



What is Statewide Mobility Management?

The Oklahoma Story



Let me introduce myself



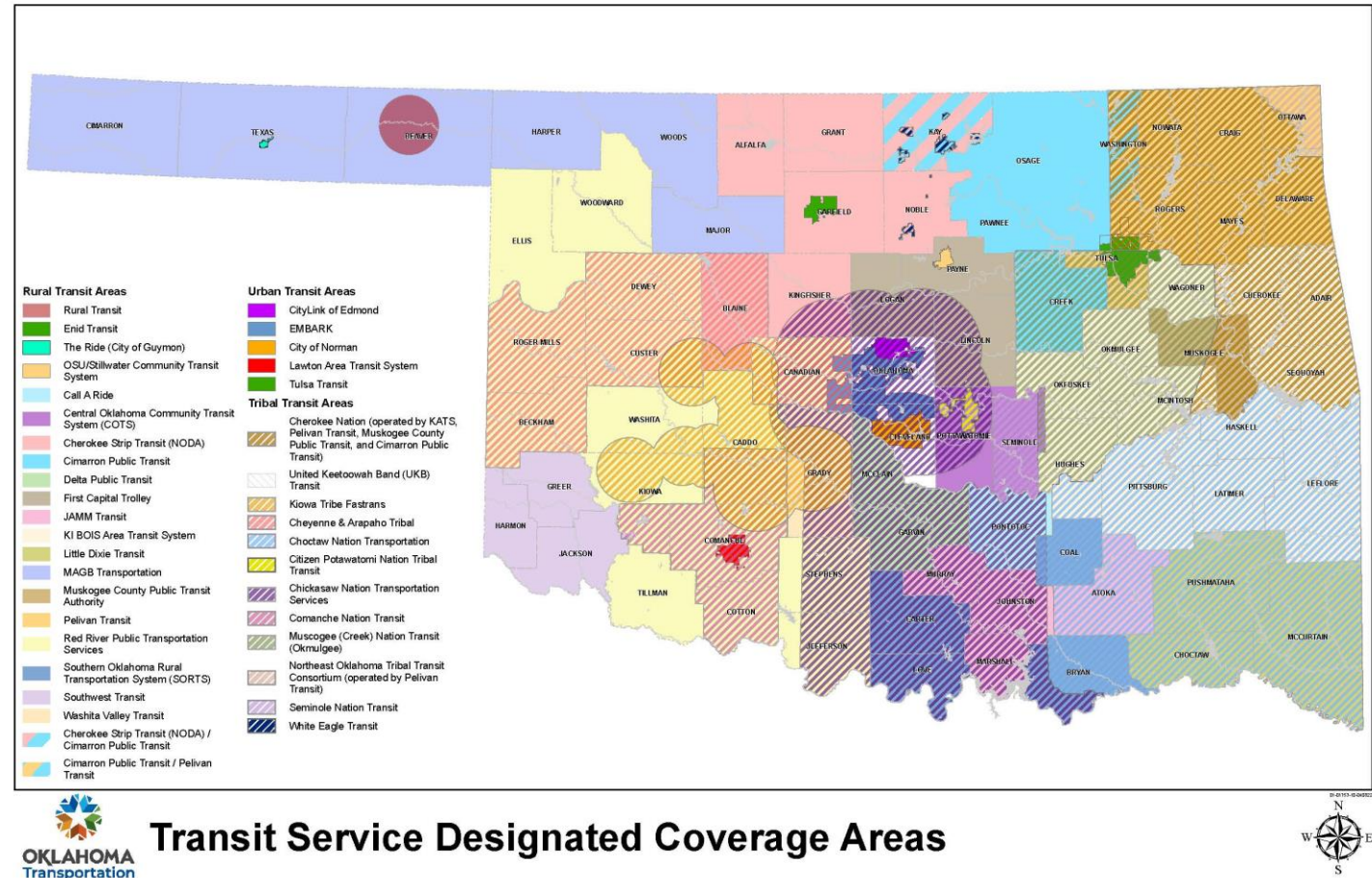
Olivia Hook, Mobility Management Director at the Oklahoma Department of Transportation

- Previous statewide mobility coordinator at the Ohio Department of Transportation
- National mobility management program instructor with Easterseals Project Action
- Board positions:
 - Chair of the Board, Association of Mobility Managers
 - Vice President of The Oklahoma Mobility Institute
 - Board DOT Representative, Southwest Transit Association
 - Board member, Red River Community Corps
- Advocate for transit providers, mobility managers and dedicated to improving services for underserved individuals everywhere

Transportation Services

Oklahoma has:

- **Urban & Rural Public Transit**
 - On-demand transportation in some areas
- **Tribal Transit**
- **Specialized transportation provider** programs for seniors and individuals with disabilities
- **Intercity Bus Providers** (Greyhound/Jefferson)
- **Commuter Rail**- Heartland Flyer to/from Ft. Worth, TX

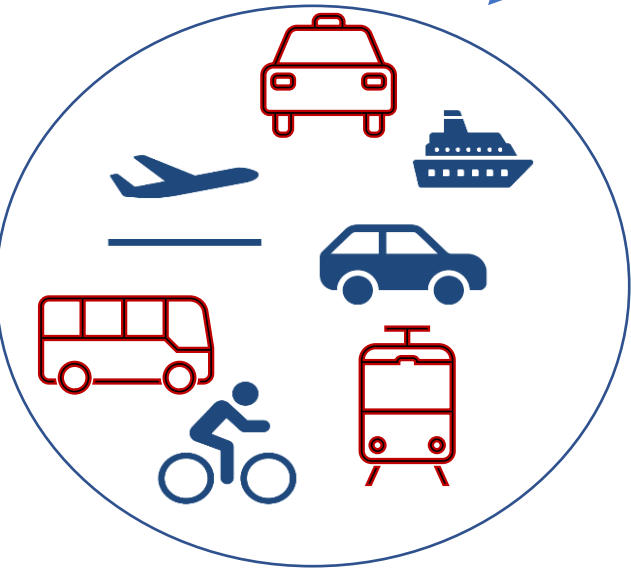


An aerial photograph of a rural landscape. A two-lane road with a yellow center line runs diagonally from the bottom left towards the horizon. On the left side of the road, there are several farm buildings, including a large red barn and a smaller white building. To the right of the road, there are more farm buildings and a line of trees. The surrounding area is filled with green fields and some distant hills under a cloudy sky. A semi-transparent dark rectangle is overlaid on the center of the image, containing white text.

**Think Transportation
Isn't An Issue...
THINK AGAIN!!!**

Community Mobility

Transit is complicated for individuals
(especially in rural areas)



Type of transportation needed to fit the individual needs



Other variables:

- Wheelchair, walking device
- Service animal
- Children/car seats
- And more



Extra impacts to finding transportation:

- Cost
- Time/Scheduling
- Longer travel times in public transit
- Lack of flexibility in scheduling return trips



Facebook Posts

OCT 4 AT 9:47 AM

Brittany

I fly into OKC airport on Oct 10th.
Is there any one in this group that
could help pick me up that day?
And if so what would you charge
me?



Need a ride?

703 members

OCT 4 AT 3:08 PM

Taina

Hello I need a ride to Okc airport
Oct 23 pick up 3pm please pm me
ur prices



OCT 12 AT 11:37 PM

Missy

Will pay for a ride to Comanche



Jimmy

I'm at Comanche casino need a
ride home to Sheridan plaza



G

I'm at central plaza Lawton
I'd like to go Fort Sill (on post)



Defining Mobility Management

Traditional transit



A single traditional transit can handle the mobility needs of all --- that is, if every community has the same needs and access services exactly the same in every part of the country. Time has shown us that this doesn't work. Every community is different. The demographic, resources in the community and number of transit services vary from one area to the next.

Mobility managers work with individuals, transportation providers and everyone impacted by the transportation services to rebuild a design that is based on the community's mobility need- not a cookie cutter model out of the box.

Federal Transit Administration (FTA):

MM focuses on meeting individual customer needs through a wide range of transportation options and service providers.

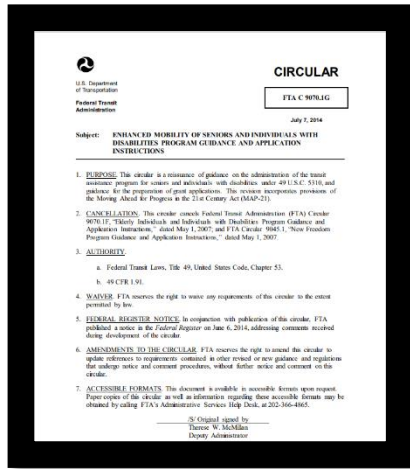


Defining Mobility Management



Page I-4, section 4. t

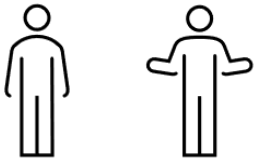
Mobility Management: Consists of short-range planning and management activities and projects for improving coordination among public transportation and other transportation service providers



Page III-11, section 14. f

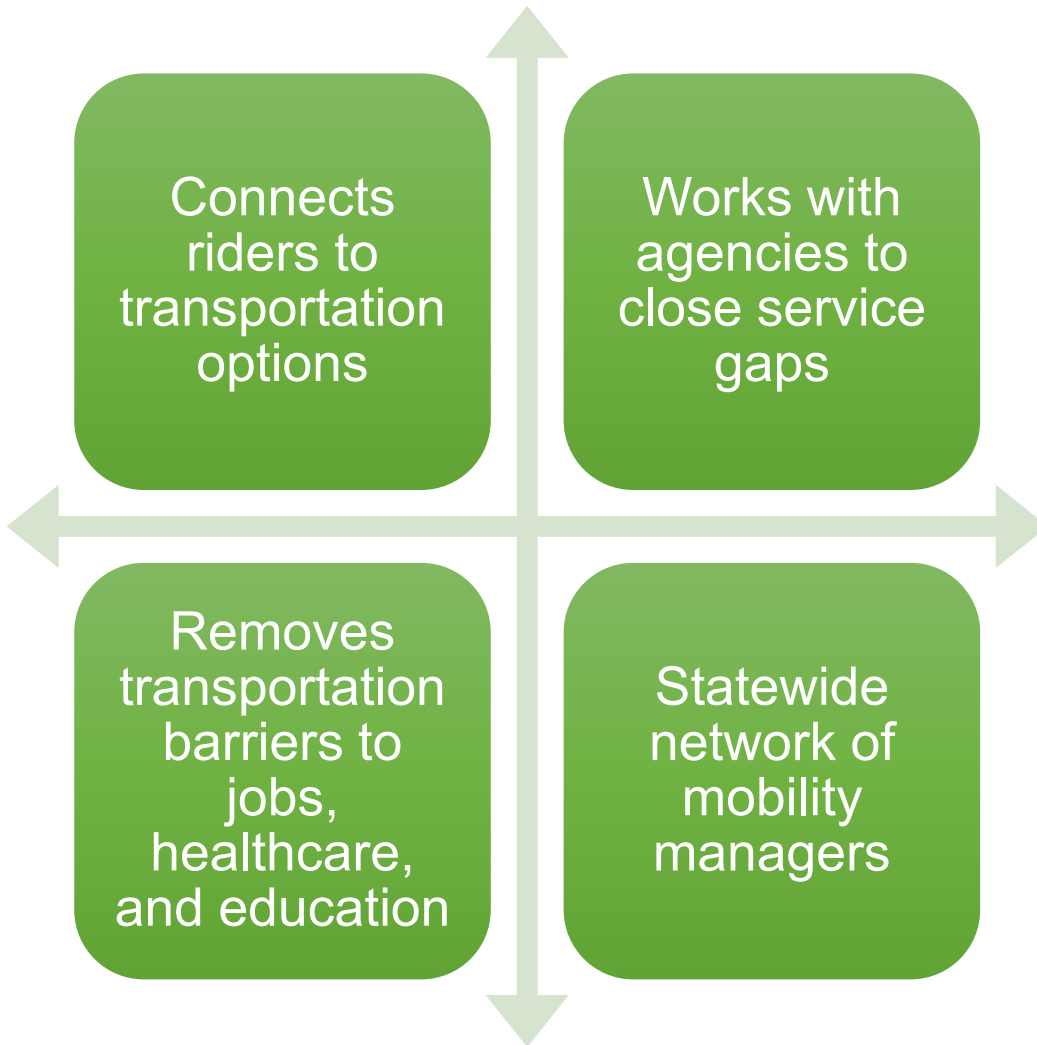
Mobility management techniques may enhance transportation access for populations beyond those served by one agency or organization within a community

Mobility Management is essentially a social worker in the transportation industry

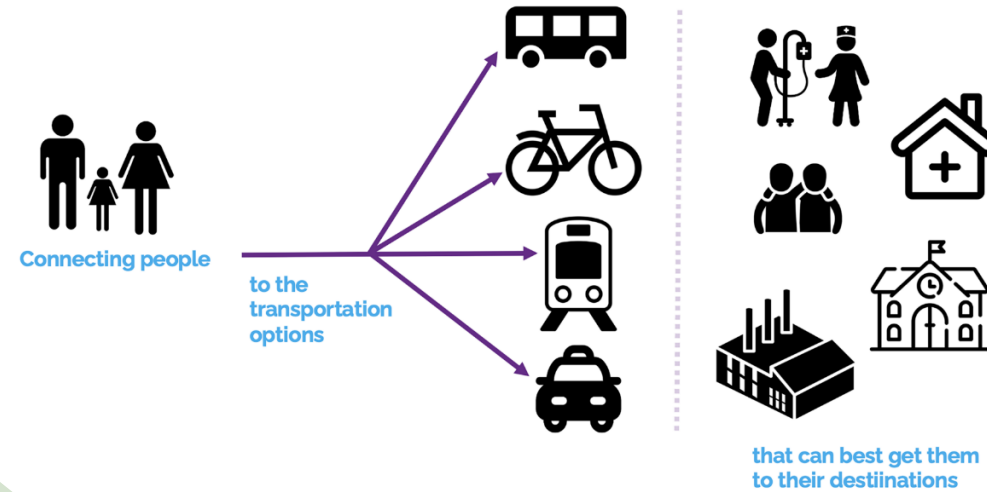


Mobility management is intended to build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability of service

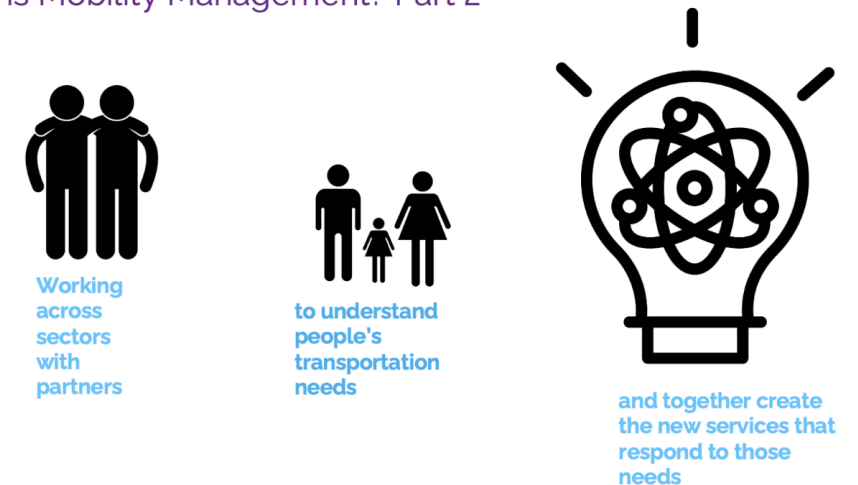
Mobility Management Program



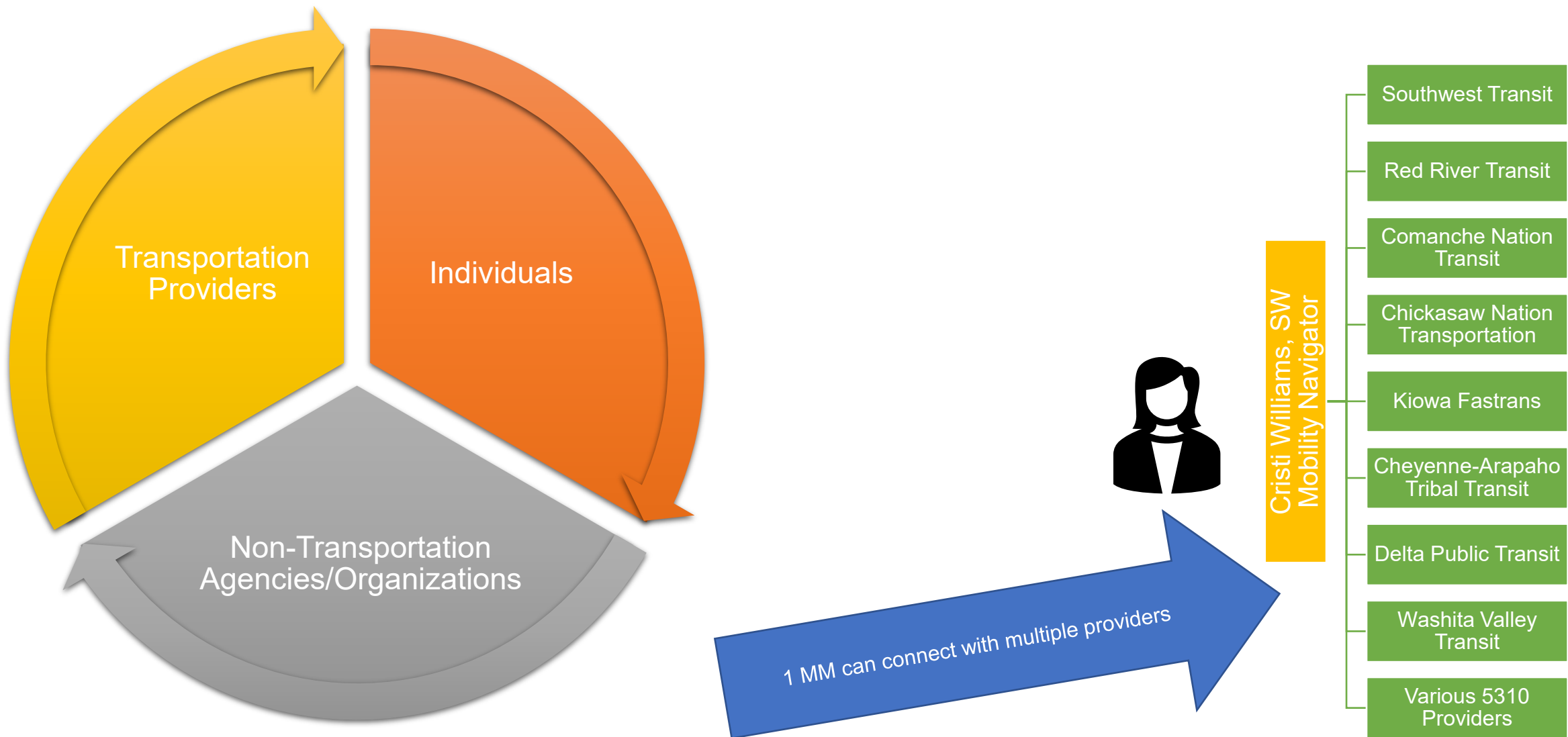
What is Mobility Management? Part 1



What is Mobility Management? Part 2

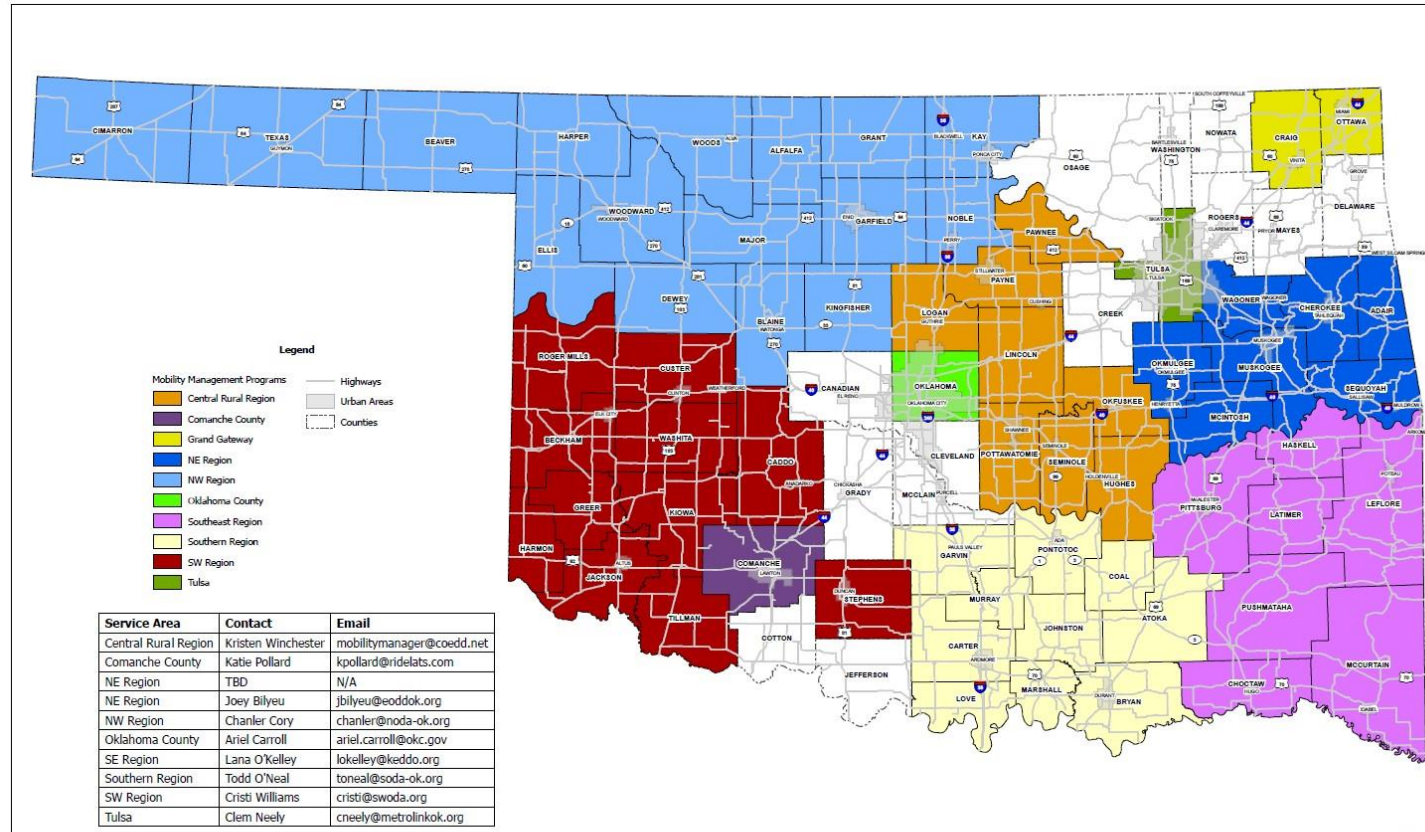


Mobility Management is a Public Transit Support System



Building Statewide Mobility Management

Oklahoma Mobility Management



- Started in late 2022
- Currently, we have 10 programs covering regionally

What's the holdup?
Answer: Funding



Mobility Management Programs

Statewide Program Contact: Olivia Hook - Mobility Management Director, 405-625-2229, OHook@odot.org



Unmet Transportation Needs

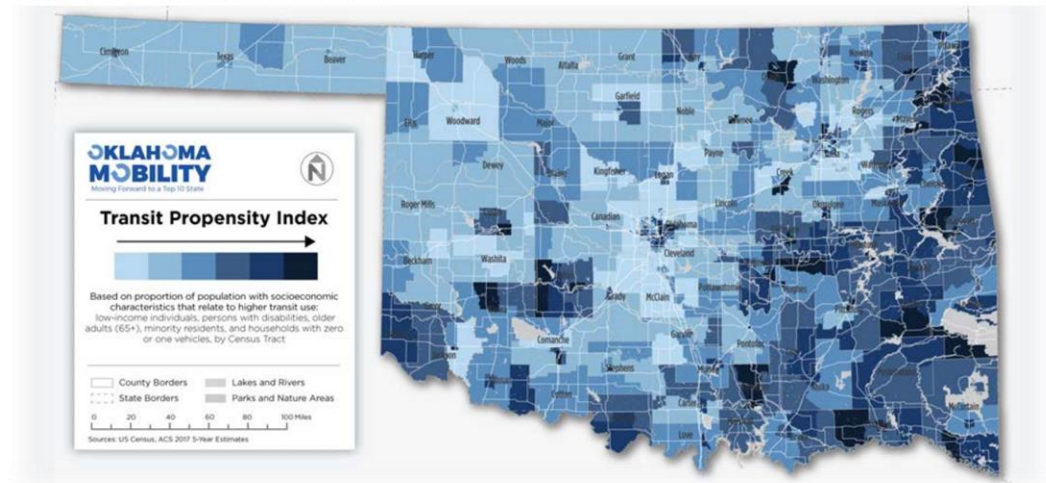
2020 Oklahoma Transit Public Policy Plan:

1. Transit agencies need funding for vehicles and service areas
2. Education of transit services
3. Statewide coordination and connectivity
4. Service improvements & expansion
5. Investment in technology

2020 Oklahoma Coordinated Plan:

- Access to jobs
- Access to medical-related locations
- Better information on services
- More services for seniors & individuals with disabilities

Figure 4-16 Transit Propensity Index



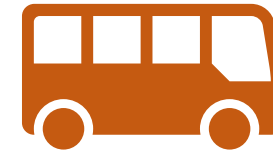
Strategic Approach

Inform & Connect



Connecting individuals to the transportation options that are most responsive to their needs

Collaboration & Coordination



Identify unmet transportation needs and help to close those gaps by facilitating interorganizational agreements & improvement strategies

Everybody on Board!!



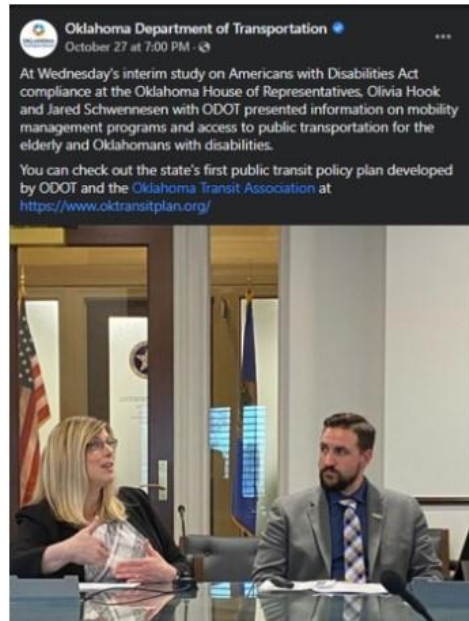
Agencies and organizations involved in building the infrastructure for the new program:

Federal Transit Administration
Oklahoma Department of Transportation
Oklahoma Transit Association
Federally funded transportation providers
Oklahoma Metropolitan Planning Organizations and Rural Regional Transportation Planning Organizations and Councils of Government
Eligible agencies for hosting the program locally including the regional transportation planning organizations, non-profit organizations and Oklahoma state agencies.



State agency stakeholders & parties included in conversations through the development and implementation:

Tribal Advisory Board
Office of Disabilities Concerns- including the Governor's Committee
Department of Rehabilitation Services
Department of Human Services
Department of Health
Department of Mental Health
Healthcare Authority – including Sooneride
Department of Commerce
Department of Employment Security Commission
Oklahoma Workforce
Department of Veterans Affairs
Department of Corrections
Department of Emergency Management Services
Department of Public Safety
Department of Juvenile Affairs
Department of Commission of Children & Youth
Area Agency on Aging
United Way
Homeless Alliance & City Care
SILC Oklahoma
Oklahoma Complete Health
Motivate – NEMT brokerage for Sooneride
Oklahoma State University
Cleveland County disABILITY Coalition
Community Transportation Association of America
National Aging and Disabilities Transportation Center
National RTAP
Easterseals Project Action



Statehouse Level & County Commissioners

- **Statehouse constituents with transportation or NEMT issues.**

- Officials now have a point of contact and resource information

- **Support and Awareness**

- Mobility management program efforts (including NEMT woes)
- State revolving fund for public transit services
- Issues- such as driver assaults

- **County Commissioners**

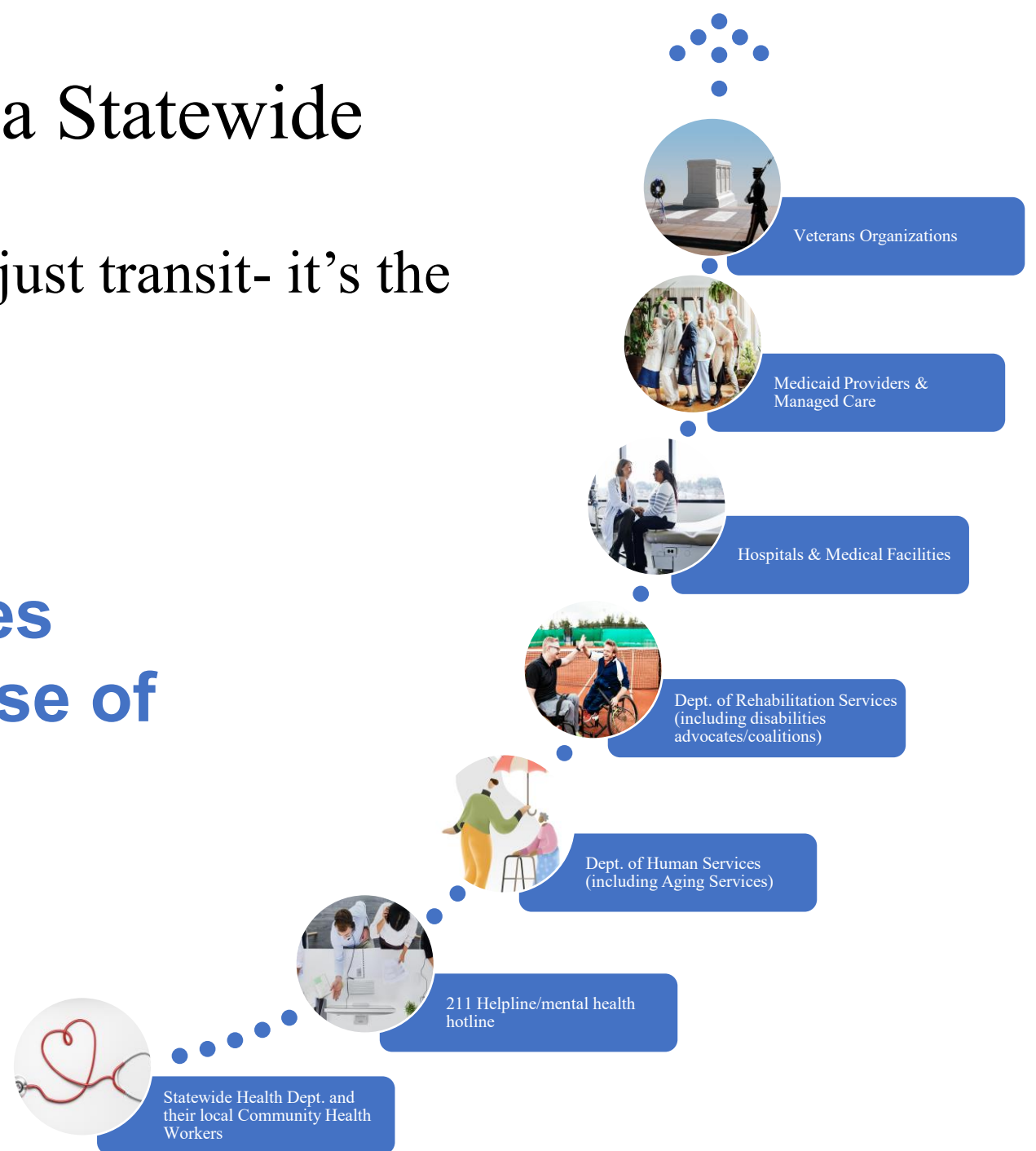
- Local transportation contact
- Support coordination & funding efforts
- Association of County Commissioners of Oklahoma involvement



Connecting Communities as a Statewide Mobility Network

It's not just mobility management or just transit- it's the entire network.

Goal = No one misses opportunities because of transportation





Mobility Management & Partnerships with Other Non-Transportation Organizations

“we’re essentially partnering with agencies to create webs to catch people who are falling through the cracks”

- Kristi Winchester, Central Rural Region Mobility Manager

Mobility Management in Action



As a transit agency, what can you do to engage in and benefit from the mobility management program?

Site visits – The mobility manager will need to understand the transit agency & how it serves the public.

Show the mobility manager your scheduling process (if you have technology, give limited access to view).

Include the mobility manager in transportation or community meetings.

Ongoing meetings & site-visits

Is there transit outreach material that you have available that the mobility manager can share?

Brochures

Route schedules

Specialized services flyer

If you don't have these– a mobility manager can help you create them! (other languages, accessibility, etc)

What are your transit needs currently?

Drivers- hiring & retention

Seeking grants & funding

Vehicle Needs

• Accessible, EV's, etc.

Technology

Research & grants

Partnering on a grant application with multiple agencies

Expansion planning or public input

If you are interested in a new project or trying to expand, discuss these with mobility management to see where they can support that effort.

Examples:

Implementing a rural on-demand program to your area, a mobility manager can assist.

The mobility manager can assist promoting the launch of a new route/bus/stop/etc. If your system has a new service, ask the mobility manager to plan a campaign around it.

Events:

Host a "Legislative Transit Day" or an "Oklahoma loves transit day" type event to generate awareness and share the importance of transportation.

Attend job fairs and community info events

2030 Program Goals: Training

Design a training and onboarding process to bring mobility managers on with rapid training and easy to understand program purpose. Every MM program receives the same exact training and guidance from ODOT.

ODOT designed a training program that includes:

- National TA Center e-learning modules
- Oklahoma-focused transit 101 learning sessions
- Customized ADA training put together by the ODOT ADA manager
- Regular onboarding discussions with the statewide MM Director to answer any questions and resolve any confusion for mobility management programs.

	Training Title	% Com...	Status	Start Date	End Date	Link	TA Center Name/ training source
1	Core Training for the 1st Year			07/25/23	07/31/24		
2	E-Learning Courses						
3	Mo Mobility Management Certification Course		Canceled	08/03/23	02/20/24	https://mrhassociation.org/mobility-management/	Missouri
4	NCMM course: MM Basics	●	Complete	08/10/23	08/10/23	https://nationalcenterformobilitymanagement.org/module1/	NCMM
5	NCMM course: The complete trip	●	Complete	08/10/23	08/10/23	https://nationalcenterformobilitymanagement.org/complete-trip/	NCMM
6	NCMM course: MM For All	●	Complete	08/14/23	08/14/23	https://nationalcenterformobilitymanagement.org/mobility-management-for-all/	NCMM
7	NCMM course: Advocacy in MM	●	Complete	08/10/23	08/10/23	https://nationalcenterformobilitymanagement.org/advocacy/	NCMM
8	NCMM course: Meetings with purpose	●	Complete	08/11/23	08/11/23	https://nationalcenterformobilitymanagement.org/meetings/	NCMM
9	NCMM course: Curb Management	●	Complete	08/11/23	08/11/23	https://nationalcenterformobilitymanagement.org/curb/	NCMM
10	NCMM course: Creating innovative	●	Complete	08/15/23	08/16/23	https://nationalcenterformobilitymanagement.org/module2/	NCMM
11	NCMM course: Reaching consensus among partners	●	Complete	08/17/23	08/17/23	https://nationalcenterformobilitymanagement.org/reaching-consensus/	NCMM
12	NCMM course: Cost Allocation	●	Complete	08/24/23	08/24/23	https://nationalcenterformobilitymanagement.org/cost-allocation/	NCMM
13	NCMM Course: Partner agreements	●	Complete	08/16/23	08/16/23	https://nationalcenterformobilitymanagement.org/agreements	NCMM
14	National RTAP Course: Cost Allocation Meets Coord	●	Not Started			https://elearning.nationalrtap.org/	RTAP
15	SUMC Learning modules – Universal mobility	●	Complete	08/17/23	08/17/23	https://learn.sharedusemobilitycenter.org/learning_module/universal-mobility/	SUMC
16	SUMC Learning modules – Bikesharing	●	Complete	09/25/23	09/25/23	https://learn.sharedusemobilitycenter.org/learning_module/bikeshare-learning-m	SUMC
17	SUMC Learning modules – Carshare	●	Complete	09/25/23	09/25/23	https://learn.sharedusemobilitycenter.org/learning_module/carsharing-2/	SUMC
18	SUMC Learning modules – Microtransit	●	Complete	09/25/23	09/25/23	https://learn.sharedusemobilitycenter.org/learning_module/microtransit/	SUMC

Meetings

Constant communication, guidance and support with ODOT

- **Weekly meetings-** general touch base
- **Weekly workshop meeting-** optional for Q/A and to work on initiatives together
- **Quarterly Roundtable Meetings-** at ODOT with training, guest speakers and roundtable of all program highlights.



MM Program has Monthly Reports & Performance Measures

Mobility performance measures are collected on a regular basis:

- # of meetings attended
- # of activities that impacted or included transportation providers & which ones
- # of travel training activities completed
- Total number of individuals referred to a transportation provider
- # of training activities completed
- # of community engagement activities
- # of projects completed
- # of new projects
- All data collection efforts
- And more...

Edit View		Reporting Dashboard ☆								Sha
Primary	# of Coordination Meetings Attended/Held	# of new agencies added to your local network	# of planning projects in progress	# of planning projects completed	# of Formal Agreements or MOU's Established	Coordination Activities Completed	Did you meet with each of your 5310's this month?	meet with each of your 5311's this month?	If not, explain who and why	If you are having difficulty meeting with the tran
02/20/2024	4	5	0	0	0	Provide public update Coordination research Attended a coordination meeting Grant opportunity collaboration	No	No	Schedules didn't align	N/A
03/14/2024	3	4	1	0	0	Attended a coordination meeting Provided coordination coaching	No	No	SWTA Conference and out sic	
03/14/2024	2	4	0	0	0	Coordination research Attended a coordination meeting	Yes	Yes		Keep reaching out with phone
04/09/2024	2	4	Partnered with	0	0	Coordination research Data/Information Request Attended a coordination meeting	No	No	Contacted & recv'd response	

Many fields are required. Answer best to your ability or insert a 0 or N/A.

Mobility Manager *

☐ Chanler Cory (chanler@noda-ok.org)
☐ Cristl Williams (cristl@swoda.org) ☐ cneely@tulsastransit.org
☐ lolkelley@keddo.org ☐ Olivia Hook (ohook@odot.org)
☐ toneal@soda-ok.org

Date *

When this Report was Completed

Reporting Period *

☐ Nov 2023 ☐ Dec 2023 ☐ Jan 2024 ☐ Feb 2024
☐ March 2024 ☐ April 2024 ☐ May 2024 ☐ June 2024
☐ July 2024 ☐ August 2024 ☐ Sept 2024 ☐ Oct 2024
☐ Nov 2024 ☐ Dec 2024 ☐ Jan 2023 ☐ Feb 2023
☐ Mar 2023 ☐ April 2023 ☐ May 2023 ☐ June 2023
☐ July 2023 ☐ August 2023 ☐ Sept 2023 ☐ Oct 2023

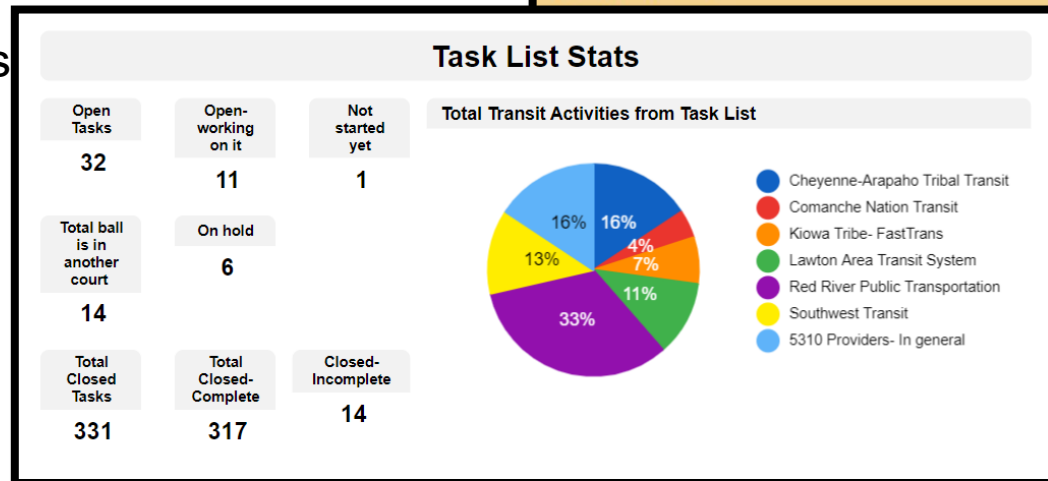
Region *

☐ Northwest ☐ Northeast ☐ Central ☐ Southwest
☐ Southeast ☐ INCOG/Tulsa ☐ OKC

Transit Coordination & Collaboration Section

Total # of 1 on 1 meetings with Transit Providers *

Includes phone call, video or in-person meeting to collaborate over the transit needs and mobility management efforts. This does not include contacting the transit for a simple question or to coordinate a request.



Unmet Needs of Individuals - May 2024

Information collected from mobility management report.

These results are from local discussions, surveys, and other data collection efforts.



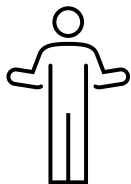
NW Region:

1. Interconnectivity from rural-urban
2. Getting go grocery-food access
3. Sooneride NEMT issues- in general



SW Region:

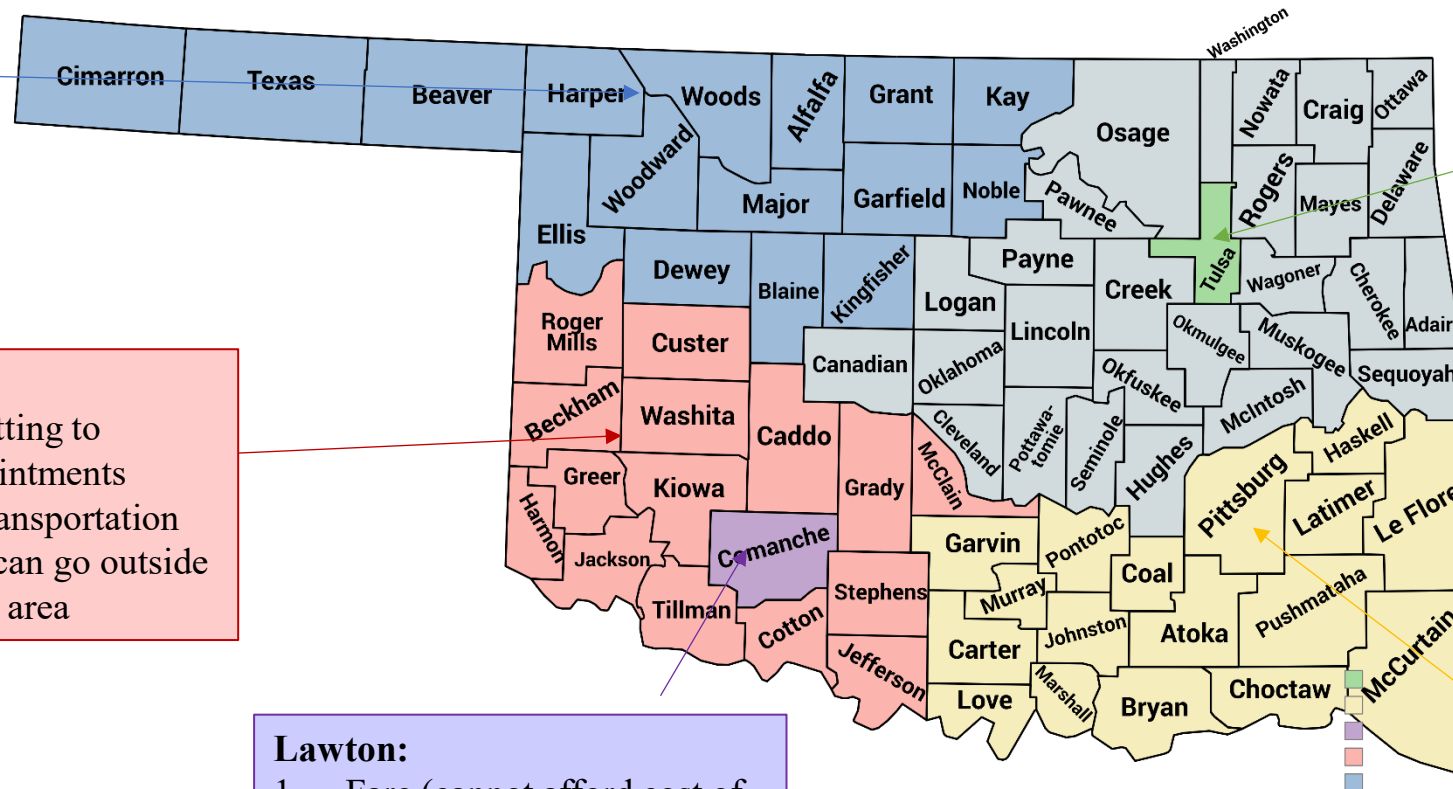
1. Need help getting to medical appointments
2. Need more transportation services that can go outside of the service area



Lawton:

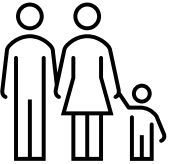
1. Fare (cannot afford cost of services including reduced fare)
2. Employment transportation beyond regular hours/days

Grey counties = no mobility manager & no data



Tulsa:

1. Timely service
2. Efficient travel time
3. More fixed route options



SE Region:

1. Fare (cannot afford cost of services including reduced fare)
2. Needs beyond traditional service hours (mon-fri, 8am-5pm)

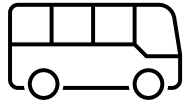
Transit Agency Needs- May 2024

Information collected from mobility management report.

These results are from local agency discussions and coordinated planning meetings.

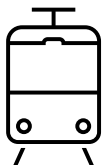
NW Region:

1. Lack of drivers
2. Funding- operations
3. Partnerships



SW Region:

1. Lack of drivers
2. Funding- vehicles
3. Funding- operations

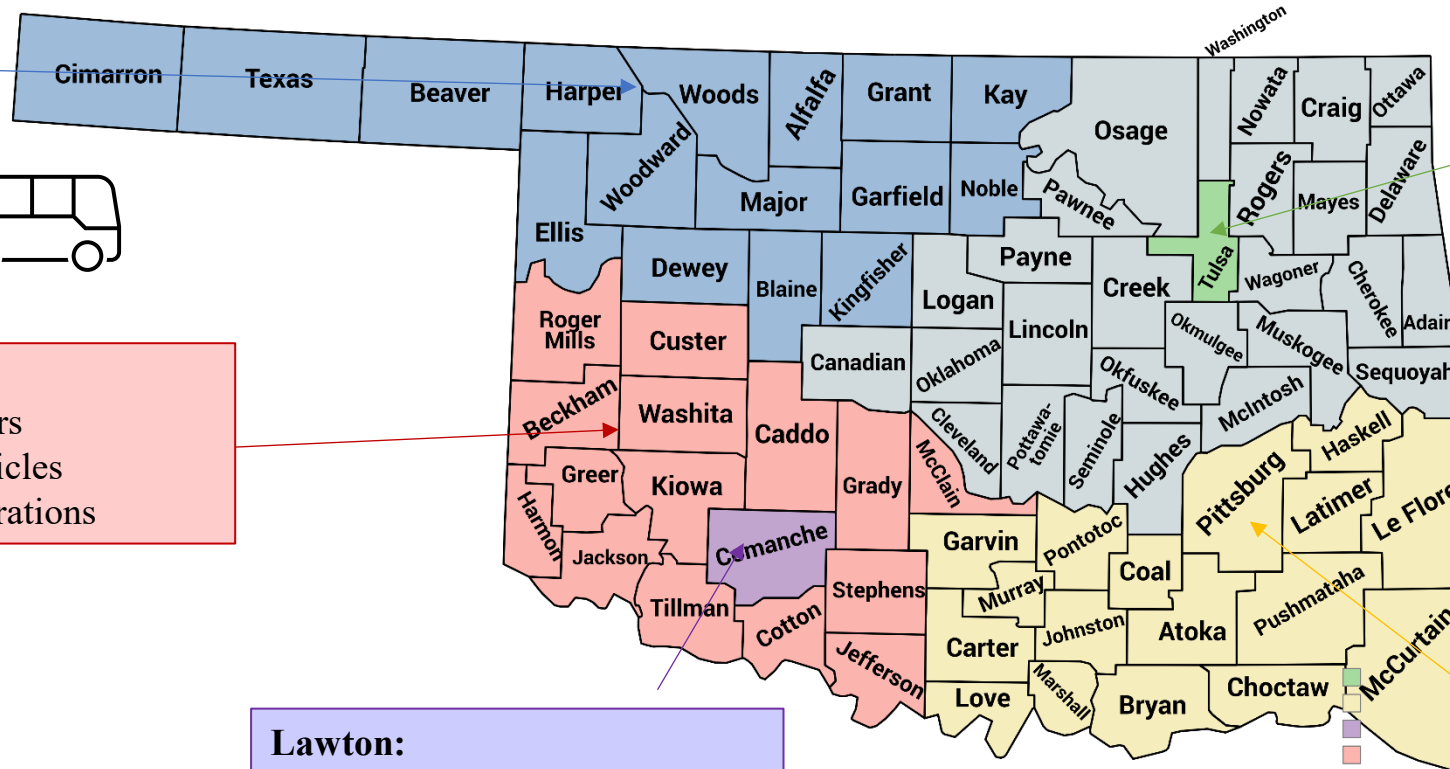


Lawton:

1. Service area barriers/limitations
2. Funding- overall in general
3. Vehicle availability



Grey counties = no mobility manager & no data



Tulsa:

1. Lack of drivers
2. Vehicle availability
3. Funding- overall in general



SE Region:

1. Lack of drivers
2. Funding-operations
3. Technology
4. Funding-transit fare

What does the data tell us?

Transit Agency Needs

There is a need to award projects beyond “just vehicles”

Most areas are desperately in need of drivers

Coordination barriers

Increase technical assistance

Communication between agencies/meeting participation

More training to address the lack of coordination understanding

Long distance coordination is a challenge to address statewide

Individual Needs

Placing more mobility management programs is critical to support the needs of local individuals

Improving coordination between all transportation providers

Oklahoma 5310 Coordinated Planning Regions

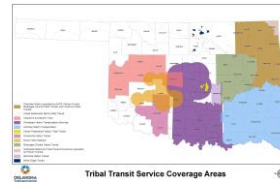


- ✓ Plan goals & strategies
- ✓ Unmet Needs
- ✓ Training for transit staff
- ✓ Stakeholder involvement
- ✓ Communication

Mobility Management Programs support and facilitate coordination efforts throughout each region.



Public Transit Providers
(19 rural, 3 small urban,
2 large urban)



Tribal Transit Providers



Mobility
Management
Programs



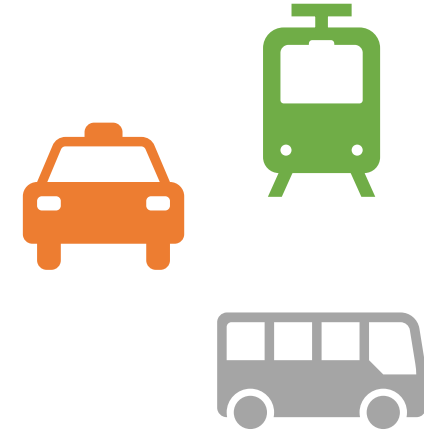
90 Specialized Transit
(5310) Providers



**Working together to
improve transportation
coordination**

Cross-Planning in Mobility

- Emergency
- Community Health
- Workforce
- Medicaid
- Economic Development
- Justice-Involved



GOALS AND PATHWAYS

2024 Oklahoma Multi-Sector Plan on Aging

GOALS 1 & 2: AVAILABILITY AND AFFORDABILITY OF SERVICES, PROGRAMS, AND RESOURCES

Develop a partnership network for awareness and education about available services and support.

Address geographic challenges to improve availability of services.

Establish methods to identify and track service gaps and unmet needs for Oklahomans.

Explore and evaluate the potential of artificial intelligence systems and new technology to monitor and evaluate needs, services and available resources.

Identify and implement improvements for eligibility processes for services.

Create a network of certified No Wrong Door Navigators.

Create a central website for older Oklahomans and caregivers to access services and support.

GOALS 3 & 4: ACCOUNTABILITY, COORDINATION, AND FISCAL TRANSPARENCY

Collaborate with Oklahoma Managed Care entities to track measures and initiatives that lead to positive outcomes.

Identify and address regulatory barriers that hinder integration and coordination of service delivery.

Engage public and private partners, including current and prospective service providers, to align strategic plans.

Identify methods to develop and track common measures related to outcomes for older Oklahomans.

Develop a supporting infrastructure to sustain the Multisector Plan on Aging initiatives through practice, policy, legislation and funding.

GOAL 5: HOUSING

Expand the availability of housing options for older adults to live independently, such as multi-generational housing options.

Expand the availability of affordable assisted living and supportive housing, such as adult family homes.

Expand programs for assistance with maintenance, home repair, home modifications and remote supports.

Conduct community-based outreach and engagement for older adults experiencing homelessness.

GOAL 6: TRANSPORTATION

Optimize coordination of transportation services through mobility management programs.

Collaborate with the Oklahoma Statewide Mobility Network's efforts to improve access to transportation.

Develop strategies to improve rider and caregiver experience.

Implement age- and ability- informed training to equip and support mobility managers, transportation providers, drivers and other support personnel.

Support public and private transportation agencies in leveraging existing workforce development programs to fill driver workforce gaps.

GOAL 7: AGE-FRIENDLY COMMUNITIES

Adopt and promote an age-friendly framework for Oklahoma communities.

GOAL 8: CULTURE CHANGE AND EDUCATION

Adopt and disseminate the Aging Our Way framework to promote understanding of aging across the lifespan and preparation for healthy aging.

Inform Oklahomans on pathways for empowered aging.

GOAL 9: WELLNESS

Expand availability of food options for older Oklahomans.

Establish wellness hubs for older adults around the state.

Support implementation of the Older Adult Behavioral Health State Plan through partnership with the Behavioral Health Forum on Aging.

GOAL 10: SOCIAL CONNECTION

Create a statewide community coalition to support and expand efforts to connect older adults and younger generations in meaningful ways.

Promote lifelong learning opportunities in technology, arts and other subjects for older Oklahomans.

GOAL 11: CAREGIVERS

Create a toolkit for employers on supporting their caregiving employees and recognize those who demonstrate a commitment to them.

Create a toolkit for healthcare and direct care professionals that includes resources and information about the important role of caregivers.

Expand availability of adult day services and other respite options and raise awareness of their important role in supporting caregivers.

GOAL 12 & 13: WORKFORCE

Collaborate with workforce development organizations to incorporate the employment needs of older Oklahomans.

Recognize age-friendly employers who actively support and engage older employees in the workplace.

Collaborate with education, job placement and reskilling organizations to recruit individuals into health, direct care and support positions.

Create a toolkit for employers that includes resources and information about providing flexible and supportive work environments for healthcare and direct care staff.

Identify, share and recognize best practices in addressing workforce shortages in healthcare and direct care.

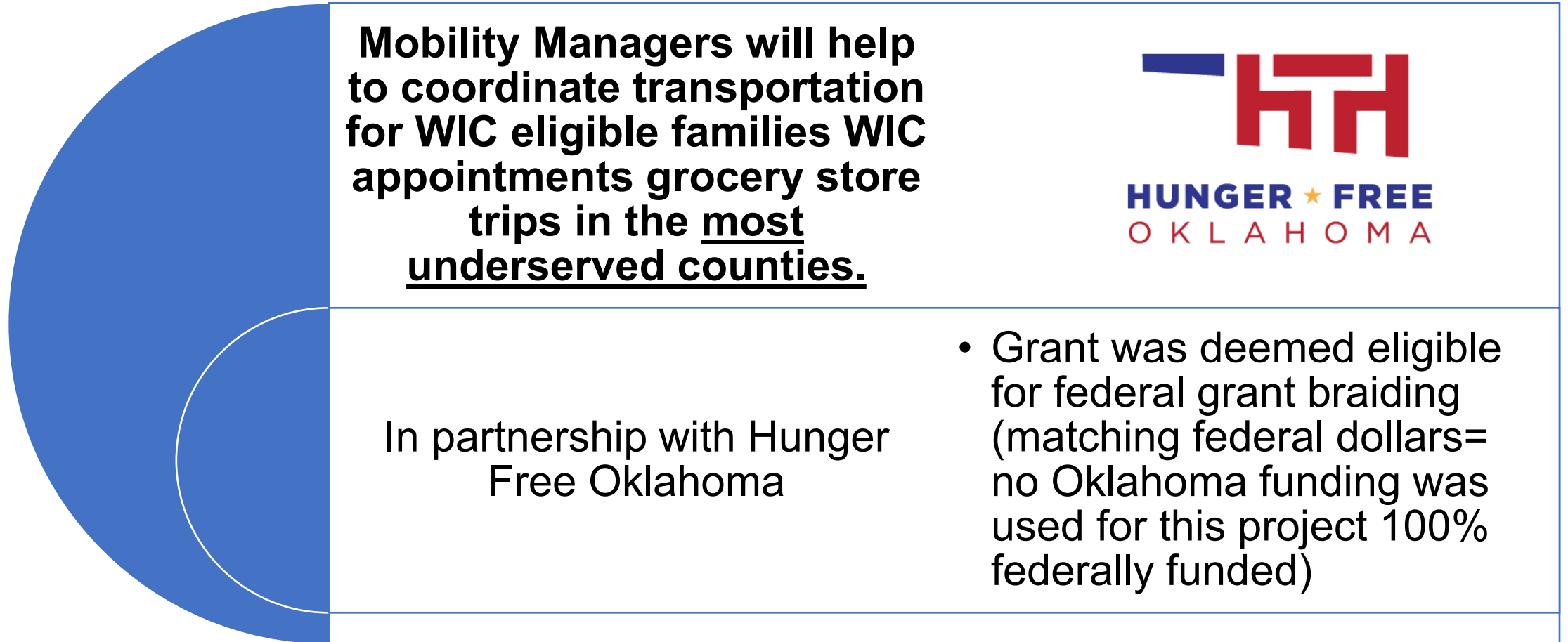
Educate healthcare and direct staff on understanding the needs of older adults.

Food Is Medicine

a Rural Health Initiative using Pay For
Success



WIC Innovation Grant



Click to view the website <https://www.okwic.org/>

Travel Training



Teaches
individuals how
to use public
transit



Builds
independence
and confidence



Includes:

- Reading schedules
- Paying fares
- Asking for modifications
- Safety tips

OKMOM Free Dental Event

Working with Local Transit and Health Workers for a Common Cause

NEED TRANSPORTATION FOR THE FREE DENTAL EVENT??

RED RIVER TRANSPORTATION will provide discounted transportation to this event on Saturday, February 10, 2024.
 **Driver will stay at the event until last traveler has received dental services (Please be prepared to wait-Driver must be aware if traveler does not plan to take return trip)



FREDERICK LOCATION

TRANSPORTATION TO OKMOM FREE DENTAL EVENT
 PICK UP FROM FREDERICK CALL: 580-335-2691
 \$45.00 PER PERSON
 THIS COST INCLUDES TRIP TO/FROM AND WAIT TIME
 **TRANSPORTATION WILL RETURN WHEN LAST TRAVELER HAS RECEIVED DENTAL SERVICES

HOBART LOCATION

TRANSPORTATION TO OKMOM FREE DENTAL EVENT
 PICK UP FROM HOBART CALL: 580-928-2199
 \$60 PER PERSON
 THIS COST INCLUDES TRIP TO/FROM AND WAIT TIME
 **TRANSPORTATION WILL RETURN WHEN LAST TRAVELER HAS RECEIVED DENTAL SERVICES

Red Counter
 :46 after the hour

Red Clockwise

:22 after the hour
 Mon-Fri
 6am-9am/2pm-6pm

Blue Counter
 :52 after the hour

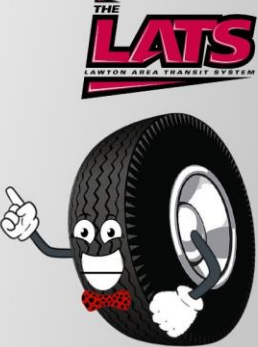
Blue Clockwise

:13 after the hour
 Mon-Fri
 6am-9am/2pm-6pm

Green Counter
 :55 after the hour

Green Clockwise

:10 after the hour
 Mon-Fri
 6am-9am/2pm-6pm



FEBRUARY 9 & 10, 2024

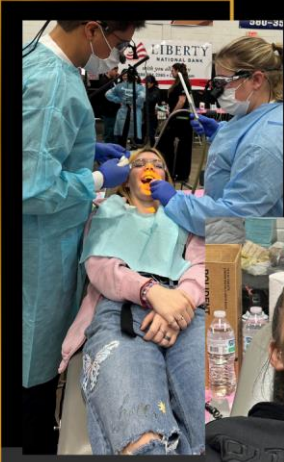
What is **OKMOM**?

Oklahoma Mission of Mercy is an annual, two-day, free dental clinic designed to meet the needs of children and adults who are uninsured, under-insured, or simply do not have access to oral health care. Volunteers for the event turn a facility within a community into a fully-functional dental clinic, offering a variety of services such as cleanings, fillings, extractions, root canals on front teeth, and limited ways to improve the smile line that addresses the most pressing dental need for patients. There is no eligibility or income requirement. There are no questions asked or identification required, and individuals are seen on a first-come, first-served basis.

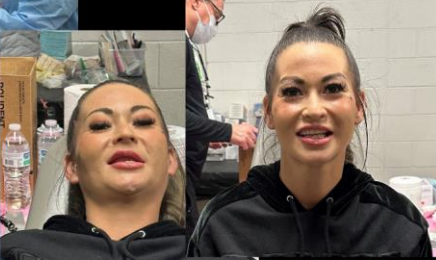
VOLUNTEER REGISTRATION NOW OPEN AT OKMOM.ORG

Since the First OKMOM in 2010...		
18,146 PATIENTS SERVED	109,573 PROCEEDS COLLECTED	\$15,226,168 DONATED DENTAL CARE

OKLAHOMA MOBILITY
 MANAGEMENT PROGRAM
 COORDINATED WITH
 LAWTON AREA TRANSIT
 SYSTEM (LATS)
 AND
 RED RIVER
 TRANSPORTATION
 TO PROVIDE
 TRANSPORTATION TO
 THOSE IN NEED



WE PUT SMILES
 ON MANY FACES



BEFORE

ALMOST 1,000 PEOPLE RECEIVED
 FREE DENTAL SERVICES



Improved Information

Some helpful information developed by mobility managers is helpful to other agencies – especially transit dispatchers

SOONERRIDE OVERRIDE DUE TO MILEAGE RESTRICTIONS CLIENT ASSIST ROADMAP

1

CLIENT MUST GET A DENIAL FROM SOONERRIDE/MODIVCARE:

The first step is the client will call/use the app for SoonerRide/Modivcare to schedule transportation (Client must get denial before asking for override).

1-877-404-4500 or modivcare.com

If client is denied transportation due to over "allowable mileage", the client may call local mobility navigator or speak to case manager/health worker to see about assistance in getting a potential override.

2

MOBILITY NAVIGATOR OR CASE MANAGER/HEALTH WORKER:

*****"DO NOT SHARE OHCA CONTACT INFORMATION WITH CLIENTS."*****

Contact Oklahoma Health Care Authority (email is the quickest way)

Gertrude Hurd-Bowler, Gertrude.Hurd-Bowler@okhca.org

Annittcha Patterson, Annittcha.Patterson@okhca.org

You will need (Client Name, Phone Number, AND Medicaid number, Address coming from, Facility and Address going to). Let them know in the email that you are requesting an override for transportation due to mileage restrictions.

3

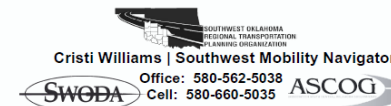
NOTICE THAT THE TRANSPORTATION HAS BEEN APPROVED/OVERRIDE:

***Client should wait about an hour to ensure everything has been put into the system.

THEN --- THEY MUST CALL SOONERRIDE/MODIVCARE BACK TO SCHEDULE THE TRANSPORTATION!

NOTE TO CLIENT WHEN CALLING BACK:

- When client calls, it may say that this ride has been cancelled or wasn't approved. If it does, **the client must talk to a representative.** "Mara" (the system) does not recognize the changes, but a live person can see those changes.
 - Client or caller must repeatedly say "AGENT, AGENT, AGENT, AGENT, AGENT" to speak to a person to ensure that the trip is scheduled.



To Find a
Mobility Navigator
Near You

<http://okmm.multiscreensite.com>

Health & Wellness Challenges of NEMT

The BEGINNING...



Discussions With Community Health Workers and Transit Agencies



Denials Due to Over the "Allowed Miles"



Frustrations Navigating the SoonerRide System "MARA"



Meetings with Oklahoma Health Care Authority/Modivcare/SWODA AAA/SORTPO



Providing simple instructions and contacts for Health Workers to alleviate multiple phone calls.

CONSEJOS Y AYUDA PARA EL TRANSPORTE

¿ES ABRUMADOR PROGRAMAR VIAJES MÉDICOS?

UTILIZA ESTOS CONSEJOS PARA SACAR EL MÁXIMO PARTIDO A SOONERRIDE

modivcare.com
• Reservar/cambiar un viaje en línea
• Formas • Comprobar el estado
El sitio web tiene videos de aprendizaje que pueden enseñar a las personas a usar la aplicación Modivcare.
<https://www.mymodivcare.com/mara>

877-404-4500
TDD 800-722-0353
Reservas de SoonerRide
Sitio web de SoonerRide
<https://oklahoma.gov/ohca/individuals/soonerride.html>

800-987-7767
• Ayuda para encontrar médicos cerca de casa
• Los agentes pueden llamar al médico para verificar la disponibilidad
• Obtenga ayuda para localizar PCP o especialista

¿Dónde está mi viaje?
800-435-1034 TDD
• Averigüe dónde está su viaje
• Puede llamar incluso si el viaje se cancela o genera un rastro de papel para la denuncia

HÁGANOSLO SABER **¿TODAVÍA TIENES NEGADO EL TRÁFICO?**
NO PROPORCIONAMOS TRÁFICO A TRATAR DE ENCONTRAR

Cristi Williams | Navegador de movilidad de Southwest
Office: 580-562-5038
Cell: 580-660-5035

SWODA **ASCOG**

¿Quieres usar una APLICACIÓN MÓVIL?
• Problemas para navegar por el sistema automatizado???
• Di "Agente" 5 veces para llegar a una PERSONA

TRANSPORTATION TIPS AND HELP

IS SCHEDULING MEDICAL TRIPS OVERWHELMING?

USE THESE TIPS TO GET THE MOST OUT OF SOONERRIDE

modivcare.com
• Book/change a trip online • Forms • Check status
Website has learning videos that can teach people to use the Modivcare app.
<https://www.mymodivcare.com/mara>

877-404-4500
TDD 800-722-0353
Reservas de SoonerRide
Sitio web de SoonerRide
<https://oklahoma.gov/ohca/individuals/soonerride.html>

800-987-7767
• Ayuda para encontrar médicos cerca de casa
• Los agentes pueden llamar al médico para verificar la disponibilidad
• Obtenga ayuda para localizar PCP o especialista

¿Dónde está mi viaje?
800-435-1034 TDD
• Averigüe dónde está su viaje
• Puede llamar incluso si el viaje se cancela o genera un rastro de papel para la denuncia

Have A COMPLAINT??
1-800-435-1034

FFICULTIES OR HAVE TRANSPORTATION??
TRANSPORTATION, BUT WE CAN FIND A SOLUTION

To Find a Mobility Navigator Near You
<http://okmm.multiscreensite.com>

SOONERRIDE OVERRIDE DUE TO MEMBER CLIENT ASSISTANCE

1
CLIENT MUST GET A DENIAL FROM THE FIRST STEP. THE CLIENT WILL CALL US TO SCHEDULE THE TRANSPORTATION. IF THE CLIENT IS DENIED TRANSPORTATION, THE CLIENT MAY CALL LOCAL MOBILITY NAVIGATOR/HEALTH WORKER TO SEE ATTEMPT TO OBTAIN A POTENTIAL OVERRIDE.

2
MOBILITY NAVIGATOR OR CASE MANAGER
DO NOT SHARE INFORMATION WITH OTHERS
Contact: Oklahoma Health Care Authority
Gertrude Hurd-Bowler, Gertrude.Hurd-Bowler@ohca.org
Annittha Patterson, Annittha.Patterson@ohca.org
You will need (Client Name, Phone Number, Address coming from Facility and know in the email that you are requesting transportation due to mileage restriction).

3
NOTICE THAT THE TRANSPORTATION IS APPROVED/OVERRIDE:
***Client should wait about an hour before calling back into the system.
THEN --- THEY MUST CALL SOONERRIDE MODIVCARE BACK TO SCHEDULE THE TRANSPORTATION!
NOTE TO CLIENT WHEN CALLING BACK:
• When client calls, it may say that this ride has been cancelled or wasn't approved. If it does, the client must talk to a representative. "Mara" (the system) does not recognize the changes, but a live person can see those changes.
• Client or caller must repeatedly say "AGENT, AGENT, AGENT, AGENT" to speak to a person to ensure that the trip is scheduled.

Cristi Williams | Southwest Mobility Navigator
Office: 580-562-5038
Cell: 580-660-5035

SWODA **ASCOG**

To Find a Mobility Navigator Near You
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OKLAHOMA Health Care Authority | Serving Oklahomans through SoonerCare

SOONERSELECT NON-EMERGENCY MEDICAL TRANSPORTATION (NEMT)

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

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

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

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

WEBSITES
oklahoma.gov/ohca/mysoonercare.org

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

LET US KNOW

STILL HAVING DIFFICULTIES OR HAVE BEEN DENIED TRANSPORTATION??
WE DON'T PROVIDE TRANSPORTATION, BUT WE CAN HELP TRY TO FIND A SOLUTION

Oklahoma Complete Health Children's Specialty Plan (OCH-CSP)
Reservations and Ride Assistance: 877-718-4212
Hearing Impaired: 866-354-7904
OCH-CSP MEMBER SERVICES: 833-752-1665

Cristi Williams | Southwest Mobility Navigator
Office: 580-562-5038
Cell: 580-660-5035

SWODA **ASCOG**

To Find a Mobility Navigator Near You
<http://okmm.multiscreensite.com>

Providing Diverse Information About Transportation Services on a Larger Scale



OKLAHOMA MOBILITY MANAGEMENT

Mobility management is a **transportation strategy** that focuses on meeting community needs through the coordinated use of a variety of transportation providers including public transit, private operators, cycling and walking, volunteer drivers, and others.

Lawton Area Transit System

(580) 248-5252
Monday-Friday 6am-7pm
Saturday 9am-6pm
Ages 6-17 -- \$1.00
Ages 18+ -- \$1.50
Medicare, seniors (65+), and individuals w/ disabilities --- \$0.75
FREE service for:
-Active duty military & Veterans
-LPS students & staff
-City of Lawton employees

Comanche Nation Transit

(580) 492-3389
Monday-Friday 5am-7pm
0-5 years --- Free
6-12 years --- \$2.00
12-61 years --- \$4.00
Seniors 62+ --- \$2.00
Comanche Nation employee--- \$3.00
Students --- \$3.00
Service Areas:
Lawton, Cache, Geronimo, Elgin, Fletcher, Medicine Park, Apache, Anadarko, Chickasha, Ft Cobb, Carnegie

Red River Transportation

(866) 511-0938
Monday-Friday 8am-7pm
General Public
1-10 mi ---- \$8.00
11-30 mi --- \$15.00
31-50 mi --- \$30.00
51-100 ---- \$45.00
101-150 ---- \$60.00
151-249 ---- \$80.00
250+ mi --- \$0.40/mi
Senior & ADA discounts available
Transportation Offices:
Sayre, Cordell, Frederick, Hobart, Ringling, Ryan, Temple/Walters, Waurika, Weatherford, Woodward

Still need help?

A mobility manager can help with:

- Additional transportation solutions
- Various community resources
- Advocating for public transit improvements
- Travel training



Oklahoma Mobility Management

CONTACT YOUR LOCAL MOBILITY MANAGER
Katie Pollard | (580) 450-1930 | kpollard@ridelats.com

Northwest Oklahoma Transportation Resources

Below are the transportation resources in the Northwest area of Oklahoma.
Counties include: Alfalfa, Blaine, Garfield, Grant, Kay, Kingfisher, Major, Noble, Woods, Woodward, Dewey, Ellis, Harper, Beaver, Texas, Cimarron

MAGB Transportation, Inc.

Counties served: All of Northwest Oklahoma
Need a Ride?
Call: 580-227-3374
Hours of Operation: M-F 9am to 4pm
Schedule your ride 1-3 business days in advance (required for a high chance of guaranteed service)

BEAVER CITY TRANSIT

Counties served: City of Beaver
Need a Ride?
Call: 580-625-4835
Hours of Operation: M-F 9am to 4pm
Schedule your ride 1-3 business days in advance (required for a high chance of guaranteed service)

Cherokee Strip Transit

Counties served: Alfalfa, Blaine, Garfield, Grant, Kay, Kingfisher, Major, Noble
Need a Ride?
Call: 580-863-2279
Hours of Operation: M-F 9am to 4pm
Schedule your ride 1-3 business days in advance (required for a high chance of guaranteed service)

Cimarron Public Transit

Counties served: Creek, Kay, Osage, Pawnee, Washington
PICK: Bartlesville, Ponca, Supulpa, Skiatook, Cleveland
Need a Ride?
Call: 580-718-0444
Hours of Operation: M-F 9am to 4pm
PICK- After Hours transit
Call for specifics
Schedule your ride 1-3 business days in advance (required for a high chance of guaranteed service)

White Eagle Transit

Counties served: Kay, Noble, and some of Osage
Need a Ride?
Call: 580-763-0139
Hours of Operation: M-F 9am to 4pm
Tribal transit - open to the public
Schedule your ride 1-3 business days in advance (required for a high chance of guaranteed service)

CITY OF ENID

Counties served: City of Enid
Need a Ride?
Call: 580-616-7356
Hours of Operation: M-F 9am to 4pm
Schedule your ride 1-3 business days in advance (required for a high chance of guaranteed service)

"The Ride" in Guymon, OK

Counties served: City of Guymon
Need a Ride?
Call: 580-338-7433
Hours of Operation: M-F 9am to 4pm
Schedule your ride 1-3 business days in advance (required for a high chance of guaranteed service)

Oklahoma Mobility Management

Counties served: All of Northwest Oklahoma
Need a Ride?
Call: 580-599-0951
Hours of Operation: M-F 9am to 4pm
Need help understanding Transportation options? Call your Mobility Manager for help

OKLAHOMA MOBILITY MANAGEMENT

Altus Area Transportation Resources



Public Transportation

Southwest Transit:
580-482-5043 (Altus)
Intown rates: \$2.50 within 2 mile radius of city limits of Altus
Weekday 8:00am to 4:30pm (Mon-Fri)
Altus Express Shuttle:
580-471-0402
Weekend 6:00pm to 2:10am (Fri-Sat)
AmeriCorps RSVP:
580-482-4141
Limited to medically-related appointments, grocery shopping and social events. Cannot accept requests for rides if qualified for Motivatecare.

Veteran Transportation

Disabled American Veterans - DAV: 580-585-5682
Transportation to Lawton Main and Lawton North (Mondays and Tuesdays)

Medicaid Transportation Reservations

SoonerRide/Motivcare Reservations: 877-404-4500
Online: motivcare.com
**Medical (non-emergency) transportation services

SOONER SELECT PLANS:

**Various transportation options available. Refer to your plan to see options.
Aetna Reservations: 877-718-4208
Humana Reservations: 877-718-4213
Oklahoma Complete Health Reservations: 877-718-4212

Why Use a Mobility Navigator?

A mobility navigator serves as a guide and advocate, working to ensure that individuals with transportation challenges can access services that support their daily living needs and increase their quality of life. The Mobility Navigator's goal is to identify resources and educate citizens and community members on processes and programs that increase access to transportation.

ACCESS TO ESSENTIAL SERVICES:

Essential services such as healthcare, education, and employment opportunities might be spread out. Finding transportation solutions ensures that residents can access these vital services more easily.

SOCIAL CONNECTIVITY AND QUALITY OF LIFE:

Mobility isn't just about physical transportation; it's about connecting people. It plays a significant role in social connectivity by enabling individuals to access community centers, social events, and engage in communal activities.

TRANSPORTATION DIFFICULTIES??

WE DON'T PROVIDE TRANSPORTATION, BUT WE CAN HELP TRY TO FIND A SOLUTION



Cristi Williams | Southwest Mobility Navigator
Office: 580-562-5038
Cell: 580-660-5035




TO Find a Mobility Navigator Near You
<http://okmm.multiscreensite.com>

Many Lawton residents didn't realize what was available- including that Tribal Transit is open to the general public.


The Oklahoma Panhandle has limited resources, and many needs are out of state. The closest in-state city is OKC and that can be a 3-4 hour drive one way.

Air Force Base: 1 out of every 3 airmen come to Oklahoma and do not have transportation or family in the area.

Transportation is a Lifeline for Many Individuals







HEALTHCARE TRANSPORTATION




WHY DOES IT MATTER?


TRANSPORTATION IS A LIFELINE FOR
ACCESSING HEALTHCARE.

MISSED HEALTHCARE APPOINTMENTS DUE TO TRANSPORTATION
CAN HAVE SEVERAL SIGNIFICANT IMPLICATIONS:

-  DELAYED OR MISSED TREATMENT
-  STRAIN ON HEALTHCARE RESOURCES
-  INCREASED HEALTHCARE COSTS
-  WORSENING HEALTH OUTCOMES




FINDING SOLUTIONS TOGETHER




Ensuring timely and safe transportation for individuals
to reach medical facilities, receive specialized care, and
access essential health services should be a priority.

LET US HELP!!



**OKLAHOMA MOBILITY
MANAGEMENT**
<http://okmm.multiscreensite.com>




TRANSPORTATION AND HEALTH CARE

Did you know that nearly 3.6 million Americans
do not obtain medical care in a given year
because of a lack of transportation?

WHAT WOULD YOU Do?

Life can have its
unexpected ups and
downs. What would you
do if you find yourself
without transportation?



Car breaks down



Going to appointments
or running errands
without family to help



Need a job, but
don't have a
vehicle



Wheelchair bound

TRANSPORTATION DIFFICULTIES??

WE DON'T PROVIDE TRANSPORTATION,
BUT WE CAN HELP TRY TO FIND A SOLUTION



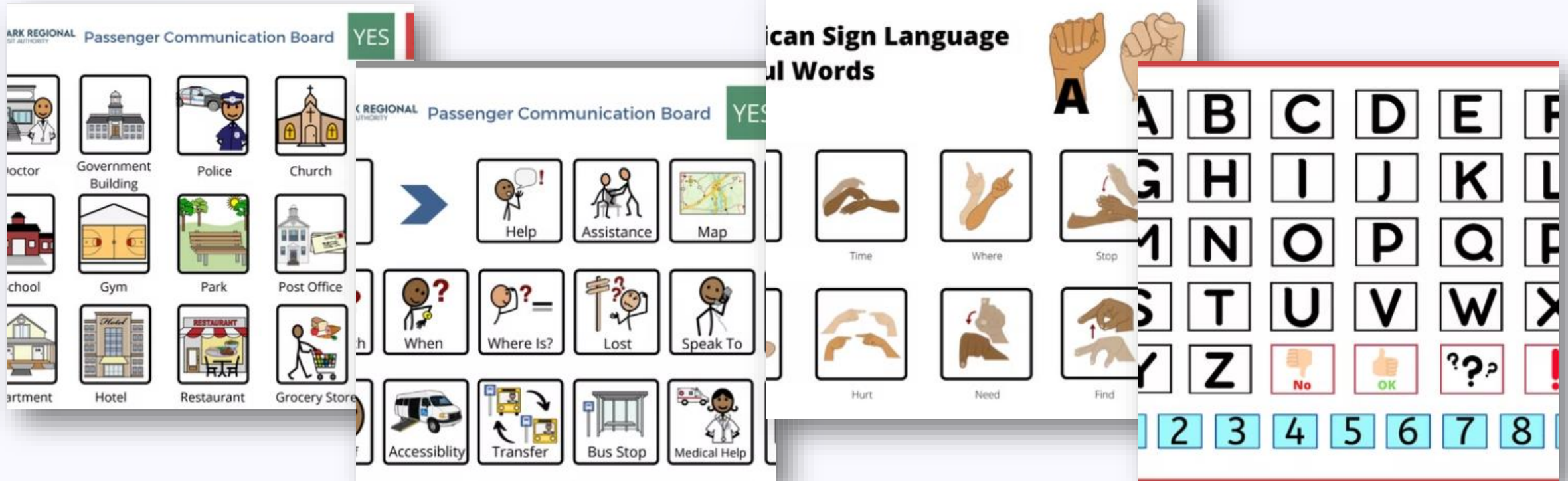
Cristi Williams | Southwest Mobility Navigator
Office: 580-562-5038
Cell: 580-660-5035





To Find a
Mobility Navigator
Near You
<http://okmm.multiscreensite.com>

Communication Tools for Transit Drivers & Passengers



Communication charts help riders show drivers destination information. These visual aids are especially helpful for non-verbal individuals or those with speech disabilities.

Listen, View & Share

- **Podcast**
 - [Mobility Matters](#)
- **Awareness Videos**
 - [Southwest Mobility Navigator-](#)
 - What happens when a community works together
 - Why is transportation important
 - OK MN Video
 - Shawnee area- looking for people to interview
 - **More coming soon!**

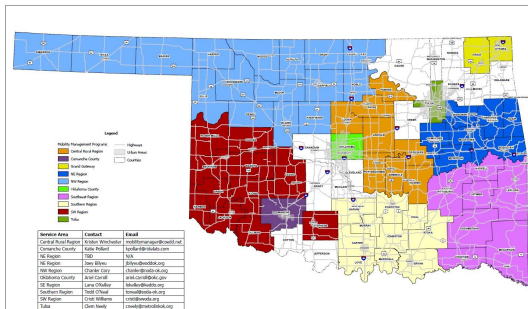


Get involved- Transportation Chat Forums

Currently in the Northwest Region
More coming soon as mobility management programs get established!

Best place to get started in
transportation
discussions!!!

Contact your local mobility
management professional for more
information.



Mobility Management Programs

We would like to invite you to the

MONTHLY COMMUNITY TRANSPORTATION MEETING

When:
The second Wednesday of every month
From 5:30 pm to 6:30 pm

Where:
NODA Conference room 2901 N. Van Buren
Enid, OK 73703

What:
A discussion on local transportation challenges and solutions, along with any related topics.
Your insights, experiences, and ideas are highly valued and encouraged. See you there!

There is also a Zoom link below that you may join if you cannot attend in person.
Copy the link below to join
<https://us02web.zoom.us/j/82858435382pwd=V1pyc3VCdUJldHBtSDFobG1oNlkwQT09>
Meeting ID: 828 5843 5382
Passcode: 414433

If you have any questions or need assistance to attend the meeting, please don't hesitate to reach out.

Chandler Cory
Northwest Mobility Manager
☎ 1-580-599-0951
✉ Chandler@noda-ok.org

Brock Spencer
Director of Transportation Planning
☎ 1-580-798-0500
✉ Brock@noda-ok.org

Information About the MM Program is Critical



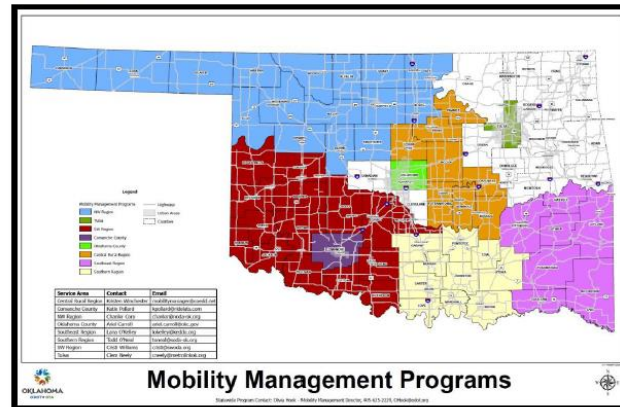
Just like a tree
falling in the
forest-

if no one knows
about the
program, the
effectiveness is
always going to
be lacking.

Oklahoma Mobility Management Program



Mobility management is a transportation program that focuses on meeting community needs through the coordinated use of a variety of transportation providers. It aims to enhance transportation for veterans, older adults, people with disabilities, individuals with lower incomes, and so many others improving access to healthy living resources through various transportation coordination activities.



Mobility Management Programs

How to benefit from the mobility management program in your area:

INDIVIDUALS- Contact the mobility manager or navigator to help you find solutions to mobility challenges and leverage existing services. Participate in transportation chat meetings and surveys to share feedback with various providers.

AGENCIES/ORGANIZATIONS- Share agency mobility unmet needs, participate in transportation meetings, invite the mobility manager or navigator to learn more about your agency, share information about the mobility management program. Partner to develop solutions on transportation issues in your area.

Mobility management networks are designed to improve the overall mobility for individuals, regardless of the rider characteristics, mode, or geography.

Visit the Oklahoma's Mobility Management Program Website to Learn More
<https://okmm.multiscreensite.com/>

or click the QR code



Mobility Management Program Contact Information

Full Name	Job Title	Phone	Email	Website	Service Area (Counties)	Region
Clem Neely 	Mobility Manager & Community Marketing	918-699-0226	cneely@metrolinkok.org	https://www.metrolinkok.org/	Tulsa	Northeast
Todd O'Neal 	Mobility Navigator	580-853-4248	toneal@soda-ok.org	https://www.sertpo.org/mobility-management	Coal, Atoka, Johnston, Bryan, Marshall, Love, Carter, Murray, Garvin, and Pontotoc	Southeast
Lana O'Kelley 	Mobility Manager	918-465-2367	lokelle@keddo.org	https://www.keddo.org/	Pittsburg, Latimer, LeFlore, Haskell, Pushmataha, McCurtain, and Choctaw	Southeast
Chanler Cory 	Mobility Manager	580-599-0951	chanler@noda-ok.org	https://nwokmm.org/	Kay, Noble, Garfield, Grant, Kingfisher, Blaine, Major, Dewey, Alfalfa, Woods, Woodward, Ellis, Harper, Beaver, Texas & Cimarron	Northwest
Cristi Williams 	Mobility Navigator	580-660-5035	cristi@swoda.org	https://sertpo.org/category/mobility-management/	Roger Mills, Beckham, Greer, Harmon, Jackson, Kiowa, Tillman, Cotton, Jefferson, Stephens, Grady, McClain, Caddo, Washita & Custer	Southwest
Katie Pollard 	Mobility Manager	580-450-1930	kpollard@ridelats.com	https://ridelats.com/	Comanche	Southwest
Kristi Winchester 	Mobility Manager	405-273-6410 x114	mobilitymanager@coedd.net	https://coedd.net/coopo	Pottawatomie, Seminole, Hughes, Okfuskee, Lincoln, Payne, Logan, and Pawnee	Central
Ariel Carroll 	Mobility Navigator	405-230-7316	ariel.carroll@okc.gov	https://www.embarkok.com/	Oklahoma	Central

Mobility Management ODOT Program Contact:

Olivia Hook, Mobility Management Director

ohook@odot.org
405-625-2229

<https://oklahoma.gov/odot.html>



The Oklahoma Department of Transportation (ODOT) ensures that no person or groups of persons shall, on the grounds of race, color, sex, religion, national origin, age, disability, retaliation or genetic information, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs, services, or activities administered by ODOT, its recipients, sub-recipients, and contractors. To request an accommodation please contact the ADA Coordinator at 405-521-4140 or the Oklahoma Relay Service at 1-800-722-0353. If you have any ADA or Title VI questions email ODOT-ada-titlevi@odot.org. Mobility management is a program recognized by the Federal Transit Administration. Learn more by visiting the FTA website <https://www.transit.dot.gov/ccam/resources/mobility-management-brochure>

Mobility Management: A Strong Foundation for Community Centered Transportation



The structure of mobility management is very important to support everything that our transportation providers do. It's a top down and a bottom-up approach to address challenges across the state together.

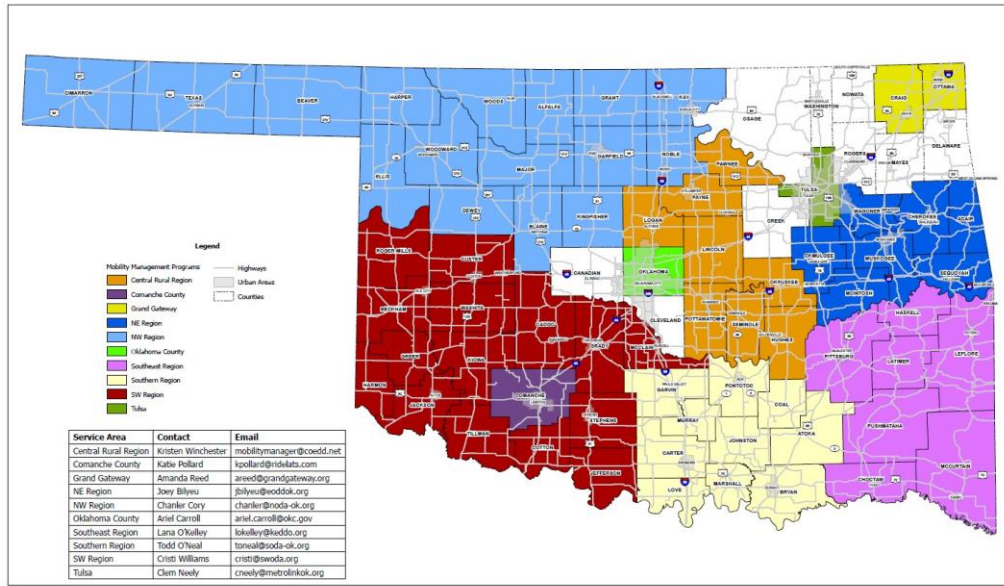


At ODOT we have a better perspective of where the public transportation service strengths and weaknesses because of this mobility management implementation.

We can identify effective programs and make better grant funding decisions. And having that local mobility manager serving communities and coordinating services helps us drive change to improve the way Oklahoma Moves.

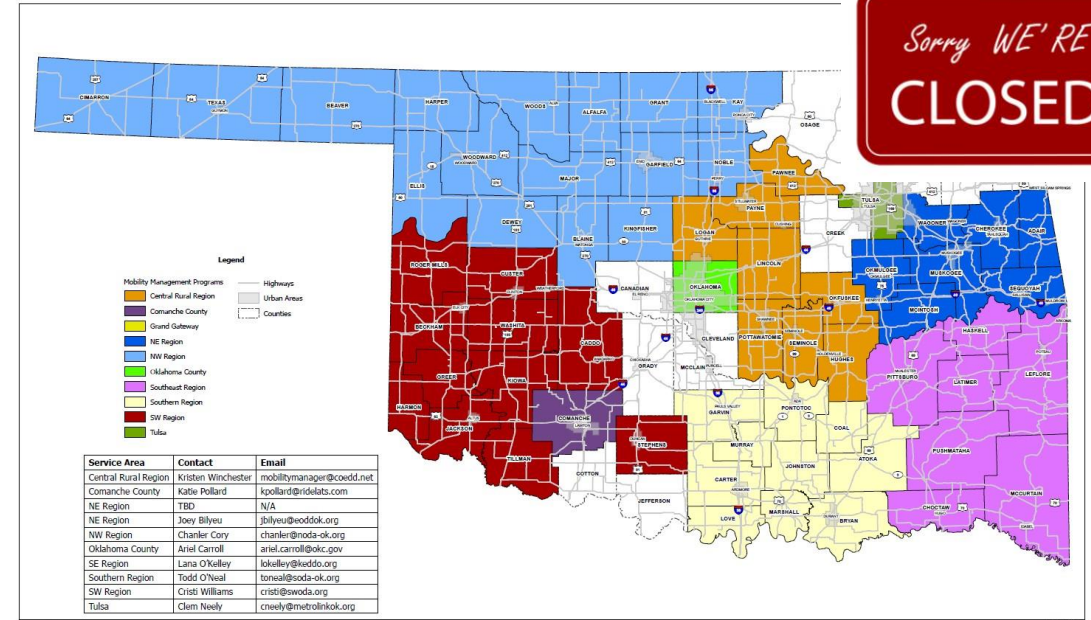
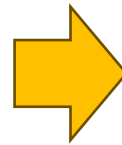


A recent change in Oklahoma



Mobility Management Programs

Statewide Program Contact: Olivia Hook - Mobility Management Director, 405-625-2229, OHook@odot.org



Mobility Management Programs

Statewide Program Contact: Olivia Hook - Mobility Management Director, 405-625-2229, OHook@odot.org

The shift from serving a county with mobility management to going without, has **devastated** local medical clinics.

And rural public transit isn't helpful for these transportation needs.

(Indian Health Services, Chickasha hospital, community health center, etc.)

Many of the issues we're tackling are the same in your state

Workforce/commuter
transportation

Behavioral health &
reentry transportation

Technology adoption

Fragmented systems

Funding for transit
services

Long-distance trips
for medical needs

Driver/staff shortage

Steps to take for getting a mobility management program

1. Attend coordination meetings
2. Contact your DOT or direct recipient (DR) of funding
3. Secure local match funding
4. Apply for the program
5. After application approved/execute a full contract
6. After the “green light” from DOT/DR- hire a MM
7. Reapply annually (or other depending on your DOT/DR)

In mobility management you get out what you put in

Olivia Hook

Mobility Management
Program

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Mobility management brings the network of transportation together to address the various barriers to mobility unique to each community. Work together to make great things happen!!

DOT's and leadership

Invest your time, knowledge and guidance to mobility managers pouring your support into them. In turn, those efforts will funnel through that mobility manager into the communities, individuals and transits they serve.

Transit providers

Get so much value from frequent engagement by working on projects with mobility managers. Ignoring the mobility manager whose job is to coordinate services is an obvious refusal to participate in coordination activities.



OKLAHOMA
Transportation