

The 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.

Metro Transit is inviting you to a scheduled Zoom meeting.

Topic: Metro Transit November 2023 Board Meeting

Time: Nov 30, 2023, 08:30 AM Central Time (US and Canada)

Join Zoom Meeting

<https://us06web.zoom.us/j/85308901444?pwd=JbArenJuf2PTonWdk6iM9XponCzLYW.1>

Meeting ID: 853 0890 1444

Passcode: 3417560

One tap mobile

+13462487799,,85308901444# US (Houston)

+16694449171,,85308901444# US

Dial by your location

- +1 346 248 7799 US (Houston)
- +1 669 444 9171 US
- +1 669 900 6833 US (San Jose)
- +1 719 359 4580 US
- +1 253 205 0468 US
- +1 253 215 8782 US (Tacoma)
- +1 312 626 6799 US (Chicago)
- +1 360 209 5623 US
- +1 386 347 5053 US
- +1 507 473 4847 US
- +1 564 217 2000 US
- +1 646 931 3860 US
- +1 689 278 1000 US
- +1 929 205 6099 US (New York)
- +1 301 715 8592 US (Washington DC)
- +1 305 224 1968 US
- +1 309 205 3325 US

Meeting ID: 853 0890 1444

Find your local number: <https://us06web.zoom.us/j/85308901444?pwd=JbArenJuf2PTonWdk6iM9XponCzLYW.1>

AGENDA

REGULAR BOARD MEETING

REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA

2222 Cuming Street

Omaha, Nebraska, 68102

November 30, 2023

8:30 a.m.

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

1. Call to Order: Notice of the Regular Meeting was published in the Omaha Daily Record on November 24, 2023
2. Approval of Minutes of Previous Meeting:
 - a. Regular Meeting: October 26, 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 for the Amendment of Operating Policy 37, Retirement Plans (W. Clingman)
7. Resolution: Request Approval of Contract for Snow Removal (W. Clingman)
8. Resolution: Request Approval of Contract for the Purchase and Installation of Garage Doors (W. Clingman)
9. Resolution: Request Approval of Purchase of Two Regular Cab Trucks (W. Clingman)
10. Resolution: Request Approval to Procure Twenty-Six (26) Fixed Route Buses Through a Bus Cooperative Agreement with the State of Washington (W. Clingman)
11. Board Chair Report (D. Lawse)
12. Executive Session
This Board reserves the right to enter into Executive Session in order to protect the public interest with respect to discussion regarding litigation, personnel, and other matters listed in the Nebraska Revised Statute § 84-1410.
13. Date, Time, and Place of Next Regular Board Meeting
Thursday, December 21, 2023, at 8:30 a.m.
Authority's Administrative Building

14. Adjournment

Tentative Resolutions

Amendment of Operating Policy 36, Hospitalization / Medical Insurance Benefits

Approval of Standing Purchase Orders

6. RESOLUTION: **Request Approval for the Amendment of Operating Policy 37, Retirement Plans**

EXPLANATION: Staff is proposing the amendment of Operating Policy 37. The policy covers the retirement plans offered by Metro. Minor changes are being made regarding the pension plan portion of the policy. The key change is to delegate the appointment of the Plan Administrator to the Chief Executive Officer (CEO).

A section is being added to the policy to cover the 457 plan offered by Metro. The plan is offered to administrative employees and those whose collective bargaining agreements also allow for it. The policy establishes guidelines for employer match and a 457 plan committee and designates the positions who will act as plan administrators. Finally, the policy clarifies that other plan guidelines are established in the 457 plan document which is maintained by Metro staff and approved by the CEO.

OPERATING POLICY

Subject:

Number

RETIREMENT PLANS

Adopted: March 27, 1986
Revised: August 25, 1988
December 21, 2006
November 30, 2023

37

Purpose:

To provide Retirement Plans for full-time Salaried and Hourly employees of the Regional Metropolitan Transit Authority of Omaha ("Authority"):-

Policy:

1. Retirement Plans known as the Salaried Employee's Pension Plan and the Hourly Employee's Pension Plan have been established and approved by the Board of Directors for full-time employees of the company.

2-a. All full-time salaried and hourly employees who have met requirements as specified in the Plan Documents ~~shall~~must participate in the Pension Plan.

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3-b. A five-member Salaried Retirement Committee and a six-member Hourly Retirement Committee shall be appointed for the purpose of directing the Plan Administrator in the performance of duties.

4-c. ~~The Board of Directors~~Chief Executive Officer ("CEO") shall appoint an employee of ~~MAT the Authority~~ to administer the Pension Plans in a manner consistent with applicable federal law and regulations or of any future federal law or regulations if similar scope and purpose.

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2. The optional Retirement Plan known as the 457 plan is offered to all administrative staff and those whose collective bargaining agreements allow for such a plan ("eligible employees").

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a. All eligible employees who have completed one consecutive full year of ~~serve~~ service shall be eligible to receive a match contribution from the Authority of up to \$11.54 per pay period (\$300 annually) if the employee has also contributed at least that much per pay period.

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b. All eligible employees who have completed three consecutive full years of service shall be eligible to receive a match contribution from the Authority of up to 1% off their gross regular wage paid per pay period if the employee has also contributed at least that much per pay period.

- c. To contribute to the 457 plan, eligible employees must complete the documentation as required by the designated 3rd party administrator.
- d. The Finance Director and CEO are the designated 457 plan administrators.
- e. The CEO shall appoint a committee of three or five eligible employees to act as the 457 plan committee.
- f. 457 committee members shall serve until replaced and at the discretion of the CEO.
- g. The 457 plan committee shall meet at least once a year with the 3rd party administrator to review that adequate investment options are being offered within the plan. If investment option changes are needed then the committee is empowered to do so through a majority vote.
- h. Any 457 plan changes shall be communicated to all participants as required by law.
- i. All other plan requirements are set forth in the plan document.
- j. Any plan document change requires approval of the CEO.

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OPERATING POLICY

Subject:

Number

RETIREMENT PLANS

Adopted: March 27, 1986
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37

Purpose:

To provide Retirement Plans for full-time Salaried and Hourly employees of the Regional Metropolitan Transit Authority of Omaha ("Authority")

Policy:

1. Retirement Plans known as the Salaried Employee's Pension Plan and the Hourly Employee's Pension Plan have been established and approved by the Board of Directors for full-time employees of the company.
 - a. All full-time salaried and hourly employees who have met requirements as specified in the Plan Documents must participate in the Pension Plan.
 - b. A five-member Salaried Retirement Committee and a six-member Hourly Retirement Committee shall be appointed for the purpose of directing the Plan Administrator in the performance of duties.
 - c. The Chief Executive Officer ("CEO") shall appoint an employee of the Authority to administer the Pension Plans in a manner consistent with applicable federal law and regulations or of any future federal law or regulations if similar scope and purpose.

2. The optional Retirement Plan known as the 457 plan is offered to all administrative staff and those whose collective bargaining agreements allow for such a plan ("eligible employees").
 - a. All eligible employees who have completed one consecutive full year of service shall be eligible to receive a match contribution from the Authority of up to \$11.54 per pay period (\$300 annually) if the employee has also contributed at least that much per pay period.
 - b. All eligible employees who have completed three consecutive full years of service shall be eligible to receive a match contribution from the Authority of up to 1% off their gross regular wage paid per pay period if the employee has also contributed at least that much per pay period.
 - c. To contribute to the 457 plan, eligible employees must complete the documentation as required by the designated 3rd party administrator.
 - d. The Finance Director and CEO are the designated 457 plan administrators.

- e. The CEO shall appoint a committee of three or five eligible employees to act as the 457 plan committee.
- f. 457 committee members shall serve until replaced and at the discretion of the CEO.
- g. The 457 plan committee shall meet at least once a year with the 3rd party administrator to review that adequate investment options are being offered within the plan. If investment option changes are needed, then the committee is empowered to do so through a majority vote.
- h. Any 457 plan changes shall be communicated to all participants as required by law.
- i. All other plan requirements are set forth in the plan document.
- j. Any plan document change requires approval of the CEO.

7. Resolution: **Request Approval of Contract for Snow Removal**

Explanation: Staff requests seeking approval of a contract for snow removal for the 2023-2024 winter season. An Invitation for Bids (IFB) was published on Metro's website and in the Daily Record on October 27th and multiple potential bidders were contacted. A single bid from Ham Snow Removal was received. The price is fair and reasonable, and the bid is in accordance with the specifications in Metro's IFB.

Due to the nature of the work, the contract was bid as a time and material contract and will have a maximum not to exceed amount of \$280,000. The hourly rates for work range from \$80 to \$320 per hour depending on the type of equipment and number of individuals deployed. Two person crews using shovels and hand-held equipment will be reimbursed at \$120/hour. Two person crews using a plow truck and an additional laborer will be reimbursed at \$160/hour. Material costs is also included on a per pound used basis. The estimated cost for the winter season is approximately \$169,000; however, this can vary depending on snowfall amounts and frequency.

Final award of this contract is contingent upon final confirmation and review of the contractor's bid and ability to meet the insurance requirements as set forth in the IFB. This contract is funded with 5307 preventative maintenance grant funds, which reimburse cost at 80%.

This item was sent to the Finance/Procurement Committee for review.

Recommend Approval.

8. Resolution: **Request Approval of Contract for the Purchase and Installation of Garage Doors**

Explanation: Staff is seeking approval of a contract with DH Pace Door Services, Inc. for the replacement of seventeen (17) commercial, heavy-grade rolling garage doors at the Metro Administrative/Maintenance facility for \$464,434. These doors will replace existing doors that have met their useful life and are worn, damaged, and have obsolete parts. Included in the project is a warranty for five (5) years from the date of completion.

An Invitation for Bids (IFB) was published on Metro's website and in the Daily Record on October 5, 2023, and multiple potential bidders were contacted. A sealed bid opening was held on November 22, 2023, and 2 bids were received.

The low, responsive, and responsible bid was from DH Pace Door Services, Inc. The base bid price was \$426,434 with an optional extended warranty for \$38,530, making the total contract price \$464,964. The price is fair and reasonable, and the bid is in accordance with the specifications in Metro's IFB.

Final award of this contract is contingent upon 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 be paid for with 5307 and 5339 grant funds with a 20% local match. This item was sent to the Finance/Procurement Committee for review.

Recommend Approval.

9. Resolution: **Request Approval of Purchase of Two Regular Cab Trucks**

Explanation: Staff is seeking approval to purchase two (2) new, long bed, four-wheel drive pickup trucks with regular cabs and bumper to bumper warranty. These vehicles will replace two non-revenue vehicles that have exceeded their useful life and will assist the facilities crew in maintaining and cleaning Metro's bus shelters, transit centers, and facilities throughout Metro's service area.

A Request for Quotes (RFQ) was published on October 17th and 5 dealers in the area were contacted. A single bid from Woodhouse Ford Omaha was received. The price is fair and reasonable, and the quote is in accordance with the specifications set forth in the RFQ.

The total purchase price for two trucks is \$104,713. This purchase is funded 80%, or \$83,770, with 5307 grant funds and 20%, or \$20,943, with local funds.

A copy of this item was sent to the Finance/Procurement Committee for review.

Recommend Approval.

10. Resolution:

Request Approval to Procure Twenty-Six (26) Transit Fixed Route Buses

Explanation:

Staff is requesting full board approval for Metro's CEO to procure twenty-six (26) replacement New Flyer fixed route buses, for a cost not to exceed \$15,575,000. Eighty (80) percent of the cost of the new twenty-six (26) transit buses would be funded through a competitive grant from the Federal Transit Administration 5339 Buses and Bus Facilities program and the remaining twenty (20) percent of the funding would come from Metro's allocation of local property taxes.

The bus order would include eleven (11) 40' Compressed Natural Gas (CNG) buses, six (6) 35' CNG buses, five (5) 40' diesel buses, and four (4) 35' diesel buses. Said purchase would replace twenty-six (26) transit buses that have met or exceeded their useful life. Delivery of these buses is anticipated to begin during the first quarter of 2025.

The procurement will occur through a cooperative agreement with the State of Washington, who through a federal compliant competitive procurement process has executed contract number 06719 with various transit bus manufacturers including New Flyer. Permission for Metro to participate in the cooperative procurement effort has been granted by the State of Washington. A copy of the contract has been included in the Board Packet. Final award of this contract is contingent upon final confirmation of all contractual requirements and receipt of a Pre-Award Buy America certification.

Board approval of this contract will encumber up to \$3,115,000 in local funds. This item was sent to the Finance/Procurement Committee for their review.

Recommend approval.



COOPERATIVE PURCHASING AGREEMENT

FOR

TRANSIT BUSES

CONTRACT No. 06719

This Cooperative Purchasing Agreement for Transit Buses (“Agreement”) is made and entered into by and between the State of Washington acting by and through the Department of Enterprise Services, a Washington State governmental agency (“Enterprise Services”) and the Regional Metropolitan Transit Authority of Omaha, d/b/a Metro, a Regional Transit Authority (“Authorized Purchasing Entity”) and is dated and effective as of August 28, 2023.

RECITALS

- A. Pursuant to Legislative authorization, Enterprise Services, on behalf of the State of Washington, is authorized to develop, solicit, and establish procurement solutions, including statewide contracts (“Contract”), for goods and/or services to support Washington state agencies. See RCW 39.26.050(1). The Washington State Legislature also has authorized Enterprise Services to make these contracts available, pursuant to an agreement in which Enterprise Services ensures full cost recovery, to other local or federal government agencies or entities, public benefit nonprofit organizations, and any tribes located in the State of Washington. See RCW 39.26.050(1) & (2).
- B. In addition, Enterprise Services is authorized “to participate in, sponsor, conduct, or administer a cooperative purchasing agreement.” See RCW 39.26.060(1).
- C. Cooperative Purchasing Agreements provide an opportunity for Enterprise Services to meet the needs of its customers and, by designing and developing the Competitive Solicitation and resulting Contract to include the opportunity for cooperative utilization by Authorized Purchasing Entities through a Cooperative Purchasing Agreement, to meet the needs of similarly situated purchasing entities who collectively enable an innovative, cost-effective, and efficient procurement solution for awarded contractors and eligible purchasers.
- D. The above-referenced Contract was competitively bid, evaluated, and awarded pursuant to the State of Washington’s procurement laws for goods/services. See RCW 39.26. The procurement and resulting Contracts were designed to create competition and awarded contractors for a variety of Transit Buses (contract categories).
- E. The above-referenced Contract was designed to and meets Federal Transit Administration (“FTA”) requirements for a State Cooperative Purchasing Contract under the FAST Act Sec. 3019. See Pub.L. 114-94.
- F. There are no pending protests or lawsuits pertaining to the procurement or award of the Contract.

- G. Enterprise Services maintains procurement and contract records pertaining to the Contract including the Competitive Solicitation, Bid Tab, Bidder Profiles, and resulting Contracts. In addition, Enterprise Services Transit Buses website identifies the various awarded contractors.
- H. The purpose of this Agreement is to enable the Authorized Purchasing Entity to utilize the above referenced Contract consistent with the terms thereof and the terms and conditions set forth herein.

A G R E E M E N T

NOW THEREFORE, in consideration of the mutual promises, covenants, and conditions set forth herein, the parties hereto hereby agree as follows:

1. **TERM.** Upon execution, this Cooperative Purchasing Agreement shall continue for the term of the applicable Contract, as amended or extended; *Provided*, however, that, upon written notice to Enterprise Services, Purchasing Entity may terminate its participation in this Cooperative Purchasing Agreement and its ability to utilize the above-referenced Contract.
2. **AUTHORIZATION TO UTILIZE THE CONTRACT.** Consistent with the terms and conditions of the Contract and Purchasing Entity's applicable procurement law, Purchasing Entity is authorized to utilize the above-referenced Contract as a procurement solution. The State of Washington makes no representation or warranty regarding Purchasing Entity's governing law or whether the Contract is an appropriate procurement solution for Purchasing Entity.
3. **CONTRACTOR CONSENT.** Consistent with its applicable procurement authority, Purchasing Entity may propose and negotiate jurisdiction-specific terms with the applicable awarded Contractor to meet Purchasing Entity's needs; *Provided*, however, that any such jurisdiction-specific modifications are subject to agreement with the applicable awarded Contractor. **Under no circumstances, however, will Purchasing Entity's jurisdiction-specific modifications change or modify the Contract obligations between the State of Washington and the applicable awarded Contractor.** Upon execution of Purchasing Entity's agreement with the applicable awarded Contractor, Purchasing Entity shall provide a copy of the same to Enterprise Services prior to making any purchases under the Contract.
4. **VENDOR MANAGEMENT FEE.** The Vendor Management Fee set forth in the Contract shall be paid by the applicable Contractor to Enterprise Services on all applicable purchases. In no event shall Purchasing Entity modify, waive, or terminate the Vendor Management Fee. Any such modification, waiver, or termination of the Vendor Management Fee shall be deemed a material breach of this Agreement and shall terminate the Agreement; and, in the event Purchasing Entity attempts to modify, waive, or terminate the Vendor Management Fee, Purchasing Entity shall, by such act, agree to notify Enterprise Services of the same and to pay to Enterprise Services, within thirty (30) days, the equivalent of the otherwise applicable Vendor Management Fee.
5. **ACCURATE PURCHASES.** Purchasing Entity shall make orders within the scope of the Contract. Any purchases outside of the scope of the Contract shall constitute a breach of this Agreement. IN the event of such breach, Enterprise Services may terminate this Agreement, including the authorization for any purchases by Purchasing Entity under the Contract. Purchasing Entity represents and warrants that it shall use reasonable, good faith efforts to assist the Contractor in obtaining and reporting to Enterprise Services accurate purchases under the Contract for purposes of the applicable Vendor Management Fee.

6. AGREEMENT MANAGEMENT; NOTICES; PURCHASING ENTITY CONTRACT ADMINISTRATOR.

(a) AGREEMENT MANAGEMENT; NOTICES. The parties hereby designate the following contacts as the respective single points of contact for purposes of this Agreement. The parties may change such individuals by written notice as set forth below. Any notices required or desired shall be in writing and sent by U.S. mail, postage prepaid, or sent via email, and shall be sent to the respective addressee at the respective address or email address set forth below or to such other address or email address as the parties may specify in writing:

(b)

Enterprise Services Attn: Bus Purchases Department of Enterprise Services PO Box 41411 Olympia, WA 98504-1411 Email: buspurchases@des.wa.gov	Insert Attn: Lucia Del Rio Lopez Manager of Procurement Metro 2222 Cuming Street Omaha, NE, 68102 Tel: (402.) 341.7560 Extension 2272 Email: LDelriolopez@ometro.com
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Notices shall be deemed effective upon the earlier of receipt, if mailed, or, if emailed, upon transmission to the designated email address of said addressee.

(c) PURCHASING ENTITY INFORMATION. Purchasing Entity hereby designates the following contract administrator as the single point of contact for business activities under this Agreement.

Purchasing Entity Information	
Organization Name	Regional Metropolitan Transit Authority of Omaha, d/b/a Metro
Tax Identification Number	47-0542132
State Business Identification Number (Required for Non-Profit entities)	1944819
Contact Name for Contract Administrator	Lucia Del Rio Lopez
Title	Manager of Procurement
Address	2222 Cuming Street
City, State, Zip	Omaha, NE, 68102
Phone Number	(402)341.7560 extension 2272
Email Address	LDelriolopez@ometro.com

7. COMMUNICATION. In the event Purchasing Entity becomes aware of a significant contract performance issue pertaining to the Contract that, in Purchasing Entity’s reasonable judgment, could adversely impact the State of Washington, Purchasing Entity shall communicate the same to Enterprise Services.

8. CONTRACTOR DISPUTES. Purchasing Entity is responsible for resolving any disputes between itself and the applicable Contract Contractor regarding its purchases. Purchasing Entity shall notify Enterprise

Services of any material dispute between Purchasing Entity and the applicable Contract Contractor. When appropriate, Enterprise Services may assist Purchasing Entity in resolving such disputes.

9. NO LIABILITY. Other than those obligations expressly set forth in this Agreement, including the right of the State of Washington to the Vendor Management Fee, the parties shall have no liability whatsoever to each other with regard to transactions arising out of this Agreement or the Contract.
10. TAXES/FEEs. Unless otherwise agreed with Contractor, Purchasing Entity shall pay applicable sales and use taxes imposed by the tax jurisdictions in which purchase delivery occurs. Contractor agrees not make any charge for federal excise taxes and Purchasing Entity shall furnish Contractor with an exemption certificate where appropriate.
11. SCOPE OF PARTICIPATION. Purchasing Entity shall provide Enterprise Services with Purchasing Entity's estimates for purchases under the Contract. Purchasing Entity shall provide timely updates regarding such estimated purchases if there is a material change in such planned purchases. The purchasing estimates are for Enterprise Services' planning purposes in managing and approving purchases on the Contract.

Category	Estimated Purchases
Heavy Duty	26 transit buses
Light/Medium Duty	
Double Decker	
Rebuilt	
Refurbish	
Repower	

12. APPROVAL PROCESS. Purchasing Entity shall submit purchase information to Enterprise Services for approval of purchases under the Contract. Purchasing Entity shall provide necessary purchase information for each purchase including but not limited to, the final purchase order, the use of FTA funding, FTA grant number, and applicable Department of Transportation contact for approval. Enterprise Services shall include the respective state Department of Transportation for purchasing using FTA funds which require state DOT approval.

13. GENERAL PROVISIONS

- (a) ENTIRE AGREEMENT. This Agreement constitutes the entire agreement and understanding of the parties with respect to the subject matter and supersedes all prior negotiations and representations. There are no representations or understandings of any kind not set forth herein.
- (b) AMENDMENT OR MODIFICATION. Except as set forth herein, this Agreement may not be amended or modified except in writing signed by a duly authorized representative of each party.
- (c) AUTHORITY. Each party to this Agreement, and each individual signing on behalf of each party, hereby represents and warrants to the other that it has full power and authority to enter into this Agreement and that its execution, delivery, and performance of this Agreement has been fully authorized and approved, and that no further approvals or consents are required to bind such party.

- (d) ELECTRONIC SIGNATURES. An electronic signature or electronic record of this Agreement or any other ancillary agreement shall be deemed to have the same legal effect as delivery of an original executed copy of this Agreement or such other ancillary agreement for all purposes.
- (e) COUNTERPARTS. This Agreement may be executed in one or more counterparts, each of which shall be deemed an original, and all of which counterparts together shall constitute the same instrument which may be sufficiently evidenced by one counterpart. Execution of this Agreement at different times and places by the parties shall not affect the validity thereof so long as all the parties hereto execute a counterpart of this Agreement.

EXECUTED as of the date and year first above written.

TRANSIT BUSES COOPERATIVE
STATE OF WASHINGTON
DEPARTMENT OF ENTERPRISE SERVICES

By: 

Name: Jaime Rossman

Title: Assistant Director

AUTHORIZED PURCHASING ENTITY

**Regional Metropolitan Transit Authority of
Omaha, d/b/a Metro**

By: 

Name: Lauren Cencic

Title: Chief Executive Officer

Return this Agreement to Enterprise Services at:
buspurchases@des.wa.gov

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

**REGULAR BOARD MEETING
REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA
2222 Cuming Street
Omaha, Nebraska, 68102
October 26, 2023**

MINUTES

The Regional Metropolitan Transit Authority of Omaha Board met on Thursday, October 26, 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 October 20, 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 (Virtually)
Mr. Othello Meadows, Vice Chair (Virtually)
Mr. Jay Lund (Absent)
Ms. Amy Haase
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 (Absent)
J. Willoughby, Senior Project Manager (Absent)
R. Sherping, Safety Director (Absent)
A. Johnson, Civil Rights & Inclusion Director (Virtually)
J. Beverage, Maintenance Director (Virtually)
N. Ebat, Sr. Manager of Communications & Community Relations
S. Perry, Executive Administrator & Board Secretary
E. Gomez, Communications Specialist

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

Notice of the Regular Meeting was published in the Omaha Daily Record on October 20, 2023. 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.

Item #2 and General Public Comments were tabled until a quorum was available. Ms. Haase took the position of facilitating the meeting until such time that the Chair or Vice Chair was available. The Board moved on to Item #4.

Agenda Item #4 Administrative Report (L. Cencic)

Ms. Cencic reports the following:

The 3rd Anniversary of ORBT will be November 18th. ORBT Ridership numbers for September were 57,736 rides, a record monthly high, and a 10-year ridership high along the Dodge corridor. The ridership milestone is perfect timing with the anniversary of ORBT which continues to be a very successful project.

Staff will be participating in the Nebraska-wide designated Veterans Days parade in Bellevue. Staff are looking forward to participating in this event and celebrating our veterans.

Last month it was mentioned that we are doing a lot of coordination and communication with FTA, including at conferences. We will continue to work closely with them on projects such as the Planning and Environmental Linkages Study with Council Bluffs and MAPA which is studying a potential multi-modal bridge and potential streetcar in Council Bluffs. Additionally, FTA staff toured the building which was the first time since before COVID.

Metro has also been focusing on conferences and training and the most notable is APTA (American Public Transportation Association). Ms. Cencic was present along with representatives from Operations, Training, Communications, Maintenance, and IT.

Nicole Ebat, from Communications, will talk later in the agenda about our participation in the Chamber's CODE Conference: Commitment to Opportunity, Diversity and Equity, which also had quite a few members of staff participating.

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

Ms. Haase asked about the numbers for the K-12 Program. Ms. Cencic indicated she did not have the exact numbers but could share them after the board meeting. It continues to account for a significant portion of overall ridership. Ms. Cencic further stated that she and the staff are working on a potential extension of funding to continue to support that project, but nothing to officially report at this time.

More discussion was had about how other transit authorities are looking at this program and its success.

Agenda Item #5 Administrative Reports:

a. Administration/Human Resources (D. Grant)

Mr. Grant reports the following:

Updates regarding recruiting. Seven positions were filled in September. Two Bus Operators, one Mechanic, one Utility/Garage, one Custodian, one Field Supervisor as well as the Executive Administrator. Among

those seven two were promoted from within, Brett Heck-Jenders from Transit Operator to Transit Field Supervisor. Deanna McCormick from Custodian to Custodial Supervisor. Metro is excited to have those two employees promoted to their new roles in our organization.

Additionally, new roles are being sought for an HR Generalist, Network Security Manager, and Project Manager which are all posted on the Metro website.

Mr. Grant ended his recruitment report for September and opened the floor to questions, there were none.

Ms. Cencic did add that she was excited to share that there is a current class at this time with more custodial and facilities staff, which is a much-needed resource for Metro.

b. Programs/Operation (I. Maldonado)

Mr. Maldonado reports the following:

Teams have continued to work arduously to maintain safe operations for service and delivery. September Metro saw the largest number of service interruptions. While we've experienced a slight improvement in the arrival of parts necessary to repair our fleet, we still have 13 buses out of service waiting for critical parts that are in backorder and four buses needing major repair with outside vendors. In addition to vehicles and maintenance in September we experienced the largest number of operator absences. Employee attendance policy and staff accountability have been at the forefront of contract negotiations with both unions. As such, the two contracts being presented today for your approval include a better attendance policy and incentive for employees with good attendance. We believe the new attendance policy and attendance incentives combined with other negotiated items will greatly assist Metro and the provision of safe and reliable services. Our staff is committed to continuing our efforts to improve employee attendance, effective maintenance on repairs of our fleet and to continue to improve service delivery. In addition to that our teams began discussions of preparation for winter month snow operations.

Mr. Maldonado indicated his participation in a number of stakeholder meetings with the Douglas County Health Department, Omaha Streetcar Authority Operations Committee, Metropolitan Planning Agency Transportation Technical Advisory Committee, and others. Also, Metro's management team participated in the 2023 Omaha Airport Emergency Plan reveal and table talk exercise.

Mr. Maldonado concluded the report and opened the floor to questions, but there were none.

Ms. Cencic further explained after the Board acknowledged an appreciation for explaining the number of service interruptions that occurred, that September was a rough month for service, but staff are continuing to work to get parts in.

c. Communications (N. Ebat)

Ms. Ebat reports the following:

The Communications Department along with several other departments attended the Chamber of Omaha CODE Conference this past Friday, October 20th. Metro was selected as one of the breakout sessions. Facilitating was the head of Metro's Communications Department, Planning Department, and Civil Rights and Inclusion Department presenting essentially on how organizations and community members can help bring a focus from individual transportation in transit to community-wide transportation movement and getting people where they need to go. The main questions presented were how can the community help Metro's mission towards increasing transit equity and help work to bridge the gap between modes of transportation. An activity was designed for participants to walk away recognizing the kind of perceived

stigma that sometimes comes with riding public transportation and how that may affect people who rely on or choose to ride public transit and the mission of growing transit in the City of Omaha. It was also asked for them to do their part in helping to knock that negative stigma down.

Ms. Ebat recognized before the Board that this was a multi-departmental effort beyond the speaking and putting together of the presentation, other communications team members and departments assisted as well.

Ms. Ebat highlighted Metro's participation in an event that ties directly into the K-12 program. Metro was able to help with the Central High Eagles Take Flight Day - a day juniors and seniors go to different organizations as a type of fair to see the various careers and what college resource information is available and this was primarily done by bus to get around the city.

Christy from Central High School shared, "Those who know me at all know that I am normally not at a loss of words, this day did it with its breathtakingly stunning impact on kids and its undeniable testament to the power of collaboration and community engagement. Thank you for giving this day to our students, for welcoming them into your world, and for helping them picture a future where they can count themselves among your colleagues".

The Communications Team has been at a handful of resource fairs in September with help from the Civil Rights and Inclusion Team. Next week they will attend the Refugee Health Fair put on by UNMC in Benson. In addition, ORBT's 3rd Anniversary celebration is coming up and Metro is looking forward to being able to help people get around town for their various holiday lights festivals that will be up at the end of the month as well. Ms. Ebat concluded the report and opened the floor to questions.

Ms. Haase asked if there was still involvement in Leadership Omaha. Ms. Ebat informed her the last event with Leadership Omaha was about a year ago. She is aware their events just kicked off but that last time Metro participated in the last part of their cohort session.

*****Mr. Lawse joined the meeting Virtually therefore a quorum is now in place to complete the remainder of the agenda items. *****

Agenda Item #2 Approval of Minutes of Previous Special and Regular Meeting

- a. Special Meeting: September 19, 2023

Motion by Ms. Plucker; Second by Mr. Lawse

ROLL CALL:

UNANIMOUS (LUND AND MEADOWS ABSENT), MOTION CARRIES.

- b. Regular Meeting: September 19, 2023

Motion by Ms. Plucker; Seconded by Mr. Lawse

ROLL CALL:

UNANIMOUS (LUND AND MEADOWS ABSENT), 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.

Ms. Haase opened the General Public Comment Period to invite members of the audience to be heard regarding regular topics related to the Regional Metropolitan Transit Authority of Omaha. No members of staff or the public came forward to comment.

Agenda Item #6 Resolution: Request Approval of the Amendment of Operating Policy 50, Staff Uniform Allowances (W. Clingman)

Staff is proposing the amendment of Operating Policy 50. The policy covers who is eligible to receive a uniform allowance. The policy was adopted by the Board in August 2022. The proposed amendment adds custodial supervisors as an eligible position to receive a uniform allowance.

Mr. Clingman presented the following:

This is the amendment of the uniform policy, and the only change is the addition of the Maintenance Custodial Supervisor position which was an oversight in the original drafting of this policy.

Ms. Haase opened the floor and explained that she and Mr. Lawse both reviewed the policy and its change.

Motion by Plucker; Second by Mr. Lawse

ROLL CALL:

UNANIMOUS (LUND AND MEADOWS ABSENT), MOTION CARRIES.

Agenda Item #7 Resolution: Request Approval of Administrative Policy 3, Investments
(W. Clingman)

Staff is proposing the approval of Administrative Policy 3 regarding Metro's financial investments. This policy is the next step in enhancing Metro's overall fiscal sustainability and responsibility. It builds on Administrative Policy 2 which established formal fiscal reserves and was approved by the Board in August of 2023. Administrative Policy 3 provides investing guidelines for the reserve funds. The proposed Administrative Policy ensures that the money will provide the best possible returns while minimizing the risk of loss on the original principal investment. The primary goal of the policy is the safety of the investment, with liquidity and return as subsequent goals. Additionally, the policy ensures conformity with Revised Nebraska State Statutes for how local political subdivisions can invest funds. Finally, it places dual responsibility for oversight of investments with the CEO and Finance Director.

Mr. Clingman presented the following:

Administrative Policy 3, Investments puts in place guidelines for how we invest reserved cash, and excess cash depending on how you look at it. Metro's Finance Department met with the Policy and Planning Committee and the information was sent to the Finance Committee. It sets forth the guidelines placing dual responsibility on Mr. Clingman and Ms. Cencic which is good internal control. Thanks to Edith Simpson in Legal and Carly Bressman in Finance for helping to draft this policy.

Mr. Clingman concluded the presentation and opened the floor to questions.

Ms. Plucker indicated that the Finance Committee did review the policy.

Ms. Hasse indicated that this policy paired nicely with the item passed a couple of months ago creating those reserves.

Motion by Plucker; Second by Lawse

ROLL CALL:

UNANIMOUS (LUND AND MEADOWS ABSENT), MOTION CARRIES.

Agenda Item #8 Resolution: 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 is requesting Board approval for Metro's CEO to execute a three (3) year labor agreement between Metro and the Transport Workers Union, Local 223 (AFL-CIO). Metro's final offer was ratified by the rank and file in October 2023.

Heavy duty and auto mechanics will receive a five (5) percent salary increase in the first year of the contract, two (2) percent in the second year, and three (3) percent in the third year of the contract. Wages for a Master Electrical Mechanic will be adjusted based on salary trends of sixteen percent during the first year of the agreement, two (2) percent in the second year, and three (3) percent in the third year 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 three (3) percent salary increase in each year of the contract. The shift differential for shifts that extended beyond 8:00 p.m. will be increased from two (2) to four (4) percent for hours worked between 5:00 p.m. and 3:00 a.m. As an incentive for good attendance, employees who have successfully completed their employment probationary period and have achieved zero unexcused absences during a pay period may earn an additional one and a half hours of Paid Time Off for Sickness to be used for future pre-approved sick absences. Starting in calendar year 2024, employees will receive Juneteenth as a paid floating holiday which they may use throughout the year. Employees will receive a slight increase for uniforms and those who require tools will receive a slight increase in their tool allowance.

Assuming Board approval, the collective bargaining agreement will be retroactive to January 1, 2023, and will expire on December 31, 2025. A copy of the ratified contract was sent to the board for review.

Recommend approval.

Mr. Maldonado presented the following:

Staff are requesting to execute a 3-year labor agreement between Metro and the Transport Workers Union, Local 223. Metro's final offer was ratified by the rank and file in October 2023. Mr. Maldonado proceeded to elaborate upon the modifications outlined in the resolution.

Mr. Maldonado concluded the presentation.

Ms. Haase thanked everyone for their hard work.

Mr. Lawse thanked everyone as well and informed the board that Mr. Lund and himself met as the Operations Committee and reviewed this with staff.

Motion by Lawse; Second by Plucker

Ms. Plucker also thanked anyone who sat at the table to negotiate this contract.

Ms. Haase opened the floor for any comments on this item. There were none.

ROLL CALL:

UNANIMOUS (LUND AND MEADOWS ABSENT), MOTION CARRIES.

Agenda Item #9 Resolution: Request Approval of 3-Year Labor Agreement Between Metro and General Drivers and Helpers Union, Local 554 for January 1, 2023, through December 31, 2025

(I. Maldonado)

Staff is requesting full board approval for Metro's CEO to execute a three (3) year labor agreement between Metro and the General Drivers and Helpers Union, Local 554 (Teamsters). Metro's final offer was ratified by the rank and file in October 2023.

Employees will receive a three (3) percent salary increase in the first year of the contract, a two (2) percent increase in the second year, and a three (3) percent increase in the third year of the contract. A new step increase has been added to the first year of the contract for employees who have completed two (2) years of service. As an incentive for good attendance, employees will receive two (2) additional leave days for sickness, and those who have one (1) or fewer unexcused absences per six (6) month semester may earn up to one additional eight (8) hour day of Paid Time for Sickness per semester. Starting in calendar year 2024, employees will receive Juneteenth as a paid floating holiday which they may use throughout the year. A four (4) percent shift differential will be provided to employees working after 5:00 p.m. Employees will receive a slight increase in uniforms allowance.

Assuming Board approval, the collective bargaining agreement will be retroactive to January 1, 2023, and will expire on December 31, 2025. A copy of the ratified contract was sent to the board for review.

Recommend approval.

Mr. Maldonado presented the following:

There is another union as part of the Collective Bargaining Agreement that works out of the Council Bluffs area known as the Teamsters.

Staff are requesting Board Approval along with the Metro CEO to execute the 3-year labor agreement between Metro and the General Drivers and Helpers Union 554/Teamsters. Metro's final offer was ratified by the rank and file in October 2023. In that document, an item was accidentally left out under Article 18. The document that you have before you the missing language has been included and the correction is still being approved. Mr. Maldonado proceeded to elaborate upon the modifications outlined in the resolution.

Ms. Haase wanted to confirm that Article 18 is the Health and Welfare Benefits and that it will be the same as the Transit Workers Union contract. Mr. Maldonado confirmed that it is.

Mr. Maldonado further states that the union agreed that the language in that article would not be changed. Part of the language was left out, corrected, and sent back to the union.

Ms. Cencic indicated that there is no anticipation of concern, just wanted to point out the oversight.

Mr. Lawse thanked everyone as well and informed the board that Mr. Lund and himself met as the Operations Committee and reviewed this with staff.

Mr. Lawse and Ms. Hasse wanted to be certain this could be approved as it appears in the board packets. Ms. Cencic indicated the copies in the board packets are correct and that the finalization of counter signatures is all that is needed. Contracts will not need further approval.

Motion by Lawse as it is in the board packet; Second by Plucker

Ms. Haase asked if anyone had any comments or wanted to speak on this topic.

A hand was seen up in the Zoom for comments. Time was allotted but no response was ever brought forth.

ROLL CALL:

UNANIMOUS FOR HAASE, PLUCKER AND LAWSE. MR. MEADOWS HAS JOINED BUT ABSTAINED FROM THE VOTE. (LUND ABSENT), MOTION CARRIES.

Agenda Item #10 Resolution #437: Board Recognition of Metro Paratransit Operators (L. Cencic.)

Ms. Cencic presented the following:

Staff is requesting the Board's recognition of Paratransit Operators, Natalie Nichols, and Joe Walker, who on September 26 and 27, represented Metro at the 31st Nebraska Association of Transportation Providers' (NATP) Paratransit Roadeo. The Paratransit Roadeo tested the Operator's driving and safety skills as they maneuvered various timed road obstacles resembling real-life driving scenarios. Both Paratransit Operators were selected to represent Metro based on their safe driving history, excellent attendance record, great customer service skills, and outstanding overall performance. Operator Joe Walker was the second-place winner of the small bus division. As a second-place winner, Joe qualified to compete in the Community Transportation Association of America's Roadeo and Expo which will take place in June of 2024 in West Palm Beach, Florida.

Ms. Cencic presented that the Board recognizes Natalie Nichols and Joe Walker. Both did a wonderful job of representing Metro.

With your indulgence, I would like to read the resolution and ask the Paratransit Operators to come forward:

RESOLUTION NO. 437

Resolved by the REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA BOARD

WHEREAS, *Paratransit Operators Natalie Nichols and Joe Walker have exceptionally served Metro and the citizens of the Omaha Metropolitan Area for over eleven years, having exhibited a safe driving history, excellent attendance records, great customer service skills, and outstanding overall performances; and*

WHEREAS, *On September 26 and 27, 2023, Paratransit Operators Nichols, and Walker represented Metro at the 31st Nebraska Association of Transportation Providers Paratransit Roadeo, and*

WHEREAS, *The Paratransit Roadeo tested Operators' driving and safety skills as they maneuvered various timed road obstacles resembling real-life driving scenarios that Operators face often while driving, and*

WHEREAS, *Both Paratransit Operators demonstrated outstanding safe driving skills at the Paratransit Roadeo, and Operator Joe Walker won second place in the Roadeo small bus division. Said outstanding accomplishment qualified him to represent Metro in June of 2024 at the Community Transportation Association of America Roadeo and Expo in West Palm Beach, Florida.*

Now, therefore be it resolved by the REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA BOARD:

That Paratransit Operators Natalie Nichols and Joe Walker are hereby commended for their outstanding accomplishments and as such their service and contributions to the success of the Authority in its endeavors to continually improve transit service in the Omaha-Council Bluffs Metropolitan Area are deeply appreciated.

Ms. Haase and Mr. Lawse thanked the participants for their services and representation in Nebraska and now nationally.

Motion by Plucker; Second by Lawse

ROLL CALL:

UNANIMOUS (LUND ABSENT), MOTION CARRIES.

Agenda Item #11 Resolution: Request Approval of the Amended By-Laws of the Transit Advisory Committee (N. Ebat)

In 1975, Metro formed the Transit Advisory Committee (TAC) - a group of appointed community members tasked with providing their thoughts, feedback, and suggestions on fixed and paratransit services within the Omaha metro. The TAC has gone through various phases and evolutions in the decades since while continuing to play a vital role in supporting Metro. Notably, the TAC advises staff and hears appeals to ADA complementary paratransit service (MOBY) applications.

The By-Laws of the TAC were last adopted in 1987. The proposed amendments to the Transit Advisory Committee By-Laws aim to enhance the effectiveness of TAC and align it more closely with the evolving needs of our public transit system and the broader community Metro serves.

The proposed By-Laws transition the committee membership from appointed positions to application-based members while striving to reflect the diversity of the greater Omaha community. The TAC will continue to play an important role in supporting transit and will be supported by Metro staff. The proposed amended By-Laws as well as future amendments require approval from both the Board and the TAC.

Recommend approval.

Ms. Ebat presented the following:

A request for Board approval regarding the amendment of the by-laws of the Transit Advisory Committee for Metro. Last adopted in 1987. Working to move efforts in equitable transit toward the future and to move this committee in a way that represents our community as a whole. One of the biggest changes is looking to move this from an assigned committee into application-based that way it represents the community in both a geographical manner and a diverse manner looking at multiple forms of transit. The intent is to enhance the effectiveness of TAC and align it more closely with evolving needs. TAC will continue to play that important role in providing recommendations to Metro on projects as well as looking at appeals for Metro's complementary Paratransit Services aka MOBY.

Ms. Ebat concluded her presentation and opened the floor to questions.

Ms. Haase confirmed that the Planning and Policy Committee did review the by-laws and the amendment is much needed. Excited and hoping it will engage the committee much more.

Ms. Plucker asked how committee members were appointed in the past. Ms. Cencic said they were appointed by various agencies and organizations who were designated to appoint members. Metro did not have control over who was appointed. Ms. Cencic further explained that over the years there have been very dedicated committee members but there have also been many vacancies. Transitioning to an application process to select members, there is hope to bring in more people.

Ms. Haase asked if the organizations had been informed of this change. Ms. Cencic stated that to the extent possible, this will happen. For example, MAPA is one such organization. However, many of the organizations with the ability to appoint a representative have not done so for a long time.

Motion by Lawse; Second by Meadows

ROLL CALL:

UNANIMOUS (LUND ABSENT), MOTION CARRIES.

Agenda Item #12 Board Chair Report (D. Lawse)

Mr. Lawse informed the board that a virtual participant had their hand raised for comment and time was allotted for comment on the last board item. No comment was presented. Mr. Lawse expressed his apologies for not being able to hear or see the person or comment and indicated that they can contact the Metro staff maybe by phone if they would like to be heard after the board meeting.

Mr. Lawse stated that he appreciated the work of staff on contracts, agreements, and policies.

Ms. Haase stated that tentative resolutions for next month's agenda are:

- Approval for the Amendment of Operating Policy 36, Hospitalization / Medical Insurance Benefits
- Approval for the Amendment of Operating Policy 37, Retirement Plans

Mr. Lawse opened it up to Lauren Cencic for further updates or comments. She indicated that Metro is continuing to revise policies and establish new ones. The tentative resolutions for next month are intended to improve clarity on those policies. Procurement currently has a request for bids for garage doors and will bring that procurement item to the Board in the near future. The Chair report was concluded.

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

November's Board Meeting will be the fifth Thursday of the month in lieu of the Thanksgiving holiday. It will be held Thursday, November 30, 2023, at 8:30 a.m. at the Regional Metropolitan Authority Transit of Omaha d/b/a Metro - Administrative Building

Agenda Item #14 Adjournment

There being no further business to come before the Board, a motion was entertained to adjourn the meeting at 9:36 a.m.

Motion by Plucker; Seconded by Meadows

**ROLL CALL:
UNANIMOUS (LUND ABSENT); MOTION CARRIES.**

Daniel Lawse, Board Chair

Selina Perry, Board Secretary

Oct

Recruiting Report

	Monthly Hires	Proj. Remaining Need	Recruiting Activity Notes
All Roles	12	23	12 people started new roles at Metro in the month of October. Additionally, Metro posted openings for an HR Generalist and a Project Manager.

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

Maintenance				
	Mechanic		4	Currently reviewing and interviewing candidates.
	Mechanic Helper	3		
	Body Shop Mechanic		1	Currently reviewing and interviewing candidates.

BG&E				
	BG&E - Field		1	Currently reviewing and interviewing candidates.

Custodial				
	Custodian	4	5	Currently reviewing and interviewing candidates.

Oct

Recruiting Report

Role	Hires	Proj. Remaining Need	Recruiting Activity Notes
Admin Staff	1	4	
Mechanic Supervisor		2	Currently reviewing and interviewing candidates.
Custodian Supervisor	1		Deanna Coleman was promoted to Custodial Supervisor on Nov 16th
Network Security Manager			Tyler Rocha was promoted on Nov 6th.
HR Generalist		1	Juanite is slated to start on Nov 27th.
Project Manager		1	Currently reviewing and interviewing candidates.

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

10.1.23 - 10.31.23



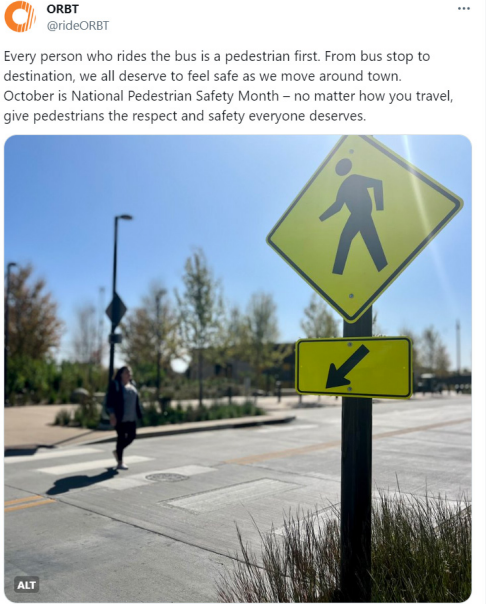
Facebook: [Metro Transit Omaha](#)

Posts: 12
Reach: 7,533
Reactions: 161
Comments: 27
Shares: 11
14 new followers | 0.52% increase



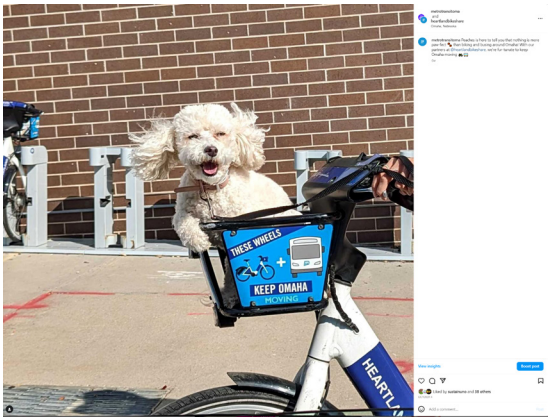
Twitter: [@rideORBT](#)

Tweets: 12
Impressions: 5,200
Avg. 866 impressions/post for the year
Likes: 62
Retweets: 11
Replies: 0
5 new followers | 0.44% increase



Instagram: [@metrotransitoma](#)

Posts: 6
Likes: 110
Avg. 23.3 likes/post for the year
Comments: 1
7 new followers | 0.47% increase



TRANSIT ADVISORY COMMITTEE

10.27.23 - 11.17.23

Following Board approval of the Metro Transit Advisory Committee bylaws at the October Board meeting, Metro staff worked to promote the new application, encouraging community members to apply and share information about this committee. This process includes:

- ✓ Directly contacting community members
- ✓ Social media ads
- ✓ Organic social media posts
- ✓ Website news story
- ✓ Outreach with current committee
- ✓ Internal emails
- ✓ Printed rider alerts

Applications for the Transit Advisory Committee will be accepted through Friday, December 1st.

As of Friday, November 17, Metro has received 16 applications. More information can be found at [ometro.com/tac](https://www.ometro.com/tac)



Apply for the
 metro
 Transit Advisory
 Committee

Social media ad results

Run 10/27 through 11.11

Reach: 53,678

Link clicks: 1,091

Reactions: 29

Comments: 7



OUTREACH

10.1.23 - 10.31.23

Eagles Take Flight Day

OCT. 4

Approximately 875 Central High School students used Metro bus routes (ORBT, Routes 15, 30) to travel around Omaha to places like MCC, UNO, UNMC, and Omaha public libraries

Conference on Opportunity, Diversity and Equity (CODE) Presentation

OCT. 20

Metro staff presented a session about how organizations can make our community better for everyone by promoting equitable transit



College of Saint Mary resource fair

OCT. 25

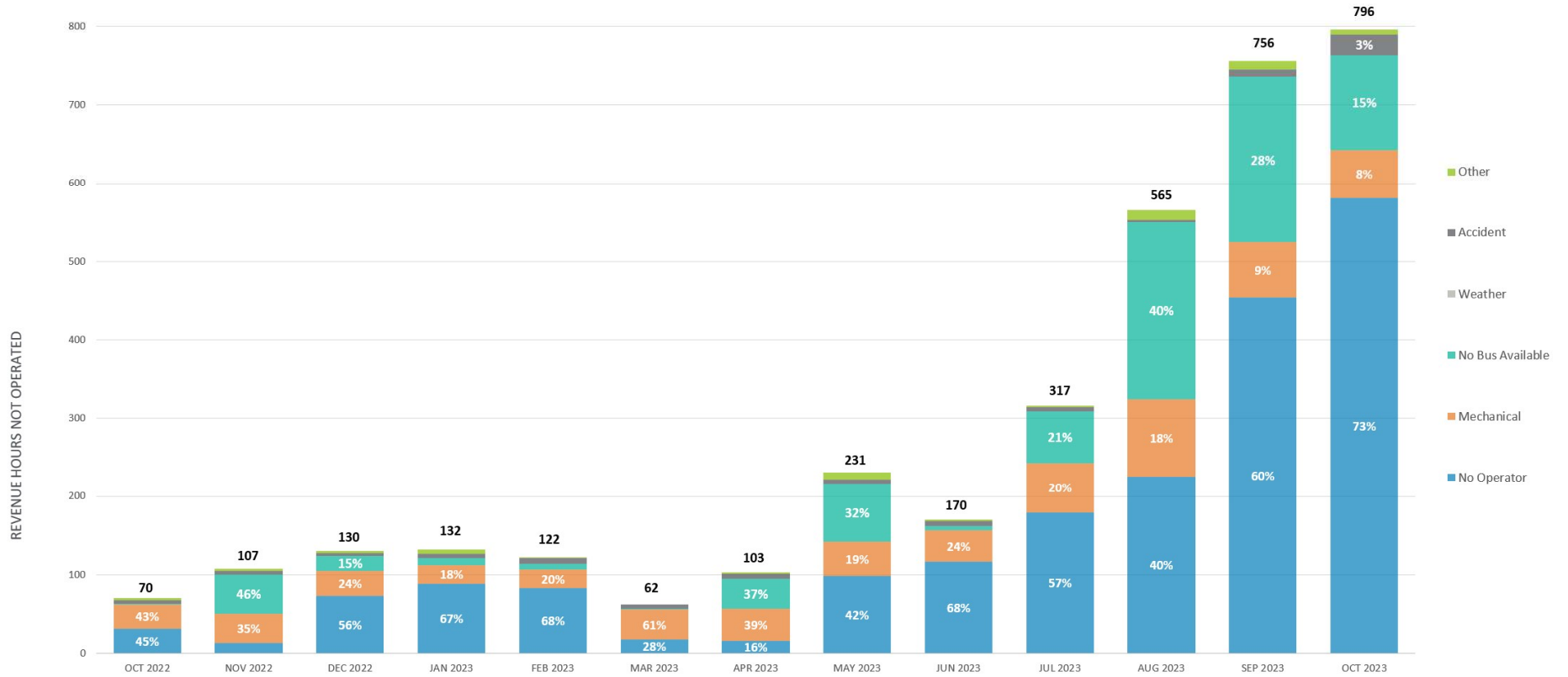
Staff members joined a resource fair at College of Saint Mary to educate students about their bus pass program, CSM 2 Go



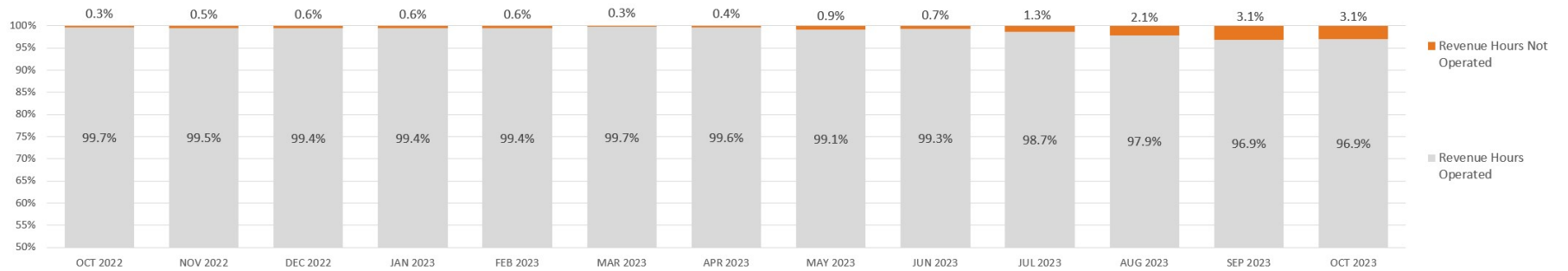
COMMUNICATIONS



MONTHLY SERVICE INTERRUPTIONS REVENUE HOURS NOT OPERATED BY TYPE

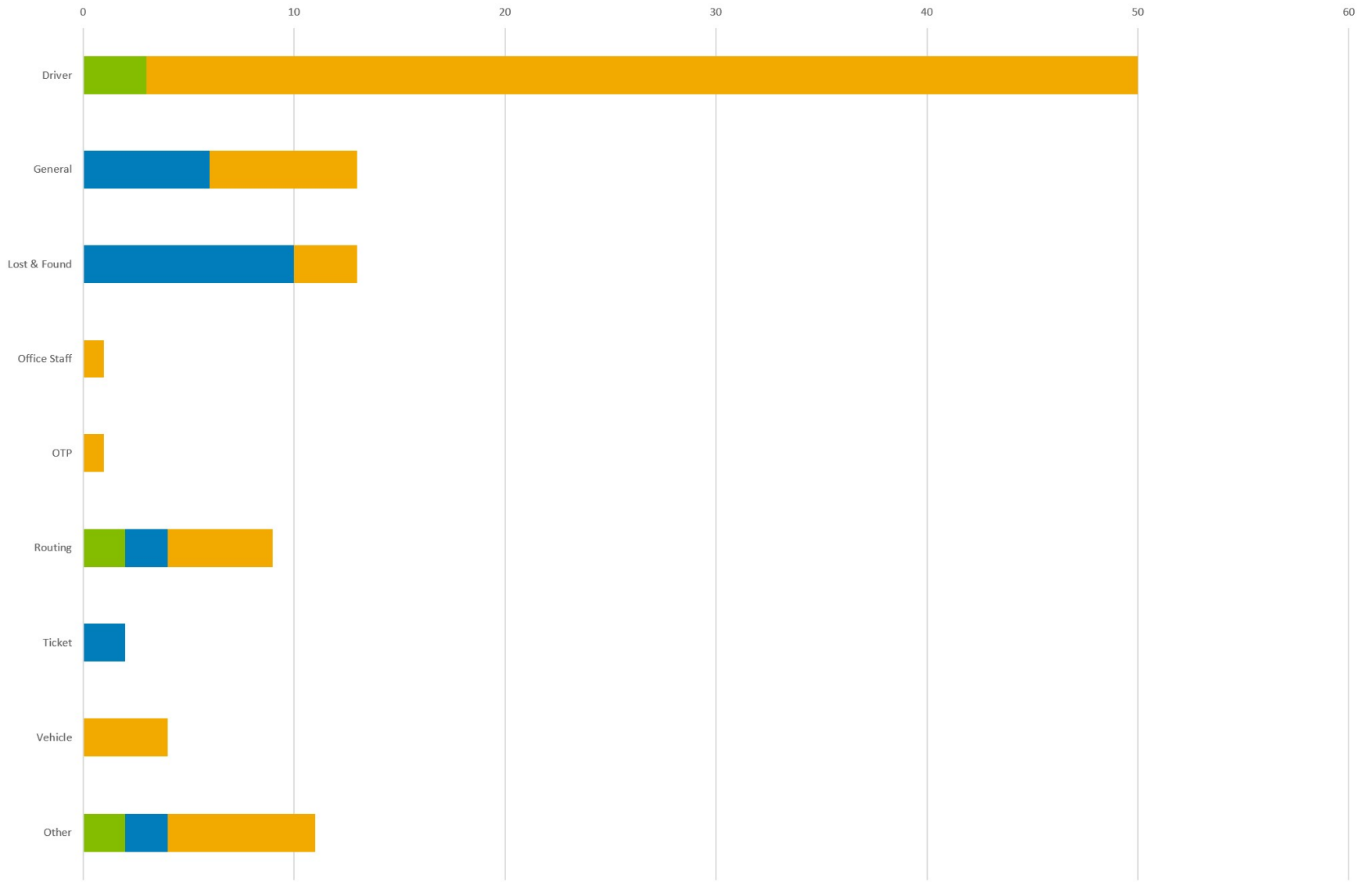


Percent of Total Revenue Hours

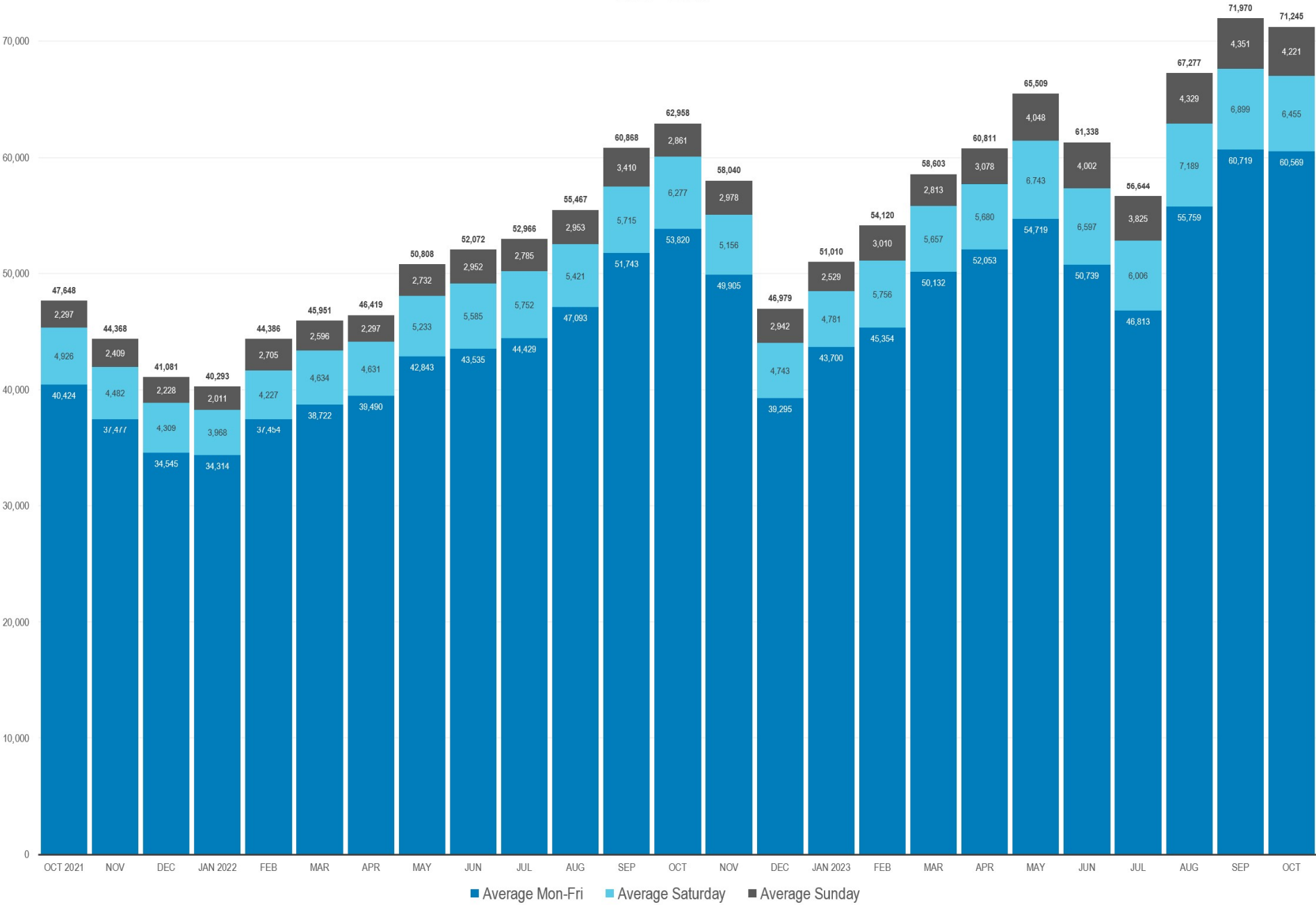


October 2023
Fixed Route Registered Customer Service Concerns by Category

Positive Neutral Negative



Average Weekly Ridership 2021 - 2023

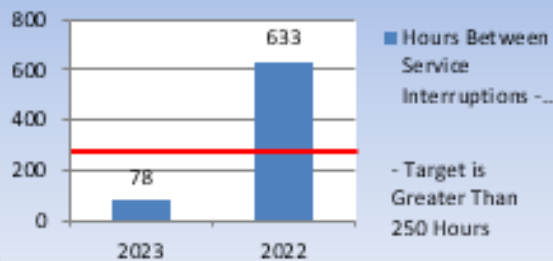


Metro Transit Operations Report

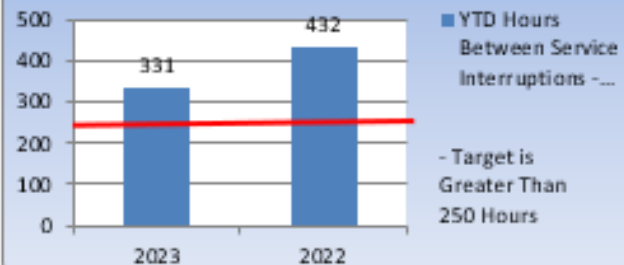
October 2023

Current Month	2023	2022	Variance	Year to Date	YTD 2023	YTD 2022	YTD Variance
Service				Service			
Service Hours	25307	23432	8.00%	Service Hours	241550	214461	12.63%
Service Miles	346037	325576	6.28%	Service Miles	3316494	2958291	12.11%
Interruptions				Interruptions			
Hours Between Interruptions	324	37	775.68%	Hours Between Interruptions	729	497	46.68%
Miles Between Interruptions	78	633	-87.67%	Miles Between Interruptions	331	432	-23.21%
Target Miles	1068	8799	-87.86%	Target Miles	4549	5952	-23.57%
Target Miles	3350	3350		Target Miles	3350	3350	
Road Calls				Road Calls			
Miles Between Road Calls	34	36	-5.56%	Miles Between Road Calls	357	364	-1.92%
Miles Between Road Calls	10178	9044	12.54%	Miles Between Road Calls	9290	8127	14.31%
Paratransit				Paratransit			
Total Van Trips	7391	7258	1.83%	Total Van Trips	63794	62835	1.53%
Passenger Hours	4610	4177	10.37%	Passenger Hours	38813	31694	22.46%
Trips per Hour	1.60	1.74	-7.73%	Trips per Hour	1.64	1.98	-17.10%
Passenger Miles	50343	47324	6.38%	Passenger Miles	435229	403988	7.73%
Trips per Mile	0.1468	0.1534	-4.27%	Trips per Mile	0.1466	0.1555	-5.76%
Taxi Trips	0	0	#DIV/0!	Taxi Trips	0	0	#DIV/0!
Total Trips - Van & Taxi	7391	7258	1.83%	Total Trips - Van & Taxi	63794	62835	1.53%

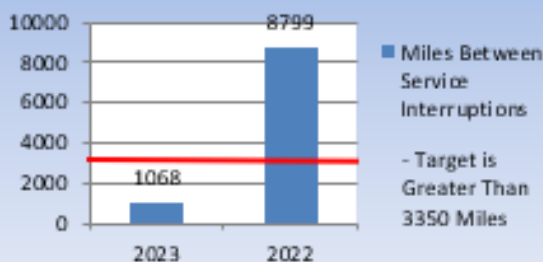
**Hours Between Service Interruptions -
October 2023 & 2022**



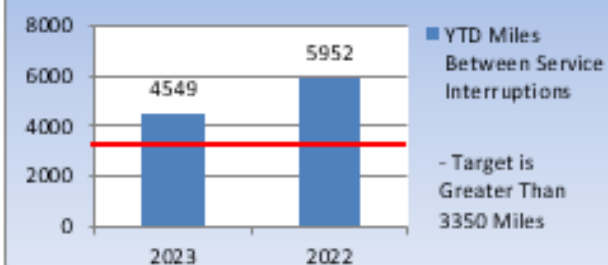
**YTD Hours Between Service Interruptions
- 2023 & 2022**



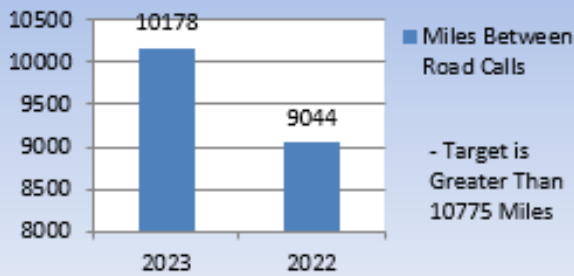
**Miles Between Service Interruptions -
October 2023 & 2022**



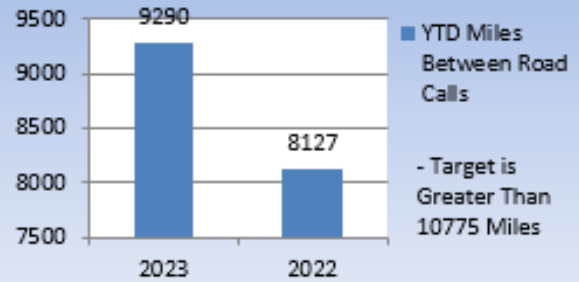
**YTD Miles Between Service Interruptions
- 2023 & 2022**



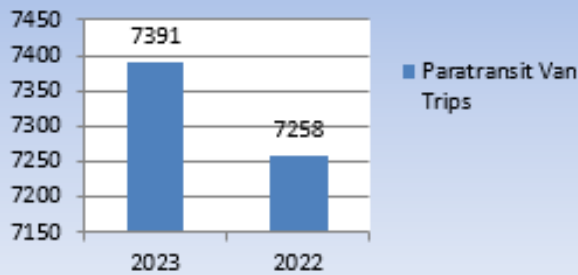
**Miles Between Road Calls
October- 2023 & 2022**



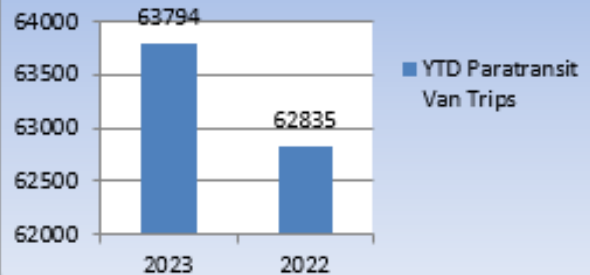
**YTD Miles Between Road Calls
- 2023 & 2022**



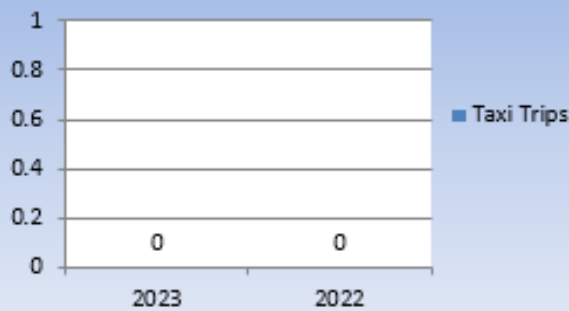
**Paratransit Van Trips
October - 2023 & 2022**



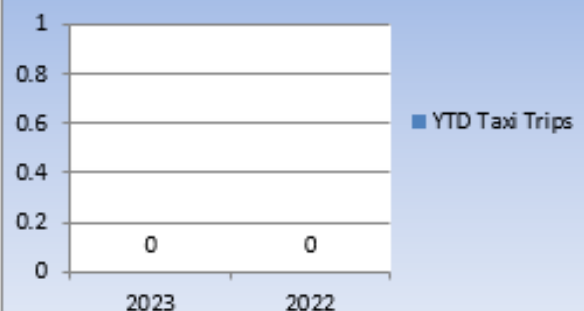
YTD Paratransit Van Trips - 2023 & 2022



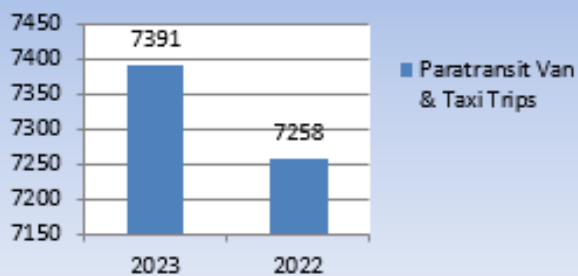
Taxi Trips October - 2023 & 2022



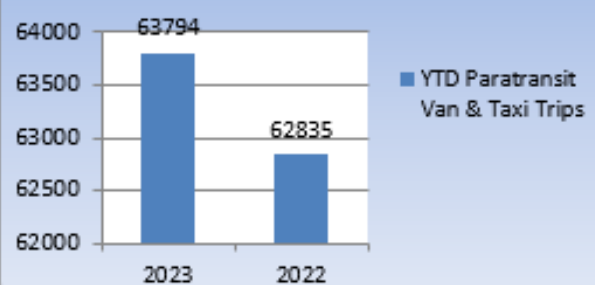
YTD Taxi Trips - 2023 & 2022



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



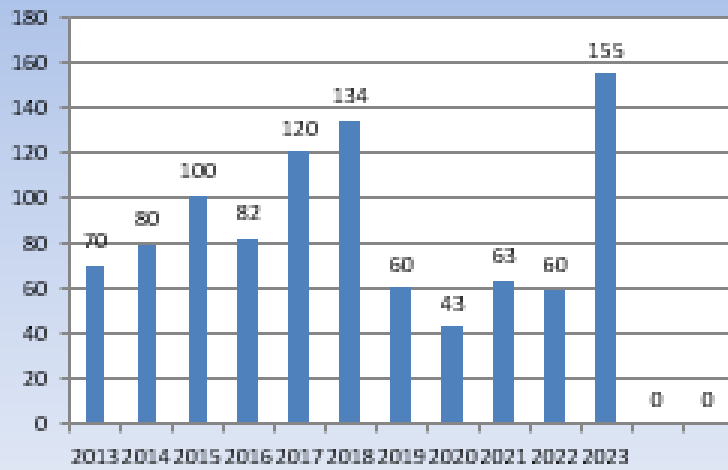
YTD Paratransit Van & Taxi Trips - 2023 & 2022



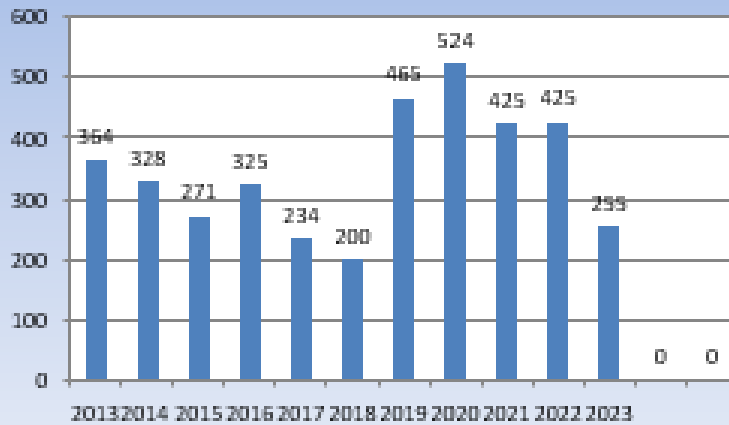
Service Interruptions Detail

Type	October 2022	October 2023	Difference	2022 YTD	2023 YTD	Difference
Accident	4	14	10	25	58	33
Unsanitary Bus	0	2	2	3	15	12
Delayed Out Operator	13	160	147	285	519	234
Bus Operator Family Emerger	0	0	0	2	0	-2
Drunk on Bus - Police Called	1	0	-1	1	3	2
Passenger Emergency	0	2	2	2	8	6
Weather	0	0	0	0	0	0
Mechanical	33	64	31	187	434	247
Unknown	0	0	0	4	2	-2
Vandalism on Bus	0	0	0	0	0	0
Heavy Traffic	0	0	0	0	3	3
No Bus Available	2	82	80	11	460	449
Total	53	324	271	520	1502	982
Mechanical Reasons						
Air Conditioner/Heater	0	1	1	4	5	-1
Air pressure went down	0	3	3	11	14	-3
Brake Problem	3	5	2	10	18	-8
Broken Belt	0	0	0	0	0	0
Bus Body Problem	0	0	0	4	4	0
Bus shut down	5	9	4	94	108	-14
Delayed by Train	0	0	0	1	1	0
Door Problem	0	1	1	7	8	-1
Electrical Problem	2	2	0	12	16	-4
Farebox	0	0	0	4	4	0
Leaking Fluid	1	2	1	19	22	-3
Leaking fuel	0	2	2	1	3	-2
Lift malfunction	1	0	-1	3	4	-1
Light problem	1	0	-1	6	7	-1
Low water	1	2	1	6	9	-3
Mirror Broke	0	1	1	7	8	-1
No power	1	2	1	21	24	-3
Power Steering Problem	0	0	0	4	4	0
Oil Pressure	0	0	0	1	1	0
Overheated	2	7	5	14	23	-9
Radiator Leak	1	1	0	4	6	-2
Seat Problem	1	0	-1	1	2	-1
Starting problem	1	0	-1	5	6	-1
Suspension problem	0	3	3	13	16	-3
Tire problem	4	8	4	21	33	-12
Transmission malfunction	2	0	-2	10	12	-2
Unknown Mechanical	7	15	8	43	65	-22
Windshield/Window	0	0	0	0	3	-3
Total	33	64	31	326	426	100

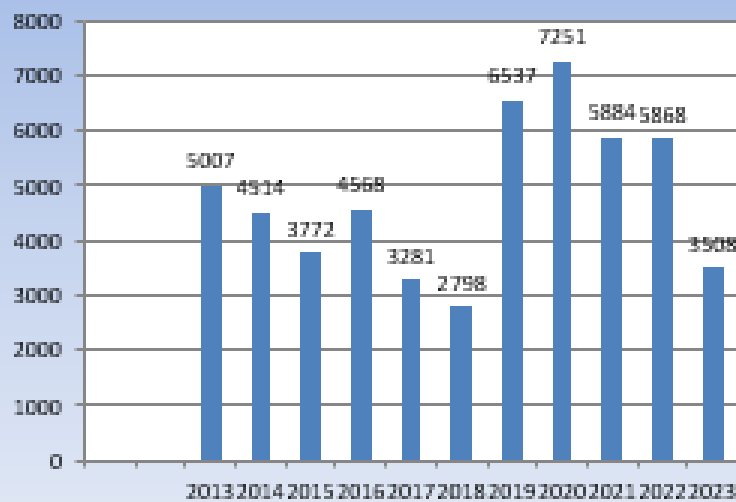
Service Interruptions



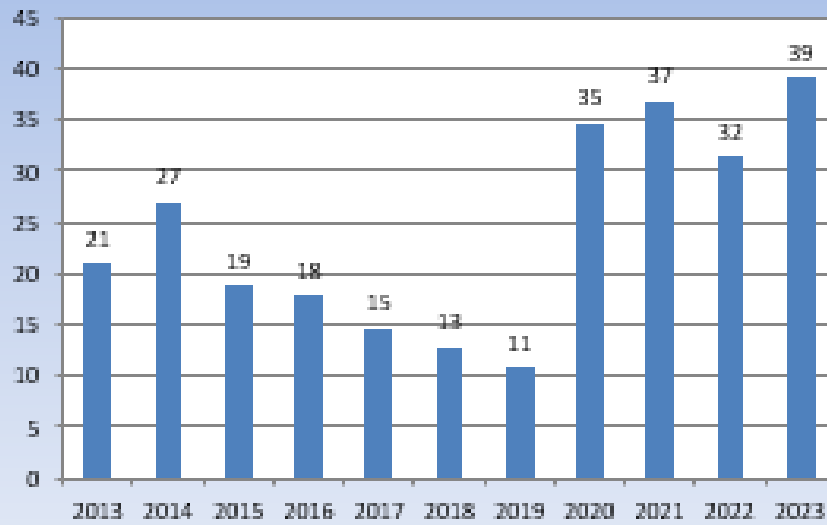
Hours Between Interruptions



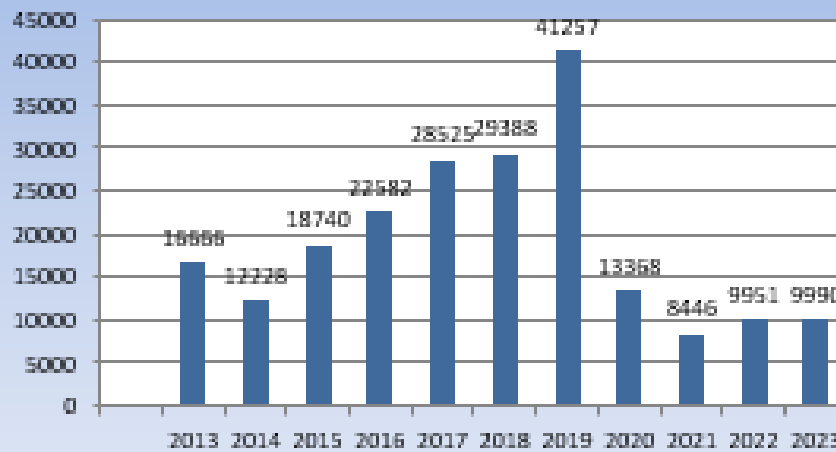
Miles Between Interruptions



Roadcalls



Miles Between Roadcalls



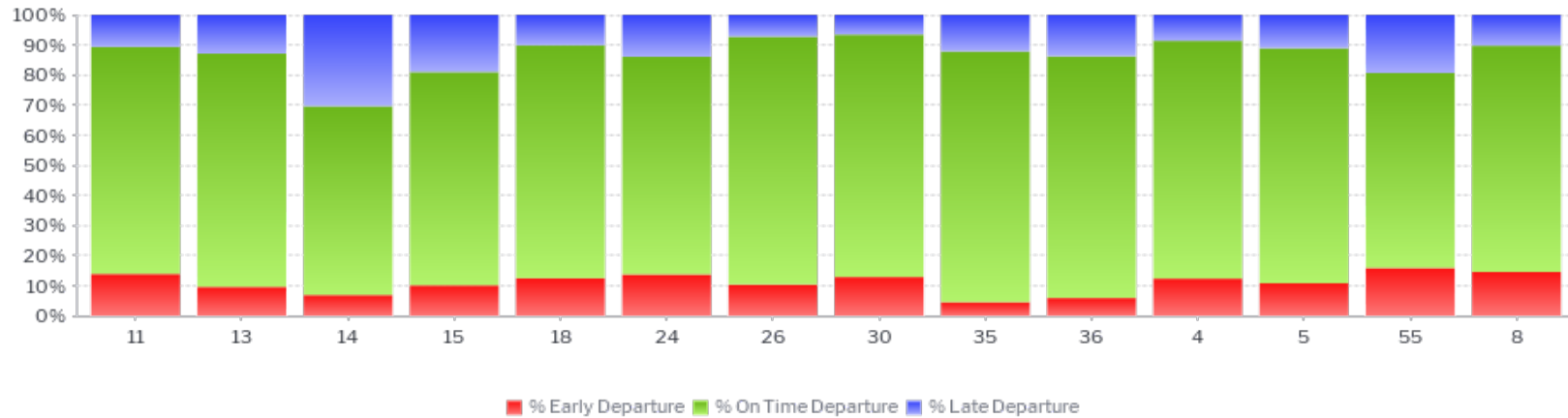
October 2023 OTP

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
October	10/1/23	10/31/23	17,801	11.5%	117,615	76.1%	19,149	12.4%	154,565

Departures: On-Time Performance by Route

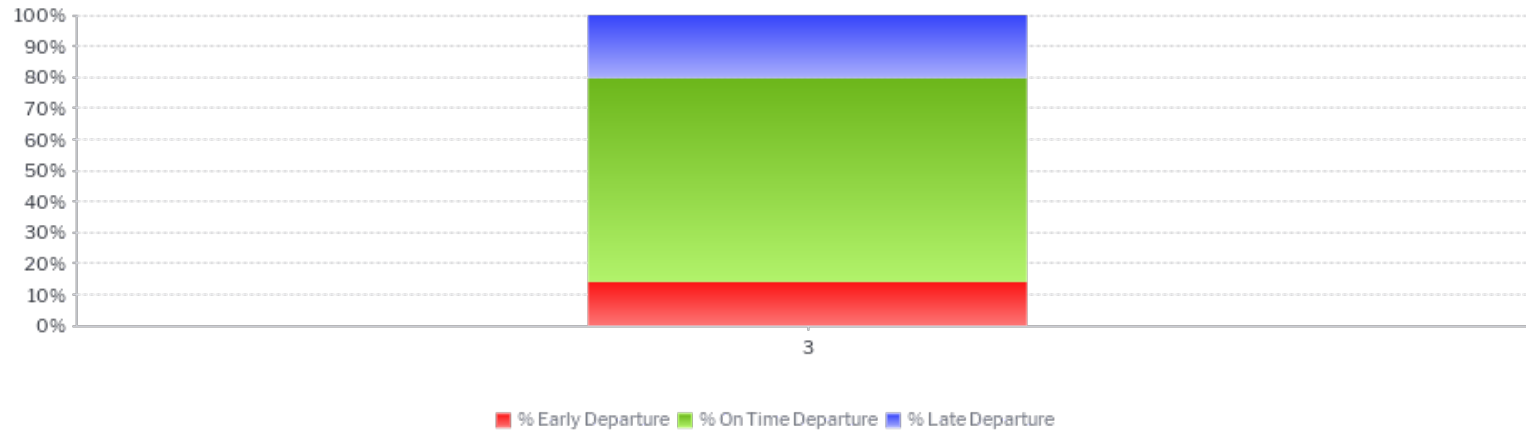


October 2023 OTP

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
10/1/23	10/31/23	3	North 40th / South 42nd	2,208	14.1%	10,291	65.6%	3,184	20.3%	15,683

October 2023

Registered Customer Service Concerns by Category

Total Calls	14977
Bus	8839
MOBY	6138

Calls by Category

	Total	Positive	Neutral	Negative	Percentage
Driver	53	3	0	50	47.32%
General	14	0	6	8	12.50%
Lost and Found	13	0	10	3	11.61%
Office Staff	2	0	0	2	1.79%
Other	13	2	2	9	11.61%
OTP	1	0	0	1	0.89%
Routing	10	3	2	5	8.93%
Ticket	2	0	2	0	1.79%
Vehicle	4	0	0	4	3.57%
Wheelchair	0	0	0	0	0.00%
Total	112	8	22	82	100.00%
Percentage	100%	7.14%	19.64%	73.21%	