

Metro Transit is inviting you to a scheduled Zoom meeting.

Topic: Metro Transit May 2025 Board Meeting

Time: May 22, 2025, 08:30 AM Central Time (US and Canada)

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AGENDA
REGULAR BOARD MEETING
REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA
2222 Cuming Street
Omaha, Nebraska, 68102
May 22, 2025
8:30 a.m.

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

1. Call to Order: Notice of the Regular Meeting was published in the Omaha Daily Record on May 16, 2025
2. Approval of Minutes of the Previous Meeting:
 - a. Regular Meeting: April 24, 2025
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 (K. Pendland)
 - c. Communications (N. Ebat)
6. Resolution 2025-14 Request Approval to Award Work Order 4- South Omaha Transit Center (SOTC) Pavement Replacement Design Project to SRF (A. Gould)
7. Resolution 2025-15 Request Approval of the Public Transportation Agency Safety Plan (PTASP) (S. Scheer)
8. Resolution 2025-16 Request Approval of Amended Standing Purchase Order for 2025 Security Services (W. Clingman)
9. Board Chair Report (C. Simon)
10. Date, Time, and Place of Next Board Meeting
Thursday, June 26, 2025, at 8:30 a.m.
Authority's Administrative Building
11. Adjournment

Tentative Resolutions for May

Amended Transit Advisory Committee (TAC) Bylaws
Metro Electrical Switch Gear Design
Metro Boiler Replacement Design

**REGULAR BOARD MEETING
REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA
2222 Cuming Street
Omaha, Nebraska, 68102
April 24, 2025
8:30 a.m.**

MINUTES

The Regional Metropolitan Transit Authority of Omaha Board met on Thursday, April 24, 2025, at 8:30 a.m., in person at the Authority's Administration Building, 2222 Cuming Street, Omaha, Nebraska 68102, and virtually. Notice was published in the Omaha Daily Record on April 18, 2025, in advance of the meeting. For the benefit of the public in attendance, a copy of the Open Meetings Law is posted in the meeting room, and the Agenda is published on the display in the facility lobby. The following were in attendance at the meeting:

Authority Board:

Mr. Curt Simon, Board Chair
Mr. Daniel Padilla, Vice Chair
Mr. Josh Corrigan
Ms. Clarice Dombeck
Ms. Yanira Garcia
Mr. Tim Lonergan
Mr. Cornelius Williams

Authority Staff:

L. Cencic, CEO/Executive Director
K. Pendland, Deputy Executive Officer
D. Grant, Human Capital and Talent Development Director
E. Simpson, Legal Director (Virtual)
W. Clingman, Finance Director
J. Willoughby, Senior Project Manager (Absent)
A. Johnson, Civil Rights & Inclusion Director (Virtual)
J. Beverage, Maintenance Director (Virtual)
N. Ebat, Sr. Manager of Communications & Community Relations
S. Perry, Executive Administrator & Board Secretary

Others Present:

Other Metro staff
Members of the public

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

Agenda Item #1: Call to Order at 8:31 am.

Notice of the Regular Meeting was published in the Omaha Daily Record on April 18, 2025. For the benefit of the public in attendance, a copy of the Open Meeting Law is posted in the meeting room, and the Agenda is published on the display located in the facility lobby and online at ometro.com.

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

The first order of business is the approval of the minutes of the previous meeting.

- a. Regular Meeting: March 27, 2025

Motioned by Lonergan; Seconded by Garcia

ROLL CALL: UNANIMOUS, (Williams Absent), MOTION CARRIES

Agenda Item #3: General Public Comment Period

This is an opportunity for members of the audience to be heard regarding topics related to the Regional Metropolitan Transit Authority of Omaha, not on the agenda, for a maximum of 2 minutes.

There were none.

Agenda Item #4: Administrative Report

(L. Cencic)

Ms. Cencic began her report with the ridership numbers. In March, Metro carried 282,490 trips, which is a 7% increase from last year. K-12 Rides Free Program carried 49,373 in March, with over half a million trips this school year and a total of 1,609,252 since its inception.

In the past month, Metro has been busy with public events. A wonderful celebration was held for the Wheel Appeal award. Metro presented the winning design of the Wheel Appeal student art contest to a 15-year-old from Bennington Middle School at the time of the contest entry, named Avery Hightower. Her art celebrates the fact that everyone has differences, and those are things that should be celebrated. Miss Hightower's art will be wrapped on a Metro bus, which the community will have an opportunity to see traveling on various routes throughout the city. Directors Padilla and Corrigan both attended the event.

Ms. Cencic reported her attendance at a documentary and forum event, taking a look at how car-centric Omaha is, and examining the harm it brings to people and the city. The documentary went on to look at opportunities to address that moving forward, and a look at the benefits a more transit-centric approach can bring to the city. Directors Garcia and Dombeck were both interviewed and sat on the panel to dialogue with the audience.

Metro assisted the Omaha Refugee Task Force with planning and coordinating a transportation conference, largely focused on solutions for refugees in Nebraska. Ms. Cencic informed the Board that she was the opening keynote speaker for the conference, focusing on the need for transit-supportive land use and coordinated planning efforts. Members of Metro's planning team also presented and led a workshop guiding participants through designing their own transit route with a budget so they could get a feel for the considerations and choices that need to be made when putting together a transportation system.

Metro recently held its Safety Awards Banquet, with 106 employees earning safety awards during this yearly celebration of those with safe driving records. Metro also combines this with the Annual Employee Appreciation Day, which celebrates all employees. Ms. Cencic thanked Directors Padilla and Corrigan for attending this event as well. This celebrates Metro's safe drivers but also employees who are safe in other roles.

Ms. Cencic reported on the plans for the College World Series. Metro will be extending where the green route serves and will go from Cuming to Dodge while circling between 14th & 17th. After the event, there will be an additional ORBT bus stationed at 10th & Capitol, it will make one stop at the 15th & Dodge ORBT station before going directly to the Westroads Transit Center park and ride.

Metro staff are still working on finalizing the plans for the Memorial Park event, but it is currently looking similar to what was done over the last two years. Metro will be providing extra buses staged at 60th & Dodge after the concert. This helps the neighborhood around the park with traffic management and helps get people where they need to go quickly. In previous years, this has been successful in moving people around.

In summary, staff are working to implement strategic goals that are found in MetroNext with an important emphasis on service improvement, quality of service for customers, and improved coordination with partner agencies.

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

The Board asked if the 7% increase in ridership in March was attributed to the weather.

Ms. Cencic did agree that yes, the favorable weather this year did play a part; however, over the past two years, she indicated she has seen a rise in ridership overall.

There were no further questions or discussion.

Agenda Item #5: Administrative Reports

Administration/Human Resources

(D. Grant)

Mr. Grant provided the March recruitment report. Metro welcomed six new hires and identified seven candidates for April. Of the six new hires, four were bus operators in training, one paratransit operator in training, and there was an internal promotion to Field Supervisor. Congratulations, Jacob Palen.

Mr. Grant further reported that Metro is not only celebrating new hires but also those who have been with Metro for quite some time. Specifically, those who have been at Metro for ten plus years.

Emanuel (Eman) Agbelety, Custodial Supervisor for 10 years, and Evan Schweitz, Sr. Planning Manager, for 15 years, this spring. Congratulations on their longevity here at Metro.

Mr. Grant concluded his report and opened the floor to the Board for questions. There were no further questions or discussion.

Programs/Operation

(K. Pendland)

Mr. Pendland reported that customer service numbers remained steady in March, with 10,719 calls answered, but the service level dropped slightly to an overall average of 85%.

Fixed route revenue hours in March were 23,841, which reflects a slight decrease in service delivery by 654 hours compared to 2024. Passenger trips, however, were at 282,490, which led to a route productivity level of 12.0 passengers per revenue hour across all fixed routes, the highest reported over the last six years for March, and the highest seen overall since November of last year.

On-time performance averaged 4.5% early departure, 15% late departure, with an on-time departure rate of 80%.

Service interruptions accounted for 2.6% of our revenue hours, with most of those interruptions due to operator availability. The 9% vehicle availability (or mechanical as seen in the report) is mostly due to inclement weather situations where high winds resulted in some vehicle types not being available for service use.

For paratransit operations, a total of 6,882 trips were completed in March, which is an increase of nearly 144 trips from 2024. The average paratransit passengers per revenue hour was 1.9, which is the highest productivity level over the past 5 years.

Lastly, Mr. Pendland reported that the Metro's Safety Awards Banquet was held on April 17th, wherein 106 awards for safety, including awards for employees with 10 years plus safety achievements, were presented. Mr. Pendland congratulated all the awardees on their dedication to safety and their success in furthering Metro's mission. He also offered special thanks to Metro's communications and human resources teams for all their hard work in making this event special for everyone.

Mr. Pendland concluded his report and opened the floor to the Board for questions.

There were no further questions or discussion.

Communications

(N. Ebat)

Ms. Ebat reported on the 12 new items in the media from seven mostly local outlets. The majority were about the Wheel Appeal Reveal and Nebraska Public Transit Week. There is a local traffic reporter who has taken an interest in learning more about Metro, she's starting to feature some aspects of service during her live hits in the morning. The previous day, this reporter did a piece on microtransit.

Metro also partnered with the Omaha Public Library to host a book reading on one of its buses during National Library Week. A class of preschoolers participated, with library staff leading a story time that included several books and bus-themed songs. Students had an opportunity to ask questions of the bus driver.

Ms. Ebat provided updates on additional events held in March. Metro's Community Mobility Specialist hosted two train-the-trainer sessions, one of which reached capacity. The CRI Director and Procurement Manager led a webinar titled "Demystifying Doing Business with Metro," focusing on the Disadvantaged Business Enterprise (DBE) program and how businesses can prepare a bid for Metro projects.

Staff also engaged with students at the University of Nebraska at Omaha (UNO), including an introduction to urban planning class, where the discussion centered on Metro's transition to a regional authority, and a sustainability class that heard from two members of Metro's planning team.

Metro welcomed students from the Masterpiece Academy (ages 6–16) for a field trip. Students toured Metro's facilities and met staff from various departments to learn about operations behind the scenes. A key takeaway for many was realizing the extensive work required to keep buses and vans on the streets.

Metro also presented at the Common Senses meeting, where the CRI Director spoke with a coalition of nonprofits and service providers supporting people with disabilities. The presentation included an overview of Metro's services, factors affecting service reliability, and a preview of upcoming public participation meetings focused on MOBY service.

Ms. Ebat concluded by announcing that Metro will participate in Earth Day Omaha on Saturday at Elmwood Park from 11 a.m. to 4 p.m. Metro will have an electric bus on display near the food trucks.

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

Board members asked whether Do Space, previously located at 72nd and Dodge, would be relocating to the new library currently under construction at that site. They also inquired whether ride numbers under the Metropolitan Community College (MCC) Pass Program had decreased due to diverting to the Abrahams Library during construction.

Ms. Ebat responded that, to her understanding, Do Space will be housed within the new library. Metro's communications team is coordinating with the Omaha Public Library to ensure service information for that location is accessible and well-communicated to the public. She also noted that an ORBT station and Route 18 serve the area, with a stop currently paused due to construction that will reopen once the work is completed.

Ms. Cencic and Ms. Ebat added that they would review ridership data but noted that MCC's Pass Program now utilizes UMO rather than paper tickets for fare payment.

There were no further questions or discussion.

Agenda Item #6: Resolution 2025-12 Request Approval of Fiscal Year 2024 Audited Financials

(W. Clingman)

Staff sought approval of the 2024 audited financial statements. Eide Baily audited Metro's financial statements for the year ended December 31, 2024, and produced the audit report. The 2024 audit report was reviewed with Metro's Finance/Procurement Committee prior to the Board meeting.

Eide Baily's Nathan Edelman presented to the Board their findings from the audit. Financial statements were fairly stated and clean, no internal control deficiencies were identified and no federal compliance findings on were found.

The Board invited public comments on this resolution. There were none.

The Board asked for confirmation that the audit was clean and requested additional explanation regarding the early disposal of inoperable assets, as well as clarification on the decline in state funding over recent years.

Mr. Clingman explained that several buses are being disposed of prior to the end of its useful life due to accident-related damage where repair costs exceed vehicle value. Metro received approval from the Federal Transit Administration (FTA) for early disposal.

Ms. Cencic noted that Metro must seek FTA authorization before proceeding with such actions. She added that two Alexander Dennis vehicles faced significant supply chain issues, making it difficult to source parts. In some cases, Metro was able to use parts from inoperable buses to return seven or eight other vehicles to service.

Regarding state funding, it was noted that support from the Nebraska Department of Transportation (NDOT) has declined annually since Mr. Clingman's tenure began. This decrease is outside of Metro's control. When budgeting, Mr. Clingman takes a conservative approach and does not overestimate revenue. Additionally, a sizable amount of state funding from 2023 remains pending payment.

There was no further Board discussion necessary. The Board approved unanimously.

Motioned by Lonergan; Seconded by Padilla

ROLL CALL: UNANIMOUS, MOTION CARRIES

Agenda Item #7: Resolution 2025-13 Request Approval of Fuel Contracts (L. Cencic)

On April 10, 2025, Metro determined that obtaining bids for diesel and gasoline fuel due to a decrease in fuel market prices was prudent. Metro's current contract with Agriland will end in August 2025.

Metro requested bids for both diesel and gasoline for a six (6) month period beginning on September 1, 2025. Metro received five (5) bids for these contracts. The low, responsive, compliant bid for ultra-low sulfur diesel was from Petroleum Traders at \$2.0409 per gallon for 195,000 gallons. The low, responsive, compliant bid for gasoline was also from Petroleum Traders at \$1.6995 per gallon for 72,000 gallons.

The CEO/Executive Director advised the Board Chair, Mr. Simon, who agreed to award these contracts. Both proposed contracts are below the amount budgeted for fuel for 2025. Metro's current diesel contract, which will expire in August 2025, is \$2.298/gallon. Metro's current contract for gasoline that expires in August is \$2.0225 per gallon.

Staff requested full Board concurrence for two contract awards to Petroleum Traders in accordance with Metro's Procurement Policy. The contracts with Petroleum Traders will be in the amount of \$397,975.50 for the ultra-low sulfur diesel purchase and \$122,364 for the gasoline contract.

Petroleum Traders will be paid upon invoicing after delivery, which is spread out incrementally throughout the contract period.

The Board invited public comments on this resolution. There were none.

The Board asked Ms. Cencic why this purchase required immediate Board approval by the Board Chair.

Ms. Cencic explained that it's outlined in the procurement policy. As Metro goes out to obtain requests for bids or quotes, they can change by the hour or hours, so a decision is needed quickly. This allows savings from Metro as opposed to buying fuel on the spot. Board Chair approval allows an immediate response, but then it is presented to the full Board for approval and transparency.

There was no further Board discussion necessary. The Board approved unanimously.

Motioned by Lonergan; Seconded by Garcia
ROLL CALL: UNANIMOUS, MOTION CARRIES

Agenda Item #8: Board Chair Report (C. Simon)

Board Chair Curt Simon had nothing to report for this meeting.

Agenda Item #9: Date, Time, and Place of Next Board Meeting

Thursday, May 22, 2025, at 8:30 a.m.
Authority's Administrative Building

Agenda Item #10 Adjournment at 9:04 am.

Motioned by Corrigan; Seconded by Lonergan
ROLL CALL: UNANIMOUS, (Williams Abstained), MOTION CARRIES

Resolution: **2025-14 Request Approval to Award Work Order 4-South Omaha Transit Center (SOTC) Pavement Replacement Design Project to SRF**

Explanation: The A&E Contract with SRF is split into multiple work orders. These Work Orders are based on each individual project and are negotiated based on the scope of work of the project. Work Order 4 – SOTC Pavement Replacement Project includes the design and construction oversight of the removal and replacement of 11” concrete along the bus lane and bus bays on the Metro Community College (MCC) Campus. The construction of this project will be awarded as a separate procurement.

The existing pavement in the drive lanes was installed almost 20 years ago. With the wear and tear of the bus traffic, the pavement has been deteriorating over several years. Metro’s staff have been patching the cracks and holes as needed, but they did not hold up. MCC and Metro split the cost to have the worst areas patched with asphalt this past summer until the new concrete can be poured. The project also includes the installation of ADA truncated domes at the loading zones of each bus bay to bring the transit center into ADA compliance. Metro negotiated Work Order 4 with SRF in five steps. The first step was the negotiation of the scope of work, which was approved by Metro and SRF to include the design and construction administration of the items listed above. The second step was the negotiation of the fixed fee percentage based on the size and type of project. The third step involved verifying that the assigned hourly rates per team member were in the range of industry standards. The fourth step was the negotiation of the hours required to complete the Work Order. Metro and SRF agreed on 1,775 hours. The negotiated hours were 5.34% higher than the Independent Cost Estimate developed by Metro. The final step was assigning costs to the direct costs (ODC’s). After negotiations, Metro and SRF agreed to a total fee of \$288,841.41. The negotiated fee amount was 3.88% higher than the Independent Cost Estimate developed by Metro.

Staff is requesting Board authority to enter into Work Order 4 – South Omaha Transit Center (SOTC) Pavement Replacement Project as a part of the A&E IDIQ Contract with SRF for the amount of \$288,841.41

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

Resolution: **2025-15 Request Approval of Revisions to the Public Transportation Agency Safety Plan (PTASP)**

Explanation: Metro is required to have a Public Transportation Agency Safety Plan (PTASP) by the Federal Transit Administration (FTA). The Metro Board of Directors first approved the PTASP on June 25, 2020. Revisions to the PTASP require Board approval, and the Board last approved revisions to the PTASP on April 25, 2024.

As a part of the Bipartisan Infrastructure Law, Metro's Safety Committee is required to review and approve the PTASP. Metro's Safety Committee consists of an equal number of management and front-line employees and is tasked with reviewing the PTASP as well as addressing other safety concerns at Metro. The Safety Committee reviewed and approved the revised PTASP on May 7, 2025.

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

Revisions to the PTASP include:

- Updating the dates to reflect the revisions for 2025.
- Amending the Board Chair to Curt Simon.
- Amending the Safety Director to Sander Scheer
- Updating the Metro Safety Performance Targets as follows:
 - Tables 6 and 7 have been updated to reflect recent years' data and changes to NTD reporting.
 - Table 8 was added to reflect Metro's standing in Safety Performance against industry standards.
- Table 10 has updated Staff responsibilities.
- Safety reporting systems have been updated to include email, paper reporting, and customer complaints.
- Risk assessment numbers were changed to reflect Metro's data more accurately when using the Risk Assessment Matrix for SMS review.

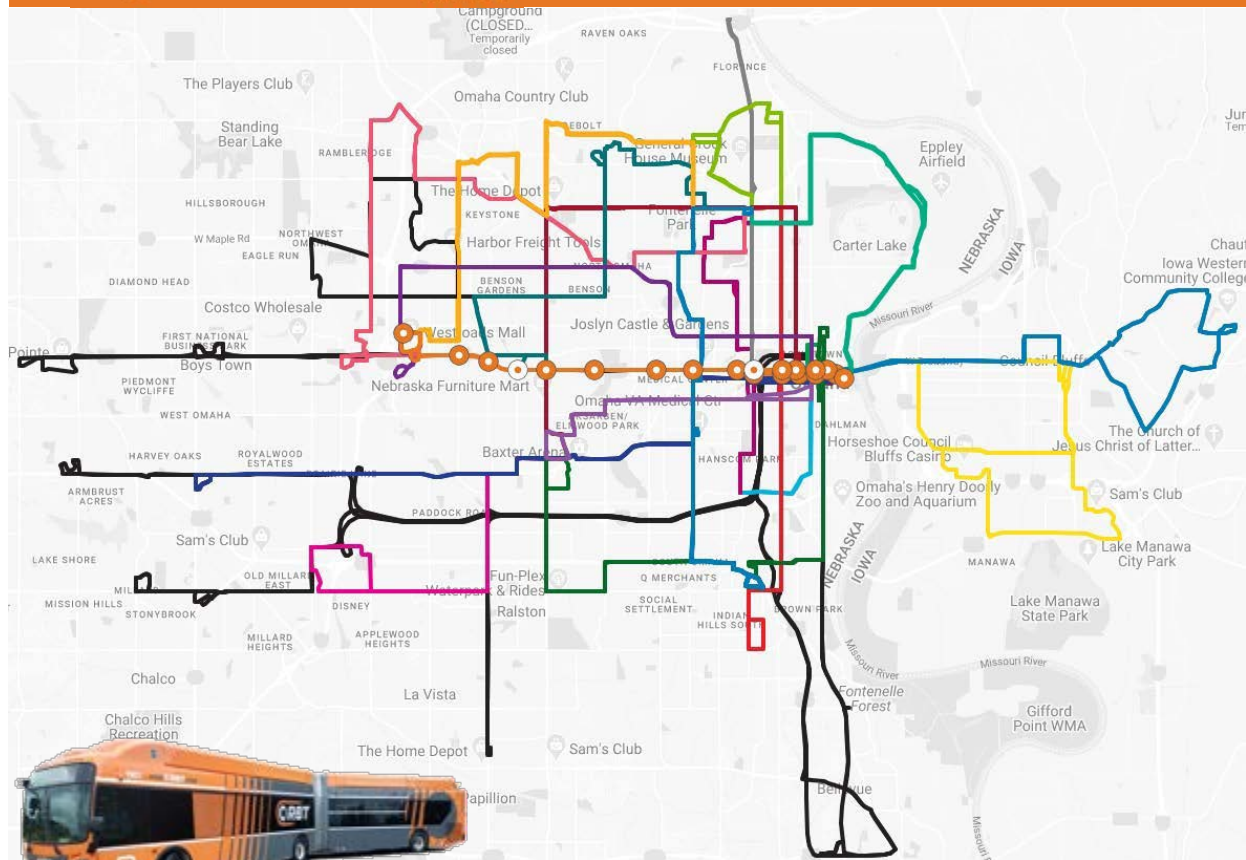
Recommend Approval



metro
SAFETY

Regional Metropolitan Transit Authority of Omaha

May 2025



Public Transportation Agency Safety Plan

Revision 4

Agency Safety Plan



Metro, Omaha, NE. §673.11(b)

Nebraska Department of Transportation

Adopted Date: 6/25/2020

Revised Date: 05/22/2025

Accountable Executive: Lauren Cencic

DRAFT

Table of Contents

List of Figures	iii
Introduction	1
Document Organization	1
Plan Development	1
About Metro	3
The Metro ASP and Safety Management Systems	3
Existing Metro Policy & Protocol	4
1. Transit Agency Information	5
2. Plan Development, Approval, and Updates	6
Annual Review and Update of the Agency Safety Plan	7
Documentation	7
3. Safety Performance Targets	8
Major and Minor Events	9
Safety Performance Target Coordination	10
4. Safety Management Policy	12
Safety Management Policy Statement	12
Safety Management Policy Communication	13
Authorities, Accountabilities, and Responsibilities	13
Safety Reporting and Response Environment.....	13
5. Safety Risk Management	16
Hazard Identification.....	16
Risk Assessment	17
Rating System	20
Risk Mitigation	21
Hazard Tracking & Recordkeeping	21

Mitigation Actions	21
Documentation and Reporting	22
6. Safety Assurance	23
Compliance Monitoring	23
Mitigation Monitoring	23
Event Investigation	23
Internal Reporting	24
7. Safety Promotion	25
Culture	25
Competencies and Training	26
Hiring and New Employee Orientation	27
Operations Training	27
Maintenance Training	27
Management and Supervisor Training	27
Training Documentation	28
Training Program Evaluation	28
Safety Communication	28
Sustaining a Safety Management System	31

List of Figures

Figure 1: SMS Elements	3
Figure 2: Hazard Assessment Feedback Loop	16
Figure 3: Employee Reporting Feedback Loop	24

List of Tables

Table 1: Plan Comparison Matrix	2
Table 2: Transit Agency Information.....	5
Table 3: Plan Development, Approval, and Updates	6
Table 4: Version Number and Updates	6
Table 5: Metro Safety Goals and Objectives	8
Table 6: Motor Bus (Fixed Route) Safety Performance Baselines and Targets – 2020	9
Table 7: Demand Response Safety Performance Targets – 2020	9
Table 8: NTD Agency to Industry comparison 2023 2024	11
Table 9: Safety Performance Target Coordination	11
Table 10: ASP Senior Staff Tasks and Responsibilities	14
Table 11: Hazard Identification Sources	16
Table 12: Risk Assessment Matrix	21
Table 13: Safety Communication	31

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Introduction

Document Organization

The Regional Metropolitan Transit Authority of Omaha, DBA, Metro; is committed to providing a safe work environment for employees and visitors and a safe operating environment for customers and travelers throughout our Omaha service areas. To ensure the plan complies with 40 U.S.C 5329 and 40 Code of Federal Regulations (CFR) 673, sections following this introduction adhere to the plan structure provided by the Federal Transit Administration (FTA) in [*Public Transportation Agency Safety Plan Template for Bus Transit*](#) (December 31, 2019). The appendices contain definitions, background, process, and supplementary documents.

This plan complements Metro's System Safety/Security and Emergency Preparedness Plan (SSEPP). The current SSEPP (April 2017) overlaps in many of the topic areas identified through the federal guidance to be addressed in the ASP. Thus, to reduce duplication of effort in future updates and use the application of actions from the plans, Metro has reviewed each of the planning and operations documents addressing safety and has documented the primary source for information and direction. The ASP addresses hazards that arise during day-to-day operations, while the SSEPP addresses the agency's response to external threats, such as extreme weather and intentional attacks. A third plan, the Transit Development Plan, contains up-to-date information about the current Metro system (number of vehicles, service schedule, etc.) that is appropriate to include in the safety documents. Table 1 provides a quick guide to the contents of each document.

Plan Development

Metro and the Nebraska Department of Transportation (NDOT) drafted the Metro Agency Safety Plan (ASP), with the assistance of SRF Consulting Group, Inc. During this process, a series of four workshops provided opportunities for input and collaboration by staff at the Metro offices.

Participants included Curt Simon, Former Executive Director; David Jameson, Safety Director; Kelly Shadden, Operations Director; Glenn Bradley, Maintenance Director; and Edith Simpson, Legal/Human Resources Director.

Information covered in each workshop is provided below:

- Workshop 1 introduced the Public Transportation Agency Safety Plan (PTASP) and Safety Management Systems (SMS) process, identified the roles and responsibilities of the Accountable Executive and the Chief Safety Officer, and included a discussion on the desired deliverables.

- Workshop 2 covered the current safety practices at Metro and the revisions necessary to move towards a SMS approach, established the safety culture, set seven safety performance targets, introduced the hazard risk matrix, and identified hazards staff encountered over the past five years.
- Workshop 3 focused on risk management through assigning hazards to the hazard risk matrix. This workshop assessed the likelihood and severity of identified hazards and discussed concepts for mitigation for the hazards. By running through examples encountered over the past five years, personnel gained practice at identifying and mitigating hazards in the future.
- Workshop 4 synthesized the input received during the first three workshops by presenting the draft safety plan for comments and revisions.

The planning process ran from January 2020 through the approval of the plan by Metro's Board of Directors on 26 June 2020 and certification by the NDOT on 15 December 2020.

Table 1. Plan Comparison Matrix

Element Descriptions	Resident Document		
	ASP	SSEPP	Transit Development Plan
Goals/Objectives/Targets			
Safety	■	■	
Security		■	
Transit System Description			■
Roles and Responsibilities			
Safety	■		
Security		■	
Safety Management Policy	■		
Safety Risk Management	■		
Threat and Vulnerability Identification/Resolution		■	

Safety Assurance	■		
Safety Promotion	■		

Outcomes from the workshops are reflected throughout the plan in call-out boxes, and full meeting records are included in the Appendix. This plan is a “living document,” tested and reaffirmed through daily executed processes and with annual reporting and updates to the plan to be recorded as revisions.

Utilizing the initial ASP as a foundation, the annual review was conducted by the Safety Committee and changes were adopted to meet the ever-changing operational environment and the implementation of new technologies.

About Metro

Information outlining Metro operations and organization is provided in the Transportation Development Plan (2019). MetroNext is an aspirational and achievable vision to deliver better transit for a more connected region, that details Metro’s planned expansion and operational improvements through 2030. Metro operates both fixed route bus service and ADA complementary paratransit origin to destination service (called “MOBY”). Both modes are covered in this Agency Safety Plan. Metro is planning to add microtransit service in the coming year through a third party operator.

The Metro ASP and Safety Management Systems

Moving Ahead for Progress in the 21st Century (MAP-21) granted FTA the authority to establish and enforce a comprehensive framework to oversee the safety of public transportation throughout the United States. It provided an opportunity for FTA to assist transit agencies in moving towards a more holistic, performance-based approach known as the Safety Management System (SMS).

Figure 1: SMS Elements



SMS is a formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. It includes systematic procedures, practices, and policies for managing risks and hazards, and consists of four primary elements:

- **Safety Management Policy:** A transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities of its employees regarding safe practices.
- **Safety Risk Management:** A process within a transit agency's Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risks.
- **Safety Assurance:** A process within a transit agency's Safety Management System that functions to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.
- **Safety Promotion:** A combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.

All levels of management and frontline employees are accountable for the delivery of the highest level of safety performance, starting with the Chief Executive Officer of Metro. As an agency, Metro is committed to the following objectives:

- Increase safety awareness internally and externally.
- Enhanced safety input and feedback processes.
- Expand Metro's training program for employees to address safety awareness and issues.

- Improve Metro’s safety policies, rules, and procedures.
- Implement and maintain a hazard identification and risk assessment program. Based on the results of this program, establish a course of action for improving safety and reducing hazards.

A non-punitive safety culture is a critical element of the SMS framework. Metro ensures that no action will be taken against employees who disclose safety concerns through its reporting system unless disclosure indicates an illegal act, gross negligence, or deliberate or willful disregard of regulations or procedures.

Existing Metro Policy & Protocol

Metro has other plans and policies that complement the ASP by elaborating on detailed aspects of day-to-day operations. They include but are not limited to:

- Metro Asset Management Plan (January 2024)
- Operating Policy Manual (April 2025)

1. Transit Agency Information

Table 2 provides an overview of Metro’s contact persons and other information of immediate relevance to the FTA.

Table 2: Transit Agency Information

Transit Agency Name	Regional Metropolitan Transit Authority of Omaha dba, Metro
Transit Agency Address	2222 Cuming Street, Omaha, NE 68102
Name and Title of Accountable Executive	Lauren Cencic, Chief Executive Officer
Name of Chief Safety Officer or SMS Executive	Sander Scheer, Safety Director
Modes of Service Covered by This Plan	Motor Bus (Fixed Route) and ADA Complimentary Paratransit Service
All FTA Funding Types	5303, 5307, 5337, 5309 and 5339

Modes of Service Directly Provided by the Transit Agency	Motor Bus (Fixed Route) and ADA Complimentary Paratransit Service
Does the agency provide transit services on behalf of another transit agency or entity?	No
Description of Arrangement(s)	N/A
Name and Address of Transit Agency(ies) or Entity(ies) for Which Service is Provided	N/A

2. Plan Development, Approval, and Updates

The Agency Safety Plan for Metro is a “living document.” As major revisions occur, the entire plan will be reproduced and distributed. For minor revisions, only the affected pages will be issued. Table 3 documents the most recent approvals of this plan, and

Table 4 records the complete history of successive versions.

Table 3: Plan Development, Approval, and Updates

Name of Entity That Drafted This Plan	Nebraska Department of Transportation	
Signature by the Accountable Executive		
	Lauren Cencic, Chief Executive Officer	Date of Signature
Approval by the Board of Directors or an Equivalent Authority		
	Curt Simon, Board of Directors Chair	Date of Approval
	Relevant Documentation (Title and Location)	
Review by Safety Director (Chief Safety Officer/SMS Executive)		
	Sander Scheer, Safety Director 05/22/2025	Date of Approval
Certification of Compliance		

Nebraska Department of Transportation	Date of Certification
Relevant Documentation (Title and Location)	

Table 4: Version Number and Updates

Version Number	Section/Pages Affected	Reason for Change	Date Issued
Rev. 0	Full Document	Initial ASP was developed in May 2020 by NDOT and SRF Consulting Group, Inc., in consultation with Metro management.	6/26/2020
Rev. 1	Full Document	Changed the name of Accountable Executive and updated the document to reflect the company name to Metro.	12/10/2020
Rev. 2	Partial Document	Updated document to reflect the company name to Regional Metropolitan Transit Authority dba, Metro. Updated SMS language.	12/20/2022
Rev. 3	Partial Document	Updated attachments, added requirements for Safety Specialist,	03/05/2024
Rev. 4	Partial Document	Updated positions roles, updated attachments, cleaned up tables	05/22/2025

Annual Review and Update of the Agency Safety Plan

Metro's ASP, including the Safety Management Policy Statement, is reviewed annually (January of each year) to ensure it remains relevant and appropriate to the agency's safety objectives and safety performance targets, per § 673.11(a)(5). Following review and updating as warranted, the plan is certified by the Chief Executive Officer, the Board of Directors Chair, and the NDOT Transit Manager.

The process/timeline the transit authority uses to update its ASP Plan each year is as follows:

Month	Activity
January/March/July/September	Discuss safety issues in each department, and trends at the Safety/Security Committee to mitigate safety deficiencies throughout the year.
September	Notify Department Directors of the annual ASP meeting; request data and information within their department be gathered, as a result of compliance/mitigation monitoring and review of hazard resources, for discussion at the meeting.
January	ASP Plan review meeting utilizing department data; plan revision, if necessary.

February	Transmit annual Safety Targets to MAPA and Agency Safety Plan revision to NDOT, if necessary; communicate the change(s) to all employees.
March (when notices are published)	Include Metro's Agency Safety Plan in FTA's Annual List of Certifications and Assurances document for grants and cooperative agreements, with submission in TrAMS.

In addition to its annual review, Metro will review its Agency Safety Plan when information, processes, or activities under Part 673 are significantly changed, such as major service changes, organizational restructuring, and re-prioritization of financial resources.

As a component of the annual ASP review process completed beginning in January of each calendar year, Metro communicates its safety performance targets to the Nebraska Department of Transportation and the Omaha-Council Bluffs Metropolitan Area Planning Agency (MAPA), the MPO for the Omaha area, to aid in the planning process. Performance targets are sent to MAPA annually with the opportunity to provide feedback. In coordination with the State and MAPA, Metro may adjust its safety performance targets or develop new safety performance targets for tracking and monitoring Metro. In addition, the Transit Manager for the Nebraska Department of Transportation was part of the original four workshops held with Metro staff to ensure statewide coordination of Agency Safety Plans in Nebraska.

Documentation

Metro will maintain documentation related to the implementation of its SMS; the programs, policies, and procedures used to carry out this ASP, and the results from its SMS processes and activities for three years following superseding the version. They will be available to the FTA or other Federal or oversight entity upon request.

3. Safety Performance Targets

Clearly defined safety goals, objectives, and targets are key elements of Metro’s policy and strategic planning. Goals are general descriptions of desirable long-term impacts, while objectives are more specific statements that define measurable results. Metro has established high-level goals and objectives that guide safety activities at the agency (Table 5).

Table 5: Metro Safety Goals and Objectives

Goal 1: Metro will create a culture that supports system-wide safety through effective safety awareness; internal and external input and feedback systems; and training and skill-building programs, as well as safety policies, rules, and procedures.

Objectives

Increase safety awareness internally and externally.

Enhance safety input and feedback processes.

Expand Metro’s training program for employees to address safety awareness and issues.

Improve Metro’s safety policies, rules, and procedures.

Goal 2: Metro will strive to achieve a level of safety performance that meets or exceeds the agency’s established performance targets through the promotion of analysis tools and methodologies, as well as the identification, evaluation, and resolution of safety issues.

Objectives

Implement and maintain a hazard identification and risk assessment program, and based on the results of this program, establish a course of action for improving safety and reducing hazards.

Where it is appropriate and feasible, Metro assigns numerical metrics and target values to its safety performance. This ASP specifies seven performance targets for each service mode the agency operates, based on the safety performance measures established under the [National Public Transportation Safety Plan](#). They are:

- Fatalities: Total number of reportable fatalities and rate per 100,000 vehicle revenue miles
- Injuries: Total number of reportable injuries and rate per 100,000 vehicle revenue miles
- Safety Events: Total number of reportable events and rate per 100,000 vehicle revenue miles (event, as defined in § 673.5)
- System Reliability: Mean (or average) revenue miles of service between major mechanical failures

Through discussion in Workshop 2, the target for each performance measure was established as a trend rather than a specific numeric value. Across each measure, the target is to demonstrate an incremental improvement over an established baseline calculated from a recent five-year experience in each category. Current baselines were set as the averages of the performance measures from 2014 Omaha Metro ASP to 2018.

Metro will seek annual improvements over this baseline from 2019 through 2024 when a new five-year baseline will be set. If the average is already at zero, the target will remain zero. The targets for each mode are shown in Table 6 and Table 7, respectively.

With changes being made to NTD reporting in 2023, the number of events being reported changed and increased due to the separation and addition of specific events and categories. With these differences in the data reporting a new 5-year base line will be set using years 2023 -2027. Each year will be reported as an individual year until such time, analyzing changes in the data. Due to the changes in the reporting, we have not seen a decrease in Target/Goals. Table

In a plan such as the ASP, it is critical to demonstrate a connection between the performance measures and system goals. Thus, which of the safety goals each performance measure supports by mode is included in tables 6, 7, and 8.

Table 6: Fixed Route Safety Performance Baselines and Targets – 2024

FIXED ROUTE		2019-2022	2023	2024	Target/Goal	Goal(s) Supported
Fatalities	Total	0	0	0	0	1 and 2
	Rate per 100,000 VRM	0	0	0	0	1 and 2
Injuries (Minor/Major)	Total	9.4	27	26	Reduction from Baseline by >5%	1 and 2
	Rate per 100,000 VRM	0.0236	0.68	0.68	Reduction from Baseline by >5%	1 and 2
Safety Events (Minor/Major)	Total	8.4	31	36	Reduction from Baseline by >5%	1 and 2
	Rate per 100,000 VRM	0.211	0.78	0.94	Reduction from Baseline by >5%	1 and 2
System Reliability (Minor/Major)	VRM between Failures (Total)	1406	1,783	1,934	Reduction from Baseline by >5%	1 and 2
Total Vehicle Revenue Miles		3,990,375	3,963,859	3,843,159		

Table 7: Paratransit (MOBY) Safety Performance Targets – 2024

PARATRANSIT						
		2019-2022	2023	2024	Target/Goal	Goal(s) Supported
Fatalities	Total	0	0	0	0	1 and 2
	Rate per 100,00 VRM	0	0	0	0	1 and 2
Injuries (Minor/Major)	Total	0.2	4	4	0	1 and 2
	Rate per 100,00 VRM	0.25	0.71	0.67	0	1 and 2
Safety Events (Minor/Major)	Total	0.2	4	3	0	1 and 2
	Rate per 100,00 VRM	0.25	0.71	0.5	0	1 and 2
System Reliability (Minor/Major)	VRM between Failures (Total)	27,718	9,548	11,345	Reduction from Baseline by >5%	1 and 2
Total Vehicle Revenue Miles		790,493	563,367	601,305		

Due to the changes in the NTD reporting Table 8 has been added to the ASP's reporting date. This table shows both modes of transportation Fixed and Paratransit. In all categories Metro is well below the industrial average with greater than 70% fewer occurrences or less in each categories.

Table 8: NTD Agency to Industry comparison 2023 2024

Report totals major and non-major incidents, injuries and fatalities by Mode and Type of Service, per 10,000,000 (10M) Unlinked Passenger Trips (UPT) for the defined period.														
2024 Mode	Service	Agency UPT	Agency Incidents	Agency Incident Rate	Industry Incident Rate	% Diff%	Agency Fatalities	Agency Fatality Rate	Industry Fatality Rate	% Diff%	Agency Injuries	Agency Injury Rate	Industry Injury Rate	% Diff%
DR	DO	91389	3	328.27	2,105.25	-0.84	0	0	8.63	N/A	4	437.69	1,947.79	-0.78
MB	DO	3385717	36	106.33	371.37	-0.71	0	0	2.77	N/A	26	76.79	395.08	-0.81
2023 Mode	Service	Agency UPT	Agency Incidents	Agency Incident Rate	Industry Incident Rate	% Diff%	Agency Fatalities	Agency Fatality Rate	Industry Fatality Rate	% Diff%	Agency Injuries	Agency Injury Rate	Industry Injury Rate	% Diff%
DR	DO	84711	4	472.19	2,152.68	-0.78	0	0	16.23	N/A	4	472.19	1,997.35	-0.76
MB	DO	3229920	31	95.98	364.2	-0.74	0	0	2.97	N/A	27	83.59	394.53	-0.79

Major and Minor Events

In describing these categories, the definitions for “major” and “minor” from the National Transit Database (NTD) are as follows:

- Reportable Event (Major):

A safety event occurring on transit right-of-way or infrastructure, at a transit revenue facility, or at a transit maintenance facility during a transit-related maintenance activity or involving a transit revenue vehicle that results in one or more of the following conditions:
- A fatality confirmed within 30 days of the event

- An injury requiring immediate medical attention away from the scene for one or more person
- Property damage equal to or exceeding \$25,000
- Collisions involving transit revenue vehicles that require towing away from the scene for a transit roadway vehicle or other non-transit roadway vehicle
- An evacuation for life safety reasons
- Non-Major Summary Incident/Event (Minor) are

Less severe incidents or events that do not meet the requirements of Reportable Events:

- Other safety occurrences not otherwise classified (injuries); and
- Fires
- **Major mechanical system failures**, as defined by the NTD, are those that limit actual vehicle movement or create safety issues. This includes but is not limited to failures involving:
 - Brakes
 - Doors
 - Engine cooling systems
 - Steering, axles, and suspension
- **Minor mechanical system failures** are failures of some other mechanical element of the revenue vehicle not caused by a collision, natural disaster, or vandalism, but that, because of local agency policy, prevent the revenue vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip even though the vehicle is physically able to continue in revenue service. They include but are not limited to issues involving:
 - Fareboxes
 - Wheelchair lifts
 - Heating, ventilation, and air conditioning (HVAC) systems

Safety Performance Target Coordination

Metro provides up-to-date copies of this plan, including safety performance targets, to both MAPA and the NDOT, in accordance with § 673.15(a) and § 673.15(b). The most recent dates of transmission are shown in Table 9.

Table 9: Safety Performance Target Coordination

Targets Transmitted to the State	State Entity Name	Date Targets Transmitted
	Nebraska Department of Transportation	05-22-2025
Targets Transmitted to the MPO	MPO Name	Date Targets Transmitted
	Omaha-Council Bluffs Metropolitan Area Planning Agency	05-22-2025

Metro worked with SRF Consulting and the Nebraska Department of Transportation's Transit Manager to coordinate and ensure Agency Safety Plan consistency for all transit systems across the state. Areas, where this coordination resulted in plan consistency, were in the methodology used for establishing safety targets – utilizing a rate per 100,000 VRM, a five-year average for safety analysis, a hazard rating system, risk assessment severity and probability scales, etc. Likewise, Metro discussions with the MAPA Director resulted in coordination and consistency between local modes of transportation to the greatest extent possible.

4. Safety Management Policy

Safety Management Policy Statement

Safety is a core value of Metro, and managing safety is an essential component of its business function. Therefore, Metro is committed to developing, implementing, maintaining, and continuously improving processes to ensure the safety of its customers, employees, and the public. Metro will use safety management (SMS) processes to direct the prioritization of safety and allocate its organization resources – people, processes, and technology – in balance with its other core business functions. Metro aims to support a robust safety culture, and achieve the highest level of safety performance, meeting all established safety standards.

All levels of management and frontline employees are accountable for the delivery of the highest level of safety performance, starting with the Chief Executive Officer of Metro.

As an agency, Metro is committed to the following objectives:

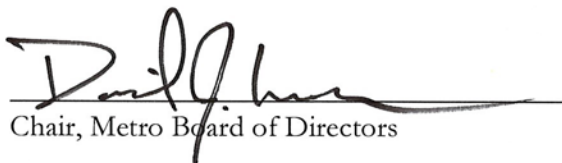
- Increase safety awareness internally and externally.
- Enhance safety input and feedback processes.
- Expand Metro's training program for employees to address safety awareness and issues.
- Improve Metro's safety policies, rules, and procedures.
- Implement and maintain a hazard identification and risk assessment program, and based on the results of this program, establish a course of action for improving safety and reducing hazards.

A non-punitive safety culture is a critical element of the SMS framework. Metro ensures that no action will be taken against employees who disclose safety concerns through its reporting system unless disclosure indicates an illegal act, gross negligence, or deliberate or willful disregard of regulations or procedures.



Chief Executive Officer/Accountable Executive

4/25/2024
Date



Chair, Metro Board of Directors

4/25/24
Date

Safety Management Policy Communication

Per § 673.23(c) and § 673.29(b), Metro communicates its safety management policy within the organization in three ways. 1) All personnel receive employee handbooks that include the policy statement. 2) Staff can access the complete ASP in hard copy at the main office and digitally. 3) During orientation new employees are introduced to agency safety programs. 4) Once a year, at driver, maintenance, and administrative meetings, to include Metro’s safety commitment, share annual safety performance target results, discuss trends and gain additional employee input.

Authorities, Accountabilities, and Responsibilities

Metro’s **Chief Executive Officer** serves as the agency’s **Accountable Executive** and has the overall authority to develop and execute the ASP. The Chief Executive Officer is accountable for the agency’s safety and the maintenance of the SMS program.

Metro’s **Safety Director** serves as its **SMS Executive/Chief Safety Officer**, managing the day-to-day implementation of the ASP and the SMS. The Safety Director is a full-time position that reports directly to the Chief Executive Officer, and they meet regularly to discuss the agency’s safety performance, in accordance with § 673.23(d)(2).

The Safety Director coordinates the Metro Safety Committee, which meets monthly and includes an equal number of Management and Union Representatives. In addition to Safety Committee meetings, Metro staff hold important roles in ASP development, implementation, and management. Table 10 gives an overview of these roles and responsibilities.

Safety Reporting and Response Environment

Metro is committed to providing a safe work environment for employees and visitors and for responsible operations throughout its service area. Thus, it is imperative that Metro employees and stakeholders have convenient and available means to report incidents and occurrences that may compromise the safe conduct of Metro operations. Metro encourages employees, customers, and community stakeholders to report activities/conditions that may affect the integrity of transit safety. Such communication must be completely free of any form of reprisal, per § 673.23(b) and § 673.23(c).

Metro’s employee handbook outlines the reporting methods available to employees. Metro will not take disciplinary action against any employee who discloses an incident or occurrence involving transit safety. This policy shall not apply to information received by Metro from a source other than the employee, or which involves an illegal act, or a deliberate or willful disregard of Metro regulations or procedures.

Table 10: ASP Senior Staff Tasks and Responsibilities

Legend P – Primary or Lead Responsibility S - Secondary Responsibility I – Input Responsibility		Chief Executive Officer	Safety Director	Planning & Scheduling	Operation Director	Maintenance Director	Facilities, BG&E dept.	Legal/EEO
Plan Development	Establish PTASP policy	P	P	I	S	S	I	S
	Establish PTASP policies, goals, objectives	I	P	I	S	S	I	S
	Establish PTASP organization	S	P	I	P	P	I	S
	Establish PTASP roles and responsibilities	P	P	S	S	S	S	S
	Establish a PTASP review and renewal schedule	P	P	S	I	I	I	I
	Develop and track PTASP targets	P	P	I	S	S	I	S
	Conduct preliminary Hazard and Threat & Vulnerability Assessment	I	P	I	S	S	I	S
	Assess and resolve identified risks	S	P	I	S	S	S	S
Plan Implementation and Management	Document serious and/or repeated safety violation	I	P	I	S	P	I	P
	Conduct or monitor incident/mishap response and investigation (assess trends)	I	P	I	P	P	I	P
	Provide safety and security-related training	I	P	I	P	S	I	S
	Develop annual safety and security report	P	P	I	S	S	I	S
	Develop standard operating procedures related to employee safety duties	P	P	I	S	P	S	P
	Develop an effective incident notification and reporting system	I	P	I	P	P	I	P
	Support and communicate safety as the top priority to all employees	P	P	P	P	P	P	P
	Develop relations with outside organizations that may participate in and contribute to the PTASP, including local public safety and emergency planning agencies	I	P	S	P	S	I	S

The Safety Director is responsible for reviewing reported events and addressing events consistent with the Safety Risk Management process. The reporting and response process encompasses three phases in addressing events. Each phase is outlined below:

- Detection and reporting. Metro provides a range of methods for employees, customers and/or others to report incidents/events covered in the safety program, including: Customer complaints, mysafety@ometro.com, and hazard assessments forms.

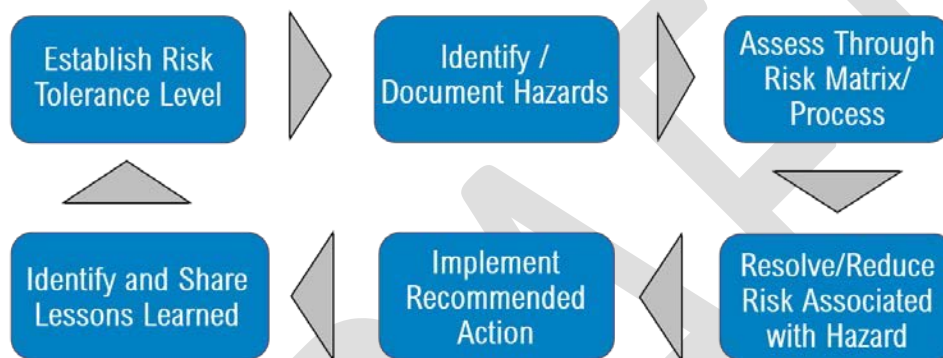
- Employees: Metro has developed an incident/event/condition reporting form through which employees can report an event that has occurred or a condition of concern that could result in a safety event.
- Customers: Operators are instructed to contact their immediate Supervisor in the event of a customer reported incident/accident event. Reporting to their immediate Supervisor initiates the incident/event review process. Additionally, the Metro webpage provides information on how to contact Metro to report an incident/accident or to provide comment on service. Input from customers relative to safety incidents/accident concerns is directed to the Safety Director.
- Stakeholders: Persons that Metro comes in contact with through operations or a visit to any Metro facility can report incidents to the customer service representative or through the Metro website. The Safety Director will be responsible for creating displays of how stakeholders can provide their input.
- Response. Metro is committed to open communication regarding employee, customer, and stakeholder safety. Reminders and policy updates are shared at quarterly staff training courses as well as through print media.

If the reporting employee provided their name during the reporting process, the Safety Director ensures that they learn of any actions taken in response to their report. The identity of the reporting employee is protected to the extent permissible by law when Metro collects, records, or disseminates information obtained from transit safety reports.

5. Safety Risk Management

The Safety Risk Management process applies to all elements of the system, including operations and maintenance (facilities and vehicles) and administration. Metro's risk management process begins with hazard assessment, both internal and external to the Metro facility. Metro's approach focuses on prevention and/or control of hazards in a systematic manner to reduce the risk of identified hazards to the lowest practical level through effective use of resources. The hazard analysis process includes a feedback loop that re-incorporates lessons learned (Figure 2) through earlier assessments.

Figure 2. Hazard Assessment Feedback Process



In carrying out the Safety Risk Management process, Metro uses the following terms:

- Event – Any accident, incident, or occurrence
- Hazard – Means any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment
- Risk – Composite of predicted severity and likelihood of the potential effect of a hazard.
- Risk Mitigation – Method(s) to eliminate or reduce the effects of hazards
- Consequence – Means the potential outcome(s) of a hazard

Hazard Identification

Metro has established formal requirements for proactive identification of hazards, per § 673.25(b). The primary methods used to identify hazards and threats to the transit system are feedback provided to drivers or to customer service by riders or interested stakeholders, incident reports, and Hazard Assessment Forms submitted by employees. Copies of the forms used to submit input are available in the Appendix A.

Employees are encouraged to report near-miss incidents, known as precursors. These incidents are more numerous than accidents and including them in the process can help identify effective mitigation and avoid more serious events.

Potential sources regularly reviewed for hazard information include, but are not limited to, the following:

Table 11: Hazard Identification Sources

Hazard Information Source	Responsibility	Review Frequency
Statistical reports / historical data	Chief Executive Officer, Safety Director	Annually
Safety Assessment and System Review (Appendix B)	Chief Executive Officer, Safety Director	Annually
Facility Safety and Security Assessment (Appendix C)	Chief Executive Officer, Safety Director	Annually
Internal and external audits and inspections (including FTA, NDOT audits and inspections, DHS, NTAS, TSA, ST-PT-ISAC assessments)	Chief Executive Officer, Safety & Legal Directors	As needed
Passenger/public customer service reports	Chief Executive Officer, Safety Director	As needed
Incident/accident reports	Operations, Maintenance & Safety Directors	As needed
Information from public safety officials, local governments, and other major Metro stakeholders	Chief Executive Officer, Safety, Operations, Maintenance, & Legal Directors, Planning/Scheduling & Special Projects Manager	As needed
Metro Insurance Carrier Comments/Reports	Safety & Legal Directors	As needed
Crime Prevention Through Environmental Design Discussions	Chief Executive Officer, Safety Director	As needed
OMMRS planning	Safety Director	As needed
Employee safety reports to supervisors or management	All	As needed

Metro senior management, including the Chief Executive Officer and department directors, are directly involved in hazard review and documentation. Initial hazard reports are provided to senior management through reports from Dispatch, discussion with supervisory personnel and external documents.

Risk Assessment

With implementation of the initial ASP in 2020, Metro is committed to conducting a formal analysis and evaluation process of reported hazards to ensure they are addressed. The steps Metro employs to assess risk are outlined in the bullet points below, rating system, and Risk Assessment Matrix Table 12 below.

- **Step 1: Document the Risk or Event.** Sources of risks or events addressed through the assessment process include complaints received from customers/visitors/stakeholders, incident reports submitted by employees, and observations recorded by employees and submitted to the Safety Director or to a supervisor.
- **Step 2: Characterize the risk.** Consistent with the FTA Sample Safety Risk Assessment Matrices for Bus Transit Agencies (September 2019), Metro identifies the likelihood and potential severity of consequences associated with each identified risk or event. Metro employs a “worst credible consequences” definition to characterization of risks, meaning the outcome is realistic and imaginable in day-to-day operations, but is not the worst possible consequence. Definitions applied in the process are provided in the next section.
- **Step 3: Describe the current actions to reduce risk.** Metro employs a range of practices promoted to employees through pre-employment training in their profession, on-going safe operating and/or practices training, distributing operating and maintenance manuals, etc. Applicable actions currently being deployed are documented in the risk assessment process.
- **Step 4: Assess current practices.** Understanding new or modified methods for safe operations and maintenance practice are continuously being developed, Metro acknowledges the need to periodically assess current practices and safety events to determine the need to revise promoted practices. Through regular application and documentation of the Risk Assessment process, Metro staff included in risk evaluation workshops consider and discuss other actions to better address observed or anticipated events.

To assess the risk of a given hazard, experienced personnel at Metro use a standardized tool, the Risk Assessment Matrix. Results of the risk assessment process will help determine whether the risk is being appropriately managed or mitigated. Through the applied process, risks are characterized as:

- **Acceptable:** The consequences of these events occurring are minor and the event rarely occurs. If the risk is acceptable, the protocol is the hazard is monitored and documented.
- **Unacceptable:** Reflects consequences where injury and/or disruption of service are likely to result from an event. Metro will actively address the event to eliminate the hazard or lower risk to an acceptable level.

The Metro Safety Committee will be responsible for carrying out the risk assessment process, under the leadership of the Safety Director and through consultation with external subject matter experts federal and state bodies as necessary. The goal is to consider all human factors, environmental factors, supervision elements, and organizational elements.

The Metro senior management team, including the Chief Executive Officer and Safety Director, is directly involved in the review of all hazards, with the exception of those that have been immediately mitigated by frontline employees or minor disciplinary actions in response to rule violations not constituting systematic, widespread issues.

Rating System

To organize and prioritize identified hazards, Metro defines severity according to the following scale:

- Catastrophic – A: Conditions are such that human error, environment, design deficiencies, element, subsystem, or component failure, or procedural deficiencies may commonly cause death or major system loss and require immediate termination of the unsafe activity or operation.
- Critical – B: Conditions are such that human error, environment, design deficiencies, element, subsystem or component failure, or procedural deficiencies may commonly cause severe injury or illness or major system damage and require immediate corrective action.
- Marginal – C: Conditions may commonly cause minor injury or illness or minor system damage such that human error, environment, design deficiencies, subsystem or component failure or procedural deficiencies can be counteracted or controlled without severe injury, illness, or major system damage.
- Negligible – D: Conditions are such that personnel error, environment, design deficiencies, subsystem or component failure, or procedural deficiencies will result in no, or less than minor, illness, injury, or system damage.

Metro has reviewed the generalized definitions of the probability of an event occurring and has refined the operating hours between occurrences to reflect local conditions. Listed below are the Metro probability of occurrence definitions:

- Frequent – 1: Continuously experienced; mean time between events (MTBE) is less than 1,000 operating hours; which equates to about one event per day.
- Probable – 2: Will occur frequently; MTBE is between 1000 and 100,000 operating hours; an equivalent of several times per year.
- Occasional – 3: Will occur several times; MTBE is between 100,000 and one million operating hours; or approximately once every few years.
- Remote – 4: Unlikely but can reasonably be expected to occur; MTBE between one and 6 million operating hours; or approximately 5 to 20 years.
- Improbable – 5: So unlikely, it can be assumed occurrence may not be experienced; more than 6 million operating hours between events; or an event occurring once every 25-plus years.

Metro determines the overall risk presented by each hazard using a composite measurement of the hazard severity and probability according to the risk assessment matrix shown in Table 12.

Table 12: Risk Assessment Matrix

Frequency of Occurrence	Hazard Categories			
	(A) Catastrophic	(B) Critical	(C) Marginal	(D) Negligible
(1) Frequent	1A	1B	1C	1D
(2) Probable	2A	2B	2C	2D
(3) Occasional	3A	3B	3C	3D
(4) Remote	4A	4B	4C	4D
(5) Improbable	5A	5B	5C	5D

Hazard Risk Index	Risk Decision Criteria	
■ 1A, 1B, 1C, 2A, 2B, 3A	High (H)	Hazard must be mitigated.
■ 1D, 2C, 2D, 3B, 3C, 4A, 4B, 5A	Medium (M)	Hazard should be mitigated if possible within fiscal constraints.
■ 3D, 4C, 4D, 5B, 5C, 5D	Low (L)	Hazard is acceptable with review by management.

Once a hazard analysis is performed to define its potential severity and probability of occurrence, the project team must work to address, or resolve, such hazards. Hazard resolution is defined as the analysis and subsequent actions taken to reduce to the lowest level practical the risk associated with an identified hazard.

Risk Mitigation

If the assessment process indicates a need for mitigation, then Metro executive, operations, and maintenance management develop corrective actions in consultation with frontline personnel and subject matter experts as necessary. Accountability for the implementation of a risk solution will be assigned to a lead employee and the Safety Director will ensure that the solution is completed in a timely manner and is addressing the risk identified.

Hazard Tracking & Recordkeeping

The Safety Director will be tasked with maintaining a record of current and past risk assessment reviews using the Hazard Identification and Risk Assessment Log. This document serves as a unified repository for data and information related to the proactive and reactive identification of hazards, as well as the results of the Metro hazard analysis process and any corrective actions developed under the safety risk mitigation process.

Mitigation Actions

Mitigation can take a wide variety of forms, some of them standard and some creative, including:

- **Physical Defenses:** These include objects and technologies that are engineered to discourage, or warn against, or prevent inappropriate action or mitigate the consequences of events (e.g. traffic control devices, fences, safety restraining systems, transit controls/signals, transit monitoring systems, etc.).
- **Administrative Defenses:** These include procedures and practices that mitigate the likelihood of accident/incident (e.g. safety regulations, standard operating procedures, personnel proficiency, supervision inspection, training, etc.).
- **Behavioral Defenses:** These include behavioral interventions through education and public awareness campaigns aimed at reducing risky and reckless behavior of motorists, passengers and pedestrians – factors outside the control of the agency.

Documentation and Reporting

Metro will incorporate the risk assessments completed within the period between ASP recertifications. An updated risk matrix will be incorporated into the appendix of the re-certified document. All documentation will be retained for a minimum of three years.

AN IDENTIFIED PERSISTENT HAZARD

Workshop 3 generated discussion about a hazard that is particularly difficult to mitigate: Operators pulling out too fast and destabilizing passengers who have not found their footing. When this happens, the consequences can include injuries, lost runs, and litigation.

Metro has implemented a range of mitigation measures. On the driver's side, there are monthly reminders as to observed hazards/incidents, as well as discipline and retraining for repeat offenders. An example for passengers, Metro has installed slip-resistant flooring, separate places to store packages and grab handles on seat backs.

This is one hazard that is particularly difficult to address as conditions resulting in an event happening are highly variable. Drivers may feel rushed in their exit from a stop as they try to stay on schedule. The potential mitigation of building more recovery time for every run would be impossible. Incentivizing good driving is difficult because the legal ceiling on gifts and gratuities is very low. The accelerometers installed on buses in the past were removed for inaccuracy. One good sign is that employees hired in the last five years tend to drive more safely. The continued focus on training is likely the most productive alternative.

6. Safety Assurance

Safety assurance processes clarify how safety performance is evaluated and how any lessons learned will inform and improve the organizational culture. They provide the necessary feedback to ensure that the SMS is functioning effectively and that Metro is meeting or exceeding its safety objectives.

Compliance Monitoring

Supervisors within the operations and maintenance functions directly monitor compliance with safety procedures. For example, facility walk-arounds include an inspection of shop areas, parts storage, the maintenance facility bus wash, and vehicle storage to evaluate safety rules compliance and shop safety practices. Operators complete pre-service and post-service vehicle checks daily, reporting concerns to the Maintenance Supervisor for action. Operations personnel are observed on periodic ride-alongs.

If a supervisor or other employee observes questionable actions that reasonably could lead to a potential hazard, they are encouraged to report the condition and it will be tracked and addressed through the mechanisms described in Chapter 5, Safety Risk Management.

Mitigation Monitoring

During the annual ASP review and update, Metro senior management reviews records produced during Safety Risk Management activities and discuss the results of the program over the previous year to evaluate the effectiveness of the agency's Safety Risk Management process. This review process extends to safety risk evaluation records, hazard identification and analysis practices, the corrective action and mitigation monitoring process, and reviews of the Hazard Identification and Risk Assessment Log.

Event Investigation

Metro maintains documented procedures for conducting safety investigations of events (accidents, incidents, and occurrences, as defined by FTA) to find causal and contributing factors and review the existing mitigations in place at the time of the event. The Chief Safety Officer maintains all documentation of Metro's investigation policies, processes, forms, checklists, activities, and results. An investigation report is prepared and sent to the Safety Committee for integration into their analysis of the event, which determines whether:

- The accident was preventable or non-preventable
- Personnel require discipline or retraining

- The causal factor(s) indicate(s) that a safety hazard contributed to or was present during the event
- The accident appears to involve underlying organizational causal factors beyond just individual employee behavior

Internal Reporting

Many of the hazards reported to Metro management arrive via internal safety reporting programs. Metro does not differentiate between internal and external reports for most purposes. Information shared through internal safety reporting programs is reviewed, investigated, and addressed.

In accordance with §673.29(b), Metro informs employees of safety actions taken in response to the information they report (Figure 3: Employee Reporting Feedback Loop). This can take the form of a direct conversation with a supervisor, a companywide bulletin, an update to the training program, or another method, as appropriate to the nature of the report.

ROUTING HAZARDS

During run pick time, operators share any route safety issues they have observed. For example, the afternoon pickup crowds of cars, parents, and children around one elementary school posed safety hazards. In response, Metro rerouted this bus line during school release times.

Figure 3: Employee Reporting Feedback Loop



7. Safety Promotion

Culture

Metro believes safety promotion is critical to the success of SMS by ensuring that the entire organization fully understands and trusts the SMS policies, procedures, and structure. It involves establishing a culture that recognizes safety as a core value, training employees in safety principles, and allowing open communications of safety issues.

Positive safety culture must be generated from the top-down. The actions, attitudes, and decisions at the policy-making level must demonstrate a genuine commitment to safety. Safety must be recognized as the responsibility of each employee with the ultimate responsibility for safety resting with the Metro Chief Executive Officer. Employees must trust that they will have management support for decisions made in the interest of safety while recognizing that intentional breaches of safety will not be tolerated.

A positive safety culture at Metro is defined as one which is:

An Informed Culture

- Employees understand the hazards and risks involved in their areas of operation
- Employees are provided with the necessary knowledge, training and resources
- Employees work continuously to identify and overcome threats to safety

A Just/Reporting Culture

- Employees know and agree on what is acceptable and unacceptable behavior
- Human errors must be understood but negligence and willful violations are not tolerated
- Employees are encouraged to voice safety concerns and to share critical safety information without the threat of punitive action
- When safety concerns are reported, appropriate action is taken

A Learning Culture

- Learning is valued as a lifetime process
- Employees are encouraged to develop and apply their own skills and knowledge to enhance safety

- Employees are updated on safety issues and informed of actions through feedback

Competencies and Training

Metro maintains and implements a safety management training program to ensure employees and any contract personnel occasionally working for Metro are trained and competent to perform their SMS duties, per § 673.29(a). This training consists of several steps, including pre-employment screening of job-related skills for certain positions, new employee orientation, on-the-job training (OJT), and an ongoing process of refresher and refamiliarization training for current employees. Staff training is designed to be consistent with SMS principles. The Safety Director will provide a corporate perspective on SMS and the agency's safety culture.

Metro designated personnel are required by 49 CFR Part 672 to attend required courses to complete Individual Training Program (ITP), also referred to as the Public Transportation Safety Certification Training Program (PTSCTP). Metro designated personnel include employees and contractors whose job function is directly responsible for safety oversight of Metro. More specifically, this includes personnel whose primary job function includes the development, implementation and review of this PTASP, and/or the NDOT requirements for the agency pursuant to 49 CFR parts 674. These individuals include:

- Director of Safety/Chief Safety Officer

PTSCTP Required Curriculum

- SMS Awareness e-Learning1 Hour
- Safety Assurance Virtual Classroom2 Hours
- SMS Principals for Transit Classroom20 Hours
- Effectively Managing Transit Emergencies Classroom28 Hours
- Bus System Safety.....36 Hours
- Fundamentals of Bus Collision Investigations.....36 Hours

- Safety Specialist

TSSP Required Curriculum – Training is required to be completed within 24 months of assuming the role. Director of Safety will provide oversight during training period.

- Effectively Managing Transit Emergencies Classroom28 Hours
- Bus System Safety.....36 Hours

- Transit System Security.....36 Hours
- Fundamentals of Bus Collision Investigations.....36 Hours
- Additional Training for All Safety Roles
 - Transit Industrial Safety Management.....36 Hours

Hiring and New Employee Orientation

Metro uses pre-employment screening of job-related skills for certain positions in order to ensure new employees begin their employment with a minimum awareness and competency in core job duties and responsibilities, which includes aspects of safety. The Operations and Maintenance Directors document minimum skills for new mechanics and bus operators in job descriptions and postings.

New employee orientation represents Metro’s primary opportunity for the delivery of one-on-one or small-group training. Training on key safety-related topics, including the drug and alcohol program, is delivered through new employee orientation programs.

Metro rules and regulations available to all employees contain information on the employee safety reporting program, which encourages employees to report safety hazards, near misses, concerns, and issues. Metro also includes a discussion of the employee safety reporting program as a formalized component of new employee orientation.

Operations Training

Drivers demonstrate skill and performance competency in the service to which they are assigned (fixed route or paratransit) as a part of training requirements. Metro provides ongoing/recurring training necessary to reinforce policies and procedures, as well as to provide a mechanism to brief drivers on new policies, procedures, and/or regulations. Retraining is a part of the incident/event management program for drivers involved in incidents.

Specific training subject areas for Metro drivers include defensive driving training and crisis management/de-escalation training, which are delivered either by contractors or internally, as well as voluntary CPR and first aid training.

Some training on new policies and procedures is delivered directly to drivers by Supervisors or Dispatchers on an individual basis or through bulletins and handouts.

Maintenance Training

The Maintenance Director and senior maintenance staff provide most of the training for junior Metro maintenance personnel in an OJT format. Some training on new policies and procedures may also be delivered directly by Supervisors on an individual basis or through bulletins and handouts.

Metro primarily ensures that maintenance staff are sufficiently familiar with job responsibilities through pre-employment screening and verification that new hires have completed sufficient job specific training or experiential learning prior to becoming employees.

Management and Supervisor Training

Management-level training is delivered through staff meetings and can include videos covering safety training topics or other safety-focused material. Management personnel participate in outside training courses on topics including the National Incident Management System (NIMS) and Incident Command System (ICS).

Training Documentation

Metro's Human Resources Department maintains complete records of all personnel training and certification activities. Metro management periodically reviews and assesses employee training files and records to ensure completeness.

A standard checklist provides documentation for the safety components of new employee orientation and meeting sign-in sheets document safety training after initial employment. Additionally, course instructors produce records in either hard copy or digital format, and they include the date training was delivered, the instructor and/or provider of the training, the subject of the training, and a passing/failing grade or an indication of whether the training was successfully completed by everyone.

The Maintenance Director ensures that OJT delivered to maintenance staff and other frontline personnel is documented in a similar manner to classroom-based training. Signoff sheets or similar records placed in individual personnel files at the conclusion of OJT indicate the date training was delivered, the instructor and/or provider of the training, the name of the trainee, the subject of training, and a passing/failing grade or an indication of whether the training was successfully completed by the individual.

Training Program Evaluation

In order to address safety-related job functions of operations and maintenance positions and ensure that training gaps are addressed as necessary, the Safety, Operations, and Maintenance Directors periodically conduct informal analyses to determine whether gaps are present and develop new training material accordingly. The goal of these periodic analyses and assessments is to ensure that the agency has identified and provided all necessary skill training related to safe job performance for all job functions, to the level that all employees are competent to perform their safety-related duties.

Training curricula changes implemented by management for safety-related employees include updates to reflect new techniques, technologies, the results of investigations, corrective actions, and regulatory changes. New training courses or materials may also be developed in response to FTA guidance, state oversight activity, or other industry trends and best practices.

Safety Communication

Metro uses a variety of means to formally communicate safety policies, processes, activities, tools, safety issues and results to all employees. Regular communication from management to agency employees includes hazard and safety risk information of direct relevance to employees' responsibilities, as well as explanations of policy/activities/procedural changes.

An example of one communication method utilized within Metro are the Safety, Operations, and Maintenance Director's postings of safety-related bulletins and other messages in areas visible to frontline operations and maintenance employees, including at Metro's employee timeclock. Table 14 offers some other examples of dissemination methods.

Table 13. Safety Communication

Policy Directive	Frequency of Reissue	Communication Method	Operations	Maintenance	Administration
SMS Principles		Quarterly Meetings	x	x	x
Drug and Alcohol Policy		New employee orientation Operating Policy Manual	x	x	x
Conflict resolution strategies			x	x	x
Accident/incident procedures for dispatch			x		
Vehicle Inspection (bus, paratransit van, and paratransit sedan) Bus Safety and Security Inspection		Trainer to trainee	x		
Electric scooter safety tips	Seasonal	Quarterly training	x		
Suspicious item identification and reporting			x	x	x
Procedures after operator assault			x		x
National campaigns such as Distracted Driving Awareness Month		Quarterly training	x	x	
See Something, Say Something	Monthly	Flyers, Safety Meetings	x	x	x
New equipment updates		Quarterly training Trainer to trainee	x	x	
Reporting on-street incidents		New employee orientation Trainer to trainee	x	x	

Reporting non-accident MOBY incidents, suggestions, complaints, compliments, etc.		New employee orientation Trainer to trainee	x	x	x
Safe equipment use		New employee orientation Trainer to trainee Quarterly training	x	x	
New model vehicle training	As needed		x	x	

The communication technique used for a specific information release is targeted to the employees who could benefit from the information. For example, a policy change for mechanics would be discussed in their departmental meeting and posted in their area of the building.

Individual achievement is also recognized formally or informally. At the end of each year, any bus operator who had no preventable accidents receives a Safe Driver Award.

Sustaining a Safety Management System

To sustain a Safety Management System, Metro will ensure that processes are employed to build an organizational foundation. Actions taken to sustain SMS include:

Create measurement-friendly culture

All staff, including department heads, should be actively engaged in creating measurement-friendly culture by promoting performance measurement as a means of continuous improvement. Senior managers will also lead by example and utilize performance metrics in decision making processes.

Build organization capacity


Investment in developing skilled human resources capacity is essential to sustaining an SMS. Both technical and managerial skills will be needed for data collection and analysis and setting goals. Managing staff and the governing board will commit the financial resources required for organizational capacity and maintaining an SMS on a continuous basis. **Reliability and transparency of performance results**

The SMS will be able to produce and report its results, both good and bad. Performance information should be transparent and made available to all stakeholders. Messengers should be protected to preserve the integrity of the measurement system. The focus should be on opportunities for improvement rather than allocating blame.

Demonstrate continuous commitment to measurement

Visible commitment to using metrics is a long-term initiative. Metro will demonstrate a commitment to performance measurement by establishing a formal process of reporting performance results, such as including transit safety and performance measurement as a standing agenda item at the Board of Directors meetings and provide relevant information to the Omaha-Council Bluffs MAPA.

Appendix A



Hazard Assessment Form

Date: _____ ☐ Vehicle ☐ Route ☐ Facility

Hazard Type (Check One)

<input type="checkbox"/> Electrical	<input type="checkbox"/> Leak	<input type="checkbox"/> RXR Crossing
<input type="checkbox"/> Equipment	<input type="checkbox"/> Lighting	<input type="checkbox"/> Unsafe Bus Stop
<input type="checkbox"/> Ergonomic	<input type="checkbox"/> Missing/In-op Safety Device	<input type="checkbox"/> Unsafe Intersection
<input type="checkbox"/> Fire	<input type="checkbox"/> Noise	<input type="checkbox"/> Other Concern
<input type="checkbox"/> Harmful Dust/Vapors/Fumes	<input type="checkbox"/> Road Conditions	Veh. # _____

Description of Hazard: _____ Use back of form if more space is needed

OFFICIAL USE ONLY

Notes: _____

☐ This hazard requires corrective action

Date Received: _____

Was Hazard Mitigated? ☐ Yes ☐ No
If no, provide explanation in notes.

Mitigation Date: _____

Frequency	Severity
<input type="checkbox"/> 1 - Frequent	<input type="checkbox"/> A - Catastrophic
<input type="checkbox"/> 2 - Probable	<input type="checkbox"/> B - Critical
<input type="checkbox"/> 3 - Occasional	<input type="checkbox"/> C - Marginal
<input type="checkbox"/> 4 - Remote	<input type="checkbox"/> D - Negligible
<input type="checkbox"/> 5 - Improbable	

Appendix B Safety Assessment and System Review

Complete the Safety Assessment and System Review (annually) to identify potential safety hazards. It is imperative that the individual completing this review is honest and assures that all information is accurate and correct. Data collected from this assessment will guide resource allocation and focus priority needs appropriately. Not all questions will apply.

Completed By: _____ Date: _____

Section	Review Questions	Yes	No	N/A
Safety Policies	Are all safety policies up to date and reviewed?			
	Is a Public Transit Agency Safety Plan (PTASP) or any other System Safety Plan written for the transit system?			
	Is the Drug and Alcohol Policy current and up to date?			
New Hire Employee Files	Was there a structured interview conducted and documented?			
	Is the applicant asked the questions relating to previous experience with drug and alcohol testing?			
	Is the offer of employment documented in writing?			
	Is there a pre-employment drug screen?			
	Is there a pre-employment physical exam?			
	Are safety sensitive responsibilities outlined in the job description?			
	Is there a completed Substance Abuse Policy and Drug Free Workplace Policy Acknowledgement form?			
	Is there a Current Policies and Procedures Acknowledgement Form?			
Post Hire Employee Files	Is a current employee roster available?			
	Are the employee files maintained by the transit system?			
	Do existing employee files contain:			
	- Background check?			
	- Previous employer request form?			
	- Verification of current driver's license and CDL?			
	- Current Motor Vehicle Record report?			
	- Current copy of physical exam certificate?			
	- Signed Substance Abuse Policy Acknowledgement?			
	- Drug and Alcohol Testing Record?			
	- Record of annual supervisor ride checks and evaluations?			
Education and Training	Are operator certifications current and up to date?			
	Have managers completed Safety Management Systems (SMS) training?			
	Are employees familiar with OSHA topics, including:			
	- Hazard Communication?			
	- Emergency Action Planning?			
	- Bloodborne Pathogens?			
	- Lockout/Tagout?			
	- Personal Protective Equipment (PPE)?			
	- Injury Prevention Planning?			

	Have all safety sensitive employees received Drug and Alcohol Training?			
	Do new mechanics receive classroom training?			
	Do existing mechanics receive ongoing training?			
Safety Meetings	Is there an active Safety Committee at the transit agency?			
	Are safety meetings held on a regular basis?			
	Are safety meetings and sign in sheets documented, with publicly posted agendas and minutes?			
	Do senior managers attend safety meetings?			
	Do vehicle operators attend safety meetings?			
	Do mechanics attend safety meetings?			
Incident and Accident Investigation Procedures	Are policies in place dictating which incidents are reported and which are not?			
	Are incident report forms kept on board the vehicle?			
	Are accident reports completed for all situations?			
	Are incident/accident reports used as pre-accident training material?			
	Are incident/accident reports used as post-accident training material?			
	Are incident/accident reports used to identify potential hazards and analyzed in a Risk Assessment Matrix (RAM)?			
	Are complaint forms kept on all vehicles?			
	Are all operators provided with safety vests on their vehicles?			
	Are incident/accident photos taken?			
Substance Abuse	Is there a current and updated Drug and Alcohol Policy?			
	Do all staff members understand the Drug and Alcohol Policy?			
	Is random testing being completed?			
	Is reasonable suspicion testing being completed?			
Facility and Shop Inspections	Are monthly facility inspections conducted as scheduled?			
	Are facility inspection forms completed properly?			
	Are unsafe conditions or acts, regarding the facility corrected and documented?			
	Are fire extinguishers up to date with annual servicing requirements?			
	Are fire extinguishers inspected on a monthly basis?			
	Are routing inspections of the fire extinguishers documented?			
	Are eye wash stations available with unobstructed access?			
	Are eye wash stations inspected on a scheduled basis?			
	Is machine guarding in place?			
	Are batteries stored safely?			
	Are all containers marked with the contents clearly identified?			
	Are floors clear of tripping hazards?			
	Are hazardous materials stored safely?			
	Are emergency exits clearly marked?			
	Are lights out?			
	Are jack stands available for use?			
	Are jack stands used whenever a vehicle is elevated on a lift?			
	Is a lock out tag out program in place?			

Asset Management (Vehicles)	Is a current and updated list of vehicles readily available?			
	Is all maintenance activity completed on vehicles tracked?			
	Is a regular maintenance schedule written and followed?			
	Are work order forms, service order forms and parts requested documented?			
	Are vehicle inspection forms completed on a regular basis and available?			
	Are habitual maintenance issues reported to NDOT?			
	Are maintenance issues analyzed and used to forecast future vehicle needs?			
	Are maintenance issues analyzed and used to identify potential hazards and evaluated in a Risk Assessment Matrix (RAM)?			
	Are pre-trip inspection forms completed daily?			
	Are post-trip inspection forms completed daily?			

Appendix C Facility Safety and Security Assessment

Complete the Safety Assessment and System Review (annually) to identify potential safety hazards. It is imperative that the individual completing this review is honest and assures that all information is accurate and correct. Data collected from this assessment will guide resource allocation and focus priority needs appropriately. Not all questions will apply.

Completed By: _____ Date: _____

Section	Review Questions	Yes	No	N/A
Buildings and Facility Grounds	Are facility grounds randomly and frequently patrolled?			
	Are daily security sweeps conducted?			
	Are smoke/fire/carbon monoxide detectors provided and working?			
	Are distribution and number of keys known and controlled?			
	Are all keys labeled as "DO NOT DUPLICATE"?			
	Are all unoccupied areas locked and secured?			
Lighting	Is entire perimeter of facility properly illuminated?			
	Is lighting mounted at approximately second story level?			
	Are lights provided over all entrance doors?			
	Is lighting provided in staff parking areas?			
Entrance Doors and Windows	Are all doors:			
	- Built of commercial grade with metal framing?			
	- Outside hinges hidden and protected from vandalism?			
	- Provided with a commercial grade, one-sided lock?			
	- Provided with push "panic" bar releases?			
Electronic Surveillance	Is the entire perimeter of facility protected by a CCTV system?			
	Is this system monitored by management and/or a security company?			
	Is this system always on or activated by motion sensors?			
Non-Employee Access	Is access restricted to persons without proper credentials and clearance?			
	Are supply deliverers required to show proper I.D. and sign-in a logbook?			
	Are all non-employees accompanied and/or observable at all times?			
Surrounding Environment	Are there other non-City/County buildings connected to the facility that may be vulnerable to unauthorized entry to City/County property?			
	Are all utility components (power transformers, back-up generators) protected and secured from vandalism or attack?			
	Are all outdoor storage areas adequately lighted and secured?			
Material Storage	Are all hazardous and flammable materials properly identified?			
	Are all materials properly labeled, stored, and secured?			
Forms and Written Plans	Are emergency numbers (police, fire, ambulance, FBI) current and prominently displayed at each phone?			
	Is a Chain of Command and emergency call list prominently displayed?			

	Are employees trained and checklists provided on how to handle a physical threat or incident called in on the phone?			
Evacuation Plan/Procedures	Are there evacuation plans for this facility?			
	Are staff members trained on this plan?			
	Are assembly areas and alternate assembly areas identified, validated and coordinated with the County Emergency Management Office?			
	Have the primary and alternate assembly areas, evacuation sites, and evacuation routes been verified and coordinated with all appropriate agencies?			
	Has the Emergency Evacuation Plan been reviewed, coordinated, and briefed to staff as appropriate?			
Training	Is an orientation program in place for each new staff member?			
	Do all staff members receive safety and security training appropriate to their position and level of responsibility?			
	Are periodic safety and security training and briefings completed with staff?			
	Do all new staff members receive briefings on the City/County Evacuation Plan, the Disaster Preparedness Plan, and other security policies and procedures?			
Administrative Procedures	Is a record of emergency data on file for each staff?			
	Have incident reporting format and procedures been established and staff briefed on them?			
	Are all incident reports treated with confidentiality and transmitted by secure means to the appropriate City/County department?			
	Are background checks conducted and verified on all prospective new hires?			
Cash Handling and Transfer	Has a secure method for receipt, transfer and storage of cash been established and have appropriate staff members been trained on them?			
	Is cash transported by at least two individuals with cash divided between them?			
	Do all staff members understand that in the event of a robbery they should never risk their lives to protect cash or other valuables?			
Fire and Electrical	Are fire extinguishers installed in all appropriate locations?			
	Are smoke and heat detectors installed, at least one on each floor?			
	Is a first aid kit present and maintained?			
	Are all electrical devices, outlets, circuit breakers and cords free of damage that may pose a shock hazard?			
	Are all electrical circuit, gas, and telephone boxes, if accessible from the outside, locked to prevent tampering?			
	Do any non-employees have access from outside the building to any fire escapes, stairways, and/or the roof?			
	Are all outdoor trash containers and storage bins located away from the building in the event of a fire?			

Resolution: **2025-16 Request Approval of Amending Standing Purchase Order for 2025 Security Services**

Explanation: The Board approved standing purchase orders that will exceed \$25,000 for each fiscal year.

For the 2025 fiscal year, a standing purchase order of \$200,000 was approved for security services. It is anticipated that the amount will be exceeded during fiscal year 2025 due to increased security hours throughout the year. To maintain security services through the end of the fiscal year, an increase is being requested.

The security service contractors not only monitor our property but also provide a valuable service in protecting our staff. As Metro has employees working nearly 24 hours a day, 7 days a week. Encounters include escorting employees in overnight hours, assisting drivers on route with problem passengers, and interacting with and engaging customers to de-escalate issues.

This increase in the standing purchase order amount is intended to cover security services until the Request for Proposals (RFP) for Security services is put out for publication and awarded later this year. The estimated cost breakdown for the two security companies for the year 2025 is as follows:

- American Security has an average monthly cost of \$9,846, for an estimated annual cost of \$118,153.
- Riley Protection Group has an average monthly cost of \$22,768, for an estimated annual cost of \$274,000.

The requested amended amount for the standing purchase order for security services is \$400,000.

Recommend Approval



PURPOSE

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

MISSION

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

VISION

Metro strives to be a valued transportation choice for all members of our community and a vital partner for 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.

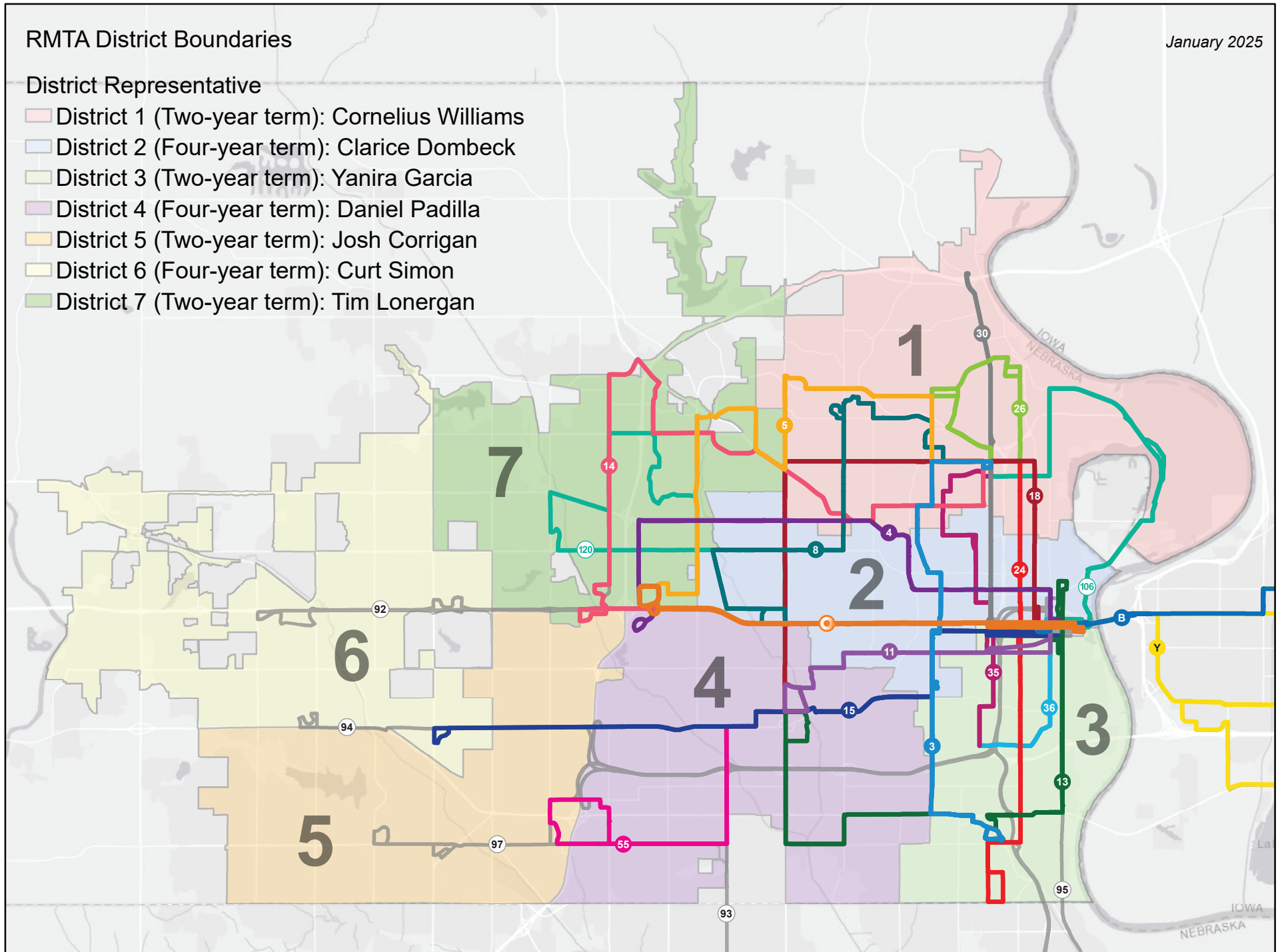
Appreciation: We are motivated to provide a quality of life for those we love through competitive wages and compensation.

RMTA District Boundaries

January 2025

District Representative

- District 1 (Two-year term): Cornelius Williams
- District 2 (Four-year term): Clarice Dombeck
- District 3 (Two-year term): Yanira Garcia
- District 4 (Four-year term): Daniel Padilla
- District 5 (Two-year term): Josh Corrigan
- District 6 (Four-year term): Curt Simon
- District 7 (Two-year term): Tim Lonergan



April

Monthly Recruiting Report

Definition Key:

of Employees: Total number of employees in stated or similar roles.

Mthly Hires: The number of new employees, promotions, or transfers in the given month.

Mthly Turnover: The number of employees who retire, quit, terminate, promote, or transfer in given month.

Current Need: # of stated or similar positions vacant.

Trained: Operators who've completed 6-8 week new hire training period and are operational.

	# of Employees	Mthly Hires	Mthly Turnover	Current Need	Recruiting Activity Notes
All Roles	345	11	8	28	Metro welcomed 11 new hires in April and identified 11 additional candidates for May start dates.
Operations	211				
Trained Bus Operators	169		1	6 (trained)	
Bus Operators in Training	9	6	3	7	7 additional trainees were identified for a May start date.
Paratransit Operators	33	2	3	1	1 additional candidate was identified for a May start date.
Maintenance	29				
Bus Mechanic	18	1		5	2 additional candiate was identiefied for a May start date. Currently reviewing and interviewing candidates.
Parts	2				
Vehicle Mechanic	2				
Utility	7				
Body Shop Mechanic	1				
Building	17				
BG&E - Field	4				
Custodial	13	1	1	0	1 additional candidate was identiefied for a May start date.

March				
Role	Mthly Hires	Mthly Turnover	Current Need	Recruiting Activity Notes
Admin Staff	1		9	
Mechanic Supervisor			2	Currently reviewing and interviewing candidates.
Accountant & Grant Administrator			0	New hire anticipated to start May 20th
Scheduling Supervisor	1		0	New hire started Apr 7th
Communication Specialist			1	Finalizing job descriptions and posting date
P/T Communication Specialist			1	Finalizing job, structure, description, and posting date
Mobility Specialist			1	Currently reviewing and interviewing candidates.
Sr. Mobility Manager			1	Currently reviewing and interviewing candidates.
Operations Director			1	Finalizing job, structure, description, and posting date
Attorney			1	Finalizing job, structure, description, and posting date
Receptionist			1	Finalizing job, structure, description, and posting date

SOCIAL MEDIA SUMMARY

4.1.25 - 4.30.25



Facebook: **Metro Transit Omaha**

Posts: 6

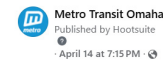
Reach: 3,587

Reactions: 171

Comments: 20

Shares: 16

3 new followers | 0.10% increase



With a little creativity, almost anything can be a work of art - especially a Metro bus! Today, we revealed the work of Avery, our Wheel Appeal Winner. Avery is a metro-area student who designed a bus wrap centered around accepting others' differences in the community - we love imagining all the pawsibilities 🐾



Twitter: **@rideORBT**

Tweets: 5

Impressions: 716

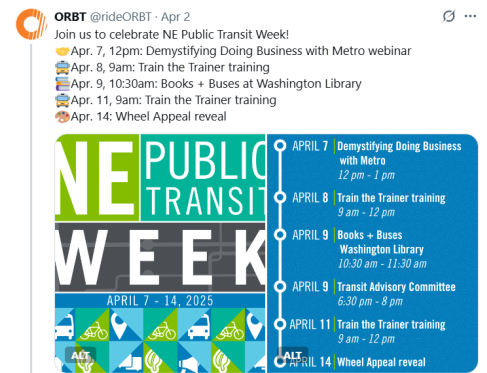
Avg. 504.7 impressions/post for the year

Likes: 16

Retweets: 5

Replies: 3

3 new followers | 0.26% increase



Instagram: **@metrotransitoma**

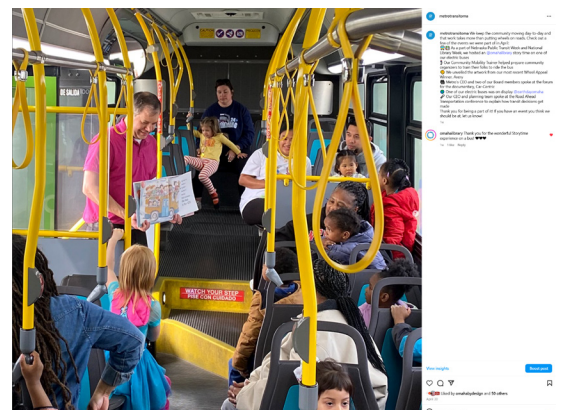
Posts: 8

Likes: 361

Avg. 25.3 likes/post for the year

Comments: 10

17 new followers | 1.02% increase





EARNED MEDIA SUMMARY

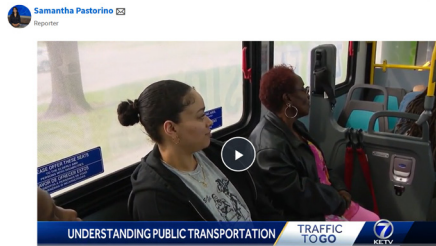
4.1.25 - 4.30.25

15 stories | 10 outlets

Easy ways to follow metro public transportation routes

Using public transit can feel daunting if you've never done it before. Here are the easiest ways to find bus routes around you.

Share         Updated: 8:52 AM CDT Apr 17, 2025
Infinite Scroll Enabled



Public Transit - KETV

A colorful Metro bus driving around Omaha? This Bennington student designed it

Luna Stephens Apr 16, 2025 Updated Apr 16, 2025



Wheel Appeal - OWH

Filmmaker aims to spark transit discussion about Omaha

Updated: Apr. 16, 2025 at 10:00 PM CDT



Carcentric Documentary - WOWT



OUTREACH

4.1.25 - 4.30.25

APRIL

1

Masterpiece Academy field trip

Staff gave microschool students (ages 6-16) a tour of Metro's building before teaching them how to take the bus to the Joslyn.

APRIL

7

Doing Business with Metro webinar

Staff discussed procurement and DBE processes at Metro to educate business owners on contracts.

APRIL

8

Learn to Ride - Yutan

Staff taught rural Nebraskan students about riding public transit with ORBT.

Train the Trainer training
Orientation and familiarization of public transit for nonprofit staff.

APRIL

9

Books + Buses

Metro and the Omaha Public Library hosted a bus-themed storytime on a Metro bus for children and their families

APRIL

11

Train the Trainer training
Orientation and familiarization of public transit for nonprofit staff.

APRIL

14

Carcentric documentary forum

Metro was featured in a documentary examining Omaha's carcentric tendencies. The CEO, Lauren Cencic was on the following panel.

APRIL

17

Common Senses presentation

Staff presented about Metro's services and MOBY public participation.

NE Afghan Community Center

Staff represented Metro to learn more about the Center and explain our services

APRIL

21

The Road Ahead conference

Metro assisted the Omaha Refugee Task Force with the transportation conference. Metro's CEO was the opening keynote, and staff led a workshop.

APRIL

26

Earth Day Omaha

Metro staff had a table at Elmwood Park to talk about public transit in Omaha. They also brought an electric bus.



Metro - Income Statement Report
For the Period Ending 04-30-2025
Unaudited Preliminary Report

Revenue						
ACCOUNT DESCRIPTION	ACTUAL MTD REVENUE	REVISED ESTIM REV	ACTUAL YTD REVENUE	REMAINING REVENUE	% YTD COLL	
4140 Advertising	\$ (11,896)	\$ (260,000)	\$ (64,449)	\$ (195,551)	25%	
5339 BFac Cap	\$ -	\$ (14,800,000)	\$ (1,042,201)	\$ (13,757,799)	7%	
4112 Contract Serv	\$ (164,954)	\$ (1,786,000)	\$ (754,689)	\$ (1,031,311)	42%	
5303 Metro Planning	\$ (73)	\$ (137,000)	\$ (10,986)	\$ (126,014)	8%	
Other FTA	\$ -	\$ (2,000)	\$ -	\$ (2,000)	0%	
4150 Other Revenues	\$ (139,406)	\$ (5,273,200)	\$ (503,731)	\$ (4,769,469)	10%	
4111 Passenger Fares	\$ (170,675)	\$ (2,224,000)	\$ (630,485)	\$ (1,593,515)	28%	
4230 Property Tax	\$ (68,989)	\$ (54,609,558)	\$ (55,341)	\$ (54,554,217)	0%	
4410 State	\$ -	\$ (200,000)	\$ (94,840)	\$ (105,161)	47%	
5307 Urbanized Cap	\$ (218,732)	\$ (12,500,000)	\$ (218,732)	\$ (12,281,268)	2%	
5307 Urbanized Oper	\$ -	\$ (7,000,000)	\$ (6,632,016)	\$ (367,984)	N/A	
Revenue Total	\$ (774,726)	\$ (98,791,758)	\$ (10,007,469)	\$ (88,784,289)	10.13%	
	-		-			

Expense						
ACCOUNT DESCRIPTION	ACTUAL MTD EXPENSE	REVISED BUDGET	YTD EXPENDED	AVAILABLE BUDGET	% YTD USED	
5031 Fuel/Lubricants	\$ 178,389	4,851,194	\$ 725,515	\$ 4,125,679	15%	
5015 Fringe Benefits	\$ 604,922	9,104,124	\$ 2,460,503	\$ 6,643,621	27%	
MI 5090 Misc Expenses	\$ -	0	\$ -	\$ -	N/A	
5039 Oth Mat & Supp	\$ 215,641	2,190,000	\$ 782,956	\$ 1,407,044	36%	
OA 5014 Other Pd Absen	\$ 18,538	0	\$ 102,425	\$ (102,425)	N/A	
5200 Other Op Exp	\$ 1,087	13,200	\$ 4,349	\$ 8,851	33%	
OP 5012 Op Paid Absen	\$ 36,843	0	\$ 237,758	\$ (237,758)	N/A	
5011 Oper Sal/Wages	\$ 821,149	13,429,337	\$ 3,298,298	\$ 10,131,039	25%	
5013 Other Sal/Wag	\$ 361,577	5,256,676	\$ 1,357,942	\$ 3,898,734	26%	
5020 Services	\$ 102,180	2,184,845	\$ 730,750	\$ 1,454,095	33%	
5032 Tires & Tubes	\$ 11,809	228,000	\$ 72,116	\$ 155,884	32%	
UT 5040 Utilities	\$ 54,809	92,244	\$ 91,585	\$ 659	99%	
Fixed (MBDO)	\$ 2,406,944	37,349,619	\$ 9,864,195	\$ 27,485,424	26%	

ACCOUNT DESCRIPTION	ACTUAL MTD EXPENSE	REVISED BUDGET	YTD EXPENDED	AVAILABLE BUDGET	% YTD USED	
FL 5031 Fuel/Lubricants	\$ 21,856	303,880	\$ 77,207	\$ 226,673	25%	
FR 5015 Fringe Benefits	\$ 91,992	1,237,499	\$ 366,337	\$ 871,162	30%	
MS 5039 Oth Mat & Supp	\$ 3,768	310,000	\$ 23,963	\$ 286,037	8%	
OA 5014 Other Pd Absen	\$ 2,797	-	\$ 10,791	\$ (10,791)	N/A	
OP 5012 Op Paid Absen	\$ 12,765	-	\$ 45,006	\$ (45,006)	N/A	
OS 5011 Oper Sal/Wages	\$ 142,075	1,901,729	\$ 525,991	\$ 1,375,738	28%	
OW 5013 Other Sal/Wag	\$ 42,370	573,268	\$ 172,045	\$ 401,223	30%	
SR 5020 Services	\$ 1,858	35,000	\$ 39,292	\$ (4,292)	N/A	
TT 5032 Tires & Tubes	\$ 1,035	20,000	\$ 4,749	\$ 15,251	24%	
UT 5040 Utilities	\$ 13,451	16,200	\$ 13,451	\$ 2,749	83%	
Paratransit/Moby (DRDO)	\$ 333,966	4,397,576	\$ 1,278,832	\$ 3,118,744	29%	

ACCOUNT DESCRIPTION	ACTUAL MTD EXPENSE	REVISED BUDGET	YTD EXPENDED	AVAILABLE BUDGET	% YTD USED	
CL 5050 Csity/Liab Cost	\$ 60,407	948,763	\$ 245,326	\$ 703,437	26%	
FR 5015 Fringe Benefits	\$ 112,463	2,063,373	\$ 570,238	\$ 1,493,135	28%	
MI 5090 Misc Expenses	\$ 36,490	811,356	\$ 96,753	\$ 714,603	12%	
MS 5039 Oth Mat & Supp	\$ 22,191	1,010,310	\$ 69,198	\$ 941,112	7%	
OA 5014 Other Pd Absen	\$ 29,470	0	\$ 104,721	\$ (104,721)	N/A	
OE 5200 Other Op Exp	\$ -	0	\$ -	\$ -	N/A	
OS 5011 Oper Sal/Wages	\$ 2,738	40,000	\$ 15,854	\$ 24,146	N/A	
OW 5013 Other Sal/Wag	\$ 285,168	4,524,239	\$ 1,133,086	\$ 3,391,153	25%	
SR 5020 Services	\$ 96,679	6,497,538	\$ 412,042	\$ 6,085,496	6%	
TX 5060 Taxes	\$ -	1,000	\$ -	\$ 1,000	0%	
UT 5040 Utilities	\$ 40,694	450,000	\$ 90,377	\$ 359,623	20%	
Administrative	\$ 686,300	16,346,579	\$ 2,737,595	\$ 13,608,984	17%	

ACCOUNT DESCRIPTION	ACTUAL MTD EXPENSE	REVISED BUDGET	YTD EXPENDED	AVAILABLE BUDGET	% YTD USED	
Fringe Costs	\$ -	-	\$ 1,786	\$ (1,786)	N/A	
Shared Expense	\$ -	-	\$ 1,786	\$ (1,786)	N/A	

Operating Expense Total	\$ 3,427,210	\$ 58,093,774	\$ 13,880,622	\$ 44,213,152	24%	
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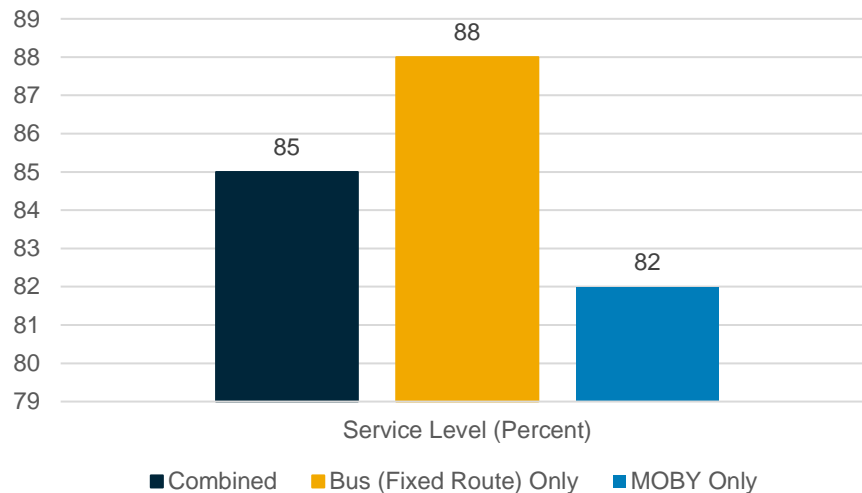
Totals									
Expense Total	\$	3,427,210	\$	58,093,774	\$	13,882,407	\$	44,211,366	24%
Revenue Total	\$	(774,726)	\$	(98,791,758)	\$	(10,007,469)	\$	(88,784,289)	10%
(Gain)/Loss	\$	2,652,484.67		\$	3,874,938.15	\$	(44,572,922.36)	13.77%	

Depreciation Exp	758,230	10,252,000	3,119,035	7,132,965.26
Capital Exp	236,900	37,089,985	1,023,002	36,066,983
Property Tax Timing				

	MTD Total	REVISED BUDGET	YTD Total
Revised Exp	4,422,340	105,435,759	18,024,444
Revised Rev	(774,726)	(98,791,758)	(10,007,469)
Revised Net Loss/(Gain)	3,647,614.46	6,644,000.72	8,016,974.94

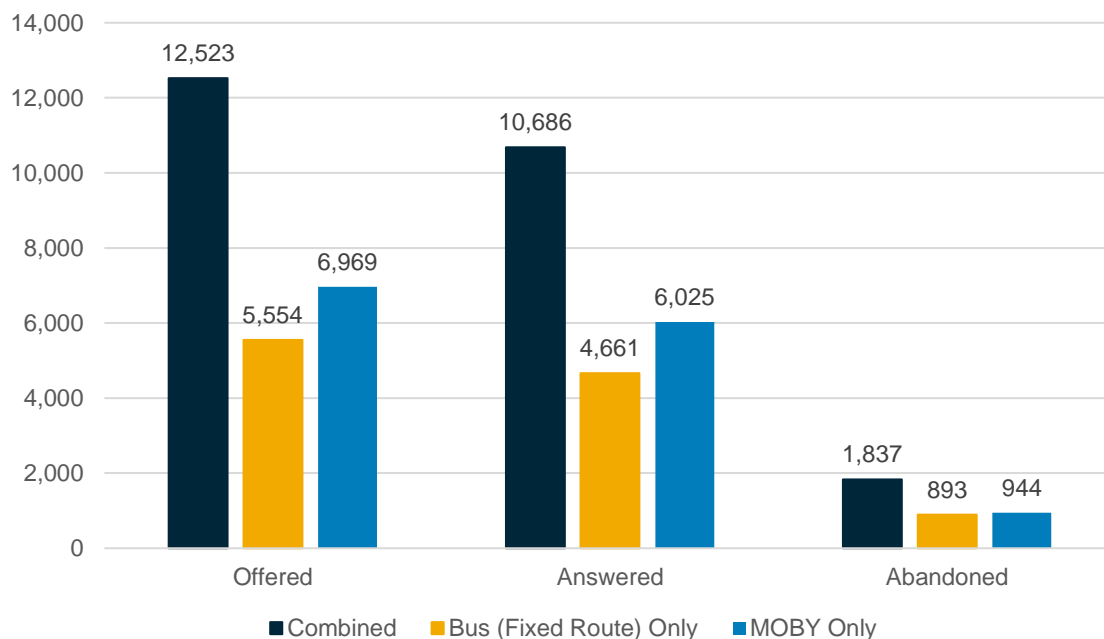
April 2025 Customer Service Report

Call Center Service Level



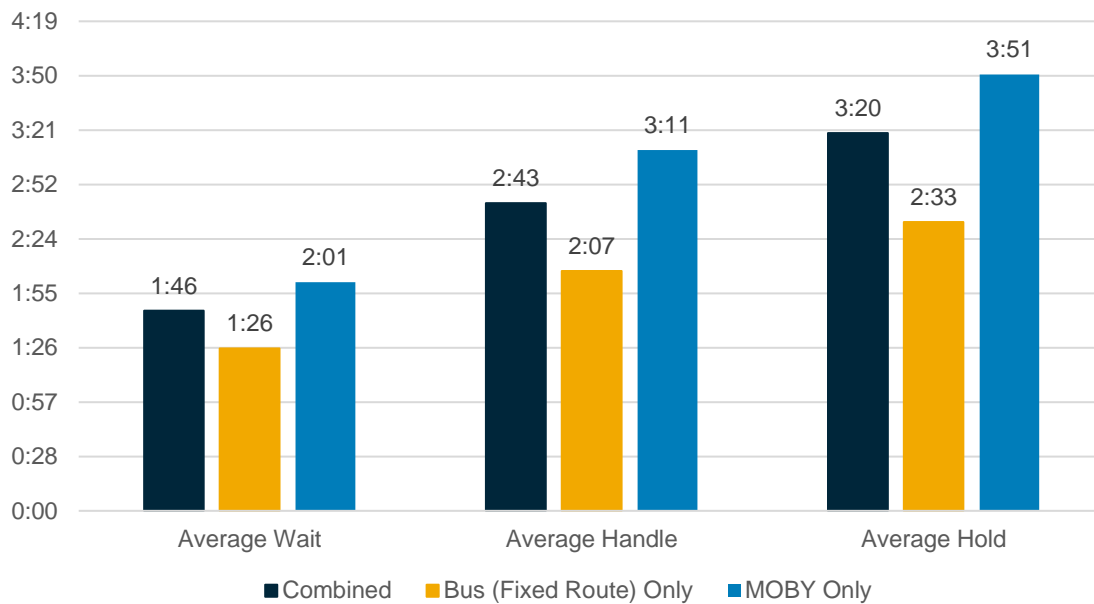
Text summary of the above chart: The chart displays the percent service level by queue – combined, bus (fixed route) only, and MOBY only – during the month of April 2025. The combined service level was 85%, the bus-only queue was 88%, and the MOBY-only queue was 82%.

Incoming Calls



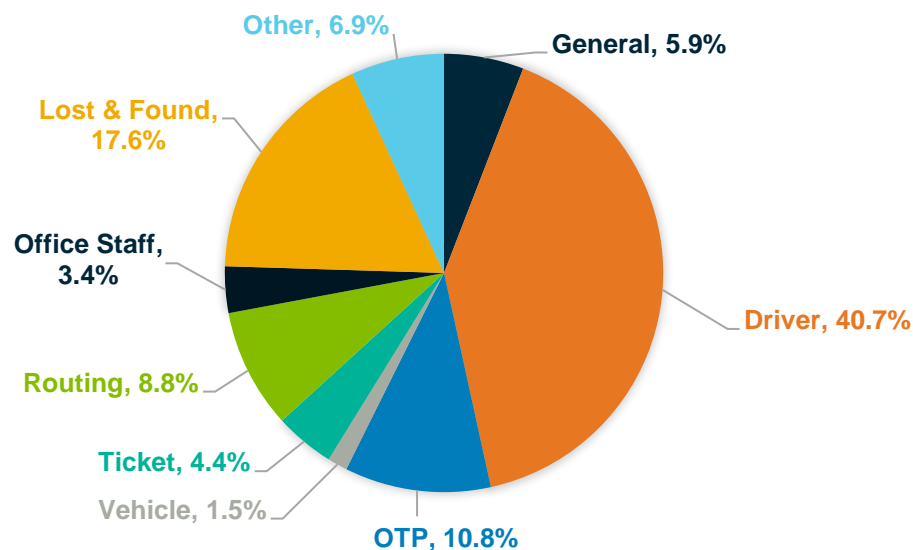
Text summary of the above chart: The chart displays the number of incoming calls that were offered, answered, and abandoned by queue – combined, bus (fixed route) only, and MOBY only – during the month of April 2025. Combined, there were 12,523 calls offered, 10,686 calls answered, and 1,837 calls abandoned. For the bus-only queue, there were 5,554 calls offered, 4,661 calls answered, and 893 calls abandoned. For the MOBY-only queue, there were 6,969 calls offered, 6,025 calls answered, and 944 calls abandoned.

Call Times



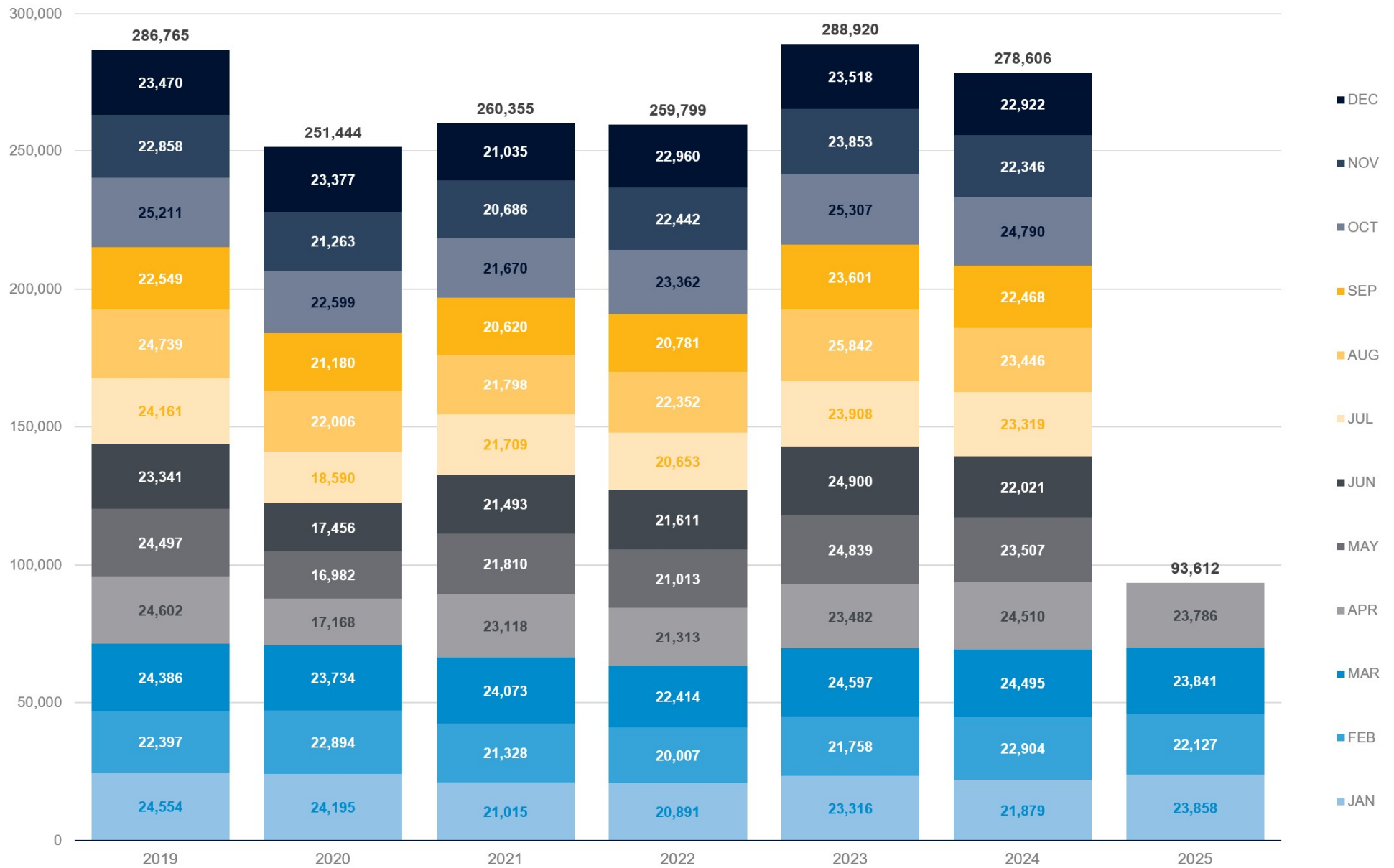
Text summary of the above chart: The chart displays the call times broken down by the average wait, average handle, and average hold times and by queue – combined, bus (fixed route) only, and MOBY only – during the month of April. For the combined queue, the average wait time was one minute, forty-six seconds, the average handle time was two minutes, 43 seconds, and the average hold time was three minutes, 20 seconds. For the bus-only queue, the average wait time was one minute, 26 seconds, the average handle time was two minutes, 07 seconds, and the average hold time was two minutes, 33 seconds. For the MOBY-only queue, the average wait time was two minutes, one second, the average handle time was three minutes, 11 seconds, and the average hold time was three minutes, 51 seconds.

Logged Feedback and Inquiry Categories



Text summary of the above chart: The chart displays the logged feedback and inquiries broken by different categories, as follows: general – 5.9%, driver – 40.7%, on-time performance – 10.8%, vehicle – 1.5%, ticket – 4.4%, routing – 8.8%, office staff – 3.4%, lost and found – 17.6%, and other – 6.9%. The total number of logged inquiries was 204.

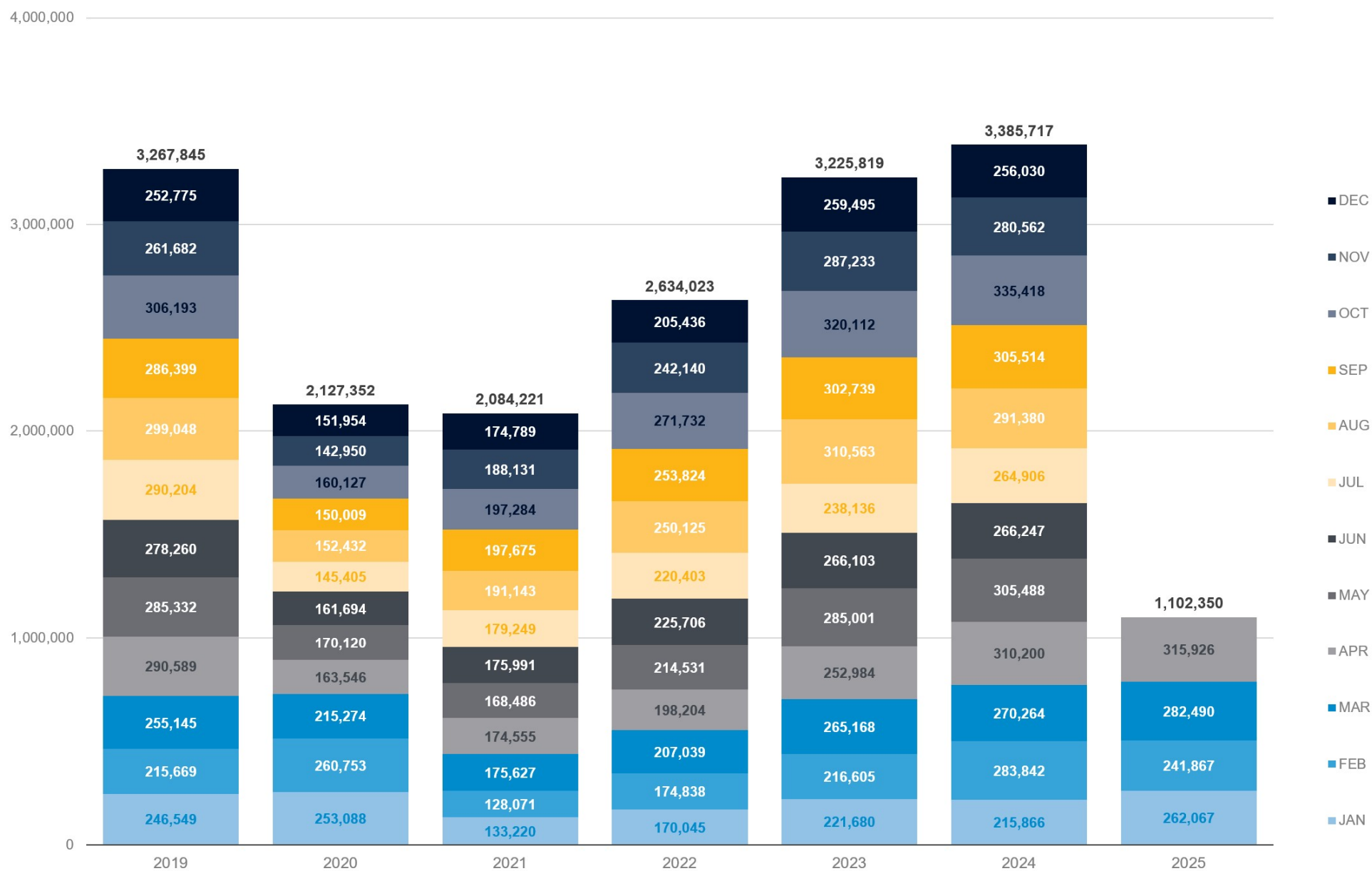
Fixed-Route Revenue Hours



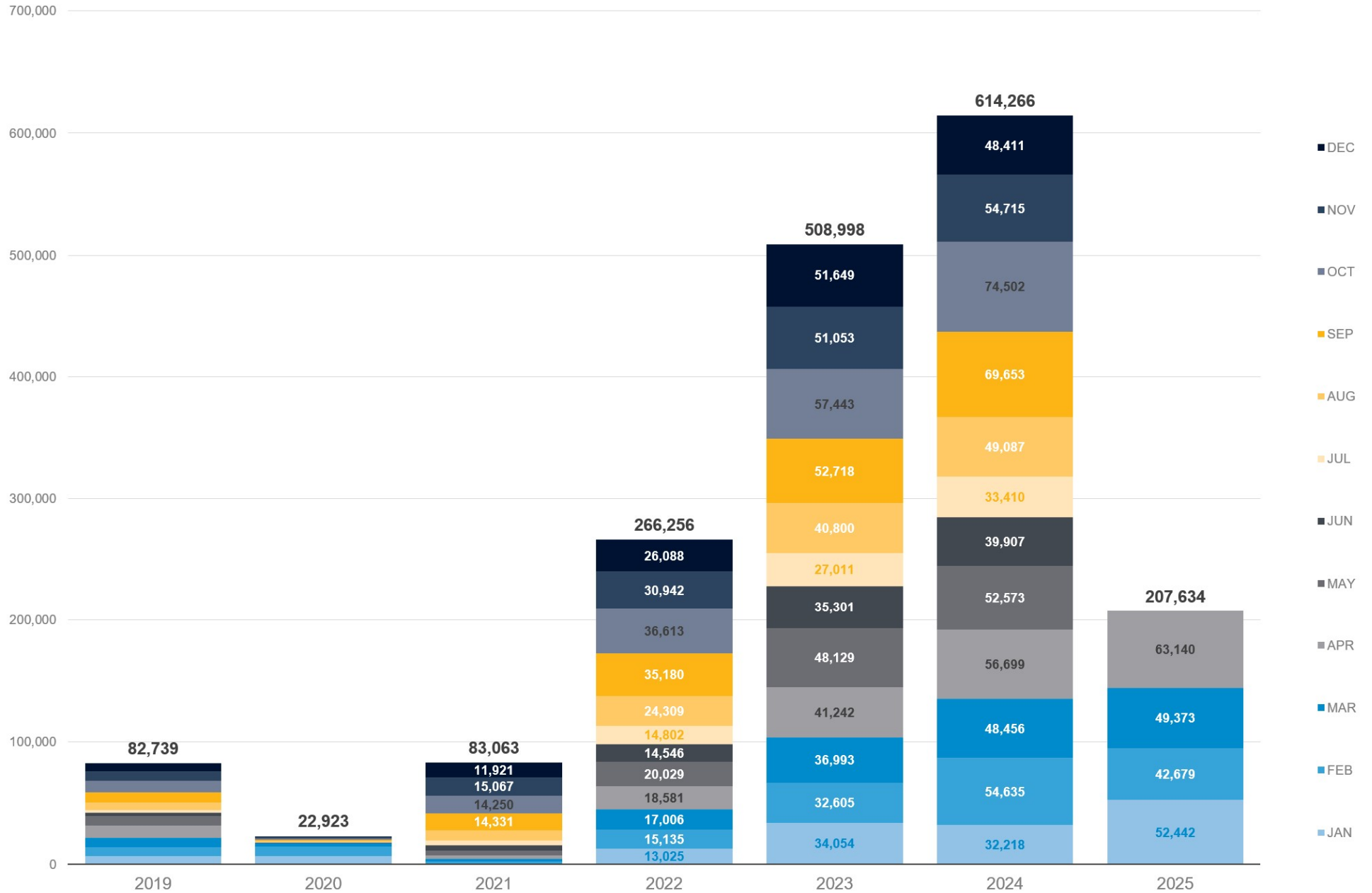
2019 - 2025



Fixed-Route Passenger Trips

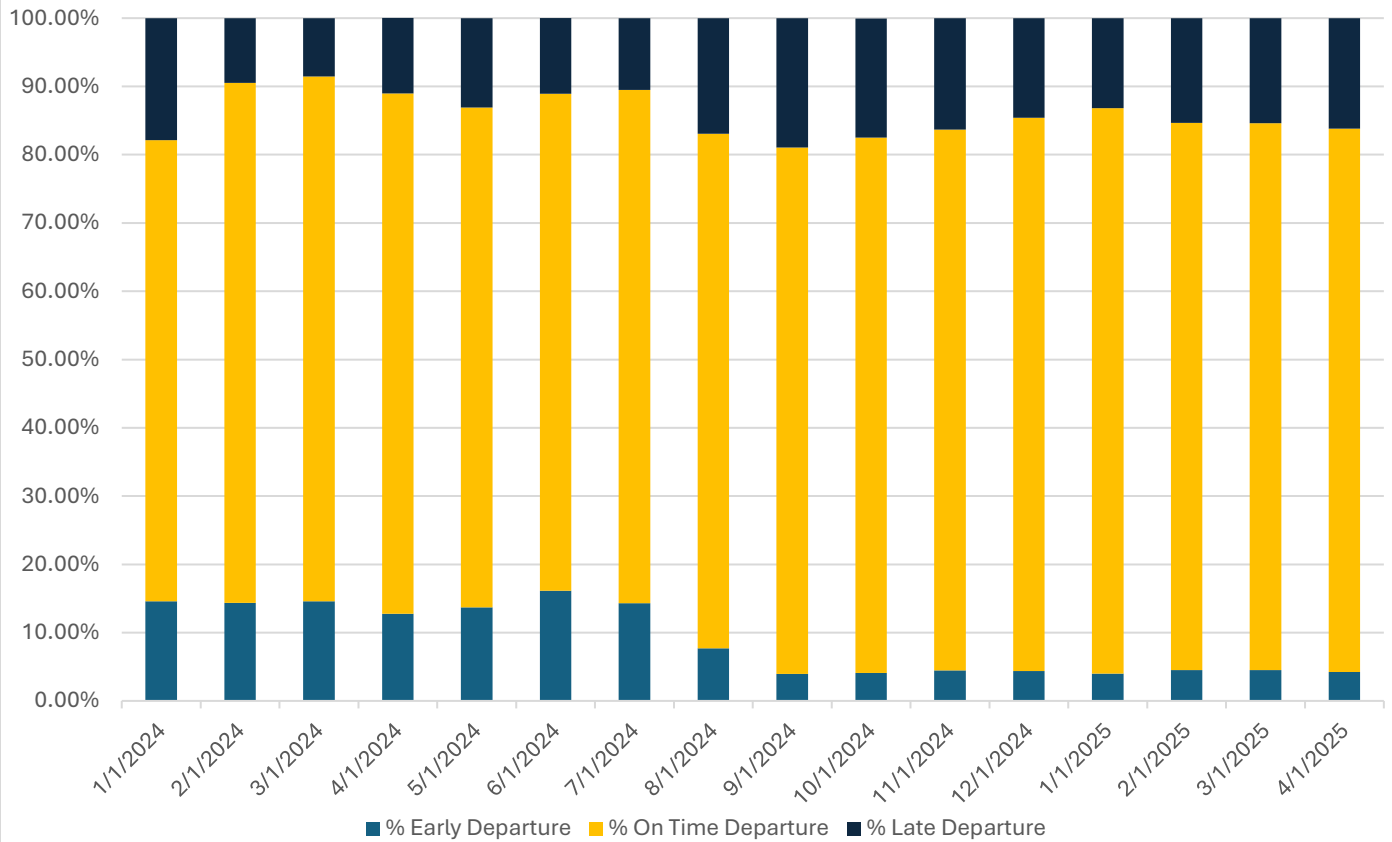


K-12 Passenger Trips 2019 - 2025

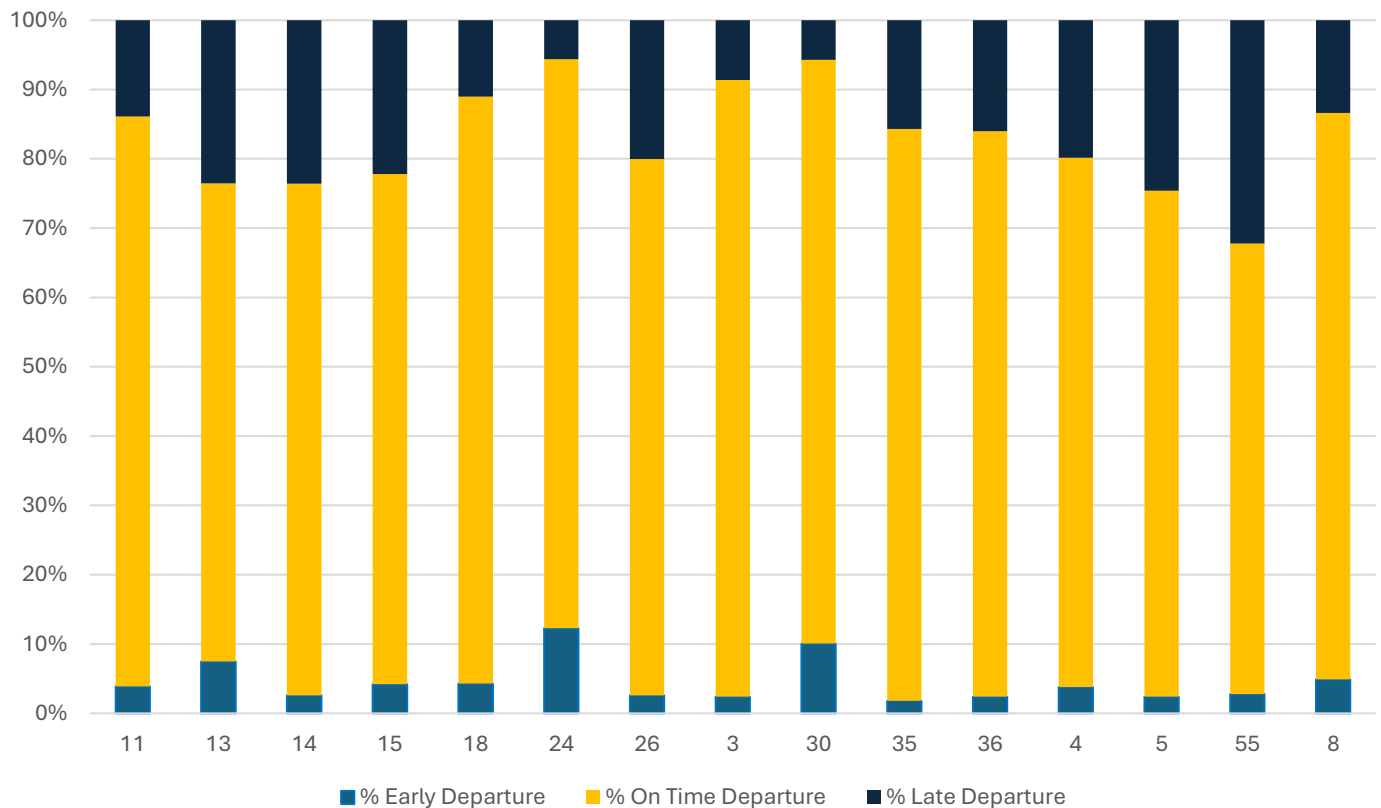


*K-12 Rides Free Program first began on 5/10/2021.

OTP by Month System Wide

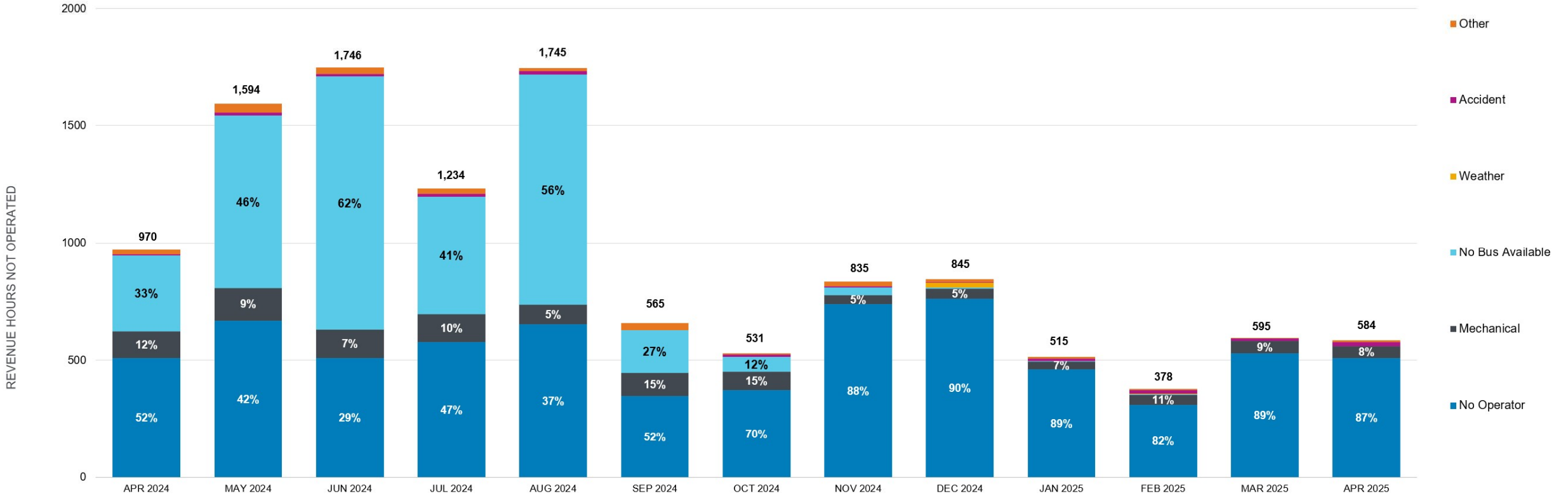


OTP by Route for April 2025

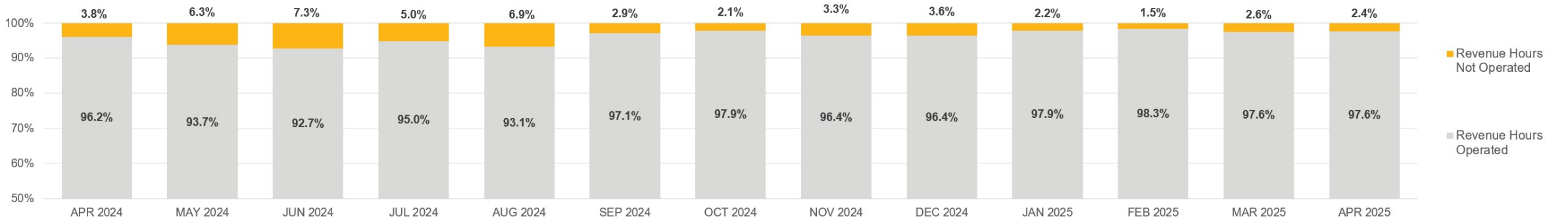




MONTHLY SERVICE INTERRUPTIONS
Revenue Hours Not Operated by Type



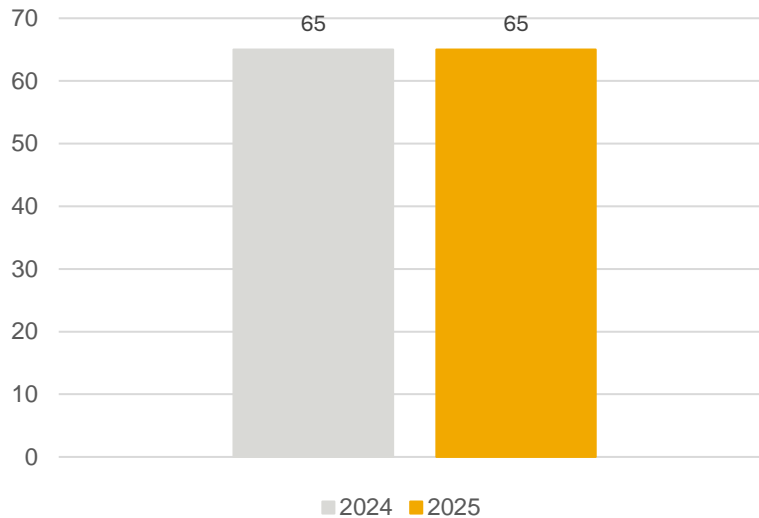
Percent of Total Revenue Hours



April 2025 MOBY Eligibility + Operations Report

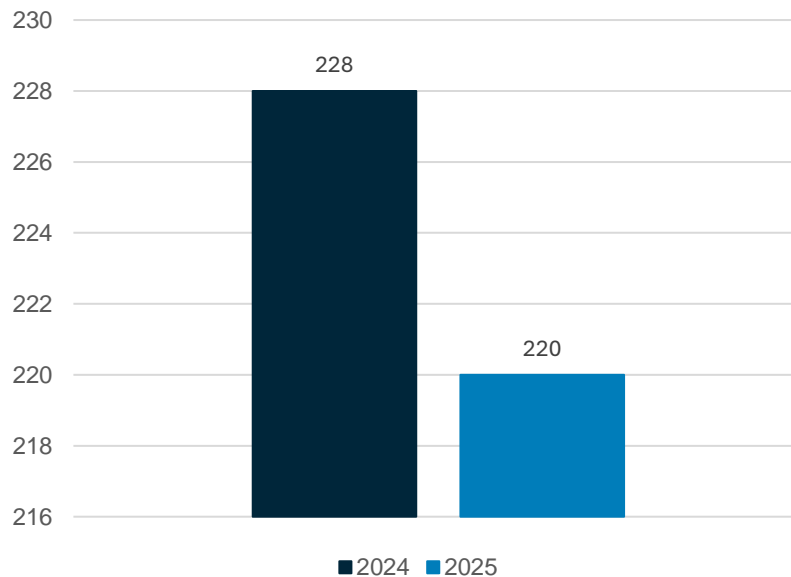
MOBY Eligibility

Number of MOBY Applications Processed in April



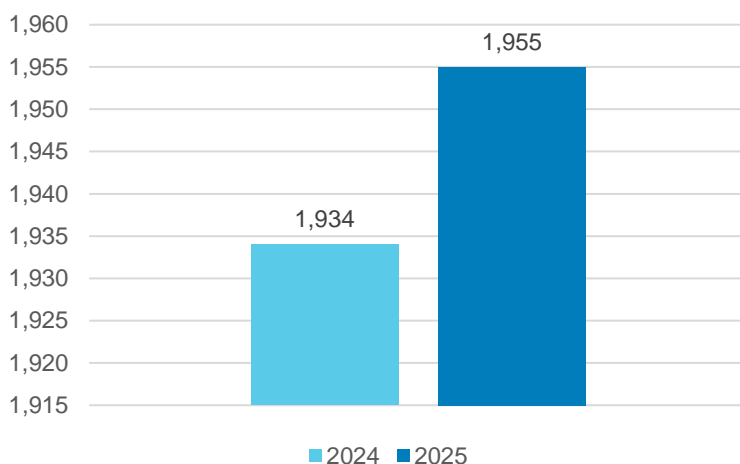
Text summary of the chart: The chart displays the number of MOBY applications processed in April for the last two years. In April 2024, 65 applications were processed. In April 2025, 65 applications were processed.

Number of MOBY Applications Year-to-Date (January – April)



Text summary of the above chart: The chart displays the number of MOBY applications processed year-to-date (January through April) for the last two years. Through April 30, 2024, 228 applications were processed. Through April 30, 2025, 220 applications have been processed.

Total Number of Eligible MOBY Riders as of April 30

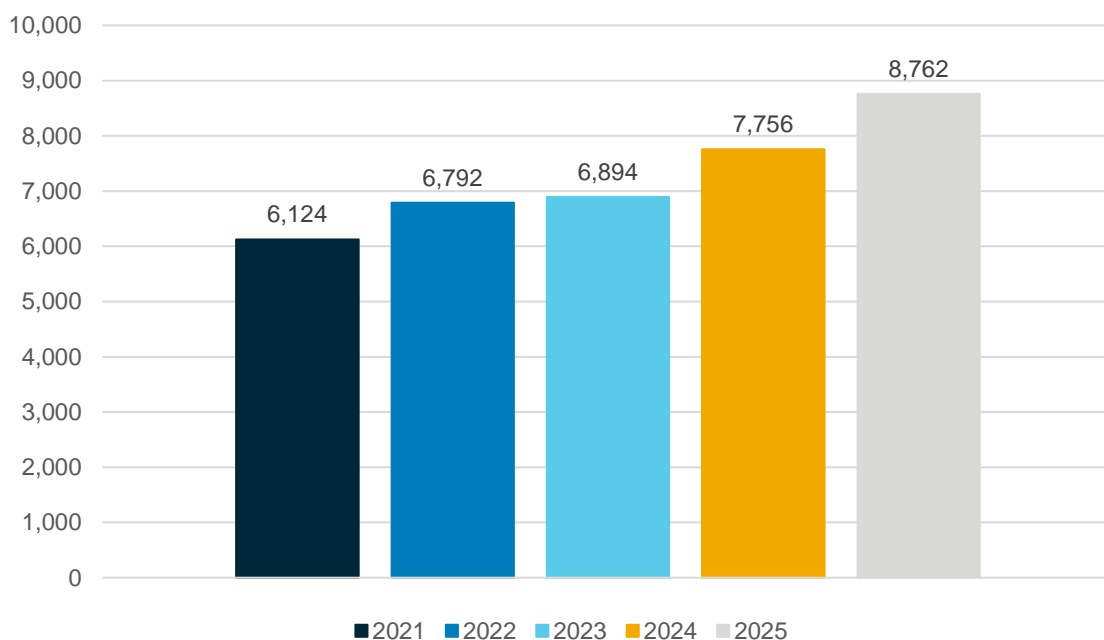


Text summary of the above chart: The chart displays the total number of eligible MOBY riders as of April 30 for the last two years. As of April 30, 2024, there were 1,934 eligible MOBY riders. As of April 30, 2025, there were 1,955 eligible MOBY riders.

MOBY Operations

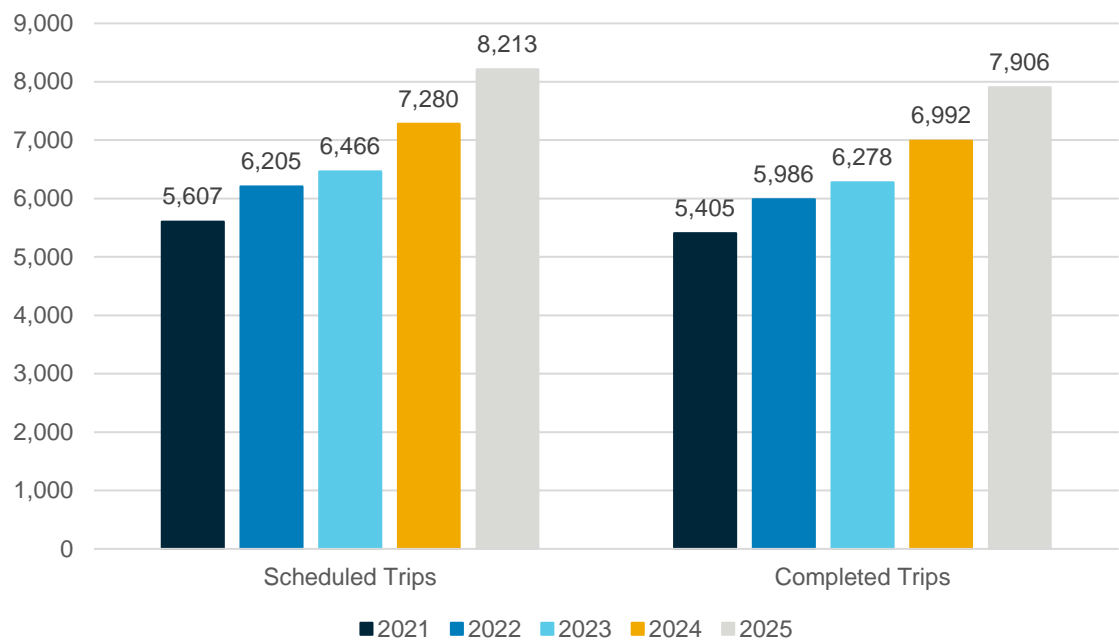
Number of MOBY Passengers in April

Includes clients, companions, PCAs, and other passengers



Text summary of the above chart: The chart displays the number of MOBY passengers in April for the last five years. In April 2021, 6,124 passengers rode MOBY, including clients, companions, PCAs, and other passengers. There were 6,792 passengers in April 2022, 6,894 passengers in April 2023, 7,756 passengers in April 2024, and 8,762 passengers in April 2025.

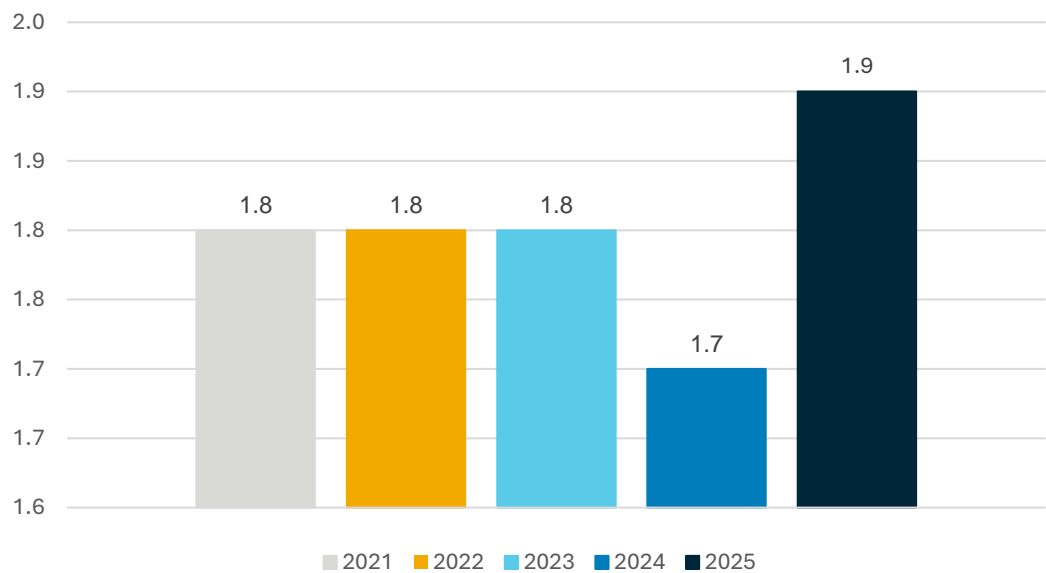
Number of MOBY Trips in April



Text summary of the above chart: The chart displays the number of scheduled and completed MOBY trips in April for the last five years. In April 2021, 5,607 trips were scheduled, and 5,405 trips were completed. In April 2022, 6,205 trips were scheduled, and 5,986 trips were completed. In April 2023, 6,466 trips were scheduled, and 6,278 trips were completed. In April 2024, 7,280 trips were scheduled, and 6,992 trips were completed. In April 2025, 8,213 trips were scheduled, and 7,906 trips were completed.

Please note: Operators are staffed according to scheduled trips. All MOBY trips must be scheduled no later than 4:30 p.m. prior to the day of travel. The number of scheduled trips reported may be lower than the actual number of scheduled trips at the close of daily trip bookings due to cancellations not captured by the reporting software.

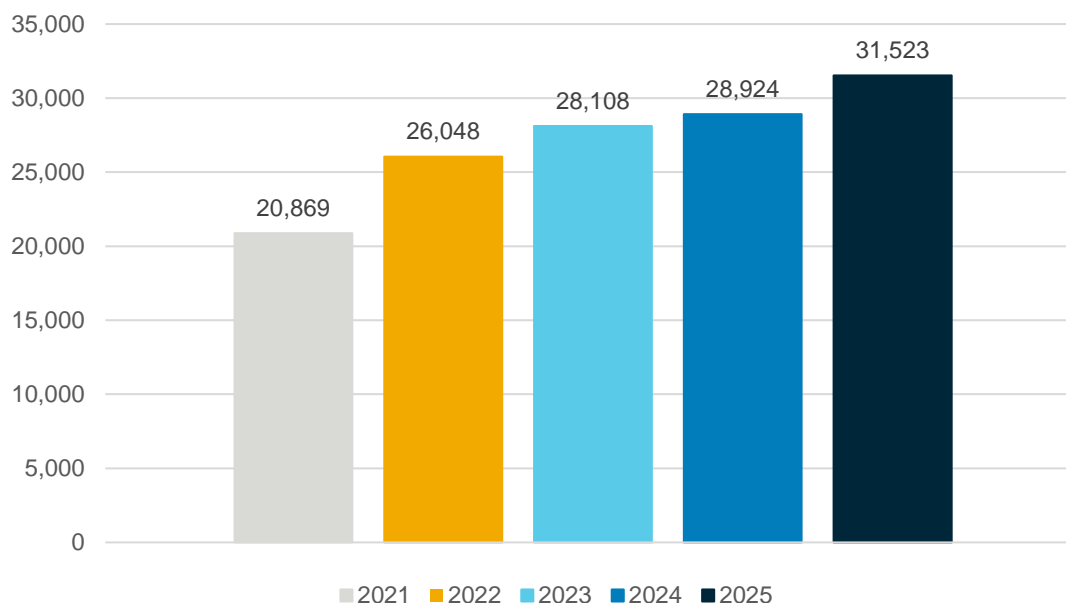
Average Passenger per Revenue Hour in April



Text summary of the above chart: The chart displays the average number of passengers per revenue hour for the month of April over the last five years. The average number of passengers per hour was 1.8 in 2021, 1.8 in 2022, 1.8 in 2023, 1.7 in 2024, and 1.9 in 2025.

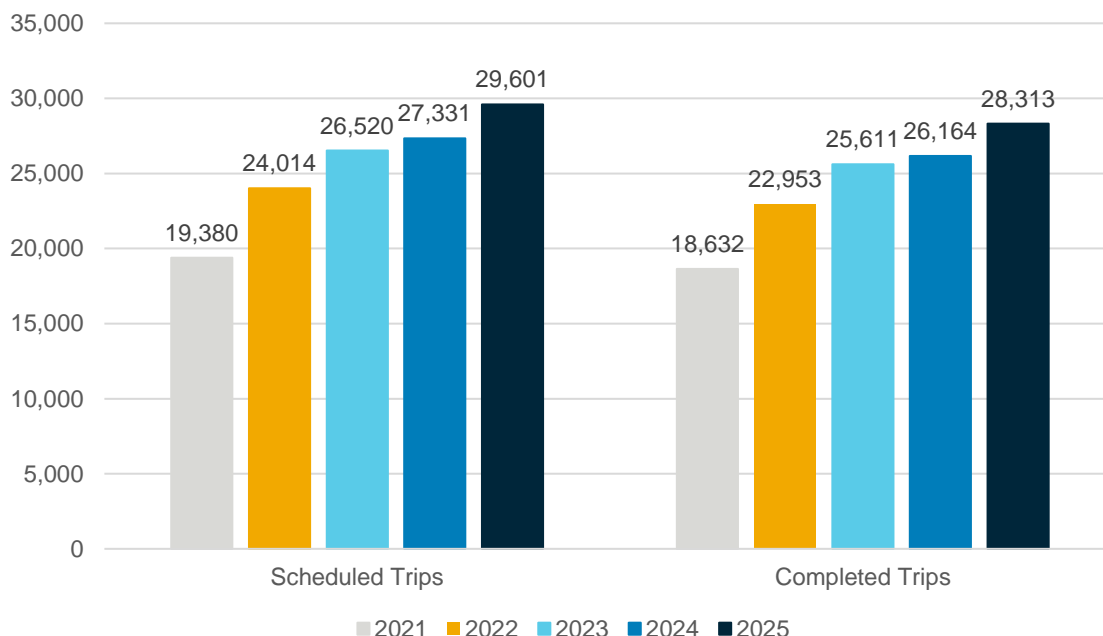
Number of MOBY Passengers Year-to-Date (YTD)

Includes clients, companions, PCAs, and other passengers



Text summary of the above chart: The chart displays the year-to-date number of MOBY passengers over the last five years. From January 1 to April 30, 2021, 20,869 passengers rode MOBY, including clients, companions, PCAs, and other passengers. There were 26,048 passengers in 2022, 28,108 passengers in 2023, 28,924 passengers in 2024, and 31,523 passengers in 2025.

Number of MOBY Trips Year-to-Date (YTD)



Text summary of the above chart: The chart displays the year-to-date number of scheduled and completed MOBY trips over the last five years. From January 1 to April 30, 2021, 19,380 trips were scheduled, and 18,362 trips were completed. In 2022, 24,014 trips were scheduled, and 22,593 trips were completed. In 2023, 26,520 trips were scheduled, and 25,611 trips were completed. In 2024, 27,331 trips were scheduled, and 26,164 trips were completed. In 2025, 29,601 trips have been scheduled, and 28,313 trips have been completed.