

MINUTES

COORDINATED TRANSIT COMMITTEE



Wednesday, September 18, 2024 | 10:30a

Boardroom - Main Level of the Metro Transit Building

Virtual Link: <https://us02web.zoom.us/j/82586654064?pwd=D00sCFsXztsXXAzAS50AE0Jm2XsCvp.1>

(All voting members must be physically present to vote; virtual attendance counts for maintaining voting status)

Committee members or members of the public seeking accommodations to attend or provide feedback to the meeting should contact Court Barber, Transportation Planner, at 402-444-6866 or cbarber@mapacog.org.

Attendance

Court Barber - MAPA
Michael Blank - MAPA
Carlos Morales - MAPA
Rich McFall - Nebraska VR
Melanie Davis - UNMC Munroe Meyer Institute
Brandon Smith - Omaha Public Schools
Tami Jenson - City of Council Bluffs
Alicia Johnson - Metro Transit
Tammy Bradley-Larson - Florence Home
Randy Stonys - E Nebraska Human Services Agency
Amanda Parker - City of Bellevue
Rich Surber - Lutheran Family Service

McFall called the meeting to order at 10:30a.

Meeting meet quorum.

Action Items

For CTC Approval

1. Approval of Minutes from the [August 14, 2024 Meeting](#)
Court Barber presented meeting minutes from the prior meeting for approval.

A request was made to add the last name from Community Alliance, Shannon Bressler, to the August meeting minutes. A request was also made to update the name of Tami Jenson due to incorrect spelling.

Bradley-Larson motioned to approve, Johnson seconded, motion carried with the requested changes.

Discussion Items

2. Ongoing Regional Public Transportation Service Discussion

Court Barber, Rich McFall, and Melanie Davis continued the conversation started at the January 2024 meeting about service gaps and what the CTC can do to help.

Davis explained the ability to contact certain transit authorities in cities in advance to schedule paratransit as she has done, but she had to notify them a month in advance. The people you contact may also contact your home transit agency to clarify your eligibility for paratransit. Johnson noted that you shouldn't need to have your home transit agency contacted.

Barber asked how paratransit service works if you wanted to go from Omaha and Council Bluffs and vice versa. Johnson explained that currently Council Bluffs is treated as outside the Omaha service area, and vice versa for Council Bluffs. There is a way to still get between the two cities by paratransit, but if everyone joined the regional transit service agency, it would streamline this.

McFall asked if any agencies have any rider service guides, especially for paratransit. Johnson noted that Metro does for Moby. Davis asked if Metro is making a bilingual one. Johnson responded that they are in the process of making one.

Bradley-Larson noted that the rider handbook is a requirement from NDOT, they will get in trouble if they don't have it, so everyone should have one.

McFall asked what happens if someone schedules paratransit service and doesn't show up. Johnson noted for Moby that if they don't cancel in advance, it goes on their record and they are given a warning, and if this becomes 15% or more trips, then a suspension of service could be put in. However Moby does try to reach out to inform people who have been given a warning about how to avoid this issue happening again, making sure they are on the same page.

Surber explained that some managed care agencies used to offer a cab or van service, or bus tickets, to give people transportation access, but is curious to what extent that is still the case. Davis explained that almost all managed care agencies will still offer transportation access. ? asked how do people know which MCO they fall under. Davis said she is not sure, but Nebraska Health & Human Services should be able to look this up for you. Davis noted that MCOs do have community liaisons to speak with you.

McFall asked whether Moby service is approved based on eligibility or what services they have applied for? Johnson responded that their primary requirement is whether you can access fixed route Metro service.

Davis noted that MCOs need a minimum 3 day notice to get transportation services from them.

Johnson noted that at the state level the Nebraska Health & Human Services is getting their budget reduced, so there may be more restrictions in the future.

3. Additional Business & Public Comment

Barber noted that Metro is nearing completion of their Stop Audit data gathering, and said that this could be a good presentation topic for CTC. Johnson noted that Metro should be ready to present to the CTC on this sometime in early 2025.

McFall asked if there is a citizenship documentation requirement for paratransit service, as there can be immigrants that are here lawfully but are in the process of getting full citizenship. Johnson responded that Moby does not request any citizenship information for their service.

McFall asked how jurisdictions can join the regional metro transit authority. Johnson explained that currently any jurisdiction in the area in Nebraska that is not a part of the city of Omaha would need to vote to join the transit authority, and then the metro's board would need to vote to accept the jurisdiction joining. Iowa has separate state laws on transit, and would need to rewrite them to allow for Council Bluffs to join the regional metro transit authority. McFall asked why jurisdictions haven't joined, but guessed that money was the primary reason. Johnson responded that the fiscal cost associated with joining the regional metro transit authority is likely a reason. McFall asked why Metro isn't serving some zip codes in Omaha as well as others. Johnson and Barber explained that some parts of Omaha are very auto-oriented and have poor infrastructure for pedestrians and transit to access and use them, which makes it very difficult given Metro's limited budget to operate in some areas.

Surber noted that we should also take into account employer's schedules for worker's shifts to allow workers to access their work late at night or early in the morning, for both fixed route and paratransit service. Johnson noted that Metro is also happy to get further information from employers on how to give them adequate service for their employees.

McFall asked how employers communicate with Metro. Johnson explained that typically they contact the customer service or planning emails to get in touch with Metro to discuss this.

Davis stated that for MAPA meetings held off-site, they should have an explanation for how to allow those with limited mobility to access them.

Johnson motioned to adjourn, Bradley-Larson seconded, meeting adjourned at 11:27a.

Future Meetings & Events

TTAC: Friday, September 20, 2024

MAPA Board of Directors: Thursday, September 26, 2024

[MAPA Council of Officials Annual Dinner: Wednesday, October 9, 2024](#)

CTC: Wednesday, October 16, 2024

Meeting Quorum: The presence of $\frac{2}{3}$ (currently 5) of the members of the CTC at an officially called meeting shall constitute a quorum.