

DATE: July 9, 2015
TO: Coordinated Transit Committee (CTC)
FROM: Ashley Myers and Megan Walker, Assistant Planners
RE: July 16, 2015 CTC Meeting

The Coordinated Transit Committee will meet **Thursday, July 16 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

1. Introductions
2. Meeting Minutes
The committee will consider approval of the June 24, 2015 CTC meeting minutes. (Action Item) (Attachment)

Discussion Items

3. Agency Spotlight
Presentation by IntelliRide.
 - a. How does transportation relate to their agency?
 - b. How can others use their service?
4. Informal Coordination
The CTC will complete an informal coordination activity.
5. Additional Business
Remaining month's agency spotlight agencies:
 - August- SWITA
 - September- Goodwill and Heartland Workforce Solutions
 - October- Heartland Family Service
 - November- Pott County VA
6. Next Meeting
The next CTC meeting is tentatively scheduled for Wednesday, August 19 at 10:30 am.
7. Adjournment

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.

Date: Wednesday, June 24, 2015, 10:30 a.m.

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

In Attendance:

Chair: Lisa Picker, Heartland Family Service
Ann Grober, City of Council Bluffs
Ann Marie Kudlacz, Southern Sudan Community Association
Bob Matthews, Black Hills Works
Britt Sommer, Developmental Services of Nebraska, Inc.
Darlene McMMartin, Pottawattamie County VA
David Jameson, Metro Area Transit Authority
Don Kraft, Eastern Nebraska Office on Aging
Erin Porterfield, Heartland Workforce Solutions
Fred Conley, Papio Missouri River NRD
Karen Jackson, City of Bellevue
Kelly Shadden, Metro Area Transit Authority
Lee Myers, AARP
Lois Jordan, Florence Home for the Aged

Mark Lander, SWITA
Martha Holmes, ENCAP
Mark Bulgar, Omaha Association of the Blind
Randy Stonys, Eastern Nebraska Human Service Agency
Rich Surber, Lutheran Family Services
Saundra Love, ENCAP
Shirly McNally, Sheltering Tree
Traci Shobe, Omaha Public Schools
Yvonne Betts, Eastern Nebraska Office on Aging

MAPA Staff

Ashley Myers
Megan Walker
Michael Felschow
Rachel Tucker

1. Introductions

Lisa Picker called the meeting to order at 10:35 a.m. She welcomed the committee and introductions were made.

2. Approval of Minutes

Picker introduced the May 20, 2015 minutes and asked if there were any changes or additions.

Ashley Myers had one addition, to include Britt Sommer as present at the last meeting.
Ann Marie noted a typo in the minutes “patch” to citizenship, should say “path” to citizenship.

Lee Myers made a request for some re-wording in the call center minute notes. Specifically, stated the word “consensus” was too strong of a word.

Rich Surber MOTIONED to approve the June 24, 2015 Minutes.
Ann Grober SECONDED.
Motion passed.

3. CTC Membership

Ashley Myers presented the CTC attendance chart. It is listed in the by-laws that you can be removed from being a voting member after 3 unexcused absences. John with Catholic Charities meets that criteria. Amanda from Paralyzed Veterans of America has stated that she would like to be moved to a non-voting member as she has been unable to attend the meetings. Florence Home would like to become a voting member. Randy has attended three meetings from Eastern Nebraska Human Services Agency and is now able to become a voting member.

Darlene McMartin MOTIONED to approve moving Paralyzed Veterans of America to a non-voting member.
Bob Matthews SECONDED.
Motion passed.

Ann Marie MOTIONED to approve moving Catholic Charities to a non-voting member.
Mark Lander SECONDED.
Rich Surber opposed.
Motion passed.

Ann Grober MOTIONED to approve making Florence Home and Eastern Nebraska Human Services Agency voting members.
Ann Marie SECONDED.
Motion passed.

4. CTC Chair and Vice-Chair Election

The CTC was asked to elect the Chair and Vice-Chair to begin on July 1. The CTC by-laws state that there are no term limits on leadership positions.

Mark Lander MOTIONED to nominate Lisa Picker for Chair and Ann Grober for Vice-Chair.
Fred Conly SECONDED that nomination.
Ann Grober and Lisa Picker abstained.
Motion passed.

5. Agency Spotlight

Martha Holmes from Eastern Nebraska Community Action Partnership presented.

- a. How does transportation relate to their agency?
 - Fleet of approximately 8 vehicles and able to transport OPS student; transport shelter students and pre-k and migrant students.
 - Partnered with Sarpy County for a Pilot Program to transport clients that have been incarcerated to drug screenings, court dates etc.
- b. How can others use their service?
 - Between the hours of 9:30 a.m. and 2:00 p.m. there are 8 vehicles available to transport clients to work sites, job interviews, doctor's appointments etc.
 - Fleet is not subsidized by any other government agency
 - The agency is currently working to figure out how to bill Medicaid for the trips to assist with the cost of \$16.25/ride
 - The rate for the vehicle is \$39/hour
 - Vehicle is able to transport 7 passengers plus the driver
 - The vehicles also run during the weekends

Sandra Love gave an overview of what the agency does. The agency has a behavior health department, providing therapy, counseling, Alcoholic Anonymous, Anger Management, out-patient treatment and work closely with federal and state probation with their counseling services and evaluations. The agency also has a Family Development Services Program to assist with employability. Several programs are available to assist the

Youth, Entrepreneurship program and after school and summer programs. Emergency Assistance program is available to assist with counseling services and utility and rental services. There is a currently a pilot-program for preventative services to assist families prevent having their children taken from their home. In some cases there are charges for the Behavioral Health program.

6. Call Center Report Out

Myers said the self-selected leaning in group will be meeting Friday to discuss the next steps towards developing a call-center. The group will be sending out a Request for Information (RFI) to gather more specific information on what will be needed. There will be two tiers of participation, the top tier will be the group that has vehicles and money to participate and the lower tier would have clients that need rides but do not have vehicles. The group that is meeting was self-selected and is open for anyone to attend.

7. Informal Coordination

Megan Walker took the group through an activity and asked the group to sort themselves based on their agencies "Haves" from the previously created "Haves and Needs list". The information gathered during the discussions from the groups was gathered and will be put together in one document to identify how the agencies can make their services and facilities available to the CTC.

8. Additional Business

The next agency spotlight will be IntelliRide.

9. Next Meeting

The next CTC meeting will be held on Thursday, July 16 at 10:30 a.m.

10. Adjournment

Picker adjourned the meeting at 11:25 a.m.

CTC Haves Lists

6/24/15 CTC Meeting

Programs

SSCA

- ESL
- Employment
- Orientation

HFS

- Behavioral Health
- Housing
- Senior

Sheltering Tree

- Housing
- Job coaching
- Day, residential, and respite care
- Programs to take people into the community for all activities jobs and events

Omaha Association of the Blind

- Reduced cab fares
- Accessible/affordable housing
- Monthly meetings and support groups

ECAP

- Tax prep
- Behavioral health
- Food assistance for those in Sarpy County
- Youth and senior programs
- Emergency program
- Employment skills building
- Financial counseling
- Transportation to Dr. appointments, worksites, and school between 9:30am -2pm and 5pm - 12am M-S and 8am-12am Sunday
-

DSN

- Assisted day and vocational services
- Supported vocational services

CTC Haves Lists

6/24/15 CTC Meeting

- EFH Program

Pottawattamie County

- Assistance with county, state, and federal applications
- Counseling through VA hospital and Vet. Center
- ESGR Workforce training
- NG Units
- Emergency food, rent, utilities, and burial

Heartland Workforce Solutions

- American Job Center
 - Workshops for job seeking
 - Computer skills training
 - Resume development
 - Job fairs
 - GED
- Education services
- Support services
- Workforce Strategies for Sarpy County

AAPR

- Senior travel companions

Facilities

City of Council Bluffs

- 4 Vehicles
- Meeting rooms for Council Bluffs residents
- Possible space for vehicles

Black Hills Works

- 4 Vehicles
- On the road 23 hours a day (availability)

LFS

- 2 Vehicles

CTC Haves Lists

6/24/15 CTC Meeting

SWITA

- 70 Vehicles

City of Bellevue

- 4 Vehicles

Training

DSN

- First aide and CPR + Blood pathogens
- MANDT Certifications
- Medication aide
- Therapy documentation training
- Abuse/neglect training for DSP staff

Miscellaneous

ENOA

- Televised presentation slots

OPS

- Building space for meetings
- First -aid and CPR training for staff

ENHSA

- Drivers
- Spots for drivers

Metro

- Building space for meetings
- Spots for drivers

Florence Home

- Hiring for nursing care and CNA
- Meeting space
- Training for CPR and CNA + Safety
- Pharmacy services
- Home care

2014 Coordinated Transit Plan

Goals

As a part of plan development and the project selection criteria development the CTC developed the following six (6) goals and objectives for the committee and the Region.

1. **Improve mobility** for elderly persons, those with disabilities and those seeking employment and independence.
2. **Improve access** to transportation services getting to employment and to employment-related activities for the under-employed.
3. **Provide tools** to overcome existing barriers facing those with disabilities and seniors seeking integration into the workforce and community activities.
4. **Include veterans** and military service families in the metro region with transportation suited to their needs.
5. **Provide the basis** for drawing multi-jurisdictional, multi-disciplined stakeholders together to collaborate on how best to provide transportation services to include unmet needs.
6. **Facilitate coordination** for providing Human Service Transportation to fill unmet needs and gaps in the transportation system.

Coordination Strategies to Diminish Gaps and Duplications

There are general coordination strategies which could ultimately improve service efficiency in the area and increase transit capacity. The following are broad concepts that can aid in improving the existing levels of coordination and may be appropriate to use in the MAPA Region.

Coalitions

A coalition is a group of agencies and organizations that are committed to coordinate transportation and have access to funding. The coalition should include local stakeholders, providers, decision-makers, business leaders, Councils of Government, users, and others as appropriate. The coalition could be either an informal or formal group which is recognized by the decision-makers, and which has some standing within the community. Coalitions can be established for a specific purpose (such as to obtain specific funding) or for broad-based purposes (such as to educate local communities about transportation needs).

Benefits

- Development of a broad base of support for the improvement of transit services in the region.
- The coalition is able to speak with the community and region's decision-makers, thereby increasing local support for local funding.

Implementation Steps

- Identify individuals in the region that are interested in improving transit's level of service and have the time and skills to develop a true grassroots coalition.
- Set up a meeting of these individuals in order to present the needs and issues that face the agencies.
- Agencies need to work with the coalition in to order provide base information and data on the existing and future needs of transit across the region.
- Timing: 1 to 3 years.

Coordinating Council

Similar to a coalition, a coordinating council is made up of a myriad of agencies and partners with a common goal of coordinating transportation resources. This group differs from a coalition in the fact that it is primarily made up of agencies which have a need for service and other groups (such as local municipalities) specifically formed to accomplish a strategic goal (such as to implement a new service). The coordinating council acts similar to a Transportation Advisory Committee in either a local or regional area.

Benefits

- Allows for greater input from the key transportation agencies in the region.
- Allows the members to share information and knowledge on a one-on-one basis.
- Provides greater opportunity to identify possible coordination actions.
- Increases the integration of transit planning within the region.

Implementation Steps:

- Agencies interested in being members of the council need to meet and develop by-laws for the council.
- Council members need to elect a Chair and Vice-Chair.
- Council members need to develop a mission statement, vision, goals, and objectives.
- Council members need to set a date for the monthly or quarterly meeting.
- Timing: 1 to 3 years.

Joint Planning and Decision Making

Joint planning and decision making involves agencies working cooperatively either with other similar agencies or a local provider to make known the needs of their clients and become involved in the local planning of services. Other transportation providers could work with each other in joint planning to meet the needs of their communities and the market segments they serve.

Benefits

- The need for expensive planning documents for each transit agency will be reduced.
- More complex coordination in capital development and operational functions will be allowed.
- The duplication of services among the coordinating agencies will be reduced.

Implementation Steps

- The agencies could assist the planning and decision-making efforts by:
- Informing and raising the level of awareness of passenger transportation.
- Identifying and discussing goals and objectives for planning efforts.
- Helping to develop time lines for planning processes.

- Providing information and making recommendations regarding operations, capital, funding, coordination, and administrative functions.
- Timing: 5 to 10 years.

Joint Training Programs

Joint training programs among agencies, in everything from preventative maintenance to safe wheelchair tie-down procedures, can lead to more highly skilled employees. Joint training can also lead to reduced training costs with agencies that each possesses a specialized trainer who can be responsible for one or more disciplines. For example, one agency could provide Passenger Service & Safety (PASS), one agency could specialize in preventative maintenance training, etc. The agencies could also purchase special training from reputable organizations/companies and allow other agencies' employees to attend. Training costs could be shared among the agencies.

Benefits

- Each agency's training budget will be reduced.
- The drivers and staff have more opportunities to learn from each other.

Implementation Steps

- The training needs of each agency's staff should be identified.
- Training courses that meet the greatest needs should be determined.
- The agency or organization/company that could provide the needed training should be identified.
- State and federal grants that could assist in paying for the training should be determined.
- Timing: 5 to 10 years.

Joint Eligibility Programs

The transit and human service providers in the region could work together to develop a single application for services. Subsequently a database could be created to house the information derived from the single application. This can be accessed by all of the transit and human service providers in the region.

Benefits

- Ease of use for the applicant, as a single application would be less repetitive and save time.
- Reduction of paperwork for each agency, as the information would be kept in a single digital database.
- Agencies are able to determine gaps in services based on the applications and services offered.

Implementation Steps

- Agencies need to determine if they are interested in collaborating in this manner.
- Determine the appropriate central hub location of the database, perhaps the Transportation Management Coordination Center (TMCC).
- Develop a single program application.
- Timing: 5 to 10 years.

One-Call Center = Transportation Management Coordination Center (TMCC)

A single office would oversee the dispatching of vehicles and the scheduling of reservations for all of the participating transportation entities in order to provide transportation service within a geographic area. This shared informational telephone line provides potential users with the most convenient access to information on all transportation services in the region.

Benefits

- Reduction in the duplication of administrative costs, based on an economy of scale.
- Increase in the marketability of the region's transit service.
- Allows for improved fleet coordination.
- Users will only need to call one telephone number to obtain all the transit information they need, thereby improving customer service.

Implementation Steps

- Agencies need to meet in order to determine which agency will house the coordination effort and call center, along with how the call center will be funded and what information will be provided to customers.
- The telephone line should be established and the needed communication equipment should be purchased.
- A marketing brochure should be developed detailing the purpose of the call center, hours of service, and telephone number.
- Each agency's level of funding should be identified to cover the cost of the dispatching service.
- Intergovernmental agreement needs to be created detailing the responsibility of each agency.
- Timing: 3 to 6 years.

Contracts for Service

An agency/entity could contract with another agency/entity or another human service agency to provide needed trips. This could be done occasionally on an as-needed basis or as part of scheduled service.

Benefits

- The amount of local match that can be used to pull additional state and federal funding for transit services into the region will be increased.
- The duplication of services in the region will be reduced, thereby creating an economy of scale and improving the overall transit performance level.

Implementation Steps

- The agencies should meet to identify the needs and capacities of the contract parties.
- A contract should be developed detailing the responsibility of each party.
- Timing: 5 to 10 years.

Consolidated Transportation Program

A consolidated transportation program occurs when all transit services are provided by a single agency. This includes the vehicles, facilities, administration functions, maintenance, and operations.

Benefits

- Creation of an economy of scale, thereby reducing the cost per passenger, administrative costs, and operational costs.
- Increase in the level of local match funding available to obtain federal funding, through contract services provided to other agencies in the region.
- Reduction in the duplication of services and facilities.

Implementation Steps

- Intergovernmental agreement needs to be created detailing the level of service that will be provided by the single agency for the level of funding detailed in the contract.
- Each agency's council and/or board would need to approve the intergovernmental agreement.
- Create a new board for the consolidated agency that would be made up of the participating agencies and would oversee the service.
- Transfer all vehicles and facilities to the consolidated agency.
- Timing: 3 to 6 years or longer.