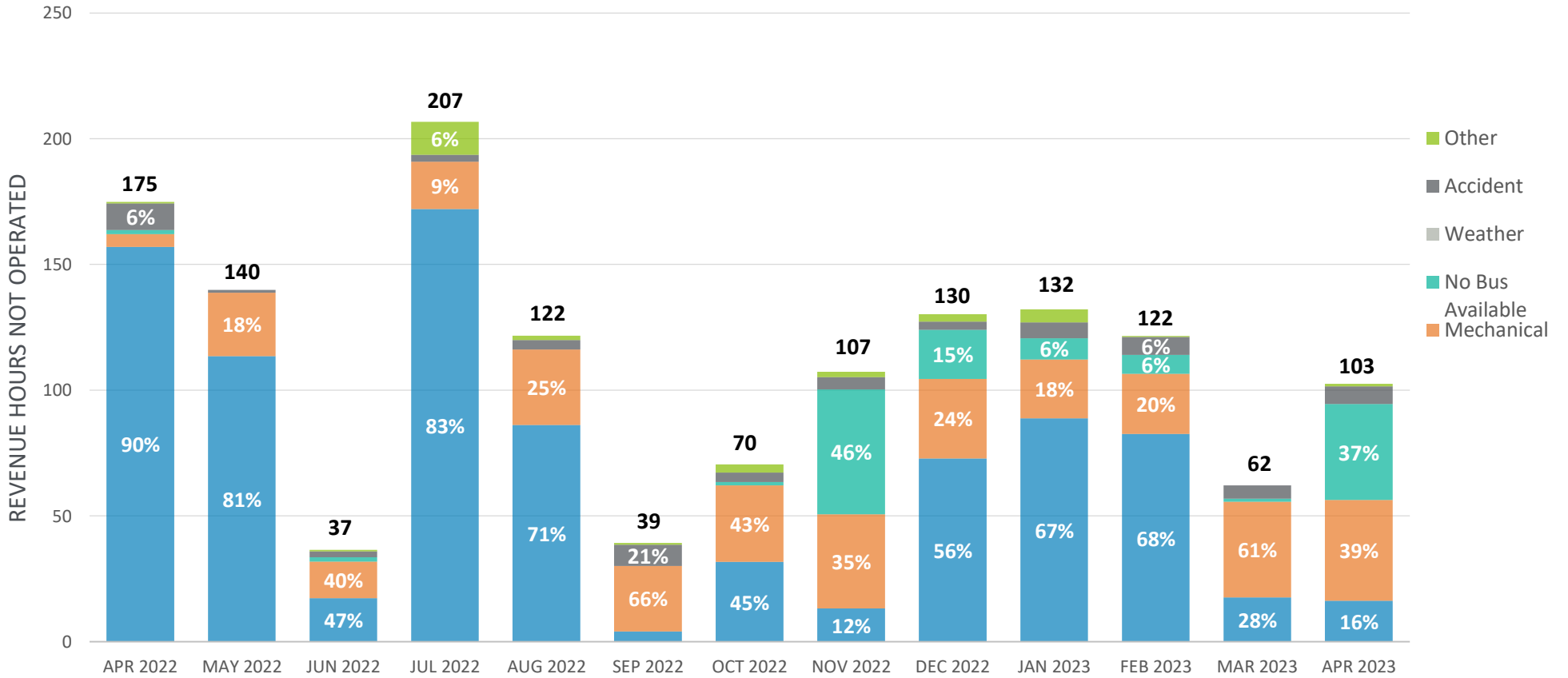
The Metro communications team featured an electric bus at UNO's Earth Day event for their students while sharing more about Metro's routes, the MavRide program, and how students can get involved in encouraging more public transit in Omaha.



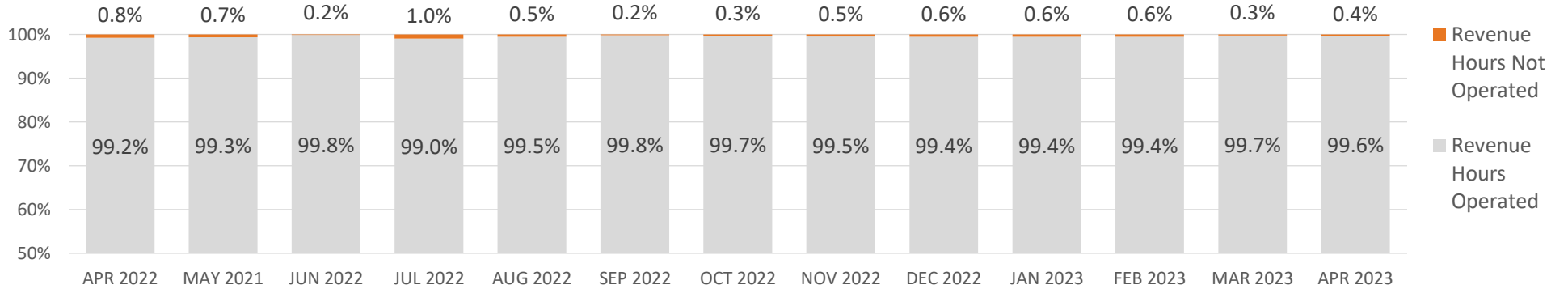


MONTHLY SERVICE INTERRUPTIONS

REVENUE HOURS NOT OPERATED BY TYPE

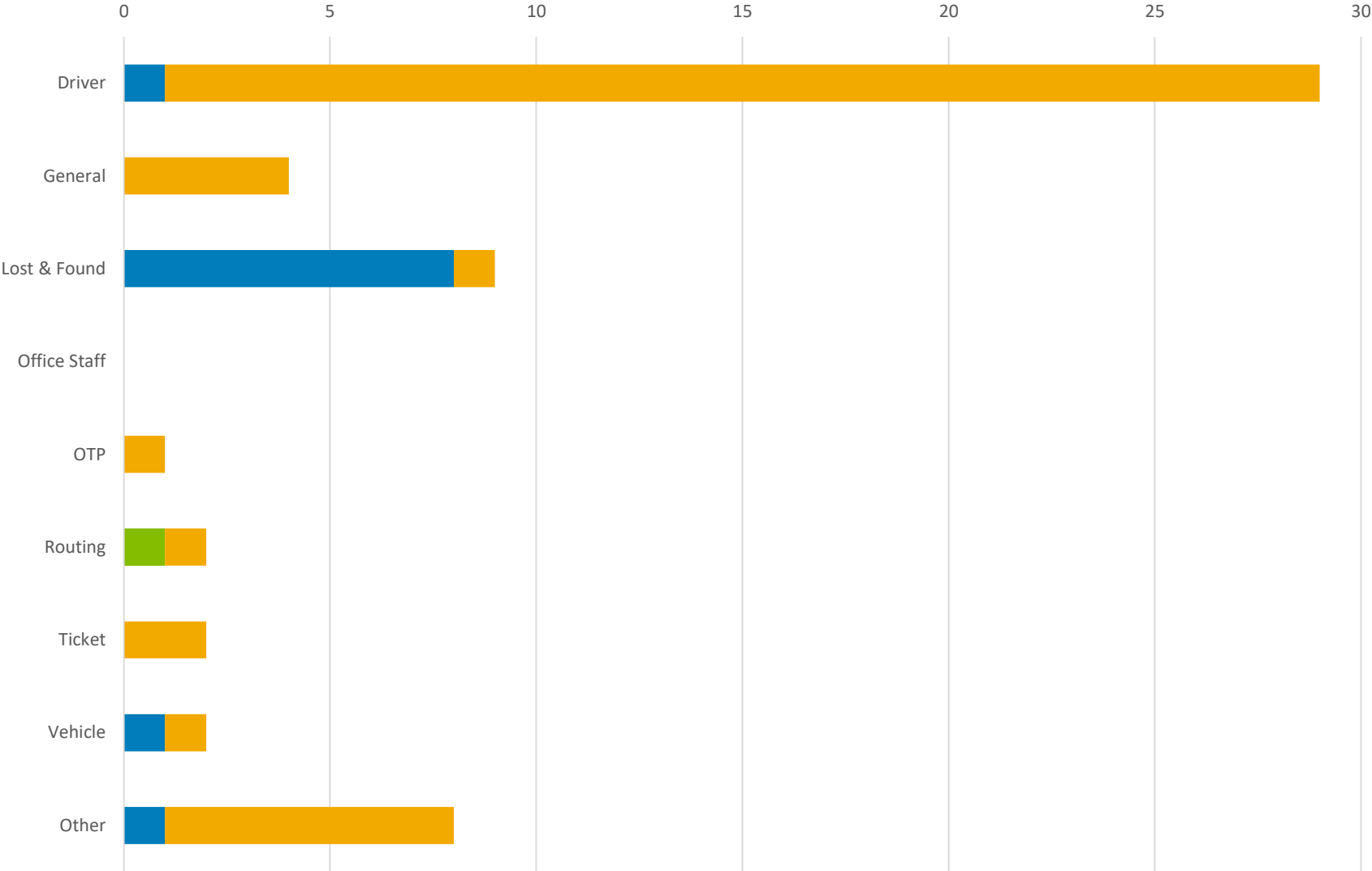


Percent of Total Revenue Hours

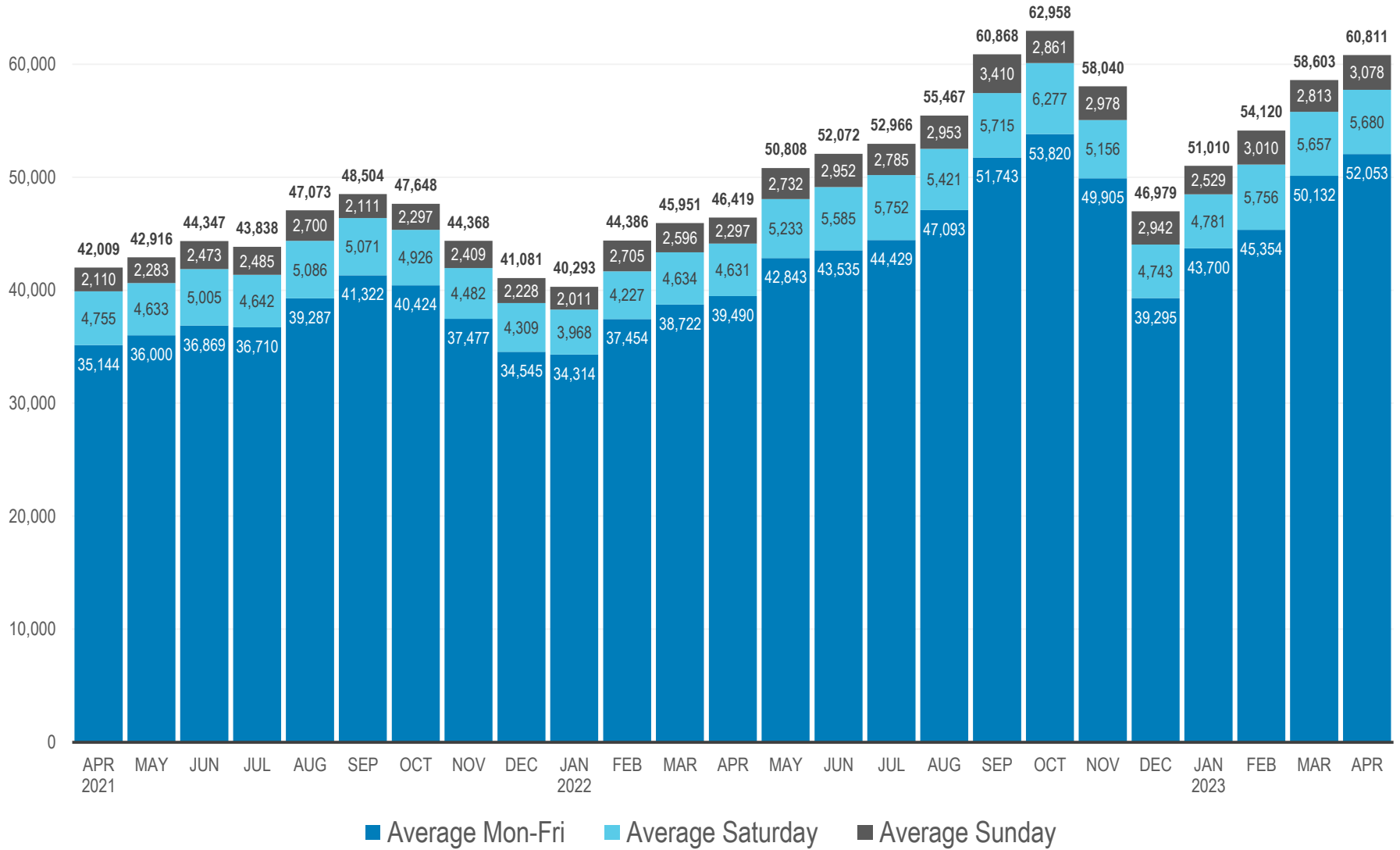


April 2023 Fixed Route Registered Customer Service Concerns by Category

■ Positive ■ Neutral ■ Negative



Average Weekly Ridership 2021 - 2023

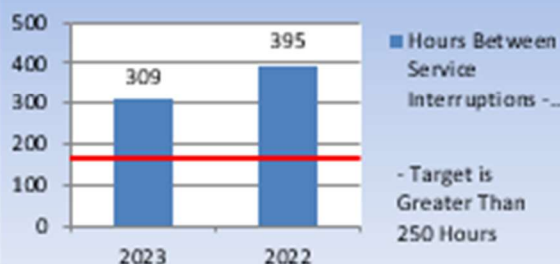


Metro Transit Operations Report

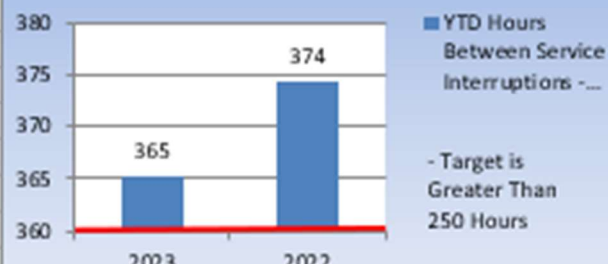
April 2023

Current Month	2023	2022	Variance	Year to Date	YTD	YTD	YTD
					2023	2022	Variance
Service				Service			
Service Hours	23482	21313	10.18%	Service Hours	93153	84620	10.08%
Service Miles	322004	293813	9.59%	Service Miles	1283549	1166371	10.05%
Interruptions				Interruptions			
	76	54	40.74%		255	226	12.83%
Hours Between Interruptions	309	395	-21.72%	Hours Between Interruptions	365	374	-2.44%
Miles Between Interruptions	4237	5441	-22.13%	Miles Between Interruptions	5034	5161	-2.47%
Target Miles	3350	3350		Target Miles	3350	3350	
Road Calls				Road Calls			
	31	32	-3.13%		142	107	32.71%
Miles Between Road Calls	10387	9182	13.13%	Miles Between Road Calls	9039	10901	-17.08%
Paratransit				Paratransit			
Total Van Trips	6894	6792	1.50%	Total Van Trips	28108	26048	7.91%
Passenger Hours	4255	3979	6.94%	Passenger Hours	17599	15121	16.39%
Trips per Hour	1.62	1.71	-5.08%	Trips per Hour	1.60	1.72	-7.29%
Passenger Miles	50168	44311	13.22%	Passenger Miles	197879	165443	19.61%
Trips per Mile	0.1374	0.1533	-10.35%	Trips per Mile	0.1420	0.1574	-9.78%
Taxi Trips	0	0	#DIV/0!	Taxi Trips	0	0	#DIV/0!
Total Trips - Van & Taxi	6894	6792	1.50%	Total Trips - Van & Taxi	28108	26048	7.91%

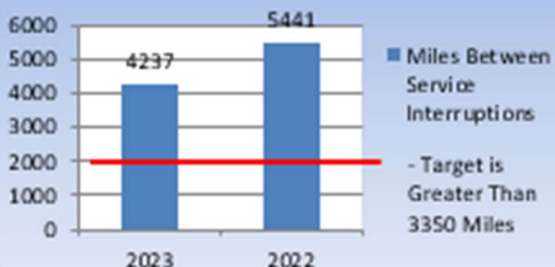
Hours Between Service Interruptions - April 2023 & 2022



YTD Hours Between Service Interruptions - 2023 & 2022



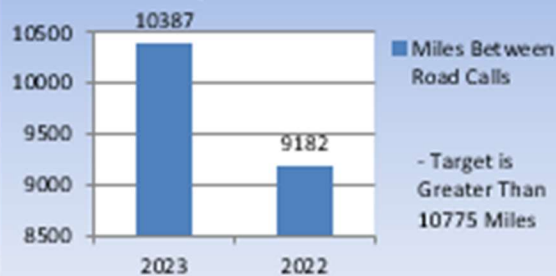
Miles Between Service Interruptions - April 2023 & 2022



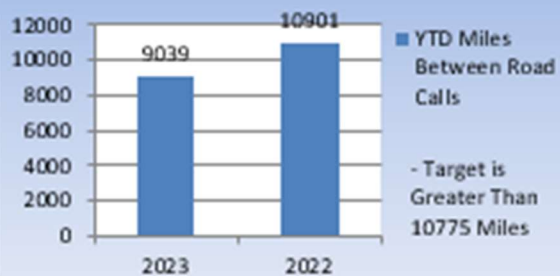
YTD Miles Between Service Interruptions - 2023 & 2022



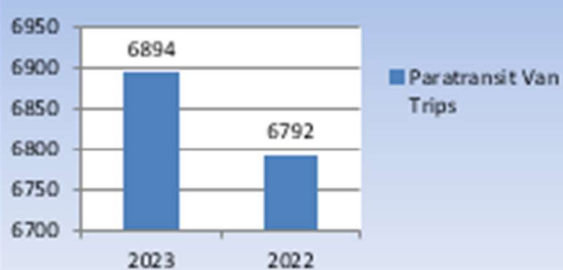
**Miles Between Road Calls
April - 2023 & 2022**



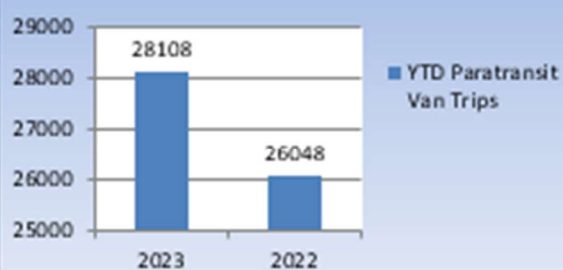
**YTD Miles Between Road Calls
- 2023 & 2022**



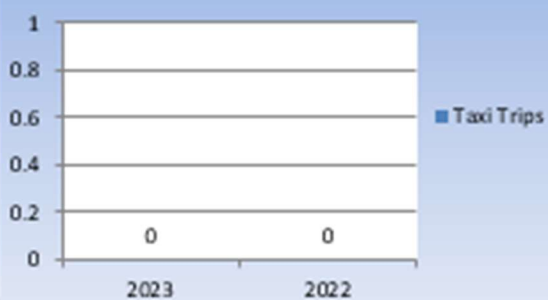
**Paratransit Van Trips
April - 2023 & 2022**



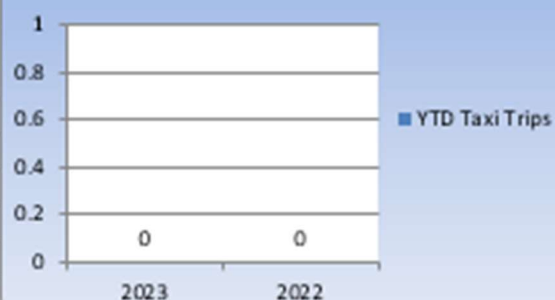
YTD Paratransit Van Trips - 2023 & 2022



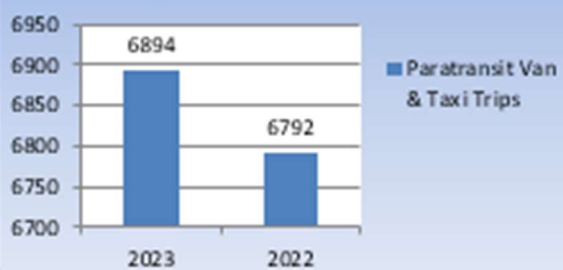
Taxi Trips April - 2023 & 2022



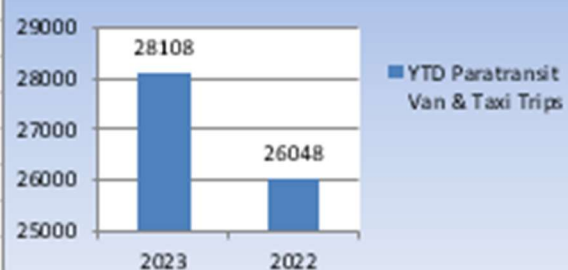
YTD Taxi Trips - 2023 & 2022



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



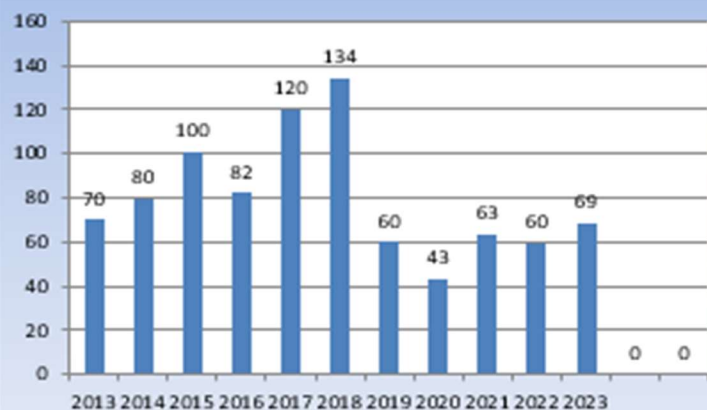
YTD Paratransit Van & Taxi Trips - 2023 & 2022



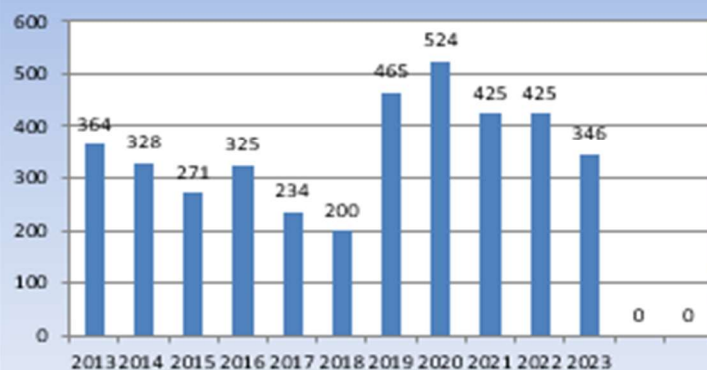
Service Interruptions Detail

Type	April 2022	April 2023	Difference	2022 YTD	2023 YTD	Difference
Accident	2	3	1	7	21	14
Unsanitary Bus	0	1	1	3	5	2
Delayed Out Operator	42	4	-38	158	64	-94
Bus Operator Family Emerger	1	0	-1	2	0	-2
Drunk on Bus - Police Called	0	0	0	0	1	1
Passenger Emergency	0	0	0	0	1	1
Weather	0	0	0	0	0	0
Mechanical	8	40	32	48	135	87
Unknown	0	0	0	0	1	1
Vandalism on Bus	0	0	0	0	0	0
Heavy Traffic	0	0	0	0	0	0
No Bus Available	1	28	27	8	46	38
Total	54	76	22	226	274	48
Mechanical Reasons						
Air Conditioner	0	0	0	3	0	3
Air pressure went down	1	0	-1	11	7	4
Brake Problem	0	2	2	5	4	1
Broken Belt	0	0	0	0	0	0
Bus Body Problem	1	1	0	3	3	0
Bus shut down	2	17	15	53	53	0
Delayed by Train	0	0	0	1	0	1
Door Problem	0	2	2	6	2	4
Electrical Problem	1	0	-1	11	5	6
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	0	0	3	0	3
Light problem	0	0	0	6	0	6
Low water	0	4	4	0	7	-7
Mirror Broke	0	1	1	7	1	6
No power	0	4	4	12	10	2
Power Steering Problem	0	1	1	3	2	1
Oil Pressure	0	0	0	1	0	1
Overheated	0	0	0	11	0	11
Radiator Leak	0	1	1	1	3	-2
Seat Problem	0	0	0	0	1	-1
Starting problem	1	0	-1	5	2	3
Suspension problem	1	3	2	6	10	-4
Tire problem	0	2	2	14	14	0
Transmission malfunction	0	0	0	8	1	7
Unknown Mechanical	1	2	1	26	5	21
Windshield/Window	0	0	0	0	2	-2
Total	8	40	32	220	132	-88

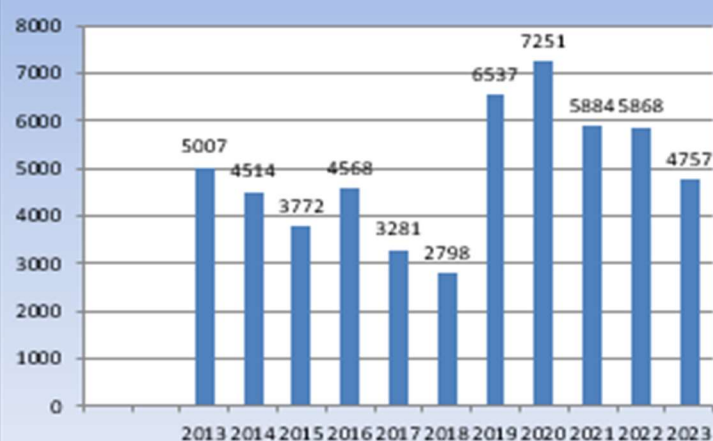
Service Interruptions



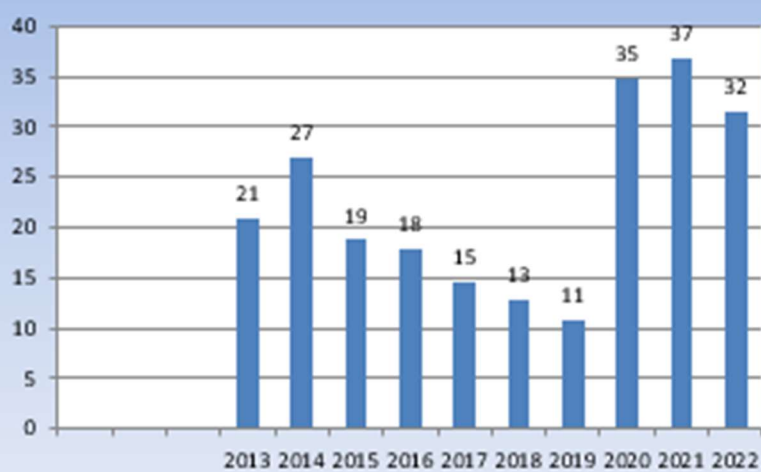
Hours Between Interruptions



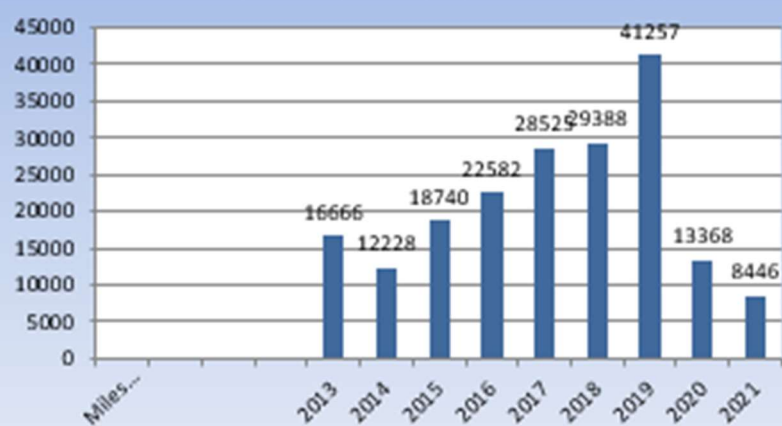
Miles Between Interruptions



Roadcalls



Miles Between Roadcalls



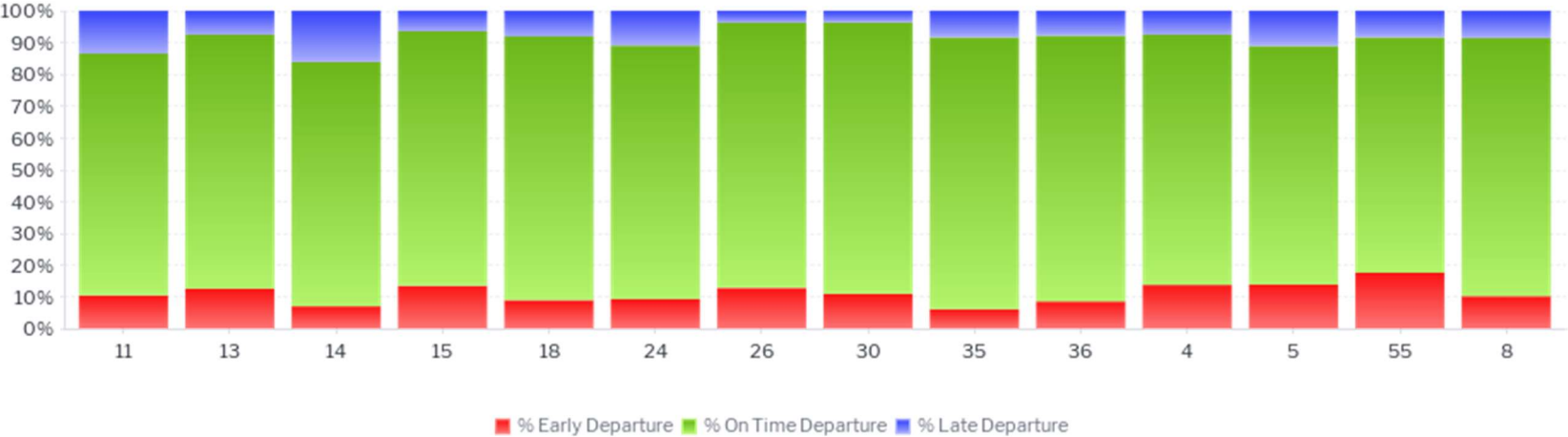
April 2023 OTP

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
April	4/1/23	4/30/23	15,621	10.7%	118,028	80.8%	12,479	8.5%	146,128

Departures: On-Time Performance by Route

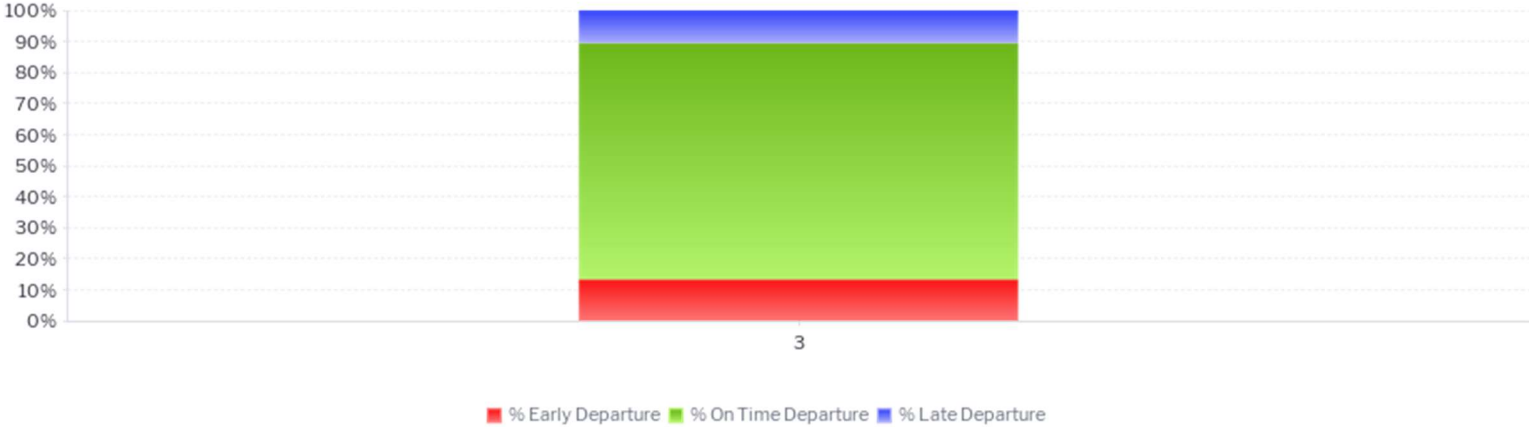


April 2023 OTP

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
4/1/23	4/30/23	3	North 40th / South 42nd	2,412	13.3%	13,826	76.2%	1,906	10.5%	18,144

April 2023

Registered Customer Service Concerns by Category

Total Calls	12134
Bus	7357
MOBY	4777

Calls by Category

	Total	Positive	Neutral	Negative	Percentage
Driver	33	0	1	32	50.77%
General	4	0	0	4	6.15%
Lost and Found	10	0	8	2	15.38%
Office Staff	0	0	0	0	0.00%
Other	8	0	1	7	12.31%
OTP	1	0	0	1	1.54%
Routing	4	1	1	2	6.15%
Ticket	2	0	0	2	3.08%
Vehicle	2	0	1	1	3.08%
Wheelchair	1	0	0	1	1.54%
Total	65	1	12	52	100.00%
Percentage	100%	1.54%	18.46%	80.00%	