



Metro Transit Advisory Committee

January 14, 2026

6:30 p.m.

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

Digital:

Join Zoom Meeting

<https://us06web.zoom.us/j/85886025172>

Meeting ID: 858 8602 5172

Staff Facilitators: Bridget Battafarano, Community Mobility Coordinator; Alicia Johnson, Ph.D., Director of Civil Rights and Inclusion; Evan Schweitz, Sr. Manager of Planning and Scheduling

Committee members: Joey Yamada (Chair), Clyde Anderson (Vice Chair), Raymond Williams, Lindsey Button, Brian Neely, Gab Rima (online), Alex Mendoza (online), Rondae Hill (online)

Members of the public: Rob Sembrat, Alexander Lui

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

1. **Rob Sembrat**: Some of the information regarding the route 4 bus going to Regency is confusing. When new in town, asked a bus operator about getting there and operator said the only way was to ride the 4 Westbound from downtown. Operator did not indicate that the 4 Westbound picks up across the street from the transit center on its way to Regency. Riders need clearer information.

Approval of previous meeting minutes

Moved: Clyde Anderson, Second: Lindsey Button. Unanimous approval.

New Business:

1. Paratransit appeals: None. December appellant has not followed up.
2. New member overview:
 - a. Introductions

- b. Committee responsibilities: Review paratransit appeals; act as liaisons between the public, Metro, and Metro's board; participate with Metro at public events and meetings
3. Committee report on public feedback
- a. Clyde: Many Route 15 connections to Westbound 55 were missed in December; still tight but better now. Observed an issue on the 18 with a rider sheltering on the bus. What is the procedure for drivers when someone is using the bus as a shelter and refuses to get off at the end of the route?
 - i. Metro: Drivers receive deescalation training and can ask a field supervisor to come out if the passenger continues to refuse. Police are called as a last resort. Metro has security contracts for evening hours at the administrative building and at the North Omaha Transit Center after school hours and in the evenings. Only the police have the power or ability to remove a passenger from the bus.
 - b. Brian: Was Metro given a timeline for construction on Center Street from Saddle Creek to Aksarben?
 - i. Metro: Stops have been closed for construction and we didn't get much head's up. It looks like it was reopened today.
4. Committee report on Metro Board – Clyde Anderson
- a. Received \$4.9 million grant for new C&G buses. How many buses? When?
 - i. Metro: We're moving to a model to phase in buses 5-7 at a time, rather than large batches. We hope to purchase 7 by the end of the year, then 7 more, but the specifics aren't finalized.
 - b. Board approved new 3-year customer service contract at \$500-600,000 per year. Are agents currently working remote? Will the new agents work remotely?
 - i. Metro: Agents are currently under contract, moved to fully remote in 2025. Customer service has been contracted for over 10 years. Metro recently conducted a procurement process for the new contract and this company was staff's recommendation based on the bids received. Agents will not be in town.
 - c. Do we know why Kids Ride Free numbers from September through November 2025 were lower than 2024?
 - i. Metro: It isn't clear, but many students were riding MetroFlex when it was free in September and October.
 - d. No updates on microtransit. Board is still deciding what data they want reported.
 - e. Lindsey: Do we collect data on cyclist use?
 - i. Yes, there is a key for operators to record bike rack use. Year over year, we have seen more and more use.

- f. ORBT does not have regular fare boxes, so does not have tracking of students. ORBT K-12 numbers are estimated based on percent ridership on other routes. Other pass programs (i.e. colleges) are counted by school ID use.
5. MOBY appeals process – Alicia Johnson, Ph.D., Director of Civil Rights and Inclusion
 - a. Delayed to next meeting due to time constraints.
 - b. Alexander: Concerned that MOBY is inaccessible and not ADA compliant because construction closures downtown make navigation inaccessible for those with disabilities. Not everyone with a disability gets MOBY. Application questions seem too invasive.
 - i. Metro: Metro follows all FTA guidelines for paratransit eligibility and ADA compliance. Looking forward to revise the application with public input soon.
6. Metro updates and upcoming events
 - a. Staff trained 24 people at the Women’s Center for Advancement
 - b. Evan Schweitz: Upcoming route planning – Potential route changes for more long-term solutions related to the streetcar. Information about public meetings related to the proposed changes are forthcoming. *See attached powerpoint.*

Next meeting:

- February 11, 6:30 p.m. at Metro administrative offices and on Zoom

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

Upcoming Route Planning

1.14.2026

Next Service Changes

Sunday, April 19

- *Major changes planned for Route 30 (interline impacts to Routes 4, 11, 106)*
- *Other tentative changes in review, pending Operator staffing levels*
- *Public meetings scheduled for Feb 10 - 19*
- *Title VI Analysis – March Board meeting*

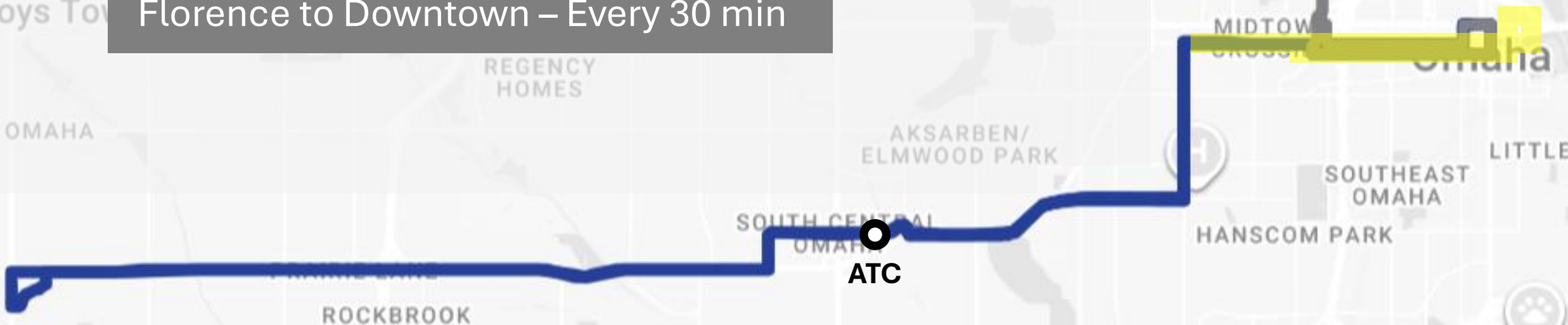
Service on Farnam & Harney

Route 15

Aksarben to Downtown – Every 30 min
Oakview to Aksarben – Every 60 min

Route 30

Florence to Downtown – Every 30 min

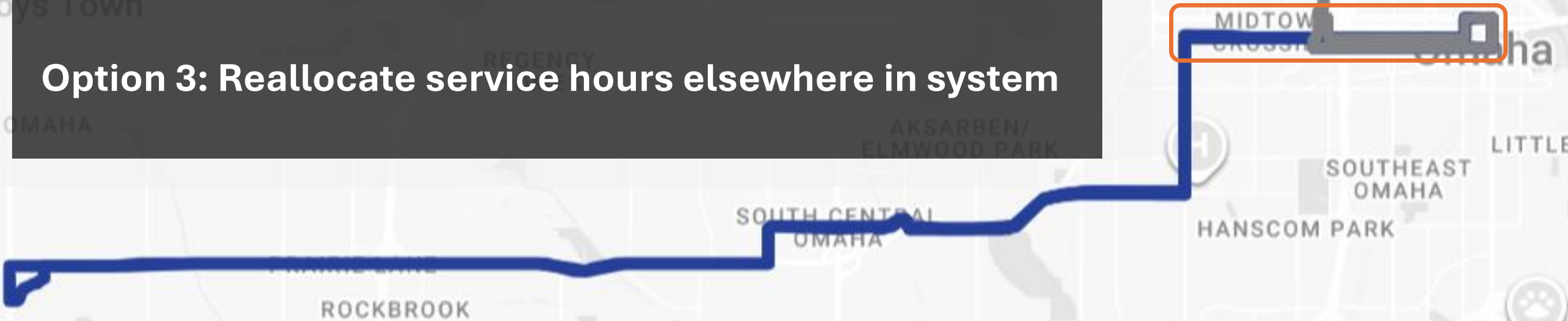


Long-Term Options for Routes 15 & 30

Option 1: Continue to overlap Streetcar corridor

Option 2: Shift to parallel corridor

Option 3: Reallocate service hours elsewhere in system



Route 30: Proposed service to Aksarben TC

Pros:

- Expanded connections to new areas
- Minimizes duplication with Streetcar
- More direct travel for non-downtown trips
- Travel from NOTC to ATC would be 6 minutes faster

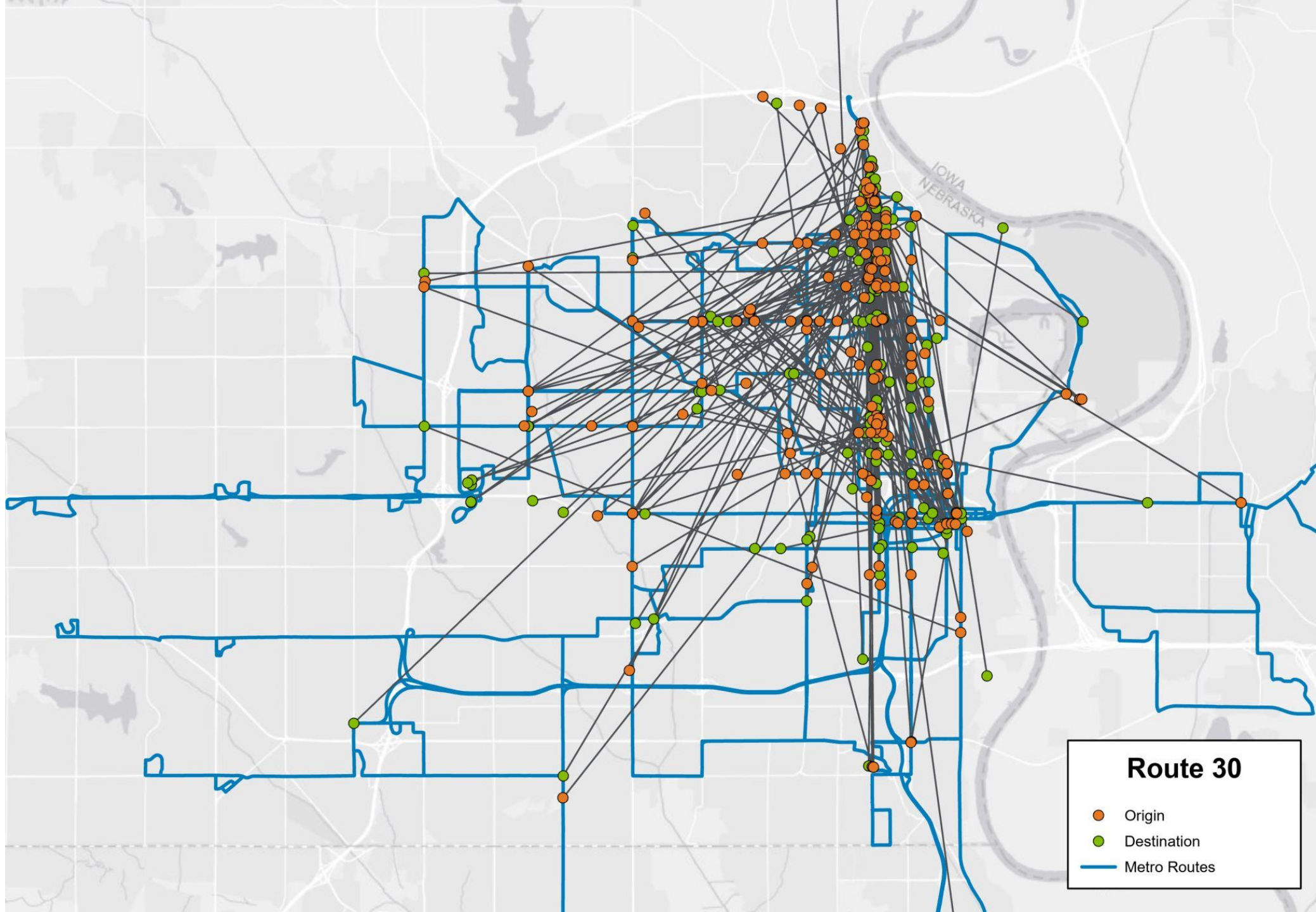
Cons:

- Would require transfers for those heading downtown



Onboard Survey – Routes 15 & 30

- Survey Purpose
 - Want to understand rider's travel patterns:
 - **O** – Origin
 - **B** – Boarding location
 - **A** – Alighting location
 - **D** - Destination
- Obtained 450 surveys for 95% confidence, +/- 5% margin of error
 - Dec 12 - 30



Route 30

Major Negative Impact

- Would remove a direct ride (alternate transfer routes available in all cases)

Minor Negative Impact

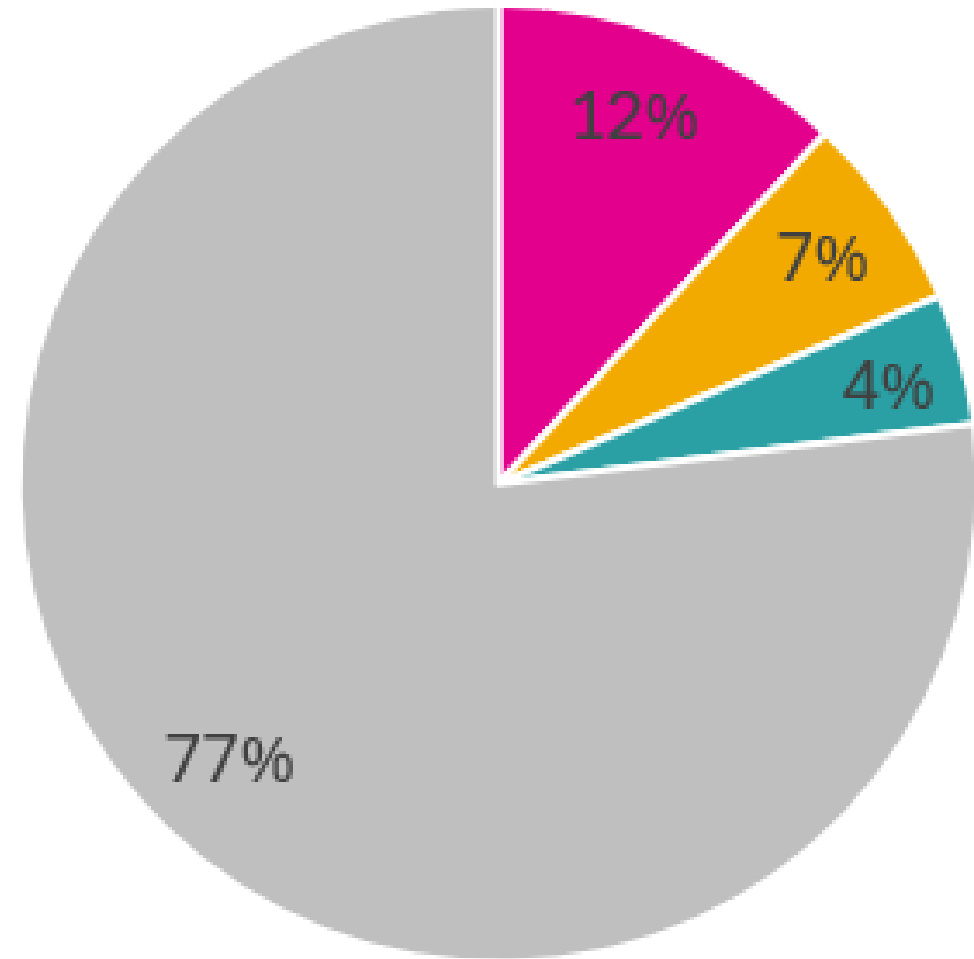
- Rider could take another route with minimal impacts to their trip

Positive Impact

- New Route 30 alignment would offer a more direct ride

Neutral

- Could continue to make that trip with minimal or no impact



■ Major Negative Impact ■ Minor Negative Impact ■ Positive Impact ■ Neutral

Route 30 Comments



| # OF MENTIONS | COMMENT |
|---------------|-------------------------------------|
| 12 | Reliability Concerns |
| 10 | Run buses more often |
| 7 | Detour - stop access concerns |
| 7 | Run later at night |
| 6 | Expand service to new areas |
| 5 | More benches and shelters |
| 4 | Detour information challenges |
| 4 | Connections with new Route 5 timing |
| 4 | Buses passing customers |
| 3 | Drivers are disrespectful |

Route 15

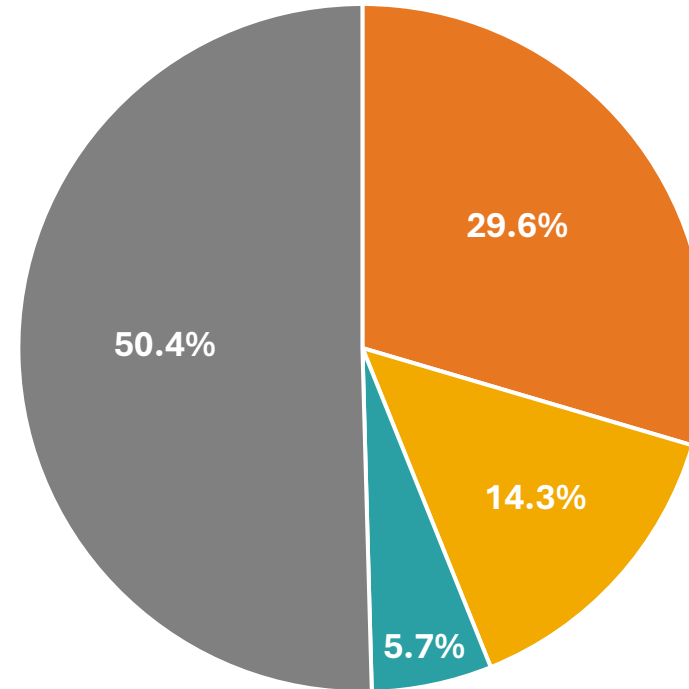
Minor Negative Effect:

- Alternative route available (i.e. 11)

Major Negative Effect:

- Requires new or an added transfer

Route 15 Survey Effect Analysis

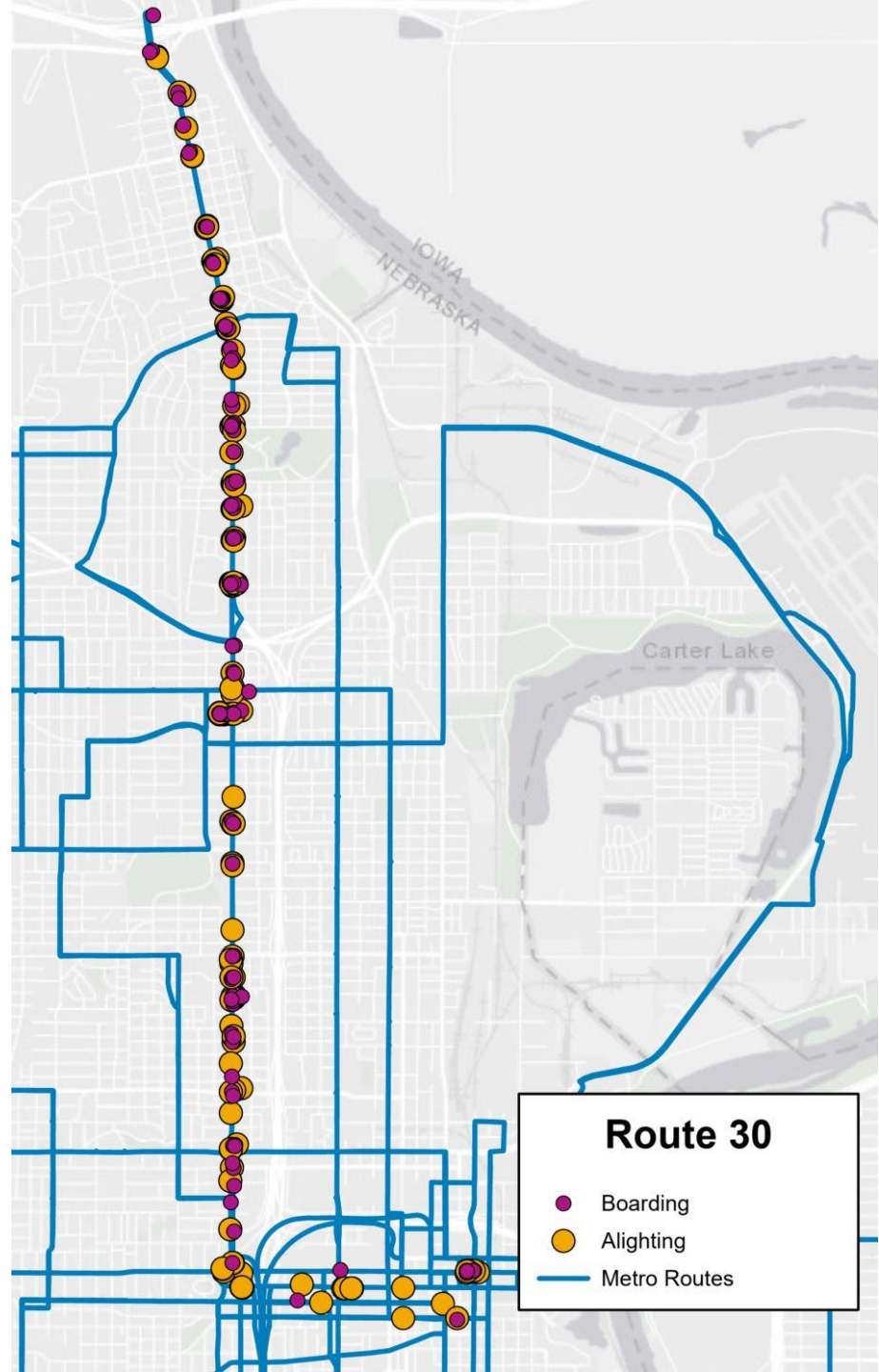


■ Major Negative Effect ■ Minor Negative Effect ■ Positive Effect ■ Unaffected

Route 15 Comments

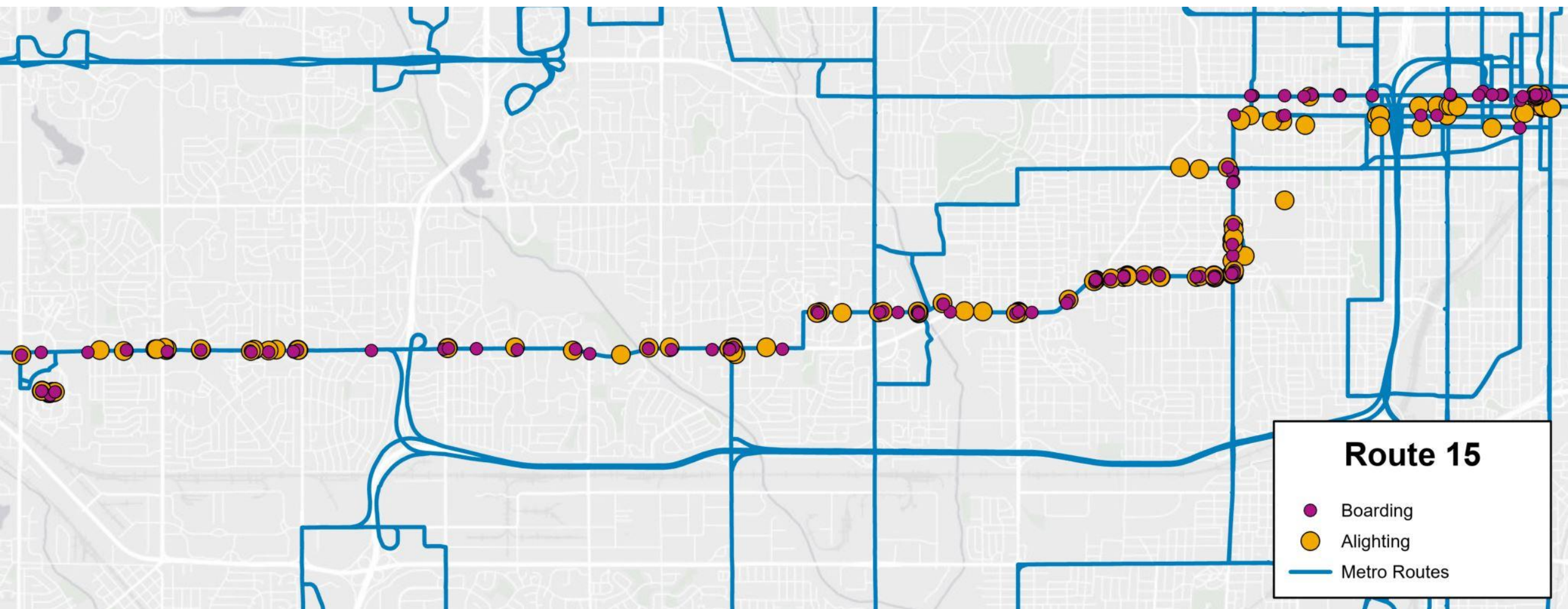


| # OF MENTIONS | COMMENT |
|---------------|-----------------------------------|
| 27 | Detour - stop access concerns |
| 19 | More frequent service to Oakview |
| 13 | Reliability Concerns |
| 11 | Run buses more often |
| 8 | Expand service to new areas |
| 8 | Connections at ATC |
| 7 | Detour information challenges |
| 4 | Dislike splitting the 15 and 55 |
| 3 | Info not always updated on MyRide |
| 3 | Better connections between routes |



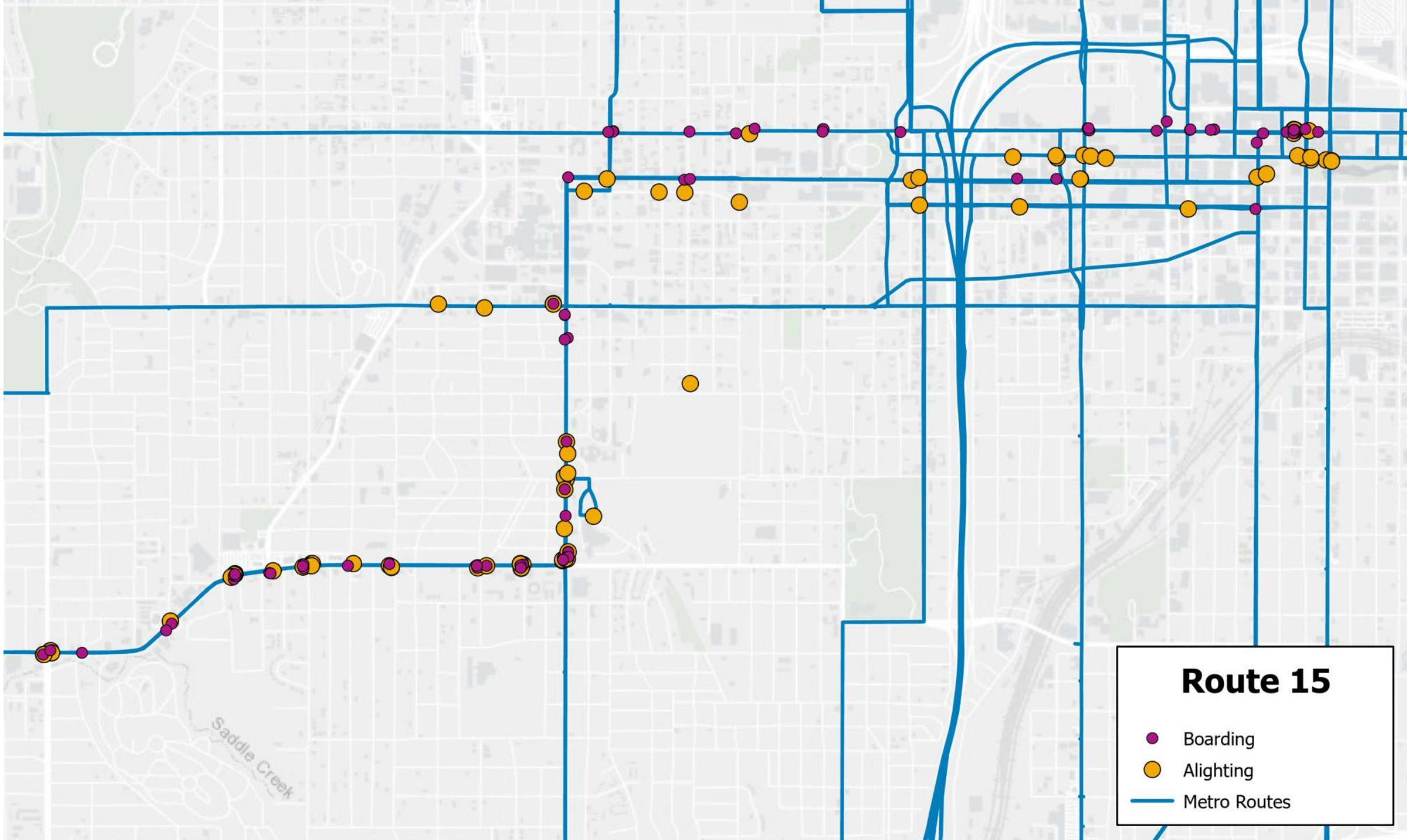
Route 30

- Boarding
- Alighting
- Metro Routes



Route 15

- Boarding
- Alighting
- Metro Routes



Route 15

- Boarding
- Alighting
- Metro Routes