



# Metro Transit Advisory Committee

February 2024 Meeting Minutes

**Location:** Metro Administrative Offices, 2222 Cuming Street, Omaha, NE 68102

**Date:** February 14, 2024

**Time:** 6:30-8:00 p.m.

**Attendance:**

*TAC Voting Members Present:* Alex Mendoza, Cedric Ludlow, Clarice Dombeck, Clyde Anderson, Dayton Headlee, Joichiro Yamada, Maria Brady, Tamara Dwyer

*Staff:* Alicia Johnson, Sara Moulton

*Members of the Public:* Rose Kohl

*TAC Voting Members Absent:* David Baker, Isabelle Dunning-Ward, Jeff Spiehs

**Meeting Minutes:**

Introductions

New Business

- Public comment period
  - Thankful for the bus and not having to drive.
  - 42<sup>nd</sup> and Dodge, the trash can lids are gone, which causes issues with trash going everywhere. The lid hole is small for adding a bag of trash if you are trying to pick up the trash that has blown everywhere.
  - Full wraps cause visibility issues and sensory issues for riders. Makes wayfinding and navigation challenging, especially at night and in the rain. It also decreases perception of safety.
  - The frequency of audible announcements needs to increase.
- No paratransit application appeals to review.
- Chair and Vice Chair election results (unanimous vote)
  - Chair: Clarice Dombeck
  - Vice Chair: Cedric Ludlow
- One-year term volunteers

- Clyde Anderson, Maria Brady, Tamara Dwyer
- Will wait until final decisions about running for the elected board before finalizing one-year and two-year terms. Staff will do a random draw of members for remaining one-year seats.
- Paratransit Eligibility and Application Process – Alicia Johnson, Civil Rights and Inclusion Director
  - Overview of MOBY service
  - Review of eligibility categories and types
  - Review of appeal process
  - Functional ability – please review and share any idea for additional abilities that may be needed or if there are some that are not applicable specific to Metro fixed route services.
  - Questions from attendees
    - On MOBY, are there multiple riders?
      - Yes, 4-5 wheelchair users can be transported at one time. How many riders in the vehicle depends on mobility devices being used and trip pattern.
    - Does MOBY offer scheduling by pickup time or arrival time?
      - Both are available
    - Is the \$2.50 fare per trip or for the round trip?
      - \$2.50 for each individual trip (\$5.00 for a round trip)
    - Is there a discounted rate for the elderly?
      - Half-fare program and fare capping do not apply to MOBY.
    - Are there age requirements to use MOBY?
      - K-12 and other pass programs apply to MOBY.
      - There is a policy gap for minor use of Metro service. Working to propose a policy that would say a minor under a certain age needs to be accompanied by an adult on both fixed and MOBY.
    - Dayton shared that he formerly used MOBY, that it is a good service, but there can be a waiting time issue.
    - Clyde shared that when he drove the accessible school bus, there were concerns with students' exposure to exhaust fumes, especially for riders with breathing problems. Asked if MOBY has the same problem or if the exhaust is vented on the top of the van. Staff in attendance were not sure but will check.
    - What is the average number of days it takes for an application to be reviewed if the requirement is a maximum of 21 days?
      - About 5-6 days on average
    - How many applications do we get a month and what is the approval rate?
      - It varies. In January we got about 60 a month. Only two were denied.
    - What is the most common reason for denial?
      - Usually a misunderstanding of eligibility requirements.
    - How many MOBY clients are there and do they need to reapply every year?

- There are about 2000 riders and they are required to recertify every 3 years.
    - Accessible font suggestion: Atkinson hyperlegible
- General feedback shared by attendees
  - Head/hood signs
    - They are hard to read when scrolling between text and route information. Would prefer to limit hood signs to route information.
      - They are especially hard to read if there are multiple buses approaching and the rider has to quickly determine which bus they need.
    - Happy Holidays message could be perceived as Metro only celebrating some holidays.
- Metro Updates
  - Feedback on snow routes
    - Harney issues with bike lanes. The plow lanes and snow cause access issues.
    - With the buses going down, it was a struggle.
    - MyRide app was not showing up when you needed it, it was saying the bus was coming but the bus didn't come.
    - ORBT drivers were not stopping at every stop and passengers were passed up.
    - A push for more information and awareness on reporting options, such as the Mayor's Hotline.
    - There are often communication challenges with contractors and getting the same message from the contractor to the actual person clearing snow.
    - At the ORBT stations, the Truncated Dome Pads do not get as heated as the concrete and get icy and slippery.
    - Will the Park and Dodge ORBT station get a shelter like the ORBT stations?
    - A and B route
      - Non-smart phone users can experience issues
      - Printed materials are important for access
      - When on snow routes, can the route in MyRide reflect the actual route the bus is on? More visual displays of the snow route.
    - Make the route signs more clear
    - A physical sign for notification - put some sort of marker, notice, or bag on the bus stop signs for when a bus stop will not be serviced.
    - Tracker notification??
    - The snow between the sidewalk and street causes accessibility issues.
    - Running hot issues.
  - Nebraska Public Transit Week is coming up in April. Metro Communications would like TAC members to help with a video for Transit Employee Appreciation Day. Open to ideas, but will tackle this more at next month's meeting.
- March Agenda
  - Meet the CEO, Lauren Cencic

- Route Planning Considerations and Process – Evan Schweitz, Senior Manager of Planning and Scheduling
- Future topics to review
  - Metro budget

**Next meeting:**

- March 13, 2024, 6:30 p.m. Metro administrative offices