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## AGENDA

### REGULAR BOARD MEETING

#### REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA

2222 Cuming Street

Omaha, Nebraska, 68102

November 17, 2022

8:30 a.m.

1. Call to Order: Notice of the Regular Meeting was published in the Omaha World Herald on November 13, 2022.
2. Approval of Minutes of Previous Meeting:

- a. Regular Meeting: October 27, 2022
- 3. General Public Comment Period  
*This is an opportunity for members of the audience to be heard regarding topics related to the Regional Metropolitan Transit Authority of Omaha, not on the agenda for a maximum of 2 minutes.*
- 4. Administrative Report (L. Cencic)
- 5. Administrative Reports:
  - a. Administration/Human Resources (D. Grant)
  - b. Programs/Operation (I. Maldonado)
  - c. Communications (N. Ebat)
- 6. Resolution – Request Approval of Revised Operating Policy 23 – Parental Leave (L. Cencic)
- 7. Resolution – Request Approval of the Amendment of Operating Policy 34 – Use of Non-Revenue Vehicles and Reimbursement for Use of Personal Vehicles (W. Clingman)
- 8. Resolution – Request Approval of the Amendment of Operating Policy 38 – Cash Advances, Expense Reports, and Travel (W. Clingman)
- 9. Resolution – Request Approval of the Addition of Operating Policy 51 – Food and Beverage and Other Expenditures (W. Clingman)
- 10. Resolution – Request Approval of Agreement with Cummins, Inc. for Engine Repair and Maintenance Services (W. Clingman)
- 11. Resolution – Request Approval of the 2023 Transportation Improvement Program Amendment (L. Cencic)
- 12. Board Chair Report (A. Haase)
- 13. Date, Time and Place of Next Regular Board Meeting  
Thursday, December 22, 2022, at 8:30 a.m.  
Authority’s Administrative Building
- 14. Adjournment

Tentative Resolutions for Next Board Meeting  
Purchasing Operating Policy update (#27)

6. RESOLUTION: Request Approval of Revised Operating Policy 23 – Parental Leave

EXPLANATION: Operating Policy 23 addresses Metro’s parental leave policy for administrative employees. The policy was last revised and approved by the Board in August 1988 and will be rescinded as a part of this resolution. The proposed revised operating policy was developed in conjunction with the Planning/Policy Committee. The proposed policy clarifies and amends the paid parental leave for administrative employees who have given birth to a child, are a spouse or committed partner of a woman who has given birth to a child or have adopted a child or been placed with a foster child.

Recommend full Board approval.

**Subject:**

**Number**

**PAID PARENTAL  
LEAVE**

Adopted: March 27, 1986  
Revised: August 25, 1988  
Rescinded & Adopted: November 17, 2022

**23**

**Purpose:**

To establish a policy for Paid Parental Leave (“Parental Leave”) to enable eligible employees time off for the purposes of caring for and bonding with a newborn infant(s) or minor child or children following birth, adoption, or foster placement.

**I. Eligibility**

Eligible employees must meet all the following criteria:

- Employed as a full-time employee with a regular work schedule of at least forty (40) hours per week;
- Employed full-time with Metro for a minimum of six (6) consecutive calendar months immediately preceding the date the Parental Leave is to begin; and
- Agree to return to employment after completion or exhaustion of approved Parental Leave.

**II. Approved Reasons for Parental Leave**

Parental Leave is applicable for eligible employees for the following reasons:

- Have given birth to a child;
- Be a spouse of a woman who has given birth to a child;
- Be the biological parent, or spouse of the biological parent, of the minor child; or
- Have adopted or received foster placement of a minor child or children (in either case, the child must be age 18 or younger).

Parental Leave is not available to employees for the adoption of a stepchild or stepchildren by a stepparent.

**III. Amount, Time Frame and Duration of Parental Leave**

1. Amount of Parental Leave. Eligible employees may receive a maximum of four (4) weeks (20 workdays) of Parental Leave per birth, adoption, or placement of a minor child/children in a rolling twelve (12) calendar month period, regardless of whether more than one birth, adoption or foster care placement event occurs within that twelve (12) calendar month time frame. In the event of a multiple birth, adoption or foster placement of a minor child or minor children occurs (e.g., the birth of twins or adoption of siblings), the eligible employee in no



case will receive more than four (4) weeks (20 workdays) of Parental Leave in a rolling twelve (12) calendar month period.

2. Availability. Eligible employees may use Parental Leave all at once or incrementally. Eligible employees using Parental Leave incrementally must schedule such increments of at least one (1) week (5 consecutive workdays). All Parental Leave must be used within the twelve (12) weeks immediately following the birth, adoption or foster placement of a minor child or children, and so long as the eligible employee has a continuing parental role with the minor child whose birth or placement was the basis for the Parental Leave.

3. Unused Parental Leave. Parental Leave may not be used or extended beyond the twelve (12) weeks immediately following the birth, adoption or foster placement of a minor child or children. Any unused Parental Leave shall be forfeited by the eligible employee at the end of the twelve (12) weeks immediately following the birth, adoption or foster placement of a minor child or children.

4. Termination of Employment. Upon voluntary or involuntary termination of the employee's employment, any unused Parental Leave shall end. No payout of unused Parental Leave is available to employees upon separation.

5. Each week of Parental Leave shall be compensated at one hundred percent (100%) of the employee's current regular weekly salary or straight-time pay. Parental Leave will be paid on a biweekly basis on regularly scheduled employee pay dates.

#### **IV. Coordination with Other Policies**

1. Family and Medical Leave Act. All requirements and provisions under the Family and Medical Leave Act ("FMLA"), if applicable, shall apply to Parental Leave under this policy. Parental Leave taken under this policy will run concurrently with leave under the FMLA, if applicable; thus, any leave taken under this policy that falls under the definition of circumstances qualifying for FMLA leave due to the birth, adoption or foster placement of a minor child or children, the Parental Leave will be counted toward the employee's available FMLA leave. See Metro Operating Policy No. 43 for further information.

2. Benefits. Metro will maintain all employee benefits for employees during the Parental Leave.

3. Holidays. If a Metro recognized paid holiday occurs during the period Parental Leave is applied, the employee will receive holiday pay; however, such holiday pay will not extend the total Parental Leave entitlement.

4. Short-Term Salary Continuance. If the eligible employee qualifies for a birth related medical disability, as provided by Metro Operating Policy No. 14, Parental Leave shall run concurrently with Short-Term Salary Continuance.

5. Parental Leave, when aggregated with any other paid employee benefit(s), may not exceed one hundred percent (100%) of the employee's current regular salary or straight-time pay.

6. As is the case with all Operation Policies, Metro has the exclusive right to interpret the provisions of this policy.

#### **V. Employee Requests and Approval Requirements for Parental Leave**

- Parental Leave is subject to approval. The employee will provide his or her supervisor and Metro's Human Resource ("HR") department with notice of the request for leave at least thirty (30) days prior to the proposed date of the Parental Leave (or if the leave was not foreseeable, as soon as reasonably possible). The employee must complete the necessary HR forms and provide all documentation as required by the HR department to substantiate the request including, but not limited to, a Parental Leave Request Form in which Metro and the employee will agree to an action plan that outlines the following:
  - (a) How many hours/days of vacation the employee will use
  - (b) How much paid parental leave the employee use
  - (c) Estimated amount of paid salary continuance an employee will use, if applicable
  - (d) How much unpaid leave the employee will use
  - (e) Anticipated return to work date.
- Modifications to the Parental Leave Form should be documented and agreed to by the employee and his or her supervisor and HR Director, subject to the provisions of this and other Metro policies, federal regulations, and state law.
- As an approval requirement of any request for Parental Leave, an employee must expressly agree, in writing, prior to the commencement of any Parental Leave, to subsequently return to his or her position of employment with Metro for a minimum of twelve (12) weeks after the conclusion or exhaustion of the approved Parental Leave. In the event the employee fails or refuses to return to his or her position of employment with Metro following the conclusion or exhaustion of the approved Parental Leave after the paid parental leave policy (except for circumstances beyond the control of the employee), Metro may seek to recover any and all costs and expenses it incurred as a result of the employee's Parental Leave.

7. RESOLUTION: Request Approval of the Amendment of Operating Policy 34 – Use of Non-Revenue Vehicles and Reimbursement for Use of Personal Vehicles

EXPLANATION: Staff is proposing amending Operating Policy 34. This policy was last updated in July of 2010. Overall, this update serves to bring the language and positions in line with how items currently operate here at Metro. It also serves to clarify the process for using non-revenue vehicles and personal vehicles.

Recommend full Board approval.

Subject:

Number

USE OF ~~COMPANY~~NON-REVENUE

Adopted: March 27, 1986

34

VEHICLES

Revised: August 25, 1988  
September 24, 1998  
March 28, 2002  
July 22, 2010

REIMBURSEMENT  
FOR USE OF

~~PERSONAL~~RIVATE VEHICLE

November 17, 2022

Purpose:

To establish a policy for employee use of ~~company-owned ("company vehicles"), (other than buses or vans)~~non-revenue vehicles to perform Metro business or work-related purposes; and procedures for the reimbursement of mileage allowance to employees operating their own personally-owned vehicles conducting company business to perform Metro business or work-related purposes.

Policy:Guidelines:

1. Non-Revenue Vehicles means vehicles used by employees to perform Metro business or work-related purposes other than for the transportation of passengers from the public.
2. ~~1. Company~~Non-revenue vehicles ~~shall~~may be assigned to employees in accordance with limitations established by the Chief Executive Officer ("Executive Director/CEO"). The Executive Director/CEO may at his/her discretion assign non-revenue company vehicles to employees for use during times other than regular business hours.
3. Employees operating a non-revenue vehicle must meet the minimum driver insurance standards at all times.

~~2-~~The use of non-revenue company vehicles shall be limited to Metro company business or work-related purposes. Unless employee has been authorized to travel, A company vehicle may not be used for personal use other than commuting to and from work.

4. ~~3.~~No employee shall operate a non-revenue company vehicle outside of Metro's regional the company's metropolitan service area without prior approval of the CEO or Deputy Executive Officer ("DEO")Executive Director.
5. Nonemployees and nonbusiness passengers (i.e., family and friends) are prohibited.
6. ~~4-~~Employees must make reasonable efforts to reserve a non-revenue vehicle in advance to use for the performance of Metro business or work-related purposes. As a last alternative, when no Metro non-revenue vehicles are available, employees are required to obtain the approval from the CEO or DEO prior to use of their own personal vehicles for Metro business

~~or work-related purpose. No employee shall use a privately owned vehicle while conducting MAT company business.~~

~~—Employees, meeting the approval requirements in paragraph 6 above, who use their personal vehicles for approved Metro business or work-related purposes will receive a mileage allowance equal to the Internal Revenue Service optional mileage allowance for ~~without first obtaining prior approval of the Executive Director~~ CEO or Finance Director. Whenever an employee shall be authorized to use a privately owned vehicle, the employee shall be reimbursed at a rate prescribed in accordance with the Internal Revenue Code for actual miles driven.~~

~~7. 5-~~ Requests for mileage allowance reimbursement shall be submitted on an Expense Report form, as established by the Finance Director, supported by actual miles driven, and shall be signed by the department head ~~Department Head~~ Director and the employee requesting reimbursement.

~~8. Employees who operate any non-revenue vehicle to perform Metro business or work-related purpose must exercise due diligence to drive safely and to maintain the security of the vehicle and its contents.~~

~~9. Employees must report any accident, theft or damage involving a Metro non-revenue vehicle to their supervisor and the supervisor shall report such to the Legal Department, regardless of the extent of damage or lack of bodily injuries. Such loss reports must be made as soon as possible, but no later than 24 hours after the accident, theft or damage.~~

~~10. Employees are responsible for any driving infractions or fines as a result of their vehicle operation.~~

~~6. Metro, at its sole and absolute discretion, may require a post-accident drug and alcohol screen of employees involved in a motor vehicle accident while operating a non-revenue vehicle. A verified positive drug or alcohol post-accident screen shall result in the employee's termination. Any employee involved in an accident while driving a company vehicle shall be required to submit to a post-accident drug/alcohol test under the following circumstances:~~

~~a. A fatality;~~

~~b. Any individual suffers bodily injury and immediately receives medical treatment away from the scene of the accident;~~

~~c. If any vehicle incurs disabling damage as the result of the occurrence and any vehicle is transported away from the scene by a tow truck or other vehicle; or~~

~~d. The company vehicle is removed from operation.~~

~~7. The use of cell phones, texting devices, electronics or other similar devices, other than device those necessary to operate the a company vehicle or a personal vehicle vehicle, such as handsfree navigation devices or applications, authorized to be used for company purposes while such vehicle is being operated is strictly prohibited during the operation of a moving vehicle. Use~~

~~of Such~~ prohibited electronic devices include, but are not limited to cell phones, ~~blue~~  
~~tooth~~Bluetooth or other in-ear devices (other than hearing aids) ~~l-pods~~, texting devices, electronic  
or other similar electronic devices ~~of any nature used to deliver or receive voice graphics or sound~~  
~~in any form, or any other devices~~ that may distract the operator ~~of a vehicle or passenger~~.  
Violations of this paragraph will result in disciplinary action up to and including termination.  
~~consistent with the Transportation Disciplinary Code, Section D, Part M, as follows:~~

~~First Offense: Written Warning;~~

~~Second Offense: 7-day Suspension;~~

~~Third Offense: Discharge~~

~~Unless the employee is subject to a collective bargaining agreement, then the discipline prescribed~~  
~~in that agreement shall prevail.~~

<b>Subject:</b>	<b>Number</b>
<b>USE OF NON-REVENUE VEHICLES</b>	<b>Adopted: March 27, 1986</b> <b>Revised: August 25, 1988</b> <b>September 24, 1998</b>
<b>REIMBURSEMENT FOR USE OF PERSONAL VEHICLE</b>	<b>March 28, 2002</b> <b>July 22, 2010</b> <b>November 17, 2022</b>

**Purpose:**

To establish a policy for employee use of non-revenue vehicles to perform Metro business or work-related purposes; and procedures for the reimbursement of mileage allowance to employees operating their own personal vehicles to perform Metro business or work-related purposes.

**Policy:**

1. Non-Revenue Vehicles means vehicles used by employees to perform Metro business or work-related purposes other than for the transportation of passengers from the public.
2. Non-revenue vehicles may be assigned to employees in accordance with limitations established by the Chief Executive Officer ("CEO"). The CEO may at his/her discretion assign non-revenue vehicles to employees for use during times other than regular business hours.
3. Employees operating a non-revenue vehicle must meet the minimum driver insurance standards at all times.
4. The use of non-revenue vehicles shall be limited to Metro business or work-related purposes. Unless employee has been authorized to travel, no employee shall operate a non-revenue vehicle outside of Metro's regional metropolitan service area without prior approval of the CEO or Deputy Executive Officer ("DEO").
5. Nonemployees and nonbusiness passengers (i.e., family and friends) are prohibited.
6. Employees must make reasonable efforts to reserve a non-revenue vehicle in advance to use for the performance of Metro business or work-related purposes. As a last alternative, when no Metro non-revenue vehicles are available, employees are required to obtain the approval from the CEO or DEO prior to use of their own personal vehicles for Metro business or work-related purpose.
7. Employees, meeting the approval requirements in paragraph 6 above, who use their personal vehicles for approved Metro business or work-related purposes will receive a mileage allowance equal to the Internal Revenue Service optional mileage allowance for actual miles driven. Requests for mileage allowance reimbursement shall be submitted on an Expense Report form, as established by the Finance Director, supported by actual miles driven, and shall be signed by the department head and the employee requesting reimbursement.

8. Employees who operate any non-revenue vehicle to perform Metro business or work-related purpose must exercise due diligence to drive safely and to maintain the security of the vehicle and its contents.
9. Employees must report any accident, theft or damage involving a Metro non-revenue vehicle to their supervisor and the supervisor shall report such to the Legal Department, regardless of the extent of damage or lack of bodily injuries. Such loss reports must be made as soon as possible, but no later than 24 hours after the accident, theft or damage.
10. Employees are responsible for any driving infractions or fines as a result of their vehicle operation.

6. Metro, at its sole and absolute discretion, may require a post-accident drug and alcohol screen of employees involved in a motor vehicle accident while operating a non-revenue vehicle. A verified positive drug or alcohol post-accident screen shall result in the employee's termination.

7. The use of cell phones, texting devices, electronics or other similar devices, other than devices necessary to operate the vehicle, such as handsfree navigation devices or applications, are strictly prohibited during the operation of a moving vehicle. Use of prohibited electronic devices include, but are not limited to cell phones, Bluetooth or other in-ear devices (other than hearing aids), texting devices, electronic or other similar electronic devices that may distract the operator of a vehicle. Violations of this paragraph will result in disciplinary action up to and including termination.



8. RESOLUTION: Request Approval of the Amendment of Operating Policy 38 – Cash Advances, Expense Reports, and Travel

EXPLANATION: Staff is proposing amending Operating Policy 38. This policy was last updated in August of 1988. The update serves to bring the language and positions in line with how items currently operate here at Metro. The change also provides more explicit rules around what is or is not an allowable travel cost. It also streamlines the reimbursement for meals while travel by moving to a per diem based system. Finally, the policy clarifies how expenses are approved after travel has occurred.

Recommend full Board approval.

## OPERATING POLICY

**Subject:**

**Number**

CASH ADVANCES  
EXPENSE REPORTS  
TRAVEL

Adopted: August 25, 1988  
Adopted: November 17, 2022

38

**Purpose:**

To establish procedures for documenting cash advances and reimbursement to employees for pre-approved travel expenses incurred while conducting company performing Metro business or other business-related reasons. Including reimbursement during travel.

**Policy:**

1. All employee requests for cash advances anticipated for pre-approved travel and other business-related reasons shall be submitted to the Executive-Finance Director or Chief Executive Officer ("CEO") for approval on a Cash Voucher Requisition prior to issuance of a check by the Finance Department. Outstanding cash advances shall be reconciled within ten (10) business working days of in the following month from the date the expenses were incurred.

~~1.~~

2. All employee requests for reimbursement for pre-approved travel expenses incurred while conducting company performing Metro business or other business-related reason shall be recorded on an Expense Report form, as establish by the Finance Director, and shall be submitted for approval within ten (10) business working days of in the following month from the date the expenses were incurred the last day of travel. Receipts for all expenditures, including detailed information regarding conference and the lodging, except per diem, other than business lunches less than \$25.00 shall be attached to the Expense Report form before reimbursement of the expenditure(s) will be paid made to the employee/Board Member. Per diem will only be paid when meals are not otherwise provided while traveling. Conference and hotel details need to be provided as part of the expense report.

~~2.~~

3. Pre-approved travel ~~E~~expenditures incurred by the Board Chairperson shall be approved by the Board Vice-Chairperson at the next regularly scheduled monthly Board meeting thereafter, or the Board Secretary/Treasurer in his/her absence. Pre-approved travel ~~E~~expenditures incurred by Board Members and the Executive Director shall be approved by the Board Chairperson or the Board Vice-Chairperson in his or her absence at the next regularly scheduled monthly Board meeting thereafter. Pre-approved travel ~~E~~expenditures incurred by the CEO shall be approved by the Finance Director. ~~E~~Pre-approved travel

expenditures incurred by ~~Staff~~ all other employees shall be approved by the ~~Executive Director~~ CEO or the Finance Director ~~in his/her absence~~.

4. All cash vouchers and expense reports will be processed for payment by the Finance Department when the applicable approval process is fully completed.
5. The following restrictions apply to reimbursements as they relate to pre-approved travel:
  - a. Travelers should attempt to find ~~lodging~~ that does not exceed the current U.S. General Services Administration (“-GSA”) rate for the travel~~your~~ destination. Should the cost of lodging exceed the GSA rate, prior approval from the Finance Director or his/her designee is required.
  - b. Per diem rates for meals will be paid based on ~~the~~ your primary travel destination and using the GSA meal rates for that primary travel destination. Per diem rates for meals~~These~~ shall not include ~~any~~ the incidental amount(s). The per diem rates for breakfast, lunch and dinner will be per the GSA rate breakdown. Per diem will be taxable when required by current Internal Revenue Service~~IRS~~ regulations.
  - c. ~~When booking~~ Travelers shall book flights for ~~only~~ economy class seats only, ~~are permitted~~ and any upgrade or similar fees are not reimbursable.
  - d. If possible, ~~Fl~~ flights should be booked at least two (2) weeks prior to travel, ~~or unless approved by the CEO or Finance Director.~~
  - e. Baggage fees are reimbursable; oversized baggage fees are not reimbursable
  - f. Travel while at the primary travel~~your~~ destination location should be utilized in the following order:
    - i. Public ~~T~~ransit, such as bus or light rail.
    - ii. Taxi or ride-share service. If this is utilized, then reasonable tips are allowed.
    - iii. If necessary, intermediate sized rental cars are allowed; unless the traveling ~~your~~ group is 4 people or greater, then a larger class vehicle ~~may~~ be booked. Premium vehicles are never ~~allowable~~ permitted and will not be reimbursed.
  - g. ~~MA~~ny mileage allowances will be paid ~~as per~~ ~~o~~Operating ~~p~~Policy No. 34.
  - h. No other tips are eligible for reimbursement, unless expressly provided for in this policy.
6. Whenever possible, a Metro issued credit card should be used for travel expenses. ~~All the same restrictions of~~ ~~t~~This policy still applies ~~y~~ ~~wh~~ento any travel expenses incurred and ~~items are paid for~~ with a Metro credit card.
7. Operating Policy No. 51 provides for ~~The~~the purchase of food and beverages for items ~~other than~~ unrelated to pre-approved ~~travel~~. ~~is covered in operating policy 51.~~

3.8. ~~Any~~ All other travel cost(s)/expenses ~~that is~~ not expressly provided for in this ~~policy specifically mentioned~~ shall not be reimbursed unless prior written approval ~~consent~~ has been given by the CEO.

## OPERATING POLICY

**Subject:**

**Number**

**CASH ADVANCES  
EXPENSE REPORTS  
TRAVEL**

Adopted: August 25, 1988  
Adopted: November 17, 2022

**38**

**Purpose:**

To establish procedures for documenting cash advances and reimbursement to employees for pre-approved travel expenses incurred while performing Metro business or other business-related reasons.

**Policy:**

1. All employee requests for cash advances anticipated for pre-approved travel and other business-related reasons shall be submitted to the Finance Director or Chief Executive Officer (“CEO”) for approval on a Cash Voucher Requisition prior to issuance of a check by the Finance Department. Outstanding cash advances shall be reconciled within ten (10) business days of the following month from the date the expenses were incurred.
2. All employee requests for reimbursement for pre-approved travel expenses incurred while performing Metro business or other business-related reason shall be recorded on an Expense Report form, as establish by the Finance Director, and shall be submitted for approval within ten (10) business days of the last day of travel. Receipts for all expenditures, including detailed information regarding conference and the lodging, except per diem, shall be attached to the Expense Report form before reimbursement of the expenditure(s) will be paid to the employee/Board Member. Per diem will only be paid when meals are not otherwise provided while traveling.
3. Pre-approved travel expenditures incurred by the Board Chairperson shall be approved by the Board Vice-Chairperson at the next regularly scheduled monthly Board meeting thereafter. Pre-approved travel expenditures incurred by Board Members shall be approved by the Board Chairperson or the Board Vice-Chairperson in his or her absence at the next regularly scheduled monthly Board meeting thereafter. Pre-approved travel expenditures incurred by the CEO shall be approved by the Finance Director. Pre-approved travel expenditures incurred by all other employees shall be approved by the CEO or the Finance Director.
4. All cash vouchers and expense reports will be processed for payment by the Finance Department when the applicable approval process is fully completed.

5. The following restrictions apply to reimbursements as they relate to pre-approved travel:
  - a. Travelers should attempt to find lodging that does not exceed the current U.S. General Services Administration (“GSA”) rate for the travel destination. Should the cost of lodging exceed the GSA rate, prior approval from the Finance Director or his/her designee is required.
  - b. Per diem rates for meals will be paid based on the primary travel destination and using the GSA meal rates for that primary travel destination. Per diem rates for meals shall not include any incidental amount(s). The per diem rates for breakfast, lunch and dinner will be per the GSA rate breakdown. Per diem will be taxable when required by current Internal Revenue Service regulations.
  - c. Travelers shall book flights for economy class seats only, and any upgrade or similar fees are not reimbursable.
  - d. If possible, all flights should be booked at least two (2) weeks prior to travel, unless approved by the CEO or Finance Director.
  - e. Baggage fees are reimbursable; oversized baggage fees are not reimbursable
  - f. Travel while at the primary travel destination location should be utilized in the following order:
    - i. Public transit, such as bus or light rail.
    - ii. Taxi or ride-share service. If this is utilized, then reasonable tips are allowed.
    - iii. If necessary, intermediate sized rental cars are allowed; unless the traveling group is 4 people or greater, then a larger class vehicle may be booked. Premium vehicles are never permitted and will not be reimbursed.
  - g. Any mileage allowances will be paid per Operating Policy No. 34.
  - h. No other tips are eligible for reimbursement, unless expressly provided for in this policy.
6. Whenever possible, a Metro issued credit card should be used for travel expenses. This policy applies to any travel expenses incurred and paid for with a Metro credit card.
7. Operating Policy No. 51 provides for the purchase of food and beverages unrelated to pre-approved travel.
8. All other travel cost(s)/expenses not expressly provided for in this policy shall not be reimbursed unless prior written approval has been given by the CEO.

9. RESOLUTION: Request Approval of the Addition of Operating Policy 51 – Food and Beverage and Other Expenditures

EXPLANATION: Staff is proposing the addition of Operating Policy 51. This policy serves to codify language from Nebraska State Statute in Metro Operation Policy. The “Food and Beverage” section details under what circumstances Metro can pay for the purchase of food and/or drinks. The “Other Expenditures” sections provides other employee related expenditures that require Board approval in order to be allowable expenses.

Recommend full Board approval.

## OPERATING POLICY

**Subject**

**Number**

**Food and  
Beverage**

Adopted: November 17, 2022

**51**

**Other Expenditures**

**Purpose:**

To establish a policy regarding when the purchase of food and beverages are allowed as well as guidance around other allowable or non-allowable expenditures.

**Policy:**

**Food and Beverage:**

1. The purchase of alcoholic beverages is never permitted.
2. Reimbursement of meals while traveling is covered by Operating Policy 38.
3. Per Nebraska Revised State Statute 13-2203, the purchase of nonalcoholic beverages and meals are allowed when:
  - a. Provided for any individuals while performing or immediately after performing relief, assistance, or support activities in emergency situations, including but not limited to, tornado, severe storm, fire or accident;
  - b. Provided for any volunteers during or immediately following their participation in any activity approved by the Metro Board.
  - c. Provided at one recognition meal each year held for elected officials, employees, or volunteers. The maximum cost per person for such dinner shall be fifty dollars (\$50.00). The annual recognition dinner may be held separately for employees of each department or separately for volunteers, or any of them in combination as approved by the Chief Executive Officer ("CEO").
  - d. May be provided at educational workshops, conferences, training programs, official functions, hearings, or meetings. An approved requisition is required prior to making a purchase, which also needs to include documentation justifying the purchase of food and beverages for that specific event.
4. Upon retirement, employees may elect to have an official retirement ceremony where food with a total cost not to exceed \$150 may be purchased for the event. Purchase of the food will be coordinated by the CEO or his/her designee.
5. Authorized expenditures shall not include expenditures for meals of board members provided while attending a public meeting of the board unless such meeting is a joint meeting with one or more other governing bodies.



6. If Federal funds may be spent on food or beverages this is only allowed if the Federal requirements have been met. Non-public funds may also be spent on food or beverages. An approved requisition is required prior to making a purchase using Federal or non-public funds controlled by Metro.

#### Other Expenditures:

1. The total amount of registration costs, tuition costs, fees, or charges for educational workshops, conferences, training programs, official functions, hearings, or meetings shall be approved annual by the Board of Directors as a part of the budget. Prior approval by the CEO or his/her designee is required before attending an event.
2. Funds, as approved by the CEO or his/her designee, may be used to purchase plaques, certificates, and similar tokens of acknowledgement or appreciation for public officials. The cost of each item is not to exceed \$50.
3. Funds may be used for employee recognition. The program shall be administered by the designee of the CEO. The annual cost of this shall not exceed \$15,000.
4. Safety incentive program as allowed for in Operating Policy 26.
5. Annually, branded items, that are not awarded as part of another allowable item within this policy, with a total value not to exceed \$100 per employee or elected official can be awarded as approved by the CEO or his/her designee.
6. Authorized expenditures shall not include expenditures for any expenses incurred by a spouse of an elected official, employee, or volunteer unless the spouse is also an elected official, employee, or volunteer of Metro.
7. Authorized expenditures shall not include flowers and memorials for deceased elected officials, employees, or their families.

10. RESOLUTION: Request Approval of Agreement with Cummins, Inc. for Engine Repair and Maintenance Services

EXPLANATION: Staff is seeking approval to enter into an agreement with Cummins, Inc for engine maintenance services. This will assist the maintenance department with engine repairs to ensure the fleet continues to operate as efficiently as possible. This is a time and material agreement with a not to exceed price of \$600,000.

This cost is 80% funded by Federal Grants with the local match portion not to exceed \$120,000.

Recommend Approval.

11. RESOLUTION: Request Approval of the 2023 Transportation Improvement Program Amendment

EXPLANATION: Staff requests approval to amend the 2023 element of the 2023 – 2028 Transportation Improvement Program (TIP). This amendment is to program additional funds into the 2023 Program of Projects (POP) as well as to move funds from the 2022 element of the TIP to 2023. A full description of the funds to be programmed will be provided under separate cover.

Board approval will allow these projects to be committed for FY 2023 and ensure Metro's compliance with FTA planning requirements. The projects will be submitted to MAPA for consideration at their December 2022 Board Meeting.

## 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

**Meeting Minutes – October 27, 2022, 2022**

**MINUTES  
REGULAR MEETING  
REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA  
2222 Cuming Street  
Omaha, Nebraska, 68102  
OCTOBER 27, 2022  
MINUTES**

The Regional Metropolitan Transit Authority of Omaha Board met in Special Session on Thursday, October 27, 2022, at 8:30 a.m., in person at the Authority's Administration Building, 2222 Cuming Street, Omaha, Nebraska 68102, and virtually due to COVID-19. Notice was given in advance of the meeting by publication in the Omaha World Herald. For the benefit of the public in attendance, a copy of the Open Meetings Law is posted in the meeting room and the Agenda is published on the display in the facility lobby. The following persons were in attendance at the meeting:

**Authority Board:**

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

**Authority Staff:**

L. Cencic, CEO/Executive Director  
I. Maldonado, Deputy Executive Officer  
D. Grant, HR Director  
E. Simpson, Legal Director (Absent)  
K. Pendland, IT Director (Absent)  
W. Clingman, Finance Director  
D. Kelsey, Operations Director (Virtual)  
J. Willoughby, Senior Project Manager (Absent)  
J. Rumery, Grant Administrator (Absent)

**Others Present:**

Other Metro staff  
Members of the public

**Meeting Minutes – October 27, 2022, 2022**

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

Ms. Haase called the meeting to order at 8:31 a.m. Notice of the Regular meeting was published in the Omaha World Herald on October 23, 2022. For the benefit of the public in attendance, a copy of the Open Meetings Law has been posted in the meeting room and is available online at ometro.com, and the agenda was published on the display in the facility lobby.

**Agenda Item #2a:            Approval of Minutes of Previous Special Meeting**

Ms. Haase entertained a motion to approve the minutes of the Special Meeting on September 22, 2022.

Motion by Mr. Lawse; Second by Ms. Plucker

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

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

Ms. Haase entertained a motion to approve the minutes of the Board Meeting on September 22, 2022.

Motion by Ms. Plucker; Second by Mr. Lawse

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

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

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

**Agenda Item #4:            Administrative Report**

(L. Cencic)

Ms. Cencic informed the Board that Metro is honored to be nominated again for the Laurel Award through Omaha by Design. This is an environmental and sustainability selection for the deployment of Metro's electric buses.

Ms. Cencic updated the Board that this month, Metro has been focusing on internal changes to get ready for the growth that has been outlined for next year. Metro is working very diligently on launching new payroll software. Ms. Cencic commended to Mr. Clingman and his team as well as Mr. Pendland from IT, as this project is quite a big lift to get underway. Metro is very excited about this new software. Staff is working very hard to have this new software deployed by January 1, 2023 so that next year's financials can be started on it.

## **Meeting Minutes – October 27, 2022, 2022**

Ms. Cencic informed the Board that Metro will be taking management to cohort workshops with Revela starting in December. Metro staff will be doing 4 different trainings. The first is Communication and Leadership. The second is the Impact of Trust. The third is Having Effective Difficult Conversations. And the fourth is Leading Through Change. These trainings will be half-day workshops with managers and above and will take place from December through March.

Ms. Cencic updated the Board that Metro is also working to reconfigure offices and relocate staff. The first step of that process will involve combining Dispatch. Both MOBY and Fixed Dispatch will be moved into Fixed Dispatch's current location. Staff is currently working through the IT needs, noise needs, and all of the pieces needed to integrate that integration. This will be a better use of space but will also be helpful as MOBY and Fixed dispatchers are cross-trained to help assist one another.

Ms. Cencic updated the Board that the office reconstruction project is still underway. Contractors are currently finishing the glass for the new conference room. The 3 new offices that were built as part of that project have been finished and people are starting to move into their permanent locations. Other pieces of this project are still underway, such as replacing the A/C unit for the server as parts for the unit are still on backorder. Another piece of this project is the audio-visual improvements to be made in some of Metro's meeting spaces including this Board room. These improvements will tentatively happen in December. Hopefully these upgrades will not impact Metro's Board meeting schedule.

Lastly, Ms. Cencic informed the Board that in November, Metro will continue with the very successful Bus to Ballot program to offer free rides on Election Day.

Discussion was had.

### **Agenda Item #5a: Administrative Reports**

(D. Grant)

In the month of October, 9 individuals started new roles at Metro. In addition to those 9 individuals starting new roles, Metro also posted openings for 5 additional roles including Paratransit Operators, a Civil Rights and Inclusion Director, a Paratransit Manager, and a Procurement and Contract Manager. In light of Metro's anticipated service increases, Metro has also increased the need for bus operators, and plan to have those hired and through training before the official go-live date on those increases.

Additionally, Metro has recently implemented some new recruiting methods and have seen an uptick in interest in mechanic roles. The goal is to have 0 openings in the Maintenance Department by the December Board report.

Discussion was had.

### **Agenda Item #5b: Administrative Reports**

(I. Maldonado)



## **Meeting Minutes – October 27, 2022, 2022**

Mr. Maldonado updated the Board that in addition to Metro's aggressive operator and mechanic recruitment efforts, Metro's Maintenance team has also increased the number of vehicles available for service as Metro aims to restore pre-COVID service levels. The Safety, Training, and Operations Management teams have worked together to enhance the training of dispatchers, street supervisors, and operators.

In preparation for the snow season, staff has met and reviewed Metro's inclement weather procedures, snow route detour plans and communication procedures.

Members of the management team representing the Maintenance, Operations, and Procurement Departments visited the Des Moines Area Regional Transit Authority where they shared best practices and learned from each other concerning operational processes and procedures. The staff at DART was very hospitable to Metro staff and Metro staff is very grateful for the opportunity to visit. At some point in the future, staff from DART will also be visiting Metro.

Ms. Cencic and Mr. Maldonado met with representatives from New Flyer where they learned about issues affecting the supply chain regarding parts and the ordering of new buses. They shared suggestions and ideas concerning technical and technician training-related needs.

Earlier this week, Metro's Senior Engagement and Experience Specialist began to provide a series of compliance-related training pertaining to harassment, workplace violence, and a condensed version of active shooter training.

The US Department of Transportation's TSI (Transportation Safety Institute) has selected Metro to be the host of 2 very important safety courses in March and April next year. These are Effectively Managing Transit Emergencies and Fundamentals of Bus Collision Investigations. Metro will be able to have up to 12 staff of Safety and Operations managers and supervisors participate in each course. Approximately 8 or 9 representatives from additional transit authorities are also expected to attend.

Today Metro's Directors of Safety and Transportation are representing Metro at the Omaha Airport Annual Emergency Plan Review Tabletop Exercise. This is an event to examine the emergency plan and to bring all stakeholders together to see how to collaborate to make the Omaha area safer and how to respond to any airport-related emergencies such as threats or things of that nature.

Metro staff continues the collective bargaining agreement contract negotiations with the TWU local 223 Union. These negotiations will hopefully wrap up in a month or so.

Discussion was had.

### **Agenda Item #5c:      Administrative Reports**

(N. Ebat)

Ms. Ebat informed the Board that this month, Metro had an interview with KETV to preview the public engagement meetings that were held for Title VI. Metro held 3 public engagement meetings over the course of a week in different parts of town and at different parts of the day so that members of the public would have the ability to come at a time most convenient to them.

The Metro Communications team also attended the College of Saint Mary Resource Fair, where staff spoke with dozens of students there about the pass program that College of Saint Mary has with Metro and how those

## **Meeting Minutes – October 27, 2022, 2022**

students can ride the bus. College of Saint Mary has bus stops immediately in front of the campus and Metro staff helped students how to figure out how to get to those stops to access the bus.

Ms. Ebat updated the Board that Metro also held several how to ride events for the Veterans' Affairs Hospital. Quite a few members of staff from the hospital attended as well as people who utilize their services. Metro received quite a few questions pertaining to how to download and use the MyRide app.

Several staff members recently took a Leadership of Omaha class from Leo A. Daily on an ORBT ride down to 10<sup>th</sup> & Douglas. Staff talked with these students about the importance of walkable infrastructure between bus stops, how different developers can work with public transit, and how to incorporate artwork into the built environment to create a more vibrant community.

Ms. Ebat informed the Board that Ms. Cencic and the Communications team planted trees along the new North Omaha Trail that connects near NOTC.

Ms. Ebat and other Metro staff gave a short presentation earlier this week to an Urban Studies graduate school class at UNO. The group then went on an ORBT trip to downtown and back to campus. Some of the students had never been on a bus in Omaha prior to this event.

The Communications team also presented earlier this week at the Children's Hospital Lunch and Learn. The team has another Lunch and Learn scheduled for today with Physician's Mutual as well.

Lastly, Ms. Ebat updated the Board that the Communications team is also currently prepping for a some new campaigns that will launch in the next 2 of weeks.

Discussion was had.

### **Agenda Item #6: Request Approval to Award Task Order 17 – Onboard Survey for IDIQ Contract with SRF**

(L. Cencic)

The A&E Indefinite Delivery Indefinite Quantity (IDIQ) Contract with SRF is split into multiple task orders. The scope of work for Task Order 17 – Onboard Survey - was developed and reviewed by both Metro staff and SRF to include the following items: development and administration of an onboard survey in compliance with our Title VI program update and creation of a final report and database of survey responses including geolocated origin and destination data. This information will contribute to Metro's efforts to establish short- and long-term improvements to guide our agency in the future.

Staff is requesting authority to enter into Task Order 17-Onboard survey pursuant to the IDIQ contract with SRF Consulting Group in an amount not to exceed \$225,000, subject to completion of final negotiations with SRF. Additional information will be provided under separate cover.

This item was forwarded to the Procurement Committee prior to the Board meeting for their review.

Discussion was had.

Motion by Ms. Plucker; Second by Mr. Lawse

**Meeting Minutes – October 27, 2022, 2022**

**ROLL CALL:**

**UNANIMOUS; MOTION CARRIES.**

**Agenda Item #7: Request Approval of Updates to Title VI Policy Definitions**

(A. Pigaga)

Every three years Metro is required to submit a Title VI Program Update to the Federal Transit Administration (FTA). Title VI of the Civil Rights Act of 1964, as amended, is a federal statute that provides that no person shall, on the grounds of race, color or national origin, be excluded from participation in, denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance.

Metro staff has refined the agency’s definitions of “Major Service Change”, “Disparate Impact Policy”, and “Disproportionate Burden Policy” Public meetings were held, and a two-week public comment period was opened to give members of the community the opportunity to share their feedback on these changes.

The purpose of the Major Service Change Policy is to define the thresholds for a major change warranting an equity analysis. The thresholds should not be set so high as to never require an analysis, but to yield a meaningful result considering Metro’s service characteristics.

The Disproportionate Burden Policy establishes a threshold for determining whether proposed service or fare changes have a disproportionate effect on low-income populations relative to non-low-income populations.

The Disparate Impact Policy establishes a threshold for determining whether proposed service or fare changes disproportionately affect minority populations relative to non-minority populations.

The Disproportionate Burden Policy and Disparate Impact Policy consider both the burdens borne by and the benefits experienced by the relevant affected populations.

The current and proposed policies are on the following page. Public comments will be submitted under separate cover.

Recommend approval.

## Major Service Change

### CURRENT POLICY:

- The **addition** and/or **elimination** of a bus route
- **12%** or more for system revenue miles
- **25%** or more revenue miles on any individual route

### PROPOSED POLICY:

- The **addition** and/or **elimination** of a bus route
- **10%** or more addition or reduction in system revenue miles
- **15%** or more addition or reduction in revenue miles on any individual route

## Disparate Impact

### CURRENT POLICY:

Should the impact of any major service change require a minority population to bear adverse effects twenty-five percent or greater of a cumulative impact will be deemed a disparate impact.

### PROPOSED POLICY:

Should the impact of any fare or major service change require a minority population to bear fifteen percent or greater of a cumulative adverse impact, it will be considered a disparate impact.

## Disproportionate Burden

### CURRENT POLICY:

Should the burden of any fare or major service changes require a low-income population to bear adverse effects twenty-five percent or greater of a cumulative burden it will be considered a disproportionate burden.

### PROPOSED POLICY:

Should the burden of any fare or major service change require a low-income population to bear adverse effects fifteen percent or greater of a cumulative burden, it will be considered a disproportionate burden.

Discussion was had.

Motion by Mr. Lawse; Second by Ms. Plucker

### ROLL CALL:

**UNANIMOUS; MOTION CARRIES.**

### Agenda Item #8: Request Approval of the 2023 Transportation Improvement Program

(W. Clingman for J. Rumery)

Staff requests approval of the 2023 element of the 2023- 2028 Transportation Improvement Program (TIP). This amendment is to program funds and create the 2023 Program of Projects (POP).

Staff recommends programming existing Areas of Persistent Poverty Funds in the FY 2023 element of the TIP.

Staff is recommending approval of the 2023 Program of Projects in the following manner:

**Meeting Minutes – October 27, 2022, 2022**

PROJECT	SOURCE OF FUNDS	AMOUNT	DESCRIPTION
PLANNING	AOPP 5307	Fed: \$560,000 Local: \$240,000 Total: \$800,000	Planning, engineering and design for 24 <sup>th</sup> St corridor

Board approval will allow the projects to be committed for FY 2023. Projects will be submitted to MAPA for consideration at the September 2022 MAPA Board Meeting. Total new local encumbrance of federal funds from these changes will be: \$560,000. Total new encumbrance of local funds from these changes will be: \$240,000. Total new encumbrance of all funds will be \$800,000.

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

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

Discussion was had.

Motion by Ms. Plucker; Second by Mr. Lawse

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

**Agenda Item #9: Board Chair Report**  
(A. Haase)

Ms. Haase shared with the Board that the Planning & Policy Committee does not have much to share but is getting back into committee structures and regular meetings. There are some internal policies that the committee is working on and will have more information on those in November or December. One policy currently under review is the parental leave policy.

Ms. Plucker shared with the Board that the Finance Committee does not have any updates at this time.

Discussion was had.

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

**Thursday, November 17, 2022, at 8:30 a.m. to be held at Metro Transit Authority’s Administrative Building.**

**Meeting Minutes – October 27, 2022, 2022**

**Agenda Item #11:     Adjournment**

There being no further business to come before the Board, a motion was entertained to adjourn the meeting at 9:09 a.m.

Motion by Mr. Lawse; Second by Ms. Plucker

**ROLL CALL:**

**UNANIMOUS; MOTION CARRIES.**

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**Ms. Amy Haase – Chair**

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**Recording Secretary**

Nov

### Recruiting Report

	Nov Hires	Proj. Remaining Need	Recruiting Activity Notes
All Roles	8	21	7 people started new roles at Metro in the month of November. Additionally, an offer was accepted for the Civil Rights & Inclusion Dir, with a Jan 3rd start date. Metro also posted an opening for a Director of Fleet Maintenance.

Operations				
	Bus Operators - Omaha	4	9	Currently reviewing and interviewing candidates.
	Paratransit Operators	1	2	Currently reviewing and interviewing candidates.

Maintenance				
	Mechanic III	1	4	Hired 3 mechanics with Dec start dates.
	Mechanic Helper	1	0	Currently reviewing and interviewing candidates.
	Body Shop Mechanic		1	Currently reviewing and interviewing candidates.

BG&E			

Custodial			

**Nov**

## Recruiting Report

Role	Hires	Proj. Remaining Need	Recruiting Activity Notes
<b>Admin Staff</b>	<b>1</b>	<b>4</b>	
<i>Maintenance Supervisor</i>		1	Currently reviewing and interviewing candidates.
<i>Civil Rights &amp; Inclusion Director</i>	1		Candidate accepted offer will start in Jan
<i>Procurment &amp; Contracts Manager</i>		1	Currently reviewing candidates.
<i>Paratransit Manager</i>		1	Currently reviewing and interviewing candidates.
<i>Sr. Manager of Planning &amp; Scheduling</i>		1	Currently reviewing and interviewing candidates.
<u><i>Pending Job Openings</i></u>			

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



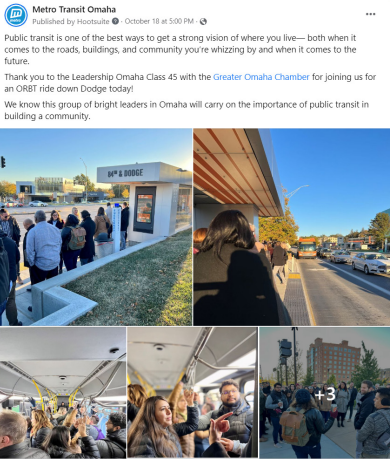
# SOCIAL MEDIA SUMMARY

10.1.22 - 10.31.22



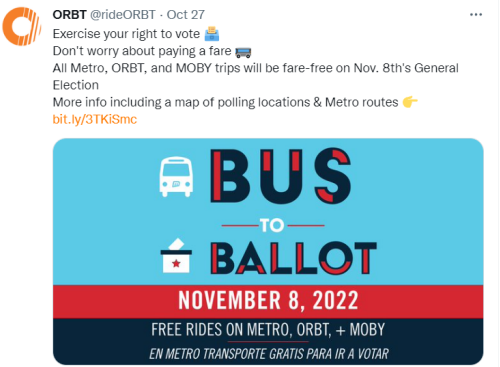
## Facebook: **Metro Transit Omaha**

Posts: 18  
Reach: 26,135  
Reactions: 186  
Comments: 12  
Shares: 60  
13 new page likes | 0.60% increase



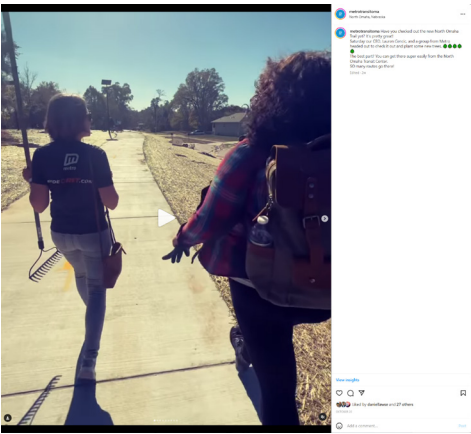
## Twitter: **@rideORBT**

Tweets: 27  
Impressions: 16,800  
Avg. 1,150 impressions/post for the year  
Mentions: 35  
Profile visits: 935  
0 new followers | 0% increase



## Instagram: **@metrotransitoma**

Posts: 6  
Likes: 79  
Avg. 23.3 likes/post for the year  
Comments: 0  
0 new followers | 0% increase



# EARNED MEDIA SUMMARY

10.1.22 - 10.31.22

## 12 stories | 6 outlets

### Metro takes first steps in MetroNEXT plan with increased services on key routes

"As our riders' travel patterns change, our staff is working to ensure our routes are adapting."

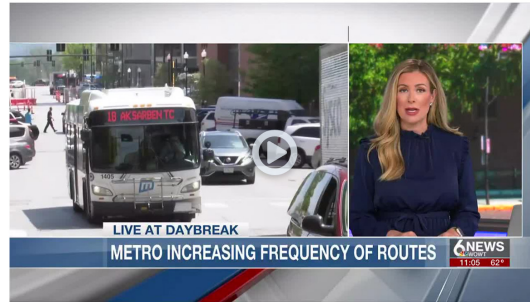
Share:

KETV 7 Updated: 5:28 AM CDT Oct 3, 2022  
Infinite Scroll Enabled



KETV - October route changes

### Omaha Metro increases bus route frequency



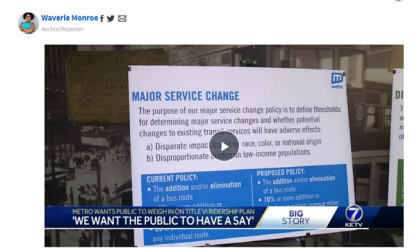
Metro is increasing the frequency of several routes

WOWT - October route changes

### Regional Metro Transit Authority seeking public opinion on policy changes

Share:

KETV 7 Updated: 6:20 PM CDT Oct 14, 2022  
Infinite Scroll Enabled



KETV - Title VI plan updates

### Expansion of trail system through north Omaha making headway

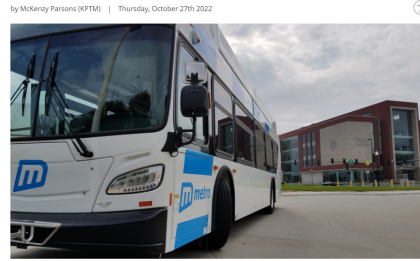
Community invited to celebrate the first phase Saturday by planting 175 trees on the trail



WOWT - North Omaha Trail

### Metro offers free bus rides with Bus to Ballot on Election Day

by McKinley Parsons (KPTM) | Thursday, October 27th 2022



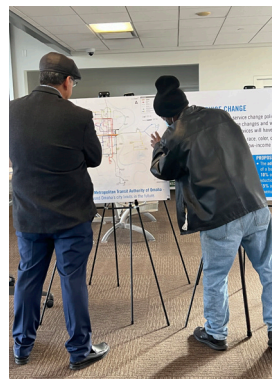
KPTM - Bus to Ballot

### Metro offers free bus rides on Election Day

BY CINDY GONZALEZ - OCTOBER 23, 2022 5:04 PM



Nebraska Examiner - Bus to Ballot



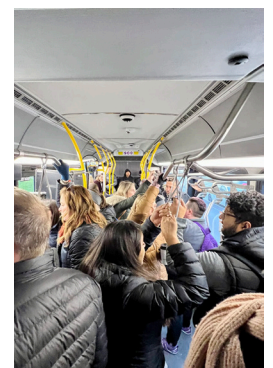
- 10.05.22 - College of Saint Mary
- 10.15.22 - Title VI public meeting
- 10.17.22 - Veterans Administration
- 10.18.22 - Leadership Omaha
- 10.18.22 - Title VI public meeting
- 10.20.22 - Title VI public meeting
- 10.22.22 - North Omaha Trail
- 10.24.22 - Urban Studies Graduate Seminar
- 10.26.22 - Children's Hospital
- 10.27.22 - Physicians Mutual

## COMMUNICATIONS

## OUTREACH

**10** EVENTS

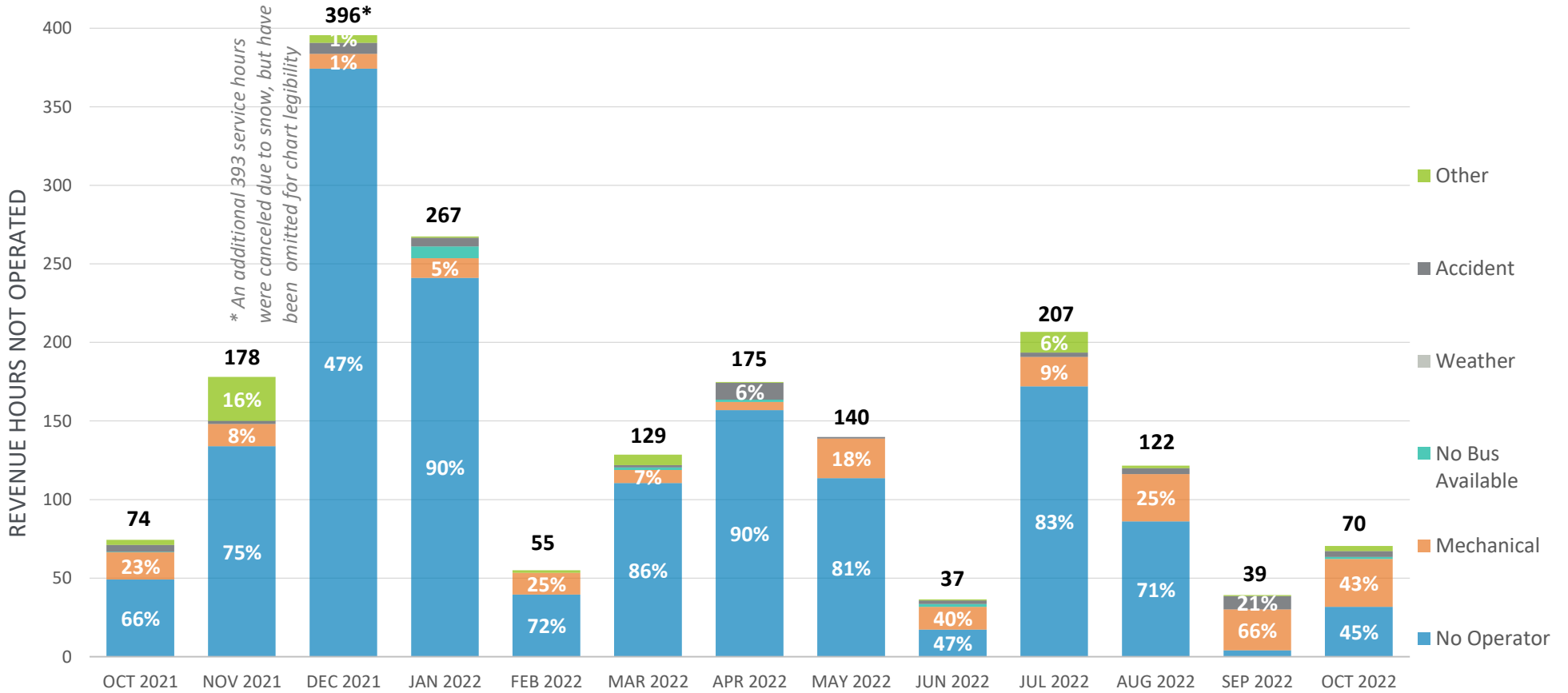
**216** PEOPLE REACHED



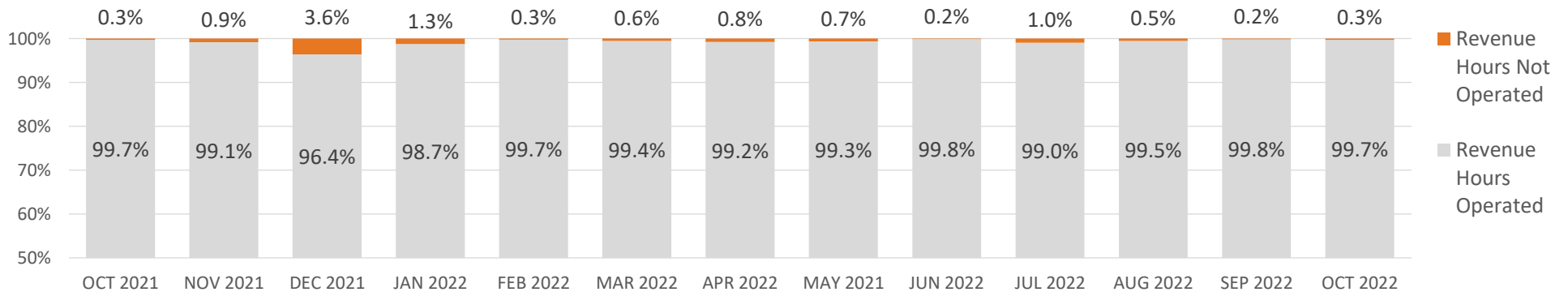


# MONTHLY SERVICE INTERRUPTIONS

## REVENUE HOURS NOT OPERATED BY TYPE

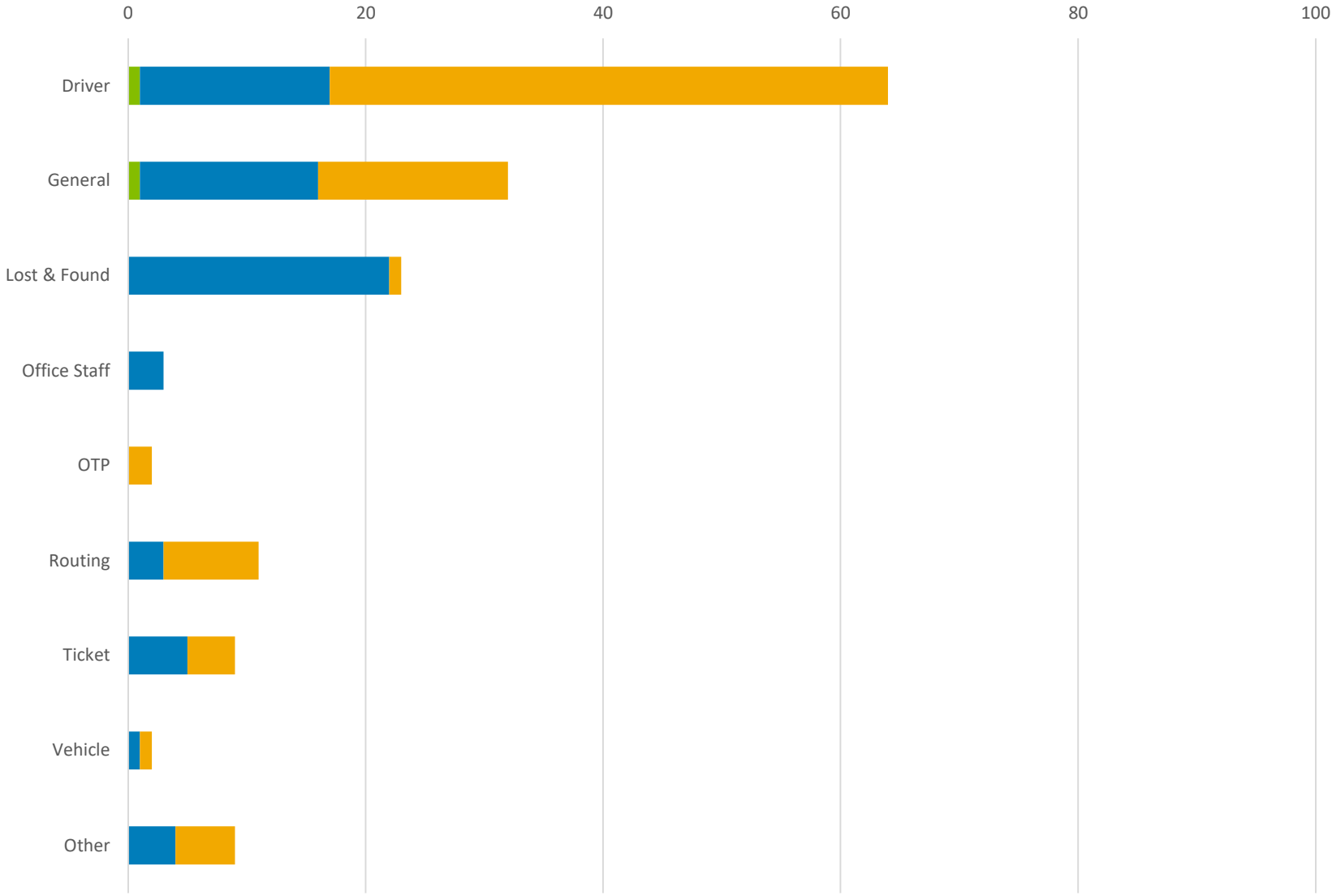


### Percent of Total Revenue Hours

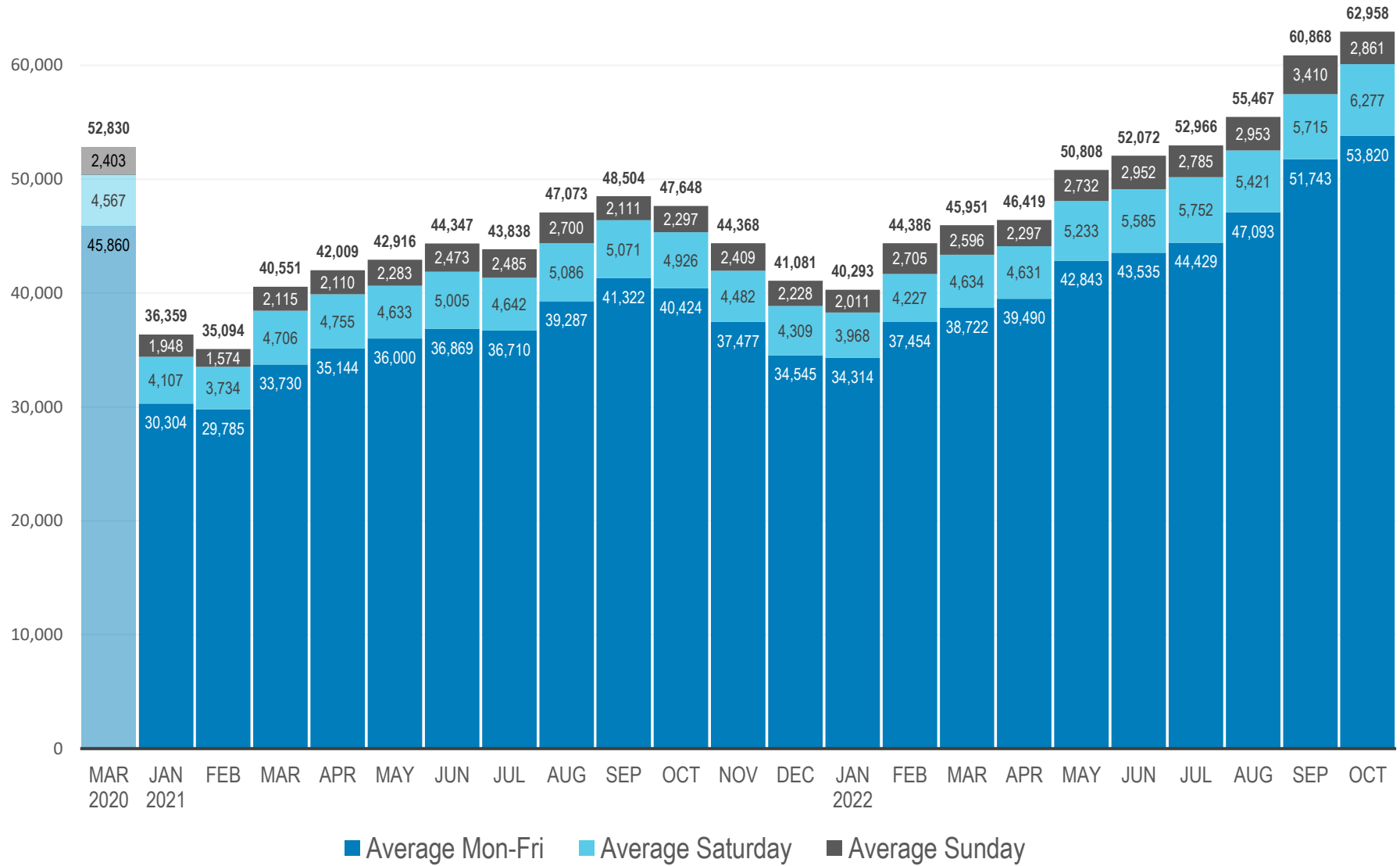


# October 2022 Fixed Route Registered Customer Service Concerns by Category

■ Positive ■ Neutral ■ Negative



# COVID-19 Impact on Average Weekly Ridership

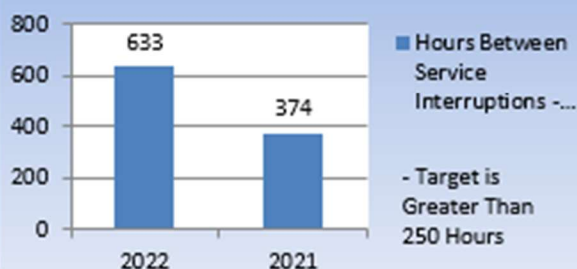




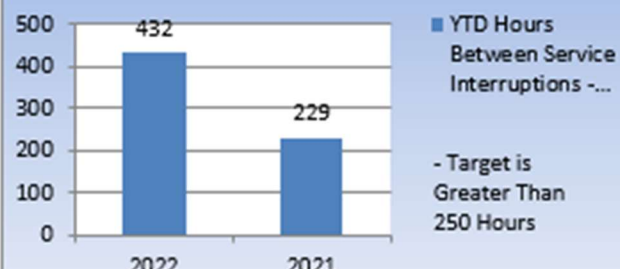
## Metro Transit Operations Report October 2022

Current Month	2022	2021	Variance	Year to Date	YTD	YTD	YTD
					2022	2021	Variance
<b>Service</b>				<b>Service</b>			
Service Hours	23432	21670	8.13%	Service Hours	214461	134990	58.87%
Service Miles	325576	298234	9.17%	Service Miles	2958291	2E+06	56.94%
<b>Interruptions</b>				<b>Interruptions</b>			
Hours Between Interruptions	633	374	69.50%	Hours Between Interruptions	432	229	88.28%
Miles Between Interruptions	8799	5142	71.13%	Miles Between Interruptions	5952	3200	85.99%
Target Miles	3350	3350		Target Miles	3350	3350	
<b>Road Calls</b>				<b>Road Calls</b>			
Miles Between Road Calls	9044	7647	18.27%	Miles Between Road Calls	8127	4909	65.56%
<b>Paratransit</b>				<b>Paratransit</b>			
Total Van Trips	7258	6382	13.73%	Total Van Trips	62835	57293	9.67%
Passenger Hours	4177	3700	12.89%	Passenger Hours	31694	33185	-4.49%
Trips per Hour	1.74	1.72	0.74%	Trips per Hour	1.98	1.73	14.83%
Passenger Miles	47324	41481	14.09%	Passenger Miles	403988	376325	7.35%
Trips per Mile	0.1534	0.1539	-0.32%	Trips per Mile	0.1555	0.1522	2.16%
Taxi Trips	0	0	0.00%	Taxi Trips	0	0	0.00%
Total Trips - Van & Taxi	7258	6382	13.73%	Total Trips - Van & Taxi	62835	57293	9.67%

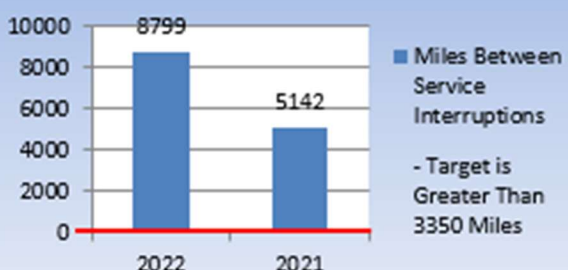
**Hours Between Service Interruptions - October 2022 & 2021**



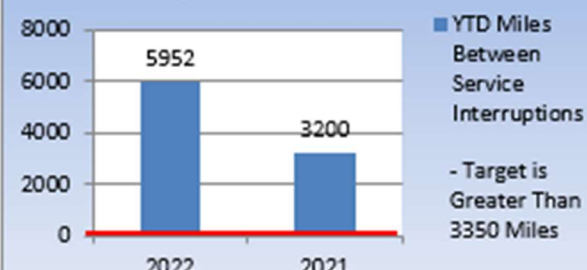
**YTD Hours Between Service Interruptions October - 2022 & 2021**



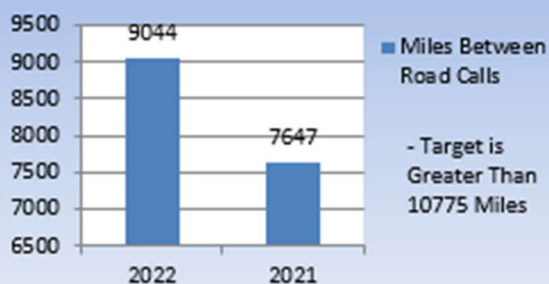
**Miles Between Service Interruptions - October 2022 & 2021**



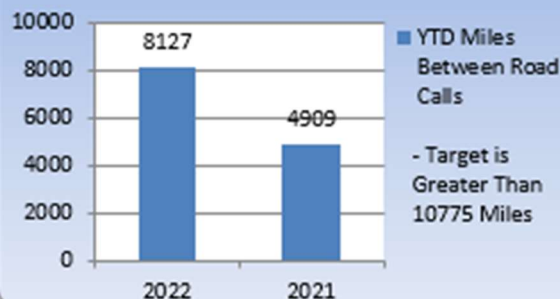
**YTD Miles Between Service Interruptions October - 2022 & 2021**



**Miles Between Road Calls  
October - 2022 & 2021**



**YTD Miles Between Road Calls  
October - 2022 & 2021**



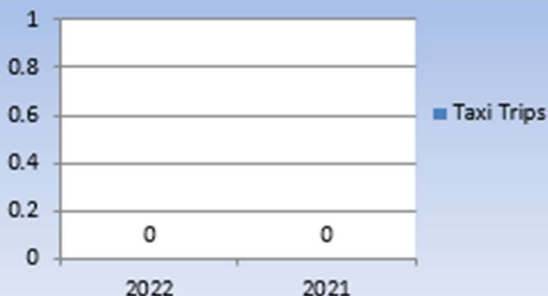
**Paratransit Van Trips  
October- 2022 & 2021**



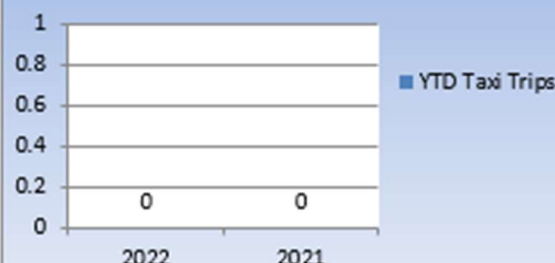
**YTD Paratransit Van Trips  
October- 2022 & 2021**



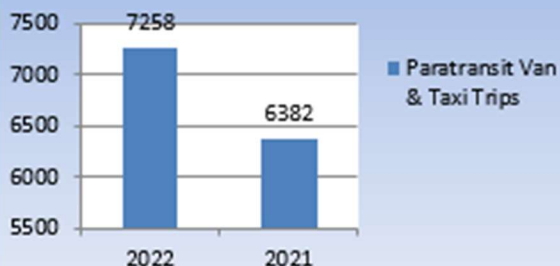
**Taxi Trips October- 2022 & 2021**



**YTD Taxi Trips  
October - 2022 & 2021**



**Paratransit Van & Taxi Trips  
October- 2022 & 2021**



**YTD Paratransit Van & Taxi Trips  
October- 2022 & 2021**



## Service Interruptions Detail

	Oct-21	Oct-22			2021	2022	
Type	2021	2022	Difference		YTD	YTD	Difference
Accident	3	4	1		29	25	-4
Unsanitary Bus	0	0	0		12	3	-9
Delayed Out Operator	13	13	0		272	285	13
Bus Operator Family Emergency	1	0	-1		3	2	-1
Drunk on Bus - Police Called	0	1	1		7	1	-6
Passenger Emergency	0	0	0		5	2	-3
Weather	0	0	0		7	0	-7
Mechanical	24	33	9		211	187	-24
Unknown	0	0	0		2	4	2
Vandalism on Bus	0	0	0		0	0	0
Heavy Traffic	0	0	0		2	0	-2
No Bus Available	1	2	1		65	11	-54
<b>Total</b>	<b>42</b>	<b>53</b>	<b>11</b>		<b>615</b>	<b>520</b>	<b>-95</b>

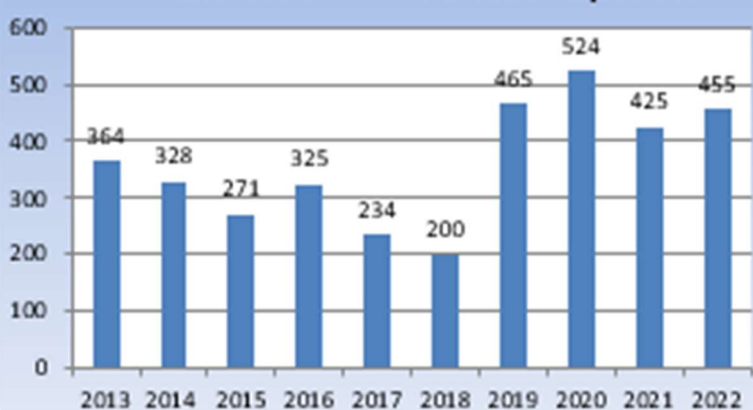
Mechanical Reasons	Oct-21	Oct-22			2021	2022	
Air Conditioner	1	0	-1		3	4	-1
Air pressure went down	2	0	-2		10	11	-1
Brake Problem	0	3	3		5	13	-8
Broken Belt	0	0	0		0	0	0
Bus Body Problem	0	0	0		2	4	-2
Bus shut down	5	5	0		51	99	-48
Delayed by Train	0	0	0		1	1	0
Door Problem	1	0	-1		6	7	-1
Electrical Problem	1	2	1		10	14	-4
Farebox	0	0	0		4	4	0
Leaking Fluid	0	1	1		19	20	-1
Leaking fuel	0	0	0		1	1	0
Lift malfunction	1	1	0		3	4	-1
Light problem	0	1	1		6	7	-1
Low water	0	1	1		0	7	-7
Mirror Broke	1	0	-1		7	7	0
No power	0	1	1		12	22	-10
Power Steering Problem	1	0	-1		3	4	-1
Oil Pressure	0	0	0		1	1	0
Overheated	3	2	-1		11	16	-5
Radiator Leak	0	1	1		1	5	-4
Seat Problem	0	1	1		0	2	-2
Starting problem	0	1	1		4	6	-2
Suspension problem	1	0	-1		5	13	-8
Tire problem	1	4	3		14	25	-11
Transmission malfunction	1	2	1		8	12	-4
Unknown Mechanical	6	7	1		25	50	-25
<b>Total</b>	<b>25</b>	<b>33</b>	<b>8</b>		<b>212</b>	<b>359</b>	<b>147</b>



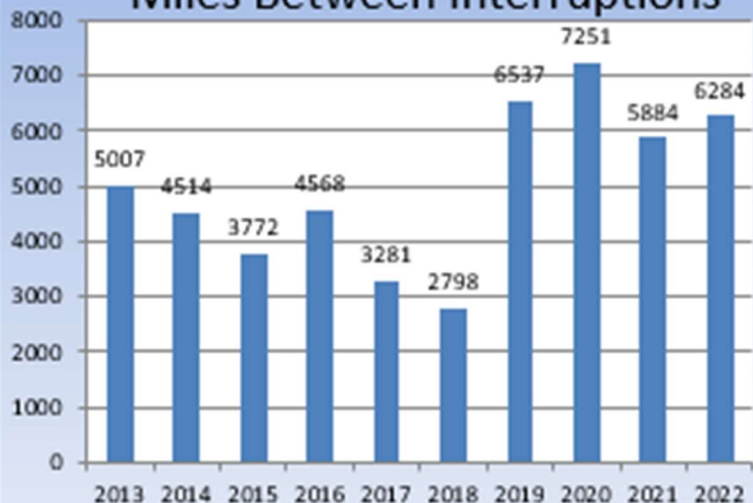
## Service Interruptions



## Hours Between Interruptions



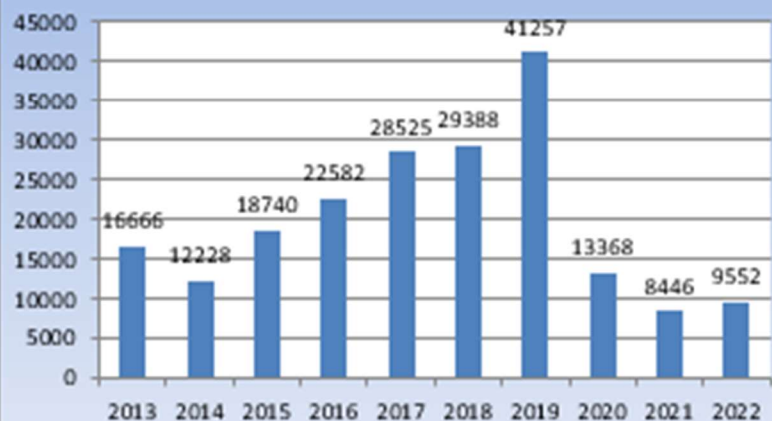
## Miles Between Interruptions



## Roadcalls



## Miles Between Roadcalls



## 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	10/1/22	10/31/22	16,545	10.6%	121,550	78.2%	17,277	11.1%	155,372

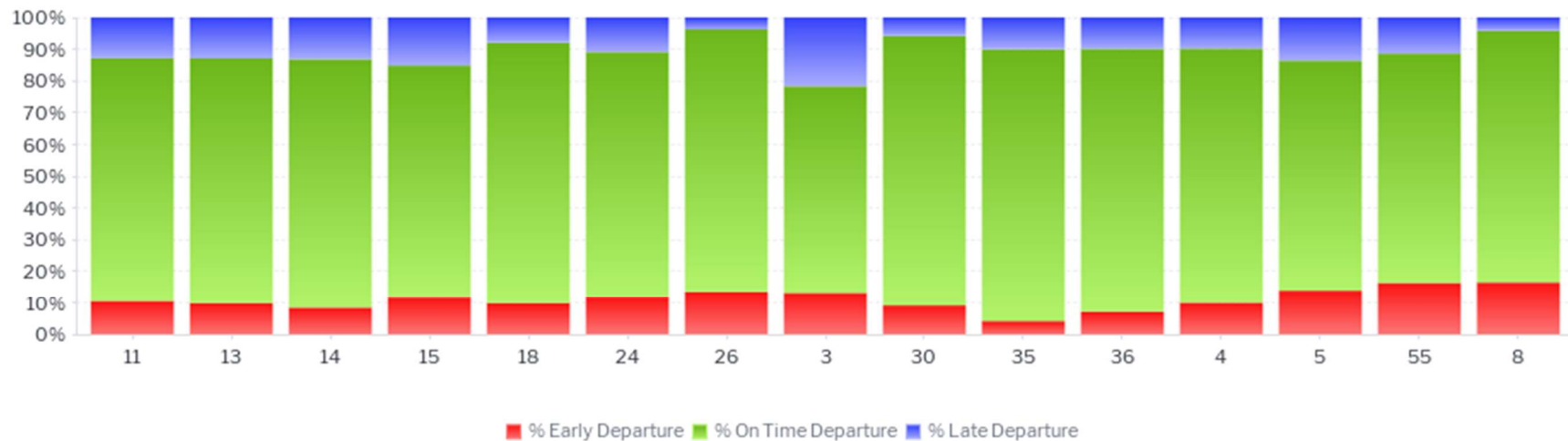
Custom: Last Months ROUTE On-Time Performance Departures: Chart, Table (No EOL TP)

On Time Performance report - Time Points only. No EOL (End Of Line) time point departures used in the Report. Early <-1min -1min<=OnTime<=5min Late>5min Custom Report Not Supported by TripSpark Development V3.3.20210407

### Filters

Date Range Between Last Month And Route (Optional) In List (11, 13, 14, 15, 18, 24, 26, 3, 30, 35, 36, 4, 5, 55, 8) And Is Last Stop in Trip? Equal to 0 And Last Record Equal to 1

## Departures: On-Time Performance by Route



# October 2022

## Registered Customer Service Concerns by Category

Total Calls	12338
Bus	7510
MOBY	4828

### Calls by Category

	Total	Positive	Neutral	Negative	Percentage
Driver	69	2	17	50	41.56%
General	33	1	15	17	19.87%
Lost and Found	26	0	25	1	15.66%
Office Staff	4	0	3	1	2.40%
Other	9	0	4	5	5.42%
OTP	2	0	0	2	1.20%
Routing	12	0	3	9	7.22%
Ticket	9	0	5	4	5.42%
Vehicle	2	0	1	1	1.20%
Total	166	3	73	90	100.00%
Percentage	100%	1.80%	43.97%	54.21%	