

Metro Transit Advisory Committee

April 10, 2024

6:30 p.m.

**This meeting is open to the public*

Location: Metro Administrative Offices - Board room

2222 Cuming Street, Omaha, NE 68102

Please enter through the front lobby doors, facing Cuming Street at the top of the ramp

Digital:

Join Zoom Meeting

<https://us06web.zoom.us/j/81362662191>

Meeting ID: 813 6266 2191

Attendance:

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

Members of the Public: Monique Summers Currington, Andrew Demarest, John Sullivan

TAC Voting Members Absent: Isabelle Dunning-Ward, Jeff Spiehs, Maria Brady

Staff Facilitators: Nicole Ebat, Annie Pigaga, Bridget Battafarano

Meeting Minutes:

Introductions

Opening: Public Comment Period

1. Clyde A.: Looking to clarify reason/updates for problems with My Ride app.
 - a. Clarice D: Understanding is that app is being worked on by software developers, looking to fully resolve the issue as soon as possible. Staff confirmed.
2. John S: Thankful to staff for making time for TAC meetings. Last meeting was especially helpful in terms of Q&A
3. Approval of March Meeting Minutes
 - a. Clyde A. clarified that his point about losing the transit centers at Crossroads and Benson corridor was specifically in reference to the impact at major intersections.
 - b. Vote to approve: Motion- Cedric L; Second- Alex Mendoza

New Business:

1. Introduction of new staff member: Bridget Battafarano, Community Mobility Coordinator. Job will entail being a consistent staff presence at TAC meetings, a travel trainer, and a community liaison.
2. Route Category Adjustments
 - a. Nicole E: To better align route system, Metro is creating a new category called "Connectors:" These are routes with limited trips during rush hour and have

previously been known as “express” routes. After May 19th, Route 16 will be known as Route 106 Epley Connector and Route 98 will be known as Route 120 Northpark Connector. **No** changes to the routes themselves, simply **renaming** the routes.

- b. Nicole E: Particular care will be given to spread information face-to-face and by word of mouth to those who may not have internet access, since there is a large population of people who may not have this access along these routes.
 - c. Are these changes just to provide clarity about what the routes do? Will there be more routes in this category? Staff: Yes, particularly 106 is what people think of as connecting people to Epley. And it’s possible that more routes could be considered connectors in the future, but currently just these two. Eventually, plan is to move Epley connector to more frequent service, so it would no longer be in this category.
3. Public Meeting Feedback report: Comments being taken until 11:59 pm. Staff gave overview of kinds of comments received in public meetings RE: potential route changes. Full list of comments available if committee would like to view.
 4. Recommendation vote on Spring service changes
 - a. Changes will go to board to be voted on, looking for official TAC recommendation.
 - b. 13 and 15 route adjustments from 15-minute stops to 30-minute stops all day
 - i. What
 1. Annie P: Required research looks at specific sections of those routes. Data shows no significant disparate impact or disproportionate burden on minority and low-income populations.
 - ii. What variables are used to assess disparate impact and disproportionate burden for these route changes?
 1. Staff: Research looks at specific ranges of those routes and the number of people within that range who will be losing or gaining service. For this analysis, looked at shorter leg of route because it has higher frequency.
 - iii. Why these routes? Any others considered?
 1. Staff: The process is to look at lowest performing high frequency routes. These two are the only two that fall into this category. No others
 - iv. Is this a simple yes or no vote? Sounds like this is the best option, but does not feel like a good one, plenty of gray area. Can TAC submit comment?
 1. Can vote yes, no, or approve with comment.
 - v. Motion to vote to recommend route changes: Clyde; Second: Cedric
 1. Clarice: yes
 2. David: yes
 3. Joi: yes
 4. Alex: yes
 5. Clyde: yes
 6. Cedric: yes
 7. Tamara: yes
 8. Dayton: yes
 - vi. Cedric: Can we attach comment? Staff: Yes
 1. Why is this needed? What is being done to address these problems?
 - a. Staff: We have a driver and vehicle shortage that are currently straining the system. Hiring team has been working

on operator hiring and retention as well as vehicle orders. Doing well, but this takes time. Buses that would be used for these routes are going to be used to sustain other services and alleviate issue of missed buses on other routes.

2. Clarice: Can we have a separate meeting to allow time to collect comments, put them together, then vote? Staff: yes, according to bylaws. Can be virtual. Alex: Request for immediate vote.
 3. Andrew: Recommendation for 20-minute service as opposed to 30-minute, so that buses are not over-burdened with passengers. Staff: running 20-minute service wouldn't be enough reduction to reliably serve other routes. Passenger numbers on the 13 and 15 indicate there will be enough space on board, as those buses are the least used of high-frequency routes. Andrew: is this reduction during rush hour or midday service? Staff: It is any time that service is currently every 15 minutes. So rush hour and midday service.
 4. Committee brainstormed what to include and best wording for TAC approval comment.
- vii. Official recommendation: "The TAC would like to approve with comment that Metro commits to addressing the root causes of the staff shortage and restore service as soon as conditions allow."
1. Motion to vote to attach comment: Dayton; Second: Clarice
 - a. David: yes
 - b. Joi: yes
 - c. Alex: yes
 - d. Clyde: yes
 - e. Cedric: yes
 - f. Tamara: yes
 - g. Dayton: yes
5. Meet the Communications Team- Nicole Ebat, Senior Director of Communications and Community Relations & Annie Pigaga, Communications Specialist
- a. Shared job descriptions: Events, meetings, news media, social media, elected officials, community education and relations
 - b. Updates on events and social media presence; presentation attached. Announced Nebraska Public Transit Week events and summer events.
 - c. Encouraged TAC to be engaged in all events, let staff know ahead of time if you want to help out.
 - d. Wheel Appeal Contest details – Officially launched contest to have middle and high school art on buses. One winner from middle and one from high school.
6. Set May Agenda
- a. Discussed and took recommendations for which department to present in May. Committee request for HR to present so questions about staffing can be addressed. Staff will make request.
 - b. Suggested including the Dallas 501 c(3) "Better Block" in a meeting at some point. Based in Dallas and do public engagement and rider experience projects. Would be virtual.

Next Meeting:

May 8, 2024 6:30 p.m. Metro administrative offices



COMMUNICATIONS
AT
metro



**WHO WE
ARE**



NICOLE EBAT
SENIOR COMMUNICATIONS +
COMMUNITY RELATIONS MANAGER



ANNIE PIGAGA
COMMUNICATIONS SPECIALIST



WHAT WE DO

A little bit of everything...

- Community outreach
- Metro promotion
- Events
- Media contact + interviews
- Social media
- Videos
- Government relations
- Public education







- **APRIL 20** | Books + Buses - Benson Library
2 pm - 3 pm
- **APRIL 21** | Earth Day - The RiverFront
1 pm - 5 pm
- **APRIL 22** | Fare Free Day - All Metro Services
All day
- **APRIL 23** | Millwork Conversations
6 pm - 7 pm
- **APRIL 25** | Books + Buses - Washington Library
10:30 am - 11:30 am
- **APRIL 27** | Earth Day - Elmwood Park
11 am - 5 pm
- **APRIL 28** | Books + Buses - Downtown Library
2 pm - 3 pm

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UPCOMING



CINCO DE MAYO PARADE



FREEDOMFEST



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HEARTLAND PRIDE PARADE



WORLD REFUGEE DAY

AND MORE....

★ TAC'S ROLE

Expand our reach...

- Inform your network of events
- Help staff outreach events
- Share social media
- Walk in parades with us
- Connect public to Metro



