

FREQUENTLY ASKED QUESTIONS

- **Who do I call if I'm not sure which service I need?**

United Way's FREE, 24/7 and multilingual hotline number 2-1-1 gives referrals to transportation providers.

2-1-1

Get Connected. Get Help.™

Nebraska 211 provides connections to locals to better reach transportation, shelter, food pantries or utility assistance.
unitedwaymidlands.org/211-2/

- **I travel with a Personal Care Assistant (PCA). May my PCA travel for 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.

- **Are the transportation resources listed accessible by wheelchair?**

Most provider vehicles are equipped to handle wheelchairs. However, it's best to call ahead of your scheduled pick-up to request a wheelchair accessible vehicle.

- **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 the most typical bus service.

Paratransit is a demand response service provided along with regular fixed route service for those with disabilities that prevent them from being able to use fixed route services. Paratransit services run within a 3/4 mile buffer zone around all fixed route lines.

On Demand is a service where passengers call ahead and schedule a ride with the transit operator. There is usually a 24 time limit for scheduling.

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

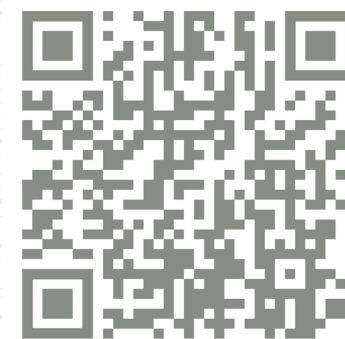
Please visit the MAPA website to get involved with our various planning and public involvement initiatives at mapacog.org.



CONTACT MAPA WITH QUESTIONS

W: mapacog.org
E: mapa@mapacog.org
P: (402) 444-6866
2222 Cuming Street
Omaha, NE, 68102

Full list of resources here!



OMAHA-COUNCIL BLUFFS METROPOLITAN AREA


































MOBILITY RESOURCE GUIDE



FALL 2023

MAPA

SYMBOL	MEANING
	BUS
	RIDESHARE/TAXI
	VAN
	ADA/INDIVIDUALS WITH A DISABILITY
	GENERAL POPULATION
	EMPLOYMENT

TRANSIT PROVIDER	SERVICE AREA	CONTACT	HOURS	COST	DESCRIPTION	SERVICE	PASSENGER TYPE
	Omaha-Council Bluffs region	(402) 341-0800 ometro.com	Varies, typically 5AM-11PM	\$1.25 per ride, half-fare program for seniors, individuals with a disability and medicare card holders	Fixed route with no reservation requirement		   
	Omaha	(402) 341-7560, ext 2520, ometro.com/ rider-guide/ moby/	Varies, typically 5AM-11PM	\$2.50, free ride for caretaker, full fare for companion. *APPLICATION DEPENDENT*	ADA paratransit mirroring Metro's fixed route, requiring reservation 24 hours in advance		
	Rural Iowa, Council Bluffs, Mills, Pottawattamie, and Harrison counties	1 (800) 842-8065, swita.com	24/7 assuming driver/vehicle availability	\$2.50 for adults, \$2 for seniors(60+)	Paratransit service, reservation required		 
	Omaha	(402) 292-2222, ztrip.com/ omaha	24/7 assuming driver/vehicle availability	Calculated based on distance of trip	Taxi and reservation transportation service		
	Council Bluffs	(712) 890-5296, bit.ly/CouncilBluffsTransport	Monday-Friday: 5:05am-11:35pm Saturday: 6:35am-8:55pm	\$2.50 per one-way	Municipal ADA Paratransit, reservation required		
	La Vista/Ralston	(402) 657-3550, bit.ly/LaVistaRalston	Monday-Friday: 7:00am-4:30pm	\$1 within La Vista/Ralston, \$3, outside of La Vista/Ralston city limits, \$10 outside of city limits	Municipal ADA Paratransit, reservation required		
	Douglas and Sarpy County	(402) 453-5656, encapnebraska.org	Typical school hours and working hours	Free to those in need.	Education and employment transportation service		 
	Bellevue, Papillion and Omaha	(402) 293-3138, bit.ly/BellevueTransport	Monday-Friday: 7:00am-3:30pm	\$2 one-way in town trips, \$4 one way out of town trips	Municipal ADA Paratransit, reservation required		
	Papillion	(402) 680-3970, bit.ly/PapillionTransport	Monday-Friday: 7:45am-3:00pm	Elderly, disabled: \$1 in town, \$2 out of town General: \$3 in town, \$5 out of town	Municipal ADA Paratransit, reservation required		 

ADDITIONAL INFORMATION

Medicaid covers trips for necessary medical coverage for those who have no other means of transportation.

Nebraska Department of Health and Human Services - Centralized Medicaid/Medicare Hotline
Toll Free: 844-531-3783
Local Omaha: 402-401-6999
dhs.ne.gov/Pages/Medicaid-Eligibility.aspx

Iowa Medicaid Fee-for-Service (FFS) Members – Access2Care
Phone: 866-572-7662 (Toll Free)
hhs.iowa.gov/ime/members/FFS

Amerigroup Iowa, Inc. – LogistiCare
Phone: 1-844-544-1389
myamerigroup.com/ia/iowa-home.html

United Healthcare
Phone: 1-888-513-1613
uhcommunityplan.com/ne/medicaid/heritage-health

511 Traffic Information
511ia.org | 511.nebraska.gov

Regional Bike Map
mapacog.org/data-maps/omaha-metropolitan-area-bicycle-map/

Heartland Bikeshare
heartlandbikeshare.org

Jefferson Bus Lines
jeffersononlines.com

Omaha Amtrak
amtrak.com