



**OKLAHOMA**



# Oklahoma Mobility Management

**Olivia Hook**

Transportation Manager

Oklahoma Department of  
Transportation

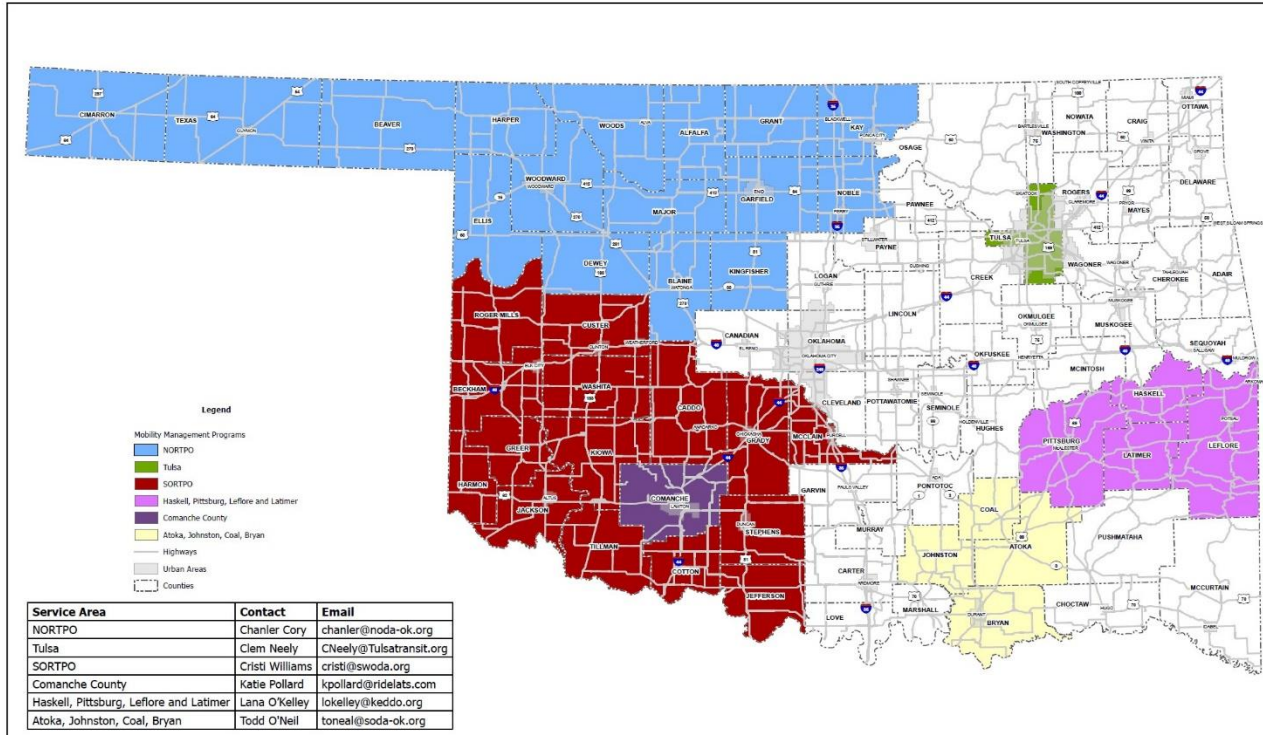


**Cristi Williams**

Mobility Navigator

South Western Oklahoma  
Development Authority

# Established in 2023, Oklahoma currently has 6 mobility management programs



- **Goal to serve 100% of OK w/ no gaps in mobility management support**
  - Currently at 58% coverage serving 45 out of 77 counties
  - 77% of counties in OK will be served by mobility management programs by the end of 2024
  
- **Less confusion for individuals/agencies to find mobility management**
  - Statewide branding



## Mobility Management Programs

Statewide Program Contact: Olivia Hook - Transportation Coordinator, 405-625-2229, OHook@odot.org



**We have been growing fast!!!**

# How we have been building our mobility network

We invest in relationships—because we cannot do anything without them



Transportation Providers

- 5307, 5311, Tribal, 5310, etc.

Community Service Agencies & Non-Profits

- They are not just attending our coordination meetings- we show up at their offices, local committees, planning efforts and community assessments as representatives in mobility. And we keep coming back to the table to participate, support and collaborate solutions together.

State Agencies

- State agencies meet with our statewide mobility contact to discuss high-level transportation projects, opportunities to become involved, partner or support transportation providers efforts (including rural areas).
- Our next step is starting CCAM discussions with state agencies matching them up with coordinated project efforts that match the CCAM grant opp.

Related Programs

- 988 mental health transportation services
  - Communicate with mobility managers for less critical mobility needs
- VA transportation
  - Same- veterans don't just need medical transportation and there are some needs the VA cannot meet- but mobility managers can help find those solutions.
- Sooneride/NEMT brokerage
  - OK has a statewide brokerage model
    - Added MCO's in 2024

# And we work together a lot

The result, when you contact one of us, you're getting support from all Oklahoma mobility managers.

Mobility managers communicate issues and address challenges as a team, so that no mobility manager is left in the dark to handle challenges on their own.

## Mobility Management Meetings

- Weekly Mondays
  - Share updates and announcements
- Weekly Wednesday Workshops
  - Training, open discussion, FAQ's
- Quarterly Roundtables
  - Training
  - Peer support & collaboration

## Other meetings

- ODOT 5310 & 5311 monthly grant meetings
- Regional coordination task force meetings
- RTPO/MPO meetings
- Community meetings

WELCOME TO  
OKLAHOMA  
MOBILITY  
MANAGEMENT

Mobility Management Handbook 2024



# We're building up our knowledge

Rather than spending the next 1-2 years struggling to figure it all out, we have a structure.

## TA center training

- NCMM
- National RTAP
- And many others

## Core Oklahoma Knowledge

- Technical onboarding with ODOT
- State-specific info that is critical to a successful mobility management program include:
  - OK Transit 101
    - Who are the transit agencies in OK and why do they operate the way they do
  - The big picture when it comes to mobility management in OK (what our role is as MM's)
  - Types of transportation plans in OK and what that means for MM's
  - Foundations and funding resources in OK & beyond
  - State agencies and programs that work with transportation

## Mentor Program

- Mobility managers building up new mobility managers with best practices

## Project management task lists

- Ability to easily partner with another mobility manager on tasks
- Performance reporting comes from these tasks lists
- Collaboration and documentation all on one platform

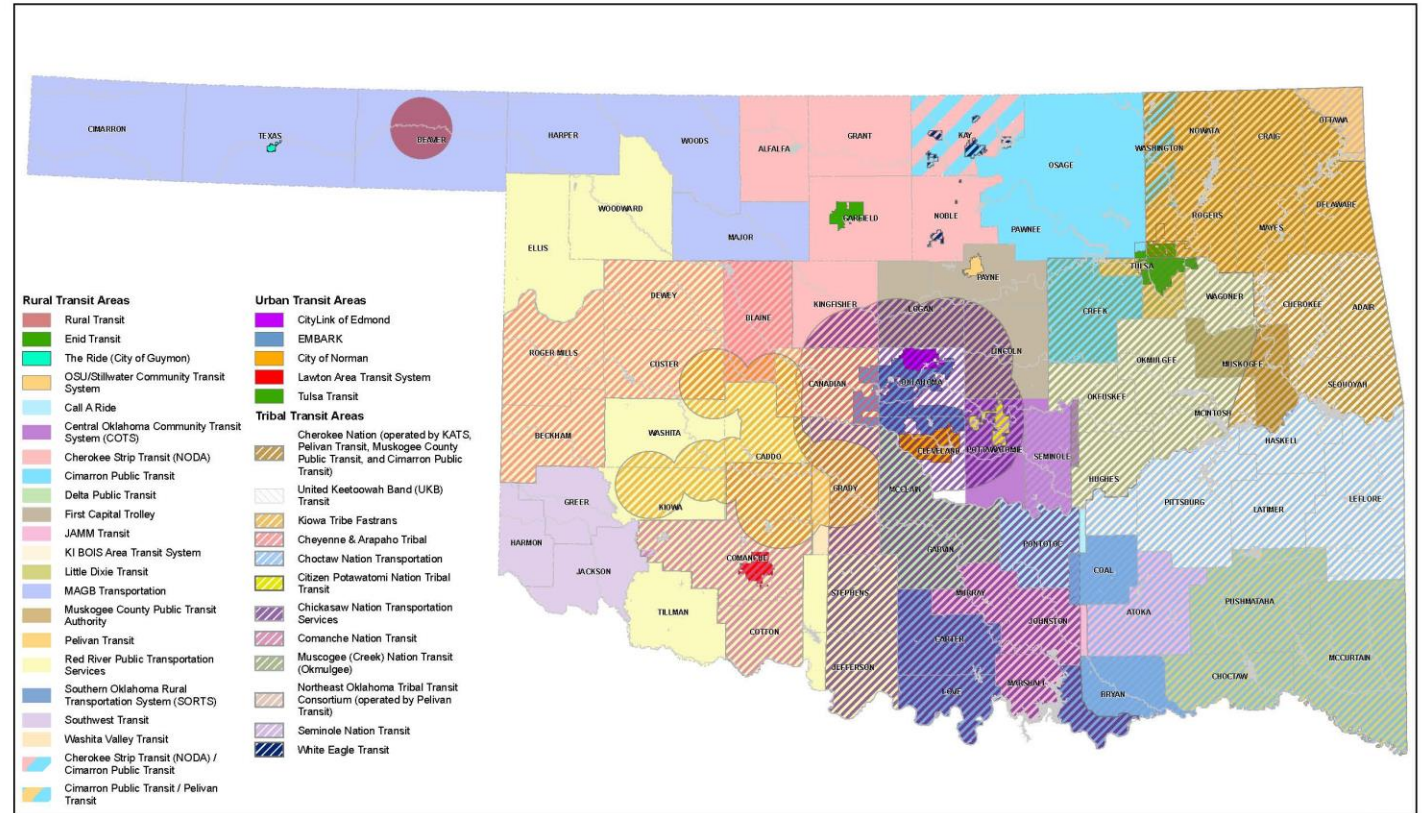
ODOT Learning Modules & Tasks		Completion Date	Toolkits		Completion Date
Getting Started Video			Curb Transportation Equity Toolkit		
Module 1 Mobility Management			NADTC Coordination Committee Toolkit		
Module 2 Foundations			National RTAP ADA Toolkit		
Module 3 Oklahoma Transit			National RTAP marketing toolkit		
Module 4 Moving People			RTAP rural transit managers toolkit		
Module 5 Transit Coordination			Reading		Completion Date
Module 6 Transit projects and grants			National RTAP Mobility Management		
Module 7 Plans			RHI Hub Mobility management		
Module 8 Outreach			NCMM Survey and Inventory Tools		
E-Learning Courses (requires sign up and these are all free)		Completion Date	NCMM brief on 6310		
Mobility Management Certification Course			NADTC Aging and Disability overview		
NCMM course: <a href="#">MM101 Basics</a>			Learn about tribal transit FTA program		
NCMM course: <a href="#">The complete trip</a>			National RTAP Travel Training		
NCMM course: <a href="#">MM For All</a>			Transit4All ADA Transportation		
NCMM course: <a href="#">Advocacy in MM</a>			RHI Hub Rural Transportation Toolkit -- modules 1-8		
NCMM course: <a href="#">Meetings with purpose</a>			<a href="#">TransEcon Community Needs Assessment</a>		
NCMM course: <a href="#">Curb Management</a>			RHI Hub Ridesharing Module		
NCMM course: <a href="#">Creating innovative</a>			National RTAP Intercity Transportation		
NCMM course: <a href="#">Reaching consensus among partners</a>			National RTAP Funding		
NCMM course: <a href="#">Cost Allocation</a>			NCMM grants and opportunities		
NCMM Course: <a href="#">Partner agreements</a>			NCMM Framework Mobility		
National RTAP Course: <a href="#">Cost Allocation Meets Coordination</a>			National RTAP Sharing Training		
SUMC Learning modules -- <a href="#">Universal mobility</a>			National RTAP Bike Share Programs		
SUMC Learning modules -- <a href="#">Bikesharing</a>			NCMM One-Call One-Click		
SUMC Learning modules -- <a href="#">Carpooling</a>			NCMM Technology Framework		
SUMC Learning modules -- <a href="#">Microtransit</a>			NCMM MAAS Resource		
SUMC Learning modules -- <a href="#">Ridesharing</a>			TRB- Data Sharing Guidance for Public Transit		
SUMC Learning modules -- <a href="#">Persons with Disabilities</a>			NADTC sustainable partnerships		
SUMC Learning modules -- <a href="#">Rural and Small-Town Transportation</a>			Transit4All Event Accessibility Guide		
SUMC Learning modules -- <a href="#">Shared Mobility Funding Strategies</a>			NADTC planning effective meetings		
SUMC Learning modules -- <a href="#">Community Engagement</a>			NCMM Rural Transportation		
NCMM Course: <a href="#">Call Center Operations</a>			NCMM Transportation Coordination		
Video		Completion Date	Access Denied- barriers to transit		
NADTC 6310 Program			Additional reading: NCMM Blog has a lot of great topics. NCMM Terms & Acronyms		
National RTAP Veterans					
NADTC Effective Meetings					



# Why are we working so hard? Because Transportation is Complicated

**Mobility managers can identify the gaps in service that maps don't show**

**Mobility management is not just a transportation program. It's a program that can eliminate the gaps between transportation and all other community services.**



**Transit Service Designated Coverage Areas**



# Highlights from the SW Region



**SOUTHWEST OKLAHOMA MOBILITY**



Cristi Williams





# Highlights- Lawton OKMOM event

Oklahoma Mission of Mercy  
FREE Dental Event

OKLAHOMA MOBILITY  
MANAGEMENT PROGRAM  
COORDINATED WITH

LAWTON AREA TRANSIT  
SYSTEM (LATS)

AND

RED RIVER  
TRANSPORTATION

TO PROVIDE  
TRANSPORTATION TO  
THOSE IN NEED



**AFTER**

**BEFORE**

**ALMOST 1,000 PEOPLE RECEIVED  
FREE DENTAL SERVICES**

*Collaboration = Success*

- *Very little participation at Shawnee last year*
- *Multiple groups sharing information about Lawton event - had to turn people away at 11:00am on the final day.*

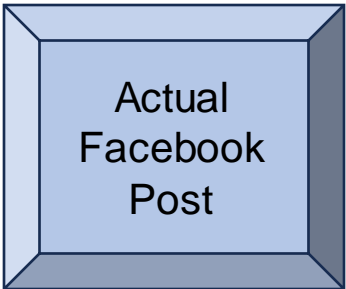
**Her Story....**

**Young lady had a  
partial denture  
procedure done. She  
called her loved one  
to say....  
I'm finally beautiful**



# Highlights- Sooneride NEMT

- **SoonerRide/Modivcare/Ok Healthcare Authority**
  - Client/Health worker with frustrations navigating the automated system, dropped rides and denied rides
    - Mobility navigator shared the issue
    - Contacts were made to bring Modivcare and Oklahoma Healthcare authority to meetings



My surgery to have my entire large intestine and football size Parastomal hernia repair is scheduled for tomorrow morning at 5:30am I have to be there. My [REDACTED] approved me. Then they called and said they can't find a driver. Is there anyone that can help with a taxi fare? Or is on there way to Oklahoma City tomorrow morning around that time that can help me get to the hospital? Or that is going tonight that can give me and my daughter a ride? Even if it is earlier? This is a urgent major surgery: [REDACTED]

## Results:

- Direct contact numbers to the Oklahoma Healthcare Authority for those assisting clients
- Quick reference flyer for clients with basic numbers to contact and steps to navigate SoonerRide
- Direct line to Modivcare for those assisting clients
- Training for organizations on SoonerRide.

## Positive Examples:

- Rides denied by SoonerRide because of mileage restrictions are now being covered
- Healthcare and Transit Agencies sharing Mobility Management information with clients



**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**  
 SoonerRide Reservations  
**SoonerRide Website**  
<https://oklahoma.gov/ohca/individuals/sooneride.html>

**800-987-7767**  
 • Assistance with finding doctors near you  
 • Agents can call the doctor to see availability  
 • Get help locating PCP's accepting Medicaid

**Where's My Ride**  
**800-435-1034 TDD 711**  
 • Find out where your ride is  
 • Can call even if you generates a

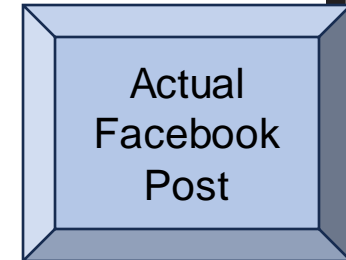
**Want to use a MOBILE APP???**

**Trouble Navigating the Automated System???**  
 Say "Agent" 5 Times to reach a PERSON

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

Is anyone giving rides in [REDACTED]? Especially this weekend but in general too. I need them regularly and I have cash. Please feel free to private message me.

I see and hear others complain about there not being Uber or taxis. I am aware of [REDACTED] Transportation. That is not what I need. I can't ride a bike for another month or so due to a neckbrace but this renders me mostly harmless if you were to give me a ride or rides. Thank you.



# Highlights- Veterans Assist

**Mobility Navigator received a call from a case manager in Lawton. Veteran spouse needed not only the transportation, but also an escort to travel with her. The cost, however, would be more than the veteran spouse could afford.**

**The home care agency told the mobility navigator about a veteran assist program. This program would pay for services; however, the application process would be completed after the veteran spouse's upcoming appointments.**

**Mobility navigator reached out to multiple people within the military community in Lawton. Organizations and individuals came forward to pay for her transportation or take her to her upcoming appointments.**

**Client was overwhelmed by the support and extremely grateful to all that came forward within the community to assist.**

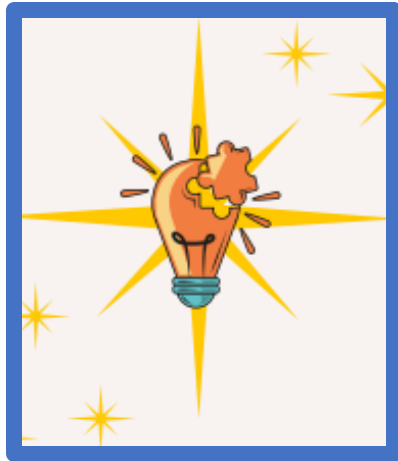
# Highlights- Transportation Chat

## A Community Forum

The Mobility Management Programs in Northwest and Southwest Oklahoma have begun talking with the community about transportation needs, concerns and strategies for improvement.

This chat is important because it brings the community together to discuss and focus on transportation issues and solutions that work for everyone.

Thus, ensuring that the solutions are efficient and consider the needs of citizens, businesses, organizations, and transit agencies.





# And, we're just getting started

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# Thank you!!

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