

The October 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.

Join Zoom Meeting

<https://us06web.zoom.us/j/87614352726?pwd=blNPQmhsTmhoeWJFT1pxTHRieWtIQTO9>

Meeting ID: 876 1435 2726

Passcode: 3417560

One tap mobile

+17193594580,,87614352726# US

+12532158782,,87614352726# US (Tacoma)

Dial by your location

+1 719 359 4580 US

+1 253 215 8782 US (Tacoma)

+1 346 248 7799 US (Houston)

+1 669 444 9171 US

+1 669 900 6833 US (San Jose)

+1 312 626 6799 US (Chicago)

+1 360 209 5623 US

+1 386 347 5053 US

+1 564 217 2000 US

+1 646 931 3860 US

+1 929 205 6099 US (New York)

+1 301 715 8592 US (Washington DC)

+1 309 205 3325 US

Meeting ID: 876 1435 2726

Find your local number: <https://us06web.zoom.us/u/kcZE3Mu8yn>

AGENDA

REGULAR BOARD MEETING

REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA

2222 Cuming Street

Omaha, Nebraska, 68102

October 27, 2022

8:30 a.m.

1. Call to Order: Notice of the Regular Meeting was published in the Omaha World Herald on October 23, 2022.
2. Approval of Minutes of Previous Meetings:
 - a. Special Meeting: September 22, 2022
 - b. Regular Meeting: September 22, 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 to Award Task Order 17 – Onboard Survey for IDIQ Contract with SRF (L. Cencic)
7. Resolution – Request Approval of Updates to Title VI Policy Definitions (A. Pigaga)
8. Resolution – Request Approval of the 2023 Transportation Improvement Program (J. Rumery)
9. Board Chair Report (A. Haase)
10. Date, Time and Place of Next Regular Board Meeting
Thursday, November 17, 2022, at 8:30 a.m.
Authority’s Administrative Building
11. Adjournment

Tentative Resolutions for Next Board Meeting

None

6. RESOLUTION: **Request Approval to Award Task Order 17 – Onboard Survey for IDIQ Contract with SRF**

EXPLANATION: 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.

7. RESOLUTION: **Request Approval of Updates to Title VI Policy Definitions**

EXPLANATION: 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.

8. RESOLUTION: **Request Approval of the 2023 Transportation Improvement Program**

EXPLANATION: 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:

PROJECT	SOURCE OF FUNDS	AMOUNT	DESCRIPTION
PLANNING	AOPP 5307	Fed: \$560,000 Local: \$240,000 Total: \$800,000	Planning, engineering and design for 24 th 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.

PURPOSE

The Omaha metro area needs reliable, quality public transportation to grow sustainably and serve the diverse needs of our residents.

MISSION

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

VISION

Metro is a valued transportation choice for all members of our community and a vital partner in Omaha's future.

Metro aims to realize this vision by cultivating and investing in:

- Collaborative communication
- Employee empowerment
- Culture of respect & appreciation
- Well-maintained equipment & facilities
- Up-to-date technology & processes
- Ongoing training & safety efforts
- Collaborative partnerships to improve our service
- Outstanding rider communication & experience
- Recognition of Metro's value to the community

VALUES

Unity: We are a team with a common purpose.

Responsibility: We take pride in our work and are committed to going above and beyond.

Care: We care about our customers and each other.

Resourcefulness: We are adaptable and driven to overcome challenges.

Learning: We are always training for tomorrow.

Appreciation: We are motivated to provide a quality of life for those we love through competitive wages and compensation.

VISION:

METRO IS A VALUED TRANSPORTATION CHOICE FOR ALL MEMBERS OF OUR COMMUNITY AND A VITAL PARTNER IN OMAHA'S FUTURE.

Project Phoenix aims to make Metro a great place to work by creating a stronger culture and improving the way we work together



SERVICE COLLABORATIONS,
RIDER EXPERIENCE

RECOGNITION
OF METRO'S
VALUE TO THE
COMMUNITY

COLLABORATIVE
PARTNERSHIPS
TO IMPROVE OUR
SERVICE

OUTSTANDING RIDER
COMMUNICATION AND
EXPERIENCE -
"THE RIDER COMES
FIRST"

MAINTENANCE, EQUIPMENT,
AND TRAINING

CLEAN,
FUNCTIONING,
WELL-MAINTAINED
EQUIPMENT &
FACILITIES

UP-TO-DATE
TECHNOLOGY AND
PROCESSES TO ENSURE
QUALITY EQUIPMENT
AND SERVICE

ONGOING
TRAINING &
SAFETY EFFORTS
FOR ALL
DEPARTMENTS

COMMUNICATION,
CULTURE, AND
CAREERS

TRANSPARENT
2-WAY
COLLABORATIVE
COMMUNICATION

EMPLOYEE
EMPOWERMENT
THROUGH CAREER
ADVANCEMENT
AND REWARD

A CULTURE OF
MUTUAL RESPECT,
APPRECIATION, AND
TEAMWORK

Meeting Minutes – September 22, 2022

MINUTES

SPECIAL MEETING

REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA

2222 Cuming Street

Omaha, Nebraska, 68102

SEPTEMBER 22, 2022

MINUTES

The Regional Metropolitan Transit Authority of Omaha Board met in Special Session on Thursday, September 22, 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

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 (Virtual)

K. Pendland, IT Director (Absent)

W. Clingman, Finance Director

D. Kelsey, Operations Director (Virtual)

J. Willoughby, Senior Project Manager (Absent)

J. Rumery, Grant Administrator

Others Present:

Other Metro staff

Meeting Minutes – September 22, 2022

Agenda Item #1: Call to order

Ms. Haase called the meeting to order at 8:31 a.m. Notice of the Special meeting was published in the Omaha World Herald on September 18, 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 #2: Public Hearing on Amending the 2022 Annual Budget

Public hearing for the purpose of hearing support, opposition, criticism, suggestions or observations of taxpayers relating to amending the 2022 budget that was previously amended and approved on the 23rd of December 2021.

This public hearing is to amend the 2022 budget. This amendment is necessary to ensure adequate coverage for disbursements and transfers related to capital projects that were originally omitted from the budget.

Ms. Haase opened the floor to public comment to invite members of the audience in person and online to be heard regarding this topic. No members of the public came forward to comment.

Motion to close the public hearing by Ms. Plucker; Second by Mr. Lawse

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

Agenda Item #3: Public Hearing on the Proposed 2023 Annual Budget

Public hearing for the purpose of hearing support, opposition, criticism, suggestions or observations of taxpayers relating to the 2023 proposed budget.

This is the proposed 2023 annual budget. This budget includes a beginning balance of \$5,842,395.09, plus property taxes of \$30,160,571.29 and other receipts of \$32,328,273.00, for total resources of \$68,331,239.38. This budget also includes operating expenses of \$44,709,724.00, with capital outlays and capital improvements of \$17,751,527.99 for total disbursements and transfers of \$62,161,251.99, with an ending balance of \$5,869,987.39, which will leave us with a 13% cash reserve.

Ms. Haase opened the floor to public comment to invite members of the audience in person and online to be heard regarding this topic. No members of the public came forward to comment.

Motion to close the public hearing by Ms. Plucker; Second by Mr. Lund

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

Agenda Item #4: Adjournment

Meeting Minutes – September 22, 2022

There being no further business, a motion was entertained to adjourn the meeting at 8:38 a.m.

Motion by Mr. Lund; Second by Mr. Lawse

ROLL CALL:

UNANIMOUS; MOTION CARRIES.

Ms. Amy Haase – Chair

Recording Secretary

Meeting Minutes – September 22, 2022

MINUTES

REGULAR MEETING

REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA

2222 Cuming Street

Omaha, Nebraska, 68102

SEPTEMBER 22, 2022

MINUTES

The Regional Metropolitan Transit Authority of Omaha Board met in Regular Session on Thursday, September 22, 2022, at 8:45 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 – Virtual Only)

Mr. Jay Lund

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 (Virtual)

K. Pendland, IT Director (Absent)

W. Clingman, Finance Director

D. Kelsey, Operations Director (Virtual)

J. Willoughby, Senior Project Manager (Absent)

J. Rumery, Grant Administrator

Others Present:

Other Metro staff

Meeting Minutes – September 22, 2022

Agenda Item #1: Call to order

Ms. Haase called the meeting to order at 8:43 a.m. 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 Meeting

Ms. Haase entertained a motion to approve the minutes of the Board Meeting on August 25, 2022.

Motion by Mr. Lawse; Second by Mr. Lund

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 in addition to all of the work on the budget, staff have been working on a number of things to prepare for implementing aspects of MetroNEXT, growing Metro's service, and becoming more efficient as an organization. Staff is running out of office space in Metro's building, but a potential solution has been identified. Metro is currently working with IntelliRide, the company that handles Metro's customer service call center, and are considering relocating them to a smaller space within the building. Due to COVID, many IntelliRide staff have been working remotely and they no longer have the same physical presence in the building that they had previously.

Ms. Cencic updated the Board that Metro is currently working with a number of partners in the Omaha metro community. Ms. Cencic attended a couple of meetings recently with the Chamber of Commerce which covered potential partnerships and working together in the future. Metro has also started a conversation with Metro Community College (MCC) to explore opportunities to partner so as to better serve students, particularly MCC students at the Elkhorn campus. Serving this area has posed a lot of logistical challenges in the past but there may be some renewed momentum surrounding the idea now, especially with the findings of the MetroNEXT plan and the possibility of extending Route 92 out to Elkhorn.

Ms. Cencic informed the Board that, in addition, Metro is preparing to launch the On-Board Survey in the middle of October. This survey is completed every 5 years, in which Metro surveys riders to look at origin, destination, boarding location, and alighting location, which helps Metro with future route planning as well as the Title VI plan. Metro is working with the IDIQ contractor to help deliver this survey once again.

Meeting Minutes – September 22, 2022

Lastly, Ms. Cencic updated the Board about the streetcar. The Omaha Streetcar Authority has approved the alignment this month, which has set the stage for the committee to look more closely at the design. Metro staff have been closely involved in the overall streetcar planning with the City and with OSA. In addition to Metro's role on the OSA Board, Metro is also staffing and working on committees related to the CMGC contract, preliminary design, overall project management, and communications.

Discussion was had.

Agenda Item #5a: Administrative Reports

(D. Grant)

In the month of September, 2 individuals started new roles at Metro. The first individual is a new Mechanic here at Metro. The second individual is Mr. Sherping who was recently promoted as Metro's new Safety & Security Director. Metro is excited to have him in this new position and welcomes all of the experience he brings with him. In light of Mr. Sherping's promotion, Metro will also be searching for a new Paratransit Manager, which is an active posting as of today.

Historically, candidate interest in September, October, and November are fairly low due to the renewed focus on back-to-school and the holiday season. Metro still hopes to fill all the new open positions during the month of October.

Discussion was had.

Agenda Item #5b: Administrative Reports

(I. Maldonado)

As Mr. Grant announced, Mr. Maldonado updated the Board that Mr. Sherping who was Metro's former Manager of Paratransit Operations was promoted this week to the new Director of Safety and Security. For the last year and a half Mr. Sherping has served in dual manager roles overseeing Moby services as well as various aspects of Metro's safety and security. Mr. Sherping has 20 years of experience in logistics, transportation, and customer service as well as 15 years of experience in security and law enforcement, having served in the US Airforce and worked with Boeing.

Last Sunday, based on the resurfacing of 31st Ave next to the North Omaha Transit Center, Metro moved layovers and connections of all NOTC routes to the east side of 30th Street by the US Mills building between Taylor and Boyd. Information concerning this change was posted on My Ride and on Metro's website. Metro's Field Supervisors were also onsite to provide information and assistance to customers.

Metro staff continue to participate in Metropolitan Area Planning Agency (MAPA) and the Omaha Streetcar sub-committee meetings.

Earlier this week Metro held a graduation ceremony for eight new Bus Operators and one Paratransit Operator.

Meeting Minutes – September 22, 2022

Metro also held an Employee Safety meeting and a Safety Committee meeting that were comprised of equal members of management and front-line employees.

Between September 28th and 30th Metro will be hosting its quarterly Operator training, where employees will receive training on customer Service, conflict avoidance, de-escalation and other relevant training and information.

As a reminder, on October 2, 2022, Metro will be adding six additional buses in service and enhancing various routes.

On weekdays, Metro will implement a twenty-minute frequency on the route 3, restore a 15-minute frequency on route 24, and 30-minute pre-covid levels on the routes 26, 35, and 36. Metro will also restore 15-minute peak from the Aksarben Transit Center to Downtown.

- On Saturdays will restore a 15-minute frequency to the route 15 and a 20-minute frequency to the route 24.
- On Sundays will add a 20-minute daytime frequency to the route 18.
- Complete schedules are available on Metro's website.

Next month, Metro will be participating in an annual airport emergency plan review and tabletop emergency exercise.

Discussion was had.

Agenda Item #5c: Administrative Reports

(N. Ebat)

Ms. Ebat informed the Board that Ms. Cencic, Metro's CEO, recently participated in an interview with KETV's Chronicle series on public transportation. Metro Communications staff also attended Afrofest in the beginning of September to connect with the community about on-going and future Metro projects.

The Communications team worked with Public Works to prepare for a weekend closure of the North Omaha Transit Center for repaving that took place earlier this month. Metro worked through all necessary internal touchpoints to make sure operators could help riders navigate the temporary pickup spot. Metro also worked with the City on a number of messages placed near NOTC so riders could find where to catch their bus. Even through weather delays and a longer closure than originally anticipated, Metro did not receive any complaints.

Ms. Ebat updated the Board that the main focus of September has been preparing for the long-term downtown closures. Metro closed 4 different stops within the downtown core surrounding the former library. It took a large effort to ensure Metro operators and riders received plenty of notice so they could plan ahead. Metro has a large number of touchpoints, both online and at physical stations.

Lastly, the Communications team is in the middle of building Metro's communication strategy to lay out the upcoming routes with increased trip and frequencies. The online portion of the strategy will roll out over the course of the next 2 weeks. Next week, staff will be heading out into the community to reach out to people along routes that will see larger changes in the upcoming pick.

Discussion was had.

Meeting Minutes – September 22, 2022

Agenda Item #6: Resolution #427 – Request Approval of the 2023 Tax Levy

(W. Clingman)

Per State Statute 18-822 the Board must, by resolution, on or before September 30 of each year certify the tax levy.

The proposed Property Tax levy for the 2023 budget year is \$30,462,177 or 0.06743 mills.

Discussion was had.

Motion by Mr. Lawse; Second by Ms. Plucker

ROLL CALL:

UNANIMOUS; MOTION CARRIES.

Agenda Item #7: Resolution #428 – Request Approval of the Amended 2022 Annual Budget

(W. Clingman)

It has become necessary to amend the previously adopted budget due to unforeseen circumstances related to capital expenditures the originally adopted budget cannot be reduced or remain the same during the remainder of the current fiscal year because of the unforeseen increased expenditures related to the current economic changes.

The required public hearing for this budget is planned to be held at 8:30 am on September 22, 2022.

Discussion was had.

Motion by Mr. Lawse; Second by Ms. Plucker

ROLL CALL:

UNANIMOUS; MOTION CARRIES.

Agenda Item #8: Resolution #429 – Request Approval of Proposed 2023 Annual Budget

(W. Clingman)

The proposed total disbursements and transfer for the 2023 budget is \$62,461,251.99. The required public hearing for this budget is planned to be held at 8:30 am on September 22, 2022. Additional details and assumptions for the 2023 budget can be found on subsequent pages of this Board packet.

Discussion was had.

Motion by Mr. Lawse; Second by Mr. Lund

ROLL CALL:

UNANIMOUS; MOTION CARRIES.

Meeting Minutes – September 22, 2022

Agenda Item #9: Request Approval of Agreement with Eide Bailly for Annual Audit Services for Fiscal Years 2022 through 2026

(W. Clingman)

Staff is seeking approval to enter into an agreement with Eide Bailly for external annual audit services, including the review of our annual NTD filing, for the next 5 years beginning with the fiscal year 2022. This approval is for an amount not to exceed \$320,270 over the next 5 years.

This cost is not eligible for Federal funding and will be paid 100% by local match funds.

Discussion was had.

Motion by Ms. Plucker; Second by Mr. Lund

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

Agenda Item #10: Request Approval of Metro Advertising Policy

(W. Clingman)

Staff is requesting approval of a formal advertising policy as it relates to paid advertising on Metro owned and/or operated assets.

This policy will ensure consistent guidelines are applied in all advertising. The policy includes a list of prohibited items to ensure only viewpoint neutral advertising is allowed and advertising that may be disruptive to traffic is also prohibited. A copy of the proposed advertising policy will be provided under separate cover.

Discussion was had.

Motion by Mr. Lund; Second by Mr. Lawse

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

Agenda Item #11: Staff Briefing on Title VI Program Update

(L. Cencic)

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.

Meeting Minutes – September 22, 2022

Staff is working diligently on this program update and will bring it to the Board for approval at a future Board meeting. In particular, this program update will look at Metro's services over the last several years as well as set new definitions and thresholds for the future.

Among other things, the Title VI Program Update will look at service monitoring (including vehicle loads, headway, on-time performance, service accessibility, vehicle assignments and distribution of transit amenities), updating our Public Participation Policy, updating our Limited English Proficiency Plan, and will incorporate updated Census data for our use in equity analyses.

An important aspect of the Title VI Program is Metro's definitions of "Major Service Change", "Disparate Impact Policy", and "Disproportionate Burden Policy". These three definitions will need to be approved by the Board along with the overall program update.

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 in light of 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.

Meeting Minutes – September 22, 2022

	Current Policy	Draft Proposed Policy
Major Service Change	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • The addition and/or elimination of a bus route • 10% or more for the system revenue miles • 15% or more revenue miles on any individual route
Disproportionate Burden Policy	+/-25%	15%
Disparate Impact Policy	+/- 25%	15%

Metro will hold public meetings in October to seek input from the public on proposed changes to these three policies before returning to the Board to request approval.

Discussion was had. No motion was necessary.

Agenda Item #12: Request Approval of Title VI Service Equity Analysis for Ongoing Temporary COVID-Related Service Reductions

(E. Schweitz)

In 2020, in response to the COVID-19 pandemic, Metro temporarily reduced service on numerous routes. At the time, no Title VI Service Equity Analysis was required because of the temporary nature of these service reductions. However, as the impact of the COVID-19 pandemic has lasted longer than expected extending the length of these service reductions, staff completed a Service Equity Analysis in compliance with Metro’s Title VI Program. However, it is worthy to note that these reductions are still intended to be temporary in nature and Metro has already begun the process to increase services on these routes, with plans to return many of them to the pre-pandemic levels.

Metro’s Title VI Policy requires a Service Equity Analysis be completed for any proposed changes that meet the definition of a Major Service Change. A Major Service Change includes any significant change in transit service that meets at least one of the following:

- The addition and/or elimination of a bus route
- A 12 percent or more addition or reduction in the system revenue miles
- A twenty-five percent or more addition or reduction in revenue miles on any individual route, whether by frequency, span of service or route realignment beyond a three-quarter mile buffer

The temporary COVID-19 related service reductions meet this definition of a Major Service Change by reducing system revenue miles by more than 12 percent. The Service Equity Analysis was completed to identify if the

Meeting Minutes – September 22, 2022

proposed changes would have a discriminatory impact on minority and/or low-income populations. The Title VI Service Equity Analysis found:

- No disparate impact on minority riders.
- No disproportionate burden on low-income riders.

Board approval will ensure Metro's continued compliance with the Federal Transit Administration's Title VI requirements. The Title VI Service Equity Analysis will be provided under separate cover. Staff recommends the full Board approve the resolution as presented.

Discussion was had.

Motion by Mr. Lawse; Second by Ms. Plucker

ROLL CALL:

UNANIMOUS; MOTION CARRIES.

Agenda Item #13: Request Approval of Title VI Service Equity Analysis for Upcoming Service Changes

(E. Schweitz)

In compliance with Metro's Title VI Program, a Service Equity Analysis was conducted on the proposed service changes planned for October 2022. Metro's Title VI Policy requires a Service Equity Analysis be completed for any proposed changes that meet the definition of a Major Service Change. A Major Service Change includes any significant change in transit service that meets at least one of the following:

- The addition and/or elimination of a bus route
- A 12 percent or more addition or reduction in the system revenue miles
- A twenty-five percent or more addition or reduction in revenue miles on any individual route, whether by frequency, span of service or route realignment beyond a three-quarter mile buffer

The proposed changes for October 2022 meet this definition of a Major Service Change by increasing services on several routes (Routes 3, 24, 26, 35 and 36) by more than 25% of their revenue miles.

The Service Equity Analysis was completed to identify if the proposed changes would have a discriminatory impact on minority and/or low-income populations. The Title VI Service Equity Analysis found:

- No disparate impact on minority riders.
- No disproportionate burden on low-income riders.
- Minority and low-income riders will not be limited to or denied the benefits of the proposed service increases.

Board approval will ensure Metro's continued compliance with the Federal Transit Administration's Title VI requirements. The Title VI Service Equity Analysis will be provided under separate cover. Staff recommends the full Board approve the resolution as presented.

Discussion was had.

Motion by Mr. Lawse; Second by Ms. Plucker

Meeting Minutes – September 22, 2022

ROLL CALL:

UNANIMOUS; MOTION CARRIES.

Agenda Item #14: Request Approval of the 2023 Transportation Improvement Program

(J. Rumery)

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

Staff recommends programming Surface Transportation Block Grant (STBG) Funds and Transportation Alternatives (TAP) Funds as 5307 Funds in the FY 2023 element of the TIP.

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

PROJECT	SOURCE OF FUNDS	AMOUNT	DESCRIPTION
A&E	STBG 5307	Fed: \$1,360,000 Local: \$340,000 Total: \$1,700,000	Architecture and Engineering services to help define transit enhancements long 24 th Street Corridor.
PLANNING	STBG 5307	Fed: \$1,640,000 Local: \$410,000 Total: \$2,050,000	Funds for management and planning services to help define transit enhancements long 24 th Street Corridor
TRANSIT ENHANCEMENTS	TAP 5307	Fed: \$500,000 Local: \$130,000 Total: \$630,000	Architecture and Engineering, procurement and construction services to place shelter pads, shelters and sidewalks around the area of 72 nd & Ames

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: \$3,500,000. Total new encumbrance of local funds from these changes will be: \$880,000. Total new encumbrance of all funds will be \$4,380,000.

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.

Meeting Minutes – September 22, 2022

Discussion was had.

Motion by Ms. Plucker; Second by Mr. Lund

ROLL CALL:

UNANIMOUS; MOTION CARRIES.

Agenda Item #15: Request Approval of Agreement with Cleaver-Brooks Sales & Service, Inc. for Boiler Repairs

(W. Clingman)

Staff is seeking approval to enter into an agreement with Cleaver-Brooks Sales & Service, Inc to repair the boilers in the Metro Administrative building.

The existing boilers are in a state of disrepair and this work is needed to be able to utilize the boilers to heat the building for the winter. Metro received two proposals. Cleaver-Brooks is the lowest price and demonstrated the experience to meet the project requirement. Total cost is quoted at \$114,667.91.

This cost is 80% funded by Federal Grants with the local match portion not to exceed \$22,933.59.

Discussion was had.

Motion by Ms. Plucker; Second by Mr. Lund

ROLL CALL:

UNANIMOUS; MOTION CARRIES.

Agenda Item #16: Board Chair Report

(A. Haase)

Ms. Haase shared with the Board that the Planning & Policy Committee met this month and reviewed the advertising policy. The next big item for review by the committee will be the Title VI program.

Mr. Lawse shared with the Board that the Operations Committee did not meet, and that there are no more additional items for the Planning & Policy Committee other than the items that were on the agenda.

Discussion was had.

Agenda Item #17: Date, Time and Place of Next Board Meeting

Thursday, October 27, 2022, at 8:30 a.m. to be held at Metro Transit Authority's Administrative Building.

Meeting Minutes – September 22, 2022

Agenda Item #18: Adjournment

There being no further business to come before the Board, a motion was entertained to adjourn the meeting at 9:45 a.m.

Motion by Mr. Lund; Second by Mr. Lawse

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

Ms. Amy Haase – Chair

Recording Secretary

Metro
INCOME STATEMENT

For the Eight Months Ending Wednesday, August 31, 2022

	ACTUAL August	BUDGET	\$\$ VAR	% VAR	ACTUAL YEAR TO DATE	BUDGET YEAR TO DATE	\$\$ VAR	% VAR
<i>Revenue</i>								
Passenger Fares	201,590	283,833	-82,243	-28.98%	1,417,398	2,270,667	-853,269	-37.6%
Property Tax Revenue	1,817	0	1,817	0.00%	19,921	0	19,921	0.0%
Federal	314,600	838,488	-523,888	-62.48%	4,938,606	6,707,898	-1,769,292	-26.4%
State	461,051	216,667	244,384	112.79%	660,841	1,733,333	-1,072,492	-61.9%
Contract Services	149,570	75,333	74,237	98.55%	876,863	602,667	274,196	45.5%
Other	44,746	37,750	6,996	18.53%	364,014	302,000	62,014	20.5%
Total Revenues	1,173,374	1,452,071	-278,697	-19.19%	8,277,643	11,616,565	-3,338,922	-28.7%
<i>Operations</i>								
Bus Operators	814,656	830,962	16,306	1.96%	6,143,660	6,647,697	504,037	7.6%
Maintenance	192,734	234,566	41,832	17.83%	1,465,300	1,876,524	411,224	21.9%
Fringe	516,905	679,268	162,363	23.90%	4,673,342	5,434,143	760,801	14.0%
Diesel Oil	233,525	204,805	-28,720	-14.02%	1,694,642	1,638,446	-56,196	-3.4%
M & S Parts	147,985	218,860	70,875	32.38%	1,258,429	1,750,880	492,451	28.1%
Purchased Transportation	0	833	833	100.00%	0	6,667	6,667	100.0%
Total Operations	1,905,805	2,169,294	263,489	12.15%	15,235,373	17,354,357	2,118,984	12.2%
Gross Profit	-732,431	-717,223	-15,208	2.12%	-6,957,730	-5,737,792	-1,219,938	21.3%
<i>General & Administrative</i>								
Salaries	509,399	349,815	-159,584	-45.62%	2,568,907	2,798,523	229,616	8.2%
Fringe	268,974	217,603	-51,371	-23.61%	1,597,363	1,740,825	143,462	8.2%
Utilities	35,397	37,192	1,795	4.83%	260,472	297,538	37,066	12.5%
Claims	0	20,698	20,698	100.00%	33,073	165,581	132,508	80.0%
Premiums	16,670	42,172	25,502	60.47%	374,384	337,374	-37,010	-11.0%
Other	256,435	275,776	19,341	7.01%	1,660,515	2,256,206	595,691	26.4%
Total G & A	1,086,875	943,256	-143,619	-15.23%	6,494,714	7,596,047	1,101,333	14.5%
Total Revenues	1,173,374	1,452,071	-278,697	-19.19%	8,277,643	11,616,565	-3,338,922	-28.7%
Total Operating Expenses	2,992,680	3,112,550	119,870	3.85%	21,730,087	24,950,404	3,220,317	12.9%

Oct

Recruiting Report

All Roles	Sept Hires	Proj. Remaining Need	Recruiting Activity Notes
	9	21	9 people started new roles at Metro in the month of Oct. Metro also posted openings for 5 roles, including Paratransit Operators, Transit Operators, Civil Rights & Inclusion Director, Paratransit Manager & a Procurement & Contracts Manager.

Operations	Bus Operators - Omaha	Sept Hires	Proj. Remaining Need	Recruiting Activity Notes
	Paratransit Operators	1	2	Currently reviewing and interviewing candidates.

Maintenance	Mechanic III	Sept Hires	Proj. Remaining Need	Recruiting Activity Notes
	Mechanic Helper	2	0	Currently reviewing and interviewing candidates.
	Body Shop Mechanic		1	Currently reviewing and interviewing candidates.

BG&E	Sept Hires	Proj. Remaining Need	Recruiting Activity Notes

Custodial	Sept Hires	Proj. Remaining Need	Recruiting Activity Notes

Oct	Recruiting Report		
Role	Hires	Proj. Remaining Need	Recruiting Activity Notes
Admin Staff	0	5	
<i>Maintenance Supervisor</i>		1	Currently reviewing and interviewing candidates.
<i>Civil Rights & Inclusion Director</i>		1	Currently reviewing and interviewing candidates.
<i>Procurment & Contracts Manager</i>		1	Currently reviewing candidates.
<i>Paratransit Manager</i>		1	Currently reviewing and interviewing candidates.
<i>Sr. Manager of Planning & 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.

ADMINISTRATIVE REPORT

Grant Administration Update – Jeffrey Rumery:

Grant No.	Description	Grant Total	Funds Remaining Date 10/17/2022	Completed Projects	Status of ongoing and completed projects
NE-03-0041	Construct Transit Center(s); Buses	\$6,646,607	\$226,605	Rolling stock procurement, Westroads and Benson Park Transit Centers; split-funded NOTC upgrade.	Transit Center enhancements are in the process of being installed and finished.
NE-04-0044	Creighton TC	\$2,993,130	\$1,263,288	Phase I of Transit Mall complete. Phase II substantially complete.	
NE-95-X004/NE-35-X005	BRT ALLOCATION GRANT	\$7,443,889	\$2,120,700	Construction is complete. Bus project is complete.	Construction on 8 th & Farnam station has begun.

Grant No.	Description	Grant Total	Funds Remaining Date 10/17/2022	Completed Projects	Status of ongoing and completed projects
NE-34-X006	FLEET & FUEL MGT GRANT	\$4,709,375	\$0	New Buses have arrived and are in service, Fleet & Fuel has been project is in process for software and pumps.	Buses have arrived and are in service. Portions of software is in process; hardware will be procured through other means. Grant will close this quarter
NE-34-X007	FARE SYSTEM UPGRADE	\$1,775,936	\$483,955	Contract finalized and vehicles install completed. Station Install complete.	UMO Rollout continues.
NE-34-X008	DIGITAL DISPLAYS	\$2,265,610	\$0	Displays have arrived and are in installed.	Grant will close this quarter.
NE-34-X009	FACILITY SUSTAINABILITY	\$6,685,000	\$6,588,136	Task Order 10 to SRF for preliminary design and engineering has been signed.	Final IFB for the projects is in process of completion. Replace Employee Parking, add solar, upgrade electrical, expand CNG footprint, replace skylights. Work Orders have been issued for design
NE-90-X118	CARES ACT GRANT	\$24,162,926	\$10,132,871	Driver barrier installed on majority of buses, New Flyer Barriers on order.	Will be used to offset Metro's expenses in response to the COVID-19 Emergency. Funds will support adequate response to, and recovery from, COVID-19 Emergency.
NE-90-X117	2019 5307 OPERATING GRANT	\$6,800,200	\$271,479	Vans project has been completed; small projects have started. New truck has been purchased for Maintenance, other capitalized operations	Small projects remaining to close before the grant is closed.

Grant No.	Description	Grant Total	Funds Remaining Date 10/17/2022	Completed Projects	Status of ongoing and completed projects
NE-90-X120	2020 5307 OPERATING GRANT	\$8,664,737	\$3,268,743	Furniture for New offices has been procured,	Grant will allow for various projects such as new shelters, shop equipment and support vehicles. New MOBY Vans are being procured.
NE-34-X010	2020 Lo No Grant	\$2,369,500	\$178,440	3 all Electric New Flyer 40' Buses have arrived. Charging stations have been installed and are operating. Buses are going through post-delivery inspections.	Tools have been arriving on a piecemeal basis and training has been taking place with technicians.
NE-90-X125	2021 Metro 5307 Grant Capital/Planning/ADA	\$3,186,300	\$2,003,595	MetroNext is complete, various projects for BGE & Maintenance are in various stages of procurement.	Grant will allow for various projects around Metro to be Completed such as new radios, signage computer hardware and software, and shop tools and equipment. Will also fund Planning and ADA services
NE-90-X127	2015 ARP GRANT	\$14,170,473	\$12,734,402	Funds for advanced paratransit have been drawn.	Will be used for Metro's response to the ongoing COVID-19 Emergency
NE-34-X102	Updated 2022 5339 Hardware and Software Application	\$4,073,829	\$4,073,829	Fleet & Fluid Management Software, Financial Management Software, and associated hardware for both	RFP for Financial Management Software is in process of being awarded, Fleet Management Software in process of being awarded.

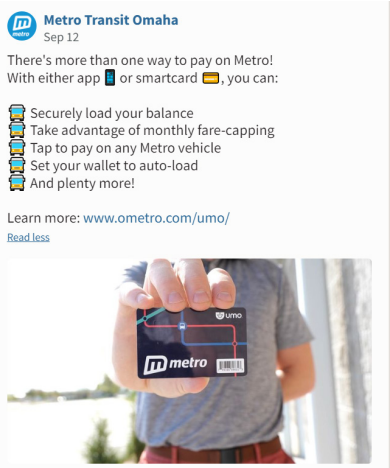
SOCIAL MEDIA SUMMARY

9.1.22 - 9.30.22



Facebook: **Metro Transit Omaha**

Posts: 21
 Reach: 9,581
 Reactions: 192
 Comments: 36
 Shares: 47
 25 new page likes | 1.17% increase



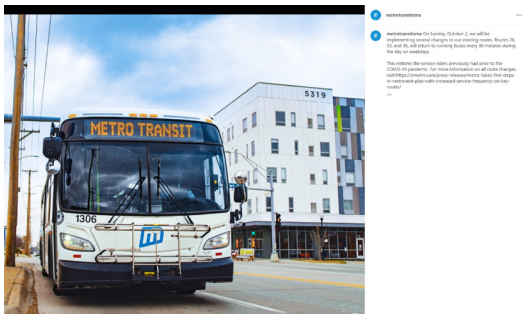
Twitter: **@rideORBT**

Tweets: 33
 Impressions: 12,700
 Avg. 1,160 impressions/post for the year
 Mentions: 40
 Profile visits: 3,028
 6 new followers | 0.54% increase



Instagram: **@metrotransitoma**

Posts: 6
 Likes: 95
 Avg. 23.6 likes/post for the year
 Comments: 1
 1 new follower | 0.08% increase



EARNED MEDIA SUMMARY

9.1.22 - 9.30.22

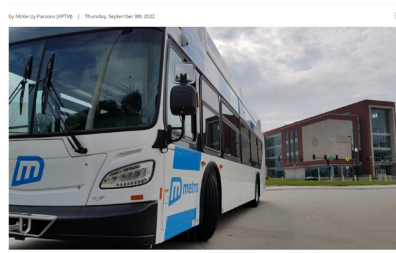
10 stories | 7 outlets

Omaha Public Library begins moving out of downtown location



WOWT- Bus stops moving

Metro Transit to increase services on multiple routes heading back to pre-pandemic service



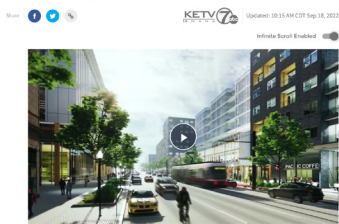
KPTM - Expanding route frequency



OWH - Downtown adjustments

Chronicle: Public Transportation

As the Omaha Streetcar Authority gets ready for a vote on the streetcar's route, we take a deep dive into Omaha's public transportation system.



Chronicle - Public Transportation

Bike Share Pairs With Transit in Omaha

BY WYDIA HESBERT, LOCAL PROGRAMS WRITER AND CONTENT MANAGER
SEPTEMBER 19, 2022

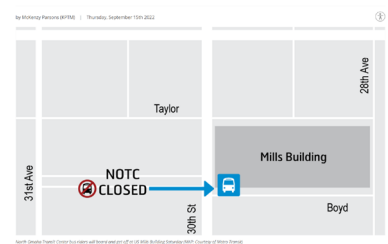


Better Bike Share- ORBT+BCycle

KEY INFO

- BY LYNNE WOOD
- IN BACK
- IN TOPICS

North Omaha Transit Center bus riders will board and get off at US Mills Building Saturday



KPTM - NOTC Construction

Downtown stop closures, alternative locations



Several Metro bus stops in the downtown area closed starting in mid-September. This closure is expected to be longterm. Metro staff spent more than a month developing and implementing a strategic communications plan to ensure riders had plenty of time to adjust their commute.

This included targeted alerts, media pushes, station signs, and outreach to riders in the field.

Route frequency changes

Ten routes across Metro's service area went through a number of changes in the beginning of October— added trips, increased frequency or both. Metro staff began its full outreach plan for these changes in late August. It started in earnest the first week of September with a big social media push. Staff made a concentrated effort to encourage media outlets to post stories of their own on the changes.

Special sections of the website were dedicated to the changes that could potentially be more confusing.

Staff also dedicated time to sending targeted alerts to riders, updating stations signs, and ensuring schedules reflected the new changes.

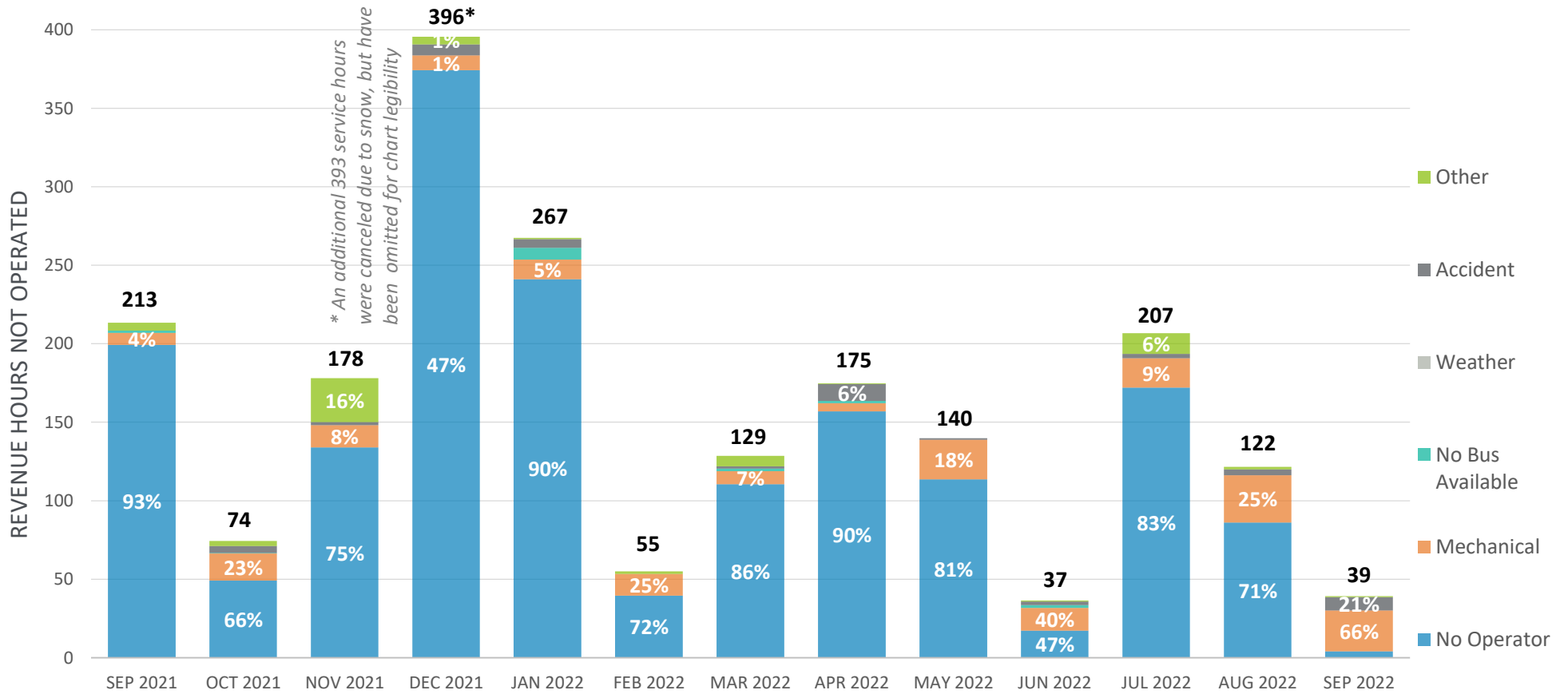


OUTREACH

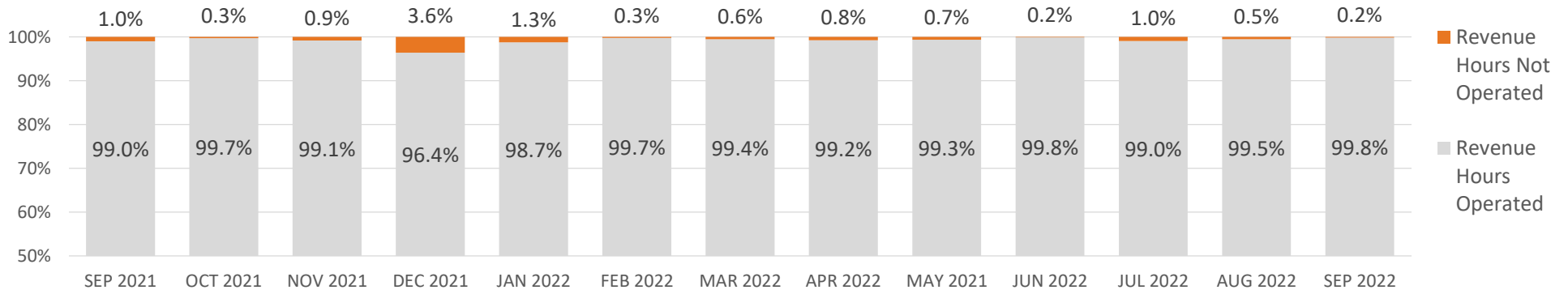


MONTHLY SERVICE INTERRUPTIONS

REVENUE HOURS NOT OPERATED BY TYPE



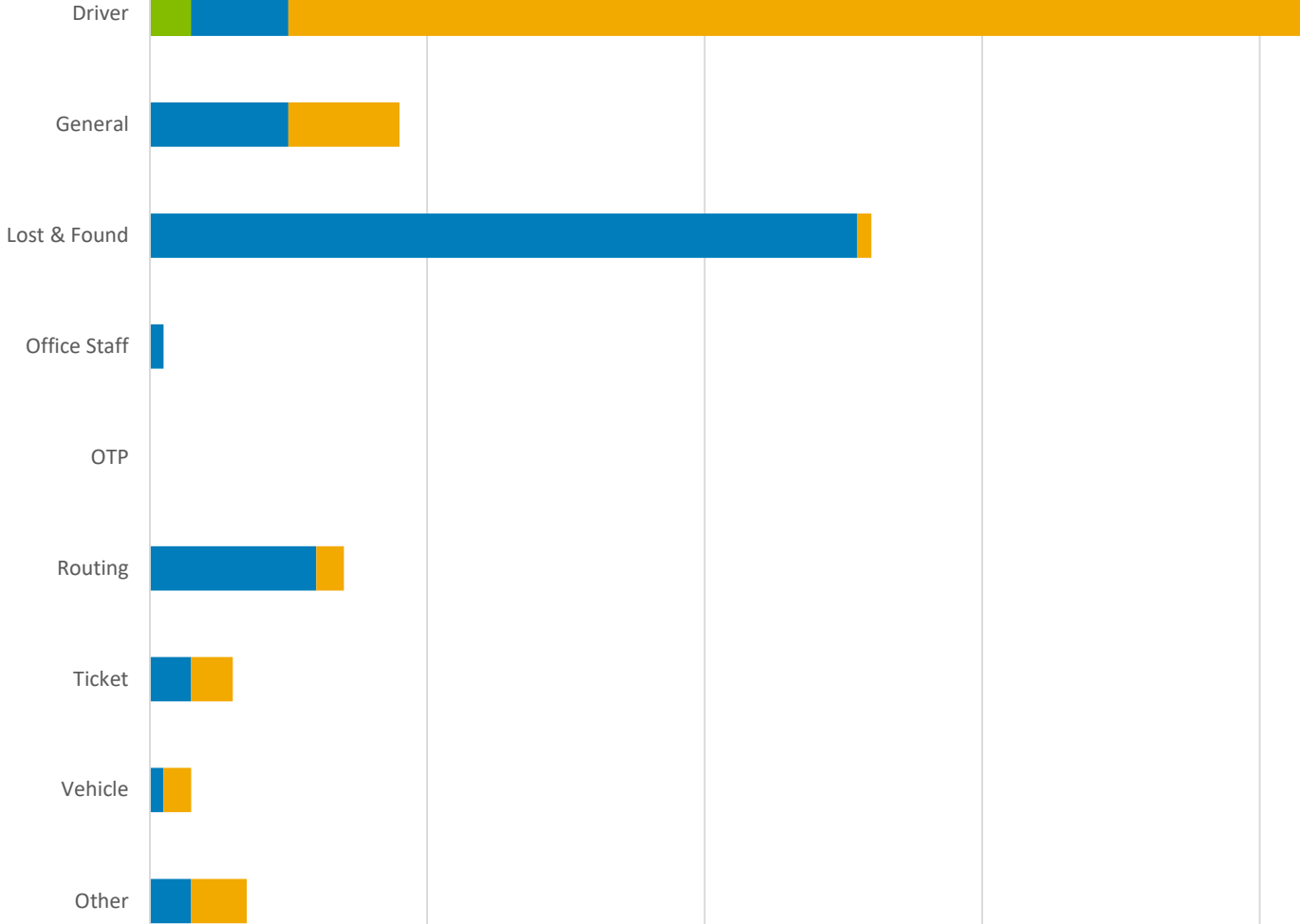
Percent of Total Revenue Hours



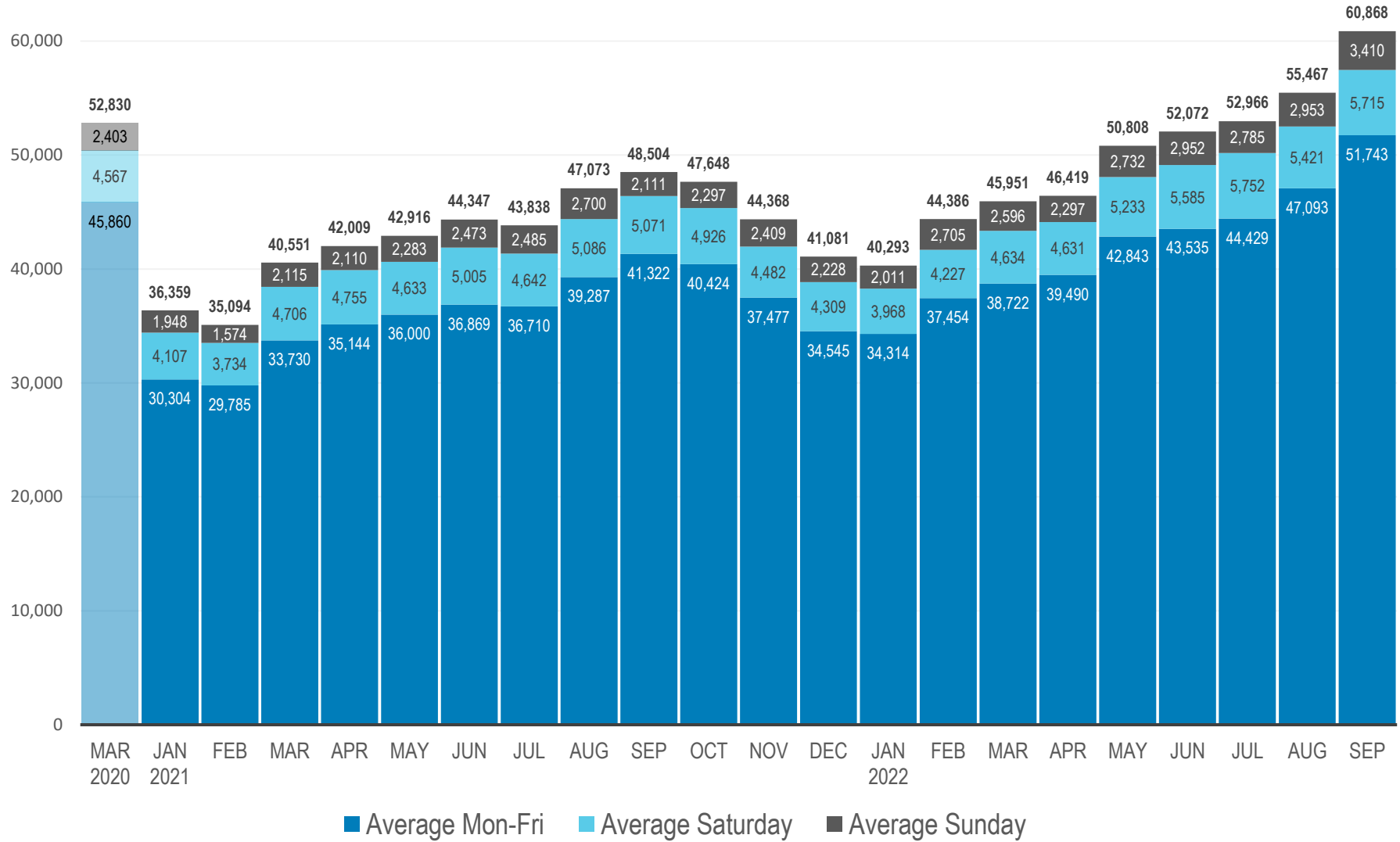
September 2022 Fixed Route Registered Customer Service Concerns by Category

Positive Neutral Negative

0 20 40 60 80 100



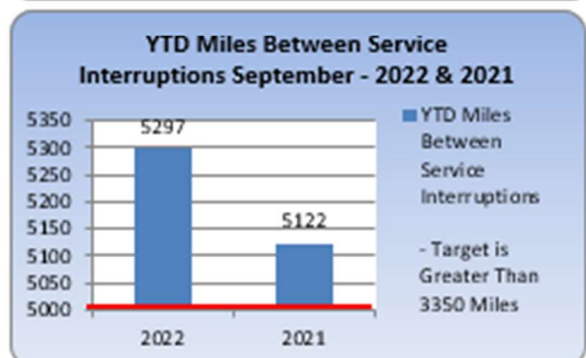
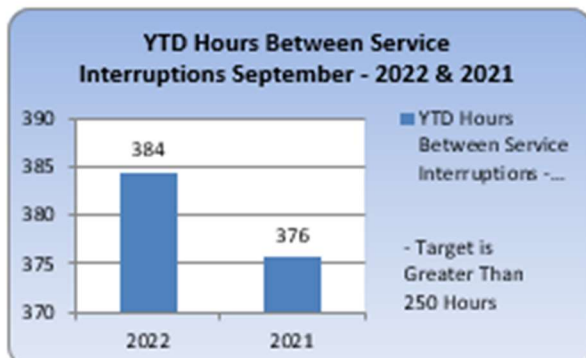
COVID-19 Impact on Average Weekly Ridership



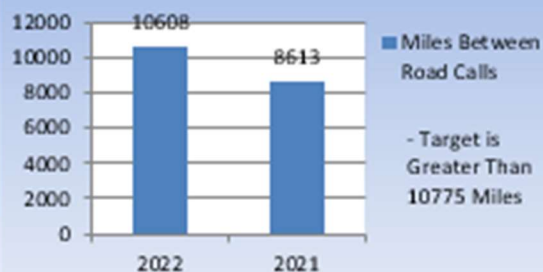
Metro Transit Operations Report

September 2022

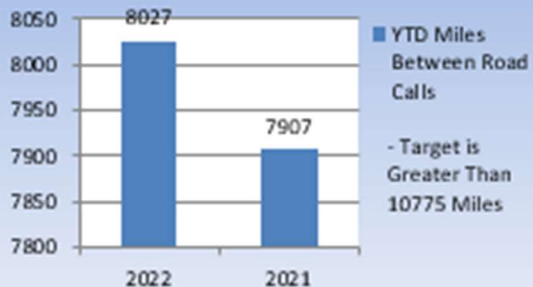
Current Month	2022	2021	Variance	Year to Date	YTD 2022	YTD 2021	YTD Variance
Service				Service			
Service Hours	20781	20620	0.78%	Service Hours	191029	199492	-4.24%
Service Miles	286404	284225	0.77%	Service Miles	2632715	2720023	-3.21%
Interruptions				Interruptions			
Interruptions	37	18	105.56%	Interruptions	497	531	-6.40%
Hours Between Interruptions	562	1146	-50.97%	Hours Between Interruptions	384	376	2.31%
Miles Between Interruptions	7741	15790	-50.98%	Miles Between Interruptions	5297	5122	3.41%
Target Miles	3350	3350		Target Miles	3350	3350	
Road Calls				Road Calls			
Road Calls	27	33	-18.18%	Road Calls	328	344	-4.65%
Miles Between Road Calls	10608	8613	23.16%	Miles Between Road Calls	8027	7907	1.51%
Paratransit				Paratransit			
Total Van Trips	6861	6221	10.29%	Total Van Trips	55577	50911	9.17%
Passenger Hours	3915	3468	12.89%	Passenger Hours	31694	29485	7.49%
Trips per Hour	1.75	1.79	-2.30%	Trips per Hour	1.75	1.73	1.56%
Passenger Miles	44602	40462	10.23%	Passenger Miles	356664	334844	6.52%
Trips per Mile	0.1538	0.1537	0.05%	Trips per Mile	0.1558	0.1520	2.49%
Taxi Trips	0	0	0.00%	Taxi Trips	0	0	0.00%
Total Trips - Van & Taxi	6861	6221	10.29%	Total Trips - Van & Taxi	55577	50911	9.17%



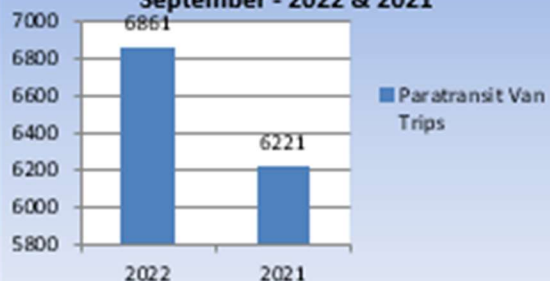
**Miles Between Road Calls
September - 2022 & 2021**



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



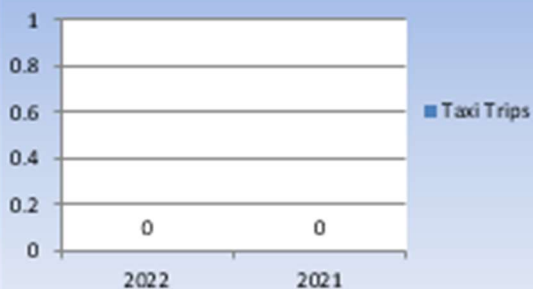
**Paratransit Van Trips
September - 2022 & 2021**



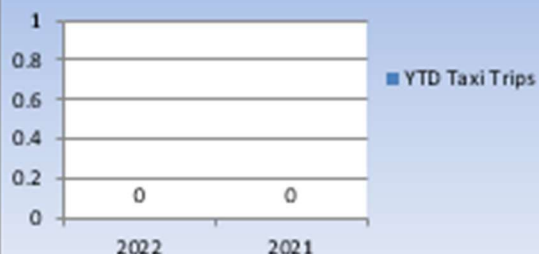
**YTD Paratransit Van Trips
September - 2022 & 2021**



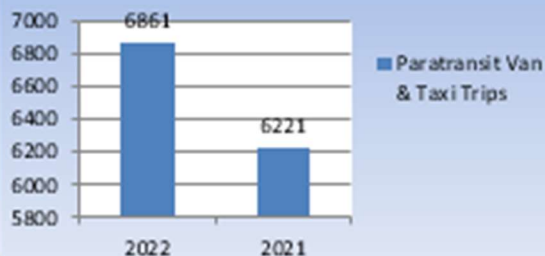
Taxi Trips September - 2022 & 2021



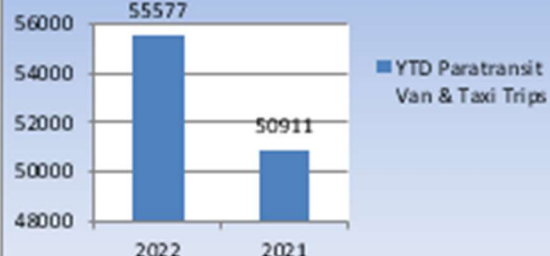
**YTD Taxi Trips
September - 2022 & 2021**



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



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

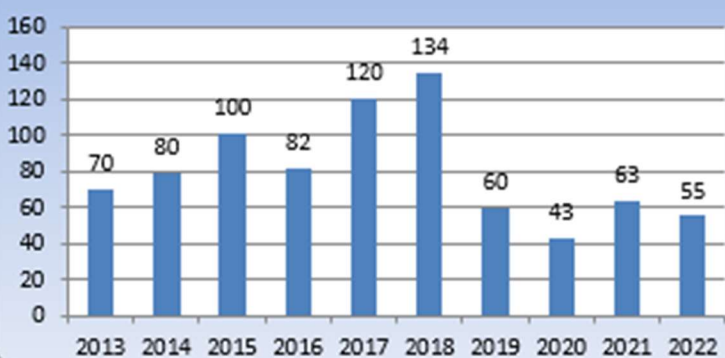


Service Interruptions Detail

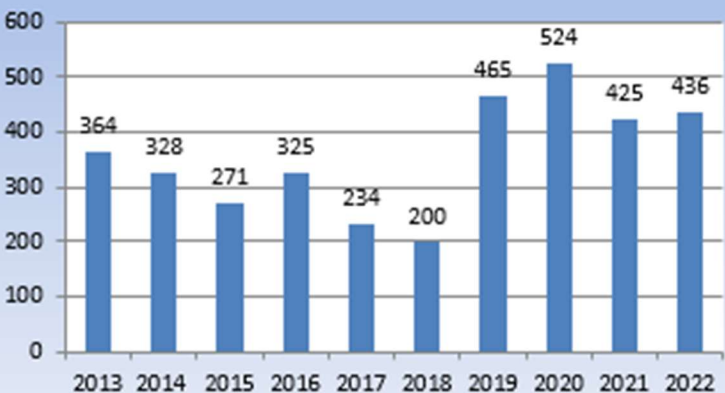
	Sep-21	Sep-22		2021	2022	
Type	2021	2022	Difference	YTD	YTD	Difference
Accident	1	8	7	26	21	-5
Unsanitary Bus	0	0	0	12	3	-9
Delayed Out Operator	0	1	1	259	272	13
Bus Operator Family Emergency	0	0	0	2	2	0
Drunk on Bus - Police Called	3	0	-3	7	0	-7
Passenger Emergency	2	0	-2	5	2	-3
Weather	0	0	0	7	0	-7
Mechanical	9	28	19	187	154	-33
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	3	0	-3	64	9	-55
Total	18	37	19	573	467	-106

Mechanical Reasons	Sep-21	Sep-22		2021	2022	
Air Conditioner	1	1	0	2	4	-2
Air pressure went down	0	0	0	8	11	-3
Brake Problem	0	1	1	5	10	-5
Broken Belt	0	0	0	0	0	0
Bus Body Problem	0	0	0	2	4	-2
Bus shut down	4	13	9	46	94	-48
Delayed by Train	0	0	0	1	1	0
Door Problem	1	0	-1	5	7	-2
Electrical Problem	1	0	-1	9	12	-3
Farebox	0	0	0	4	4	0
Leaking Fluid	1	0	-1	19	19	0
Leaking fuel	0	0	0	1	1	0
Lift malfunction	0	0	0	2	3	-1
Light problem	1	0	-1	6	6	0
Low water	0	1	1	0	6	-6
Mirror Broke	1	0	-1	6	7	-1
No power	0	2	2	12	21	-9
Power Steering Problem	0	0	0	2	4	-2
Oil Pressure	0	0	0	1	1	0
Overheated	1	1	0	8	14	-6
Radiator Leak	0	3	3	1	4	-3
Seat Problem	0	0	0	0	1	-1
Starting problem	0	0	0	4	5	-1
Suspension problem	0	1	1	4	13	-9
Tire problem	2	0	-2	13	21	-8
Transmission malfunction	0	2	2	7	10	-3
Unknown Mechanical	3	3	0	19	43	-24
Total	16	28	12	187	326	139

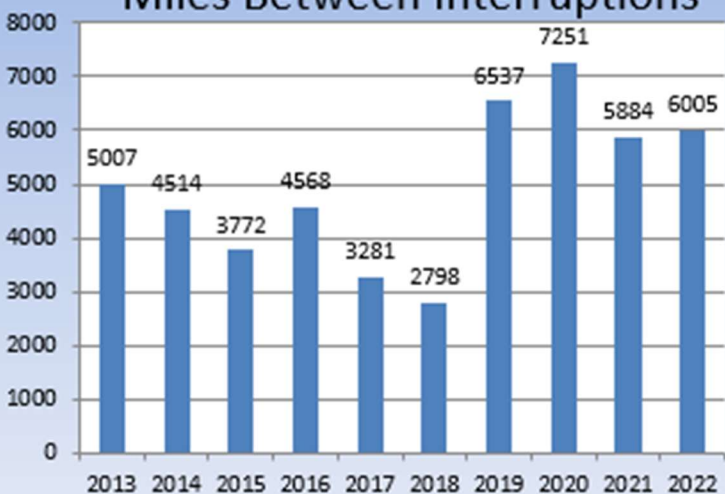
Service Interruptions



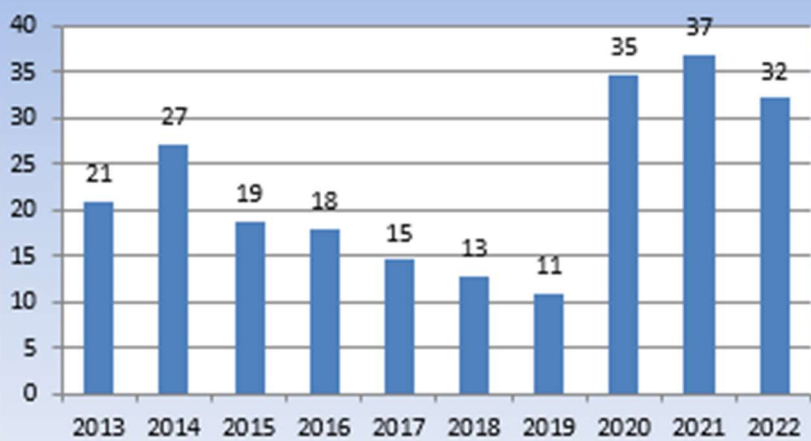
Hours Between Interruptions



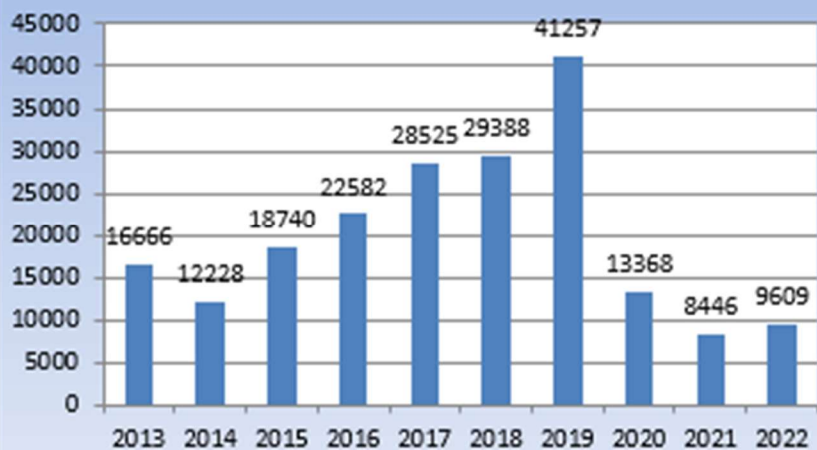
Miles Between Interruptions



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
September	9/1/22	9/28/22	13,915	11.1%	97,824	78.1%	13,487	10.8%	125,226

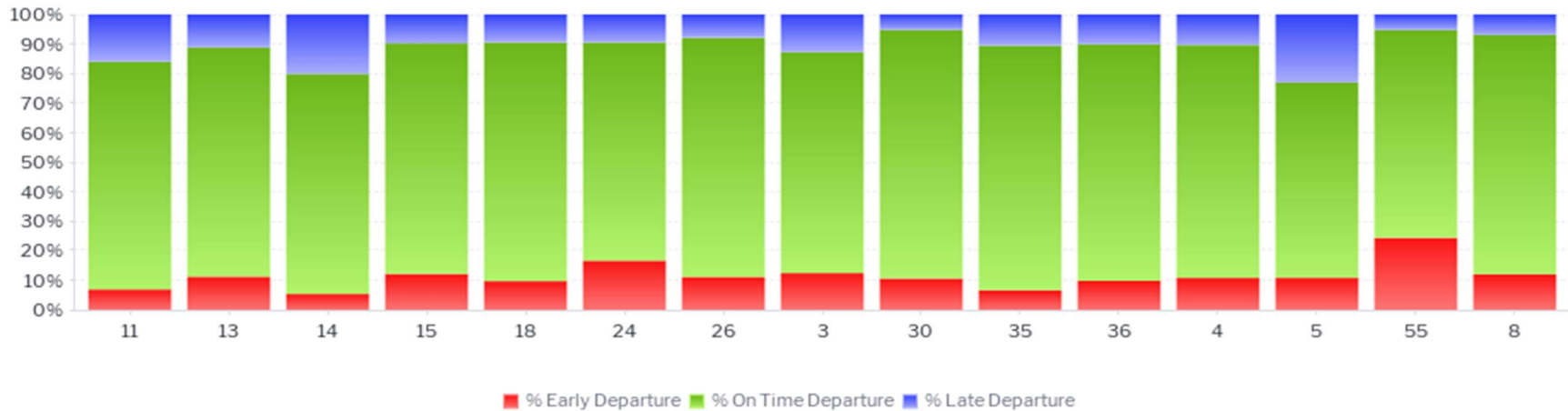
Custom: Last Months ROUTE On-Time Performance Departures: Chart, Table (No EOL TP)

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



September 2022

Registered Customer Service Concerns by Category

Total Calls	13338
Bus	8087
MOBY	5251

Calls by Category

	Total	Positive	Neutral	Negative	Percentage
Driver	86	4	8	74	44.32%
General	18	0	10	8	9.27%
Lost and Found	55	0	54	1	28.35%
Office Staff	1	0	1	0	0.51%
Other	9	0	4	5	4.63%
OTP	0	0	0	0	0.00%
Routing	15	0	12	3	7.73%
Ticket	7	0	4	3	3.61%
Vehicle	3	0	1	2	1.54%
Total	194	4	94	96	100.00%
Percentage	100%	2.06%	48.45%	49.48%	