

**REGULAR BOARD MEETING
REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA
2222 Cuming Street
Omaha, Nebraska, 68102
May 28, 2026
8:30 a.m.**

Minutes

The Regional Metropolitan Transit Authority of Omaha Board met on Thursday, May 28, 2026, at 8:30 a.m., in person at the Authority's Administration Building, 2222 Cuming Street, Omaha, Nebraska 68102, and virtually. Notice of the Regular Meeting was published in the Omaha Daily Record on May 22, 2026, 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 (Virtual)
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 (Absent)
E. Schweitz, Senior Manager of Planning and Scheduling
W. Clingman, Finance Director (Virtual)
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
A. Summerfield, Operations Director
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 #1 Call to Order at 8:31 am

Notice of the Regular Meeting was published in the Omaha Daily Record on May 22, 2026

Agenda #2 Approval of the Minutes of the Previous Meetings

Regular Meeting: April 23, 2026

Motioned by Lonergan; Seconded by Dombeck

ROLL CALL: Garcia Absent, UNANIMOUS, MOTION CARRIES

Agenda #3 General Public Comment Period

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

Ms. Kay, no address provided

Presented a brief general idea highlighting three topics for the Board's consideration: mobility-related issues, Driver Appreciation initiatives, and transit center design. Provided documentation to the Board, which was entered into the record.

There being no further public comments, the public comment period was concluded.

Agenda #4 Administrative Report

(L. Cencic)

Ms. Cencic reported Metro Transit's April ridership results. Fixed-route ridership totaled 315,938, the highest April ridership since 2015, and was tracking 6% higher than at the same point last year. ORBT recorded 57,597 trips, and the K-12 Rides Free program provided 60,387 trips in April.

Ms. Cencic reported that Micro Flex // driven by Metro, completed just over 1,000 rides with an almost even breakdown in the West and North Zone, with the South Zone carrying a smaller number but still meeting the needs of some riders.

Ms. Cencic reported that, since the last Board meeting, Metro Transit participated for the first time in the Community Transportation Association of America (CTAA) Roadeo. Metro representatives included Darlito Ragados, Robert McKean, Julia Myszkowski, and Dennis Kerr. Additional Metro staff attended the conference and expo, participating in training sessions and learning about new technologies. Metro Transit was also recognized as Partner of the Year for its contributions in helping host the event in Omaha.

Ms. Cencic further reported that Metro Transit recently held its first internal Roadeo, with approximately 180 attendees, including employees' families and loved ones. Eighteen employees competed in the Fixed Route and MOBY divisions.

MOBY Division Winners

- First Place: Joe Walker
- Second Place: Darlito Ragados
- Third Place: Robert McKean
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Fixed Route Division Winners

- First Place: Dottie Frost, Maintenance Clerk
- Second Place: Walt Shumate, Fixed Route Operations Manager
- Third Place: Archer Jones, Third-Class Mechanic

In conjunction with the CTAA Roadeo, Metro Transit hosted Federal Transit Administration (FTA) representatives Carrie Butler, the new Region VII Administrator, and Jason Polluck, Regional Counsel. Staff discussed factors affecting federal transit funding and provided a tour of Metro facilities, an ORBT station, and the North Omaha Transit Center (NOTC).

Ms. Cencic reported that Metro Transit continues to monitor developments regarding the federal transportation bill. The current funding authorization under the Infrastructure Investment and Jobs Act (IIJA) expires on September 30. While the House Infrastructure Committee recently advanced a transportation bill, it must still be considered by the full House and Senate. The current draft bill mostly maintains existing funding levels, with some proposed reductions that would primarily affect rail programs.

Ms. Cencic stated that Metro Transit is preparing for the College World Series and will operate services similarly to last year, with several modifications. ORBT service will be extended until the conclusion of games, the Green Route Circulator will be expanded to better serve areas near the stadium, and North Omaha microtransit service will be extended until midnight.

Ms. Cencic also reported that Metro Transit offered fare-free service on Election Day and experienced approximately 16% higher ridership than a typical Tuesday.

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

Director Lonergan asked whether the expansion of microtransit service into the Regency area had resulted in increased ridership.

Ms. Cencic responded that staff would continue to monitor the data, but preliminary results have not shown a significant increase. She noted that the West Zone provided 416 rides in April.

Director Lonergan also asked whether the local Congressional delegation was supportive of the transportation bill.

Ms. Cencic responded that, now that the legislation has advanced out of committee, she anticipates the potential for more discussions with the local delegation.

Director Williams requested clarification regarding the College World Series transportation service, noting that microtransit drop-offs have occurred near Cuming Street.

Ms. Cencic explained that, following coordination with event organizers, the temporary microtransit drop-off location will be closer to the stadium this year. This accommodation will also be provided to MOBY services as well.

Director Simon asked how Omaha was selected to host the CTAA Roadeo.

Ms. Cencic responded that the event rotates among locations throughout the country and noted that Omaha's convention center and available parking lot facilities likely contributed to its selection.

Director Simon asked when the next Triennial Review will occur.

Ms. Cencic responded that Metro Transit is on schedule for its next review in 2027. There were no further questions or discussion.

Agenda #5 Administrative Reports

Administration/Human Resources

(D. Grant)

Mr. Grant reported on Metro Transit's April hiring activities, noting that eight new employees joined the organization and six additional hires were identified for May. The April hires included six bus operators, one mechanic, and one Maintenance Supervisor.

For May, Metro Transit hired a Finance Clerk and a Network Administrator.

Mr. Grant further reported that a graduation ceremony for new bus operators would be held later that day. Five operators are scheduled to graduate, helping Metro Transit remain on track to meet its spring service goals.

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

There were no further questions or discussion.

Programs/Operations

(K. Pendland)

Mr. Pendland reported on customer service for April. A total of 11,879 calls were offered, with 11,641 answered, resulting in an overall service level of 96%. Mr. Pendland further explained that the current service level percentage is calculated by dividing the total number of calls answered within 60 seconds by the total number of calls offered.

Fixed route revenue hours in April were 25,066, an increase of 1,280 hours compared to April 2025. This is largely due to an increase in service hours, which began on April 19th, bringing Metro Transit to its highest level of service hours in over a decade. Passenger trips totaled 315,938, a modest increase of 23 compared to the previous year. It has been the highest April ridership since 2015. Ridership for the K-12 Rides Free program was 60,387, the second-highest ridership for April in the program's history, and represents an increase of 2% higher than the pace set in 2025.

Route productivity level was 12.6 passengers per revenue hour across all fixed routes in April, which is below the productivity level from the previous year. This would be due to the increase in service hours provided, rather than a decrease in passengers.

On-time performance in April averaged 4.6% early departure, 13.7% late departure, with an on-time departure rate of 81.7%.

In April, service interruptions accounted for .5% of total revenue hours, compared to 2.1% in March.

For paratransit operations, Metro Transit completed a total of 8,662 trips in April, an increase of 449 trips from last April. The average paratransit passengers per revenue hour in April was 2.0, which is the highest productivity level in paratransit for April over the last 5 years.

For microtransit in April, there were 1,088 completed rides, with 492 within the North Zone, 180 in the South Zone, and 416 in the West Zone. Based on reporting from our fare system, 98 riders transferred from microtransit to fixed route service, and 91 riders transferred from fixed route service

to microtransit. In June, an additional report will be added to the board packet to show ridership by route as per request from the Operations Committee during the May Committee meeting.

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

Director Corrigan asked whether the new customer service vendor is fully integrated and if any changes have been observed since implementation.

Mr. Pendland reported that service levels have improved since the new vendor began providing services to Metro Transit, largely due to increased staffing capacity. He noted that some initial concerns regarding dialect were identified and continue to be monitored.

Director Williams asked about the average response time for microtransit service requests.

Ms. Cencic responded that, during the pilot program, the service standard is an average pickup time of 20 minutes or less. Current data indicates an average pickup time of approximately seven minutes and an average ride time of nine minutes.

Director Padilla asked whether Metro Transit is experiencing any impacts from increased fuel costs and whether additional impacts are anticipated.

Ms. Cencic confirmed that Metro Transit has experienced increased fuel costs. She explained that the agency's previous fuel contract expired during the recent price increase, and staff determined that current market conditions are not favorable for entering into a new contract. Metro Transit is currently purchasing fuel at market rates and is absorbing the additional costs through existing savings while continuing to monitor conditions.

Directors Corrigan and Simon also asked about communication with Sherwood regarding the microtransit pilot program.

Ms. Cencic responded that there is currently no formal reporting process; however, she meets regularly with Sherwood, along with the Operations Director, who oversees microtransit services.

There were no further questions or discussion.

Communications

(N. Ebat)

Ms. Ebat reported that, since the previous Board meeting, Metro Transit received five earned media placements and conducted eight outreach and training sessions, including participation in two Earth Day events and a ride-along training with Conservation Nebraska.

Ms. Ebat stated that the Communications team has focused on preparations for several upcoming events, including the Metro Transit Rodeo and the College World Series. Communications staff have collaborated with multiple partners to expand the reach of messaging. The NCAA and College World Series organizations have included Metro Transit maps and service information in materials distributed to event attendees. Staff have also coordinated efforts with the City of Omaha, Park Omaha, and Heartland Bike Share.

Ms. Ebat highlighted several upcoming community events:

- June 13: Metro Transit will participate in the Juneteenth Parade with a bus and staff representatives.
- June 13: Metro Transit will host an information table at FreedomFest at Miller Park from noon to 5:00 p.m.
- June 20: Metro Transit will host an information table at World Refugee Day at the Joslyn Art Museum.

Ms. Ebat also reminded the Board that submissions are being accepted for the Wheel Appeal bus design contest. Omaha middle and high school students may submit designs for an opportunity to have their artwork featured on a Metro Transit bus. Submissions are due August 31.

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

Director Williams requested additional information regarding the Juneteenth Parade, including participant meeting locations.

Ms. Ebat responded that she would provide those details once they become available.

There were no further questions or discussion.

Agenda #6 Board Chair Report

(C. Simon)

The Board Chair did not have a report for this month's meeting

Agenda #7 Date, Time, and Place of Next Board Meeting

Thursday, June 25, 2026, at 8:30 a.m.

Authority's Administrative Building

Agenda #8 Tentative Resolutions for June

Public Transportation Agency Safety Plan (PTASP)

Agenda #9 Adjournment at 9:04 am

Motioned by Lonergan; Seconded by Corrigan

ROLL CALL: UNANIMOUS, MOTION CARRIES