Metro Transit is inviting you to a scheduled Zoom meeting.

Topic: Metro Transit September 2025 Board Meetings
Time: Sep 19, 2025, 08:45 AM Central Time (US and Canada)

Join Zoom Meeting
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Meeting ID: 880 7831 5813
Passcode: 3417560

AGENDA

REGULAR BOARD MEETING
REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA
2222 Cuming Street
Omaha, Nebraska, 68102
September 19, 2025
8:45 a.m.

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

1. Call to Order: Notice of the Regular Meeting was published in the Omaha Daily Record on September 12, 2025

2. Approval of Minutes of the Previous Meeting:

   a. Regular Meeting: August 14, 2025

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, <u>not on the agenda,</u> for a maximum of 2 minutes.

4. Administrative Report (L. Cencic)

5. Administrative Reports:
   a. Administration/Human Resources (D. Grant)
   b. Programs/Operation (K. Pendland)
   c. Communications (N. Ebat)

6. Resolution 2025-28 Request Approval of the 2026 Tax Levy (W. Clingman)

7. Resolution 2025-29 Request Approval of the Proposed 2026 Annual Budget (W. Clingman)

8. Resolution 2025-30 Request Approval of the Renewal with Tyler Technologies (W. Clingman)

9. Resolution 2025-31 Request Approval to Award Contract Extension to IntelliRide (W. Clingman)

10. Resolution 2025-32 Request Approval of FFY 2022-2025 Title VI Program Update (A. Johnson)

11. Board Chair Report (C. Simon)

12. Date, Time, and Place of Next Board Meeting

    Thursday, October 23, 2025, at 8:30 a.m.
    Authority's Administrative Building

13. Adjournment

<u>Tentative Resolutions for September</u>
Access: Windows and Doors

REGULAR BOARD MEETING
REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA
2222 Cuming Street
Omaha, Nebraska, 68102
August 14, 2025
8:30 a.m.

MINUTES

The Regional Metropolitan Transit Authority of Omaha Board met on Thursday, August 14, 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 August 8, 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 (Absent)
W. Clingman, Finance Director
J. Willoughby, Senior Project Manager
A. Johnson, Civil Rights & Inclusion Director
J. Beverage, Maintenance Director (Virtual)
N. Ebat, Sr. Manager of Communications & Community Relations
S. Perry, Executive Administrator & Board Secretary

Others Present:
Other Metro staff
Members of the public

Agenda Item #1 Call to Order at 8:31 a.m.
Notice of the Regular Meeting was published in the Omaha Daily Record on August 8, 2025. 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 located in the facility lobby and online at ometro.com.

Agenda Item #2 Approval of Minutes of the Previous Meeting
The first order of business is the approval of the minutes of the previous meeting.

Regular Meeting: July 24, 2025

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

Agenda Item #3 General Public Comment Period
This is an opportunity for members of the audience to be heard regarding topics related to the Regional Metropolitan Transit Authority of Omaha, not on the agenda, for a maximum of 2 minutes.

Raymond Williams, a member of the public, no address provided
Mr. Williams wanted to extend his congratulations on the successful launch of Metro Flex the previous day.

Chris Nanke, TWU President, Local 223
Mr. Nanke expressed his concern over the contractors who operate the Metro Flex transit services.

Unidentified Staff Member
This staff member wanted to share with the board that Metro Flex parked in a Moby spot at South Omaha Transit Center (SOTC) and indicated that it was reported to management.

The Board asked about the public comments received regarding Metro Flex and confirmed that concerns about where the vehicles were parked at SOTC had been reported to Management and addressed promptly. Ms. Cencic added that there is currently a liaison working for Via, the third-party operator, and that once the launch period concludes, there will be a dedicated operations manager and Metro contact to ensure day-to-day service runs smoothly. She also noted that Metro Flex is a pilot project, with the understanding that it will evolve and adjust as it continues to develop.

Agenda Item #4 Administrative Report (L. Cencic)
Ms. Cencic began her report by sharing ridership numbers for the month of July. Total ridership was 265,518, reflecting an increase of 126,000 rides compared to the same month last year. She noted that the K–12 Rides Free program accounted for 31,439 trips in July, bringing the total number of trips since the program's inception to 1.8 million. Staff are working diligently with Omaha Public Schools to renew the program. While there are no formal updates at this time, Ms. Cencic reported that positive progress is being made on the program renewal.

Ms. Cencic reported that new buses are now in service, generating significant media coverage and positive rider feedback. Notable features include side impact panels designed to limit body damage and new three-bike racks, an improvement from the previous two-bike racks. The fleet was procured through competitive federal funding, with all 26 buses expected by the end of the year. Of those, 17 will be powered by CNG and 9 will be clean diesel.

She also announced that Metro Flex launched on August 13th with a fleet of 18 vehicles, six of which are wheelchair accessible and 12 equipped with rear bike racks. Riders requesting a trip

may indicate their need for a wheelchair or mobility device or their intention to bring a bicycle. Metro staff, with assistance from Via, who are in town to support the launch, have been engaging with the public to ease the transition. Ms. Cencic expressed her appreciation to Metro staff for their diligent work in preparing for the launch and thanked the Board for their review of the program documents in their respective committees. She also thanked Board Members Simon, Garcia, Padilla, and Williams for attending the ribbon-cutting ceremony.

Ms. Cencic noted that later in the agenda, Metro would be seeking approval for the construction of renovations to the North Omaha Transit Center (NOTC). If approved, full closure construction will begin on September 2, with a temporary location operating primarily on Taylor Street. Metro is coordinating with staff, the City of Omaha, and the Omaha Police Department (OPD) to ensure smooth operation, accessibility, and security during the construction period.

In discussion, the Board asked if any ridership data from Metro Flex's first day of operation was available, as well as questions regarding the mobile app, feedback from the launch, and training opportunities for riders and stakeholders.

Ms. Cencic responded that no ridership data was available yet, but it is expected next week, and confirmed that a stakeholder training session had been held earlier in the week to demonstrate the app.

The Board President commended Metro staff for their ability to prepare for service the new buses quickly once they were delivered. In response to a question from the Board, Ms. Cencic confirmed that all 26 of the new buses are replacement vehicles. She further explained that when Metro applies for federal funding for new buses, typically two years prior to delivery, it must be determined at that time whether they will be replacement or expansion vehicles.

The Board also asked whether K–12 Rides Free ridership data was aggregated by time of day in order to help assess the program's impact. Ms. Cencic explained that current reporting includes all eligible riders, such as students on field trips, those attending other programs, and after-school activities. She added that staff would work to provide additional aggregated data to the Board.

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

Agenda Item #5 Administrative Reports

Administration/Human Resources (D. Grant)

Mr. Grant reported a brief recruiting update. In July, Metro hired 11 new employees and nine additional candidates who will start in August. Of those 11 hired, Metro welcomes four bus operators, three paratransit operators, and two mechanics. On the admin side, we welcome a Mobility Specialist who assists with Metro Flex as well as a Receptionist.

Mr. Grant further reported that in August, Metro will also be welcoming a Senior Mobility Manager on the 25th, with the primary responsibility being Metro Flex.

Lastly, Mr. Grant shared with the Board that the turnover this month was higher than usual. This turnover included new bus operators who had not completed training when they left Metro. This increase in turnover did not affect service.

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

The Board asked if exit interviews are conducted with staff who leave Metro's employment. Mr. Grant confirmed that his staff does reach out to those individuals to attempt to gather information for their exit.

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

Programs/Operation (K. Pendland)

Mr. Pendland reported that customer service activity in July remained steady, with 10,871 calls answered. The service level averaged 86 percent, representing a slight decrease from 88 percent in June.

Fixed route revenue hours totaled 23,792, reflecting an increase of 473 hours compared to July 2024. Passenger trips reached 265,518, the highest number recorded for July since 2019. This continues the positive trend for 2025, bringing Metro to a total of 1,967,340 rides through the end of July, which is 50,527 more passenger trips than were recorded through the same period in 2024.

Route productivity in July averaged 11.2 passengers per revenue hour across all fixed routes, marking the highest productivity level for July in the past five years. On-time performance averaged 80 percent, with 4.2 percent early departures and 15.8 percent late departures.

Service interruptions in July accounted for 2.4 percent of revenue hours, less than half of the interruptions experienced in July 2024.

Paratransit operations completed 7,184 trips in July; an increase of 414 trips compared to July 2024. Average paratransit productivity was 1.9 passengers per revenue hour, a slight decrease from the prior month. Despite the reduction, this still reflects the highest productivity level for July in the past five years.

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

The Board requested a report comparing the current transit system, including Metro Flex, and asked how connections are being made between Metro Flex and Metro's fixed route system. In addition, the Board inquired, assuming the NOTC resolution is approved, what the effective date would be for transferring operations to Taylor Street and whether Taylor Street would function as a one-way or two-way street during construction. The Board also asked for clarification on how Moby and Metro Flex would be coordinated within the on-demand service model.

Mr. Pendland informed the Board that Metro has an agreement with the City of Omaha for Taylor Street to operate as a one-way street during the NOTC construction period. He clarified that Metro Flex is not a paratransit service, and its drivers are not paratransit operators. Coordinating Moby and Metro Flex will be a challenge, but staff are working to ensure connections are made. Riders will need to register on the Metro Flex app to indicate that they are Moby users. Importantly, using Metro Flex will not alter a rider's Moby pick-up window, so riders will need to schedule accordingly. To assist with these connections, transfer locations within the service zones have been identified, and educational materials will be distributed to all Moby riders.

The Board emphasized the importance of Metro's Communications Department continuing to educate Moby riders, so expectations remain clear and reasonable. In response to a further question, Ms. Cencic explained that Moby provides curb-to-curb service, while Metro Flex does not. Instead, Metro Flex provides connections to a fixed route stop or a virtual bus stop. She noted that Metro Flex is a premium service but that it is not designed to provide the same level of

assistance as fixed route service, and, depending on an individual's mobility needs, Moby may be more useful.

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

Communications (N. Ebat)

Ms. Ebat reported that since the last Board meeting, Metro has been featured in 16 stories from 11 different media outlets, with coverage focused primarily on Metro Flex and the introduction of new buses. She noted that her department employed new tactics for Metro Flex publicity, including offering individual ride-alongs to reporters who had previously covered transit, as well as reaching out to newer, online-only outlets. These efforts resulted in nine stories published in a single day, including one in Spanish.

She further shared that Metro received significant engagement on social media, with riders tagging Metro in photos and videos of their first rides and many community members offering congratulations on the launch. She also highlighted that Mr. Williams, who spoke during the general comment period, is a strong proponent of public transportation and had personally tested Metro Flex by riding in all three service zones.

Ms. Ebat described a stakeholder workshop held on Monday, where community service providers and nonprofit leaders received an overview of Metro Flex, followed by detailed instructions on trip planning, booking, and payment. Participants also experienced a live ride demonstration through the app. Feedback from the workshop was highly positive, with many organizations expressing excitement about the potential benefits of Metro Flex for their clients.

In addition to Metro Flex-related activities, Metro has participated in five community engagement events, including training sessions for students and families at Central High School, largely supported by the Community Mobility Coordinator. She extended appreciation to the Planning Department for assisting while Communications finalized Metro Flex materials and plans. Metro was also featured as part of the Open Omaha event the previous weekend.

Looking ahead, Ms. Ebat announced Metro's participation in the Fiestas Patrias parade on Saturday, September 13, and noted that Metro will begin hosting monthly educational sessions on Metro Flex and other Metro services, with dates and times available on ometro.com.

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

The Board commended the Communications Department for their prompt and thorough response to public comments and questions on social media, as well as their work on the Metro Flex ribbon-cutting event.

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

Agenda Item #6 Resolution 2025-21 Request Approval of North Omaha Transit Center (NOTC) Pavement Replacement (J. Willoughby)

Bids were received and opened at a public bid opening on July 22, 2025, at 2 pm to perform construction services associated with the North Omaha Transit Center Pavement Replacement Project. This project includes the following items:

- Removal and replacement of curb and gutter, and 11" pavement in the drive aisles
- Removal and replacement of the ADA tactile strips in the loading and unloading areas of the bus bays
- Installation of trench drains around the waiting area
- Removal and replacement of landscaping and irrigation throughout the Transit Center
- Installation of cameras for additional surveillance

A Notice to Bid was published on Metro's website, in The Daily Record, on StandardShare, and notices were sent directly to the Contractor on Metro's bidder's list. One bid was received from The Weitz Company. After reviewing the submitted bid, The Weitz Company's bid was deemed responsive with a bid of $886,741.47.

An Independent Cost Estimate (ICE) was completed with a project cost of $1,445,645.00. The bid submitted by The Weitz Company was 38.6% lower than the ICE. Several unit costs in the Weitz bid were significantly lower than in the design team's ICE, with the main ones associated with earthwork and concrete. The reason for the difference in unit costs is due to assumptions on construction methods, current fluctuating costs of materials, and the short construction schedule. The Weitz Company will be self-performing a large portion of the work, which in turn lowers the overall construction costs. The bid from Weitz Company is determined to be fair and reasonable.

Staff requested that the Board authorize the CEO to prepare and execute a contract with The Weitz Company for the North Omaha Transit Center Pavement Replacement Project.

This item was forwarded to the Procurement Committee prior to the Board meeting for their review.

The resolution was recommended to the Board for approval

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

The Board asked if the cost is higher than what's in the resolution, will the company have to cut its costs or come in at a loss? When would the concrete need to be replaced again, and did her department reach out to those to find out why they did not bid?

Ms. Willoughby explained that if the cost is higher due to unforeseen conditions than what is approved by the Board, Metro would work with Weitz to process a change order. If the cost is lower than the monetary threshold set forth in the procurement policy, it will not need to come back to the Board. The useful life of concrete is usually 20 years, but unfortunately, with buses and their turning movements, our useful life of concrete in the drive lanes is generally approximately 10 years.

Ms. Willoughby did reach out to see why so few submitted proposals were completed, and it was mostly due to companies working to finish up current projects before the weather changes.

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

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

<u>Agenda Item #7 Resolution 2025-22 Request Approval of Metro Facility Boiler Replacement</u>
(J. Willoughby)

The architectural and engineering (A&E) Contract with SRF is split into multiple work orders. These Work Orders are based on each individual project and are negotiated based on the scope of work of the project. Work Order 2 – Metro Facility Boilers Replacement Project includes the design and construction administration of new boilers to replace the two existing diesel boilers.

The existing boilers are original to the building and have met their useful life. Over the last few years, the boilers have required more frequent maintenance and service calls, making it increasingly challenging to keep them running.

Metro negotiated Work Order 2 with SRF in three steps. The first step was the negotiation of the scope of work, which was approved by Metro and SRF to include the design and construction administration of the items listed above. The second step was the negotiation of the fixed fee percentage based on the size and type of project. The third step was the negotiation of the hours required to complete the Work Order. Metro and SRF agreed on 918 hours. The negotiated hours were 0.1% higher than the Independent Cost Estimate developed by Metro. After negotiations, Metro and SRF agreed to a total fee of $174,526.89. The negotiated fee was 2.2% higher than the Independent Cost Estimate developed by Metro. Metro assigned more hours to staff with lower hourly rates, which contributed to the 2.2% difference in the fee and ICE. Staff have determined that the price in Work Order 2 is fair and reasonable.

Staff requested Board authority to enter into Work Order 2 – Metro Facility Boilers Replacement Project as a part of the A&E IDIQ Contract with SRF for $174,526.89.

This item was forwarded to the Procurement Committee prior to the Board meeting for their review.

The resolution was recommended to the Board for approval

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

The Board discussed further the age of the current boiler. Ms. Willoughby expressed that yes, they have met its useful life.

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

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

Agenda Item #8 Resolution 2025-23 Request Approval of Metro Facility Electrical Upgrades

(J. Willoughby)

The architectural and engineering (A&E) Contract with SRF is split into multiple work orders. These Work Orders are based on each individual project and are negotiated based on the scope of work of the project. Work Order 1 – Metro Facility Electrical Upgrades Project includes design and construction administration of a new electrical room with new switch gear and generator. It also includes the design and construction administration of the installation of three new electric charging stations. The current electrical room and generator are original to the construction of the building in the early 1980s. The existing generator is no longer reliable, and the replacement parts are obsolete. The existing switchgear has also reached its maximum load capacity, and any future electrical upgrades to the facility, including electric charging stations, will not be able to be completed until a new switchgear is installed. In order to install a new switchgear, a new electrical room also needs to be constructed to house the switchgear and possibly the generator. And lastly, as Metro continues to expand its electric bus fleet, additional electrical charging stations are required. This project includes the design of three more electric charging stations.

Metro negotiated Work Order 1 with SRF in four steps. The first step was the negotiation of the scope of work, which was approved by Metro and SRF to include the design and construction administration of the items listed above. The second step was the negotiation of the fixed fee percentage based on the size and type of project. The third step was the negotiation of the hours required to complete the Work Order. Metro and SRF agreed on 1,214 hours. The negotiated hours were 4.1% lower than the Independent Cost Estimate developed by Metro. The final step

was assigning costs to the direct costs (ODCs). After negotiations, Metro and SRF agreed to a total fee of $241,685.10. The negotiated fee amount was 2.6% lower than the Independent Cost Estimate developed by Metro. Metro has determined the price to be fair and reasonable.

Staff requested Board authority to enter into Work Order 1 – Metro Facility Electrical Upgrades Project as a part of the A&E IDIQ Contract with SRF for the amount of $241,685.10.

This item was forwarded to the Procurement Committee prior to the Board meeting for their review.

The resolution was recommended to the Board for approval

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

The Board and Ms. Willoughby discussed the facility's capacity to support additional electric buses. Ms. Willoughby noted that the current bus lanes could be utilized for expansion and that the building has the capacity to bring in sufficient electricity from OPPD. The limitation lies with the internal switchgear. The existing transformer outside the facility is capable of supporting 10 to 15 charging stations, but any capacity beyond that would require the addition of a second transformer. She emphasized that OPPD's supply remains adequate for future growth.

In response to a Board question about Metro's long-term goal for on-site charging stations, Ms. Cencic explained that Metro adopted a zero-emission transition plan last year. She stated that she does not anticipate the next bus procurement to include electric vehicles, as current battery life remains limited and technology is still evolving. While Metro continues to prepare the necessary infrastructure, the long-term transition plan looks toward 2040.

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

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

Agenda Item #9 Resolution 2025-24 Request Approval of Collective Bargaining Employees' Pension Plan Actuarial Reports as of January 1, 2025 (W. Clingman)

Staff requested approval of the updated Collective Bargaining Employees' Pension Plan Actuarial Valuation report, which was produced and presented by Becky Sielman of Milliman Retirement Services. The Collective Bargaining Pension Committee met on July 16, 2025, to discuss and approve the actuarial valuation report presented to them by Milliman. The finalized report 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.

There was a brief discussion regarding the actuarial review and Metro's work with Milliman on projected employee numbers and age demographics.

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

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

Agenda Item #10 Resolution 2025-25 Request Approval of Administrative Employees' Pension Plan Actuarial Reports as of January 1, 2025 (W. Clingman)

Staff requested approval of the updated Administrative Employees Pension Plan Actuarial Valuation report, which was produced and presented by Becky Sielman of Milliman Retirement Services. The Administrative Pension Committee met on July 16, 2025, to discuss and approve the actuarial valuation report presented to them by Milliman. The finalized report was included in the Board packet.

The resolution was recommended to the Board for approval

The Board invited public comments on this resolution.

Chris Nanke, TWU President, commented on the percent funded and the increased number of staff in administration in comparison to a collective bargaining employee.

The Board expressed that there is more to the reason that the administration percentage is a bit higher than the collective bargaining employees, and he would be more than happy to explain that offline.

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

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

Agenda Item #11 Resolution 2025-26 Request Approval of Regional Metropolitan Transit Authority Collective Bargaining Employees' Pension Statement of Investment Policy as Amended August 14, 2025 (W. Clingman)

The Collective Bargaining Employees' Pension Committee met on July 16, 2025, to review the changes to the Regional Metropolitan Transit Authority of Omaha Collective Bargaining Employees' Pension Statement of Investment Policy ("IPS"). At this meeting, Mike App from Bridges Trust Company presented the proposed investment asset class mix changes to the Committee. The Committee voted to recommend approval of the amended IPS to the Metro Board.

The changes to the IPS are noted below:

- Change the name of the IPS to reflect the pension plan name change, Regional Metropolitan Transit Authority of Omaha Collective Bargaining Employee Pension Plan Statement of Investment Policy.
- Changes to the investment mix are as follows:
    - US Large Cap Index decreased from 42% to 37%
    - US Mid Cap Index increased from 11% to 15%
    - US Small Cap Index decreased from 10% to 7%
    - Foreign Emerging Markets Index increased from 6% to 10%
    - Intermediate Credit increased from 0% to 12%
    - Short-term Investment Grade decreased from 5% to 0%
    - Total Bond Market Index decreased from 17% to 10%

A redline version of the IPS and a "clean" version of the IPS are included for full review of all changes. Assuming Board approval, the amended IPS would become effective August 14, 2025.

The resolution was recommended to the Board for approval

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

Ms. Cencic did provide that the IPS is reviewed regularly, but does not frequently change. Metro may request changes/modifications due to the market every two to five years on average.

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

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

Agenda Item #12 Resolution 2025-27 Request Approval of Regional Metropolitan Transit Authority Administrative Employees' Pension Statement of Investment Policy as Amended August 14, 2025 (W. Clingman)

The Administrative Employees Pension Committee met on July 16, 2025, to review the changes to the Regional Metropolitan Transit Authority of Omaha Administrative Employees Pension Statement of Investment Policy ("IPS"). At this meeting, Mike App from Bridges Trust Company presented the proposed investment asset class mix changes to the Committee. The Committee voted to recommend approval of the amended IPS to the Metro Board.

The changes to the IPS are noted below:

- Change the name of the IPS to reflect the pension plan name change, Regional Metropolitan Transit Authority of Omaha Administrative Employee Pension Plan Statement of Investment Policy.
- Changes to the investment mix are as follows:
    - US Large Cap Index decreased from 42% to 37%
    - US Mid Cap Index increased from 11% to 15%
    - US Small Cap Index decreased from 10% to 7%
    - Foreign Emerging Markets Index increased from 6% to 10%
    - Intermediate Credit increased from 0% to 12%
    - Short-term Investment Grade decreased from 5% to 0%
    - Total Bond Market Index decreased from 17% to 10%

A redline version of the IPS and a "clean" version of the IPS are included for full review of all changes. Assuming Board approval, the amended IPS would become effective August 14, 2025.

The resolution was recommended to the Board for approval

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

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

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

Agenda Item #13 Board Chair Report (C. Simon)

The Board Chair encouraged employees to bring concerns to Management's attention before addressing them directly with the Board.

Agenda Item #14 Date, Time, and Place of Next Board Meeting

Special Board Meeting
Thursday, September 25, 2025, at 8:30 a.m.

Regular Board Meeting
Thursday, September 25, 2025, at 8:45 a.m.

Authority's Administrative Building

Agenda Item #15 Adjournment at 9:41 a.m.

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

The foregoing resolution was duly adopted by the Board of the Regional Metropolitan Transit Authority of Omaha at a meeting held on the 19th day of September 2025, and the undersigned hereby certifies the adoption of this resolution.

_____
Curt Simon, Board Chair

_____
Selina Perry, Board Secretary

Resolution: **2025-28 Request Approval of the 2026 Tax Levy**

Explanation: Per State Statute 18-822, the Board must, by resolution, on or before September 30 of each year, certify the tax levy.

Pursuant to the attached resolution, the proposed Property Tax levy for the 2026 budget year is $56,196,781.74 or 10 mills.

Recommend Approval

Resolution No. 2025-28 **Omaha, Nebraska**
September 19, 2025

WHEREAS, Nebraska Statute 18-822 (1) allows the Board of a Regional Metropolitan Transit Authority to annually certify their property tax levy for the fiscal year commencing on the following January 1; and

WHEREAS, Nebraska Statute 18-822 (2) requires the Board of a Regional Metropolitan Transit Authority certify their property tax levy by September 30th of each year;

NOW, THEREFORE BE IT RESOLVED by the Board of the Regional Metropolitan Transit Authority of Omaha, that:

1. The certified valuation from the Douglas County assessor is $56,196,781,740.
2. The valuation per $100.00 is $561,967,817.40
3. The Regional Metropolitan Transit Authority of Omaha proposes to adopt a General property tax request that will cause its tax rate to be $0.10 per $100 of assessed value.
4. The 2025-28 General property tax request be set at $56,196,781.74
5. A copy of this resolution be certified and forwarded to the County Clerk on or before September 30, 2025.

Motion by: _____ to adopt

Resolution No. 2025-28

Seconded by. _____

Voting Yes: _____

_____

_____

_____

_____

MOTION CARRIED

ATTEST: _____

Board Chairperson

Resolution: **2025-29 Request Approval of the Proposed 2025 Annual Budget**

Explanation: Staff is requesting approval of a resolution to adopt the 2026 annual budget. The proposed total disbursements and transfers for the 2026 budget are $94,291,887, which is a decrease of 7.3% from the 2025 amount. The decrease can be primarily attributed to a decrease in capital expenditures during the 2026 budget year. This budget includes $20,149,715 in capital expenditure and approximately a 10% increase in service, when compared to the end-of-year 2025 service levels, that will be phased in throughout 2026.

The required public hearing for this budget is planned to be held at 8:30 am on September 19, 2025. Additional details and assumptions for the 2026 budget can be found on subsequent pages of this Board packet.

Recommend Approval

2026 Preliminary Budget Assumptions

Our proposed 2026 revenue budget, less transfers, is $94,830,608, and expense budget, less transfers, is $90,524,711. This is $8,431,444 and $9,638,048 lower than the approved 2025 budget, respectively.

1. Fuel is budgeted at $3.30gallon for diesel, $3.30/gallon for gasoline, and $3/gallon equivalent for CNG.

2. Comparable wage increases overall in this budget average 3% vs. 2025.

3. This budget will increase services over the course of 2026, ending the year with a 10% increase in service when compared to the December 2025 service levels.

4. This budget will add 1 new full-time position. The position will be in the Finance Department. The position will assist with outside ticket sales and other duties.

5. Passenger fare revenue is budgeted at $1,902,000 for 2026. This is lower compared to our 2025 budget. Contracted fares are budgeted to increase in 2026, and they are projected to beat the 2025 budget by 13% or approximately $230,000. Overall, fare revenue is budgeted slightly higher than 2025, but lower than the projected 2025 fare revenue. This is due to the uncertainty that always exists around fare revenue.

6. Property tax revenue in the proposed State budget is $56,196,782. This will maintain the levy of .10.

7. State of Nebraska operating assistance to Metro is budgeted the same as what was budgeted in 2025 due to uncertainty around the timing of payments. The budget for 2026 is $200,000.

8. Our capital costs are budgeted at approximately $20.15M. The 2025 budget was $37.01M. Approximately $5M was carried over from 2025 to 2026 due to time constraints. Capital projects are generally paid for with federal grants.

2026 Operating Budget

Accrual Basis

Description	2026 Proposed Budget	2025 Approved Budget	2025 Projected
Fares	($4,049,181.00)	($4,010,000.00)	($4,233,876.06)
Tax Levy	($57,947,685.00)	($54,609,558.00)	($56,243,041.87)
Federal	($6,000,000.00)	($7,137,000.00)	($9,082,000.00)
State	($200,000.00)	($200,000.00)	$0.00
Other	($6,277,000.00)	($5,535,200.00)	($3,262,926.00)
Total	**($74,473,866.00)**	**($71,491,758.00)**	**($72,821,843.93)**
	OPERATIONS		
Fixed Wages	14,436,650.00	13,429,337.00	11,455,029.00
Paratransit Wages	2,100,000.00	1,901,729.00	1,890,011.00
Admin Wages	1,759,636.00	1,686,822.00	1,774,822.00
Fringe	8,768,804.00	8,338,716.50	8,338,716.50
Microtransit	4,000,000.00	4,810,000.00	1,668,000.00
Fuel	5,283,665.00	5,100,675.00	5,112,477.49
Materials & Supplies	366,770.00	326,398.54	328,198.54
Services	1,491,870.00	1,075,168.50	1,420,169.00
Other Expenses	187,000.00	108,444.00	187,000.00
Subtotal	38,394,395.00	36,777,290.54	32,174,423.53
	MAINTENANCE		
Maintenance Wages	2,560,906.00	2,485,495.60	2,426,376.60
Facilities Wages	1,018,643.00	1,010,124.60	1,010,124.60
Admin Wages	683,661.00	687,502.00	690,502.00
Fringe	1,848,697.00	2,002,906.30	2,002,906.30
Materials & Supplies	2,480,200.00	2,461,000.00	2,283,000.00
Services	2,781,474.00	1,180,866.00	1,259,000.00
Other Expenses	-	-	-
Subtotal	11,373,581.00	9,827,894.50	9,671,909.50
	ADMINISTRATIVE		
Admin Wages	4,473,489.00	4,374,239.00	4,126,739.00
Fringe	2,159,421.00	2,063,373.00	2,038,373.00
Materials & Supplies	437,370.00	532,510.00	395,210.00
Utilities	590,000.00	450,000.00	590,000.00
Services	3,097,263.00	1,633,938.25	1,441,324.20
Other Expenses	3,269,831.85	2,436,528.50	1,782,694.41
Subtotal	14,027,374.85	11,490,588.75	10,374,340.61
Operating Expense Total	**63,795,350.85**	**58,095,773.79**	**52,220,673.64**
Depreciation	**$12,375,000.00**	**$10,250,000.00**	**$9,467,536.00**
Operating Expense + Depreciation	**76,170,350.85**	**68,345,773.79**	**61,688,209.64**
Operating Budget (Excess)/Short	**1,696,484.85**	**(3,145,984.21)**	**(11,133,634.29)**

Accrual Operating Budget to State Budget Reconciliation

Description	2026 Proposed Budget	2025 Approved Budget	2025 Projected
Operating Budget Revenue	(74,473,866.00)	(71,491,758.00)	(72,821,843.93)
Adj County Collection Fee Revenue (1%)	$578,827.00	545,456.00	545,456.00
Adj Property Tax Revenue Based on Differing Recognition Years	1,685,903.00	1,588,706.00	3,205,895.00
Capital Revenue	(15,520,000.00)	(27,300,000.00)	(22,495,000.00)
Health Fund Revenue	(6,568,648.00)	(6,102,000.00)	(6,100,000.00)
Reserve Transfer	(4,300,000.00)	(2,000,000.00)	(2,000,000.00)
Total State Revenues	**$ (98,597,784.00)**	**$ (104,759,596.00)**	**$ (99,665,492.93)**
Operating Budget Expense	76,170,350.85	68,345,773.79	61,688,209.64
Remove: Depreciation/Amortization	(12,375,000.00)	(10,250,000.00)	(9,467,536.00)
Remove: 1% County Collection Fee	(578,827.00)	(545,456.00)	(545,456.00)
Capital Expense	20,149,715.00	37,089,984.93	28,367,858.93
Health Fund Expense	6,625,648.00	5,020,000.00	6,040,000.00
Reserve Transfer	4,300,000.00	2,000,000.00	2,000,000.00
Total State Expenses	**$ 94,291,886.85**	**$ 101,660,302.72**	**$ 88,083,076.57**

State Budget Summary			
Total Revenue	$ (98,597,784.00)	$ (104,759,596.00)	$ (99,665,492.93)
Total Expense	94,291,886.85	101,660,302.72	88,083,076.57
Total (Excess)/Short	($4,305,897.15)	($3,099,293.28)	($11,582,416.36)

Capital Project Summary 2026

Description	2026 Budget	2025 Budget	2025 Projection
MCC South Transit Center Pavement	3,250,000.00	2,640,000.00	-
Windows, Doors, and Security Project	2,920,000.00	695,500.00	80,000.00
Electrical Upgrades	2,450,000.00	75,000.00	120,000.00
Replace Bus Wash	1,750,000.00	1,000,000.00	-
Creighton Funds Shelters and Security	1,700,000.00	-	-
24th Street Project Planning	1,600,000.00	700,000.00	100,000.00
Fluid and Fuels Software	1,250,000.00	1,250,000.00	-
Bus Replacement 2026	1,100,000.00	-	-
Paratransit Vehicles	640,000.00	-	-
Boilers Replacement	600,000.00	500,000.00	50,000.00
Benson Park Decommissioning	600,000.00	1,000,000.00	-
Bus Station-Stops-Terminals	541,760.00	330,000.00	-
Shop Equipment	462,000.00	124,000.15	19,000.00
Station Security	226,000.00	-	9,000.00
72nd and Ames (Joint City)	210,000.00	210,000.00	-
North 30th Street TAP Project	200,000.00	200,000.00	-
Bus Simulator	200,000.00	250,000.00	250,000.00
Transit Shelter 5 Spares	119,955.00	-	-
Office Remodel	100,000.00	-	350,000.00
Claim Software	100,000.00	100,000.00	-
North Transit Center	99,000.00	-	890,000.00
Upstairs Office furniture	31,000.00	30,000.00	-
Bus Replacement CNG & Diesel 2023	-	18,732,652.00	18,732,652.00
MCC South Transit Center Design	-	260,000.00	260,000.00
Airport bus stop upgrades	-	20,000.00	20,000.00
Replace/rebrand all bus signs	-	200,000.00	-
Admin Office Sustainability Project	-	6,887,206.93	6,887,206.93
Maintenance Facility Upgrades	-	412,500.00	-
ORBT Station Fiber	-	1,000,000.00	600,000.00
Sustainability & Resiliency Plan	-	210,000.00	-
Software Fees	-	263,125.92	-
Totals	**20,149,715.00**	**37,089,985.00**	**28,367,858.93**

2025-2026
STATE OF NEBRASKA
GENERAL BUDGET FORM

Regional Metropolitan Transit Authority of Omaha

TO THE COUNTY BOARD AND COUNTY CLERK OF
Douglas County

This budget is for the Period 1/1/2026, through 12/31/2026

Upon Filing, The Entity Certifies the Information Submitted on this Form to be Correct:

The following **PERSONAL AND REAL PROPERTY TAX** is requested for the ensuing year:

$	56,196,781.74	A1	Property Taxes for Non-Bond Purposes
$	-	A2	Principal and Interest on Bonds
$	56,196,781.74	A3	**Total Personal and Real Property Tax Required**

Outstanding Bonded Indebtedness as of 1/1/2026

	-	A4	Principal
	-	A5	Interest
$	-	A6	**Total Bonded Indebtedness**

56,196,781,740	A7	**Total General Fund Certified Valuation (All Counties)**

*(Certification of Valuation(s) from County Assessor **MUST** be attached)*

County Clerk's Use ONLY

Budget Document To Be Used As Audit Waiver?

My Subdivision has elected to use this Budget Document as the Audit Waiver.
(If YES, Board Minutes MUST be Attached)

[ ] YES [X] NO

If **YES**, Column 2 **MUST** contain **ACTUAL** Numbers.

If YES, DO NOT COMPLETE/SUBMIT SEPARATE AUDIT WAIVER REQUEST.

Report of Joint Public Agency & Interlocal Agreements

Was this Subdivision involved in any Interlocal Agreements or Joint Public Agencies for the reporting period of July 1, 2024 through June 30, 2025?

[X] YES [ ] NO

*If **YES**, Please attach Interlocal Agreement Report.*

Report of Trade Names, Corporate Names & Business Names

Did the Subdivision operate under a separate Trade Name, Corporate Name, or other Business Name during the period of July 1, 2024 through June 30, 2025?

[X] YES [ ] NO

*If **YES**, Please attach Trade Name Report.*

APA Contact Information

Auditor of Public Accounts
PO BOX 98917
Lincoln, NE 68509

Telephone: (402) 471-2111 **FAX:** (402) 471-3301

Website: auditors.nebraska.gov

Questions - E-Mail: Jeff.Schreier@nebraska.gov

Submission Information

Budget Due by 9-30-2025

Submit budget to:

1. Auditor of Public Accounts -Electronically on Website or Mail
2. County Board (SEC. 13-508), C/O County Clerk

Regional Metropolitan Transit Authority of Omaha in Douglas County

Line No.	TOTAL ALL FUNDS	Actual 2023 - 2024 (Column 1)		Actual/Estimated 2024 - 2025 (Column 2)		**Adopted Budget 2025 - 2026** (Column 3)	
1	**Beginning Balances, Receipts, & Transfers:**						
2	Beginning Net Cash Balance	7,130,621.80	B1	11,859,733.00	B29	9,596,101.00	B57
3	Investments	10,043,909.00	B2	21,603,305.00	B30	28,673,273.00	B58
4	County Treasurer's Balance	2,118,657.20	B3	2,300,155.00	B31	2,101,234.00	B59
5	**Subtotal of Beginning Balances** (Lines 2 thru 4)	**19,293,188.00**	B4	**35,763,193.00**	B32	**40,370,608.00**	B60
6	Personal and Real Property Taxes **(Columns 1 and 2 - See Preparation Guidelines)**	41,939,889.00	B5	52,436,691.00	B33	55,640,377.96	B61
7	Federal Receipts	18,269,807.00	B6	24,602,000.00	B34	21,520,000.00	B62
8	State Receipts: Motor Vehicle Pro-Rate **(To Lid Supporting Schedule, page 4)**	-	B7	55,000.00	B35	46,260.13	B63
9	State Receipts: State Aid	-	B8	-	B36	-	B64
10	State Receipts: Other	387,684.00	B9	-	B37	200,000.00	B65
11	State Receipts: Property Tax Credit	-	B10	-	B38		
12	Local Receipts: Nameplate Capacity Tax	-	B11	-	B39	-	B66
13	Local Receipts: In Lieu of Tax **(To Lid Supporting Schedule, page 4)**	-	B12	-	B40	-	B67
14	Local Receipts: Other	6,383,648.00	B13	13,596,802.00	B41	16,848,568.87	B68
15	Transfers In Of Surplus Fees **(To Lid Supporting Schedule, page 4)**	-	B14	2,000,000.00	B42	4,300,000.00	B69
16	Transfer In Other Than Surplus Fees (Should agree to Transfers Out on Line 28)	-	B15	-	B43	-	B70
17	**Total Resources Available** (Lines 5 thru 16)	**86,274,216.00**	B16	**128,453,686.00**	B44	**138,925,814.96**	B71
18	**Disbursements & Transfers:**						
19	Operating Expenses	41,597,357.00	B17	57,715,219.00	B45	69,842,172.00	B72
20	Capital Improvements (Real Property/Improvements)	4,085,096.00	B18	9,087,207.00	B46	9,070,760.00	B73
21	Other Capital Outlay (Equipment, Vehicles, Etc.)	4,828,570.00	B19	19,280,652.00	B47	11,078,955.00	B74
22	Debt Service: Bond Principal & Interest Payments	-	B20	-	B48	-	B75
23	Debt Service: Payments to Retire Interest-Free Loans **(Public Airports)**	-	B21	-	B49	-	B76
24	Debt Service: Payments to Bank Loans & Other Instruments **(Fire Districts)**	-	B22	-	B50	-	B77
25	Debt Service: Other	-	B23	-	B51	-	B78
26	Judgments	-	B24	-	B52	-	B79
27	Transfers Out of Surplus Fees	-	B25	2,000,000.00	B53	4,300,000.00	B80
28	Transfers Out Other Than Surplus Fees (Should agree to Transfers In on Line 16)	-	B26	-	B54	-	B81
29	**Total Disbursements & Transfers** (Lines 19 thru 28)	**50,511,023.00**	B27	**88,083,078.00**	B55	**94,291,887.00**	B82
30	**Balance Forward/Cash Reserve** (Line 17 - Line 29)	**35,763,193.00**	B28	**40,370,608.00**	B56	**44,633,927.96**	B83
31					Cash Reserve Percentage	64%	B84
	PROPERTY TAX RECAP				Tax from Line 6	55,640,377.96	B85
					County Treasurer's Commission at 1% of Line 6	556,403.78	B86
					Total Property Tax Requirement	**56,196,781.74**	B87

Regional Metropolitan Transit Authority of Omaha in Douglas County

To Assist the County For Levy Setting Purposes

The Cover Page identifies the Property Tax Request between Principal & Interest on Bonds and All Other Purposes. If your political subdivision needs more of a breakdown for levy setting purposes, complete the section below.

Property Tax Request by Fund:

		Property Tax Request
General Fund	$	56,196,781.74
Sinking Fund	$	-
Bond Fund	$	-
_____ Fund		
Total Tax Request	** $	56,196,781.74

** This Amount should agree to the Total Personal and Real Property Tax Required on the Cover Page (Page 1).

Documentation of Transfers:

(Only complete if there are transfers noted on Page 2, Column 2)

Please explain what fund the monies were transferred from, what fund they were transferred to, and the reason for the transfer.

Transfer From: _____ Transfer To: _____

Amount:

Reason:

Transfer From: _____ Transfer To: _____

Amount:

Reason:

Township Property Taxes

If this is a Township Subdivision budget form, the amount of property taxes shown above and on the front cover may not represent the amount the Township will receive. Statute 39-1522 outlines that one-half of all money collected from the township levy on property within the corporate limits of a city or village shall be paid to the treasurer of the city or village to be used for the maintenance and repairs of the streets.

Township should take this into consideration when determining property tax amount to be budgeted.

Township Total Valuation	56,196,781,740
City/Village Valuation included in Township Valuation	
General Fund Tax Rate	0.100000
Township Taxes within City/Village	-
50% of Township Taxes within City/Village	-
Projected Township Taxes to be collected	56,196,781.74

Note: Township would need to verify with County Assessor the amount of City / Village valuation included within the Township Total Valuation. This calculation is only shown here as information for the Township to help determine the amount of property taxes needed to operate. **IT SHOULD NOT BE USED BY THE COUNTY FOR LEVY SETTING PURPOSES.**

Cash Reserve Fund

Statute 13-503 says cash reserve means funds required for the period before revenue would become available for expenditure but shall not include funds held in any special reserve fund. If the cash reserve on Page 2 exceeds 50%, you can list below amounts being held in a special reserve fund.

Special Reserve Fund Name	Amount
Insurance	4,717,500.00
Capital	20,000,000.00
Total Special Reserve Funds	24,717,500.00

Total Cash Reserve	$	44,633,927.96
Remaining Cash Reserve	$	19,916,427.96
Remaining Cash Reserve %		29%

CORRESPONDENCE INFORMATION

ENTITY OFFICIAL ADDRESS

If no official address, please provide address where correspondence should be sent

NAME	**egional Metropolitan Transit Authority of Omaha**
ADDRESS	**2222 Cuming St**
CITY & ZIP CODE	**Omaha, 68102**
TELEPHONE	**402-341-7560**
WEBSITE	**www.ometro.com**

	BOARD CHAIRPERSON	CLERK/TREASURER/SUPERINTENDENT/OTHER	PREPARER
NAME	Curt Simon	William Clingman	William Clingman
TITLE /FIRM NAME	Chairperson	Finance Director	Finance Director
TELEPHONE	402-341-7560	402-341-7560	402-341-7560
EMAIL ADDRESS		wclingman@ometro.com	wclingman@ometro.com

For Questions on this form, who should we contact (please √ one): Contact will be via email if supplied.

- [ ] Board Chairperson
- [X] Clerk / Treasurer / Superintendent / Other
- [ ] Preparer

NOTE: If Budget Document is used as an Audit Waiver, approval of the Audit Waiver will be sent to the Board Chairperson via email. If no email address is supplied for the Board Chairperson, notification will be mailed via post office to address listed above.

Resolution No. 2025-29 **Omaha, Nebraska**
September 19, 2025

WHEREAS, The Regional Metropolitan Transit Authority of Omaha Nebraska is required to approve an annual budget under the Nebraska Budget Act; and

WHEREAS, a public hearing was held on September 19, 2025 at 8:30 o'clock AM at 2222 Cuming Street, Omaha, NE for the purpose of hearing support, opposition, criticism, suggestions or observations of taxpayers relating to the following proposed budget as required in Nebraska Statute 13-506; and

WHEREAS, a copy of the budget statement shall be forwarded as provided by law to the Auditor of Public Accounts, State of Nebraska and to the County Clerk of Douglas County, Nebraska, for use by the levying authority; and

NOW, THEREFORE BE IT RESOLVED by the Board of the Regional Metropolitan Transit Authority of Omaha, that:

2023-2024 Actual Disbursements & Transfers	$	50,511,023.00
2024-2025 Estimated Disbursements & Transfers	$	88,083,078.00
2025-2026 Proposed Budget of Disbursements & Transfers	$	94,291,887.00
2025-2026 Necessary Cash Reserve	$	44,633,927.96
2025-2026 Total Resources Available	$	138,925,814.96
Total 2025-2026 Personal & Real Property Tax Requirement	$	56,196,781.74
Unused Budget Authority Created For Next Year	$	-
Breakdown of Property Tax:		
Personal and Real Property Tax Required for Non-Bond Purposes	$	56,196,781.74
Personal and Real Property Tax Required for Bonds	$	-

Motion by: _____ to adopt

Resolution No. 2025-29

Seconded by. _____

Voting Yes: _____

_____

_____

_____

_____

MOTION CARRIED

ATTEST: _____

Board Chairman

Resolution: **2025-30 Request Approval of the Renewal with Tyler Technologies**

Explanation: The Board approved the procurement of new Finance and HR software from Tyler Technologies in July of 2022. The original awarded contract term was from October 2022 through September 2025. Included in the original contract award were provisions for subsequent renewals. Staff requests approval to renew the contract and existing terms for the period of October 2025 to December 2026.

The software allowed for a restructuring of the accounting chart of accounts, which in turn allowed for more robust reporting, especially when it comes to required Federal financial reporting. Additionally, the system allowed for a portion of the payroll process to be moved to a paperless process, as well as allowing for a more easily accessible online interface for employees.

This initial renewal is for a period of 1.25 years in the amount of $140,811.56. Subsequent renewal requests will be for each calendar year and will be included with the Standing Purchase Order approvals brought to the Board in the month of December. Staff determined that the price is fair and reasonable.

Recommend Approval

08/26/2025

Omaha Transit Authority, NE
2222 Cumming Street
Omaha, NE 68102
Attention: Accounts Payable

Re: Request to Pre-Bill

Dear Omaha Transit Authority, NE:

We received your request to pre-bill the following items:

Line Item **QUOTE 2022-305013-X7T9R5**	**Associated Amount**
SaaS - term 10/1/2025 - 12/31/2026	$140,811.56
Total Pre-Bill	$140,811.56

Effective on the date of your signature below, the pre-bill invoice for the above line items will be due and payable. Any unused pre-paid balance expires three (3) years after the date of your signature below. If any unused pre-paid balance expires, no refund or credit will be issued for any expired pre-billed amounts.

Please sign below indicating your agreement with these terms.

Best Regards,

Jason P Durham

Jason Durham
Chief Accounting Officer
Tyler Technologies, Inc.

Acknowledged and Agreed:

Omaha Transit Authority, NE

_____
Authorized Signature

_____
Authorized Signatory Name and Title

_____
Date

Please return the fully signed copy of this letter to Invoice.Request@tylertech.com .

Resolution: **2025-31 Request Approval to Award an Addendum to the Services Agreement with Intelliride, LLC**

Explanation: Metro and Intelliride, LLC, entered into a services agreement for customer service in March of 2021. Staff is requesting authority to award an addendum to this services contract effective through March 2026. Several changes to the agreement include removing the receptionist position from the services agreement, moving all customer service positions to a remote location, and price adjustments.

Staff intends to release a procurement for customer services contracts in the near future. The extension to this agreement will allow staff time to prepare this procurement and ensure a seamless transition to a new customer service contract. The addendum will be reimbursed at a monthly rate of $49,949.71. Staff has determined the addendum to be fair and reasonable.

Recommend Approval

ADDENDUM TO THE SERVICES AGREEMENT BETWEEN INTELLIRIDE LLC AND THE REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA, DBA METRO

THIS ADDENDUM ("Addendum") TO THE SERVICES AGREEMENT ("Agreement") is made and entered into as of this ___ day of September, 2025, by and between IntelliRide LLC ("Provider") and the Regional Metropolitan Transit Authority of Omaha, dba Metro ("Metro"). Hereinafter, Provider and Metro shall be collectively referred to as the "Parties."

WHEREAS, the Parties entered into the Agreement for customer call-center services ("Services") effective March 1, 2021;

WHEREAS, subject to the changes contained herein, the Parties desire to extend the term of the Agreement;

WHEREAS, Metro desires that Provider continue to furnish customer call-center services ("Services") as more specifically described in the Agreement; and

WHEREAS, Provider represents that it is willing to perform the Services.

NOW, THEREFORE, in consideration of the mutual covenants and conditions set forth below, the Parties agree as follows:

1. The Term of the Agreement shall be extended and continue through March 31, 2026 ("Extended Term").
2. The Provider shall continue to provide Services according to the terms and conditions of the Agreement at an off-site location, separate and apart from Metro's administrative facility.
3. Effective July 13, 2025, the Provider shall no longer furnish to Metro a receptionist as set forth under the Agreement, and Metro shall not pay Provider for any receptionist.
4. Metro agrees to pay Provider for its performance of Services under the Agreement a monthly pricing rate in the total sum of $49,949.71, effective beginning October 1, 2025 and continuing each month thereafter for the remainder of the Extended Term unless terminated in accordance with the terms of the Agreement;
5. This Addendum may be executed in counterparts, each of will be deemed an original, but all of which together shall constitute one and same instrument.
6. The Parties agree that Exhibit B Servicing Levels for Staffing Model 8 in the Agreement contained several typos. The Parties agree that the attached Exhibit B Servicing Levels for Staffing Model A in this Addendum shall replace the original addendum in the Agreement.
7. Except as amended herein, all other terms and conditions of the Agreement shall remain unchanged and in full force and effect.

IN WITNESS WHEREOF, the Parties have caused this Addendum to be executed by their properly authorized representatives:

Transit Authority of the City of Omaha, dba Metro,

By: _____
Lauren Cencic, Chief Executive Officer

IntelliRide LLC,

By: _____

EXHIBIT "B" SERVICING LEVELS FOR STAFFING MODELS

(All models are based off current Monthly Averages; Moby 7,506 & Bus 14,080 = Average Monthly Total 21,586)

Servicing levels for the "Staffing Model 8"

Metro Bus & Moby	
Average Calls per Month	21,586
Estimated SLA	>80%
Estimated Average Answer Speed	<0:03:00
Estimated Abandon %	<25%
Average Handle Time	0:02:30
Shrinkage	30%
Moby	
Average Calls per Month	7,506
Estimated SLA	>75%
Estimated Average Answer Speed	<0:03:30
Estimated Abandon %	<20%
Average Handle Time	0:03:00
Shrinkage	30%
Metro Bus	
Average Calls per Month	14,080
Estimated SLA	>85%
Estimated Average Answer Speed	<0:03:00
Estimated Abandon %	<30%
Average Handle Time	0:02:00
Shrinkage	30%

Servicing levels for the "Staffing Model 12"

Metro Bus & Moby	
Average Calls per Month	21,586
Estimated SLA	85%
Estimated Average Answer Speed	0:02:30
Estimated Abandon %	22%
Average Handle Time	0:02:30

Resolution: **2025-32 Request Approval of FFY 2022-2025 Title VI Program Update**

Explanation: Staff are requesting approval of Metro Transit's Title VI Program ("Program") update and approval to submit it to the Federal Transit Administration (FTA).

The Regional Metropolitan Transit Authority of Omaha, d/b/a Metro Transit, a political subdivision of the State of Nebraska, is (1) a direct recipient of financial assistance from the Federal Transit Administration (FTA), (2) a public transportation provider located in an urbanized area of 200,000 or more in population and (3) operates more than fifty vehicles in peak service. The FTA requires Title VI Program updates from all direct recipients who meet these three requirements every three years. The Program is reviewed for compliance with FTA Circular 4702.1B.

The 2025 Program update spans Federal Fiscal Years (FFY) 2022-2025. The Title VI Program was adopted by the Board in September 2013, and the previous Program update was adopted in October 2022.

This Program update addresses Metro's Title VI/nondiscrimination complaint procedure, public participation plan, language assistance plan, minority representation on planning and advisory boards, system-wide service design and performance standards, updated demographic and service profiles, monitoring program results, Title VI policy descriptions, equity analyses conducted during the current reporting period, and Board awareness. No disparate impacts were found during the service standard and policy monitoring completed as part of this Program update.

This program update was reviewed by the Policy and Planning and Operations Committees.

Recommend approval.

Title VI Program Update

FFY 2022-2025

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

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1. Introduction

The Regional Metropolitan Transit Authority of Omaha, d/b/a Metro Transit, a political subdivision of the State of Nebraska, is a direct recipient of financial assistance from the Federal Transit Administration (FTA), 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. Metro Transit operates local fixed routes and paratransit service at various levels of service seven (7) days a week, with supplementary weekday service including several commuter express routes and a downtown circulator. Metro Transit is currently piloting microtransit service with philanthropic funding.

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 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).

This 2025 Title VI Program Update fulfills Metro Transit’s requirement to prepare and submit records so that the FTA may ascertain that Metro Transit is in compliance with FTA Circular 4702.1B “Title VI Requirements and Guidelines for Federal Transit Administration Recipients.” Updates to this Title VI Program are submitted to the FTA every three years, as required by 49 CFR Section 21.9(b).

A list of acronyms and definitions used throughout this document is available in Appendix B.

2. General Requirements

2.1 Title VI Annual Certifications and Assurances

In accordance with 49 CFR Section 21.7(a), Metro Transit submits an annual assurance to the Federal Transit Administration (FTA) that it will comply with the Title VI regulations set forth by the United States Department of Transportation (USDOT). The table below includes the meeting date at which Metro Transit's Board of Directors approved the annual Certifications and Assurances. Meeting minutes are posted for public viewing on Metro Transit's website: ometro.com/board-of-directors. The Certifications and Assurances were submitted to the FTA through the Transit Award Management System (TrAMS).

Table 1: Date of Board Approval for Annual Certifications and Assurances

Fiscal Year	Date of Board Approval
2022	February 24, 2022
2023	February 28, 2023
2024	March 28, 2024
2025	June 26, 2025

2.2 Title VI Notice to the Public

Metro Transit notifies the public of its Title VI obligations and informs the public of the protections against discrimination afforded by Title VI regulations. Metro Transit's Title VI public notice is included in the "Notifying the Public of Civil Rights (Title VI, ADA, Federal Transit Law)" that informs the public on how to request more information on Metro's civil rights program and the procedures to file a complaint. A copy of the notice to the public is included in Appendix C.

The long-form notice is posted in English and Spanish on the Metro Transit website and in the public area (lobby) of Metro Transit's headquarters. It is also included in the MOBY (Metro Transit's ADA complementary paratransit service) Rider Guide. A condensed statement is printed on all transit schedules and posted in available buses and digital screens.

2.3 Title VI Complaint Procedures

The Regional Metropolitan Transit Authority of Omaha, d/b/a Metro Transit, is committed to a policy of non-discrimination in the conduct of its business and delivery of services, including responsibilities related to Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act, both as amended, and any applicable federal, state or local law.

Any person, group of individuals or entity who believe they have been subjected to discrimination based on race, color, national origin, disability, sex (including sexual orientation), religion, age, or any protected status described in applicable federal, state or local law, may file a discrimination complaint with Metro Transit within 180 days from the date of the alleged discrimination. Failure to file a complaint within 180 days will result in the dismissal of the complaint. Complaints may be filed with Metro Transit or with the U.S. Department of Transportation, Federal Transit Administration, Office of Civil Rights.

Metro Transit's Discrimination Complaint Form is available at www.ometro.com/civilrights, or by calling (402) 341-0800.

If you require any assistance in completing this form, please contact the Title VI and ADA Coordinator by calling (402) 341-7560 ext. 2550 or emailing civilrights@ometro.com.

A Discrimination Complaint Form (accessible formats available upon request) can be filed with Metro Transit at civilrights@ometro.com or mailed to:

Metro Transit
Attn: Title VI and ADA Coordinator
2222 Cuming Street
Omaha, NE 68102-4392

A discrimination complaint not filed on Metro Transit's Discrimination Complaint Form shall include:

- Your name, address, phone number, and email address.
- Accessible format requirements.
- An explanation of what happened, how you were discriminated against, and the basis of discrimination (race, color, national origin, disability, sex (including sexual orientation), religion, age, or any protected status described in applicable federal, state or local law). Be sure to include how you feel other persons were treated differently than you.
- A description of who was involved, date and time of the incident, and location of the incident (e.g., route, direction of travel, bus number, facility).
- Any other information about what happened and supporting documents, if needed.
- The agency and contact information for any other federal, state, or local agency with which the complaint has been filed.
- The complaint must be signed and dated by the person filing the complaint or by someone authorized to do so on their behalf.

2.4 Complaint Assistance

In the case where a Complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Title VI and ADA Coordinator. Under these circumstances, the Complainant will be interviewed, and the Title VI and ADA Coordinator will assist the Complainant in converting the verbal allegations to writing. Metro Transit will also provide appropriate assistance to Complainants who request it (e.g., language or sign language interpretation).

2.5 Complaint Tracking

The Title VI and ADA Coordinator shall maintain a log of discrimination complaints received with an additional note as to whether the complaint is related to Metro Transit's Title VI and ADA responsibilities. This log will be maintained by Metro Transit's Title VI and ADA Coordinator. The log shall include the date the complaint was filed, a summary of the allegations, the status of the complaint, and actions taken by Metro Transit in response to the discrimination complaint.

2.6 Investigation Procedures

Once the complaint is received, Metro Transit will review it to determine if Metro Transit has jurisdiction over the incident. The complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by Metro Transit within 5 business days.

Metro Transit has 60 business days to investigate the complaint. The Title VI and ADA Coordinator will serve as the investigator and may consult with Metro Transit's Legal Director as part of the determination process. A designee investigator may be appointed by the Title VI and ADA Coordinator, if needed. If more information is needed to reach a determination, Metro Transit may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to the investigator. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, Metro Transit can administratively close the complaint. A complaint can also be administratively closed if the complainant no longer wishes to pursue the complaint.

After the investigator reviews the complaint, the investigator will issue either a Closure Letter or a Letter of Finding. A Letter of Finding summarizes the results of the investigation. A Closure Letter summarizes the allegations and states that there was no discrimination found or related compliance violations (Title VI, ADA) and that the case will be closed.

If the complainant wishes to appeal the decision, the complainant must submit a Discrimination Complaint Determination Appeal Form to the Chief Executive Officer (CEO) within 10 business

days of the date on the Letter of Finding/Closure Letter. The Appeal Form can be filed with the Metro Transit CEO at lcencic@ometro.com or mailed or delivered to:

Metro Transit
Attn: CEO
2222 Cuming Street
Omaha, NE 68102-4392

An appeal not filed on Metro Transit's Discrimination Complaint Determination Appeal Form shall include:

- Your name, address, phone number, and email address.
- A detailed explanation of the reason(s) the initial determination should be reviewed.
- The appeal must be signed and dated by the person filing the appeal or by someone authorized to do so on their behalf.

The complainant will receive an acknowledgement letter from the CEO. The CEO will not review new evidence or re-investigate the complaint. The CEO will notify the Title VI and ADA Coordinator that the complainant has appealed the initial determination, and the Title VI and ADA Coordinator will forward all information used to make the initial determination. The CEO will review the appeal and notify both the complainant and Title VI and ADA Coordinator of the results of the appeal.

2.7 File a Complaint with FTA

Mailing address:

A complainant may choose to file directly with the Federal Transit Administration, Office of Civil Rights, no later than 180 days after the date of the alleged discrimination. Full information on FTA's complaint process is available online: https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta.

Complaints filed with the FTA can be submitted in the following formats:

- Civil Rights Online Form https://ftawebprod.fta.dot.gov/OCF/OnlineComplaintForm/CreateOnlineComplaintForm
- Download and complete the FTA Civil Rights Complaint Form (PDF) and either submit it by email or physical mail. https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/fta-civil-rights-complaint-form

Email address: FTACivilRightsCommunications@dot.gov (include "FTA complaint form" in the subject line).

Mailing address:
Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

If you have questions on how to prepare a complaint for the FTA, contact the FTA's toll-free civil rights hotline at (888) 446-4511.

2.8 Discrimination Complaint and Appeal Forms

A copy of the Discrimination Complaint Form and Discrimination Complaint Determination Appeal Form are available as appendices to this document.

- Appendix D: Metro Transit Discrimination Complaint Form (English)
- Appendix E: Metro Transit Discrimination Complaint Form (Spanish)
- Appendix F: Metro Transit Discrimination Complaint Determination Appeal Form (English)
- Appendix G: Metro Transit Discrimination Complaint Determination Appeal Form (Spanish)

2.9 Title VI Complaints, Investigations and Lawsuits

Metro Transit received one Title VI complaint no notices of Nebraska Equal Opportunity Commission Charges or lawsuits alleging discrimination based on race, color, or national origin during this reporting period.

Table 2: Title VI Complaints, Investigations, and Lawsuits During Reporting Period

	Date	Summary	Status	Action(s) Taken
Title VI Complaint	March 7, 2025	Complaint alleged discrimination on the basis of race when a Metro Operator did not allow the complainant to exit at the front of the bus on February 27, 2025.	Response to appeal to CEO pending.	Letter of Closure issued on April 25, 2025. Complainant appealed to the CEO.

3. Public Participation Plan

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 Transit 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 Metro Transit. The PPP is intended to ensure that meaningful participation is possible for all including the general public as well as those strategies targeting minority and LEP populations and efforts to engage other constituencies that are traditionally underrepresented and underserved. Underserved populations include, but are not limited to, individuals with disabilities, seniors, low-income populations, and those with lower literacy skills.

3.1 Outreach Philosophy

Metro Transit emphasizes involving members of the public in its planning process and seeks inclusive and collaborative resident participation in decision making. It is Metro Transit's goal to make decisions about plans, projects, and service or fare changes only after providing opportunities for public comment and analyzing feedback received. All views should be heard. To accomplish this, Metro Transit conducts proactive and ongoing outreach, as well as project or proposal specific outreach. Metro Transit makes a concerted effort to place engagement team members in places and events community members are already spending time.

3.2 Early, Continuous, and Meaningful Public Engagement

Efforts are made on a regular basis to maintain clear and meaningful lines of communication between Metro Transit 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 public service.

Open and continuous communication is vital to maintaining strong working relationships with area stakeholders, service providers, and non-profits that facilitate participation for all users including LEP, minority, and other underserved groups. Stakeholders, service providers, and non-profits include community and advocacy groups, social service and health agencies, major employers, schools, community colleges/ universities, interested persons and local leaders. Communication with these entities ensures Metro Transit remains cognizant of the issues, needs, and priorities of LEP, minority, and the underserved populations in the

community. It is also vital in encouraging the participation of LEP, minority, and other underserved groups. A representative sample of the organizations Metro Transit regularly works with is listed at the end of this section.

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

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 Transit identified community and advocacy groups serving large numbers of LEP and minority populations. Metro Transit's partnerships with these groups assisted in developing strategies to engage their clients/members in becoming more involved with Metro Transit's public engagement activities. Metro Transit utilizes these resource agencies to help disseminate information about its services and the availability of special accommodations including language assistance, availability of large-print materials, audible announcements, and materials available for screen readers.

Organizations that work closely with LEP and minority individuals include:

- Center for Immigrant and Refugee Advancement
- Charles Drew Health Centers
- Department of Health and Human Services, *Refugee Resettlement Program*
- Eastern Nebraska Community Action Partnership
- Empowerment Network
- Heartland Family Services
- Heartland Workforce Solutions
- International Council for Refugees and Immigrants
- Intercultural Senior Center
- Latino Center of the Midlands
- Lutheran Family Services
- North Omaha Community Care Council
- Omaha 360
- Omaha Housing Authority
- Omaha Public Schools
- Omaha Refugee Task Force
- One Omaha
- One World Health Center
- Refugee Women Rising
- Restoring Dignity
- South Omaha Community Care Council
- South Omaha Neighborhood Alliance

Metro Transit seeks to maintain open dialogue with these organizations and conducts targeted outreach to them in conjunction with public participation efforts. An extended public engagement contact list can be found at the end of the PPP.

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

Input is also sought through the Transit Advisory Committee (TAC). TAC Members are selected on an application basis yearly, with individual two-year terms staggered. Metro aims for the committee members to be representative of the Omaha community, providing diverse perspectives. The committee members are made up of both riders and non-riders and meet monthly. The TAC is charged with addressing and passing along passenger comments: complaints, suggestions, compliments, etc. along with their own observations. They also review all proposed service changes, fare structures and attend and assist at public meetings, community forums, and other events. The TAC monthly meetings also provide a less formal opportunity for members of the public to express their opinion or provide feedback to Metro Transit employees or the Metro Transit Board of Directors. The TAC meetings are held in compliance with Nebraska's Open Meetings Act and the meeting public notice is published in the Omaha Daily Record, on Metro Transit's social media, and on the Metro Transit website.

Additionally, Metro Transit's Board of Directors meetings are held monthly and in compliance with Nebraska's Open Meetings Act. The public is invited to attend, in person or virtually, and to provide input on matters under consideration by the Board. Metro Transit's Board of Directors Meeting public notice is published in the Omaha Daily Record, on Metro Transit's social media, and on the Metro Transit website.

3.3 Outreach Regarding Fare or Major Service Changes

When preparing for significant changes to Metro Transit's public transportation services or any fare change, it is vital to gather input from a broad range of people, representative of Omaha's population through a variety of methods. No singular means of outreach can effectively gather feedback from all perspectives. As such, Metro Transit does conduct traditional outreach methods such as public meetings but has expanded its efforts to engage the community where they are. Metro Transit makes efforts to provide opportunities for varying members of the community to speak with Metro Transit representatives where they already are, rather than asking them to come to us. This level and style of engagement is something Metro Transit strives to provide continually. The focus of the engagement strategically focuses if a "major service change" threshold is reached.

Outreach and participation efforts are stressed with communities 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 Transit continually seeks to involve organizations and individuals that may have potential interest in proposed changes, big or small. Metro Transit consults with organizations and agencies that serve impacted populations and seeks out populations who may be affected so they have the opportunity to provide meaningful input. Public input is documented, considered, and incorporated into the decision-making process.

3.4 Stakeholder Meetings

Metro Transit seeks to capitalize on existing community resources to gather input and feedback on proposed changes. Metro Transit 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 all stakeholder groups including but not limited to minority, low-income, and LEP populations in stakeholder meetings and committees. These community experts often have localized knowledge that can guide Metro Transit staff when developing proposals for the general public.

3.5 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 ensure that all stakeholders including minorities, 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, minorities, people with disabilities 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 Transit headquarters, local libraries, community centers, social service organizations, 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 users of public transportation.

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 Transit headquarters;
b. Rider Alerts (English / Spanish) distributed on Metro Transit's revenue vehicles;
c. Online at www.ometro.com and MyRide OMA;
d. Social media posts: Facebook, Twitter, and Instagram;
e. Email distribution to:
    a. Stakeholders including those that frequently work with traditionally underrepresented populations including LEP, minorities, low-income, senior, and individuals with disabilities
f. Published notice in the Omaha Daily Record; and
g. Press release sent to the local television and print media.

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

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 Transit 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. 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 10 calendar days following the last meeting.

Resources: Following the meetings, key documents and other presentation materials are posted on the Metro Transit website or in print at Metro Transit's headquarters. Comments are received by phone, online, or by mail for at least 10 calendar days following the last public meeting.

3.6 Non-Traditional Outreach

Metro Transit understands that public meetings do not always provide the most convenient method of outreach to all members of the community. Metro Transit seeks out existing community organizations such as regularly scheduled meetings of neighborhood associations, civic advisory councils, local businesses, and 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, attending community festivals or celebrations, soliciting feedback through non-profits and service providers, and publication in those organizations' materials to their clients.

Metro Transit also uses a number of social media platforms to help reach the local community. Metro Transit has a presence on Facebook, Twitter, Instagram, LinkedIn, and YouTube. Metro Transit aims to use its digital platforms as spaces to inform, educate, and excite the community about public transit. Metro Transit continues to monitor how the community is using new and emerging social media platforms and will keep options open to expand its digital presence to meet the community where they already are.

3.7 Public Participation in Recent Planning Activities

3.7.1 Early, Continuous, and Meaningful Public Engagement

Metro Transit strives to maintain regular, consistent public engagement with its riders and the community at-large. Some examples of the engagement done by Metro Transit staff include public feedback sessions, monthly Board meetings, lunch and learn sessions, and bus and bike rack demonstrations at community events. Metro Transit staff is continually seeking new, innovative ways to engage the public, including minority and LEP populations, to ensure a high level of involvement with the local community.

Metro Transit continues to communicate with passengers through bilingual (English/Spanish) messaging with permanently posted interior vehicle signs, online and onboard distribution of rider alerts and other print materials, postings in transit centers, and digital signs at key transit stations.

Metro Transit has continued to work closely with many local organizations, community groups, and civic departments. 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 Transit has maintained open communication and connections with the community.

The following is a non-inclusive list of organizations in the Omaha community that Metro Transit works with:

- Boys & Girls Clubs
- 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
- College of Saint Mary
- Community Alliance
- Council Bluffs Chamber of Commerce
- Council Bluffs Special Transit
- Creighton University
- Department of Health and Human Services
- Douglas County Housing Authority
- Easter Seals
- Eastern Nebraska Office on Aging
- Empowerment Network
- Family Housing Advisory Services, Inc.

- Greater Omaha Chamber of Commerce
- Green Omaha Coalition
- Heartland Family Services
- Latino Center of the Midlands
- Lutheran Family Services of Nebraska, Inc.
- Metropolitan Area Planning Agency
- Metropolitan Community College
- Micah House
- Nebraska Department of Transportation
- Nebraska Health and Human Services
- Nebraska Commission for the Blind and Visually Impaired
- Nebraska Commission for the Deaf and Hard of Hearing
- Omaha by Design
- Omaha Public Libraries
- Omaha Public Schools
- Omaha Refugee Task Force
- Omaha Together One Community
- One Omaha
- Open Door Mission
- Project Connect
- Restoring Dignity
- Salvation Army
- Siena Francis House
- South Omaha Neighborhood Alliance
- Stephen Center
- Threshold Foundation
- University of Nebraska Medical Center
- University of Nebraska - Omaha
- Vocational Rehabilitation

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

- Block parties
- Community education
- Community events, festivals, and fairs
- Community meetings (e.g., Local government councils, committees)
- Conference presentations
- Contests
- Digital and broadcast media outreach
- Employer-sponsored programs
- Farmer's markets
- Health fairs
- Housing summits
- K-12 Rides Free Program and education
- Local radio announcements
- Mailings to target audiences
- Meet the Buyers Conferences
- Print notifications
- Resource fairs
- Rider listening sessions
- School orientations/presentations
- Social media posts and alerts
- Storytimes for children
- Sustainability events and activities
- Tours of Metro
- Train the Trainer education
- Transit-related professional conferences
- University tours, festivals, speaking engagements
- Website communication

4. Limited English Proficiency and Language Assistance Plan

Metro Transit is required to take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of its programs and activities for individuals with limited English proficiency (LEP) to maintain compliance with Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. § 2000d, et seq., and its implementing regulation at 28 CFR § 42.405(d), and appliable U.S. Department of Justice guidance.

In order to ensure meaningful access to programs and activities, Metro Transit uses the information obtained in the Four Factor Analysis to determine the specific language services that are appropriate to provide. This careful analysis helps Metro Transit determine if it communicates effectively with LEP persons and informs language access planning.

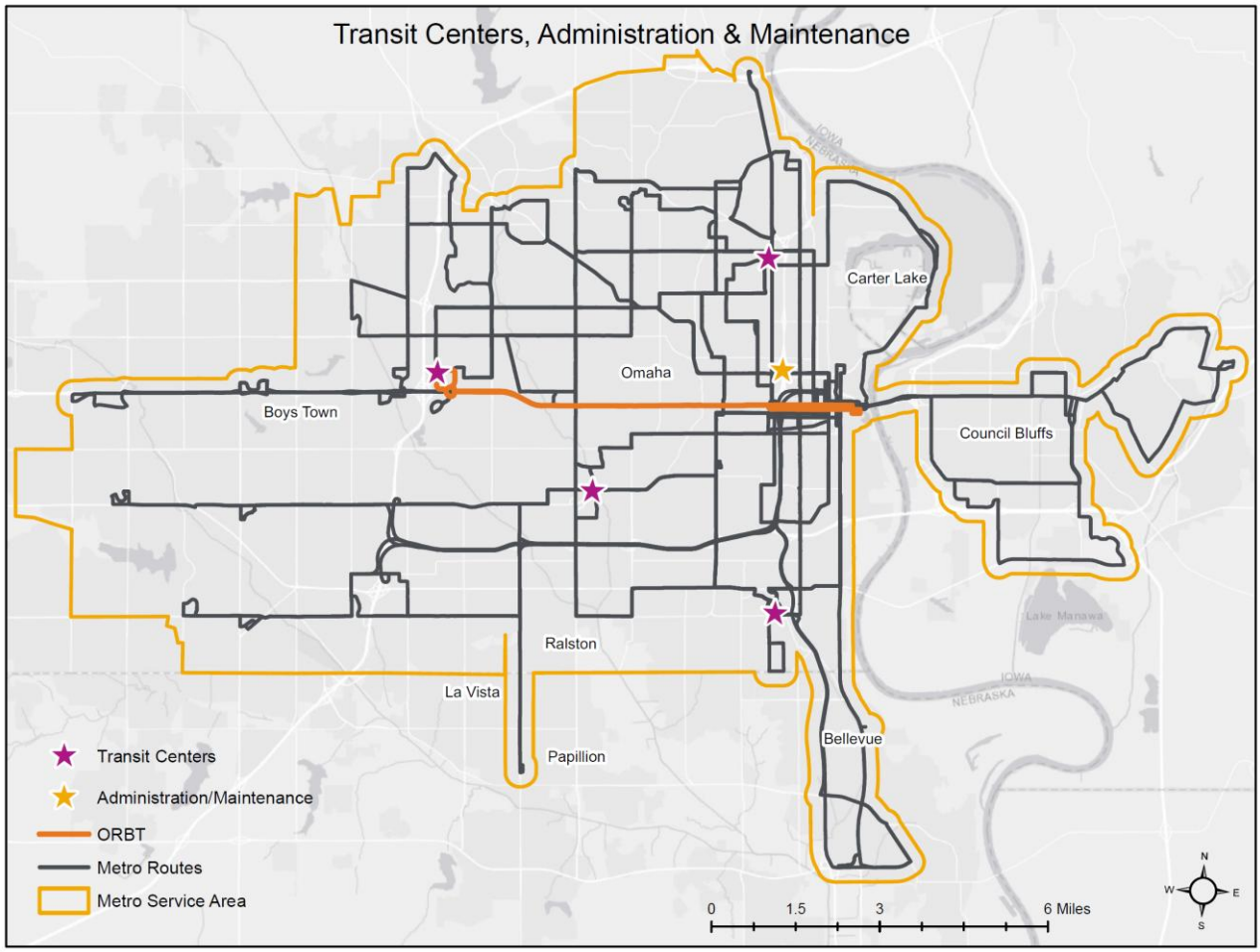
4.1 Four-Factor Analysis

4.1.1 Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.

4.1.1.1 Service Area Boundaries

Metro Transit's service area is located primarily within the City of Omaha in Douglas County, Nebraska. All services operated by Metro Transit outside Omaha's city limits are 'turnkey' contracts with the individual entities defining their level of service. As such, Metro Transit's service area does have limited coverage beyond Omaha city limits. For the purposes of this Four Factor Analysis, Metro Transit analyzed demographic data from the base service area outlined in Map 1: Metro Transit Service Area.

Map 1: Metro Transit Service Area



4.1.1.2 Analysis of Language-Related Population Data

Languages Spoken at Home

A total of 477,950 people live in Metro Transit's service area with 418,783 individuals (87.6%) speaking only English. The LEP population, those who speak English "less than very well", comprises 5.0% (23,723 individuals) of the total population.

There are 37,644 persons who speak Spanish (or Spanish Creole) and 3.2% 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 8,392 persons or 1.8% of the population. Tables 3 and 4 show Languages Spoken at Home and All Residents 5 Years and Older Speaking English "Less Than Very Well".

Table 3: Language Spoken at Home for Metro Transit's Service Area

Total Population Metro Transit 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"
477,950	418,783	87.6%	23,723	5.0%	15,332	3.2%	8,392	1.8%

Source: 2023 American Community Survey, U.S. Census

Table 4: All Residents 5 Years and Older Speaking English "Less than Very Well"

Language Spoken	Population Metro Transit Service Area	Percent That Speaks English "Less Than Very Well"
Spanish	37,644	3.21%
Other languages of Asia	2,502	0.36%
French	1,901	0.14%
Nepali, Marathi, or other Indic languages	1,662	0.18%
Vietnamese	1,450	0.14%
Chinese (incl. Mandarin, Cantonese)	1,386	0.10%
Arabic	1,303	0.11%
Swahili or other languages of Central, Eastern, and Southern Africa	1,049	0.09%
Amharic, Somali, or other Afro-Asiatic languages	1,038	0.14%
German	949	0.03%
Telugu	894	0.03%
Tagalog (incl. Filipino)	830	0.04%
Other and unspecified languages	771	0.03%
Yoruba, Twi, Igbo, or other languages of Western Africa	736	0.04%
Persian (incl. Farsi, Darsi)	645	0.06%
Hindi	579	0.02%
Russian	499	0.03%
Korean	435	0.03%
Tamil	409	0.03%
Other Indo-European languages	327	0.01%
Japanese	301	0.02%

Ilocano, Samoan, Hawaiian, or other Austronesian languages	246	0.02%
Ukrainian or other Slavic languages	240	0.01%
Malayalam, Kannada, or other Dravidian languages	233	0.00%
Polish	218	0.02%
Italian	202	0.01%
Serbo-Croatian	160	0.01%
Portuguese	158	0.01%
Other Native languages of North America	134	0.00%
Bengali	120	0.01%
Thai, Lao, or other Tai-Kadai languages	109	0.01%
Greek	107	0.00%
Urdu	91	0.00%
Yiddish, Pennsylvania Dutch or other West Germanic languages	78	0.00%
Punjabi	60	0.00%
Hebrew	39	0.00%
Gujarati	31	0.00%
Khmer	31	0.00%
Hmong	24	0.00%
Haitian	18	0.00%
Armenian	5	0.00%
Navajo	0	0.00%

Source: 2023 American Community Survey, U.S. Census

As demonstrated in Table 5, the top three (3) languages in the service area with persons who speak English less than very well are Spanish (15,332 or 3.21%), other languages of Asia (1,721 or 0.36%), and Nepali, Marathi, or other Indic languages (837 or 0.18%).

Table 5: Top Ten Languages Spoken at Home by Ability to Speak English for the Population 5 Years and Over

Language	Total Speakers Metro Transit Service Area	Percent Total Speakers	Total Speaks English "Less Than Very Well"	Percent Speaks English "Less Than Very Well"
English Only	418,783	87.62%		
Spanish	37,644	7.88%	15,332	3.21%
Other languages of Asia	2,502	0.52%	1,721	0.36%
French	1,901	0.40%	660	0.14%
Nepali, Marathi, or other Indic languages	1,662	0.35%	837	0.18%
Vietnamese	1,450	0.30%	684	0.14%
Chinese (incl. Mandarin, Cantonese)	1,386	0.29%	473	0.10%
Arabic	1,303	0.27%	530	0.11%

Swahili or other languages of Central, Eastern, and Southern Africa	1,049	0.22%	450	0.09%
Amharic, Somali, or other Afro-Asiatic languages	1,038	0.22%	666	0.14%

Source: 2023 American Community Survey, U.S. Census

Safe Harbor Language

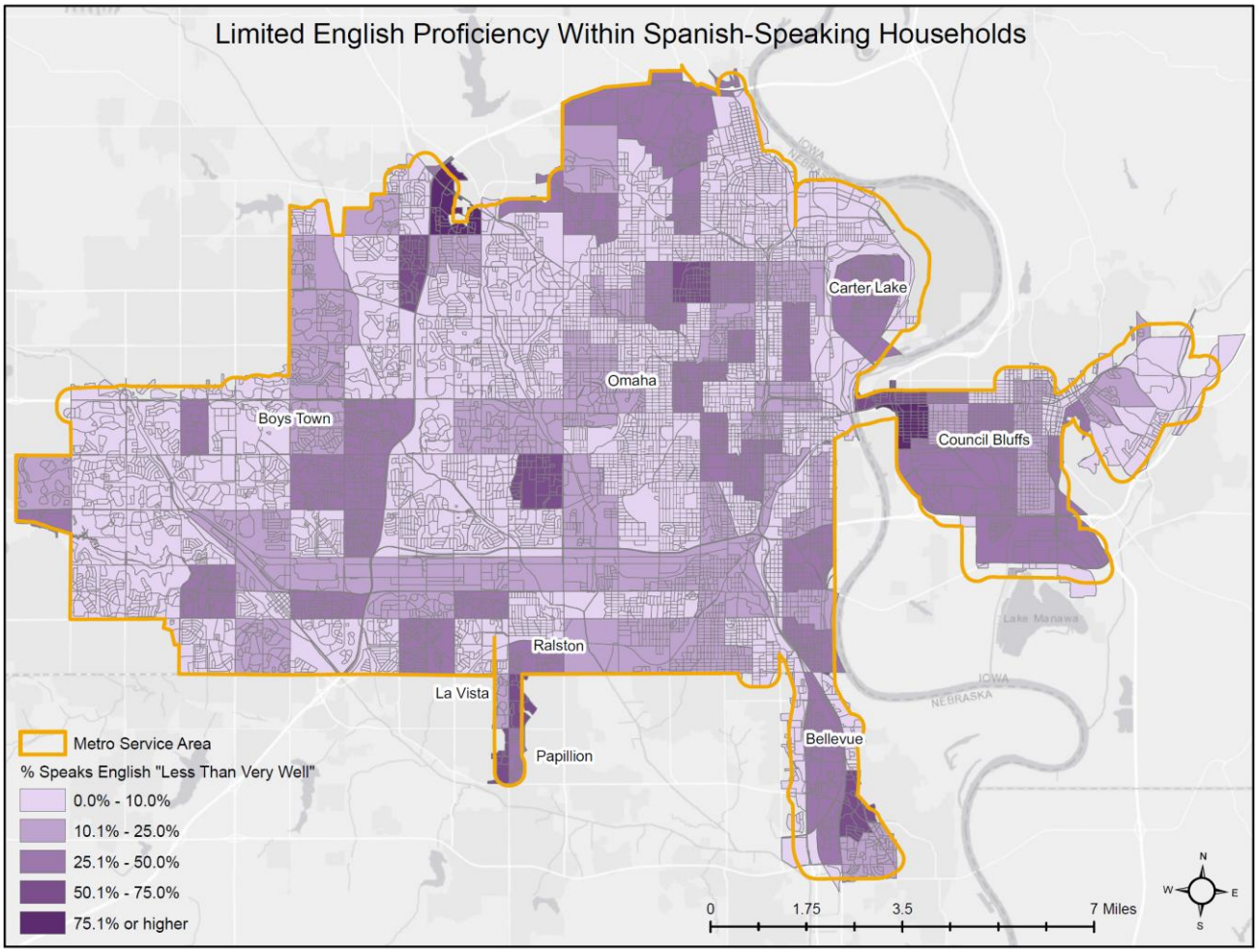
The Safe Harbor Provision stipulates that if Metro Transit provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with Metro Transit's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent trigger, Metro Transit is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost. These Safe Harbor provisions apply to the translation of written documents only.

Metro Transit determined that a language meets the Safe Harbor threshold if there are over 1,000 people estimated to speak the language less than "very well" in its service area. Some language families with over 1,000 less than "very well" speakers may have been omitted if Metro Transit does not have the means to reasonably assess whether one predominant language in the group meets the threshold. Additional relevant local data may supplement U.S. Census or American Community Survey data if they help identify individual languages within a language group that may meet the threshold.

The singular Safe Harbor Language in Metro Transit's service area is Spanish (15,332).

As illustrated in Map 2, Spanish-speaking persons can be found throughout Metro Transit's service area. The Spanish-speaking population has historically been concentrated primarily in South Omaha but has additionally spread west and north within Metro Transit's service area.

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



Analysis of Local Sources of Data on LEP Persons

Local sources of data on LEP persons in the Metro Transit service area include statistics from the Omaha Public School District (OPS) English Learner program as well as information regarding refugee resettlement in the area. The OPS District English Learner and Refugee Report: 2023-2024, documents approximately an 8.5% increase in their English Learner program over 2022-23 and a 55.1% increase over the last 10 years. There are 11,682 K-12 students participating in the English Learner program, accounting for 23.6% of the K-12 student population. There are 2,344 refugee students in the district coming from 19 different countries making up 4.7% of the K-12 student population.

Table 6: Language Spoken at Home, Omaha Public Schools

Language Spoken at Home	Total	Percent of Non-English Speakers
Spanish	15,765	72.82%
Karen	1,768	8.17%
Somali	696	3.21%
Nepali	464	2.14%
Arabic	283	1.31%
Nuer	281	1.30%
Karenni	269	1.24%
Q'anjoba'l	268	1.24%
Pashto	258	1.19%
French	215	0.99%
All Other Languages	1,383	6.39%
Speaking a Language Other Than English	**21,650**	**100.00%**
Count of Languages	*111*	

Source: OPS District English Learner and Refugee Report: 2023-2024

Table 6 shows Spanish speakers make up the largest percentage of OPS's LEP population, which is consistent with the previously reviewed population data.

The second largest percentage of language spoken at home is Karen, which falls under the "Other Languages of Asia" category in the Census Data. This is also consistent with the Census Data previously reviewed. However, data is not readily available on how many of these Karen speakers speak English less than very well. Metro Transit should continue to assess language assistance needs as Karen may emerge as a Safe Harbor Language in future analysis.

The third most common language spoken at home by OPS students is Somali, which is part of the "Amharic, Somali, or other Afro-Asiatic Languages" in the Census Data. This language grouping was in the top ten languages spoken at home (Table 5), but not in the top three as in the OPS data. This may indicate a population trend for Metro Transit to remain aware of moving forward.

Summary

In using the above population data, Metro Transit determined that the greatest non-English language need in the community is Spanish, and therefore Metro Transit should focus its language assistance efforts on this subpopulation. Metro Transit does recognize the community it serves is increasingly ethnically and linguistically diverse and that it should also consider how to provide appropriate language assistance to LEP persons beyond Spanish when possible.

4.1.2 Factor 2: Frequency of Contact with LEP Persons

Metro Transit assessed the frequency with which LEP persons have contact with Metro Transit 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).

Table 7: Frequency of Contact LEP Persons have with Metro Transit's Services and Programs

Avenue of Contact	Frequency
Drivers	Frequently
Customer Service	Occasionally
On-street signage	Frequently
Website	Occasionally
Interior fare and information cards	Frequently
Front desk receptionist	Often
MOBY Certification	Rarely
Print media	Occasionally
Mobile applications	Frequently
Outreach or community events	Occasionally
Outreach materials	Occasionally
Half-Fare Program	Occasionally
Fare purchases at Ticket Vending Machines	Occasionally
Ridership (on-board) surveys	Rarely

4.1.3 Factor 3: Nature and Importance of Metro Transit Services to LEP Persons

Critical services are defined by the USDOT as programs or activities that would have significant consequences for individuals if language barriers prevented a person from benefiting from the activity. The provision of public transportation is a critical service. Although public transportation does not traditionally provide lifesaving or emergency type access to medical services (such as an ambulance), significant consequences could result from the inability of an LEP individual to effectively utilize public transportation. Such consequences could include the inability to access preventative healthcare, education, employment, or social services. Metro Transit 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.

4.1.4 Factor 4: Resources Available to Metro Transit and Overall Cost

Metro Transit is committed to providing resources for language assistance. Metro Transit currently focuses its language assistance resources on providing important information in Spanish through technology, multilingual employees, and community partnerships.

The cost associated with these efforts fall within Metro Transit's operating budget. Current costs are predominately a reflection of translation and interpretation services, outreach materials, and employee time. Metro Transit's budget for these services is set annually using a base level consistent with historical need, plus consideration of service planning, public outreach, or targeted outreach that might require additional language assistance resources.

In Metro Transit's 2025 Fiscal Year (Calendar Year), up to $5,000 was budgeted for professional written translation of vital documents and outreach materials. Table 8 outlines the expenditures from January 1 to September 1, 2025, exclusive of the time of multilingual employees.

Table 8: Metro Transit's 2025 Language Assistance Expenditures through September 1

Language Assistance	Rate	Cost
Translation of revised MOBY Rider Guide (English to Spanish)	$0.20 per word x 11,229 words	$2,245.80
Translation of revised Half-Fare Program Applications (English to Spanish)	$0.20 per word x 1,290 words	$258.00
Translation of Umo brochure (English to 12 languages*: Arabic, Burmese, Farsi, French, Karen, Karenni, Kinyarwanda, Pashto, Somali, Spanish, Swahili, Ukranian)	$0.20 per word x 7,668 words	$1,533.60
Translation of MyRide brochure (English to 12 languages*: Arabic, Burmese, Farsi, French, Karen, Karenni, Kinyarwanda, Pashto, Somali, Spanish, Swahili, Ukranian)	$55 per page x 12 languages	$660.00
Spanish interpretation for July public meeting (virtual meeting)	$50 per hour x 1 hour	$50
Total		$4,747.40

**The 12 languages selected for translation were the languages recommended by local immigrant and refugee-serving agencies.*

Metro Transit also pursues cost-effective practices for providing language services, such as maintaining strong partnerships with community organizations that serve LEP populations. These community organizations regularly assist with translation or interpretation, distribution of printed information, and provision of educational or outreach opportunities.

4.2 Language Assistance Services Provided

Metro Transit currently utilizes a range of methods to provide language assistance, with a focus on providing materials in English and Spanish. Information in additional languages is provided when possible but is not required under the Safe Harbor provision previously discussed. Table 9 outlines the format of the language assistance, method of contact or interaction, and the available languages for each format.

Table 9: Language Assistance Currently Provided by Metro Transit

Format	Method of Contact or Interaction	Available Languages
Digital	Website (ometro.com)	Can be translated to any language available through Google Translate.
	Umo app	English, Spanish, French
	MyRide OMA (app and website)	English, Spanish
	How to Ride Videos	English, Spanish, Swahili, Somali, Nepali, Karen, French, Burmese, Arabic
Print / Download	MyRide OMA and Umo Guides (outreach materials)	Arabic, Burmese, English, Farsi, French, Karen, Karenni, Kinyarwanda, Pashto, Somali, Spanish, Swahili, Ukranian
	MOBY Application and Rider Guide	English, Spanish
	Half-Fare Application	English, Spanish
	Discrimination Complaint Form	English, Spanish
	Discrimination Complaint Appeal Form	English, Spanish
	Route Schedules	English, Spanish
Direct Interaction	Customer Service Contact Center	English, Spanish, Additional languages through third-party interpretation service
	Outreach events	English, Spanish (when large Spanish-speaking population is anticipated)
	Public meetings for service changes	English, Spanish, additional languages with advanced request
	Meetings subject to Nebraska Open Meetings Act (Board of Directors, Transit Advisory Committee)	English with Spanish and additional languages

		available with advanced request
	How to Ride and Train the Trainer trainings	English, Spanish and additional languages upon request
On board fixed-route vehicles	Rider alerts	English, Spanish
	Rider surveys	English, Spanish
	Interior bus cards regarding fares, lost and found, passenger rules, and nondiscrimination notice	English, Spanish
Fare purchases	Ticket Vending Machine audio instructions and prompts	English, Spanish

In addition to the language assistance listed in Table 9, Metro Transit 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 Transit bus stops feature the international bus symbol for ease of identification.

Metro Transit provides additional support of LEP individuals by accepting comments and questions through several means including verbal, written, and electronic comments. The public comment period for proposed changes is extended, if feasible, to allow meaningful access for LEP persons. An extended comment period allows LEP individuals to seek clarification and/or assistance from Metro Transit and other resources.

In preparation for the 2025 Title VI Program Update, Metro Transit invited public comments about the current language assistance it provides. A total of 17 responses were submitted as “Not Applicable” or without answering the language assistance question, and 7 responses indicated yes, Metro Transit’s current language assistance meets the commenter’s needs.

Additionally, Metro Transit requested feedback on its language assistance from the following community intermediaries serving large numbers of LEP individuals, including:

- Omaha Refugee Task Force (ORTF),
    - Refugee Women Rising,
    - Center for Immigrant and Refugee Advancement,
    - International Council for Refugees and Immigrants,
- South Omaha Community Care Council (SOCCC), and
- Latino Center of the Midlands.

The ORTF is a collaborative effort of refugee community leaders, resettlement agencies, city officials, and other service providers whose purpose is to advocate for and address refugee

issues in Omaha. One of the standing committees of ORTF is Transportation, in which Metro Transit is an active participant. The SOCCC serves as an information and referrals source to the South Omaha community and provides a strategic infrastructure for over 95 human service organizations, medical facilities, neighborhood associations and private businesses to enhance collaboration, communication, leadership, and services for the empowerment and well-being of the South Omaha community. As previously noted, much of the Spanish-speaking population in the Metro Transit service area has historically resided in South Omaha.

Staff from the community organizations indicated that the level of language assistance that Metro Transit currently provides satisfies the needs of those they serve. The only feedback received was to incorporate a reminder into rider training that when using Google Translate for the Metro Transit website, the individual must translate each page they want to view. Metro Transit staff will incorporate that prompt into future training.

4.2.1 Cost-Effective Practices for Providing Language Assistance

To further expand the level of language assistance Metro Transit can provide, Metro Transit pursues additional cost-effective practices, such as:

- Partnering with community organizations to assist with translation or interpretation, distribution of printed information to LEP individuals, or to provide educational or outreach opportunities to LEP individuals,
- Recruiting, employing, and compensating multilingual personnel who can assist with translation or interpretation,
- Embedding language assistance requirements into service contracts, such as Customer Service, and rider-facing software (e.g., trip planning, online fare payments), and
- Continuing to offer Google Translate on ometro.com.

4.3 Providing Notice to LEP Persons Regarding the Availability of Language Assistance

Metro Transit provides notice to LEP persons of language assistance services available free of charge through the following methods:

- Translation of vital documents in Spanish,
- Issuing printed service-related notices in English and Spanish,
- Bilingual (English/Spanish) postings inside the buses, in large format, including Fares, Nondiscrimination Notice, Passenger Rules and Lost and Found Policy,
- Use of an automated telephone greeting in both Spanish and English, directing callers to select which language they prefer,
- Notices for all public hearings are published and disseminated through intermediary groups, and
- Providing Spanish interpretation at public meetings, and

- Publishing the ability to request additional services such as translation to other languages with advance notice.

Intermediary partner organizations are also made aware of the availability of language assistance services provided by Metro Transit. Metro Transit will continue to develop and strengthen relationships with community organizations to notify LEP persons about Metro Transit's services and the availability of language assistance.

4.4 Monitoring, Updating, and Evaluating the Language Assistance Plan

At a minimum, the Language Assistance Plan (LAP) will be evaluated and updated every three years to coincide with submittal of Metro Transit's Title VI Program Update to the FTA. Evaluating and updating the LAP will include review of updated Census, American Community Survey, and local sources of data, discussions with Metro Transit 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 during day-to-day operations of the system,
- Needs identified by community partners or LEP individuals during outreach activities or other engagement with Metro Transit 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.

4.5 Employee Training

Metro Transit trains its staff on its role and responsibilities to provide meaningful access to services for LEP persons. Front-line staff, such as bus operators, dispatchers, field supervisors, and the front desk receptionist, and outreach staff, are trained on Metro Transit's obligations under Title VI and language assistance policies for providing meaningful access to services for LEP persons. Notice or re-training, as needed, is provided to relevant staff when any Title VI related polices or procedures change, or when appropriate in resolving a Title VI complaint.

5. Minority Representation on Planning and Advisory Boards

Recipients of FTA funding (e.g., Metro Transit) 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.

Table 10: Diversity Representation on Metro Transit Board of Directors and Transit Advisory Committee

	2022-2024 Appointed Board of Directors	2022-2023 TAC	2024 TAC	2025 TAC
Asian American or Pacific Islander	-	-	9%	18%
Black or African American	20%	-	*	9%
Hispanic or Latino/a	-	25%	9%	18%
Native American or Indigenous	-	-	*	*
White, Caucasian, or European American	80%	75%	64%	36%
Multiracial	-	-	18%	18%

*Represented in the multiracial category.

5.1 Metro Transit– Board of Directors

For most of the reporting period, Metro Transit had an appointed five-member Board of Directors. However, due to Metro Transit's conversion to a regional metropolitan transit authority in 2022, the Board of Directors became a seven-member body elected by the general public in November 2024.

Metro Transit is a political subdivision of the State of Nebraska having no affiliation with the City of Omaha except for the previous appointment of the Board of Directors. The previous five-member Board was appointed by the Mayor of the City of Omaha with concurrence by the Omaha City Council and Douglas County Board of Commissioners. Board members served a staggered five-year term and no more than one appointment was made annually. Interested persons would previously submit a written request to the Mayor stating their interest and qualifications for appointment to the Metro Transit Board.

While Metro Transit had no influence on board member selection, Metro Transit staff urged the Mayor, Council Members, and County Commissioners to appoint members representing the

minority communities. In addition, interested persons were encouraged by staff to apply for a Board appointment.

The elected Metro Transit Board of Directors officially began their service on January 9, 2025.

5.2 Metro Transit – Transit Advisory Committee (TAC)

The TAC is an advisory committee formed to inform the Metro Board of Directors concerning any service area program(s) or project(s) of local community concern. The TAC also has the authority to review and resolve appeals by applicants denied eligibility and proposed service suspensions to Metro's Americans with Disabilities Act (ADA), as amended, complementary paratransit service ("MOBY"), and issue final determinations.

Prior to January 2024, TAC members were appointed by the Mayors of Omaha, Bellevue, Papillion, Ralston and La Vista, Nebraska, Council Bluffs, Iowa, and the members of the Omaha City Council and Metro Board. Individually each had one appointment and Metro Transit staff had no influence on the appointments. During this time, TAC membership averaged 7 to 10 members with a maximum of 17. Beginning in January 2024, TAC membership selection transitioned from an appointment to an application process.

TAC members are now selected through a competitive application process and serve two-year terms. The TAC membership is comprised of up to eleven (11) committee members representing the diversity, interests, and perspectives of the community in which Metro serves. Metro Transit disseminates notice of the open application period through its website, social media pages, and many of the community intermediaries listed in the PPP.

The duties and responsibilities of the TAC members include:

- To attend regularly scheduled meetings and participate in the TAC meetings.
- To ensure an accessible forum to solicit community feedback.
- To serve as a conduit and liaison between members of the community, the Metro Board, and Metro staff.
- To work and coordinate with community service providers and organizations interested in public transportation issues affecting the area.
- To provide a forum to discuss a variety of local public transportation issues and provide public input on such issues to the Metro Board.
- To review and provide input on proposed changes to Metro services.
- To assist staff members in conducting and facilitating public hearings, meetings, open houses, and community events for Metro.
- To recommend changes to policies, procedures, and practices, regarding public transportation service standards and operations to Metro staff members and the Metro Board.

- To confidentially review and provide final disposition of all MOBY eligibility determinations and proposed service suspensions appeals submitted within the designated period.

The TAC meets on the second Wednesday of each month. TAC meetings are open to the public. More information on the TAC is available at ometro.com/tac.

6. Subrecipients

Metro Transit is a primary recipient of Federal financial assistance. If Metro Transit were to extend its Federal financial assistance to any other recipient (subrecipient), Metro Transit shall require the subrecipient to submit Title VI compliance reports to Metro Transit to ensure Metro Transit is able to carry out its obligations under 49 CFR 21.9(b).

Metro Transit did not have any subrecipients during the review period.

7. Determination of Site or Location of Facilities

Should Metro Transit plan construction of a new facility, such as a vehicle storage facility, maintenance facility, operation center, etc., a Title VI equity analysis must be conducted during the planning stage to ensure the location is selected without regard to race, color, or national origin. Metro Transit must engage in outreach to persons potentially impacted by the siting of any such facilities. The Title VI equity analysis would compare the impacts and burdens of various siting options, and the analysis must occur before the selection of the preferred site.

Metro Transit did not construct any new facilities during this reporting period.

8. System-Wide Service Standards and Policies

This section establishes service standards and related policies for Metro Transit's fixed-route transit service. It is the policy of Metro Transit to provide quality service to all customers regardless of race, color, or national origin.

No changes were made to Metro Transit’s Service Standards and Policies from previous submissions.

8.1 Service Categories

Metro Transit operates a variety of fixed route modes of service. Each mode is described in Table 11 as a service category. Each of Metro Transit's routes is assigned to a service category in Table 12.

Table 11: Detailed Service Types and Tiers

Service Category		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 Connectors	Fixed route or flexible route transit using various size vehicles serving a specific community area with connections to the regional and/or sub regional transit network.	Targeted network connection, local circulation	Community travel in less transit-conducive areas	60 minutes or Demand Based

Express	Commute Express	Peak hour express bus service with limited stops connecting surrounding communities with downtown and other major regional destinations. Typically accessed via park-and-ride at the residential end.	Freeway or key corridor based commute	Peak period regional travel	Tailored to Demand
	Reverse Commute Express	Peak hour express bus service with limited stops connecting major core area hubs (often downtown) with employment in surrounding communities, serving reverse direction commuters.	Freeway or key corridor based commute	Reverse commute travel	Tailored to Demand

Table 12: Metro Routes by Service Category

Service Category		Metro Route
Corridor	Arterial BRT Rapid Bus	• 00: ORBT
	Key Corridor Local Bus	• 3: North 40th / South 42nd Streets • 4: Maple Street • 11: Leavenworth Street • 13: 13th / L Streets • 15: Center Street • 18: 72nd Street / Ames Avenue • 24: 24th Street • 30: 30th Street
Network Connections	Supporting Local Bus	• 14: 108th / Fort Streets • 35: North 33rd Street • 36: South Omaha • 55: Q Street
	Community Connectors	• 5: 90th Street • 8: 60th / Blondo Streets • 26: North Omaha • 106: Eppley Connector • 120: North Park Connector • 200: Green Route / Downtown Circulator
Express	Commute Express	• 92: Dodge Express

		• 94: West Center Express • 97: Millard Express
Contracted Service		• 41: Blue Route (Council Bluffs) • 43: Yellow Route (Council Bluffs) • 93: South 84th Express • 95: Bellevue Express

8.2 Service Standards

8.2.1 Vehicle Load

Vehicle load is the ratio of passengers to the total number of seats on a vehicle. Table 13 illustrates the proposed maximum load standards by service category.

Table 13: Maximum Load Standard by Service Category

Category	Maximum Load Standard
Corridor	125% of seated capacity for two or more miles
Network Connections	125% of seated capacity for two or more miles
Express	125% of seated capacity for two or more miles

8.2.2 Vehicle Headway

Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given route and is measured in minutes. A shorter headway corresponds to more frequent service. Vehicle headways indicate how frequently a bus will arrive at a stop and is a general indication of the level of service provided along a route. It is also one component of the amount of travel time expended by a passenger to reach their destination. Vehicle headways may vary by time of day or mode of service or based on population density.

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 5-7.5 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.

Metro Transit must carefully balance the benefits to riders (less wait time) of shorter headways with the increased operational costs (more buses and operators). Establishing frequent service requires balancing route and network productivity against cost.

As a result, Metro Transit 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 during peak periods but should frequently enough 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 Section 8.3.

Table 14: 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

8.2.3 On-Time Performance

An on-time performance standard defines a minimum threshold of Metro Transit daily trips by route and for the overall system that operate on time. On-time performance reflects both the quality and reliability of service, which can affect whether people choose to use transit or continue to use transit.

Metro Transit defines “on time” as 1 minute early and up to 5 minutes late at each time point. This follows a common industry standard and represents a balance between quality and efficiency for the customer.

In addition, Metro Transit has adopted 85% on-time performance system wide as its primary goal and 80% as its secondary goal. Both are within industry standards and balance performance and cost. These standards result in a customer experience that is most often very good while recognizing that there are operating issues beyond Metro Transit’s control on some days.

8.2.4 Transit Amenities

Metro Transit should provide riders with safe, accessible, and comfortable waiting 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, outside of Metro’s control.
- **Bus Stops:** Information at each bus stop should include Metro Transit's logo, the international bus stop graphic, Metro Transit’s website, and the phone number to Metro Transit Customer Service.

8.2.5 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 cost-effective service. 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 Transit 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.

8.2.6 Vehicle Assignment

Prior to each operator signup, revenue vehicle lengths (e.g., 35 feet, 40 feet) 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. For example, electric buses should be assigned to runs less than 10 consecutive hours due to battery range. 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. Also, ORBT has a subfleet that's only assigned to that route because of special equipment, e.g. branded vehicles and 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.

8.2.7 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 Transit 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 Transit 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.

8.2.8 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.

8.2.9 Connectivity

To fully realize success Metro Transit 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 the 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 Transit 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 Transit'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.

8.2.10 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. Also, it is important that the route spans be coordinated to provide appropriate networks to meet time-of-day market needs.

- Metro Transit 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.

8.2.11 New Service Warrants

As development patterns and population/employment/school centers continue to evolve, Metro Transit should analyze the need for new services using a set of consistent criteria to ensure that new market opportunities are comprehensively and equitably assessed. New services or improvements to existing services should be evaluated with respect to design standards and

consistency with adopted policy principles. Service investment decisions can provide incentives for community support of transit in policy, funding, zoning, and site design.

Planning and implementing new transit service requires an examination of certain characteristics of the proposed service area. The densities and demographic characteristics of a given service area are important determinants of transit success. To determine whether an area warrants new transit service, Metro Transit 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 Transit areas to identify the most appropriate service type and network structure. Metro Transit 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-Reliant Populations: Certain demographic groups are more inclined to use transit than others such as seniors, individuals with disabilities, students, low-income individuals, and households without private vehicles. In assessing an area's demand for transit service, it is important to examine the presence and intensity of these demographic 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 8.2.9) 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 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 Transit's service area should be fully funded through public-private partnerships and/or inter-local agreements.

- Projected Performance: To ensure ongoing Metro Transit financial sustainability through continued maintenance or improvement of Metro Transit 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 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 be automatically discontinued unless approved for an extension of the trial period.

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

8.3.1 Key Performance Metrics

Service performance standards are commonly measured using key performance indicators (KPIs) identified as best practices throughout the transit industry. These KPIs fall into three distinct groups:

1. Efficiency and effectiveness.
2. Cost effectiveness.
3. Service quality.

Efficiency and effectiveness are measured by passengers per revenue hour and passengers per one-way trip. Cost effectiveness is assessed by the farebox recovery ratio and subsidy per passenger boarding. The cost effectiveness KPI is not included as part of the Title VI Program. Lastly, service quality is measured by on-time performance (service predictability) and load standards (service availability and comfort).

8.3.2 Minimum Service Effectiveness Measures

8.3.2.1 Passengers per Revenue Hour

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

Current Metro Transit 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 15 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 service 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 15: Passenger Boardings Per Revenue Hour Threshold

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

8.3.2.2 Passengers per One-Way Trip

This KPI measures the average boardings per one-way trip. It is useful in evaluating express service 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 Transit vehicle has 40 seats, and effective service should generate enough passengers to fill a majority of those seats.

Table 16: Express Passenger Boardings Per One-Way Trip Threshold

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

8.3.3 Relative Service Effectiveness Measures and Corrective Action Guidelines

Along with minimum performance standards, routes should be evaluated in comparison with each other for service efficiency and effectiveness. Metro Transit 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.

8.3.3.1 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 must comply with Metro Transit's Title VI policies 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.

8.3.3.2 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 Transit.

- 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.*

8.3.3.3 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. Proposals regarding increased service levels must comply with Metro Transit's Title VI policies.
- 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. When selecting locations for additional amenities, Metro Transit's Title VI policies must be followed.
- 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 follow Metro Transit's Title VI policies.

This category of routes constitutes the top-performing tier of the entire Metro Transit 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.

8.3.4 Service Quality Measures

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 is collected through an Automatic Passenger Counter (APC) system, which cost-effectively collects ridership and operating data daily and allows 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 Transit scheduling information.

- **On-Time Performance**: Departure times at each time point (and arrival at final time point) should be collected regularly. This data is provided by both Automatic Vehicle Location (AVL) and Automatic Passenger Counter (APC) systems.

8.4 Service Evaluation Process

The service evaluation process is intended to ensure the continued performance of individual routes and the overall network and to improve service design and productivity within categories.

8.4.1 Monthly & Quarterly Route Performance Analysis

Monthly metrics of efficiency and effectiveness KPIs, including Passengers per Revenue Hour and Passengers per One-Way trip, are provided as part of regular reporting and published with the agenda for the monthly Board of Directors meeting.

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 in 8.2 and 8.3. The review should yield information to allow for immediate actions that can be taken with the next operator sign-up to modify service (e.g., frequency or alignment changes).

8.4.2 Title VI Analysis

At least once every three years, in conjunction with the Title VI submission, Metro Transit will monitor service standards and policies to compare the services provided in minority areas to non-minority areas. The results of this monitoring are included as part of this Title VI Program Plan in Section 10: Monitoring Program.

9. Demographic and Service Profile Maps and Charts

This section reviews the demographic and service profile maps and charts to determine whether and to what extent transit service is available to minority populations within Metro Transit's service area.

9.1 2022 Onboard Survey

Metro Transit conducted an onboard survey in English and Spanish during October/November 2022 to collect passenger information. Additionally, demographic information was collected on fare usage by fare type amongst minority and low-income users, to assist with fare equity analyses.

A total of 2,711 survey responses were collected. Of those that completed the race/ethnicity demographic question on the survey (67.2% of respondents), 31.9% identified as White, non-Hispanic, 23.4% as Black/African American, 7.0% as Hispanic/Latino(a), 3.1% as American

Indian, 2.9% preferred not to answer, 2.8% as Asian, and 1.2% as Other. Minorities were slightly more likely to pay their fare with cash (35.5%) compared to non-minorities (33.2%). Minorities were less likely to pay their fare using Umo (8.6%) compared to non-minorities (17.1%). Umo is Metro Transit's current online fare payment system. A smaller number in both groups used the Adult Umo card, but the difference persisted at 4.0 percent versus 7.7 percent.

Less than half of respondents, 46%, completed the household annual income question on the survey. Of those who did respond, 17.3% had an annual household income of less than $14,000, 9.0% of $14,000 to $25,000, 5.6% of $25,000 to $35,000, 5.3% of $35,000 to $50,000, 4.7% of $50,000 to $75,000, 1.8% of $75,000 to $100,000, and 2.2% greater than $100,000. For the analysis of the onboard survey results, all persons with annual household incomes below $25,000 were considered to be low-income. Those who reported incomes above $25,000 were considered non-low-income. Low-income respondents were more likely to pay their fare with cash (42.4%) compared to non-low-income respondents (27.6%).

Non-low-income respondents were more likely to pay their fare using the Umo app (23.3%) compared to low-income respondents (7.6%). A comparable number in both groups used the Umo card, 7.3% for low-income respondents and 7.0% for non-low-income respondents.

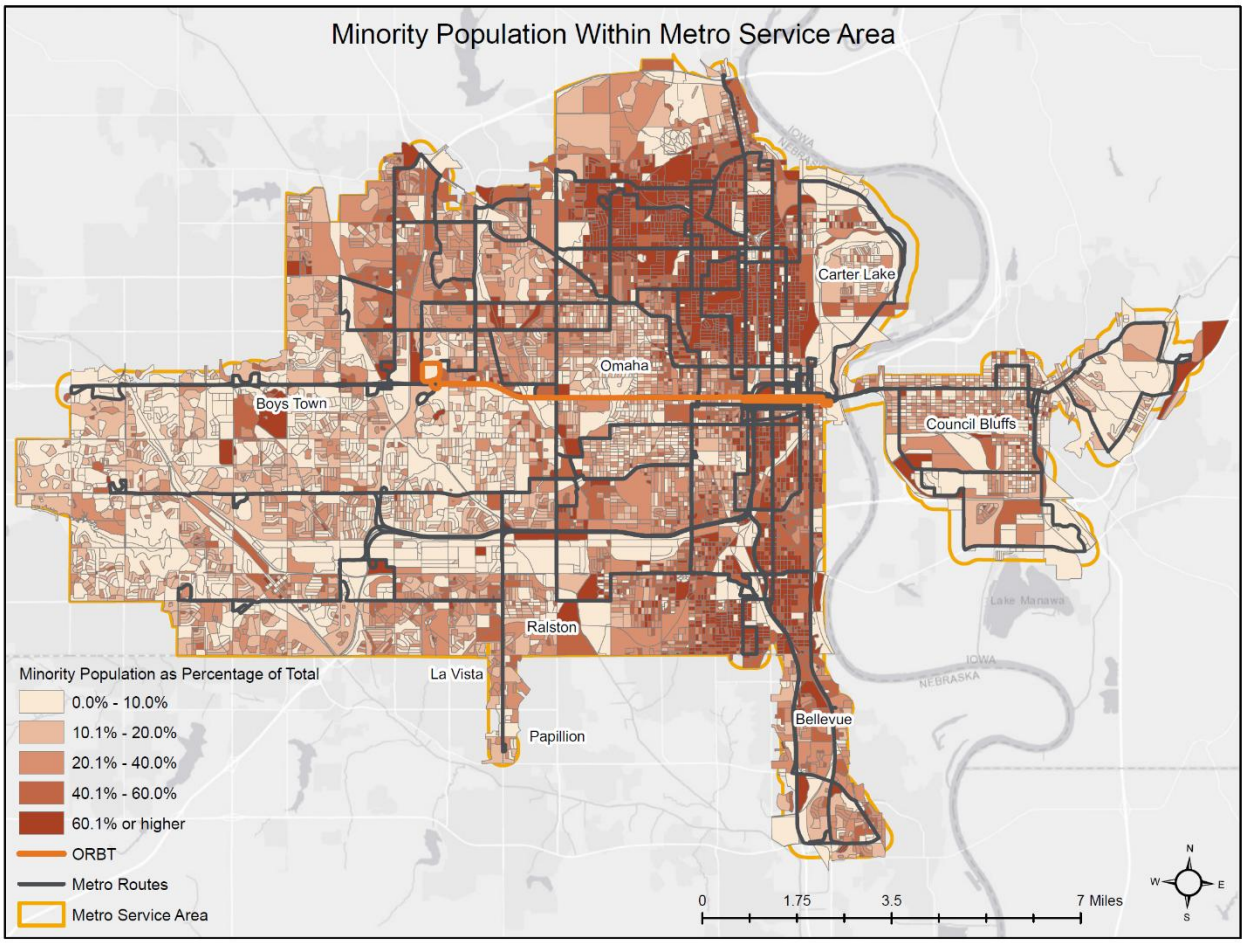
9.2 Demographic Profile Maps and Charts Using 2020 Decennial U.S. Census and American Community Survey Data

Map 1 (see Section 4) shows Metro Transit's overall service area. The following demographic profile table and maps utilize 2020 Decennial U.S. Census and American Community Survey data to illustrate the minority and low-income population within the Metro Transit service area.

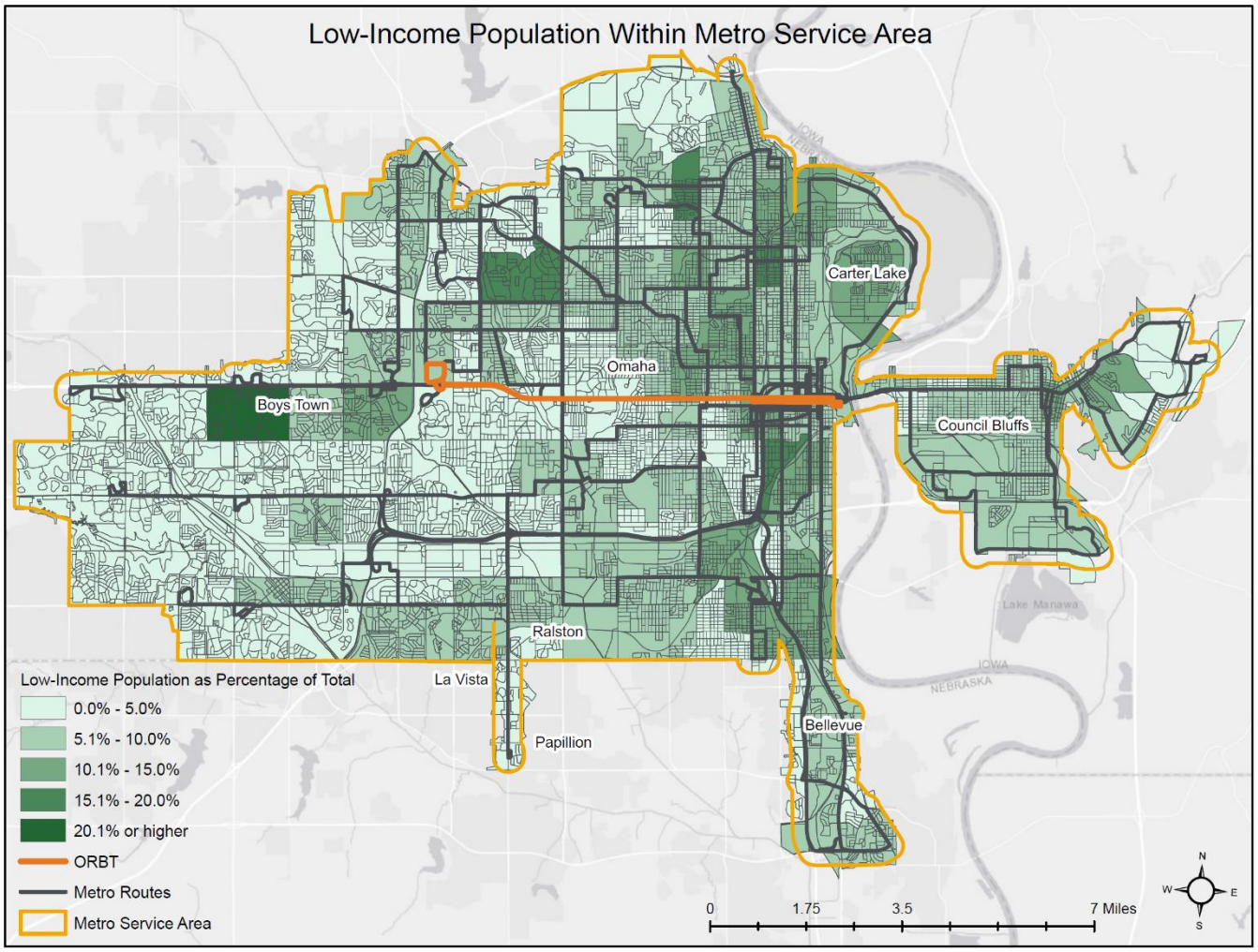
Table 17: Metro Transit Service Area Statistics

Total Population	477,950
Total Non-Hispanic White	309,119
Total Percent Minority	35.32%
Total Census Blocks *(with population)*	7,267
Total Block Average % Minority	29.76%
Total Minority Blocks *(exceeds Block Average)*	3,689

Map 3: Minority Population Within Metro Transit Service Area



Map 4: Low-Income Population Within Metro Transit Service Area



10. Monitoring Program

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 compared 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 Transit 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 Transit does not operate rail or other modes of service. The following analyses are for all fixed route bus service operated by Metro Transit. The evaluated service standards and policies are:

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

10.1 Service Standard Monitoring

10.1.1 Vehicle Load Analysis

Metro Transit conducted a Vehicle Load Analysis of randomly sampled routes during calendar year 2024. According to Metro Transit's current Service Standards and Policies, the Vehicle Load Factor should not exceed 125% of seated capacity for the vehicle.

Methodology

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

Assessment

Of the 208 trips sampled, none experienced a load factor beyond Metro Transit's Service Standards. Table 18 shows average load factors for both minority (23.1%) and non-minority

(15.0%) routes, neither of which represent concerns of vehicle load. Individual route samples that experienced a vehicle load above the system average (20.3%) are highlighted in blue. This analysis confirms that buses on minority routes are above average for passenger usage, and no disparate impact is identified.

Table 18: Vehicle Load Analysis 2024

Route	Sample Size	Average Peak Load
3	13	25.5%
5	2	47.9%
8	8	15.7%
11	10	11.0%
13	8	19.7%
14	5	36.1%
18	32	30.2%
24	16	30.8%
26	3	9.7%
30	10	26.8%
35	8	17.5%
36	13	7.0%
Minority Total	**128**	**23.1%**
4	22	15.9%
15	14	17.0%
41	1	16.7%
43	3	16.3%
55	2	30.5%
97	1	12.5%
106	3	8.7%
200	5	1.1%
ORBT	29	16.7%
Non-Minority Total	**80**	**15.0%**
System Total	**208**	**20.3%**

10.1.2 Vehicle Headway Analysis

Metro Transit conducted an analysis of its system to evaluate the frequency of service for minority and non-minority routes. Table 19 below shows the number of routes operating, median headways, and 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 2024 was conducted by day type and service period.

Assessment

Overall, Metro Transit operated more service on minority routes throughout the week, especially outside of weekday peak periods. Minority routes had longer average headways compared to non-minority routes during evenings and weekends, with a difference of 16 minutes during the day on Sundays (50 minutes versus 34 minutes), and a difference of 7 minutes or less for all other times of the week. This variance is largely due to ORBT, a high-frequency bus rapid transit line (non-minority route) that began operation in November 2020. Although headways were longer for minority routes, this was 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 Transit will consider implications to minority and non-minority headways when studying potential schedule changes to routes in the future, including the study of future ORBT lines and evaluation of other fixed route services. No disparate impact was identified.

Table 19: Vehicle Headway Analysis 2024

Minority Routes	**Weekday**			**Saturday**		**Sunday**	
	Peak	Mid-Day	Night	Day	Night	Day	Night
Routes Operating	14	12	9	12	9	9	5
Median Headway (min)	30	30	60	60	60	45	60
Average Headway (min)	37	39	63	49	63	50	54

Non-Minority Routes	**Weekday**			**Saturday**		**Sunday**	
	Peak	Mid-Day	Night	Day	Night	Day	Night
Routes Operating	12	6	4	5	4	3	3
Median Headway (min)	30	60	60	45	60	30	60
Average Headway (min)	37	44	58	47	58	34	47

10.1.3 On-Time Performance Analysis

Metro Transit conducted an On-Time Performance Analysis for departure times from all timepoints (excluding end of line) on all routes during calendar year 2024. According to Metro Transit's current Service Standards and Policies, a bus was considered on time if it departed from a published time point no more than one minute early and no more than five minutes late.

Methodology

Monthly on-time performance reports were compiled to form an annual summary of departures from all recorded timepoints (excluding end of line) using Metro Transit's Automatic Vehicle Locating (AVL) software. Timepoint departures were categorized as early, on time, or late for each route.

Assessment

Table 20 shows that 76.1% of all departures system-wide were considered on time. Non-minority routes reflected an on-time percentage of 75.8%, while 76.4% of minority routes were found to be on time. Individual routes that had lower on-time performance compared to the system average are highlighted in orange. Both minority and non-minority routes were below Metro's Transit's system-wide on-time performance standard of 85%. Metro Transit has continued to monitor on-time performance monthly and has engaged in regular campaigns throughout the day to assist operators with on-time performance when there are actions that can be taken within the operator's control, with a focus on reducing early departures. Many external factors influence on-time performance, such as planned and unplanned construction. Metro Transit will continue to monitor its on-time performance in pursuit of the 85% primary goal. No disparate impact was identified.

Table 20: On-Time Performance Analysis 2024

Route	% Early Departure	% On Time Departure	% Late Departure	Total Timepoints
3	11.0%	75.3%	13.7%	176,269
5	9.4%	73.9%	16.7%	49,072
8	12.7%	77.9%	9.3%	56,697
11	11.1%	77.0%	11.9%	94,122
13	9.8%	72.8%	17.4%	94,721
14	10.0%	73.0%	17.0%	64,595
18	8.6%	77.2%	14.2%	289,477
24	11.2%	71.8%	17.0%	221,038
26	4.0%	80.3%	15.7%	39,476
30	12.5%	81.6%	6.0%	116,452
35	7.4%	83.5%	9.2%	70,339
36	8.4%	81.9%	9.7%	40,942
95	6.3%	68.6%	25.1%	490
120	10.4%	58.8%	30.7%	709
Minority Routes	**10.0%**	**76.4%**	**13.6%**	**1,314,399**
ORBT	10.0%	79.3%	10.7%	394,851
4	11.3%	76.5%	12.3%	253,749
15	12.5%	74.4%	13.1%	118,832
Blue	14.9%	60.9%	24.3%	46,714
Yellow	14.3%	67.4%	18.3%	44,582
55	8.4%	76.7%	14.9%	35,641
92	1.8%	36.4%	61.8%	327
93	17.3%	52.5%	30.1%	335
94	17.8%	55.8%	26.3%	471
97	32.5%	55.0%	12.5%	3,402
106	12.1%	75.0%	12.9%	30,796
Green	17.0%	66.4%	16.7%	23,738
Non-Minority Routes	**11.4%**	**75.8%**	**12.8%**	**953,438**
System Total	**10.6%**	**76.1%**	**13.3%**	**2,267,837**

10.1.4 Service Availability Analysis

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

Methodology

Metro Transit used 2020 Census block data to calculate the percentage of individuals residing within ¼ mile of a transit route as of January 2024 for the system (Map 5) as well as the percentage of minorities within ¼ mile by route (Table 22). 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

Table 17 (see Section 9.2) below shows the percentages of minority and non-minority residents in Metro Transit's service area. Table 21 highlights the percentage of minority, non-minority, and total residents that reside within ¼ mile of a route compared to the percentage of all residents in the service area within a ¼ mile of a route. Table 23 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.

Maps 5 and 6 demonstrate the low-income population residing within ¼ mile of a service and the routes that serve low-income populations, respectively.

No disparate impact was identified.

Map 5: Minority Residents Within ¼ Mile of Metro Transit Fixed-Route Service

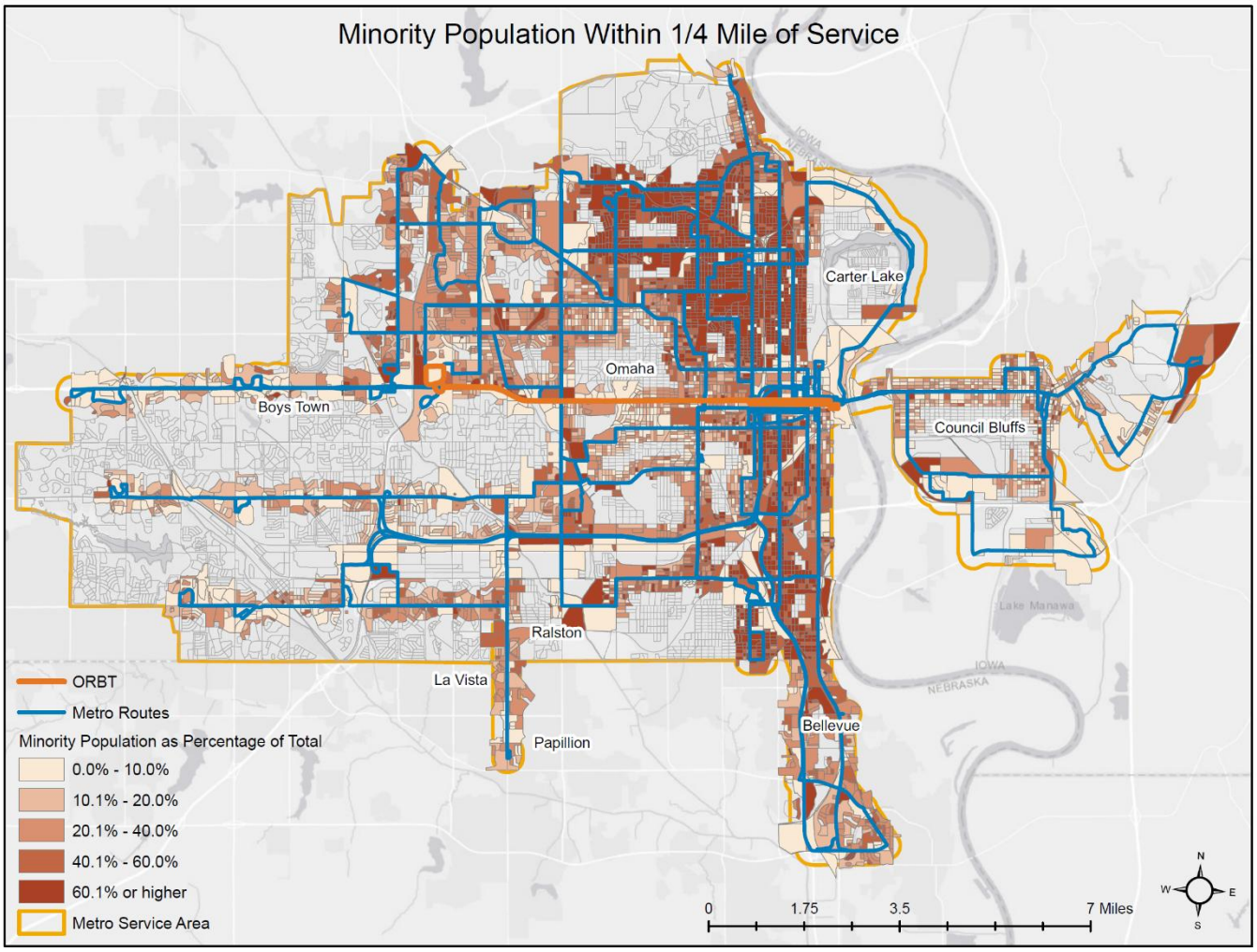


Table 21: Metro Transit Service Area Statistics by Distance

Residents	Within ¼ Mile	More than ¼ Mile
Minority	75.9%	24.1%
Non-Minority	57.5%	42.5%
System	64.0%	36.0%

Map 6: Routes Serving Areas of Minority Population

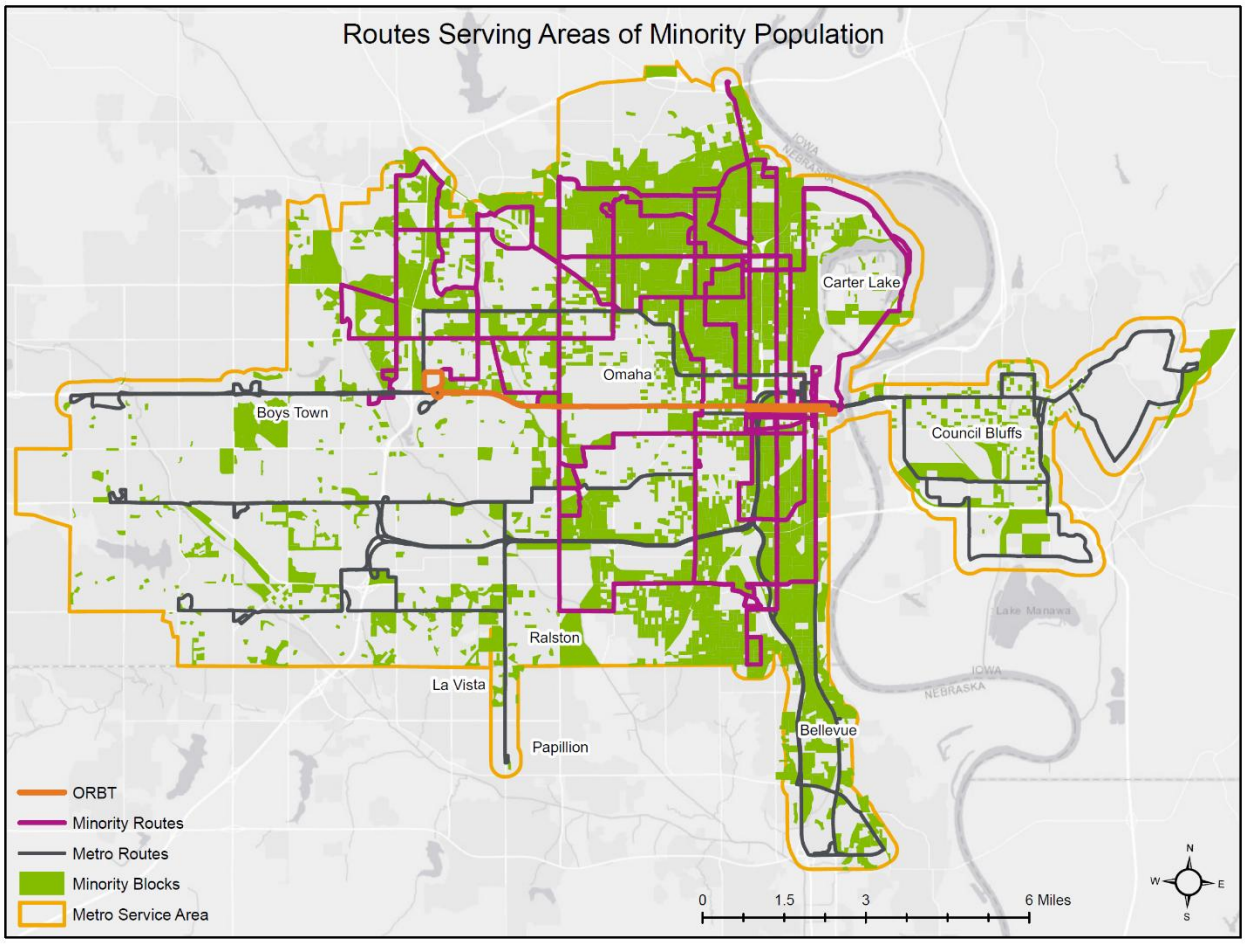


Table 22: Service Availability Analysis by Route

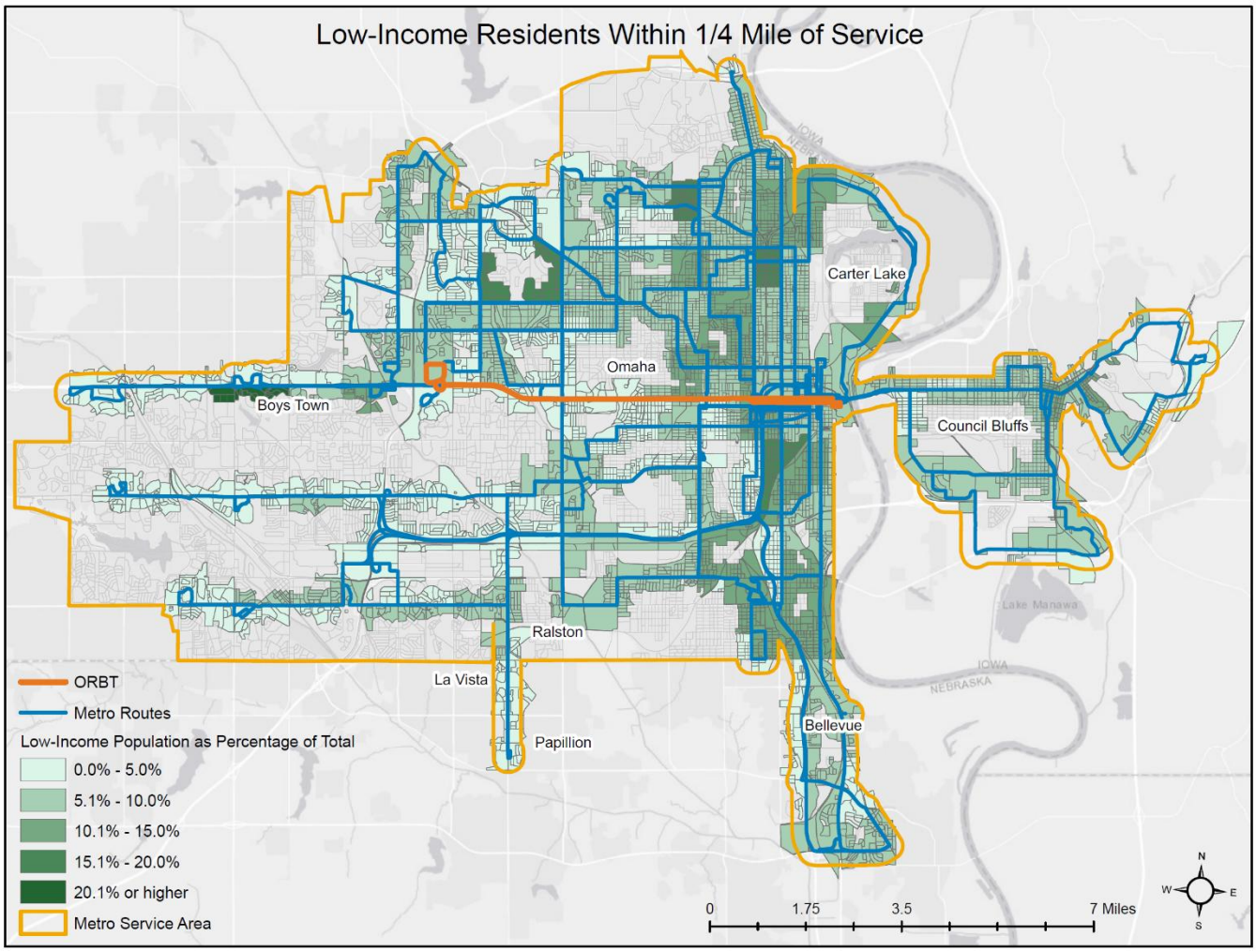
Route	Total Population within ¼ Mile of Fixed Route Service	Total Minority Population within ¼ Mile of Fixed Route Service	% of Minority Population within ¼ Mile of Fixed Route Service
ORBT	18,859	5,256	27.9%
3	24,451	13,137	53.7%
4	27,991	11,048	39.5%
5	21,032	10,992	52.3%
8	25,561	13,925	54.5%
11	21,243	7,164	33.7%
13	24,933	11,666	46.8%
14	30,005	13,445	44.8%
15	27,742	8,134	29.3%
18	28,684	17,061	59.5%
24	27,571	18,643	67.6%
26	14,006	9,592	68.5%
30	21,408	10,851	50.7%
35	22,382	12,920	57.7%
36	12,424	5,965	48.0%
Blue	19,746	3,913	19.8%
Yellow	18,704	3,946	21.1%
55	12,995	4,167	32.1%
92	6,444	1,491	23.1%
93	26,876	9,935	37.0%
94	31,814	10,055	31.6%
95	45,561	21,115	46.3%
97	31,622	9,966	31.5%
106	6,516	3,491	53.6%
120	39,672	12,513	31.5%
Green	2,598	690	26.6%

Table 23: Identification of Routes with Larger Minority Populations

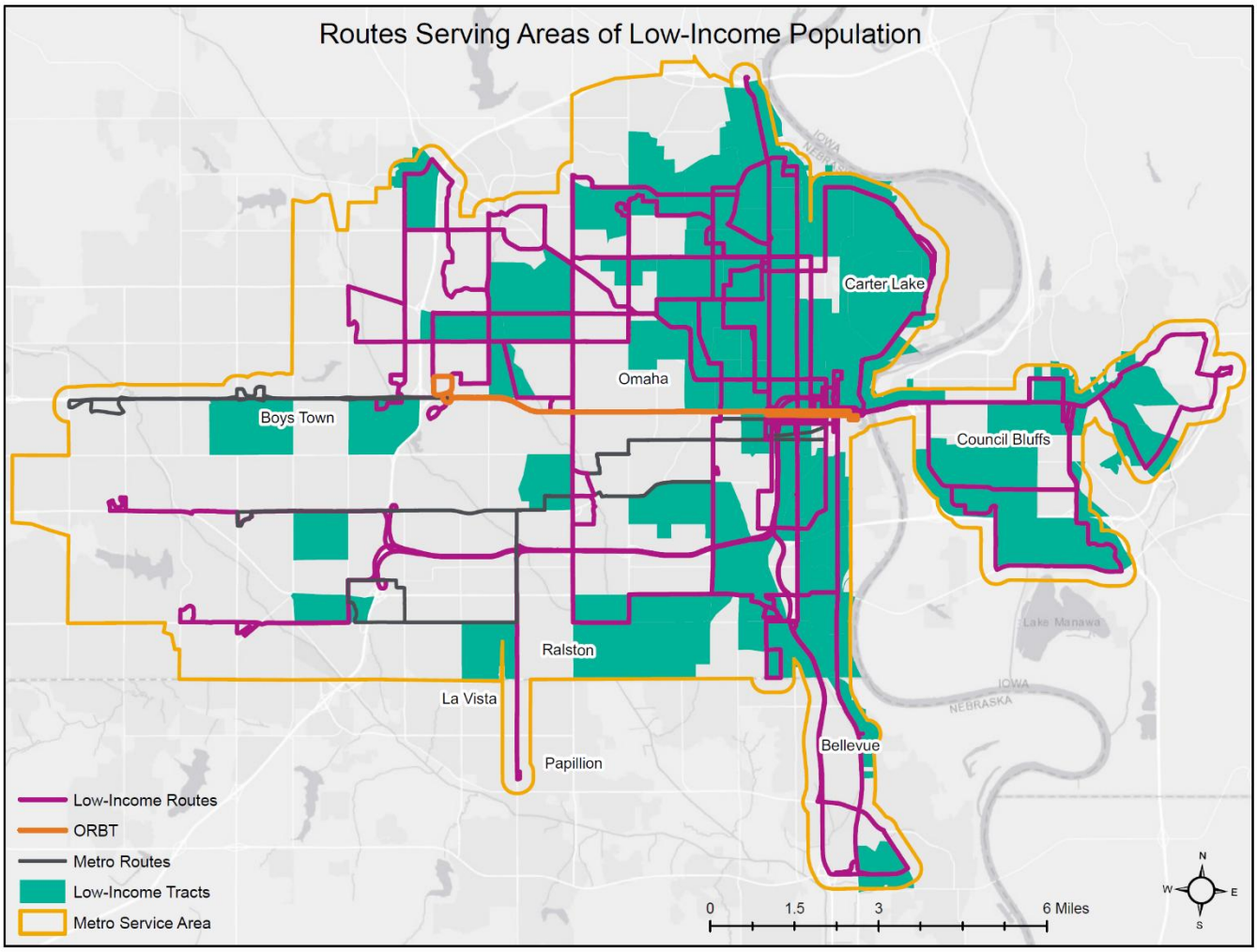
				Demographics Within ¼ Mile				
Route	Length Miles	Minority Length Miles	Percent Minority Length Miles	Total Blocks with Population	Total Minority Blocks	Route Percent Minority Population	Sum Total Population	Average Block Percent Minority
ORBT	16.53596	5.022796	30.37%	250	112	27.87%	18,859	30.52%
3	19.48251	12.56475	64.49%	447	353	53.73%	24,451	53.81%
4	22.98753	6.489175	28.23%	392	224	39.47%	27,991	37.75%
5	26.82502	13.96137	52.05%	325	248	52.26%	21,032	56.75%
8	22.61681	16.73289	73.98%	455	319	54.48%	25,561	52.87%
11	12.90978	6.673541	51.69%	410	134	33.72%	21,243	32.81%
13	26.50395	11.15311	42.08%	384	296	46.79%	24,933	48.77%
14	33.66858	15.00234	44.56%	446	304	44.81%	30,005	46.61%
15	25.39087	5.330768	20.99%	400	162	29.32%	27,742	28.50%
18	25.35331	16.44195	64.85%	478	387	59.48%	28,684	63.17%
24	20.18053	12.70445	62.95%	431	415	67.62%	27,571	72.69%
26	13.66891	11.14528	81.54%	268	258	68.48%	14,006	68.93%
30	15.92825	10.30875	64.72%	382	311	50.69%	21,408	57.97%
35	13.35553	9.012614	67.48%	391	340	57.72%	22,382	63.96%
36	6.638466	4.147291	62.47%	161	124	48.01%	12,424	47.34%
Blue	20.38493	1.879370	9.22%	341	97	19.82%	19,746	23.31%
Yellow	22.46324	3.157605	14.06%	402	122	21.10%	18,704	23.83%
55	14.62481	4.219858	28.85%	134	62	32.07%	12,995	30.71%
92	17.76379	1.768435	9.96%	71	26	23.14%	6,444	25.04%
93	13.59785	3.954620	29.08%	314	200	36.97%	26,876	40.13%
94	18.42267	4.316934	23.43%	381	196	31.61%	31,814	34.77%
95	21.40891	10.35826	48.38%	587	465	46.34%	45,561	49.69%
97	34.98198	5.762521	16.47%	388	203	31.52%	31,622	35.29%
106	20.53718	6.947945	33.83%	151	122	53.58%	6,516	59.55%
120	27.91722	13.19760	47.27%	484	235	31.54%	39,672	31.68%
Green	1.272260	0.000000	0.00%	27	13	26.56%	2,598	40.87%

Highlighted routes are considered minority routes for the purpose of program monitoring.

Map 7: Low-Income Residents Within ¼ Mile of Service



Map 8: Routes Serving Area of Low-Income Population



10.2 Service Policy Monitoring

10.2.1 Vehicle Assignment Analysis

Metro Transit conducted a Vehicle Assignment Analysis of its system in calendar year 2024.

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.

Assessment

Table 24 shows that the average vehicle age of sampled trips was 6.2 years. Buses assigned to non-minority routes had an average age of 6.3 years. Buses assigned to minority routes had an average age of 6.1 years. Individual route samples with an older average fleet age compared to the system average are highlighted in orange. No disparate impact was identified.

Table 24: Vehicle Assignment Analysis 2024

Route	Sample Size	Average Vehicle Age
3	13	5.4
5	2	4.5
8	8	6.5
11	10	6.0
13	8	5.6
14	5	5.8
18	32	6.6
24	16	7.1
26	3	7.7
30	10	7.3
35	8	5.0
36	13	6.1
Minority Total	**128**	**6.1**
4	22	7.7
15	14	8.9
41	1	6.0
43	3	7.7
55	2	4.0
97	1	6.0
106	3	5.0

120	5	6.0
ORBT	29	5.7
Non-Minority Total	**80**	**6.3**
System Total	**208**	**6.2**

10.2.2 Distribution of Transit Amenities Analysis

Metro Transit conducted an analysis of the distribution of transit amenities throughout the system in 2024. According to Metro Transit's current Service Standards and Policies, bus shelters should be considered 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 Transit. Signs at all bus stops include a Metro Transit logo, bus icon, and Metro Transit's website and phone numbers (voice and TDD). At stops with transfer opportunities, route numbers are posted. Metro Transit does not have elevated transit centers or bus shelters and does not have escalators/elevators.

Methodology

Metro Transit classified all existing bus stop shelters and transit centers as located in either a minority or non-minority area. Metro Transit also considered the number of minority routes served by each bus shelter and transit center as a percentage of all routes serving the facility.

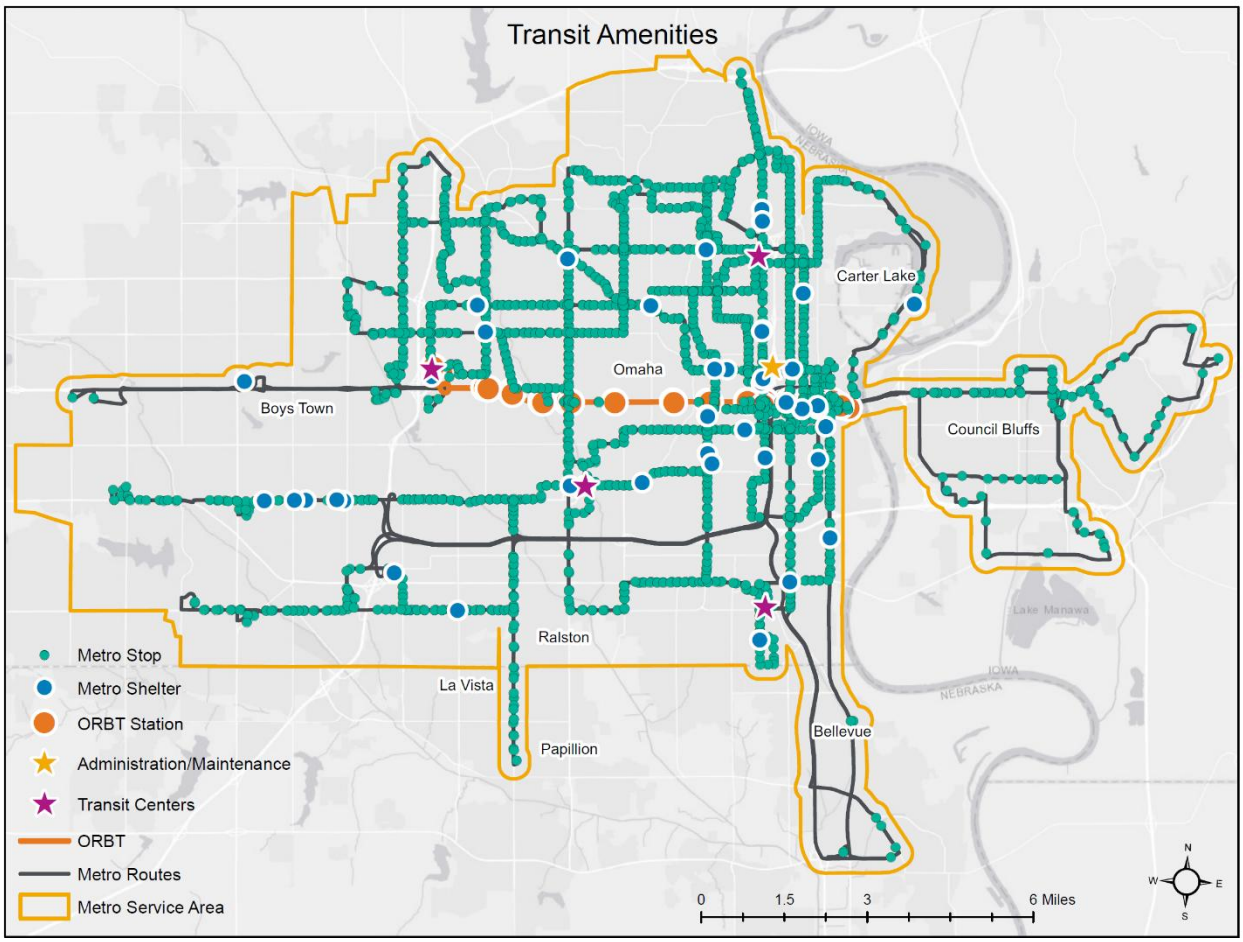
Assessment

The transit amenities for the entire Metro Transit system are displayed on Map 9. Table 25 shows that Metro Transit had 45 bus shelters (as of April 1, 2025) installed along its bus routes with 21 or 46.6% located within minority blocks. Thirty-six shelters are located along minority routes, or 80.0% of all bus shelters within the service area.

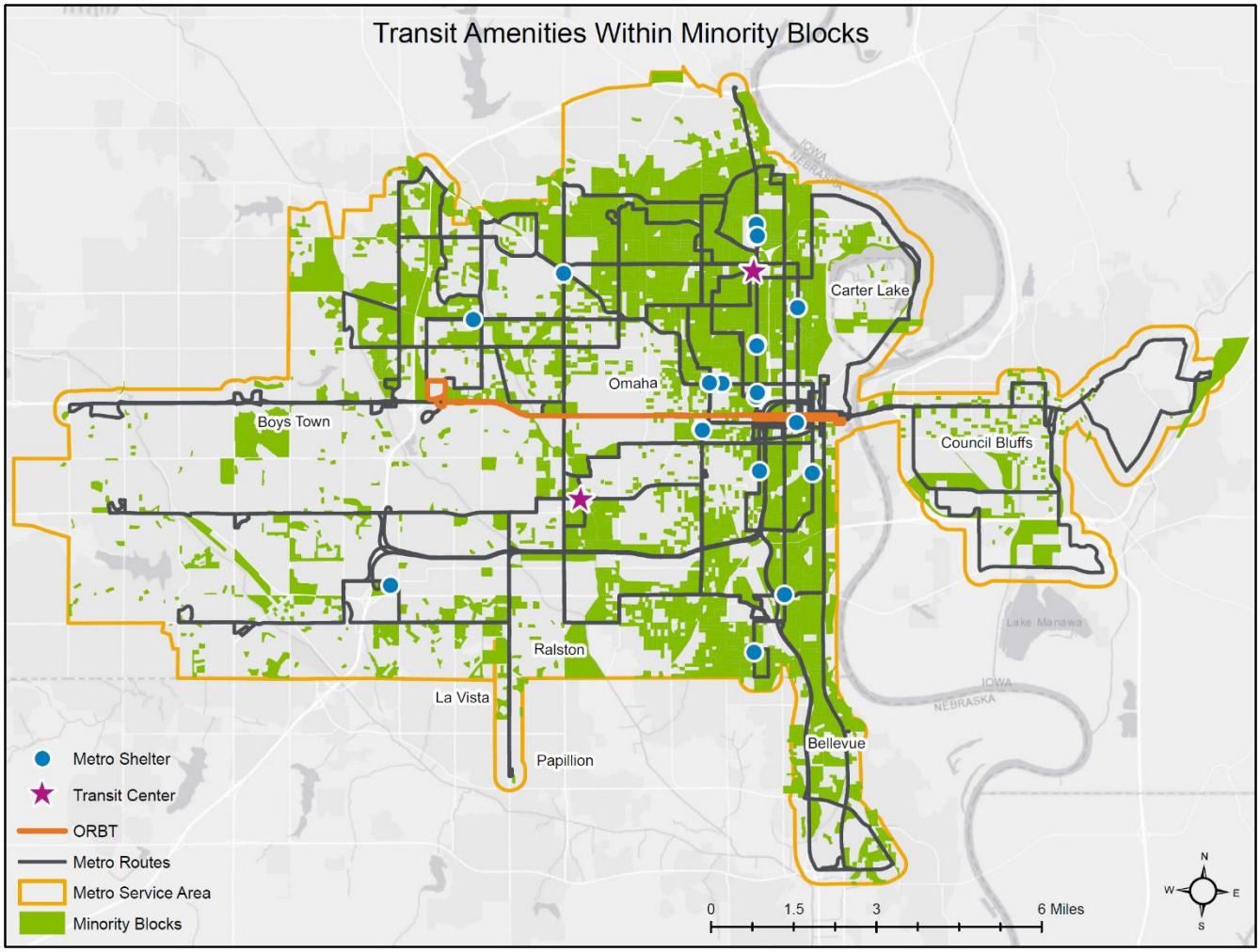
Metro Transit has four transit centers where numerous routes converge providing multi-directional transfer opportunities. As shown in Table 26, two of the four transit centers (50%) are located in a minority block. All transit centers are served by at least one minority route, with the North Omaha Transit Center serving the highest percentage of minority routes of the four transit centers.

No disparate impact was identified for transit amenity placement.

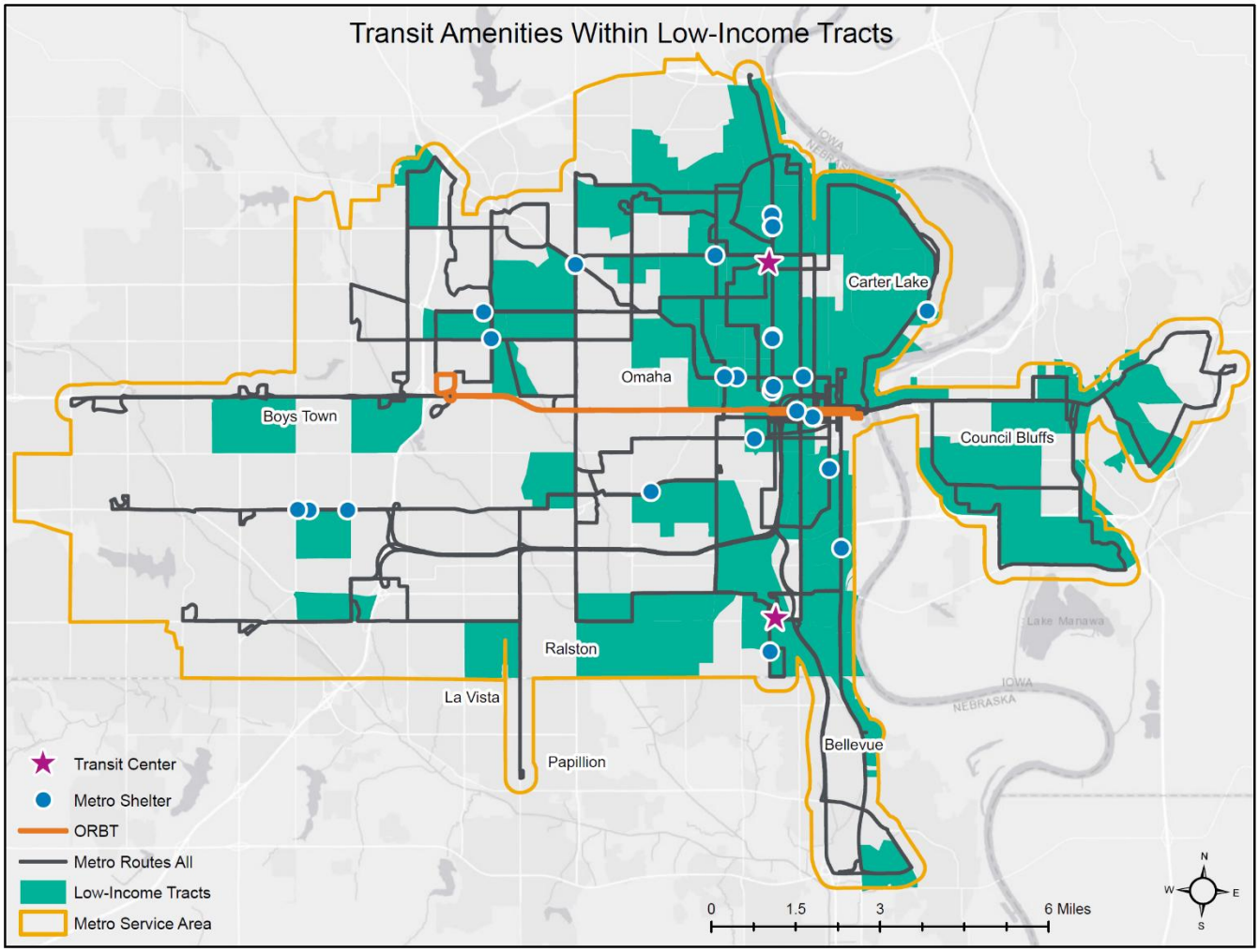
Map 9: Transit Amenities



Map 10: Transit Amenities Within Minority Blocks



Map 11: Transit Amenities Within Low-Income Tracts



Map 12: Metro Transit Shelters in Relation to Minority Areas

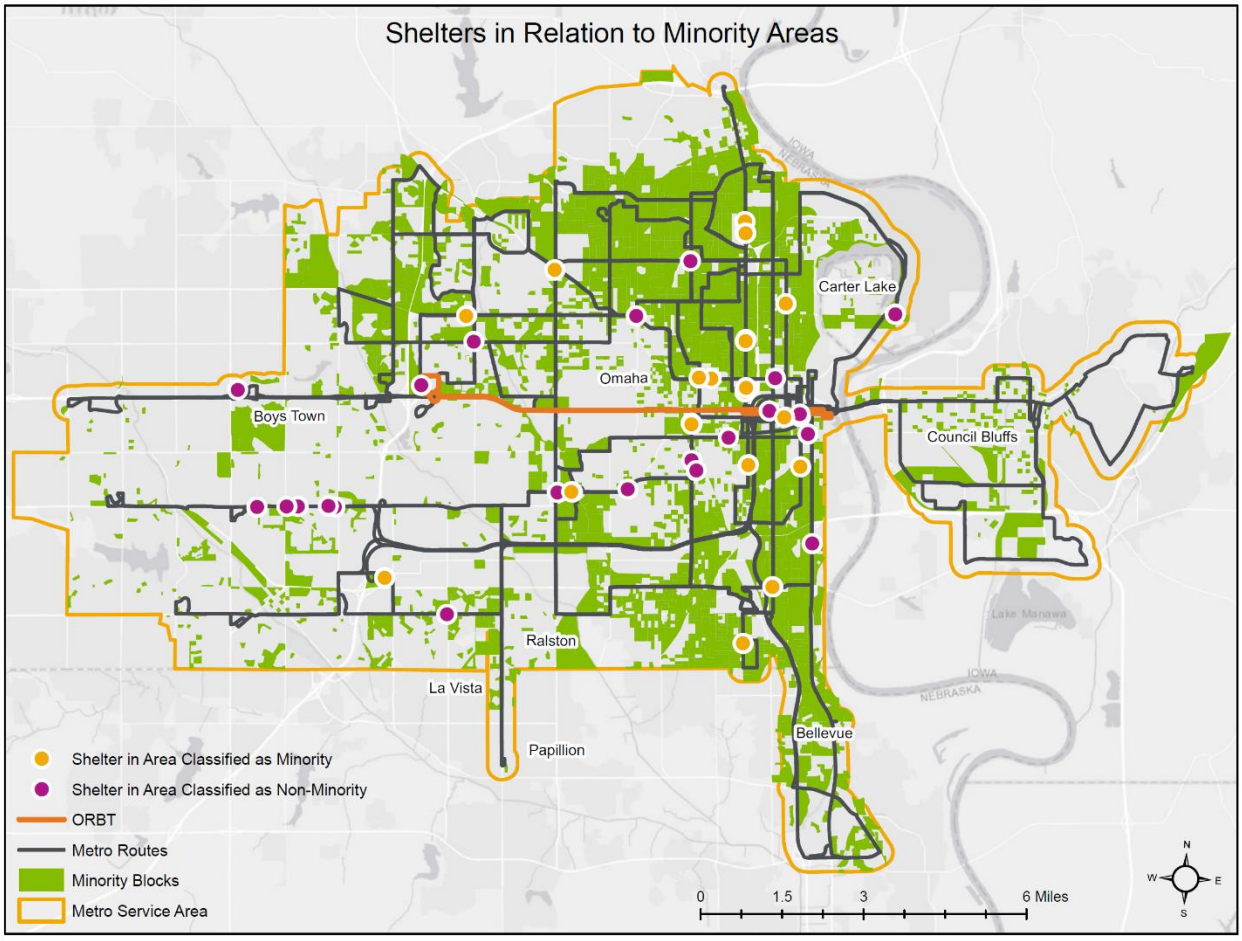


Table 25*:* Bus Shelter Distribution Analysis 2024

Bus Shelters				
Intersection / Address	Zip Code	Route(s)	Located in Minority Block	% Served by Minority Routes
13th & Bert Murphy NE	68107	13	N	100%
14th & Jones SW	68102	13	N	100%
16th & Douglas SW	68102	ORBT, 36, B, Y, 93, 94, 95, 97, 120	N	22%
16th & Farnam NW	68102	11, 13, 15, 18, 30, 36, B, Y, 95	N	56%
16th & Pine NE	68108	36	Y	100%
20th & Farnam NW	68102	15, 30	Y	50%
Florence & Spencer NW	68110	18	Y	100%
23rd & Cuming NE	68102	4	N	0%
24th & L St NW	68107	24	Y	100%
25th & Dodge SW	68102	24	N	100%
Park Ave & Woolworth SE	68105	35	Y	100%
30th & California SW	68131	30, 35	Y	100%
30th & Ellison NW	68111	30	Y	100%
30th & Fort NE	68111	30	Y	100%
30th & Fort NW	68111	30	Y	100%
30th & Patrick NE	68131	30	Y	100%
30th & Patrick SW	68131	30	Y	100%
30th & Upland Pkwy NE	68107	24	Y	100%
30th & Webster SE	68131	30	Y	100%
Turner Blvd & Leavenworth SW	68105	11	N	100%
38th & Cuming NE	68131	4	Y	0%
40th & Cuming NW	68131	3	Y	100%
4181 Woolworth - VA Hospital	68105	3	N	100%
42nd & Ames SW	68104	18	N	100%
42nd & Dewey NW	68105	3, 15	Y	50%
42nd & Dewey SE	68105	3, 15	Y	50%
42nd & William NE	68105	3, 15	N	50%
52nd & NW Radial NW	68104	4	N	0%
55th & Center SW	68124	15	N	0%
Mercy & 68th/Aksarben TC NW	68106	11, 13, 15, 55	Y	50%
Mercy & 68th/Aksarben TC SW	68106	15, 18, 55	N	33%
72nd & Lawndale SW	68134	18	Y	100%
72nd & Mercy SE	68124	15, 18, 55	N	33%
90th & Blondo NW	68114	5	N	100%
93rd & Maple SE	68134	4	Y	0%
96th & Q SW	68127	55	N	0%
102nd & Nicholas SE	68114	4, 5, 14	N	66%
110th & J St NW	68137	55	Y	0%
120th & Center SW	68144	15, 94	N	0%
122nd & Center NE	68144	15, 94	N	0%
129th Ave & W Center SW	68144	15, 94	N	0%
132nd & W Center SE	68144	15, 94	N	0%
139th & Center SW	68144	15, 94	N	0%
E 21st St & Locust NW	68110	106	N	100%
FNB P&R	68114	92	N	0%

Map 13: Transit Centers in Relation to Minority Areas

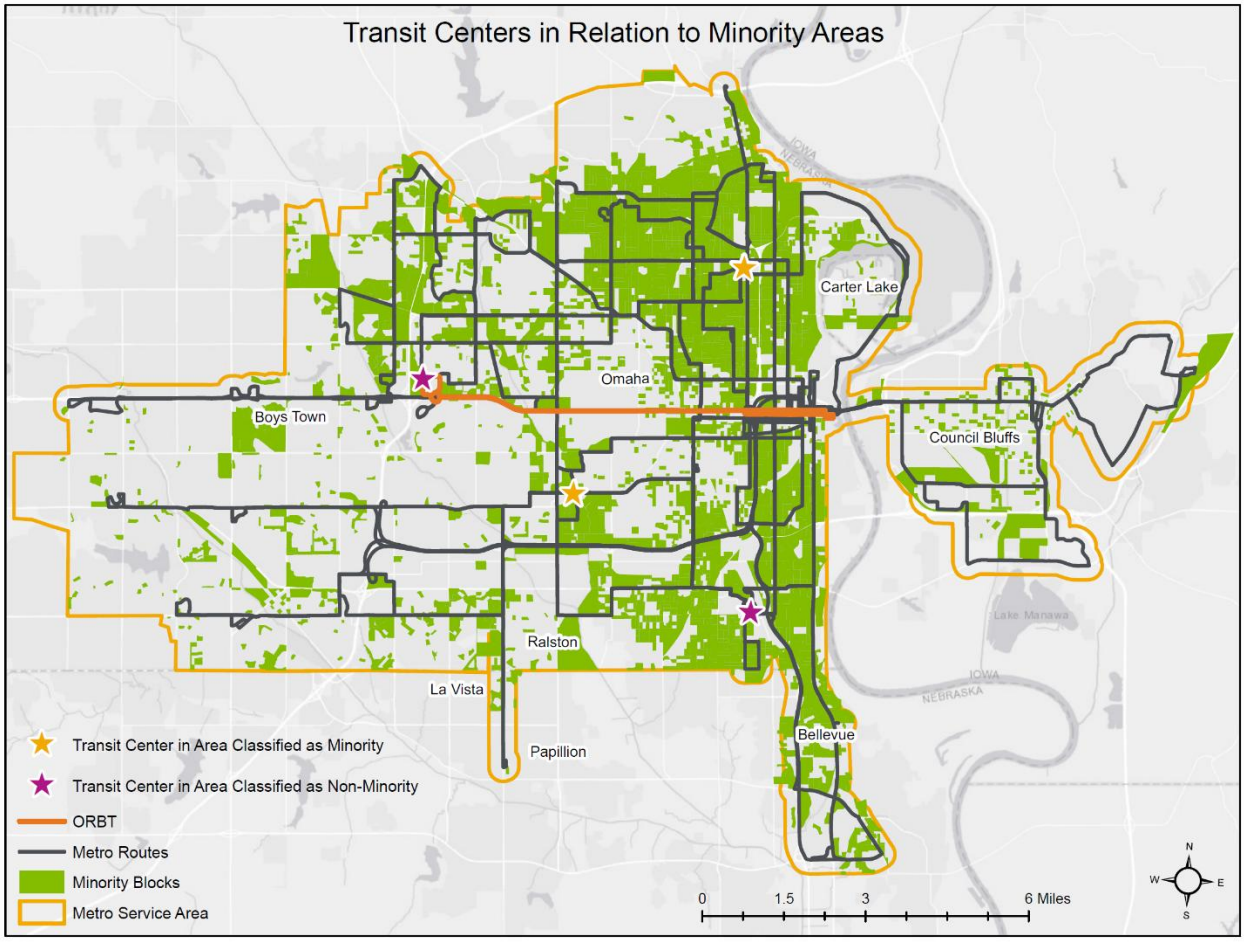


Table 26: Transit Center Distribution Analysis 2024

Transit Centers				
Transit Center	Address	Route(s)	Located in Minority Block?	% Served by Minority Routes
Aksarben Transit Center	6801 Mercy Road	11, 13, 15, 18, 55	Y	60%
MCC South Transit Center	2808 Q Street	3, 13, 24, 95	N	75%
North Omaha Transit Center	4308 N. 30th Street	3, 5, 8, 14, 18, 24, 26, 30, 35, 106	Y	100%
Westroads Transit Center	1099 N 102nd Street	4, 5, 14, 92, ORBT	N	40%

11. Title VI Policies

The policies in this section comply with applicable federal requirements under Title VI of the Civil Rights Act of 1964, including 49 CFR Section 21 and FTA Circulars 4702.1B and 4703.1.

Minor wording changes were the only changes to any of the following Title VI policies for the current submission. The thresholds were not changed.

11.1 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 Transit'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 ten percent or more addition or reduction in the system revenue miles.
3. A fifteen percent or more addition or reduction of revenue miles on any individual route
    a. This includes a change in frequency, span of service, or route alignment 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 minority and low-income populations. Metro Transit 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 Transit shall consider the degree of adverse effects and analyze those effects when planning major service changes and/or any fare change.

Any service change analyses are performed using the most recent Census, five-year dataset from the American Community Survey, and other relevant data sources, when applicable.

11.1.1 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. Headway adjustments up to 7 minutes during the peak hour periods, and 15 minutes during non-peak hour periods.
3. Changes to a service on a route with fewer than 10 total trips in a typical service day unless service on that route is eliminated completely on any such day.
4. 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).
5. Changing a route number, name or other designation.
6. The introduction, modification, or discontinuation of any temporary or limited-term service (e.g., promotional, demonstrational, seasonal or emergency service, or service activities), as long as the service will be/has been operated for no more than 12 months.
7. Changes on special service routes such as sporting events, special events or service contracted with other cities, agencies, employers, etc.
8. Route changes/detours caused by outside factors including, but not limited to, road construction/maintenance closures, emergencies, major construction, inadequate fuel supplies, and safety concerns.
9. Actions of other service providers or public agencies providing/administering transit services that are not the responsibility of Metro Transit.
10. Service addition, change or discontinuance of transit service contracts operated by Metro Transit, but not within Metro Transit's taxing service area.
11. 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.
12. Failures of auxiliary transportation infrastructure such as vehicular bridges, highway bridge overpasses, tunnels, or elevated highways that force the suspension of transit service.

11.1.2 Equity Analysis Data Sources

Table 27 outlines the primary data sources Metro Transit uses to analyze proposed service and fare changes for disparate impact and disproportionate burden. Additional reputable data sources may be used as supplemental data when relevant and available.

Table 27: Equity Analysis Data Sources

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

11.2 Fare Equity Analysis Policy

Metro Transit'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 and FTA Circulars 4702.1B and 4703.

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, to evaluate the effects of fare changes on minority populations and low-income populations. Metro Transit's Fare Equity Analysis Policy is a stand-alone provision, separate from Metro Transit's Major Service Change Policy. Metro Transit's Fare Equity Analysis Policy operates in tandem with all other Metro Transit 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 Transit'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 Transit's Title VI Disparate Impact Policy and Metro Transit'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 Transit shall analyze ridership surveys, 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 Transit 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 Transit 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 Transit must attempt to modify the proposed changes to avoid, minimize, or mitigate potential disparate impacts and/or disproportionate burdens. Metro Transit 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 Transit shall provide a meaningful opportunity for public comment on any proposed mitigation measures, including any less discriminatory alternatives that may be available.

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

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

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

a. Emergencies, or other instances in which Metro Transit 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.

11.3 Disproportionate Burden Policy

Metro Transit's Disproportionate Burden Policy, in compliance with FTA Circular 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 Transit 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 Transit 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 fifteen 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 Transit will consider modifying the proposed change to avoid, minimize, or mitigate the disproportionate burden of the change. If Metro Transit finds a potential disproportionate burden and then modifies the proposed changes to avoid, minimize, or mitigate potential disproportionate burdens, Metro Transit will reanalyze the proposed changes to determine whether the modifications actually removed the potential disproportionate burden of the changes.

If Metro Transit chooses not to alter the proposed changes, Metro Transit 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 Transit will not alter this Disproportionate Burden Policy until its next Title VI Program Submission, though Metro Transit maintains the freedom to select the most appropriate and informative dataset for use in low-income population service equity analyses. Metro Transit 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 Transit uses ridership surveys to determine the comparison population in minority population service equity analyses, Metro Transit will also use ridership surveys to determine the comparison population for low-income service equity analyses.

As done previously, Metro Transit will engage the public in the decision-making process prior to amending and adopting this Disproportionate Burden Policy prior to future submissions.

11.4 Disparate Impact Policy

Metro Transit 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 Transit’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 Transit defines the threshold for a “disparate impact” as follows: Should the impact of any fare or major service change require a minority population to bear adverse effects fifteen percent or greater of a cumulative impact compared to those adverse effects borne by the nonminority population, that impact will be deemed a disparate impact.

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 Transit will consider modifying the proposed change to avoid, minimize, or mitigate the

disparate impact of the change. If Metro Transit finds potential disparate impacts and then modifies the proposed changes to avoid, minimize, or mitigate potential disparate impacts, Metro Transit 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 Transit will not alter this Disparate Impact Policy until its next Title VI Program Submission, though Metro Transit maintains the freedom to select the most appropriate and informative dataset for use in minority population service and fare equity analyses. Metro Transit 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 Transit uses ridership surveys to determine the comparison population in minority population equity analyses, Metro Transit will also use ridership surveys to determine the comparison population for low-income equity analyses.

As done previously, Metro Transit will engage the public in the decision-making process prior to amending and adopting this Disproportionate Burden Policy prior to future submissions.

11.5 Service Equity Analyses for the period 2022 through 2025

Several route changes during the review period met the definition of a Major Service Change. Each of these major changes is described below.

11.5.1 March 2023

In March 2023, the Metro Transit Board of Directors approved changes proposed by staff to enhance service frequencies and trips throughout the week and to respond to feedback from the public during the participation phase of MetroNEXT (2022-2030 strategic plan) planning. Weekday frequency of arrivals was increased on two routes, including daytime increases to Route 15, and peak hour increases to Route 13. Service was increased on Route 11 on Saturdays and on Routes 3, 4, 13, 15, 24 and 30 on Sundays. Sunday evening service was extended on Routes 3, 4, 13, 15, 24 and 30.

The service changes to Routes 13 and 15 included the addition of more than 15% of weekly revenue miles, therefore qualifying as a Major Service Change. A Service Equity Analysis was completed to identify the impact of the proposed changes on low-income and minority populations. The Title VI Service Equity Analysis found:

- No disparate impact on minority populations. The cumulative benefit of the changes to minorities was 5.62% and to non-minorities was 6.00%, a difference of 0.38%.
- No disproportionate burden on low-income populations. The cumulative benefit of the changes to low-income populations was 5.98% and to non-low-income individuals was 5.79%, a difference of 0.19%.
- Minority and/or low-income individuals would not be limited by or denied the benefits of the proposed service increases.

The full March 2023 Service Equity Analysis can be found in Appendix H.

11.5.2 July 2023

The Metro Board of Directors approved a Major Service Change to add more than 15% of weekly revenue miles on Route 4 in July 2023. A Service Equity Analysis was completed to identify the impact of the proposed changes on low-income and minority populations. The Title VI Service Equity Analysis found:

- No disparate impact on minority populations. The cumulative benefit of the changes to minorities is 1.94% and to non-minorities is 2.46%, a difference of 0.52%.
- No disproportionate burden on low-income populations. The cumulative benefit of the changes to low-income populations is 2.18% and to non-low-income individuals is 2.23%, a difference of 0.05%.
- Minority and/or low-income individuals would not be limited by or denied the benefits of the proposed service increases.

The full July 2023 Service Equity Analysis can be found in Appendix I.

11.5.3 April 2024

In April 2024, the Metro Board of Directors approved a Major Service Change to reduce the weekly revenue miles on Routes 13 and 15 by more than 15%. A Service Equity Analysis was completed to identify the impact of the proposed changes on low-income and minority populations. The Title VI Service Equity Analysis found:

- No disparate impact on minority populations. The cumulative effect of the changes to minorities was -2.88% and to non-minorities was -3.72%, a difference of 0.84%.
- No disproportionate burden on low-income populations. The cumulative effect of the changes to low-income populations was -3.17% and to non-low-income individuals was -3.39%, a difference of 0.22%.

The full April 2024 Service Equity Analysis can be found in Appendix J.

11.5.4 February 2025

While the Title VI equity analysis requirement is specific to fixed-route service, Metro opted to conduct an equity analysis for its proposed microtransit pilot program due to the introduction of both a new service and new fare even though the pilot is 100% philanthropically funded. Metro proposed a three-zone, three-year microtransit pilot program that would cover 15.52 square miles in North Omaha, 12.70 square miles in South Omaha, and 13.14 square miles in West Omaha. A Service and Fare Equity Analysis was completed to identify the impact of the proposed microtransit pilot program on minority, low-income, and stated disability populations. The Title VI Service and Fare Equity Analysis found:

- No disparate impact on minority populations.
- No disproportionate burden on low-income populations.
- Minority, low-income, and stated disability populations would not be limited by or denied the benefits of the proposed microtransit pilot program. The percentage of the minority, low income, and stated disability population in each proposed zone is approximately equivalent to or exceeds the percentage of the minority, low-income, and stated disability population throughout the City of Omaha.
- **The fare rate had not yet been determined.** If utilized, the proposed $3.00 fare would be consistent with the industry standard and was supported by a majority of the public commentors. When the fare media and type is further considered, the needs of the unbanked must be addressed.

The full February 2025 Title VI Service and Fare Equity Analysis can be found in Appendix K.

11.6 Fare Equity Analyses for the Period 2022 through 2025

11.6.1 January 2024

A Fare Equity Analysis for Metro Transit's K-12 Rides Free Pass Program was approved by the Board of Directors in January 2024. The approval removed the $1.00 student fare for Metro Transit services. The Title VI Fare Equity Analysis found:

- No disparate impact on minority riders.
- No disproportionate burden on low-income riders.
- Minority and/or low-income riders would not be limited by or denied the benefits of the proposed fare change.

The full January 2024 Fare Equity Analysis can be found in Appendix L.

11.6.2 February 2025

The Fare Equity Analysis for the introduction of microtransit service fare was reviewed in the Service Equity Analysis subsection.

The full February 2025 Title VI Service and Fare Equity Analysis can be found in Appendix K.

12. Title VI Program: Board Awareness, Review and Adoption

The Metro Board of Directors will consider a resolution to approve the 2025 Title VI Program Update at the September 19 meeting. If the resolution is approved and signed, a copy will be included in Appendix M.

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- Appendix C: Notifications to the Public of Civil Rights
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Appendix B: Acronyms and Definitions

ADA: Americans with Disabilities Act

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.

Disparate Impact – Should the impact of any fare or major service change require a minority population to bear adverse effects fifteen percent or greater of a cumulative impact compared to those adverse effects borne by the nonminority population, that impact will be deemed a disparate impact.

Disproportionate Burden – Should the burden of any fare or major service changes require a low-income population to bear adverse effects fifteen 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.

Express Transit Service – Metro designated express routes.

FTA – Federal Transit Administration

LAP – Language Assistance Plan

LEP – Limited English Proficiency

Local Transit Service – Metro fixed-route bus routes not designated as express routes.

Low-Income Population - Any readily identifiable group of households who live in geographic proximity and whose median household income is at or below the Department of Health and Human Services Poverty Guidelines.

Major Service Change – Defined as:

- The addition and / or elimination of a bus route.
- A ten percent or more addition or reduction in the system revenue miles.
- A fifteen percent or more addition or reduction of revenue miles on any individual route

This includes a change in frequency, span of service, or route alignment beyond a three-quarter mile buffer of the terminus and either side of an existing alignment.

MAPA – Metropolitan Area Planning Agency

Minority Populations– 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 - Residential land use areas within Census tracts where the percentage of minority persons is higher than the Metro service area average.

ORTF – Omaha Refugee Task Force

PPP – Public Participation Plan

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.

Route-Level – Refers to the geographic level of analysis by which the performance of a transit route is measured for equity.

Route-Service Area – A three-quarter mile buffer on both sides and terminus of a transit route's alignment.

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.

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."

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.

SOCCC – South Omaha Community Care Council

System-wide – Refers to the geographic level of analysis by which the performance of the entire transit system is measured for equity.

TAC – Transit Advisory Council

Transit Center – A transit facility that serves as the connection point for three or more bus routes.

USDOT – United States Department of Transportation

Additional definitions are listed in FTA C 4702.1B, available at https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/title-vi-requirements-and-guidelines-federal-transit.

Appendix C: Notifications to the Public of Civil Rights

Notifying the Public of Civil Rights (Title VI, ADA, Federal Transit Law)
Regional Metropolitan Transit Authority of Omaha (Metro)

- Metro operates its programs and services without regard to race, color, and/or national origin in accordance with Title VI of the Civil Rights Act of 1964, as amended.
- Metro shall not, on the basis of disability, deny to any individual with a disability the opportunity to use Metro's service for the general public, if the individual is capable of using the service. Metro shall not discriminate against an individual with a disability in connection with the provision of transportation service in accordance with the Americans with Disabilities Act (ADA) of 1990 and Section 504 of the Rehabilitation Act of 1973, as amended.
- In accordance with Federal Transit Law, Metro will not exclude from participating in, deny benefit to, or discriminate against a person because of race, color, religion, national origin, sex (including sexual orientation), disability, or age.
- Metro shall not exclude from participation in or deny the benefits of its services to or discriminate against any protected status described in applicable federal, state or local law.
- Any person who believes they have been aggrieved by any unlawful discriminatory practice under the aforementioned laws 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; email civilrights@ometro.com; or visit our administrative office at 2222 Cuming Street, Omaha, NE 68102-4392. For more information, visit www.ometro.com/civilrights.
- A complainant may file a complaint directly with the Federal Transit Administration by completing the FTA Online Civil Rights Complaint Form (transit.dot.gov) or the alternative Civil Rights Complaint Form. The completed alternative form may be emailed to FTACivilRightsCommunications@dot.gov with "FTA complaint form" included in the subject line. Alternatively, completed complaint forms may be mailed to: Federal Transit Administration Office of Civil Rights Attention: Complaint Team East Building, 5th Floor – TCR 1200 New Jersey Avenue, SE Washington, DC 20590.
- If information is needed in another language, please contact 402-341-7560, ext. 2550.

Notificación al Público de Derechos Civiles (Título VI, ADA, Ley Federal de Tránsito)
Autoridad de Tránsito Metropolitano Regional de Omaha (Metro)

- Metro opera sus programas y servicios sin tener en cuenta la raza, el color y/o nacionalidad de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964, en su forma enmendada.
- Metro no negará a ninguna persona con discapacidad la oportunidad de usar el servicio de Metro para el público en general, si la persona es capaz de usar el servicio. Metro no discriminará a una persona con discapacidad en relación con la prestación del servicio de transporte de acuerdo con la Ley de Estadounidenses con Discapacidades (ADA) de 1990 y la Sección 504 de la Ley de Rehabilitación de 1973, en su forma enmendada.
- De acuerdo con la Ley Federal de Tránsito, Metro no excluirá de la participación, negará beneficios o discriminará a una persona por motivos de raza, color, religión, nacionalidad, sexo (incluyendo la orientación sexual), discapacidad o edad.
- Metro no excluirá de la participación ni negará los beneficios de sus servicios, ni discriminará a ninguna condición protegida descrita en las leyes federales, estatales o locales aplicables.
- Cualquier persona que crea que ha sido afectada por cualquier práctica discriminatoria ilegal bajo las leyes mencionadas puede presentar una queja ante Metro.
- Para obtener más información sobre el programa de derechos civiles de Metro y los procedimientos para presentar una queja, comuníquese al 402-341-0800; correo electrónico civilrights@ometro.com; o visite nuestra oficina administrativa en 2222 Cuming Street, Omaha, NE 68102-4392. Para obtener más información, visite www.ometro.com/civilrights.
- Un demandante puede presentar una queja directamente ante la Administración Federal de Tránsito completando el Formulario de Queja de Derechos Civiles en Línea de la FTA (transit.dot.gov) o el Formulario opcional de Queja de Derechos Civiles. El formulario opcional completado puede ser enviado por correo electrónico a FTACivilRightsCommunications@dot.gov con “FTA complaint form” incluido en la línea de asunto. Alternativamente, los formularios de queja completados pueden ser enviados por correo a: Federal Transit Administration Office of Civil Rights Attention: Complaint Team East Building, 5th Floor – TCR 1200 New Jersey Avenue, SE Washington, DC 20590.
- Si se necesita información en otro idioma, por favor contacte al 402-341-7560, ext. 2550.

The condensed statement below is printed on all transit schedules and posted in available buses and digital screens.

Metro is committed to ensuring that no person is excluded from participation in or denied the benefits of its services or discriminated against on the basis of race, color, religion, national origin, sex (including sexual orientation), disability, age, or any protected status described in applicable federal, state or local law. To file a discrimination complaint or get more information on your rights, call 402.341.0800 or visit ometro.com/civilrights.

Metro se compromete a garantizar que ninguna persona sea excluida de participar en, se le nieguen los beneficios de sus servicios, o sea discriminada por motivos de raza, color, religión, origen nacional, sexo (incluida la orientación sexual), discapacidad, edad o cualquier otro estado protegido según las leyes federales, estatales o locales aplicables. Para presentar una queja por discriminación u obtener más información sobre sus derechos, llame al 402.341.0800 o visite ometro.com/civilrights.

Appendix D: Metro Transit Discrimination Complaint Form (English)

Regional Metropolitan Transit Authority of Omaha
2222 Cuming Street
Omaha, NE 68102
402.341.0800
TDD: 402.341.0807
Fax: 402.342.0949
ometro.com

Discrimination Complaint Form

Metro is committed to ensuring that no person is excluded from participation in or denied the benefits of its services or discriminated against on the basis of race, color, religion, national origin, sex (including sexual orientation), disability, age, or any protected status described in applicable federal, state or local law. To file a discrimination complaint or get more information on your rights, call 402.341.0800 or visit ometro.com/civilrights. If you require any assistance in completing this form, please contact the Title VI and ADA Coordinator by calling (402) 341-0800 or emailing civilrights@ometro.com.

Discrimination complaints must be filed within 180 days from the date of the alleged discrimination. Failure to file a complaint within 180 days will result in the dismissal of your complaint.

The completed form must be returned by email to civilrights@ometro.com or by mail to:

Metro Transit
Attn: Title VI and ADA Coordinator
2222 Cuming Street, Omaha, NE 68102-4392

Please Print.

Complainant Information

A complainant is the individual or group of individuals alleging discrimination.

_____

Last First Middle

_____

Street Address City State Zip

(____)_____ (____)_____

Primary Phone Secondary Phone

_____

Email Address

Preferred method of communication (Choose One): _____Email _____ Phone _____ Mail

Do you need accommodations to communicate with us?

_____ Large Print (specify font size:_____) ____ Sign Language (specify language: _____)

_____ Language Interpretation and Translation (specify language: _____)

Other: _____

Regional Metropolitan Transit Authority of Omaha
2222 Cuming Street
Omaha, NE 68102
402.341.0800
TDD: 402.341.0807
Fax: 402.342.0949
ometro.com

Person Discriminated Against if other than Complainant:

_____

Last First Middle

_____

Street Address City State Zip

(____) _____ (____) _____

Primary Phone Secondary Phone

_____

Email Address

Preferred method of communication (Choose One): _____Email _____ Phone _____ Mail

Please provide the basis upon which you believe your complaint is based:

- ☐ RACE
- ☐ COLOR
- ☐ NATIONAL ORIGIN
- ☐ DISABILITY
- ☐ SEX
- ☐ SEXUAL ORIENTATION
- ☐ RELIGION
- ☐ OTHER _____

Description of the Alleged Discrimination

Metro Service: _____Fixed-route – Omaha _____ORBT _____MOBY _____Express Route

_____Fixed-route – Council Bluffs _____Metro Flex _____Customer Service

Date of Incident: _____/_____/_____ (month, day, year)

Time of Incident: _____

Location of Incident: _____

If the incident occurred on a bus, please include the bus route, direction of travel, and bus number, if known.

Regional Metropolitan Transit Authority of Omaha
2222 Cuming Street
Omaha, NE 68102
402.341.0800
TDD: 402.341.0807
Fax: 402.342.0949
ometro.com

Please explain what happened and how you were discriminated against. Indicate who was involved. Be sure to include how you feel other persons were treated differently than you. If you have any other information about what happened, please attach supporting documents, if needed.

Regional Metropolitan Transit Authority of Omaha
2222 Cuming Street
Omaha, NE 68102
402.341.0800
TDD: 402.341.0807
Fax: 402.342.0949
ometro.com

What resolution are you seeking in this situation?

_____

_____

_____

_____

You may attach any written or other information that may be relevant to your complaint.

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

_____/_____/_____
Signature of Complainant (Under 18, Signature of Parent or Guardian) Month / Date / Year

Print or Type Name of Complainant _____

Have you filed with any other federal, state or local agency? ☐ Yes ☐ No

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

_____
Agency Name

_____
Last First Middle

_____
Street Address City State Zip

(____) _____ (____) _____
Primary Phone Secondary Phone

_____
Email Address

Regional Metropolitan Transit Authority of Omaha
2222 Cuming Street
Omaha, NE 68102
402.341.0800
TDD: 402.341.0807
Fax: 402.342.0949
ometro.com

Agency Name

Last First Middle

Street Address City State Zip

( ) ( )

Primary Phone Secondary Phone

Email Address

Agency Name

Last First Middle

Street Address City State Zip

( ) ( )

Primary Phone Secondary Phone

Email Address

Date Received: _____

Received BY: _____

Title: _____

Appendix E: Metro Transit Discrimination Complaint Form (Spanish)

Regional Metropolitan Transit Authority of Omaha
2222 Cuming Street
Omaha, NE 68102
402.341.0800
TDD: 402.341.0807
Fax: 402.342.0949
ometro.com

Formulario de Queja por Discriminación

Metro se compromete a garantizar que ninguna persona sea excluida de participar en, se le nieguen los beneficios de sus servicios, o sea discriminada por motivos de raza, color, religión, origen nacional, sexo (incluida la orientación sexual), discapacidad, edad o cualquier otro estado protegido según las leyes federales, estatales o locales aplicables. Para presentar una queja por discriminación u obtener más información sobre sus derechos, llame al 402.341.0800 o visite ometro.com/civilrights.

Las quejas por discriminación deben ser llenadas y presentarse dentro de los 180 días siguientes a la fecha de la presunta discriminación. Si no presenta una queja dentro de los 180 días, se desechará su queja.

El formulario completo debe ser enviado por correo electrónico a civilrights@ometro.com o por correo postal a:

Metro Transit
A la Atención de la: Coordinador(a) del Título VI y de la ADA
2222 Cuming Street, Omaha, NE 68102-4392

Por favor imprimir.

Información del Reclamante

Un reclamante es el individuo o grupo de individuos que alegan discriminación.

_____

Apellido | Primer nombre | Segundo nombre

_____

Dirección | Ciudad | Estado | Código postal

(____)_____ (____)_____

Teléfono Principal | Teléfono secundario

_____

Dirección de Correo Electrónico

Método de comunicación preferido (Eligir Uno): _____ Correo electrónico _____ Teléfono _____ Correo Postal

¿Necesitas adecuaciones para comunicarte con nosotros?

_____ Letra Grande (especificar el tamaño de letra:_____)

____ Lenguaje de Señas (especificar idioma: _____)

_____ Interpretación y Traducción de Idiomas (especificar idioma: _____)

Otro: _____

Regional Metropolitan Transit Authority of Omaha
2222 Cuming Street
Omaha, NE 68102
402.341.0800
TDD: 402.341.0807
Fax: 402.342.0949
ometro.com

Persona Discriminada en Contra, si no es el Reclamante:

_____

Apellido Primer nombre Segundo nombre

_____

Dirección Ciudad Estado Código postal

(____) (____)

Teléfono Principal Teléfono secundario

Dirección de Correo Electrónico

Método de comunicación preferido (Eligir Uno): _____ Correo electrónico _____ Teléfono _____ Correo Postal

Proporcione la razón en la cual cree que se basa su queja:

- ☐ RAZA
- ☐ COLOR
- ☐ NACIONALIDAD DE ORIGEN
- ☐ DISCAPACIDAD
- ☐ SEXO
- ☐ ORIENTACIÓN SEXUAL
- ☐ RELIGIÓN
- ☐ OTRO _____

Descripción de la Supuesta Discriminación

Servicio de Metro: _____ Ruta Fija – Omaha _____ORBT _____MOBY _____ Ruta Expresa

_____ Ruta Fija – Council Bluffs _____ Metro Flex _____ Servicio al Cliente

Fecha del Incidente:: _____/_____/_____ (mes / fecha / año)

Hora del incident: _____

Ubicación del incidente: _____

Si el incidente ocurrió en un autobús, incluya la ruta del autobús, la dirección de viaje y el número del autobús, si lo conoce.

Regional Metropolitan Transit Authority of Omaha
2222 Cuming Street
Omaha, NE 68102
402.341.0800
TDD: 402.341.0807
Fax: 402.342.0949
ometro.com

Por favor explique qué pasó y cómo fue discriminado. Indique quién estuvo involucrado. Asegúrese de incluir cómo cree que otras personas fueron tratadas de manera diferente a usted. Si tiene alguna otra información sobre lo sucedido, adjunte documentos de pruebas, si es necesario.

Regional Metropolitan Transit Authority of Omaha
2222 Cuming Street
Omaha, NE 68102
402.341.0800
TDD: 402.341.0807
Fax: 402.342.0949
ometro.com

¿Qué solución busca en esta situación?

_____

_____

_____

_____

Puede adjuntar cualquier información escrita o de otro tipo que pueda ser relevante para su queja.

Afirmo, que he leído la información anterior y que es verdadera según mi conocimiento.

_____/_____/_____
Firma del Reclamante (Menores de 18 años, Firma del Padre o Tutor) (mes / fecha / año)

Escriba en letra de molde o nombre del reclamante _____

¿Ha presentado esta queja ante alguna otra agencia federal, estatal o local? ☐ Sí ☐ No

Si respondió que sí, indique la agencia/agencias y la información de contacto:

_____
Nombre de agencia

_____
Apellido Primer nombre Segundo nombre

_____
Dirección Ciudad Estado Código postal

(____) (____)
Teléfono Principal Teléfono secundario

_____
Dirección de Correo Electrónico

Regional Metropolitan Transit Authority of Omaha
2222 Cuming Street
Omaha, NE 68102
402.341.0800
TDD: 402.341.0807
Fax: 402.342.0949
ometro.com

Nombre de agencia

Apellido | Primer nombre | Segundo nombre

Dirección | Ciudad | Estado | Código postal

( ) | ( )

Teléfono Principal | Teléfono secundario

Dirección de Correo Electrónico

Nombre de agencia

Apellido | Primer nombre | Segundo nombre

Dirección | Ciudad | Estado | Código postal

( ) | ( )

Teléfono Principal | Teléfono secundario

Dirección de Correo Electrónico

Fecha de recibida:_____

Recibido por:_____

Cargo: _____

Appendix F: Metro Transit Discrimination Complaint Determination Appeal Form (English)

Regional Metropolitan Transit Authority of Omaha
2222 Cuming Street
Omaha, NE 68102
402.341.0800
TDD: 402.341.0807
Fax: 402.342.0949
ometro.com

Discrimination Complaint Determination Appeal Form

Metro is committed to ensuring that no person is excluded from participation in or denied the benefits of its services or discriminated against on the basis of race, color, religion, national origin, sex (including sexual orientation), disability, age, or any protected status described in applicable federal, state or local law.

If you filed a discrimination complaint with Metro Transit and you are not satisfied with the outcome of your complaint, you may submit a Discrimination Complaint Determination Appeal Form to the Chief Executive Officer (CEO) within 10 business days of the date on the Letter of Finding/Closure Letter. The appeal must state with specificity the reasons why the initial determination should be overturned.

The complainant will receive an acknowledgement letter from the CEO. The CEO will not review new evidence or re-investigate the complaint. The CEO will notify the Title VI and ADA Coordinator that the complainant has appealed the initial determination, and the Title VI and ADA Coordinator will forward all information used to make the initial determination. The CEO will review the appeal and notify both the complainant and Title VI and ADA Coordinator of the results of the appeal review.

The completed form must be returned by email to lcencic@ometro.com or by mail to:

Metro
Attn: CEO
2222 Cuming Street, Omaha, NE 68102-4392

If you require any assistance in completing this form, please contact the Executive Administrator by calling (402) 341-7560 extension 2101 or emailing sperry@ometro.com.

Please Print.

Complainant Information

A complainant is the individual or group of individuals alleging discrimination.

Last First Middle

Street Address City State Zip

( )
Primary Phone Email Address

Person Discriminated Against if other than Complainant:

Last First Middle

Street Address City State Zip

( )
Primary Phone Email Address

Regional Metropolitan Transit Authority of Omaha
2222 Cuming Street
Omaha, NE 68102
402.341.0800
TDD: 402.341.0807
Fax: 402.342.0949
ometro.com

Please explain the reason the initial determination in this matter should be reviewed. You may attach additional pages to complete your response, if needed.

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

_____/_____/_____
Signature of Complainant (Under 18, Signature of Parent or Guardian) Month / Date / Year

Print or Type Name of Complainant _____

Date Received: _____
Received By: _____
Title:

Appendix G: Metro Transit Discrimination Complaint Determination Appeal Form (Spanish)

Regional Metropolitan Transit Authority of Omaha
2222 Cuming Street
Omaha, NE 68102
402.341.0800
TDD: 402.341.0807
Fax: 402.342.0949
ometro.com

Formulario de Apelación de Determinación de Queja por Discriminación

Metro se compromete a garantizar que ninguna persona sea excluida de participar en, ni se le nieguen los beneficios de sus servicios, ni sea discriminada por motivos de raza, color, religión, origen nacional, sexo (incluida la orientación sexual), discapacidad, edad o cualquier otro estado protegido según las leyes federales, estatales o locales aplicables.

Si presentó una queja por discriminación ante Metro Transit y no está satisfecho con el resultado de su queja, puede presentar un Formulario de Apelación de Determinación de Queja por Discriminación al Director Ejecutivo (CEO) dentro de los 10 días hábiles a partir de la fecha de la Carta de Determinación/Carta de Cierre. La apelación debe indicar con especificidad las razones por las cuales la determinación inicial debe ser revocada.

El/la denunciante recibirá una carta de acuse de recibo del CEO. El CEO no revisará nuevas pruebas ni reabrirá la investigación de la queja. El CEO notificará al Coordinador de Título VI y ADA que el/la denunciante ha apelado la determinación inicial, y el Coordinador de Título VI y ADA enviará toda la información utilizada para tomar dicha determinación. El CEO revisará la apelación y notificará tanto al/ a la denunciante como al Coordinador de Título VI y ADA los resultados de la revisión de la apelación.

El formulario completo debe ser enviado por correo electrónico a lcencic@ometro.com o por correo postal a:

Metro
Atención: Director Ejecutivo (CEO)
2222 Cuming Street, Omaha, NE 68102-4392

Si necesita ayuda para completar este formulario, comuníquese con la Administradora Ejecutiva llamando al (402) 341-7560, extensión 2101, o enviando un correo electrónico a sperry@ometro.com.

Por favor escriba a mano.

Información del/de la Denunciante

Un/a denunciante es el individuo o grupo de individuos que alegan discriminación.

Apellido	Primer nombre		Segundo nombre
Dirección	Ciudad	Estado	Código postal
( )			
Teléfono Principal	Dirección de Correo Electrónico		

Persona Discriminada, si no es el/la Denunciante:

Apellido	Primer nombre		Segundo nombre
Dirección	Ciudad	Estado	Código postal
( )			
Teléfono Principal	Dirección de Correo Electrónico		

Regional Metropolitan Transit Authority of Omaha
2222 Cuming Street
Omaha, NE 68102
402.341.0800
TDD: 402.341.0807
Fax: 402.342.0949
ometro.com

Por favor, explique la razón por la cual la determinación inicial en este asunto debe ser revisada. Puede adjuntar páginas adicionales para completar su respuesta, si es necesario.

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Declaro que he leído la información anterior y que, según mi leal saber y entender, es verdadera.

_____/_____/_____
Firma del/de la Denunciante (Menores de 18 años, Firma del Padre o Tutor) (mes / fecha / año)

Escriba en letra de molde o nombre del/ de la denunciante _____

Fecha de recibida:_____
Recibido por:_____
Cargo: _____

Appendix H: March 2023 Service Equity Analysis

2222 Cuming Street, Omaha, Nebraska 68102-4392
(402) -341-0800 Fax (402)-342-0949 TDD: 4(402)-341-0807

Operated by the Metropolitan Regional Transit Authority of Omaha



TITLE VI SERVICE EQUITY ANALYSIS

April 2023 Planned Service Changes

Submitted for compliance with Title VI of the Civil Rights Act of 1964

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1. Purpose

Title VI of the Civil Rights Act of 1964 ensures that “no person in the United States shall, on the basis 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.” The Metropolitan Regional Transit Authority of Omaha d/b/a Metro has committed to the Federal Transit Administration (FTA) Title VI objectives set forth in Circular 4702.1B, ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.

This analysis of Metro’s proposed service changes was prepared in conformity with Chapter IV of the FTA’s Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" and with respect to environmental justice principles. The Circular states any FTA recipient located in an Urbanized Area of 200,000 or more in population and operates more than fifty vehicles in peak service "shall evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether these changes have a discriminatory impact. Additionally, Circular 4702.1B, Chapter IV-7 (2) requires these transit agencies evaluate the effects of service changes on low-income populations in addition to Title VI-protected populations. By conducting equity analyses, Metro intends to ensure that the impacts of the proposed service changes are distributed equitably to minority and low-income populations and are not discriminatory.

OVERVIEW

Metro, a political subdivision of the State of Nebraska, is a direct recipient of FTA financial assistance; a transit provider located in an Urbanized Area of 200,000 or more in population; and operates more than fifty vehicles in peak service. Metro’s fixed-route service includes rapid, local, express/commuter routes, and a downtown circulator. Additionally, Metro operates Americans with Disabilities Act (ADA) Complementary Paratransit (MOBY) service.

2. Summary of Proposed Service Changes

The changes below have been proposed by staff to enhance service frequencies and trips throughout the week and to respond to feedback from the public during the participation phase of MetroNEXT (2022-2030 strategic plan) planning. While some of these changes reinstate service that existed prior to the COVID-19 pandemic, other adjustments provide new additional services in key areas of recent ridership growth. Particularly, weekend ridership has remained stable and even grown on some routes through the pandemic, and the proposed changes respond to these new travel patterns with increases to frequency and span of service on core routes. Throughout this document, the changes will be evaluated for their cumulative impact on low-income and minority populations in the area.

Increases to Frequency
Two routes have been identified for increases in weekday frequency of arrivals, including daytime increases to Route 15, and peak hour increases to Route 13. Route 11 will receive increased service on Saturdays, and Routes 3, 4, 13, 15, 24 and 30 will be increased on Sundays. See Figure 2A for specific adjustments.

Figure 2A: *Cumulative Changes to Frequency*

Route	Pre-COVID Frequency	Current Frequency	**New Frequency**
	Weekday		
13 (Downtown to MCC – Peak Service)	15	30	**15**
13 (MCC to ATC – Peak Service)	30	60	**30**
15 (Downtown to ATC)	30	30	**15**
	Saturday		
11	60	60	**30**
	Sunday		
3	60	60	**30**
4	60	60	**30**
13 (Downtown to MCC)	60	60	**30**
15 (Downtown to ATC)	60	60	**30**
24	60	60	**30**
30	60	60	**30**

Other Additional Weekday Trips
Metro staff identified the need for several other minor service adjustments, including extended evening service on Sundays on Routes 3, 4, 13, 15, 24 and 30. Rider surveys conducted during outreach for the MetroNEXT plan indicated a strong preference for additional service on evenings and weekends.

Complementary paratransit (MOBY) services associated with the proposed changes would also be modified to reflect the increased span of service due to the route proposals.

3. Metro Title VI Policies

Metro first established Major Service Change, Disproportionate Burden, and Disparate Impact Policies to 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" which became effective October 1, 2012. 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.

The following polices regarding Major Service Change, Disparate Impact, and Disproportionate Burden have remained in effect since first adopted by the Metro Board of Directors and approved by the FTA in 2013, with the latest updates to these policies (see Figure 3A) approved by the Metro Board of Directors on December 22, 2022. FTA approval is currently pending.

Figure 3A: *Board-approved updates to Metro's Major Service Change, Disparate Impact, and Disproportionate Burden Policies*

Major Service Change	
PREVIOUS POLICY: • The **addition** and/or **elimination** of a bus route • **12%** or more for system revenue miles • **25%** or more revenue miles on any individual route	*BOARD-APPROVED POLICY:* • The **addition** and/or **elimination** of a bus route • **10%** or more for system revenue miles • **15%** or more revenue miles on any individual route
Disparate Impact	
PREVIOUS POLICY: • Any major service change that requires a minority population to bear adverse effects of **25%** or greater of the cumulative impact.	*BOARD-APPROVED POLICY:* • Any major service change that requires a minority population to bear adverse effects of **15%** or greater of the cumulative impact.
Disproportionate Burden	
PREVIOUS POLICY: • When the burden of any fare or major service change requires a low-income population to bear adverse effects **25%** or greater of the cumulative burden.	*BOARD-APPROVED POLICY:* • When the burden of any fare or major service change requires a low-income population to bear adverse effects **15%** or greater of the cumulative burden.

MAJOR SERVICE CHANGES:

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 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 ten percent or more addition or reduction in the system revenue miles.
3. A fifteen percent or more addition or reduction of revenue miles on any individual route.
    i. This includes a change in frequency, span of service, or route alignment 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.

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 fare or major service change require a minority population to bear adverse effects ***fifteen percent or greater of a cumulative impact*** compared to those adverse effects borne by the nonminority population, that impact will be deemed a disparate impact.

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.

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 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 fifteen 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:

- There is substantial legitimate justification for the change; and
- 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.

4. Finding of a Major Service Change

Figure 4A summarizes the scope of the proposed changes in terms of weekly revenue miles. The proposed changes include the addition of more than 15% of weekly revenue miles on Routes 13 and 15, therefore qualifying as a "Major Service Change" under Metro's policy adopted by the Board of Directors in December 2022.

Figure 4A: *Cumulative Changes to Revenue Miles*

February 2023 Revenue Miles				
Route	WD	SAT	SUN	Weekly Revenue Miles
3	870.11	563.64	220.15	5,134.34
4	1,138.62	717.43	331.26	6,741.79
11	405.00	208.71	157.22	2,390.93
13S	351.95	399.16	184.60	2,343.51
13L	237.29	214.27	160.52	1,561.24
15S	522.22	381.74	170.36	3,163.20
15L	259.66	209.10	154.26	1,661.66
24	1,148.69	767.96	246.76	6,758.17
30	508.80	485.32	223.43	3,252.75
TOTAL:	**11,928.49**	**8,105.07**	**4,029.89**	**71,777.41**

April 2023 Revenue Miles				
Route	WD	SAT	SUN	Weekly Revenue Miles
3	870.11	563.64	517.59	5,431.78
4	1,138.62	717.43	649.08	7,059.61
11	405.00	391.68	157.22	2,573.90
13S	543.95	404.46	378.56	3,502.77
13L	334.52	217.11	177.74	2,067.45
15S	730.13	381.74	389.76	4,422.15
15L	237.32	209.10	180.56	1,576.26
24	1,148.69	767.96	565.83	7,077.24
30	508.80	485.32	448.12	3,477.44
TOTAL:	**12,403.29**	**8,296.18**	**5,645.79**	**75,958.42**

Percent Change
By Route
5.8%
4.7%
7.7%
49.5%
32.4%
39.8%
-5.1%
4.7%
6.9%

	WD	SAT	SUN	Weekly Revenue Miles
Total Change in Revenue Miles:	474.80	191.11	1,615.90	**4,181.01**
Percent Change in Revenue Miles:	3.98%	2.36%	40.10%	**5.82%**

5. Effects of Major Service Changes on Minority and Low-Income Populations

METHODOLOGY

In order to analyze the effects of the Major Service Change on Minority and Low-Income populations, Metro utilized the following methodology.

1. Data Selection:

   Metro used the 2020 Decennial U.S. Census and U.S Census Bureau's 2017-2021 Five Year American Community Survey (ACS) data. 2020 Decennial U.S. Census block level data was utilized for overall population and minority population data. 2021 Five Year ACS data provided low-income population numbers and percentages at the tract level which was then applied to the 2020 Decennial Census block level population numbers. Data utilized were the most current data sets available from U.S. Census at the time the analysis began.

   The percent of minority and low-income populations deemed to be within the service buffer of the proposed change was then compared to the percent of minority and low-income populations in Metro's service area. If the change was 15% or greater, further analysis was conducted to identify mitigation measures including access to alternative routes.

2. Definition of Terms:

   The term "minority" represents those persons who self-identify as being one or more of any ethnicity other than "white" alone.

   The term "low-income" represents those at or below the poverty threshold set by the U.S. Census Bureau with a reported annual household income and corresponding household size as recommended by guidance from the Department of Health and Human Services (DHHS). The poverty thresholds established by the U.S. Census Bureau were compared to the poverty thresholds set by DHHS for compatibility and found that despite minor differences in the threshold income levels by household size, the U.S. Census Bureau data was comparable to DHHS thresholds.

   The term "adverse effects" represents geographical or temporal reductions in service. For the purposes of the proposed changes, adverse effects included route discontinuations, discontinuation of route segments, reduced frequency, and reduced span of service hours.

   The term "benefits" represents geographical or temporal additions in service. For the purposes of the proposed changes, benefits included added routes, added route segments, increased frequency, and increased span of service hours.

3. Analysis by Route:

   Metro conducted an equity analysis for each route with proposed changes utilizing the 2020 Decennial U.S. Census and 2021 Five Year ACS data by type of proposed service change. This analysis identified the adverse effects and benefits of each proposed service change and the relative impact of the change on the minority and low-income population served by each route. A quarter mile buffer was applied to individual route alignments for fixed route service to identify the affected population. U.S. Census blocks with centroids located within the boundary of the defined quarter mile buffer of each route were isolated to identify the affected minority and total populations. The percent of low-income populations within corresponding tracts identified in the 2021 Five Year ACS data were then applied to each block to calculate the affected low-income population. The percent of minority and low-income populations deemed to be within the service buffer of the proposed change was then compared to the percent of minority and low-income populations in Metro's service area.

4. Cumulative Analysis:

   Pursuant to Metro's Board-approved Title VI Plan, the proposed changes were analyzed cumulatively. In order to identify the extent of the impact of any element of the proposed changes relative to the overall changes, Metro utilized revenue miles by route and the demographic breakdown of the population within the service buffer of each route represented as a percentage.

PROPOSED INCREASES TO FREQUENCY AND ADDITIONAL TRIPS

Figure 5A: *Additional frequency of Routes or Route Segments*

Route	Description	Total Population	Minority Population	Percentage Minority	Low-Income Population	Percentage Low-Income
3	Frequency Increase (Sundays)	24,451	13,137	53.73%	5,474	22.39%
4	Frequency Increase (Sundays)	29,063	11,274	38.79%	5,012	17.25%
11	Frequency Increase (Saturdays)	21,243	7,164	33.72%	3,435	16.17%
13S	Frequency Increase (Weekdays & Sundays from Downtown to MCC)	16,841	8,440	50.12%	3,829	22.74%
13L	Frequency Increase (Peak Service Weekdays from Downtown to ATC)	24,933	11,666	46.79%	5,049	20.25%
15S	Frequency Increase (Weekdays & Sundays from Downtown to ATC)	19,300	6,371	33.01%	3,239	16.78%
24	Frequency Increase (Sundays)	27,571	18,643	67.62%	7,554	27.40%
30	Frequency Increase (Sundays)	21,441	10,825	50.49%	5,194	24.22%

A thorough analysis of the benefits and adverse effects of the proposed addition of service by route can be found in **Appendix A**.

6. Analysis of Cumulative Effects of Proposed Service Changes

Figures 6A-6D below compare the weekly revenue miles between the existing routes and the proposed routes along with the population served by each alignment.

Figure 6A: *Cumulative Impact to Minority Populations*

February 2023 Routes					
Route	Weekly Revenue Miles	Total Population	Minority Population	Percent Minority	Minority Service Miles
3	5,134.34	24,451	13,137	53.73%	2,758.57
4	6,741.79	29,063	11,274	38.79%	2,615.25
11	2,390.93	21,243	7,164	33.72%	806.32
13S	2,343.51	16,841	8,440	50.12%	1,174.47
13L	1,561.24	24,933	11,666	46.79%	730.49
15S	3,163.20	19,300	6,371	33.01%	1,044.18
15L	1,661.66	27,775	8,108	29.19%	485.07
24	6,758.17	27,571	18,643	67.62%	4,569.75
30	3,252.75	21,441	10,825	50.49%	1,642.23
TOTAL:	71,777.41	584,975.00	256,862.00	43.91%	33,409.50

April 2023 Routes						Net Change
Route	Weekly Revenue Miles	Total Population	Minority Population	Percent Minority	Minority Service Miles	Minority Service Miles
3	5,431.78	24,451	13,137	53.73%	2,918.38	159.81
4	7,059.61	29,063	11,274	38.79%	2,738.54	123.29
11	2,573.90	21,243	7,164	33.72%	868.02	61.70
13S	3,502.77	16,841	8,440	50.12%	1,755.44	580.97
13L	2,067.45	24,933	11,666	46.79%	967.35	236.85
15S	4,422.15	19,300	6,371	33.01%	1,459.77	415.58
15L	1,576.26	27,775	8,108	29.19%	460.14	-24.93
24	7,077.24	27,571	18,643	67.62%	4,785.50	215.75
30	3,477.44	21,441	10,825	50.49%	1,755.67	113.44
TOTAL:	75,958.42	584,975.00	256,862.00	43.91%	35,291.97	1,882.47

Cumulative Impact to Minority Populations: **5.63%**

Figure 6B: *Cumulative Impact to Non-Minority Populations*

February 2023 Routes					
Route	Weekly Revenue Miles	Total Population	Non-Minority Population	Percent Non-Minority	Non-Minority Service Miles
3	5,134.34	24,451	11,314	46.27%	2,375.77
4	6,741.79	29,063	17,789	61.21%	4,126.54
11	2,390.93	21,243	14,079	66.28%	1,584.61
13S	2,343.51	16,841	8,401	49.88%	1,169.04
13L	1,561.24	24,933	13,267	53.21%	830.75
15S	3,163.20	19,300	12,929	66.99%	2,119.02
15L	1,661.66	27,775	19,667	70.81%	1,176.59
24	6,758.17	27,571	8,928	32.38%	2,188.42
30	3,252.75	21,441	10,616	49.51%	1,610.52
TOTAL:	71,777.41	584,975.00	328,113.00	56.09%	38,367.91

April 2023 Routes						Net Change
Route	Weekly Revenue Miles	Total Population	Non-Minority Population	Percent Non-Minority	Non-Minority Service Miles	Non-Minority Service Miles
3	5,431.78	24,451	11,314	46.27%	2,513.40	137.63
4	7,059.61	29,063	17,789	61.21%	4,321.07	194.53
11	2,573.90	21,243	14,079	66.28%	1,705.88	121.27
13S	3,502.77	16,841	8,401	49.88%	1,747.33	578.29
13L	2,067.45	24,933	13,267	53.21%	1,100.10	269.36
15S	4,422.15	19,300	12,929	66.99%	2,962.38	843.37
15L	1,576.26	27,775	19,667	70.81%	1,116.12	-60.47
24	7,077.24	27,571	8,928	32.38%	2,291.74	103.32
30	3,477.44	21,441	10,616	49.51%	1,721.77	111.25
TOTAL:	75,958.42	584,975.00	328,113.00	56.09%	40,666.45	2,298.54

Cumulative Impact to Non-Minority Populations: **5.99%**

Figure 6C: *Cumulative Impact to Low-Income Populations*

February 2023 Routes					
Route	Weekly Revenue Miles	Total Population	Low-Income Population	Percent Low-Income	Low-Income Service Miles
3	5,134.34	24,451	5,474	22.39%	1,149.46
4	6,741.79	29,063	5,012	17.25%	1,162.64
11	2,390.93	21,243	3,435	16.17%	386.61
13S	2,343.51	16,841	3,829	22.74%	532.82
13L	1,561.24	24,933	5,049	20.25%	316.16
15S	3,163.20	19,300	3,239	16.78%	530.86
15L	1,661.66	27,775	3,606	12.98%	215.73
24	6,758.17	27,571	7,554	27.40%	1,851.63
30	3,252.75	21,441	5,194	24.22%	787.97
TOTAL:	71,777.41	584,975.00	106,735.00	18.25%	14,295.07

April 2023 Routes						Net Change
Route	Weekly Revenue Miles	Total Population	Low-Income Population	Percent Low-Income	Low-Income Service Miles	Low-Income Service Miles
3	5,431.78	24,451	5,474	22.39%	1,216.05	66.59
4	7,059.61	29,063	5,012	17.25%	1,217.45	54.81
11	2,573.90	21,243	3,435	16.17%	416.20	29.59
13S	3,502.77	16,841	3,829	22.74%	796.40	263.57
13L	2,067.45	24,933	5,049	20.25%	418.66	102.51
15S	4,422.15	19,300	3,239	16.78%	742.14	211.28
15L	1,576.26	27,775	3,606	12.98%	204.64	-11.09
24	7,077.24	27,571	7,554	27.40%	1,939.05	87.42
30	3,477.44	21,441	5,194	24.22%	842.40	54.43
TOTAL:	75,958.42	584,975.00	106,735.00	18.25%	15,154.18	859.11

Cumulative Impact to Low-Income Populations: **6.01%**

Figure 6D: *Cumulative Impact to Non-Low-Income Populations*

February 2023 Routes					
Route	Weekly Revenue Miles	Total Population	Non-Low-Income Pop.	Percent Non-Low-Income	Non-Low-Income Service Miles
3	5,134.34	24,451	18,977	77.61%	3,984.88
4	6,741.79	29,063	24,051	82.75%	5,579.15
11	2,390.93	21,243	17,808	83.83%	2,004.32
13S	2,343.51	16,841	13,012	77.26%	1,810.69
13L	1,561.24	24,933	19,884	79.75%	1,245.08
15S	3,163.20	19,300	16,061	83.22%	2,632.34
15L	1,661.66	27,775	24,169	87.02%	1,445.93
24	6,758.17	27,571	20,017	72.60%	4,906.54
30	3,252.75	21,441	16,247	75.78%	2,464.78
TOTAL:	71,777.41	584,975.00	478,240.00	81.75%	57,482.34

April 2023 Routes						Net Change
Route	Weekly Revenue Miles	Total Population	Non-Low-Income Pop.	Percent Non-Low-Income	Non-Low-Income Service Miles	Non-Low-Income Service Miles
3	5,431.78	24,451	18,977	77.61%	4,215.73	230.85
4	7,059.61	29,063	24,051	82.75%	5,842.16	263.01
11	2,573.90	21,243	17,808	83.83%	2,157.70	153.38
13S	3,502.77	16,841	13,012	77.26%	2,706.37	895.69
13L	2,067.45	24,933	19,884	79.75%	1,648.79	403.70
15S	4,422.15	19,300	16,061	83.22%	3,680.01	1,047.67
15L	1,576.26	27,775	24,169	87.02%	1,371.62	-74.31
24	7,077.24	27,571	20,017	72.60%	5,138.19	231.65
30	3,477.44	21,441	16,247	75.78%	2,635.04	170.26
TOTAL:	75,958.42	584,975.00	478,240.00	81.75%	60,804.24	3,321.90

Cumulative Impact to Non-Low-Income Populations:	**5.78%**

CONCLUSION

Overall, the weekly revenue miles increased from 71,777.41 under the existing service to 75,958.42 miles under the proposed system. This increase of 4,181.01 weekly miles represents a 5.82% increase in miles from existing service. Since the service area and alignment of routes is not proposed to be changed, the total population served (including duplication of the populations served by more than one route) will be maintained at 584,975.

DISPARATE IMPACT ANALYSIS

The service equity analysis shows that on a cumulative basis the non-minority population will benefit slightly more than the minority population. The number of weekly revenue miles was multiplied by the percent of minority population residing in the service buffer to identify the cumulative effect on minority populations. The cumulative benefit of the changes to minorities is 5.63% and to non-minorities is 5.99%, a difference of 0.36%. ***No disparate impact is identified for the proposed changes according to the adverse impact threshold in the previous policy approved by the FTA in 2013 (25% or greater) or the current policy approved by the Metro Board in 2022 and pending FTA approval (15% or greater).***

DISPROPORTIONATE BURDEN ANALYSIS

The service equity analysis shows that on a cumulative basis the low-income population will benefit slightly more than the non-low-income population. The number of weekly revenue miles was multiplied by the percent of low-income population residing in the service buffer to identify the cumulative effect on low-income populations. The cumulative benefit of the changes to low-income populations is 6.01% and to non-low-income individuals is 5.78%, a difference of 0.23%. ***No disproportionate burden is identified for the proposed changes according to the adverse effect threshold in the previous policy approved by the FTA in 2013 (25% or greater) or the current policy approved by the Metro Board in 2022 and pending FTA approval (15% or greater).***

7. Public Engagement

The proposed changes follow recommended service improvements identified in Metro's 2030 strategic plan, MetroNEXT. Increasing frequency on core routes, restoring pre-COVID levels of service, and increasing weekend and evening trips were all key recommendations of the plan, which was developed through public feedback and adopted by Metro's Board of Directors in April 2022.

The MetroNEXT planning and public engagement initiative was held from February 2021 to April 2022, hosting 20 public meetings, drawing over 1,000 participants, and recording over 1,500 public comments. Meetings were held both in-person and online, offering a variety of dates, times, and locations to participate. Spanish translation was available at each meeting. Meeting recordings were also posted on Metro's website, and participants were invited to provide feedback through online and onboard surveys during key phases of the process.

PUBLIC NOTIFICATION

For each series of MetroNEXT meetings, notice was published in the Omaha World Herald (main news and public news sections), the Omaha Star, a minority-operated newspaper, and a media press release. Social media sharing on Facebook, Twitter, and Instagram included links to Metro's website, which allows for multi-language translation.

Posters were displayed at Metro's transit centers and administrative facility's public space where fare media is purchased, Half Fare IDs are processed, route schedules/maps available and persons can receive trip planning assistance. Bilingual Rider Alerts were distributed on buses and the ADA Complementary Paratransit MOBY fleet.

Traditionally underrepresented populations including minorities, low-income populations, persons with Limited English Proficiency, and seniors were encouraged to participate with the assistance of community-based organizations, social service agencies, and advocacy groups. These partners included Omaha by Design, Activate Omaha, Metropolitan Area Planning Agency, Metro Community College, the University of Nebraska of Omaha, and area employers. All were asked to share the information with their individual constituents.

The notice and releases included information for those in need of special communication or accommodations such as interpreters for persons who are deaf or hearing impaired or require readers, language interpreters, and other forms of assistance. Persons were asked to request the service two days prior to a meeting. A contact person and phone number were provided for the arrangement of the aforementioned.

Bilingual staff members were in attendance for Spanish translation assistance. Metro also sought to accommodate lower literacy skills through clear and concise language to the greatest degree possible. All presentation materials, Sign-In Sheet and Comment Form were bilingual with printed materials available in large format.

Appendix A: Individual Route Reports and Analysis

This Section Contains:

Individual Existing and Proposed Route Reports - These reports contain the data derived from the demographic spatial analysis and the proposed changes.

The population numbers within these reports are the same numbers that were applied to the cumulative analysis.

Each individual route analysis is followed by comparative maps for the existing and proposed alignments with the specific population demographic being examined.

Route 3

Proposal

- Frequency Increase (Sundays)

Demographic Analysis

Minority Population

The minority population calculation compares the percentage of affected minorities within a quarter mile of existing Route 3 to Metro's existing Service Area minority population of 35.36%. *Refer to Figures 1.1 and 1.2.*

Low-Income Population

The low-income population calculation compares the percentage of affected low-income individuals within a quarter mile of existing Route 3 alignment to Metro's existing Service Area low-income population of 11.86%. *Refer to Figures 1.1 and 1.3.*

Figure 1.1

	Total Population	Percentage Minority	Percentage Low-Income
Metro Service Area	477,942	35.36%	11.86%
Existing Route 3	24,451	53.73%	22.39%

Figure 1.2

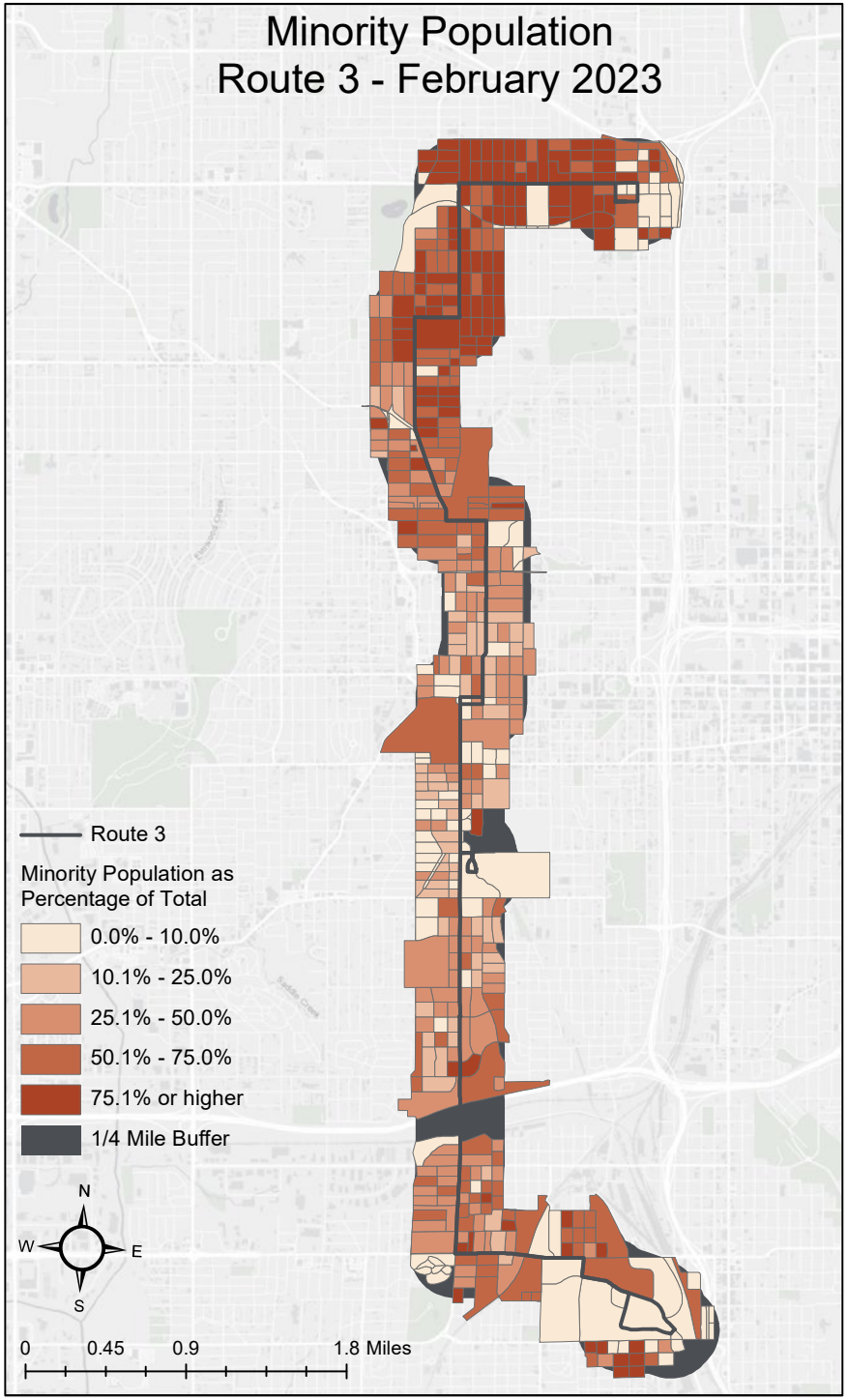
	Type of Change	Total Population	Non-Minority Population	Percentage Non-Minority	Minority Population	Percentage Minority
Frequency	Increase	24,451	11,314	46.27%	13,137	53.73%

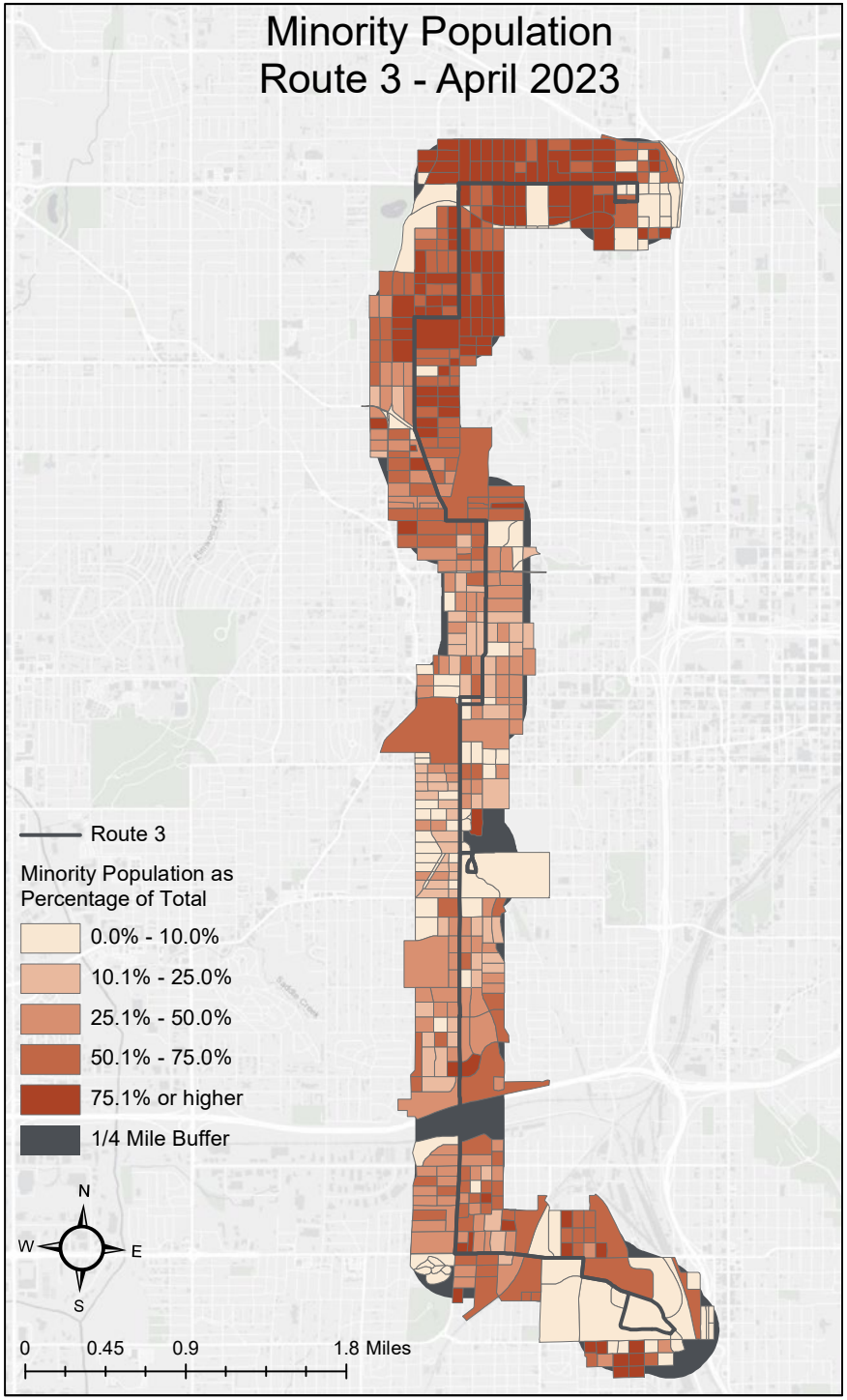
Figure 1.3

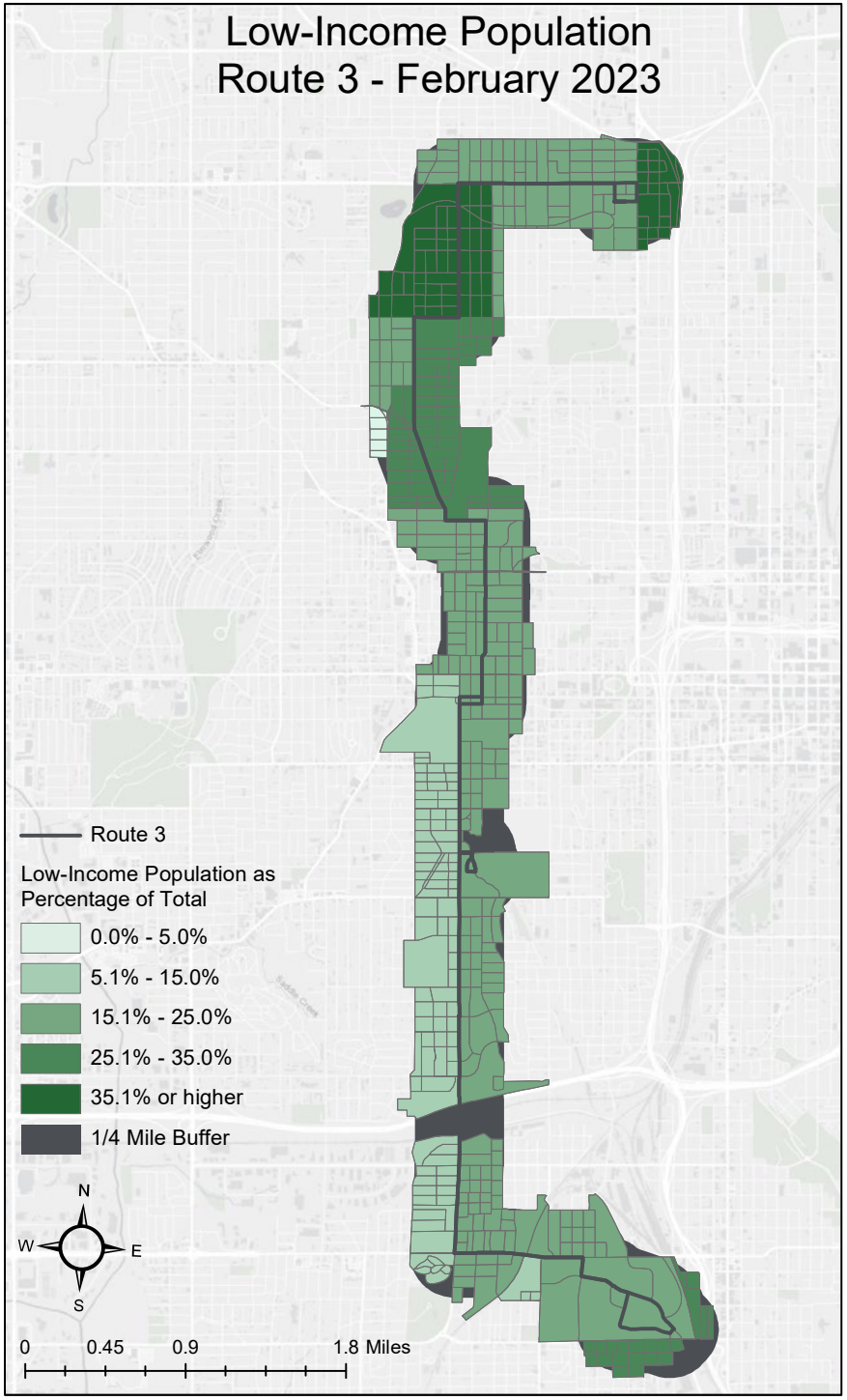
	Type of Change	Total Population	Non-Low-Income Population	Percentage Non-Low-Income	Low-Income Population	Percentage Low-Income
Frequency	Increase	24,451	18,977	77.61%	5,474	22.39%

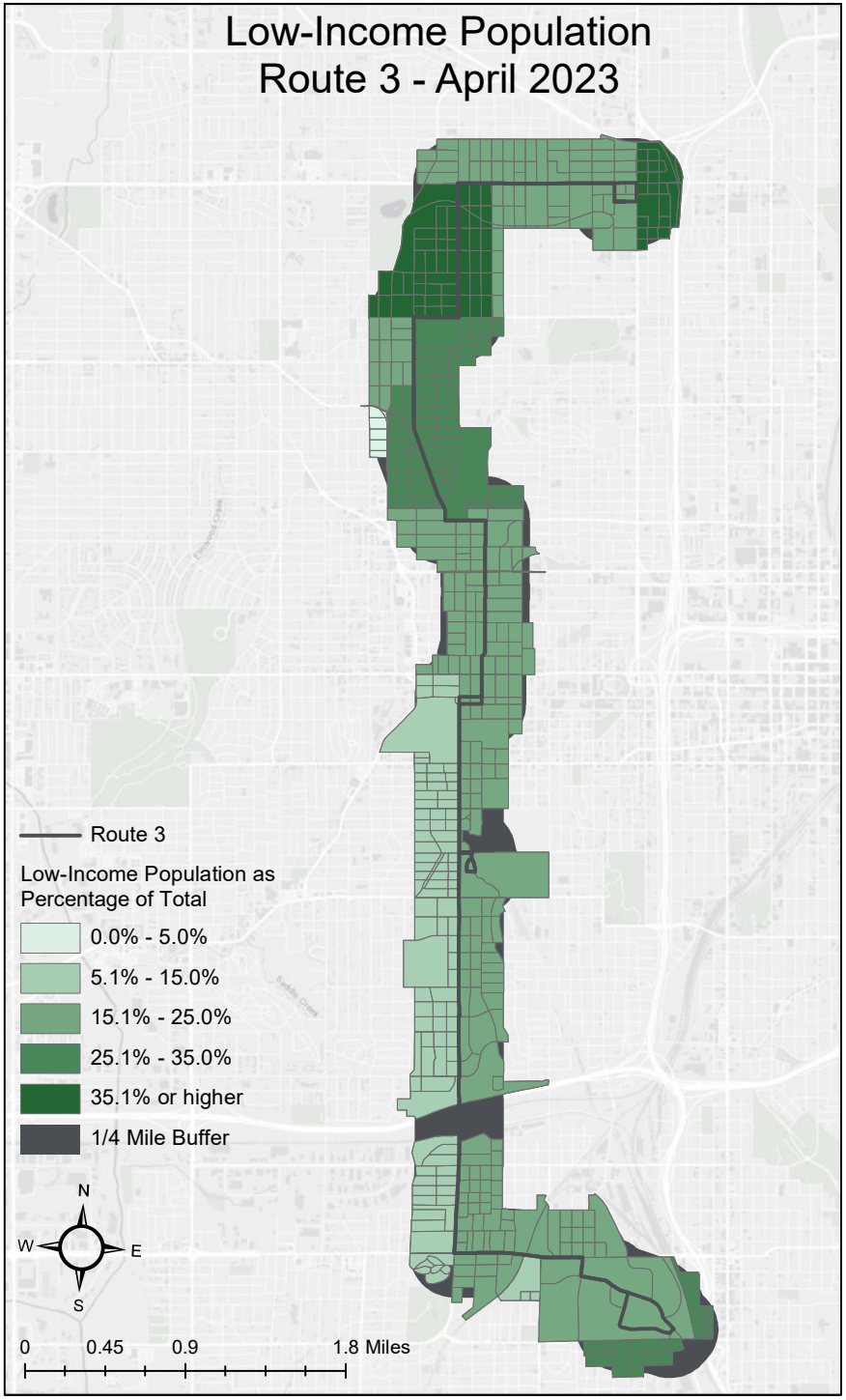
Figure 1.4

		Minority			Low-Income		
	Type of Change	% of Minority Along Route	% of Minority In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area	% Low-Income Along Route	% Low-Income In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area
Frequency	Increase	53.73%	35.36%	18.37%	22.39%	11.86%	10.53%


Minority Population
Route 3 - February 2023
Route 3
Minority Population as
Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Buffer
N
W
E
S
0
0.45
0.9
1.8 Miles


Minority Population
Route 3 - April 2023
Route 3
Minority Population as
Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Buffer
N
W
E
S
0
0.45
0.9
1.8 Miles


Low-Income Population
Route 3 - February 2023
Route 3
Low-Income Population as
Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Buffer
N
W
E
S
0
0.45
0.9
1.8 Miles


Low-Income Population
Route 3 - April 2023
Route 3
Low-Income Population as
Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Buffer
N
W
E
S
0
0.45
0.9
1.8 Miles

Route 4

Proposal

- Frequency Increase (Sundays)

Demographic Analysis

Minority Population

The minority population calculation compares the percentage of affected minorities within a quarter mile of existing Route 4 to Metro's existing Service Area minority population of 35.36%. *Refer to Figures 1.1 and 1.2.*

Low-Income Population

The low-income population calculation compares the percentage of affected low-income individuals within a quarter mile of existing Route 4 alignment to Metro's existing Service Area low-income population of 11.86%. *Refer to Figures 1.1 and 1.3.*

Figure 1.1

	Total Population	Percentage Minority	Percentage Low-Income
Metro Service Area	477,942	35.36%	11.86%
Existing Route 4	29,063	38.79%	17.25%

Figure 1.2

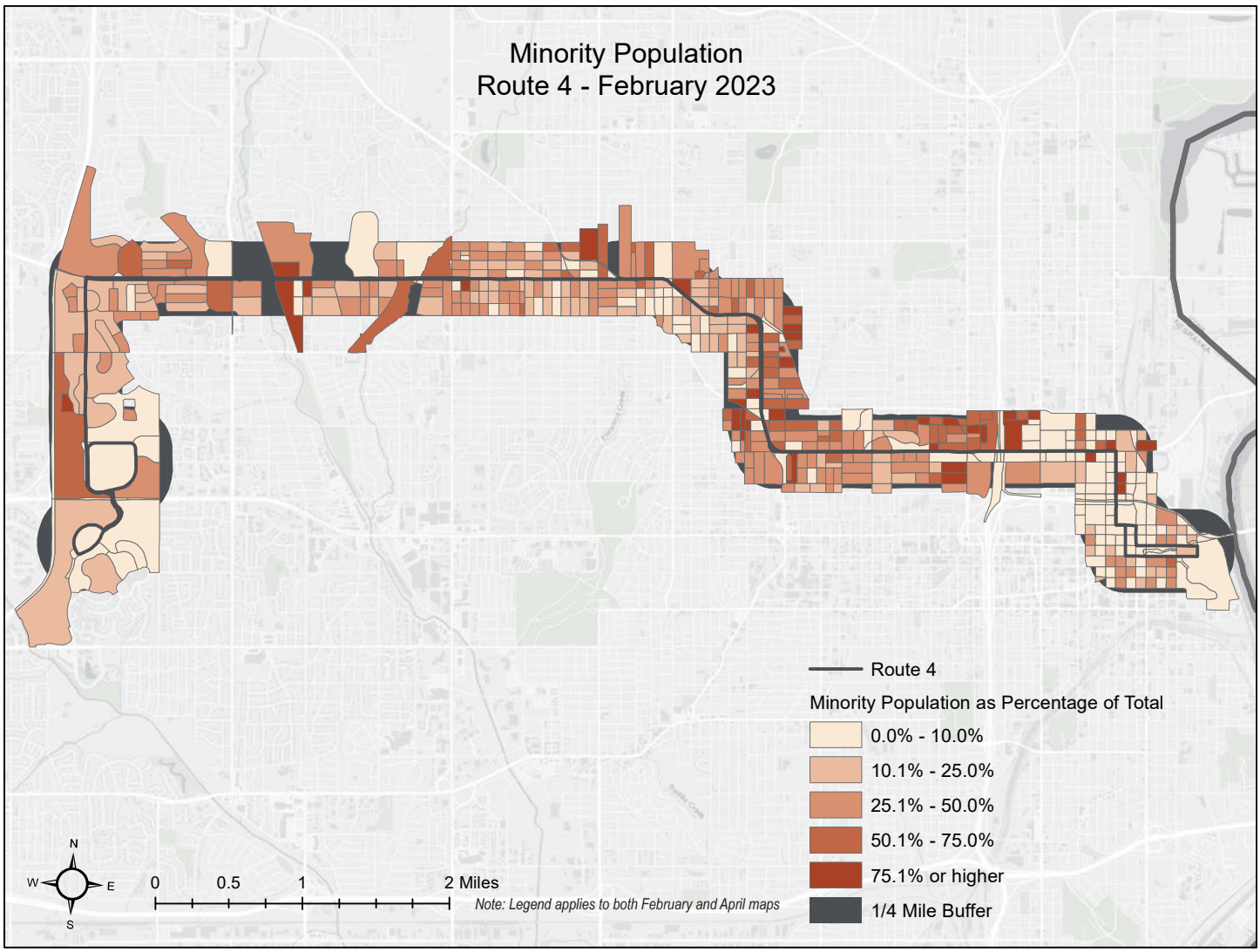
	Type of Change	Total Population	Non-Minority Population	Percentage Non-Minority	Minority Population	Percentage Minority
Additional Trips	Increase	29,063	17,789	61.21%	11,274	38.79%

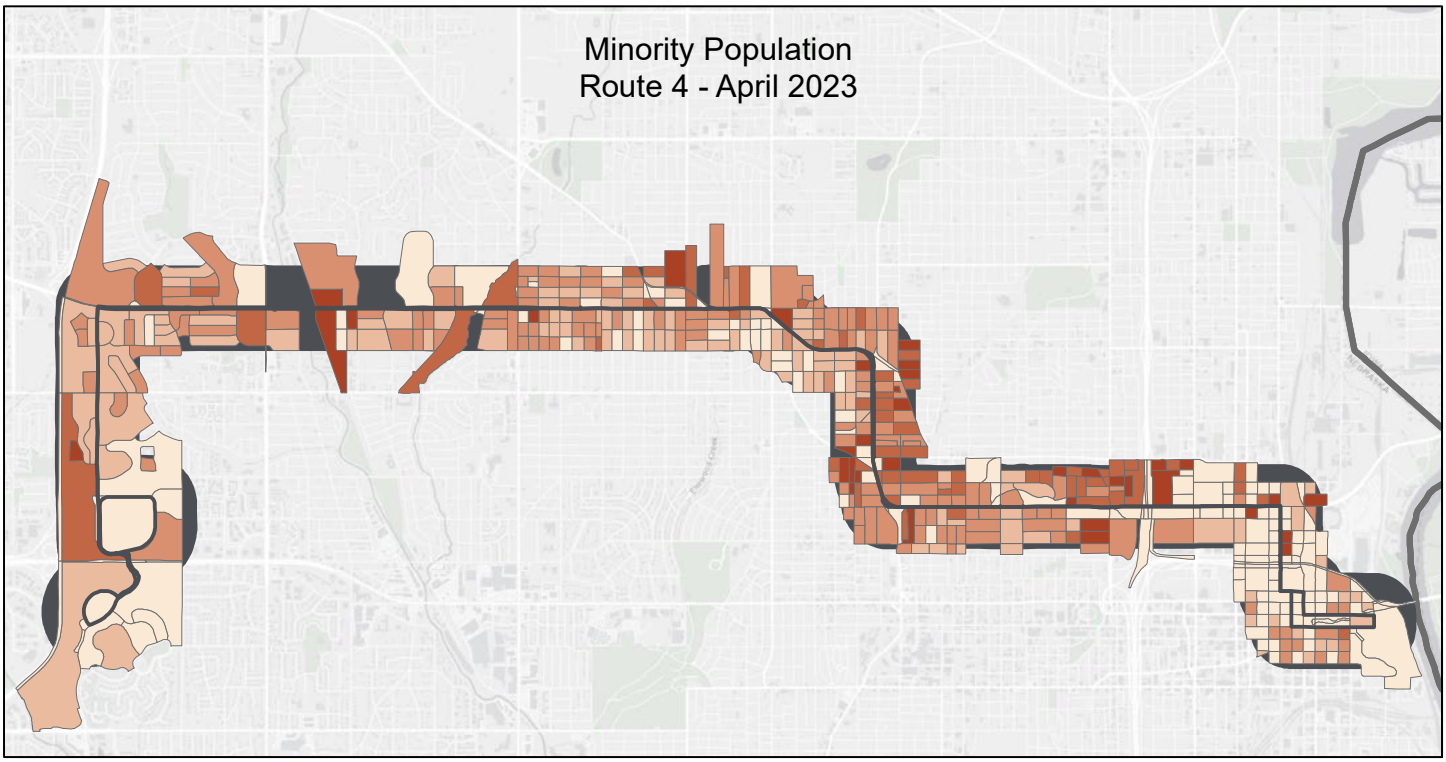
Figure 1.3

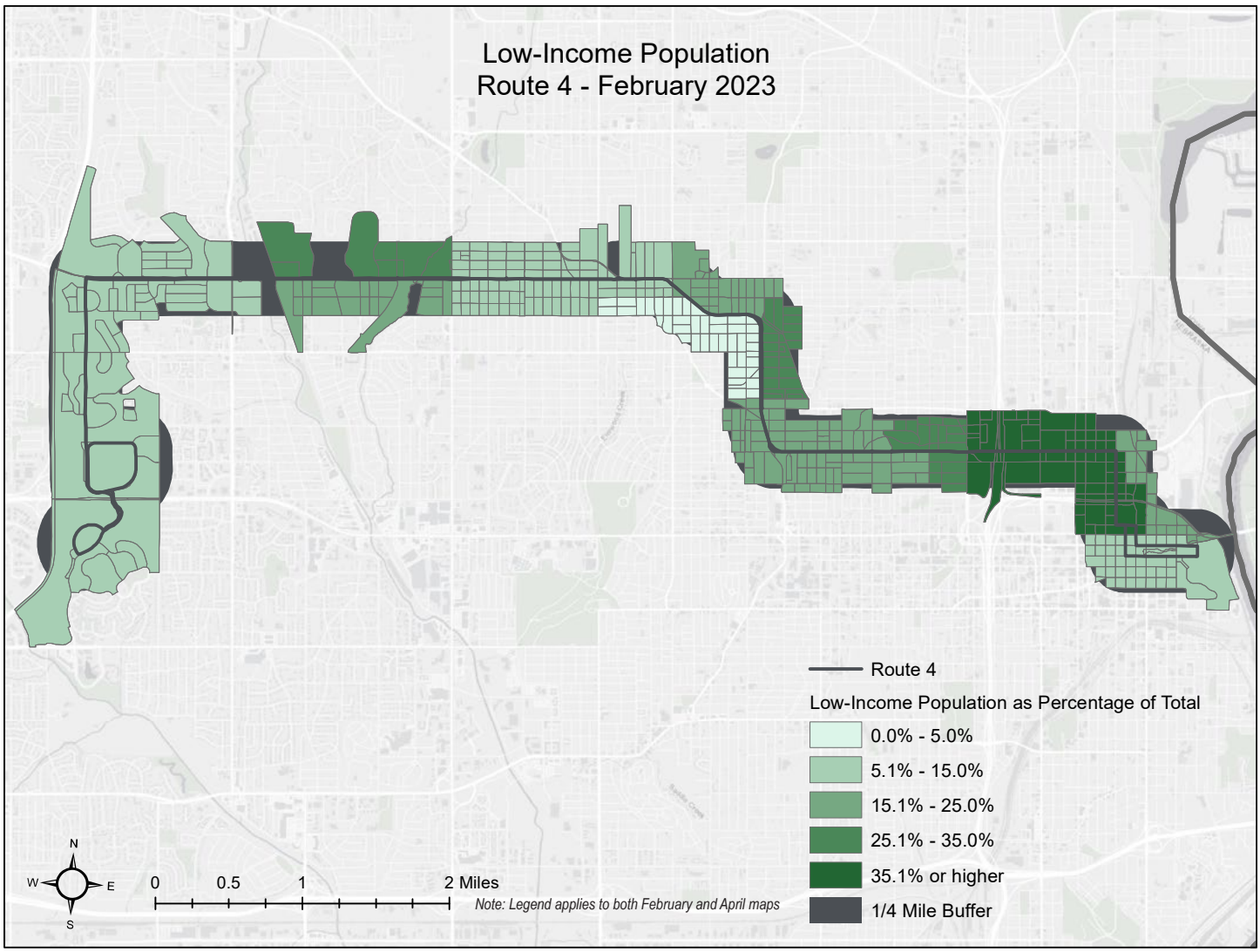
	Type of Change	Total Population	Non-Low-Income Population	Percentage Non-Low-Income	Low-Income Population	Percentage Low-Income
Additional Trips	Increase	29,063	24,051	82.75%	5,012	17.25%

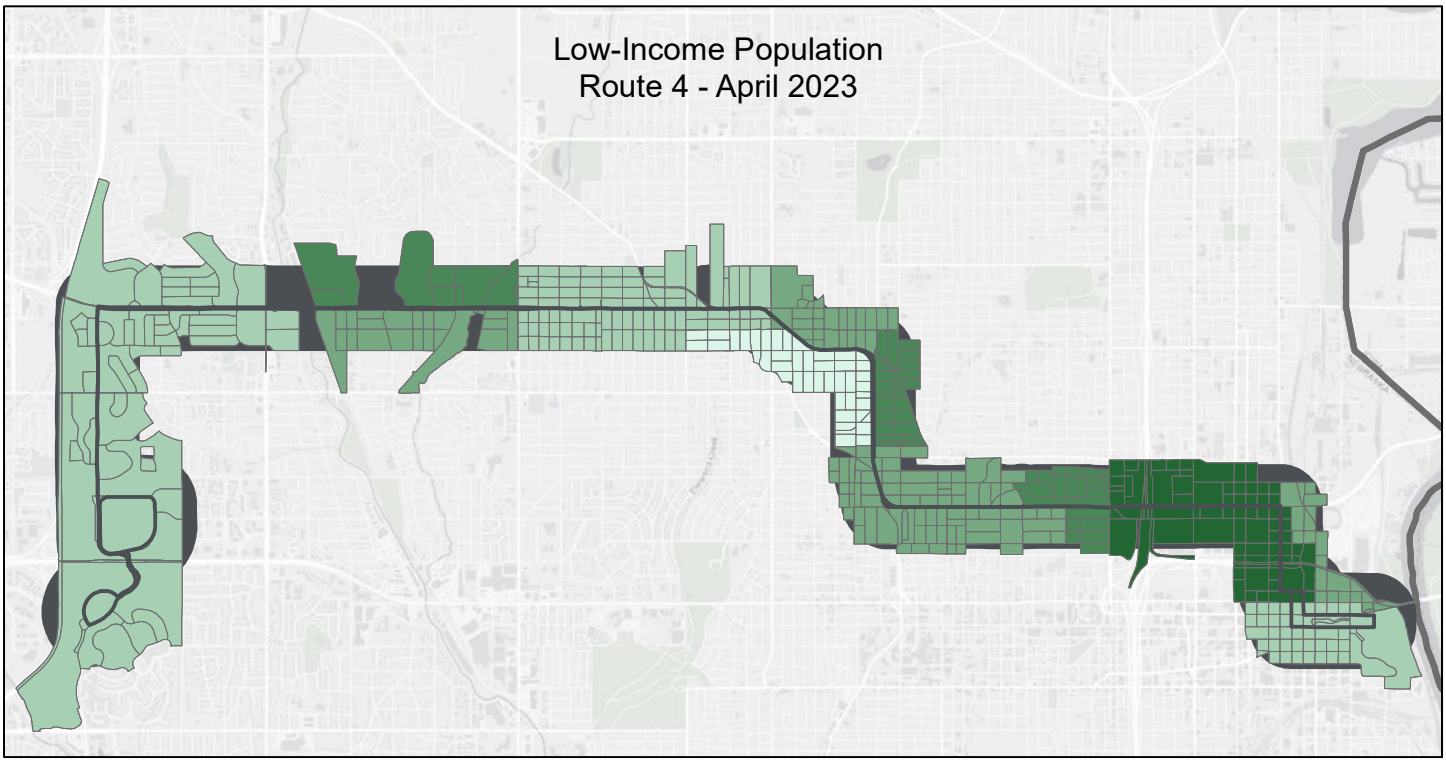
Figure 1.4

		Minority			Low-Income		
	Type of Change	% of Minority Along Route	% of Minority In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area	% Low-Income Along Route	% Low-Income In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area
Additional Trips	Increase	38.79%	35.36%	3.43%	17.25%	11.86%	5.39%


Minority Population
Route 4 - February 2023
Route 4
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Buffer
N
W
E
S
0
0.5
1
2 Miles
Note: Legend applies to both February and April maps


Minority Population
Route 4 - April 2023


Low-Income Population
Route 4 - February 2023
Route 4
Low-Income Population as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Buffer
N
W
E
S
0
0.5
1
2 Miles
Note: Legend applies to both February and April maps


Low-Income Population
Route 4 - April 2023

Route 11

Proposal

- Frequency Increase (Saturdays)

Demographic Analysis

Minority Population

The minority population calculation compares the percentage of affected minorities within a quarter mile of existing Route 11 to Metro's existing Service Area minority population of 35.36%. *Refer to Figures 1.1 and 1.2.*

Low-Income Population

The low-income population calculation compares the percentage of affected low-income individuals within a quarter mile of existing Route 11 alignment to Metro's existing Service Area low-income population of 11.86%. *Refer to Figures 1.1 and 1.3.*

Figure 1.1

	Total Population	Percentage Minority	Percentage Low-Income
Metro Service Area	477,942	35.36%	11.86%
Existing Route 11	21,243	33.72%	16.17%

Figure 1.2

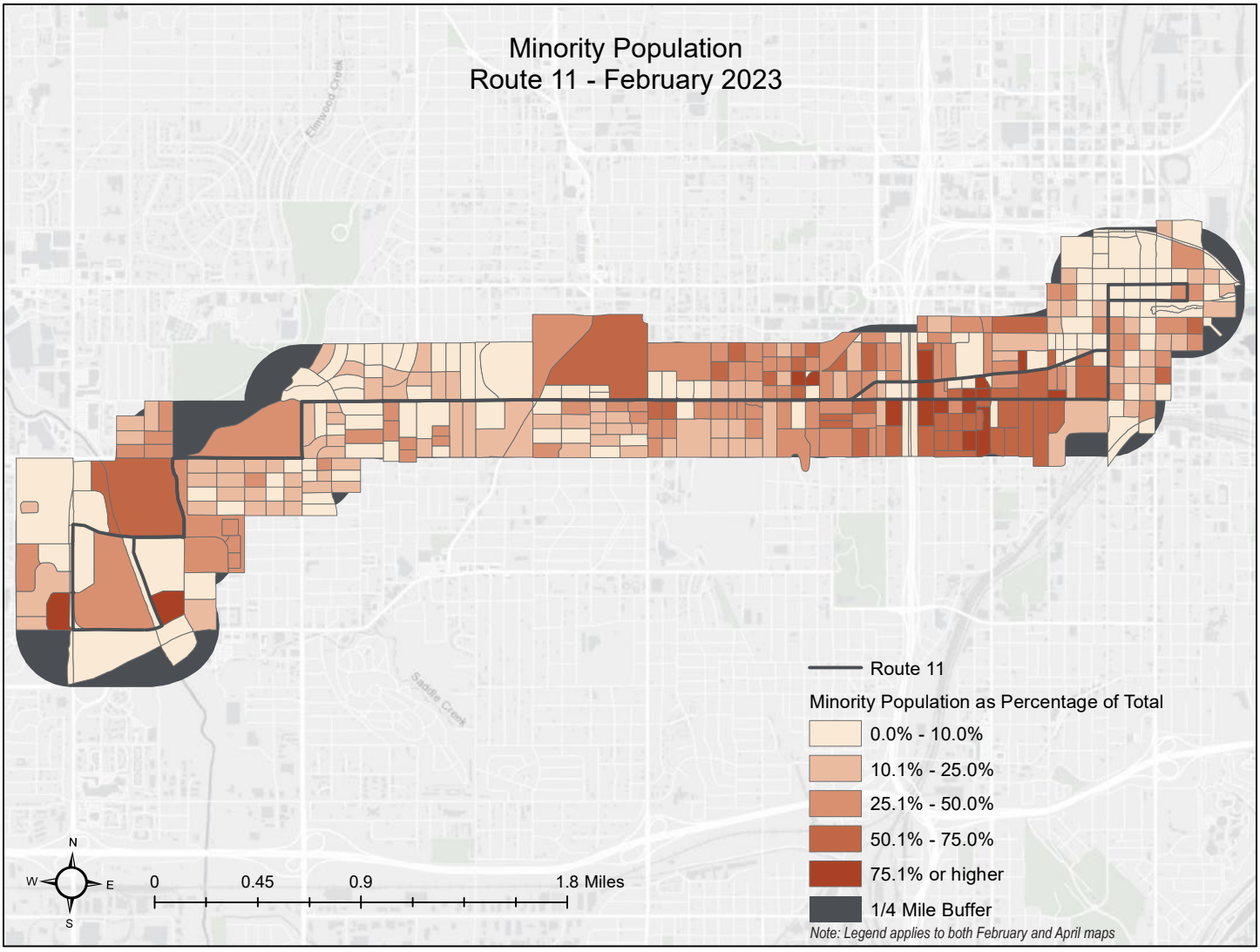
	Type of Change	Total Population	Non-Minority Population	Percentage Non-Minority	Minority Population	Percentage Minority
Frequency	Increase	21,243	14,079	66.28%	7,164	33.72%

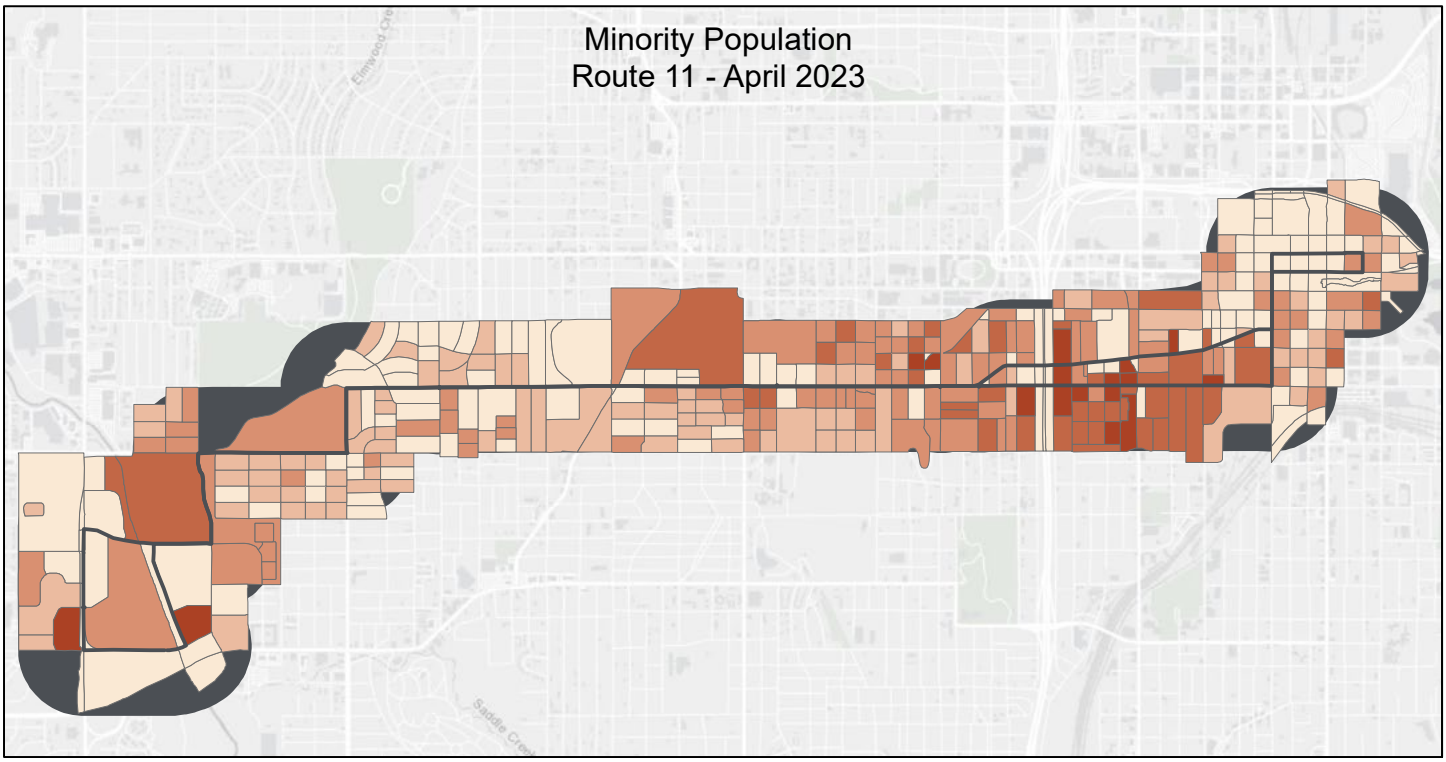
Figure 1.3

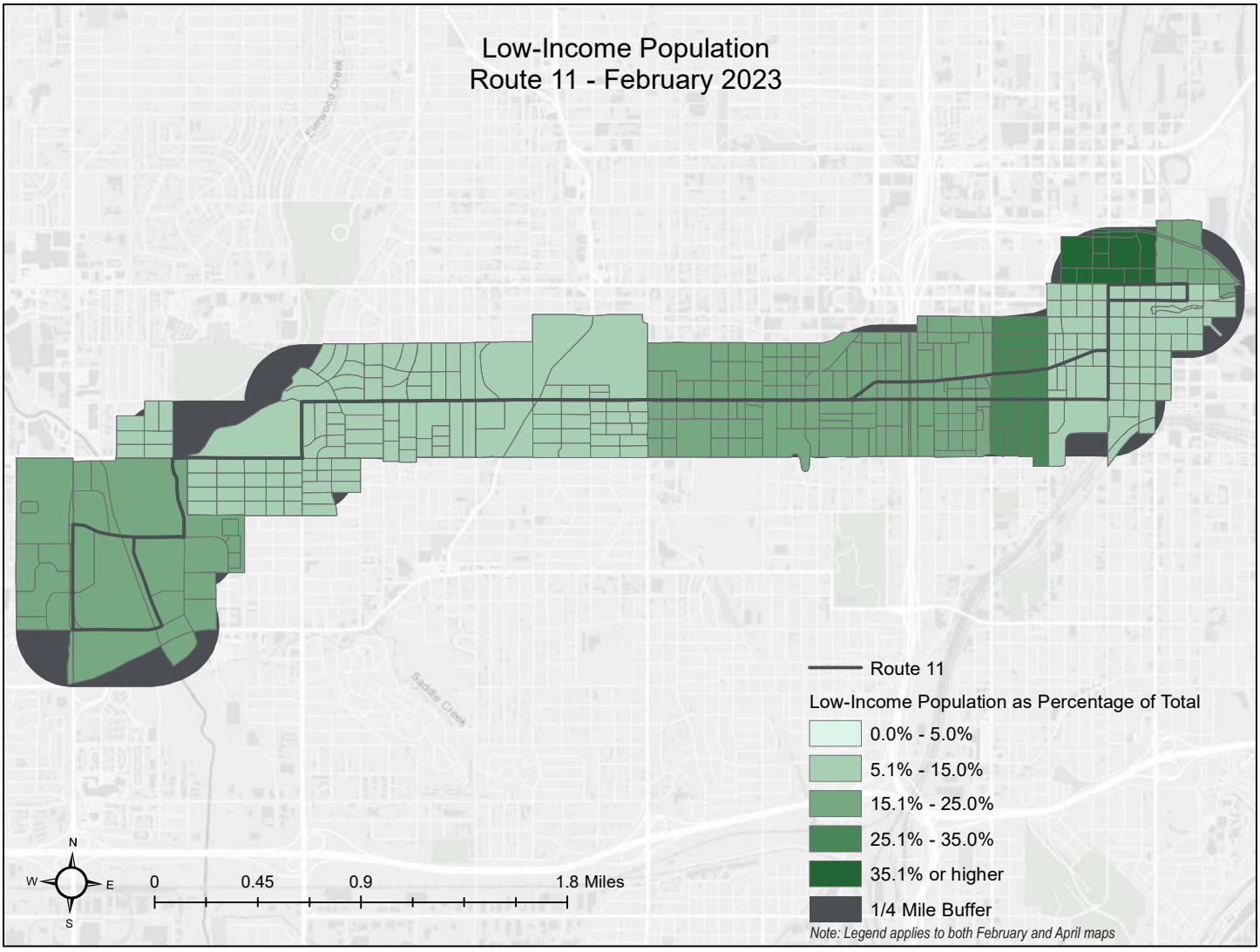
	Type of Change	Total Population	Non-Low-Income Population	Percentage Non-Low-Income	Low-Income Population	Percentage Low-Income
Frequency	Increase	21,243	17,808	83.83%	3,435	16.17%

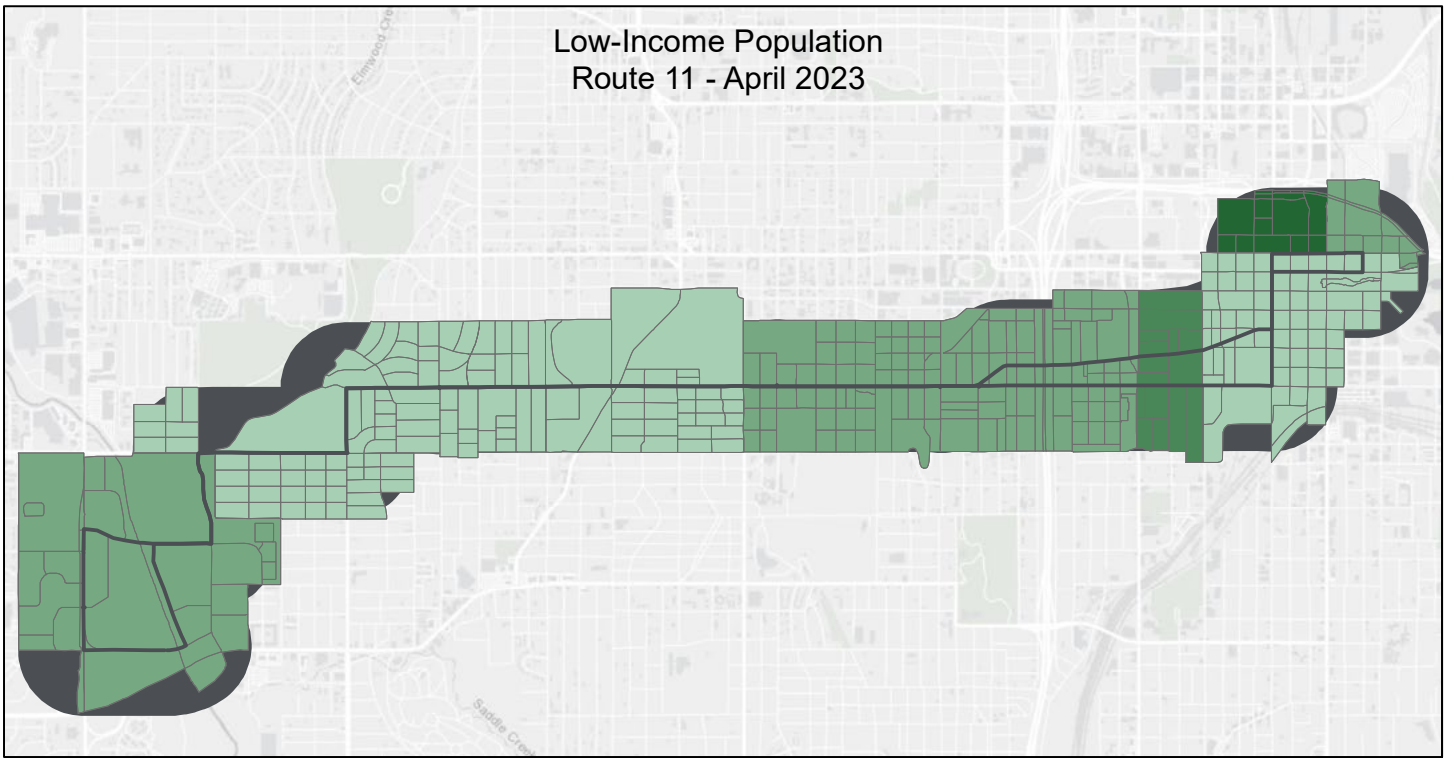
Figure 1.4

		Minority			Low-Income		
	Type of Change	% of Minority Along Route	% of Minority In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area	% Low-Income Along Route	% Low-Income In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area
Frequency	Increase	33.72%	35.36%	-1.64%	16.17%	11.86%	4.31%


Minority Population
Route 11 - February 2023
Route 11
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Buffer
Note: Legend applies to both February and April maps
N
W
E
S
0
0.45
0.9
1.8 Miles


Minority Population
Route 11 - April 2023


Low-Income Population
Route 11 - February 2023
Route 11
Low-Income Population as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Buffer
Note: Legend applies to both February and April maps
N
W
E
S
0
0.45
0.9
1.8 Miles


Low-Income Population
Route 11 - April 2023

Route 13S

Proposal

- Frequency Increase (Peak Service Weekdays from Downtown to MCC)
- Frequency Increase (Sundays from Downtown to MCC)

Demographic Analysis

Minority Population

The minority population calculation compares the percentage of affected minorities within a quarter mile of existing Route 13S to Metro's existing Service Area minority population of 35.36%. *Refer to Figures 1.1 and 1.2.*

Low-Income Population

The low-income population calculation compares the percentage of affected low-income individuals within a quarter mile of existing Route 13S alignment to Metro's existing Service Area low-income population of 11.86%. *Refer to Figures 1.1 and 1.3.*

Figure 1.1

	Total Population	Percentage Minority	Percentage Low-Income
Metro Service Area	477,942	35.36%	11.86%
Existing Route 13S	16,841	50.12%	22.74%

Figure 1.2

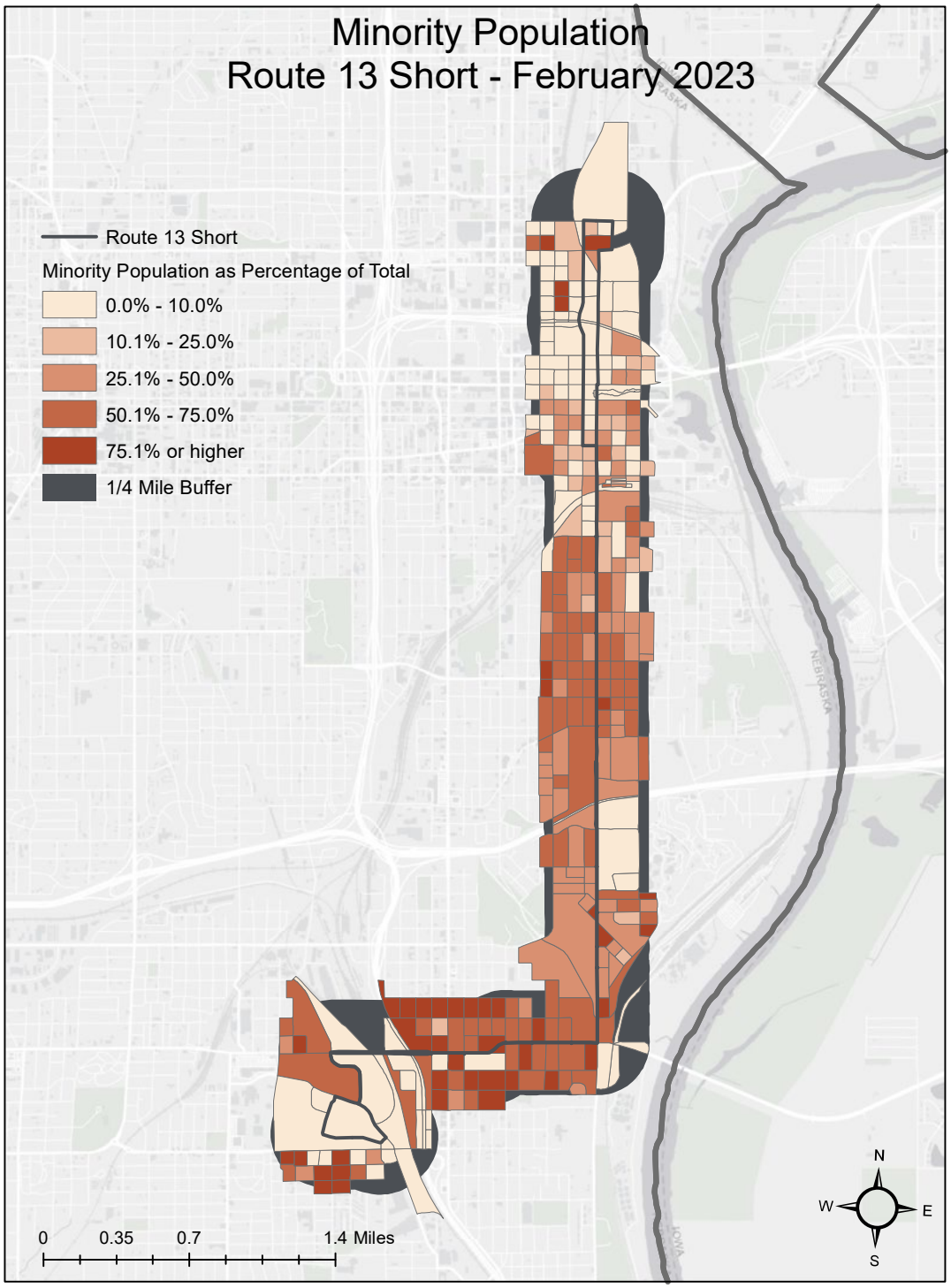
	Type of Change	Total Population	Non-Minority Population	Percentage Non-Minority	Minority Population	Percentage Minority
Frequency	Increase	16,841	8,401	49.88%	8,440	50.12%

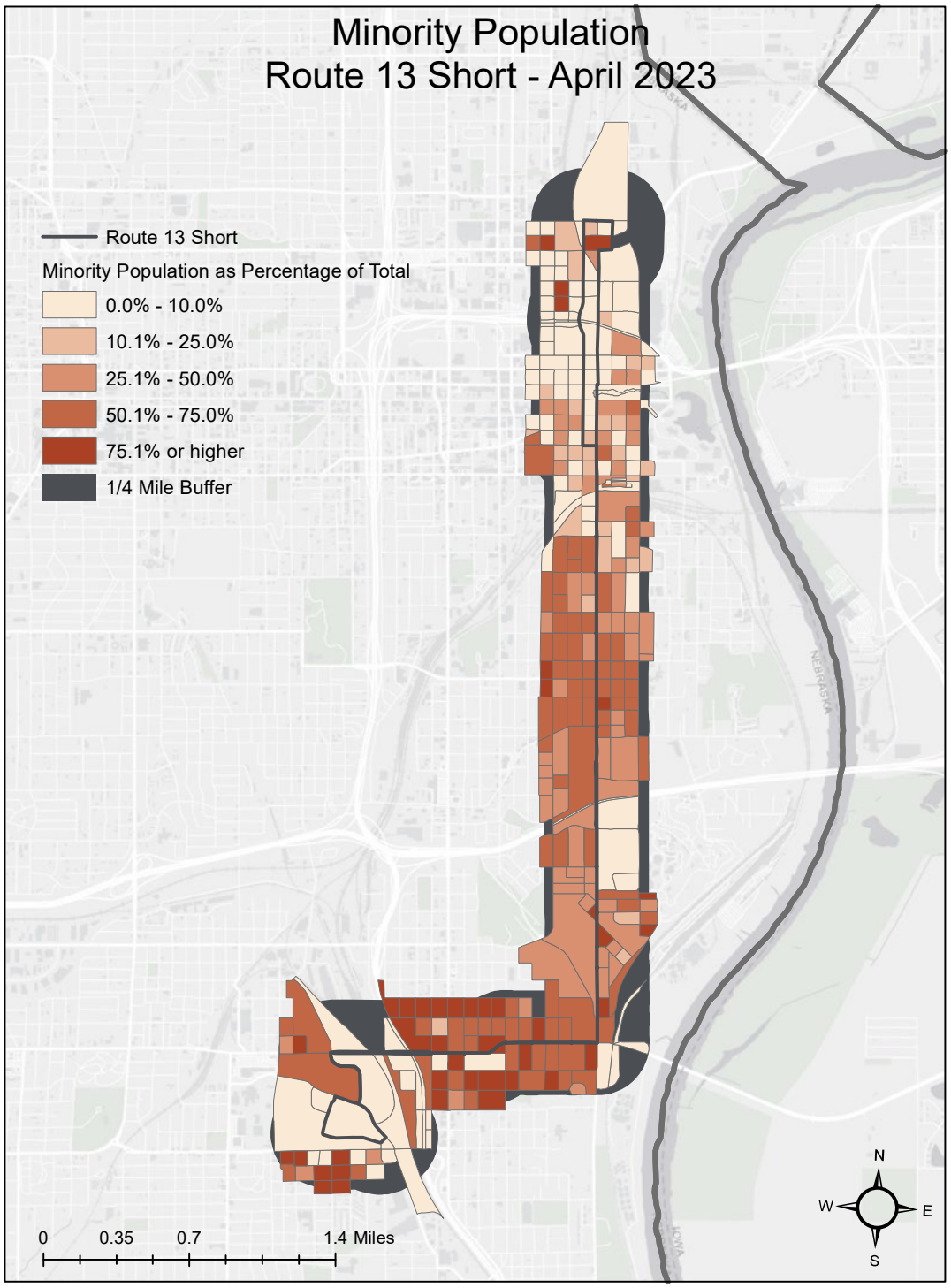
Figure 1.3

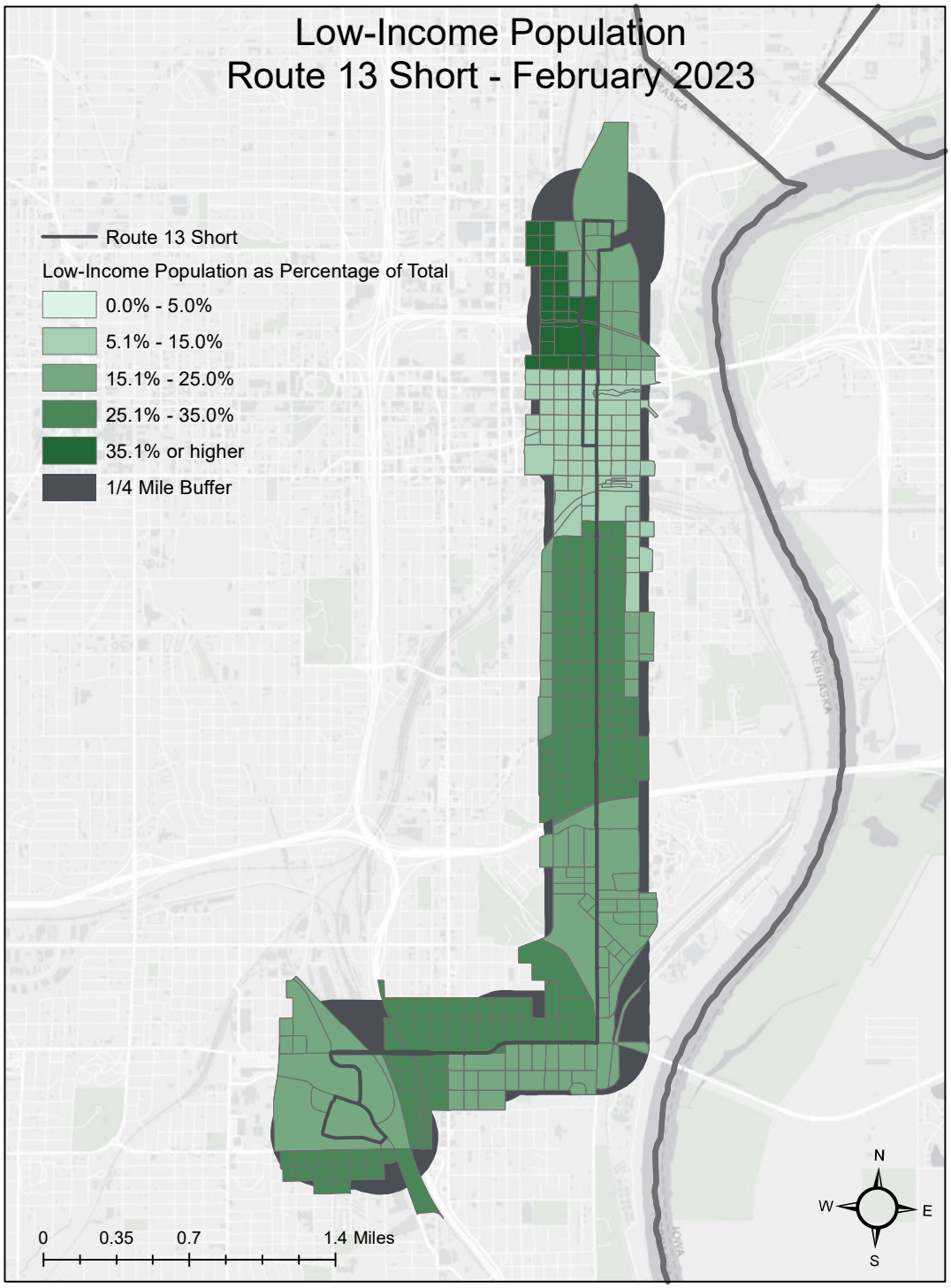
	Type of Change	Total Population	Non-Low-Income Population	Percentage Non-Low-Income	Low-Income Population	Percentage Low-Income
Frequency	Increase	16,841	13,012	77.26%	3,829	22.74%

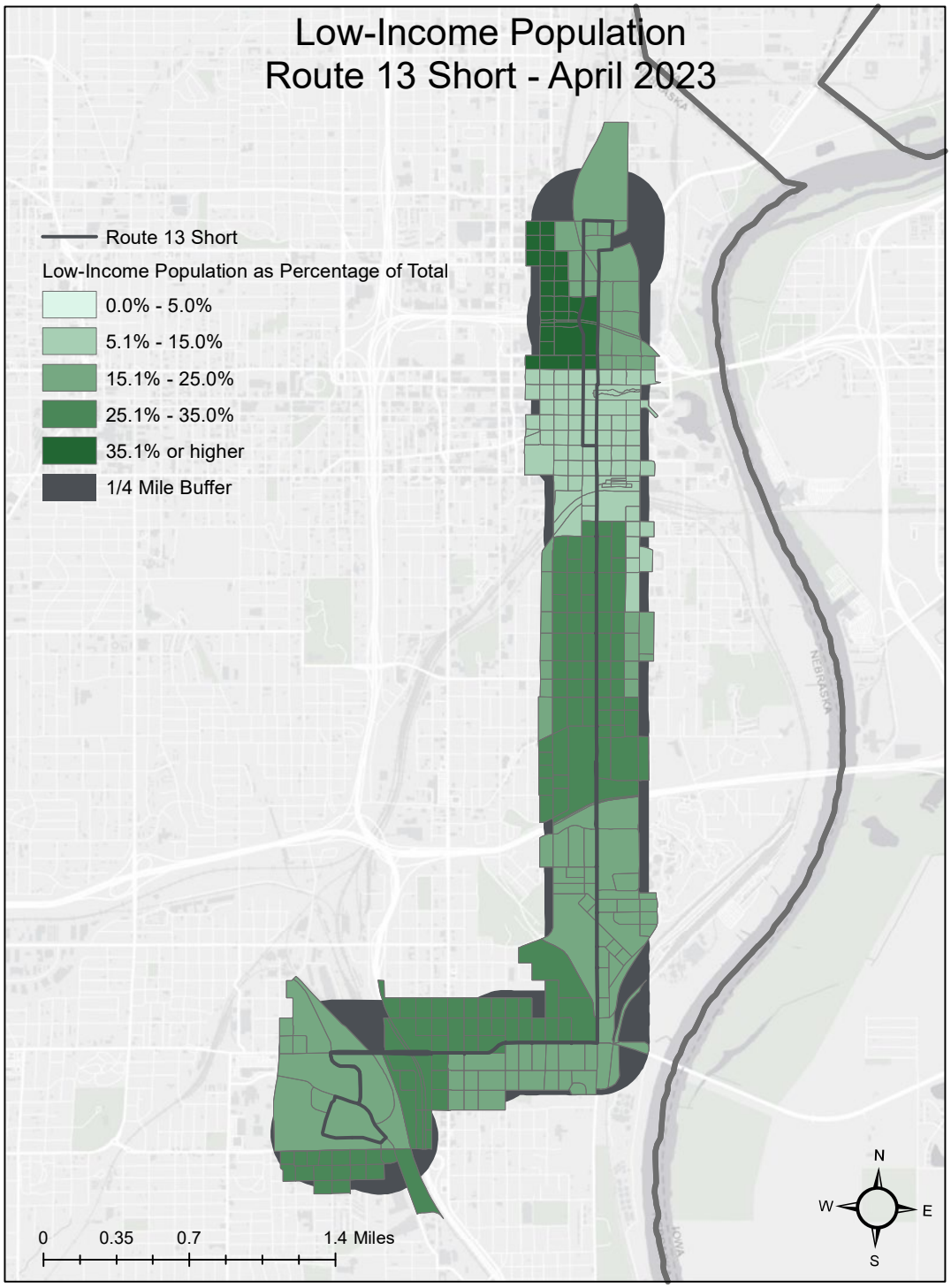
Figure 1.4

		Minority			Low-Income		
	Type of Change	% of Minority Along Route	% of Minority In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area	% Low-Income Along Route	% Low-Income In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area
Frequency	Increase	50.12%	35.36%	14.76%	22.74%	11.86%	10.88%


Minority Population
Route 13 Short - February 2023
Route 13 Short
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Buffer
0
0.35
0.7
1.4 Miles
N
W
E
S


Minority Population
Route 13 Short - April 2023
Route 13 Short
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Buffer
0
0.35
0.7
1.4 Miles
N
W
E
S


Low-Income Population
Route 13 Short - February 2023
Route 13 Short
Low-Income Population as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Buffer
0
0.35
0.7
1.4 Miles
N
W
E
S


Low-Income Population
Route 13 Short - April 2023
Route 13 Short
Low-Income Population as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Buffer
0
0.35
0.7
1.4 Miles
N
W
E
S

Route 13L

Proposal

- Frequency Increase (Peak Service Weekdays from Downtown to ATC)

Demographic Analysis

Minority Population

The minority population calculation compares the percentage of affected minorities within a quarter mile of existing Route 13L to Metro's existing Service Area minority population of 35.36%. *Refer to Figures 1.1 and 1.2.*

Low-Income Population

The low-income population calculation compares the percentage of affected low-income individuals within a quarter mile of existing Route 13L alignment to Metro's existing Service Area low-income population of 11.86%. *Refer to Figures 1.1 and 1.3.*

Figure 1.1

	Total Population	Percentage Minority	Percentage Low-Income
Metro Service Area	477,942	35.36%	11.86%
Existing Route 13L	24,933	46.79%	20.25%

Figure 1.2

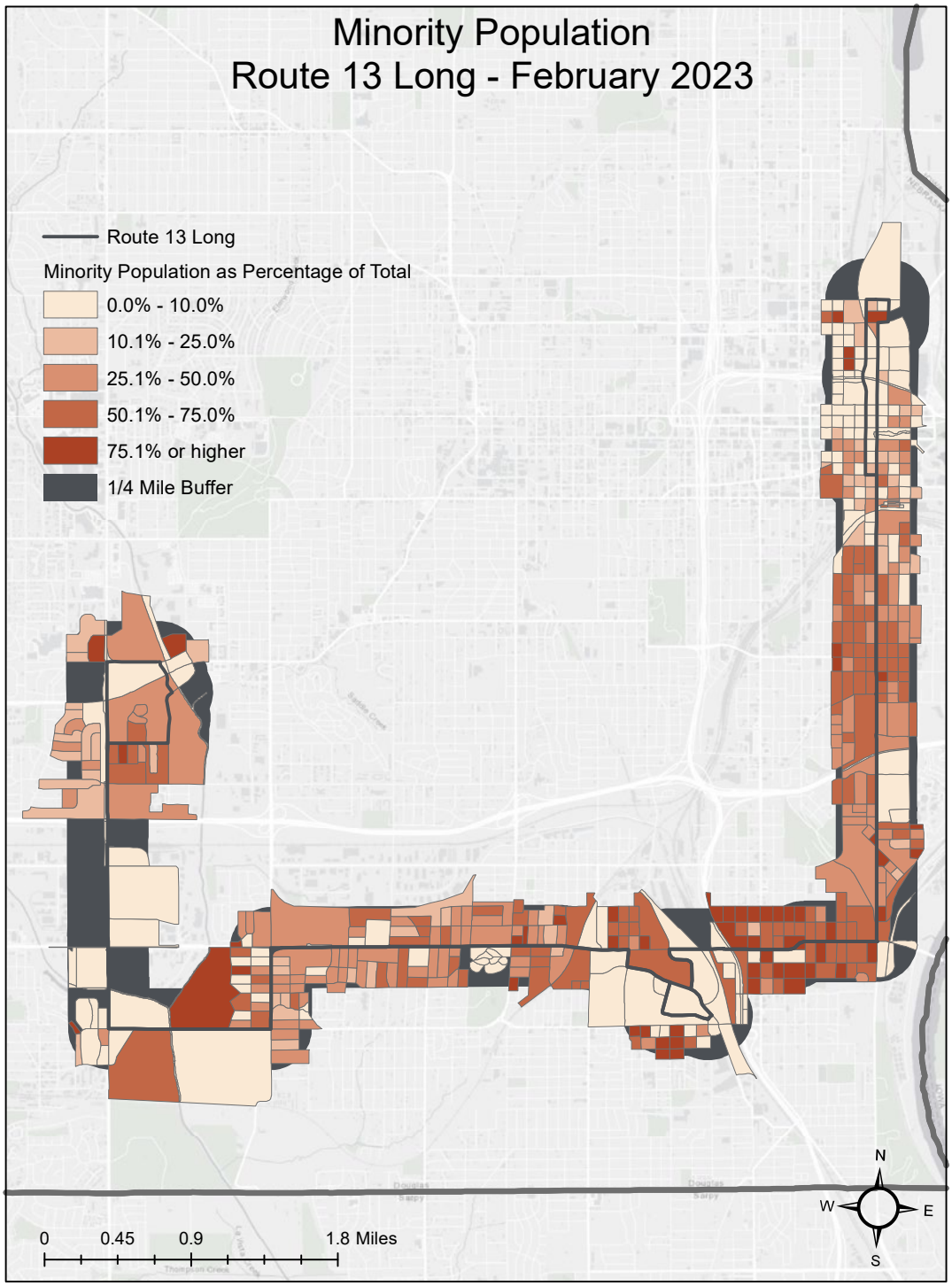
	Type of Change	Total Population	Non-Minority Population	Percentage Non-Minority	Minority Population	Percentage Minority
Frequency	Increase	24,933	13,267	53.21%	11,666	46.79%

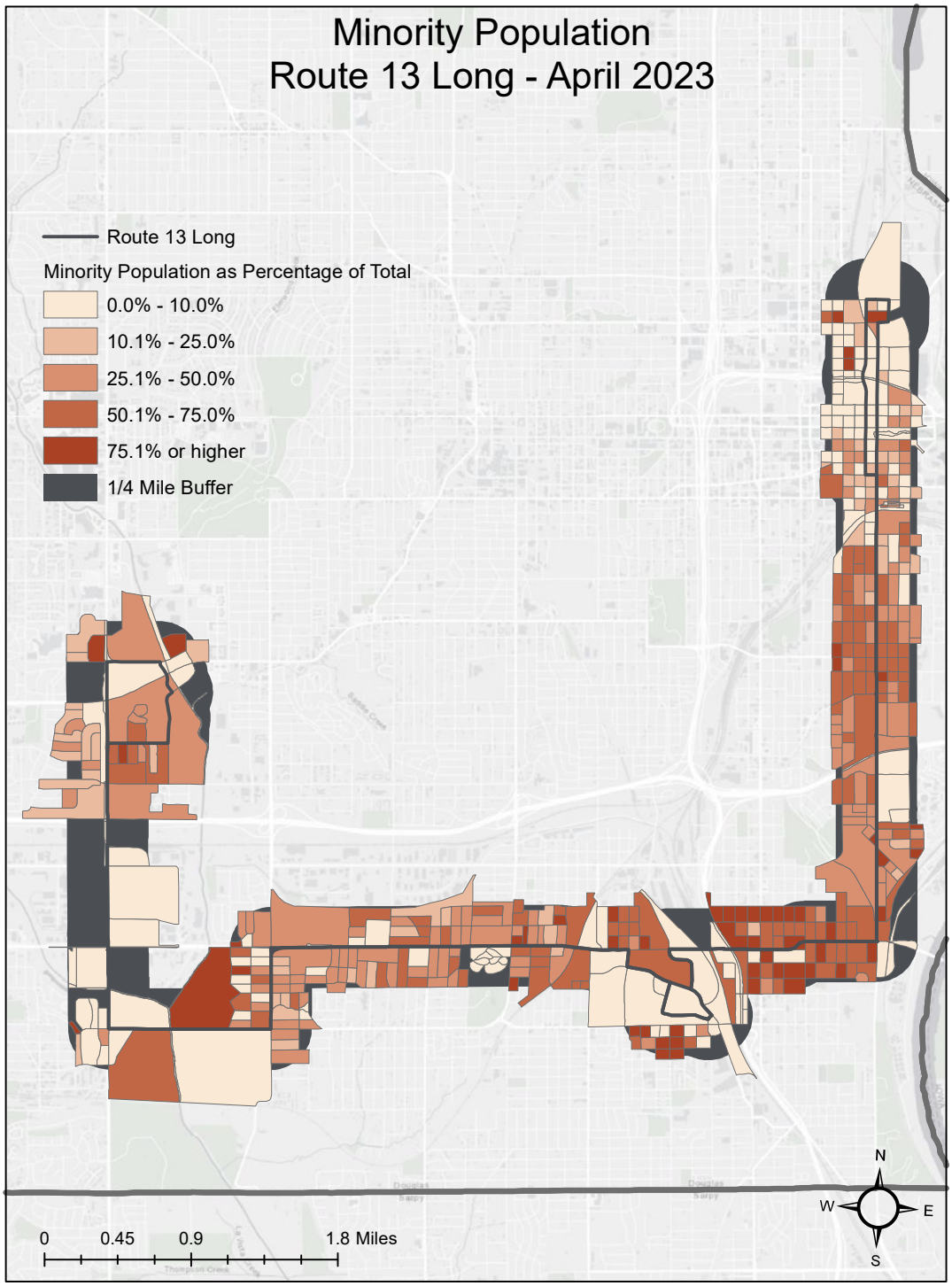
Figure 1.3

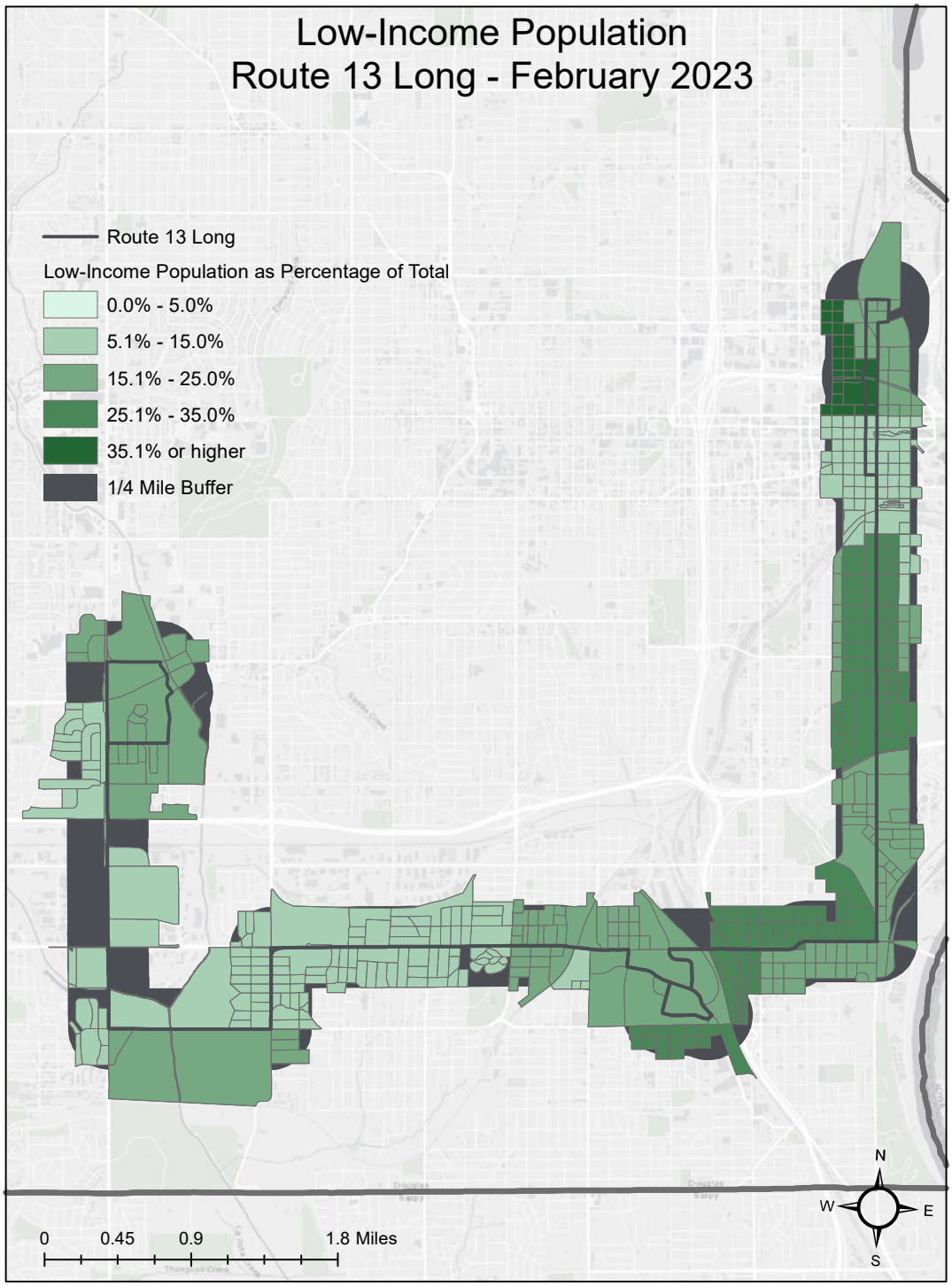
	Type of Change	Total Population	Non-Low-Income Population	Percentage Non-Low-Income	Low-Income Population	Percentage Low-Income
Frequency	Increase	24,933	19,884	79.75%	5,049	20.25%

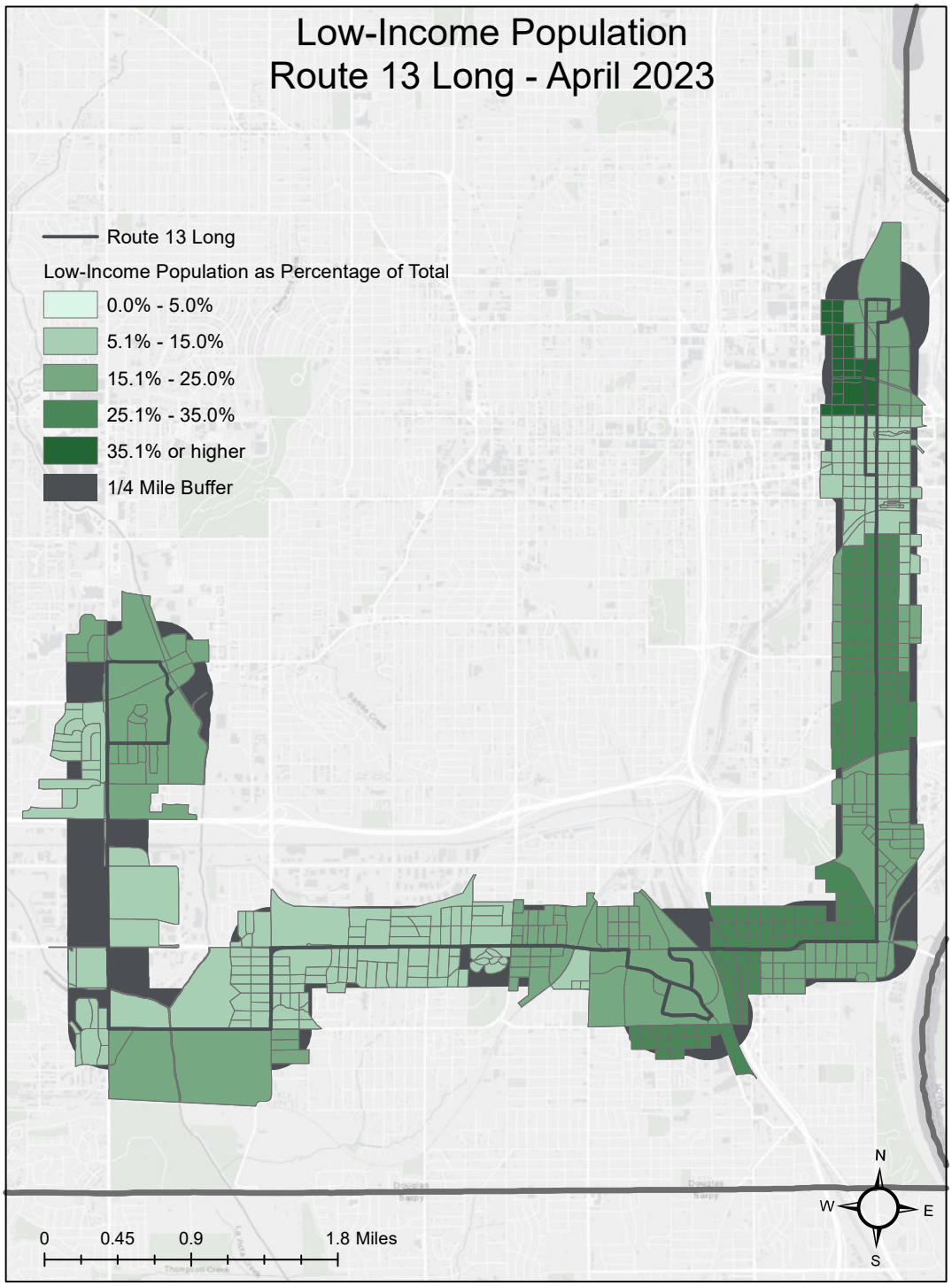
Figure 1.4

		Minority			Low-Income		
	Type of Change	% of Minority Along Route	% of Minority In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area	% Low-Income Along Route	% Low-Income In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area
Frequency	Increase	46.79%	35.36%	11.43%	20.25%	11.86%	8.39%


Minority Population
Route 13 Long - February 2023
Route 13 Long
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Buffer
0
0.45
0.9
1.8 Miles
N
W
E
S


Minority Population
Route 13 Long - April 2023
Route 13 Long
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Buffer
0
0.45
0.9
1.8 Miles
N
W
E
S


Low-Income Population
Route 13 Long - February 2023
Route 13 Long
Low-Income Population as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Buffer
0
0.45
0.9
1.8 Miles
N
W
E
S


Low-Income Population
Route 13 Long - April 2023
Route 13 Long
Low-Income Population as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Buffer
0
0.45
0.9
1.8 Miles
N
W
E
S

Route 15S

Proposal

- Frequency Increase (Weekdays & Sundays from Downtown to ATC)

Demographic Analysis

Minority Population

The minority population calculation compares the percentage of affected minorities within a quarter mile of existing Route 15S to Metro's existing Service Area minority population of 35.36%. *Refer to Figures 1.1 and 1.2.*

Low-Income Population

The low-income population calculation compares the percentage of affected low-income individuals within a quarter mile of existing Route 15S alignment to Metro's existing Service Area low-income population of 11.86%. *Refer to Figures 1.1 and 1.3.*

Figure 1.1

	Total Population	Percentage Minority	Percentage Low-Income
Metro Service Area	477,942	35.36%	11.86%
Existing Route 15S	19,300	33.01%	16.78%

Figure 1.2

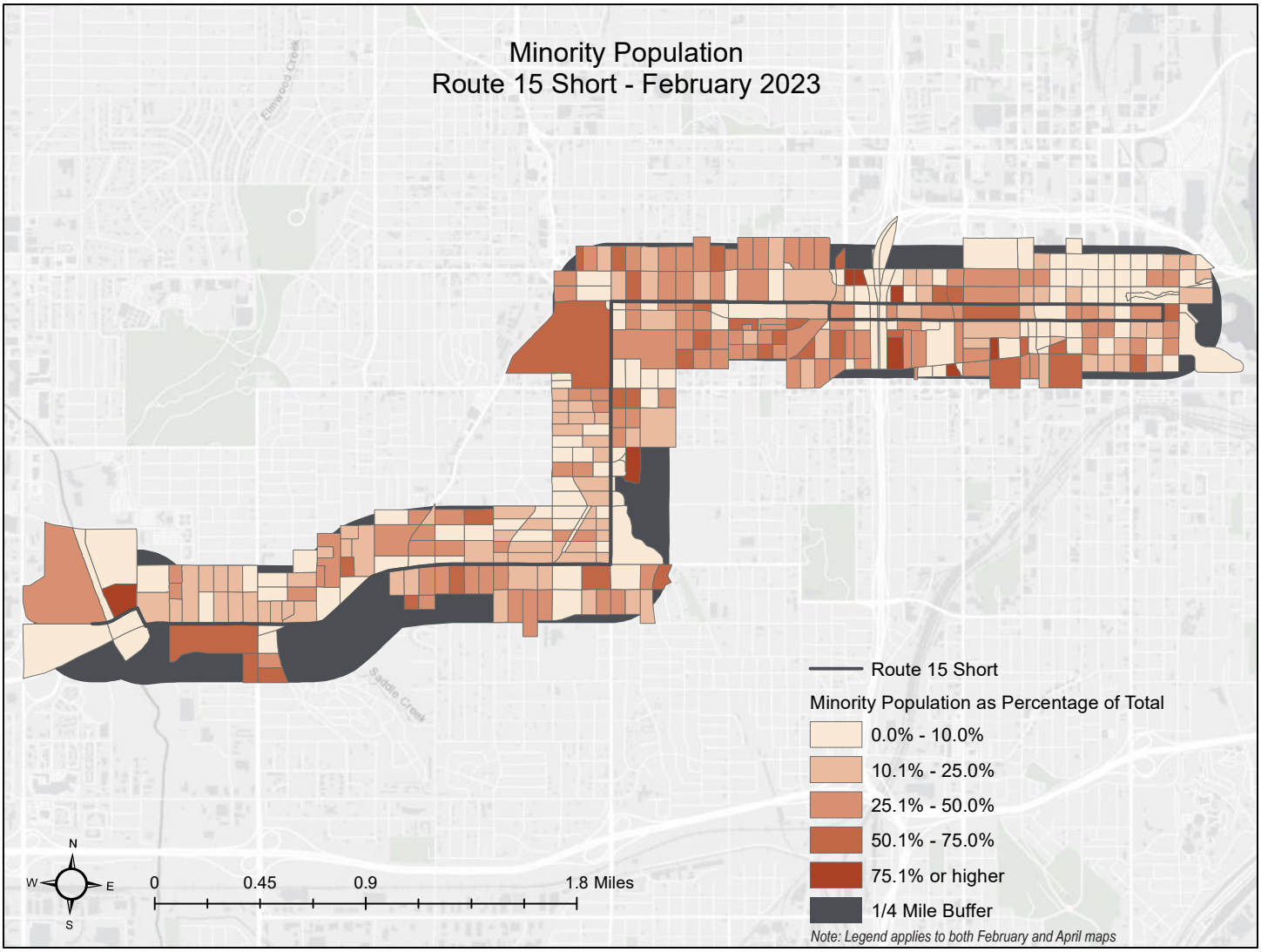
	Type of Change	Total Population	Non-Minority Population	Percentage Non-Minority	Minority Population	Percentage Minority
Frequency	Increase	19,300	12,929	66.99%	6,371	33.01%

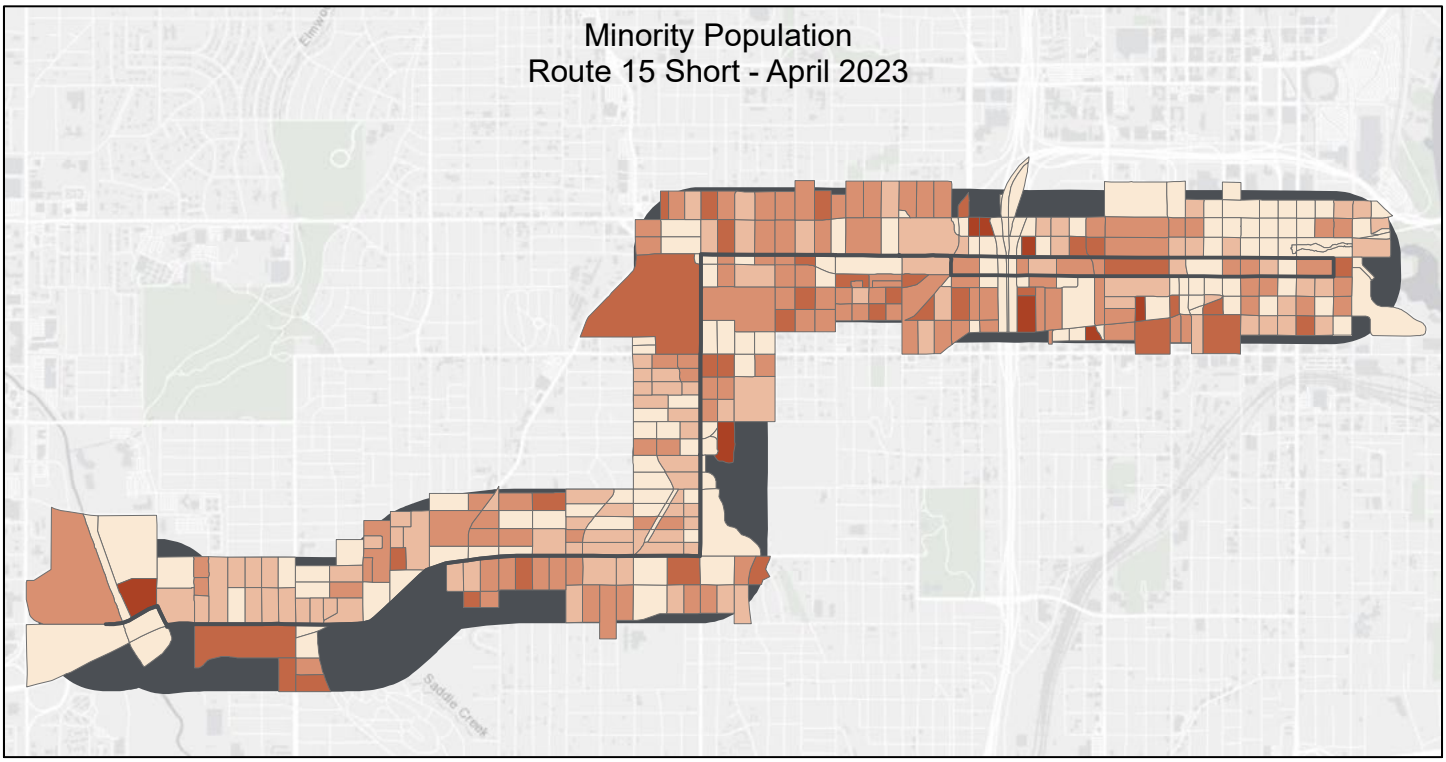
Figure 1.3

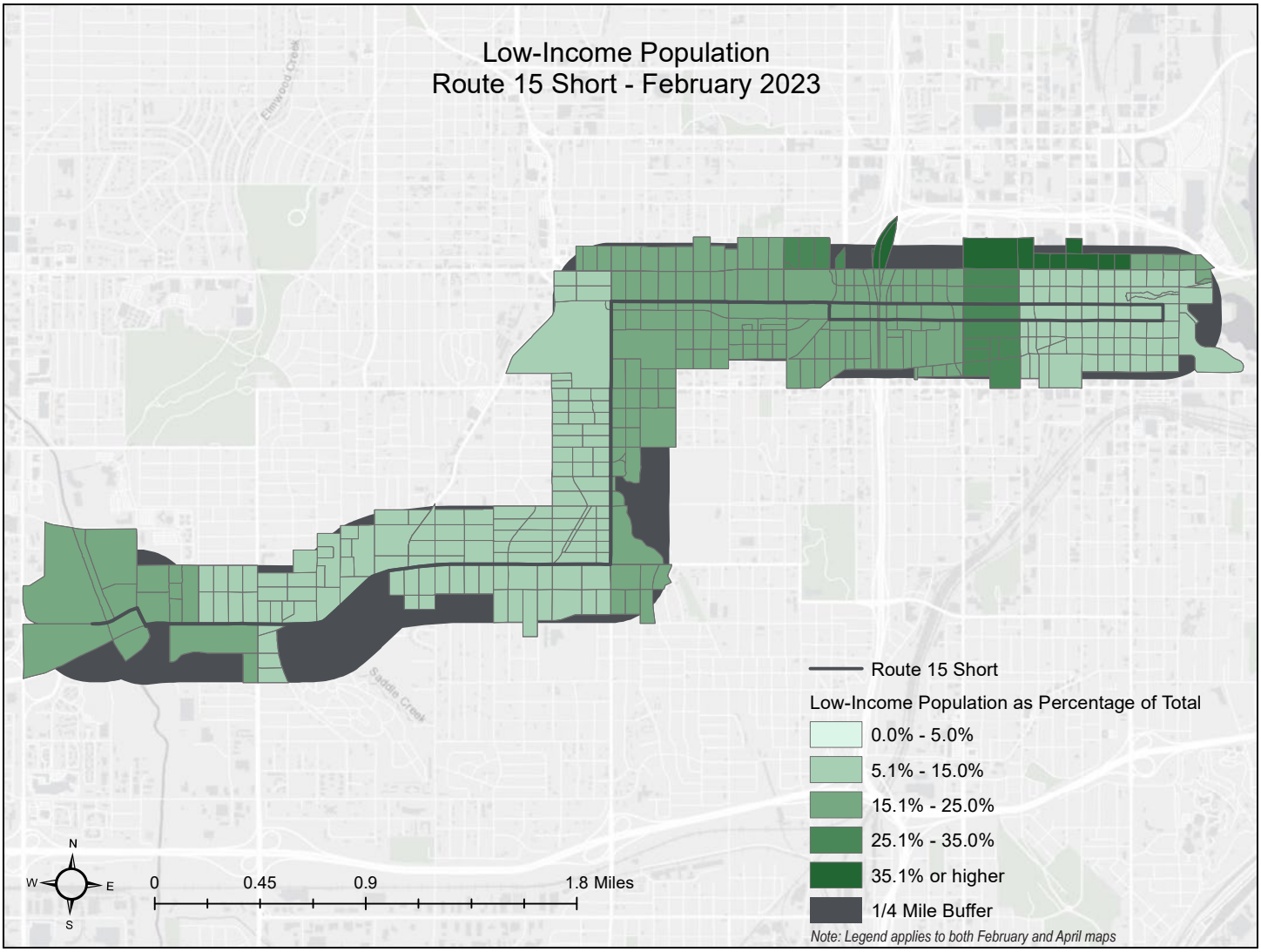
	Type of Change	Total Population	Non-Low-Income Population	Percentage Non-Low-Income	Low-Income Population	Percentage Low-Income
Frequency	Increase	19,300	16,061	83.22%	3,239	16.78%

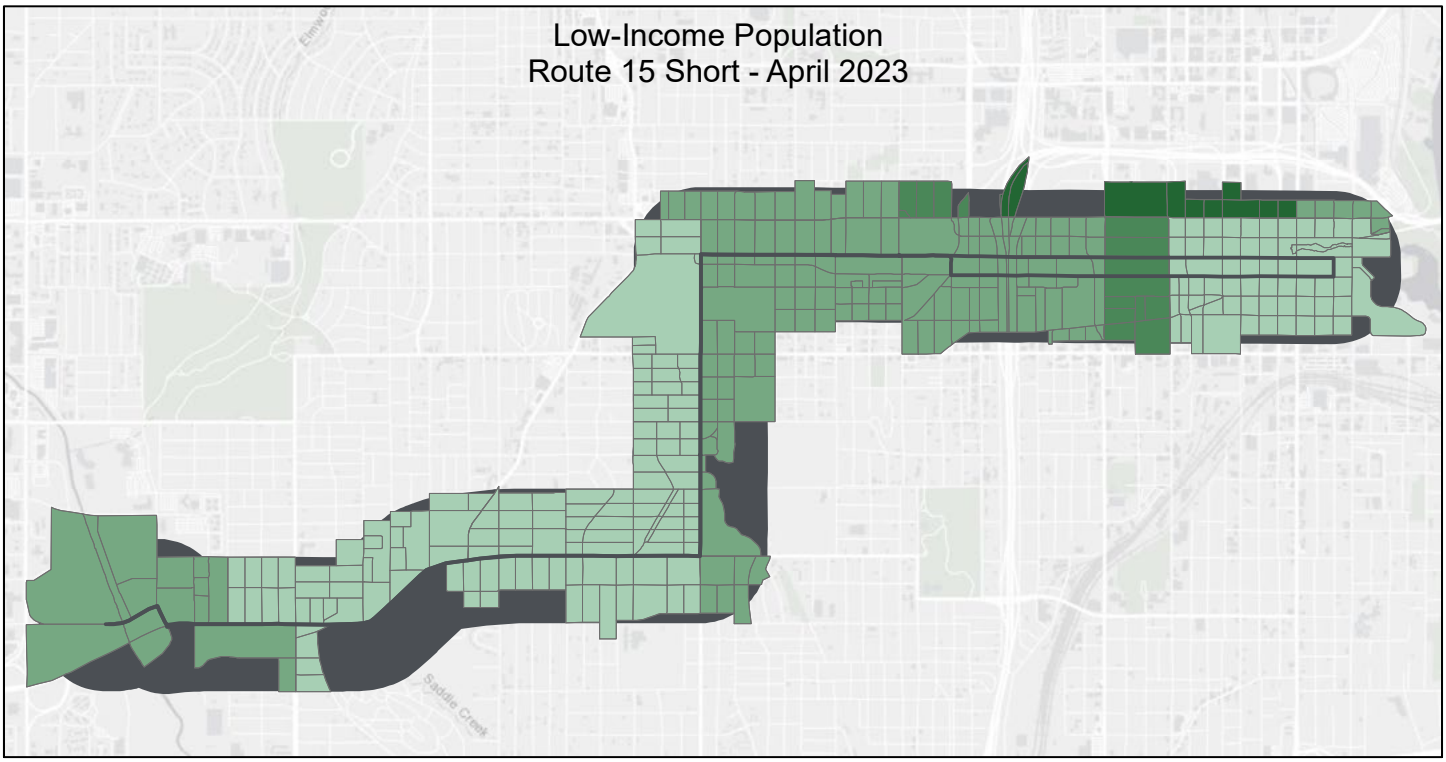
Figure 1.4

		Minority			Low-Income		
	Type of Change	% of Minority Along Route	% of Minority In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area	% Low-Income Along Route	% Low-Income In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area
Frequency	Increase	33.01%	35.36%	-2.35%	16.78%	11.86%	4.92%


Minority Population
Route 15 Short - February 2023
Elmwood Creek
Saddle Creek
Route 15 Short
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Buffer
Note: Legend applies to both February and April maps
N
W
E
S
0
0.45
0.9
1.8 Miles


Minority Population
Route 15 Short - April 2023
Elmwood Creek
Saddle Creek


Low-Income Population
Route 15 Short - February 2023
Elmwood Creek
Saddle Creek
Route 15 Short
Low-Income Population as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Buffer
Note: Legend applies to both February and April maps
N
W
E
S
0
0.45
0.9
1.8 Miles


Low-Income Population
Route 15 Short - April 2023
Saddle Creek

Route 24

Proposal

- Frequency Increase (Sundays)

Demographic Analysis

Minority Population

The minority population calculation compares the percentage of affected minorities within a quarter mile of existing Route 24 to Metro's existing Service Area minority population of 35.36%. *Refer to Figures 1.1 and 1.2.*

Low-Income Population

The low-income population calculation compares the percentage of affected low-income individuals within a quarter mile of existing Route 24 alignment to Metro's existing Service Area low-income population of 11.86%. *Refer to Figures 1.1 and 1.3.*

Figure 1.1

	Total Population	Percentage Minority	Percentage Low-Income
Metro Service Area	477,942	35.36%	11.86%
Existing Route 24	27,571	67.62%	27.40%

Figure 1.2

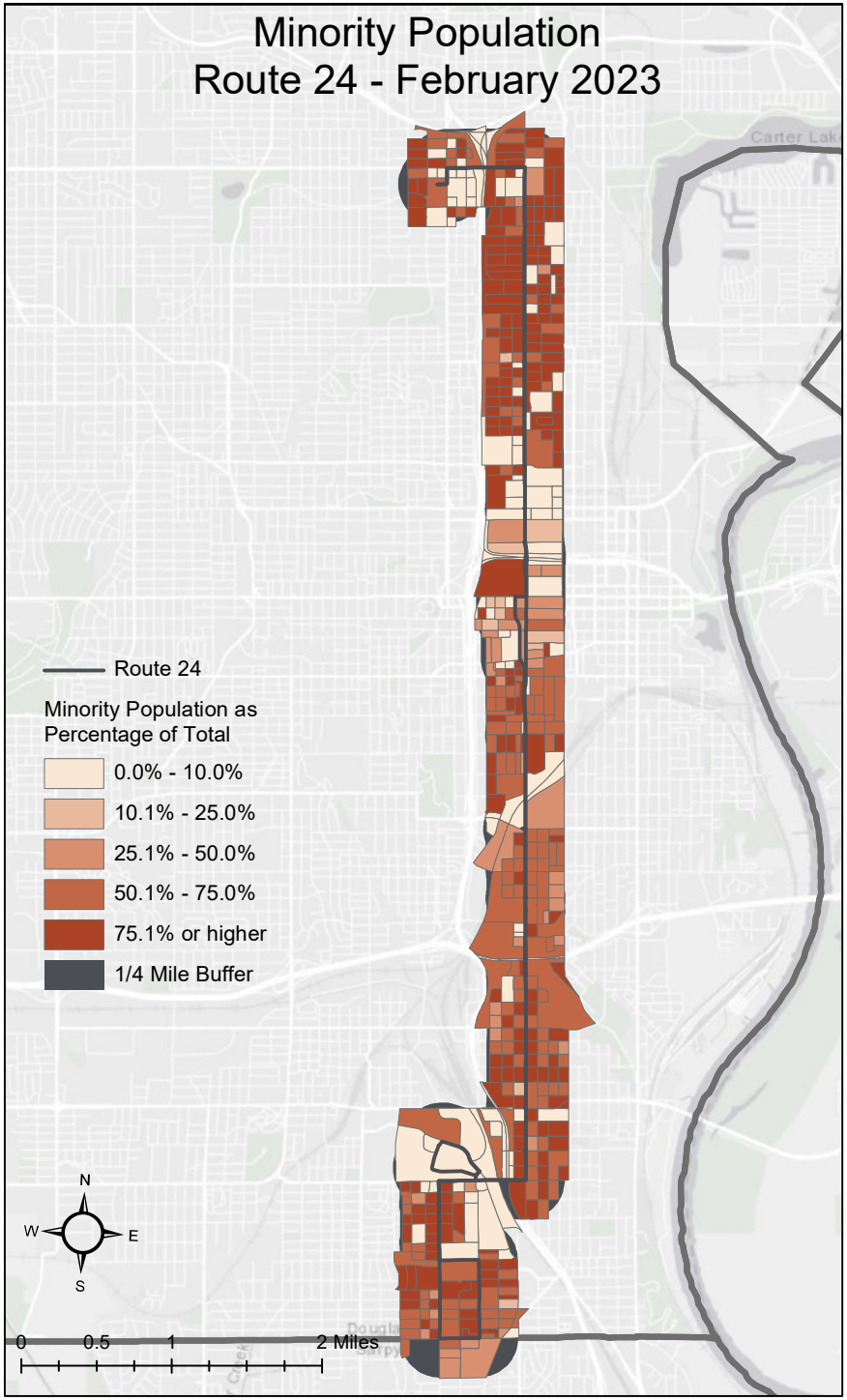
	Type of Change	Total Population	Non-Minority Population	Percentage Non-Minority	Minority Population	Percentage Minority
Frequency	Increase	27,571	8,928	32.38%	18,643	67.62%

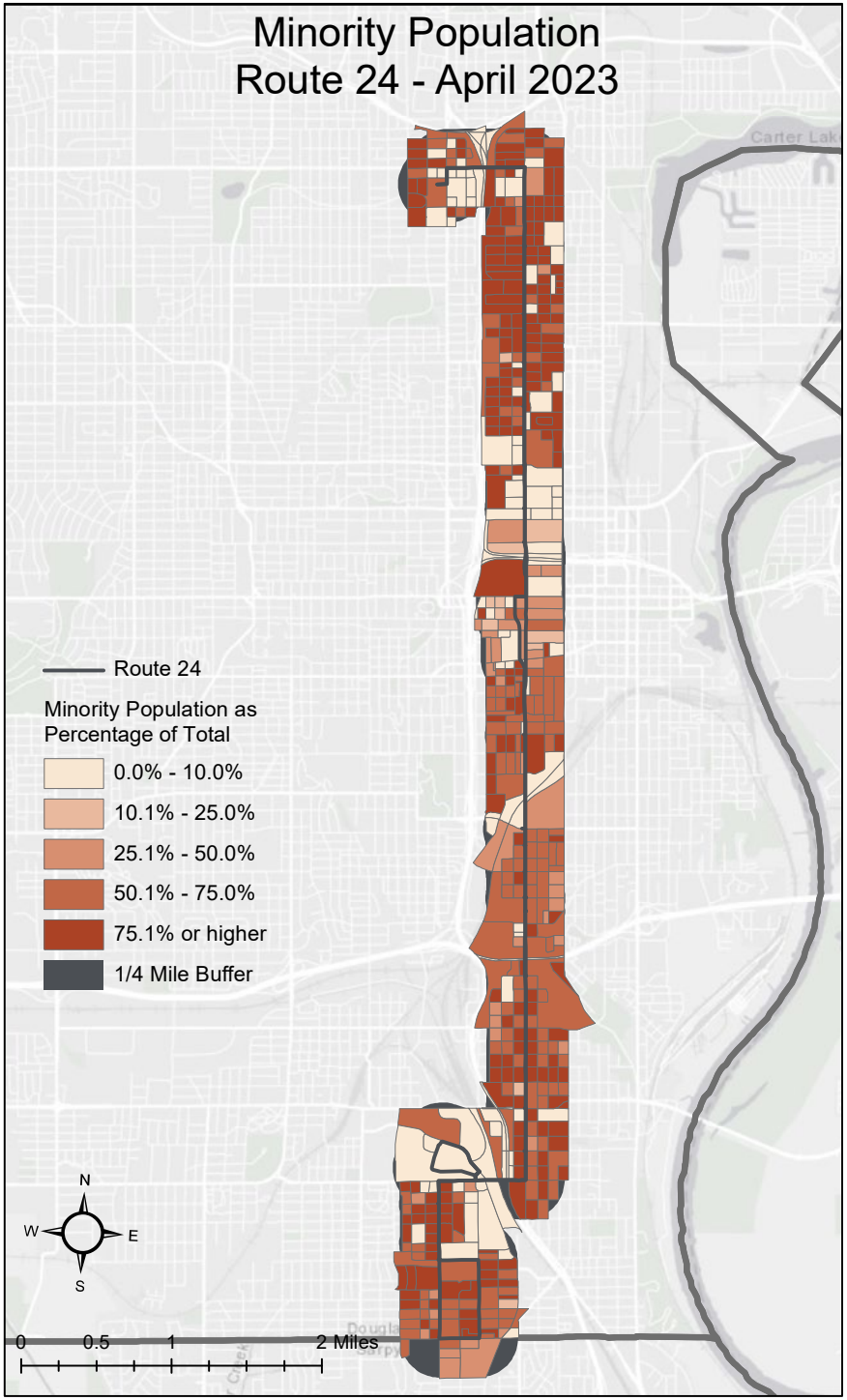
Figure 1.3

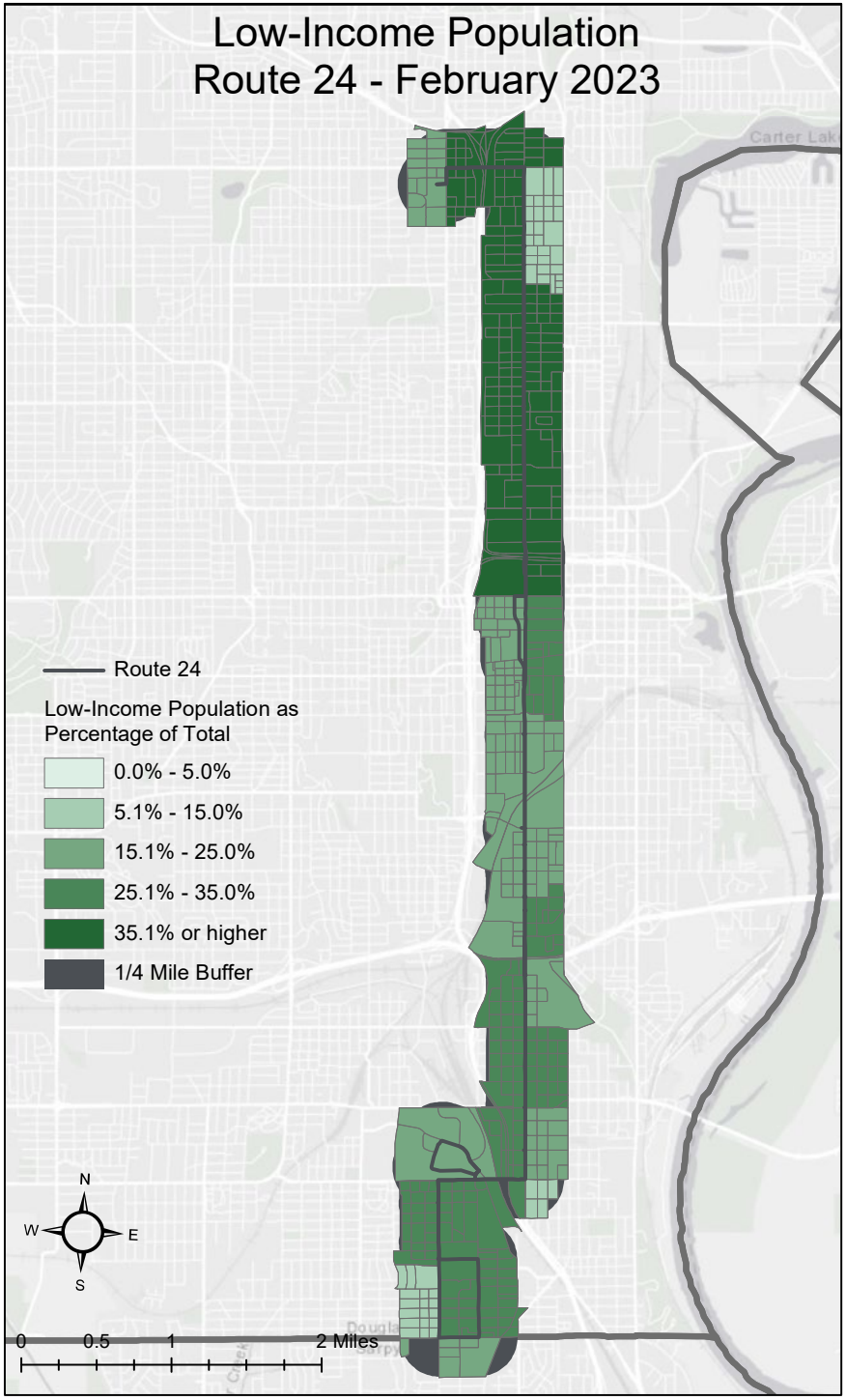
	Type of Change	Total Population	Non-Low-Income Population	Percentage Non-Low-Income	Low-Income Population	Percentage Low-Income
Frequency	Increase	27,571	20,017	72.60%	7,554	27.40%

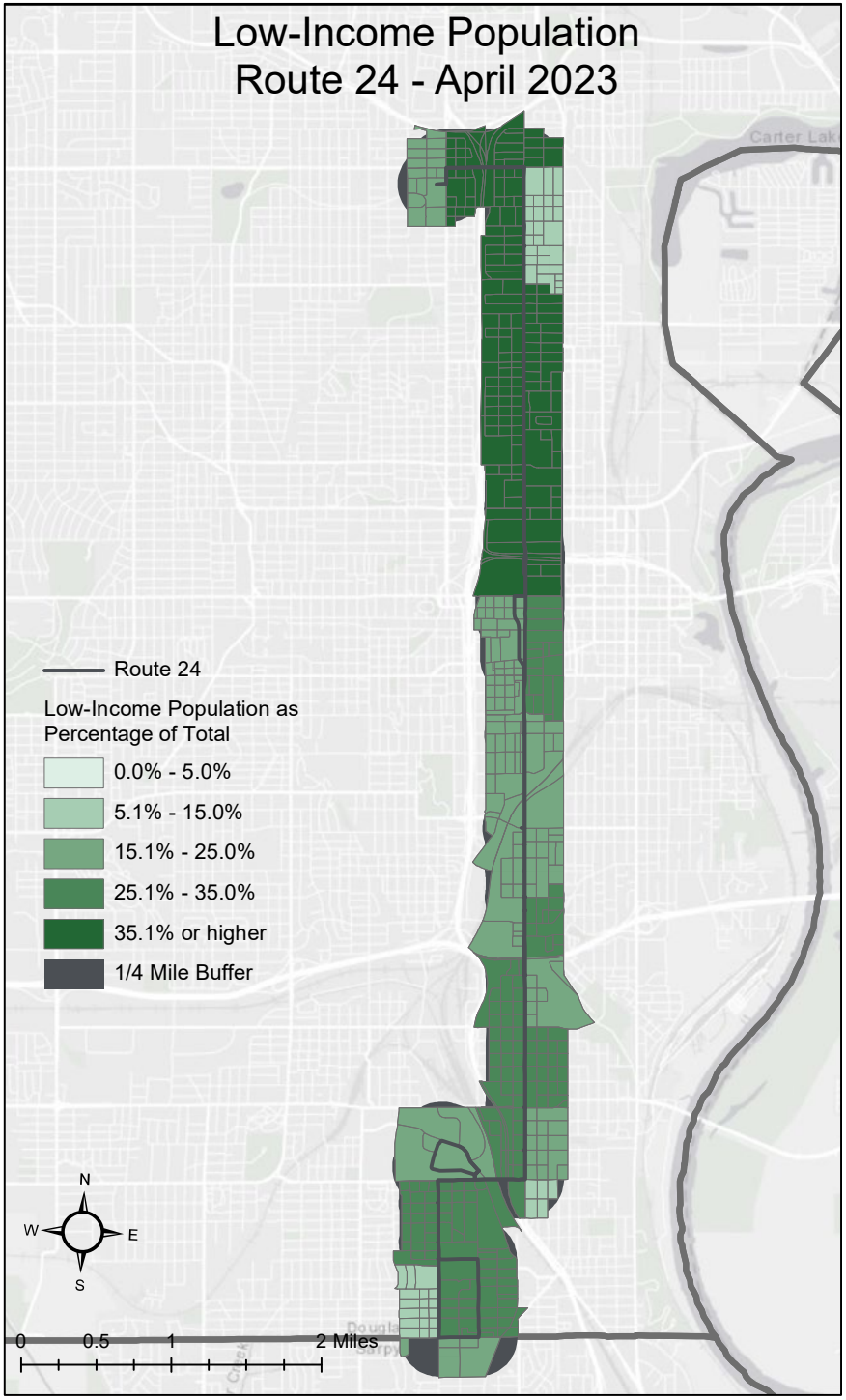
Figure 1.4

		Minority			Low-Income		
	Type of Change	% of Minority Along Route	% of Minority In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area	% Low-Income Along Route	% Low-Income In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area
Frequency	Increase	67.62%	35.36%	32.26%	27.40%	11.86%	15.54%


Minority Population
Route 24 - February 2023
Route 24
Minority Population as
Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Buffer
N
W
E
S
0
0.5
1
2 Miles


Minority Population
Route 24 - April 2023
Route 24
Minority Population as
Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Buffer
N
W
E
S
0
0.5
1
2 Miles


Low-Income Population
Route 24 - February 2023
Route 24
Low-Income Population as
Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Buffer
N
W
E
S
0
0.5
1
2 Miles


Low-Income Population
Route 24 - April 2023
Route 24
Low-Income Population as
Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Buffer
N
W
E
S
0
0.5
1
2 Miles

Route 30

Proposal

- Frequency Increase (Sundays)

Demographic Analysis

Minority Population

The minority population calculation compares the percentage of affected minorities within a quarter mile of existing Route 30 to Metro's existing Service Area minority population of 35.36%. *Refer to Figures 1.1 and 1.2.*

Low-Income Population

The low-income population calculation compares the percentage of affected low-income individuals within a quarter mile of existing Route 30 alignment to Metro's existing Service Area low-income population of 11.86%. *Refer to Figures 1.1 and 1.3.*

Figure 1.1

	Total Population	Percentage Minority	Percentage Low-Income
Metro Service Area	477,942	35.36%	11.86%
Existing Route 30	21,441	50.49%	24.22%

Figure 1.2

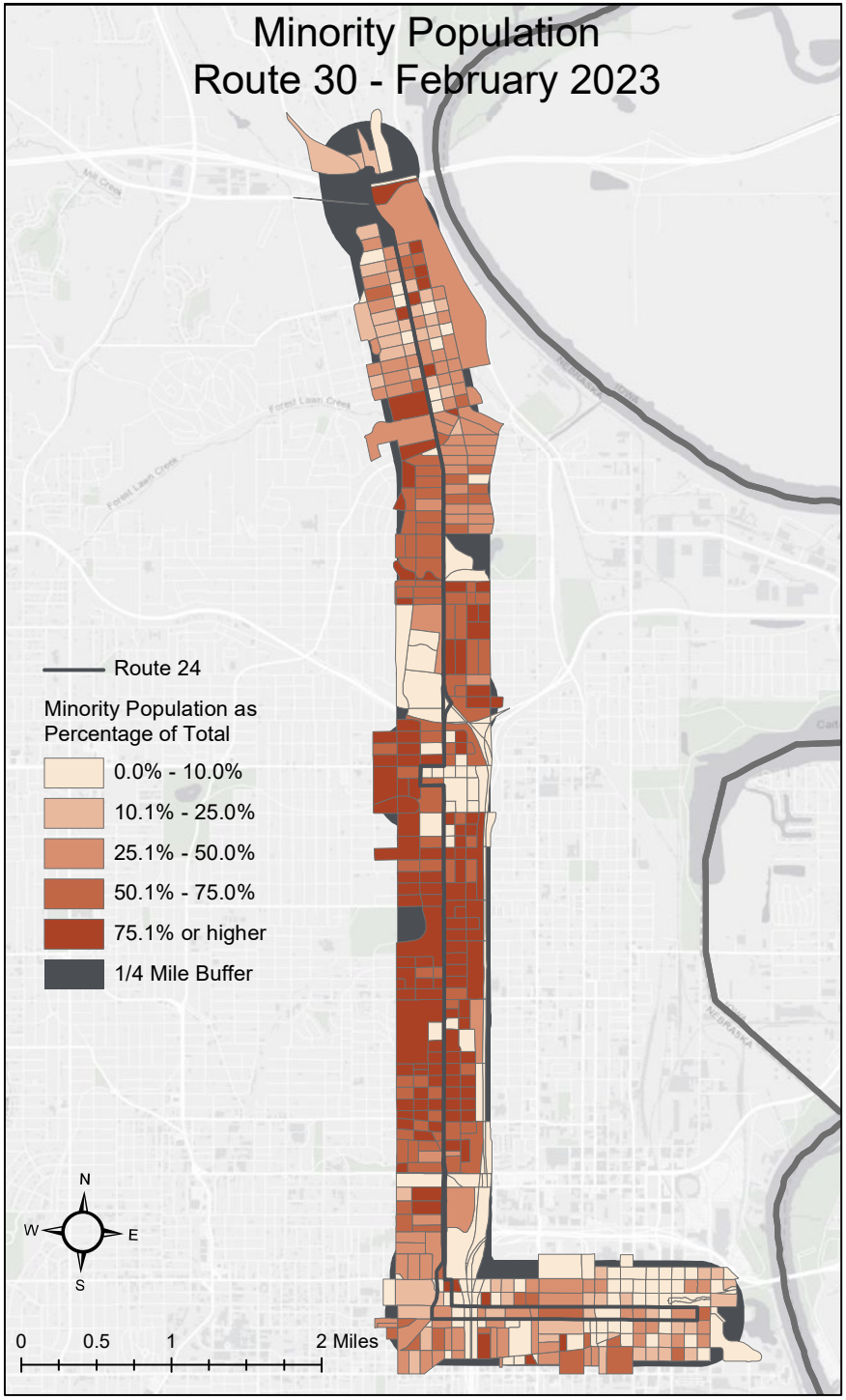
	Type of Change	Total Population	Non-Minority Population	Percentage Non-Minority	Minority Population	Percentage Minority
Frequency	Increase	21,441	10,616	49.51%	10,825	50.49%

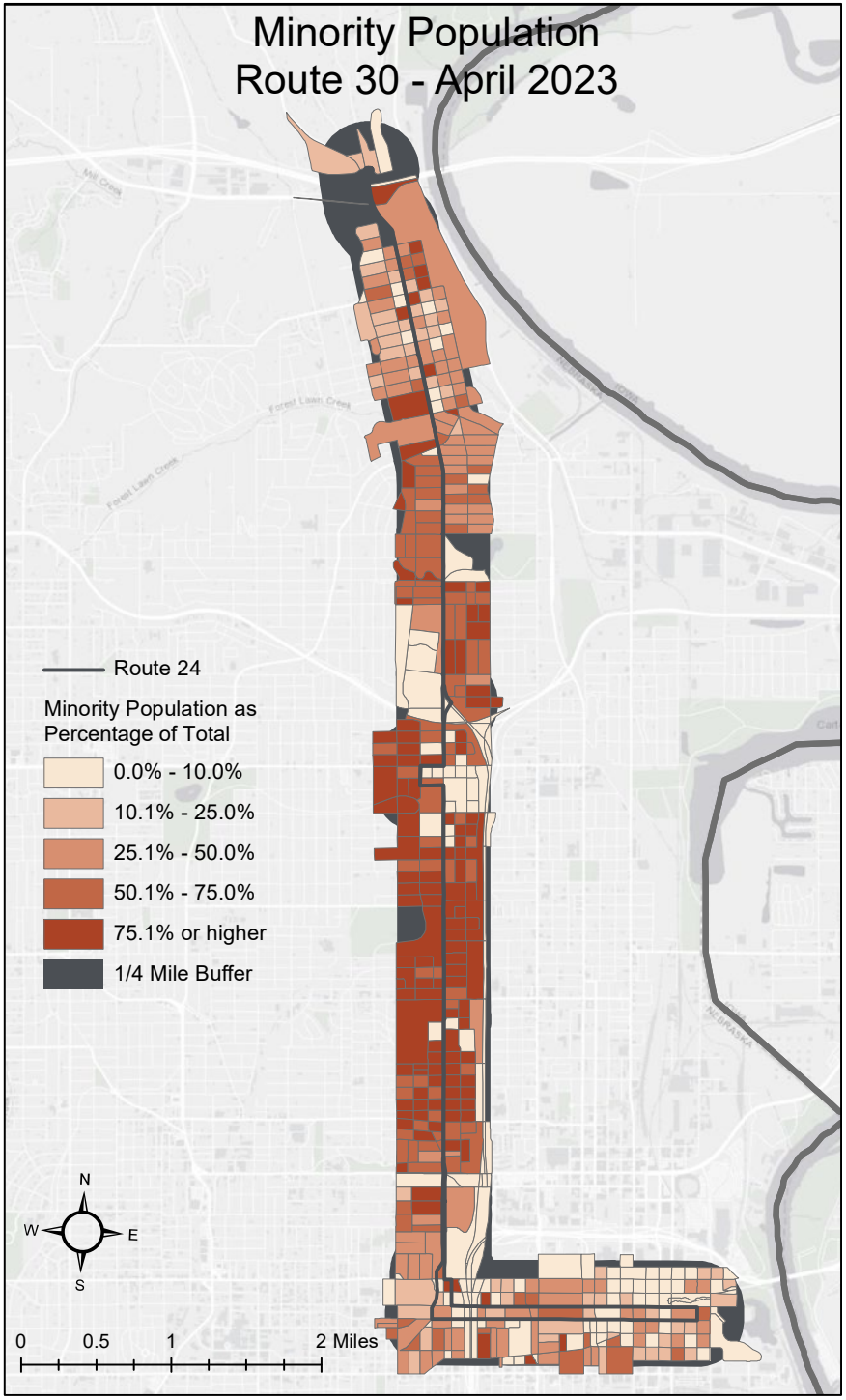
Figure 1.3

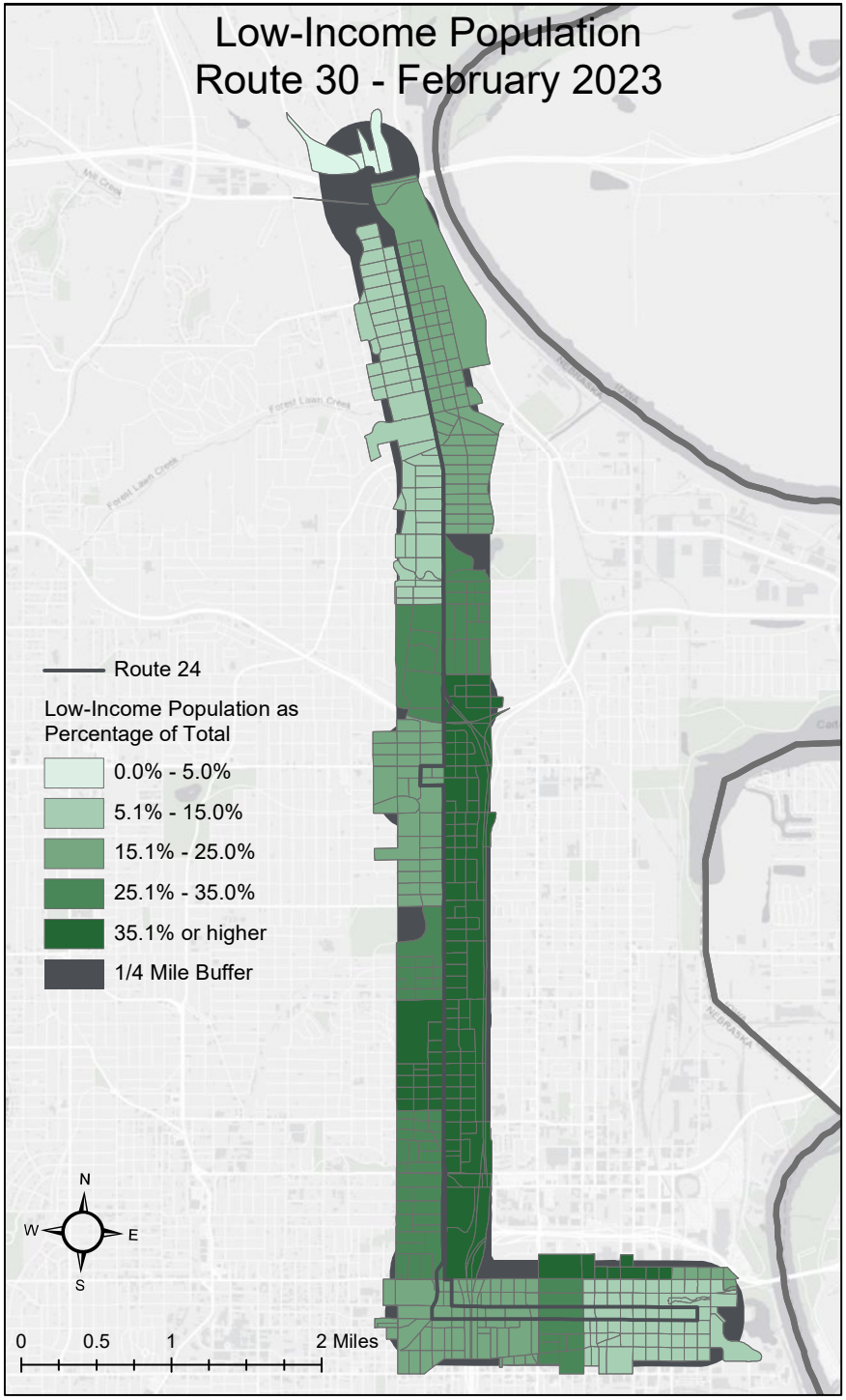
	Type of Change	Total Population	Non-Low-Income Population	Percentage Non-Low-Income	Low-Income Population	Percentage Low-Income
Frequency	Increase	21,441	16,247	75.78%	5,194	24.22%

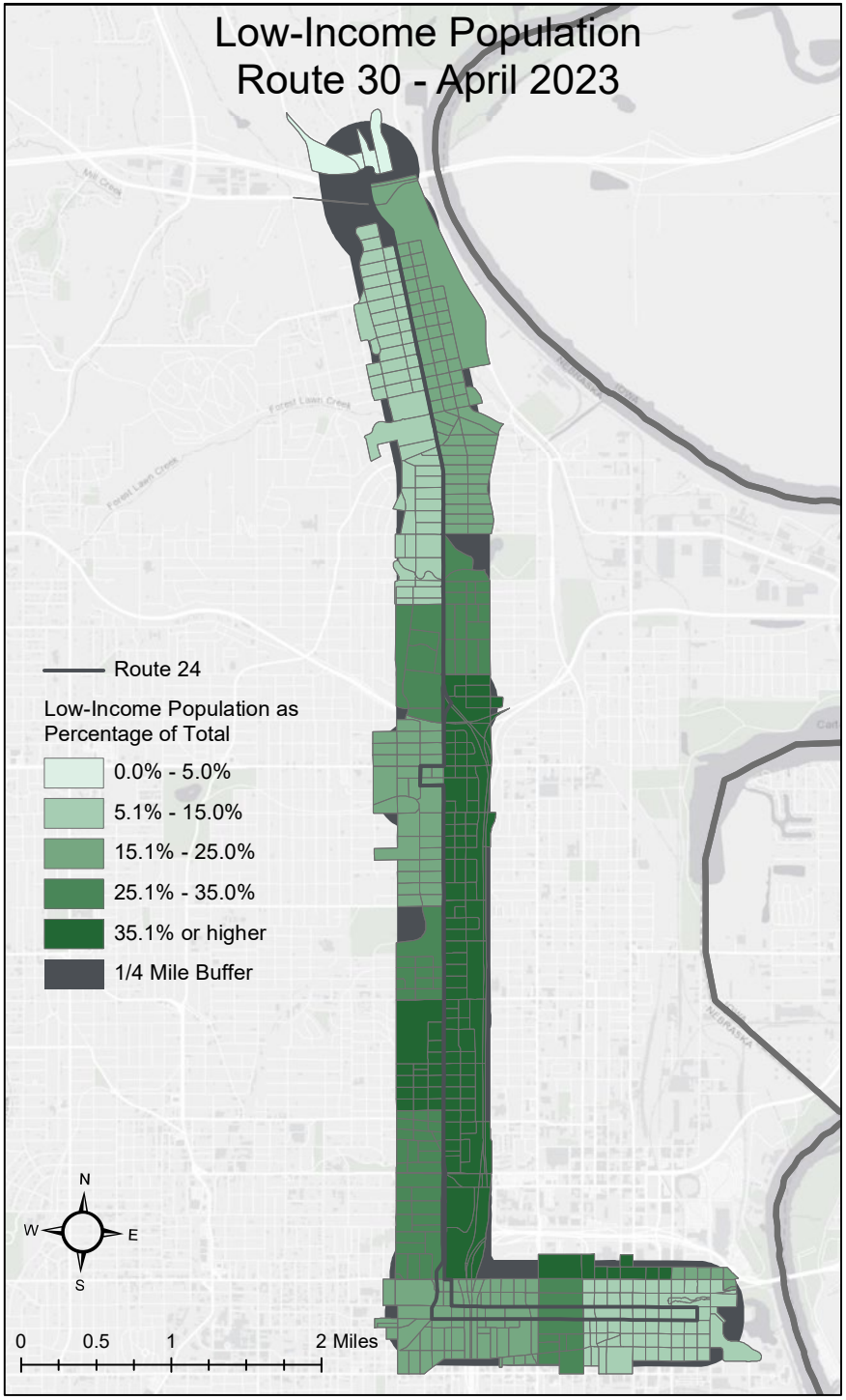
Figure 1.4

		Minority			Low-Income		
	Type of Change	% of Minority Along Route	% of Minority In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area	% Low-Income Along Route	% Low-Income In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area
Frequency	Increase	50.49%	35.36%	15.13%	24.22%	11.86%	12.36%


Minority Population
Route 30 - February 2023
Route 24
Minority Population as
Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Buffer
N
W
E
S
0
0.5
1
2 Miles


Minority Population
Route 30 - April 2023
Route 24
Minority Population as
Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Buffer
N
W
E
S
0
0.5
1
2 Miles


Low-Income Population
Route 30 - February 2023
Route 24
Low-Income Population as
Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Buffer
N
W
E
S
0
0.5
1
2 Miles


Low-Income Population
Route 30 - April 2023
Route 24
Low-Income Population as
Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Buffer
N
W
E
S
0
0.5
1
2 Miles

Appendix B: Definitions

1. **Major Service Change** – Defined as:
    a. The addition and / or elimination of a bus route.
    b. A ten percent or more addition or reduction in the system revenue miles.
    c. A fifteen percent or more addition or reduction of revenue miles on any individual route
    d. This includes a change in frequency, span of service, or route alignment beyond a three-quarter mile buffer of the terminus and either side of an existing alignment

2. **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.

3. **Disparate Impact** - Should the impact of any fare or major service change require a minority population to bear adverse effects fifteen percent or greater of a cumulative impact compared to those adverse effects borne by the nonminority population, that impact will be deemed a disparate impact.

4. **Disproportionate Burden** – Should the burden of any fare or major service changes require a low-income population to bear adverse effects fifteen 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.

5. **Express Transit Service** - Metro designated express routes.

6. **Local Transit Service** – Metro fixed-route bus routes not designated as express routes.

7. 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.

8. **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.

9. **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.

10. **Route-Level** - Refers to the geographic level of analysis by which the performance of a transit route is measured for equity.

11. **Route-Service Area -** A three-quarter mile buffer on both sides and terminus of a transit route's alignment.

12. **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.

13. **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."

14. **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.

15. **System-wide** - Refers to the geographic level of analysis by which the performance of the entire transit system is measured for equity.

16. **Transit Center** - A transit facility that serves as the connection point for three or more bus routes.

Appendix C: Board Approval

Board Meeting Minutes approving Service Equity Analysis to be inserted.

MINUTES
REGULAR MEETING
REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA
2222 Cuming Street
Omaha, Nebraska, 68102
March 23, 2023
MINUTES

The Regional Metropolitan Transit Authority of Omaha Board met in Regular Session on Thursday, March 23, 2023, 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 March 17, 2023, 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 persons were in attendance at the meeting:

Authority Board:

Ms. Amy Haase, Chair
Mr. Othello Meadows, Vice Chair
Mr. Jay Lund (Absent)
Mr. Daniel Lawse
Ms. Julia Plucker

Authority Staff:

L. Cencic, CEO/Executive Director
I. Maldonado, Deputy Executive Officer
D. Grant, HR Director (Absent)
E. Simpson, Legal Director (Virtual)
K. Pendland, IT Director (Virtual)
W. Clingman, Finance Director
D. Kelsey, Operations Director (Absent)
J. Willoughby, Senior Project Manager (Virtual)
R. Sherping, Safety Director (Absent)
A. Johnson, Civil Rights & Inclusion Director
E. Gomez, Communications Specialist (Acting Board Secretary)

Others Present:

Other Metro staff
Members of the public

Meeting Minutes – March 23, 2023

Agenda Item #1: **Call to order**

Ms. Haase called the meeting to order at 8:31 a.m. Notice of the Regular meeting was published in the Omaha Daily Record on March 17, 2023. For the benefit of the public in attendance, a copy of the Open Meetings Law has been posted in the meeting room and is available online at ometro.com, and the agenda was published on the display in the facility lobby.

Agenda Item #2: **Approval of Minutes of Previous Regular Meeting**

Ms. Haase entertained a motion to approve the minutes of the Board Meeting on February 23, 2023.

Motion by Mr. Lawse; Second by Mr. Meadows

R**OLL CALL:**
UNANIMOUS; MOTION CARRIES.

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

Ms. Haase opened the General Public Comment Period to invite members of the audience to be heard regarding regular topics related to the Transit Authority of the City of Omaha. No members of the public came forward to comment.

Agenda Item #4: **Administrative Report**
(L. Cencic)

Ms. Cencic updated the Board that it has been an incredibly busy time at Metro as staff prepares for the celebration of the millionth ride on ORBT. Metro will be having a celebration on Saturday and Ms. Cencic invited the Board members to attend. The preparation of this celebration has taken time from staff in Operations, Maintenance, and Communications. This is a huge milestone and Ms. Cencic extended a thank you to Metro staff for their hard work. In 2021 and 2022, ORBT averaged approximately 9,000 rides per week. In February 2023, ORBT averaged almost 9,700 riders per week. This means ORBT has carried between 440,000 and 500,000 riders per year. It is important to remember that these trips would have either been made by car or not at all. ORBT ridership is steadily increasing each month and ORBT is currently carrying about 17% more riders than Route 2 carried prior to COVID. Ridership still is not back to 100% pre-COVID activity throughout Metro's system but ORBT specifically has exceeded pre-COVID activity. This is a huge milestone and Ms. Cencic extended a thank you to Metro staff for their hard work.

Ms. Cencic informed the Board that she has been working with the Nebraska Association of Public Transit Providers and will be attending a proclamation signing during the first week of April. The governor will sign a proclamation to announce Nebraska Public Transit Week and will have a breakfast for state senators to discuss transportation issues.

Discussion was had.

Agenda Item #5b: Administrative Reports
(I. Maldonado)

Mr. Maldonado updated the Board that Metro has successfully consolidated the Dispatch centers for MOBY and fixed route transportation. The ultimate goal in consolidating both areas was to gain efficiencies in the oversight of service delivery, broader staff coverage, and cross-training. This makes Metro more efficient when it comes to overseeing service delivery and ensuring on-time compliance.

Ms. Cencic held all-hand meetings with all maintenance staff multiple times where administrative staff learned of issues affecting maintenance staff, particularly related to preventive maintenance and the on-going repairs of Metro's fleet. Management staff talked about expectations and provided additional updates.

Management teams held various interdepartmental meetings to discuss enhancement of several policies and procedures, and began to work on some existing projects, including the handling of customer concerns, law enforcement notification procedures, and the future evaluation of Metro's fixed route operator stop announcements as required by the Americans with Disabilities Act.

Metro's Safety and Communications teams are coordinating this year's Safety Recognition and Employee Appreciation event which will be scheduled to take place during the second week of April. Mr. Maldonado stated he would update the Board once the date and time have been determined and extended an invitation for Board members to join Metro for that event.

Metro began the first stages of the implementation of the new fleet management software and procurement software. The full implementation of this new system is expected to take place in August.

On March 9, 2023, Metro hosted the Cybersecurity and Infrastructure Security which goes by the acronym of CISA 5 end training that was presented by the TSA, CISA, and the FBI. This training was attended by representatives of Metro, Eppley Airfield, StarTran from Lincoln, Union Pacific, TSA staff, service personnel from Offutt Air Force Base, the Department of Homeland Security, and other transportation businesses from Nebraska, Iowa, Missouri, and Kansas. The seminar focused on ways to identify the current and ever-changing methods used by hackers to gain access to company networks.

From March 14, 2023 through March 17, 2023, Metro hosted its first Transportation Safety Institute's "Effectively Managing Transit Emergencies" course. This course was attended by both transit and rail personnel from agencies around the country including Washington, Ohio, Texas, Massachusetts, Arkansas, Wisconsin, California, and Hawaii. All of the Metro field supervisors, operations, and maintenance managers and safety leadership staff attended this training as well.

On April 16, 2023, Metro will begin the next schedule pick and fixed route service enhancement. These enhancements will include restoration of pre-COVID service levels on Route 13, which will be restored to 15-minute frequency during weekday peak hours from downtown to MCC South campus, and 30-minute frequency during peak hours from MCC South campus to Aksarben Transit Center. Route 15 will have increased frequency from downtown to Aksarben Transit Center during peak hours on weekdays. On Saturdays, Metro will improve frequency on Route 11 by adding 30-minute frequency throughout the day. On Sundays, Metro

will also improve frequency by adding 30-minute daytime frequency from downtown to MCC South campus on Route 13, adding 30-minute daytime frequency from downtown to Askarben Transit Center on Route 15, and adding 30-minute daytime frequency to Routes 3, 4, 24, and 30. Metro will also extend Sunday evening service on Routes 3, 4, 13, 15, 24, and 30. These service enhancements will move Metro in the direction of fulfilling the MetroNext goals that were identified in that previous study.

Ms. Cencic, Metro's Senior Project Manager of Engineering, and Mr. Maldonado met with representatives from Metropolitan Community College to discuss future repairs of the bus roadway at the MCC South Transit Center. Another meeting is scheduled to take place next week.

Metro and the two local bargaining units continue to negotiate. Mr. Maldonado anticipates that negotiations will be finalized and presented to the Board by the April Board meeting.

Discussion was had.

Agenda Item #5c: **Administrative Reports**
(N. Ebat)

Ms. Ebat updated the Board that the Communications team met with the Omaha Downtown Improvement District earlier this month to discuss how both groups can support one another and encourage the public to use transit for the big events downtown. Steelhouse is opening with The Killers and Lizzo is expected to draw a large number of attendees at CHI as well. Metro's discussion with the Omaha Downtown Improvement District centered around how traffic can be eased and how attendees can be urged to look at alternative ways of getting around downtown.

The Communications team also took part in a public meeting on the streetcar, particularly to discuss Metro's routes and frequencies within the downtown urban core. Metro received quite a few questions and conversations during this event. A number of people said they had not considered public transit in the past but would now consider it in the future.

Metro is currently in the midst of celebrating Nebraska Public Transit Week plans and preparations. There will be more to report on the specifics of these plans at the next Board meeting.

The Communications team is also currently prepping for communications surrounding the new pick, as Metro has quite a few changes coming up. Staff want to make sure all materials are ready to be pushed out to the public in a timely manner.

Lastly, the ORBT celebration has been a primary focus on the Communications team. Ms. Ebat extended a huge thank you to all the departments involved in this event planning process. The reason for this celebration has not yet been widely shared publicly but information will go out at noon today. The Communications team is in the middle of a media blitz this week, which includes 3 interviews today, several interviews that took place earlier this week, and a podcast that was released over this past weekend. Ms. Ebat extended a thank you to Ms. Cencic for accommodating a packed interview schedule over the last week. Staff are planning two main events on Saturday and the community is invited to attend both events. The first event will feature an ORBT bus on the promenade of Gene Leahy Mall from 12:00 pm to 3:00 pm on Saturday, following the Gene Leahy Mall's Mascot Madness event. The Communications team has spent the last few weeks creating promotional materials

with multiple mascots around town. Communications staff hope to enhance future partnerships with these groups as well, including UNO and Union Omaha. The second event is an invitation-based bus ride for Metro community partners and Metro leadership which will include a special surprise downtown and a toast to the Omaha community for supporting Metro through the launch of ORBT. The Communications team is planning additional social media posts to highlight that ORBT has reached the milestone of one-million rides and to show how it has enhanced the Omaha community. This same information is being shared with partners along the Dodge corridor so that people will see this as part of the celebration in person on Saturday and online throughout the week.

Discussion was had.

Agenda Item #5a: Administrative Reports
(L. Cencic for D. Grant)

Ms. Cencic informed the Board that Mr. Grant was unavailable and that she will present the Human Resources report. Metro is actively recruiting in a number of areas, with a focus on the Transit Planner, the Fleet Maintenance Director, and the Procurement and Contracts Manager. Because the Procurement and Contracts Manager is such a key role, Metro is working with a recruiting firm for that particular position.

Metro has 6 operators who are graduating from training tomorrow, and staff continues to recruit and train new operators. Ms. Cencic extended a huge thank you to Mr. Grant and the Human Resources staff, Mr. Wells and the entire training team.

Additionally, Metro's Senior Engagement & Experience Specialist is conducting workplace violence training this week for administrative and maintenance staff. This is part of regular quarterly training efforts.

Discussion was had.

Agenda Item #6: Request Approval of Title VI Service Equity Analysis for Planned Service Changes (A. Johnson)

Metro's Title VI Policy requires a Service Equity Analysis be completed for any proposed changes that meet Metro's definition of a Major Service Change, including:

1. The addition and/or elimination of a bus route.
2. A ten percent or more addition or reduction in the system revenue miles.
    i. *This threshold was reduced from 12% to 10% and approved by the Metro Board of Directors on December 22, 2022. FTA approval is currently pending.*
3. A fifteen percent or more addition or reduction of revenue miles on any individual route.
    i. This includes a change in frequency, span of service, or route alignment beyond a three-quarter mile buffer of the terminus and either side of an existing alignment.
    ii. *This threshold was reduced from 25% to 15% and approved by the Metro Board of Directors on December 22, 2022. FTA approval is currently pending.*

The proposed changes for April 2023 meet this definition of a Major Service Change due to a proposed addition of more than 15% of weekly revenue miles on Routes 13 and 15.

A Service Equity Analysis was completed to identify the impact of the proposed changes on low-income and minority populations. The Title VI Service Equity Analysis found:

- **No disparate impact on minority populations.** The cumulative benefit of the changes to minorities is 5.62% and to non-minorities is 6.00%, a difference of 0.38%.
- **No disproportionate burden on low-income populations.** The cumulative benefit of the changes to low-income populations is 5.98% and to non-low-income individuals is 5.79%, a difference of 0.19%.
- **Minority and/or low-income individuals will not be limited by or denied the benefits of the proposed service increases.**

Board approval will ensure Metro's continued compliance with the Federal Transit Administration's Title VI requirements. The Title VI Service Equity Analysis will be provided to the Board of Directors under separate cover and is available to the public upon request by emailing titlevi@ometro.com.

Discussion was had.

Motion by Mr. Lawse; Second by Mr. Meadows

R**OLL CALL:**
UNANIMOUS; MOTION CARRIES.

Agenda Item #7: Resolution #432 – Request Approval of Resolution #432 to Enter into a Statement of Intent to Cooperate in the Future Feasibility and Development of a Multimodal Bridge and Modern Streetcar System
(L. Cencic)

Staff requests approval of Resolution #432 which approves the Statement of Intent to Cooperate with the City of Council Bluffs, City of Omaha and Omaha Streetcar Authority. The Statement of Intent to Cooperate is intended to encourage collaboration and the exchange of information in determining the future feasibility and development of a multimodal bridge over the Missouri River and an interconnected modern streetcar system to serve the Omaha-Council Bluffs metropolitan area. The Statement of Intent does not obligate funding on behalf of Metro. The proposed feasibility analysis will be led by the City of Council Bluffs.

By virtue of this Statement of Intent, Metro will collaborate and share information with the City of Council Bluffs and the other parties to this agreement. This resolution is conditioned upon the approval and execution of the Statement of Intent by the City of Council Bluffs, City of Omaha and Omaha Streetcar Authority. This resolution authorizes the CEO/Executive Director to execute the agreement on behalf of Metro. A copy of Resolution #432 and the Statement of Intent to Cooperate are included in the Board packet.

Discussion was had.

Motion by Mr. Meadows; Second by Ms. Plucker

R**OLL CALL:**

UNANIMOUS; MOTION CARRIES.

Agenda Item #8: Resolution #433 – Request Approval of Resolution #433 – Board Recognition of Nebraska Public Transit Week, April 9th – 15th
(N. Ebat)

Nebraska Public Transit Week is dedicated to raising awareness of public transportation across the state.

Public transit has served the cities of Omaha and Council Bluffs since 1867. Metro's fixed route and paratransit service operated 3,587,887 miles and 259,799 hours in 2022 connecting people, places, and opportunities.

This year, Metro will offer fare-free periods, lasting 30-minutes each, twice a day during Nebraska Public Transit Week for the entire system. Metro will also host a number of other activities for riders throughout the week, including contests and giveaways.

Metro will recognize its dedicated workforce with appreciation days and a safety banquet to honor Metro employees. During this time, we will encourage riders to thank employees for their role in providing transit service

Discussion was had.

Motion by Mr. Lawse; Second by Ms. Plucker

R**OLL CALL:**
UNANIMOUS; MOTION CARRIES.

Agenda Item #9: Request Approval to Enter into a Contract with Thermo-King Christensen for Bus HVAC Repairs
(L. Cencic)

Metro solicited quotes for a Bus HVAC Repair project on February 16, 2023. The Bus HVAC repair project is to provide on-site repairs and preventative maintenance to Metro's Thermo-King HVAC systems on our bus fleet as has been the past practice at Metro. Metro received one (1) responsive and responsible quote for this project from Thermo-King Christensen for this project.

Thermo-King Christensen's quote was for $131.60/hour. The anticipated length of this project is for 1 year with a minimum of 800 hours and a maximum of 1,000 hours. Staff has determined that the quote from Thermo-King Christensen is fair and reasonable.

Staff is requesting the authority to enter into a contact with Thermo-King Christensen for a not to exceed price of $131,600. This item was forwarded to the Finance/Procurement Committee prior to the Board meeting.

Discussion was had.

Motion by Mr. Meadows; Second by Ms. Plucker

R**OLL CALL:**
UNANIMOUS; MOTION CARRIES.

Agenda Item #10: Board Chair Report
(A. Haase)

Ms. Haase shared two items with the Board. The April Board meeting will include approval of committee seats for the upcoming year. Ms. Haase also thanked everyone who worked on the union contracts and expressed the hope that agreements will be reached by next month.

Mr. Lawse shared that the Operations Committee is currently undergoing the annual CEO review and expressed thanks to staff who have been participating in that process. This is an important process for Metro to help create feedback loops in order to develop a culture of continuous improvement and to celebrate things that are going well. Mr. Lawse also updated the Board that the Policies Committee continues to look at what policies should be addressed, cleaned up, and updated next.

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

Thursday, April 27, 2023, at 8:30 a.m. to be held at Metro Transit Authority's Administrative Building.

Agenda Item #12: Adjournment

There being no further business to come before the Board, a motion was entertained to adjourn the meeting at 9:18 a.m.

Motion by Mr. Lawse; Second by Ms. Plucker

ROLL CALL:
UNANIMOUS; MOTION CARRIES.

_____
Ms. Amy Haase – Chair

_____
Recording Secretary

Appendix I: July 2023 Service Equity Analysis

2222 Cuming Street, Omaha, Nebraska 68102-4392
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Operated by the Regional Metropolitan Transit Authority of Omaha



TITLE VI SERVICE EQUITY ANALYSIS

August 2023 Planned Service Changes

Submitted for compliance with Title VI of the Civil Rights Act of 1964

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1. Purpose

Title VI of the Civil Rights Act of 1964 ensures that “no person in the United States shall, on the basis 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.” The Metropolitan Regional Transit Authority of Omaha d/b/a Metro has committed to the Federal Transit Administration (FTA) Title VI objectives set forth in Circular 4702.1B, ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.

This analysis of Metro’s proposed service changes was prepared in conformity with Chapter IV of the FTA’s Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" and with respect to environmental justice principles. The Circular states any FTA recipient located in an Urbanized Area of 200,000 or more in population and operates more than fifty vehicles in peak service "shall evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether these changes have a discriminatory impact. Additionally, Circular 4702.1B, Chapter IV-7 (2) requires these transit agencies evaluate the effects of service changes on low-income populations in addition to Title VI-protected populations. By conducting equity analyses, Metro intends to ensure that the impacts of the proposed service changes are distributed equitably to minority and low-income populations and are not discriminatory.

OVERVIEW

Metro, a political subdivision of the State of Nebraska, is a direct recipient of FTA financial assistance; a transit provider located in an Urbanized Area of 200,000 or more in population; and operates more than fifty vehicles in peak service. Metro’s fixed-route service includes rapid, local, express/commuter routes, and a downtown circulator. Additionally, Metro operates Americans with Disabilities Act (ADA) Complementary Paratransit (MOBY) service.

2. Summary of Proposed Service Changes

The changes below have been proposed by staff to enhance service frequencies and trips throughout the week in alignment with Metro's MetroNEXT 2030 plan, and in response to feedback received from front line staff, riders, and other members of the community. Throughout this document, the changes will be evaluated for their cumulative impact on low-income and minority populations in the area.

Proposed Changes to Routes

Route 4 has been identified for increases in weekday frequency of arrivals during midday periods. Route 4 is currently interlined with routes 16 and 30. To accommodate this change in frequency, Route 11 and Route 30 have been identified to interline during midday service instead.

Adjustments will be made to the downtown patterns of Routes 93, 94, 97, and 98 to follow a single pattern that simplifies these routes for riders and creates efficiency in the operation of Express routes.

Metro staff identified the need for several other minor service adjustments, including timepoint adjustments during all days of operation to be made on Route 24 to enhance on-time performance, extended peak service on weekdays on Route 16, and one additional evening trip to be added to Route 15 from Aksarben Transit Center to Downtown.

See Figure 2A for specific adjustments.

***Figure 2A**: Proposed Route Changes*

Route	**Weekday**
4	Addition of 15-minute daytime frequency (from 30 minute)
15	Addition of one evening trip
16	Addition of three trips to extend peak period service
11	Interline adjustments to improve reliability
24	Schedule adjustments to improve reliability
30	Interline adjustments to improve reliability
55	Reduction/modification of one evening garage trip
93	Downtown routing adjustments
94	Downtown routing adjustments
97	Downtown routing adjustments
98	Downtown routing adjustments
	Saturday
24	Schedule adjustments to improve reliability
	Sunday
24	Schedule adjustments to improve reliability

Complementary paratransit (MOBY) services associated with the proposed changes would also be modified to reflect any increased span of service due to the route proposals.

3. Metro Title VI Policies

Metro first established Major Service Change, Disproportionate Burden, and Disparate Impact Policies to 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" which became effective October 1, 2012. 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.

The following polices regarding Major Service Change, Disparate Impact, and Disproportionate Burden have remained in effect since first adopted by the Metro Board of Directors and approved by the FTA in 2013, with the latest updates to these policies (see Figure 3A) approved by the Metro Board of Directors on December 22, 2022. FTA approval is currently pending.

Figure 3A: *Board-approved updates to Metro's Major Service Change, Disparate Impact, and Disproportionate Burden Policies*

Major Service Change	
PREVIOUS POLICY: • The **addition** and/or **elimination** of a bus route • **12%** or more for system revenue miles • **25%** or more revenue miles on any individual route	*BOARD-APPROVED POLICY:* • The **addition** and/or **elimination** of a bus route • **10%** or more for system revenue miles • **15%** or more revenue miles on any individual route
Disparate Impact	
PREVIOUS POLICY: • Any major service change that requires a minority population to bear adverse effects of **25%** or greater of the cumulative impact.	*BOARD-APPROVED POLICY:* • Any major service change that requires a minority population to bear adverse effects of **15%** or greater of the cumulative impact.
Disproportionate Burden	
PREVIOUS POLICY: • When the burden of any fare or major service change requires a low-income population to bear adverse effects **25%** or greater of the cumulative burden.	*BOARD-APPROVED POLICY:* • When the burden of any fare or major service change requires a low-income population to bear adverse effects **15%** or greater of the cumulative burden.

MAJOR SERVICE CHANGES:

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 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 ten percent or more addition or reduction in the system revenue miles.
3. A fifteen percent or more addition or reduction of revenue miles on any individual route.
    a. This includes a change in frequency, span of service, or route alignment 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.

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 fare or major service change require a minority population to bear adverse effects ***fifteen percent or greater of a cumulative impact*** compared to those adverse effects borne by the nonminority population, that impact will be deemed a disparate impact.

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.

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 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 fifteen 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:

- There is substantial legitimate justification for the change; and
- 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.

4. Finding of a Major Service Change

Figure 4A summarizes the scope of the proposed changes in terms of weekly revenue miles. The proposed changes include the addition of more than 15% of weekly revenue miles on Route 4, therefore qualifying as a "Major Service Change" under Metro's policy adopted by the Board of Directors in December 2022.

Figure 4A: *Cumulative Changes to Revenue Miles*

April 2023 Revenue Miles				
Route	WD	SAT	SUN	Weekly Revenue Miles
4	1,138.37	717.27	648.93	7,058.05
11	405.00	391.68	157.22	2,573.90
15	967.45	590.84	570.32	5,998.41
16	265.15	0.00	0.00	1,325.75
24	1,148.69	767.96	565.83	7,077.24
30	508.80	485.32	448.12	3,477.44
55	212.71	198.13	0.00	1,261.68
93	50.25	0.00	0.00	251.25
94	69.88	0.00	0.00	349.40
97	135.44	0.00	0.00	677.20
98	53.34	0.00	0.00	266.70
TOTAL	**12,406.70**	**8,295.98**	**5,645,59**	**75,975.07**

August 2023 Revenue Miles				
Route	WD	SAT	SUN	Weekly Revenue Miles
4	1,438.13	717.27	648.93	8,556.85
11	412.06	391.68	157.22	2,609.20
15	974.86	590.84	570.32	6,035.46
16	286.12	0.00	0.00	1,430.60
24	1,148.69	767.96	565.83	7,077.24
30	517.33	494.03	456.41	3,537.09
55	204.19	198.13	0.00	1,219.08
93	51.26	0.00	0.00	256.30
94	68.89	0.00	0.00	344.45
97	133.44	0.00	0.00	667.20
98	54.17	0.00	0.00	270.85
TOTAL	**12,740.76**	**8,304.69**	**5,653.88**	**77,662.37**

Percent Change
By Route
21.2%
1.4%
0.6%
7.9%
0.0%
1.7%
-3.4%
2.0%
-1.4%
-1.5%
1.6%

	WD	SAT	SUN	Weekly Revenue Miles
Total Change in Revenue Miles:	334.06	8.71	8.29	**1,687.30**
Percent Change in Revenue Miles:	2.69%	0.10%	0.15%	**2.22%**

5. Effects of Major Service Changes on Minority and Low-Income Populations

METHODOLOGY

In order to analyze the effects of the Major Service Change on Minority and Low-Income populations, Metro utilized the following methodology.

1. Data Selection:

   Metro used the 2020 Decennial U.S. Census and U.S Census Bureau's 2017-2021 Five Year American Community Survey (ACS) data. 2020 Decennial U.S. Census block level data was utilized for overall population and minority population data. 2021 Five Year ACS data provided low-income population numbers and percentages at the tract level which was then applied to the 2020 Decennial Census block level population numbers. Data utilized were the most current data sets available from U.S. Census at the time the analysis began.

   The percent of minority and low-income populations deemed to be within the service buffer of the proposed change was then compared to the percent of minority and low-income populations in Metro's service area. If the change was 15% or greater, further analysis was conducted to identify mitigation measures including access to alternative routes.

2. Definition of Terms:

   The term "minority" represents those persons who self-identify as being one or more of any ethnicity other than "white" alone.

   The term "low-income" represents those at or below the poverty threshold set by the U.S. Census Bureau with a reported annual household income and corresponding household size as recommended by guidance from the Department of Health and Human Services (DHHS). The poverty thresholds established by the U.S. Census Bureau were compared to the poverty thresholds set by DHHS for compatibility and found that despite minor differences in the threshold income levels by household size, the U.S. Census Bureau data was comparable to DHHS thresholds.

   The term "adverse effects" represents geographical or temporal reductions in service. For the purposes of the proposed changes, adverse effects included route discontinuations, discontinuation of route segments, reduced frequency, and reduced span of service hours.

   The term "benefits" represents geographical or temporal additions in service. For the purposes of the proposed changes, benefits included added routes, added route segments, increased frequency, and increased span of service hours.

3. Analysis by Route:

   Metro conducted an equity analysis for each route with proposed changes utilizing the 2020 Decennial U.S. Census and 2021 Five Year ACS data by type of proposed service change. This analysis identified the adverse effects and benefits of each proposed service change and the relative impact of the change on the minority and low-income population served by each route. A quarter mile buffer was applied to individual route alignments for fixed route service to identify the affected population. U.S. Census blocks with centroids located within the boundary of the defined quarter mile buffer of each route were isolated to identify the affected minority and total populations. The percent of low-income populations within corresponding tracts identified in the 2021 Five Year ACS data were then applied to each block to calculate the affected low-income population. The percent of minority and low-income populations deemed to be within the service buffer of the proposed change was then compared to the percent of minority and low-income populations in Metro's service area.

4. Cumulative Analysis:

   Pursuant to Metro's Board-approved Title VI Plan, the proposed changes were analyzed cumulatively. In order to identify the extent of the impact of any element of the proposed changes relative to the overall changes, Metro utilized revenue miles by route and the demographic breakdown of the population within the service buffer of each route represented as a percentage.

PROPOSED ADJUSTMENTS TO FREQUENCY AND ADDITIONAL TRIPS

Figure 5A: *Additional frequency and/or Adjustments to Routes or Route Segments*

Route	Description	Total Population	Minority Population	Percentage Minority	Low-Income Population	Percentage Low-Income
4	Frequency Increase (Mid-Day Service on Weekdays)	29,063	11,274	38.79%	5,012	17.25%
11	Mid-Day Interline with Route 30 (Weekdays)	21,243	7,164	33.72%	3,435	16.17%
15	Additional evening trip from Aksarben Transit Center to Downtown	27,775	8,108	29.19%	3,606	13.16%
16	Extended peak service (Weekdays)	6,849	3,581	52.29%	1,739	25.39%
24	Timepoint adjustments	27,571	18,643	67.62%	7,554	27.38%
30	Mid-Day Interline with Route 11 (Weekdays)	21,441	10,825	50.49%	5,194	24.22%
55	Decrease of last evening trip from Aksarben Transit Center to garage	13,207	4,197	31.78%	1,009	7.64%
93	Downtown routing change (Weekdays)	26,876	9,935	36.97%	4,275	15.91%
94	Downtown routing change (Weekdays)	31,814	10,055	31.61%	4,389	13.80%
97	Downtown routing change (Weekdays)	29,963	9,720	32.44%	4,510	15.05%
98	Downtown routing change (Weekdays)	39,672	12,513	31.54%	5,326	13.43%

A thorough analysis of the benefits and adverse effects of the proposed addition of service by route can be found in **Appendix A**.

6. Analysis of Cumulative Effects of Proposed Service Changes

Figures 6A-6D below compare the weekly revenue miles between the existing routes and the proposed routes along with the population served by each alignment.

Figure 6A: *Cumulative Impact to Minority Populations*

April 2023 Routes					
Route	Weekly Revenue Miles	Total Population	Minority Population	Percent Minority	Minority Service Miles
4	7,058.05	29,063	11,274	38.79%	2,737.93
11	2,573.90	21,243	7,164	33.72%	868.02
15	5,998.41	27,775	8,108	29.19%	1,751.04
16	1,325.75	6,883	3,581	52.03%	689.74
24	7,077.24	27,571	18,643	67.62%	4,785.50
30	3,477.44	21,441	10,825	50.49%	1,755.67
55	1,261.68	13,207	4,197	31.78%	400.94
93	251.25	25,520	9,565	37.48%	94.17
94	349.40	30,598	9,704	31.71%	110.81
97	677.20	30,406	9,615	31.62%	214.14
98	266.70	38,051	12,109	31.82%	84.87
TOTAL:	75,975.07	548,834.00	242,051.00	44.10%	35,015.48

August 2023 Routes						Net Change
Route	Weekly Revenue Miles	Total Population	Minority Population	Percent Minority	Minority Service Miles	Minority Service Miles
4	8,556.85	29,063	11,274	38.79%	3,319.34	581.41
11	2,609.20	21,243	7,164	33.72%	879.93	11.90
15	6,035.46	27,775	8,108	29.19%	1,761.85	10.82
16	1,430.60	6,849	3,581	52.29%	747.99	58.24
24	7,077.24	27,571	18,643	67.62%	4,785.50	0.00
30	3,537.09	21,441	10,825	50.49%	1,785.78	30.12
55	1,219.08	13,207	4,197	31.78%	387.41	-13.54
93	256.30	26,876	9,935	36.97%	94.74	0.57
94	344.45	31,814	10,055	31.61%	108.87	-1.95
97	667.20	29,963	9,720	32.44%	216.44	2.30
98	270.85	39,672	12,513	31.54%	85.43	0.56
TOTAL:	77,662.37	552,550.00	243,281.00	44.03%	35,695.91	680.43

Cumulative Impact to Minority Populations: **1.94%**

Figure 6B: *Cumulative Impact to Non-Minority Populations*

April 2023 Routes					
Route	Weekly Revenue Miles	Total Population	Non-Minority Population	Percent Non-Minority	Non-Minority Service Miles
4	7,058.05	29,063	17,789	61.21%	4,320.12
11	2,573.90	21,243	14,079	66.28%	1,705.88
15	5,998.41	27,775	19,667	70.81%	4,247.37
16	1,325.75	6,883	3,302	47.97%	636.01
24	7,077.24	27,571	8,928	32.38%	2,291.74
30	3,477.44	21,441	10,616	49.51%	1,721.77
55	1,261.68	13,207	9,010	68.22%	860.74
93	251.25	25,520	15,955	62.52%	157.08
94	349.40	30,598	20,894	68.29%	238.59
97	677.20	30,406	20,791	68.38%	463.06
98	266.70	38,051	25,942	68.18%	181.83
TOTAL:	75,975.07	548,834.00	306,783	55.90%	40,959.59

August 2023 Routes						Net Change
Route	Weekly Revenue Miles	Total Population	Non-Minority Population	Percent Non-Minority	Non-Minority Service Miles	Non-Minority Service Miles
4	8,556.85	29,063	17,789	61.21%	5,237.51	917.39
11	2,609.20	21,243	14,079	66.28%	1,729.27	23.40
15	6,035.46	27,775	19,667	70.81%	4,273.61	26.23
16	1,430.60	6,849	3,275	47.82%	684.07	48.07
24	7,077.24	27,571	8,928	32.38%	2,291.74	0.00
30	3,537.09	21,441	10,616	49.51%	1,751.31	29.53
55	1,219.08	13,207	9,010	68.22%	831.67	-29.06
93	256.30	26,876	16,941	63.03%	161.56	4.48
94	344.45	31,814	21,759	68.39%	235.58	-3.00
97	667.20	29,963	20,243	67.56%	450.76	-12.30
98	270.85	39,672	27,159	68.46%	185.42	3.59
TOTAL:	77,662.37	552,550.00	309,276.00	55.97%	41,967.92	1,008.33

Cumulative Impact to Non-Minority Populations: 2.46%

Figure 6C: *Cumulative Impact to Low-Income Populations*

April 2023 Routes					
Route	Weekly Revenue Miles	Total Population	Low-Income Population	Percent Low-Income	Low-Income Service Miles
4	7,058.05	29,063	5,012	17.25%	1,217.18
11	2,573.90	21,243	3,435	16.17%	416.20
15	5,998.41	27,775	3,606	12.98%	778.77
16	1,325.75	6,883	1,747	25.38%	336.49
24	7,077.24	27,571	7,554	27.40%	1,939.05
30	3,477.44	21,441	5,194	24.22%	842.40
55	1,261.68	13,207	1,009	7.64%	96.39
93	251.25	25,520	3,812	14.94%	37.53
94	349.40	30,598	3,940	12.88%	44.99
97	677.20	30,406	4,102	13.49%	91.36
98	266.70	38,051	4,814	12.65%	33.74
TOTAL:	75,975.07	548,834.00	99,667.00	18.16%	14,903.46

August 2023 Routes						Net Change
Route	Weekly Revenue Miles	Total Population	Low-Income Population	Percent Low-Income	Low-Income Service Miles	Low-Income Service Miles
4	8,556.85	29,063	5,012	17.25%	1,475.65	258.47
11	2,609.20	21,243	3,435	16.17%	421.91	5.71
15	6,035.46	27,775	3,606	12.98%	783.58	4.81
16	1,430.60	6,849	1,739	25.39%	363.24	26.74
24	7,077.24	27,571	7,554	27.40%	1,939.05	0.00
30	3,537.09	21,441	5,194	24.22%	856.85	14.45
55	1,219.08	13,207	1,009	7.64%	93.14	-3.25
93	256.30	26,876	4,275	15.91%	40.77	3.24
94	344.45	31,814	4,389	13.80%	47.52	2.53
97	667.20	29,963	4,510	15.05%	100.43	9.07
98	270.85	39,672	5,326	13.43%	36.36	2.62
TOTAL:	77,662.37	552,550.00	101,491.00	18.37%	15,227.85	324.38

Cumulative Impact to Low-Income Populations: 2.18%

Figure 6D: *Cumulative Impact to Non Low-Income Populations*

April 2023 Routes					
Route	Weekly Revenue Miles	Total Population	Non-Low-Income Pop.	Percent Non-Low-Income	Non-Low-Income Service Miles
4	7,058.05	29,063	24,051	82.75%	5,840.87
11	2,573.90	21,243	17,808	83.83%	2,157.70
15	5,998.41	27,775	24,169	87.02%	5,219.64
16	1,325.75	6,883	5,136	74.62%	989.26
24	7,077.24	27,571	20,017	72.60%	5,138.19
30	3,477.44	21,441	16,247	75.78%	2,635.04
55	1,261.68	13,207	12,198	92.36%	1,165.29
93	251.25	25,520	21,708	85.06%	213.72
94	349.40	30,598	26,658	87.12%	304.41
97	677.20	30,406	26,304	86.51%	585.84
98	266.70	38,051	33,237	87.35%	232.96
TOTAL:	75,975.07	548,834.00	449,167.00	81.84%	61,071.61

August 2023 Routes						Net Change
Route	Weekly Revenue Miles	Total Population	Non-Low-Income Pop.	Percent Non-Low-Income	Non-Low-Income Service Miles	Non-Low-Income Service Miles
4	8,556.85	29,063	24,051	82.75%	7,081.20	1,240.33
11	2,609.20	21,243	17,808	83.83%	2,187.29	29.59
15	6,035.46	27,775	24,169	87.02%	5,251.88	32.24
16	1,430.60	6,849	5,110	74.61%	1,067.36	78.11
24	7,077.24	27,571	20,017	72.60%	5,138.19	0.00
30	3,537.09	21,441	16,247	75.78%	2,680.24	45.20
55	1,219.08	13,207	12,198	92.36%	1,125.94	-39.35
93	256.30	26,876	22,601	84.09%	215.53	1.81
94	344.45	31,814	27,425	86.20%	296.93	-7.48
97	667.20	29,963	25,453	84.95%	566.77	-19.07
98	270.85	39,672	34,346	86.57%	234.49	1.53
TOTAL:	77,662.37	552,550.00	451,059.00	81.63%	62,434.52	1,362.92

Cumulative Impact to Non-Low-Income Populations:	**2.23%**

CONCLUSION

Overall, the weekly revenue miles increased from 75,975.07 under the existing service to 77,662.37 miles under the proposed system. This increase of 1,687.30 weekly miles represents a 2.22% increase in miles from existing service. Since the service area and alignment of routes is proposed to be changed, the total population served (including duplication of the populations served by more than one route) will change from 548,834 to 552,550. This is an increase of 3,716.

DISPARATE IMPACT ANALYSIS

The service equity analysis shows that on a cumulative basis the non-minority population will benefit slightly more than the minority population. The number of weekly revenue miles was multiplied by the percent of minority population residing in the service buffer to identify the cumulative effect on minority populations. The cumulative benefit of the changes to minorities is 1.94% and to non-minorities is 2.46%, a difference of 0.52%. ***No disparate impact is identified for the proposed changes according to the adverse impact threshold in the previous policy approved by the FTA in 2013 (25% or greater) or the current policy approved by the Metro Board in 2022 and pending FTA approval (15% or greater).***

DISPROPORTIONATE BURDEN ANALYSIS

The service equity analysis shows that on a cumulative basis the non-low-income population will benefit slightly more than the low-income population. The number of weekly revenue miles was multiplied by the percent of low-income population residing in the service buffer to identify the cumulative effect on low-income populations. The cumulative benefit of the changes to low-income populations is 2.18% and to non-low-income individuals is 2.23%, a difference of 0.05%. ***No disproportionate burden is identified for the proposed changes according to the adverse effect threshold in the previous policy approved by the FTA in 2013 (25% or greater) or the current policy approved by the Metro Board in 2022 and pending FTA approval (15% or greater).***

7. Public Engagement

The proposed changes follow recommended service improvements identified in Metro's 2030 strategic plan, MetroNEXT. Increasing frequency on core routes, increasing weekend and evening trips, and expanding service to Eppley Airport were all key recommendations of the plan, which was developed through public feedback and adopted by Metro's Board of Directors in April 2022.

The MetroNEXT planning and public engagement initiative was held from February 2021 to April 2022, hosting 20 public meetings, drawing over 1,000 participants, and recording over 1,500 public comments. Meetings were held both in-person and online, offering a variety of dates, times, and locations to participate. Spanish translation was available at each meeting. Meeting recordings were also posted on Metro's website, and participants were invited to provide feedback through online and onboard surveys during key phases of the process.

Since the last public meeting for MetroNEXT was in April 2022, four public meetings were held to solicit public input on the proposed service changes for August 2023. The dates, times, and locations for each meeting are listed below.

Date: Thursday, July 6, 2023
Time: 12:00 - 1:00 p.m.
Location: Nebraska State Office Building, Room 227, 1313 Farnam Street, Omaha, NE 68102

Date: Friday, July 7, 2023
Time: 9:00-10:00 a.m.
Location: Virtual (Zoom)

Date: Saturday, July 8, 2023
Time: 11:30 a.m.-12:30 p.m.
Location: Omaha Public Library - Benson Branch, 6015 Binney Street, Omaha, NE 68104

Date: Monday, July 10, 2023
Time: 7:00-8:00 p.m.
Location: Metro Lobby, 2222 Cuming Street, Omaha, NE 68102

PUBLIC NOTIFICATION

For the public meetings held in July 2023, notice was published in the Daily Record, the Omaha World Herald, the Bellevue Leader, the Papillion Times, the Gretna Breeze, the Village Connector, and a media press release was sent to local media contacts. Social media notices were published on Facebook, Twitter, and Instagram, and included links to Metro's website, which allows for multi-language translation.

Posters were displayed at Metro's transit centers and administrative facility's public space where fare media is purchased, half-fare IDs are processed, route schedules/maps available, and persons can receive trip planning assistance. Bilingual Rider Alerts were distributed on buses and the ADA complementary paratransit fleet.

Traditionally underrepresented populations including minorities, low-income populations, persons with Limited English Proficiency, and seniors were encouraged to participate with the assistance of community-based organizations, social service agencies, and advocacy groups. These partners included the Omaha Refugee Task Force, East African Development Association, Paralyzed

Veterans of America Great Plains Chapter, Stephen Center, Family Housing Advisory Services, Safe Omaha Streets, Community Alliance, Women's Center for Advancement, Empowerment Network, Siena Francis House, First National Bank Omaha, Greater Omaha Chamber, Metro Community College, Metropolitan Area Planning Agency, and the University of Nebraska Omaha. All were asked to share the information with their individual constituents.

The notices and releases included contact information for requesting reasonable accommodations or language interpretation other than Spanish to encourage full participation in the public meetings. Requests were to be submitted by July 3 at 4:30 p.m. in consideration of the July 4 federal holiday. A contact person, phone number, and email were provided for the arrangement of the aforementioned.

The notices also stated that the same information would be presented at each of the four meetings, the purpose of these meetings was to gather input from the public about the proposed service changes, and that feedback or questions about any topic related to Metro's service would also be welcomed. Also stated was that the meetings would follow an informal structure, that the proposed service changes would be presented visually through paper handouts and large print display boards and verbally in English or Spanish through dialogue, comments, and questions, that attendees are free to participate according to their comfort level, and that comments could be submitted verbally or in print at the time of the meeting. Lastly, it was noted that children were welcome to attend but must remain under the supervision of a guardian and that children's activities would be available in the same room as the public meeting during in-person meetings.

Information about the public comment period following the last public meeting was included in the notices and releases. Public comments could be submitted by physical or electronic mail or online from July 11-20, 2023. Key documents and other presentation materials were posted on the Metro website (ometro.com) and available in print at Metro's headquarters (2222 Cuming Street) for the duration of the comment period.

SUMMARY OF PUBLIC MEETINGS AND COMMENTS

There was a total of 15 participants across the four public meetings. Several community agencies were represented by participants: Community Alliance, Safe Omaha Streets, Munroe-Meyer Institute, Greater Omaha Chamber, and the Omaha Refugee Task Force.

Date	Location	Format	Number of Participants
July 6, 2023	Nebraska State Office Building	In person	6
July 7, 2023	Virtual Meeting	Virtual (Live)	4
	Views of virtual meeting recording (English)	Online	39
	Views of virtual meeting recording (Spanish)	Online	7
July 8, 2023	Omaha Public Library, Benson Branch	In person	4
July 10, 2023	Metro Lobby	In person	1

Bilingual staff members were in attendance for Spanish translation assistance at all meetings. Metro also sought to accommodate lower literacy skills through clear and concise language to the greatest degree possible. Presentation materials were displayed in both English and Spanish. There were no requests for reasonable accommodations or language translation beyond English or Spanish. A recording of the virtual meeting was available online in both English and Spanish to allow for additional input during the public comment period.

The comments from the comment forms are listed in the table below.

Comments submitted by comment form
• Super excited to see the expansions and increased intervals. Hopefully growth will encourage more usage!
• I would like to see Sunday trips for route 55. • I would like to see a route in Bellevue to the Fontenelle Forest. Possibly involving ORBT 24th street. • I would like to see the ORBT 72nd street go as far north as Cunningham Lake and as far south as Shadow Lake Towne Center.
• Transfer center downtown • More frequent service of Route 16 or to airport both weekdays and weekends • Adding on ORBT stop between 33rd and 42nd and Dodge • More frequent downtown circulator both weekend and weekdays late evening. Connecting circulator to Midtown and Blackstone.
• Bus route down Saddle Creek. Break up the 4 as you do 15/55. • Also get a grocery store downtown, benefit your employees and downtown district as well as those who live by Cumming St.
• Bring back 11 pm Westroads to Downtown service on Route 4 • Have the 5 run once an hour on Sundays • Have later bus service for Route 14 in the evening

In addition to the comments submitted through the comment forms, participants also asked questions and provided feedback directly during the public meeting.

Participant comment and question topics during meetings
• Holiday service on the holidays that don't currently have service • Reason for the potential service reduction on Friday, July 7 (Unexpected power outage)
• Timeline for the proposed ORBT line on 72nd Street • Request for more frequency on Route 8 • Concerns about early departures, late arrivals • Airport expansion • Aksarben TC is not a connection-friendly transit center • Transit center on 14th or downtown for all the connections given the renovations around the riverfront • Station design for 24th Street ORBT – Will it be the same as Dodge or will it be more protected from accidents and vandalism? • Discrepancy between old and new routes for 13 around the downtown library • Plans for the former transfer center on Ames behind the grocery center • Bergen Transit Center (temporary Aksarben Transit Center)

Comments submitted during the open comment period
• Yes, I would find additional mid-day buses on this route helpful when I need to leave work for afternoon appointments.
• If plans are to add a 30-minute frequency for the 4, it would be ideal to increase the services provided by the 16 as well. Since currently the 4 and the 16 only interact with each other by switching between the two routes during rush hours, it could be seen as beneficial route enhancement for travelers and visitors who visit Omaha especially since there is a bulk of arrival and departures that are missed during the mid-day hours.

• I do frequently go to Route 55 for some specific areas around Q Street.
• 16 more pick up times from downtown
• There is very little, if any, practical access to public transportation west of 90th St. There is nothing south of Center or north of Maple to speak of. Public transportation is intended for the PUBLIC to access. There are people all over the city who are unable to drive or unable to afford other means of transportation. Access should be a priority. Expanding routes is needed as our city grows. This has not happened. It is likely you are already aware of this. Please let me know where to share this message where it can be heard and acted upon. Thanks!
• Please change Route 11's frequency to every 30 minutes on Sundays as well. It's ridiculous that the time frequency is every 30 minutes on Saturdays, but passengers have to wait an hour on Sundays for Route 11. When you wait an hour for a bus, it feels like an eternity. I go grocery shopping with my mother, and it's troublesome waiting that long for it to arrive. Also, it would also help if Route 11 started early on Sundays at 6:23 am.
• Please consider returning the 15 to Oakview and the 55 to 30 minutes service in the morning and evening as it was pre-Covid.
• I would love to see the 15 run longer and the 14
• I picked route 4, because there was no choice that pertained to my request. … We are really missing the #2. Could an old #2 exist with orbit being the express?
• Need to be more clear on timing. "Midday" and where the interline starts/stops.
• Would be grateful for the extra service hopefully you make it later
• Will the changes to the route 11 during the day affect it running on time in the evening? I regularly ride the westbound bus in the afternoon/evening (either getting on in downtown or at 24th street) and most days the bus is 10 minutes late. I've even had to wait longer than 30 minutes before.
• I do not like the buses changing to route 30 and back. In my past experiences route 30 always runs slow so this would make the 11 run late making it harder to get to doctors appointments on time.
• Will there be more times on this route.
• Need more frequent weekday service to and from Oakview Mall
• more frequent service to/from Oakview Mall for Route 15 during weekdays
• Please add more daytime service between midtown and Oakview.
• 1. Increased frequency for Route 15 during the weekends. • 2. Increased frequency to and from Oakview Mall for Route 15 during the week. • 3. More consistent timing for Route 15 during the morning, within the last two weeks this route has been delayed by 10-20mins frequently. • 4. Increased frequency for Route 4 on Saturday. • 5. Another bus line/connection to service riders traveling to/from Aksarben to/from Memorial Park area (close to UNO's campus). • 6. More marked stops which include seating and shade, often times it's very uncomfortable waiting at a stop without a bench especially when many routes have an interval of 30-60 minutes.
• very common problem very mucho money spending on final local.
• Not all routes are listed.. My primary concerns are loading my monthly pass from a convenient source.
• 11 pm bus service from Westroads to Downtown On the 4 needs to return
• I would like route 55 evening hours extended. I noticed that it does not run past 6 p.m.
• Extending route 15 from Oak view Mall back out to Lakeside Hospital.

Public comments expressed concerns specific to the proposed service changes for August 2023.
• Route 11 should just stay as Route 11.
• Why have 11 and 30 interline? That makes no sense at all. 24 needs to interline with 3. If 11 does any interline it should be with 16 • Yes, I definitely think 15-minute frequency during the day would be great for route 4, and other routes that frequent large areas of the city. Route 24 schedule changes sound vague, but hopefully it means the buses will be more punctual because so many times when I ride this route, the bus is late or off schedule, and I face obstacles in my daily routine because of having to wait extra time.

Appendix A: Individual Route Reports and Analysis

This Section Contains:

Individual Existing and Proposed Route Reports - These reports contain the data derived from the demographic spatial analysis and the proposed changes.

The population numbers within these reports are the same numbers that were applied to the cumulative analysis.

Each individual route analysis is followed by comparative maps for the existing and proposed alignments with the specific population demographic being examined.

Route 4

Proposal

- Frequency Increase (Mid-day service on weekdays)

Demographic Analysis

Minority Population

The minority population calculation compares the percentage of affected minorities within a quarter mile of existing Route 4 to Metro's existing Service Area minority population of 35.36%. *Refer to Figures 1.1 and 1.2.*

Low-Income Population

The low-income population calculation compares the percentage of affected low-income individuals within a quarter mile of existing Route 4 alignment to Metro's existing Service Area low-income population of 11.86%. *Refer to Figures 1.1 and 1.3.*

Figure 1.1

	Total Population	Percentage Minority	Percentage Low-Income
Metro Service Area	477,942	35.36%	11.86%
Existing Route 4	29,063	38.79%	17.25%

Figure 1.2

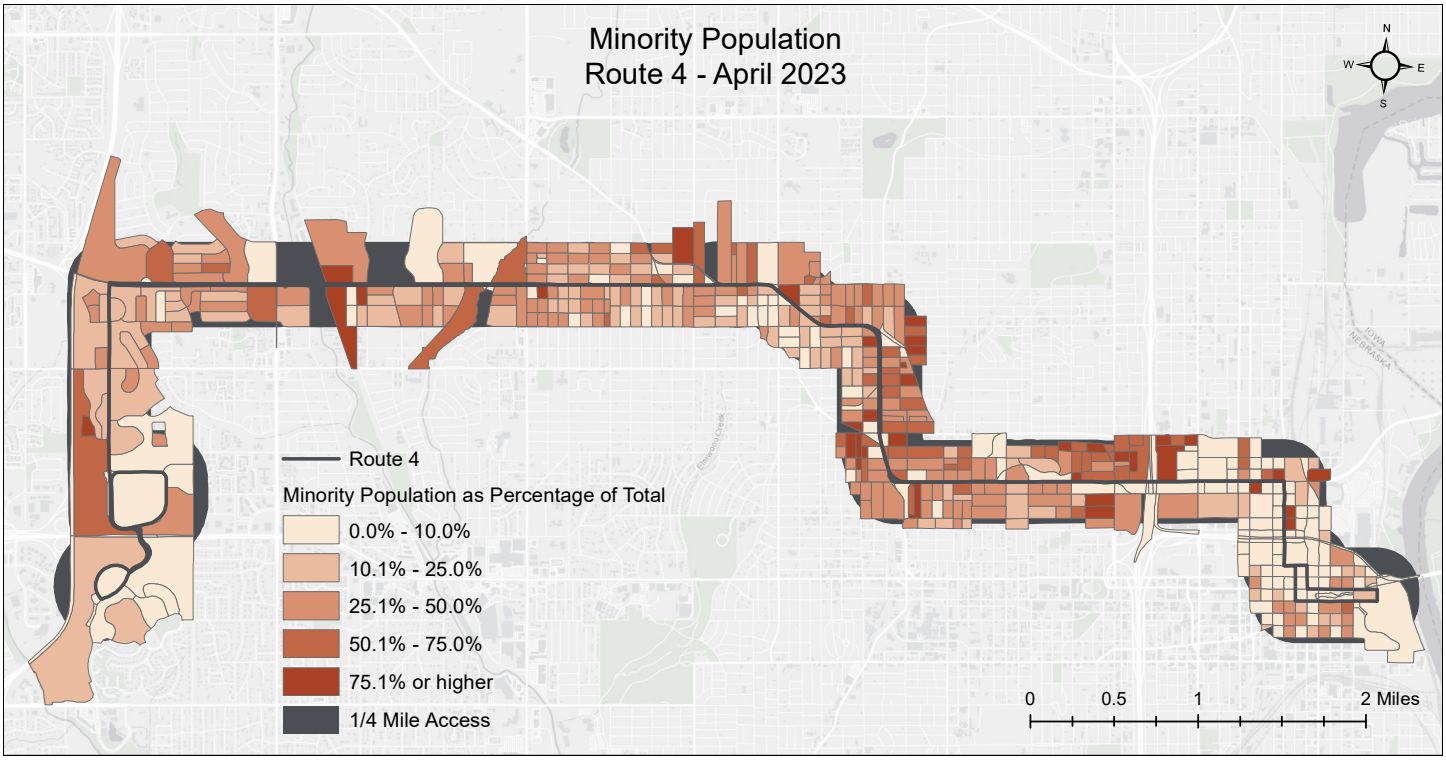
	Type of Change	Total Population	Non-Minority Population	Percentage Non-Minority	Minority Population	Percentage Minority
Frequency	Increase	29,063	17,789	61.21%	11,274	38.79%

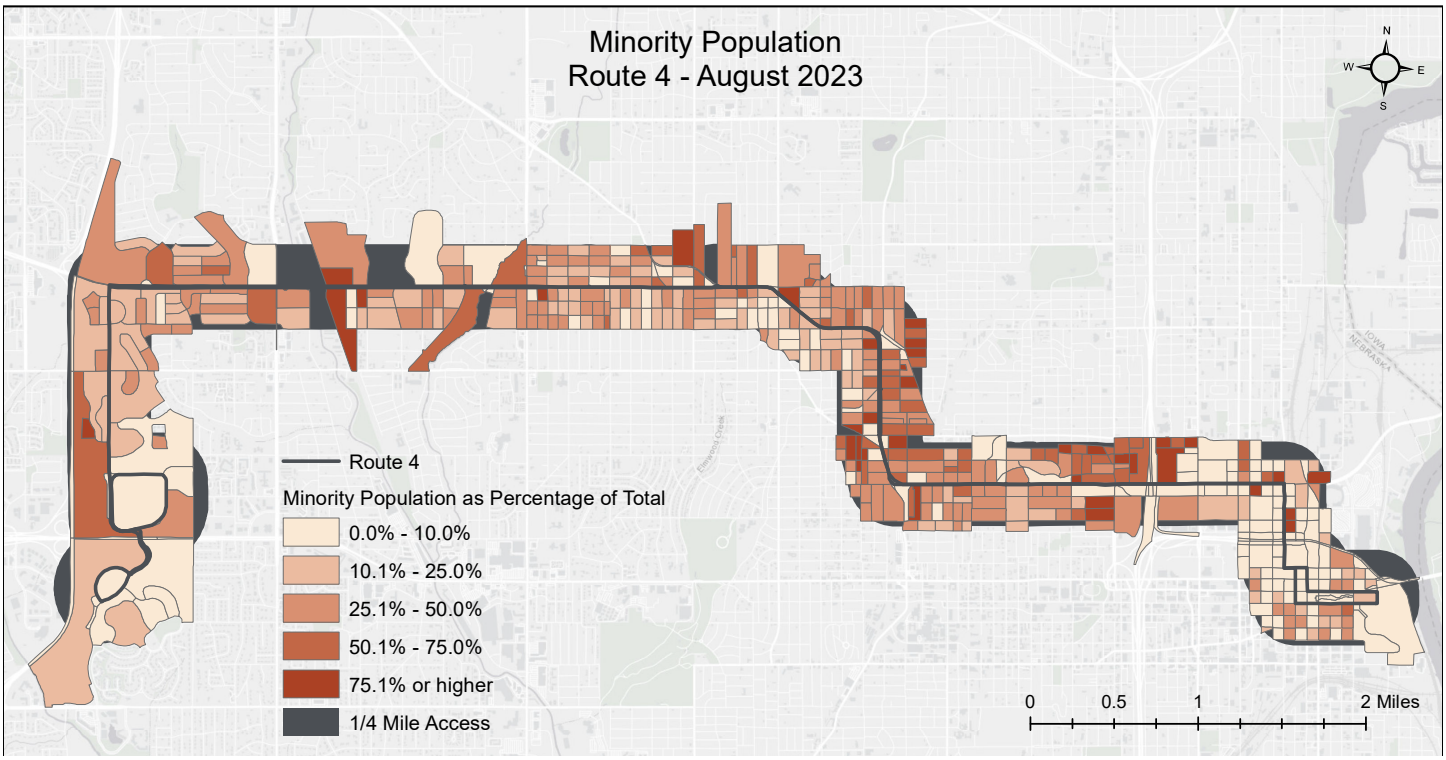
Figure 1.3

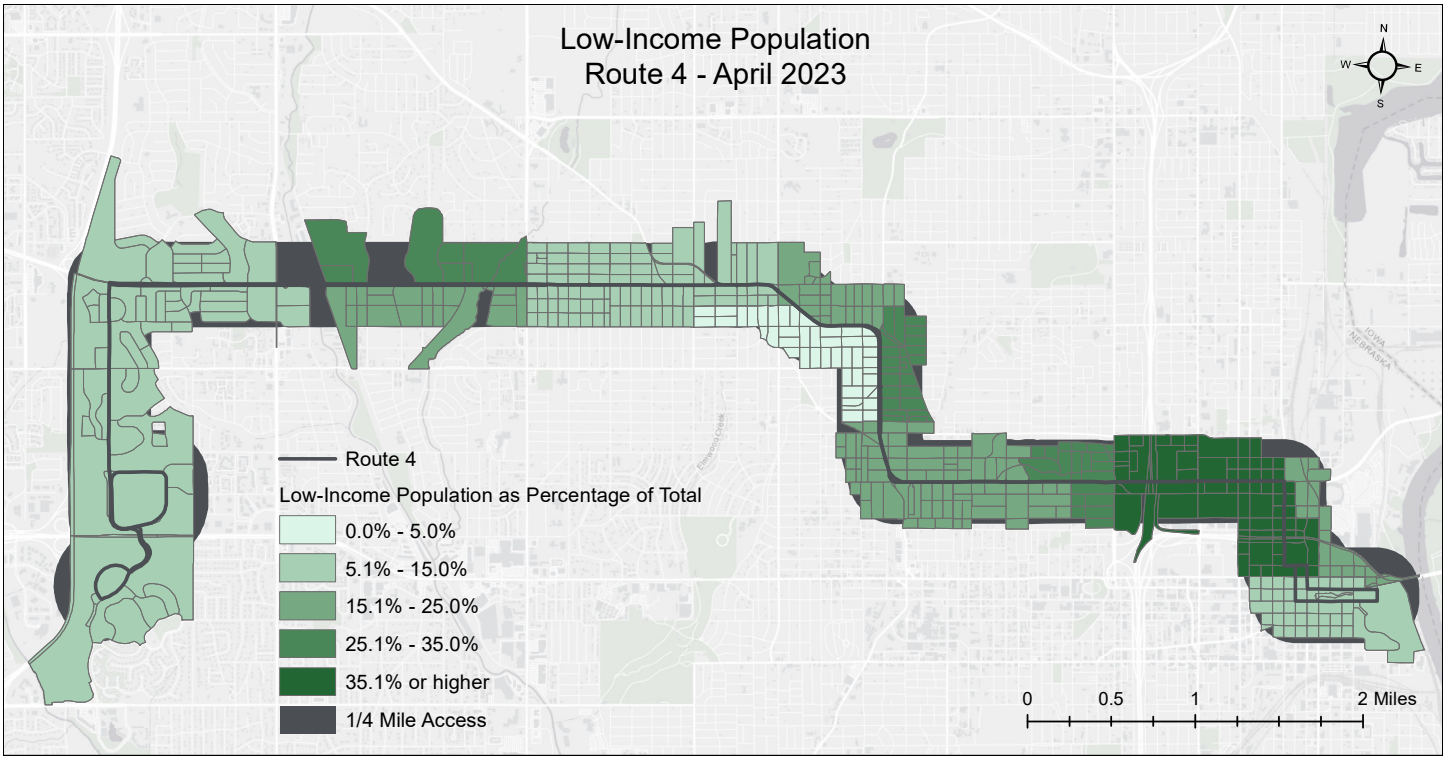
	Type of Change	Total Population	Non-Low-Income Population	Percentage Non-Low-Income	Low-Income Population	Percentage Low-Income
Frequency	Increase	29,063	24,051	82.75%	5,012	17.25%

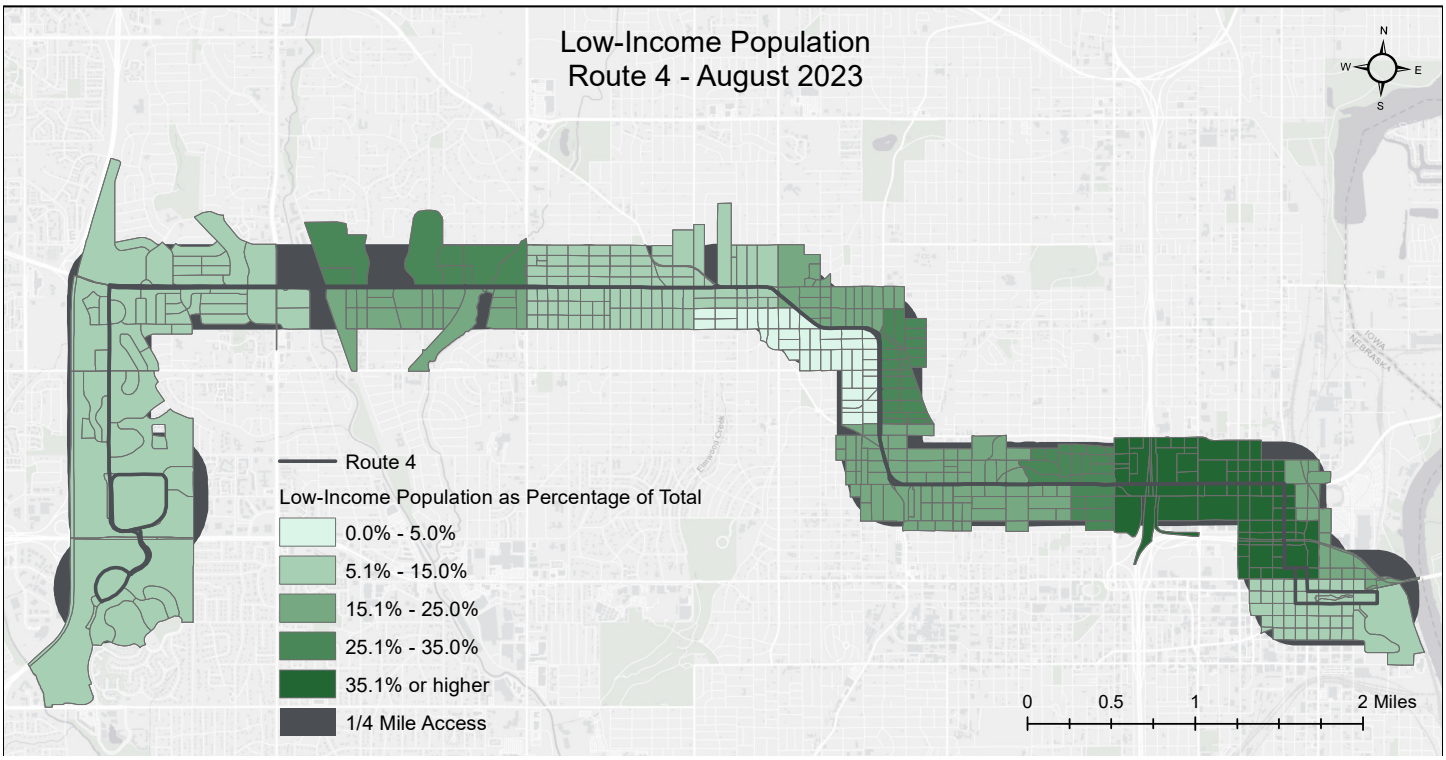
Figure 1.4

		Minority			Low-Income		
	Type of Change	% of Minority Along Route	% of Minority In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area	% Low-Income Along Route	% Low-Income In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area
Frequency	Increase	38.79%	35.36%	3.43%	17.25%	11.86%	5.40%


Minority Population
Route 4 - April 2023
N
W
E
S
Route 4
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Access
0
0.5
1
2 Miles


Minority Population
Route 4 - August 2023
N
W
E
S
Route 4
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Access
0
0.5
1
2 Miles


Low-Income Population
Route 4 - April 2023
N
W
E
S
Route 4
Low-Income Population as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Access
0
0.5
1
2 Miles


Low-Income Population
Route 4 - August 2023
N
W
E
S
Route 4
Low-Income Population as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Access
0
0.5
1
2 Miles

Route 11

Proposal

- Mid-day interline with Route 30 (Weekdays)

Demographic Analysis

Minority Population

The minority population calculation compares the percentage of affected minorities within a quarter mile of existing Route 11 to Metro's existing Service Area minority population of 35.36%. *Refer to Figures 1.1 and 1.2.*

Low-Income Population

The low-income population calculation compares the percentage of affected low-income individuals within a quarter mile of existing Route 11 alignment to Metro's existing Service Area low-income population of 11.86%. *Refer to Figures 1.1 and 1.3.*

Figure 1.1

	Total Population	Percentage Minority	Percentage Low-Income
Metro Service Area	477,942	35.36%	11.86%
Existing Route 11	21,243	33.72%	16.17%

Figure 1.2

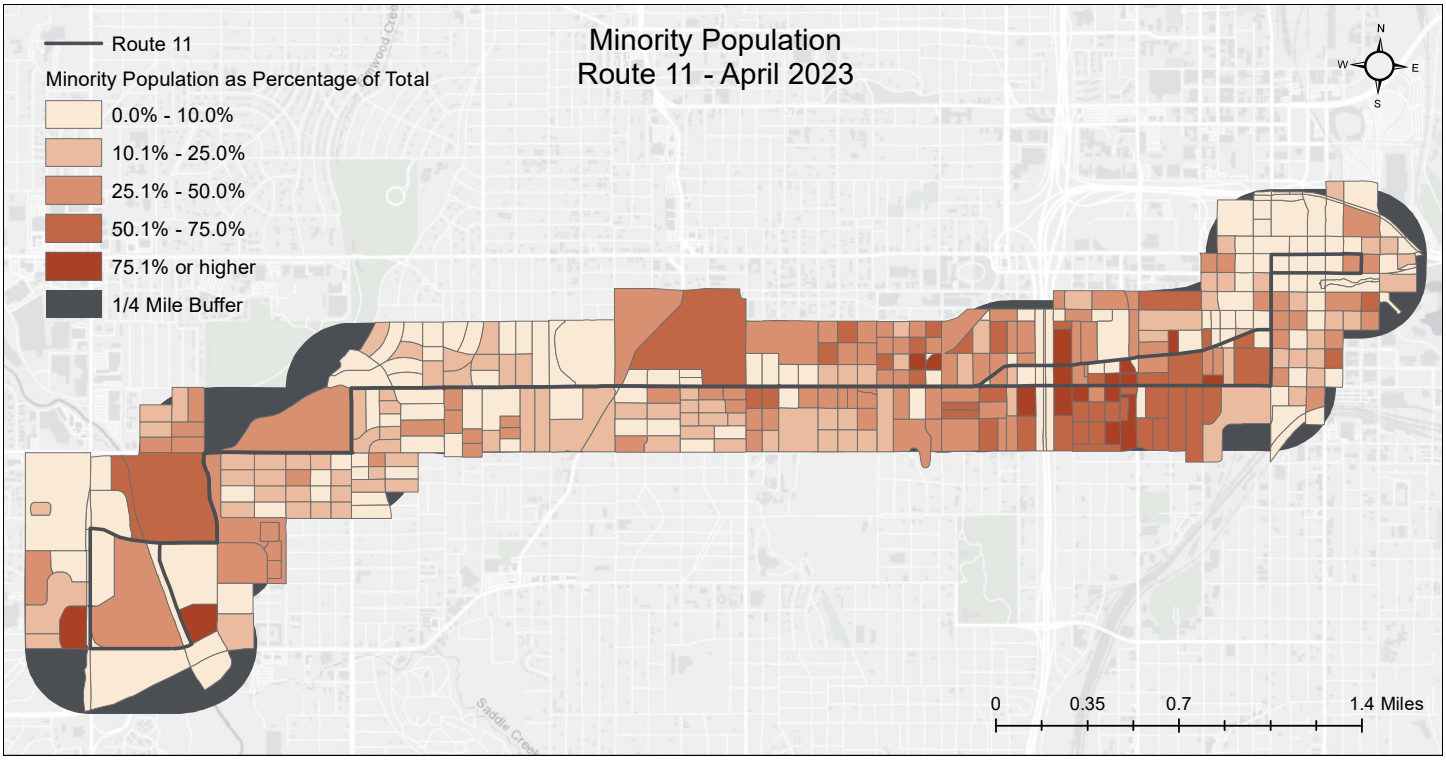
	Type of Change	Total Population	Non-Minority Population	Percentage Non-Minority	Minority Population	Percentage Minority
Additional Trips	Interline	21,243	14,079	66.28%	7,164	33.72%

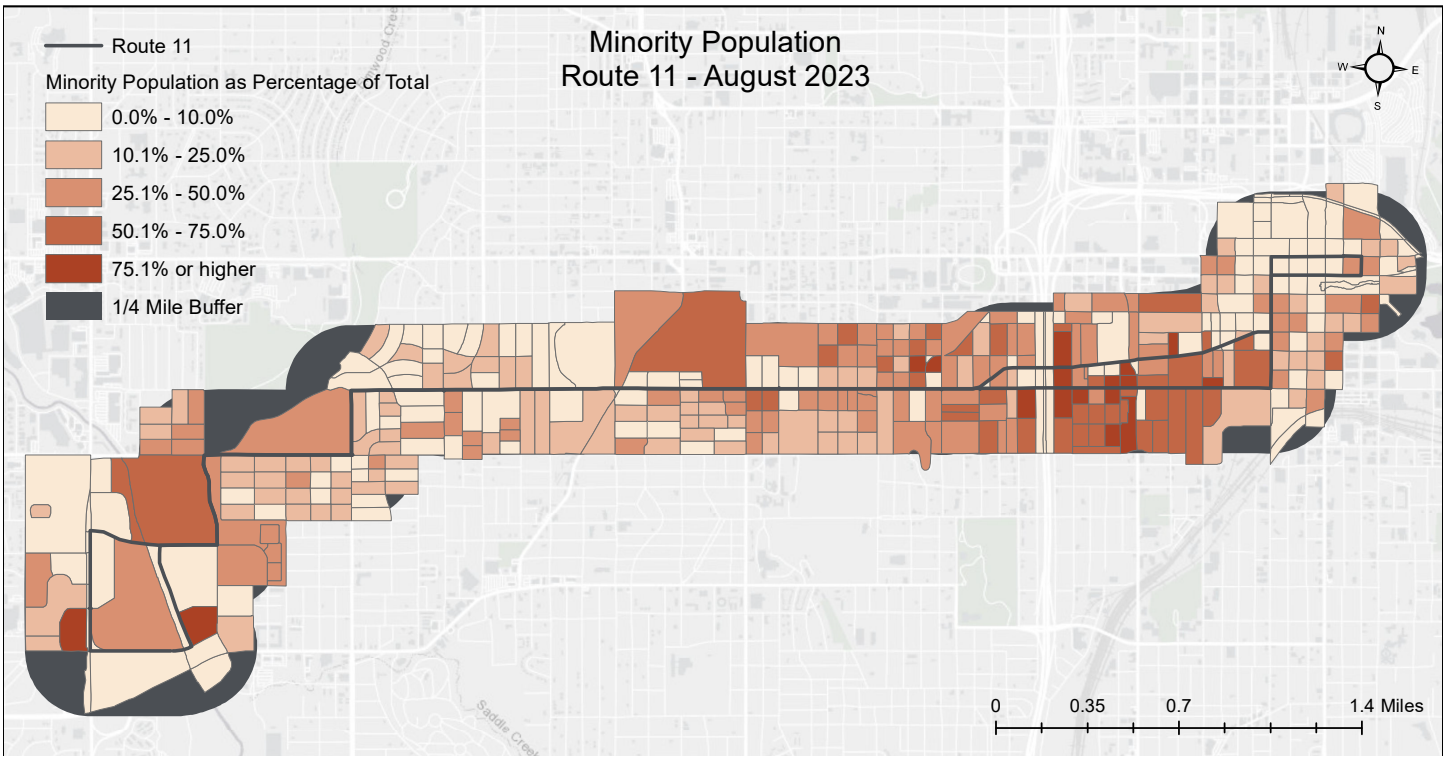
Figure 1.3

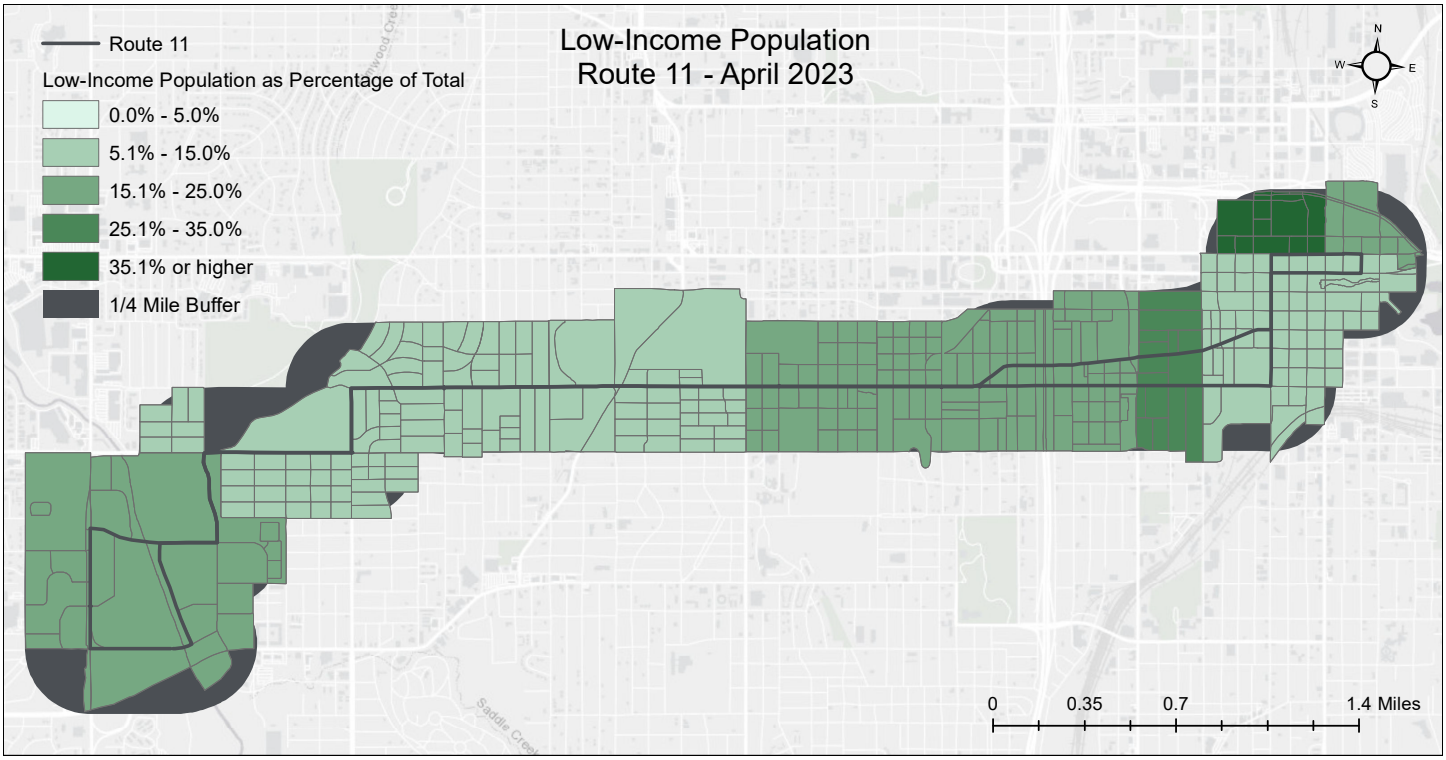
	Type of Change	Total Population	Non-Low-Income Population	Percentage Non-Low-Income	Low-Income Population	Percentage Low-Income
Additional Trips	Interline	21,243	17,808	83.83%	3,435	16.17%

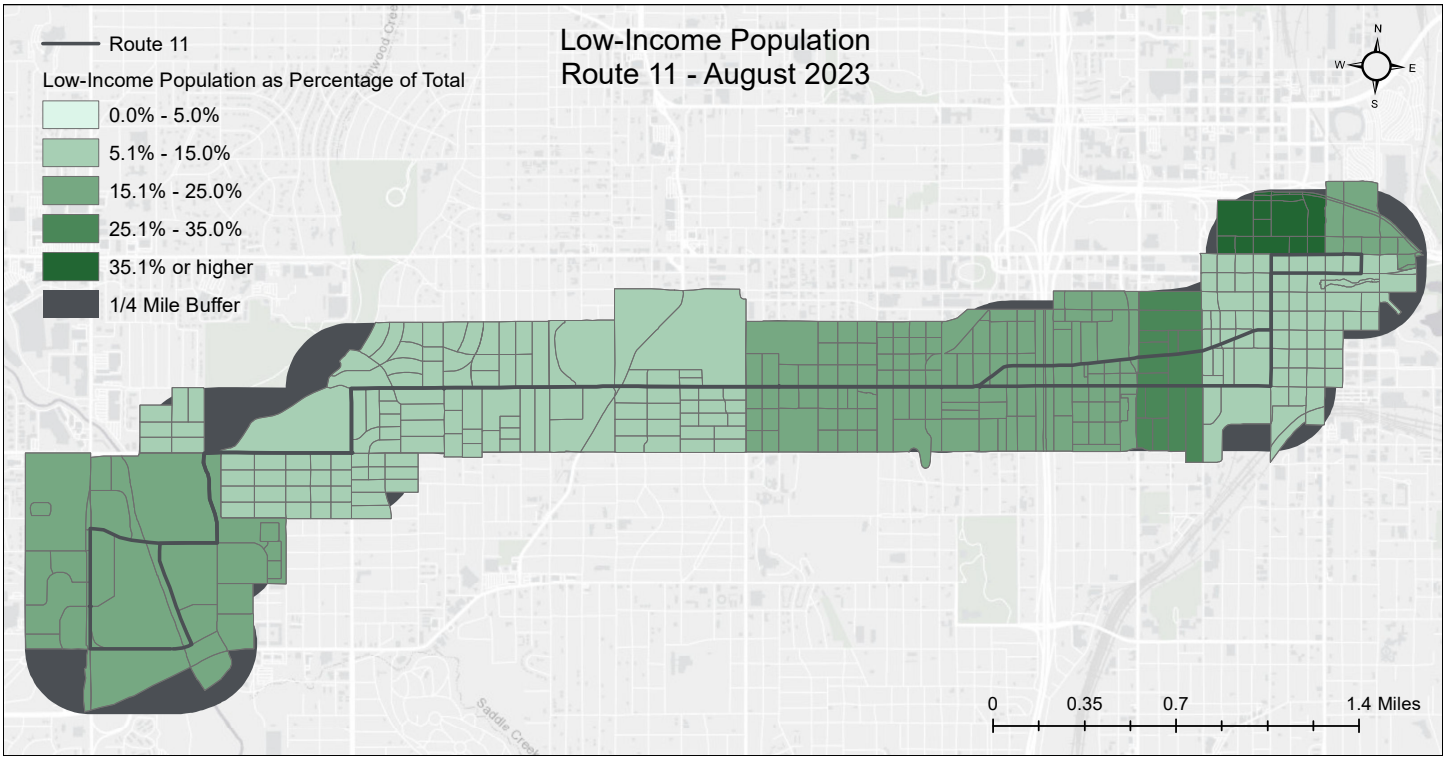
Figure 1.4

		Minority			Low-Income		
	Type of Change	% of Minority Along Route	% of Minority In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area	% Low-Income Along Route	% Low-Income In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area
Additional Trips	Interline	33.72%	35.36%	-1.64%	16.17%	11.86%	4.31%


Minority Population
Route 11 - April 2023
Route 11
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Buffer
N
W
E
S
0
0.35
0.7
1.4 Miles


Minority Population
Route 11 - August 2023
Route 11
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Buffer
N
W
E
S
0
0.35
0.7
1.4 Miles


Low-Income Population
Route 11 - April 2023
Route 11
Low-Income Population as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Buffer
N
W
E
S
0
0.35
0.7
1.4 Miles


Low-Income Population
Route 11 - August 2023
Route 11
Low-Income Population as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Buffer
N
W
E
S
0
0.35
0.7
1.4 Miles

Route 15

Proposal

- Additional evening trip from Aksarben Transit Center to Downtown

Demographic Analysis

Minority Population

The minority population calculation compares the percentage of affected minorities within a quarter mile of existing Route 15 to Metro's existing Service Area minority population of 35.36%. *Refer to Figures 1.1 and 1.2.*

Low-Income Population

The low-income population calculation compares the percentage of affected low-income individuals within a quarter mile of existing Route 15 alignment to Metro's existing Service Area low-income population of 11.86%. *Refer to Figures 1.1 and 1.3.*

Figure 1.1

	Total Population	Percentage Minority	Percentage Low-Income
Metro Service Area	477,942	35.36%	11.86%
Existing Route 15	27,775	29.19%	13.16%

Figure 1.2

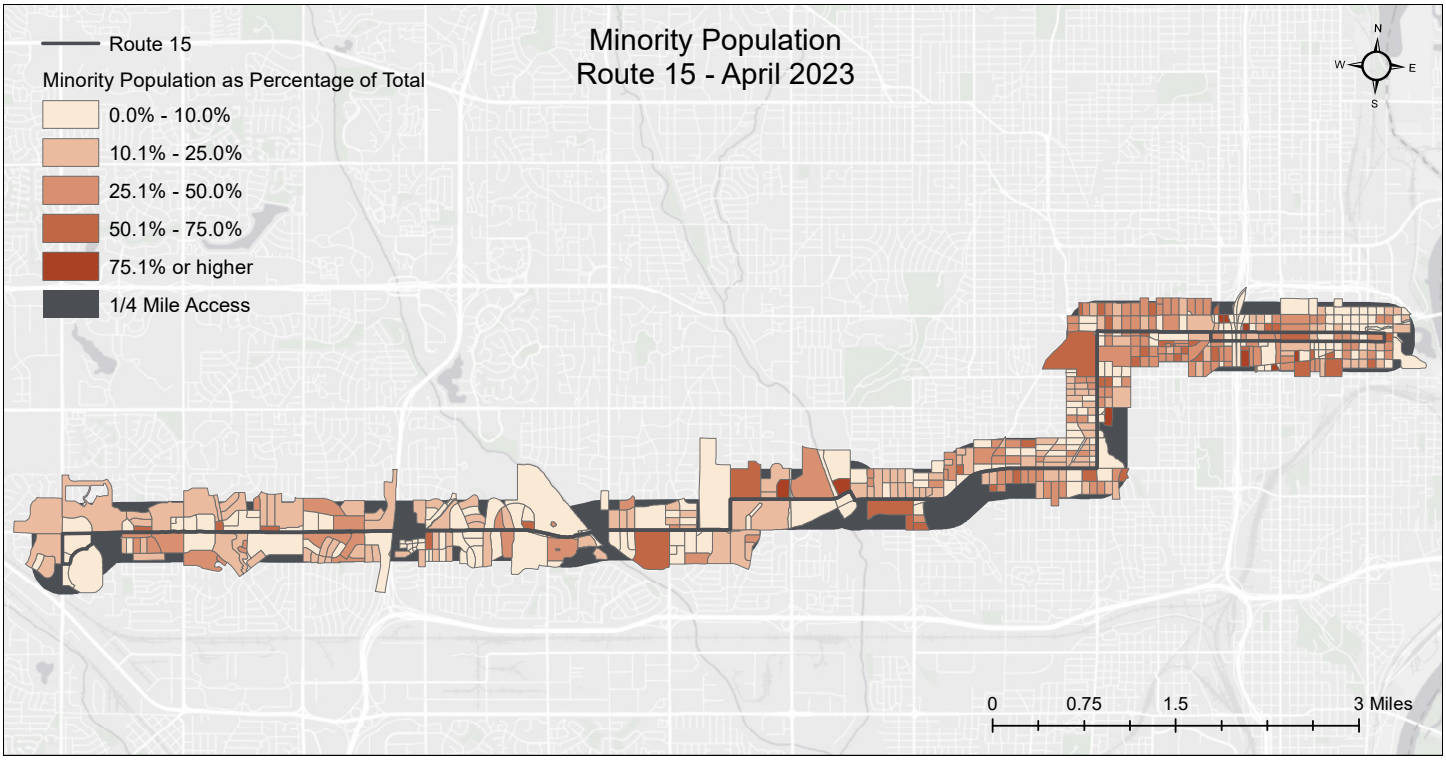
	Type of Change	Total Population	Non-Minority Population	Percentage Non-Minority	Minority Population	Percentage Minority
Frequency	Additional trip	27,775	19,667	70.81%	8,108	29.19%

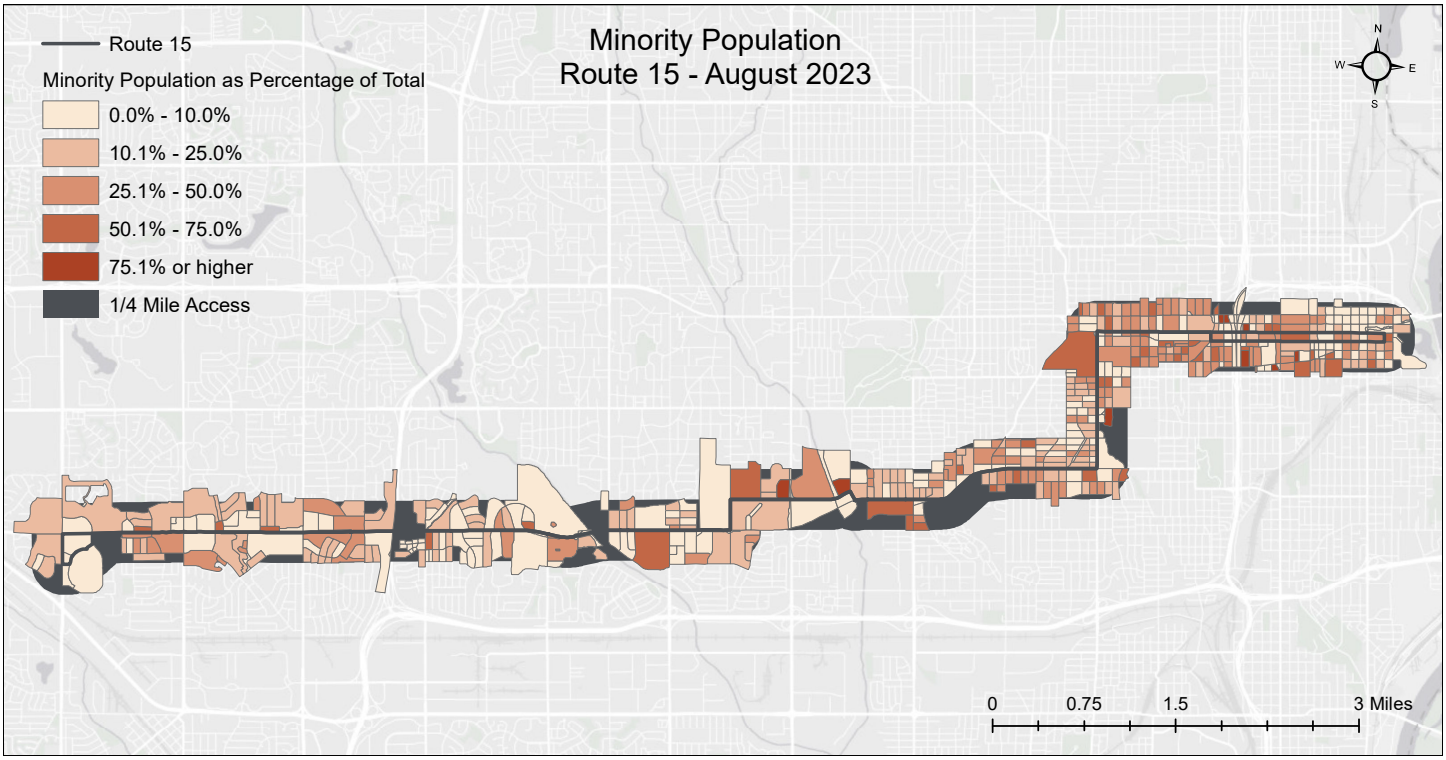
Figure 1.3

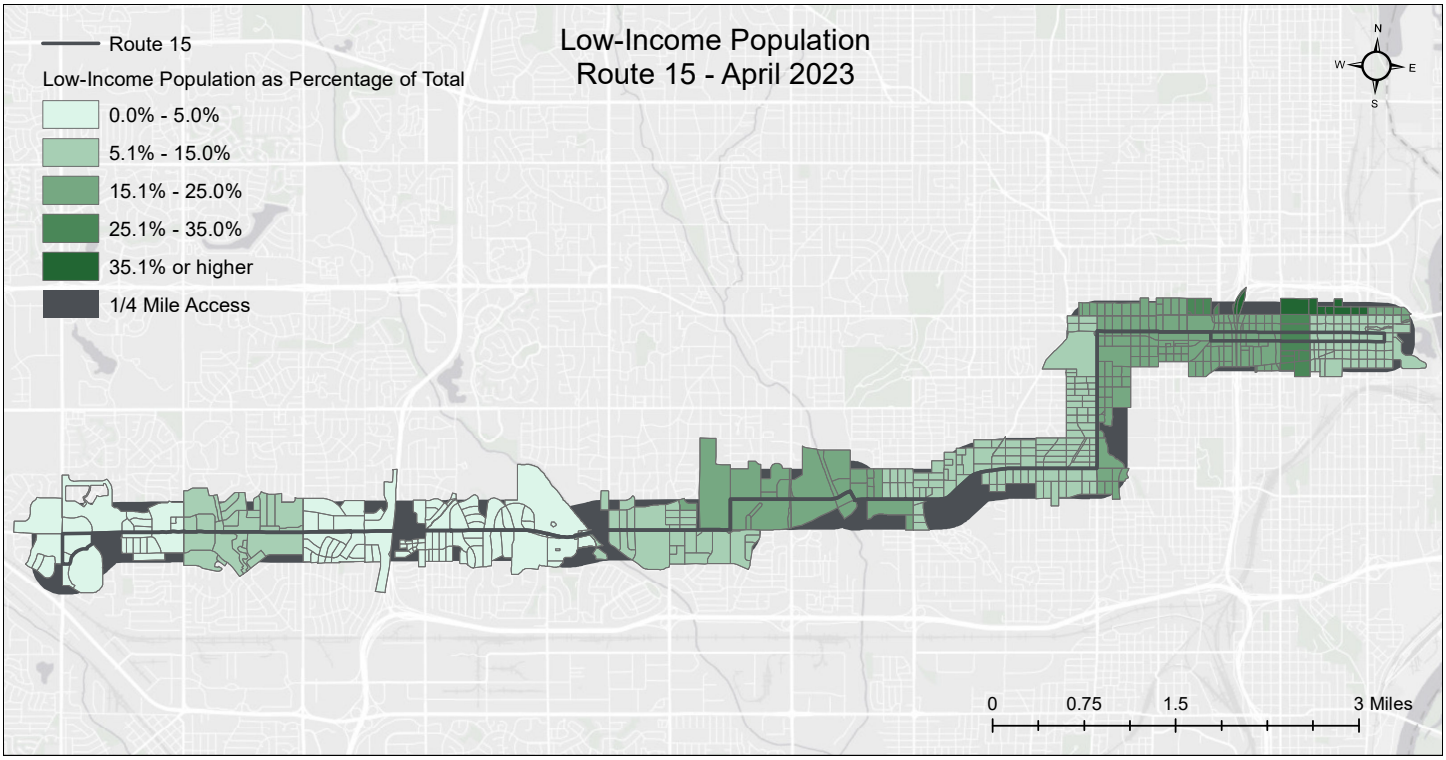
	Type of Change	Total Population	Non-Low-Income Population	Percentage Non-Low-Income	Low-Income Population	Percentage Low-Income
Frequency	Additional trip	27,775	24,169	86.84%	3,606	13.16%

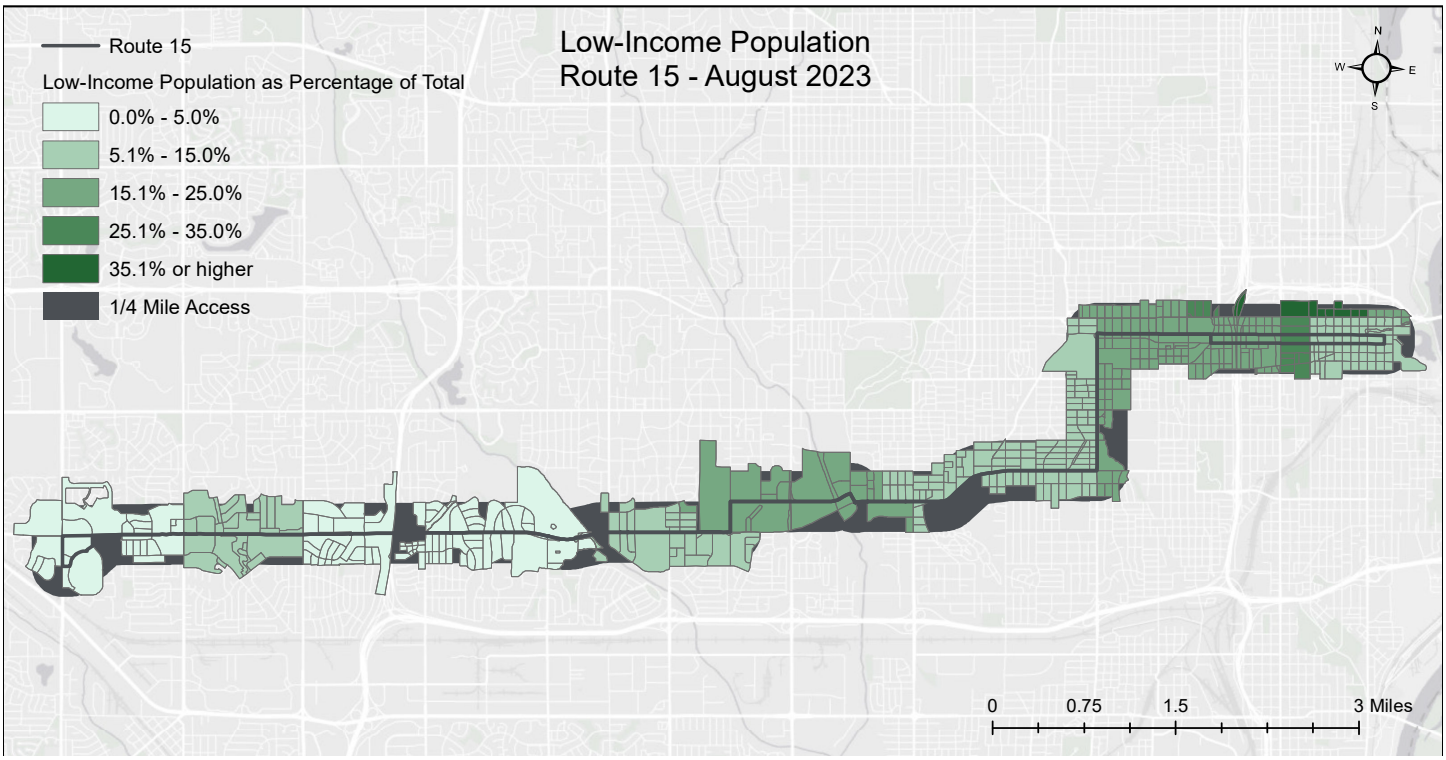
Figure 1.4

		Minority			Low-Income		
	Type of Change	% of Minority Along Route	% of Minority In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area	% Low-Income Along Route	% Low-Income In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area
Frequency	Additional trip	29.19%	35.36%	-6.17%	13.16%	11.86%	1.30%


Minority Population
Route 15 - April 2023
Route 15
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Access
N
W
E
S
0
0.75
1.5
3 Miles


Minority Population
Route 15 - August 2023
Route 15
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Access
N
W
E
S
0
0.75
1.5
3 Miles


Low-Income Population
Route 15 - April 2023
Route 15
Low-Income Population as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Access
N
W
E
S
0
0.75
1.5
3 Miles


Low-Income Population
Route 15 - August 2023
Route 15
Low-Income Population as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Access
N
W
E
S
0
0.75
1.5
3 Miles

Route 16

Proposal

- Extended service (Peak Service Weekdays)

Demographic Analysis

Minority Population

The minority population calculation compares the percentage of affected minorities within a quarter mile of existing Route 16 to Metro's existing Service Area minority population of 35.36%. *Refer to Figures 1.1 and 1.2.*

Low-Income Population

The low-income population calculation compares the percentage of affected low-income individuals within a quarter mile of existing Route 16 alignment to Metro's existing Service Area low-income population of 11.86%. *Refer to Figures 1.1 and 1.3.*

Figure 1.1

	Total Population	Percentage Minority	Percentage Low-Income
Metro Service Area	477,942	35.36%	11.86%
Existing Route 16	6,849	52.29%	25.39%

Figure 1.2

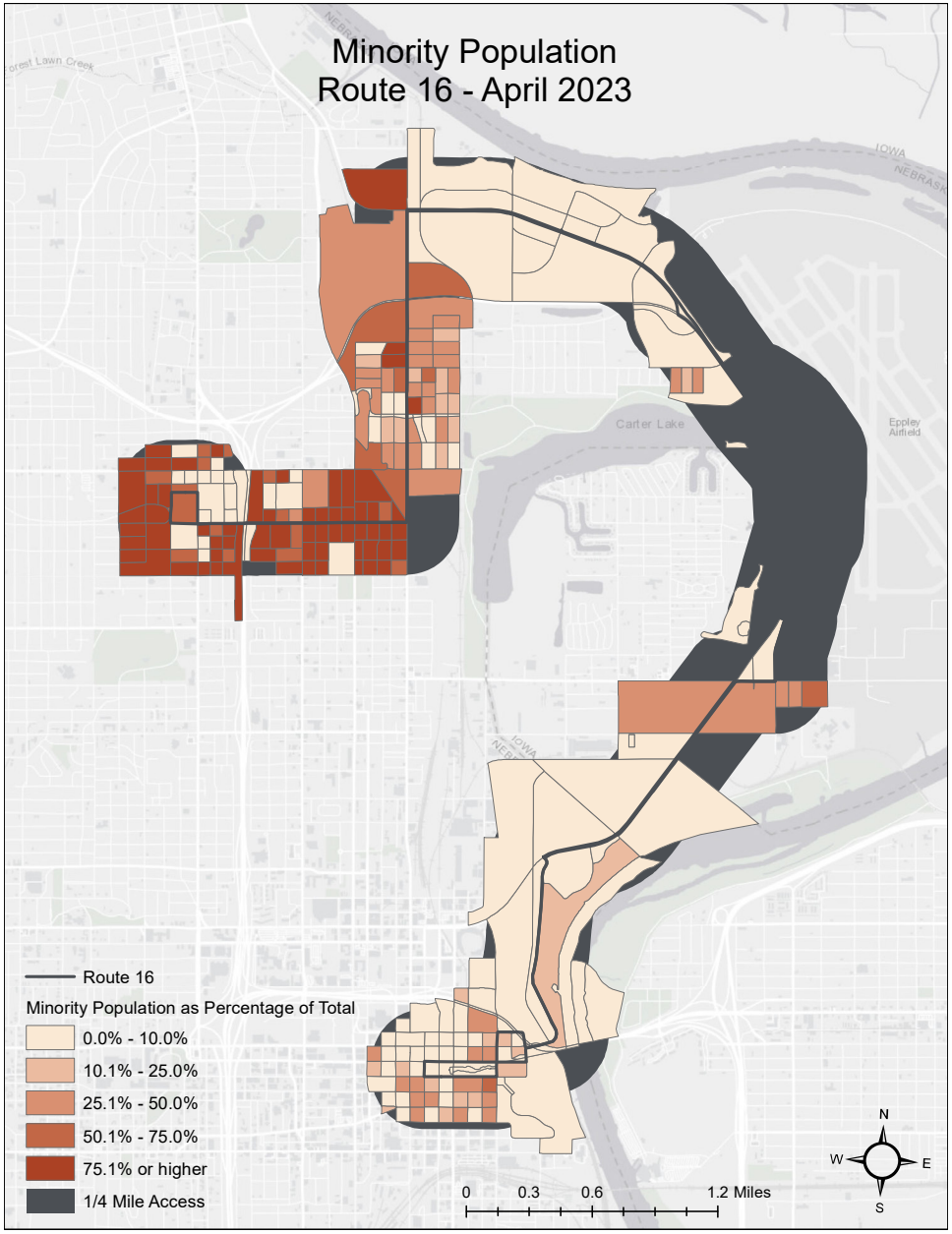
	Type of Change	Total Population	Non-Minority Population	Percentage Non-Minority	Minority Population	Percentage Minority
Frequency	Extended service	6,849	3,275	47.82%	3,581	52.29%

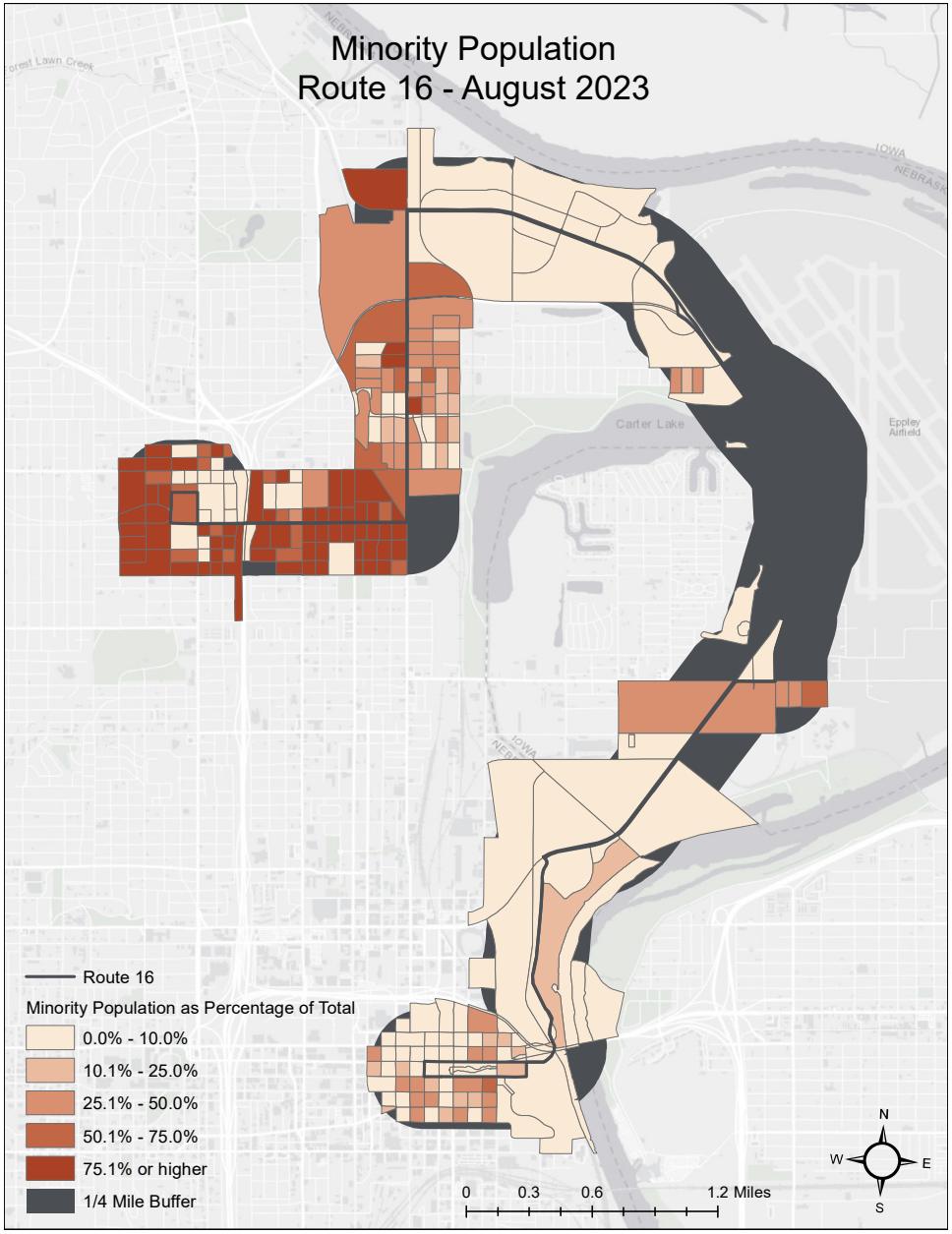
Figure 1.3

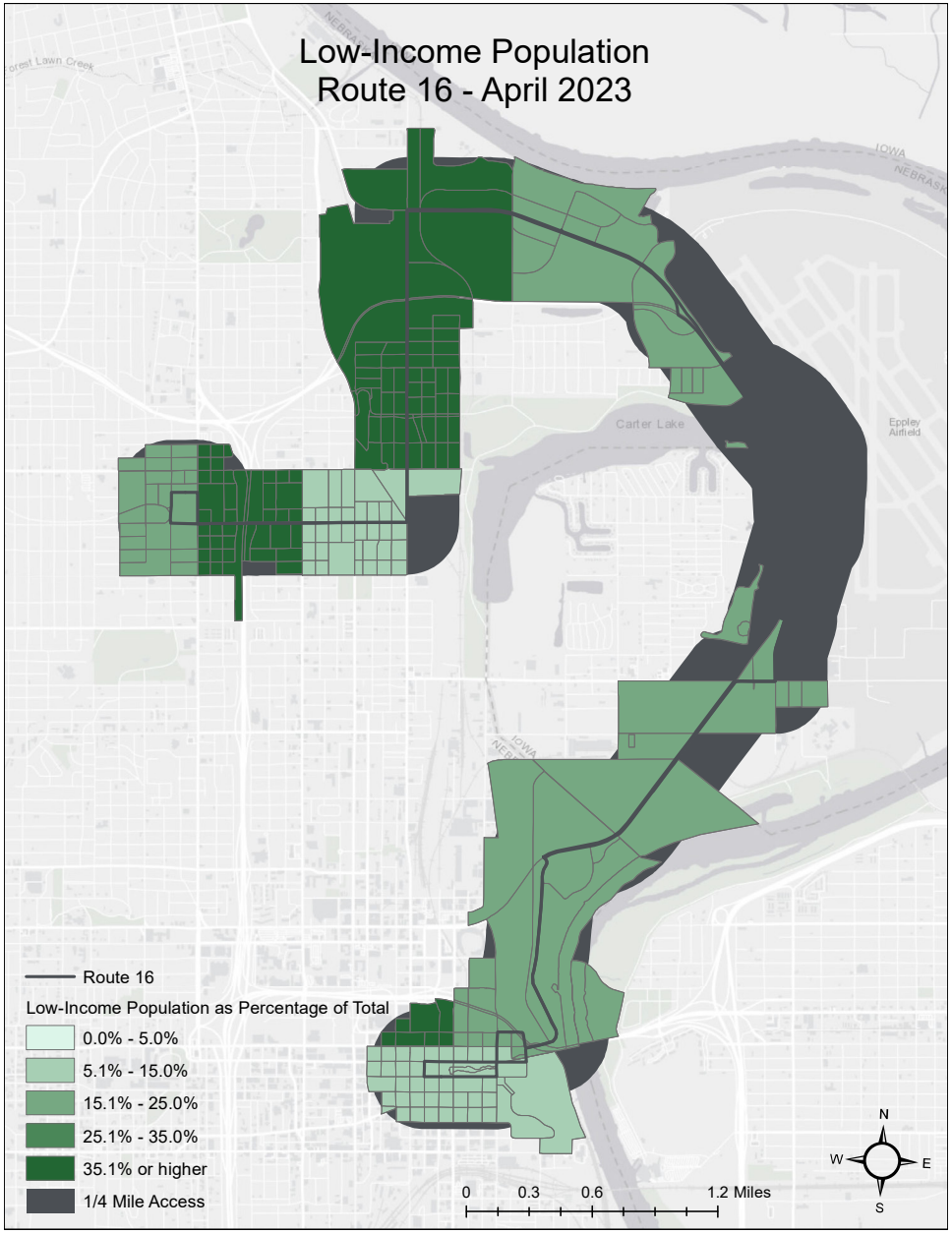
	Type of Change	Total Population	Non-Low-Income Population	Percentage Non-Low-Income	Low-Income Population	Percentage Low-Income
Frequency	Extended service	6,849	5,110	74.61%	1,739	25.39%

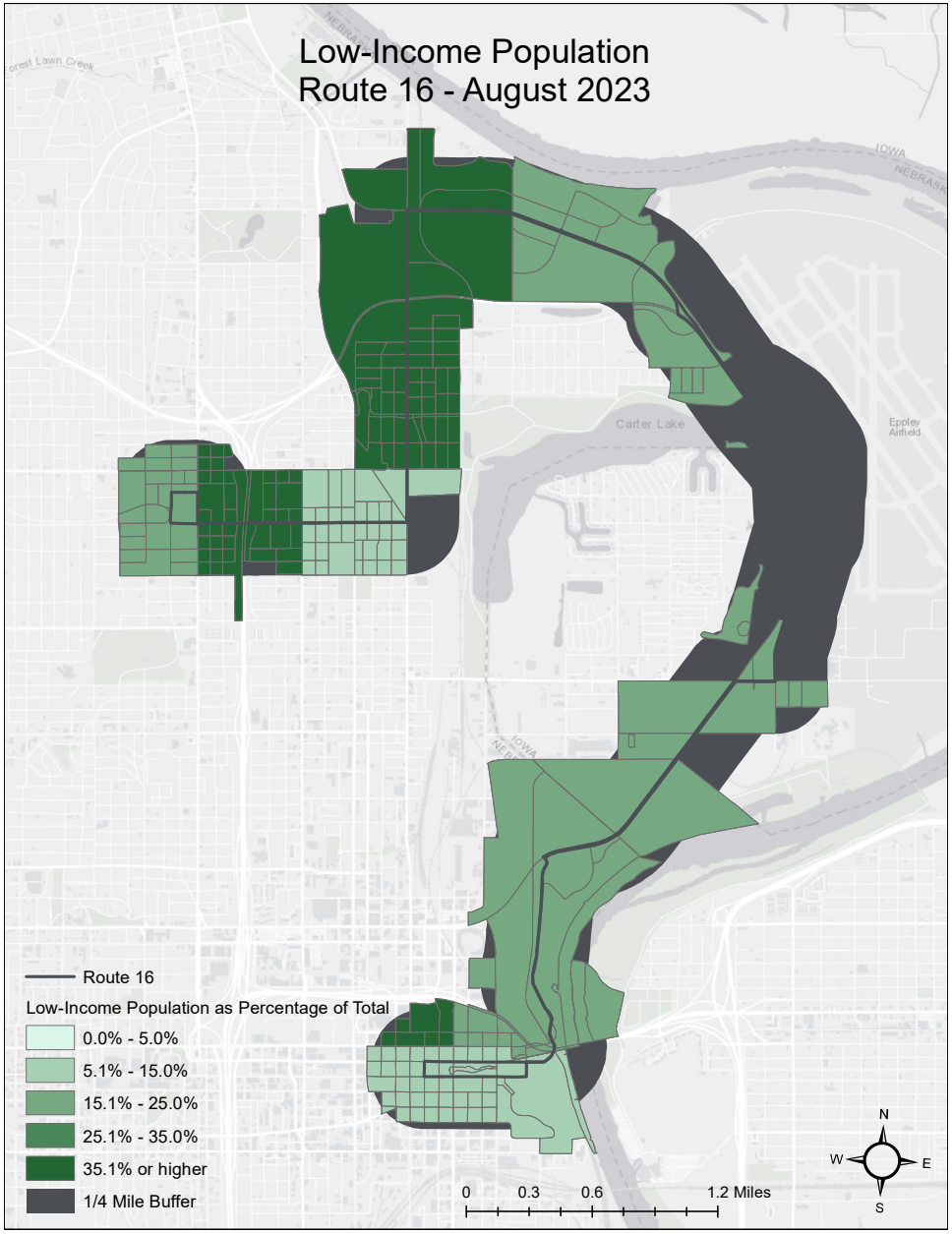
Figure 1.4

		Minority			Low-Income		
	Type of Change	% of Minority Along Route	% of Minority In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area	% Low-Income Along Route	% Low-Income In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area
Frequency	Extended service	52.29%	35.36%	16.93%	25.39%	11.86%	13.53%


Minority Population
Route 16 - April 2023
Carter Lake
Eppley Airfield
IOWA
NEBRASKA
Route 16
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Access
0
0.3
0.6
1.2 Miles
N
W
E
S


Minority Population
Route 16 - August 2023
Carter Lake
Eppley Airfield
IOWA
NEBRASKA
Route 16
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Buffer
0
0.3
0.6
1.2 Miles
N
W
E
S


Low-Income Population
Route 16 - April 2023
Carter Lake
Eppley Airfield
IOWA
NEBRASKA
Route 16
Low-Income Population as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Access
0
0.3
0.6
1.2 Miles
N
W
E
S


Low-Income Population
Route 16 - August 2023
Carter Lake
Eppley Airfield
IOWA
NEBRASKA
Route 16
Low-Income Population as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Buffer
0
0.3
0.6
1.2 Miles
N
W
E
S

Route 24

Proposal

- Timepoint adjustments

Demographic Analysis

Minority Population

The minority population calculation compares the percentage of affected minorities within a quarter mile of existing Route 24 to Metro's existing Service Area minority population of 35.36%. *Refer to Figures 1.1 and 1.2.*

Low-Income Population

The low-income population calculation compares the percentage of affected low-income individuals within a quarter mile of existing Route 24 alignment to Metro's existing Service Area low-income population of 11.86%. *Refer to Figures 1.1 and 1.3.*

Figure 1.1

	Total Population	Percentage Minority	Percentage Low-Income
Metro Service Area	477,942	35.36%	11.86%
Existing Route 24	27,571	67.62%	27.38%

Figure 1.2

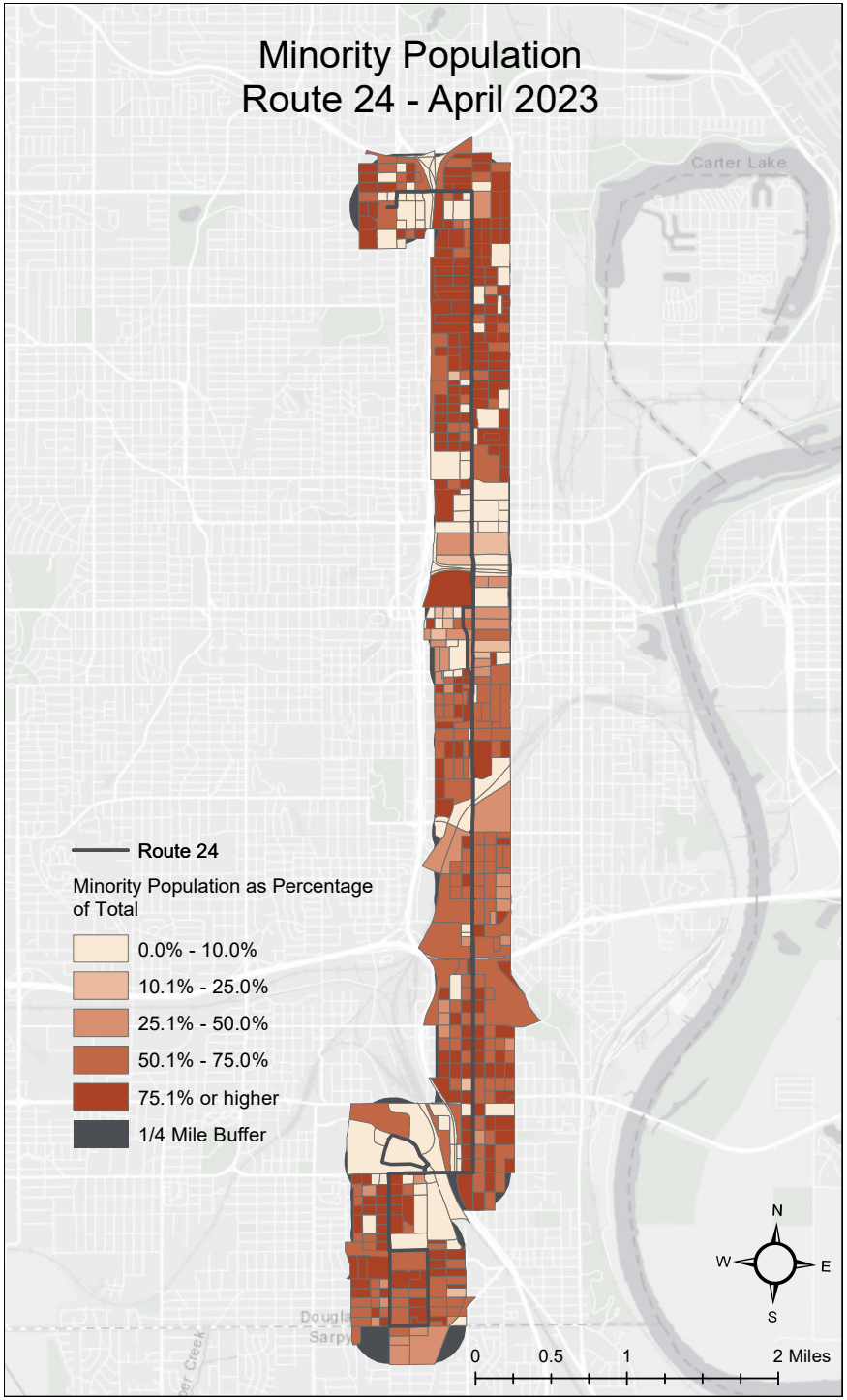
	Type of Change	Total Population	Non-Minority Population	Percentage Non-Minority	Minority Population	Percentage Minority
Frequency	Timepoint adjustments	27,571	8,928	32.38%	18,643	67.62%

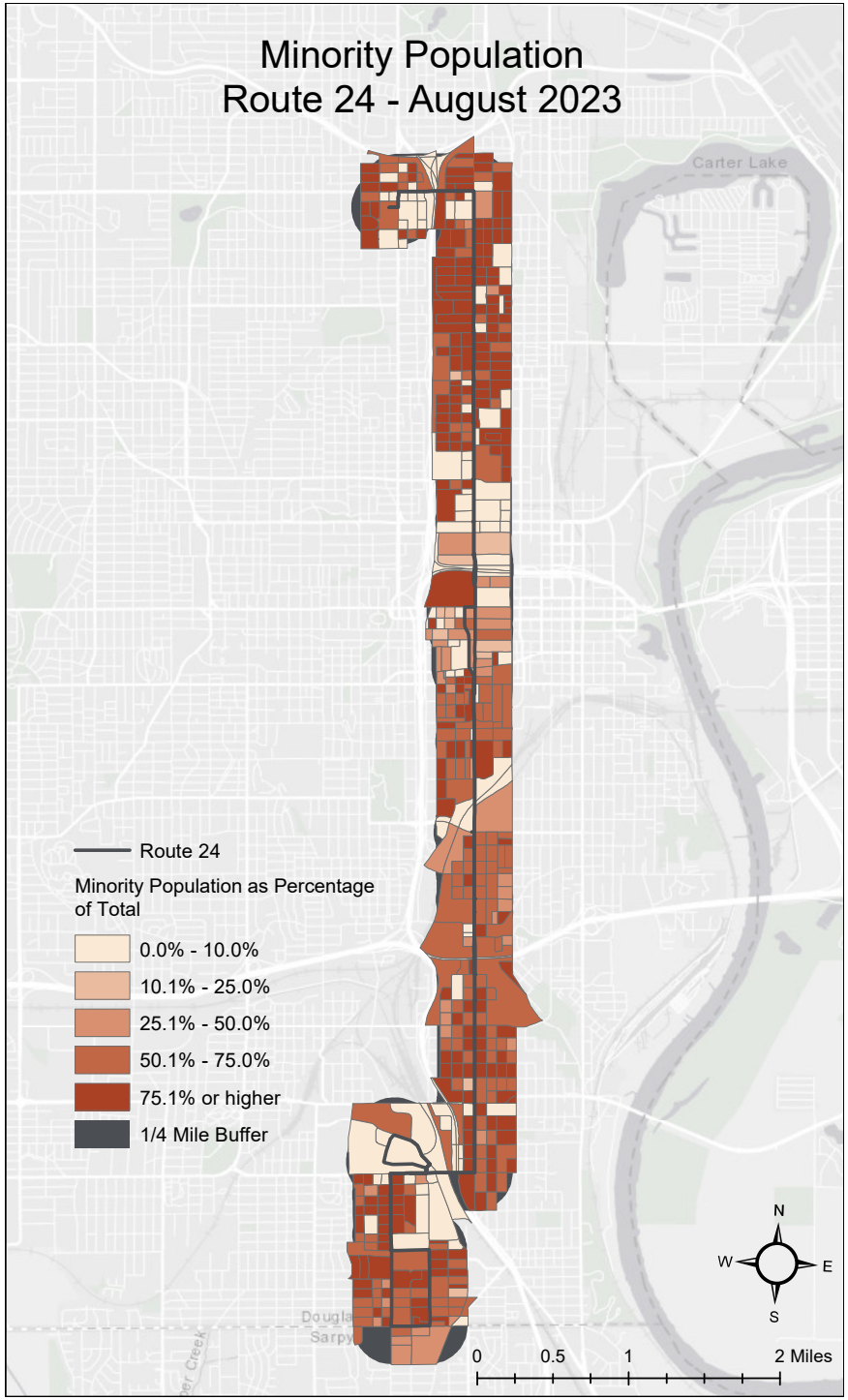
Figure 1.3

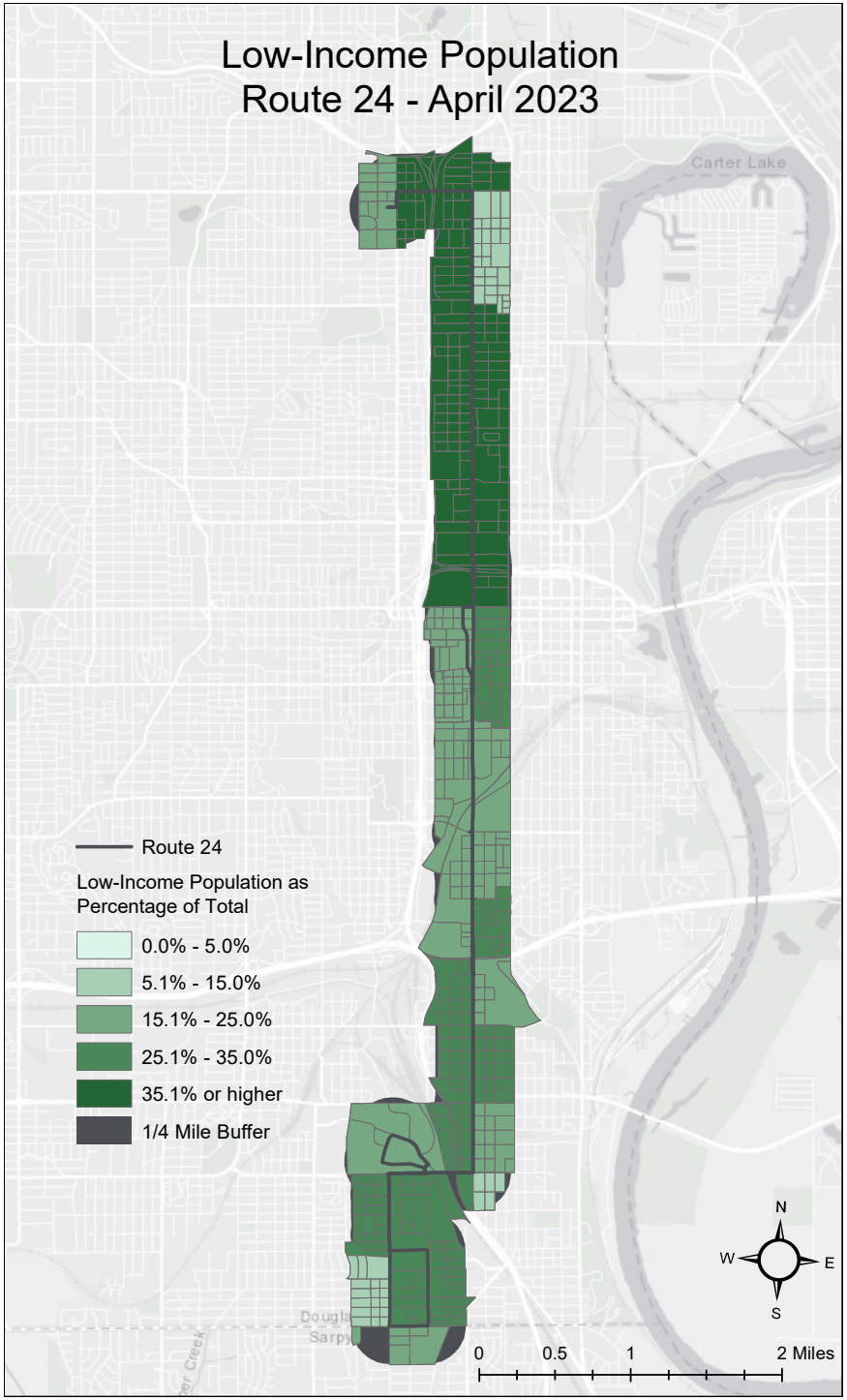
	Type of Change	Total Population	Non-Low-Income Population	Percentage Non-Low-Income	Low-Income Population	Percentage Low-Income
Frequency	Timepoint adjustments	27,571	20,017	72.62%	7,554	27.38%

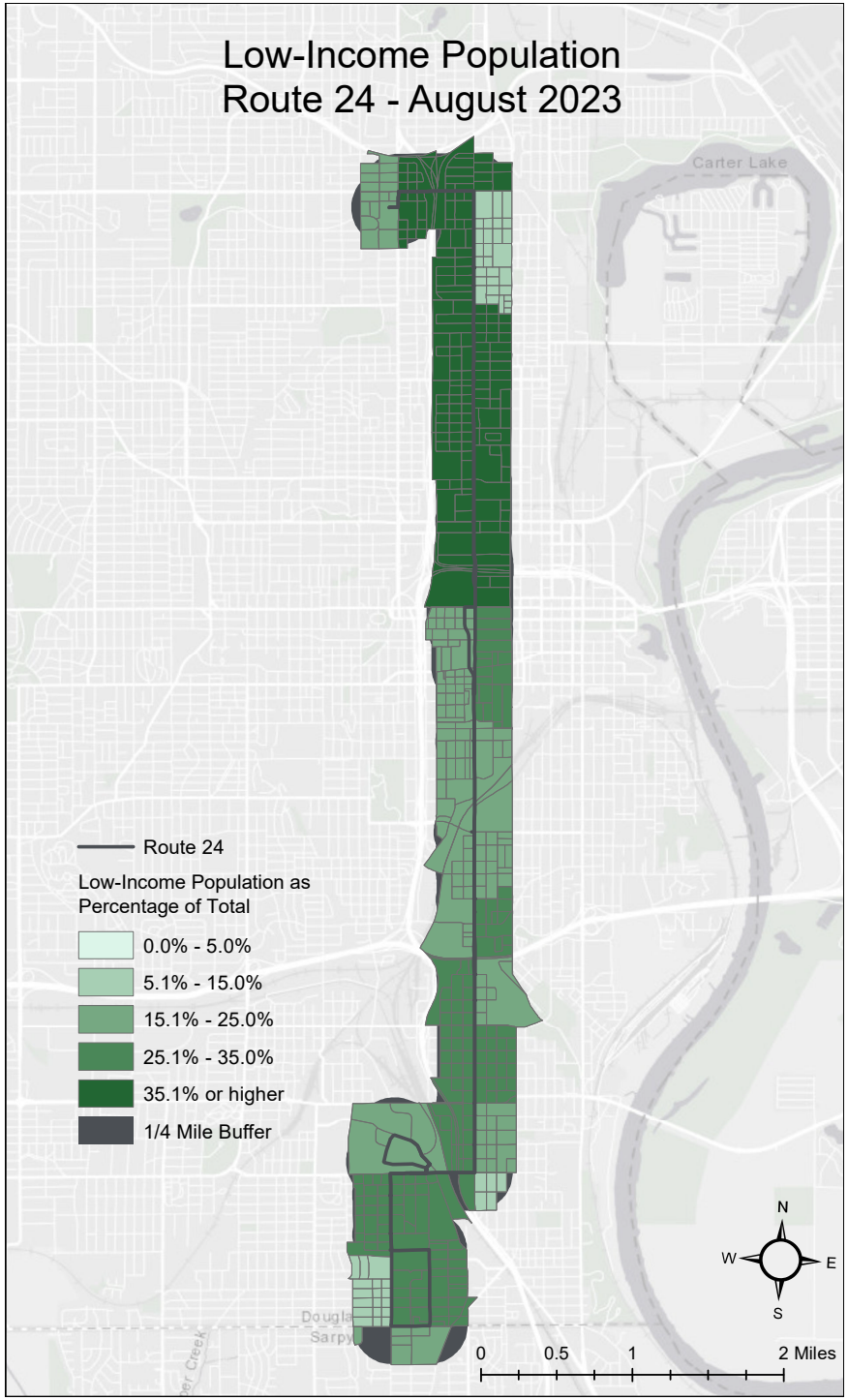
Figure 1.4

		Minority			Low-Income		
	Type of Change	% of Minority Along Route	% of Minority In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area	% Low-Income Along Route	% Low-Income In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area
Frequency	Timepoint adjustments	67.62%	35.36%	32.26%	27.38%	11.86%	15.52%


Minority Population
Route 24 - April 2023
Carter Lake
Route 24
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Buffer
N
W
E
S
0
0.5
1
2 Miles


Minority Population
Route 24 - August 2023
Carter Lake
Route 24
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Buffer
N
W
E
S
0
0.5
1
2 Miles


Low-Income Population
Route 24 - April 2023
Carter Lake
Route 24
Low-Income Population as
Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Buffer
N
W
E
S
0
0.5
1
2 Miles


Low-Income Population
Route 24 - August 2023
Carter Lake
Route 24
Low-Income Population as
Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Buffer
N
W
E
S
0
0.5
1
2 Miles

Route 30

Proposal

- Mid-day interline with Route 11 (Weekdays)

Demographic Analysis

Minority Population

The minority population calculation compares the percentage of affected minorities within a quarter mile of existing Route 30 to Metro's existing Service Area minority population of 35.36%. *Refer to Figures 1.1 and 1.2.*

Low-Income Population

The low-income population calculation compares the percentage of affected low-income individuals within a quarter mile of existing Route 30 alignment to Metro's existing Service Area low-income population of 11.86%. *Refer to Figures 1.1 and 1.3.*

Figure 1.1

	Total Population	Percentage Minority	Percentage Low-Income
Metro Service Area	477,942	35.36%	11.86%
Existing Route 30	21,441	50.49%	24.22%

Figure 1.2

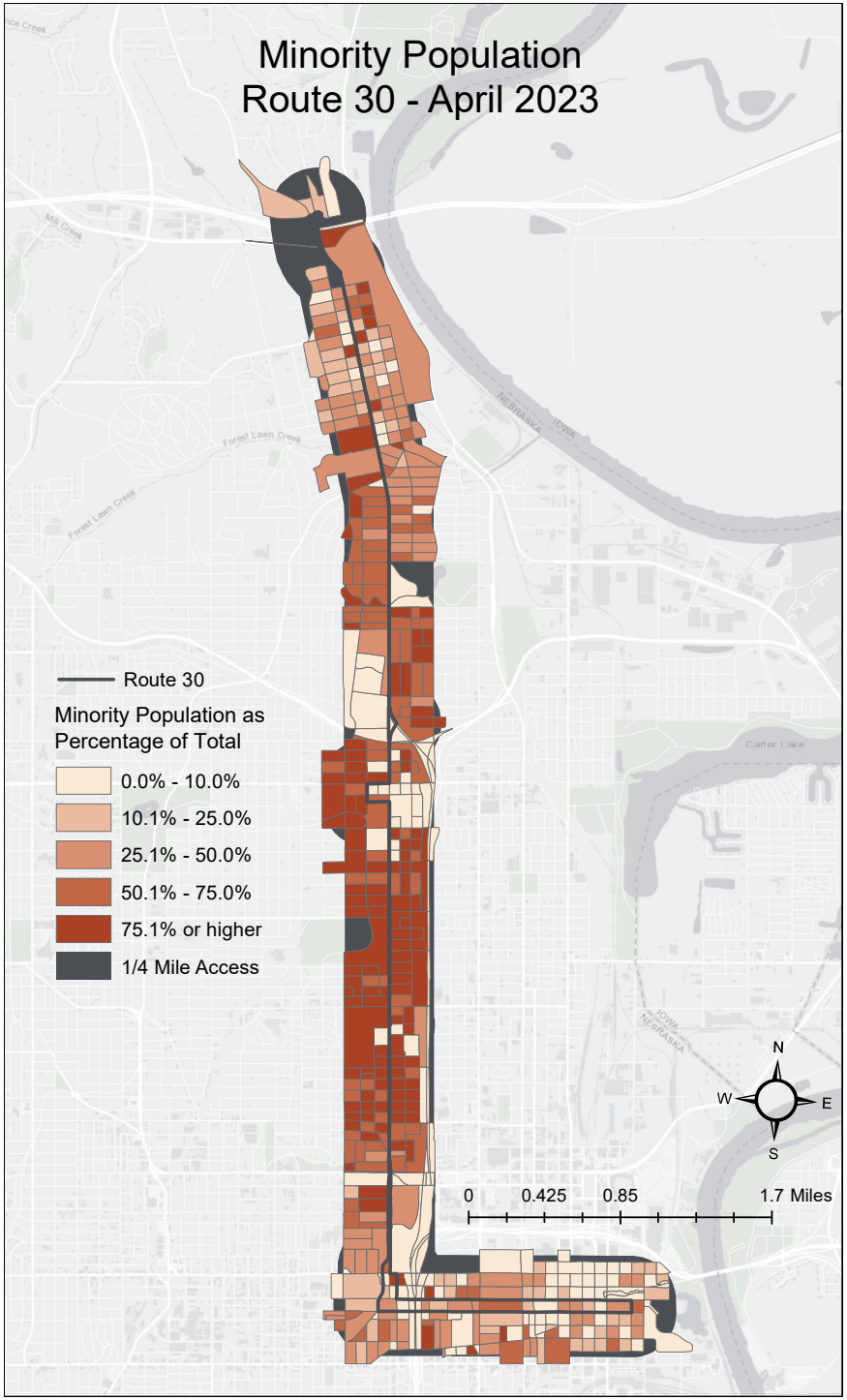
	Type of Change	Total Population	Non-Minority Population	Percentage Non-Minority	Minority Population	Percentage Minority
Frequency	Interline	21,441	10,616	49.51%	10,825	50.49%

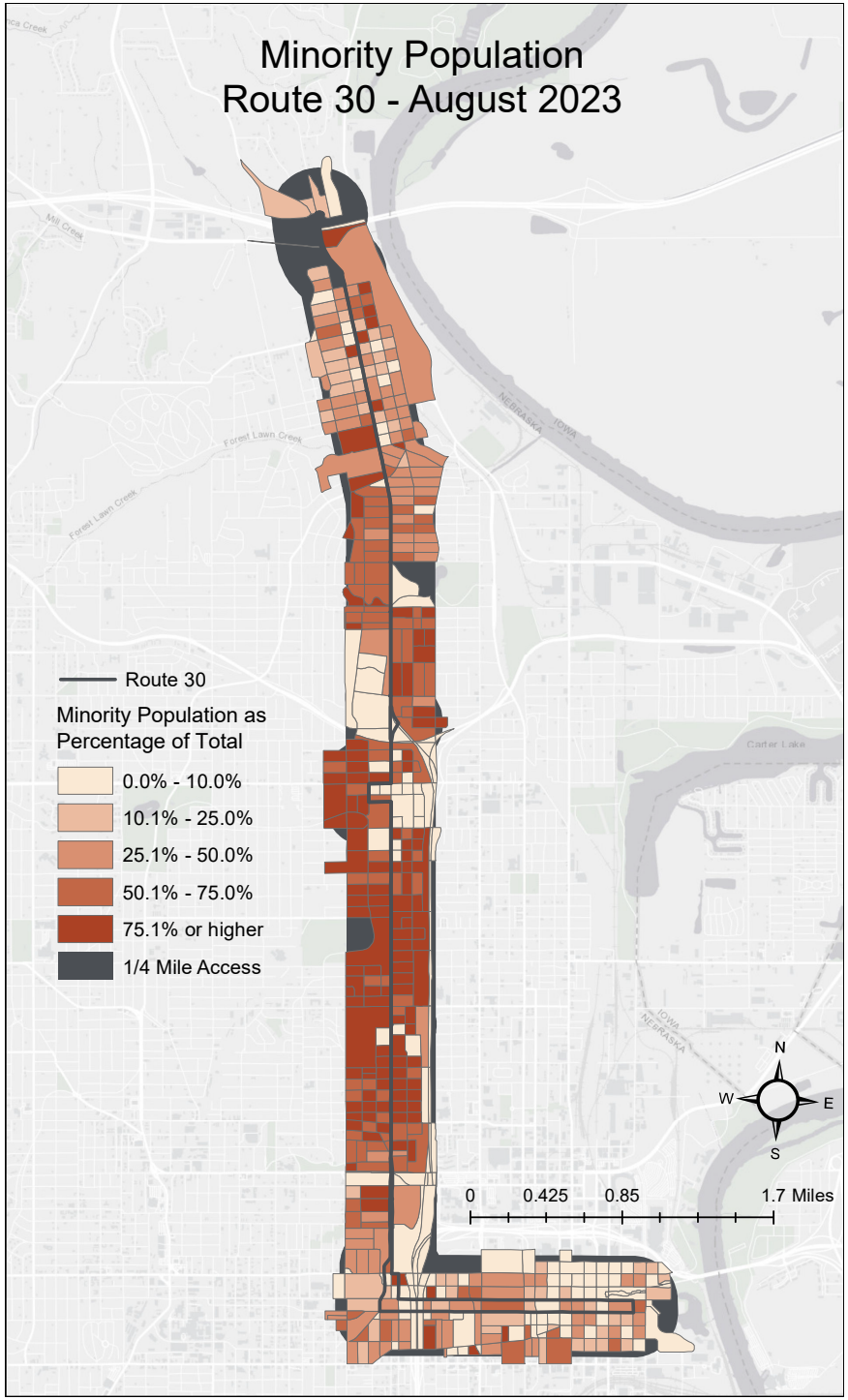
Figure 1.3

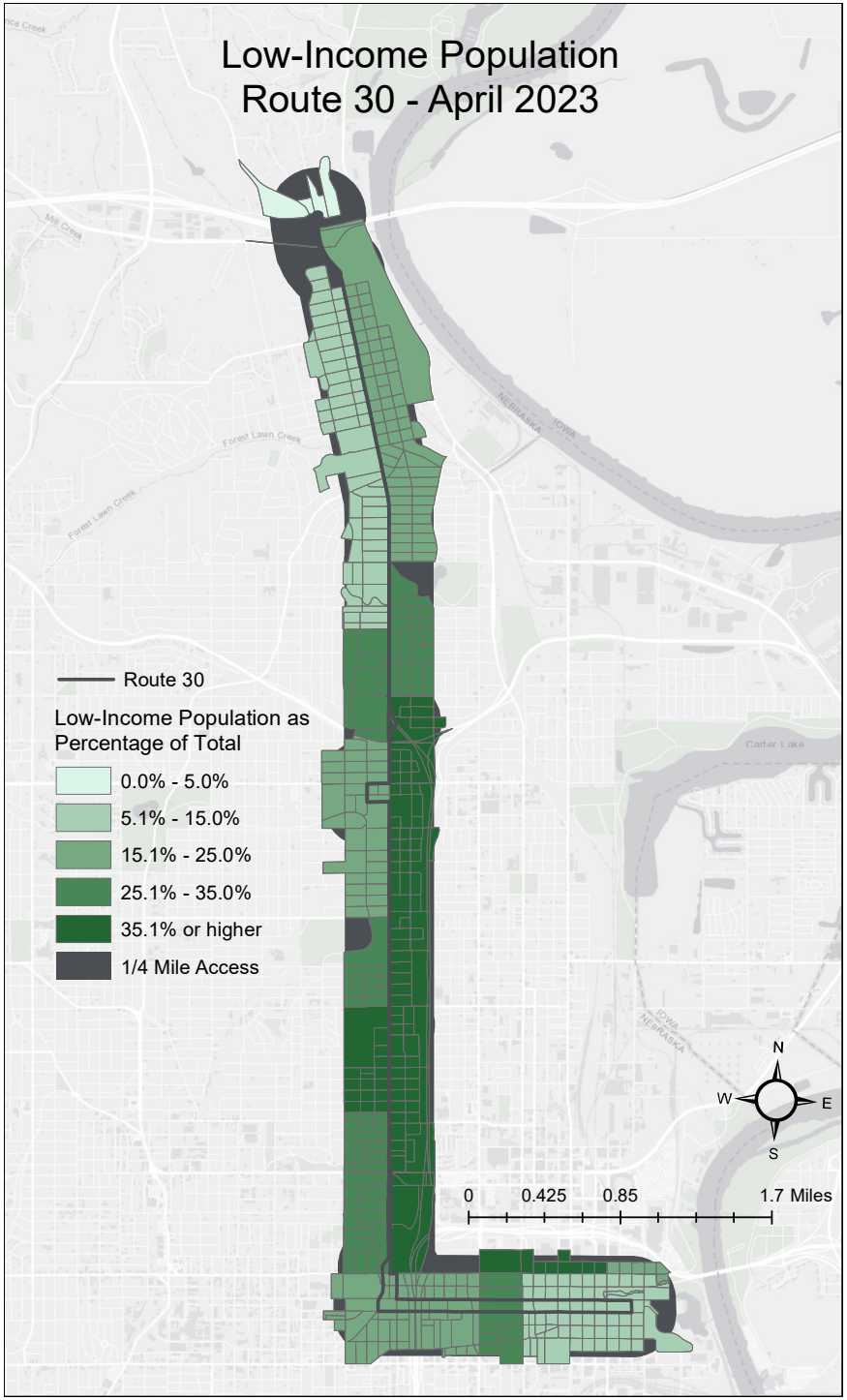
	Type of Change	Total Population	Non-Low-Income Population	Percentage Non-Low-Income	Low-Income Population	Percentage Low-Income
Frequency	Interline	21,441	16,247	75.78%	5,194	24.22%

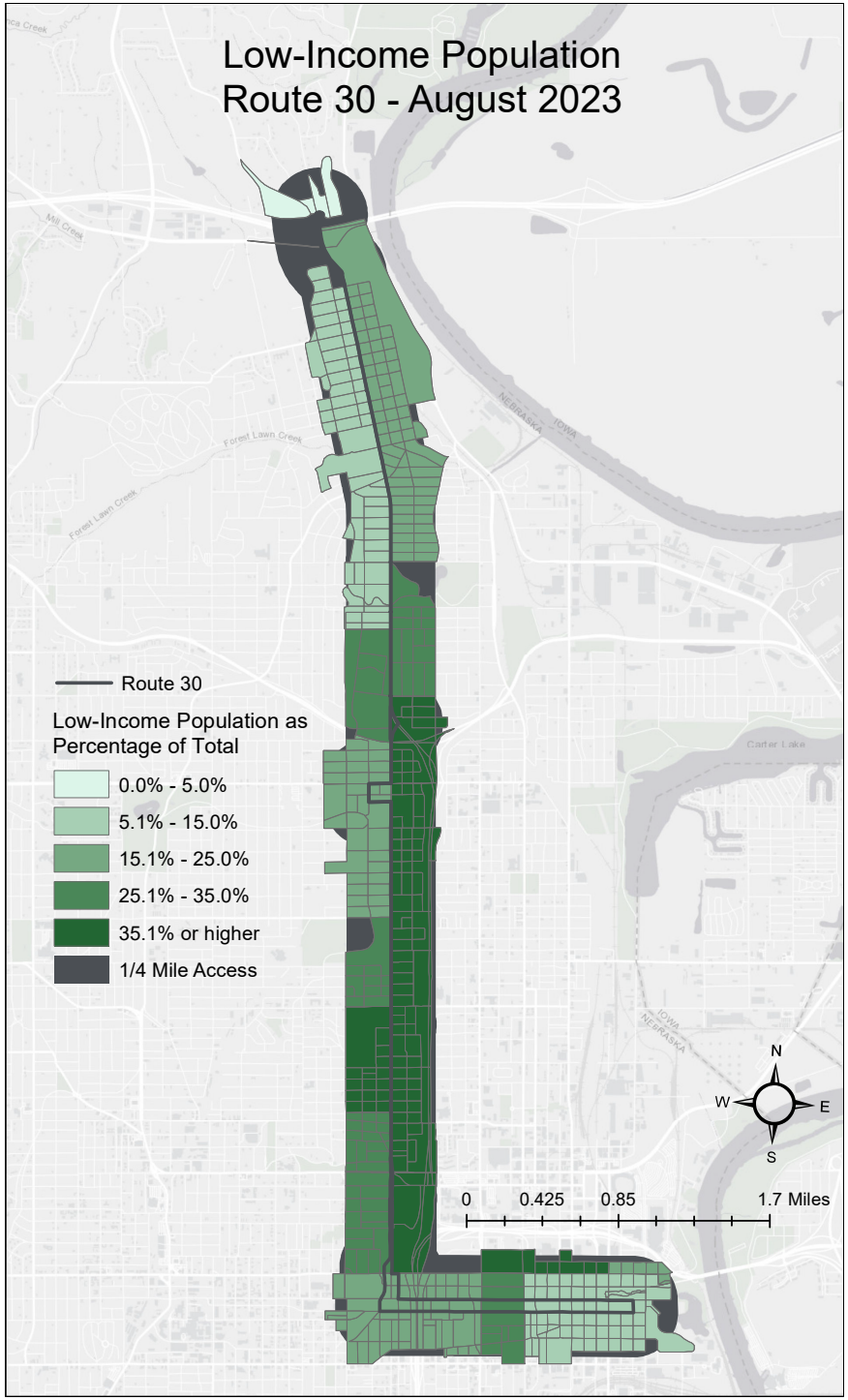
Figure 1.4

		Minority			Low-Income		
	Type of Change	% of Minority Along Route	% of Minority In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area	% Low-Income Along Route	% Low-Income In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area
Frequency	Interline	50.49%	35.36%	15.13%	24.22%	11.86%	12.36%


Minority Population
Route 30 - April 2023
Route 30
Minority Population as
Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Access
N
W
E
S
0
0.425
0.85
1.7 Miles


Minority Population
Route 30 - August 2023
Route 30
Minority Population as
Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Access
N
W
E
S
0
0.425
0.85
1.7 Miles


Low-Income Population
Route 30 - April 2023
Route 30
Low-Income Population as
Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Access
N
W
E
S
0
0.425
0.85
1.7 Miles


Low-Income Population
Route 30 - August 2023
Route 30
Low-Income Population as
Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Access
N
W
E
S
0
0.425
0.85
1.7 Miles

Route 55

Proposal

- Decrease of last evening trip from Aksarben Transit Center to garage

Demographic Analysis

Minority Population

The minority population calculation compares the percentage of affected minorities within a quarter mile of existing Route 55 to Metro's existing Service Area minority population of 35.36%. *Refer to Figures 1.1 and 1.2.*

Low-Income Population

The low-income population calculation compares the percentage of affected low-income individuals within a quarter mile of existing Route 55 alignment to Metro's existing Service Area low-income population of 11.86%. *Refer to Figures 1.1 and 1.3.*

Figure 1.1

	Total Population	Percentage Minority	Percentage Low-Income
Metro Service Area	477,942	35.36%	11.86%
Existing Route 55	13,207	31.78%	7.64%

Figure 1.2

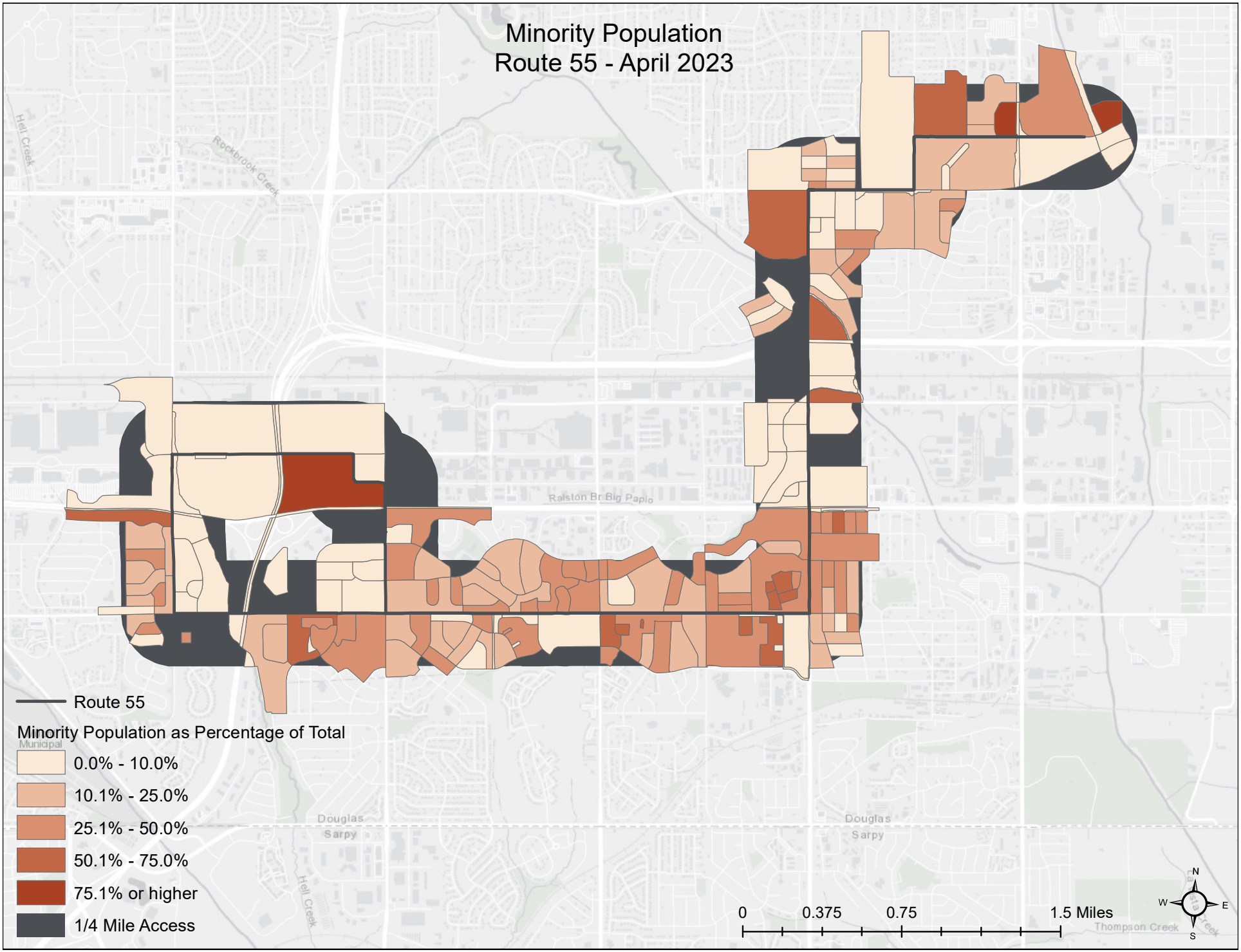
	Type of Change	Total Population	Non-Minority Population	Percentage Non-Minority	Minority Population	Percentage Minority
Frequency	Decreased trip	13,207	9,010	68.22%	4,197	31.78%

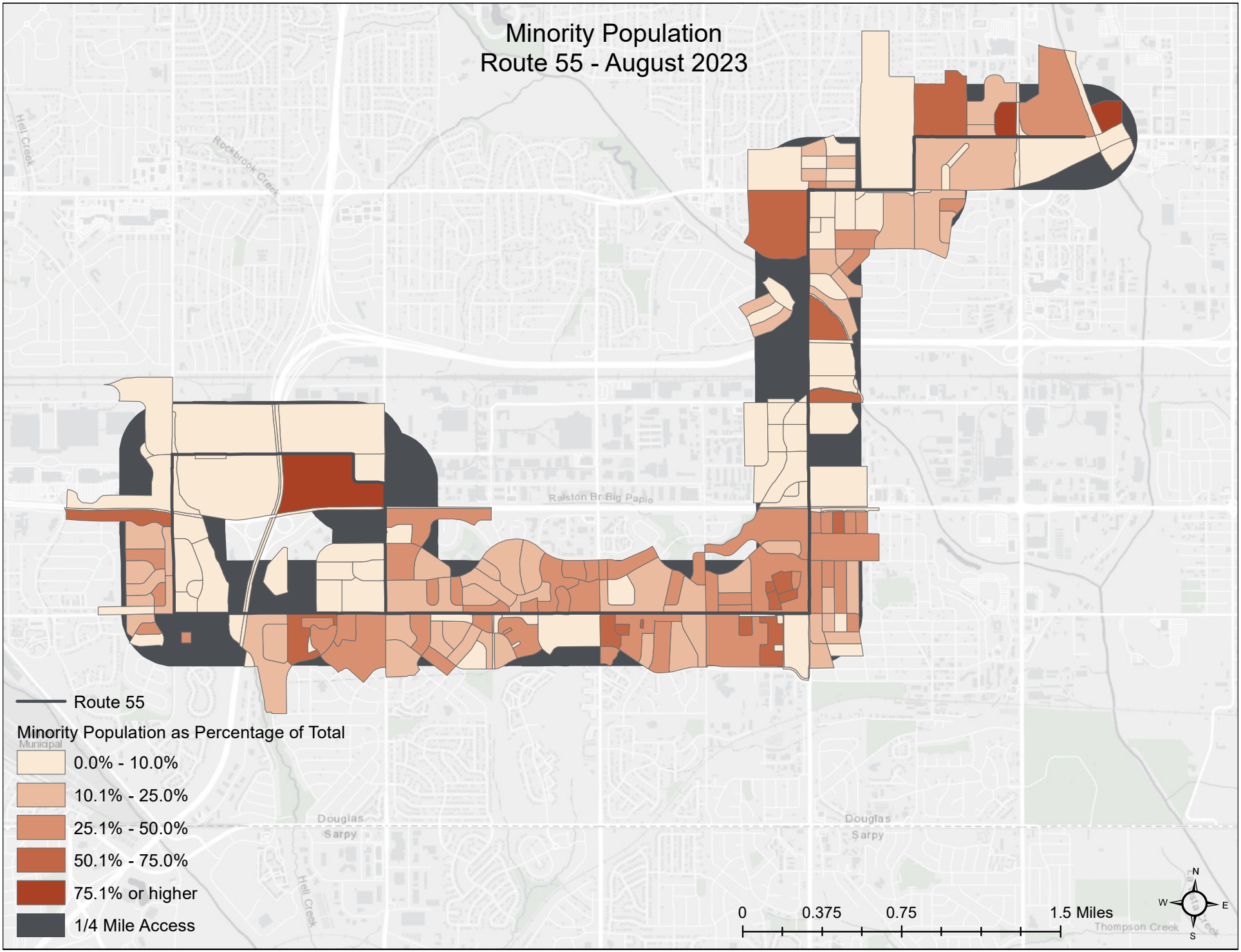
Figure 1.3

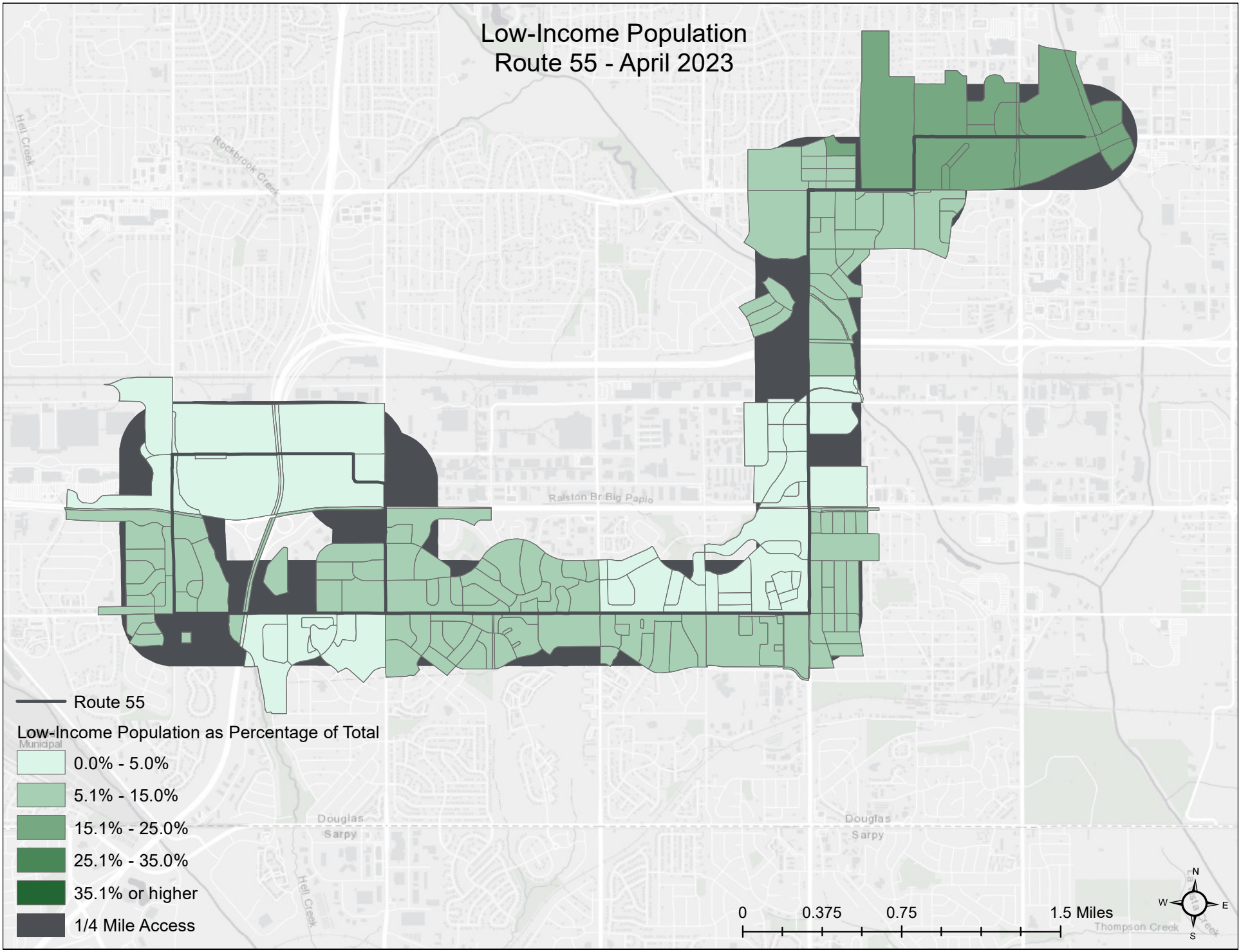
	Type of Change	Total Population	Non-Low-Income Population	Percentage Non-Low-Income	Low-Income Population	Percentage Low-Income
Frequency	Decreased trip	13,207	12,198	92.36%	1,009	7.64%

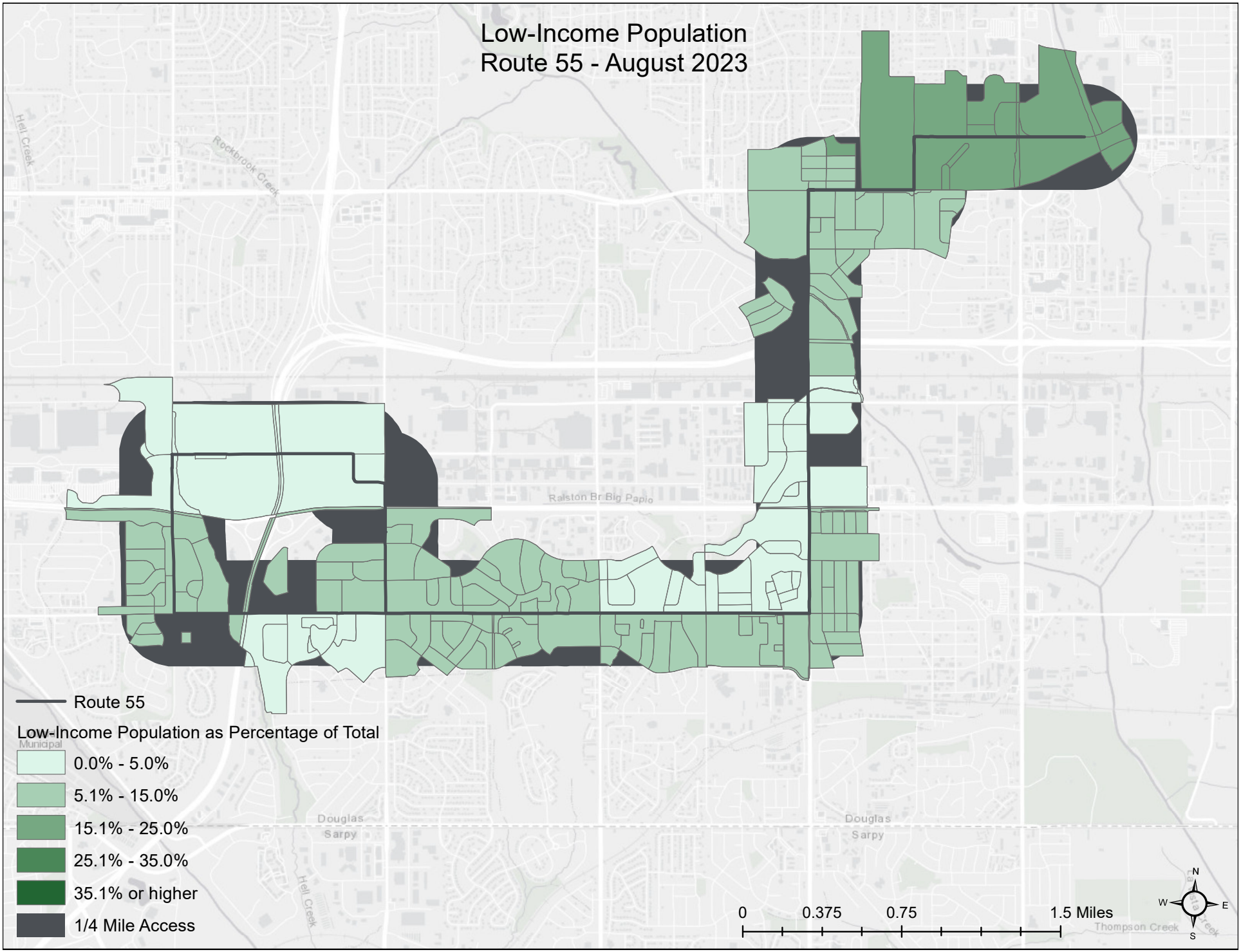
Figure 1.4

		Minority			Low-Income		
	Type of Change	% of Minority Along Route	% of Minority In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area	% Low-Income Along Route	% Low-Income In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area
Frequency	Decreased trip	31.78%	35.36%	-3.58%	7.64%	11.86%	-4.22%


Minority Population
Route 55 - April 2023
Hell Creek
Rockbrook Creek
Ralston Br Big Papio
Douglas
Sarpy
Douglas
Sarpy
Hell Creek
Thompson Creek
Route 55
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Access
0
0.375
0.75
1.5 Miles
N
W
E
S


Minority Population
Route 55 - August 2023
Hell Creek
Rockbrook Creek
Ralston Br Big Papio
Douglas
Sarpy
Douglas
Sarpy
Hell Creek
Thompson Creek
Route 55
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Access
0
0.375
0.75
1.5 Miles
N
W
E
S


Low-Income Population
Route 55 - April 2023
Hell Creek
Rockbrook Creek
Ralston Br Big Papio
Douglas
Sarpy
Douglas
Sarpy
Hell Creek
Thompson Creek
Route 55
Low-Income Population as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Access
0
0.375
0.75
1.5 Miles
N
W
E
S


Low-Income Population
Route 55 - August 2023
Hell Creek
Rockbrook Creek
Ralston Br Big Papio
Douglas
Sarpy
Douglas
Sarpy
Hell Creek
Thompson Creek
Route 55
Low-Income Population as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Access
0
0.375
0.75
1.5 Miles
N
W
E
S

Route 93

Proposal

- Downtown routing change (Weekdays)

Demographic Analysis

Minority Population

The minority population calculation compares the percentage of affected minorities within a quarter mile of existing Route 93 to Metro's existing Service Area minority population of 35.36%. *Refer to Figures 1.1 and 1.2.*

Low-Income Population

The low-income population calculation compares the percentage of affected low-income individuals within a quarter mile of existing Route 93 alignment to Metro's existing Service Area low-income population of 11.86%. *Refer to Figures 1.1 and 1.3.*

Figure 1.1

	Total Population	Percentage Minority	Percentage Low-Income
Metro Service Area	477,942	35.36%	11.86%
Existing Route 93	26,876	36.97%	15.91%

Figure 1.2

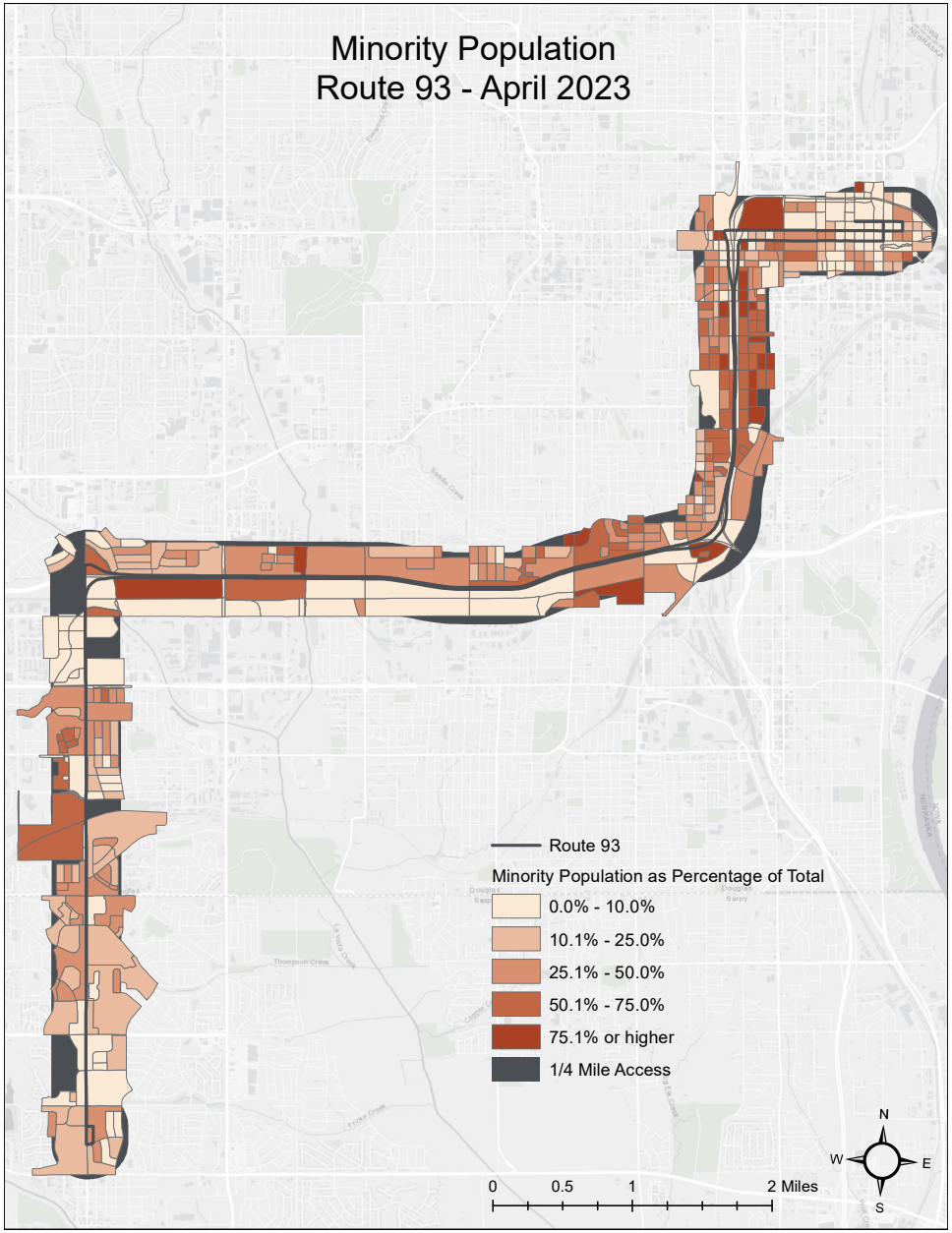
	Type of Change	Total Population	Non-Minority Population	Percentage Non-Minority	Minority Population	Percentage Minority
Frequency	Route change	26,876	16,941	63.03%	9,935	36.97%

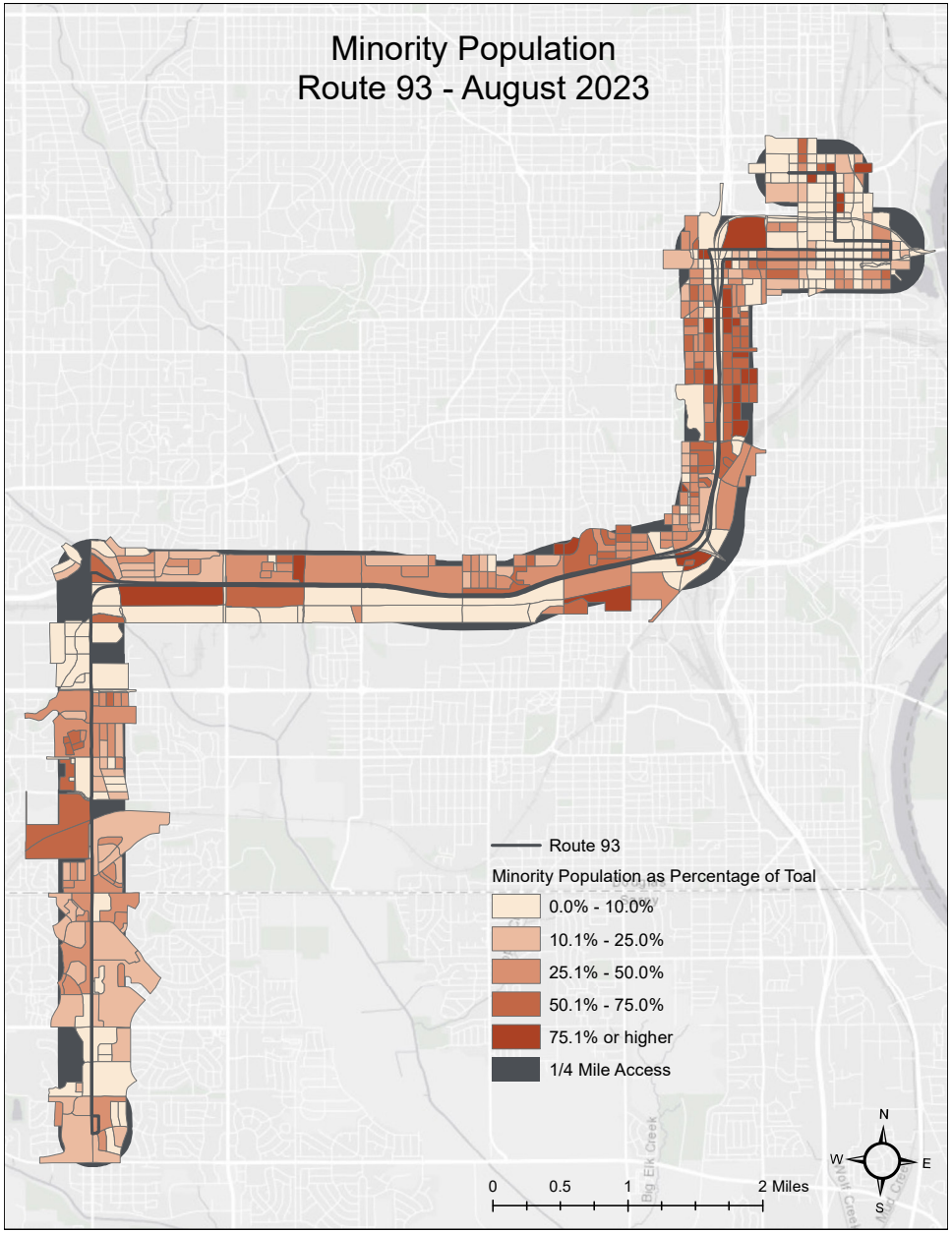
Figure 1.3

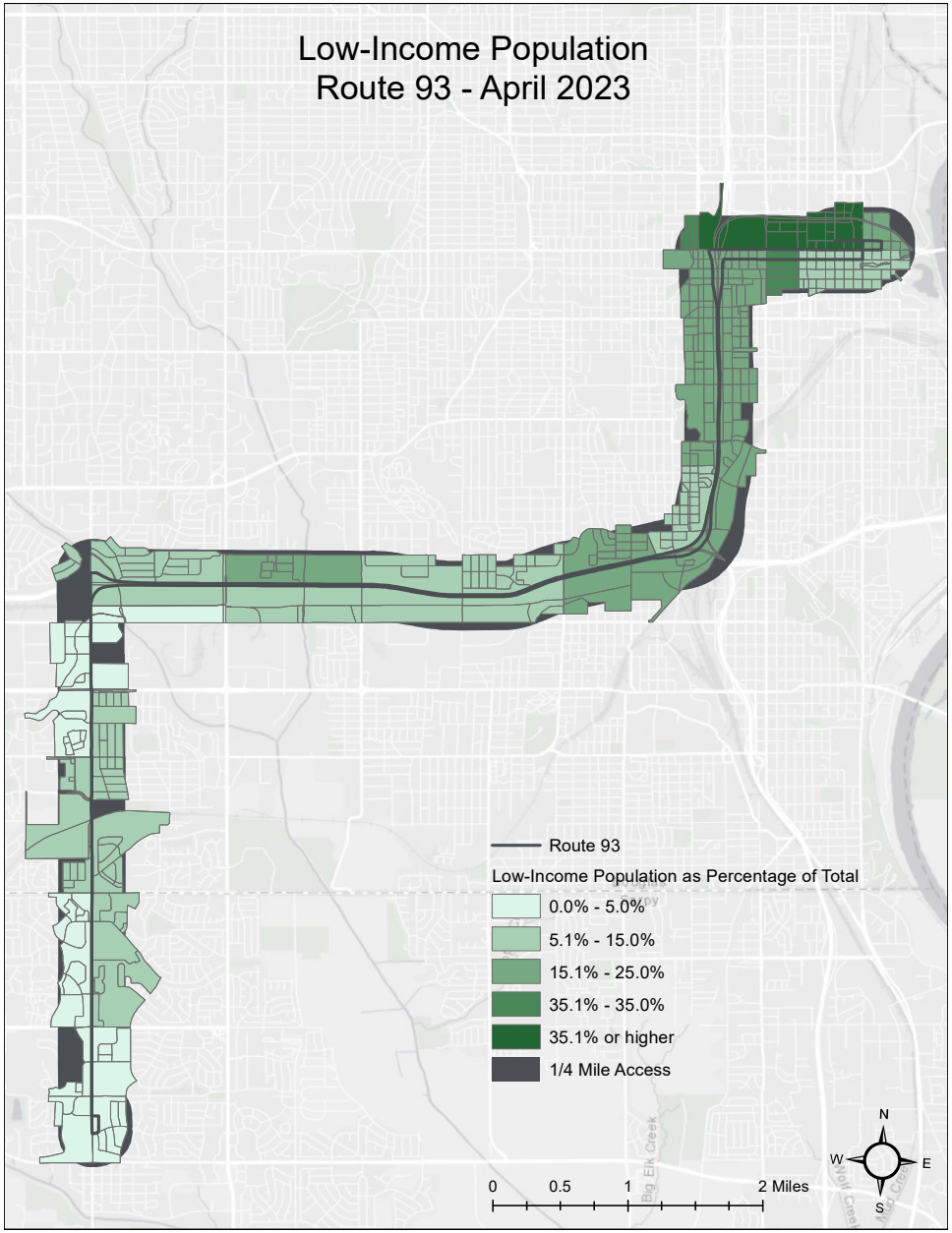
	Type of Change	Total Population	Non-Low-Income Population	Percentage Non-Low-Income	Low-Income Population	Percentage Low-Income
Frequency	Route change	26,876	22,601	84.09%	4,275	15.91%

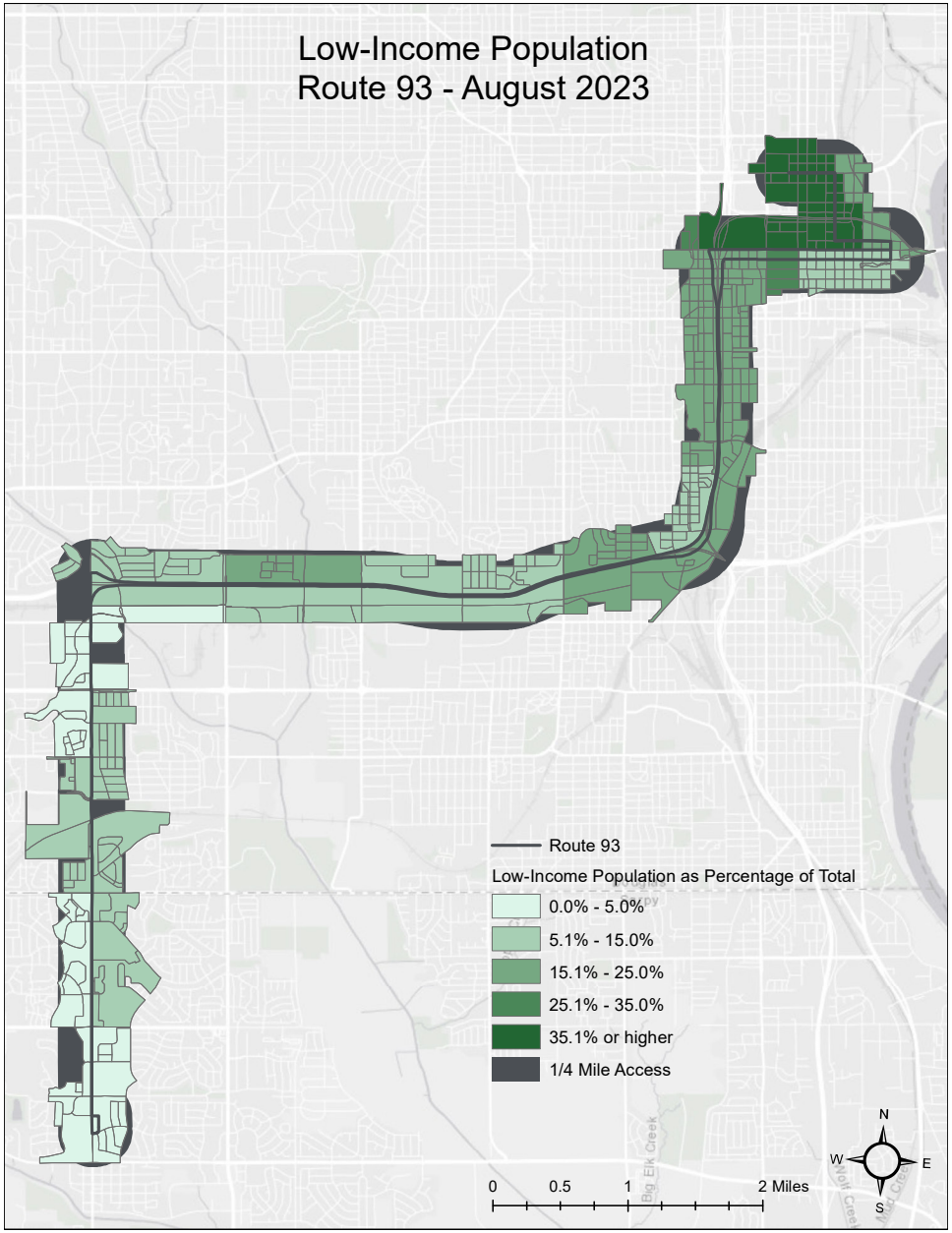
Figure 1.4

		Minority			Low-Income		
	Type of Change	% of Minority Along Route	% of Minority In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area	% Low-Income Along Route	% Low-Income In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area
Frequency	Route change	36.97%	35.36%	1.61%	15.91%	11.86%	4.05%


Minority Population
Route 93 - April 2023
Route 93
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Access
N
W
E
S
0
0.5
1
2 Miles


Minority Population
Route 93 - August 2023
Route 93
Minority Population as Percentage of Toal
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Access
N
W
E
S
0
0.5
1
2 Miles


Low-Income Population
Route 93 - April 2023
Route 93
Low-Income Population as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
35.1% - 35.0%
35.1% or higher
1/4 Mile Access
0
0.5
1
2 Miles
N
W
E
S


Low-Income Population
Route 93 - August 2023
Route 93
Low-Income Population as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Access
0
0.5
1
2 Miles
N
W
E
S

Route 94

Proposal

- Downtown routing change (Weekdays)

Demographic Analysis

Minority Population

The minority population calculation compares the percentage of affected minorities within a quarter mile of existing Route 94 to Metro's existing Service Area minority population of 35.36%. *Refer to Figures 1.1 and 1.2.*

Low-Income Population

The low-income population calculation compares the percentage of affected low-income individuals within a quarter mile of existing Route 94 alignment to Metro's existing Service Area low-income population of 11.86%. *Refer to Figures 1.1 and 1.3.*

Figure 1.1

	Total Population	Percentage Minority	Percentage Low-Income
Metro Service Area	477,942	35.36%	11.86%
Existing Route 94	31,814	31.61%	13.80%

Figure 1.2

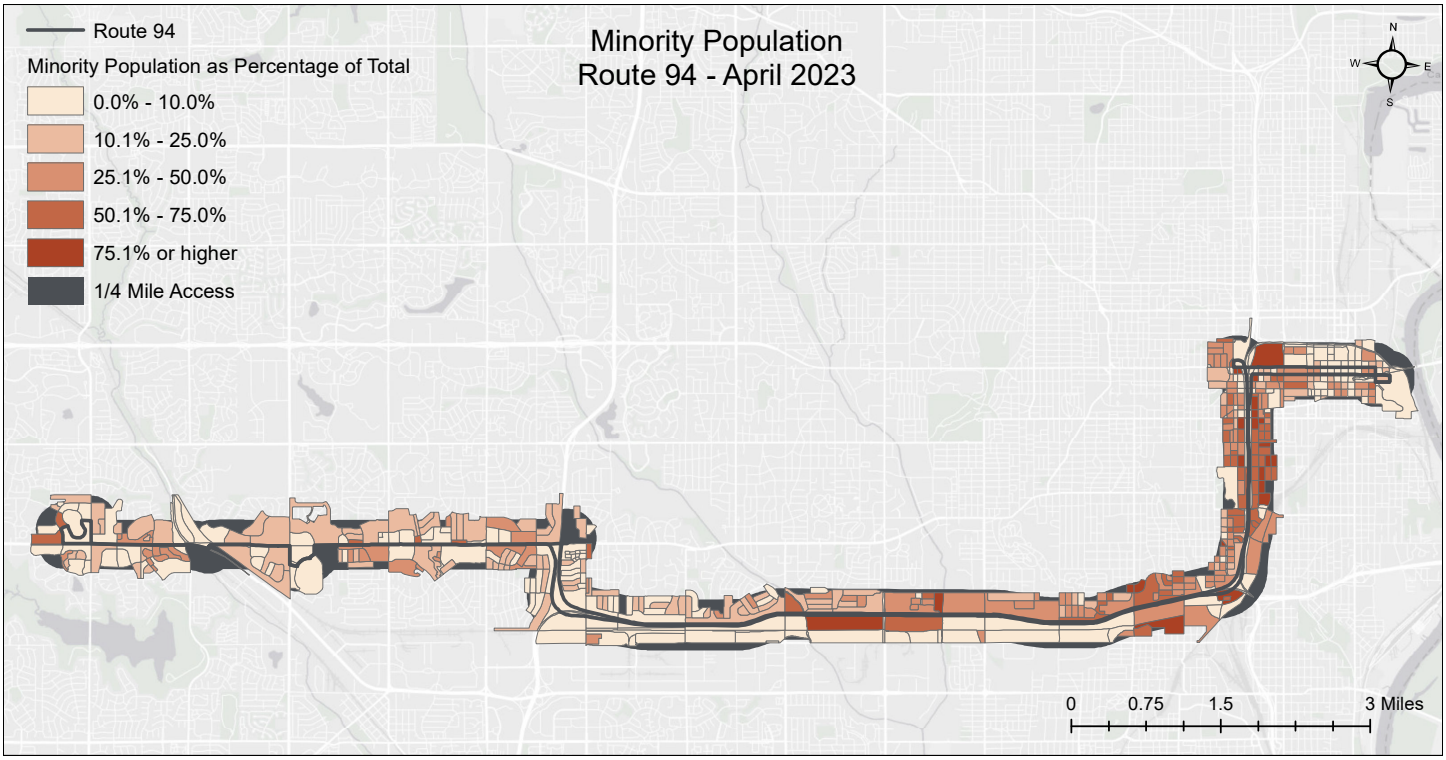
	Type of Change	Total Population	Non-Minority Population	Percentage Non-Minority	Minority Population	Percentage Minority
Frequency	Route change	31,814	21,759	68.39%	10,055	31.61%

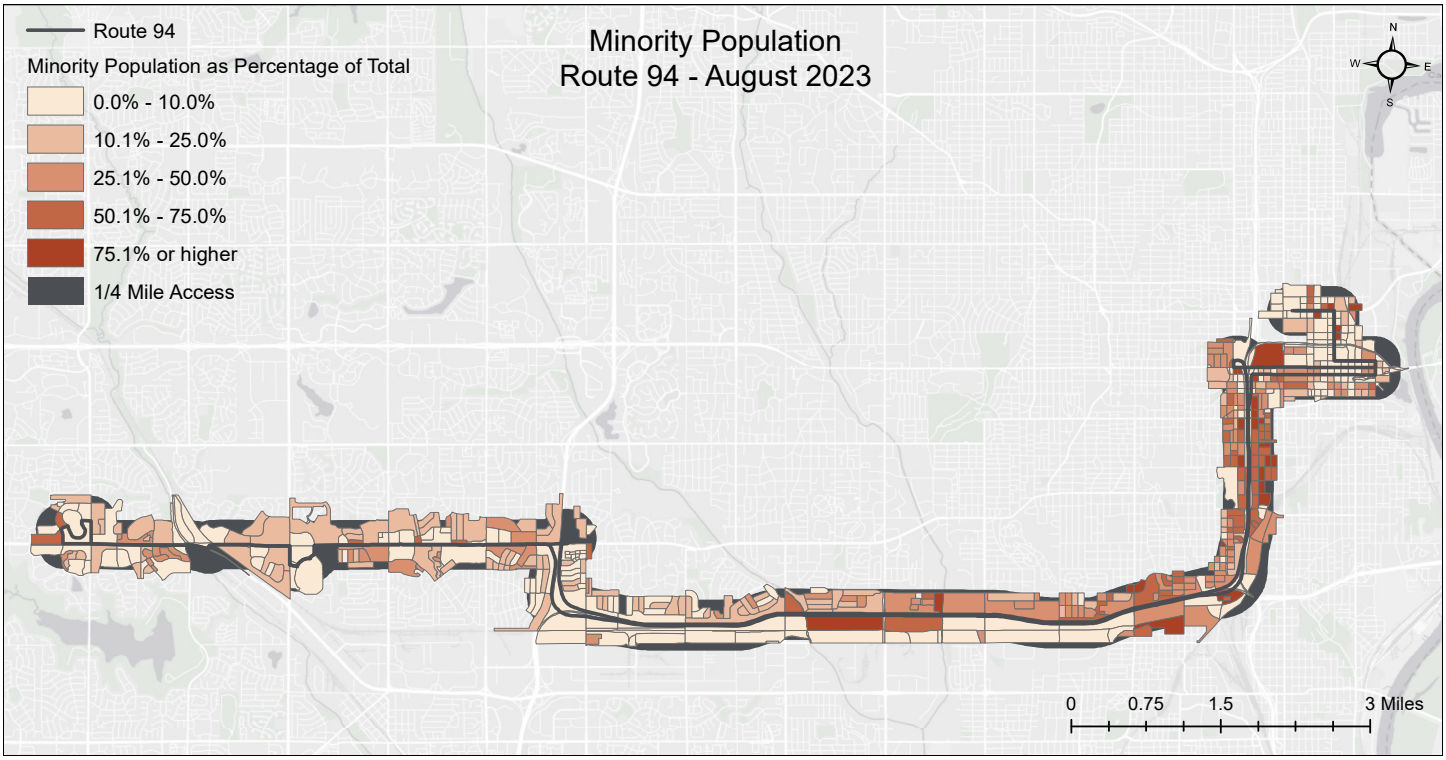
Figure 1.3

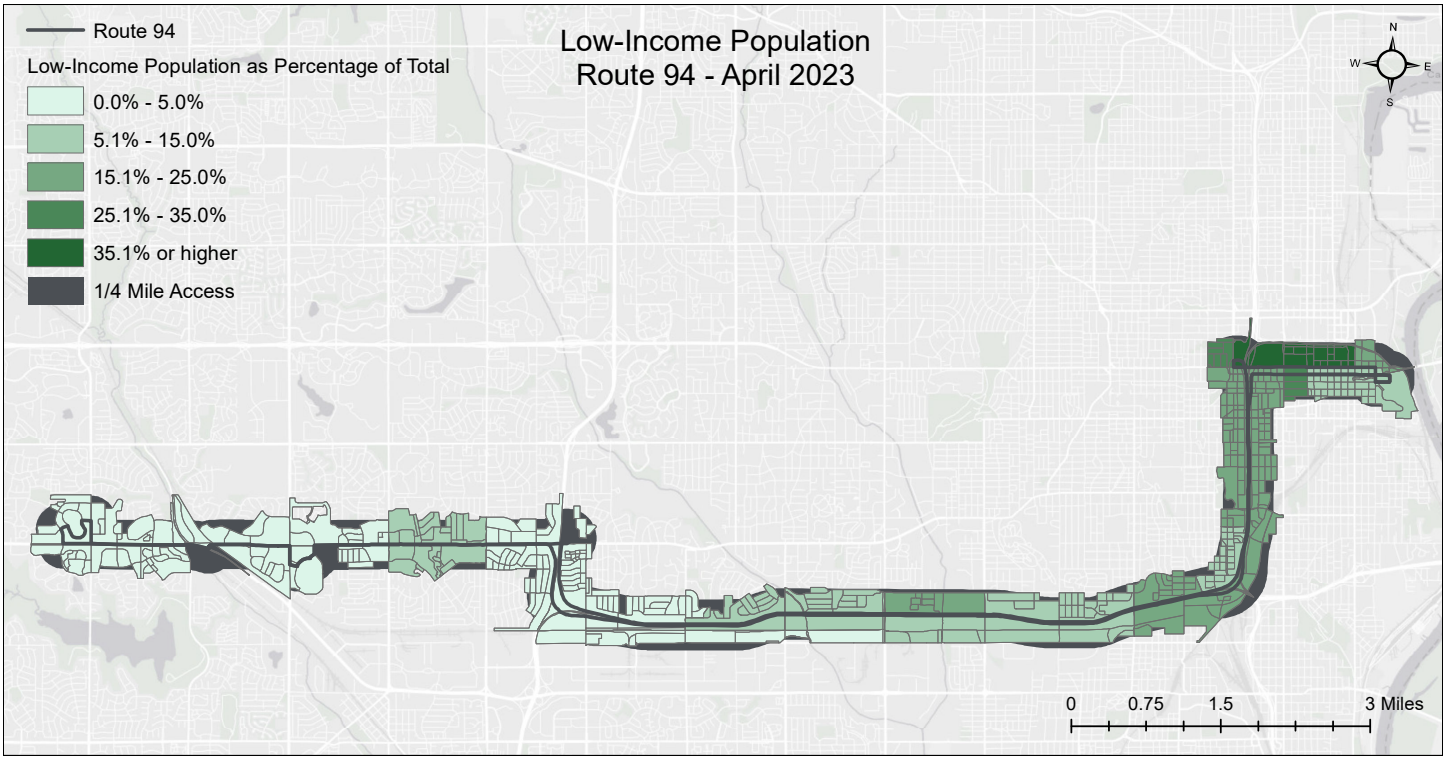
	Type of Change	Total Population	Non-Low-Income Population	Percentage Non-Low-Income	Low-Income Population	Percentage Low-Income
Frequency	Route change	31,814	27,425	86.20%	4,389	13.80%

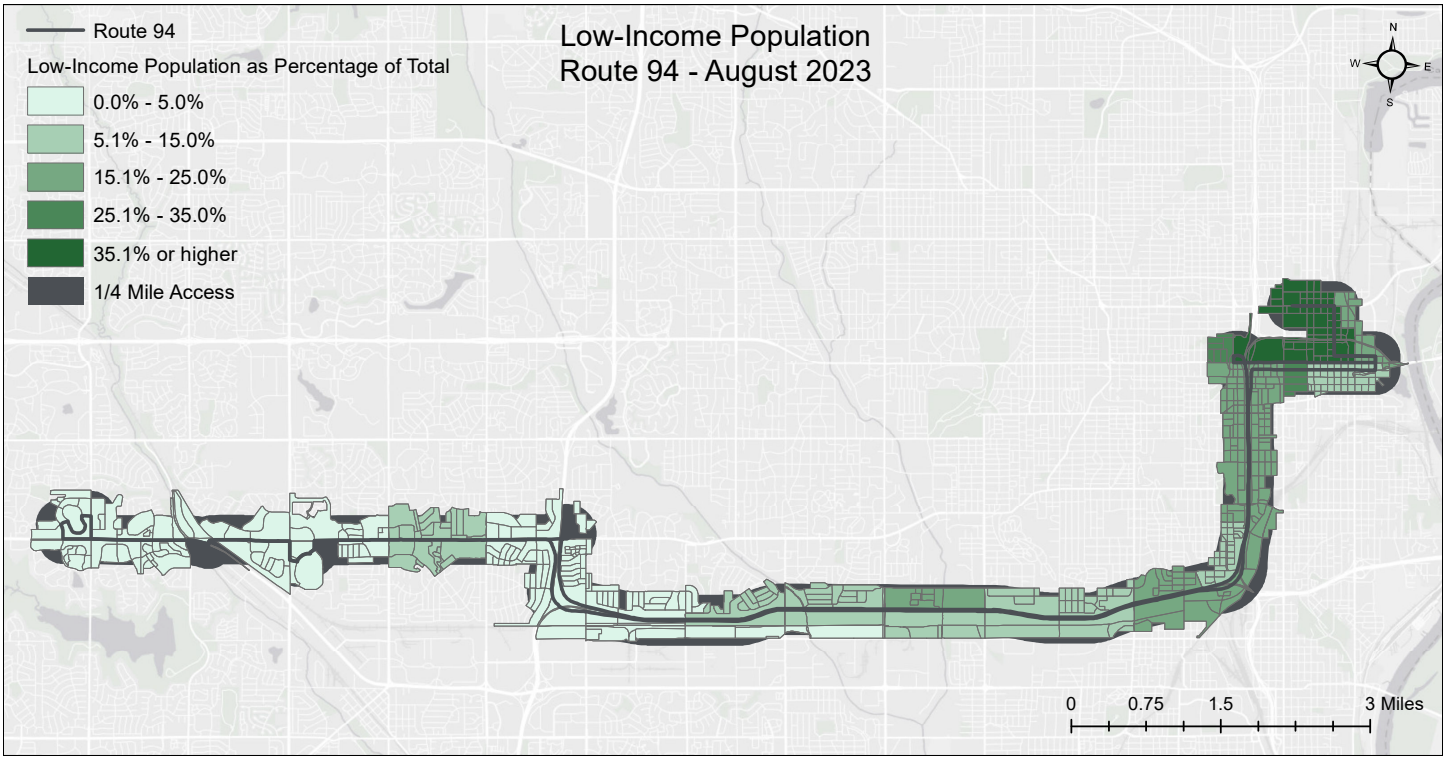
Figure 1.4

		Minority			Low-Income		
	Type of Change	% of Minority Along Route	% of Minority In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area	% Low-Income Along Route	% Low-Income In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area
Frequency	Route change	31.61%	35.36%	-3.75%	13.80%	11.86%	1.94%


Route 94
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Access
Minority Population
Route 94 - April 2023
N
W
E
S
0
0.75
1.5
3 Miles


Route 94
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Access
Minority Population
Route 94 - August 2023
N
W
E
S
0
0.75
1.5
3 Miles


Route 94
Low-Income Population as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Access
Low-Income Population
Route 94 - April 2023
N
W
E
S
0
0.75
1.5
3 Miles


Route 94
Low-Income Population as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Access
Low-Income Population
Route 94 - August 2023
N
W
E
S
0
0.75
1.5
3 Miles

Route 97

Proposal

- Downtown routing change (Weekdays)

Demographic Analysis

Minority Population

The minority population calculation compares the percentage of affected minorities within a quarter mile of existing Route 97 to Metro's existing Service Area minority population of 35.36%. *Refer to Figures 1.1 and 1.2.*

Low-Income Population

The low-income population calculation compares the percentage of affected low-income individuals within a quarter mile of existing Route 97 alignment to Metro's existing Service Area low-income population of 11.86%. *Refer to Figures 1.1 and 1.3.*

Figure 1.1

	Total Population	Percentage Minority	Percentage Low-Income
Metro Service Area	477,942	35.36%	11.86%
Existing Route 97	29,963	32.44%	15.05%

Figure 1.2

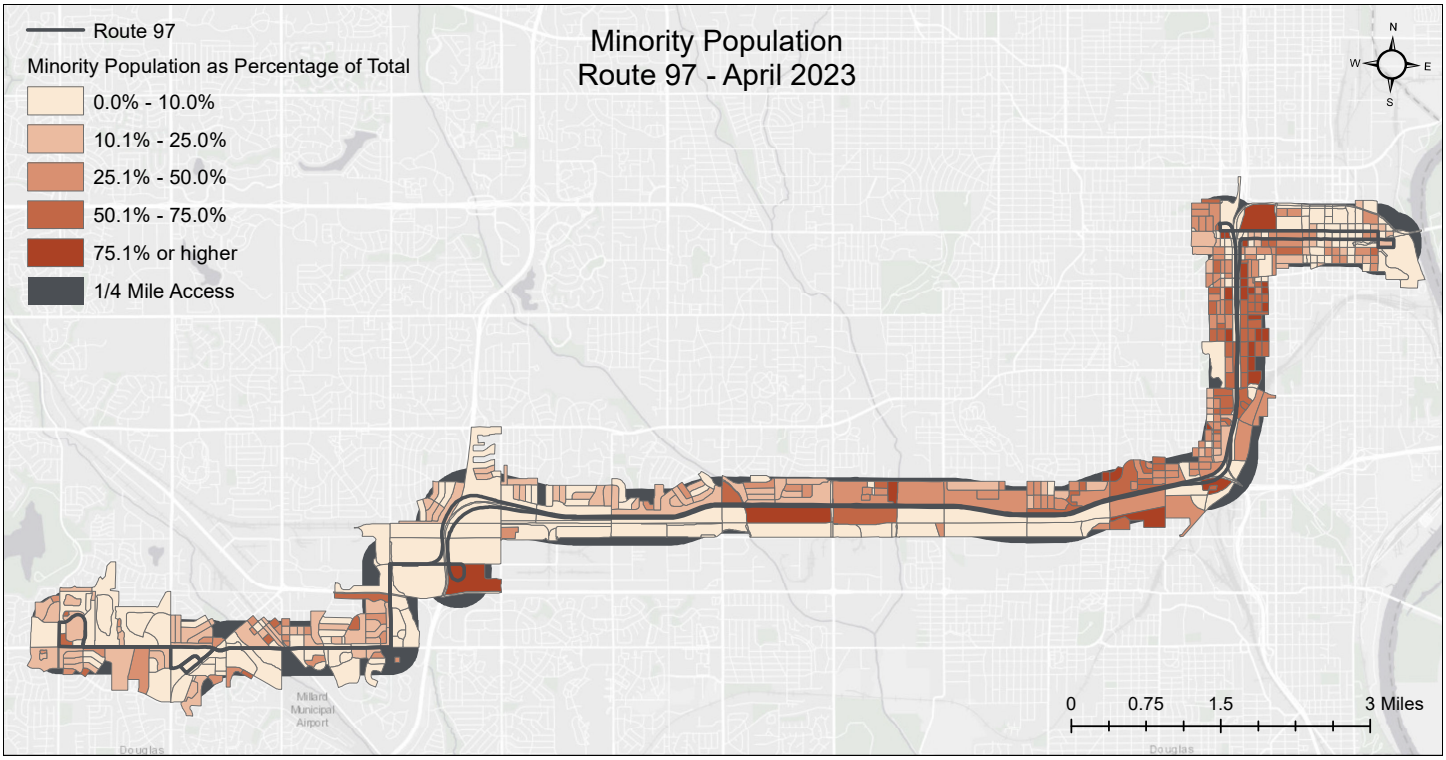
	Type of Change	Total Population	Non-Minority Population	Percentage Non-Minority	Minority Population	Percentage Minority
Frequency	Route change	29,963	20,243	67.56%	9,720	32.44%

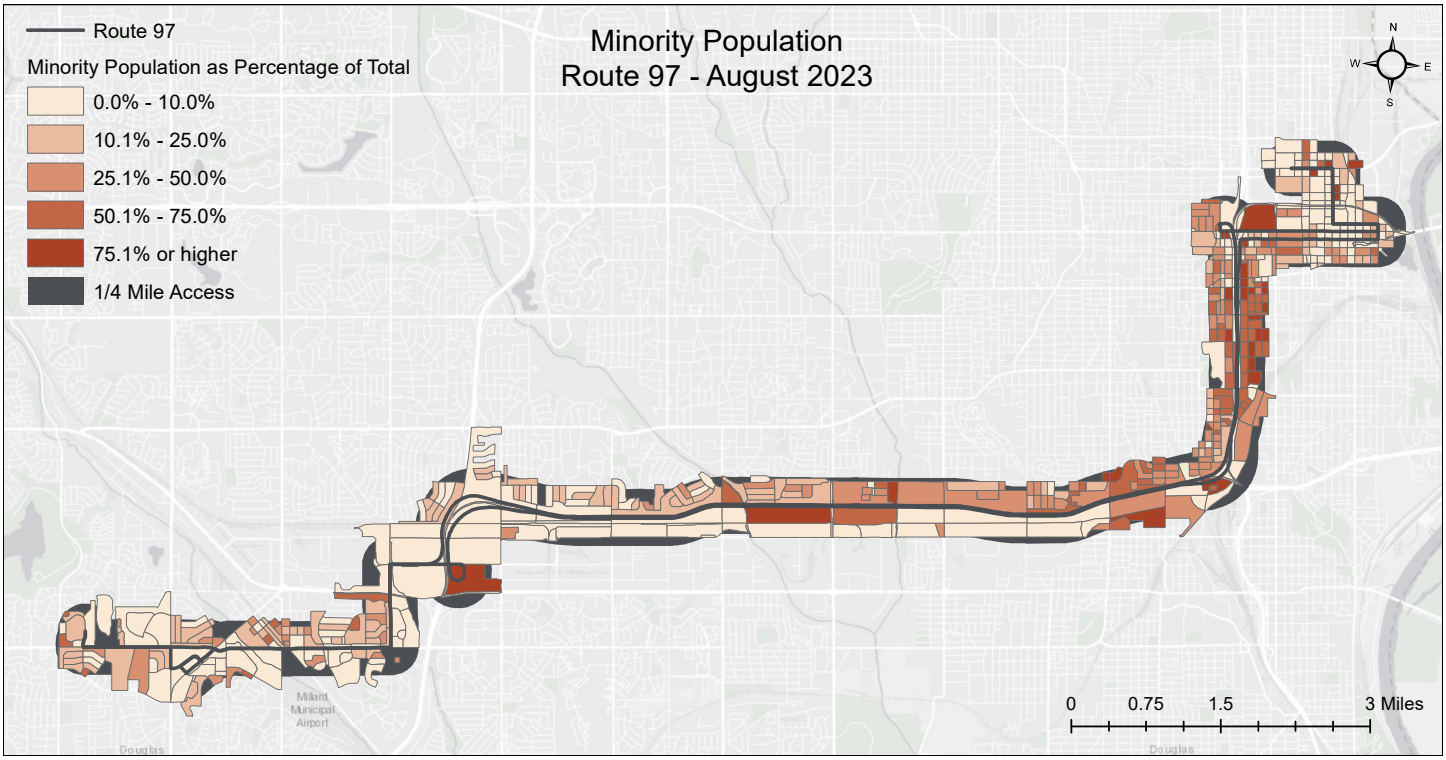
Figure 1.3

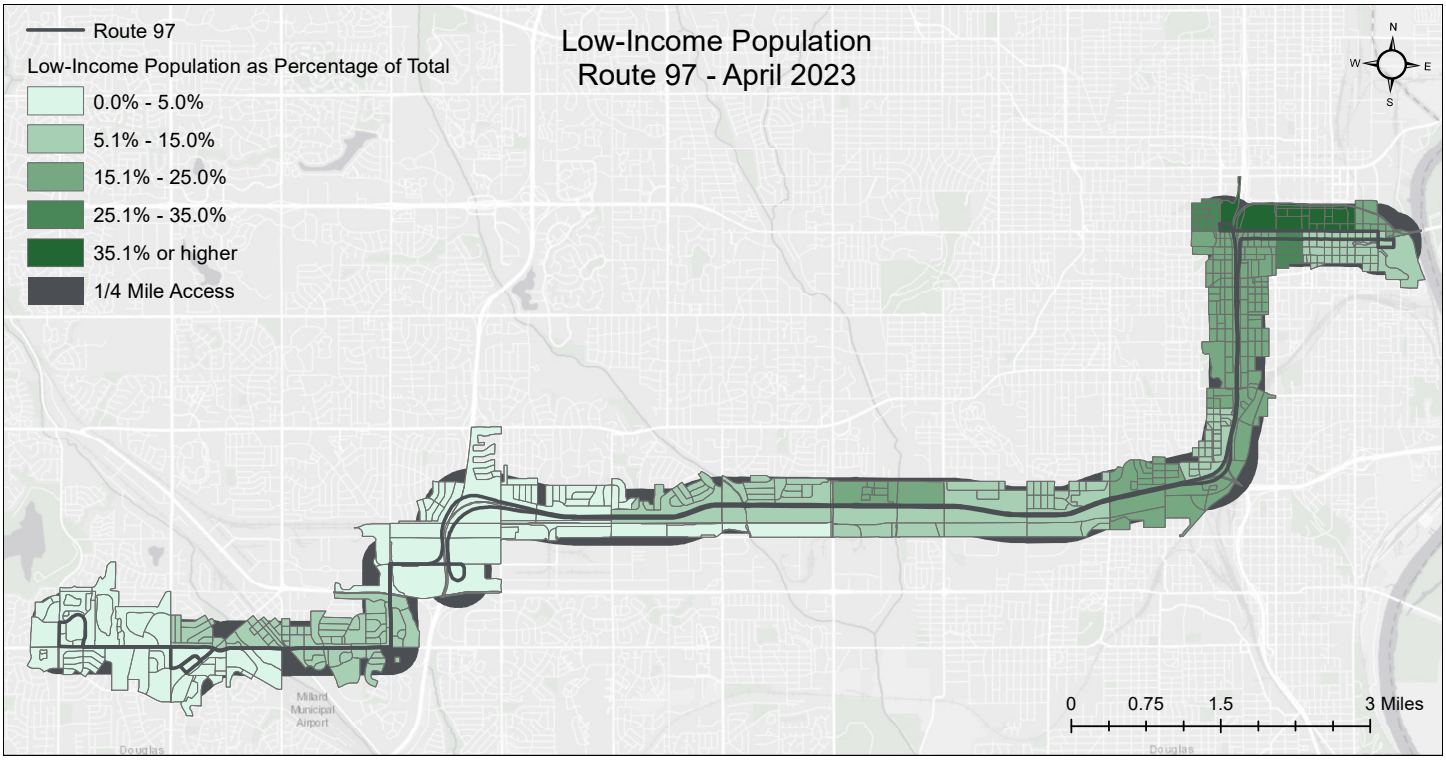
	Type of Change	Total Population	Non-Low-Income Population	Percentage Non-Low-Income	Low-Income Population	Percentage Low-Income
Frequency	Route change	29,963	25,453	84.95%	4,510	15.05%

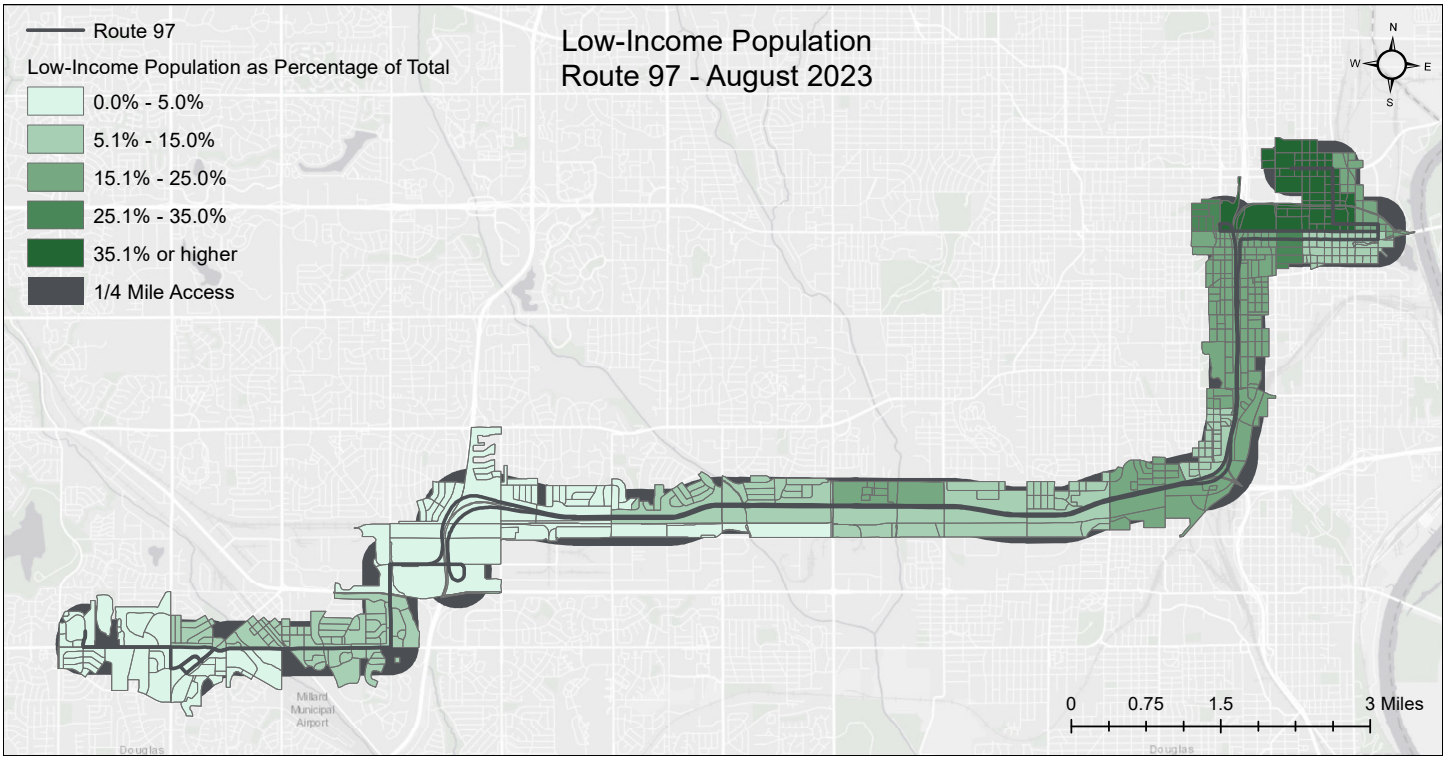
Figure 1.4

		Minority			Low-Income		
	Type of Change	% of Minority Along Route	% of Minority In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area	% Low-Income Along Route	% Low-Income In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area
Frequency	Route change	32.44%	35.36%	-2.92%	15.05%	11.86%	3.19%


Route 97
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Access
Minority Population
Route 97 - April 2023
N
W
E
S
0
0.75
1.5
3 Miles
Millard Municipal Airport
Douglas


Route 97
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Access
Minority Population
Route 97 - August 2023
N
W
E
S
0
0.75
1.5
3 Miles
Millard Municipal Airport
Douglas


Route 97
Low-Income Population as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Access
Low-Income Population
Route 97 - April 2023
N
W
E
S
Millard Municipal Airport
Douglas
0
0.75
1.5
3 Miles


Route 97
Low-Income Population as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Access
Low-Income Population
Route 97 - August 2023
N
W
E
S
Millard Municipal Airport
Douglas
0
0.75
1.5
3 Miles

Route 98

Proposal

- Downtown routing change (Weekdays)

Demographic Analysis

Minority Population

The minority population calculation compares the percentage of affected minorities within a quarter mile of existing Route 98 to Metro's existing Service Area minority population of 35.36%. *Refer to Figures 1.1 and 1.2.*

Low-Income Population

The low-income population calculation compares the percentage of affected low-income individuals within a quarter mile of existing Route 98 alignment to Metro's existing Service Area low-income population of 11.86%. *Refer to Figures 1.1 and 1.3.*

Figure 1.1

	Total Population	Percentage Minority	Percentage Low-Income
Metro Service Area	477,942	35.36%	11.86%
Existing Route 98	39,672	31.54%	13.43%

Figure 1.2

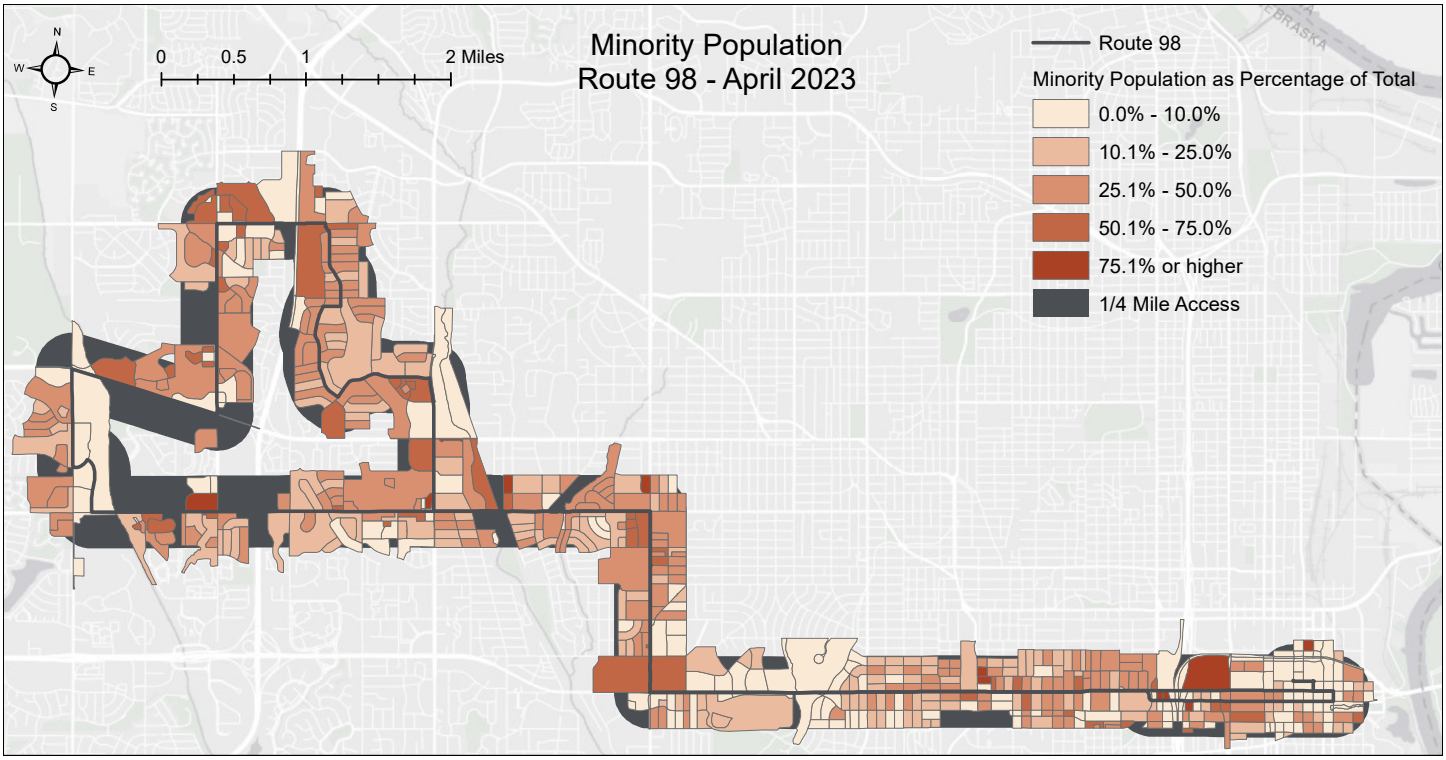
	Type of Change	Total Population	Non-Minority Population	Percentage Non-Minority	Minority Population	Percentage Minority
Frequency	Route change	39,672	27,159	68.46%	12,513	31.54%

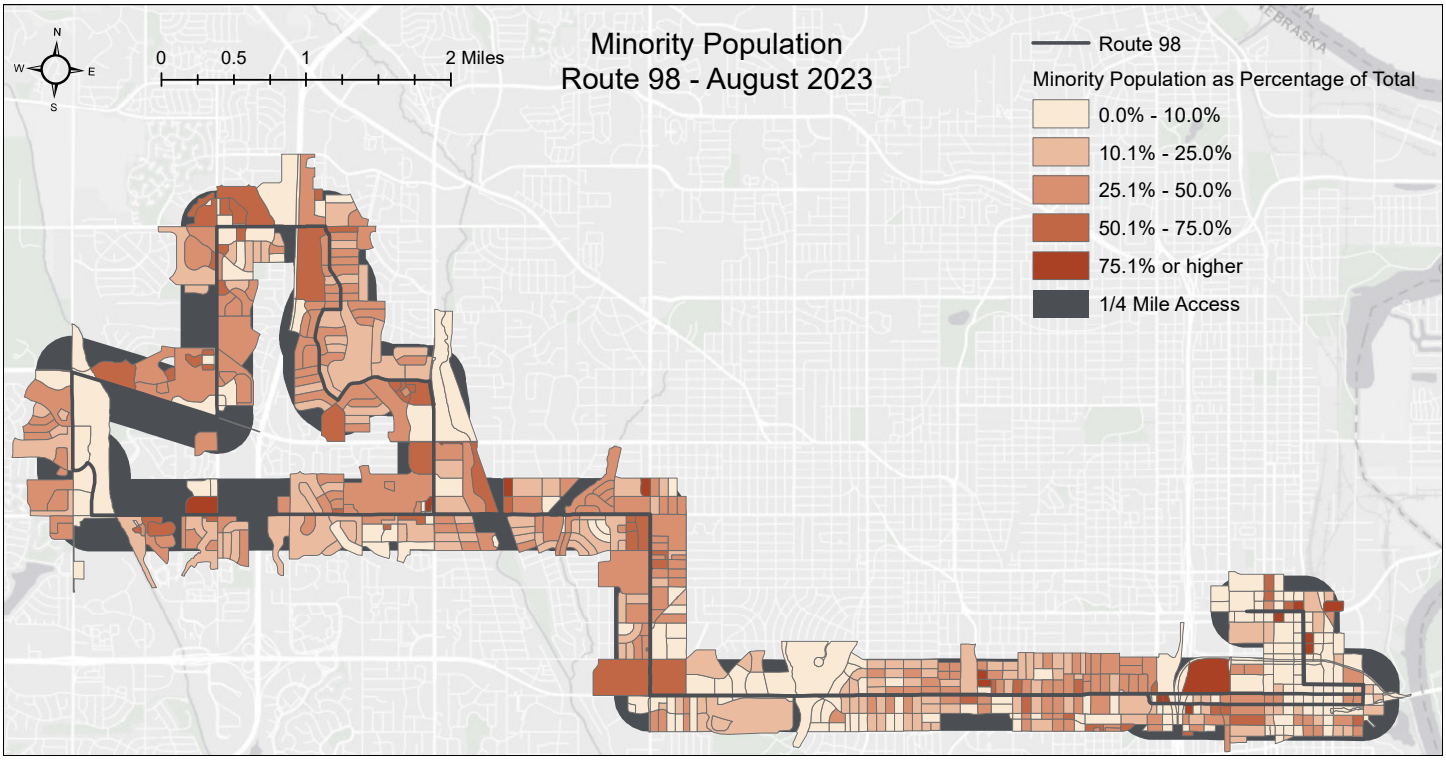
Figure 1.3

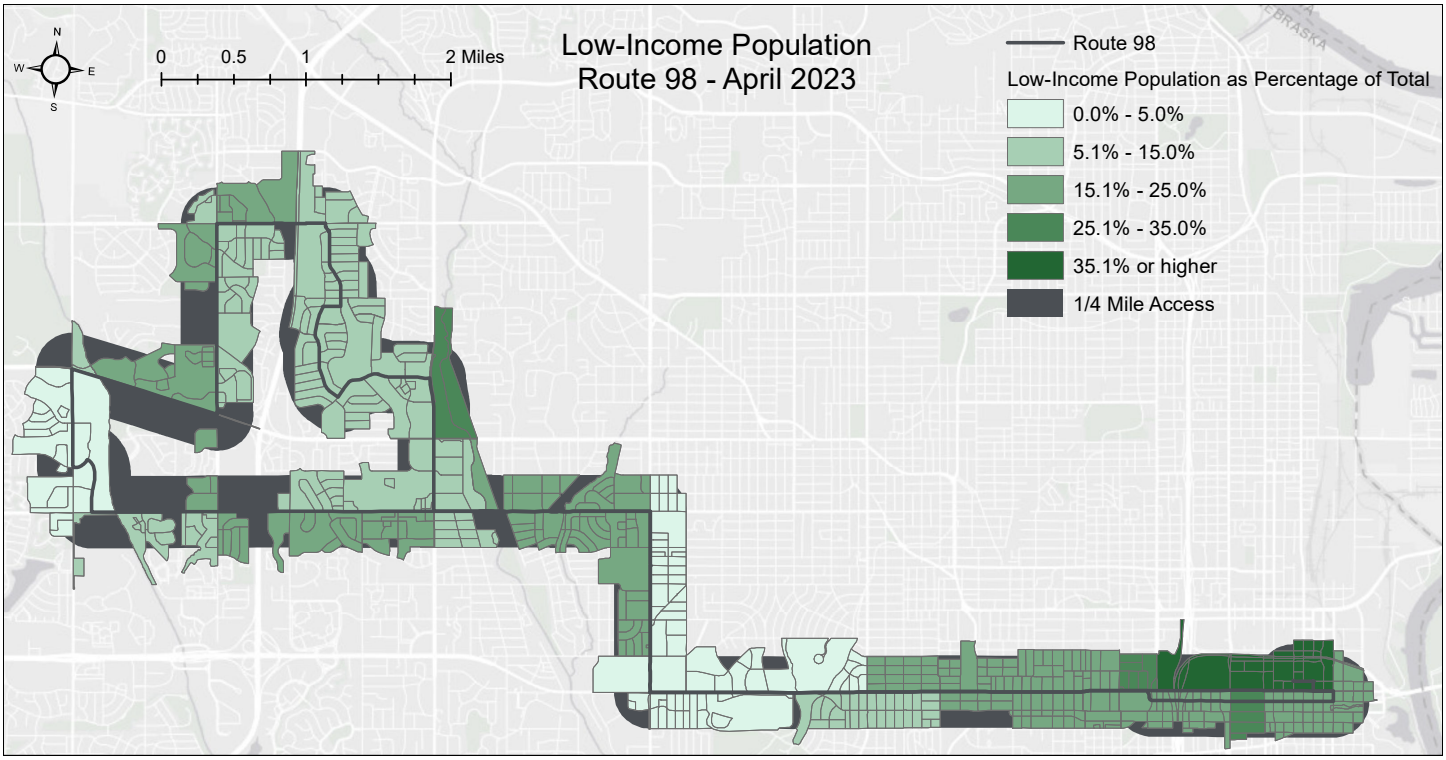
	Type of Change	Total Population	Non-Low-Income Population	Percentage Non-Low-Income	Low-Income Population	Percentage Low-Income
Frequency	Route change	39,672	34,346	86.57%	5,326	13.43%

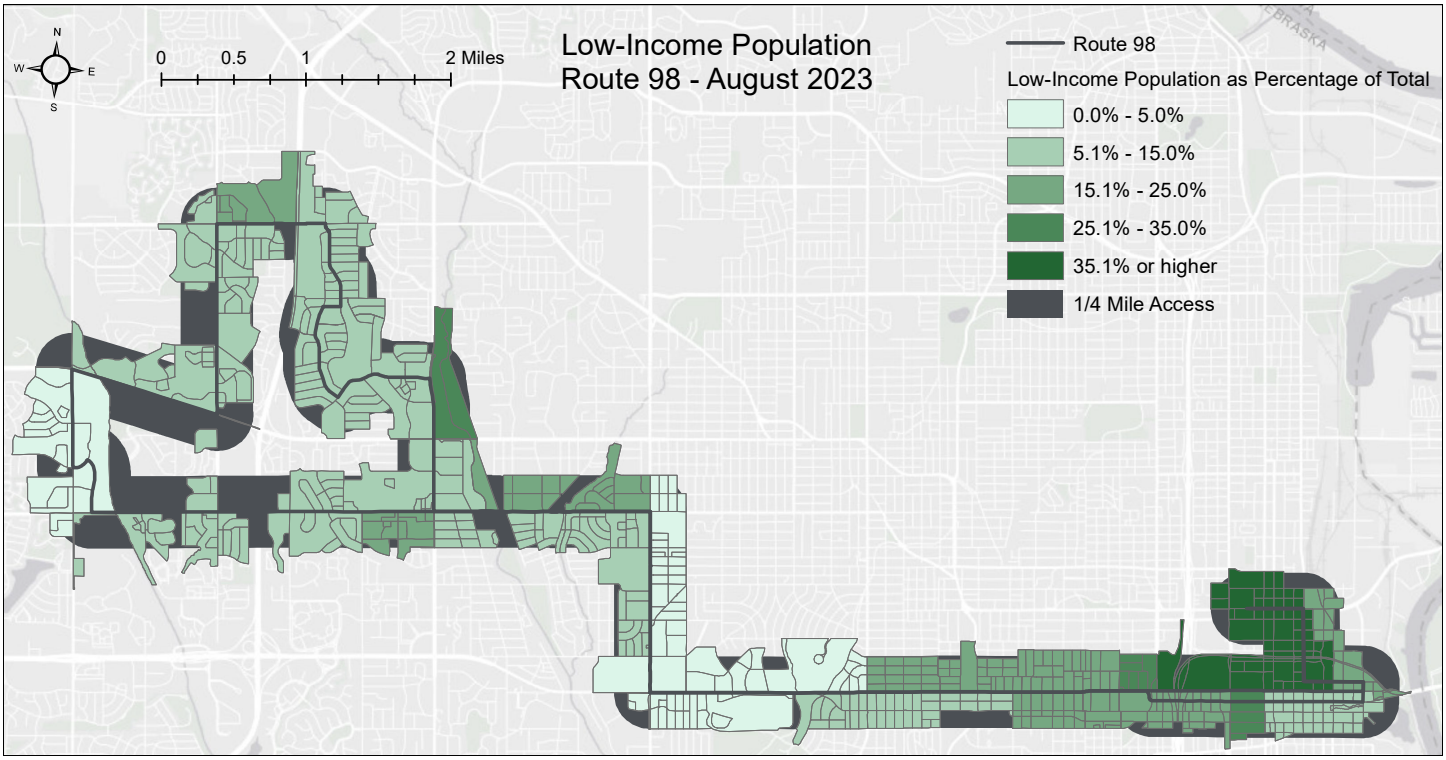
Figure 1.4

		Minority			Low-Income		
	Type of Change	% of Minority Along Route	% of Minority In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area	% Low-Income Along Route	% Low-Income In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area
Frequency	Route change	31.54%	35.36%	-3.82%	13.43%	11.86%	1.57%


Minority Population
Route 98 - April 2023
N
W
E
S
0
0.5
1
2 Miles
Route 98
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Access


Minority Population
Route 98 - August 2023
N
W
E
S
0
0.5
1
2 Miles
Route 98
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Access


Low-Income Population
Route 98 - April 2023
N
W
E
S
0
0.5
1
2 Miles
Route 98
Low-Income Population as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Access


Low-Income Population
Route 98 - August 2023
N
W
E
S
0
0.5
1
2 Miles
Route 98
Low-Income Population as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Access

Appendix B: Definitions

1. **Major Service Change** – Defined as:
    a. The addition and / or elimination of a bus route.
    b. A ten percent or more addition or reduction in the system revenue miles.
    c. A fifteen percent or more addition or reduction of revenue miles on any individual route
    d. This includes a change in frequency, span of service, or route alignment beyond a three-quarter mile buffer of the terminus and either side of an existing alignment

2. **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.

3. **Disparate Impact** - Should the impact of any fare or major service change require a minority population to bear adverse effects fifteen percent or greater of a cumulative impact compared to those adverse effects borne by the nonminority population, that impact will be deemed a disparate impact.

4. **Disproportionate Burden** – Should the burden of any fare or major service changes require a low-income population to bear adverse effects fifteen 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.

5. **Express Transit Service** - Metro designated express routes.

6. **Local Transit Service** – Metro fixed-route bus routes not designated as express routes.

7. 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.

8. **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.

9. **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.

10. **Route-Level** - Refers to the geographic level of analysis by which the performance of a transit route is measured for equity.

11. **Route-Service Area -** A three-quarter mile buffer on both sides and terminus of a transit route's alignment.

12. **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.

13. **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."

14. **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.

15. **System-wide** - Refers to the geographic level of analysis by which the performance of the entire transit system is measured for equity.

16. **Transit Center** - A transit facility that serves as the connection point for three or more bus routes.

Appendix C: Board Approval

Board Meeting Minutes approving Service Equity Analysis to be inserted.

Meeting Minutes – July 27, 2023

MINUTES
REGULAR MEETING
REGIONAL METROPOLITAN TRANSIT AUTHORITY OF OMAHA
2222 Cuming Street
Omaha, Nebraska, 68102
July 27, 2023
MINUTES

The Regional Metropolitan Transit Authority of Omaha Board met in Regular Session on Thursday, July 27, 2023, 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 July 21, 2023 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 persons were in attendance at the meeting:

Authority Board:

Mr. Daniel Lawse, Chair
Mr. Othello Meadows, Vice Chair (Absent)
Mr. Jay Lund (Absent)
Ms. Amy Haase (Virtual)
Ms. Julia Plucker

Authority Staff:

L. Cencic, CEO/Executive Director
I. Maldonado, Deputy Executive Officer
D. Grant, Human Capital and Talent Development Director
E. Simpson, Legal Director (Absent)
K. Pendland, IT Director (Absent)
W. Clingman, Finance Director
D. Kelsey, Operations Director (Virtual)
J. Willoughby, Senior Project Manager (Virtual)
R. Sherping, Safety Director (Virtual)
A. Johnson, Civil Rights & Inclusion Director
J. Beverage, Maintenance Director (Absent)
N. Ebat, Sr. Manager of Communications & Community Relations
E. Gomez, Communications Specialist (Acting Board Secretary)

Others Present:

Other Metro staff
Members of the public

Meeting Minutes – July 27, 2023

Agenda Item #1: **Call to order**

Mr. Lawse called the meeting to order at 8:33 a.m. Notice of the Regular meeting was published in the Omaha Daily Record on July 21, 2023. For the benefit of the public in attendance, a copy of the Open Meetings Law has been posted in the meeting room and is available online at ometro.com, and the agenda was published on the display in the facility lobby.

Discussion was had regarding rearrangement of agenda items due to the late arrival of third Board member to make a quorum.

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

Mr. Lawse opened the General Public Comment Period to invite members of the audience to be heard regarding regular topics related to the Transit Authority of the City of Omaha. No members of the public came forward to comment.

Agenda Item #4: **Administrative Report**
(L. Cencic)

Ms. Cencic updated the Board that Metro is currently focusing on financial planning and the annual budget. The budget is planned to be ready to present to the Board in the September Board meeting. The Finance Department and Ms. Cencic are working very hard with the department heads to forecast the needs for next year. This year is also the first year of working with the new software system. This new system is providing a lot of benefits in a lot of ways but there is also a learning curve.

Ms. Cencic informed the Board that Metro is working closely with the FTA to obligate several grants including some 5307 and 5339 grants. These types of grants are regular formula grants that are used for projects such as preventative maintenance, ADA services, and smaller miscellaneous capital projects that help keep things moving like computers, laptops, shop equipment, and those types of items.

Ms. Cencic updated the Board that Metro is also working with FTA to obligate the Raise Grant for the 24th Street project. Because the Raise Grant is actually a USDOT grant instead of an FTA grant, it also requires a paper grant agreement. Metro is working with USDOT headquarters instead of the local FTA regional office to obligate this grant. This project is also split funded between several grants. Metro has another grant for this project that has already been obligated so that work on this project can start soon.

Ms. Cencic informed the Board that Metro will be conducting an inventory of all existing bus stops. Metro staff are working with MAPA to develop a web-based application that can be used to go out and do a physical assessment of the accessibility, the sign blade, the area conditions, and the safety of each bus stop. This is data that Metro currently does not have and will be used to help with a planned update of Metro bus stops signs which will hopefully begin sometime next year. Having this data will also allow Metro to be more proactive with community partners when looking at future developments and roadway improvements. It will also allow Metro staff to advocate more effectively for sidewalk improvements and other amenities that help make bus stops more accessible and that help create more positive experiences for Metro riders.

Lastly, Ms. Cencic updated the Board that Metro's ridership continues to be strong. There has been a strong increase in ridership over the last couple of months. June was the third highest month of ridership over the last couple of months, and it was the third highest month for ridership since before the pandemic, with over 265,000 rides.

Discussion was had.

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

Mr. Lawse entertained a motion to approve the minutes of the Board Meeting on June 22, 2023.

Motion by Ms. Plucker; Second by Ms. Haase

R**OLL CALL:**
UNANIMOUS; MOTION CARRIES.

Agenda Item #6: Request Approval of Fiscal Year 2022 Audited Financials
(W. Clingman)

Staff is seeking approval of the 2022 audited financial statements. Eide Baily audited Metro's financial statements as of and for the year ended December 31, 2022, and produced the audit report. The 2022 audit report was sent to Metro's Finance/Procurement Committee for their review prior to the Board meeting.

Discussion was had.

Motion by Ms. Plucker; Second by Ms. Haase

R**OLL CALL:**
UNANIMOUS; MOTION CARRIES.

Agenda Item #7: Request Approval of the Hourly and Salaried Employees' Pension Plan Actuarial Reports as of January 1, 2023
(W. Clingman)

Staff is requesting approval of the updated Hourly and Salaried Employees' Pension Plan Actuarial Valuation reports, which were produced and presented by Becky Sielman of Milliman Retirement Services for both the Hourly and Salaried Pension Plans. Both the Hourly and Salaried Committees met June 26, 2023, to discuss the report presented to them by Milliman. The finalized reports are included in the Board Packet information.

Discussion was had.

Motion by Ms. Plucker; Second by Ms. Haase

ROLL CALL:
UNANIMOUS; MOTION CARRIES.

Agenda Item #8: Request Approval of Title VI Service Equity Analysis for Planned Service Changes (A. Johnson)

Metro's Title VI Policy requires a Service Equity Analysis be completed for any proposed changes that meet Metro's definition of a Major Service Change, including:

1. The addition and/or elimination of a bus route.
2. A ten percent or more addition or reduction in the system revenue miles.
   i. *This threshold was reduced from 12% to 10% and approved by the Metro Board of Directors on December 22, 2022. FTA approval is currently pending.*
3. A fifteen percent or more addition or reduction of revenue miles on any individual route.
   ii. This includes a change in frequency, span of service, or route alignment beyond a three-quarter mile buffer of the terminus and either side of an existing alignment.
   iii. *This threshold was reduced from 25% to 15% and approved by the Metro Board of Directors on December 22, 2022. FTA approval is currently pending.*

The proposed changes for August 2023 meet this definition of a Major Service Change due to a proposed addition of more than 15% of weekly revenue miles on Route 4.

A Service Equity Analysis was completed to identify the impact of the proposed changes on low-income and minority populations. The Title VI Service Equity Analysis found:

- **No disparate impact on minority populations.** The cumulative benefit of the changes to minorities is 1.94% and to non-minorities is 2.46%, a difference of 0.52%.
- **No disproportionate burden on low-income populations.** The cumulative benefit of the changes to low-income populations is 2.18% and to non-low-income individuals is 2.23%, a difference of 0.05%.
- **Minority and/or low-income individuals will not be limited by or denied the benefits of the proposed service increases.**

Board approval will ensure Metro's continued compliance with the Federal Transit Administration's Title VI requirements. The Title VI Service Equity Analysis has been provided to the Board of Directors and is available to the public upon request by emailing civilrights@ometro.com.

Discussion was had.

Motion by Ms. Plucker; Second by Ms. Haase

ROLL CALL:
UNANIMOUS; MOTION CARRIES.

Meeting Minutes – July 27, 2023

Agenda Item #5a: Administrative Reports
(D. Grant)

Mr. Grant extended his appreciation for the Thank Yous from Metro's leadership. Mr. Grant updated the Board that, in the month of July, Metro hired 7 individuals including one long-term employee who was promoted to Metro's new Safety Training Specialist, Ms. Davis. With the many new hires and the training that needs to be accomplished, Metro is excited to have her in this new role. Metro has also hired a new Community Development Planner, one Custodian, and one Mechanic Supervisor.

Mr. Grant explained to the Board that the current monthly report to the Board attempts to encapsulate the month but does not reflect the entire month due to the report needing to be finalized for the Board packet prior to the end of the month. Due to this, the hiring report is always missing a portion of the month. Moving forward in the month of August, the hiring report will show what happened in the entire month of July in order to relay more complete and accurate data to the Board each month.

Discussion was had.

Agenda Item #5b: Administrative Reports
(I. Maldonado)

Mr. Maldonado updated the Board that the period since the last Board meeting in June has been quite eventful and productive. The Operations, Safety and Training, and Maintenance teams have updated some of Metro's emergency procedures including fire procedures, employee notification, accident procedures and other critical procedures as well as logistic forms. Maintenance created a new employee on-boarding procedure to help new Maintenance staff learn the ropes in Maintenance.

This month, Metro experienced 2 days of power outages. The worst was July 6, 2023 when an external contractor severed a power cable. A generator was brought online to provide emergency power but later that day, a head gasket failed which left the entire building without power. Staff from all departments worked tirelessly until that evening to ensure that services were not interrupted. Staff implemented the use of portable generators to maintain the Dispatch and Operator areas to ensure these areas could remain operational. Staff also coordinated the fueling of gas vehicles with an external vendor, maintained contact with OPPD until services were restored around midnight, and kept customers informed of the likelihood of service interruptions so that riders could plan their commutes accordingly. Thanks to the Maintenance staff, the main generator is now back in service.

To assist with the leadership development and secession planning, a series of internal workshops have begun with members of senior and junior management staff from Operations, Maintenance, and Safety and Training. Topics covered so far include a review of the Metro Next plan, Metro's vision, mission and organizational values and expectations, leading through crisis, effective communication, treating others with dignity and respect, working with unions, and other topics related to secession planning. One goal is to make sure that Metro supervisory and management staff and anyone in a frontline position has the opportunity to learn the skillsets necessary to be able to get promoted to the next level. This helps to strengthen the agency and to focus on employee development. To assist with this, Metro is holding a series of workshops starting with senior

management staff, junior management staff, and supervisors. There will be additional training provided to other staff.

In addition to this, Metro has been approved by the Transit Safety Institute to hold two classes next year, one of which will be a transit supervisory certification program which will certify most frontline supervisors as transit supervisors which will be a great opportunity for Metro. Ms. Cencic and Mr. Maldonado met with members of the Operations, Maintenance, and Safety senior management staff to better understand the overall performance of junior management and supervisory personnel and to discuss training opportunities to assist with employee leadership development.

Mr. Maldonado participated in various committee meetings including the Safety and the Hourly Pension committees, the Omaha streetcar operations and vehicle committee meetings, and the Metro Safety committee meeting. Mr. Maldonado also participated in various public meetings for Metro's August service changes that are scheduled to take place. Metro's Civil Rights and Inclusion Direction just went over these service changes.

Discussion was had.

Agenda Item #5c: Administrative Reports
(N. Ebat)

Ms. Ebat updated the Board that in regards to the power outage that occurred in July, from a Communications standpoint, going through these types of emergencies has highlighted how important it is to have a strategic plan for communications in place as well as strong partnerships within the community to help when needed. Metro's Communications staff is small but mighty and sometimes external help is needed. While working on backup plans on the operations side, staff was also making sure that riders know what was happening at that moment. Metro used social media, earned media, and some local stations picked up the information as well. Simultaneously staff was working on sending messages out to the public about any possible consequences of the power outage to bus service the following morning. That information was sent out to approximately 200 community partners including local governments, committees, corporations, and universities so that they could pass the word on to their clients and the people they serve. This was a big lift by the Communications team, with help from staff from Planning and Civil Rights and Inclusion. By approximately 3:00 AM, Metro staff was able to confirm that service would not be interrupted the next day and that message was able to be sent out to the public. However, this was a good case in point of what having the background and having some of these procedures already in place just in case something happens so that way staff can get the message out there and maintain business as usual with as little impact to the public as possible. Ms. Ebat extended her gratitude to the Communications team and everyone else in Administration, Operations, and Dispatch who helped support the efforts as well.

Metro had another busy month of activities. As Ms. Johnson mentioned earlier, the Communications team kicked off the month prepping for and holding a number of public meetings ahead of the August route increases. From there, the team went right into plans for communicating to riders regarding the eastbound 72nd & Dodge ORBT station that was going to be closed for repair. The expectation was that this station was going to be inaccessible for approximately one week but luckily it was only inaccessible for a day.

The Communications team is also working with the Vision Zero team with the City to help promote their open house next month. The City will be presenting their draft plan at that meeting. Metro's team is experimenting

with communicating that message in different ways through social media and Metro platforms but is also looking at what it might be like to share some of the upcoming news on digital signage throughout the system.

The Communications team also had a busy month of activities. The month began with Metro having a table at Music in Miller Park. There will be a repeat of this event next month. Metro also presented and hosted a ride-the-bus training with partners at the Prosper Academy which is run by the Autism Action Partnership. This event was particularly exciting as they invited prospective students and their adults to see how the Metro system works, how their students would be able to get around by bus while they are living at the academy, and what it might be like have their students go through a program that helps them transition into being an independent adult.

Metro was also very honored to be one of the teams walking in the Heartland Pride Parade. Many community partners were on the sidelines greeting Metro staff and many others in the crowd were expressing their appreciation for public transit.

Next week, the Communications team will be presenting the upcoming service increases to the Omaha Refugee Task Force, as well as participating in dozens of venues across the city with Open Omaha. Metro will be partnering with the Bemis Art Center and will be placing an ORBT bus outside the gallery so people can see what the inside of an ORBT bus looks like. Metro staff will also be participating in Omaha Public School's Back to School bash. Metro will have a bus at that event so that students and parents can get a look at how to ride the bus without the pressure of the first day of school. Staff will also be holding mini-safety classes at that event to remind students to look both ways before crossing the street, to only cross with the crosswalk signal, and other tips to help students be more confident about riding the bus.

In addition, Metro is officially among one of the program partners with the Riverfront Park opening. In partnership with MAPA, Metro has also been selected as one of six host sites across the country for the National Aging and Disability Transportation Center's National Symposium on Diversity, Equity and Inclusion. This will be a great opportunity to bring stakeholders together and identify ways to advance transportation equity around the metro.

Discussion was had.

Agenda Item #8: **Board Chair Report**
(D. Lawse)

Mr. Lawse reported that the Finance Committee met and took action on those items. The Policy Committee is continuing to work with Metro staff on updating policies. This is a slow and steady process.

Ms. Cencic updated the Board that while there is no official Pension committee, a pension committee meeting was held but the committee work in general has been lighter this month. The Operations Committee will be meeting soon. Some pieces of the contract negotiations have restarted as well. Metro may also be looking at alternative meeting dates in September because of the budget but this matter can be finalized in August.

Discussion was had.

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

Thursday, August 24, 2023, at 8:30 a.m. to be held at Metro Transit Authority's Administrative Building.

Agenda Item #10: Adjournment

There being no further business to come before the Board, a motion was entertained to adjourn the meeting at 9:16 a.m.

Motion by Ms. Plucker; Second by Mr. Lawse

ROLL CALL:
UNANIMOUS; MOTION CARRIES.

_____
Mr. Daniel Lawse – Chair

_____
Recording Secretary

Appendix J: April 2024 Service Equity Analysis

TITLE VI SERVICE EQUITY ANALYSIS
FOR THE MAY 2024 PROPOSED SERVICE CHANGES

Regional Metropolitan Transit Authority of Omaha (dba Metro)

Title VI Coordinator
Alicia Johnson, Civil Rights and Inclusion Director
civilrights@ometro.com

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1. Purpose

Title VI of the Civil Rights Act of 1964 ensures that “no person in the United States shall, on the basis 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.” The Regional Metropolitan Transit Authority of Omaha (dba Metro) has committed to the Federal Transit Administration (FTA) Title VI objectives set forth in Circular 4702.1B, ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.

This analysis of Metro’s proposed service changes was prepared in conformity with Chapter IV of the FTA’s Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" and with respect to environmental justice principles. The Circular states any FTA recipient located in an Urbanized Area of 200,000 or more in population and operates more than fifty vehicles in peak service "shall evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether these changes have a discriminatory impact. Additionally, Circular 4702.1B, Chapter IV-7 (2) requires these transit agencies evaluate the effects of service changes on low-income populations in addition to Title VI-protected populations. By conducting equity analyses, Metro intends to ensure that the impacts of the proposed service changes are distributed equitably to minority and low-income populations and are not discriminatory.

Overview of Metro

Metro, a political subdivision of the State of Nebraska, is a direct recipient of FTA financial assistance; a transit provider located in an Urbanized Area of 200,000 or more in population; and operates more than fifty vehicles in peak service. Metro’s fixed-route service includes rapid, local, express/commuter routes, and a downtown circulator. Additionally, Metro operates Americans with Disabilities Act (ADA) Complementary Paratransit (MOBY) service.

2. Summary of Proposed Service Changes

The changes below have been proposed by staff to minimize service interruptions due to short-term staffing shortages. Throughout this document, the changes will be evaluated for their cumulative impact on low-income and minority populations in the area.

Proposed Changes to Routes

Routes 13 and 15 have been identified for reductions in frequency of arrivals on the short segments of the route.

1. Route 13 will reduce from arrivals every 15 minutes to every 30 minutes between downtown and the MCC South Transit Center during rush hour on weekdays.
    a. No changes are proposed to the route segment from MCC South Transit Center to Aksarben Transit Center.
2. Route 15 will reduce in frequency of arrivals from every 15 minutes to every 30 minutes between downtown and the Aksarben Transit Center during rush hour and mid-day periods on weekdays.
    a. No changes are proposed to the route segment from Aksarben Transit Center to Oakview Mall.
3. No changes are proposed to Saturday or Sunday schedules.

Complementary paratransit (MOBY) services will not be impacted by the proposed changes.

3. Metro Title VI Policies

Metro first established Major Service Change, Disproportionate Burden, and Disparate Impact Policies to 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" which became effective October 1, 2012. 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.

The following policies regarding Major Service Change, Disparate Impact, and Disproportionate Burden were approved by the Metro Board of Directors on December 22, 2022, and were subsequently submitted to the FTA. At the time of submission to the FTA, the policies became effective.

Figure 3A: *Metro's Major Service Change, Disparate Impact, and Disproportionate Burden Policies*

Major Service Change
• The **addition** and/or **elimination** of a bus route • **10%** or more for system revenue miles • **15%** or more revenue miles on any individual route
Disparate Impact
• Any major service change that requires a minority population to bear adverse effects of **15%** or greater of the cumulative impact.
Disproportionate Burden
• When the burden of any fare or major service change requires a low-income population to bear adverse effects **15%** or greater of the cumulative burden.

Major Service Change Policy

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 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 ten percent (10%) or more addition or reduction in the system revenue miles.
3. A fifteen percent (15%) or more addition or reduction of revenue miles on any individual route.
    a. This includes a change in frequency, span of service, or route alignment 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.

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 fare or major service change require a minority population to bear adverse effects ***fifteen percent or greater of a cumulative impact*** compared to those adverse effects borne by the nonminority population, that impact will be deemed a disparate impact.

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.

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 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 fifteen 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:

- There is substantial legitimate justification for the change; and
- 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.

4. Finding of a Major Service Change

Figure 4A summarizes the scope of the proposed changes in terms of weekly revenue miles. The proposed changes include the reduction of more than 15% of weekly revenue miles on Routes 13 and 15, therefore qualifying as a "Major Service Change" under Metro's policy.

Figure 4A: *Cumulative Changes to Revenue Miles*

January 2024 Revenue Miles				
Route	Weekday (per day)	SAT	SUN	Weekly Revenue Miles
13S	543.87	404.71	378.51	3,502.57
13L	334.53	217.29	177.74	2,067.68
15S	737.46	381.72	389.75	4,458.77
15L	237.40	209.12	180.57	1,576.69
TOTAL:	**13,415.59**	**8,668.91**	**5,655.96**	**81,402.82**

May 2024 Revenue Miles					
Route	Weekday (per day)	SAT	SUN	Weekly Revenue Miles	
13S	363.51	404.71	378.51	2,600.77	-25.7%
13L	334.53	217.29	177.74	2,067.68	0.0%
15S	373.66	381.72	389.75	2,639.77	-40.8%
15L	237.40	209.12	180.57	1,576.69	0.0%
TOTAL:	**12,871.43**	**8,668.91**	**5,655.96**	**78,682.02**	-3.3%

	Weekday	SAT	SUN	Weekly Revenue Miles
Total Change in Revenue Miles:	-544.16	0.00	0.00	**-2,720.8**
Percent Change in Revenue Miles:	-4.06%	0.00%	0.00%	**-3.34%**

*The total weekly revenue miles listed in the tables above (81,402.82 for January 2024 and 78,682.02 for May 2024) is the total weekly revenue miles across all Metro fixed-route services. Only the routes that are relevant to the current service equity analysis are included in the table.

5. Effects of Major Service Changes on Minority and Low-Income Populations

Methodology

In order to analyze the effects of the Major Service Change on Minority and Low-Income populations, Metro utilized the following methodology.

Data Selection:

Metro used the 2020 Decennial U.S. Census and U.S Census Bureau's 2018-2022 Five Year American Community Survey (ACS) data. 2020 Decennial U.S. Census block level data was utilized for overall population and minority population data. 2022 Five Year ACS data provided low-income population numbers and percentages at the tract level which was then applied to the 2020 Decennial Census block level population numbers. Data utilized were the most current data sets available from U.S. Census at the time the analysis began.

The percentage of minority and low-income populations deemed to be within the service buffer of the proposed change was then compared to the percent of minority and low-income populations in Metro's service area. If the change was 15% or greater, further analysis was conducted to identify mitigation measures including access to alternative routes.

Definition of Terms

Minority

The term "minority" represents those persons who self-identify as being one or more of any ethnicity other than "white" alone.

Low-Income

The term "low-income" represents those at or below the poverty threshold set by the U.S. Census Bureau with a reported annual household income and corresponding household size as recommended by guidance from the Department of Health and Human Services (DHHS). The poverty thresholds established by the U.S. Census Bureau were compared to the poverty thresholds set by DHHS for compatibility and found that despite minor differences in the threshold income levels by household size, the U.S. Census Bureau data was comparable to DHHS thresholds.

Adverse Effects

The term "adverse effects" represents geographical or temporal reductions in service. For the purposes of the proposed changes, adverse effects included route discontinuations, discontinuation of route segments, reduced frequency, and reduced span of service hours.

Benefits

The term "benefits" represents geographical or temporal additions in service. For the purposes of the proposed changes, benefits included added routes, added route segments, increased frequency, and increased span of service hours.

Analysis by Route

Metro conducted an equity analysis for each route with proposed changes utilizing the 2020 Decennial U.S. Census and 2022 Five Year ACS data by type of proposed service change. This analysis identified the adverse effects and benefits of each proposed service change and the relative impact of the change on the minority and low-income population served by each route. A quarter mile buffer was applied to individual route alignments for fixed route service to identify the affected population. U.S. Census blocks with centroids located within the boundary of the defined quarter mile buffer of each route were isolated to identify the affected minority and total populations. The percent of low-income populations within corresponding tracts identified in the 2022 Five Year ACS data were then applied to each block to calculate the affected low-income population. The percent of minority and low-income populations deemed to be within the service buffer of the proposed change was then compared to the percent of minority and low-income populations in Metro's service area.

Cumulative Analysis

Pursuant to Metro's Board-approved Title VI Plan, the proposed changes were analyzed cumulatively. In order to identify the extent of the impact of any element of the proposed changes relative to the overall changes, Metro utilized revenue miles by route and the demographic breakdown of the population within the service buffer of each route represented as a percentage.

Proposed Adjustments to Frequency

Figure 5A: *Reductions to Frequency*

Route	Description	Total Population	Minority Population	Percentage Minority	Low-Income Population	Percentage Low-Income
13	Frequency Reductions from downtown to MCC South TC (Rush Hour Service on Weekdays)	16,841	8,440	50.12%	3,555	21.11%
15	Frequency Reductions from downtown to Aksarben TC (Rush Hour and Mid-day service on Weekdays)	19,300	6,371	33.01%	3,472	17.99%

A thorough analysis of the benefits and adverse effects of the proposed addition of service by route can be found in **Appendix A**. The exact trips proposed to be eliminated are lined out in red on the Route 13 and 15 schedules in Appendix E.

6. Analysis of Cumulative Effects of Proposed Service Changes

Figures 6A-6D below compare the weekly revenue miles between the existing routes and the proposed routes along with the population served by each alignment.

Figure 6A: *Cumulative Impact to Minority Populations*

January 2024 Routes					
Route	Weekly Revenue Miles	Total Population	Minority Population	Percent Minority	Minority Service Miles
13S	3,502.57	16,841	8,440	50.12%	1,755.34
13L	2,067.68	9,284	3,997	43.05%	890.19
15S	4,458.77	19,300	6,371	33.01%	1,471.86
15L	1,576.69	8,514	1,764	20.72%	326.67
TOTAL:	81,402.82	591,968	252,315	42.62%	36,558.45

May 2024 Routes						Net Change
Route	Weekly Revenue Miles	Total Population	Minority Population	Percent Minority	Minority Service Miles	Minority Service Miles
13S	2,600.77	16,841	8,440	50.12%	1,303.40	-451.94
13L	2,067.68	9,284	3,997	43.05%	890.19	0.00
15S	2,639.77	19,300	6,371	33.01%	871.40	-600.46
15L	1,576.69	8,514	1,764	20.72%	326.67	0.00
TOTAL:	78,682.02	591,968	251,812	42.54%	35,500.60	-1,057.85

Cumulative Impact to Minority Populations:	**-2.89%**

Figure 6B: *Cumulative Impact to Non-Minority Populations*

January 2024 Routes					
Route	Weekly Revenue Miles	Total Population	Non-Minority Population	Percent Non-Minority	Non-Minority Service Miles
13S	3,502.57	16,841	8,401	49.88%	1,747.23
13L	2,067.68	9,284	5,287	56.95%	1,177.49
15S	4,458.77	19,300	12,929	66.99%	2,986.91
15L	1,576.69	8,514	6,750	79.28%	1,250.02
TOTAL:	81,402.82	591,968	340,156	57.46%	44,849.82

May 2024 Routes						Net Change
Route	Weekly Revenue Miles	Total Population	Non-Minority Population	Percent Non-Minority	Non-Minority Service Miles	Non-Minority Service Miles
13S	2,600.77	16,841	8,401	49.88%	1,297.37	-449.86
13L	2,067.68	9,284	5,287	56.95%	1,177.49	0.00
15S	2,639.77	19,300	12,929	66.99%	1,768.37	-1,218.54
15L	1,576.69	8,514	6,750	79.28%	1,250.02	0.00
TOTAL:	78,682.02	591,968	340,156	57.46%	43,181.42	-1,668.40

Cumulative Impact to Non-Minority Populations: **-3.72%**

Figure 6C: *Cumulative Impact to Low-Income Populations*

January 2024 Routes					
Route	Weekly Revenue Miles	Total Population	Low-Income Population	Percent Low-Income	Low-Income Service Miles
13S	3,502.57	16,841	3,555	21.11%	739.36
13L	2,067.68	9,284	1,509	16.25%	336.08
15S	4,458.77	19,300	3,472	17.99%	802.12
15L	1,576.69	8,514	551	6.47%	102.04
TOTAL:	81,402.82	591,968	113,109	19.11%	16,353.55

May 2024 Routes						Net Change
Route	Weekly Revenue Miles	Total Population	Low-Income Population	Percent Low-Income	Low-Income Service Miles	Low-Income Service Miles
13S	2,600.77	16,841	3,555	21.11%	549.00	-190.36
13L	2,067.68	9,284	1,509	16.25%	336.08	0.00
15S	2,639.77	19,300	3,472	17.99%	474.89	-327.23
15L	1,576.69	8,514	551	6.47%	102.04	0.00
TOTAL:	78,682.02	591,968	113,109	19.11%	15,835.95	-517.59

Cumulative Impact to Low-Income Populations: **-3.17%**

Figure 6D: *Cumulative Impact to Non-Low-Income Populations*

January 2024 Routes					
Route	Weekly Revenue Miles	Total Population	Non-Low-Income Pop.	Percent Non-Low-Income	Non-Low-Income Service Miles
13S	3,502.57	16,841	13,286	78.89%	2,763.21
13L	2,067.68	9,284	7,775	83.75%	1,731.60
15S	4,458.77	19,300	15,828	82.01%	3,656.65
15L	1,576.69	8,514	7,963	93.53%	1,474.65
TOTAL:	81,402.82	591,968	478,859.0	80.89%	65,049.27

May 2024 Routes						Net Change
Route	Weekly Revenue Miles	Total Population	Non-Low-Income Pop.	Percent Non-Low-Income	Non-Low-Income Service Miles	Non-Low-Income Service Miles
13S	2,600.77	16,841	13,286	78.89%	2,051.77	-711.44
13L	2,067.68	9,284	7,775	83.75%	1,731.60	0.00
15S	2,639.77	19,300	15,828	82.01%	2,164.88	-1,491.77
15L	1,576.69	8,514	7,963	93.53%	1,474.65	0.00
TOTAL:	78,682.02	591,968	478,859	80.89%	62,846.07	-2,203.21

Cumulative Impact to Non-Low-Income Populations:	**-3.39%**

Conclusion

Overall, the weekly revenue miles decreased from 81,402.82 under the existing fixed-route service to 78,682.02 miles under the proposed service. This decrease of 2,720.80 weekly miles represents a 3.34% decrease in miles from existing fixed-route service. Since the proposed changes do not modify the service area or route alignments, the total population served (including duplication of the populations served by more than one route) will stay consistent at 591,968.

Disparate Impact Analysis

The service equity analysis shows that on a cumulative basis the non-minority population will be impacted slightly more than the minority population. The number of weekly revenue miles was multiplied by the percent of minority population residing in the service buffer to identify the cumulative effect on minority populations. The cumulative impact of the changes to minorities is -2.88% and to non-minorities is -3.72%, a difference of 0.84%. ***No disparate impact is identified for the proposed changes according to the adverse impact threshold (15% or greater).***

Disproportionate Burden Analysis

The service equity analysis shows that on a cumulative basis the non-low-income population will be impacted slightly more than the low-income population. The number of weekly revenue miles was multiplied by the percent of low-income population residing in the service buffer to identify the cumulative effect on low-income populations. The cumulative impact of the changes to low-income populations is -3.17% and to non-low-income individuals is -3.39%, a difference of 0.22%. ***No disproportionate burden is identified for the proposed changes according to the adverse effect threshold (15% or greater).***

7. Public Engagement

Four public meetings were held to solicit public input on the proposed service changes for May 2024. The dates, times, and locations for each meeting are listed below.

Date: Wednesday, March 20, 2024
Time: 12:00 - 1:00 p.m.
Location: Virtual (Zoom)

Date: Saturday, March 23, 2024
Time: 2:00 - 4:00 p.m.
Location: Omaha Public Library - Downtown Branch, 1401 Jones Street, Omaha, NE 68102, Room 102

Date: Monday, March 25, 2024
Time: 7:00 - 8:00 p.m.
Location: Virtual (Zoom)

Date: Wednesday, March 27, 2024
Time: 5:00 - 7:00 p.m.
Location: Metro Lobby, 2222 Cuming Street, Omaha, NE 68102

Public Notification

For the public meetings held in March 2024, notice was published in the Daily Record (see Appendix C) and a media press release was sent to local media contacts (WOWT, KETV, KMTV, OWH). WOWT ran a full story on the proposed changes (https://www.wowt.com/2024/03/27/residents-encouraged-weigh-omahas-metro-transit-brings-changes/). Social media notices were published on Facebook, X (Twitter), and Instagram, and included links to Metro's website, which allows for multi-language translation.

Posters were displayed at Metro's transit centers and administrative facility's public space where fare media is purchased, half-fare IDs are processed, route schedules/maps available, and persons can receive trip planning assistance. Bilingual Rider Alerts were distributed on buses and the ADA complementary paratransit fleet.

Historically underrepresented populations including minorities, low-income populations, persons with Limited English Proficiency, and seniors were encouraged to participate with the assistance of community-based organizations, social service agencies, and advocacy groups. These partners included IntelliRide/Metro Customer Service; Women's Center for Advancement; Youth Emergency Services; Nebraska Veteran's Affairs; Together, Inc.; Stephen Center; Siena Francis; Salvation Army; Omaha Refugee Task Force; Lutheran Family Services; Heartland Family Services; Habitat for Humanity; Heartland Workforce Solutions; ENCAP; Empowerment Network; Douglas County Health Department; Autism Action Partnership; City of Omaha; Metropolitan Community College; College of Saint Mary; University of Omaha at Nebraska; Community Alliance; Mode Shift Omaha; Safe Streets Omaha. All were asked to share the information with their individual constituents.

The notices and releases included contact information for requesting reasonable accommodations or language interpretation other than Spanish to encourage full participation in the public meetings. A contact person, phone number, and email were provided for the arrangement of the aforementioned. The notices also stated that the same information would be presented at each of the four meetings, the purpose of these meetings was to gather input from the public about the proposed service changes, and that feedback or questions about any topic related to Metro's service would also be welcomed. Also stated was that the meetings would follow an informal structure, that the proposed service changes would be presented visually through paper handouts and large print display boards and verbally in English or Spanish through dialogue, comments, and questions, that attendees are free to participate according to their comfort level, and that comments could be submitted verbally or in print at the time of the meeting.

Information about the public comment period following the last public meeting was included in the notices and releases. Public comments could be submitted by physical or electronic mail or online from March 20 – April 10, 2024. Key documents and other presentation materials were posted on the Metro website (ometro.com) and available in print at Metro's headquarters (2222 Cuming Street) for the duration of the comment period.

Summary of Public Meetings and Comments

There were 20 participants across the four public meetings.

Date	Location	Format	Number of Participants
March 20, 2024	Virtual Meeting	Virtual (Live)	13
	Views of virtual meeting recording	Online	93
March 23, 2024	Omaha Public Library, Downtown Branch	In person	2
March 25, 2024	Virtual Meeting	Virtual (Live)	1
March 27, 2024	Metro Administrative Building	In person	4

Bilingual staff members were in attendance for Spanish interpretation assistance at all meetings. Metro also sought to accommodate lower literacy skills through clear and concise language to the greatest degree possible. Presentation materials were displayed in both English and Spanish. There were no requests for reasonable accommodations or language interpretation or translation beyond English or Spanish. A recording of the virtual meeting was available online in both English and Spanish to allow for additional input during the public comment period.

The reach of social media posts about the public meetings and open comment period is outlined in Table 7A. A total of 47 public comments were received during the public meetings or open comment period (Table 7B). The public meetings were also used to inform the public about an upcoming long-term detour on Route 13. Some of the comments are specific to the long-term detour rather than the proposed service changes. Metro responded to public comments during public meetings and on social media. Comments submitted through the website are anonymous. Metro response to the public comments submitted is included in the next subsection.

Table 7A: Reach of Social Media Posts Participation Reach

Social	Date	Reach	Comments	Shares	Reactions	Retweets	Engagements
Facebook post	20-Mar	795	38	2	10	-	267
Twitter post	20-Mar	397	1	-	0	2	-
Facebook post	22-Mar	502	0	2	6	-	26
Twitter post	22-Mar	108	0	-	1	0	-
Facebook post	29-Mar	163	0	4	7	-	25
Twitter post	29-Mar	236	0	-	5	3	-
Facebook post	8-Apr	283	0	0	5	-	28
Twitter post	8-Apr	210	0	-	4	1	-
TOTAL	**8 posts**	**2694**	**39**	**8**	**38**	**6**	**346**

Table 7B: Public Comments

#	Platform	Date	Comment	Zip Code
1	Website	20-Mar	I want to see the information on what the proposed changes are. [email]	68131
2	Website	20-Mar	I have really missed having Route 15 service to the Lakeside area near 170th and Center. The express routes are not convenient for me because my work hours vary day-to-day, depending on workload. Providing service again to this area would be beneficial for the growing southwest section of the metro.	68136
3	Website	20-Mar	What changes to these 2 bus routes are being proposed?	68131

4	Website	20-Mar	Extend to Lakeside again. At least once an hour. Or add additional midday and reverse trips on the 94	68130
5	Website	20-Mar	Have the 15 route start running to downtown at 4:30 am weekdays like did before covid-19 hit.	68131
6	Meeting	20-Mar	Any Chance of Expansion to Lakeside on 15?	
7	Meeting	20-Mar	Will the road work planned also affect our MOBY riders to and from Outlook be affected?	
8	Meeting	20-Mar	Asked about detouring the 13th through 66th Street. He uses the bus when he doesn't have his car. The trains on F street may also be an issue. Did we get involved in those railroad tracks?	
9	Meeting	20-Mar	Metro doesn't hire relatives. Maybe we can change this policy, may this can help with driver shortage.	
10	Meeting	20-Mar	This proposal seems reasonable with minimal disruptions to the current schedule.	
11	Facebook	20-Mar	Hopefully adding more bus services going out to west center to 120th and center street besides once a hour. You have to remember there's a lot of people out on 120th and West Center St., only means of transportation is a bus	
12	Facebook	20-Mar	I've heard the 15 and 55 will end once the streetcar happens in 2027	
13	Facebook	20-Mar	The 15 should run to Lakeside like it did in the past.	
14	Facebook	20-Mar	not a terrible idea. But Metro can't staff the routes it has. If you lengthen a route you have to either decrease the frequency or increase the number of vehicles, and we don't have the vehicles or people at present. Again, I think you are correct: what funding sources would you accept to make this happen, if the only issue were a lack of funds?	
15	Facebook	20-Mar	Metro is correcting those issues as the days go on. There are currently two classes (with a third coming soon) of operators being trained and ready for the road - and parts are coming in - as well as repairs being made. Things are improving, slowly, but improving nonetheless.	
16	Facebook	20-Mar	I wish the mayor and city council cared about public transportation	
17	Facebook	20-Mar	starting this year it will be less in their control. Metro is now a regional Transit authority to be governed by a board that will be elected this year. In theory this could improve the service by expanding their taxing authority.	
18	Facebook	20-Mar	hopefully Omaha can have as good a bus system as KC or Des Moines or Sioux Falls I have had to limit acting gigs cause Elkhorn and Bellevue and Gretna and Papillion and Bennington and Valley has limited to no bus service	
19	Facebook	20-Mar	those places will continue to have limited transit service, even if the RTA expands beyond the city limits of Omaha. The built environment that can support and sustain anything other than limited park-and-ride service ends at 72nd street on the west, Ames up north (except Florence) and I 80 in the south except east of US 75. You need an environment where the buildings and the roads come together and create a cohesive space. We built for cars only and until we start to reverse that, we won't have transit that works, except in the areas once served by the street cars.	
20	Facebook	20-Mar	even a express bus route to Valley or Bennington or Plattsmouth or Gretna Would still be better than nothing	
21	Facebook	20-Mar	I feel that. I'm sure Metro Transit Omaha would love to serve all the communities, but right now they're looking to cut back on existing routes.	
22	Facebook	20-Mar	thus why I'm skeptical the Regional part of MAT will happen in next 20 to 50 years	
23	Facebook	20-Mar	I can imagine how much the staff does not want to propose these changes. It is prudent to not over-promise with labor and/or fleet shortages.	
24	Facebook	20-Mar	Ed Pieper Laura M Sweany fyi. Check back on the page for the info about the proposed changes if you take these routes	

25	Facebook	20-Mar	I hope this means mor hours till later into the evening. West O is screwed for any evening hours.	
26	Facebook	20-Mar	What proposed changes? Some context to these would be beneficial for us riders? I ride both routes on almost a daily basis.	
27	Facebook	21-Mar	you guys can't just write them down somewhere? I have to watch a 30 min public forum meeting? This feels like a purposely inefficient lack of transparency for concerned riders.	
28	Facebook	21-Mar	So when is the recording going to be posted today? It's not on the website yet	
29	Website	21-Mar	I think it is important that 13 and 18 work in sync to create a continuous loop around the functional service area. Understanding that personnel and equipment limits exist, I hope to see the service frequency return and even improve on the 13 when funding and labor allow.	68102
30	Website	21-Mar	Route 15 runs from downtown to the Med Center. It isn't uncommon for it to end up with a van when there are equipment shortages. As someone with mobility issues I cannot easily board the vans because they have steps followed by a narrow turn. Right now I know I can just wait 15 minutes and a bus will follow the van. This happened as recently as today. With this proposed change please have dispatch not put vans on the 15.	51503
31	Website	23-Mar	As long for some busses to maintain some work to drive outside, especially further away to Oak View, I may hopefully do your hard work to return back the Rush Hour back to 15 Minutes in the future. I mostly visit the Aksarban around frequently.	68111
32	Meeting	23-Mar	I often take the bus from Creighton to my house by 129th and Center, but I usually drive t Westroads to get the ORBT or 4 for more time options. I would appreciate more service on the 15, and more on the 94 as well whilel personally won't use it a ton, I would like a north-south bus west of 72nd to make it easier for people in West Omaha to go north or south without a major detour	68144
33	Website	25-Mar	Make the route 13 every 30 minutes downtown to Aksarben, earlier and later, especially on weekends. Make the 15 and 55 earlier and later, especially on weekends. Please operate the #5, #8, #14, #16 and #55 and both Council Bluffs routes SEVEN days per week Please make the airport bus at least hourly. I have ridden it, and so few people use it during rush hour. Driver issues? Recruit Offutt AFB, Bellevue, Plattsmouth, Glenwood, Missouri Valley, Blair, Fremont Nebraska City, even Auburn., Tekamah and West Point, and also Atlantic, Carroll and Denison Iowa. Recruit via veterans groups. Recruit via homeless shelters. If necessary, reduce route 18 and 24 to every 20 minutes., and utilize the drivers elsewhere. Aggessively study owl service (10pm-5am). All routes should start by 4am and operate till 2am, if not 24 hours. Tim [phone number]	68106
34	Meeting	26-Mar	My main concern is the reduction in #15 service. When I ride the #15 from 38th & Farnam to Aksarben TC, I see a lot of seniors get off on 42nd St. going to the County & VA hospitals; Otherwise I can manage with the reduction in #15 frequency by monitoring MyRide app on my phone	68132
35	Meeting	26-Mar	Great information. Nice to meet everyone and hear the reasoning	68131

36	Website	27-Mar	I think that this is a smart change for this route. I have noticed that the 13 rarely is able to run every 15 minutes. I normally work in South Omaha and I used to transfer from the 11 to the 13 five mornings per week. Now I don't use that bus often (maybe 24 times per year), because it was so irregular that I had to rearrange my work schedule, find rides, and use an alternate bus routes. There were many, many times where I was left waiting for 30+ minutes in downtown because the 13 was only running one bus per hour. The last 2 summers I worked at Buena Vista and service on the 13 was extremely irregular. There were multiple days that I spent nearly an hour waiting at Aksarben (summer 2022) or Bergan Mercy (summer 2023) waiting for the 13 to show up. Hopefully having less frequent service will improve the wait times for the people that are unfortunate enough to have to use that route daily. With major businesses on the west side of that route that have employees that rely on the bus and students at Buena Vista and South High, it is important that Metro provide service that is reliable	68106
37	Website	27-Mar	I appreciate that you are continuing service to Oakview Mall. I don't have to ride the 15 out to Oakview often but I take it when I have doctor's appointments out is West O. I save a lot of money on Uber/Lyft by taking the bus to a location much closer to my appointment. I'm curious to see what happens with the 15 going down the line because part of its route is going to be replaced with the streetcar. That will make ridership go down in the downtown/midtown area and it will reduce the ability for the bus to travel safely on Farnam Street. I don't use the 15 often because the closest stop is 20 minutes from my house. I will occasionally take it late in the afternoon/evening, the 11 does not have good service in the late afternoon & evening so the 15 has been my "go to" backup plan if I want to save money and get home. I will be sad to see the service be less frequent in the evening but I can definitely plan my life around it. It will still run more often than the 11.	68106
38	Website	27-Mar	Route 24 - the continued route interruptions in morning service do a great disservice to the North and South Omaha communities. Rearranging the schedule to run every 20 minutes before 7 am (like it used to be) seems like it would make sense for the people that have to use that line on a regular basis in the mornings. The southbound bus leaving from 22nd and Cuming at 5:53 has been irregular for the past several weeks. The southbound bus leaving 22nd and Cuming at 6:23 has been irregular since the bus schedules were changed in April 2023. I don't know if the southbound bus leaving 22nd Cuming at 6:53 has never been running any time I've tried to catch it over the last 3 years. Maybe it runs sometimes...just not on any days that I've been able to go into work late. Figuring out a schedule so that students (and staff) for North High, Central High, South High, and all the elementary schools in between them can get reliable morning service on that route would be amazing. I have already committed to leaving South High after working there for 12 years because Metro's transportation service has been horrendous for the past year.	68106
39	Website	27-Mar	Why would you decrease service? Increase it !!	68132
40	Website	27-Mar	Don't change them	68124
41	Website	28-Mar	not like it when is rush hour for you guys	68107

			I can support going back to every 30 minutes during rush hour, but I do believe there need to be alter options offered for route 13 going west. There is no reason service should stop at 8:19 in north downtown. There should at least be two more runs going to MCC south. I believe this the same about route 15. I think there should be later runs for route 15 going west to the Aksarben Transit Center.	
42	Website	29-Mar	Has Metro ever thought about doing a curricular Thursday-Sunday for major attractions in Omaha. I think 10th street circulator would be beneficial. Stoping at Charles Schwab Field, CHI Health Center, Old Market, Durham Museum, Lauritzen Gardens, Omaha Zoo. I also think a late night curricular from North Downtown, Old Market, Little Bohemia, Middtown, and Blackstone would be well. If we want a strong urban core, we need to connect those area with transportation and later at night for people living in those areas and wanting to go out.	68102
43	Website	29-Mar	Hello I saw you were proposing to change the 15 route to only every half hour between Aksarben and downtown...While I don't necessarily have any comment on that I do really wish you would extend the 15 route to Oakview more then once an hour...I work way out there and catch the 18 down to aksarben to get it...But with all the road work and such there has been times I've missed it or almost missed it...Even just during the day be great! Whatever you do please at least keep it running once an hour it's needed! I really wish you'd work on expanding bus routes more as it's hard to get anywhere past 72nd st in general...For a big city Omaha is very much lacking in the public transit options! So many people and vehicles that shouldn't be on the road...Perhaps if people had more options it would help! But yes at least keep the oakview route running and don't even consider making it end earlier like some of the routes because I usually don't get off til after nine and need to catch the last one!	

Response to Public Comments

Comments 1, 3, 26, 27, 28,
Several members of the public commented on the announcement of the public meetings for the proposed service changes that they wanted to see the information with the initial announcement. In the future, staff will consider noting the day the information will be available for public review along with the initial announcement.

Comments 2, 4, 5, 6, 11, 13, 20, 25, 29, 31, 32, 33, 34, 38, 42, 43, 44, 45, 46, 47
All route suggestions were recorded by the Planning Department as part of the ongoing record of public suggestions and input. This database of suggestions is used when staff are planning for route changes or improvements.

Comment 7
An employee from Outlook Nebraska asked if the long-term detour planned for Route 13 will affect MOBY riders that travel to and from their location. MOBY riders will be dropped off and picked up in the same location as usual. MOBY vans may have to enter from a different direction of the parking lot, but that shouldn't impact the riders aside from some potential traffic delays.

Comment 8
A participant asked about the railroad tracks along the Route 13 detour route. Metro staff responded that we had an experienced Operator drive the route to ensure that it would be a sufficient detour route with as minimal impacts to the schedule as possible.

Comment 9
A participant noted that Metro does not hire relatives and changing the policy could help with the driver shortage. Metro staff continuously assess all Metro policies in coordination with the Board of Directors and will consider reviewing the policy.

Comments 10, 15, 16, 17, 18, 19, 21, 23, 35, 36, 37, 40
Thank you for your feedback.

Comment 12
Metro does not have plans to discontinue the 15 or 55 and is working with the Omaha Streetcar Authority to coordinate plans for the respective services.

Comment 14
Metro is funded primarily by federal and local dollars. Funding is not the primary cause for the current proposal. As noted in the presentation materials, the proposed service reductions will improve reliability of service while Metro staff continue to hire and train additional operators (drivers).

Comment 22
We remain optimistic about the potential of the regional transit authority conversion. If any city in the region would like more information about the process of joining the regional transit authority, please send an email to info@ometro.com.

Comment 24
Thank you for helping spread the word about the proposed changes.

Comment 30
Thank you for your feedback. If someone is not able to use the stairs, the person should ask the operator to deploy the lift. If there are additional concerns, please contact Metro Customer Service (www.ometro.com/customer-service).

Comment 39
It is Metro's goal to increase service in line with the MetroNEXT Strategic Plan. However, as noted in the presentation materials, we are decreasing service to improve reliability of our service while we increase and train staff.

Comment 41
We refer to rush hours as peak hours, which are generally from 6:00-8:30 a.m. and 3:30-6:30 p.m., but each route is different depending on exact trip schedules. The exact trips that are proposed to be eliminated from Routes 13 and 15 are lined out in red from the schedule in Appendix E.

All public comments about Metro services are appreciated. Metro staff consistently work to address concerns and improve service.

Appendix A: Individual Route Reports and Analysis

This Section Contains:

- Individual Existing and Proposed Route Reports - These reports contain the data derived from the demographic spatial analysis and the proposed changes.
- The population numbers within these reports are the same numbers that were applied to the cumulative analysis.
- Each individual route analysis is followed by comparative maps for the existing and proposed alignments with the specific population demographic being examined.

Route 13

Proposal

- Reduced frequency (Weekdays from downtown to MCC South Transit Center)

Demographic Analysis

Minority Population

The minority population calculation compares the percentage of affected minorities within a quarter mile of existing Route 13 to Metro's existing Service Area minority population of 35.36%. *Refer to Figures A1 and A2.*

Low-Income Population

The low-income population calculation compares the percentage of affected low-income individuals within a quarter mile of existing Route 13 alignment to Metro's existing Service Area low-income population of 11.86%. *Refer to Figures A1 and A3.*

Figure A1

	Total Population	Percentage Minority	Percentage Low-Income
Metro Service Area	477,942	35.36%	11.86%
Existing Route 13	16,841	50.12%	21.11%

Figure A2

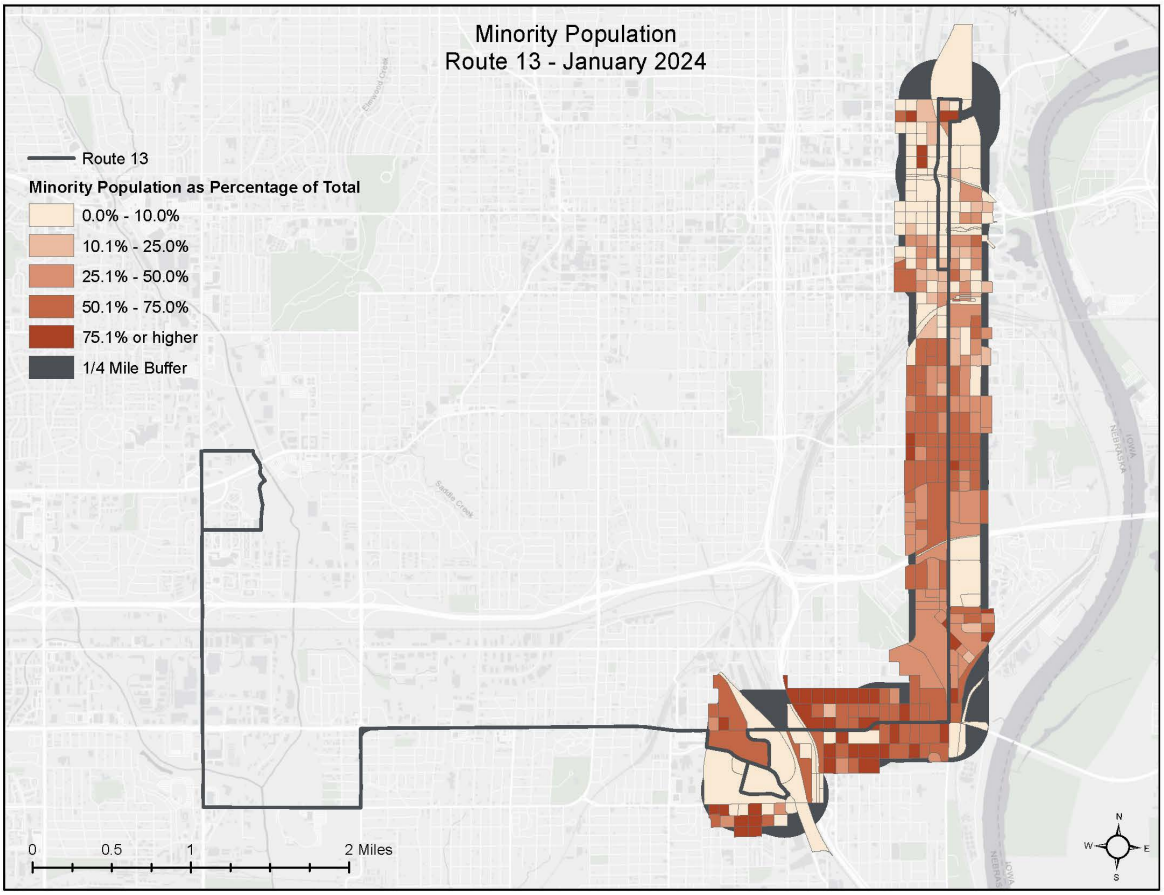
	Type of Change	Total Population	Non-Minority Population	Percentage Non-Minority	Minority Population	Percentage Minority
Frequency	Reduced frequency	16,841	8,401	49.88%	8,440	50.12%

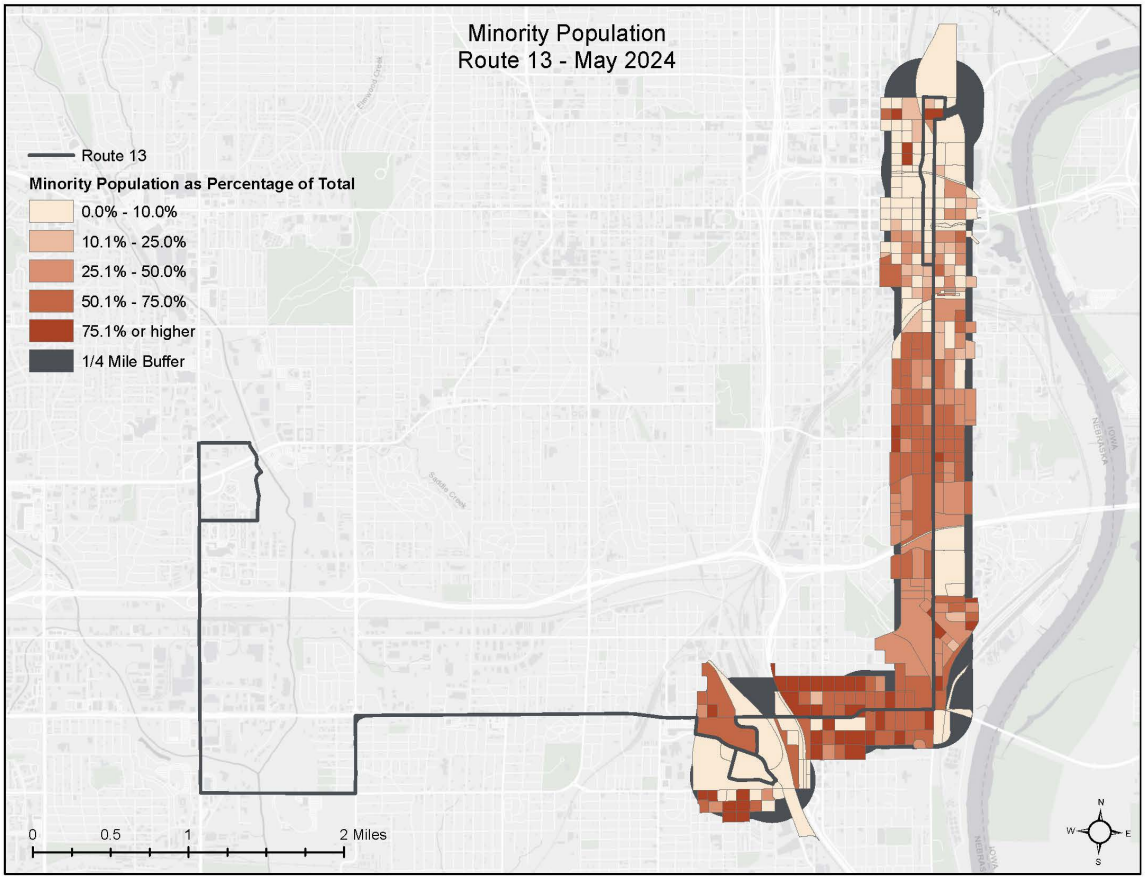
Figure A3

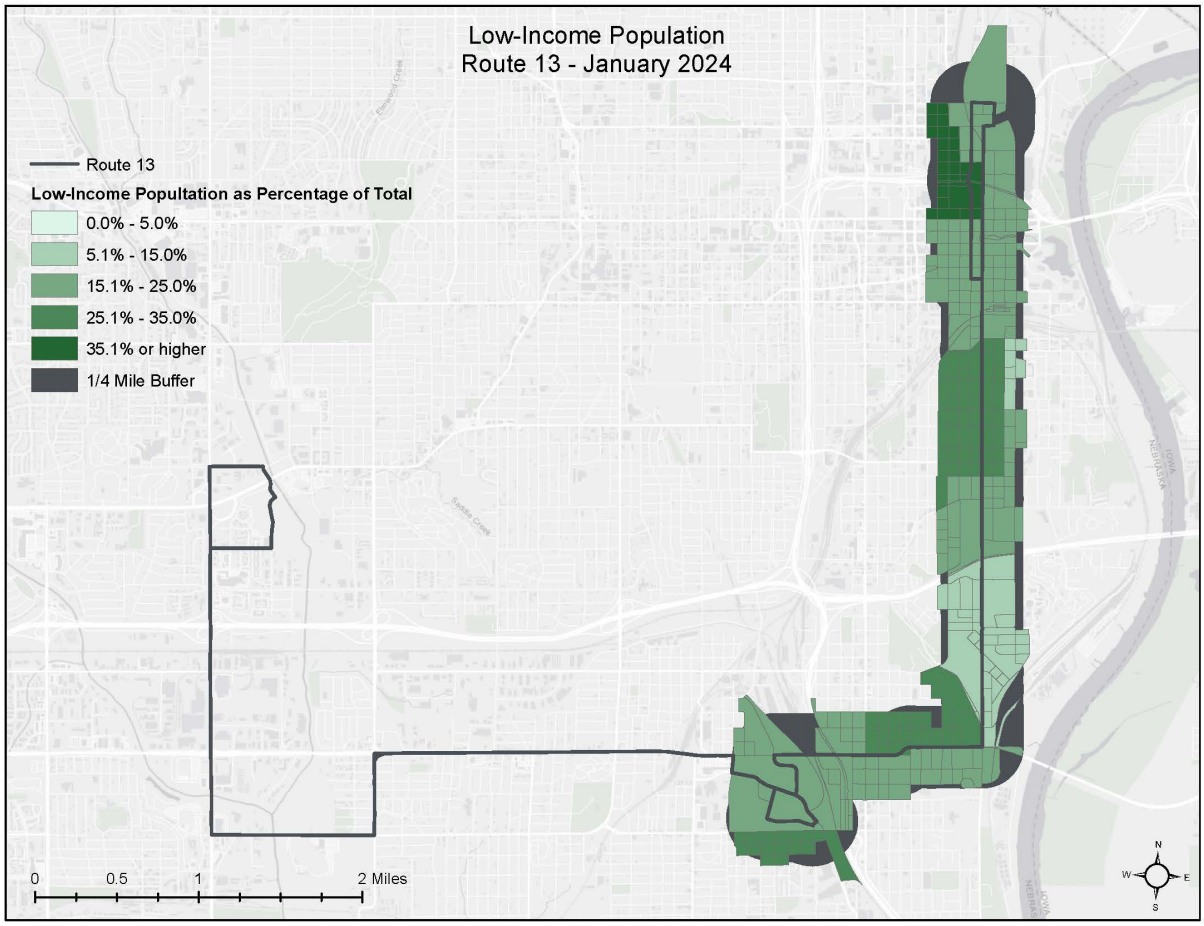
	Type of Change	Total Population	Non-Low-Income Population	Percentage Non-Low-Income	Low-Income Population	Percentage Low-Income
Frequency	Reduced frequency	16,841	13,286	78.89%	3,555	21.11%

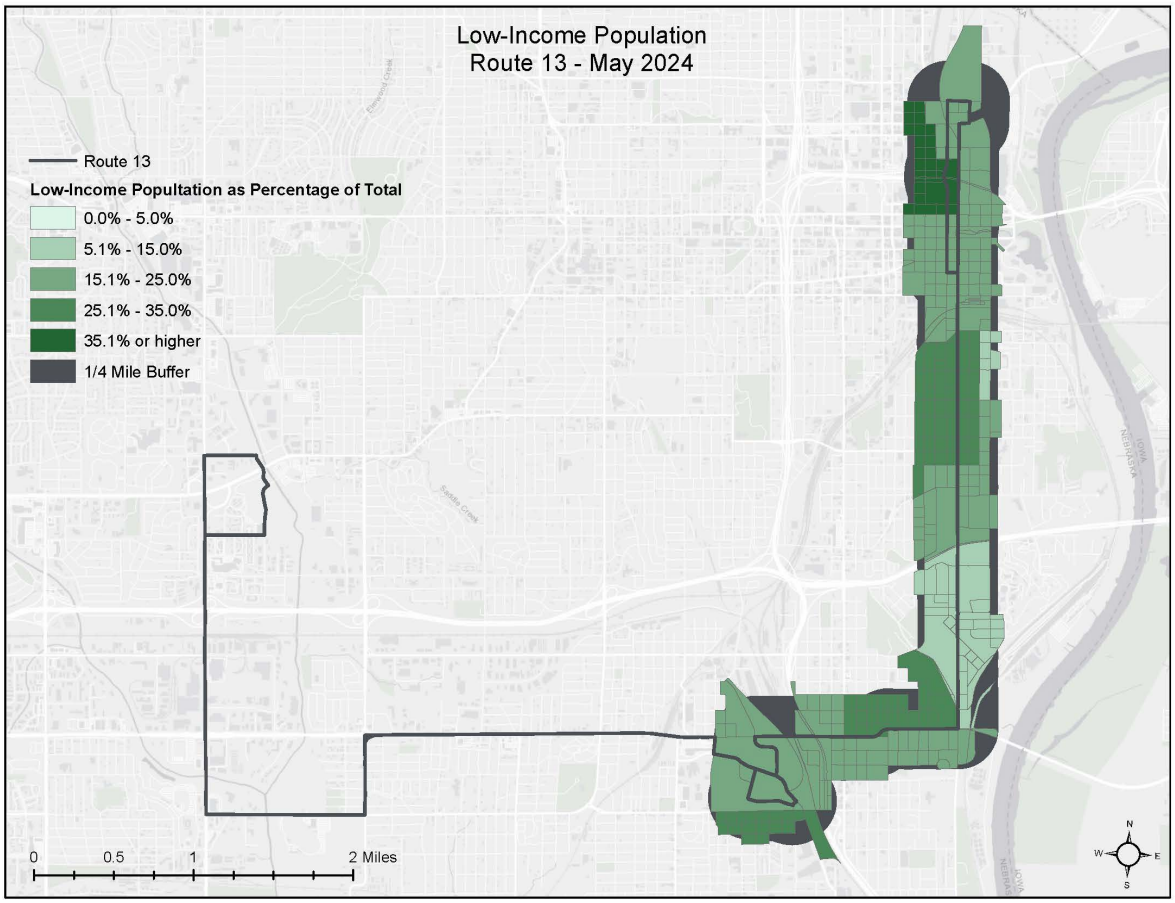
Figure A4

		Minority			Low-Income		
	Type of Change	% of Minority Along Route	% of Minority In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area	% Low-Income Along Route	% Low-Income In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area
Frequency	Reduced frequency	50.12%	35.36%	14.76%	21.11%	11.86%	9.25%


Minority Population
Route 13 - January 2024
Route 13
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Buffer
0
0.5
1
2 Miles
N
W
E
S


Minority Population
Route 13 - May 2024
Route 13
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Buffer
0
0.5
1
2 Miles
N
W
E
S


Low-Income Population
Route 13 - January 2024
Route 13
Low-Income Popultation as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Buffer
0
0.5
1
2 Miles
N
W
E
S


Low-Income Population
Route 13 - May 2024
Route 13
Low-Income Popultation as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Buffer
0
0.5
1
2 Miles
N
W
E
S

Route 15

Proposal

- Reduced frequency (Weekdays from downtown to Aksarben Transit Center)

Demographic Analysis

Minority Population

The minority population calculation compares the percentage of affected minorities within a quarter mile of existing Route 15 to Metro's existing Service Area minority population of 35.36%. *Refer to Figures 1.1 and 1.2.*

Low-Income Population

The low-income population calculation compares the percentage of affected low-income individuals within a quarter mile of existing Route 15 alignment to Metro's existing Service Area low-income population of 11.86%. *Refer to Figures 1.1 and 1.3.*

Figure 1.1

	Total Population	Percentage Minority	Percentage Low-Income
Metro Service Area	477,942	35.36%	11.86%
Existing Route 15	19,300	33.01%	17.99%

Figure 1.2

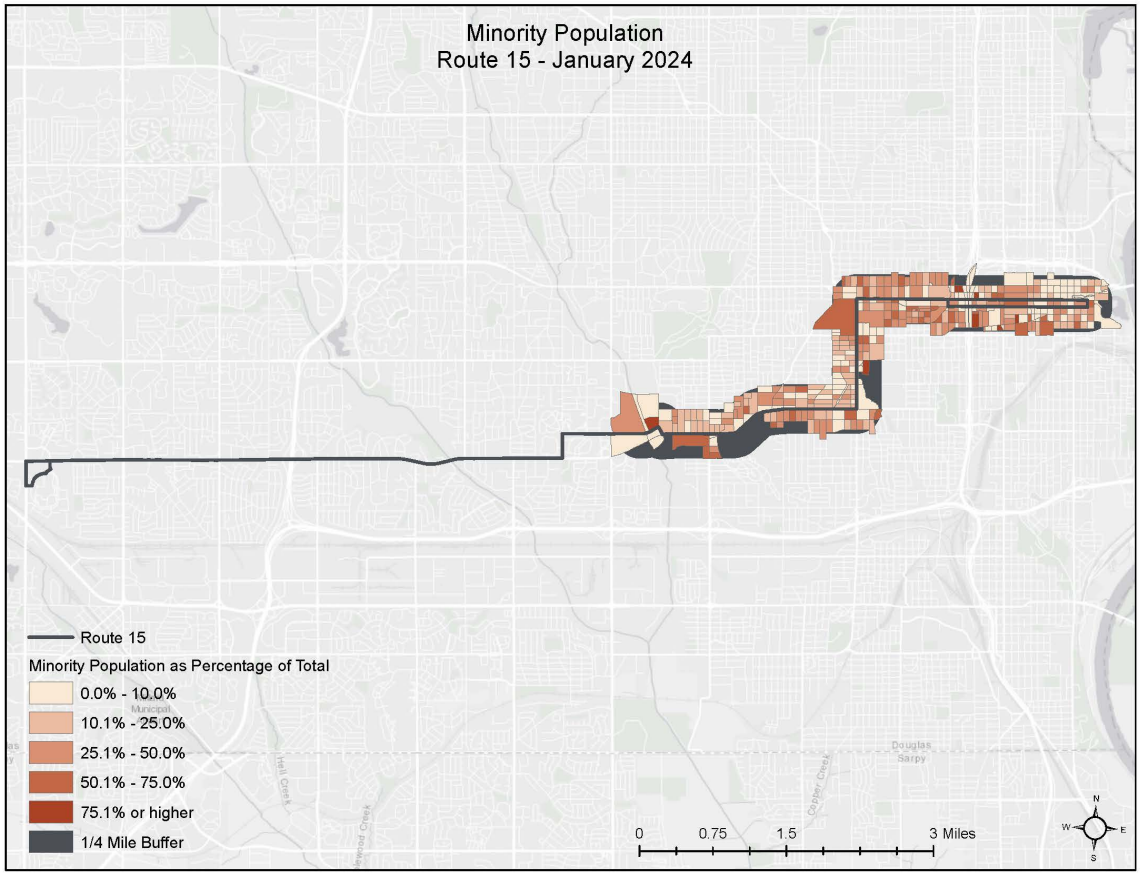
	Type of Change	Total Population	Non-Minority Population	Percentage Non-Minority	Minority Population	Percentage Minority
Frequency	Reduced Frequency	19,300	12,929	66.99%	6,371	33.01%

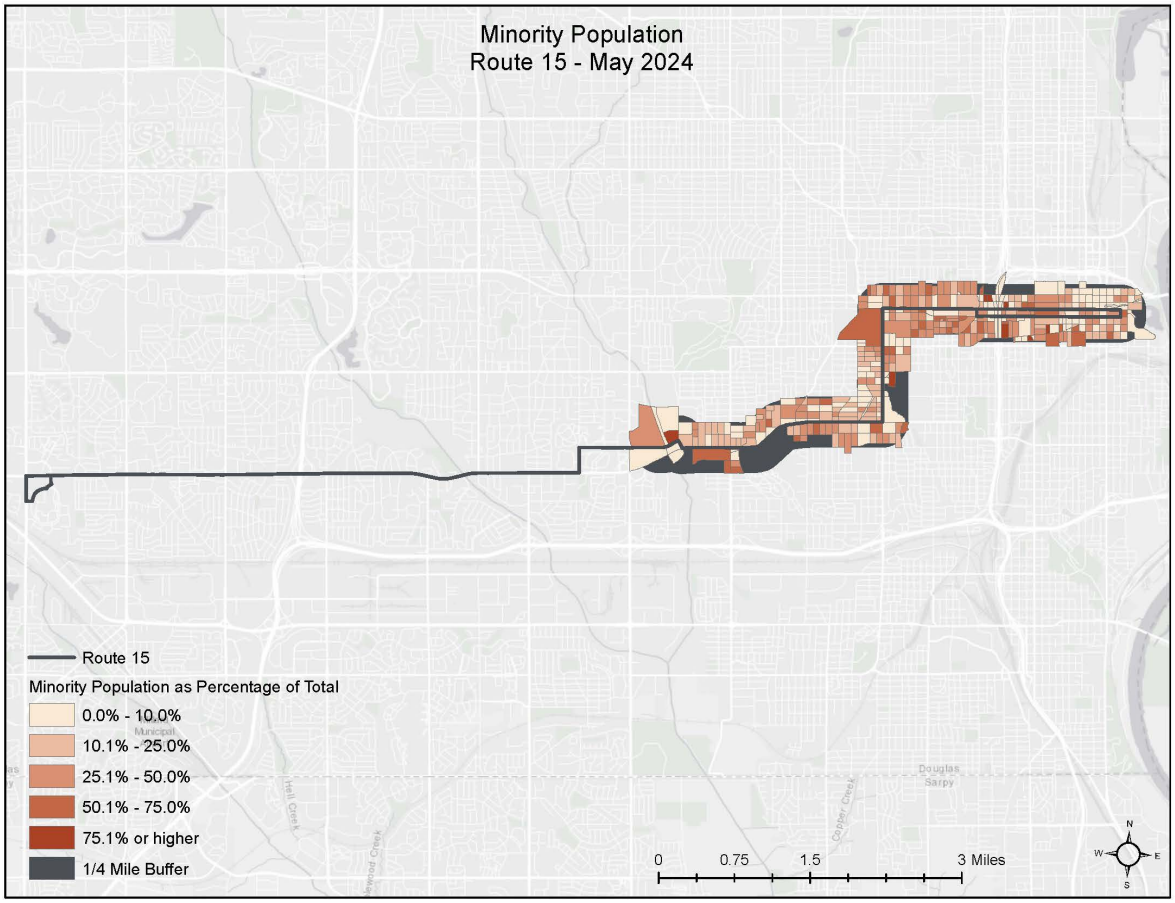
Figure 1.3

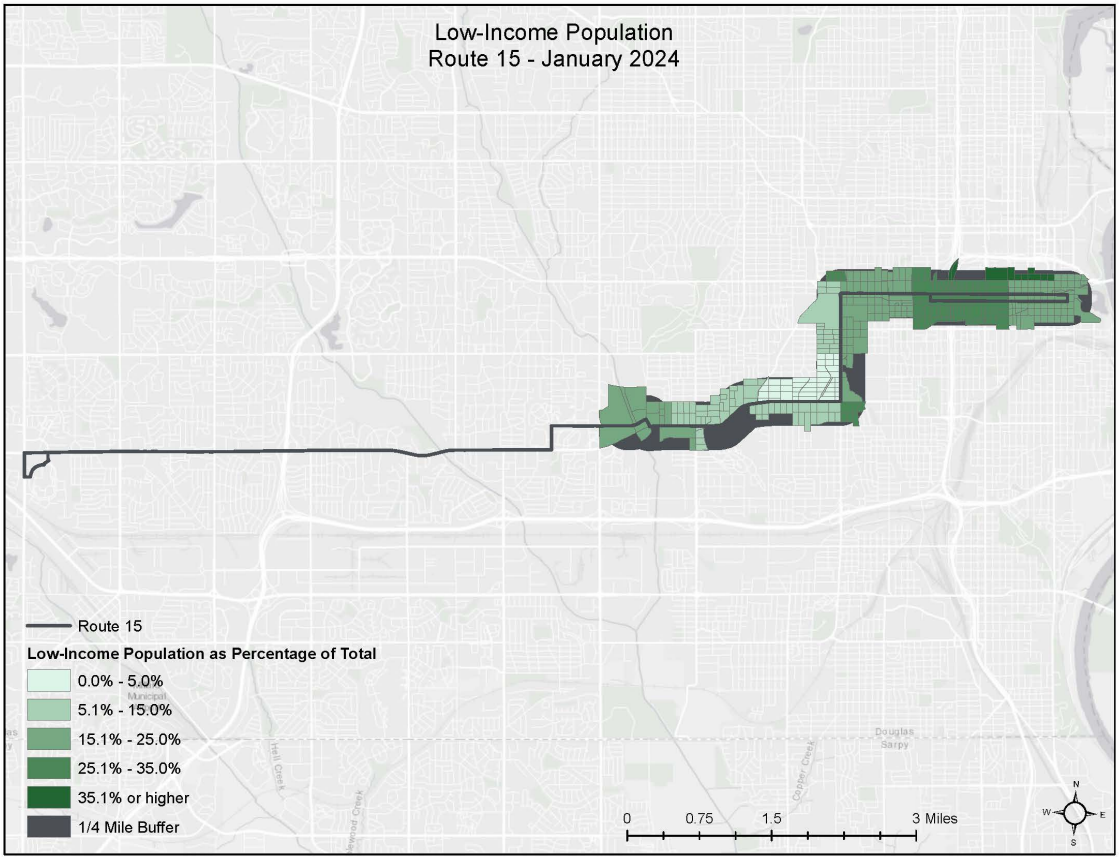
	Type of Change	Total Population	Non-Low-Income Population	Percentage Non-Low-Income	Low-Income Population	Percentage Low-Income
Frequency	Reduced Frequency	19,300	15,828	82.01%	3,472	17.99%

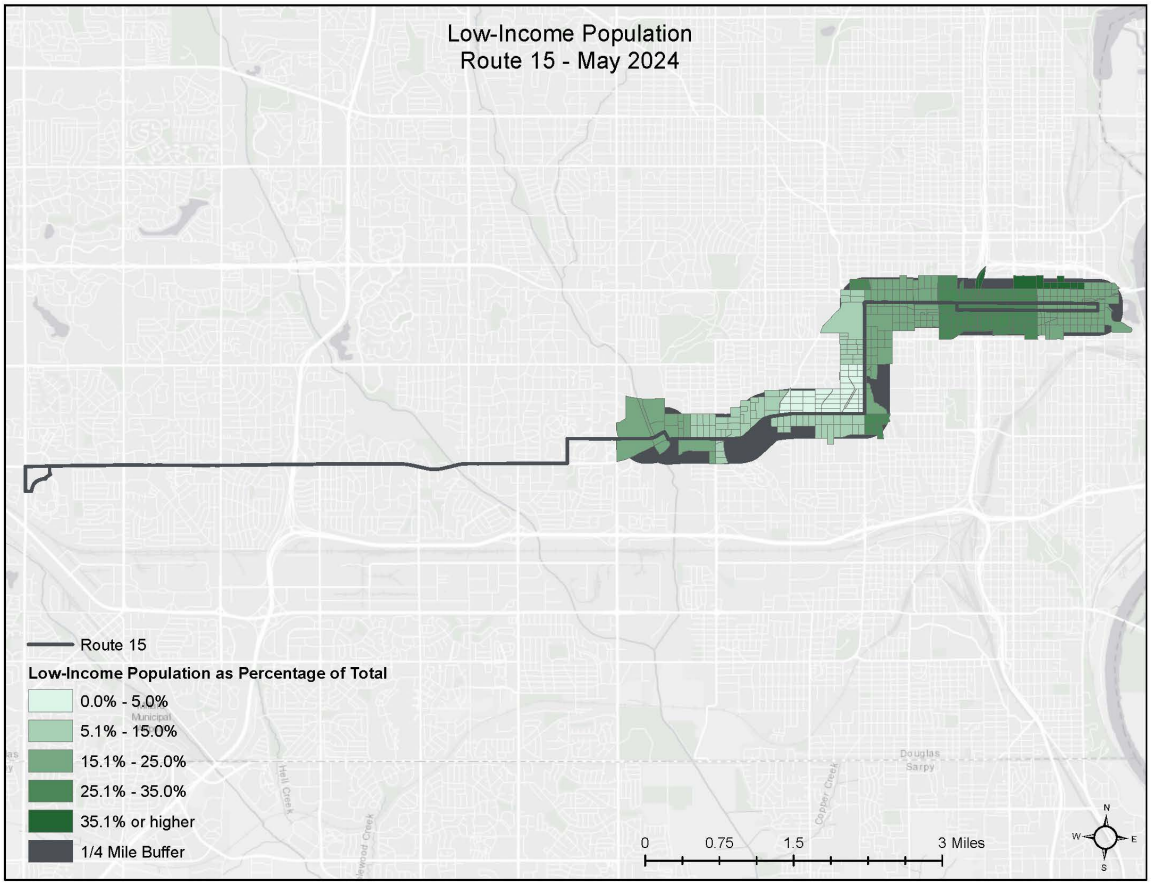
Figure 1.4

		Minority			Low-Income		
	Type of Change	% of Minority Along Route	% of Minority In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area	% Low-Income Along Route	% Low-Income In Service Area	Higher (+)/ Lower (-) Percentage Than Service Area
Frequency	Reduced Frequency	33.01%	35.36%	-2.35%	17.99%	11.86%	6.13%


Minority Population
Route 15 - January 2024
Route 15
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Buffer
0
0.75
1.5
3 Miles
N
W
E
S


Minority Population
Route 15 - May 2024
Route 15
Minority Population as Percentage of Total
0.0% - 10.0%
10.1% - 25.0%
25.1% - 50.0%
50.1% - 75.0%
75.1% or higher
1/4 Mile Buffer
0
0.75
1.5
3 Miles
N
W
E
S


Low-Income Population
Route 15 - January 2024
Route 15
Low-Income Population as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Buffer
0
0.75
1.5
3 Miles
N
W
E
S


Low-Income Population
Route 15 - May 2024
Route 15
Low-Income Population as Percentage of Total
0.0% - 5.0%
5.1% - 15.0%
15.1% - 25.0%
25.1% - 35.0%
35.1% or higher
1/4 Mile Buffer
0
0.75
1.5
3 Miles
N
W
E
S

Appendix B: Definitions

1. **Major Service Change** – Defined as:
    a. The addition and / or elimination of a bus route.
    b. A ten percent or more addition or reduction in the system revenue miles.
    c. A fifteen percent or more addition or reduction of revenue miles on any individual route
    d. This includes a change in frequency, span of service, or route alignment beyond a three-quarter mile buffer of the terminus and either side of an existing alignment

2. **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.

3. **Disparate Impact** - Should the impact of any fare or major service change require a minority population to bear adverse effects fifteen percent or greater of a cumulative impact compared to those adverse effects borne by the nonminority population, that impact will be deemed a disparate impact.

4. **Disproportionate Burden** – Should the burden of any fare or major service changes require a low-income population to bear adverse effects fifteen 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.

5. **Express Transit Service** - Metro designated express routes.

6. **Local Transit Service** – Metro fixed-route bus routes not designated as express routes.

7. 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.

8. **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.

9. **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.

10. **Route-Level** - Refers to the geographic level of analysis by which the performance of a transit route is measured for equity.

11. **Route-Service Area -** A three-quarter mile buffer on both sides and terminus of a transit route's alignment.

12. **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.

13. **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."

14. **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.

15. **System-wide** - Refers to the geographic level of analysis by which the performance of the entire transit system is measured for equity.

16. **Transit Center** - A transit facility that serves as the connection point for three or more bus routes.

Appendix C: Public Meeting Notice

THE DAILY RECORD

Public Notice Placement Confirmation

Please notify us of any changes ASAP at legals@omahadailyrecord.com

Scheduled Publication **3/18**

PUBLIC MEETING NOTICE

The Regional Metropolitan Transit Authority of Omaha (Metro) is seeking public comment on itsproposed service changes to Routes 13 and 15. Metro will hold four (4) meetings for the public to attend and share their comments on proposedchanges to the routes.

The meetings will be held in an open-house format:

Wednesday, March 20
12 – 1 p.m.
Virtual via Zoom
https://us06web.zoom.us/j/87851567325
Phone: 312.626.6799
Meeting ID: 878 5156 7325

Saturday, March 23
2 – 4 p.m.
Omaha Public Library – Downtown Branch
1401 Jones Street
Nearby bus routes: 11, 13, 36

Monday, March 25
7 – 8 p.m.
Virtual via Zoom
https://us06web.zoom.us/j/84552749189
Phone: 312.626.6799
Meeting ID: 845 5274 9189

Wednesday, March 27
5 – 7 p.m.
Metro Lobby
2222 Cuming Street
Nearby bus routes: 4, 18, & 24

Spanish translation will be available at all meetings. If you need a reasonable accommodation or language interpretation other than Spanish to fully participate in one of the public meetings, please contact Dr. Alicia Johnson (she/her), Director of Civil Rights and Inclusion, at civilrights@ometro.com or 402.341.7560 x 2550 (TDD 402.341.0807) Members of the public who are unable to attend any of the meetings can also submit comments through Metro's website at ometro.com/May2024 or by mail:

Metro Transit
Attn: Proposed Service Changes
2222 Cuming Street Omaha, NE 68102

The public comment period runs from **March 20th through April 10th.**

3/18 ZNEZ

All notice submissions, changes and cancellations must be made by 12 p.m. two weekdays prior to publication, or by earlier deadlines noted in your confirmation email in advance of court holidays. Please note the The Daily Record reserves the right to delay publication if we are unable to reach you to resolve questions or concerns.

Appendix D: Public Meeting Presentation Materials

Information Presented During Virtual Meetings





ROUTE 15 Downtown Omaha to Oakview Mall

Ruta 15 - Desde el centro de Omaha hasta el Oakview Mall

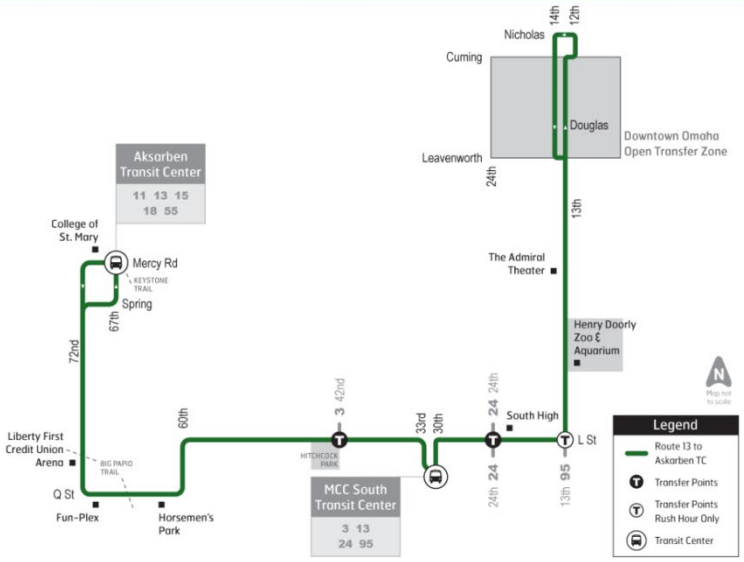
Route / Ruta 15	Weekdays / Días laborables			Saturdays / Sábados		Sundays / Domingos	
	Rush Hour *Hora Punta*	Mid-Day *Mediodía*	Evening *Noche*	Day *Día*	Evening *Noche*	Day *Día*	Evening *Noche*
Between Downtown & Aksarben TC *Entre el centro y el Aksarben TC*	30	30	60	30	60	30	60
Between Aksarben TC & Oakview *Entre el Aksarben TC y el Oakview*	60	60	60	60	60	60	60

- **Weekday frequency between Downtown Omaha and Aksarben will change to 30 minutes during the day**
- **Weekend service will not be affected**

- *La frecuencia entre semana entre el centro de Omaha y Aksarben cambiará a 30 minutos durante el día*
- *El servicio de fin de semana no se verá afectado*

ROUTE 13 Downtown Omaha to Aksarben Transit Center

Ruta 13 - Desde el centro norte hasta el Centro de Tránsito Aksarben



ROUTE 13 Downtown Omaha to Aksarben Transit Center

Ruta 13 - Desde el centro norte hasta el Centro de Tránsito Aksarben

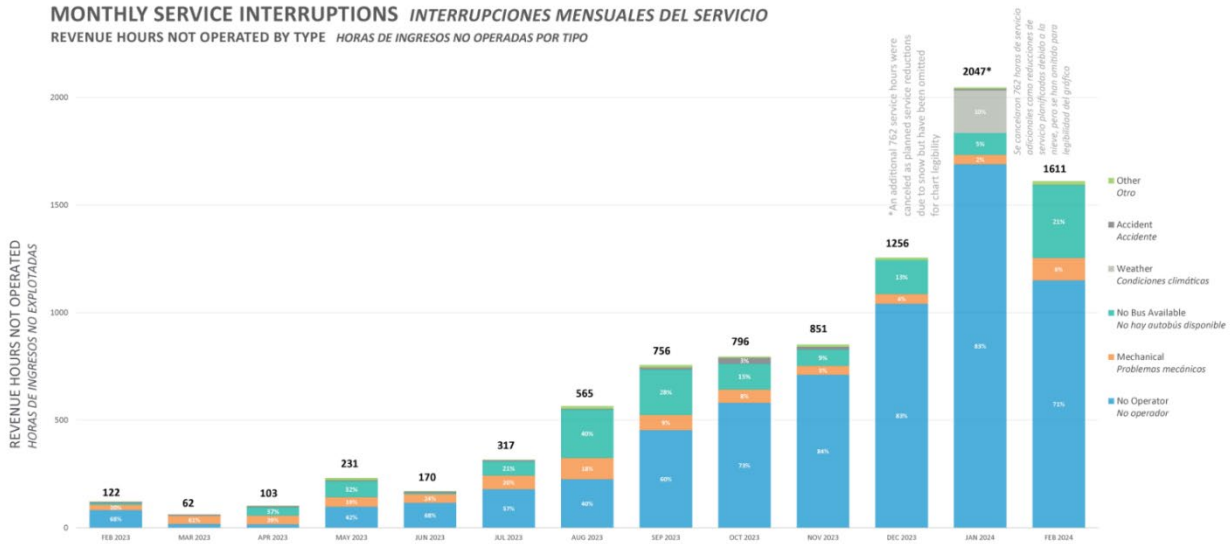
Route / Ruta 15	Weekdays / Días laborables			Saturdays / Sábados		Sundays / Domingos	
	Rush Hour *Hora Punta*	Mid-Day *Mediodía*	Evening *Noche*	Day *Día*	Evening *Noche*	Day *Día*	Evening *Noche*
Between Downtown & MCC South *Entre el centro y el MCC South*	30	30	60	30	60	30	60
Between MCC South & Aksarben *Entre el MCC South y el Askarben*	60	60	60	60	60	60	60

- **Weekdays between North Downtown and MCC South will be every 30 minutes during the day**
- **Weekend service will not be affected**

- ***Los días laborables entre el centro norte y MCC South serán cada 30 minutos durante el día***
- ***El servicio de fin de semana no se verá afectado***

PRIORITIZING RELIABILITY

Priorizando la fiabilidad



PRIORITIZING RELIABILITY
Priorizando la fiabilidad

- The public transit industry is facing a national shortage of bus operators
- 44% of our operators have been hired in the past 2 years
- Continued hiring paired with service reductions will help ensure reliability through the upcoming summer months

- *La industria del transporte público enfrenta una escasez nacional de operadores de autobuses*
- *El 44% de nuestros operadores han sido contratados en los últimos 2 años*
- *La contratación continua junto con las reducciones de servicio ayudará a garantizar la fiabilidad durante los próximos meses de verano*

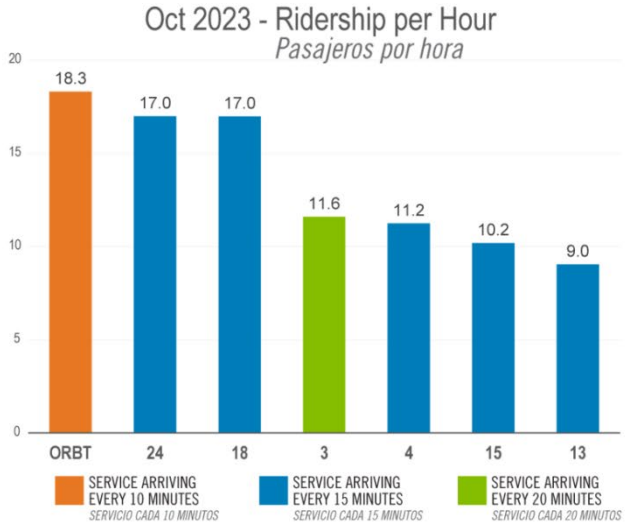
MINIMIZING IMPACTS
Minimizando impactos

- The proposed changes to Routes 13 and 15 do not cause a disparate impact to minority populations or a disproportionate burden to low-income populations
- *Los cambios propuestos en las rutas 13 y 15 no causan un impacto dispar en las poblaciones minoritarias ni una carga desproporcionada para las poblaciones de bajos ingresos*

Impacts to Minority populations *Impactos en poblaciones minoritarias*	-2.9%
Impacts to Non-Minority populations *Impactos en poblaciones no minoritarias*	-3.7%
Impacts to Low-Income populations *Impactos en poblaciones de bajos ingresos*	-3.2%
Impacts to Non Low-Income populations *Impactos en poblaciones no de bajos ingresos*	-3.4%

MINIMIZING IMPACTS
Minimizando impactos

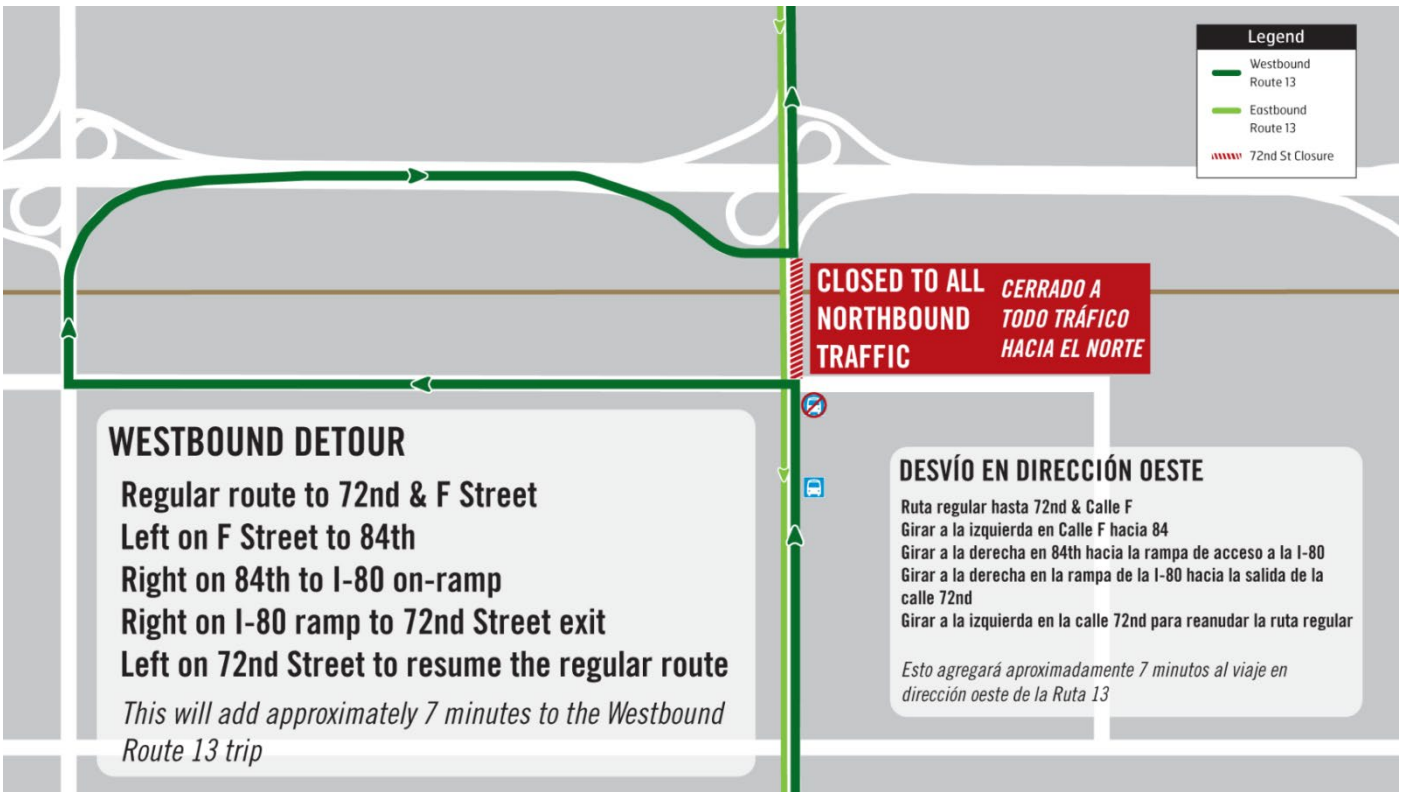
- To minimize impacts to riders, service reductions were not considered for routes with wait times longer than 30 minutes
- Among routes with wait times shorter than 30 minutes, Routes 13 and 15 have lower levels of ridership per hour
- *Para minimizar los impactos en los pasajeros, no se consideraron reducciones de servicio para rutas con tiempos de espera superiores a 30 minutos*
- *Entre las rutas con tiempos de espera inferiores a 30 minutos, las rutas 13 y 15 tienen niveles más bajos de pasajeros por hora*



ROUTE 13 South 72nd Detour | April - December 2024
Ruta 13 - Desvío en South 72nd | Abril – Diciembre de 2024

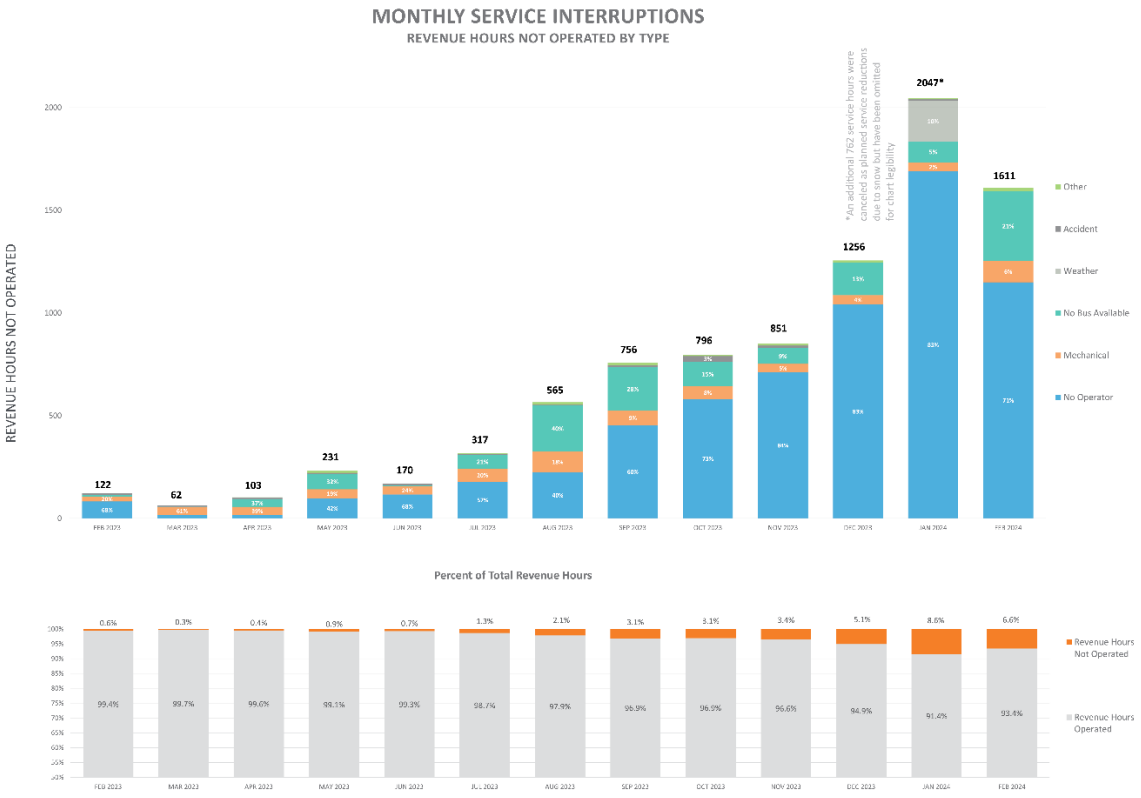
- The 72nd & D bridge replacement project is starting in April
- Northbound traffic on 72nd Street will be closed at F Street requiring a detour for Westbound Route 13
- Eastbound Route 13 (heading south on 72nd Street) may have some delays but will not be detoured
- The bus stop at 72nd & F Street [ID: 2625] will be temporarily moved south to the southern entrance of Outlook Nebraska

- *El proyecto de reemplazo del puente en 72nd & D comenzará en abril*
- El tráfico hacia el norte en la calle 72nd estará cerrado en Calle F, lo que requerirá un desvío para la Ruta 13 en dirección oeste
- La Ruta 13 en dirección este (hacia el sur en la calle 72nd) puede experimentar algunos retrasos, pero no será desviada
- La parada de autobús en 72nd & Calle F [ID: 2625] se trasladará temporalmente al sur, a la entrada sur de Outlook Nebraska


Legend
Westbound Route 13
Eastbound Route 13
72nd St Closure
CLOSED TO ALL NORTHBOUND TRAFFIC
CERRADO A TODO TRÁFICO HACIA EL NORTE
WESTBOUND DETOUR
Regular route to 72nd & F Street
Left on F Street to 84th
Right on 84th to I-80 on-ramp
Right on I-80 ramp to 72nd Street exit
Left on 72nd Street to resume the regular route
This will add approximately 7 minutes to the Westbound Route 13 trip
DESVÍO EN DIRECCIÓN OESTE
Ruta regular hasta 72nd & Calle F
Girar a la izquierda en Calle F hacia 84
Girar a la derecha en 84th hacia la rampa de acceso a la I-80
Girar a la derecha en la rampa de la I-80 hacia la salida de la calle 72nd
Girar a la izquierda en la calle 72nd para reanudar la ruta regular
Esto agregará aproximadamente 7 minutos al viaje en dirección oeste de la Ruta 13

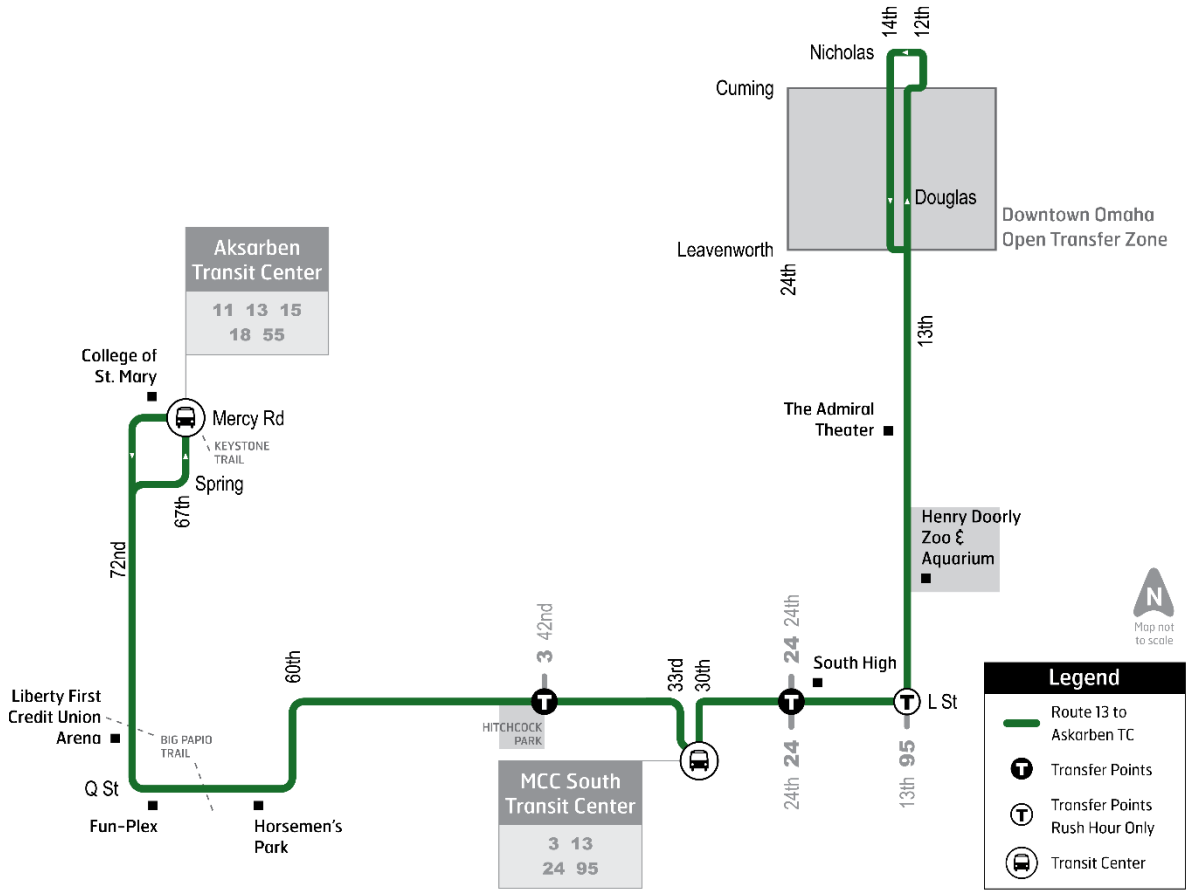
PRIORITIZING RELIABILITY

- **The public transit industry is facing a national shortage of bus operators**



- **44% of our operators have been hired in the past 2 years**
- **Continued hiring paired with service reductions will help ensure reliability through the upcoming summer months**

ROUTE 13 North Downtown to Aksarben Transit Center

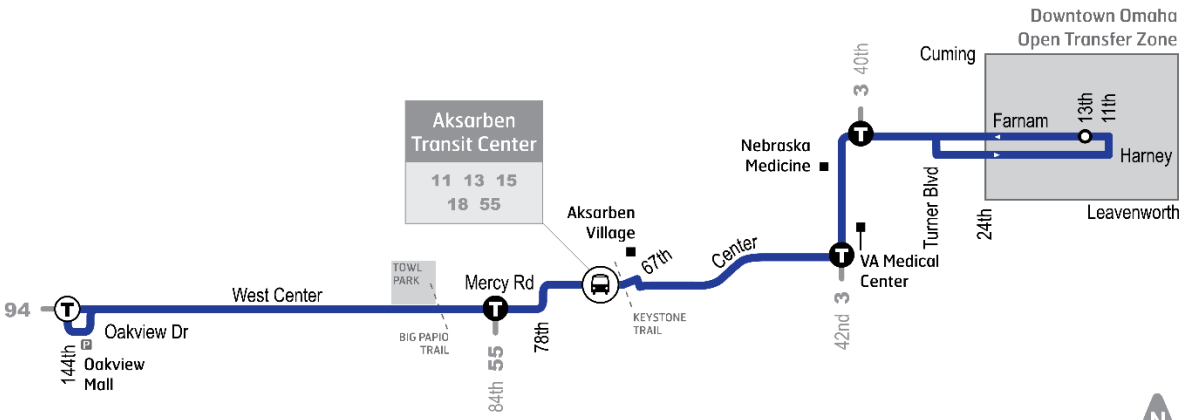


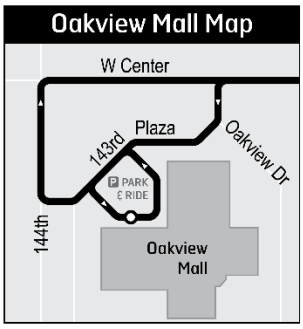
Route 13	Weekdays			Saturdays		Sundays	
	Rush Hour	Mid-Day	Evening	Day	Evening	Day	Evening
Between Downtown and MCC South TC	30	30	60	30	60	30	60
Between MCC South TC and Aksarben TC	30	60	60	60	60	60	60

*Highlighted areas indicate proposed schedule changes

- **Weekdays between North Downtown and MCC South will be every 30 minutes during the day**
- **Weekend service will not be affected**

ROUTE 15 Downtown Omaha to Oakview Mall





Map not to scale

Legend

- Route 15 to Oakview Mall
- Transfer Points
- Transfer Points Rush Hour Only
- Transit Center

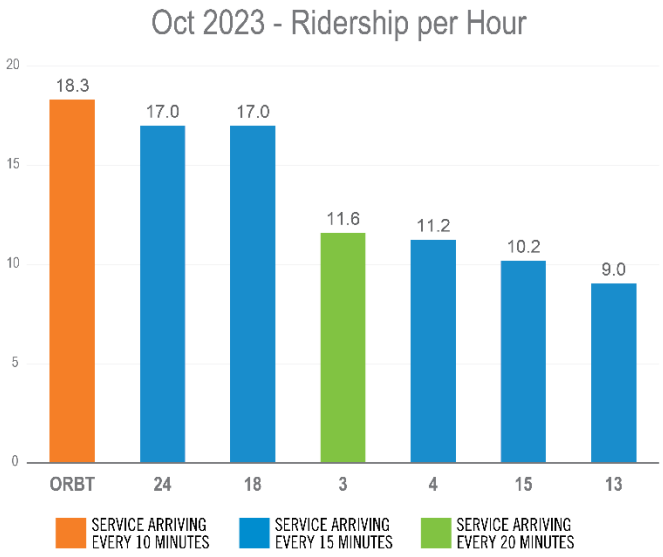
Route 15	Weekdays			Saturdays		Sundays	
	Rush Hour	Mid-Day	Evening	Day	Evening	Day	Evening
Between Downtown and Aksarben TC	30	30	60	30	60	30	60
Between Aksarben TC and Oakview Mall	60	60	60	60	60	60	60

*Highlighted areas indicate proposed schedule changes

- **Weekday frequency between Downtown Omaha and Aksarben will change to 30 minutes during the day**
- **Weekend service will not be affected**

MINIMIZING IMPACTS

To minimize impacts to riders, service reductions were not considered for routes with wait times longer than 30 minutes



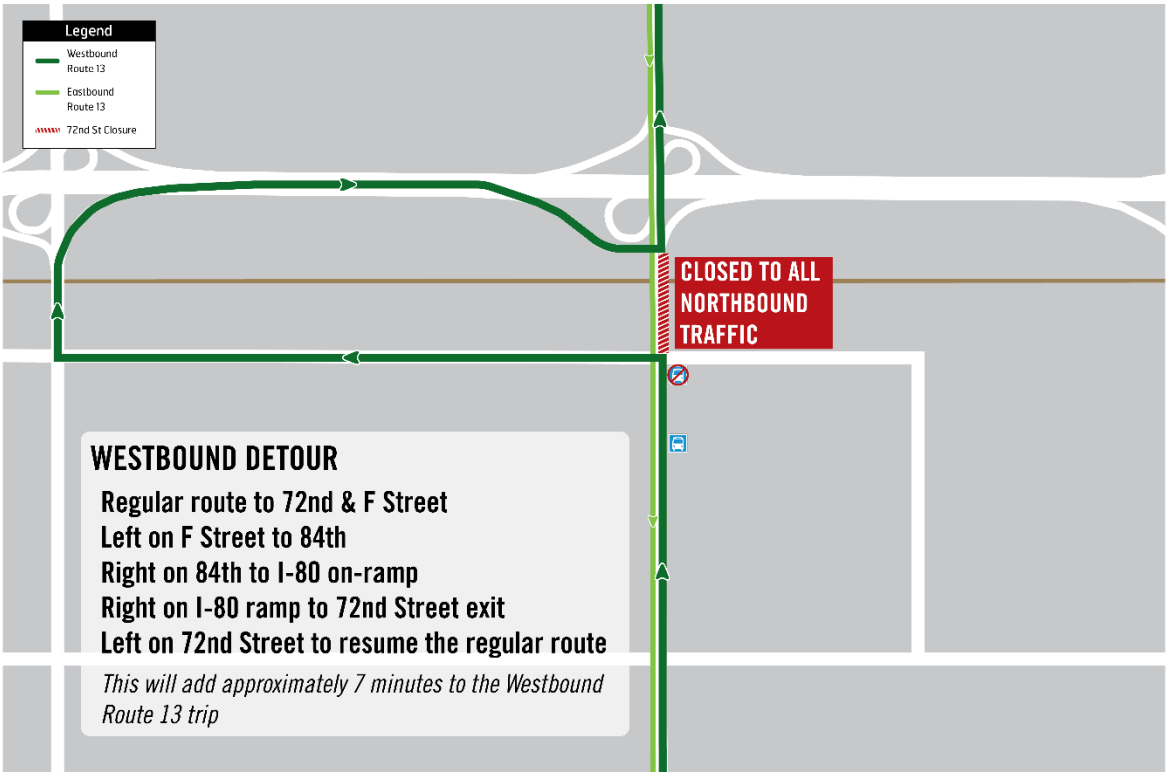
Among routes with wait times shorter than 30 minutes, Routes 13 and 15 have lower levels of ridership per hour

The proposed changes to Routes 13 and 15 do not cause a disparate impact to minority populations or a disproportionate burden to low-income populations

Impacts to Minority populations	-2.9%
Impacts to Non-Minority populations	-3.7%
Impacts to Low-Income populations	-3.2%
Impacts to Non Low-Income populations	-3.4%

ROUTE 13 South 72nd Detour

April - December 2024



The 72nd & D bridge replacement project is starting in April and will run through December 2024 approximately.

- **Northbound traffic on 72nd Street will be closed at F Street requiring a detour for Westbound Route 13**
- **Eastbound Route 13 (heading south on 72nd Street) may have some delays but will not be detoured.**

The bus stop at 72nd & F Street [ID: 2625] will be temporarily moved south to the southern entrance of Outlook Nebraska.

Appendix E: Proposed Trips to be Eliminated from Routes 13 and 15

13 West — Oeste

Weekdays — Entre Semana

22nd & Cuming	13th & Nicholas *Millwork Commons*	14th & Howard	13th & Burt Murphy *Henry Doorly Zoo*	24th & L Street	Arrive MCC South TC	Depart MCC South TC	42nd & L Street	60th & L Street	72nd & Q Street	Aksarben TC
5:14a	5:18	5:23	5:33	5:39	5:45	5:47	5:53	5:59	6:05	6:15
5:44	5:48	5:53	6:03	6:09	6:15	6:17	6:23	6:29	6:35	6:45
~~5:59~~	~~6:03~~	~~6:08~~	~~6:18~~	~~6:24~~	~~6:30~~					
6:14	6:18	6:23	6:33	6:39	6:45	6:47	6:53	6:59	7:05	7:15
~~6:29~~	~~6:33~~	~~6:38~~	~~6:48~~	~~6:54~~	~~7:00~~					
6:44	6:48	6:53	7:03	7:09	7:15	7:17	7:23	7:29	7:35	7:45
	~~7:03~~	~~7:08~~	~~7:18~~	~~7:24~~	~~7:30~~					
	7:18	7:23	7:33	7:39	7:45	7:47	7:53	7:59	8:05	8:15
	~~7:33~~	~~7:38~~	~~7:48~~	~~7:54~~	~~8:00~~					
	7:48	7:53	8:03	8:09	8:15	8:17	8:23	8:29	8:35	8:45
	~~8:03~~	~~8:08~~	~~8:18~~	~~8:24~~	~~8:30~~					
	8:18	8:23	8:33	8:39	8:45	8:47	8:53	8:59	9:05	9:15
	~~8:33~~	~~8:38~~	~~8:48~~	~~8:54~~	~~9:00~~					
	8:48	8:53	9:03	9:09	9:15					
	9:18	9:23	9:33	9:39	9:45	9:47	9:53	9:59	10:05	10:15
	9:48	9:53	10:03	10:09	10:15					
	10:18	10:23	10:33	10:39	10:45	10:47	10:53	10:59	11:05	11:15
	10:48	10:53	11:03	11:09	11:15					
	11:18	11:23	11:33	11:39	11:45	11:47	11:53	11:59	**12:05**	**12:15**
	11:48	11:53	**12:03**	**12:09**	**12:15**					
	12:18	**12:23**	**12:33**	**12:39**	**12:45**	**12:47**	**12:53**	**12:59**	**1:05**	**1:15**
	12:48	**12:53**	**1:03**	**1:09**	**1:15**					
	1:18	**1:23**	**1:33**	**1:39**	**1:45**	**1:47**	**1:53**	**1:59**	**2:05**	**2:15**
~~2:53~~										
	1:48	**1:53**	**2:03**	**2:09**	**2:15**					
	2:18	**2:23**	**2:33**	**2:39**	**2:45**	**2:47**	**2:53**	**2:59**	**3:05**	**3:15**
	2:48	**2:53**	**3:03**	**3:09**	**3:15**					
4:08										
~~2:59~~	~~3:03~~	~~3:08~~	~~3:18~~	~~3:24~~	~~3:30~~					
	3:18	**3:23**	**3:33**	**3:39**	**3:45**	**3:47**	**3:53**	**3:59**	**4:05**	**4:15**
	~~3:33~~	~~3:38~~	~~3:48~~	~~3:54~~	~~4:00~~					
	3:48	**3:53**	**4:03**	**4:09**	**4:15**	**4:17**	**4:23**	**4:29**	**4:35**	**4:45**
	~~4:03~~	~~4:08~~	~~4:18~~	~~4:24~~	~~4:30~~					
	4:18	**4:23**	**4:33**	**4:39**	**4:45**	**4:47**	**4:53**	**4:59**	**5:05**	**5:15**
	~~4:33~~	~~4:38~~	~~4:48~~	~~4:54~~	~~5:00~~					
	4:48	**4:53**	**5:03**	**5:09**	**5:15**	**5:17**	**5:23**	**5:29**	**5:35**	**5:45**
	~~5:03~~	~~5:08~~	~~5:18~~	~~5:24~~	~~5:30~~					
	5:18	**5:23**	**5:33**	**5:39**	**5:45**	**5:47**	**5:53**	**5:59**	**6:05**	**6:15**
	~~5:33~~	~~5:38~~	~~5:48~~	~~5:54~~	~~6:00~~					
	5:48	**5:53**	**6:03**	**6:09**	**6:15**	**6:17**	**6:23**	**6:29**	**6:35**	**6:45**
	~~6:03~~	~~6:08~~	~~6:18~~	~~6:24~~	~~6:30~~					
	6:18	**6:23**	**6:33**	**6:39**	**6:45**	**6:47**	**6:53**	**6:59**	**7:05**	**7:15**
	6:48	**6:53**	**7:03**	**7:09**	**7:15**					
	7:18	**7:23**	**7:33**	**7:39**	**7:45**	**7:47**	**7:53**	**7:59**	**8:05**	**8:15**
	8:18	**8:23**	**8:33**	**8:39**	**8:45**	**8:47**	**8:53**	**8:59**	**9:05**	**9:15**

13 East — Este

Weekdays — Entre Semana

Aksarben TC	72nd & Q Street	60th & L Street	42nd & L Street	Arrive MCC South TC	Depart MCC South TC	24th & L Street	13th & Burt Murphy *Henry Doorly Zoo*	13th & Farnam	13th & Nicholas *Millwork Commons*	22nd & Cuming
					~~6:33~~	~~6:39~~	~~6:45~~	~~6:53~~	~~7:00~~	
6:18	6:28	6:34	6:40	6:46	6:48	6:54	7:00	7:08	7:15	
					~~7:03~~	~~7:09~~	~~7:15~~	~~7:23~~	~~7:30~~	
6:48	6:58	7:04	7:10	7:16	7:18	7:24	7:30	7:38	7:45	
					~~7:33~~	~~7:39~~	~~7:45~~	~~7:53~~	~~8:00~~	
7:18	7:28	7:34	7:40	7:46	7:48	7:54	8:00	8:08	8:15	
					~~8:03~~	~~8:09~~	~~8:15~~	~~8:23~~	~~8:30~~	
7:48	7:58	8:04	8:10	8:16	8:18	8:24	8:30	8:38	8:45	
					~~8:33~~	~~8:39~~	~~8:45~~	~~8:53~~	~~9:00~~	~~9:04~~
8:18	8:28	8:34	8:40	8:46	8:48	8:54	9:00	9:08	9:15	
					~~9:03~~	~~9:09~~	~~9:15~~	~~9:23~~	~~9:30~~	~~9:34~~
										8:58
					9:18	9:24	9:30	9:38	9:45	
9:18	9:28	9:34	9:40	9:46	9:48	9:54	10:00	10:08	10:15	
					10:18	10:24	10:30	10:38	10:45	
10:18	10:28	10:34	10:40	10:46	10:48	10:54	11:00	11:08	11:15	
					11:18	11:24	11:30	11:38	11:45	
11:18	11:28	11:34	11:40	11:46	11:48	11:54	**12:00**	**12:08**	**12:15**	
					12:18	**12:24**	**12:30**	**12:38**	**12:45**	
12:18	**12:28**	**12:34**	**12:40**	**12:46**	**12:48**	**12:54**	**1:00**	**1:08**	**1:15**	
					1:18	**1:24**	**1:30**	**1:38**	**1:45**	
1:18	**1:28**	**1:34**	**1:40**	**1:46**	**1:48**	**1:54**	**2:00**	**2:08**	**2:15**	
					2:18	**2:24**	**2:30**	**2:38**	**2:45**	
2:18	**2:28**	**2:34**	**2:40**	**2:46**	**2:48**	**2:54**	**3:00**	**3:08**	**3:15**	
					~~3:03~~	~~3:09~~	~~3:15~~	~~3:13~~	~~3:30~~	
					3:18	**3:24**	**3:30**	**3:38**	**3:45**	
					~~3:33~~	~~3:39~~	~~3:45~~	~~3:53~~	~~4:00~~	
3:18	**3:28**	**3:34**	**3:40**	**3:46**	**3:48**	**3:54**	**4:00**	**4:08**	**4:15**	
					~~4:03~~	~~4:09~~	~~4:15~~	~~4:23~~	~~4:30~~	
					4:18	**4:24**	**4:30**	**4:38**	**4:45**	
					~~4:33~~	~~4:39~~	~~4:45~~	~~4:53~~	~~5:00~~	
4:18	**4:28**	**4:34**	**4:40**	**4:46**	**4:48**	**4:54**	**5:00**	**5:08**	**5:15**	
					~~5:03~~	~~5:09~~	~~5:15~~	~~5:23~~	~~5:30~~	
4:48	**4:58**	**5:04**	**5:10**	**5:16**	**5:18**	**5:24**	**5:30**	**5:38**	**5:45**	
					~~5:33~~	~~5:39~~	~~5:45~~	~~5:53~~	~~6:00~~	
5:18	**5:28**	**5:34**	**5:40**	**5:46**	**5:48**	**5:54**	**6:00**	**6:08**	**6:15**	
					~~6:03~~	~~6:09~~	~~6:15~~	~~6:23~~	~~6:30~~	~~6:34~~
5:48	**5:58**	**6:04**	**6:10**	**6:16**	**6:18**	**6:24**	**6:30**	**6:38**	**6:45**	
					~~6:33~~	~~6:39~~	~~6:45~~	~~6:53~~	~~7:00~~	~~7:04~~
6:18	**6:28**	**6:34**	**6:40**	**6:46**	**6:48**	**6:54**	**7:00**	**7:08**	**7:15**	
					7:18	**7:24**	**7:30**	**7:38**	**7:45**	**7:49**
										6:58
7:18	**7:28**	**7:34**	**7:40**	**7:46**	**7:48**	**7:54**	**8:00**	**8:08**	**8:15**	
8:18	**8:28**	**8:34**	**8:40**	**8:46**	**8:48**	**8:54**	**9:00**	**9:08**	**9:15**	**9:19**
9:18	**9:28**	**9:34**	**9:40**	**9:46**	**9:48**	**9:54**	**10:00**	**10:08**	**10:15**	**10:19p**

15 West — *Oeste*

Weekdays — *Entre Semana*

22nd & Cuming	13th & Farnam	24th & Farnam	42nd & Farnam	42nd & Center	Arrive Aksarben TC	Depart Aksarben TC	84th & Center	120th & Center	Oakview Mall
4:48	4:54	4:59	5:06	5:11	5:20	*to Route 55*			
5:18	5:24	5:29	5:36	5:41	5:50	5:53	5:59	6:08	6:17
~~5:33~~	~~5:39~~	~~5:44~~	~~5:51~~	~~5:56~~	~~6:06~~				
5:48	5:54	5:59	6:06	6:11	6:20	*to Route 55*			
~~6:03~~	~~6:09~~	~~6:14~~	~~6:21~~	~~6:26~~	~~6:36~~				
6:18	6:24	6:29	6:36	6:41	6:50	6:53	6:59	7:08	7:17
	~~6:39~~	~~6:44~~	~~6:51~~	~~6:56~~	~~7:06~~				
	6:54	6:59	7:06	7:11	7:20	*to Route 55*			
	~~7:09~~	~~7:14~~	~~7:21~~	~~7:26~~	~~7:36~~				
	7:24	7:29	7:36	7:41	7:50	7:53	7:59	8:08	8:17
	~~7:39~~	~~7:44~~	~~7:51~~	~~7:56~~	~~8:06~~				
	7:54	7:59	8:06	8:11	8:20	*to Route 55*			
	~~8:09~~	~~8:14~~	~~8:21~~	~~8:26~~	~~8:36~~				
	8:24	8:29	8:36	8:41	8:50	8:53	8:59	9:08	9:17
	~~8:39~~	~~8:44~~	~~8:51~~	~~8:56~~	~~9:06~~				
	8:54	8:59	9:06	9:11	9:20	*to Route 55*			
	~~9:09~~	~~9:14~~	~~9:21~~	~~9:26~~	~~9:36~~				
	9:24	9:29	9:36	9:41	9:50	9:53	9:59	10:08	10:17
	~~9:39~~	~~9:44~~	~~9:51~~	~~9:56~~	~~10:06~~				
	9:54	9:59	10:06	10:11	10:20	*to Route 55*			
	~~10:09~~	~~10:14~~	~~10:21~~	~~10:26~~	~~10:36~~				
	10:24	10:29	10:36	10:41	10:50	10:53	10:59	11:08	11:17
	~~10:39~~	~~10:44~~	~~10:51~~	~~10:56~~	~~11:06~~				
	10:54	10:59	11:06	11:11	11:20	*to Route 55*			
	~~11:09~~	~~11:14~~	~~11:21~~	~~11:26~~	~~11:36~~				
	11:24	11:29	11:36	11:41	11:50	11:53	11:59	**12:08**	**12:17**
	~~11:39~~	~~11:44~~	~~11:51~~	~~11:56~~	~~12:06~~				
	11:54	11:59	**12:06**	**12:11**	**12:20**	*to Route 55*			
	~~12:09~~	~~12:14~~	~~12:21~~	~~12:26~~	~~12:36~~				
	12:24	**12:29**	**12:36**	**12:41**	**12:50**	**12:53**	**12:59**	**1:08**	**1:17**
	~~12:39~~	~~12:44~~	~~12:51~~	~~12:56~~	~~1:06~~				
	12:54	**12:59**	**1:06**	**1:11**	**1:20**	*to Route 55*			
	~~1:09~~	~~1:14~~	~~1:21~~	~~1:26~~	~~1:36~~				
	1:24	**1:29**	**1:36**	**1:41**	**1:50**	**1:53**	**1:59**	**2:08**	**2:17**
	~~1:39~~	~~1:44~~	~~1:51~~	~~1:56~~	~~2:06~~				
	1:54	**1:59**	**2:06**	**2:11**	**2:20**	*to Route 55*			
	~~2:09~~	~~2:14~~	~~2:21~~	~~2:26~~	~~2:36~~				
	2:24	**2:29**	**2:36**	**2:41**	**2:50**	**2:53**	**2:59**	**3:08**	**3:17**
	~~2:39~~	~~2:44~~	~~2:51~~	~~2:56~~	~~3:06~~				
	2:54	**2:59**	**3:06**	**3:11**	**3:20**	*to Route 55*			
	~~3:09~~	~~3:14~~	~~3:21~~	~~3:26~~	~~3:36~~				
	3:24	**3:29**	**3:36**	**3:41**	**3:50**	**3:53**	**3:59**	**4:08**	**4:17**
	~~3:39~~	~~3:44~~	~~3:51~~	~~3:56~~	~~4:06~~				
	3:54	**3:59**	**4:06**	**4:11**	**4:20**	*to Route 55*			
	~~4:09~~	~~4:14~~	~~4:21~~	~~4:26~~	~~4:36~~				
	4:24	**4:29**	**4:36**	**4:41**	**4:50**	**4:53**	**4:59**	**5:08**	**5:17**
	~~4:39~~	~~4:44~~	~~4:51~~	~~4:56~~	~~5:06~~				
	4:54	**4:59**	**5:06**	**5:11**	**5:20**	*to Route 55*			
	~~5:09~~	~~5:14~~	~~5:21~~	~~5:26~~	~~5:36~~				
	5:24	**5:29**	**5:36**	**5:41**	**5:50**	**5:53**	**5:59**	**6:08**	**6:17**
	~~5:39~~	~~5:44~~	~~5:51~~	~~5:56~~	~~6:06~~				
	5:54	**5:59**	**6:06**	**6:11**	**6:20**	*to Route 55*			
	~~6:09~~	~~6:14~~	~~6:21~~	~~6:26~~	~~6:36~~				
	6:24	**6:29**	**6:36**	**6:41**	**6:50**	**6:53**	**6:59**	**7:08**	**7:17**
	~~6:39~~	~~6:44~~	~~6:51~~	~~6:56~~	~~7:06~~				
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15 East — *Este*

Weekdays — *Entre Semana*

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			from Route 55	6:23	6:34	6:39	6:45	6:50	
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			from Route 55	7:23	7:34	7:39	7:45	7:50	
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			from Route 55	**7:23**	**7:34**	**7:39**	**7:45**	**7:50**	**7:55**
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									10:03p

Appendix F: Transit Advisory Committee Comment

Regional Metropolitan Transit Authority of Omaha
2222 Cuming Street
Omaha, NE 68102
402.341.0800
TDD: 402.341.0807
Fax: 402.342.0949
ometro.com

The TAC would like to approve the proposed spring service changes with a comment that Metro commits to addressing the root cause of the staff shortage and restoring service as soon as the conditions allow.

Clarice Dombeck
Chair
Transit Advisory Committee
Regional Metropolitan Transit Authority of Omaha

Appendix G: Board of Directors Approval

RESOLUTION: **2024-09 Request Approval of Title VI Service Equity Analysis for Planned Service Changes**

EXPLANATION: Metro's Title VI Policy requires a Service Equity Analysis be completed for any proposed changes that meet Metro's definition of a Major Service Change, including:

1. The addition and/or elimination of a bus route.
2. A ten percent or more addition or reduction in the system revenue miles.
3. A fifteen percent or more addition or reduction of revenue miles on any individual route.
    i. This includes a change in frequency, span of service, or route alignment beyond a three-quarter mile buffer of the terminus and either side of an existing alignment.

The proposed changes for May 2024 meet this definition of a Major Service Change due to a proposed reduction of more than 15% of weekly revenue miles on Routes 13 and 15.

A Service Equity Analysis was completed to identify the impact of the proposed changes on low-income and minority populations. The Title VI Service Equity Analysis found:

- **No disparate impact on minority populations.** The cumulative effect of the changes to minorities is -2.88% and to non-minorities is -3.72%, a difference of 0.84%.
- **No disproportionate burden on low-income populations.** The cumulative effect of the changes to low-income populations is -3.17% and to non-low-income individuals is -3.39%, a difference of 0.22%.

Board approval will ensure Metro's continued compliance with the Federal Transit Administration's Title VI requirements. The Title VI Service Equity Analysis will be provided to the Board of Directors under separate cover and is available to the public upon request by emailing civilrights@ometro.com.

Recommend Approval.

The foregoing resolution was duly adopted by the Board of Regional Metropolitan Transit Authority of Omaha at a meeting held on the 25th day of April 2024, and the undersigned hereby certifies the adoption of this resolution.

Daniel Lawse, Board Chair

Selina Perry, Board Secretary

Appendix K: February 2025 Title VI Service and Fare Equity Analysis

Title VI Service and Fare Equity Analysis for the Proposed Microtransit Pilot Program

Regional Metropolitan Transit Authority of Omaha (dba Metro)

Title VI Coordinator
Alicia Johnson, Civil Rights and Inclusion Director
civilrights@ometro.com

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1. Purpose

Title VI of the Civil Rights Act of 1964 ensures that “no person in the United States shall, on the basis 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.” The Regional Metropolitan Transit Authority of Omaha (dba Metro) has committed to the Federal Transit Administration (FTA) Title VI objectives set forth in Circular 4702.1B, ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.

This analysis of Metro’s proposed service changes was prepared in conformity with Chapter IV of the FTA’s Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" and with respect to environmental justice principles. The Circular states that any FTA recipient located in an Urbanized Area of 200,000 or more in population and operates more than fifty vehicles in peak service "shall evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether these changes have a discriminatory impact.” Additionally, Circular 4702.1B, Chapter IV-7 (2) requires these transit agencies to evaluate the effects of service changes on low-income populations in addition to Title VI-protected populations. By conducting equity analyses, Metro intends to ensure that the impacts of the proposed service changes are distributed equitably to minority and low-income populations and are not discriminatory.

In 2024, the United States Environmental Protection Agency added disability to the definition of environmental justice. While the FTA has not yet amended Circular 4702.1B to reflect the additional population, disability was included in the equity analysis of the proposed microtransit zones whenever data was available.

Overview of Metro

Metro, a political subdivision of the State of Nebraska, is a direct recipient of FTA financial assistance; a transit provider located in an Urbanized Area of 200,000 or more in population; and operates more than fifty vehicles in peak service. Metro’s fixed-route service includes rapid, local, express/commuter routes, and a downtown circulator. Additionally, Metro operates Americans with Disabilities Act (ADA) Complementary Paratransit (MOBY) service.

2. Summary of Proposed Microtransit Pilot

In 2022 Metro’s Board of Directors approved the MetroNEXT plan, providing a strategic vision for the agency to guide investments and priorities through 2030. This plan aligns Metro’s mission, vision, and values with those of the region, and seeks to create a more vibrant, accessible, and equitable community. A microtransit pilot was identified as one of many recommended projects in MetroNEXT.

The currently proposed microtransit pilot program, if approved, would be 100% philanthropically funded for three years. Through the pilot, Metro seeks to advance its mission and meet the following goals:

- Identify and fill gaps to broaden the reach of the fixed-route transit network.
- Provide convenient and reliable transit options, especially for marginalized community members experiencing barriers to opportunity.
- Listen, learn, and adapt to the changing transportation needs of our region through ongoing and inclusive community engagement.
- Enhance perceptions and support for public transportation in our community.

If the pilot program is approved by Metro’s Board of Directors, Metro would contract with a vendor to provide all aspects of the microtransit pilot service, including drivers, supervisory staff, vehicles, fare collection, and software. Metro would provide oversight of the contractor delivering the service. The microtransit pilot program contract is being competitively procured.

There are three proposed zones Metro would test during the pilot program, if approved: North Omaha, South Omaha, and West Omaha. All zones connect with transit centers that can get individuals around Omaha. Individuals would be able to request a ride from within the zone and go anywhere inside that zone. If the individual wants to get to another zone, they would be able to connect to a bus line to finish the trip.

The tentative service hours for the proposed microtransit pilot program are:

- Monday-Friday, 6:00 a.m.-9:00 p.m.
- Saturday, 7:00 a.m.-8:00 p.m.
- Sunday, 8:00 a.m.-6:00 p.m.

Rides would be able to be requested through an app or by calling a dedicated number to book a ride. Both will be available in English and Spanish, at minimum. A portion of the fleet will be wheelchair accessible, with the expectation that people who use mobility devices experience the same quality of service as those who do not.

The fare for the microtransit pilot program is yet to be determined. Metro is evaluating a $3.00 fare and sought public input on the $3.00 fare as part of this analysis.

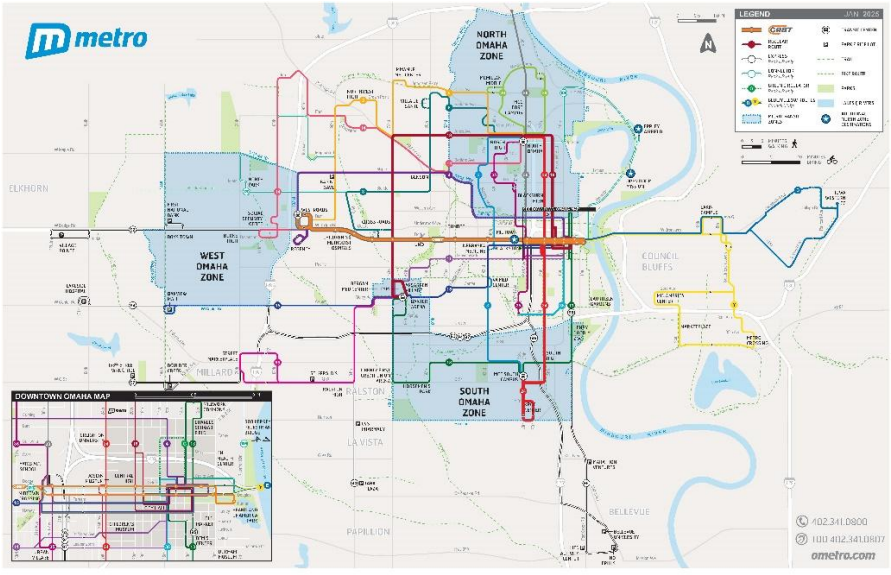
Figure 2 is a map of the three proposed microtransit pilot program zones paired with the Metro bus system map.

The North Omaha Zone, as proposed, spans north to south from I-680 to Cuming Street and east to west from 9th Street to 52nd Street in the northern portion of the zone and 11th Street to Radial Highway in the southern portion of the zone. Three destinations will be served by the North Omaha Zone but are not within the service area boundary. This means individuals will be able to request a pickup or drop off at these destinations. The three destinations include Eppley Airfield, Open Door Mission, and the 33rd and Dodge Street ORBT Station. The North Omaha Zone is 15.52 square miles, not including the additional destinations served.

The South Omaha Zone, as proposed, encompasses Aksarben Village and the Aksarben Transit Center with the core zone spanning north to south from I-80 to Harrison Street and east to west from 13th Street to 72nd Street. The South Omaha Zone is 12.70 square miles.

The West Omaha Zone spans north to south from W Maple Road to W Center Road and east to west from 102nd Street or I-680 to 144th Street. The West Omaha Zone extends to Applied Parkway between Dodge Street and W Center Road. The West Omaha Zone is 13.14 square miles.

Figure 2: Map of the Three Proposed Microtransit Pilot Program Zones



3. Methodology

Data Selection:

Metro used the 2020 Decennial U.S. Census and U.S Census Bureau's 2023 Five-Year American Community Survey (ACS) data. 2020 Decennial U.S. Census block level data was utilized for overall population and (racial) minority population data. 2023 Five Year ACS data provided low-income and disability population numbers and percentages at the tract level which was then applied to the 2020 Decennial Census block level population numbers. Data utilized were the most current data sets available from the U.S. Census at the time the analysis began (January 2025).

Analysis by Proposed Zone

Metro conducted an equity analysis for each proposed zone. The percentage of minority, low-income, and disability populations within each of the proposed microtransit zones was then compared to the percentage of minority, low-income, and disability populations in the City of Omaha. This comparison was made to assess disparities and, if necessary, identify mitigation strategies.

Finding of a Major Service and Fare Change

The addition of a new type of service is similar to the addition of a bus route, which qualifies as a "Major Service Change" under Metro's policy (Appendix A).

Service and fare equity analyses are only required for fixed-route services. However, Metro aims to exceed minimum requirements and chose to conduct a similar equity analysis for the proposed demand response (microtransit) pilot service.

4. Analysis of Benefits of Proposed Microtransit Pilot Program

Figures 4A (minority), 4D (low-income), and 4G (stated disability) are maps of the three proposed microtransit zones along with the Metro system map. The shading represents the concentration of the respective disadvantaged population within each of the three zones. The lightest shades represent the lowest concentration of the respective population, and the darkest shades represent the highest concentration.

Figures 4B (minority), 4E (low-income), and 4H (stated disability) show the total population, respective disadvantaged population, and respective advantaged population within the City of Omaha and each of the proposed microtransit zones.

Figures 4C (minority), 4F (low-income), and 4I (stated disability) compare the percentage of disadvantaged populations (minority, low-income, stated disability) within each of the three proposed microtransit zones with the percentage of the respective population within the City of Omaha.

Figure 4A: Minority Population within the Three Proposed Microtransit Zones

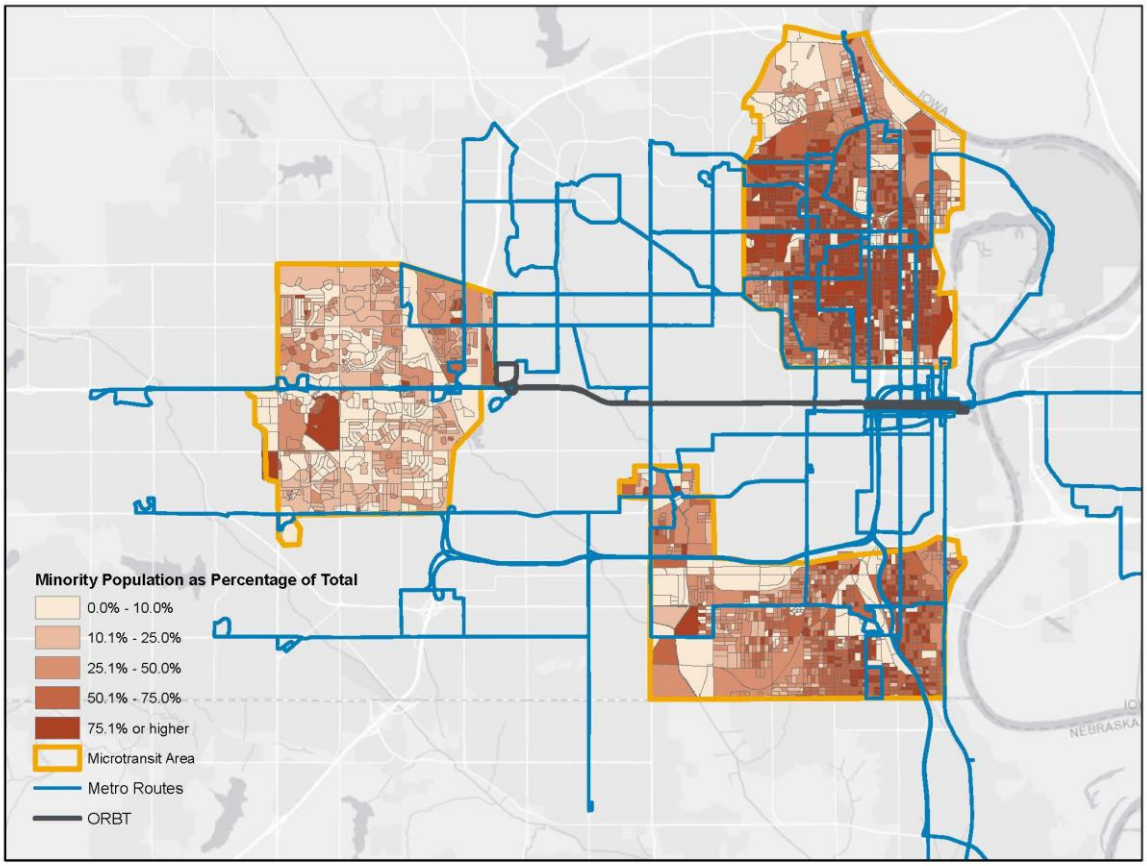


Figure 4B: Minority Population by Proposed Microtransit Zone

Area	Total Population	Minority Population	Non-Minority Population
City of Omaha	507,404	171,350 *33.77%*	336,054 *66.23%*
North Omaha Zone	58,524	40,708 *69.56%*	17,816 *30.44%*
South Omaha Zone	45,990	25,800 *56.10%*	20,190 *43.90%*
West Omaha Zone	37,872	8,361 *22.08%*	29,511 *77.92%*

Figure 4C: Minority Population Comparison

	Percent Minority		Difference between Percentage Minority in the City of Omaha and the Respective Proposed Zone
City of Omaha	33.77%		
North Omaha Zone		69.56%	+35.79% The North Omaha Zone has a higher population of minority residents than the City of Omaha as a whole.
South Omaha Zone		56.10%	+22.33% The South Omaha Zone has a higher population of minority residents than the City of Omaha as a whole.
West Omaha Zone		22.08%	-11.69% The West Omaha Zone has a lower population of minority residents than the City of Omaha as a whole.

Figure 4D: Low-Income Population within the Three Proposed Microtransit Zones

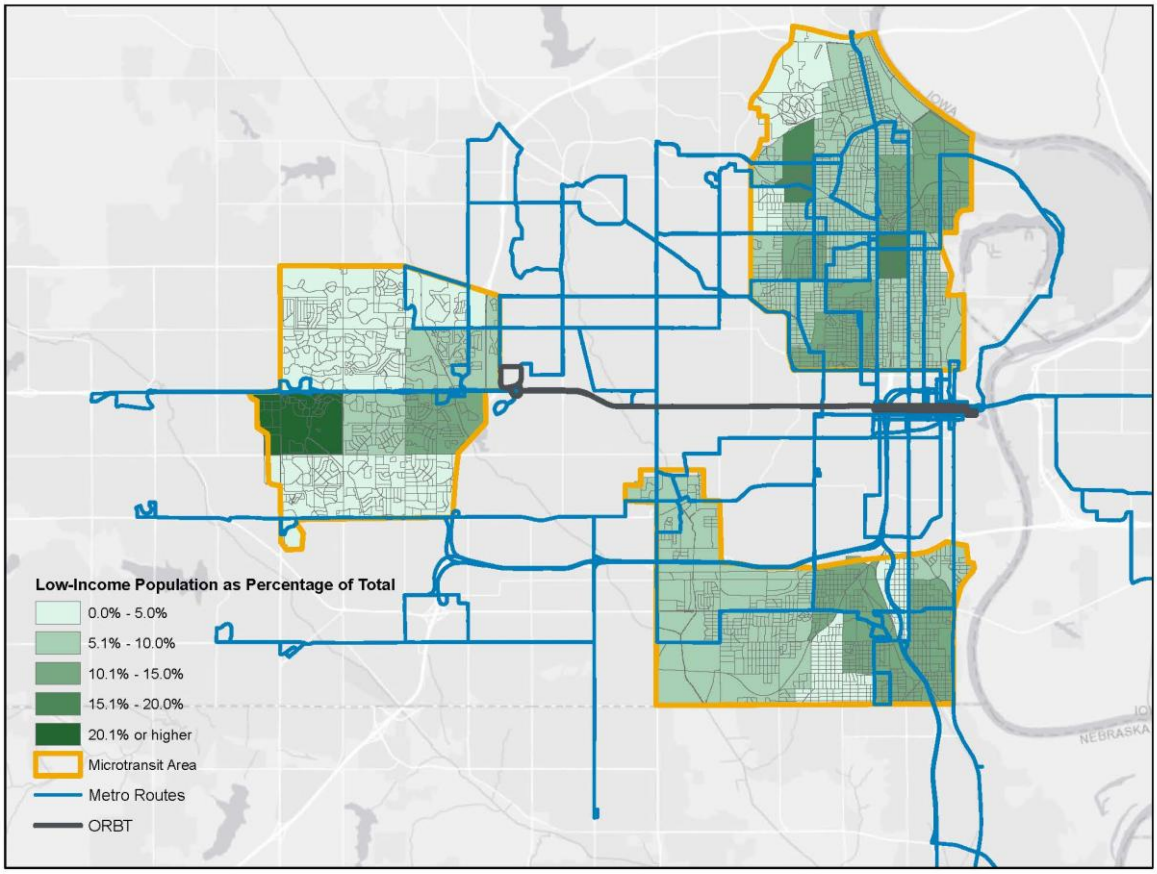


Figure 4E: Low-Income Population by Proposed Microtransit Zone

Area	Total Population	Low-Income Population	Non-Low-Income Population
City of Omaha	507,404	30,523 *6.02%*	476,881 *93.98%*
North Omaha Zone	58,524	5,777 *9.87%*	52,747 *90.13%*
South Omaha Zone	45,990	8,084 *17.58%*	37,906 *82.42%*
West Omaha Zone	37,872	2,137 *5.64%*	35,735 *94.36%*

Figure 4F: Low-Income Population Comparison

	Percent Low-Income		Difference between Percentage Low-Income in the City of Omaha and the Respective Proposed Zone
City of Omaha	6.02%		
North Omaha Zone		9.87%	+3.85% The North Omaha Zone has a higher population of low-income residents than the City of Omaha as a whole.
South Omaha Zone		17.58%	+11.56% The South Omaha Zone has a higher population of low-income residents than the City of Omaha as a whole.
West Omaha Zone		5.64%	-0.38% The West Omaha Zone has a slightly lower population of low-income residents than the City of Omaha as a whole.

Figure 4G: Population with a Stated Disability within the Three Proposed Microtransit Zones

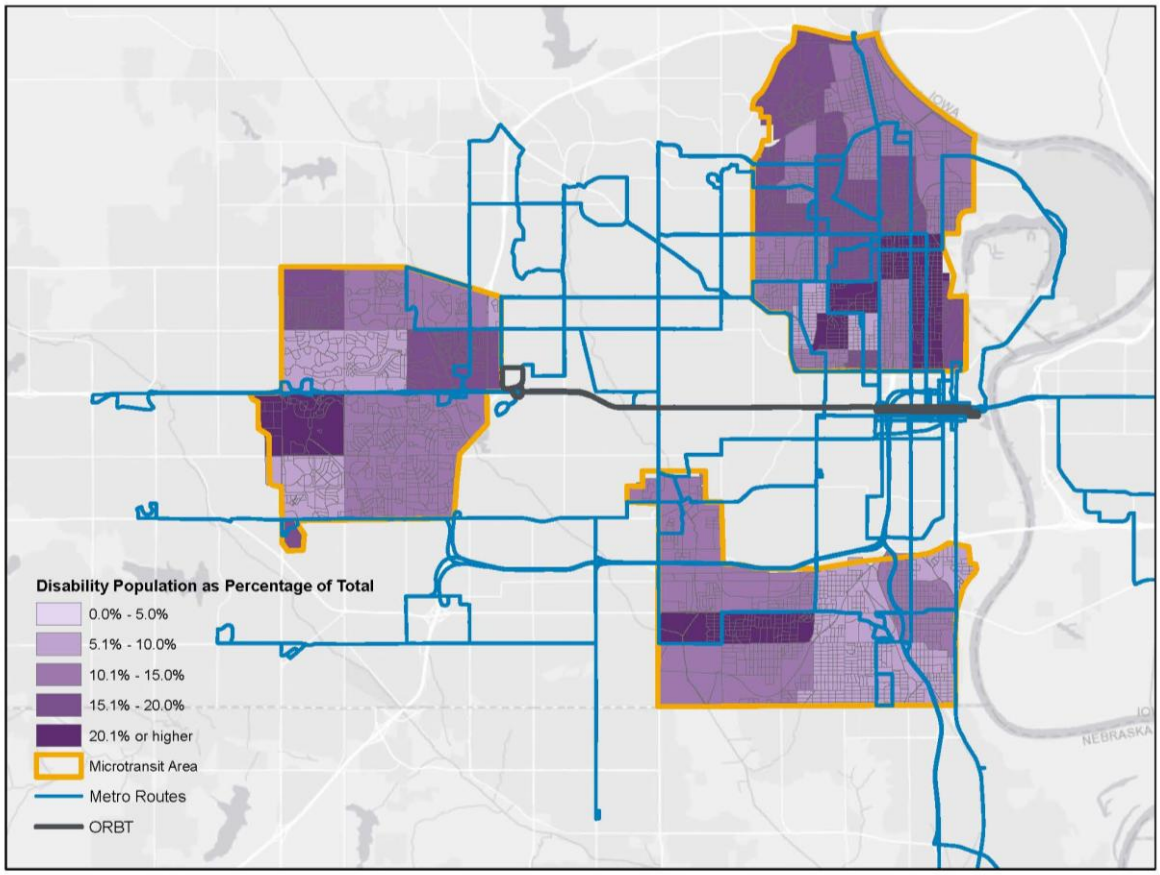


Figure 4H: Population with a Stated Disability by Proposed Microtransit Zone

Area	Total Population	Disability Population	Non-Disability Population
City of Omaha	507,404	57,338 *11.30%*	450,066 *88.70%*
North Omaha Zone	58,524	8,954 *15.30%*	49,570 *84.70%*
South Omaha Zone	45,990	5,087 *11.06%*	40,903 *88.94%*
West Omaha Zone	37,872	4,538 *11.98%*	33,334 *88.02%*

Figure 4I: Population with a Stated Disability Comparison

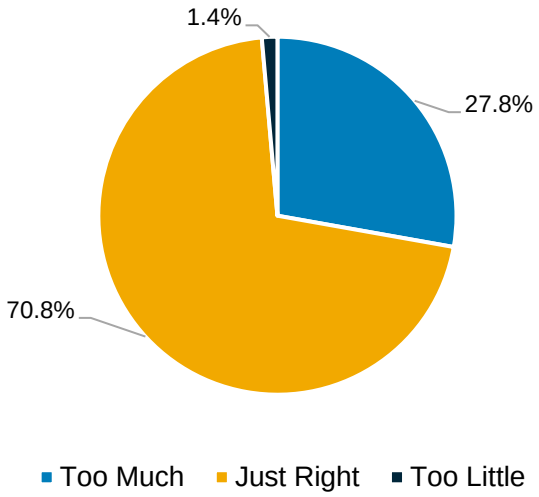
	Percent with Stated Disability		Difference between Percentage with Stated Disability in the City of Omaha and the Respective Proposed Zone
City of Omaha	11.30%		
North Omaha Zone		15.30%	+4.0% The North Omaha Zone has a higher population of residents with stated disabilities than the City of Omaha as a whole.
South Omaha Zone		11.06%	-0.24% The South Omaha Zone has a slightly lower population of residents with stated disabilities than the City of Omaha as a whole.
West Omaha Zone		11.98%	-0.02% The West Omaha Zone has a slightly lower population of residents with stated disabilities than the City of Omaha as a whole.

5. Analysis of Fare Equity for the Proposed Microtransit Pilot Program

With the introduction of microtransit services in the Omaha area, Metro will need to establish a new fare category to designate the price of a single ride microtransit fare. Metro staff researched comparable cities to understand typical microtransit fares relative to the price of fixed-route fares. Through this analysis, staff identified $3.00 per ride as a reasonable peer range for microtransit fares in our community. However, it is important to note that the $3.00 is an exploratory rate and not the final fare rate.

The public was asked to comment on whether $3.00 for microtransit fare was too high, just right, or too little. Figure 5A visualizes the public perception of a $3.00 microtransit fare. The majority of the 72 comments, 70.8%, indicated that $3.00 was just right. The other two categories were also represented, with 1.4% of the public indicating the cost was too little and 27.8% indicating the $3.00 fare was too much.

Figure 5A: Public Comment on $3.00 Microtransit Fare



As demonstrated in Figure 5B, the $3.00 fare for the proposed microtransit pilot program is similar to the microtransit fare for comparable public transit agencies. The Des Moines Area Regional Transit Authority (DART) charges $3.50 for microtransit fare, which is twice their fixed-route fare of $1.75. The Kansas City Area Transportation Authority (KCATA) microtransit fare depends on location. Within Johnson County, the fare is $5.00 for the first five miles and $2.00 per extra mile. In the City of Leavenworth, the microtransit fare is $2.00 and in Wyandotte County it is $3.00. KCATA fixed-route service is fare free. StarTran in Lincoln, Nebraska, charges $8.00 per microtransit ride, which is more than 2.5 times the fixed-route fare of $1.25.

Metro fare is currently $1.25 for a single fixed-route adult ride and an additional $0.25 for a transfer. The fare on express routes is $1.50. MOBY (paratransit) fare is $2.50. The $3.00 fare is consistent with the industry standard of approximately twice the fixed-route fare.

Figure 5B: Fixed-Route and Microtransit Fare at Comparable Transit Agencies

Transit Agency Location	Fixed-Route Fare	Microtransit Fare
Des Moines, Iowa *DART is a regional transit authority.*	$1.75	$3.50
Kansas City, Missouri *KCATA is a regional transit authority.*	$0	$5.00 for the first 5 miles, $2.00 per extra mile (Johnson County) $2.00 (City of Leavenworth) $3.00 (Wyandotte County)
Lincoln, Nebraska *StarTran is part of the City of Lincoln.*	$1.25	$8.00

The public was not directly asked to comment on fare media or type. At minimum, riders would pay for their microtransit trip through an app when booking their trip. The needs of unbanked customers without access to credit/debit cards will be considered in the final selection of the fare payment system, media, and options. This consideration was written in the Request for Proposals and is a condition of the contract.

Based on public comments related to fare (Appendix E), the following considerations need to be made when finalizing the fare rate, media, and policy for the proposed microtransit pilot program:

- In what ways cash will be accepted.
- The cost to transfer between microtransit and fixed route or MOBY.
- The applicability of pass programs, such as K-12 Rides Free.
- The availability of reduced fare programs for specific populations (individuals with disabilities, individuals 65 years and older, etc.) and monthly passes.
- The applicability of Metro's fare capping policy (currently capped at $55 for unlimited fixed-route travel within a 30-day period).
- Whether Umo will be a fare payment option.

6. Public Engagement

Four (4) public meetings were held to solicit public input on the proposed microtransit pilot program. The dates, times, and locations for each meeting are listed below.

North Omaha Zone
Date: Monday, January 13, 2025
Time: 5:00-7:00 p.m.
Location: Omaha Public Library - Charles B. Washington Branch, 2868 Ames Ave., Omaha, NE 68111

South Omaha Zone
Date: Thursday, January 16, 2025
Time: 1:00-3:00 p.m.
Location: Omaha Public Library - South Omaha Branch, 2808 Q. St., Omaha, NE 68107

West Omaha Zone
Date: Saturday, January 18, 2025
Time: 10:00 a.m.-1:00 p.m.
Location: Westroads Mall – The Lounge, 10000 California St, Omaha, NE 68114

Online Format (Recorded)
Date: Tuesday, January 21, 2025
Time: 12:00 - 1:00 p.m.
Location: Virtual (Zoom)

Public Notification

For the public meetings held in January 2025, a notice was published in the Daily Record (Appendix C) and a media press release was sent to local media contacts (WOWT, KETV, KMTV, OWH). Several media sites published stories after receiving the media press release. Notices were published on social media sites, including Facebook, X (Twitter), Instagram, and LinkedIn. The posts included links to Metro's website, which allows for multi-language translation. The summary of Metro social media posts about the public meetings and open comment period is outlined in Figure 6.

Media stories:

- Flatwater Freepress
  - https://flatwaterfreepress.org/newsletter/ffp-omaha-suburban-showdown-sushi-reboot-celestial-alignment/
- KETV
  - https://www.ketv.com/article/metro-transit-wants-to-hear-communitys-comments/63396728
  - https://www.ketv.com/article/metro-seeks-public-help-on-potential-new-microtransit-program/63413275
- KMTV
  - https://www.3newsnow.com/north-omaha/metro-hopes-to-roll-out-new-microtransit-pilot-program
  - https://www.3newsnow.com/north-omaha/getting-around-on-public-transportation-is-getting-easier-omaha-metro-introduces-microtransit
- MSN
  - https://www.msn.com/en-us/urban-infrastructure/transportation-infrastructure/metro-transit-wants-to-hear-public-s-comments-on-new-pilot-program/ar-BB1rfxYE?apiversion=v2&noservercache=1&domshim=1&renderwebcomponents=1&wcseo=1&batchservertelemetry=1&noservertelemetry=1
  - https://www.msn.com/en-us/news/us/omaha-public-transit-holding-meetings-for-new-pilot-program/ar-BB1roefr?recoid=traffic
- Omapod
  - https://www.omapod.com/p/microtransit-coming-to-omaha
- OWH
  - https://omaha.com/news/local/government-politics/omaha-may-blend-buses-rideshare-vans-if-metro-transit-s-private-public-partnership-gets-oked/article_1df10736-ceb7-11ef-a943-034edb4af205.html
- Telemundo Nebraska
  - https://www.facebook.com/TelemundoNebraska/videos/1074564968016739
- WOWT
  - https://www.wowt.com/2025/01/13/omaha-public-transit-holding-meetings-new-pilot-program/
- Yahoo
  - https://www.msn.com/en-us/urban-infrastructure/transportation-infrastructure/metro-transit-wants-to-hear-public-s-comments-on-new-pilot-program/ar-BB1rfxYE?apiversion=v2&noservercache=1&domshim=1&renderwebcomponents=1&wcseo=1&batchservertelemetry=1&noservertelemetry=1

Figure 6: Social Media Post Summary

Platform	Date	Reach	Comments	Shares	Reactions	Views
Facebook	1/9	1,870	6	30	23	5,051
Instagram	1/9	1,526	3	68	58	-
Twitter/X	1/9	-	-	4	13	432
Facebook	1/11	422	4	-	8	889
Twitter/X	1/11	-	-	-	-	112
Facebook	1/15	381	-	4	6	698
Twitter/X	1/15	-	-	-	2	85
Facebook	1/17	195	-	1	2	417
Twitter/X	1/17	-	-	-	-	85
Facebook	1/21	305	-	1	3	513
Twitter/X	1/21	-	-	-	-	68
Facebook	1/25	547	2	4	14	1,204
Twitter/X	1/25	-	-	-	-	71
Instagram	1/27	182	-	2	32	-

Facebook	2/1	320	-	4	4	519
Instagram	2/1	315	-	3	14	-
Twitter/X	2/1	-	-	-	-	71
TOTAL	**17**	**6,063**	**15**	**121**	**179**	**10,215**

Digital signs were displayed in kiosks at Metro's transit centers and administrative facility's public space where fare media is purchased, half-fare IDs are processed, route schedules/maps are available, and riders can receive trip planning assistance. Bilingual Rider Alerts were distributed on buses and the ADA complementary paratransit fleet.

Historically underrepresented populations including minorities, low-income populations, persons with Limited English Proficiency, persons with disabilities, and seniors were encouraged to participate with the assistance of community-based organizations, social service agencies, and advocacy groups. These partners included Transdev/Metro Customer Service, One Omaha, MAPA Coordinated Transit Committee, Omaha Refugee Task Force, Canopy South, Seventy Five North, Nonprofit Association of the Midlands, Boys and Girls Club of the Midlands, Urban League of Nebraska, Lutheran Family Services, Restoring Dignity, Magdalene, Malcolm X Foundation, Heartland Workforce Solutions, Latino Centre of the Midlands, Empowerment Network, City of Omaha Human Rights and Relations Department, Greater Omaha Chamber of Commerce, Heartland 2050 Equity and Engagement Committee, North 24th Street Business Improvement District (BID), South 24th Street BID, Latino Economic Development Council, North Omaha Community Care Council, and South Omaha Community Care Council. All were asked to share the information with their individual constituents. An electronic flyer suitable for printing was provided to the organizations to share with their constituents and/or hang in their physical space.

The notices and releases included contact information for requesting reasonable accommodations or language interpretation other than Spanish to encourage full participation in the public meetings. A contact person, phone number, and email were provided for the arrangement of the aforementioned. The notices also stated that the same information would be presented at each of the four meetings; the purpose of these meetings was to gather input from the public about the proposed microtransit pilot program; the meetings would follow an informal structure; information about the proposed pilot would be presented visually through paper handouts and large print display boards and verbally in English or Spanish through dialogue, comments, and questions; attendees are free to participate according to their comfort level; and comments could be submitted verbally or in print at the time of the meeting.

Information about the public comment period lasting for 10 days after the last public meeting was included in the notices and releases. Public comments could be submitted by physical or electronic mail or online from January 13 – February 3, 2025. Key documents and other presentation materials were posted on the Metro website (ometro.com) and available in print at Metro's headquarters (2222 Cuming Street) for the duration of the comment period. See Appendix D for information presented during the in-person and virtual meetings.

Summary of Public Meetings and Comments

There were 118 participants across the four public meetings.

Date	Location	Format	Number of Participants
January 13	Omaha Public Library Charles B. Washington Branch	In person	24
January 16	Omaha Public Library South Omaha Branch	In person	20
January 18	Westroads Mall – The Lounge	In person	39
January 21	Virtual Meeting (Zoom)	Virtual (Live)	35
Views of virtual meeting recording through February 3, 2025		Online	63

Bilingual staff members were in attendance for Spanish interpretation assistance at all meetings. Metro also sought to accommodate lower literacy skills through clear and concise language to the greatest degree possible. Presentation materials were displayed in both English and Spanish. There were no requests for language interpretation or translation beyond English or Spanish. American Sign Language (ASL – English) interpretation was requested and provided for the January 16th and 21st meetings. A recording of the virtual meeting was available online in English, Spanish, and ASL to allow for additional input during the public comment period.

Transit Advisory Committee Comment

In addition to the public meetings and open comment period, the proposed microtransit pilot program was presented to Metro's Transit Advisory Committee (TAC). TAC is an advisory committee formed to advise the Metro Board of Directors concerning any service area program(s) or project(s) of local community concern. TAC is one way in which Metro involves members of the community from diverse populations, identities, backgrounds, and geographies of the area served by Metro with a particular emphasis to include those that have historically been excluded, marginalized, or underserved.

TAC submitted a comment to support the findings of this Title VI Service and Fare Equity Analysis and the Microtransit Pilot Program (Appendix F).

Public Comments

All public comments about Metro services are documented and appreciated, whether specific to the microtransit pilot project or any other Metro service. Metro staff consistently work to address concerns and improve service.

A total of 91 public comments were received during the public meetings and open comment period (Appendix E). Metro responded to public comments during public meetings and on social media. Comments submitted through the website are anonymous. Metro responses to the public comments submitted are included in Appendix E.

Conclusion

The percentage of the minority, low-income, and stated disability population in each proposed zone is approximately equivalent to or exceeds the percentage of the minority, low-income, and stated disability population throughout the City of Omaha. The public largely concurred with a $3.00 fare for the proposed microtransit service. When the fare rate, media, and type is further considered, the needs of the unbanked must be addressed.

No adverse effects, disparate impacts, or disproportionate burdens were identified and thus no mitigation strategies are proposed at this time.

Appendix A: Metro Title VI Policies

Metro first established Major Service Change, Disproportionate Burden, and Disparate Impact Policies to 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" which became effective October 1, 2012. 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.

The following policies regarding Major Service Change, Disparate Impact, and Disproportionate Burden were approved by the Metro Board of Directors on December 22, 2022, and were subsequently submitted to the FTA. At the time of submission to the FTA, the policies became effective.

Figure 3A: *Metro's Major Service Change, Disparate Impact, and Disproportionate Burden Policies*

Major Service Change
• The **addition** and/or **elimination** of a bus route • **10%** or more for system revenue miles • **15%** or more revenue miles on any individual route
Disparate Impact
• Any major service change that requires a minority population to bear adverse effects of **15%** or greater of the cumulative impact.
Disproportionate Burden
• When the burden of any fare or major service change requires a low-income population to bear adverse effects **15%** or greater of the cumulative burden.

Major Service Change Policy

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 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 ten percent (10%) or more addition or reduction in the system revenue miles.
3. A fifteen percent (15%) or more addition or reduction of revenue miles on any individual route.
    a. This includes a change in frequency, span of service, or route alignment 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.

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 fare or major service change require a minority population to bear adverse effects ***fifteen percent or greater of a cumulative impact*** compared to those adverse effects borne by the nonminority population, that impact will be deemed a disparate impact.

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.

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 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 fifteen 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:

- There is substantial legitimate justification for the change; and
- 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.

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. Table 2 is the 2025 Poverty Guidelines for the 48 Contiguous States and the District of Columbia as published online (https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines).

Table 2: HHS Poverty Guidelines for 2025

2024 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES AND THE DISTRICT OF COLUMBIA	
Persons in family/household	***Poverty guideline***
1	$15,650
2	$21,150
3	$26,650
4	$32,150
5	$37,650
6	$43,150
7	$48,650
8	$54,150

For families/households with more than 8 persons, add $5,500 for each additional person.

This policy incorporates by reference the definitions of “Disparate Impact” and “Disproportionate Burden” from Metro’s Title VI Disparate Impact Policy and Disproportionate Burden Policy, respectively. This policy incorporates by reference the percentage thresholds for “Disparate Impact” and “Disproportionate Burden” from Metro’s Title VI Disparate Impact Policy and Metro’s Disproportionate Burden Policy, respectively. For proposed changes that would increase or decrease the fares on the entire system, on certain transit modes, or by fare payment type or fare media, Metro shall analyze ridership surveys, census demographic data, 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.

Appendix B: Definitions

1. **Major Service Change** – Defined as:
    a. The addition and / or elimination of a bus route.
    b. A ten percent or more addition or reduction in the system revenue miles.
    c. A fifteen percent or more addition or reduction of revenue miles on any individual route
    d. This includes a change in frequency, span of service, or route alignment beyond a three-quarter mile buffer of the terminus and either side of an existing alignment

2. **Adverse Effect –** Defined as a geographical or temporal reduction in service which includes but is not limited to the span of service changes, frequency changes, route segment elimination, reduced span of service hours, re-routing, and route elimination.

3. **Benefits** - Geographical or temporal additions in service, including added routes, added route segments, increased frequency, and increased span of service hours.

4. **Disparate Impact** - Should the impact of any fare or major service change require a minority population to bear adverse effects fifteen percent or greater of a cumulative impact compared to those adverse effects borne by the nonminority population, that impact will be deemed a disparate impact.

5. **Disproportionate Burden** – Should the burden of any fare or major service changes require a low-income population to bear adverse effects fifteen 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.

6. **Environmental Justice** - The just treatment and meaningful involvement of all people, regardless of income, race, color, national origin, Tribal affiliation, or disability, in agency decision-making and other Federal activities that affect human health and the environment so that people: (1) are fully protected from disproportionate and adverse human health and environmental effects (including risks) and hazards, including those related to climate change, the cumulative impacts of environmental and other burdens, and the legacy of racism or other structural or systemic barriers; and (2) have equitable access to a healthy, sustainable, and resilient environment in which to live, play, work, learn, grow, worship, and engage in cultural and subsistence practices.

7. **Express Transit Service** - Metro designated express routes.

8. **Local Transit Service** – Metro fixed-route bus routes not designated as express routes.

9. **Low-Income -** Any readily identifiable group of households who live in geographic proximity and whose median household income is at or below the Department of Health and Human Services Poverty Guidelines, which are based on the U.S. Census Bureau's poverty thresholds.

10. **Minority** - The term "minority" represents those persons who self-identify as being one or more of any ethnicity other than "white" alone.

11. **Minority Populations -** 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.

12. **Minority Areas** - Residential land use areas within Census tracts where the percentage of minority persons is higher than the Metro service area average.

13. **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.

14. **Route-Level** - Refers to the geographic level of analysis by which the performance of a transit route is measured for equity.

15. **Route-Service Area -** A three-quarter mile buffer on both sides and terminus of a transit route's alignment.

16. **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.

17. **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."

18. **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.

19. **System-wide** - Refers to the geographic level of analysis by which the performance of the entire transit system is measured for equity.

20. **Transit Center** - A transit facility that serves as the connection point for three or more bus routes.

Appendix C: Public Meeting Notice

The Daily Record

Public Notice Placement Confirmation

Please notify us of any changes ASAP at legals@omahadailyrecord.com

Scheduled Publication 1/10

METROPOLITAN TRANSIT AUTHORITY
PUBLIC MEETING NOTICE

The Regional Metropolitan Transit Authority of Omaha (Metro) invites the public to provide comment on the introduction of a new **pilot program—Microtransit.**

Metro is testing three proposed zones: **North Omaha, South Omaha, and West Omaha.** All of these zones connect with transit centers that can get you around Omaha.

There will be **four (4) meetings** for the public to attend and share their comments on the proposed zones and other aspects of the pilot service.

The meetings will be held in an open-house format.

Monday, Jan. 13
5 – 7 p.m.

Charles B. Washington Library
2868 Ames Ave

Nearby bus routes:
3, 5, 8, 14, 18, 24, 26, 30, 106

Thursday, Jan. 16
1 – 3 p.m.

South Omaha Library
2808 Q St.

Nearby bus routes:
3, 13, 24, 95

Saturday, Jan. 18
10 a.m. – 1 p.m.

Westroads Mall- The Lounge
(near the food court)
1000 California St.

Nearby bus routes:
4, 5, 14, 92, ORBT

Tuesday, Jan. 21st
12 p.m. – 1 p.m.

Virtual via Zoom:
https://us06web.zoom.us/j/84839999453

By phone:
312 626 6799 US

Spanish translation will be available at all meetings. If you need a reasonable accommodation or language interpretation other than Spanish to fully participate in one of the public meetings, please contact **Dr. Alicia Johnson** (she/her), Director of Civil Rights and Inclusion, at civilrights@ometro.com or 402-341-7560 ext. 2550 (TDD 402-341-0807).

Members of the public who are unable to attend any of the meetings can also submit **comments** through Metro's website or by mail:

Microtransit
2222 Cuming Street
Omaha, NE 68102

1/10 ZNEZ

All notice submissions, changes and cancellations must be made by 12 p.m. two weekdays prior to publication, or by earlier deadlines noted in your confirmation email in advance of court holidays. Please note the The Daily Record reserves the right to delay publication if we are unable to reach you to resolve questions or concerns.

Appendix D: Public Meeting Presentation Materials

Information Presented During the Virtual Meeting

metro

Public Meeting: Microtransit Pilot Program

Encuentro Públicos: Programa Piloto Microtransporte

January / *Enero* 21, 2025

12:00 – 1:00 p.m.

This meeting will be recorded.

Available features:

- Automated closed captions
- American Sign Language interpretation (only in English)
- Spanish interpretation

Esta reunión será grabada.

Funciones disponibles:

- *Subtítulos automáticos*
- *Interpretación en Lengua de Signos Americana (solo en Ingles)*
- *Interpretación en español*

1

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

Metro conecta personas, lugares y oportunidades a través de servicios de transporte de calidad.



2

Regional Metropolitan Transit Authority of Omaha

Autoridad de Tránsito Metropolitano Regional de Omaha



Lauren Cencic

CEO



Curt Simon

Chair



Daniel Padilla

Vice - Chair



Cornelius Williams



Clarice Dombeck



Yanira Garcia



Josh Corrigan



Tim Lonergan

We Plan, Build, and Operate Public Transit

FIXED ROUTE



metro

RAPID TRANSIT



CRBT

PARATRANSIT



moby

Proposed Microtransit Pilot Service

RAPID TRANSIT



ORBT

FIXED ROUTE



metro

MICROTRANSIT



PARATRANSIT



moby

5

What is Microtransit?

¿Qué es el microtránsporte?

metro

Think of it like a mix between a bus and rideshare.

Maybe you want to go somewhere, but the regular buses don't run in that area.

Or maybe you're a little far from the closest bus stop. You can request a trip through an app or phone call, a van will pick you up near your location and drop you off closer to where you want to go. This might be all the way to your destination, it might be to a transit center or bus stop, or somewhere in between.

You might be the only one in the van or you could make some friends along the way.

It's all about making public transit more flexible.

Piénsalo como una mezcla entre un autobús y un servicio de transporte compartido.

Quizás quieras ir a algún lugar, pero los autobuses regulares no pasan por esa área.

O quizás estés un poco lejos de la parada de autobús más cercana. Puedes solicitar un viaje a través de una aplicación o una llamada telefónica, una camioneta te recogerá cerca de tu ubicación y te dejará más cerca de donde quieres ir. Esto podría ser hasta tu destino, a un centro de tránsito o parada de autobús, o en algún punto intermedio.

Podrías ser el único en la camioneta o podrías hacer algunos amigos en el camino.

Se trata de hacer el transporte público más flexible.

6

What might microtransit look like in Omaha?
¿Cómo sería el microtransporte en Omaha?

There are three proposed zones we'll be testing:
- **North Omaha**
- **South Omaha**
- **West Omaha**

All of these zones connect with transit centers that can get you around Omaha. You can request a ride from within the zone and go anywhere inside that zone. If you want to get to another zone, you can connect to a bus line to finish your trip.

*Note: The North Omaha Zone will include access to several additional destinations beyond the zone boundaries

Hay tres zonas propuestas que probaremos:
- ***El Norte de Omaha***
- ***El Sur de Omaha***
- ***El Oeste de Omaha***

Todas estas zonas se conectan con centros de tránsito que pueden llevarte por Omaha. Puede solicitar un viaje dentro de la zona e ir a cualquier lugar dentro de esa zona. Si quieres llegar a otra zona, puedes conectarte a una línea de autobús para terminar tu viaje.

**Nota: La zona de Norte de Omaha incluirá acceso a varios destinos adicionales más allá de los límites de la zona.*

7

The Basics
Lo Esencial

Funding
Financiación

This is a three-year pilot project.

It's funded by generous philanthropic donors in the Omaha community

Este es un proyecto piloto de tres años.

Está financiado por generosos donantes filantrópicos de la comunidad de Omaha.

Fare
Tarifa

To be determined.
Por determiner

Tentative Service Hours
Posible Horario de Servicio

Mon. – Fri: 6 a.m. - 9 p.m.
Saturday: 7 a.m. - 8 p.m.
Sunday: 8 a.m. - 6 p.m.

Lun. – Vie: 6 a.m. - 9 p.m.
Sábado: 7 a.m. - 8 p.m.
Domingo: 8 a.m. - 6 p.m.

8

The Basics
Lo Esencial

Requesting a ride:
Rides can be requested through an app or by calling a dedicated number to book a ride. Both will be available in English and Spanish, at minimum.

Accessibility:
A portion of the fleet will be wheelchair accessible, with the expectation that people who use mobility devices experience the same quality of service as those who do not.

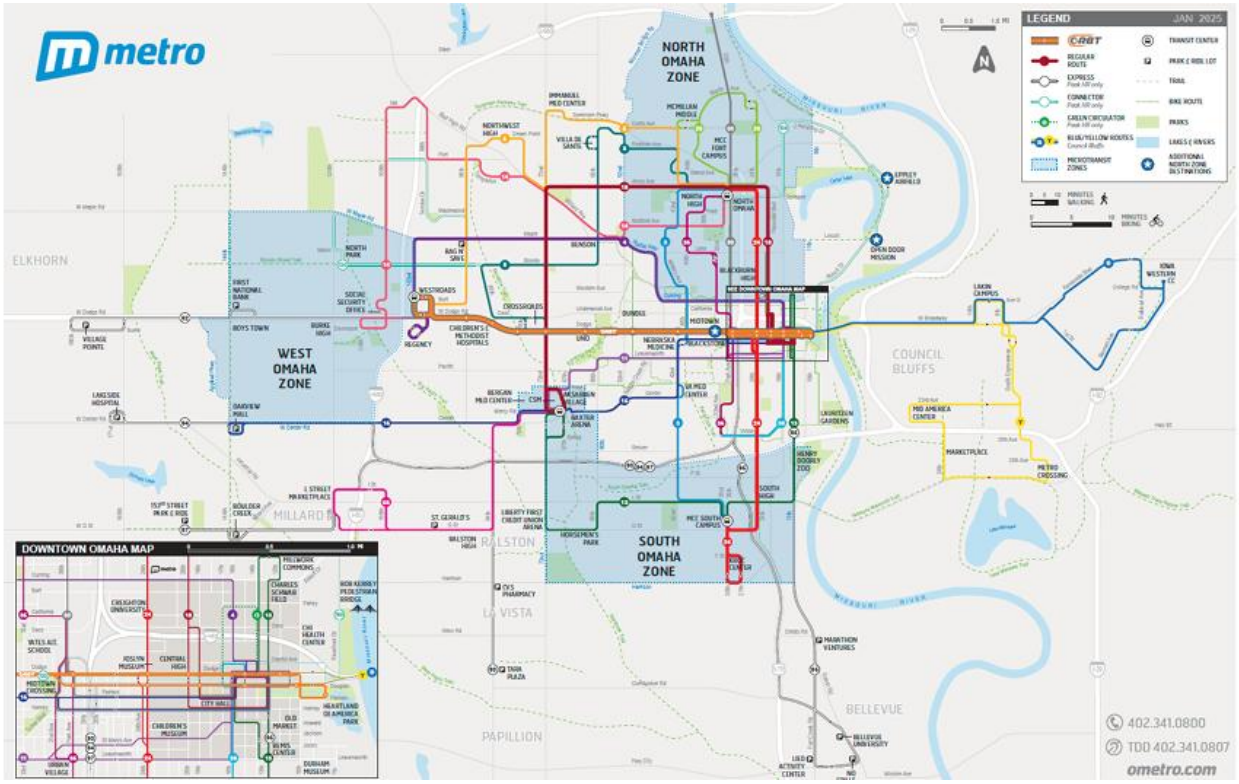
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Accesibilidad:
Una parte de los vehículos serán accesibles para sillas de ruedas, con la expectativa de que las personas que usan dispositivos de movilidad experimenten la misma calidad de servicio que aquellos que no los usan.

Cómo pagar por tu viaje:
Los pasajeros pueden pagar a través de una aplicación al reservar su viaje.

9



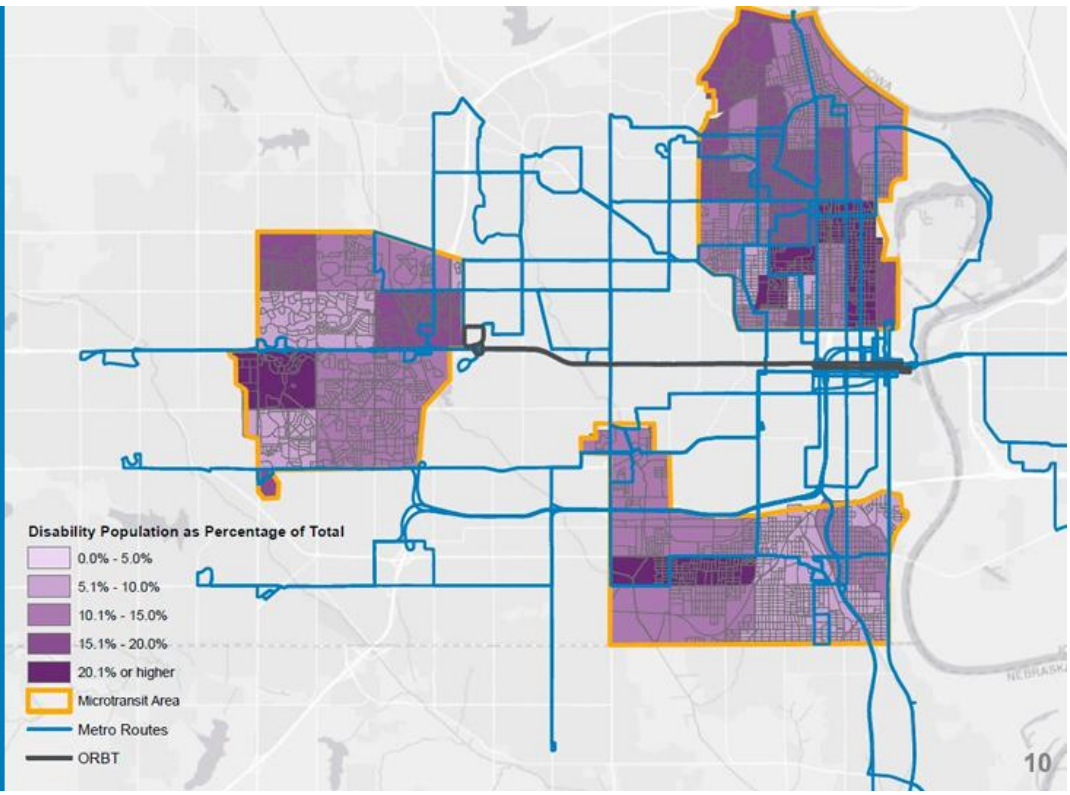
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Proposed Zones Equity Review

Revisión de Equidad de las Zonas Propuestas

metro

*Subject to change
**Sujeto a cambios*

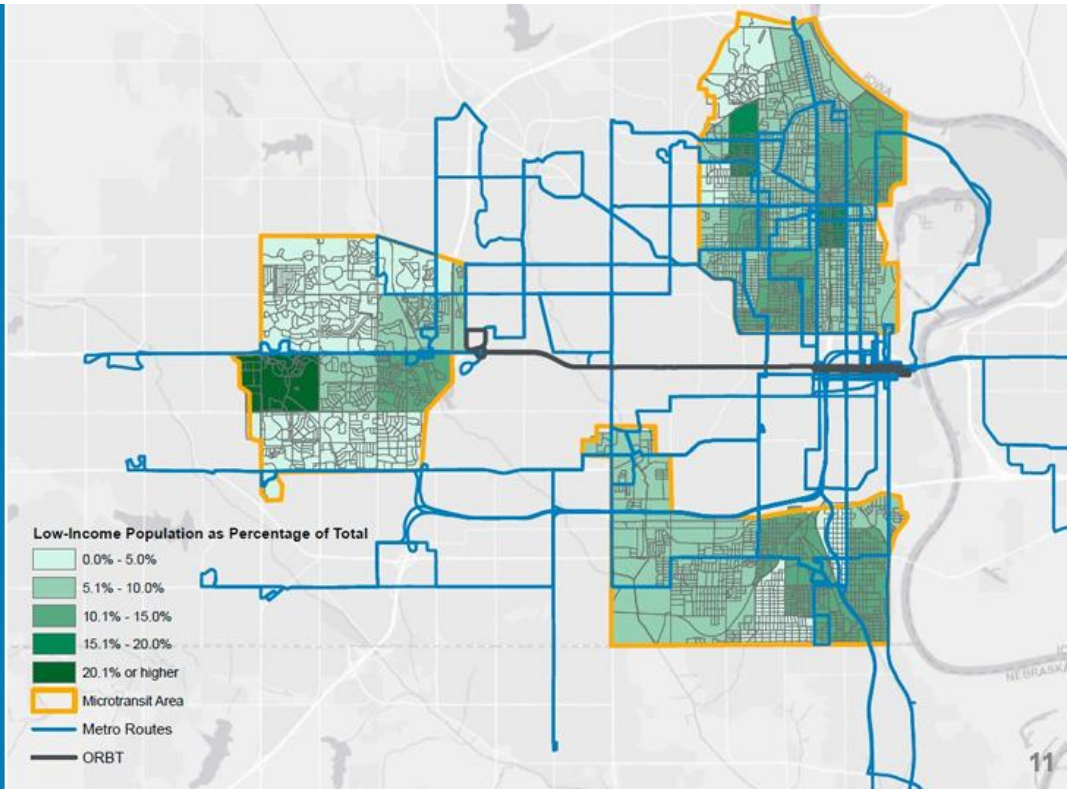


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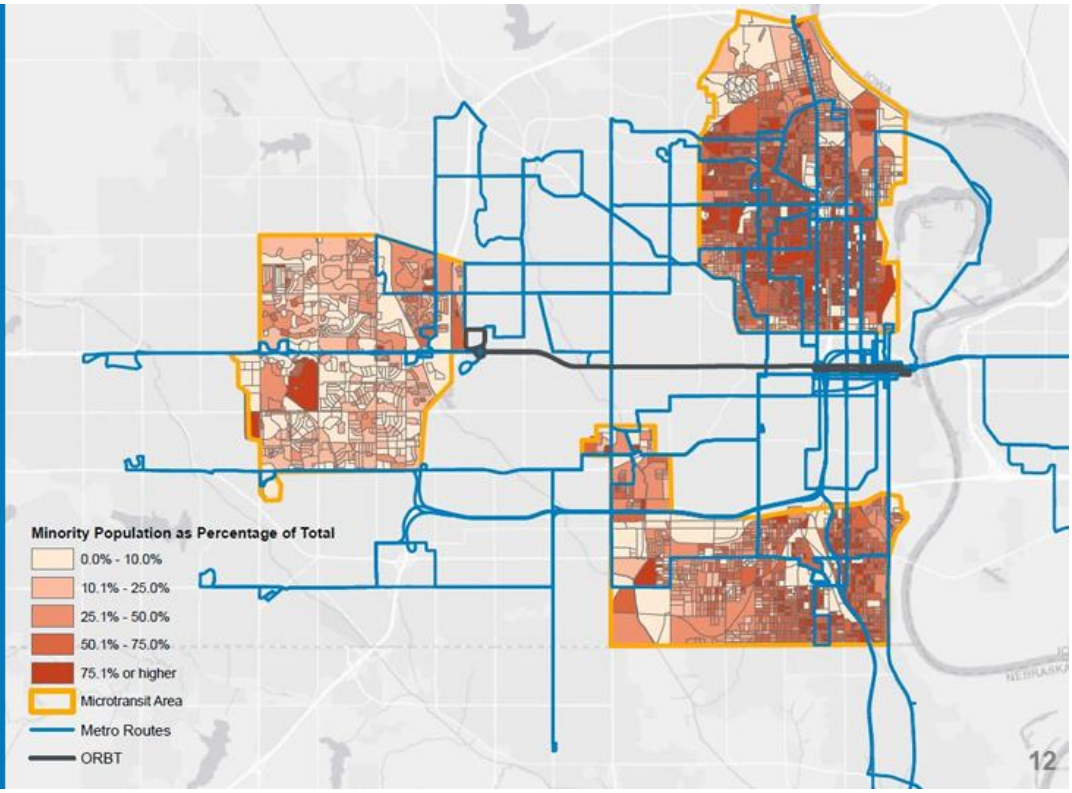


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metro

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12

How You Can Help

Cómo Puedes Ayudar

metro

We need a name for this new proposed service!

We want to make sure it reflects the vibrant community we have in Omaha.

Have an idea? Let us know through our feedback form.

ometro.com/micro-meetings

¡Necesitamos un nombre para este servicio propuesto!

Queremos asegurarnos de que refleje la vibrante comunidad que tenemos en Omaha.

¿Tienes una idea? Háznoslo saber en la tarjeta de comentarios.

13


1302
MetroTransitOMA
@metrotransitoma
Metro Transit Omaha
ometro.com

Information Presented During In-Person Public Meetings

What might microtransit look like in Omaha?
¿Cómo sería el microtransporte en Omaha?

There are three proposed zones we'll be testing:
- **North Omaha**
- **South Omaha**
- **West Omaha**

All of these zones connect with transit centers that can get you around Omaha. You can request a ride from within the zone and go anywhere inside that zone. If you want to get to another zone, you can connect to a bus line to finish your trip.

*Note: The North Omaha Zone will include access to several additional destinations beyond the zone boundaries

Hay tres zonas propuestas que probaremos:
- ***El Norte de Omaha***
- ***El Sur de Omaha***
- ***El Oeste de Omaha***

Todas estas zonas se conectan con centros de tránsito que pueden llevarte por Omaha. Puede solicitar un viaje dentro de la zona e ir a cualquier lugar dentro de esa zona. Si quieres llegar a otra zona, puedes conectarte a una línea de autobús para terminar tu viaje.

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What is Microtransit?
¿Qué es el microtránsporte?

Think of it like a mix between a bus and rideshare.

Maybe you want to go somewhere, but the regular buses don't run in that area.

Or maybe you're a little far from the closest bus stop. You can request a trip through an app or phone call, a van will pick you up near your location and drop you off closer to where you want to go. This might be all the way to your destination, it might be to a transit center or bus stop, or somewhere in between.

You might be the only one in the van or you could make some friends along the way.

It's all about making public transit more flexible.

Piénsalo como una mezcla entre un autobús y un servicio de transporte compartido.

Quizás quieras ir a algún lugar, pero los autobuses regulares no pasan por esa área.

O quizás estés un poco lejos de la parada de autobús más cercana. Puedes solicitar un viaje a través de una aplicación o una llamada telefónica, una camioneta te recogerá cerca de tu ubicación y te dejará más cerca de donde quieres ir. Esto podría ser hasta tu destino, a un centro de tránsito o parada de autobús, o en algún punto intermedio.

Podrías ser el único en la camioneta o podrías hacer algunos amigos en el camino.

Se trata de hacer el transporte público más flexible.

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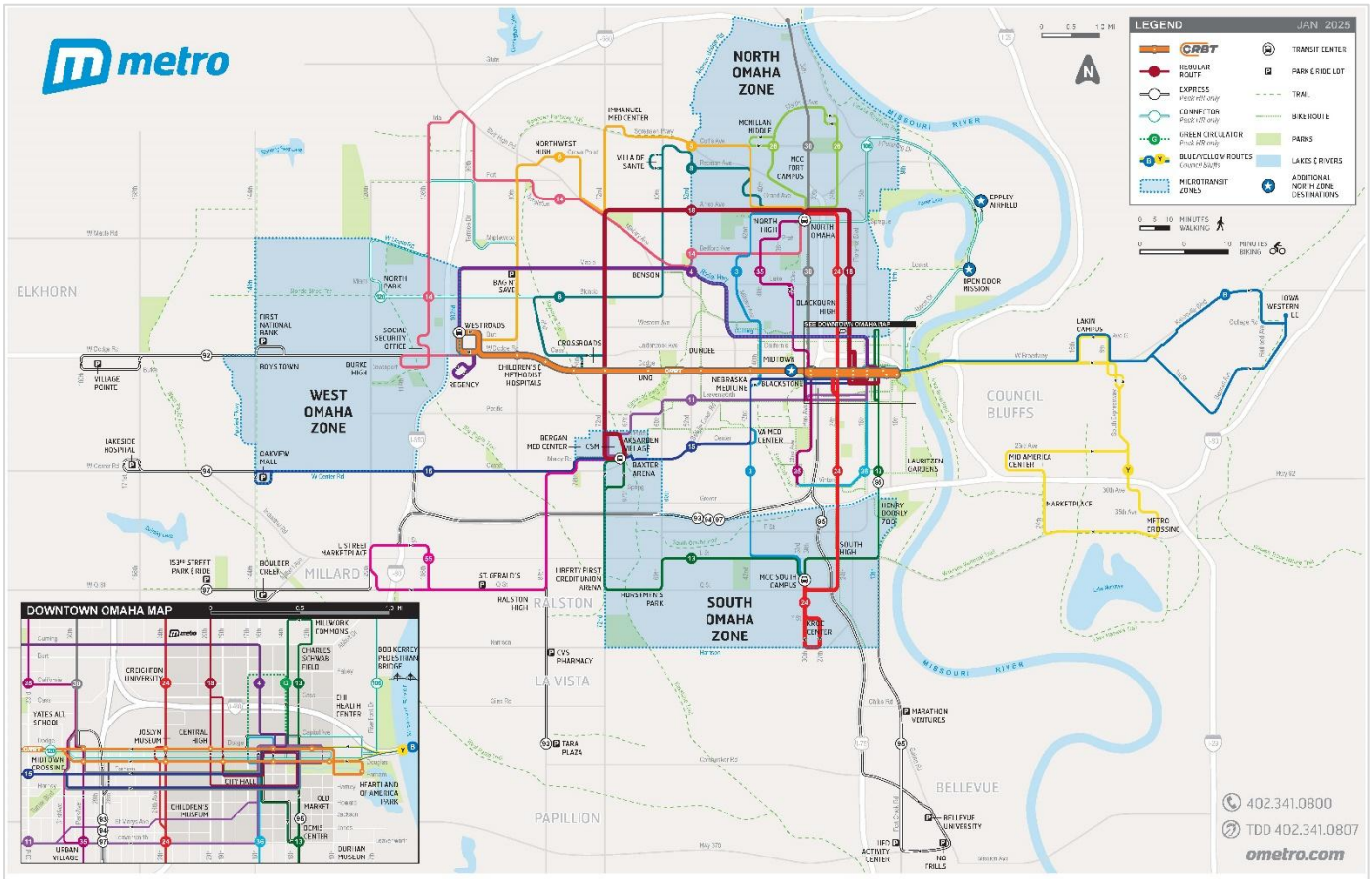
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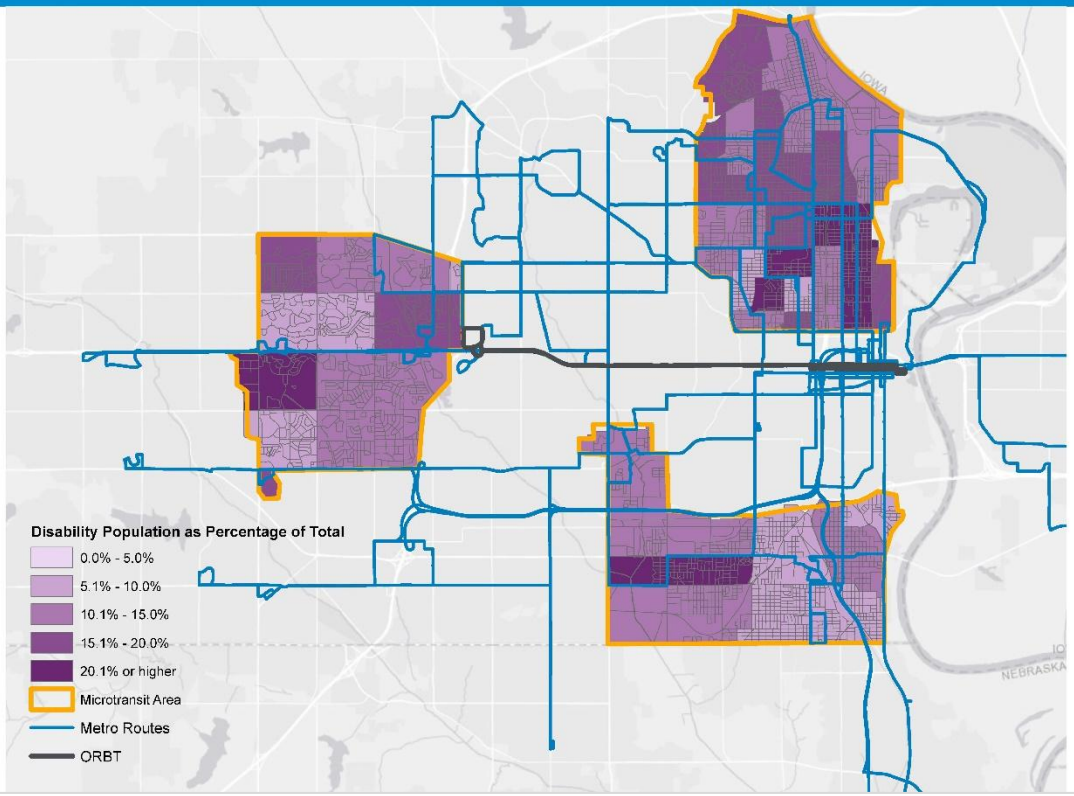
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Proposed Zones Equity Review

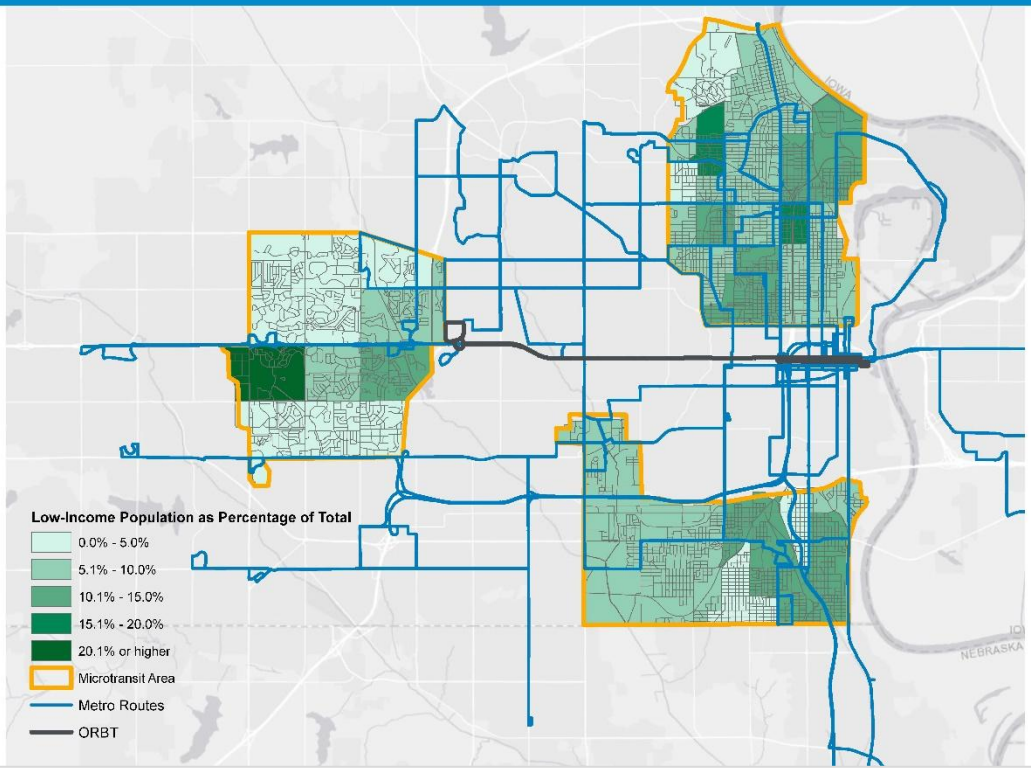
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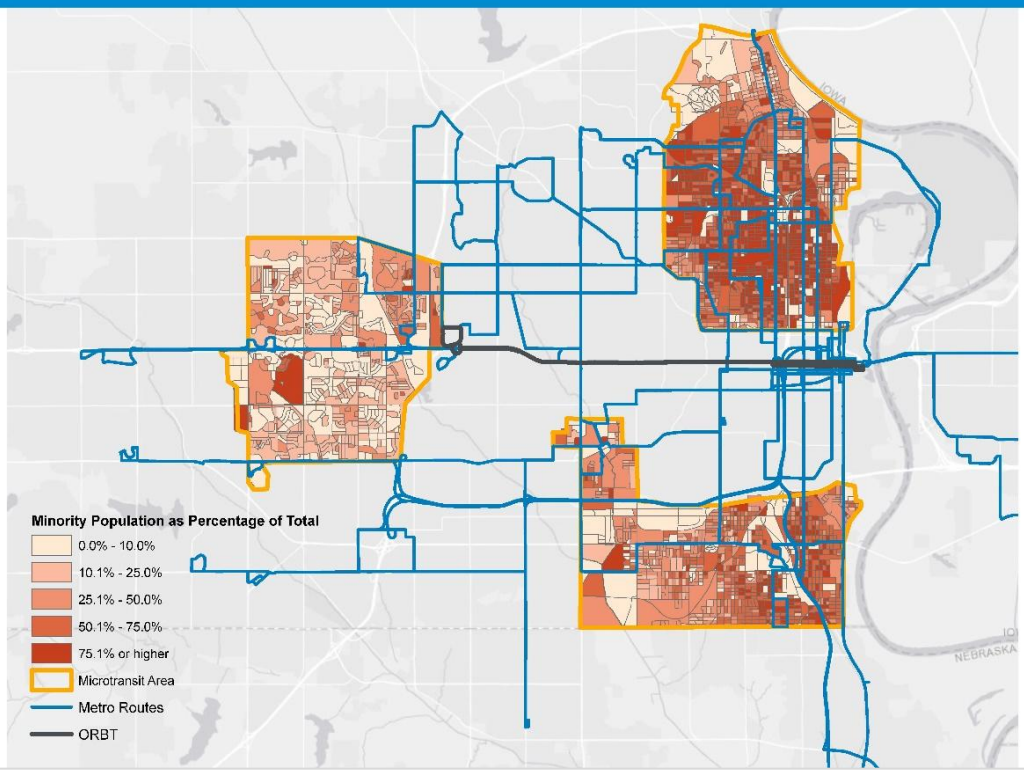
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Proposed Zones Equity Review

Revisión de Equidad de las Zonas Propuestas



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Appendix E: Public Comments

#	Platform	Date	Comments about the Proposed Zones	Comments about the Proposed Service Hours	Other Comments	Zip Code
1	Online	1.13.25	I am a paratransit user who lives outside a fixed bus route. There have been many times I've been unable to get to medical appointments, social activities, grocery shopping, etc. because Metro does not operate within city limits. Our capital Lincoln Nebraska has a transit system that allows paratransit users to be transported anywhere within its city limits. I believe and would like to see Omaha do the same. Please consider operating Moby within a city limit boundary and not based on fixed bust route service thank you	Most Omaha businesses operate from 8 AM to 10 PM however, a two-hour window either way would be great operating from 6 AM to midnight to include movie service.	please please provide Moby transportation for the disabled and seniors throughout a city limits.	68164
2	Online	1.13.25	The western zone needs to go to the city limits. The ORBT bus goes to village point. This needs to service the same area west. My son is autistic and qualifies for MOBY. However, he cannot get any service because we live at 156 and Blondo. He has a job but has no way of getting there without me or his father. He can't work or even go to a movie with friends without our assistance. He will never achieve independence without transportation. He is willing to work but after his father and I are gone; he will be forced to quit unless Omaha solves the transportation problem. I beg you to service the entire city and allow everyone the dignity of living independently	6am -10pm. It should be available for people during awake hours	I can't express my desperation to have expanded service. Without a solution to the city-wide service problem, my son faces a lonely isolated existence when I'm gone. He will have no way to connect with people and no way to work. He will be trapped at a living facility by himself. I beg you to solve this problem for all the Nebraska citizens in need of transportation	68116

3	Online	1.13.25	Offer free or discount transfer when riding with Microtransit	5a to 11p for consideration of those working odd hours		68131
4	In Person	1.13.25		Partner with Transporter Inc to provide 24hrs service		
5	In Person	1.13.25		Could service hours be extended to later times Friday& Saturday		
6	In Person	1.13.25	M-F: 6-9 St 7-8 Sun: 8-6 Using Bus pass (monthly) for rides, unlimited or discounted Tiered pricing for off-hours, members	Later hours in certain zones (entertainment districts, creative districts)	Promoting riding the bus and microtransit versus driving a car, oppose car culture actively and with solutions People don't want to have to drive, promoting alternatives with the appropriate framing can help counteract some of the stigma associated with using public transit (and being seen as poor for not having and maintaining a private vehicle)	
7	In Person	1.13.25	Please launch a commuter route from the north end of 30th Street west to Mormon Bridge Road. Currently hundreds of employees walk about a mile along McKinley to their jobs. In the dark, in the road. We have been working about 10 years to get bus service	Please set up a regular schedule that matches the schedule of employers in this area. Employers include Plastilite, G&G, D&D. If there is better public transit, more people can work here	Was glad to see a board member at this public meeting. It's always meaningful when elected officials participate in public sessions. Hopefully there will be board members at the other listening sessions. $3 Too Much: "hopefully less if you have a guaranteed full van."	
8	In Person	1.13.25	We need to coordinate with company shift times of the companies West of North 30th treet along McKinley Street - such as plastilite, G&G Manufacturing, D&D foods	I would coordinate with the companies to find shift times. This would need to reoccur daily in coordination with shift times		
9	In Person	1.13.25	Lakeside Hospital 208 & Center? Methodist Women’s Hospital 190th and Dodge			
10	In Person	1.13.25		Weekend summer hours should run later. If one is attending an event, it may go later in the evening.	This program will have great benefits for those who need rides but live far from a bus route. Hopefully people will learn about it. It seems like it can be difficult to get the word	

					to those who need it. $3 Too Much: "$2.50 for starters."	
11	In Person	1.13.25	Expanding to the open door mission area would be helpful, I am a case manager and have many clients sheltering there, and catching the bus is difficult for them	If these hours could be the same as the normal route hours that would be ideal, otherwise 6:00am-10:00am for the morning work/school crowd and then 3:00pm-6:30pm for the evening work/school crowd	I appreciate our public transit so much! Obviously, there are things to improve on (hours of operation, how far they go, etc.) But Metro seems open to improvements and I know funding is difficult. Thanks for all you do for Omaha!	
12	In Person	1.13.25	The plan as proposed will certainly help reduce the transit issues getting people to/from work near Eppley Airport.	An hour later M-F would help shift workers		
13	In Person	1.13.25	Sarpy county zone. The proposed zones look good.	M-F 6am to 9pm; Sat. 7am to 8pm; Sun. 8am to 7pm	would like west Omaha zone to be towards 168th Street	
14	Online	1.15.25		6am-8pm	It would be amazing to hire multilingual drivers or have a device for non-English speaking Omahans to communicate with the driver (not just English and Spanish). Tarjimly is a free app that uses volunteers to interpret in real-time if needed. Will the microtransit be accessible to people who use wheelchairs or need assistance boarding? Will microtransit allow children who need car seats? Unaccompanied kids going to school? Is there a limit on how many times an individual can use microtransit? IE could an individual count on Microtransit to get to work or school daily? It would be great to advertise this service at community centers that work with refugees like Intercultural Senior Center, NE Afghan Community Center, CIRA, LFS, ICRI, AIFS, and churches with large refugee communities (St Matthew Missionary Baptist, KCRC etc). It's hard to	68105

					get around Omaha without a car and they would benefit from this!	
15	Online	1.15.25	If they could have the Transit stop go to 168th or 180th. That would be very helpful for my family. Thank you for thinking about extending the transit line. I appreciate all you do.			68116
16	Online	1.15.25	Please expand more west! We need it!! Please expand west!!!	They do this in other cities too like Texas!	Please expand west!!	68130
17	Online	1.15.25	I would like to suggest expanding the W. Omaha zone to include up to 180th St. This remains a part of Omaha that is underserviced by public transportation. Many residents in this area currently lack access to reliable public transportation, which limits their mobility and access to jobs, schools and essential services.		This is an important service.	68154
18	Online	1.15.25	Perhaps you can consider expanding the W. Omaha zone to include up to 180th St. This remains a part of Omaha that is underserviced by public transportation. Many residents in this area currently lack access to reliable public transportation, which limits their mobility and access to grocery stores, jobs, schools and essential services.	6 am -7pm - so people can get to work and school		68154
19	Online	1.15.25	I would like to suggest expanding the W. Omaha zone to include up to 180th St. This remains a part of Omaha that is underserviced by public transportation. Many residents in this area currently lack access to reliable public transportation, which limits their mobility and access to jobs, schools and essential services. It			68135

			would only be fair to extend the service out to include this area as well.			
20	Online	1.15.25	Please don’t stop before 180th. There are many in Omaha out west who need rides and the bus routes are minimal and inadequate to support access to jobs education and health care.	7 am - 7 pm minimum	This is more valuable to the underserved than the fixed rail that only serves two business areas. Please prioritize the individual over business.	68154
21	Online	1.15.25	Please extend the W. Omaha zone to include up to 180th St. This remains a part of Omaha that is under served by public transportation.			68137
22	Online	1.15.25	I think the zones do not address enough Omaha residents. I help manage a Little Free Pantry in West Omaha and see a lot of people who struggle financially, including the costs associated with owning a car. The city should seriously consider extending the West Omaha Zone to at least 180th Street. Do not be fooled by the stereotype that everyone who lives West of 144th St. is well off. There is still considerable need in West Omaha, and I strongly encourage you to extend the West Omaha Zone. Thank you.	I think the service hours should be at least from about 7:00am to 7:00pm	Please consider the needs of those in West Omaha. Thank you.	68164
23	In Person	1.16.25	Need to add 108th and Fort	Need to keep zones consistent and as late as possible so I can stay in school. 6am-10pm	You should make all routes the same and extend the 3/4 mile rule	
24	Online	1.16.25	Please consider expanding services further west as there are folks at 168th and 180th and beyond who need these vital services. Thanks.			

25	Online	1.16.25	My biggest suggestion would to extend the services actually into west Omaha. 168th at a minimum.			
26	Online	1.16.25	We would appreciate the service be extended to 180 street . That would give many more citizens access to desperately needed transportation .thank you for including the true west Omaha area!			
27	Online	1.16.25	it needs to be expanded farther west. there is no public transportation for the fastest growing parts of the city.			68116
28	Online	1.16.25	Need to expand the West zone to at least 168th. Omaha is growing westward!			68116
29	Online	1.16.25	They're not bad, I hope agreements can be made to expand to other cities in the metro, where only express connections if anything exists. Microtranist is really the answer for the suburbs.	While it'd be great to have 0500-2100, I'd be extremely happy if Metro could deliver at least 0700-1900 to allow connections.	Really thank you for all your team. Thanks for having RSS feeds, for pushing hard on grants, for having open meetings with transparent materials, for continuing to deliver even in the face of covid and labor shortages. Thanks. Now that you have regional authority we need to get the suburbs bought in, microtransit could be a great way to get there especially if this pilot proves the numbers, smart move! Please join the fediverse.	68046
30	Online	1.16.25	Omaha is a growing, sprawling city with streets numbering past 204th Street in West Omaha. 144th is closer to the middle of town these days with tens of thousands of families who have poor access to public transportation. These are ordinary, tax-paying people who need to get to work, take their children to school and have easy access to whatever they need for everyday living. How is it we're getting a trolley with far less outreach and costing millions of			68144

			dollars that could have been invested in adequate public transportation for ALL?! Please consider extending the end of the line at 180th. It will allow tens of thousands of families to get where they want and need to go!! Thank you.		
31	In Person	1.16	For the South Omaha zone, I would like to see it connect to the Lauritzen Gardens. North Omaha zone: connect to Cunningham Lake. South Omaha zone: connect to Standing Bear Lake and Zorinsky Lake.	The same days and times as the main bus lines. That will take care of the lines that don't operate on Sunday.	1. This should be on the existing apps. It should be part of the monthly ride $55 budget limit. 2. Existing bus routes and frequency should stay the same or increase. 3. If there's a choice between improving the zones or improving the bus routes the bus routes should be improved.
32	In Person	1.16	Cover more of west Omaha	I think the proposed hours are sufficient	$3 Too Much: for riding outside the zone, $3 should include transfer; Just Right: for inside the zone
33	In Person	1.16	Attraction loop - airport, baseball field, arena/convention center, Durham Museum, Lauritzen Gardens, zoo. We need better access to our city's highlights. There should always be an option to our airport 24hrs	I think all Metro service should at least run to midnight when the 13 going west last run is just after 8pm on a Friday, that's too early.	1. I think it's a must to have the microtransit app and MyRide one app. Switching between MyRide, Umo, and microtransit app would be too much. 2. Consider later routes/service hours. 3. Connect our attractions on 10th St. 4. Better circulator downtown. 5. Train drivers on customer service. Often times drivers are crabby, run early, and act like they don't see you waving them down running to your stop. If you rely on public transportation you don't feel valued and you are often stuck until the next bus. 6. More frequent bus times. 30 minutes is a long time. Sometimes an hour on Sunday.

34	In Person	1.16	I would like to see the downtown area included at some point, but have no suggestions for current proposed boundaries.	I really feel that this service should mirror the service hours of the regular bus schedules if the funding is available.	1. I would like to see the payment methods for bus more to something that is integrated in MyRide or allow Apple/Google pay right on the bus. 2. I wish the drivers would make more of an effort to connect routes -- timed stop? For example, it is routine that the Aksarben Transit Center buses will leave prior to other buses arriving. This has caused people to miss their transfers and requires them to wait for the next scheduled bus. If drivers would wait until all buses arrive and see if people are trying to transfer, that would be great. 3. Please ask drivers to understand that it is better to be late than early. Many drivers run ahead of their scheduled stop times, sometimes more than 5 mins ahead. When buses are coming every 30 minutes, it is a major inconvenience to have missed it by a few minutes because the driver was trying to gain a few mins for their break.
35	In Person	1.16	North: Open Door Mission and Eppley would be nice to get to. Is there a way to expand the West zone or include major destinations like Lakeside and Village Point that are very irregularly served by Express/Park and Ride routes?	Hours look acceptable.	1. Improve tracking system for buses - the app takes 5-10 minutes to take to update with bus times and locations in downtown Omaha (Android app, not sure if the same issues exist with the ios app) 2. Allow people to pay with cash to transfer to a bus on the same route for $0.25. Example- If a rider takes the 11 from downtown to the Bakers on Saddle Creek, they have to pay $1.25 to go back into downtown. Umo users only have to pay $0.25 as long as they are within the transfer window. 3. Figure out a way to allow tracking for the "small" MOBY buses that run whenever the large buses break down. 4. Figure out a way to get

					ORBT buses running on schedule - waiting 20+ minutes for a bus in freezing or sweltering temps is uncomfortable.
36	In Person	1.16	They look good to start with, good areas to focus on and not too big.	They seem very reasonable	
37	In Person	1.16	Schools and anywhere there is a host of companies/jobs is great for proposed zones.	Service hours look great	This is a great initiative
38	In Person	1.16	Add VA CRRC - Community Resource and Referral Center at 825 Dorcas Street as stopping point	Hours look good	$3 Just right: "But consider that as one way top pay - no extra payment for each stop." Thanks for collecting feedback
39	In Person	1.16	3 good choices. I moved to my S.O. home partly because there were 2 bus routes (25 years ago) - then there was 1 and then none, and now I'm a mile, about, from the nearest bus stop. The more options for these 3 zones, the more ridership.	7 days/week - very important! Contacting for a ride shortly before needed and being able to get it is really important - not a day or 2 ahead and then it not coming!	The microtransit is a great idea. If the streetcar will be free (??) why do the poor/minorities have to pay what they don't have? The more options for rides/routes that exist, the more ridership. I never felt unsafe on a public bus - a family member who lived in another state did not feel safe on their bus. Make sure your partners are safe - Uber and Lift have horror stories. $3 Too much: "I am thinking of a 10-person family - that would be $30 one way!"
40	In Person	1.18	Consider microtransit to serve MCC Elkhorn Valley	Mon-Fri Extend to 10pm	
41	In Person	1.18	Need transportation to work in underserved areas ex: I-80 corridor - Lavista? Hotels restaurants		Accessibility for other underserved areas
42	In Person	1.18	Definitely have more available transportation in South O	Extend into later times in the evenings and during the week. A lot of community members work later hours.	
43	In Person	1.18	Possible expand to make the zones a little larger if possible.	Yes M-F up to 10pm it would make it alot for us who work and get off late!	Try to keep or clean your buses at least once a week! For example Tuesdays have all odd number buses clean and Wednesdays all even number buses clean.

44	In Person	1.18	Need service around MidtownXing, Blackstone, Aksarbern Village, Benson	More late night to 1am	1. Quicker repair of smashed glass 2. Q St. service (33rd to 72nd) 3. Better mkting, ads, specials 4. collaborate with jitney services in North/South O $3 Too Much: "maybe try surge pricing during busy times"	
45	In Person	1.18	Family Members/Room mates are not MOBY assessable	5:00am-7pm/same as bus start ups/end		
46	In Person	1.18	I used to take #9-#9 route ran from downtown (16 & Dodge) all through downtown thru downtown 24th St to South 36th Street - all day and night!!!		like the old bus routes and accesability!	
47	In Person	1.18	I have never used the public transportation (Bus), so I don't know the Bus routes However, I suggest to have transportation that connects the area from Center St. (North) to South area Oner World Clinica (30th and L st) because I have noticed, many single Hispanic women don't have car.	My suggestions are: 5:00am-9:00pm Monday-Friday.	I think this is a great propose of transportation because you are including transportation for disable people, low income and places of areas where bus can't get in. The price proposed for me it's a fair and affordable price for the public. I hope your pilot program is a success.	
48	In Person	1.18	No comment *Individual suggested a name for the service.*			
49	In Person	1.18	Methodist Women's Hospital	6-10pm M-Sat, 7-8pm Sun.		
50	In Person	1.18	Further West - Village Pointe; more options	Current proposal is good	Continue talking to people with disabilities; I would be interested in joining TAC	
51	In Person	1.18	Add West Zone destination at L Street Market		You are doing a great job. Public transportation - in Omaha has improved dramatically in the last 10 yrs. Go Team Metro!	
52	Online	1.18	We need transit that can go north and south without a lot of transfers, and we need to be able to go further west	We need longer hours available, early in the morning, 6 am, and all the way through at least midnight	We need better and diverse representation and voices present in the discussion about transit, particularly from the disabled community.	68127
53	In Person	1.18	No comment		Student fares - could this be billed to Omaha Public Schools or a particular	

			Individual made a suggestion related to student transportation.		school? Also interested in deeper dialogue around how this could work with small groups of students.	
54	Online	1.20	More going west and more time at night	More longer hour at night	Need more ride time on the 8 14 because some people work past 6 and work clear out or clear north and leave no where the job	68114
55	Online	1.20	I believe the West Omaha micro transit zone should extend out to Village Point. Additionally, there should be consideration for a waived fee for students.	6:00AM-9:00PM weekdays 7:00AM-8:00PM weekends		68131
56	Online	1.21	No comment *Individual made a suggestion related to bicycle access.*			68102
57	Online	1.21	Route 11 should continue to Pacific Street until 144th Street and connect to Dodge and Center. My concern is to connect the areas you identified where available jobs are considering all the construction that is happening among Dodge, Pacific, and Center. Basically, we need to bring people where the jobs are.	I think the times are fine for the pilot.		68106
58	Online	1.21	I think expanding the West Omaha zone further east along Pacific would be beneficial, especially since there is currently no bus service here. Ideally there would be a bus route along Pacific, but maybe using the micro-transit service as a study tool would get to that same outcome.	I think running beginning at 7am on school days would be important so there is an opportunity for kids to use it if they need. I also think running at all hours (even at minimal service/number of vehicles) would be a good idea because when itis dark, that is when a lot of people need this service most (albeit a few number of people, dark hours are when	I think incorporating a micro-transit pilot will be awesome for the city! A couple of years ago, I learned about cities like New York, Chicago, and others implementing this, so it's great that Omaha is trying it out as well. However, I really hope that these vehicles will be EVs - not only to save gas as they loop around the city but get the metro closer to its Climate Action and Resilience Plan goals. I am a big climate advocate, so making public transit even more eco-friendly would be great for our community.	68114

				you don't want to have to walk to your bus stop if it is far away).	Tangent: At this point, it feels like a pie-in-the-sky dream (though it should be realistically doable without political headbutting), but it makes sense to incorporate light rail into the metro as it continues to grow. Changing public opinion is a huge part of this, but transit in larger cities needs some kind of hierarchy to become as efficient as possible. Micro-transit and bus services could connect to neighborhood and transit centers, with transit centers taking riders to other neighborhoods and transit centers across the metro. Again, I sadly don't see this happening anytime soon, but I hope it is something that gets considered as Omaha sprawls further and further from downtown.	
59	Online	1.21	Go south to at least Harrison in West Omaha.	Run 5am-11pm	Support bikes on the microtransit. We have great biking community but it is tough to use when most bus services are inside the beltway. It is tough to cross the interstate to get downtown. It was unfortunate that the ORBIT stops just inside the beltway.	68135
60	Online	1.21	Very valuable service for non-driving adults living in West Omaha! The lack of West O bus service is a major limitation to gaining a sense of independence in this city. Microtransit, if done right, could be a major step in the right direction.	Early in the day, through dinner time. Weekdays most important, but 6 or 7 days per week would be transformative for non-driving adults.	There should be a special needs discount or fee waiver. The disincentive for teens and adults with neurodivergent conditions to use the bus is already signficant, and made mores by the lack of recognition that the fare system is complex, and that full price passes and daily fees' expense are prohibitive for regular use.	68124
61	Online	1.22	No comment.			
62	In Person	1.23	Go out further to 180th in the West Zone (operator)	At least an hour before and after regular service		

63	Online	1.23.25	Please extend the zones to 168th and 180th Sts. There are disabled people who need this service who live in those zones also. Thank you.	Work hours.	Perhaps extend the orbit line and ditch the streetcar	68118
64	Online	1.23	Bellevue, Western Omaha - i.e. Metropolitan Community College - Elkhorn Valley campus, Sarpy County - i.e. Metropolitan Community College - Sarpy location campus.	Weekends and Weekdays should be available. Also consider after 5 PM hours, for medical needs.	I would be interested in joining the Metro Transit Advisory Committee - and participating in the Pilot Microtransit Program. I am a current holder of a Senior bus pass, and use the North Omaha Transit Center frequently to transfer between Routes 3, 5, 8, 14, 18, 24, 26, 30 & 106, and travel to/from the Metropolitan Community College (MCC) Fort Omaha campus. I also use the MCC Transit Center to travel to the MCC South Campus & the South Omaha Public Library branch. *Have also taken Route 92/West Dodge Express from the Westroads Transit Center on weekdays only - and would be interested in service to the MCC Elkhorn Valley campus. I look forward to hearing from you. Please contact me! Regards, Ray Williams MAT/OMetro Bus Rider (since 1975) E-Mail: RayRWilliams.RRW@gmail.com Phone: (402) 594-9274	68111, 68107, 68137
65	Online	1.23	Please expand the zone to 180th street which Includes the city of Omaha.			
66	Online	1.23	This is a much needed addition to our transportation options in Omaha HOWEVER, I would like you to consider expanding the West Omaha zone to include up to 180 Street. This is a part of Omaha that i underserved by public transportation. Many residents i this area currently lacks access to reliable public transportation which limits their mobility and access to			68114

			jobs, schools and essential services. Thank you for taking this recommendation very seriously.			
67	Online	1.23	144th is pretty limited for the west Omaha zone. 180th seems like more effective omaha are or at least 168th. I think that Metro is really missing the kids and adults with special needs if they don’t expand it out a little further			68124
68	Online	1.23	I would like to suggest expanding the W. Omaha zone to include up to 180th St. This remains a part of Omaha that is underserviced by public transportation. Many residents in this area currently lack access to reliable public transportation, which limits their mobility and access to jobs, schools and essential services.			
69	Online	1.23	Extend route to 168th - Maple to Center. There is so. much shopping, schools, hospitals, doctors offices etc Reaching close to Elkhorn that will be inaccessible to many kids and elderly. Public transportation is necessary to Omaha citizens. I have lived on 144th & Maple for seven years and in that time the growth has been extraordinary. I hope you will give it Consideration.	No		
70	Online	1.23	No comment.		This should cost less than an Uber/lyft/rideshare, maybe depending on miles traveled. maybe another opportunity to connect with Bikeshare, so the bikes are in neighborhoods and a rack is located at a transit spot or another neighborhood.	68111
71	Online	1.23	Stopping the west Omaha zone at 144th St. seems very shortsighted. Significant portions of Omaha lie west of 144th St. and		I* am out of town half of the year. I am really not interested in going to meetings	68022

			there are many people who live west of 144th St. without personal vehicles who need public transportation to work, school, or essential services. Please consider extending the west Omaha zone to at least 180th St.		when I am home but I am in favor of supporting those who need transportation.	
72	Online	1.23	No comment.			68114
73	Online	1.24	I would like to suggest expanding the W. Omaha zone to include up to 180th St. This remains a part of Omaha that is underserviced by public transportation. Many residents in this area currently lack access to reliable public transportation, without this; it limits their mobility access to jobs, schools and essential services.			
74	Online	1.24	No comment.		It would be nice if the entire system, not just the streetcar, was free.	68112
75	Online	1.24	Please take into consideration the suggestion to expand the West Omaha zone to include up to 180th St. We cannot dismiss this area of the city. This remains a part of Omaha that is under-serviced by public transportation. Many residents in this area (including my family members) currently lack access to reliable public transportation, which limits their mobility and access to jobs, schools and essential services.			68124
76	Online	1.24	I would favor expanding the Public Transportation to 180th Street. It would be a wonderful benefit for people who are unable to Drive. I have a young friend who it would greatly benefit. I hope the Service will be provided!	All Day!	I have a friend who has a Grandson in his 20’s whom it would greatly benefit	68154

77	Online	1.24	I think the program should be expanded to at least 180th St. or 204th St.	Regular service hours.		68144
78	Online	1.25	I would love it but it would need to run certain hours and better on the weekends when the 8 14,and others do not run	In the early morning and late evenings and on weekends	The 8 should run every half hour especially on Sundays for those who trying to get ot work	68134
79	Online	1.25	yes, i think the route should service people further west say to 168th. it would be very appreciated to extend the service .....go west young man!!!!!!!!!!!!!!			68114
80	Online	1.25	in west omaha need ride service share van and make sure have access driver must to know how work with disabled text messages communication to time pick up and drop off	7 am to midnight.	need to provide for teenage ride sports weekend	68116
81	Online	1.25	Please extend services to Millard. There is a large dead zone in Millard. Millard would like access to public transport and the ability to conserve transportation resources on our daily commutes into downtown.		Thank you for your attempts at broadening public transportation options.	68137
82	Online	1.30	No, create a service that thrives on versatility and adaptability.	No, Plan for versatility.	Discussion needs to be seriously embracing the future technologies that will revolutionize transportation. We are wasting resources on dinosaurs. Buses and streetcars are not the future. Their present form will be obsolete in ten years! Lead the country in transportation innovation!	68106
83	Online	1.31	zones do not work for Omaha's geography and scattered affordable housing and scattered job sites. There are other better ways to limit ride demand.	Same as bus hours.	Good start looking at micro transit. Just don't do zones.	68102
84	Online	2.2	No comment.			68106
85	Online	2.3	I think expanding in West Omaha is the most important right now because of how little public transit there is there.	At the very least, it should be available an hour or two before	I think the program is a good idea. I think it will be especially helpful in West Omaha because there is not much public	68131

				and after regular school and 9-5 work hours.	transportation there. I think students and younger people who do not have cars will find it especially useful. As for the pricing, I think it should be considered how far the average person using this service is going to go. I understand it's going to cost a lot to implement this program, but $3 is much pricier than a regular bus ticket. Though, it is still much cheaper than an Uber.	
86	Online	2.3	No zones. Restrict demand with reservation times like Moby	Same as buses	The Zones have to go.	68102
87	Online	2.3	I would love it if the west Omaha zone could be expanded to include the Pepperwood Village shopping mall at 156th and Dodge		Thank you for the work that you do.	68154
88	Online	2.3	Given the westward growth of the city, I feel it should be extended to at least 204th Street.			
89	Email	1.13			Good afternoon. I think this system should work better than running the Orbit system. I watch large Orbit buses with no one on them. Transportation should be easy, economical, and practical. Maybe Microtransit may not be the right solution, however, I feel this is a step in the right direction. Buses running with no one on them is not the way to go. Thank you. Also, public transportation should be very safe.	
90	Email	1.15	I've been reading about Metro's Microtransit initiative, and I'm glad we're trying to bridge the gap between people and our current transit system. However, I'm worried about how this service might affect the current bus service. I keep hearing how Metro has a difficult time staffing enough drivers for our current system. Won't adding more vehicles to the network exacerbate the driver shortage issue thus making Metro's service more unreliable and brittle?			

91	Email	2.3	I'm the CEO of Plastilite Corporation and we have two businesses along McKinley impacted by poor public transit access. Our plant is located just north of 45th and McKinley and our offices and warehouse is located on Battlefield Drive, just north of 48th and McKinley. We have a few employees (it trends up and down) that currently take public transit to the end of the line at 30th street and McKinley, adjacent to the Florence Mill. From there, they navigate their way up McKinley, sometimes in the dark, and if lucky they will get picked up by a fellow employee on their way to work. This has been on ongoing situation since I've been here over 13 years. I attended the microtransit online event and it was very informative but not practical for ensuring employees have consistent public transit to come to work every day. I feel like they will be standing on the corner of 30th and McKinley for a very long time, with no shelter, waiting for a microtransit van/car to pick they up. In my opinion, this lack of transit has a direct impact our employees who live and work in North Omaha and their ability to be on time and ready to work. We are EXTREMELY flexible and have adjusted our schedules to meet their needs, continued to extend grace for those whose cars won't start in cold weather, put together a couple of supervisors that pick-up employees when they need assistance, etc.

Response to Public Comments

Comments 1 and 2
Thank you for your feedback. Unfortunately, current resource constraints prevent Metro's ability to provide premium services such as MOBY availability throughout the entire City of Omaha regardless of proximity to a fixed route.

Comments 33, 52, 57, 78
Thank you for your feedback. All route suggestions were recorded by the Planning Department as part of the ongoing record of public suggestions and input. This database of suggestions is used when staff are planning for route changes or improvements.

Comments 3, 4, 5, 6, 7, 8, 9, 10, 12, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 31, 32, 34, 36, 37, 38, 39, 40, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 53, 54, 55, 56, 58, 59, 60, 62, 65, 66, 67, 68, 69, 70, 71, 73, 74, 75, 76, 77, 79, 80, 81, 82, 83, 85, 86, 87, 88, 89, 91
Thank you for your feedback. All suggestions about the microtransit pilot program have been communicated to the project team.

Comment 11
Thank you for your feedback. The Open Door Mission will be served as an additional pickup/drop-off location for the proposed North Omaha Zone.

Comments 13, 41, 64
Thank you for your feedback. Metro's current jurisdiction is limited to Douglas County. However, cities in Sarpy County, such as La Vista, may contract with Metro or join the Regional Metropolitan Transit Authority to add public transit service.

Comment 14
Thank you for your feedback and community partner suggestions. Microtransit service will be available to people who use wheelchairs. Drivers will provide limited assistance to riders. Individuals who need more assistance should consider traveling with a companion. Information about youth travel is still being determined.

Comment 30, 63
Thank you for your feedback. The streetcar is a City of Omaha project, not a Metro project. You can learn more and provide feedback about their project here: https://omahastreetcar.org/.

Comment 35
Thank you for your feedback. The Open Door Mission and Eppley Airport will be served as additional pickup/drop-off locations for the proposed North Omaha Zone. Comments related to fixed-route service were forwarded to the respective departments.

Comment 90
Thank you for your comment about Metro's proposed microtransit pilot project. If approved by Metro's Board of Directors, the microtransit service would be a contracted service, including drivers and vehicles.

Appendix F: Transit Advisory Committee Comment

Metro Transit has done a fantastic job engaging and educating the community on its new Microtransit Pilot Program. After collecting community feedback and conducting a thorough analysis of the need for this program and the benefits it will bring to our community, the pilot program is ready to begin.

The Metro Transit Advisory Committee wholeheartedly supports this pilot program and believes in its potential to address certain access and equity needs within our transit system. This represents a great step forward for the agency and transit advocates as we work to enhance access, equity, and expansion of Omaha Metro's transit service.

Appendix G: Board of Directors Approval

Pending

Resolution: **2025-04 Request Approval of Title VI Service and Fare Equity Analysis for Proposed Microtransit Pilot Program**

Explanation: As a recipient of federal funding from the United States Department of Transportation, Metro is obligated to conduct equity analyses for major service changes and fare changes as part of compliance with Title VI of the Civil Rights Act of 1964, as amended, and FTA C 4703.1, "Environmental Justice Policy Guidance for Federal Transit Administration Recipients". While the equity analysis requirement is specific to fixed-route service, Metro opted to conduct an equity analysis for the proposed microtransit pilot program due to the introduction of both a new service and new fare even though the pilot will be 100% philanthropically funded.

Metro is proposing a three-zone, three-year microtransit pilot program that would cover 15.52 square miles in North Omaha, 12.70 square miles in South Omaha, and 13.14 square miles in West Omaha.

A Service and Fare Equity Analysis was completed to identify the impact of the proposed microtransit pilot program on minority, low-income, and stated disability populations. The Title VI Service and Fare Equity Analysis found:

- **No disparate impact on minority populations.**
- **No disproportionate burden on low-income populations.**
- **Minority, low-income, and stated disability populations will not be limited by or denied the benefits of the proposed microtransit pilot program.** The percentage of the minority, low-income, and stated disability population in each proposed zone is approximately equivalent to or exceeds the percentage of the minority, low-income, and stated disability population throughout the City of Omaha.
- **The fare rate has not yet been determined.** If utilized, the proposed $3.00 fare is consistent with the industry standard and is supported by a majority of the public commentors. When the fare media and type is further considered, the needs of the unbanked must be addressed.

Board approval will ensure Metro's continued compliance with the Federal Transit Administration's Title VI requirements. The Title VI Service and Fare Equity Analysis is included in the Board of Directors Packet and is additionally available to the public upon request by emailing civilrights@ometro.com.

Recommend Approval.

The foregoing resolution was duly adopted by the Board of Regional Metropolitan Transit Authority of Omaha at a meeting held on the 27th day of February 2025, and the undersigned hereby certifies the adoption of this resolution.

Curt Simon, Board Chair

Selina Perry, Board Secretary

Appendix L: January 2024 Fare Equity Analysis

Resolution: 2024-01 Request Approval of Title VI Fare Equity Analysis for the K-12 Rides Free Program

Explanation: In compliance with Metro's Title VI Program, a Fare Equity Analysis was conducted on the K-12 Rides Free Pass Program to identify the impact of the proposed changes on low-income and minority populations. The program provides free bus, MOBY, and ORBT rides during Metro's regular service hours for any K-12 student in Omaha and the surrounding area. Initially started as a pilot program (May 10, 2021, through June 1, 2022), the program has continued in the pilot phase with temporary funding. On January 11, 2024, the Omaha Public Schools Board of Educated approved a contract to provide funding through July 31, 2025.

Metro's Title VI Policy requires a Fare Equity Analysis be completed for any proposed increases, decreases or elimination of a fare type to determine if the proposal has a discriminatory impact on minority and/or low-income populations.

The Title VI Fare Equity Analysis found:

- No disparate impact on minority riders.
- No disproportionate burden on low-income riders.
- Minority and/or low-income riders will not be limited by or denied the benefits of the proposed fare change.

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

Staff Recommends Approval.

Fare Equity Analysis

K-12 Rides Free Program

January 2024

Regional Metropolitan Transit Authority of Omaha (dba Metro)
2222 Cuming Street
Omaha, NE 68102
www.ometro.com

I. Introduction

The Regional Metropolitan Transit Authority of Omaha (hereinafter Metro) began the K-12 Rides Free program as a pilot program (May 10, 2021, through June 1, 2022). The program provides free bus, MOBY, and ORBT rides during Metro's regular service hours for any K-12 student in Omaha and the surrounding area. The pilot has been extended with temporary funding since the original dates. On January 11, 2024, the Omaha Public Schools Board of Education approved a contract to provide funding for the program through July 31, 2025. The program is now an established program and beyond the pilot phase, thus prompting this fare equity analysis.

As shown in Table 1 below, prior to the piloting of the K-12 Rides Free program, K-12 students older than 8 years were charged $1.00 fare, children ages 6-8 were charged $0.50, and children 5 years and under were free. These reduced fares were only available on school days prior to 6:00 p.m. Outside of these times, students and children (6-8 years) paid the standard $1.25 fare. The K-12 Rides Free program makes rides for all three categories of youth free with no restrictions on the time of day, week, or year. The K-12 Rides Free program is intended to provide greater access to educational opportunities, extracurricular activities, healthcare, employment opportunities, and social activities for K-12 students.

Table 1: Current and Proposed Metro Fare Prices for Students and Children

Fare Type	Current Price for School Travel	Current Price for Non-School Travel	Proposed Price for All Travel
Student	$1.00	$1.25	Free
Child (6-8 years)	$0.50	$1.25	Free
Child (5 years & under)	Free	Free	Free

High school students must show a valid school or Metro issued student identification to access the program. Elementary and middle school students can simply identify themselves as students to the driver in order to access the free fares. To accommodate home-schooled students, Metro issues free photo identification for students who show proof of enrollment. Accepted forms of proof of enrollment include enrollment documentation from a student's high school (including class schedules, confirmation letters, or any other indication of enrollment), a signed acknowledgement letter from the Commissioner of Education if home-schooled in Nebraska, a Competent Private Instruction (CPI) Form A, Independent Private Instruction (IPI) Response to Written Request Report Form, or another proof of home school enrollment if home-schooled in Iowa, and GED class registration.

From May 10, 2021, to May 31, 2022, Metro recorded more than 157,000 student rides. When comparing data to calendar year 2019 (prior to the pandemic), there was approximately an 86% increase in student ridership. This marked the highest student ridership rates in at least a decade. Through November 2023, Metro has provided 846,069 student trips since the program began. K-12 student ridership continues to increase. Comparing the second half of 2022 to 2023, there was a 41% increase in average monthly ridership.

In addition to the overall increase in student ridership, Metro saw an increase in demand from students for services on weeknights and weekends. Approximately 20% of the overall K-12 ridership occurs on weeknights and weekends, outside of the eligible hours of the previous student fare program. By allowing free student trips during these hours, more students can participate in extracurricular activities and after-school programming, assist with household errands, earn an income through part-time employment, and access other important services and resources.

In accordance with Title VI regulations as a part of the Civil Rights Act of 1964, as amended, and Metro's Title VI Plan submitted to the Federal Transit Administration, Metro undertook this fare equity analysis to identify any potential disparate impacts or disproportionate burdens of this proposed fare change on protected populations.

II. Metro's 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. Table 2 is the 2024 Poverty Guidelines for the 48 Contiguous States and the District of Columbia as published online (https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines).

Table 2: HHS Poverty Guidelines for 2024

2024 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES AND THE DISTRICT OF COLUMBIA	
Persons in family/household	***Poverty guideline***
1	$15,060
2	$20,440
3	$25,820
4	$31,200
5	$36,580
6	$41,960
7	$47,340
8	$52,720
For families/households with more than 8 persons, add $5,380 for each additional person.	

This policy incorporates by reference the definitions of "Disparate Impact" and "Disproportionate Burden" from Metro's Title VI Disparate Impact Policy and Disproportionate Burden Policy, respectively. This policy incorporates by reference the percentage thresholds for "Disparate Impact" and "Disproportionate Burden" from Metro's Title VI Disparate Impact Policy and Metro's Disproportionate Burden Policy, respectively. For proposed changes that would increase or decrease the fares on the entire system, on certain transit modes, or by fare payment type or fare media, Metro shall analyze ridership

surveys, census demographic data, 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 on 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 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.

III. 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 requires 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 fifteen 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 potentially 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 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 agency's 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.

IV. 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 fare or major service change require a minority population to bear adverse effects fifteen 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.

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 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.

V. Methodology and Data Used

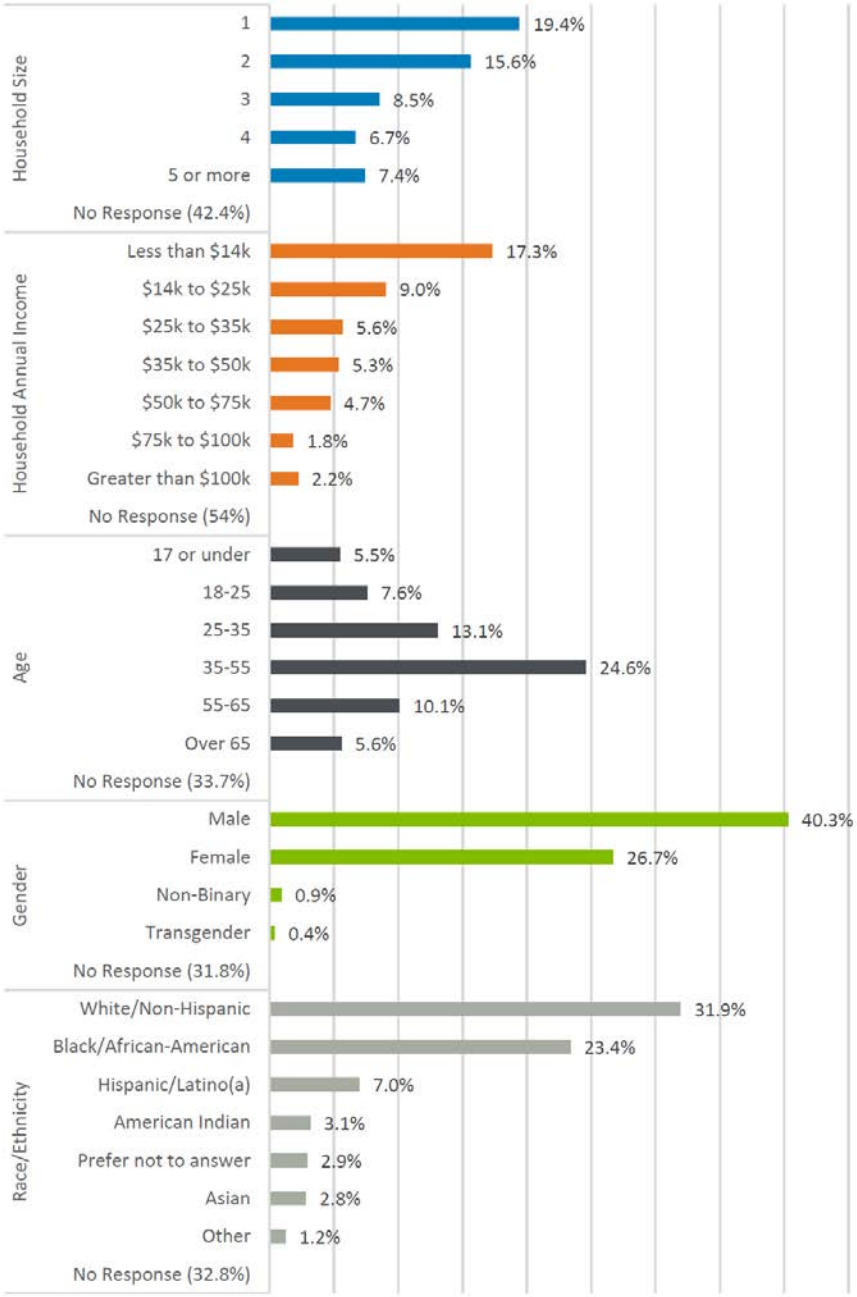
In order to analyze the impact of the elimination of fares for K-12 students on low-income and minority passengers, data from the 2022 Metro Onboard Survey, Nebraska and Iowa Departments of Education, Omaha Public Schools District, Council Bluffs Community School District, the Council on Environmental Quality Climate and Economic Justice Screening Tool, and the USDOT Equitable Transportation Community (ETC) Explorer was utilized. This data was analyzed for the purposes of identifying any potential disparate impacts or disproportionate burdens.

2022 Metro Onboard Survey

The onboard survey was conducted system-wide on Metro’s fixed route service in October 2022 by SRF Consulting Group. The onboard survey yielded 2,711 responses, which was 278% of the sample size target. The survey participant demographics are detailed in Figure 1.

Excluding trips to/from home, 8.7% of participants indicated that school, separate from college, was the purpose of their trip. The K-12 Rides Free program accounted for 4.3% of fare payment types recorded through the survey.

Figure 1: 2022 Metro Onboard Survey Participant Demographics



Omaha Public Schools

Per the Nebraska Department of Education, the Omaha Public Schools (OPS) District has 51,693 enrolled students. Within the district, there are 65 elementary schools, 13 middle schools, nine high schools, and eight programs.

Council Bluffs Community School District

Per the Iowa Department of Education PK-12 Education Statistics, the Council Bluffs Community School District (CBCSD) has 8,784 students enrolled in PK-12. When limited to K-12 (minus PK), CBCSD has 8,265 enrolled students. There are 10 elementary schools, two middle schools, two high schools, and one program in the CBCSD.

Climate and Economic Justice Screening Tool

In response to the January 2021 Executive Order 14008, the Council on Environmental Quality developed the Climate and Economic Justice Screening Tool (CEJST). The tool is an interactive map that can be used to identify communities (Census tracts) experiencing burdens in eight categories: climate change, energy, health, housing, legacy pollution, transportation, water and wastewater, and workforce development. A community is considered disadvantaged when it meets more than one burden threshold AND the associated socioeconomic threshold. A low-income household is when household income is at or below 200% of the Federal poverty level, not including students enrolled in higher education. Table 3 defines the burden categories and thresholds and socioeconomic thresholds.

Table 3: Climate and Economic Justice Screening Tool Burden Categories and Thresholds

Burden Category	Burden Threshold	Socioeconomic Threshold
Climate Change	• at or above the 90th percentile for expected agriculture loss rate OR • expected building loss rate OR • expected population loss rate OR • projected flood risk OR • projected wildfire risk	at or above the 65th percentile for low income
Energy	• at or above the 90th percentile for energy cost OR • PM2.5 in the air	at or above the 65th percentile for low income
Health	• at or above the 90th percentile for asthma OR • diabetes OR • heart disease OR • low life expectancy	at or above the 65th percentile for low income
Housing	• Experienced historic underinvestment OR • are at or above the 90th percentile for housing cost OR • lack of green space OR • lack of indoor plumbing OR • lead paint	at or above the 65th percentile for low income
Legacy Pollution	• Have at least one abandoned mine land OR • Formerly Used Defense Sites OR • at or above the 90th percentile for proximity to hazardous waste facilities OR proximity to Superfund sites (National Priorities List (NPL) OR proximity to Risk Management Plan (RMP) facilities	at or above the 65th percentile for low income

Transportation	• at or above the 90th percentile for diesel particulate matter exposure OR • transportation barriers OR • traffic proximity and volume	at or above the 65th percentile for low income
Water and Wastewater	• at or above the 90th percentile for underground storage tanks and releases OR • wastewater discharge	at or above the 65th percentile for low income
Workforce Development	• at or above the 90th percentile for linguistic isolation OR • low median income OR • poverty OR • unemployment	more than 10% of people ages 25 years or older whose high school education is less than a high school diploma

https://screeningtool.geoplatform.gov/en/methodology

Figure 2: Screenshot of Fare Equity Analysis Geography in the Climate and Economic Justice Screening Tool

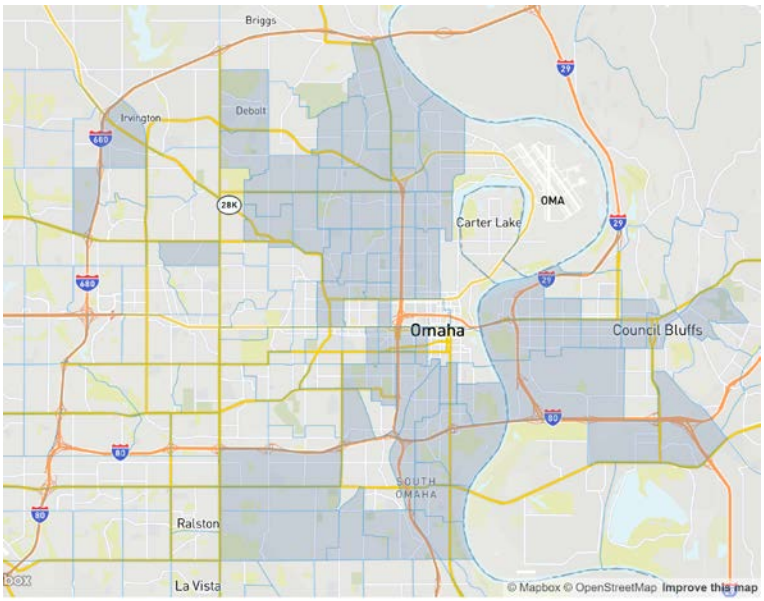


Figure 2 is a screenshot of the geographic area that is the subject of this fare equity analysis from the CEJST. The shaded areas are census tracts identified as disadvantaged based on the previously described CEJST methodology.

USDOT Equitable Transportation Community Explorer

The USDOT Equitable Transportation Community (ETC) Explorer is a tool designed to complement the CEJST by providing the opportunity to focus more on the transportation disadvantage component. The ETC Explorer, like the CEJST, uses the 2020 Census Tracts for defining communities. For the fare equity analysis of Metro's K-12 Rides Free program, the Cost and Access Tracts were used. The Cost and Access Tracts layer contains the underlying data associated with the ETC Explorer Transportation Insecurity Analysis Tool. Two of the cost burden measures that are part of the Cost and Access Tracts layer are Poverty Level and Transportation. The Cost Burden-Poverty Level is the percentage of the population in the Census tract that is at 200% or less of the federal poverty level. The Cost Burden-Transportation is the

percentage of household income spent on transportation for the average household in the respective Census tract.

School District Data from the CEJST and ETC Explorer Tools

Utilizing the CEJST and ETC Explorer Tools, the locations of schools and programs in the Omaha Public Schools and Council Bluffs Community School District are assessed for the qualification as a disadvantaged community and affiliated cost burdens (Appendix A). The analysis is based on the address of the school, not the entire school assignment area. The location was determined to be within the service area if it was within the designated paratransit service area (3/4 mile around a fixed route). Even though paratransit service is delivered by an entity other than Metro in Council Bluffs, the same measure was used to determine if a CBCSD school or program was in the Metro service area.

Within OPS, Metro currently provides service to 55 of 65 elementary schools (35 of 55 are disadvantaged, one of 10 not served are disadvantaged), eight of 13 middle schools (five of eight are disadvantaged, one of five not served is disadvantaged), and seven of nine high schools (four of nine are disadvantaged, zero not served are disadvantaged). The eight OPS alternative programs have nine locations, one of which is a virtual school. Eight of the physical locations for the alternative programs are within Metro's service area (six of eight are disadvantaged).

Within CBCSD, Metro currently provides service to seven of 10 elementary schools (four of seven are disadvantaged, zero not served are disadvantaged), two of two middle schools (none are disadvantaged), and two of two high schools (one is disadvantaged). The CBCSD alternative program is also served and is not categorized as disadvantaged.

VI. Fare Equity Analysis – K-12 Rides Free Program

As stated in the Fare Equity Analysis Policy (Section II), FTA requires Metro to evaluate the effects of fare changes on minority populations and low-income populations whether the fare change is an increase, decrease, or elimination. Per the policy, the steps below were followed to conduct the fare equity analysis.

Determine the number and percent of users of each fare media being changed.

The number of potential users of the K-12 Rides Free program is 60,477 (the number of enrolled students at Omaha Public Schools and Council Bluffs Community Schools combined). Through November 2023, Metro has provided 846,069 student trips since the program began in May 2021. Most of these trips occur for the purpose of traveling to or from school, but approximately 20%, or 169,214 trips, are outside school days or hours (e.g., evenings, weekends).

Review fares before and after the change.

The proposed fare change is a fare elimination for children ages 6-8 and students through Grade 12. Prior to the change, children ages 6-8 were charged $0.50 and K-12 students older than 8 years were charged $1.00 fare, as outlined in Table 1. These reduced fares were only available on school days prior to 6:00 p.m. Outside of these times, students, and children (6-8 years) paid the standard $1.25 fare.

After the change, rides would be free without restrictions on the time of day, day of week, or time of year for all youth through their senior year of high school. This would be a savings for riders and families of $0.50 per trip for children ages 6-8 and $1.00 per trip for students before 6:00 p.m. on school days and a savings of $1.25 per trip for both populations at all other times. For school trips alone (both to and from school), this could save a family within the Omaha Public School District approximately $170 per student

aged 6-8 and $340 per student older than 8 years based on 170 school days per year. The State of Iowa mandates a minimum of 180 school days each year. Families within the Council Bluffs Community School District could save approximately $180 per student aged 6-8 and $360 per student older than 8 years. These numbers do not capture the additional savings for non-school trips where the student would previously have had to pay the full $1.25 fare. Considering that such trips are estimated to account for 20% of all K-12 rides, that would be a cost savings of $211,518 for families through November 2023.

Disparate Impact Analysis - Compare the percentage differences for each particular fare media between minority users and overall users.

The participant demographics of the 2022 Metro Onboard Survey are outlined in Figure 1. Of the participants, 31.9% were White, Non-Hispanic, 23.4% were Black/African American, 7.0% were Hispanic/Latino(a), 3.1% were American Indian/Native American, 2.8% were Asian, and 1.2% were Other. The remaining participants either preferred not to answer or did not respond. For the purpose of this analysis, there were 31.9% non-minority and 37.5% minority respondents, meaning there is greater minority than non-minority representation in the survey results.

When looking at trip purposes by minority status, school accounted for 9.0% of trip purposes for minorities and 4.9% for non-minorities. For fare payment type, the K-12 Rides Free program was used by 8.0% of minority and 3.7% of non-minority respondents. Minority respondents were more likely to be using the K-12 Rides Free program as their method of fare payment.

The race and ethnicity of students attending Omaha Public Schools are detailed below in Table 4. For the purpose of this analysis, 21.9% of OPS students are non-minorities and 78.2% are minorities.

As reported in the 2022-2023 OPS Data Book, of all OPS students, 4.6% are refugees, 0.8% are current migrants, and 2.9% are former migrants. Refugee students are students who have been identified as refugees immigrating from one of 17 countries (i.e., Afghanistan, Bhutan, Burundi, Congo, Egypt, Ethiopia, Iraq, Kenya, Myanmar (Burma), Nepal, Rwanda, Somalia, Sudan, Syria, United Republic of Tanzania, Thailand, and Uganda). Current migrant students are students who have been living in Omaha for three years or less and whose families work in the agricultural industry.

Table 4: Race/Ethnicity of Students Attending Omaha Public Schools

Race/Ethnicity	Percent of Students	Number of Students
American Indian or Alaska Native	0.8%	391
Asian	7.3%	3,786
Black or African American	23.7%	12,235
Hispanic or Latino	40.0%	20,677
Native Hawaiian or Other Pacific Islander	0.1%	60
Two or More Races	6.3%	3,238
White	21.9%	11,306

The race and ethnicity of PK-12 students enrolled within the Council Bluffs Community School District are detailed below in Table 5. For the purpose of this analysis, 75.1% of CBCSD students are non-minorities and 24.9% are minorities.

Of the K-12 students (8,265), 6.1% (501) students are English Language Learners and 1.1% (92) are immigrants.

Table 5: Race/Ethnicity of PK-12 Students Enrolled in the Council Bluffs Community School District

Race/Ethnicity	Percent of Students	Number of Students
Asian	0.8%	72
Black	4.1%	357
Hispanic	15.3%	1348
Multi-Race	3.8%	337
Native American	0.6%	49
Pacific Islander	0.3%	25
White	75.1%	6596

Considering that minority students are more likely to use the K-12 Rides Free program as their method of fare payment, makeup 78.2% of all students attending OPS and 24.9% of all students attending CBCSD and that the fare is proposed to be eliminated for all students regardless of minority status, no adverse effects were identified for the removal of fare for K-12 students. Considering access to the benefits of the program, elementary and middle school students are only asked to tell the bus operator that they are a K-12 student to board for free. High school students are asked to show an ID as described in the Introduction (Section I). If there are future changes to the way in which students access the benefits of the K-12 Rides Free program, such as requiring all students to obtain a Metro-issued ID, the changes will be implemented in a way that does not create, or at minimum mitigates, any disparate impact. The elimination of fare for K-12 students does not result in a disparate impact and no mitigation steps are currently necessary.

Disproportionate Burden Analysis - Compare the percentage differences for each particular fare media between low-income users and overall users.

The participant demographics of the 2022 Metro Onboard Survey are outlined in Figure 1. The breakdown by household annual income is shown in Table 6. The 2024 Federal Poverty Guidelines by household size are listed in Table 1. Combining the two, Table 7 shows the 2024 Federal Poverty Guidelines affiliated with each household size reported by participants in the 2022 Metro Onboard Survey. While the data that crosses household annual income by household size is not currently available, a majority of survey participants would likely meet the low-income threshold for Metro's Disproportionate Burden Policy.

Table 6: Household Annual Income of 2022 Metro Onboard Survey Participants

Household Annual Income	Percent of Survey Participants
Less than $14k	17.3%
$14k to $25k	9.0%
$25k to $35k	5.6%
$35k to $50k	5.3%
$50k to $75k	4.7%
$75k to $100k	1.8%
Greater than $100k	2.2%
No Response	54%

Table 7: Reported Household Size and Federal Poverty Threshold

Household Size	Percent of Survey Participants	Associated Federal Poverty Guideline
1	19.4%	$15,060
2	15.6%	$20,440
3	8.5%	$25,820
4	6.7%	$31,200
5 or more	7.4%	$36,580 +
No Response	42.4%	-

For non-home trip purposes reported by survey participants and broken down by poverty status, school accounted for 4.7% of trip purposes for those with a household income of less than $25,000 and 2.9% for those with a household income of more than $25,000. For the method of fare payment by poverty status, the K-12 Rides Free program was cited by 2.9% of respondents with household incomes less than and 3.4% with household incomes more than $25,000. While students from household incomes greater than $25,000 were more likely to be using the K-12 Rides Free as their method of fare payment, student survey respondents may not have had knowledge of household income to accurately report it to the surveyor. More than half (54%) of all survey participants did not report household income.

A common low-income indicator within public schools is a student's eligibility for school-free or reduced lunch. Within OPS, 67% of students participate in school free or reduced lunch or educational benefits programs. Of the K-12 students attending CBCSD, 62% are eligible for free or reduced lunch.

Given the high prevalence of low-income participants and students, and that the K-12 Rides Free program alleviates costs for students from all household annual incomes, no adverse effects were identified. As stated in the disparate impact analysis conclusion above, if there are any changes to the ways in which students may access the benefits of the K-12 Rides Free program, the changes will be made so that they do not create, or at minimum mitigates, any disproportionate burden. The elimination of fares for K-12 students does not result in a disproportionate burden and no mitigation steps are currently necessary.

Public Participation

The approach for public participation in the K-12 Rides Free Program has been early, continuous, and meaningful participation. Metro staff have been actively engaged with the schools and community-based organizations by sharing information about the program, attending school open houses, participating in targeted outreach events for refugees and disadvantaged communities, and leveraging various forms of media. Many of these events have provided informal opportunities for feedback and input on the K-12 Rides Free program. Metro continues to build staff capacity to ensure that all families know of the benefits provided by the K-12 Rides Free program.

In accordance with open meeting laws, there was also an opportunity for public comment when the Omaha Public Schools Board of Education met on January 11, 2024, to approve the contract for continuing the K-12 Rides Free program. No comments about the program were made at this meeting.

VII. Conclusion

The proposed elimination of two fare categories, as shown in Table 1, allows all youth to access Metro services fare-free through Grade 12. Many of the existing users of this program are from low-income and minority populations, allowing these families to access financial and time savings. There may be students

not captured in the above analysis who currently or in the future may utilize the K-12 Rides Free program, such as students who attend private schools, homeschool, or public school districts on the outskirts of the City of Omaha limits beyond Metro's current service area. These students are eligible for the program, and it is not anticipated that inclusion of these students in this analysis would alter the outcome. No current disparate impact or disproportionate burden has been identified through this fare equity analysis of the K-12 Rides Free program. If there are future changes to the program as it matures, such as a change in how students can access the program benefits, considerations will be made to ensure no disparate impact or disproportionate burden is created, or that any identified is mitigated, and that access to the K-12 Rides Free program is not overly burdensome to minority and low-income populations. Communication and promotion of the program will continue in accordance with Metro's outreach policies and in compliance with the requirements of Metro's Language Assistance Plan.

The proposed elimination of fare for children (6-8 years) and students (older than 8 years) are in compliance with the requirements of the Civil Rights Act of 1964, as amended.

The proposed fare change will not have a disparate impact or disproportionate burden on protected populations and is equitable under Metro's Title VI plan, as submitted to the Federal Transit Administration in December 2022.

Appendix A: Analysis of School Locations Using the CEJST and ETC Explorer Tools

Omaha Public School District

School Name	School Level	Within service area?	Disadvantaged Community?	Cost Burden-Poverty Level	Cost Burden-Transportation
Adams	Elementary	Yes	No	38.0%	17.39%
Ashland Park-Robbins	Elementary	Yes	Yes	44.3%	19.89%
Bancroft	Elementary	Yes	Yes	61.9%	23.14%
Beals	Elementary	Yes	No	15.1%	12.38%
Belle Ryan	Elementary	Yes	No	21.8%	13.61%
Belvedere	Elementary	Yes	Yes	59.2%	23.81%
Benson West	Elementary	Yes	No	28.3%	16.37%
Boyd	Elementary	Yes	No	12.2%	12.51%
Castelar	Elementary	Yes	Yes	52.9%	17.63%
Catlin	Elementary	Yes	No	18.7%	12.58%
Central Park	Elementary	Yes	Yes	69.5%	24.77%
Chandler View	Elementary	Yes	No	34.9%	16.80%
Columbian	Elementary	No	No	6.6%	7.98%
Conestoga	Elementary	Yes	Yes	75.6%	28.94%
Crestridge	Elementary	Yes	No	18.6%	13.26%
Dodge	Elementary	Yes	No	32.2%	16.33%
Druid Hill	Elementary	Yes	Yes	63.0%	26.78%
Dundee	Elementary	Yes	No	33.5%	17.11%
Edison	Elementary	Yes	No	22.6%	16.39%
Field Club	Elementary	Yes	Yes	34.6%	19.17%
Florence	Elementary	Yes	Yes	38.3%	17.56%
Fontenelle	Elementary	Yes	Yes	50.4%	15.92%
Forest Station	Elementary	No	No	32.7%	13.82%
Franklin	Elementary	Yes	Yes	77.8%	31.39%
Fullerton	Elementary	No	No	13.9%	9.95%
Gateway	Elementary	No	Yes	52.1%	15.43%
Gifford Park	Elementary	Yes	Yes	44.0%	22.0%
Gilder	Elementary	No	No	27.5%	16.02%
Gomez Heritage	Elementary	Yes	Yes	54.1%	18.30%
Harrison	Elementary	Yes	No	4.6%	9.61%
Hartman	Elementary	Yes	Yes	52.9%	24.40%
Highland	Elementary	Yes	Yes	64.4%	23.78%
Indian Hill	Elementary	Yes	Yes	64.4%	23.78%
Jackson	Elementary	Yes	Yes	39.8%	23.08%
Jefferson	Elementary	Yes	Yes	47.3%	20.07%
Joslyn	Elementary	Yes	No	24.8%	16.83%
Kellom	Elementary	Yes	Yes	75.6%	28.94%
Kennedy	Elementary	Yes	Yes	73.7%	32.10%
King	Elementary	Yes	Yes	73.7%	32.10%
Liberty	Elementary	Yes	Yes	51.4%	24.94%
Lothrop	Elementary	Yes	Yes	46.6%	20.41%
Masters	Elementary	Yes	Yes	49.4%	21.98%
Miller Park	Elementary	Yes	Yes	59.6%	31.01%
Minne Lusa	Elementary	Yes	Yes	37.9%	18.54%
Mount View	Elementary	Yes	Yes	59.5%	19.55%
Oak Valley	Elementary	Yes	No	25.2%	14.74%
Pawnee	Elementary	No	No	23.0%	12.52%
Picotte	Elementary	No	No	14.4%	10.22%
Pine	Elementary	Yes	No	35.7%	16.77%
Pinewood	Elementary	Yes	Yes	22.7%	13.56%
Ponca	Elementary	No	No	14.2%	10.75%
Prairie Wind	Elementary	Yes	No	43.0%	15.55%

Rose Hill	Elementary	Yes	Yes	42.9%	18.70%
Saddlebrook	Elementary	No	No	2.1%	7.51%
Sherman	Elementary	Yes	Yes	66.8%	35.07%
Skinner	Elementary	Yes	Yes	63.0%	26.78%
Spring Lake	Elementary	Yes	Yes	55.6%	21.00%
Springville	Elementary	Yes	Yes	22.7%	13.56%
Standing Bear	Elementary	No	No	11.0%	8.95%
Sunny Slope	Elementary	Yes	No	25.3%	13.96%
Wakonda	Elementary	Yes	No	34.4%	21.56%
Walnut Hill	Elementary	Yes	Yes	58.5%	21.62%
Washington	Elementary	Yes	No	21.6%	14.64%
Western Hills	Elementary	Yes	No	22.9%	17.55%
Wilson Focus	Elementary	Yes	Yes	34.3%	17.07%
Beveridge	Middle	Yes	No	18.7%	12.58%
Bluestem	Middle	No	Yes	52.1%	15.43%
Bryan	Middle	No	No	27.5%	16.02%
Buffett	Middle	No	No	13.9%	9.95%
Davis	Middle	No	No	8.4%	10.82%
Hale	Middle	Yes	Yes	22.7%	13.56%
King Science & Technology	Middle	Yes	Yes	46.6%	20.41%
Lewis & Clark	Middle	Yes	No	22.9%	17.55%
Marrs	Middle	Yes	Yes	38.0%	15.47%
McMillan	Middle	Yes	Yes	59.2%	23.81%
Monroe	Middle	Yes	Yes	50.4%	15.92%
Morton	Middle	No	No	20.9%	14.28%
Norris	Middle	Yes	No	28.8%	16.84%
Benson	High	Yes	Yes	50.4%	15.92%
Bryan	High	No	No	27.5%	16.02%
Buena Vista	High	Yes	Yes	34.3%	17.07%
Burke	High	Yes	No	6.6%	7.98%
Central	High	Yes	No	11.9%	29.29%
North	High	Yes	Yes	63.0%	26.78%
Northwest	High	Yes	No	12.0%	12.77%
South	High	Yes	Yes	55.6%	21.00%
Westview	High	No	No	4.8%	7.80%
Blackburn Alternative Program	High	Yes	Yes	71.8%	31.90%
Integrated Learning Program at Saratoga	All	Yes	Yes	77.5%	34.57%
J.P. Lord School	All	Yes	No	28.8%	16.84%
Multiple Pathways	High	Yes	Yes	71.8%	31.90%
Omaha Virtual School	All	N/A	N/A	N/A	N/A
Transition Program – North Site	High	Yes	No	28.3%	16.37%
Transition Program – South Site	High	Yes	Yes	34.3%	17.07%
Secondary Success	Middle	Yes	Yes	44.0%	22.0%
Parrish Alternative Program	Middle & High	Yes	Yes	44.0%	22.0%

Council Bluffs Community School District

School Name	School Level	Within service area?	Disadvantaged Community?	Cost Burden-Poverty Level	Cost Burden-Transportation
Bloomer	Elementary	Yes	Yes	60.9%	45.98%
Carter Lake	Elementary	No	No	36.0%	18.28%
College View	Elementary	No	No	17.0%	11.45%
Edison	Elementary	Yes	Yes	49.7%	23.31%
Franklin	Elementary	Yes	Yes	32.2%	16.61%
Hoover	Elementary	Yes	No	30.2%	16.93%
Lewis & Clark	Elementary	No	No	30.2%	16.93%
Longfellow	Elementary	Yes	No	25.1%	15.31%
Roosevelt	Elementary	Yes	No	28.5%	16.75%
Rue	Elementary	Yes	Yes	34.3%	19.49%
Kirn	Middle	Yes	No	30.2%	16.93%
Wilson	Middle	Yes	No	26.2%	18.14%
Abraham Lincoln	High	Yes	No	17.0%	11.45%
Thomas Jefferson	High	Yes	Yes	39.9%	18.23%
Kanesville Learning Center	All	Yes	No	30.6%	16.21%

The foregoing resolution was duly adopted by the Board of Regional Metropolitan Transit Authority of Omaha at a meeting held on 25th day of January 2024, and the undersigned, hereby certifies the adoption of this resolution.

Daniel Lawse, Board Chair

Selina Perry, Board Secretary

Appendix M: September 2025 Board Resolution - Approval of FFY 2022-2025 Title VI Program Update

PURPOSE

The Omaha metro area needs reliable, quality public transportation to grow sustainably and serve the diverse needs of our residents.

MISSION

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

VISION

Metro strives to be a valued transportation choice for all members of our community and a vital partner for Omaha's future.

Metro aims to realize this vision by cultivating and investing in:

- Collaborative communication
- Employee empowerment
- Culture of respect & appreciation
- Well-maintained equipment & facilities
- Up-to-date technology & processes
- Ongoing training & safety efforts
- Collaborative partnerships to improve our service
- Outstanding rider communication & experience
- Recognition of Metro's value to the community

VALUES

Unity: We are a team with a common purpose.

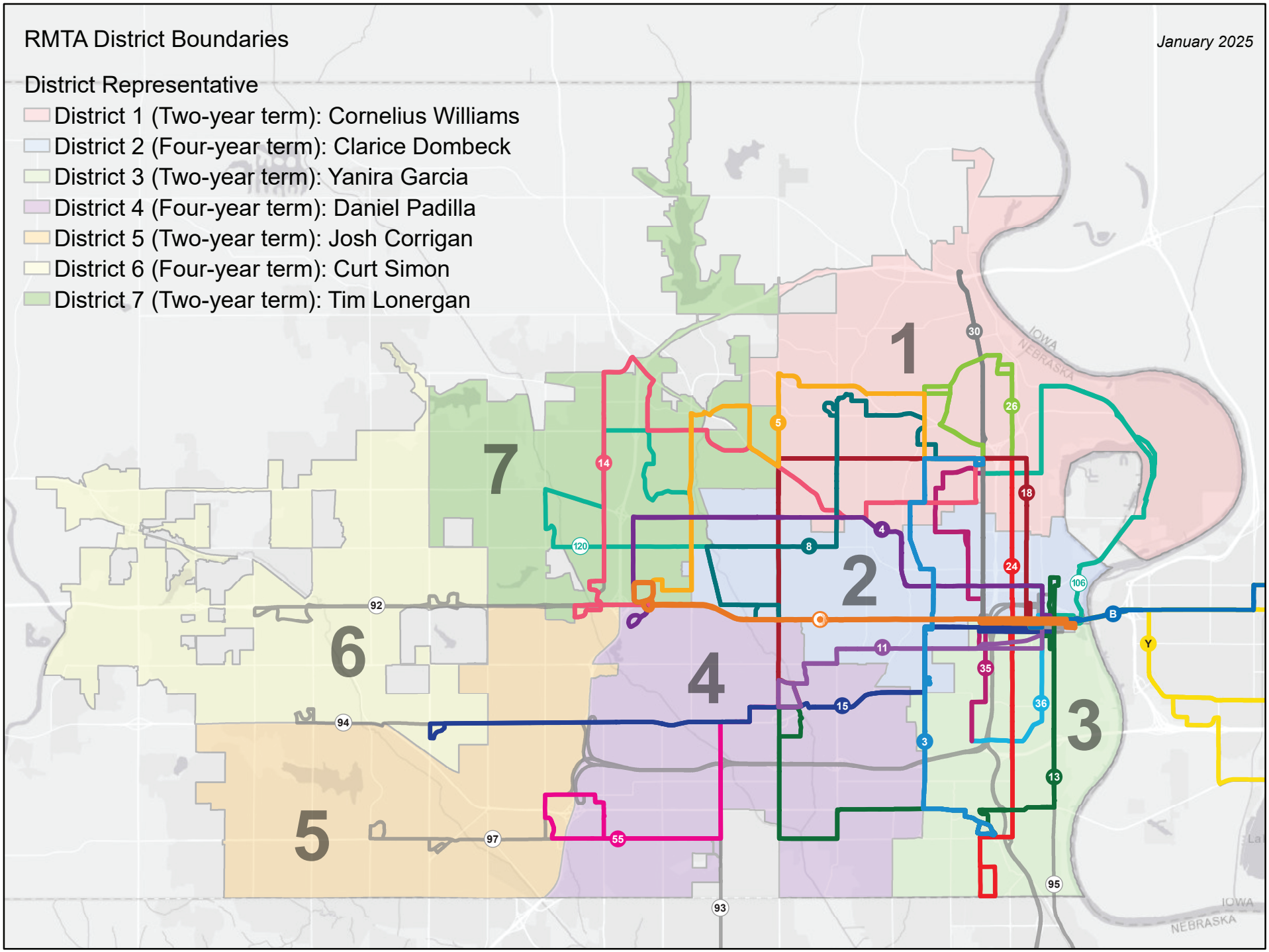
Responsibility: We take pride in our work and are committed to going above and beyond.

Care: We care about our customers and each other.

Resourcefulness: We are adaptable and driven to overcome challenges.

Learning: We are always training for tomorrow.

Appreciation: We are motivated to provide a quality of life for those we love through competitive wages and compensation.


RMTA District Boundaries
January 2025
District Representative
District 1 (Two-year term): Cornelius Williams
District 2 (Four-year term): Clarice Dombeck
District 3 (Two-year term): Yanira Garcia
District 4 (Four-year term): Daniel Padilla
District 5 (Two-year term): Josh Corrigan
District 6 (Four-year term): Curt Simon
District 7 (Two-year term): Tim Lonergan
1
2
3
4
5
6
7
IOWA
NEBRASKA

July — Monthly Recruiting Report

Definition Key:

# of Employees: Total number of employees in stated or similar roles.

Mthly Hires: The number of new employees, promotions, or transfers in the given month.

Mthly Turnover: The number of employees who retire, quit, terminate, promote, or transfer in given month.

Current Need: # of stated or similar positions vacant.

Trained: Operators who've completed 6-8 week new hire training period and are operational.

	# of Employees	Mthly Hires	Mthly Turnover	Current Need	Recruiting Activity Notes
All Roles	**343**	11	9	13	Metro welcomed 11 new hires in July and identified 9 additional candidates for Aug start dates.
Operations	**209**				
Trained Bus Operators	170			3 (trained)	
Bus Operators in Training	7	4	5		4 additional trainees were identified for a Aug start date.
Paratransit Operators	32	3	2	0	3 additional candidate was identifed for a Aug start date.
Maintenance	**29**				
Bus Mechanic	18	2		3	Currently reviewing and interviewing candidates.
Parts	2				
Vehicle Mechanic	2				
Utility	6		1	0	New hire anticipated to start in August
Body Shop Mechanic	1				
Building	**17**				
BG&E - Field	4		1	1	Currently reviewing and interviewing candidates.
Custodial	12			2	Currently reviewing and interviewing candidates.

July

Role	Mthly Hires	Mthly Turnover	Current Need	Recruiting Activity Notes
Admin Staff			**4**	
Mechanic Supervisor				New Hire started June 16th.
Communication Specialist			1	Currently reviewing and interviewing candidates.
P/T Communication Specialist			1	Finalizing job, structure, description, and posting date
Mobility Specialist	1			New Hire started in July
Sr. Mobility Manager				New Hire anticipated to start in Aug
Operations Director			1	Finalizing job, structure, description, and posting date
Attorney			1	Finalizing job, structure, description, and posting date
Receptionist	1			New Hire anticipated to start in July

SOCIAL MEDIA SUMMARY

8.1.25 - 8.31.25

Facebook: Metro Transit Omaha

Posts: 12

Reach: 14,914

Reactions: 244

Comments: 54

Shares: 92

25 new followers | 0.78% increase



Twitter: @rideORBT

Tweets: 8

Impressions: 1,422

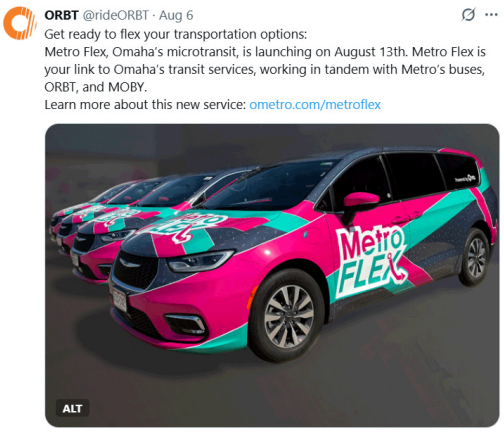
Avg. 416 impressions/post for the year

Likes: 36

Retweets: 6

Replies: 3

6 new followers | 0.52% increase



Instagram: @metrotransitoma

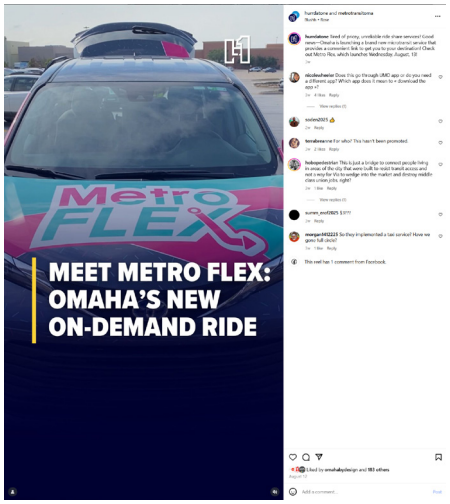
Posts: 11

Likes: 471

Avg. 31.5 likes/post for the year

Comments: 20

41 new followers | 2.32% increase



EARNED MEDIA SUMMARY

8.1.25 - 8.31.25

19 stories | 12 outlets

Metro Flex, el nuevo servicio de microtránsito de Omaha



Metro Flex - Telemundo

Metro rolls out Omaha's newest bus, anticipates replacing nearly a quarter of its fleet by end of year



New Metro buses - KETV

Metro transit center at Westroads Mall to close starting Monday



Transit center closure - WOWT

OUTREACH

8.1.25 - 8.31.25



AUGUST 2

Goodwill Back to School Fair

Metro staff tabled at a back to school event to talk with students and families about the K-12 Rides Free program and share transit resources.

AUGUST 9

Open Omaha

Metro staff parked an ORBT bus at the Heartland of America park to talk about transit in Omaha, including Metro Flex.

AUGUST 11

Metro Flex stakeholder workshop

Team members from Metro and Via presented information about Metro Flex to community stakeholders and offered test rides.

AUGUST 12

Center for Disability Inclusion meeting

Metro's Civil Rights and Inclusion Director presented on transit-based considerations for workforce development and community impact.

AUGUST 13

Metro Flex ribbon cutting

Members of the community joined Metro and Via staff for the official launch of Metro's microtransit service, Metro Flex.

AUGUST 28

Meet the Buyers conference

Two Metro staff members presented and tabled at the government contracting conference, discussing how Metro's procurement works.

AUGUST 28

Common Coalition meeting

Metro's Sr. Communications Manager presented about Metro Flex and how it can increase accessibility in Omaha.

AUGUST 31

Afro Fest

Members of Metro's staff tabled at the festival celebrating African cultures, talking with community members about transit.

Metro - Income Statement Report
For the Period Ending 07-31-2025
Unaudited Preliminary Report

Revenue

ACCOUNT DESCRIPTION	ACTUAL MTD REVENUE	REVISED ESTIM REV	ACTUAL YTD REVENUE	REMAINING REVENUE	% YTD COLL
4140 Advertising	$ (23,407)	$ (260,000)	$ (130,053)	$ (129,947)	50%
5339 BFac Cap	$ (2,545,416)	$ (14,800,000)	$ (3,587,617)	$ (11,212,383)	24%
4112 Contract Serv	$ (144,698)	$ (1,786,000)	$ (1,219,926)	$ (566,074)	68%
5303 Metro Planning	$ -	$ (137,000)	$ (41,411)	$ (95,589)	30%
Other FTA	$ -	$ (2,000)	$ -	$ (2,000)	0%
4150 Other Revenues	$ (184,574)	$ (5,273,200)	$ (1,055,305)	$ (4,217,895)	20%
4111 Passenger Fares	$ (161,111)	$ (2,224,000)	$ (1,258,605)	$ (965,395)	57%
4230 Property Tax	$ (29,642)	$ (54,609,558)	$ (96,720)	$ (54,512,838)	0%
4410 State	$ -	$ (200,000)	$ (94,840)	$ (105,161)	47%
5307 Urbanized Cap	$ -	$ (12,500,000)	$ (218,732)	$ (12,281,268)	2%
5307 Urbanized Oper	$ (1,718,823)	$ (7,000,000)	$ (8,350,839)	$ 1,350,839	N/A
Revenue Total	**$ (4,807,671)**	**$ (98,791,758)**	**$ (16,054,048)**	**$ (82,737,710)**	**16.25%**
	-		-		

Expense

ACCOUNT DESCRIPTION	ACTUAL MTD EXPENSE	REVISED BUDGET	YTD EXPENDED	AVAILABLE BUDGET	% YTD USED
5031 Fuel/Lubricants	$ 116,904	4,851,194	$ 1,213,591	$ 3,637,602	25%
5015 Fringe Benefits	$ 629,910	9,104,124	$ 4,442,847	$ 4,661,277	49%
MI 5090 Misc Expenses	$ -	0	$ 2,305	$ (2,305)	N/A
5039 Oth Mat & Supp	$ 170,623	2,190,000	$ 1,312,357	$ 877,643	60%
OA 5014 Other Pd Absen	$ 49,056	0	$ 218,488	$ (218,488)	N/A
5200 Other Op Exp	$ 1,093	13,200	$ 7,912	$ 5,288	60%
OP 5012 Op Paid Absen	$ 122,504	0	$ 528,733	$ (528,733)	N/A
5011 Oper Sal/Wages	$ 805,938	13,429,337	$ 5,707,292	$ 7,722,045	42%
5013 Other Sal/Wag	$ 362,140	5,256,676	$ 2,408,637	$ 2,848,039	46%
5020 Services	$ 208,723	2,184,845	$ 1,213,990	$ 970,855	56%
5032 Tires & Tubes	$ 2,311	228,000	$ 177,418	$ 50,582	78%
UT 5040 Utilities	$ 13,658	92,244	$ 133,452	$ (41,208)	145%
Fixed (MBDO)	$ 2,482,860	$ 37,349,619	$ 17,367,022	$ 19,982,597	46%

ACCOUNT DESCRIPTION	ACTUAL MTD EXPENSE	REVISED BUDGET	YTD EXPENDED	AVAILABLE BUDGET	% YTD USED
FL 5031 Fuel/Lubricants	$ 22,075	$ 303,880	$ 140,711	$ 163,169	46%
FR 5015 Fringe Benefits	$ 86,482	$ 1,237,499	$ 647,489	$ 590,010	52%
MI 5090 Misc Expenses	$ -	$ -	$ 723	$ -	N/A
MS 5039 Oth Mat & Supp	$ 4,306	$ 310,000	$ 31,958	$ 278,042	10%
OA 5014 Other Pd Absen	$ 6,272	$ -	$ 28,963	$ (28,963)	N/A
OP 5012 Op Paid Absen	$ 11,894	$ -	$ 74,436	$ (74,436)	N/A
OS 5011 Oper Sal/Wages	$ 124,792	$ 1,901,729	$ 903,556	$ 998,173	48%
OW 5013 Other Sal/Wag	$ 41,081	$ 573,268	$ 294,409	$ 278,859	51%
SR 5020 Services	$ 4,548	$ 35,000	$ 50,412	$ (15,412)	N/A
TT 5032 Tires & Tubes	$ 420	$ 20,000	$ 9,655	$ 10,345	48%
UT 5040 Utilities	$ -	$ 16,200	$ 13,451	$ 2,749	83%
Paratransit/Moby (DRDO)	$ 301,871	$ 4,397,576	$ 2,195,763	$ 2,202,536	50%

ACCOUNT DESCRIPTION	ACTUAL MTD EXPENSE	REVISED BUDGET	YTD EXPENDED	AVAILABLE BUDGET	% YTD USED
CL 5050 Cslty/Liab Cost	$ 26,287	948,763	$ 416,584	$ 532,179	44%
FR 5015 Fringe Benefits	$ 154,870	2,063,373	$ 1,055,875	$ 1,007,498	51%
MI 5090 Misc Expenses	$ 7,249	811,356	$ 133,733	$ 677,623	16%
MS 5039 Oth Mat & Supp	$ 17,362	1,010,310	$ 107,296	$ 903,014	11%
OA 5014 Other Pd Absen	$ 37,824	0	$ 216,522	$ (216,522)	N/A
OE 5200 Other Op Exp	$ -	0		$ -	N/A
OS 5011 Oper Sal/Wages	$ 1,750	40,000	$ 27,496	$ 12,504	N/A
OW 5013 Other Sal/Wag	$ 293,446	4,524,239	$ 1,971,163	$ 2,553,076	44%
SR 5020 Services	$ 73,639	6,497,538	$ 828,417	$ 5,669,122	13%
TX 5060 Taxes	$ -	1,000	$ -	$ 1,000	0%
UT 5040 Utilities	$ 42,292	450,000	$ 218,830	$ 231,170	49%
Administrative	$ 654,719	$ 16,346,579	$ 4,975,916	$ 11,370,662	30%

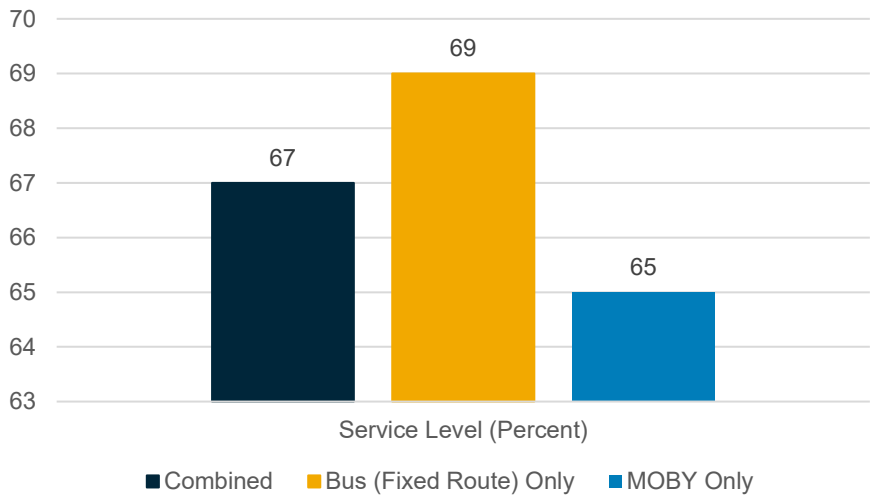
ACCOUNT DESCRIPTION	ACTUAL MTD EXPENSE	REVISED BUDGET	YTD EXPENDED	AVAILABLE BUDGET	% YTD USED
Fringe Costs	$ 91	$ -	$ 98	$ -	N/A
Shared Expense	$ 91	$ -	$ 98	$ -	N/A
Operating Expense Total	**$ 3,439,541**	**$ 58,093,774**	**$ 24,538,799**	**$ 33,555,796**	**42%**

Totals					
Expense Total	$ 3,439,541	$ 58,093,774	$ 24,538,799	$ 33,554,975	42%
Revenue Total	$ (4,807,671)	$ (98,791,758)	$ (16,054,048)	$ (82,737,710)	16%
(Gain)/Loss	**$ (1,368,130.20)**		**$ 8,484,750.67**	**$ (49,182,734.88)**	**25.99%**
Depreciation Exp	733,904	10,252,000	5,356,714	4,895,286	
Capital Exp	2,882,253	37,089,985	4,668,032	32,421,953	
Property Tax Timing					

	MTD Total	REVISED BUDGET	YTD Total
Revised Exp	7,055,697	105,435,759	34,563,544
Revised Rev	(4,807,671)	(98,791,758)	(16,054,048)
Revised Net Loss/(Gain)	**2,248,026.42**	**6,644,000.72**	**18,509,496.47**

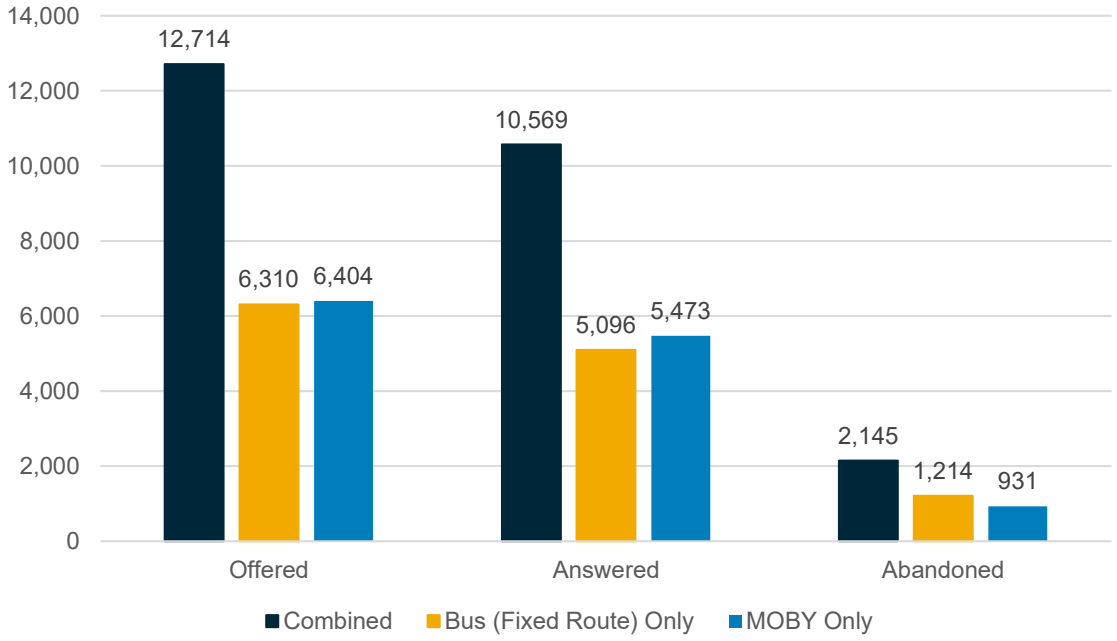
August 2025 Customer Service Report

Call Center Service Level



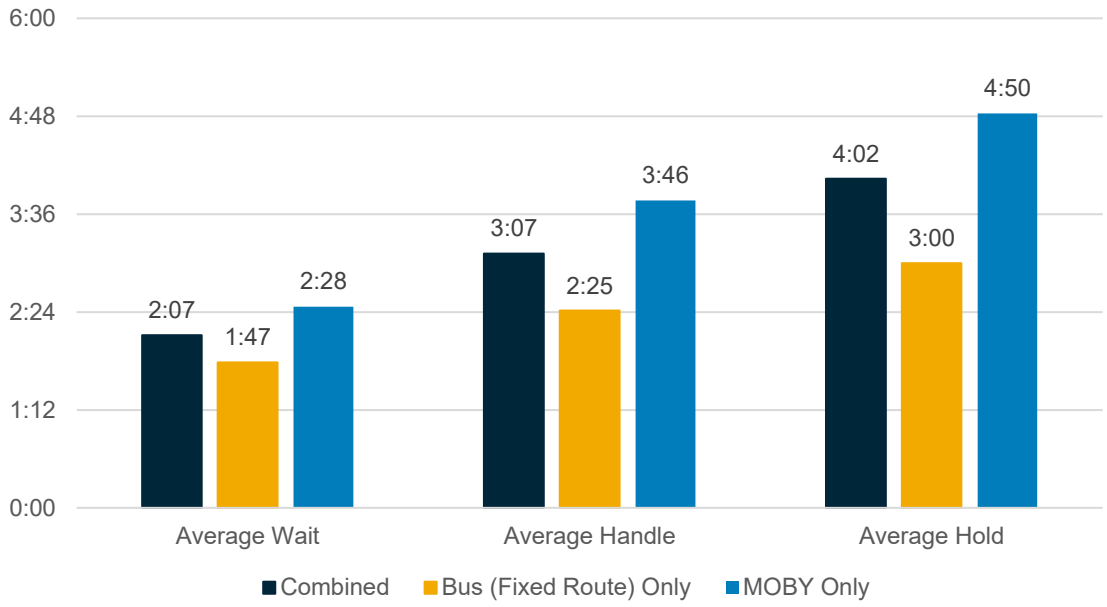
Text summary of the above chart: The chart displays the percent service level by queue – combined, bus (fixed route) only, and MOBY only – during the month of August 2025. The combined service level was 67%, the bus-only queue was 69%, and the MOBY-only queue was 65%.

Incoming Calls



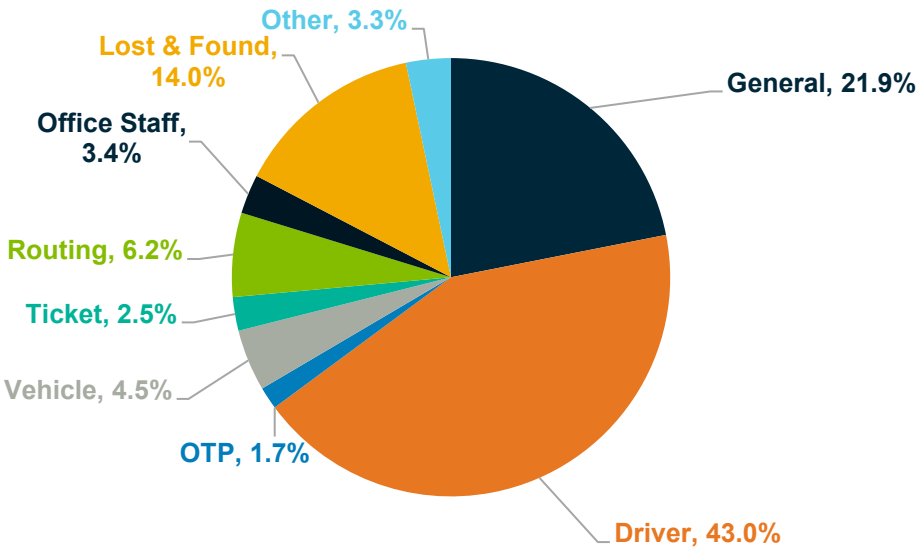
Text summary of the above chart: The chart displays the number of incoming calls that were offered, answered, and abandoned by queue – combined, bus (fixed route) only, and MOBY only – during the month of August 2025. Combined, there were 12,714 calls offered, 10,569 calls answered, and 2,145 calls abandoned. For the bus-only queue, there were 6,310 calls offered, 5,096 calls answered, and 1,214 calls abandoned. For the MOBY-only queue, there were 6,404 calls offered, 5,473 calls answered, and 931 calls abandoned.

Call Times



Text summary of the above chart: The chart displays the call times broken down by the average wait, average handle, and average hold times and by queue – combined, bus (fixed route) only, and MOBY only – during the month of August. For the combined queue, the average wait time was two minutes, 7 seconds, the average handle time was three minutes, 7 seconds, and the average hold time was four minutes, 2 seconds. For the bus-only queue, the average wait time was one minute, 47 seconds, the average handle time was two minutes, 25 seconds, and the average hold time was three minutes. For the MOBY-only queue, the average wait time was two minutes, 28 seconds, the average handle time was three minutes, 46 seconds, and the average hold time was four minutes, 50 seconds.

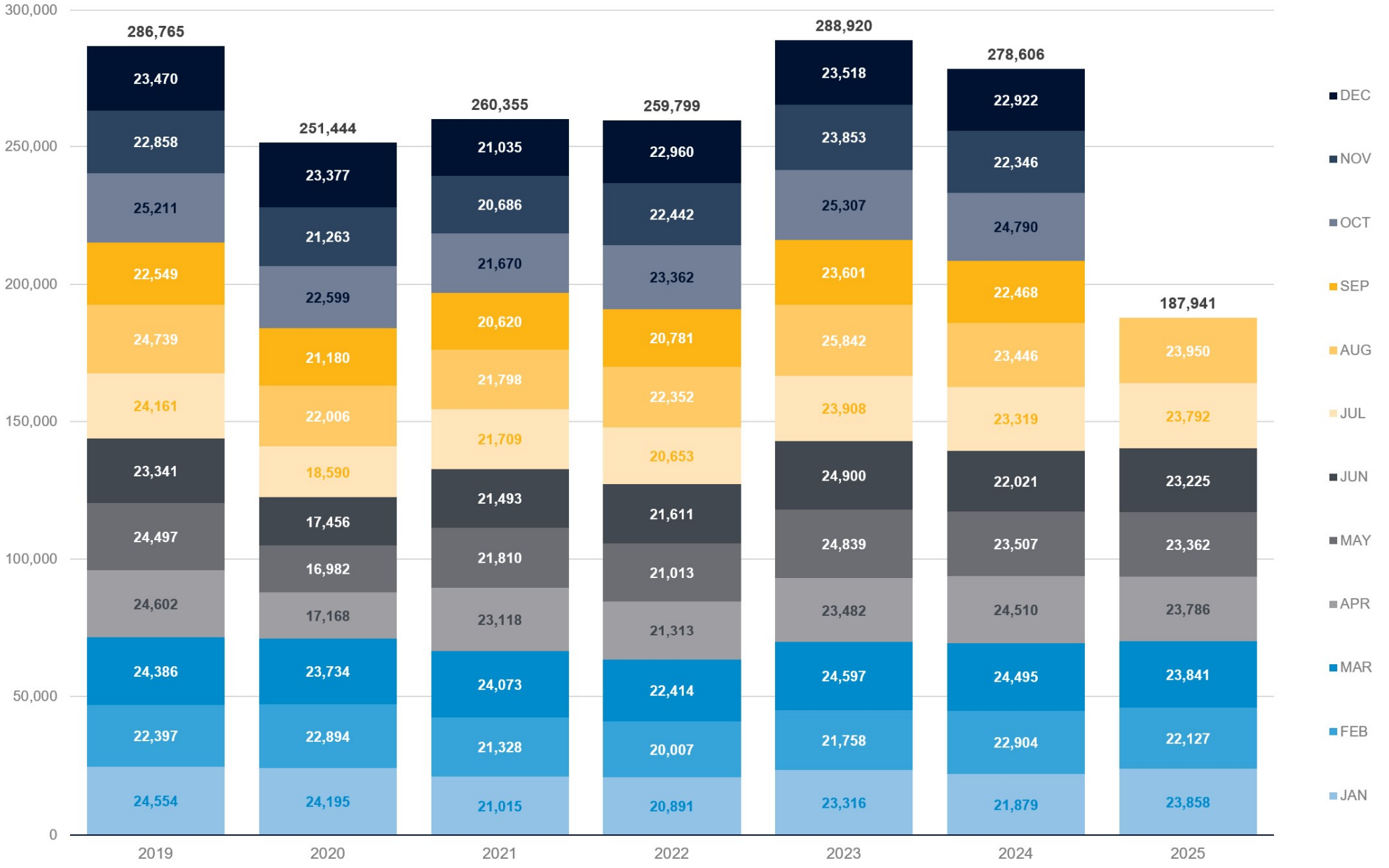
Logged Feedback and Inquiry Categories



Text summary of the above chart: The chart displays the logged feedback and inquiries broken by different categories, as follows: general – 21.8%, driver – 42.8%, on-time performance – 1.6%, vehicle – 4.5%, ticket – 2.5%, routing – 6.2%, office staff – 3.4%, lost and found – 14%, road calls – 0.4%, and other – 3.3%. The total number of logged inquiries was 242.

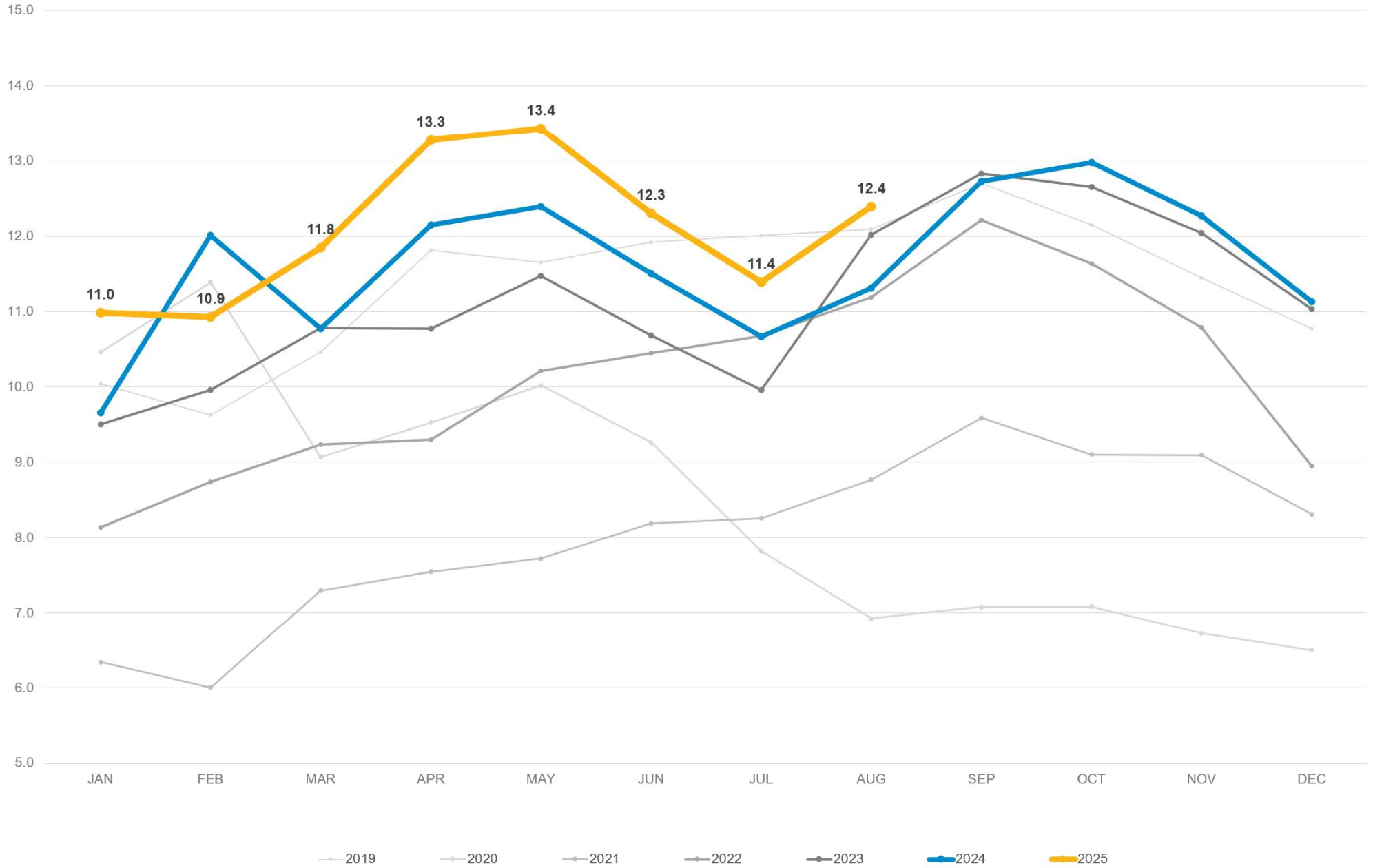
Fixed-Route Revenue Hours

2019 - 2025

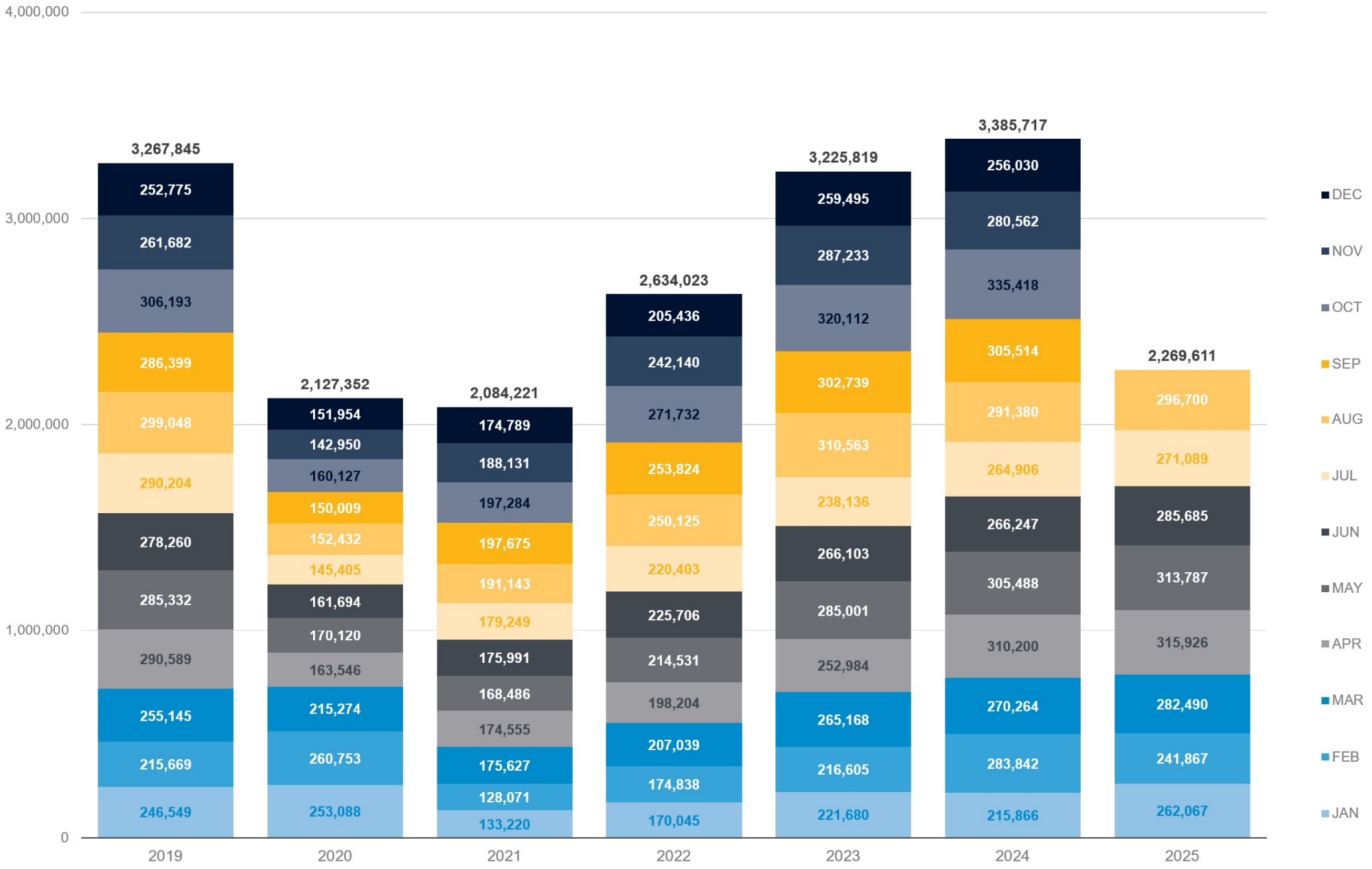


Fixed-Route Passengers per Revenue Hour

2019 - 2025

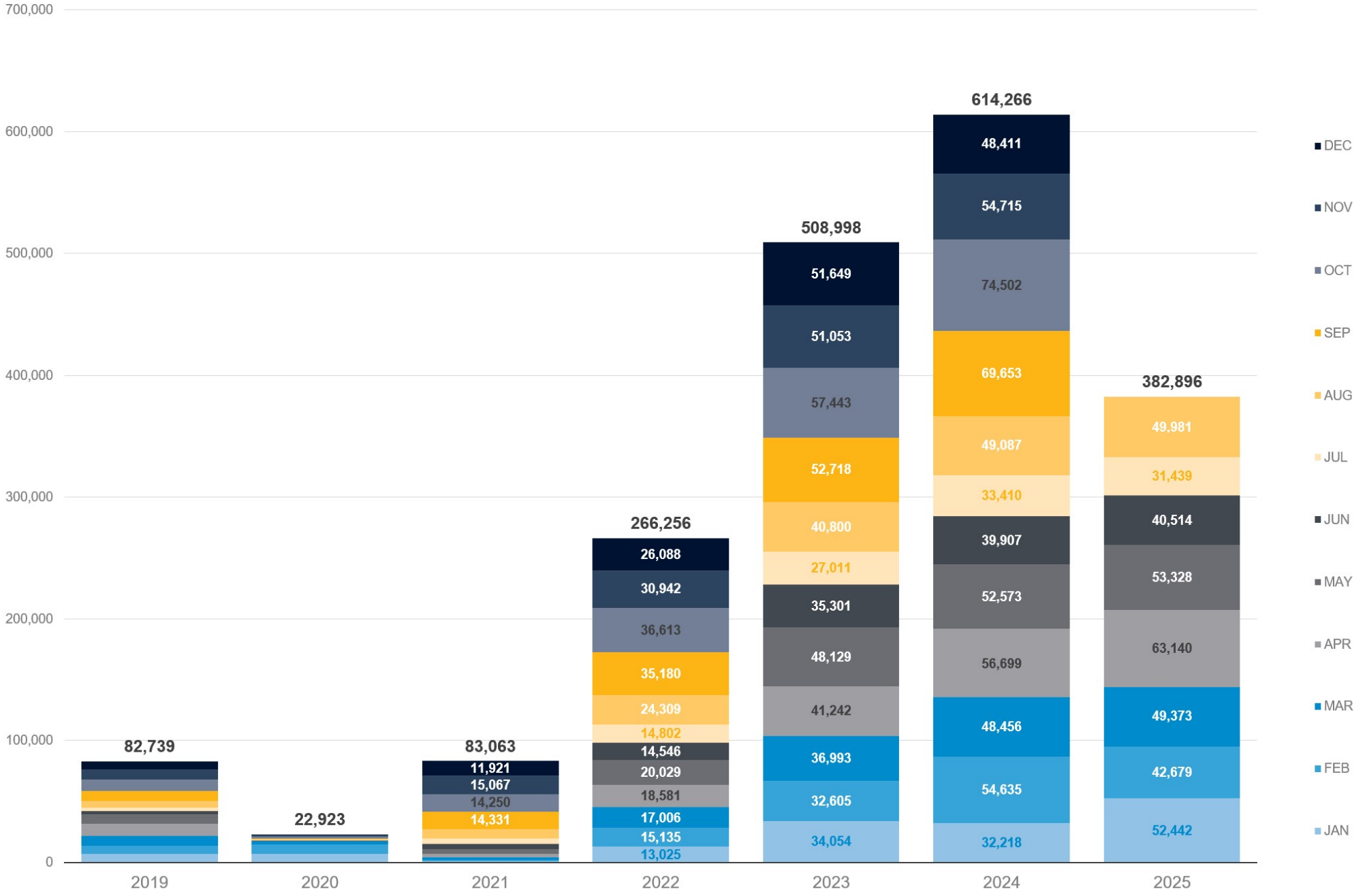


Fixed-Route Passenger Trips
2019 - 2025

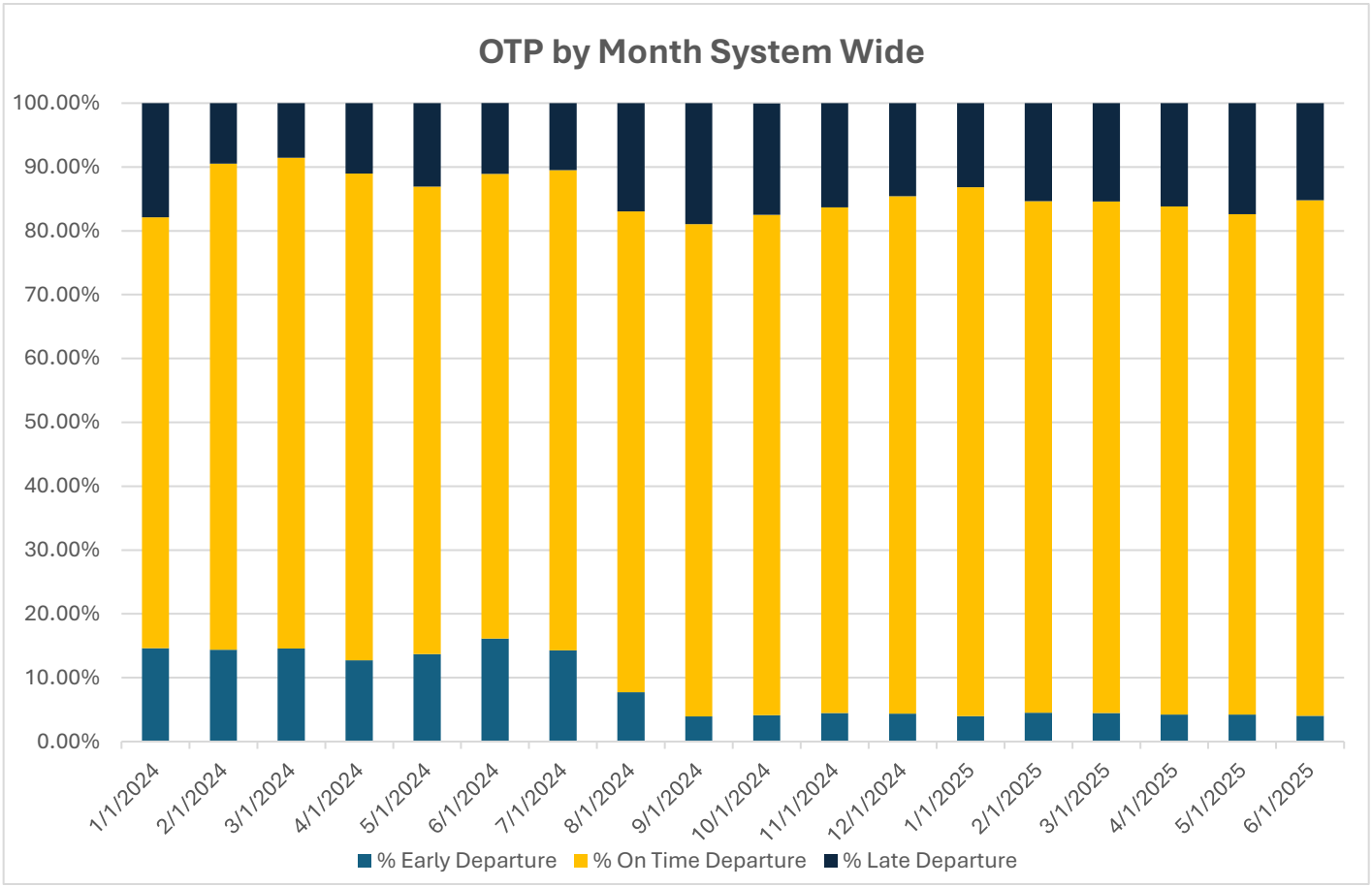


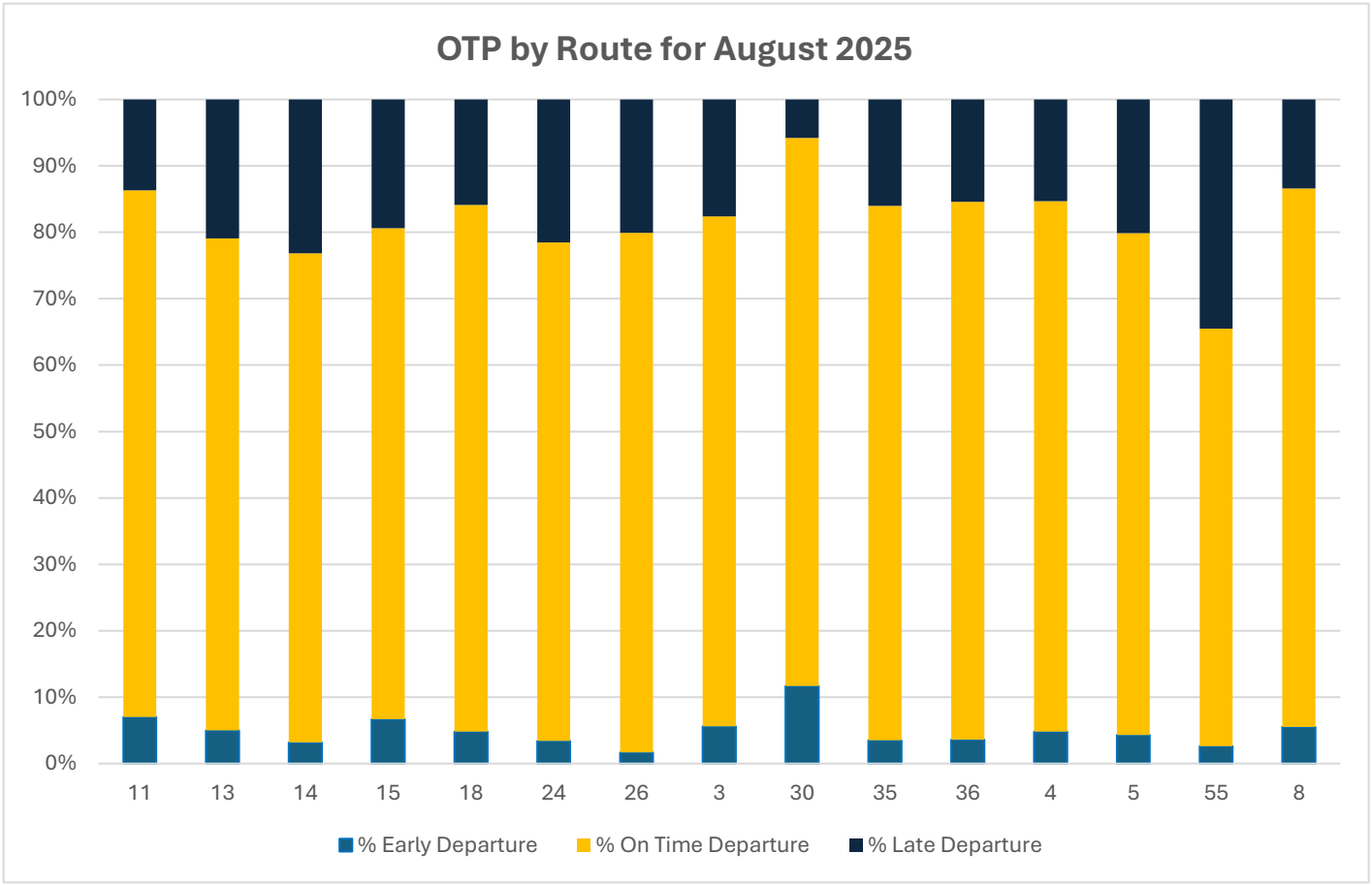
K-12 Passenger Trips

2019 - 2025

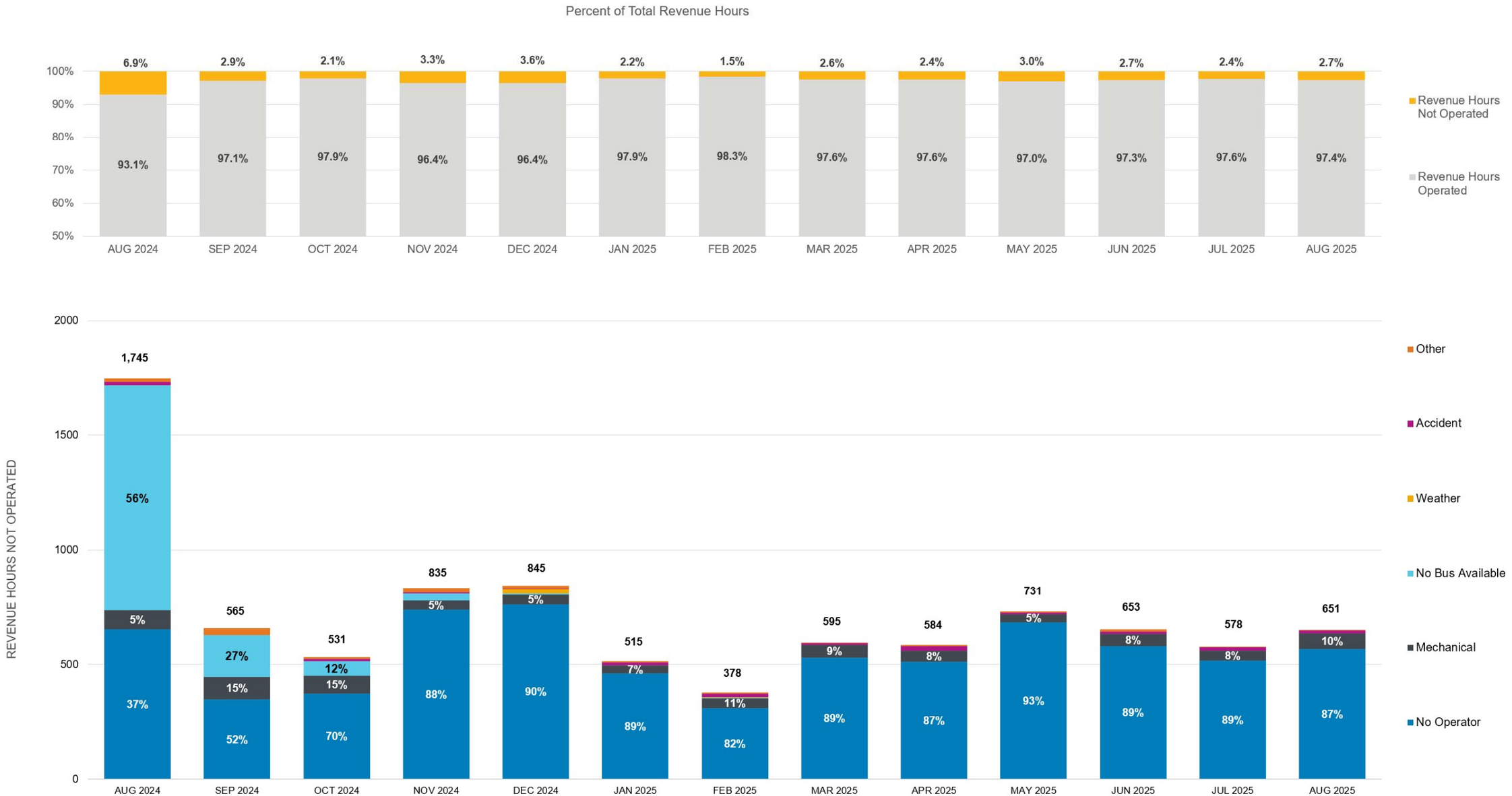


*K-12 Rides Free Program first began on 5/10/2021.


OTP by Month System Wide
100.00%
90.00%
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
1/1/2024
2/1/2024
3/1/2024
4/1/2024
5/1/2024
6/1/2024
7/1/2024
8/1/2024
9/1/2024
10/1/2024
11/1/2024
12/1/2024
1/1/2025
2/1/2025
3/1/2025
4/1/2025
5/1/2025
6/1/2025
% Early Departure
% On Time Departure
% Late Departure


OTP by Route for August 2025
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
11
13
14
15
18
24
26
3
30
35
36
4
5
55
8
% Early Departure
% On Time Departure
% Late Departure

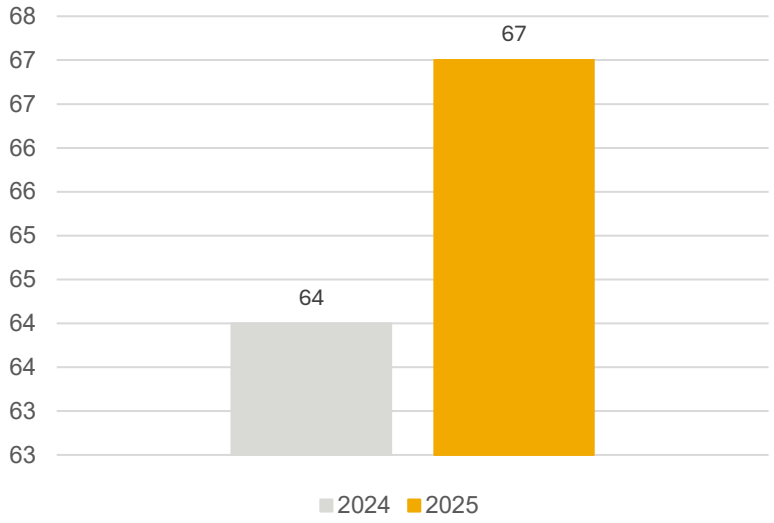
MONTHLY SERVICE INTERRUPTIONS
Revenue Hours Not Operated by Type



August 2025 MOBY Eligibility + Operations Report

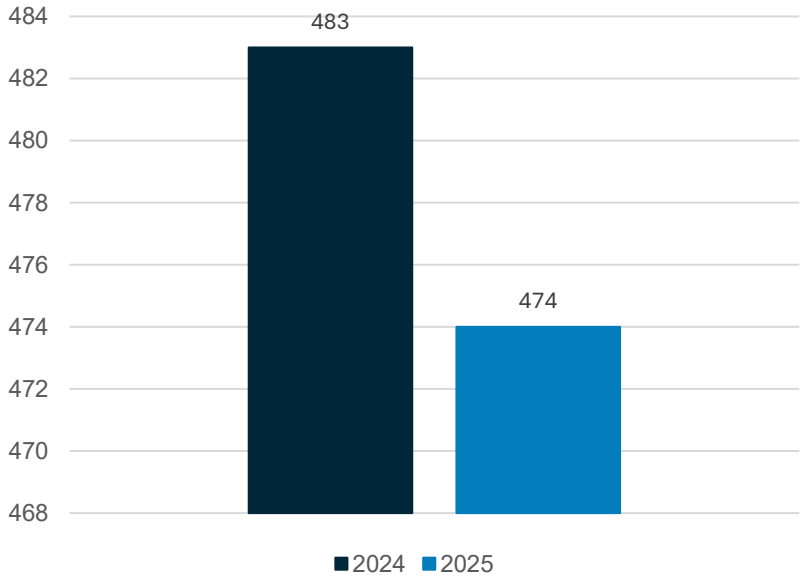
MOBY Eligibility

Number of MOBY Applications Processed in August



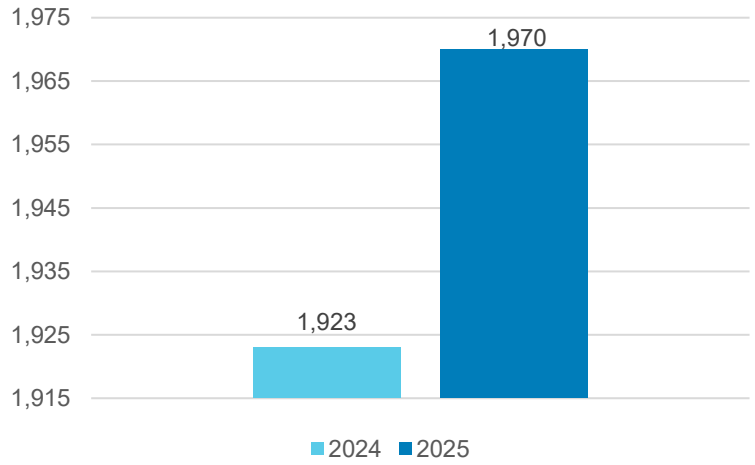
Text summary of the chart: The chart displays the number of MOBY applications processed in August for the last two years. In August 2024, 64 applications were processed. In August 2025, 67 applications were processed.

Number of MOBY Applications Year-to-Date (January – August)



Text summary of the above chart: The chart displays the number of MOBY applications processed year-to-date (January through August) for the last two years. Through August 31, 2024, 483 applications were processed. Through August 31, 2025, 474 applications have been processed.

Total Number of Eligible MOBY Riders as of August 31

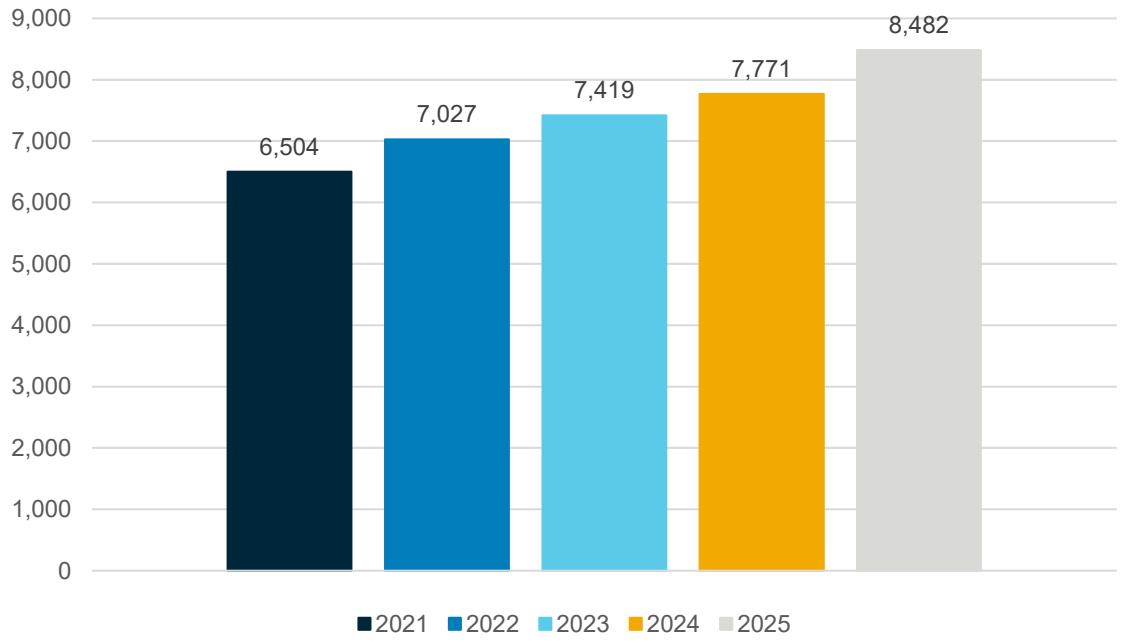


Text summary of the above chart: The chart displays the total number of eligible MOBY riders as of August 31 for the last two years. As of August 31, 2024, there were 1,923 eligible MOBY riders. As of August 31, 2025, there were 1,970 eligible MOBY riders.

MOBY Operations

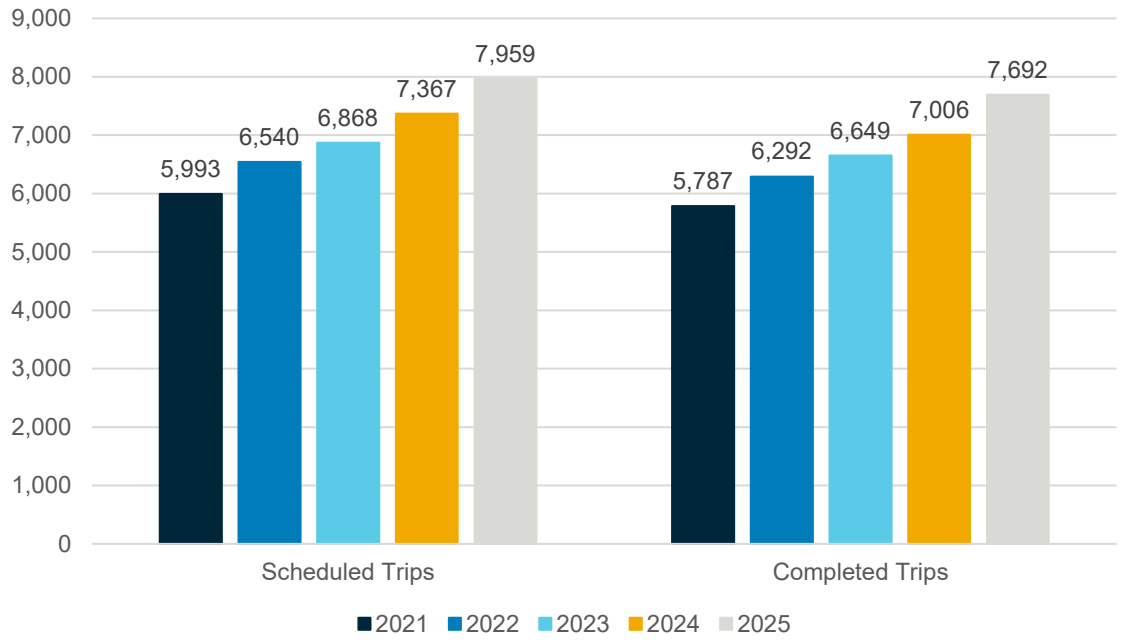
Number of MOBY Passengers in August

Includes clients, companions, PCAs, and other passengers



Text summary of the above chart: The chart displays the number of MOBY passengers in August for the last five years. In August 2021, 6,504 passengers rode MOBY, including clients, companions, PCAs, and other passengers. There were 7,027 passengers in August 2022, 7,419 passengers in August 2023, 7,771 passengers in August 2024, and 8,482 passengers in August 2025.

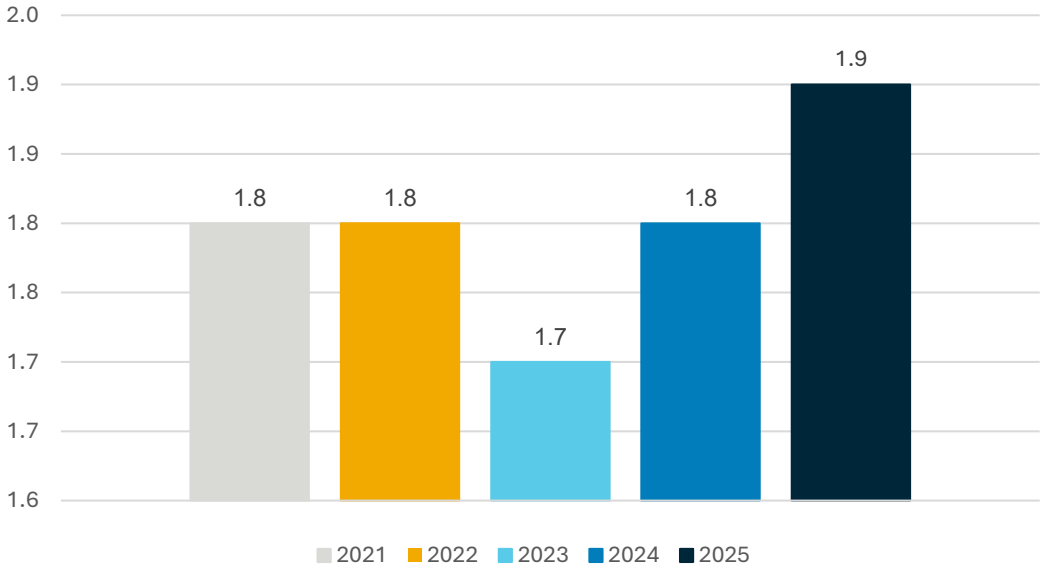
Number of MOBY Trips in August



Text summary of the above chart: The chart displays the number of scheduled and completed MOBY trips in August for the last five years. In August 2021, 5,993 trips were scheduled, and 5,787 trips were completed. In August 2022, 6,540 trips were scheduled, and 6,292 trips were completed. In August 2023, 6,868 trips were scheduled, and 6,649 trips were completed. In August 2024, 7,367 trips were scheduled, and 7,006 trips were completed. In August 2025, 7,959 trips were scheduled, and 7,692 trips were completed.

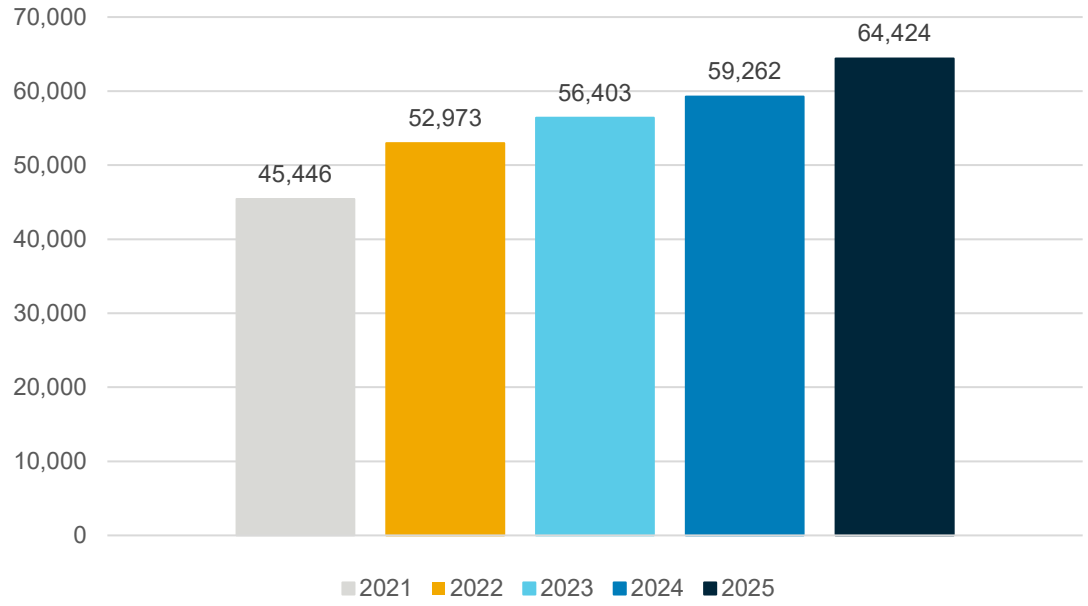
Please note: Operators are staffed according to scheduled trips. All MOBY trips must be scheduled no later than 4:30 p.m. prior to the day of travel. The number of scheduled trips reported may be lower than the actual number of scheduled trips at the close of daily trip bookings due to cancellations not captured by the reporting software.

Average Passenger per Revenue Hour in August



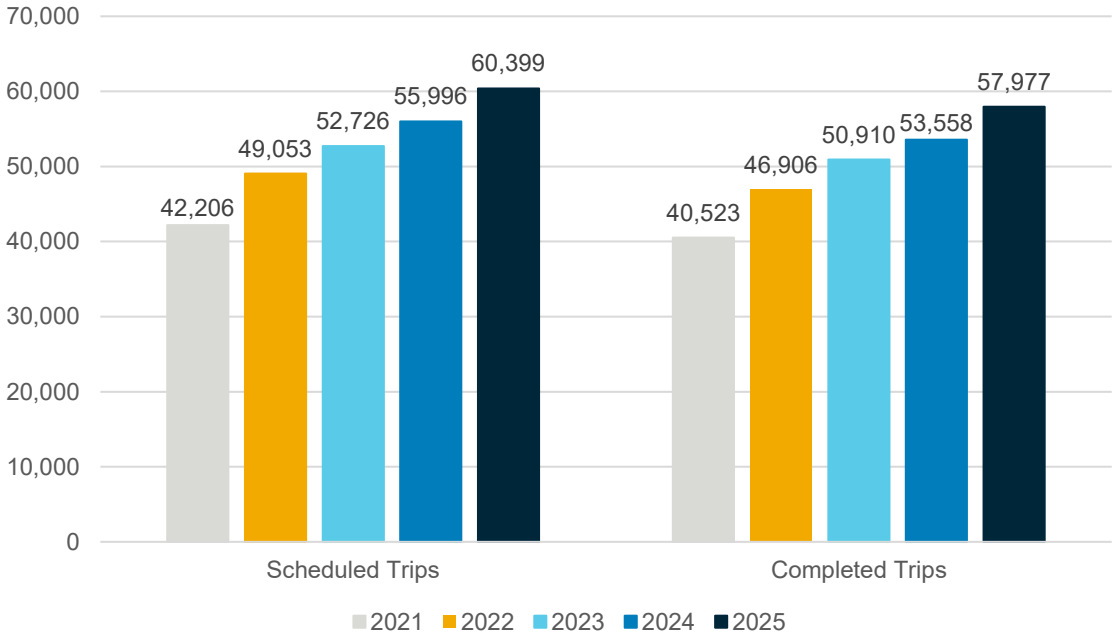
Text summary of the above chart: The chart displays the average number of passengers per revenue hour for the month of August over the last five years. The average number of passengers per hour was 1.8 in 2021, 1.8 in 2022, 1.7 in 2023, 1.8 in 2024, and 1.9 in 2025.

Number of MOBY Passengers Year-to-Date (YTD)
Includes clients, companions, PCAs, and other passengers



Text summary of the above chart: The chart displays the year-to-date number of MOBY passengers over the last five years. From January 1 to August 31, 2021, 45,446 passengers rode MOBY, including clients, companions, PCAs, and other passengers. There were 52,973 passengers in 2022, 56,403 passengers in 2023, 59,262 passengers in 2024, and 64,424 passengers in 2025.

Number of MOBY Trips Year-to-Date (YTD)



Text summary of the above chart: The chart displays the year-to-date number of scheduled and completed MOBY trips over the last five years. From January 1 to August 31, 2021, 42,206 trips were scheduled, and 40,523 trips were completed. In 2022, 49,053 trips were scheduled, and 46,906 trips were completed. In 2023, 52,726 trips were scheduled, and 50,910 trips were completed. In 2024, 55,996 trips were scheduled, and 53,558 trips were completed. In 2025, 60,399 trips have been scheduled, and 57,977 trips have been completed.