

**Date: Wednesday, November 18, 2015, 10:30 a.m.**

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

**In Attendance:**

Vice-Chair: Ann Grober, City of Council Bluffs  
Ann Marie Kudlec, SSCA  
Andy Hale, Office of Congressman Brad Ashford  
Dan Freshman, City of Ralston  
Darlene McMartin, Pott County VA  
Daurine Peterson, SWITA  
David Jameson, Metro Transit  
Erin Porterfield, Heartland Workforce Solutions  
Fred Conley, Papio NRD  
John Liebsack, VFW  
Karen Jackson, City of Bellevue  
Kelly Shadden, Metro Transit  
Lee Myers, AARP  
Lillian Rush, Friendship Inc.

Lois Jordan, Florence Home  
Lori Hansen, Papillion  
Mary Angus, Mayor's Commission on Citizens with Disabilities  
Mike Stuhv, Immanuel  
Randy Stoneys, Eastern Nebraska Human Service Agency  
Rich Surber, Lutheran Family Services  
Stephanie Little, Crossroads of Western Iowa

**MAPA Staff**

Megan Walker  
Michael Felschow

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**1. Introductions**

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

**2. Approval of Minutes**

Ms. Grober introduced the October 21, 2015 minutes and asked if there were any changes or additions.

Ms. Mary Agnus MOTIONED to approve the October 21, 2015 minutes.

Mr. Fred Conley SECONDED.

Motion passed.

**Recommendations to TTAC**

**3. Potential revision to 5310 application and manual**

Mr. Michael Felschow introduced that MAPA is recommending that the grant awardees have the financial assurances in the contract for the grant. MAPA staff has recommended that this not be included in the application process but be a part of the contracting process. Once an agency has been awarded a grant, they will then have to provide financial documentation to prove financial assurance for the match.

Ms. Lois Jordan MOTIONED to include language to the policy guide for financial assurances in the contracting process for operations to take affect in December 2015 (FY 2016) and will apply to the new grant cycle.

Ms. Mary Angus SECONDED.

Motion passed.

## **Discussion Items**

### **4. Agency Spotlight**

Ms. Darlene McMartin presented on the Pottawattamie County Veterans Affairs office. The agency is accredited with the federal government to apply for benefits. Funded by the County, not paid by the Federal Government. The Pott County VA assist veterans with the following: filing for VA benefits, enrollment in the VA hospital systems, filing for pensions and compensations, vocational rehabilitation, eligibility for nursing homes, assisting new veterans that are discharged, emergency assistance (case by case basis), food pantry funded by donations. The VA hospital has a Veterans Transportation Program and they will transport the veteran from their home and take them to their appointment at the VA hospital. The issue is that this transportation assistance is only for appointments to the VA hospital, there is no assistance for transportation for other needs. All of the DAV vans are driven by volunteers.

### **5. Call Center Update**

Mr. Michael Felschow presented an update to the CTC on the call center. In November the CTC decided to have MAPA and Metro coordinate to do an RFP. The VA is interested in participating. MAPA and Metro will create a Memorandum of Understanding to define what will be required from each entity. The plan is to have draft text of that MOU to Metro for review and then be reviewed by the "leaning in" group for further review. Metro would like to get RFPs out as soon as possible.

### **6. Informal Coordination**

Ms. Megan Walker presented the informal coordination activity. The committee was divided into four groups based on "CTC Goals and Objectives Choosings" list to complete the informal coordination activity.

### **7. Agency Spotlight Sign Up for 2016**

Ms. Megan Walker announced to the CTC that the sign up sheet is available for 2016. There will be two presentations per month to allow enough time for all agencies to present.

### **8. Additional Business**

No additional business.

### **9. Next Meeting**

The next CTC meeting is scheduled for Wednesday, December 16 at 10:35 a.m. and will be training for 5310. Anyone applying for, or interested in 5310 funding should attend.

### **10. Adjourn**

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

**DATE:** November 11, 2015  
**TO:** Coordinated Transit Committee (CTC)  
**FROM:** Ashley Myers and Megan Walker, Assistant Planners  
**RE:** November 18, 2015 CTC Meeting

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The Coordinated Transit Committee will meet **Wednesday, November 18 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 October 21, 2015 CTC meeting minutes. (Action Item) (Attachment)

**Recommendations to TTAC**

3. Potential revision to 5310 application and manual  
The committee will consider adding financial assurances to the application or contracting process for 5310 operations funding. (Action Item)

**Discussion Items**

4. Agency Spotlight (10 minutes maximum presentation)  
Presentation by Pottawattamie County Veterans Affairs
  - a. How does transportation relate to their agency?
  - b. How can others use their service?
5. Call Center Update  
MAPA staff will present the progress made on the One Call One Click Call Center
6. Informal Coordination  
The CTC will complete August's informal coordination activity. (Attachment)
7. Agency Spotlight Sign Up for 2016  
CTC members need to sign up for Agency Spotlight presentation dates for 2016.
8. Additional Business
9. Next Meeting  
The next CTC meeting is scheduled for Wednesday, December 16 at 10:30 am. This will be the 5310 Funding Workshop. Register your free attendance – <http://FY175310FundingWorkshop.eventsbot.com>.
10. 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, October 21, 2015, 10:30 a.m.**

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

**In Attendance:**

Chair: Lisa Picker, Heartland Family Service  
Vice-Chair: Ann Grober, City of Council Bluffs  
Andy Hale, Office of Congressman Brad Ashford  
Bill Bivin, UNL  
Bob Matthews, Black Hills  
Dan Freshman, City of Ralston  
David Jameson, Metro Transit  
Elizabeth Donner, Goodwill  
Erin Porterfield, Heartland Workforce Solutions  
John Liebsack, VFW  
Karen Jackson, City of Bellevue  
Kelly Shadden, Metro Transit  
Lauren Cencic, Metro Transit  
Lee Myers, AARP

Lillian Russ, Friendship Inc.  
Mark Lander, SWITA  
Mary Angus, Mayor's Commission on Citizens with Disabilities  
Randy Stoneys, Eastern Nebraska Human Service Agency  
Rich Surber, Lutheran Family Services  
Shirley McNally, Sheltering Tree, Inc.  
Vicki Quaites-Ferris, Empowerment Network

**MAPA Staff**

Ashley Myers  
Michael Felschow

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**1. Introductions**

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

**2. Approval of Minutes**

Ms. Picker introduced the September 16, 2015 minutes and asked if there were any changes or additions.

Mr. Bob Matthews MOTIONED to approve the September 16, 2015 minutes.

Ms. Ann Grober SECONDED.

Motion passed.

**Recommendations to TTAC**

**3. 5310 Policy Guide**

Ms. Ashley Myers presented the 5310 Policy Guide. Ms. Myers first reviewed the timeline. The Policy Guide is essentially an instruction guide on how to apply for 5310 funding. The guide contains an introduction explaining what is in the policy guide and some tips on filling out the application. There will be an application available online. The guide contains definitions, the timeline for project selection, federal eligibility for projects, types of projects and maps. There is a Coordinated Transit Committee that explains how the CTC reports to the Transportation Technical Advisory Committee (TTAC) who then reports to the MAPA Board of Directors who then reports to the Council of Officials. The guide includes project submission guidelines, project implementation, selection criteria and scoring rubrics.

Mr. Mark Lander MOTIONED to approve the 5310 Policy Guide.

Ms. Ann Grober SECONDED.

Motion passed.

#### **4. FY16 Transportation Improvement Program (TIP) Amendment**

Ms. Ashley Myers presented the FY16 Transportation Improvement Program (TIP) Amendment. MAPA has received the full apportionment for FY15 5310 funding and it was lower than expected, the expectation was \$550,00 and but MAPA only received \$530,000. Projecting for \$550,000 is too optimistic so an amendment is being made to project anticipated funding for \$530,000. The FY16 carryover needs to be reduced to \$859,100 and because there is a lower projection for the 5310 funding projects need to be moved. The City of Council Bluffs was to receive a vehicle in FY19 that will now be moved to FY20. Administrative modifications will also be made, inflation removed from one table; Friendship Program had two vehicles in 2018 and now will receive one in FY18 and another in FY 19; change the name of the Sarpy County project and reduce the operations funding to four agencies (Council Bluffs, Intercultural Senior Center, Black Hills & Florence Home). Mr. Lander mentioned that the funding amounts could change depending on the action that Congress takes.

Mr. Mary Angus MOTIONED to approve the FY16 TIP Amendment with the contingency that the funding may change.

Mr. Rich Surber SECONDED.

Motion passed.

#### **Discussion Items**

##### **5. Agency Spotlight**

Ms. Lisa Picker presented from Heartland Family Service. HFS has been in existence since 1875 and the mission is to strengthen individuals and our community through education, counseling and support services. The mindset is to equip people to help themselves make a better life. Trauma Informed Care takes into consideration individuals histories and treating them with that in mind. HFS is a non-profit agency and has no religious affiliation. There's an average of 45,000 served each year with 80% earning under \$20,000 a year. There are 16 locations and approximately 390 staff and about 700 volunteers. HFS provides a location for domestic abuse victims, offer homeless programs, early childhood development, programs that help acclimate people that are from different cultures, mental health and addiction treatment programs and most recently created an inter-generational campus that merged the youth link property (assist high-risk youth that have been incarcerated) and the senior center.

Ms. Elizabeth Donner presented from Goodwill. Goodwill is much more than retail stores and focuses primarily on employment. The mission of Goodwill is to change lives and strengthen communities through education, training and work. The vision is to eliminate unemployment in people that want to work. Goodwill in the Omaha Metro area was founded in 1933 and reports to a local board. There are three areas that Goodwill operates in: retail, contracts division and employment and training. Revenue that is generated from the retail stores goes back into the services that are offered for employment and training.

##### **6. Results of the Call Center Research Study**

Ms. Ashley Myers presented the results of the Call Center Research Study. There were three main recommendations. The first was Performance Measures and the process that was identified from the study is to gather data from the agencies that participate in the call center so the agency has before and after data. The second recommendation is that MAPA should act as the lead facilitator in developing the one-call center but MAPA should not operate it. The final recommendation is to decide what model/type of one-call center. Mr. Michael Felschow presented an idea that was discussed with Metro. Metro is concerned about two call centers being created in the Metro area which would defeat the purpose of having a One Call Center. After discussions with Metro and the VA, who has now stepped up thanks to assistance from HUD both have decided to get on

board with the project. MAPA has decided to cancel the RFQ and there are two options to consider. The first recommendation is a grant program and agencies would submit applications to receive funding. The other idea is for MAPA and METRO to create a joint RFP to go out to purchase the technology. Metro would do the purchasing and MAPA would assist with the coordination and ownership of the technology and equipment.

**7. Informal Coordination**

Ms. Ann Grober took control of the meeting at 11:30 because the Chair had to leave. There was not enough time to complete the Informal Coordination activity so this was pushed to the November meeting.

**8. Additional Business**

Next month's agency spotlight will be Pottawattamie County Veteran's Affairs. Ms. Ashley Myers asked the committee to consider changing the meeting to last an hour and a half since they have not had enough time to complete all of the items for the last 3 meetings. Ms. Myers also announced that she will be leaving MAPA to accept another position.

**9. Next Meeting**

The next CTC meeting is scheduled for Wednesday, November 18 at 10:35 a.m.

**10. Adjourn**

Ms. Grober adjourned the meeting at 11:35 a.m.

A stylized, high-contrast image of the Omaha skyline and the Missouri River. The skyline is represented by white and light blue silhouettes of buildings and bridges against a dark blue background. The river is a solid dark blue, and the sky is a lighter blue. The overall composition is clean and modern.

# MAPA

Omaha - Council Bluffs  
Metropolitan Area  
Planning Agency

Connect. Plan. Thrive.



# Coordinated Transit Committee

November 18<sup>th</sup> 2015 Meeting

# 5310 Financial Assurances



# Agency Spotlight



# One Call Center



# Update

- Coordination with Metro
  - Working on a joint RFP
- Coordination with the VA
  - Met several times to discuss roles and levels of involvement



# Informal Coordination



# Goals/Objectives 1&2

- Return to groups from the August meeting
- Finish stating what physical and operational assets are needed to achieve the top 2 ranked objectives for the first 2 goals



# Goals

- **Improve Mobility for elderly persons, those with disabilities, and those seeking employment and independence**
- **Improve access to transportation services getting to employment and employment related activities for the under-employed**



# Agency Spotlight Sign Up



# 2016 Schedule

Month	Agency 1	Agency 2
March		
April		
May		
June		
July		
August		
September		
October		
November		



# Additional Business



## CTP Goals and Objectives Choosing

### Goals and Objectives

**1. Improve Mobility for elderly persons, those with disabilities, and those seeking employment and independence**

- 1.1.1. Increase the coordination of human service transportation so that the average of trips scheduled per hour per vehicle is greater than 2.5 persons per hour in the short term and then greater than 4.0 trips per hour in the long term.
- 1.1.2. Coordinate with Nebraska Health and Human Services Medicaid ride brokerage.

**2. Improve access to transportation services getting to employment and employment related activities for the under-employed**

- 2.1.1. Have at least 70% of the job seekers in at the Nebraska Department of Labor and Workforce and the Iowa Works Office find transportation successfully to job locations where they have job offers in the short term and have at least 85% of those job seekers find transportation successfully to jobs in the long term.
- 2.1.2. Have at least 60% of the job seekers at Vocational Rehabilitation successfully find transportation to job locations where they have job offers within the short term and have at least 80% of those job seekers find transportation successfully to jobs in the long term.
- 2.1.3. Reduce the coverage gap for public transit in the Metro Study Area by 10% within the short term and by another 10% in the long term.

### Group work

**Group 1:**

- Kelly
- Tracy
- Rich Surber
- Lisa

1.2 - because it is more inclusive

2.3 - Most focused on collaboration

## Results from the August 19 CTC Informal Activity

### Group 2:

- Ann
- Clint
- Britt
- Karen
- Mark

1.2 - Could be helpful to agencies absorbing the total transportation costs for their clients

2.3 - A 10% increase seems manageable and doable. If this is successful, it will follow into goal 2.1.

### Group 3:

- Ann Marie
- Daurine
- Mary Angus
- Martha
- Vicki

1.1 - Because Medicaid does not provide employment rides the wording in 1.2 is not clear and is limiting to Medicaid

2.3 - Because it is possible and easy to obtain this data and the objective is inclusive of the other two options.

### Group 4:

- Dan
- Bob
- Mark
- Shirley
- Bill

1.2 - This addresses other issues

2.3 Because reducing the coverage gap is our purpose

# 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