

**REGULAR BOARD MEETING  
REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA  
2222 Cuming Street  
Omaha, Nebraska, 68102  
December 18, 2025  
8:30 a.m.**

**Minutes**

The Regional Metropolitan Transit Authority of Omaha Board met on Thursday, December 18, 2025, at 8:30 a.m., in person at the Authority's Administration Building, 2222 Cuming Street, Omaha, Nebraska 68102, and virtually. Notice was published in the Omaha Daily Record on December 12, 2025, in advance of the meeting. For the benefit of the public in attendance, a copy of the Open Meetings Law is posted in the meeting room, and the Agenda is published on the display in the facility lobby.

The following were in attendance at the meeting:

**Authority Board:**

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

**Authority Staff:**

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

**Others Present:**

Other Metro staff  
Members of the public

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

### **Agenda Item #1 Call to Order at 8:30 am**

Notice of the Regular Meeting was published in the Omaha Daily Record on December 12, 2025. For the benefit of the public in attendance, a copy of the Open Meetings Law is posted in the meeting room, and the Agenda is published on the display in the facility lobby.

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

Regular Meeting: November 20, 2025

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

### **Agenda Item #3 General Public Comment Period**

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

There were none.

### **Agenda Item #4 Administrative Report**

(L. Cencic)

Ms. Cencic began her report by sharing Metro's ridership numbers for November. Total systemwide ridership, excluding microtransit, was 286,000 trips, with an average of 12,000 weekday trips. Of the total ridership, 49,000 trips were attributed to ORBT and 7,000 trips to MOBY.

The K-12 Rides Free program recorded 54,000 trips in November, reaching a significant milestone of over 2 million total trips since the program's inception.

Ms. Cencic announced the promotion of Aaron Summerfield to Director of Operations. Mr. Summerfield joined Metro earlier this year as the Senior Mobility Manager, where he managed the microtransit project. Prior to joining Metro, he spent more than 10 years in senior leadership roles within the aviation industry, including serving as Director of Hub Operations at one of the busiest airports. Congratulations were extended to Mr. Summerfield.

Ms. Cencic also reported that Metro was recently awarded a Federal Transit Administration (FTA) competitive Low- or No-Emissions Grant to purchase seven compressed natural gas (CNG) buses, replacing diesel-fueled buses. She thanked the Grant Administrator and staff for their work in securing the award.

On December 13, 2025, Metro hosted a "Stuff the Bus" event in partnership with Hy-Vee Grocery Store to collect food and essential items for Siena Francis House. The event was successful, with every seat on the bus filled with donated items.

In closing, Ms. Cencic expressed her appreciation to Metro staff as 2025 comes to a close and highlighted several accomplishments from the year, including:

- Completion of the second year of the Metro Leadership Academy (MLA), a program focused on developing leadership skills among current and future Metro leaders. The curriculum consists of 50% transit-specific policies and procedures and 50% leadership development. The 2026 cohort has already been selected for the program's third year.
- Launch of microtransit service.
- Achieving pre-COVID ridership levels.
- Renovation of the North Omaha Transit Center (NOTC) on an expedited timeline.
- Implementation of the Sustainability Upgrade Project.
- Wheel Appeal selection of a Bennington Middle School student, with the designed bus remaining in service.
- Receipt of 26 new buses.

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

Director Lonergan asked whether funding for microtransit has been secured for future years. Ms. Cencic explained that various philanthropic partners currently fund the pilot project over the next several years. During the pilot, microtransit will not utilize Metro's regular operating resources.

Director Simon requested additional information regarding the recently awarded Low- or No-Emissions Grant. Ms. Cencic explained that the grant was originally intended to support zero-emission electric and hydrogen vehicles but was expanded to include other alternative fuel vehicles.

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

### **Agenda Item #5 Administrative Reports**

#### **Administration/Human Resources**

(D. Grant)

Mr. Grant provided a brief report for November. He advised that no operator training was conducted during the month for either fixed-route or MOBY operators. This pause allowed the training team time to review and update training procedures.

Mr. Grant reported one internal promotion in November: Aaron Ferguson was promoted from Fixed Route Operator to Dispatch Supervisor.

Additionally, twelve new hires have been identified for December. Mr. Grant also reiterated the promotion of Aaron Summerfield, who will begin his role as Director of Operations on December 15, 2025.

Lastly, Mr. Grant shared that Metro will host "Jingle and Mingle" in January. Additional information will be shared with the Board and staff.

Mr. Grant opened the floor to the Board for questions. With no questions or discussion, Mr. Grant concluded his report.

#### **Programs/Operation**

(K. Pendland)

Mr. Pendland reported on customer service for November. A total of 11,235 calls were offered, with 10,034 calls answered, resulting in an overall service level of 90%.

Fixed-route revenue hours for November totaled 22,615, reflecting an increase of 269 hours compared to November 2024. Passenger trips reached 286,209, an increase of 5,647 trips compared to November 2024. This continued the positive trend for the year, bringing total ridership to 3,234,499 trips through the end of November, which is 104,812 trips ahead of the pace seen in 2024.

Route productivity averaged 12.7 passengers per revenue hour across all fixed routes in November. This represents the highest November productivity level in the past six years and continues to trend within expectations.

On-time performance for November averaged 4.25% early departures, 16.5% late departures, and an on-time departure rate of 79.25%.

Service interruptions accounted for 0.5% of revenue hours in November, the lowest monthly level recorded this year. Mr. Pendland noted that service interruptions are expected to increase in December and January due to holidays, flu season, and the potential for inclement weather.

For paratransit operations, a total of 7,030 trips were completed in November, that is an increase of 272 trips compared to last November. The average paratransit passengers per revenue hour in October were 1.9, continuing the trend of strong productivity levels.

For microtransit, there were 860 completed rides in November, including 403 rides in the North Zone, 129 in the South Zone, and 328 in the West Zone. Umo reports that 90 riders transferred from fixed-route service to microtransit during the month. This figure does not include riders transferring from microtransit to fixed-route service, as those numbers are still being validated.

Mr. Pendland opened the floor to the Board for questions. With no questions or comments, Mr. Pendland concluded his report.

### **Communications**

(N. Ebat)

Ms. Ebat began her report by summarizing media coverage since the last Board meeting. Metro received nine earned media placements across five outlets, with the majority focused on winter operations over the Thanksgiving holiday.

Since the last meeting, outreach efforts included one tabling event, primarily focused on MOBY.

Ms. Ebat shared that the communications and outreach team values being in the field and hearing firsthand how Metro connects people to places and opportunities. She shared a story from the brother of a longtime MOBY client, who stated:

*"I can't say enough good things about MOBY! It's been a game changer, a life saver. All of the drivers have been amazing."*

Ms. Ebat highlighted two events supporting college students:

- Occupational Therapy Doctorate students from the College of Saint Mary presented proposals to develop one-on-one transit training programs for clients with occupational therapy needs.
- Metro was invited to attend an honors freshman class at the University of Nebraska at Omaha titled *"Cities, Planning, Policy and Contemporary Issues."* Earlier this week, students presented posters on emerging transportation issues following a presentation by Metro's Senior Manager of Planning.

Ms. Ebat also shared feedback received from riders..

Ms. Ebat opened the floor to the Board for questions. With no questions or comments, Ms. Ebat concluded her report.

### **Agenda Item #6 Resolution 2025-38: Request Approval FY2026 Standing Purchase Order**

(W. Clingman)

Staff requested approval of the standing purchase orders that are in excess of \$25,000.00 for 2026. The Purchasing Policy stipulates that the Board shall approve all Standing Purchase Orders

exceeding \$25,000.00 on an annualized basis. A copy of the Standing Purchase Order list was included in the Board packet.

The resolution was recommended to the Board for approval.

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

With no further questions or comments, the Board approved unanimously.

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

**Agenda Item #7 Resolution 2025-39: Request Approval to Award Customer Service Contract**

(W. Clingman)

The current agreement with Metro’s Third party customer service contractor is set to expire in March of 2026. As a result, a Request for Proposal (RFP) was released on October 20, 2025, to solicit all eligible agencies to bid to provide these services to Metro.

Metro received 9 proposals, and 8 of the proposals were deemed responsive. An evaluation committee made up of individuals from the operations, planning, and mobility groups reviewed and scored all 8 responsive proposals. Transworld Systems, Inc. (TSI) was ranked as the highest responsive proposal.

The pricing in the proposal breaks down as detailed below:

Year	Annual Cost
Year 1	\$ 517,386
Year 2	\$ 532,908
Year 3	\$ 548,900
Year 4	\$ 573,841
Year 5	\$ 573,841
Year 6	\$ 608,791
Year 7	\$ 608,791
Total of 7 Years	\$ 3,964,458

The initial agreement period will be for three years. Then there would be two optional two-year extension periods beyond this. This would bring the total possible contract period to seven years.

The resolution was recommended to the Board for approval.

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

**Board Discussion**

Director Simon asked whether the operational characteristics would remain the same as those of the previous provider. Mr. Clingman confirmed that, functionally, the service will remain the same; however, additional performance metrics were included in the Request for Proposals (RFP) to allow for clearer measurement of success.

Director Corrigan confirmed that the selected provider is new and asked where the company is based. Mr. Clingman responded that the provider is headquartered in Florida. Ms. Cencic added that the service will be delivered remotely, whereas the previous vendor had historically been on-site. She indicated that the transition is expected to be seamless and supported by a more detailed contract.

Mr. Clingman further explained that robust training will be provided, with an anticipated April start date.

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

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

**Agenda Item #8 Board Chair Report**

(C. Simon)

Director Simon thanked Ms. Cencic and staff for their success in 2025. He also thanked the Board for their first year, noting that everyone did a great job through their support and efforts. He extended holiday wishes to all.

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

Friday, December 19, 2025, at 8:00 a.m.  
Authority's Administrative Building

Thursday, January 22, 2026, at 8:30 a.m.  
Authority's Administrative Building

**Agenda Item #10 Adjournment at 8:51 am**

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