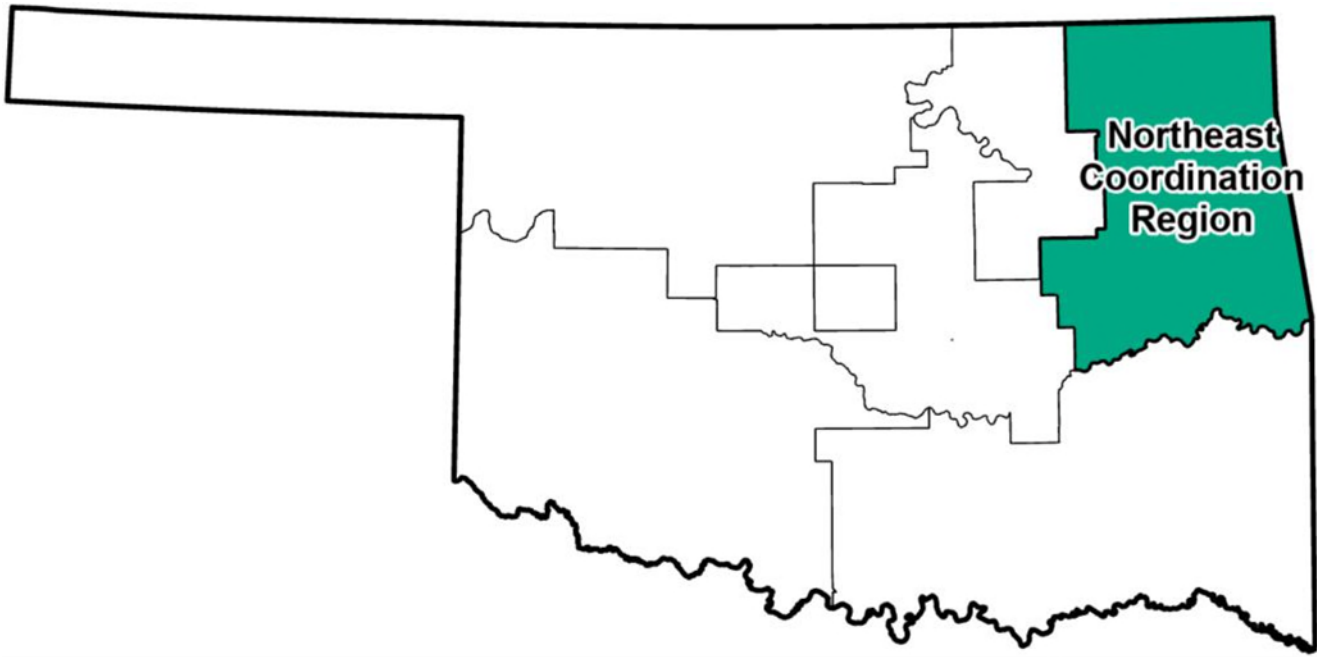
Coordinated Transportation Plan

Northeast Coordination Region

December 2023
Updated in 2025



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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
ADA	The Americans with Disabilities Act
CPTS	Cimarron Public Transit System
COG	Council of Government
EODD	Eastern Oklahoma Development District
FAST	Fixing America's Surface Transportation Act
FTA	Federal Transit Administration
GGEDA	Grand Gateway Economic Development Association
INCOG	Indian Nations Council of Governments
KATS	KI BOIS Area Transit System
MAP-21	Moving Ahead for Progress in the 21st Century Act
MCT	Muskogee County Transit
MPO	Metropolitan Planning Organization
NEORTPO	Northeast Oklahoma Regional Transportation Association
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 Public Transit-Human Services Transportation Plan for the Northeast Region, including the following counties:

- Adair County
- Cherokee County
- Craig County
- Creek County
- Delaware County
- Mayes County
- Mcintosh County
- Muskogee County
- Nowata County
- Okmulgee County
- Osage County
- Ottawa County
- Rogers County
- Sequoyah County
- Tulsa County
- Wagoner County
- Washington 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: Improve awareness of and education on transit services in the Northeast Region for both the public and other agencies.
- Goal 2: Expand services offered outside typical business hours (8AM – 5PM, Monday – Friday).
- Goal 3: Improve service coordination between agencies.

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
Charla Sloan	**KI BOIS Area Transit System (KATS, Lead Agency)**	Redonna Perry	KI BOIS Area Transit System (KATS)
Rob Endicott	Cherokee Nation Transit	Amy Hill	Muscogee Creek Nation Tribal Transportation
Michael Lynn	Cherokee Nation Transit	Staci Martin	Muskogee County Transit (MCT)
Karlea Abel	Community Health Center of Southeast Kansas	Errin Clocker	Grand Gateway Economic Development Association (GGEDA)
Donna Young	Community Health Center of Southeast Kansas	Kendra McGeady	Pelivan Transit
Ernie Moore	Eastern Oklahoma Development District (EODD)	Tischa Lemasters	Pelivan Transit
Juanita Webb	Home of Hope	Scott Marr	Tulsa Transit
Patricia Dinoa	Indian Nations Council of Governments (INCOG)	Laura Corff	Cimarron Public Transit System (CPTS)

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 Northeast Region Coordinated Transportation Network on October 12th, 2023. More information about the planning committee can be found in the **Northeast 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 Human Service Transportation Coordination 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 Human Services Transportation Coordination Plan, and that the Coordination Plan is:

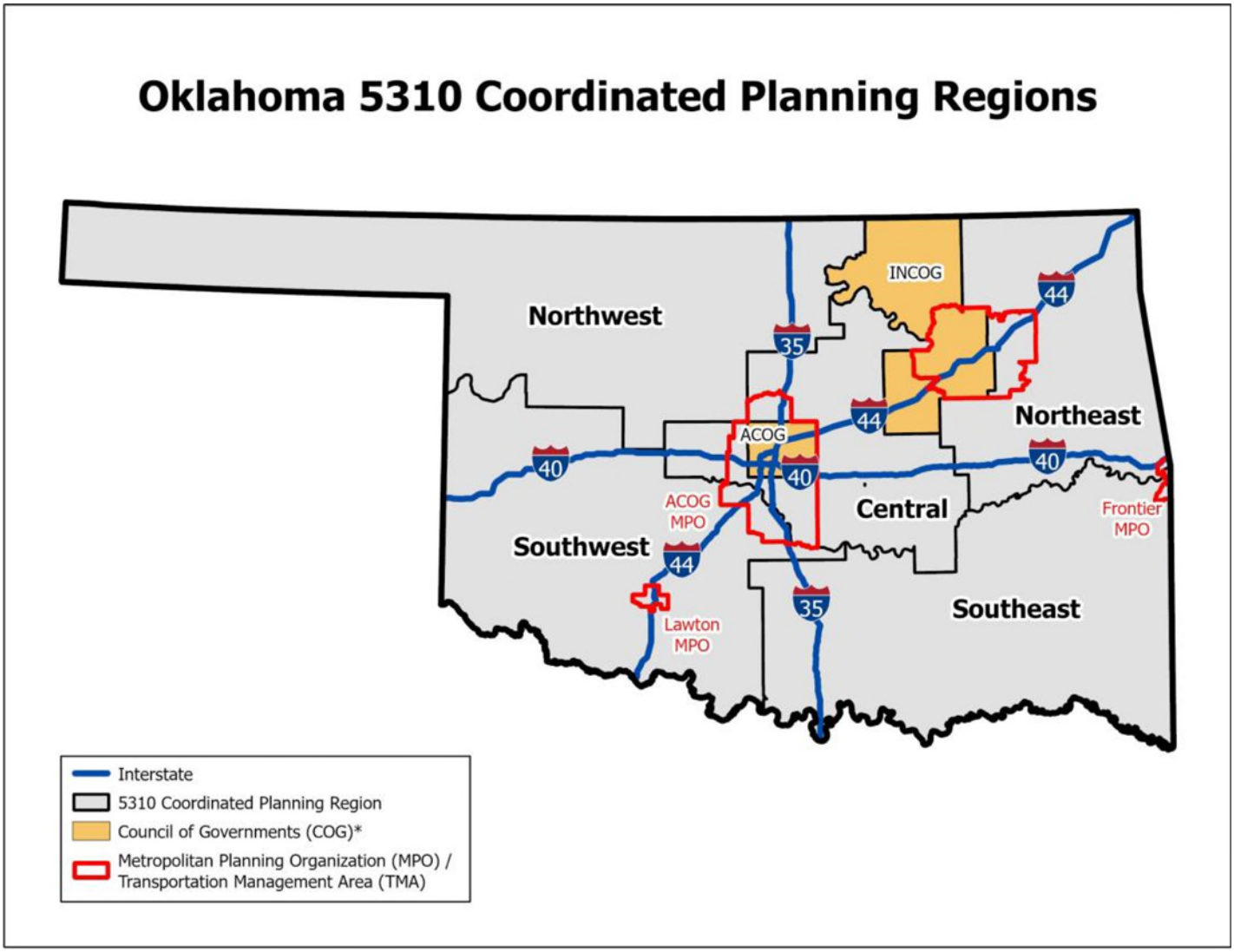
- Locally developed to determine and document availability of transportation options for seniors and individuals with disabilities in the region
- Identifies transportation gaps and unmet needs, and makes recommendations to close these barriers of mobility for seniors and individuals with disabilities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

The Northeast Region Working Group, with assistance from ODOT OMPT, developed this plan to further facilitate transportation coordination throughout the Northeast 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



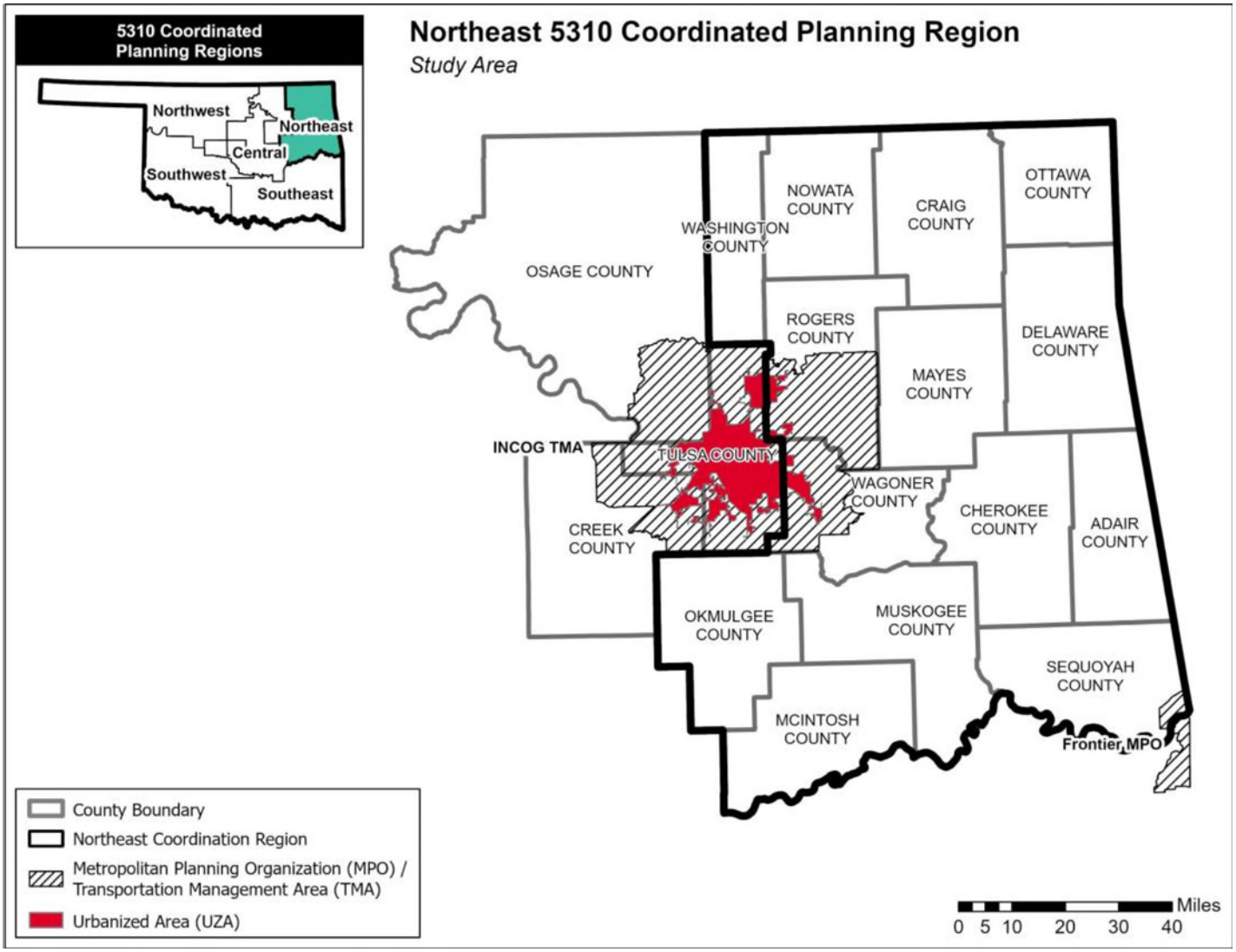
The geographic area covered by this plan, identified by ODOT as the Northeast Region, includes Adair County, Cherokee County, Craig County, Creek County, Delaware County, Mayes County, Mcintosh County, Muskogee County, Nowata County, Okmulgee County, Osage County, Ottawa County, Rogers County, Sequoyah County, Tulsa County, Wagoner County, and Washington County. Counties covered in this plan are mostly rural, with the largest cities in the region consisting of Bartlesville and Muskogee, the former of which includes Oklahoma Wesleyan University (see Figure 2). While not directly part of the Northeast Region itself, Creek County and Osage County is discussed throughout this plan due to Northeast Region providers serving it. Osage and Creek County providers are encouraged to coordinate with INCOG and Tulsa Transit as those agencies develop the coordination 5310 plan for the Tulsa urbanized area.

The United States Census Bureau has designated one urbanized area that is partially within the Northeast Region, the Tulsa 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).

There are two MPOs at least partially within the Northeast Region, including the Tulsa MPO and the Frontier MPO. The Tulsa MPO is spread across Creek, Osage, Rogers, Tulsa, Wagoner, and Washington County, while the Frontier MPO is partially located within Sequoyah County. The purpose of these MPOs 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: Northeast 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 Northeast 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 Regional Coordination 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 Regional Coordination 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.

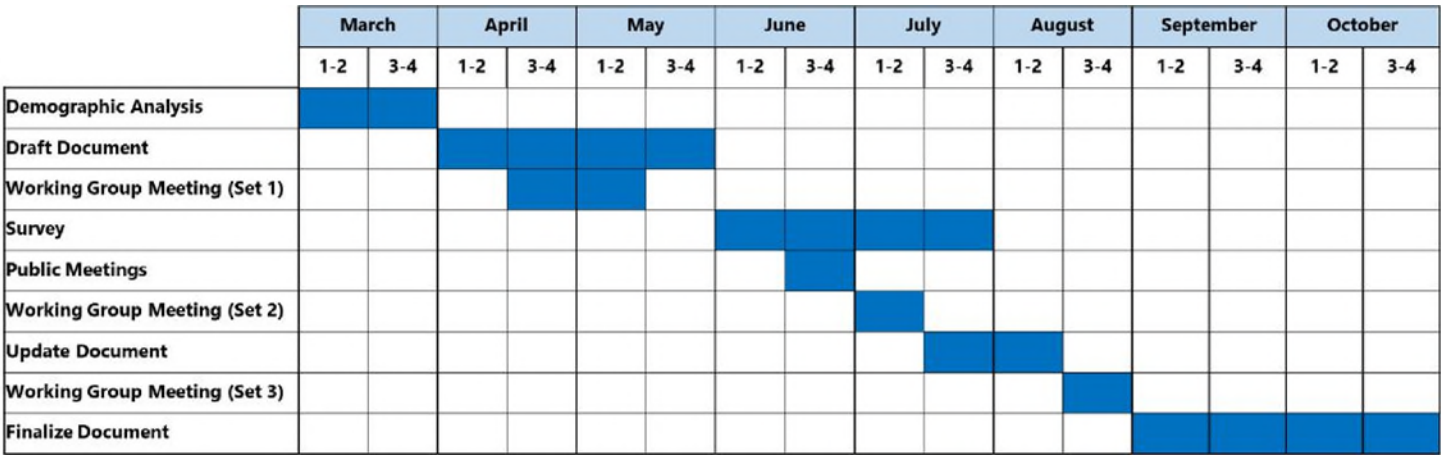
Plan Development Process

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 Regional Coordination 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. Charla Sloan from the KI BOIS Area Transit System 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 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 – 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 Coordination Plan. The public meeting took place on June 20th and was attended by 32 members of the public.
- **Draft Coordination 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 Coordination Plan document (October 2023):** ODOT has accepted the Northeast Regional Coordinated Transportation Plan.

Regional Socioeconomic Characteristics

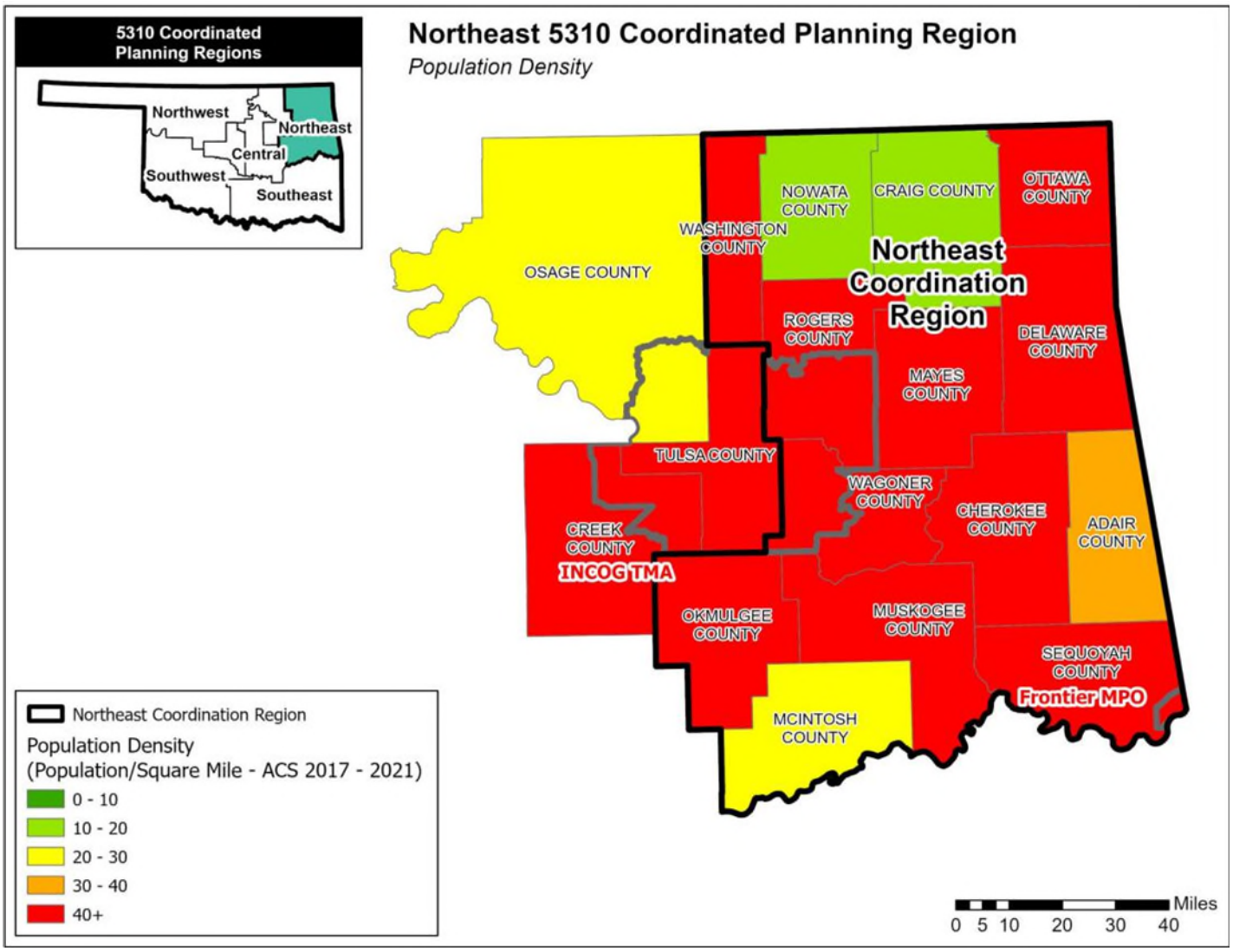
Settlement patterns of the general population and transportation disadvantaged populations are critical to analyze to understand where people live and how service can be better designed to meet their needs. ODOT reviewed Census demographic data for general population and various transportation disadvantaged populations throughout the Northeast 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 1,373,676 (including Creek, Osage, and Tulsa County) with a population density of 104 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 Northeast Region.

Most counties within the Northeast Region have a population density of at least 40 people per square mile, with some outlying counties having a lower population density, including Adair, Craig, McIntosh, Nowata, and Osage County. The presence of the Tulsa metropolitan area and the Fort Smith metropolitan area (within the Frontier MPO) are likely drivers of this pattern, as many counties are located near and between these two metropolitan areas. Many of the residents of counties in the Northeast Region likely make trips to these two metropolitan areas for a variety of reasons.

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 Northeast 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 Northeast Region are also described.

A number of 5307, 5311, and 5310 agencies provide critical transportation service to these groups in the Northeast 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 Northeast Region to Oklahoma as a whole. The Northeast Region closely mirrors Oklahoma in terms of the percentages of each transportation disadvantaged group. All percentages of these groups within the Northeast Region are within one percentage point of the corresponding percentage for Oklahoma as a whole.

Table 4: Demographic Summary

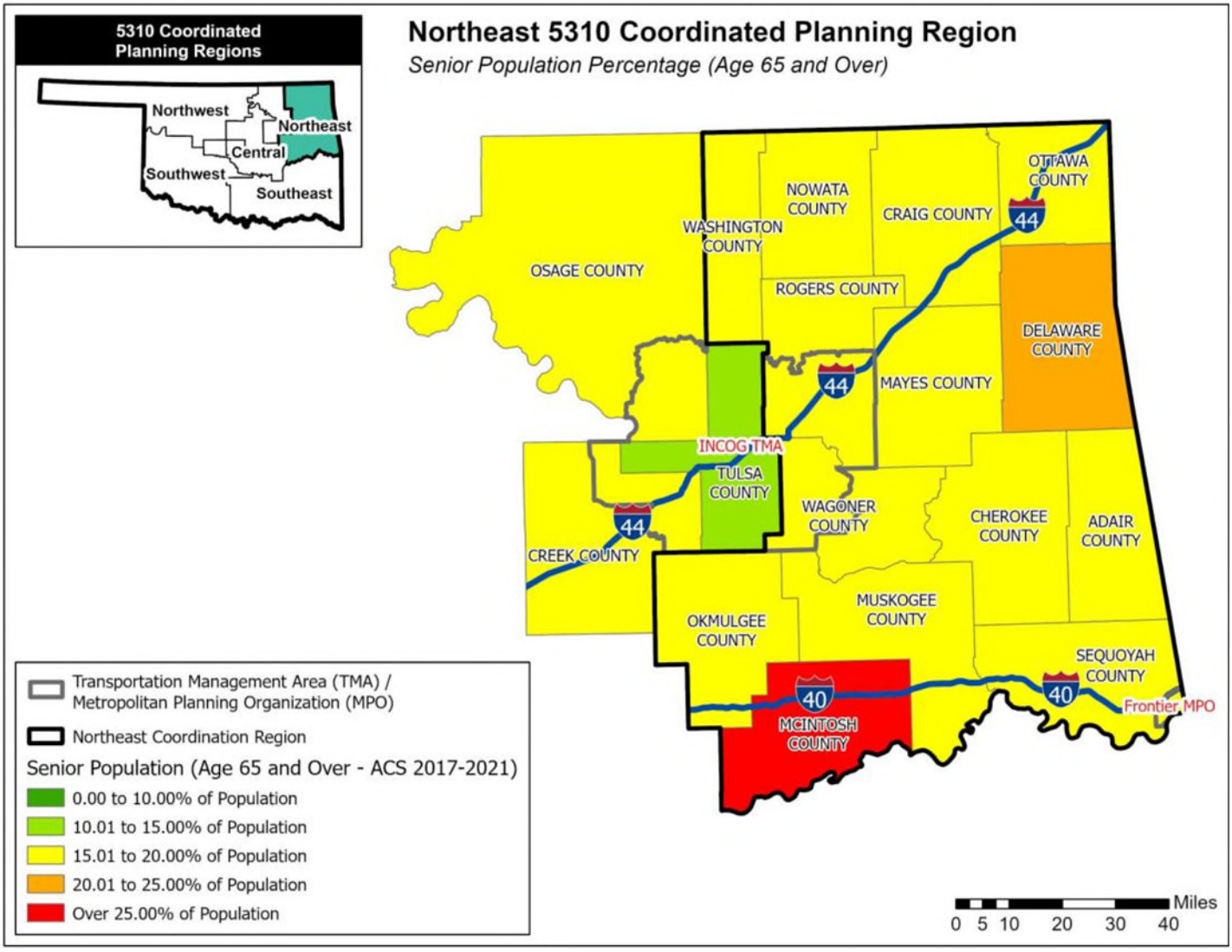
	Northeast Region		Oklahoma	
	Region Total	**% of Region**	**OK Total**	**% of OK**
Total Population	**1,373,676**	**100%**	**3,948,136**	**100%**
Seniors	224,562	16.4%	615,832	15.6%
People w/ Disabilities	223,206	16.4%	631,051	16.3%
Low-income Individuals	201,204	14.9%	583,853	15.2%
Limited English Proficiency Individuals	45,605	3.6%	142,223	3.9%
Total Households	**526,226**	**100%**	**1,503,868**	**100%**
Zero-car Households	29,056	5.5%	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 Northeast Region, and these percentages are compared to the percentage of seniors for Oklahoma as a whole (15.6%). The vast majority of counties within the Northeast Region have similar percentages of seniors compared to Oklahoma. McIntosh and Delaware County have high percentages of seniors compared to Oklahoma as a whole, with between 20% and 25% and at least 25% of seniors, respectively. Meanwhile, Tulsa County has a low percentage of seniors compared to Oklahoma as a whole, with between 10% and 15% of residents being seniors.

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

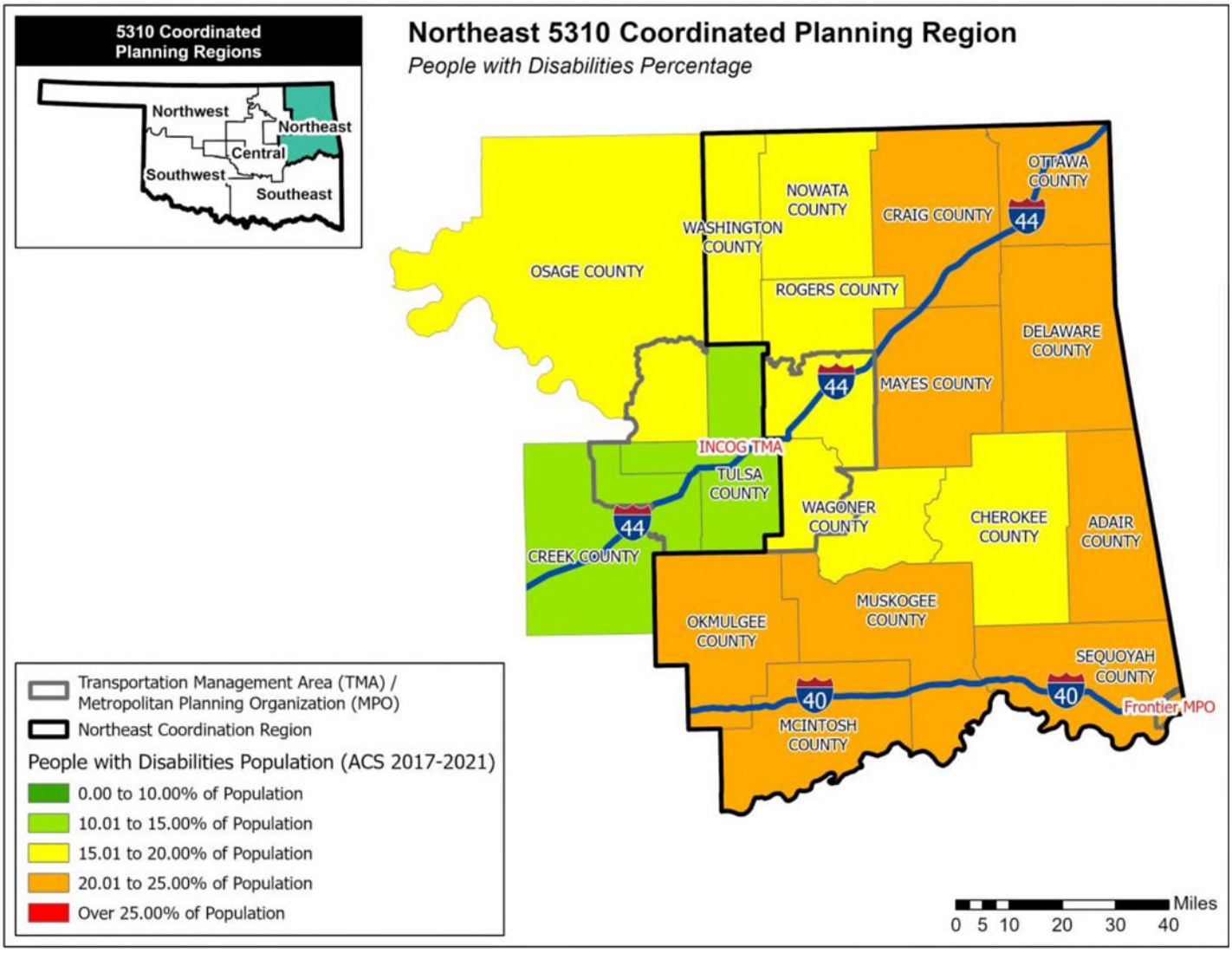


People with Disabilities

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 Northeast Region with a disability, and these are compared to percentage of Oklahomans as a whole with a disability (16.3%). The percentage of people with disabilities generally increases from west to east throughout the Northeast Region. Cherokee, Nowata, Osage, Rogers, Wagoner, and Washington counties have a percentage of people with disabilities relatively close to the statewide percentage. Creek and Tulsa County have relatively low percentages of people with disabilities, with between 10% and 15%. Numerous counties in the eastern portion of the Northeast Region have relatively high percentages of people with disabilities, between 20% and 25%.

Figure 6: People with Disabilities Population Percentage

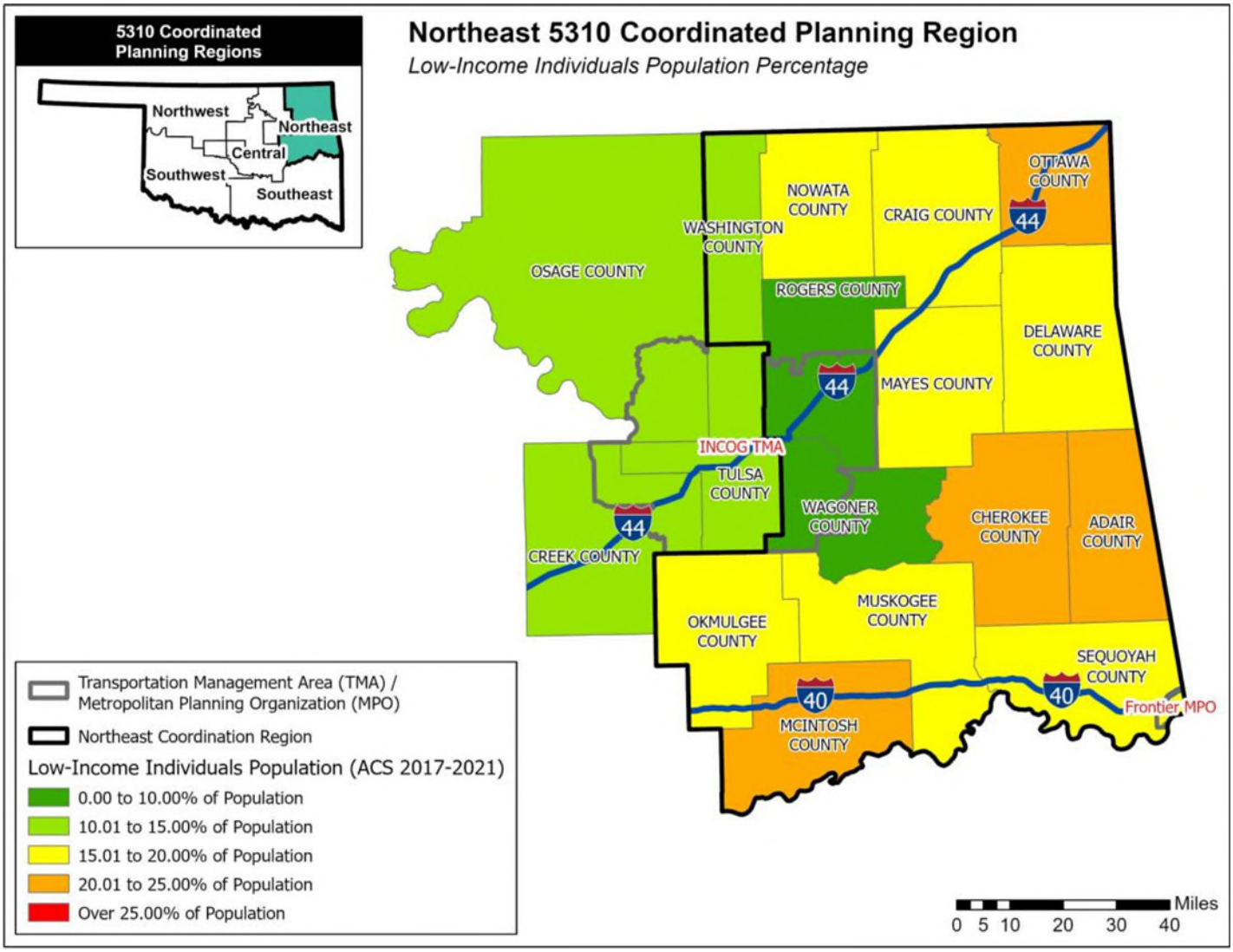


Low-income Individuals

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 Northeast Region county that is low-income, and these are compared to the percentage of Oklahomans as a whole that are low-income (15.2%). The percentage of low-income individuals is lowest towards the center of the Northeast Region, where Rogers and Wagoner County have relatively low percentages of low-income individuals, between 0% and 10%. Higher percentages of low-income individuals are generally in the eastern portion of the region, particularly in Adair, Cherokee, McIntosh, and Ottawa counties. These counties' percentage of low-income individuals are between 20% and 25%. Moderate proportions of low-income individuals at the county level are spread throughout the eastern and central portions of the region.

Figure 7: Low-Income Individuals Population Percentage

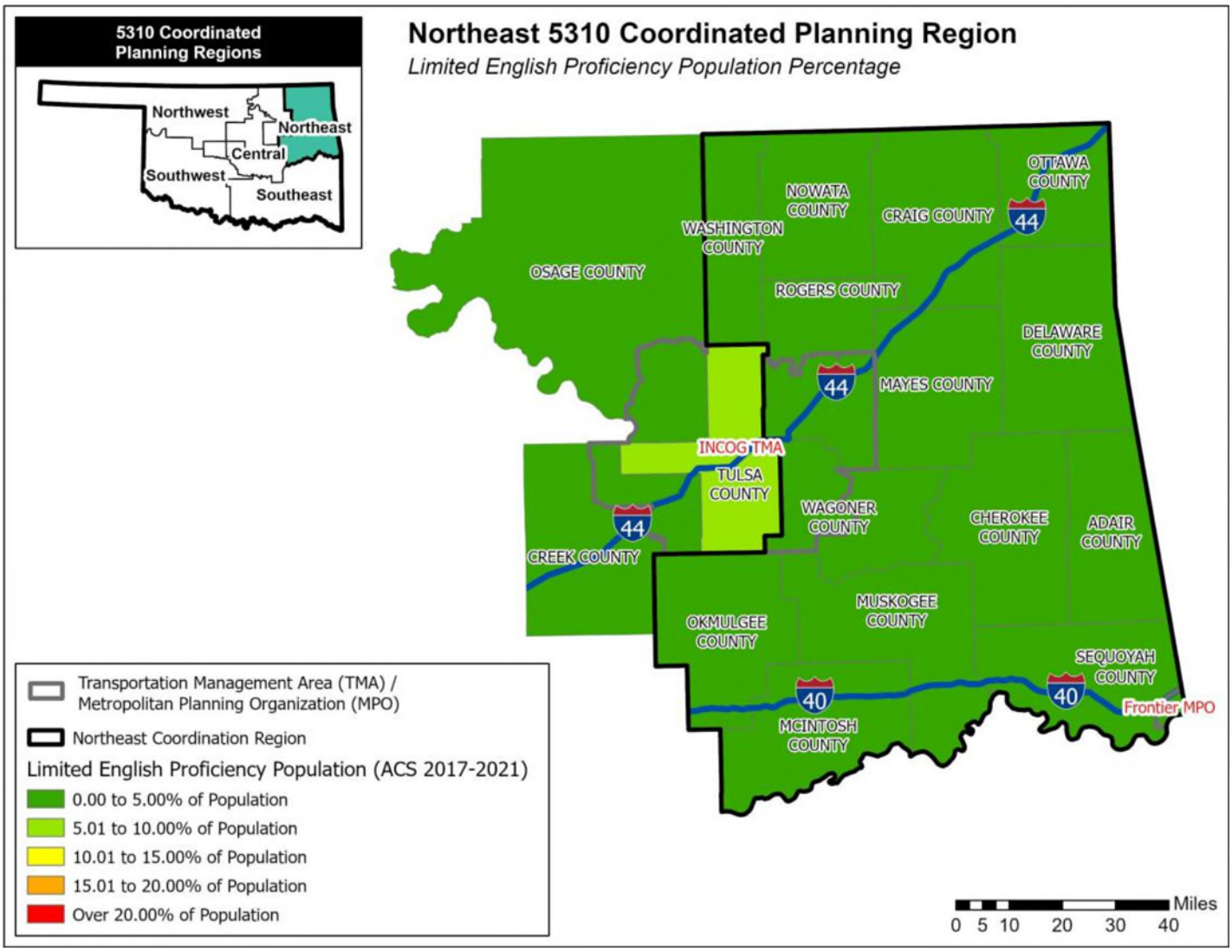


Limited English Proficiency Individuals

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 Northeast Region with a limited English proficiency. The Northeast Region generally has low levels of limited English proficiency, with all counties having between 0% and 10%. In comparison, 3.9% of Oklahomans as a whole have a limited English proficiency.

Figure 8: Limited English Proficiency Population Percentage

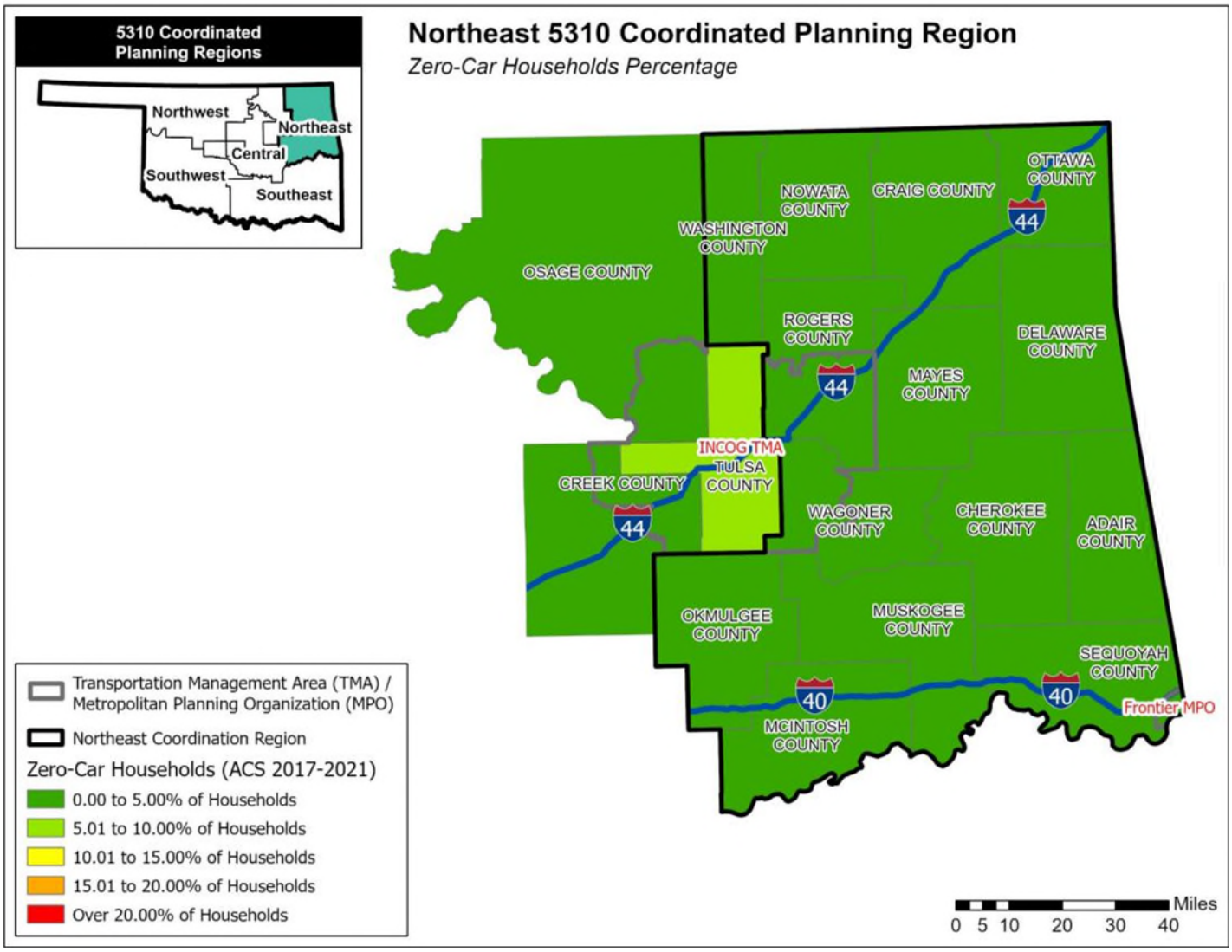


Zero-Car Households

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 Northeast Region county. Percentages of zero-car households are very low throughout the region, with all counties having between 0% and 10% zero-car households. By comparison, 5.4% of Oklahoman households are zero-car households.

Figure 9: Zero-Car Household Percentage

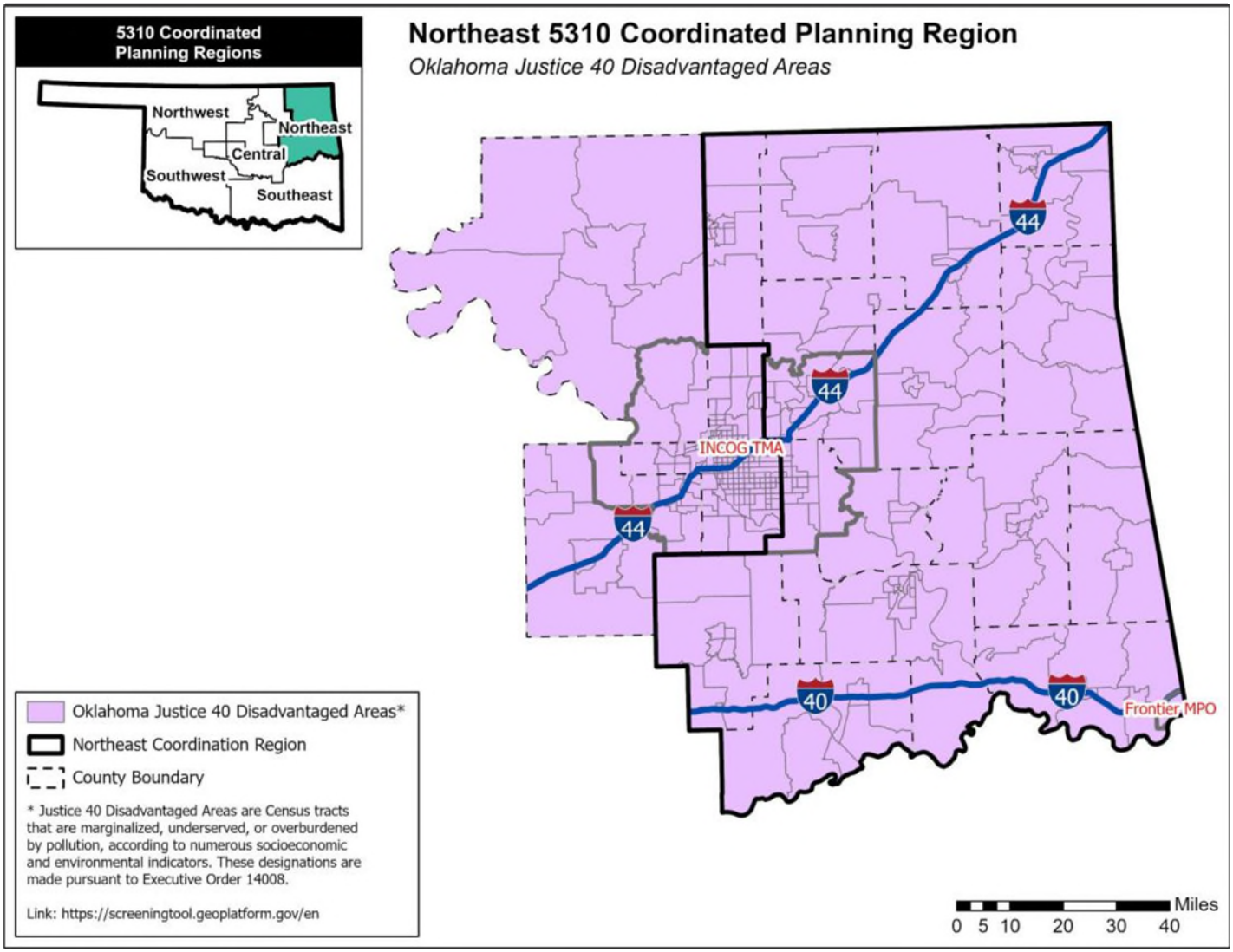


Justice 40 Disadvantaged Areas

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.

The entirety of the Northeast Region is within Justice 40 areas.

Figure 10: Oklahoma Justice 40 Disadvantaged Areas



Regional Characteristics

The Northeast 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 Northeast Region residents are effectively met through well-coordinated service provision. The following sections describe the different planning agencies within the Northeast Region, as well as any mobility navigators whose service area is within the Northeast Region.

Planning Agencies

The Northeast Region is served by five separate planning agencies: the Indian Nations Council of Governments (INCOG), the Northeastern Oklahoma Regional Transportation Planning Agency (NEORTPO), Eastern Oklahoma Development District (EODD), the Grand Gateway Economic Development Association (GGEDA), and the Frontier MPO. NEORTPO and GGEDA are the primary planning agencies in the Northeast Region, while INCOG includes parts of Rogers and Wagoner.

GGEDA and EODD are both regional COGs in the Northeast Region that provide 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, legal services, nutrition assistance, and many others. COEDD acts as the parent organization to NEORTPO, which is the regional transportation planning organization (RTPO) for the Northeast Region.

INCOG is the designated regional planning agency for the Tulsa area and its planning area includes portions of Rogers and Wagoner County. It serves a number of functions, including transportation planning, public safety, community/economic development, and environmental planning. INCOG is the corresponding parent organization for the INCOG Transportation Management Area (TMA), which is the MPO for the Tulsa metropolitan area.

The Frontier MPO's planning area is based around the Fort Smith, Arkansas metropolitan area. Its planning area encompasses portions of Sequoyah and LeFlore County.

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
Adair, Cherokee, McIntosh, Muskogee, Okmulgee, Sequoyah, Wagoner	Eastern Oklahoma Development District (EODD)	Scott Harding	sharding@eoddok.org	918-682-7891	http://www.eoddok.org/
LeFlore, Sequoyah	Frontier MPO	Reese Brewer	rbrewer@wapdd.org	479-785-2651	https://www.frontiermpo.org/
Craig, Delaware, Mayes, Nowata, Ottawa, Rogers, Washington	Grand Gateway Economic Development Association (GGEDA)	Errin Clocker	eclocker@grandgateway.org	918-783-5793	https://www.grandgateway.org/
Creek, Osage, Rogers, Tulsa, Wagoner	Indian Nations Council of Governments (INCOG)	Rich Brierre	rbrierre@incog.org	918-584-7526	https://www.incog.org/
Adair, Cherokee, Craig, Delaware, Mayes, McIntosh, Muskogee, Nowata, Okmulgee, Ottawa, Rogers, Sequoyah, Wagoner, Washington	Northeastern Oklahoma Regional Transportation Planning Organization (NEORTPO)	Errin Clocker	eclocker@grandgateway.org	800-482-4594, ext 230	https://www.grandgateway.org/SERVICES/TRANSPORTATION-PLANNING/Grand-Gateway-North-East-RTPO

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.

Table6: Mobility Management

County(ies)	Agency Name	POC	Email	Phone	Website
Adair, Cherokee, Creek, Muskogee, Mcintosh, Okmulgee & Wagoner	Eastern Oklahoma Development District (EODD)	Joey Bilyeu	jbilyeu@eoddok.org	405-640-8484	www.eoddok.org
Craig & Ottawa	Grand Gateway Economic Development Association (GGEDA)	Shannon Baker	sbaker@grandgateway.org	918-937-3707	www.grandgateway.org

Transportation Provider Assessment

The Northeast 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 Northeast 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 Northeast Region.

Public transit agencies serving the Northeast Region include Pelivan Transit, Cimaron Public Transit System (CPTS), KI BOIS Area Transit System (KATS), and Muskogee County Transit (MCT). Tribal transit agencies serving the Northeast Region include Muscogee (Creek) Nation Transit, Cherokee Nation (operated by KATS, Pelivan Transit, MCT and CPTS), the Northeast Oklahoma Tribal Transit Consortium (operated by Pelivan Transit), and United Keetowah Band Transit. Multiple human services transportation providers also serve the Northeast Region.

Figure 11: 5311 Transit and Tribal Transit Providers

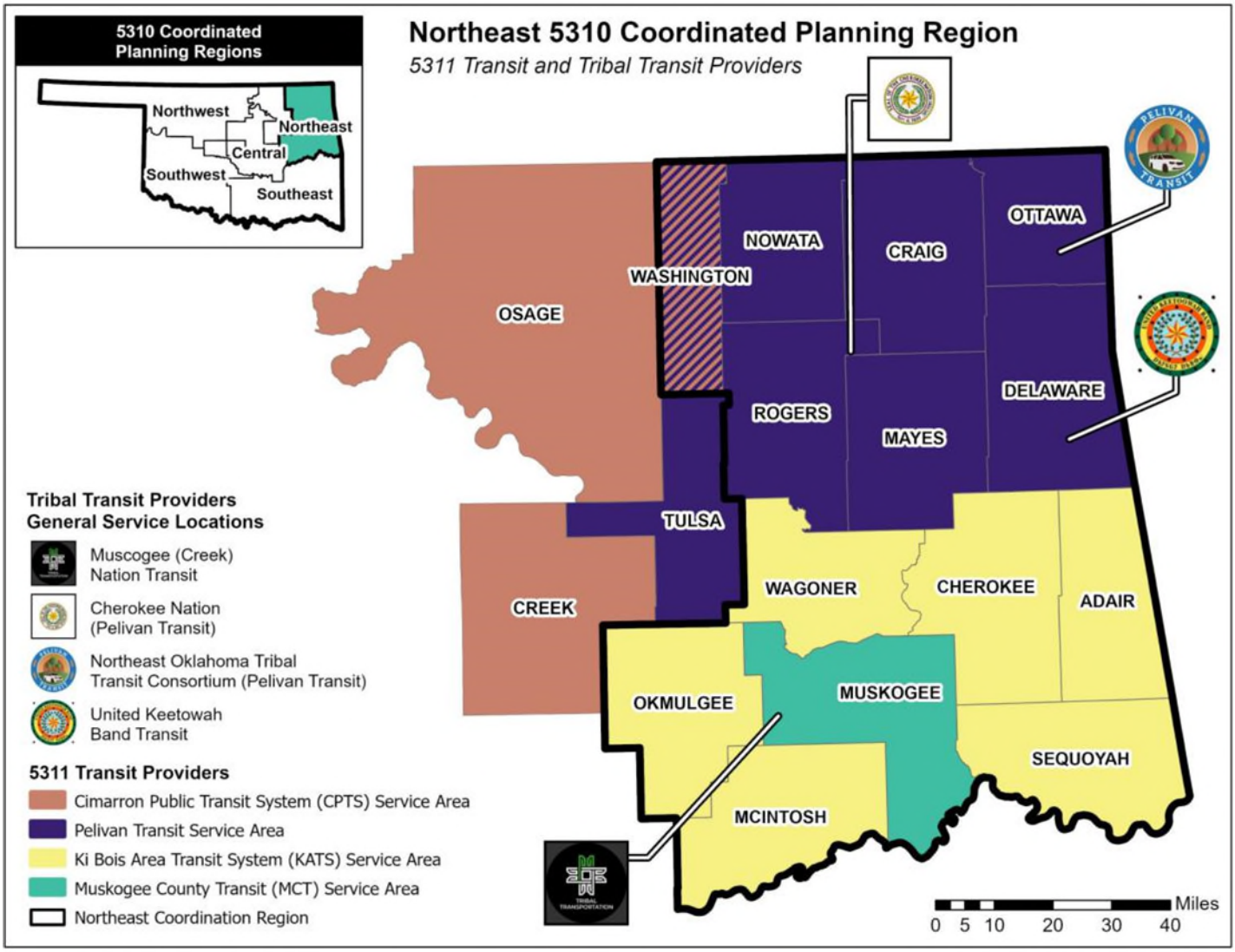


Table 6 shows an inventory of transportation providers in the Northeast Region, including public transit providers receiving 5307/5311/5310 funding, human services transportation providers receiving 5310 funding, and tribal transit providers. The user models of each provider are shown, which may include 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 23. This information was derived from a combination of ODOT data and survey responses. Plan users are encouraged to use Table 6 to identify if coordination may be necessary with a particular agency and to use Table 23 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	Eligibility Criteria (if not open to the public)	5310 Recipient?
Ability Resources	Private, nonprofit human services agency	Open-door	Counties: Tulsa, Creek, Rogers, Osage, Wagoner	N/A	No
Blessings to Share Foundations	Private, nonprofit human services agency	Closed-door	Tulsa Metro Area, including Broken Arrow, Bixby, Owasso, and Coweta	N/A	No
Cherokee County Health Services Council	Regional or State government	Open-door	Cherokee County and surrounding communities	N/A	No
Cherokee Nation (operated by KATS, Pelivan Transit, MCT, CPTS)	Tribal Transit	Open-door	Counties: Adair, Cherokee, Craig, Delaware, Mayes, McIntosh, Muskogee, Nowata, Ottawa, Rogers, Sequoyah, Tulsa, Wagoner, Washington	N/A	No
Cimarron Public Transit System (CPTS)	Private, nonprofit transportation company	Open-door	Counties: Kay, Osage, Pawnee, Washington, Creek	N/A	Yes
Options, Inc.	Nonprofit, human services agency	Open-door	McIntosh and Okmulgee	N/A	Yes
Family & Children's Services	Federal or State human services agency	Open-door	Tulsa	Women in Recovery Program Member	No
Home of Hope, Inc.	Private, nonprofit human services agency	Both closed- and open-door	Counties: Craig, Delaware, Mayes, Ottawa, Rogers	N/A	No
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
Muskogee County Transit (MCT)	Public Transit Authority	Open-door	Muskogee County	N/A	No
Northeast Oklahoma Tribal Transit Consortium (Pelivan Transit)	Tribal Transit	Open-door	Ottawa County	N/A	Yes
NVO	Regional or State government	Closed-door	Oklahoma City and surrounding areas, Norman, Tulsa	Seniors (65+)	No
Oklahoma Department of Rehabilitation Services	Federal or State human services agency	Both closed- and open-door	Counties: Osage, Washington, Nowata	Must have a disability that impacts employment	No
Oklahoma State University Health Access Network	Federal or State human services agency	Closed-door	Counties: Adair, Bryan, Cherokee, Creek, Delaware, Garfield, Mayes, Muskogee, Oklahoma, Okmulgee, Osage, Payne, Pontotoc, Sequoyah, Tulsa, Wagoner, Washington	SoonerCare Members	No
Oxford Healthcare	Private, for-profit transportation company	Open-door	Greater Eastern Oklahoma	Must meet ADV or SPCC requirements	No
Pelivan Transit	Public Transit Authority	Open-door	Counties: Craig, Delaware, Mayes, Nowata, Ottawa, Rogers, Tulsa, Washington	N/A	Yes
This Machine, Tulsa Bike Share	Private, nonprofit human services agency	Open-door	Downtown Tulsa and Broken Arrow	N/A	No
Tulsa Transit	Public Transit Authority	Both closed- and open-door	Tulsa City Limits	ADA-verified for ADA services	No
United Keetowah Band Transit	Tribal Transit	Open-door	Counties: Adair, Cherokee, Craig, Delaware, Mayes, McIntosh, Muskogee, Nowata, Ottawa, Rogers, Sequoyah, Tulsa, Wagoner, Washington	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 Northeast 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)
Blessings To Share Foundation	Tulsa Metro Area, including Broken Arrow, Bixby, Owasso, Coweta	9:30AM - 8PM, Monday – Friday Special events on Saturday and Sunday	Social Services, Transportation for Seniors/People with Disabilities	Closed-door	18-40 years old with mental disability
Cherokee County Health Services Council	Cherokee County and Surrounding Counties	N/A	Public Transportation, Public Health, Prevention Programs	Open-door	N/A
Child Welfare	District 3 of Child Welfare	24/7	Social Services	Closed-door	N/A
Commerce	N/A	N/A	Social Services, Economic Development	N/A	N/A
United Community Action Program	Counties: Pawnee, Creek, Osage, Kay, Washington	7am to 5pm	Public Transportation, Head Start, Low- income Housing, Early Head start, and Child Care Food Program	Open-door	N/A
Complete Home Services	N/A	N/A	N/A	N/A	N/A
CountryStyle IV	Counties: Adair, Muskogee, Cherokee, Wagoner	8AM – 4:30PM	Health Care	N/A	Advantage member
Craig County Health Department	Craig County	8AM - 5PM	Health Care	Open-door	N/A
CREOKS	Wagoner County	Typically, 8AM - 5PM Specialty programs are 8AM - 7PM	Health Care, Social Services, Mental Health	N/A	N/A
Department of Rehabilitation Services (DRS)	Counties: Rogers, Craig, Mayes	8AM – 5PM, Monday - Friday	Vocational Rehabilitation, Employment Services	Closed-door	Must have disability that impedes employment

Agency Name	Service Area	Service Hours	Types of Service Provided	User Model	Eligibility Criteria (if not open to the public)
Family & Children's Services	Tulsa	8AM – 8PM	Health Care, Social Services, Public Transportation, Economic Development, Women in Recovery Intensive Programming	Both closed- and open-door	Be in a Women in Recovery Program
Home of Hope, Inc.	Counties: Craig, Delaware, Mayes, Ottawa, Rogers	24/7	Social Services, Transportation for Seniors/People with Disabilities, Economic Development	Both closed- and open-door	N/A
Meals on Wheels of Metro Tulsa	Tulsa Metro Area, including Tulsa, Bixby, Broken Arrow, Glenpool, Jenks, Owasso, Sand Springs, Sapulpa	8AM – 4PM, Monday - Friday	Social Services, Nutrition Services, Home Delivered Meals	N/A	N/A
Northeast Workforce Development Board	Northeastern Oklahoma	8AM – 5PM	Employment, Training	Open-door	N/A
NVO	Oklahoma City and surrounding areas, Norman, Tulsa	8AM – 4:30PM	Social Services, Public Transportation, Transportation for Seniors/People with Disabilities, Economic Development, Blind Rehabilitation Services	Closed-door	Seniors (65+)
Oklahoma Department of Rehab Services, Services for the Blind and Visually Impaired	Northeast Oklahoma	8AM – 5PM	Social Services, Rehabilitation Services for Youth/Transition, Employment services, Older Adults who are Blind or Visually Impaired.	Closed-door	Must be legally blind
OKDRS	Tulsa	8AM – 5PM	Job Coaching, Training	N/A	N/A
Oklahoma State Department of Health	District 3	8AM – 5PM	Health Care, Social Services	N/A	N/A
Oklahoma State University Health Access Network	Counties: Adair, Bryan, Cherokee, Creek, Delaware, Garfield, Mayes, Muskogee, Oklahoma, Okmulgee, Osage, Payne, Pontotoc, Sequoyah, Tulsa, Wagoner, Washington	Typically, 8AM – 5PM, Monday – Friday Some PM hours	Health Care, Social Services, Public Transportation	Closed-door	SoonerCare Member

Agency Name Model	Service Area	Service Hours	Types of Service Provided	User	Eligibility Criteria (if not open to the public)
Oklahoma Vocational Rehabilitation Services	Tulsa and Surrounding Counties	8AM – 7PM	Social Services, Economic Development, Assisting Disabled Individuals to Retain and/or Obtain Employment.	N/A	N/A
Osage County Health Departmen	Osage County	8AM – 5PM	Health Care	N/A	N/A
OSU HAN	Muskogee County	8AM – 5PM, Monday - Friday	Health Care, Social Services, Public Transportation	Closed-door	SoonerCare Member
Oxford Healthcare	Eastern Oklahoma	Members requested hours	Health Care	Closed-door	Must meet ADV or SPCC requirements
Parent Child Center of Tulsa	Tulsa Metro Area	8AM – 5PM	Social Services	Both closed- and open-door	Clients only
RideCARE (Oklahoma Mental Health & Substance Abuse)	Statewide	24/7	Transportation	Open-door	N/A
SoonerRide (Oklahoma Health Care Authority)	Statewide	7AM – 6PM, Monday - Saturday	Transportation, Lodging, Meal Services	Closed-door	SoonerCare Members
Veterans Ride Connect	Eastern Oklahoma	N/A	Transportation for Veterans	Closed-Door	Veterans medical transportation
Safe Ride Health	Statewide	N/A	Transportation	Closed - Door	Medicaid Advantage program 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.

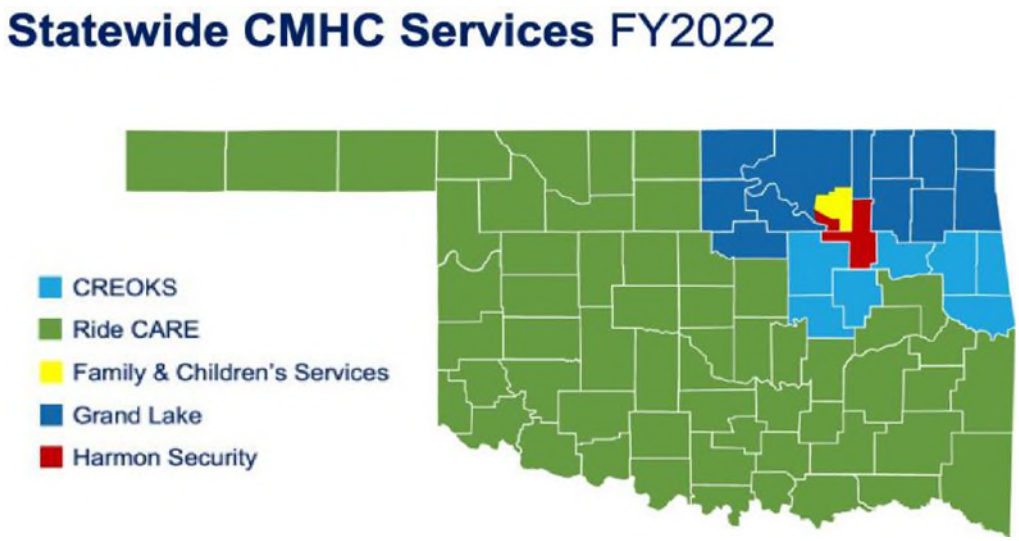
SoonerRide connects patients to medical appointments covered by SoonerCare. Trips are booked online or by phone and must be done at least three business days in advance. Alternatively, SoonerCare members who use their own vehicle to transport themselves to a SoonerCare-covered medical appointment can 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 appointment	Regularly on weekends	24/7 Transportation service
Adair	Cherokee Nation KATS	KATS	N/A	Cherokee Nation Child Welfare
Cherokee	Cherokee Nation KATS, PICK	KATS	PICK	Cherokee Nation Child Welfare
Craig	PICK	N/A	PICK	Child Welfare Home of Hope,
Creek	Creek County, PICK	N/A	PICK	Child Welfare Creek County
Delaware	PICK	N/A	PICK	Child Welfare Home of Hope,
Mayes	PICK	N/A	PICK	Child Welfare Home of Hope,
Mcintosh	Cherokee Nation KATS	KATS	N/A	Cherokee Nation Child Welfare
Muskogee	N/A	N/A	N/A	Child Welfare
Nowata	N/A	N/A	N/A	Child Welfare
Okmulgee	Cherokee Nation KATS	KATS	N/A	Cherokee Nation Child Welfare
Osage	PICK	N/A	PICK	Child Welfare
Ottawa	N/A	N/A	N/A	Child Welfare Home of Hope,
Rogers	Blessings to Share Foundation, PICK	Blessings to Share Foundation	PICK	Child Welfare Home of Hope,
Sequoyah	Cherokee Nation KATS, PICK	KAT,	PICK	Cherokee Nation Child Welfare
Tulsa	Blessings to Share Foundation Family & Children's Services Tulsa Transit, PICK	Blessings to Share Foundation Tulsa Transit	PICK	Child Welfare
Wagoner	Blessings to Share Foundation CREOKS KATS,PICK	Blessings to Share Foundation KATS,	PICK	Child Welfare
Washington	Cherokee Nation, PICK	~~N/A~~	PICK	Cherokee Nation Child Welfare

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 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.

Northeast 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. A phone app through VIA is coming in November 2023 for on-demand services operated by KATS and Pelivan. Additionally, information on agency services is generally found on the agency website rather than on mobile applications. The following agencies are exceptions, in that while their 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: Cimarron Public Transit, KATS, Pelivan, Cherokee ("(operated by, KATS, Pelivan Transit, MCT, and CPTS), and Northeast Oklahoma Tribal Transit Consortium (operated by Pelivan Transit).

Table 9: Provider Technological Capabilities

Agency Name	Scheduling ability on agency website	Scheduling ability on mobile app for riders	General info on Mobile app	Name of dispatching software	AVL system/ GPS
Cherokee Nation	No	No	No	N/A	N/A
Cimarron Public Transit System	No	Yes (PICK)	Yes (PICK)	Transit Assistant, VIA	yes
KI BOIS Area Transit System	No	Yes (PICK)	Yes (PICK)	Transit Assistant, VIA	N/A
Muscogee (Creek) Nation	No	No	No	N/A	N/A
Northeast Oklahoma Tribal Transit Consortium	No	Yes (PICK)	Yes (PICK)	Transit Assistant, VIA	N/A
Pelivan Transit Service	No	Yes (PICK)	Yes (PICK)	Transit Assistant, VIA	N/A
United Keetowah Band 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. [1]

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 are providing the proposed service in a readily available fashion. Projects proposed in the Northeast Region must be found in the Northeast Region Coordinated 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.[2]

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[3]

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 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

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

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 subrecipient, 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 Northeast 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 Northeast 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 four transportation providers that attended Working Group Meeting #1, all four reported that they currently coordinate their services with another agency. Examples provided by these agencies include:

- Pelivan Transit, KATS, CPTS, MCT, and Muscogee (Creek) Nation Transit all participate in the Veterans Ride Connect Consortium, , alongside JAMM Transit in the Southeast Region. The entirety of the Northeast Region is covered by this service. This is a one-call/one-click service that acts as a single point of contact for veterans to learn about available transportation resources and book trips. Veterans call one number and speak with a customer service representative who then assists veterans in identifying the best service to use and also books the trip for them. 5310 funding is provided through INCOG, for eligible areas
- The Eastern Oklahoma Development District (EODD), through their Area Agency on Aging (AAA), has a contract with KATS to provide rides within the EODD planning area, which includes Adair, Cherokee, McIntosh, Muskogee, Okmulgee, Sequoyah, and Wagoner counties.

Members of this region's working group are coordinating with Pelivan to implement the PICK (Pelivan, Cimaron, KI BOIS) program.[4] PICK operates in 21 counties in rural eastern Oklahoma, providing curb-to-curb service between 5PM – 9PM Monday to Thursday, 5PM – 10PM on Friday, and between 10AM – 2PM on weekends. It currently operates using Via technology. Users may schedule rides via their computer, smart device, or by calling a telephone number. Originally started among Northeast Region agencies, agencies statewide are coordinating to expand its use.

KATS maintains a close relationship with different human services agencies in the Northeast Region through regular community action meetings. Through these relationships, KATS has instituted meals on wheels, women's shelters, and homeless shelter service, among other human services transportation services.

KATS is one of Muscogee (Creek) Nation Tribal Transportation's contractors, where the Muscogee (Creek) Nation will refer riders to KATS when they cannot service them. These agencies also partner with each other to transfer passengers when their trips cross service area boundaries.

Pelivan, KATS, and Cimarron contract with the Cherokee Nation to provide public transportation to members of any tribe that live within the Cherokee Nation.

Cimarron contracts with INCOG's Area Agency on Aging to provide free transportation to seniors in Skiatook as well as all of Creek County.

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

[4] http://okpicktransportation.com/

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 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.

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 Northeast 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 Oklahoma Department of Rehabilitation Services (OKDRS) and the Northeast Workforce Development Board are the two primary agencies that reported providing employment-related services, both providing employment training.

OKDRS provides a number of services to members of the public, especially 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.

The Northeast Workforce Development Board provides similar services for potential employees, including career consultation, job readiness workshops, and youth services. The Development Board also provides a number of services for employers, such as recruitment programs, pre-employment screenings, and targeted employee training.

Table 10: Agencies Providing Employment-related Services

Agency Name	Service Area	Service Hours	User Model	Phone #	Contact Email
Department of Rehabilitation Services	Northeastern Oklahoma	8AM – 5PM, Monday - Friday	Closed-door	918-283-8151 918-551-4911 918-313-1572 539-664-7351	levans@okdrs.gov jlansaw@okdrs.gov MNewton@okdrs.gov jbailey@okdrs.gov jpatton@okdrs.gov

[5] https://www.okatp.org/
[6] https://www.okbike.org/content.aspx?page_id=0&club_id=86708
[7] https://www.okbike.org/content.aspx?page_id=22&club_id=86708&module_id=154201

Agency Name	Service Area	Service Hours	User Model	Phone #	Contact Email
Enterprise Commute	Statewide	N/A	Closed-door	N/A	Allen.Robbins@ehi.com
Northeast Workforce Development Board	Northeastern Oklahoma	8AM – 5PM	Open-door	405-269-2821 918-907-0902	jeremy.frutchey@northeastworkforceboard.com michelle.bish@northeastworkforceboard.com

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. No transit agency in the Northeast Region has indicated that they currently have partnerships with employers.

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: May 1, 2023
- Working Group Meeting #2: July 11, 2023
- Working Group Meeting #3: August 28, 2023
- Public Meeting: June 20, 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, 124 individuals and 70 agencies from the Northeast 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.

Priorities assigned to Transit User gaps/unmet needs varied. Door-to-door transportation was rated as a high priority by providers and transit agencies, while cost and familiarity with the system was rated as medium priority. Travel assistance was rated as a low priority.

Despite being rated as a high priority, relatively few comments by providers, agencies, or members of the public alluded to door-to-door transportation. Providers generally offer door-to-door transportation on a case-by-case basis, in compliance with federal rules, do so without fundamentally altering the nature of their service. Providers, in some cases where particularly elderly or fragile users require additional assistance, did not mention being unable to provide them assistance when required.

Most Transit User-related comments revolved around cost, and, to a lesser extent, the useability of online information published by providers. In terms of cost, many comments noted that they themselves struggle to afford transit fares or that they know people who do. Low-income individuals and people with disabilities noted particularly

having challenges with affording public transit. Osage County was noted for having particularly expensive rides due to how rural it is. Vouchers were proposed to help offset the cost of public transit for certain groups that typically struggle to afford it.

Some comments also noted challenges with interpreting information materials, in turn decreasing familiarity with the system. One human services provider noted that their clients, many of whom have limited English proficiency, often struggle to understand transit schedules. Additionally, one commenter noted that the website of the transit agency in his area frequently does not work with his screen reader.

Uber- or Lyft-like services were one option raised to address the cost and familiarity issues raised by members of the public. Using already well-developed and intuitive interfaces, riders can easily schedule rides on an on-demand basis and at an affordable price. There are even specialized providers with ADA-accessible and FTA-compliant to use in conjunction with services more geared towards the general public.

Increased funding is necessary to improve upon the Transit User challenges identified and implement the solutions discussed above. To the extent that door-to-door transportation is an issue, trips will need additional time built into them to accommodate door-to-door assistance, which will increase costs. Simultaneously, funding will be needed to ensure that these additional costs are not passed onto the rider. Finally, improvements to websites and other outreach materials will cost money and staff time, both of which additional funding would support.

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 and medical-related establishments was given high priority while first-last mile connections, service not going to desired destinations, and service at origins and destinations were medium priorities. Length of trips was rated as a low priority.

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 suburban/exurban areas directly surrounding the Tulsa Metropolitan Area. Connections between the following pairs of cities were requested in particular: Tulsa – Claremore, Claremore – Miami, Claremore – Bartlesville, and Owasso – Tulsa. Among public respondents, a need to more reliably service the edges of service areas to facilitate transfers between services was common. Specific employment-related locations mentioned included: the Northeast Technology Centers campuses, the Heavy Metal Training Institute, and the Tulsa Welding School.

Access to jobs and medical locations were a key concern among survey respondents. Oklahoma Department of Rehabilitative Services respondents reported cases of their clients being unable to secure employment due to transportation difficulties, including with public transit.

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.

Lack of funding was highlighted as driving decreased staffing, making it more difficult for existing staff to have the requisite time to coordinate with different agencies. Decreased staffing, in terms of drivers, also complicates providing longer trips, which in turn complicates transferring passengers to different agencies when their trips cross service area boundaries.

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. The PICK program is a template to build on, whether by expanding the PICK program directly or creating similar services elsewhere.

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. Weekday business hours were a clear priority among providers, having received a high priority rating. Weekend service, in general, was a medium priority, while all other Service Schedule gaps/unmet needs received low ratings.

Multiple agencies do not provide service on Sunday in particular or offer limited service compared to weekdays and Saturday, while some providers offer only weekday service. 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. Many providers in the Northeast Region are experiencing acute driver shortages, of which limited funding is a primary cause, making providers unable to provide competitive salaries.

Rural transit agencies and paratransit providers play a key role in connecting residents to medical care, especially dialysis appointments. In the Northeast 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 shortened 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	Priority Medium	Priority 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.

The priorities assigned to Outreach and Awareness gaps/unmet needs varied, with better information on services receiving a high rating and the schedule being difficult to understand receiving a medium rating. By contrast, negative perception of transit service received a low priority rating.

Multiple agencies noted that they struggled to either stay informed about the services of other agencies or to ensure other agencies knew the particulars of their service offerings. As a result, agencies were not aware to the degree that rides could be coordinated between services, particularly for late or early trips. One provider offers transportation to dialysis services as early as 3AM and as late as 10PM. However, other agencies appeared not to be aware that this was the case.

Communication has also been challenging between some public transit agencies and human services agencies. One provider contracts with its local development district to provide human services transportation within the development district planning area. The development district was previously working with the provider to establish a similar agreement for Muskogee County, but communication fell through after staff turnover, and a final contract was never signed.

Agencies also reported communications challenges between SoonerRide and themselves/their clients. In cases where SoonerRide must cancel the trip, communication with the transit agency is not always timely. In addition, the passenger may not be properly notified that their trip has been cancelled, which makes it difficult for passengers and transit agencies to schedule backup service.

Limited funding also makes it more difficult for human services agencies to justify investing in rides with public transit agencies. One human service agency cited long trip lengths, limited-service hours, limited capacity, and low reliability as reasons why they were hesitant to purchase tickets with transit agencies despite a strong desire to do so.

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/unmet needs by providers and planning agencies varied, with reliability of service, wheelchair accessibility, frequency of service, and services for seniors and people with disabilities receiving high ratings. Lack of amenities and transit vehicles received medium ratings, while accessibility to stops, personal safety, and sidewalks/crosswalks received low ratings.

Among transit providers, reliability was mainly a function of service area and frequency. Providers mainly cited funding issues as the core reason why reliability and frequency suffer, as limited funding results in vehicles sometimes not being available when they need to be. Providers will need additional funding to improve their service. This will need to be in the form of long-term, consistent funding for day-to-day operations as well as irregular, large funding injections for capital and other large expenses. Improving these aspects of transit will make transit more competitive, thereby driving increased ridership and justifying increased investment.

While wheelchair accessibility received a high priority, little provider, planning agency, and public feedback concerned wheelchair accessibility. Wheelchair accessibility is certainly a primary concern for transit agencies, especially rural providers who provide NEMT and are required to maintain ADA-accessible fleets. Multiple providers specifically noted that they do not have issues maintaining ADA-accessible fleets. That said, while the degree to which ADA-accessibility is a concern is unclear as of the adoption of this plan, funding should not be withheld from agencies in the future if they can demonstrate that ADA-accessibility has become an issue with which they need assistance.

Table 16: Service Quality Gaps and Unmet Needs

Category	Transportation Service Gap or Unmet Need	Priority High	Priority Medium	Priority 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.

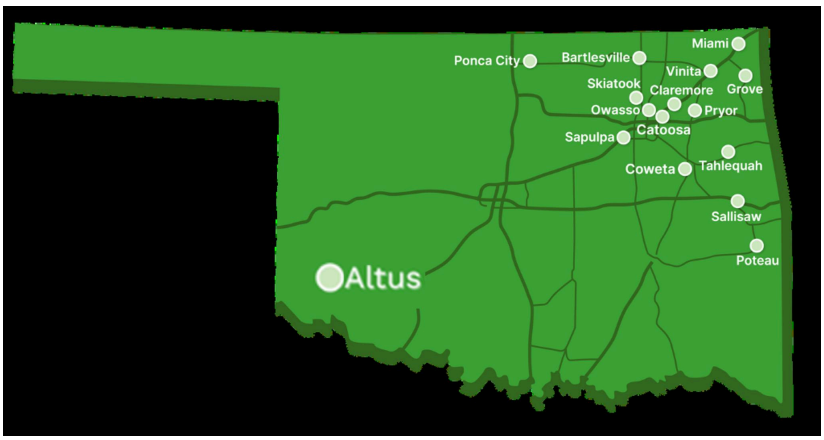
New, innovative dispatching software was identified as a desire in multiple regions, particularly with new software platforms offering improved scheduling, route assignments, and data tracking. Newer software platforms also present opportunities for agencies to coordinate across agency boundaries. When 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 afterhours and weekend service, providers in the Northeast Region began the PICK (Pelivan, Cimarron, KI BOIS) program.[8] PICK operates in 21 counties in rural eastern Oklahoma, providing curb-to-curb service between 5PM – 9PM Monday through Thursday, between 5PM - 10PM on Friday and between 10AM - 2PM on Saturdays. It currently operates VIA Technology. It currently operates 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 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.

Goals

During Working Group Meeting #3, working group members held a focused discussion on the goals that they would like to accomplish in the Northeast 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 Northeast Region during the review period of the draft Northeast Region Coordination Plan.

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

- Goal 1: Improve awareness of and education on transit services in the Northeast Region for both the public and other agencies.
- Goal 2: Expand services offered outside typical business hours (8AM – 5PM, Monday – Friday).
- Goal 3: Improve service coordination between agencies.

Goal 1: Improve awareness of and education on transit services in the Northeast Region for both the public and other agencies.

Ensuring that the public and other agencies know of the transit services offered in the Northeast Region are distinct, but both are critical to the ongoing health of transit agency ridership. Spreading awareness of agency services to the public helps drive ridership by keeping current and prospective customers informed and comfortable with the service. Keeping other agencies informed of each other's services enables better coordination amongst agencies, enhancing the effectiveness of everyone's services and therefore the attractiveness of the services.

Table 17 summarizes the strategies identified by the Northeast Working Group in pursuit of Goal

1. ***Table 17: Goal 1 Strategy Summary***

Goal 1 Strategies
Strategy 1.1: Implement face-to-face public awareness activities that agencies do not currently utilize.
Strategy 1.2: Improve social media presence of agencies.
Strategy 1.3: Investigate developing TV commercials and radio advertisements.
Strategy 1.4: Regularly hold Working Group meetings and include human services providers in the 5310 planning process.

A balanced approach of face-to-face interaction and media campaigns will help in reaching different populations in different ways. In terms of face-to-face interaction, visiting senior centers and hosting training and open houses with residents is one way to directly interact with current and prospective customers. This is also an opportunity to drop off flyers and other promotional materials. Similarly, partnerships can be formed with area agencies on aging, who also have deep networks of seniors, people with disabilities, and human services providers that can be drawn upon, as well as other outreach events that transit agencies can be present at.

Both digital and traditional media campaigns are another strategy to spread awareness. Improving agencies' social media presences, particularly on Facebook, is one way to ensure the communication of key information and promote links to other resources, such as the agency website.

Additionally, TV and radio campaigns can be a valuable way to reach seniors in particular. While agencies likely do not have the capacity to produce TV and radio commercials themselves, they may consider partnerships with local universities with audiovisual programs. Students at universities can be drawn upon to produce commercials as part of their coursework.

Awareness of other agencies is also critical, including other transit providers and human services agencies. As such, a commitment to regularly holding working group meetings and including human services providers to the

maximum extent possible should be made. This will enhance both the identification of key challenges in the Northeast Region and facilitate closer coordination among agencies due to having a regular communication venue.

Many of these activities will require initiative on the part of transit agencies to identify community partners to spread awareness of transit and improve their online presence. Similarly, the onus will be on working group members and other human services providers in the Northeast Region to ensure that working group meetings are as valuable as possible.

Goal 2: Expand services offered outside typical business hours (8AM – 5PM, Monday – Friday).

Customers' day-to-day needs are not confined to typical business hours. As such, transit agencies must offer service outside typical business hours to the best of their ability. Doing so will ensure that customers' mobility needs are met, and that public transit is viewed as a competitive mode of transportation.

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

Table 18: Goal 2 Strategy Summary

Goal 2 Strategies
Strategy 2.1: Expand the PICK Program to Muskogee County.
Strategy 2.2: Expand early morning service.
Strategy 2.3: Expand weekend service. **Strategy 2.4:** Improve coordination among agencies to compensate for vehicle shortages.

Early morning services and weekend services were identified in particular. While agencies would like to provide expanded service, they frequently report that increased funding is necessary for them to do so. Additional funding would allow agencies to hire more drivers and improve driver compensation, which ultimately allows agencies to increase their overall level of service. Agencies must work to identify additional funding sources that can be used to expand service hours, including by working with ODOT and municipalities in the region to identify new sources of local match or other supplemental funding sources.

The PICK Program has allowed multiple agencies in the Northeast Region to offer later weekday service than they would otherwise be able to provide, as well as weekend service. Muskogee County currently does not participate in the program and was identified as a priority for expansion.

Improved coordination among agencies would also partially compensate for cases when limited vehicles may prevent a trip from being completed. In cases where an agency receives a trip request that cannot be completed due to limited vehicles, improved referrals to other agencies can improve the odds that these trips are completed.

Goal 3: Improve service coordination between agencies.

Enhanced service coordination will allow agencies to address service-related challenges they face better than if they act alone, as well as open new service opportunities not previously available without coordinated service. For example, agencies with active coordination agreements can offload certain trips to other agencies when they cannot otherwise provide them. Additionally, agencies can transfer passengers at service area boundaries to enable longer-distance trips for customers.

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

Table 19: Goal 3 Strategy Summary

Goal 3 Strategies
Strategy 3.1: Establish at least one location in every county that can serve as a transit hub.
Strategy 3.2: Increase staff capacity in order to better coordinate trips.
Strategy 3.3: Identify funding opportunities to provide transportation service in particularly rural areas.
Strategy 3.4: Identify opportunities to implement technology into day-to-day service provision, such as in dispatching, scheduling, and vehicle inventory management.
Strategy 3.5: Leverage group procurement when procuring new technology to achieve system interoperability and cost-savings.

Agencies should work towards identifying at least one location in every county that can serve as a transit hub, building off recent coordination efforts by Cimarron, KATS, and Pelivan to provide long-distance trips. These hubs would serve as regular transfer locations, where agencies can transfer riders between services, thereby increasing the range that riders can take public transit. Transit hubs do not require any improvements or other capital expenditures. They can be as simple as a parking lot, a safe street corner, or at different public institutions (e.g., a public library).

Doing so will require agencies to regularly enter the service areas of other agencies, potentially deeply. As such, agencies must also ensure that the requisite coordinating agreements are in place to ensure service is not duplicated and that costs can be allocated in a fair manner.

Achieving this goal will primarily depend on the openness of transit agencies to coordinate with each other in this way. Agencies must cooperate in identifying hubs that meet the needs of agencies that will be using them. Similarly, agencies must be open to establishing coordinating agreements that meet the needs of all agencies involved, such that hubs can be reached in the first place.

Agencies must also work with local stakeholders and maintain relationships with them to ensure that transit hubs can be implemented and maintained long-term. For example, if transit agencies wish to use the parking lot of a public library as a hub, an agreement must be gained from the public library for use of their facilities, as well as to ensure that the needs of the library are met.

Multiple agencies report struggles with staff capacity. As such, additional staff may be necessary to support the coordination of trips. Simultaneously, agencies also report significant funding constraints, which limit their ability to hire office staff. Novel funding sources will need to be identified to alleviate the funding constraints that agencies face.

Funding constraints are especially limiting the ability of agencies to provide service in particularly rural portions of the Northeast Region, such as Osage County. CPTS has worked with multiple agencies and other stakeholders to identify needs and find funding sources for transportation in Osage County. However, additional funding and resources available are limited, thus agencies are limited in their ability to serve Osage County.

Mobility managers may also augment the limited staff capacity of agencies in the Northeast Region. With new technology in place, mobility navigators may assist in monitoring the locations and disposition of agencies' fleets. Using this information, they can help make scheduling and dispatch decisions. As mobility managers are not tied to a single agency, they can float between different agencies as needed.

To support overall service coordination, the Northeast Region 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 navigators.

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.

The Northeast Region Coordinated Task Force

ODOT and Northeast 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 Northeast Region Working Group, interchangeably referred to as the Northeast 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 Northeast Region Working Group held a public meeting to solicit additional feedback from organizational stakeholders and members of the public.

Working Group/Task Force

The coordinated planning region held three working group meetings for the development of the 2023 Northeast Region Coordinated 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 final Northeast Region Coordinated Plan to ODOT.

Ki BOIS Area Transit System was selected as the lead agency for the Northeast Region. The Northeast Region Working Group was composed of the following agencies and individuals:

Table 20: Working Group Members

Name	Agency	Name	Agency
Charla Sloan	**KI BOIS Area Transit System (KATS, Lead Agency)**	Redonna Perry	KI BOIS Area Transit System (KATS)
Rob Endicott	Cherokee Nation Transit	Amy Hill	Muscogee Creek Nation Tribal Transportation
Michael Lynn	Cherokee Nation Transit	Staci Martin	Muskogee County Transit (MCT)
Karlea Abel	Community Health Center of Southeast Kansas	Errin Clocker	Grand Gateway Economic Development Association (GGEDA)
Donna Young	Community Health Center of Southeast Kansas	Kendra McGeady	Pelivan Transit
Ernie Moore	Eastern Oklahoma Development District (EODD)	Tischa Lemasters	Pelivan Transit
Juanita Webb	Home of Hope	Scott Marr	Tulsa Transit
Patricia Dinoa	Indian Nations Council of Governments (INCOG)	Laura Corff	Cimarron Public Transit System (CPTS)

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 May 1, 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 28, 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 Northeast Region Working Group conducted a public meeting on June 20, 2023, which had 32 public 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.

- **Osage County**: Osage County was specifically highlighted as being difficult to provide transit in due to its size. Trips are generally expensive compared to other parts of the Northeast Region. Additionally, service is not always available in the County due to its size, with only a subset of the comparatively larger areas being served.
- **Service Reliability and Effectiveness**: Various concerns with the reliably and effectiveness of rural transit service were noted, including trips taking too long and service being unreliable overall.
- **Interagency Knowledge**: A key challenge identified by providers was being familiar with the services of nearby providers as a requisite for coordination.
- **Service Schedule**: After hours transit was a particular need in the Northeast Region, although the PICK program is currently being offered to partially fill this gap.
- **Funding**: Lack of funding was identified as a major barrier to bridging the various gaps identified throughout the public meeting. Grants from local and county governments were floated as a potential solution.

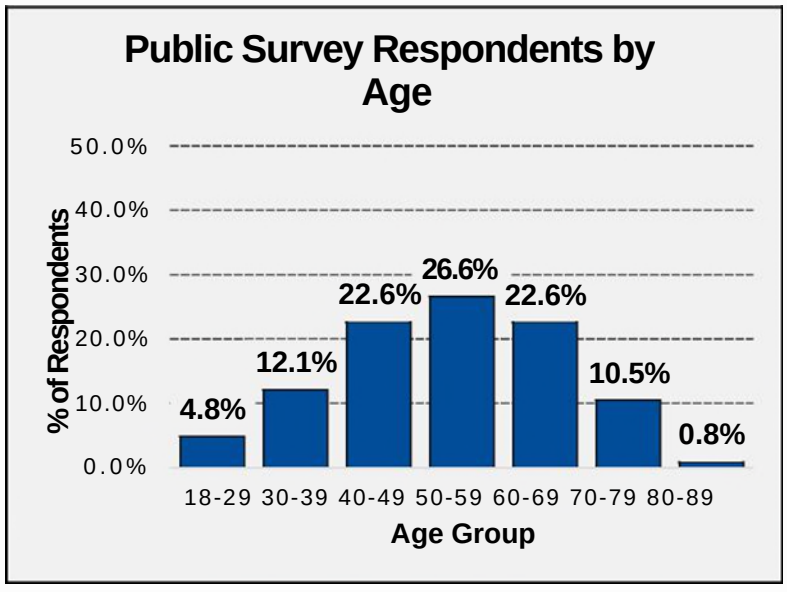
A copy of the public notice for the public meeting is included in the Appendix.

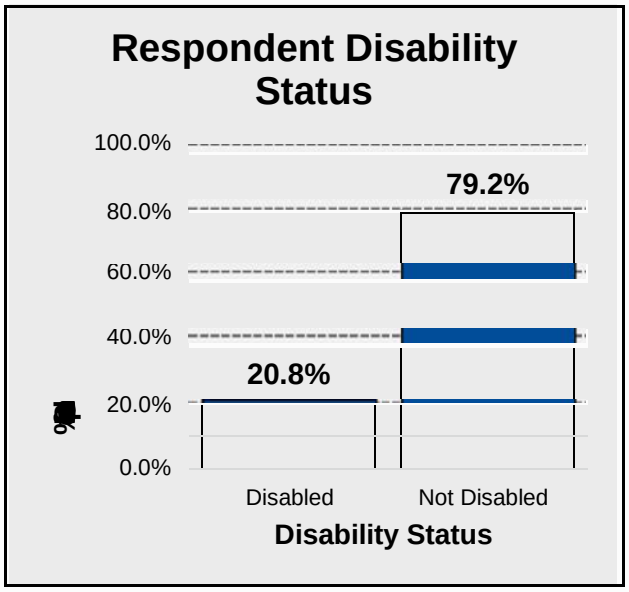
Public Survey

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, 124 respondents were from the Northeast Region. Respondents were disproportionately older and disabled. Forty-two (42) of 124 Northeast Region respondents (33.9%) were at least 60 years old while 25 of 124 respondents had a disability (20.8%).





Respondents were asked about their day-to-day travel behavior to establish a basis for how they get around. Personal vehicles were by far the most common method of transportation used, with 61.5% of responses (or 112 respondents) indicating they commonly use personal vehicles. Biking/walking was the second most common response, with 18.1% of responses (or 33 respondents).

How Survey Respondents Typically Get Around	
Personal Vehicle	61.5%
Biking/Walking	18.1%
Rideshare	8.2%
Family/Friends	7.1%
Public Transit	4.4%
Private Services	0.5%
Taxi/Cab	0.0%

Public transit use and awareness was a key part of the survey to evaluate how agencies may best reach members of the public. Four-point one percent (4.1%) of respondents indicated they use paratransit while 30.1% of respondents stated they were unsure if they did or did not know what paratransit was. Sixty-five-point nine (65.9%) of respondents do not use paratransit. When asked if public transit was available in their area, 37.9% of respondents said no and 4.8% of respondents 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 Northeast Region.

Respondents were also asked to indicate how they would find information about transit services or private transportation services. General internet searches, smartphone apps/text for information services, and transportation provider websites were the most common sources (41%, 20%, and 12.3% of responses, respectively). Friends and family were also a common response, with 11.8% of responses. 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. Written responses also reflect the need to look beyond smart phone-based outreach.

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	4.1%	Yes	57.3%	Internet Search	41.0%
No	65.9%	No	37.9%	Smartphone Apps/Text for Info	20.0%
Not sure/Unsure what paratransit is	30.1%	Not sure	4.8%	Provider Websites	12.3%
				Friends/Family	11.8%
				Community Organizations	8.2%
				Phone Call to Provider	5.1%
				ODOT	1.5%

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.

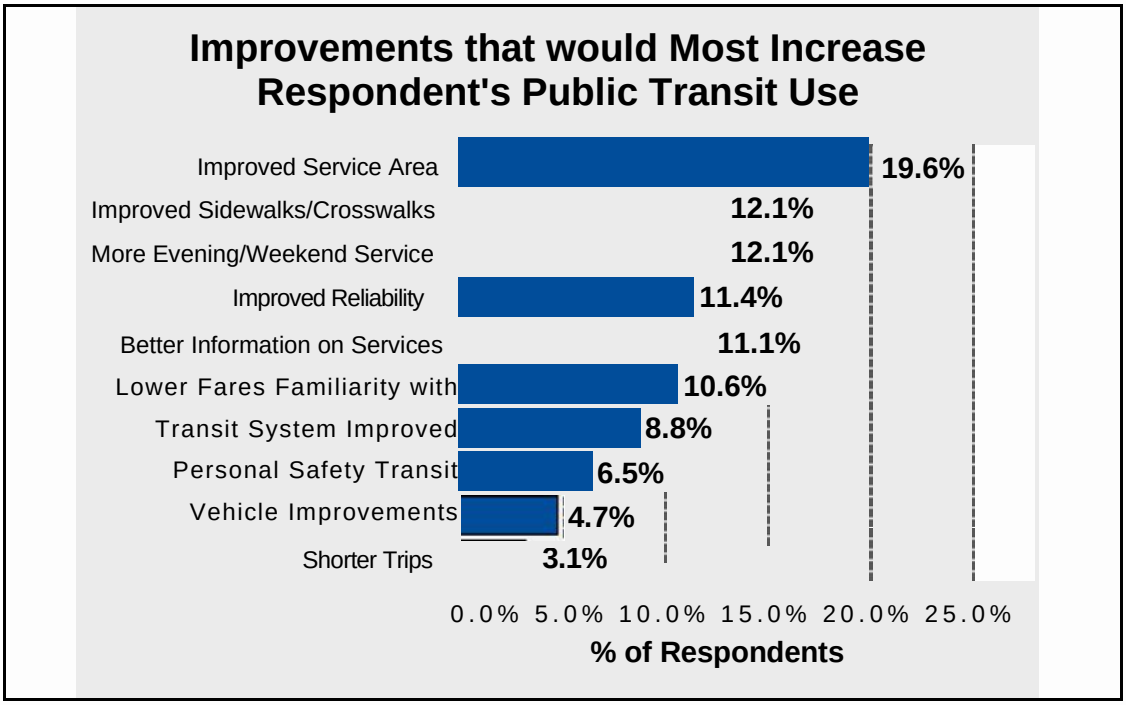
Survey respondents generally identified fundamental aspects of transit service delivery as unmet needs, including service area, service frequency, and service hours. Service area was the standout unmet need, with 16.5% of responses. Service frequency and service hours were also major unmet needs. Service frequency was the second most common with 14% of responses, while weekend service was the third most common with 13.6% of responses.

Respondents were also given the opportunity to identify specific transportation needs. Weekend service, door-to-door transportation, weekday business hour service, and first/last mile accessibility were the most common needs. All of these aspects are critical 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	16.5%	Weekend Service	17.0%
Service Frequency	14.0%	Door-to-door Transportation	16.5%
Weekend Service	13.6%	Weekday Business Hour Service	15.5%
Senior/Disability Services	11.0%	Last Mile Connections	14.4%
Last Mile Connections	10.6%	Weekday Early Morning Service	12.4%
Access to Medical Locations	9.3%	Weekday Late Night Service	10.8%
Weekday Early Morning Service	8.9%	Travel Assistance	7.2%
Weekday Late Night Service	8.1%	Wheelchair Accessibility	6.2%
Access to Jobs	8.1%		

Respondents were prompted for cases when lack of transportation has prevented them from taking part in certain activities. Getting to work, medical trips, recreation, and shopping/personal errands were the most common activities people have been prevented from participating in. These responses highlight how seniors and people with disabilities need transportation for reasons beyond medical appointments, as employment, recreation, and shopping are all critical to maintaining a high quality of life.

When asked about improvements that would increase their transit use, improved service area was by far the most common response, with 19.6% of responses. Evening/weekend service and improved sidewalks/crosswalks were tied for the second most common improvement, both with 12.1% of responses. Service reliability was the fourth most common, with 11.4% of responses, while better information was the fourth most common with 11.1% of responses. Again, these responses highlight the importance of maintaining high quality and convenient service (service area and service reliability). They also highlight how service must be known to potential and existing customers and must be readily accessible to be used. Sidewalk and crosswalk accessibility was commonly mentioned in written responses, with respondents describing challenges navigating their communities on foot and bicycle.



Certain written responses proposed solutions in response to the challenges that survey participants reported facing, including a Tulsa Lift-style service based around Uber/Lyft technology and with competitive pricing. Respondents also wrote about the need for providers to coordinate their services schedules and areas to enable passengers to cross service area boundaries.

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, 70 were from the Northeast Region. Sixty-nine (69) agencies responded with the type of agency they are with heavy representation from regional/state governments (19.6% of responses) and federal/state human services agencies (39.1% of responses). Five public transit authorities responded to the survey, two of which were tribal agencies (Muscogee Nation and Cherokee Nation). Agencies were also asked to identify the populations they primarily serve. The two most commonly identified populations were individuals with disabilities (19% of responses) and low-income individuals (15.6% of responses). Seniors and the general public were both the third most commonly served populations at 14.3% of responses each.

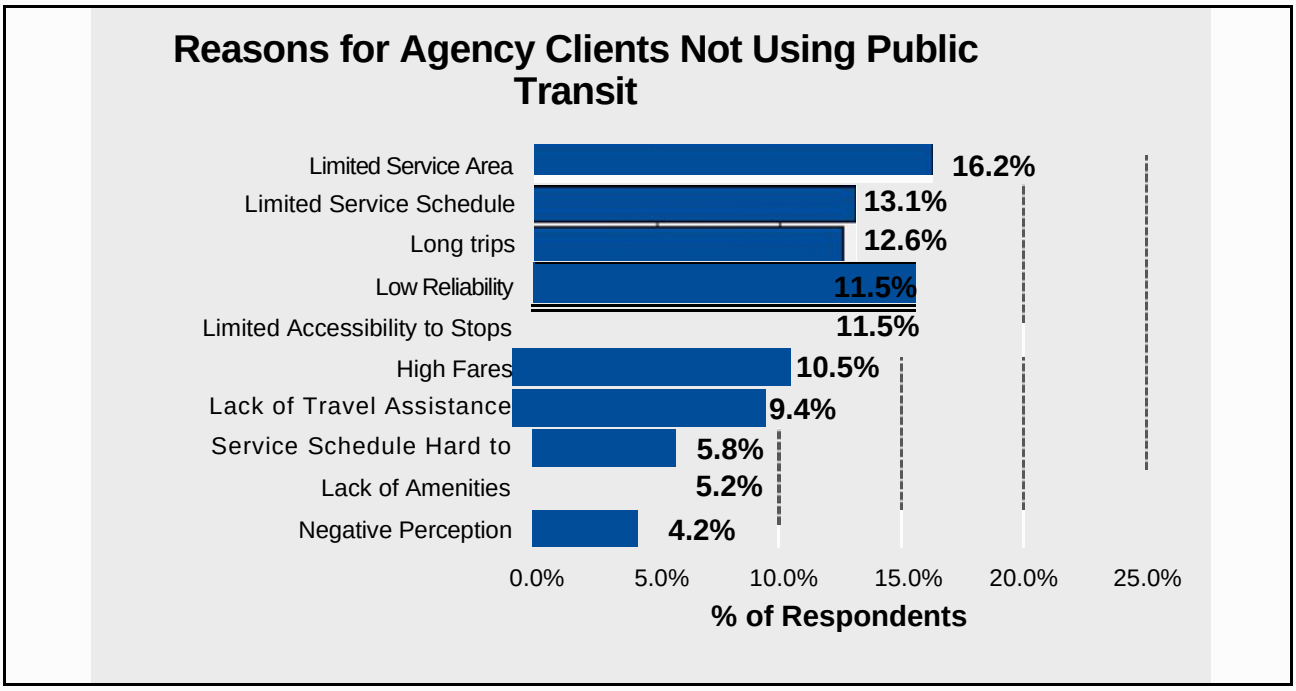
Survey respondents were diverse in terms of the services they provide, with social services (34.1% of responses), health care providers (28% of responses), and public transit (17.1% of responses) providers being the most common.

Respondents were similarly diverse in the type of transportation services they either provide or purchase, providing/purchasing a wide range of transportation services. Demand-response was the most common at 25% of responses, while recurring trips were the second most common at 19.6% of responses. Additionally, 31.3% of responses indicated the agency did not provide/purchase transportation services, reflecting strong representation by both agencies involved in transportation and those not involved in transportation.

Agency Characteristics							
Agency Type		**Populations Served**		**Services Provided**		**Transportation Services Provided/Purchased**	
Federal/State Human Services	39.1%	Individuals with Disabilities	19.0%	Social Services	34.1%	None or N/A	31.3%
Regional/State Government	19.6%	Low-income Individuals	15.6%	Health Care	28.0%	Demand-response	25.0%
Private, Nonprofit Human Services	13.0%	General Public	14.3%	Public Transportation	17.1%	Recurring Trips	19.6%
Private, Nonprofit Transportation	10.9%	Seniors (65+ years)	14.3%	Senior/Disability Transportation	11.0%	Fixed-route	13.4%
Municipal Government	4.3%	Veterans	10.8%	Economic Development	9.8%	Special Events	10.7%
Public Transit Authority	4.3%	American Indians	10.4%				
Tribal Transit	4.3%	Youth (17 years or younger)	9.1%				
County Government	2.2%	Agency Clients Only	6.5%				
Private, For-profit Transportation	2.2%						

Agencies' vehicles were generally ADA-accessible, with 15 of 28 respondents reporting having vehicles being fully ADA-accessible. Seven agencies reported that some vehicles were ADA-accessible.

Agencies were asked a number of questions to identify the challenges faced by and unmet needs of their clients. When asked why the agency clients do not use public transit, service area was the most commonly cited reason, with service schedule being the second most commonly cited. A moderate number of respondents also noted that trips take too long, that trips were unreliable, or it is difficult to access transit stops. These respondents highlight the importance of ensuring basic service provision meets the needs of current and potential customers.

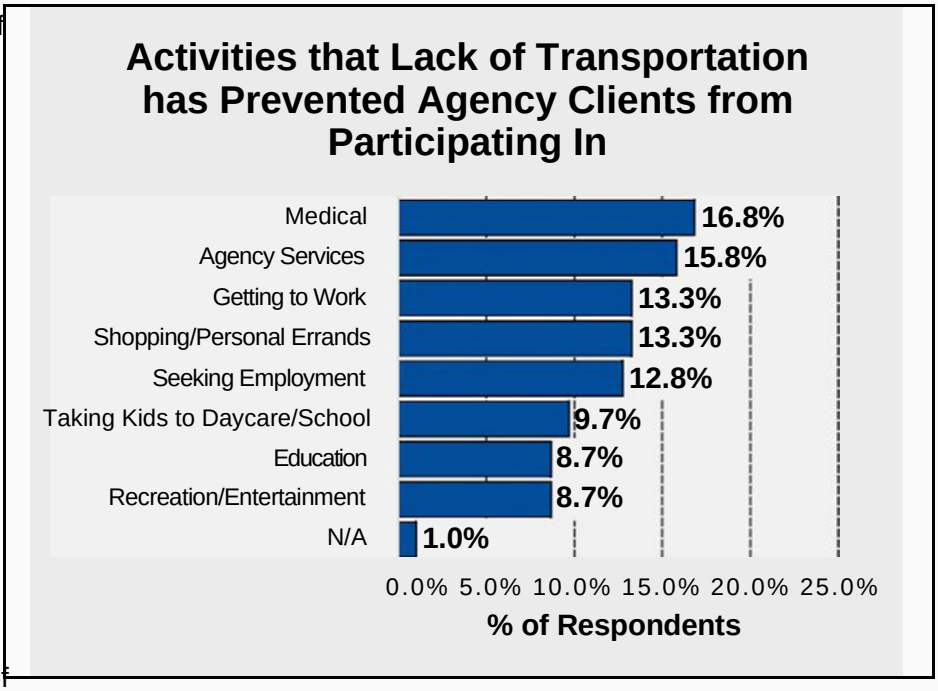


When asked about unmet needs of clients, service area was again the most commonly reported by agencies, and more services for seniors/people with disabilities was the second most common. Service schedule is also again a common theme, with more frequent service and weekend service being the third and fourth most common unmet need, respectively.

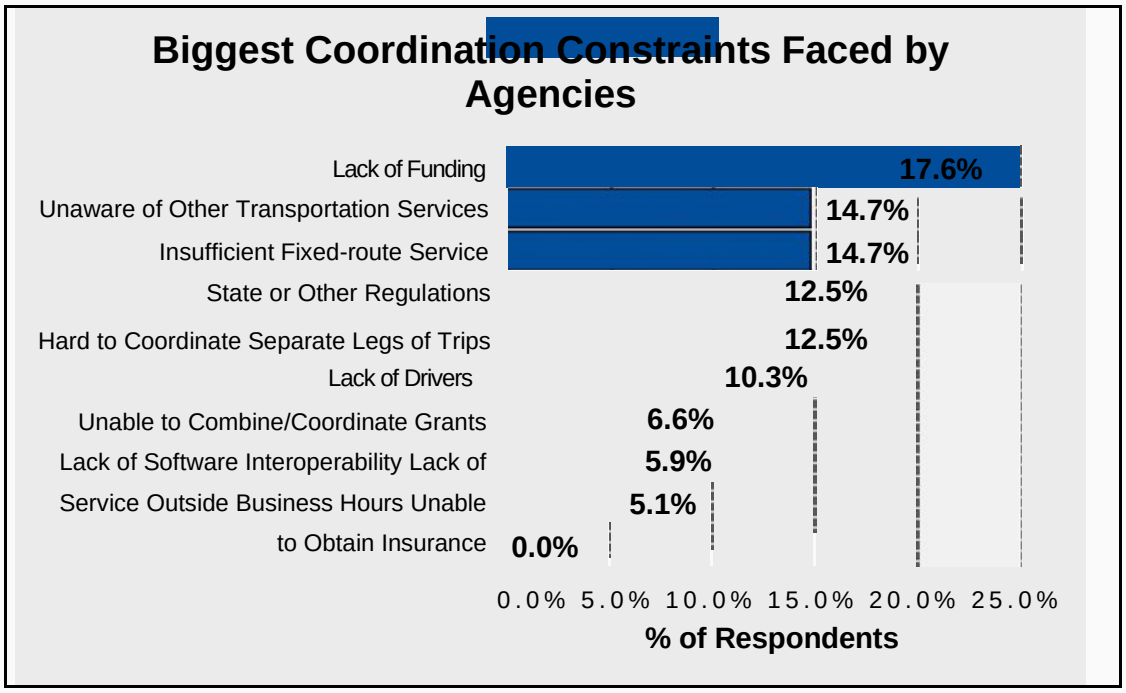
Agencies were also asked about specific transportation needs that their clients have. Service aspects associated with older adults and people with disabilities were the most common, with door-to-door transportation and wheelchair accessibility being first and second most common, respectively. Service schedule also continued to be a major concern. Weekday business hour and weekday early morning service were the third and four most commonly identified needs, respectively.

Transportation Needs of Agency Clients			
Unmet Needs of Clients		**Specific Needs of Clients**	
Locations Served	14.7%	Door-to-door Transportation	15.9%
Senior/Disability Services	13.2%	Wheelchair Accessibility	15.0%
Service Frequency	12.7%	Weekday Business Hour Service	14.6%
Weekend Service	12.3%	Weekday Early Morning Service	13.3%
Access to Medical Locations	11.8%	Weekend Service	11.5%
Weekday Late Night Service	10.8%	Travel Assistance	11.9%
Weekday Early Morning Service	9.3%	Weekday Late Night Service	10.2%
Access to Jobs	9.3%	Last Mile Connections	7.5%
Last Mile Connections	5.9%		

Analyzing types of activities where lack of transportation access has been a barrier to participation helps further identify user needs and barriers. Getting to work, medical service, shopping/personal errands, and agency services were the most commonly cited activities. These responses reflect the importance of agency services and medical appointments to seniors and people with disabilities. Additionally, while seniors typically may not work, people with disabilities often are still employed and require strong transportation services.



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 funding was the primary constraint identified, with insufficient fixed-route service and a lack of awareness of transportation services being second most common. Agencies also reported finding it difficult to coordinate separate legs of trips when trips cross agency boundaries, as well as state and other regulations limiting who is eligible for certain trips.



Continuing Efforts

The Northeast Region Working Group is planning to meet monthly, with the Coordination 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 Charla Sloan (KI BOIS Area Transit System) via email.[9] Alternatively, Olivia Hook with ODOT OMPT can direct interested agencies to the Region's lead agency.[10]

Northeast 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.

[9] charla.sloan@kibois.org
[10] ohook@odot.org

Plan Adoption

The FTA does not formally review or approve coordinated plans; thus, the Northeast 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 Northeast Region Working Group on October 12th, 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 plan, 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 Northeast 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.

2025 Annual Update

The 2025 plan update was adopted by transit stakeholders in a meeting held on 2/12/2026. The Northeast Region Working Group met six times in 2025 to share service updates, discuss outreach efforts, and increase awareness of available transportation resources among regional partners.

Goal 1: Improve awareness of and education on transit services in the Northeast Region for both the public and other agencies

Mobility management capacity expanded with the addition of the Eastern Oklahoma Development District (EODD) and Green Country Economic Development Authority (GGEDA) mobility management programs, which supported outreach, information sharing, and partner engagement.

Providers and mobility managers served as points of contact for agencies and community organizations seeking information on available services, eligibility requirements, and coordination opportunities.

The region strengthened education and awareness through regular coordination, expanded mobility management support, and improved information sharing among providers and partner agencies.

Goal 2: Expand services offered outside typical business hours (8:00 AM–5:00 PM, Monday–Friday)

After-hours transportation remained a priority in the Northeast Region throughout 2025.

PICK After Hours transportation continued operating in active service areas, providing access to employment, medical, and other essential trips during evenings and weekends.

KATS and CPTS continued to support after-hours service delivery, helping sustain operations in areas with demonstrated demand.

Regional partners discussed service gaps, sustainability challenges, and community needs related to non-traditional service hours during Working Group meetings.

Goal 3: Improve service coordination between agencies

Improving coordination among transportation providers and partner agencies remained a central focus of Northeast Region Working Group meetings in 2025. Providers used regular meetings to share challenges, identify coordination opportunities, and align efforts to reduce duplication and improve efficiency. Mobility management support contributed to stronger relationships among agencies and more consistent regional collaboration.

2024 Annual Update

The 2024 plan update was adopted by transit stakeholders in a meeting held on February 13, 2025.

Goal 1: Improve awareness of and education on transit services in the Northeast Region for both the public and other agencies.

- 2/2024: Tulsa Transit is rebranding as MetroLink Tulsa in March and building awareness
- 6/2024: Andrea Ball discussed the upcoming schedule of the ROC Bus
- 8/2024: ODOT announced new mobility management programs are coming to the NE region in early 2025.
    - Cherokee Nation shared hosting public meetings on Sept 16-18 at Tahlequah, then Vanita and 3rd will be at the Hard Rock in Catoosa
- 10/2024: ODOT mobility management program continued meetings, improving transit awareness, improving social media and marketing strategies. Example: "Oklahoma Loves TRANSIT" campaign
- 11/2024 Oklahoma Mobility Week was held by mobility managers and boosted through participating agencies such as the ODOT commission, Heartland Flyer, and many public transit providers. The campaign was promoted on the MM program website and also on OKC channel 9 news.

Goal 2: Expand services offered outside typical business hours (8AM – 5PM, Monday – Friday).

- 4/2024: Bobby Thouvenel- Muskogee County Transit, we have a new route taking Ladies to Work.
- 10/2024: MetroLink Tulsa reported 2nd BRT will be up and running along route 66 in 2026 for the centennial. Will be later in the fall but still the same year

Goal 3: Improve service coordination between agencies

- 4/2024: Lacy Smith, Mobility Manager with Jack C Montgomery VA, needing transportation and they are using Veteran's Ride Connect. Planning a meeting soon with Pelivan, KATS, Muskogee County Transit, and Cimarron Transit.
- 6/2024: Rob Endicott reported they have applied for the Federal Bus Facilities Grant and delivery of vehicles from last years grant cycle.
    - Clem Neely reported the delivery of seven new Electric Transit Vehicles.
    - Employees of Options Inc. discussed the transportation of persons from a group home facility to medical appointments and employment, and the continued challenges regarding those trips.
- 10/2024: Discussion about the state requirement for drivers to pass DOT physicals. Still working on that and pushing through legislative action possibly. Contact your ODOT program manager if you have questions.
    - Participants agreed that we need to try to include additional data and that PICK data should be included as part of the coordination (Pelivan, INCA, Cimarron, KATS)
    - Identify additional stakeholders who may need to be involved in the future
    - Muskogee Transit reported a new contract with EODD to serve the senior center. They also made their first coordination effort with KATS. Rider was over the county line and was able to refer. The rider wasn't able to do it in the end, but this was a good collaboration effort. New scheduling software with Ecolane

2025 NE Region Participation Report & Sign In Sheet

	Agency Name & Employees	Agency Type	2024 Aug 8 10-11am	2024 Oct 10 10-11am	2024 Dec 12 10-11am	2025 Feb 13 10am	2025 Apr 10 10am	2025 June 12 10am	2025 Aug 14 10am	2025 Oct 9 10am	2025 Dec 11 10am *
1	Cherokee Nation Transit	5311/Tribal/5307 Public Transit	☑	☑	☐	☑	☑	☑	☑	☐	☐
2	Cimarron Transit	5311/Tribal/5307 Public Transit	☑	☑	☑	☑	☑	☑	☑	☑	☐
3	Ki Bois Transit (Lead Agency)	5311/Tribal/5307 Public Transit	☑	☐	☑	☑	☑	☑	☐	☑	☐
4	Metro Link Tulsa (Previously Tulsa Transit)	5311/Tribal/5307 Public Transit	☐	☑	☐	☐	☐	☑	☐	☑	☐
5	Muscogee Tribal Transit	5311/Tribal/5307 Public Transit	☑	☐	☐	☐	☑	☑	☑	☐	☐
6	Muskogee County Transit	5311/Tribal/5307 Public Transit	☑	☑	☑	☑	☑	☑	☑	☑	☐
7	Pelivan Transit	5311/Tribal/5307 Public Transit	☐	☐	☑	☑	☑	☑	☑	☑	☐
8	Home of Hope- Juanita Webb	5310 Specialized Transportation	☑	☑	☑	☑	☑	☑	☑	☑	☐
9	Options Inc	5310 Specialized Transportation	☑	☑	☑	☑	☑	☑	☐	☑	☐
10	Bridges Foundation	Future 5310 Applicant	☑	☑	☑	☐	☐	☐	☐	☐	☐
11	Central States	Future 5310 Applicant	☐	☐	☐	☐	☐	☐	☐	☐	☐
12	Mobility Management - Shannon Baker/GGEDA	Mobility Management	☐	☐	☐	☐	☐	☐	☑	☑	☐
13	Mobility Management - Joey Bilyeu	Mobility Management	☐	☐	☐	☑	☑	☐	☑	☑	☐
14	Mobility Management- Chanler Cory	Mobility Management	☐	☐	☐	☑	☐	☐	☐	☐	☐
15	Mobility Management- Todd O'Neal	Mobility Management	☐	☐	☑	☐	☐	☐	☐	☐	☐
16	Mobility Management- Katie Pollard	Mobility Management	☐	☐	☐	☐	☐	☐	☐	☑	☐
17	Mobility Management- Kristi Winchester	Mobility Management	☐	☐	☐	☐	☐	☐	☐	☑	☐
18	Mobility Management- Cristi Williams	Mobility Management	☐	☐	☐	☐	☐	☐	☐	☑	☐
19	ODOT	ODOT	☑	☐	☐	☑	☐	☑	☑	☑	☐
20	EODD	Planning Agency	☐	☐	☐	☑	☑	☑	☑	☑	☐
21	Grand Gateway	Planning Agency	☐	☐	☐	☑	☑	☑	☑	☑	☐
22	INCOG	Planning Agency	☑	☑	☑	☑	☑	☑	☑	☐	☐
23	OkTA	Transit Association	☐	☐	☐	☑	☐	☐	☐	☐	☐
24	Oklahoma Health- Lura Gaquess	Other	☐	☐	☑	☐	☐	☐	☐	☑	☐
25	Cherokee County Health Services Council	ODOT	☐	☑	☑	☑	☑	☑	☑	☐	☐
26	Tulsa Dream Center	Other	☑	☐	☐	☐	☐	☑	☐	☐	☐
27	Go Go Grandparent	Other	☐	☐	☐	☐	☐	☐	☐	☑	☐

* December 11, 2025: Meeting held. Attendance data unavailable.

2024 NE Region Participation Report & Sign In Sheet

	Agency Name & Employees	Agency Type	2023 Oct 12 10-11am	2024 Jan 11 10-11am	2024 Feb 8 10-11am	2024 Apr 11 10-11am	2024 Jun 13 10-11am	2024 Aug 8 10-11am	2024 Oct 10 10-11am	2024 Dec 12 10-11am
1	Bridges Foundation	Future 5310 Applicant	☐	☐	☐	☑	☐	☑	☑	☐
2	Central States	Future 5310 Applicant	☐	☐	☐	☑	☑	☐	☐	☐
3	Cherokee Nation Transit	5311/Tribal/5307 Public Transit	☑	☑	☑	☐	☑	☑	☑	☐
4	Cimarron Transit	5311/Tribal/5307 Public Transit	☑	☐	☐	☑	☑	☑	☑	☐
5	EODD	Planning Agency	☐	☐	☐	☑	☐	☐	☐	☐
6	Grand Gateway	Planning Agency	☐	☐	☐	☑	☐	☐	☐	☐
7	Home of Hope- Juanita Webb	5310 Specialized Transportation	☐	☐	☐	☑	☑	☑	☑	☐
8	INCOG	Planning Agency	☐	☐	☐	☑	☐	☑	☑	☐
9	Ki Bois Transit (Lead Agency)	5311/Tribal/5307 Public Transit	☑	☑	☑	☑	☐	☑	☐	☐
10	Metro Link Tulsa (Previously Tulsa Transit)	5311/Tribal/5307 Public Transit	☐	☐	☑	☐	☑	☐	☑	☐
11	Mobility Management- Todd O'Neal	Mobility Management	☐	☐	☐	☐	☑	☐	☐	☐
12	Muskogee County Transit	5311/Tribal/5307 Public Transit	☐	☐	☐	☑	☑	☑	☑	☐
13	Muscogee Tribal Transit	5311/Tribal/5307 Public Transit	☑	☑	☑	☑	☐	☑	☐	☐
14	ODOT	ODOT	☑	☑	☐	☑	☑	☑	☐	☐
15	Oklahoma Health- Lura Gaquess	Other	☐	☐	☐	☑	☐	☐	☐	☐
16	OkTA	Transit Association	☐	☐	☐	☐	☑	☐	☐	☐
17	Options Inc	5310 Specialized Transportation	☐	☐	☐	☐	☑	☑	☑	☐
18	Pelivan Transit	5311/Tribal/5307 Public Transit	☑	☑	☑	☑	☑	☐	☐	☐
19	Tulsa Dream Center		☐	☐	☐	☐	☐	☑	☐	☐
20	Cherokee County Health Services Council		☐	☐	☐	☐	☐	☐	☑	☐

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 21: 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
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	Website: https://oklahoma.gov/odot.html
Rileigh Johnson	Project Manager	
Justin Gregory	Project Manager	
Thomas Nutter	Project Manager	
Bart Vleugels	Active Transportation & Rail	
Mike Woodhams	Project Manager	
Melanie Rakoczy	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_comdev.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 23 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 23: Specialized Transportation

Agency Name	Provides Medicaid Eligible Trips?	Primary Funding Source	Primary Source of Match Funds	Level of Passenger Assistance Provided
Cherokee Nation (operated by KATS, Pelivan Transit, MCT, CPTS)	No. Does not currently work with Medicaid for funding.	Tribal Transportation formula funding	FHWA Tribal Transportation Program funding	Do not provide escorts for passengers, but do allow passengers for eligible passengers to ride along at no charge
Cimarron Public Transit System	Yes	5311	NEMT contract	Door to door as needed and/or requested
KI BOIS Area Transit System (KATS)	Provides 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
Muskogee County Transit	Provide Medicaid and SoonerCare trips through ModivCare	Muskogee County City of Muskogee TANF(DHS) Green Country Saint Francis Cherokee Nation ModivCare	Muskogee County City of Muskogee TANF(DHS) Green Country Saint Francis Cherokee Nation ModivCare	Provide curb to curb service. Not permitted to go to the rider's door, pick them up at the curb and load them on the vehicle, (wheelchair, assist with walkers), lower ramp when needed. Provide Saturday demand service and Dialysis trips.
Northeast Oklahoma Tribal Transit Consortium (Pelivan Transit)	N/A	N/A	N/A	N/A
Pelivan Transit	N/A	N/A	N/A	N/A
Tulsa Transit	N/A	N/A	N/A	N/A
United Keetowah Band Transit	N/A	N/A	N/A	N/A

Public Input Notice

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 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
- Call: 888-475-4499 (Meeting ID: 845 9658 2858)

Southeast Region

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

Central Region (Including rural areas around OKC)

- 10 a.m. Thursday, June 22
- _____Online: bit
- Call: 888-475-4499 (Meeting ID: 863 9749 4440)

Southwest Region

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

- 1 p.m. Thursday, June 29
- _____Online: bit
- 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