Regional Metropolitan Transit Authority of Omaha
2222 Cuming Street
Omaha, NE 68102
402.341.0800
TDD: 402.341.0807
Fax: 402.342.0949
ometro.com

Metro Transit Advisory Committee

October 8, 2025

6:30 p.m.

**This meeting is open to the public online and in-person at Metro offices*

Digital:
Join Zoom Meeting
https://us06web.zoom.us/j/81362662191
Meeting ID: 813 6266 2191

In attendance:

Committee members: Clyde Anderson (Vice Chair), Rose Krekelberg, Joey Yamada, Alex Mendoza, Brian Neely

Members of the public: Raymond Williams, Monique Summers-Currington (online)

Staff: Bridget Battafarano, Community Mobility Coordinator; Nicole Ebat, Senior Manager of Communications and Community Relations; Aaron Summerfield, Senior Mobility Manager; Osman Sharif, Mobility Specialist

Committee members absent: Cedric Ludlow (Chair), Gab Rima, Leah Keator, Marshall Maurer

Opening: Public comment period (Limit to ten minutes total, please)

Approval of previous meeting minutes

Clyde: Incomplete sentence on page 2, referencing a question from Marshall Maurer.

Bridget: Thank you for catching this. His question was regarding whether some of the budget is items that Metro is continuing to pay off. The answer is yes. With committee approval, I will omit the question, since it is referenced in the attached budget document.

Minutes approved unanimously, as amended.

New Business:

1. Paratransit appeals: None
2. Metro updates and upcoming events

a. Board Meeting on 9/19
    i. Approved: Title VI plan; Fiscal Year 2026 Budget; Doors and windows in-building task order
b. Metro has 14 of the 26 new buses; 10 are in service. Most will be CNG, but some will be diesel.
c. Proposed route changes/updates. Drivers will bid on work assignment changes in November, all changes take effect on Dec. 15th.
    i. Route 5: Changing timing to better accommodate connections at NOTC
    ii. Route 13: Adding one trip in evenings on weekdays - increases MOBY service
    iii. Route 55: Increase peak time frequency to 30 minutes - highly requested
    iv. Public meetings regarding the changes will take place:
        1. Monday, 10/20 from 12pm-1pm on Zoom:
        2. Thursday, 10/23 from 2pm-5:30pm at Aksarben Transit Center
d. NOTC pavement replacement is on schedule
e. Metro Flex fares start October 15th.
    i. $3 per ride with or without fixed route connection, $4.25 per ride with MOBY connection.
    ii. Free pass programs (including K-12 Rides free) and half-fare do not apply to microtransit. Half-fare will not apply to microtransit either.
    iii. UMO app, card, and tokens can be used to pay. Riders cannot use cash aboard microtransit vans, but they can load cash to UMO accounts at Ticket Vending Machines or at Metro's offices.
f. TAC
    i. Application submissions closed 10/1 and new members will be finalized by 12/1. Applications are redacted and then sent to the blind review committee – Aaron, Cedric, and Bridget.
    ii. There are 5 open spots and Rose Krekelberg will stay on with the committee.
g. September events:
    i. Included bus in Fiestas Patrias parade, 9/13
    ii. Tabled at College of St. Mary (CSM) student resource fair, 9/24
    iii. Trained CSM Occupational Therapy Doctoral students on system and accessibility, 9/25
    iv. Bike Walk Summit: Presented practical tips and tools to ride Metro, 9/30
h. October events:
    i. Table at Girl Scouts community event, 10/11
    ii. Collaborate with CSM Occupational Therapy: Students will complete program proposal to expand Metro training capacity with volunteers
    iii. Table at Project Connect, 10/21
    iv. Decorate bus at It's Fall Y'all at the Riverfront, 10/25

i. Metro has proposed route changes to be implemented December 15th.
    i. Route 5: proposed changes will better accommodate transfer timing at the North Omaha Transit Center.
    ii. Route 13: proposed changes add one more trip in the evenings on weekdays
    iii. Route 55: proposed changes will increase frequency during peak hours from hourly to every thirty minutes. Route 55 and Route 15 will no longer share trips downtown. The 55 will begin its westbound trip at Aksarben and turn around at 118th and Q to go back eastbound back to Aksarben.
    iv. We will have public meetings online Monday, 10/20 from noon-1pm and at the Aksarben Transit Center on Thursday, 10/23 from 2pm-5:30pm to discuss the proposed changes and get feedback

3. Metro Flex Update – Aaron Summerfield, Senior Mobility Manager and Osman Sharif, Mobility Specialist
    a. Metro Flex ridership has steadily increased since it started in September, with 5,963 rides so far.
    b. The North Zone has seen the highest ridership, making up about 75% of all rides.
    c. October has seen up to 249 rides in a day, but anticipate a dip when fares begin on the 15th.
    d. When fares begin, you can use Umo to pay by scanning a small screen on board
    e. **Joey**: Are there plans to expand service?
    f. **Aaron**: It's too early to determine expansion plans
    g. **Rose**: Do you think the higher ICE presence in South Omaha is having an effect on ridership in that area?
    h. **Aaron**: We have not received any comments about that.
    i. **Bridget**: We're reaching out to South Omaha organizations and promoting it at community meetings in the area.
    j. *Please see attached slideshow for additional details on microtransit
4. Committee report on public feedback
    a. **Joey:** MyRide doesn't always show construction detours.
    b. **Nicole:** It is challenging to keep up with construction when schedules change. Metro has strengthened the relationship with the city planning department, but some updates fall through the cracks. We update the news alerts as soon as possible and the maps after the buses are in for the day. But if we try to update the maps during the day while the buses are out, the system crashes. We recommend that riders subscribe to our news alerts.
5. Committee report on Metro Board
    a. Bridget: Marshall is not here, but he may have updates when he comes back.

Next meeting:

- November 12, 6:30 p.m. at Metro administrative offices and on Zoom

For questions, please contact Bridget Battafarano at 402-341-7560 ext. 2560

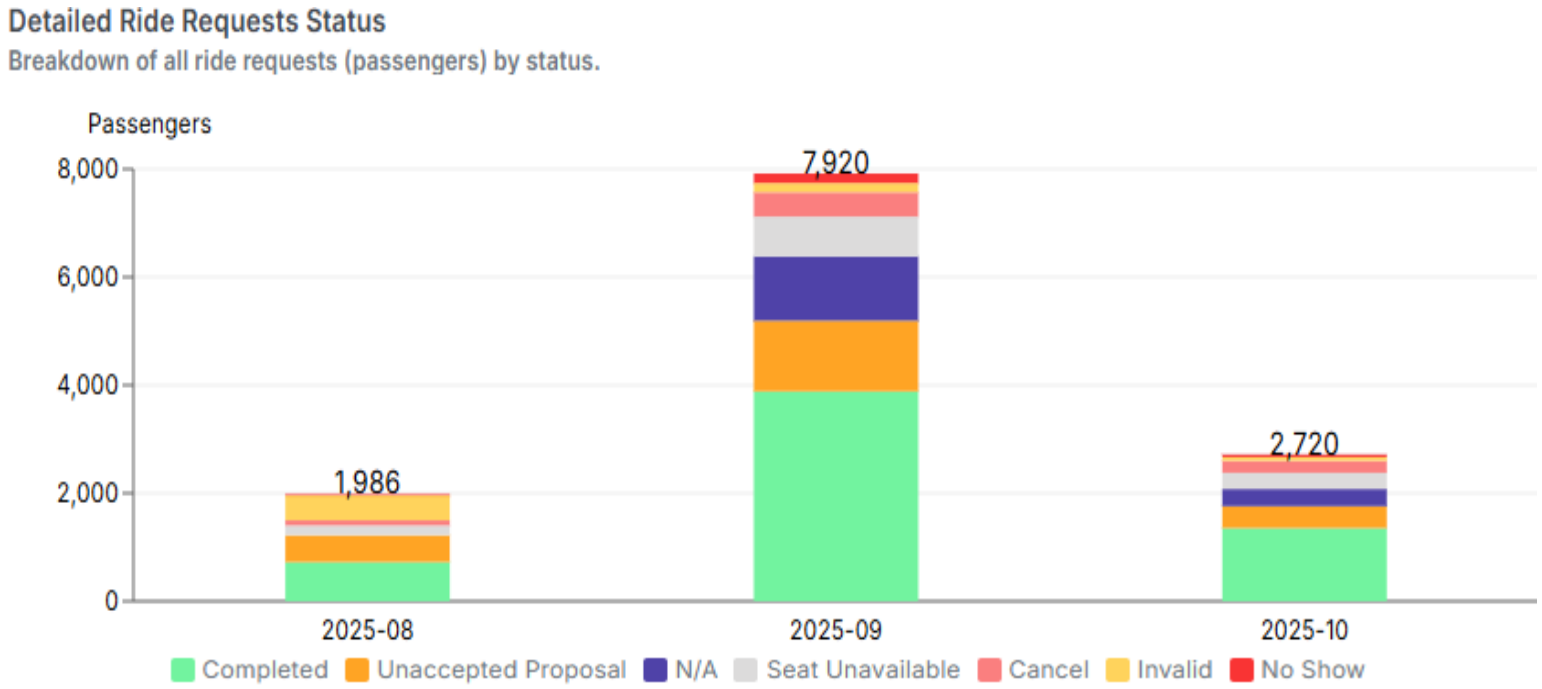
TAC Meeting
System Performance Summary

Regional Metropolitan Transit Authority of Omaha



Service Overview – Through October 7, 2025

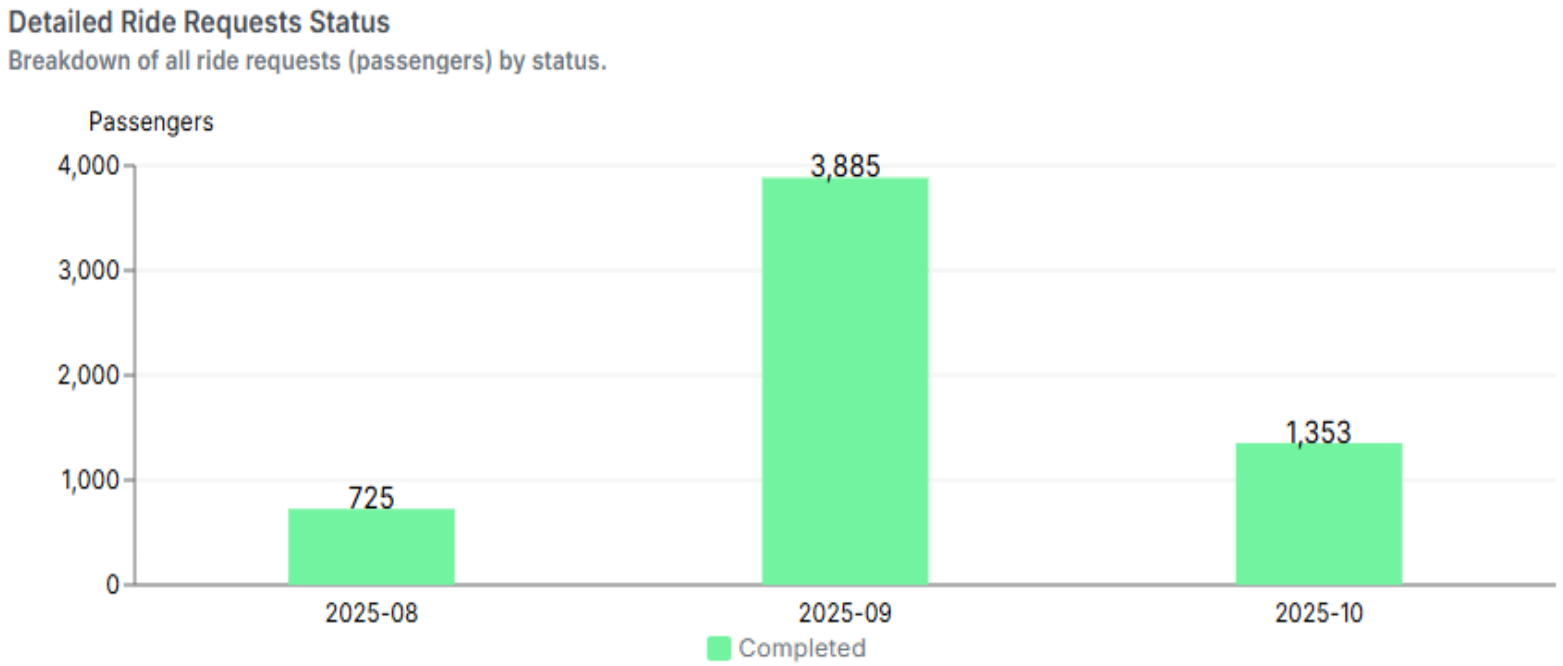
- Total Trip Request: 12,626
- Total Met Demand: 9,901 (89.1%)
- Total Completed Trips: 5,963 (53.6%)



Completed Rides by Zone

- Total Completed Trips: 5,963
  - North Zone: 4,391 (74%)
  - West Zone: 661(11%)
  - Omaha ODM: 310 (5%)
  - Demand Pairs (<2%): 302 (5%)
  - South Zone: 299 (5%)

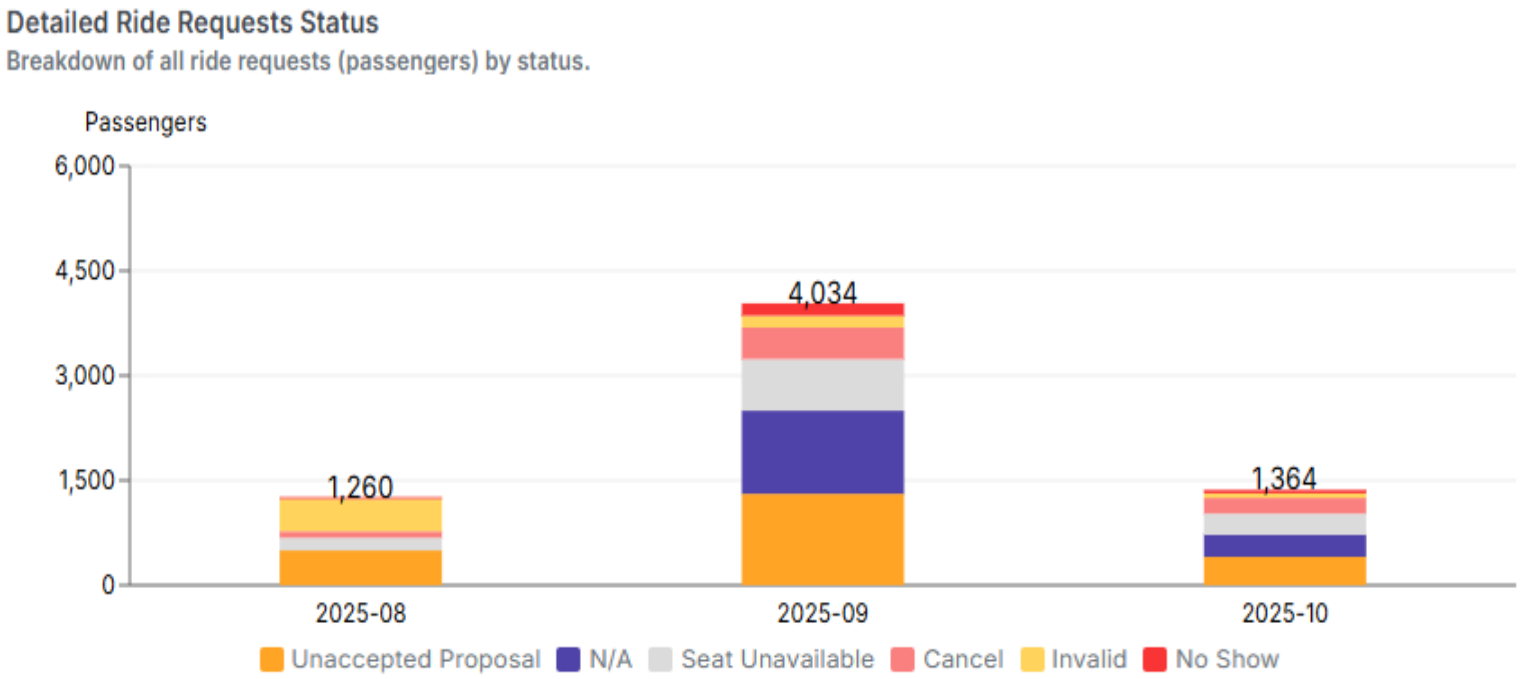
Total Completed Trips



Unfulfilled Trips

- Total Unfulfilled Trips: 6,658
  - Unaccepted Proposal: 2,213 (33%)
  - N/A: 1,508 (23%)
  - Seat Unavailable: 1,217(18%)
  - Cancel: 770 (12%)
  - Invalid : 700 (10%)
  - No Show: 250 (4%)

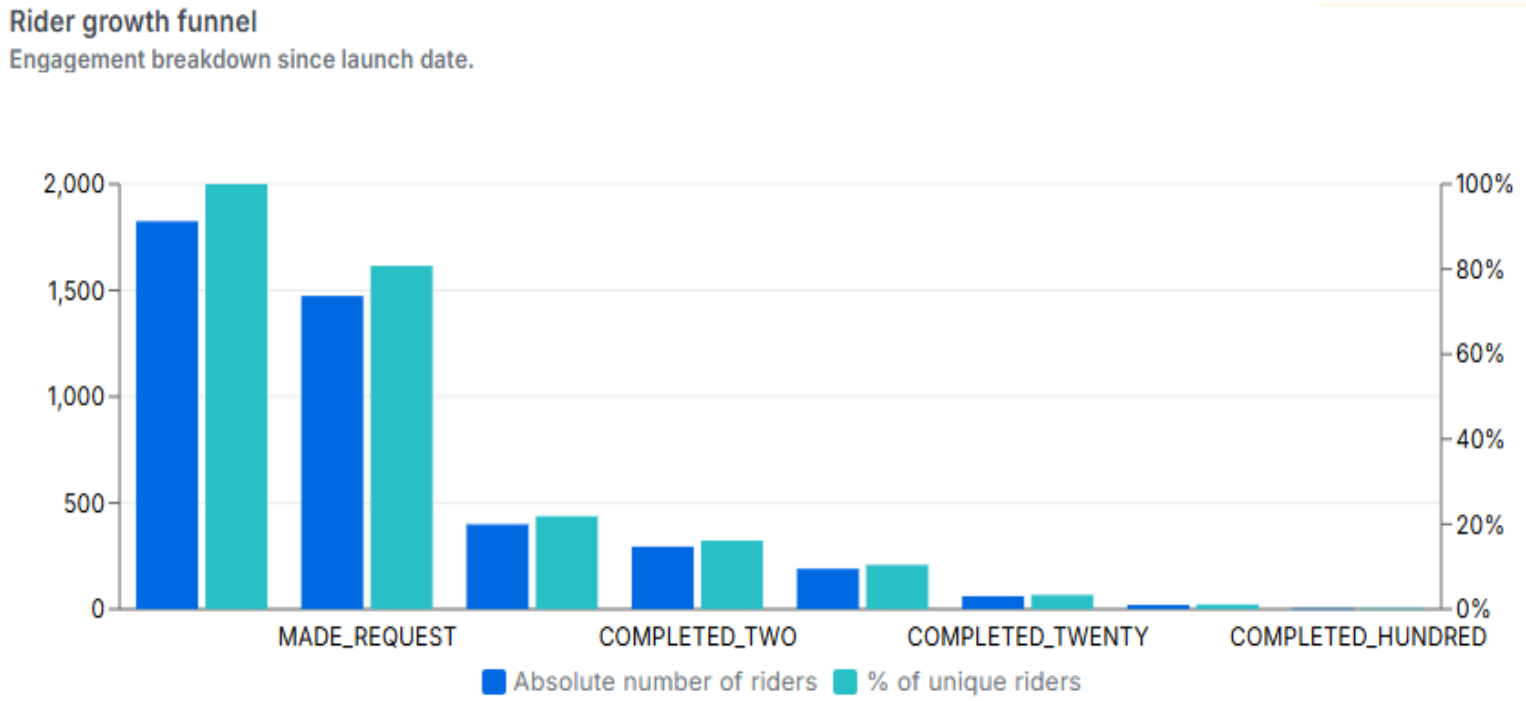
Total Unfulfilled Trips



Active Riders

- Total Accounts Created: 1,825
  - Made a Trip Request: 1,474 (81%)
  - Riders with 1+ bookings: 399 (22%)
  - Riders with 2+ bookings: 294 (16%)
  - Riders with 5+ bookings: 190 (10%)
  - Riders with 20+ bookings: 61 (3%)
  - Riders with 50+ bookings: 20 (1%)
  - Riders with 100+ bookings: 5 (<1%)

Rider Growth Funnel



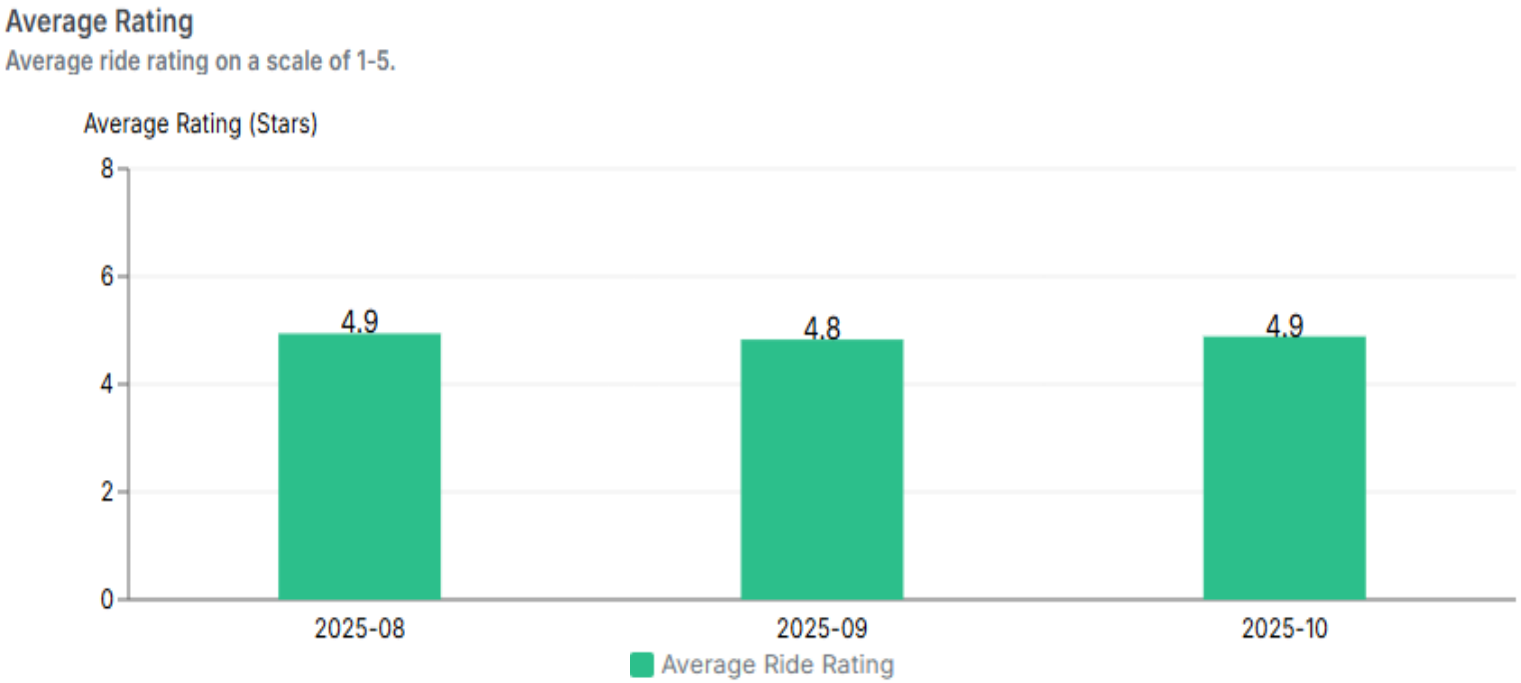
Ride Experience & Rating

- Average Pickup ETA: 9.7 min
- On-Demand Deviation: 0.4 min
- Average Ride Duration: 9.2 min
- Average Ride Distance: 2.8 miles

- Bookings w/ Rating: 1,051
- Average Rating: 4.9 Stars
- Total Five Star Ratings: 989
- Five Star Rate: 94.1%

★ ★ ★ ★ ★

Average Ride Rating



Questions?

