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Metro Transit is inviting you to a scheduled Zoom meeting.

Topic: Metro Transit May Board Meeting

Time: May 23, 2024, 08:30 AM Central Time (US and Canada)

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AGENDA

**REGULAR BOARD MEETING
REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA
2222 Cuming Street
Omaha, Nebraska, 68102
May 23, 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 initially published in the Omaha Daily Record on May 17, 2024.
2. Approval of Minutes of Previous Meeting:
 - a. Regular Meeting: April 25, 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 (R. Sherping)
 - c. Communications (N. Ebat)
6. Resolution: 2024-16 Request Appointment of New Member to Salaried Pension Retirement Committee (W. Clingman)
7. Resolution: 2024-17 Request Appointment of New Member to Hourly Pension Retirement Committee (W. Clingman)
8. Board Chair Report (D. Lawse)
9. Date, Time, and Place of Next Regular Board Meeting
Thursday, June 27, 2024, at 8:30 a.m.
Authority's Administrative Building
10. Adjournment

Tentative Resolutions

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

MINUTES

The Regional Metropolitan Transit Authority of Omaha Board met on Thursday, April 25, 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 April 19, 2024, and subsequently revised on April 24, 2024, in advance of the meeting. For the benefit of the public in attendance, a copy of the Open Meetings Law is posted in the meeting room and the Agenda is published on the display in the facility lobby. The following persons were in attendance at the meeting:

Authority Board:

Mr. Daniel Lawse, Chair
Mr. Othello Meadows, Vice Chair
Mr. Jay Lund
Ms. Amy Haase (Absent)
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 (Virtually)
W. Clingman, Finance Director
D. Kelsey, Operations Director (Virtually)
J. Willoughby, Senior Project Manager
R. Sherping, Safety Director
A. Johnson, Civil Rights & Inclusion Director
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 8:31 am

The Notice of the Regular Meeting was initially published in the Omaha Daily Record on April 19, 2024, and subsequently revised on April 24, 2024. For the benefit of the public in attendance, a copy of the Open Meeting Law is posted in the meeting room, and the Agenda is published on the display located in the facility lobby and online at ometro.com.

Agenda Item #2 Approval of Minutes of Previous Meeting

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

Regular Meeting: March 28, 2024

Motioned by Meadows; Seconded by Plucker

ROLL CALL:

UNANIMOUS (HAASE 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)

In March, Ms. Cencic participated in several panels including:

- Fueling Futures panel which spoke on basic needs and how transit fits at the University of Nebraska Omaha; and
- Nebraska Government Contracting Conference which promotes supplier diversity for small and minority businesses to do work with government agencies and understand how it works.

Metro recently applied for a competitive, discretionary grant with FTA's Low and No Emissions Program grant to help fund five additional electric buses. Metro is looking to continue our commitment towards a more sustainable fleet and upgrading our rolling stock.

In May, Metro is proposing to change two route numbers and names:

- Route 16 to 106
- Route 98 to 120

Metro evaluated Route 98 and found that it does not operate as an express/commuter route under the FTA definition and as such it qualifies for MOBY service. The route will be renumbered away from the 90 numbering series that is reserved to express routes in order help promote clarity. Both routes with changing numbers provide local service but only during peak hours serving as a connector series in the 100's.

Alicia Johnson, Metro's Civil Rights and Inclusion Director attended a conference on civil rights with FTA and USDOT in Washington, DC. Learning about upcoming changes in regulations around Title VI and DBE and making certain we stay up-to-date and in compliance with those regulatory changes.

Ms. Cencic also reported on ridership numbers with over 263,000 trips in March averaging 61,000 trips per week. ORBT carried 11,000 trips in March with total ridership of over 1.6 million trips so far. Metro carried 48,000 trips in March as a part of the K-12 Rides Free Program. For this current school year, the total trips under this program is 451,000. Total ridership in the K-12 Rides Free Program since its initiation is approximately 985,000.

Ms. Cencic concluded her report and opened the floor to the Board for questions.

The Board asked about how the route number/name changes will be communicated to the public. Ms. Cencic clarified that there will not be changes to the routes themselves, but only the number on the hood sign of the bus showing the new number. Metro will send rider alert notifications in addition to other communication methods and Ms. Cencic indicated that Communications will further address this question in their report.

Agenda Item #5 Administrative Reports

Administration/Human Resources

(D. Grant)

In March, Metro had 12 individuals start new roles. Of those 12, five are bus operators and two are custodians. Metro also made progress in administrative roles including hiring a Safety & Security Specialist, Inventory Specialist, Community Mobility Specialist, and an HR Generalist.

Next month's Board report will reflect significant progress in the Maintenance Department. At the time of this report, only one vacant mechanic position is left to be filled.

Mr. Grant concluded his report and opened the floor to the Board for questions. There were none.

Programs/Operation

(I. Maldonado)

Next Tuesday, April 30th, from 9:30 am to 3:30 pm Metro will host its annual employee Safety Awards Banquet and Barbeque.

During Metro's April safety meeting, the Director of Safety & Training discussed topics related to bus, motorcycle, and bicycle safety, signs of heat illnesses, and other safety-related topics.

Last week Metro hosted a Transit Safety Institute Transit Supervisor Certificate course on site, where 12 Metro supervisory staff attended and received their Transit Supervisor certificates.

The number of service interruptions associated with not having operators has decreased from 8.6 percent in January to 4.2 percent in March. While April has not yet ended, the number of service interruptions is trending to be lower than March. Operator attendance has seen improvements since the implementation of new attendance rules and working with the union to adjust the number of operators who could be on day-at-a-time vacations.

Metro has 164 active fixed route operators, and 12 new operators in training. Four of the new operators will complete their training requirements just in time for the next service changes. The remaining operators in training will be ready to drive by the middle of June.

Bus part delays continue in the supply chain. Average delays range from 45 to 90 days. Metro currently has three buses with external vendors for major body repairs and one for transmission work. We are down to 13 units waiting on parts from 19 last week. Maintenance will be updating their maintenance technician schedules to increase the number of technicians available to work on buses on weekends when more buses are on-site for repairs.

Mr. Maldonado concluded his report and opened the floor to the Board for questions. There were none.

Communications

During Ms. Cencic's report, a question arose from the Board regarding the communication of the route number changes to riders. Ms. Ebat clarified that the changes primarily impact regular users of this route. They will receive notifications through Metro's standard rider alerts platform. Additionally, to maximize awareness, Metro plans to distribute printed alerts at shelters and on buses. Moreover, collaborative efforts with employers, businesses, shelters, and nonprofits will involve the dissemination of printed materials to ensure widespread awareness of any changes made by Metro.

During March, Metro has held or been a part of several fun outreach events spreading the word about Metro and public transit. Several groups have visited our site. A special education class from Ralston High took the bus to our site and then toured the building learning how to use public transit and how it can help lead toward gaining independence. Another group was a service-learning grad student from UNO. Their semester project is working to increase literacy for early learning through things kids when they become adults might do every day. Transit was chosen as a great opportunity for teaching kids how to ride at an early age.

A documentary debuted called the "Magic of Murals". ORBT and the Art + Infrastructure Project were featured in a segment of that documentary.

Communications and part of the Civil Rights and Inclusion Teams presented at the International Association for Public Participation Midwest Conference. Presentation topics were how Metro recently reinvigorated the Transit Advisory Committee, enhancing public outreach, and participation.

Communications went over the Public Transit Week scheduled events which were and are as follows:

- April 20th, 2 - 3 p.m. Books + Buses with the Omaha Public Library at Gallagher Park
- April 21st, 1 - 5 p.m. Earth Day at The Riverfront
- April 22nd, all day Fare free day on all Metro services
- April 23rd, 6 - 7 p.m. Millwork Conversations at the Dock at the Ashton
- April 25th, 10:30 - 11:30 a.m. Books + Buses at the Omaha Public Library Charles B. Washington Branch
- April 27th, 11 a.m. - 5 p.m. Earth Day at Elmwood Park
- April 28th, 2 - 3 p.m. Books + Buses at the Omaha Public Library Downtown Branch

Metro has launched Wheel Appeal for this year asking middle and high school students to submit their art that will be showcased on buses. The last Wheel Appeal was in late 2022 in celebration of Metro's 50th anniversary.

Ms. Ebat concluded her report and opened the floor to the Board for questions.

Mr. Lund asked with Metro's K-12 Rides Free Program approaching its one million ridership will there be a celebration honoring that accomplishment. Communications indicated that yes there will be and it will be tied in with the Wheel Appeal celebration.

Agenda Item #6 Resolution 2024-07: Election of Board Officers and Committee Assignments (D. Lawse)

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.

Chairperson: Daniel Lawse

Vice-Chairperson: Othello Meadows

Planning & Policy Committee:
Daniel Lawse
Amy Haase

Finance/Procurement Committee:
Julia Plucker
Othello Meadows

Operations Committee:
Daniel Lawse
Jay Lund

Motioned by Meadows; Seconded by Lund

**ROLL CALL:
UNANIMOUS (HAASE ABSENT), MOTION CARRIES**

Agenda Item #7 Resolution 2024-08: Request for Approval of 2025 Program of Projects (POP) (S. Levers)

Staff requests approval of the 2025 element of the 2025-2030 Transportation Improvement Program (TIP). This is to program funds and create the 2025 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 2025 element of the TIP.

Additionally, staff is recommending approval of the 2025 Program of Projects in the following manner:

PROJECT	SOURCE OF FUNDS	AMOUNT	DESCRIPTION
SUPPORT EQUIPMENT AND FACILITIES	5307	Fed: \$5,153,463 Local: \$1,288,365 Total: \$6,441,829	BRT bay upgrades, replace boilers, server replacement, maintenance, and training equipment
TRANSIT ENHANCEMENTS	5307	Fed: \$488,800 Local: \$122,200 Total: \$611,000	Procure and install up to 10 shelters, re-branding graphics

Unapproved Board Minutes

UNIFIED WORK PROGRAM	5307	Fed: \$1,212,482 Local: \$303,120 Total: \$1,515,602	Offset costs of long-range corridor planning study.
CAPITALIZED OPERATIONS	5307	Fed: \$9,098,952 Local: \$2,274,739 Total: \$11,373,691	Preventative Maintenance, Employee and Staff Training.

PROJECT	SOURCE OF FUNDS	AMOUNT	DESCRIPTION
REVENUE ROLLINGSTOCK	5339	Fed: \$640,000 Local: \$160,000 Total: \$800,000	8 Moby vehicles
SUPPORT EQUIPMENT AND FACILITIES	5339	Fed: \$400,000 Local: \$100,000 Total: \$500,000	Improve water reclamation of bus washes
CAPITALIZED OPERATIONS	5339	Fed: \$67,004 Local: \$16,751 Total: \$83,755	Quarterly and ongoing training for employees and staff

Board approval will allow the projects to be committed for FY 2025. Projects will be submitted to MAPA for consideration at the May 2025 MAPA Board Meeting. The total new encumbrance of federal funds will be 17,060,701. The total new encumbrance of local funds will be \$4,265,175. The total new encumbrance of all funds will be \$21,325,877.

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

This item was reviewed by the Finance/Procurement Committee prior to the suming committee concurrence, staff requested the Board approve the Resolution as presented.

Motioned by Meadows; Seconded by Plucker

**ROLL CALL:
UNANIMOUS (HAASE ABSENT), MOTION CARRIES**

Agenda Item #8 Resolution 2024-09: Request Approval of Title VI Service Equity Analysis for Planned Service Changes (A. Johnson)

Metro’s Title VI Policy requires a Service Equity Analysis be completed for any proposed changes that meet Metro’s definition of a Major Service Change, including:

1. The addition and/or elimination of a bus route.
2. A ten percent or more addition or reduction in the system revenue miles.
3. A fifteen percent or more addition or reduction of revenue miles on any individual route.

- i. This includes a change in frequency, span of service, or route alignment beyond a three-quarter mile buffer of the terminus and either side of an existing alignment.

The proposed changes for May 2024 meet this definition of a Major Service Change due to a proposed reduction of more than 15% of weekly revenue miles on Routes 13 and 15.

A Service Equity Analysis was completed to identify the impact of the proposed changes on low-income and minority populations. The Title VI Service Equity Analysis found:

- No disparate impact on minority populations.** The cumulative effect of the changes to minorities is -2.88% and to non-minorities is -3.72%, a difference of 0.84%.
- No disproportionate burden on low-income populations.** The cumulative effect of the changes to low-income populations is -3.17% and to non-low-income individuals is -3.39%, a difference of 0.22%.

Board approval will ensure Metro's continued compliance with the Federal Transit Administration's Title VI requirements. The Title VI Service Equity Analysis will be provided to the Board of Directors under separate cover and is available to the public upon request by emailing civilrights@ometro.com.

This item was reviewed by the Planning and Policy Committee prior to the requests for Board approval of the Resolution presented.

Motioned by Plucker; Seconded by Meadows

ROLL CALL:

UNANIMOUS (HAASE ABSENT), MOTION CARRIES

Agenda Item #9 Resolution 2024-10: Request Approval of Revisions to the Public Transportation Agency Safety Plan (PTASP) (R. Sherping)

Metro is required to have a Public Transportation Agency Safety Plan (PTASP) by the Federal Transit Administration (FTA). The Metro Board of Directors first approved the PTASP on June 25, 2020. Revisions to the PTASP require Board approval and the Board last approved revisions to the PTASP on January 30, 2023. As a part of the Bipartisan Infrastructure Law, Metro's Safety Committee is required to review and approve the PTASP. Metro's Safety Committee consists of an equal number of management and front-line employees and is tasked with reviewing the PTASP as well as addressing other safety concerns at Metro. The Safety Committee reviewed and approved the revised PTASP on April 3, 2024.

Staff is requesting Board approval of revisions to the PTASP following the annual review by the Safety Committee.

Revisions to the PTASP include:

- Updating the dates to reflect the revisions for 2024.
- Amending the Board Chair to Daniel Lawse.
- Updating the Metro Policy and Protocol as follows:
 - Removing the Metro Employee Assault Outline, this policy was moved to the Safety Section of the respective CBA with the TWU 223 and Local 554
 - Amending the date for the Metro Disruptive Passenger Procedure to 2024, this procedure is in the final approval process.
 - Adding the Safety Award Policy currently in final review in 2024.
- Revision of Table 10 Hazard Identification Sources
- Revision of Section 7 Safety Promotion Requirements
 - Added the required curriculum for the new Safety Specialist role.

Unapproved Board Minutes

The Board questioned how this plan would be implemented. Mr. Sherping indicated that implementation will be conducted through quarterly Safety Meetings. Management and Leadership are communicated with regularly to know what the changes are to the policies and procedures.

Motioned by Meadows; Seconded by Plucker

ROLL CALL:

UNANIMOUS (HAASE ABSENT), MOTION CARRIES

Agenda Item #10 Resolution 2024-11: Request Approval of Operating Policy – 8, Employment of

Relatives

(L. Cencic)

Staff recommended approval of revised Operating Policy 8 pertaining to the employment of relatives at Metro. The proposed revised policy establishes parameters for the hiring, transfer, or promotion of employees who are relatives of other employees at Metro. Under the proposed revision, employees who are relatives of other employees at Metro may be hired, promoted, or transferred as long as they are not in the same departmental section at Metro, the action does not create a perceived or actual conflict of interest and the relationship is disclosed to Metro's Human Resources Department.

Operating Policy 8 was last updated by the Board on August 25, 1988. The proposed revisions to the policy were reviewed by Metro's Legal Director and Human Resources and Talent Director as well as the Planning & Policy Committee.

Motioned by Lund; Seconded by Meadows

ROLL CALL:

UNANIMOUS (HAASE ABSENT), MOTION CARRIES

Agenda Item #11 Resolution 2024-12: Request Approval of Fiscal Year 2023 Audited Financials

(W. Clingman)

Staff requested approval of the 2023 audited financial statements. Eide Baily audited Metro's financial statements as of and for the year ended December 31, 2023, and produced the audit report. The 2023 audit report was sent to Metro's Finance/Procurement Committee for their review prior to the Board meeting.

Motioned by Meadows; Seconded by Plucker

ROLL CALL:

UNANIMOUS (HAASE ABSENT), MOTION CARRIES

Agenda Item #12 Resolution 2024-13: Request Award of Contract for Facility Sustainability Upgrades

Project

(L. Del Rio Lopez)

Metro requested a contract award for work on the Metro Transit Facility Sustainability Project. Work includes, but is not limited to, the following:

Base Bid Project elements:

- o Remove skylights, cap opening and replace with solid flat roofing.
- o Replace select skylights with panel skylights.
- o Install solar panels on the roof in place of skylights.
- o Construct Maintenance Area associated mechanical components to provide conditioned air in the space.
- o Acquire and install new sensors related to detecting leaking compressed natural gas in vehicle storage and/or fueling areas.
- o Modify the existing fire sprinkler system in the bus storage area.
- o Upgrade/replace the fire alarm system throughout the Metro building.
- o Replace 39 electrical panels throughout the Metro building.

Parking Lot Bid Add Alternate Elements:

- o Remove and replace the west (employee) parking lot surface and drainage system.
- o Install parking lot security upgrades, including fencing, cameras, and lighting and eliminate portions of the proposed landscaping as Alternates to the Parking Lot Bid Add Alternate.

An Invitation for Bids (IFB) was published on Metro's website, the Daily Record, and the Standardshare website on February 1, 2024, and multiple potential bidders were contacted. A sealed bid opening was held on March 7, 2024, and 4 bids were received. A copy of the final bid tabulation is included in the Board Packet. The low, responsive, and responsible bid was from The Weitz Company LLC. The base bid price + Parking Lot was \$10,632,029.31. The price is fair and reasonable, and the bid is in accordance with the specifications in Metro's Invitation for Bid (IFB).

Final award of this contract is subject to final confirmation and review of the contractor's bid and ability to meet the insurance requirements as set forth in the IFB. This contract will primarily be paid for the Facility Sustainability 5339 grant funds with a 30% local match. The remaining funds needed to fully fund this project will come from other grants with varying match percentages. This item was sent to the Finance/Procurement Committee for review.

Motioned by Lund; Seconded by Meadows

ROLL CALL:

UNANIMOUS (HAASE ABSENT), MOTION CARRIES

Agenda Item #13 Resolution 2024-14: Request Award of Contract for Engine Maintenance Services

(L. Del Rio Lopez)

Metro requested approval of a contract with Cummins Inc. (dba Cummins Sales and Service) to provide qualified services to provide service and repair on Cummins Engines on Metro's transit bus fleets. The anticipated maximum term for this contract will be not to exceed one year and four months period or 2700 billable hours. A Request for Proposals (RFP) was published on The Daily Record and on Metro's website on March 25, 2024, and multiple potential vendors were contacted. One proposal was received. When only one quote was received, Metro reviewed the specifications and found them to be clear and not unduly restrictive, adequate competition was solicited, the price was fair and reasonable, and the quote was in accordance with the request.

The low, responsive, and responsible proposal was from Cummins Inc. (dba Sales and Service). This contract is an hourly rate-based contract, the quote from Cummins Inc., quote for an hourly rate: \$184.89, Overtime: \$277.34, and Sundays/Holidays: \$369.78 with a maximum not to exceed the ceiling of \$499,203.00. 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 various grants under the preventative maintenance line item. This item was sent to the Finance/Procurement Committee for review.

Motioned by Plucker; Seconded by Meadows

ROLL CALL:

UNANIMOUS (HAASE ABSENT), MOTION CARRIES

Agenda Item #14 Resolution 2024-15: Request Award of Contract for Bus HVAC Services

(L. Del Rio Lopez)

Metro requested approval of a contract with Thermo King Christensen to provide qualified services to inspect, diagnose, and repair heating and air conditioning units affixed to transit buses. The anticipated maximum term for this contract will not exceed two years period or 4000 billable hours.

A Request for Proposals (RFP) was published on The Daily Record and on Metro's website on April 2, 2024, and multiple potential vendors were contacted. One proposal was received. When only one proposal was received, Metro reviewed the specifications and found them to be clear and not unduly restrictive, adequate competition was solicited, the price is fair and reasonable, and the proposal was in accordance with the request.

Unapproved Board Minutes

The low, responsive, and responsible proposal was from Thermo King Christensen, Inc. This contract is an hourly rate-based contract, the quote from Thermo King Christensen was \$150.52 with a maximum not to exceed the ceiling of \$270,538.00. The price is fair and reasonable, and the proposal is in accordance with the specifications in Metro's RFP.

This contract will be paid for with 5307 preventive maintenance grant funds with a 20% local match. This item was sent to the Finance/Procurement Committee for review.

Motioned by Meadows; Seconded by Plucker

ROLL CALL:

UNANIMOUS (HAASE ABSENT), MOTION CARRIES

Agenda Item #15 Board Chair Report

(D. Lawse)

Due to the full agenda, there were no updates or developments shared at this time.

Agenda Item #16 Date, Time, and Place of Next Regular Board Meeting

Thursday, May 23, 2024, at 8:30 a.m.

Authority's Administrative Building

Agenda Item #17 Adjournment at 9:40 am

Motioned by Meadows; Seconded by Lund

ROLL CALL:

UNANIMOUS (HAASE ABSENT), MOTION CARRIES

RESOLUTION: 2024-16 Request Appointment of New Member to Salaried Pension Retirement Committee

EXPLANATION: Staff is requesting the appointment of a new committee member 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 request that the Board appoint Edith Simpson to the Salaried Pension Retirement Committee.

Recommend Approval

RESOLUTION: **2024-17 Request Appointment of New Member to Hourly Pension Retirement Committee**

EXPLANATION: Staff is requesting 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 request that the Board appoint Kevin Pendland to the Hourly Pension Retirement Committee.

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

April

Recruiting Report

	Monthly Hires	Current Need	Recruiting Activity Notes
All Roles	15	7+	15 individuals started new roles at Metro in the month of April.

Operations	Bus Operators - Omaha	8	Evaluating	8 Operators started April 22nd. (2) additional slated for May 20th. Continuing to review and interview candidates.
	Paratransit Operators	1	Evaluating	New hire started April 22nd.

Maintenance	Mechanic	2	2	New hires started April 22nd. (2) additional expected to start in May.
	Utility		1	Currently reviewing and interviewing candidates.
	Body Shop Mechanic	1		New Hire started 4/15

BG&E	BG&E - Field			
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Custodial	Custodian	1	1	New Hire started 4/8
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April

Recruiting Report

Role	Hires	Proj. Remaining Need	Recruiting Activity Notes
Admin Staff	2	3	
Mechanic Supervisor		1	Candidate expected to start May 20th
Paratransit Dispatcher		1	Candidate expected to start May 20th
Paratransit Manager		1	Currently interviewing and reviewing candidates.
Transit Field Supervisor	1		New Hire started April 22nd
Network Security Tech	1		New Hire started 4/15

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

4.1.24 - 4.30.24



Facebook: [Metro Transit Omaha](#)

Posts: 15
Reach: 11,774
Reactions: 281
Comments: 24
Shares: 82
14 new followers | 0.49% increase

Metro Transit Omaha
Published by Annie Pigaga · April 5 ·

Calling all student artists! 🎨
It's time to roll. Our latest Wheel Appeal art contest is open for you to show off what you've got. We're looking for submissions from Omaha-area middle and high school students that show how public transit benefits the community. Two winners will be chosen: one from middle school, one from high school. The winning pieces will be transformed into a full bus wrap for a 35-foot bus. All the info you need 📄 www.ometro.com/wheelappeal/



Twitter: [@rideORBT](#)

Tweets: 17
Impressions: 83,200
Avg. 2,417 impressions/post for the year
Likes: 103
Retweets: 25
Replies: 9
-2 followers | -0.17% decrease

ORBT @rideORBT · Apr 26

TORNADO ALERT: The Omaha Metro area is under a Tornado Warning until at least 4:30 p.m.
SEEK SHELTER NOW
Metro buses will pull over and the drivers and passengers will seek shelter if the sirens are sounding.



Instagram: [@metrotransitoma](#)

Posts: 4
Likes: 108
Avg. 25.6 likes/post for the year
Comments: 1
17 new followers | 1.12% increase

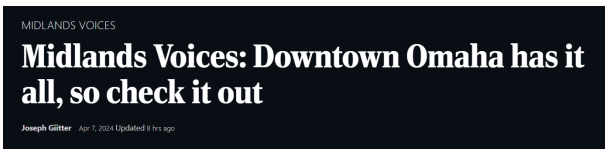
NE PUBLIC TRANSIT WEEK
APRIL 20 - 28, 2024

Icons representing various transit modes: bus, bicycle, wheelchair, stroller, and walking.

EARNED MEDIA SUMMARY

4.1.24 - 4.30.24

6 stories | 4 outlets



And if you're still concerned about parking, a better approach might be to park at the Westroads and ride the Omaha Rapid Bus Transit (ORBT) to downtown Omaha. For \$1.25 you will reach the heart of downtown in under 30 minutes. Best yet, the buses run every ten minutes during peak times.

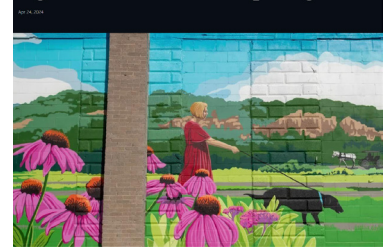
Omaha World-Herald - Midlands Voices

Omaha's Metro Transit celebrates Nebraska Public Transit Week



WOWT - Public Transit Week

Metro seeks submissions from middle, high schoolers for bus wrap design



Daily Nonpareil - Wheel Appeal

OUTREACH

4.1.24 - 4.30.24

Nebraska Public Transit Week



Books + Buses - 3 different events
Earth Day - 2 different events

Millwork Conversations
Jefferson Elementary School visit

REACHING MORE THAN
950 PEOPLE

Tours



Ralston High Transition program students took the bus from their school to Metro to get a behind the scenes look at what it takes to run buses

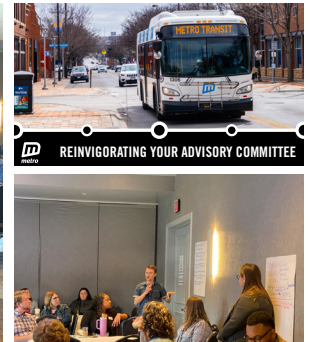


UNO Service Learning students toured Metro to help them learn more about transit to create picture books for early learners

IAP2 Presentation



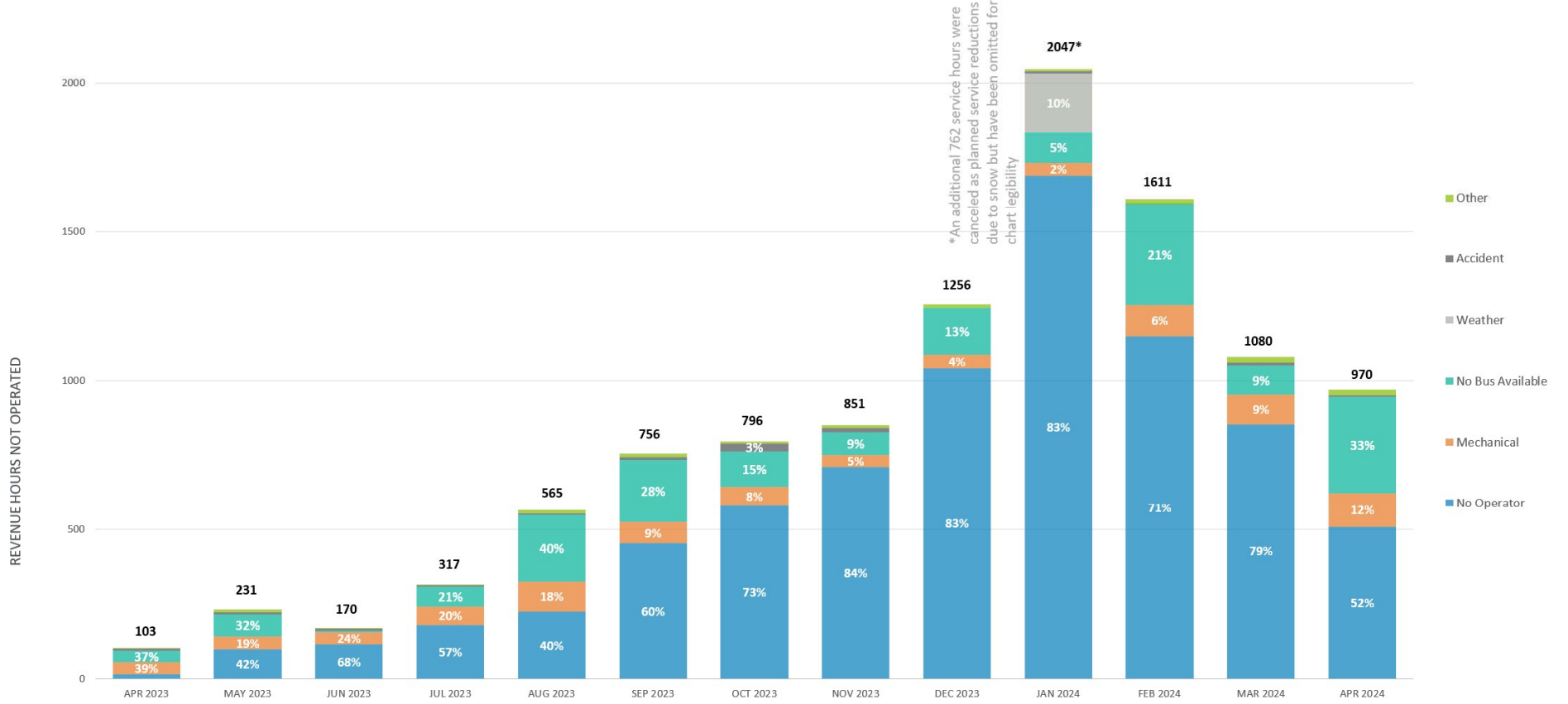
Members from the Communications and Civil Rights + Inclusion teams presented at the IAP2 Midwest Conference to share their success in reinvigorating the Metro Transit Advisory Community



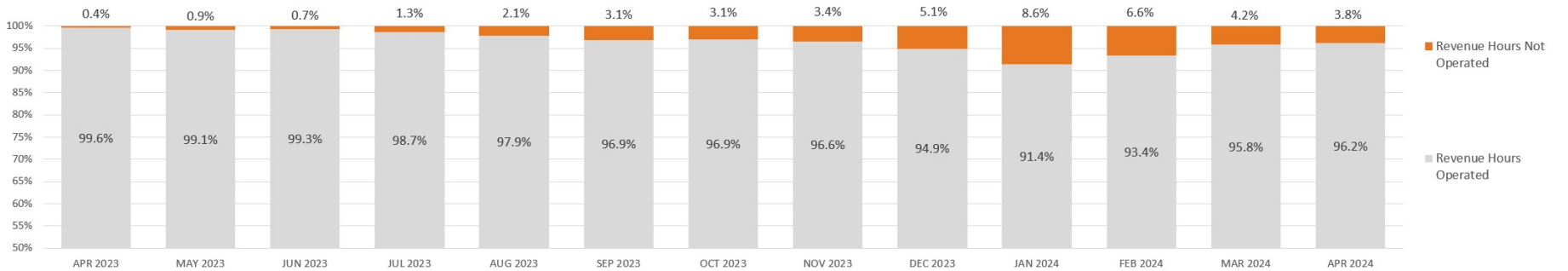
COMMUNICATIONS



MONTHLY SERVICE INTERRUPTIONS REVENUE HOURS NOT OPERATED BY TYPE



Percent of Total Revenue Hours



April 2024 Customer Service Report

Customer Service Call Center Performance

	Combined	Bus (Fixed Route) Only	MOBY Only
Incoming Calls Offered	13,285	6,377	6,908
Incoming Calls Answered	12,227	5,848	6,379
Estimated Abandon Percentage	8%	8%	8%
Average Answer Time	0:00:47	0:00:41	0:00:53
Average Handle Time	0:02:35	0:02:00	0:03:07
Estimated Service Level	93%	94%	91%

Recorded Feedback & Inquiries

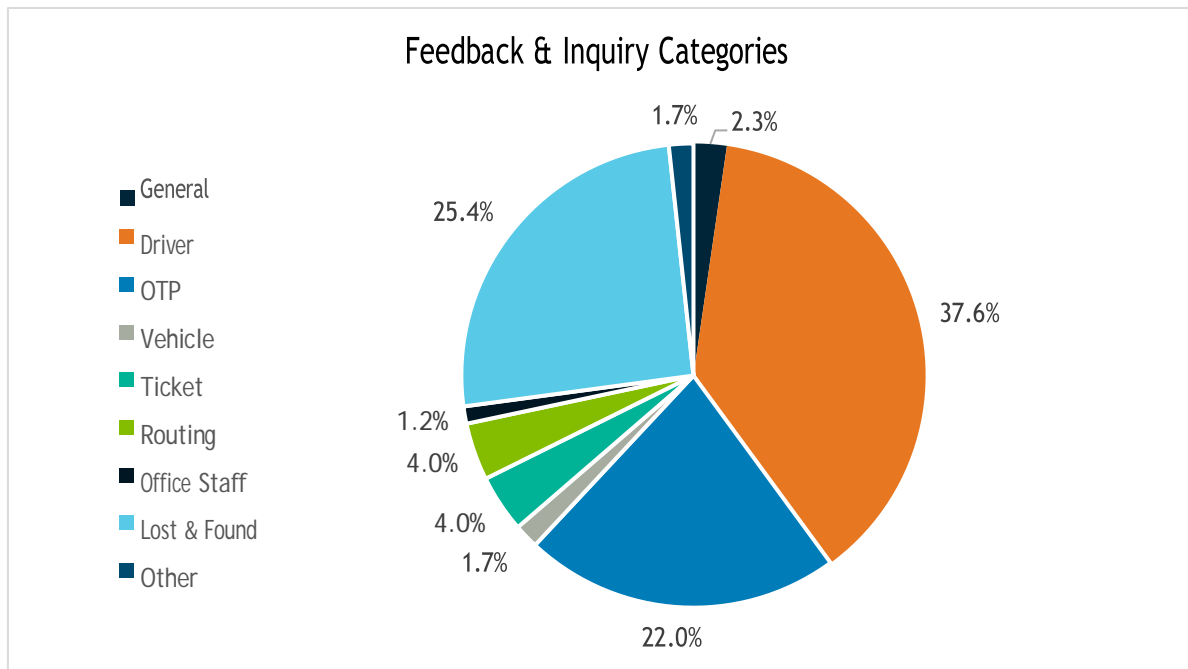
Total = 173

	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	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Neutral	2	0	0	0	0	0	2	0	4	0	2	0	1	0	44	0	1	0	
Negative	2	0	59	4	38	0	1	0	3	0	5	0	1	0	0	0	2	1	
Total	4	0	61	4	38	0	3	0	7	0	7	0	2	0	44	0	3	0	
	4		65		38		3		7		7		2		44		3		
	2.3%		37.6%		22.0%		1.7%		4.0%		4.0%		1.2%		25.4%		1.7%		

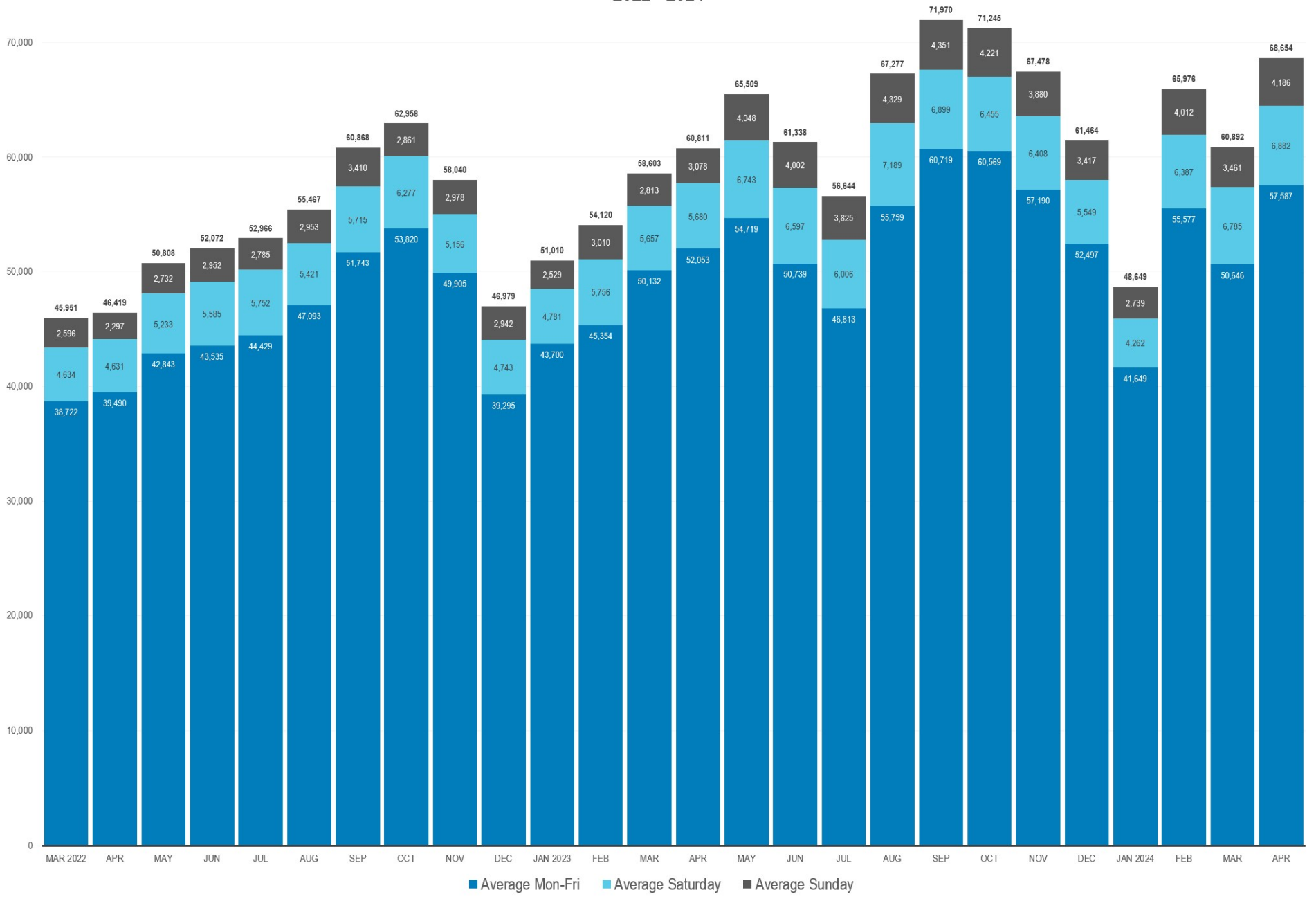
OTP = On-time performance

F = Fixed route

P = Paratransit (MOBY)



Average Weekly Ridership 2022 - 2024

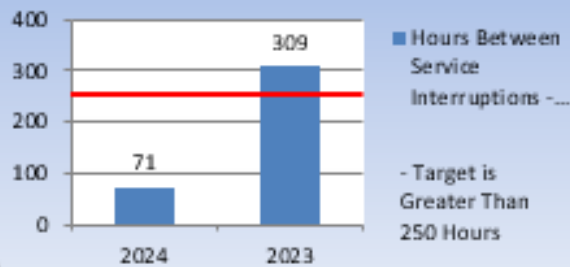


Metro Transit Operations Report

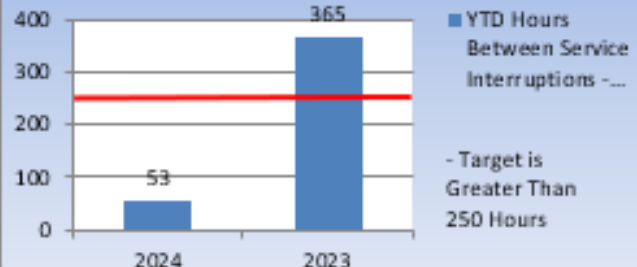
April 2024

Current Month	2024	2023	Variance	Year to Date	YTD 2024	YTD 2023	YTD Variance
Service				Service			
Service Hours	24510	23482	4.38%	Service Hours	93788	93153	0.68%
Service Miles	338474	322004	5.11%	Service Miles	1294393	1283549	0.84%
Interruptions	345	76	353.95%	Interruptions	1762	255	590.98%
Hours Between Interruptions	71	309	-77.01%	Hours Between Interruptions	53	365	-85.43%
Miles Between Interruptions	981	4237	-76.84%	Miles Between Interruptions	735	5034	-85.41%
Target Miles	3350	3350		Target Miles	3350	3350	
Road Calls	42	31	35.48%	Road Calls	165	142	16.20%
Miles Between Road Calls	8059	10387	-22.42%	Miles Between Road Calls	7845	9039	-13.21%
Paratransit							
Total Van Trips	6992	6894	1.42%	Total Van Trips	28453	28108	1.23%
Passenger Hours	4491	4255	5.55%	Passenger Hours	18551	17599	5.41%
Trips per Hour	1.56	1.62	-3.91%	Trips per Hour	1.53	1.60	-3.97%
Passenger Miles	52427	50168	4.50%	Passenger Miles	196886	204349	-3.65%
Trips per Mile	0.1334	0.1374	-2.95%	Trips per Mile	0.1445	0.1375	5.06%
Taxi Trips	0	0	0.00%	Taxi Trips	0	0	0.00%
Total Trips - Van & Taxi	6992	6894	1.42%	Total Trips - Van & Taxi	28453	28108	1.23%

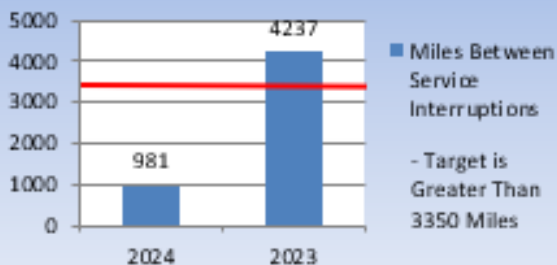
**Hours Between Service Interruptions -
April 2023 & 2024**



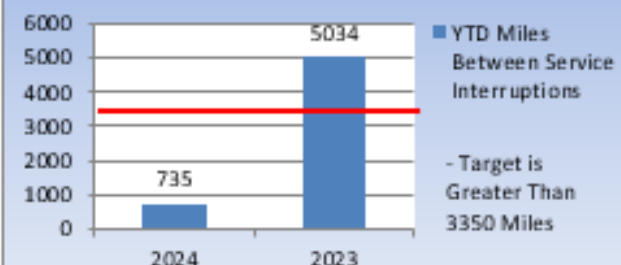
**YTD Hours Between Service Interruptions -
2023 & 2024**

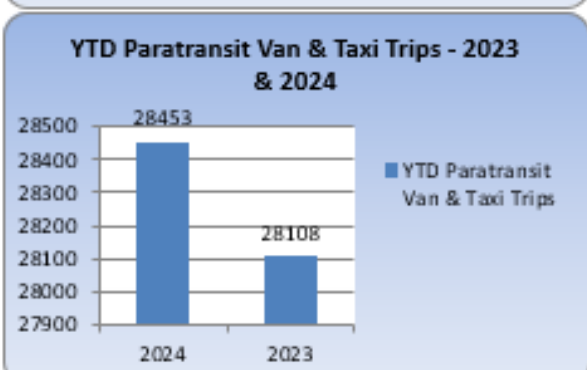
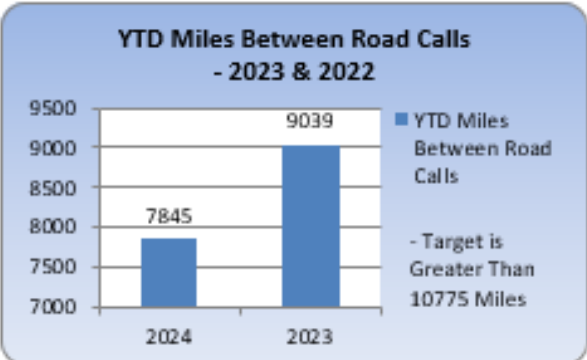


**Miles Between Service Interruptions -
April 2023 & 2024**



**YTD Miles Between Service Interruptions -
2023 & 2024**

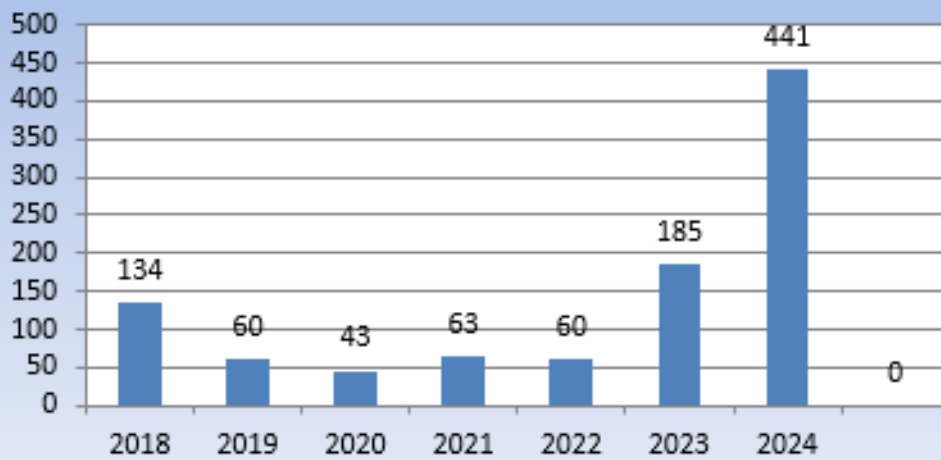




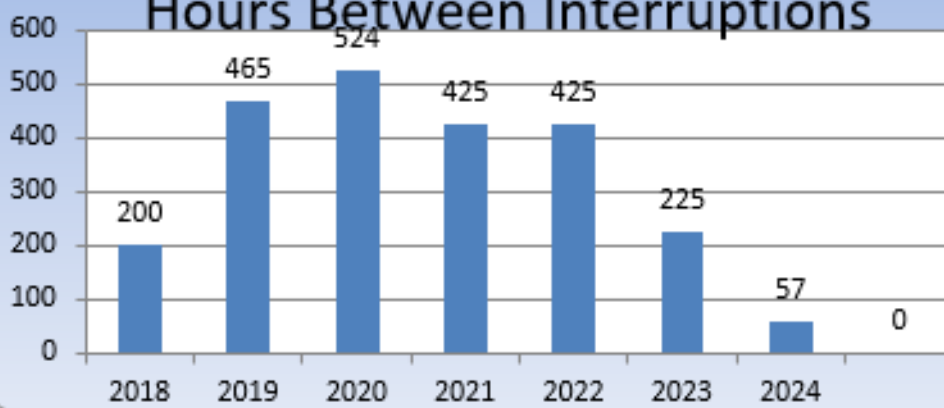
Service Interruptions Detail

Type	April 2023	April 2024	Difference	2023 YTD	2024 YTD	Difference
Accident	3	4	1	21	19	-2
Unsanitary Bus	1	3	2	5	6	1
No Operator Available	4	133	129	64	979	915
Bus Operator Family Emergenc	0	0	0	0	0	0
Drunk on Bus - Police Called	0	0	0	1	0	-1
Passenger Emergency	0	1	1	1	3	2
Weather	0	0	0	0	113	113
Mechanical	40	63	23	135	262	127
Unknown	0	1	1	1	1	0
Vandalism on Bus	0	0	0	0	0	0
Heavy Traffic	0	0	0	0	0	0
No Bus Available	28	140	112	46	379	333
Total	76	345	269	274	1762	1488
Mechanical Reasons						
Air Conditioner/Heater	0	0	0	0	1	1
Air pressure went down	0	0	0	7	4	-3
Brake Problem	2	3	1	2	8	6
Broken Belt	0	0	0	0	0	0
Bus Body Problem	1	0	-1	2	2	0
Bus shut down	17	15	-2	36	56	20
Delayed by Train	0	0	0	0	0	0
Door Problem	2	2	0	0	1	1
Electrical Problem	0	1	1	5	10	5
Farebox	0	0	0	0	2	2
Leaking Fluid	0	2	2	0	2	2
Leaking fuel	0	0	0	0	0	0
Lift malfunction	0	3	3	0	0	0
Light problem	0	2	2	0	0	0
Low water	4	3	-1	3	17	14
Mirror Broke	1	2	1	0	0	0
No power	4	3	-1	6	7	1
Power Steering Problem	1	0	-1	1	3	2
Oil Pressure	0	0	0	0	0	0
Overheated	0	1	1	0	9	9
Radiator Leak	1	0	-1	2	0	-2
Seat Problem	0	2	2	1	0	-1
Starting problem	0	0	0	2	0	-2
Suspension problem	3	7	4	7	13	6
Tire problem	2	8	6	12	12	0
Transmission malfunction	0	3	3	1	4	3
Unknown Mechanical	2	3	1	3	48	45
Windshield/Window/Wipers	0	3	3	2	0	-2
Total	40	63	23	92	199	107

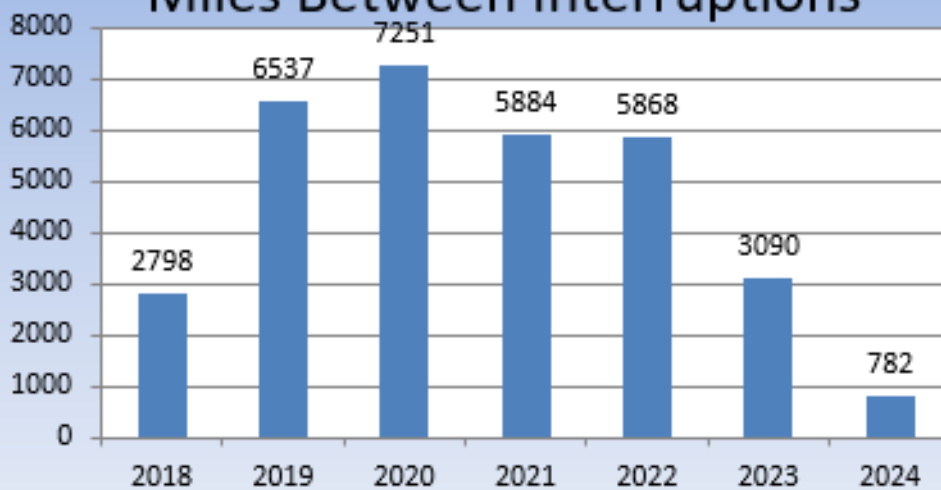
Service Interruptions



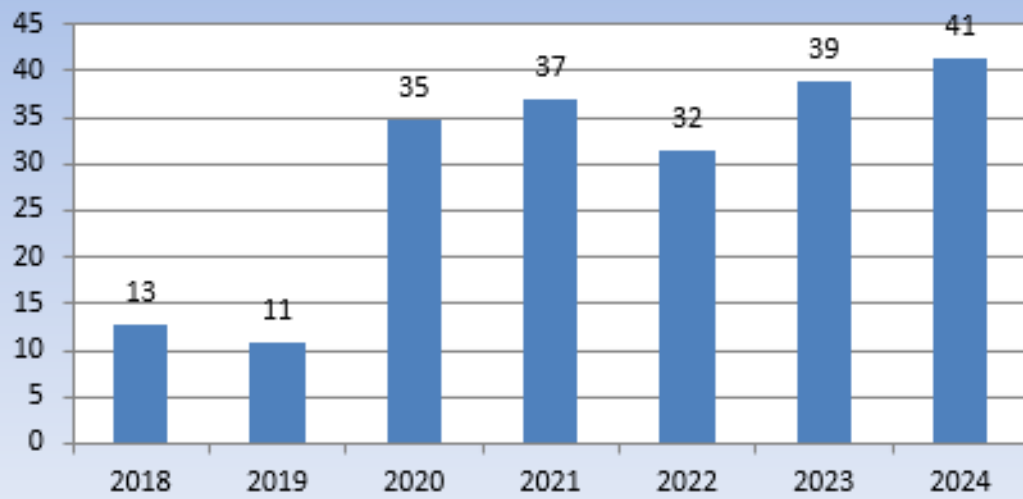
Hours Between Interruptions



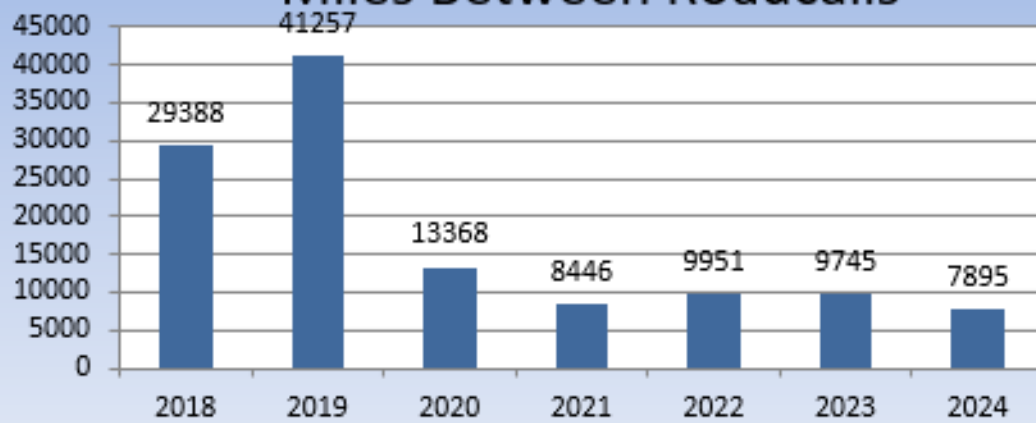
Miles Between Interruptions



Roadcalls



Miles Between Roadcalls



April 2024 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	4/1/24	4/30/24	19,572	12.8%	116,627	76.3%	16,670	10.9%	152,869

Departures: On-Time Performance by Route

