

**DATE:** July 13, 2018

**TO:** Transportation Technical Advisory Committee (TTAC)

**FROM:** Dennis Wilson, Chairman  
Greg Youell, MAPA Executive Director

**RE:** July 20, 2018 TTAC Meeting

The MAPA TTAC will meet Friday, July 20, 2018 at 10:00 a.m. in the Metro Building at 2222 Cuming Street, Omaha, Nebraska 68102. The TTAC meeting will be held in the Metro Training Room on the lower level. The agenda item materials can be accessed by clicking on the linked agenda item titles.

The agenda is also available at the MAPA offices and online at <http://mapacog.org/calendar/events/?type=committee-events>.

### **AGENDA**

#### **For TTAC Approval / Review**

- A. Meeting Minutes: TTAC will consider approval of the June 22, 2018 TTAC meeting minutes. (Action Item) (Attachment)

#### **Recommendations to Board**

- B. 2018-2021 Civil Rights Plan: Mike Helgersen will present the final version of the agency's latest plan for Title VI and the Americans with Disabilities Act compliance. (Action Item) (Attachment)
- C. Draft 2018 Coordinated Transit Plan: Court Barber will present a draft of the agency's latest Coordinated Transit Plan. (Action Item) (Attachment)

#### **Discussion Items**

- D. PM2 and PM3 Discussion: Mike Helgersen will lead a discussion on performance measures. (Information Item)
- E. Funding Obligation and Project Status: Mike Helgersen will review obligations of regional funding, the status of projects, and the existing programming of projects (Information Item)
- F. Member Agencies Update: Agencies will present updates regarding ongoing and future projects/programs across the region. (Information Item) (Time Permitting)
- G. Additional Business  
*Upcoming Meetings:* MAPA Board of Directors – July 26, 2018  
Coordinated Transit Committee – August 15, 2018  
MAPA Transportation Technical Advisory Committee – August 24, 2018
- H. Adjournment

Auxiliary aids, language assistance, and services are available when requested in advance. Please call the office.  
Si necesita ayuda con traducción. Por favor llame la oficina.

# Agenda Item A

## Meeting Minutes

OMAHA-COUNCIL BLUFFS METROPOLITAN AREA PLANNING AGENCY  
Transportation Technical Advisory Committee  
Minutes of June 22nd, 2018 Meeting

The Transportation Technical Advisory Committee met on Friday, June 22, 2018, at Metro, 2222 Cuming Street, Omaha, Nebraska. Mr. Danny Wilson opened the meeting at 10:05 a.m.

VOTING MEMBERS

Dan Kutilek	Douglas County Engineers Office
Greg Reeder	City of Council Bluffs Public Works
Janet McCartney	Cass County District 2 Commissioner
Todd Pfitzer	City of Omaha Public Works
Curt Simon	Metro Transit
Tim Weander	Nebraska Department of Transportation – District 2
Maurice Hinchey	Nebraska Department of Transportation – District 2
John Kottman	City of La Vista Public Works
Eric Williams	Papio-Missouri River NRD
Dennis Wilson	Sarpy County Public Works
Bill Herr	Sarpy County Public Works
Jeff Roberts	Bellevue Public Works

NON-VOTING MEMBERS

Greg Youell	Metropolitan Area Planning Agency
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GUESTS

STAFF

Court Barber	Metropolitan Area Planning Agency
Travis Halm	Metropolitan Area Planning Agency
Mike Helgerson	Metropolitan Area Planning Agency
Emily Sneller	Metropolitan Area Planning Agency
Megan Walker	Metropolitan Area Planning Agency

A. Approval of Minutes:

Motion #1: Approval of the minutes of the May 25, 2018 Transportation Technical Advisory Committee Meeting.

Motion by: Greg Reeder  
Second by: Eric Williams  
Motion Carried

B. FY2018 Transportation Improvement Program (TIP) Amendment 8:

Mr. Helgerson presented changes to the FY 2018 Transportation Improvement Program Amendment 8. The projects to be amended are:

1. Notre Dame Housing FY2018 5310 Vehicle Purchase
2. FY2018 MAPA TIP – Chapter 2 update language performance measures
3. FY2018 MAPA TIP – Metro Program of Projects Tables

Motion #2: Recommending approval of Amendment 8 to the FY2018 Transportation Improvement Program to the MAPA Board of Directors at their June 28, 2018 meeting.

Motion by: Curt Simon  
Second by: Dan Kutilek  
Motion Carried

C. Final FY2019-2024 Transportation Improvement Program (TIP):

Mr. Barber presented FY2019 TIP and addresses additional changes. Asking for recommendations and approval of Final FY2019 TIP.

Motion #3: Recommending approval of FY2019 TIP to the MAPA Board of Directors at their June 28, 2018 meeting.

Motion by: Eric Williams  
Second by: Janet McCartney  
Motion Carried

D. Funding Obligation and Project Status:

Mr. Helgerson addressed the status of regional programs. FY2018 STBG for Nebraska was obligated nearly \$20,000,000 worth of projects. Additionally discusses Nebraska TAP with its \$684,000 small project program for this year.

Mr. Helgerson discusses Iowa funding projects moving forward using earmark money with no obligations expected this year. Small projects have also been programmed into the FY2018 TIP.

E. Member Agencies Update:

- Jeff Roberts updates committee on Bellevue projects
- John Kottman updates committee on La Vista projects
- Tim Weander updates committee on damage done to the 10<sup>th</sup> Street Bridge which will need re-pairing.
- Maurice Hinchey updates committee on NDOT project
- Todd Pfitzer updates committee on Omaha Public Works projects
- Greg Reeder updates committee on Council Bluffs Public Works projects
- Janet McCartney updates committee on Cass County projects
- Bill Herr updates committee on Sarpy County Public Works projects
- Dan Kutilek updates committee on Douglas County projects
- Curt Simon updates committee on Metro projects
- Eric Williams updates committee on Papio-Missouri River projects
- Grey Youell updates committee on MAPA Return on investment assessment, Bellevue Bridge Study, Smart City Committee, and informs about the Interlocal Agreement ballots
- Mike Helgerson informs about the Committee list
- Denny Wilson updates committee on Sarpy County increase in funds for projects.

F. Additional Business

G. Adjournment

Motion #5: Motion to adjourn:

Motion by: Todd Pfitzer  
Second by:  
Motion Carried

The meeting was adjourned at 10:45 a.m.

**Agenda Item B**  
**2018-2021 Civil Rights Plan**  
**(attachment to be added)**

**Agenda Item C**  
**Draft 2018 Coordinated Transit**  
**Plan**

# Coordinated Transit Plan

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## Needs Today

New Funding Sources

Enhanced Service

Suburban & Rural  
Services

Inter-Agency  
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To Reduce

## Gaps Tomorrow

Decreasing  
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The New Cassel Retirement center offers door-to-door, enter destination, on-demand paratransit, and transfer service to another agency transportation to those over 65, disable and economically/socially disadvantage. The service is available 7-days a week during the day and some evenings in the Omaha metro area. ....	36
One of many services provided by the Refugee Empowerment center is door-to-door transportation service to refugees from 8am-5pm. The transit service is primarily for medical and employment purposes. ....	36
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## Major Providers

Route Type	Fare Charge
<b>Fixed Routes (Metro)</b>	<b>One-way:</b> <b>Reduced Fare:</b>
<b>Paratransit (Mobly by Metro)</b>	<b>One-way:</b> <b>Same Day Trip:</b> <b>Additional Trips:</b>
<b>Demand Response (non-Metro)</b>	Council Bluffs: Bellevue: La Vista/Ralston: Papillion:

\*Fares are subject to change.  
Contact The District for current fares.

Demand & Response Days of Operation	
<b>COUNCIL BLUFFS</b>	
Within Council Bluffs	Mon thru Sat
<b>BELLEVUE</b>	
Bellevue Residents Only	Mon thru Fri
<b>LA VISTA/RALSTON</b>	
La Vista/Ralston Residents Only	Mon thru Fri
<b>PAPILLION</b>	
Papillion Residents Only	Mon thru Fri
<b>SWITA</b>	
Fremont, Page, Mills, Montgomery, Portawattamie, Cass, Shelby, and Harrison Counties in Iowa	Every Day

## Metro Services

### Services Provided by Metro

Metro Transit provides fixed route and express route service to the Omaha-Council Bluffs region. Riders board the bus at fixed stops and pay for the ride on the bus using a fare card or cash. If you use a Metro Reduced Fare ID for students, seniors, disabled, or Medicare, please have the ID ready to show the operator when you deposit your fare. These routes are shown below. How to ride instructions and tips can be found at <http://www.ometro.com/index.php/ride-guide/how-to-ride/>

### Services Provided by Mobly

MOBY is an advance reservation paratransit service for metropolitan area and is designed for those with a disability that prevents them from riding the regular fixed route bus service.

MOBY service mirrors the geographic areas, days, and hours of the fixed route transit network. Changes to fixed-routes service level (routing, days or hours) will have the same effect on MOBY's complementary paratransit service.

MOBY provides complementary paratransit service to origins and destinations within corridors with a width of three-fourths (¾) of a mile on each side of each fixed route. The corridor shall include an area with three-fourths (¾) of a mile radius at the ends of each fixed route.

Prospective MOBY clients must complete an ADA application to determine eligibility. The applications are available [here](#), or by calling 402-341-0800, ext. 2105.

## General Numbers to Call

For highway traffic information call 5-1-1

For bike and pedestrian resources call MAPA at (402) 444-6866

The Department of Health and Human Services has a centralized call center for all Medicaid and Medicare trips

**Toll Free:** (844) 531-3783  
**Local Omaha:** (402) 401-6999  
**TTY Line:** (402) 401-6998  
**Provider Line:** (402) 401-6990  
**FAX:** (402) 934-8622  
**Email:** [Kimberly.Early@nebraska.gov](mailto:Kimberly.Early@nebraska.gov)

If you are unsure of what services you are in need of call United Way of the Midlands at 2-1-1 or use their online database at <http://www.ne211.org/>

## Frequently Asked Questions

### Who do I call if I am not sure which service I need?

Please call 2-1-1, United Way's FREE 24/7 bilingual helpline, for referrals to an appropriate transportation provider.

### What are the different types of transportation services and what do they mean?

**Fixed Route** transit service runs on a specific route, with set stops, and a time schedule. This is what most people think of when they think of bus service.

**Paratransit** is demand response service provide in conjunction with regular fixed route service for those with disabilities whose disability precludes them from being able to access regular fixed route services. Paratransit services run within a ¾ mile buffer zone around all fixed route lines.

**On Demand** service is where the passenger calls ahead and schedules a ride with the transit operator. There is usually a 24 time limit for scheduling.

### Are the transportation resources listed accessible by wheelchair?

The "passenger type" column in the resource guide will show a wheelchair logo if the transportation provider has indicated their service has wheelchair accessible vehicles. Not all of the providers' vehicles may be equipped to handle wheelchairs. Please call ahead of your scheduled pick-up to request a wheelchair accessible vehicle.

### I travel with a Personal Care Assistant (PCA). May my PCA travel free, or at a discount rate?

You should call the transportation provider at least 24 hours ahead of time to determine a rate for your PCA. Some providers offer free or discounted rates, while other providers charge the full fare.

### Who can I contact with suggestions about improving our area's transportation service?

Please go to <http://www.ometro.com/index.php/contact/comment-form/> or call Metro Transit at 402-341-0800 and ask for the Transportation Planner.

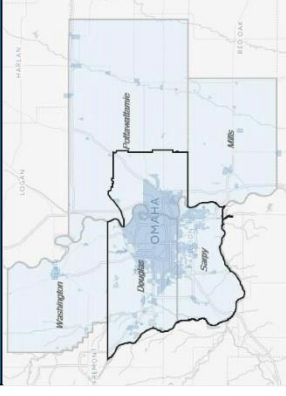
### Where can I learn more about transportation in our area?

To learn more about MAPA and transportation planning in our area visit [www.mapacog.org](http://www.mapacog.org), or call the number listed to the left for details regarding the next transportation planning meeting open to the public.

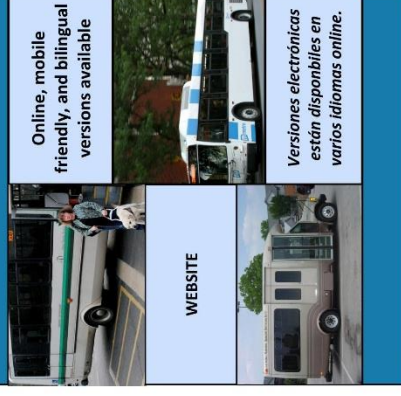
**MAPA**

This Resource Guide is brought to you by the Omaha-Council Bluffs Metropolitan Area Planning Agency

## Omaha-Council Bluffs



# 2018 Regional Transportation Resource Guide



Online, mobile friendly, and bilingual versions available

WEBSITE

Versiones electrónicas están disponibles en varios idiomas online.

*This guide is a starting point for residents who wish to travel throughout the area, as well as access nearby regions, without the need for a personal vehicle.*

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## Introduction

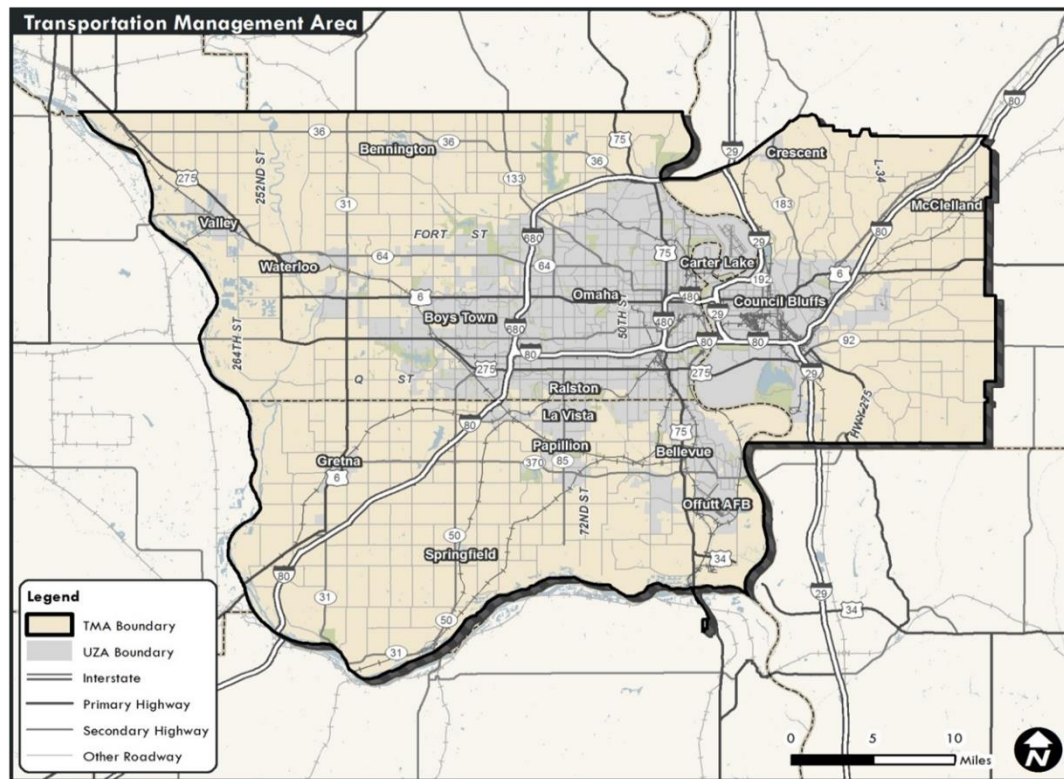
### What is MAPA

Created in 1967, the Metropolitan Area Planning Agency (MAPA) is the designated Metropolitan Area Planning Organization (MPO) and the voluntary Council of Governments for the Omaha – Council Bluffs Region. An MPO is a federally mandated and funded transportation policy-making organization that is made up of representatives from local government and governmental transportation authorities. Its core functions include developing a long-range transportation plan and identifying projects to implement that vision. In addition to these core functions, MAPA’s broader mission is to bring local governments together to address regional concerns.

## FEDERAL LEGISLATION

Federal transit law requires that projects selected for funding under the [Enhanced Mobility for Individuals and Individuals with Disabilities \(Section 5310\) Program](#) be "included in a locally developed, coordinated public transit-human services transportation plan," and that the plan be "developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public" utilizing transportation services. These coordinated plans identify the transportation needs of individuals with disabilities, older adults, and people with low incomes, provide strategies for meeting these needs, and prioritize transportation services for funding and implementation.

MAPA's federal mandate is focused on the Omaha-Council Bluffs Transportation Management Area (TMA), shown below in yellow. In addition, MAPA provides services to five counties adjacent to the TMA.



**What** Figure 1.2 – MAPA Area **l**obility Management

## Coordi

Coordinated transit happens when multiple services come together to provide cost or time savings. Some of the most common examples of coordinated transit nationwide include:

- Combining passengers for trips
- Sharing dispatching services
- Inter-local agreements to provide services across boundaries
- Collaborating on training and certifications

## Mobility Management

Mobility management is when a variety of stakeholders from all levels of service, public and private come together to provide easy to use transit options for the community access. In the MAPA region this most often mean providing referral and information resources about the services which best fit a client's needs.

## What is a Coordinated Transit Plan?

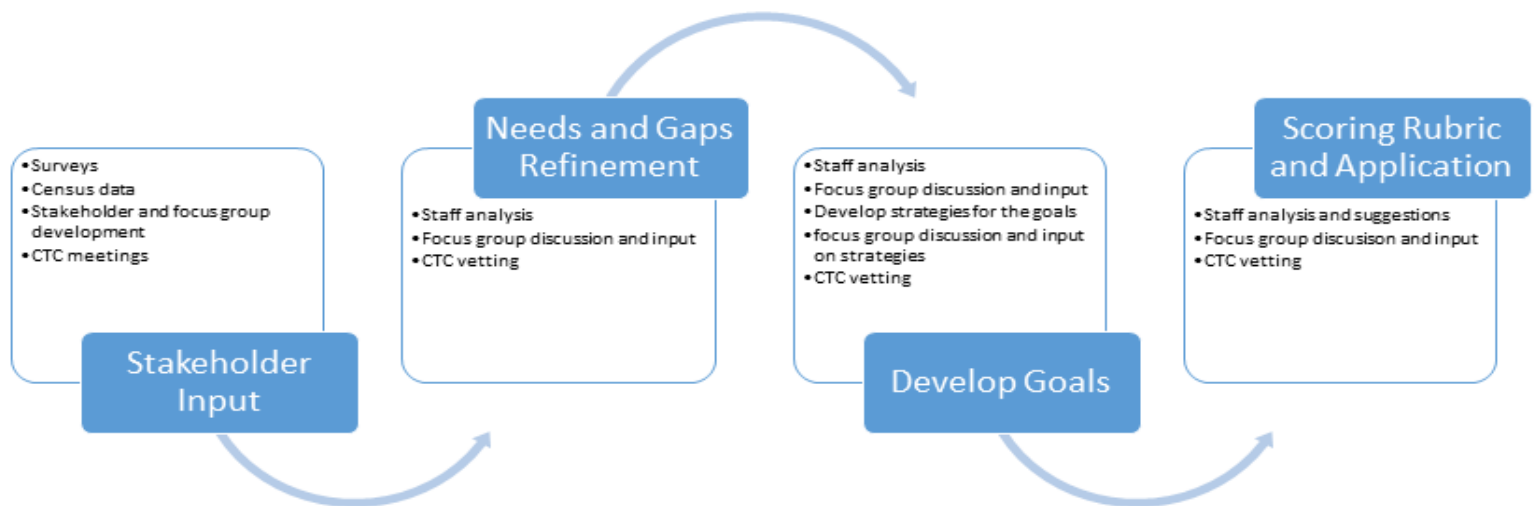
The MAPA Coordinated Transit Plan (CTP) serves as the guiding document for local human service and transit providers in the Omaha- Council Bluffs region. In the CTP the area's needs, current services, and potential funding options are laid out and used to develop goals for what the community wants to achieve over the next 5 years and strategies for how to do this.

The plan is designed to act as a guiding document for the region on administering 5310 grants and providing tools for more comprehensive coordination efforts.

The CTP goals and strategies are influenced by the many other plans and projects that MAPA has and in turn are used to help inform the outcomes of future MAPA plans and projects. MAPA plans and programs that influence the CTP include:

- Heartland 2050 - 2015
- Veterans Transportation Community Living Initiative Grant - 2019
- Heartland Connections Bicycle and Pedestrian Master Plan – 2015
- Heartland Connections Regional Transit Vision – 2014
- Metropolitan Area Transportation Improvement Study (MTIS) – 2016
- Sarpy County Transit Study – 2017

### How the Plan Was Developed



## 2 – Omaha-Council Bluffs Area Demographics

The Coordinated Transit Plan looks at and assesses the present and projected needs of those eligible for 5310 funding, these are:

- Those over 65
- People with a disability
- Households living below the poverty line

As the Omaha-Council Bluffs region faces the nationwide trend of an increasingly older population new needs and stresses will be added to the existing transportation, housing, and social service providers. With aging suburban populations expected in the coming years there will be additional pressure on existing providers to expand their services into areas that are more difficult due to their less dense more decentralized design.



The maps below show the current concentrations of those over 65, those with disabilities, and those who live below the poverty line, as well as the projected locations of those over 65 in the coming decades.

## Current Demographics

The 3-county MAPA TMA is home to approximately 770,000 people (see Table 3-1). It is the largest metropolitan area in Nebraska and Iowa, and an important economic center in the Midwestern U.S. The total population has increased over 42% from 1970, when the population was slightly greater than 540,000.

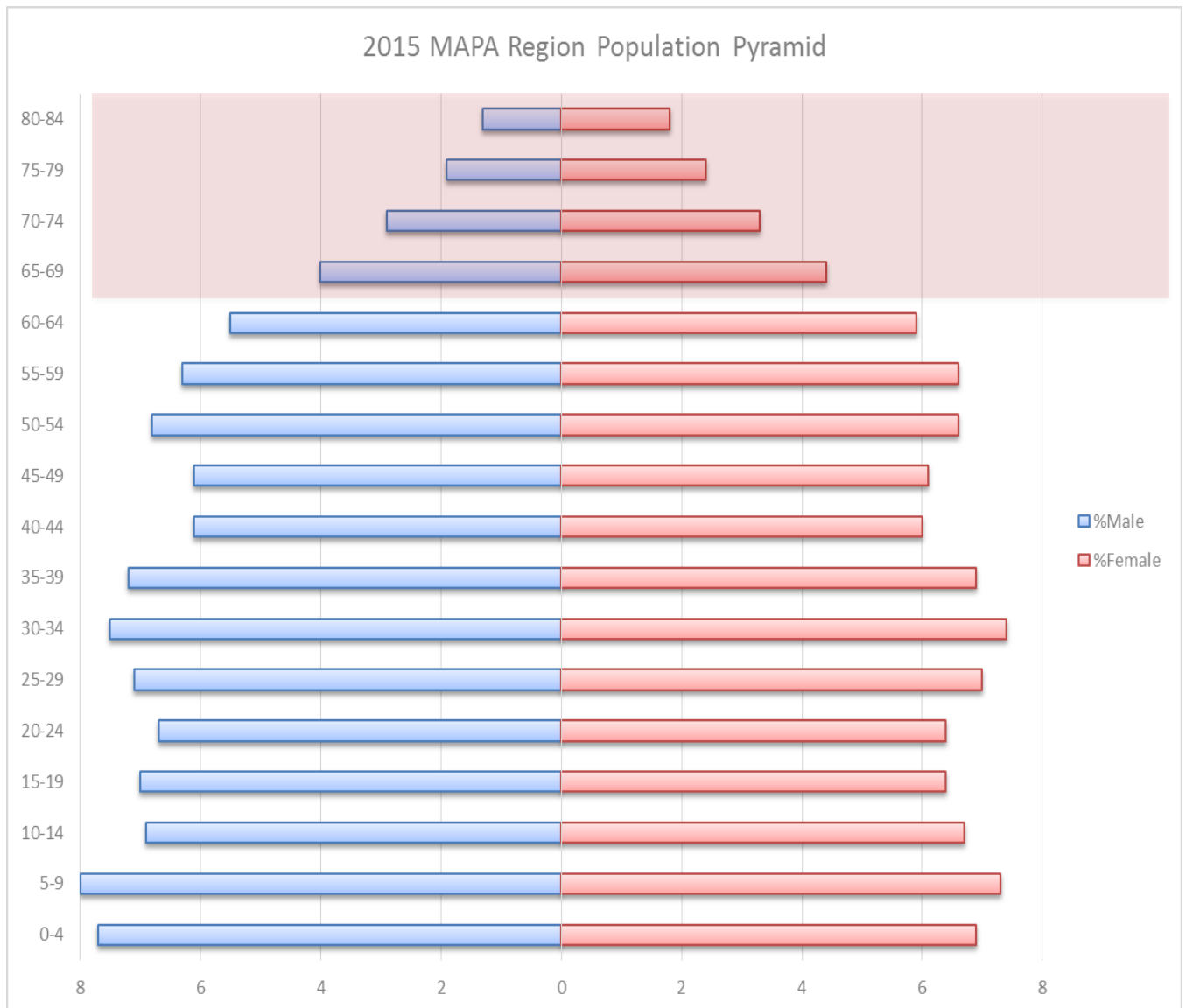
This population growth has not been shared equally between the counties. Sarpy County's population has soared in recent years, averaging over 20% growth each decade. Douglas County's population has tracked closely with the MAPA total, typically ranging between 5 and 12 percent growth per decade. Pottawattamie County's population declined during the 1970s and 1980s, but rebounded for modest, but consistent growth from the 1990s onward. Figure 3.1 shows the growth rate by decade for each of the three counties in the MAPA TMA.

These county growth patterns reflect the overall pattern of population growth along the outer suburban areas and population decline or stability in the older, urban portions of metro area, though there has been interest in new redevelopment communities in downtown Omaha and downtown Council Bluffs.

## Those Over 65 in 2015

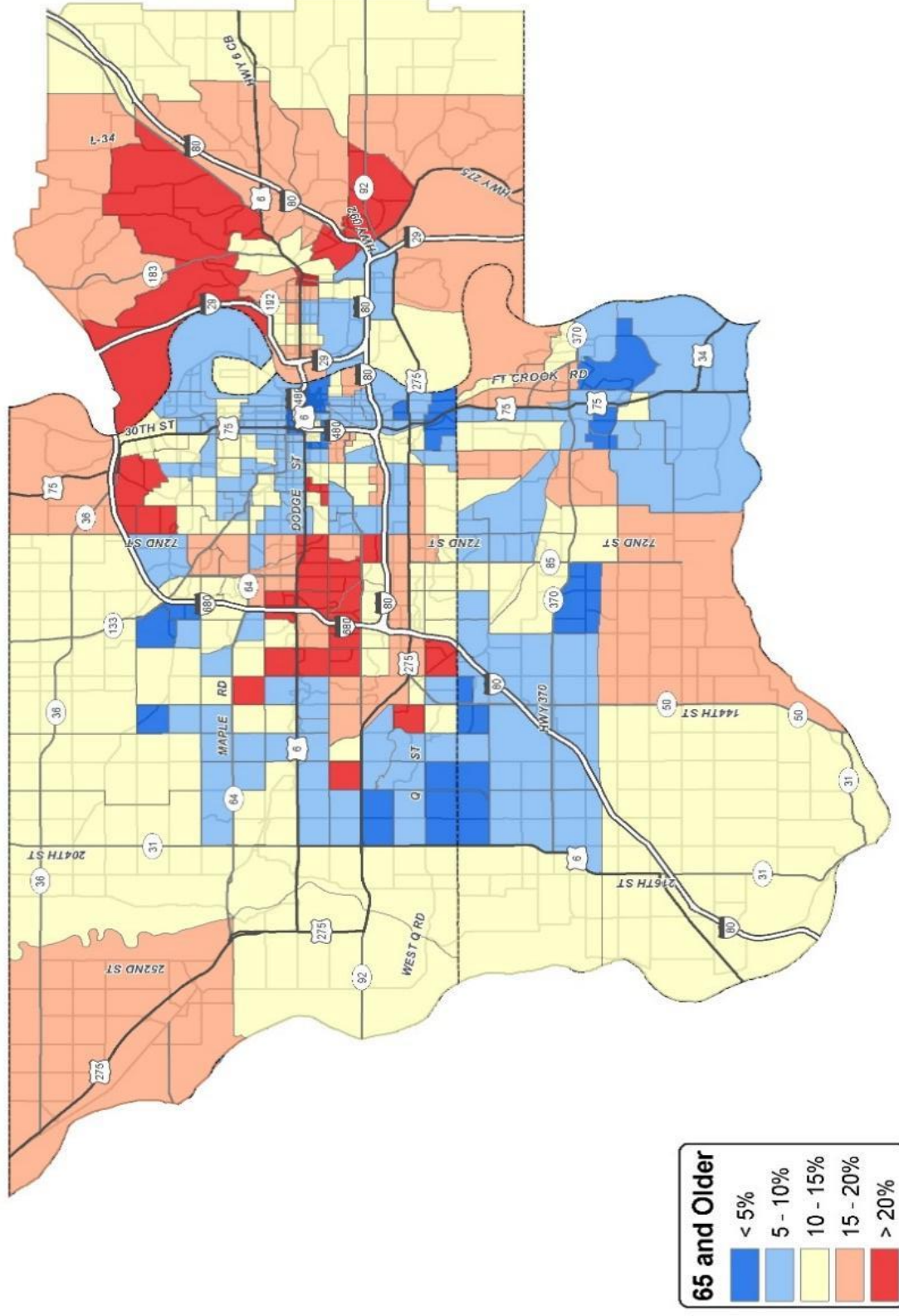
Presently there are approximately 97,000 people over the age of 65 making up 11.25% of the total population. Many of these people live outside of the urban core making it difficult to provide effective and consistent transportation to them.

In Nebraska and parts of Iowa the rural and suburban areas are served by the various nonprofits or by private care givers which often puts the burden of care on family members or limits the mobility of seniors in these areas.



# Percent of Population 65 and Older

# Transportation Management Area



Source:  
2011-2015 American Community Survey (ACS)



# MAPA



## Population With a Disability

Based on American Community Survey data, there are approximately 86,000 people who are considered disabled in the Omaha Council Bluffs region, this is approximately 10% of the total population. The majority of which live in North Eastern Omaha and the urban areas of Council Bluffs. These areas are currently well served by Metro Transit and Moby in Nebraska and South West Iowa Transit Authority (SWITA) and Council Bluffs Special Transit Service (STS) in Iowa.

Those who live in the Western parts of Douglas County, Southern Sarpy, and the Eastern Pottawattamie Counties do not have consistent transit and paratransit services which would provide greater opportunities for independence and quality of life.

## Affording Transportation

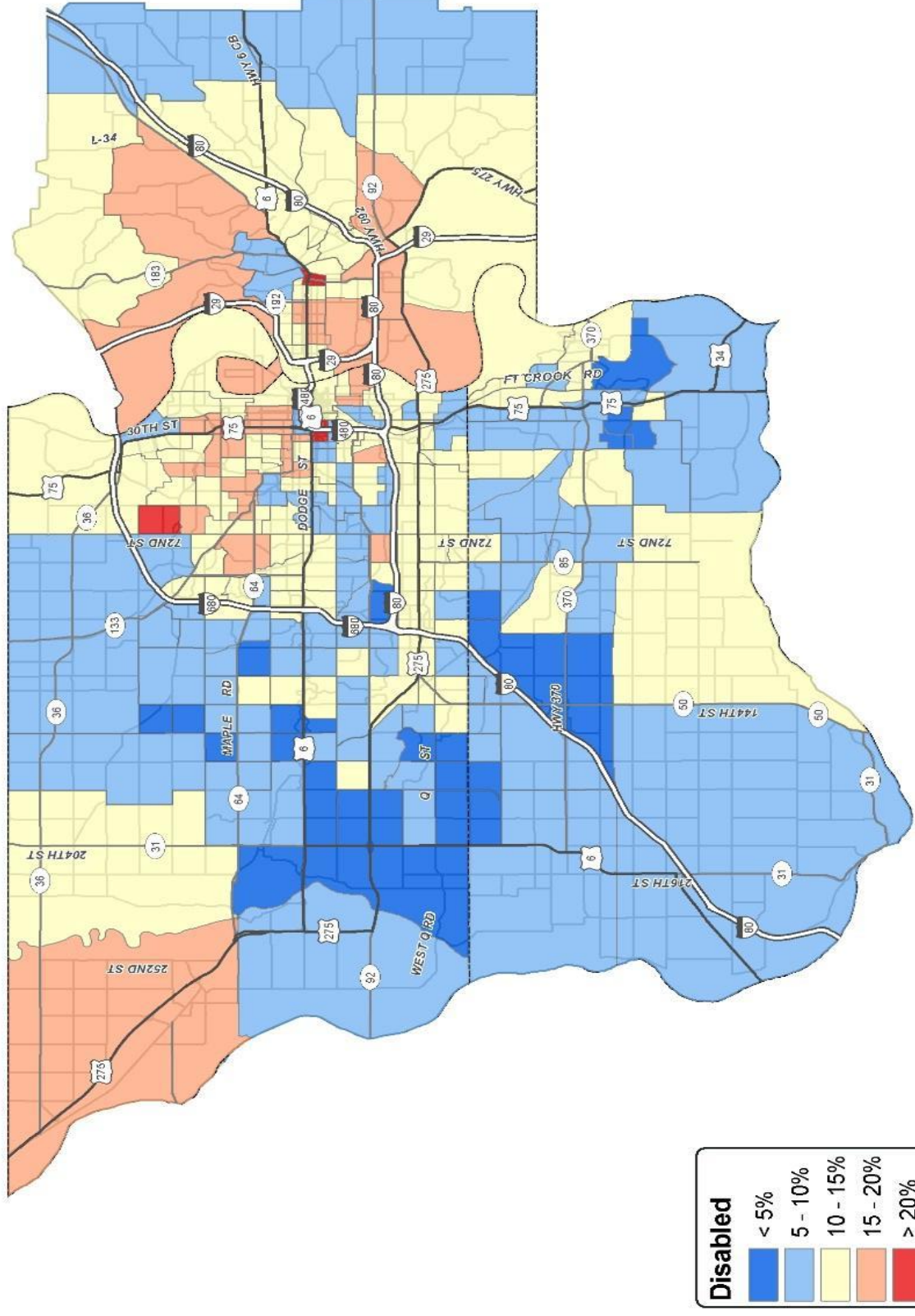
Another example of how limited transportation options affect employment was shared by Michaela Ahrens, Interim Executive Director/Senior Director of PACE for Autism Action Partnership.

PACE: Partnership for Autism Career Employment is a program that provides employment support to adults with autism who are seeking or desire to maintain competitive employment positions in the community. PACE helps those individuals find work, matched to the individual's preferences, and help maintain employment as long as he or is happy in the position.

Michaela has a client who lives fewer than eight miles away from his place of employment. Unfortunately, his home is not located on a bus route. If there were a transit stop nearby, the location is not suitable for walking safely to and from the stop. There are few sidewalks and the intersections are very wide and always busy with traffic.

Her client's main method of transportation is Uber, which costs around \$27 a day. He spent approximately \$456 last month for 34 rides. Michaela herself provided her client 19 rides on the weekends, as well as transportation for his first few days with the program. Without Michaela's help, another \$255 would be added to his monthly transportation cost.

Transportation costs consume \$711 from his \$1,100 monthly salary. Due to the lack of transit and walkability options, her client spends 64% of his monthly income on transportation.



Source:  
2011-2015 American Community Survey (ACS)



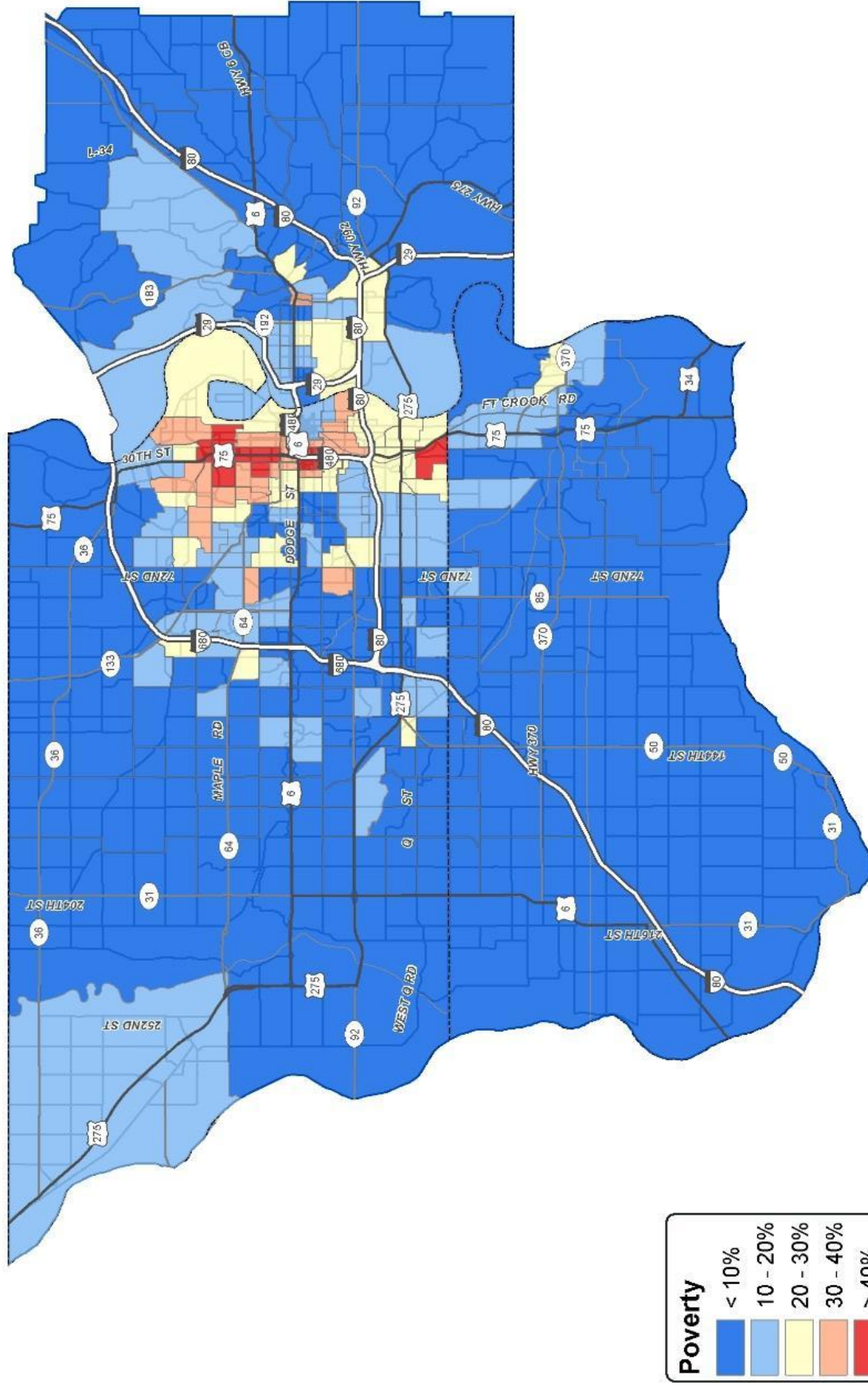
### Population Living Below the Poverty Line

The concentrations of poverty in Omaha and Council-Bluffs are located in the downtown cores where social and transit services are focused. Current Metro and SWITA operations focus on providing comprehensive service to these areas, though connections to suburban service sector jobs are often lacking.

Some areas of the United States have seen poverty become more dispersed in suburban and exurban areas as housing costs in urban cores rise quickly. Omaha and Council Bluffs have not seen widespread issues related to this trend and there are many diverse advocacy groups who are working to ensure that there continue to be affordable housing options throughout Omaha and that job opportunities are available for all within the region. More on this issue can be read in the Heartland 2050 Action Plan and Fair Housing and Equity Assessment.

# Percent of Population in Poverty

# Transportation Management Area



Source:  
2011-2015 American Community Survey (ACS)



## Future

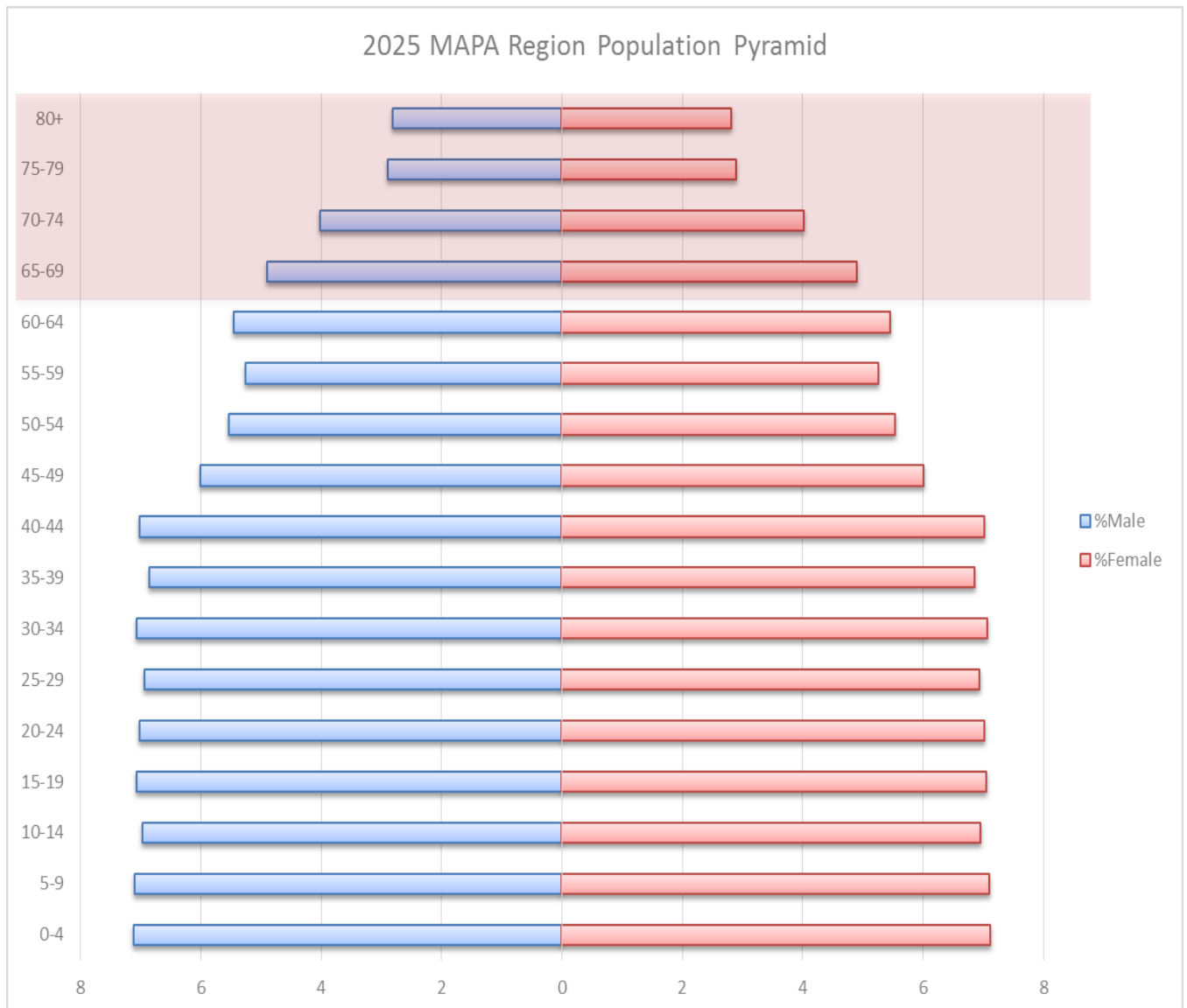
As the large baby-boom generation ages and outlives their predecessors older persons will constitute a greater share of the total population. Those over 65 currently constitute about 10% of the metro area's population, by 2040 it is expected that they will comprise at least 16%. The charts and maps below show the changes in age demographics that are expected.

It is expected that the areas that currently have high levels of poverty and disability not related to aging will stay the same due to networks of social services in these areas.

## 10 Years

By looking at the geographic distribution of those currently 55-59 it is possible to predict where the Omaha-Council Bluff metro will have concentrations of those 65-69 in 10 years. By 2027 there is a substantial increase of those over 65 in the rural portions of Douglas, Sarpy, and Pottawattamie Counties.

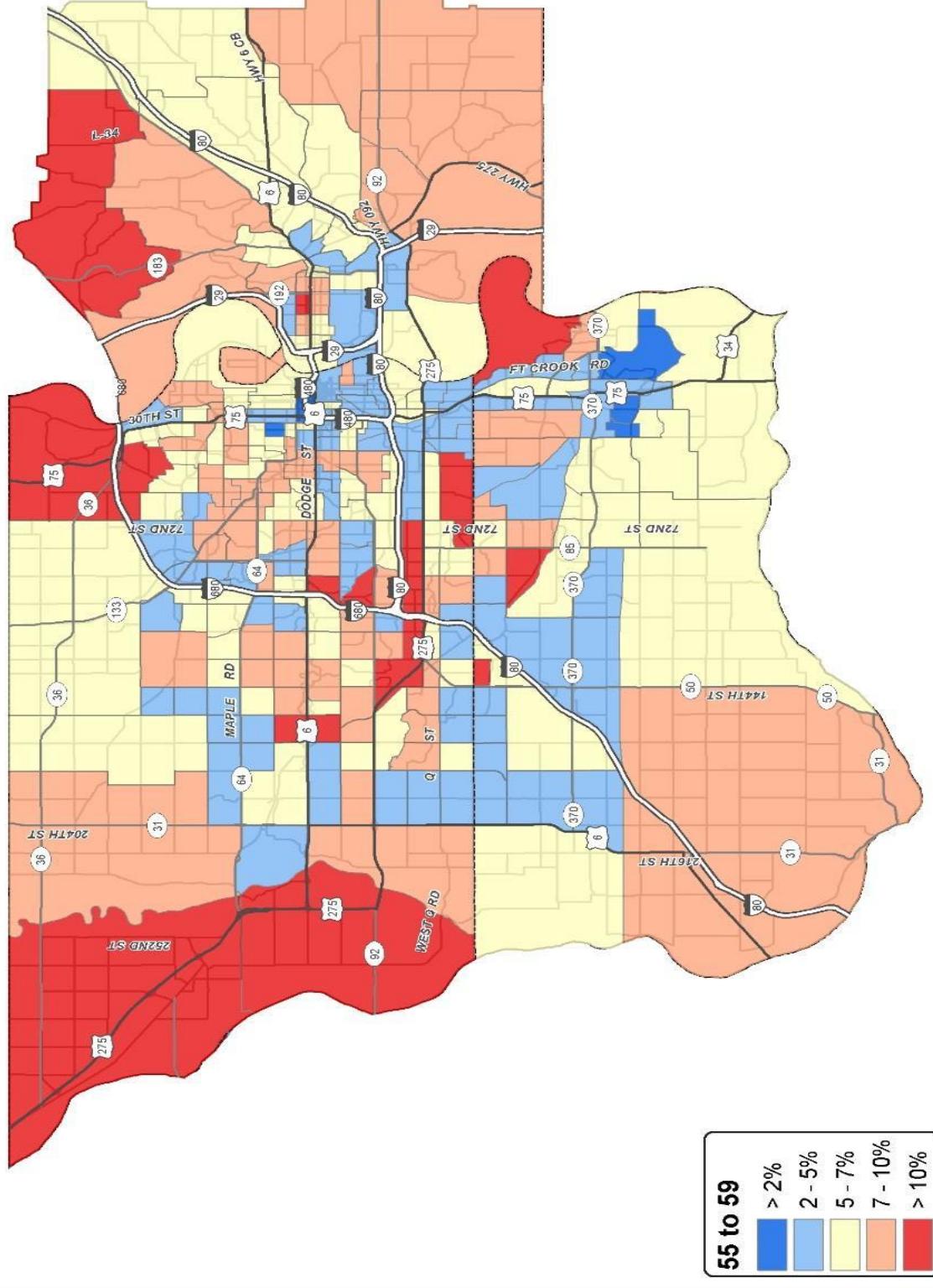
The increases in the number of those over 65 and the issues of aging in place in suburban and rural communities will place increasing burdens on financially limited resources and make coordinating services across jurisdictional boundaries an even higher priority.





# Percent of Population 65+ in 2027

# Transportation Management Area



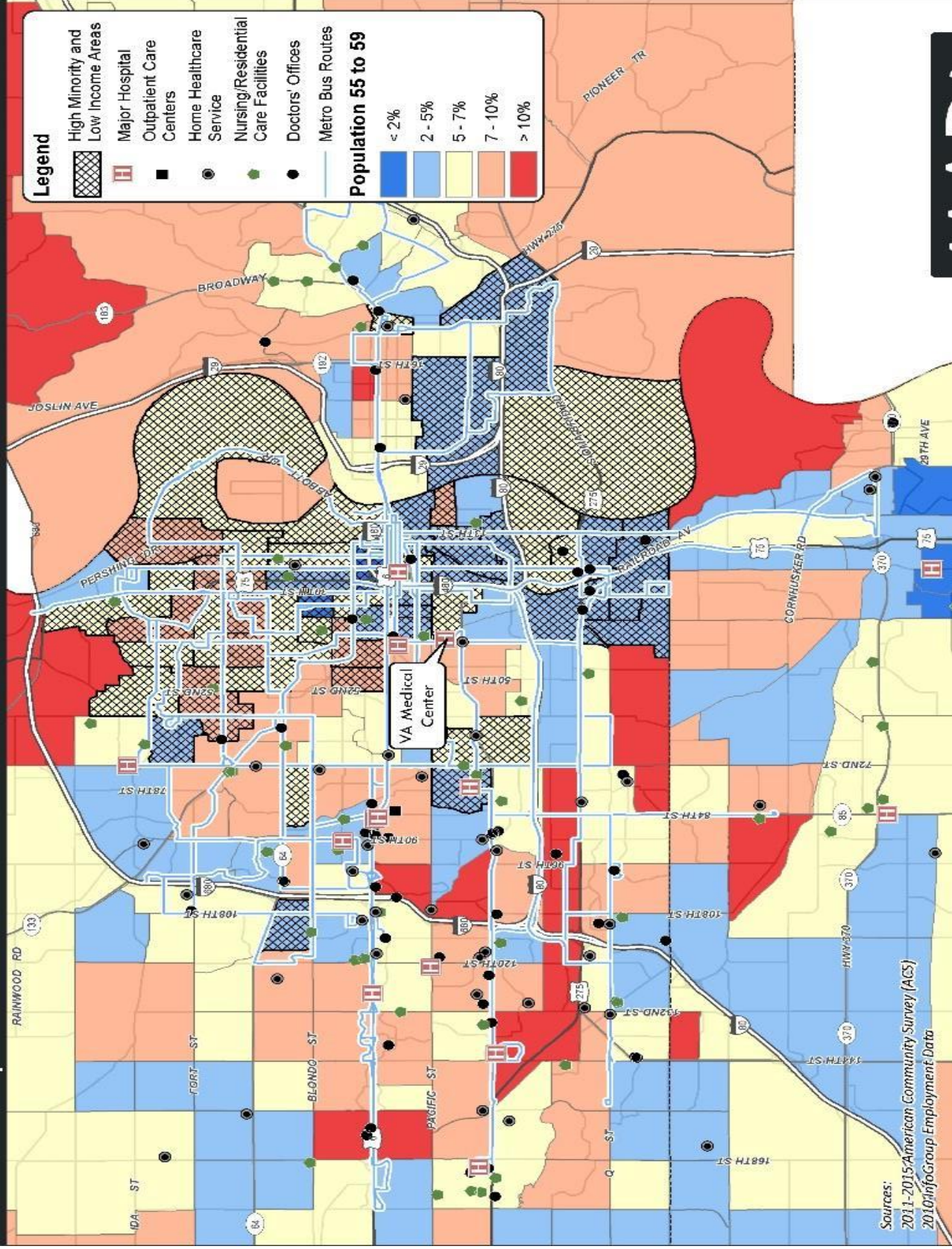
Source:  
2011-2015 American Community Survey (ACS)



# MAPA

# Percent of Population 65+ in 2027

# Urban Area Inset



Sources:  
2011-2015 American Community Survey (ACS)  
2010 InfoGroup Employment Data

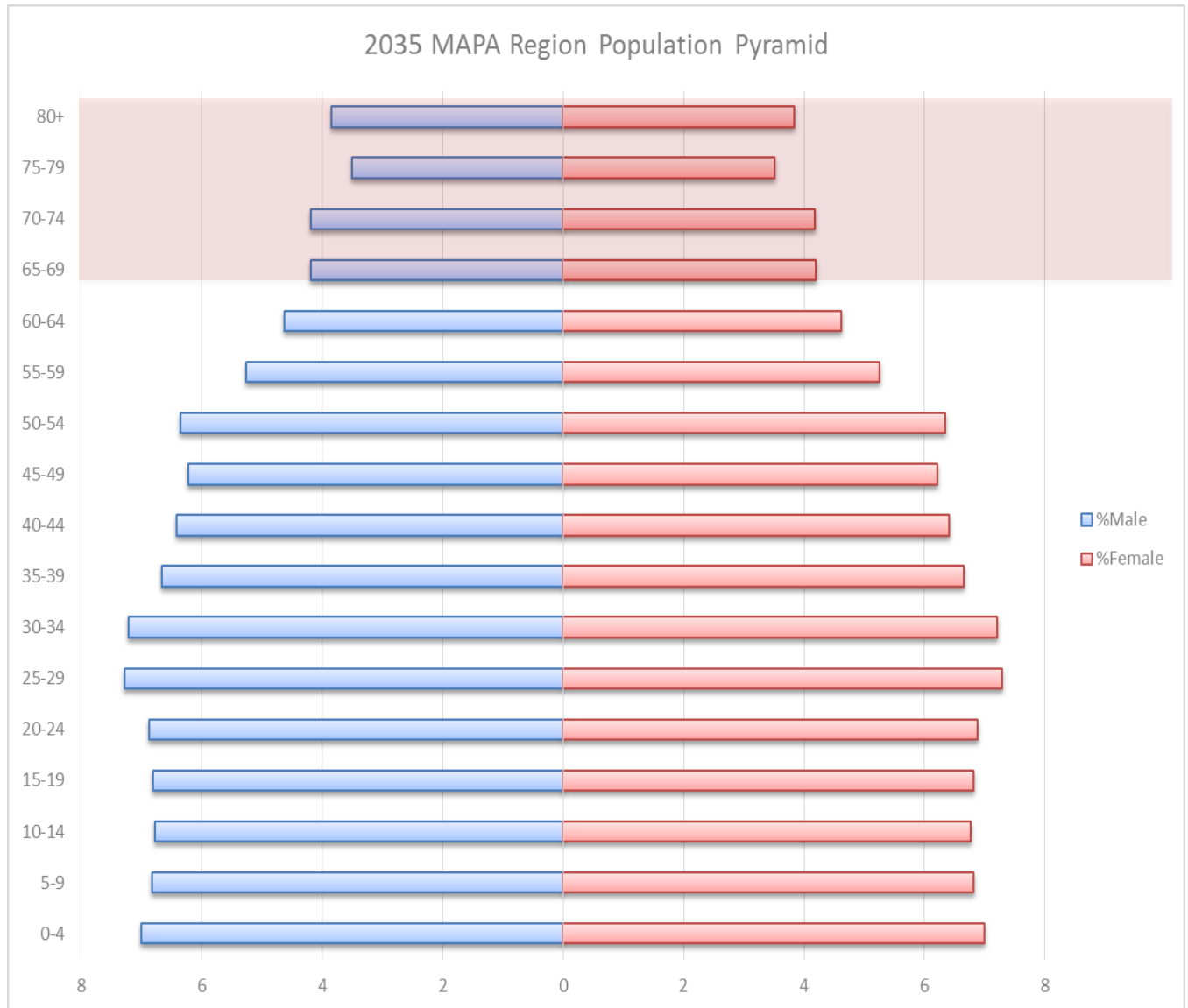


# MAPA



### 20 Years

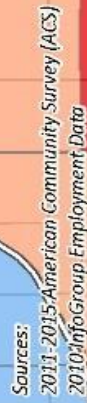
In 20 years population projections show larger concentrations of those who will be over 65 in rural and outer suburban areas. There is also a continuing growth of those over 65 who will require additional support services. Currently these areas are not designed to facilitate social service providers and aging in place strategies meaning that many people will be left isolated or forced to move out of their homes.







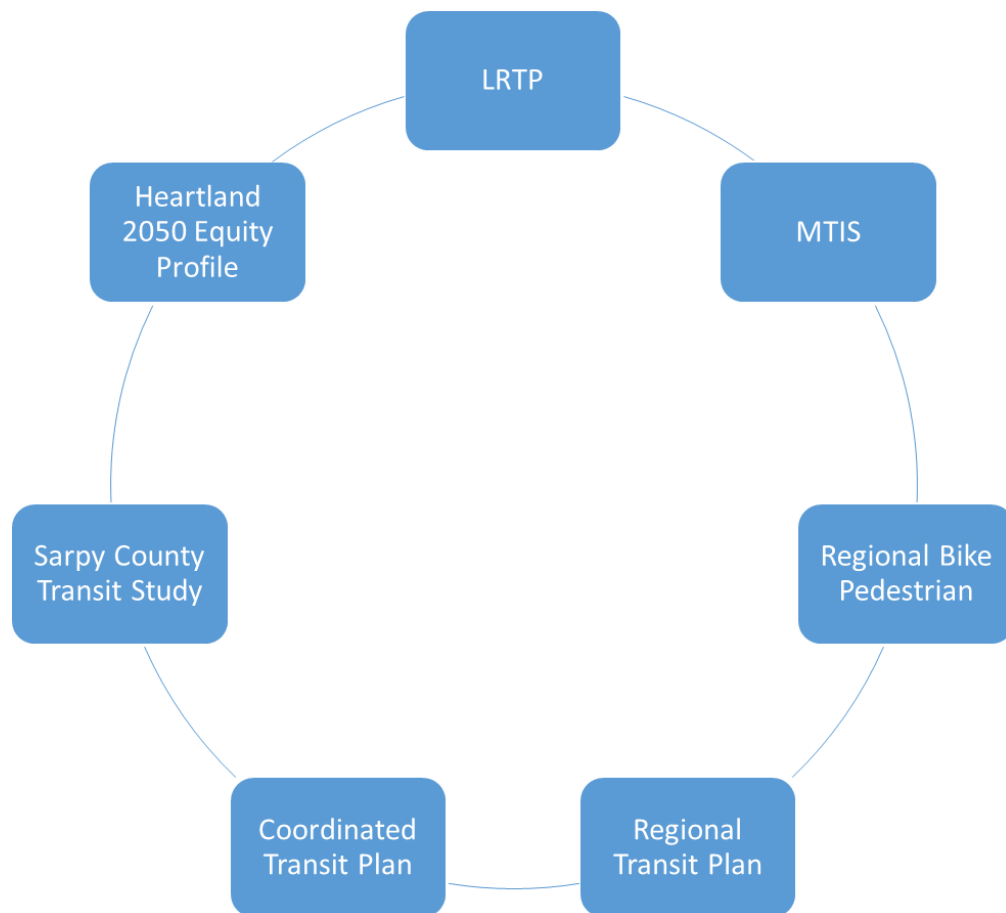
### Urban Area Inset



WAPA

## 1– Goals

Through stakeholder involvement and focus groups the CTC reviewed the previous CTP goals, the goals from other MAPA plans, and discussed how they would like to see 5310 funding and the CTC's time used over the coming years. Figure 5.1 shows the current MAPA planning documents.



MAPA did extensive outreach for the 2050 Long Range Transportation Plan on goal and strategy setting and developed a ranking of 6 goals that were used to develop the CTP.



*The CTC developed 3 goal areas related to the previous planning goals and based on the funding sources that the committee oversees. These goals will inform the grant application criteria and direct the work of the CTC over the next 4 years.*

### Coordinated Transit Committee Goals

- 1 Enhance Collaboration**  
Improve efficiencies through inter-agency cooperation.
- 2 Raise Community Awareness**  
Include additional, and more diverse, voices into the transportation planning process; highlight the issues of those with impaired mobility; and promote current services.  
Bring more people into the conversation, shine a light on the challenges for those with limited mobility, and promote services that currently exist.
- 3 Provide Options and Connections**  
Maintain and improve transportation options for all in the region regardless of zip code and income.

### 3 - Existing Coordinated Transit Committee Service Providers

#### *Coordinated Transit Committee*

The Coordinated Transit Committee (CTC) is the stakeholder group and steering committee for coordinated transit and 5310 grant administration in the MAPA region. The CTC is composed of a variety of paratransit agencies, human service providers, advocacy agencies, and taxi providers. CTC provides a space for members to connect with each other, learn about services offered in the region, and actively pursue new ways to coordinate services. A list of providers and, the vehicles owned and operated by these agencies is in Appendix A. A user-friendly guide to who these agencies serve and their hours and contact information is in appendix B.

#### Paratransit Providers

These are the public providers who receive 5310 funding and provide fixed route or demand response services for their jurisdictions and who participate in regional coordination efforts through the CTC. A full list of these providers, with a description of their services can be found in Appendix A, a breakdown of their services and contact information can be found as a part of the mobility management guide.

Agency	Location	Days of Operation	Hours
Metro Transit	Omaha	M,T,W,Th,F,S,S	5am-11pm
Moby	Omaha	M,T,W,Th,F,S,S	5am-11pm
SWITA	Cass, Fremont, Harrison, Mills, Montgomery, Page, Pottawattamie, and Shelby	M,T,W,Th,F,S,S	6am-5pm
Bellevue	Bellevue city limits	M,T,W,Th,F	7am-3pm
LaVista / Ralston	La Vista and Ralston city limits	M, T, W, Th, F	7am-4:30pm
Papillion	Papillion city limits	M, T, W, Th, F	7am-4pm
Council Bluffs	Council Bluffs city limits	M,T,W,Th,F,S	5:15am-11:30pm
Eastern Nebraska Office on Aging	Douglas, Sarpy, Cass, Dodge, Washington	M, T, W, Th, F	8am-5pm
Eastern Nebraska Office on Aging	Omaha, Douglas, Sarpy, Cass, Dodge, Washington, Council Bluffs, Pottawattamie, Fremont, Harrison, Mills, Montgomery, Paige, Shelby	M, T, W, Th, F	8am-5pm



## Non-Profits

These are the nonprofits who provide transit services or pay for all or a part of their clients transportation needs and participate in regional coordination efforts through the CTC. A full list of providers, with a description of their services can be found in Appendix A, a breakdown of their services and contact information can be found as a part of the mobility management guide. In appendix B there is a mobility management guide with the hours, client base, and contact information for many of these providers.

Agency	Location	Days of Operation	Hours
Crossroads of Western Iowa	Pottawattamie, Harrison, Woodbury, Monona	M, T, W, Th, F,	7am-7pm
Black Hills Works	Omaha, Bellevue	M, T, W, Th, F, S, S	24
Friendship Program	Omaha, Bellevue	M, T, W, Th, F,	8am-5pm
Eastern Nebraska Community Action Partnership	Omaha	M,T,W,Th,F,S,S	24
Pottawattamie County Veterans Affairs	Pottawattamie	M, T, W, Th, F	8am-5pm
Refugee Empowerment Center	Omaha	M, T, W, Th, F	8am-5pm
New Cassel Retirement Home	Omaha	M, T, W, Th, F, S, S	8am-5pm
Intercultural Senior Center	Omaha, Bellevue, Ralston	M, T, W, Th, F	8am-5pm

## Other Transportation Services

In addition to the paratransit and fixed route services offered in the Metro area there are several taxi, private bus, and commuter transit services offered. These services operate in Omaha and Lincoln providing options for inter and intra city transit.

### *Intercity Bus Transit*

The University of Nebraska Engineering School operates a commuter shuttle, that is open to the public, between the Omaha and Lincoln campuses with two additional stops at the University of Nebraska

Medical College and off exit 439 on I-80. The N-E Ride goes between Lincoln and Omaha four times a day starting at 8am and ending at 5:45, there is no cost for the service.

Currently there are three private intercity bus companies operating between Omaha and Lincoln. These are Greyhound, Megabus, and Burlington Trailways. The three companies offer a variety of trip times, costs, and pickup and drop off locations.

#### *Ridesharing*

MAPA operates a regional trip matching platform known as MetroRideshare. This platform allows users to sign up and enter their trip origin, destination, preferred modes, and gender and smoking preferences to match with others in the region looking to make a similar trip. Several large area employers have adopted this platform and use it to manage parking demand and promote active commuting options.

The Nebraska Department of Transportation offers a subsidized vanpool program through Enterprise Rent-A-Car. Vanpools are arranged through employers for employees to commute to and from work in and each vanpool is set up to best suit the needs of the riders.

Happy Cab consolidated cab company operates in both Omaha and Council Bluffs providing on demand and scheduled taxi services. Cab service is operated all day every day of the week, rates are set by the Public Service Commission.

Both Uber and Lyft operate in Omaha providing on demand service, rates may vary by time of day and levels of demand.

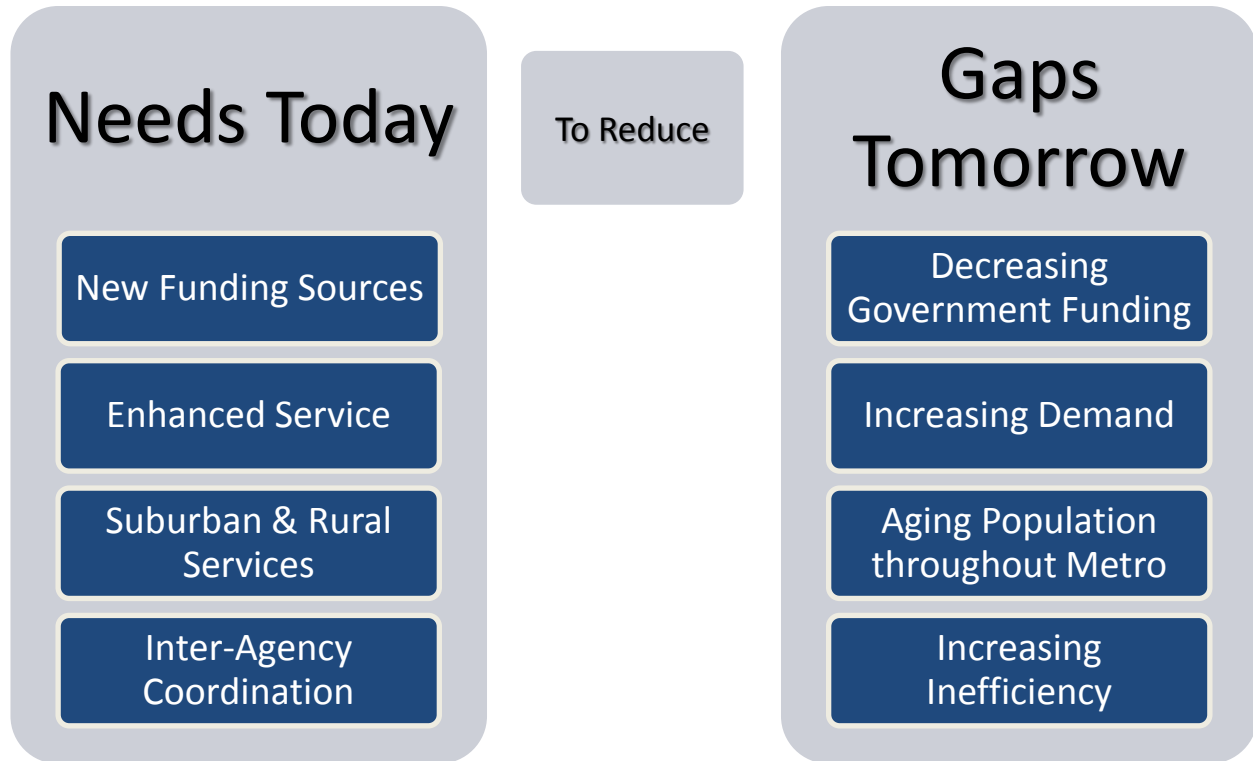
## **4– Needs and Gaps**

Many current and future needs and gaps for transit service exist in the area, this section details the main issues that MAPA staff and the members of the CTC identified. The focus is on providing services to the changing demographics anticipated in the Omaha-Council Bluffs area.

Themes include the stagnation of funding, the need for more/better coordination efforts, and the geographic limits of service.

By identifying and grouping the needs and gaps the CTC will be able to prioritize issues and develop coordination efforts and grant criteria to fund programs that will address these needs and fill in the gaps in service.





## Current

The needs and gaps identified below were compiled based on the provider surveys that were completed, input from the CTC stakeholders, and the findings of previous studies and plans.

## Gaps

- Services are insufficient to address all the needs of those in the community
  - Isolation and insufficient options for low- to moderate-income people
  - Transit options for those with disabilities
  - Transit and paratransit service to suburban and rural communities
  - Transportation for non-standard shift work
- There is no centralized communication system in place to facilitate communications
- The inadequate coordination between housing, transportation, and social service providers and advocates

## Needs

- Additional funding sources to keep current programs and services
- Funding sources to cover unmet needs
  - Employment focused transportation services
    - Services that go from areas of high unemployment to job centers
    - Transit that runs during second and third shift hours
    - Reliable, consistent transit options throughout the metro area
  - Services to areas that do not currently have public transit options

- Inter-agency coordination for:
  - Public-private communication
  - Cross jurisdictional cooperation
  - Assistance for people dependent on multiple services
  - Public information about available services
  - Housing, transportation, and social service providers
- Expanded suburban and rural transportation services for all users

## Housing

In the discussions of needs and gaps in the Omaha-Council Bluffs area the disconnect between housing options, choice, and the availability of transportation access for those unable to drive themselves was a recurring theme.

In 2016 and 2017 the cities in the MAPA region participated in a national Housing and Urban Development (HUD) program the Omaha-Council Bluffs area called Affirmatively Furthering Fair Housing (AFFH) which looked at housing options, choices, and needs in the area.

Through the outreach done it was discovered that increased access and funding for public transit was felt to be one of the most important issues for more fair and equitable housing choices. Affordable housing near jobs and services was another main concern for survey respondents.

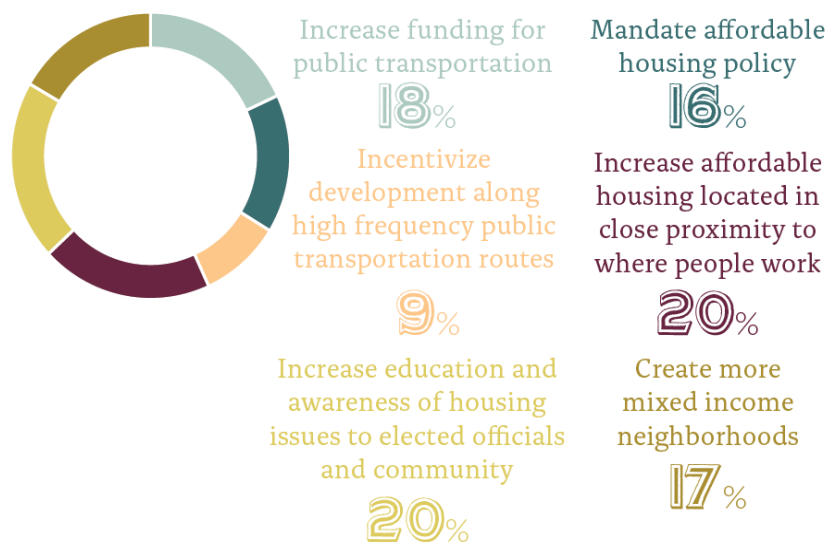
## Finding Transportation

Susan Lacy has a daughter, Cassie, who works at Creative Hair Design. Cassie has been employed there for four years, and absolutely loves it. Cassie is eligible for would like to rely on the city's paratransit service, known as MOBY, as her primary method to and from her job. However, Creative Hair Design is located just beyond MOBY's range for providing transportation.

Since Cassie's work is very important to her and provides her with a sense of pride and accomplishment, Susan's husband volunteers to drive Cassie to work every morning.

This takes about one hour, roundtrip, and becomes challenging if he is sick or if the couple travels out of town. Susan and Cassie are hopeful that there will be other means of transportation available in the near future, because the current arrangement is not sustainable long-term.

How would you spend our federal dollars to solve our most pressing fair housing issues?



As a part of their survey the City of Omaha asked what locations people would like to be able to access via transit and found that many of the most requested destinations are difficult to serve suburban areas. A word cloud of the answers shows the density of responses.

Q51 Are there places in the Omaha metro area that you wish you could access by public transportation but cannot?



These findings match closely with the current and future needs and gaps identified through the CTC stakeholders. Housing and employment locations will should to be considered together in future development, transit and walkability are important factors for all new and infill building, and the needs of those with limited mobility should be considered in infrastructure decisions.

## Future

Below are the needs and gaps that were identified through the CTP planning process using stakeholder input from the CTC, demographics projections, and analysis from previous plans and studies.

### Needs and Gaps

- Greater funding gap as federal funding stagnates or disappears
- As our populations age in the suburbs it will become more difficult to provide services to a much larger geographic area.
  - Increased caregiver burden for family members due to decreased transportation options
  - Increased cost for providers and clients
- With medical advancements and more chronic conditions there could be a higher percentage of elderly who are dependent on social services to meet their needs
  - Children unable to take care of disabled parents
  - Smaller families
  - Longer life spans but not healthier

## 5 – Strategies

For each of the goal areas the CTC developed action-oriented strategies to work towards over the coming years. Some of the strategies focus on how to best allocate funds and others are projects that the CTC has decided to address as a committee during their meetings.

### Enhance Collaboration

#### Strategies

- Create a One Call Center or partner with an existing call center in the area
- Utilize the CTC message board to its fullest
- Develop resource list for area nonprofits
- Identify foundation grants and opportunities that CTC members may be eligible for
- Work as a committee to partner on grants and projects
- Raise funds through a special entity developed by the committee for events like Omaha Gives

### Raise Community Awareness

#### Strategies

- Develop resource list for area nonprofits
  - This needs to be updated regularly
  - Searchable database
  - Open to nonprofits and citizens
- Incorporate agencies outside of the CTC into the agency spotlights
- Advocate for transit and paratransit in all parts of the transportation system
- Bring the goals and mission of the CTC to other committees and groups that members are a part of
- Develop training for elected officials and transit entities on how to ride transit as someone with a disability
- Use the committee to track and advocate for legislation that benefits members of the CTC
- Increase CTC involvement at TTAC, ProSeCom, and HL2050 meetings

#### Seeking Independence

One of these people is Annette Wolfe, a single parent of two. For her family, transportation is a very large issue. Annette is dissatisfied with the lack of transportation options for those who live farther west from the transit system routes. The closest stops to her home have very limited time slots for riders and are too limited to be considered useful.

Annette's daughter would greatly benefit from more transportation options. She is 16-years-old, on the autism spectrum, volunteers every other weekend and is looking for more opportunities to improve her social skills to prepare for life after high school. It is unlikely she will ever be able to drive, and the lack of transportation options are a massive restriction that limits the opportunities available.

The family has tried other transportation options, like Uber or a taxi service, but they were too costly and consumed a large portion of Annette's earnings. Annette's availability to take off work varies and is not consistent enough to be a dependable option. Plus, neither of these options would help Annette's daughter develop the sense of independence she seeks.

Access to more transportation alternatives would open more work and volunteer opportunities, as well as allow her daughter to develop skills that make her more independent. A greater transportation system would provide more viable options for her family and other families with disabilities.

## Provide Options and Connections

### Strategies

- Lend CTC support for transit-related projects in the region
- Develop educational resources on how to ride transit and navigate the area without a car
  - Bus training
  - Bike training
  - Multi-lingual training and navigation events
- Create an application to compare ride options and do cost analysis
- Work toward breaking down organizational barriers

## 6 – Funding Sources

There are two main federal funding sources for the region which are overseen by the CTC, these are the 5310 grant program and the Veterans Transportation Community Living Initiative (VTCLI). Both of these programs focus on providing transportation for those over 65 and those with disabilities in the region and making better use of existing resources through increased coordination efforts.

### VTCLI

MAPA is the recipient of a Veterans Transportation Community Living Initiative. The VTCLI program is designed to create a central ride scheduling and dispatching center for the region and improve the access of veterans and their families to services in the area.

### 5310

The Section 5310 program provides formula funding to states for the purpose of assisting private nonprofit groups and certain public bodies in meeting the transportation needs of elders and persons with disabilities. Funds may be used only for capital and operating expenses to support the provision of transportation services to meet the specific needs of seniors and individuals with disabilities. States receive these funds on a formula based on statewide population.

### Intent of the program

The Section 5310 program provides formula funding to states for the purpose of assisting private nonprofit groups and certain public bodies in meeting the transportation needs of those over 65 and persons with disabilities. Funds may be used only for capital and operating expenses to support the provision of transportation services to meet the specific needs of seniors and individuals with disabilities. States receive these funds on a formula based on statewide population.

The federal grant requirements are that a minimum 55% of all 5310 funds for a year go to Capital purchase, MAPA will evaluate this on a year to year basis depending on the applications.

### Capital Purchases Funding

Capital Purchases must make up at least 55% of the funds allocated in a year. This funding is for the purchase of infrastructure for paratransit service or the coordination of paratransit services. In the past, applications for capital funding focused on maintaining existing service. In light of this, MAPA is looking at these funds from an asset management perspective. Our program will revolve around replacing eligible paratransit vehicles, but remain flexible to allow for new regionally significant projects that may be proposed.

Examples of Capital Purchase include:

- ADA compliant vehicles
- Wheelchair lifts, ramps, and securement devices
- Scheduling, routing, and call systems for paratransit
- Mobility management programs
- Contracting or leasing of transportation services

For a more complete list please visit the FTA website at:

<https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310>

### *Operations Funding*

Operations funding cannot make up more than 45% of the funds allocated in a year. This funding is for projects related to the operations and management of paratransit service and for programs that promote the coordination of paratransit services.

Examples of Capital Purchase include:

- Travel training
- Mobility management
- Bus stop shelter and facility improvements
- Signage and wayfinding projects
- Volunteer training programs

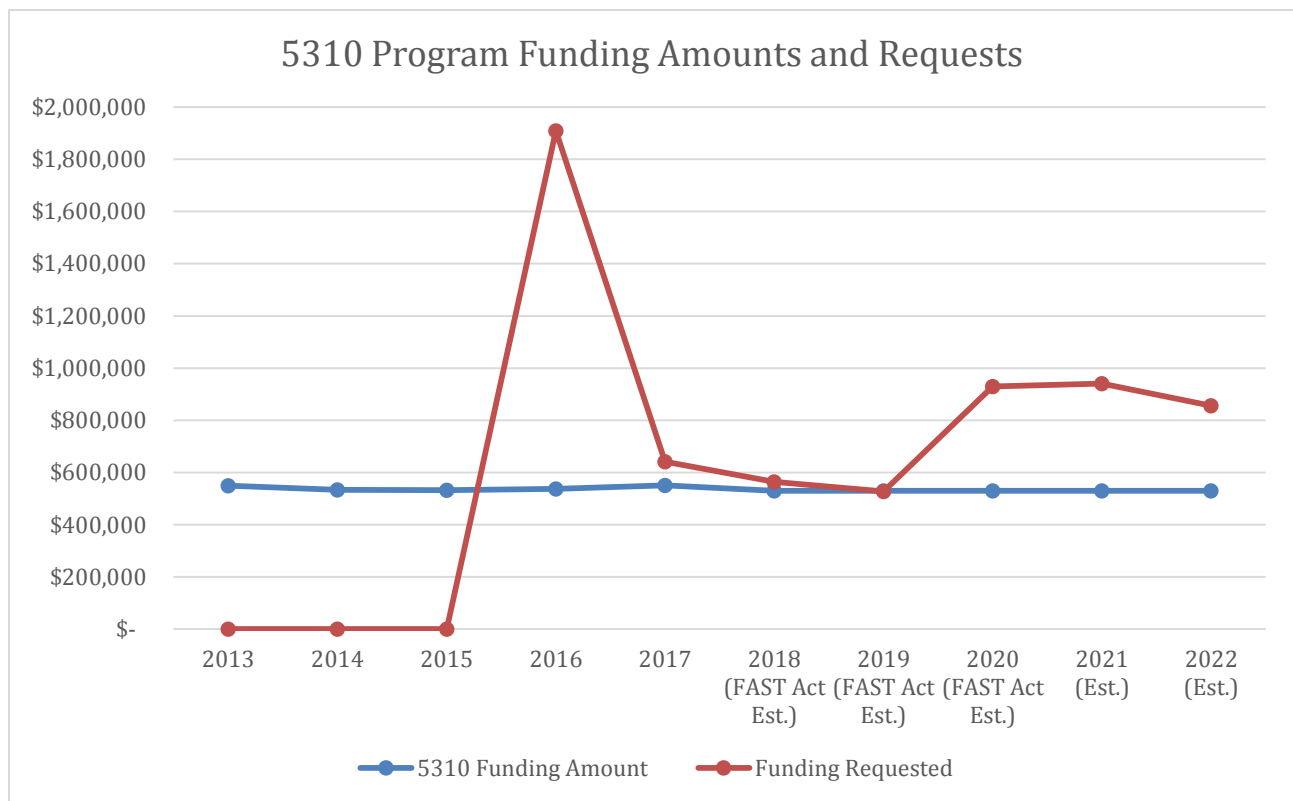
For a more complete list please visit the FTA website at:

<https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310>

### *Funding amounts*

FTA funding is based on population and funds for the 5310 program are directly tied to the number of senior citizens and persons with disabilities counted in the Omaha-Council Bluffs region in the decennial census. This tends to be between \$500,000 and \$550,000 each year with MAPA estimating \$530,000 per year through 2022.

The Fixing America's Surface Transportation (FAST) Act guarantees funding through 2020, though the exact amounts will be determined each year. The chart below shows the amount of funding the region received from 2013 through 2017 and the anticipated amounts for 2018 through 2022. Also included is the amount requested each year in grant applications from local agencies. Requests for 2013, 2014, and 2015 were held until 2016 and all four years of funding were utilized to meet that request.



### Local match requirements

All federal funding requires local match, the amount of match required varies based on program and project type. The 5310 Program funding is broken down into two programs, Capital and Operations which have different local match requirements.

Federal funding generally cannot be matched with other federal funds.

In-kind match can be used for some local match but is often more difficult to bill and account for.

### Capital Funding Match

For capital projects 5310 program funds can be used for up to 80% of the project cost. A minimum of 20% local match dollars must be provided from state or local funds. It is encouraged that this match be cash and not in-kind match of staff time or other services.

### Operations Funding Match

For operations projects 5310 program funds can be used for up to 50% of the project cost. A minimum of 50% local match dollars must be provided from state or local funds. It is encouraged that this match be cash and not in-kind match of staff time or other services.

### Project Selection

The 5310 project selection process was developed by an in-depth subcommittee process and approved by the CTC, approved for recommendation by the Transportation Technical Advisory Committee (TTAC) and approved by the MAPA Board. It consists of two parts: a vehicle replacement plan for capital funds

and applications for operations. This process may undergo changes on an annual basis. The most up to date vehicle purchase plan and operations funding application can be found [here on MAPA's website](#).

# Appendix A

## Transit and Paratransit Providers in the CTC

Descriptions and service details

### Transit

#### Metro Transit

##### Fixed Route

Metro Transit offers open fixed routes and express route services in the Omaha City limits with 28 different routes. Fixed route services operate from 5am – 11pm six days a week with several of the more central routes operating on 15 minute frequencies. All Metro transit buses are equipped with wheelchair ramps and restraints and are ADA accessible.

#### Moby Service

Metro Transit offers on demand, curb-to-curb paratransit service at a ¼ mile buffer along all of its fixed routes. To be eligible for Moby service riders must have a condition that prevents them from being able to use the regular fixed route services provided. All Moby buses and vans are ADA compliant and allow for personal care attendants to ride at no cost, companions are allowed to ride but must pay a fee.

#### Southwest Iowa Transit Authority (SWITA)

SWITA provides rural transit service to Cass, Fremont, Harrison, Mills, Montgomery, Page, Pottawattamie, and Shelby Counties. Services provided include limited fixed routes, express routes, and on demand curb-to-curb service, as well as in city taxi service.

#### Veterans Affairs

The VA Hospital in Omaha provides curb to curb service to any VA patients in the area that the hospital covers, this includes all of Omaha, Douglas County, Sarpy County, Council Bluffs, and Pottawattamie Fremont, Harrison, Mills, Montgomery, Page, and Shelby Counties. This service runs Monday through Friday during business hours.

#### Bellevue Paratransit Agency

The City of Bellevue operates an on-demand, curb-to curb bus service for residents of Bellevue who are over 60 or have a disability that makes them unable to drive. This service operates Monday- Friday from 7:30am – 3:30pm.



### [La Vista - Ralston Special Services Bus Program](#)

The Cities of La Vista and Ralston operate a combined on-demand, curb-to curb bus service for residents of Bellevue who are over 60 or have a disability that makes them unable to drive. This service operates Monday- Friday from 7:30am – 4:30pm.

### [Papillion Paratransit Agency](#)

The City of Papillion operates an on demand bus service for residents of Papillion who are over 65 or are Medicaid/Medicare eligible. This service operates Monday- Friday from 7am – 4pm and takes residents in a 10 mile radius of the City limits.

### [Council-Bluffs Paratransit Agency](#)

Council Bluffs contracts to provide ADA paratransit services to the residents of the City of Council Bluffs to Omaha from Hamilton Street, to Woolworth Avenue, and as far west as 42<sup>nd</sup> Street. This includes service to the VA Medical Center and the University of Nebraska Medical Center. The hours of operation for the paratransit service are now 5:15 am to 11:30 pm Monday – Friday and 6:45 am to 8:45 pm on Saturday. This service is open to those who are Medicare/Medicaid eligible or have a disability which prohibits them from driving.

### [Eastern Nebraska Office on Aging](#)

ENCAP provides door-to-door on demand transportation services to those who are eligible for Medicare/Medicaid. ENCAP serves those who live outside of the urbanized area, in Douglas, Sarpy, Cass, and Washington Counties. Transportation services are provided Monday-Friday 8am-5pm.

### [Non-Profits](#)

#### [Eastern Nebraska Human Service Agency](#)

ENHSA operates door-to-door paratransit services to their clients from 8am-5pm and on extended hours for special activities and appointments. ENHSA operates within Douglas, Sarpy, Cass, Dodge, and Washington counties. Transit services are primarily for clients to get to and from EHSA events but can also be used for shopping, medical, educational, and work trips.

#### [Heartland Family Services](#)

The Heartland Family Services provides as needed transportation services to clients, who meet certain requirements, Monday- Friday. The transportation runs during regular business hours to and from doctor's office, shopping, and other trips.

#### [Lutheran Family Services](#)

Lutheran Family Services' Community Services Division in Omaha transports refugee clients on a limited basis using one dedicated van. Additional staff members provide rides to clients in order to insure that they get to critical appointments, job interviews, and new employee orientations.

#### [Heartland Workforce Solutions](#)

Heartland Workforce Solutions distributes transit passes for their clients. The agency does not provide direct transportation for their clients.

#### [Crossroads of Western Iowa](#)

Crossroads of Western Iowa offers door-to-door transportation to its clients with disabilities. The service is available in the morning, afternoon and evening hours to Pott, Harrison, Woodbury, and Monona counties area.

#### [Black Hills Works](#)

The Black Hills Works provides transportation to those who are Medicaid/Medicare eligible, over 65, and those with disabilities in the metro area.

#### [Friendship Program](#)

The Friendship Program provides transportation to their clients who are over 65 and disabled. This service is available Monday- Friday for medical, shopping and recreation.

#### [Eastern Nebraska Community Action Partnership](#)

The ENCAP offers door-to-door, curb-to-curb and scheduled routes transportation choice to those over 65, disabled, low income, veterans, children and youth, and those who are Medicaid/Medicare eligible. The service is available 24hrs, 7 days a week in the Douglas and Sarpy County area.

#### [Florence Home for the Aged](#)

Florence Home offers comprehensive door-to-door, enter residence, enter destination, and on-demand paratransit transportation to its residents who are over 65, disabled, and Medicaid/Medicare eligible. The transportation is provided for medical, shopping and recreational purposes. The service is available from 7am-6pm Monday-Friday.

#### [Sheltering Tree](#)

Sheltering tree distribute transit passes for their clients. The agency does not provide transportation.

#### [New Cassel Retirement Center](#)

The New Cassel Retirement center offers door-to-door, enter destination, on-demand paratransit, and transfer service to another agency transportation to those over 65, disable and economically/socially disadvantage. The service is available 7-days a week during the day and some evenings in the Omaha metro area.

#### [Pottawattamie County Veterans Affairs](#)

The Pottawattamie County Veterans Affairs offers door-to-door transportation to those over 65, disabled, and economically/ socially disadvantage. The agency transport their clients to and from the VA hospital.

#### [Refugee Empowerment Center](#)

One of many services provided by the Refugee Empowerment center is door-to-door transportation service to refugees from 8am-5pm. The transit service is primarily for medical and employment purposes.

Agency	Number of buses	Number of vans	Other / Passenger Vehicles	Agency Total Vehicles
<i>Metro Transit</i>	108	25	4	137
<i>Crossroads of Western Iowa</i>	1	21	16	38
<i>Intercultural Senior Center</i>	1	2		3
<i>Friendship Program</i>	5	5		10
<i>Eastern Nebraska Community Action Partnership</i>	3	5	1	9
<i>Florence Home</i>	2	1	3	6
<i>City of Papillion</i>	2	0		2
<i>City of Bellevue</i>	4	0		4
<i>South West Iowa Transit</i>	56	14	5	75
<i>Eastern Nebraska Office on Aging</i>	2	9		11
<i>City of Council Bluffs</i>	4			4
<i>Refugee Empowerment Center</i>	1			1
<i>New Cassel Retirement Home</i>	4		2	6
<i>Black Hills Works</i>		3		3
<i>Cities of LaVista and Ralston</i>		4		4
<i>Heartland Family Services</i>			10	10
<i>Sheltering Tree</i>			4	4
<b>Totals</b>	<b>193</b>	<b>89</b>	<b>45</b>	<b>327</b>

## Appendix B

Mobility Guide for seniors and those with disabilities

## Major Providers

Route Type	Fare Charge
<b>Fixed Routes (Metro)</b>	<b>One-way:</b> <b>Reduced Fare:</b>
<b>Paratransit (Moby by Metro)</b>	<b>One-way:</b> <b>Same Day Trip:</b> <b>Additional Trips:</b>
<b>Demand Response (non-Metro)</b>	Council Bluffs: Bellevue: La Vista/Ralston: Papillion:

\*Fares are subject to change.  
Contact The District for current fares.

Demand & Response Days of Operation	
<b>COUNCIL BLUFFS</b>	
Within Council Bluffs	Mon thru Sat
<b>BELLEVUE</b>	
Bellevue Residents Only	Mon thru Fri
<b>LA VISTA/RALSTON</b>	
La Vista/Ralston Residents Only	Mon thru Fri
<b>PAPILLION</b>	
Papillion Residents Only	Mon thru Fri
<b>SWITA</b>	
Fremont, Page, Mills, Montgomery, Portawattamie, Cass, Shelby, and Harrison Counties in Iowa	Every Day

## Metro Services

### Services Provided by Metro

Metro Transit provides fixed route and express route service to the Omaha-Council Bluffs region. Riders board the bus at fixed stops and pay for the ride on the bus using a fare card or cash. If you use a Metro Reduced Fare ID for students, seniors, disabled, or Medicare, please have the ID ready to show the operator when you deposit your fare. These routes are shown below. How to ride instructions and tips can be found at <http://www.ometro.com/index.php/ride-guide/how-to-ride/>

### Services Provided by Moby

MOBY is an advance reservation paratransit service for metropolitan area and is designed for those with a disability that prevents them from riding the regular fixed route bus service.

MOBY service mirrors the geographic areas, days, and hours of the fixed route transit network. Changes to fixed-routes service level (routing, days or hours) will have the same effect on MOBY's complementary paratransit service.

MOBY provides complementary paratransit service to origins and destinations within corridors with a width of three-fourths (¾) of a mile on each side of each fixed route. The corridor shall include an area with three-fourths (¾) of a mile radius at the ends of each fixed route.

Prospective MOBY clients must complete an ADA application to determine eligibility. The applications are available [here](#), or by calling 402-341-0800, ext. 2105.

## General Numbers to Call

**For highway traffic information** call 5-1-1

**For bike and pedestrian resources** call MAPA at (402) 444-6866

**The Department of Health and Human Services** has a centralized call center for all **Medicaid** and **Medicare** trips

**Toll Free:** (844) 531-3783  
**Local Omaha:** (402) 401-6999  
**TTY Line:** (402) 401-6998  
**Provider Line:** (402) 401-6990  
**FAX:** (402) 934-8622  
**Email:** [Kimberly.Early@nebraska.gov](mailto:Kimberly.Early@nebraska.gov)

**If you are unsure of what services you are in need of** call United Way of the Midlands at 2-1-1 or use their online database at <http://www.ne211.org/>

## Frequently Asked Questions

### Who do I call if I am not sure which service I need?

Please call 2-1-1, United Way's FREE 24/7 bilingual helpline, for referrals to an appropriate transportation provider.

### What are the different types of transportation services and what do they mean?

**Fixed Route** transit service runs on a specific route, with set stops, and a time schedule. This is what most people think of when they think of bus service.

**Paratransit** is demand response service provide in conjunction with regular fixed route service for those with disabilities whose disability precludes them from being able to access regular fixed route services. Paratransit services run within a ¾ mile buffer zone around all fixed route lines.

**On Demand** service is where the passenger calls ahead and schedules a ride with the transit operator. There is usually a 24 time limit for scheduling.

### Are the transportation resources listed accessible by wheelchair?

The "passenger type" column in the resource guide will show a wheelchair logo if the transportation provider has indicated their service has wheelchair accessible vehicles. Not all of the providers' vehicles may be equipped to handle wheelchairs. Please call ahead of your scheduled pick-up to request a wheelchair accessible vehicle.

### I travel with a Personal Care Assistant (PCA). May my PCA travel free, or at a discount rate?

You should call the transportation provider at least 24 hours ahead of time to determine a rate for your PCA. Some providers offer free or discounted rates, while other providers charge the full fare.

### Who can I contact with suggestions about improving our area's transportation service?

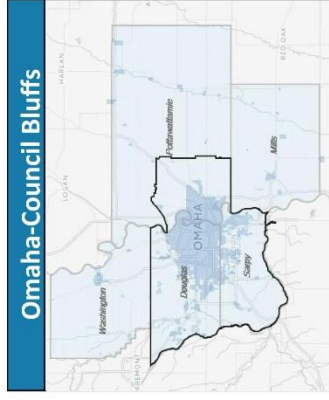
Please go to <http://www.ometro.com/index.php/contact/comment-form/> or call Metro Transit at 402-341-0800 and ask for the Transportation Planner.

### Where can I learn more about transportation in our area?

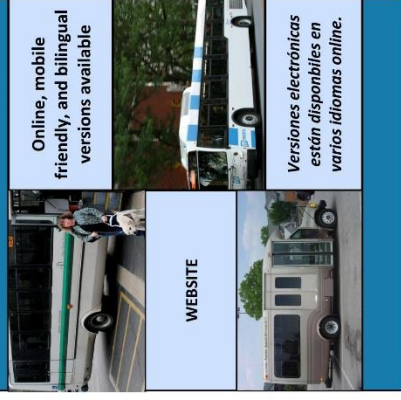
To learn more about MAPA and transportation planning in our area visit [www.mapacog.org](http://www.mapacog.org), or call the number listed to the left for details regarding the next transportation planning meeting open to the public.

**MAPA**

This Resource Guide is brought to you by the Omaha-Council Bluffs Metropolitan Area Planning Agency



# 2018 Regional Transportation Resource Guide























































Online, mobile friendly, and bilingual versions available

WEBSITE


















































Versiones electrónicas están disponibles en varios idiomas online.

*This guide is a starting point for residents who wish to travel throughout the area, as well as access nearby regions, without the need for a personal vehicle.*

## 2018 MAPA Transportation Resource Guide

Transit Provider	Service Area	Phone/Website	Hours	Cost*	Service	Passenger Type
Crossroads of Western Iowa	Harrison, Pottawamie, Woodbury, and Monona Counties	712-216-2345	6:00am to 10:00pm every day		   	 
City of Council Bluffs	Council Bluffs city limits, 3 hospitals in Omaha	712-328-4634	6:00am to 8:00pm M-F, 7am to 8pm Saturday		    	 
SWITA	Fremont, Page, Mills, Montgomery, Pott., Cass, Shelby and Harrison Counties	712-243-4196	6:00am to 5:00pm every day		    	  
Eastern Nebraska Office on Aging	Cass, Dodge, Douglas, Sarpy, and Washington Counties	402-444-6470	5:30am to 5:00pm M-F, all times for outings and appointments		   	 
Eastern Nebraska Human Services Agency	Cass, Dodge, Douglas, Sarpy, and Washington Counties	402-444-6536	8:00am to 5:00pm M-F		   	 
Cities of La Vista and Ralston	La Vista, Ralston, Metro Omaha area	402-331-3455	7:00am to 4:30pm M-F		   	 
City of Bellevue	Bellevue, Papillion and Omaha north to Dodge and west to 84th St.	402-682 6601	7:00am -3:30pm M-F		    	 
City of Papillion	10 mile radius around Papillion	402-597-2026	7:00am to 4:00pm M-F		   	 

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City of Bellevue	Bellevue, Papillion and Omaha north to Dodge and west to 84th St.	402-682 6601	7:00am -3:30pm M-F		    	 
City of Papillion	10 mile radius around Papillion	402-597-2026	7:00am to 4:00pm M-F		   	 

\*Transportation Guides are continually updated as provider information changes

Medicaid recipients are eligible for medical transportation. Medicaid trips must be scheduled through Medicaid. The District has no control on scheduled trips or times.

## 2-1-1 (DIAL 2-1-1)

Administered by United Way, 2-1-1 is a free National Information and referral service which connects people who need assistance to the proper channel. 2-1-1 can be reached 24 hours a day, 7 days a week, and offers bilingual service.

# Appendix C

5310 Application and Scoring Rubric