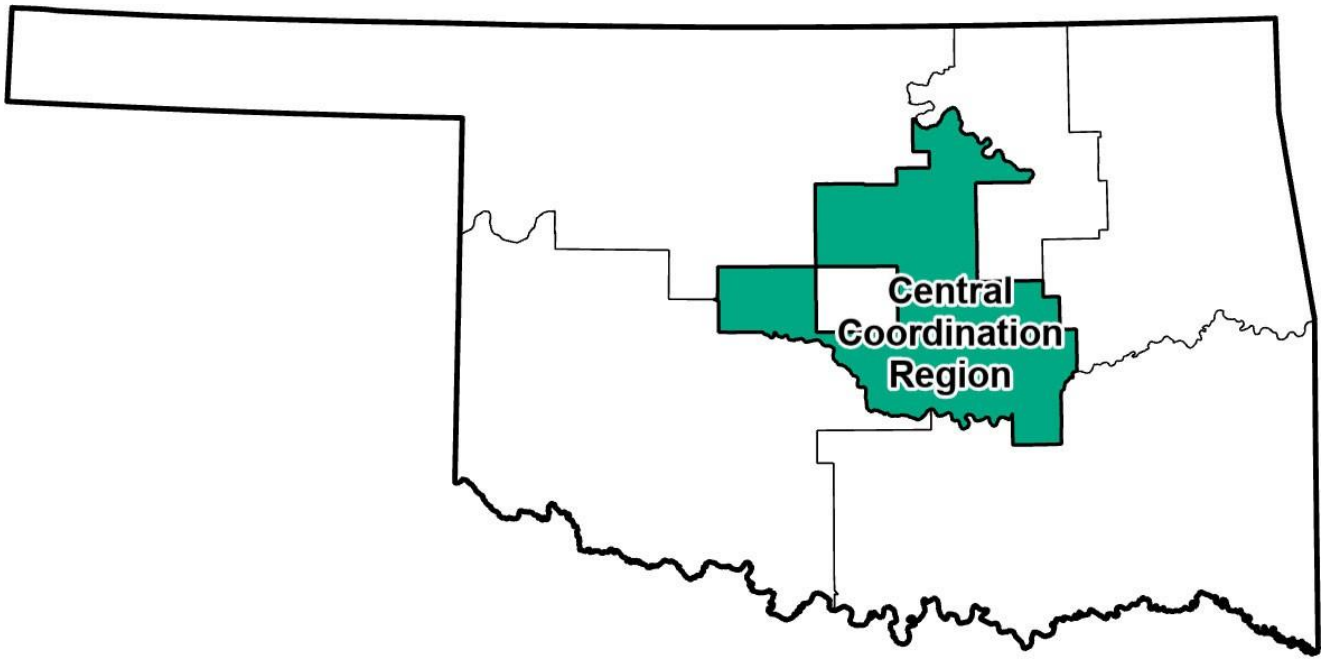
Coordinated Transportation Plan

Central Coordination Region

Adopted in December 2023
Updated in December 2024



Lead Agency: EMBARK
For more information, contact Dr. Marilyn Dillon at: marilyn.dillon@okc.gov

Contents

Frequently Used Acronyms

This Plan frequently employs acronyms which refer to specific agencies, types of agencies, legislation, and other transportation-related terms. If an acronym used is not immediately clear based on context, please reference Table 1 below.

Table 1: Frequently Used Acronyms

Acronym	Acronym Meaning
AAA	Area Agency on Aging
ACOG	Association of Central Oklahoma Governments
ADA	The Americans with Disabilities Act
ASCOG	Association of South Central Oklahoma Governments
COEDD	Central Oklahoma Economic Development District
COG	Council of Government
CORTPO	Central Oklahoma Regional Transportation Planning Organization
COTS	Central Oklahoma Transit System
CPTS	Cimarron Public Transit System
FAST	Fixing America's Surface Transportation Act
FTA	Federal Transit Administration
KATS	KI BOIS Area Transit System
MAP-21	Moving Ahead for Progress in the 21st Century Act
MPO	Metropolitan Planning Organization
ODOT	Oklahoma Department of Transportation
OKDHS	Oklahoma Department of Human Services
OKDRS	Oklahoma Department of Rehabilitation Services
OMPT	Office of Mobility and Public Transit
OSDH	Oklahoma State Department of Health
OTA	Oklahoma Transit Association
RTPO	Regional Transportation Planning Organization
SMP	State Management Plan
STIP	State Transportation Improvement Plan
TIP	Transportation Improvement Plan
UZA	Urbanized Area

Executive Summary

In Oklahoma, the Oklahoma Department of Transportation, Office of Mobility and Public Transit (ODOT OMPT) has been designated by the Governor of Oklahoma to administer the Federal Transit Administration (FTA)-funded Section 5305, 5309, 5310, 5311, and 5339 programs in Oklahoma. Title 49 U.S.C. 5310, as amended by Moving Ahead for Progress in the 21st Century Act (MAP-21), requires a recipient of Section 5310 funds to certify that projects selected for funding under this program are included in a locally developed, coordinated public transit-human service transportation plan and that the plan was developed and approved through a process that included participation by seniors; individuals with disabilities; representatives of public, private, nonprofit transportation and human service providers; and other members of the public.

This plan is the Coordinated Public Transit-Human Services Transportation Plan for the Central Region, including the following counties:

- Canadian County
- Cleveland County
- Hughes County
- Lincoln County
- Logan County
- Okfuskee County
- Pawnee County
- Payne County
- Pottawatomie County
- Seminole County

FTA strongly encourages coordination and consistency between the local coordinated public transit-human service transportation plan and metropolitan or statewide transportation planning processes, as described in 23 CFR part 450 and 49 CFR part 613. According to FTA Circular 9070.1G, long-range transportation plans, the transportation improvement plan, and the coordinated plans are supposed to be developed and incorporated into each other. In 2022, ODOT OMPT identified overlap between long-range plans developed by Oklahoma MPOs and coordinated plans. In addition, coordinated plans thus far have not included substantial participation by MPOs, regional transportation planning organizations (RTPOs), or councils of governments (COGs). The COG's and RTPO's have planning expertise that utilizes local knowledge and relationships from public engagement activities and have been identified as key stakeholders in the coordinated planning process.

FTA Circular 9070.1G requires that, "Projects identified in the coordinated planning process and selected for FTA funding must be incorporated into both the TIP and STIP in UZAs with populations of 50,000 or more; and incorporated into the STIP for rural areas under 50,000 in population." As such, direct participation by MPOs and RTPOs is highly encouraged in the coordinated planning process, and ODOT and this region's Working Group must coordinate closely to ensure this requirement is met.

Projects selected for funding shall be included in a coordinated plan that minimally includes the following elements at a level consistent with available resources and the complexity of the local institutional environment:

> (1) An assessment of available services that identifies current transportation providers (public, private, and nonprofit);
>
> (2) An assessment of transportation needs for individuals with disabilities and seniors. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service;
>
> (3) Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and

(4) Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

To develop the 2023 Coordinated Plan, transit providers, local governments, stakeholders, and human services organizations came together in an effort to maximize resources to better serve the region. The Coordinated Plan includes updated regional demographic data, transit capacity building strategies, as well as updated information on new and existing transportation providers serving vulnerable populations in Oklahoma.

This assessment of needs and gaps serves as the basis for the coordination strategies and opportunities for future investment identified in the Coordinated Plan that will eliminate or reduce duplicative services, fill service gaps, and otherwise provide more efficient utilization of transportation services and resources for the target populations.

Table 2 below summarizes the priorities assigned to each gap and unmet needs in the Region:

Table 2: Compiled Gaps and Unmet Needs

Category	Transportation Service Gap or Unmet Need	Priority		
		High	Medium	Low
Transit User	Lower Cost/Fares			X
	Familiarity With the Transit System		X	
	Travel Assistance		X	
	Door-to-Door Transportation		X	
Service Area	It takes a long time to reach final destinations		X	
	Service does not go to desired destination			X
	Accessibility to First-Last Mile Connections		X	
	More Sufficient Service at Trip Origins and Destinations		X	
	Access to Jobs	X		
	Access to Medical-related Locations		X	
Service Schedule	More evening and weekend service	X		
	Shorter Trip Lengths			X
	Weekday Early Morning Service		X	
	Weekday Business Hours		X	
	Weekday Late Night Service		X	
	Weekend Service	X		
	Weekend Late Nights (Friday and Saturday Nights)	X		
Outreach and Awareness	Better Information on Services	X		
	Service schedule is difficult to understand			X
	Negative Perception of Service			X
Service Quality	Limited Accessibility to Transit Stops			X
	Lack of Transit Amenities (shelters, benches, etc.)		X	
	More Reliable Service			X
	Improved Personal Safety			X
	Improved sidewalks, crosswalks, etc.	X		
	Transit vehicles that meet my needs		X	
	Wheelchair Accessibility	X		
	More Frequent Service	X		
	More Services for Seniors and Individuals with Disabilities			X

In addition, the following goals were identified for the Region:

- Goal 1: More fully understand gaps in existing service areas.
- Goal 2: Increase use of technology to enhance service provision.
- Goal 3: Fully implement a Mobility Management program in the Central Region.
- Goal 4: Improve recruiting and retention of qualified drivers.

Each county in the regional planning area has its own distinct needs, service providers, government agencies, stakeholders, and demographic characteristics. This Coordinated Plan synthesizes those needs and identifies strategies and priorities for the local level and region wide.

Agencies and stakeholders that participated in this plan include:

Table 3: Working Group Members

Name	Agency	Name	Agency
Dr. Marilyn Dillon	**EMBARK (Lead Agency)**	Jessie Thompson	Community Action Agency
Hannah Nolen	Association of Central Oklahoma Governments (ACOG)	Michelle Shepard	Daily Living Centers
John Sharp	ACOG	Amanda Dirmeyer	Daily Living Centers
Blair Schoeb	Areawide Aging Agency	Deborah Copeland	Dale Rogers Training Center
Perry Brinegar	Association of South Central Oklahoma Governments (ASCOG)	Stephanie Davis	EMBARK
Tina Lowery	Central Oklahoma Transit System (COTS)	Taylor Johnson	EMBARK Norman
Laura Corff	Cimarron Public Transit System (CPTS)	Jason Huff	EMBARK Norman
Shelby Jewell	CPTS	Melissa Fesler	First Capital Trolley
Christy Batterson	City of Edmond	Yolanda King	Hope Community Services Inc OKC
Corey Winston	City of Edmond	Charla Sloan	KI BOIS Area Transit System (KATS)
Tammy Vaughn	Cleveland County Aging Services	Tom Duncan	OSU-Stillwater Community Transit
David Hinkle	Central Oklahoma Economic Development District (COEDD)	Steve Spralding	OSU-Stillwater Community Transit
Clorisa Brown	COEDD	Rachel Dinwiddie	Seminole National Transit

The FTA does not formally review or approve coordinated plans, thus the lead agency, in coordination with planning process participants, is responsible for the development, approval, and adoption/endorsement of locally coordinated plans. The planning process must include seniors, individuals with disabilities, public/private/nonprofit transportation and human service providers, and other members of the public.

The Coordinated Plan was endorsed by the Central Region Coordinated Transportation Network on December 6th, 2023. More information about the planning committee can be found in the **Central Region Coordinated Task Force** section of this Plan.

Introduction

The legislative passage of Oklahoma State House Bill 1365 facilitated the transfer of the Federal Transit Administration's (FTA) Section 5310 Program previously administered by the Department of Human Services (DHS) to the Oklahoma Department of Transportation (ODOT). The bill also created the Office of Mobility and Public Transit (OMPT) and allowed for the transferring of all state and federal transit programs previously administered by ODOT's Transit Programs Division to the new OMPT. This change required ODOT to legally transfer all 5310 associated agreements, assets, financial documents and to develop a 5310 program compliant with FTA rules and regulation for FTA approval and certification to enable the use of federal funds for the 5310 program in the state.

To administer the 5310 program in compliance with FTA regulations, several program documents must be developed, reviewed, and implemented at the local, state, and federal level. These documents include a Program State Management Plan (SMP), a Subrecipient Project Application, and a Coordinated Human Service Transportation Coordinated Plan. These three documents work together to outline in great detail the 5310 program rules and requirements, as well as the application format and process for program stakeholders and grantees.

This document - and its contents and information below - directly addresses the federal 5310 requirement for the program to have a Coordinated Public Transit-Human Services Transportation Plan, and that the Coordinated Plan is:

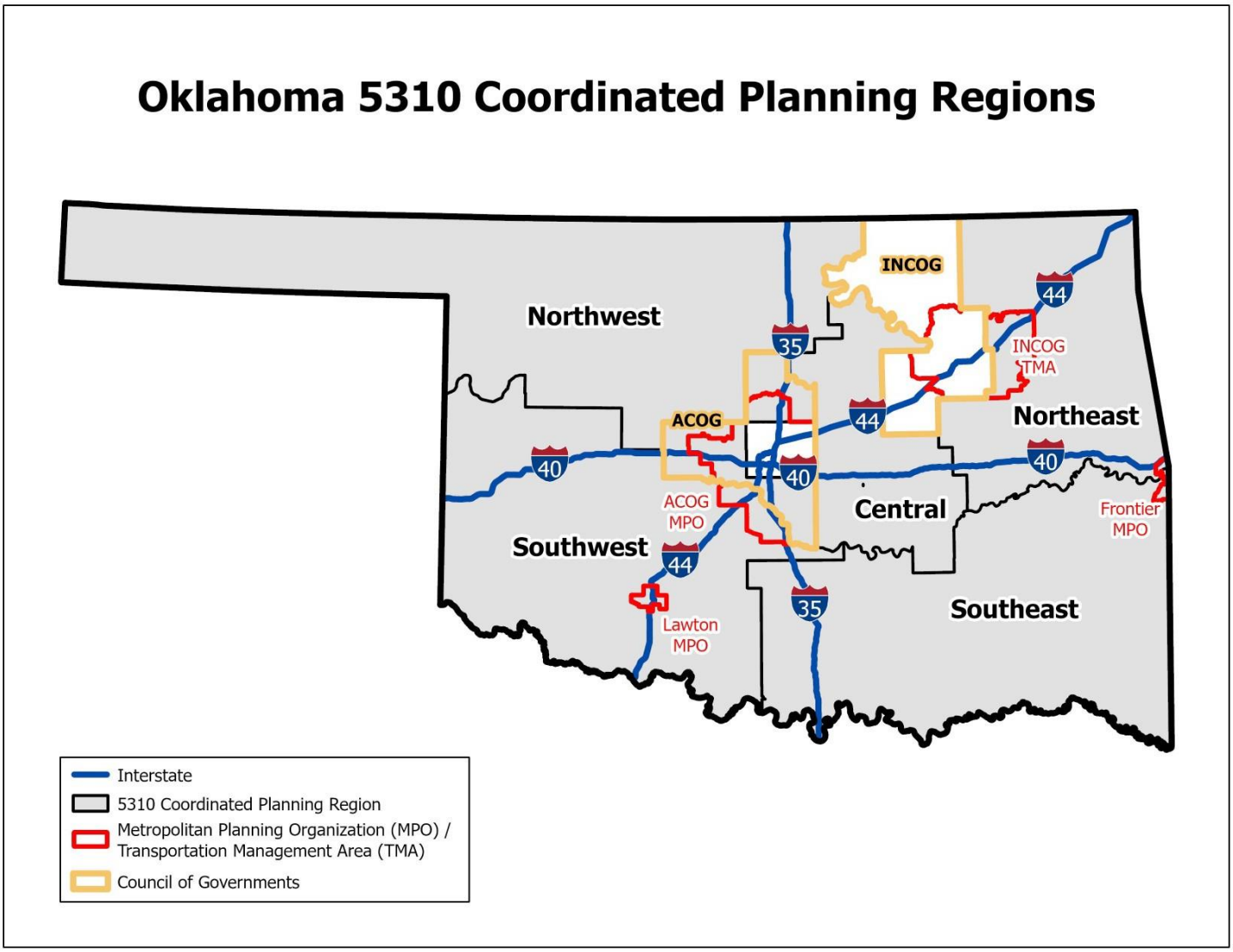
- Locally developed to determine and document availability of transportation options for seniors and individuals with disabilities in the region
- Identifies transportation gaps and unmet needs, and makes recommendations to close these barriers of mobility for seniors and individuals with disabilities
- Developed through participation from the general public, private nonprofit organizations, human service agencies, transit agencies, and stakeholders

The Central Region Working Group, with assistance from ODOT OMPT, developed this plan to further facilitate transportation coordination throughout the Central Region. This plan is a living document that can and will be updated and changed as local and state transportation programs and strategies develop and mature in the future.

Study Area

ODOT identified five coordinated planning regions upon which ongoing transportation coordination and planning will be based: Central, Northeast, Northwest, Southeast, and Southwest. These region designations are based primarily on existing RTPO boundaries. The current coordinated planning regions are intended as initial boundaries and may be adjusted over the course of ongoing coordination and planning processes, subject to agreement by working groups and providers who may be affected. Figure 1 displays these coordinated planning regions alongside MPO boundaries.

Figure 1: Oklahoma 5310 Coordinated Planning Regions



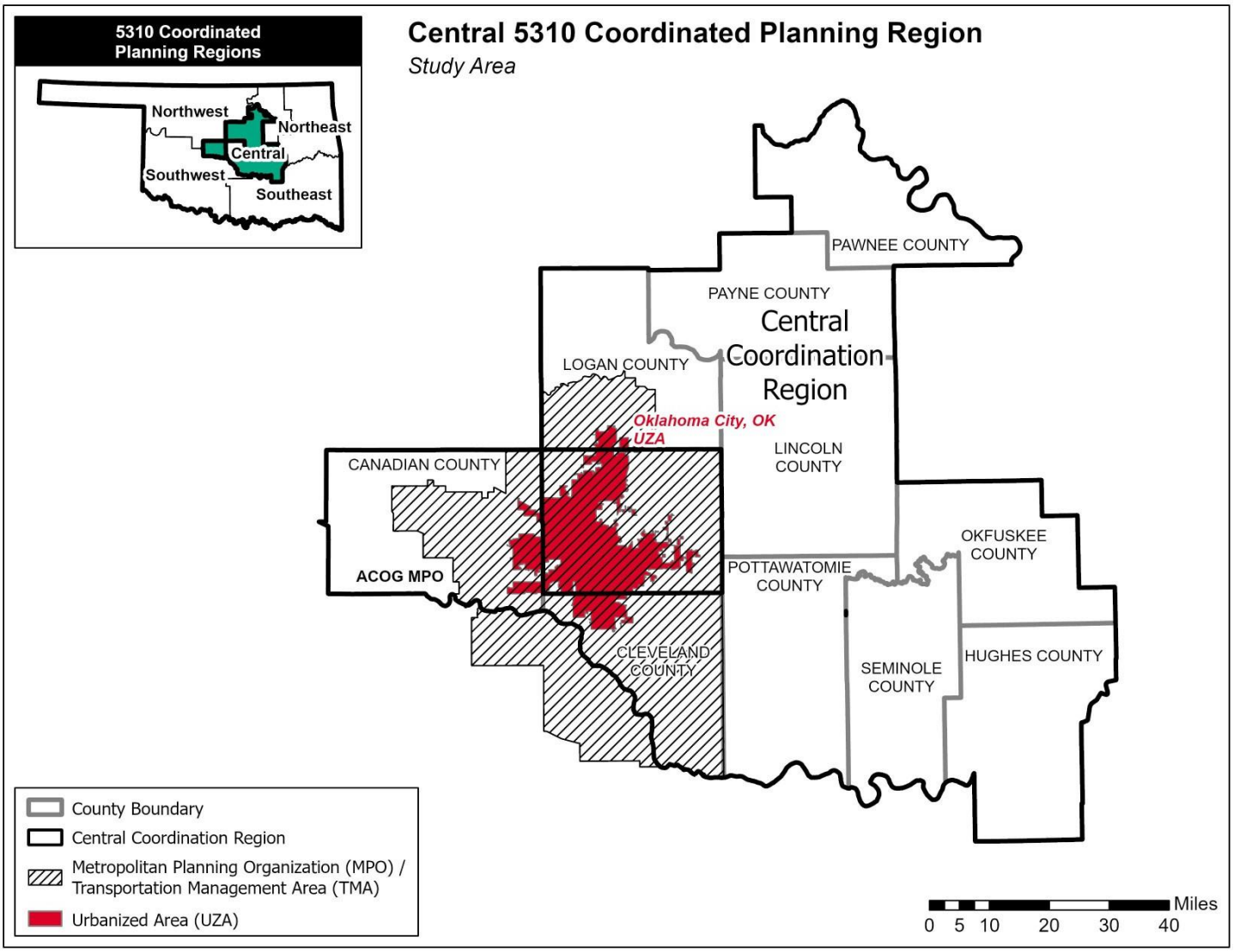
The geographic area covered by this plan, identified by ODOT as the Central Region, includes Canadian, Cleveland, Hughes, Lincoln, Logan, Okfuskee, Pawnee, Payne, Pottawatomie, and Seminole County. Counties covered in this plan are mostly rural, with the largest cities in the region consisting of Norman and Stillwater, the latter of which includes Oklahoma State University's main campus (see Figure 2).

The United States Census Bureau has designated one urbanized area that is partially within the Central Region, the Oklahoma City Urbanized Area. Urbanized areas are based upon agglomerations of populations and development patterns resulting in populations of at least 50,000 people within a relatively compact area. Urbanized areas are the geographic basis upon which numerous Federal transit funding programs and metropolitan planning organization (MPO) boundaries are based on. Transit providers are subject to a suite of rules and regulations that determine how Federal transit funding may be used, including when Federal funding may be used for certain transit trips and how transit agencies are incorporated (and may therefore receive Federal funding).

The Association of Central Oklahoma Governments (ACOG) MPO includes portions of Canadian, Cleveland, and Logan County. The purpose of an MPO is to carry out the metropolitan transportation planning process for their planning area, including the planning and programming of transportation projects through the long-range transportation plan and transportation improvement program.

Growing cities and towns of the Region should be monitored as they approach populations of 50,000, as this is a critical population threshold at which Census-designated urban areas are likely to be created and MPOs will be designated. The metropolitan transportation planning process is an opportunity for transit agencies to advance their interest in potential transportation hubs in the region.

Figure 2: Central Coordinated Planning Region



What is a coordinated plan?

A coordinated plan is a process that requires local stakeholders and transit agencies to coordinate efforts in providing transportation services to seniors and people with disabilities. It documents the current local transportation services for this targeted population. Gaps and unmet needs are identified through robust stakeholder engagement, and recommendations to close these barriers are developed.

A coordinated plan is important in detailing and understanding this information. It is also an application requirement and scoring criteria for the ODOT 5310 program application and award process. In the 5310 subrecipient application process, applicants are required to reference the transportation gap or unmet need that their project is proposing to address. ODOT will also view agencies who participated directly in the plan development process favorably

compared to those who did not. Without an applicant's understanding and involvement in the coordinated planning process and plan, their application will not be complete and will receive less scoring points.

The **Oklahoma Central Region Coordinated Transportation Plan** is prepared in compliance with federal transportation legislation under Moving Ahead for Progress in the 21st Century (MAP-21) and reauthorized under Fixing America's Surface Transportation (FAST) as described in FTA's Enhanced Mobility of Seniors & People with Disabilities program (49 U.S.C. Chapter 53, Section 5310).

Plan Purpose

The coordinated plan makes federal resources available to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options. To be eligible for 5310 grant funding, the program specifically requires projects selected for funding be "included in a locally developed, Coordinated Public Transit - Human Services Transportation Plan." This document - and its contents and information meet all requirements of the Federal Transit Administration.

These inaugural Coordinated Plans are initial efforts to develop a plan that documents and uses local input and knowledge to better understand and coordinate transportation services for 5310 populations. The plan details regional transportation providers, gaps and unmet needs in their service, and strategies to recommend and prioritize local projects that expand mobility choices for older adults and people with disabilities.

Other on-going ODOT transportation planning and program efforts will eventually develop and better inform the strategies and ideas documented in this Coordinated Plan. In addition, all stakeholders will learn from the initial implementation of this plan. In time, however, the recommendations will be molded to best provide services to seniors and people with disabilities. The Coordinated Plan is a living, breathing document that encourages stakeholders to participate regularly in the development and implementation of this plan so that the plan remains current and continues to provide efficient, coordinated human transportation services.

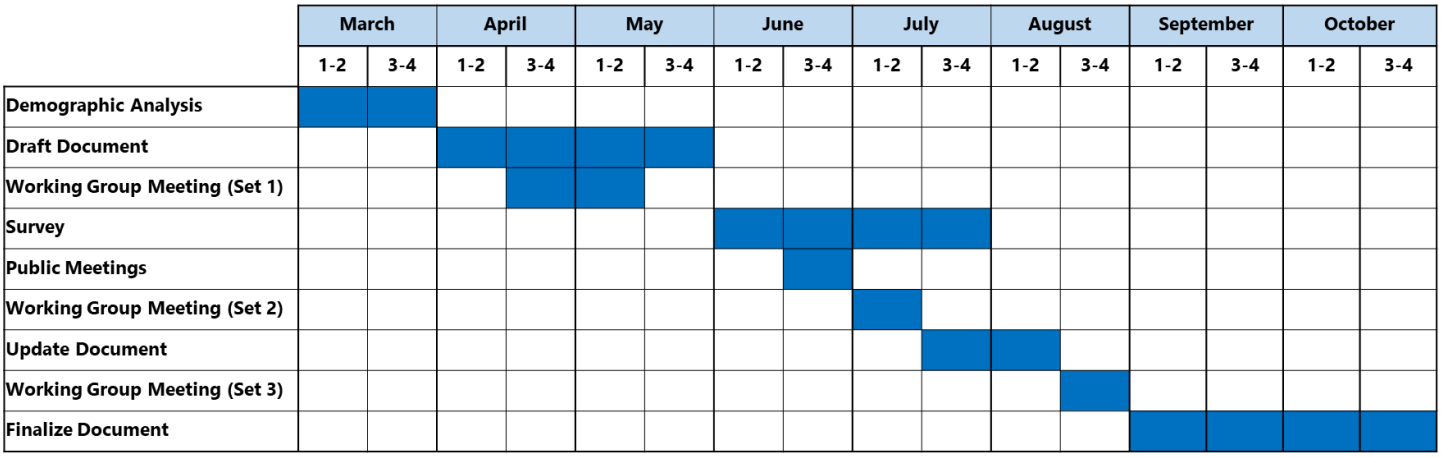
Plan Development Process

Federal law requires that a Coordinated Plan be developed locally in a manner that includes the participation of older adults, persons with disabilities, representatives of public, private, and nonprofit transportation and human services providers, as well as members of the public. A coordinated plan needs to include three major elements: 1) information on the current transportation services available, 2) unmet needs and gaps in those services, and 3) recommendations and strategies in prioritizing projects that will fill the identified gaps and unmet transportation needs of seniors and people with disabilities.

Developing this plan with these three major elements required a team of professionals over several months to engage in a number of activities to conduct research on transportation programs, services, and demographics of county populations; to engage local residents and transportation stakeholders in providing information, recommendations, and strategies that prioritize and fill those unmet needs and gaps in transportation service; and to analyze this information to create a coordinated plan document.

A timeline of staff and public engagement activities to develop the compliance documents for the 5310 Program - including the Coordinated Plans - is detailed below:

Figure 3: 5310 Coordinated Planning Process



The process of gathering the appropriate material and information to develop the Coordinated Plan document included several steps:

- **Transportation Provider and Demographic Analysis:** ODOT reviewed the current transportation providers in the Region as well as the populations of seniors, people with disabilities, and low-income households to determine a baseline of transportation services available and the existing gaps and unmet needs for the targeted population.
- **Working Group Meetings (April 2023 – August 2023):** ODOT convened a series of three working group meetings in which public and private transportation providers and planning agencies participated. These meetings were focused on gathering in-depth information on unmet transportation needs and mobility gaps for seniors and people with disabilities. Dr. Marilyn Dillon from EMBARK was selected as the representative from the lead agency. A new lead agency and lead agency representative may be chosen by the Working Group as needed. This group will be responsible for coordinating and updating the Coordinated Plan on an annual basis.
- **Public Survey (June – July 2023):** ODOT conducted an online public survey to gather information from the general public and organizational stakeholders, including current FTA program recipients, regional planning offices, human service organizations and agencies, and public and private transportation providers. The survey was open from June 6th to July 21st.
- **Regional Virtual Public Meetings (June 2023):** ODOT hosted a regional virtual public meeting to provide general 5310 program information, request additional local input on human service transportation in the region, and to receive feedback on the draft Coordinated Plan. The public meeting took place on June 22nd and had 43 public participants.
- **Draft Coordinated Plan for Stakeholder Input (July – August 2023):** A draft plan was distributed to stakeholders the week of 8/21/2023. Additional comment from the public survey and other outreach opportunities were solicited from participants and incorporated in the plan accordingly.
- **Finalize Coordinated Plan document (October 2023):** ODOT has accepted the Central Regional Coordinated Transportation Plan.

Regional Socioeconomic Characteristics

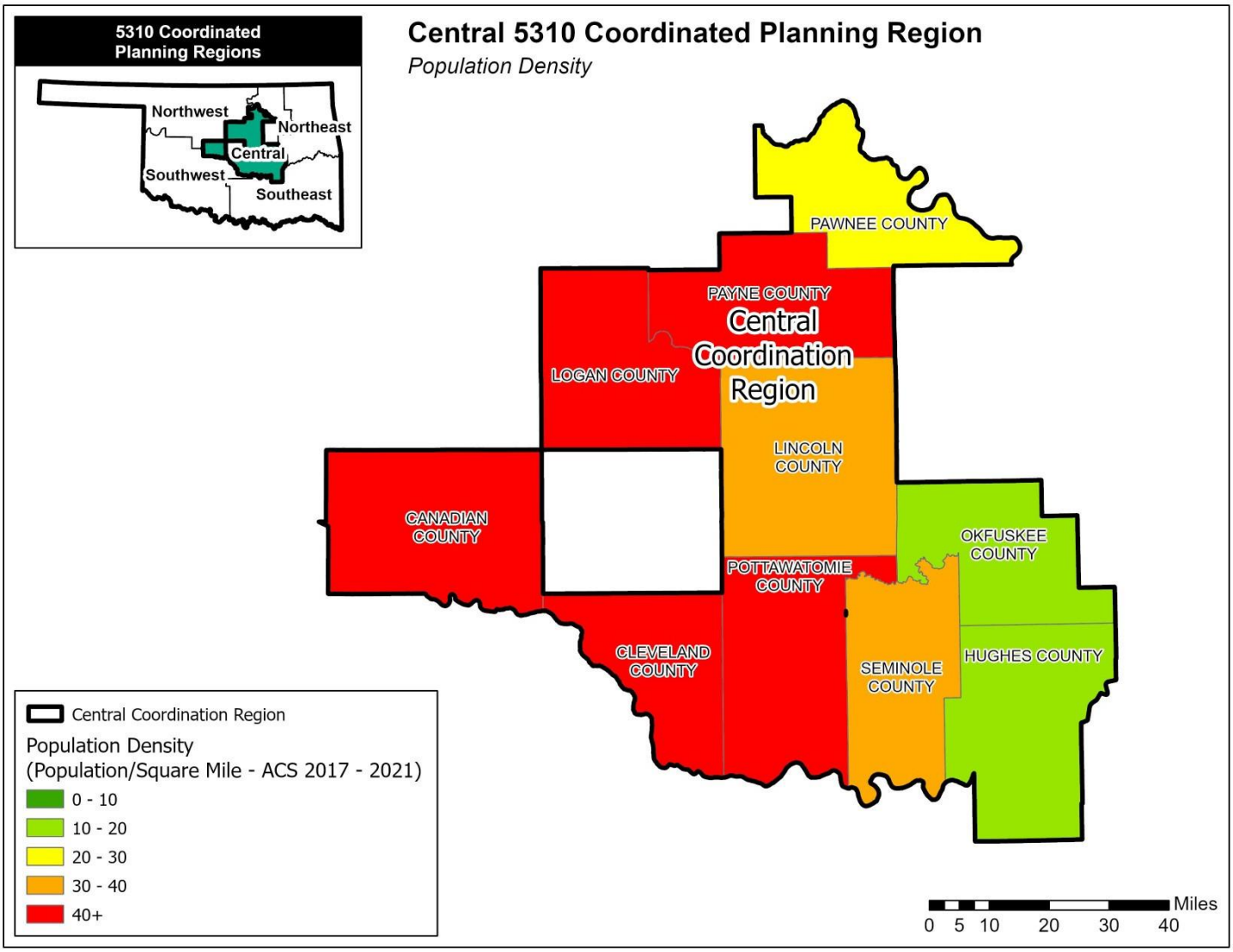
Settlement patterns of the general population and transportation disadvantaged populations are critical to analyze to understand where people live and how service can be better designed to meet their needs. ODOT reviewed Census demographic data for general population and various transportation disadvantaged populations throughout the Central Region. This data is reported at the county-level using five-year American Community Survey (ACS) data from 2021.

Population Density

As of 2021, the region's population is estimated to be 744,422 with a population density of 101.4 people per square mile (PPSM). Population density is a significant factor in the viability of transit service, with higher population densities tending to support higher frequency and more efficient transit service. Figure 4 displays population density at the county-level in the Central Region.

Population density generally decreases from west to east in the Central Region. A significant driver of this pattern is Oklahoma City being located immediately west of Pottawatomie County. Canadian, Cleveland, Logan, Payne, and Pottawatomie County have the highest population densities in the Central Region, with at least 40 PPSM. Lincoln and Seminole County have between 30 and 40 PPSM. Hughes and Okfuskee County have relatively low population densities, between 10 and 20 PPSM.

Figure 4: Population Density (Population / Square Mile)



Transportation Disadvantaged Populations

The following sections describe the settlement patterns of the following transportation disadvantaged groups throughout the Central Region: Seniors, People with Disabilities, Low-income Individuals, Limited English Proficiency Individuals, and Zero-car Households. These groups are unified in the fact that they often face mobility challenges, often due to difficulty in accessing public transit or being unable operate or afford a personal vehicle. Specific challenges these groups face in accessing public transit are described in each respective section. It is critical to understand the settlement patterns of these groups in order to develop transportation and other related services that best meet their needs. The locations of Justice 40 areas throughout the Central Region are also described.

A number of 5307, 5311, and 5310 agencies provide critical transportation service to these groups in the Central Region, including different assistance programs to help them afford transportation fares. These groups often utilize the general fixed-route or demand-response public transit service provided by transit agencies and paratransit services/human service transportation services. More information on these providers can be found in the **Regional Characteristics** and **Transportation Provider Assessment** sections.

Table 4 compares the percentages of each transportation disadvantaged group in the Central Region to Oklahoma as a whole. The Central Region has lower percentages of each transportation disadvantaged population compared to the state as a whole, with all percentages being at least 1 percentage point lower.

Table 4: Demographic Summary

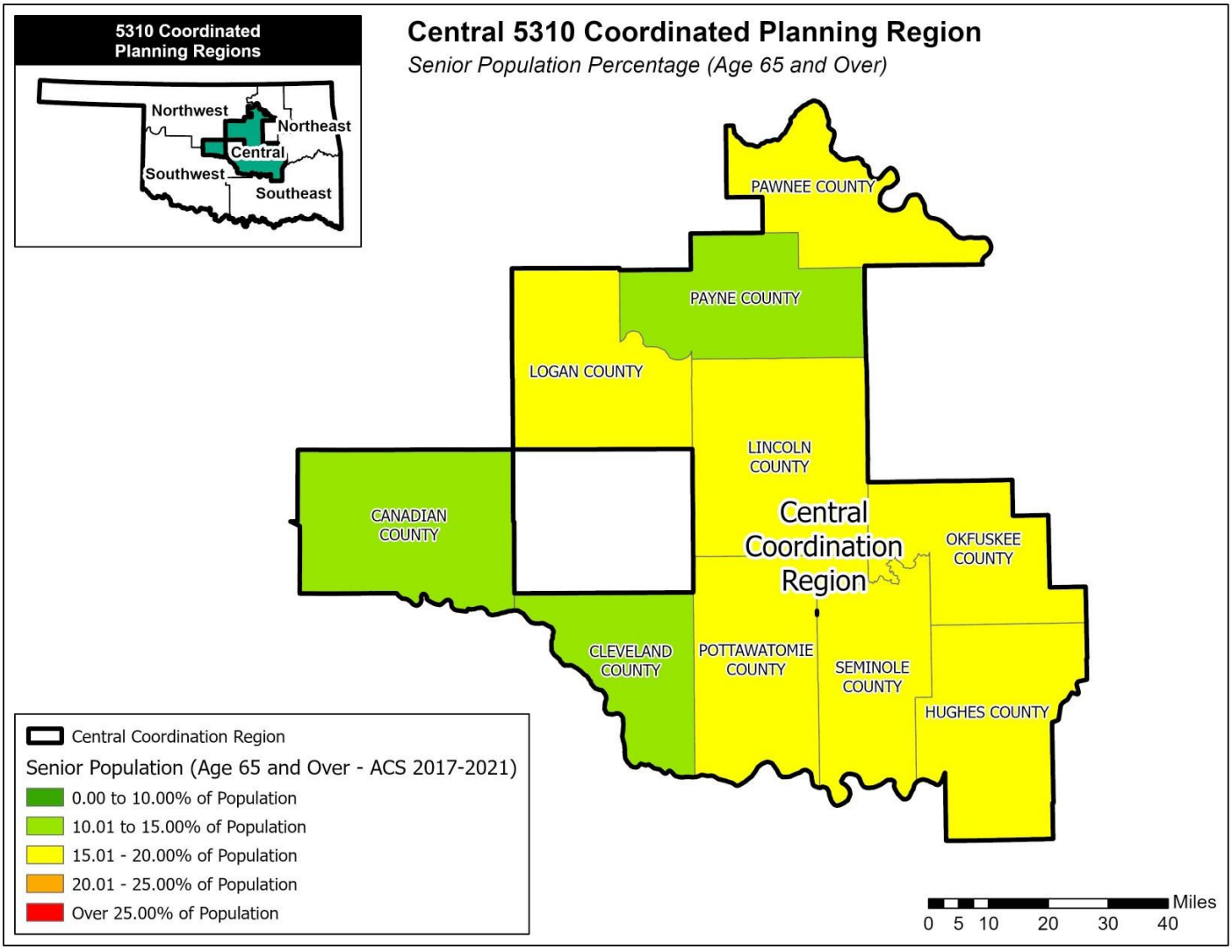
	Central Region		Oklahoma	
	Region Total	**% of Region**	**OK Total**	**% of OK**
Total Population	**744,422**	**100%**	**3,948,136**	**100%**
Seniors	107,428	14.4%	615,832	15.6%
People w/ Disabilities	108,711	14.9%	631,051	16.3%
Low-income Individuals	98,455	13.8%	583,853	15.2%
Limited English Proficiency Individuals	17,183	2.5%	142,223	3.9%
Total Households	**276,580**	**100%**	**1,503,868**	**100%**
Zero-car Households	11,556	4.2%	81,196	5.4%

Senior Population (Age 65 and Over)

Seniors (age 65 and over) often have unique transportation needs due to a host of age-related physical and cognitive conditions. For example, deteriorating eyesight as a result of age makes it difficult to operate a vehicle. Seniors may face challenges in understanding public transit systems, including the policies that must be followed and the technology that public transit systems utilize. Seniors also typically must access medical care more often than other groups.

Figure 5 displays percentages of seniors in each county throughout the Central Region, and these percentages are compared to the percentage of seniors for Oklahoma as a whole (15.6%). County-level percentages of seniors in the Central Region are generally similar to Oklahoma's percentage of seniors. All counties save for Canadian, Cleveland, and Payne counties have percentages of seniors between 15% and 20%. Canadian, Cleveland, and Payne counties' percentage of seniors is between 10% and 15% of the total county population.

Figure 5: Senior Population Percentage (Age 65 and Over)

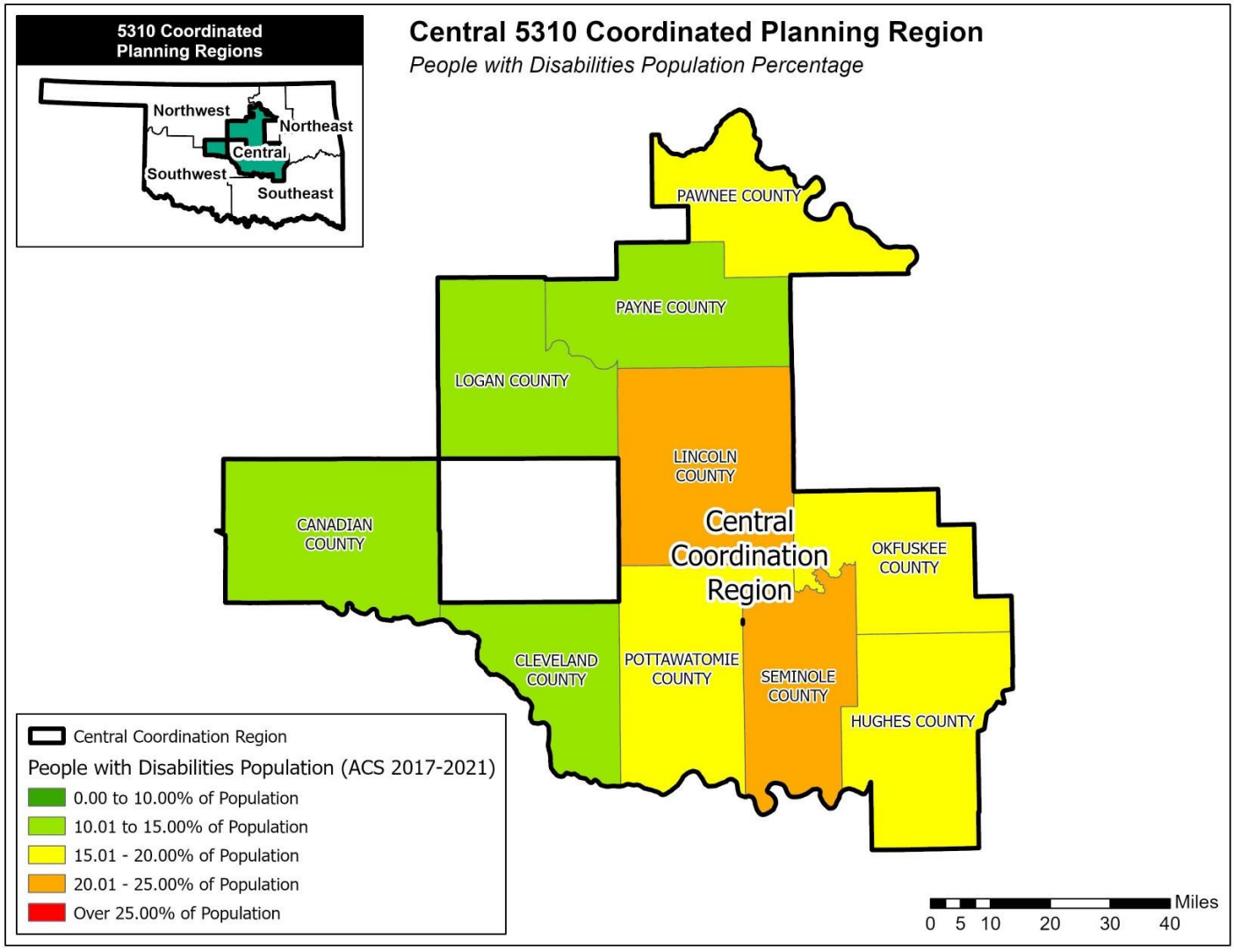


People with Disabilities

People with disabilities, be they physical or cognitive, also often have unique transportation needs. They frequently require personal assistance using public transit, such as a personal care assistant (or PCA). Similar to seniors, they often have increased need to access medical care compared to individuals without disabilities. Disabilities that people have may also be age-related, creating compounding mobility challenges.

Figure 6 shows percentages of each county in the Central Region with a disability, and these are compared to percentage of Oklahomans as a whole with a disability (16.3%). Lincoln and Seminole County have a considerably higher percentage of residents with a disability compared to Oklahoma, between 20% and 25%. Hughes, Okfuskee, Pawnee, and Pottawatomie counties' percentage of people with disabilities is similar to Oklahoma as a whole, varying between 15% and 20%. Canadian, Cleveland, Logan, and Payne County have lower percentages of people with disabilities, varying between 10% and 15%.

Figure 6: People with Disabilities Population Percentage

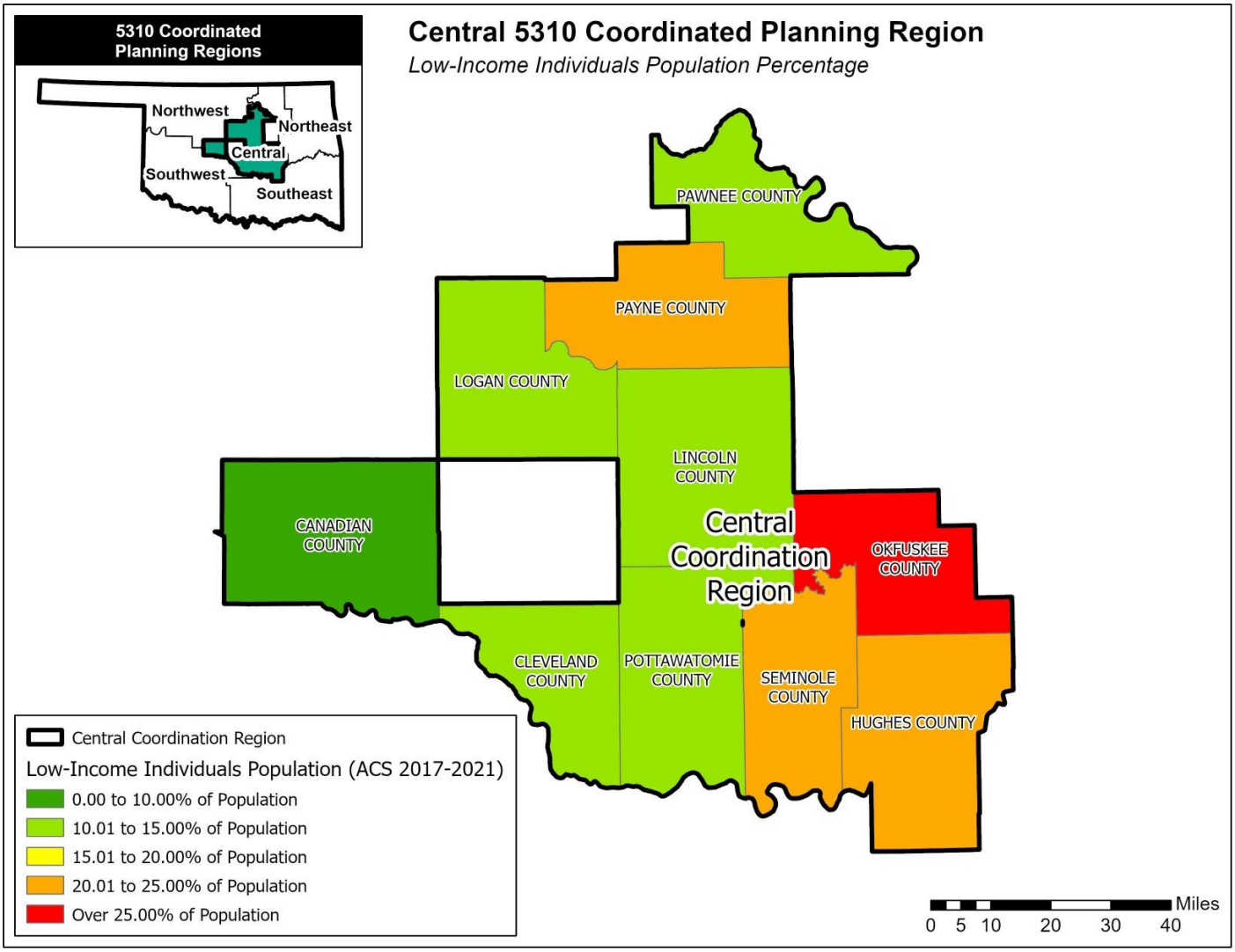


Low-income Individuals

Defined as individuals with annual incomes below the poverty level ($12,880), low-income individuals similarly face unique mobility challenge. They often struggle to afford forms of transportation available to those with higher incomes, including personal vehicles and ride-hailing services (Lyft, Uber, etc.). As a result, public transit and human services transportation play critical roles in ensuring that low-income individuals can fulfill their day-to-day needs, particularly when low-income individuals are older and/or have disabilities.

Figure 7 displays the percentage of the population in each Central Region county that is low-income, and these are compared to the percentage of Oklahomans as a whole that are low-income (15.2%). Hughes, Payne, Okfuskee, and Seminole County have particularly high percentages of low-income individuals. Over 25% of Okfuskee County's population is low-income, while Hughes, Payne, and Seminole County have low-income percentages between 20% and 25%. By comparison, Canadian, Cleveland, Lincoln, Logan, Pawnee, and Pottawatomie County have low-income percentages at or slightly below the statewide low-income rate. Cleveland, Lincoln, Logan, Pawnee, and Pottawatomie County have low-income percentages between 10% and 15%, while Canadian County's low-income percentage is below 10%.

Figure 7: Low-Income Individuals Population Percentage

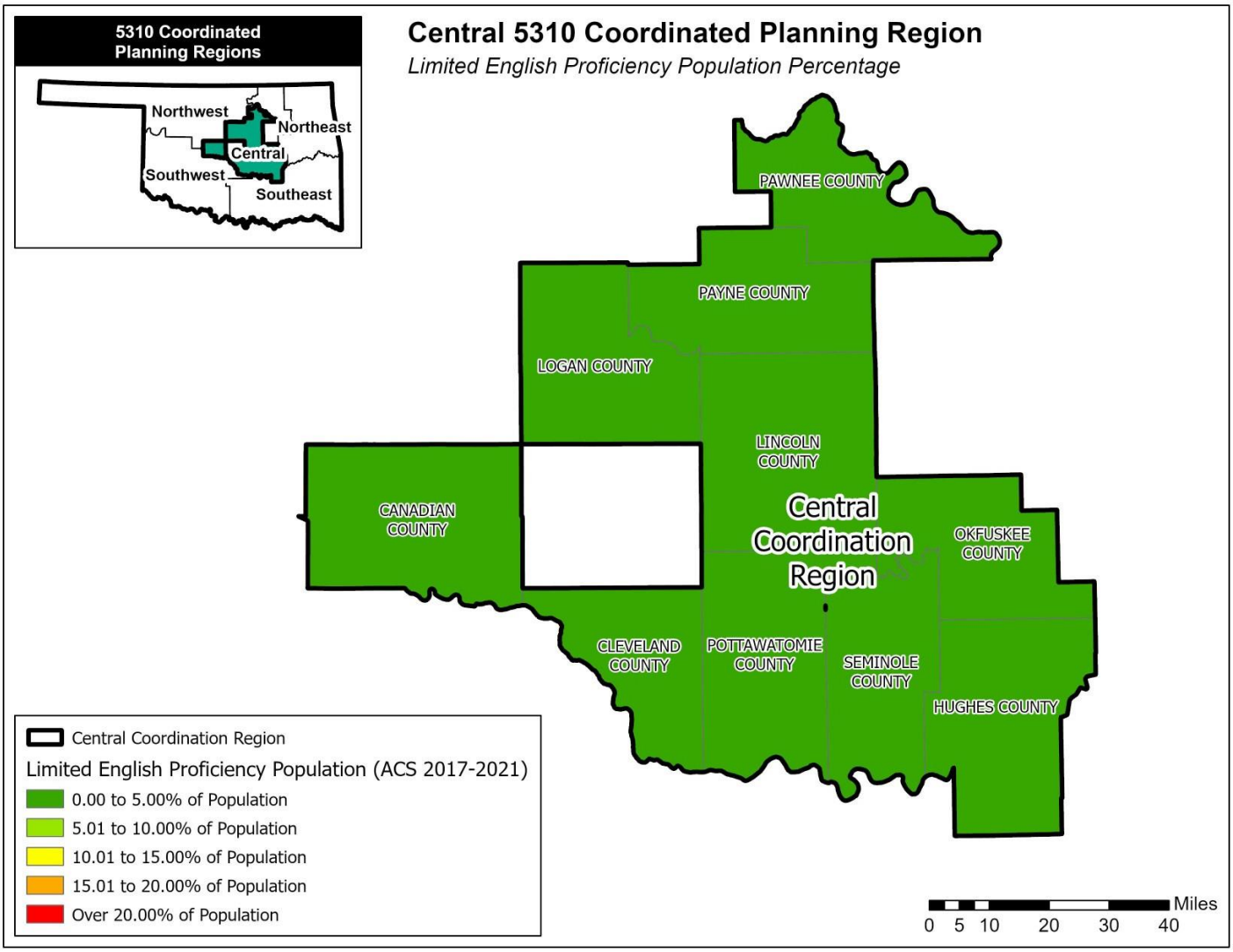


Limited English Proficiency Individuals

Limited English proficiency individuals are those who do not speak English very well. They face challenges in understanding transportation policies and materials as well as communicating with transportation provider staff. They may require special accommodations that make public and private transportation services and materials accessible to them. For example, transit schedules may need to be translated from English into another language, or an interpreter may be needed for a public meeting.

Figure 8 shows the percentage of population of each county in the Central Region with a limited English proficiency. The Central Region generally has low levels of limited English proficiency, with all having between 0% and 5%. In comparison, 3.9% of Oklahomans as a whole have a limited English proficiency.

Figure 8: Limited English Proficiency Population Percentage

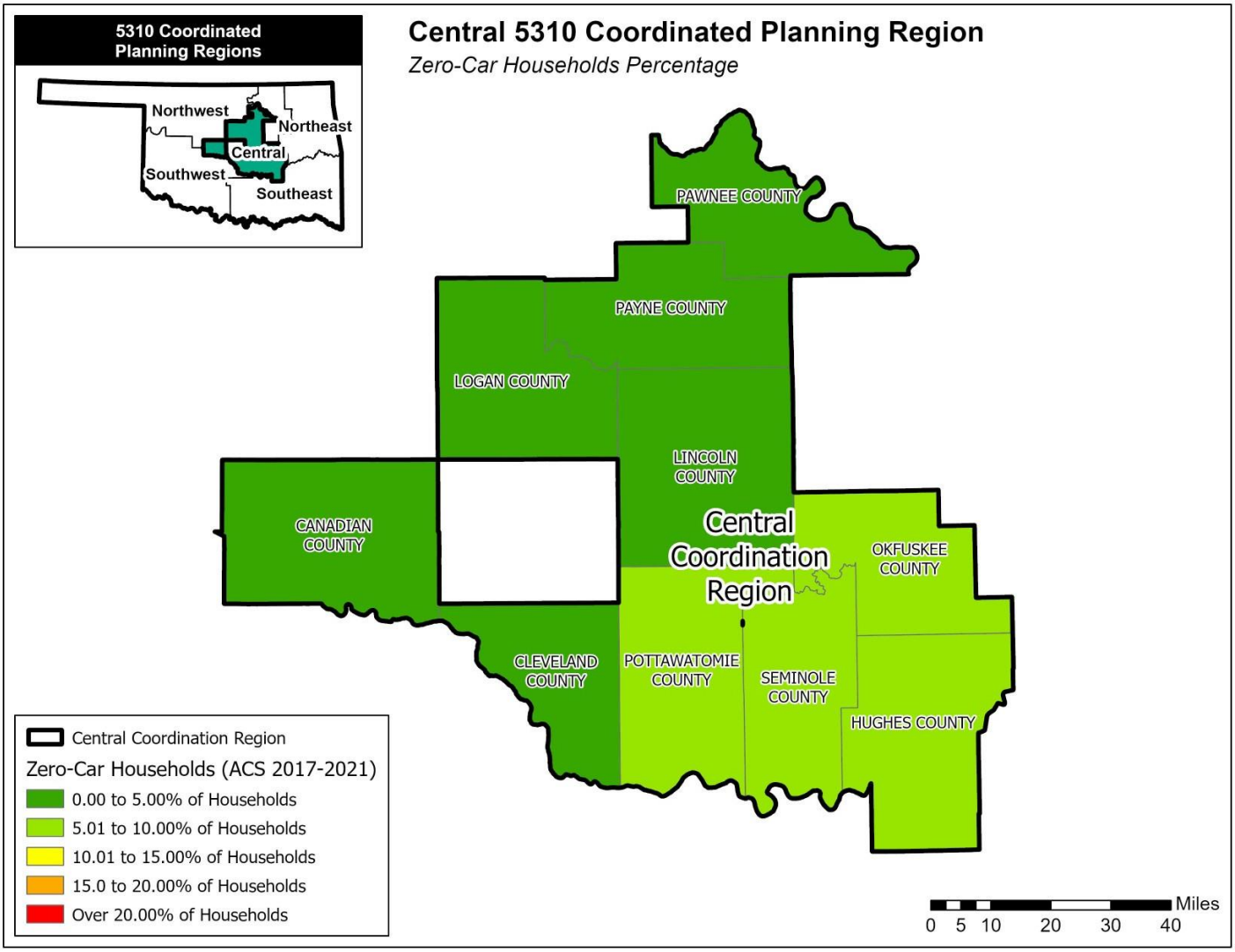


Zero-Car Households

Zero-car households face acute mobility challenges due to most transportation systems being constructed to serve personal vehicle trips rather than public or active transportation. Public transit and other private transportation services are a critical lifeline for these households. Often, there is an overlap between zero-car households and low-income individuals, with limited financial resources making car ownership a challenge.

Figure 9 displays percentages of zero-car households for each Central Region county. Percentages of zero-car households vary throughout the Region. Hughes, Okfuskee, Pottawatomie, and Seminole counties have zero-car household percentages between 5% and 10%, which is similar to or slightly elevated compared to Oklahoma as a whole (5.4%). By contrast, Canadian, Cleveland, Lincoln, Logan, Pawnee, and Payne County all have zero-car household percentages below 5%.

Figure 9: Zero-Car Household Percentage

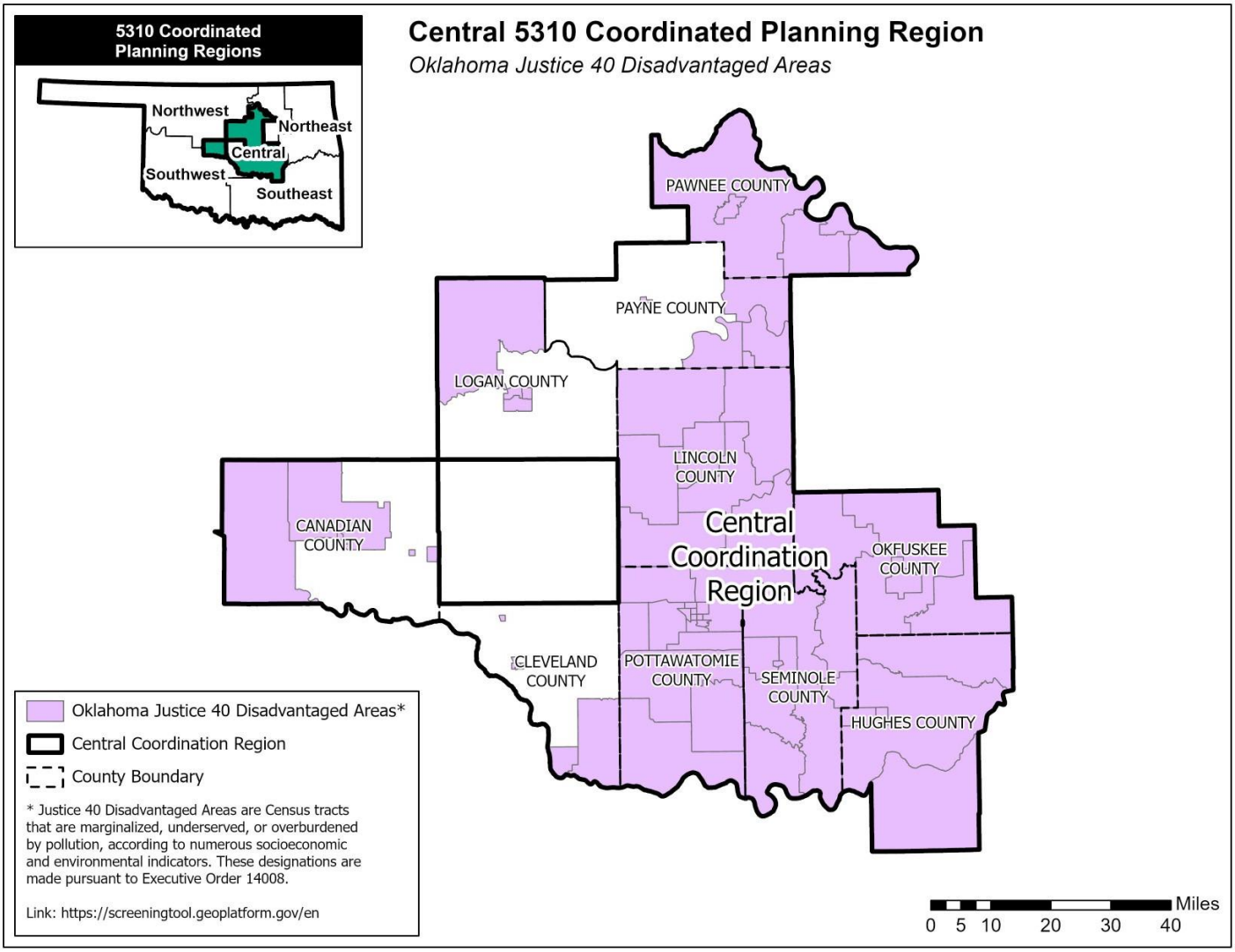


Justice 40 Disadvantaged Areas

Justice 40 Areas are Census tracts that are marginalized, underserved, or overburdened by pollution, according to numerous socioeconomic and environmental indicators. These designations are made pursuant to Executive Order 14008, which directs the federal government to identify how certain federal investments can be made with the goal of at least 40% of benefits flowing to disadvantaged communities.

Nearly the entirety of the eastern portion of the Central Region is within Justice 40 areas. All of Hughes, Lincoln, Okfuskee, Pawnee, Pottawatomie, and Seminole counties are within Justice 40 areas. Significant portions of Logan and Payne County are within Justice 40 areas. A large portion of eastern Payne County is within Justice 40 areas, while a large portion of northwest Logan County is within Justice 40 areas. A large portion of western Canadian County is within Justice 40 areas, as is much of southern Cleveland County.

Figure 10: Oklahoma Justice 40 Disadvantaged Areas



Regional Characteristics

The Central Region includes multiple planning agencies that, in concert with transportation providers and mobility managers, work to ensure the mobility and general human services needs of Central Region residents are effectively met through well-coordinated service provision. The following sections describe the different planning agencies within the Central Region, as well as any mobility managers whose service area is within the Central Region.

Planning Agencies

The Central Region is served by three separate planning agencies: the Association of Central Oklahoma Governments (ACOG), the Central Oklahoma Regional Transportation Planning Agency (CORTPO), and the Central Oklahoma Economic Development District (COEDD).

COEDD is a regional COG in the Central Region that provides a number of services critical to the health and wellbeing of people with disabilities and seniors and rural residents in general. Services provided to seniors include caregiver support, case management, home care services, and many others. COEDD acts as the parent organization to CORTPO, which is the regional transportation planning organization (RTPO) for the Central Region.

ACOG is the designated regional planning agency for central Oklahoma, as well as the parent organization for the ACOG MPO. ACOG serves a number of functions, including transportation planning, public safety, community/economic development, and water resources.

MPOs are primarily responsible for the development, administration, and approval of their long-range transportation plans and transportation improvement program (TIP) as well as various public engagement and statewide transportation coordination activities.

Table 5: Planning Agencies

County(ies)	Agency Name	POC	Email	Phone	Website
Canadian, Cleveland, Grady, Logan, McClain, Oklahoma	Association of Central Oklahoma Governments (ACOG)	Mark Sweeney	msweeney@acogok.org	405-234-2264	https://www.acogok.org/
Hughes, Lincoln, Okfuskee, Pawnee, Payne, Pottawatomie, Seminole	Central Oklahoma Economic Development District (COEDD)	David Hinkle	director@coedd.net	405-273-5410	https://coedd.net/
Hughes, Lincoln, Okfuskee, Payne, Pawnee, Pottawatomie, Seminole	Central Oklahoma Regional Transportation Planning Organization (CORTPO)	Clorisa Brown	gis@coedd.net	405-273-5410	https://coedd.net/cortpo

Mobility Management

Mobility management professionals help coordinate transportation services throughout the state and conduct mobility management projects. Working with a host agency, mobility managers and navigators help conduct mobility management projects, which increase mobility access for all Oklahomans to healthy living resources, healthcare, and employment through various activities that connect transportation with the needs of individuals and communities.

Mobility management is new to Oklahoma, having been implemented in 2023 through pilot programs in the Northwest and Southwest regions. The program is continuing to evolve, and implementation is contingent on funding. In 2024, the central region added two mobility management programs.

Table 6: Mobility Management Programs

Service Area	MM Name	Host Agency	Email	Phone	Website
Counties: Logan, Payne, Pawnee, Lincoln, Okfuskee, Hughes, Seminole and Pottawatomie	Kristi Winchester, Mobility Manager	COEDD	Mobilitymanager@coedd.net	405-208-3596	https://coedd.net/cortpo
County: Oklahoma	Ariel Carroll, Mobility Navigator	EMBARK	ariel.carroll@okc.gov	405-230-7316	https://www.embarkok.com/

Transportation Provider Assessment

The Central Region is served by numerous public transit providers, tribal transit providers, and human services transportation providers, all of which serve as key lifelines to individuals with disabilities and seniors. These providers often have overlapping or abutting services areas and thus stand to benefit greatly from increased coordination and communications among each other. This chapter describes the transportation providers in the Central Region, including detailed information on their service characteristics (e.g., service area and schedule), and eligibility information.

Public Transit Providers

Figure 11 below displays the public transit agencies and tribal transit agencies within the Central Region.

Public transit agencies serving the Central Region include First Capital Trolley, Cimarron Public Transit System (CPTS), KI BOIS Area Transit System (KATS), Red River Public Transportation, and Central Oklahoma Transit System (COTS), as well as the City of Edmond and EMBARK Norman. Tribal transit agencies serving the Central Region include Chickasaw Nation Transportation Services, Citizen Potawatomi Nation Tribal Transit, Seminole Nation Transit, and Muscogee (Creek) Nation Transit. Multiple human services transportation providers also serve the Central Region.

The Kickapoo Tribe of Oklahoma has received a grant from the American Association of Retired Persons (AARP) to expand transportation services for older adults through volunteer drivers operating a ride-sharing service. The Kickapoo Tribe of Oklahoma will be a good partner in the future as this service is implemented in the Central Region. [1]

[1] https://journalrecord.com/2023/06/30/five-oklahoma-communities-earn-aarp-grants/

Figure 11: 5311 Transit and Tribal Transit Providers

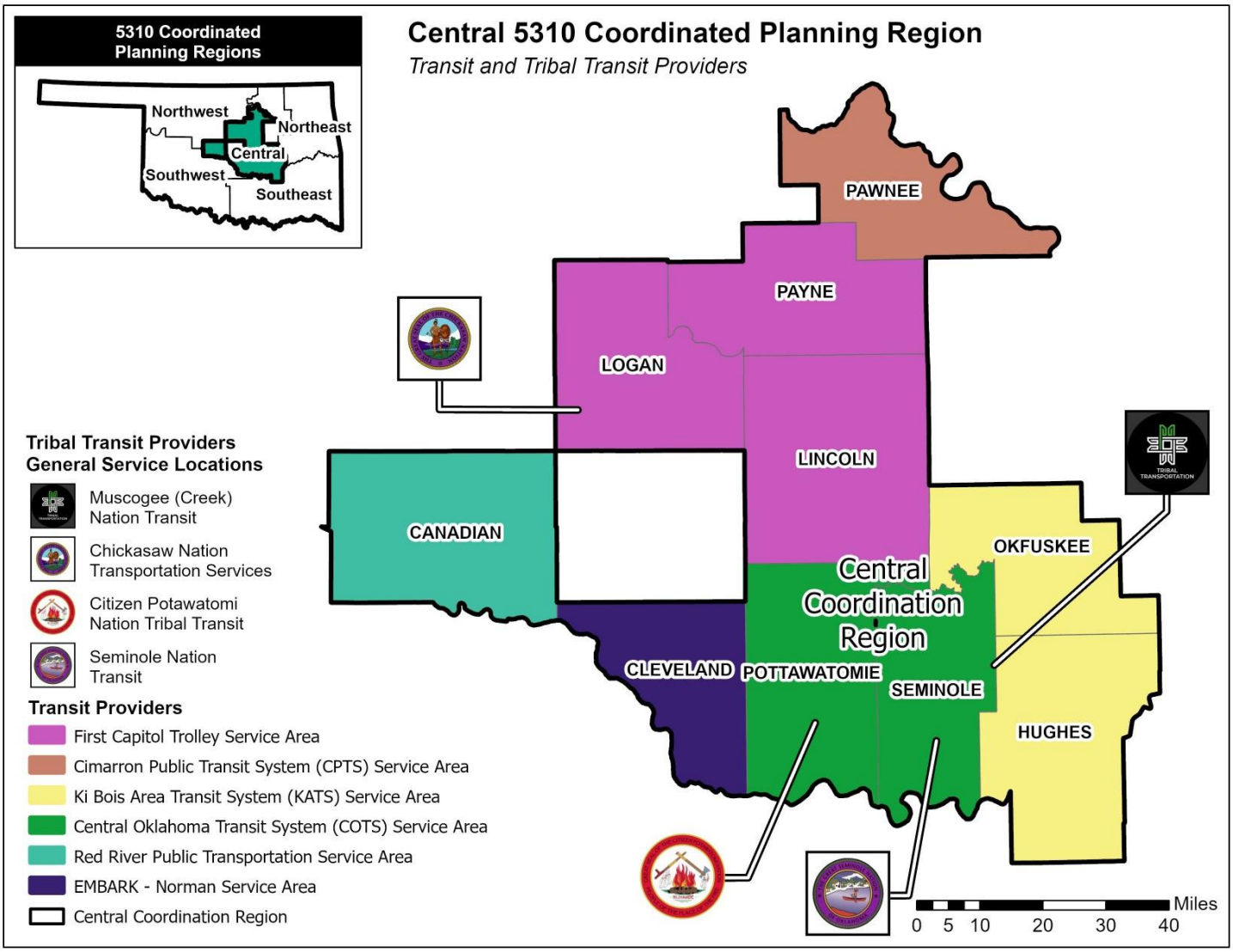


Table 6 shows an inventory of transportation providers in the Central Region, including public transit providers receiving 5307/5311/5310 funding, human services transportation providers receiving 5310 funding, and tribal transit providers. The user models of each provider are shown, which may include open-door, closed-door, or combination of open- and closed-door services. Open-door is defined as service that is available to everyone. By contrast, closed-door service is available to members only through the use of eligibly criteria.

More detailed information on each provider is provided in the Appendix in Table 24. This information was derived from a combination of ODOT data and survey responses. Coordinated Plan users are encouraged to use Table 6 to identify if coordination may be necessary with a particular agency and to use Table 24 in the Appendix to further determine what level of coordination may be possible or appropriate.

Table 6: Transportation Providers

Agency / Transportation Provider Name	Provider Type	User Model	Service Area	Eligible Criteria (if not open to the public)	5310 Recipient?
A Driver For You	Private, nonprofit	Open-door	Cities: Norman, Blanchard, Newcastle, Little Ax, Wayne, Dibble, Noble, Purcell, Paul's Valley	N/A	No
ABLE Council for Development Disabilities, Inc.	Nonprofit Business	Open-door	Cleveland County	N/A	Yes
Adkins Enterprises	Private, for-profit transportation company	Closed-door	Hughes County	Current Facility Resident	No
Central Oklahoma Transit System (COTS)	Public Transit Authority	Open-door	Counties: Pottawatomie, Seminole	N/A	Yes
Cheyenne and Arapaho Tribal Transit	Tribal Transit	Open-door	Counties: Beckham, Blaine, Canadian, Custer, Dewey, Ellis, Kingfisher, Rogers Mills, Washita	N/A	Yes
Chickasaw Nation Transportation Services	Tribal Transit	N/A	Counties: Johnston, Marshall, Love, Custer, Jefferson, Stevens, Murray, Pontotoc, Garvin, McClain, Grady, Canadian, Cleveland, Oklahoma	NEMT: must be a federally-recognized First American Employment transportation: Open to the public	No
Cimarron Public Transit System (CPTS)	Private, nonprofit transportation company	Open-door	Counties: Kay, Osage, Pawnee, Washington, Creek	N/A	Yes
Citizen Potawatomi Nation Tribal Transit	Tribal Transit	N/A	Pottawatomie County	N/A	No
City of Edmond	Public Transit Authority	Open-door	Edmond City Limits	N/A	Yes
Compassionate Hands, Inc.	Private, nonprofit transportation company	Open-door	Yukon	N/A	Yes

Agency / Transportation Provider Name	Provider Type	User Model	Service Area	Eligible Criteria (if not open to the public)	5310 Recipient?
Daily Living Centers	Private, nonprofit human services agency	Both closed- and open-door	Counties: Canadian, Oklahoma	N/A	Yes
EMBARK	Public Transit Authority	Both closed- and open-door	Cities: Oklahoma City Counties: Oklahoma, Cleveland, Canadian	Varies by program (age, disability status, referrals)	No
EMBARK Norman	Public Transit Authority	Open-door	Norman City limits	N/A	No
First Capital Trolley	Public Transit Authority	Open-door	Logan County	N/A	Yes
Hope Community Services	Private, nonprofit human services agency	Open-door	Counties: Cleveland, Oklahoma	N/A	Yes
KI BOIS Area Transit System (KATS)	Private, nonprofit transportation company	Open-door	Counties: Adair, Cherokee, Haskell, Hughes, Latimer, LeFlore, McIntosh, Okfuskee, Okmulgee, Pittsburg, Sequoyah, Wagoner	N/A	Yes
Muscogee (Creek) Nation Tribal Transportation	Tribal Transit	Open-door	Counties: Muskogee, Okfuskee, Okmulgee, Wagoner, Tulsa, Creek, McIntosh, Hughes	N/A	No
NewView Oklahoma	Private, nonprofit human services agency	Closed-door	Counties: Canadian, Cleveland, Oklahoma, Logan	For transportation services: 60+ of age	No
Oklahoma Baptist Homes for Children, OKC	Private, nonprofit human services agency	Both closed- and open-door	Cities: South Oklahoma City, Moore, Norman	Mothers that are: 18+ of age, custody of 1+ children, will work/attend school for 30+ hours/week	No

Agency / Transportation Provider Name	Provider Type	User Model	Service Area	Eligible Criteria (if not open to the public)	5310 Recipient?
Oklahoma State University Health Access Network	Federal or State human services agency	Closed-door	Counties: Adair, Bryan, Cherokee, Delaware, Garfield, Mayes, Muskogee, Oklahoma, Okmulgee, Osage, Payne, Pontotoc, Sequoyah, Tulsa, Wagon, Washington County	SoonerCare Members	No
Red River Public Transportation	Public Transit Authority	N/A	Counties: Beckham, Caddo, Canadian, Comanche, Cotton, Custer, Jefferson, Kiowa, Roger Mills, Stephens, Tillman, Washita	N/A	Yes
Red Rock	Private, nonprofit human services agency	Open-door	Canadian County	N/A	No
Seminole National Transit	Tribal Transit	N/A	Seminole County	N/A	No
Variety Care	Federal Qualified Health Center	Closed-door	Cities: Oklahoma City, Yukon, Moore, Norman, Edmond, Midwest City, Del City	N/A	No

Human Services Providers

Transportation providers are part of a network of human services providers whose services help ensure that seniors and people with disabilities can maintain a high quality of life. Human services providers who may not provide transportation services still play a valuable role by connecting their clients with transportation providers. Human services providers themselves may be destinations for transportation users or may provide services that assist seniors and people with disabilities in using transportation, such as personal care assistants.

Table 7 below displays an inventory of human services providers throughout the Region, including both those who provide transportation and those who do not. Additionally, the SoonerRide and RideCARE sections below describe the SoonerRide and RideCARE programs, which are State-administered human services transportation programs.

The user models of each provider are shown, which may include open-door, closed-door, or combination of open- and closed-door services. Open-door is defined as service that is available to everyone. By contrast, closed-door service is available to members only through the use of eligibly criteria.

Not appearing in Table 7 does not necessarily preclude an agency from applying for and being awarded 5310 funding, although applications must address the gaps and unmet needs identified in this plan. However, participation in the coordinated planning process will be viewed favorably by ODOT, so potential applicants are encouraged to contact the lead agency of the Central Working Group to see how they can participate.

Table 7: Inventory of Human Services Providers

Agency Name	Service Area	Service Hours	Types of Service Provided	User Model	Eligibility Criteria (if not open to the public)
Accentra Case Management	Counties: Oklahoma, Grady, Caddo, Stephens, Canadian, Logan, Garvin, Comanche, McClain, Cleveland	8AM – 4:30PM	Health Care, Social Services, DHS Advantage Program	N/A	N/A
Accentra Home Health & Hospice	Counties: Blaine, Caddo, Canadian, Cleveland, Comanche, Cotton, Garfield, Garvin, Grady, Jefferson, Kingfisher, Kiowa, Logan, McClain, Oklahoma, Stephens, Tillman, Creek, Pawnee, Okmulgee, Wagoner, Lincoln	8AM – 4:30PM	Social Services, Monitoring Services for Homes, Home Health, Resource Assistance	N/A	N/A
Alameda Baptist Church	Cities: Norman, Noble	10AM – 12PM, Tuesday & Thursday	Food Panty	Open-door	N/A
Catholic Charities of the Archdiocese of Oklahoma City	Cities: Oklahoma City, Norman	8AM - 4:30PM, Monday - Friday	Social Services	Both closed- and open-door	N/A
Central Oklahoma Workforce Innovation Board	Counties: Canadian, Cleveland, Hughes, Lincoln, Logan, Okfuskee, Oklahoma, Pottawatomie, Seminole	8AM - 5PM, Monday - Friday	Social Service, Economic Development, Workforce Development	N/A	N/A
Child Welfare	District 3 of Child Welfare	24/7	Social Services	Closed-door	Current Client
Cleveland County Health Department	Cleveland County	8AM – 5PM	Health Care, Social Services	N/A	N/A
Complete Home Services	N/A	N/A	N/A	N/A	N/A
Family Care Home Health	Counties: Oklahoma, Tulsa, Logan, Cleveland, Canadian	8AM – 5PM	Social Services	N/A	N/A

Agency Name	Service Area	Service Hours	Types of Service Provided	User Model	Eligibility Criteria (if not open to the public)
Hope Community Services	Counties: Oklahoma and Cleveland	8AM – 5PM, Monday – Friday	Mental Health, Addiction Programs, HOPE Pharmacy, Crisis Intervention & Urgent Recovery Center, Adults, Children, Youth & Family Services, Housing Assistance, Individual Placement & Support, Accessing Services, Group Services	Open-door	N/A
Judy's Kitchen	Cities: Minco, Pocasset, Union City, Cogar, Gracemont	3rd Saturday of every month	Food Assistance	Open-door	N/A
McFarlin food pantry	Cities: Norman, Noble, Little Axe	10AM – 6PM, Tuesday & Thursday	Food Pantry	Open-door	N/A
Mercy Hospital Ada, OK	Pontotoc County and adjacent counties	24/7	Health Care	N/A	N/A
Ministerial Alliance	Pawnee County	24/7	Social Services	Open-door	N/A
Moore Youth & Family Services, Inc.	Counties: Northern Cleveland, Southern Oklahoma	8AM – 8PM, Monday – Thursday 8AM – 5PM, Friday	Social Services	Both closed-and-open door	N/A
NewView Oklahoma	Counties: Canadian, Cleveland, Oklahoma, Logan	8AM – 4:30PM	Health Care, Low Vision Occupational Therapy, Orientation/Mobility, Assistive Technology for those with low vision/blindness	Closed-door	For transportation services: 60+ of age
NorthCare	Counties: Oklahoma, Logan	8AM – 5PM, Monday - Thursday; 8AM - 3PM, Friday	Health Care, Social Services	Open-door	N/A
Oklahoma Baptist Homes for Children, OKC	Cities: South Oklahoma City, Moore, Norman	8:30AM – 5PM Staff lives on campus with our residents as well.	Social Services, Public Transportation, Economic Development	Both closed-and open-door	Mothers that are: 18+ of age, custody of 1+ children, will work/attend school for 30+ hours/week

Agency Name	Service Area	Service Hours	Types of Service Provided	User Model	Eligibility Criteria (if not open to the public)
Oklahoma City Community Foundation	Central Oklahoma and the surrounding counties with a reach into the rural communities	8:30AM - 5PM	Public Charity	Open-door	N/A
Oklahoma Department of Human Services	Statewide	24/7 for crisis and family response	Social Services, Child Protection, Reunification, Family Support	N/A	Depends on program: income thresholds, open child welfare cases
Oklahoma Department of Rehabilitative Services	Canadian County	8AM – 5PM, Monday - Friday	Employment and Training Services	Closed-door	N/A
Oklahoma State Department of Health	Pottawatomie County	8AM – 5PM	Health Care, Social Services	Open-door	N/A
Oklahoma State University Health Access Network	Counties: Adair, Bryan, Cherokee, Delaware, Garfield, Mayes, Muskogee, Oklahoma, Okmulgee, Osage, Payne, Pontotoc, Sequoyah, Tulsa, Wagon, Washington	8AM - 5PM, Monday - Friday (with occasional evening hours)	Health Care, Social Services, Public Transportation	Closed-door	SoonerCare Members
Other Options	Oklahoma City	4PM - 6PM, Monday 1PM – 3PM, Tuesday – Thursday 10AM – 12PM, Saturday	Social Services, Food Pantry	Closed-door	HIV Community
Oxford Healthcare	Eastern Oklahoma	Member requested hours	Health Care	Closed-door	Must Meet ADV or SPCC Requirements
Positive Tomorrows, Inc.	Oklahoma City	7AM - 5:30PM	Social Services, Education	Both closed- and open-door	N/A
Progressive Independence	Counties: Oklahoma, Pottawatomi, McClain, Canadian, Cleveland Southwest Oklahoma	8:30AM – 5PM	Health Care, Social Services, Skills Training, Peer Support	Open-door	N/A
Red Rock	Canadian County	8AM - 5PM, Monday - Thursday 8AM - 4PM, Friday	Health Care, Social Services, Transportation for Seniors/People with Disabilities	Open-door	N/A
RideCARE (Oklahoma Mental Health & Substance Abuse)	Statewide	24/7	Transportation	Open-door	N/A

Agency Name	Service Area	Service Hours	Types of Service Provided	User Model	Eligibility Criteria (if not open to the public)
Rockwell Plaza and Bethany YMCA	Cities: Bethany, NW Oklahoma City, Warr Acres, Piedmont, Yukon	5AM - 9PM, Monday – Friday 8AM - 4PM, Saturday 1PM – 5PM, Sunday	Social Services	Closed-door	N/A
Sharing Tree	Counties: Cleveland, Oklahoma, Canadian	9AM - 3PM, Monday - Friday	Clothing & Household Goods	Both closed- and open-door	N/A
SoonerRide (Oklahoma Health Care Authority)	Statewide	7AM – 6PM, Monday – Saturday	Transportation, Lodging, Meal Services	Closed-door	SoonerCare Members

SoonerRide

SoonerRide is Oklahoma's Medicaid-backed non-emergency medical transportation (NEMT) service, which is administered by the Oklahoma Healthcare Authority (OHCA). OHCA provides a suite of Medicaid benefits under the SoonerCare banner, one of which is the SoonerRide program.

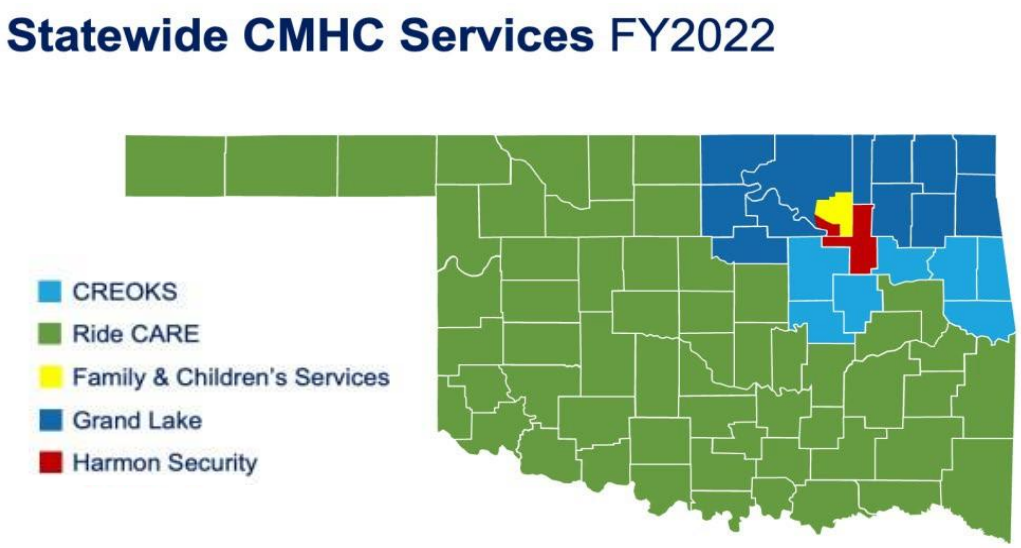
SoonerRide connects patients to medical appointments covered by SoonerCare. Trips are booked online or by phone and must be done at least three business days in advance. Alternatively, SoonerCare members who use their own vehicle to transport themselves to a SoonerCare-covered medical appointment can apply for gas and mileage reimbursement.

SoonerCare members can also apply for assistance with lodging and meals if they must travel a long distance for SoonerCare-covered medical services with a specialist. The SoonerCare website documents approved lodging providers in Oklahoma City and Tulsa, as well as Dallas, Texas and Omaha, Nebraska.

RideCARE

Oklahoma Mental Health and Substance Abuse (OMHSA) administers the RideCARE program, a statewide human services transportation program for transporting children and adults to inpatient psychiatric treatment. RideCARE is operated through partnerships with regionally-based human services providers, including OK RideCARE, Grand Lake Mental Health, Harmon Security, and CREOKS Health Services. Figure 12 below displays each provider's service area. Requests for transportation are made by treatment facilities, medical facilities, and law enforcement personnel.

Figure 12: RideCARE Provider Service Areas



Service Outside Typical Business Hours

Coordination between services providing service outside typical business hours and those who do not is especially critical to meeting the needs of seniors and people with disabilities. Medical appointments such as dialysis treatment may be scheduled outside typical business hours, or certain trips may require transfers between services where one leg of the trip is outside typical business hours.

Table 8 provides a detailed summary of providers that provide service outside typical business hours, including early/late weekday, weekend, and 24/7 service. Plan users are encouraged to use Table 8 to identify potential coordination partners in meeting the need for service outside typical business hours.

Table 8: Agencies Providing Service Outside Typical Business Hours

County	Early/Late Weekday	Weekend by Appointments	Saturday and/or Sunday Service	24/7 Service
Canadian	EMBARK	N/A	EMBARK Other Options Rockwell Plaza and Bethany YMCA	Oklahoma Human Services
Cleveland	A Driver For You EMBARK-Norman EMBARK	N/A	A Driver For You EMBARK-Norman EMBARK Other Options	Oklahoma Human Services
Hughes	N/A	N/A	N/A	Mercy Hospital Ada, OK Adkins Enterprises Oklahoma Human Services
Lincoln	First Capital Trolley	N/A	First Capital Trolley	Oklahoma Human Services
Logan	First Capital Trolley	N/A	First Capital Trolley	Oklahoma Human Services
Okfuskee	N/A	N/A	N/A	Oklahoma Human Services
Pawnee	N/A	N/A	N/A	Ministerial Alliance Oklahoma Human Services
Payne	First Capital Trolley	N/A	First Capital Trolley	Oklahoma Human Services
Pottawatomie	COTS	N/A	N/A	Mercy Hospital Ada, OK Oklahoma Human Services
Seminole	COTS	N/A	N/A	Mercy Hospital Ada, OK Oklahoma Human Services

Transportation Technology

Transit technology has advanced appreciably in the recent past, particularly trip scheduling and dispatching platforms. With the requisite training and interoperability between the systems of other nearby agencies, modern transit technology platforms unlock considerable efficiencies and coordination opportunities between agencies. As such, a strong understanding of the technological capabilities of nearby agencies is critical to identifying these opportunities or starting initiatives to acquire software platforms in a coordinated manner.

Table 9 below summarizes key scheduling and dispatching systems available to agencies in the region. In certain cases, agencies may not have certain capabilities or may use differing software platforms that do not work together. These should be used as opportunities to identify where technology systems may be coordinated across multiple agencies or even across different regions, including in procurement, to realize the benefits of these technologies.

Central Region agencies generally operate specific call centers that correspond to cities where vehicles are dispatched from, enabling them to better respond to riders depending on their place of residence. Additionally, information on agency services is generally found on the agency website rather than on mobile applications. Cimarron Public Transit and KATS are exceptions in that while its primary business hour service is scheduled via phone, evening and weekend service offered through the PICK program can be scheduled through the VIA phone app, online, or by phone.

The City of Edmond operates its Citylink fixed-route service, supplemented by CAPS, or Citylink Access Paratransit Service. While CAPS does not offer web- or app-based, Citylink fixed-route services includes a live bus tracker and an alert system for detours, route changes, and other important messages.

Table 9: Provider Technological Capabilities

Agency Name	Scheduling ability on agency website	Scheduling Mobile App for Riders	General Info Mobile App	Name of Dispatching Software	AVL System/GPS
Central Oklahoma Transit System	No	No	No	N/A	N/A
Cheyenne and Arapaho Tribal Transit	No	No	No	N/A	N/A
Chickasaw Nation Transportation Services	No	No	No	N/A	N/A
Cimarron Public Transit System	No	Yes (PICK)	Yes (PICK)	N/A	N/A
Citizen Potawatomi Nation Tribal Transit	No	No	No	N/A	N/A
City of Edmond	No	No	No	N/A	N/A
EMBARK	No	No	Yes	Ecolane	N/A
EMBARK Norman	No	No	Yes	N/A	N/A
First Capital Trolley	No	No	No	N/A	N/A
KI BOIS Area Transit System	No	Yes (PICK)	Yes (PICK)	N/A	N/A
Muscogee (Creek) Nation Transit	No	No	No	N/A	N/A
Red River Public Transportation Service	No	No	No	N/A	N/A
Seminole Nation Transit	No	No	No	N/A	N/A

Funding Structure for Transportation Programs

The following sections provide information on the various public transit funding programs. Note that many of these programs are specific to public transit agencies. Those interested in more in-depth information on these programs, including eligibility, are encouraged to review the corresponding section in ODOT's State Management Plan. [2]

Section 5310: Enhanced Mobility of Seniors and Individuals with Disability Program

Section 5310 is a formula funding program apportioned to states to meet the mobility needs of seniors and people with disabilities, especially when existing service is unavailable, insufficient, or inappropriate to meeting those needs. ODOT is the Governor's designee for the administration of state and federal public transit financial assistance programs for areas under 50,000 population. ODOT's Office of Mobility and Public Transit is responsible for the management of these state and federal programs. ODOT is not an operator of public transit services, but through its administration of these programs, financial and technical assistance is provided to Oklahoma's public transit providers. ODOT will only approve 5310 funding to be used for the purchase of traditional ADA-accessible vehicles at a maximum federal share of project costs of 85%.

ODOT administers the 5310 program through a competitive application process due to funding limitations. Eligible applicants include the following: private nonprofits, public transit agencies, federally recognized Indian entities, and public agencies that can certify that no private nonprofit is providing the proposed service in a readily available fashion. Projects proposed in the Central Region must be found in the Central Region Coordinated Transportation Plan and the coordinated plans of any other coordinated planning regions in which the project will occur.

ODOT will provide notice to potential applicants once 5310 funding will be made available. This notice will include a deadline by which application materials must be submitted. Applicants may be asked to provide the following at different stages throughout the application process to determine if the applicant is eligible to advance to the next stage: notice of intent to apply, draft application, and final application.

Technical assistance in preparing an application is provided by ODOT OMPT. However, the development, preparation and timely submittal of the document is the sole responsibility of the applicant. Application instructions may be obtained by requesting from ODOT OMPT.

Those interested in pursuing 5310 funding in the future are encouraged to review Section 7 of ODOT's State Management Plan, which describes how potential applicants may access 5310 funding in greater detail.[3]

Other Related Transportation Funding Programs

The following funding programs are also used to support public transit service, both for the general public and for people with disabilities and seniors.

Section 5307 Urban Public Transportation[4]

The Urbanized Area Formula Funding program (49 U.S.C. 5307) makes federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas and for transportation-related planning. An urbanized area is an incorporated area with a population of 50,000 or more that is designated as such by the U.S. Department of Commerce, Bureau of the Census.

For urbanized areas with 200,000 in population and over, funds are apportioned and flow directly to a designated recipient selected locally to apply for and receive Federal funds. For urbanized areas under 200,000 in population, the funds are apportioned to the governor of each state for distribution.

Eligible activities include: planning, engineering, design and evaluation of transit projects and other technical transportation-related studies; capital investments in bus and bus-related activities such as replacement, overhaul

[2] https://oklahoma.gov/content/dam/ok/en/odot/omm/ODOT%20SMP%202022_1.16.23_Final.pdf
[3] https://oklahoma.gov/content/dam/ok/en/odot/omm/ODOT%20SMP%202022_1.16.23_Final.pdf
[4] Section 5307 program language from the FTA's website

and rebuilding of buses, crime prevention and security equipment and construction of maintenance and passenger facilities; and capital investments in new and existing fixed guideway systems including rolling stock, overhaul and rebuilding of vehicles, track, signals, communications, and computer hardware and software. In addition, associated transit improvements and certain expenses associated with mobility management programs are eligible under the program. All preventive maintenance and some Americans with Disabilities Act complementary paratransit service costs are considered capital costs.

Section 5311 Rural Public Transportation

Pursuant to 49 U.S.C. 5311, FTA apportions or awards funds to states and other eligible recipients located in rural areas for planning, public transit capital projects, operating costs, and the acquisition of public transit service. The Section 5311 program supports both the maintenance of existing public transit services and the expansion of those services.

The program year allotment establishes the maximum amount of Section 5311 funds available to the subrecipients. The amount of Section 5311 funding that will be made available to each subrecipient will be determined by the cumulative amounts of their Incentive Allotment and Performance Allotment. Any funds not programmed or obligated by the subrecipient during the contracted program year will be deemed as lapsed by ODOT and any such balance of funding will be carried forward for allocation within the subsequent year's Statewide Allotment. Note that ODOT may evaluate and change the methodology and formula to distribute annual program funds after notifying and receiving input from subrecipients.

The following entities are eligible to access 5311 funding: existing 5311 subrecipients, public agencies, operators of public transit, and federally recognized Indian tribes. ODOT may also accept 5311 applications from agencies that are not current subrecipients if the legislative body of a local government submits a formal request to ODOT.

Section 5339 Bus and Bus Facilities Program

Pursuant to 49 U.S.C. 5339, Federal Transit Administration (FTA) awards grants under this section to the designated recipients in the large-urbanized areas (UZAs) and States for the purpose of financing capital bus and bus-related projects that will support the continuation and expansion of public transit services in the United States. Only existing 5311 subrecipients are eligible to access 5339 funding.

See the Appendix for ODOT Office of Mobility and Public Transit contact information.

Coordination Efforts

Coordination among transportation providers is essential to meeting the needs of seniors and people with disabilities, as providers can coordinate their services to make up for gaps in each other's service. This section documents existing coordination efforts between service providers in the Central Region identified in either the public survey or the working group meetings as well as challenges to coordination. This serves as a record of coordination currently taking place so that other providers may further pool their efforts. This section should also serve as a collection of ideas that may be implemented throughout different areas of the Central Region.

Existing Coordination Efforts

Transportation providers and human services agencies had opportunities throughout the working group meetings, public meetings, and through the public survey to report on steps they currently take to coordinate amongst themselves.

Of the seven transportation providers that attended Working Group Meeting #1, five reported that they currently coordinate their services with another agency. Examples provided by these agencies include:

- First Capital Trolley currently has an agreement with Oklahoma State University to not provide fixed-route service on campus, with First Capital Trolley providing demand-response service in Logan, Lincoln, and Payne County instead to avoid duplication of fixed-route service.
- Cimarron Public Transit System has agreements in place with other 5311 agencies to ensure that only one agency provides service in counties where agency service areas overlap to avoid duplicative service.

In Working Group Meeting #2, multiple providers described the process they use to ensure that trips going outside their service area can be provided. When EMBARK receives requests for trips that go outside their service area, they assign the person to a mobility coordinator who will determine the prospective rider's best option for reaching their destination and will coordinate their trip with appropriate agencies.

First Capital Trolley can go outside its service area but must eventually transfer passengers to another service to keep their vehicles near their service area. Similarly, the Chickasaw Nation can meet riders who are just outside their service area and take them to their final destination within the Chickasaw Nation. Other tribes are generally willing to do the same.

Active Transportation

Transit agencies typically are not directly responsible for planning, designing, and maintaining active transportation infrastructure such as sidewalks and bike lanes. Nonetheless, active transportation infrastructure has a direct impact on the attractiveness of public transit and the ability of transit users to reach their final destination. For example, a transit user who takes a demand-response trip to a centrally located downtown area may wish to alight at one destination and use sidewalks or bike lanes to circulate among multiple clustered places. Given the lack of direct control that transit agencies have over this infrastructure, it behooves transit agencies to coordinate with agencies who do to ensure that active transportation infrastructure meets the needs of transit users.

Statewide Active Transportation Resources

ODOT is currently developing its first Active Transportation Plan, with the plan tentatively being completed in 2023. As part of that process, ODOT is working with stakeholders to understand their active transportation needs and what statewide policies and resources can be used to guide state or local active transportation efforts. More information, including how to participate, can be found on ODOT's website.[5]

BikeOklahoma[6] is a statewide bicycle advocacy organization with the goal of promoting safe bicycling throughout Oklahoma. They have a number of events, initiatives, and other resources that may be helpful for transit agencies

[5] https://www.okatp.org/

[6] https://www.okbike.org/content.aspx?page_id=0&club_id=86708

wishing to promote active transportation in their communities, including links to guidebooks on creating bicycle and pedestrian advisory committees.[7]

During working groups and the public meeting, no agency in the Region has indicated that they coordinate with ODOT or other local agencies, committees, or other bodies on active transportation matters.

Regional and Local Active Transportation Resources

The Association of Central Oklahoma Governments (ACOG) convenes its Active Transportation Advisory Committee (ATAC), meeting the second Wednesday of every other month. The purpose of ACOG ATAC is to "…promote regional bicycle and pedestrian guidelines for the planning, design, and construction of facilities. It is tasked with updating and maintaining the regional bicycle and pedestrian system and to serve in a planning and technical advisory capacity to the ACOG MPO Policy Committee."

ACOG's ATAC may be a valuable opportunity to advocate for the active transportation needs of transit users, including active transportation improvements in areas that transit users wish to access. Per the ATAC bylaws, the Central Oklahoma Transportation and Parking Authority (COTPA, which includes EMBARK) and City of Norman, Oklahoma Transit (EMBARK-Norman) each possess voting authority in the ATAC. Additional information, including the dates of upcoming ATAC meetings and past meetings, can be found on the ATAC website.[8]

Similarly, the City of Edmond convenes the Edmond Bicycle Committee on the second Friday of every month. The purpose of the Committee is to provide recommendations on the implementation of bike lanes, trails, and paths. Additional information, including how to get involved in the committee, can be found on the Edmond Bicycle Committee website.[9]

Employment Transportation

Public transit often provides vital trips to current employment or employment opportunities. Aside from public transit, various other human services agencies may also provide employment transportation or employment-related services, creating an opportunity to coordinate services in a way that meets the needs of riders in an effective and efficient manner.

Table 10 below identifies agencies from the Central Region, including both public transit agencies and human services agencies, who provide employment transportation or services as well as key information that may affect coordination of services.

The Chickasaw Nation and EMBARK both indicated that they provide employment-related services. The Chickasaw Nation provides employment-related transportation on a sliding-scale fee to the public. EMBARK works with employers to locate their businesses along transit lines or to participate in EMBARK's Rideshare program. As part of this program, EMBARK will lease an SUV or van to individuals who wish to ride together to and from work. EMBARK incentivizes this service through a low cost and the ability to use the cost of the program as a tax deduction.

The Oklahoma Department of Rehabilitation Services also provides employment-related services, especially to individuals with disabilities and others who need assistance achieving independent living. These services include job readiness and employment training, which can include services such as vocational education, career planning, and health screenings.

[7] https://www.okbike.org/content.aspx?page_id=22&club_id=86708&module_id=154201
[8] https://www.acogok.org/transportation-planning/transportation-committees/atac/
[9] https://www.edmondok.gov/119/Edmond-Bicycle-Committee

Table 10: Agencies Providing Employment-related Services

Agency Name	Service Area	Service Hours	User Model	Phone #	Contact Email
Chickasaw Nation	Counties: Johnston, Marshall, Love, Custer, Jefferson, Stevens, Murray, Pontotoc, Garvin, McClain, Grady, Canadian, Cleveland, Oklahoma	Monday – Friday, Hours Vary	Both closed- and open-door	580-310-6453	Angie.Gilliam@chickasaw.net
EMBARK	Cities: Oklahoma City Counties: Oklahoma, Cleveland, Canadian	Varies by program	Both closed- and open-door	405-297-1649	stephanie.davis@okc.gov
Enterprise Commute	Statewide	N/A	Closed-door	N/A	Allen.Robbins@ehi.com
Oklahoma Department of Rehabilitation Services	Central Oklahoma	8AM – 5PM, Monday - Friday	Both closed- and open-doors	N/A	N/A

Public transit agencies and human services transportation providers should also consider identifying employers with employees who may need reliable transit service in order to get to work. Partnerships with employers are an opportunity to raise revenue while meeting a consistent and reoccurring need for employment-related transportation. Coordination with employers is also an opportunity to address other transportation needs and to influence employers to consider public transit in their decision-making.

Unmet Transportation Needs & Gaps

ODOT conducted a series of activities to involve stakeholders and members of the public as much as possible in identifying service gaps and unmet needs. These activities included the following:

- Working group meetings made up of key transportation providers in the Region
- A working group prioritization survey, wherein working group members prioritized the various gaps and unmet needs below
- A virtual public meeting
- An online survey

The working group meetings and public meeting were held on the following dates:

- Working Group Meeting #1: April 27, 2023
- Working Group Meeting #2: July 11, 2023
- Working Group Meeting #3: August 30, 2023
- Public Meeting: June 22, 2023

ODOT made a public survey available online via SurveyMonkey from June 6th to July 21st that asked for information from organizations and individuals regarding their transportation service gaps and unmet needs, particularly those of seniors and people with disabilities. The survey received 1,561 total responses across all regions, 838 of which were from individuals and 723 of which were from organizations. Among respondents who could definitively be assigned to a coordinated planning region, 153 individuals and 58 agencies from the Central Region responded.

The subjects covered in the outreach activities described above generally fall into one of the following categories:

- Transit User: needs of users to ensure accessibility of the transportation service
- Service Area: general areas that services are needed in as well as specific types of destinations
- Service Schedule: when service is provided and length of trips
- Outreach & Awareness: accessibility of information about transportation service
- Service Quality: various qualitative aspects of transportation service

Within each category, individual gaps or unmet needs were prioritized by assigning a high/medium/low priority rating. These ratings are based on feedback received from participants in the various outreach activities conducted, with the working group prioritization survey being the primary determinant of priority.

Table 11 displays a high-level summary of categories, gaps/unmet needs, and associated ratings, while the following sections describe the feedback received in each category in more detail. These sections and tables are meant to identify the struggles and limitations that providers face so that goals and strategies can be developed to address them.

Table 11: Compiled Gaps and Unmet Needs

Category	Transportation Service Gap or Unmet Need	Priority		
		High	Medium	Low
Transit User	Lower Cost/Fares			X
	Familiarity With the Transit System		X	
	Travel Assistance		X	
	Door-to-Door Transportation		X	
Service Area	It takes a long time to reach final destinations		X	
	Service does not go to desired destination			X
	Accessibility to First-Last Mile Connections		X	
	More Sufficient Service at Trip Origins and Destinations		X	
	Access to Jobs	X		
	Access to Medical-related Locations		X	
Service Schedule	More evening and weekend service	X		
	Shorter Trip Lengths			X
	Weekday Early Morning Service		X	
	Weekday Business Hours		X	
	Weekday Late Night Service		X	
	Weekend Service	X		
	Weekend Late Nights (Friday and Saturday Nights)	X		
Outreach and Awareness	Better Information on Services	X		
	Service schedule is difficult to understand			X
	Negative Perception of Service			X
Service Quality	Limited Accessibility to Transit Stops			X
	Lack of Transit Amenities (shelters, benches, etc.)		X	
	More Reliable Service			X
	Improved Personal Safety			X
	Improved sidewalks, crosswalks, etc.	X		
	Transit vehicles that meet my needs		X	
	Wheelchair Accessibility	X		
	More Frequent Service	X		
	More Services for Seniors and Individuals with Disabilities			X

Summary and Prioritization of Gaps and Unmet Needs

Transit User

This section summarizes the feedback received regarding the unmet needs of transit users and the priorities assigned to each service gap/unmet need.

Transit Users gaps/needs were primarily rated medium or low priority by providers and planning agencies, resulting in the ratings summarized in Table 12 below. Lower cost/fares received a low rating, while familiarity with the transit system, travel assistance, and door-to-door transportation were of medium importance to providers and planning agencies.

Feedback regarding Transit Users issues from the public was mixed. Familiarity with the transit system was the third most common improvement that would increase individuals' use of transit and door-to-door transportation was the second most common need that individuals had. At the same time, travel assistance was the least common need reported by respondents, alongside wheelchair accessibility.

Transit Users issues do not appear to be a priority among providers or individuals based on the relative lack of mentions in written responses. One respondent to the public survey noted that the registration process for EMBARK

Plus, EMBARK's paratransit service, was relatively difficult to navigate, especially compared to A Driver For You. Beyond this response, no written responses specifically within the Central Region pertained to Transit Users issues in particular. Additionally, little discussion in the public meetings focused on Transit Users issues, with one individual noting, without elaboration, that they would like it to be "easier" to bring personal care assistants.

Among providers and planning agencies, Transit Users were not prioritized particularly highly, as evidenced by both the ratings provided by providers and agency survey responses. Door-to-door transportation and travel assistance were the second and fourth most common needs identified per agencies, although there was little to suggest in other survey responses or working group discussions that these needs were unmet. In working group discussions, Central Region providers universally reported providing door-to-door service, in accordance with requirements to do so without fundamentally altering the nature of their service. Additionally, providers were unaware of cases where passengers were legitimately unable to bring personal care assistants. Purported personal care assistants were often in worse shape than riders or otherwise did not meet the requirements to serve as a personal care assistant, such as being too young.

Table 12: Transit User Gaps and Unmet Needs

Category	Transportation Service Gap or Unmet Need	Priority		
		High	Medium	Low
Transit User	Lower Cost/Fares			X
	Familiarity With the Transit System		X	
	Travel Assistance		X	
	Door-to-Door Transportation		X	

Service Area

This section summarizes the feedback received regarding service area gaps and the priorities assigned to each service gap/unmet need.

Service Area gaps/needs varied in the importance that providers and planning agencies assigned to them. Access to jobs was given high priority while first-last mile connections, length of trips, and access to medical locations were medium priorities. Service not going to desired destinations was the lowest priority among providers and planning agencies.

Among both agency/provider feedback and public feedback, a significant number of comments identified general areas and specific towns/counties where additional or new service is needed. Two general areas frequently mentioned were rural areas and areas within the Oklahoma City Urbanized Area that are not served by either urban or rural providers, such as the area directly surrounding Edmond. Cities in Cleveland County and Canadian County were commonly identified, such as Yukon, Mustang, and Moore. Outside of Canadian and Cleveland County, expanded service was a common request in Pottawatomie and Lincoln County, particularly in rural areas surrounding Shawnee and Prague. Specifically in Shawnee, fixed-route service was a common request.

FTA rules regarding where service can be provided were cited as a challenge for ensuring small gaps in service could be filled. Particularly around Oklahoma City, outlying portions of the Oklahoma City Urbanized Area are outside of EMBARK's service area, which is limited to the municipal boundary. Simultaneously, these gaps in EMBARK's service area are either difficult for rural providers to reach or rural providers do not serve them due to the service gaps being within an urbanized area. Additionally, hospitals and various medical complexes were frequently identified in written responses, such as the Norman Regional Hospital and the North and South Heart Hospitals.

Working Group members put forth different solutions they would need to address Service Area gaps/needs. The primary solution is long-term dedicated funding that can reliably be used for transit operations. Coupled with project development funding to assist agencies in high upfront costs of service expansion, transit providers would be better positioned to address transit deserts. Partnerships with local governments are an opportunity to obtain both initial funding and ongoing funding for service expansion.

Integrated dispatching would also allow local transit providers and statewide providers such as SoonerRide to coordinate trips and share resources more efficiently. Coordinated trips would address some of the concerns raised by providers, planning agencies, and members of the public surrounding service between particular areas, as agencies would be better able to transfer rides amongst themselves.

Table 13: Service Area Gaps and Unmet Needs

Category	Transportation Service Gap or Unmet Need	Priority		
		High	Medium	Low
Service Area	It takes a long time to reach final destinations		X	
	Service does not go to desired destination			X
	Accessibility to First-Last Mile Connections		X	
	More Sufficient Service at Trip Origins and Destinations		X	
	Access to Jobs	X		
	Access to Medical-related Locations		X	

Service Schedule

This section summarizes the feedback received regarding service schedule gaps and the priorities assigned to each service gap/unmet need.

Service Schedules gaps/unmet needs varied in terms of the priority that providers and agencies assigned to them. Weekend service is a clear priority, with more weekend service in general and specifically weekend late nights receiving high ratings. Weekday service, including mornings and evenings, were medium priorities while shorter trip lengths were a low priority for providers and planning agencies.

Multiple agencies do not provide service on Sunday in particular or offer limited service compared to weekdays and Saturday. Gaps in Sunday service are often due to funding cuts or inadequate funding to begin with. Early weekdays and late weekdays were also commonly cited by providers, other agencies, and members of the public, particularly third-shift hours.

Specific challenges noted by providers in meeting demand for weekend and early/late weekday service mainly involved funding challenges and coordination challenges with healthcare providers, particularly dialysis providers.

In terms of funding, providers require additional funding to justify providing service outside typical business hours. In particular, regular funding sources to fund ongoing operations are needed, such as funding from ODOT or through contracts with municipalities and regional planning agencies.

Rural transit agencies and paratransit providers play a key role in connecting residents to medical care, especially dialysis appointments. In the Central Region, providers noted that dialysis clinics generally do not or struggle to pair residents with physicians and clinic locations that are close to their home. As a result, dialysis trips are longer and more difficult for transit agencies to serve. Contributing factors are that physicians may only be affiliated with certain hospitals/clinics and that dialysis locations may only accept certain insurance plans. To the extent that dialysis trip lengths can be sorted through better coordination between residents, dialysis providers, and transit providers, this represents a coordination opportunity with the potential to benefit transit users.

Table 14: Service Schedule Gaps and Unmet Needs

Category	Transportation Service Gap or Unmet Need	Priority		
		High	Medium	Low
Service Schedule	More evening and weekend service	X		
	Shorter Trip Lengths			X
	Weekday Early Morning Service		X	
	Weekday Business Hours		X	
	Weekday Late Night Service		X	
	Weekend Service	X		
	Weekend Late Nights (Friday and Saturday Nights)	X		

Outreach and Awareness

This section summarizes the feedback received regarding outreach and awareness and the priorities assigned to each service gap/unmet need.

Better information on services was the main priority among providers and planning agencies for Outreach and Awareness issues, receiving a high priority rating while the remaining gaps/unmet needs received low priority ratings.

Among public meeting participants, lack of information was one of the primary issues identified, particularly in smaller counties such as Lincoln, Pawnee, and Payne counties. Given the especially rural nature of these counties, it is inherently more difficult to spread information to a wide range of individuals.

Multiple agencies reported that they are involved in their local community action agencies, which gets them facetime with many different social and human services providers in their areas. This enables them to form relationships with these organizations and spread awareness of their services, such as through word of mouth or by providing various informational materials (brochures, etc.). Social and human services organizations often have community connections beyond what transit agencies have, allowing transit agencies to extend their network and outreach beyond their immediate network.

Multiple agencies also described current or previous outreach to employers. Agencies coordinate with employers to try to influence them to locate along transit corridors or other areas more easily served by transit. Some rural providers have specifically provided service to certain employers in the past. Direct coordination with employers is an opportunity to provide essential workforce trips while raising revenue, such as through contracts with employers similar to ones through other planning or human services agencies.

Staff time and resources are major barriers to increased outreach and awareness in the Central Region. Transit agencies described often struggling to conduct outreach and awareness in addition to their primary operational duties. Particularly among rural providers, there is a lack of dedicated staff for outreach and awareness, which puts pressure on other personnel already stretched thin in conducting their other duties.

Multiple providers highlighted outreach activities that may serve as templates for other agencies. One provider leans on the Oklahoma Transit Association and its network to distribute information on its services. This same provider also has employees volunteer with different human services agencies in its service area, staff time permitting, which allows additional interaction with human services provider staff and potential riders.

One novel idea highlighted during Working Group meetings was working with local universities and high schools to identify interns who may be interested in public transit or students who may support public transit in various ways. One idea proposed was working with film students to produce commercials.

Hiring more staff and relieving existing staff who are overleveraged will require additional resources, particularly funding. As in day-to-day transit operations, additional funding available on a long-term basis is needed to justify

hiring new, dedicated outreach staff. Additionally, short-term seed funding is needed for large expenditures on activities meant to expand outreach capacity, such as the development of mobile and web applications.

Table 15: Outreach and Awareness Gaps and Unmet Needs

Category	Transportation Service Gap or Unmet Need	Priority High	Priority Medium	Priority Low
Outreach and Awareness	Better Information on Services	X		
	Service schedule is difficult to understand			X
	Negative Perception of Service			X

Service Quality

This section summarizes the feedback received regarding gaps in service quality and the priorities assigned to each service gap/unmet need.

The priorities given to Service Quality gaps and unmet needs by providers and planning agencies varied, with improved pedestrian and bicycle infrastructure, wheelchair accessibility, and improvement frequency of service receiving high ratings. Lack of transit amenities and transit vehicles were medium priorities, by comparison.

Sidewalk and bike lane connectivity were frequently highlighted by members of the public and other agencies, as was a need for more crosswalks. While typically an issue confined to urban areas, a desire for improved bicycle and pedestrian infrastructure was frequently expressed by both smaller town and rural agencies and residents. This infrastructure would better enable rural transit users to take one transit trip to an area with strong pedestrian and bike infrastructure and move about on foot, wheelchair, or bicycle.

Transit agencies generally do not have control over where sidewalks and bike lanes are placed. Agencies typically must work through planning processes overseen by local and regional planning agencies to represent their interests. For example, transit agencies can participate in development reviews to ensure that transit is accommodated in new developments.

As described before, transit agency staff are often stretched thin due to handling many different functions. Participating in bicycle and pedestrian planning processes would require additional staff time. This compounds the need for additional funding and resources to expand staffing at agencies, such that it is easier for staff to participate in these processes in addition to their day-to-day operational duties.

Improved frequency was also mentioned frequently by agencies and members of the public, both in the form of shorter headways for fixed-route service and shorter wait times for demand-response service. Improving both aspects of transit service would make transit more competitive, thereby driving increased ridership and justifying increased investment.

At the same time, transit agency budgets are limited as-is and require additional funding to improve frequencies. For example, on-demand paratransit and demand-response transit will require more vehicles and more operators, which agencies are currently struggling to hire. This further highlights that transit agencies need additional funding, both in the form of consistent operational funding and large, irregular funding that can be used for capital expenses.

Fixed-route services have also been negatively affected by limited funding. The City of Edmond recently reduced the frequency of its 100X Expresslink service, which provides commuter bus service between Edmond and downtown Oklahoma City, in response to falling ridership. Despite falling ridership, increased funding can help maintain a certain frequency if it is a priority.[10]

[10] Edmond residents upset after city council cuts number of bus trips to OKC

Table 16: Service Quality Gaps and Unmet Needs

Category	Transportation Service Gap or Unmet Need	Priority		
		High	Medium	Low
Service Quality	Limited Accessibility to Transit Stops			X
	Lack of Transit Amenities (shelters, benches, etc.)		X	
	More Reliable Service			X
	Improved Personal Safety			X
	Improved sidewalks, crosswalks, etc.	X		
	Transit vehicles that meet my needs		X	
	Wheelchair Accessibility	X		
	More Frequent Service	X		
	More Services for Seniors and Individuals with Disabilities			X

Statewide Needs

By virtue of its participation in the planning processes for all five regions, ODOT is positioned to identify needs, challenges, and opportunities that are of statewide concern. Described below are challenges that were frequently cited by agencies across multiple regions, indicating the severity of these challenges and the fundamental importance of them to providing transit service.

Technology

Technology was commonly cited as a need across different regions, particularly with regard to dispatching, scheduling, and the staffing necessary to implement new transit technology.

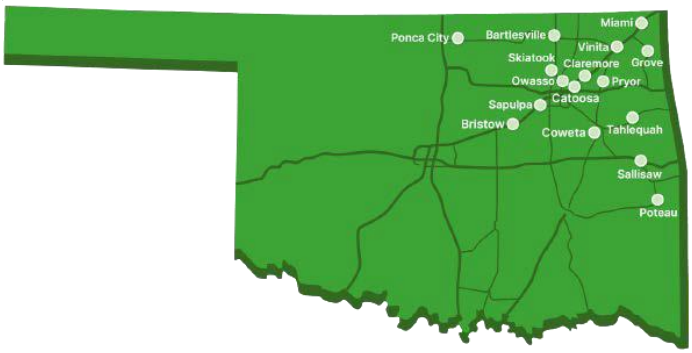
New, innovative dispatching software was identified as a desire in multiple regions, particularly with new software platforms offering improved scheduling, route assignments, and data tracking. Newer software platforms also present opportunities for agencies to coordinate across agency boundaries. When multiple agencies with contiguous service areas and the requisite coordination agreements use interoperable dispatching software, agencies can coordinate interagency service in a more efficient and flexible manner.

Similarly, **app-based scheduling** was a common desire of both transportation providers, human services agencies, and members of the public. Given the proliferation of smartphones and other digital technologies, app-based scheduling is seen as the next step beyond the call-center systems that most agencies in Oklahoma currently use. Certain software products include integrated dispatching and user-facing scheduling platforms, ensuring complete and seamless communication between dispatch, drivers, and clients. Beyond convenience, smartphone apps are a way to further increase accessibility of scheduling systems, such as for those with speech impairments who may not be comfortable using the phone or other accessible scheduling options provided.

New technologies present lucrative opportunities, though transit providers noted that **hiring and retaining staff who are trained in these technologies** is a current challenge. Having trained staff members is critical to ensuring that current operations can be sustained with new technology platforms as well as training new or existing staff members who are not yet familiar with these new technologies.

While there are barriers to using new technology to enhance transit service, this has not stopped transit agencies from initiating grassroots efforts on their own behalf. In response to demand for after hours and weekend service, providers in the Northeast Region began the PICK (Pelivan, Cimarron, KI BOIS) program.[11] PICK operates in 21 counties in rural eastern Oklahoma, providing curb-to-curb service between 5PM – 10PM on weekdays and between 10AM - 2PM on weekends. It currently operates via the Uber app but is being transitioned over to Via technology. Users may schedule rides via their computer, smart device, or by calling a telephone number. Efforts are underway to expand PICK to the rest of Oklahoma's rural transit agencies.

Figure 13: PICK Transportation Service Area (Source: PICK Website)



Funding

Many agencies described funding challenges that ultimately undergird every current activity or any prospective initiatives. Agencies exclusively viewed their current funding levels as a constraint on their ability to meet demand for public transit on a day-to-day basis, as well as a constraint on the implementation of any new or innovative initiatives or technologies.

As previously discussed, many agencies wish to implement new dispatching and scheduling software and to hire the requisite personnel to train others on these systems and operate them. In general, **agencies are struggling to hire and retain staff**, both for day-to-day operations (drivers, etc.) and to operate new technologies. The fundamental limiting factor on agencies' ability to hire new staff is a lack of funding. Wages are simply too low to reliably attract operators and other backend staff who are critical to day-to-day operations, and agencies do not have the funding to offer competitive wages. Agencies have noted a clear trend of operators earning their commercial driver's license (CDL), working for their agency for a short period, then leveraging their CDL for higher-paying employment.

Funding also acts as a fundamental constraint on the level and breadth of service that agencies can provide. Agencies can easily provide affordable service within a short distance of major towns/cities and near their dispatch locations, but due to how rural much of Oklahoma is, trips outside core service areas quickly escalate in cost due to their length. This forces agencies to make difficult decisions, such as whether to provide these trips at all or to charge significantly higher fares, which may be unaffordable for some clients.

Additionally, **agencies' service schedules are typically limited to normal business hours** (8AM – 5PM). While most trips necessarily occur during this period due to the nature of those trips (employment, shopping, etc.), agencies still note considerable early morning, afterhours, and weekend demand that they are generally unable to meet due to limited funding. Schedule challenges are also related to the workforce challenges that agencies are experiencing, as operators are typically not willing to drive far outside of business hours. Some operators may be incentivized to do, such as through increased wages, but this is unlikely given funding constraints.

SoonerRide

SoonerRide plays a pivotal role in ensuring that seniors and people with disabilities can access essential medical services and have been a key partner for rural transit agencies, who enter into contracts with SoonerRide to provide NEMT. Multiple agencies statewide have reported coordination challenges with SoonerRide that are impacting the

[11] http://okpicktransportation.com/

ability of rural transit agencies to ensure that the medical transportation needs of their clients are being met. Specifically, that clients are not being informed when their SoonerRide contracted trip will not be provided despite recent implementation of text notifications, nor are rural agencies being notified that this is the case so they can fulfill the ride themselves. This communication challenge should be addressed to ensure that SoonerRide and rural transit clients can readily access medical services.

Agencies have additional concerns regarding the ongoing Medicaid reenrollment process, whereby Medicaid users may be stricken from the Medicaid roles due to changes in income or other changes in status that affect their eligibility and therefore their ability to utilize SoonerRide. Agencies are concerned that disenrollment may lead to individuals being unable to access medical care due to lack of transportation and the attendant burden this may place on rural transit agencies. Additionally, agencies are concerned about the degree of communication between SoonerCare and clients about their eligibility, with some clients being unknowingly disenrolled and thereby it being a surprise when they are unable to access SoonerRide.

In 2024, Managed Care Organizations began providing additional NEMT services. These providers include:

- AETNA Better Health of Oklahoma
- Humana Healthy Horizons of Oklahoma
- Oklahoma Complete Health (OCH)
- Oklahoma Complete Heath Children's Specialty Plan (OCH-CSP)

OKLAHOMA Health Care Authority | Serving Oklahomans through SoonerCare

SOONERSELECT
NON-EMERGENCY MEDICAL TRANSPORTATION (NEMT)

SoonerSelect Entity	MEMBER LINE: Reservations and Ride Assistance	MEMBER LINE: Reservations and Ride Assistance Hearing Impaired	EXCEPTIONS-FACILITY ONLY LINE: Hospitals, Dialysis Centers, Nursing Homes, etc. For Urgent or Special Circumstances	General Member Services Line with Hearing Impaired Option
AETNA Better Health of Oklahoma	877-718-4208	866-288-3133	800-435-1276	844-365-4385 (TTY: 711)
Humana Healthy Horizons of Oklahoma	877-718-4213	866-288-3133	800-435-1276	855-223-9868 (TTY: 711)
Oklahoma Complete Health (OCH)	877-718-4212	866-288-3133	800-435-1276	833-752-1664 (TTY: 711)
Oklahoma Complete Heath Children's Specialty Plan (OCH-CSP)	877-718-4212	866-288-3133	800-435-1276	833-752-1665 (TTY: 711)

SOONERRIDE

for Members on SoonerCare Traditional
7 a.m.-6 p.m. Monday-Saturday

Member Line: Reservations and Ride Assistance	Member Line: Late or No Arrival Contact (Where's My Ride?)	Member Line: Reservations and Ride Assistance Hearing Impaired	Exceptions Only-Facilities Line: Hospitals, Dialysis Centers, Nursing Homes, etc. For Urgent or Special Circumstances	General Members Service Line with Hearing Impaired Option
877-404-4500	800-435-1034	800-722-0353	800-435-1276	800-987-7767 (TTD: 711)

ADDRESS
4345 N. Lincoln Blvd.
Oklahoma City, OK 73105

WEBSITES
oklahoma.gov/ohca
mysoonercare.org

PHONE
Admin: 405-522-7300
Helpline: 800-987-7767

Goals

During Working Group Meeting #3, working group members held a focused discussion on the goals that they would like to accomplish in the Central Region. This discussion included identifying agencies primarily responsible, supporting agencies, resources needed, and other critical aspects for accomplishing these goals. Working Group members were also encouraged to expand on the goals they would like to see for the Central Region during the review period of the draft Central Region Coordinated Transportation Plan.

The following goals were identified by the Working Group and are discussed in further detail below:

- Goal 1: More fully understand gaps in existing service areas.
- Goal 2: Increase use of technology to enhance service provision.
- Goal 3: Fully implement a Mobility Manager program in the Central Region.
- Goal 4: Improve recruiting and retention of qualified drivers.

Goal 1: More fully understand gaps in existing service areas.

Identifying and studying service area gaps throughout the Central Region was identified as a goal, with this new understanding forming the basis for addressing service area gaps. Agencies will work together to identify where they may not currently provide service within their nominal service areas or may provide intermittent service. Using this information, agencies can form action plans and identify concrete steps to fill these service gaps themselves or coordinate amongst themselves to ensure service is offered in these areas.

Table 17 summarizes the strategies identified by the Central Working Group in pursuit of Goal 1.

Table 17: Goal 1 Strategy Summary

Goal 1 Strategies
Strategy 1.1: Expand the mapping capabilities of all agencies in the Central Region.
Strategy 1.2: Analyze county boundaries and other buffer zones surrounding agencies to understand the locations of potential service area gaps.
Strategy 1.3: Develop an online map or other web applications to assist in the identification of service area gaps and act as a unified source of transit information.
Strategy 1.4: Identify technologies that can assist in the expansion of agency mapping capabilities.

Increasing the mapping capabilities of all agencies in the Central Region was identified as a potential strategy to better understand existing service areas gaps. Mapping capabilities vary through the region, thus certain agencies will need support in acquiring mapping software and expertise or will need to rely on agencies who do have mapping capabilities, instead providing localized knowledge and critical data to those agencies.

Developing an online map or dashboard was identified as a way of creating a unified reference for transit agency information, such as information on service area and other organizational characteristics. Agencies, mobility managers, and others would be able use this platform to improve coordination efforts amongst themselves, such as by readily accessing information on who referrals can be made to.

Technology is continuously evolving, including new products that enable easier mapping capabilities with lower barriers to entry and less mapping expertise required. Opportunities may arise to acquire this software, which would further enable smaller agencies to participate in mapping themselves rather than relying on larger agencies. Central Region agencies should continuously research and evaluate these technologies as they come online to identify how feasible they may be in the Central Region and if they should be deployed.

Transit agencies will generally be the primary drivers in implementing this strategy, both in terms of having mapping expertise and needing to rely on the mapping expertise of larger agencies. Larger transit agencies may assist smaller agencies in the creation of maps and other geographic data depicting service areas, origin-destination, information, and other data that can be used to further study service gaps and tripmaking. In turn, smaller transit agencies may need to provide larger transit agencies with local expertise and information that can be converted into spatial data, such as table-based origin-destination information from dispatching and scheduling software.

ODOT and other state agencies may play a supporting role by supplementing the assistance provided by larger transit agencies, including by providing mapping capabilities themselves. State agencies also often maintain spatial data and other databases that may be of interest to transit agencies. Mobility managers could play a supporting role in the coordination of these activities between different agencies, as well as being end users of any mapping applications or data that results.

This process will depend on having the following resources: spatial data, technical assistance, and funding. Development and exchange of spatial data will enable the development of mapping capabilities and products. Similarly, technical assistance on the part of larger agencies and ODOT will assist smaller agencies in developing their capabilities, or larger agencies and ODOT may conduct analysis and produce map products themselves. If agencies' mapping capabilities develop sufficiently, additional funding may be needed to acquire software internally.

Goal 2: Increase use of technology to enhance service provision.

New technologies can greatly improve transit service provision through increased efficiency in various processes (planning, scheduling, etc.) and enabling greater coordination between agencies. Particularly when used in coordination with other agencies, technologies hold great promise in improving service delivery in ways that can outweigh the costs of implementing technology.

Table 18 summarizes the strategies identified by the Central Working Group in pursuit of Goal 2.

Table 18: Goal 2 Strategy Summary

Goal 2 Strategies
Strategy 2.1: Identify opportunities to implement technology into day-to-day service provision, such as in dispatching, scheduling, and vehicle inventory management.
Strategy 2.2: Leverage group procurement when procuring new technology to achieve system interoperability and cost-savings.

Central Region agencies should work towards identifying opportunities for implementing new technology into their day-to-day activities. In particular, more advanced dispatching and scheduling software has the potential to streamline multiple transit functions, including recordkeeping and driver assignments. Agencies should also consider supporting technologies necessary to implement different software programs, such as adding GPS-capabilities to vehicles to allow vehicles to be monitored by dispatchers, other transit staff, and mobility managers.

Group procurement represents an opportunity to collectively acquire software, hardware, and other new technologies at prices that otherwise would not be feasible if procured individually. Additionally, it would enable agencies to acquire technology that is natively interoperable with the technology used by other agencies, which facilitates direct coordination between agencies.

Transit agencies will be the primary party responsible for identifying opportunities, as they have the greatest understanding of their daily needs and will ultimately be using the software. This may involve researching different available technologies, speaking with other agencies to understand their needs (such as through the Working Group), and meeting with vendors for demos.

Transit agencies and ODOT must work closely to ensure that group procurement is supported, particularly if done as part of a statewide technology procurement. Similarly, transit agencies pooling their efforts independent of ODOT

will need to work collectively to identify their needs, investigate different technologies, and select vendors. OTA may also play a supporting role in identifying and evaluating different vendors.

Mobility managers may play a supporting role in identifying new technologies, including by doing research themselves and convening discussions among different providers. Similarly, OTA may be a resource given its coordination among all transit agencies in Oklahoma. ODOT may also play a supporting role in evaluating new technologies and identifying potential funding sources to acquire technology.

Goal 3: Fully implement a Mobility Management program in the Central Region.

Mobility managers are an opportunity to greatly strengthen coordination throughout the Central Region, as they enable coordination that is otherwise difficult to achieve in their absence. They may serve as a unified linkage between agencies, enabling communication, coordination, and sharing of information amongst agencies.

Table 19 summarizes the strategies identified by the Central Working Group in pursuit of Goal 3.

Table 19: Goal 3 Strategy Summary

Goal 3 Strategies
Strategy 3.1: Use Mobility Navigators to improve secondary data collection, as well as formatting and analysis of secondary data.
Strategy 3.2: Integrate Mobility Navigators into the day-to-day operations of agencies to maximum extent reasonable.
Strategy 3.3: Use Mobility Navigators to enhance the spread of transportation information throughout the Central Region, including customization of outreach materials and establishment of outreach programs.
Strategy 3.4: Position Mobility Navigators as a critical technical and coordination resource in the Central Region.

Mobility managers can be a key resource in the collection and management of secondary data, such as survey and spatial data. In practice, this can involve Mobility Managers overseeing surveys in particular service areas or assisting agencies in updating spatial or other datasets or serving as a technical resource to agencies on using mapping and other software. They can also use their graphic design skills to customize outreach materials for use in outreach programs on behalf of agencies, as well as provide direct support to outreach programs for agencies, such as by participating in trainings and other outreach events.

The ability of mobility managers to achieve this will depend on strong integration of mobility managers into the day-to-day operations of Central Region agencies. Doing so will expose mobility managers directly to the challenges that agencies face and allow mobility managers to gain the relevant background information they need to act as a technical resource for agencies. Having a strong understanding of transit in general as well as the operations of specific agencies will allow mobility managers to better connect agencies to each other as appropriate.

Proper utilization of mobility managers will primarily rely on the willingness of transit agencies to involve mobility managers in their day-to-day operations and the willingness of mobility managers to be involved. Establishing this relationship will form the basis for further coordination and information-sharing with other agencies in the Central Region.

Goal 4: Improve recruiting and retention of qualified drivers.

Challenges hiring and retaining drivers were common in the Central Region and were identified as a key focus. Addressing these challenges will help alleviate day-to-day operational challenges that agencies face as well as set the stage for level of service improvement in the future.

Table 20 summarizes the strategies identified by the Central Working Group in pursuit of Goal 4.

Table 20: Goal 4 Strategy Summary

Goal 4 Strategies
Strategy 4.1: Develop an online training portfolio to improve training processes for new drivers.
Strategy 4.2: Identify new recruitment opportunities.
Strategy 4.3: Identify ways to improve driver pay and benefits.
Strategy 4.4: To the extent possible, ensure drivers have consistent and convenient schedules.

Different strategies will ultimately be necessary to both recruit and retain drivers. Effective training is one method of ensuring the onboarding process of new drivers is as efficient and effective as possible. One strategy to improve training is to establish a unified, online portfolio of training opportunities that can be utilized by all agencies in the Central Region. This portfolio can be populated by coordination with existing training partners or by identifying new partners who can help in establishing the portfolio.

In terms of recruiting new drivers, it is critical to maximize the reach of recruiting activities, including by identifying previously unutilized recruitment venues. These may include technology and vocational centers, Workforce Oklahoma, the Oklahoma Employment Security Commission, and diversion programs. Reaching potential drivers through a diverse array of venues will increase the chance of identifying suitable candidates.

Driving for transit agencies must also be made more attractive. Two primary concerns identified by Working Group members revolve around pay and work schedules, both of which can significantly affect the attractiveness of jobs. As such, ways to improve both of these aspects must be identified. Agencies must coordinate with each other as well as other planning agencies throughout the Central Region to investigate and implement ways to do, especially novel funding sources. For example, novel funding sources may allow agencies to increase the hourly wage of drivers on top of the base wage directly provided by agencies. Similarly, retention and referral bonuses may be possible given new funding, which would enhance both recruitment and retention.

The Central Region Coordinated Task Force

ODOT and Central Region transportation providers worked in concert to establish a coordinated mobility network to maximize participation and coordination by transportation providers and members of the public. This included the Central Region Working Group, interchangeably referred to as the Central Region Coordinated Task Force, consisting of ODOT personnel and transportation provider staff conducting working group meetings to identify challenges that providers are facing and to foster greater coordination amongst members of the network. Additionally, ODOT and the Central Region Working Group held a public meeting to solicit additional feedback from organizational stakeholders and members of the public.

Working Group

The coordinated planning region held three working group meetings for the development of the 2023 Central Region Coordinated Transportation Plan. These meetings consisted of polling, open discussion, and presentations by ODOT to identify the most pressing issues facing participating providers and solutions that may help address these issues.

Members of the Working Group voted on and selected a lead agency in April/May of 2023, whose responsibilities are to:

- Facilitate regular outreach.
- Host at least one meeting per year to update data and information in the plan.
- Maintain and make available planning process documentation.
- Lead stakeholders through reviews and updates of the plan.
- Submit the adopted Central Region Coordinated Transportation Plan to ODOT.

EMBARK was selected as the lead agency for the Central Region. The Central Region Working Group was composed of the following agencies and individuals:

Table 21: Working Group Members

Name	Agency	Name	Agency
Dr. Marilyn Dillon	**EMBARK (Lead Agency)**	Jessie Thompson	Community Action Agency
Hannah Nolen	Association of Central Oklahoma Governments (ACOG)	Michelle Shepard	Daily Living Centers
John Sharp	ACOG	Amanda Dirmeyer	Daily Living Centers
Blair Schoeb	Areawide Aging Agency	Deborah Copeland	Dale Rogers Training Center
Perry Brinegar	Association of South Central Oklahoma Governments (ASCOG)	Stephanie Davis	EMBARK
Tina Lowery	Central Oklahoma Transit System (COTS)	Taylor Johnson	EMBARK Norman
Laura Corff	Cimarron Public Transit System (CPTS)	Jason Huff	EMBARK Norman
Shelby Jewell	CPTS	Melissa Fesler	First Capital Trolley
Christy Batterson	City of Edmond	Yolanda King	Hope Community Services Inc OKC
Corey Winston	City of Edmond	Charla Sloan	KI BOIS Area Transit System (KATS)
Tammy Vaughn	Cleveland County Aging Services	Tom Duncan	OSU-Stillwater Community Transit
David Hinkle	Central Oklahoma Economic Development District (COEDD)	Steve Spralding	OSU-Stillwater Community Transit
Clorisa Brown	COEDD	Rachel Dinwiddie	Seminole National Transit

The following sub-sections provide dates and high-level agendas for each working group meeting.

Working Group Meeting #1

Working Group Meeting #1 was held on April 27, 2023.

The primary purposes of Working Group Meeting #1 were to familiarize working group members with the 5310 program and working group process, gain a broad understanding of challenges and existing coordination among providers, select a lead agency, and provide additional technical resources for members to draw upon.

Working Group Meeting #2

Working Group Meeting #2 was held on July 11, 2023.

The primary purposes of Working Group Meeting #2 were to provide an interim update on the planning activities carried out prior to Working Group Meeting #2, set the stage for additional coordination activities prior to Working Group Meeting #3, and to have an in-depth discussion with working group members on activities they had carried out since the previous coordinated plans and initiatives they would like to take to improve service in the future.

ODOT provided summary-level findings from the public survey, public meeting, and Working Group Meeting #1, with a focus on the service characteristics and challenges that appeared to be of most importance based on these activities. This information was used as the basis for focused discussion on activities that providers and planning agencies have taken since the previous coordinated plans to improve their service. Meeting participants discussed challenges and successes they had faced in the past as well as improvements to service they would like to implement in the future. The discussion was structured to also identify challenges that participants may face in implementing these improvements and the resources that they would need to overcome these challenges.

Working Group Meeting #3

Working Group Meeting #3 was held on August 30, 2023.

The primary purposes of Working Group Meeting #3 were to give working group members another opportunity to comment on the gaps and unmet needs in the Region, as well as develop goals and associated strategies.

ODOT highlighted specific sections of the Plan that Working Group members should prioritize during their review, including the **Unmet Transportation Needs & Gaps** section, and incorporated any feedback received during the meeting into this Plan. ODOT then facilitated an in-depth discussion of goals, strategies, responsible parties, required resources, and other aspects of goal development for the Region. This information, alongside information collected during a two-week review period following Working Group Meeting #3, was incorporated into this Plan.

Public Meeting

ODOT and the Central Region Working Group conducted a public meeting on June 22, 2023, which had 43 attendees. The meeting was held virtually on Zoom and consisted of both presentations and discussions in the main Zoom meeting as well as smaller group discussions in breakout rooms facilitated by ODOT and WSP staff.

Members of the public, transit agencies, and human service agencies were afforded the opportunity to discuss mobility challenges facing seniors and people with disabilities. The following are the key challenges identified throughout the public meeting:

- **Lack of Coordination:** Transit providers described different reasons why a lack of coordination amongst each other has been inhibiting the mobility of seniors and people with disabilities. One agency described their service to dialysis providers as well outside typical business hours, starting as early as 3AM and ending as late as 10PM. This same provider believed that other providers were not aware of this service, leading to a lack of necessary coordination with providers who may be unable to provide service during these hours.
- **SoonerRide:** Transit providers and human service agencies reported challenges they have experienced with SoonerRide. They stated that SoonerRide has been cancelling scheduled trips and failing to notify the client or the transit agency in a timely manner.

- **Information:** Lack of information, especially for smaller counties, was identified as a major barrier to rural residents accessing public transit.
- **Service Area:** Many different portions of the Central Region were identified as having inadequate public transit service, both rural and urban. Rural areas were generally identified as lacking service due to their small size, such as Pawnee. Smaller cities near Oklahoma City, despite being within the Oklahoma City Urbanized Area, are not served by EMBARK nor by rural transit providers. Participants also highlighted challenges accessing service that goes outside their county of residence.
- **Lack of Same-day Service:** Participants described being unable to get same-day service to medical appointments, making same-day medical service difficult to use.
- **Longer Service Hours:** Additional service in the early morning, late nights, and weekends were a common request among public meeting participants.
- **Funding:** Lack of funding was identified as a major barrier to bridging the various gaps identified throughout the public meeting.
- **Uber-like Paratransit:** Participants desired on-demand, affordable transit service for individuals with disabilities.
- **Challenges Scheduling Rides:** Participants commonly mentioned challenges scheduling rides, including a need for more accessible scheduling methods, such as smartphone apps for speech-impaired individuals, and for it to be easier to bring personal care assistants.

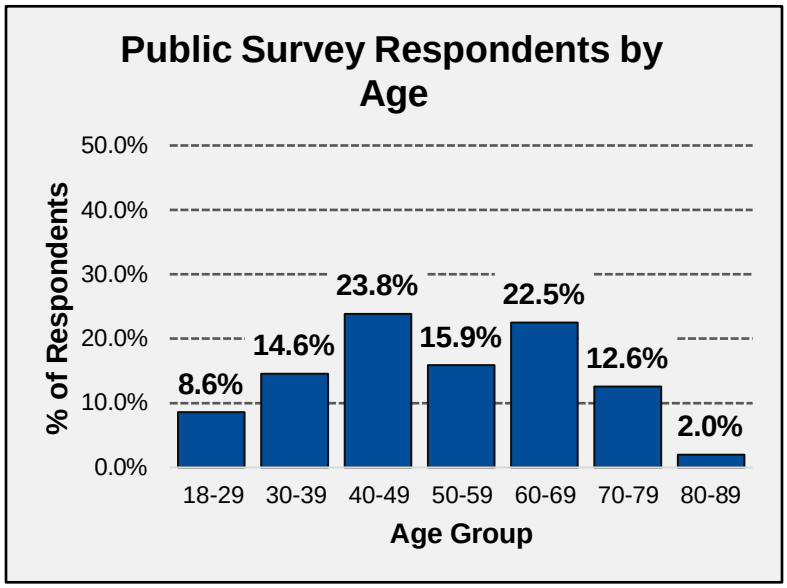
A copy of the public notice for the public meeting is included in the Appendix.

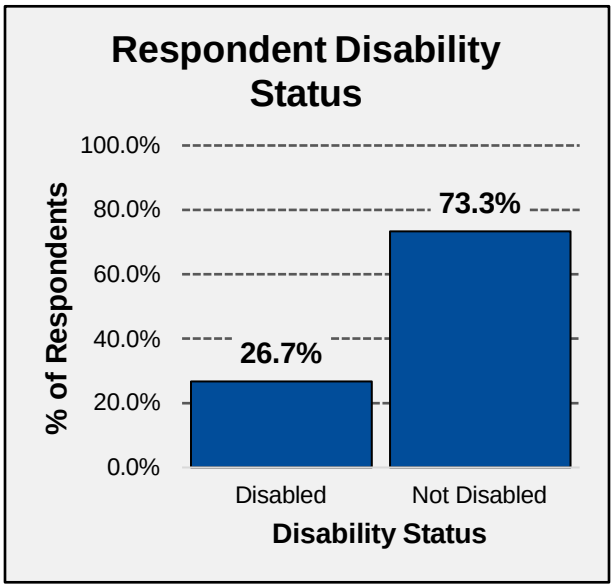
Public Survey

ODOT conducted an online public survey from June 6, 2023, to July 21, 2023, to gather deeper feedback from both members of the general public as well as to give agencies, including both transportation providers and other human services providers, an additional opportunity to identify unmet needs and potential coordination efforts. Respondents were asked to identify themselves according to the county they were located in, and project staff used this information to assign their feedback to specific regions. Summaries of the agency and public feedback received for this Region are summarized below.

General Public Feedback

In total, 838 members of the general public responded to the public survey, 649 of which provided adequate information to sort them into a region. Of those, 153 respondents were from the Central Region. Seniors and individuals with disabilities were disproportionately represented among survey respondents. Fifty-six (56) of 151 Central Region respondents (37.1%) were at least 60 years old while 39 of 146 respondents had a disability (26.7%).





Respondents were asked about their day-to-day travel behavior. Personal vehicles were the most common method of transportation used, with 65% of responses indicating they commonly use personal vehicles (143 respondents). Biking/walking was the second most common response, with 14.1% of responses (or 31 responses), while rides from friends/family were the third most common, at 10.9% of responses (or 24).

How Survey Respondents Typically Get Around	
Personal Vehicle	65.0%
Biking/Walking	14.1%
Friends/Family	10.9%
Rideshare	6.4%
Public Transit	2.3%
Taxi/Cab	0.9%
Private Services	0.5%

Public transit use and awareness was a key part of the survey to evaluate how agencies may best reach members of the public. Only 4% of respondents indicated they use paratransit while 28.7% of respondents stated they were unsure if they did or did not know what paratransit was. Sixty-seven-point three percent (67.3%) of respondents reported not using paratransit. When asked if public transit was available in their area, 64.7% of respondents said no and another 6% stated that they did not know. Taken together, these responses indicate a potential lack of public awareness of the existence of transit service in the Central Region.

Respondents were also asked to indicate how they would find information about transit services or private transportation services. General internet searches, friend/family members, and smartphone apps were the most commonly cited sources (36.3%, 18,8%, and 18.8% of responses, respectively). This highlights the need to generally spread awareness of the existence of public transit, as the sources that respondents indicate they turn to are often predicated on knowing of public transit in the first place. Friends/family members are especially critical in raising awareness of transit given the reliance of seniors and people with disabilities on their assistance.

Public Transit Use and Awareness					
Do respondents use paratransit?		**Is public transit available in respondents' areas?**		**How do respondents typically find information on public transit?**	
Yes	4.0%	Yes	29.3%	Internet Search	36.3%
No	67.3%	No	64.7%	Friends/Family	18.8%
Not sure/Unsure what paratransit is	28.7%	Not sure	6.0%	Smartphone Apps/Text for Info	18.8.%
				Community Organizations	10.3%
				Provider Websites	10.3%
				Phone Call to Provider	5.1%
				ODOT	0.4%

Discussion of the needs of current and future transit users is critical to understanding those needs and addressing them. Respondents were asked to describe challenges they face in using existing service, including unmet transportation needs and cases where lack of transportation has prevented them from accomplishing a day-to-day activity.

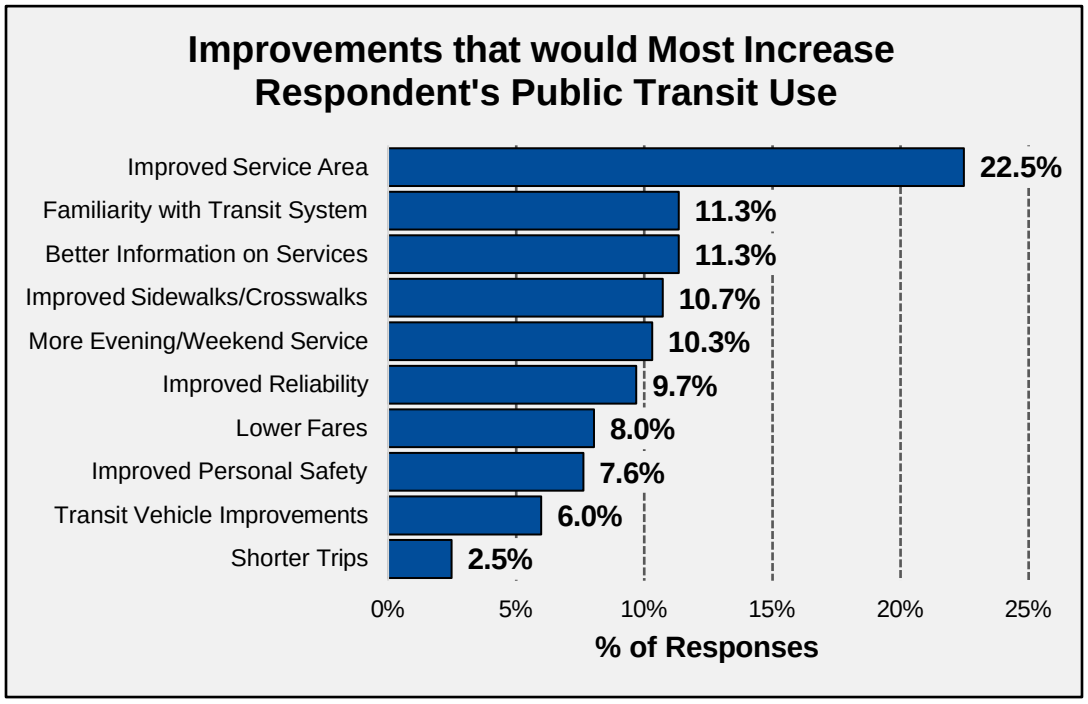
More locations served was the standout unmet need in the Central Region, receiving 16.6% of responses. More frequent service was the second most common, with 13.7% of responses, while more services for seniors/people with disabilities was third with 11.5% of responses. Access to jobs and last mile connections also each received 10.5% of responses. Taken together, service area appears to be a primary concern among respondents, as does the frequency of service.

Respondents were also given the opportunity to identify specific transportation needs. When asked about specific needs that they have, door-to-door transportation and service schedule-related needs were the most commonly identified. Weekday business hour service was the most commonly identified, with 16.7% of responses, while weekday early morning and weekend service were the third and fourth most commonly identified, at 14.6% and 14.2% of responses, respectively. Door-to-door transportation was the second most common, with 15.0% of responses. All of these needs are important to seniors and people with disabilities. Door-to-door transportation allows transit-users to begin trips from their own homes and end trips right at their destination instead of navigating sidewalks and possibly facing accessibility issues. Medical and other appointments often occur outside typical business hours, necessitating services that operate early, late, or on weekends.

Transportation Needs of Members of the Public			
Unmet Needs of Clients		**Specific Needs of Clients**	
Locations Served	16.6%	Weekday Business Hour Service	16.7%
Service Frequency	13.7%	Door-to-door Transportation	15.0%
Senior/Disability Services	11.5%	Weekday Early Morning Service	14.6%
Access to Jobs	10.5%	Weekend Service	14.2%
Last Mile Connections	10.5%	Last Mile Connections	12.9%
Access to Medical Locations	9.9%	Weekday Late Night Service	11.7%
Weekend Service	9.6%	Travel Assistance	7.5%
Weekday Early Morning Service	9.2%	Wheelchair Accessibility	7.5%
Weekday Late Night Service	8.6%		

Respondents were prompted for cases when lack of transportation has prevented them taking part in certain activities. Responses reflect the diverse needs of seniors and people with disabilities in maintaining a high quality of life. Medical trips, getting to work, accessing agency services, and shopping/personal errands were the most common activities cited.

When asked about improvements that would increase their transit use, service area was by the far the most cited, with 22.5% of responses. Better information and familiarity with the transit system each received 11.3% of responses, tying them for second place. Improved sidewalks and crosswalks were the fourth most common, with 10.7% of responses. These responses highlight the fundamental importance of service area to public transit usage, in that transit will not be used if it does not go where people wish to go. Additionally, these responses are in a similar vein to many respondents not knowing if transit was available in their area. People must be made aware of service and must be given information on how to use it.



Written responses further reinforced the importance of service area improvements for driving transit ridership. Service area was a common theme, with a particular focus on improved service in rural areas. Specific locations mentioned by respondents were Lincoln County, Payne County, Guthrie, Pawnee, and Stillwater.

Agency Feedback

Four hundred and twenty-two (422) agencies responded to the agency survey who provided enough information to assign them to a region. Of those, 58 were from the Central Region. Fifty-eight (58) agencies responded with the type of agency they are, with heavy representation from private, nonprofit human services agencies (39.5%), followed by federal/state human services agencies (15.5%). Private, nonprofit transportation agencies and municipal governments each comprised 10.5% of respondents.

Agencies were also asked to identify the populations they primarily serve. The three most commonly identified populations were low-income individuals, the general public, and individuals with disabilities, with 18.6%, 17.1%, and 16.1% of responses, respectively. Seniors were the fourth most commonly cited population, with 13.1% of responses.

Survey respondents were diverse in terms of the services they provide. Social services agencies were most common (33.3%), health care agencies second most common (24.4%), and public transit was the third most common (17.9%).

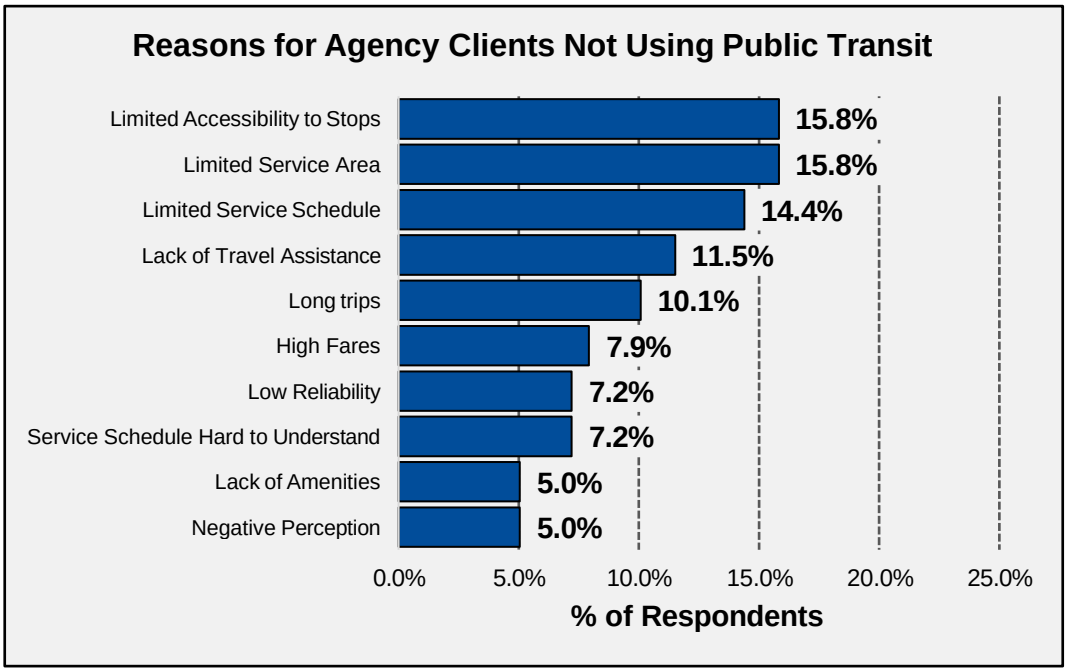
Respondents were similarly diverse in the type of transportation services they either provide or purchase. Twenty-eight-point one percent (28.1%) of agencies provide/purchase demand-response transportation and 19.1% of agencies provide/purchase recurring trips. Thirty-four-point eight percent (34.8%) of respondents do not

Agency Characteristics							
Agency Type		**Populations Served**		**Services Provided**		**Transportation Services Provided/Purchased**	
Private, Nonprofit Human Services	39.5%	Low-income Individuals	18.6%	Social Services	33.3%	None or N/A	34.8%
Federal/State Human Services	15.8%	General Public	17.1%	Health Care	24.4%	Demand-Response	28.1%
Municipal Government	10.5%	Individuals with Disabilities	16.1%	Public Transportation	17.9%	Recurring Trips	19.1%
Private, Nonprofit Transportation	10.5%	Seniors (65+ years)	13.1%	Senior/Disability Transportation	14.1%	Fixed-route	9.0%
Public Transit Authority	7.9%	Veterans	11.6%	Economic Development	10.3%	Special Events	9.0%
Tribal Transit	7.9%	American Indians	9.5%				
County Government	2.6%	Youth (17 years or younger)	9.0%				
Private, For-profit Transportation	2.6%	Agency Clients Only	5.0%				
Regional/State Government	2.6%						

provide/purchase transportation services.

ADA-accessibility of agency vehicles varied. Ten (10) agencies reported that some vehicles were ADA-accessible, while eight agencies reported that all vehicles were ADA-accessible. Meanwhile, five agencies reported that their vehicles were not ADA-accessible.

Agencies were asked a number of questions to identify the challenges faced by and unmet needs of their clients. The most common reasons for not using transit were a lack of service to destinations and limited accessibility to stops, which each received 15.8% of responses. Services not operating at the right times was the third most common with 14.4% of responses, while a lack of travel assistance was the fourth most common, with 11.5% responses. These responses highlight the importance of fundamental service characteristics (service area and schedule) and accessibility of the service.

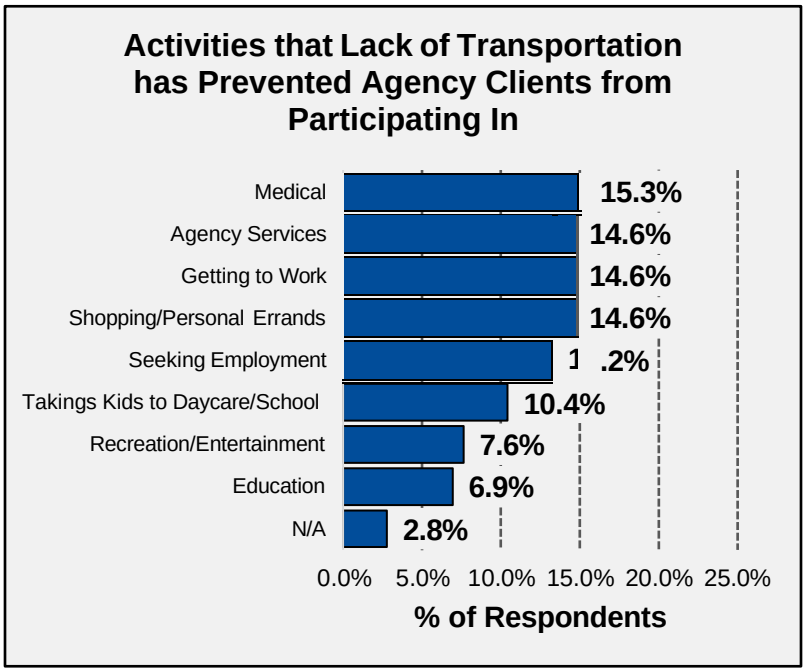


When asked about unmet needs of clients, service area and service outside of business hours remained key issues. The most common unmet need was more locations served, while weekend service and weekday late night service were the second and third most common unmet need, respectively. These responses reflect the importance of strong fundamental service characteristics, namely schedule and service area.

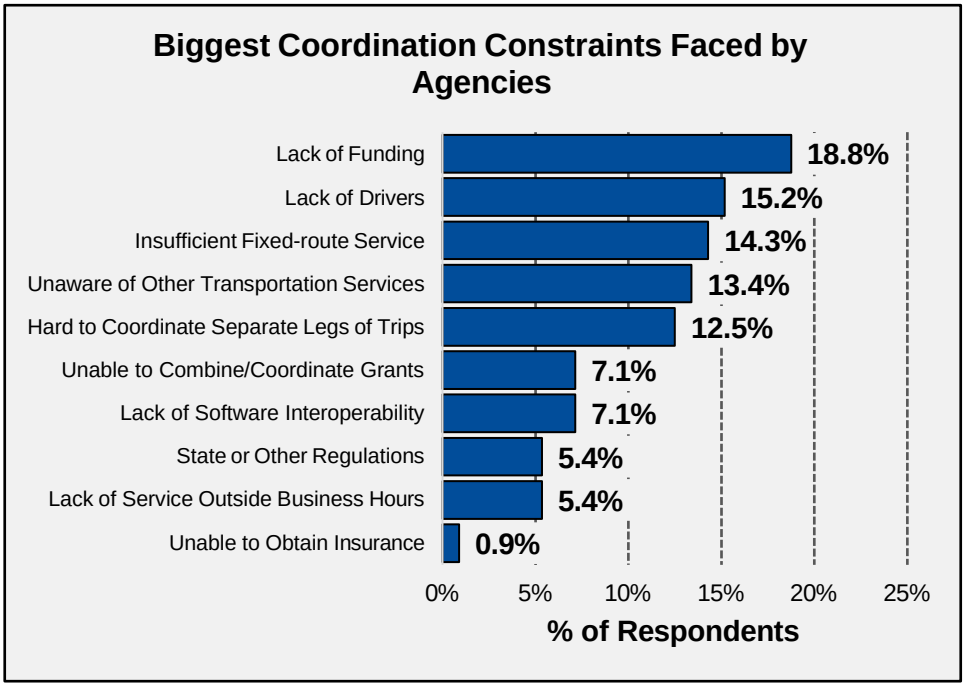
Agencies were also asked about specific transportation needs that their clients have. Expanded hours was again a common need, with weekday business hour service being the most common need while weekday late night was the third most common. Needs of critical importance to seniors and people with disabilities were also common. Door-to-door transportation was the second most common, while travel assistance was the fourth. Expanded hours was also frequently mentioned in agencies' written responses, with evening hours being commonly cited.

Transportation Needs of Agency Clients			
Unmet Needs of Clients		**Specific Needs of Clients**	
Locations Served	15.2%	Weekday Business Hour Service	15.7%
Weekend Service	14.6%	Door-to-door Transportation	15.1%
Weekday Late Night Service	12.0%	Weekday Late Night Service	12.6%
Access to Medical Locations	11.4%	Travel Assistance	12.6%
Service Frequency	11.4%	Weekend Service	11.9%
Senior/Disability Services	10.8%	Wheelchair Accessibility	11.9%
Weekday Early Morning Service	10.1%	Weekday Early Morning Service	11.9%
Access to Jobs	8.2%	Last Mile Connections	8.2%
Last Mile Connections	6.3%		

Analyzing cases where people were unable to complete their trips is another way to understand the needs of agency clients. Medical trips were the most common, while shopping/personal errands, getting to work, and accessing agency services were all tied for the second most common. Note that these responses dovetail with other cases where service schedule was a primary concern, as shopping, personal errands, and medical trips commonly are necessary outside of typical business hours or commuting times.



Beyond the needs of clients, agencies were asked to evaluate their needs as organizations and any constraints they were facing in coordinating with each other to provide improved service. Lack of staff to drive and lack of funding were the most commonly cited constraints on coordination between agencies. Insufficient fixed-route service, being unaware of transportation services, and difficulty in coordinating separate legs of trips were also common responses.



Continuing Efforts

The Central Region Working Group is planning to meet monthly, with the Coordinated Plan itself being updated on an annual basis.

Participation in the coordinated planning process is a prerequisite to accessing 5310 funding, and any project an agency wishes to use 5310 funds for must appear in the applicable 5310 coordinated plan. Agencies who wish to participate in the coordinating planning process who are not currently doing so should contact Dr. Marilyn Dillon (EMBARK) via email.[12] Alternatively, Olivia Hook with ODOT OMPT can direct interested agencies to the Region's lead agency.[13]

Central Working Group Meetings are also open to individuals and organizations not directly associated with transportation providers, such as advocacy groups (e.g., disability coalitions). Those wishing to attend and participate in the working group meetings as an individual or as a representative of an organization, are encouraged to do so.

Interregional coordination will also be critical to the success of this plan moving forward. In particular, the Oklahoma City Urbanized Area and EMBARK play a key transportation role in the Central Region despite not being located within it. Oklahoma City is a major attractor of regional trips throughout central Oklahoma, including from the Central Region. As such, coordination between EMBARK and Central Region agencies through the 5310 process is highly warranted. This may include coordination of services, participation by Central Region agencies in the Oklahoma City Coordinated Plan (or vice versa), or potential merging of the two plans.

[12] marilyn.dillon@okc.gov
[13] ohook@odot.org

Plan Adoption

The FTA does not formally review or approve coordinated plans; thus, the Central Coordinating Transportation Network is responsible for the development, and through consensus, the group endorses/adopts the regional locally developed coordinated transportation plan. The planning process must include seniors, individuals with disabilities, public/private/nonprofit transportation and human service providers, and other members of the public. Working group members are encouraged to contact mobility management programs and ODOT OMPT staff for help with the coordinated planning process as needed.

After considerable involvement of all groups indicated in Section 5310 Program language, this Coordinated Plan was locally endorsed by the Central Region Working Group on December 6th, 2023, and expires in 2027, when a new regional coordinated plan will be developed. The Working Group will update the current plan annually. In relation to the long-range and statewide transportation improvement plans, this Coordinated Plan data is valid for four years until a new Coordinated Plan is written.

Annual Updates

Coordinated Plans are to be updated annually. The Central Region Working Group meets monthly to implement strategies and update the Coordinated Plan. The following items are updated annually in the Coordinated Plan:

- Transportation Provider Assessment:
  - Providers are added or removed
  - Information for existing providers is updated
- Goals: Updated statuses for each goal and strategy are provided
- Cover page is updated to reflect annual updates
- Annual Updates section is updated to note that the annual update has been completed

Once updated, the Coordinated Plan may be submitted to ODOT OMPT to review, accept, retain on file and to be used for 5310 program applications. Similar to FTA, ODOT does not formally adopt the regional coordinated plans, however, ODOT does review the plans for completeness, compliance and will only award 5310 projects that are within the FTA 9070.1G Circular eligibility guidelines.

2024 Annual Update

Checklist of items updated:

- ✓ Cover page
- ✓ PICK program
- ✓ NEMT
- ✓ Tables:
  - Mobility Management
  - ODOT Office of Transit & Mobility Contacts
  - 5310 Direct Authority Agencies
- ✓ Meeting Participation Report

Central Region Goal Update:

Goal 1: More fully understand gaps in existing service areas.

- We have had brainstorming sessions at our coordination meetings and have identified the following:
  - Western Canadian County has significant gaps. The county is more connected to the Central Region than the SW or NW region and we believe it should be included into Central at the next boundary update.
  - Medicaid Sooneride services are not meeting the needs for NEMT, the 72-hour scheduling rule is a barrier.

    - Food pantries are not always a part of food access transportation options.
    - NEMT services are needed in Cleveland County – again, this county is connected intimately to the metro and other central counties. We would request that it be included in the Central region at the next boundary update.
- About the planning areas in Oklahoma overall- Coordinating lead agencies should be consulted the next time we draw regional boundaries for this work. The current lines do not make sense for how we coordinate and work together.

Goal 2: Increase use of technology to enhance service provision.

- EMBARK has executed a contract with Ecolane for coordinated network technology. EMBARK secured a 2024 ICAM grant to implement a one-call, one-click center to support the network as it expands
- FCT is planning on adding PICK technology with on-demand after hours in 2025.

Goal 3: Fully implement a Mobility Management program in the Central Region

- Added Kristen Winchester with COEDD in 6/2024
- Added Ariel Carroll with EMBARK in 7/2024

Goal 4: Improve recruiting and retention of qualified drivers

- We have made no progress in this area. Roadblocks or areas of concern from coordination meetings include:
- Split shifts are required for service provision related to workforce, adult day services, education trips since the demand is concentrated early morning or late afternoon. This makes it very hard to fill driver positions. Considering doing part time staff?
- Insufficient agency resources to have back up drivers during leave or illness. Discussions centered on the ability for agencies to “share” an extra board pool of back up drivers – still in the discussion phase
- Not related to drivers – but agencies are struggling with rising maintenance/repair costs on their vehicles, and we do not use our 5310 funding effectively to fund preventative maintenance or operating assistance.

Central Region Participation Report & Sign I...

	Agency Name & Employees	Agency Type	Primary Service Area	2024 Mar 6 9-10am	2024 May 1 930-1030am	2024 Jun 5 9-10am	2024 Aug 7 9-10am	2024 Sept 11 9-10am	2024 Nov 6 9-10am
1	A Driver For You			☐	☐	☐	☐	☐	☐
2	ACOG	Planning Agency		☐	☑	☐	☑	☐	☐
3	Aetna			☐	☐	☐	☐	☑	☐
4	Aging Services - Norman	5310 Specialized Transportation	Rural & Small urban areas outside of the OKC UZA	☑	☑	☑	☑	☑	☑
5	Areawide Aging Agency	Other		☐	☐	☑	☑	☐	☐
6	Arnall Family Foundation	Other		☑	☑	☐	☑	☑	☐
7	Caddo Nation - OKC Indian Clinic			☐	☐	☐	☐	☐	☐
8	Catholic Charities			☑	☑	☑	☑	☑	☐
9	Center of Family Love	5310 Specialized Transportation	Rural & Small urban areas outside of the OKC UZA	☐	☐	☐	☑	☑	☐
10	Central Oklahoma Community Action Agency (COTS)	5311/Tribal/5307 Public Transit	Rural & Small urban areas outside of the OKC UZA	☑	☑	☑	☐	☐	☑
11	Central Oklahoma Economic Development District (COEDD)			☐	☐	☐	☑	☑	☑
12	Central Oklahoma Workforce Innovation Board	Other		☐	☑	☐	☐	☐	☐
13	Central State Community Services Oklahoma	Future 5310 Applicant	OKC UZA Rural & Small urban areas outside of the OKC UZA	☑	☑	☐	☐	☐	☐
14	Cherokee Elder Care			☐	☐	☐	☐	☐	☐
15	Cheyenne & Arapaho Tribal Transit (Canadian County)	5311/Tribal/5307 Public Transit	Rural & Small urban areas outside of the OKC UZA	☐	☐	☐	☐	☐	☐
16	Cimarron Public Transit	5311/Tribal/5307 Public Transit	Rural & Small urban areas outside of the OKC UZA	☐	☑	☐	☑	☐	☑
17	City Care	Other		☐	☐	☑	☐	☐	☐
18	City of Cushing Senior Citizens Center	5310 Specialized Transportation	Rural & Small urban areas outside of the OKC UZA	☐	☑	☐	☐	☐	☑
19	City of Edmond			☐	☐	☐	☑	☑	☑
20	City of El Reno			☐	☐	☐	☑	☐	☐
21	City of Midwest City			☐	☐	☐	☐	☐	☐

	Agency Name & Employees	Agency Type	Primary Service Area	2024 Mar 6 9-10am	2024 May 1 930-1030am	2024 Jun 5 9-10am	2024 Aug 7 9-10am	2024 Sept 11 9-10am	2024 Nov 6 9-10am
22	City of Moore			☐	☐	☐	☐	☐	☐
23	City of Norman	5311/Tribal/5307 Public Transit	Rural & Small urban areas outside of the OKC UZA	☑	☑	☑	☑	☐	☐
24	City of Prague	5310 Specialized Transportation	Rural & Small urban areas outside of the OKC UZA	☐	☑	☐	☑	☐	☐
25	City of Seminole	5310 Specialized Transportation	Rural & Small urban areas outside of the OKC UZA	☐	☐	☐	☐	☐	☐
26	Citylink - City of Edmond	5311/Tribal/5307 Public Transit	Rural & Small urban areas outside of the OKC UZA	☑	☑	☑	☐	☑	☐
27	Cleveland County Aging Services	5310 Specialized Transportation	Rural & Small urban areas outside of the OKC UZA	☐	☐	☐	☐	☐	☐
28	Cleveland County Disability Coalition			☐	☐	☐	☐	☐	☐
29	Community Action Agency of OKC & OK/CN Counties, Inc.	5310 Specialized Transportation	OKC UZA	☑	☑	☑	☑	☑	☑
30	Community Enhancement Corporation			☐	☐	☐	☐	☐	☐
31	Community Heath Centers dba Mary Mahoney Memorial Health Center	Past/inactive 5310 Agency	OKC UZA	☐	☐	☐	☐	☐	☐
32	Compassionate Sharing	5310 Specialized Transportation	Rural & Small urban areas outside of the OKC UZA	☐	☐	☐	☐	☐	☐
33	CORTPO	Planning Agency	Rural & Small urban areas outside of the OKC UZA	☐	☑	☐	☐	☐	☑
34	Council for Development Able Disabilities	5310 Specialized Transportation	Rural & Small urban areas outside of the OKC UZA	☐	☐	☐	☐	☐	☐
35	Daily Living Centers	5310 Specialized Transportation	OKC UZA	☐	☑	☑	☑	☑	☑
36	Dale Rogers Training Center			☐	☐	☐	☐	☐	☐
37	Dept. Of Rehab Services			☐	☐	☐	☑	☐	☐
38	Developmental Disabilities Council of Oklahoma			☐	☐	☐	☐	☐	☐
39	Disability Concerns Advisory Committee			☐	☐	☐	☐	☐	☐
40	DRTC	5310 Specialized Transportation	OKC UZA	☑	☐	☑	☑	☑	☑
41	EARC, Inc.	5310 Specialized Transportation	OKC UZA	☐	☐	☑	☐	☐	☑
42	Eastern Oklahoma County Technology Center - Adult Day Center			☐	☐	☐	☐	☐	☐

	Agency Name & Employees	Agency Type	Primary Service Area	2024 Mar 6 9-10am	2024 May 1 930-1030am	2024 Jun 5 9-10am	2024 Aug 7 9-10am	2024 Sept 11 9-10am	2024 Nov 6 9-10am
43	Edwin Fair Community Mental Health			☐	☐	☐	☐	☐	☐
44	EMBARK (Lead Agency)	5311/Tribal/5307 Public Transit	OKC UZA	☑	☑	☑	☑	☑	☐
45	Fairfax Medical Facilities			☐	☐	☐	☐	☐	☐
46	First Capital Trolley	5311/Tribal/5307 Public Transit		☑	☑	☐	☑	☑	☐
47	First Capital Trolley			☐	☐	☐	☐	☑	☐
48	Foundation for Senior Citizens/Superbia Retirement Villa			☐	☐	☐	☐	☐	☐
49	Fresenius Kidney Care	Other		☐	☑	☐	☐	☐	☐
50	Fresneius Medical Care			☐	☐	☐	☐	☐	☐
51	Fretzpark Homes			☐	☐	☐	☐	☐	☐
52	Goodwill			☐	☐	☐	☐	☐	☐
53	Harbor House Foundation	5310 Specialized Transportation	OKC UZA	☐	☐	☑	☑	☐	☐
54	Harrah Senior Citizens, Inc			☐	☐	☐	☐	☐	☑
55	Healthy Living Norman			☐	☐	☐	☐	☐	☐
56	Homeless Alliance	Other		☑	☐	☑	☐	☐	☐
57	HOPE Community Services	5310 Specialized Transportation	OKC UZA	☑	☑	☑	☑	☑	☑
58	ILC of Oklahoma, Norman			☐	☐	☐	☐	☐	☐
59	Ki Bois Transit	5311/Tribal/5307 Public Transit		☐	☐	☐	☑	☐	☐
60	Logan Co. Assoc. For Retarded Citizens DBA New Horizons			☐	☐	☐	☐	☐	☐
61	Lynn Institute	Other		☑	☐	☑	☐	☐	☐
62	Metafund	Other		☐	☐	☐	☐	☐	☐
63	Metropolitan Better Living Center	5310 Specialized Transportation		☐	☑	☐	☑	☐	☑
64	Mobility Management- Ariel Carroll	Mobility Management		☐	☐	☐	☑	☑	☐
65	Mobility Management- Kristi Winchester	Mobility Management		☐	☐	☐	☑	☑	☐
66	Moore Council on Aging			☐	☐	☐	☑	☐	☐
67	MPower, Inc			☐	☐	☐	☐	☐	☐
68	NewView Oklahoma	Other		☑	☑	☑	☑	☐	☐

	Agency Name & Employees	Agency Type	Primary Service Area	2024 Mar 6 9-10am	2024 May 1 930-1030am	2024 Jun 5 9-10am	2024 Aug 7 9-10am	2024 Sept 11 9-10am	2024 Nov 6 9-10am
69	ODOT	ODOT		☐	☑	☑	☑	☑	☑
70	ODOT Multi-Modal OMPT			☐	☑	☑	☑	☑	☑
71	OK Assoc of CIL's			☐	☐	☐	☐	☐	☐
72	OKC Opportunity Center			☐	☐	☐	☐	☐	☐
73	OKDRS	Other		☑	☑	☑	☐	☐	☑
74	Oklahoma City Housing Authority/Community Enhancement Corporation	5310 Specialized Transportation	OKC UZA	☑	☑	☑	☐	☑	☑
75	Oklahoma Department of Health			☐	☐	☐	☐	☐	☐
76	Oklahoma Foundation For The Disabled	5310 Specialized Transportation	Rural & Small urban areas outside of the OKC UZA	☐	☐	☑	☑	☐	☐
77	Oklahoma Health Care Authority	Other		☑	☑	☐	☑	☐	☐
78	OkTA- Andrea Ball	Transit Association		☐	☐	☐	☑	☑	☐
79	OSU Stillwater Transit	5311/Tribal/5307 Public Transit		☐	☑	☐	☑	☐	☐
80	Pioneer Library System			☐	☐	☐	☐	☐	☐
81	Prague Regional Memorial Hospital			☐	☐	☑	☑	☐	☐
82	Reaching Our City, Inc			☐	☐	☐	☐	☐	☐
83	Reaching Our City, Inc.			☐	☐	☐	☐	☐	☐
84	Regional Food Bank of Oklahoma	Other		☑	☑	☐	☑	☐	☑
85	Scissortail Park Foundation			☐	☐	☐	☐	☐	☐
86	Seminole National Transit	5311/Tribal/5307 Public Transit		☐	☐	☐	☐	☐	☐
87	St. Katherine Drexel Retirement Center			☐	☐	☐	☐	☐	☐
88	Stillwater Group Homes			☐	☐	☐	☐	☐	☐
89	The 34 Project	Future 5310 Applicant		☑	☐	☐	☐	☐	☐
90	The Salvation Army			☑	☐	☐	☑	☑	☐
91	United Way of Central Oklahoma			☑	☐	☐	☐	☐	☐
92	Variety Care			☐	☐	☐	☐	☐	☐
93	Veterans Administration - Transportation (State Agency)			☐	☐	☐	☐	☐	☐

	Agency Name & Employees	Agency Type	Primary Service Area	2024 Mar 6 9-10am	2024 May 1 930-1030am	2024 Jun 5 9-10am	2024 Aug 7 9-10am	2024 Sept 11 9-10am	2024 Nov 6 9-10am
94	Veterans Affairs	Other		☐	☑	☐	☐	☐	☐
95	Veterans Foundation			☐	☐	☐	☐	☐	☐
96	Workforce COWIB			☐	☐	☐	☑	☐	☐
97	Latino Community Development Agency			☐	☐	☐	☐	☐	☐
98	City Care OKC			☐	☐	☐	☑	☐	☐
99	Office of Disability Concerns			☐	☐	☐	☐	☑	☐
100	Ponca Tribe of Oklahoma			☐	☐	☐	☐	☐	☑
101	Oklahoma Dept. of Mental Health and Substance Abuse Services			☐	☐	☐	☐	☐	☑
102	OKCFD Mobile Integrated Health team			☐	☐	☐	☐	☐	☑
103	OKC Skyline			☐	☐	☐	☐	☐	☑
104	United Community Action			☐	☐	☐	☐	☐	☑
105	Metro Tech			☐	☐	☐	☐	☐	☑
106	Oklahoma County District One			☐	☐	☐	☐	☐	☑

Comments

Row 32: Compassionate Sharing

Olivia Hook (ohook@odot.org) | November 1, 2024 2:15 PM

Compassionate Hands name changed to Compassionate Sharing in late 2023

Appendix

Definitions

There are several terms used throughout the plan that may be unique to transportation providers or human service agencies. The terms are defined here for reference.

Agency Transportation Providers: Agency transportation providers, also known as human services transportation, are services that operate for the sole benefit of program participants. Traditionally, the agency operating the service has a non-transportation core mission and elects to provide transportation services to meet the overall core mission.

Coordination: Collaborative efforts toward understanding and meeting mobility needs in the most appropriate, cost effective, and responsive manner.

FAST Act: Congress established the funding for Federal Transit Administration programs through authorizing legislation that amends Chapter 53 of Title 49 of the U.S. Code. On December 4, 2015, President Obama signed the Fixing America's Surface Transportation (FAST) Act, reauthorizing surface transportation programs through Fiscal Year 2020.

Gaps in Service: A break in the continuity of available transportation resources, such as a break between hours of operation or a break between two or more geographic areas.

Lead Agency: The organization responsible for facilitating outreach; composing a plan that meets the requirements of current Federal and State legislation; maintaining documentation from the planning process and making it available upon request; and leading stakeholders through annual reviews, amendments, and updates of the plan. The Lead Agency is also responsible for submitting the adopted Coordinated Plan and all amendments or updates to participating stakeholders and ODOT.

Mobility Management: Federal Transit Law (49 U.S. Code § 5302) defines mobility management as a capital project "consisting of short-range planning and management activities and projects for improving coordination among public transportation and other transportation service providers carried out by a recipient or subrecipient through an agreement entered into with a person, including a governmental entity, under this chapter (other than section 5309); but excluding operating public transportation services." This role is also referred to as Mobility Navigator in this plan as that is the job title for many mobility management professionals in Oklahoma.

NEMT: Non-Emergency Medical Transportation, any transportation service for medical reasons that does not include emergency medical purposes.

NMT: Non-Medical Transportation; Non-medical transportation is transportation that is used by waiver enrollees solely to access adult day support, vocational habilitation, supported employment enclave, and/or supported employment community services, as specified by their individual service plans (ISP). 5123:2-9-18 (B)(9)

Public Transit Providers: Public transportation is shared-ride transit services that are open to the general public and charge a set fare. There are generally two types of public transit: fixed-route and demand-response transportation services. Fixed-route services operate on a set schedule along a fixed route. Demand-response transportation services operate on a prearranged schedule determined by customer and service provider. Demand-response is a scheduled pick-up and drop-off system that operates between the origin and the destination in the most efficient route possible. Demand-response transportation includes those services required by the Americans with Disabilities Act of 1990 (ADA).

Ridership: The total number of passengers who boarded transportation vehicles are counted each time they board a vehicle.

Section 5307 Program: The Urbanized Area Formula Grants program (49 U.S.C. 5307) makes federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas and for transportation-related planning. An urbanized area is an incorporated area with a population of 50,000 or more.

Section 5310 Program: Enhanced Mobility of Seniors & Individuals with Disabilities (49 U.S.C. 5310) provides Federal formula funding for the purpose of assisting private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. The program aims to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options.

Section 5311 Program: The Formula Grants for Rural Areas program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000 where many residents often rely on public transit to reach their destinations. The program also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program. Subrecipients may include state or local government authorities, nonprofit organizations, and operators of public transportation or intercity bus service.

Social Service Providers: In addition to the transportation providers listed above, the Region benefits from numerous human service agencies and organizations which serve as regional partners that have an impact on transportation services for seniors and people with disabilities.

Transportation: Transportation is broadly defined to include traditional transit, human service agency services, on-demand (taxi-like) services, bicycle and pedestrian programs and amenities.

Transportation Service Provider: Any transportation agency or human service agency that directly provides transportation for any reason to a client, patient, or anyone from the public.

Unmet Transportation Needs: Transportation that is wanted or desired but is not currently available.

Working Group: The Working Group is composed of key community stakeholders. The Planning Committee members agree to actively participate in the planning process and act as the plan advisory and adopting entity.

Oklahoma Department of Transportation (ODOT) Office of Mobility and Public Transit

Table 22: ODOT OMPT Staff

Name	Position	Contact Information
Jared Schwennesen	Multi-Modal Division Manager	Oklahoma Department of Transportation Multimodal Division 200 N.E. 21st Street Oklahoma City, OK 73105 405-521-4203 ODOTWeb-transit@odot.org Website: https://oklahoma.gov/odot.html
Eric Rose	Office of Mobility and Public Transit Manager	
Bobby Parkinson	Sr. Program Manager	
Olivia Hook	Statewide Mobility Manager	
Veronica Ross	Project Manager	
Bobby Parkinson	Project Manager	
John Heavrin	Program Manager	
Mason Brown	Program Manager	
Stephanie Davis	SSO Project Manager	
Rileigh Johnson	Project Manager	
Justin Gregory	Project Manager	
Thomas Nutter	Project Manager	
Bart Vleugels	Active Transportation & Rail	
Mike Woodhams	Project Manager	

Elderly Individuals and Individuals with Disabilities - Section 5310

Federal transit law, as amended by the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA–LU), requires that projects selected for funding under the Elderly Individuals and Individuals with Disabilities (Section 5310) program be "derived from a locally developed, coordinated public transit-human services transportation plan" and that the plan be "developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by members of the public."

History: Established in 1975, Section 5310 has been primarily directed to social/human service agencies, nonprofit organizations and other public bodies for the purchase of vehicles. The program is administered through the states, and it is at the state level that specific funding decisions are made.

Program Goal: The goal of the Section 5310 program is to improve mobility for elderly individuals and individuals with disabilities throughout the country. Effective July 1, 2019, Section 5310 responsibilities, oversight and management of the grants and resources associated with Section 5310 will be transferred from the Oklahoma Department of Human Services to the Oklahoma Department of Transportation.

Expenses are reimbursed at 80% federal funds and 20% local match. Certain expenditures made in an effort to satisfy the Americans with Disabilities Act, or the Clean Air Act Amendments can be reimbursed at a 90% federal commitment (10% local match).

Vehicles and vehicle-related expenses including buses; vans; radios and communication equipment; vehicle shelters; wheelchair lifts and restraints; vehicle rehabilitation; manufacture, or overhaul; preventive maintenance, as defined in the National Transit Database (NTD); and extended warranties which do not exceed industry standards.

Agencies interested in applying for the 5310 programs can contact one of these offices for more information.

Table 24: 5310 Application Information

Oklahoma Department of Transportation (ODOT)	EMBARK	Indian Nations Council of Governments (INCOG)
Statewide	OKC Urbanized Area	Tulsa and surrounding areas
The state does not operate public transportation services directly; ODOT administers 5310 federal funds for other areas of the state not served by INCOG (Tulsa and surrounding areas).	EMBARK is the designated recipient of Section 5310 funding for the urbanized area.	INCOG is the designated recipient of Section 5310 funding for the Tulsa region. Local governments and nonprofit agencies are eligible to apply for the funds.
For more information, contact **Eric Rose** OMPT Manager erose@odot.org	For more information, contact **Jeff Wheatley** 5310 Program Manager 5310Program@okc.gov	For more information, contact **Mahathi Akella** Transportation Planner makella@incog.org
https://oklahoma.gov/odot/programs-and-projects/transit-programs/section-5310-elderly.html	https://www.embarkok.com/5310	https://www.incog.org//Community_Economic_Development/commdev_commdev.html

*Agencies applying for 5310 program grants must participate in the coordination planning process, have the project listed in the coordinated plan, the project must address an unmet need in the plan, and abide by the FTA Section 5310 Circular and the Oklahoma Statewide Management Plan. FTA Section 5310 Circular

Additional technical assistance for participating agencies in the coordinated planning process can be found by visiting the National Rural Technical Assistance Program (RTAP) www.nationalrtap.org. Agencies can also contact the Oklahoma Department of Transportation Multi-Modal Division and the Oklahoma Mobility Management Program for planning activity support.

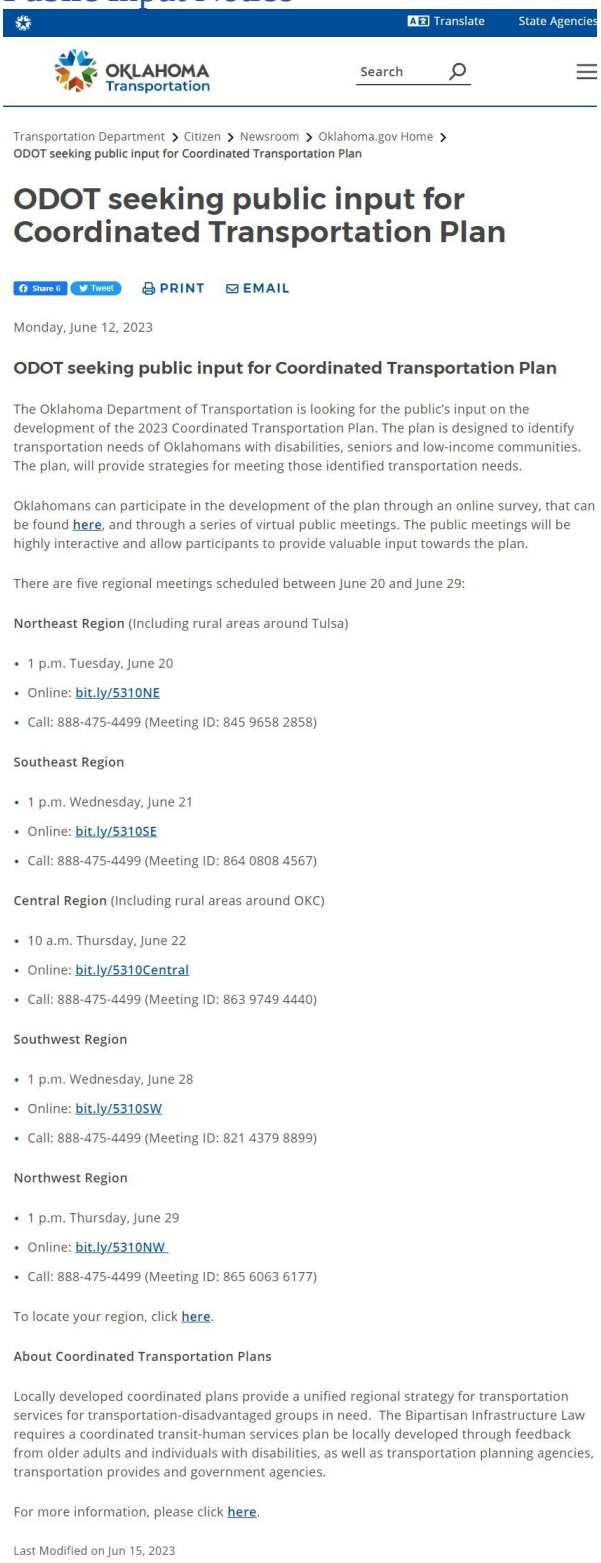
Specialized Transportation

Table 24 below summarizes additional information collected from transit agencies and tribal providers following Working Group #3. “N/A” corresponds to agencies who did not explicitly provide this information.

Table 24: Specialized Transportation

Agency Name	Provides Medicaid Eligible Trips?	Primary Funding Source	Primary Source of Match Funds	Level of Passenger Assistance Provided
Central OK Transit System (COTS)	N/A	N/A	N/A	N/A
Cheyenne and Arapaho Tribal Transit	N/A	N/A	N/A	N/A
Chickasaw Nation Transportation Services	N/A	N/A	N/A	N/A
Cimarron Public Transit System	Yes	5311	NEMT contract	Door to door as needed and/or requested
Citizen Potawatomi Nation Tribal Transit	N/A	N/A	N/A	N/A
City of Edmond	N/A	N/A	N/A	N/A
EMBARK	N/A	N/A	N/A	N/A
EMBARK Norman	N/A	N/A	N/A	N/A
First Capital Trolley (FIRST)	N/A	N/A	N/A	N/A
Hope Community Services	Yes, provide clients rides that have Medicaid however do not bill for transportation.	Department of Mental Health & Substance Abuse as well as Grants	Department of Mental Health & Substance Abuse as well as Grants	Serve approximately 9,000 clients who suffer from poverty or below poverty.
KI BOIS Area Transit System (KATS)	Provide Medicaid eligible Trips for all 12 counties (Adair, Cherokee, Haskell, Hughes, Latimer, Le Flore, McIntosh, Okmulgee, Okfuskee, Pittsburg, Sequoyah, Wagoner Counties)	Oklahoma Department of Transportation	Medicaid Transportation (ModivCare)	As needed on each trip
Muscogee (Creek) Nation Tribal Transportation	No. Does not currently work with Medicaid for funding.	Tribal Transportation formula funding	Tribal matching funds are usually taken from program income fund//e.g., farebox revenue	Do not provide escorts for passengers but, do allow passengers for eligible passengers to ride along at no charge
Red River Public Transportation	N/A	N/A	N/A	N/A
Seminole National Transit	N/A	N/A	N/A	N/A

Public Input Notice



Translate State Agencies

OKLAHOMA Transportation

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Transportation Department > Citizen > Newsroom > Oklahoma.gov Home > ODOT seeking public input for Coordinated Transportation Plan

ODOT seeking public input for Coordinated Transportation Plan

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Monday, June 12, 2023

ODOT seeking public input for Coordinated Transportation Plan

The Oklahoma Department of Transportation is looking for the public's input on the development of the 2023 Coordinated Transportation Plan. The plan is designed to identify transportation needs of Oklahomans with disabilities, seniors and low-income communities. The plan, will provide strategies for meeting those identified transportation needs.

Oklahomans can participate in the development of the plan through an online survey, that can be found here, and through a series of virtual public meetings. The public meetings will be highly interactive and allow participants to provide valuable input towards the plan.

There are five regional meetings scheduled between June 20 and June 29:

Northeast Region (Including rural areas around Tulsa)

- 1 p.m. Tuesday, June 20
- Online: bit.ly/5310NE
- Call: 888-475-4499 (Meeting ID: 845 9658 2858)

Southeast Region

- 1 p.m. Wednesday, June 21
- Online: bit.ly/5310SE
- Call: 888-475-4499 (Meeting ID: 864 0808 4567)

Central Region (Including rural areas around OKC)

- 10 a.m. Thursday, June 22
- Online: bit.ly/5310Central
- Call: 888-475-4499 (Meeting ID: 863 9749 4440)

Southwest Region

- 1 p.m. Wednesday, June 28
- Online: bit.ly/5310SW
- Call: 888-475-4499 (Meeting ID: 821 4379 8899)

Northwest Region

- 1 p.m. Thursday, June 29
- Online: bit.ly/5310NW
- Call: 888-475-4499 (Meeting ID: 865 6063 6177)

To locate your region, click here.

About Coordinated Transportation Plans

Locally developed coordinated plans provide a unified regional strategy for transportation services for transportation-disadvantaged groups in need. The Bipartisan Infrastructure Law requires a coordinated transit-human services plan be locally developed through feedback from older adults and individuals with disabilities, as well as transportation planning agencies, transportation provides and government agencies.

For more information, please click here.

Last Modified on Jun 15, 2023