



Regional Metropolitan Transit Authority of Omaha

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Metro Transit Advisory Committee

June 11, 2025

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/88468288293>

Meeting ID: 884 6828 8293

Staff Facilitators: Bridget Battafarano, Evan Schweitz (Planning), Sander Scheer (Safety and Security)

Committee Members: Joey Yamada, Gab Rima, Clyde Anderson (Vice-chair), Rose Krekelberg, Cedric Ludlow (Chair), Leah Keator (online), Neena Nizar (online), Alex Mendoza (online)

Member of the Public: Steven Thomas

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

Steve: Was waiting for a bus at the temporary Aksarben Transit Center. MyRide showed the bus skipping the Transit Center altogether. Submitted a complaint.

Approval of previous meeting minutes

Motion: Approved unanimously

New Business:

1. Paratransit appeals: None
2. Metro updates and upcoming events
 - a. Planning department held resource table at Reignite 2 Unite, an affordable housing symposium for developers. Emphasized importance of considering transit access when developing properties for affordable housing.
 - b. The city is developing updated comprehensive plan for zoning across Omaha. Zoning codes dictate where businesses and housing can be built. Metro is on mobility subcommittee to reemphasize transit when planning city growth. Each

city council district will have public meetings, seen here:

<https://wemake.omaha.gov/events/#event-section>

- c. Will attend:
 - i. Juneteenth Parade and Freedom Fest June 14
 - ii. World Refugee Day June 21
 - iii. Heartland Pride Parade July 12
 - d. Ballpark Bus (extension of Green Route): starts 1st day of CWS:
<https://www.ometro.com/bus2ballpark>
 - e. Requested clarification on Metro obligation to certify TAC in HIPAA. Attorney stated she cannot provide official recommendation at this time. In the meantime, staff will provide general HIPAA resources to Committee members via email.
 - f. Microtransit update: Late summer, early fall launch; Name: MetroFlex
 - g. Met with College of Saint Mary Occupational Therapy Doctoral program faculty to see how students can assist with Train the Trainer.
 - h. 4 bids came in for customer service contract. Internal committee reviewed and discussed submissions. Metro's Board will vote soon to award a contract.
 - i. Title VI & MOBY Public Participation meetings scheduled in July, one directly before July TAC meeting at Metro office.
3. Safety updates – Sander Scheer, Director of Safety
- a. Ways for employees to report concerns:
 - i. Physical comment boxes on site, online comment form, QR code form
 - ii. American Security: contracts for building security overnight
 - iii. Riley Protection Group: contracts for safety on routes and especially at the North Omaha Transit Center.
 - iv. Most common concerns: Wanting to see stops moved, check for blind spots, vehicle maintenance. Logged, sent to correlated departments
 - b. Monthly reports for the National Transit Database:
 - i. S&S 50 – minor incidents on the bus. Average 0-3 per service (fixed, MOBY) per month. Usually things like falls.
 - ii. Assaults on transit operators: numbers are very low; usually verbal assaults due to enforcement of rules or rider frustrations with service.
 - iii. S&S 40 – major incidents: large damage to a vehicle or medical needs on a Metro vehicle. 3 reported for 2025 so far.
 - iv. Customer complaints and operator reports average 20-30 a month. Usually when a rider falls on the bus, someone gets passed at a stop, etc. Operator should report anything considered an incident, even if rider does not complain. Operators not allowed to render medical aid due to liability. Will call 911.
 - v. Suggested announcement: “Please stay seated until the bus is fully stopped.”

- vi. AC on buses in much better repair than last year; Thermo King staff now on site all year, not just summer
 - vii. Will receive the first of our new buses in next couple of months; new buses will replace some old ones
 - viii. One thing Safety and Security want to see is higher feeling of safety for riders and drivers – particularly conflicts over fares. Adding lighting to bus stops as we are able.
4. Committee report on public feedback
 - a. MyRide service interruptions, buses not showing up on map.
 - b. What is Metro’s policy and procedure on immigration? Metro is legally obligated to allow ICE officers on board, but Metro does not ever collect any identifying information about passengers’ legal residence status.
 - c. July 20th at 1pm: Urban Abbey Urban Planning club meeting – reading “Paved Paradise.”
 5. Committee report on Metro Board
 - a. Custodian reported concerns about a trespasser in bus barn at night
 - b. Amended security contract to include higher budget
 - c. Board minutes usually online after meeting to review with stats, etc.

Next meeting:

- July 9, 6:30 p.m. at Metro administrative offices and on Zoom

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