

# **Title VI Program Update**

## **2013 - 2015**

**Transit Authority of the City of Omaha  
d/b/a Metro  
2222 Cuming Street  
Omaha, NE 68102-4392  
TRAMS #1839**

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## Introduction

The Transit Authority of the City of Omaha, a political subdivision of the State of Nebraska d/b/a Metro is a direct recipient of Federal Transit Administration financial assistance, a transit provider located in an Urbanized Area of 200,000 or more in population, and operates more than fifty vehicles in peak service.

Collectively the Metro “Transit System” includes 28 bus routes: 20 local (operating at various levels of service 7 days a week); and during weekday peak hours operates: 7 express / commuter routes and one (1) downtown circulator. The peak hour fleet includes 98 buses and 27 paratransit vehicles.

## **Title VI Annual Certifications and Assurances**

In accordance with 49 CFR Section 21.7(a), with every application for financial assistance from the FTA, Metro submits an assurance that it will carry out the program in compliance with DOT's Title VI regulations. Metro also submits its Title VI assurance as part of its annual Certifications and Assurances to the FTA, assuring compliance with laws and regulations so that no person in the United States will be denied the benefits of, or otherwise be subjected to discrimination in any U.S. DOT or FTA funded program or activity, particularly in the level and quality of transportation services and transportation-related benefits, on the basis of race, color, or national origin.

### **Executed Certifications and Assurances**

The following is a copy of the most current Certifications and Assurances document signed by Metro's Executive Director Curt A. Simon.

## FTA FISCAL YEAR 2016 CERTIFICATIONS AND ASSURANCES

### FEDERAL FISCAL YEAR 2016 CERTIFICATIONS AND ASSURANCES FOR FEDERAL TRANSIT ADMINISTRATION ASSISTANCE PROGRAMS (Signature pages alternative to providing Certifications and Assurances in TrAMS)

Name of Applicant: The Transit Authority of the City of Omaha

The Applicant agrees to comply with applicable provisions of Categories 01 – 23. \_\_\_\_\_

OR

The Applicant agrees to comply with applicable provisions of the Categories it has selected:

<u>Category</u>	<u>Description</u>	
01.	Required Certifications and Assurances for Each Applicant.	<u>X</u>
02.	Lobbying.	<u>X</u>
03.	Procurement and Procurement Systems.	<u>X</u>
04.	Private Sector Protections.	<u>X</u>
05.	Rolling Stock Reviews and Bus Testing.	<u>X</u>
06.	Demand Responsive Service.	<u>X</u>
07.	Intelligent Transportation Systems.	<u>X</u>
08.	Interest and Financing Costs and Acquisition of Capital Assets by Lease.	<u>X</u>
09.	Transit Asset Management Plan and Public Transportation Agency Safety Plan.	<u>X</u>
10.	Alcohol and Controlled Substances Testing.	<u>X</u>
11.	Fixed Guideway Capital Investment Grants Program (New Starts, Small Starts, and Core Capacity Improvement).	<u>X</u>
12.	State of Good Repair Program.	<u>X</u>
13.	Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs.	<u>X</u>
14.	Urbanized Area Formula Grants Programs and Passenger Ferry Grant Program.	<u>X</u>
15.	Seniors and Individuals with Disabilities Programs.	<u>X</u>
16.	Rural Areas and Appalachian Development Programs.	_____
17.	Tribal Transit Programs (Public Transportation on Indian Reservations Programs).	_____
18.	State Safety Oversight Grant Program.	_____
19.	Public Transportation Emergency Relief Program.	<u>X</u>
20.	Expedited Project Delivery Pilot Program.	<u>X</u>
21.	Infrastructure Finance Programs.	<u>X</u>
22.	Paul S. Sarbanes Transit in Parks Program.	_____
23.	Hiring Preferences	<u>X</u>

## FTA FISCAL YEAR 2016 CERTIFICATIONS AND ASSURANCES

**FEDERAL FISCAL YEAR 2016 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE**  
(Required of all Applicants for federal assistance to be awarded by FTA and all FTA Grantees with an active Capital or Formula Award)

### AFFIRMATION OF APPLICANT

Name of the Applicant: The Transit Authority of the City of Omaha d/b/a Metro

Name and Relationship of the Authorized Representative: Curt A. Simon, Executive Director

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in federal fiscal year 2016, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

FTA intends that the Certifications and Assurances the Applicant selects on the other side of this document should apply to each Award for which it now seeks, or may later seek federal assistance to be awarded by FTA during federal fiscal year 2016.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 *et seq.*, and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute.

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature:  Date: 4-20-16

Name: Curt A. Simon  
Authorized Representative of Applicant

### AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): The Transit Authority of the City of Omaha

As the undersigned Attorney for the above named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

Signature:  Date: 4/27/16

Name: Timothy Kenny, Attorney - Abrahams, Kaslow & Cassman, LLP  
Attorney for Applicant

*Each Applicant for federal assistance to be awarded by FTA and each FTA Recipient with an active Capital or Formula Project or Award must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its electronic signature in lieu of the Attorney's signature within FTA's electronic award and management system, provided the Applicant has on file and uploaded to FTA's electronic award and management system this hard-copy Affirmation, signed by the attorney and dated this federal fiscal year.*

## Title VI Notice to Public

### Public Protections under Title VI/Statement of Policy

Title VI of the Civil Rights Act of 1964, as amended, states that “No person in the United States shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

Metro operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964, as amended. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Metro.

Metro’s Notice to the Public informs the public on how to file a complaint or request additional information by calling 402-341-0800 (TDD 402-341-0807), emailing [TitleVI@ometro.com](mailto:TitleVI@ometro.com), visiting our administrative office at 2222 Cuming Street, Omaha, NE 68102, or connecting online at [www.ometro.com](http://www.ometro.com).

### Notice Postings

The following Title VI policy statement is posted in English and Spanish on the Metro website and in public areas of Metro’s headquarters.



## Notifying the Public of Rights Under Title VI

### **The Transit Authority of the City of Omaha (Metro)**

- The Transit Authority of the City of Omaha (Metro) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964 as amended. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Metro.
- For more information on Metro's civil rights program, and the procedures to file a complaint, contact 402-341-0800, (TDD 402-341-0807); email [TitleVI@ometro.com](mailto:TitleVI@ometro.com); or visit our administrative office at 2222 Cuming Street, Omaha, NE 68102-4392. For more information, visit [www.ometro.com](http://www.ometro.com)
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- If information is needed in another language, please contact 402-341-0800, ext. 2700.

## Notificación al Público de los Derechos Bajo el Título VI

### **La Autoridad de Tránsito de la ciudad de Omaha (Metro)**

- La Autoridad de Tránsito de la ciudad de Omaha (Metro) opera sus programas y servicios sin distinción de raza, color, y origen nacional, de conformidad con el Título VI del Acta de Derechos Civiles de 1964 según enmendada. Cualquier persona que cree o que ha sido perjudicada por una práctica discriminatoria ilegal bajo el Título VI puede presentar una queja con Metro.
- Para obtener más información sobre la programa de derechos civiles del Metro, así como los procedimientos para presentar una queja, comuníquese con 402-341-0800 (TDD 402-341-0807), por correo electrónico [TitleVI@ometro.com](mailto:TitleVI@ometro.com), o visite nuestra oficina administrativa en 2222 Cuming Street, Omaha, NE 68102-4392. Para obtener más información, visite [www.ometro.com](http://www.ometro.com)
- Un demandante puede presentar una queja directamente con la Administración Federal de Tránsito mediante la presentación de una queja ante la Oficina de Derechos Civiles, Atención: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave, SE, Washington, DC. 20590
- Si se necesita información en otro idioma, por favor póngase en contacto con 402-341-0800, ext. 2700.

The condensed statement below is printed on all transit schedules and posted in each bus.

**Title VI:** Metro is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964 as amended. To file a Title VI complaint or get more information on your rights, call 402.341.0800 TDD 402.341.0807.

**Título VI:** Metro se compromete a garantizar que ninguna persona sea excluida de participar o denegar los beneficios de sus servicios sobre la base de raza, color u origen nacional, conforme a lo dispuesto en el Título VI del Acta de Derechos Civiles de 1964 según enmendada. Para presentar una queja del Título VI u obtener más información sobre sus derechos, llame 402.341.0800 TDD 402.341.0807.

## **Filing a Title VI Complaint**

### **Instructions and Procedures**

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Metro may file a Title VI complaint by completing and submitting Metro's Title VI Complaint Form. Metro investigates complaints within 180 days after the alleged incident. Complaint forms must be complete with contact information and a signature.

Forms may be submitted via email to [TitleVI@ometro.com](mailto:TitleVI@ometro.com) or by mail to:

Metro Transit  
Title VI Coordinator  
2222 Cuming Street  
Omaha, NE 68102-4392

A copy of the Title VI Complaint Form is available for download at [www.ometro.com](http://www.ometro.com).

A Title VI Complaint Form may also be obtained by calling 402-341-0800, (TDD 402-341-0807); by email at [TitleVI@ometro.com](mailto:TitleVI@ometro.com); or by visiting Metro's administrative office at 2222 Cuming Street, Omaha, NE 68102-4392.

### **Complaint Assistance**

- Should a Complainant be unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Title VI Coordinator. Under these circumstances, the Complainant will be interviewed and the Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.
- Metro will also provide appropriate assistance to Complainants who are limited in their ability to communicate in English, e.g., language or sign interpreter.

- Metro assistance is available Monday – Friday 8:00 AM – 4:30 PM, excluding scheduled holidays. If a member of the general public requires assistance at a time or day other than those published, a mutually agreeable appointment will be scheduled.

### Investigation Procedures

Once the complaint is received, Metro will review it to determine if Metro has jurisdiction over the incident. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by Metro.

Metro has 60 days to investigate the complaint. If more information is needed to resolve the case, Metro may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, Metro can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A Letter of Finding summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 10 days after the date of the Letter of Finding/Closure Letter to do so by contacting the Executive Director at 2222 Cuming Street, Omaha NE 68102.

## **Complaint Form**

A copy of the Complaint Form is contained on the next four pages. Additionally, this form is available in Spanish.



*Operated by Transit Authority of the City of Omaha*

## Title VI Complaint Form Metro Office of Civil Rights

Metro is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the Title VI Coordinator by calling (402) 341-0800 voice or (402) 341.0808 TDD.

The completed form must be returned to:

Metro Office of Civil Rights,  
Linda Barritt, Title VI Coordinator  
2222 Cuming Street, Omaha, NE 68102-4392.

*Please Print.*

Mr. Mrs. Ms \_\_\_\_\_  
Circle One Last First Middle  
Street Address City State Zip  
Telephone: \_\_\_\_\_ Business \_\_\_\_\_ Cell \_\_\_\_\_  
Area Code Number Area Code Number Area Code Number

### Person Discriminated Against, if Someone other than Complainant:

Mr. Mrs. Ms \_\_\_\_\_  
Circle One Last First Middle  
Street Address City State Zip  
Telephone: \_\_\_\_\_ Business \_\_\_\_\_ Cell \_\_\_\_\_  
Area Code Number Area Code Number Area Code Number

Which of the following best describes the reason for the alleged discrimination?

Check ☒ One:

- ☐ RACE
- ☐ COLOR
- ☐ NATIONAL ORIGIN (Limited English Proficiency)

Date of Incident: \_\_\_\_\_

Time of Incident: \_\_\_\_\_

Please describe the alleged discrimination incident on the pages 3 and 4.

Have you filed with any other federal, state or local agency?

Check ☒ One: ☐ Yes ☐ No

If you answered yes, please list agency / agencies and contact information:

1. Agency Name \_\_\_\_\_

Contact Name: Mr. Mrs. Ms. \_\_\_\_\_  
Circle One

Address				
Number	Street	City	State	Zip

Telephone \_\_\_\_\_ Fax \_\_\_\_\_ Email \_\_\_\_\_

2. Agency Name \_\_\_\_\_

Contact Name: Mr. Mrs. Ms. \_\_\_\_\_  
Circle One

Address				
Number	Street	City	State	Zip

Telephone \_\_\_\_\_ Fax \_\_\_\_\_ Email \_\_\_\_\_

3. Agency Name \_\_\_\_\_

Contact Name: Mr. Mrs. Ms. \_\_\_\_\_  
Circle One

Address				
Number	Street	City	State	Zip

Telephone \_\_\_\_\_ Fax \_\_\_\_\_ Email \_\_\_\_\_

I affirm that I have read the above charge and it is true to the best of my knowledge.

Original Signature of Complainant Applicant (under 18, signature of parent or guardian) \_\_\_\_\_ Month / Date / Year

Print or Type Name of Complainant \_\_\_\_\_

Date Received: \_\_\_\_\_  
Received BY: \_\_\_\_\_  
Title: \_\_\_\_\_

### Description of the Alleged Title VI Discrimination

Explain what happened, whom you believe was responsible, the route, bus/van number, location, names and contact information of any witnesses and other specific relevant information. Provide a description (s) or the name(s) and title(s) of all Metro employees responsible, if you know. Please use the back side of this page, if additional space is required.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on the right side, suggesting it's resting on a surface.

[illegible]



## Title VI Complaints, Investigations and Lawsuits

From 2013 to 2015, Metro did not receive any customer complaints or lawsuits alleging a Title VI violation. During this same period, one (!) lawsuit was received alleging race/color discrimination. The status of which is shown in the following table.

Charging Party	Date Filed	Alleged Discrimination	Agency	Comments
BJ's Fleet Wash , LLC Rodney Johnson	12/17/2015	Race/Color	U.S. District Court District of Nebraska	Plaintiff dismissed; File closed 05/23/2016

## Public Participation Plan

### Background

Recipients must develop a Public Participation Plan (PPP), including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission.

Metro supports and promotes a proactive and open approach in reaching out to the public for comments on proposed transit issues such as service or any fare changes, construction projects, technology upgrades, and other important decisions affecting the customer experience. Transparency in decision making and open lines of communication ensure that all members of the community have an opportunity to contribute to the process.

This document outlines the public involvement strategies for the general public as well as those strategies targeting minority and limited English proficient (LEP) populations, as well as efforts to engage other constituencies that are traditionally underrepresented and underserved. Underserved populations include, but are not limited to, persons with mental and physical challenges, seniors, low-income populations, and those with lower literacy skills.

### Outreach Philosophy

Metro emphasizes involvement of the public in its planning process and seeks inclusive and collaborative citizen participation in decision making. It is Metro's goal to make decisions about plans, projects, and service/fare changes only after providing opportunities for public comment and analyzing any feedback received. All views should be heard and as such Metro

conducts proactive and open ongoing outreach as well as project or proposal specific outreach.

### **Early, Continuous, and Meaningful Public Engagement**

Efforts are made on a regular basis to maintain clear and meaningful lines of communication between Metro and the local community. With the service area both dynamic and diverse, engagement of the public in transit planning and development is the forefront of being a responsive operation.

Open and continuous communication is vital to maintain strong working relationships with area stakeholders and intermediaries who facilitate participation for LEP, minority, and other underserved groups. Stakeholders and intermediaries include community and advocacy groups, social service and health agencies, major employers, schools, community colleges/ universities, interested persons and local leaders. Communication with the aforementioned ensures that Metro remains cognizant of the issues, needs, and priorities of LEP, minority, and the underserved populations in the community and is also vital in encouraging the participation of LEP, minority and other underserved groups. A representative sample of those groups is listed at the end of this section.

In addition to engaging community groups, Metro solicits continuous feedback from the general public. Comments can be submitted at any time through the Metro website, by phone through a customer service agent, other staff, or by mail to Metro's headquarters. Metro's website, which features the Google language translator, is updated regularly with information and projects in order to encourage public comment. Metro has also added a text line to receive customer questions, complaints, and comments. When feasible, Metro also seeks information from current and prospective riders through on-board or online surveys.

However, just opening the participation process to the public is not enough. There are populations unlikely to become involved unless special efforts are made to interact with them. To reach out specifically to members of the affected LEP and minority communities, Metro identified community and advocacy groups serving large numbers of LEP and minority populations. Metro's partnership with these groups assisted in developing strategies to engage their clients/members in becoming more involved with Metro's public engagement activities. Examples of this is evidenced by Metro's incorporation of strategies such as simplified messaging and visualization enhancements using color graphs and maps in handouts and presentations. Additionally, Metro utilizes these resource agencies to help disseminate information about Metro's services and the availability of special accommodations including language assistance in order to access Metro's services. When available Metro publishes information and promotes engagement opportunities through newsletters, email groups, and community bulletins of the stakeholders / intermediary groups include those that serve LEP, minority, low-income, disabled and other special interest groups.

Organizations that work closely with LEP and minority individuals include:

- Catholic Social Services
- Lutheran Refugee Services
- Refugee Empowerment Center, *formerly Southern Sudan Community Association*
- South Omaha Business Association
- South Omaha Neighborhood Alliance
- South Omaha Development Project
- Department of Health and Human Services, Refugee Coordinator
- Vietnamese Alliance Church of Omaha
- Latino Center of the Midlands
- Omaha Together One Community
- Omaha Refugee Task Force
- One World Health Center
- International Center of the Heartland

- Somali Bantu Association of Nebraska
- Empowerment Network
- Sudanese National Community
- South Omaha Business Alliance
- Chicano Awareness Center
- Catholic Charities/The Juan Diego Center

Metro seeks to maintain open dialogue with these organizations as well as conducts targeted outreach to them in conjunction with public participation efforts. A more inclusive public engagement contact list can be found at the end of the public participation plan.

Metro regularly participates in numerous cross-agency committees including the Coordinated Transit Committee hosted by the Metropolitan Area Planning Agency (MAPA). This committee develops the Coordinated Public Transit and Human Services Plan and Metro's active participation in this committee also provides an ongoing venue for feedback and representative stakeholder input.

Input is also sought through the citizens Technical Advisory Committee (TAC). TAC Members are appointed by the City of Omaha Mayor and Council Members, Metro Transit Board Members and the Mayors of Council Bluffs, IA, Bellevue, NE, Papillion, NE and LaVista, NE. TAC members must be bus riders and/or complementary paratransit clients. TAC has met continuously on the second Wednesday of the month, 12 months a year since the 1978. TAC is charged with addressing passenger comments, e.g., complaints, suggestions, compliments, etc. This includes being the first step on occasion in addressing Title VI complaints; final approval / disapproval of ADA eligibility certifications appeals. They also review all proposed service changes, fare structures and attend and assist at public hearings, community forums, etc.

Additionally, Metro’s Board of Directors meetings are held monthly and in compliance with Nebraska’s “Open Meeting Laws”. The general populace is invited to attend and to provide input on matters under consideration by the Board.

### **Outreach Regarding Fare or Major Service Changes**

When preparing for significant changes to Metro’s fare structure or transit service, it is vital to gather input from a broad range of sources and through a variety of methods. No singular means of outreach can effectively gather feedback from all perspectives. As such, Metro relies on traditional outreach methods such as public meetings as well as other non-traditional outreach methods. Metro conducts outreach and seeks public input on service changes including those that are not significant enough to meet the ‘major service change’ threshold.

Outreach and participation efforts are stressed with environmental justice communities in order to:

1. Ensure full and fair participation by all potentially affected communities; and
2. Avoid, minimize or mitigate disproportionately high and adverse effects on minority and low-income populations; and
3. Prevent the denial of, reduction of, or significant delay in receipt of transportation benefits by minority, LEP, low-income, and underserved populations.

Metro continually seeks to involve organizations and individuals that may have potential interest in proposed changes. Metro consults with organizations and agencies that serve environmental justice populations and seeks out populations who may be affected so that they may voice their opinion. Public input is documented, considered, and incorporated into the decision-making process.

## Stakeholder Meetings

Metro seeks to capitalize on existing community resources to gather input and feedback on proposed changes. Metro often meets with stakeholders from public/private schools, universities, healthcare institutions, social service agencies, and other local groups to better understand community needs and seek to include representatives of minority, low-income, and LEP populations in stakeholder meetings and committees. These community experts often have localized knowledge that can guide Metro staff when developing proposals for the general public.

## Public Meetings

As the primary method of seeking community input, there is significant planning and preparation in advance of every public gathering. The following considerations assure that minority, LEP, individuals with disabilities, and low income populations can attend and actively participate in the decision making process.

**Location:** Scheduled in locations within transit access near the routes or communities affected by the proposed changes, with additional considerations for members of the population with limited accessibility, such as LEP, minority, disabled and other underserved populations in North Omaha, South Omaha, and the Downtown area. All hosting facilities are fully ADA accessible and are familiar and convenient to the public, including the Metro headquarters, local libraries, community centers, social service organizations, or schools.

**Time:** Scheduled, at a minimum twice (preferably on two different days) during day time and evening hours to allow for varied work and school schedules. Start and end times are planned around the nearby transit schedules and hours of operation to facilitate participation for transit dependent individuals.

**Publicity:** Before public meetings are held, the following procedures shall be followed:

- a. Public meeting notices in both English and Spanish posted in major Transit Centers and the Metro Headquarters.
- b. Rider Alerts in both English and Spanish distributed on transit vehicles and published on the Metro website.

- c. Notice published in the following newspapers as appropriate:
  - Bellevue Leader
  - Omaha World Herald
  - Douglas County Post-Gazette
  - Omaha Star
  - Ralston Recorder
  - Council Bluffs Nonpareil
  - Nuestro Mundo
  - Papillion Time
- d. Press releases sent to the TV / Radio / Radio talking Book / Print media.
- e. All meeting announcements shall inform the public of the availability of large format English/Spanish handouts and oral Spanish translation and, with 48 hours advance request, oral / sign language interpreter and other special needs assistance.
- f. Intermediaries and stakeholders including those that frequently work with traditionally underrepresented populations including LEP, minorities, low-income, senior, and individuals with disabilities, are contacted in order to disseminate information about the meetings and are asked to encourage participation.

**Format:** Public meetings follow an informal structure to allow for dialogue, comments, and questions throughout the meeting. Key elements are presented visually through paper handouts, large print display boards, and/or electronic projection. Metro also seeks to accommodate lower literacy skills through clear and concise language to the greatest degree possible. Attendees are free to participate according to their comfort level, and comments can be submitted verbally or in print at the time of the meeting, and may also be submitted by mail or online for at least a 10 day period following the last meeting.

**Resources:** Following the meetings, key documents and other presentation materials are posted on the Metro website or in print at Metro's Headquarters. And continued to be received are comments by phone, online, or by mail for at least 10 days following the last public meeting.

### **Non-Traditional Outreach**

Metro understands that while necessary and effective, public meetings do not always provide the most convenient method of outreach to all members of the community. As such, Metro seeks to utilize existing networks such as regularly scheduled meetings of neighborhood



associations, civic advisory councils, and local business, advocacy, or special interest groups. Special effort is made to reach out to minority, LEP, and other underserved populations through non-traditional outreach that may include attending existing regularly scheduled meetings, soliciting feedback through intermediaries, special outreach to gather information about travel patterns and needs such as interviews and surveys, and publication in newsletters and other formats in English and other languages as appropriate. Hosting mobile workshops at community events has been another effective means of public outreach to create awareness.

Social Media is increasingly used. In addition to using Quick Response (“QR”) Code access to published / posted information, Metro hosts Facebook and frequently uses online survey programs such as Survey Monkey and has, on occasion, used Mindmixer (commonly called an “online town hall meeting”). Metro is working toward adding text messaging as a convenient supplement to traditional outreach measures.

### **Public Participation in Recent Planning Activities**

#### **Early, Continuous, and Meaningful Public Engagement**

Metro has continued to work closely with many local organizations, community groups, and civic departments to stay current on pertinent local issues. Staff members have participated in regular cross-agency committee meetings, planning studies, and community workshops. From large format presentations at regional conferences to one-on-one meetings with local leaders, Metro has maintained open communication with the community. Monthly Board meetings, “lunch and learn” sessions and bike rack demonstrations at community events are all examples of ongoing efforts to increase public participation. Metro staff is continually

seeking new ways to engage the public including minority and LEP populations and ensure a high level of involvement with the local community.

While Metro continues to communicate with passengers through bilingual messaging such as permanently posted interior vehicle signs, e.g., fare structure, Lost and Found procedures and Passenger Rules; online and onboard distribution of rider alerts and other print materials; postings in transit centers, this is exemplified by the following:

**How to Ride video** During the research phase the project developed a life of its own with Metro riders volunteering to be passengers and three accepting “starring” roles. Lutheran Family Service of Nebraska, Inc. offered free translation and voice talent for seven languages in addition to the originally planned English and Spanish versions. The additional languages are Karen, French, Swahili, Somali, Nepali, Burmese and Arabic. Feedback is the training video is being used not only by LEP individuals and agencies working with minorities / refugees, but local schools and universities/community colleges have incorporated it in their orientation programs. Nebraska Medicine (commonly known for Ebola Research / Treatment) reported visiting bilingual English / Arabic students scheduled to travel on Metro, applauded having an Arabic version.

Catholic Charities / The Juan Diego Center volunteered their services to translation into Spanish Metro’s Train the Trainer power point presentation. The translated document has been a viable tool and is used by agencies offering travel training.

The following is a sampling of public involvement initiatives conducted by Metro since the previous Title VI Program submission.

### **Passenger Surveys**

During the summers of 2013 and 2014, a self-administered survey instrument was distributed on all local and express routes to measure the effectiveness of the Ozone Awareness Reduced Bus Fare Campaigns. Surveys were available in both English and Spanish, and on average 1,000 completed surveys were returned. Responses were used to plan for the 2015 Ozone Awareness Campaign.

### **Prepaid Fare Partnerships**

Two entities, the University of Nebraska Medical Center (UNMC) and the University of Nebraska at Omaha (UNO), have partnered with Metro to provide their staff, faculty and students unlimited, year-round free travel on Metro. UNMC added the transit subsidy to their LiveGreen Sustainability TravelSmart Program on Monday, June 1, 2015. UNO expanded their transit subsidy program from a first come-first served basis to all at the end of 2015.

### **September 2014 TIGER Grant Award**

Metro is the recipient of a Transportation Investment Generation Economic Recovery (TIGER) grant award in support of a Bus Rapid Transit Project (BRT) in Central Omaha. The Tiger grant will assist in the construction and the Fall 2018 implementation of an eight-mile BRT line serving major retail, the University of Nebraska at Omaha, three major medical complexes, four Fortune 500 companies, and the dense, mixed use Midtown Crossing urban area. Sixteen percent of households within one-quarter mile of the proposed BRT route do not have access to a vehicle and will directly benefit from increased access to jobs, activity centers, and medical facilities.

### **August 2015**

1. The BRT Stakeholders committee was formed with respectively a 15% to 85% minority to non-minority membership ratio. The committee meets generally monthly and has

subdivided into three sub-committees reviewing Public Engagement/Branding, Infrastructure and Policy and Operations.

2. An early evening Open House was conducted for public review and comment on the draft preliminary conceptual station designs, suggested branding and proposed amenities. Attendance exceeded all expectations with slightly over 100 signed in. Media coverage, by all local TV affiliates, was positive and informative. Public engagement and feedback will be continually solicited and is illustrated with the incorporation of public comments for station design improvements, which is at 30% completion. BRT public participation will be fully discussed in the next Title VI submission.

### **Public Art Project**

On October 15, 2014, the project called Waves of Immigration was unveiled at the Metro College Transit Center, located on the Metropolitan Community College's south campus. It transformed a 3,300-square-foot concrete wall into a mural that captures the essence of the rich history and promising future of the South Omaha community. Community forums were used to gather ideas and feedback to help shape the mural's message and overall design. The nine month project was designed and executed by MCC students with faculty oversight.

The mural project was coordinated in conjunction with the Kent Bellow Studio and Center for Visual Arts, Joslyn Art Museum and sponsored by Bahr Vermeer Haecker Architects, Jetton Charitable Fund through the Omaha Community Foundation, Nebraska Arts Council and the Nebraska Cultural Endowment, MCC's Institute for Cultural Connections, the MCC public art committee and the MCC Foundation. NOTE: MCC was Metro's first partner to fully fund

students. The “pilot” began in December 2009 and has turned into a long-standing program which increases access to education, keeps city and campus roads in better shape for longer.

### **Outreach for Fare Collection and Transit Service Changes**

Since the last Title VI submission, Metro upgraded the onboard Fare Collection System in November and December of 2013 and launched a revised Transit Network Sunday, May 31, 2015. These two projects met respectively the thresholds for a Fare Equity Analysis and Major Service Change Analysis. These Analyses are included in the Fare and Service Equity Analysis sections.

### **Social Media**

In August 2015, a Facebook relaunch was implemented to more actively, but subtly encouraging the public to use transit with creative postings, route travel hints, happenings at Metro, Rider Alerts, etc.

### **Public Engagement Contact List**

Activate Omaha  
American Red Cross  
Bellevue Human Services Department  
Black Men United  
Boys & Girls Clubs  
Catholic Charities  
Catholic Social Services of Southern Nebraska  
Chicano Awareness Center  
City of Bellevue, NE  
City of Council Bluffs, IA  
City of La Vista, NE  
City of Omaha, NE  
City of Papillion, NE  
City of Ralston, NE  
Chicano Awareness Center  
Clarkson College

Community Alliance  
Community Centers  
Council Bluffs Chamber of Commerce  
Council Bluffs Special Transit  
Department of Health and Human Services  
Disabled American Veterans  
Douglas County Housing Authority  
Easter Seals  
Eastern Nebraska Human Services Agency  
Eastern Nebraska Office on Aging  
Empowerment Network  
Encore  
Family Housing Services, Inc.  
Goodwill Industries  
Greater Omaha of Commerce  
Greater Omaha Community Action  
Greater Omaha Workforce Development  
Greater Omaha Young Professionals  
Green Omaha Coalition  
Habitat Omaha  
Heartland Family Services  
Heartland Hope Mission  
Hunger Collaborative  
International Center of the Heartland  
Iowa Department of Transportation  
Iowa West Foundation  
Juan Diego Center  
Latino Center of the Midlands  
League of Human Dignity  
Lutheran Family Services of Nebraska, Inc.  
Madonna School  
Mayor's Commission for Citizens with Disabilities  
Metropolitan Area Planning Agency  
Metropolitan Community College  
Micah House  
Millard Good Samaritan Center  
ModeShift Omaha  
Mosaic Omaha  
Nebraska Department of Roads

Nebraska Health & Human Services  
Nebraska Medicine  
Nebraska Statewide Independent Living Council  
Nebraska Workforce Development  
Neighborhood Center for Greater Omaha  
Omaha Association of the Blind  
Omaha by Design  
Omaha Housing Authority  
Omaha Opportunities Industrialization Center  
Omaha Public Libraries  
Omaha Public Schools  
Omaha Refugee Task Force  
Omaha Together One Community  
Open Door Mission  
Paralyzed Veterans of America  
Pottawattamie Veterans Affairs, Council Bluffs, IA  
Refugee Empowerment Center, *formerly Southern Sudan Community Association*  
Salvation Army  
Siena Francis House  
Somali Bantu Association of Nebraska  
South Omaha Business Association  
South Omaha Development Project through the Chamber of Commerce  
South Omaha Neighborhood Alliance  
Southwest Iowa Transit Authority  
Stephen Center  
Sudanese National Community of Nebraska  
United Way of the Midlands  
University of Nebraska - Omaha  
Urban League of Nebraska  
Veterans Administration  
Veterans Hospital – VA Nebraska – Western Iowa Health Care System  
Vietnamese Alliance Church of Omaha  
Visiting Nurses Association  
Vocational Rehabilitation  
Workforce Development  
YMCA

Metro has participated in and provided information in the following types of outreach events since its last Title VI submission:

- Books by the Busload
- Sustainability activities, e.g., Earth Day public / employer
- Farmer Markets
- School Orientations / Presentations
- Employer sponsored programs, e.g., commuting options, health fairs
- Community events, such as parades and street parties
- Mobile Workshops
- Ozone Awareness Campaign, Little Step, Big Impact
- Commuter Challenge
- Lunch and Learn
- Stuff the Bus Food Drives
- Transit Ambassador – onboard travel assistance / at transit hubs
- Listening Sessions
- Transit Camp
- Take One brochures
- Car Cards inside buses
- Website Updates
- Facebook Postings
- On-Board Surveys
- Media press releases
- Senior housing presentations
- Partnered mailings to targeted audiences
- Local radio announcements
- Print advertisements and notices
- Television commercials
- Community meetings (e.g. Chamber of Commerce)



## Language Assistance Plan

### Introduction

This Language Assistance Plan (LAP) is one component of Metro’s efforts to provide an appropriate level of language assistance to meet the needs of individuals within Metro’s service area who are “limited English proficient”. Limited English proficient (LEP) individuals are those who have limited ability to read, write, speak, or understand English. The plan includes a summary of language assistance measures currently provided by Metro transit and additional measures proposed for the future.

### Background

Title VI of the Civil Rights Act of 1964, as amended, provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives federal financial assistance. Title VI regulations have been interpreted to hold that Title VI prohibits actions that have a disproportionate effect on LEP persons because such conduct constitutes a form of national origin discrimination. Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency” directs each federal agency to examine the services it provides and implement a system by which LEP persons can meaningfully access those services, and to publish guidance for their respective recipients to assist them in meeting their obligations to LEP persons under Title VI.

Metro has prepared this LAP using the “Four-Factor Framework” outlined in the U.S. Department of Transportation’s Policy Guidance.

## Analysis using the Four-Factor Framework

### Task 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient

#### *Task 1, Step 1: Examine prior experiences with LEP individuals.*

#### **Serving Customers / General Public**

Metro interviewed customer service staff, administrative facility receptionist / reduced fare ID administrator, and the MOBY (Americans with Disabilities Act Complementary Paratransit service) certification staff and found that the only interactions with LEP individuals have been in Spanish. Phone calls are transferred to a Spanish speaking employee. A very small number of LEP individuals who speak languages other than Spanish have asked for information in person, but have been accompanied by translators who speak English. Customer service staff documented phone calls from LEP individuals and noted the languages requested over a two week period. During this period, no calls were received in languages other than English. The most common questions asked by LEP individuals are regarding MOBY, bus schedule and route information, and fare payment.

#### **Public Meetings**

Metro schedules bilingual Spanish speaking staff to attend public engagement meetings and hearings. To date, utilization of Spanish speaking interpretation has been extremely limited. Metro has not received any requests for translation services at public meetings for other languages.

## On-Board Survey

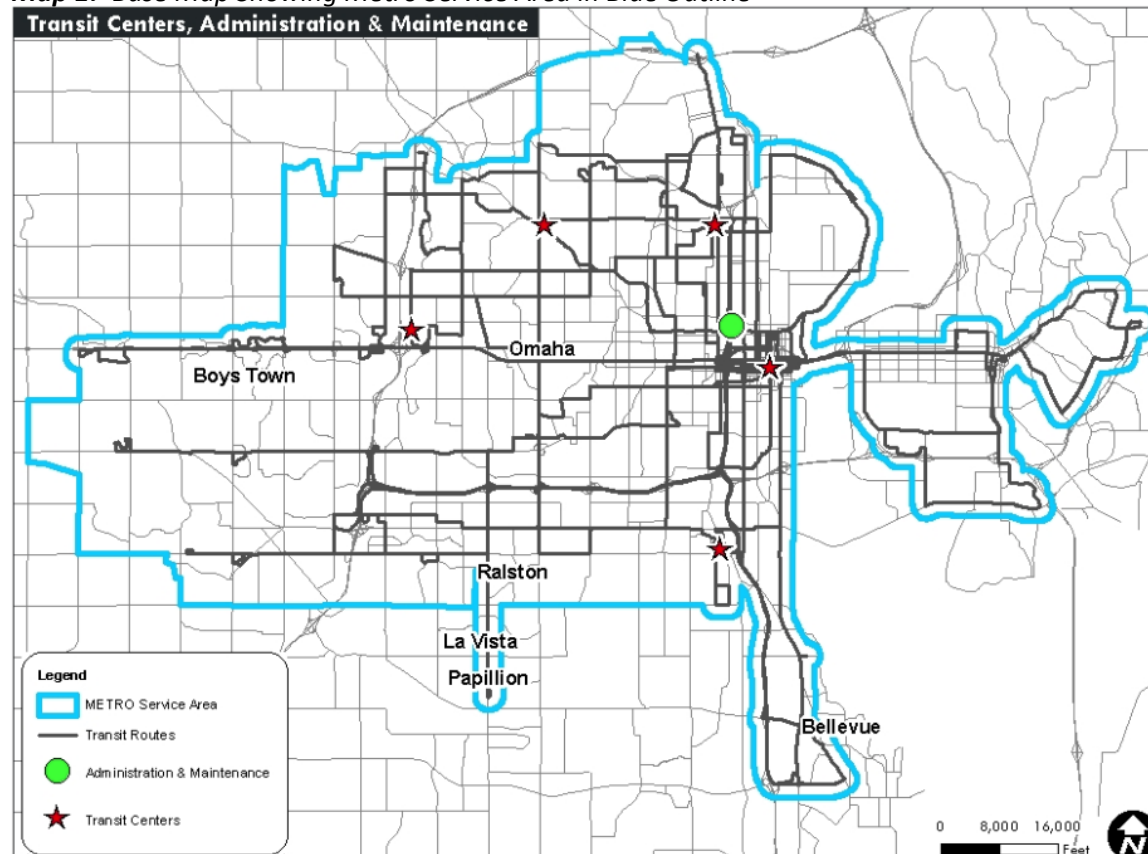
Survey instruments are offered in both English and Spanish. Metro conducted a self-administered onboard survey in July 2013 and 2014. The survey was offered in both English and Spanish. Less than 1.6% of the responses were in Spanish.

### *Task 1, Step 2A: Identify the geographic boundaries of the area your agency serves.*

#### **Metro's service area:**

As can be seen in Map 1, Metro's service area is located primarily within the City of Omaha. Service beyond the limits of the City of Omaha is limited and comprised of contracted 'turn-key' service that is planned and paid for by other jurisdictions, but operated by Metro. As such, the service area does have limited extent beyond the city limits. For the purposes of this language assistance plan and the four factor analysis, Metro analyzed demographic data from the service in Map 1.

**Map 1: Base Map Showing Metro Service Area in Blue Outline**



*Task 1, Step 2B: Obtain Census data on LEP population in your service area.*

453,758 people live in Metro’s service area with 354,385 individuals (78%) speaking only English. There are 44,784 persons who speak Spanish (or Spanish Creole) and 5.56% of those who speak Spanish, speak English less than “very well”. The cumulative total of all populations who do not speak English very well (except those who speak Spanish) is 7,721 persons or 1.7% of the population. Tables 1 and 2 show Languages Spoken at Home and All Residents 5 Years and Older Speaking English “Less Than Very Well. Note: recent research is finding persons completing the American Community Survey are self-identifying Language Spoken At Home other than English to maintain their culture and not their inability to speak some English.

**Table 1:** Language spoken at Home for Metro’s service area

Total Population Metro Service Area	Speak Only English	Percent Speak Only English	Speak English “Less than very Well”	Percent Speak English “Less than very Well”	Speak Spanish & Speak English “Less than Very Well”	Percent Speak Spanish and Speak English “Less than Very Well”	Speak language other than Spanish and Speak English “Less than Very Well”	Percent Speak language other than Spanish and Speak English “Less than Very Well”
<b>453,758</b>	<b>354,385</b>	<b>78%</b>	<b>33,124</b>	<b>7.3%</b>	<b>23,267</b>	<b>5.56%</b>	<b>7,721</b>	<b>1.7%</b>

Source: 2014 American Community Survey, U.S. Census

**Table 2:** All Residents 5 Years and Older Speaking English “Less Than Very Well”

Language Spoken	Population Metro Service Area	Percent “Less Than Very Well”	Language Spoken	Population Metro Service Area	Percent “Less Than Very Well”
Spanish or Spanish Creole	23,267	5.56	Persian	117	0.03
Other Asian language	2,219	0.53	Thai	103	0.02
Other African language	1,439	0.34	Gujarati	93	0.02
Vietnamese	924	0.22	Other Indo-European	84	0.02
Chinese	838	0.20	Greek	80	0.02
Other Indic	730	0.17	Other Slavic	44	0.01
Arabic	605	0.14	Serbo-Croatian	43	0.01
French	571	0.14	Urdu	42	0.01
Other Indo-European	499	0.12	Portuguese	39	0.01
Korean	245	0.06	Polish	38	0.01
Italian	205	0.05	Other Pacific Islander	27	0.01
Russian	196	0.05	Mon Khmer Cambodian	21	0.01
Tagalog	164	0.04	Laotian	19	0
Other Native American	133	0.03	Scandinavian	19	0
German	132	0.03	Armenian	0	0
Japanese	127	0.03	Navajo	0	0
Hindi	125	0.03	Hungarian	0	0

Source: 2014 American Community Survey, U.S. Census

*Task 1, Step 2C: Analyze the data you have collected.*

As seen in Table 3, the top four (4) languages in the service area with persons who speak English less than very well are Spanish, other Asian languages, other African languages, and Vietnamese. Metro analyzed census data for each of these four languages/language categories.

**Table 3:** *Top Ten languages spoken at Home & All Residents 5 Years and Older Speaking English “Less Than Very Well” Metro service area*

Language	Total Speakers Metro Service Area	Percent Total Speakers	Total Speak “Less Than Very Well”	Percent Speak “Less Than Very Well”
English Only	354,385	78.10		
Spanish or Spanish Creole	44,784	10.69	23,267	5.56
Other African language	3,183	0.76	2,219	0.53
Other Asian language	3,054	0.73	1,439	0.34
Vietnamese	1,437	0.34	924	0.22
French	2,086	0.50	571	0.01
Arabic	1,276	0.30	605	0.01
Chinese	1,218	0.29	838	0.20
German	1,077	0.26	132	0.03
Italian	815	0.19	205	0.05

Source: 2014 American Community Survey, U.S. Census

## **Spanish:**

The 2014 American Community Survey data (ACS) identified 44,784 individuals in Metro’s service area who speak Spanish, of these 23,267 (5.56%) speak English less than very well.

### **Other Asian Languages:**

The U.S. Census aggregates thirty-one (31) languages in the category of “Other Asian Languages”. The 2014 American Community Survey data identified 3,054 individuals in Metro’s service area who speak other Asian Languages, of these 2,219 (0.53%) speak English less than very well.

### **African Languages:**

The U.S. Census aggregates twenty (20) languages in the category of “African Languages”. The 2014 American Community Survey data identified 3,060 individuals in Metro’s service area who speak African languages, of these 1,439 (0.34%) speak English less than very well.

### **Vietnamese:**

The 2014 American Community Survey data identified 1,437 individuals within the service area who speak Vietnamese, of these 924 speak English less than very well. As seen on Map 3, Task 1, Step 2D, additional Vietnamese speaking individuals live in the urbanized area outside of Metro’s service area, primarily to the southwest of the City of Omaha including the Cities of Bellevue, La Vista and Gretna.

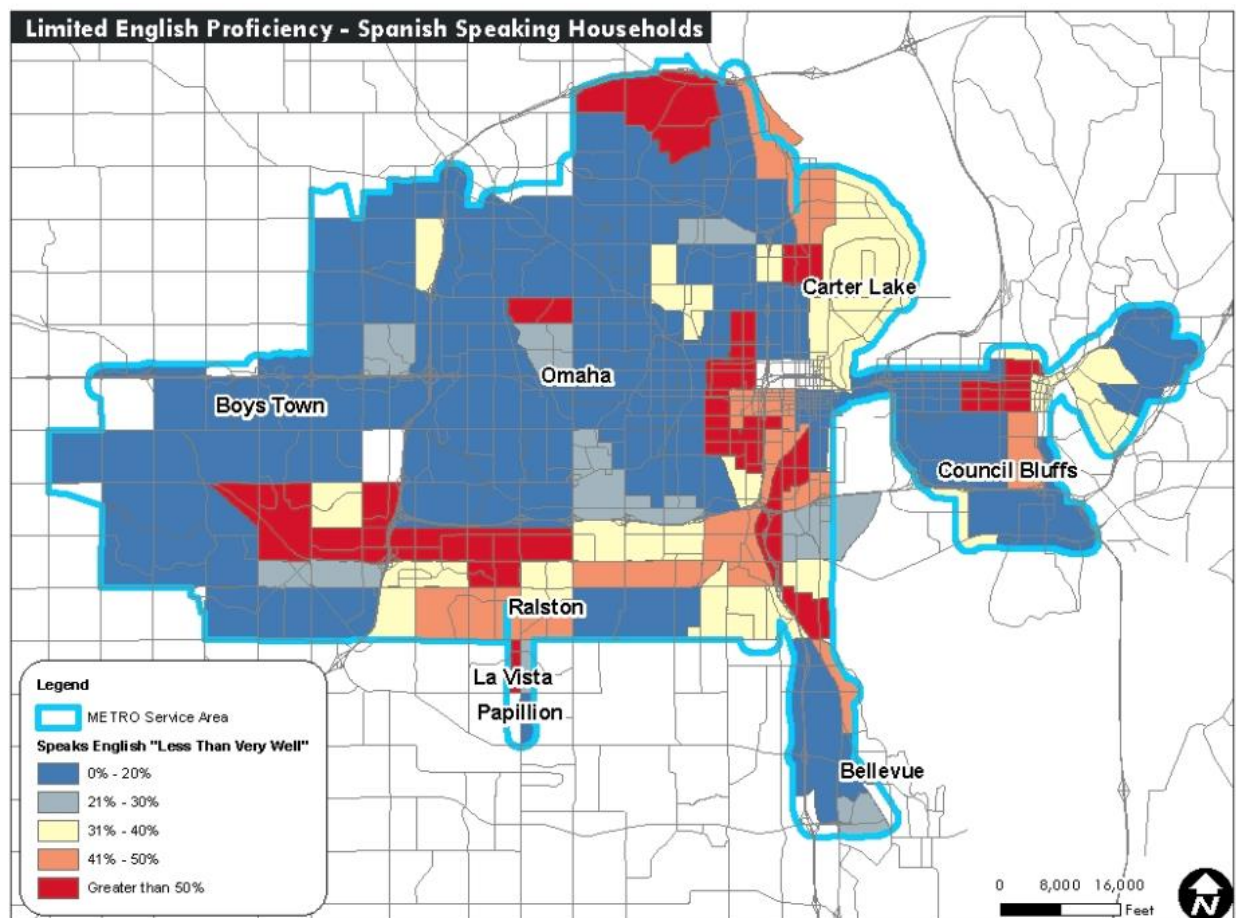
*Task 1, Step 2D: Identify any concentrations of LEP persons within your service area.*

Metro identified concentrations of LEP persons within the service area for each of the four most common languages/language categories: Spanish, other Asian languages, other African languages, and Vietnamese.

## Spanish:

Map 2 shows the distribution of Spanish speakers who speak English less than very well. As seen on the map and verified through input from community organizations, Spanish speaking persons can be found throughout the City of Omaha and Omaha-Council Bluffs UZA, but are concentrated primarily in South Omaha. In particular, high concentrations of Spanish Speaking population are centered near South 24<sup>th</sup> Street, south of downtown within Metro's service area.

**Map 2:** *Distribution of Spanish Speaking Individuals who speak English Less than Very Well*



### **Other Asian Languages:**

Individuals who speak other Asian languages are dispersed throughout the City of Omaha and Metro's service area. No large concentrations of individuals speaking other Asian languages within Metro's service area have been identified through census data or consultation with intermediary groups.

### **African Languages:**

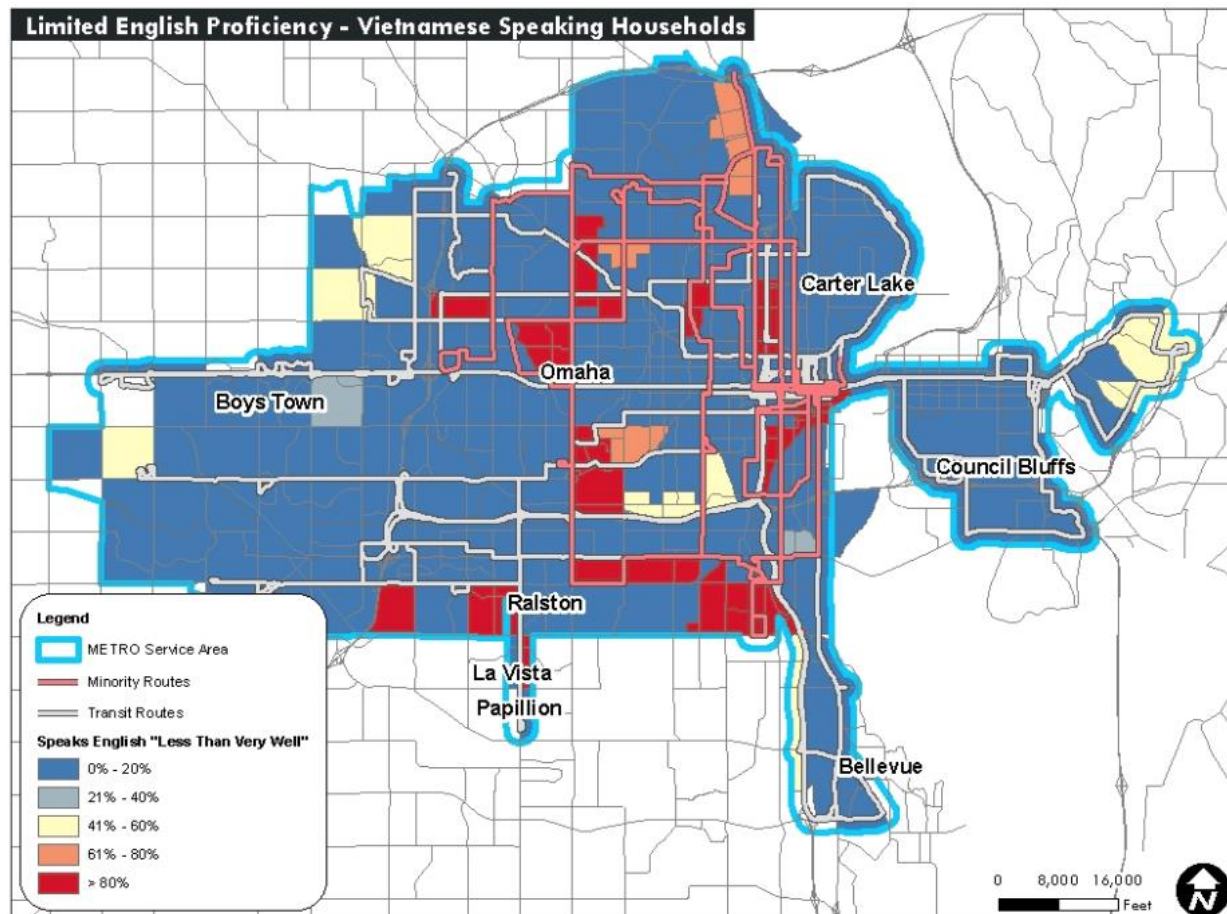
Individuals who speak African languages are dispersed throughout the City of Omaha and urbanized area. 3,183 individuals in Metro's service area speak other African languages at home. 2,219 (0.53%) speak English less than very well are located within Metro's service area. Research with community organizations and individuals reveals that many of these LEP individuals are refugees that are placed in housing through refugee resettlement programs. In many cases, these housing units are located in small clusters of several families within the same area, but dispersed throughout the City and service area without large concentrations in any one area. The refugee resettlement programs provide many opportunities to learn English as a second language and provide translation service which is evidenced by the high percentage of individuals who speak an African language at home, but speak English very well.

### **Vietnamese:**

Map 3 shows the distribution of Vietnamese speakers who speak English less than very well. As previously noted in Task 1, Step 2C and shown on Map 3, many of the Vietnamese speaking individuals within the Omaha Council Bluffs UZA are located to the west and southwest of the City of Omaha and reside outside Metro's service area.



**Map 3:** Distribution of Vietnamese Speaking Individuals who speak English Less than Very Well



*Task 1, Step 3: Consult state and local sources of data*

Local sources of data on LEP persons in the Metro service area include statistics from the Omaha Public School District (OPS) English is a Second Language Program (ESL) as well as information regarding refugee resettlement in the area. The OPS District English Language Learner/Refugee Report, 2015-16, documents a 3.3% decrease in their ELS program over 2014-15. The exact number of LEP refugees in Omaha is unknown. A contributing factor to the inexact data is refugees relocating from their original resettlement site. Called “secondary migration”, it most often occurs when individuals move to be closer to like ethnic groups

and/or better employment opportunities. However, the Nebraska Department of Health and Human Services Office of Refugee Resettlement estimates Lutheran Family Services of Nebraska assisted 573 refugees in Nebraska in 2015. Note: not all of these refugees have settled in Omaha. The largest groups of these refugees in 2015 were from Burma and Bhutan with smaller numbers coming from Somalia, Afghanistan, Sudan, and South Sudan. Additionally, refugees in Omaha and Nebraska come from a number of countries including, but not limited to, Afghanistan, Burundi, Congo, Kenya, Rwanda, Tanzania, Ethiopia, Iraq, Iran and Liberia.

**Table 4:** OPS Data on Home Language of Students\*

Language Spoken at Home	Total	Percent "Less Than Very Well"
Spanish	13,697	77.04
Karen/Karenni/Chin	1,307	7.35
Somali (includes Maay-Maay)	576	3.24
Nuer	386	2.17
Napoli	281	1.58
Arabic	223	1.25
French	137	0.77
Vietnamese	116	0.65
Chinese	47	0.26
Other Languages	1,010	5.69
<b>Total Students with Home Language other than English</b>	<b>17,780</b>	<b>100</b>
Count of Languages	120	

Source: OPS District English Language Learner/Refugee Report, 2015 -16, reporting a 3.3% decrease in their ELS program over 2014-15.

#### Spanish:

Table 4 shows Spanish speakers make up the largest percentage of OPS's LEP population.

#### Other Asian Languages:

OPS data in the "District English Language Learner/Refugee Report, 2015-16" shows enrollment from students speaking Turkish, Mongolian, Telegu, Tamil, Kannada, Malayalam,

Dzongkha, Burmese, Karen, and Kachin, all of which are classified in the Census Data as “Other Asian Languages”. Of these, the most commonly used language within OPS is Karen with 1,307 students who speak Karen at home. Data is not readily available on how many of these Karen speakers also speak English. Additionally, OPS reports students classified as refugees from Bhutan and Myanmar (Burma).

To date, Metro has not received any requests for translation to Karen. Furthermore, it is noteworthy that the Karen languages are comprised of at least eighteen (18) languages including Sgaw and Pwo that are mutually unintelligible. Many other Karen languages do not have a written form.

Metro will continue to monitor Asian languages and especially Karen for increased usage in the Omaha urbanized area, but to date has not identified any written language classified as “Other Asian Languages” that exceeds 1,000 persons.

### **African Languages:**

OPS data in the “District English Language Learner/Refugee Report, 2015-16” shows enrollment from students speaking Amharic, Dinka, Nuer, Nilo-sharan, Swahili, Somali, Igbo, Burun, and Yoruba, all of which are classified in the Census data as “African Languages”. Of these, the most commonly used languages within the OPS district are Nuer and Somali, neither of which had greater than 430 students enrolled in the district. Additionally, OPS report refugee students from Burundi, Congo, Ethiopia, Kenya, Rwanda, Somalia, Sudan, and the United Republic of Tanzania.

Applying the distribution of languages classified as African languages from the OPS data to the 1,439 individuals who speak other African languages and speak English less than very well identified in Metro’s service area from the 2014 American Community Survey data, there are

no African languages in the Omaha urbanized area that exceed 1,000 persons who speak English less than very well.

## **Vietnamese:**

While OPS data reports 116 students speaking Vietnamese at home or 0.65 percent of their ESL population, the 2014 ACS records 924 Vietnamese individuals speaking English less than well or 0.22 percent of Metro’s total service area population. Additionally, a majority of these individuals within the Omaha Council Bluffs UZA are located to the west and southwest of the City of Omaha with many residing outside Metro’s service area. See Map 3, page 38.

### ***Task 1, Step 4A: Identify community organizations.***

Community organizations and social service agencies serving large numbers of LEP individuals were identified and include, but are not limited to:

- Catholic Social Services
- Literacy Center for the Midlands
- Lutheran Family Services of Nebraska
- Southern Sudan Community Association
- Karen Society of Nebraska
- Refugee Empowerment Center
- Vietnamese Alliance Church of Omaha
- Nebraska Department of Health and Human Services, Refugee
- Omaha Together One Community
- Omaha Refugee Task Force
- International Center of the Heartland
- One World Health Center
- Somali Bantu Association of Nebraska
- Latino Center of the Midlands
- Juan Diego Center

### ***Task 1, Step 4B: Contact relevant community organizations.***

Organizations and agencies to be contacted were prioritized based on their apparent level of involvement with LEP individuals. Staff members at representative community organizations were contacted via phone or an in-person interview.

### ***Task 1, Step 4C: Obtain information.***

#### **Client Population Characteristics**

Organizations working with Spanish speaking individuals indicated that there is a variance in English proficiency among their clients. Additionally, there are varied literacy levels with some Spanish speaking individuals unable to read or write in Spanish. Catholic Charities indicated that they encountered a high written literacy among their Spanish speaking clientele while the Latino Center for the Midlands reported a lower literacy rate among their clients. Catholic Charities also indicated that less than 50% of the population they serve is able to speak English and one of the reasons they volunteered to translate Metro's How To Ride power point presentation.

Organizations working with refugee populations indicated that very few refugees speak English and that the majority are illiterate in their written native languages. Of the 200 Sudanese dialects the most common are Arabic, Nuer, Dinka, and Luo.

#### **Travel Needs**

Many of the organizations indicated that their clientele does not have enough money for bus fare and requires more information about the destinations served and timetables. Refugee LEP populations face additional challenges in needing travel training in order to learn how to utilize the bus. The Refugee Empowerment Center and Lutheran Family Services provide this training to their clients. Additionally, Metro service does not always extend to the production plants that employ their refugee clients. Both resettlement organizations try to place clients in the same neighborhoods in order to facilitate carpooling opportunities. Many of the contacted organizations offered to act as communication liaisons between Metro and their

clients. They suggested assistant materials such as schedules, flyers, posters and other sources of information.

## **Task 2: Determine the frequency with which LEP persons come into contact with the program**

*Task 2, Step 1: Review the relevant programs, activities, and services you provide*

Metro assessed the frequency with which LEP persons come in contact with Metro’s programs, activities and services. Frequencies of contact with LEP individuals for the avenues have been identified on an order of magnitude scale as frequently (daily), often (weekly), occasionally (monthly), and rarely (less than monthly).

Avenue of Contact	Frequency
Drivers	Occasionally
Customer Service Phone Line	Occasionally
MOBY Paratransit Reservationists	Occasionally
On-Street Signage	Frequently
Website	Occasionally
Interior fare cards	Frequently
Receptionist	Rarely
MOBY Certification	Rarely
Print media	Occasionally
Transit Fairs	Occasionally

*Task 2, Step 2: Review information obtained from community organizations*

As discussed in Task 1, Step 4, staff of community organizations and social service agencies reported that limited numbers of their clients use transit. However, in general, respondents did not have detailed knowledge of which routes are most heavily used, or the frequency with which transit services are used. Spanish speaking LEP individuals are the most likely to use Metro service as community organizations serving refugees indicated that a few of their clients use transit but that many carpool and are employed in outside of Metro’s service area.

### *Task 2, Step 3: Consult directly with LEP persons*

Metro monitors the frequency with which LEP persons come in contact with the program through calls to customer service, passengers on the bus, attendance at public meetings, and walk-in individuals to the administrative facility. Metro interacts with Spanish speaking individuals and provides verbal and written translation services in Spanish. To date, Metro has not received a request for translation to French, Vietnamese, Arabic, Chinese, Nuer, Somali or Karen.

### **Task 3: The nature and importance of the program, activity or service provided by the program to people's lives**

#### *Task 3, Step 1: Identify your agency's most critical services*

Public transportation provides a vital service allowing passengers to access jobs, medical facilities, shopping, and other necessary programs. Although public transportation does not traditionally provide life-saving or emergency type access to medical services (such as an ambulance), Metro considers its services to be extremely important and believes, as such, that it is important to facilitate usage by all including those who speak English less than very well.

Critical services are defined by the DOT guidance as programs or activities that would have serious consequences for individuals if language barriers prevent a person from benefiting from the activity. Serious consequences could include the inability of an LEP individual to effectively utilize public transportation to obtain health care, education, or access to employment. Critical services provided by Metro include:

- Route and Schedule Information
- Fare media information
- System rules, particularly transfer rules
- How To Ride video
- Information on how to ride the system
- Safety and security announcements
- Communication related to transit planning and service changes
- Information on ADA Paratransit services
- Non-discrimination (Title VI) policy

### ***Task 3, Step 2: Review input from community organizations and LEP persons***

Input suggests that route, schedule, MOBY certification, how to travel on Metro and fare information is the most vital information needed by LEP individuals.

### **Task 4: The resources available to the recipient for LEP outreach as well as the costs associated with that outreach**

#### ***Task 4, Step 1: Inventory language assistance measures currently being provided, along with associated costs***

Metro has approximately 10 staff members who speak Spanish. Metro provides written translation of vital documents including schedules in Spanish, offers customer service on the phone in Spanish, and provides Spanish translation at public meetings and hearings.

Additional accommodations and language translation services at public meetings are available with advanced request. Metro provides translation of its website through Google Translate to a number of languages including, but not limited to, Spanish, Vietnamese, Tamil, Telegu, Kannada, and Swahili.

Additionally, Metro strives to present information in a format that is easily understandable by LEP individuals. These measures include simple formatting and verbiage for schedules and



other sources of passenger information and the use of graphics whenever possible. All Metro bus stops feature the international bus symbol for ease of identification.

Metro front line staff is equipped with the U.S. Census language identification, I speak, card in order to identify additional language needs and telephone translation services to assist in translation as needed.

***Task 4, Step 2: Determine what, if any, additional services are needed***

Although Metro has not received requests for this service, Metro has identified a service for providing verbal customer service translation over the phone through three-way translation service calls. Metro continues to strengthen partnerships with community organizations to provide additional information about its service through these community organization conduits to LEP individuals.

***Task 4, Step 3: Analyze your budget***

Metro translates documents to Spanish and provides verbal Spanish translation in house with staff and will continue to do so. Metro's resources for additional translation services are extremely limited with only \$5,000 budgeted in the 2015 budget for marketing and promotion including translation and printing.

Costs of Additional Services:

- Written translation costs through a professional translator for languages other than Spanish cost approximately \$0.10 per word or \$27 per page.
- Live verbal translation over the phone is approximately \$1.95-\$5 per minute, depending on frequency of use and language

***Task 4, Step 4: Consider cost-effective practices for providing language services***

Cost-effective practices for providing language services that Metro has pursued or may pursue include:

- Partnering with community organizations to assist with translation or interpretation
- Partnering with community organizations to assist with distribution of printed information to LEP individuals, or to provide educational or outreach opportunities to LEP individuals.
- Live verbal translation service for customer service calls in languages other than English and Spanish.
- Utilizing U.S. Census I Speak language identification cards for front line personnel
- Providing Spanish translation at public meeting through in-house personnel
- Translation of all vital documents to Spanish
- Continuing to offer Google Translate on website

### **Results of Four Factor Analysis:**

The Four Factor Analysis showed that approximately 7.8 % of the population in Metro's service area speaks English less than very well. Spanish is the most commonly used language other than English and is the only other language which exceeds 1,000 persons likely to be encountered or affected by Metro's service. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Continued translation and distribution of written vital documents in Spanish in order to satisfy this provision and ensure Metro's services are accessible. Other languages that do not meet or exceed 1,000 persons in the service area include Vietnamese, French, Karan, Somali, and Nuer. Given the costs and limited resources available it is not prudent for Metro to invest in written translation to these languages. However, investing in three-way

calling translation services and enhanced partnerships with community organizations in order to reach these individuals may be warranted.

Based on the outcome of the Four Factor Analysis, Metro's Language Assistance plan includes a description of language assistance services provided; notice to LEP persons; a description of staff training; and the procedure for monitoring, evaluating and updating the Language Assistance Plan in order to ensure meaningful access for LEP individuals to Metro's services.

### **Language Assistance Services Provided**

As noted in the four-factor analysis, Metro provides:

- Translation of written vital documents in Spanish including but not limited to schedules, Title VI forms and notices, MOBY applications, and interior bus car cards regarding fares and passenger rules;
- How To Ride video;
- Verbal translation to Spanish for passenger calls;
- Verbal translation to Spanish at public meetings and hearings;
- Translation of website through Google translate;
- Simplified schedules, bus stop signs and other resources that utilize graphics when feasible;
- Opportunity for advanced requests for other language services (including sign language) at public meetings;
- Opportunity to accept comments, questions through a number of means including verbal, written, and electronic comments. The public comment period for proposed changes is extended as long as feasible in order to allow meaningful access for LEP persons. An extended comment period allows LEP individuals to seek clarification and/or assistance from Metro and other resources;
- Availability of U.S. Census, I Speak, Language Identification Cards by front line staff; and
- Availability of live language translation services through a phone service.

Additional services to be investigated for possible inclusion by Metro are:

- Enhanced partnerships with community organizations

### **Providing Notice to LEP Persons Regarding the Availability of Language Assistance**

Metro publishes schedules; car cards regarding fares, Title VI, and passenger rules in the buses; MOBY applications; and other vital documents in English and Spanish.

Staff uses the U.S. Census, I Speak, Language Identification cards to identify other requested languages and can connect to telephone translation services for language requests that cannot be handled internally by staff. Furthermore, Metro will continue to develop relationships with community organizations in order to notify LEP persons about Metro's services and the availability of language assistance.

Notices for all public hearings are published and disseminated through intermediary groups. Metro provides Spanish translation at public meetings and publishes the ability for others to request additional services such as translation to other languages with advance notice to Metro. Additionally, Metro accepts public comments through a number of avenues including verbal, written, and electronic means. A public comment period is established for all public hearings so that LEP individuals are given a meaningful opportunity to comment. A notice to the public regarding the availability of language assistance services is published in both English and Spanish and posted on the buses. Additionally, Metro's Title VI Policy Statement which is posted inside all Metro buses and on the website provides information on how to request information in additional languages. Intermediary partner organizations are also made aware of the availability of language assistance services provided by Metro.

### **Training**

Metro train's front line staff, when they are hired, on how to help individuals who need language assistance. Training with front line staff will occur at least annually thereafter.

- A summary of responsibilities under the DOT LEP Guidance,
- A summary of the Language Assistance Plan,
- A description of the type of language assistance offered by Metro and instructions for accessing these services (including the I Speak Cards and telephone translation services), and
- Strategies for working effectively with Limited English Proficient individuals and Spanish-speaking LEP individuals in particular.

Front line staff includes:

- Receptionist
- Bus operators
- Customer Service Staff
- Transit Service Representatives
- Paratransit Operators
- Paratransit Eligibility Evaluators

In developing the training, Metro may make use of the training resources identified in the DOT LEP Guidance.

### **Monitoring, Updating, and Evaluating the Language Assistance Plan**

At a minimum, the Language Assistance Plan will be evaluated and updated every three years to coincide with submittal of Metro's Title VI Program Update to the Federal Transit Administration. Evaluating and updating the LAP will include review of updated census and American Community Survey data, discussions with Metro employees, collaboration with resource agencies who interact with LEP individuals, outreach, and review of survey data.

In the interim, monitoring activities may identify changes that should be made to the Language Assistance Plan. Monitoring activities will include evaluation of the following information:

- Needs identified by front line staff during employee training activities related to Limited English Proficiency or in the course of day-to-day operations of the system;

- Needs identified by community partners or LEP individuals during outreach activities or other engagement with Metro staff; and
- New data related to LEP populations in the service area.

If evaluation of new information received during monitoring of the plan leads to substantive changes in language assistance policies or practices, the Language Assistance Plan will be updated accordingly.

## Minority Representation on Board of Directors and Technical Advisory Committee

### Background

Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the membership of those committees broken down by race, and a description of efforts made to encourage the participation of minorities on such committees.

### Metro Transit – Board of Directors

Metro is a political subdivision of the State of Nebraska having no affiliation with the City of Omaha except for the appointment of the Board of Directors (Board). The five-member Board is appointed by the Mayor of the City of Omaha with concurrence by the Omaha City Council and Douglas County Board of Commissioners. Board members serve a five-year term with member appointments staggered with no more than one annual appointment. Interested persons must request in writing to the Mayor their interest and qualifications for appointment to the Metro Board.

While Metro has no influence on board member selection, we urge the mayor, council members, and county commissioners to appoint members representing the minority and disabled community. In addition, we urge interested persons to apply for a Board appointment.

## Metro Transit – Technical Advisory Committee (TAC)

TAC members are appointed by the Mayors of Omaha, Bellevue, Papillion, Ralston and LaVista, NE, Council Bluffs, IA and the members of the Omaha City Council and Metro Board. Individually each has one appointment and while it's not mandatory for an appointee to travel exclusively on Metro, it is preferable. TAC averages 7 to 10 members of a 17 maximum.

TAC, established in 1978, has met continuously on the second Wednesday of the month. TAC is charged with review of all proposed service changes, fare structure adjustments, passenger comments, complaints, suggestions, compliments, and attends and assists at public hearings and community forums. Additionally, TAC is the first step in addressing Title VI complaints and has final approval / disapproval of ADA complementary paratransit certification appeals.

Again, Metro has no influence on TAC member appointments, but does urge the Mayors, Council and Board members to consider appointing representatives from the minority and disabled community. In addition, we urge interested persons, social service agencies, community and faith based organizations and education centers, etc., to contact their representatives charged with TAC appointments to request a TAC appointment.

Body	African American	Caucasian
Board of Directors	20%	80%
TAC*	23%	77%

\* TAC Committee membership is 27% disabled.



## Providing Assistance To and Monitoring Sub-Recipients

### Background

In accordance with 49 CFR 21.9(b), and to ensure that sub-recipients are complying with the DOT Title VI regulations, primary recipients must monitor their sub-recipients for compliance with the regulations. Importantly, if a sub-recipient is not in compliance with Title VI requirements, then the primary recipient is also not in compliance.

### Monitoring

Metro did not have any sub-recipients in the review period. However, in the event of obtaining sub-recipients, in order to ensure Metro is in compliance with Title VI requirements, regarding the monitoring of sub-recipients, Metro would undertake the following activities:

- Document its process for ensuring that all sub-recipients are complying with the general reporting requirements of FTA Circular C 4702.1B, as well as other requirements that apply to the sub-recipient based on the type of entity and the number of fixed route vehicles it operates in peak service if a transit provider.
- Collect Title VI Programs from sub-recipients and review programs for compliance. Collection and storage of sub-recipient Title VI Programs may be electronic at the option of Metro.
- At the request of FTA, in response to a complaint of discrimination, or as otherwise deemed necessary by Metro, Metro shall request that sub-recipients who provide transportation services verify that their level and quality of FTA C 4702.1B Chap. III-11 service is provided on an equitable basis.

When a sub-recipient is also a direct recipient of FTA funds, that is, applies for funds directly from FTA in addition to receiving funds from Metro, the sub-recipient reports directly to FTA and Metro is not responsible for monitoring compliance of that sub-recipient. The supplemental agreement signed by both entities in their roles as designated recipient and direct recipient relieves Metro of this oversight responsibility.

## Facility Equity Analysis

### Background

The recipient shall complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. Recipients shall engage in outreach to persons potentially impacted by the siting of facilities. The Title VI equity analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site.

### Facility Construction Equity Analysis for the Period 2013 through 2015

During this period, Metro initiated a major renovation of the Maintenance facility. Although not a new facility, Metro analyzed the location to ensure the renovation would not result in disparate impact on the basis of race, color, or national origin and/or disproportion burden on low-income populations. No impacts were identified as the renovation project did not involve the acquisition of land, the displacement of persons from their residences or businesses or disruption of service in the vicinity of the maintenance facility.

### Future Construction Projects

Future construction projects for which Metro has been awarded 5309, 5339, 5307, TIGER and CMAQ funds include the development of a Bus Rapid Transit (BRT) route on Dodge Street from Westroads Transit Center to Downtown Omaha. This approximately 8 mile BRT route will serve as the spine of the transit network and will include up to 27 stations, roadway improvements including transit only lanes and queue jumps, improvements to pedestrian and

bicycle infrastructure near the stations, a potential park and ride location, and associated technology.

Additional projects include the development of transit centers in Downtown Omaha and on Creighton University which will include the upgrade and renovation of a pedestrian walkway to be paid for with 5309 funds. Metro is planning for a transit center near the Crossroads development at 72nd Street and Dodge Street that will be planned in conjunction with the BRT route.

Equity Analyses will be conducted for each of these facilities during the planning stages to ensure that the sites are selected without regard to race, color, or national origin and to determine any adverse effects.

## Service Equity Analysis

### Background

Recipients shall evaluate the impacts of proposed service on minority and low-income populations if a service change “triggers” any of the following thresholds:

- 12% of the revenue miles of the system
- 25% of the revenue miles of a route
- The addition and/or elimination of a route

### Service Equity Analysis for the Period 2013 through 2015

On Sunday, May 31, 2015, Metro launched a revised Transit Network “triggering” all three Service Equity Analysis thresholds.

#### Executive Summary: Service Equity Analysis

Metro, together with the Metropolitan Area Planning Agency, conducted the Heartland Connections – Regional Transit Vision (RTV) in 2013. This year long process identified both short term recommendations and long term visions for improved public transit in the Omaha-Council Bluffs metropolitan area. Using passenger data collected from an on-board survey in October of 2012, a Comprehensive Operational Analysis (COA) was developed in order to better serve Metro customers within existing budget resources. Through the on-board survey, Metro customers most commonly requested:

1. Additional weekend service
2. Later evening service on weekdays
3. More frequent service on weekdays

At the conclusion of the RTV, Metro staff continued to refine route-level recommendations while collaborating with the local community through extensive outreach during 2014. The proposed changes were refined based on public feedback, with the goal of improving service

for the majority of current Metro customers. As a result, the proposed changes include extended evening service and increased frequency on many of Metro's most popular bus routes. The recommendations also include restructuring or discontinuing some routes or route segments in areas of low customer demand. During the public input process, special consideration was given to these areas to ensure that to the extent possible, alternative service was available within a reasonable walk-shed (quarter mile) of the transit system. The following summarized the proposed changes:

1. Additional weekend service
2. Later evening service on weekdays
3. More frequent service on weekdays

### **Findings: Service Equity Analysis**

Overall, the weekly revenue miles would increase from 68,609.13 under the existing service to 71,234.03 miles under the proposed system. This increase of 2,624.9 weekly miles represents a 3.83% increase in miles from the existing system. The total population served (including duplication of the populations served by more than one route) would decrease from 821,022 to 625,510 people. The Service Equity Analysis, a 281 page document, is available for review.

Existing Revenue Miles					Proposed Revenue Miles					Percent Change
Route	Weekday	SAT	SUN	Weekly Revenue Miles	Route	Weekday	SAT	SUN	Weekly Revenue Miles	
2	941.20	504.22	380.16	5,590.38	2	1,097.49	592.37	496.13	6,575.95	17.63%
3	470.99	279.30	204.33	2,838.58	3	637.50	574.82	222.43	3,984.75	40.38%
4	590.58	290.57	190.03	3,433.50	4	1,121.26	718.52	345.12	6,669.94	94.26%
5	835.79	340.82		4,519.77	5	590.46	369.03		3,321.33	-26.52%
7	537.79	322.86	269.52	3,281.33	7	0.00	0.00	0.00	0.00	-100.00%
8	648.57	429.99	345.59	4,018.43	8	324.55	302.13	0.00	1,924.88	-52.10%
9	159.93	71.56	58.87	930.08	9	0.00	0.00	0.00	0.00	-100.00%
11	552.66	336.42	145.49	3,245.21	11	460.93	230.41	163.38	2,698.44	-16.85%
13	884.18	387.70	143.13	4,951.73	13	973.58	657.73	367.64	5,893.27	19.01%
14	807.80	0.00		4,039.00	14	726.79	457.02		4,090.97	1.29%
15	839.82	523.01	320.75	5,042.86	15	1,028.27	656.35	350.54	6,148.24	21.92%
16	236.28			1,181.40	16	254.65			1,273.25	7.77%
18	1,079.30	326.42	308.92	6,031.84	18	1,784.49	958.74	779.24	10,660.43	76.74%
22	246.50	102.37		1,334.87	22	0.00	0.00		0.00	-100.00%
24	288.35	121.48	102.81	1,666.04	24	673.47	609.57	246.59	4,223.51	153.51%
25	179.78	115.93	64.64	1,079.47	25	0.00	0.00	0.00	0.00	-100.00%
26	213.64	148.25	125.83	1,342.28	26	232.52	119.59	85.53	1,367.72	1.90%
30	518.99	437.55	154.09	3,186.59	30	559.36	511.26	242.16	3,550.22	11.41%
32	394.47	68.49	69.04	2,109.88	32	0.00	0.00	0.00	0.00	-100.00%
34	61.17			305.85	34	41.02			205.10	-32.94%
35	352.94	159.99	140.76	2,065.45	35	396.63	198.69	141.50	2,323.34	12.49%
36	0.00	0.00	0.00	0.00	36	420.65	126.20	89.49	2,318.94	100.00%
55	720.51	449.24		4,051.79	55	311.43	189.45		1,746.60	-56.89%
96	99.25			496.25	96	90.55			452.75	-8.77%
97	265.40			1,327.00	97	254.22			1,271.10	-4.21%
98	107.91			539.55	98	106.66			533.30	-1.16%
<b>TOTAL:</b>	<b>12,033.80</b>	<b>5,416.17</b>	<b>3,023.96</b>	<b>68,609.13</b>	<b>TOTAL:</b>	<b>12,086.48</b>	<b>7,271.88</b>	<b>3,529.75</b>	<b>71,234.03</b>	
						Weekday	SAT	SUN	Weekly Revenue Miles	
						Total Increase in Revenue Miles:	+ 52.68	+ 1,855.71	+ 505.79	+ 2,624.90
						Percent Increase in Revenue Miles:	+ 0.44%	+ 34.26%	+ 16.73%	+ 3.83%

### **Disparate Impact Analysis**

The service equity analysis showed that on a cumulative basis the minority population would benefit more than the non-minority population. In addition to the increase in revenue miles, the percentage of minorities served by the service buffer of the proposed service changes would increase slightly from 41.95% to 42.85%.

The number of weekly revenue miles was multiplied by the percent of minority population residing in the service buffer to identify the cumulative effect on minority populations. The cumulative benefit of the changes to minorities is 11.34%. The cumulative impact of the changes to non-minorities is -1.82%.

***No disparate impact identified for the proposed changes.***



Figure 9: Cumulative Impact to Non Minority Populations

Existing Routes						Proposed Routes						Net Change
Route	Weekly Revenue Miles	Total Population	Non Minority Population	Percent Non Minority	Weekly Revenue Miles x Percent Non Minority	Route	Weekly Revenue Miles	Total Population	Non Minority Population	Percent Non Minority	Weekly Revenue Miles x Percent Non Minority	Weekly Revenue Miles x Percent Non Minority
2	5,590.38	16,931	12,559	74.18%	4,146.81	2	6,575.95	16,074	11,827	73.58%	4,838.48	691.68
3	2,838.58	24,521	11,494	46.87%	1,330.56	3	3,984.75	24,415	11,438	46.85%	1,866.79	536.23
4	3,433.50	25,495	15,984	62.69%	2,152.62	4	6,669.94	25,310	15,853	62.64%	4,177.74	2,025.12
5a	4,178.95	33,581	21,956	65.38%	2,732.29	5	2,952.30	18,478	9,557	51.72%	1,526.96	-1,205.33
5b	340.82	25,193	14,002	55.58%	189.42	5	369.03	18,478	9,557	51.72%	190.87	1.44
7	3,281.33	28,950	10,317	35.64%	1,169.38	7	0.00				0.00	-1,169.38
8a	3,672.84	25,886	13,304	51.39%	1,887.64	8	1,924.88	24,001	12,438	51.82%	997.53	-890.11
8b	345.59	28,945	15,178	52.44%	181.22	8	0.00				0.00	-181.22
9	930.08	16,566	8,301	50.11%	466.05	9	0.00				0.00	-466.05
11	3,245.21	22,676	14,606	64.41%	2,090.30	11	2,698.44	19,631	12,230	62.30%	1,681.11	-409.18
13a	4,420.90	29,163	15,741	53.98%	2,386.22	13	4,867.90	22,091	11,384	51.53%	2,508.54	122.32
13b	530.83	24,345	12,396	50.92%	270.29	13	1,025.37	22,091	11,384	51.53%	528.40	258.11
14	4,039.00	34,499	22,660	65.68%	2,652.94	14	4,090.97	29,752	17,634	59.27%	2,424.72	-228.22
15	5,042.86	30,211	22,208	73.51%	3,706.99	15	6,148.24	25,956	18,516	71.34%	4,385.92	678.93
16	1,181.40	7,716	3,788	49.09%	579.98	16	1,273.25	5,768	2,755	47.76%	608.15	28.17
18a	5,396.50	21,669	8,930	41.21%	2,223.95	18	8,922.45	22,647	9,450	41.73%	3,723.10	1,499.16
18b	635.34	23,358	9,970	42.68%	271.19	18	1,737.98	22,647	9,450	41.73%	725.21	454.03
22	1,334.87	11,563	9,180	79.39%	1,059.77	22	0.00				0.00	-1,059.77
24	1,666.04	11,421	4,490	39.31%	654.98	24	4,223.51	26,148	7,438	28.45%	1,201.41	546.43
25	1,079.47	14,650	4,015	27.41%	295.84	25	0.00				0.00	-295.84
26a	1,068.20	14,374	4,853	33.76%	360.65	26	1,162.60	14,374	4,853	33.76%	392.52	31.87
26b	274.08	16,049	5,122	31.91%	87.47	26	205.12	14,374	4,853	33.76%	69.25	-18.22
30a	3,032.50	11,810	5,779	48.93%	1,483.90	30	3,308.06	11,745	5,730	48.79%	1,613.89	130.00
30b	154.09	10,850	4,906	45.22%	69.67	30	242.16	11,745	5,730	48.79%	118.14	48.47
32a	1,972.35	27,152	16,075	59.20%	1,167.71	32	0.00				0.00	-1,167.71
32b	137.53	20,047	10,605	52.90%	72.75	32	0.00				0.00	-72.75
34	305.85	15,977	8,112	50.77%	155.29	34	205.10	8,911	5,845	65.59%	134.53	-20.76
35	2,065.45	14,629	5,422	37.06%	765.53	35	2,323.34	13,288	4,695	35.33%	820.90	55.37
36	0.00				0.00	36	2,318.94	22,057	9,870	44.75%	1,037.67	1,037.67
55	4,051.79	33,724	23,984	71.12%	2,881.57	55	1,746.60	12,726	9,424	74.05%	1,293.41	-1,588.16
96	496.25	48,304	32,901	68.11%	338.01	96	452.75	42,036	27,586	65.62%	297.12	-40.89
97	1,327.00	46,599	33,317	71.50%	948.77	97	1,271.10	46,599	33,317	71.50%	908.80	-39.97
98	539.55	104,168	74,438	71.46%	385.56	98	533.30	104,168	74,438	71.46%	381.09	-4.47
TOTAL:	68,609.13	821,022.00	476,593.00	58.05%	39,165.30	TOTAL:	71,234.03	625,510.00	357,252.00	57.11%	38,452.25	-713.05
Cumulative Impact to Non Minority Populations:												-1.82%

# Metro Transit – Title VI Plan Update 2016

Existing Routes						Proposed Routes						Net Change
Route	Weekly Revenue Miles	Total Population	Low-Income Population	Percent Low-Income	Weekly Revenue Miles x Percent Low-Income	Route	Weekly Revenue Miles	Total Population	Low-Income Population	Percent Low-Income	Weekly Revenue Miles x Percent Low-Income	Weekly Revenue x Percent Low-Income
2	5,590.38	16,931	3,634	21.46%	1,199.90	2	6,575.95	16,074	3,536	22.00%	1,446.59	246.70
3	2,838.58	24,521	5,946	24.25%	688.32	3	3,984.75	24,415	5,922	24.26%	966.52	278.21
4	3,433.50	25,495	6,031	23.66%	812.22	4	6,669.94	25,310	5,981	23.63%	1,576.17	763.96
5a	4,178.95	33,581	5,449	16.23%	678.09	5	2,952.30	18,478	4,050	21.92%	647.08	-31.01
5b	340.82	25,193	5,059	20.08%	68.44	5	369.03	18,478	4,050	21.92%	80.88	12.44
7	3,281.33	28,950	7,180	24.80%	813.82	7	0.00				0.00	-813.82
8a	3,672.84	25,886	5,529	21.36%	784.48	8	1,924.88	24,001	5,334	22.22%	427.79	-356.70
8b	345.59	28,945	5,946	20.54%	70.99	8	0.00				0.00	-70.99
9	930.08	16,566	4,963	29.96%	278.64	9	0.00				0.00	-278.64
11	3,245.21	22,676	5,373	23.69%	768.94	11	2,698.44	19,631	4,784	24.37%	657.60	-111.34
13a	4,420.90	29,163	5,995	20.56%	908.80	13	4,867.90	22,091	4,988	22.58%	1,099.14	190.34
13b	530.83	24,345	5,038	20.69%	109.85	13	1,025.37	22,091	4,988	22.58%	231.52	121.67
14	4,039.00	34,499	6,853	19.86%	802.32	14	4,090.97	29,752	5,640	18.96%	775.51	-26.81
15	5,042.86	30,211	5,351	17.71%	893.20	15	6,148.24	25,956	5,055	19.48%	1,197.39	304.19
16	1,181.40	7,716	2,932	38.00%	448.92	16	1,273.25	5,768	2,259	39.16%	498.66	49.74
18a	5,396.50	21,669	6,615	30.53%	1,647.42	18	8,922.45	22,647	6,820	30.11%	2,686.94	1,039.52
18b	635.34	23,358	7,000	29.97%	190.40	18	1,737.98	22,647	6,820	30.11%	523.38	332.98
22	1,334.87	11,563	1,347	11.65%	155.50	22	0.00				0.00	-155.50
24	1,666.04	11,421	4,805	42.07%	700.93	24	4,223.51	26,148	9,441	36.11%	1,524.94	824.01
25	1,079.47	14,650	4,568	31.18%	336.59	25	0.00				0.00	-336.59
26a	1,068.20	14,374	4,718	32.82%	350.62	26	1,162.60	14,374	4,718	32.82%	381.60	30.99
26b	274.08	16,049	5,215	32.49%	89.06	26	205.12	14,374	4,718	32.82%	67.33	-21.73
30a	3,032.50	11,810	3,896	32.99%	1,000.39	30	3,308.06	11,745	3,881	33.04%	1,093.11	92.72
30b	154.09	10,850	3,747	34.53%	53.21	30	242.16	11,745	3,881	33.04%	80.02	26.80
32a	1,972.35	27,152	6,220	22.91%	451.83	32	0.00				0.00	-451.83
32b	137.53	20,047	5,043	25.16%	34.60	32	0.00				0.00	-34.60
34	305.85	15,977	3,642	22.80%	69.72	34	205.10	8,911	2,058	23.10%	47.37	-22.35
35	2,065.45	14,629	5,271	36.03%	744.21	35	2,323.34	13,288	5,092	38.32%	890.31	146.10
36	0.00				0.00	36	2,318.94	22,057	6,461	29.29%	679.27	679.27
55	4,051.79	33,724	5,771	17.11%	693.36	55	1,746.60	12,726	1,199	9.42%	164.56	-528.80
96	496.25	48,304	10,336	21.40%	106.19	96	452.75	42,036	9,984	23.75%	107.53	1.35
97	1,327.00	46,599	9,647	20.70%	274.72	97	1,271.10	46,599	9,647	20.70%	263.15	-11.57
98	539.55	104,168	20,155	19.35%	104.40	98	533.30	104,168	20,155	19.35%	103.19	-1.21
TOTAL:	68,609.13	821,022.00	189,275.00	23.05%	16,330.05	TOTAL:	71,234.03	625,510.00	151,462.00	24.21%	18,217.56	1,887.51

Cumulative Impact to Low-Income Populations: **+ 11.56%**

### Disproportionate Burden Analysis

The service equity analysis shows that on a cumulative basis the low-income population will benefit more than the non-low-income population. In addition to the increase in revenue miles, the percent of low income individuals served by the service buffer of the proposed service changes will increase slightly from 23.05% to 24.21%. The number of weekly revenue miles was multiplied by the percent of low-income population residing in the service buffer to identify the cumulative effect on low-income populations. The cumulative benefit of the changes to low-income populations is 11.56%. The cumulative impact of the changes to non-low-income individuals is 1.41%.

***No disproportionate burden is identified for the proposed changes.***

# Metro Transit – Title VI Plan Update 2016

Existing Routes						Proposed Routes						Net Change
Route	Weekly Revenue Miles	Total Population	Non Low-Income Pop.	Percent Non Low-Income	Weekly Revenue Miles x Percent Non Low-Income	Route	Weekly Revenue Miles	Total Population	Non Low-Income Pop.	Percent Non Low-Income	Weekly Revenue Miles x Percent Non Low-Income	Weekly Revenue Miles x Percent Non Low-Income
2	5,590.38	16,931	13,297	78.54%	4,390.48	2	6,575.95	16,074	12,538	78.00%	5,129.36	738.87
3	2,838.58	24,521	18,575	75.75%	2,150.26	3	3,984.75	24,415	18,493	75.74%	3,018.23	867.96
4	3,433.50	25,495	19,464	76.34%	2,621.28	4	6,669.94	25,310	19,329	76.37%	5,093.77	2,472.48
5a	4,178.95	33,581	28,132	83.77%	3,500.86	5	2,952.30	18,478	14,428	78.08%	2,305.22	-1,195.64
5b	340.82	25,193	20,134	79.92%	272.38	5	369.03	18,478	14,428	78.08%	288.15	15.77
7	3,281.33	28,950	21,770	75.20%	2,467.51	7	0.00				0.00	-2,467.51
8a	3,672.84	25,886	20,357	78.64%	2,888.36	8	1,924.88	24,001	18,667	77.78%	1,497.09	-1,391.26
8b	345.59	28,945	22,999	79.46%	274.60	8	0.00				0.00	-274.60
9	930.08	16,566	11,603	70.04%	651.44	9	0.00				0.00	-651.44
11	3,245.21	22,676	17,303	76.31%	2,476.27	11	2,698.44	19,631	14,847	75.63%	2,040.84	-435.43
13a	4,420.90	29,163	23,168	79.44%	3,512.10	13	4,867.90	22,091	17,103	77.42%	3,768.76	256.66
13b	530.83	24,345	19,307	79.31%	420.98	13	1,025.37	22,091	17,103	77.42%	793.85	372.87
14	4,039.00	34,499	27,646	80.14%	3,236.68	14	4,090.97	29,752	24,112	81.04%	3,315.46	78.78
15	5,042.86	30,211	24,860	82.29%	4,149.66	15	6,148.24	25,956	20,901	80.52%	4,950.85	801.19
16	1,181.40	7,716	4,784	62.00%	732.48	16	1,273.25	5,768	3,509	60.84%	774.59	42.11
18a	5,396.50	21,669	15,054	69.47%	3,749.08	18	8,922.45	22,647	15,827	69.89%	6,235.51	2,486.43
18b	635.34	23,358	16,358	70.03%	444.94	18	1,737.98	22,647	15,827	69.89%	1,214.60	769.66
22	1,334.87	11,563	10,216	88.35%	1,179.37	22	0.00				0.00	-1,179.37
24	1,666.04	11,421	6,616	57.93%	965.11	24	4,223.51	26,148	16,707	63.89%	2,698.57	1,733.46
25	1,079.47	14,650	10,082	68.82%	742.88	25	0.00				0.00	-742.88
26a	1,068.20	14,374	9,656	67.18%	717.58	26	1,162.60	14,374	9,656	67.18%	781.00	63.41
26b	274.08	16,049	10,834	67.51%	185.02	26	205.12	14,374	9,656	67.18%	137.79	-47.23
30a	3,032.50	11,810	7,914	67.01%	2,032.11	30	3,308.06	11,745	7,864	66.96%	2,214.95	182.84
30b	154.09	10,850	7,103	65.47%	100.88	30	242.16	11,745	7,864	66.96%	162.14	61.27
32a	1,972.35	27,152	20,932	77.09%	1,520.52	32	0.00				0.00	-1,520.52
32b	137.53	20,047	15,004	74.84%	102.93	32	0.00				0.00	-102.93
34	305.85	15,977	12,335	77.20%	236.13	34	205.10	8,911	6,853	76.90%	157.73	-78.40
35	2,065.45	14,629	9,358	63.97%	1,321.24	35	2,323.34	13,288	8,196	61.68%	1,433.03	111.79
36	0.00				0.00	36	2,318.94	22,057	15,596	70.71%	1,639.67	1,639.67
55	4,051.79	33,724	27,953	82.89%	3,358.43	55	1,746.60	12,726	11,527	90.58%	1,582.04	-1,776.39
96	496.25	48,304	37,968	78.60%	390.06	96	452.75	42,036	32,052	76.25%	345.22	-44.85
97	1,327.00	46,599	36,952	79.30%	1,052.28	97	1,271.10	46,599	36,952	79.30%	1,007.95	-44.33
98	539.55	104,168	84,013	80.65%	435.15	98	533.30	104,168	84,013	80.65%	430.11	-5.04
TOTAL:	68,609.13	821,022.00	631,747.00	76.95%	52,279.08	TOTAL:	71,234.03	625,510.00	474,048.00	75.79%	53,016.47	737.39
Cumulative Impact to Non Low-Income Populations:												1.41%

### **Public Engagement**

Over an eleven (11) month period, Metro actively educated, discussed and collected feedback about the proposed service changes. The engagement process was initiated on Tuesday, February 25, 2014 and concluded on Wednesday, December 31, 2014. During this timeframe, Metro conducted 12 public meetings, numerous formal and informal presentations and a public hearing to ensure riders, the general public, community groups, social service agencies, educators, employers, City of Omaha representatives and interested persons had the opportunity to learn and comment. A Stakeholders Committee, representing a wide-spectrum of the community, was established to review and comment on the proposals prior to public review. Metro bus and ADA operators played a key role in the drafting of the proposed service changes. This process was segmented into three phases, each with an official comment period. The proposed service changes were refined based on public feedback.

### **Public Notification for the Three Phases**

Notice of the public meetings and hearing was published in the Omaha World Herald (main news and public news sections) and Omaha Star, Facebook, Metro's multi-language website and community bulletin boards (media, bilingual, and special interest). The English / Spanish "bilingual" ( Metro's Title VI Language Assistance Plan) Notice was posted at Metro's transit centers, on interior fleet cards and public space at Metro's administrative facility where the public purchases fare media, picks up route schedules, receives trip planning, etc. . Bilingual Rider Alerts were distributed on the bus and ADA fleet. Omaha's Radio Talking Book Service recorded and aired the bilingual Notice. To encourage participation the bilingual Notice was disseminated to persons with Limited English Proficiency, traditionally underrepresented populations including minorities, low-income persons, seniors and the general public with the assistance of community-based organizations, social service agencies, advocacy groups and

Metro partners such as Omaha by Design, Activate Omaha, MAPA, Metro Community College, Downtown Omaha, Inc., Omaha Veteran Hospital, the University of Nebraska of Omaha, and employers. All were asked to disseminate the information to their individual memberships, clients, employees, committees, etc. It's estimated the bilingual Notice was emailed, during each phase, to over 500 interested persons, companies, other agencies, etc. Press releases were disseminated to the media.

### **Public Meetings and Hearing**

The bilingual Notice and press releases informed persons with special communication or accommodation needs, requiring auxiliary aids or services such as interpreters for persons who are deaf or hearing impaired or readers or additional information were asked to arrange for the service two days prior to a meeting. Non-English speaking persons could arrange for foreign language translation at least 72 hours prior to a meeting. A contact person and phone number were provided for the arrangement of the aforementioned. Bilingual staff members were in attendance for Spanish translation assistance. Metro also sought to accommodate lower literacy skills through clear and concise language to the greatest degree possible. All bilingual printed materials were available in large format. This included the Sign-In Sheet and Comment Form.

Public meetings were scheduled geographically throughout the community at ADA compliant locations and times served by transit. Meetings were scheduled on weekdays during noon hours and early evenings and on Saturday mornings to accommodate as many persons as possible. Collectively 152 individuals attended the public meetings. A total of 30 persons attended the public hearing with 22 individuals testifying.

For each phase, a bilingual brochure and online survey were prepared reflecting the information presented and reviewed at the individual public meetings. The brochures and presentation materials could be downloaded, mailed or picked at Metro's administrative

offices. The brochures were available on the fleet and recorded and aired by Omaha's Radio Talking Book Service.

### **Phase One**

This was the first of a series of meetings to discuss the future of transit in the metropolitan area and Metro's revised philosophy on how to restructure its transit service in both the short and long term, within financial constraints, to best meet riders and potential riders travel needs. These four meetings were conducted in an informal structure to allow for dialogue, comments, and questions throughout. Prior to and following a short electronic presentation, an Open House was held where attendees could review the presentation information posted on large display boards with Metro staff and offer suggestions on how Metro could improve its transit system.

### **Presentation Summary:**

- On-Board Survey Findings;
  - ❖ More Service on weekends;
  - ❖ End service later on weekdays;
  - ❖ More frequent service on weekdays;
  
- Service Planning Guiding Principles – developed in the RTV.
  - ❖ Right Size Service to Market;
  - ❖ Strengthen Network Structure;
  - ❖ Improve the Customer Experience;
  - ❖ Build Financial Sustainability;

- Emphasized any changes are to be cost-neutral, e.g. removing Out-Of-Direction travel along Dodge Street nets improved frequency for Route 2, Dodge Street service to 15 minutes all day and 30 minute evenings;
- Service changes could include realigning of routes, route segment elimination, route discontinuance, frequencies and hours of service by day type (weekday, Saturday and Sunday);
- Proposed implementation schedule;

PHASE ONE		
STAKEHOLDER COMMITTEE		
DATE	TIME	LOCATION
February 25, 2014	8:30 AM - 10:00 AM	Metro Transit, 2222 Cuming Street
METRO OPERATORS		
DATE	TIME	LOCATION
March 5, 2014	7:30 AM - 9:30 AM 1:00 PM - 3:00 PM	Metro Transit, 2222 Cuming Street
PUBLIC MEETINGS		
DATE	TIME	LOCATION
March 4, 2014	5:30 PM - 7:00 PM	Heartland Workforce Solutions, 5752 Ames Avenue
March 5, 2014	6:30 PM - 8:00 PM	South Omaha Library, 2808 Q Street
March 6, 2014	11:30 AM - 1:00 PM	Peter Kiewit Conference Center, 1313 Farnam Street, Room 227
March 8, 2014	9:00 AM - 11:00 AM	Metro Transit, 2222 Cuming Street

## Phase Two

Proposed Draft Service Changes introduced. The four meetings were conducted in an Open House format with Metro staff available to discuss and review with attendees. The informal format was selected to provide attendees the opportunity to review the proposed changes as a whole and individually, if they were only interested in the proposal for “their” route.

A total of 25 routes had proposed service changes with the following highlights: 11 routes to run more often with improved frequencies, addition of Saturday service to a weekday only route, a new circulator route, 9 routes to run later at night and the discontinuance of five routes. The proposals were developed in response to the on-board passenger surveys, the RTV system review and route performance review.

The proposed service changes were displayed on large boards. Individual route displays highlighted the routes’ passenger trip productivity by weekday and per hour; and, proposed service changes in frequency by day type, routing alignment and alternative routes within an acceptable walk shed. This information was included on all individual route displays, even if the route was proposed for discontinuance.



PHASE TWO		
METRO OPERATORS		
DATE	TIME	LOCATION
April 1, 2014	7:30 AM - 9:30 AM 1:00 PM - 3:00 PM	Metro Transit, 2222 Cuming Street
STAKEHOLDER COMMITTEE		
DATE	TIME	LOCATION
May 1, 2014	1:00 PM - 2:00 PM	Metro Transit, 2222 Cuming Street
PUBLIC MEETINGS		
DATE	TIME	LOCATION
May 6, 2014	6:30 PM - 8:00 PM	Salem Baptist Church, 3131 Lake Street, Maurice Watson Room
May 7, 2014	6:30 PM - 8:00 PM	South Omaha Library, 2808 Q Street, Rooms A & B
May 8, 2014	11:30 AM - 1:00 PM	Peter Kiewit Conference Center, 1313 Farnam Street, Room 228
May 10, 2014	9:00 AM - 11:00 AM	Metro Transit, 2222 Cuming Street

### Phase Three

Proposed Final Draft Service Changes introduced. The proposed draft was revised and finalized based on staff's review of public feedback. The key revisions were continuing service to a public low-income housing tower, reducing a route segment's discontinuance, reinstating a rush-hour only weekday route and introducing the later night service hours.

The four meetings were conducted in an Open House format with Metro staff available to discuss and review with attendees. The informal format was selected to provide attendees the opportunity to review the proposed changes as a whole and individually, if they were only interested in the proposal for "their" route.

The public hearing was conducted with a certified court reporter recording testimony. This was the only occasion an individual needed the Spanish interpreter's service.

PHASE THREE		
STAKEHOLDER COMMITTEE		
DATE	TIME	LOCATION
December 1, 2014	10:00 AM - 1:00 PM	Metro Transit, 2222 Cuming Street
METRO OPERATORS		
DATE	TIME	LOCATION
December 3, 2014	7:30 AM - 9:30 AM	Metro Transit, 2222 Cuming Street
December 4, 2014	1:00 PM - 3:00 PM	
PUBLIC MEETINGS		
DATE	TIME	LOCATION
December 9, 2014	6:30 PM - 8:00 PM	Heartland Workforce Solutions, 5752 Ames Avenue
December 10, 2014	11:30 AM - 1:00 PM	Peter Kiewit Conference Center, 1313 Farnam Street, Room 228
December 12, 2014	11:30 AM - 1:00 PM	South Omaha Library, 2808 Q Street, Rooms A & B
December 13, 2014	9:00 AM - 11:00 AM	Metro Transit, 2222 Cuming Street
PUBLIC HEARING		
DATE	TIME	LOCATION
December 17, 2014	5:30 AM - 8:00 PM	Omaha-Douglas County Civic Center, 1819 Farnam, - LC 4

### Public Comments

Attendees were free to participate according to their comfort level, and comments could be submitted verbally or in print at the time of the meeting, and may also be submitted by mail or online for at least a 10 day period following the last meeting.

Attendance at the public meetings and hearing was not required to comment. Persons unable to attend could provide feedback in writing, by fax, text message, electronically or by phone. Individual phases had different deadline submission dates. In addition to answering the online survey questions, specific and general comments could be logged, too.

Additionally, over the eleven month period, there were a number of persons that presented public comments during a Metro Monthly Board meeting, whether it was a published Board Agenda item or not.

A total of 608 comments were received. NOTE: When appropriate, metro's staff responded to comments, e.g., travel options for a proposed discontinued route or adjusted route segment. Lastly, complementary paratransit certified passengers commented, primarily on a proposed route discontinuance which would discontinue complimentary paratransit service to a dialysis center. Metro contacted the center which has five alternative locations these persons can still have complimentary paratransit service to.

The service changes directly reflected the most requested improvements by Metro passengers – more service on weekends, later night service and improved frequency. The changes were the largest to the bus network in several decades; designed to enhance connectivity and ease of use throughout Metro’s service area. The restructuring was a result of two and half years of planning and was shaped by over 4,000 customer onboard surveys, 12 public meetings, a public hearing and more than 500 public comments. Planning included a partnership with the Metropolitan Area Planning Agency to conduct the Heartland Connections – Regional Transit Vision in 2013. Using passenger data collected from the 2012 on-board survey, a Comprehensive Operational Analysis was developed in order to better serve Metro customers within existing budgetary resources. Answering the call from customers for more frequent, later night and additional weekend service, nine of Metro’s main lines received extended hours past midnight, and the two busiest fixed routes had 15 minute intervals for the majority of the day, with 30 minute intervals during evening and weekend hours.

## Board Awareness, Review and Adoption

**MINUTES  
REGULAR MEETING  
TRANSIT AUTHORITY OF THE CITY OF OMAHA  
2222 Cuming Street  
Omaha, Nebraska, 68102  
February 26, 2015  
MINUTES**

The Transit Authority of the City of Omaha Board met in Regular Session on Thursday, February 26, 2015 at 8:30 a.m., in the Authority's Administration Building, 2222 Cuming Street, Omaha, Nebraska 68102. Notice was given in advance of the meeting by publication in the Omaha World Herald. For the benefit of the public in attendance, a copy of the Open Meeting Law is posted in the meeting room and the Agenda is published on the display in the facility lobby. The following persons were in attendance at the meeting:

**Authority Board:**

Ms. Amy Haase, Chair  
Mr. Daniel Lawse, Vice Chair  
Mr. Michael Young, Secretary/Treasurer  
Mr. Michael Leahy  
Mr. Jay Lund

**Authority Staff:**

C. Simon, Executive Director  
E. Simpson, Legal/Human Resource Director  
D. Finken, Finance Director  
D. Jameson, Safety Director  
K. Shadden, Operations Director  
L. Barritt, Marketing Director  
L. Cencic, Project Development Manager  
J. Overfield, Grant Administrator

**Others Present:**

Ms. Connie Spellman, Omaha by Design  
Mr. Craig Howell, Coordinator for the Hunger Collaborative  
Mr. James Work, IntelliRide Nebraska  
Mr. Mark Bulger, President of the Omaha Association of the Blind  
Mr. Greg Youell, Executive Director of Metropolitan Area Planning Agency  
Metro Staff

## Minutes of Meeting – February 26, 2015

### Agenda Item #1: Call to order

Ms. Haase called the meeting to order at 8:30 a.m. 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 in the facility lobby.

### Agenda Item #2: Approval of Minutes of Previous Meetings:

Ms. Haase entertained a motion for the approval of the Minutes of the Regular Board Meeting of January 22, 2015.

Motion by Mr. Leahy; Second, Mr. Lawse; Ms. Haase abstained to approve the minutes as presented.

### ROLL CALL:

UNANIMOUS. MS. HAASE ABSTAINED. MOTION CARRIES.

### Agenda Item #3a: Administrative Reports (E. Simpson)

- Five new paratransit operators started training the week of February 23, 2015.
- Staff is currently interviewing best qualified candidates for fixed route bus operator position openings.
- Judy Overfield has started as Metro's new Grant Administrator.

Mr. Lawse requested of Ms. Simpson updated information regarding the Communication Specialist position and the timeline for which the position would be filled. Mr. Simon informed Mr. Lawse that Ms. Simpson had been excluded from the hiring process for that position.

### Agenda Item #3b: Administrative Reports (K. Shadden)

- I have prepared the required FTA Charter Notification informing interested parties that Metro intends to run Express Service from 3 park and rides during the College World Series. This is a Federal Transit Administration requirement in order for us to provide this service which occurs on an irregular basis or for a limited duration.
- A paratransit class of 5 Operators started on Monday the 23<sup>rd</sup>. We anticipate them being out on their own by March 23<sup>rd</sup>. We are interviewing Bus Operators at this time. We are looking at splitting this class and having a class for internal candidates and another class for external candidates. We anticipate all these Operators to be on their own around the second week in May.

## Minutes of Meeting – February 26, 2015

- Staff has been working toward the implementation of a new route system which will be brought forward later in this Board Meeting.
- David and I finished the onsite review with the TSA. We are to provide more documents to them to finish their review.

### Agenda Item # 4: (L. Cencic)

### Resolution – Request Approval of Title VI Service Equity Analysis

In compliance with our Title VI Program's Major Service Change Policy, an Equity Analysis (provided under separate cover) was conducted. Our policy requires the Equity Analysis if the proposal includes the addition and/or the elimination of a route(s) to determine whether the proposed change(s) have a discriminatory impact on minority populations in addition to Title VI-protected persons with low incomes. The cumulative benefit of the changes to minorities was 11.34% and the cumulative impact of the changes to non-minorities was -1.82% and thus no Disparate Impact was identified on minority populations. The cumulative benefit of the changes to low-income populations was 11.56% compared to the cumulative impact of the changes to non-low-income individuals of 1.41% hence no Disproportionate Burden was identified on low income populations.

This item was reviewed by the Operations Committee prior to the Board Meeting. Assuming committee concurrence, staff recommends the full Board approve the Resolution as presented.

Recommend approval.

The Chair entertained a motion for the approval. Motion by Mr. Young; Second by Mr. Lawse to approve the Resolution as presented.

**ROLL CALL:**

**UNANIMOUS. MOTION CARRIES.**

## Fare Equity Analysis

### Background

Recipients shall evaluate the impacts of proposed fare changes on minority and low-income populations. Any fare change “triggers” a Fare Equity Analysis.

### Service Equity Analysis for the Period 2013 through 2015

During the months of November and December 2013, Metro upgraded the onboard Fare Collection System. The farebox upgrade included a new fare media to be issued as monitory credit for a fare overpayment and could be used toward a future fare payment; only accepting United States coins and currency up to \$20 bills.

While there were no changes to the fares, Metro believed the Fare Equity threshold was breached and completed the following Fare Equity Analysis which identified no Disparate Impact or Disproportionate Burden on protected populations.



## I. Introduction

The Transit Authority of the City of Omaha (hereinafter Metro) has proposed to implement a value card with the installation of new GFI Odyssey fareboxes in November 2013. The proposed value card will provide change to passengers for overpayment of cash fares. The proposed value card would allow passengers to apply value from the card towards future fare payments. Metro would maintain its other current fare structure, policies, and practices and would not provide a cash refund for overpayment. The proposed value card is intended to enhance customer convenience by eliminating the need for exact cash fares by allowing passengers to maintain credit for future fare payments on a magnetic stripe paper ticket.

In accordance with the Title VI regulations as a part of the Civil Rights Act of 1964, as amended, and Metro's Title VI plan submitted to the Federal Transit Administration on October 1, 2013, Metro undertook this fare equity analysis in order to identify any potential disparate impacts of this proposal on protected populations.

## II. Metro's Disparate Impact and Disproportionate Burden Policies

A "disparate impact" refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where Metro's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

Metro defines the threshold for a "disparate impact" as follows: Should the impact of any major service change require a minority population to bear adverse effects twenty-five percent or greater of a cumulative impact compared to those adverse effects borne by the non-minority population, that impact will be deemed a disparate impact unless, there is substantial legitimate justification for the change, and no other alternatives exist that would serve the same legitimate objectives but with less disproportionate effects on the basis of race, color or national origin.

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

The threshold is the difference between the burdens borne by, and benefits experienced by, low-income populations compared to non-low income populations. Exceeding the threshold means either that a service or fare change negatively impacts low-income populations more than non-low-income populations, or that the change benefits non-low-income populations more than low-income populations.

If the threshold is exceeded, Metro must avoid, minimize or mitigate impacts where practicable.

For purposes of this policy, "low-income population" is defined as any readily identifiable group of households who live in geographic proximity and whose median household income is at or below the Department of Health and Human Services Poverty Guidelines.



Metro establishes the threshold for a “disproportionate burden” as follows: Should the burden of any fare or major service changes require a low-income population to bear adverse effects twenty-five percent or greater of the cumulative burden compared to the effects borne by the non-low-income population that impact will be considered a disproportionate burden.

### III. Methodology and Data Used

In order to analyze the impact of the proposed value card fare media on low income and minority passengers, farebox and onboard survey data was utilized for this equity analysis. The onboard survey was conducted system-wide on Metro’s fixed route service in October of 2012 by HDR Engineering and Texas Transportation Institute. The onboard survey effort sampled 600 trips and received 4,391 responses. This data was analyzed for the purposes of identifying any potential disparate impacts or disproportionate burdens.

As published in the Federal Register on January 24, 2013, the poverty guidelines are established by the Department of Health and Human Services as:

2013 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES AND THE DISTRICT OF COLUMBIA	
Persons in family/household	Poverty guideline
For families/households with more than 8 persons, add \$4,020 for each additional person.	
1	\$11,490
2	15,510
3	19,530
4	23,550
5	27,570
6	31,590
7	35,610
8	39,630

For the purposes of this analysis, Metro relied on survey data of frequently used fare media payment cross-tabulated with demographic data. The survey asked the number of members of the respondent’s household, up to 5 persons, and provided annual household income in the following categories:

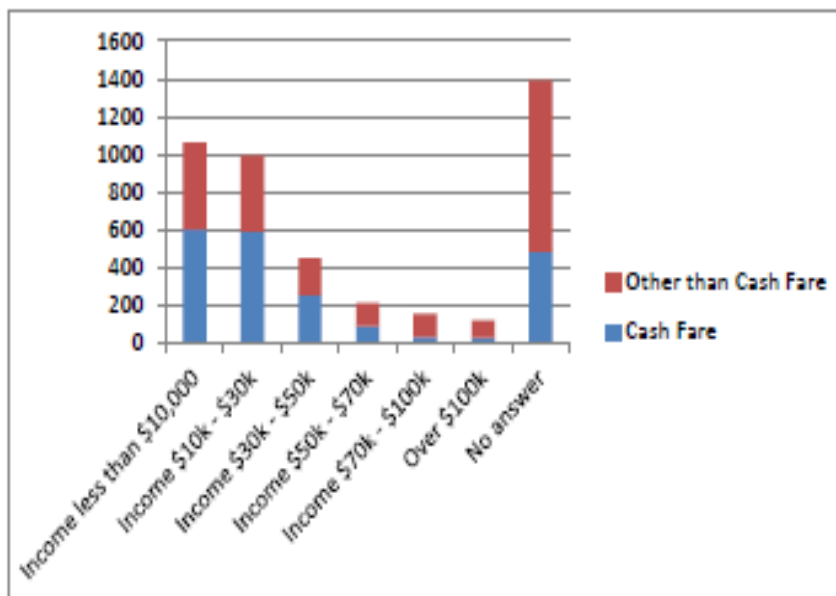
- Less than \$10,000
- Between \$10,000 and \$30,000
- Between \$30,000 and \$50,000
- Between \$50,000 and \$70,000
- Between \$70,000 and \$100,000
- Over \$100,000

This analysis, in order to conform to the Health and Human Services definition of poverty, defined low-income as any respondent with a household income under \$10,000 or any respondent with a household income between \$10,000 and \$30,000 with more than one member in the household.

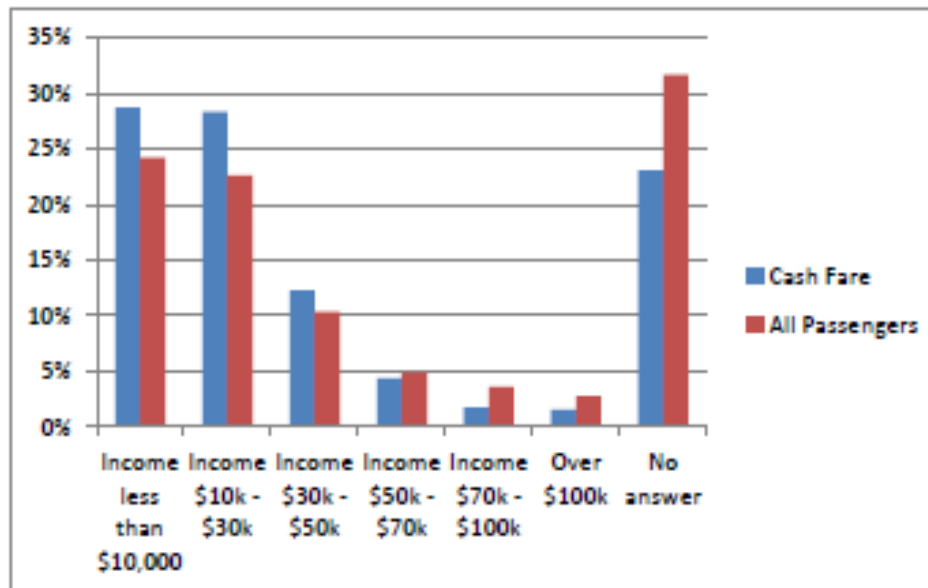
## IV. Fare Media Analysis by Fare Payment Type

No changes to the fare structure are proposed and current fare structures will remain with the addition of the value (change) card. The proposed value card will affect only those utilizing cash to pay for their fare. The following graphics display the survey results of passengers paying by cash and all surveyed passengers based on income and race/ethnicity both by raw numbers of respondents and percentage of passengers.

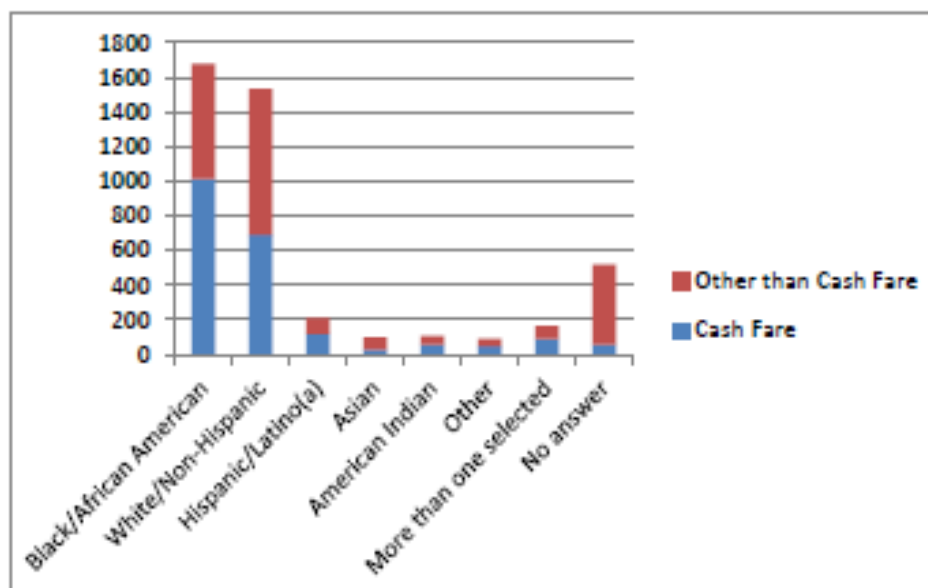
The following graph shows the number of survey respondents who indicated that their income level was within each of the income ranges specified.



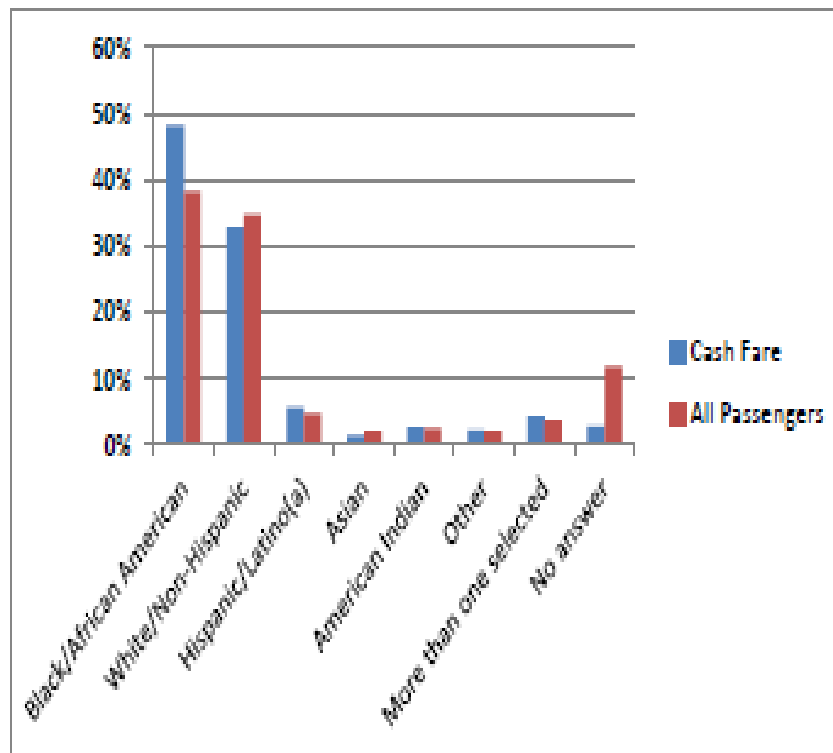
The following graph illustrates the breakdown by income level of survey respondents for both those who generally pay with cash and for all survey respondents. For example, 29% of passengers who pay their fare in cash indicated that their annual household income was less than \$10,000.



The following graph shows the number of survey respondents who indicated each of the following responses for their race/ethnicity.



The following graph illustrates the breakdown of race/ethnicity of survey respondents for both those who generally pay with cash and for all survey respondents. For example, 48% of passengers who generally pay their fares in cash indicated their race as Black/African American.



The following tables analyze the proposed value cards, Metro's current fare structure, and breakdown by demographic data supplied by the 2012 onboard survey.

Table 1: Percentage of Usage by Group for Existing and Proposed Fare Media

Fare Type	Existing		Proposed		Change		Usage by Group		
	Fare	Media	Fare	Media	Absolute	Percentage	Low-Income	Minority	Overall
Adult Regular	\$1.25	Cash	\$1.25	Cash / Paper Magnetic Stripe Ticket (Value Card)	\$0.00	0%	51.6%	48.5%	45.1%
Adult Express	\$1.50	Cash	\$1.50	Cash / Paper Magnetic Stripe Ticket (Value Card)	\$0.00	0%	0.7%	0.6%	1.5%
Student	\$1.00	Cash	\$1.00	Cash / Paper Magnetic Stripe Ticket (Value Card)	\$0.00	0%	3.7%	6.7%	4.7%
Child	\$0.50	Cash	\$0.50	Cash / Paper Magnetic Stripe Ticket (Value Card)	\$0.00	0%	1.9%	1.8%	1.2%
Senior/Disabled	\$0.60	Cash	\$0.60	Cash / Paper Magnetic Stripe Ticket (Value Card)	\$0.00	0%	2.9%	2.2%	2.6%
Downtown Circulator	\$0.25	Cash	\$0.25	Cash / Paper Magnetic Stripe Ticket (Value Card)	\$0.00	0%	0.0%	0.0%	0.3%
Adult 10 ride card	\$12.50/ \$15.00	Paper Magnetic Stripe Ticket	\$12.50/ \$15.00	Paper Magnetic Stripe Ticket	\$0.00	0%	22.4%	20.9%	20.9%
Express 10 rides	\$15.00	Paper Magnetic Stripe Ticket	\$15.00	Paper Magnetic Stripe Ticket	\$0.00	0%	0.4%	1.8%	4.3%
Student 10 ride card	\$10.00	Paper Magnetic Stripe Ticket	\$10.00	Paper Magnetic Stripe Ticket	\$0.00	0%	2.0%	4.4%	3.3%
Senior/Disabled 10 ride card	\$6.00	Paper Magnetic Stripe Ticket	\$6.00	Paper Magnetic Stripe Ticket	\$0.00	0%	1.6%	1.5%	1.8%
Adult 30 Day pass	\$55.00	Paper Magnetic Stripe Ticket	\$55.00	Paper Magnetic Stripe Ticket	\$0.00	0%	9.5%	9.4%	10.8%
Half Fare 30 Day pass	\$27.50	Paper Magnetic Stripe Ticket	\$27.50	Paper Magnetic Stripe Ticket	\$0.00	0%	3.3%	2.3%	3.5%
<b>Totals</b>							<b>100%</b>	<b>100%</b>	<b>100%</b>

Table 2: Annual Passengers by Group for Existing and Proposed Fare Media

Fare Type	Existing		Proposed		Change		Annual Usage by Group*		
	Fare	Media	Fare	Media	Absolute	Percentage	Low-Income	Minority	Overall
Adult Regular	\$1.25	Cash	\$1.25	Cash / Paper Magnetic Stripe Ticket (Value Card)	\$0.00	0%	936,061	1,212,694	1,798,625
Adult Express	\$1.50	Cash	\$1.50	Cash / Paper Magnetic Stripe Ticket (Value Card)	\$0.00	0%	12,249	15,312	58,185
Student	\$1.00	Cash	\$1.00	Cash / Paper Magnetic Stripe Ticket (Value Card)	\$0.00	0%	67,372	167,409	187,825
Child	\$0.50	Cash	\$0.50	Cash / Paper Magnetic Stripe Ticket (Value Card)	\$0.00	0%	33,686	43,894	47,977
Senior/Disabled	\$0.60	Cash	\$0.60	Cash / Paper Magnetic Stripe Ticket (Value Card)	\$0.00	0%	52,060	54,102	104,120
Downtown Circulator	\$0.25	Cash	\$0.25	Cash / Paper Magnetic Stripe Ticket (Value Card)	\$0.00	0%	0**	1,021**	10,208**
Adult 10 ride card	\$12.50 / \$15.00 ***	Paper Magnetic Stripe Ticket	\$12.50 / \$15.00 ***	Paper Magnetic Stripe Ticket	\$0.00	0%	407,294	521,622	831,941
Express 10 ride card	\$15.00	Paper Magnetic Stripe Ticket	\$15.00	Paper Magnetic Stripe Ticket	\$0.00	0%	8,166	45,935	172,513
Student 10 ride card	\$10.00	Paper Magnetic Stripe Ticket	\$10.00	Paper Magnetic Stripe Ticket	\$0.00	0%	35,728	109,224	132,702
Senior/Disabled 10 ride card	\$6.00	Paper Magnetic Stripe Ticket	\$6.00	Paper Magnetic Stripe Ticket	\$0.00	0%	29,603	36,748	73,497
Adult 30 Day pass	\$55.00	Paper Magnetic Stripe Ticket	\$55.00	Paper Magnetic Stripe Ticket	\$0.00	0%	172,513	235,802	431,793
Half Fare 30 Day pass	\$27.50	Paper Magnetic Stripe Ticket	\$27.50	Paper Magnetic Stripe Ticket	\$0.00	0%	59,206	57,164	137,806
<b>Totals</b>							<b>1,813,937</b>	<b>2,500,926</b>	<b>3,987,191</b>

\* Based on 2012 total ridership of 4,225,034. Differences represent student passes and cards distributed by social service agencies.

\*\* Low sample size

\*\*\* 10 ride cards sold for \$15 include transfers.

452,841 transfers were sold on the buses in 2012 representing 10.7% of all trips. The onboard survey instrument asked the respondents how they generally pay for their fare and did not separate transfers.



Metro's Title VI plan defines a disparate impact or disproportionate burden as adverse effects of twenty-five (25) percent or greater. This threshold is not exceeded when evaluating the percentage of passengers by fare payment category that would be impacted by the proposal as seen in Table 1.

Additionally, the following table shows the percentage of passengers within each identified group of riders who generally pay their fares with cash.

**Table 3: Percentage of user groups paying fare with cash**

Total Riders	Minority	Non-Minority	Low-Income	Non- Low-Income
55.3%	59.8%	47.9%	60.7%	50.9%

Although the thresholds for disparate impact and disproportionate burden policies were not met, as passengers paying with cash are more likely to benefit from the proposed value card, minority and low-income riders are slightly more likely to benefit from the proposed value card than the overall population of Metro riders.

## V. Fare Equity Analysis by Distribution of Fare Media

Additionally, Metro evaluated potential disparate impacts and disproportionate burden policies based on the availability of access to the proposed value cards. The proposed cards will be distributed through fareboxes on the buses. New fareboxes with the availability to issue value cards will be installed on all buses in Metro's fleet and serve all routes throughout the system.

According to the 2012 survey 58.6% of Metro's ridership is defined as low-income and 60.4% is defined as a minority population. As all passengers will have equal access to the proposed value card through the new fareboxes, no disparate impact or disproportionate burdens are identified as a result of access to the new fare media.

## VI. Conclusion

The proposed addition of value cards will not have a disparate impact or disproportionate burden on protected populations and is equitable under Metro's Title VI plan dated October 2013. The proposed value cards are in compliance with the requirements of Civil Rights Act of 1964, as amended. The value cards will provide benefits to Metro's passengers in terms of convenience and reducing the need to provide exact fare for cash fares aboard all Metro's buses. As illustrated in this analysis, low-income and minority populations are expected to experience a slightly greater benefit than the general population, non-minority population, and non-low-income riders. Additionally, by distributing the value card on all Metro buses, no disparate impact or disproportionate burden has been identified based on access to the fare media. Outreach and promotion of the fare value card will be conducted in accordance with Metro's outreach policies and will comply with the requirements of Metro's Language Assistance Plan.

## Board Awareness, Review and Adoption

### MINUTES

#### REGULAR MEETING

TRANSIT AUTHORITY OF THE CITY OF OMAHA  
AUTHORITY'S ADMINISTRATION BUILDING  
2222 CUMING STREET  
OMAHA, NEBRASKA, 68102  
October 24, 2013  
8:30 A.M.

The Transit Authority of the City of Omaha Board met in Regular Session on Thursday, October 24, 2013 at 8:30 a.m., in the Authority's Administration Building, 2222 Cuming Street, Omaha, Nebraska, 68102. Notice was given in advance of the meeting by publication in the Omaha World Herald. For the benefit of the public in attendance, a copy of the Open Meeting Law is posted in the meeting room and Agenda is published on the display in the facility lobby. The following persons were in attendance at the meeting.

#### Authority Board:

Ms. Amy Haase, Chair  
Mr. Michael Leahy, Vice Chair  
Mr. Daniel Lawse, Secretary/Treasurer  
Mr. Robert Braun  
Mr. Michael Young (Absent)

#### Authority Staff:

C. Simon, Executive Director  
E. Simpson, Legal/Human Resource Director  
D. Finken, Finance Director  
D. Jameson, Safety Director  
K. Shadden, Operations Director  
L. Barritt, Marketing Director  
L. Cencic, Grant Administrator

#### Others Present:

Mr. Mark Bulger - President of Omaha Association of Blind  
Ms. Kenda Slavin  
Metro Transit Staff

#### Agenda Item # 1:

#### Call to order

Ms. Haase called the meeting to order at 8:30 a.m. 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 in the facility lobby.

#### Agenda Item # 2:

#### Approval of Minutes of Previous Meeting: Regular Board Meeting

Ms. Haase entertained a motion to approve the Minutes of the Board Meeting of September 26, 2013.

Motion by Mr. Braun; Second, Mr. Leahy to approve the minutes as presented.

#### ROLL CALL:

UNANIMOUS. MOTION CARRIES.



### Minutes of Meeting – October 24, 2013

#### Agenda Item #3:

##### Administration/Human Resources: (E. Simpson)

##### Programs / Operations: (K. Shadden)

#### Administrative Reports

##### Discussion Items:

- We have made our final selection as far as the best qualified candidates for bus Operators. We are looking forward to start the training class.

##### Discussion Items:

- Except for one all operators have started operating buses from the paratransit class we started few weeks ago. One operator needed a little more training and he will start driving either late this week or early next week.
- The new Odyssey fareboxes will be installed the weekend of November 9<sup>th</sup> and 10<sup>th</sup>. The new farebox will accept all United States currency and coins, counterfeit bills and foreign coins and tokens will be returned to the customer at the time they put it in the farebox. The new Odyssey will recognize United States currency in the denominations of \$1, \$2, \$5, \$10, and \$20. \$50 and \$100 bills will be rejected and returned back to the customer. If customer overpays, the new Odyssey will issue a Value Card in the amount of the over payment. This card may be used for a future bus ride as a fare credit and may be combined with additional cash to make up the difference of the fare. The Value Card will be good for 90 days and is not redeemable for cash.
- An automated voice announcement will be made to let the rider know they have used an expired ride cards or non-valid transfer, an expired ride card, or when an ID must be shown for a reduced fare, collegiate pass.
- In the future the farebox will also be able accept Debit/Credit Cards and pre-Loaded Smart Cards. All the features Metro riders have used in the past are incorporated in the new Odyssey farebox.
- Information on the new farebox is in our website and rider alerts will be distributed to our customers in the buses starting today.
- The training of operators and customer service agents will commence next week.
- Service Interruption is incorrect in the board packet and will be corrected for the next board meeting.

Mr. Simon commended MOBY Manager, Todd Kmeick on reducing the cab trips/costs by being for efficient with the utilization our MOBY vans.

## Minutes of Meeting – October 24, 2013

### Agenda Item # 4: Resolution – Request Authority – To Award Contract for Rolling Stock Replacement

Staff requests authority to award a contract in an amount not to exceed \$4,050,000 to New Flyer for (10) 35ft. Xcelsior X35 buses to replace existing vehicles that have met their useful life.

Metro will purchase option vehicles made available via the Minnesota Department of Transportation's (MnDOT) contract 56191 awarded to New Flyer in January 2013.

This item will be paid for with 83% 5307 and 5339 funds. Board approval of this item will encumber not more than \$688,500 local dollars.

This item was reviewed by the Procurement Committee prior to the Board Meeting. With the Committee's concurrence, we recommend the Board approve the Resolution as presented.

Recommend approval.

The Chair entertained a motion for the approval. Motion by Mr. Leahy; Second by Mr. Lawse to approve the Resolution as presented.

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

### Agenda Item # 5: Resolution – Request Approval – Fare Equity Analysis

Staff requests approval of the fare equity analysis evaluating the proposed issuance of value cards. The new fareboxes to be installed in November 2013 have the capability to issue value (change) cards, reducing the need for passengers to carry exact change. In accordance with Title VI, staff prepared an analysis of the proposed value cards to identify any potential disparate impacts or disproportionate burdens with regards to protected populations. The analysis, provided to the Board under separate cover, does not identify any disparate impacts or disproportionate burdens.

Board approval will ensure Metro's continued compliance with Federal Transit Administration Title VI requirements.

The Chair entertained a motion for the approval. Motion by Mr. Lawse; Second by Mr. Leahy to approve the Resolution as presented.

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

### Agenda Item # 6: Administrative Report

Board members were provided with a copy of a letter authorizing Leuder Construction Company to terminate contract with Perkins & Perkins Constructions, DBE subcontractors, North Omaha Transit Center. The request was made by Leuder predominately due to the lack of quality in Perkins & Perkins workmanship which has significantly delayed the project. After full investigation and consultation with Metro's outside Council and the civil engineers in our contract Ehrhart Griffin, Ms. Simpson prepared a thorough response to Leuder's request to terminate contract with Perkins & Perkins.

We could have bought fuel yesterday at \$3.03/ gallon, the fuel price dropped significantly allegedly due to oversupply in the inventory. We will continue to monitor the fuel price and may lock in a contract thru March if the price stays favorable. Overall our budget for this year looks good. We're about \$600,000 under our expenses and

## Title VI Policies

### Title VI

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance", (42 U.S.C. Section 2000d).

### Environmental Justice (EJ)

Although no formal report is required for the Executive Order on Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, Federal Transit Administration requires transit providers to incorporate EJ and non-discrimination principles into transportation planning and decision making processes as well as environmental review for specific projects. The two primary classes considered are minorities and low-income populations.

There are no changes to Metro's Major Service Change, Fare Equity, Disproportionate Burden, and Disparate Impact Policies submitted in Metro's 2013 Title VI Program. These policies comply with applicable federal requirements under Title VI of the Civil Rights Act of 1964, including 49 CFR Section 21 and FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients", October 1, 2012. FTA, Region VII, concurrence of Metro's 2013 Title VI Program is dated November 19, 2013. This Circular requires any FTA funding recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 or greater to evaluate all fare changes and any major service change at

the planning and programming stages to determine whether those changes have a Disparate Impact on the minority population or Disproportionate Burden on low-income population.

## Title VI Policy Descriptions

### Major Service Change Policy

The purpose of the Major Service Change Policy is to define thresholds for determining major service changes and whether potential changes to existing transit services will have adverse effects: a) disparate impact based on race, color, or national origin, or whether potential service changes will have a b) disproportionate burden on low-income populations.

The following is considered a major service change (unless otherwise noted under Exemptions), and will be evaluated in accordance with the regulatory requirements set forth in FTA Circular 4702.1B.

The following thresholds for analysis are not set so high so as to never require an analysis; rather, are established to yield a meaningful result in light of Metro's service characteristics and shall be defined as any significant change in transit service in effect for twelve or more months that meets at least one of the following:

1. The addition and / or elimination of a bus route.
2. A twelve percent or more addition or reduction in the system revenue miles.
3. A twenty-five percent or more addition or reduction of revenue miles on any individual route, whether by frequency, span of service or route realignment beyond a three-quarter mile buffer of the terminus and either side of an existing alignment.

All major service changes will be subject to an equity analysis which includes an analysis of adverse effects on protected service populations. Metro recognizes that additions to service may also result in disparate impacts and disproportionate burdens, especially if the additions come at the expense of reductions in service on other routes. Metro shall consider the degree of adverse effects and analyze those effects when planning major service changes and / or any fare change.

## Exempt Service Changes with no Adverse Effect Review

1. Any service change that does not meet the conditions of a major service change as defined above.
2. Seasonal service changes.
3. Headway adjustments up to 7 minutes during the peak hour periods, and 15 minutes during non-peak hour periods.
4. Changes to a service on a route with fewer than 10 total trips in a typical service day are not considered “major” unless service on that route is eliminated completely on any such day.
5. Reduction in revenue miles on one transit route that is offset by an increase in revenue miles on the overlapping section of an alternative transit route (an overlapping section is where two or more bus routes share the same alignment, stops, etc. for a short distance).
6. Changing a route number, name or other designation.
7. Any temporary service addition, change or discontinuance of a demonstration route with less than 12 months of operation.
8. The introduction or discontinuation of short or limited-term service (e.g., promotional, seasonal or emergency service, or service activities), as long as the service will be/has been operated for no more than 12 months.
9. Changes to bus service levels on routes which occur because of seasonal ridership changes and event activities served by dedicated temporary bus routes or increased service frequencies.
10. Changes on special service routes such as sporting events, special events or service contracted with other cities, agencies, employers, etc.
11. Route changes/detours caused, but not limited to, road construction/maintenance closures, emergencies, major construction, inadequate fuel supplies, and safety concerns.
12. Actions of other service providers or public agencies providing/administering transit services that are not the responsibility of Metro.

13. Service addition, change or discontinuance of transit service contracts operated by Metro, but not within Metro's taxing service area.
14. Forces of nature such as tornados, snow emergencies, or other natural, or human-caused catastrophic disasters that may force the suspension of transit service for public safety or technical reasons.
15. Failures of auxiliary transportation infrastructure such as vehicular bridges, highway bridge overpasses, tunnels, or elevated highways that force the suspension of transit service.

## Equity Analysis Data Sources

Category	Action	Sub Action	Evaluation Method
Fare	Adjustment	N/A	Survey, farebox reports, Census Data of affected fare category
Service Span	Reduction	N/A	Surveys, farebox reports, and / or Census data of affected route(s)
	Expansion	N/A	
Service Headway	Reduction	N/A	Surveys, farebox reports, and / or Census data of affected route(s)
	Expansion	N/A	
Route Length	Reduction	N/A	Surveys, farebox reports, and / or Census data
	Expansion	N/A	Surveys, farebox reports, and / or Census data
Route Alignment	Reduced Alignment	N/A	Surveys, farebox reports, and / or Census data
	Expanded Alignment	N/A	Surveys, farebox reports, and / or Census data
	Modified Alignment	Eliminated Segment(s)	Surveys, farebox reports, and / or Census data
		Segment(s) to New Areas	Surveys, farebox reports, and / or Census data
New Route	New Route	N/A	Surveys, farebox reports, and / or Census data

## Definitions:

1. Adverse Effect - defined as a geographical or temporal reduction in service which includes but is not limited to: span of service changes, frequency changes, route segment elimination, and re-routing and route elimination.
2. Disparate Impact - A facially neutral policy or practice that has a disproportionately excluding or adverse effect on the minority riders or population of the service area.

3. Disproportionate Impact - A facially neutral policy or practice that has a disproportionately excluding or adverse effect on the low-income riders or population of the service area.
4. Express Transit Service - Metro designated express routes.
5. Local Transit Service – Metro fixed-route bus routes not designated as express routes.
6. For purposes of this policy, “low-income population” is defined as any readily identifiable group of households who live in geographic proximity and whose median household income is at or below of the Department of Health and Human Services Poverty Guidelines.
7. Minority Populations & Areas - Minority populations include those persons who self-identity as being one or more of the following ethnic groups: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian and Other Pacific Islander, as defined in the FTA Title VI Circular. "Minority Areas" are residential land use areas within Census tracts where the percentage of minority persons is higher than the Metro service area average.
8. Revenue Mile - For technical purposes, one revenue mile represents a bus being on the road for one mile. Three revenue miles represents one bus being on the road for three miles or three buses being on the road for one mile each. By using revenue miles instead of revenue dollars, Metro can control for currency inflation and can better prepare for and evaluate major service changes.
9. Route-Level - Refers to the geographic level of analysis by which the performance of a transit route is measured for equity.
10. Route-Service Area - A three-quarter mile buffer on both sides and terminus of a transit route's alignment.
11. Service Level - Refers to the span of service (hours of operation), days of operation, trips, and headways (service frequencies) for a transit route or the regional transit system.
12. Service Area - According to 49 CFR 604.3, geographic service area means "the entire area in which a recipient is authorized to provide public transportation service under appropriate local, state, and federal law."
13. Service Span - The span of hours over which service is operated (e.g., 6 a.m. to 10 p.m.). The service span may vary by weekday, Saturday, or Sunday.



14. System-wide - Refers to the geographic level of analysis by which the performance of the entire transit system is measured for equity.
15. Transit Center - A transit facility that serves as the connection point for three or more bus routes.

## Fare Equity Analysis Policy

Metro’s Fare Equity Analysis Policy in compliance with applicable federal requirements under Title VI of the Civil Rights Act of 1964, including 49 CFR Section 21, the Environmental Justice requirements under Executive Order 12898 and FTA Circular 4702.1B.

Except for those limited and unique conditions noted below, the FTA requires that recipients of FTA funding prepare and submit fare equity analyses for all proposed fare changes, regardless of whether the proposed change is an increase or decrease. As with the service equity analyses required under Title VI and Federal Environmental Justice requirements, FTA requires Metro to evaluate the effects of fare changes on minority populations and low-income populations. Metro’s Fare Equity Analysis Policy is a stand-alone provision, separate from Metro’s Major Service Change Policy. Metro’s Fare Equity Analysis Policy operates in tandem with all other Metro policies for changing the fare structure, fare media, or fare price.

For purposes of this policy, “minority population” is defined as: Any readily identifiable group of minority persons (persons identified by race, color, or national origin) who live in geographic proximity.

For purposes of this policy, “low-income population” is defined as: Any readily identifiable group of households who live in geographic proximity and whose median household income is at or below of the Department of Health and Human Services Poverty Guidelines.

This policy incorporates by reference the definitions of “Disparate Impact” and “Disproportionate Burden” from Metro’s Title VI Disparate Impact Policy and Disproportionate Burden Policy, respectively.

This policy incorporates by reference the percentage thresholds for “Disparate Impact” and “Disproportionate Burden” from Metro’s Title VI Disparate Impact Policy and Metro’s Disproportionate Burden Policy, respectively.

For proposed changes that would increase or decrease the fares on the entire system, on certain transit modes, or by fare payment type or fare media, Metro shall analyze ridership surveys, census demographic data, farebox reports, and other sources of information as available to determine whether minority and/or low-income riders are disproportionately more likely to use the mode of service, payment type, or payment media that would be subject to the fare change.

Metro shall then—

- a. Determine the number and percent of users of each fare media being changed.
- b. Review fares before and after the change.
- c. Compare the percentage differences for each particular fare media between minority users and overall users.
- d. Compare the percentage differences for each particular fare media between low-income users and overall users.

Metro will analyze proposed fare changes to see if the proposed change would result in a disparate impact to minority populations or a disproportionate burden on low-income populations. If a disparate impact or disproportionate burden is identified, Metro must attempt to modify the proposed changes to avoid, minimize, or mitigate potential disparate impacts and/or disproportionate burdens. Metro shall then reanalyze the proposed changes to determine whether the modifications actually removed, minimized or mitigated the disparate impacts of the changes.

Where disparate impacts and/or disproportionate burdens are identified, Metro shall provide a meaningful opportunity for public comment on any proposed mitigation measures, including any less discriminatory alternatives that may be available.

If Metro chooses not to alter the proposed fare changes despite a disparate impact on minority ridership or disproportionate burden on low-income riders, or if Metro finds, even after the

revisions, those minority or low-income riders will continue to bear a disproportionate share of the proposed fare change, Metro may implement the fare change only if:

- a. Metro has a substantial justification for the proposed change, and
- b. Metro can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish Metro's legitimate program goals.

Exceptions: Metro will not require a fare equity analysis for the following conditions:

- a. Emergencies, or other instances in which Metro may declare that all passengers ride free.
- b. Temporary fare reductions that are mitigating measures for other actions.
- c. Promotional fare reductions lasting less than six months in duration.

## Disproportionate Burden Policy

Metro’s Disproportionate Burden Policy, in compliance with applicable federal Environmental Justice requirements under Executive Order 12898 and FTA Circulars 4703.1 and 4702.1B requiring that recipients of FTA funding prepare and submit service and / or fare equity analyses.

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

The threshold is the difference between the burdens borne by, and benefits experienced by, low-income populations compared to non-low income populations. Exceeding the threshold means either that a service or fare change negatively impacts low-income populations more than non-low-income populations, or that the change benefits non-low-income populations more than low-income populations.

If the threshold is exceeded, Metro must avoid, minimize or mitigate impacts where practicable.

For purposes of this policy, “low-income population” is defined as any readily identifiable group of households who live in geographic proximity and whose median household income is at or below of the Department of Health and Human Services Poverty Guidelines.

Metro establishes the threshold for a “disproportionate burden” as follows: Should the burden of any fare or major service changes require a low-income population to bear adverse effects twenty-five percent or greater of the cumulative burden compared to the effects borne by the non-low-income population that impact will be considered a disproportionate burden.

Disproportionate Burden will be reviewed on the affected changes on a cumulative basis.

Should a proposed fare or major service change result in a disproportionate burden, Metro will consider modifying the proposed change to avoid, minimize, or mitigate the disproportionate burden of the change. If Metro finds a potential disproportionate burden and then modifies the proposed changes to avoid, minimize, or mitigate potential disproportionate burdens, Metro will reanalyze the proposed changes to determine whether the modifications actually removed the potential disproportionate burden of the changes. If Metro chooses not to alter the proposed changes, Metro may implement the service change if a.) There is substantial legitimate justification for the change and b.) The agency can show that there are no alternatives that would have less impact on the low-income population and would still accomplish the agencies legitimate program goals.

In accordance with FTA guidance, Metro will not alter this Disproportionate Burden Policy until its next Title VI Program Submission, though Metro maintains the freedom to select the most appropriate and informative dataset for use in low-income population service equity analyses. Metro shall, however, use the same comparison population data in low-income population service equity analyses as it uses for minority population service equity analyses. For example, if Metro uses ridership surveys to determine the comparison population in minority population service equity analyses, Metro will also use ridership surveys to determine the comparison population for low-income service equity analyses.

Metro engaged the public in the decision-making process prior to adopting this Policy, and will do so when altering, or amending this Disproportionate Burden Policy, if needed at the next submission.

## Disparate Impact Policy

Metro has established a Disparate Impact Policy in compliance with applicable federal requirements under Title VI of the Civil Rights Act of 1964, including 49 CFR Section 21 and FTA Circular 4702.1B requiring that recipients of FTA funding prepare and submit service equity analyses for proposed major service or fare changes.

The Disparate Impact Policy establishes a threshold for determining whether proposed service or fare changes disproportionately affect minority populations relative to non-minority populations on the basis of race, ethnicity or national origin.

The threshold is the difference between the burdens borne by, and benefits experienced by, minority populations compared to non-minority populations. Exceeding the threshold means either that a service or fare change negatively impacts minority populations more than non-minority populations or that the change benefits non-minority populations more than minority populations.

A “disparate impact” refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where Metro’s policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

Metro defines the threshold for a “disparate impact” as follows: Should the impact of any major service change require a minority population to bear adverse effects twenty-five percent or greater of a cumulative impact compared to those adverse effects borne by the non-minority population, that impact will be deemed a disparate impact unless, there is substantial legitimate justification for the change, and no other alternatives exist that would serve the

same legitimate objectives but with less disproportionate effects on the basis of race, color or national origin.

Disparate impacts will be reviewed on the affected changes on a cumulative basis.

Should a proposed major service change or any fare change result in a disparate impact, Metro will consider modifying the proposed change to avoid, minimize, or mitigate the disparate impact of the change. If Metro finds potential disparate impacts and then modifies the proposed changes to avoid, minimize, or mitigate potential disparate impacts, Metro will reanalyze the proposed changes to determine whether the modifications actually removed the potential disparate impacts of the changes.

In accordance with FTA guidance, Metro will not alter this Disparate Impact Policy until its next Title VI Program Submission, though Metro maintains the freedom to select the most appropriate and informative dataset for use in minority population service and fare equity analyses. Metro shall, however, use the same comparison population data in low-income population equity analyses as it uses for minority population equity analyses. For example, if Metro uses ridership surveys to determine the comparison population in minority population equity analyses, Metro will also use ridership surveys to determine the comparison population for low-income equity analyses.

Metro engaged the public in the decision-making process prior to adopting this Policy, and will do so when altering, or amending this Disparate Impact Policy, needed at the next submission.



## Service Standards and Policies

### Overview

In order to ensure continued progress towards Metro's objectives and guiding principles implementation of service will require close and systematic monitoring of service performance and delivery. Service standards define a policy level set of evaluation metrics which serve as a management tool to assess the efficiency, effectiveness, and quality of service delivered. Monitoring productivity and financial effectiveness supports Metro's objective of building long-term financial sustainability and a market-based network. Service standards define benchmarks to inform decision-making on existing and future services.

It is the policy of Metro to provide quality service to all customers regardless of race, color, national origin or income.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance", (42 U.S.C. Section 2000d).

There are no changes to Metro's Service Standards and Policies as submitted in Metro's 2013 Title VI Program. These policies comply with applicable federal requirements under Title VI of the Civil Rights Act of 1964, including 49 CFR Section 21 and FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients", October 1, 2012. Metro received FTA, Region VII, and concurrence for the 2013 Title VI Program policies November 19, 2013. This Circular requires any FTA funding recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 or greater to evaluate all fare changes and any major service change at the planning and programming stages to

determine whether those changes have a Disparate Impact on the minority population or Disproportionate Burden on low-income population.

This document establishes service standards and related policies for Metro's fixed route transit service. In addition to serving as a guide for staff and stakeholders, this document satisfies several requirements with Title VI of the Civil Rights Act of 1964, Executive Order 12898, and related civil rights laws which help assure that Metro's services are provided in a non-discriminatory manner.

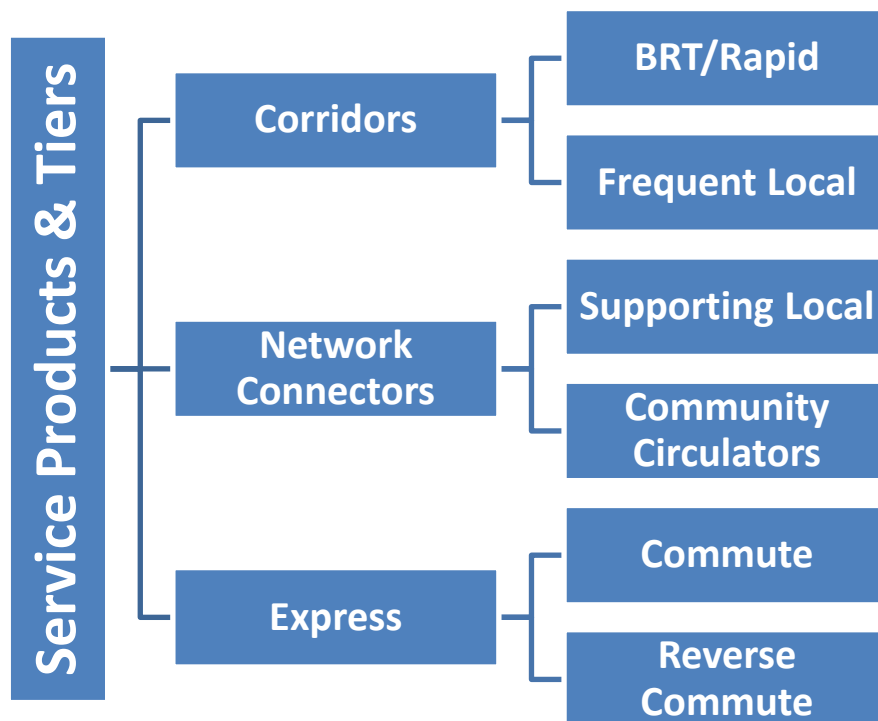
The updated Service Standards document defines proposed service tiers for Metro, establishes service performance standards, recommends a methodology for applying service standards, and identifies strategies for future service investments.

This document is broken into four main sections:



## Service Products and Tiers

The establishment of the recommended service tiers allow for the classification of Metro service products by network role and market function. Organization of transit service into tiers creates a consistent and balanced approach to service performance monitoring. Figure 1 and Table 1 illustrate recommended service products and tiers.



*Figure 1: Service Products and Tiers Overview*

	Service Type	Description	Network Role	Key Markets	Frequency Target
Corridors	Arterial BRT Rapid Bus	High frequency, high capacity, and high quality service that uses transit priority measures to speed travel times. Stop spacing is typically greater than local bus with enhanced service characteristics intended to emulate the passenger experience of arterial rail transit.	Spontaneous use, transit-oriented corridor, fast travel and short waits	All-day, all-week community and sub-regional travel	10 minutes
	Key Corridor Local Bus	Conventional bus service, operating on a timetable following a pre-set route with identified stops that typically operate as part of a wider network of integrated routes. May include enhanced service characteristics such as signal priority, bus lanes or other amenities where appropriate.	Structural network corridor, fast sub-regional service	All-day, all-week community and sub-regional travel	15 minutes
Network Connections	Supporting Local Bus	Fixed route transit using various size vehicles serving a specific community area with connections to the regional and/or sub regional transit network.	Network completion and service coverage	All-day weekday community and sub-regional travel	30 minutes
	Community Circulators	Fixed route or flexible route transit using various size vehicles serving a specific community area with connections to the regional and/or sub regional transit network.	Targeted network connection, local circulation	Community travel in less transit-conducive areas	60 minutes or Demand Based
Express	Commute Express	Peak hour express bus service with limited stops connecting surrounding communities with downtown and other major regional destinations. Typically accessed via park-and-ride at the residential end.	Freeway or key corridor based commute	Peak period regional travel	Tailored to Demand
	Reverse Commute Express	Peak hour express bus service with limited stops connecting major core area hubs (often downtown) with employment in surrounding communities, serving reverse direction commuters.	Freeway or key corridor based commute	Reverse commute travel	Tailored to Demand

**Table 1: Detailed Service Types and Tiers**

## Service Design Standards

The dynamic nature of development in Omaha results in changing travel markets and patterns in Metro’s service area. In order for Metro to continuously improve the attractiveness of transit service that it provides to Omaha area residents and visitors, it is imperative that service standards be adopted in order to constantly monitor the quality of service provided as well as determine where new services may be appropriate or what services need to be refined or discontinued. Given budget and equipment constraints it is imperative that Metro has specific standards and guidelines in place to ensure the highest possible quality of service is provided and delivered efficiently and effectively. Figure 2 provides an overview of the service design standards.

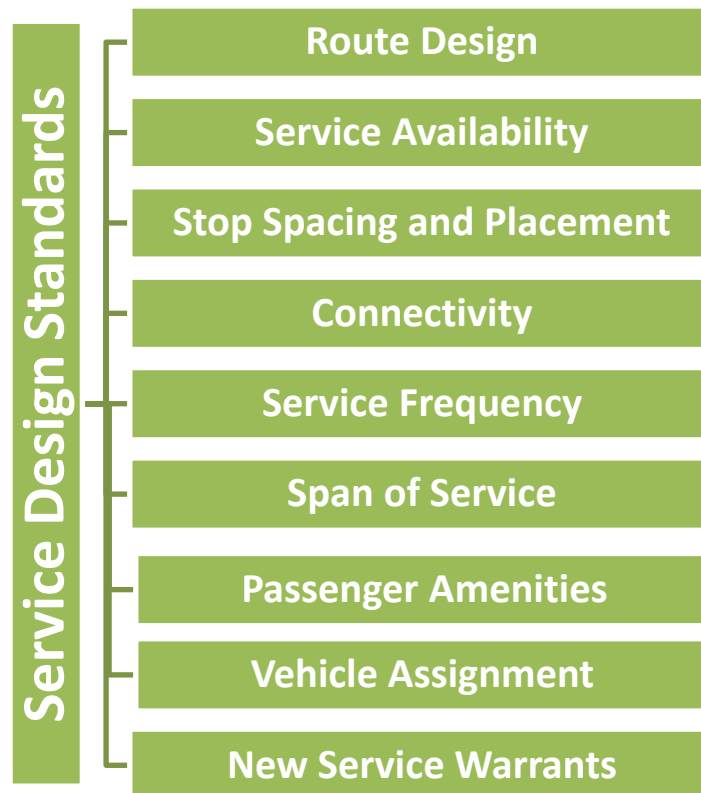


Figure 2: Service Design Standard

## Route Design

The alignment of each route is a key factor in its ability to successfully serve customers' mobility needs. Route design refers to route directness, connections to key origins and destinations, and how the route interfaces with other transit tiers and services that comprise the overall network.

- Metro routes should be designed to serve origins and destinations via direct pathways, minimizing out-of-direction movements. This provides a faster trip to attract more customers and fare revenue, while minimizing the cost to provide service.
- With the exception of community routes, bus routes should serve major mixed use corridors throughout the service area, avoiding smaller neighborhood streets.
- Metro routes should be designed in a hybrid grid and radial crosstown structure, with higher-frequency routes serving major corridors and connecting on-street rather than deviating to serve transfer hubs in the urban core.

## Service Availability

The Service Availability standard generally defines how transit service should be provided in the different mobility markets of the service area. This includes defining the maximum allowable walking distance to transit services and how far apart stops should be placed given the type of service that is being proposed or provided currently.

- Transit routes in the urban core should be ideally no closer than one half mile to balance good access with service cost effectiveness. This provides customers with ¼ mile walk access (roughly five minutes) to more frequent service than is possible with closer spaced routes. Placing routes closer should only occur where regular ½ mile spacing is not feasible and/or where market densities support productive service more closely spaced.
- Outside of the urban core network route spacing should follow the demand corridors where densities meet minimum requirements for productive service. Areas with fewer than 2,000 residents or jobs per square mile (3.1 per acre) within the Metro service area do not have the necessary density to support productive transit service, and should only

receive service if a major trip generator activity or unique corridor development is present.

## Stop Spacing and Placement

Stop spacing and placement is an important part of the customer experience and balances convenient access with short waits and fast service. Stops spaced further apart allow for higher bus speeds (minimizing travel time for passengers on the bus and potentially reducing operating costs), but require customers to walk further to access service. Stop spacing standards differ by service type, with Rapid stops spaced further apart than Local or community service stops.

The urban core of Omaha is conducive to walking, which should be taken into account in stop spacing decisions. Where grid-based, walkable streets with sidewalks are present, bus stops can be spaced further apart without negatively impacting customer access.

- Rapid bus routes on corridors also served by Local routes should have stops spaced a minimum of ½ mile apart extending up to one mile, and should be placed at major destinations, intersections, and transfer points.
- For Local and Community services, stop spacing between 800 and 1,320 feet is desirable. Community services can sustain the most closely-spaced stops (since trip distances are usually short) while Local stops on major arterial streets risk introducing unnecessary delay if stops are placed closer than 1,000 feet. Existing stops with continuously low utilization shall be subject to review for consolidation or removal to increase service speed and reliability.
- Express services will use park-and-ride access with additional Rapid-type stopping patterns at the origin end with a Rapid or Local spacing pattern at the destination end.

Far-side stop placement for new and relocated bus stops is recommended wherever possible.

Far-side stop placement improves bus speed with and without transit signal priority, and improves pedestrian and bicycle safety (crossing the street behind instead of in front of the bus). Stops should be made in the travel lane to maximize speed and safety (pulling in and out



of traffic increases safety issues) including use of bus bulbs where parallel parking is present. At posted travel lane speeds over 45 miles per hour curb cuts with a reentry lane are recommended.

### Connectivity

To fully realize success Metro needs customers to “use the network,” rather than just individual routes. This is especially critical for growing transit ridership for non-commute travel, which has much more dispersed patterns and is used less regularly. For customers to “use the network” transfers need to be easy, convenient, and reliable. This means connecting with short waits at major hubs, such as North Omaha Transit Center, or on-street at major intersections. While transfers can usually be timed at major hubs, street transfer waits cannot and must rely on service frequency to minimize wait times. As a result, routes in the urban core network should focus on street transfers for fast network travel, which means that frequent service is necessary to support convenient transfer waits (see frequency standards in the following section). Outside of the urban core network, transfers should focus on hubs where well timed connections between routes can be made in most cases.

Designing the service and network to enable convenient transfers allows Metro to minimize service duplication, since every route does not need to provide a one-seat ride to the customer’s final destination. Within a limited-resource environment, minimizing duplication allows for a more effective use of resources. As a result, new services should not only be evaluated as isolated routes, but also for their role in the overall transit network. Where the demand does not support regular all-day transit, special “first mile/last mile” connections should be considered.

Lastly, the connection experience for the customer is also affected by the waiting facility on the street corner or at the transit hub. Upgraded passenger facilities should be a priority at major on-street transfer locations and hubs, supporting Metro’s brand. Facility attributes should include enhanced shelters, seating, real-time trip departure/other customer information,

facility and site lighting, and complete pedestrian walking paths in a positive, safe, public environment space.

## Service Frequency/Vehicle Headway

Service frequency defines how long customers must wait for bus service with waits occurring multiple times for customers who transfer to complete journeys. High frequencies result in short customer wait times, but increase costs by requiring more buses and operators. Thus, establishing frequent service requires balancing route and network productivity against cost.

Consumer research shows that the “sweet spot” where frequency provides the maximum value is in the 10-15 minute headway range, resulting in average waits of 5-7½ minutes. Research shows that at 15 minute service levels a significant number of patrons begin to arrive at the stop randomly, rather than timing their arrival around the transit trip. At 10 minute service levels the majority of customers attracted to arrive randomly is higher. The opportunity to just randomly show is the key attribute that attracts the largest market segment of potential riders.

As a result, Metro frequency warrants are:

- BRT/Rapid routes should be both fast and frequent, operating a desired frequency of **15 minutes or better throughout a majority of the day** (evenings and possible weekends may require less frequent service), with **10 minutes or better being highly desirable** for this style of service. Rapid services should operate *more frequently* than Local service on the same corridor, to allow maximum customer convenience and greater service effectiveness on the faster service option (carrying passengers at a lower cost per mile).
- Local routes should operate at **30 minutes or better throughout the day and week**. Local routes on major corridors (especially those without Rapid options) warrant much more frequent service, with **15 minutes or better being desirable**.
- Community routes should **operate every 60 minutes or better** to ensure that service remains accessible to passengers who rely on it.
- Express and Commuter route frequency should be tailored to demand volumes but should **operate 15 minutes or better** during peak demand periods to foster spontaneous use.

All frequency warrants are subject to cost effectiveness and should be adjusted based on productivity and passenger loading capacity needs as defined in the section on Service Performance.

Table 2 illustrates the frequency warrants by transit service tier:

	BRT/Rapid	Frequent Local	Local	Community	Express
Peak	15 mins	15 mins	30 mins	60 mins	Tailored to Demand
Off-Peak	15 mins	30 mins	30 mins	60 mins	Tailored to Demand
Evening	30 mins	30 mins	60 mins	60 mins	Tailored to Demand
Saturday	15 mins	30 mins	30 mins	60 mins	Tailored to Demand
Sunday	15 mins	30 mins	30 mins	60 mins	Tailored to Demand

*Table 2: Frequency Requirements by Transit Service Tier*

## Span of Service

The span of service defines the start and finish of service each day for both specific routes and the network. A longer span of service allows a route to capture more riders throughout the day for a wider variety of trip purposes, but also increases overall costs.

Span of service standards are more important to differentiate by the type of market/corridor served than the category of service, as local routes serving major regional corridors may have very different span needs than secondary arterials. As well, it is important that the route spans be coordinated to provide appropriate networks to meet time-of-day market needs.

- Metro urban core network service should operate from approximately **4:15am until 11:00pm on weekdays, 6:00am to 10:00pm on Saturdays, and 7:00am to 7:00pm on**

**Sundays.** Earlier or later service may be required on certain corridors based on markets and patronage.

- Community services should be tailored to local demand patterns, but typically should operate from **6:00am to 7:00pm on weekdays**.
- Express service spans (i.e., trip times) should be tailored to demand patterns.

## Passenger Amenities

Metro should provide riders with safe, accessible, and comfortable wait areas. However like many other transit agencies and jurisdictions, resources for providing and improving passenger facilities are limited requiring them to prioritize what and where improvements will be made.

The following passenger amenities should be provided as funding permits:

- **Transit Centers:** Should include a passenger waiting area, a shelter area, passenger seating, trash receptacles, and route maps/schedules for routes traveling through the Transit Center, and digital information such as real-time transit information signage will be placed at transit centers.
- **Bus Shelters:** Should be placed where there is an expected boarding of 200 or more passengers per day. Bus shelters may include lighted advertising panels and bench type seating.
- **Bus Benches:** Should be placed where deemed appropriate by the public and the city. Currently, bus benches are contracted by local jurisdictions with an outside vendor.
- **Bus Stops:** Information at each bus stop should include a Metro's logo, the international bus stop graphic, Metro's website, phone number to Metro Customer Service, and the TDD number for Metro Customer Service.

## Vehicle Assignment

Prior to each operator signup, revenue vehicles are assigned to routes/blocks based on several factors including required vehicle passenger capacity, community or street operating restrictions, operating performance requirements, and special equipment needs. Each service timetable is designed to meet ridership demand through the balancing of frequency or trips using different vehicles with specific capacities assigned to special blocks. Special operating restrictions including tight turns or community vehicle size limitations will also be respected.

Higher performing vehicle types may be assigned to blocks with more schedule adherence problems. As well, certain blocks may be designated to have buses with special equipment, e.g. branded or wrapped vehicles or signal prioritization equipment. After the special vehicle block needs have been addressed, the remaining vehicles are rotated through random assignment to any route/block on which the vehicle can travel.

### New Service Warrants

As development patterns and population/employment/school centers continue to evolve, Metro should analyze the need for new services using a set of consistent criteria to ensure that new market opportunities are comprehensively and equitably assessed. New services or improvements to existing services should be evaluated with respect to design standards and consistency with adopted policy principles. Service investment decisions can provide incentives for community support of transit in policy, funding, zoning, and site design.

Planning and implementing new transit service requires an examination of certain characteristics of the proposed service area. The densities and demographic characteristics of a given service area are important determinants of transit success. To determine whether an area warrants new transit service, Metro should analyze the following characteristics of a proposed service:

- Population and Employment Density: A minimum level of density (2,000 residents or jobs per square mile) needs to be present in a given area to support regular bus service. Generally higher density areas are more conducive to effective bus service than low density areas due to greater demand and potential ridership. Above this threshold, the density of the proposed new service area should be compared to the densities of existing Metro areas to identify the most appropriate service type and network structure. Metro can deviate from the minimum density thresholds where there is specific evidence of short term plan implementation of corridor intensification that will result in exceeding the minimum threshold by 50% or more.
- Transit Dependent Populations: Certain demographic groups are more inclined to use transit than others such as seniors, the disabled, students, low-income individuals, and households without automobiles. In assessing an area's demand for transit service it is

important to examine the presence and intensity of these demographics groups and whether any unmet needs are present.

- Key Destinations: Connecting residents with key destinations such as employment centers, hospitals, schools, shopping, and entertainment is a key factor in designing transit service.
- Network Integration: Any new service should avoid duplicating existing service (see Service Spacing guidelines), and should link into the existing transit network in a logical manner to ensure that connections to other routes and services provide attractive linked journeys.
- Pedestrian Access: Adequate sidewalks should be in place in order to ensure safe access to service.
- Safety Considerations: Safety factors include the avoidance of potentially hazardous turns and the availability of traffic signals and stop-sign protection.
- Travel Patterns: Consider customer and non-user travel patterns. Customer travel patterns can be collected through interviews and on-board surveys. Data for non-users can be obtained from the region travel demand model.
- Routing and Scheduling: Factors such as headways, running times, number of vehicles, and unnecessary deviations and turns should be considered.
- Special Funding: Services outside of Metro’s service area should be fully funded through public-private partnerships and/or inter-local agreements.
- Projected Performance: In order to ensure ongoing Metro financial sustainability through continued maintenance or improvement of Metro service productivity, new routes should be projected to perform at levels at or exceeding system average based on the metrics outlined in the Service Performance section.

New services depend on long term budget availability and can only be initiated when funding allows, either through resource reallocation, additional fare revenue, or new sustained outside funding. Testing of new service with special limited term funding (e.g., JARC) should be undertaken as long as post-trial period funding is identified to sustain the service following a successful trial period.

Introduction of all new services should be subject to a trial period of **12 months** to meet minimum performance standards within the appropriate service category. If the new service

does not meet minimum performance standards within six months, the route should be evaluated for adjustments with a second evaluation at 12 months. If the route continues to fall below minimum performance standards after 12 months, the 'trial' service should automatically "sunset" (be discontinued) unless approved for an extension of the trial period.

## Service Performance Standards

Service performance standards are necessary to ensure that all services are fulfilling their roles in the transit network and contributing to the overall financial sustainability of Metro.

Performance should be measured regularly in order to identify changes in performance over time, and to allow prompt changes to be enacted if necessary. Performance standards help ensure that Metro services are useful to customers as well as cost-effective for the agency.

### Key Performance Metrics

Service performance standards may be measured using a number of industry best practice key performance indicators (KPIs). These fall into three distinct groups, the first two groups focused on efficiency and effectiveness, the third on service quality (see Figure 3):

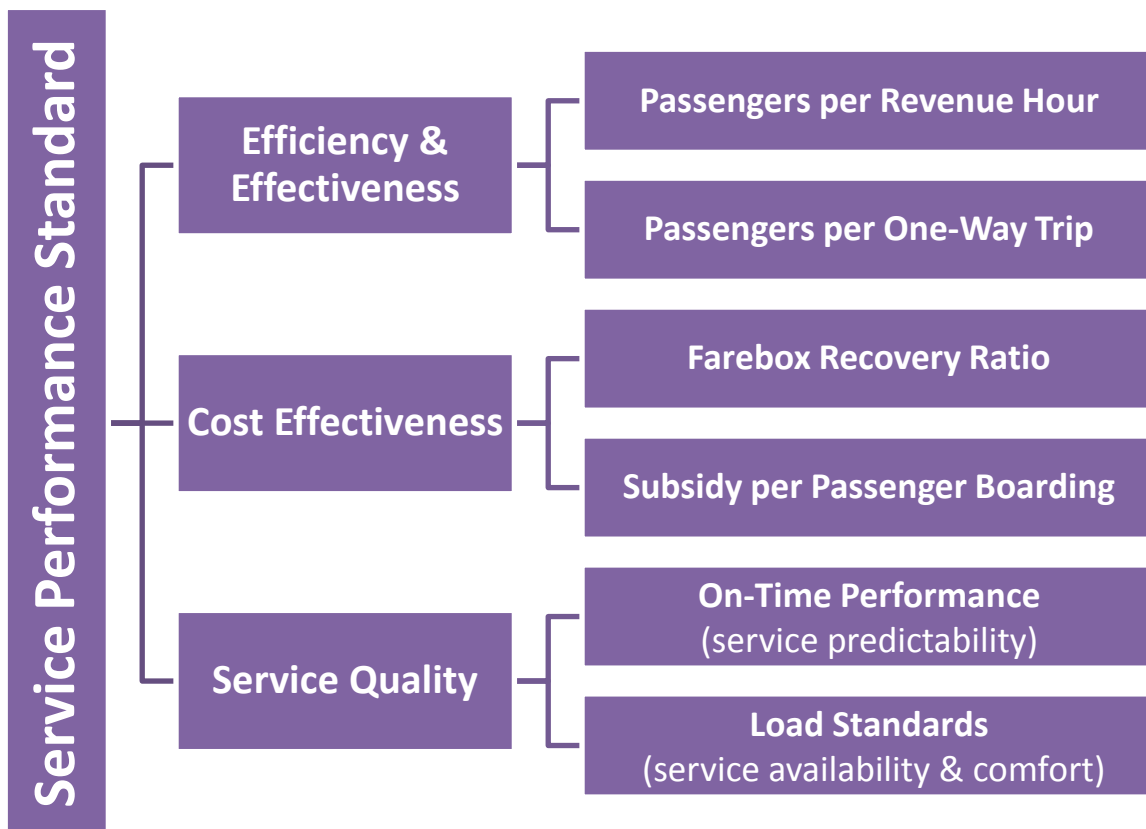


Figure 3: Service Performance Standards



## Minimum Service Effectiveness Measures

### Passengers per Revenue Hour (PPH)

This KPI measures service effectiveness or productivity based on ridership (unlinked passenger trips) generated for each hour of service operated.

Current Metro route-level performance for these metric ranges from approximately 10 passengers per revenue hour to 30 passengers per revenue hour on weekdays, and from approximately 6 to over 25 passengers per revenue hour on weekends.

Table 3 shows the following recommended *minimum* thresholds required to justify service. There are different minimum expectations for each service category and day of the week. Express services should not be evaluated on a passenger's per hour basis, as there is less passenger turnover leading to lower boardings overall but longer trip distances. Express service is evaluated on passengers per one-way trip basis.

Category	Minimum Passenger Boardings per Revenue Hour	
	Weekday	Weekend
Rapid	30	25
Key Corridor Local	20	15
Supporting Local	15	10
Community	15	10

**Table 3: Passenger Boardings per Revenue Hour Threshold**

## Passengers per One-Way Trip

This indicator measures the average boardings per one-way trip. It is useful in evaluating express or “point-to-point” services where passengers board at the start of the trip and alight at the end of the trip, with little to no activity in between. Passengers per one-way trip provides a way to gauge how full the bus is during its journey. A typical Metro vehicle has 40 seats, and effective service should generate enough passengers to fill a majority of those seats.

Minimum Passenger Boardings Per One-Way Trip	
Category	Weekday
Peak Express	30

*Table 4: Passenger Boardings per One-Way Trip Threshold*

## Relative Service Effectiveness Measures and Corrective Action Guidelines

Along with minimum performance standards, routes should be evaluated in comparison with each other for service efficiency and effectiveness. Metro should derive the system wide average for each metric and determine how each route performs compared with the system average. For example, if the system wide average is 20 passengers per revenue hour, and one route generates 15 passengers per revenue hour, that route performs at 75% of system average.

Based on percentage of system average, the routes should be evaluated within the following categories:

- Low-performing service: 50% of system average and below
- Average-performance service: Between 51% and 149% of system average
- High-performing service: 150% of system average or better

The sections below include action plans for routes falling into these categories. Routes in the low and high categories may warrant more intensive actions, while routes towards the middle

are adequately fulfilling their roles in the network and are unlikely to need major attention between major system-wide studies.

### Low-Performing Service (50 percent or lower of system average)

Routes which rank within this category should be reviewed to determine their potential for improvement. Remedial actions include any and all of the following:

- Segment Level Analysis: A segment level analysis of a low-performing service may highlight a specific portion of the route that significantly reduces the overall performance, causing it to perform below the standard for its service class. If a low-performing segment is identified, it can be modified to attempt to raise productivity for the route as a whole. If the results of a segment level analysis turn out to be inconclusive, however, modifications to the entire route should be considered.
- Operational Analysis: Often the difference between meeting and failing minimum performance standards is an inefficient or ineffective schedule that requires unnecessary vehicle resources. Realigning service to cover only critical segments or eliminating unnecessary delay (e.g. deviations) are ways to reduce travel time and save resources.
- Targeted Marketing: Marketing tactics can help to raise the public awareness of a route in need of remedial action. Poor ridership may be occasionally a result of a lack of public knowledge of a route, and investing in marketing can reverse this trend. This can be the case for concentrated market groups like employment centers, shopping districts, schools, hospitals, agencies, and other major destinations.
- Rider Outreach: Onboard surveys and rider interviews are methods for gaining valuable information on how a route can be improved. These methods can reveal information about popular destinations that a route may bypass, or other attributes of a service that may be holding back ridership growth.
- Change in Service Levels: Adjusting the available service along a low-performing route – by any combination of frequency, span, or service day changes that reduces operating resources and costs – to better match the transit product to its market, and subsequently increase productivity.

- Discontinuation: Discontinuation is the final option for a low-performing route that does not meet minimum performance standards, and can be applied to a route segment or the route as a whole. If none of the aforementioned remedial actions are successful in raising productivity above the minimum standard for its service class, discontinuation may be necessary to ensure effective use of resources and maintain overall system financial sustainability. Remedial actions to discontinue service should assess the effects on disadvantaged or vulnerable riders (Title VI/EJ populations) and allow time for these riders to make other mobility arrangements.
- Delayed action: Remedial actions involving service level changes and discontinuation can be delayed only in circumstances where demonstrable changes are expected from external factors in the short term that are likely to result in significant improvement in service performance. Such changes may include such factors as new market densification (short term planning and construction), delayed availability of replacement service, or short term corridor circumstances (e.g., road construction) that have artificially decreased demand.

## Average-Performing Service (51 to 149 percent of system average)

Routes in this category are adequately fulfilling their roles in the transit network, and no remedial action is required. These routes should be monitored on an ongoing basis to determine whether their performance improves, decreases, or remains steady. While no particular action is necessary, ranking in this category does not preclude service adjustments at the discretion of Metro.

- Actions: Routes in this category perform well as a whole; however, their average performance may point to routes which perform equally throughout their length or those which may contain segments of very high and also low performance. Routes in this category should undergo a trip-by-trip or segment-level analysis periodically to determine whether they are average overall, or include trips or segments which fall into the more extreme categories. *Segments which would be considered low or very high performers should be subject to the actions detailed in those sections.*

### High-Performing Service (150 percent or higher of system average)

Routes ranking in this category suggest the need for greater investment, as high performance may signal the presence of significant latent demand. Actions for high-performing routes include:

- Increase service levels: Increasing frequency can help make service more attractive to a wider pool of potential customers, including those that currently drive. High frequencies provide dependable service with minimal waits, encouraging passengers to arrive randomly without consulting a schedule. Increasing service levels by adjusting the service's frequency, span, or days of week served should be monitored to ensure that high performance is maintained above the 100 percent level as service is added.
- Upgrade transit operating environment: Providing additional customer and operational amenities can provide an improved customer experience. Adding operating improvements such as signal priority, bus bulbs, or bus lanes can improve performance by making service faster and more reliable. Providing additional amenities at route stops such as bus shelters, benches, and real-time bus information can also heighten the perception of higher-quality service.
- Introduce additional service types (Rapid): High-performing corridors may warrant the upgraded service quality of Rapid bus service with or without Local underlays. Very high-performing corridors should be analyzed for the need to introduce new Rapid service.

This category of routes constitutes the top-performing tier of the entire Metro system and essentially the system's critical service spines that support the overall network. It is very important to maintain a high-quality level of service as well as to continue further investment. It is important to monitor these routes and make investments in key areas that are aimed at further improving overall service.

## Service Quality Measures

### Passenger Loads

Passenger loads refers to how many people are on the bus at any given moment compared to its capacity both seated and standing. High passenger loads results in overcrowded conditions, which may require additional service to address the issue<sup>1</sup>.

Service quality issues with crowding are dependent on the amount of time that customers must stand on the bus. If crowding is a relatively brief phenomenon, it does not justify the expense of adding additional service. Table 5 illustrates the proposed maximum load standards by

Category	Maximum Load Standard
Rapid	125% of seated capacity for two or more miles
Local (Key Corridor, Supporting)	125% of seated capacity for two or more miles
Community	125% of seated capacity (short duration routes)
Express	125% of seated capacity for two or more miles

service category.

*Table 5: Maximum Load Standard by Service Vehicle Type*

Short term fluctuations in ridership associated with fuel cost increases and special- events do not apply to these load standard criteria.

### On-Time Performance

An on-time performance standard defines a minimum threshold of Metro daily trips by route and for the system that operate on-time. On-time performance reflects both the quality and reliability of service, which can affect whether or not people choose to use transit or continue to use transit.

Metro currently defines “on time” as zero to 3 minutes late at each timepoint, a standard unnecessarily tight compared with the industry best practice standard of one minute early to 5

<sup>1</sup> Metro considers a route to be overcrowded if 25 percent or more of one-way vehicle trips on a given route exceed the maximum load standard.

minutes late at each timepoint. The industry standard represents a better balance of quality and efficiency for the customer.

In addition, Metro should adopt a minimum goal of **85% on-time performance system wide**, also an industry standard that balances performance and cost. This standard results in a customer experience that is most often very good while recognizing that there are operating issues beyond Metro's control on some days.

### Data Needed for Service Performance Monitoring

The performance measures discussed above require the regular collection and updating of the following data sources:

- **Ridership:** Total number of boardings and on-board load by route and day of the week should be collected regularly. Manual collection of ridership and operating data is expensive and time consuming; which means it is not undertaken frequently. Metro should consider investing in Automatic Passenger Counter (APC) systems which cost-effectively collect ridership and operating data daily and allow for trends over time to be examined.
- **Resources:** The number of vehicles and revenue hours per route by day of the week should be collected from Metro scheduling information.
- **On-Time Performance:** Departure times at each timepoint (and arrival at final timepoint) should be collected regularly. This data is provided by both Automatic Vehicle Location (AVL) and Automatic Passenger Counter (APC) systems.

## Service Evaluation Process

The service evaluation process is conducted in order to ensure the continued performance of individual services, as well as the overall network. This evaluation is intended to improve service design and productivity within categories, which is important to ensure that Metro offers a consistent system that is easy for customers to use and easy for Metro to promote, manage, and administer. Figure 4 illustrates the service evaluation process.

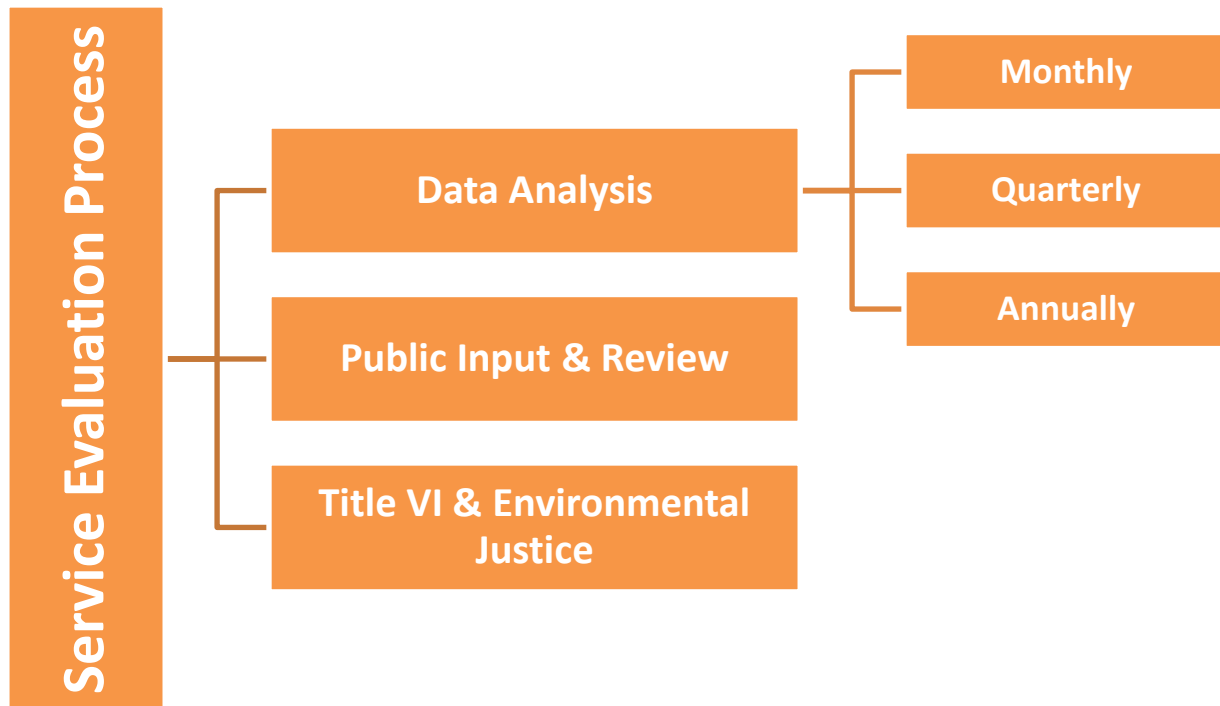


Figure 4: Service Evaluation Process



## Service Evaluation Timeline

### Monthly & Quarterly Route Performance Analysis

In preparation for each service change, at least three times per year, service performance measures should be reviewed according to the metrics and standards outlined above. The service performance report should provide information to allow for immediate actions that can be made with the next operator sign-up to modify service (frequency or alignment changes). Monthly metrics of efficiency and effectiveness KPIs including Passengers per Revenue Hour and Passengers per One-Way trip, will be provided as a part of the regular reporting, but commentary and potential actions will be provided prior to each service change.

### Triennial System Analysis

Metro will conduct system-level performance analysis of individual routes and route segments at least once every three years. Cost effectiveness and Service quality KPIs will be reported at least once every 3 years as part of the system-level performance review. This report should also analyze market trends affecting route performance including service and fare changes, seasonal differences, operational issues, employment trends, and gas prices. Title VI implications, as well as the route network implications relative to ADA service provisions, should be considered with recommendations for route modifications as necessary to achieve or maintain the performance measures adopted by Metro.

The annual system analysis should identify routes not meeting performance measures for alignment modifications, scheduling adjustments, and/or additional marketing. New service(s) may also be proposed along with proposals for elimination of non-productive service. The results of this analysis should provide the basis for development of the following years' service plan for the annual budget. The timing of analysis should be done accordingly.

Also as part of the annual system analysis, new performance measures may be proposed and existing measures modified or removed.

### Title VI Analysis

At least once every three years, in conjunction with the Title VI submission, Metro will monitor service standards and policies to compare the services provided in minority areas to non-minority areas. As provided for in the regulation and next section, a minority route is a transit route in which at least one-third of the revenue miles are located in a Census block where the percentage of the minority population exceeds the percentage of the minority population in Metro's service area as whole which will be used in this analysis. The service standards and policies, as defined in this section, to be monitored are:

- Service Standards:
  - Vehicle Load
  - Vehicle Headway
  - On-Time Performance
  - Service Accessibility
- Service Policies:
  - Vehicle Assignment
  - Distribution of Transit Amenities

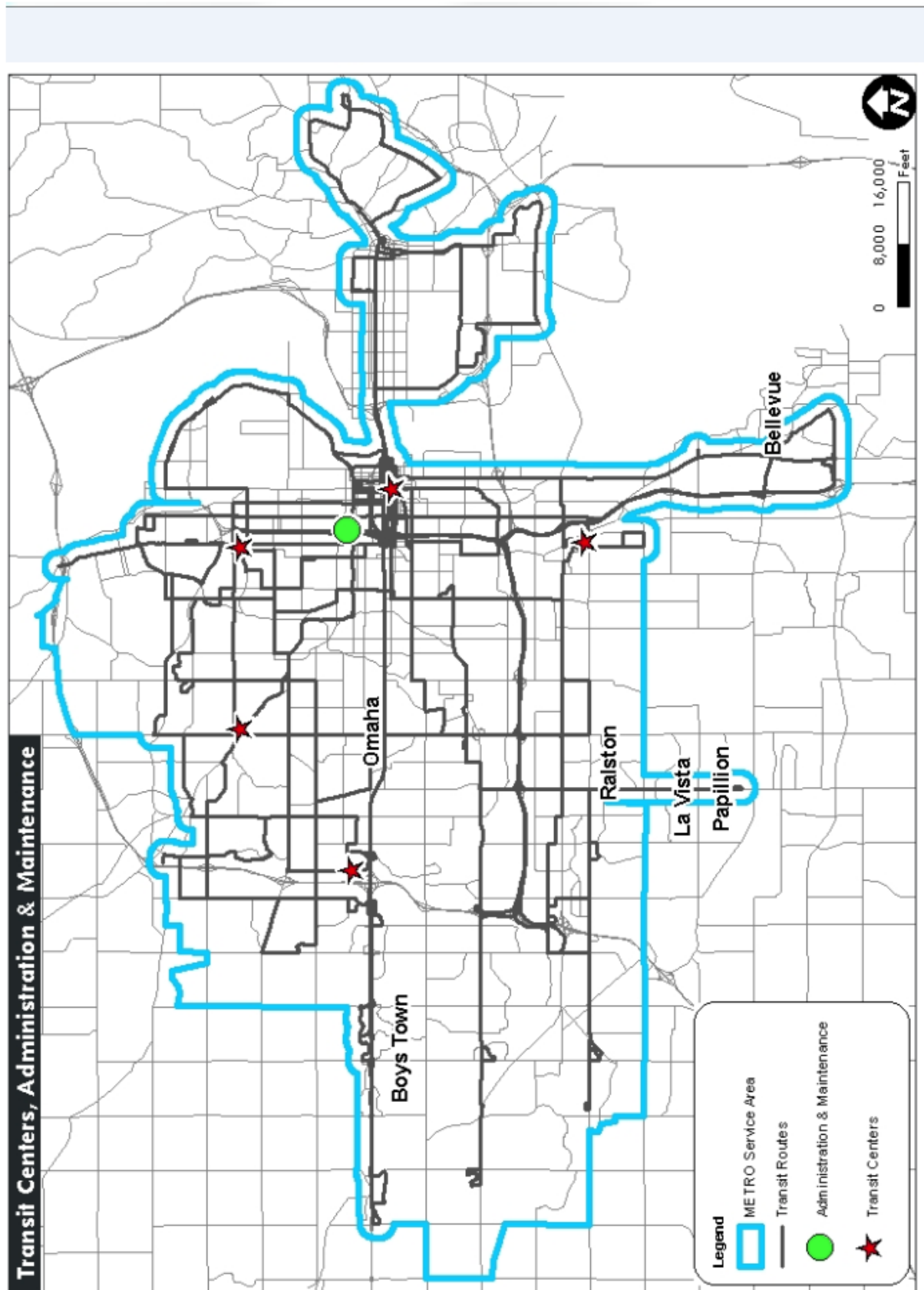
## Demographic and Service Profile Maps and Charts

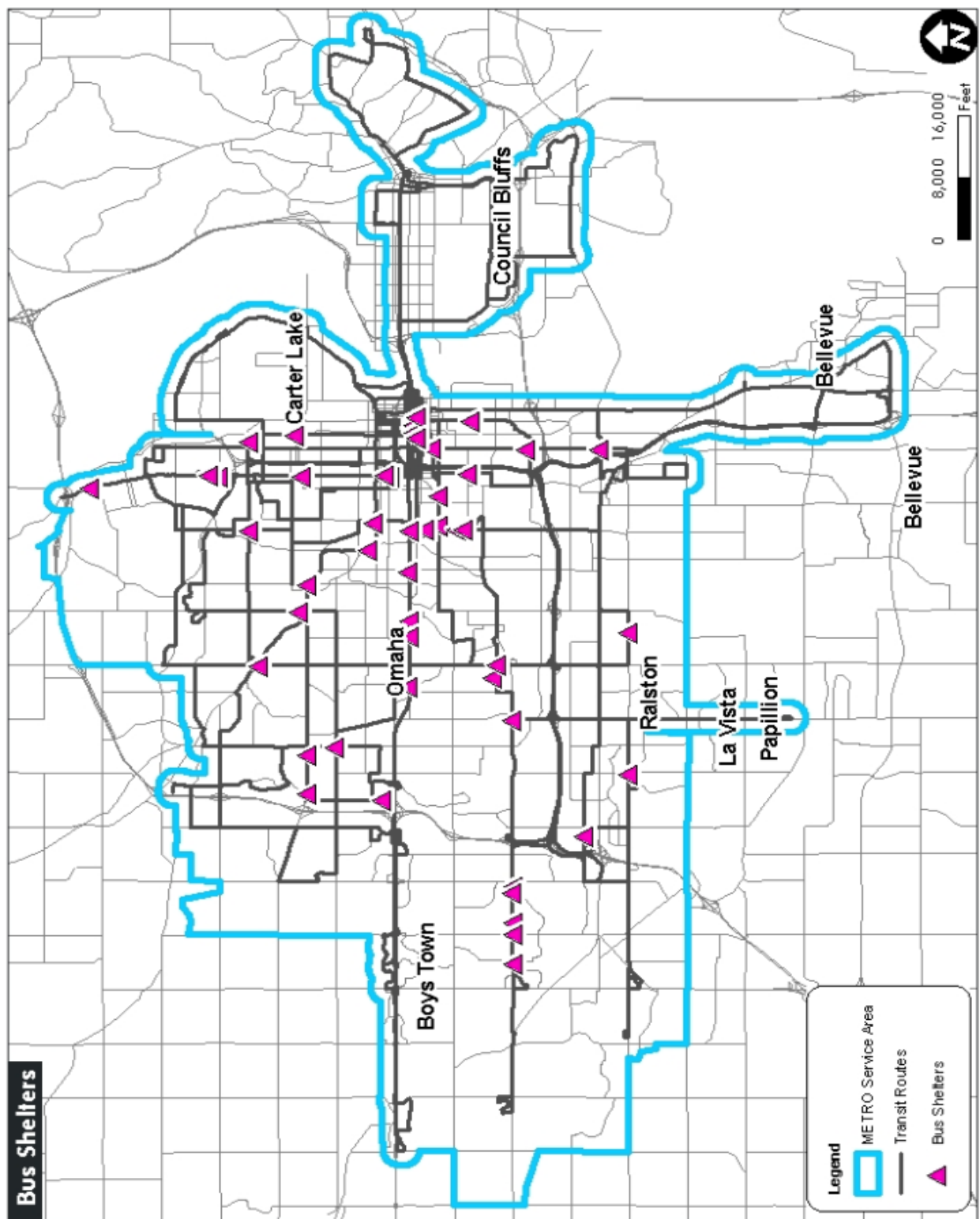
### Background

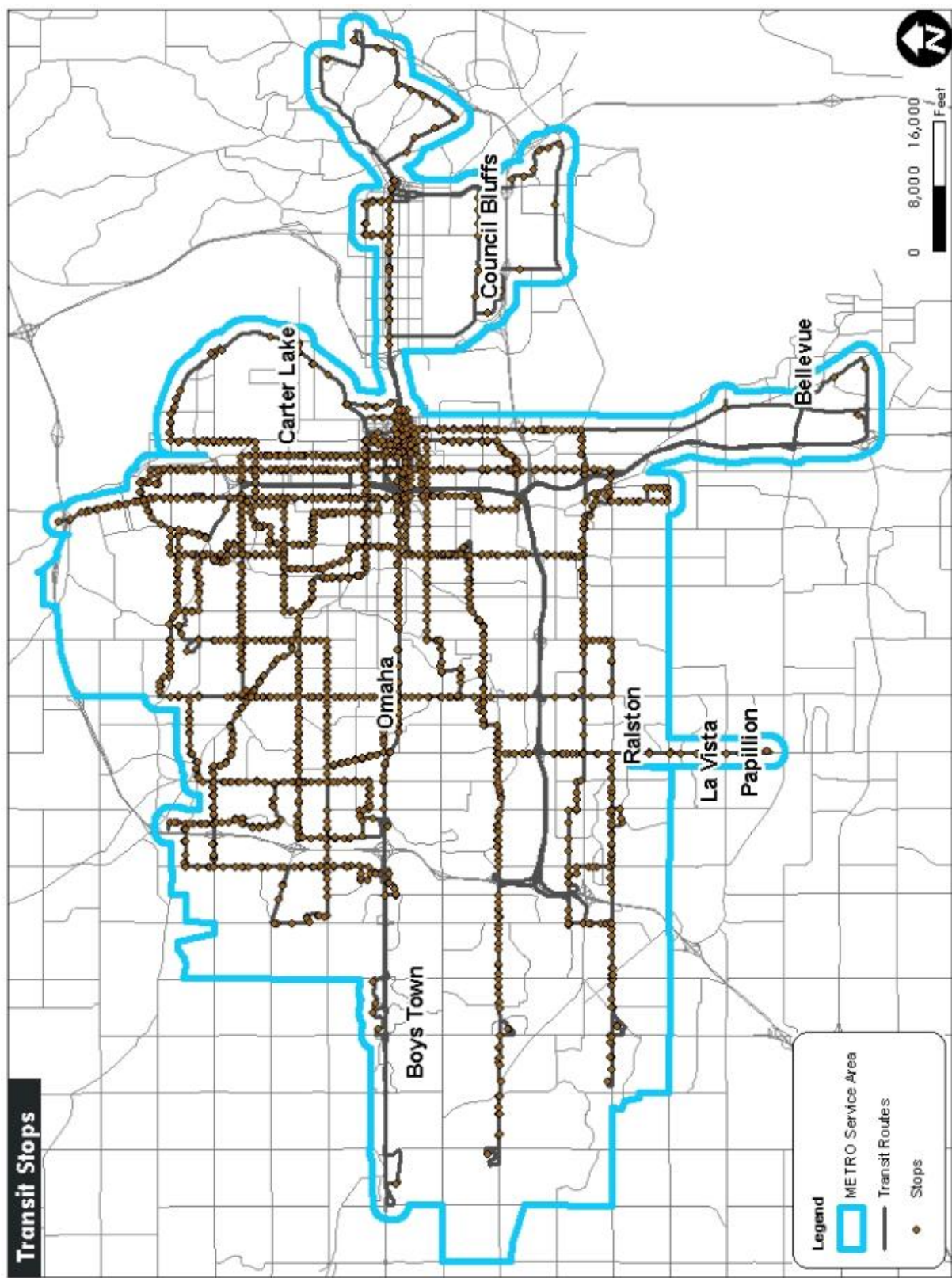
Metro meets the thresholds of a transit service provider that operates 50 or more fixed route vehicles in peak service and is located in urbanized areas (UZA) of 200,000 or more people, or that otherwise meet the threshold defined in Chapter IV and has prepared demographic and service profile maps and charts to determine whether and to what extent transit service is available to minority populations within the recipient's service area. Transit providers shall include charts and tables summarizing data in their Title VI Programs.

Metro shall conduct an onboard survey during the month of October 2017 collecting passenger information on the race, color, national origin, English proficiency, language spoken at home, household incomes and travel patterns of our riders using customer surveys. Additionally, demographic information shall be collected on fare usage by fare type amongst minority and low-income users, in order to assist with fare equity analyses. Metro last conducted an onboard as outlined above in October 2012.

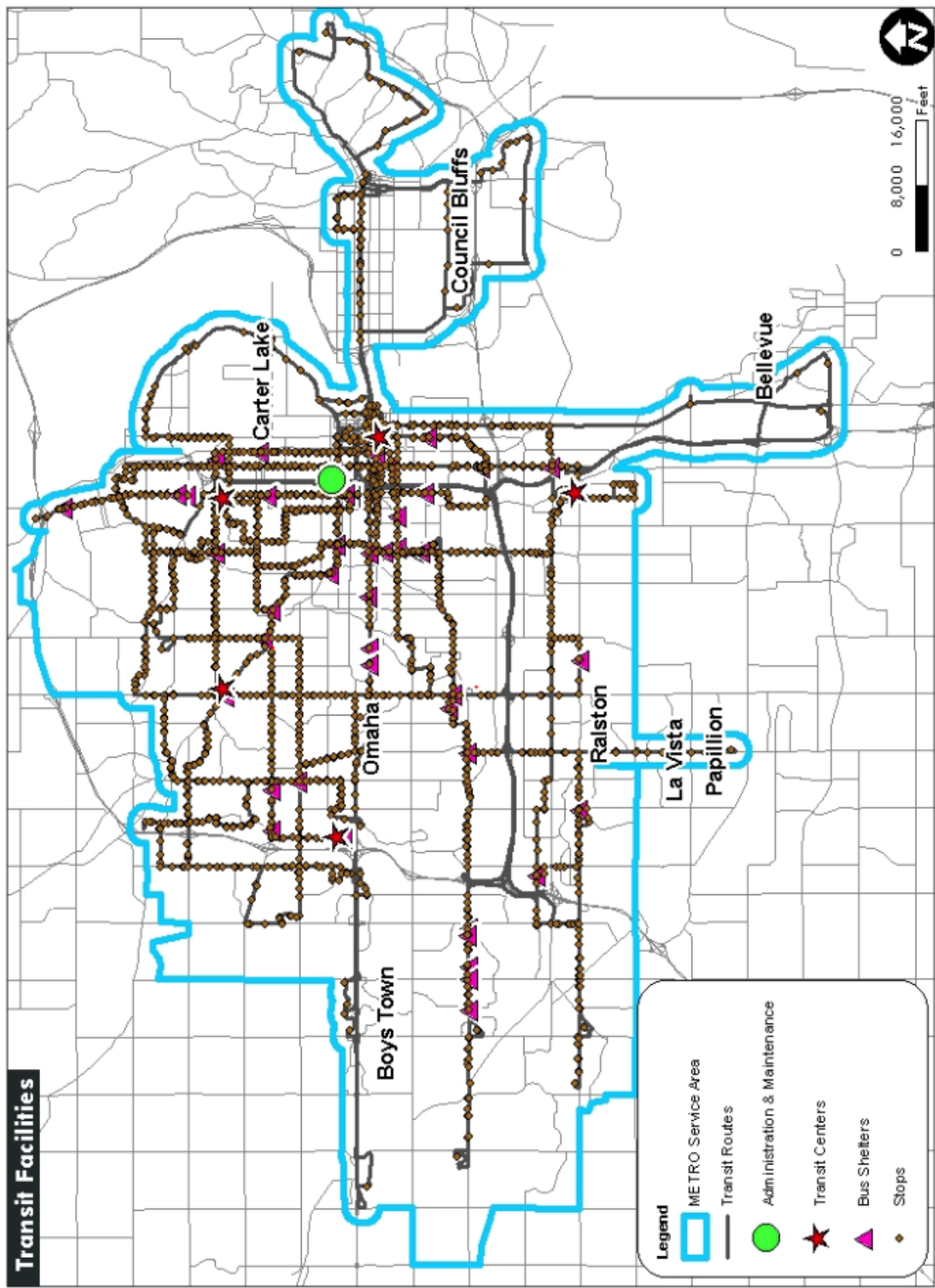
The following demographic profile maps and charts utilize 2010 Census and 2014 American Community Survey data. The Metropolitan Area Planning Agency compiled the demographic data and prepared the profile maps.

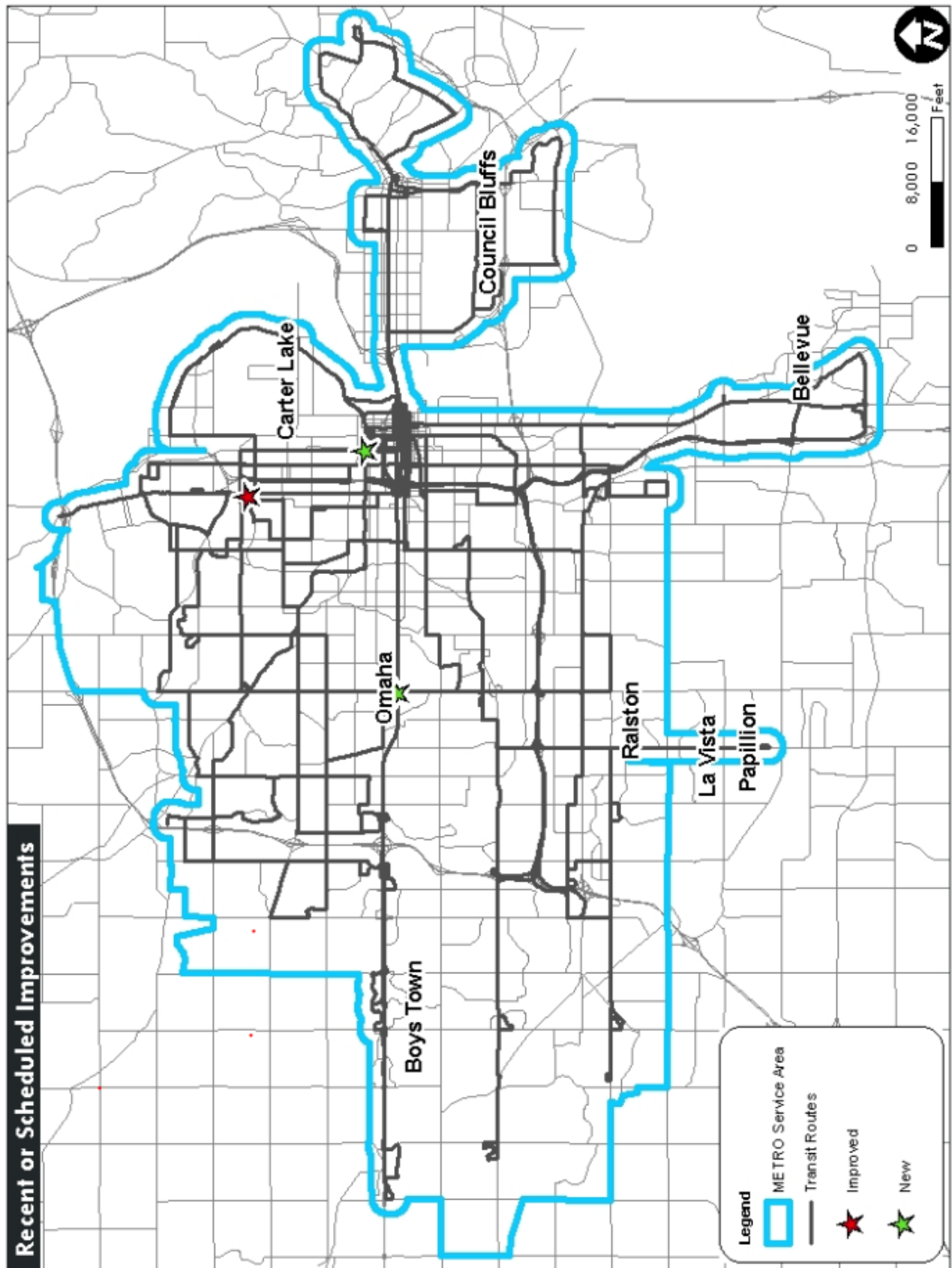




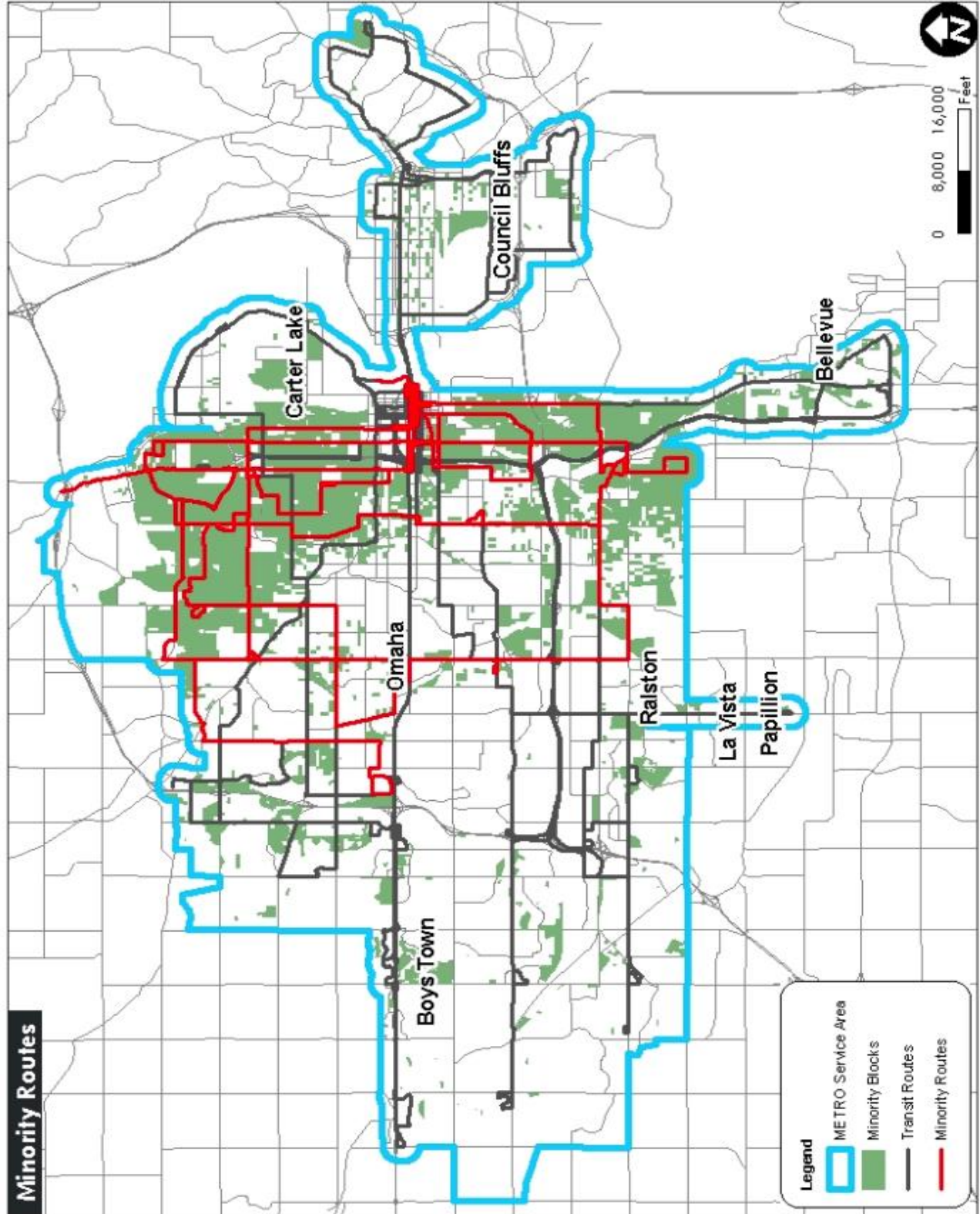


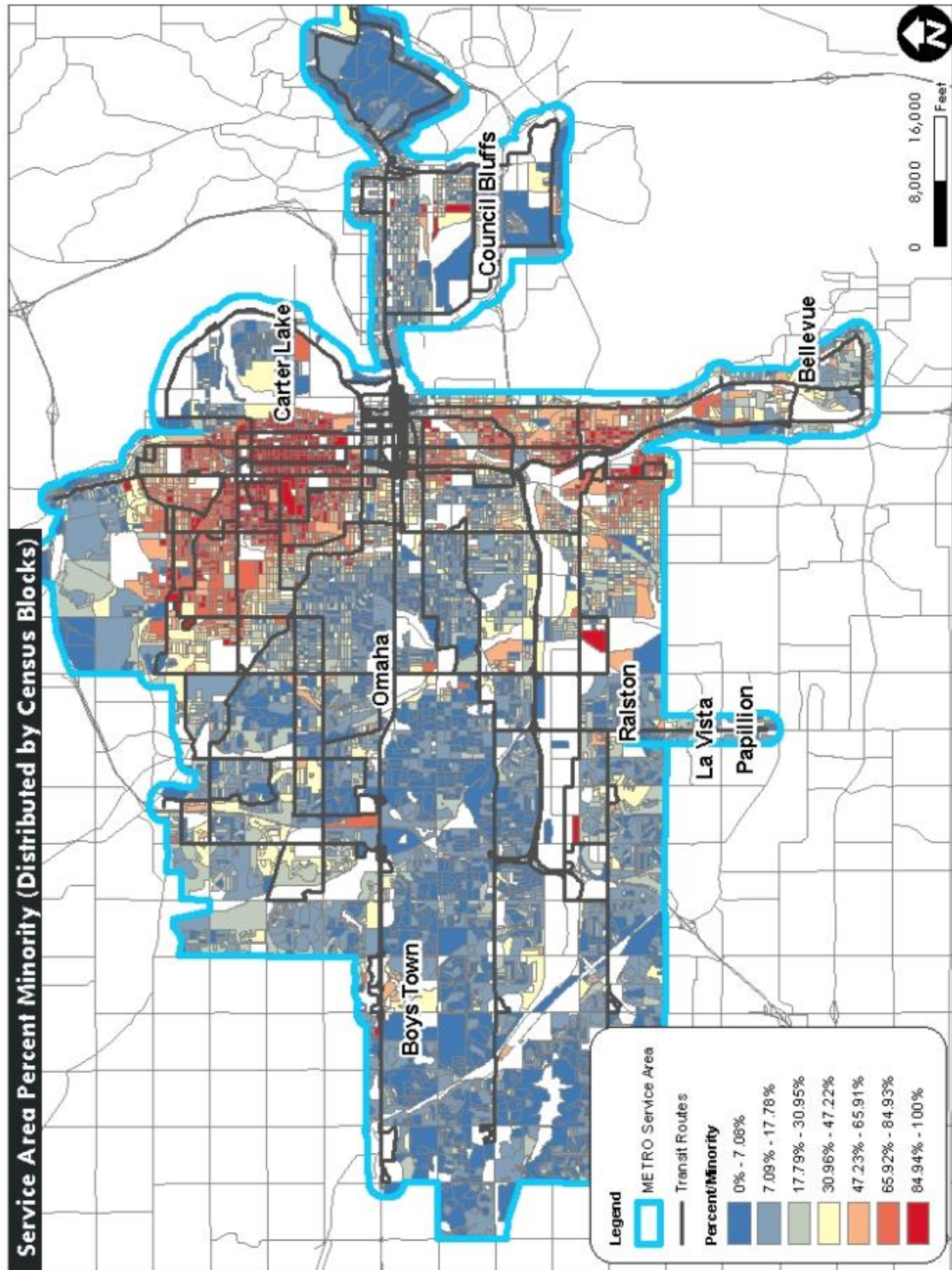




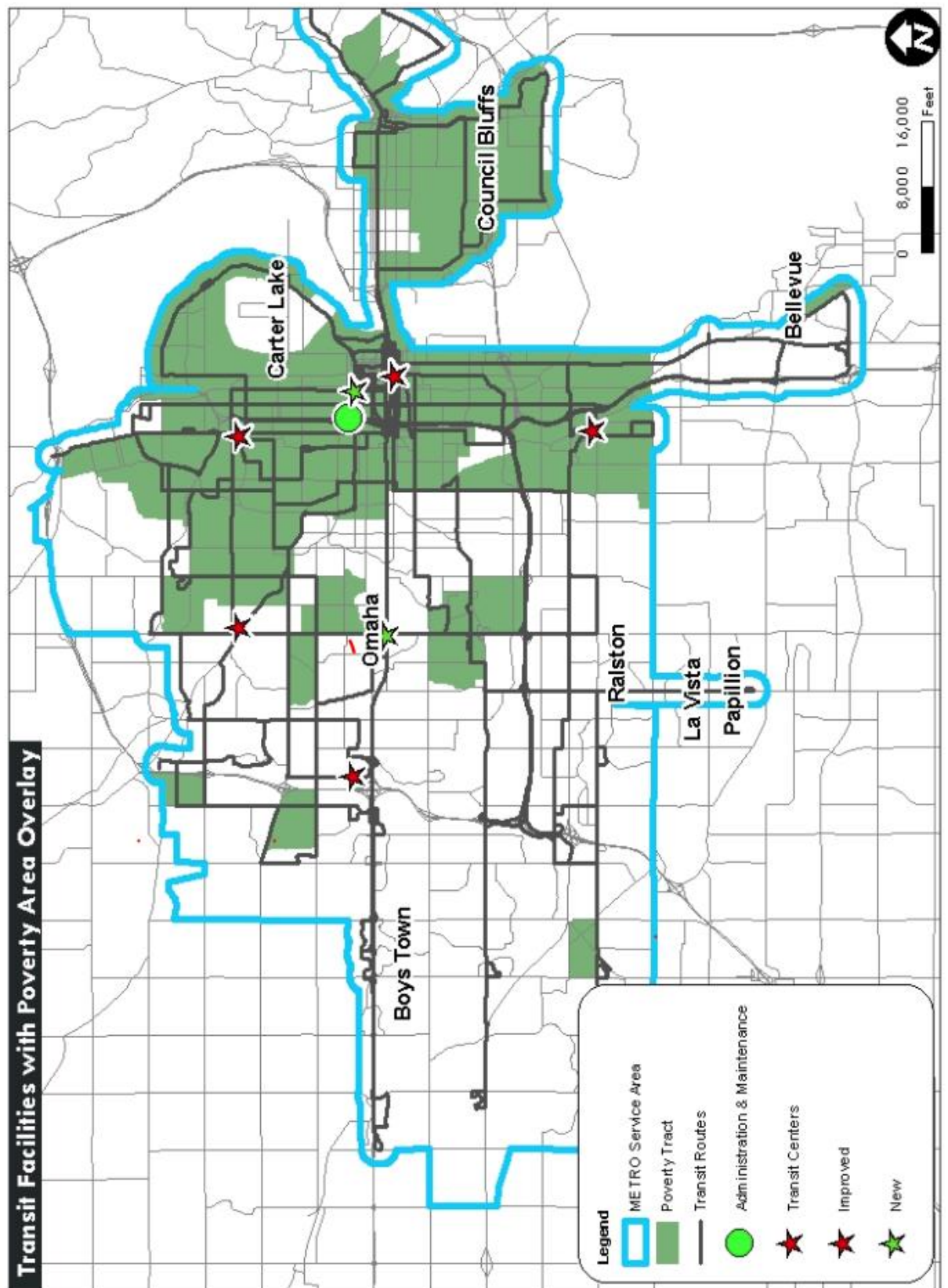


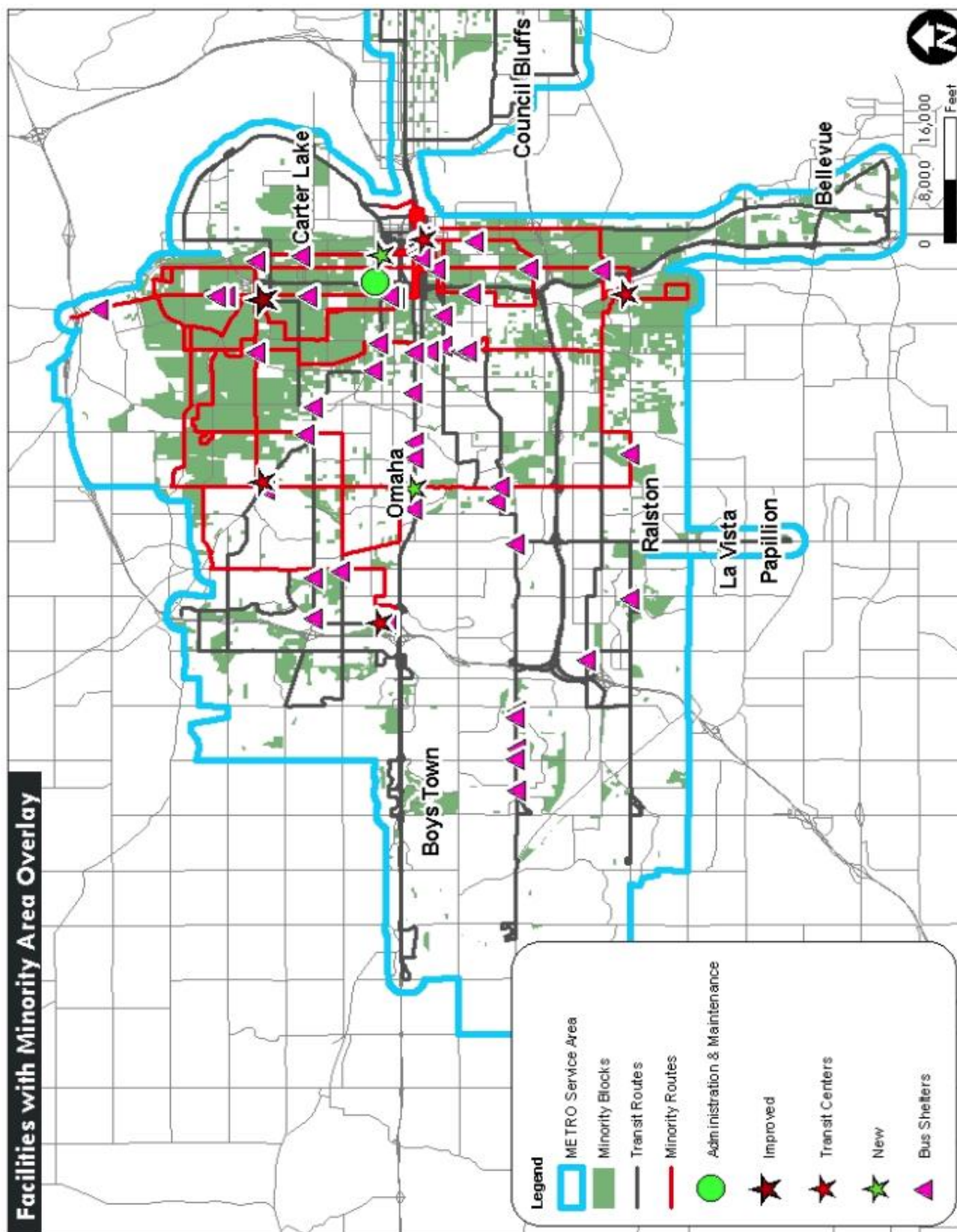




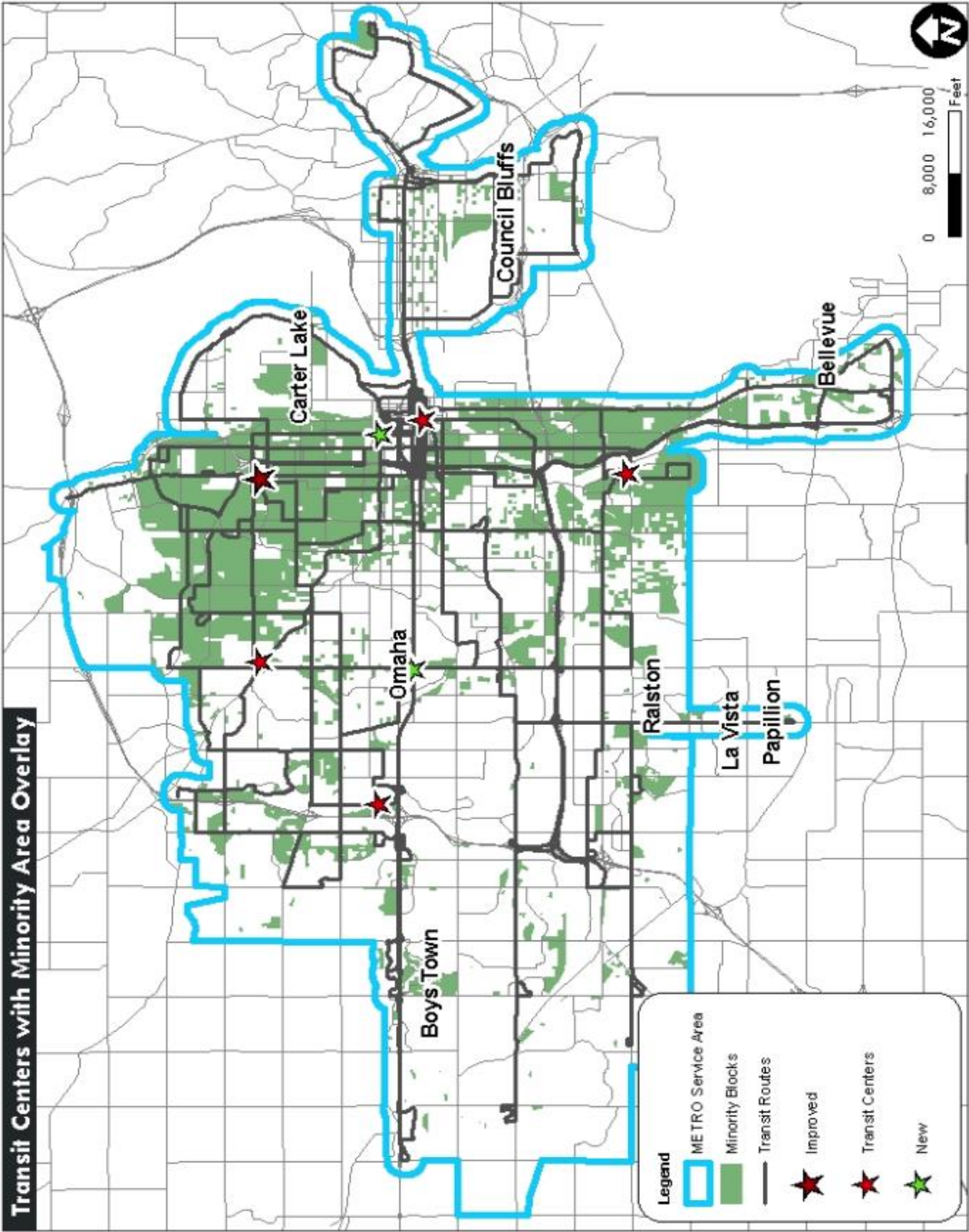


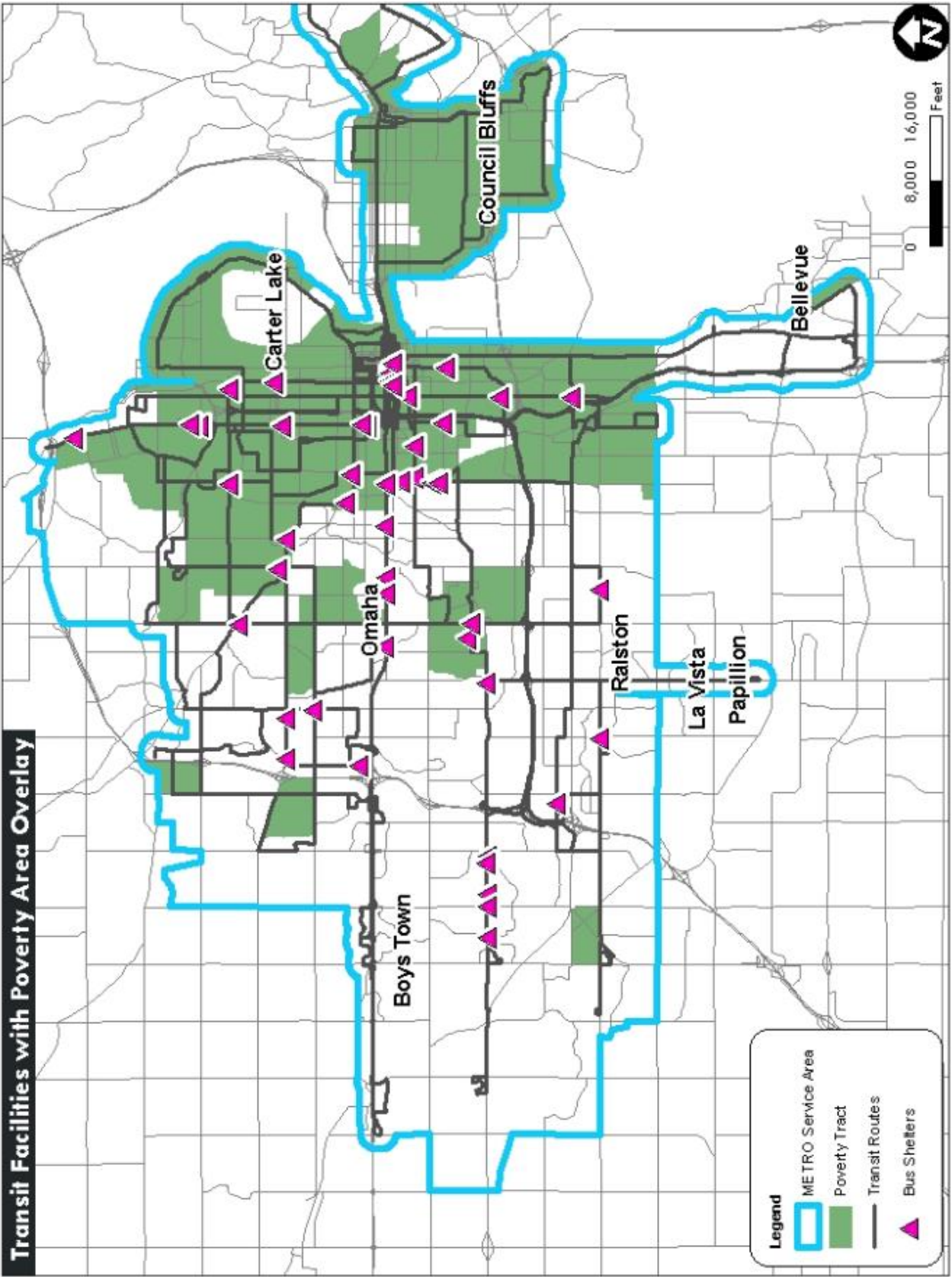












## Metro Service Area Statistics

Total Population	453,758
Total Non-Hispanic White	313,707
Total Percent Minority	30.86%
Total Census Blocks ( <i>with population</i> )	7,331
Total Block Average % Minority	29.86%
Total Minority Blocks ( <i>exceeds Block Average</i> )	2,802

Total Residents	Within ¼ Mile of a Route	More than ¼ Mile From a Route
Minority	79.40%	20.60%
Non-Minority	62.50%	37.50%
System	63.30%	36.70%

Statistic From Within ¼ Mile of Any Bus Route				
<b>Non-Hispanic Total</b>			<b>309,256</b>	<b>86.04%</b>
Non-Hispanic White	235,064	65.40%		
Non-Hispanic Black	53,489	14.90%		
Non-Hispanic American Indian	2,241	0.60%		
Non-Hispanic Asian	8,721	2.40%		
Non-Hispanic Pacific Islander	266	0.10%		
Non-Hispanic Other	808	0.20%		
Non-Hispanic Two or More Races	8,667	2.40%		
<b>Hispanic Total</b>			<b>50,150</b>	<b>13.96%</b>
Hispanic White	19,075	38%		
Hispanic Black	844	1.68%		
Hispanic American Native	1,135	2.26%		
Hispanic Asian	101	0.20%		
Native Pacific Islander	56	0.11%		
Hispanic Other	25,742	51.30%		
Hispanic Two or More Races	3,197	6.40%		
<b>Total Pop</b>			<b>359,406</b>	<b>100%</b>



			Demographics within 1/4 Mile					
Line Name	Length Mile	Minority Length Miles	Percent Length Minority	Total Blocks With Pop	Total Minority Blocks	Route Percent Minority Population	Sum Total Pop	Average Block Percent Minority
Route 2	9.979341	1.745405	17.49%	305	85	18.83%	22,940	50.43%
Route 3	10.730174	6.951084	64.78%	547	370	49.89%	29,275	67.23%
Route 4	12.414477	3.67322	29.59%	491	187	27.66%	36,528	56.53%
Route 5	16.202195	5.313508	32.79%	429	264	38.38%	27,100	70.33%
Route 8	12.459926	7.650976	61.40%	548	323	43.46%	30,527	71.36%
Route 11	8.561104	2.648081	30.93%	324	121	32.21%	23,070	59.38%
Route 13	14.410677	6.105776	42.37%	425	254	41.44%	27,282	60.93%
Route 14	18.800824	6.000396	31.92%	582	293	29.57%	42,315	67.55%
Route 15	16.202195	2.325488	14.35%	508	128	17.82%	35,031	53.01%
Route 16	19.393853	1.610778	8.31%	209	121	48.58%	9,536	81.73%
Route 18	14.146953	6.862342	48.51%	593	404	47.91%	33,769	77.20%
Route 24	11.776837	8.689521	73.78%	509	479	69.43%	31,205	79.11%
Route 26	6.796539	5.686773	83.67%	313	286	63.94%	16,328	70.90%
Route 30	10.139096	4.366184	43.06%	423	300	50.70%	19,540	74.07%
Route 34	15.183055	3.179037	20.94%	413	252	45.60%	28,755	62.97%
Route 35	7.965238	4.13453	51.91%	338	287	61.25%	16,781	78.96%
Route 36	7.450933	3.993771	53.60%	336	223	51.28%	24,735	62.69%
Blue	20.743712	1.163128	5.61%	457	62	6.35%	32,848	46.38%
Yellow	24.176269	1.461723	6.05%	518	102	10.11%	26,663	47.79%
Route 55	8.559791	0.801824	9.37%	185	32	14.48%	18,467	46.24%
Route 92	49.353917	2.627316	5.32%	443	108	13.74%	35,126	49.16%
Route 93	14.555272	0.516934	3.55%	380	163	29.28%	30,761	56.33%
Route 94	20.035073	1.119055	5.59%	453	153	21.00%	36,895	56.32%
Route 95	22.475099	4.501268	20.03%	692	447	43.98%	49,988	62.50%
Route 96	22.28358	2.065202	9.27%	372	172	31.65%	32,554	55.99%
Route 97	18.029401	1.75546	9.74%	451	154	23.99%	34,942	57.02%
Route 98	38.295737	5.867772	15.32%	576	157	17.95%	50,646	46.16%
Green	1.269382	0.068552	5.40%	22	7	13.45%	2,044	52.01%
Highlighted route are considered minority routes for the purpose of program monitoring in that one-third or more of revenue miles travel through Census Blocks where the percentage of minority population exceeds the percentage minority population in the service area.								



# Monitoring Program

## Background

FTA requires transit providers that operate 50 or more fixed route vehicles in peak service and are located in urbanized areas (UZAs) of 200,000 or more people, to monitor their service standards and policies to compare the service provided in minority areas to non-minority areas. As provided for in the regulation, a minority route is a transit route in which at least one-third of the revenue miles are located in a Census block, Census block group, or traffic analysis zone where the percentage of minority population exceeds the percentage of minority population in the service area. For the purposes of monitoring past performance, Metro relied on the classification of routes as either minority or non-minority as defined in the most recent approved Title VI plan.

The monitoring of service standards and policies compares the level of service provided to predominantly minority areas with the level of service provided to predominantly non-minority areas to ensure the end result of policies and decision-making is equitable. These service standards and policies are evaluated for each mode. Metro does not operate rail or other modes of service. The following analyses are for all fixed route bus service operated by Metro. The evaluated service standards and policies are:

- Service Standards:
  - Vehicle Load
  - Vehicle Headway
  - On-Time Performance
  - Service Accessibility
- Service Policies:
  - Vehicle Assignment
  - Distribution of Transit Amenities

## Service Standards:

### Vehicle Load Analysis

Metro conducted a Vehicle Load Analysis of its new route system from June 2015 to May 2016. According to Metro's current Service Standards and Policies, the Vehicle Load Factor should not exceed 100% for express routes, 110% for local routes during off-peak hours, and 125% for local routes during peak periods.

### Methodology

A random sample of 208 one-way trips was selected (the same used for National Transit Database (NTD) sampling) and peak loads were recorded for each trip. A "Load Factor" was then calculated based on the peak load as a percentage of the vehicle's seated capacity.

### Assessment

Of the 208 trips sampled, none experienced a load factor beyond Metro's Service Standards. No disparate impact was found. Figure 1 shows average load factors for both minority (19.2%) and non-minority (21.0%) routes, neither of which represent issues of vehicle capacity. Individual route samples that experienced a vehicle load above the system average are highlighted in blue.

**Figure 1** Vehicle Load Analysis 2015-2016

Route	Sample Size	Average Load
2	26	23.3%
4	12	24.3%
5	5	18.1%
11	17	14.6%
14	1	19.0%
15	13	30.0%
16	1	3.0%
41	1	44.0%
43	3	34.7%
55	4	20.9%
92	1	42.0%
93	2	0.0%
97	2	0.0%
98	1	19.0%
200	9	21.6%
<b>Non-Minority Total</b>	<b>98</b>	<b>21.0%</b>
3	12	19.5%
8	5	26.3%
13	12	12.5%
18	23	27.0%
24	12	20.7%
26	5	17.9%
30	14	23.0%
35	12	12.3%
36	15	13.5%
<b>Minority Total</b>	<b>110</b>	<b>19.2%</b>
<b>System Total</b>	<b>208</b>	<b>20.3%</b>

## Vehicle Headway Analysis

Metro conducted an analysis of its system to evaluate the frequency of service for minority and non-minority routes. Figure 2 below shows the number of routes operating and the average headway in minutes for minority and non-minority routes by time of day for weekday, Saturday, and Sunday service.

## Methodology

A review of all schedules and frequencies as of December 2015 was conducted by weekday peak hour, weekday mid-day, weekday night, Saturday day, Saturday night, Sunday day and Sunday night.

## Assessment

Overall, Metro operates more service on minority routes throughout the week, especially when considering weekend and evening service. Although minority routes have slightly longer headways during peak hour on weekdays (33 minutes versus 31 minutes for non-minority routes), mid-day headways are much better for minority routes compared to non-minority routes (38 minutes versus 47 minutes, respectively). Although evening and weekend headways are longer for minority routes, this is balanced by the higher number of routes operating during these periods. These findings suggest that on-going monitoring of vehicle headways to assess potential disparate impacts is warranted. Metro will consider implications to minority and non-minority headways when studying potential schedule changes to routes in the future.

**Figure 2** Vehicle Headway Analysis 2015-2016

Minority Routes	Weekday			Saturday		Sunday	
	Peak Hour	Mid-Day	Night	Day	Night	Day	Night
Routes Operating	10	10	9	10	9	9	3
Average Wait Time (Min.)	33	38	70	54	70	70	50

Non-Minority Routes	Weekday			Saturday		Sunday	
	Peak Hour	Mid-Day	Night	Day	Night	Day	Night
Routes Operating	20	10	6	9	5	5	3
Average Wait Time (Min.)	31	47	60	53	54	54	50

## On-Time Performance Analysis

Metro conducted an On-Time Performance Analysis of its system from June 2015 to May 2016.

According to Metro's current Service Standards and Policies, a bus was considered to be on time if it arrived at a published time point no more than 1 minute early and no more than five minutes late.

## Methodology

A random sample of 208 one-way trips (the same used for NTD sampling) was selected and reviewed using archived video surveillance. For each trip, actual arrival times at all time points were compared with the published schedule. The percent of time points within the acceptable range was reported for each trip (ex. 9/10 = 90% on time).

## Assessment

Figure 3 shows that 76.9% of total sampled trips were considered on time. Non-minority routes reflected an on-time percentage of 77.4, while 76.1% of minority routes were found to be on time.

Individual route samples that experienced greater delay than the system average are highlighted in red.

These findings suggest that on-going monitoring of on-time performance to assess potential disparate impacts is warranted. Metro will continue training efforts to help bus operators and dispatchers minimize delay, especially on minority routes. Metro also plans to purchase Automatic Vehicle Locating equipment for the bus fleet to better monitor on-time performance on all routes.

**Figure 3** on Time Performance Analysis 2015-2016

Route	Sample Size	On Time Percent
2	26	73.2%
4	12	68.9%
5	5	71.8%
11	17	78.4%
14	1	40.0%
15	13	63.9%
16	1	100.0%
41	1	93.0%
43	3	87.7%
55	4	79.2%
92	1	100.0%
93	2	100.0%
97	2	37.5%
98	1	86.0%
200	9	81.5%
<b>Non-Minority Total</b>	<b>98</b>	<b>77.4%</b>
3	12	78.6%
8	5	66.0%
13	12	68.6%
18	23	86.1%
24	12	62.4%
26	5	85.7%
30	14	68.3%
35	12	86.0%
36	15	82.9%
<b>Minority Total</b>	<b>110</b>	<b>76.1%</b>
<b>System Total</b>	<b>208</b>	<b>76.9%</b>

## Service Availability Analysis

Metro conducted an analysis of the availability of service within the service area.

### Methodology

Metro used 2010 Census block data to calculate the percentage of individuals residing within ¼ mile of a transit route as of May 2013 for both the system as well as the percentage of minorities within ¼ mile by route.

### Assessment

Figure 4 below shows the percentages of minority and non-minority residents served in the Metro service area. The percentage of minority residents within ¼ mile walk of a route is 79.4%. The percentage of all residents in the service area within a ¼ mile of a route was 63.3%. Figure 5 shows the average block percentage of minority residents within ¼ mile of each route. Overall, the percentage of minorities in the service area within ¼ mile of a route is higher than the percentage of the entire population within the service area that is within ¼ mile from a route.

**Figure 4:** Service Availability Analysis of System, MAPA

Total Residents	Within ¼ Mile of a Route	More than ¼ Mile From a Route
Minority	79.40%	20.60%
Non-Minority	62.50%	37.50%
System	63.30%	36.70%

**Figure 5: Service Availability Analysis by Route, MAPA**

Line Name	Demographics within 1/4 Mile Average Block Percent Minority	Line Name	Demographics within 1/4 Mile Average Block Percent Minority
Route 2	18.83%	Route 34	45.60%
Route 3	49.89%	Route 35	61.25%
Route 4	27.66%	Route 36	51.28%
Route 5	38.38%	Route Blue	6.35%
Route 8	43.46%	Circulator Green	13.45%
Route 11	32.21%	Route Yellow	10.11%
Route 13	41.44%	Route 55	14.48%
Route 14	29.57%	Express 92	13.74%
Route 15	17.82%	Express 93	29.28%
Route 16	48.58%	Express 94	21.00%
Route 18	47.91%	Express 95	43.98%
Route 24	69.43%	Express 96	31.65%
Route 26	63.94%	Express 97	23.99%
Route 30	50.70%	Express 98	17.95%



## Service Policies

### Vehicle Assignment Analysis

Metro conducted a Vehicle Assignment Analysis of its system from June 2015 to May 2016. According to Metro's current Service Standards and Policies, older, high floor vehicles\* shall be distributed equally across all bus routes.

### Methodology

A random sample of 208 one-way trips (the same used for NTD sampling) was selected and vehicle age was recorded for each trip. Additionally, each vehicle was classified as either "low floor" or "high floor".

### Assessment

Figure 6 shows that 91.8% of total sampled trips were operated by low floor vehicles, with an average age of 8.9 years. Non-minority routes had a low floor percentage of 89.5, and vehicles on these routes had an average age of 9.5 years. However, 95.6% of minority routes had low floor vehicles, with an average age of 7.7 years. Individual route samples with an older average fleet age or lower percentage of low floor vehicles compared to the system averages are highlighted in red. No disparate impact was found through this assessment.

\* Metro's fleet is 100% ADA accessible. All high floor vehicles are lift equipped.

**Figure 6** Vehicle Assignment Analysis 2015-2016

Route	Sample Size	Average Age	Percent Low Floor
2	26	10.1	76.9%
4	12	9.3	83.3%
5	5	12.4	80.0%
11	17	8.6	88.2%
14	1	6.0	100.0%
15	13	7.8	69.2%
16	1	6.0	100.0%
41	1	16.0	100.0%
43	3	6.0	100.0%
55	4	10.0	100.0%
92	1	16.0	100.0%
93	2	9.5	100.0%
97	2	11.0	100.0%
98	1	6.0	100.0%
200	9	8.4	44.4%
<b>Non-Minority Total</b>	<b>98</b>	<b>9.5</b>	<b>89.5%</b>
3	12	7.7	100.0%
8	5	6.4	100.0%
13	12	8.1	75.0%
18	23	8.7	100.0%
24	12	8.8	91.7%
26	5	8.6	100.0%
30	14	8.1	100.0%
35	12	5.3	100.0%
36	15	7.9	93.3%
<b>Minority Total</b>	<b>110</b>	<b>7.7</b>	<b>95.6%</b>
<b>System Total</b>	<b>208</b>	<b>8.9</b>	<b>91.8%</b>

## Distribution of Transit Amenities Analysis

Metro conducted an analysis of the distribution of transit amenities throughout the system in 2016 to ensure equitable distribution. According to Metro's current Service Standards and Policies, bus shelters shall be installed where there is an expected boarding of 200 or more passengers per day, funding permitting. Bus benches are placed where deemed appropriate by the public and are contracted by local jurisdictions with an outside vendor and beyond the control of Metro. Signs at all bus stops include a Metro logo, the international bus stop graphic, and Metro's website and phone numbers (voice and TDD). At stops with transfer opportunities, route numbers are posted. Metro does not have elevated transit centers or bus shelters and does not have escalators/elevators.

### **Methodology**

Metro classified all existing bus stop shelters and transit centers as located in either a minority or non-minority area.

### **Assessment**

Figure 7 shows that Metro has 57 bus shelters installed along its bus routes with 31 or 54.4% serving minority routes.

Metro has five Transit Centers where numerous routes converge providing multi-directional transfer opportunities. As shown in Figure 8, three of the five Transit Centers (60 percent) are located in areas defined as minority / low income communities. However, one of the two not defined minority / low income is located in a commercial district served by three routes, two of which are minority low income routes.

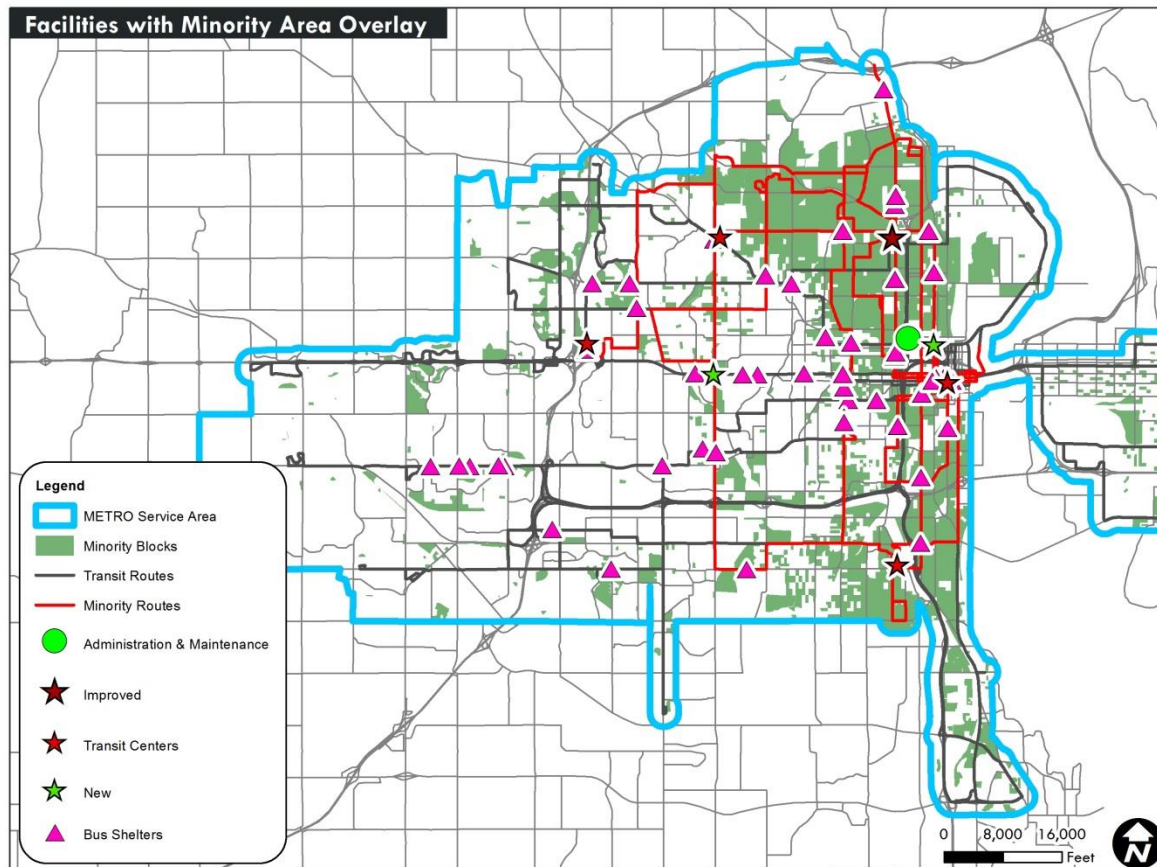
**Figure 7: Bus Shelter Distribution Analysis 2015-2016**

Minority			Non-Minority		
Intersection / Address	Corner	Zip Code	Intersection / Address	Corner	Zip Code
15th & Farnam	NE	68102	42nd & Dewey	SE	68105
16th & Douglas	SW	68102	42nd & Dewey	NW	68131
16th & Douglas	SE	68102	42nd & Dodge	SW	68131
16th & Farnam	NE	68102	50th & Dodge	NW	68132
16th & Farnam	NW	68102	62nd & Dodge	NE	68132
16th & Pine	NW	68108	62nd & Dodge	SE	68132
17th & Douglas	SW	68102	63rd & Q St	SW	68117
19th & Douglas	SW	68102	66th & Dodge	SW	68132
20th & Farnam	NW	68102	72nd & Lawndale	SW	68134
Florence & Spencer	NW	68110	72nd & Mercy Rd	SE	68124
22nd & Ames	SE	68110	73rd & Military	MB	68114
24th & Saint Marys	NE	68102	75th & Dorcas	NE	68124
24th & Spring	NW	68108	76th & Dodge	NE	68114
24th & L St	NW	68107	84th & Center	SW	68124
Park Ave & Woolworth	SE	68105	90th & Blondo	NW	68114
30th & Binney	NW	68111	93rd & Maple	SE	68134
30th & California	SW	68131	96th & Q St	SW	68127
30th & Clay	SE	68112	101st & Maple	SE	68134
30th & Ellison	NW	68111	102nd & Nicholas	MB	68114
30th & Fort	NW	68111	102nd & Nicholas	MB	68114
30th & Webster	SE	68131	110th & I St	NE	68137
35th & Leavenworth	SE	68105	120th & Center	SW	68144
40th & Cuming	NW	68131	122nd & Center	NE	68144
4101 Woolworth (VA)	MB	68105	129th & Center	SW	68144
41st & Leavenworth	SW	68105	132nd & Center	SE	68144
42nd & Ames	SW	68104	139th & Center	SW	68144
42nd & Pierce	SE	68105			
42nd & William	NE	68105	<i>Mid-black</i>	<i>ME</i>	
N.W.Radial & Nicholas	SE	68132	<i>Northeast</i>	<i>NE</i>	
52nd & N.W. Radial	NW	68104	<i>Northwest</i>	<i>NW</i>	
60th & N.W. Radial	NW	68104	<i>Southeast</i>	<i>SE</i>	
			<i>Southwest</i>	<i>SW</i>	

**Figure 8: Transit Center Distribution Analysis 2015-2016**

Transit Center	Location
<b>Minority Areas</b>	
North Omaha Transit Center	4308 N. 30 <sup>th</sup> Street
Downtown Transit Center	16 <sup>th</sup> Street between Douglas and Harney Streets
Metro College Transit Center	2808 Q Street
Total: 3 Transit Centers in areas classified as minority	
<b>Non-Minority Areas</b>	
Benson Park Transit Center*	4405 N. 72 <sup>nd</sup> Street
Westroads Transit Center	1099 N 102 <sup>nd</sup> Street
Total: 2 Transit Center in areas classified as non-minority	

*In a commercial area, served by three routes, two are minority.*



## Title VI Program: Board Awareness, Review and Adoption

### AGENDA

#### REGULAR BOARD MEETING

TRANSIT AUTHORITY OF THE CITY OF OMAHA  
2222 Cuming Street  
Omaha, Nebraska, 68102  
September 22, 2016  
8:30 a.m.

1. Call to Order: Notice of the Regular Meeting was published in the Omaha World Herald on September 18, 2016.
2. Approval of Minutes of Previous Meetings:
  - a. Regular Meeting: August 25, 2016
3. Administrative Reports:
  - a. Administration/Human Resources (E. Simpson)
  - b. Programs/Operation (D. Jameson)
  - c. Special Projects Updates (L. Cencic)
4. Administrative Report: (C. Simon)
5. Executive Session – No Tentative Item for Discussion
6. Date, Time and Place of Next Regular Board Meeting  
Thursday, October 27, 2016 at 8:30 a.m.  
Authority's Administrative Building
7. Adjournment.

**MINUTES**

**REGULAR MEETING  
TRANSIT AUTHORITY OF THE CITY OF OMAHA  
2222 Cuming Street  
Omaha, Nebraska, 68102  
August 25, 2016  
MINUTES**

The Transit Authority of the City of Omaha Board met in Regular Session on Thursday, August 25, 2016 at 8:30 a.m., in the Authority's Administration Building, 2222 Cuming Street, Omaha, Nebraska 68102. Notice was given in advance of the meeting by publication in the Omaha World Herald. For the benefit of the public in attendance, a copy of the Open Meeting Law is posted in the meeting room and the Agenda is published on the display in the facility lobby. The following persons were in attendance at the meeting:

**Authority Board:**

Mr. Daniel Lawse, Chair  
Mr. Michael Young, Vice Chair (absent)  
Mr. Jay Lund, Secretary/Treasurer  
Ms. Amy Haase  
Ms. Julia Plucker

**Authority Staff:**

C. Simon, Executive Director  
E. Simpson, Legal/Human Resource Director  
D. Finken, Finance Director  
D. Jameson, Safety Director  
K. Shadden, Operations Director  
L. Barritt, Marketing Director  
L. Cencic, Project Development Manager  
J. Rumery, Grant Administrator

**Others Present:**

Metropolitan Area Planning Agency (MAPA) staff  
Other Metro Staff

## Meeting Minutes – August 25, 2016

### Agenda Item #1:            Call to order

Mr. Lawse called the meeting to order at 8:30 a.m. For the benefit of the public in attendance, a copy of the Open Meeting Law has been posted in the meeting room and the Agenda is published on the display in the facility lobby.

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

Mr. Lawse entertained a motion to approve the minutes of the Board Meeting of July 28, 2016.

The Chair entertained a motion for the approval. Motion by Ms. Haas; Second by Ms. Plucker to approve the minutes as presented.

### **ROLL CALL:**

**UNANIMOUS; LUND ABSTAINED. MOTION CARRIES.**

### Agenda Item #3a:            Administrative Reports (E. Simpson)

- Two (2) newly hired bus operators have begun METRO's training program.
- METRO continues to recruit for operators and mechanics.
- METRO attended Congressman Brad Ashford's 2<sup>nd</sup> Annual Veteran's Resource and Job Summit on July 26, 2016.
- METRO has been waitlisted for the "Hiring Heroes" Job Fair, which is scheduled for August.

### Agenda Item #3b:            Administrative Reports (D. Jameson)

- Kelly and I continue contract negotiations with both the Teamsters and the TWU Unions. We are meeting with the Teamsters next week and this should be our final meeting before rank and file vote.
- The board packet has this month's breakdown of maintenance expenses. This information again, will be updated each month.
- Since the beginning of 2016 our customer service bus call volume was 135,601. Average wait time for bus call to be answered was 42 seconds and the average call length was 1 minute and 27 seconds.
- Paratransit call volume was 52,572 during the same time period. Average wait time for paratransit call to be answered was 55 seconds and the average call length was 2 minutes and 30 seconds.



## Meeting Minutes – August 25, 2016

- ADA guidelines are 95% of calls answered within 3 minutes and 99% of calls answered within 5 minutes. Customer Service answered 99.2% of calls within 3 minutes and 99.9% within 5 minutes.
- Metro continues to work with customer service on revising its tracking and categorizing of calls.

### Agenda Item #3c: (L. Cencic)

### Administrative Reports

- The BRT project received an endorsement by the Chamber of Commerce Board of Directors.
- Outreach this month included presenting to the Joslyn Castle Neighborhood Association. Staff will also be attending the UNO Transportation Showcase this afternoon.
- Draft outreach plan and strategies for the BRT are in progress.
- RFPs for rolling stock procurements are in progress.

### Agenda Item #4: (D. Finken)

### Request Approval—Rescind Resolution No. 398 Preliminary Tax Levy—CY 2017

Staff is requesting authority to approve a resolution to rescind Resolution No. 398 Preliminary Tax Levy allocation for CY 2017. At the July Board Meeting, Resolution No. 398 was approved to establish the preliminary tax levy allocation. On August 19, 2016 the Douglas County Assessor's Office sent a copy of the certified City of Omaha Property Valuation for 2016. The certified value is then used to calculate the Final Tax Levy Rate, thereby necessitating the need to rescind Resolution No. 398.

Recommend Approval

The Chair entertained a motion for approval. Motion by Ms. Plucker; Second by Ms. Haase to approve the Resolution as presented.

**ROLL CALL:**

**UNANIMOUS; MOTION CARRIES.**

## Meeting Minutes – August 25, 2016

**Agenda Item #5:**      **Request Approval—Resolution No. 399 Final Tax Levy**  
(D. Finken)                      **Allocation—CY 2017.**

Staff is requesting approval of Resolution No. 399, Final Tax Levy for CY 2017. The approved resolution is then sent to the City of Omaha and Douglas County for approval by each of their Boards in September. The total dollar amount for the CY 2017 Final Tax Levy is unchanged from the preliminary amount set at the July Board meeting of \$16,578,847. Resolution No. 399 is included in the Board packet for your review. The City of Omaha and Douglas County will equally split the tax levy rate of .05226; this is a decrease from the 2017 Preliminary tax levy rate of .05237 and a decrease from the 2016 levy rate of .05227.

### Recommend Approval

The Chair entertained a motion for approval. Motion by Mr. Lund; Second by Ms. Plucker to approve the Resolution as presented.

### ROLL CALL:

UNANIMOUS; MOTION CARRIES.

**Agenda Item #6:**      **Request Approval – to Submit the Title VI Program Update to Federal**  
(L. Barritt)                      **Transit Administration**

Title VI Minutes as prepared and presented by Linda Barritt, Metro Marketing Director:

Staff requests authority to submit the Title VI Program Update (“Update”) to the Federal Transit Administration (FTA) for review and concurrence. The FTA requires a designated recipient to document their compliance with Title VI requirements by submitting an Update every three years. The submission must include the governing body’s approval of the Update.

Prior to Board discussion, I’ll review the following five Update elements.

1. Staff recommends one change to our existing Title VI Program. The proposal is an increase from 48 hour to a 72 hour public request for such things as a sign language interpreter, bilingual / large format handouts, etc.
  - a) We’ve incorporated as standard practice for our public outreach events the production of large format print and bilingual handouts; and the scheduling of a Spanish speaking staff member. These items are always listed in public event notices per compliance with our Title VI Public Participation Plan;
  - b) Locally, sign language interpreters are in short supply, thus, the proposed extended timeframe. NOTE: Every effort will be made to supply the requested assistance tools, if a less than a 72 hour request is received.
2. Monitoring Program of System-Wide Service Standards and Policies.  
FTA requires, at a minimum, monitoring be performed not less than every three years and the recipient’s governing body’s acknowledgement of the data source and the monitoring timeframe.

## Meeting Minutes – August 25, 2016

- a) Monitoring data is the information collected for National Transit Data Base reporting compiled from 208 randomly selected trips. The timeframe for this updated submission is the last six months of 2015 and the first six months of 2016 operating periods. The timeframe is a 12 month period from the route system changes which went into effect Sunday, May 31, 2015.
- b) An onboard survey will be conducted in October of 2017. The previous survey was completed in October 2012 with the findings reported in the current Title VI Program.
- 3. Two Equity Analyses with associated Board Minutes indicating approval were completed during the previous Title VI period:
  - a) November and December 2013 Farebox Upgrade; and
  - b) Sunday, May 31, 2015 System Transit changes;
- 4. Recommend no changes to current Title VI Policies
- 5. Language Assistance Plan / Limited English Proficiency – the Metropolitan Area Planning Agency researched and compiled the demographic data and prepared the Service Profile Maps that are being used in this submission. Sources included the 2010 Census Block Groups and 2014 American Community Survey. Board Discussion:

The October 2016 On Board Survey has been deferred to October 2017. The decision to reschedule the survey was made after the review of the BRT requirements revealed a fare equity analysis was required for the new BRT service with launch date of fall 2018. October 2017 complies with Title VI requirements and provides the most current passenger demographics for the BRT fare analysis.

Language Assistance Plan/Limited English Proficiency: What changes, if any, did the service area experience. Spanish continues to be the dominant language representing 5.56% of the total population likely to be served, followed by 0.42% collectively of the next two groups who speak English less than “very well”. The review included the Safe Harbor Provision which provides for translation of “vital” documents for each eligible Limited English Proficiency group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population or persons eligible to be served or likely to be affected or encountered. The Four Factor Analysis was used to determine the likelihood of the Safe Harbor populations would be served or encountered.

Board Chair Daniel Lawse formally acknowledged the Board knows the 208 randomly selected trips for the National Transit Data Base was compiled and used in this Title VI Update for the record and the onboard survey will be done in October 2017 to meet that five-year requirement.

Chairman Lawse addressed the request to change from 48 to 72 hours for public request for assistance. The change from 48 to 72 hours for the public request, I understand why staff is requesting that change and that sign language interpreters are in short supply right now and maybe that won't be the case in the next three years, but one of the things I see time and time again with public entities is how hard we make it for the public to actually participate whether it's scheduled meeting times like at 8:30 meetings when people work or think changes like this that seem convenient to us, but really add friction to the system for the public. If you look at technology as kind of an indicator of what they do to reduce friction; thousands of people in these tech companies spend thousands of hours trying to reduce seconds off of posting social media or how many clicks you have to get through. So if you think of that frame adding one more click or adding time; already given our publication meets all the requirements, the requirements aren't all that far enough in advance for the public meetings. I request we approve the Plan leaving the notice request at

### Meeting Minutes – August 25, 2016

Plucker and Amy Haase discussed the request and agreed the 72 hours seems like an unnecessary extended time period. Chairman Lawse stated he knows the staff and is confident it can be done without extending the time period to 72 hours.

Director Curt Simon added the requested change was made due to the shortage of sign language interpreters. We've met the requirement, but it's been a scramble at times to comply

A Motion to approve the Plan Update with the amendment to continue with the 48 hours instead of the recommended 72 hours was made; seconded, with no discussion. And, unanimously approved.

The Chair entertained a motion for approval of the Title VI Plan Update with the amendment to continue with the 48 hours instead of the recommended 72 hours. Motion by Ms. Plucker; Second by Ms. Hasse to approve the Resolution as amended.

#### **ROLL CALL:**

**UNANIMOUS; MOTION CARRIES.**

### Agenda Item #7: Request Approval – Purchase up to 5 used transit coaches.

We are requesting that the Board authorize the Executive Director to purchase up to 5, forty foot used buses from Transit Sales International (TSI) of Riverside, Ca, in a total amount not to exceed \$320,000. As you are aware, the fleet is aged and we are in the process of completing a specification to solicit bids for up to 16 new buses. The specification is nearing completion however, production timelines are projected to be possibly 18 months. We have been looking for quality used buses on the secondary market. Sioux City recently purchased buses from TSI and Metro staff went there to inspect and found the buses to be in very good condition. Prior to purchase, we will send staff to TSI to thoroughly inspect the units to be purchased.

This matter was reviewed with the Procurement Committee prior to the meeting.

Discussion was had.

The Chair entertained a motion for approval. Motion by Mr. Lund; Second by Ms. Plucker.

#### **ROLL CALL:**

**UNANIMOUS; MOTION CARRIES.**

### Agenda Item #8: Administrative Report (C. Simon)

Mr. Simon reported that the presentation to the Chamber of Commerce went well, fostering further interest. Staff has upcoming meetings with Mr. Lund at Investors Reality, Performing Arts and with the Joslyn Art Museum. Mr. Simon stated that he had received other invitations to make community presentations.

## Meeting Minutes – August 25, 2016

Mr. Simon commented that Ms. Cencic previously had spoken about the Midwest Transit Conference. Mr. Simon stated that they had learned, while attending the Midwest Transit Conference, some of the new additional requirements soon to be placed on operational activities such as asset management, and prioritizing programming of projects.

Mr. Simon reminded the Board that he had been asked to be an ad hoc member of the Douglas County Board of Health Department. Mr. Simon attended his first meeting last Wednesday, and stated that his experience was very positive.

Mr. Simon congratulated Mr. Lawse on the recent birth of his daughter.

### Agenda Item #9:      Executive Session—No Tentative Item for Discussion

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

Thursday, September 22, 2016, at 8:30 a.m. at Metro Transit Authority's Administrative Building.

There being no further business to come before the Board, the Vice Chair entertained a motion to adjourn the meeting at 9:27 a.m. It was announced that there would be no further action taken by the Board at the conclusion of the meeting.

### Agenda Item #11:      Adjournment

The Chair entertain a motion to adjourn. Motion by Mr. Lund; Second by Ms. Plucker to adjourn.

**ROLL CALL:**

**UNANIMOUS; MOTION CARRIES.**

  
\_\_\_\_\_  
Mr. Daniel Lawse, Board Chair  
\_\_\_\_\_  
Recording Secretary



## AGENDA

### REGULAR BOARD MEETING

**TRANSIT AUTHORITY OF THE CITY OF OMAHA**  
2222 Cuming Street  
Omaha, Nebraska, 68102  
August 25, 2016  
8:30 a.m.

1. Call to Order: Notice of the Regular Meeting was published in the Omaha World Herald on August 21, 2016.
2. Approval of Minutes of Previous Meetings:
  - a. Regular Meeting: July 28, 2016
3. Administrative Reports:
  - a. Administration/Human Resources (E. Simpson)
  - b. Programs/Operation (D. Jameson)
  - c. Special Projects Updates (L. Cencic)
4. Resolution – Request Approval – Rescind Resolution No. 398 Preliminary Mill Levy CY 2017  
(Denise Finken)
5. Resolution – Request Approval – Resolution No. 399 Final Tax Levy CY 2017  
(Denise Finken)
6. Resolution – Request Approval – Title VI Program Update  
(Linda Barritt)
7. Resolution - Request Authority to purchase used buses  
(C. Simon)
8. Administrative Report (C. Simon)
9. Executive Session – No Tentative Item for Discussion
10. Date, Time and Place of Next Regular Board Meeting  
Thursday, September 22, 2016 at 8:30 a.m.  
Authority's Administrative Building
11. Adjournment.

**MINUTES**

**REGULAR MEETING  
TRANSIT AUTHORITY OF THE CITY OF OMAHA  
2222 Cuming Street  
Omaha, Nebraska, 68102  
July 28, 2016  
MINUTES**

The Transit Authority of the City of Omaha Board met in Regular Session on Thursday, July 28, 2016 at 8:30 a.m., in the Authority's Administration Building, 2222 Cuming Street, Omaha, Nebraska 68102. Notice was given in advance of the meeting by publication in the Omaha World Herald. For the benefit of the public in attendance, a copy of the Open Meeting Law is posted in the meeting room and the Agenda is published on the display in the facility lobby. The following persons were in attendance at the meeting:

**Authority Board:**

Mr. Daniel Lawse, Chair  
Mr. Michael Young, Vice Chair  
Mr. Jay Lund, Secretary/Treasurer (absent)  
Ms. Amy Haase  
Ms. Julia Plucker

**Authority Staff:**

C. Simon, Executive Director  
E. Simpson, Legal/Human Resource Director  
D. Finken, Finance Director  
D. Jameson, Safety Director  
K. Shadden, Operations Director  
L. Barritt, Marketing Director  
L. Cencic, Project Development Manager  
J. Rumery, Grant Administrator (absent)

**Others Present:**

Metropolitan Area Planning Agency (MAPA) staff  
Other Metro Staff

## Meeting Minutes – July 28, 2016

### Agenda Item #1: Call to order

Mr. Lawse called the meeting to order at 8:35 a.m. 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 in the facility lobby.

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

Mr. Lawse entertained a motion to receive the revised minutes of the Board Meeting of June 23, 2016.

The Chair entertained a motion to receive the revised minutes. Motion by Ms. Young; Second by Ms. Hasse to receive the minutes as presented.

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

Mr. Lawse entertained a motion for the approval of the revised minutes of the Board Meeting of June 23, 2016.

The Chair entertained a motion for the approval. Motion by Ms. Hasse; Second by Ms. Young to approve the minutes as presented.

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

### Agenda Item #2b: Approval of Minutes of Budget Hearing

Mr. Lawse entertained a motion for the approval of the minutes of the Budget Hearing of July 25, 2016.

The Chair entertained a motion for the approval. Motion by Ms. Hasse; Second by Ms. Young to approve the minutes as presented.

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



## Meeting Minutes – July 28, 2016

### Agenda Item #3a: (E. Simpson)

#### Administrative Reports

- Two (2) newly hired bus operators have begun METRO's training program.
- METRO continues to recruit for operators and mechanics.
- METRO attended Congressman Brad Ashford's 2<sup>nd</sup> Annual Veteran's Resource and Job Summit on July 26, 2016.
- METRO has been waitlisted for the "Hiring Heroes" Job Fair, which is scheduled for August.

### Agenda Item #3b: (D. Jameson)

#### Administrative Reports

- Staff continues contract negotiations with both the Teamsters and the TWU Unions.
- There was recently released comprehensive study by the FTA looked at 321 transit properties with regards to maintenance staffing. The size of the Authorities ranged from NYC with 4,431 vehicles down to Whitehorse with 13. Peer group benchmark used for the Maintenance Staffing Calculator was 5.7 vehicles to 1 mechanic. Metro is presently 5.75 to 1.
- The board packet has this month's breakdown of maintenance expenses. This information again, will be updated each month.
- Since the beginning of 2016 our customer service bus call volume was 119,717. Average wait time for bus call to be answered was 44 seconds and the average call length was 1 minute and 27 seconds.
- Paratransit call volume was 46,451 during the same time period. Average wait time for paratransit call to be answered was 55 seconds and the average call length was 2 minutes and 30 seconds.
- Americans with Disabilities Act, as amended, guidelines are 95% of calls answered within 3 minutes and 99% of calls answered within 5 minutes. Customer service answered 99.2% of calls within 3 minutes and 99.9% within 5 minutes.

Board discussion was had regarding the logging of customer complaint calls.

Mr. Lawse opened the topic of on-time performance, and discussion was had.

### Agenda Item #3c: (L. Cencic)

#### Administrative Reports

- This month staff has focused on analyzing the comments received from the online survey, Bus Rapid Transit (BRT) open houses, and other formats. Jason Rose, Metro's Outreach Coordinator, presented a summary to the Board of the findings that showed that public had an interest having wider aisles, increased capacity for bicycles, rear-facing securements for mobility assistance devices, and inclusive technology and wayfinding information. Additionally, staff held a successful focus group with individuals with

## Meeting Minutes – July 28, 2016

disabilities. This feedback will be used to develop the specifications for the BRT vehicle procurement.

- Staff has also been completing and scheduling presentations with neighborhood associations regarding the BRT.
- The financial assessment and governance tasks on the urban circulator project are still underway. Draft documents have been submitted for review by Metro and the City.

### Agenda Item #4:      Resolution—Request Approval of Preliminary Budget – CY 2017 (D. Finken)

A Preliminary Budget for 2017 has been established and a public hearing was held on Monday, July 25, 2016. Staff is recommending approval of the 2017 Preliminary Budget as proposed. Operating expenses are set at \$29,279,153, an increase of \$1,014,602 or 3.6% over the 2016 budgeted expenses. The Preliminary Budget for 2017 was sent to the Finance Committee for review prior to today.

The Chair entertained a motion for approval. Motion by Mr. Young; Second by Ms. Haase to approve the Resolution as presented.

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

### Agenda Item #5:      Resolution—Request Authority – Set Restricted Funds (D. Finken)

The Nebraska Budget Act allows political subdivisions to increase their restricted funds authority by a base amount of 2.5% per year. An additional 1% increase is allowed if at least 75% of the governing body votes to approve the increase.

In setting these amounts for calendar year 2017, the 2.5% base increase amount is \$400,455. The additional 1% increase would raise the restricted funds by \$160,182. When combined with the base amount, it would increase our restricted funds authority from last year's figure of \$16,018,210 to \$16,578,847.

Staff recommends approval of the additional 1% increase.

The Chair entertained a motion for approval. Motion by Mr. Young; Second by Ms. Plucker to approve the Resolution as presented.

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

**Meeting Minutes – July 28, 2016**

**Agenda Item #6:                      Resolution—Request Approval – Resolution No. 399 – 2017 Preliminary Tax Levy**

The Transit Authority must submit a CY 2017 preliminary tax levy allocation request to the Omaha City Council and the Douglas County Board by August 1, 2016. Resolution No. 399 is included in your Board Packet. The total amount of the request is \$16,578,847.

The proposed 2017 preliminary mill levy rate is .05237 cents per \$100.00 of property valuation using an estimated 2015 Certified Property Valuation. This rate will change when the Final Mill Levy Resolution is presented to the Board in August 2016. The rate is split equally between the City of Omaha and Douglas County at .02618 each.

Staff recommends approval of the Resolution.

The Chair entertained a motion for approval. Motion by Mr. Plucker; Second by Mr. Young to approve the Resolution as presented.

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

**Agenda Item #7:                      Administrative Report**

Mr. Simon noted that the Board Committee, consisting of Messrs. Lund and Young had met with staff on July 13, 2016 to review Title VI program updates. Mr. Simon requested that Mr. Young comment on the results of that meeting. Mr. Young summarized the meeting and advised the Board that both he and Mr. Lund were pleased with the work and effort by staff to prepare for submittal of the revisions to the program. Items reviewed at the July 13 meeting were included in the July Board packet, for review by the full Board. Ms. Linda Barritt was asked to advise the Board of upcoming activities associated with the Title VI plan. She advised that a subsequent committee meeting would be held on August 9<sup>th</sup> and it was anticipated that staff would be requesting approval of the revised plan at the August Board of Directors meeting. Mr. Simon informed the Board that he continues to monitor the price of fuel. Current contract fuel pricing is \$1.63/gallon through July 2017. Mr. Simon indicated that he would continue to monitor fuel prices.

Mr. Simon reported that he was asked to join the Douglas County Board of Health as an ad hoc member.

Mr. Simon further informed the Board he planned to attend the triennial Midwest Transit Conference, scheduled mid-August to be held in Kansas City mid-August.

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

**Thursday, August 25, 2016, at 8:30 a.m. at Metro Transit Authority's Administrative Building.**

There being no further business to come before the Board, the Vice Chair entertained a motion to adjourn the meeting at 9:55 a.m. It was announced that there would be no further action taken by the Board at the conclusion of the meeting. Motion by Ms. Plucker; Second by Ms. Hasse to adjourn.

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

  
\_\_\_\_\_  
Mr. Daniel Lawse, Board Chair

  
\_\_\_\_\_  
Recording Secretary

## AGENDA REPORT

5. RESOLUTION: **Request Approval to Submit the Title VI Program Update to the Federal Transit Administration.**

EXPLANATION: Every three years, Metro submits its Title VI Program to the Federal Transit Administration (FTA) to demonstrate its compliance with federal regulations. Metro's last submittal was in October 2013 and the next submittal is due October 1, 2016.

The 2016 Title VI Update includes the Triennial monitoring of 2013 Board Adopted service standards and policies, which incorporate policies for vehicle load, vehicle headways, on-time performance, service availability, vehicle assignment and bus stop amenities. Report data is compiled from 208 random bus trips electronically selected during 12 consecutive months. To reflect the most current transit system information, data collection is for the period June 1, 2015 – June 30, 2016.

Additional required updates include: Language assistance plan, minority representation Board / advisory committees, GIS mapping, complaint procedure and history, complaints, investigations, lawsuits, public participation plan and triennial monitoring of system-wide service standards and service policies,

The update makes no changes to the 2013 Board adopted disparate impact, disproportionate burden and major service change policies.

This matter was reviewed with the Board sub-committee, Messrs. Lund and Young.

RESOLUTION: **REQUEST APPROVAL - Purchase up to 5 used transit coaches.**

EXPLANATION: We are requesting that the Board authorize the Executive Director to purchase up to 5, forty foot used buses from Transit Sales International (TSI) of Riverside, Ca, in a total amount not to exceed \$320,000. As you are aware, the fleet is aged and we are in the process of completing a specification to solicit bids for up to 16 new buses. The specification is nearing completion however, production timelines are projected to be possibly 18 months. We have been looking for quality used buses on the secondary market. Sioux City recently purchased buses from TSI and Metro staff went there to inspect and found the buses to be in very good condition. Prior to purchase, we will send staff to TSI to thoroughly inspect the units to be purchased.

This matter will be reviewed with the Procurement Committee prior to the meeting.

## AMENDED AGENDA

### REGULAR BOARD MEETING

#### TRANSIT AUTHORITY OF THE CITY OF OMAHA

2222 Cuming Street

Omaha, Nebraska, 68102

July 28, 2016

8:30 a.m.

1. Call to Order: Notice of the Regular Meeting was published in the Omaha World Herald on July 24, 2016.
2. Approval of Minutes of Previous Meetings:
  - a. Regular Meeting: June 23, 2016
  - b. Budget Hearing: July 25, 2016
3. Administrative Reports:
  - a. Administration/Human Resources (E. Simpson)
  - b. Programs/Operation (D. Jameson)
  - c. Special Projects Updates (L. Cancic)
4. Resolution – Request Approval – Preliminary Budget – CY 2017:  
(D. Finken)
5. Resolution – Request Authority – Set Restricted Funds:  
(D. Finken)
6. Resolution – Request Approval – Resolution No. 398. 2017 Preliminary Tax Levy:  
(D. Finken)
7. Administrative Report (C. Simon)
8. Date, Time and Place of Next Regular Board Meeting  
Thursday, August 25, 2016 at 8:30 a.m.  
Authority's Administrative Building
9. Adjournment.



## Meeting Minutes – June 23, 2016

### Agenda Item #1:           Call to order

Mr. Young called the meeting to order at 8:30 a.m. 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 in the facility lobby.

### Agenda Item #2a:           Approval of Minutes of Board Retreat

Mr. Young entertained a motion to approve the Minutes of the Board Retreat Meeting of May 25, 2016.

The Chair entertained a motion for the approval. Motion by Ms. Plucker; Second by Ms. Haase to approve the minutes as presented.

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

### Agenda Item #2b:           Approval of Minutes of Previous Meetings

Mr. Young entertained a motion to approve the Minutes of the Board Retreat Meeting of May 26, 2016.

The Chair entertained a motion for the approval. Motion by Ms. Plucker; Second by Ms. Haase to approve the minutes as presented.

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

### Agenda Item #3a:           Administrative Reports (E. Simpson)

- Jason Rose joins staff as the Community Outreach Coordinator.
- The recently hired bus operators successfully completed training and have been released.
- Metro participated in the Ralston Arena Summer Job Fair on June 14, 2016.
- Metro continues to recruit bus and paratransit operators.

## Meeting Minutes – June 23, 2016

### Agenda Item #3b: (D. Jameson)

#### Administrative Reports

- We continue contract negotiations with both the Teamsters and the TWU Unions. We feel the Teamsters negotiations are nearly complete.
- CWS circulator ridership to date showed an increase of 0.4 % so far for the series.
- Maintenance staffing reflects 24 mechanics.
- Recently released FTA report on over 300 transit properties regarding their maintenance staff size. Additional information will be presented at next month's meeting.
- Reported first half of 2016's customer service call volume, wait time and call length for both bus and paratransit.

### Agenda Item #3c: (L. Cencic)

#### Administrative Reports

- This month staff held an internal employee open house on the BRT and a highly successful public open house series. The public open houses were held in two parts in downtown and at UNO on June 15, 2016 with approximately 350-400 attendees. The focus of the open house was to gather community input to finalize the design of the BRT vehicles. The public is also invited to submit feedback through a survey posted on Metro's website. Additional feedback will be gathered through targeted outreach to individuals with disabilities and particularly those who use mobility assistance devices. The feedback will be used to develop the specifications for the BRT vehicle procurement.
- The financial assessment on the urban circulator project is still underway along with the review of governance options. The study is developing three funding scenarios.

## Meeting Minutes – June 23, 2016

### Agenda Item #3b: (L. Barritt)

### Administrative Reports

- The new How to Ride video will be posted at [www.metrotransit.org](http://www.metrotransit.org) and our YouTube channel, Metro Transit Omaha. Collectively, the video is available in nine languages: English, Spanish, Swahili, Somali, Nepali, Karen, French, Burmese and Arabic. Our test market feedback has been extremely positive.
- Staff is drafting articles for our quarterly employee newsletter, The NEWs at Metro. The first edition was incorporated in our Nebraska Transit Week Celebration.
- We're extending our trade agreement with iHeart radio for 12 months. It includes radio air time for Metro in exchange for two wrapped buses.
- We partnered with Nelson Mandela Elementary School. The new, year-round school on 30th and Redick currently serves kindergarten and first grade scholars. During their "5th Term" this summer, the scholars and teacher /chaperones ride the bus to the Florence Library where they work on reading. Their transit travel is part of their "life skills" training.
- The Title VI update sections are being drafted for Board Subcommittee review and full board adoption at the August monthly meeting.

### Agenda Item # 4: (M. Young)

### Resolution—Request Approval of Executive Director Contract

The Executive Director's annual contract expires June 30, 2016. A new contract for the period from July 1, 2016 through June 30, 2017 has been prepared and provided the Board under separate cover.

Recommend Full Board Approval

The Chair entertained a motion for approval. Motion by Ms. Plucker; Second by Ms. Haase to approve the Resolution as presented.

**ROLL CALL:**

**UNANIMOUS; MOTION CARRIES.**



## Meeting Minutes – June 23, 2016

### Agenda Item #5:

### Administrative Reports

(C. Simon)

Mr. Simon reported his continued work with the compressed natural gas station developer on locating a fueling station on premises. A revised contract has been received and is currently under review. Discussion was had by the Board regarding the filling station.

Mr. Simon expressed his appreciation to staff for all their hard work with the recently held Bus Rapid Transit (BRT) open houses. The open house held at First National Bank received a lot of foot traffic.

Mr. Simon reported on Metro's current budget, which is currently fairly tight, with revenues exceeding expenses by \$175,000 through the month of May.

Discussion was had by the Board regarding attendance at the BRT open houses.

### Agenda Item #6:

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

Thursday, July 28, 2016, at 8:30 a.m. at Metro Transit Authority's Administrative Building.

There being no further business to come before the Board, the Vice Chair entertained a motion to adjourn the meeting at 9:20 a.m. It was announced that there would be no further action taken by the Board at the conclusion of the meeting. Motion by Ms. Haase; Second by Ms. Plucker to adjourn.

### **ROLL CALL:**

**UNANIMOUS; MOTION CARRIES.**

 7/28/16  
Mr. Daniel Lawse, Board Chair

  
Ms. Rebecca Mahr, Recording Secretary