

2020

## 5310 Program

# Coordinated Human Services Transportation Plan

## Region 1

OKLAHOMA DEPARTMENT OF TRANSPORTATION  
OFFICE OF MOBILITY AND PUBLIC TRANSIT  
AUGUST 2020



**OKLAHOMA**  
Transportation

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## INTRODUCTION

The legislature passage of Oklahoma State House Bill 1365 facilitated the transfer of the Federal Transit Administration's (FTA) Section 5310 Program previously administered by 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 non-profit organizations, human service agencies, transit agencies, and stakeholders.

ODOT OMPT has developed four individual Regional 5310 Coordination Plans and is serving as the Lead Agency in each regional plan. These Regional Coordination Plans are the inaugural plans under ODOT 5310 administration and represent the initial efforts to build a solid transportation coordination foundation in each region. The plans are living documents that can and will be updated and changed as local and state transportation programs and strategies develop and mature in the future.

### What is a coordination plan?

- It is a process that requires local stakeholders and transit agencies to coordinate efforts in providing transportation services to seniors and people with disabilities.

- It is a plan that documents the current local transportation services for this targeted population.
- It documents the transportation gaps and unmet needs.
- It provides recommendations to close those barriers of mobility for seniors and people with disabilities.

The coordination 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 their participation in the coordination plan, as well as the transportation gap or unmet need that their project is proposing to address.** Without an applicant’s understanding and involvement in the coordination planning process and plan, their application will not be complete and will receive less scoring points.

The **ODOT 5310 Region 1 Coordinated Public Transit - Human Services 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 program 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, 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 – establishes compliance with the federal program in meeting this requirement.

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 coordination 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 in its consistent review and update so that the plan remains current and continues to provide efficient, coordinated human transportation services.

## Study Area

The FTA 5310 Program supports transportation services in all areas – large urbanized (over 200,000), small urbanized (50,000-200,000), rural (under 50,000), and tribal areas.

The State of Oklahoma is comprised of several urbanized areas, both small and large, tribal land, and rural areas. In each of these areas, people experience different styles and levels of public and private transportation service. ODOT reviewed the current transportation providers in large urbanized, small urbanized, rural, and tribal areas and the service areas that they provide transportation. ODOT also reviewed the populations of seniors, people with disabilities, and low-income households at the county level using American Community Survey (ACS) 2018 data. Based on these location factors of urbanized, rural, and tribal areas, transportation providers service areas, and demographic populations, ODOT created four regions that represent similar transportation service providers and county demographics.

This plan is for **ODOT 5310 COORDINATION REGION 1**.

The statewide map below (Figure 1) depicts the four coordination regions created by the ODOT 5310 Program. This coordination plan is for Region 1. Counties in Region 1 include: Canadian, Cleveland, Garvin, Grady, Lincoln, Logan, McClain, Oklahoma, Payne, Pottawatomie, and Seminole. See Figure 2 (next page) for the study area of Region 1.

Figure 1: ODOT 5310 Coordination Region 1

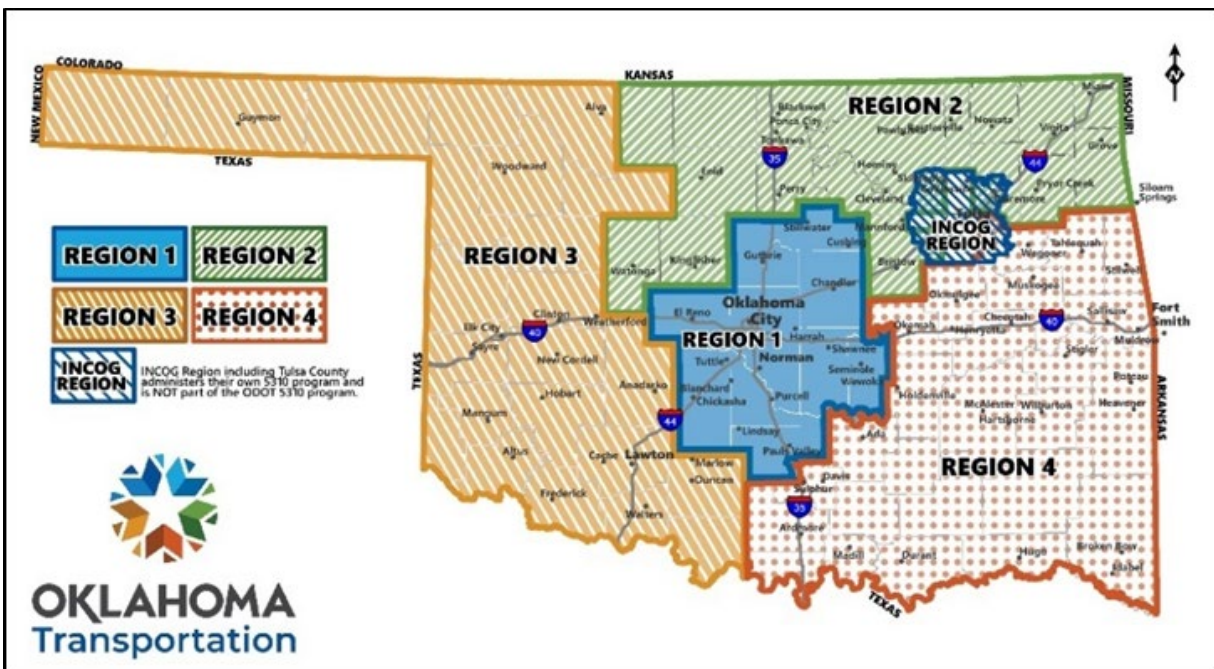
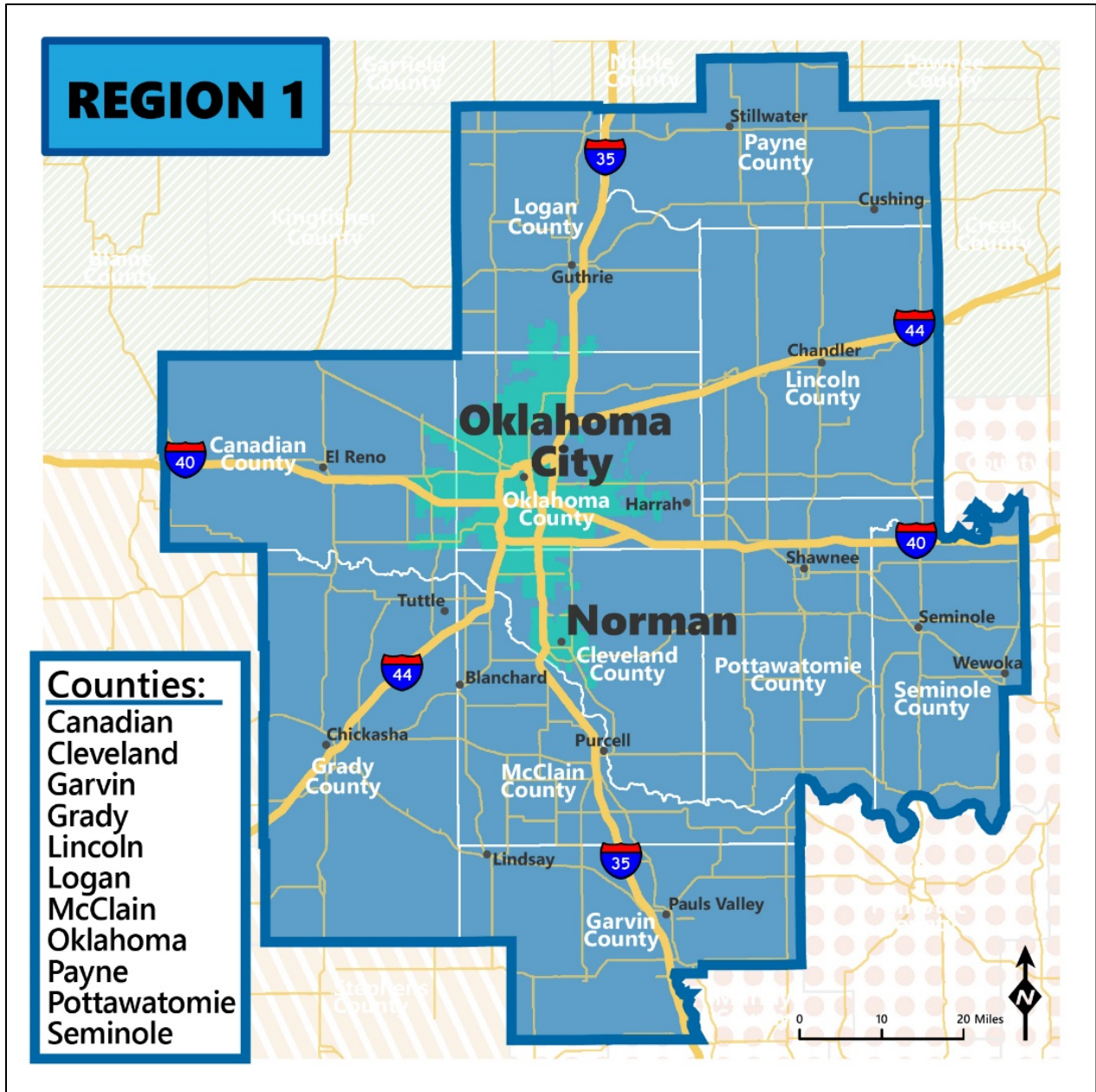




Figure 2: Region 1 Study Area



## 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 non-profit transportation and human services providers, as well as members of the public. A coordination 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 the **5310 COORDINATION REGION 1 PLAN** with these 3 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 coordination 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 Coordination Plan Development Timeline



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

- 1) 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.



- 2) Public Survey and Stakeholder Outreach (June – July 2020)  
ODOT collected information from the general public, current FTA program recipients, regional planning offices, human service organizations and agencies, public and private transportation providers, and former DHS grantees on current transportation services, unmet needs and gaps in service, and recommendations to increase mobility options for seniors and people with disabilities. A public survey that was made available from June 23 – July 14 requesting information on these topics received 198 responses.
- 3) Regional Telephone Townhalls (July 2020)  
ODOT hosted a regional telephone townhall to provide general 5310 program information, request additional local input on human service transportation in the region, and to receive feedback on the draft Regional Coordination Plan. The telephone townhall took place on July 30<sup>th</sup> and had 217 participants.
- 4) Draft Coordination Plan for Stakeholder Input (July – August 2020)  
A draft plan was distributed to stakeholders the week of July 20<sup>th</sup> prior to the telephone townhalls meetings. Additional comment from the public survey and other outreach opportunities was solicited from participants and incorporated in the plan accordingly.
- 5) Finalize Coordination Plan document (August 2020)  
ODOT has accepted this Coordination Human Services Transportation Plan for Oklahoma 5310 Coordination Region 1.

Figure 4: 5310 Coordination Plan Development Process



## INVENTORY OF SERVICES

ODOT collected information from current FTA program recipients, regional planning offices, human service organizations and agencies, public and private transportation providers, and former DHS grantees in order to compile a 5310 stakeholder contact list. This list was used to distribute information and public notices inviting recipients to review and comment on several program documents including the 5310 SMP and the Program Application – and to respond to the 5310 Public Survey and participate in the Regional Telephone Townhalls. The public participation and stakeholder contact lists initially comprise the inventory of services.

### Service Providers for Seniors and Individuals with Disabilities

Many human service and transportation providers operate within **Coordination Region 1**. Public, non-profit, and private for-profit providers all play an important role in ensuring mobility for older adults, persons with disabilities, and persons with low income.

The table below summarizes the public and private transportation providers serving seniors and individuals with disabilities that responded to the public survey, participated in the townhall, and/or has participated in other outreach events:

Table 1: Region 1 Public and Private Transportation Providers

ODOT 5310 Coordination Region 1 Public & Private Transportation Providers	Type of Provider	Type of Service
Central Oklahoma Community Action Agency	Private, Open-door	Social Services, Public Transportation
Central Oklahoma Transit System	Public Transit Authority, Open-door	Public Transportation
Cheyenne and Arapaho Tribes Tribal Transit	Public Transit Authority, Open-door	Public Transportation
Delta Public Transit	Public Transit Authority, Open-door	Public Transportation
EMBARK	Public Transit Authority, Open-door	Social Services, Public Transportation
First Capitol Trolley	Private, Open-door	Public Transportation
KI BOIS Area Transit System	Public Transit Authority, Open-door	Public Transportation
Logan County Historical Society, Inc. DBA First Capital Trolley	Public Transit Authority, Open-door	Public Transportation
LogistiCare Solutions	Private, Closed-door	Public Transportation
Moore Council on Aging	Public Transit Authority, Open-door	Social Services, Public Transportation
Muscogee (Creek) Nation Transit	Public Transit Authority, Open-door	Public Transportation
OSU-Stillwater Community Transit	Public Transit Authority, Open-door	Public Transportation
Red River Transportation Service	Public Transit Authority, Open-door	Public Transportation
Terrell Turman	Private, Open-door	Public Transportation
Washita Valley Community Action Council	Public, Open-door	Social Services, Public Transportation
Washita Valley Transit	Public Transit Authority, Open-door	Public Transportation

### 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 scheduled 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).

### 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.

### Private Transportation Providers

Private transportation providers offer services that are not specifically for the general public and operate as for-profit entities. The services play an important role in providing on demand services. Private transportation providers can be categorized as private demand services or non-emergency medical transportation. Private demand services can include taxi, limousine, or rideshare services. Non-emergency medical transportation services are a type of medically related transportation that offers support to customers in non-emergency situations. These services can be hired for personal use but are predominantly contracted with Medicare providers, hospitals, and other private facilities.

The table below summarizes the social service agencies and organizations serving older adults and individuals with disabilities that responded to the public survey, participated in the townhall, and/or has participated in other outreach events:

5310 Program – Coordinated Human Services Transportation Plan  
Region 1

Table 2: Region 1 Social Service Agencies

ODOT 5310 Coordination Region 1 Human Service Agencies & Organizations	Type of Provider	Type of Service
ABLE Community Services	Private, Closed-door	Health Care, Social Services
ACOG - Association of Central Oklahoma Governments	Government, Human Services	Local Government
Aging Services, Inc.	Private, Open-door	Social Services
Big Five Community Services		
Center of Family Love		
Chickasaw Nation	Government, Human Services	Local Government
City of Cushing Senior Citizens Center	Government, Human Services	Social Services
City of Edmond	Government, Human Services	Local Government
City of Mustang	Government, Human Services	Local Government
City of Norman	Government, Human Services	Local Government
City of Prague	Government, Human Services	Local Government
COEDD	Government, Human Services	Social Services
Community Action Development Corporation		
Community Health Center		
Compassionate Hands		
COTPA		
Dale Rogers Training Center	Private, Closed-door	Economic Development
Delta Community Action	Private, Closed-door	Social Services
Department of Rehabilitation	Government, Human Services	Social Services
EARC		
Edmond Transit Mgmt., Inc.	Private, Closed-door	Transportation
EOC Technology Adult Day Center	Private, Open-door	Social Services
Evergreen Presbyterian Ministries	Private, Open-door	Social Services
Goodwill Industries of Southwest Oklahoma & North Texas, Inc.	Private, Open-door	Social Services
Harrah Senior Center	Private, Closed-door	Health Care
LCARC., Inc./New Horizons/Breckenridge Manor, Inc	Private, Closed-door	Health Care, Social Services
LogistiCare Solutions	Private, Closed-door	Transportation
MPower		
NewView Oklahoma	Private, Open-door	Social Services
Norman Regional Hospital	Private, Open-door	Healthcare
OKC Metro Alliance	Private, Closed-door	Social Services
Oklahoma City Housing Authority	Private, Open-door	Affordable Housing
Oklahoma Department of Corrections	Government, Human Services	State Government
Oklahoma Department of Mental Health and Substance Abuse Services	Government, Human Services	Health Care, Social Services
Oklahoma Department of Transportation	Government, Human Services	State Government
Oklahoma Foundation for the Disabled, Inc	Private, Closed-door	Social Services
Oklahoma State Department of Education	Government, Human Services	State Government
Oklahoma Statewide Independent Living Council	Government, Human Services	Social Services
Oklahoma Transit Association	Private, Transportation Awareness	Statewide Association
South Central Industries, Inc.	Private, Closed-door	Social Services
Stillwater Group Homes, Inc.	Private, Closed-door	Health Care, Social Services
The Willows Apartments-Working for Independent Living	Private, Open-door	Housing
Valir Transportation	Private, Closed-door	Health Care

*\*blank cells due to lack of information in survey responses*

### Social Service Providers

In addition to the transportation providers listed above, Coordination Region 1 benefits from numerous human service agencies and organization which serve as regional partners that have an impact on transportation services for seniors and people with disabilities.

## SERVICE GAPS & UNMET NEEDS

### Demographic Evaluation of Transportation Disadvantaged Populations

ODOT reviewed the populations of seniors, people with disabilities, and low-income households at the county level using American Community Survey (ACS) 2018 data. Older adults, persons with disabilities, and persons with low income often have the most difficulty accessing transportation services. These transportation disadvantaged populations have challenges finding transportation for medical trips, employment trips, and shopping and personal errands. Existing transportation services for these individuals may be described as:

- Inappropriate (existing services or vehicles do not meet the needs of the customer)
- Insufficient (low trip frequency)
- Unavailable (lack of service in a specific geographic area or at a specific time)

The following sections summarize characteristics for transportation disadvantaged populations including zero-vehicle households in Region 1.

### Total Population

Table 3: Region 1 Total Population

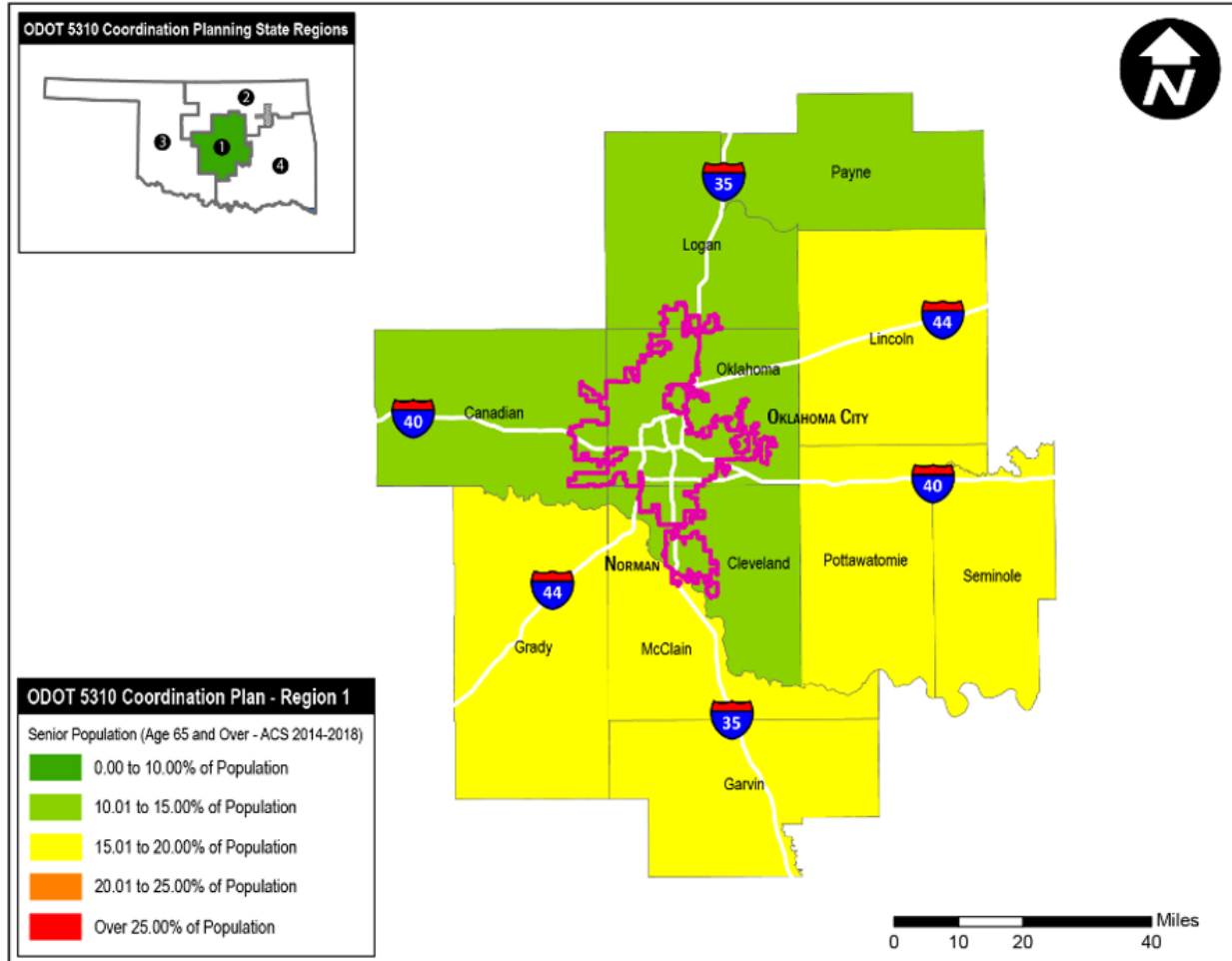
<b>State Population</b>	<b>3,918,137</b>			
<b>Region 1 Population</b>	<b>1,576,165</b>	Region %	State	State %
Seniors	211,263	13%	589,230	36%
People w/ Disabilities	217,908	14%	613,429	36%
People Living in Poverty	232,996	15%	607,810	38%
Zero Car Households	3,559	4%	82,050	4%

ODOT 5310 Coordination Region 1 population is just over 40% of the total statewide population. Region 1 also houses a significant percentage of the state’s 5310 targeted population.

### Seniors/Older Adults

Title 49 of the United States Code defines older adults as individuals 65 years or older.

Figure 5: Region 1 Senior Population by County



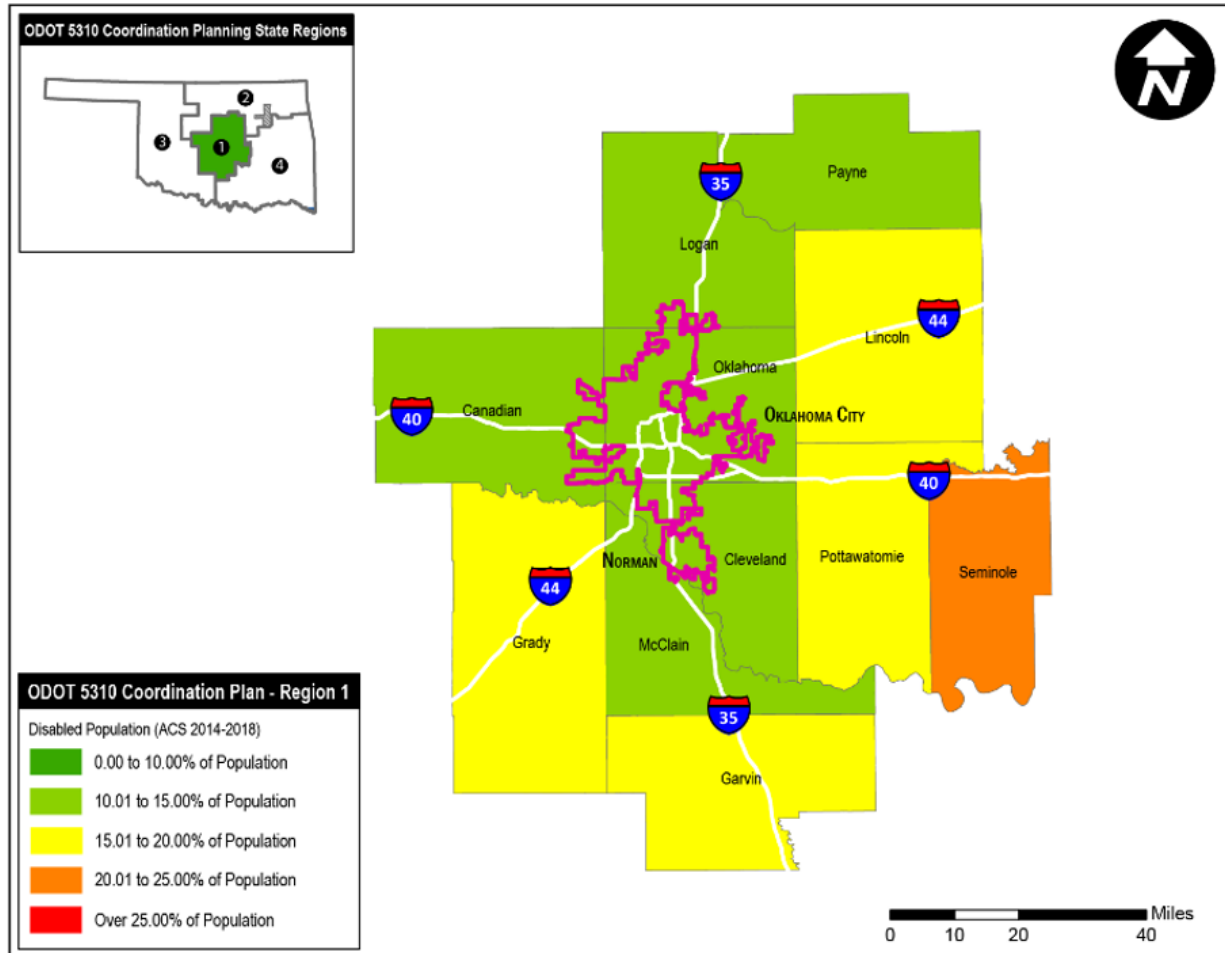
Senior population in Region 1 represents 13% of the region’s total population. The counties located south and east of the OKC urbanized area (Lincoln, Pottawatomie, Garvin, Grady) have a high senior population ranging from 15-20% of the total county population.



### Persons with Disabilities

The Americans with Disabilities Act of 1990 definition states that an individual with a disability is a person who has a mental or physical impairment that limits a major life activity, has a history of such an impairment, or who is perceived by others as having such an impairment.

Figure 6: Region 1 Individuals with Disability Populations by County

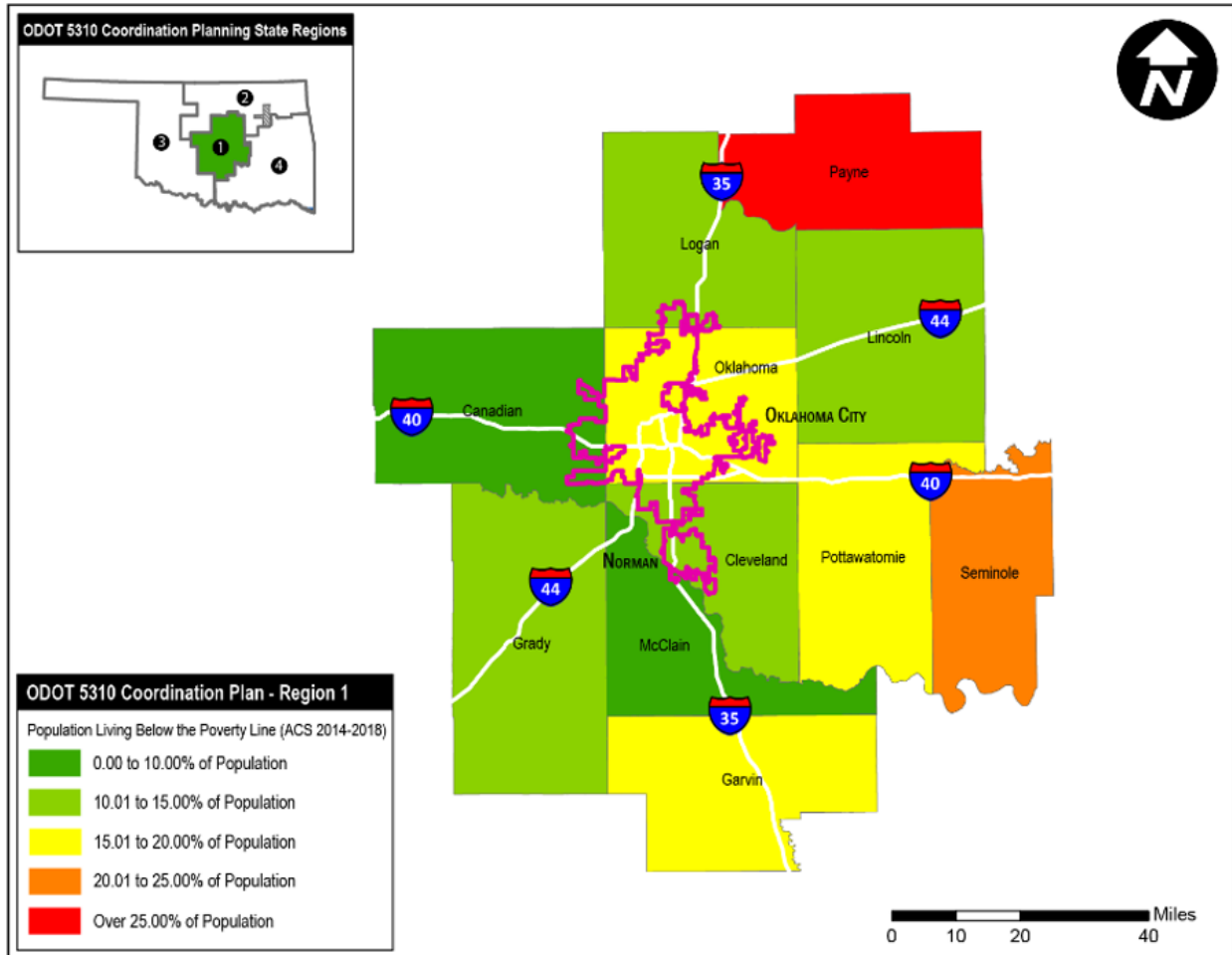


The population of individuals with a disability in Region 1 represents 14% of the region’s total population. The same counties located in the south and east of the OKC urbanized area that have high populations of seniors, also have a high population of people with disabilities. Also, Seminole County has a very significant high population of people with disabilities.

### Low Income Households

The U.S. Census Bureau defines a person as having low income if an individual has a household income at or below the poverty threshold set annually by the Department of Health and Human Services.

Figure 7: Region 1 Households Below Poverty Line by County

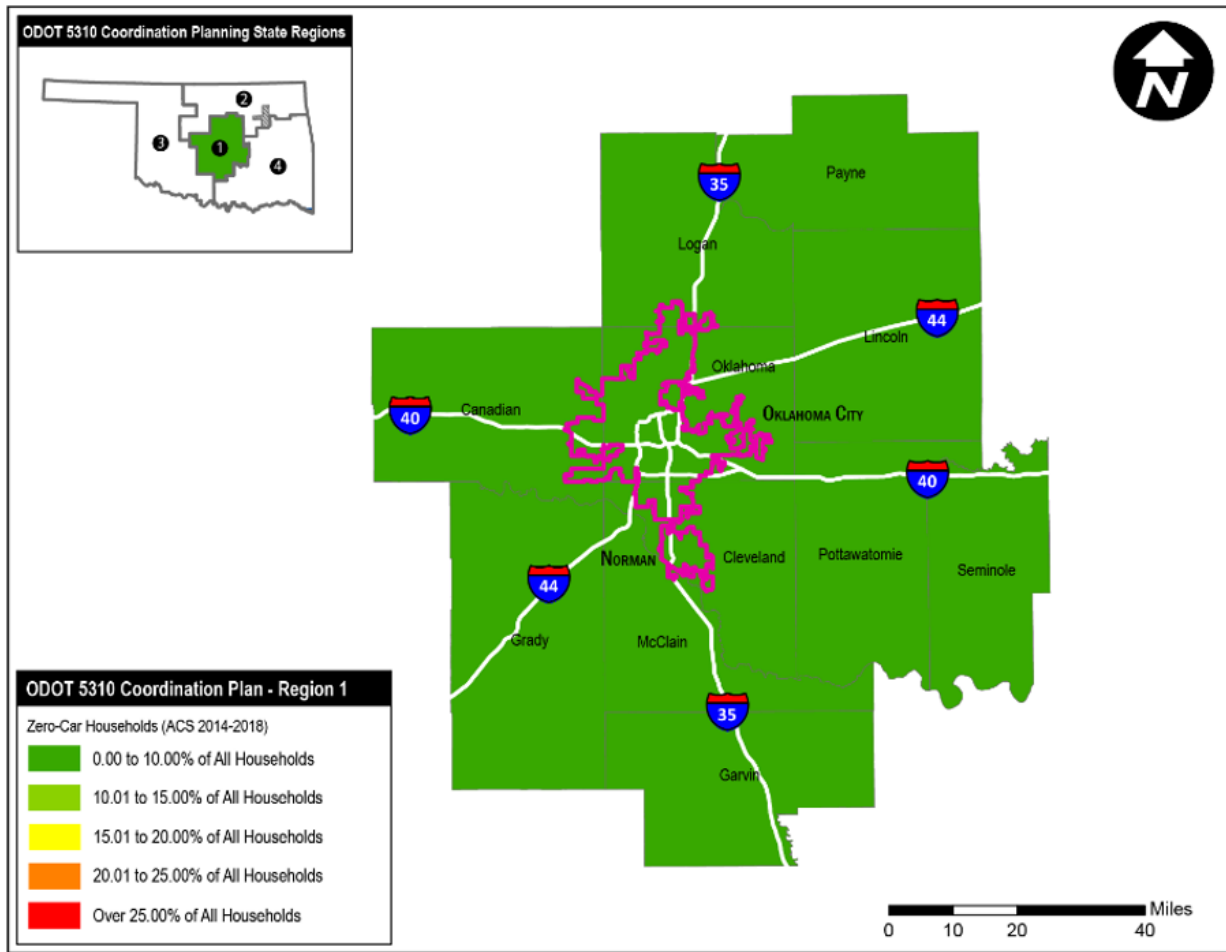


Households living at or below the poverty line in Region 1 represents 15% of the region’s total population. The counties of Seminole and Payne house a significantly high percentage of these households – over 25 percent in the region. The metro area of OKC and Garvin and Pottawatomie Counties have an above level percentage of household living under the poverty line.

### Zero-Vehicle Households

The U.S. Census Bureau identifies workers 16 years or older by means of transportation to work. Although not specifically identified as a transportation disadvantaged population in the Coordinated Plan, zero-vehicle households correlate significantly with low-income, elderly, and people with disabilities populations.

Figure 8: Region 1 Zero-Vehicle Households by County



Households with zero-vehicles in Region 1 represent only 4% of the region’s total population. All counties in Region 1 have a very low percentage of this targeted population.

## Transportation Service Gaps and Unmet Needs

ODOT made available a public survey from June 23 – July 14, 2020 requesting information from individuals and organizations on the transportation gaps in service and the unmet needs of seniors and people with disabilities. The survey received 40 responses from Regional stakeholders. ODOT also hosted a Regional Telephone Townhall meeting on July 28, 2020 that was attended by 217 participants. The townhall had two major objectives: 1) to provide the public with a brief introduction of the 5310 program, and 2) to solicit information and opinion from the public on current transportation services, gaps and unmet needs, and recommendations to expand mobility services of seniors and individuals with disabilities.

The public input received from both the public survey and the telephone townhall, as well as the demographic analysis of the region assisted in identifying service gaps and unmet transportation needs of the disadvantaged populations.

The tables below arrange each service gap and unmet need identified in the public participation process into one of five categories. Each gap or unmet need is also prioritized by assigning a High / Medium / Low level rating that is originally based on the responses and input received in the survey and during the townhall meeting:

- 1) Transit User
- 2) Service Area
- 3) Service Schedule
- 4) Outreach & Awareness
- 5) Service Quality

Table 4: Unmet Transit Service Needs Categories

CATEGORY	TRANSPORTATION SERVICE GAP or UNMET NEED	PRIORITY		
		HIGH	MEDIUM	LOW
<b>Transit User</b>	Lower cost/fares		X	
	Familiarity with the transit system	X		
	Travel Assistance (person assisting on trip)		X	
	Door-to-Door Transportation		X	
<b>Service Area</b>	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		
<b>Service Schedule</b>	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	
	Weekday Early Morning Service		X	
<b>Outreach &amp; Awareness</b>	Better information on services	X		
	Service schedule is difficult to understand	X		
	Negative perception of service	X		
<b>Service Quality</b>	Limited accessibility to access 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			

## 1) Transit User

Table 5: Transit User Based 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 (person assisting on trip)		X	
	Door-to-Door Transportation		X	

Transportation services are expensive for portions of the population. Viable solutions to provide more affordable services can include low-income pass programs, offering higher subsidies to persons with low income, or creating a lower cost pass for a shorter period of time.

Low density areas are difficult for transportation providers to access due to secluded locations and longer, expensive trips. There is particular difficulty addressing the needs of rural customers who need medical trips to urban areas such as Oklahoma City.

Older adults and persons with disabilities may often need additional assistance beyond curb-to-curb service. Assistance could include door-through-door service and assistance with packages. In addition, two individuals with the same disability may need different levels of assistance in utilizing services. Transportation providers can train individuals that interact with customers to properly address their needs.

## 2) Service Area

Table 6: Service Area Based 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		

Transit systems should complement the existing built environment and connect to destinations customers frequently utilize. A transit system that connects key activity centers increases accessibility to needed or desired services, which may be reflected in increased ridership and fare recovery.



Long trips take a toll on provider resources and operation. Route convergence at regional transfer locations can reduce service duplication, decrease long headways, and increase cost efficiency. Transfer locations can also help bypass service challenges across municipal, county, and state boundaries.

Coordination is most effective when there is a high level of involvement among service providers and employment-related and medical-related agencies. The large geographical area and the restrictive nature of service areas may make it difficult for providers to coordinate services. This also includes evaluation of areas inside the urbanized area that are not connected to surrounding urban transportation services.

Many transportation providers face challenges with coordination and connectivity to other modes of transportation. Common challenges include lack of safe bicycle and pedestrian pathways, lack of infrastructure (i.e. crosswalks, sidewalks, ADA ramps), a lack of signage and wayfinding information, and difficulty coordinating with private transportation providers.

### 3) Service Schedule

Table 7: Service Schedule Based Needs

CATEGORY	TRANSPORTATION SERVICE GAP or UNMET NEED	PRIORITY		
		HIGH	MEDIUM	LOW
Service Schedule	More evening and weekend service		X	
	Shorter trip lengths		X	
	Weekday Early Morning Service		X	
	Weekday Business Hours		X	
	Weekday Late Night Service		X	
	Weekend Service		X	
	Weekend Late Nights (Friday and Saturday Nights)		X	
	Weekday Early Morning Service		X	

Transportation services need to be maintained or augmented in order to provide quality service. With an aging population in the region, the number of customers requiring transportation services is expected to grow. It is also important to develop new services in underserved or non-served areas.

Generally, public transportation providers in the region operate weekdays from 6:00 AM at the earliest to 6:00 PM at the latest. Individuals working evening or night shifts often do not have transportation services available for return trips. In addition, without weekend service, individuals relying on transportation services have limited access to their communities.

#### 4) Outreach & Awareness

Table 8: Outreach & Awareness Based Needs

CATEGORY	TRANSPORTATION SERVICE GAP or UNMET NEED	PRIORITY		
		HIGH	MEDIUM	LOW
Outreach & Awareness	Better information on services	X		
	Service schedule is difficult to understand	X		
	Negative perception of service	X		

Collection and analysis of ridership and demographic information ensures that existing services align with customer needs. The information can also inform key growth areas for service.

The greatest challenge for a customer is finding information about available services and learning how to use available services. It may be difficult to collect, consolidate, and disseminate information about various services, but enhanced communication regarding service providers may alleviate public concerns. Transportation providers can offer rider guides, how-to videos, and workshops to assist customers in learning how to utilize a service and offer referral procedures to coordinate with human service agencies.

Community leaders may have a lack of understanding of public transportation operations and service needs. As the individuals that shape policy and funding decisions, it is important to educate leaders about transportation challenges and the community benefits of investing in the multimodal transportation system.

#### 5) Service Quality

Table 9: Service Quality Based Needs

CATEGORY	TRANSPORTATION SERVICE GAP or UNMET NEED	PRIORITY		
		HIGH	MEDIUM	LOW
Service Quality	Limited accessibility to access 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		

Connections to and from transit stops are a challenge for many customers. Infrastructure improvements, such as ADA-accessible sidewalks or bicycle paths and

expanding demand response transportation options, can help alleviate the challenges caused by inaccessible first-mile and last-mile connections. Related transit amenities can make customers feel safe and welcomed. Quality of service can be improved by providing ample lighting, benches, or transit shelters.

A key aspect of providing transportation is ensuring that appropriate vehicles are available to customers. Too few vehicles can lead to more expensive trips and increases in complaints as vehicles are not properly dispersed throughout the service area.

Same-day service provides customers with increased trip flexibility and convenience. However, same-day service may cause concerns about capacity and scheduling constraints.

Real-time access to data and service information could enable operations to be more efficient and responsive. Technology can also improve the trip planning capabilities of customers.

#### Prioritization of Service Gaps and Unmet Needs

ODOT took into consideration the stakeholder input through public survey responses and townhall meetings to initially prioritize 5310 projects. As detailed in the tables above, high / medium / low levels of priority were assigned to the survey responses. The priority designations were based on the number of survey responses each answer received. The more responses that identified a specific gap or unmet need, the higher the priority it initially received.

ODOT and Region 1 stakeholders will continue to communicate and gather information to build upon the inaugural Regional Coordination Plan and its strategies and prioritization of projects. Public input from older adults, persons with disabilities, persons with low income, other stakeholders, and the general public will continue through the implementation of the 5310 program. Public outreach to solicit input and discuss regional coordination efforts will continue including service gaps, unmet needs, and potential strategies to best meet the needs of customers within the study area.

Overall, the prioritized list will help direct funding towards the strategies and activities that would help communities alleviate key challenges.

## STRATEGIES

### Short- and Long-Term Strategies

Following the prioritization of service gaps and unmet needs within Region 1, potential strategies to fill those gaps and unmet needs were identified. Some activities may take several years to address while others can be discussed and implemented in a matter of days.

Strategies are identified as short-term and as long-term implementation strategies. Many of the strategies are designated with short-term implementation timeframes as this Coordination Plan is meant to be updated and expanded as ODOT and Regional stakeholders mold the program and plan to meet their local coordination goals and strategies.

#### 1) **Transit User**

##### **Short-Term Strategies**

- Coordinate with organizations to share resources or offer specialized group trips.
- Evaluate training opportunities to improve rider assistance.

##### **Long-Term Strategies**

- Consider policy changes to meet demand for same-day service.
- Evaluate the costs of various modes of transportation and identify ways to make transportation more affordable through policies, subsidies, partnerships, and adjustments.

#### 2) **Service Area**

##### **Short-Term Strategies**

- Review service to the OKC area from rural areas and assess the possibility of coordinated and/or additional services as needed.
- Evaluate current accessibility to transit stops and identify ways to improve first mile and last mile connections.

##### **Long-Term Strategies**

- Review and expand service to key activity centers currently underserved or not served by transit, paratransit, or service agencies.
- Evaluate existing land uses near transit centers and identify ways to effectively coordinate land use with transit services, such as transit oriented development.
- Coordinate service delivery among rural areas through park and ride facilities outside and around OKC urbanized area.

#### 3) **Service Schedule**

##### **Short-Term Strategies**

- Explore after-hours or 24-hour call center service.

**Long-Term Strategies**

- Expand service hours to include weekday early morning and evening service.
- Expand service hours to include weekend service.
- Expand service hours to include holidays.

**4) Outreach & Awareness**

**Short-Term Strategies**

- Form a Regional Advisory Committee to implement the strategies outlined in the Coordination Plan and to update the document accordingly
- Host how-to-ride workshops.
- Enhance public education activities and efforts to raise transit awareness opportunities within the region.

**Long-Term Strategies**

- Explore the opportunity for a one-stop call center to coordinate services.

**5) Service Quality**

**Short-Term Strategies**

- Develop a regional coordination policy body or Advisory Committee composed of public and private stakeholders to enhance coordination.
- Identify transportation funding opportunities for ADA vehicles, capital improvements, or service expansion.
- Identify funding opportunities to purchase technology systems to improve operations and customer service.

**Long-Term Strategies**

- Evaluate current security on transit services and at/near transit stops, and identify ways to increase security on vehicles.
- Explore funding options to convert the transit system to green technology.

The Regional Coordination Plan is the inaugural plan under ODOT 5310 administration and represents the initial efforts to build a solid transportation coordination foundation in Coordination Region 4. The plan is a living document that can and will be updated and changed as local stakeholders meet and discuss the contents, add to the information, and redo strategies and reprioritize based on local and state transportation programs and strategies that develop now and in the future.

## NEXT STEPS

It is instrumental that the transportation stakeholders of Region 1 – both users and providers of transportation and human services – review and understand their Coordination Plan to prepare for upcoming funding cycles under the ODOT 5310 Program, but **most importantly that these**

**stakeholders form a Regional Advisory Committee** to converse, address, and update the Coordination Plan on a regular basis.

It is also important that stakeholders continue to participate in ODOT OMPT 5310 Program outreach events including providing public input on various documents and plans, and also to request and receive training on understanding the Coordination Plan, implementing it, and in seeking out and applying for program funds that award strategic projects addressing the unmet needs and transportation gaps identified in the plan.

- **Form Regional Coordination Advisory Committee**
- **Participate in ODOT OMPT 5310 Program outreach events**
- **Receive training on coordination plan implementation and project funding**

### Continuing Efforts

After acceptance of the plan, the ODOT OMPT will monitor transportation issues in the Coordination Region 1 to determine how the strategies outlined in the plan may apply to ongoing planning efforts. Changes to existing transit conditions could require the addition, deletion, or re-prioritization of strategies or activities in accordance with local transportation policies and procedures.

The Regional Human Services Transportation Coordination Plan focuses on creating a tailored response to the information gathered through public outreach efforts, stakeholder expertise, and research. The plan has been completed in a manner compliant with federal transportation legislation. The plan assesses available transportation services, identifies and prioritizes the service gaps and unmet needs of transportation disadvantaged populations, provides strategies to address the service gaps and unmet needs for implementing and funding these activities.