

2026-2030

Tulsa Regional
Coordinated Public
Transit-Human Services

Transportation Plan



Prepared for the
Tulsa Transportation
Management Area





Thank You

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1.0 Introduction



Transportation is vital to connect and move people more easily throughout the region to neighborhoods, employment, shopping, education, health care, recreation, and many other services and activities. Historically, individuals with disabilities, older adults, and people with low incomes have been transportation-disadvantaged, and it has been a challenge for this population to maintain a basic level of mobility.

Even though a significant amount of resources are committed to transportation infrastructure, there are still service gaps and needs in transportation services for disadvantaged populations. The transportation system is often fragmented, and services are not available to meet existing needs. The Tulsa region has seen considerable growth especially in areas only accessible by a personal vehicle, an option not available to many elderly, low-income, and people with disabilities. With a lack of

mobility, transportation-disadvantaged citizens can be marginalized without any opportunity to access medical care, jobs, social and recreational opportunities.

Human service transportation includes a broad range of transportation service options designed to meet the needs of a variety of populations. Choices range from the public transit fixed-route system and specialized dial-a-ride van programs to taxi/rideshare vouchers and volunteer drivers. The array of services often results in multiple, underutilized and inefficiently operated services and vehicle fleets. It is essential to expand travel options in the Tulsa region and it should be a priority to provide economical and sustainable transportation services to all citizens. With coordination of transportation programs, community resources can be shared, and services improved and expanded. Mobility for all residents is enhanced with more efficient transportation choices at lower costs.

1.1 INCOG's Role

The Indian Nations Council of Governments (INCOG) is a voluntary association of local and tribal governments in the Tulsa metropolitan area in northeast Oklahoma. Established in 1967, it is one of 11 Councils of Governments in the State of Oklahoma, and one of several hundred regional planning organizations across the country. INCOG provides planning and coordination services to assist in creating solutions to local and regional challenges in such areas as land use, transportation, community and economic development, environmental quality, public safety, and services for older adults. It serves Creek, Osage, Rogers, Tulsa, and Wagoner counties, more than 50 cities and towns located in those counties, and the Cherokee, Muscogee (Creek), and Osage Nations.

INCOG, in coordination with local officials, was designated by the Governor of Oklahoma as the organization responsible for developing and implementing the Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) and a process to select and prioritize projects for the Tulsa Transportation Management Area (TMA).

1.2 WHY COORDINATION?

Significant economic and social benefits can be realized by the community when transportation services are coordinated. The implementation of successful coordination programs can further generate combined economic benefits to human service agencies and transit providers in our region. The benefits of coordinating human services and transportation services include:

Economic Benefits:

- **Enhanced mobility:** expanding the service area and hours increases employment opportunities for potential and underemployed workers.
- **Increased efficiency:** reducing the cost per vehicle hours or miles traveled, potentially saves money for providers and users.
- **Economies of scale:** allows bulk purchasing of vehicles, insurance, maintenance, and training.
- **Additional funding:** more total funding and greater number of funding sources.
- **Increased productivity:** more trips per month or passengers per vehicle hour.

Social Benefits:

- **Allows independence:** improves quality of life by providing access to work, medical needs, shopping, social events, and religious services for those who cannot drive.
- **Easy to use system:** coordinated services are better publicized, reliable, and accessible for users with the potential of serving more destinations.

The best way to achieve the potential benefits of coordinated transportation services is to establish specific goals and strategies for achieving improvements. Specific coordination goals and strategies that could provide significant economic benefits include generating new revenues, saving costs, increasing efficiency and productivity, and increasing mobility.

1.3 PLANNING REQUIREMENTS

The Coordinated Public Transit-Human Services Transportation Plan focuses on transportation services for the populations of older adults and persons with disabilities. It was first developed in 2007 and is typically updated every four years by the Indian Nations Council of Governments with ongoing participation of representatives from public and private transportation providers, Departments of Human and Social Services, Departments of Health, Mental Health, Rehabilitation Services, Employment, Education, Area Agency on Aging, faith-based organizations, and private, non-profit organizations such as the United Way.

The Coordinated Plan includes the identification of transportation gaps and needs of the disadvantaged populations, such as persons with limited means, individuals with disabilities, and seniors, and the development of alternatives to address these needs. These alternatives were developed by INCOG in coordination with the region's transit providers and human service organizations. This document is an update of the 2021 Coordinated Public Transit-Human Services Transportation Plan for the Tulsa region.

1.4 History of the Coordinated Plan

The first Coordinated Public Transit-Human Services Transportation Plan was developed to fulfill requirements of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), the federal transportation reauthorization act, which required the establishment of a locally-developed Coordinated



In addition to renaming the program, the new legislation expanded the activities eligible for funding and allowed more flexibility in the administration of the program. While funds were previously allocated directly to the State, MAP-21 allows the MPOs to be the designated recipient of these funds and be responsible for program administration. JARC, which focused on providing services to low-income individuals to access jobs, was consolidated into Section 5307 Urbanized Area Formula Program and the coordinated planning requirement for this program was eliminated. According to MAP-21, there was no more funding apportionment for JARC and New Freedom beyond fiscal year 2012 but any funds prior to that date remained available for obligation providing

Public Transit-Human Services Transportation Plan for three Federal Transit Administration (FTA) human services transportation programs — the Job Access and Reverse Commute Program (JARC, Section 5316), New Freedom (Section 5317), and the Formula Program for Elderly Individuals and Individuals with Disabilities (Section 5310). Under SAFETEA-LU, to receive program funding beginning from federal fiscal year (FFY) 2006, federal program grantees must certify that approved projects were derived from the Coordinated Plan developed through a process that includes representatives of the general public as well as public, private, and non-profit transportation and human services providers.

Through continuing resolutions, SAFETEA-LU was extended through the end of FFY 2012. In June 2012, the Federal Government signed into law a new two-year federal surface transportation authorization entitled Moving Ahead for Progress in the 21st Century (MAP-21). The new authorization maintained most of the coordinated planning provisions under SAFETEA-LU but made significant changes to the specialized transportation grant programs under the new bill.

Under MAP-21, the New Freedom Program, which provided grants for services for individuals with disabilities that went above and beyond the requirements of the Americans with Disabilities Act (ADA), was consolidated with the existing Section 5310 program for the Enhanced Mobility of Seniors and Individuals with Disabilities. In

it conformed to the established period of availability determined by the Federal Transit Administration (FTA) regulations. Use of these funds followed requirements previously established under SAFETEA-LU authorization.

Section 5310, Enhanced Mobility of Seniors and Individuals with Disabilities Program is the only funding program with coordinated planning requirements under MAP-21. For distribution of any funds under Section 5310, projects selected have to be included in the coordinated public transit-human services transportation plan, developed and approved through participation of seniors, people with disabilities, representatives of public, private, and non-profit transportation and human service providers and other members of the public, and services coordinated with other transit providers.

The 2021 Coordinated Transportation Plan was developed under the Fixing America's Surface Transportation Act (FAST) that was signed into law on December 3, 2015. This plan served as the basis for the 2025 plan update, which was developed under the Infrastructure Investment and Jobs Act (IIJA, also known as the Bipartisan Infrastructure Law). IIJA was signed into law on November 15, 2021, authorizing funds for fiscal years 2022-2026 and set to expire September 30, 2026.

With older adult and people with disabilities populations rapidly growing, it is vital to identify ways to meet the demand and mobility needs of these populations. It is an

FTA requirement that Coordinated Transportation Plans include an assessment of available services that identifies current transportation providers (public, private, and non-profit), an assessment of transportation needs for individuals with disabilities and seniors, strategies to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery, and priorities for program implementation. FTA also requires that projects identified for funding in a coordinated transportation plan be included in the Statewide Transportation Improvement Program (STIP) and in the local Transportation Improvement Program (TIP) for urbanized areas with populations over 50,000.

1.5 PLAN PURPOSE

The purpose of the plan is to identify the transportation needs of individuals with disabilities, the elderly, and low-income people, provide strategies for meeting these needs, and prioritize transportation services for funding and implementation. The Coordinated Plan aims to move transportation coordination efforts forward and improve

the availability, quality and efficiency of transportation services for disadvantaged population groups, with limited mobility options, by matching transportation resources to needs.

To develop the 2026 update to the Coordinated Plan, INCOG, local governments, transit agencies, and human services organizations came together in an effort to maximize resources to better serve the Tulsa region residents. The Coordinated Plan includes updated regional demographic data, transit capacity building strategies, as well as updated information on new and existing transportation providers serving the transportation-dependent and disadvantaged populations in the Tulsa region.

This Plan will assist transit agencies and human service organizations in identifying and addressing gaps and needs in transportation services provided to the Tulsa region citizens and serve as a resource to transportation providers in the region. It will also be supplement to the Tulsa Region Long Range Transportation Plan.



2.0 Plan Development Process



The development of the Coordinated Public Transit–Human Services Transportation Plan is intended to guide funding decisions for the FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program. The program seeks to improve mobility for seniors and individuals with disabilities by removing barriers to transportation and expanding mobility options. To support this objective, the Plan includes four key components: (1) a comprehensive assessment of existing transportation services and coordination efforts; (2) an assessment of unmet transportation needs; (3) prioritized strategies to address identified needs; and (4) a competitive project selection process. The Coordinated Plan also serves as a tool to improve communication between transportation providers and human service agencies and to identify opportunities for coordination.

Public engagement formed the foundation of the coordination planning process. INCOG staff identified more than 100 representatives from organizations providing

senior and disability services, transportation agencies, state and regional mobility managers, health care providers, advocates, and education and employment specialists. A survey was distributed to these organizations to develop a comprehensive inventory of transportation resources within the Tulsa TMA and to collect feedback on barriers, gaps, and unmet needs. A second survey was provided to stakeholders for distribution to their clients to gather client-level data.

Two stakeholder meetings were held to inform participants about the Plan update and to solicit input on regional transportation needs. The in-person stakeholder workshop was held on September 4, 2025, from 9:00 to 11:30 a.m. Twenty-five participants representing 21 organizations attended, including public transit providers, local governments, human service agencies, nonprofit organizations, and health service providers. Participating organizations included Oklahoma Department of Transportation, Metropolitan Tulsa Transit Authority,

Muscogee Nation Transit, the Cities of Sand Springs and Broken Arrow, Eastern Oklahoma Development District, SODA Mobility Management, A New Leaf, Show Inc., Broken Arrow Neighbors, Hospitality House of Tulsa, Blessings to Share Foundation, Morton Comprehensive Health Services, Family & Children’s Services, Grand Mental Health, Gateway Foundation, LIFE Senior Services, CAP Tulsa, MODUS, Domestic Violence Intervention Services, Inc. (DVIS), and INCOG Area on Aging Agency. The workshop included brainstorming activities and facilitated discussion. Participants shared perspectives on service strengths and weaknesses, barriers to coordination, potential strategies, and provided key input that informed the gap analysis and development of the Plan.

The second stakeholder meeting was held virtually and included twenty-five participants in addition to INCOG staff. This meeting focused on reporting how feedback from the first workshop was being incorporated into the Plan, including updates to the Section 5310 Grant Program and project selection process. Discussion included a potential increased emphasis on capital projects relative to operating assistance and the rationale for that shift. While no changes were made to application scoring criteria, staff noted that the emphasis on capital projects may continue as INCOG works with stakeholders to align limited Section 5310 resources with program goals and regional needs.

Staff also discussed the potential development of a transportation pilot project that would establish a dedicated transportation provider for eligible Section 5310 subrecipients whose primary mission is not transportation.

The discussion emphasized maximizing limited funding, reducing duplication, encouraging coordination, and avoiding investment in underutilized assets. A centralized provider serving multiple agencies was identified as a way to improve efficiency, increase shared trips, and expand service coverage within existing funding levels. Advances in affordable transportation scheduling technology were noted as making inter-agency coordination increasingly feasible. The concept was described as an iterative process, with potential geographic expansion over time to support a regional solution across the Tulsa TMA. To further assess feasibility, staff conducted live polls of transportation and non-transportation providers during the meeting.

Staff also explored opportunities to expand mobility management services in the Tulsa region through the Section 5310 program in partnership with ODOT. The meeting concluded with a review of the strategies and actions proposed to address identified gaps and needs.

Ultimately, the program recommendations represent a shift from managing individual resources to managing overall mobility, critical to achieving a fully coordinated transportation system. Improved coordination between transit providers and human service agencies can reduce duplication, enhance service quality, improve staff training, and increase cost-effectiveness. Coordinated systems also improve access to health care, employment, education, and social services, thereby enhancing quality of life and strengthening community connections, while enabling governments to more effectively manage limited resources.



3.0 Demographic Profile

Development of the Coordinated Plan required an analysis of demographic trends and mobility needs among populations most likely to rely on public transit or specialized transportation services. These populations often experience mobility, economic, or accessibility constraints that affect their ability to access employment, healthcare, education, and other essential services.

demographic trends helps identify areas where mobility needs are most concentrated and supports the development of coordinated transportation strategies.

Map 1 illustrates the overall population distribution within the Tulsa TMA.

For the purposes of this Plan, the following groups are considered most likely to have specialized mobility needs:

- Older Adults: Individuals age 65 and older.
- Individuals with Disabilities: Defined by the Federal Transit Administration (FTA) as persons with a physical or mental impairment that substantially limits one or more major life activities.
- Low-Income Individuals: Persons whose household income is at or below 150 percent of the federal poverty threshold.

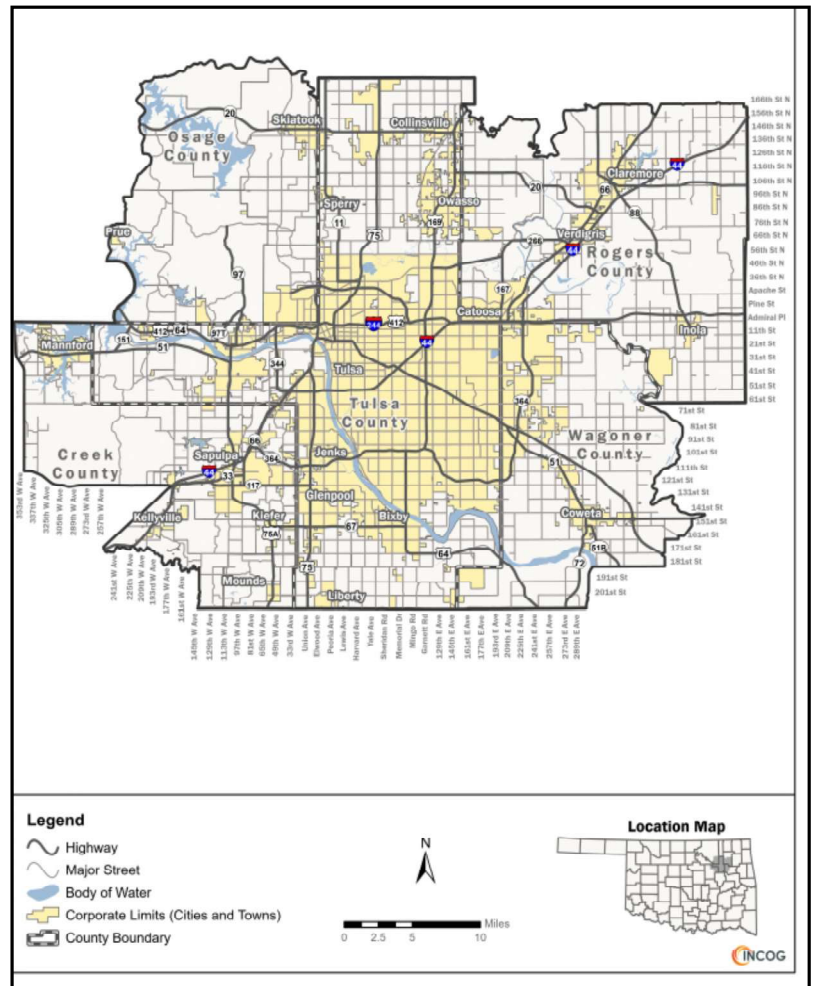
The Tulsa Transportation Management Area (TMA)—which includes Tulsa County and portions of Creek, Osage, Rogers, and Wagoner counties—had an estimated population of 892,504 in 2023.

The region’s population is projected to grow by 21.0 percent by 2050, representing an average annual growth rate of approximately .7 percent. Key demographic indicators for 2023 include:

- 15.0 percent (137,681) of residents were age 65 or older.
- 14.2 percent (126,014) were individuals with disabilities.
- 13.4 percent (118,627) lived below the poverty level.

These populations frequently overlap and represent a significant share of the region’s residents. Understanding their geographic distribution and

Map 1: Tulsa Transportation Management Area



3.1 ELDERLY

The number of older adults in the Tulsa region has increased steadily over the past decade. Correspondingly, median age has risen across all counties within the Transportation Management Area (Table 1 and Figure 1). In 2023, residents age 65 and older totaled 137,681, representing 15.0 percent of the regional population.

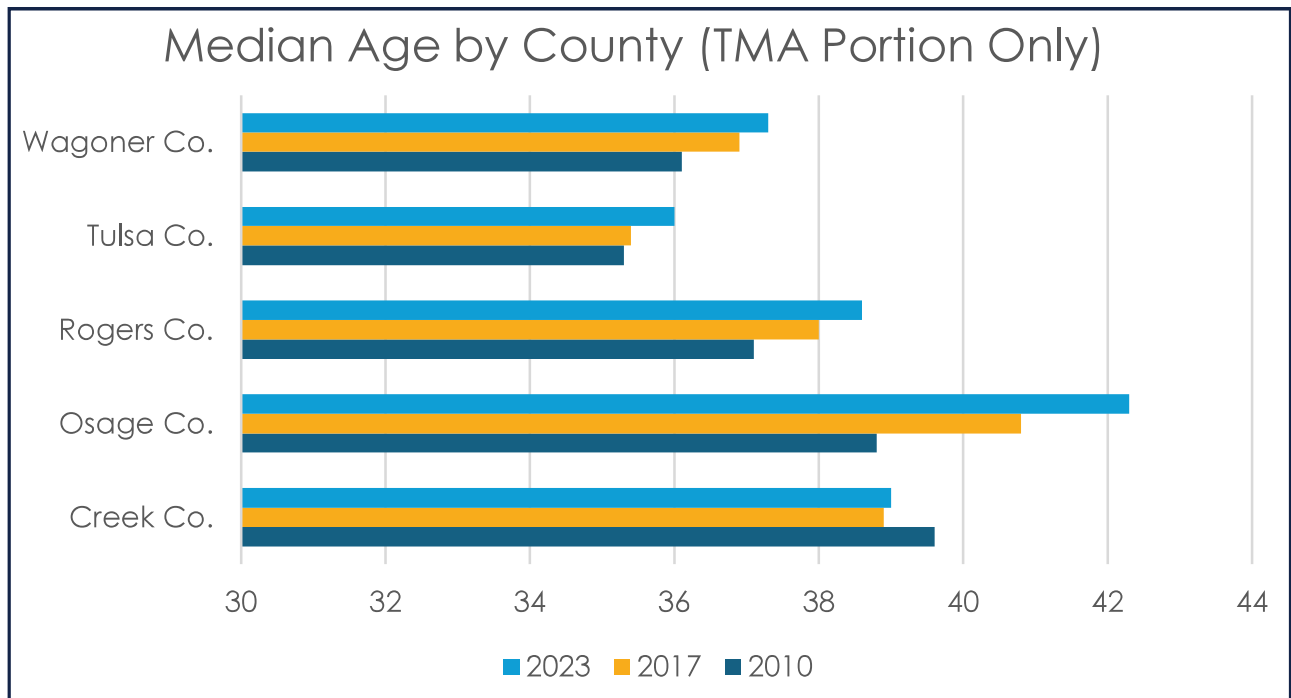
Table 1: Median Age by County (TMA portion only)

	Creek	Osage	Rogers	Tulsa	Wagoner
2010	39.6	38.8	37.1	35.3	36.1
2017	38.9	40.8	38.0	35.4	36.9
2023	39.0	42.3	38.6	36.0	37.3

(Source: 2013-2017, 2019-2023 5-year ACS)

Table 1 highlights the aging trend across the Tulsa Transportation Management Area. Between 2010 and 2023, all five counties—Wagoner, Tulsa, Rogers, Osage, and Creek—experienced increases in median age, with Osage County showing the most significant rise from 38.8 to 42.3 years. This upward shift confirms that the overall population is aging—not just growing—which has direct implications for transportation planning. As residents age, the likelihood of driving cessation increases, resulting in greater reliance on alternative transportation services.

Figure 1: Median Age by County (TMA portion only)



(Source: 2013-2017, 2019-2023 5-year ACS)

Table 2 further illustrates that the 65+ population has grown significantly faster than younger age groups. Since 2017, the senior population increased by 17.5 percent, compared to 3.9 percent growth among residents under age 20.

Table 2: Population by Age Group

County	Population	2017		2023		
		0-19yrs	65yrs+	Population	0-19yrs	65yrs+
Tulsa	637,123	177,605	84,958	673,708	187,309	100,090
Rogers	72,573	19,373	11,268	78,880	20,275	13,561
Osage	25,846	6,777	4,300	25,236	6,285	5,104
Creek	47,883	12,555	7,965	50,050	13,095	8,743
Wagoner	56,507	16,076	7,520	64,630	17,862	10,163
Totals	839,932	232,386	116,011	892,504	244,826	137,681

(Source: Long Range Transportation Plan Estimates, INCOG)

Projections indicate that the share of older adults will continue to rise through 2050 (Table 3). Osage and Creek counties are projected to have the highest proportions of residents age 65 and older. Even in counties where total population declines, seniors will represent a larger share of remaining residents.

Table 3: Population 65+ - 2023 and 2050

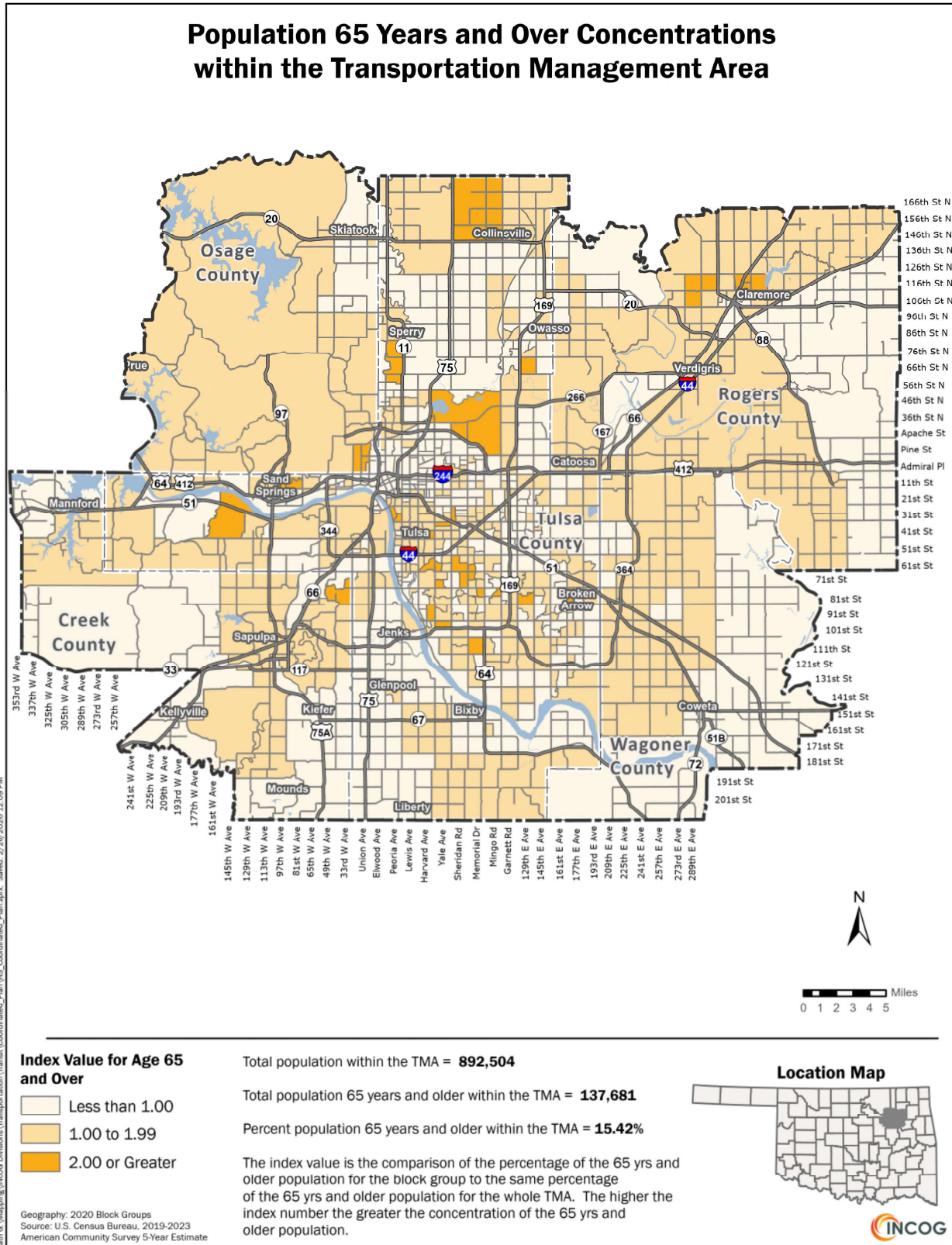
County (TMA Portion Only)	2023 Total Pop.	2023 Population 65+	2050 Total Pop.	2050 Population 65+
Wagoner	64,630	10,163 (16%)	89,908	14,138
Tulsa	673,708	100,090 (15%)	806,737	119,854
Rogers	78,880	13,580 (17%)	96,680	16,646
Osage	25,236	5,104 (20%)	30,468	6,192
Creek	50,050	8,743 (17%)	56,073	9,795
Totals	892,504	137,681 (15%)	1,079,866	166,584 (15%)

(Source: Long Range Transportation Plan Estimates, INCOG)

Map 2 illustrates the geographic distribution of residents age 65 and older. While many seniors live in urban areas, substantial concentrations exist in rural portions of the region. This distribution presents two primary mobility challenges:

- **Urban seniors** may require improved fixed-route accessibility and frequency.
- **Rural seniors** may rely more heavily on demand-response or coordinated transportation services.

Map 2: Geographic Distribution of Population 65 Years and Older



3.2 POPULATION WITH DISABILITY

Individuals with disabilities represent another population group with significant mobility needs. According to the 2023 American Community Survey, approximately 126,014 residents age five and older in the Tulsa TMA have at least one disability, representing roughly 14.2 percent of the population.

As shown in Table 4, disability rates vary across the region, with higher percentages observed in several rural counties. Disability prevalence also increases significantly with age; approximately 35 percent of residents age 65 and older report at least one disability (Figure 3).

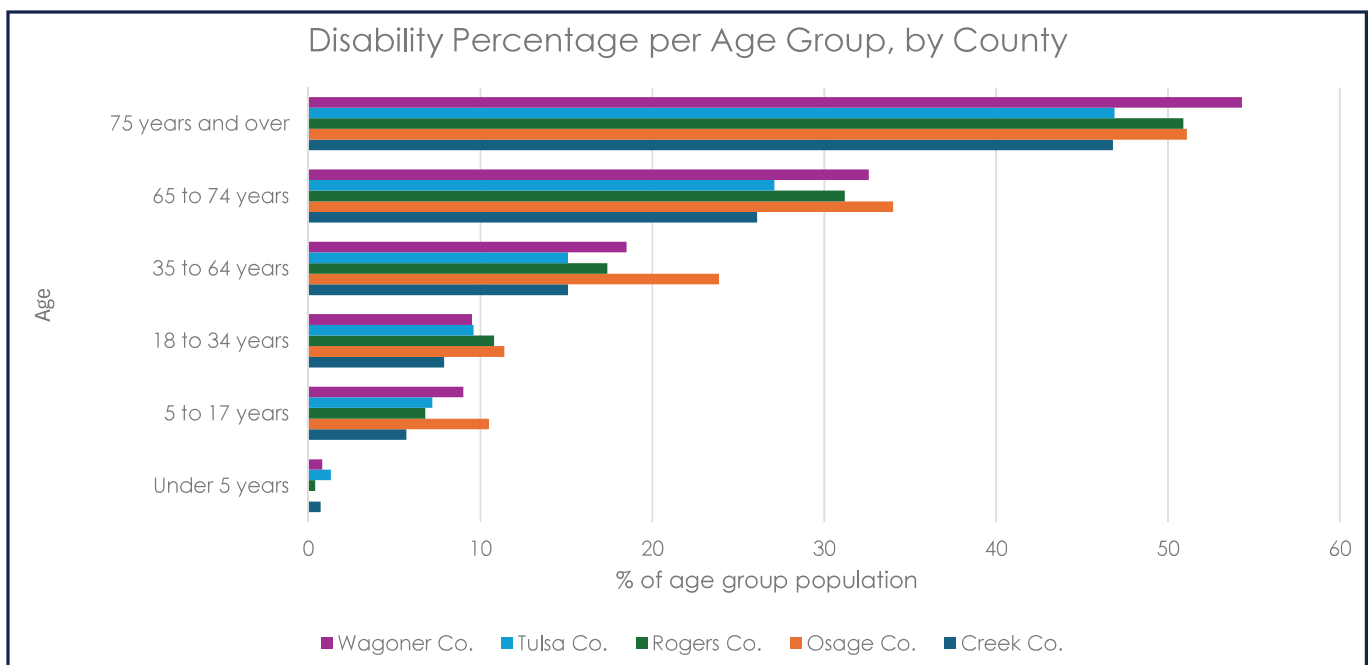
Table 4: 2023 Persons with Disabilities by County

County (TMA Portion Only)	Population	# of disabled persons	% of population
Tulsa	667,647	91,013	13.6%
Rogers	77,783	12,662	16.3%
Osage	25,182	4,795	19.0%
Creek	51,336	7,599	14.8%
Wagoner	64,488	9,945	15.4%
TOTAL	886,436	126,014	14.2%

(Source: 2023 ACS 5-year estimate)

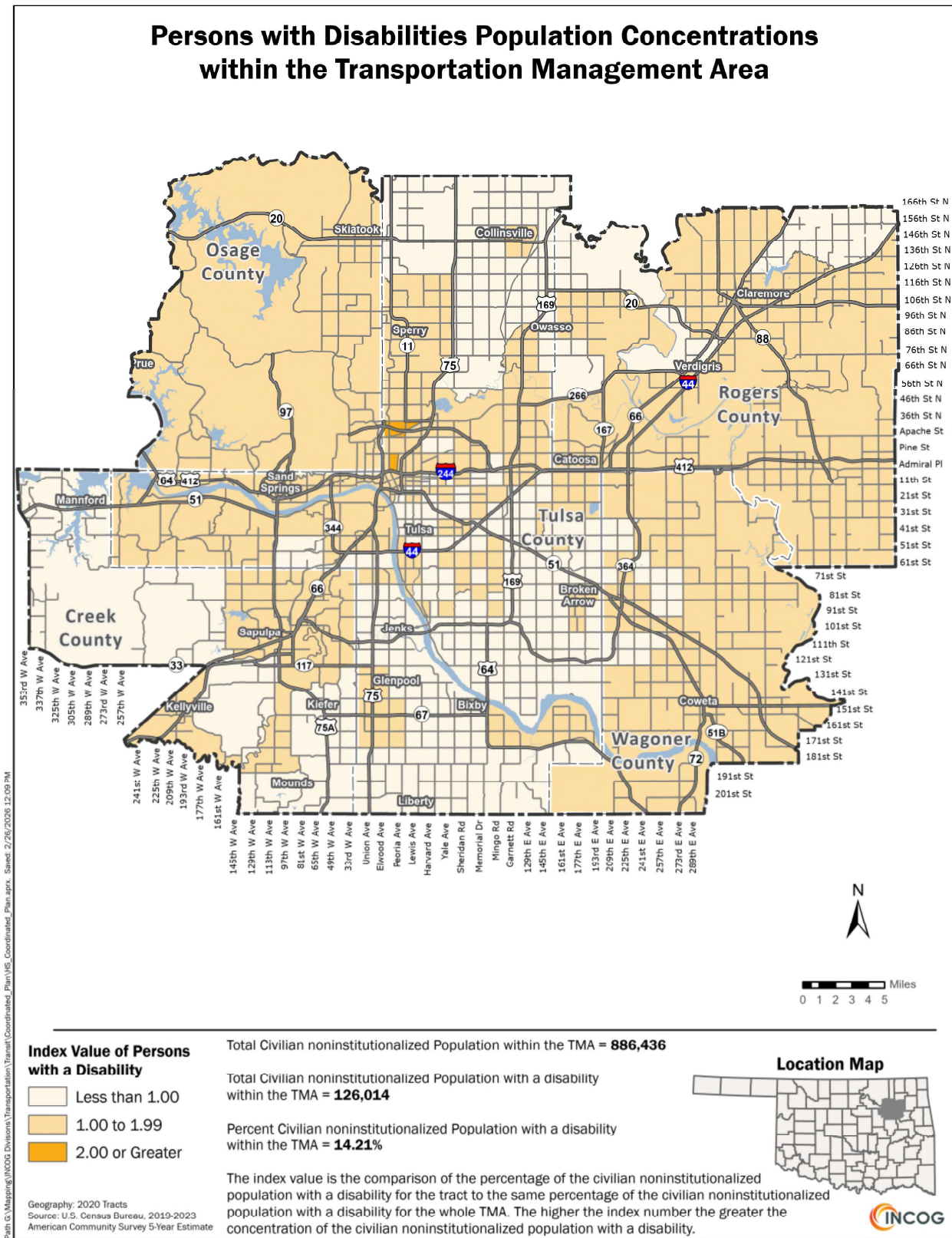
Population projections indicate that the number of individuals with disabilities could increase substantially in the coming decades. By 2050, the population with disabilities is projected to grow substantially, largely due to the aging of the region’s residents.

Figure 2: Disability Percentage per Age Group by County



Map 3 shows the geographic distribution of individuals with disabilities across the region. These patterns suggest increasing demand for **accessible vehicles, door-to-door transportation, and coordinated mobility services.**

Map 3: Geographic Distribution of Population with Disabilities



3.3 LOW-INCOME POPULATION

Lower-income households are more likely to rely on public transportation due to limited access to private vehicles.

As shown in **Table 5**, **Tulsa County** has the largest number and highest share of residents living below the poverty threshold, followed by **Creek County**. In total, approximately **118,627 residents** in the Tulsa TMA were classified as low income in 2023.

Projections indicate that the number of low-income residents will continue to increase across most counties through 2050. Tulsa County will remain the largest concentration, while Creek County is projected to surpass Osage County in total low-income population.

Table 5: LOW-INCOME POPULATION BY COUNTY - 2023 AND 2050

County	2023 pop.	2023 Low-Income pop.	Percentage	2050 pop.	2050 Low-Income pop.
Creek	49,170	6,903	14.00	56,073	7,872
Osage	25,076	3,009	12.00	30,468	3,656
Rogers	77,176	6,722	8.71	96,680	8,420
Tulsa	662,257	97,074	14.66	806,737	118,268
Wagoner	64,259	4,919	7.65	89,908	6,878
Total	877,938	118,627	13.44	1,079,866	144,360

Source: 2019-2023 5-year ACS & Connected 2050 Long Range Transportation Plan (INCOG)

3.4 ZERO-VEHICLE HOUSEHOLDS

Although vehicle ownership is high in the Tulsa region, a portion of households lack access to a private vehicle and rely more heavily on alternative transportation. As shown in **Table 6**, approximately **19,193 households lacked access to a vehicle in 2023**, representing about **5.5 percent of households** in the region. **Tulsa County accounts for the largest share** of zero-vehicle households.

Table 6: ZERO-VEHICLE HOUSEHOLDS

County	2023 Households	2023 Zero Vehicle Households	2050 Households	2050 Zero Vehicle Households
Tulsa	268,530	16,549 (6.2%)	320,891	19,776 (6.2%)
Rogers	29,071	796 (2.7%)	35,625	975 (2.7%)
Osage	9,376	506 (5.4%)	11,517	622 (5.4%)
Creek	19,767	881 (4.5%)	21,326	950 (4.5%)
Wagoner	22,789	461 (2.0%)	32,239	652 (2.0%)
Total	349,542	19,193 (5.5%)	421,598	23,150 (5.5%)

While most households currently have access to at least one vehicle, projections indicate that the number of zero-vehicle households could **increase by nearly 4,000 by 2050**. This trend will increase demand for accessible public transit and coordinated transportation services.

3.5 SUMMARY OF DEMOGRAPHIC TRENDS

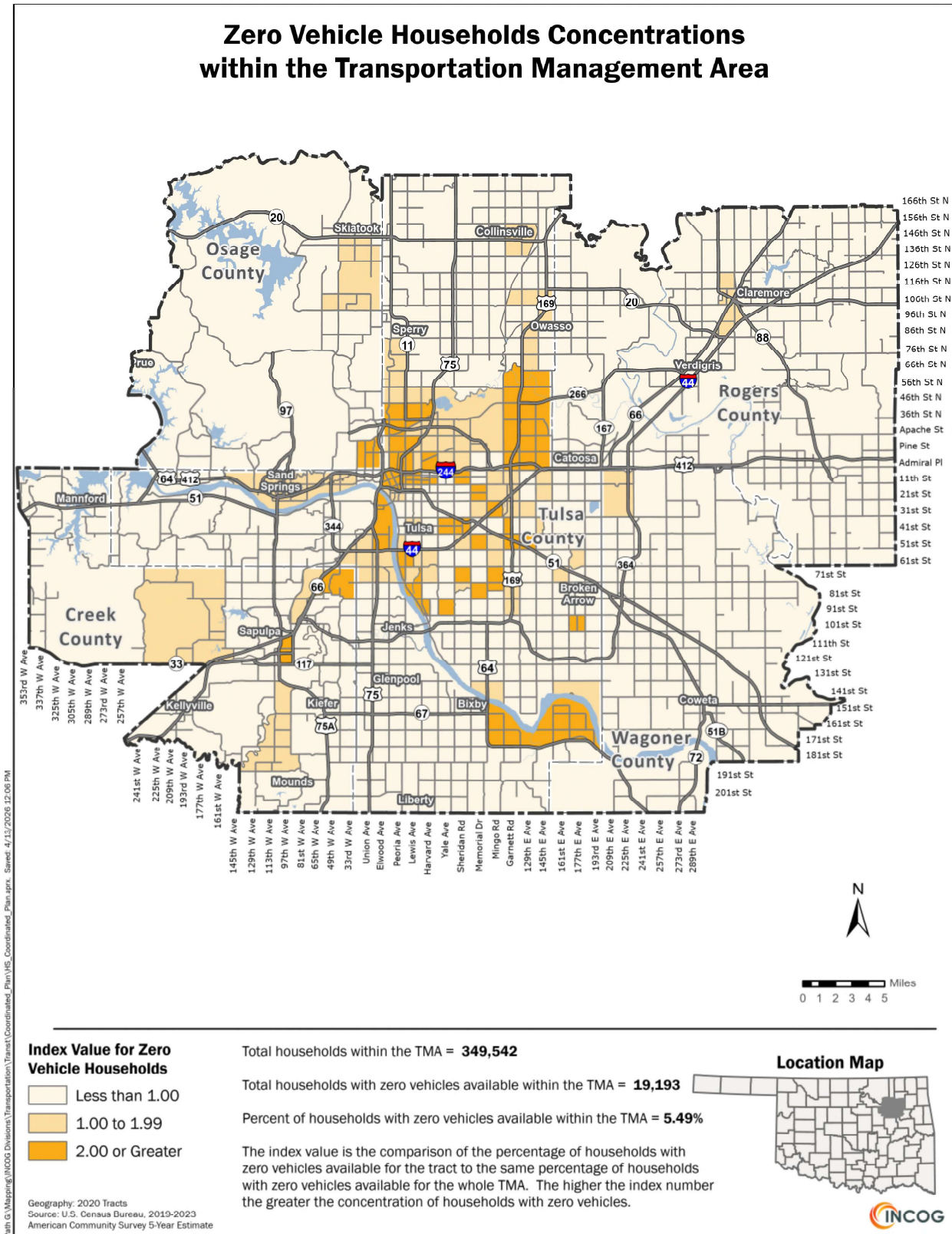
Several demographic trends are shaping transportation needs within the Tulsa TMA:

1. **The regional population is aging.**
2. **Disability prevalence increases with age.**
3. **Low-income populations remain geographically widespread.**
4. **A portion of households lack reliable vehicle access.**

Because these factors frequently overlap geographically and demographically, future transportation demand will grow in compounding ways rather than independently. Addressing these needs will require continued coordination among transit providers, local governments, and human service agencies to ensure accessible transportation options throughout the region.



Map 4: Geographic Distribution of Zero-Vehicle Households



4.0 Transportation Resources



4.1 REGIONAL RESOURCES AND SERVICES AVAILABLE

Public transportation in the Tulsa region has evolved significantly over time. Historically, the region was served by passenger rail and trolley systems; today, public transportation is provided primarily through bus services. Interregional bus service is operated by Greyhound Bus Lines and Jefferson Lines, which operate from a terminal in downtown Tulsa and provide connections to communities throughout Oklahoma and to destinations in other states.

In addition to fixed-route and intercity services, various ride-share providers, including Uber and Lyft, operate throughout much of the region. Taxi service—an important component of demand-response transportation—is available primarily in Tulsa and Sand Springs and provides mobility for individuals who may lack other transportation options.

The region is also served by a network of urban and rural public transit providers, as well as nonprofit and human service organizations, including those that serve populations eligible under Section 5310. The following information consolidates many of these transportation providers, programs, and resources available throughout the region.

4.1.1 TRANSIT AGENCIES

Metropolitan Tulsa Transit Authority (MTTA), operating as MetroLink Tulsa

Within the Tulsa Transportation Management Area (TMA), fixed-route bus, paratransit, and microtransit services are operated by the Metropolitan Tulsa Transit Authority, doing business as MetroLink Tulsa. Established in 1968, MTTA operates the region's primary public transportation system, including fixed-route bus service and a range of complementary mobility options (see Appendix 1 for the MetroLink Tulsa Existing Services Map).

In 2025, MTTA provided approximately 2.35 million fixed-route passenger trips, more than 65,000 ADA paratransit trips through its LinkAssist service, and nearly 120,000 trips through its on-demand MicroLink service. While passenger rail service does not currently operate in Tulsa, several major corridors have been identified for potential future implementation as regional needs evolve.

MetroLink Tulsa’s Local Bus Service and Bus Rapid Transit (AERO)

MTTA operates a fixed-route fleet of approximately 66 buses supporting local, express, and Bus Rapid Transit (BRT) services. The system includes 17 local routes serving Tulsa, Sand Springs, and Jenks; one express route serving Broken Arrow; and the AERO BRT line, which functions as the system’s primary north–south trunk route with 20-minute headways. Local routes generally operate at headways ranging from 30 to 55 minutes.

A second BRT corridor, Route 66 BRT, was designed and funded in 2024 through a U.S. Department of Transportation RAISE grant and local funding is planned to operate primarily along 11th and 21st Streets, complementing the existing north–south BRT corridor upon construction.



Local bus service generally operates from 5:00 a.m. to 7:00 p.m. on weekdays and from 5:30 a.m. to 7:00 p.m. on Saturdays. AERO BRT service operates extended hours, including evenings and Sundays. The 900 Express provides limited peak-period service between Broken Arrow and downtown Tulsa.

ADA Paratransit

In compliance with the Americans with Disabilities Act (ADA), MTTA provides complementary paratransit service through LinkAssist. This door-to-door service is available to individuals certified as ADA paratransit eligible who

reside within the City of Tulsa or within three-quarters of a mile of a fixed-route bus service in surrounding communities. LinkAssist operates primarily Monday through Saturday, with limited Sunday service.

Microtransit

MTTA launched MicroLink in 2023 to provide on-demand, zone-based transportation service. MicroLink offers curb-to-curb trips as well as first- and last-mile connections to the fixed-route system. Service hours vary by zone, with daytime, evening, and Sunday service areas designed to address specific mobility gaps. The agency supports LinkAssist and MicroLink through an additional mixed fleet of approximately 50 smaller buses and ADA-accessible vans.

MTTA Free And Reduced Fare Programs, Visually Impaired Services, etc.

MTTA offers a range of fare programs and accessibility tools to support seniors and individuals with disabilities. Reduced fares are available to seniors, Medicare cardholders, and people with disabilities, while youth (18 and under), active-duty military personnel, and veterans ride free.

MTTA was also among the first transit agencies in the country to offer Aira, a complimentary visual interpreting service for customers with visual impairments. Aira provides real-time assistance through a smartphone-based platform and is available throughout the transit system, as well as at Tulsa International Airport.

4.1.2 OTHER TRANSPORTATION PROVIDERS AND SERVICES AVAILABLE

While the backbone of the Tulsa area public transportation system is the fixed-route service, it is not always available or may not meet special transportation needs. As a result, many organizations in the area operate transit services to provide transportation to their clients. These organizations include rural transit agencies, non-profit agencies, taxi companies, volunteer programs, and schools among others.

Some human service organizations provide demand-response transportation options for elderly and people with disabilities. Their primary role is not transportation, but they do offer the service solely for their clients’ benefit.

KI BOIS Transit

KI BOIS Community Action Partnership provides transportation services for older adults, individuals

with disabilities, and veterans in the City of Coweta and surrounding areas of Wagoner County, supporting access to medical care, employment, shopping, recreation, and other essential services. KI BOIS Transit is the only transit provider serving Coweta and also operates in Tulsa, Muskogee, Broken Arrow, and Wagoner, with connections to Metropolitan Tulsa Transit Authority routes when



feasible.

Cimarron Transit

Cimarron Transit, operated by the United Community Action Program, provides transportation services in Creek and Osage counties. The service supports older adults, individuals with disabilities, and the public by offering reliable curb-to-curb transportation to medical appointments, errands, and social activities, ensuring a convenient and accessible travel option to meet their needs.

Pelivan Transit

Pelivan Transit, owned and operated by Grand Gateway EDA, provides transportation services in Rogers County for older adults, individuals with disabilities, and veterans traveling to medical appointments and employment sites. The service enhances efficiency and safety while improving accessibility, independence, and mobility for its riders.

MODUS

MODUS provides reliable curb-to-curb transportation for clients of Tulsa-area nonprofits, ensuring individuals and families can access the services they need to succeed and thrive. Modus Drive serves residents in the Tulsa Metro area who require transportation to appointment-based medical or social services and must be referred through a participating social service or medical provider. By partnering with local agencies, MODUS helps clients travel to and from medical and other destinations safely and efficiently.

PICK Transportaion

PICK Transportation is a flexible, demand-responsive service designed to complement traditional public transit. Unlike fixed-route buses, it operates on a localized scale using smaller vehicles such as vans or shuttles. By leveraging technology to optimize routes and schedules based on real-time demand, PICK provides convenient, point-to-point service and offers an efficient solution to address rural mobility needs while enhancing overall accessibility.

Veterans Ride Connect (VRC) - Veterans Transportation Services

The VRC is an innovative partnership comprised of transit providers in the region (Pelivan Transit, KI BOIS Area Transit, Cimarron Transit, Muskogee County Transit Authority, and Muskogee (Creek) Nation) working together to offer Oklahoma veterans reliable, safe, and affordable transportation. The consortium provides services throughout 26 counties in the northeast region of Oklahoma, including those located in the Tulsa Transportation Management Area. Transportation services are provided to Oklahoma's veterans to and from vital medical appointments with origin and/or destination in the Tulsa Transportation Management Area.

LIFE Senior Services

LIFE Senior Transportation Services offers a transportation program that provides door-to-door rides to medical appointments and social activities at a reduced cost—or in some cases, at no cost based on income. The goal is to support those who may not have access to, or cannot afford, other forms of transportation, ensuring they can attend both essential services and community activities. These services are available to older adults, individuals with disabilities,



4.2 SECTION 5310 FUNDING SOURCE

The Federal Transit Administration (FTA) provides several federal funding programs to support public and human services transportation. Section 5310, the Enhanced Mobility of Seniors and Individuals with Disabilities Program, is the only FTA program that requires coordinated planning under MAP-21. To receive Section 5310 funding, projects must be included in a Coordinated Public Transit–Human Services Transportation Plan that is developed and approved with participation from seniors, individuals with disabilities, public, private, and nonprofit transportation and human service providers, and other members of the public. Projects must also demonstrate coordination with other transit providers. For this reason, Section 5310 is the only FTA program addressed in this Plan.



FTA Section 5310 – Enhanced Mobility of Seniors and Individuals with Disabilities

The purpose of the Section 5310 program is to improve mobility for seniors and individuals with disabilities by removing transportation barriers and expanding mobility options. FTA provides financial assistance for transportation services planned, designed, and implemented to meet the specialized transportation needs of these populations in large urban, small urban, and rural areas.

Section 5310 funds may cover up to 80 percent of eligible capital costs and up to 50 percent of eligible operating costs. Mobility management activities and the purchase of service are considered capital expenses.

At least 55 percent of available funds must be used for capital public transportation projects that meet the special needs of seniors and individuals with disabilities (“Traditional Section 5310 Projects”). Up to 45 percent of funds may be used for other eligible capital and operating projects, including New Freedom–type activities. No more than 10 percent of the apportionment may be used for program administration.

Eligible Subrecipients for Traditional Section 5310 Projects

Under Section 5310(b), funds may be allocated to:

- a) A private non-profit organization; or
- b) A state or local governmental authority that:
 - (1) is approved by a state to coordinate services for seniors and individuals with disabilities; or
 - (2) certifies that there are no non-profit organizations readily available in the area to provide the service.

Eligible Subrecipients for Other Section 5310 Projects

Eligible subrecipients for other Section 5310 activities include state or local governmental authorities, private nonprofit organizations, and operators of public transportation that receive Section 5310 funding indirectly through a designated recipient.

Private operators of public transportation, including taxi companies that provide shared-ride service to the general public on a regular basis, are eligible subrecipients. “Shared-ride” service involves two or more passengers traveling in the same vehicle who are not otherwise traveling together. While not every trip must be shared, shared-ride service must be a general characteristic of the operation.

Taxi companies that provide exclusively single-passenger (exclusive-ride) service are not eligible subrecipients but may participate as contractors. Exclusive-ride taxi companies may receive Section 5310 funds for accessible vehicles when operating under contract with a state, designated recipient, or eligible subrecipient.

Eligible Projects

Eligible Section 5310 projects include:

1. Public transportation capital projects designed to meet the special transportation needs of seniors and individuals with disabilities when existing public transportation is insufficient, inappropriate, or unavailable
2. Projects that exceed the requirements of the Americans with Disabilities Act (ADA)
3. Projects that improve access to fixed-route service and reduce reliance on complementary paratransit
4. Alternatives to public transportation that assist seniors and individuals with disabilities

Local Share and Funding Requirements

Section 5310 funds may be used for both capital and operating expenses. The federal share may cover up to 80 percent of eligible capital costs and up to 50 percent of eligible operating costs. Up to 10 percent of a recipient's apportionment may be used for program administration, planning, and technical assistance, funded at a 100 percent federal share.

The required local match is a minimum of 20 percent for capital projects and 50 percent for operating projects. Local match may be provided through cash, reserves, service agreements, or in-kind contributions, provided such contributions are documented, eligible, and included in the project budget.

Eligible sources of local match include:

- State or local appropriations
- Non-DOT federal funds eligible for transportation purposes
- Dedicated tax revenues
- Private donations
- Revenue from human service contracts
- Transportation Development Credits
- Advertising and concession revenue
- Income from contracts for human service transportation

FTA funds may not be used as local match for other FTA programs. All sources of local match must be identified at the time of grant award.

Exceptions to Local Match Requirements

The federal share may exceed 80 percent for certain ADA- and Clean Air Act-related projects:

1. Vehicles: Up to 85 percent federal share for vehicles acquired to comply with or maintain compliance with ADA or the Clean Air Act.

2. Vehicle-Related Equipment and Facilities: Up to 90 percent federal share for equipment or facilities required for ADA or Clean Air Act compliance. Vehicle-related equipment is defined as equipment installed on or attached to a vehicle.

Use of Other Federal Funds

Local match may be derived from federal programs outside the U.S. Department of Transportation, including programs related to employment, aging, health care, community services, and rehabilitation, provided the funds are eligible for transportation purposes.

Originally established in 1975 as a discretionary capital

assistance program for private nonprofit organizations, the Section 5310 program was expanded under MAP-21 to include operating assistance. One strategy of the Tulsa region's coordinated transportation efforts is to identify additional non-federal funding sources to support public and human services transportation.

Program Administration and Project Selection

Under FTA guidelines, INCOG is the designated recipient for the Section 5310 program within the Tulsa Transportation Management Area (TMA). Applications for Section 5310 funding must address a need identified in this Coordinated Plan.

To ensure consistency with Plan goals, Section 5310 applications are evaluated using the selection process outlined in this document. This process will be periodically reviewed and refined to ensure funded projects are complementary, address documented needs, and advance the vision and objectives of the Coordinated Plan.

Serving the region's growing population of seniors and individuals with disabilities will require increased resources. INCOG, will continue to pursue additional funding opportunities, including private foundations and other innovative funding sources. INCOG will solicit applications from eligible entities and apply the adopted selection criteria to determine funding awards.

4.3 PROJECTS FUNDED UNDER PREVIOUS PLANS

The Indian Nations Council of Governments (INCOG) is the designated recipient in the Tulsa region for the Federal Transit Administration Section 5310 funding for enhanced mobility for seniors and people with disabilities. The funding allocated to INCOG is based on Tulsa's Urbanized Area population.

INCOG also develops and implements the Coordinated Public Transit-Human Services Transportation Plan. These two processes enable prioritizing and selecting eligible projects for the Tulsa Transportation Management Area (TMA). Since 2007, INCOG has assisted transit agencies and human service organizations in identifying and addressing gaps and needs in transportation services provided to the citizens. INCOG also serves as a resource to all transportation providers in the region.

INCOG previously established the Regional Council for Coordinated Transportation (RCCT), which brought together representatives from organizations serving low-income populations, older adults, and individuals with disabilities, including private and nonprofit service providers, advocacy groups, healthcare providers, and transportation partners. Through this collaborative effort, the group identified needs and developed practical solutions, including successful initiatives such as the Veterans Transportation Community Living Initiative (VTCLI) Grant that launched a regional one-call, one-click service and the Veterans Ride Connect partnership involving multiple providers.

While the RCCT is no longer active, INCOG continues coordination efforts through participation in the Northeast (NE) Region Coordination Group, which includes ODOT, private and nonprofit service providers, advocacy organizations, healthcare providers, and transportation providers. This ongoing collaboration ensures continued regional dialogue, information sharing, and coordination to address transportation needs across the region.

4.3.1 FEDERAL GRANTS ADMINISTERED

New Freedom Program

INCOG administered the FTA New Freedom funding, a predecessor to FTA Section 5310 program, focused on

transportation services for individuals with disabilities from 2007-2012. Local recipients included Morton Comprehensive Health Services, Day Spring Villa, KI BOIS Transit and others.

FTA Enhanced Mobility for Seniors and Disabled Individuals Section 5310

Beginning in FFY 2013, FTA expanded the Section 5310 program to focus on transportation for seniors and disabled populations, suballocating funds based on metropolitan area population, maintaining eligibility for all disability populations, and enhancing flexibility to include both traditional (capital) and operational assistance for public transportation providers in the region.

Since FY2017, under this enhanced Section 5310 framework, INCOG has awarded over \$6.1 million in federal funds to support traditional capital needs such as vehicles, as well as non-traditional projects including operating expenses, service contracts, and improvements that enhance connections to transit facilities. The flexibility provided by FTA in awarding these projects has benefited all recipients across the region.

Following the guidance from FTA, the allowable limits related to capital and operational, are regularly reviewed and awards are made in accordance with those allowances. The flexibility allows providers to seek contract services,

Table 7:
5310 GRANT AWARDS
FY2017 TO FY2023

INCOG Section 5310 Sub Recipients	Total Awarded	% Awarded
KI BOIS	\$ 1,103,022	17.80%
Cimarron Transit	\$ 761,614	12.30%
LIFE Senior Services	\$ 777,235	12.50%
A New Leaf	\$ 755,939	12.20%
Morton Comprehensive Health Services	\$ 401,709	6.50%
Pelivan	\$ 333,069	5.40%
City of Tulsa MHT	\$ 282,037	4.60%
Rogers County Adult Day Center	\$ 273,043	4.40%
City of Broken Arrow	\$ 250,000	4.00%
INCOG VRC	\$ 207,248	3.30%
Gatesway Foundation	\$ 193,843	3.10%
MODUS	\$ 161,580	2.60%
MTTA	\$ 125,000	2.00%
City of Sand Springs	\$ 105,958	1.70%
The Bridges Foundation	\$ 84,950	1.40%
City of Collinsville	\$ 73,923	1.20%
Domestic Violence Intervention Services	\$ 67,911	1.10%
Day Spring Villa	\$ 66,696	1.10%
City of Claremore	\$ 64,441	1.00%
Others	\$ 105,648	1.70%
Total	\$ 6,194,866	100.00%

utilize grant funds for preventative maintenance, or to provide for operational needs. INCOG also monitors all awardees for usage of vehicles funded in addition to reimbursing the costs allowed.

Vehicles — Traditional Capital Funding

On average, six new ADA accessible vehicles are purchased each year using INCOG 5310 funds, assisting agencies and meeting regional service needs. A total of 53 vehicles purchased from FY17 to FY25 and serving Tulsa and surrounding areas:

- KI BOIS Area Transit System
- Cimarron Public Transit System
- Pelivan Transit (Grand Gateway EDA)
- Morton Comprehensive Health Services
- The Springs (Day Spring Villa)
- A New Leaf, Inc.
- LIFE Senior Services
- Rogers County Adult Day Center
- Gatesway Foundation
- City of Claremore
- City of Collinsville
- City of Sand Springs
- MODUS
- Domestic Violence Intervention Services (DVIS)

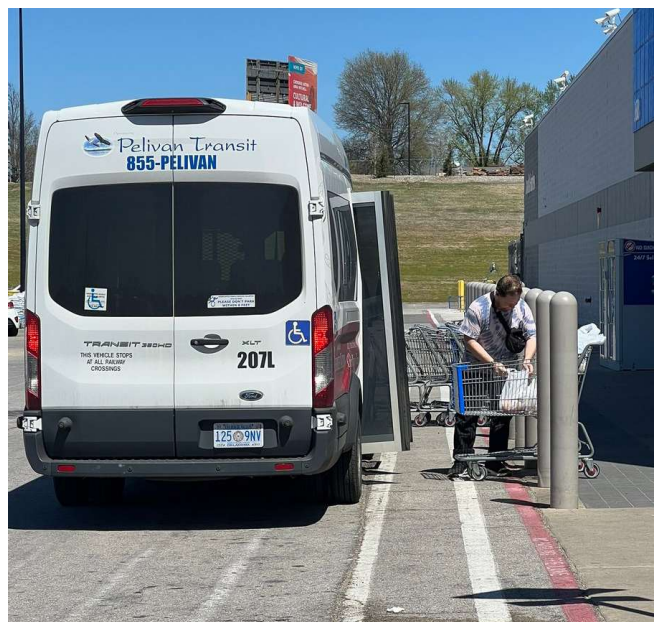
Operating Expenses, Non-Traditional Using Flexible Share as Allowed by FTA

- The City of Coweta connects residents to Tulsa and surrounding areas using KI BOIS Transit.
- Human trafficking and domestic violence victims connect to employment and health care services by Dayspring Villa (The Spring).
- People with disabilities connect to social activities and health care facilities in Broken Arrow, Owasso, and other surrounding communities using A New Leaf Inc., and Gatesway Foundation.
- LIFE Senior Transportation Services provides door-to-door, low- or no-cost transportation for older adults, individuals with disabilities, people who use wheelchairs, and veterans who lack access to affordable transportation.
- A New Leaf, serving Individuals with intellectual and developmental disabilities connects to employment, health care, and social activities.
- Rogers County elder day care center serves seniors and individuals with disabilities in Rogers County.

- Bridges Foundation serves Individuals with intellectual and developmental disabilities and physical limitations in Tulsa, connects to career exploration activities, local businesses, and social activities.
- Morton Comprehensive Health Services transport seniors and individuals with disabilities to medical appointments, pharmacies, nutrition sites, social service agencies, and grocery stores.
- MODUS provides transportation services to seniors and individuals with disabilities of nonprofit and social services agencies in Tulsa County.

Service Contracts

- NewView OK provides vouchers to Uber/Lyft services for blind/partially blind.
- INCOG contract with the Veterans Ride Connect (VRC), a consortium of transit agencies including Pelivan Transit, Cimarron Transit, KI BOIS Transit, Muskogee Transit, and Muskogee Creek Nation, to provide transit services to veterans.
- Youth Services of Tulsa contracts with MODUS to provide services to youth suffering from mental health and substance abuse issues, connecting them to health care, counseling, and other services.
- Blessings to Share Foundation contracts with MODUS to provide services transition-age adults with Intellectual and Developmental Disabilities (I/DD) and Autism Spectrum Disorder (ASD), connecting them to C.A.R.E.S. Club facility and other community activities.
- City of Tulsa provides transportation of patients in need of inpatient mental health treatment at the Crisis Care Center (CCC) of Family and Children’s Services.



5.0

Transportation Gaps and Needs

Despite ongoing efforts to improve the quality and availability of transportation services, gaps and unmet needs persist that affect overall community quality of life. The primary objective of the Coordinated Transit–Human Services Transportation Plan is to identify and assess the mobility needs of seniors, people with disabilities, and low-income populations; identify gaps in available transportation resources; and develop alternatives to address those needs. These alternatives are developed by INCOG in coordination with the region’s transit providers and planning stakeholders.

To identify transportation gaps and areas where additional services are needed, this Plan relied on the demographic analysis presented in Chapter Two, public outreach efforts, and a comprehensive gap analysis using the Transit Needs Index methodology.

Surveys were distributed to stakeholders and their clients to collect information on service types, fleet characteristics, and primary service populations. This information informed stakeholder discussions and, when combined with other feedback, supported the development of actions and strategies to address identified service gaps. These efforts also helped INCOG identify coordination opportunities to reduce service duplication and improve the efficiency of resource utilization. A key outcome of this process is the prioritization of strategies that address the most significant regional transportation needs.

5.1 TRANSIT NEEDS INDEX METHODOLOGY

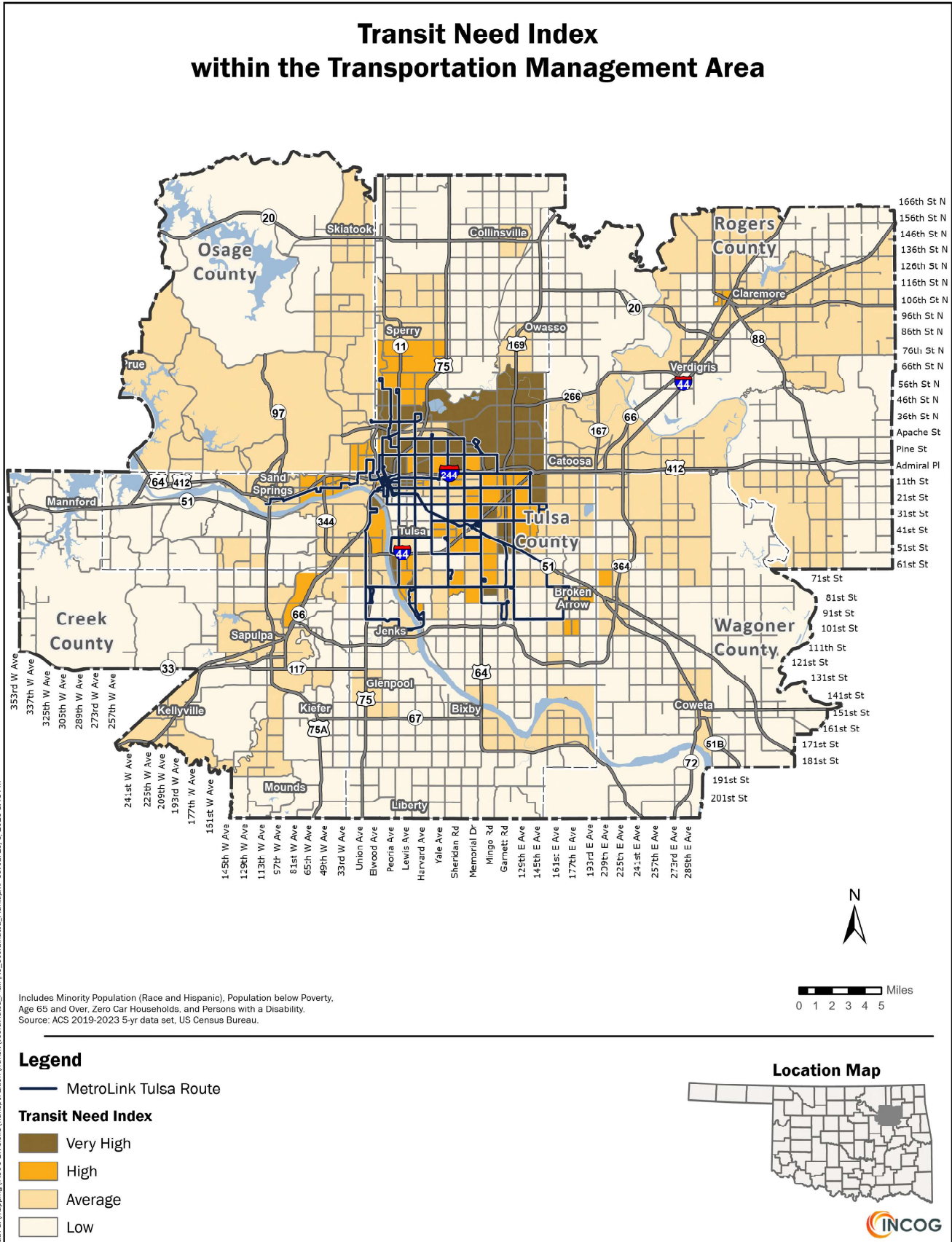
The Transit Needs Index is designed to identify concentrations of people in the region who are most likely to rely on or benefit from public transit. Specifically, the index examines concentrations of minority populations

(non-white races and Hispanic populations), individuals living below the poverty level, adults aged 65 and older, individuals with disabilities, and zero-vehicle households. An index score was calculated by comparing the concentration of each population group at the census tract level to the regional average. For example, if the percentage of individuals with disabilities in a census tract is 17.4 percent, compared to a regional average of 13.8 percent, the resulting disability index score would be 1.26 ($17.4 \div 13.8$). An index score of 1.0 indicates that the tract mirrors the regional average. Scores below 1.0 indicate lower-than-average concentrations, while scores above 1.0 indicate higher-than-average concentrations.

Index scores for each population group were calculated for every census tract and then summed to produce a composite score. The mean and standard deviation of these composite scores were used to classify tracts into categories ranging from low to very high transit need. Census tracts categorized as “Average” fall within one-half standard deviation of the mean, while tracts categorized as “Very High” have composite scores at least 1.5 standard deviations above the mean.

These classifications were mapped to identify areas with the greatest transit need. The resulting maps indicate that areas from downtown Tulsa extending north and east, as well as corridors along U.S. Highway 169, exhibit the highest concentrations of transit need. See the Transit Needs Index maps below.

Map 5: Minority Population (Race and Hispanic), Population below Poverty, Age 65 and Over, Zero Car Households, and Persons with a Disability.



The transportation needs identified lie within portions of all five counties that make up the Tulsa TMA. Although there were three distinct groups (low-income, elderly, and people with disabilities) targeted in the planning process, their respective needs were similar if not identical. Further, the transportation needs of people living outside of existing transit service areas are due to limited mobility options while the needs of those living inside transit service areas are typically service related.

5.2 GAP ANALYSIS — STAKEHOLDER MEETING

On September 4, 2025, INCOG staff hosted a public workshop with 25 stakeholders representing 18 local organizations, including public transit providers, local governments, mobility coordinators from ODOT, human service agencies, nonprofits, and health service providers. Represented organizations included INCOG, Metro Tulsa Transit Authority (MTTA), Muscogee Nation Transit, City of Sand Springs, City of Broken Arrow, EODD, SODA Mobility Management, A New Leaf, Show, Inc., BA Neighbors, Blessings to Share Foundation, Morton Comprehensive Health Services, Family & Children’s Services, Grand Mental Health, Gateway Foundation, LIFE Senior Services, CAP Tulsa, and MODUS.

These organizations support seniors, individuals with disabilities, and others with limited mobility. Stakeholder participation ensured diverse perspectives informed workshop discussions. Staff presented an overview of the planning process, Section 5310 funding opportunities, and early survey results from agencies and clients to identify service gaps, travel needs, and regional priorities. Group activities, presentations, and open discussion facilitated collaboration, idea exchange, and identification of opportunities to improve regional mobility.

Key Topics Discussed

- Purpose and update process of the Coordinated Plan
- Demographic trends
- Insights from agency and client surveys
- Regional transportation needs and gaps
- Strategies to achieve plan outcomes
- Section 5310 program priorities
- ODOT’s statewide Mobility Management initiatives

Discussions addressed strengths and weaknesses of human service and public transit providers, coordination

opportunities, and funding priorities for Section 5310. Feedback from this workshop directly informed the drafting of the updated Coordinated Plan.

5.2.1 NEEDS AND GAPS

Participants identified anticipated transportation needs over the next five years, largely consistent with prior planning cycles. Key needs included vehicle replacement and operating support. Aging fleets raise safety and reliability concerns, compounded by rising vehicle costs and short replacement lifecycles. In some cases, staff use personal vehicles to meet client needs.

From FY2017–FY2023, Section 5310 funds supported approximately 40 vehicle purchases (~6 per year), representing roughly 75% of awarded funds. Stakeholders acknowledged the importance of these vehicles but agreed that funding remains insufficient to maintain reliable, adequately sized fleets. Survey responses from 13 providers indicated that most operate a mix of vehicles, including ADA vans, but fleet sustainability remains a concern.

Technology Needs

Technology investments—including equipment and scheduling software—were viewed as essential for efficiency and inter-agency coordination. Stakeholders noted benefits in aligning trips for clients with similar destinations, optimizing resources, and facilitating coordination across agencies. Challenges include maintenance, staff training, updates, vendor changes, and accessibility for clients with limited digital literacy or inconsistent access to smartphones and data plans.

Contracted Transportation Services

Several stakeholders expressed interest in funding contracted transportation services. Recent awards included Blessings to Share and Youth Services contracting with MODUS, and Veterans Ride Connect contracting with PICK. Prior regional examples include:

- INCOG contracting with Veterans Ride Connect for multi-jurisdiction veteran transport
- Youth Services of Tulsa contracting with MODUS for youth mental health and substance abuse transport
- NewView Oklahoma providing Uber/Lyft vouchers for blind or visually impaired individuals
- City of Tulsa transporting patients to Family & Children’s Services Crisis Care Center
- Vintage Housing contracting to serve elderly residents

Contracted services reduce the financial and administrative burden of maintaining in-house fleets and allow agencies to focus on mission-driven services. While Section 5310 does not regulate fleet size or utilization, INCOG prioritizes funding toward verified needs and efficient fleet usage to maximize public benefit.

Capital vs. Operating Assistance

Stakeholders provided input on preferences for capital versus operating funding. While operating grants often require higher administrative oversight, many agencies reported that Section 5310 reporting did not add significant burden relative to other funding sources.

Preferences were split, typically reflecting agency funding structures. Agencies with state operating funds favored Section 5310 capital assistance for vehicles and fleet expansion, whereas nonprofits with sufficient vehicles but limited operational resources preferred operating assistance to sustain services. Stakeholders noted that private donors more readily support capital items than operating costs. Overall, preferences varied by agency type, underscoring the need for flexible funding strategies and innovative, collaborative solutions.

5.2.2 CHALLENGES

Geography and Jurisdictions

Stakeholders identified regional fragmentation as a barrier. Multiple transit providers and human service agencies operate under distinct jurisdictions, funding sources, eligibility rules, and service expectations. These differences create overlaps in some areas and service gaps in others. Riders often rely exclusively on one system, further limiting flexibility.

Coordination is constrained by federal reporting requirements and limited resources. Service agreements, while underutilized, were highlighted by ODOT as a mechanism to address rural-urban service gaps. Historically, rural providers avoided originating trips in urban areas to maintain compliance with Section 5311, resulting in incomplete return trips. Mutual service agreements with urban providers, such as MetroLink Tulsa, could resolve these gaps and streamline public transit services for the public.

Technology

Stakeholders emphasized that increasing reliance on smartphones and digital tools creates access challenges for seniors, individuals with disabilities, and low-income

clients. Barriers include device cost, data plans, limited digital literacy, and complexity of transit apps. Agencies face ongoing demands for software updates, staff training, and maintenance.

Emerging AI applications, such as MetroLink Tulsa's AI-assisted call center, can improve accessibility but may require manual alternatives for users with speech or cognitive challenges. Consistent, reliable technology is necessary to complement human oversight and ensure equitable service.

Convenience and Access

Stakeholders noted that transit must meet a minimum scale of convenience and reliability to be viable. Until then, transit is perceived as a mode of last resort. Same-day service, critical for many trips, is often unavailable due to advance reservation requirements. Stakeholders also emphasized the value of local providers over national platforms to retain resources regionally.

Micro-mobility and on-demand services, such as MetroLink's MicroLink, offer service expansion potential but may not meet the needs of IDD populations requiring predictable schedules. Language access and client familiarity with technology remain significant barriers.

5.2.3 OPPORTUNITIES

Mobility Management

ODOT's statewide Mobility Management initiative assigns regional coordinators to facilitate multi-provider trip planning, resource coordination, and client support. While relatively new, early successes were noted, and stakeholders expressed eagerness to leverage these positions for improved regional coordination. Awareness among stakeholders was mixed but uniformly positive regarding program value.

Service Agreements

Service agreements can address jurisdictional gaps and clarify compliance with Section 5311 regulations. Rural providers can originate trips in urban areas under mutually agreed contracts with urban providers, allowing more seamless transportation for shared clients. Stakeholders highlighted the need for technical assistance and coordination to implement these agreements effectively.

Shared Services for Shared Clients

Participants identified inefficiencies where multiple agencies serve overlapping clients and destinations. Coordinating trips and sharing services could reduce duplication while maintaining quality. Contracted transportation providers can expand service coverage, reduce fleet burdens, and lower operational costs. Concerns include scheduling control, extended service hours, and the need for consistency and familiarity for clients with developmental or cognitive challenges.

Enabling Coordination with Technology Investments

Stakeholders emphasized technology as a tool for coordination. Shared scheduling and dispatch platforms can optimize resources, align trips, and streamline inter-agency communication. Regional examples include PICK Transportation's on-demand software and MetroLink Tulsa's microtransit implementation, both of which increased efficiency, service hours, and coverage.

A shared or state-supported scheduling platform could reduce costs, simplify client use, and improve coordination. EMBARK in Oklahoma City is seeking to advance goals to all Section 5310 providers use a common scheduling system and centralized dispatch. Stakeholders expressed strong interest in replicating such a system in the INCOG region, particularly when paired with mobility management initiatives.

Concluding Summary

Stakeholders consistently emphasized that the combination of mobility management, service agreements, shared services, and targeted technology investments presents the greatest opportunity to address transportation gaps. These themes directly informed the strategies, priorities, and funding recommendations included in this Coordinated Human Services Transportation Plan update.

5.2.4 AGENCY PROVIDER AND CLIENT SURVEYS

INCOG staff developed two surveys to assess the resources available, areas served, and gaps in service throughout the Tulsa region (See Appendices 2 & 3 for Provider and Client Survey Responses); one survey for agencies/providers and a separate survey for current clients of the agencies/providers. The Stakeholder survey was distributed to over 100 representatives from local agency contacts that public and private transportation providers,

human service agencies, municipalities with related programs, and Tribal Nations.

The surveys received unique responses from each. Information was collected on service areas, hours of operation, and availability of transportation resources. The purpose of this survey is to understand transportation users' habits, examine transportation services provided in the community, and explore the attitude towards the coordination effort of public and human service transportation. See notable responses below with staff commentary.

The following includes survey highlights:

- Transportation services are program-restricted and client-focused. Resources are structured to support agency missions, not general public mobility. (Questions 8, 9, and 13)
- Populations served show significant overlap across providers. Multiple agencies serve similar populations, increasing the likelihood of parallel services to common destinations. (Question 5)
- Broader service areas do vary but still there is much overlap concentrated in urbanized area. Approximately half of respondents provide Tulsa metropolitan area service. Another 1/3 of respondents provide a multi-county service coverage. 2/3 of agencies provided transportation and knowingly pick up and drop off passengers in areas served by other providers. (Question 6 and 31)
- Scheduling and technology tools/practices are inconsistent and often informal. This lack of standardized technology constrains coordination, data sharing, and operational efficiency. (Questions 15 and 14)
- Coordination Is supported in principle but limited in practice. Coordination remains opportunistic rather than institutionalized. (Questions 27 - 30)



6.0 Strategies and Actions

The 2026 update of the Coordinated Plan provides an opportunity to evaluate the state of mobility for seniors and individuals with disabilities in the Tulsa region, assess both successes and shortcomings, and identify new actions, policies, and partnerships that are missing or would benefit from updates based on current practice.

This section outlines recommended actions that build upon previous planning efforts to address existing challenges and align with best practices. The actions presented in the following tables refine or modify recommendations from the updated plan and are informed by stakeholder feedback and established practices within each emphasis area. In total, 55 actions are recommended across five themes following the SAFEM framework: Safe & Accessibility, Awareness, Funding & Affordability, Efficiency, and Mobility, ensuring that strategies are comprehensive, equitable, and aligned with the region’s needs.

Implementation of these strategies will require sustained commitment from multiple stakeholders. INCOG’s role will be to develop and maintain data supporting coordinated planning, update the Coordinated Plan, administer the 5310-grant program in accordance with the plan, and facilitate project and program coordination among partner entities. This coordination will also include identifying projects for implementation based on demonstrated need and the availability of funding.

6.1 GOALS & ACTIONS

GOAL: SAFETY & ACCESSIBILITY

Strategies & Actions	Lead Agency	Partners	Level of Priority
Continue to implement recommendations from regional pedestrian master plan (GO PLAN) to construct sidewalks, safe routes to transit, and elimination of barriers.	Cities/Towns	INCOG, ODOT	High
Incorporate FHWA guidelines for new streets and highways that are accessible for aging and disabled populations.	ODOT, Cities/Towns	INCOG	High
Improve facilities and amenities at regional stops and transfer stations.	MTTA	INCOG	Medium
Implement policies and programs that address safety concerns at bus stops, transfer stations and on-board, especially at night.	MTTA	INCOG, Transportation providers, Human Service Orgs	Medium
Ensure the emergency transportation needs for seniors and individuals with disabilities are represented in disaster and inclement weather plans and response efforts.	INCOG, Area Agency on Aging	Transportation providers, Human Service Orgs, ODOT	Low

GOAL: AWARENESS

Strategies & Actions	Lead Agency	Partners	Level of Priority
Educate transit providers and human service agencies about the benefits of coordination	INCOG	ODOT	High
Provide human service agencies with travel information resources or tools and help case workers and other appropriate agency representatives understand lowest cost transportation options for their clients	ODOT	Transportation providers, Human Service Orgs	High
Expand awareness MetroLink Tulsa's Mobility Manager to provide education for Seniors and Individuals with Disabilities on the use of personal technologies for transportation access (smartphones, computers, internet access) and provide options for riders to use their preferred communication methods.	MTTA, Area Agency on Aging	INCOG, Transportation providers, Human Service Orgs	High
Add transit links to human service 211 hotline	MTTA / City of Tulsa	Transportation providers	Medium
Encourage projects that engage community members or other partners in spreading the word about available mobility options	INCOG	Transportation providers, Human Service Orgs, ODOT	Low
Develop innovative marketing and information partnerships and strategies that alleviate the "stigma" of riding transit and illustrate available services	MTTA / INCOG	Human Service Orgs, Transportation providers	Medium
Add transit/mobility center links to sites for services provided to elderly individuals, low income, and people with disabilities	MTTA, Transportation providers	Transportation providers, Human Service Orgs	Low
Create transit options brochures and website that are user-friendly and provide details and options available to potential customers for printing	MTTA, Transportation providers	Transportation providers	Low
Expand exposure of regional fixed routes and ride share programs to policy makers, funders, and "untapped" markets	MTTA / INCOG	Human Service Orgs, Transportation providers	Medium
Expand awareness and utilization of agency programs offering assistance people with disabilities, users needing door-to-door service, such as MetroLink Tulsa's Personal Care Attendant / Escort program.	INCOG	Transportation providers, Human Service Orgs, ODOT, MTTA	Low
Support strategic driver wage increases, standardized training, career development opportunities, and recognition or incentive programs to improve staff and driver recruitment and retention.	Human Service Orgs	Transportation providers,	Low
Expand awareness of MetroLink Tulsa's new on-demand, microtransit service, MicroLink.	MTTA	INCOG, Transportation providers, Human Service Orgs	High
Expand the awareness of availability of specialized or assisted transportation services (travel training/orientation programs, door-through-door service, bus buddy program). Examples include MetroLink Tulsa's Travel Trainer position and MetroLink's Buddy Program, which increases passenger trip efficiency and fulfills some passenger assistance needs.	MTTA, Area Agency on Aging	INCOG, Transportation providers, Human Service Orgs	Medium

GOAL: FUNDING AND AFFORDABILITY

Strategies & Actions	Lead Agency	Partners	Level of Priority
Support the continued use of Section 5310 funds for vehicle fleet replacement, accessible equipment, and contracted transportation services that expand mobility for seniors and individuals with disabilities. While operating assistance remains an eligible use of funds, priority will be placed on capital investments and service delivery models that maximize long-term efficiency and reduce administrative burden.	INCOG	Transportation providers, Human Service Orgs	High
Pursue a dedicated funding source for public transportation and allow expansion of the fixed-route and paratransit services, potentially regional funding strategy.	ODOT, INCOG	Transportation providers, Human Service Orgs	Medium
Diversify and expand funding sources through partnerships with the private sector (both for-profit and non-profit) and allow mixing funding so agencies aren't restricted to serving specific target populations or specific destination types.	ODOT, INCOG	Transportation providers, Human Service Orgs	High
Create innovative sources of local match funding including partnerships with local businesses and foundations to help federal grant applicants.	Transportation providers, Human Service Orgs	INCOG	Medium
Advocate for state-funded software, which is affordable & accessible to any providers through state procurement.	ODOT	INCOG, Transportation Providers	High
Explore regionally funded intercity commuter bus service in congested commuter corridors.	Transportation Providers, INCOG	INCOG	Medium
Explore opportunities for shared resources – vehicles, maintenance – to make more effective use of funds available. Ex. Vehicle Sharing Program for State/FTA-Funded Vehicles.	Transportation providers, Human Service Orgs,	INCOG	High

GOAL: MOBILITY

Strategies & Actions	Lead Agency	Partners	Level of Priority
Update the INCOG Regional Transit System Plan to promote a coordinated regional transit vision and its social and economic benefits.	INCOG	Transportation providers, Human Service Orgs	High
Bridge gaps between urban, suburban, and rural areas through regional connection services, integrated scheduling, apps, and payment systems.	INCOG	Transportation providers, Human Service Orgs	High
Deploy microtransit and other flexible service models in suburban and rural areas, supported by affordable regional commuter connections.	Transportation providers	INCOG, Human Service Orgs	High
Increase transit frequency and extend service to evenings, Sundays, and holidays to improve access to healthcare, jobs, and essential services.	MTA, Transportation providers	Human Service Orgs	Medium
Explore a regional Mobility Management Center to coordinate 5310 trips or serve as a centralized information hub.	INCOG	Transportation providers, Human Service Orgs, ODOT	Low
Develop contractual partnerships to serve major medical, senior, and employment centers that are difficult to reach via fixed-route transit.	MTA, Transportation providers	Human Service Orgs	Medium
Provide connection services linking riders to transit routes, job centers, and essential destinations.	MTA, Transportation providers	Human Service Orgs	Medium
Pursue funding to develop or designate a Regional Transportation Provider accessible to human service organizations through service contracts, with an emphasis on cross-agency trip coordination and resource sharing.	INCOG	Transportation providers, Human Service Orgs	High
Identify strategic hubs, transfer points, and supporting amenities through public and stakeholder engagement.	Transportation providers	INCOG, Human Service Orgs	Low

GOAL: EFFICIENCY

Strategies & Actions	Lead Agency	Partners	Level of Priority
Increase human service agency capacity for scheduled service by leveraging new technologies and formalized inter-agency service agreements.	INCOG	Transportation providers, Human Service Orgs	High
Improve operational processes and scheduling systems to decrease delayed pick-ups and reduce advance booking requirements for paratransit services.	Transportation providers	INCOG	High
Develop a unified policy that allows all providers to accept transit users regardless of their individual eligibility (ADA, Medicaid and other programs)	Transportation providers, Human Service Orgs	INCOG	Medium
Formalize service agreements between urban and rural transit providers, ODOT, and partner agencies to improve cross-jurisdictional access and better serve 5310 populations and the general public.	Transportation providers, Human Service Orgs	INCOG	High
Pursue Vehicle Sharing Program for State-Funded Vehicles (see Rappahannock-Rapidan Regional Commission Example)	INCOG	Transportation providers, Human Service Orgs	Medium
Leverage partnerships to support ODOT Mobility Management initiatives, enhance centralized information sharing, and coordinate transportation resources across jurisdictions, human service organizations, and agencies.	INCOG	Transportation providers, Human Service Orgs, ODOT	Low
Refine 5310 grant criteria to prioritize coordinated solutions, address regional transportation needs, and maximize shared regional benefits. This includes: ♦ Comparing capital versus operating applications to ensure efficiency. ♦ Prioritizing projects that serve multiple agencies or populations over single-applicant initiatives. ♦ Incentivizing agencies to utilize contracted services during peak-demand hours to improve cost-effectiveness and system performance.	INCOG	Transportation providers, Human Service Orgs	High
Collaborate with rideshare companies and TNCs to increase the availability of wheelchair-accessible vehicles within the region.	Transportation Providers	INCOG, Human Service Orgs	Medium
Implement regionally adopted technologies and shared software systems to improve trip scheduling, routing, fare collection, one-call systems, and cross-agency operational efficiency.	Transportation Providers	INCOG, Human Service Orgs	Medium
Evaluate AI-enabled call center technologies and monitor emerging artificial intelligence trends to enhance customer service capacity and operational efficiency.	Transportation Providers	INCOG, Human Service Orgs	Low
Expand opportunities for collaboration with the broader community serving 5310 demographics, such as school districts, religious organizations, etc.	Human Service Orgs	Transportation providers	Low

7.0

Section 5310 Selection Process

As the designated recipient of Indian Nations Council of Governments (INCOG), INCOG will administer a competitive selection process for the allocation of Section 5310 Program funds when funding requests exceed available resources. To ensure consistency with the Coordinated Transportation Plan, all Section 5310 applications submitted within the Tulsa Transportation Management Area (TMA) must directly address needs and strategies identified in the Coordinated Plan.

The competitive selection process has been refined over time by INCOG with guidance from partner agencies and is conducted at the direction of the Transportation Policy Committee, contingent upon the availability of Section 5310 funds. Historically, solicitations were issued annually and as early as practicable to allow sufficient time for proposal development. However, future solicitations may occur on a biannual basis to align with anticipated annual appropriations and programming requirements of the Transportation Improvement Program.

Minimum Eligibility Requirements

Applications must meet all minimum requirements prior to consideration for funding. At a minimum:

- The proposed project or program must be identified as an action in the Coordinated Transportation Plan for the Tulsa TMA.
- The project must be eligible for Section 5310 funding under Federal Transit Administration guidelines.
- The project must not duplicate an existing service or program.
- Eligible local matching funds must be identified and secured. Match requirements are a minimum of 20 percent for capital projects and 50 percent for operating projects. Applications must include documentation—such as a

resolution or certification from the governing body—guaranteeing the timely availability of matching funds.

- The project must primarily serve seniors and individuals with disabilities residing within the Tulsa TMA. Projects primarily serving populations outside the TMA will not be considered.

If deemed necessary, as the designated recipient, INCOG will administer the competitive selection process. Eligible applications will be evaluated and scored on the following criteria:

Evaluation Criteria

Eligible applications will be evaluated and scored based on the following criteria:

1. Project Need, Goals, and Objectives (25 points)

Projects must clearly demonstrate consistency with Coordinated Plan strategies and the objectives of the Section 5310 program. Applications should identify the needs and gaps addressed, the target population served, and the expected number of individuals and trips (or other service units), noting whether figures are estimated or verified. Projects addressing multiple regional needs and those with a broader geographic impact will receive higher scores.

2. Coordination and Program Outreach (25 points)

Applications will be evaluated on the extent of coordination with public transportation providers, human service agencies, and private-sector partners. Applicants should identify project stakeholders, describe coordination efforts and anticipated benefits, outline strategies for public participation, and demonstrate how stakeholders will be engaged throughout the project. Letters of support are encouraged. Projects demonstrating strong coordination across planning, operations, communications, and funding will score highest.

3. Program Budget and Financial Sustainability (20 points)

Applicants must submit a detailed and realistic project budget, including capital and operating costs, revenue sources, and documentation of matching funds. Proposals should address long-term sustainability and identify funding sources beyond the grant period. Projects demonstrating fiscal feasibility, sustainability planning, and match levels exceeding minimum requirements will be scored more favorably.

4. Cost-Effectiveness and Performance Measures (20 points)

Projects will be evaluated on their cost-effectiveness and appropriateness in meeting identified needs. Applications must include measurable, outcome-based performance indicators and a plan for ongoing monitoring and evaluation. Applicants should also describe corrective actions if performance goals are not achieved.

5. Innovation (10 points)

Projects will be assessed based on the use of innovative service delivery approaches, technologies, or financing strategies that improve mobility and access for the target population and demonstrate potential for replication by other agencies or jurisdictions.

Additional Capital Project Considerations

Capital projects will also be evaluated based on:

- Priority for replacement vehicles supporting existing services over new service initiation.
- The extent to which vehicles serve a broad rider base without restrictive use.
- The applicant's experience in transportation operations, including maintenance and driver training.
- The applicant's financial capacity to sustain the project.
- The applicant's history of coordination with other transportation providers.
- Equitable geographic distribution of projects throughout the Tulsa TMA.

Application Process and Project Selection

Application materials will be made available to organizations participating in the Coordinated Plan development process and posted electronically on INCOG's website at the time of solicitation. Hard copies will be provided upon request. Applications will include estimated funding availability.

INCOG will provide technical assistance throughout the application cycle, including workshops to explain program requirements, the application process, and evaluation criteria, and to facilitate communication between INCOG and potential applicants.

INCOG staff will review, score, and recommend applications to the Technical and Policy Committees, followed by consideration by the Board of Directors. The Board makes the final determination on grant awards for the Tulsa TMA. Selected projects are included in the Program of Projects and submitted to the Federal Transit Administration. All meetings associated with the selection process are open to the public.



Appendix

Appendix 1: MetroLink Tulsa (MTTA) Service Maps

Appendix 2: Agency Provider Survey and Responses

Appendix 3: Client Survey and Responses

Appendix 1: MetroLink Tulsa (MTTA) - Daytime Service Map



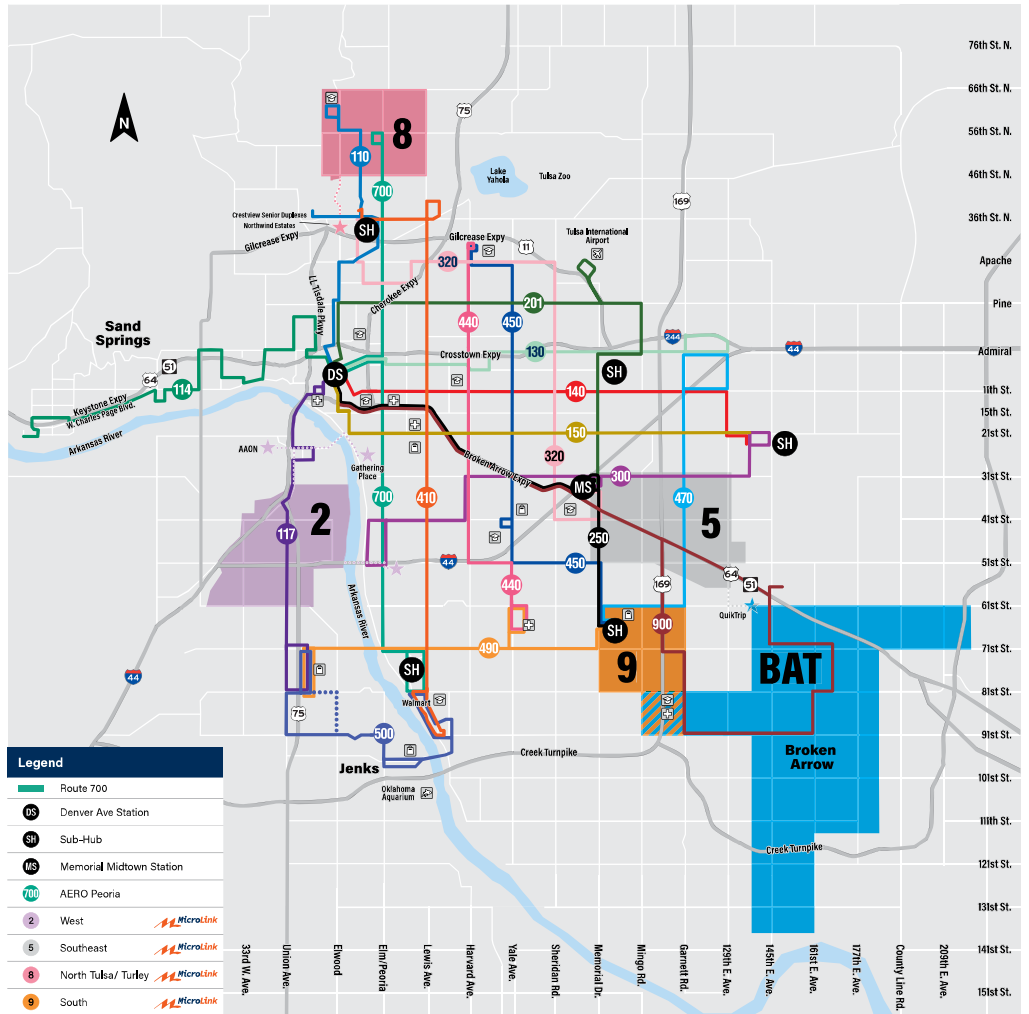
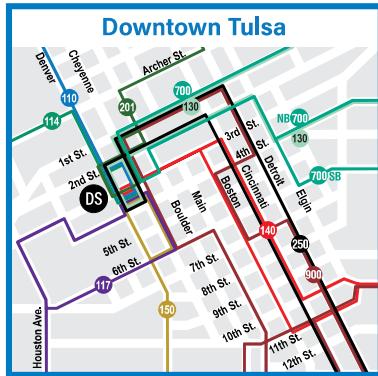
Daytime Map

MetroLinkOK.org

For information on Express Routes and Park & Ride locations, see Route 900.

Route Listing

110	MLK/ Hartford	320	Sheridan
114	Charles Page/ Sand Springs	410	Lewis
117	Southwest Blvd/ Union	440	Harvard
130	Admiral	450	Yale
140	11th Street	470	Garnett
150	21st Street	490	West Tulsa/ 71st Street
201	Airport/Pine	500	Jenks Connector
250	Crosstown	700	AERO Peoria
300	31st Street	900	Union Express



Service Hours:

Zones 2, 5, 8 & 9:
Mon-Sat: 6 AM to 6:30 PM

Zone BAT:
Mon-Fri: 7 AM to 6 PM

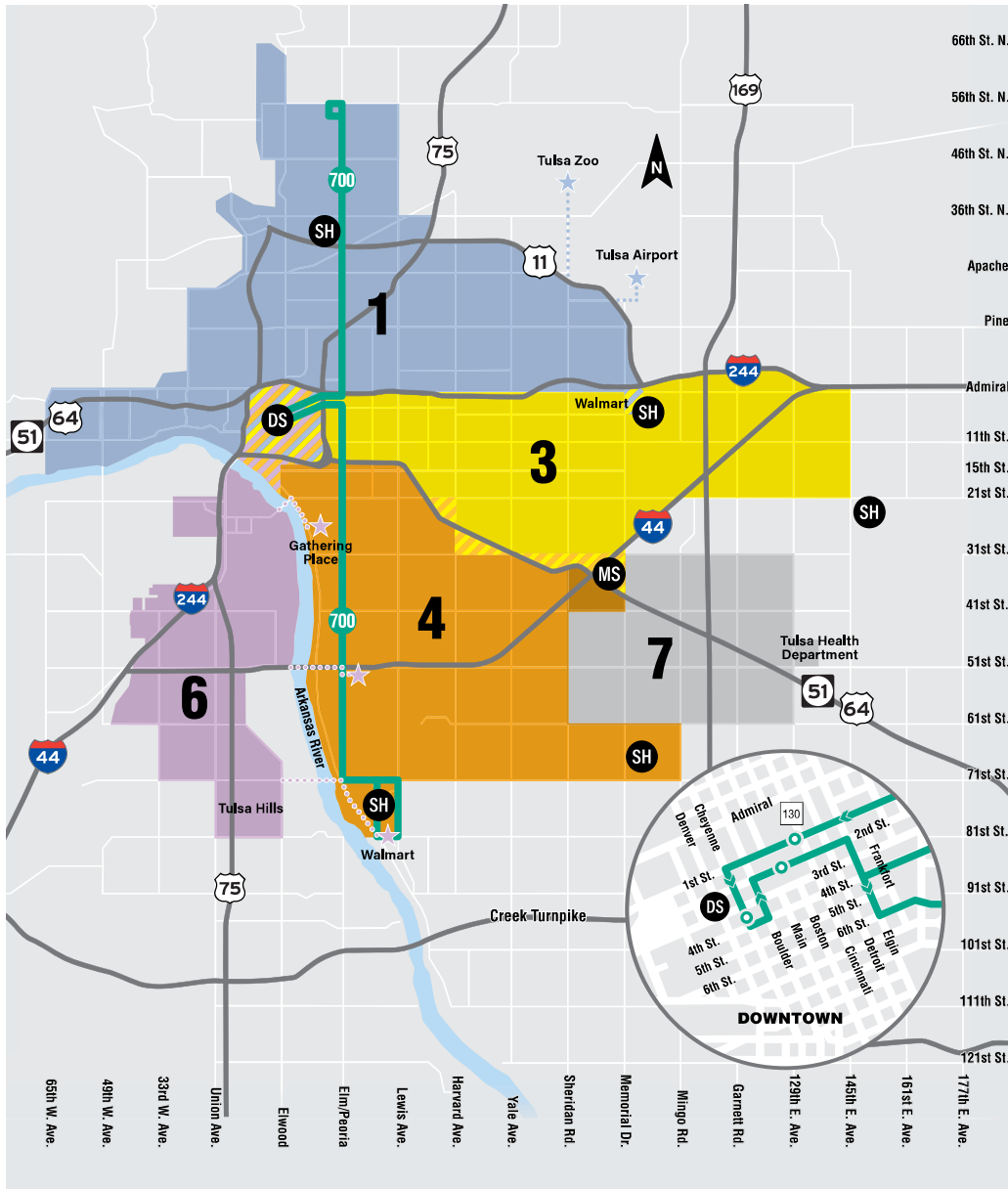
Airports Hospitals University, College Malls Park & Ride All routes are wheelchair accessible.

Note: See individual route maps for detailed routing information.

Appendix 1: MetroLink Tulsa (MTTA) - Evening/Sunday Service Map



Nighttime & Sunday



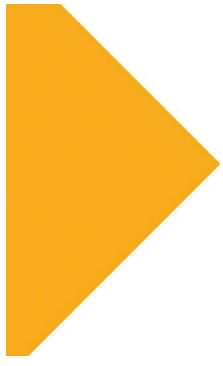
MicroLink	
	Route 700
	Denver Ave Station
	Sub-Hub
	Memorial Midtown Station
	AERO Peoria
	Northwest
	East
	South
	West
	Southeast

All routes are wheelchair accessible.
 Note: See individual route maps for detailed routing information.

MetroLink Service Hours:

Zones 1-7: Mon-Sat: 8 PM to 12 AM
 Zones 1,3 & 4: Sun: 8 AM to 8:30 PM
 Zones 6 & 7: Sun: 8 AM to 6:30 PM

MetroLinkOK.org



Agency Provider Survey and Responses

Q1 Please provide your name.

Answered: 4 Skipped: 14

ANSWER CHOICES		RESPONSES
First name		100.00% 4
Last name		100.00% 4
		0.00% 0
		0.00% 0
		0.00% 0

#	FIRST NAME	DATE
1	Sam	8/26/2025 2:25 PM
2	Heather	8/25/2025 9:44 AM
3	Maranda	8/21/2025 5:00 PM
4	Elise	8/21/2025 11:43 AM

#	LAST NAME	DATE
1	Smart	8/26/2025 2:25 PM
2	Smith	8/25/2025 9:44 AM
3	Figueroa	8/21/2025 5:00 PM
4	Gaulin	8/21/2025 11:43 AM

There are no responses.

There are no responses.

There are no responses.

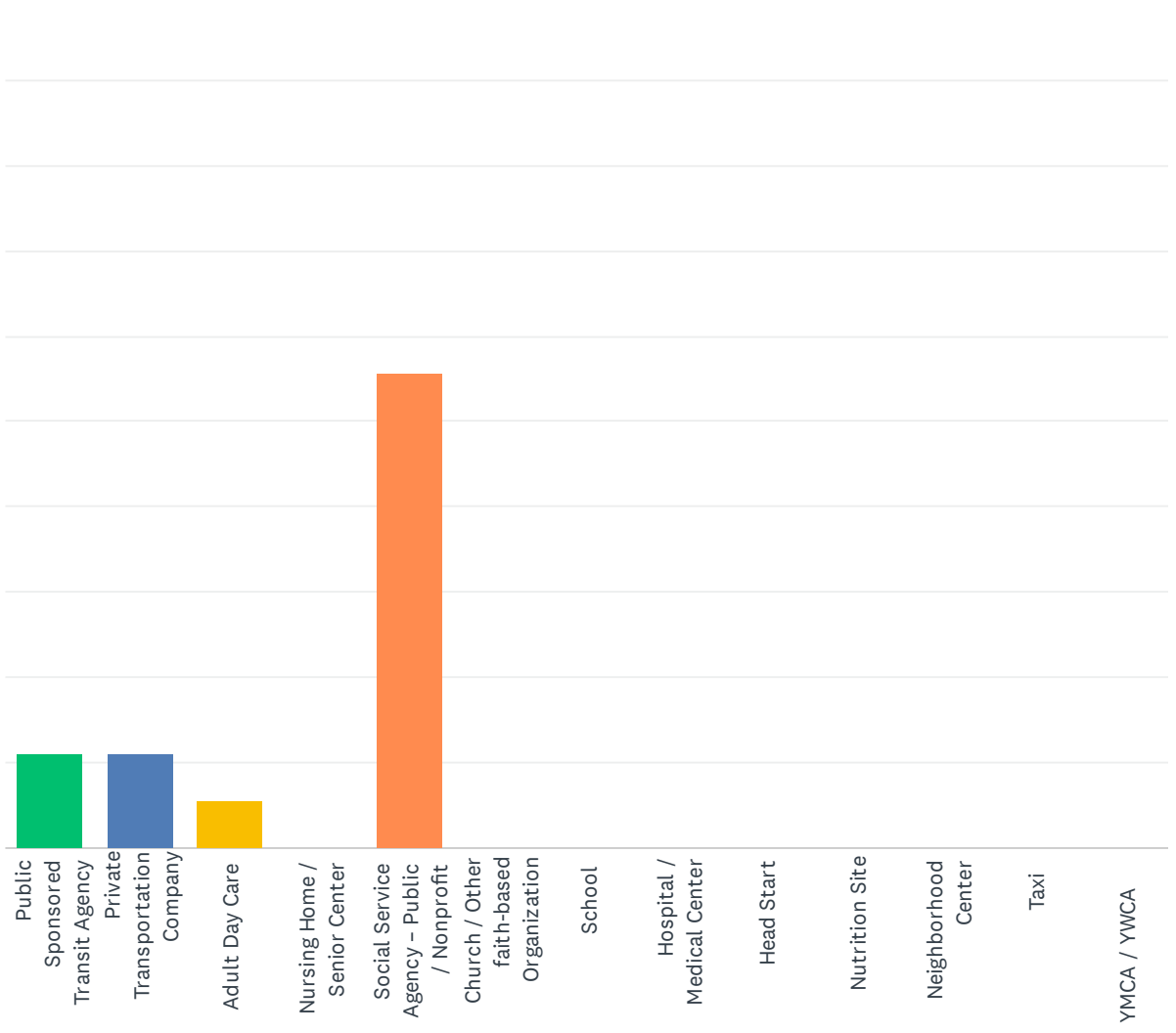
Q2 Please provide your email.

Answered: 4 Skipped: 14

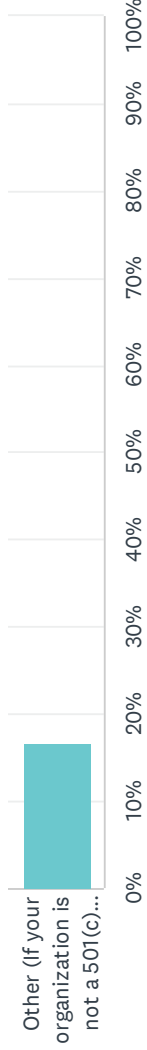
ANSWER CHOICES		RESPONSES
Email address		100.00%
#	EMAIL ADDRESS	DATE
1	ssmart@dvis.org	8/26/2025 2:25 PM
2	hsmith@modustulsa.org	8/25/2025 9:44 AM
3	maranda.figueroa@anewleaf.org	8/21/2025 5:00 PM
4	egaulin@hhtulsa.org	8/21/2025 11:43 AM

Q3 Which of these best describes your organization?

Answered: 18 Skipped: 0



Coordinated Human Services Transportation Plan 2025 Plan Update Provider Questionnaire

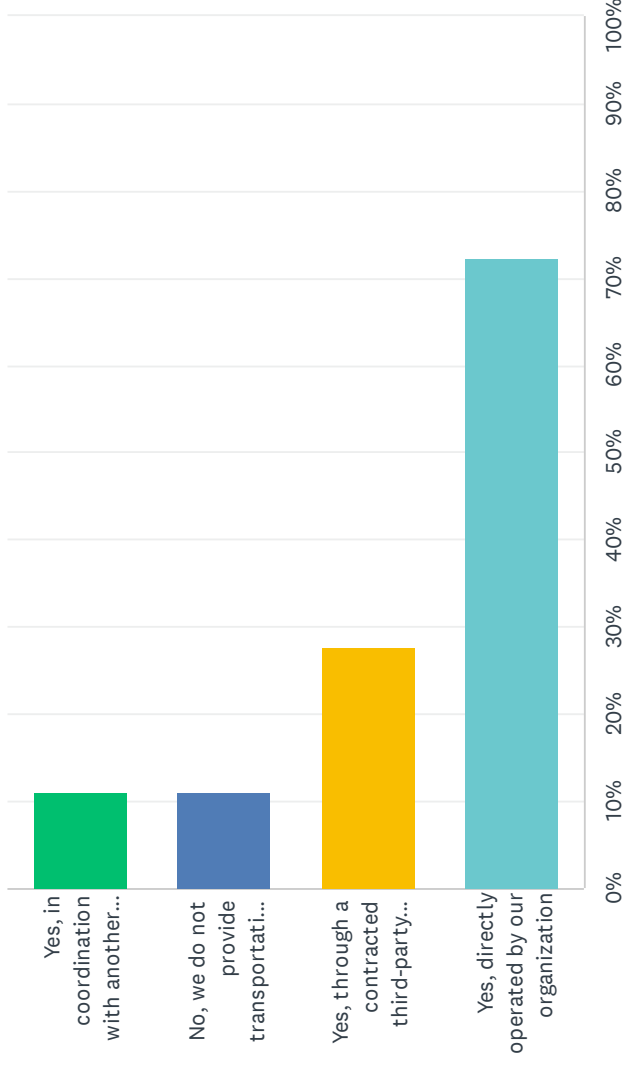


ANSWER CHOICES	RESPONSES
Public Sponsored Transit Agency	11.11% 2
Private Transportation Company	11.11% 2
Adult Day Care	5.56% 1
Nursing Home / Senior Center	0.00% 0
Social Service Agency – Public / Nonprofit	55.56% 10
Church / Other faith-based Organization	0.00% 0
School	0.00% 0
Hospital / Medical Center	0.00% 0
Head Start	0.00% 0
Nutrition Site	0.00% 0
Neighborhood Center	0.00% 0
Taxi	0.00% 0
YMCA / YWCA	0.00% 0
Other (If your organization is not a 501(c)(3) nonprofit, please specify the legal structure or authority under which it operates.)	16.67% 3
TOTAL	18

#	OTHER (IF YOUR ORGANIZATION IS NOT A 501(C)(3) NONPROFIT, PLEASE SPECIFY THE LEGAL STRUCTURE OR AUTHORITY UNDER WHICH IT OPERATES.)	DATE
1	Domestic Violence shelter	8/26/2025 2:25 PM
2	Tulsa County Health Department	8/18/2025 12:25 PM
3	OKLAHOMA STATUTES TITLE 63. PUBLIC HEALTH AND SAFETY	8/11/2025 1:11 PM

Q4 Does your organization provide transportation services to your clients? (Select all that apply)

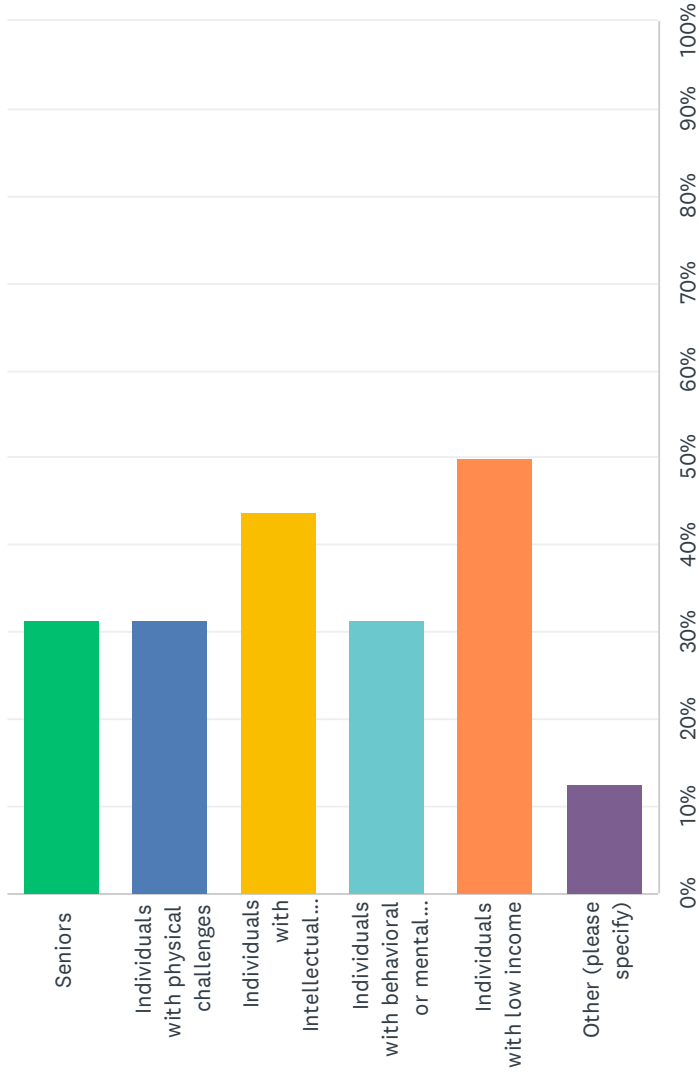
Answered: 18 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes, in coordination with another human services organization	11.11% 2
No, we do not provide transportation services	11.11% 2
Yes, through a contracted third-party transportation provider	27.78% 5
Yes, directly operated by our organization	72.22% 13
Total Respondents: 18	

Q5 If you provide transportation services, what is the primary demographics?

Answered: 16 Skipped: 2



Coordinated Human Services Transportation Plan 2025 Plan Update Provider Questionnaire

ANSWER CHOICES	RESPONSES
Seniors	31.25% 5
Individuals with physical challenges	31.25% 5
Individuals with Intellectual and Developmental Disabilities (IDD)	43.75% 7
Individuals with behavioral or mental health conditions	31.25% 5
Individuals with low income	50.00% 8
Other (please specify)	12.50% 2
Total Respondents: 16	

#	OTHER (PLEASE SPECIFY)	DATE
1	We are open to the public, transports all riders	8/19/2025 11:27 AM
2	We are open to the public	8/11/2025 8:00 AM

Q6 What is the service area that your organization covers? (Note any jurisdictional limitations)

Answered: 16 Skipped: 2

#	RESPONSES	DATE
1	City of Tulsa	8/26/2025 2:25 PM
2	Tulsa	8/25/2025 9:44 AM
3	NE OK, but mostly Tulsa Metro	8/21/2025 5:00 PM
4	To/From Tulsa area hospitals and Hospitality House of Tulsa	8/21/2025 11:43 AM
5	Tulsa, Rogers, Creek, Osage Counties	8/19/2025 4:13 PM
6	Coweta and Western side of Wagoner County	8/19/2025 11:27 AM
7	Tulsa MSA	8/19/2025 11:23 AM
8	13 Counties - Craig, Delaware, Mayes, Nowata, Ottawa, Rogers, Washington, Payne, Pawnee, Kay, Osage, Noble, and Tulsa.	8/18/2025 3:53 PM
9	Tulsa County	8/18/2025 11:34 AM
10	Rogers and North Tulsa County	8/18/2025 10:11 AM
11	Tulsa and Northeast Oklahoma	8/18/2025 9:58 AM
12	We transport anywhere that the people we serve need to go, there is no limitation	8/18/2025 9:58 AM
13	Tulsa County	8/11/2025 1:11 PM
14	Creek, Pawnee, Osage, Kay & Washington Counties.	8/11/2025 8:04 AM
15	Creek, Kay, Osage, Pawnee, & Washington counties	8/11/2025 8:00 AM
16	City of Broken Arrow and City of Coweta, spanning Tulsa and Wagoner Counties.	8/8/2025 4:56 PM

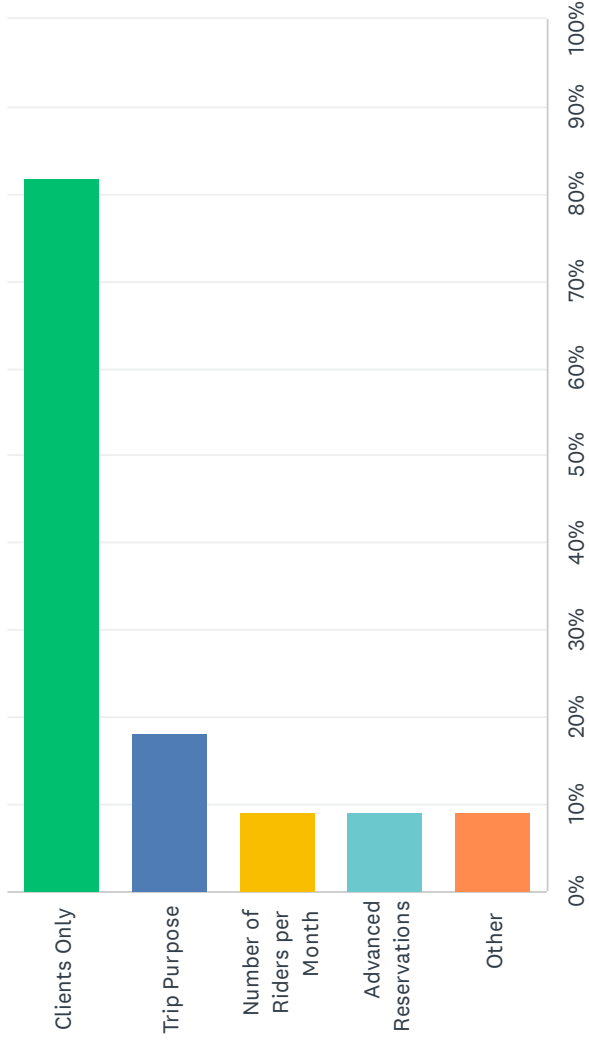
Q7 (Service Area Continued) If you have a map of the service area available, please attach it to this survey

Answered: 4 Skipped: 14

#	FILE NAME	FILE SIZE	DATE
1	Modus%2BDrive%2BService%2BArea%2BMap.png	181.9KB	8/25/2025 9:43 AM
2	Map%20of%20Coweta.pdf	156.9KB	8/19/2025 11:27 AM
3	Grand%20Map.png	454KB	8/18/2025 3:52 PM
4	UCAP%20Digital%20mak.png	161KB	8/11/2025 7:59 AM

Q8 Does your transportation program have any service restriction? (check all that apply)

Answered: 11 Skipped: 7



ANSWER CHOICES	RESPONSES
Clients Only	9 81.82%
Trip Purpose	2 18.18%
Number of Riders per Month	1 9.09%
Advanced Reservations	1 9.09%
Other	1 9.09%
Total Respondents: 11	

Q9 Why are these services restricted?

Answered: 12 Skipped: 6

#	RESPONSES	DATE
1	We have certain criteria that needs met for our shelter services	8/26/2025 2:25 PM
2	Rides are requested directly through other social service agencies.	8/25/2025 9:44 AM
3	We only provide transportation to those using lodging services at Hospitality House	8/21/2025 11:43 AM
4	To ensure availability we require advance reservations to help serve to maximum amount of clients.	8/19/2025 4:13 PM
5	Resources	8/18/2025 3:53 PM
6	we are only responsible for our clients who attend	8/18/2025 10:11 AM
7	Transportation is provided as part of our programs; We transport our clients with disabilities to and from job sampling, assessments, volunteer and training opportunities, etc.	8/18/2025 9:58 AM
8	We only have capacity vehicle and staff wise to transport our clients	8/18/2025 9:58 AM
9	Limited budget	8/11/2025 1:11 PM
10	N/A	8/11/2025 8:04 AM
11	Not applicable-we are open to the public.	8/11/2025 8:00 AM
12	To receive food assistance from our Neighbor's Choice Curbside Pantry Program.	8/8/2025 4:56 PM

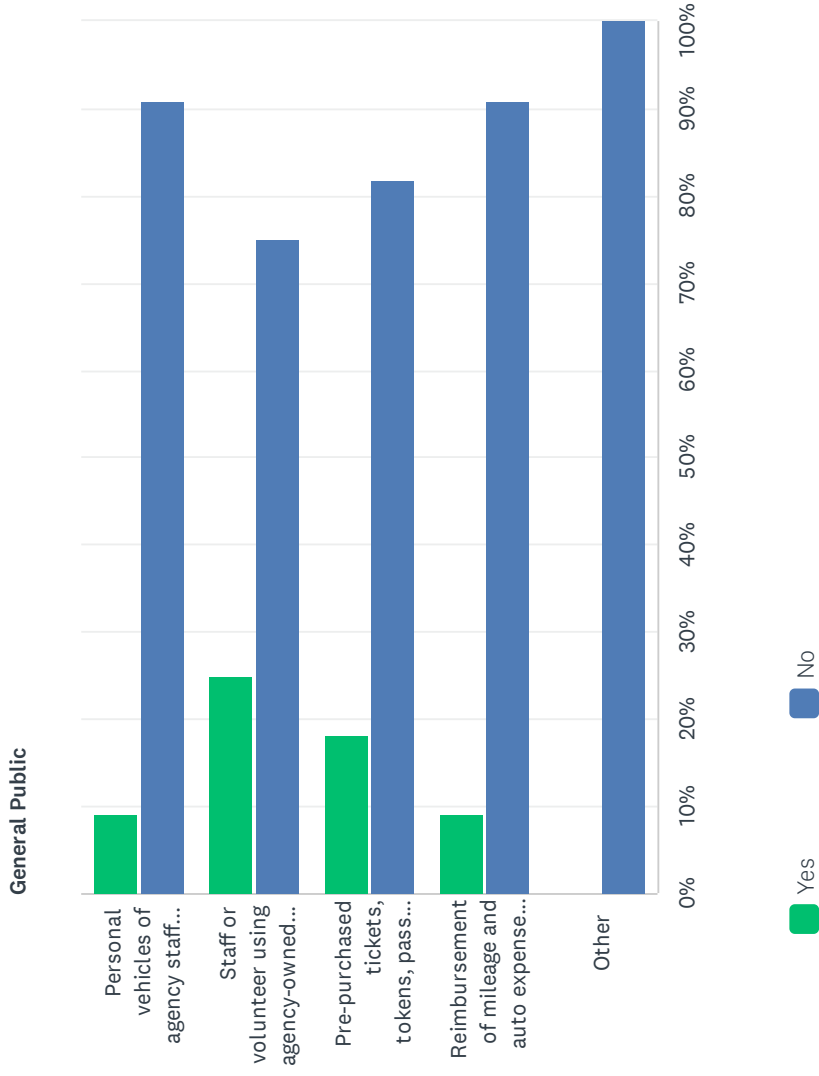
Q10 If advanced reservations are required, how long in advance should clients call for reservation (24hrs, etc.)?

Answered: 11 Skipped: 7

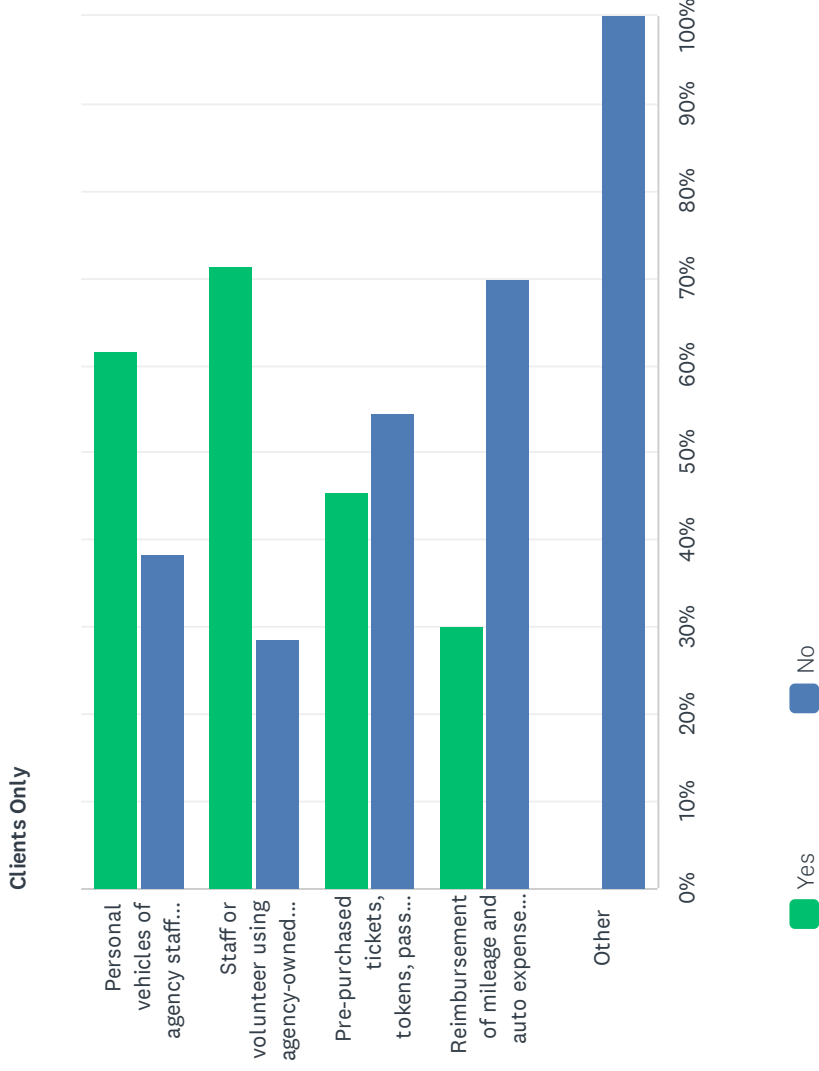
#	RESPONSES	DATE
1	Up to 2 business days	8/26/2025 2:25 PM
2	N/A	8/21/2025 11:43 AM
3	24 hour	8/19/2025 4:13 PM
4	If the trip is sponsored by SoonerRide, Safe Ride, EODD for out-of-town trips.	8/19/2025 11:27 AM
5	24 hours for the 3rd party provider.	8/19/2025 11:23 AM
6	N/A	8/18/2025 3:53 PM
7	N/A	8/18/2025 10:11 AM
8	NA	8/18/2025 9:58 AM
9	N/A	8/11/2025 8:04 AM
10	Request 24 hour notice, however, often able to accept same day requests. Evening and Saturday service in Sapulpa and Skiatook is on demand.	8/11/2025 8:00 AM
11	We do ask for advance notice, but not always required.	8/8/2025 4:56 PM

Q11 How does your organization provide transportation for clients or the general public?

Answered: 16 Skipped: 2



Coordinated Human Services Transportation Plan 2025 Plan Update Provider Questionnaire



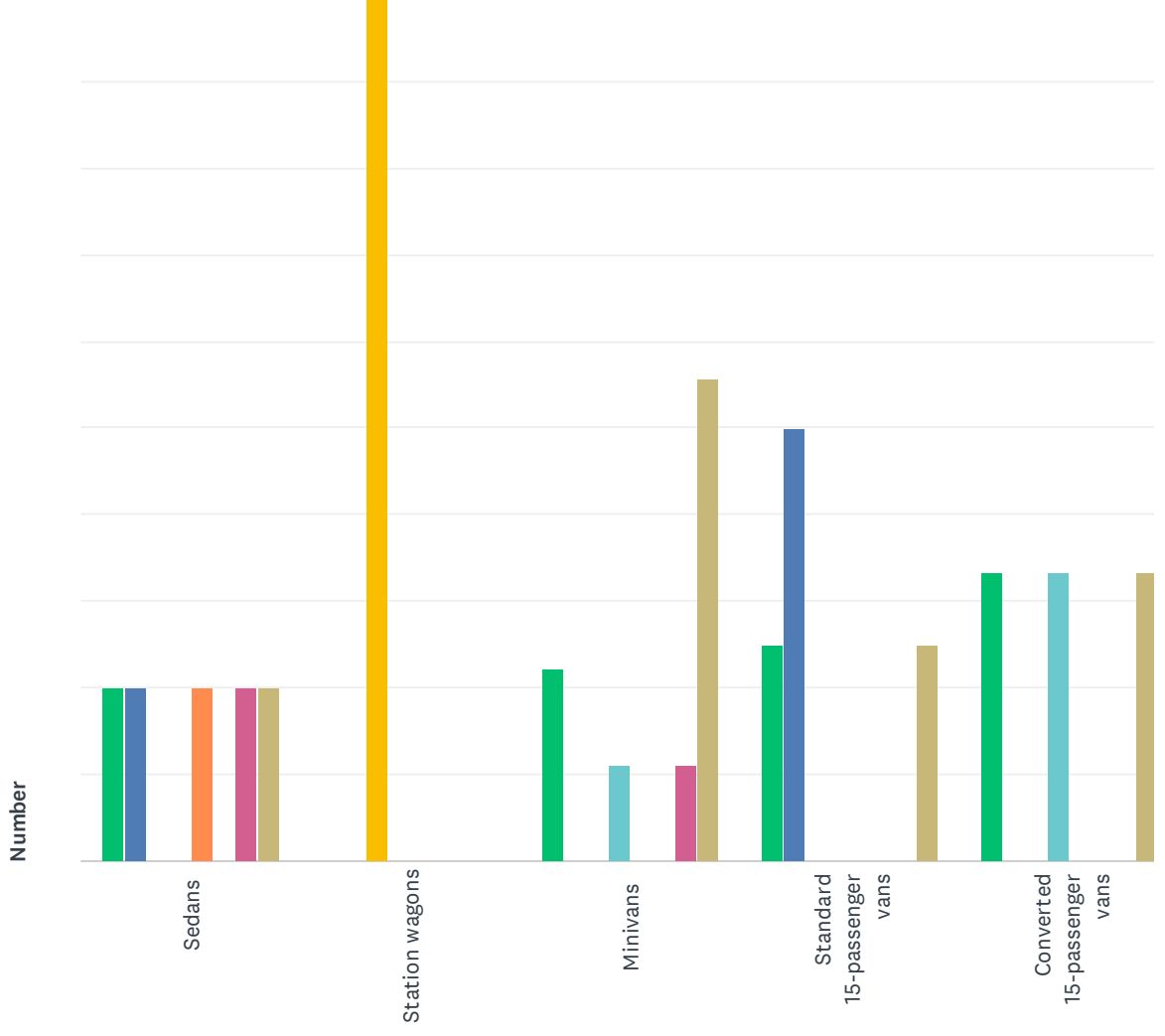
General Public			
	YES	NO	TOTAL
Personal vehicles of agency staff or volunteer	9.09%	90.91%	11
Staff or volunteer using agency-owned vehicle	25.00%	75.00%	12
Pre-purchased tickets, tokens, passes or other transit providers	18.18%	81.82%	11
Reimbursement of mileage and auto expenses to clients/family	9.09%	90.91%	11
Other	0.00%	100.00%	7

Coordinated Human Services Transportation Plan 2025 Plan Update Provider Questionnaire

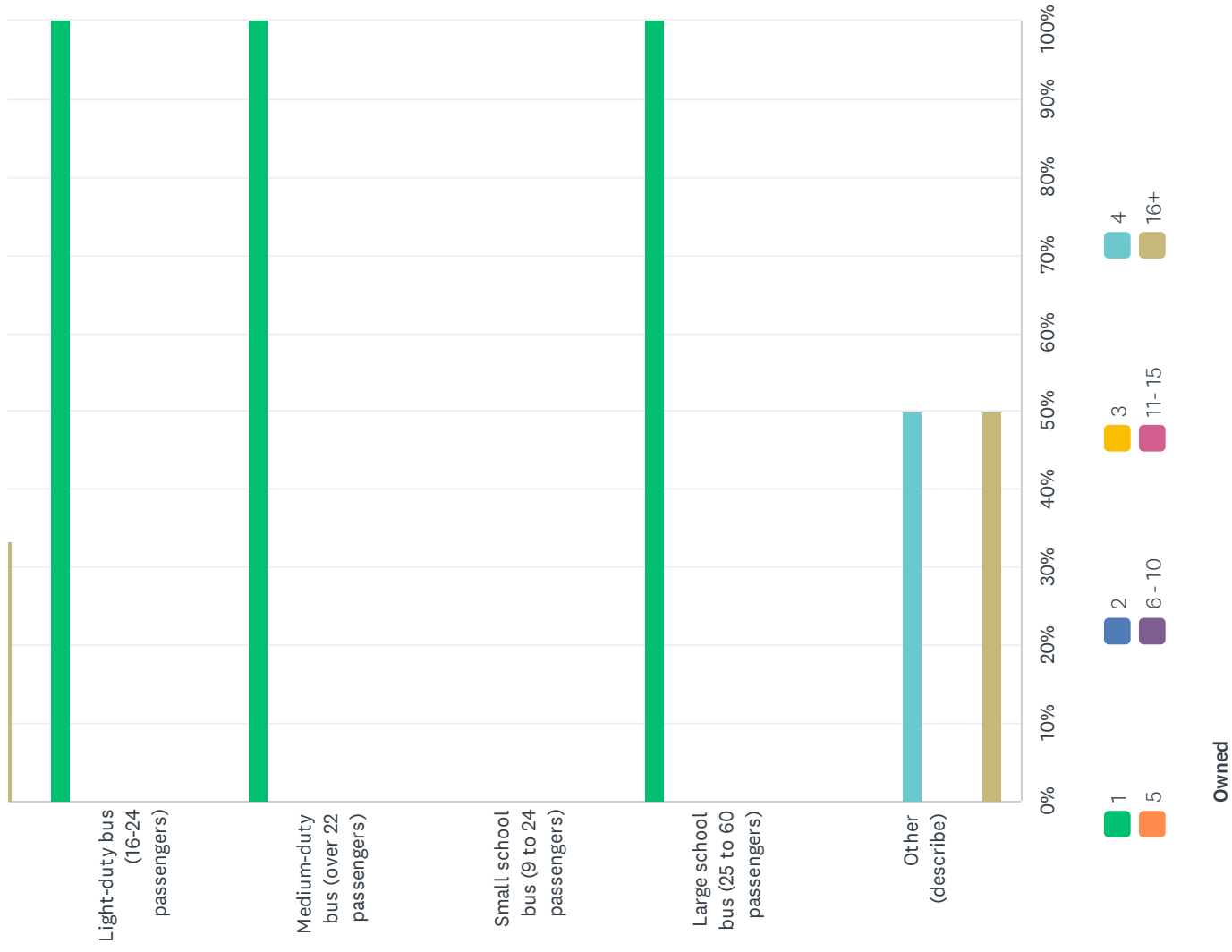
Clients Only			
	YES	NO	TOTAL
Personal vehicles of agency staff or volunteer	61.54% 8	38.46% 5	13
Staff or volunteer using agency-owned vehicle	71.43% 10	28.57% 4	14
Pre-purchased tickets, tokens, passes or other transit providers	45.45% 5	54.55% 6	11
Reimbursement of mileage and auto expenses to clients/family	30.00% 3	70.00% 7	10
Other	0.00% 0	100.00% 8	8

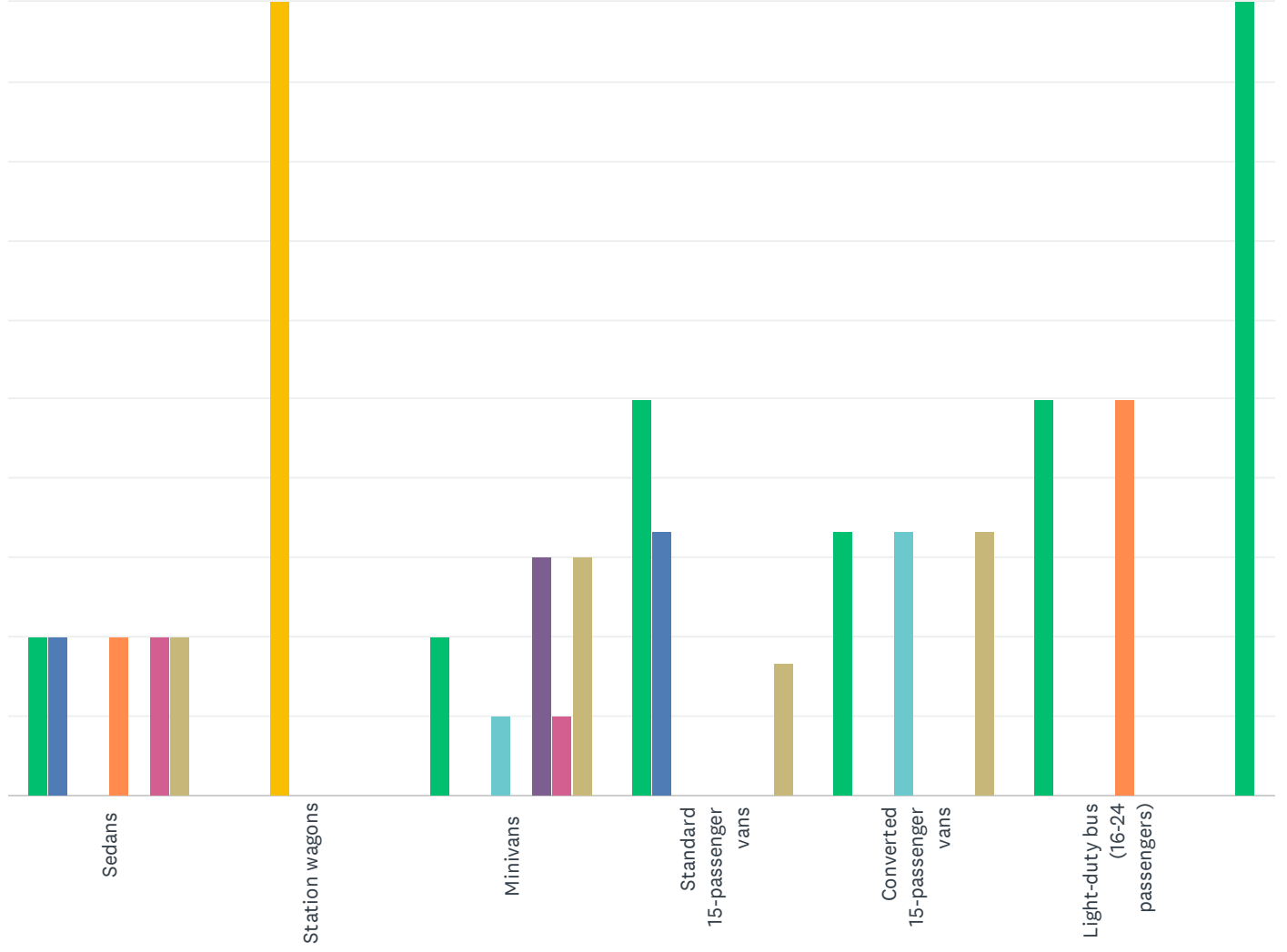
Q12 What vehicle types are used in the provision of transportation services provided directly by your agency?

Answered: 13 Skipped: 5

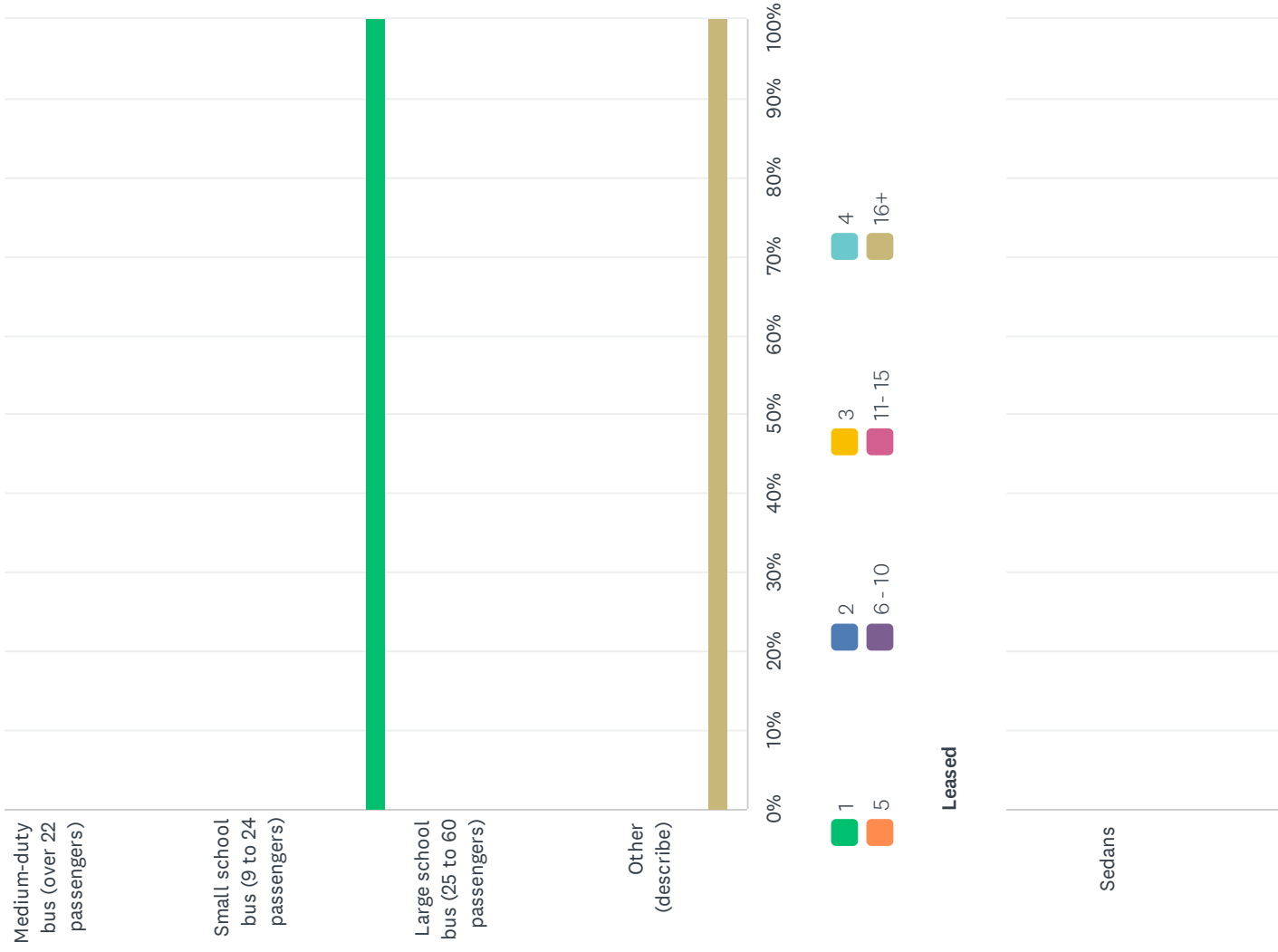


Coordinated Human Services Transportation Plan 2025 Plan Update Provider Questionnaire





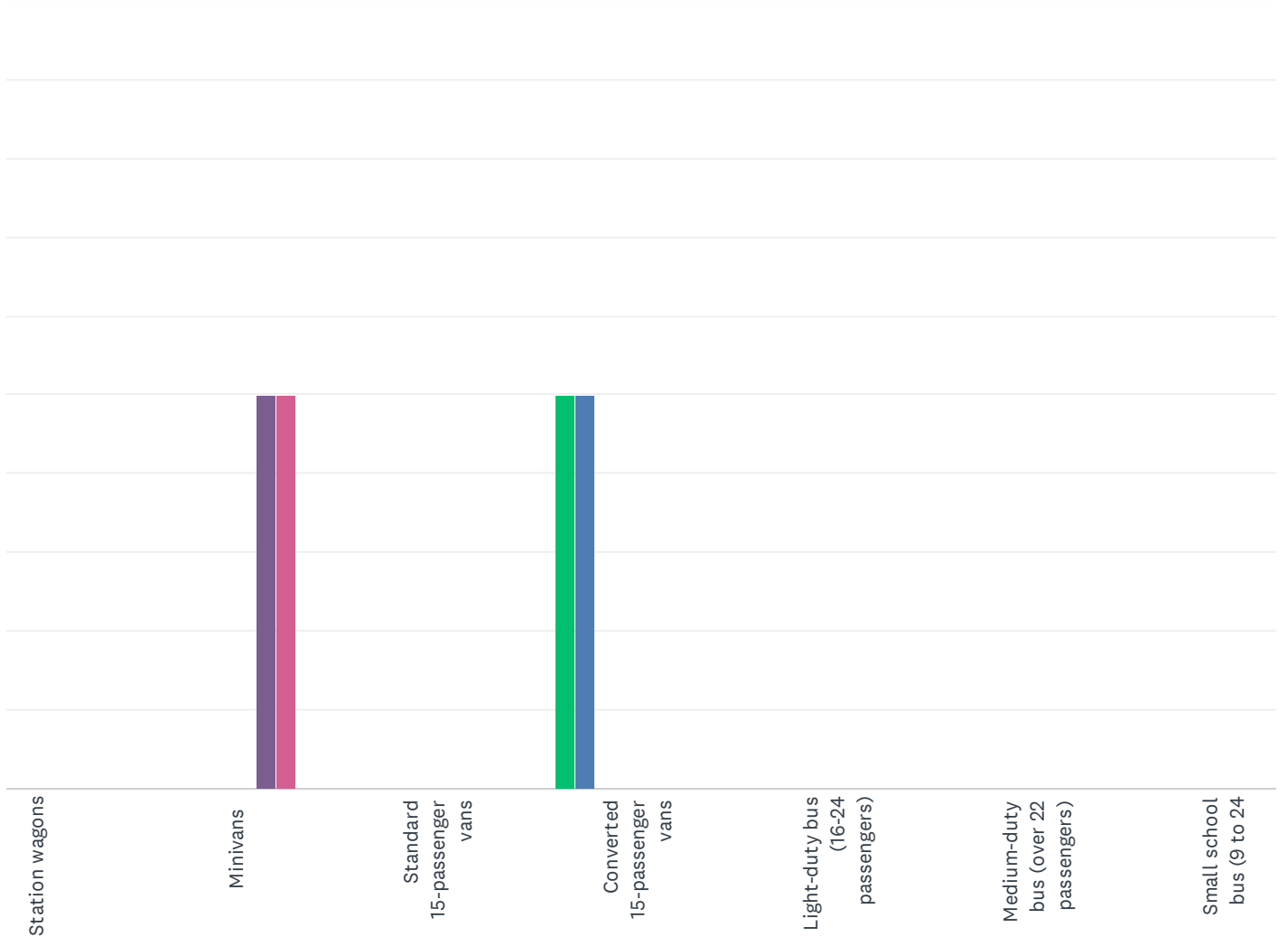
Coordinated Human Services Transportation Plan 2025 Plan Update Provider Questionnaire



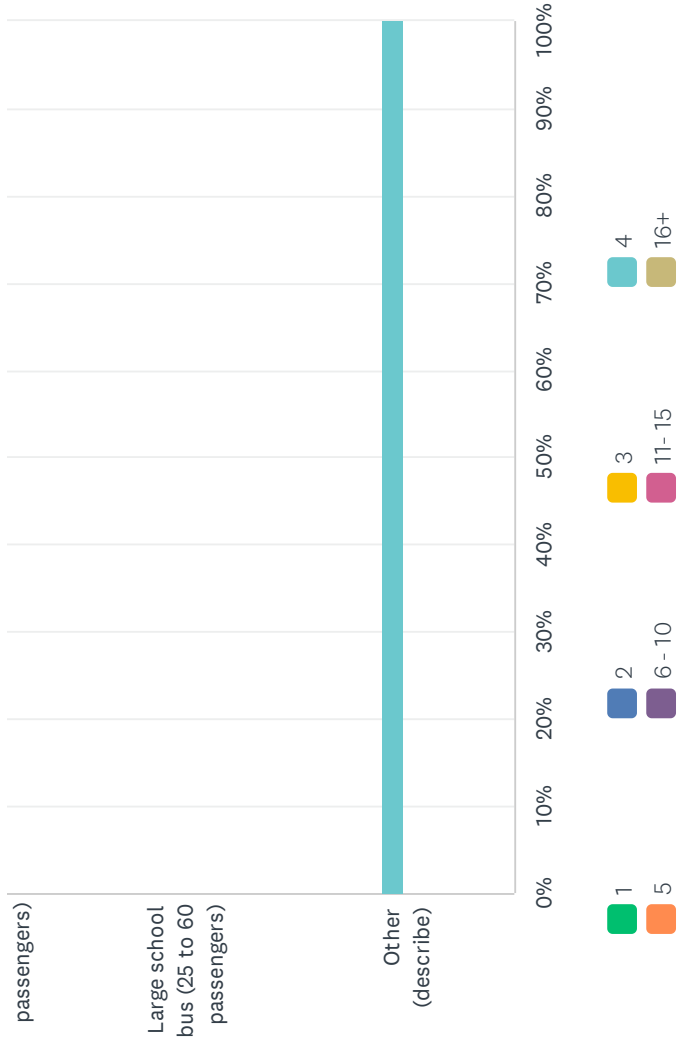
Leased

Sedans

Coordinated Human Services Transportation Plan 2025 Plan Update Provider Questionnaire



Coordinated Human Services Transportation Plan 2025 Plan Update Provider Questionnaire



Coordinated Human Services Transportation Plan 2025 Plan Update Provider Questionnaire

Number	1	2	3	4	5	6 - 10	11- 15	16+	TOTAL
Sedans	20.00%	20.00%	0.00%	0.00%	20.00%	0.00%	20.00%	20.00%	20.00%
	1	1	0	0	1	0	1	1	5
Station wagons	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	0	0	1	0	0	0	0	0	1
Minivans	22.22%	0.00%	0.00%	11.11%	0.00%	0.00%	11.11%	55.56%	9
	2	0	0	1	0	0	1	5	9
Standard 15-passenger vans	25.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	25.00%	4
	1	2	0	0	0	0	0	1	4
Converted 15-passenger vans	33.33%	0.00%	0.00%	33.33%	0.00%	0.00%	0.00%	33.33%	3
	1	0	0	1	0	0	0	1	3
Light-duty bus (16-24 passengers)	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1
	1	0	0	0	0	0	0	0	1
Medium-duty bus (over 22 passengers)	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1
	1	0	0	0	0	0	0	0	1
Small school bus (9 to 24 passengers)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0
	0	0	0	0	0	0	0	0	0
Large school bus (25 to 60 passengers)	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1
	1	0	0	0	0	0	0	0	1
Other (describe)	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	50.00%	2
	0	0	0	1	0	0	0	1	2

Coordinated Human Services Transportation Plan 2025 Plan Update Provider Questionnaire

Owned	1	2	3	4	5	6 - 10	11- 15	16+	TOTAL
Sedans	20.00%	20.00%	0.00%	0.00%	20.00%	0.00%	20.00%	20.00%	20.00%
	1	1	0	0	1	0	1	1	5
Station wagons	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	0	0	1	0	0	0	0	0	1
Minivans	20.00%	0.00%	0.00%	10.00%	0.00%	30.00%	10.00%	30.00%	10
	2	0	0	1	0	3	1	3	10
Standard 15-passenger vans	50.00%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	16.67%	6
	3	2	0	0	0	0	0	1	6
Converted 15-passenger vans	33.33%	0.00%	0.00%	33.33%	0.00%	0.00%	0.00%	33.33%	3
	1	0	0	1	0	0	0	1	3
Light-duty bus (16-24 passengers)	50.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	2
	1	0	0	0	1	0	0	0	2
Medium-duty bus (over 22 passengers)	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1
	1	0	0	0	0	0	0	0	1
Small school bus (9 to 24 passengers)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0
	0	0	0	0	0	0	0	0	0
Large school bus (25 to 60 passengers)	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1
	1	0	0	0	0	0	0	0	1
Other (describe)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	1
	0	0	0	0	0	0	0	1	1

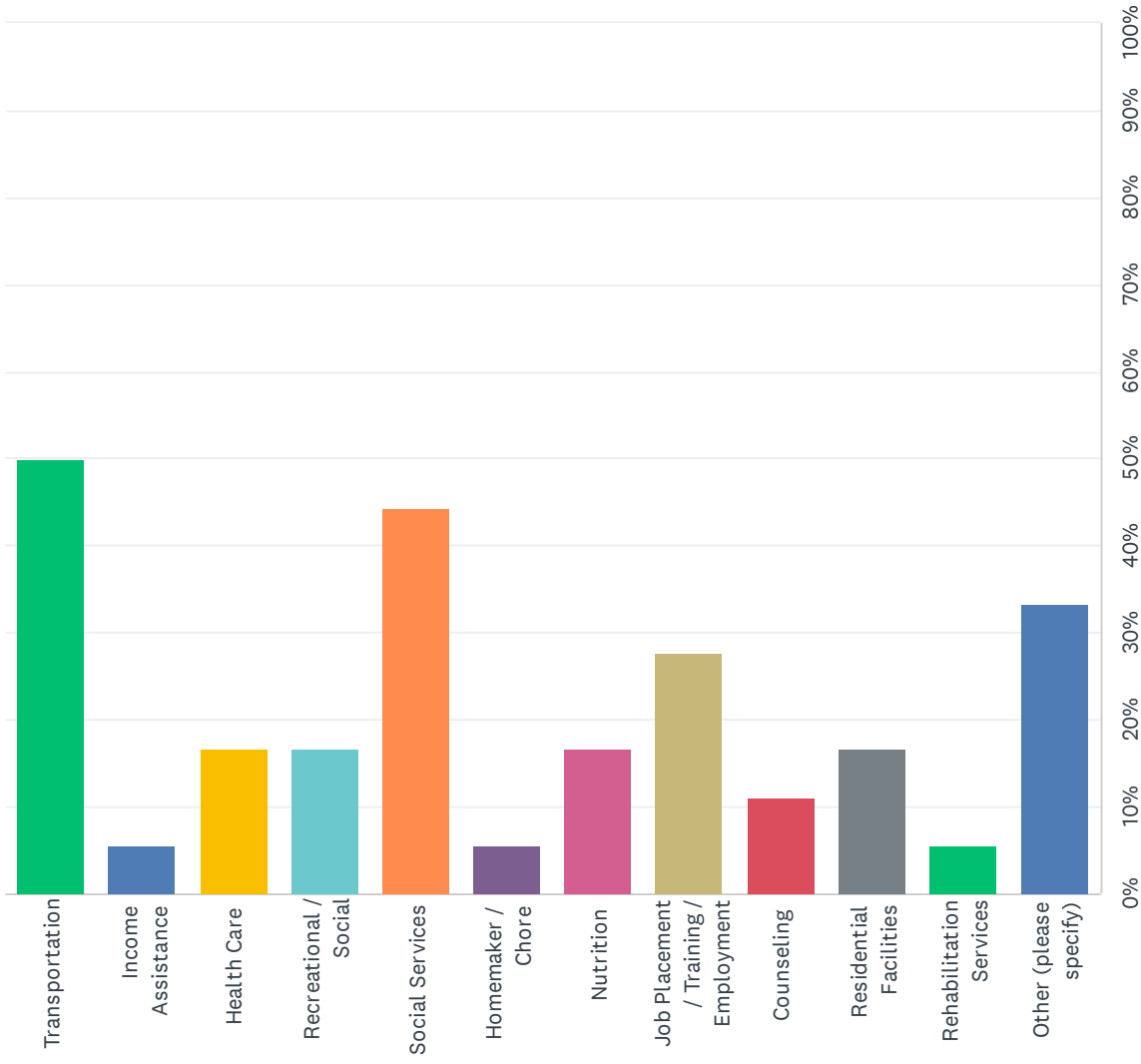
Coordinated Human Services Transportation Plan 2025 Plan Update Provider Questionnaire

Leased	1	2	3	4	5	6 - 10	11- 15	16+	TOTAL
	Sedans	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Station wagons	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Minivans	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	50.00%	0.00%	0.00%
Standard 15-passenger vans	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Converted 15-passenger vans	50.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Light-duty bus (16-24 passengers)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Medium-duty bus (over 22 passengers)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Small school bus (9 to 24 passengers)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Large school bus (25 to 60 passengers)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Other (describe)	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	0	0	0	0	1	0	0	0	1

Q13 What are the major services of your organization? (select all that apply)

Answered: 18 Skipped: 0

Coordinated Human Services Transportation Plan 2025 Plan Update Provider Questionnaire



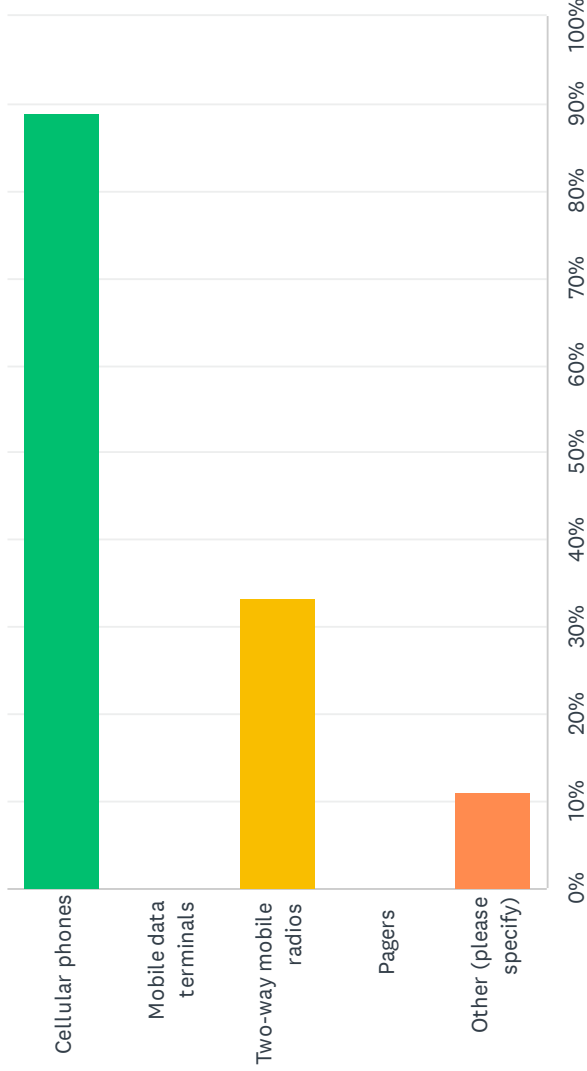
Coordinated Human Services Transportation Plan 2025 Plan Update Provider Questionnaire

ANSWER CHOICES	RESPONSES
Transportation	50.00% 9
Income Assistance	5.56% 1
Health Care	16.67% 3
Recreational / Social	16.67% 3
Social Services	44.44% 8
Homemaker / Chore	5.56% 1
Nutrition	16.67% 3
Job Placement / Training / Employment	27.78% 5
Counseling	11.11% 2
Residential Facilities	16.67% 3
Rehabilitation Services	5.56% 1
Other (please specify)	33.33% 6
Total Respondents: 18	

#	OTHER (PLEASE SPECIFY)	DATE
1	Case management and emergency shelter for domestic violence survivors	8/26/2025 2:25 PM
2	Temporary lodging	8/21/2025 11:43 AM
3	We are open to the public, transports all riders	8/19/2025 11:27 AM
4	Mental health	8/18/2025 11:34 AM
5	Referrals to services	8/18/2025 10:13 AM
6	population-based services	8/11/2025 1:11 PM

Q14 Are your vehicles equipped with any type of communication device? (check all that apply)

Answered: 9 Skipped: 9



ANSWER CHOICES	RESPONSES
Cellular phones	8 88.89%
Mobile data terminals	0 0.00%
Two-way mobile radios	3 33.33%
Pagers	0 0.00%
Other (please specify)	1 11.11%
Total Respondents: 9	

#	OTHER (PLEASE SPECIFY)	DATE
1	Only one vehicle uses cell phones - PICK Transportation	8/19/2025 11:27 AM

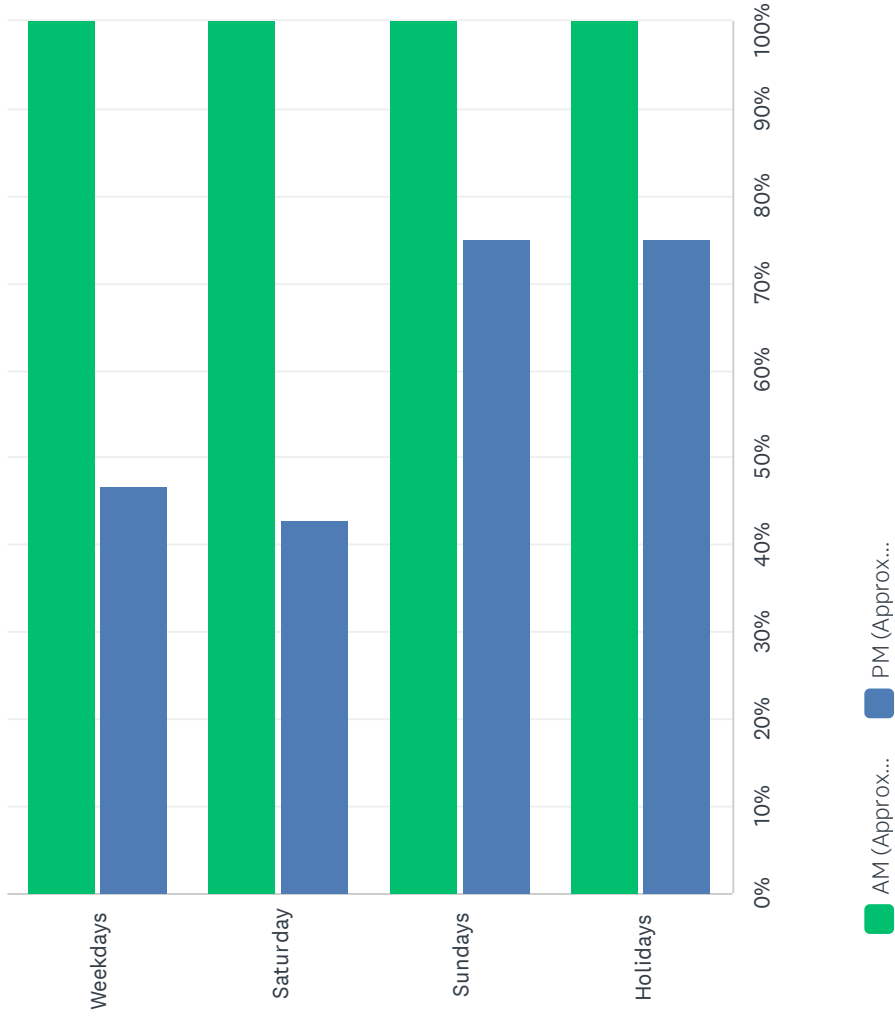
Q15 Do you use any scheduling or data collection technology? Which one? If not, why?

Answered: 12 Skipped: 6

#	RESPONSES	DATE
1	We use a calendar on outlook	8/26/2025 2:25 PM
2	Assisted Rides	8/25/2025 9:44 AM
3	Uber	8/21/2025 11:43 AM
4	Route Genie	8/19/2025 4:13 PM
5	We only use a VIA app for scheduling for our PICK transportation in the evenings and Saturday.	8/19/2025 11:27 AM
6	Check out systems through outlook	8/18/2025 3:53 PM
7	Yes. Unsure of the product	8/18/2025 11:34 AM
8	We have a list of clients who will attend daily. If they are not attending, they call and leave a message on our voice mail	8/18/2025 10:11 AM
9	NA	8/18/2025 9:58 AM
10	NO	8/11/2025 1:11 PM
11	Transit Assistant, Free provided by ODOT, Transit program	8/11/2025 8:04 AM
12	Transit Assistant and VIA	8/11/2025 8:00 AM

Q16 What are the daily hours and days of operation for your transportation services?

Answered: 15 Skipped: 3

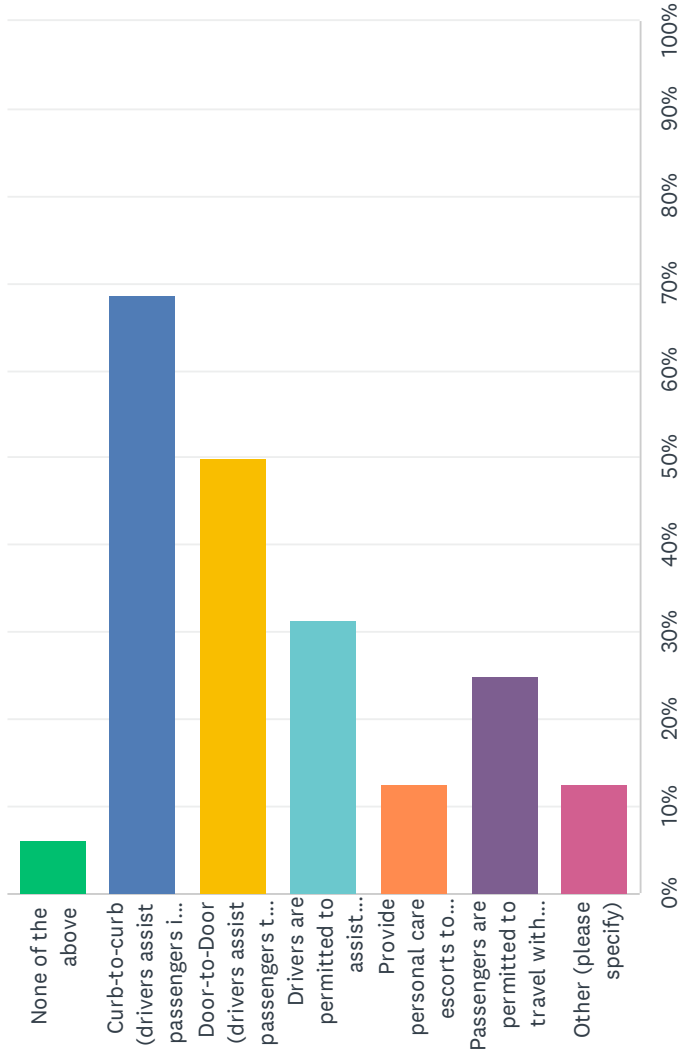


Coordinated Human Services Transportation Plan 2025 Plan Update Provider Questionnaire

	AM (APPROXIMATELY 6AM - 6PM)	PM (APPROXIMATELY AFTER 6PM)	TOTAL RESPONDENTS
Weekdays	100.00% 15	46.67% 7	15
Saturday	100.00% 7	42.86% 3	7
Sundays	100.00% 4	75.00% 3	4
Holidays	100.00% 4	75.00% 3	4

Q17 What level of assistance is provided for users of your transportation service?

Answered: 16 Skipped: 2



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ANSWER CHOICES	RESPONSES
None of the above	6.25% 1
Curb-to-curb (drivers assist passengers in and out of vehicle only)	68.75% 11
Door-to-Door (drivers assist passengers to the entrance of their origin and destination)	50.00% 8
Drivers are permitted to assist passengers with packages	31.25% 5
Provide personal care escorts to passengers who require such service	12.50% 2
Passengers are permitted to travel with personal care escorts.	25.00% 4
Other (please specify)	12.50% 2
Total Respondents: 16	

#	OTHER (PLEASE SPECIFY)	DATE
1	The staff works with the clients daily so they leave with them and drop them off at work or go with them to appointments	8/18/2025 9:58 AM
2	Reasonable modification considered for door to door, as needed.	8/11/2025 8:00 AM

Q18 Using passenger statistics from the most recent 12-months available, please provide the Total Number of Persons who received your transportation services.*Note: A “person” is an unduplicated count of individuals receiving service - a person riding the vehicle 200 trips per year is counted as one person

Answered: 12 Skipped: 6

#	RESPONSES	DATE
1	We don't use this data	8/26/2025 2:25 PM
2	539	8/25/2025 9:44 AM
3	25	8/21/2025 11:43 AM
4	401	8/19/2025 4:13 PM
5	We have no way of tracking individual riders	8/19/2025 11:27 AM
6	150	8/19/2025 11:23 AM
7	3511	8/18/2025 3:53 PM
8	4549 people	8/18/2025 10:11 AM
9	150	8/18/2025 9:58 AM
10	100	8/18/2025 9:58 AM
11	N/A	8/11/2025 1:11 PM
12	We don't have this information.	8/11/2025 8:00 AM

Q19 Using passenger statistics from the most recent 12-months available, please provide the Total Number of Passenger Trips.*Note: A “trip” equals one person getting on a vehicle one time. Most riders make two or more trips a day since they get on once to go somewhere and then get on again to return.

Answered: 12 Skipped: 6

#	RESPONSES	DATE
1	We don't use this data	8/26/2025 2:25 PM
2	8308	8/25/2025 9:44 AM
3	302	8/21/2025 11:43 AM
4	31,208	8/19/2025 4:13 PM
5	26,862 trips	8/19/2025 11:27 AM
6	100,000	8/19/2025 11:23 AM
7	3858	8/18/2025 3:53 PM
8	4549 trips	8/18/2025 10:11 AM
9	20000	8/18/2025 9:58 AM
10	N/A	8/11/2025 1:11 PM
11	116,585	8/11/2025 8:04 AM
12	115,959	8/11/2025 8:00 AM

Q20 Using passenger statistics from the most recent 12-months available, please provide the Number of Trips when the rider uses a wheelchair.

Answered: 11 Skipped: 7

#	RESPONSES	DATE
1	we don't use this data	8/26/2025 2:25 PM
2	0	8/25/2025 9:44 AM
3	0	8/21/2025 11:43 AM
4	5010	8/19/2025 4:13 PM
5	5,008 trips for wheelchair users	8/19/2025 11:27 AM
6	5000	8/19/2025 11:23 AM
7	uto	8/18/2025 3:53 PM
8	981	8/18/2025 10:11 AM
9	2000	8/18/2025 9:58 AM
10	N/A	8/11/2025 1:11 PM
11	approximately 12,000	8/11/2025 8:00 AM

Q21 For the 3 prior questions on Ridership data, provide the Year and range of months used for ridership data.

Answered: 12 Skipped: 6

#	RESPONSES	DATE
1	Never	8/26/2025 2:25 PM
2	7/31/24-7/31/25	8/25/2025 9:44 AM
3	7/1/2024-6/30/2025	8/21/2025 11:43 AM
4	2024	8/19/2025 4:13 PM
5	8-2024 to 7-2025	8/19/2025 11:27 AM
6	July to July 2024-2025	8/19/2025 11:23 AM
7	July 2024-June 2025	8/18/2025 3:53 PM
8	July - December, 2024 January - June 30, 2025	8/18/2025 10:11 AM
9	It was an educated guess for 7/1/24-7/1/25	8/18/2025 9:58 AM
10	N/A	8/11/2025 1:11 PM
11	2024, Jan-Dec.	8/11/2025 8:04 AM
12	August 1, 2024 through July 31, 2025	8/11/2025 8:00 AM

Q22 Are ridership figures exact or estimated?

Answered: 13 Skipped: 5

#	RESPONSES	DATE
1	N/A	8/26/2025 2:25 PM
2	Exact	8/25/2025 9:44 AM
3	Exact	8/21/2025 11:43 AM
4	Estimated	8/19/2025 4:13 PM
5	exact	8/19/2025 11:27 AM
6	some exact and some estimated Work trips are exact. All other estimated - underestimated.	8/19/2025 11:23 AM
7	Unable to fully identify all unique persons, but used educated data.	8/18/2025 3:53 PM
8	Exact	8/18/2025 10:11 AM
9	estimated	8/18/2025 9:58 AM
10	estimated	8/18/2025 9:58 AM
11	N/	8/11/2025 1:11 PM
12	exact	8/11/2025 8:04 AM
13	Ridership is exact.	8/11/2025 8:00 AM

Q23 What does your organization charge (fare/fee) for providing transportation services? Do you offer donation services?

Answered: 15 Skipped: 3

#	RESPONSES	DATE
1	No fee for clients	8/26/2025 2:25 PM
2	Variable by ride or route package purchased, averaging \$23-\$51. fee per trip.	8/25/2025 9:44 AM
3	No fee, we accept donations but not a requirement	8/21/2025 11:43 AM
4	Sliding scale depending on their income.	8/19/2025 4:13 PM
5	\$1.00 per trip in the city limits of Coweta. \$1.50 per mile for out-of-town trips.	8/19/2025 11:27 AM
6	We do not charge. We bill the state through DDS services.	8/19/2025 11:23 AM
7	We invoice the state for crisis transport. No fee to consumer.	8/18/2025 3:53 PM
8	no	8/18/2025 11:34 AM
9	We do not ask our clients to pay	8/18/2025 10:11 AM
10	zero \$ (we provide transportation as needed for our vocational and job placement programs - transportation is a necessity but is not our primary 'product')	8/18/2025 9:58 AM
11	free to the clients we serve	8/18/2025 9:58 AM
12	None	8/11/2025 1:11 PM
13	donation is accepted, \$2.00 per trip within city limits	8/11/2025 8:04 AM
14	\$2 fare in town for Creek, Osage and Pawnee Counties. \$3 fare in town in Ponca City and Bville. Contracts with NEMT, INCOG AAA and others allows free fare or reduced fare. Work Ride Promotion is \$1 fare to work destinations.	8/11/2025 8:00 AM
15	No, we do not charge for transportation when needing to come to our food pantry.	8/8/2025 4:56 PM

Q24 Please identify all the funding sources that provide money for your transportation program:

Answered: 11 Skipped: 7

ANSWER CHOICES		RESPONSES
What % of total funding is Federal? Provide Federal Funding Sources (for example: FTA Section 5310/formerly Sec 16):		9
What % of total funding is State ? Provide State Funding Sources (for example: Division of Rehabilitation Services):		10
What % of total funding is Local? Provide State Funding Sources (for example: County Commission or Donations):		10
#	WHAT % OF TOTAL FUNDING IS FEDERAL? PROVIDE FEDERAL FUNDING SOURCES (FOR EXAMPLE: FTA SECTION 5310/FORMERLY SEC 16):	DATE
1	32	8/25/2025 9:44 AM
2	0	8/21/2025 11:43 AM
3	INCOG - 5310 - 45%	8/19/2025 11:27 AM
4	0	8/18/2025 3:53 PM
5	0	8/18/2025 10:11 AM
6	0	8/18/2025 9:58 AM
7	N/A	8/11/2025 1:11 PM
8	5310, capital only but is limited	8/11/2025 8:04 AM
9	Section 5311 - 30%	8/11/2025 8:00 AM
#	WHAT % OF TOTAL FUNDING IS STATE ? PROVIDE STATE FUNDING SOURCES (FOR EXAMPLE: DIVISION OF REHABILITATION SERVICES):	DATE
1	0	8/25/2025 9:44 AM
2	Oklahoma	8/21/2025 5:00 PM
3	0	8/21/2025 11:43 AM
4	SoonerRide, EODD, SafeRide, Creek Nation and DDS - 35%	8/19/2025 11:27 AM
5	90%	8/19/2025 11:23 AM
6	100	8/18/2025 3:53 PM
7	0	8/18/2025 10:11 AM

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8	0	8/18/2025 9:58 AM
9	N/A	8/11/2025 1:11 PM
10	Public Transit Revolving Fund, OAA funds - 21%	8/11/2025 8:00 AM
#	WHAT % OF TOTAL FUNDING IS LOCAL? PROVIDE STATE FUNDING SOURCES (FOR EXAMPLE: COUNTY COMMISSION OR DONATIONS):	DATE
1	68	8/25/2025 9:44 AM
2	Oklahoma	8/21/2025 5:00 PM
3	0	8/21/2025 11:43 AM
4	Coweta donates - 12%	8/19/2025 11:27 AM
5	10% - private donations	8/19/2025 11:23 AM
6	0	8/18/2025 3:53 PM
7	0	8/18/2025 10:11 AM
8	0	8/18/2025 9:58 AM
9	N/A	8/11/2025 1:11 PM
10	City of Bristow - \$7,000	8/11/2025 8:00 AM

Q25 If your agency purchases transportation services from third parties, please complete the following table. In case of private individuals, sum all entries in one line and label as “private individuals.”

Answered: 5 Skipped: 13

ANSWER CHOICES		RESPONSES
#1 Name of Third Party		100.00%
Total Number of Trips Purchased		60.00%
Basis of Payment (per mile/per trip)		40.00%
Total Amount Paid Last Fiscal Year		60.00%
#2 Name of Third Party		20.00%
Total Number of Trips Purchased		20.00%
Basis of Payment (per mile/per trip)		20.00%
Total Amount Paid Last Fiscal Year		20.00%
#3 Name of Third Party		20.00%
Total Number of Trips Purchased		20.00%
Basis of Payment (per mile/per trip)		20.00%
Total Amount Paid Last Fiscal Year		20.00%
# #1 NAME OF THIRD PARTY DATE		
1	Uber	8/21/2025 11:43 AM
2	N/A	8/18/2025 10:11 AM
3	N/A	8/11/2025 1:11 PM
4	not applicable	8/11/2025 8:00 AM
5	Uber/Lyft	8/8/2025 4:56 PM

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#	TOTAL NUMBER OF TRIPS PURCHASED	DATE
1	302	8/21/2025 11:43 AM
2	N/A	8/18/2025 10:11 AM
3	25	8/8/2025 4:56 PM
#	BASIS OF PAYMENT (PER MILE/PER TRIP)	DATE
1	Mile	8/21/2025 11:43 AM
2	N/A	8/18/2025 10:11 AM
#	TOTAL AMOUNT PAID LAST FISCAL YEAR	DATE
1	\$3617.43	8/21/2025 11:43 AM
2	N/A	8/18/2025 10:11 AM
3	\$350	8/8/2025 4:56 PM
#	#2 NAME OF THIRD PARTY	DATE
1	N/A	8/18/2025 10:11 AM
#	TOTAL NUMBER OF TRIPS PURCHASED	DATE
1	N/A	8/18/2025 10:11 AM
#	BASIS OF PAYMENT (PER MILE/PER TRIP)	DATE
1	N/A	8/18/2025 10:11 AM
#	TOTAL AMOUNT PAID LAST FISCAL YEAR	DATE
1	N/A	8/18/2025 10:11 AM
#	#3 NAME OF THIRD PARTY	DATE
1	N/A	8/18/2025 10:11 AM
#	TOTAL NUMBER OF TRIPS PURCHASED	DATE
1	N/A	8/18/2025 10:11 AM
#	BASIS OF PAYMENT (PER MILE/PER TRIP)	DATE
1	N/A	8/18/2025 10:11 AM
#	TOTAL AMOUNT PAID LAST FISCAL YEAR	DATE
1	N/A	8/18/2025 10:11 AM

Q26 What are the barriers for applying for funding sources?

Answered: 18 Skipped: 0

#	RESPONSES	DATE
1	Unknown	8/26/2025 2:25 PM
2	Staff time and awareness	8/25/2025 9:44 AM
3	we have a robust fundraising program, but not many funders are interested specifically in transportation	8/21/2025 5:00 PM
4	Unknown funding sources, outside of private family foundations/corporate foundations, that would support local travel assistance for patients and families of patients who are temporarily in Tulsa for access to medical care but live in permanent residence outside of the Tulsa/Tulsa County area. Current public transportation system is not conducive for out of town medical travelers given their understanding of our bus routes, the exorbitant amount of time it takes to get from point A (Hospitality House) to all the Tulsa area medical facilities	8/21/2025 11:43 AM
5	Funding availability.	8/19/2025 4:13 PM
6	Finding drivers and vehicles	8/19/2025 11:27 AM
7	the barrier is how long it takes to get the vehicles from certain funding sources	8/19/2025 11:23 AM
8	Availability and start up costs	8/18/2025 3:53 PM
9	N/A	8/18/2025 12:25 PM
10	Unavailable	8/18/2025 11:34 AM
11	Liability	8/18/2025 10:13 AM
12	N/A	8/18/2025 10:11 AM
13	It's challenging to quantify our transportation needs, as they are integral to our primary goal. Our mission is: To enhance the quality of life for individuals with developmental disabilities, their families, and our community through training, education, employment services, and advocacy.	8/18/2025 9:58 AM
14	NA	8/18/2025 9:58 AM
15	Not Aware	8/11/2025 1:11 PM
16	Match and the opportunity to have sources available	8/11/2025 8:04 AM
17	None	8/11/2025 8:00 AM
18	We would love to work with Modus (or like) to provide transportation services for our clients to come to BA Neighbors and our Neighbor's Choice Curbside Pantry program.	8/8/2025 4:56 PM

Q27 Is there any interest and commitment to coordinating human service transportation trips and maximizing resources? Why?

Answered: 18 Skipped: 0

#	RESPONSES	DATE
1	Possibly, but would need more information first	8/26/2025 2:25 PM
2	Yes, Modus champions collaboration for transportation efficiency.	8/25/2025 9:44 AM
3	Possibly	8/21/2025 5:00 PM
4	Only if it is beneficial to our patients and families of medical patients, where it would decrease their stress levels and provide timely travel time to their healthcare facility from Hospitality House of Tulsa. It would also have to be significantly less than what we are paying for our Corporate UBER travel arrangements, which is what we use to currently use to transport our patients and families of patients.	8/21/2025 11:43 AM
5	There is currently not a need to coordinate services.	8/19/2025 4:13 PM
6	We have commitment to coordinating with human service transportation. We do TANF and DDS trips.	8/19/2025 11:27 AM
7	Yes. We coordinate between our residential homes and clients to transport more than 1 client at a time.	8/19/2025 11:23 AM
8	Yes, we believe that lack of transportation negatively impacts individuals.	8/18/2025 3:53 PM
9	Yes, Because the majority of the population we serve are under the poverty level.	8/18/2025 12:25 PM
10	yes	8/18/2025 11:34 AM
11	Transportation is a huge issue for individuals with disabilities	8/18/2025 10:13 AM
12	No, we do not have the staff to provide this. Claremore has a pelivan that provides these services.	8/18/2025 10:11 AM
13	N/A	8/18/2025 9:58 AM
14	NA	8/18/2025 9:58 AM
15	No	8/11/2025 1:11 PM
16	yes for efficiency and we can not provide for everyone.	8/11/2025 8:04 AM
17	We do coordinate and participate in several regional coordinating meetings.	8/11/2025 8:00 AM
18	Yes! We would love to have coordinated service transportation to our organization.	8/8/2025 4:56 PM

Q28 Is there an ongoing process for identifying duplication of transportation services, underused assets, and service gaps?

Answered: 18 Skipped: 0

#	RESPONSES	DATE
1	No	8/26/2025 2:25 PM
2	Leadership consistently reviews feedback and completed services to optimize operations.	8/25/2025 9:44 AM
3	not a structured process, but we do explore these possibilities from time to time	8/21/2025 5:00 PM
4	Because we only offer Transportation Assistance for guests who do not have their private vehicle with them while in Tulsa (which is 12% of who we serve), and we only use a Corporate UBER Account to manage the transportation, we have a pretty good grasp on issues and duplicated services. We also survey our guests post stay to ask about services such as transportation needs.	8/21/2025 11:43 AM
5	None at this time.	8/19/2025 4:13 PM
6	No - we do not know of any duplication of services	8/19/2025 11:27 AM
7	yes	8/19/2025 11:23 AM
8	From month to month, but not total year.	8/18/2025 3:53 PM
9	Yes	8/18/2025 12:25 PM
10	unsure	8/18/2025 11:34 AM
11	no	8/18/2025 10:13 AM
12	No	8/18/2025 10:11 AM
13	yes	8/18/2025 9:58 AM
14	NA	8/18/2025 9:58 AM
15	No	8/11/2025 1:11 PM
16	yes	8/11/2025 8:04 AM
17	Regional 5310 coordination meetings offer a venue for discussion.	8/11/2025 8:00 AM
18	Currently, not at BA Neighbors.	8/8/2025 4:56 PM

Q29 In your opinion, what enhancements are most needed to improve the coordination of public and human service transportation in your area?

Answered: 18 Skipped: 0

#	RESPONSES	DATE
1	More reduced bus fare prices	8/26/2025 2:25 PM
2	State funding, a website/database for this purpose.	8/25/2025 9:44 AM
3	increased availability and accessibility. PICK is fantastic, but greater accessibility would serve our clients better	8/21/2025 5:00 PM
4	Affordability, convenience, and timely service.	8/21/2025 11:43 AM
5	None identified at this time.	8/19/2025 4:13 PM
6	We attend 5310 meetings to improve coordination and educating everyone in our service area of our availability.	8/19/2025 11:27 AM
7	Need more information on what is available. More options in the outer areas like Owasso and Broken Arrow	8/19/2025 11:23 AM
8	Resources and support from teams comfortable with rural and socio-economic difficulties.	8/18/2025 3:53 PM
9	Public transportation, more funding for Metrolink.	8/18/2025 12:25 PM
10	general transportation within the city is needed	8/18/2025 11:34 AM
11	More services in rural areas	8/18/2025 10:13 AM
12	Pelivan handles all public transportation	8/18/2025 10:11 AM
13	N/A	8/18/2025 9:58 AM
14	We just need more affordable vehicles	8/18/2025 9:58 AM
15	Funding and transportation assets. Public transportation must be improved	8/11/2025 1:11 PM
16	Tanf, for instance its daunting to complete a RFP through the state for little return.	8/11/2025 8:04 AM
17	Find a way to streamline coordination within providers rather than having to discuss one situation, one rider at a time.	8/11/2025 8:00 AM
18	We would love services to extend into Broken Arrow area.	8/8/2025 4:56 PM

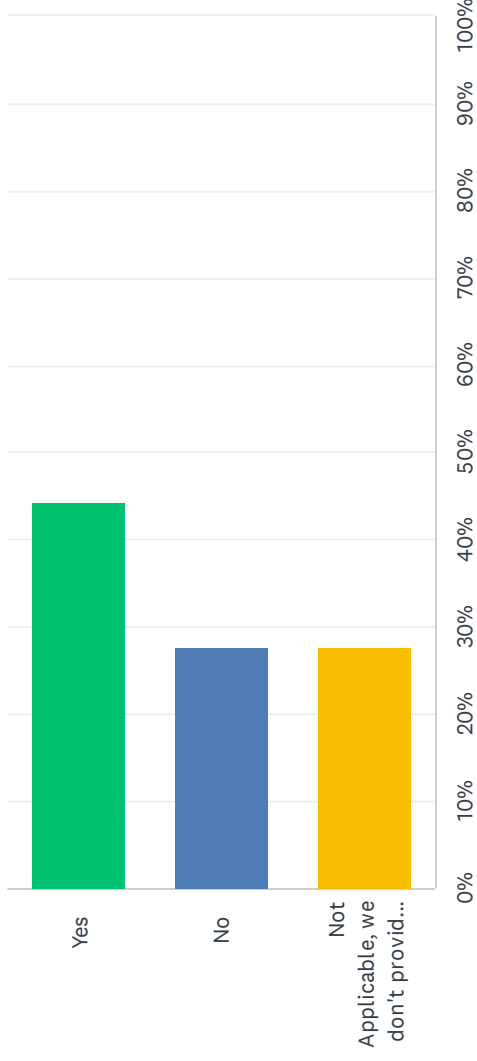
Q30 Are your agency’s transportation services coordinated with other transportation providers in your area? If yes, who do you coordinate with and to what extent? (Answer N/A if you do not provide transportation services)

Answered: 18 Skipped: 0

#	RESPONSES	DATE
1	No	8/26/2025 2:25 PM
2	Not at this time.	8/25/2025 9:44 AM
3	Yes - Pick and Pelivan. Mostly we provide our own due to client needs, but encourage clients to use other avenues when able.	8/21/2025 5:00 PM
4	No	8/21/2025 11:43 AM
5	No	8/19/2025 4:13 PM
6	We coordinate with Muskogee Creek Nation. We have a contract to provide any transportation services that is needed. We have a great relationship.	8/19/2025 11:27 AM
7	not really We have a few clients who use public options like the Lyft or Pick but because of timeliness issues and concerns, we do not use these options for very many of our clients.	8/19/2025 11:23 AM
8	Soonerride can help for non emergency and planned. There are times where law enforcement does transport.	8/18/2025 3:53 PM
9	N/A	8/18/2025 12:25 PM
10	No	8/18/2025 11:34 AM
11	NA We refer to providers	8/18/2025 10:13 AM
12	N/A	8/18/2025 10:11 AM
13	Our clients also use rideshare programs and Tulsa Transit Lift	8/18/2025 9:58 AM
14	No	8/18/2025 9:58 AM
15	Mo	8/11/2025 1:11 PM
16	yes, other neighboring providers. Modivicare, Regional sectors,	8/11/2025 8:04 AM
17	Periodically Muskogee Creek Nation will refer a client they are unable to serve in Sapulpa area.	8/11/2025 8:00 AM
18	Not coordinated.	8/8/2025 4:56 PM

Q31 Do you pick up and drop off customers within other providers' service areas?

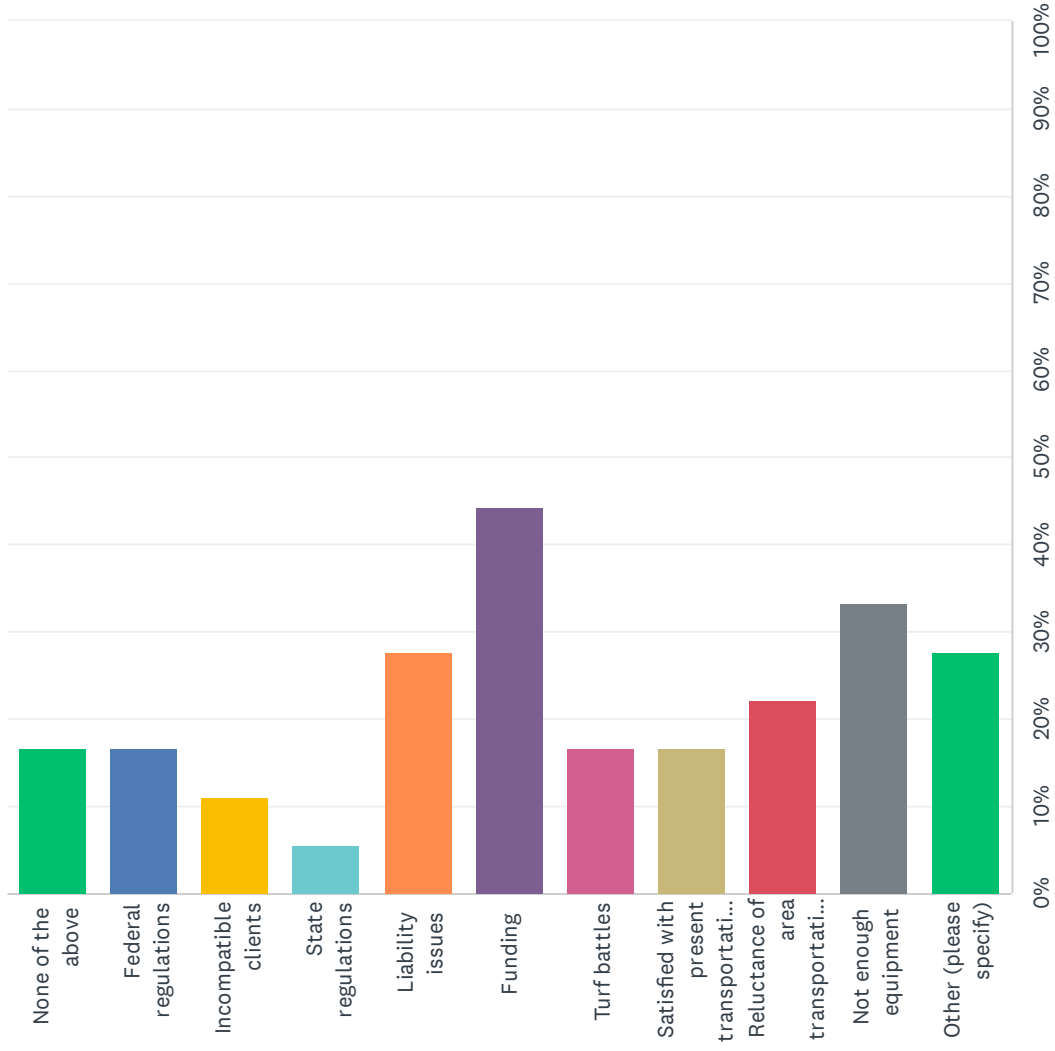
Answered: 18 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	8 44.44%
No	5 27.78%
Not Applicable, we don't provide transportation services	5 27.78%
TOTAL	18

Q32 Based on your experience, what are the barriers to coordination?

Answered: 18 Skipped: 0



Coordinated Human Services Transportation Plan 2025 Plan Update Provider Questionnaire

ANSWER CHOICES	RESPONSES
None of the above	16.67% 3
Federal regulations	16.67% 3
Incompatible clients	11.11% 2
State regulations	5.56% 1
Liability issues	27.78% 5
Funding	44.44% 8
Turf battles	16.67% 3
Satisfied with present transportation program; do not see need to coordinate	16.67% 3
Reluctance of area transportation providers to coordinate	22.22% 4
Not enough equipment	33.33% 6
Other (please specify)	27.78% 5
Total Respondents: 18	

#	OTHER (PLEASE SPECIFY)	DATE
1	Not enough drivers	8/19/2025 11:27 AM
2	3rd party transportation available to our clients is not timely or reliable	8/19/2025 11:23 AM
3	Accessibility	8/18/2025 11:34 AM
4	Providers say they do not have drivers	8/18/2025 10:13 AM
5	easier way to manage; currently refer trips to other providers and or help out when other providers are short staffed, closed, etc.	8/11/2025 8:00 AM

Q33 If there are any other issues, concerns, or information relevant to the issue, please feel free to address them in the spaces below

Answered: 8 Skipped: 10

#	RESPONSES	DATE
1	With using Uber to coordinate transportation, some issues include driver availability and surge pricing.	8/21/2025 11:43 AM
2	Finding drivers that can pass a background check and a drug test, and willing to work.	8/19/2025 11:27 AM
3	Transportation available to our clients with Developmental Disabilities is not timely which is extremely challenging. Clients cannot be transported and show up 45 minutes early somewhere because their staff will not be there on site yet. Nor can our clients show up 30 to 45 minutes late to work. The 30-45 minute time frame of showing up this early or this late or being picked up this early or this late causes issues with the agency providing staff or employment services for our clients.	8/19/2025 11:23 AM
4	N/A	8/18/2025 12:25 PM
5	ADA standards	8/18/2025 10:13 AM
6	We have applied for another vehicle to address getting more clients	8/18/2025 10:11 AM
7	I would like to see transportation hubs, where we can drop off passengers for another provider to pick up and we can keep our drivers closer to the service area for efficiencies.	8/11/2025 8:00 AM
8	I appreciate being a part of the conversation and the opportunity to bring any coordinated transportation service to Broken Arrow.	8/8/2025 4:56 PM

Q34 What actions would you recommend for the state and local Government to facilitate transportation coordination in the Tulsa region?

Answered: 7 Skipped: 11

ANSWER CHOICES		RESPONSES
State responsibility		85.71%
Regional Responsibility		85.71%
Local responsibility		100.00%

#	STATE RESPONSIBILITY	DATE
1	Decrease bus fares for low/no income	8/26/2025 2:25 PM
2	Fund agencies adequately to provide the services	8/19/2025 11:23 AM
3	Acknowledge issue and fill gaps	8/18/2025 3:53 PM
4	Granting state funding for coordinated transportation services	8/18/2025 12:25 PM
5	Funding	8/11/2025 1:11 PM
6	PTRF is extremely helpful and we advocate that these funds continue.	8/11/2025 8:00 AM

#	REGIONAL RESPONSIBILITY	DATE
1	Decrease bus fares for low/no income	8/26/2025 2:25 PM
2	Ensure there is no duplication of services - wasted funding	8/19/2025 11:23 AM
3	More stops, support, and on demand	8/18/2025 3:53 PM
4	Develop an education and awareness program for transportation agencies, social services agencies and local hospitals	8/18/2025 12:25 PM
5	Asset Mapping	8/11/2025 1:11 PM
6	INCOG does a good job supporting transportation for Seniors, VRC and PICK.	8/11/2025 8:00 AM

#	LOCAL RESPONSIBILITY	DATE
1	Decrease bus fares for low/no income	8/26/2025 2:25 PM
2	Ensure timeliness of transportation	8/19/2025 11:23 AM
3	Less stigma on individuals needing assistance	8/18/2025 3:53 PM

Coordinated Human Services Transportation Plan 2025 Plan Update Provider Questionnaire

4	Statewide education about transportation coordination services	8/18/2025 12:25 PM
5	We do not go to Tulsa, just Owasso	8/18/2025 10:11 AM
6	Expand public transportation	8/11/2025 1:11 PM
7	Would like to see Sapulpa and other Creek and Osage municipalities support transit program with some match.	8/11/2025 8:00 AM

Q35 List in order of priority the unmet transit needs crucial to be addressed within the Tulsa TMA

Answered: 11 Skipped: 7

ANSWER CHOICES		RESPONSES
Highest Priority		81.82%
Medium Priority		54.55%
Low Priority		45.45%
#	HIGHEST PRIORITY	DATE
1	Decrease bus fares for low/no income	8/26/2025 2:25 PM
2	Availability/Accessibility	8/21/2025 5:00 PM
3	Owasso - timeliness of transportation pick up and drop offs	8/19/2025 11:23 AM
4	On demand services	8/18/2025 3:53 PM
5	Develop a dedicated funding source for Public transportation	8/18/2025 12:25 PM
6	accessibility	8/18/2025 11:34 AM
7	Transportaion to food options and medical care	8/18/2025 10:13 AM
8	Expanded Service Coverage	8/11/2025 1:11 PM
9	Federal regulation that 5311s cannot originate in urbanized area when the 5307 is unable to serve outlying areas such as Sperry, Sand Springs, Collinsville, Glenpool, etc.	8/11/2025 8:00 AM
#	MEDIUM PRIORITY	DATE
1	Funding	8/21/2025 5:00 PM
2	Not enough services to cover all needs	8/19/2025 11:23 AM
3	easier access to long term passes	8/18/2025 3:53 PM
4	Grant application to expand funding sources	8/18/2025 12:25 PM
5	Improved Pedestrian Infrastructure	8/11/2025 1:11 PM
6	I know that there are several priorities for Tulsa. Like I said above, appreciate the opportunity to have a conversation of what is needed additionally in BA.	8/8/2025 4:56 PM
#	LOW PRIORITY	DATE

Coordinated Human Services Transportation Plan 2025 Plan Update Provider Questionnaire

1	Support for rural	8/18/2025 3:53 PM
2	Create low cost marketing materials for agencies to print, and free for the general public	8/18/2025 12:25 PM
3	Socialization	8/18/2025 10:13 AM
4	unknown	8/18/2025 10:11 AM
5	Increased Frequency and Reliability	8/11/2025 1:11 PM

Q36 Based on your list of unmet needs, what strategies and solutions should be taken to address the region’s transportation problems and achieve the following goals?

Answered: 9 Skipped: 9

ANSWER CHOICES	RESPONSES
Safety	66.67%
Accessibility	77.78%
Mobility	55.56%
Awareness	55.56%
Funding	66.67%
Efficiency	77.78%

#	SAFETY	DATE
1	4	8/21/2025 5:00 PM
2	It is not safe to have a client dropped off early or picked up late	8/19/2025 11:23 AM
3	More security	8/18/2025 3:53 PM
4	Implement policy and procedures	8/18/2025 12:25 PM
5	Bus Stop Enhancements: Add shelters, lighting, and real-time arrival displays.	8/11/2025 1:11 PM
6	Priority one! Are all transit providers held to the same standards as 5311s?	8/11/2025 8:00 AM
#	ACCESSIBILITY	DATE
1	1	8/21/2025 5:00 PM
2	More on demand service	8/18/2025 3:53 PM
3	Building sidewalks for neighborhoods in need in the Tulsa area.	8/18/2025 12:25 PM
4	yes	8/18/2025 11:34 AM
5	must meet ADA standards	8/18/2025 10:13 AM
6	Develop a unified app for trip planning, payments, and real-time updates and Ensure all stops and vehicles meet accessibility standards.	8/11/2025 1:11 PM

Coordinated Human Services Transportation Plan 2025 Plan Update Provider Questionnaire

7	Are all providers using ADA vehicles?	8/11/2025 8:00 AM
#	MOBILITY	DATE
1	2	8/21/2025 5:00 PM
2	more vehicles for handicapable	8/18/2025 3:53 PM
3	Increase the frequency of bus fleet and more routes to prioritize dr. appointments and health care needs	8/18/2025 12:25 PM
4	Launch flexible, on-demand transit in underserved areas.	8/11/2025 1:11 PM
5	Gaps in outlying urban areas of Sand Spring, Glenpool, Sperry, Collinsville, etc.	8/11/2025 8:00 AM
#	AWARENESS	DATE
1	6	8/21/2025 5:00 PM
2	help with stigma	8/18/2025 3:53 PM
3	Inform transit providers, the public and human service agencies about the benefits of coordination.	8/18/2025 12:25 PM
4	Yes	8/18/2025 11:34 AM
5	Use INCOG's Public Participation Plan to involve marginalized communities in planning	8/11/2025 1:11 PM
#	FUNDING	DATE
1	3	8/21/2025 5:00 PM
2	direct state dollars towards transporting those in need	8/18/2025 3:53 PM
3	Dedicated & stable funding source for Public transportation	8/18/2025 12:25 PM
4	yes	8/18/2025 11:34 AM
5	X	8/18/2025 10:11 AM
6	Section 5307 – Urbanized Area Formula Grants Supports capital, planning, and operating assistance for urban transit systems like Tulsa Transit. In FY 2023, Oklahoma’s urban areas received over \$25 million. Section 5311 – Rural Area Formula Grants	8/11/2025 1:11 PM
#	EFFICIENCY	DATE
1	5	8/21/2025 5:00 PM
2	timeliness	8/19/2025 11:23 AM
3	Regional positions to monitor programs	8/18/2025 3:53 PM
4	Decrease delays on public transportation or pick ups	8/18/2025 12:25 PM
5	yes	8/18/2025 11:34 AM
6	Prioritize walkability improvements near schools, hospitals, and transit hubs.	8/11/2025 1:11 PM

Coordinated Human Services Transportation Plan 2025 Plan Update Provider Questionnaire

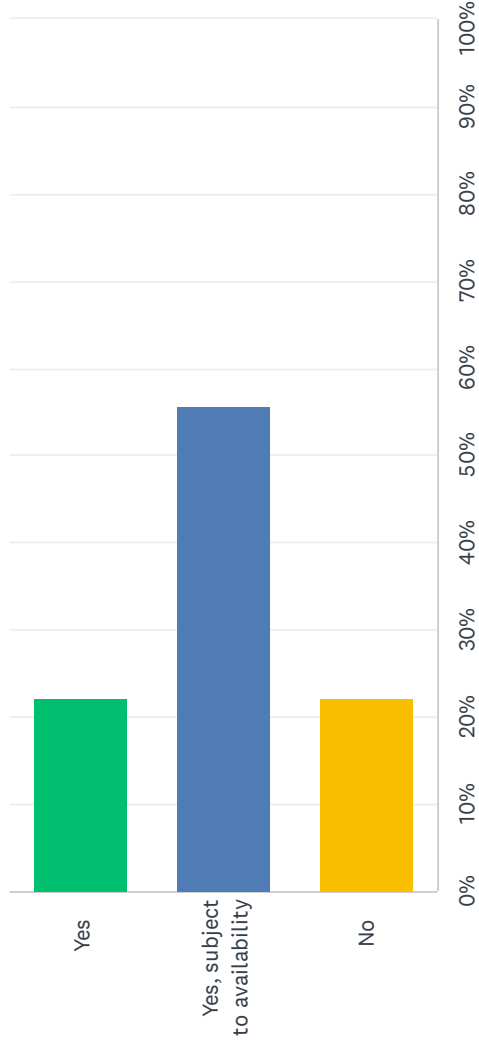
7

Create transit hubs for providers to coordinate with other providers.

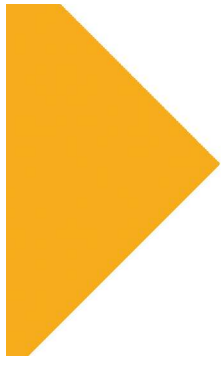
8/11/2025 8:00 AM

Q37 INCOG will be hosting a stakeholder meeting in the first week of September. Are you likely to attend the meeting?

Answered: 18 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	4 22.22%
Yes, subject to availability	10 55.56%
No	4 22.22%
TOTAL	18



Client Survey and Responses

Q1 Name

Answered: 7 Skipped: 0

#	RESPONSES	DATE
1	Naaaja Jefferies	9/4/2025 9:36 AM
2	Roy Munday	8/19/2025 2:40 PM
3	David Lancaster	8/19/2025 1:10 PM
4	James Ussey	8/19/2025 1:07 PM
5	Mary brown	8/19/2025 11:56 AM
6	Rogers County Elder Day Care Center, Inc	8/18/2025 10:20 AM
7	Tischa Lemasters	8/14/2025 10:40 AM

Q2 Address

Answered: 7 Skipped: 0

#	RESPONSES	DATE
1	501 S. Rockford Ave	9/4/2025 9:36 AM
2	301 Farrow Dr.,	8/19/2025 2:40 PM
3	173 Greenwood Ave, Apt 205	8/19/2025 1:10 PM
4	173 Greenwood Ave, Apt. 203	8/19/2025 1:07 PM
5	301 Farrow Drive, Apartment 24	8/19/2025 11:56 AM
6	2223 N. Highway 88	8/18/2025 10:20 AM
7	333 oak st	8/14/2025 10:40 AM

Q3 City, State, Zip Code

Answered: 6 Skipped: 1

#	RESPONSES	DATE
1	Tulsa, OK, 74120	9/4/2025 9:36 AM
2	Mannford Ok.	8/19/2025 2:40 PM
3	Mannford, OK 74044	8/19/2025 1:10 PM
4	Mannford, OK 74044	8/19/2025 1:07 PM
5	Mannford, OK 74044	8/19/2025 11:56 AM
6	big cabin, ok 74332	8/14/2025 10:40 AM

Q4 Telephone

Answered: 6 Skipped: 1

#	RESPONSES	DATE
1	918-691-6140	9/4/2025 9:36 AM
2	918-865	8/19/2025 2:40 PM
3	918-202-6931	8/19/2025 1:10 PM
4	918-914-2528	8/19/2025 1:07 PM
5	918-771-8452	8/19/2025 11:56 AM
6	9184180364	8/14/2025 10:40 AM

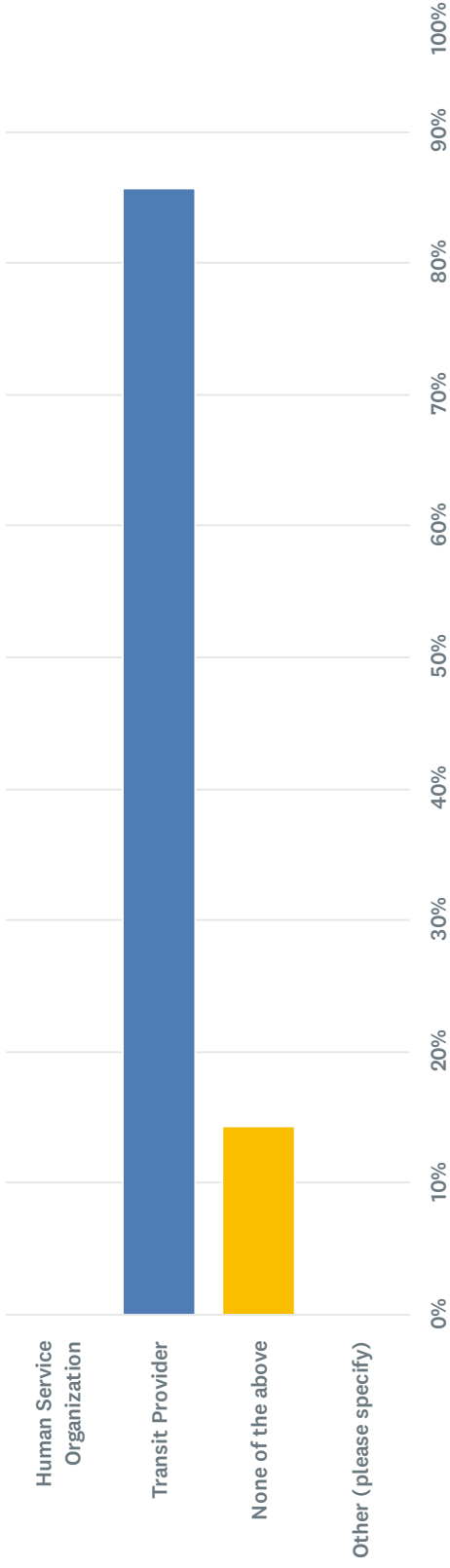
Q5 Email

Answered: 4 Skipped: 3

#	RESPONSES	DATE
1	njefferies@metrolinkok.org	9/4/2025 9:36 AM
2	jamesussery678@gmail.com	8/19/2025 1:07 PM
3	marybrown4671@yahoo.com	8/19/2025 11:56 AM
4	llemasters@grandgateway.org	8/14/2025 10:40 AM

Q6 Are you a current user of a Human Service Organization or Transit Provider?

Answered: 7 Skipped: 0

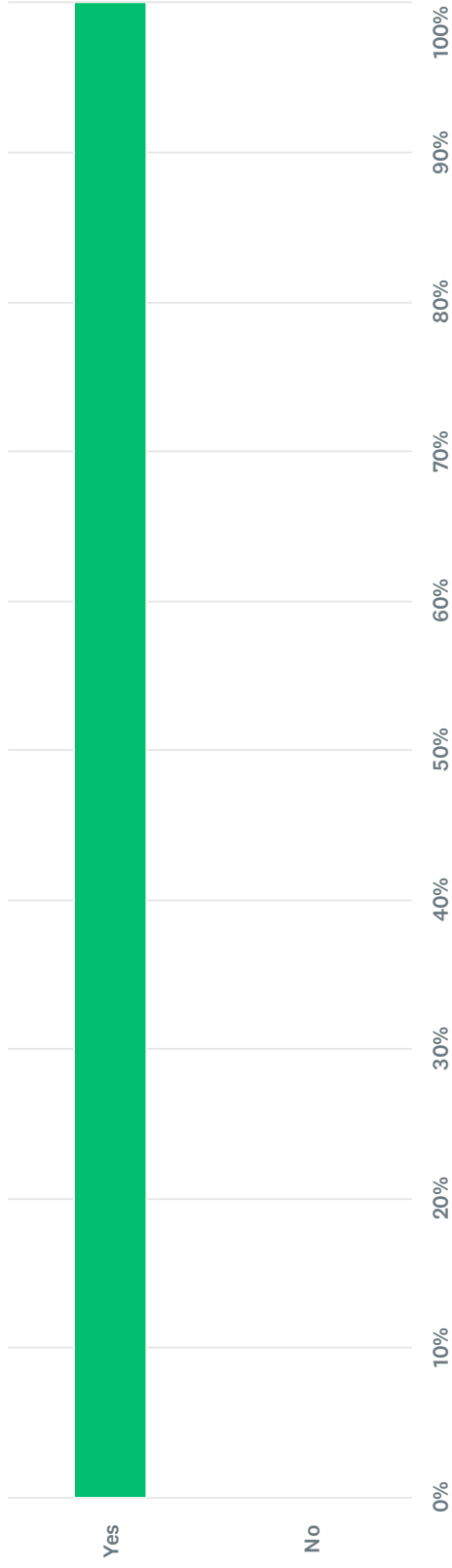


Answer Choices	Percentage	Responses
● Human Service Organization	0%	0
● Transit Provider	85.71%	6
● None of the above	14.29%	1
● Other (please specify) Show responses	0%	0
Total		7

There are no responses.

Q7 Is public transportation available in your area?

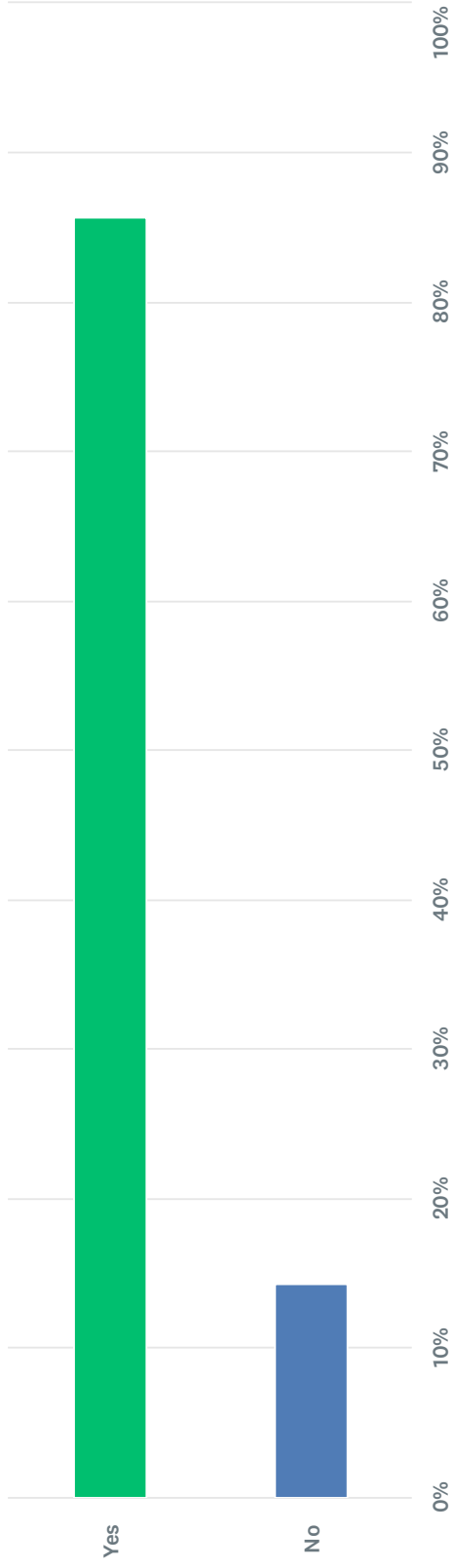
Answered: 7 Skipped: 0



Answer Choices	Percentage	Responses
<input checked="" type="radio"/> Yes	100.00%	7
<input type="radio"/> No	0%	0
Total		7

Q8 Do you use public transportation?

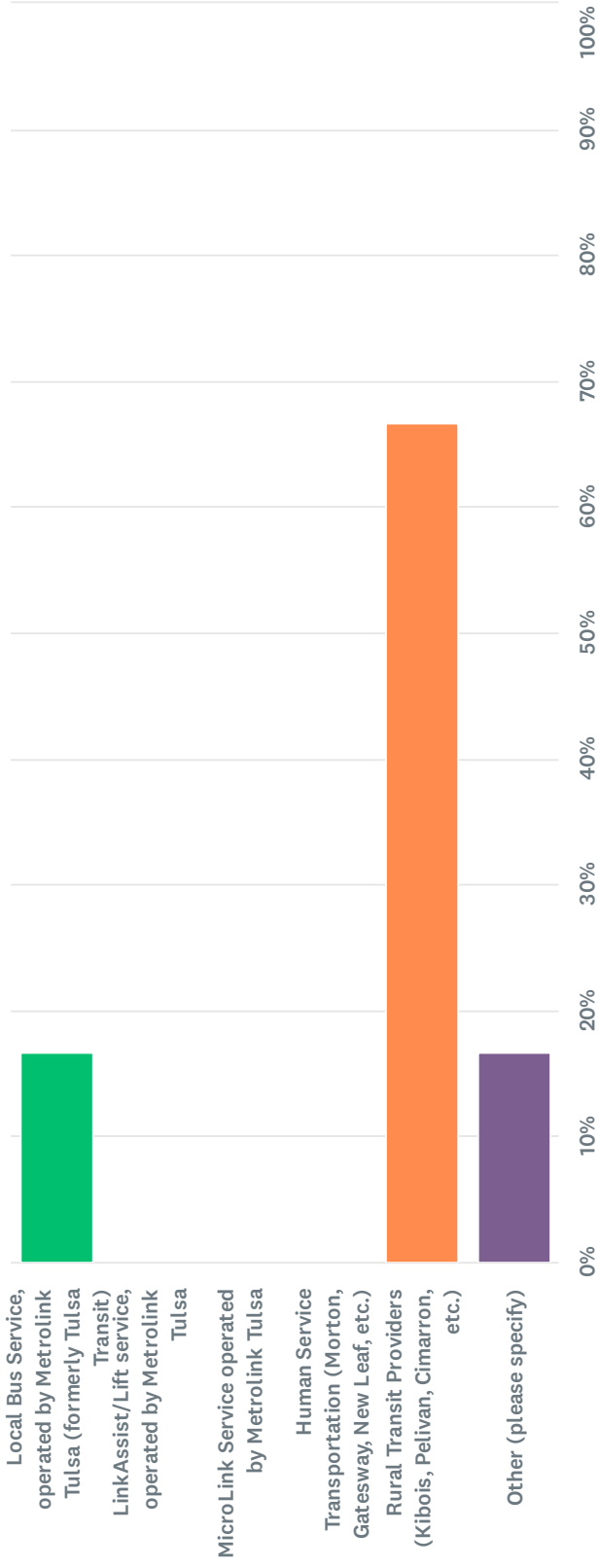
Answered: 7 Skipped: 0



Answer Choices	Percentage	Responses
<input checked="" type="radio"/> Yes	85.71%	6
<input type="radio"/> No	14.29%	1
Total		7




Q9 If Yes, what type?

Answered: 6 Skipped: 1



Answer Choices	Percentage	Responses
Local Bus Service, operated by MetroLink Tulsa (formerly Tulsa Transit)	16.67%	1
LinkAssist/Lift service, operated by MetroLink Tulsa	0%	0
MicroLink Service operated by MetroLink Tulsa	0%	0
Total		6

Coordinated Human Services Transportation Plan 2025 Plan Update User Questionnaire

Answer Choices	Percentage	Responses
 Human Service Transportation (Morton, Gateway, New Leaf, etc.)	0%	0
 Rural Transit Providers (Kibois, Pelivan, Cimarron, etc.)	66.67%	4
 Other (please specify) Show responses	16.67%	1
Total		6

1

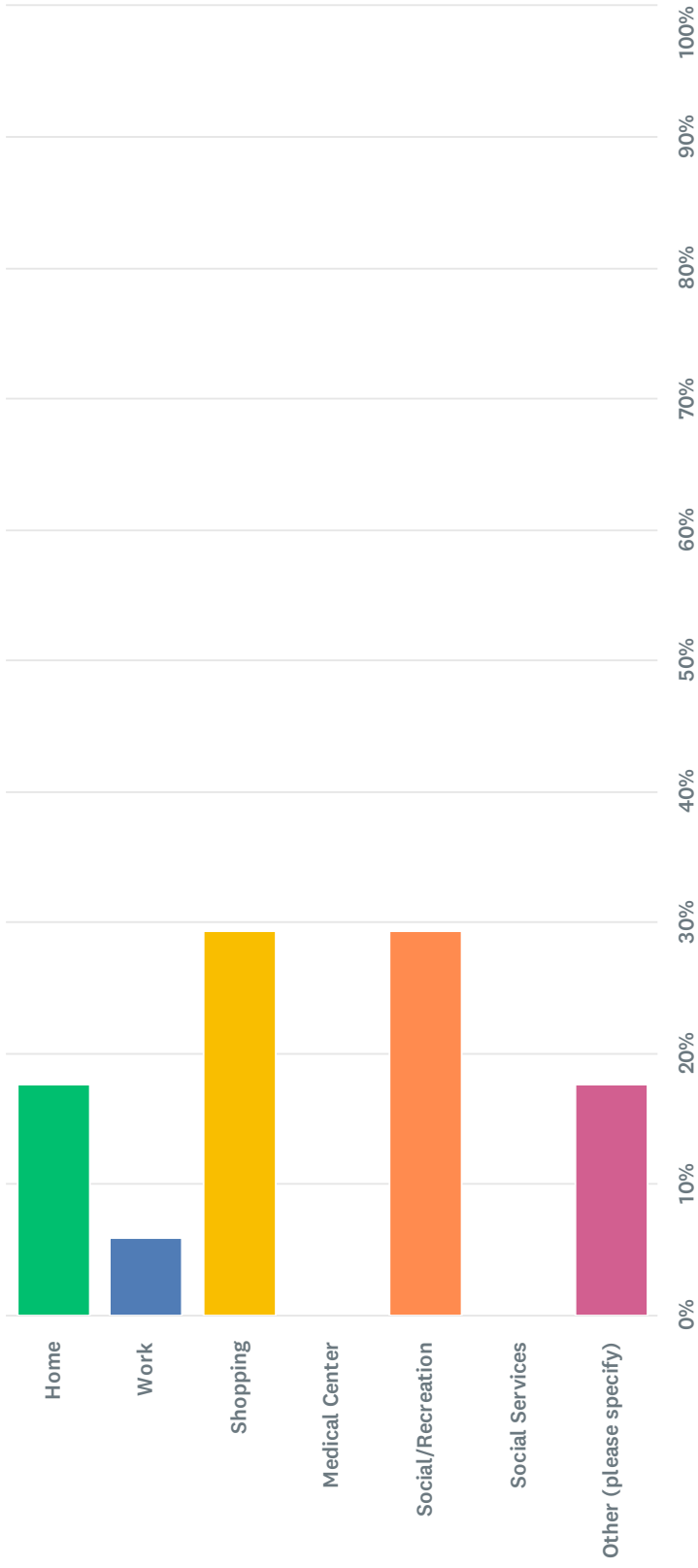
Q10 If No, why not?

Answered: 1 Skipped: 6

#	RESPONSES	DATE
1	They can not commit to meeting time schedules	8/18/2025 10:20 AM







Q11 What are your frequent destinations when using public transportation? (Select all that apply)

Answered: 7 Skipped: 0



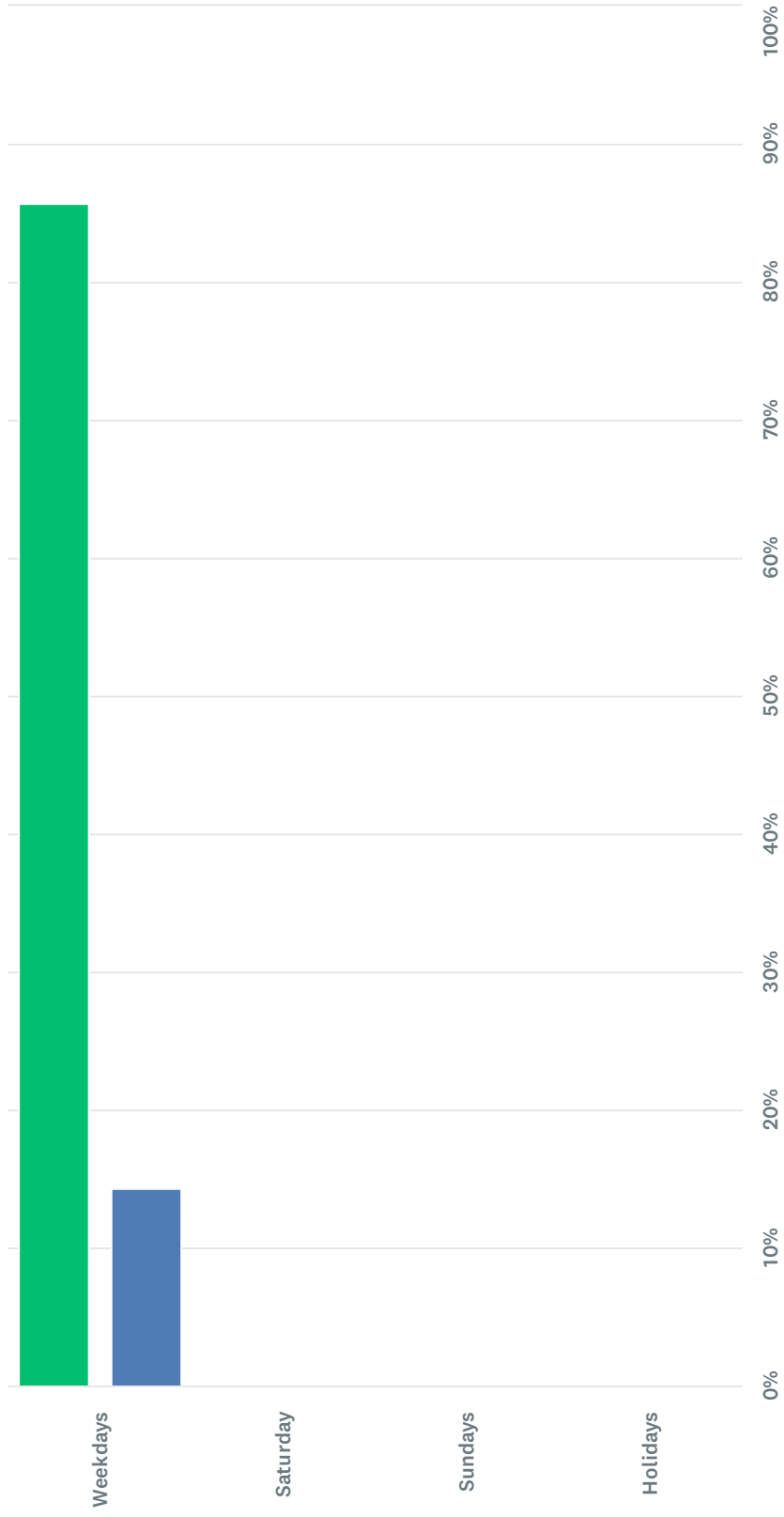
Answer Choices	Percentage	Responses
● Home	17.65%	3
Total		17

Coordinated Human Services Transportation Plan 2025 Plan Update User Questionnaire

	Answer Choices	Percentage	Responses
	 Work	5.88%	1
	 Shopping	29.41%	5
	 Medical Center	0%	0
	 Social/Recreation	29.41%	5
	 Social Services	0%	0
	 Other (please specify) Show responses	17.65%	3
	Total		17
#			
1			
2			
3			

Q12 What are the daily hours and days that you use transportation services?

Answered: 7 Skipped: 0



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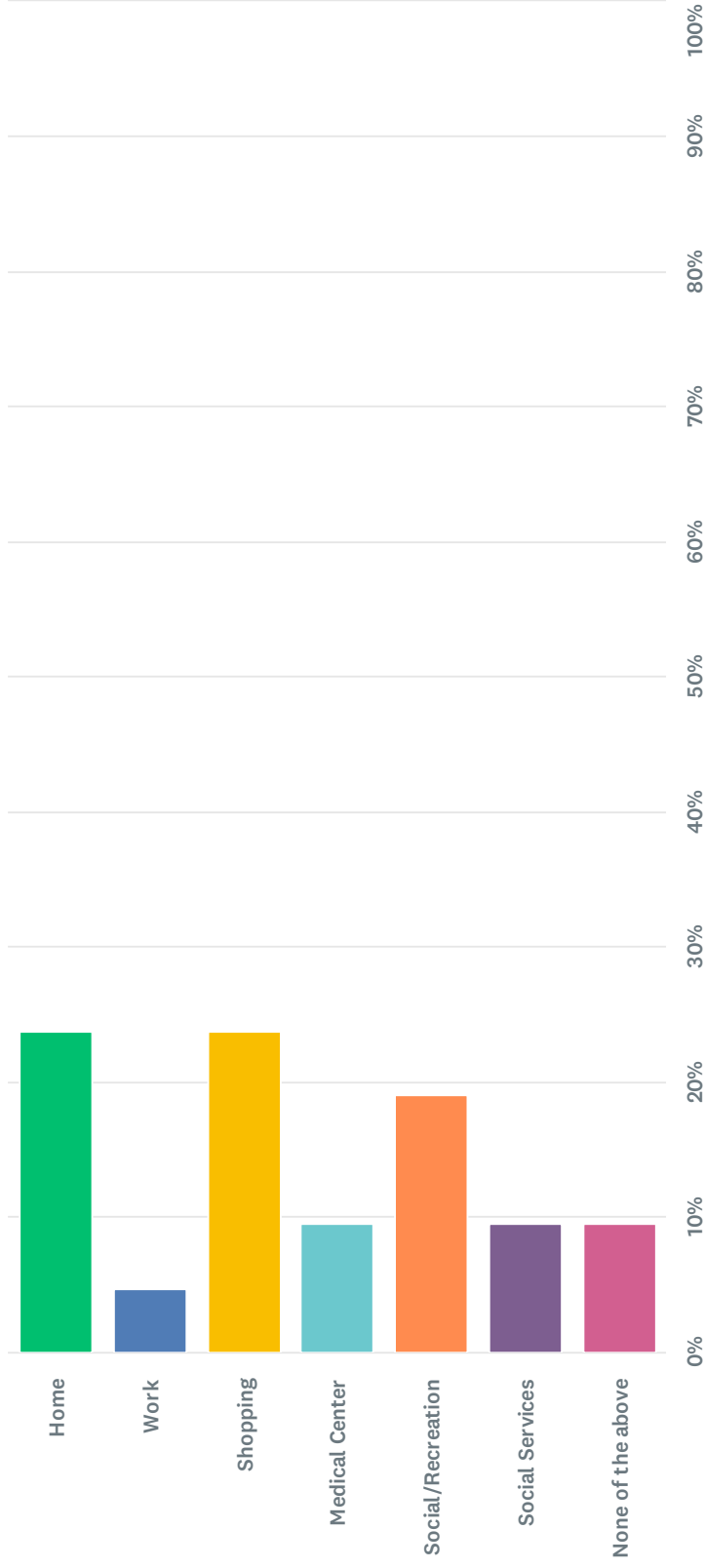
<input checked="" type="radio"/> AM (Approximately 6am - 6pm)	<input type="radio"/> PM (Approximately After 6pm)	Total
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Coordinated Human Services Transportation Plan 2025 Plan Update User Questionnaire

	● AM (Approximately 6am - 6pm)	● PM (Approximately After 6pm)	Total
Weekdays	85.71% 6	14.29% 1	7
Saturday	0% 0	0% 0	0
Sundays	0%	0%	0







Q13 Is public transportation available within half a mile of (Select all that apply)

Answered: 7 Skipped: 0



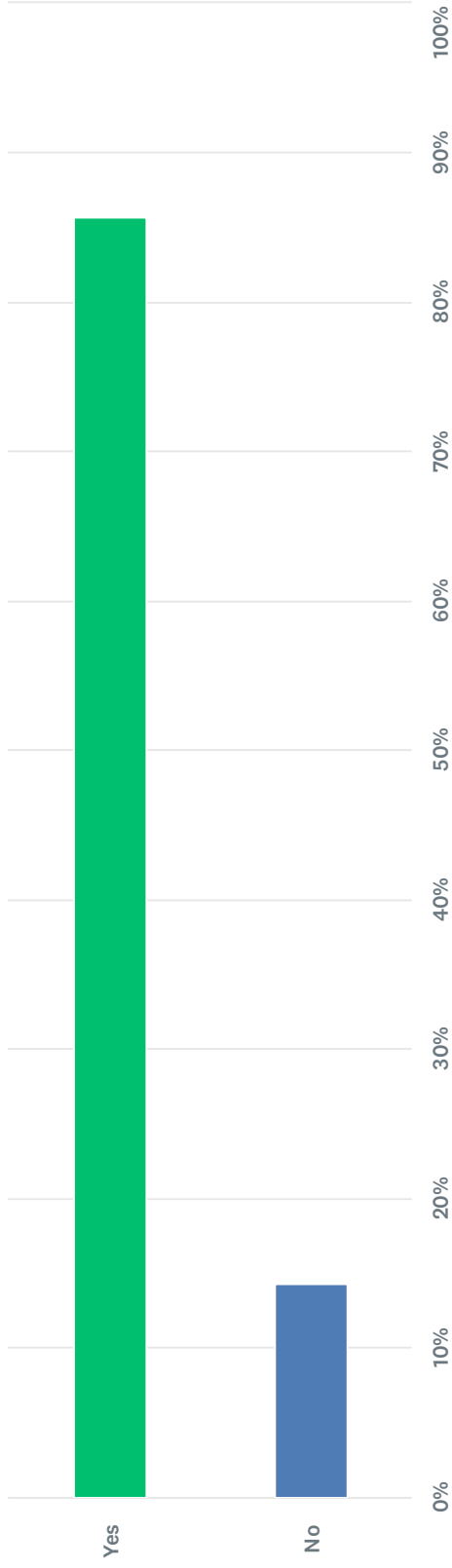
Answer Choices	Percentage	Responses
● Home	23.81%	5
Total		21

Coordinated Human Services Transportation Plan 2025 Plan Update User Questionnaire

Answer Choices	Percentage	Responses
 Work	4.76%	1
 Shopping	23.81%	5
 Medical Center	9.52%	2
 Social/Recreation	19.05%	4
 Social Services	9.52%	2
 None of the above	9.52%	2
Total		21

Q14 Are you satisfied with the current availability of transportation services?

Answered: 7 Skipped: 0



Answer Choices	Percentage	Responses
● Yes	85.71%	6
● No	14.29%	1
🗨 Show comments		
Total		7

#	WHY?	DATE
1	I don't have a car	8/19/2025 1:10 PM

Coordinated Human Services Transportation Plan 2025 Plan Update User Questionnaire

2	Great service and People	8/19/2025 11:56 AM
3	We provide our own transportation	8/18/2025 10:20 AM

Q15 How can current transportation services be improved?

Answered: 4 Skipped: 3

#	RESPONSES	DATE
1	More funding to improve frequency	9/4/2025 9:36 AM
2	None	8/19/2025 1:10 PM
3	None	8/19/2025 11:56 AM
4	We have applied for another bus which will help with our cliental	8/18/2025 10:20 AM

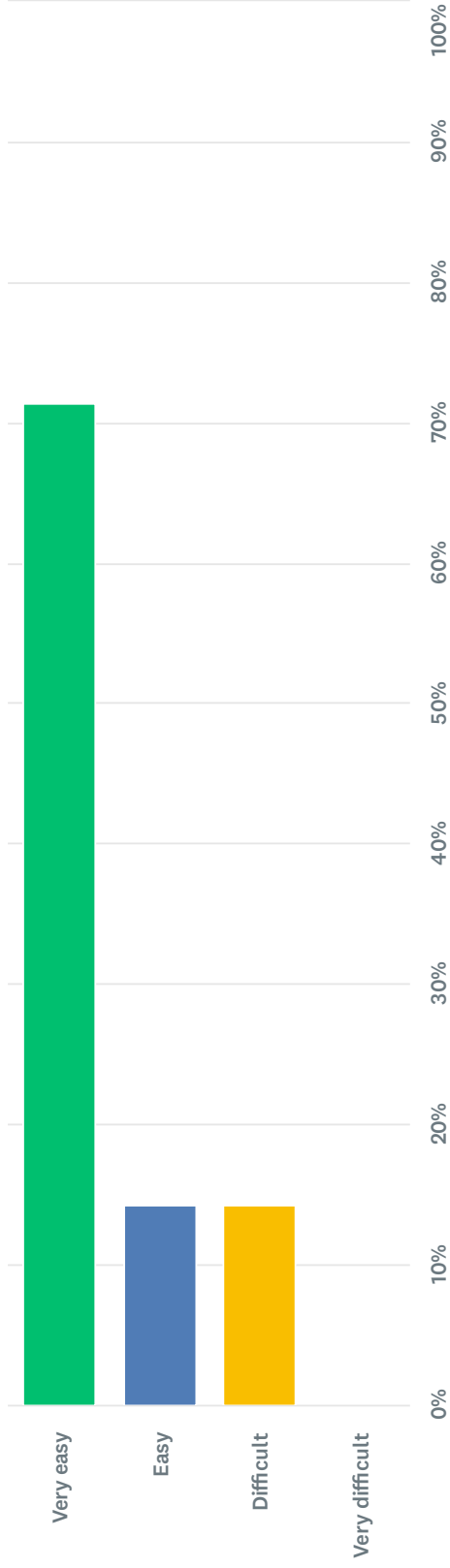
Q16 What would encourage you to use public transit or human service transportation more?

Answered: 4 Skipped: 3

#	RESPONSES	DATE
1	Better frequency	9/4/2025 9:36 AM
2	Cheaper fare traveling out of city limits	8/19/2025 1:07 PM
3	None	8/19/2025 11:56 AM
4	Public transportation will not commit to our times of operation and have full schedules most days	8/18/2025 10:20 AM

Q17 How easy it is to find and understand transportation services information?

Answered: 7 Skipped: 0



Answer Choices	Percentage	Responses
● Very easy	71.43%	5
● Easy	14.29%	1
● Difficult	14.29%	1
● Very difficult	0%	0
Total		7

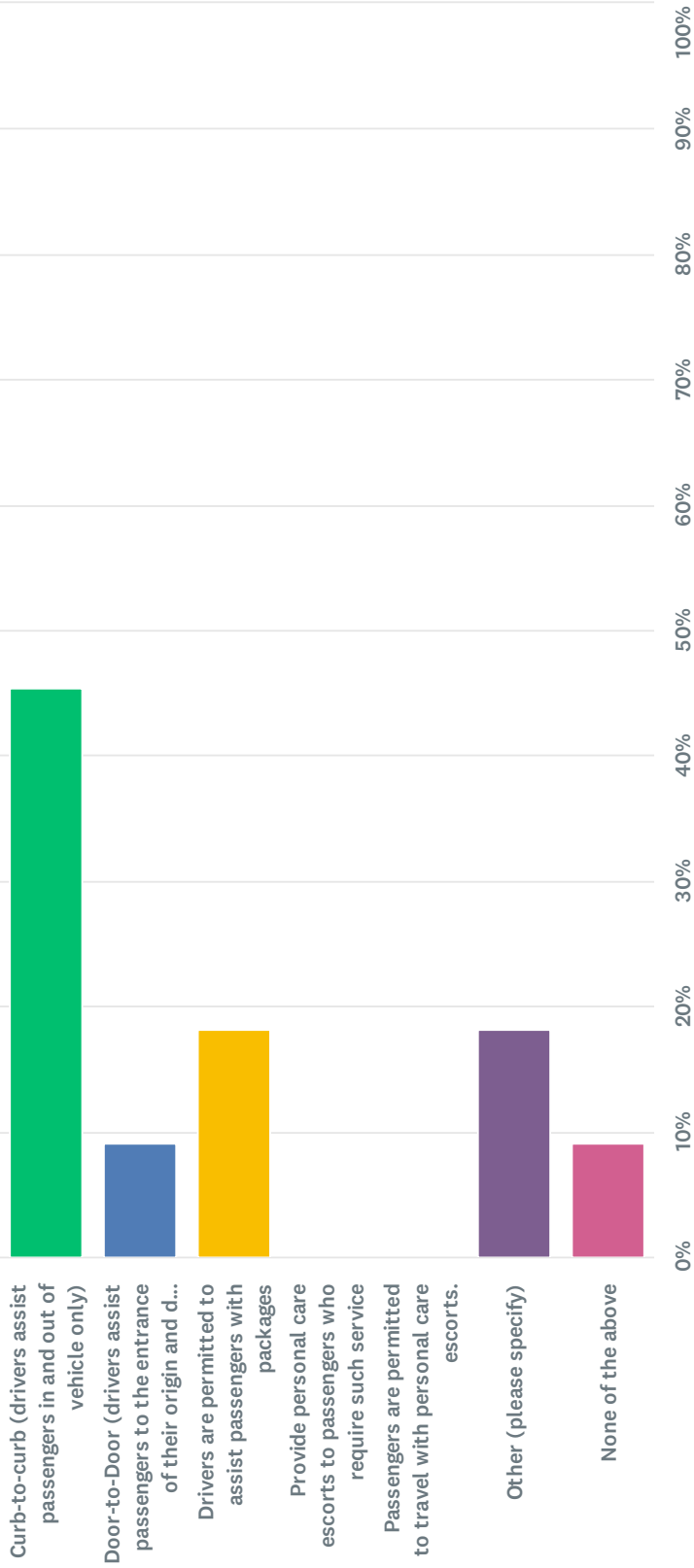
Q18 Where do you receive information about transportation services?

Answered: 7 Skipped: 0

#	RESPONSES	DATE
1	website and text messages	9/4/2025 9:36 AM
2	driver	8/19/2025 2:40 PM
3	At my apartment complex	8/19/2025 1:10 PM
4	Apartment complex and from drivers	8/19/2025 1:07 PM
5	Pawnee Dispatch office	8/19/2025 11:56 AM
6	Pelivan and Claremore Senior Center	8/18/2025 10:20 AM
7	websites, app, facebook	8/14/2025 10:40 AM

Q19 What level of assistance do you use when using transportation services?

Answered: 7 Skipped: 0



Answer Choices	Percentage	Responses
● Curb-to-curb (drivers assist passengers in and out of vehicle only)	45.45%	5
Total		11

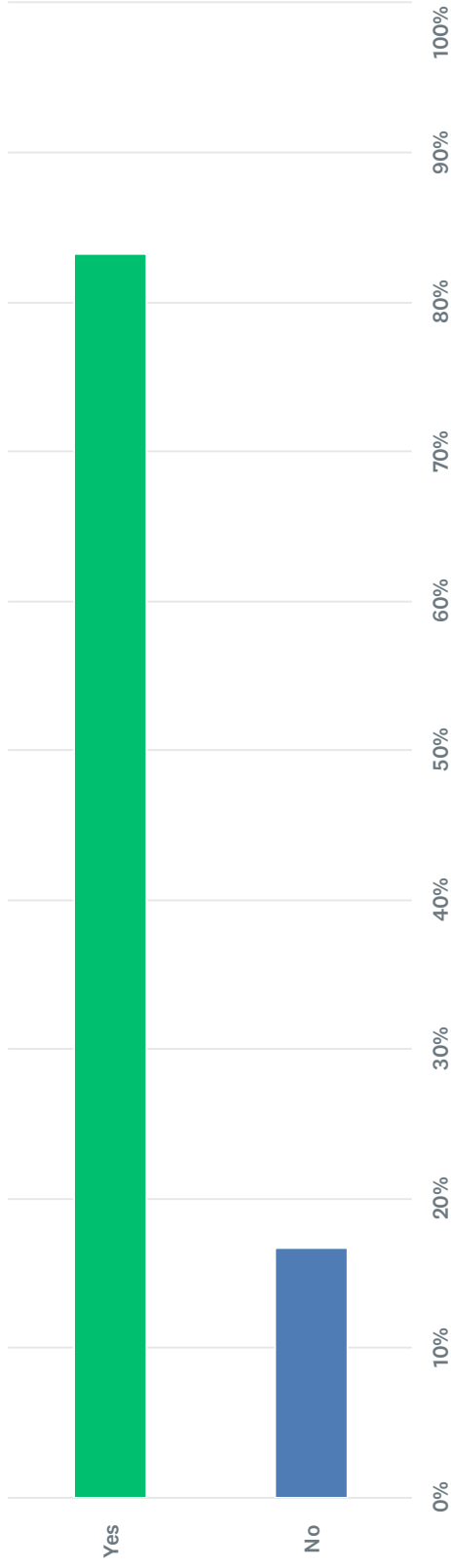
Coordinated Human Services Transportation Plan 2025 Plan Update User Questionnaire

Answer Choices	Percentage	Responses
● Door-to-Door (drivers assist passengers to the entrance of their origin and destination)	9.09%	1
● Drivers are permitted to assist passengers with packages	18.18%	2
● Provide personal care escorts to passengers who require such service	0%	0
● Passengers are permitted to travel with personal care escorts.	0%	0
● Other (please specify) Show responses	18.18%	2
● None of the above	9.09%	1
Total		11

#	OTHER (PLEASE SPECIFY)	DATE
1	assistance with loading and unloading my walker	8/19/2025 1:07 PM
2	fixed route	8/14/2025 10:40 AM

Q20 Do you think that public transit and human service organizations coordinate their transportation services to fulfill the needs of the population in the area?

Answered: 6 Skipped: 1



Answer Choices	Percentage	Responses
● Yes	83.33%	5
● No	16.67%	1
Total		6

Q21 In your opinion, what enhancements are most needed to improve the coordination of public and human service transportation in your area?







Answered: 4 Skipped: 3

#	RESPONSES	DATE
1	getting more feed back from the transportation providers to determine where the needs are	9/4/2025 9:36 AM
2	None	8/19/2025 11:56 AM
3	We don't use public transportation so I can not honestly address this	8/18/2025 10:20 AM
4	willingness to work together. coordination is key to making transportation a success	8/14/2025 10:40 AM

Q22 Based on your experience, what are the barriers to coordination?

Answered: 7 Skipped: 0

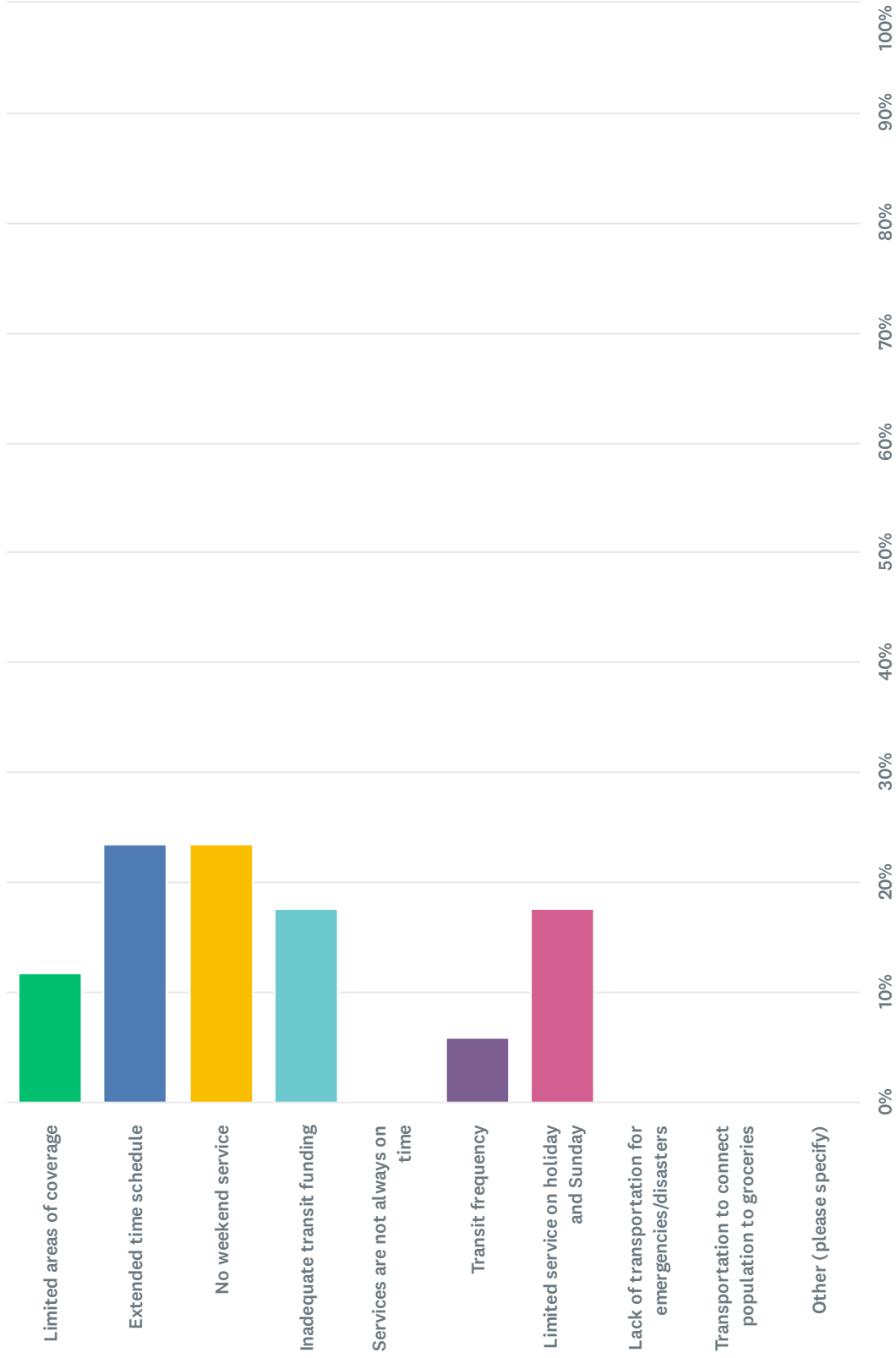
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Answer Choices	Percentage	Responses
 Federal regulations	13.33%	2
 Incompatible clients	0%	0
 State regulations	13.33%	2
 Liability issues	6.67%	1
 Funding	20.00%	3
 Turf battles	6.67%	1
 Satisfied with present transportation program; do not see need to coordinate	20.00%	3
 Reluctance of area transportation providers to coordinate	6.67%	1
 Not enough equipment	6.67%	1
 None of the above	6.67%	1
 Other (please specify) Show responses	0%	0
Total		15

#	OTHER (PLEASE SPECIFY)	DATE
There are no responses.		

Q23 What are the transportation needs in your area?

Answered: 6 Skipped: 1



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Answer Choices	Percentage	Responses
● Limited areas of coverage	11.76%	2
● Extended time schedule ⓘ	23.53%	4
● No weekend service	23.53%	4
● Inadequate transit funding	17.65%	3
● Services are not always on time	0%	0
● Transit frequency	5.88%	1
● Limited service on holiday and Sunday ⓘ	17.65%	3
● Lack of transportation for emergencies/disasters	0%	0
● Transportation to connect population to groceries	0%	0
● Other (please specify) Show responses	0%	0
Total		17

ⓘ 4 answers are combined

#	OTHER (PLEASE SPECIFY)	DATE
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There are no responses.

Q24 Based on your list of unmet needs, what solutions should be taken to address the region's transportation problems?

Answered: 4 Skipped: 3

#	RESPONSES	DATE
1	more funding	9/4/2025 9:36 AM
2	Funding for longer distance trips	8/19/2025 1:07 PM
3	I don't use public transportation so I can not answer this	8/18/2025 10:20 AM
4	more local match funding and funding in general. more drivers	8/14/2025 10:40 AM

Q25 If there are any other issues, concerns, or information relevant to the issue, please feel free to address them in the spaces below.

Answered: 1 Skipped: 6

#	RESPONSES	DATE
1	driver shortages. We actually have more drivers than we have in 7 or 8 years but we could easily fill another 20 drivers and still have shortages on approvals for ride requests.	8/14/2025 10:40 AM