REGULAR BOARD MEETING
REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA
2222 Cuming Street
Omaha, Nebraska, 68102
October 23, 2025
8:30 a.m.

The Regional Metropolitan Transit Authority of Omaha Board met on Thursday, October 23, 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 October 17, 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 (Absent)
E. Schweitz, Senior Manager of Planning and Scheduling (Virtual)
W. Clingman, Finance Director
J. Willoughby, Senior Project Manager (Virtual)
A. Johnson, Civil Rights & Inclusion Director (Virtual)
J. Beverage, Maintenance Director (Virtual)
N. Ebat, Sr. Manager of Communications & Community Relations
A. Summerfield, Senior Manager of Mobility (Virtual)
S. Perry, Executive Administrator & Board Secretary

Others Present:
Other Metro staff
Members of the public

Agenda Item #1 Call to Order at 8:30 am
Notice of the Regular Meeting was published in the Omaha Daily Record on October 17, 2025. 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.

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

Special Meeting: September 19, 2025

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

Regular Meeting: September 19, 2025

Motioned by Lonergan; Seconded by Padilla
ROLL CALL: UNANIMOUS, 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 by sharing ridership numbers for September. Metro carried 329,072 rides, which is the highest monthly ridership since pre-COVID. Metro carried 2.6 million trips in 2025; however, October numbers are still being collected. ORBT has officially passed 2.5 million rides since its inception in 2020. K-12 Rides Free had 67,000 rides in September with a program total of 1.9 million rides. From June to September, there were 189,139 K-12 Rides Free rides.

For microtransit in September, Ms. Cencic reported that there were 3,885 completed rides. There are almost 8,000 requests, including customers checking options and experimenting with the system. Most of the service continues to remain in the North zone. Metro is continuing to work with the West and South zones to build ridership. The average pickup time was 9.8 minutes, and the average ride duration was 9 minutes. There was a reduction in rides once fares were applied on October 15, 2025. Metro is working to build it back up.

Ms. Cencic had previously reported that Metro ordered 26 new buses for 2025. She updated the Board on the status of the buses to date. Of the 26 buses, 17 have been received, with 10 currently in service. Metro continues to maintain a good track of getting the new buses in service within two weeks of arrival.

Metro is currently holding public engagement meetings in October regarding the December service changes and will be bringing it to the Board soon in a Title VI Analysis. The biggest proposed changes are to Routes 15 and 55.

Ms. Cencic was pleased to inform the Board and public that the North Omaha Transit Center (NOTC) construction is going well and will open back up to the public on November 1st.

Lastly, Ms. Cencic extended congratulations to staff on two recent nominations for the Laurels Awards by Omaha Design. Metro Flex and Kelechi Chibuikem from Metro's planning department were nominated.

Ms. Cencic opened the floor to the Board for questions.

Director Lonergan inquired whether the 329,000 rides for September included Metro Flex numbers.

Ms. Cencic informed the Board that those numbers are not included, but noted that staff will review the availability of that data for future Board reports, along with data regarding MOBY paratransit services. K-12 Rides Free does not apply to microtransit service, however.

Director Simon asked who the contractor is for NOTC, and Ms. Cencic informed the Board that it is Weitz.

With no further questions or discussion, Ms. Cencic concluded her report.

Agenda Item #5 Administrative Reports

Administration/Human Resources (D. Grant)

Mr. Grant reported that for September, Metro has hired 15 new team members. Seven fixed operators, three paratransit operators, one mechanic, two custodians, and two field supervisors (one internal promotion and one external hire). Seven additional candidates have been selected to begin in October.

Mr. Grant opened the floor to the Board for questions.

Director Dombeck asked if additional operators were needed for the service changes.

Mr. Grant indicated he is always looking for new operators to join Metro. Ms. Cencic further expounds that for the proposed service changes, Metro would need three to four additional bus operators. Metro chose service increase recommendations by the ability to accomplish that goal in terms of staff ability. The new hires currently in training will be able to fulfill the service increase.

Director Simon, if the two new field supervisors were internal promotions.

Mr. Grant indicated that one was only an internal move, named Ken Davis.

With no further questions or discussion, Mr. Grant concluded his report.

Programs/Operation (K. Pendland)

Mr. Pendland reported for September, customer service we had 12,602 calls offered, 10,838 calls answered. Metro's service level increased to 87%, showing a good recovery from the decrease seen in August. Metro's team continues to work directly with our customer service contractor to ensure a high-quality service is provided for customers.

Fixed route revenue hours in September were 23,309, which reflects an increase in service delivery of 841 hours compared to September 2024. As mentioned in Ms. Cencic's report, passenger trips were at 329,072, which is the highest passenger trip number seen for September since 2019. This

continues the positive trend for this year, bringing a total of 2,598,683 rides as of the end of September in 2025. That places Metro 90,993 passenger trips ahead of the pace seen in 2024.

Route productivity level was 14.1 passengers per revenue hour across all fixed routes in September, being the highest productivity numbers seen over the last 5 years.

On-time performance in September averaged 5% early departure, 19% late departure, with an on-time departure rate of 76%. It needs to be noted that these numbers are slightly off due to a mapping issue that occurred on August 10th, which resulted in geo-fencing locations being slightly out of sync with actual stop GPS locations. These issues were resolved on September 10th.

In September, service interruptions accounted for 1.1% of our revenue hours, which was the lowest number seen this year.

For paratransit operations, a total of 7,601 trips were completed in September, an increase of 688 trips from last September. The average paratransit passengers per revenue hour in September remained at 1.9, continuing the trend of the high productivity levels.

For Microtransit in September, there were 3,885 completed rides, with 3,161 in the North Zone, 129 in the South Zone, and 404 in the West Zone. This brings a total of 7,373 completed rides from launch to the end of September.

Mr. Pendland opened the floor to the Board for questions.

Director Simon, with the changes to service, will there be additional buses during peak hours, specifically for Route 55? How much would that be?

Ms. Cencic stepped in to inform the Board that, realistically, the afternoon peak is the highest so there will be five more buses in December. Metro continues to work to increase the peak pull out numbers to ensure compliance with FTA's maximum 20% spare ratio.

With no further questions or comments, Mr. Pendland concluded his report.

Communications (N. Ebat)

Ms. Ebat reported that since the previous meeting, Metro has had nine earned media pieces in six different outlets. Outreach was present at seven different events since the last meeting, including a resource fair for people experiencing homelessness, two listening sessions for microtransit, but mostly geared towards education, and an active transportation summit on tools and programming Metro Transit provides to make it easier to go car-lite in Omaha

Our Community Mobility Coordinator organized, planned, and set up multiple training sessions for several different organizations in the last month, including a hands-on and in-depth experiential training with the Omaha Council for the Blind. The train-the-trainer program will be hosting six different trainings for various organizations before the next board meeting.

Upcoming outreach and events:

- October 23rd - Public Open House for proposed service changes to routes 4, 5, 13, 15, and 55

    - At the Aksarben Transit Center from 3-6 pm, people will see a Metro tent, and staff will be wearing name tags.
- October 25th - Saturday- Metro will be a part of the It's Fall Y'all event at the Riverfront.
    - Runs from 5 pm to 7 pm
    - Located on 8th & Douglas with an ORBT dressed for Halloween.
    - There will also be a family-friendly "haunted" attraction inside the bus and candy passed out.
- November 8th - Metro will have a bus, and staff will be walking in the Veterans' Parade

Ms. Ebat opened the floor to the Board for questions.

Director Dombeck asked if any of the train-the-trainer session focuses were specific to microtransit.

Ms. Ebat explained that they are centered around how the entire system operates, with at least two having a slight focus on microtransit. The emphasis is on how to ride and access various tools.

Director Garcia asked if the train-the-trainer session was open to the public.

Ms. Ebat states they are not. The train-the-trainer sessions are coordinated with the organizations for their staff to train their clients/customers.

With no further questions or comments, Ms. Ebat concluded her report.

Agenda Item #6 Resolution 2025-33 Request Award of Amendment to the Agreement with Delerrok Inc., a California corporation and a wholly owned subsidiary of Cubic Transportation Systems, Inc.

(W. Clingman)

Metro's current Umo fare system was entered into via an agreement with Delerrok in November 2020. The original agreement for ongoing services will expire on November 8, 2025. Staff recommended exercising an amendment to the agreement for a one-year extension for software licenses and support of the fare readers and Umo system. The amendment also provides for purchasing additional TouchPass (Umo) smartcards.

The pricing terms embedded in this new agreement are as follows:

- $55 per bus/vehicle per month for software
- TouchPass (Umo) Cards for $3.50/ea.

Based on the revised pricing, we anticipate the annual cost to be approximately $109k/year for software associated with Umo readers in vehicles, plus additional costs depending on the need for new TouchPass Cards.

The resolution was recommended to the Board for approval.

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

Director Corrigan asked if it's per vehicle cost, regardless of the activity.

Mr. Clingman responded that, yes, it is a billing-wide change that Delerrok made through Umo and will, in the end, benefit Metro.

The Finance Committee had no issues or questions.

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 Board Chair Report (C. Simon)

Director Simon indicated he sat in on the public engagement that was virtually held. He asked if a script could be provided or technology made available that could simulcast languages at the same time to ease the viewing.

There was further discussion regarding the in-person public engagement later today, and it was informed that this in-person engagement will be more of an open house format as opposed to a presentation.

Agenda Item #8 Date, Time, and Place of Next Board Meeting

Thursday, November 20, 2025, at 8:30 a.m.
Authority's Administrative Building

Agenda Item #9 Adjournment at 8:53 am

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

The foregoing resolution was duly adopted by the Board of the Regional Metropolitan Transit Authority of Omaha at a meeting held on the 20th day of November 2025, and the undersigned hereby certifies the adoption of this resolution.

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Curt Simon, Board Chair

_____
Selina Perry, Board Secretary