



Connect. Plan. Thrive.

2017-2022

Coordinated Transit Plan

# Coordinated Transit Plan

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## Introduction

### What is MAPA

Created in 1967, the Metropolitan Area Planning Agency (MAPA) is the designated Metropolitan Area Planning Organization (MPO) and the voluntary Council of Governments for the Omaha – Council Bluffs Region. An MPO is a federally mandated and funded transportation policy-making organization that is made up of representatives from local government and governmental transportation authorities. Its core functions include developing a long-range transportation plan and identifying projects to implement that vision. In addition to these core functions, MAPA's broader mission is to bring local governments together to address regional concerns.

MAPA's federal mandate is focused on the Omaha-Council Bluffs Transportation

## FEDERAL LEGISLATION

Federal transit law requires that projects selected for funding under the [Enhanced Mobility for Individuals and Individuals with Disabilities \(Section 5310\) Program](#) be "included in a locally developed, coordinated public transit-human services transportation plan," and that the plan be "developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public" utilizing transportation services. These coordinated plans identify the transportation needs of individuals with disabilities, older adults, and people with low incomes, provide strategies for meeting these needs, and prioritize transportation services for funding and implementation.

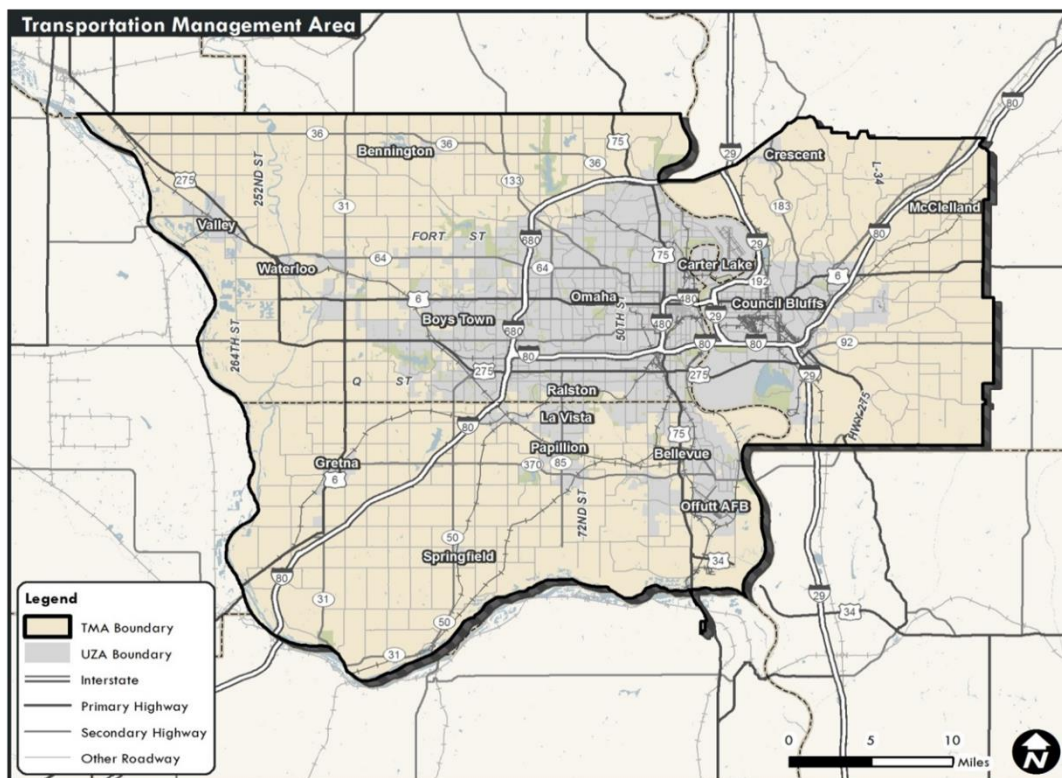


Figure 1.2 – MAPA Area



Management Area (TMA), shown below in yellow. In addition, MAPA provides services to five counties adjacent to the TMA.

## What are Coordinated Transit and Mobility Management

### Coordinated Transit

Coordinated transit happens when multiple services come together to provide cost or time savings. Some of the most common examples of coordinated transit nationwide include:

- Combining passengers for trips
- Sharing dispatching services
- Inter-local agreements to provide services across boundaries
- Collaborating on training and certifications

### Mobility Management

Mobility management is when a variety of stakeholders from all levels of service, public and private come together to provide easy to use transit options for the community access. In the MAPA region this most often mean providing referral and information resources about the services which best fit a client's needs.

### What is a Coordinated Transit Plan?

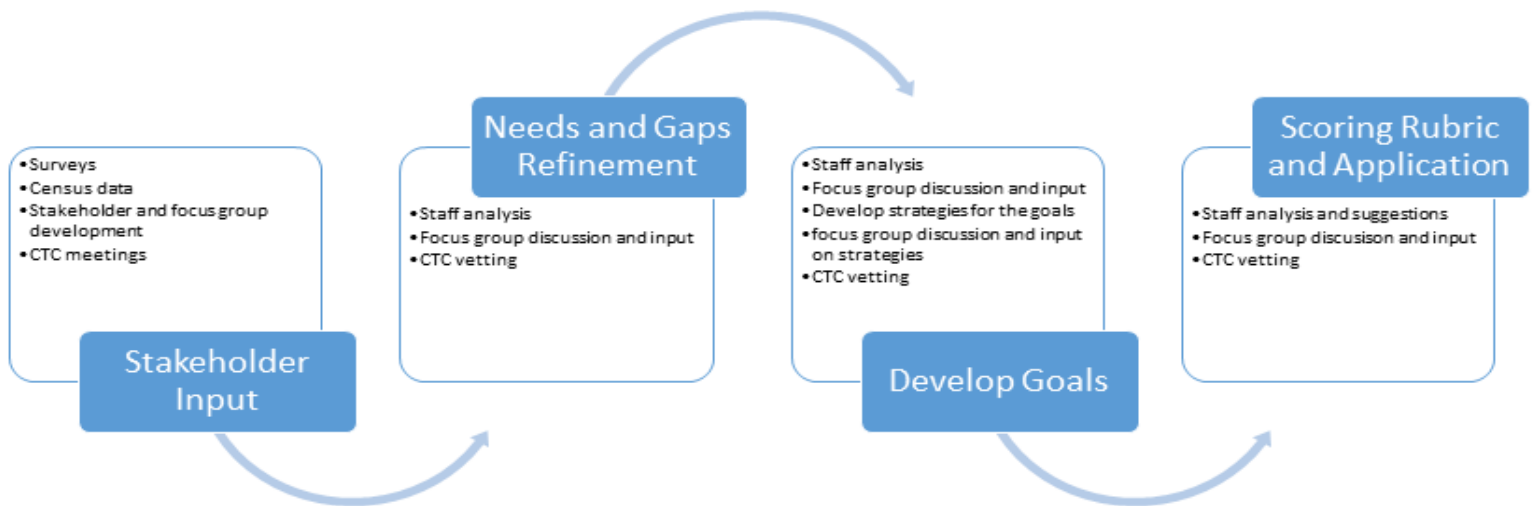
The MAPA Coordinated Transit Plan (CTP) serves as the guiding document for local human service and transit providers in the Omaha- Council Bluffs region. In the CTP the area's needs, current services, and potential funding options are laid out and used to develop goals for what the community wants to achieve over the next 5 years and strategies for how to do this.

The plan is designed to act as a guiding document for the region on administering 5310 grants and providing tools for more comprehensive coordination efforts.

The CTP goals and strategies are influenced by the many other plans and projects that MAPA has and in turn are used to help inform the outcomes of future MAPA plans and projects. MAPA plans and programs that influence the CTP include:

- Heartland 2050 - 2015
- Veterans Transportation Community Living Initiative Grant - 2019
- Heartland Connections Bicycle and Pedestrian Master Plan – 2015
- Heartland Connections Regional Transit Vision – 2014
- Metropolitan Area Transportation Improvement Study (MTIS) – 2016
- Sarpy County Transit Study – 2017

## How the Plan Was Developed



## 2 – Omaha-Council Bluffs Area Demographics

The Coordinated Transit Plan looks at and assesses the present and projected needs of those eligible for 5310 funding, these are:

- Those over 65
- People with a disability
- Households living below the poverty line

As the Omaha-Council Bluffs region faces the nationwide trend of an increasingly older population new needs and stresses will be added to the existing transportation, housing, and social service providers. With aging suburban populations expected in the coming years there will be additional pressure on existing providers to expand their services into areas that are more difficult due to their less dense more decentralized design.

The maps below show the current concentrations of those over 65, those with disabilities, and those who live below the poverty line, as well as the projected locations of those over 65 in the coming decades.

### Current Demographics

The 3-county MAPA TMA is home to approximately 770,000 people (see Table 3-1). It is the largest metropolitan area in Nebraska and Iowa, and an important economic center in the Midwestern U.S. The total population has increased over 42% from 1970, when the population was slightly greater than 540,000.

This population growth has not been shared equally between the counties. Sarpy County's population has soared in recent years, averaging over 20% growth each decade. Douglas County's population has tracked closely with the MAPA total, typically ranging between 5 and 12 percent growth per decade. Pottawattamie County's population declined during the 1970s and 1980s, but rebounded for modest,

but consistent growth from the 1990s onward. The following maps show demographics changes over the next 20 years by county.

These county growth patterns reflect the overall pattern of population growth along the outer suburban areas and population decline or stability in the older, urban portions of metro area, though there has been interest in new redevelopment communities in downtown Omaha and downtown Council Bluffs.

### Those Over 65 in 2015

Presently there are approximately 97,000 people over the age of 65 making up 11.25% of the total population. Many of these people live outside of the urban core making it difficult to provide effective and consistent transportation to them.

In Nebraska and parts of Iowa the rural and suburban areas are served by the various nonprofits or by private care givers which often puts the burden of care on family members or limits the mobility of seniors in these areas.

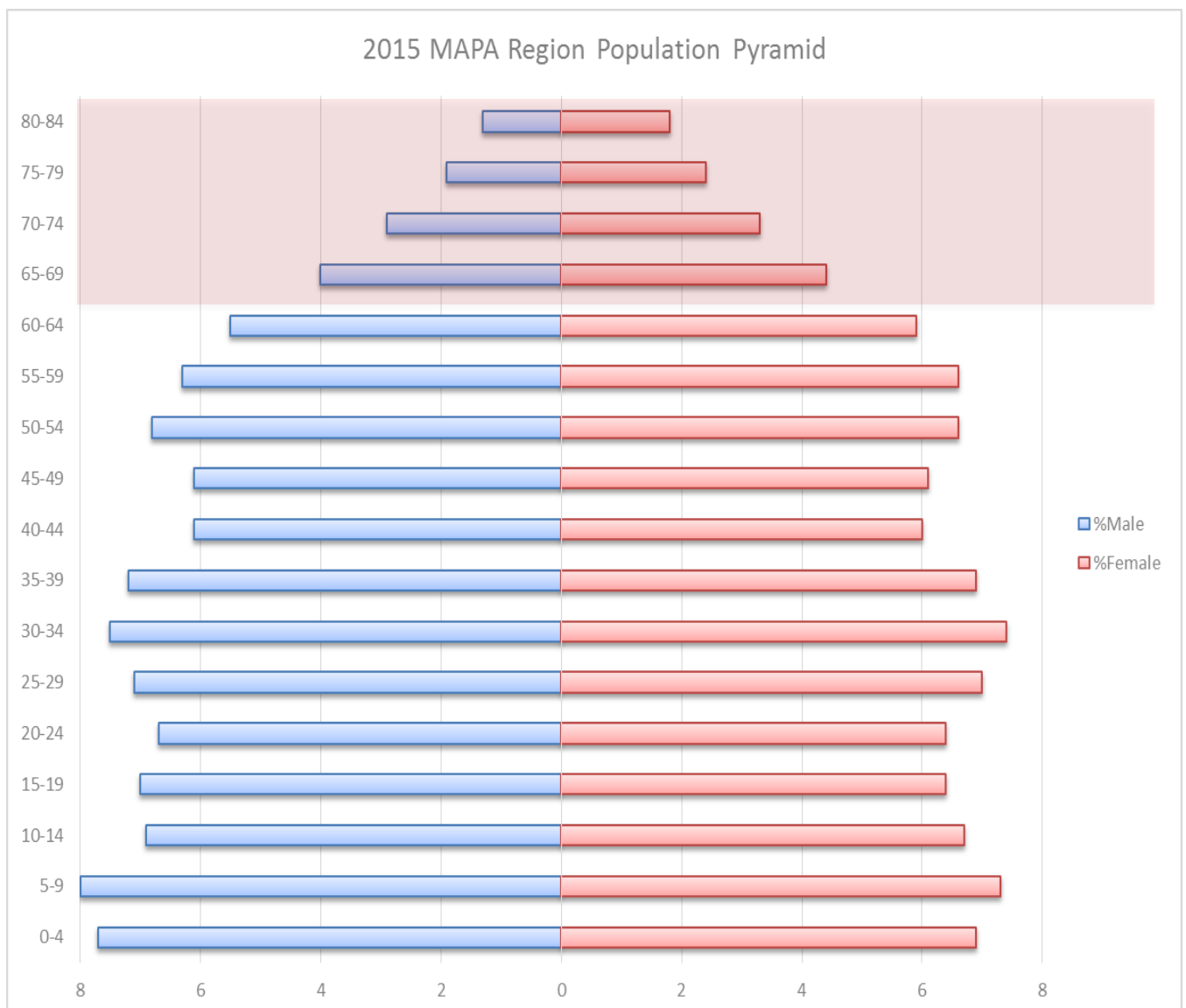
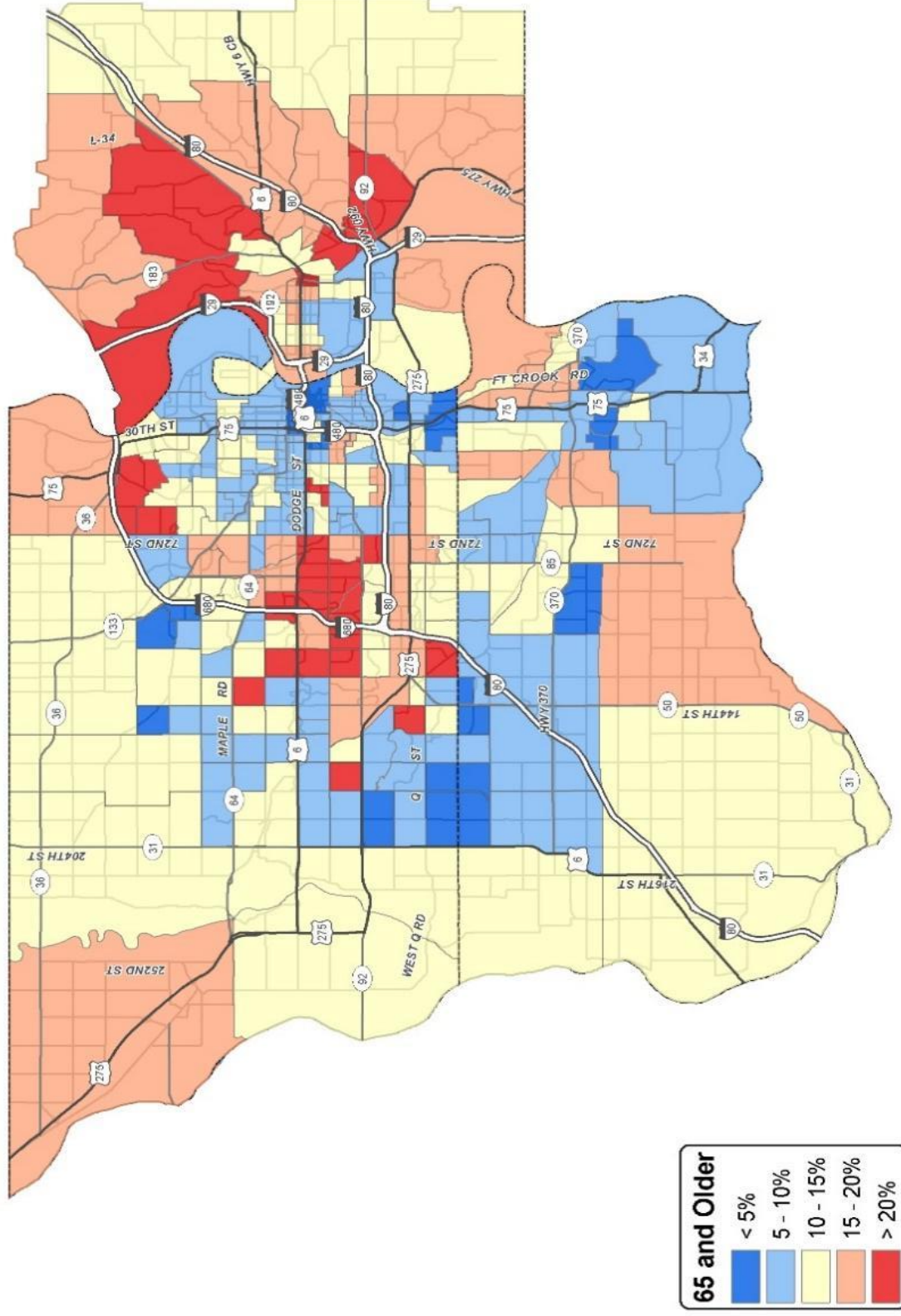


Table 3-1

# Percent of Population 65 and Older

# Transportation Management Area



Source:  
2011-2015 American Community Survey (ACS)



# MAPA

## Population With a Disability

Based on American Community Survey data, there are approximately 86,000 people who are considered disabled in the Omaha Council Bluffs region, this is approximately 10% of the total population. The majority of which live in North Eastern Omaha and the urban areas of Council Bluffs. These areas are currently well served by Metro Transit and Moby in Nebraska and South West Iowa Transit Authority (SWITA) and Council Bluffs Special Transit Service (STS) in Iowa.

Those who live in the Western parts of Douglas County, Southern Sarpy, and the Eastern Pottawattamie Counties do not have consistent transit and paratransit services which would provide greater opportunities for independence and quality of life.

## Affording Transportation

Another example of how limited transportation options affect employment was shared by Michaela Ahrens, Interim Executive Director/Senior Director of PACE for Autism Action Partnership.

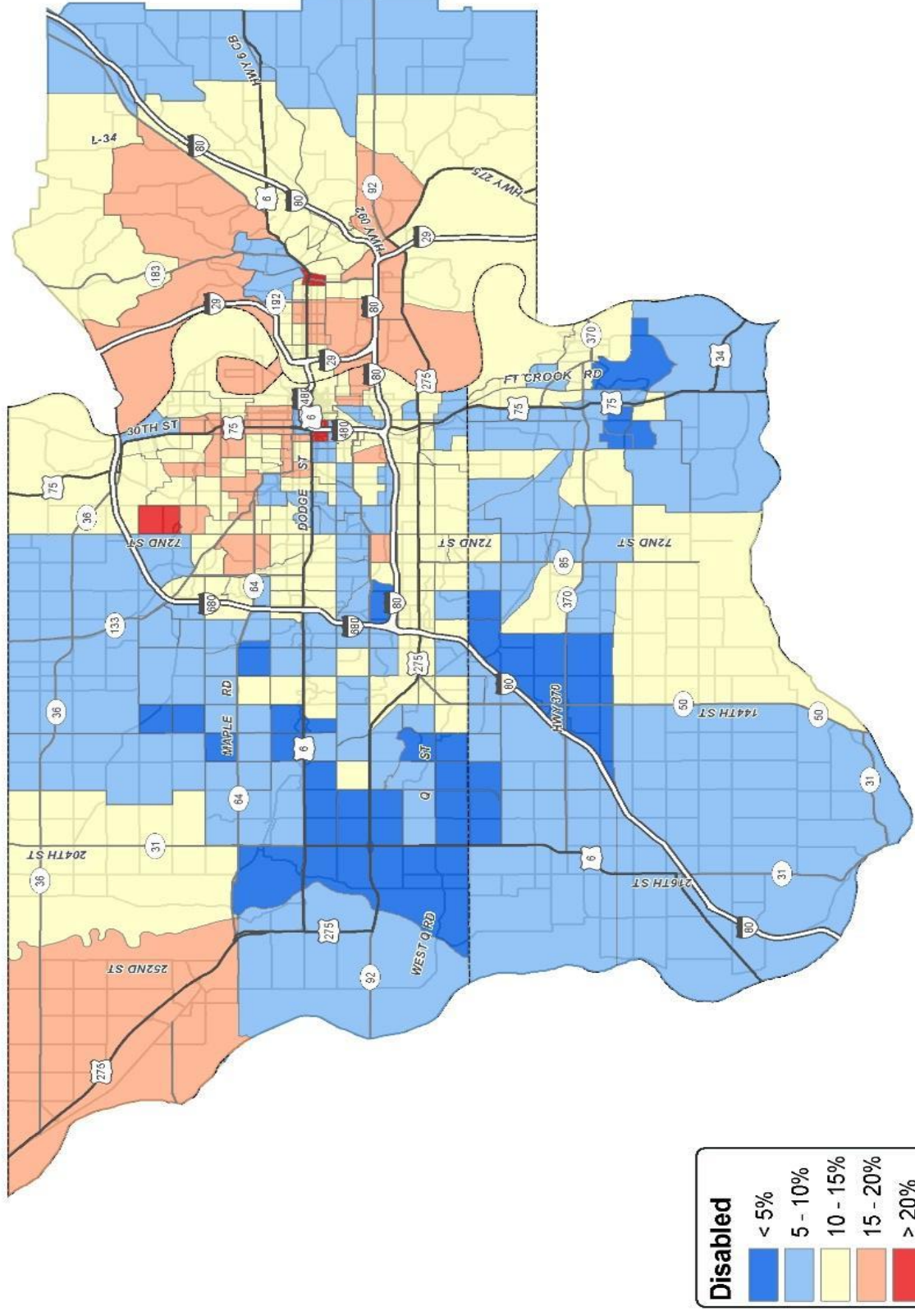
PACE: Partnership for Autism Career Employment is a program that provides employment support to adults with autism who are seeking or desire to maintain competitive employment positions in the community. PACE helps those individuals find work, matched to the individual's preferences, and help maintain employment as long as he or is happy in the position.

Michaela has a client who lives fewer than eight miles away from his place of employment. Unfortunately, his home is not located on a bus route. If there were a transit stop nearby, the location is not suitable for walking safely to and from the stop. There are few sidewalks and the intersections are very wide and always busy with traffic.

Her client's main method of transportation is Uber, which costs around \$27 a day. He spent approximately \$456 last month for 34 rides. Michaela herself provided her client 19 rides on the weekends, as well as transportation for his first few days with the program. Without Michaela's help, another \$255 would be added to his monthly transportation cost.

Transportation costs consume \$711 from his \$1,100 monthly salary. Due to the lack of transit and walkability options, her client spends 64% of his monthly income on transportation.





Source:  
2011-2015 American Community Survey (ACS)



### Population Living Below the Poverty Line

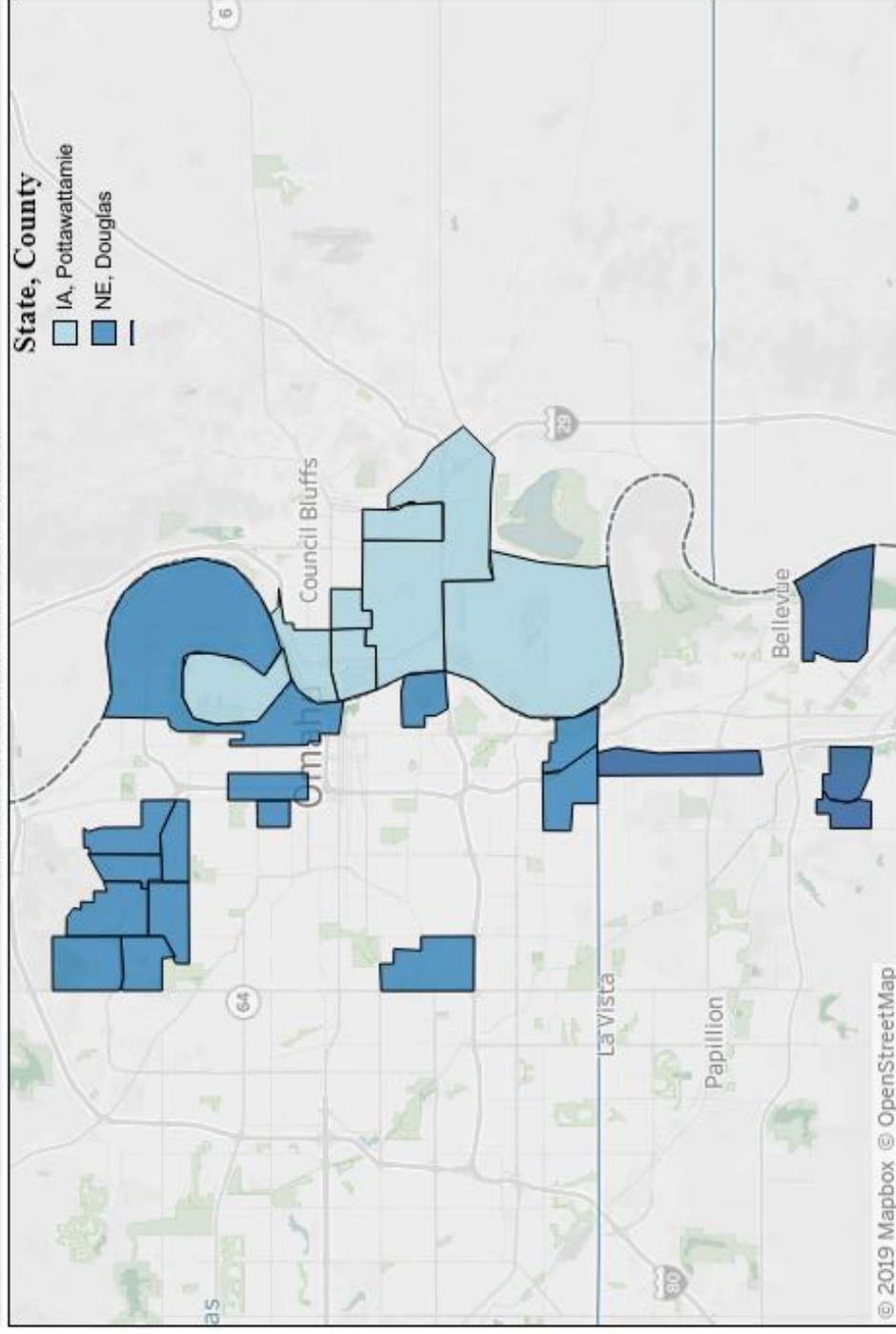
The concentrations of poverty in Omaha and Council-Bluffs are located in the downtown cores where social and transit services are focused. Current Metro and SWITA operations focus on providing comprehensive service to these areas, though connections to suburban service sector jobs are often lacking.

Some areas of the United States have seen poverty become more dispersed in suburban and exurban areas as housing costs in urban cores rise quickly. Omaha and Council Bluffs have not seen widespread issues related to this trend and there are many diverse advocacy groups who are working to ensure that there continue to be affordable housing options throughout Omaha and that job opportunities are available for all within the region. Food access is another major concern in the metro area, a map developed by the Landscape project with aid from MAPA can be found below. More on this issue can be read in the Heartland 2050 Action Plan and Fair Housing and Equity Assessment.



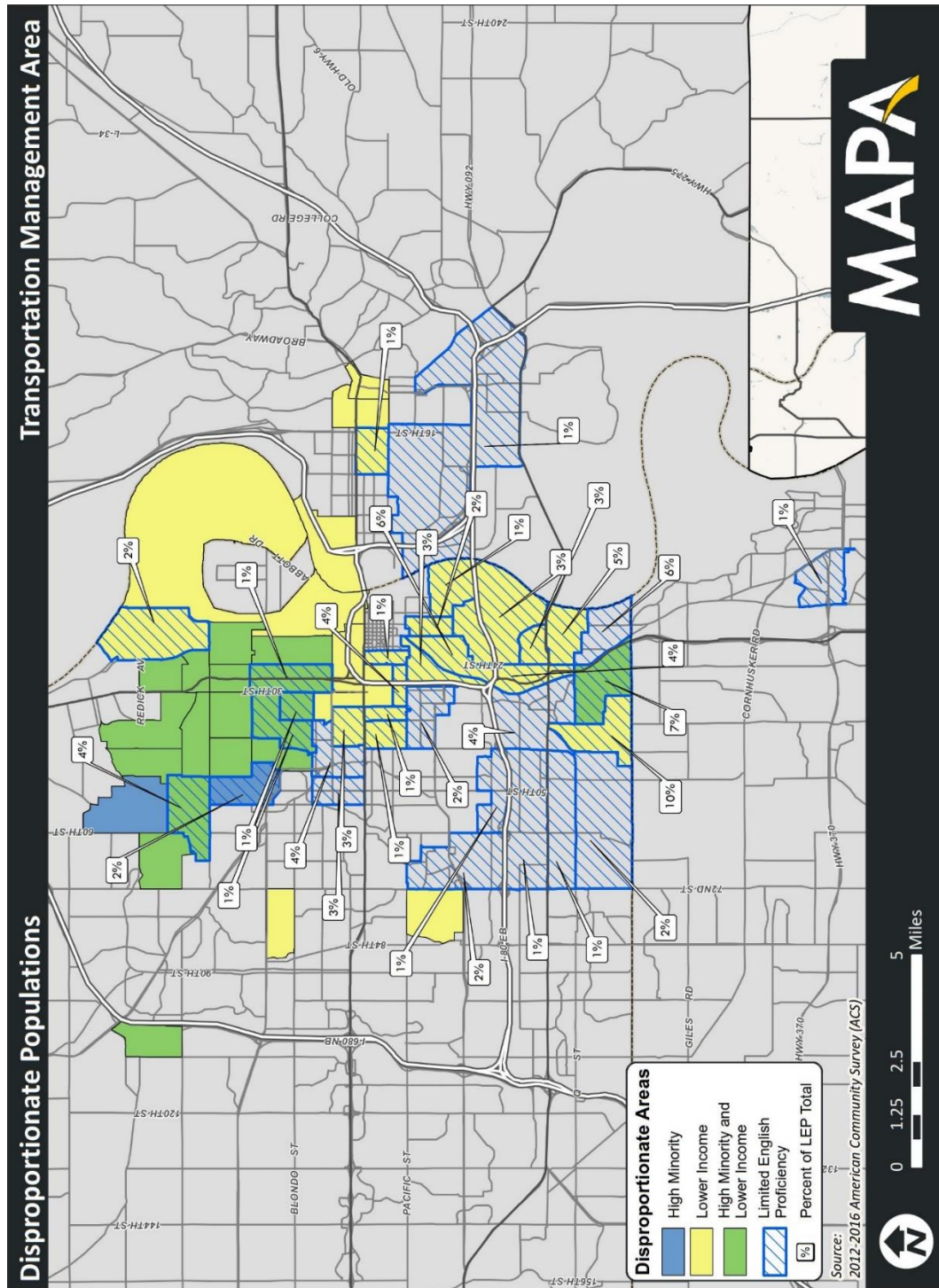


## Omaha-Council Bluffs Food Deserts



## Limited English Proficiency

The concentrations of those who speak English Less than Well in Omaha and Council-Bluffs are located in the downtown cores where social and transit services are focused. Current Metro and SWITA operations focus on providing comprehensive service to these areas, though connections to suburban service sector jobs are often lacking. Further discussion of LEP populations can be found in the MAPA Civil Rights Plan and Chapter 4 of the Transportation Improvement Program.



## Future

As the large baby-boom generation ages and outlives their predecessors older persons will constitute a greater share of the total population. Those over 65 currently constitute about 10% of the metro area's population, by 2040 it is expected that they will comprise at least 16%. The charts and maps below show the changes in age demographics that are expected.

It is expected that the areas that currently have high levels of poverty and disability not related to aging will stay the same due to networks of social services in these areas.

### 10 Years

By looking at the geographic distribution of those currently 55-59 it is possible to predict where the Omaha-Council Bluff metro will have concentrations of those 65-69 in 10 years. By 2027 there is a substantial increase of those over 65 in the rural portions of Douglas, Sarpy, and Pottawattamie Counties. The increases in the number of those over 65, shown in table 3-2, and the issues of aging in place in suburban and rural communities will place increasing burdens on financially limited resources and make coordinating services across jurisdictional boundaries an even higher priority.

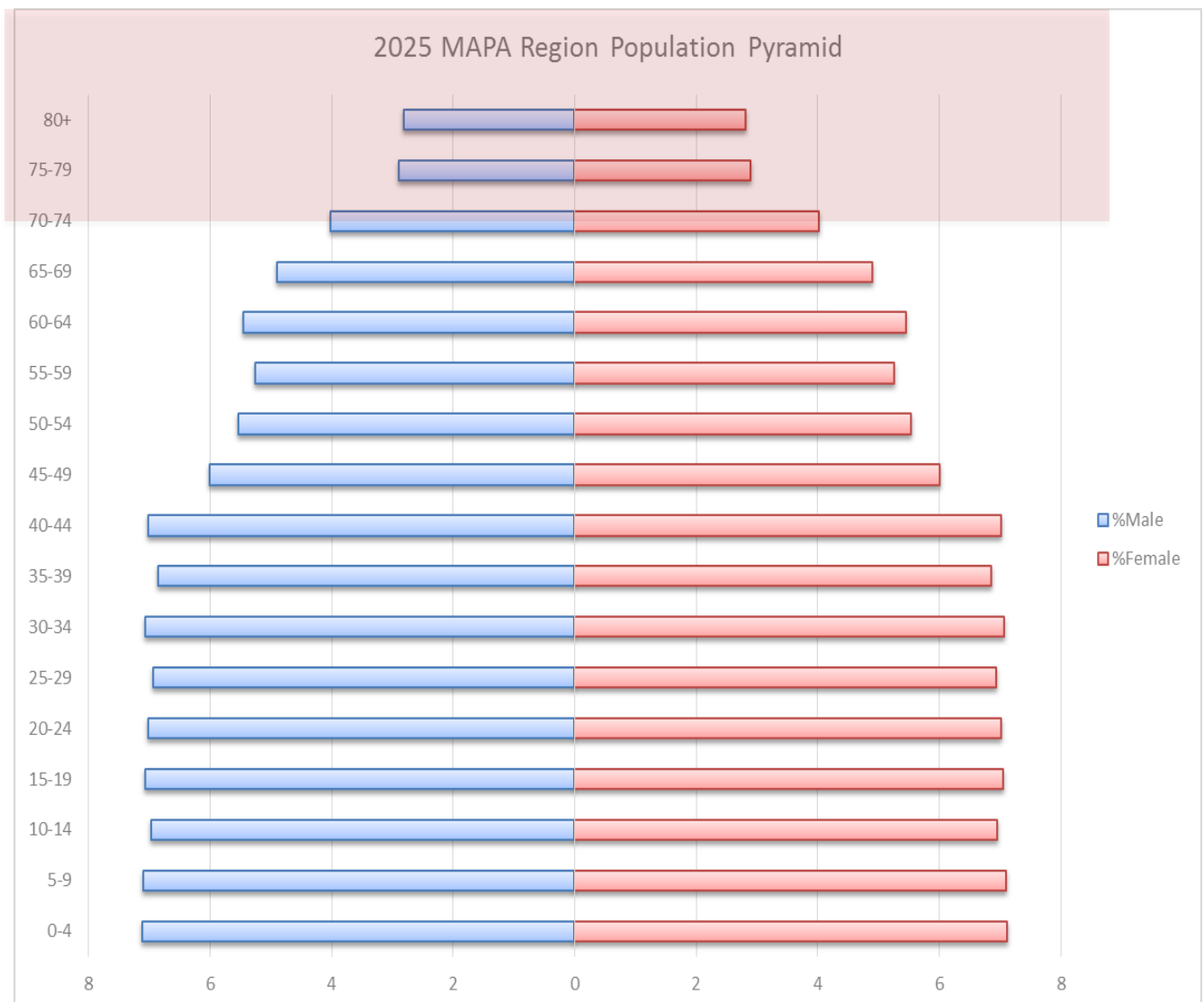
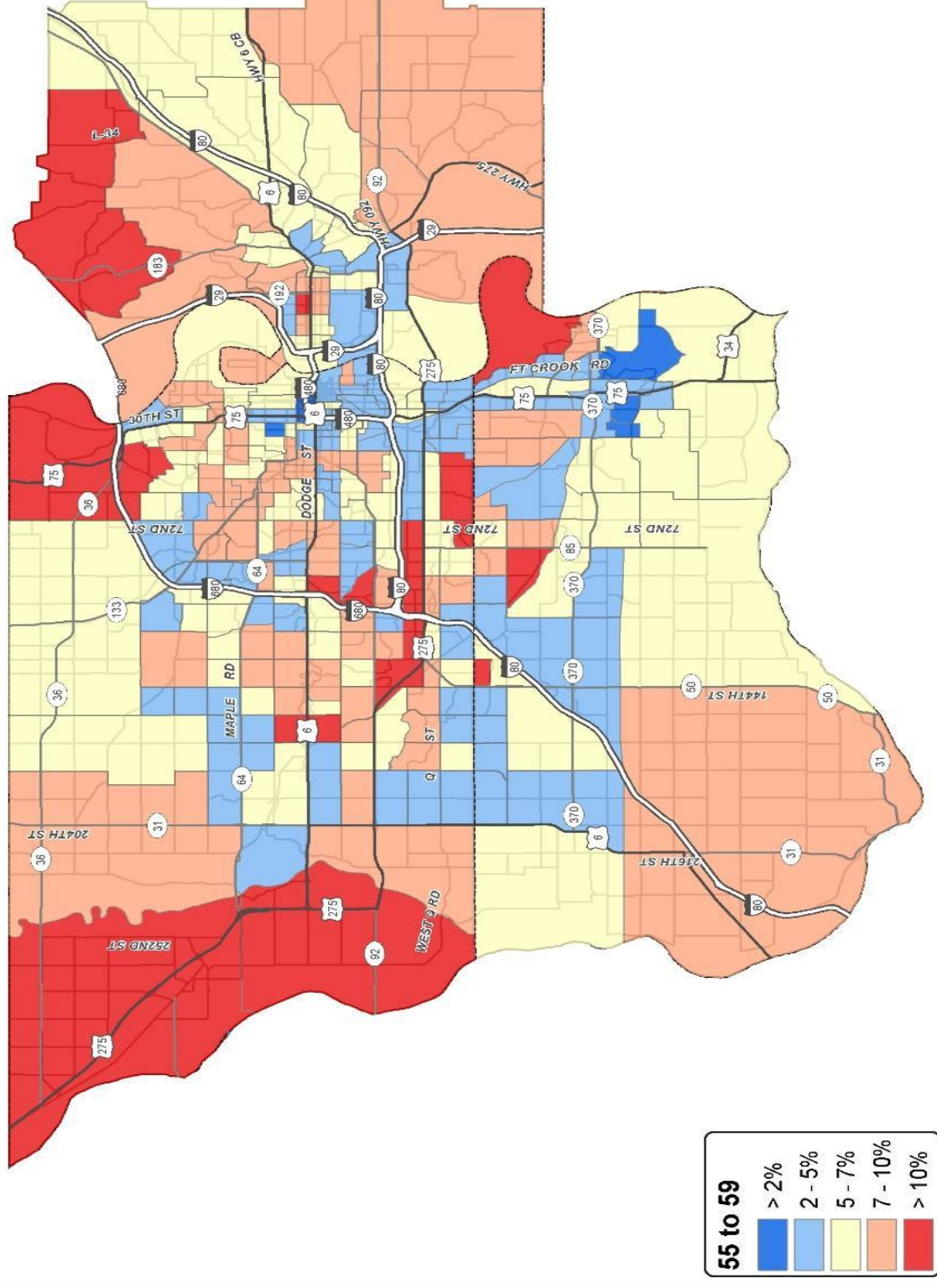


Table 3-2

# Percent of Population 65+ in 2027

# Transportation Management Area



Source:  
2011-2015 American Community Survey (ACS)



# MAPA



### Urban Area Inset



WAPA

### 20 Years

In 20 years population projections show larger concentrations of those who will be over 65 in rural and outer suburban areas. There is also a continuing growth of those over 65 who will require additional support services shown in table 3-3. Currently these areas are not designed to facilitate social service providers and aging in place strategies meaning that many people will be left isolated or forced to move out of their homes.

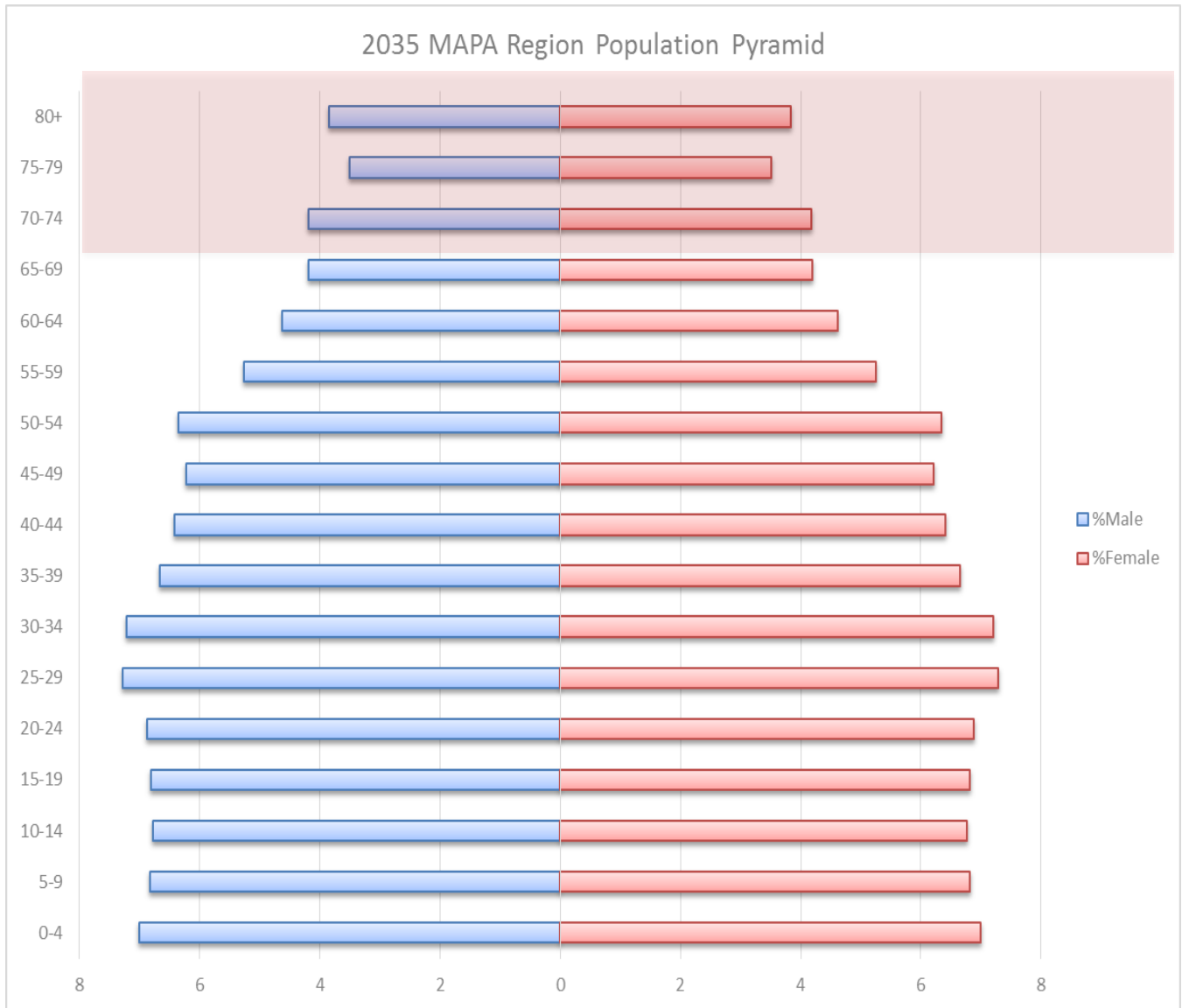
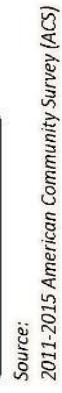


Table 3-3

## Transportation Management Area



WAPA



# Percent of Population Aged 65+ in 2037

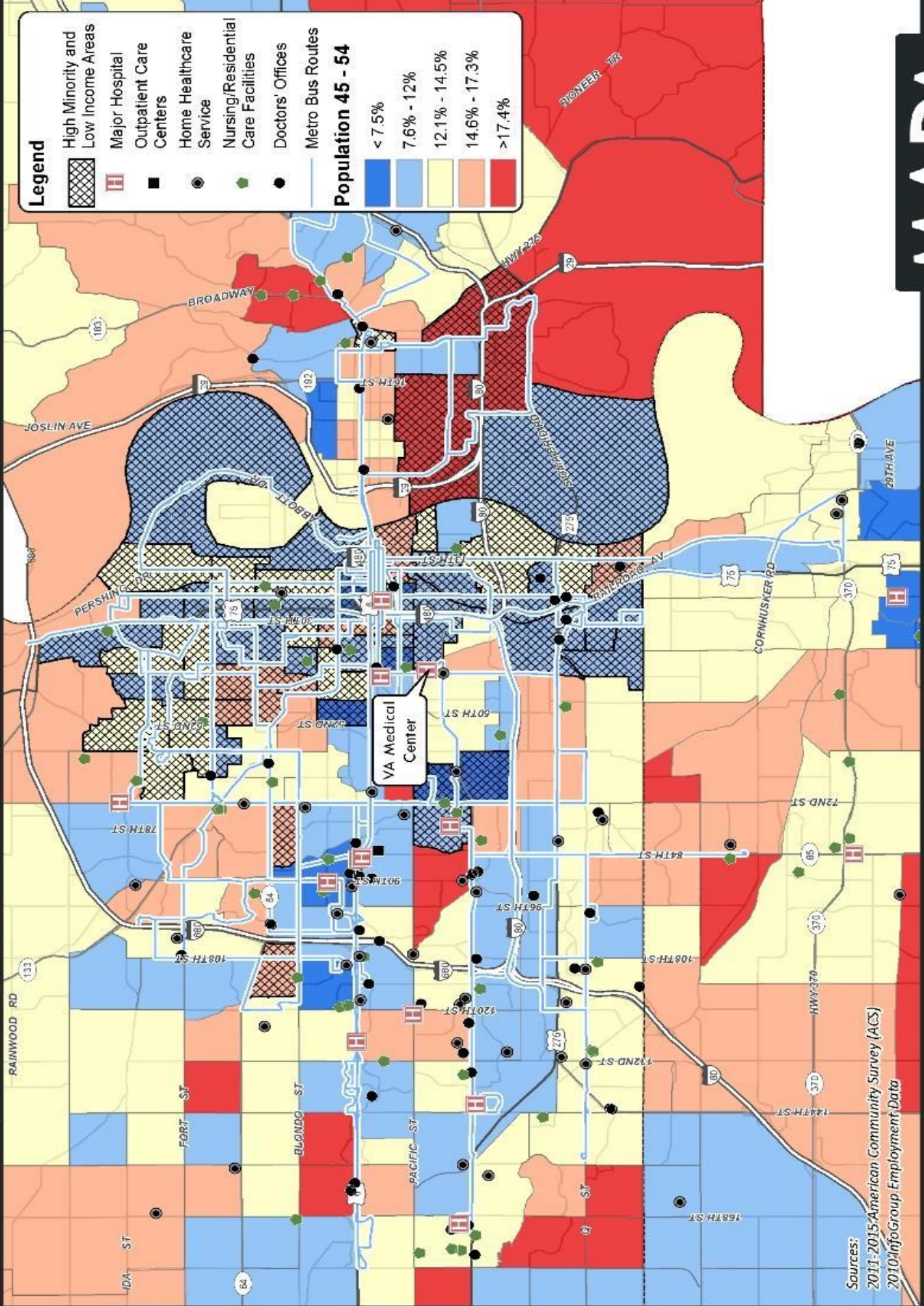
## Urban Area Inset

**Legend**

- High Minority and Low Income Areas
- Major Hospital
- Outpatient Care Centers
- Home Healthcare Service
- Nursing/Residential Care Facilities
- Doctors' Offices
- Metro Bus Routes

**Population 45 - 54**

- < 7.5%
- 7.6% - 12%
- 12.1% - 14.5%
- 14.6% - 17.3%
- > 17.4%



Sources:  
 2011-2015 American Community Survey (ACS)  
 2010 InfoGroup Employment Data

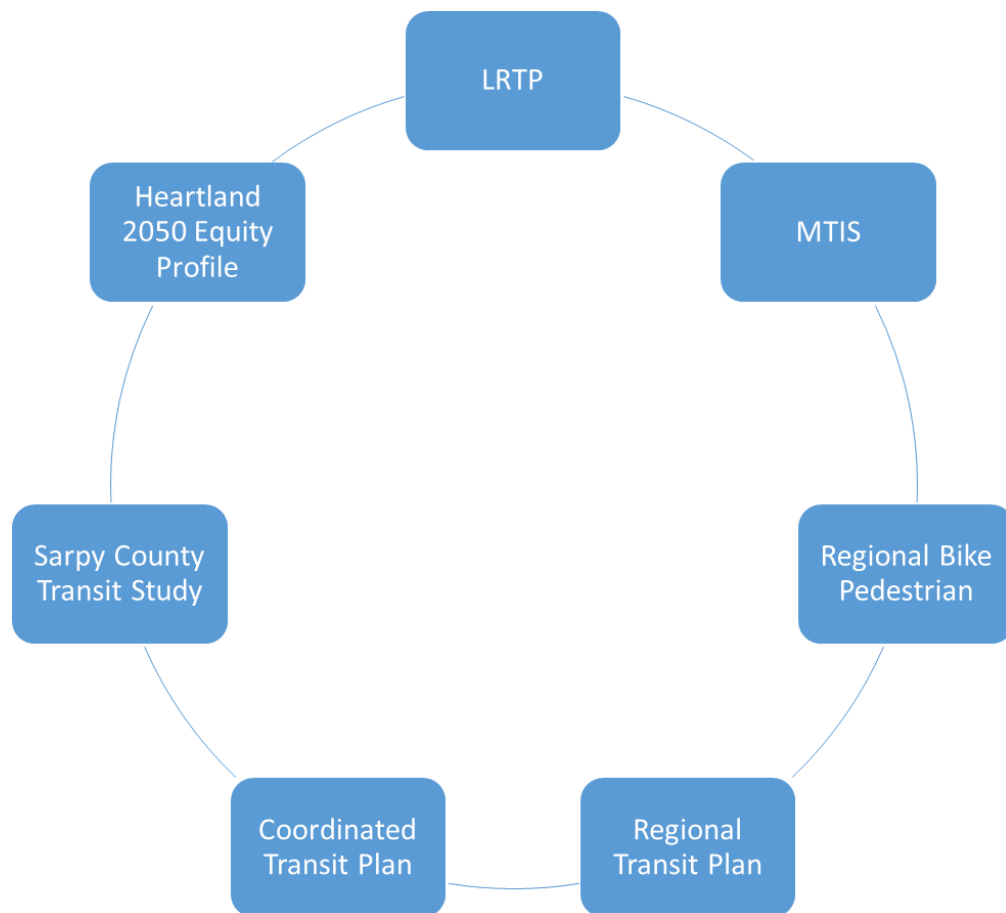


# MAPA



## 1– Goals

Through stakeholder involvement and focus groups the CTC reviewed the previous CTP goals, the goals from other MAPA plans, and discussed how they would like to see 5310 funding and the CTC's time used over the coming years. Figure 5.1 shows the current MAPA planning documents.



MAPA did extensive outreach for the 2050 Long Range Transportation Plan on goal and strategy setting and developed a ranking of 6 goals that were used to develop the CTP.



The CTC developed 3 goal areas related to the previous planning goals and based on the funding sources that the committee oversees. These goals will inform the grant application criteria and direct the work of the CTC over the next 4 years.

### Coordinated Transit Committee Goals

#### 1 Enhance Collaboration

Improve efficiencies through inter-agency cooperation.

#### 2 Raise Community Awareness

Include additional, and more diverse, voices into the transportation planning process; highlight the issues of those with impaired mobility; and promote current services.

Bring more people into the conversation, shine a light on the challenges for those with limited mobility, and promote services that currently exist.

#### 3 Provide Options and Connections

Maintain and improve transportation options for all in the region regardless of zip code and income.

### 3 - Existing Coordinated Transit Committee Service Providers

#### *Coordinated Transit Committee*

The Coordinated Transit Committee (CTC) is the stakeholder group and steering committee for coordinated transit and 5310 grant administration in the MAPA region. The CTC is composed of a variety of paratransit agencies, human service providers, advocacy agencies, and taxi providers. CTC provides a space for members to connect with each other, learn about services offered in the region, and actively pursue new ways to coordinate services. A list of providers and, the vehicles owned and operated by these agencies is in Appendix A. A user-friendly guide to who these agencies serve and their hours and contact information is in appendix B.

#### Paratransit Providers

These are the public providers who receive 5310 funding and provide fixed route or demand response services for their jurisdictions and who participate in regional coordination efforts through the CTC. A full list of these providers, with a description of their services can be found in Appendix A, a breakdown of their services and contact information can be found as a part of the mobility management guide.

Agency	Location	Days of Operation	Hours
Metro Transit	Omaha	M,T,W,Th,F,S,S	5am-11pm
Moby	Omaha	M,T,W,Th,F,S,S	5am-11pm
SWITA	Cass, Fremont, Harrison, Mills, Montgomery, Page, Pottawattamie, and Shelby	M,T,W,Th,F,S,S	6am-5pm
Bellevue	Bellevue city limits	M,T,W,Th,F	7am-3pm
LaVista / Ralston	La Vista and Ralston city limits	M, T, W, Th, F	7am-4:30pm
Papillion	Papillion city limits	M, T, W, Th, F	7am-4pm
Council Bluffs	Council Bluffs city limits	M,T,W,Th,F,S	5:15am-11:30pm
Eastern Nebraska Office on Aging	Douglas, Sarpy, Cass, Dodge, Washington	M, T, W, Th, F	8am-5pm
Eastern Nebraska Office on Aging	Omaha, Douglas, Sarpy, Cass, Dodge, Washington, Council Bluffs, Pottawattamie, Fremont, Harrison, Mills, Montgomery, Paige, Shelby	M, T, W, Th, F	8am-5pm

## Non-Profits

These are the nonprofits who provide transit services or pay for all or a part of their clients transportation needs and participate in regional coordination efforts through the CTC. A full list of providers, with a description of their services can be found in Appendix A, a breakdown of their services and contact information can be found as a part of the mobility management guide. In appendix B there is a mobility management guide with the hours, client base, and contact information for many of these providers.

Agency	Location	Days of Operation	Hours
Crossroads of Western Iowa	Pottawattamie, Harrison, Woodbury, Monona	M, T, W, Th, F,	7am-7pm
Black Hills Works	Omaha, Bellevue	M, T, W, Th, F, S, S	24
Friendship Program	Omaha, Bellevue	M, T, W, Th, F,	8am-5pm
Eastern Nebraska Community Action Partnership	Omaha	M,T,W,Th,F,S,S	24
Pottawattamie County Veterans Affairs	Pottawattamie	M, T, W, Th, F	8am-5pm
Refugee Empowerment Center	Omaha	M, T, W, Th, F	8am-5pm
New Cassel Retirement Home	Omaha	M, T, W, Th, F, S, S	8am-5pm
Intercultural Senior Center	Omaha, Bellevue, Ralston	M, T, W, Th, F	8am-5pm

## Other Transportation Services

In addition to the paratransit and fixed route services offered in the Metro area there are several taxi, private bus, and commuter transit services offered. These services operate in Omaha and Lincoln providing options for inter and intra city transit.

### *Intercity Bus Transit*

The University of Nebraska Engineering School operates a commuter shuttle, that is open to the public, between the Omaha and Lincoln campuses with two additional stops at the University of Nebraska Medical College and off exit 439 on I-80. The N-E Ride goes between Lincoln and Omaha four times a day starting at 8am and ending at 5:45, there is no cost for the service.

Currently there are three private intercity bus companies operating between Omaha and Lincoln. These are Greyhound, Megabus, and Burlington Trailways. The three companies offer a variety of trip times, costs, and pickup and drop off locations.

### *Ridesharing*

MAPA operates a regional trip matching platform known as Metro Rideshare. This platform allows users to sign up and enter their trip origin, destination, preferred modes, and gender and smoking preferences to match with others in the region looking to make a similar trip. Several large area employers have adopted this platform and use it to manage parking demand and promote active commuting options.

The Nebraska Department of Transportation offers a subsidized vanpool program through Enterprise Rent-A-Car. Vanpools are arranged through employers for employees to commute to and from work in and each vanpool is set up to best suit the needs of the riders.

Happy Cab consolidated cab company operates in both Omaha and Council Bluffs providing on demand and scheduled taxi services. Cab service is operated all day every day of the week, rates are set by the Public Service Commission.

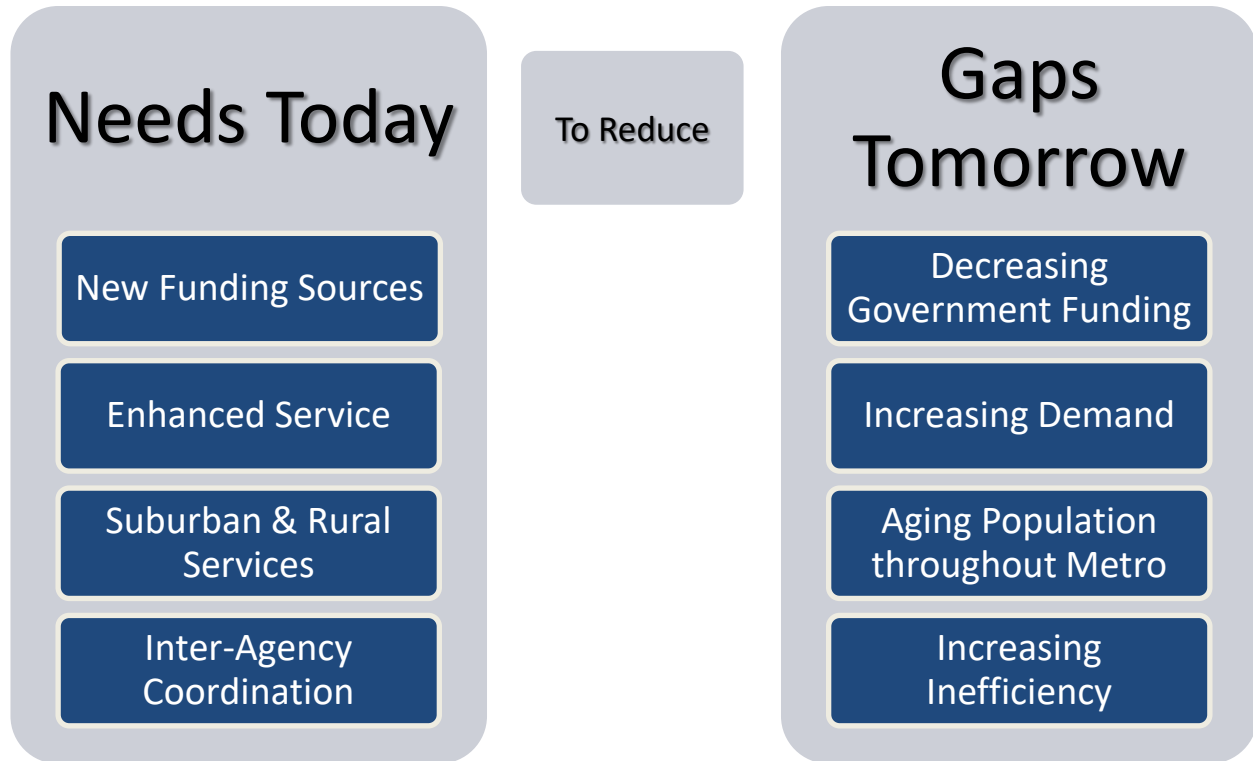
Both Uber and Lyft operate in Omaha providing on demand service, rates may vary by time of day and levels of demand, service provided in Council Bluffs and Pottawattamie County is sporadic and unreliable.

## **4– Needs and Gaps**

Many current and future needs and gaps for transit service exist in the area, this section details the main issues that MAPA staff and the members of the CTC identified. The focus is on providing services to the changing demographics anticipated in the Omaha-Council Bluffs area.

Themes include the stagnation of funding, the need for more/better coordination efforts, and the geographic limits of service. Currently the main gaps in service would be best solved with enhanced coordination of existing services and expansion of boundaries. Fleets and facilities require funding to maintain and continue scheduled updates, including scheduling and dispatching software.

By identifying and grouping the needs and gaps the CTC will be able to prioritize issues and develop coordination efforts and grant criteria to fund programs that will address these needs and fill in the gaps in service.



## Current

The needs and gaps identified below were compiled based on the provider surveys that were completed, input from the CTC stakeholders, and the findings of previous studies and plans.

## Gaps

- Services are insufficient to address all the needs of those in the community
  - Isolation and insufficient options for low- to moderate-income people
  - Transit options for those with disabilities
  - Transit and paratransit service to suburban and rural communities
  - Transportation for non-standard shift work
- There is no centralized communication system in place to facilitate communications
- The inadequate coordination between housing, transportation, and social service providers and advocates

## Needs

- Additional funding sources to keep current programs and services
- Funding sources to cover unmet needs
  - Employment focused transportation services
    - Services that go from areas of high unemployment to job centers
    - Transit that runs during second and third shift hours
    - Reliable, consistent transit options throughout the metro area
  - Services to areas that do not currently have public transit options

- Inter-agency coordination for:
  - Public-private communication
  - Cross jurisdictional cooperation
  - Assistance for people dependent on multiple services
  - Public information about available services
  - Housing, transportation, and social service providers
- Expanded suburban and rural transportation services for all users

## Housing

In the discussions of needs and gaps in the Omaha-Council Bluffs area the disconnect between housing options, choice, and the availability of transportation access for those unable to drive themselves was a recurring theme.

In 2016 and 2017 the cities in the MAPA region participated in a national Housing and Urban Development (HUD) program the Omaha-Council Bluffs area called Affirmatively Furthering Fair Housing (AFFH) which looked at housing options, choices, and needs in the area.

Through the outreach done it was discovered that increased access and funding for public transit was felt to be one of the most important issues for more fair and equitable housing choices. Affordable housing near jobs and services was another main concern for survey respondents.

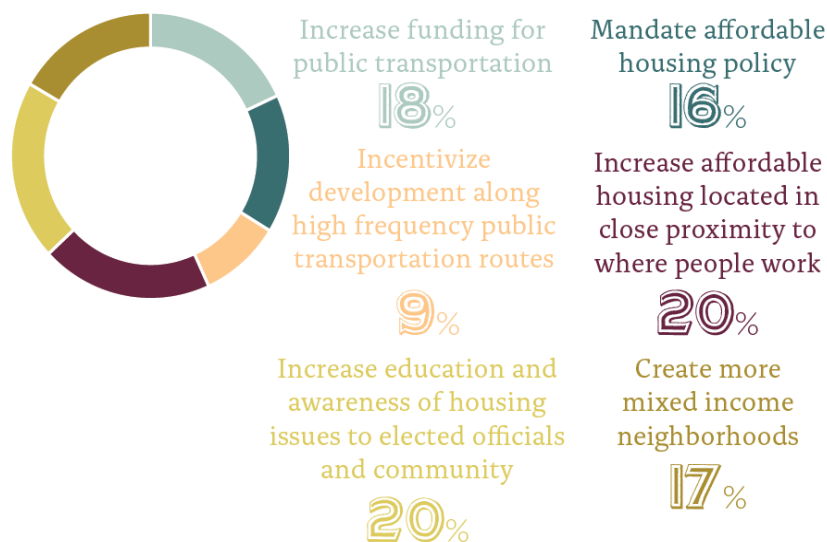
## Finding Transportation

Susan Lacy has a daughter, Cassie, who works at Creative Hair Design. Cassie has been employed there for four years, and absolutely loves it. Cassie is eligible for would like to rely on the city's paratransit service, known as MOBY, as her primary method to and from her job. However, Creative Hair Design is located just beyond MOBY's range for providing transportation.

Since Cassie's work is very important to her and provides her with a sense of pride and accomplishment, Susan's husband volunteers to drive Cassie to work every morning.

This takes about one hour, roundtrip, and becomes challenging if he is sick or if the couple travels out of town. Susan and Cassie are hopeful that there will be other means of transportation available in the near future, because the current arrangement is not sustainable long-term.

How would you spend our federal dollars to solve our most pressing fair housing issues?



As a part of their survey the City of Omaha asked what locations people would like to be able to access via transit and found that many of the most requested destinations are difficult to serve suburban areas. A word cloud of the answers shows the density of responses.

Q51 Are there places in the Omaha metro area that you wish you could access by public transportation but cannot?



These findings match closely with the current and future needs and gaps identified through the CTC stakeholders. Housing and employment locations will should to be considered together in future development, transit and walkability are important factors for all new and infill building, and the needs of those with limited mobility should be considered in infrastructure decisions.

## Future

Below are the needs and gaps that were identified through the CTP planning process using stakeholder input from the CTC, demographics projections, and analysis from previous plans and studies.

### Needs and Gaps

- Greater funding gap as federal funding stagnates or disappears
- As our populations age in the suburbs it will become more difficult to provide services to a much larger geographic area.
  - Increased caregiver burden for family members due to decreased transportation options
  - Increased cost for providers and clients
- With medical advancements and more chronic conditions there could be a higher percentage of elderly who are dependent on social services to meet their needs
  - Children unable to take care of disabled parents
  - Smaller families
  - Longer life spans but not healthier



## 5 – Strategies

For each of the goal areas the CTC developed action-oriented strategies to work towards over the coming years. Some of the strategies focus on how to best allocate funds and others are projects that the CTC has decided to address as a committee during their meetings.

### Enhance Collaboration

#### Strategies

- Create a One Call Center or partner with an existing call center in the area
- Utilize the CTC message board to its fullest
- Develop resource list for area nonprofits
- Identify foundation grants and opportunities that CTC members may be eligible for
- Work as a committee to partner on grants and projects
- Raise funds through a special entity developed by the committee for events like Omaha Gives

### Raise Community Awareness

#### Strategies

- Develop resource list for area nonprofits
  - This needs to be updated regularly
  - Searchable database
  - Open to nonprofits and citizens
- Incorporate agencies outside of the CTC into the agency spotlights
- Advocate for transit and paratransit in all parts of the transportation system
- Bring the goals and mission of the CTC to other committees and groups that members are a part of
- Develop training for elected officials and transit entities on how to ride transit as someone with a disability
- Use the committee to track and advocate for legislation that benefits members of the CTC
- Increase CTC involvement at TTAC, ProSeCom, and HL2050 meetings

#### Seeking Independence

One of these people is Annette Wolfe, a single parent of two. For her family, transportation is a very large issue. Annette is dissatisfied with the lack of transportation options for those who live farther west from the transit system routes. The closest stops to her home have very limited time slots for riders and are too limited to be considered useful.

Annette's daughter would greatly benefit from more transportation options. She is 16-years-old, on the autism spectrum, volunteers every other weekend and is looking for more opportunities to improve her social skills to prepare for life after high school. It is unlikely she will ever be able to drive, and the lack of transportation options are a massive restriction that limits the opportunities available.

The family has tried other transportation options, like Uber or a taxi service, but they were too costly and consumed a large portion of Annette's earnings. Annette's availability to take off work varies and is not consistent enough to be a dependable option. Plus, neither of these options would help Annette's daughter develop the sense of independence she seeks.

Access to more transportation alternatives would open more work and volunteer opportunities, as well as allow her daughter to develop skills that make her more independent. A greater transportation system would provide more viable options for her family and other families with disabilities.

## Provide Options and Connections

### Strategies

- Lend CTC support for transit-related projects in the region
- Develop educational resources on how to ride transit and navigate the area without a car
  - Bus training
  - Bike training
  - Multi-lingual training and navigation events
- Create an application to compare ride options and do cost analysis
- Work toward breaking down organizational barriers

## 6 – Funding Sources

There are two main federal funding sources for the region which are overseen by the CTC, these are the 5310 grant program and the Veterans Transportation Community Living Initiative (VTCLI). Both of these programs focus on providing transportation for those over 65 and those with disabilities in the region and making better use of existing resources through increased coordination efforts.

### VTCLI

MAPA is the recipient of a Veterans Transportation Community Living Initiative. The VTCLI program is designed to create a central ride scheduling and dispatching center for the region and improve the access of veterans and their families to services in the area.

### 5310

The Section 5310 program provides formula funding to states for the purpose of assisting private nonprofit groups and certain public bodies in meeting the transportation needs of elders and persons with disabilities. Funds may be used only for capital and operating expenses to support the provision of transportation services to meet the specific needs of seniors and individuals with disabilities. States receive these funds on a formula based on statewide population.

### Intent of the program

The Section 5310 program provides formula funding to states for the purpose of assisting private nonprofit groups and certain public bodies in meeting the transportation needs of those over 65 and persons with disabilities. Funds may be used only for capital and operating expenses to support the provision of transportation services to meet the specific needs of seniors and individuals with disabilities. States receive these funds on a formula based on statewide population.

The federal grant requirements are that a minimum 55% of all 5310 funds for a year go to Capital purchase, MAPA will evaluate this on a year to year basis depending on the applications.

### Capital Purchases Funding

Capital Purchases must make up at least 55% of the funds allocated in a year. This funding is for the purchase of infrastructure for paratransit service or the coordination of paratransit services. In the past, applications for capital funding focused on maintaining existing service. In light of this, MAPA is looking at these funds from an asset management perspective. Our program will revolve around replacing eligible paratransit vehicles, but remain flexible to allow for new regionally significant projects that may be proposed.

Examples of Capital Purchase include:

- ADA compliant vehicles
- Wheelchair lifts, ramps, and securement devices
- Scheduling, routing, and call systems for paratransit
- Mobility management programs
- Contracting or leasing of transportation services

For a more complete list please visit the FTA website at:

<https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310>

### *Operations Funding*

Operations funding cannot make up more than 45% of the funds allocated in a year. This funding is for projects related to the operations and management of paratransit service and for programs that promote the coordination of paratransit services.

Examples of Capital Purchase include:

- Travel training
- Mobility management
- Bus stop shelter and facility improvements
- Signage and wayfinding projects
- Volunteer training programs

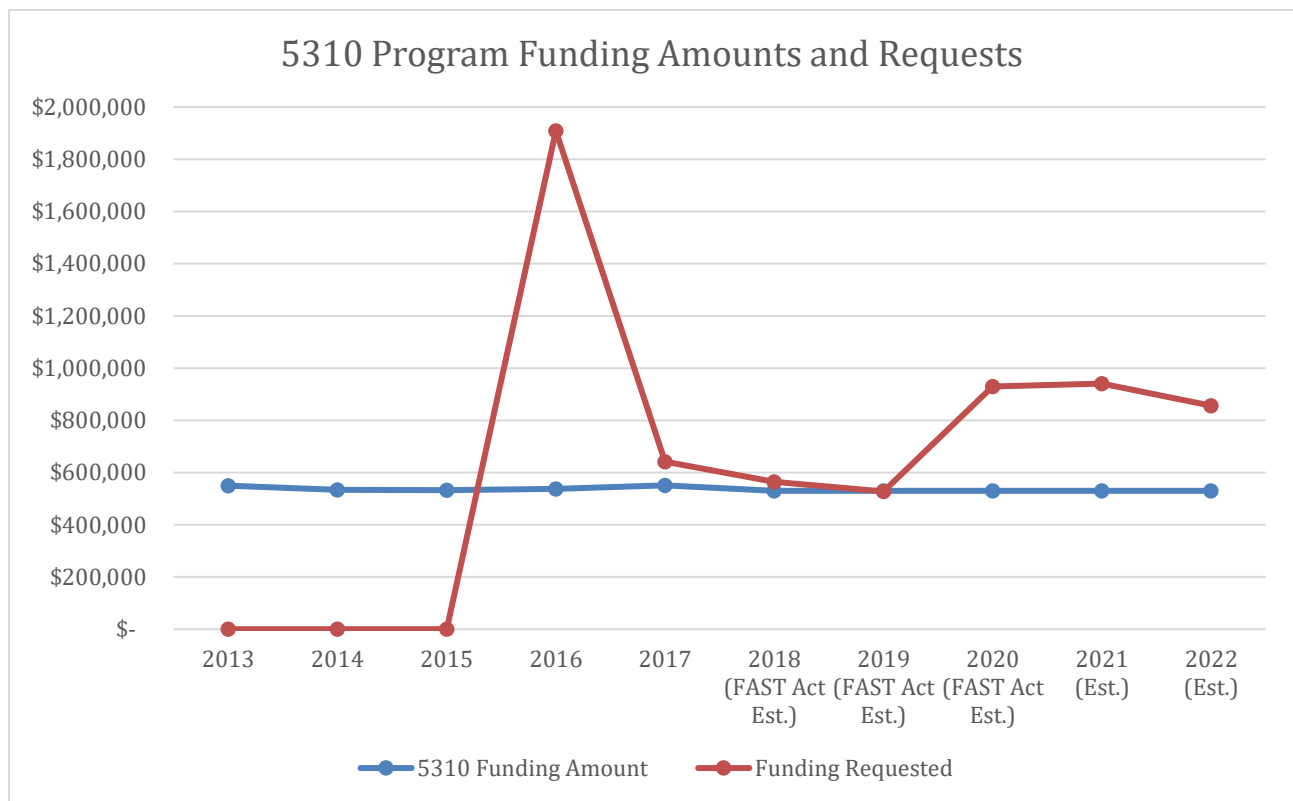
For a more complete list please visit the FTA website at:

<https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310>

### *Funding amounts*

FTA funding is based on population and funds for the 5310 program are directly tied to the number of senior citizens and persons with disabilities counted in the Omaha-Council Bluffs region in the decennial census. This tends to be between \$500,000 and \$550,000 each year with MAPA estimating \$530,000 per year through 2022.

The Fixing America's Surface Transportation (FAST) Act guarantees funding through 2020, though the exact amounts will be determined each year. The chart below shows the amount of funding the region received from 2013 through 2017 and the anticipated amounts for 2018 through 2022. Also included is the amount requested each year in grant applications from local agencies. Requests for 2013, 2014, and 2015 were held until 2016 and all four years of funding were utilized to meet that request.



### Local match requirements

All federal funding requires local match, the amount of match required varies based on program and project type. The 5310 Program funding is broken down into two programs, Capital and Operations which have different local match requirements.

Federal funding generally cannot be matched with other federal funds.

In Kind match can be used for some local match but is often more difficult to bill and account for.

### Capital Funding Match

For capital projects 5310 program funds can be used for up to 80% of the project cost. A minimum of 20% local match dollars must be provided from state or local funds. It is encouraged that this match be cash and not in-kind match of staff time or other services.

### Operations Funding Match

For operations projects 5310 program funds can be used for up to 50% of the project cost. A minimum of 50% local match dollars must be provided from state or local funds. It is encouraged that this match be cash and not in-kind match of staff time or other services.

### Project Selection

The 5310 project selection process was developed by an in depth subcommittee process and approved by the CTC, approved for recommendation by the Transportation Technical Advisory Committee (TTAC) and approved by the MAPA Board. It consists of two parts: a vehicle replacement plan for capital funds

and applications for operations. This process may undergo changes on an annual basis. The most up to date vehicle purchase plan and operations funding application can be found [here on MAPA's website](#).

# Appendix A

## Transit and Paratransit Providers in the CTC

Descriptions and service details

### Transit

#### Metro Transit

##### Fixed Route

Metro Transit offers open fixed routes and express route services in the Omaha City limits with 28 different routes. Fixed route services operate from 5am – 11pm six days a week with several of the more central routes operating on 15 minute frequencies. All Metro transit buses are equipped with wheelchair ramps and restraints and are ADA accessible.

##### Moby Service

Metro Transit offers on demand, curb-to-curb paratransit service at a ¼ mile buffer along all of its fixed routes. To be eligible for Moby service riders must have a condition that prevents them from being able to use the regular fixed route services provided. All Moby buses and vans are ADA compliant and allow for personal care attendants to ride at no cost, companions are allowed to ride but must pay a fee.

#### Southwest Iowa Transit Authority (SWITA)

SWITA provides rural transit service to Cass, Fremont, Harrison, Mills, Montgomery, Page, Pottawattamie, and Shelby Counties. Services provided include limited fixed routes, express routes, and on demand curb-to-curb service, as well as in city taxi service.

#### Veterans Affairs

The VA Hospital in Omaha provides curb to curb service to any VA patients in the area that the hospital covers, this includes all of Omaha, Douglas County, Sarpy County, Council Bluffs, and Pottawattamie. Fremont, Harrison, Mills, Montgomery, Page, and Shelby Counties. This service runs Monday through Friday during business hours.

#### Bellevue Paratransit Agency

The City of Bellevue operates an on-demand, curb-to curb bus service for residents of Bellevue who are over 60 or have a disability that makes them unable to drive. This service operates Monday- Friday from 7:30am – 3:30pm.

#### La Vista - Ralston Special Services Bus Program

The Cities of La Vista and Ralston operate a combined on-demand, curb-to curb bus service for residents of Bellevue who are over 60 or have a disability that makes them unable to drive. This service operates Monday- Friday from 7:30am – 4:30pm.

#### Papillion Paratransit Agency

The City of Papillion operates an on demand bus service for residents of Papillion who are over 65 or are Medicaid/Medicare eligible. This service operates Monday- Friday from 7am – 4pm and takes residents in a 10 mile radius of the City limits.

### [Council-Bluffs Paratransit Agency](#)

Council Bluffs contracts to provide ADA paratransit services to the residents of the City of Council Bluffs to Omaha from Hamilton Street, to Woolworth Avenue, and as far west as 42<sup>nd</sup> Street. This includes service to the VA Medical Center and the University of Nebraska Medical Center. The hours of operation for the paratransit service are now 5:15 am to 11:30 pm Monday – Friday and 6:45 am to 8:45 pm on Saturday. This service is open to those who are Medicare/Medicaid eligible or have a disability which prohibits them from driving.

### [Eastern Nebraska Office on Aging](#)

ENCAP provides door-to-door on demand transportation services to those who are eligible for Medicare/Medicaid. ENCAP serves those who live outside of the urbanized area, in Douglas, Sarpy, Cass, and Washington Counties. Transportation services are provided Monday-Friday 8am-5pm.

### [Non-Profits](#)

#### [Eastern Nebraska Human Service Agency](#)

ENHSA operates door-to-door paratransit services to their clients from 8am-5pm and on extended hours for special activities and appointments. ENHSA operates within Douglas, Sarpy, Cass, Dodge, and Washington counties. Transit services are primarily for clients to get to and from EHSA events but can also be used for shopping, medical, educational, and work trips.

#### [Heartland Family Services](#)

The Heartland Family Services provides as needed transportation services to clients, who meet certain requirements, Monday- Friday. The transportation runs during regular business hours to and from doctor's office, shopping, and other trips.

#### [Lutheran Family Services](#)

Lutheran Family Services' Community Services Division in Omaha transports refugee clients on a limited basis using one dedicated van. Additional staff members provide rides to clients in order to insure that they get to critical appointments, job interviews, and new employee orientations.

#### [Heartland Workforce Solutions](#)

Heartland Workforce Solutions distributes transit passes for their clients. The agency does not provide direct transportation for their clients.

#### [Crossroads of Western Iowa](#)

Crossroads of Western Iowa offers door-to-door transportation to its clients with disabilities. The service is available in the morning, afternoon and evening hours to Pott, Harrison, Woodbury, and Monona counties area.

#### [Black Hills Works](#)

The Black Hills Works provides transportation to those who are Medicaid/Medicare eligible, over 65, and those with disabilities in the metro area.

#### [Friendship Program](#)

The Friendship Program provides transportation to their clients who are over 65 and disabled. This service is available Monday- Friday for medical, shopping and recreation.

#### Eastern Nebraska Community Action Partnership

The ENCAP offers door-to-door, curb-to-curb and scheduled routes transportation choice to those over 65, disabled, low income, veterans, children and youth, and those who are Medicaid/Medicare eligible. The service is available 24hrs, 7 days a week in the Douglas and Sarpy County area.

#### Florence Home for the Aged

Florence Home offers comprehensive door-to-door, enter residence, enter destination, and on-demand paratransit transportation to its residents who are over 65, disabled, and Medicaid/Medicare eligible. The transportation is provided for medical, shopping and recreational purposes. The service is available from 7am-6pm Monday-Friday.

#### Sheltering Tree

Sheltering tree distribute transit passes for their clients. The agency does not provide transportation.

#### New Cassel Retirement Center

The New Cassel Retirement center offers door-to-door, enter destination, on-demand paratransit, and transfer service to another agency transportation to those over 65, disable and economically/socially disadvantage. The service is available 7-days a week during the day and some evenings in the Omaha metro area.

#### Pottawattamie County Veterans Affairs

The Pottawattamie County Veterans Affairs offers door-to-door transportation to those over 65, disabled, and economically/ socially disadvantage. The agency transport their clients to and from the VA hospital.

#### Refugee Empowerment Center

One of many services provided by the Refugee Empowerment center is door-to-door transportation service to refugees from 8am-5pm. The transit service is primarily for medical and employment purposes.

## Vehicles in the region

Table A.1 shows all of the vehicles in the region purchased with federal funding. All vans and bus are ADA compliant.



Agency	Number of buses	Number of vans	Other / Passenger Vehicles	Agency Total Vehicles
<i>Metro Transit</i>	108	25	4	137
<i>Crossroads of Western Iowa</i>	1	21	16	38
<i>Intercultural Senior Center</i>	1	2		3
<i>Friendship Program</i>	5	5		10
<i>Eastern Nebraska Community Action Partnership</i>	3	5	1	9
<i>Florence Home</i>	2	1	3	6
<i>City of Papillion</i>	2	0		2
<i>City of Bellevue</i>	4	0		4
<i>South West Iowa Transit</i>	56	14	5	75
<i>Eastern Nebraska Office on Aging</i>	2	9		11
<i>City of Council Bluffs</i>	4			4
<i>Refugee Empowerment Center</i>	1			1
<i>New Cassel Retirement Home</i>	4		2	6
<i>Black Hills Works</i>		3		3
<i>Cities of LaVista and Ralston</i>		4		4
<i>Heartland Family Services</i>			10	10
<i>Sheltering Tree</i>			4	4
<b>Totals</b>	<b>193</b>	<b>89</b>	<b>45</b>	<b>327</b>

# Appendix B

## Mobility Guide for seniors and those with disabilities

**Omaha-Council Bluffs**

### 2018 Regional Transportation Resource Guide

Online, mobile friendly, and bilingual versions available

Versiones electrónicas están disponibles en varios idiomas online.

WEBSITE

*This guide is a starting point for residents who wish to travel throughout the area, as well as access nearby regions, without the need for a personal vehicle.*

### Frequently Asked Questions

**Who do I call if I am not sure which service I need?**  
Please call 2-1-1, United Way's FREE 24/7 bilingual helpline, for referrals to an appropriate transportation provider.

**What are the different types of transportation services and what do they mean?**  
**Fixed Route** transit runs on a specific route, with set stops, and a time schedule. This is what most people think of when they think of bus service.

**Paratransit** is demand response service provide in conjunction with regular fixed route service for those with disabilities whose disability precludes them from being able to access regular fixed route services. Paratransit services run within a 3/4 mile buffer zone around all fixed route lines.

**On Demand** service is where the passenger calls ahead and schedules a ride with the transit operator. There is usually a 24 time limit for scheduling.

**Are the transportation resources listed accessible by wheelchair?**  
The "passenger type" column in the resource guide will show a wheelchair icon if the transportation provider has indicated their service has wheelchair accessible vehicles. Not all of the providers' vehicles may be equipped to handle wheelchairs. Please call ahead of your scheduled pick-up to request a wheelchair accessible vehicle.

**I travel with a Personal Care Assistant (PCA). May my PCA travel free, or at a discount rate?**  
You should call the transportation provider at least 24 hours ahead of time to determine a rate for your PCA. Some providers offer free or discounted rates, while other providers charge the full fare.

**Who can I contact with suggestions about improving our area's transportation service?**  
Please go to <http://www.ometro.com/index.php/contact/comment-form/> or call Metro Transit at 402-341-0800 and ask for the Transportation Planner.

**Where can I learn more about transportation in our area?**  
To learn more about MAPA and transportation planning in our area visit [www.mapacog.org](http://www.mapacog.org), or call the number listed to the left for details regarding the next transportation planning meeting open to the public.

**MAPA**  
Area Planning Agency

This Resource Guide is brought to you by the Omaha-Council Bluffs Metropolitan Area Planning Agency

### Metro Services

**Services Provided by Metro**  
Metro Transit provides fixed route and express route service to the Omaha-Council Bluffs region. Riders board the bus at fixed stops and pay for the ride on the bus using a fare card or cash. If you use a Metro Reduced Fare ID for students, seniors, disabled, or Medicare, please have the ID ready to show the operator when you deposit your fare. These routes are shown below. How to ride instructions and tips can be found at <http://www.ometro.com/index.php/ride-guide/how-to-ride/>

**Services Provided by Moby**  
MOBY is an advance reservation paratransit service for metropolitan area and is designed for those with a disability that prevents them from riding the regular fixed route bus service.

MOBY service mirrors the geographic areas, days, and hours of the fixed route transit network. Changes to fixed-routes service level (routing, days or hours) will have the same effect on MOBY's complementary paratransit service.

MOBY provides complementary paratransit service to origins and destinations within corridors with a width of three-fourths (¾) of a mile on each side of each fixed route. The corridor shall include an area with three-fourths (¾) of a mile radius at the ends of each fixed route.

Prospective MOBY clients must complete an ADA application to determine eligibility. The applications are available [here](#), or by calling 402-341-0800, ext. 2105.

### General Numbers to Call

**For highway traffic information** call 5-1-1

**For bike and pedestrian resources** call MAPA at (402) 444-6866

**The Department of Health and Human Services** has a centralized call center for all Medicaid and Medicare trips

**Toll Free:** (844) 531-3783  
**Local Omaha:** (402) 401-6999  
**TTY Line:** (402) 401-6998  
**Provider Line:** (402) 401-6990  
**FAX:** (402) 934-8622  
**Email:** [Kimberly.Early@nebraska.gov](mailto:Kimberly.Early@nebraska.gov)

**If you are unsure of what services you are in need of** call United Way of the Midlands at 2-1-1 or use their online database at <http://www.ne211.org/>

Major Providers	
Route Type	Fare Charge
<b>Fixed Routes (Metro)</b>	One-way: Reduced Fare:
<b>Paratransit (Moby by Metro)</b>	One-way: Same Day Trip: Additional Trips:
<b>Demand Response (non-Metro)</b>	Council Bluffs: Bellevue: La Vista/Ralston: Papillion:

\*Fares are subject to change.  
Contact The District for current fares.

Demand & Response Days of Operation	
<b>COUNCIL BLUFFS</b>	
Within Council Bluffs	Mon thru Sat
<b>BELLEVUE</b>	
Bellevue Residents Only	Mon thru Fri
<b>LA VISTA/RALSTON</b>	
La Vista/Ralston Residents Only	Mon thru Fri
<b>PAPILLION</b>	
Papillion Residents Only	Mon thru Fri
<b>SWITA</b>	
Fremont, Page, Mills, Montgomery, Ponawattamie, Cass, Shelby, and Harrison Counties in Iowa	Every Day

## 2018 MAPA Transportation Resource Guide

**MEDICAID RECIPIENTS (DIAL 866-905-8545)**

Medicaid recipients are eligible for medical transportation. Medicaid trips must be scheduled through Medicaid. The District has no control on scheduled trips or times.

**Specialized Transportation Services**

**2-1-1 (DIAL 2-1-1)**

Administered by United Way, 2-1-1 is a free National information and referral service which connects people who need assistance to the proper channel. 2-1-1 can be reached 24 hours a day, 7 days a week, and offers bilingual service.

## 2018 MAPA Transportation Resource Guide

\*Transportation Guides are continually updated as provider information changes

[illegible]


# Appendix C

## 2017 CTC Meeting Schedule and Minutes

The CTC meets the third Wednesday of every month, in 2017 there were a total of 9 meetings.

January	18
March	15
April	19
May	17
June	21
July	19
August	20
September	18
December	13

At the January 2017 CTC meeting members who were interested in reviewing technical data and making recommendations on goals and strategies to the committee created working groups.



Omaha-Council Bluffs  
Metropolitan Area  
Planning Agency

MEETING NOTICE

**DATE:** January 11<sup>th</sup>, 2017  
**TO:** Coordinated Transit Committee (CTC)  
**FROM:** Megan Walker, Assistant Planner  
**RE:** January 18<sup>th</sup>, 2017 CTC Meeting

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The Coordinated Transit Committee will meet **Wednesday December 14<sup>th</sup>, 2016 at 10:30 am** at the **MAPA Offices – Downstairs Training Room**. Please enter the building through Metro's front door and follow the signs to the Training Room in the lower level. The agenda item materials are available at the MAPA offices and online at <http://www.mapacog.org/boards-a-committees/58-agendas>.

AGENDA


**For CTC Approval**

- Introductions
- Meeting Minutes  
The committee will consider approval of the December 14<sup>th</sup>, 2016 CTC meeting minutes. (Action Item) (Attachment)

**For CTC Discussion**

- Statewide Mobility Management Program  
NDOR will present on the statewide mobility manager program that they are developing
- Saway County Transit Feasibility Plan  
Olsson and Associates will present on the preferred alternative and gather feedback
- Agency Spotlights  
Agencies will sign up for spotlights for 2017
- CTC  
CTC Members will finish signing up for focus groups
- Additional Business
- Next Meeting  
The next CTC meeting will be at 10:30 on January 18. This meeting will be located at the MAPA Downstairs Training Room.
- Adjourn

Assistive aids, language assistance, and services are available when requested in advance, please call the office.  
If you are unable to attend, please email [megan.walker@mapacog.org](mailto:megan.walker@mapacog.org) or call [402-444-8866](tel:402-444-8866).



2222 Cuming Street  
Omaha, NE 68102-4328

402-444-8866 e  
402-342-0949 f

[www.mapacog.org](http://www.mapacog.org)  
[mapa@mapacog.org](mailto:mapa@mapacog.org)

Coordinated Transit Committee Minutes

**Date:** Wednesday, April 19, 2017 10:30 a.m.

**Location:** MAPA Offices, Omaha, NE – Training Room

**In Attendance:**

Chair:

Uta Picker, Heartland Family Services

Vice-Chair:

Ann Grober, City of Council Bluffs

Rita Hamel, Crossroads of Western Iowa

Lori Hansen, City of Papillion

Karen Jackson, City of Bellevue

Rob Koneck-Wilcox, ENCAP

Mark Lander, SWITA/SWIPCO

Lee Myers, AARP

Erin Porterfield, HWS

Vicki Quates-Ferris, Empowerment Network

Kelly Shadden, Metro

Traci Shobe, Omaha Public Schools

Renee Stewart, UNMC

Randy Stoney, ENHSA

Scott Stopak, City of La Vista

Rick Surber, Lutheran Family Services

**MAPA Staff**

Court Barber

Christina Brownell

Fabiola Nomenyo

Megan Walker

**For CTC Approval**

**1. Introductions**

Ms. Picker called the meeting to order at 10:32 a.m. She welcomed the committee and introductions were made.

**2. Meeting Minutes**

Ms. Picker introduced the March 15, 2017 minutes and asked if there were any additions, deletions or corrections. Ms. Grober asked for a correction to the wording in the 5310 notes and to edit the time of adjournment to 11:35 a.m.

Ms. Grober MOTIONED to approve the March 15, 2017 minutes with changes noted above.

---

**Coordinated Transit Committee Minutes**

Ms. Qualtes-Ferris **SECONDED**.

Motion passed.

**Discussion Items**

**3. Agency Spotlight**

Ms. Rita Hamel, Community Engagement Director at Crossroads of Western Iowa (CWI), presented to the committee for the Agency Spotlight. CWI was founded in 1975 and serves Sioux City, Ottawa, Missouri Valley and Council Bluffs with plans to eventually expand into the Omaha area. CWI serves a wide-array of individuals with disabilities such as Down syndrome, autism, epilepsy, persons suffering from brain injuries etc. and provide services such as supported community living, employment services and community integration opportunities. In 2016, CWI served nearly 370 individuals and placed 56 into active employment.

**4. Informal Coordination Update**

Ms. Walker presented to the committee on the upcoming website and proposed guidelines.

**5. Coordinated Transit Plan Strategies and Goals Focus Group**

Ms. Walker and Mr. Barber lead a discussion to develop strategies for implementing the proposed goals of the Coordinated Transit Plan. Notes from this discussion are attached.

**6. Additional Business**

No additional business was discussed.

**7. Next Meeting**

The next meeting will be at 10:30 a.m. on May 17<sup>th</sup>, 2017 in the MAPA Downstairs Training Room.

**8. Adjourn**

Ms. Picker adjourned the meeting at 12:00 p.m.

At the July 2017 CTC meeting members of the 5310 focus group presented their recommended scoring rubric for administering 5310 funds in accordance with the goals and strategies previously developed by the CTC .

**MEETING NOTICE**

**DATE:** July 12<sup>th</sup>, 2017  
**TO:** Coordinated Transit Committee (CTC)  
**FROM:** Megan Walker, Associate Planner  
**RE:** July 19<sup>th</sup>, 2017 CTC Meeting

The Coordinated Transit Committee will meet **Wednesday July 19<sup>th</sup>, 2017 at 10:30 am** **Please Note That This Meeting will be 90 Minutes** at the **MAPA Offices – Downstairs Training Room**. Please enter the building through Metro's front door and follow the signs to the Training Room in the lower level. The agenda item materials are available at the MAPA offices and online at <http://www.mapaonline.org/boards-a-committees/ctc-agendas>.

**AGENDA**

**For CTC Approval**

1. Introductions
2. Meeting Minutes  
The committee will consider approval of the June 21<sup>st</sup>, 2017 CTC meeting minutes. (Action Item) (Attachment)
3. Membership List  
Staff will review the CTC membership lists and the opportunities for updates and changes to membership. (Action Item) (Attachment)

**For CTC Discussion**

4. 5310 Rubric  
Staff will present the goals and strategies and facilitate discussion with the committee on how to prioritize these goals in the 5310 grant scoring rubric.
5. Additional Business
6. Next Meeting  
The next CTC meeting will be at 10:30 on August 23<sup>rd</sup>. This meeting will be located at the MAPA Downstairs Training Room.
7. Adjourn

Auxiliary aids, language assistance, and services are available when requested in advance, please call the office.  
Si necesita ayuda con traducción, por favor llame al oficina.

Coordinated Transit Committee Minutes

**Date: July 19, 2017**

**Location: MAPA Offices, Omaha, NE – Training Room**

**In Attendance:**

Chair:

Lisa Picker, Heartland Family Services

Vice-Chair:

Ann Grober, City of Council Bluffs

Lori Hansen, City of Papillion

Rob Koneck-Wilcox, ENCAP

Daurine Petersen, SWITA/SWIPCO

Kelly Shadden, Metro

Randy Stonys, ENHSA

Rich Surber, Lutheran Family Services

Bob Mathews, Black Hills Works

Rita Humley, Crossroads of Western IA

Scott Stopak, City of La Vista

Karen Jackson, City of Bellevue

**MAPA Staff**

Court Barber

Travis Halm

Fabiola Alikpokou

**For CTC Approval**

**1. Introductions**

Ms. Picker called the meeting to order at 10:30 a.m., welcomed the committee and introductions were made.

**2. Meeting Minutes**

Ms. Picker introduced the June 21, 2017 minutes and asked if there were any additions, deletions or corrections.

Ms. Grober MOTIONED to approve the June 21, 2017 minutes.

Mr. Matthews SECONDED.

Motion passed.

**3. Membership List**

6/21/17

1



#### Coordinated Transit Committee Minutes

Mr. Court Barber presented to the committee a revised Membership List. Ms. Picker moved to include Lee Myers as a voting member, and include Crossroads of IA on the membership list. Lori Hansen requested to have only her name listed for the City of Papillion.

Ms. Grober MOTIONED to approve the list with the addition of Lee Myers and Crossroads of Western IA, and to amend City of Papillion's name to include only Lori Hansen.

Mr. Matthews SECONDED.

Motion passed.

Mr. Matthews requested to discuss quorum policy at the next meeting. Ms. Picker requested to discuss attendance policy as well.

#### For CTC Discussion

##### 4. 5310 Rubric

Mr. Barber provided an update on the 5310 rubric. Discussion of how to score applications for 5310 projects in the future. Mr. Barber talked about using the needs and gaps, as well as goals and strategies set by the committee to inform how the committee will want to select 5310 projects. Mr. Barber asked for feedback on the categories listed for Application and Scoring Considerations. Ms. Picker asked what the purpose of the previous work group was. Ms. Grober mentioned that no matter what the group came up with, they couldn't finalize anything. Mr. Barber mentioned that the feedback from members regarding the work group is that it was too many meetings and not enough opinions. Due to the feedback, the decision was made to bring the final stage of scoring to the group as a whole. Ms. Picker confirmed that the committee would not be doing a call for projects in December. Mr. Matthews expressed that the work group is counterproductive due to the distinct differences between nonprofits and city entities. Ms. Picker expressed how challenging it is for the committee to reach consensus. Ms. Picker went on to suggest the committee creates a work group that consists of one or two city members and non-profits. The group would develop three to five options for the committee to vote on. Ms. Jackson expressed her dissatisfaction with the 5310 system. After a long, fruitful discussion about the challenges of the 5310 system, how to spread the funding, and the competitiveness of the process, Ms. Picker suggested a smaller work group be created. She said the group should consist of an equal amount of cities and nonprofit members, and one arbitrary person beside MAPA to facilitate the process. Ms. Grober suggested that the work group start working as soon as possible. Ms. Hansen suggested the committee create agenda for the work group and no more than eight people in the group. Ms. Picker suggested guidelines and a timeline for the work group to follow to ensure work is being done and the group is being held accountable. Ms. Picker brought up how the selection process will work for the sub group. Mr. Matthews MOTIONED not to have called for project until a rubric is agreed upon

Coordinated Transit Committee Minutes

Ms. Grober SECONDED

Ms. Grober MOTIONED to have work group for the rubric

Mr. Matthews SECONDED

Add Lori Hansen last week's meeting minute.

Email interest to volunteer on the work group to Court and Megan

**5. Additional Business**

Ms. Alikpokou shared upcoming AFFH stakeholder and community engagement meetings with the group

**6. Next Meeting**

The next CTC meeting will be at 10:30 a.m. on August 23rd. This meeting will be located in the MAPA Downstairs Training Room.

**7. Adjourn**

The meeting was adjourned at 11:45 a.m.

In May 2018 the CTC reviewed the final changes and updates to the CTP and 5310 criteria. The draft plan was introduced for recommendation to TTAC and the MAPA Board for approval.

## MEETING NOTICE

**DATE:** May 9th, 2018  
**TO:** Coordinated Transit Committee (CTC)  
**FROM:** Megan Walker, Associate Planner  
**RE:** May 16<sup>th</sup>, 2018 CTC Meeting

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The Coordinated Transit Committee will meet **Wednesday May 16<sup>th</sup>, 2018 at 10:30** at the MAPA Offices – Downstairs Training Room. Please enter the building through Metro's front door and follow the signs to the Training Room in the lower level. The agenda item materials are available at the MAPA offices.

### AGENDA

#### For CTC Approval

1. Introductions
2. Minutes  
Minutes from the April meeting
3. Coordinated Transit Plan  
The CTC will vote on the Coordinated Transit Plan
4. Project Selection Guide  
Revote on this issue due to a technicality

#### For CTC Discussion

5. Easter Seals  
Staff from Easter Seals will present on their current projects
6. Metro Transit  
Staff from Metro will give an update on the Transit Development Plan
7. 5310 Update  
Staff will update CTC members on the status of the 5310 grants and vehicles.
8. Region Wide Trip Calendar  
MAPA staff will bring up and review how to use the Southeast Regional Trip Calendar through the Nebraska Statewide Mobility Management Network
9. Additional Business
10. Next Meeting  
The next CTC meeting will be at 10:30 on June 20<sup>th</sup>. This meeting will be located at the MAPA Downstairs Training Room.
11. Adjourn

Auxiliary aids, language assistance, and services are available when requested in advance, please call the office.  
If you are unable to attend, please call the office.

Coordinated Transit Committee Minutes

**Date:** Wednesday, June 20, 2018 10:30 a.m.

**Location:** MAPA Offices, Omaha, NE – Training Room

**Voting Members in Attendance:**

**Chair:**

Lisa Picker, Heartland Family Services

**Vice Chair:**

Ann Grober, City of Council Bluffs

Ann Erickson, Florence Home for the Aged

Cliff Hall, Friendship Program

Rita Hamel, Crossroads of Western Iowa

Lori Hansen, City of Papillion

Karen Jackson, City of Bellevue

Phil Johnson, Black Hills Works

Rob Koneck-Wilcox, Eastern Nebraska Community Action Partnership

Kelly Shadden, Metro Transit

Randy Stonys, ENHSA

Scott Stopak, Cities of La Vista/Ralston

Rich Surber, Lutheran Family Services

Heather Tomczak, United Way

Vicki Quates-Ferris, Empowerment Network

Dan Freshman, City of LaVista

Daurine Peterson, SouthWest Iowa Transit Association

**Associate Members in Attendance:**

Robert Blair, UNO Omaha

Shauna Dahlgren, Easter Seals

Lisa McMichael, Olie Webb Center

Meridith Dillon, City of Omaha

Melanee Peterson, Nebraska Vocational Rehabilitation

Dan Stuche, Omaha Public Schools

**MAPA Staff**

Court Barber

Christina Brownell

Megan Walker

**1. Introductions –**

Ms. Picker called the meeting to order at 10:30 a.m., welcomed the committee, and introductions were made.

**For CTC Approval –**

Coordinated Transit Committee Minutes

**2. Meeting Minutes – Action Item**

Ms. Picker introduced the May 16, 2018 Meeting Minutes for approval and asked if there were any additions, deletions or corrections.

Ms. Grober noted that the minutes stated they were approved with the changes and corrections noted, however there were no changes or corrections to the minutes. Ms. Grober also noted that Mr. Johnson made the Second, not Mr. Matthews.

Ms. Grober MOTIONED to approve the May 16, 2018 minutes with the changes and corrections noted above. Mr. Surber SECONDED.

Motion passed.

**3. Coordinated Transit Committee (CTC) Membership – Action Item**

Ms. Walker presented recommendations to the committee for changes to the voting membership based on meeting attendance records.

Agencies not meeting attendance requirements and recommended for removal from CTC voting membership are:

- City of Omaha Mayor's Commission on Disabilities
- Pottawattamie County Veterans Affairs
- Heartland Workforce Solutions
- AARP

Discussion:

Mr. Surber commented that he would like to see Heartland Workforce Solutions remain a voting member. Ms. Picker stated that her recommendation is to remove all of the agencies listed from voting membership as the committee has agreed upon attendance requirements and also stated the importance of consistency and not making exceptions. Mr. Freshman questioned if members that are being removed could be notified first and the committee take action at the next meeting. Ms. Picker again stated that the importance of attendance has been discussed by the committee and it is important to not undermine the requirements that the committee has established. Ms. Quaites-Ferris asked if members can request to join as voting members once they have met the necessary requirements. Ms. Walker confirmed that yes, once an agency meets the attendance requirements and if there are open spots for additional voting members, then that agency can request to become a voting member. Mr. Koneck-Wilcox stated that it is important that voting members are attending regularly to ensure a quorum. Ms. Grober stated that agencies being removed can be added at a later date, should they meet the requirements. Discussion ended.

Ms. Grober MOTIONED to remove all agencies listed above from the CTC voting membership. Mr. Koneck-Wilcox SECONDED.

Roll Call Vote:

06/20/2018

Coordinated Transit Committee Minutes

AYES: Erickson, Freshman, Grober, Hall, Hamele, Hansen, Jackson, Johnson, Koneck-Wilcox, Petersen, Picker, ,  
Quaites-Ferris, Shadden, Stonys

NAYS: Surber

ABSTAIN: None.

Motion passed.

Agencies petitioning for CTC voting membership are:

- Nebraska Vocational Rehabilitation
- Omaha Public Schools

Ms. Grober MOTIONED to add all agencies listed above to the CTC voting membership.

Mr. Surber SECONDED.

Roll Call Vote:

AYES: Erickson, Freshman, Grober, Hall, Hamele, Hansen, Jackson, Johnson, Koneck-Wilcox, Petersen, Picker, ,  
Quaites-Ferris, Shadden, Stonys, Surber

NAYS: None.

ABSTAIN: None.

Motion passed.

**4. 5310 Project Selection Guide – Action Item**

Mr. Court Barber presented to the committee the 5310 Project Selection criteria and Program Management Process (PMP) for approval. Kelly Shadden (Metro Transit) asked if there was any consideration to ensure that the organizations that are receiving vehicles through 5310 funding be required to participate in coordination (i.e. give rides). Staff stated that it is not a separate criteria but the selection process will encourage coordination and is considered in the evaluative efforts.

Mr. Lander MOTIONED to approve the 5310 Project Selection Guide.

Ms. Grober SECONDED.

Roll Call Vote:

AYES: Grober, Hall, Hamele, Jackson, Johnson, Koneck-Wilcox, Lander, Picker, Porterfield, Shadden, Stonys,  
Surber

NAYS: None.

ABSTAIN: None.

Motion passed.

**For CTC Discussion –**

Coordinated Transit Committee Minutes

**5. United Way of the Midlands –**

Ms. Heather Tomczak, Director, Community Impact - Housing/Safety and Ms. Fratina McCraney, Call Room Supervisor, from United Way of the Midlands presented to the committee on current projects. United Way invest in programs within the community that focuses on poverty, specifically in basic needs, workforce and education programming. Ms. McCraney presented to the committee about the 211 Program, an information referral helpline held at United Way of the Midlands. The main purpose of the 211 Helpline is to assist people in need to the resources to help them with things such as rent, utilities, food, transportation etc. Callers are assisted by a live specialist, 211 has specialist that are bilingual and also provide a language line with over 1,000 languages, and the helpline also now offers text. Current goals include outreach and marketing to better inform the community about these services. The 211 Database holds over 3,000 agencies that can assist the community. All specialist are required to call and follow-up with the people they spoke with to ensure they got the resources they needed and if not, what else can they be assisted with. Ms. McCraney stated there is a high need for transportation assistance but very low resources. 211 is accredited through the Alliance of Information Referral Systems.

**6. 5310 Update –**

Mr. Barber provided an update on 5310 funds. Operation funds are programmed in TrAMS and awaiting FTA approval. The FY-18 capital funds have been flexed to Iowa DOT and NDOT. Mr. Barber stated that vehicles that are being received via FY18 funds are likely 12+ months out.

**7. Draft Program Management Plan (PMP)–**

Mr. Barber provided an updated on the Draft Program Management Plan. Staff anticipates to bring this document to the committee for approval in July or August. The original document was approved in 2014. The 2018 update includes the new project selection process; explains to the state DOTs and FTA how projects are selected and how the program is maintained.

**8. Additional Business**

Ms. Picker stated that Metro Community College will create 3 videos for the Education and Advocacy group. The group is seeking clients or caseworkers that can share stories that will make a meaningful impact. The three areas of concentration are Poverty & Isolation; Disability & Access, and Aging & Loss of Mobility.

**9. Next Meeting**

The next CTC meeting will be held at 10:30 a.m. on July 18th. This meeting will be located in the downstairs Training Room.

**10. Adjourn**

Ms. Picker adjourned the meeting at 11:20 a.m.



Omaha-Council Bluffs  
Metropolitan Area  
Planning Agency

## MEETING NOTICE

**DATE:** May 8<sup>th</sup>, 2019  
**TO:** Coordinated Transit Committee (CTC)  
**FROM:** Megan Walker, Associate Planner  
**RE:** May 15<sup>th</sup>, 2019 CTC Meeting

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The Coordinated Transit Committee will meet **Wednesday May 15<sup>th</sup>, 2019 at 10:30** at the MAPA Offices – Metro Board Room. Please enter the building through Metro's front door and follow the signs to the Training Room in the lower level. The agenda item materials are available at the MAPA offices

### AGENDA

#### For CTC Approval

1. Introductions
2. Meeting Minutes  
The committee will consider approval of the April 17<sup>th</sup>, 2019 CTC meeting minutes. (Action Item) (Attachment)

#### For CTC Discussion

3. Education and Advocacy Strategic Planning Review  
Review of feedback from the strategic planning sessions
4. MCC Video Update
5. Additional Business
6. Next Meeting  
The next CTC meeting will be at 10:30 on June 19<sup>th</sup>. This meeting will be located at the MAPA Downstairs Training Room.
7. Adjourn

Auxiliary aids, language assistance, and services are available when requested in advance, please call the office.  
Si necesita ayuda con traducción, por favor llame la oficina.

2222 Cuming Street 402-444-8888 p www.mapacog.org  
Omaha, NE 68102-4328 402-342-0949 r mapa@mapacog.org





**Coordinated Transit Committee Minutes**

**Date:** Wednesday, May 15, 2019 10:32 a.m.

**Location:** MAPA Offices, Omaha, NE – Training Room

**Voting Members in Attendance:**

**Chair:**

Lisa Picker, Heartland Family Services

Mark Bulger, Omaha Association of the Blind

Tom Bosco, Eastern Nebraska Community Action Partnership

Ann Grober, City of Council Bluffs

Cliff Hall, Friendship Program

Rita Hamele, Crossroads of Western Iowa

Lori Hansen, City of Papillion

Bob Matthews, Black Hills Works

Amanda Parker, City of Bellevue

Daurine Petersen, SWITA

Melanee Petersen, Nebraska VR

Erin Porterfield, Heartland Workforce Solutions

Vicki Quaites-Ferris, Empowerment Network

Kelly Shadden, Metro Transit

Dan Stache, Omaha Public Schools

Randy Stonys, ENHSA

Scott Stopak, Cities of La Vista/Raston

**Associate Members in Attendance:**

Lisa McMichal, Ollie Webb Center

Stephanie Roll, Outlook Nebraska

**MAPA Staff**

Emily Sneller

Court Barber

Megan Walker

**1. Introductions –**

Ms. Picker called the meeting to order at 10:32 a.m., welcomed the committee, and introductions were made.

**For CTC Approval –**

**2. Meeting Minutes – Action Item**

Ms. Picker introduced the March 20, 2019 and April 17, 2019 Meeting Minutes for approval and asked if there were any additions, deletions or corrections.

Ms. Grober mentioned changing the title from Vice Chair to Chair for the March 20<sup>th</sup> minutes.

Coordinated Transit Committee Minutes

No other changes mentioned

Ms. Grober MOTIONED to approve the March 20 & April 17, 2019 minutes.

Mr. Matthews SECONDED.

For CTC Discussion –

3. Education and Advocacy Strategic Planning Review

Ms. Walker went over the strategy updates as well as past activities and ongoing activities including videos, Mobility Management guide, and the CTC blog. Discussion and questions from the committee followed.

4. MCC Video Update

Ms. Walker updated the committee on the status of the MCC video which will have a sample available in June.

5. Additional Business

Mr. Barber gave a brief update on current and upcoming grants. Ms. Walker also mentioned the highlights of the recent Heartland 2050 Summit as well as discussing the newly acquired scooters that are more available for the City of Omaha. Additional comments and questions from the committee were given about business including future presentations.

6. Next Meeting

The next CTC meeting will be held at 10:30 a.m. on June 19, 2019. This meeting will be located in the MAPA Training Room.

7. Adjourn

Ms. Picker adjourned the meeting at 11:17 a.m.



Omaha-Council Bluffs  
Metropolitan Area  
Planning Agency

## MEETING NOTICE

DATE: April 10<sup>th</sup>, 2019  
TO: Coordinated Transit Committee (CTC)  
FROM: Megan Walker, Associate Planner  
RE: April 17<sup>th</sup>, 2019 CTC Meeting

The Coordinated Transit Committee will meet **Wednesday April 17<sup>th</sup>, 2018 at 10:30** at the MAPA Offices – Metro Board Room. Please enter the building through Metro's front door and follow the signs to the Training Room in the lower level. The agenda item materials are available at the MAPA offices

### AGENDA

#### For CTC Approval

1. Introductions
2. Meeting Minutes  
The committee will consider approval of the March 20<sup>th</sup>, 2018 CTC meeting minutes. (Action Item) (Attachment)

#### For CTC Discussion

3. Education and Advocacy Strategic Planning  
Continuation of strategic planning from the March meeting
4. Additional Business
5. Next Meeting  
The next CTC meeting will be at 10:30 on May 15<sup>th</sup>. This meeting will be located at the MAPA Downstairs Training Room.
6. Adjourn

Auxiliary aids, language assistance, and services are available when requested in advance, please call the office.  
Si necesita ayuda con traducción, por favor llame la oficina.

2222 Cuming Street  
Omaha, NE 68102-4328

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402-342-0949

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mapa@mapacog.org



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Coordinated Transit Committee Minutes

Date: Wednesday, April 17, 2019 10:35 a.m.

Location: MAPA Offices, Omaha, NE – Training Room

Voting Members in Attendance:

Vice Chair:

Ann Grober, City of Council Bluffs

Tom Bosco, Eastern Nebraska Community Action Partnership  
Ann Erickson, Florence Home for the Aged  
Cliff Hall, Friendship Program  
Meredith Metcalf, Eastern Nebraska Community Action Partnership  
Chuck Milan, Metro Transit  
Amanda Parker, City of Bellevue  
Melanee Petersen, Nebraska VR  
Traci Shobe, Omaha Public Schools

Associate Members in Attendance:

Lisa McMichal, Ollie Webb Center  
Smita Sherma, SRF Consulting/NDOT

MAPA Staff

Emily Sneller  
Court Barber  
Megan Walker

1. Introductions –

Ms. Grober called the meeting to order at 10:35 a.m., welcomed the committee, and introductions were made.

For CTC Approval –

2. Meeting Minutes – Action Item

Ms. Grober introduced the March 20, 2019 Meeting Minutes for approval and asked if there were any additions, deletions or corrections.

No corrections mentioned.

Voting TABLED for the March 20, 2019 minutes.

For CTC Discussion –

3. Education and Advocacy Strategic Planning

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#### Coordinated Transit Committee Minutes

Ms. Walker went over the three goals of focus as well as past activities and ongoing activities including videos, Mobility Management guide, and the CTC blog. Ms. Walker also emphasized the need for more transit related education and projects in certain regions.

Additional ideas and brainstorming were tabled for the next CTC meeting.

#### 4. Additional Business

Guests from Metropolitan Community College gave the committee updates on the ongoing video projects including timelines of completion. Additional comments and questions from the committee were given about the upcoming videos.

Mr. Barber gave a brief 5310 update including discussions about upcoming funding and updates to data.

#### 5. Next Meeting

The next CTC meeting will be held at 10:30 a.m. on May 15, 2019. This meeting will be located in the MAPA Training Room.

#### 6. Adjourn

Ms. Grober adjourned the meeting at 11:03 a.m.

# Appendix D

2017 Transit Provider Survey Questions and Results



Coordinate Transit Plan Survey

## Q1 Agency information

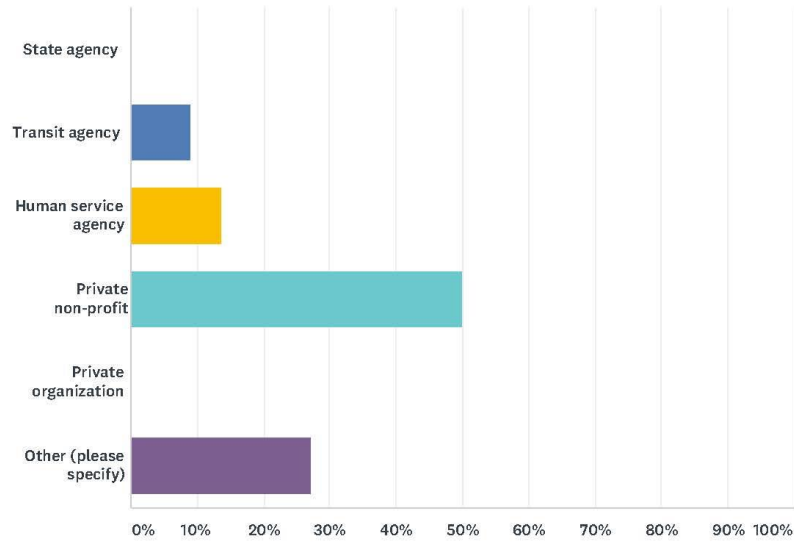
Answered: 23 Skipped: 0

ANSWER CHOICES	RESPONSES	
Agency	100.00%	23
Contact Name	100.00%	23
Address	95.65%	22
Address 2	0.00%	0
City	95.65%	22
State/Province	95.65%	22
ZIP/Postal Code	95.65%	22
Country	0.00%	0
Email Address	95.65%	22
Phone Number	95.65%	22

## Coordinate Transit Plan Survey

### Q2 What is the is the classification of your agency?

Answered: 22 Skipped: 1

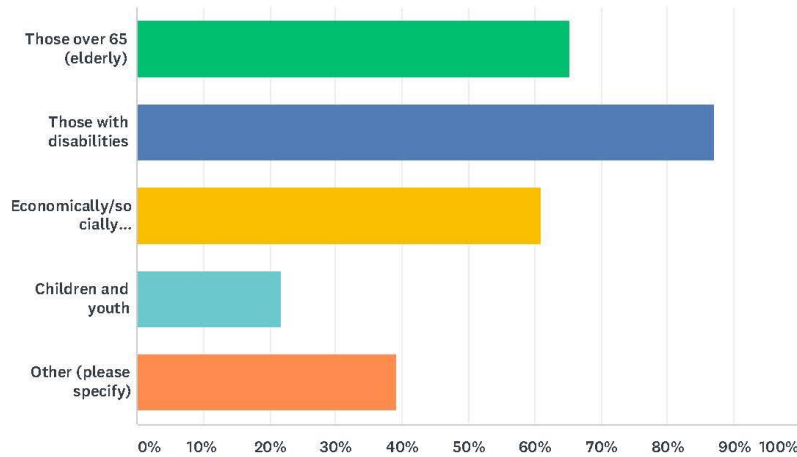


ANSWER CHOICES	RESPONSES	
State agency	0.00%	0
Transit agency	9.09%	2
Human service agency	13.64%	3
Private non-profit	50.00%	11
Private organization	0.00%	0
Other (please specify)	27.27%	6
TOTAL		22

## Coordinate Transit Plan Survey

### Q3 What demographics does your agency serve?

Answered: 23 Skipped: 0



ANSWER CHOICES	RESPONSES	
Those over 65 (elderly)	65.22%	15
Those with disabilities	86.96%	20
Economically/socially disadvantaged groups	60.87%	14
Children and youth	21.74%	5
Other (please specify)	39.13%	9
Total Respondents: 23		

Coordinate Transit Plan Survey

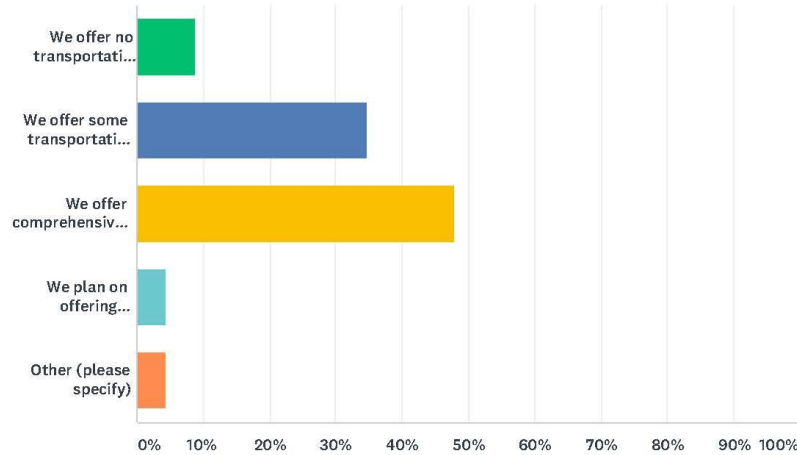
Q4 What areas do you provide transportation service to?

Answered: 22 Skipped: 1

## Coordinate Transit Plan Survey

### Q5 Which best describes the transportation services you provide?

Answered: 23 Skipped: 0

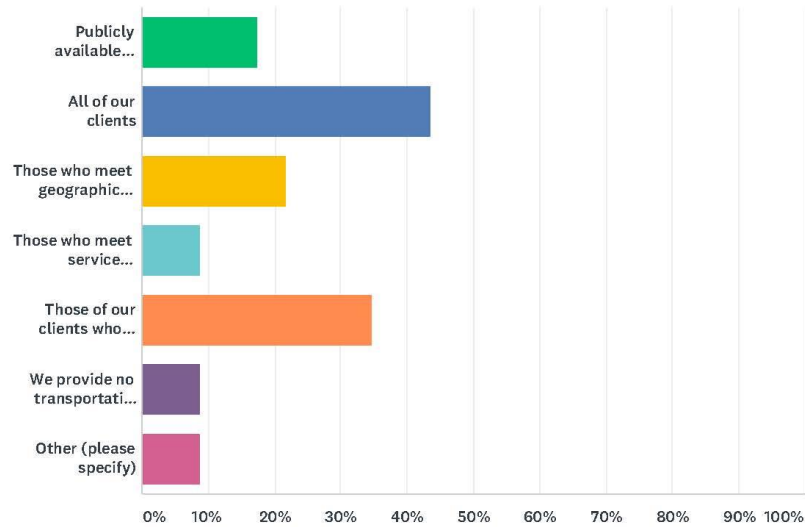


ANSWER CHOICES	RESPONSES	
We offer no transportation services	8.70%	2
We offer some transportation services	34.78%	8
We offer comprehensive transportation services	47.83%	11
We plan on offering transportation services	4.35%	1
Other (please specify)	4.35%	1
TOTAL		23

## Coordinate Transit Plan Survey

### Q6 Who do you provide transportation to?

Answered: 23 Skipped: 0

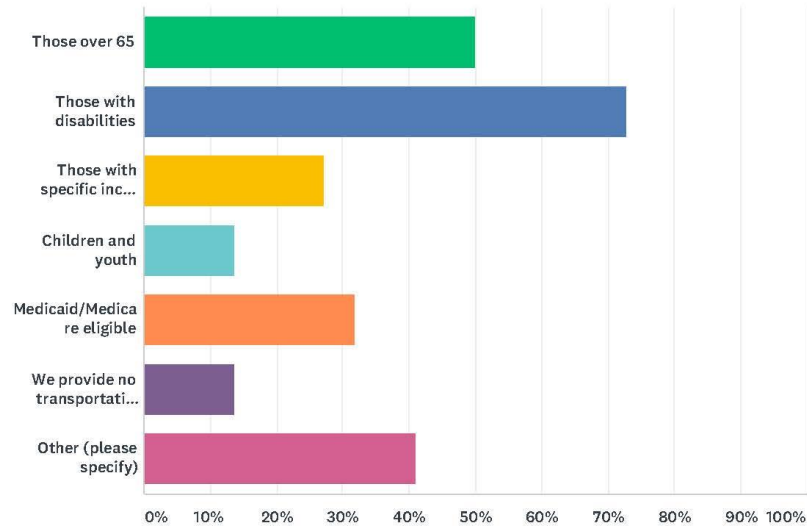


ANSWER CHOICES	RESPONSES	
Publicly available service	17.39%	4
All of our clients	43.48%	10
Those who meet geographic requirements	21.74%	5
Those who meet service requirements (e.g. Medicaid/Medicare/ADA)	8.70%	2
Those of our clients who meet certain requirements	34.78%	8
We provide no transportation services	8.70%	2
Other (please specify)	8.70%	2
Total Respondents: 23		

# Coordinate Transit Plan Survey

## Q7 Who uses your transportation service / what requirements do you have?

Answered: 22 Skipped: 1



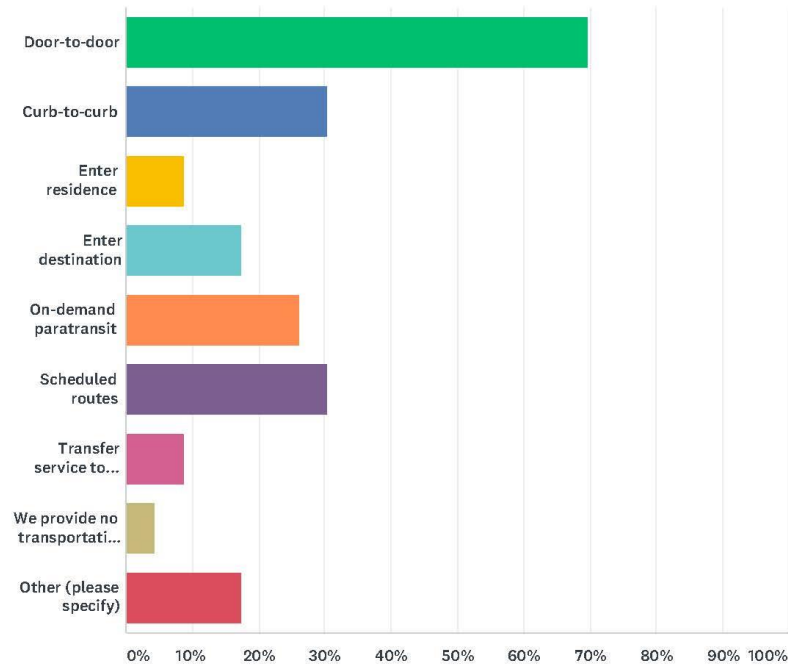
ANSWER CHOICES	RESPONSES	
Those over 65	50.00%	11
Those with disabilities	72.73%	16
Those with specific income restrictions	27.27%	6
Children and youth	13.64%	3
Medicaid/Medicare eligible	31.82%	7
We provide no transportation services	13.64%	3
Other (please specify)	40.91%	9
Total Respondents: 22		



# Coordinate Transit Plan Survey

## Q8 What types of transportation services do you provide for your clients?

Answered: 23 Skipped: 0

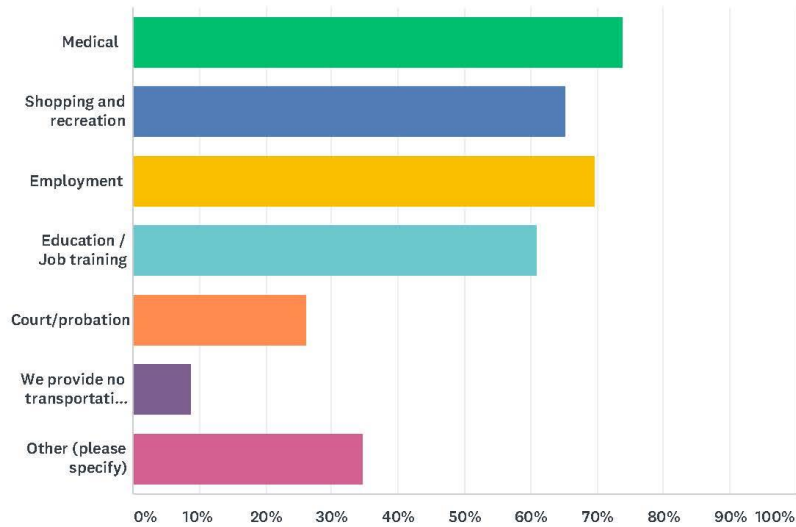


ANSWER CHOICES	RESPONSES	
Door-to-door	69.57%	16
Curb-to-curb	30.43%	7
Enter residence	8.70%	2
Enter destination	17.39%	4
On-demand paratransit	26.09%	6
Scheduled routes	30.43%	7
Transfer service to another provide/agency	8.70%	2
We provide no transportation services	4.35%	1
Other (please specify)	17.39%	4
Total Respondents: 23		

# Coordinate Transit Plan Survey

## Q9 What types of trips do you provide transportation for?

Answered: 23 Skipped: 0

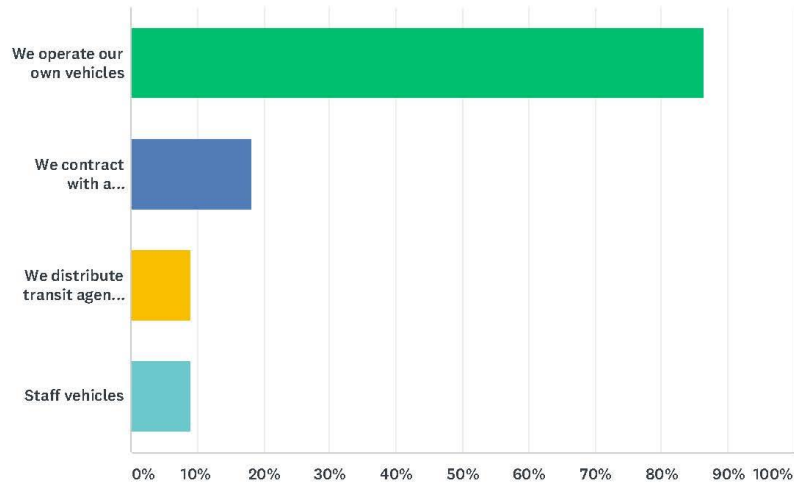


ANSWER CHOICES	RESPONSES	
Medical	73.91%	17
Shopping and recreation	65.22%	15
Employment	69.57%	16
Education / Job training	60.87%	14
Court/probation	26.09%	6
We provide no transportation service	8.70%	2
Other (please specify)	34.78%	8
Total Respondents: 23		

Coordinate Transit Plan Survey

Q10 What vehicles do you use to provide transportation services?

Answered: 22 Skipped: 1

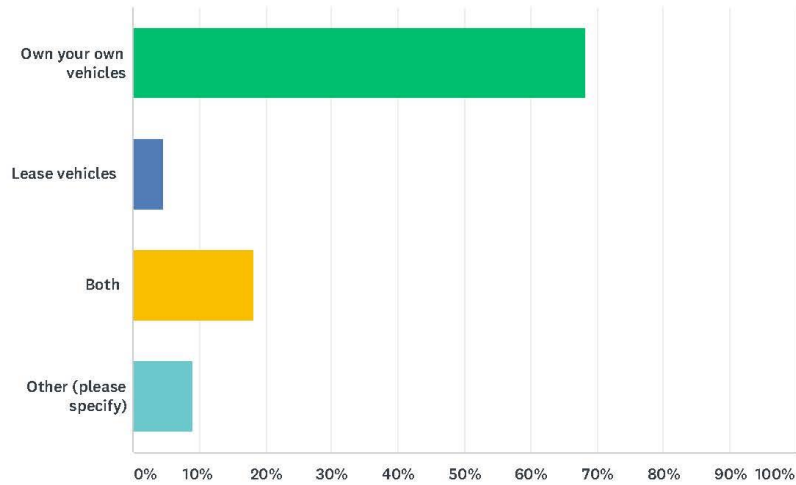


ANSWER CHOICES	RESPONSES	
We operate our own vehicles	86.36%	19
We contract with a transportation services provider	18.18%	4
We distribute transit agency passes/provide discounted passes for our clients	9.09%	2
Staff vehicles	9.09%	2
Total Respondents: 22		

# Coordinate Transit Plan Survey

## Q11 Are the vehicles operated by your agency owned or leased?

Answered: 22 Skipped: 1

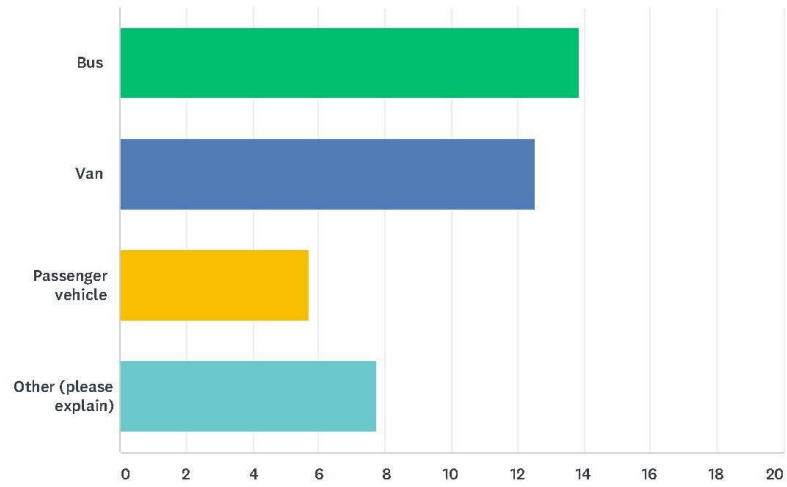


ANSWER CHOICES	RESPONSES	
Own your own vehicles	68.18%	15
Lease vehicles	4.55%	1
Both	18.18%	4
Other (please specify)	9.09%	2
TOTAL		22

# Coordinate Transit Plan Survey

## Q12 How many of each vehicles do you use to provide services?

Answered: 19 Skipped: 4

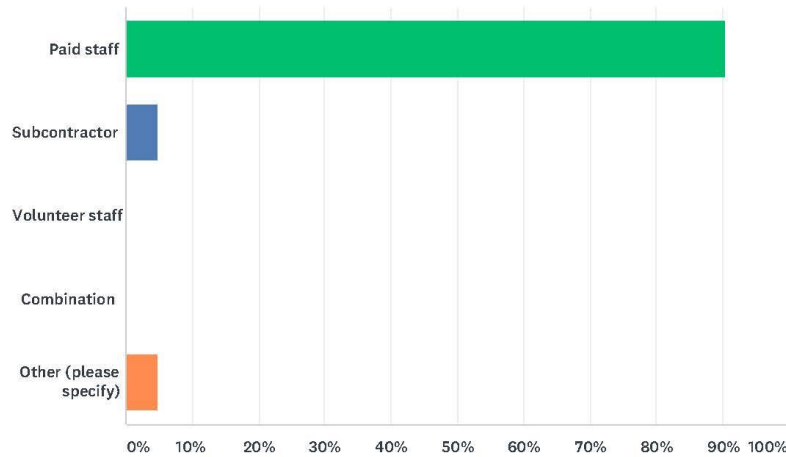


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Bus	14	194	14
Van	13	150	12
Passenger vehicle	6	57	10
Other (please explain)	8	31	4
Total Respondents: 19			

Coordinate Transit Plan Survey

Q13 Are the persons driving transportation for you?

Answered: 21 Skipped: 2



ANSWER CHOICES	RESPONSES	
Paid staff	90.48%	19
Subcontractor	4.76%	1
Volunteer staff	0.00%	0
Combination	0.00%	0
Other (please specify)	4.76%	1
TOTAL		21

Coordinate Transit Plan Survey

Q14 How many transportation related staff do you employ?

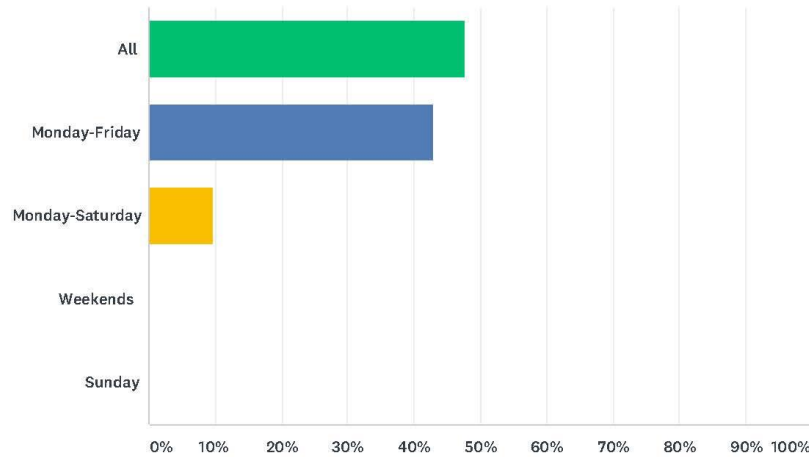
Answered: 19 Skipped: 4



# Coordinate Transit Plan Survey

## Q15 What days of the week do you provide service?

Answered: 21 Skipped: 2



ANSWER CHOICES	RESPONSES	
All	47.62%	10
Monday-Friday	42.86%	9
Monday-Saturday	9.52%	2
Weekends	0.00%	0
Sunday	0.00%	0
TOTAL		21

Coordinate Transit Plan Survey

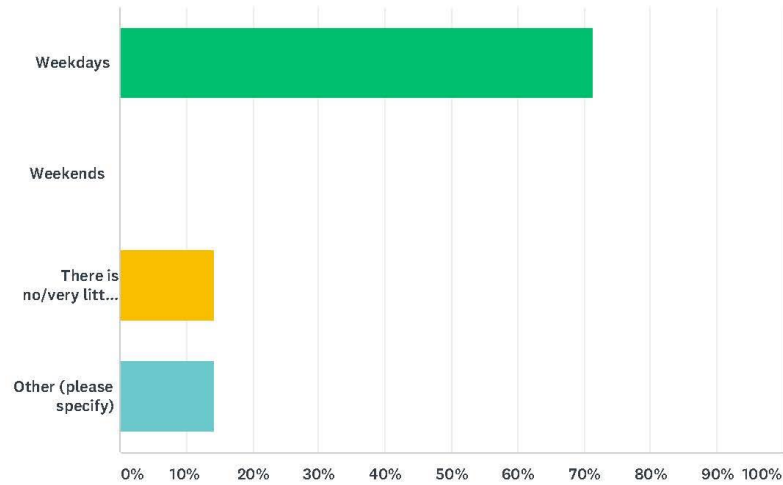
Q16 What are the hours of service you provide?

Answered: 20   Skipped: 3

# Coordinate Transit Plan Survey

## Q17 What are the peak days for your transportation service?

Answered: 21 Skipped: 2

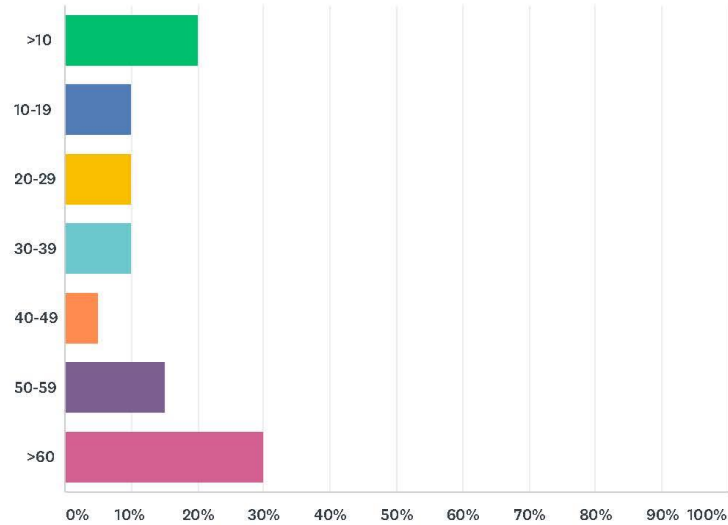


ANSWER CHOICES	RESPONSES	
Weekdays	71.43%	15
Weekends	0.00%	0
There is no/very little variation	14.29%	3
Other (please specify)	14.29%	3
TOTAL		21

Coordinate Transit Plan Survey

Q18 What is your average daily ridership?

Answered: 20 Skipped: 3

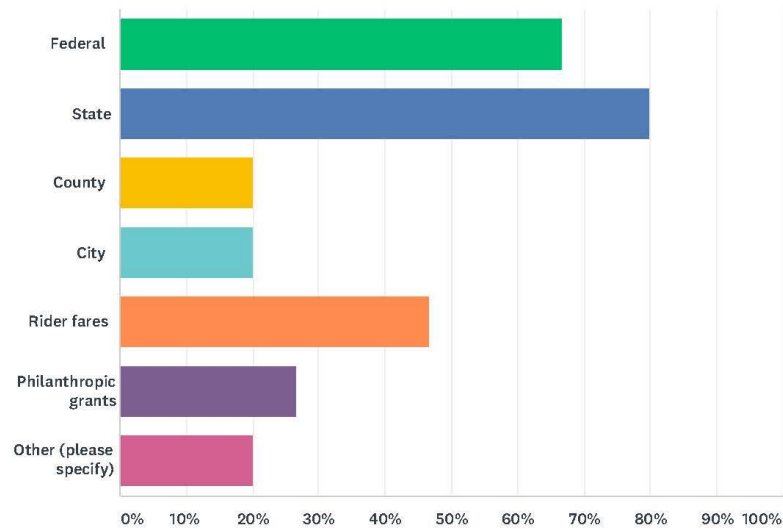


ANSWER CHOICES	RESPONSES	
>10	20.00%	4
10-19	10.00%	2
20-29	10.00%	2
30-39	10.00%	2
40-49	5.00%	1
50-59	15.00%	3
>60	30.00%	6
TOTAL		20

# Coordinate Transit Plan Survey

## Q19 Where does the funding for your agency's transportation services come from, check all that apply

Answered: 15 Skipped: 8

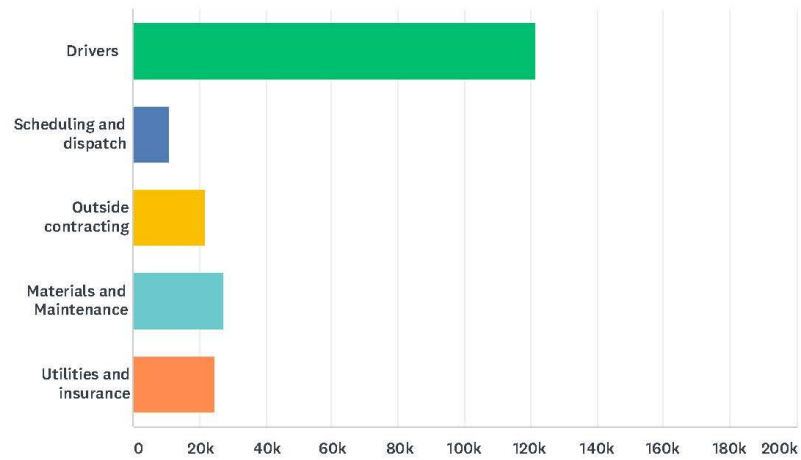


ANSWER CHOICES	RESPONSES	
Federal	66.67%	10
State	80.00%	12
County	20.00%	3
City	20.00%	3
Rider fares	46.67%	7
Philanthropic grants	26.67%	4
Other (please specify)	20.00%	3
Total Respondents: 15		

# Coordinate Transit Plan Survey

## Q20 Please provide annual estimates for your agency's costs in each category

Answered: 12 Skipped: 11

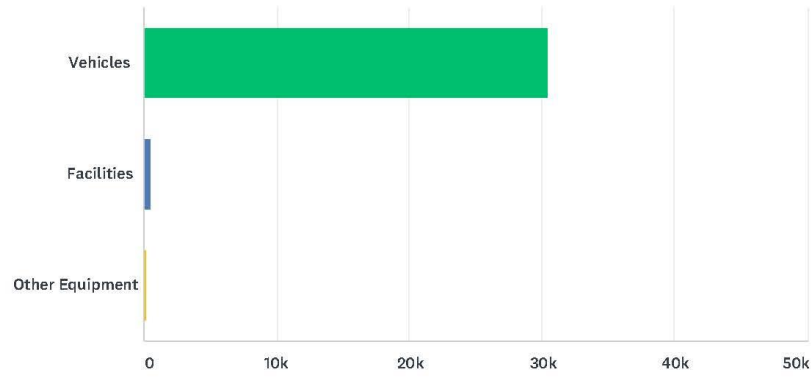


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Drivers	121,137	1,332,511	11
Scheduling and dispatch	10,747	96,722	9
Outside contracting	21,643	216,428	10
Materials and Maintenance	27,393	301,322	11
Utilities and insurance	24,798	247,979	10
Total Respondents: 12			

## Coordinate Transit Plan Survey

### Q21 Capital Costs

Answered: 7 Skipped: 16



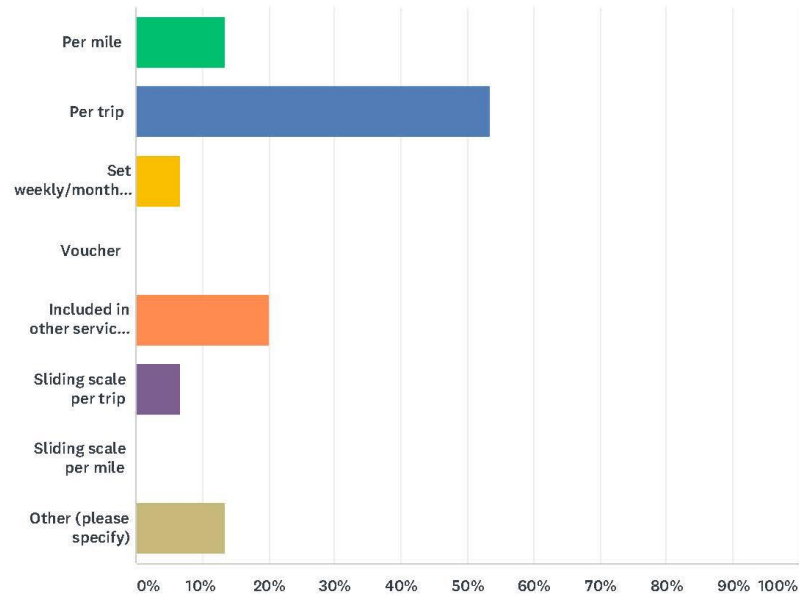
ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Vehicles	30,463	213,240	7
Facilities	480	2,400	5
Other Equipment	200	1,000	5
Total Respondents: 7			



## Coordinate Transit Plan Survey

### Q22 How do you charge for service?

Answered: 15 Skipped: 8

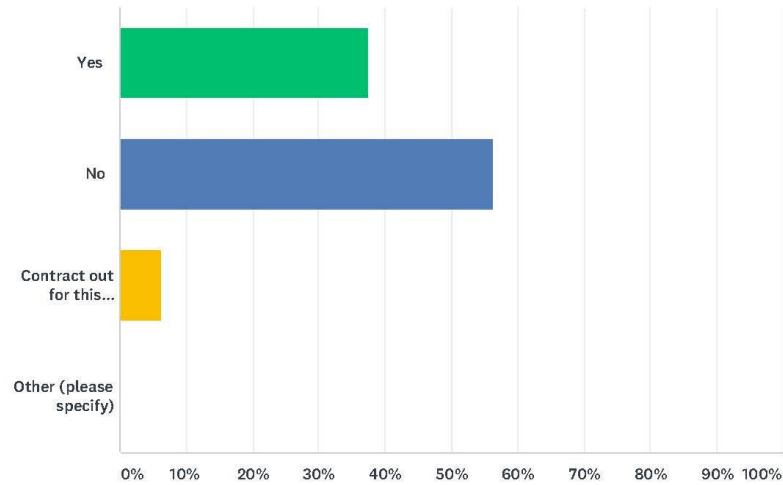


ANSWER CHOICES	RESPONSES	
Per mile	13.33%	2
Per trip	53.33%	8
Set weekly/monthly fee	6.67%	1
Voucher	0.00%	0
Included in other service fees	20.00%	3
Sliding scale per trip	6.67%	1
Sliding scale per mile	0.00%	0
Other (please specify)	13.33%	2
Total Respondents: 15		

Coordinate Transit Plan Survey

Q23 Do you currently have a centralized dispatch center?

Answered: 16 Skipped: 7

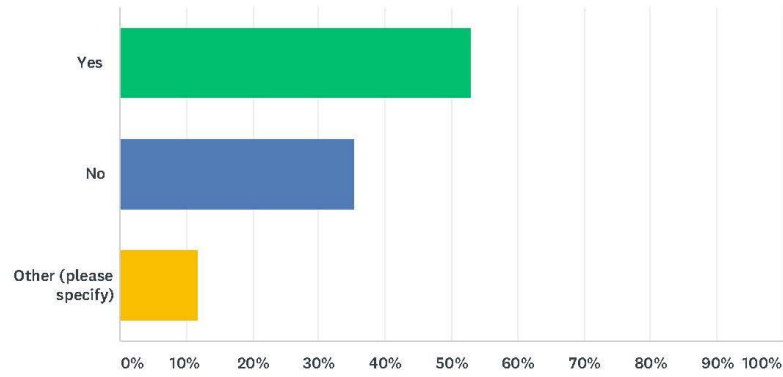


ANSWER CHOICES	RESPONSES	
Yes	37.50%	6
No	56.25%	9
Contract out for this service	6.25%	1
Other (please specify)	0.00%	0
TOTAL		16

Coordinate Transit Plan Survey

Q24 Do you maintain a database of users?

Answered: 17 Skipped: 6

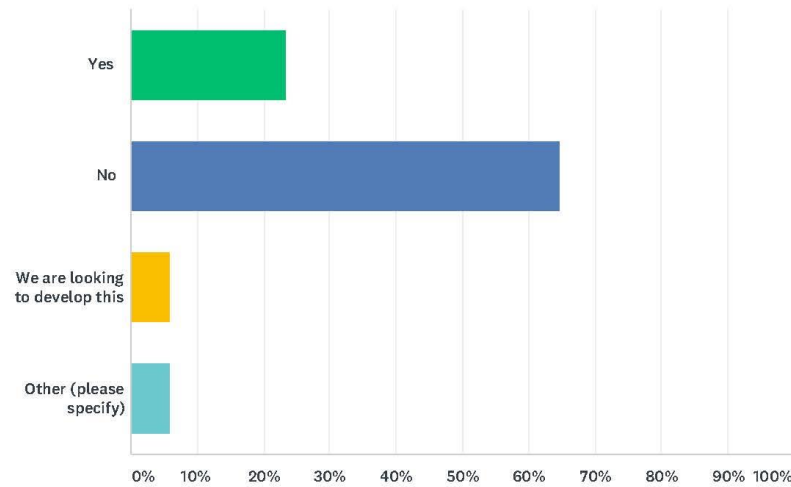


ANSWER CHOICES	RESPONSES	
Yes	52.94%	9
No	35.29%	6
Other (please specify)	11.76%	2
TOTAL		17

Coordinate Transit Plan Survey

Q25 Do you currently have agreements with other agencies to pool resources?

Answered: 17 Skipped: 6

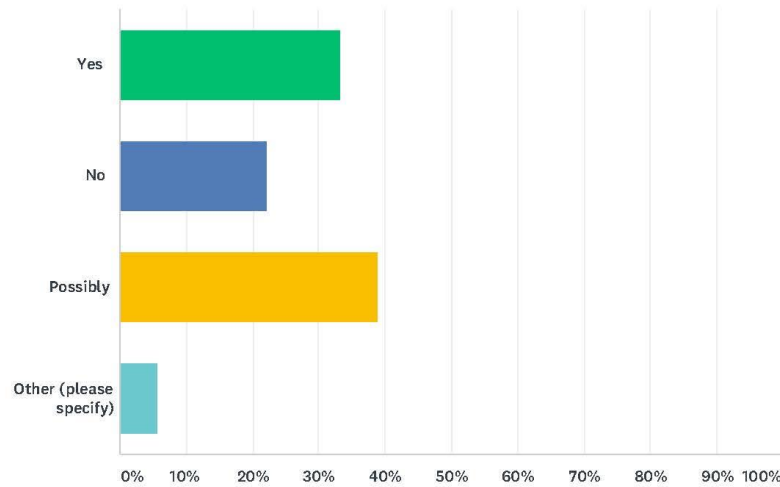


ANSWER CHOICES	RESPONSES	
Yes	23.53%	4
No	64.71%	11
We are looking to develop this	5.88%	1
Other (please specify)	5.88%	1
TOTAL		17

Coordinate Transit Plan Survey

Q26 Would you be interested in developing agreements to pool agency resources?

Answered: 18 Skipped: 5

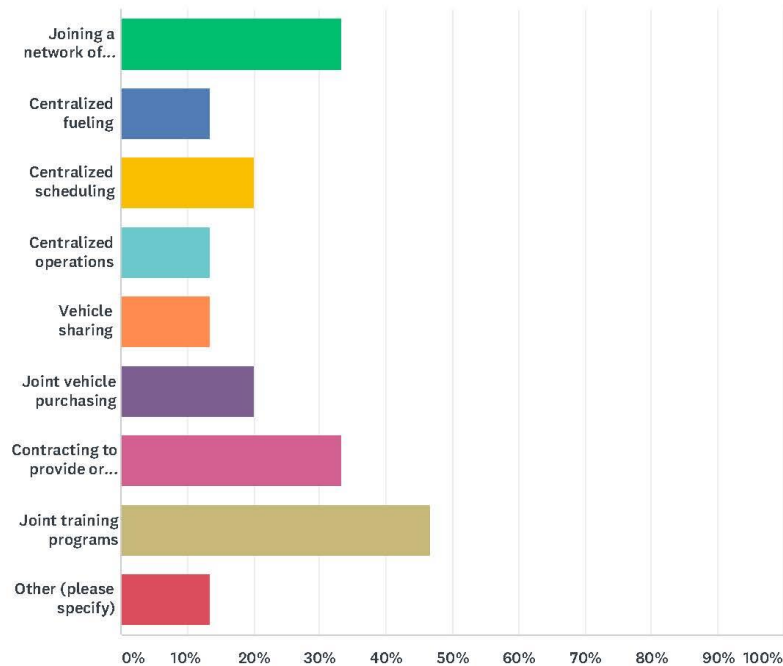


ANSWER CHOICES	RESPONSES	
Yes	33.33%	6
No	22.22%	4
Possibly	38.89%	7
Other (please specify)	5.56%	1
TOTAL		18

# Coordinate Transit Plan Survey

## Q27 What types of coordination activities would you be interested in in the future?

Answered: 15 Skipped: 8



ANSWER CHOICES	RESPONSES	
Joining a network of service providers	33.33%	5
Centralized fueling	13.33%	2
Centralized scheduling	20.00%	3
Centralized operations	13.33%	2
Vehicle sharing	13.33%	2
Joint vehicle purchasing	20.00%	3
Contracting to provide or purchase transportation services	33.33%	5
Joint training programs	46.67%	7
Other (please specify)	13.33%	2
Total Respondents: 15		

Coordinate Transit Plan Survey

Q28 What are the main barriers you currently face in coordinating?

Answered: 12 Skipped: 11

ANSWER CHOICES	RESPONSES	
Issue 1	100.00%	12
Issue 2	58.33%	7
Issue 3	16.67%	2



Coordinate Transit Plan Survey

Q29 What are the main transportation needs of your clients?

Answered: 15 Skipped: 8

ANSWER CHOICES	RESPONSES	
Need 1	100.00%	15
Need 2	66.67%	10
Need 3	33.33%	5

Coordinate Transit Plan Survey

Q30 What are your clients' unmet transportation needs?

Answered: 10   Skipped: 13

ANSWER CHOICES	RESPONSES	
Need 1	100.00%	10
Need 2	40.00%	4
Need 3	30.00%	3

Coordinate Transit Plan Survey

Q31 What are your top 3 goals for the CTC over the next 3 years?

Answered: 11   Skipped: 12

ANSWER CHOICES	RESPONSES	
Goal 1	100.00%	11
Goal 2	81.82%	9
Goal 3	54.55%	6

Coordinate Transit Plan Survey

**Q32 Do you have any other thoughts or comments regarding the Coordinated Transit Committee or the Coordinated Transit Plan?**

Answered: 2   Skipped: 21

## Appendix E - 5310 Projects

### FTA Section 5310 Program

#### Vehicle & Equipment Purchase Projects (figures in \$1,000s)

Amounts shown by obligation year. Click funding amounts for project breakdown.

Lead Agency	2022	2023	2024	2025
Bellevue	\$70.00	\$60.00	\$120.00	\$0.00
Council Bluffs	\$134.40	\$0.00	\$148.00	\$0.00
Crossroads of Western Iowa/SWITA	\$135.00	\$0.00	\$0.00	\$0.00
Eastern Nebraska Veterans' Home	\$131.75	\$0.00	\$0.00	\$0.00
Heartland Family Service	\$48.00	\$0.00	\$0.00	\$0.00
La Vista	\$70.00	\$60.00	\$60.00	\$0.00
New Cassel Retirement Center	\$70.00	\$60.00	\$0.00	\$273.60
Papillion	\$70.00	\$0.00	\$0.00	\$0.00
Region 5 Services	\$43.20	\$28.80	\$0.00	\$0.00
SWITA	\$31.00	\$0.00	\$0.00	\$0.00
<b>Total</b>	<b>\$803.35</b>	<b>\$208.80</b>	<b>\$328.00</b>	<b>\$273.60</b>

#### 3rd Party Service Contract Projects (figures in \$1,000s)

Amounts shown by obligation year. Click funding amounts for project breakdown.

Lead Agency	2022	2023	2024	2025
Bellevue	\$0.00	\$50.00	\$50.00	\$0.00
Black Hills Works	\$107.32	\$10.02	\$112.50	\$0.00
Council Bluffs	\$132.02	\$0.00	\$87.50	\$80.00
ENCAP	\$0.00	\$67.50	\$67.50	\$0.00
Florence Home for the Aged	\$138.03	\$0.00	\$0.00	\$0.00
Heartland Family Service	\$18.29	\$0.00	\$0.00	\$0.00
Intercultural Senior Center	\$0.00	\$0.00	\$0.00	\$75.00
New Cassel Retirement Center	\$169.97	\$0.00	\$0.00	\$30.00
<b>Total</b>	<b>\$565.63</b>	<b>\$127.52</b>	<b>\$317.50</b>	<b>\$185.00</b>

Appendix E - 5310 Projects  
Operations Projects (figures in \$1,000s)

Amounts shown by obligation year. Click funding amounts for project breakdown.

Lead Agency	2022	2023	2024
MAPA	\$104.65	\$50.00	\$50.00
Total	\$104.65	\$50.00	\$50.00

Capital-Operations Breakdown by Apportionment Year

Fund Name	FY19	FY20	FY21	FY22	FY23	FY24
% Capital	91%	91%	91%	94%	56%	92%
% Operations	9%	9%	9%	6%	8%	8%
Total Programmed	100%	100%	100%	100%	64%	100%

Program Totals (figures in \$1,000s)

	FY19	FY20	FY21	FY22	FY23	FY24	FY25
Apportionment	\$575.08	\$600.96	\$611.81	\$891.51	\$600.00	\$600.00	\$600.00
Project Cost	\$575.08	\$600.96	\$611.81	\$891.51	\$386.32	\$600.00	\$458.60
Balance	\$0.00	\$0.00	\$0.00	\$0.00	\$213.68	\$0.00	\$141.40