

MINUTES

COORDINATED TRANSIT COMMITTEE



Wednesday, October 18, 2023 | 10:30a
Boardroom - Main Level of the Metro Transit Building
Zoom Link: <https://us02web.zoom.us/j/81609265710>

Attendees

Voting Members

Jane Bird - Black Hills Works
Tami Jenson - Council Bluffs
Wilson Rivas - ENCAP
Randy Stonys - ENHSA
Tammy Bradley-Larson - Florence Home
*Donna Monteleagre - Papillion
Melanie Davis - UNMC Munroe Meyer Institute
Kaily Stanley - City of La Vista
Amanda Parker - City of Bellevue

Non-Voting Members

Rich Surber - Lutheran Family Services
Steve Murphy & Annette Zimmerman - United Way
Alicia Johnson - Metro Transit

MAPA Staff

Travis Halm Court Barber
Carlos Morales

*Attended virtually

Meeting called to order at 10:30a.
Members of the committee introduced themselves.

Action Items

For CTC Approval

1. Approval of Meeting Minutes from the July 19, 2023 CTC Meeting

Bradley-Larson moved to approve the minutes, Bird seconded. Motion carried.

Discussion Items

2. United Way (211) Discussion

Staff from United Way presented on the 211 Program and its relationship to CTC Coordinating Agencies.

Surber commented that United Way seems to have enhanced 211 a lot. He said people are often referred to something, but are not eligible, and then are referred somewhere else and the process repeats. He asked what percent of people who seek help through 211 actually receive help? Murphy responded that their preference is there would be one system for all social aid and it would be trackable, making a closed loop; but that would be super expensive and nearly impossible to coordinate. He said nearly 78% of people are telling them they received what they needed.

Surber commented that allowing callers a way to provide feedback would be helpful in letting us know how organizations are doing.

Morales asked if it is access to transportation services that people are calling in for, or are they calling to find transportation where there is none, or are they calling for help paying for transportation? Murphy responded that when someone calls about food, they do not ask why; it may well be a transportation issue, but they are not asking that, but they want to start digging down to find the root cause.

Morales added that he thinks this conversation is an opportunity for service providers to share what they do and improve the system.

Murphy added they also partner with the JAG program through OPS.

Parker commented that the agencies 211 refers people to ask some of the more probing questions to figure out the best way to help them. She also said she appreciates 211 allows people to get what they need quickly without them asking a lot of questions.

Morales added one last nugget of information - there is a difference between passive information sharing, like updating listings of services by posting on a website, but how do they get that information to 211? How do we change it from a passive to an active information sharing. Murphy responded that 211 tries to make things as simple as possible, but they do want to open up and instantly update their information based on service changes.

Morales noted that ENOA, for example, no longer provides transportation services in the urban area of the region.

3. NADTC Diversity, Equity and Inclusion Symposium

Halm and Johnson presented a debrief and next steps of the NADTC Diversity, Equity and Inclusion Symposium, held August 25, 2023.

4. Mobility Resource Guide

Halm presented a draft of the Mobility Resource Guide and asked for discussion and feedback.

No comments.

5. Additional Business & Public Comment

Additional business and an opportunity for public comment.

Bradley-Larson said a few drivers from the Omaha area participated in the state driver rodeo and some of them made it to nationals, including one of her drivers who took first place.

Bradley-Larson moved to adjourn the meeting, Wilks seconded. Motion carried.

Meeting adjourned at 11:17a.