

Title VI Program Update

2016 - 2018

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

**September 2019
Revised December 2019**

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Introduction

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 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.” (42 U.S.C. §2000d).

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

Collectively, Metro’s public transportation system includes 28 bus routes: 20 local fixed routes operating at various levels of service 7 days a week, and during weekday peak hours operating 7 express/commuter routes and one (1) downtown circulator. In addition, Metro operators complementary Americans with Disabilities Act (ADA), as amended, paratransit service. The peak hour fleet includes 88 buses and 22 paratransit vehicles.

This program document details how Metro incorporates nondiscrimination policies and practices in providing public transportation services to the public.

Title VI Annual Certifications and Assurances

In accordance with 49 CFR Section 21.7(a), with every application for financial assistance from the Federal Transit Administration (FTA), Metro submits an assurance that it will carry out the Title VI Program in compliance with the Department of Transportation's (DOT) 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 will be denied the benefits of, or otherwise be subjected to discrimination in any 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 2019 CERTIFICATIONS AND ASSURANCES
FEDERAL FISCAL YEAR 2019 CERTIFICATIONS AND ASSURANCES FOR FTA ASSISTANCE PROGRAMS

(Signature pages alternate to providing Certifications and Assurances in TrAMS.)

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

The Applicant certifies to the applicable provisions of categories 01–18. _____

Or,

The Applicant certifies to the applicable provisions of the categories it has selected:

Category	Certification
01 Certifications and Assurances Required of Every Applicant	<u>X</u>
02 Tax Liability and Felony Convictions	<u>X</u>
03 Lobbying	<u>X</u>
04 Private Sector Protections	<u>X</u>
05 Transit Asset Management Plan	<u>X</u>
06 Rolling Stock Buy America Reviews and Bus Testing	<u>X</u>
07 Urbanized Area Formula Grants Program	<u>X</u>
08 Formula Grants for Rural Areas	<u>X</u>
09 Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program	<u>X</u>
10 Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs	<u>X</u>
11 Enhanced Mobility of Seniors and Individuals with Disabilities Programs	<u>X</u>
12 State of Good Repair Grants	<u>X</u>
13 Infrastructure Finance Programs	<u>X</u>
14 Alcohol and Controlled Substances Testing	<u>X</u>
15 Rail Safety Training and Oversight	<u> </u>
16 Demand Responsive Service	<u>X</u>
17 Interest and Financing Costs	<u>X</u>
18 Construction Hiring Preferences	<u>X</u>

FEDERAL FISCAL YEAR 2019 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE

PAGE

(Required of all Applicants for federal assistance to be awarded by FTA in FY 2019)

AFFIRMATION OF APPLICANT

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

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 2019, 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 during federal fiscal year 2019.

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: [Signature] Date: April 8, 2019

Name: Curt A. Simon Authorized Representative of Applicant

AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): 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: [Signature] Date: April 8, 2019

Name: Timothy M. Kenny Attorney for Applicant

Each Applicant for federal assistance to be awarded by FTA 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 TrAMS, provided the Applicant has on file and uploaded to TrAMS 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 subjected to unequal treatment or discriminatory practices in the receipt of benefits or services may exercise his or her right to file a Title VI 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, visiting the administrative office at 2222 Cuming Street, Omaha, Nebraska 68102, or online at [Title VI | Metro \(ometro.com\)](#).

Notice Postings

The following Title VI Policy Statement is posted in English and Spanish on the Metro website, buses and complementary paratransit vehicles, individual route schedules, system map brochure 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; or visit our administrative office at 2222 Cuming Street, Omaha, NE 68102-4392. For more information, visit 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 402-341-7560, ext. 2300.

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, o visite nuestra oficina administrativa en 2222 Cuming Street, Omaha, NE 68102-4392. Para obtener más información, visite 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 402-341-7560, ext. 2300.

The condensed statement below is published on all schedules/system map and posted in each bus and complementary paratransit vehicle.

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 may exercise his or her right to file a Title VI complaint by completing and submitting Metro's Title VI Complaint Form to the Title VI Coordinator if that person believes she or he has been subjected to unequal treatment or discriminated against in the receipt of benefits or services. A complaint must be filed within 180 days of the date of the alleged unequal treatment or discrimination. Complaint forms must be complete with contact information and a signature. Forms may be submitted via email to 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 [Title VI | Metro \(ometro.com\)](#). A Title VI Complaint Form may also be obtained by calling 402-341-0800, (TDD 402-341-0807); by email at TitleVI@ometro.com; or by visiting Metro's administrative office at 2222 Cuming Street, Omaha, Nebraska 68102-4392.

Complaint Assistance

- Should a Complainant be unable or incapable of providing a written statement, a verbal alleged complaint of unequal treatment or 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 recording the complaint.
- 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 alleged discrimination. The Complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by Metro.

Metro has 60 days to investigate following receipt of the complaint. If more information is needed to resolve the case, Metro may contact the Complainant. The Complainant has 30 days from the date of Metro's request to reply with the additional information. If the Complainant does not supply the additional information to Metro within 30 days, Metro may administratively close the complaint. A complaint can be administratively closed at the request of the Complainant.

After the Title VI Coordinator completes the review, he/she will issue one of two letters to the Title VI 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 complaint will be closed. A LOF summarizes the allegations and the conclusion of the investigation regarding the alleged discrimination, and explains whether any disciplinary action, additional employee training, or other action will occur.

If the Complainant wishes to appeal the decision, he/she has 10 days after the date of the closure letter or LOF to do so in writing. The appeal should state the reason(s) for the appeal and be submitted to Metro's Executive Director, 2222 Cuming Street, Omaha, Nebraska 68102. The appeal shall promptly be considered. Consideration of the appeal will be based on the written appeal and accompanying documentation. At the discretion of the Executive Director, a meeting with the appealing party maybe scheduled. The Executive director shall within a reasonable time but not to exceed sixty (60) calendar days from receipt of the appeal by Metro, issue a written decision to the appealing party. The decision shall include an explanation of the reasons for the decision and any facts that were considered in rendering the decision. The

decision by the Executive Director shall constitute the final administrative determination by Metro.

All Title VI Complaint Forms received by Metro will be entered into the Customer Comment Log. All Title VI complaints are investigated by the Title VI Coordinator. Any alleged Title VI discrimination complaints are sent directly to the department responsible for investigation and further information of said complaint. The executive, department directors as well as legal counsel will be consulted if necessary during the investigation period. Title VI complaints will be tracked and logged by the Title VI Coordinator and submitted to the executive director on an annual basis.

Complaint Form

A copy of the Title VI 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 blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

Description of the Alleged Title VI Discrimination *continued*This image shows a full page 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 appears to be a standard notebook or worksheet page.

Title VI Complaints, Investigations and Lawsuits

From 2016 to 2018, Metro did not receive any Title VI complaints of discrimination for investigation. During this period, Metro received two (2) Nebraska Equal Opportunity Commission Charges alleging discrimination based on race/color, and one (1) lawsuit alleging discrimination based on race discrimination. The status of which is shown in the following table:

Investigations, Lawsuits, Complaints	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action Taken
Investigation (Nebraska Equal Opportunity Commission (NEOC))	01/21/2016	Race/Color	No Reasonable Cause Finding 07/22/2016	None
Lawsuit	01/25/2017	Race	Pending	None
Investigation (NEOC)	3/23/2018	Race/Color	No Reasonable Cause Finding 07/20/2018	None

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 public transportation issues such as service or fare changes, construction projects, technology upgrades, and other important decisions affecting the receipt of benefits or services. 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 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 or 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 bilingual 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 also seeks information from current and prospective riders through on-board or online surveys, intercept interviews where people congregate, such as at transit centers, community events, increasingly through social media, etc.

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 continually works to identify community and advocacy groups serving large numbers of LEP and minority populations. Metro partners with these groups to develop 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. Metro publishes information and promotes engagement opportunities through newsletters, email groups, and community bulletins to the stakeholders/intermediary groups including those that serve LEP, minority, low-income, disabled, and other special interest groups.

Representative sample of groups that work closely with LEP and minority individuals include:

- Boys & Girls Clubs of the Midlands
- Catholic Social Services
- Chicano Awareness Center
- Catholic Charities/The Juan Diego Center
- Empowerment Network
- Family Housing Advisory Services, Inc.
- Heartland Workforce Solutions
- 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 Refugee Task Force
- Omaha Together One Community

- One World Health Center
- International Center of the Heartland
- Refugee Empowerment Center

- Somali Bantu Association of Nebraska
- South Omaha Business Alliance
- South Omaha Business Alliance
- Urban League of Nebraska

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 provides an ongoing venue for feedback and representative stakeholder input.

Input is also sought through Metro's 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, Iowa, Bellevue, Nebraska, Papillion, Nebraska and LaVista, Nebraska. 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 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 fare media adjustments 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. Metro’s Board of Directors Meeting Notice is published in Omaha World Herald, posted on Metro’s Facebook and website. And disseminated by numerous interested organizations.

Outreach Regarding Fare or Major Service Changes

When preparing for significant changes to Metro’s public transportation services or any fare change, 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.
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 public 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 meeting. 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 settings with public transportation 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, churches or schools.

Time: Scheduled, at a minimum twice (preferably on two different days) during daytime and evening hours to allow for varied work and school schedules. Start and end times are planned around the nearby route schedules to facilitate participation for public transportation dependent individuals.

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

- a. Public Meeting Notices (English and Spanish) posted at major transit centers and the Metro headquarters.

- b. Rider Alerts (English / Spanish) distributed on Metro’s revenue vehicles.
- c. Online at www.ometro.com;
- d. Social media posts on: [Facebook](#), [MyRide](#), [ORBT](#) and [Twitter](#);
- e. Email distribution to:
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.
- f. For persons most comfortable with written communications, Metro provides a reasonable timeline for the receipt of U.S. Postal Service post marked envelopes no later than midnight of a specific date.
- g. Published notice, as appropriate, in:
 - Bellevue Leader
 - Omaha World Herald
 - Douglas County Post-Gazette
 - Omaha Star
 - Ralston Recorder
 - Council Bluffs Nonpareil
 - Nuestro Mundo
 - Papillion Time; and
- h. Press releases sent to the local television, radio, radio talking book, and print media.

All meeting announcements shall inform the public of the availability of large format English/Spanish handouts, oral Spanish translation and, with 48-hours advance request, oral/sign language interpreter and/or other special needs assistance.

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, 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 platforms are increasingly used. In addition to using Quick Response (“QR”) Code access to publish/post information, Metro posts to its [Facebook](#), [Twitter](#), [YouTube](#) accounts, and frequently uses online survey applications such as Survey Monkey and has, on occasion, used MindMixer (commonly called an “online community engagement platform”).

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. Metro communicates with passengers through bilingual messaging such as permanently posted interior vehicle signage, e.g., fare structure; Lost and Found Policy, Title VI Procedures and Passenger Rules; online and onboard distribution of rider alerts and other print materials; etc.

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

Air Quality Education Partnership

The Ozone Awareness Campaign, Little Step, Big Impact, promotes “steps” to reduce Omaha’s Ozone level. The program sponsor, Metropolitan Area Planning Agency (commonly called an “MPO”) active participates in community events promoting sustainability. Metro information is included with their handouts and they distribute two-ride bus fare cards as First Step to improve air quality.

Unlimited Ride Partnerships

- Omaha’s Henry Doorly Zoo and Aquarium initiated free travel to all employees.
- College of Saint Mary initiated free travel to all staff, faculty and students.

Metro staff attends on-campus events providing travel training and trip planning assistance. At outside events, a Metro bus is included and interested persons are shown how to load a bike on the rack, deposit fares, alert the driver to get off, etc.

- Union Pacific Railroad provides three (3) month bus passes for collegiate summer interns that are recruited from across the country.

Metro staff attends the initial welcoming meeting. The agenda includes Metro’s How to Ride power point presentation.

Elementary/Middle School Travel Programs

- Partner with resettlement agencies distributing bicycles to youth that must complete the mandatory Four-Step Program. One of which is learning how to use Metro’s Bike Rack. The agencies share the students are most often responsible for such family tasks as grocery shopping. The bike racks provide for extended travel.
- Metro staff assist teachers/social service agencies with trip planning to destinations using regularly scheduled public transportation service. Students deposit 25¢ fare and chaperones receive round trip fare card. Destinations include such places as public libraries, parks, zoo, etc. The basics of public transportation travel are taught in the

classroom prior to a trip and on-board. Increasingly, second and third trips have been scheduled.

School ID Replaces Metro Issued Reduced Fare ID

Initiated Fall of 2017, Metro eliminated the use of agency photo ID's and began accepting school issued ID. It's been most successful. Improved driver/student interactions as the students have to have their ID for school access.

Stuff the Bus

Metro partners with local media, social service agencies and area food pantries to collect food and paper products. Partnership includes shared promotion, "personalities" serving as greeters and donation collectors. Twice a prominent grocery store arranged for and shared electronically the Oscar Mayer Hot Dog Mobile with the bus. The fire department has been most willing to also park their equipment next to the bus.

Nebraska Transit Week

The Governor, by proclamation, recognizes Nebraska Association of Transportation Providers, collectively the states urban, small urban and rural public transportation agencies. The goal is to salute employees for their hard work providing a vital community and sustainable service and to celebrate riders.

In Omaha the "*thank you*" activities for passengers and employees are fun and well received. During the week,

- Metro staff greet passengers at transit centers, pass out fare cards and ask if a passenger wants a Thank You card to give their driver and dispatch announces throughout the day random start and end time for free travel on Metro bus and complimentary paratransit.
- Internally, staff activities include free massages, Pancake Man breakfast from 3:45 am to 9:00 am; random drawing for a month long-inside parking spot; etc.

Bus Rapid Transit – ORBT (Omaha Rapid Bus Transit)

Metro is the recipient of a Transportation Investment Generation Economic Recovery (TIGER) grant award for Bus Rapid Transit Project (BRT) in Central Omaha.

Metro’s BRT outreach began well before the project had a name. It was discussed in concept form as early as 2012, when public input solicited by the Central Omaha Transit Alternatives Analysis identified BRT as one of the Preferred Alternatives.

Most of 2016 and 2017 was spent on engaging with and educating the public. Metro attended and presented at dozens of neighborhood association meetings and community events, and engaged with hundreds of community members through advocacy, civic, and service organizations. The project also has a dedicated stakeholder committee with a variety of working groups, which gathered at least monthly during this time to help guide the project.

In 2017, Metro and its creative partners developed a distinct brand for its BRT, which is both an industry best practice and a desire held by its staff, board, and stakeholders. Following extensive input from staff, stakeholders, and board, Metro announced the Omaha Rapid Bus Transit (ORBT) brand in the fall of 2017. From this point forward, Metro’s public education work had a name attached to it – presentations, collateral, and digital presences were updated.

The focus of 2018 was sharing the project as a concept, and its brand. There were months of design work behind the scenes, so Metro took the opportunity to spread the message as much as possible. The public was given a project update in May through a media conference and a variety of other touchpoints, and the remainder of the year was focused on reaching neighborhoods and businesses along the corridor, elected officials, and stakeholders. Metro also promoted the project with a branded website, newsletter, and social media presence with the ORBT-specific Twitter page leading the charge.

Books Are Treats

Annual Fall Festival sponsored by Omaha’s Old Market Association, Metropolitan Community College, Omaha Public Library and a silent partner donating “new” books for all school aged children. Up to three books can be taken home. Adult volunteers dressed in costume, assist with the selection process which entails books displayed on bale bales laid out in a maze. Touring the Metro bus is most popular with on-board distribution of [Highlight Magazines](#). On average, 12,000 books have been distributed over annually.

Social Media / Electronic Communications

- Facebook relaunch implemented to more actively and subtly encourage the public to travel on public transportation with creative postings, travel hints, Metro happenings, Rider Alerts, etc.
- Added ORBT webpage, Twitter and YouTube accounts.
- Free WiFi on revenue fleet (bus and complimentary paratransit services).
- Initiated installation of Automated Vehicle Location (AVL) and Automated Passenger Counter (APC) equipment and software for a mid-2019 launch; and
- Instagram postings planned for mid-2019.

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
- Mode Shift 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*
- Restore Dignity
- 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 Solutions
- YMCA

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

- Books Are Treats, Fall Festival
- 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 brochure
- 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
- Radio & Television Outreach
- 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”. 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 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.

The “Four-Factor Framework” outlined in the U.S. DOT’s policy guidance was followed to prepare the LAP.

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, the administrative facility receptionist / reduced fare ID administrator, and the ADA complementary paratransit staff and found that the primary interactions with LEP individuals have been 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. Metro contracts for bilingual Call Center / Customer Service staffing. The contractor has on-site Spanish speaking agents and contracted third-party phone translators for other languages. The most common questions asked by LEP individuals are regarding ADA complementary paratransit service, bus schedule and route information, and fare media options and pricing.

Public Meetings

Bilingual Spanish speaking staff attend public engagement events and hearings. To date, no requests for additional translation services have been received. **NOTE:** *Metro notifies contact agencies/groups of upcoming events/hearing asking them to disseminate the public meeting notice. On occasion, LEP representatives and/or translators attend. This may be an explanation for the lack of request(s) for additional language assistance.*

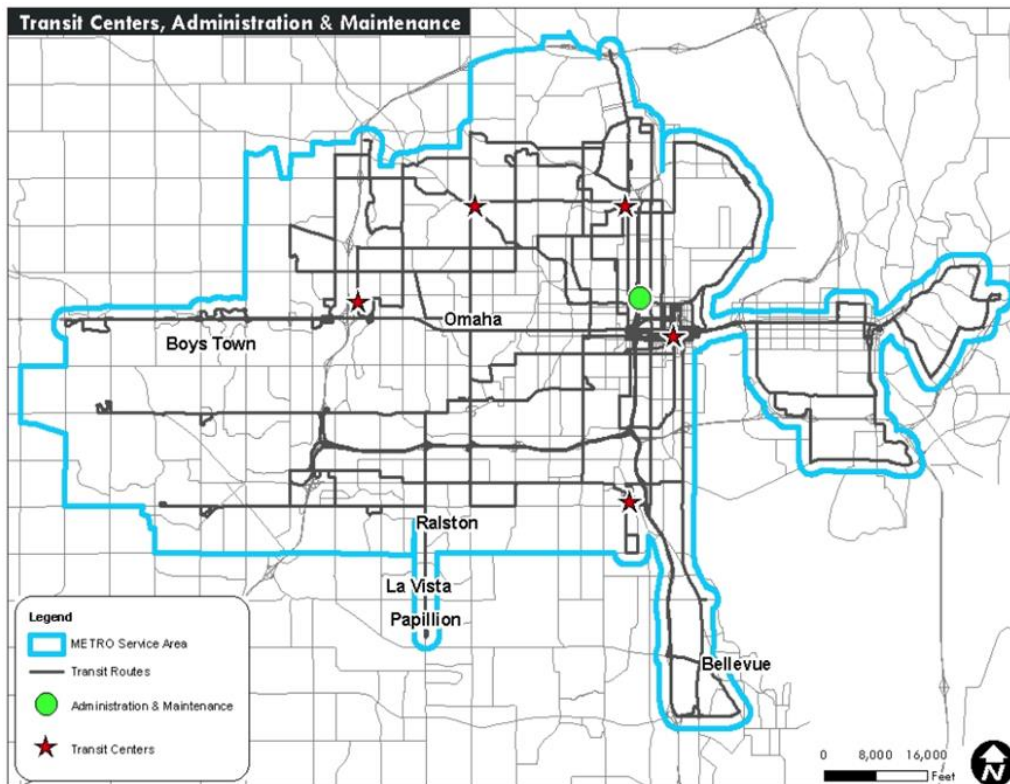
On-Board Survey

In compliance with the Title VI regulations and 49 CFR Part 21, a bi-lingual survey collecting passenger data was conducted during October – November 2017. The On-Board Survey and Boarding and Alighting Passenger Counts had a total of 2,192 completed returned instruments, 1,975 having full origin-destination information. There was a total of 21 completed returned Spanish instruments.

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

Metro's Service Area

Metro's service area is located primarily within the City of Omaha. All services operated by Metro outside Omaha's city limits are 'turn-key' contracts with the individual entities defining their level of service. As such, Metro's service area does have limited coverage beyond the city limits. For the purposes of this LAP and the Four Factor Analysis, Metro analyzed demographic data from the *Base Service Area Mapped with the Blue Outline*.



Task 1, Step 2B: Obtain Census data on LEP population in your Service Area.

477,936 people live in Metro’s service area with 403,799 individuals (84%) speaking only English. There are 25,861 persons who speak Spanish (or Spanish Creole) and 5.4% 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 11,623 persons or 2.4% 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”. Recent research is finding persons completing the American Community Survey (ACS) are self-identifying Language Spoken at Home other than English to maintain their culture and not their inability to speak some English. **NOTE:** the more general Table 1 references the 2017 ACS, whereas more specific Tables 2 & 3 use 2015 ACS.

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 & Speak English "Less Than Very Well"	Speak Language Other Than Spanish & Speak English "Less Than Very Well"	Percent Speak Language Other Than Spanish & Speak English "Less Than Very Well"
477,936	403,799	84.4	37,484	7.8	25,861	5.41	11,623	2.4

Source: 2017 American Community Survey, U.S. Census, Table S16012 014

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	25,060	5.31	Other Indo-European	78	0.02
Other Asian Language	2,724	0.58	Other Slavic	78	0.02
Other African Language	1,179	0.25	Other Native American	63	0.01
Chinese	949	0.20	Greek	62	0.01
Other Indic	945	0.20	Hmong	43	0.01
Vietnamese	921	0.20	Urdu	39	0.01
Arabic	693	0.15	Other Pacific Islander	37	0.01
French	624	0.13	Mon Khmer Cambodian	32	0.01
Other Unspecified Language	504	0.11	Serbo-Croatian	28	0.01
Tagalog	245	0.05	Polish	24	0.01
Russian	181	0.04	Yiddish	15	0.00
Korean	179	0.04	Laotian	14	0.00
Hindi	150	0.03	Scandinavian	6	0.00
Portuguese	139	0.03	French Creole	0	0.00
German	138	0.03	Armenian	0	0.00
Japanese	129	0.03	Navajo	0	0.00
Persian	124	0.03	Hungarian	0	0.00
Thai	117	0.02	Other West Germanic	0	0.00
Italian	111	0.02	Hebrew	0	0.00
Gujarati	88	0.02			

Source: 2015 American Community Survey, U.S. Census, Table B16001

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

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

Table 3: Language Spoken At Home By Ability To Speak English For The Population 5 Years And Over - Top Ten

Language	Total Speakers Metro Service Area	Percent Total Speakers	Total Speak "Less Than Very Well"	Percent Speak "Less Than Very Well"
English Only	400,161	84.79		
Spanish or Spanish Creole	48,677	10.31	25,060	5.31
Other Asian Languages	3,692	0.78	2,724	0.58
Other African Languages	2,791	0.59	1,179	0.25
French	2,500	0.53	624	0.13
Arabic	1,586	0.34	693	0.15
Vietnamese	1,532	0.32	921	0.20
Chinese	1,466	0.31	949	0.20
Other Indic Languages	1,326	0.28	945	0.20
German	1,215	0.26	138	0.03

Source: 2015 American Community Survey, U.S. Census, Table B16001

Spanish:

The 2015 American Community Survey data (ACS) identified 48,677 individuals in Metro's service area who speak Spanish, of these 25,060 (5.31%) 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 2015 American Community Survey data identified 3,692 individuals in Metro's service area who speak other Asian Languages, of these 2,722 (5.8%) speak English less than very well.

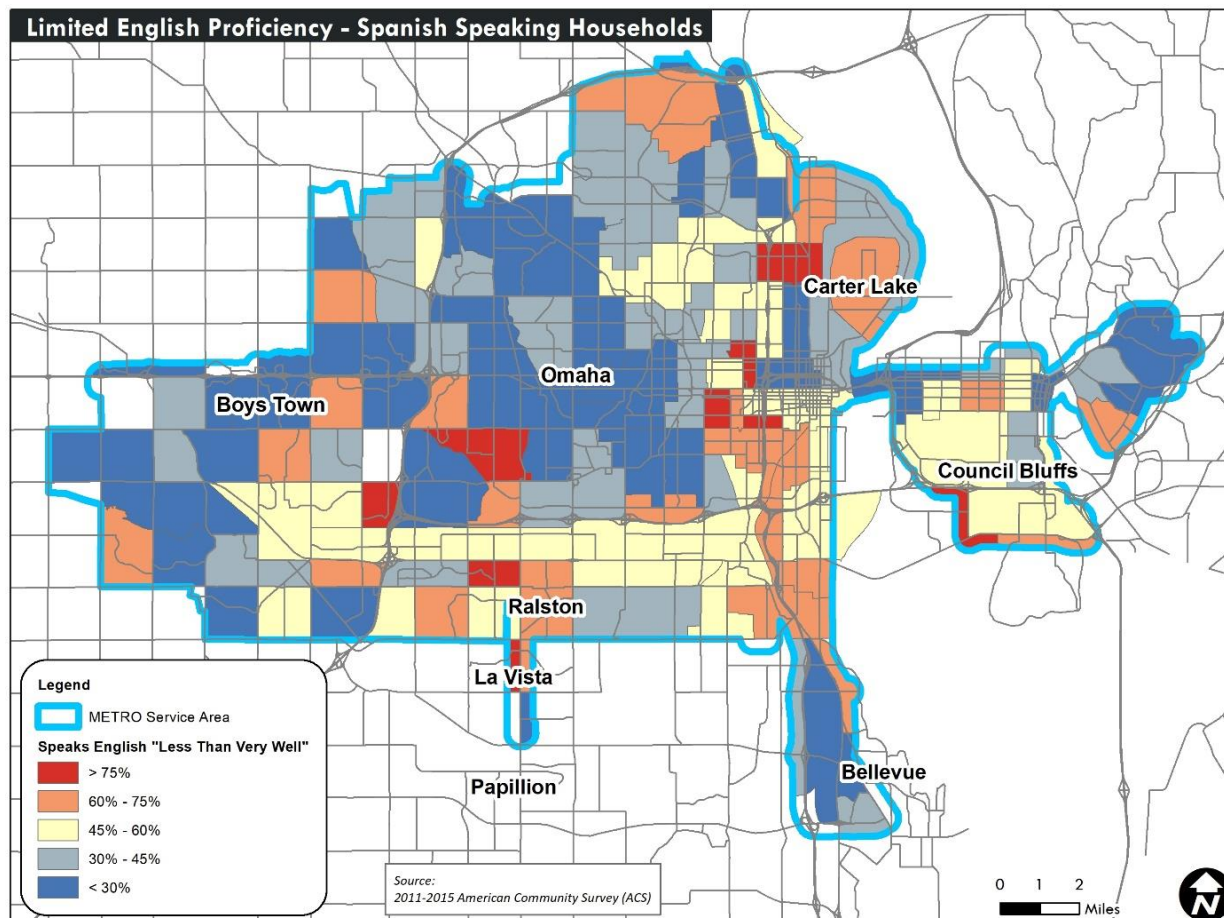
Task 1, Step 2D: Identify any concentrations of LEP persons within Service Area.

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

Spanish:

As illustrated on Map 2 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 along South 24th 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.

Other African Languages:

The U.S. Census aggregates twenty (20) languages in the category of "African Languages". The 2015 American Community Survey data identified 2,791 individuals in Metro's service area who speak African languages, of these 1,179 (25%) speak English less than very well.

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.

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, 2017-18, documents approximately an 18% increase in their ELS program over 2016-17. There are 2,772 refugee students in the district coming from 15 different countries making up 5.5 percent of the K-12 student population.

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 2018. **Note:** *Not all of these refugees have settled in Omaha. The largest groups of these refugees in 2018 were from Myanmar (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

Language Spoken at Home	Total	Percent “Less Than Very Well”
Spanish	14,593	74.54
Karen/Karenni/Chin	1,617	8.26
Somali (includes Maay-Maay)	763	3.9
Nuer	377	1.93
Napali	368	1.88
Arabic	289	1.48
Karenni	219	1.12
Other Non-English	1351	6.9
Total Students with Home Language other than English	19,577	0.26
<i>Count of Languages</i>	119	5.69

Source: OPS District English Language Learner/Refugee Report, 2017-18.

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, 2017-18” identifies student enrollment 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 1,617 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, 2017 - 18” identified 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 763 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 2015 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.

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 their clientele do not have the budget for bus fares. Challenges for refugee LEP populations are learning the destinations served and associated timetables. The Refugee Empowerment Center and Lutheran Family Services provide this training to their clients. A factor limiting travel by Metro is the production plants that employ refugee populations are primarily in rural areas outside of Omaha's city limits. Both resettlement organizations try to place their LEP clients in the same neighborhoods in order to facilitate carpooling opportunities to work and emphasize traveling on public transportation for life sustaining needs, e.g., food, medical service, etc. 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 provided.

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 public transportation. However, in general, respondents did not have detailed knowledge of which routes are most heavily used, or the frequency with which public transportation 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 public transportation 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 lifesaving 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 complementary paratransit services
- Non-discrimination (Title VI) policy

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

Input suggests that route, schedule, ADA complementary paratransit certification, how to travel on Metro and fare information are 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's website utilizes Google Translate to numerous 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 text 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 language card, in order to identify additional language needs and telephone translation services to assist if 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 contracted with a bilingual call center /customer service company. All Spanish speaking communications are completed on-site, and additional language calls are completed with a third-party translator service. Additionally, 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 completes with in-house staff all English to Spanish translations for written and verbal communications. In-house costs are minimal. **NOTE:** *Since the last reporting period, outsourcing written translation has increased to 30¢ a word from 10¢ a word and, will be purchased, when needed.*

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

Cost-effective practices for providing language services Metro have pursued or may pursue:

- 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 its 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 French, Karan, Somali, Nuer, and Vietnamese. Given the costs and limited resources available it is not prudent for Metro to invest in written translation to these other languages. However, investing in the bi-lingual / three-way calling translator services and enhanced partnerships with community organizations in order to reach these individuals was warranted.

Based on the outcome of the Four Factor Analysis, Metro's LAP includes a description of language assistance services provided; notice to LEP individuals; a description of staff training; and the procedure for monitoring, evaluating and updating the LAP 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, ADA complementary paratransit applications; and interior bus cards regarding fares, Lost and Found policy and Passenger Rules.
- How to Ride Video.
- Verbal translation to Spanish for passenger calls.
- Verbal translation to Spanish at public meetings and hearings.
- Google Translate - website.
- 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.
- Availability of live language translation via Call Center/ Customer 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

Bilingual postings inside the buses, in large format, include: the fares, Title VI Notice, Passenger Rules and Lost and Found policy. Route schedules have pertinent travel information in Spanish and ADA complementary paratransit applications and other vital are in English and Spanish.

Staff uses the U.S. Census, I Speak, Language Identification cards to identify other requested languages and, when necessary, use three-way calling with the bi-lingual call center /customer service translation services for language requests that cannot be handled 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, transit centers, administrative offices, electronically 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 employees will receive training on Title VI policies and procedures upon hiring. The training will include the requirements of Metro’s obligations under Title VI, including LEP requirements. In addition, training will be provided to all Metro employees when any Title VI related policies or procedures change, or when appropriate in resolving a Title VI complaint.

Title VI training is the responsibility of the Title VI Coordinator.

Monitoring, Updating, and Evaluating the Language Assistance Plan

At a minimum, the LAP will be evaluated and updated every three years to coincide with submittal of Metro’s Title VI Program Update to the FTA. 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 LAP.

Monitoring activities will include evaluation of the following information:

- Needs identified by front line staff during employee training activities related to LAP 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 LAP 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, Nebraska, Council Bluffs, Iowa, 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 with the maximum of 17.

TAC, established in 1978, has met continuously on the second Wednesday of each 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 2016 through 2018

Metro has a single facility with administrative and maintenance tasks completed inside, e.g., electronic fueling, automated vehicle washing, tire and mechanical repairs, revenue and support vehicle storage, farebox media vaulting, etc.

Facility renovations initiated in the prior 2013 – 2015 reporting cycle have been completed and additional upgrades are in the final planning phase and will be paid for with an FTA matching sustainability grant. Projects will include, but are not limited to, electronic security systems, e.g., video/audio surveillance, maintenance area heating / air conditioning, replace the parking lot, etc. 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 construction of the Omaha Rapid Bus Transit System (ORBT). It has a Spring 2020 launch and is defined as an 8-mile corridor serving as the spine of Metro's public transportation network with 24 stations, roadway improvements including queue jumps, improvements to pedestrian and bicycle infrastructure near the stations, a park and ride site, and associated technologies.

Additional funded projects are:

- Construction of an on-site Compressed Natural Gas fueling stations.
- Installation of support systems for the Automated Vehicle Locating system; and
- Upgraded infrastructure for a fare system upgrade.

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 2016 through 2018

No service equity analyses were conducted during this period. Planning centered on the final design tasks for ORBT System identified as a Preferred Alternative in the Central Omaha Transit Alternative Analysis implemented in early 2012.

Future Service Equity Analysis will include passenger data collected during October - November 2017. The On-Board Survey and Boarding and Alighting Passenger Counts (“Survey”) were conducted to fulfill Title VI regulations and 49 CFR Part 21.FTA.

The on-board survey and passenger counts provides information on passenger origins and destinations, demographics, satisfaction, and priorities for future system improvements. The on-board survey is a part of the customer engagement efforts for developing the Transit Development Plan for Omaha. The survey analysis is likely to assist Metro and the consultant team to analyze travel patterns, transit usage, transit stop activity and other user preferences. The “Survey” is available for review.

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 2016 through 2018

No fare equity analyses were conducted during this period.

In December 2018, Metro released a request for proposal to purchase fare system upgrade.

Any plans for a fare adjustment and/or fare media options will trigger the fare equity threshold, requiring the completion of an analysis.

Title VI Policies

Title VI

Title VI of the Civil Rights Act of 1964, as amended, 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, Census data of affected route(s)
	Expansion	N/A	
Service Headway	Reduction	N/A	Surveys, farebox reports, Census data of affected route(s)
	Expansion	N/A	
Route Length	Reduction	N/A	Surveys, farebox reports, Census data
	Expansion	N/A	Surveys, farebox reports, Census data
Route Alignment	Reduced Alignment	N/A	Surveys, farebox reports, Census data
	Expanded Alignment	N/A	Surveys, farebox reports, Census data
	Modified Alignment	Eliminated Segment(s)	Surveys, farebox reports, Census data
		Segment(s) to New Areas	Surveys, farebox reports, Census data
New Route	New Route	N/A	Surveys, farebox reports, 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 either ridership surveys or census demographic data, fare box 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 (+/- 12.5) 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 exist 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 (+/- 12.5) 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, as amended, 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

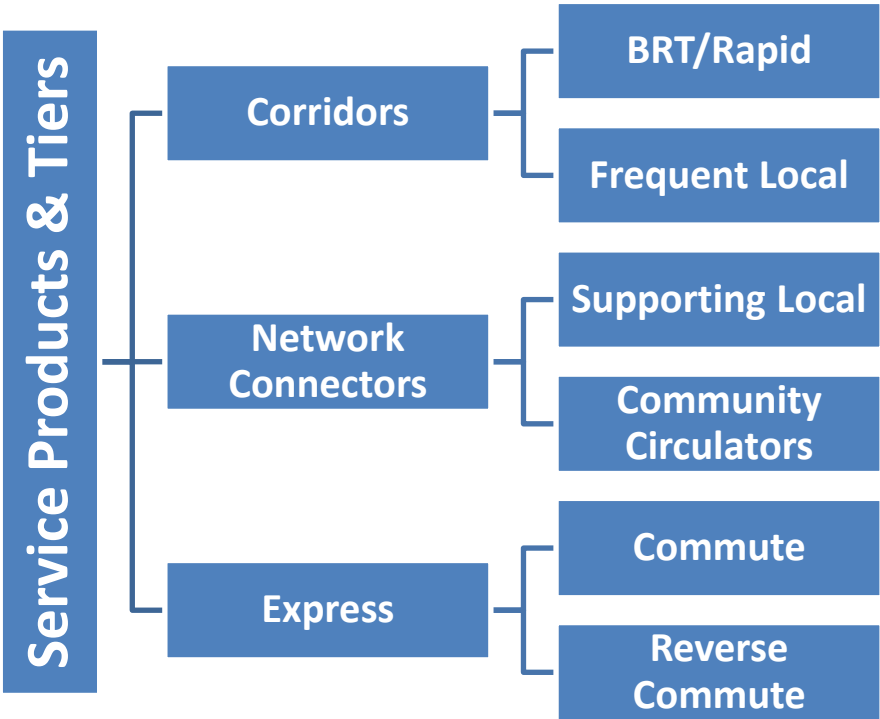


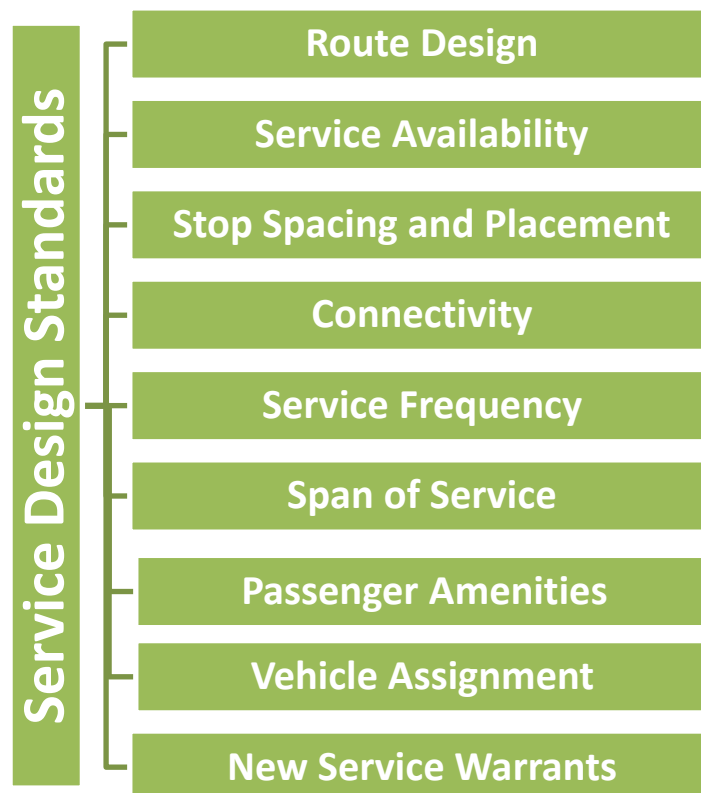
Table 1: Detailed Service Types and Tiers

	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

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 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

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 **4:15 am until midnight on weekdays, 6:00 am to 11:00 pm on Saturdays, and 7:00 am to 8:00 pm 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 **6:00 am to 7:00 pm 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 require 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

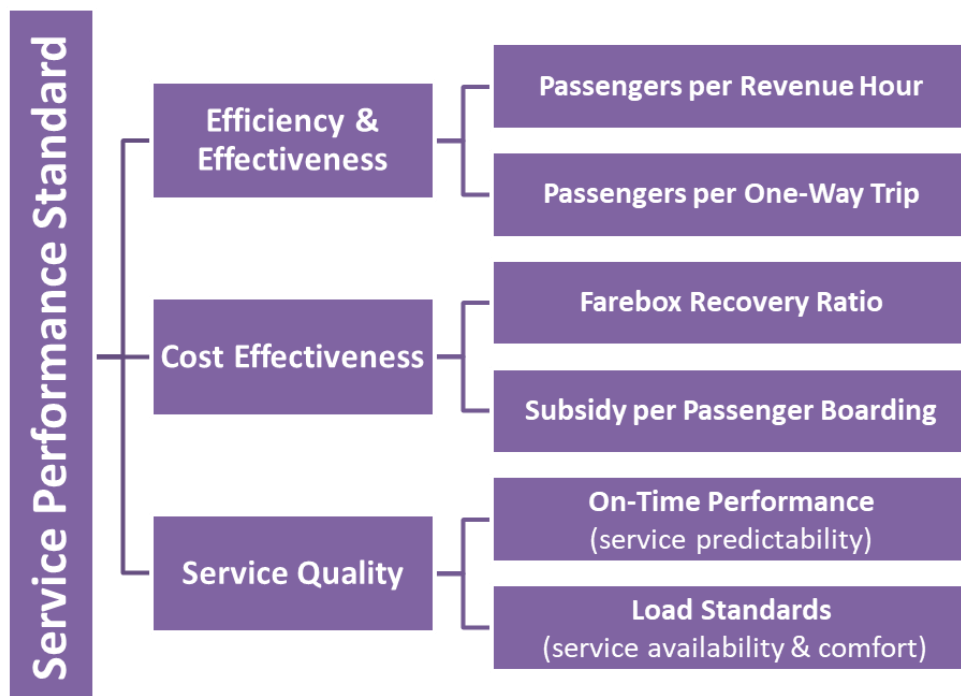
Service performance standards are necessary to ensure that all services are fulfilling their roles in the transit network and contributing to the overall financial sustainability of Metro.

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 passengers 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.

Table 3: Passenger Boardings per Revenue Hour Threshold

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

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.

Table 4: Passenger Boardings per One-Way Trip Threshold Revenue Hour Threshold

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

Relative Service Effectiveness Measures, 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 issue¹.

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

Table 5: Maximum Load Standard by Service Vehicle Type

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

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 defines “on time” as one-minute early to 5-minutes late at each time point with 85% on-time performance system wide. This standard results in a customer experience that is most

¹ 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.

often very good while recognizing that there are operating issues beyond Metro's control on some days.

Data Needed for Service Performance Monitoring

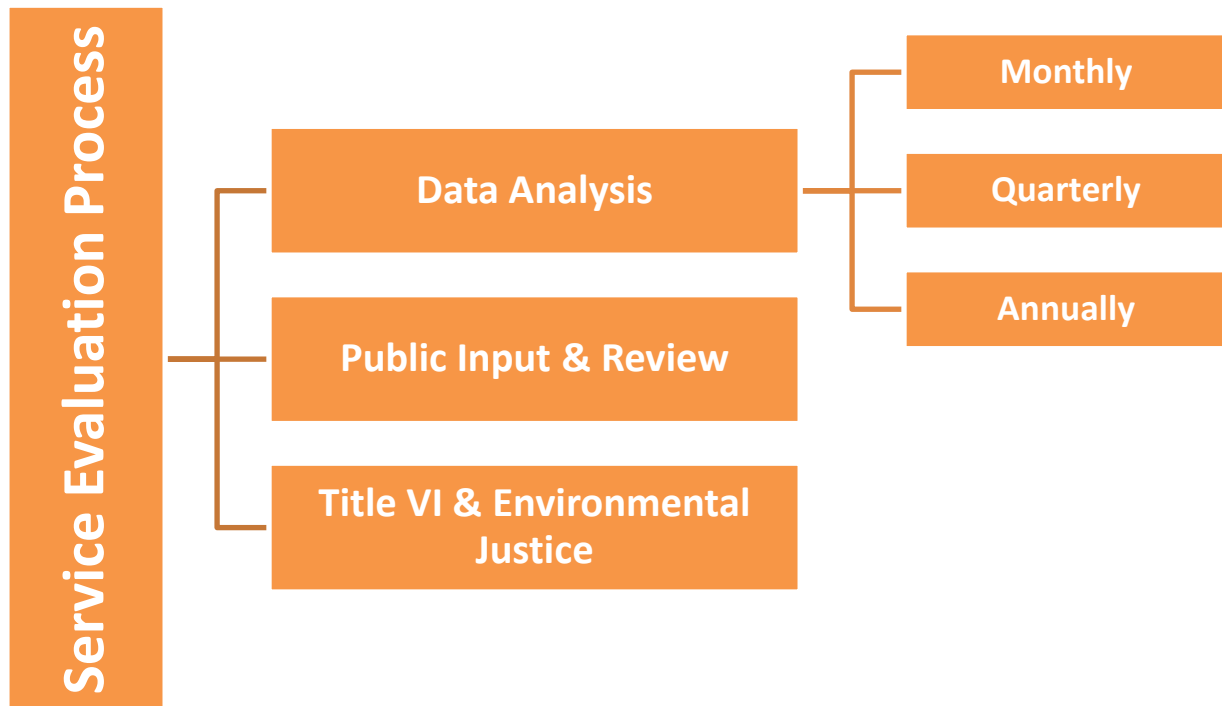
The performance measures discussed above require the regular collection and updating of the following data sources:

- **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 will activate by fourth quarter 2019 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 time point (and arrival at final time point) should be collected regularly. This will be provided with the 2019 fourth quarter launch of 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 and 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 polices, 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

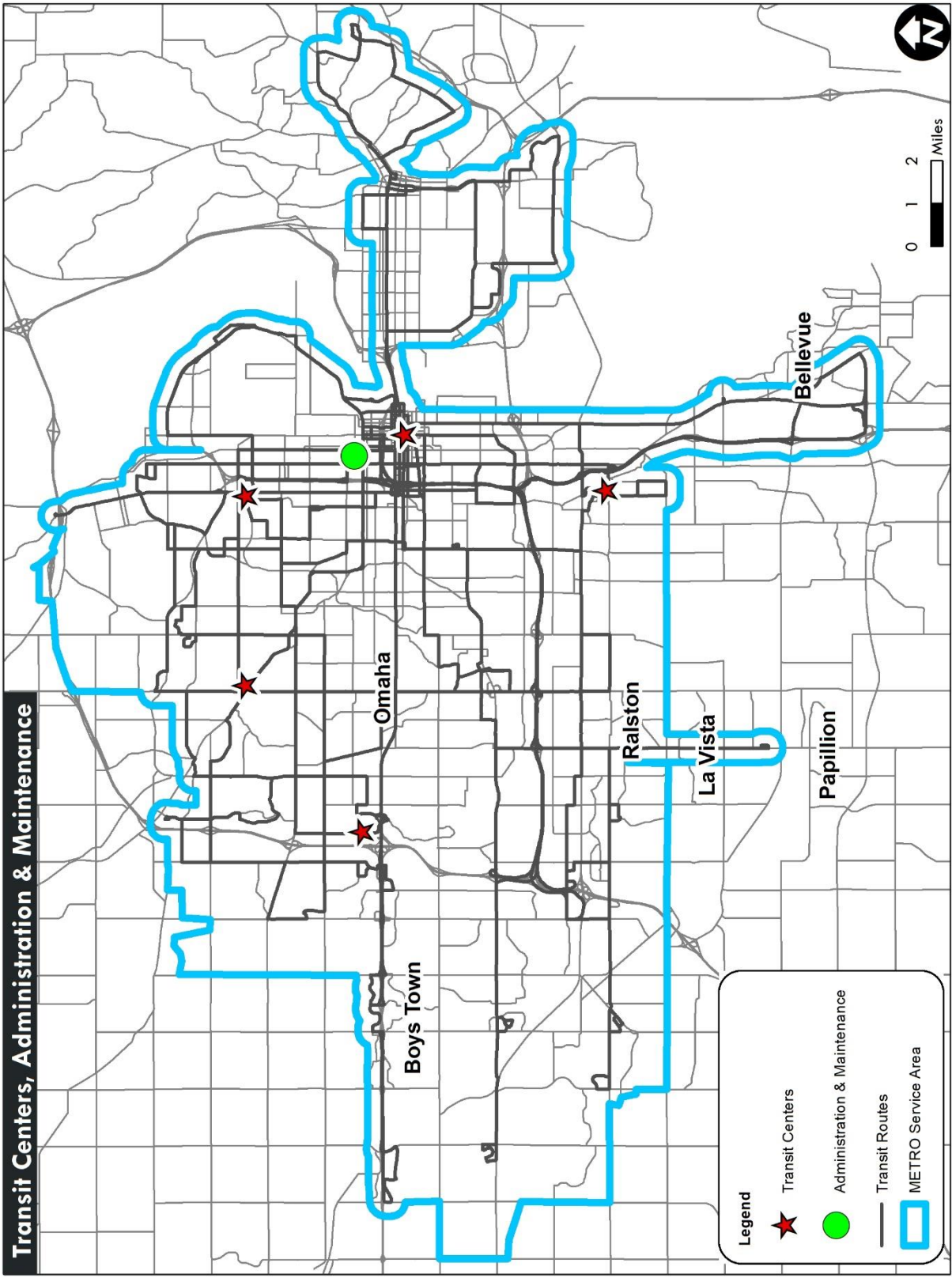
Demographic and Service Profile Maps and Charts

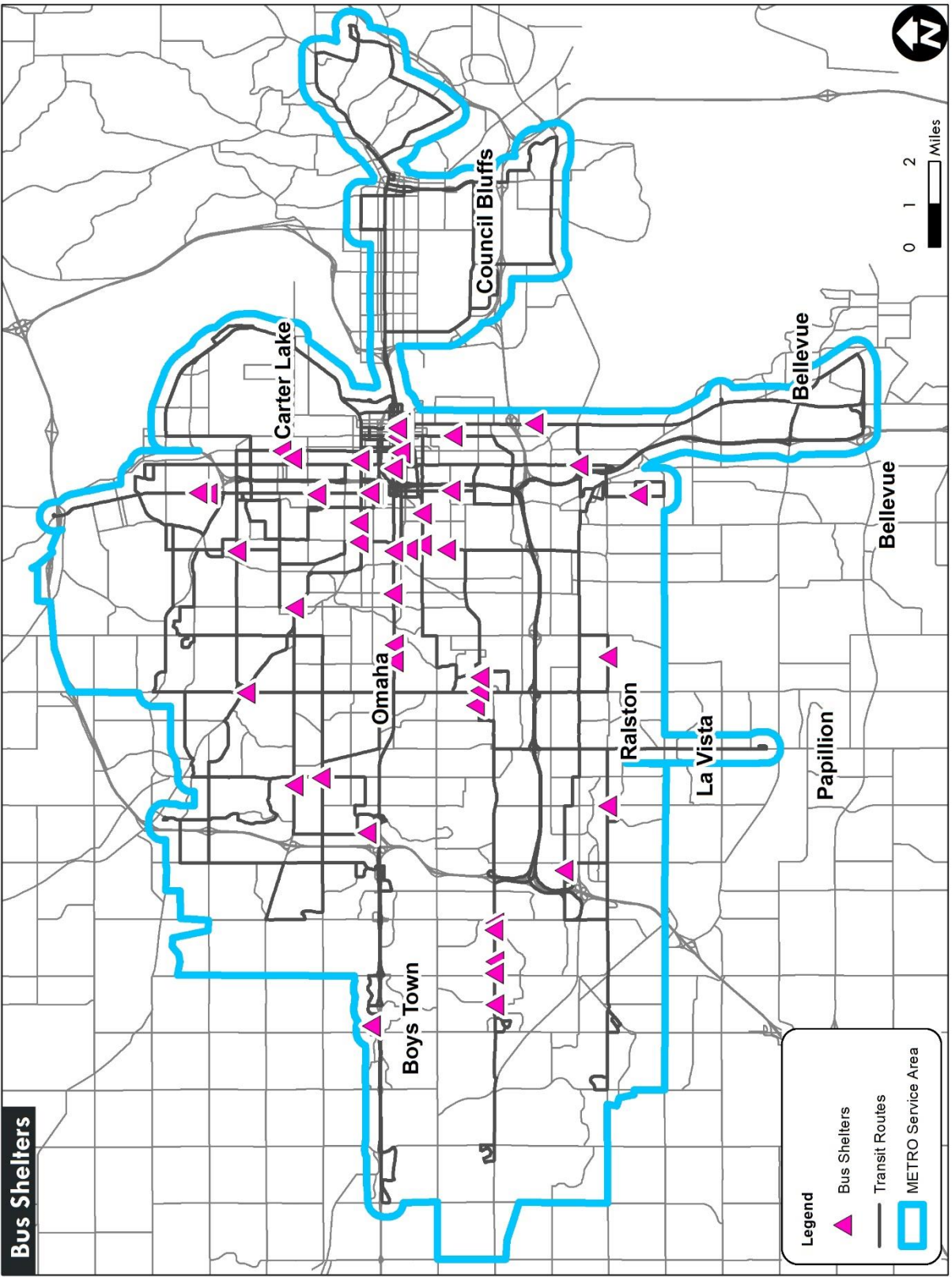
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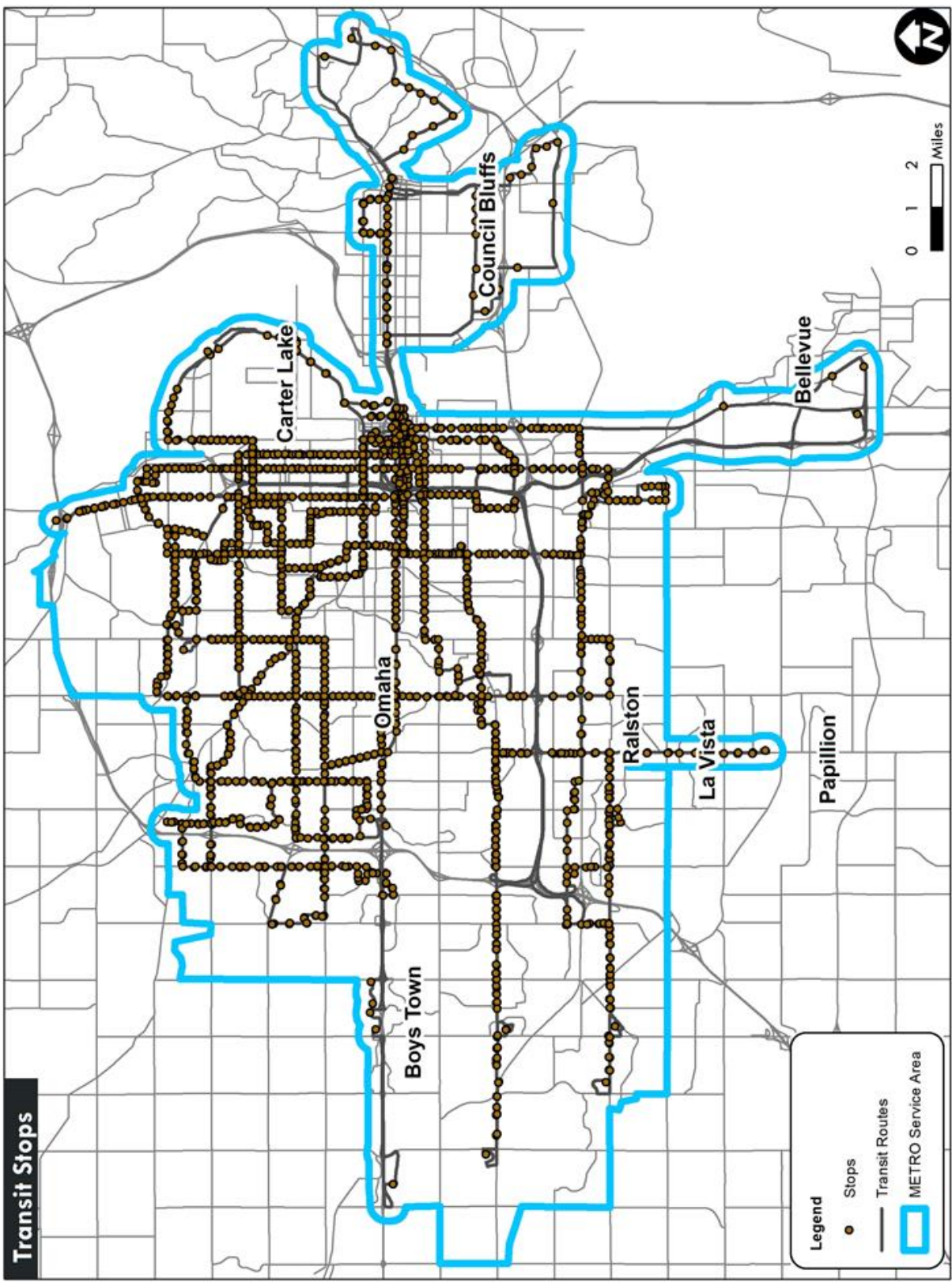
Metro meets the thresholds of a transit service provider that operates 50 or more fixed route vehicles in peak service and is located in urbanized areas (UZA) of 200,000 or more people, or that otherwise meet the threshold defined in Chapter IV and has prepared demographic and service profile maps and 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.

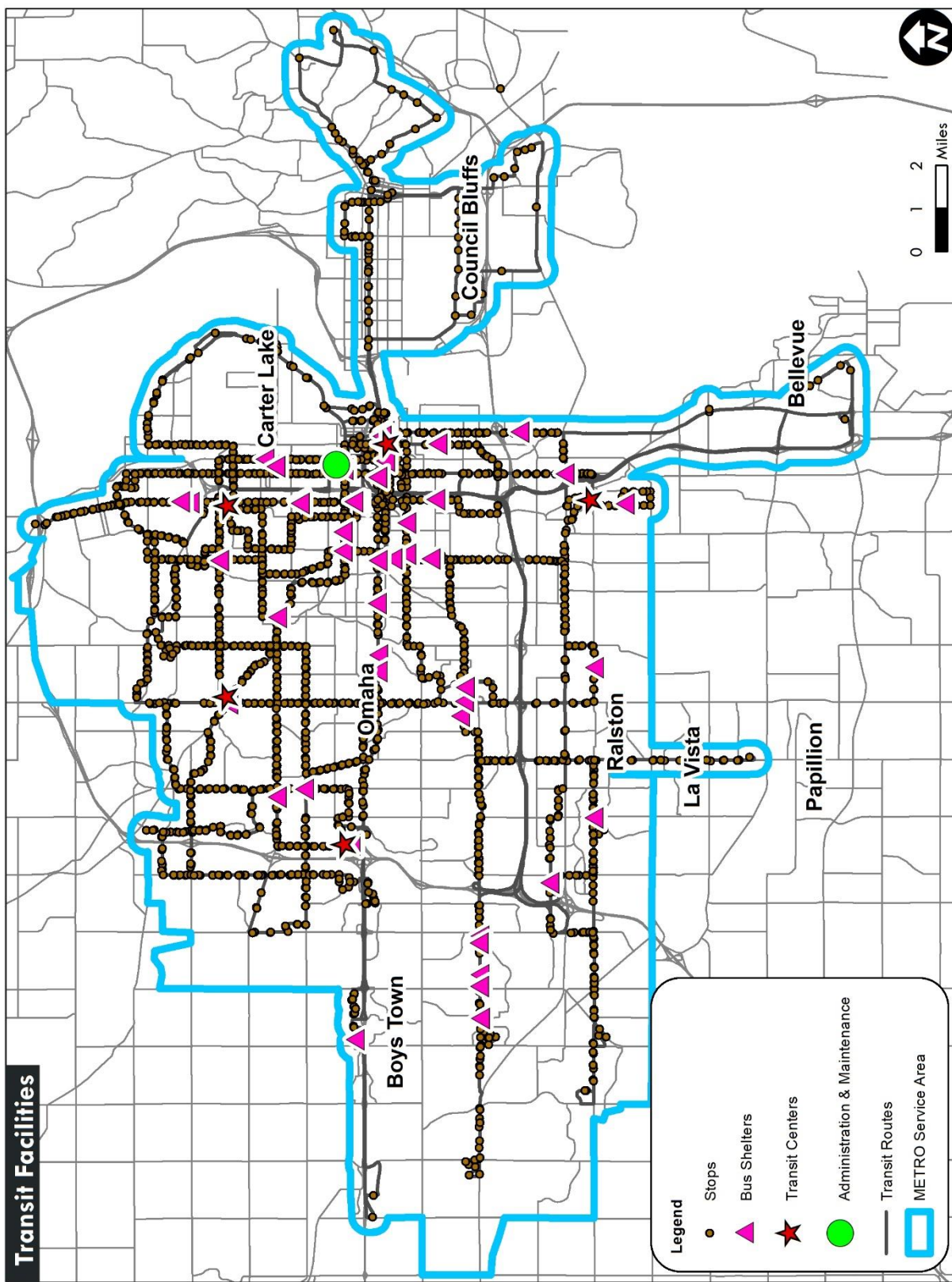
Metro conducted an onboard survey during October – November 2017 collecting passenger information on the race, color, national origin, English proficiency, language spoken at home, household incomes and travel patterns of our riders using customer surveys. Additionally, demographic information shall 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 survey as outlined above in October 2012.

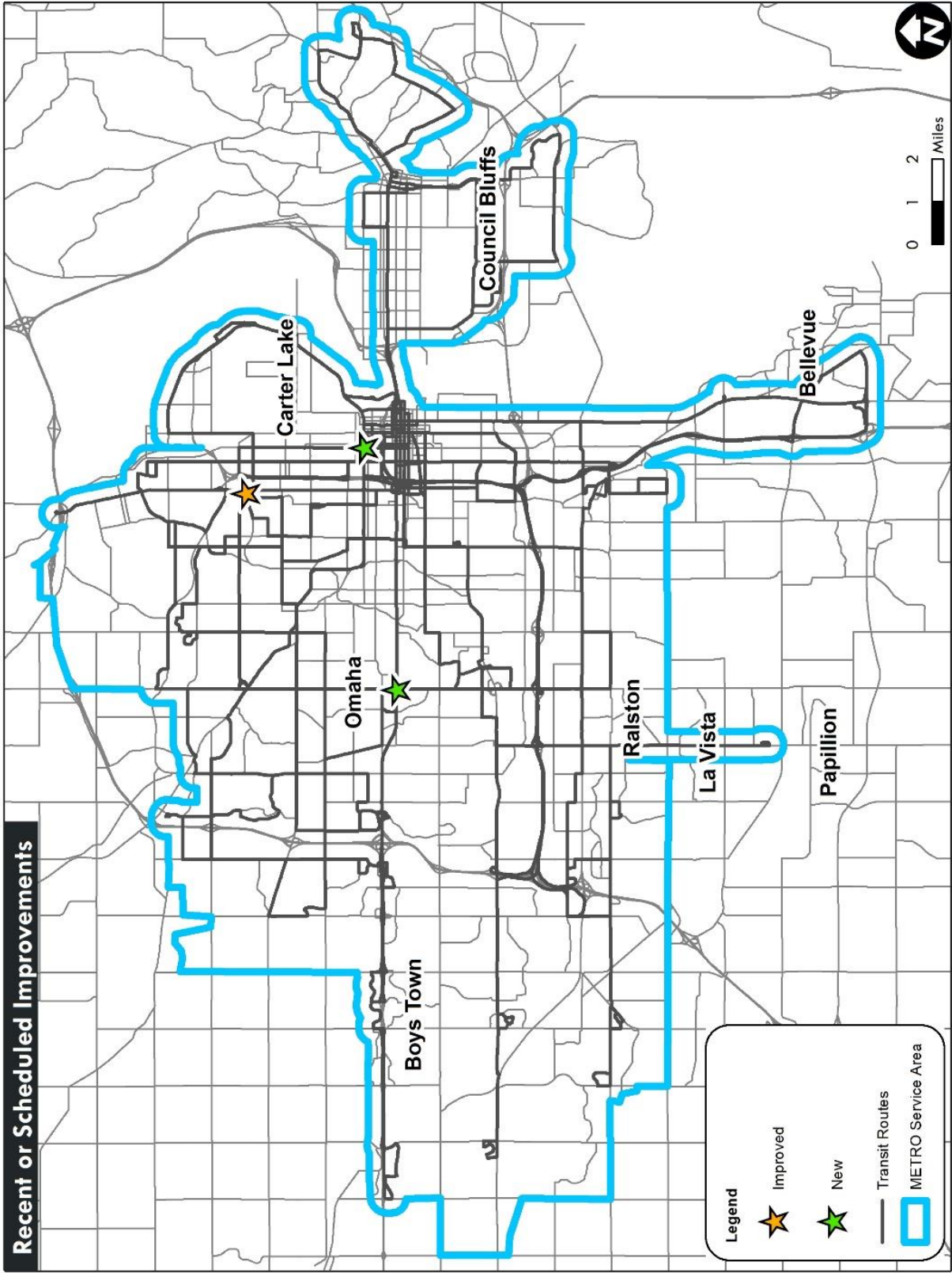
The following demographic profile maps and charts utilize 2010 Decennial U.S. Census and American Community Survey data. The Metropolitan Area Planning Agency compiled the demographic data and prepared the profile maps.

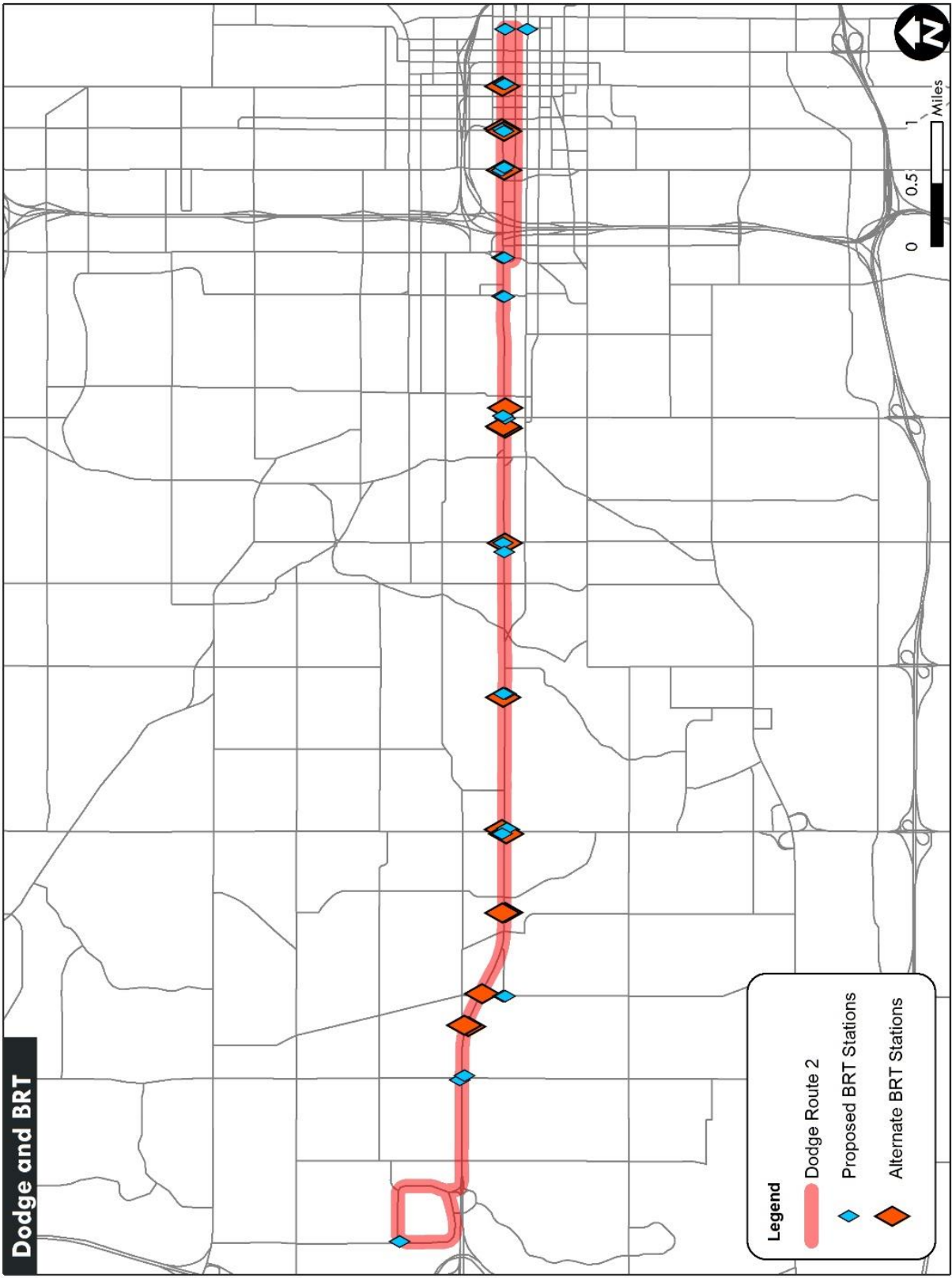


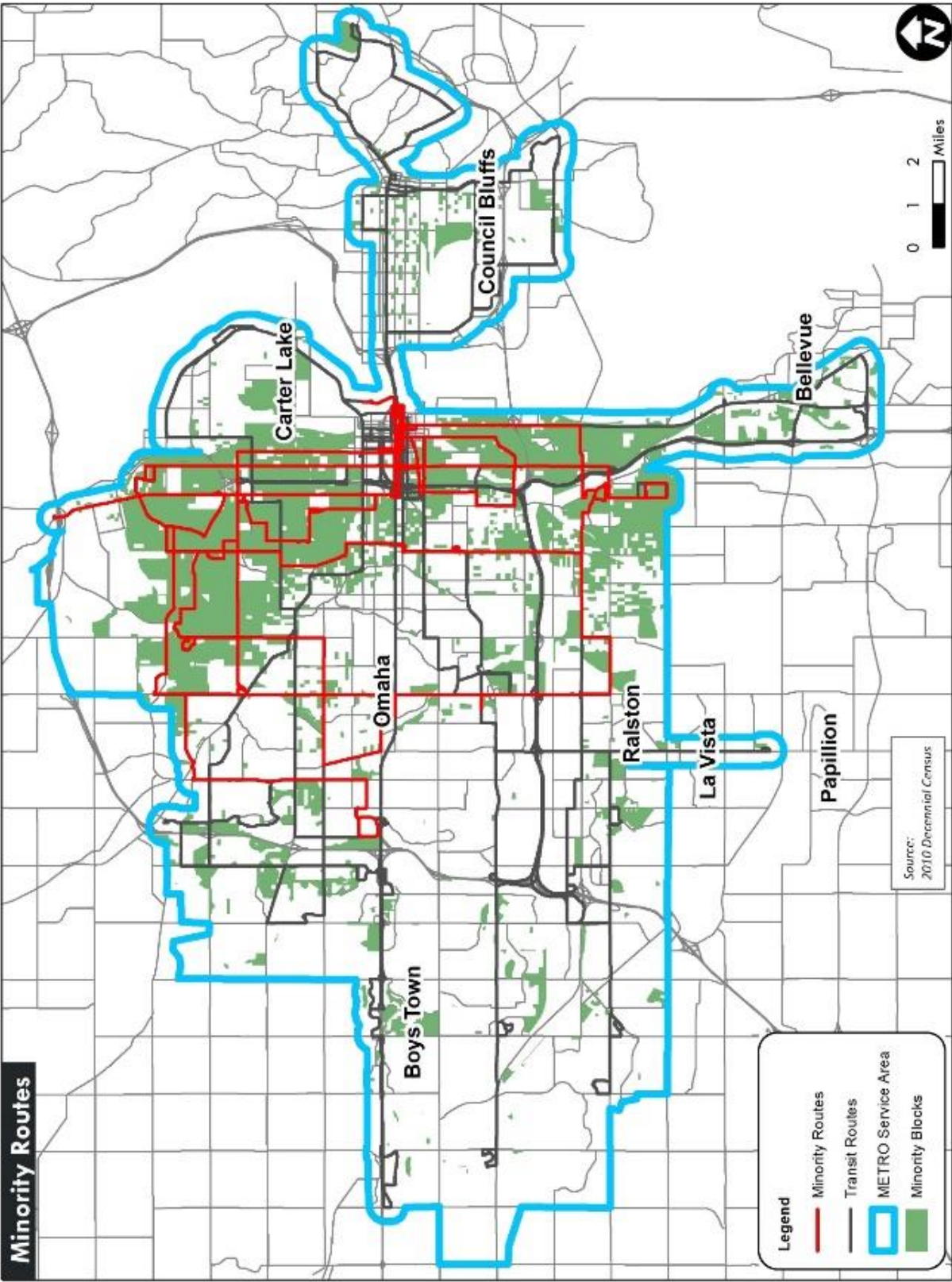


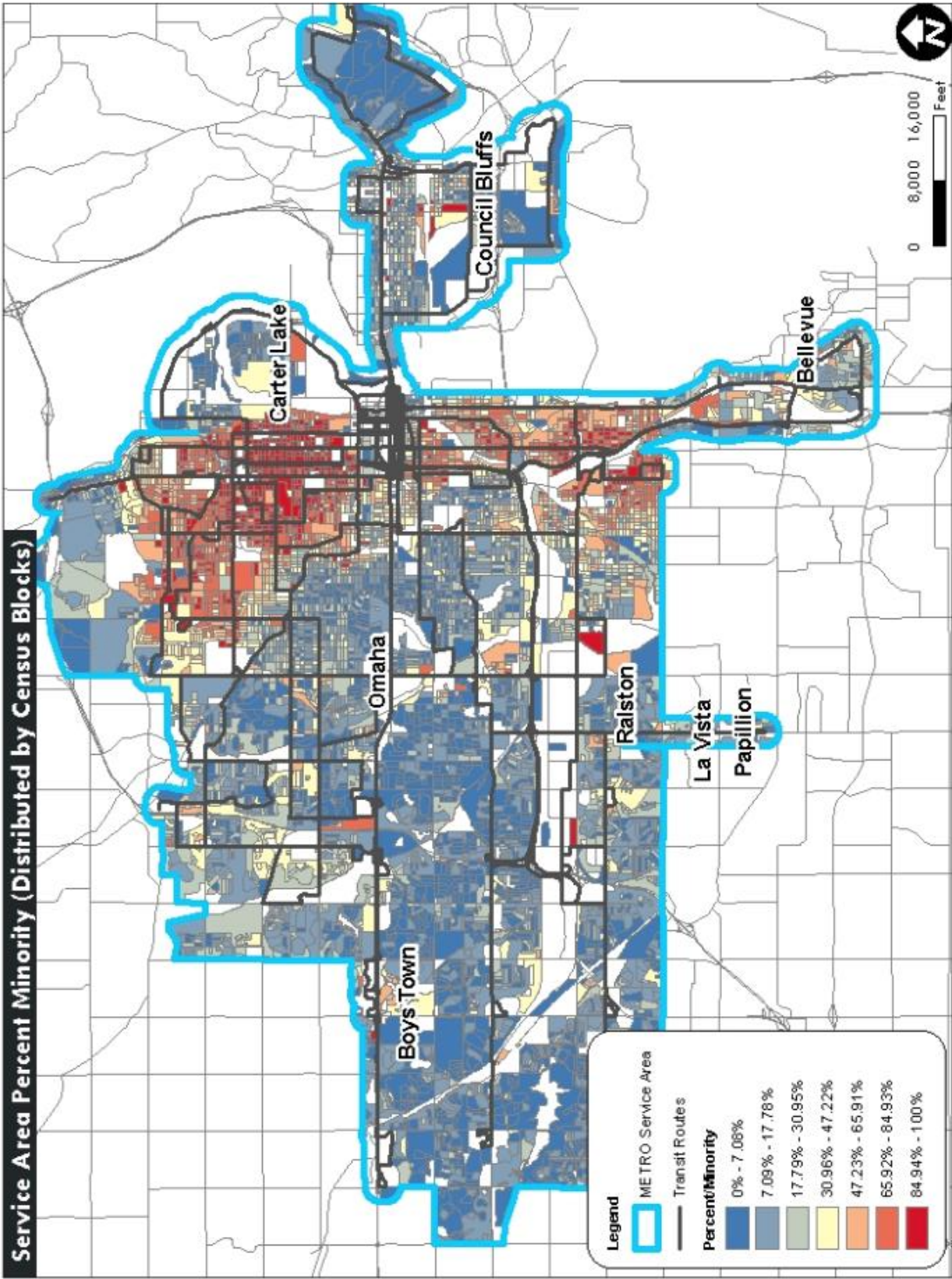


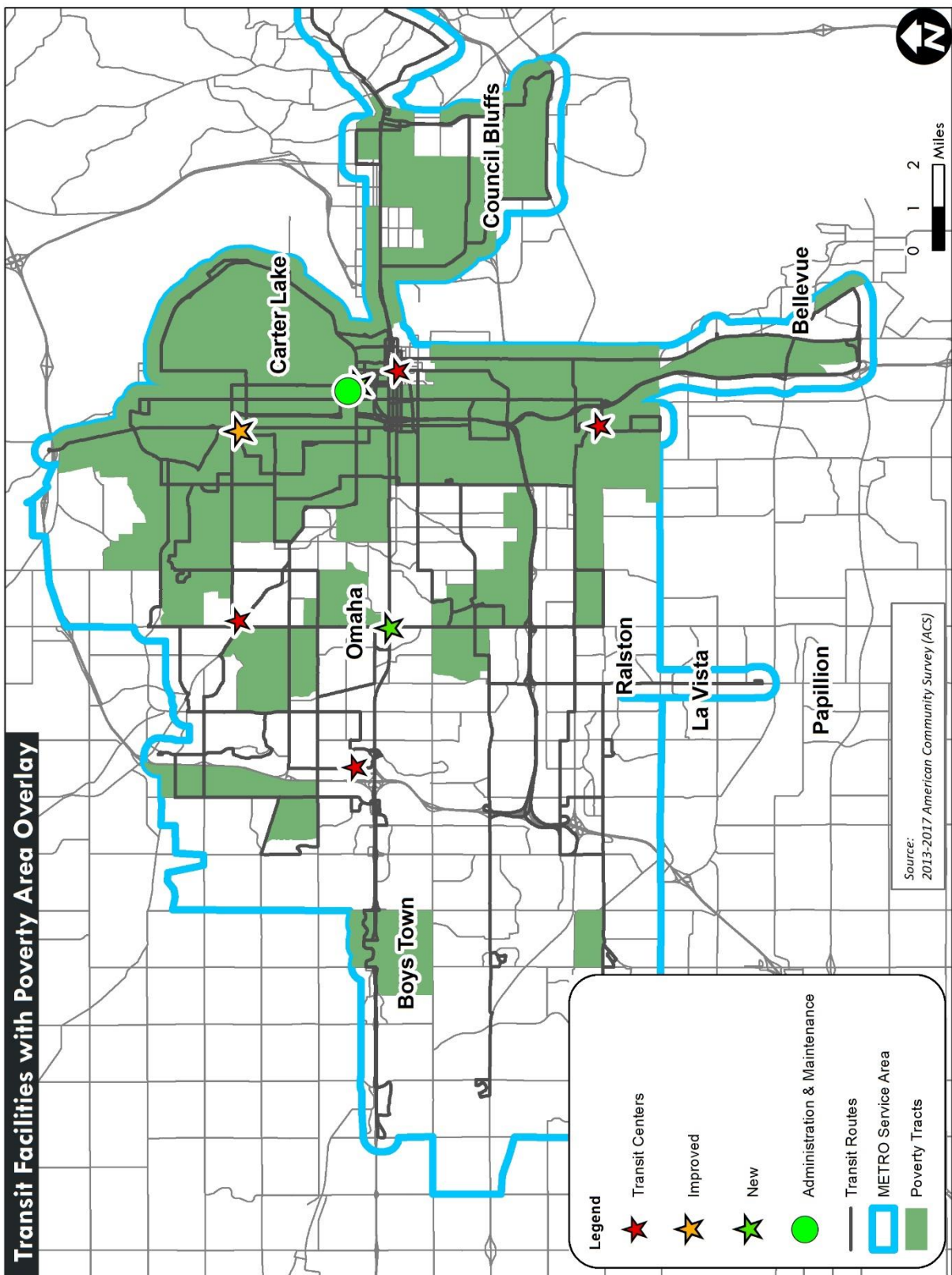


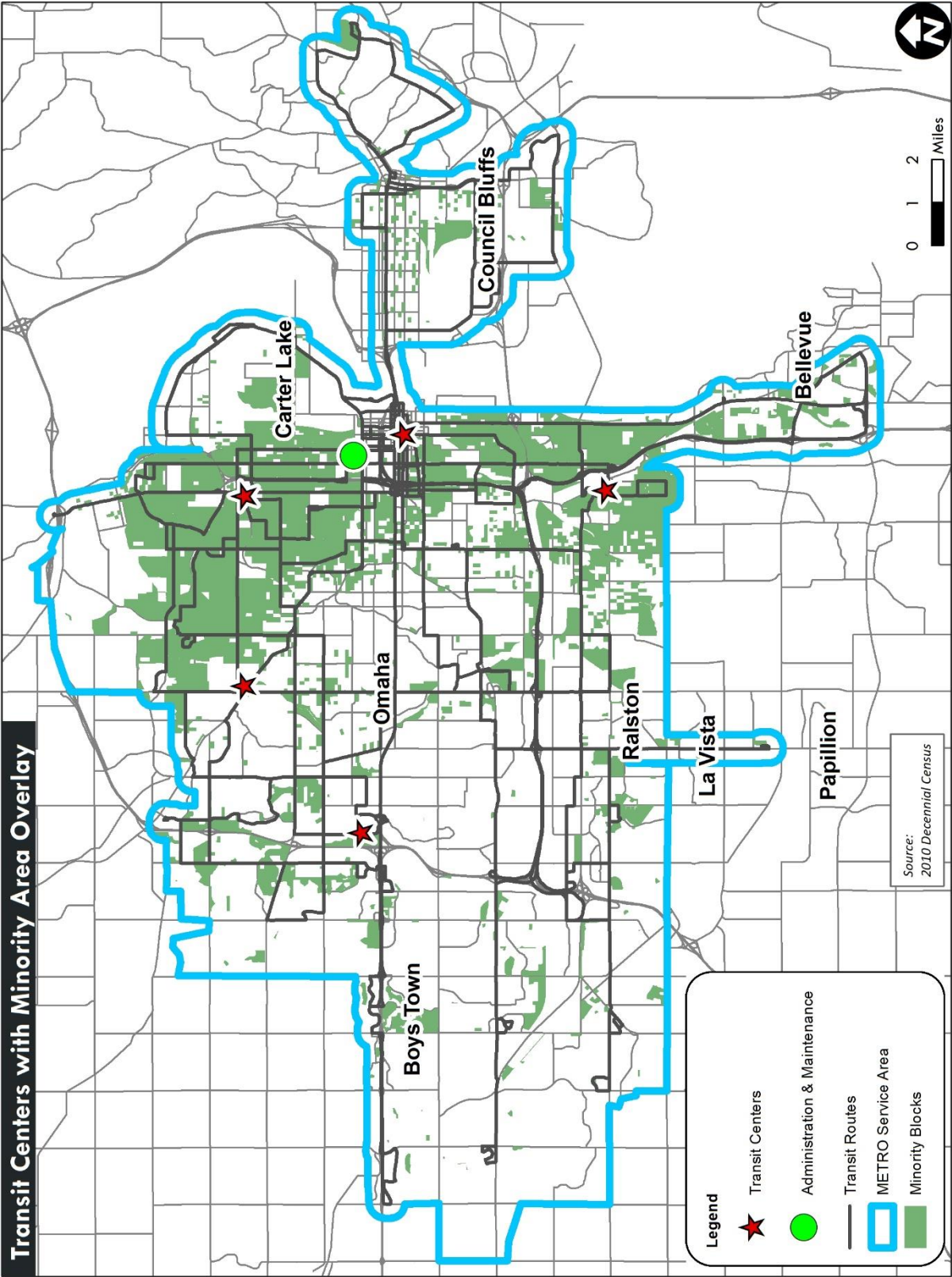


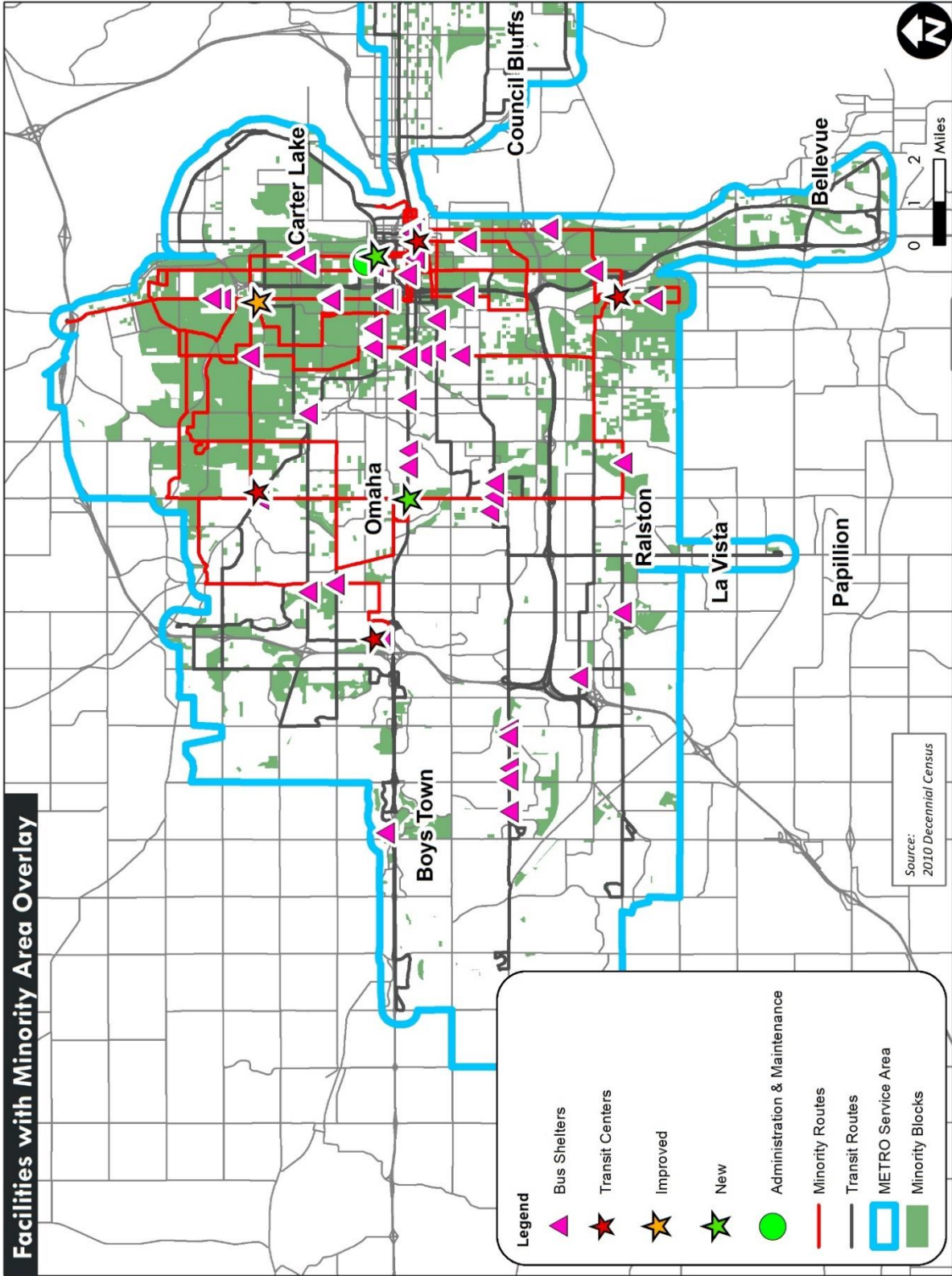


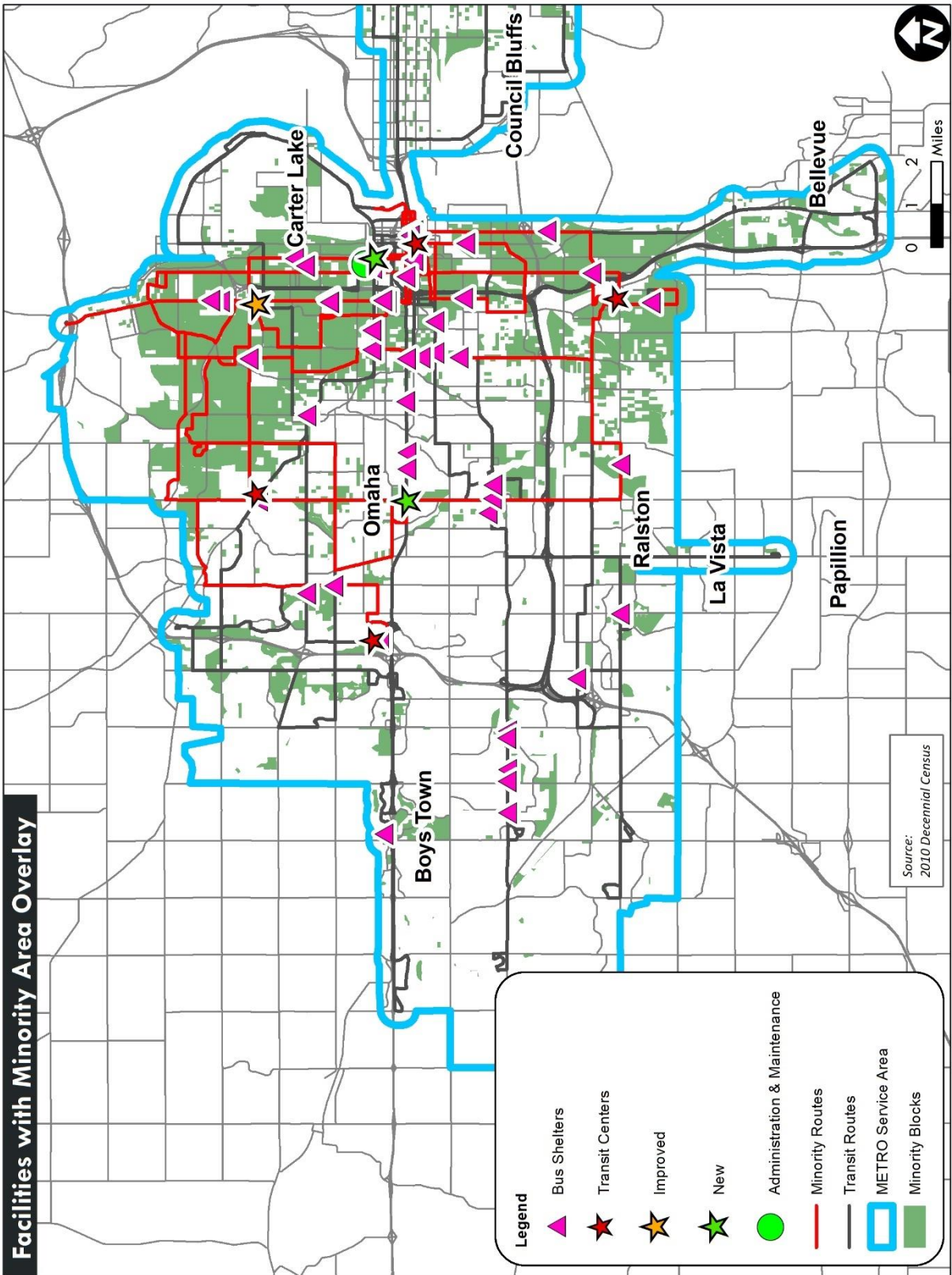


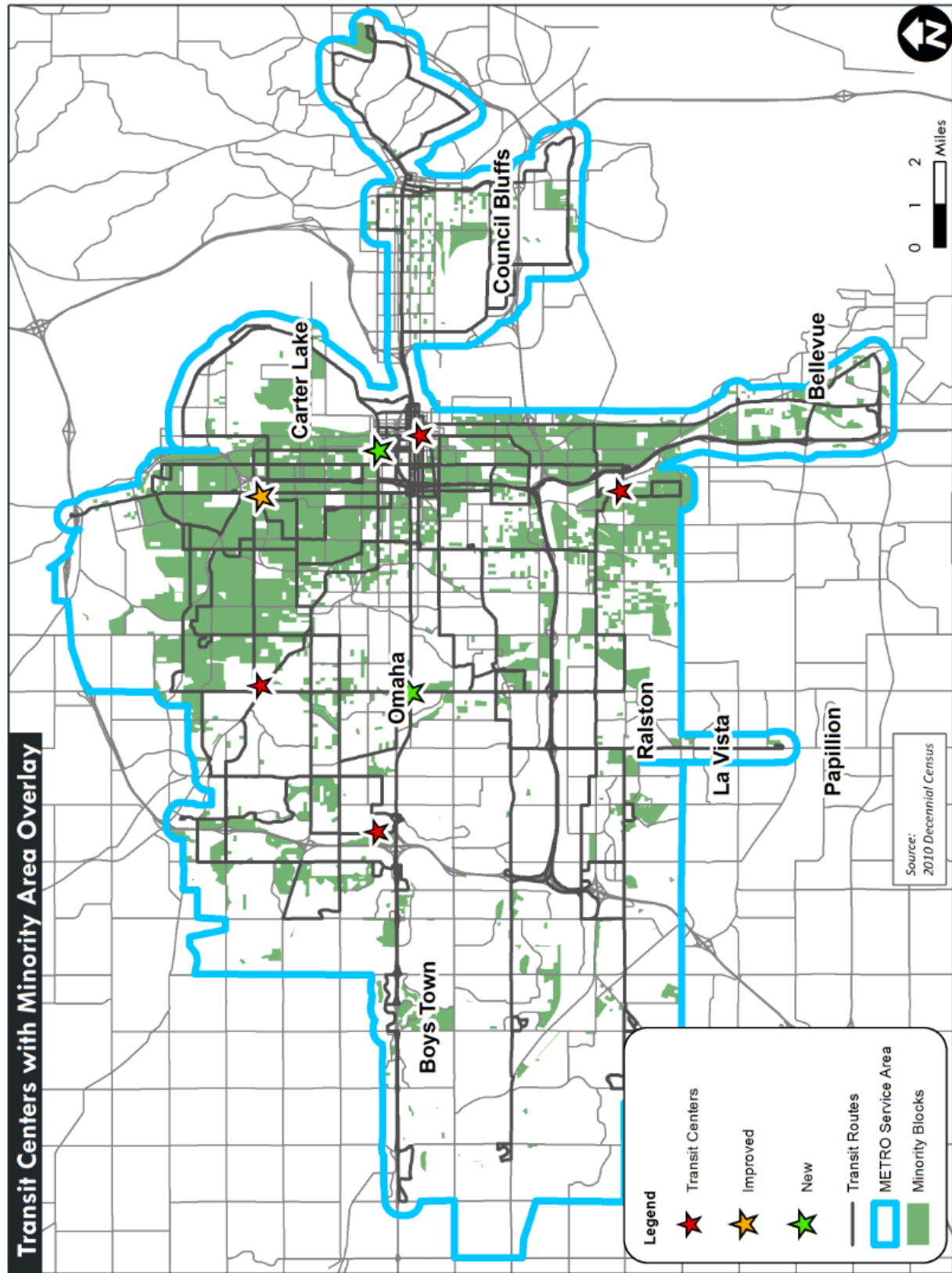


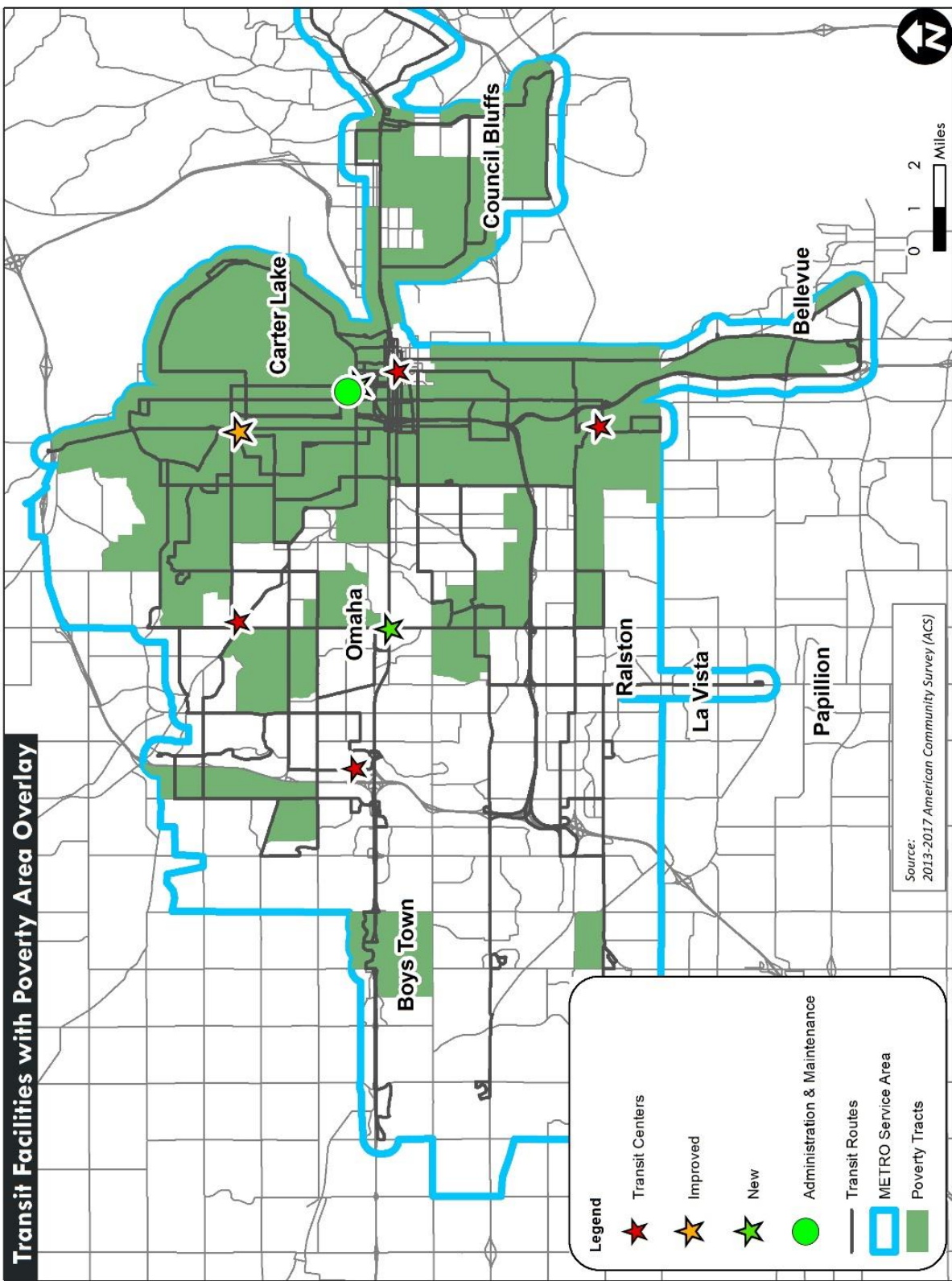












Metro Service Area Statistics

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

Residents	Within ¼ Mile	More than ¼ Mile
Minority	79.5%	20.5%
Non-Minority	56.4%	43.6%
System	63.6%	36.4%

Statistic From Within ¼ Mile of Any Bus Route				
Non-Hispanic Total			309,256	86.04%
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%		
Hispanic Total			50,150	13.96%
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%		
Total Pop			359,406	100%

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. A minority route is defined as operating at least one-third of the revenue miles 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 overall 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 randomly sampled routes during calendar year 2018.

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, only one experienced a load factor beyond Metro’s Service Standards (Peak load of 171% of seated capacity on Route 2, a non-minority route). No disparate impact was found. Figure 1 shows average load factors for both minority (17.4%) and non-minority (17.3%) routes, neither of which represent issues of vehicle load. Individual route samples that experienced a vehicle load above the system average are highlighted in blue.

Figure 1 Vehicle Load Analysis 2018

Route	Sample Size	Average Peak Load
2	23	29.10%
4	15	27.40%
5	2	12.10%
11	6	11.20%
14	4	14.80%
15	30	20.80%
16	4	18.70%
55	4	21.20%
94	1	12.50%
95	1	6.30%
97	1	15.60%
98	2	4.30%
200	11	22.40%
43	2	26.60%
Non-Minority Total	106	17.30%

Route	Sample Size	Average Peak Load
3	11	22.30%
8	4	13.90%
13	22	15.50%
18	16	30.20%
24	16	29.90%
26	2	8.10%
30	14	16.50%
35	8	10.40%
36	9	9.90%
Minority Total	102	17.40%

System Total	208	17.40%
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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 2018 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 rush hour on weekdays (33 minutes versus 29 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 2018

Minority Routes	Weekday			Saturday		Sunday	
	Peak Hour	Mid-Day	Night	Day	Night	Day	Night
Routes Operating	10	10	8	10	8	8	3
Average Wait Time (Min.)	33	38	71	57	71	71	50

Non-Minority Routes	Weekday			Saturday		Sunday	
	Peak Hour	Mid-Day	Night	Day	Night	Day	Night
Routes Operating	20	10	5	9	5	4	3
Average Wait Time (Min.)	29	47	60	52	60	53	50

On-Time Performance Analysis

Metro conducted an On-Time Performance Analysis from randomly sampled routes during calendar year 2018. 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 2018

Route	Sample Size	On Time Percent
2	23	64.9%
4	15	56.3%
5	2	80.0%
11	6	68.4%
14	4	78.0%
15	30	65.8%
16	4	59.4%
41	0	NA
43	2	73.9%
55	4	65.4%
94	1	100.0%
95	1	87.5%
97	1	11.1%
98	2	87.5%
200	11	75.8%
Non-Minority Total	106	66.1%
3	11	82.0%
8	4	50.0%
13	22	62.4%
18	16	79.1%
24	16	76.6%
26	2	57.1%
30	14	59.6%
35	8	59.6%
36	9	73.0%
Minority Total	102	69.9%
System Total	208	68.1%

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 December 2018 for the system as well as the percentage of minorities within ¼ mile by route. Total Population and Minority Population were determined by the location of the centroid of each census block in relation to a ¼ mile buffer around each individual 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 was 79.5 %. The percentage of all residents in the service area within a ¼ mile of a route was 63.6%. Figure 5 shows the percentage of minorities within ¼ mile of each route within the system. 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.

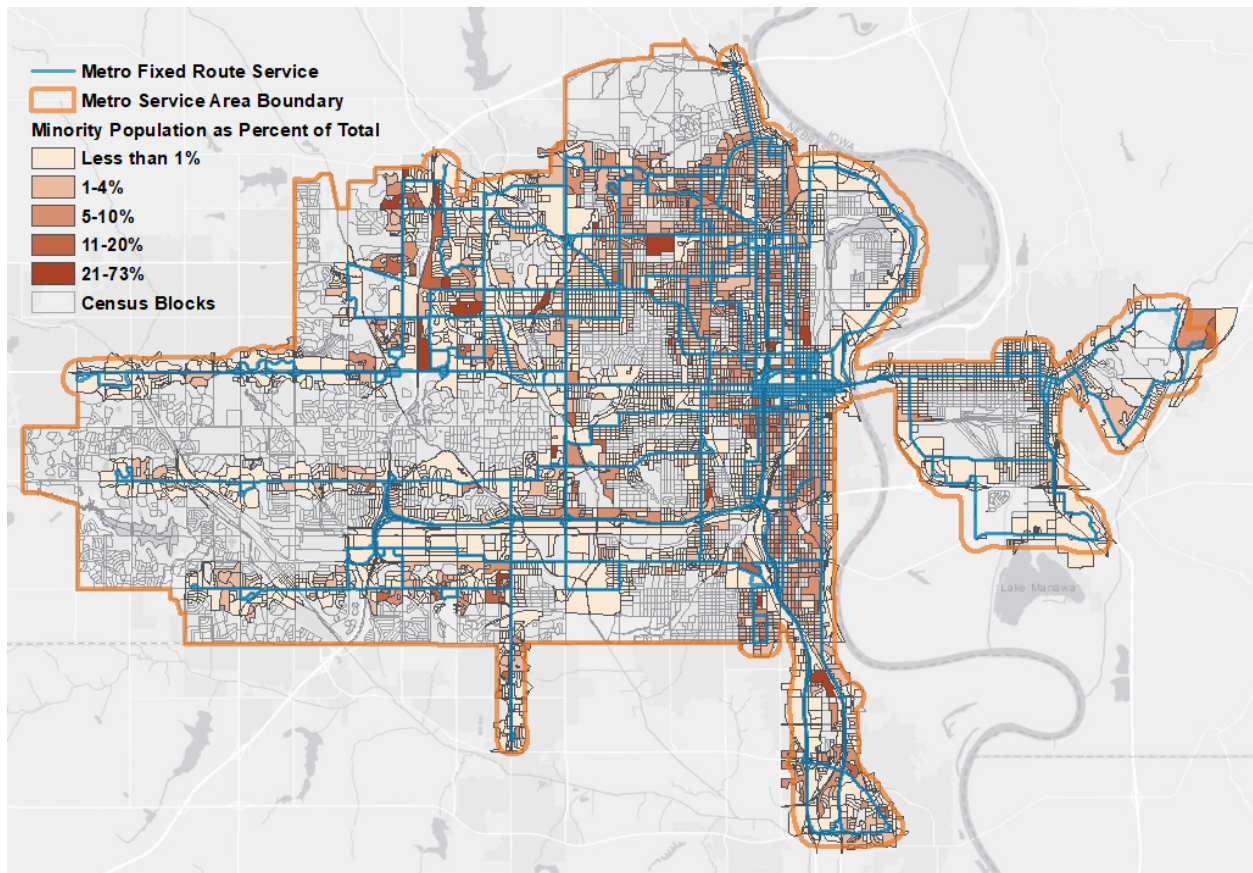
Figure 4: Service Availability Analysis of System

Residents	Within ¼ Mile	More than ¼ Mile
Minority	79.5%	20.5%
Non-Minority	56.4%	43.6%
System	63.6%	36.4%

Figure 5: Service Availability Analysis by Route

Route	Total Population within ¼ Mile of Fixed Route Service	Total Minority Population within ¼ Mile of Fixed Route Service	% of Minority Population within ¼ Mile of Fixed Route Service
2	16,074	4,247	26.4%
3	24,669	13,058	25.9%
4	25,560	9,406	36.8%
5	18,895	9,114	48.2%
8	24,604	11,928	48.5%
11	19,631	7,401	37.7%
13	22,129	10,718	48.4%
14	29,581	11,949	40.4%
15	25,902	7,438	28.7%
16	5,819	3,018	51.9%
18	22,687	13,200	58.2%
24	26,144	18,706	71.5%
26	14,374	9,521	66.2%
30	14,532	7,587	52.2%
34	28,992	12,770	44.0%
35	12,801	8,190	64.0%
36	21,866	12,170	55.7%
Blue	18,550	2,772	14.9%
Yellow	18,305	3,448	18.8%
55	12,726	3,302	25.9%
92	21,532	5,136	23.9%
93	23,532	9,488	40.3%
94	28,001	9,115	32.6%
95	41,306	20,328	49.2%
96	24,671	10,076	40.8%
97	25,794	8,759	34.0%
98	37,243	10,594	28.4%
200	1,266	366	28.9%

Minority Residents as Percent of Total Population within ¼ Mile of Service



Service Policies

Vehicle Assignment Analysis

Metro conducted a Vehicle Assignment Analysis of its system in calendar year 2018. 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 82.3% of total sampled trips were operated by low floor vehicles, with an average age of 10.4 years. Non-minority routes had a low floor percentage of 80.9%, and vehicles on these routes had an average age of 10.5 years. However, 84.5% of minority routes had low floor vehicles, with an average age of 10.3 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.

Figure 6 Vehicle Assignment Analysis 2018/

Route	Sample Size	Average Age	Percent Low Floor
2	23	10.3	100.0%
4	15	9.5	86.7%
5	2	14.5	50.0%
11	6	11.8	66.7%
14	4	10.5	75.0%
15	30	11.0	83.3%
16	4	12.3	75.0%
43	2	4.5	100.0%
55	4	10.8	100.0%
94	1	9.0	100.0%
95	1	4.0	100.0%
97	1	9.0	100.0%
98	2	14.0	50.0%
200	11	16.0	45.5%
Non-Minority Total	106	10.5	80.9%

3	11	9.2	100.0%
8	4	19.8	25.0%
13	22	9.3	77.3%
18	16	12.3	87.5%
24	16	8.3	100.0%
26	2	8.0	100.0%
30	14	8.4	92.9%
35	8	4.5	100.0%
36	9	13.1	77.8%
Minority Total	102	10.3	84.5%

System Total	208	10.4	82.3%
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Distribution of Transit Amenities Analysis

Metro conducted an analysis of the distribution of transit amenities throughout the system in 2012 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 had 58 bus shelters (as of December 31, 2018) installed along its bus routes with 35 or 60.3% serving areas defined as minority / low-income communities.

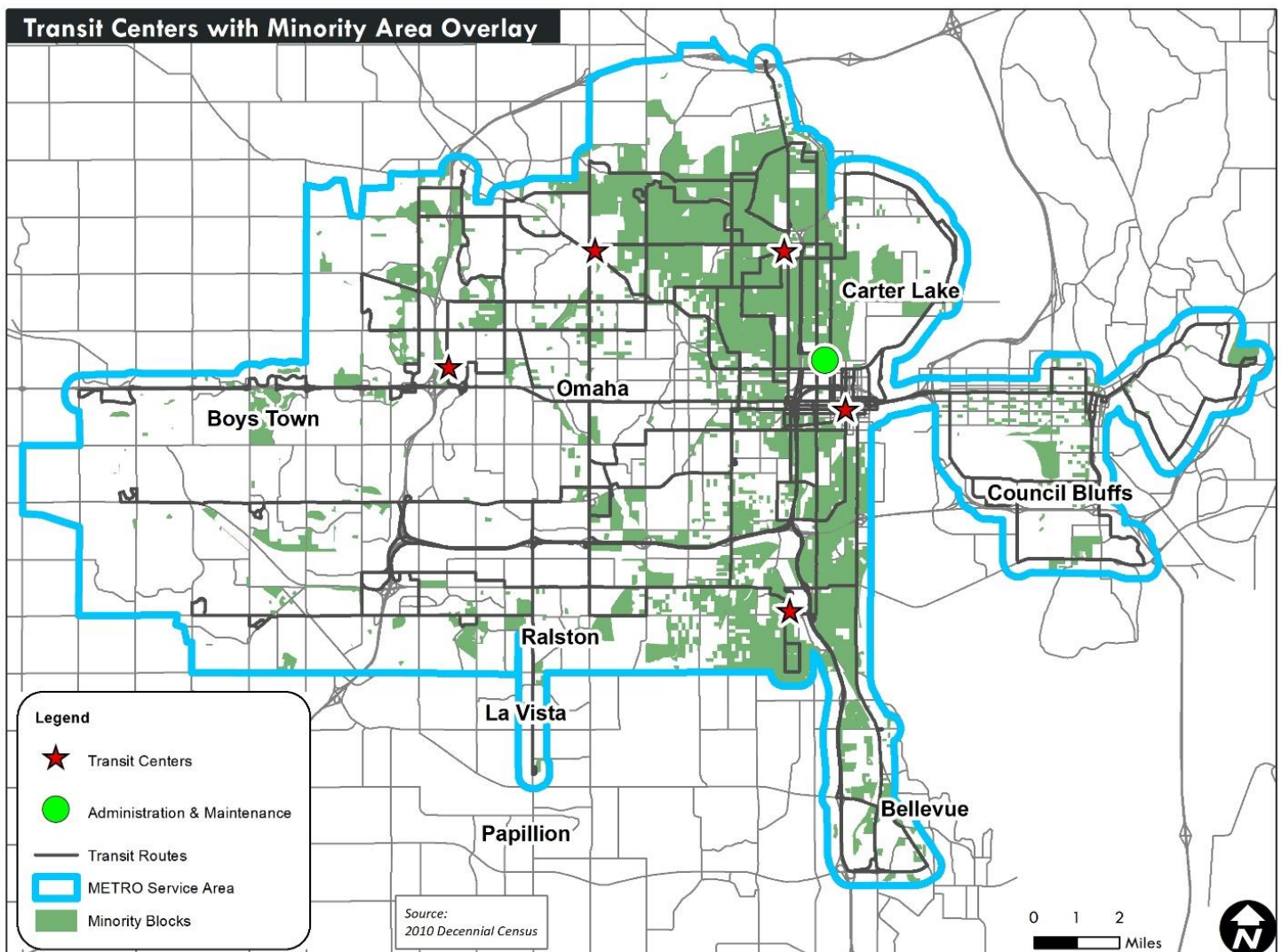
Metro has five Transit Centers where numerous routes converge providing multi-directional transfer opportunities. As shown in Figure 8, four of the five Transit Centers (80 percent) are located in areas defined as minority / low-income communities.

Figure 7: Bus Shelter Distribution Analysis 2018

Minority			Non-Minority		
Intersection / Address	Zip Code	Route(s)	Intersection / Address	Zip Code	Route(s)
E 21st & Locust	68110	16	50th & Dodge	68132	2
13th & Burt Murphy	68107	13	55th & Center	68106	15
13th & Farnam	68102	4,15,16,18,30	62nd & Dodge	68132	2,92,98
14th & Douglas	68102	13	62nd & Dodge	68132	2,92,98
15th & Farnam	68102	4,15,16,18	63rd & Q St	68117	13
16th & Douglas	68102	CB	66th & Dodge	68132	2,92,98
16th & Farnam	68102	15,18	68th & Mercy Road	68106	15
16th & Farnam	68102	11,36	68th & Mercy Road	68106	15
16th & Pine	68108	36	72nd & Lawndale	68134	18
20th & Farnam	68102	15,34	72nd & Mercy Road	68124	15
Florence & Spencer	68110	18	73rd & Military	68114	14
23rd & Cuming	68102	4	75th & Dorcas (Bergan)	68124	11,13,15,18,55
24th & L St	68107	24	90th & Blondo	68114	5
24th & Oak	68108	24	93rd & Maple	68134	4
25th & Dodge	68131	24	96th & Q St	68127	55
Park Ave & Woolworth	68105	36	102nd & Nicholas (WR)	68114	2,4,5,14,92
30th & California	68131	30	110th & J St	68137	55
30th & Ellison	68111	14,30	120th & Center	68144	15,94
30th & Fort	68111	14,30	122nd & Center	68144	15,94
30th & Fort	68111	30	129th & Center	68144	15,94
30th & Patrick	68111	30	132nd & Center	68144	15,94
30th & Patrick	68111	30	139th & Center	68144	15,94
30th & Upland Pkwy	68107	24	FNB Park & Ride	68154	92
30th & Webster	68131	30			
34th & Leavenworth	68105	11			
38th & Cuming	68131	4			
40th & Cuming	68131	3			
41st & Leavenworth	68105	11			
4101 Woolworth (VA)	68105	3			
42nd & Ames	68104	18			
42nd & Dewey	68105	3,15			
42nd & Dewey	68131	3,15			
42nd & Dodge	68131	2,92,98			
42nd & William	68105	3,15			
52nd & N.W. Radial	68104	4			

Figure 8: Transit Center Distribution Analysis 2018

Transit Center	Location
Minority Areas	
Benson Park Transit Center	4405 N. 72 nd Street
North Omaha Transit Center	4308 N. 30 th Street
Downtown Transit Center	16 th Street between Douglas and Harney Streets
Metro College Transit Center	2808 Q Street
Total: 4 Transit Centers in areas classified as minority	
Non-Minority Areas	
Westroads Transit Center	1099 N 102 nd Street
Total: 1 Transit Center in areas classified as non-minority	



Title VI Program: Board Awareness, Review and Adoption

Meeting Minutes – July 25, 2019

The first BRT bus remains scheduled to arrive in November 2019 with final delivery in late December to early January 2020. Glenn and I will be traveling to the NF plant in Anniston AL, in the middle of November for the configuration audit of the first bus.

The CWS Circulator carried 4,696 passengers in 2019 versus 6,084 in 2018, a 23% drop. This again may be attributed to the CWS being viewed as an attraction whereby spectators remain after the game longer in the stadium/surrounding area.

We are working with the TSA on two more training sessions. This should start later next month, followed by the second one in September.

Agenda Item #3: Administrative Reports (L. Barritt)

All recipients of Federal Transit Administration funds are required to have a Title VI program on file with the FTA. This Program shall be updated every 3 years.

Title VI prohibits discrimination based on “race, color, or national origin ... under any program or activity receiving Federal financial assistance.” Its purpose is simple: to ensure that public funds are not spent in a way that encourages, subsidizes, or results in discrimination on these bases.

Staff is currently preparing the Calendar Years 2016 – 2018 update that requires summarizing service level adjustments, any fare changes, bilingual interaction and capital equipment changes/improvements.

The Metropolitan Area Planning Agency is geocoding demographics within our service area and aligned along our routes. The data sources are the American Community Survey and the 2017 Onboard Survey.

Board action is scheduled for the September 2019 monthly meeting.

The Board Subcommittee includes Michael Young, Chair and Daniel Lawse.

Agenda Item #4: Request Approval to Award Contract to Trapeze/TripSpark for Automatic Vehicle Locating Equipment on BRT Buses (D. Jamieson)

Staff is requesting authority to award a contract to Trapeze/TripSpark in an amount not to exceed \$204,802.00 for purchase of eleven (11) additional automatic vehicle locating, (AVL) systems for the forthcoming ORBT buses. Metro will have the AVL equipment installed during the bus build process at the New Flyer assembly plant in Anniston AL.

Funds for this purchase will be from existing grants. \$145,696 will be from 5339 grants, and \$18,145 will come from 5307 grants. These funds will be matched with local funds in the amount of \$40,961. As these are existing grants, there is no new local commitment.

This item will be reviewed with the Procurement Committee prior to the Board Meeting.

Recommend Approval.

Discussion was had.

Motion by Mr. Lund; Second by Ms. Plucker.

TRANSIT AUTHORITY OF THE CITY OF OMAHA
2222 Cuming Street
Omaha, Nebraska, 68102
AUGUST 29, 2019
8:30 a.m.

1. Call to Order: Notice of the Regular Meeting was published in the Omaha World Herald on August 25, 2019.
2. Approval of Minutes of Previous Meetings:
 - a. Regular Meeting: July 25, 2019
3. Administrative Reports:
 - a. Administration/Human Resources (E. Simpson)
 - b. Programs/Operation (D. Jameson)
 - c. Marketing/Communications (J. Rose)
4. Resolution – Request Approval to Rescind Resolution No. 408 – Preliminary Tax Levy – CY 2020 (D. Finken)
5. Resolution – Request Approval for Resolution No. 409 – Final Tax Levy Allocation – CY 2020 (D. Finken)
6. Resolution – Request Approval to Issue a Purchase Order to Traffic Control Corporation for Transit Signal Priority Components for the ORBT Project (J. Willoughby)
7. Resolution – Request Approval to Enter into Contract with Trapeze for Supplying Digital Signage and Integration Services for the ORBT Project with Bid Alternatives for Services at the Westroads and North Omaha Transit Centers and ORBT Vehicles (J. Willoughby)
8. Resolution – Request Approval to Rescind Previous Resolution to Masters Transportation for 10 Ford Chassis, Small Bus, Paratransit Vans (D. Jameson)
9. Resolution – Request Approval to Award Contract to Thomas Bus Sales, Inc. for 17 Ford Chassis, Small Bus, Paratransit Vans (D. Jameson)
10. Administrative Report (C. Simon)
11. Executive Session – Operations Discussion
12. Date, Time and Place of Next Regular Board Meeting
Thursday, September 26, 2019 at 8:30 a.m.
Authority's Administrative Building
13. Adjournment

Tentative Resolutions for Next Board Meeting

Request Approval to Submit the Title VI Program Update to the Federal Transit Administration

AGENDA

REGULAR BOARD MEETING

TRANSIT AUTHORITY OF THE CITY OF OMAHA
2222 Cuming Street
Omaha, Nebraska, 68102
SEPTEMBER 26, 2019
8:30 a.m.

1. Call to Order: Notice of the Regular Meeting was published in the Omaha World Herald on September 22, 2019.
2. Approval of Minutes of Previous Meetings:
 - a. Regular Meeting: August 29, 2019
3. Administrative Reports:
 - a. Administration/Human Resources (E. Simpson)
 - b. Programs/Operation (D. Jameson)
 - c. Marketing/Communications (J. Rose)
4. Resolution – Request Approval to Submit the Update, Title VI Program to the Federal Transit Administration (L. Barritt)
5. Administrative Report (C. Simon)
6. Executive Session – Personnel Matters
7. Date, Time and Place of Next Regular Board Meeting
Thursday, October 24, 2019 at 8:30 a.m.
Authority's Administrative Building
8. Adjournment

Tentative Resolutions for Next Board Meeting

None

RESOLUTION: REQUEST APPROVAL TO SUBMIT THE UPDATE, TITLE VI PROGRAM TO THE FEDERAL TRANSIT ADMINISTRATION

EXPLANATION: The Federal Transit Administration requires UPDATES from all direct recipients of FTA financial assistance that are i) a transit provider located in an Urbanized Area of 200,000 or more in population, and ii) operates more than fifty vehicles in peak service. An Update must be submitted every three-years and is reviewed for compliance with FTA Circular 4702.1B. The 2019 UPDATE covers CY 2016 — 2018. Metro's previous Update submission was October 1, 2016 and addressed CY 2013 — 2015. The Title VI Program was Board adopted in September 2013.

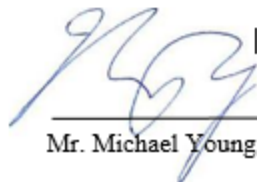
The 2019 UPDATE includes the 2013 Board Adopted Service Standards and Policies, which incorporate policies for Vehicle Load, Vehicle Headways, On-Time Performance, Service Availability, Vehicle Assignment and Bus Stop Amenities. Report data is compiled from 208 random bus trips electronically selected during 12 consecutive months; with the most current data collection encompassing January 2, 2019 - December 31, 2019.

Additional the UPDATE addresses: Metro's Language Assistance Plan, Board and Advisory Committee minority representation, GIS mapping, Complaint Procedure (history, complaints, investigations, lawsuits), Public Participation Plan and monitoring of System-Wide Service Standards and Service Policies.

NOTE: i) There were no service changes or fare adjustments in the current three-year review time frame. ii) the Metropolitan Area Planning Agency researched and compiled the Service Profile Maps. Sources were the 2010 Census Block Groups, 2017 American Community Survey - general reporting and 2015 ACS for more specific data tables.

There are no changes in the UPDATE to the 2013 Board adopted Disparate Impact, Disproportionate Burden and Major Service Change Policies. This matter was reviewed with the Board sub-committee, Messrs. Young and Lawse.

Recommend Approval



9-26-19

Mr. Michael Young, Chair

Minutes from the March 28, 2013 Board of Directors Meeting including a presentation and discussion of Title VI are included in the following pages.

MINUTES

REGULAR MEETING

TRANSIT AUTHORITY OF THE CITY OF OMAHA
AUTHORITY'S ADMINISTRATION BUILDING
2222 CUMING STREET
OMAHA, NEBRASKA, 68102
March 28, 2013
8:30 A.M.

The Transit Authority of the City of Omaha Board met in Regular Session on Thursday, March 28, 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:

Mr. Michael Young, Chairman
Mr. Richard Moore, Vice Chairman
Ms. Amy Haase, Secretary/Treasurer
Mr. Robert Braun (Absent)
Mr. Michael Leahy

Authority Staff:

C. Simon, Executive Director
E. Simpson, Legal/Human Resource Director
D. Finken, Finance Director
L. Cencic, Grant Administrator

Others Present:

Metro Transit Staff

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

Mr. Young entertained a motion to approve the Minutes of the Regular Meeting of February 28, 2013.

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

ROLL CALL:

UNANIMOUS. MOTION CARRIES.

Minutes of Meeting – March 28, 2013

Agenda Item #3:

Administrative Reports

Administration/Human Resources: (E. Simpson)

Discussion Items:

- The eight bus operators that we hired in February are in the process of training and we expect that to be completed near the end of April.
- Early March, a position for a Paratransit/ Dispatcher Scheduling Coordinator was posted. We received thirty nine applications and the first and second interviews have been completed. We're in the process of conducting third round interviews and we anticipate in hiring two dispatchers in early April.
- I have prepared and submitted the 2013 Self Insured application to the Workers Compensation Court with the exception of the Audited financials that I'm still anticipating.

Programs / Operations: (C. Simon for K. Shadden)

Discussion Items:

- Staff is working on the new Title VI Civil Rights program that needs to be submitted by October. There have been a number of changes to that program and we're looking at all those provisions to make sure we're in compliance. Some of the major changes are, some direct board involvement and more public participation as the process goes forward. Sometime between now and the next board meeting, I'll be wanting to discuss who'd be willing to sit on the sub-committee to review some of the Title VI provisions.
- Staff has conducted quarterly bus operator training last week. The focus was on ADA, new equipment and updates on new projects.

Agenda Item # 4: Resolution – 387 – Board Recognition – Richard Moore

Resolved by the Transit Authority of the City of Omaha Board

Whereas, Richard Moore has continuously served in that capacity until the expiration of his term of appointment effective April 15, 2013; and

Whereas, the Transit Authority of the City of Omaha Board wishes to recognize the services of Mr. Moore; and

Whereas, Mr. Moore's knowledge and guidance as a Board Member has benefited the Authority's Board of Directors and employees.

Now, Therefore Be it Resolved by the Transit Authority of the City of Omaha Board:

Minutes of Meeting – March 28, 2013

That Richard Moore is hereby commended for his service to the Authority and that his contributions to the success of the Authority in its endeavors to continually improve transit service in the Omaha-Council Bluffs Metropolitan Area are deeply appreciated.

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

ROLL CALL:

UNANIMOUS MOTION CARRIES.

Agenda Item # 5: Resolution – Request Approval – Fuel Contract

On March 5, 2013, the price of diesel fuel dropped such that it was prudent to obtain quotes for diesel fuel for the period of April 1, 2013, through August 31, 2013. Four (4) compliant bids were received. Central States Petroleum submitted the low compliant bid at \$3.1716 per gallon, including freight, for 397,500 gallons.

The Executive Director advised the Board Chair, Mr. Young, who agreed with the approval of the contract to Central States.

We are requesting full Board concurrence in a contract award to Central States in the amount of \$1,260,711.00. Central States is paid upon invoicing after delivery, which is spread out incrementally throughout the contract period.

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

ROLL CALL:

UNANIMOUS MOTION CARRIES.

Agenda Item # 6: Administrative Report

We haven't received the preliminary audits from the new Auditors. I anticipate we'll get the audited financials and have enough time to review it with the Finance Committee prior to presenting to the full board for approval in April. The board presentation on the Regional Visioning Project has been changed. Some of the recommendations between the Consultants, Metro Transit and MAPA have not been resolved to the point that we feel comfortable in presenting those to the stakeholder committee. Instead of a stakeholder meeting, we are having a workshop to go over some of the recommendations on April 2, from 9:00a.m. to 3:00p.m.

Mr. Simon personally thanked Mr. Moore for his support and involvement during his tenure as a board member.

Agenda Item # 7: Executive Session – No Tentative Items for Review

Minutes of Meeting – March 28, 2013

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

Thursday, April 25, 2013 at 8:30 a.m., at Metro Transit.

There being no further business to come before the Board, the Chair entertained a motion to adjourn the meeting at 8:45AM .

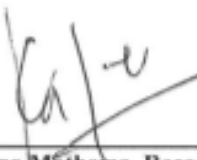
Motion by Mr. Young; Second by Ms. Haase to adjourn the meeting.

ROLL CALL:

UNANIMOUS. MOTION CARRIES.



Ms. Amy Haase, Secretary/Treasurer



Kalpana Mathema, Recording Secretary

Minutes from the June 27, 2013 Board of Directors Meeting including a presentation and discussion of Title VI are included in the following pages.

MINUTES

REGULAR MEETING

**TRANSIT AUTHORITY OF THE CITY OF OMAHA
AUTHORITY'S ADMINISTRATION BUILDING
2222 CUMING STREET
OMAHA, NEBRASKA, 68102
June 27, 2013
8:30 A.M.**

The Transit Authority of the City of Omaha Board met in Regular Session on Thursday, June 27, 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:

Mr. Michael Young, Chairman
Ms. Amy Haase, Secretary/Treasurer
Mr. Robert Braun
Mr. Michael Leahy
Mr. Daniel Lawse

Authority Staff:

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

Others Present:

Representatives from Exclusive Janitorial
Representatives from BJ's Mobile Wash
Representative from Goodwill Industries
Metro Transit Staff

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

Mr. Young entertained a motion to approve the Minutes of the Regular Meeting of May 23, 2013.

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

ROLL CALL:

UNANIMOUS. MOTION CARRIES.

Minutes of Meeting – June 27, 2013

Agenda Item #3:

Administration/Human Resources: (E. Simpson)

Administrative Reports

Discussion Items:

- Since the last board meeting, I have attended DBE conference and set aside DBE goal for the federal fiscal year 2014 – 2016. The projected goal is of 1.25% based on projected budget and availability of fund. Metro's DBE goal for the federal fiscal year 2011- 2013 was .61%.
- I have submitted the board approved audited financial to the Nebraska Department of Motor Vehicles and we have received renewal for the continuation of our Self Insurance.
- I have also submitted information regarding our employee count to our Employee Assistance Program (EAP) Provider in anticipation of renewal of the EAP contract.

Programs / Operations: (K. Shadden)

Discussion Items:

- We continued contract negotiation with the Transportation Union workers thru June 12 and at that time; we suspended negotiations until July 8th for the College World Series (CWS) preparation. We executed an extension for the current contract and we'll resume negotiation on July 8th.
- This year, we had fifty nine hundred eighty nine express riders for the CWS. Last year we had Eighty five hundred ninety two we had last year. This year, in the circulator we averaged six hundred nineteen riders per game compared to five hundred forty seven riders last year. There are many parking areas in the Cuming Street and downtown area.
- Curt and I are discussing changing the Operations report to present more trend analysis on the report. The new report will be forthcoming in next few months.

Agenda Item # 4: Presentation – Title VI Requirement and Board Overview

Metro's Title VI Program is due October 1st. Staff has been working on the submission for about 4 months. There are new requirements for 2013 Title VI Program submissions. A key requirement is the engagement of the Board of Directors. Mr. Young and Mr. Lawse have agreed to serve on a subcommittee to oversee development of the plan.

Mr. Shadden gave a brief background of the Title VI of the Civil Rights Act of 1964 (as amended), Title VI Program Elements and elements to be defined by Board Subcommittee and through public participation.

There will be public meetings held on July and Public Hearings in August. The board will review the progress at the July Board meeting and the staff anticipates coming to the Board in August with approval to submit the Program.

Minutes of Meeting – June 27, 2013

Agenda Item # 5: Resolution – Renewal – Executive Director Contract

Mr. Young commended Mr. Simon for his work and recommended full board approval for the renewal of the executive director contract.

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

ROLL CALL:

UNANIMOUS MOTION CARRIES.

Agenda Item # 6: Resolution – Request Authority to Amend 2013 TIP

Staff requests authority to amend the 2013 element of the 2013 - 2018 Transportation Improvement Program (TIP) to program FTA 5317 and 5316 funds for the Automated Vehicle Locator (AVL) project.

Description	Source of Federal Funds	Amount
AVL	5317	Federal - \$101,430 Local - \$21,360 Total - \$126,790
AVL	5316	Federal - \$250,580 Local - \$62,640 Total - \$313,220

Board approval will encumber \$88,000 local dollars and ensure Metro's continued compliance with Federal Transit Administration planning requirements.

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

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

ROLL CALL:

UNANIMOUS MOTION CARRIES.

Agenda Item # 7: Resolution - Request Authority - To Amend Contract for Fareboxes

Staff requests authority to award a contract to SPX Genfare in an amount not to exceed \$2,857,140. This project is a sole source award to upgrade Metro's current farebox equipment and will maintain current coinboxes, parking stations and vaults.

This project will include replacement of 165 fareboxes with upgraded Odyssey fareboxes that include compatibility features for future use of smart cards, adds fareboxes to the online used in MOBY service; upgrades parking software; replaces Metro's outdated printing encoding machine; and purchases ticket vending machines.

This item will be paid for with 70% Veterans Transportation and Community Living Initiative Grant (5309) funds. Board approval will encumber no more than \$857,140.

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

Minutes of Meeting – June 27, 2013

ROLL CALL:

UNANIMOUS MOTION CARRIES.

Agenda Item # 8: Resolution – Request Authority to Award Contract for Cleaning Services

Staff requests authority to award contracts to Goodwill Industries for transit fleet interiors and transit centers and bus stop shelter cleaning services. Metro released an RFP for proposals on May 10, 2013 and received (4) proposals that were evaluated by a selection committee.

The contracts are for a three (3) year period with two (2) one-year options. With Board approval, a standing purchase order will be issued subject to the proposed unit costs. Copies of the evaluation summary and cost proposals are included in your Board packet.

This item will be paid for with 80% 5307 preventative maintenance funds.

Concerns and Issues were brought before the Board by representatives of North Omaha Contractors Alliance and BJs Mobile Wash regarding the Cleaning Services Contract.

Mr. Preston Love (address: 2615 Browne Street), Executive Director of North Omaha Contractors Alliance spoke on behalf of Executive Janitorial. Mr. Love asked the board to reconsider the contract award to Goodwill Industries. Some of the concerns Mr. Love put forward were: why DBE participation was not a part of the request for proposals criteria and why Metro didn't include a formal bid opening.

Mr. Spencer McGruder (address: 1524 Cuming Street), spoke on behalf of BJs Mobile Wash. Mr. McGruder presented the board with booklet of information for review. The booklet included photographic evidence pertaining to the performance of Goodwill Industries and extended bid tabulation (5 year projection) calculated by BJ Mobile Wash.

Both Mr. Preston and Mr. McGruder requested the board to re-evaluate the contract award to Goodwill Industries.

In order for the staff to address the concerns and issues presented, the Board Chair entertained the motion to table the resolution for the next board meeting. Motion by Mr. Young; Second by Mr. Leahy to table the resolution.

ROLL CALL:

UNANIMOUS MOTION CARRIES.

Agenda Item # 9: Administrative Report

Staff has been 2014 preliminary budget; we'll bring it before the board on the July board meeting. The actual levy will be assessed according to the final assessed value in August. Our budget thru the first half of the year is looking good. Revenue is on target with what was projected. We're about \$50,000 ahead on revenue and we're about \$ 423,000 under expenses.

We have a fuel contract that runs through August. If an opportunity arises, we may want to lock into fuel for the balance of the year. We'll keep our eyes on oil price and if the rate is right, we'll likely buy oil to cover the first quarter of next year.

Minutes of Meeting – June 27, 2013

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

Thursday, July 25, 2013 at 8:30 a.m., at Metro Transit.

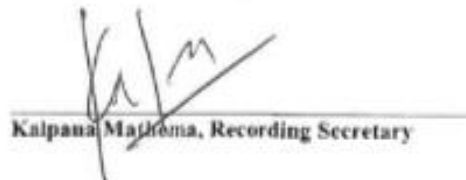
There being no further business to come before the Board, the Chair entertained a motion to adjourn the meeting at 9:35AM . Motion by Mr. Braun; Second by Mr. Lawse to adjourn the meeting.

ROLL CALL:

UNANIMOUS. MOTION CARRIES.



Mr. Michael Young, Chairman



Kalpana Mathema, Recording Secretary

Minutes from the July 25, 2013 Board of Directors Meeting including a presentation and discussion of Title VI are included in the following pages.

MINUTES

REGULAR MEETING

TRANSIT AUTHORITY OF THE CITY OF OMAHA
AUTHORITY'S ADMINISTRATION BUILDING
2222 CUMING STREET
OMAHA, NEBRASKA, 68102
July 25, 2013
8:30 A.M.

The Transit Authority of the City of Omaha Board met in Regular Session on Thursday, June 25, 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:

Mr. Michael Young, Chairman
Ms. Amy Haase, Secretary/Treasurer
Mr. Robert Braun
Mr. Michael Leahy
Mr. Daniel Lawse

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. Cencic, Grant Administrator

Others Present:

Representatives from BJ's Mobile Wash
Metro Transit Staff

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 Previous Meeting: Regular Board Meeting

Mr. Young entertained a motion to approve the Minutes of the Regular Meeting of June 27, 2013.

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

ROLL CALL:

UNANIMOUS. MOTION CARRIES.

Minutes of Meeting – July 25, 2013

Agenda Item # 2b: Approval of Minutes of Previous Meeting: Regular Board Meeting

The Chair entertained a motion to approve the Minutes of the July 22, 2013, Public Hearing.

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

ROLL CALL:

UNANIMOUS. MOTION CARRIES.

Agenda Item # 3: Resolution – Request Approval – Preliminary Budget CY 2014:

A Preliminary Budget for 2014 has been established. A public hearing was held on Monday, July 22, 2013. Staff is recommending approval of the Preliminary Budget as proposed. Operating expenses are set at \$27,710,563.00, an increase of \$407,895 or 1.5% over the 2013 budgeted expenses. The Preliminary Budget for 2014 was reviewed by the Finance Committee and the Committee concurs with Staff's recommendation to approve the resolution as presented.

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

ROLL CALL:

UNANIMOUS MOTION CARRIES.

Agenda Item # 4: Resolution – Request Approval – Set Restricted Funds:

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 2014, the 2.5% base increase amount is \$350,808. The additional 1% increase would raise the restricted funds by \$140,323. When combined with the base amount, it would increase our restricted funds authority from last year's figure of \$14,032,329 to \$14,523,461.

Staff recommends approval of the additional 1% increase.

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

ROLL CALL:

UNANIMOUS MOTION CARRIES.

Agenda Item # 5: Resolution – Request Approval – Resolution No. 388- 2014 Preliminary Tax Levy:

The Transit Authority must submit a CY 2014 preliminary tax levy allocation request to the Omaha City Council and the Douglas County Board by August 1, 2013. Resolution No. 388 is enclosed in your Board Packet. The total amount of the request is \$14,523,461.

The proposed 2014 preliminary mill levy rate is .05196 cents per \$100.00 of property valuation as compared to the 2013 rate of .05027. The rate is split equally between the City of Omaha and Douglas County.

Staff recommends approval of the Resolution.

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

ROLL CALL:

UNANIMOUS MOTION CARRIES.

Minutes of Meeting – July 25, 2013

Agenda Item # 6: Presentation – Title VI Requirement and Board Overview (Update)

Last month Mr. Shadden talked about our Title VI submission and the requirement to engage the Board of Directors in the process. Mr. Young and Mr. Lawse agreed to sit on a sub-committee and to help in the process of bringing the plan to fruition for the Board's awareness, review and adoption.

Mr. Lawse addressed the Board on the Title VI Requirements and new requirements.

Title VI of the Civil Rights Act of 1964 is a federal statute that provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. All programs receiving financial assistance from the Federal Transit Administration (FTA) are subject to federal regulations; one of which is Title VI regulations.

Title VI is a plan the Transit Authority has to submit every three (3) years to FTA that ensures that we're not in violation of discrimination based on disparate impact and disproportionate burden. The Disparate Impact Policy of the Title VI plan 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 Disproportionate Burden Policy of the Title VI plan establishes a threshold for determining whether proposed service or fare changes disproportionately affect low-income populations relative to non-low-income populations.

Every three (3) years, staffs submit the plan showing which service changes will trigger a Title VI analysis and how Metro does a Title VI review. Staffs look at vehicle load analysis, vehicle headway analysis, on-time performance analysis, service accessibility analysis, vehicle assignment analysis and distribution of Transit amenities analysis in comparison between minority and non-minority routes. For example, with the vehicle load analysis data, the staff is looking at how full are the buses between minority and non-minority routes. Metro samples 208 randomly selected trips throughout the year; 4 one way trips per week to collect the vehicle load analysis data. The average load factor for minority routes was 24.88% and the average load factor for non-minority routes was 23.2%. The title VI looks at if the difference between the average load factor for minority routes and the average load factor for non-minority routes are greater than 120%. Vehicle Headway Analysis looks at the Metro service frequency between minority and non-minority routes. Overall, Metro operates more service on minority routes throughout the week and at higher frequencies than non-minority routes. Our peak hour average for a minority route is 33 minutes during weekday service and our non-minority headway is 39 minutes. On-time performance is another factor staffs monitors as a part of Title VI analysis; 80.8% of sampled trips were considered on time, 79.5% of minority routes were found to be on time and 84.2% of non-minority routes were considered on time. On time considered to be from 0 to 3 minutes after the scheduled arrival. Being early is not acceptable. Service availability analysis: examines minority census track versus non-minority census tracks, collectively a ½ mile corridor alongside Metro's routes. The GIS demographic mapping is being finalized. Vehicle assignment is another factor metro looks at to determine that we don't assign buses overwhelmingly in one specific route or in one area of town. Vehicle assignment analysis showed that 76.4% of sampled trips were operated by low floor vehicles with an average age of 5.6 years. 74.8% of sampled minority routes had low floor vehicles with an average age of 5.8 years. 80.7% of sampled non-minority routes were operated by low floor vehicles with an average age of 5.1 years.

When we look at distribution of transit amenities, we only look at bus shelters and transit shelters owned by Metro Transit. 4 of the 5 transit centers are located in areas defined as minority/low-income. 68.06% of bus shelters owned by Metro are located in minority areas. Bus benches are not owned by Metro, but by the City of Omaha. Metro does work with the City providing current routing to assure the bus benches are installed for transit passengers.

Our current policy considers major change in service when there is a proposed reduction of 20% or more of total system revenue miles and minor change when service reduction of 10% to 20% of total system revenue miles. Major change will trigger Title VI Equity Analysis and conducting public hearing to solicit public input.

On October 1, 2012, the Federal Transit Administration (FTA) published updated Title VI requirements and guidelines to grantees. Metro has been managing and planning the Title VI requirement efficiently.

Minutes of Meeting – July 25, 2013

Staff is working on compliance with the revised policies by discussing the proposed changes with the board sub-committee. Metro proposes defining the threshold for a “major service change” as 15% of revenue system miles or addition or elimination of a route. Board discussion introduced looking at a by route option. Staff will review and report findings to the Board sub-committee.

Other policies changes staff is proposing are defining the threshold for Disparate Impact as – Should the impact of any major service change require a minority population to bear adverse effects fifteen percent (15%) or greater more of a cumulative burden than those adverse effects borne by the non-minority population, that impact will be deemed a disparate impact.

Metro proposes establishing the threshold for a “disproportionate burden” as follows: Should the burden of any major service or fare change require a low-income population to bear adverse effects fifteen percent 15% or greater of the cumulative burden than those effects borne by the non-low-income population, that impact will be considered a disproportionate burden.

Metro has held five (5) public meetings. Notice of the public meetings was published in the newspaper of general circulation, minority weekly publication, Rider Alerts were distributed on board by the bus operators, emailed to social service / and special interest groups asking the notice be forwarded to their clients and / or memberships. Additionally, the information is published at www.ometro.com with the opportunity to mail or email comments and access to MindMixer where the public can discuss and comment on line regarding the proposed changes. Posters are installed on the buses with a QR code to website information and text messaging access. Public comments will be accepted through mid-night, Sunday, August 11, 2013. The Coordinated Transit Committee and non-elected Transit Advisory Board have met, heard presentations and had the opportunity to discuss Metro’s Title VI proposed changes.

Staff would like to have a final draft of the Title VI proposed policies changes ready for the board approval in the August board meeting, but we have until the September meeting for final approval. The program is due on October 1, 2013.

Agenda Item # 7: Resolution – Request Authority to Amend the Transportation Improvement Program

Staff requests authority to amend the 2013 element of the 2013 - 2018 Transportation Improvement Program (TIP) to program Surface Transportation Program (STP) and Transportation Alternatives Program (TAP) funds to be flexed to FTA.

Description	Source of Federal Funds	Amount
Alternative Fuel Rolling Stock	STP	Federal – \$1,170,000 Local - \$239,638 Total - \$1,409,638
Bicycle and Pedestrian Access to Transit Stops	TAP	Federal - \$737,000 Local - \$184,250 Total - \$921,250

The transfer of STP funds to FTA for the purpose of replacing rolling stock is contingent upon the timely obligation of funds for the original project for which the funds were intended by the City of Omaha. If the original project is successfully obligated prior to the end of the fiscal year, these funds will not be flexed to Metro.

The TAP funds to be flexed to FTA are for improving pedestrian and bicycle access to transit stops. The specific projects and locations for these improvement projects will be developed in coordination with the City of Omaha.

Staff will request a TIP amendment for FY2014 to program these funds once specific projects are developed.

Board approval will encumber \$423,888 local dollars and ensure Metro’s continued compliance with Federal Transit Administration planning requirements.

Minutes of Meeting – July 25, 2013

This item has been reviewed by the Procurement Committee prior to the Board Meeting. With the Committees' concurrence, we recommend the full Board approve the Resolution as presented.

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

ROLL CALL:
UNANIMOUS MOTION CARRIES.

Agenda Item # 8: Resolution – Request Authority to Award Contract for Cleaning Services

Staff received a formal protest from BJs Mobile Wash regarding the award of this contract. Staff is in the process of investigating and responding to this protest in accordance to our protest policy. Staff is requesting to table this item till the August board meeting.

Motion by Mr. Braun; Second by Mr. Lawse to table the resolution.

ROLL CALL:
UNANIMOUS MOTION CARRIES.

Agenda Item #9:

Administration/Human Resources:
(E. Simpson)

Administrative Reports

Discussion Items:

- We recently posted an advertisement for Paratransit operators. The orientation was Friday and we had seventy five (75) external applicants and three (3) internal applicants for the position. We anticipate hiring at least three (3) Paratransit operators.
- The Employee Assistance program also offers training to staff members. I utilized that opportunity and in the past month I asked a trainer to come in and she presented a program on Five Practices of World Class Leaders. We had seventeen (17) staff members participate. It included directors, managers, dispatchers and supervisors.

Programs / Operations:
(K. Shadden)

Discussion Items:

- We continued contract negotiations with the Transportation Workers Union, Local 223 in July and are now working under an extension of the contract.
- We continued working on the Title VI Plan submission. We are working with Mr. Young and Mr. Lawse from the board.
- We coordinated detours through the Benson Park Transit Center and the Westroads Transit Center to facilitate electrical, landscaping, and painting projects.
- Evan Schweitz worked with Brownell-Talbot School this summer in creating a Transit Camp. Five students are enrolled for 2 weeks learning about transit. Camp activities included a facility tour, Google Transit training, planning trips to historical and fun places around Omaha, and then learning how to navigate our system by going on those trips. The camp ends Friday, August 2.

Minutes of Meeting – July 25, 2013

Agenda Item # 10: Administrative Report

Mr. Simon reminded the board that the dollar yield adopted earlier wouldn't change in the final Mill Levy but the levy rate to achieve the dollar will likely change when the final assessed value is received by Metro.

Second Ozone day activities were held between the 15th and 18th of July. We didn't record quite the number of additional rides as we did during the June promotion. We recorded about 74,000 additional rides, 12½% more than previous week. June activity was about the 20% increase range. Final promotion is scheduled for August 12 thru 15th. We received good publicity from the program. cursory review showed that there wasn't any ridership increase days' following the Ozone awareness activities.

Mr. Simon updated the board on various projects. Anticipated opening date of the North Omaha Transit Center is middle of October to November. Benson Transit opened two weeks ago. Westroads Transit Center is scheduled to re-open on Monday. The recommendations and final reports for the Regional Transit Vision have been reviewed and the team is in process of developing their final report. They have also been selecting corridor for future plan. There are number of projects and economic means by which to make this project work; turn them on and off to see how they go. We ended up with two different criteria and scenarios that they developed. After our comments, they will produce a final report of the two scenarios. As far as the short term system modifications that might occur, those are things that we have to survive beyond the scope of work with this particular consultant. The project is scheduled to wrap up sometime around end of September.

We received a revised lease back from the Department of Roads on the Downtown Transit Center plan. Edith is in the process of reviewing and comparing to our document. It looks very different than what we sent. Alternative Analysis is going through the final review and analysis of the different - 1a, 2a, 2b alternatives; with both costing an economic development review. The first economic development draft wasn't satisfactory; we are reviewing a new draft which we received yesterday. Tentatively, there is going to be another stake holder meeting around the third or fourth week of August; hopefully with locally preferred alternative to recommend by mid-September. At that point, we'll have to review this in detail with the board to ensure there are some consensus about the locally preferred alternative. A resolution will be put forward before the board to adopt the locally preferred alternative. The City Council will also adopt the locally preferred alternative.

Agenda Item # 11: Executive Session

No tentative item for discussion.

Agenda Item # 12: Date, Time and Place of Next Regular Board Meeting

Thursday, August 22, 2013 at 8:30 a.m., at Metro Transit.

There being no further business to come before the Board, the Chair entertained a motion to adjourn the meeting at 9:20AM . Motion by Mr. Young; Second by Ms. Haase to adjourn the meeting.

ROLL CALL:

UNANIMOUS. MOTION CARRIES.


Mr. Michael Young, Chairman


Kalpana Mathema, Recording Secretary

Minutes from the August 22, 2013 Board of Directors Meeting approving the Monitoring of Service Standards and Policies are included in the following pages.

MINUTES

REGULAR MEETING

TRANSIT AUTHORITY OF THE CITY OF OMAHA
AUTHORITY'S ADMINISTRATION BUILDING
2222 CUMING STREET
OMAHA, NEBRASKA, 68102
August 22, 2013
8:30 A.M.

The Transit Authority of the City of Omaha Board met in Regular Session on Thursday, August 22, 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:

Mr. Michael Young, Chairman
Ms. Amy Haase, Secretary/Treasurer
Mr. Robert Braun
Mr. Michael Leahy
Mr. Daniel Lawse

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:

Metro Transit Staff

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

Mr. Young entertained a motion to approve the Minutes of the Regular Meeting of July 25, 2013.

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

ROLL CALL:

UNANIMOUS. MOTION CARRIES.

Minutes of Meeting – August 22, 2013

Agenda Item #3:

Administration/Human Resources: (E. Simpson)

Administrative Reports

Discussion Items:

- Since the last board meeting, we have been interviewing applicants for the MOBY paratransit operators. We also held a Bus Operator orientation; we had 87 external applicants and 1 internal applicant.
- I have also submitted Metro Transit's 2014 to 2016 DBE goals to FTA for approval.

Programs / Operations: (K. Shadden)

Discussion Items:

- After several months of negotiation a contract between Metro and the Transport Workers Union was ratified last Sunday. Before the September Board meeting we will provide a summary of changes to Board members and if the Personnel Committee would like to meet concerning the changes I will set up a meeting.
- The new fareboxes will be installed sometime in September. Training for all Operators will occur prior to the install date as well as communication to riders. Installation will take place over a weekend and will go live the following Monday morning.

Agenda Item # 4:

Resolution – Election of the Board Officers:

Mr. Braun nominated Ms. Haase for the Board Chair, Mr. Leahy for the Vice Chair and Mr. Lawse for Secretary/Treasurer. No other nominations were received.

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

ROLL CALL:

UNANIMOUS. MOTION CARRIES.

Agenda Item # 5:

Resolution – Request Approval – To Rescind resolution No. 388 Preliminary Tax Levy – CY 2014

Staff is requesting authority to approve a resolution to rescind Resolution No. 388 Preliminary Tax Levy allocation for CY 2014. At the July Board Meeting, Resolution No. 388 was approved to establish the preliminary tax levy allocation. On August 20, 2013 the Douglas County Assessor's Office certifies the Property Valuation for 2013. The certified value is then used to calculate the Final Tax Levy Rate, thereby necessitating the need to rescind Resolution No. 388.

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

ROLL CALL:

UNANIMOUS MOTION CARRIES.

Minutes of Meeting – August 22, 2013

Agenda Item # 6: Resolution – Request Approval – Resolution No. 389- Final Tax Levy Allocation:

Staff is requesting approval of Resolution No. 389 Final Tax Levy for CY 2014. The approved resolution is forwarded to the City of Omaha and Douglas County for approval by each of their boards in September 2013. The total dollar amount for the CY 2014 Final Tax Levy is \$14,523,461, this dollar amount remains unchanged from that adopted on the preliminary tax levy at the July 2013 Board Meeting. The Final Tax Levy is calculated with the certified Property Valuation which decreased by \$145,921,365. The decreased Property Valuation caused the Tax Levy Rate to increase from the preliminary Tax Levy calculation. The Tax Levy Rate for 2014 is .05224, an increase over the 2013 Tax Levy Rate of .05027.

Staff recommends approval of the Resolution.

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

ROLL CALL:

UNANIMOUS MOTION CARRIES.

Agenda Item # 7: Informational – Briefing on Title VI Progress

We continue to work on the Title VI submission. My thanks go out to Mr. Young and Mr. Lawse for assisting in the development of the plan. Our intent is to have each element of the plan complete by noon next Wednesday, August 28th, compile the information into a document by next Friday, August 30th and send an electronic copy to each of the Board members by close of business on that day.

We will have a special board meeting on Wednesday, September 11, 2013 at 8:30AM to approve Metro's 2013 Title VI Plan.

Agenda Item # 8: Resolution – Request Approval – 2010 to 2012 Title VI Results of Service Standards

Staff is requesting approval of the Monitoring of Service Standards and Policies which is a historical element of our Title VI Plan. If you remember from the presentation by Mr. Lawse at the July Board Meeting, we went through all of the elements of the Monitoring Program except for Service Availability. This has been added and the report was sent to the Board under separate cover on Tuesday of this week. We have worked with and advised the Title VI Board Sub-Committee on this monitoring analysis and staff requests approval to include this in the Title VI submission.

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

ROLL CALL:

UNANIMOUS MOTION CARRIES.

Agenda Item # 9: Administrative Report

Our current fuel contract expires at the end of September; the contract was at \$3.17/gallon and we budgeted at \$3.35/gallon. We've been monitoring fuel price, unless the price is desirable to buy fuel to cover the rest of the year, we'll probably buy on spot.

Minutes of Meeting – August 22, 2013

Our budget looks good; the revenue is about even and the expenses are about \$400,000 under budget. We're confident that we'll finish 2013 pretty strong. In the next few months, our revenue will increase as we'll be booking the additional state revenue that we received due to legislative changes.

We will need to look at the short term recommendations by the Consultant on the Regional Transit Vision as it pertains to service changes. Our goal is to implement some of their recommendation by spring of next year. It might be appropriate to revisit the issue of fare increase at that point.

Anticipated completion date for the North Omaha Transit Center is middle to late October. Regional Transit Vision Project will have a stake holder meeting next Friday. The focus of Regional Transit Vision Project has shifted from their original operations analysis, review and recommendations to long term visioning. It takes into consideration services over very specific corridors within the region. Those corridors are consistence with corridor improvement projects MAPA is conducting per street repairs etc. We are reviewing the final draft report; once we have the final report we'll share that with the board. The stake holder meeting for Alternative Analysis Project will be held around third week of September. The alternatives are in the final screening process. The four alternatives presented – Bus Rapid Transit (BRT) type of system over Dodge/Douglas corridor from West to Downtown, BRT divert thru Mid-Town Crossing at approximately 33rd or 36th and go downtown via Farnam/Harney or the newly initiated Farnam transit way. There is also the Street Car option from 10th and Fahey over to Farnam/Harney couplet and up into Med Center area. After calculating all the various cost factors to the various options and the final screening, it will be presented to the stakeholders. They are now conducting a ridership forecast using Regional Travel Demand Model. Economic development paper is in the final screening process.

There was a 15% increase in ridership on August 12th thru 15th Ozone day campaign. It was a reasonably successful campaign and they planning to promote it next year too. We received about 15,000 people respond to the survey questioners we had in the buses during the August Ozone Campaign.

Mr. Simon also briefed the board on a draft report Mr. Moody and Mr. Lawse are preparing on the benefit and impacts of Pass to Class programs and employee subsidy programs as it relates to parking requirements.

Agenda Item # 10: Executive Session

No tentative item for discussion.

Agenda Item # 11: Date, Time and Place of Next Board Meetings

Special Board Meeting: Wednesday, September 11, 2013 at 8:30 a.m., at Metro Transit.

Regular Board Meeting: Thursday, September 26, 2013 at 8:30a.m., at Metro Transit

There being no further business to come before the Board, the Chair entertained a motion to adjourn the meeting at 9:20AM . Motion by Mr. Leahy; Second by Ms. Haase to adjourn the meeting.

ROLL CALL:

UNANIMOUS. MOTION CARRIES.



Ms. Amy Haase, Board Chair



Kathana Mathema, Recording Secretary

Minutes from the September 11, 2013 Board of Directors Meeting approving the Title VI Plan are included in the following pages.

MINUTES

REGULAR MEETING

TRANSIT AUTHORITY OF THE CITY OF OMAHA
AUTHORITY'S ADMINISTRATION BUILDING
2222 CUMING STREET
OMAHA, NEBRASKA, 68102
September 11, 2013
8:30 A.M.

The Transit Authority of the City of Omaha Board met in Regular Session on Thursday, September 11, 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

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:

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 Regular Meeting of August 22, 2013.

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

ROLL CALL:

UNANIMOUS. MOTION CARRIES.

Minutes of Meeting – September 11, 2013

Prior to presenting the resolution before the board, Mr. Shadden thanked board members, Mr. Lawse and Mr. Young for sitting in the Title VI Sub-committee and their inputs which were valuable to the staff. As per Mr. Lawse's review and comments three (3) corrections were made to the Title VI document posted on our website.

- Correction 1- (page.19, 3rd paragraph, 2nd sentence): Instead "These updates were scheduled as agenda item," the new line reads, "These updates were schedule as agenda item."
- Correction 2- (page 65, figure 5): Blurry figure has been replaced by clear figure.
- Correction 3- (page 67, figure 7): Blurry table has been replaced with readable table.

These corrections are reflected in the 2013 Title VI Plan master document. If the Plan is approved by the board, the document along with the approved minutes will be sent to Federal Transit Administration for their approval.

Agenda Item #3: Resolution – Request Approval – 2013 Title VI Plan

Staff is requesting approval of our 2013 Title VI Plan (PLAN) including the Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy. The Plan document was provided to the Board under separate cover. Mr. Young and Mr. Lawse from our Board sat on the Board's Title VI Sub-committee and provided input on many of the elements of the Plan. We have kept the Board informed of our progress. Staff believes the Plan to be complete and in compliance with the Title VI regulation. Upon approval staff will submit the Title VI Plan to FTA.

The Board members and Mr. Simon thanked the staff for their effort in preparing the Plan. Mr. Simon gave a special thank you to Paul Hunt from MAPA for producing the Plan's demographic maps.

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

ROLL CALL:

UNANIMOUS MOTION CARRIES.

Agenda Item # 4: Date, Time and Place of Next Regular Board Meeting

Thursday, September 26, 2013 at 8:30 a.m., at Metro Transit.

There being no further business to come before the Board, the Chair entertained a motion to adjourn the meeting at 8:36AM. Motion by Mr. Braun; Second by Mr. Young to adjourn the meeting.

ROLL CALL:

UNANIMOUS. MOTION CARRIES.


Ms. Amy Hase, Board Chair


Kalpana Mathema, Recording Secretary