



Final Report

Oklahoma Transit System Overview and Gap Analysis

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Oklahoma Department of Transportation

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ACRONYMS AND ABBREVIATIONS

ACOG	Central Oklahoma Governments
BNSF	Burlington Northern Santa Fe
BRT	bus rapid transit
CARTS	Cleveland Area Rapid Transit
COTPA	Central Oklahoma Transit and Parking Authority
DFW	Dallas/Fort Worth International Airport
FTA	Federal Transit Administration
GIS	Geographic Information System
HOV	high-occupancy vehicle
HSR	high-speed rail
INCOG	Indian Nations Council of Governments
KDOT	Kansas Department of Transportation
LATS	Lawton Area Transit System
LPA	Locally Preferred Alignment
LRT	light rail transit
MAPS	Metropolitan Area Projects
MODOT	Missouri Department of Transportation
MTTA	Metropolitan Tulsa Transit Authority
ODOT	Oklahoma Department of Transportation
OKC	Will Rogers World Airport
OSU	Oklahoma State University
RCCT	Regional Council for Coordinated Transportation
RTD	Regional Transit Dialogue
RTSP	Regional Transit System Plan
SDP	Service Development Plan
SK&O	South Kansas and Oklahoma
TMA	Transportation Management Area
TXDOT	Texas Department of Transportation
UP	Union Pacific
VA	Veterans Affairs



EXECUTIVE SUMMARY

The *Oklahoma Transit System Overview and Gap Analysis* was prepared to identify current passenger transportation services available in Oklahoma, to identify new initiatives underway to improve passenger mobility throughout the state, and to examine intermodal connections and gaps in service that, if addressed, can enhance statewide passenger travel.

Study Purpose

The study's purpose is to support recommendations set forth in the Oklahoma Department of Transportation's (ODOT) *2010–2035 Statewide Intermodal Transportation Plan*. The plan contains the following recommendations regarding passenger rail and public transportation to provide effective statewide travel options:

1. Increase intermodal choices through improved connections at passenger rail stations with intercity bus services, public transportation, and park-and-ride facilities and incorporation of bicycle/pedestrian facilities
2. Support multiple modes of transportation among residential areas and employment locations, health services, and other activity centers
3. Enhance modal choice by identifying intermodal connection points for travel by public transportation, intercity bus, passenger rail, and automobile

Initial Study Efforts

An initial study task identified and documented the progressive efforts taking place in Oklahoma at both the state level and within major cities to transform passenger travel. The efforts included ODOT's passenger-rail initiatives to improve and expand passenger-rail travel on the Heartland flyer and implement high-speed rail (HSR) between Oklahoma City and Tulsa. These initiatives are planned to provide an interface with Oklahoma City's Metropolitan Area Projects (MAPS) that involve modern streetcars, commuter rail to connect outlying urban destinations, transit-oriented land development, an intermodal transit hub, park-and-ride facilities as well as bus service, pedestrian, and bicycle enhancements. Similar efforts are underway in Tulsa to increase passenger travel options, including a major bridge replacement on I-244 that would accommodate high-speed rail (HSR) between the cities as well as bus system, bicycle, and pedestrian enhancements, while maintaining the existing freight rail operations on a separate structure.

However, passenger travel in Oklahoma is not limited to the state's urban areas. A large portion of the state's residents dwell in smaller cities, towns, and rural communities, and for them to benefit from passenger travel options, they will have to be connected to the improved transportation systems. Two surveys were conducted as part of this study to identify gaps in passenger service that restrict statewide mobility.



An initial survey of Oklahoma’s transit providers was conducted to determine the potential to connect the systems to permit statewide passenger travel. A second survey focused on the ability of passengers to transfer between modes. The latter survey examined passenger transportation intermodal interfaces to determine connections and identify information that would enable travelers to use the available systems for travel options in Oklahoma.

The infrastructure that would provide passenger travel connections between rural and urban areas and linkages with other transportation modes is already available through the state’s urban, rural, and tribal transit systems. But, operational refinements and improved information for potential users will have to be provided before statewide passenger travel and intermodal connections can be realized.

Oklahoma’s rural and tribal and, to some extent, urban transit systems are structured to serve traditional transit users such as elderly, disabled, and lower-income riders. Almost all of the state’s counties have some form of public transportation, but ...

... only a few public transit systems are sufficiently well-connected to efficiently support both inter- and intra-state passenger travel and intermodal connections. A significant finding of the *Transit System Overview and Gap Analysis* is the current lack of intermodal service connections provided by the state’s transit systems, and the large number of counties lacking transit connections to other travel modes.

Table ES-1 and **Table ES-2** identify these passenger travel connections between public transit systems and intercity bus systems, airports, and Amtrak service.

Table ES-1. Oklahoma Transit Agency Intermodal Connections

Transit Agency	Intercity Bus Connections	Airport Connections	Amtrak Connections
Central Oklahoma Transit and Parking Authority (COTPA) Metro Bus System—Oklahoma City, OK	Jefferson and Greyhound Station located a few blocks from downtown transfer plaza	No direct Metro Bus connection to Will Rogers World Airport; connection currently available via transfer from circuitous line with infrequent service	Connection with Oklahoma City Amtrak Station
Edmond City Link—Edmond, OK	Connection provided via Metro Bus at Downtown Transit Center; Edmond City Link vans stop at Metro downtown transfer plaza	Limited connection via Metro Bus at Downtown Transit Center	Connection via Metro Bus at Downtown Transit Center
Cleveland Area Rapid Transit (CARTS)-Norman, OK	None	Connection with Norman Airport	Yes—CARTS headquarters is one block from Amtrak station
Metropolitan Tulsa Transit Authority—Tulsa, OK	Greyhound Station	Tulsa International Airport	No
Pelivan Transit—Big Cabin, OK	Greyhound and Jefferson Lines—Pelivan can sell tickets for Greyhound and Jefferson bus trips	Tulsa Airport Shuttle; Joplin, MO, Airport; and NW Arkansas Regional Airport	No
Muskogee Creek Transit—Muskogee, OK	No	No	No
Ponca Nation Transit—Ponca City, OK	No	No	No
Chickasaw Transit-Ada, OK	Greyhound at Pauls Valley, OK	No	No
Ki Bois Transit—Stigler, OK	Jefferson Bus Line	Non- scheduled service to Will Rogers World Airport upon passenger request	Yes—connection via Jefferson Bus Line


Table ES-1. Oklahoma Transit Agency Intermodal Connections (continued)

Transit Agency	Intercity Bus Connections	Airport Connections	Amtrak Connections
Muskogee County Transit—Muskogee, OK	Greyhound and Jefferson Lines	No	No
Washita Valley Transit—Chickasaw, OK	Jefferson Bus Line	Will Rogers World Airport upon passenger request	No
Transit Agency	Intercity Bus Connections	Airport connections	Amtrak connections
Cheyenne and Arapaho Tribe—Concho, OK	Greyhound and Jefferson Lines via Metro Bus Transit Plaza	Limited connection via Metro Bus; Tribe's vans stop at downtown transfer plaza upon request	No
Southwest Transit—Altus, OK	No	Lawton Airport upon passenger request	No
Beaver City Transit—Beaver, OK	No	No	No
Delta Public Transit—Lindsey, OK	Greyhound and Jefferson Lines	Will Rogers World Airport	Yes—Purcell Station and Pauls Valley Station
The Bus—Stillwater, OK	Jefferson Line (in near future)	Tulsa International Airport via link with Metropolitan Tulsa Transit	Yes—via Jefferson Bus Line
Central Oklahoma Transit System—Shawnee, OK	Greyhound Line when requested and vehicles and drivers are available	Will Rogers World Airport; Airport is unaware of connection	No
Little Dixie Transit—Hugo, OK	Greyhound Stations in Dallas and Oklahoma City	Will Rogers and Dallas Fort Worth airports via connection with airport shuttle in Bonham, TX	Yes—Oklahoma City Amtrak Station upon request
The Transit—Enid, OK	Greyhound and Jefferson Lines in Oklahoma City, Tulsa, and Perry	Woodring in Enid; Will Rogers International; Tulsa International	No
Comanche Tribe—Lawton, OK	No	No	No
The Ride—Guymon, OK	No	Guymon Municipal Airport	No
Cimarron Transit—Pawnee, OK	Jefferson and Greyhound Lines in Tulsa	No	No
Call A Ride—Ada, OK	Jefferson and Greyhound Lines in Pauls Valley	No	Pauls Valley Amtrak Station
Cherokee Strip Transit—Garber, OK	Oklahoma City and Tulsa bus stations	Tulsa International Airport; Will Rogers World Airport; and Wichita Regional upon request	No
JAMM Transit—Atoka, OK	Jefferson and Greyhound in Ardmore, Durant, McAlester, and Pauls Valley	No	No
First Capitol Trolley—Guthrie, OK	Greyhound in Oklahoma City upon passenger request	Will Rogers World and Tulsa International upon request	Oklahoma City Station
Seminole Nation Transit—Wewoka, OK	No	No	No
Red River Transportation Service—Fredrick, OK	Jefferson Line at Lawton	Will Rogers World Airport	Amtrak in Oklahoma City
Southern Oklahoma Transportation System—Durant, OK	Greyhound	Will Rogers World Airport and Dallas Fort Worth Airport	Amtrak at Ardmore

Source: Surveys conducted of Oklahoma public transit providers in late 2010 and documented in "Transit System Overview and Gap Analysis" (2011), Parsons Brinckerhoff

**Table ES-2. Statewide Intermodal Connections, Tabulation by County and Mode**

County (population from 2010 Census)	Intercity Bus	Airport	Amtrak	County (population from 2010 Census)	Intercity Bus	Airport	Amtrak	County (population from 2010 Census)	Intercity Bus	Airport	Amtrak
Adair (22,683)	✓	✓	✓	Grant (4,521)	✓	✓		Nowata (10,534)	✓	✓	
Alfalfa (5,642)				Greer (6,239)		✓		Okfuskee (12,199)	✓	✓	✓
Atoka (14,182)	✓			Harmon (2,922)		✓		Oklahoma (718,633)	✓	✓	✓
Beaver (5,636)				Harper (3,685)				Okmulgee (40,061)	✓	✓	✓
Beckham (22,119)				Haskell (12,769)	✓	✓	✓	Osage (47,476)	✓		
Blaine (11,943)	✓	✓	✓	Hughes (14,003)				Ottawa (31,847)	✓	✓	
Bryan (42,416)	✓	✓	✓	Jackson (26,446)		✓		Pawnee (16,577)	✓		
Caddo (29,600)	✓	✓	✓	Jefferson (6,472)	✓	✓	✓	Payne (77,350)	✓	✓	✓
Canadian (115,541)	✓	✓	✓	Johnston (10,957)	✓			Pittsburg (45,837)	✓	✓	✓
Carter (47,557)	✓	✓	✓	Kay (46,562)	✓			Pontotoc (37,492)	✓	✓	✓
Cherokee (46,987)	✓	✓	✓	Kingfisher (15,034)				Pottawatomie (69,442)	✓	✓	✓
Choctaw (15,205)	✓	✓		Kiowa (9,446)	✓	✓	✓	Pushmataha (11,572)			
Cimarron (2,476)				Latimer (11,154)	✓	✓	✓	Roger Mills (3,647)	✓	✓	✓
Cleveland (255,755)	✓	✓	✓	Le Flore (50,384)	✓	✓	✓	Rogers (86,905)	✓	✓	
Coal (5,925)	✓	✓	✓	Lincoln (34,273)	✓	✓	✓	Seminole (25,482)	✓	✓	
Comanche (124,098)	✓	✓	✓	Logan (41,848)	✓	✓	✓	Sequoyah (42,391)	✓	✓	✓
Cotton (6,193)	✓	✓	✓	Love (9,423)	✓	✓	✓	Stephens (45,048)	✓	✓	✓
Craig (15,029)	✓	✓		Major (7,527)	✓	✓	✓	Texas (20,640)			
Creek (69,967)	✓			Marshall (15,840)	✓	✓	✓	Tilman (7,992)	✓	✓	✓
Custer (27,469)	✓	✓	✓	Mayes (41,259)	✓	✓		Tulsa (603,403)	✓	✓	
Delaware (41,492)	✓	✓		McClain (34,506)	✓	✓	✓	Wagoner (73,085)	✓	✓	✓
Dewey (4,810)	✓	✓	✓	McCurtain (33,151)	✓	✓		Washington (50,976)	✓	✓	
Ellis (4,151)				McIntosh (20,252)	✓	✓	✓	Washita (11,629)	✓	✓	✓
Garfield (60,582)		✓	✓	Murray (13,482)	✓	✓	✓	Woods (8,878)			
Garvin (27,572)	✓	✓	✓	Muskogee (70,991)	✓	✓	✓	Woodward (20,081)	✓	✓	✓
Grady (52,435)	✓	✓		Noble (11,563)	✓	✓					

Source: Surveys conducted of Oklahoma public transit providers in late 2010 and documented in "Transit System Overview and Gap Analysis" (2011), Parsons Brinckerhoff

✓ = services provided



Survey of Oklahoma's Transit Providers

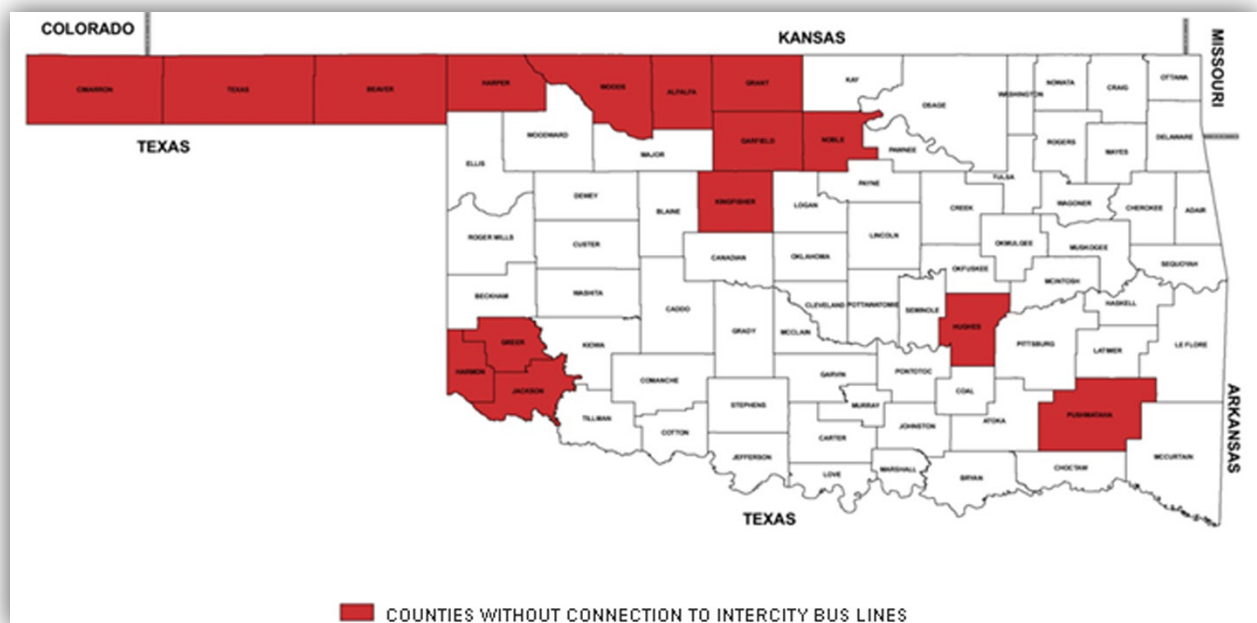
An initial assessment of current gaps between service provided by Oklahoma's transit systems and intercity bus lines, commercial passenger airports, and Amtrak stations was conducted by analyzing the information obtained through a field survey of transit providers conducted for this study. Gaps in county service were identified by comparing the intermodal connections noted in the survey and the counties served by state's urban, rural, and tribal transit systems. Table ES-2 shows intermodal connections currently being provided, and passenger transportation modes that are not currently being served by Oklahoma's transit systems.

The [Figure ES-1](#) through [Figure ES-4](#) maps depict the Oklahoma counties that do not have transit-based intermodal connections.

- [Figure ES-1](#) shows Oklahoma counties without intercity bus service.
Fifteen counties (19 percent) do not have rural transit access to either Greyhound or Jefferson bus lines. These counties represent approximately four percent of the State's population.
- [Figure ES-2](#) shows counties that do not have transit connections to a major airport.
Nineteen counties (25 percent) lack connection with major airports, which represents approximately 8.5 percent of Oklahoma's population.
- [Figure ES-3](#) displays counties that do not have transit connections to an Amtrak station.
Thirty four counties (44 percent) do not have transit connections to Amtrak, representing approximately 13 percent of Oklahoma's population.
- [Figure ES-4](#) shows counties that have no transit connections to passenger travel modes.
Nine counties (12 percent), representing almost three percent of Oklahoma's population, have no connection to passenger transit options.

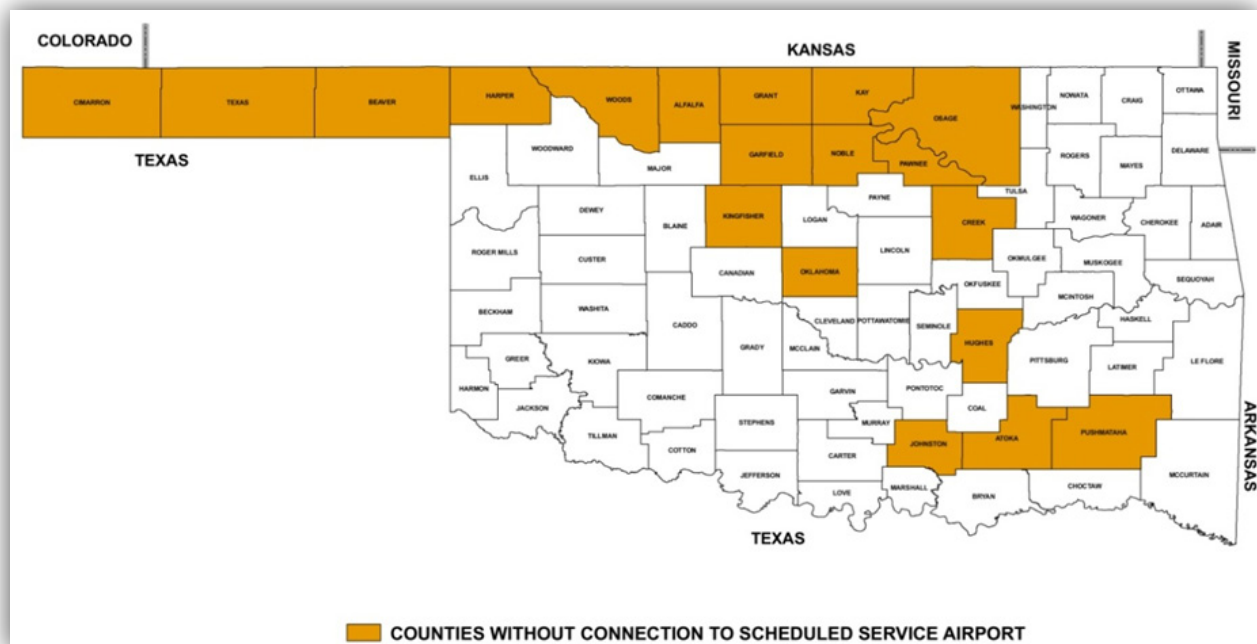


Figure ES-1. Counties without Transit Connection to Intercity Bus Lines



Source: "Transit System Overview and Gap Analysis" (2011), Parsons Brinckerhoff

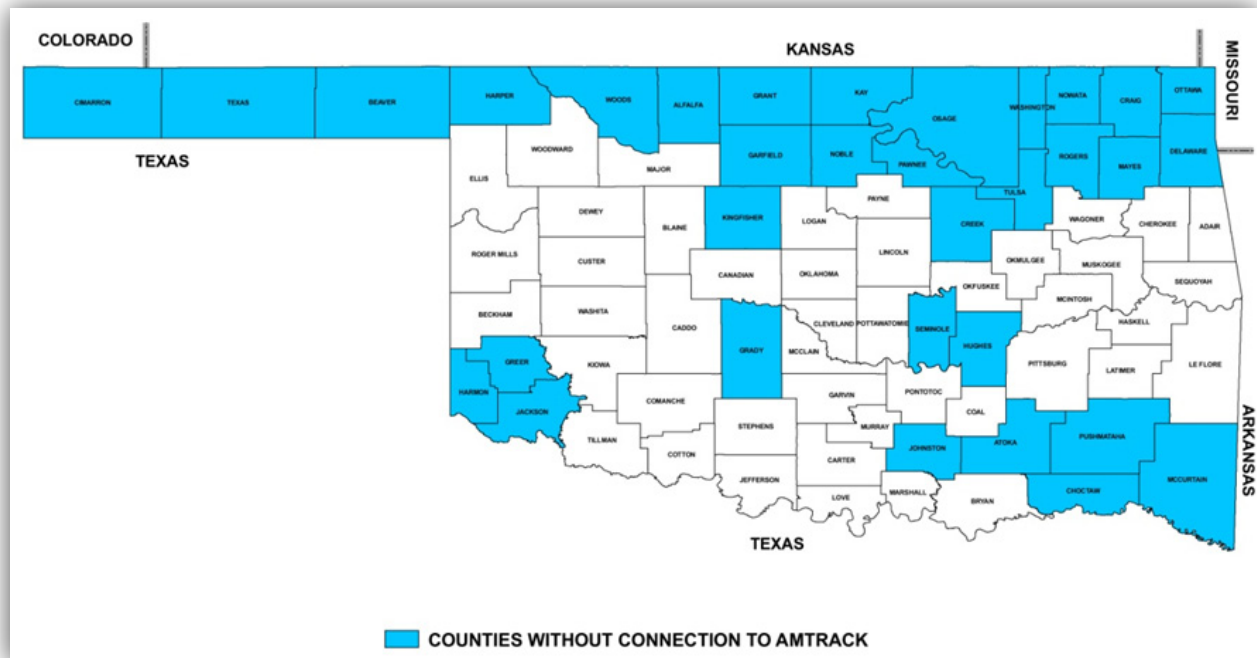
Figure ES-2. Counties without Transit Connection to Scheduled Service Airport



Source: "Transit System Overview and Gap Analysis" (2011), Parsons Brinckerhoff

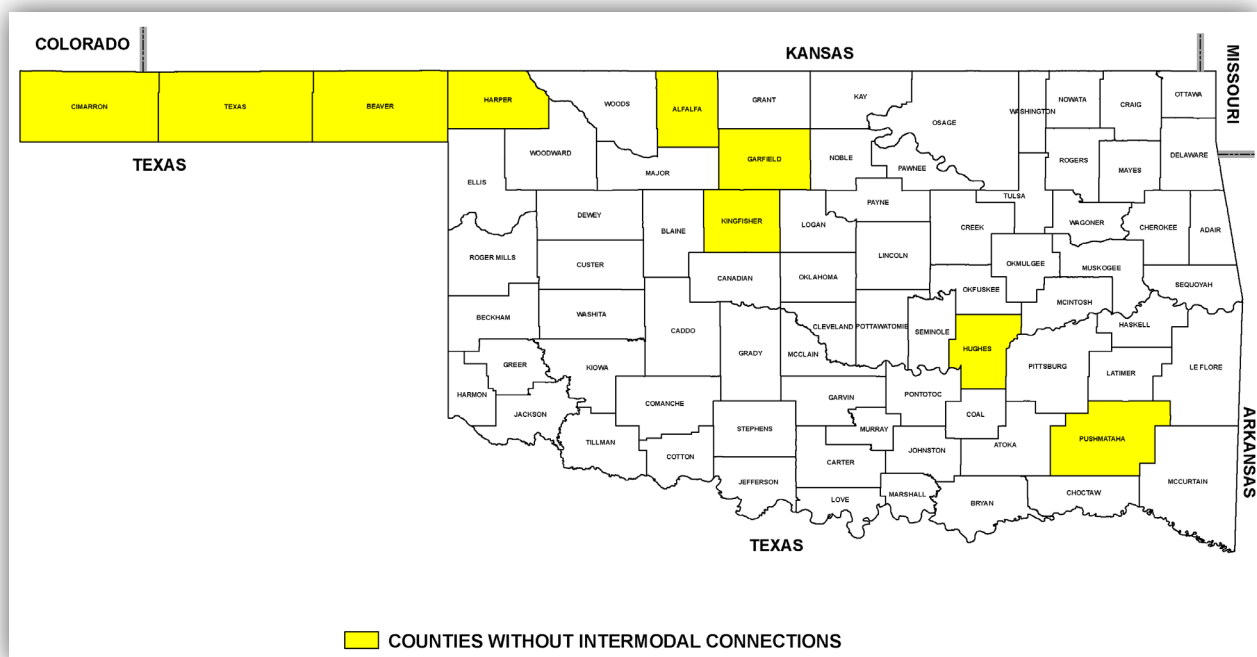


Figure ES-3. Counties without Transit Connection to Amtrak



Source: "Transit System Overview and Gap Analysis" (2011), Parsons Brinckerhoff

Figure ES-4. Counties without Intermodal Transit Connections



Source: "Transit System Overview and Gap Analysis" (2011), Parsons Brinckerhoff



Survey of Oklahoma's Passenger Transportation Transfer Points

The initial effort to identify passenger travel service gaps concentrated on transit providers. An additional survey was conducted to examine existing passenger transfer points in Oklahoma to assess travelers' abilities to use transit options to gain access to their destinations. This includes linkages with other transportation modes, such as intercity bus stations, Amtrak stations, major airports, park-and-ride lots, and transit system connection locations.

The purpose of the surveys is to identify lower-cost measures that would improve intermodal connections and use of the state's transit systems for passenger travel. While the recommendations will involve current passenger travel conditions and options, they will provide a foundation for future system connections that can be implemented to enhance the benefits of proposed Amtrak operational improvements and, ultimately, HSR deployment.

The site surveys included all five current Amtrak stations, all fifteen intercity bus stations, airports in Oklahoma City and Tulsa, and the downtown transit transfer facilities in Oklahoma City and Tulsa.

The surveys noted the availability (or lack of availability) of information to assist travelers that seek to use urban, rural, or tribal transit systems to gain access to specific cities or towns several counties away from the site. The site reviews examined the availability of posted information and contact information for transit agencies as well as pamphlets and maps to assist with transit and taxi services. The surveys also included interviews with ticket sellers, site-based Amtrak representatives, intercity bus representatives, airport information desk personnel, or other on-site representatives who could provide travel information. The interviewers also sought suggestions for ideas from the on-site personnel that would assist travelers to use transit services to reach their destinations. The resultant information from the surveys was documented by photographs and written reports for each transfer location to enable subsequent analysis leading to improvement recommendations. The survey results suggest that with small, low-cost improvements, connections among the airports, transit systems, and Amtrak can be enhanced for the traveling public.



Findings

Findings based on surveys of Transit Providers

The *Transit System Overview and Gap Analysis* included either completed survey forms (eight) or interviews and phone conversations with all of the state's urban and rural transit system operators as well as five managers of tribal transit systems. The surveys revealed institutional and funding barriers that can be addressed to provide improved statewide intercity passenger travel options.

Significant barriers to a more responsive passenger transit system in Oklahoma are: the lack of transit-based intermodal connections, and the current focus of Oklahoma's transit operations.

Finding:

- **Fifteen counties (19 percent) do not have rural transit access to either Greyhound or Jefferson bus lines. These counties represent approximately four percent of the State's population.**
- **Nineteen counties (25 percent) lack connection with major airports, which represents approximately 8.5 percent of Oklahoma's population.**
- **Thirty four counties (44 percent) do not have transit connections to Amtrak, representing approximately 13 percent of Oklahoma's population.**
- **Nine counties (12 percent), representing almost three percent of Oklahoma's population, have no connection to passenger transit options.**

Finding: The rural and tribal systems, and to some degree the urban systems, are primarily dedicated to providing transportation for transit-dependent customers with emphasis on medical and human services trips. Decreasing funding tends to reinforce this priority for service delivery. Although some connections with other systems and intermodal transfer locations are provided or are in the process of being implemented, they are generally associated with the primary needs for traditional users.

Almost all the transit managers were aware of a need for expanded statewide mobility for transit users. However, because of limitations on funding, vehicles, drivers, and administrative resources...

Finding: ... transit managers did not view their role as being an important element in Oklahoma's efforts to provide improved passenger travel choices and intermodal connections. While many of the transit managers were aware of some of the passenger transportation initiatives, such as Amtrak improvements and urban transit improvements, they did not appear to perceive an overall statewide vision for passenger travel or their role in it.

These findings suggest a need for greater involvement and inclusion of the transit system managers in Oklahoma's vision for passenger travel options and choices.

Finding: Another finding from the survey was the lack of information and administrative processes needed to support statewide transit mobility.

As noted from the transit system survey and interviews, statewide transit travel is difficult. In most cases, limited information is available to assist potential travelers in using the state's transit systems to connect to statewide destinations and intermodal transportation facilities that would allow them to travel within and beyond Oklahoma.



Findings based on Survey of Transfer Points

Finding: Currently, some information about passenger transportation options is available from volunteers at airports who can provide handouts about local bus service and shuttles as well as some information about rural transit connections. Posted information about travel connections is not available when the volunteers are off duty.

Finding: The five Amtrak stations are not staffed and mainly provide signs with bus schedules and routes.

Finding: Five of the intercity bus stations are staffed with agents who can answer questions about travel connections during normal business hours but do not have handouts or contact information for connections with other modes, such as rural or tribal transit systems. The remaining 18 intercity bus stations are in convenience stores with no posted information about transportation connections and only clerks with limited knowledge to answer questions about travel connections.

Finding: At several of the 27 locations surveyed, when on-site personnel were asked about why connection information was lacking, they responded that the requests for this information were relatively infrequent. While this may currently be the case, statewide and metropolitan area efforts to improve passenger transportation will increase the need for improved connections and information.



Recommendations

Recommendations based on survey of transit providers

The following are recommendations for low-cost actions that could be led by ODOT to include and involve the transit agencies in efforts to provide increased intermodal travel choices.

Recommendation: To involve Oklahoma’s urban, rural, and tribal transit systems as an integral participant in ODOT’s vision of providing passenger travel choices through passenger rail enhancements, it is recommended that increased communication between the agency and transit providers be initiated. The communication could involve periodic presentations during meetings of the Oklahoma Transit Association to define ODOT’s vision of improved intercity passenger transportation options through bus and rail enhancements combined with other modal improvements and connections.

The presentations could explain current and proposed passenger rail improvements, modal improvements being implemented in Oklahoma City and Tulsa, and a vision of how these improvements can be connected and interrelated to develop a statewide system providing passenger travel options. The emphasis of the presentations would be to encourage future participation by the state’s transit systems in providing statewide passenger travel and help define their important role in the system. The cost for the presentations would be relatively minor, consisting of staff time for preparation and presentations.

Recommendation: A large majority of the survey responders suggested that a low-cost coordination service or “mobility manager” is needed to assist transit users in navigating among Oklahoma’s transit systems and other transportation modes. Such a service could be accessible by cell phone, website, and social media to furnish a one-stop source for information, ticketing, and assistance for extended transit travel and could help users schedule transit trips using multiple transit agencies.

The service could link urban with rural destinations, other transportation modes, such as intercity bus, Amtrak stations, transit hubs, airports, and, ultimately, HSR services. In the future, depending upon demand, such a service could extend beyond state lines to furnish information for passenger transportation access to adjacent cities and states. It could also facilitate dispatching vehicles and drivers among the state’s urban, rural, and tribal systems to respond to inter-regional travelers’ needs. Some of the survey responders suggested the service be similar to an “on-line travel agency for transit system users.”

As envisioned by the survey respondents, a statewide transit information service would not have to be a complex operation involving a large organization. Once information is available, the service could be provided online and by phone and could be supported by a small staff associated with a transit-related organization. The cost to establish the service is estimated to be between \$100,000 and \$200,000, with an annual operating cost of approximately \$200,000 to \$300,000 (which would support two employees). Additional costs would involve office space, furnishings, and equipment.



Recommendations based on review of passenger travel transfer points

Recommendation: As an initial effort to provide organized passenger transportation connection information, it is recommended that highly visible, secure bulletin boards be provided at each of the 27 locations examined in this survey. The transportation information posted within the bulletin boards should contain an updated version of both sides of ODOT's 2010 *Oklahoma Passenger Service Map*. It should also contain posted contact information for local taxi services, airport shuttles, and local, rural, and tribal transit systems available to serve each location.

The *Oklahoma Passenger Service Map* provides a wealth of valuable information to assist travelers seeking to use passenger transportation options in the state. One side of the map displays the geographic operating areas for each of the state's rural transit systems, their headquarter locations, and phone numbers as well as counties and major highway routes served by the systems. The opposite side of the map contains helpful information about specialized transit operators, contact information for city taxi operators, and bus route information for Oklahoma City/Norman, Tulsa, and Lawton. It also has phone numbers for schedules and fares for Jefferson and Greyhound Bus Companies and for Amtrak reservations and information.

Commercial 40-by-60-inch bulletin boards with aluminum frames and lockable glass display doors can be purchased for about \$600 to \$700 each. Installation would cost approximately \$150 for each display. Additional cost would involve staff time to secure permission to install the boards and prepare contracts for the purchase and installation of these displays. The cost for this would be in the \$75,000 to \$100,000 range.

Recommendation: As ODOT's efforts to improve passenger rail service and Oklahoma City and Tulsa's plans for passenger transportation improvements are implemented, training courses and handout materials for transfer site personnel should be provided to support these capital improvements.

This will enable the site personnel to furnish comprehensive information about Oklahoma's passenger transportation options and how to use them. The handout could be distributed to volunteers at airport information desks and employees at intercity bus terminals and transit hubs. It could be a simple, inexpensive sheet with contact numbers for urban, rural, and tribal transit systems as well as contact information for Amtrak, Greyhound Bus, Jefferson Bus, and local taxi companies. The information is currently available on the *Oklahoma Passenger Service Map* (updated in 2010).



Complimentary Transit Organizations and Related and Recommendations

It should be noted that the United-We-Ride Council, an organization that reports to the governor on ways to increase the efficiency of state-supported transportation programs, is undertaking a related study of the state's transit providers. The purpose of the Council's study is to coordinate efforts to improve mobility and efficiency for state-funded transit services. A representative from the United-We-Ride Council attended an ODOT briefing about the *Oklahoma Transit Overview and Gap Analysis* and requested copies of the survey form and presentation. On August 18, 2011, a second presentation about the ODOT study was provided to the United-We-Ride Council, during which the Council's representative noted that the two studies were "a perfect example of dovetailing resources together to get the information we all need."

Recommendation: It is recommended that the findings from the United-We-Ride Council Study and the Oklahoma Transit System Overview and Gap Analysis be examined to determine how the authoring entities (and others) can collaborate to improve Oklahoma's passenger transit services.



1. TRANSIT SYSTEM OVERVIEW

1.1 Introduction and Purpose

Transportation in Oklahoma is experiencing dynamic and exciting changes to expand intermodal passenger travel options and support economic opportunities for its citizens. The state is in the midst of a rail and public transportation revival that includes initiatives for intercity rail service through Amtrak expansion and service improvements, urban streetcars and commuter rail, advanced HSR between Oklahoma City and Tulsa, transportation hubs to connect systems, and strengthened pedestrian and bicycle linkages.

The purpose of the *Oklahoma Transit System Overview and Gap Analysis* is to provide information about current passenger travel initiatives and identify low-cost potential transit service linkages to support and enhance the state's efforts to improve intermodal travel options and support planned transportation investments. The information presented in this study will help document current passenger transportation systems, proposed intermodal passenger mobility improvements, and potential service extensions and coordination that could enhance passenger transportation options throughout Oklahoma and to more distant destinations.

The ODOT 2010-2035 *Statewide Intermodal Transportation Plan* established recommendations for the state's transportation modes. **Table 1-1** presents the specific Plan recommendations relating to passenger travel (with emphasis on the transit system gap analysis shown in bold type). These recommendations provide the study objectives for this *Transit System Overview and Gap Analysis*.

ODOT's initiatives for passenger rail improvements are closely related to the public transportation strategies and recommendations noted in Table 1-1. These improvements, when combined with the recommended improvements from this study, offer increased intermodal choices through improved connections at rail stations, intercity bus terminals and airports with scheduled air service. Park-and-ride locations, and bicycle/pedestrian facilities under consideration in Oklahoma City and Tulsa offer further intermodal enhancements.

The *Transit System Overview and Gap Analysis* identifies existing transit services and major initiatives underway that will affect future passenger travel options in Oklahoma. This study will inform state transportation decision-makers about passenger transportation developments that may be more efficiently and effectively coordinated.

Specifically, the study objectives are to

- Describe major efforts currently underway to provide new, improved, or expanded transit and passenger rail operations/systems within the state and connecting to it
- Document the existing public, private, and tribal bus and passenger rail systems, both rural and urban, operating in Oklahoma
- Describe the geographic areas served by each existing system and identify any overlap or gaps in services



- Discuss future travel patterns, which may be better served by improved transit linkages/options
- Identify connectivity and informational gaps between transportation modes that inhibit passenger travel in Oklahoma
- Identify ways in which currently disconnected systems may be better linked to provide passenger transfers among bus, rail, air, and non-motorized passenger travel

Table 1-1. Public Transportation Recommendations

Passenger Rail
Promote selected expansion of Amtrak passenger rail service to provide people with multi-modal options for intercity travel.
Improve passenger rail as a modal choice through extension of Amtrak routes and development of the designated High-Speed Rail Corridor in Oklahoma.
Improve travel time, safety, and reliability of passenger rail through strategic improvements to rail lines and highway/rail at-grade crossings.
Increase intermodal choices by improved connections at passenger rail stations with intercity bus services, public transportation, park-and-ride facilities.
Public Transportation
Improve public transportation system operation and performance by promoting connections among rural, urban, tribal, and intercity bus services.
Support multiple modes of transportation among residential areas and employment locations, health services, and other activity centers.
Protect our investment in the public transportation system by seeking dedicated funding sources for public transportation.
Enhance modal choice by identifying and improving intermodal connection points for travel by public transportation, intercity bus, passenger rail, and automobile.
Promote the development of a Statewide Public Transportation Plan that identifies and targets opportunities for strategic improvements to services.

Source: "2010-2035 Statewide Intermodal Transportation Plan," ODOT

Information in bold type indicates an emphasis on the transit system gap analysis.



1.2 Current Statewide Passenger Transportation Initiatives

Numerous transportation improvements are occurring throughout Oklahoma in both urban and rural areas, which, when coordinated and linked, will provide critical system elements offering improved passenger travel choices. These improvements include a number of programs and projects described in the following sections.

1.2.1 Oklahoma City Initiatives—MAPS 3

In 1993, Oklahoma City initiated a major public works program, referred to as Metropolitan Area Projects (MAPS) to revitalize the city. The program has been successful, meeting all of its original goals. (Further information on Oklahoma City MAPS is available on the City's website at www.okc.gov/maps/index.html.)

In December 2008, the city's voters approved MAPS 3, which, among other things, will furnish important public transportation infrastructure. These improvements include, but are not limited to, the following MAPS 3 projects:

- A five- to six-mile rail-based modern streetcar system
- Sidewalks on major streets throughout the city
- Fifty-seven miles of new public bicycling and walking trails throughout Oklahoma City

The new trails will connect existing bicycle/pedestrian trails to form a city-wide system and include the I-44 West Trail to connect Lake Hefner to the North Canadian River trail. The proposal also includes the West River/North Canadian Greenway Trail to link Lake Overholser to the North Canadian Greenway and the Lake Draper and Airport Trail which would provide a loop trail around Lake Stanley Draper and would connect the Lake Draper Trail with the Airport Trail. (All Oklahoma City MAPS 3 projects are described at www.okc.gov/maps3/projects.html.)

Regional Transit Dialogue

In 2009, the Association of Central Oklahoma Governments (ACOG) initiated a Regional Transit Dialogue (RTD) to be administered by ACOG. It engaged locally elected officials, policy stakeholders, private-sector leaders, and the general public to determine public transportation's future within central Oklahoma. (The Regional Transit Dialogue is explained in greater detail at www.acogok.org/Programs_and_Services/Transportation_and_Data_Services/RTD/default.asp.)

The process resulted in an emphasis on public transportation for the central Oklahoma region. The RTD included recommendations for a future regional transit system and explored funding opportunities that include a modern streetcar system, an intermodal transportation hub, bus system improvements, commuter rail concepts, and land use development that would be compatible with transit usage as well as bicycle and pedestrian commuting.

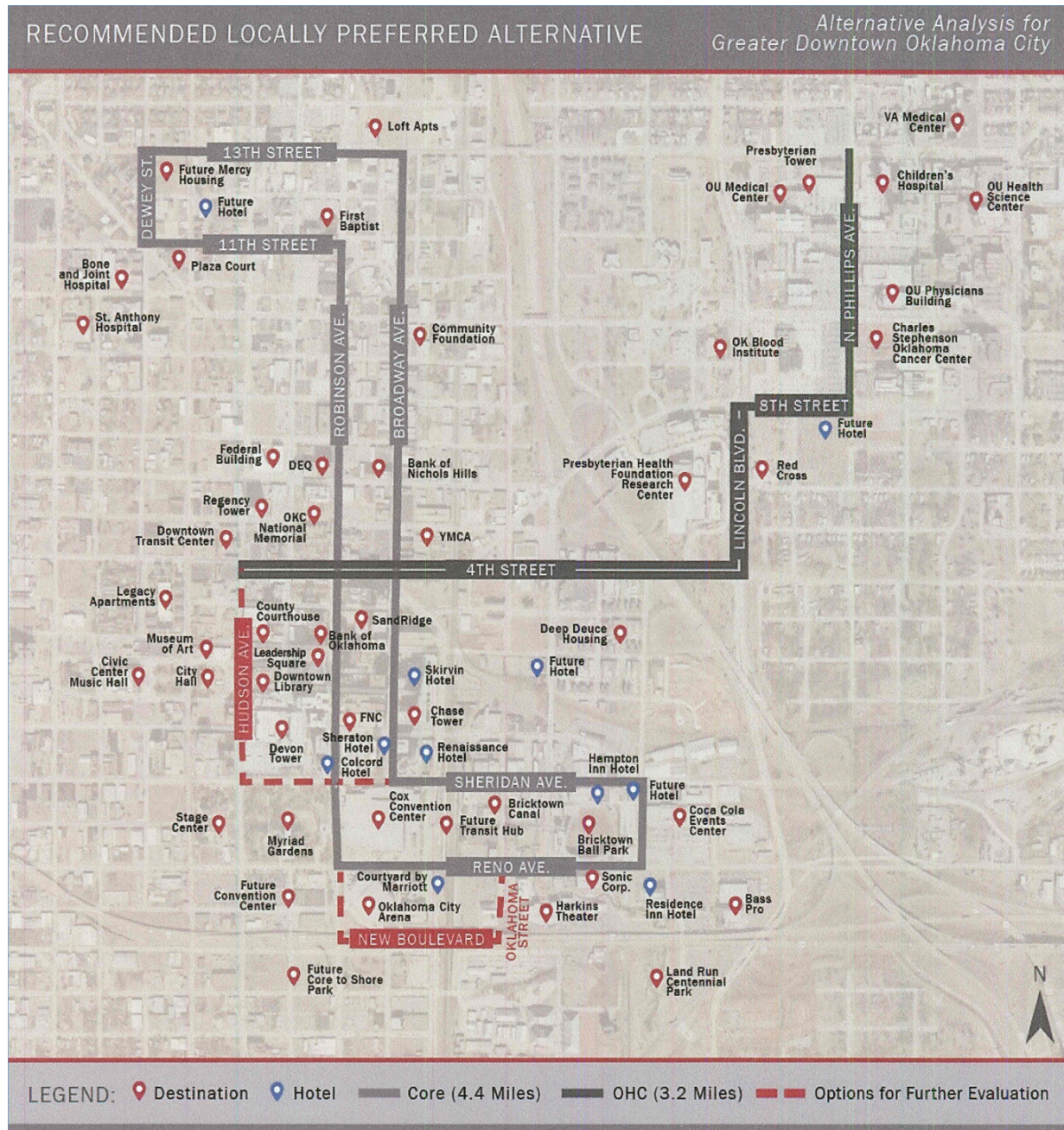
Streetcar System

MAPS 3 identified a fixed-rail streetcar system to serve the city's Downtown/Bricktown region. Alternatives Analysis has been completed and a locally preferred alternative mode and alignment has been selected by the City of Oklahoma City. MAPS 3 funds provided \$120 million



for its implementation. The Central Oklahoma Transportation and Parking Authority (COTPA) was awarded a \$378,000 TIGER II grant from the U.S. Department of Transportation for the environmental assessment phase of the streetcar system. The funds will be used for an environmental assessment that will refine the Locally Preferred Alternative (LPA) alignment for downtown circulation involving modern streetcars. **Figure 1-1** shows the LPA alignment as approved by the COTPA Board of Trustees.

Figure 1-1. Downtown Oklahoma City Streetcar Circulator Routes



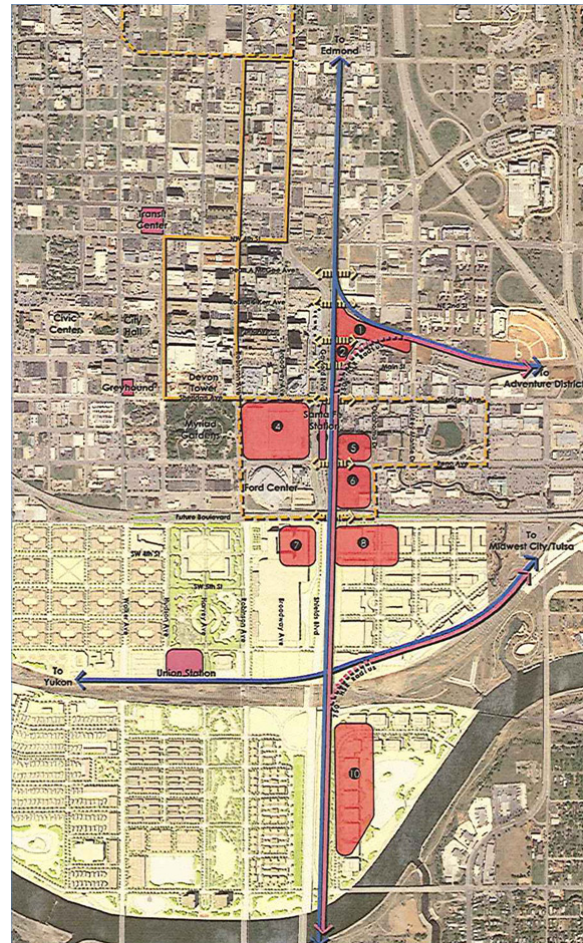
Source: Central Oklahoma Transportation and Parking Authority, City of Oklahoma City, Oklahoma 2011

Transit Center

A downtown transit center opened in Oklahoma City in 2003 to facilitate operations of the METRO Transit hub and spoke system of service deployment. The center, located three blocks from the Greyhound/Jefferson Station, affords greatly improved bus connections and a drop-off point for rural and tribal transportation system passengers, commercial airport shuttles, and bicycle racks to encourage bike/bus connections.

A study was recently completed to determine the location and implementation concepts for an intermodal transportation hub. The hub will be designed to accommodate Metro buses, streetcars, Amtrak, future high speed rail (HSR), and Jefferson and Greyhound intercity buses. The MAPS 3 initiative provided \$10 million to assist with the Hub analysis and commuter rail feasibility. Conceptual facility planning and site selection were recently completed. The hub will help realize ODOT's *2010-2035 Statewide Intermodal Transportation Plan* goal to enhance modal choice by identifying and improving intermodal connection points for travel by public transportation, intercity bus, passenger rail, and automobile. **Figure 1-2** shows hub locations that were considered in the study. Following a two-tier evaluation process and three public meetings, the Advisory Committee recommended the Santa Fe Station on E.K. Gaylord Boulevard in downtown Oklahoma City (and two adjacent parking areas) as the recommended hub location.

Figure 1-2. Oklahoma City Hub Analysis



"Potential Transportation Hub Locations," Jacobs

Commuter Rail—Oklahoma City to Norman, Edmond, and Midwest City

In 2006, COPTA completed a *Regional Fixed Guideway and System Study*. The study identified a 2030 system vision representing a multi-modal concept for a fixed guideway transit system to provide reliable, fast, and safe public transportation service to the Oklahoma City metropolitan area. The plan consists of 670 miles of enhanced bus, 40 miles of bus rapid transit (BRT), 42 miles of commuter rail transit, and five miles of downtown modern streetcar.



The commuter rail lines in the *2030 System Plan Vision* would be proposed as the Edmond Corridor, the Norman Corridor, and the Midwest City/Tinker Corridor. These three commuter rail lines would converge at the future downtown Oklahoma City intermodal transportation hub described above.

Locating in this area provides for linkages and important transfers among bus, BRT, commuter rail, and the downtown streetcar system as well as the region's system of bicycle and pedestrian trails.

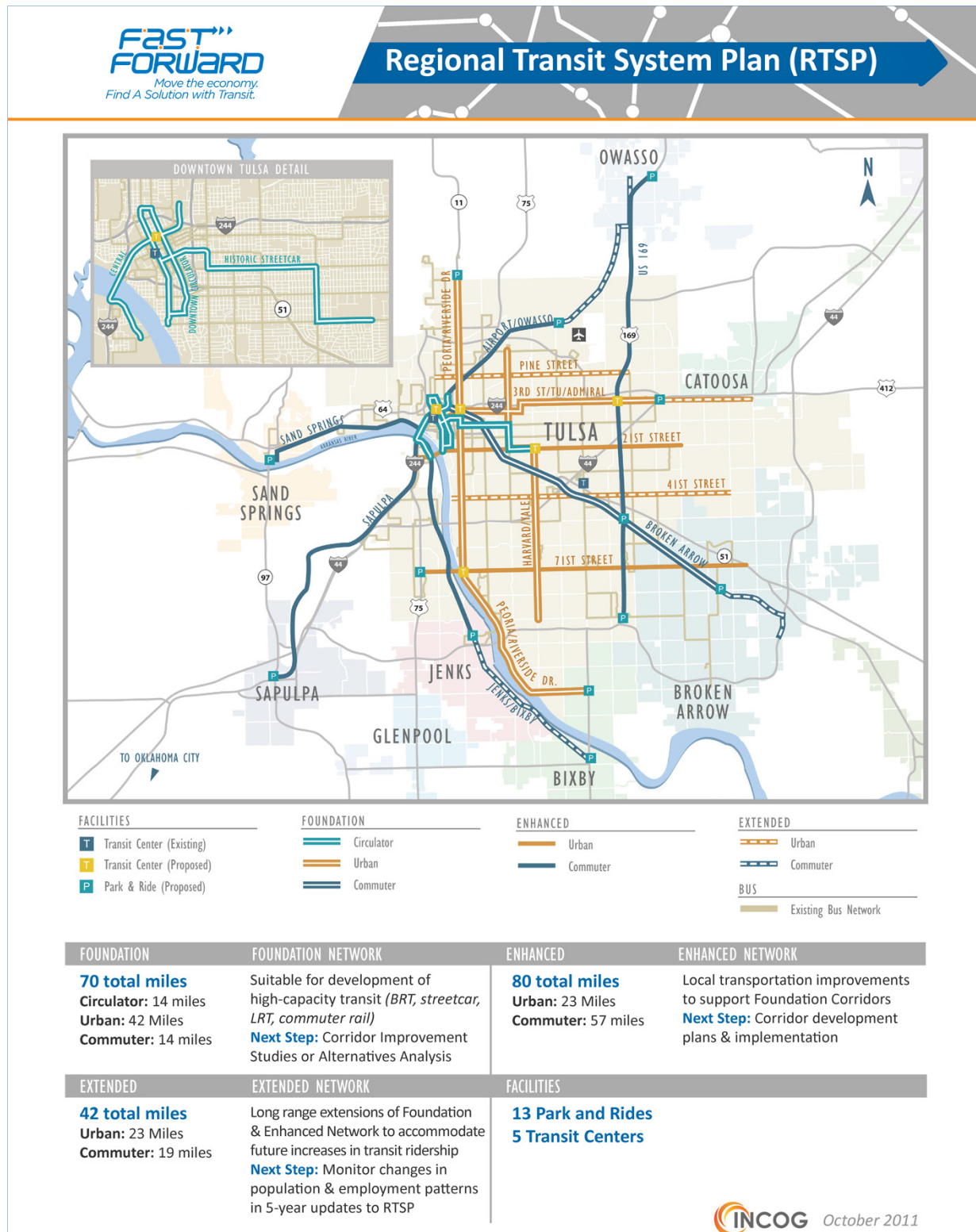
1.2.2 Tulsa Transportation Initiatives

Tulsa is also engaged in several efforts to expand passenger transportation services, including *Regional Transit Coordination*, the *Rail Transit Strategic Plan*, the *Regional Transit System Plan*, and planning for high-speed and commuter rail:

- **Regional Transit Coordination**—The Indian Nations Council of Governments (INCOG), the metropolitan planning organization for the Tulsa region, prepared a *Coordinated Human Services Transportation Plan* that examined existing fixed-route and demand-response services in operation. It also revealed potential gaps in the system and included recommendations to coordinate services better and to simplify service delivery. The *Transit System Overview and Gap Analysis* will extend these findings to support human services transportation beyond the Tulsa region to other statewide human service locations.
- **Rail Transit Strategic Plan**—INCOG conducted a study as part of an overall planning effort to address regional congestion to determine if transit improvements could help provide improved person-moving capacity in the region's major commuting corridors. The study considered Broken Arrow (along the Union Pacific/State Highway 51 corridor), Jenks/Bixby (along Tulsa Sapulpa Union Railroad corridor), Owasso (along South Kansas and Oklahoma [SK&O] Railroad corridor), Sand Springs (along US-412/Sand Springs Railroad corridor), and Central Corridor (connecting the Tulsa urban core to the junction point of the first four). [Figure 1-3](#) shows these study corridors. INCOG initially identified one transit corridor to analyze (Tulsa-Broken Arrow) for enhanced transit services.
- **Tulsa Regional Transit System Plan**—The *Regional Transit System Plan*, which began in late 2010 evaluated various multi-modal approaches to enhance regional public transit services. The plan was adopted in October 2011.
- **High Speed Rail and Commuter Rail**—A key project for the Tulsa region is a potential commuter rail line running parallel to I-244 and HSR between Tulsa and Oklahoma City to connect with Amtrak's Heartland Flyer. This proposal includes a significant investment in rebuilding a bridge over the Arkansas River on I-244 near downtown Tulsa to accommodate highway needs as well as high-speed or commuter rail linking Tulsa to Oklahoma City. The I-244 bridge replacement will leave the critically important freight rail line crossing the Arkansas River in place and unaffected by improved passenger and highway travel. This I-244 bridge also provides for pedestrian and bicycle facilities. Initial contracts for bridge construction were recently awarded.



Figure 1-3. Major Tulsa Work-related Commuting Corridors



Source: Indian Nations Council of Governments, Tulsa, Oklahoma, 2011



- **PLANiTULSA**—This is a comprehensive planning process initiated by the city of Tulsa in 2009 to update the *Tulsa Comprehensive Plan* to determine growth of the city over the next 30 years. The planning process involved extensive input from citizens, business leaders, and public officials. Its purpose was to craft a vision for the city that will provide a “re-greening” of Tulsa, including transportation alternatives and more convenient connections. PLANiTULSA was adopted in July 2010 by the City of Tulsa.
- **The Tulsa Regional Transit System Plan: *FAST Forward* (RTSP)**—This plan was prepared by INCOG and is the first of its kind in the Tulsa Area. It extends the forward-thinking momentum created by PLANiTULSA and focuses on public transportation for the region’s communities, including Tulsa, Broken Arrow, Bixby, Jenks, Owasso, and Sand Springs. The *FAST Forward* plan examines transit system improvements over the next 30 years (2009 to 2039). One of the goals of RTSP is the prioritization of the most appropriate transit corridor upon which to conduct an Alternatives Analysis study for major capital investment. Results of the needs assessment evaluation were moved forward and incorporated into additional screening processes for the development of conceptual transit system plans. Transit corridor market groups were categorized into one of three potential priority levels for implementation. Priority categories were identified by natural groupings, or breaks, in the cumulative needs assessment scores. This resulted in a Foundation, Enhanced, and Extended network framework, which will help local decision makers to pursue projects in priority order.
 - ▶ This is an important opportunity for the Tulsa region to compete for federal funding. The *Tulsa Regional Transit System Plan* is the first step in identifying a financially viable public transportation program for the greater Tulsa area.
 - ▶ Public transit options under consideration include conventional buses, express buses, BRT, street cars, commuter rail, and light rail transit. Also to be evaluated will be possible regional transit linkages to the proposed HSR service that will link Tulsa with Oklahoma City. ODOT has recently initiated a service development plan and environmental clearance process for this proposed project.
 - ▶ Participation by the public is a major component in developing the plan. Numerous opportunities are being created online and throughout the Tulsa region to engage residents and stakeholders to discover their attitudes, needs, and desires with regard to public transportation.

1.2.3 Intercity Bus

Two intercity bus companies serve Oklahoma:

- **Greyhound Lines** (formerly Texas New Mexico & Oklahoma Coaches) provides inter- and intra-state travel throughout the U.S. and Canada along Oklahoma’s interstate and major highways. During 2008, the Greyhound fleet traveled approximately 5.8 billion passenger miles and carried almost 25 million people. In 1996, Greyhound entered into an extended cooperative agreement with Amtrak to provide train-to-bus service.



Known as “Amtrak Thruway,” Amtrak passengers are able to purchase a Greyhound bus ticket in conjunction with their train ticket to reach cities not served by rail. Greyhound Lines presently serves Ardmore, Bartlesville, Dewey, Chickasha, Durant, El Reno, Elk City, Henryetta, Lawton, McAlester, Muskogee, Norman, Okemah, Oklahoma City, Pauls Valley, Sallisaw, Shawnee, and Tulsa.

- **Jefferson Bus Lines** is a Minneapolis-based company offering scheduled daily bus service throughout the central region of the country. In Oklahoma, it serves Ardmore, Bartlesville, Chickasha, Fort Sill, Henryetta, Lawton, Muskogee, Norman, Okemah, Oklahoma City, Pauls Valley, Poteau, Sallisaw, Shawnee, and Tulsa. Greyhound serves as Jefferson’s agent in Tulsa and Oklahoma City. Jefferson also shares the bus depots with Greyhound in Norman and Ardmore.

Figure 1-4 displays the Greyhound and Jefferson bus stations. Two of the stations are shared by both lines.

1.2.4 Passenger Rail Service

Public Comments Regarding Passenger Rail Service Improvements

The preparation of the *2010-2035 Statewide Intermodal Transportation Plan* included 14 statewide public meetings between November 2 and November 17, 2009. Another six public meetings were conducted between August 23 and August 27, 2010. Two hundred and sixty three people attended the November meetings. Approximately 220 attendees provided comments to indicate their desired focus for future transportation efforts. The majority of comments were supportive of policies to provide increased transit and rail and improved bicycle facilities followed by support for specific roadway projects.

Ninety-four citizens attended the August meetings and submitted 64 comments. Some of the public’s suggestions included:

- Expanding and interconnecting a public transit system that includes both bus and rail to link rural, urban, and tribal communities
- Incorporating sidewalks and bicycle lanes into transportation projects

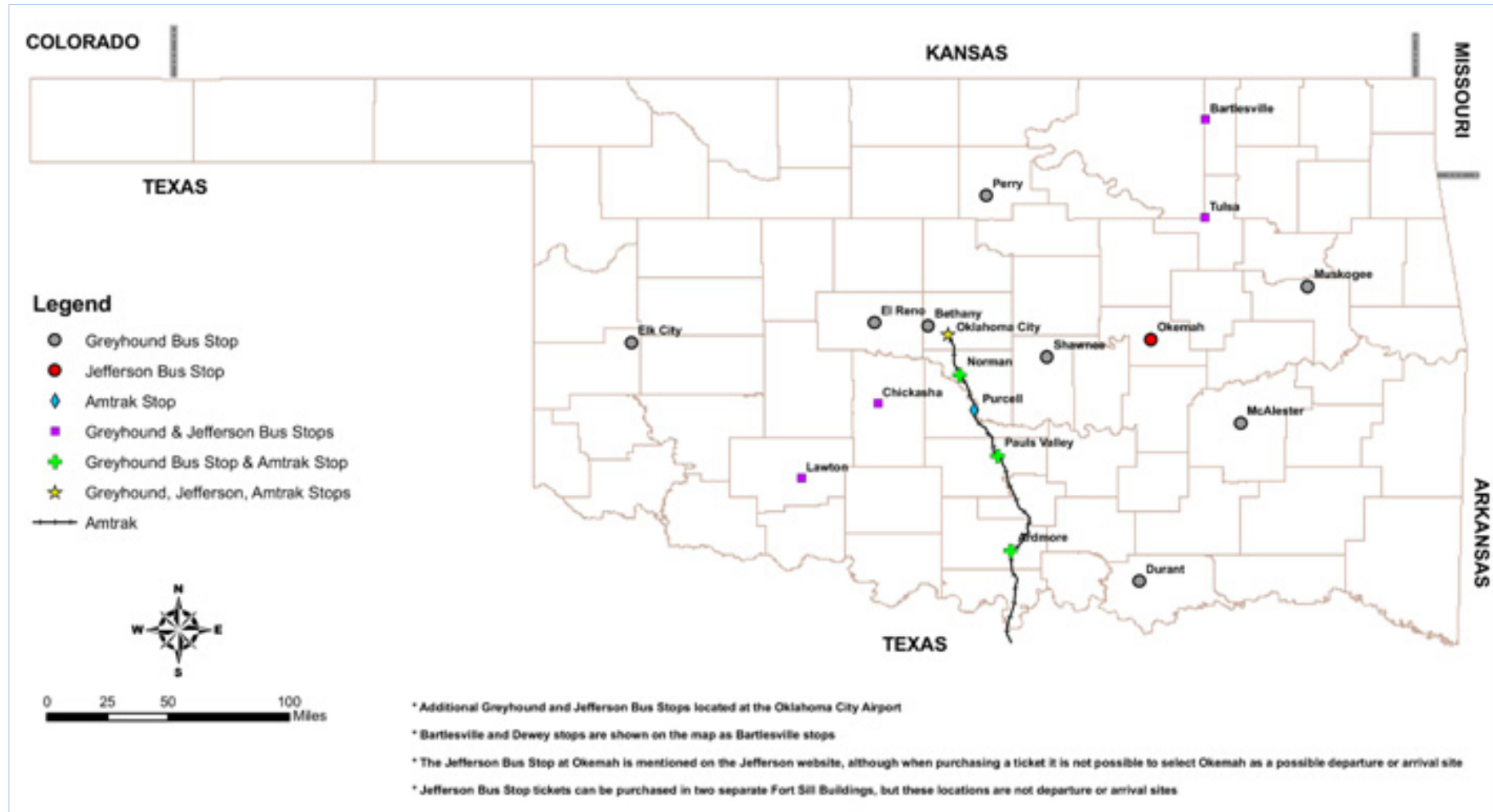
Passenger Rail in Oklahoma

Currently, one passenger train operates in Oklahoma. The Heartland Flyer is a state-sponsored Amtrak-operated train travelling between Oklahoma City and Fort Worth, Texas. The train departs Oklahoma City at 8:25 a.m., arriving in Fort Worth mid-day, and returns to Oklahoma City in the evening on a daily basis.

Oklahoma established the Heartland Flyer service under the provisions of the *Rail Service Passenger Agreement* and its subsequent revisions. Operation commenced on June 14, 1999. Texas became a co-sponsor of the train in 2006.



Figure 1-4. Oklahoma Amtrak Stations, Intercity Bus Stations, and Stops



Source: "Intercity Bus and Amtrak Station Locations," Parsons Brinckerhoff



The Heartland Flyer provides a connection with both eastbound and westbound sections of the current Texas Eagle line in Fort Worth. This connection enables passenger transfers to other Amtrak east-west rail services. Oklahoma communities served along the way are Norman, Purcell, Pauls Valley, and Ardmore. The train is handicap accessible but does not provide bicycle accommodations or racks.

Figure 1-5 shows current schedules for the five Oklahoma stations served by the Heartland Flyer.

Figure 1-6 shows the Heartland Flyer Route through Oklahoma and into North Texas.

The Heartland Flyer schedule currently favors Oklahoma passengers travelling to Texas. Except for a short trip confined to afternoon business or recreation in Fort Worth, a trip to Texas would require, at a minimum, an overnight's stay to afford a full day in the Dallas/Fort Worth area. A trip to Oklahoma from Texas would require two nights stay to allow time in the state for business or personal activities.

A disadvantage of the route is that it serves Fort Worth instead of Dallas. Dallas is much larger than Fort Worth. Tarrant County (which contains Fort Worth) has a 2010 population of 1.8 million, less than one-third the total Dallas-Fort Worth-Arlington metro area population of 6.5 million.

The Amtrak fiscal year 2010 *Fact Sheet* noted that ridership aboard Heartland Flyer trains decreased by nearly 9.1 percent between fiscal years 2008 and 2009 (to 73,564 passengers) and increased by 11.1 percent between fiscal years 2009 and 2010 (to 81,749

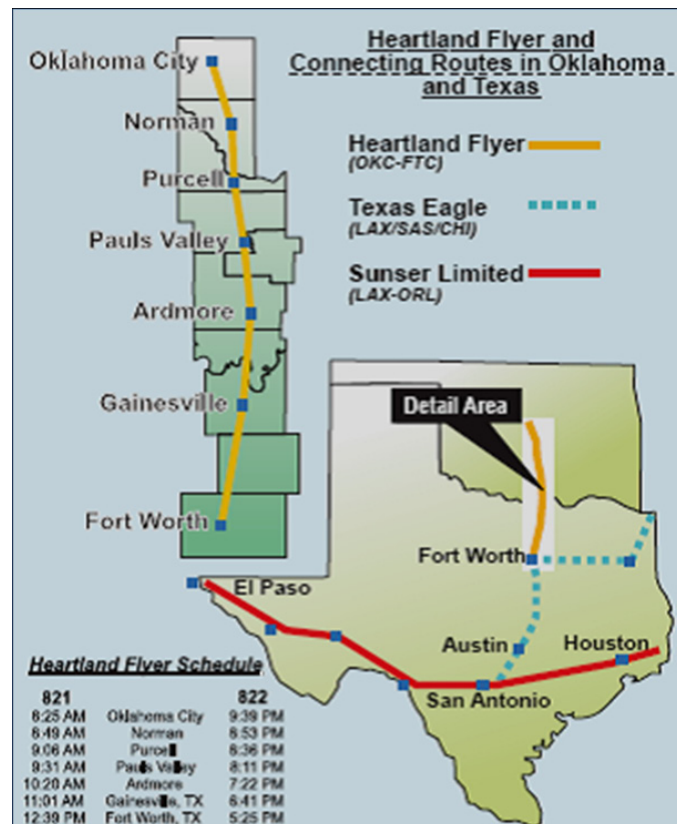
Figure 1-5. Heartland Flyer Station Schedule

HEARTLAND FLYER									
Oklahoma City • Fort Worth									
821	◀ Train Number ▶								822
Daily	◀ Days of Operation ▶								Daily
	◀ On Board Service ▶								
Read Down	Mile	▼				Symbol	▲		Read Up
8 25A	0	Dp	Oklahoma City, OK	(CT)	○ & ♿		Ar		9 39P
			Tulsa, Kansas City—see back						
8 49A	20		Norman, OK		○ & ♿				8 55P
9 06A	35		Purcell, OK		○ & ♿				8 38P
9 31A	57		Pauls Valley, OK		○ & ♿				8 12P
10 23A	102		Ardmore, OK		○ & ♿				7 23P
11 05A	141		Gainesville, TX		○ & ♿				6 42P
12 39P	206	Ar	Fort Worth, TX	(CT)	● & ♿		Dp		5 25P

The Heartland Flyer is financed primarily through funds made available by the Oklahoma and Texas Departments of Transportation.

Source: "Heartland Flyer Schedule," ODOT

Figure 1-6. Heartland Flyer



"Heartland Flyer Routes," ODOT



passengers). **Table 1-2** shows Heartland Flyer annual ridership for 2002 through 2010. The fluctuations in ridership were likely because of economic conditions and significant on-time performance improvements in 2009. In 2009, Heartland Flyer's host railroad, BNSF, made passenger train on-time performance a priority on its system.

Table 1-2. Heartland Flyer Ridership, 2002 to 2010

	2002	2003	2004	2005	2006	2007	2008	2009	2010
Total number of passengers	52,584	46,592	54,223	66,968	64,078	68,245	80,892	73,564	81,749

Source: "Heartland Flyer Ridership," Amtrak

Kansas Passenger Rail Initiatives

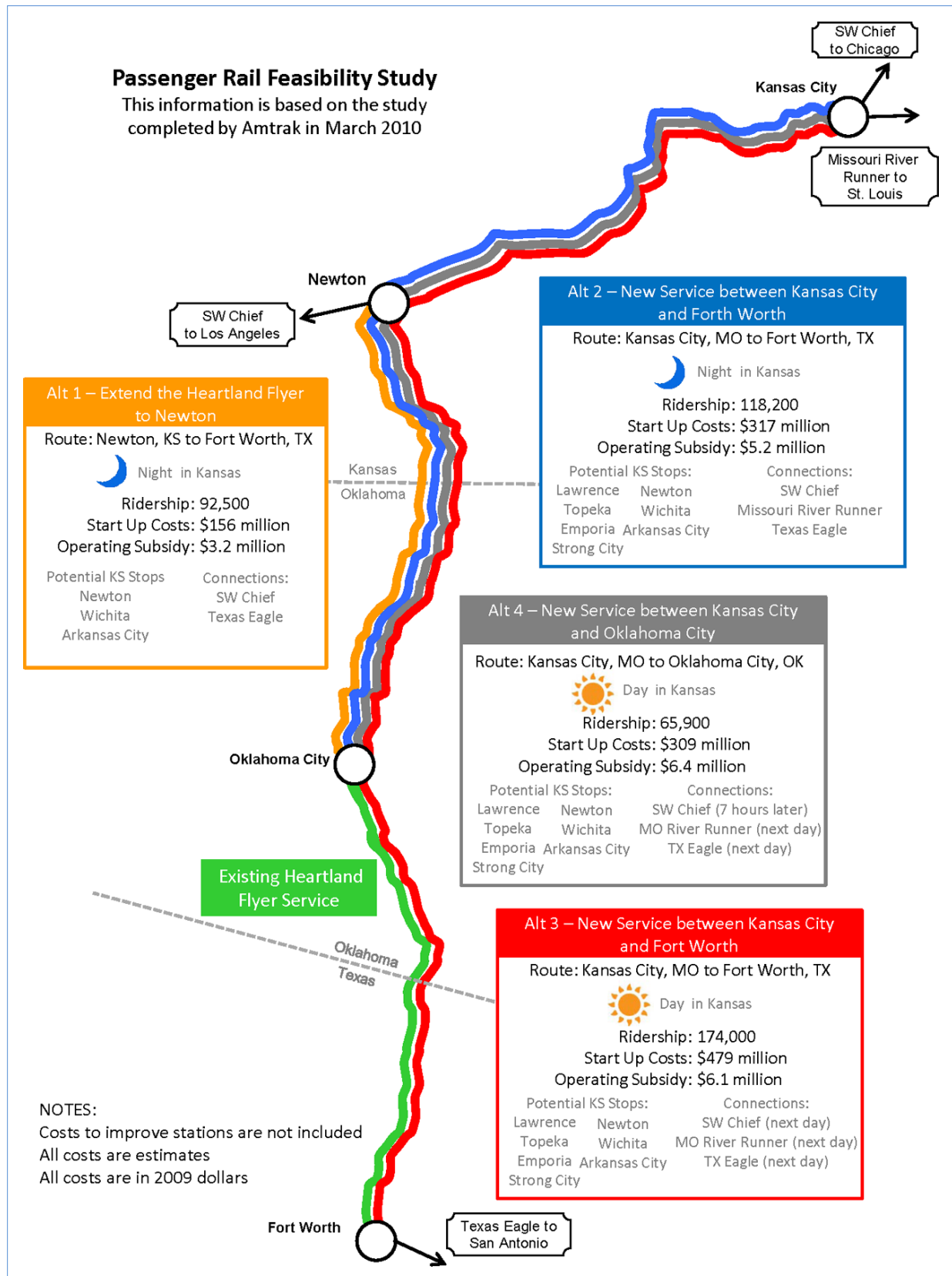
In 2008, the Kansas Department of Transportation (KDOT) requested Amtrak to perform a feasibility study for establishing passenger rail service into Oklahoma. The study examined a corridor between Kansas City, Missouri, and Oklahoma City that would serve several Kansas and Oklahoma communities. Four alternative services were studied by Amtrak in its March 2010 *Feasibility Report of Proposed Amtrak Service, Kansas City, Missouri—Oklahoma City, Oklahoma to Fort Worth, Texas*. Two of the alternatives have been advanced from that feasibility study—Alternative 1 and Alternative 3.

The four alternative services (**Figure 1-7**) identified and evaluated by Amtrak and BNSF were

- **Alternative 1: Fort Worth, Texas, to Newton, Kansas (Heartland Flyer Extension)**—This scenario is an overnight extension of the existing Heartland Flyer service from Oklahoma City to Newton. Both northbound and southbound service would be provided connecting in Newton, Kansas, with both the eastbound and westbound Southwest Chief. This alternative is referred to as the "Heartland Flyer Extension."
- **Alternative 2: Fort Worth, Texas, to Kansas City, Missouri (overnight)**—This scenario would furnish new northbound and southbound overnight services connecting Fort Worth, Oklahoma City, and Kansas City. The two services would provide connections with the Southwest Chief at Newton, Kansas. The Southwest Chief operates daily between Chicago and Los Angeles via Kansas City.
- **Alternative 3: Fort Worth, Texas, to Kansas City, Missouri (daytime)**—This alternative offers a new daytime rail passenger service in each direction between Fort Worth and Oklahoma City and on to Kansas City. However, the schedule for this alternative would NOT provide a connection at Newton with Amtrak's Southwest Chief service.
- **Alternative 4—Oklahoma City, Oklahoma, to Kansas City, Missouri**—This scenario considers new daytime service in each direction between Oklahoma City and Kansas City. Under this alternative, neither the northbound nor the southbound service would connect with any of the existing Amtrak services.



Figure 1-7. Amtrak Service Extension Alternatives



"Amtrak Service Extension Alternatives," Parsons Brinckerhoff



Service Development Plan

A *Service Development Plan* (SDP) was advanced from the *Kansas Passenger Rail Initiatives Feasibility Study*. Two options for service were evaluated by the SDP. The first extends the existing Heartland Flyer north from Oklahoma City to Newton, Kansas, where it would connect with Amtrak's Southwest Chief (Heartland Flyer Extension).¹ The second option is standalone daytime service between Kansas City and Fort Worth via Wichita and Oklahoma City (*KC-OKC-FW Daytime Service*).² The daytime service would provide a second daily train in each direction between Oklahoma City and Fort Worth.

The extension of the Heartland Flyer to Kansas City would offer a convenient connection at Newton, Kansas, to both the westbound and eastbound sections of Amtrak's Southwest Chief

Figure 1-8. Southwest Chief Route



"Southwest Chief Route," Amtrak

(Figure 1-8).

The current Heartland Flyer schedule would remain, with the train turning around at Newton instead of its current overnight layover in Oklahoma City. The transfers at Newton would occur in the very early morning hours (Figure 1-5).

If the first option considered in the SDP—extending the Heartland Flyer—is implemented, passengers from all points on the Southwest Chief route could reach Oklahoma City and Fort Worth. However, a very early morning transfer, interrupting normal sleep periods, would be required. The existing Heartland Flyer would continue its current operation and would allow Kansas City passengers to connect with other Amtrak lines in Fort Worth.

The second service proposed would depart both Kansas City and Fort Worth early in the morning, arriving at the opposite ends in the evening. The daytime train does not conveniently connect with other national Amtrak trains, but presents a convenient schedule for regional travelers. This operational improvement would increase the number of trips between Fort Worth and Oklahoma City while opening a new Amtrak route segment between Oklahoma City and Kansas City. The new service is expected to generate 174,000 annual passenger trips and would offer one daytime trip in each direction to connect the cities. Travel time from end to end would be just over 12 hours. The existing Heartland Flyer would continue its current operation and would allow Kansas City passengers to connect with Fort Worth.

KDOT and ODOT completed the SDP in late 2011. The next step in implementing either service proposal would be to prepare an environmental clearance document. Estimated implementation of the first alternative would take about six years from start of the environmental process initiation.

¹ *Feasibility Report of Proposed Amtrak Service Kansas City, Missouri—Oklahoma City, Oklahoma to Fort Worth, Texas, Alternative 1.*

² *Feasibility Report of Proposed Amtrak Service Kansas City, Missouri—Oklahoma City, Oklahoma to Fort Worth, Texas, Alternative 3.*



The environmental process and the procurement of train equipment are the greatest source of schedule uncertainty. The second alternative would take approximately a year longer.

Improvements in Oklahoma's Amtrak service as well as national passenger rail service improvements and proposed expansions will provide major passenger travel options and benefits for the state's citizens and visitors. As displayed in [Figure 1-9](#), convenient access to the Amtrak system from Kansas City and Fort Worth will allow Oklahoma passengers to travel to most U.S. cities as well as rail connections to Mexico and Canada as shown in Figure 1-9. These major improvements in passenger rail transportation offer increased intermodal choices for passenger transportation and increase the need for improved connections at passenger rail stations with intercity bus services, public transportation and park-and-ride facilities plus incorporation of bicycle/pedestrian facilities. The provision of these improved connections is the primary emphasis of the *Oklahoma Transit System Overview and Gap Analysis*.

High-Speed Rail

The Heartland Flyer route is designated as a part of the U.S. Department of Transportation's *Vision for High Speed Rail (HSR) in America*.³ Eleven HSR corridors are proposed nationwide ([Figure 1-10](#)). HSR corridors are designated based on ridership, public benefits, and cooperation among states, localities, and freight railroads. The Oklahoma City to Tulsa corridor is one of the U.S.'s designated HSR corridors, known as the South Central High-Speed Corridor ([Figure 1-11](#)). The hub of the corridor is Dallas/Fort Worth, with branches to San Antonio through Austin (to the south), to Little Rock through Texarkana (to the northeast), and to Tulsa through Oklahoma City (to the north).

The Oklahoma City to Tulsa Corridor has been the focus of earlier studies. ODOT recently selected a consultant to develop the service development plan and to prepare an environmental clearance document for high-speed passenger-rail service in this corridor. A key component of the service development plan will be the critical transit connections to and between the proposed line station locations in Oklahoma City and Tulsa (and other intermediate stations between Oklahoma City to Tulsa). Improved urban, rural, and tribal transit connections will furnish a critical link to serve passengers utilizing the high-speed rail services.

Since 2000, the South Central Corridor has been allocated \$2.558 million from the Federal Highway Administration and Federal Rail Administration to improve grade crossings along the corridor. When completed, the improvements will increase the average speed of the Heartland Flyer trains from 55 to 79 mph.

ODOT is pursuing a multistate regional approach to all of these new rail services by working with the Texas Department of Transportation (TXDOT), KDOT, the Missouri Department of Transportation (MODOT), Amtrak, and BNSF. The required studies underway include service development plans and environmental clearances. These studies will help Oklahoma determine safe and effective train routes, potential stations, and costs associated with building and maintaining these new HSR services.

³ Section 1010 of the Intermodal Surface Transportation Efficiency Act of 1991 (ISTEA) created a program to fund safety improvements at highway-rail grade crossings at "designated" intercity HSR intersections, or HSR corridors.



Figure 1-9. National Amtrak Routes

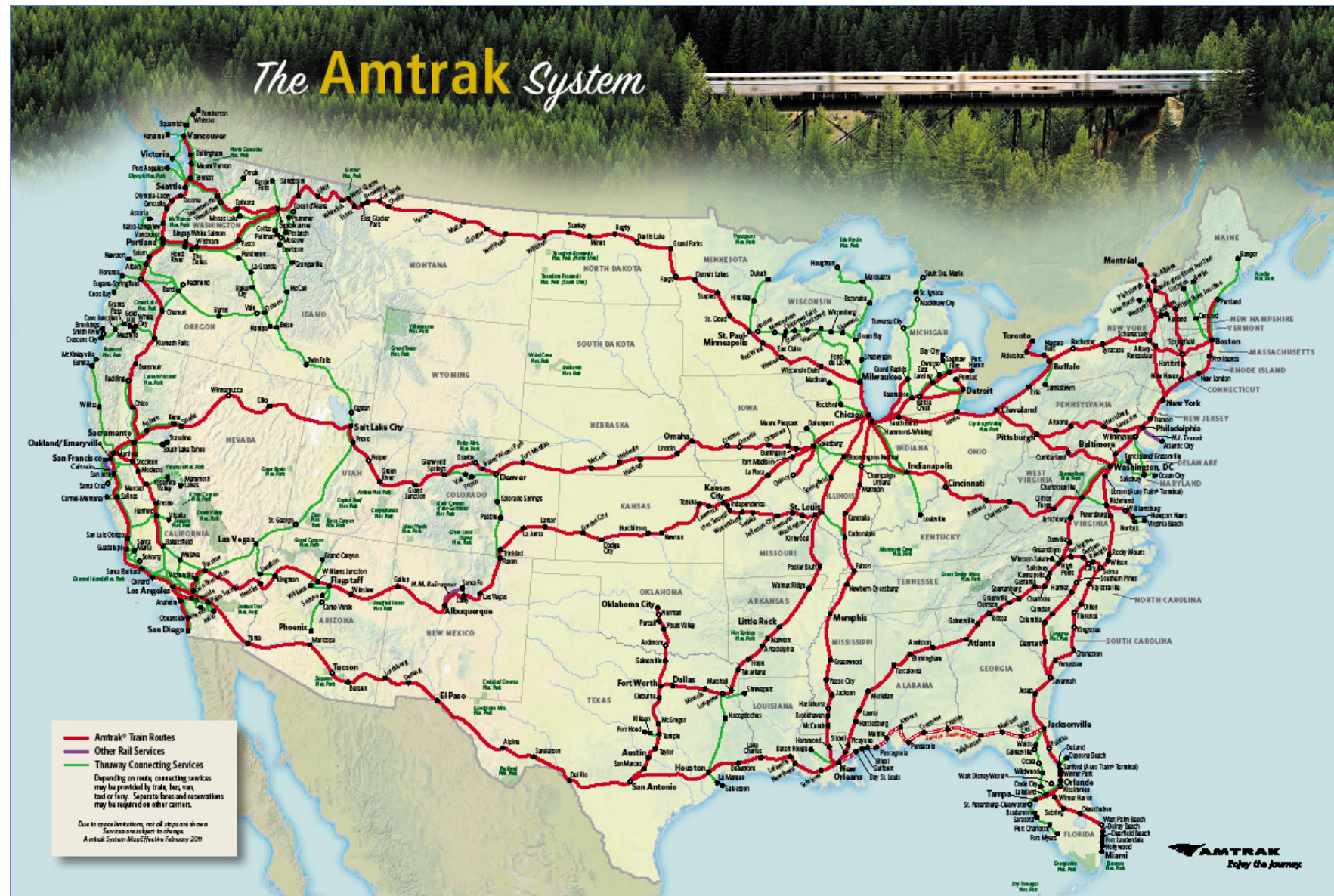




Figure 1-10. High Speed Rail Corridors



Source: "Designated High-Speed Rail Corridors Map," frapa@dot.gov

Figure 1-11. South Central High Speed Rail Corridor



Source: "South Central Corridor," FRA.Gov

Kansas State Rail Plan

KDOT completed its *State Rail Plan* in 2010. The plan describes KDOT's previous rail passenger planning efforts, some of which extended into Oklahoma markets such as Tulsa and Oklahoma City.

The plan discusses KDOT's current efforts with ODOT and TXDOT to implement their *Kansas Passenger Service Development Plan*. The *Kansas State Rail Plan* also acknowledges the importance of linking local transit services and other transportation modes to the passenger train stations along passenger rail routes.



Northern Flyer Alliance

The Northern Flyer Alliance is a group of 49 cities, six counties, and 19 chambers of commerce along the I-35 corridor extending from Kansas City to Fort Worth that have joined together to promote the reintroduction of passenger rail in their communities and the tri-state region of Kansas, Oklahoma, and Texas. The alliance includes individuals who are strong supporters of the passenger rail service alternatives being evaluated in the *Kansas Rail Service Development Plan*. They also strongly support the need for effective transit linkages to the passenger rail stations that are critical to creating maximum rail ridership. It should be noted that Section 3, Transfer Site Examinations, examines connections between Oklahoma's passenger rail stations and transit systems and found that all the state's Amtrak Stations are currently served by urban, rural, or tribal transit systems. However, the stations lack posted information that would help passengers transfer between trains and transit to gain access to their destinations. The provision of this information would enhance the value of passenger rail service improvements supported by the Northern Flyer Alliance.

Double Track from Oklahoma City to Norman

The March 2010 *Feasibility Report on Proposed Amtrak Service* identified sections of track between Fort Worth and Kansas City that might require double tracking to implement additional rail passenger services being evaluated in the *Kansas Rail Service Development Plan*. The estimates of needed new track infrastructure were based on the railroad operations modeling assuming 100 percent on-time performance for the rail passenger trains while not allowing any disruption to BNSF freight trains. This rail operations modeling did not suggest that any double tracking of BNSF's lines between Oklahoma City and Norman would be necessary at this time.

1.2.5 Other Passenger Transportation Services and Initiatives

Park-and-Ride Lots

ODOT is examining potential locations for park-and-ride lots that could enhance the use of proposed rail improvements for Oklahoma and Kansas, including HSR service between Oklahoma City and Tulsa. The evaluation is considering a site in Oklahoma City in the southeast region of the interchange of I-35 with the Turner Turnpike. A second park-and-ride lot is being considered for downtown Tulsa near the train station located at the intersection of South Boston Avenue and the BNSF rail line.

Airport Shuttles

A specialty commercial shuttle service, Airport Express Shuttle, is available at Will Rogers World Airport, Tulsa International Airport, and Lawton-Fort Sill Regional Airport. The shuttles are available to transport passengers to local urban locations and rural communities, including Alton, Broken Arrow, Edmond, Elk City, Lawton, Midwest City, Muskogee, Mustang, Norman, Oklahoma City, Ponca City, Tulsa, Union City, and Yukon, as well as other small communities in the state. As the state implements increased rail passenger service, these shuttles may help transport passengers to the airports and use other public transportation linkages to trains.



1.3 Existing Oklahoma Transit Systems

1.3.1 Potential to Link Systems

Oklahoma has an extensive system of urban, rural, and tribal transit services whose agencies transport passengers to almost all the state's counties, with the exception of six sparsely populated counties that represent slightly over one percent of the state's population. As a result, the potential exists for passengers to travel throughout Oklahoma using transit as a passenger travel option. The expansive coverage of the existing transit systems offers the potential to connect Oklahoma's citizens with future transportation improvements envisioned in ODOT's *2010-2035 Statewide Intermodal Transportation Plan*. With some service modifications, increased demand for intermodal passenger travel and additional funding aimed at interconnecting services, transit could provide critical statewide links with HSR and Amtrak rail and streetcar expansion in Oklahoma City and Tulsa as well as offer multi-modal connections with the state's airports, train stations, park-and-ride lots, and intercity bus lines.

Transit service provision is very flexible and adaptive and can constantly adjust to changing demands. As Oklahoma's efforts to improve passenger travel options are implemented and the need for improved modal connections emerges, the state's transit system operators will likely adjust their operations to meet the need for improved modal connections and greater ridership.

1.3.2 Urban Transit Systems

Urban public transportation systems serve communities with populations of 50,000 or more. In Oklahoma, urban public transportation operates in Oklahoma City, Norman, Lawton, and Tulsa. Services include transportation for the general public, along with specialized service for citizens who are elderly or have a disability.

The five urban transit systems offer transportation services to over a third of Oklahoma's citizens and serve as foundations for projects like MAPS 3 and PLANiTULSA that envision public transportation as a means for revitalizing urban environments. These provide for studying mobility options that will examine modern streetcars and commuter rail and bus improvements that will also enhance the effectiveness of rail passenger improvements being undertaken by ODOT and Oklahoma's major cities.

The urban public transportation systems in Oklahoma, including their agencies, are shown in [Table 1-3](#).

The Oklahoma City and Tulsa systems are well established and each has recently developed long-range transit plans. The Edmond CityLink Transit System, the newest of the five systems, began operations in 2009. All five transit organizations offer transportation for the general public and specialized services for the elderly and disabled.

[Table 1-4](#) shows basic operating characteristics of Oklahoma's four largest transit systems. It compares them with cities offering similar transit services and ranks Oklahoma's systems relative to other U.S. urban transit systems.

**Table 1-3. Oklahoma Urban Public Transportation Systems and Agencies**

Urban Public Transportation Systems	Urban Public Transportation Agencies	Service Area
Oklahoma City	METRO Transit—a division of Central Oklahoma Transportation and Parking Authority (COTPA)	Oklahoma City metropolitan area, Midwest City
Norman	Cleveland Area Rapid Transit (CART), Metro Transit—Norman	Norman area, University of Oklahoma
Lawton	Lawton Area Transit System	Lawton-Fort Sill region
Tulsa	Metropolitan Tulsa Transit Authority	Tulsa area, parts of Broken Arrow, Sand Springs, and Jenks.
Edmond	Citylink Edmond, Citywide Access Paratransit	Edmond, Express to Downtown Oklahoma City

COTPA was created by the City of Oklahoma City in 1966 as a public trust to plan and operate a balanced parking and transportation system for the city. METRO Transit is the name of the bus service provided by COTPA. The METRO Transit service area is concentrated in Oklahoma City's metropolitan area and Midwest City with express bus service to Norman.

Between June 2004 and December 2005, COTPA conducted a fixed-guideway transit study for the Oklahoma City Metropolitan Area—the *2030 System Plan Vision*. The study revisited some of the issues and recommendations of the *Oklahoma Fixed Guideway System Study* conducted by ODOT and ACOG in the early 1990s. The Vision Plan evaluated the following nine transit technologies to identify which would be most suited to the Oklahoma City Metropolitan Area: conventional bus service, high occupancy vehicle (HOV) lanes, bus rapid transit (BRT), light rail transit (LRT), historic streetcar, modern streetcar, commuter rail, heavy rail, and monorail.

The Vision Plan recommended improved connectivity among transit modes throughout the region. In particular, this connectivity would be achieved through a new downtown intermodal transit hub where commuter rail, BRT, downtown streetcar, and local bus service would interconnect within the proposed I-40 redevelopment corridor. These transit improvements would allow for better connectivity with Oklahoma City's activity centers, enhance economic development opportunities, and improve mobility. The proposed improvements have the potential for stimulating land uses supportive of more mixed-use and higher-density developments.


Table 1-4. Oklahoma Urban Transit Systems Characteristics Compared to Similar U.S. Urban Transit Systems

Transit System	Annual Unlinked Passenger Trips (1,000s)	Numerical Ranking	Comparable U.S. Cities	Passenger Miles of Service (1,000s)	Numerical Ranking	Comparable U.S. Cities	Annual Vehicle Revenue Miles (1,000s)	Numerical Ranking	Comparable U.S. Cities	Annual Vehicle Revenue Hours (1,000s)	Numerical Ranking	Comparable U.S. Cities
Metropolitan Tulsa Transit Authority	2920.9	201	Birmingham, AL Santa Rosa, CA	17,208.70	188	Ft. Meyers, FL Baton Rouge, LA	4769.9	123	Eugene, OR Syracuse, NY	289	129	Monterrey, CA Ann Arbor, MI
METRO Transit—Oklahoma City area	2743.7	213	Waterbury, CT Sarasota, FL	15,352.60	199	Charleston, WV Birmingham, AL	3333.6	162	Bryan, TX Lexington, KY	204.3	168	Bellingham, WA Santa Clara, CA
Cleveland Area Rapid Transit—Norman	1320	298	Fayetteville, AR Williamsport, PA	2998.3	416	Elmira, NY South Bend, IN	566.3	469	Riverside, CA Fairbanks, AK	49.3	424	Rome, GA
Lawton Area Transit System	429.4	443	Wheeling, WV Odessa, TX	1902.6	468	St. Joseph, MO	687	441	Las Cruces, NM Syracuse, NY	46.5	437	Thousand Oaks, CA

Source: "2012 Public Transportation Fact Book," American Public Transportation Association



METRO Transit operates 23 interconnecting routes, including two express routes, within a 485-square-mile area of the Oklahoma City metropolitan area ([Figure 1-12](#)). METRO Transit offers three bus lines (blue, red, and orange), Metrolift, and special services for the elderly and customers with disabilities. METRO Transit has 49 fixed-route buses, and 17 demand-response vehicles. As of February 2010, METRO Transit was in the process of purchasing seven buses and four demand-response vehicles. Transit services are available weekdays from 5:30 a.m. to 7:00 p.m., Saturdays from 6:00 a.m. to 6:30 p.m. This includes the route from Oklahoma City to Norman. Sunday trolley service is from 11:00 a.m. to 9:00 p.m. Average daily fixed-route ridership is approximately 9,646 passengers, and average daily demand-response ridership is approximately 153 passengers.

ACOG managed a planning process called the Regional Transit Dialogue (RTD), which was a visioning process to determine the public's desire for expanded and enhanced regional public transportation in Oklahoma City. The RTD effort will lead to public support for

- Development of a seamless regional transit system for the Oklahoma City region
- Exploration of dedicated funding sources and strategies
- Provision for more effective coordination and integration of METRO transit, bicycle, and pedestrian services
- Improved integration between transit and land use

The RTD 2 will soon initiate the second phase of the effort by further pursuing the recommendations from the original RTD. RTD 2 is anticipated to begin in the summer of 2012 and will examine requirements for establishing a regional transit authority and new funding sources for implementing the transportation improvements recommended in the *Fixed Guideway Study Systems Plan*, such as the transportation hub and, possibly, commuter rail.

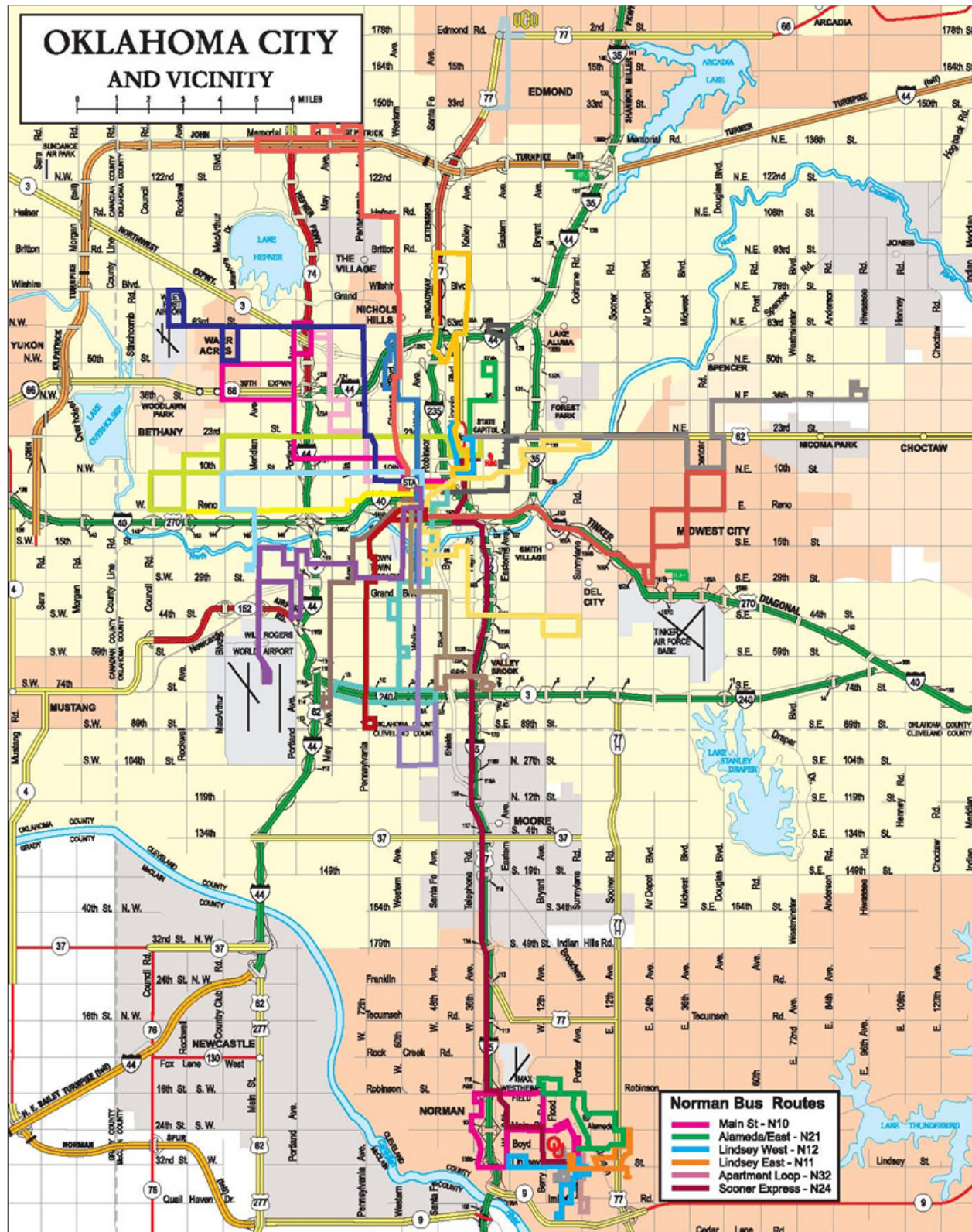
ACOG's major initiatives include, but are not limited to, long-range planning, the RTD, data collection, assistance with the *Fixed Guideway Study*, and the *Intermodal Transportation Hub Study* for Central Oklahoma. ACOG's long-range plan update is called *Encompass 2035* with connectivity as one of the key plan goals. *Encompass 2035* strategies to enhance connectivity include

- Providing efficient connections within and between modes and facilities
- Improving integration of transportation and land use
- Investing in projects that complement the existing transportation infrastructure

The Fixed Guideway Study, completed in 2005, helps influence decision-making on fixed-rail transit services. It provides the vision for the various multi-modal transit system expansion concepts covered in various ACOG efforts, studies, and projects. The *Fixed Guideway Study* resulted in the 2030 Systems Plan Vision.



Figure 1-12. Route Map for Oklahoma City METRO Transit and CART



"METRO Transit Routes," ODOT



Metropolitan Tulsa Transit Authority (MTTA) is the public transportation provider for the city of Tulsa and outlying regions with a service area of over 261 square miles⁴ (**Figure 1-13**). MTTA operates 25 fixed-route bus lines serving Tulsa, Broken Arrow, and the areas of Jenks and Sand Springs. The system operates 62 fixed-route buses, including one 135-foot hybrid vehicle. Operational hours are Monday through Friday, 5:00 a.m. to 7:30 p.m., and Saturday from 6:00 a.m. to 7:00 p.m. Tulsa Transit also provides paratransit services for elderly and disabled riders through the use of 40 mini-buses, vans, and sedans. On average, the system serves approximately 10,000 fixed-route passengers and 900 to 1,000 paratransit riders per day. MTTA anticipates coordinating services with Pelivan Transit (rural transit agency). The coordination between the systems will address service overlap in northeast Oklahoma and offer patrons enhanced transportation.



MTTA Transfer Facility

MTTA undertook a study in September 2003 to identify opportunities for the Tulsa Transit system to be more responsive to existing transportation patterns to increase ridership, improve cost efficiency, and strengthen ridership productivity. As the project commenced, it was expanded to include a longer-range element of improved transit service in the Tulsa region and to add a regional service element to the program. A second study, initiated by MTTA in October 2006, evaluated the feasibility of mass transit between Broken Arrow and Tulsa. Specifically, the study considered commuter rail, BRT, and HOV-dedicated bus lanes. The project team found that both commuter rail and BRT merited further review and analysis based on both fiscal and technical practicality. The result of the long-range planning effort provides an opportunity to reshape development and land use patterns.

⁴ National Transit Database (NTD), 2007, based on 2000 Census data.



Figure 1-13. Services Provided by Metropolitan Tulsa Transit



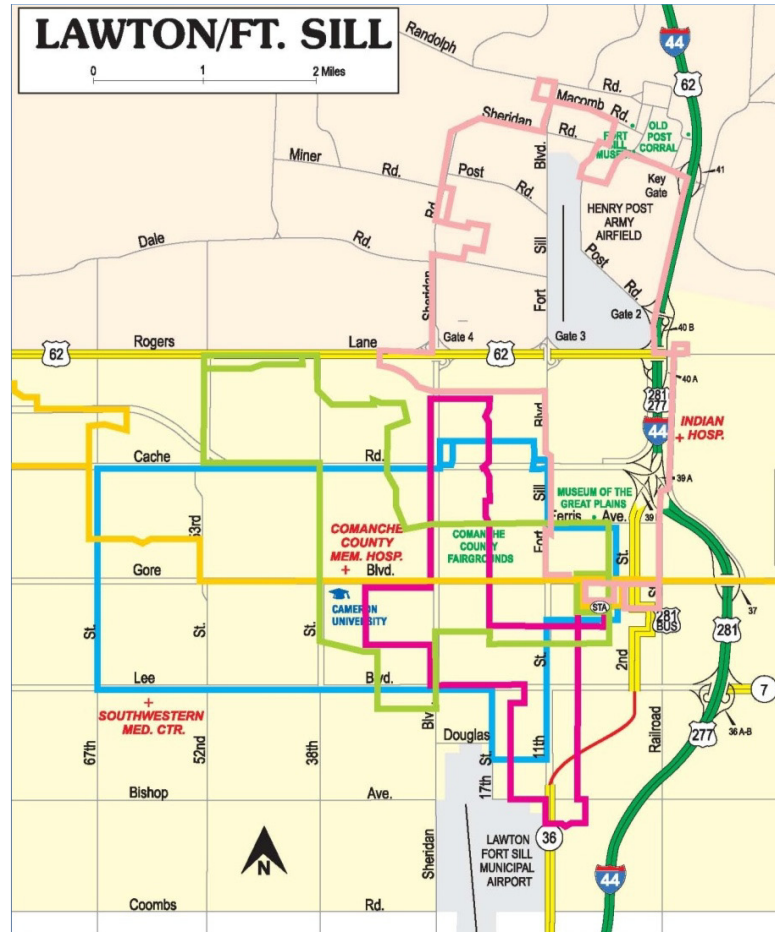
Source: "Metropolitan Tulsa Transit Routes," ODOT



Lawton Area Transit System (LATS) serves the Lawton/Fort Sill community with over 42 square miles of service area (**Figure 1-14**). LATS provides five fixed-transit routes, with counter-directional service for each route. Fixed-route service runs Monday through Friday from 6:00 a.m. to 7:00 p.m. and Saturday from 9:00 a.m. to 9:00 p.m. Ten fixed-route vehicles provide the service. LATS offers paratransit transportation for the elderly and disabled. Two vans and one 15-passenger van accommodate the paratransit passengers. LATS serves approximately 1,150 daily passengers, including 30 paratransit users. Passengers using the LATS system seeking to make intermodal connections can connect with the Oklahoma City Amtrak Station and Will Rogers World Airport by either Greyhound Bus Lines or Red River rural transit system.



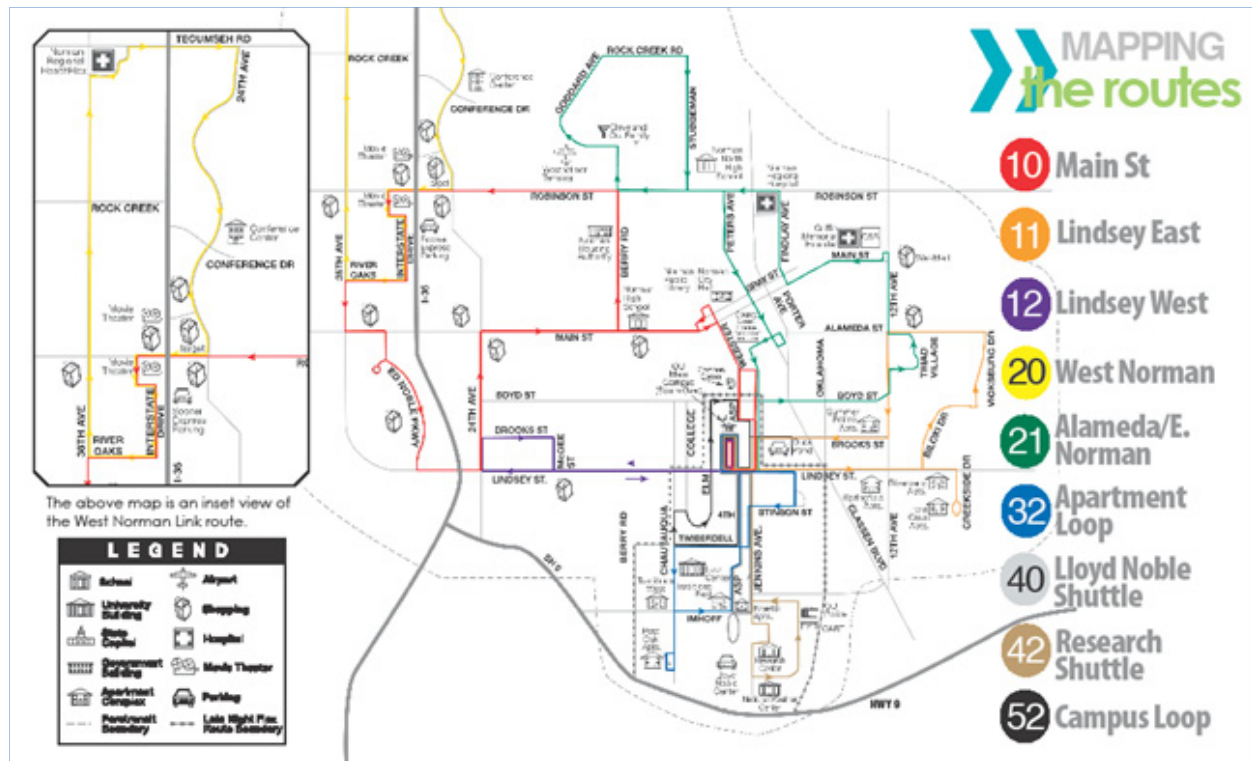
Figure 1-14. Transit Services in Lawton/Fort Sill



Source: "Lawton Transit System Routes," ODOT

Cleveland Area Rapid Transit (CART) in Norman operates five city routes and two shuttle routes using buses, replica trolley vehicles, and paratransit vans (**Figure 1-15**). The service area includes the Norman City Limits (192 square miles) and limited service to Lexington, Noble, Moore, and Oklahoma City (via an express route). Metro Lift offers curb-to-curb service for customers with disabilities. CART also provides transit services to the University of Oklahoma Norman campus during the academic year. Service runs from Monday through Friday, 7:00 a.m. to 9:30 p.m., and Saturday from 10:00 a.m. to 9:00 p.m. CART operates 28 vehicles and transports approximately 126 demand-response riders and 4,312 bus riders per day.

Figure 1-15. Cleveland Area Rapid Transit Routes



Source: "CARTS Route Map," CARTS

Edmond CityLink, Edmond's new public transportation service, began operating on July 1, 2009. The fleet includes two express buses with capacity for 30 passengers and six local buses with capacity for 19 passengers. Additionally, Citywide Access Paratransit provides services in accordance with the Americans with Disabilities Act through scheduled appointments. Passengers can use Edmond CityLink to connect with the Metro Bus transfer station in Oklahoma City and then use Metro to access Will Rogers World Airport, the Greyhound/Jefferson Bus station, and the Amtrak station.

Rural Transit Systems

Rural public transportation systems are transit providers that offer service for rural areas and communities with a population of less than 50,000. No restrictions regarding age or physical disability are placed on those who may want to use the services offered.

The Rural Transit Assistance Program (49 USC 5311(b)(3)) of the Federal Transit Administration (FTA) helps fund the state's rural transit systems and tribal transit agencies. ODOT's Transit Programs Division is responsible for administering the FTA Non-urbanized Area Formula Grant Program that is designed to provide financial assistance to eligible local public transportation providers with populations less than 50,000. Eligible local recipients of Section 5311 Program funds include local public agencies, nonprofit organizations, and Native American tribes.

Between 2003 and 2008, patronage on rural (non-tribal) transit systems grew by over 56 percent. Presently, 19 rural transit service systems operate in Oklahoma. Following are brief



descriptions of the systems. The *Oklahoma Passenger Service Map* (**Figure 1-16**) displays the service areas for the rural transit systems.

The reverse side of the map (**Figure 1-17**) provides a wide array of information to assist travelers seeking to use passenger transportation options in the state. One side displays a map of Oklahoma that clearly shows operating areas for each of the state's rural transit systems, their locations and phone numbers, as well as major highway routes served by the systems. This information allows travelers to identify which system to use to reach their desired destination. The opposite side of the map contains helpful information about specialized transit operators, contact information for city taxi operators, and bus route information for Oklahoma City/Norman, Tulsa, and Lawton, as well as phone numbers for schedules and fares for Jefferson and Greyhound Bus companies and Amtrak reservations and information.

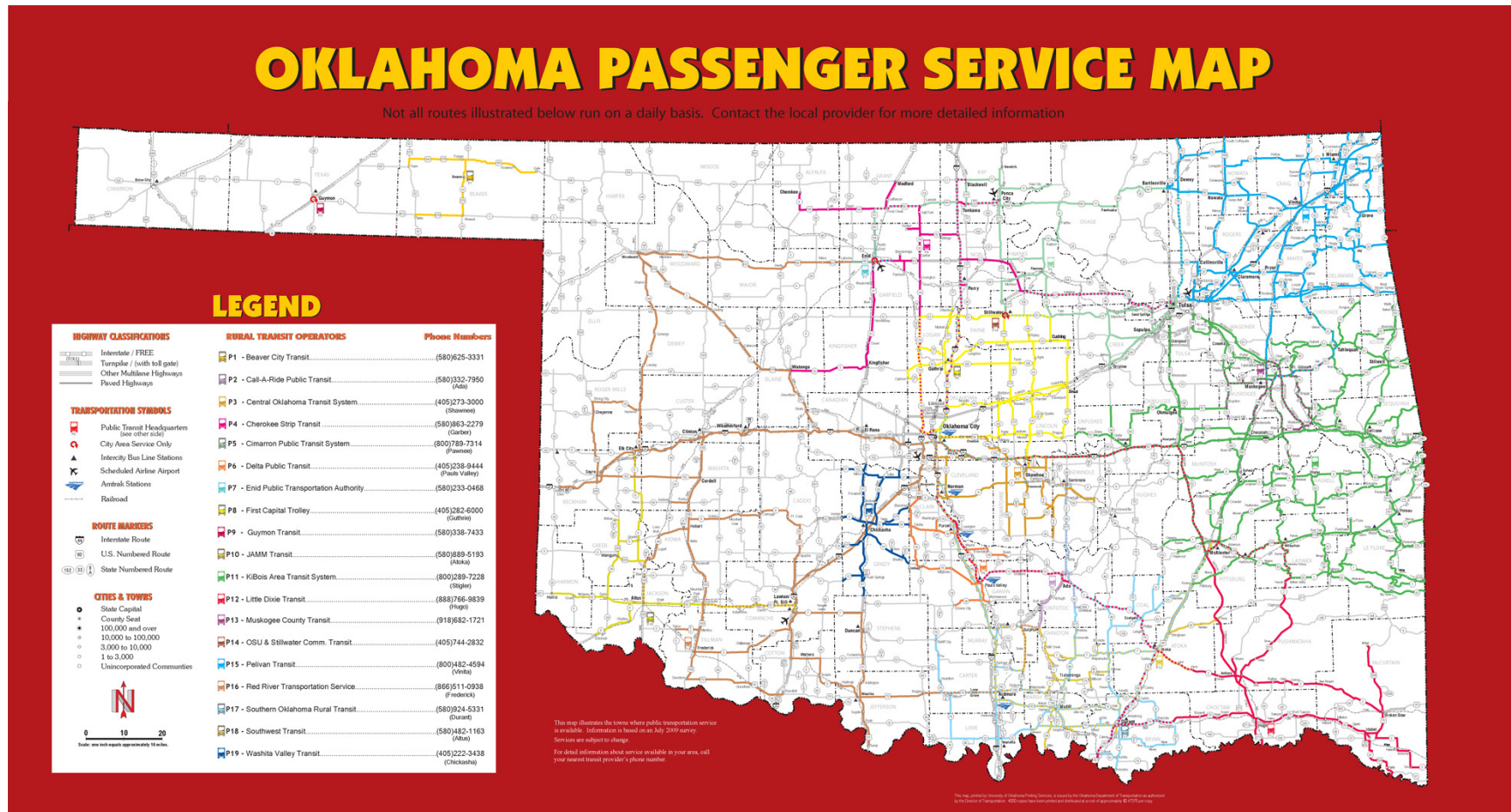
Beaver City Transit has provided demand-response transportation services to communities in Beaver County since 1989. The program serves the towns of Beaver, Balko, Gate/Knowles, and Turpin, providing transportation for the elderly to nutrition centers and nursing homes and transporting children to and from school. The program operates two vehicles, one of which is handicap accessible. Service is provided during weekdays from 7:45 a.m. to 4:00 p.m. and on weekends for special events and holidays. This program serves approximately 2,500 citizens in sparsely populated Beaver County, located in Oklahoma's panhandle. The system does not connect with other transit systems or passenger transportation modes.

Call-A-Ride began operating in 1974 as a transportation service for senior citizens in Ada. In 1983, the program opened its service to the disabled and general public, and expanded again in 1998 to include all of Pontotoc County. Call-A-Ride prioritizes serving minorities, adolescents, and low-income families. Discounted fares are available to senior citizens aged 55 or older, customers with disabilities, and East Central University students. Primary service is demand-response within Pontotoc County and transports users to the Greyhound station and Amtrak depot in Pauls Valley. The program operates 20 vehicles, 15 of which are handicap accessible. Service is provided weekdays from 8:00 a.m. to 5:00 p.m., and transportation to work locations is provided on weekends and holidays.





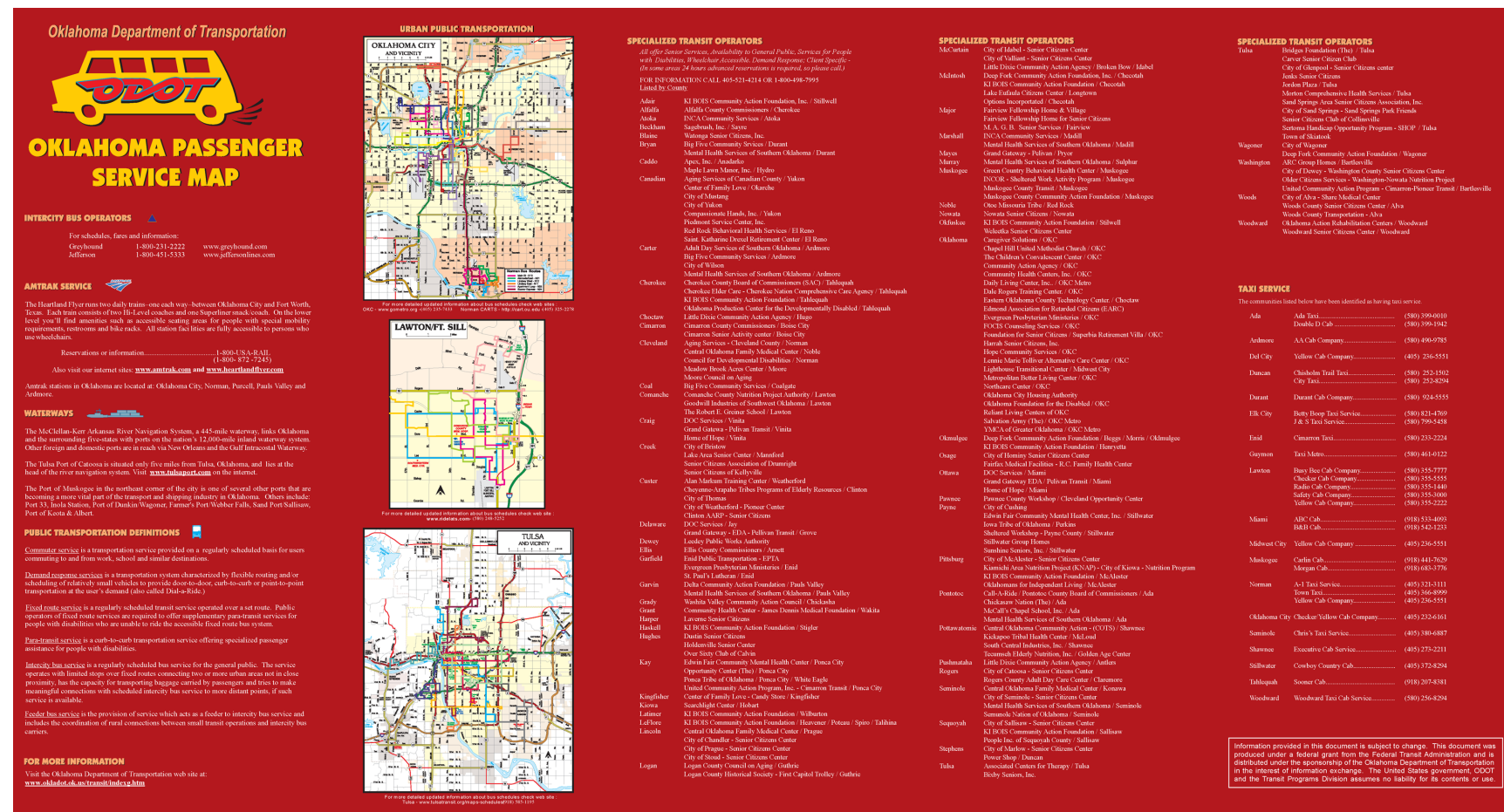
Figure 1-16. Oklahoma Passenger Service Map (front)



"Oklahoma Passenger Service Map," ODOT



Figure 1-17. Oklahoma Passenger Service Map (back)



"Oklahoma Passenger Service Map," ODOT



The **Central Oklahoma Transit System** offers demand-response services to those within the city limits of Shawnee. The program operates seven vehicles, all of which are handicap accessible, and service is available weekdays and Saturday from 8:00 a.m. to 5:00 p.m. Central Oklahoma Transit transports passengers to and from the Amtrak station and Greyhound station in Norman if requested and if vehicles and drivers are available. This system could be linked with CARTS in Norman to allow connection with Oklahoma City's Metro Bus system. Such a connection is not currently being considered by Central Oklahoma Transit.

Cherokee Strip Transit, which began operating in 1995, is a demand-response transportation system that is open to the public. The service area includes the towns of Garber, Covington, Billings, Fairmont, Breckenridge, Perry, Waukomis, Tonkawa, Ponca City, Blackwell, Kingfisher, Watonga, and Hunter. Incidental trips to nearby communities, Oklahoma City, and Tulsa are also provided as needed. The program operates 31 vehicles, 11 of which are handicap accessible. Service is provided Monday through Friday from 8:30 a.m. to 5:00 p.m. The system serves a large portion of northcentral Oklahoma and offers transportation to intercity bus stations in Oklahoma City and Tulsa as well as service to airports in Oklahoma City, Tulsa, and Wichita upon request and vehicle availability.

Cimarron Public Transit System has been providing public transportation to communities in Creek, Kay, Pawnee, and Osage counties since 1999. Demand-response service is available in Bartlesville, Bristow, Pawhuska, Ponca City and Sapulpa. The program operates 43 vehicles, 31 of which are handicap accessible. Operations are Monday through Friday from 8:00 a.m. to 4:00 p.m. (in some cases 5:00 p.m.). This system will provide service to the Greyhound/Jefferson Bus station in Tulsa to accommodate passengers in northeast Oklahoma.

Delta Public Transit operates demand-response services and a deviated fixed-route⁵ service in Garvin, McClain, and Cleveland Counties located in south central Oklahoma. Specific towns include Lindsay, Maysville, Pauls Valley, Blanchard, Newcastle, Washington, Dibble, Purcell, Byars, Rosedale, Wayne, and Lexington. Connections can be made via Delta Public Transit with Amtrak and Greyhound stations in Pauls Valley and the Amtrak station in Purcell. The system will also transport passengers to Will Rogers World Airport. The program operates nine vehicles, six of which are handicap accessible. Service is provided Monday through Friday from 8:00 a.m. to 5:00 p.m.



⁵ Deviated fixed-route service operates a bus or van along a fixed-route and keeps to a timetable, but the bus or van can deviate from the route to go to a specific location, such as a house, child care center, or employment site. Once the stop is made, the vehicle goes back to the place along the route that it left.



Enid Transit began operating in 1984 and provides fixed-route and paratransit services within the cities of Enid and North Enid. The system also offers intercity transportation to Oklahoma City's METRO Transit transfer station and Tulsa transit facilities that afford connections with airports and intercity bus stations.

Sixteen buses are in operation, and all are handicap accessible. Service is provided Monday through Saturday from 6:00 a.m. to 10:00 p.m., with approximately 250 to 325 daily passengers.



First Capital Trolley provides demand-response and deviated fixed-route scheduled service in Logan, Lincoln, and Payne Counties, including the city of Guthrie. Daily bus service is also provided to Langston University and Stillwater. The program operates 31 vehicles, most of which are handicap accessible. Service is provided Monday through Friday from 6:00 a.m. to 12:00 a.m., Saturday from 6:00 a.m. to 12:00 a.m., and Sunday from 6:00 a.m. to 2:00 p.m.



On average, there are approximately 300 daily passengers. If requested, First Capital Trolley will serve the Will Rogers World Airport, Amtrak station, and Greyhound/Jefferson Bus station in Oklahoma City.

JAMM Transit System provides demand-response public transportation services in Johnston, Atoka, Murray, and Marshall Counties (JAMM is an acronym reflecting the names of the counties served). The program operates 42 vehicles, most of which are handicap accessible. Service is provided Monday through Friday from 7:00 a.m. to 5:00 p.m., Saturday from 9:00 a.m. to 5:00 p.m., and Sunday on an as-needed basis. On average, there are 100 to 200 daily passengers using JAMM Transit. The system offers intermodal connections with Jefferson and Greyhound stations in Ardmore, Durant, McAlester, and Pauls Valley.

The **Ki Bois Area Transit System (KATS)** provides demand-response service to a vast area in east central Oklahoma. It was established in 1983 to help meet the transportation needs in Adair, Okmulgee, Cherokee, Haskell, Latimer, LeFlore, McIntosh, Sequoyah, Pittsburg, and Okfuskee counties. Ki Bois Area Transit



regularly modifies its demand-response services to meet the specific needs of its ridership. The program operates 156 vehicles, most of which are handicap accessible. Service is provided Monday through Friday (varying hours) and for dialysis treatments on Saturday. On average, there are about 560 daily passengers that ride Ki Bois Area Transit. Ki Bois Transit will provide intermodal connections with Jefferson Bus Stations and the Will Rogers World Airport in Oklahoma City if requested.

Little Dixie Transit began operating demand-response transit services in 1983. In 1999, the agency began offering non-emergency medical transportation to eligible clients of SoonerRide. Little Dixie Transit serves McCurtain, Choctaw, and Pushmataha Counties in the southeast corner of the state and includes the communities of Hugo, Idabel, Antlers, Broken Bow, and Clayton. Two intercity routes to Oklahoma City and Dallas are available with advance reservations. The service to Dallas operates seven days a week and takes riders to Dallas/Fort Worth International Airport, Dallas Love Field, or Dallas Amtrak Station. The Oklahoma City route will serve Will Rogers World Airport, the Greyhound/Jefferson Bus Station, and the Amtrak Station if requested. Weekday operation runs from 6:00 a.m. to 6:00 p.m. The program operates 82 vehicles, 21 of which are handicap accessible.



Oklahoma State University and Stillwater Community Transit System began serving the University and Stillwater in 2003. The system offers seven fixed-route services: two on campus between student housing and classrooms and five off-campus, radiating from a central starting point on campus. Door-to-door paratransit service is also available. The program operates 17 vehicles, all of which are handicap accessible, and has an average of 4,000 users per day. Service is available Monday through Friday from 6:30 a.m. to 10:30 p.m.

Pelivan Transit began operating in 1985 and serves a large area in the northeastern corner of Oklahoma, including the cities and surrounding areas of Claremore/Rogers County, Grove/Delaware County, Miami/Ottawa County, Owasso/Northern Tulsa County, Pryor/Mayes County, and Vinita/Craig County. The Pelivan Transit system offers transportation for the general public, tribal members, senior citizens, and disabled individuals. The Pelivan fleet includes 67 vehicles (including seven leased vehicles from local tribes for tribal transit). Approximately 41 vehicles are handicap accessible. The service area includes 42 routes engaged in city operations, a trolley loop, intercity connections, commuter routes, and variable distance routes for medical and other rider needs. Services in the cities of Grove, Miami, Pryor, Owasso, Vinita, and Claremore run Monday through Saturday from 8:00 a.m. to 4:00 p.m. Services dispatched from Claremore run Monday through Saturday from 8:00 a.m. to 4:30 p.m. On average, 400 daily passengers use Pelivan Transit. Pelivan Transit recently received federal funding through the Tribal Transit Program, Section 5311(c), to support area tribes in northeast Oklahoma that join the Pelivan Transit system. The system is in the process of establishing connections with the adjacent Ki Bois Transit system and anticipates coordinating with Tulsa Transit on services in northeast Oklahoma in areas where transit services may overlap. This will enable Pelivan Transit patrons to travel between Tulsa and more rural locations within northeastern Oklahoma. When completed, the connection with Ki Bois Transit expands service to almost all of eastern Oklahoma. Pelivan offers intermodal passenger connections at Greyhound/Jefferson Bus stations in Bartlesville and Tulsa, connection with the shuttle to Tulsa World Airport, and service to the Joplin, Missouri, airport as well as the Northwest Arkansas Regional Airport. The extensive Pelivan service area and intermodal connections provided offer major advantages for the provision of future passenger transportation options as envisioned by ODOT.



The **Red River Public Transportation Service** began operating fixed-route services in 1984 and serves selected cities within the counties of Roger Mills, Beckham, Custer, Washita, Kiowa, Tillman, Cotton, Jefferson, and Stephens. Demand-response and contractual services are also available. The program operates 91 vehicles, 38 of which are handicap accessible. Service is available Monday through Friday from 8:00 a.m. to 4:00 p.m. Red River Public Transportation Service is similar in service area size to Pelivan Transit discussed above. Its extensive service area furnishes passenger transportation throughout most of western Oklahoma, with the exception of the pan handle counties. The system offers connections with the Jefferson Bus stations in Lawton and Amtrak and the Will Rogers World Airport in Oklahoma City.



The Red River system, along with the anticipated linking of Pelivan with Ki Bois Transit, will furnish passenger transportation to more than half of Oklahoma. The geographic scope of the three systems provides important passenger benefits for statewide transit mobility.

The **Southern Oklahoma Rural Transportation System** began operating in 1985. The agency offers demand-response transit services in Bryan, Carter, Coal, and Love Counties and offers limited demand-response services in Johnston, Murray, Marshall, and Garvin Counties. The program operates 44 vehicles, 16 of which are handicap accessible. Service is available Monday through Friday from 7:30 a.m. to 4:30 p.m. The system upon request will transport passengers to the Greyhound and Amtrak stations in Ardmore as well as the Will Rogers World Airport and the Dallas/Fort Worth International Airport.

Southwest Transit began operating in 1983 and serves Greer, Harmon, and Jackson counties. Demand responsive service is primarily focused on the cities of Altus, Eldorado, Hollis, Granite, and Mangum in the southcentral region of Oklahoma. Service between Altus and Lawton is provided three times a week and is available between Altus and Eldorado five times a week. Services are provided Monday through Friday from 8:00 a.m. to 5:00 p.m. and weekends from 2:00 p.m. to 6:00 p.m. The program operates 19 vehicles, six of which are handicap accessible. Southwest Transit does not currently serve intercity bus or Amtrak stations but will drop off and pick up travelers at the Lawton Airport.



The Ride transit system was established in the city of Guymon in 1999 to provide demand-response transit within the city limits. The program operates eight vehicles, all of which are handicap accessible. Service is provided Monday through Friday from 5:00 a.m. to 7:00 p.m. and Saturday from 8:00 a.m. to 6:00 p.m. Approximately 275 daily passengers use The Ride. The Ride furnishes service to the Ardmore Greyhound and Amtrak stations if requested.



Washita Valley Transit System began operating in 1997 and serves communities in Grady County. The program provides a daily demand-response service in Chickasha. Bi-weekly demand-response services are alternated between the towns of Rush Springs, Alex, Bradley, and Ninnekah on Monday and Wednesday and Minco, Tuttle, Amber, Pocasset, and Verden on Tuesday and Thursday. Connections with the Jefferson Bus line and the Will Rogers International Airport can be furnished if requested. The program operates 12 vehicles, seven of which are handicap accessible.

1.3.3 Tribal Transit Systems

Several tribal transit services operate that are funded (since 2006) by the FTA Tribal Transit Program, Section 5311 (c), which helps promote public transportation on Indian reservations. Below are brief descriptions of tribal transit service providers not described in the rural transit section. The descriptions may not represent all of the services being provided because, at this time, there is no formal mechanism for reporting provision or use of services.

FasTrans—Kiowa Transit was established in 1986 by the Kiowa Indian Tribe. The program serves approximately 84,696 residents in sections of Kiowa, Caddo, and Comanche Counties and offers fixed-route and demand-response services within the cities of Anadarko, Apache, and Carnegie. It also provides transportation between these cities and Lawton. FasTrans also serves Meals on Wheels to homebound Kiowa Indian tribe members. The number of vehicles and daily ridership is not available.

Cherokee Nation Health Department operates demand-response transit service in 14 counties in northeastern Oklahoma. Transit services are operated Monday through Friday for medical appointments. Daily ridership is estimated to be four to six persons and service is available Monday through Friday from 8:00 a.m. to 5:00 p.m. The number of vehicles is not available.



Choctaw Nation of Oklahoma operates demand-response and deviated fixed-route services for a large area in southeastern Oklahoma. This transit service operates nine vehicles, Monday through Friday from 8:00 a.m. to 4:30 p.m., with approximately 45 passengers daily.

Comanche Nation Transit uses approximately nine vehicles to provide fixed route and demand-response services in rural and partial-urbanized cities and towns of Lawton, Apache, Elgin, Cyril, Fletcher, Geronimo, Pumpkin Center, and Cache. This transit service operates Monday through Saturday and provides transportation to approximately 200 passengers daily.





Muskogee (Muscogee) County Creek Nation Transit began in 1986 and serves communities in Muskogee County, including Muskogee, Haskell, Boynton, Taft, Fort Gibson, Warner, Porum, and Webber Falls. In 2005, an official mass-transit system was implemented connecting the 11-county jurisdiction of the Muskogee (Creek) Nation. The agency operates demand-response service, and a flexible-route service⁶ is available during the week in Muskogee. The program operates 29 vehicles, 10 of which are handicap accessible. Service is available Monday through Friday from 6:00 a.m. to 6:00 p.m. and Saturday from 10:00 a.m. to 6:00 p.m. Muskogee County Transit runs approximately 12,000 trips per month. This transit system does not provide connections with other passenger transportation modes.

Wichita and Affiliated Tribes provide demand-response and fixed-route transit service for all of Caddo County and a small area within the city of Chickasha. Daily ridership is estimated at 10 to 15 passengers for the one vehicle in operation. Service is available Monday through Friday from 11:00 a.m. to 4:00 p.m.

⁶ A flexible route has one defined stop, such as a connection point to a standard fixed-route bus, with flexible-route service traveling anywhere within its defined service area to drop off and pick up at any address.



1.4 Geographic Gaps in Oklahoma Transit Service

1.4.1 Previous Study

The analysis of transit gaps in Oklahoma considers those in service and in mobility. Service gaps were examined in depth by ODOT in 2008 through the *Locally Coordinated Transit/Human Service Transportation Plan*. This plan identified deficiencies in the provision of transit service for individuals with disabilities, older citizens, and persons with limited incomes. It described strategies that Oklahoma can employ to provide and prioritize projects to extend needed statewide transit services. “Mobility gaps” refers to the identification of impediments to travelers’ abilities to use passenger transportation options, such as Amtrak, future HSR, intercity bus, and transit, as alternatives to automobile travel throughout and beyond Oklahoma.

Several study findings of the *Locally Coordinated Transit/Human Service Transportation Plan* noted gaps in mobility and minimal coordination among transit service providers. Investigations and stakeholder interviews conducted for the study identified “the need for transit users to travel outside of existing service areas to access medical services, shopping and employment” and also noted that while good connections exist between fixed-route and demand-responsive transit within regions, relatively few connections are available between the respective transit system operating areas.

Responses to surveys and public meetings conducted as part of the *Locally Coordinated Transit/Human Service Transportation Plan* indicated that facilitating connections between regional transit service providers would enhance travel options for transit users. The study also noted a need to provide transportation connections for rural transit users with regional cities and towns to provide access to medical services and intermodal passenger connections, such as Amtrak and commercial airports.

1.4.2 Medical and Social Services

Oklahoma offers citizens several transit-based programs that afford access to medical services. These service efficiencies could be improved through better connections among the state’s transit providers (urban, rural, and tribal transit systems) as well as enhanced linkages between transit systems that serve social services patrons. Additional service benefits could be furnished by intermodal linkages with Amtrak stations, intercity bus connections, and major airports. Such connections would allow social services recipients to benefit from passenger transportation improvements underway by ODOT and the state’s major urban areas, such as HSR, improved Amtrak services, the Oklahoma City MAPS transportation initiatives, and transportation coordination and improvements in Tulsa.

Logisticare is a transportation management program that provides brokered transportation service for Medicaid recipients. Logisticare organizes and keeps track of local, commercial, non-profit, and public transportation companies that can furnish rides for Medicaid recipients. This brokered service pays existing transportation providers to transport patients to Medicaid services, which helps reduce Medicaid transportation costs. Cost savings are realized by eliminating the need for each service that provides Medicaid benefits from having to purchase and maintain its own vehicles and pay and train drivers.



Coordinated Home Service Transit Plan, also known as *The Coordinated Public Transit-Human Services Transportation Plan*, was prepared by INCOG for the Tulsa area. The plan examined the transportation needs of the region's seniors, persons with disabilities, and low-income residents to identify gaps in needed service. The results were used to determine ways to coordinate the region's limited resources to fill the service gaps and increase the efficiency and effectiveness of the region's transportation services.

The plan led to the creation of a Regional Council for Coordinated Transportation (RCCT) to oversee the implementation and further promotion of transportation service in the Tulsa Transportation Management Area (TMA). The RCCT includes representatives from human service organizations, local governments, public and private transit providers, and non-profit and government organizations that provide services and advocacy for low-income individuals, persons with disabilities, and elderly individuals.

United We Ride is a federal interagency initiative aimed at improving the availability, quality, and efficient delivery of transportation services for older adults, people with disabilities, and individuals with lower incomes. Transportation services are often fragmented, underutilized, or difficult to navigate and can be costly because of inconsistent, duplicative, and often restrictive federal and state program rules and regulations. During the past year, the Governor's Oklahoma United We Ride Council established a comprehensive and detailed strategic plan with a goal to "Evaluate most effective and efficient use of public and human service transportation programs funded with state and federal resources in Oklahoma."

It should be noted that during the August 18, 2011, meeting of the United-We-Ride Council, ODOT provided a presentation of the preliminary findings of the *Oklahoma Transit System Overview and Gap Analysis*. The members recommended that the findings from the *United-We-Ride Strategic Plan* study, which is currently being conducted, and the information from the *Oklahoma Transit System Overview and Gap Analysis* be examined in a collaborative effort to dovetail recommendations. Examples of information from the ODOT study that can be used in the Council's study include locations where lack of connectivity exists between transit systems and modes, counties that do not have access to other transit modes, as well as informational needs. When these are addressed, efficient use of Oklahoma's public and human service transportation programs and transportation will improve.

Sooner Ride is Oklahoma's non-emergency transportation program for people being served by Medicaid. Several of the state's transit agencies furnish support for Sooner Ride services and connect with Sooner Ride providers to furnish extended transportation for the Medicaid recipients. Services provided include

- Transportation to and from medical appointments for children with special transportation needs whose parents lack properly equipped vehicles
- Travel expense reimbursement for parents for trips taken to transport children to and from medical appointments (rate of reimbursement is 23 cents per mile [subject to change])
- Travel to and from medical appointments for children when parents do not have a means for transportation



2. TRANSIT GAP SURVEY

2.1 Process

The *Oklahoma Transit System Overview and Gap Analysis* used two surveys. The first, a survey of transit providers, looked at gaps in, or absences of, transit access in the state. (The second survey was utilized to learn more about information and opportunities for connection or transfers between passenger transportation sites. This issue is discussed in Part 3 of this report.)

The following information describes the survey of Oklahoma's transit systems to determine gaps in service that would hinder a passenger's ability to travel in the state using transit as an option. The survey results can also be used to improve public transportation system operation and performance by promoting connections among rural, urban, tribal, and intercity bus services.

2.1.1 Survey Questionnaire

The survey of Oklahoma's transit providers was conducted to identify low-cost actions that can be undertaken to afford increased statewide mobility for transit users. The survey was forwarded to all of Oklahoma's urban, rural, and tribal transit system managers and consisted of eight questions structured to determine mobility needs and actions to provide improved service. The survey addressed the following topics:

- The initial question focused on the need for transit travel beyond areas currently provided by the state's transit systems. The purpose of this question was to determine possible destinations that could be served by linking adjacent transit systems.
- The second question dealt with the adequacy of intermodal connections currently being provided by the state's transit systems.
- The third question sought information about potential connections with other transit providers.
- Question four was asked to explore the need for expanded transit service that would increase employment opportunities.
- Question five was structured to reveal barriers to establishing linkages among transit providers.
- The sixth question was used to determine transit service overlaps or service inefficiencies.
- The seventh question identified efforts currently being undertaken by the state's systems to improve linkages with other systems.
- The final question sought ideas and suggestions for measures that could be employed to improve expanded inter-regional and interstate mobility for transit users.

2.1.2 Survey Responses

The response to the initial survey questionnaire that was mailed in October 2010 to the state's transit systems was limited, with approximately 25 percent responding. However, follow-up phone surveys to the managers of the non-responding systems yielded more information that



was analyzed to identify Oklahoma transit mobility gaps and determine actions that can be employed to expand existing services geographically.

It should be noted almost all of the transit system managers surveyed agreed that statewide mobility for their riders was limited and were enthusiastic about helping to identify methods for improvement. Their compassion and empathy for their patrons' needs suggested a strong willingness to participate in future efforts to provide expanded service.

2.1.3 Summary of Survey Findings

QUESTION 1: What do you consider the most important destinations for your region's residents (i.e., major employment center, medical facility)? Do you serve those destinations; provide a link to another provider who services those destinations; or is there a need to develop a transit linkage to those destinations? (Please check all that apply.)

Medical Facilities

Medical facilities received a high percentage of the responses to the question about the provider's major destinations. Approximately 50 percent of the respondents provide service to Oklahoma City medical facilities, while 20 percent of the respondents provide service to St. Mary's and Bass Baptist in Enid, Stillwater FMC Dialysis Center, Ponca Medical City Hospital, and various Veterans Affairs (VA) Centers. About 20 other local medical facilities were also mentioned. Several respondents are unable to serve specific medical facilities because of low passenger demand and limited vehicles and drivers. Approximately 25 percent of the respondents cannot provide service to OKLAHOMA CITY medical facilities, with almost 40 percent unable to serve the VA facilities in Muskogee, Tulsa, Pryor, and Catoosa. Other facilities that they were unable to provide service to included Wichita KS Hospital, Elk City, Lawton, Moore Medical Center, as well as other local medical facilities.

Major Industries and Major Employment Centers

Major industries and major employment centers with over 200 employees also received a high percentage of the replies to the question about the provider's major destinations. Approximately 50 percent of the respondents provide service to shopping destinations, such as Wal-Mart, while 25 percent of the respondents serve Oklahoma State University (OSU). Other major employers serviced on an individual basis include Goodyear, Seaboard Pork Processing Plant, Ft. Sill, OSU, and other local companies and organizations.

Several respondents are not able to serve specific major employment centers because of limited vehicles and drivers. Almost 30 percent cannot provide service to Native American Tribal complexes.

Almost all of the transit system managers mentioned problems associated with limited resources. A lack of funding caused systems' managers to prioritize service to transport passengers mainly to frequently requested destinations. The transit systems attempt to accommodate individual requests, but often such trips involve transporting only one or two



passengers and involve a deadhead return trip. Such trips are inefficient because they tie up a vehicle and driver for long periods and involve significant costs for fuel and operations.

Cities with over 10,000 population

Approximately 20 percent of the respondents provide service to Stillwater and Tulsa, while 15 other cities are served on an individual basis such as, Broken Arrow, Oklahoma City, Enid, Guthrie, and others.

About 25 percent of the respondents noted an inability to transport passengers to major cities, such as Oklahoma City and Tulsa, because of limited demand and resources. Other cities identified as locations that passengers occasionally request but the systems cannot serve include Lawton, Lincoln County, as well as cities in surrounding states.

Military Base or Government Center

The survey respondents noted military bases, such as Vance Air Force Base, local Social Security offices, and health service locations as typical transit trip destinations. ODOT, the City of Tulsa, and the OKC government were identified as locations that cannot be served by some of the respondents because of limited resources and the need to prioritize service.

Other locations attracting large numbers of transit trips include shopping destinations.

Finding: The above responses indicate that the transit systems are prioritizing service to transport passengers to frequently requested destinations and that there is an inability to serve less frequently requested locations because of limited resources. The responses suggest a potential financial impediment that will have to be addressed for the transit agencies to furnish passenger transportation options.

QUESTION 2: Does your transit service provide connections with other transportation modes that enable increased regional mobility options to your riders? If yes, please specify the location where the connection occurs.

Several respondents identified airports where they provide service. Approximately 25 percent provide connections to Tulsa Airport and 25 percent to Will Rogers World Airport in Oklahoma City. Individual providers connect with Wichita Regional Airport, Dallas/Fort Worth, and smaller airport facilities.

Approximately 45 percent of the respondents connect with Greyhound stations in Oklahoma City, Dallas, and surrounding cities. More than 50 percent connect with inter-city bus stations, such as the Greyhound/Jefferson stations in Oklahoma City, Tulsa, and Perry and local bus transfer stations in Oklahoma City and Tulsa. A few individual providers connect with the Dallas/Fort Worth Airport Shuttle

Approximately 25 percent of the respondents connect with Amtrak stations in Oklahoma City, while individual providers connect with the Paul's Valley and Purcell Amtrak Stations.



About 10 percent of the respondents connect with the Tulsa and Seminole transit centers, as well as other Tribal Nation transit centers. Individual providers connect with Tulsa park-n-ride lots, the Oklahoma City Transit METRO Bus transfer facility, Capitol Trolley at the Ball Park, and other local transit facilities.

Finding: Based on these responses, while transit providers do make connections with other transportation modes, a large percentage of the state's transit agencies do not provide connections with other transportation modes. Connecting with airports, Amtrak, stations and intercity bus lines would allow for extended intra- and inter-state travel for transit users. It should be noted that from phone conversations with the transit system managers, connections with other transportation modes are on an as-requested basis and must be pre-arranged. The requests for connections at airports, Amtrak stations, and intercity bus terminals may be denied if vehicles and drivers are unavailable.

QUESTION 3: Are you aware of other transit service providers (including medical- or other government-provided van transportation), employee-provided van pools, and/or park and ride lots that you could link with to provide increased transit options for your riders? Please check all that apply and specify name(s) of other services and note if you would be interested in connecting with these providers.

Approximately 15 percent of the respondents noted transit providers they can link with, such as Red River Transportation, Delta, Pelivan, Tribal Consortium systems, and rural providers in Guthrie and Enid. SORTS, JAMM Transit, Tulsa Transit, Metro Trans—Oklahoma City, and CATS were also suggested as potential connections for extended service. Individual service providers, such as MAGB, Tulsa Shuttle Provider, and surrounding state services were also identified for potential connections.

Finding: More than half of the respondents are interested in connecting with other transit providers to serve destinations beyond their boundaries. Some of the connections are currently being established, such as Pelivan and Ki Bois system linking to furnish extended transit service to almost all of eastern Oklahoma. The system managers stated that demand and frequent passenger requests are the stimulus that encourages the systems to establish connection agreements.

Are you aware of connections that can be made with government-supported van transportation services that may be provided to medical services recipients and/or employment locations (i.e. sheltered workshops)? Are you interested in providing connections with this service or services?

Approximately 40 percent of the respondents are aware of connections with government agency van pools/transportation services, especially, van transportation furnished by Sooner Ride and health centers.



Are you aware of connections with employer-provided or private van pools and/or park-and-ride lots? Are you interested in providing connections with this service or services?

About 30 percent of the respondents answered yes to this question and expressed interest in connecting to specific locations or van pools in the future. They also noted specific industries, hospitals, and park-and-ride locations as areas of interest for future connecting service.

Question 4: Please note fixed route or demand responsive transit service that you could provide to allow potential workers to gain access to major regional economic generators (employers of at least 150 workers) in your service area. Such service could include transportation to industrial sites, medical center employment and/or casinos. If you are not providing such service, please indicate reasons (such as lack of funding, schedule incompatibility, lack of need, insurance or other administrative barriers).

Please name major job centers in your service area that you are not currently serving. If you are not providing service to this location, please note why.

Finding: Approximately 50 percent of the respondents named major job centers where fixed-route service was desired in order to improve access to major regional economic generators.

Funding was the main reason given by more than half of the respondents as to why service cannot be provided to these centers. Other barriers identified include inadequate staffing, lack of demand, and remote locations.

Question 5: What do you see as the major reasons that prevent you from creating transit linkages with other systems? Examples could include schedule incompatibility, obstacles related to fare integration, liability/insurance or regulatory circumstances, or any other reasons that you identify.

Finding: Two reasons ranked equally as the top barriers to creating transit links with other systems. About 37 percent of the respondents indicated inadequate rider demand and fare integration issues as barriers to linkages.

Schedule incompatibility and inadequate number of vehicles or drivers were also frequently mentioned as barriers to system linkage. Insurance or regulatory concerns and lack of interest in linking from other systems were also noted.

Funding and lack of administrative staff to work out issues, such as insurance, schedules and fare integration, were also important concerns noted by the respondents.



Question 6: Are there other transit service providers who operate in your service area? If yes, specify where they overlap with your service and whether they have client or trip restrictions on their service (e.g. only for elderly; only for medical trips). Please list other transit services that operate in your service area.

The 27 respondents to the survey named approximately 40 other service providers that operate in their respective areas and overlap with the respondents' services. However, most of the transit agency managers who participated in the survey viewed the additional service within their regions as a positive assistance that afforded supplemental transportation for transit users. They did not think the other providers were encroaching or providing redundant services. The conversations with the transit system managers during the survey revealed a strong sense of empathy with the passengers they serve. Almost all of the managers were concerned about their lack of resources and an inability to provide needed transportation in their service areas. In general, they welcomed the supplementary transportation in their areas being offered by other transportation providers.

Finding: A major thrust of this transit gap analysis was to determine the existence of overlap or redundant service being provided. With a very few exceptions, based on the survey responses, it does not appear that overlapping, duplicative transit provision is a problem in Oklahoma.

Question 7: Do you have plans to connect your transit system's services with those of another transit provider to allow passengers to gain access to destinations that you do not currently serve? Please specify the destinations you are planning to serve by this linkage, the provider/s you are considering linking with, and the status of the discussions, if applicable.

Seven of the respondents have plans to connect with Native American Tribal Transit systems. The Oklahoma tribal systems are funded by the FTA Tribal Transit Program, Section 5311 (c), which helps promote public transportation on Indian reservations and furnish transportation to Oklahoma's Native American tribes and also may offer transportation to non-tribal users. Other respondents have plans to connect with providers such as Ki Bois, Pelivan, Cherokee, Red River, and Tulsa Transit. Individual respondents mentioned potential connections with Sooner Ride, First Capital Transit, Cimarron Transit, Seminole State College, and other local providers.

Benefits mentioned by the respondents for future connections include better service and greater efficiency in the operation of both systems.

Finding: Several respondents replied that funding is the major barrier to making these additional planned connections, with the lack of administrative personnel to work out details for the system linkages as a secondary barrier. Other barriers mentioned include lack of rider demand for the connections, rising fuel costs, and not enough vehicles or drivers.



Question 8: Please describe other ideas or suggestions regarding linkages among Oklahoma transit systems and/or modes that could provide improved mobility for the state's transit users.

The responses to this question were consistent among a large number of the transit agency managers who were contacted. Most suggested that a coordination service or “mobility manager” is needed to assist transit users in navigating among Oklahoma’s transit systems and other transportation modes. Such a service could provide a one-stop source for information and assistance for extended transit travel and could help users schedule transit trips using multiple transit agencies. It could link urban with rural destinations and with other transportation modes, such as intercity bus, Amtrak stations, transit hubs, and airports. Ultimately, a “mobility manger” could support connections with future HSR services and perhaps extend information for passenger travel options beyond state lines to furnish access to cities in adjacent states. The “mobility manager” could also facilitate dispatching vehicles and drivers among the state’s urban, rural, and tribal systems to respond to inter-regional travelers’ needs.

Two survey responders noted that a similar service had been attempted in the past using a 211 phone number but failed because of inadequate and unreliable information. The service was further impaired by a lack of marketing that would have made potential users aware of the availability of transit transportation information in Oklahoma.

2.1.4 General Observations, Findings, and Recommendations Based on the Survey

As explained, the survey involved phone conversations with many of Oklahoma’s transit agency managers.

Finding: The managers were aware of the need for greater statewide mobility for transit users but did not perceive that they had an important role in providing increased intermodal choices and service to other modal connection points.

While some service to make intermodal connections is provided on an as-needed basis, there did not seem to be an awareness that their agencies were part of a statewide system that could play an instrumental role in furnishing passenger travel choices. The lack of awareness may be because of preoccupation by the transit managers with trying to provide badly needed transportation to their traditional clients during times of continually declining funding. As a consequence, serving intermodal passenger connection points may be a lower priority.

Recommendation: However, to maximize ODOT and urban area investments in improved passenger travel options, it would be beneficial to engage the state’s transit systems in development of an overall statewide vision for improved passenger travel.

The visioning process could provide a basis for sharing information about efforts to provide HSR, improved Amtrak service, enhanced connections in Oklahoma City and Tulsa, as well as the role that the transit system could serve in providing improved choices for passenger travel in and beyond Oklahoma.



Forums for information sharing could be provided by presentations and updates by ODOT's planning managers during the Oklahoma Transit Association's annual meetings. Additionally, articles in their newsletter or periodic email updates that report progress on statewide efforts to enhance intermodal passenger travel in Oklahoma could reinforce the importance of transit system participation in the vision for providing statewide passenger travel options.

2.2 Intermodal Passenger Transit Connections

An assessment of existing intermodal passenger connections was conducted among Oklahoma's urban, rural, and tribal transit systems. The survey information can be used to provide expanded modal links and improved mobility options for Oklahoma travelers.

Finding: Currently, Oklahoma's transit service is oriented toward mobility for traditional transit users, such as elderly, lower income, and persons with disabilities, with emphasis on transportation to the state's human services agencies. However, the survey found that some "on request" connections are being provided to intercity bus lines, airports with scheduled commercial flights, and Amtrak stations.

Table 2-1 shows links to other modes that are currently provided and service gaps.

Table 2-1. Statewide Intermodal Connections

Transit Agency	Intercity Bus Connections	Airport Connections	Amtrak Connections
Central Oklahoma Transit and Parking Authority (COTPA) Metro Bus System—Oklahoma City, OK	Jefferson and Greyhound Station located a few blocks from downtown transfer plaza	No direct Metro Bus connection to Will Rogers World Airport; connection currently available via transfer from circuitous line with infrequent service	Connection with Oklahoma City Amtrak Station
Edmond City Link—Edmond, OK	Connection provided via Metro Bus at Downtown Transit Center; Edmond City Link vans stop at Metro downtown transfer plaza	Limited connection via Metro Bus at Downtown Transit Center	Connection via Metro Bus at Downtown Transit Center
Cleveland Area Rapid Transit (CARTS)—Norman, OK	None	Connection with Norman Airport	Yes—CARTS headquarters is one block from Amtrak station
Metropolitan Tulsa Transit Authority—Tulsa, OK	Greyhound Station	Tulsa International Airport	No
Pelivan Transit—Big Cabin, OK	Greyhound and Jefferson Lines—Pelivan can sell tickets for Greyhound and Jefferson bus trips	Tulsa Airport Shuttle; Joplin, MO, Airport; and Northwest Arkansas Regional Airport	No
Muskogee Creek Transit—Muskogee, OK	No	No	No
Ponca Nation Transit—Ponca City, OK	No	No	No
Chickasaw Transit—Ada, OK	Greyhound at Paul's Valley, OK	No	No
Ki Bois Transit—Stigler, OK	Jefferson Bus Line	Non-scheduled service to Will Rogers World Airport upon passenger request	Yes—connection via Jefferson Bus Line


Table 2-1. Statewide Intermodal Connections (continued)

Transit Agency	Intercity Bus Connections	Airport Connections	Amtrak Connections
Muskogee County Transit—Muskogee, OK	Greyhound and Jefferson Lines	No	No
Washita Valley Transit—Chickasaw, OK	Jefferson Bus Line	Will Rogers World Airport upon passenger request	No
Transit Agency	Intercity Bus Connections	Airport connections	Amtrak connections
Cheyenne and Arapaho Tribe—Concho, OK	Greyhound and Jefferson Lines via Metro Bus Transit Plaza	Limited connection via Metro Bus; Tribe's vans stop at downtown transfer plaza upon request	No
Southwest Transit—Altus, OK	No	Lawton Airport upon passenger request	No
Beaver City Transit—Beaver, OK	No	No	No
Delta Public Transit—Lindsey, OK	Greyhound and Jefferson Lines	Will Rogers World Airport	Yes—Purcell Station and Paul's Valley Station
The Bus—Stillwater, OK	Jefferson Line (in near future)	Tulsa International Airport via link with Metropolitan Tulsa Transit	Yes—via Jefferson Bus Line
Central Oklahoma Transit System—Shawnee, OK	Greyhound Line when requested and vehicles and drivers are available	Will Rogers World Airport; Airport is unaware of connection	No
Little Dixie Transit—Hugo, OK	Greyhound Stations in Dallas and Oklahoma City	Will Rogers and Dallas Fort Worth airports via connection with airport shuttle in Bonham, TX	Yes—Oklahoma City Amtrak Station upon request
The Transit—Enid, OK	Greyhound and Jefferson Lines in Oklahoma City, Tulsa, and Perry	Woodring in Enid; Will Rogers International; Tulsa International	No
Comanche Tribe—Lawton, OK	No	No	No
The Ride—Guymon, OK	No	Guymon Municipal Airport	No
Cimarron Transit—Pawnee, OK	Jefferson and Greyhound Lines in Tulsa	No	No
Call A Ride—Ada, OK	Jefferson and Greyhound Lines in Paul's Valley	No	Paul's Valley Amtrak Station
Cherokee Strip Transit—Garber, OK	Oklahoma City and Tulsa bus stations	Tulsa International Airport; Will Rogers World Airport; and Wichita Regional upon request	No
JAMM Transit—Atoka, OK	Jefferson and Greyhound in Ardmore, Durant, McAlester, and Paul's Valley	No	No
First Capitol Trolley—Guthrie, OK	Greyhound in Oklahoma City upon passenger request	Will Rogers World and Tulsa International upon request	Oklahoma City Station
Seminole Nation Transit—Wewoka, OK	No	No	No
Red River Transportation Service—Fredrick, OK	Jefferson Line at Lawton	Will Rogers World Airport	Amtrak in Oklahoma City
Southern Oklahoma Transportation System—Durant, OK	Greyhound	Will Rogers World Airport and Dallas Fort Worth Airport	Amtrak at Ardmore

Source: Surveys conducted of Oklahoma public transit providers in late 2010 and documented in "Transit System Overview and Gap Analysis" (2011), Parsons Brinckerhoff



2.3 Intermodal Passenger Transit Gaps in Oklahoma Counties

Gaps in county passenger transportation service were identified by comparing the intermodal connections noted in the survey and the counties served by the various urban, rural, and tribal transit systems. **Table 2-2** shows intermodal connections being provided and passenger transportation modes that are not being served by Oklahoma's transit systems.

The **Figure 2-1** through **Figure 2-4** maps show counties that currently do not have transit connections to Greyhound or Jefferson intercity bus lines, commercial airports with scheduled airline service, or Amtrak stations. The maps show geographical areas of Oklahoma that lack intermodal connections and display long-range opportunities for linkages to enable all of the state's citizens to be served better by the current intermodal transportation initiatives, such as HSR and Amtrak service enhancements.

- **Figure 2-1** shows Oklahoma counties without intercity bus service.

Finding: Fifteen counties (19 percent) do not have rural transit access to either Greyhound or Jefferson bus lines. These counties represent approximately four percent of the State's population.

- **Figure 2-2** shows counties that do not have transit connections to a major airport.

Finding: Nineteen counties (25 percent) lack connection with major airports which represents approximately 8.5 percent of Oklahoma's population.

- **Figure 2-3** displays counties that do not have transit connections to an Amtrak station.

Finding: Thirty four counties (44 percent) do not have these transit connections to Amtrak, representing approximately 13 percent of Oklahoma's population.

- **Figure 2-4** shows counties that have no transit connections to passenger travel modes.

Finding: Nine counties (12 percent), representing almost three percent of Oklahoma's population, have no connection to passenger transit options.

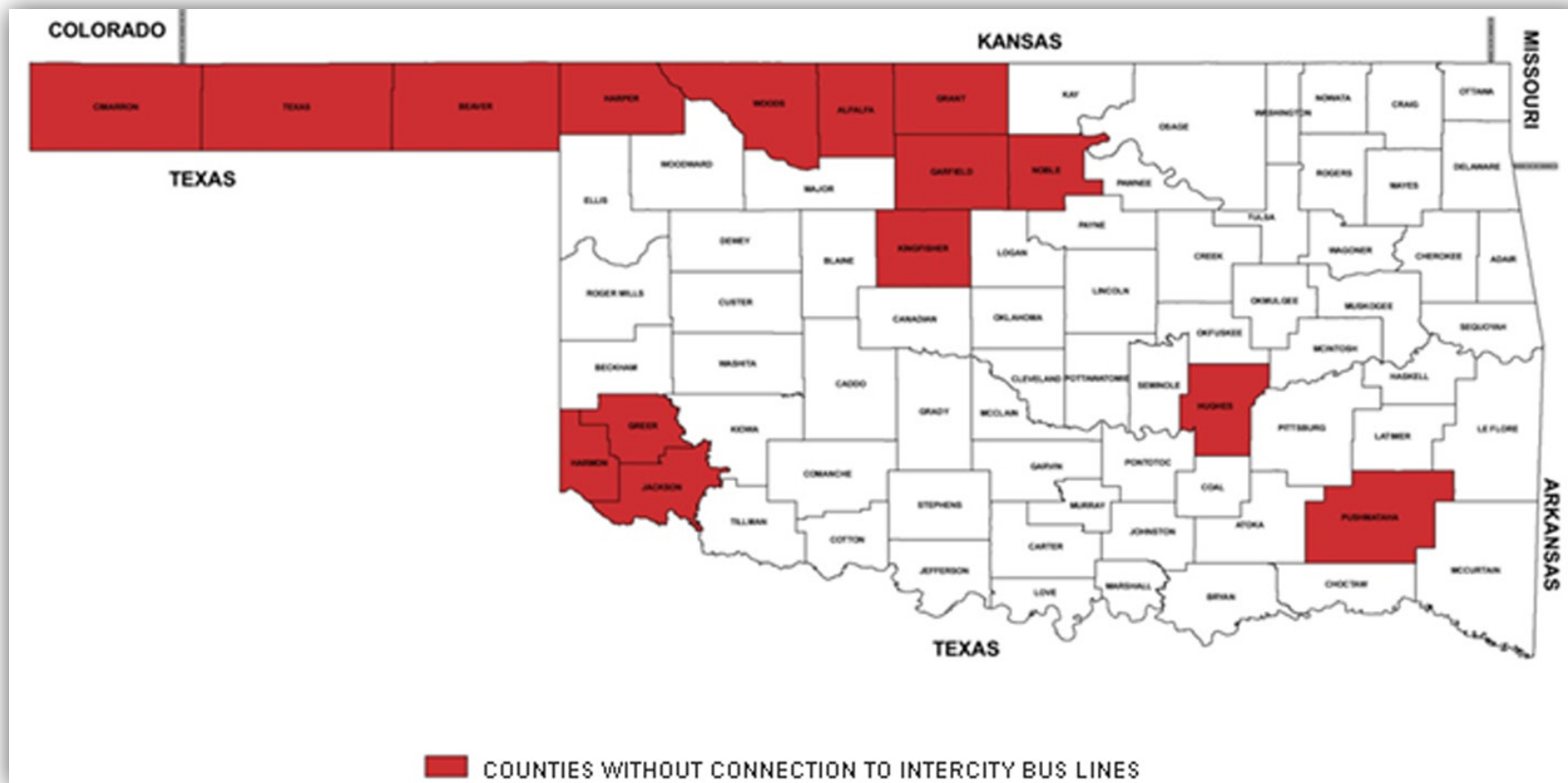

Table 2-2. Statewide Intermodal Connections and Gaps

County (population from 2010 Census)	Intercity Bus	Airport	Amtrak	County (population from 2010 Census)	Intercity Bus	Airport	Amtrak	County (population from 2010 Census)	Intercity Bus	Airport	Amtrak
Adair (22,683)	✓	✓	✓	Grant (4,521)	✓	✓		Nowata (10,534)	✓	✓	
Alfalfa (5,642)				Greer (6,239)		✓		Okfuskee (12,199)	✓	✓	✓
Atoka (14,182)	✓			Harmon (2,922)		✓		Oklahoma (718,633)	✓	✓	✓
Beaver (5,636)				Harper (3,685)				Okmulgee (40,061)	✓	✓	✓
Beckham (22,119)				Haskell (12,769)	✓	✓	✓	Osage (47,476)	✓		
Blaine (11,943)	✓	✓	✓	Hughes (14,003)				Ottawa (31,847)	✓	✓	
Bryan (42,416)	✓	✓	✓	Jackson (26,446)		✓		Pawnee (16,577)	✓		
Caddo (29,600)	✓	✓	✓	Jefferson (6,472)	✓	✓	✓	Payne (77,350)	✓	✓	✓
Canadian (115,541)	✓	✓	✓	Johnston (10,957)	✓			Pittsburg (45,837)	✓	✓	✓
Carter (47,557)	✓	✓	✓	Kay (46,562)	✓			Pontotoc (37,492)	✓	✓	✓
Cherokee (46,987)	✓	✓	✓	Kingfisher (15,034)				Pottawatomie (69,442)	✓	✓	✓
Choctaw (15,205)	✓	✓		Kiowa (9,446)	✓	✓	✓	Pushmataha (11,572)			
Cimarron (2,476)				Latimer (11,154)	✓	✓	✓	Roger Mills (3,647)	✓	✓	✓
Cleveland (255,755)	✓	✓	✓	Le Flore (50,384)	✓	✓	✓	Rogers (86,905)	✓	✓	
Coal (5,925)	✓	✓	✓	Lincoln (34,273)	✓	✓	✓	Seminole (25,482)	✓	✓	
Comanche (124,098)	✓	✓	✓	Logan (41,848)	✓	✓	✓	Sequoyah (42,391)	✓	✓	✓
Cotton (6,193)	✓	✓	✓	Love (9,423)	✓	✓	✓	Stephens (45,048)	✓	✓	✓
Craig (15,029)	✓	✓		Major (7,527)	✓	✓	✓	Texas (20,640)			
Creek (69,967)	✓			Marshall (15,840)	✓	✓	✓	Tilman (7,992)	✓	✓	✓
Custer (27,469)	✓	✓	✓	Mayes (41,259)	✓	✓		Tulsa (603,403)	✓	✓	
Delaware (41,492)	✓	✓		McClain (34,506)	✓	✓	✓	Wagoner (73,085)	✓	✓	✓
Dewey (4,810)	✓	✓	✓	McCurtain (33,151)	✓	✓		Washington (50,976)	✓	✓	
Ellis (4,151)				McIntosh (20,252)	✓	✓	✓	Washita (11,629)	✓	✓	✓
Garfield (60,582)		✓	✓	Murray (13,482)	✓	✓	✓	Woods (8,878)			
Garvin (27,572)	✓	✓	✓	Muskogee (70,991)	✓	✓	✓	Woodward (20,081)	✓	✓	✓
Grady (52,435)	✓	✓		Noble (11,563)	✓	✓					

Source: Surveys conducted of Oklahoma public transit providers in late 2010 and documented in "Transit System Overview and Gap Analysis" (2011), Parsons Brinckerhoff

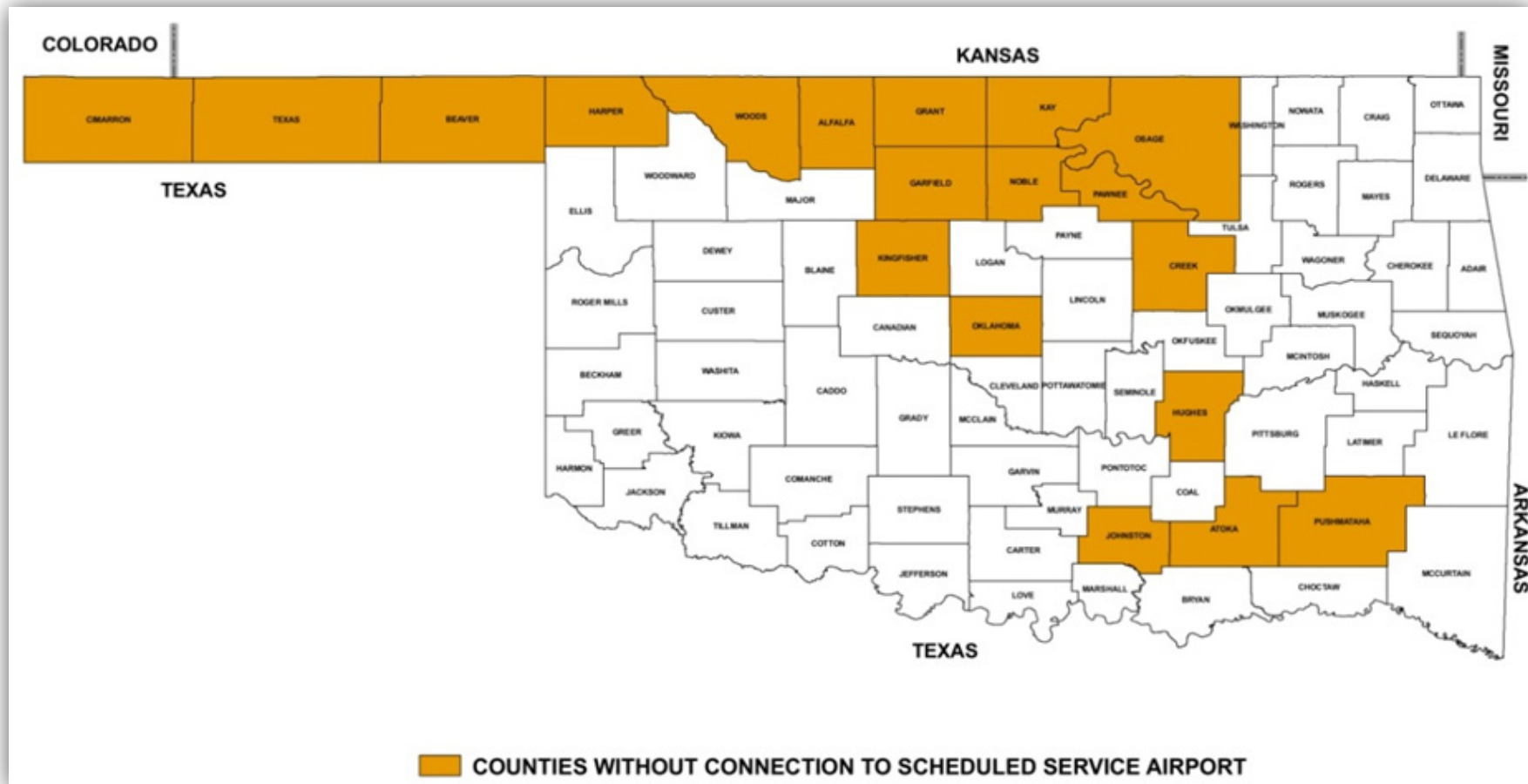
✓ = services provided

Figure 2-1. Counties without Connection to Intercity Bus Lines



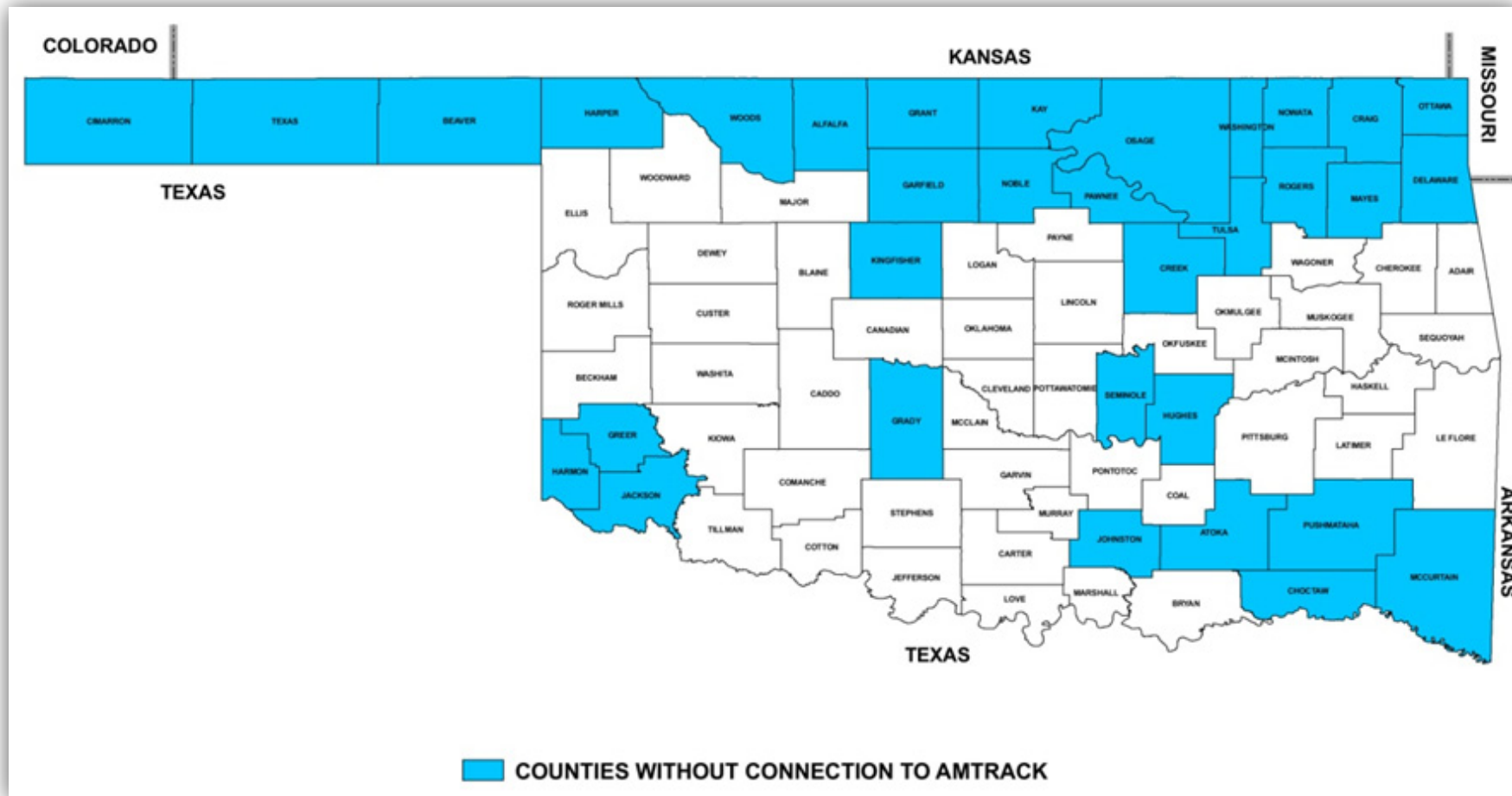
Source: "Transit System Overview and Gap Analysis" (2011), Parsons Brinckerhoff

Figure 2-2. Counties without Connection to Scheduled Service Airport



Source: "Transit System Overview and Gap Analysis" (2011), Parsons Brinckerhoff

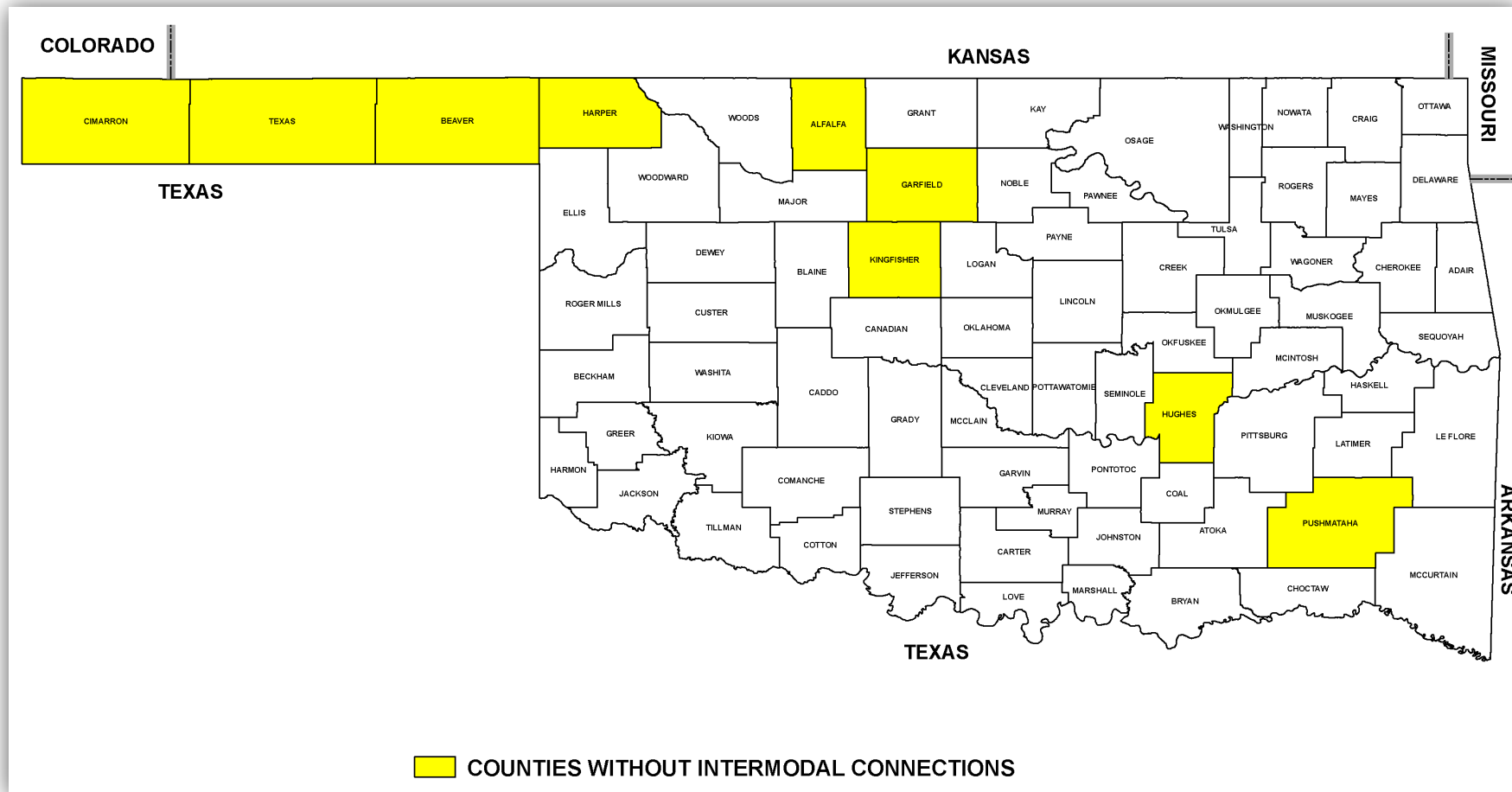
Figure 2-3. Counties without Connection to Amtrak



Source: "Transit System Overview and Gap Analysis" (2011), Parsons Brinckerhoff



Figure 2-4. Counties without Intermodal Connections



Source: "Transit System Overview and Gap Analysis" (2011), Parsons Brinckerhoff



2.4 Transit System and Intermodal Coordination Recommendations

2.4.1 Transit Service Coordination—Mobility Manager

Finding: As noted in the transit system survey discussion, statewide transit travel is difficult because of a lack of information. Assistance is needed to help potential travelers use the state's transit systems to gain access to statewide destinations and intermodal transportation facilities that would allow them to travel beyond Oklahoma.

Recommendation: A majority of the survey responders suggested that a coordination service or “mobility manager” is needed to assist transit users in navigating among Oklahoma’s transit systems and other passenger transportation modes.

A mobility manager service could provide a one-stop source for information, ticketing, and assistance for extended transit travel and could help users schedule transit trips using multiple transit agencies. It could link urban with rural destinations, other transportation modes, such as intercity bus terminals, Amtrak stations, transit hubs, airports and, ultimately, HSR services and perhaps extend beyond state lines to furnish access to adjacent cities. It could also facilitate dispatching vehicles and drivers among the state’s urban, rural, and tribal systems to respond to inter-regional travelers’ needs. Some of the survey responders suggested the service could be similar to a “travel agency for transit system users.”

As envisioned by the survey responders, a statewide transit information service would not have to be a complex operation involving a large organization. Once information is available, the service could be provided on-line and by phone and could be supported by a small staff associated with a transit-related organization.

2.4.2 Funding a Mobility Manager Service

Almost all of the survey responders noted funding as being a problem that presently hinders expanded and coordinated service, citing a lack of drivers, vehicles, and personnel who could obtain and provide information. It was suggested that a separate funding source is needed to furnish coordinated information and service and that a low-cost inter-system transit pass could be provided to facilitate interagency trips. Also, insurance issues and fare sharing would have to be addressed. Concerns expressed by the survey respondents included the need to recognize unique tribal funding mechanisms associated with the FTA Tribal Transit Program, Section 5311(c), that the coordinated service should benefit all systems, and that it not be a for-profit service. Others expressed the opinion that for-profit service may be the only way to fund the operations.

2.4.3 Publicizing a Mobility Manager Service

Survey responders suggested several sources to provide information to intra- and inter-state transit travelers:

- Provide a website that would post “Oklahoma Passenger Service Map” information about rural and urban transit services, tribal transit services, Amtrak Services, etc.



- Post toll-free phone and internet contact information at intercity bus stations, transit system transfer points, bus stops at shopping malls, airports, and train stations
- Place mobility service information signs in all Oklahoma transit vehicles
- Use social media

Others suggested that users need to be aware that these coordinated services provided by the state's transit systems are not taxi services, and wait time could be extensive because of limited vehicles, drivers, and resources. It was noted that the mobility service would need to be continually marketed as an alternative to auto use and available to all travelers not just for transit-dependent persons.

During a preliminary presentation of the *Transit System Overview and Gap Analysis*, a commenter mentioned a previously attempted service similar to the "mobility manager" concept. It was implemented by the Oklahoma Department of Rehabilitative Services to provide information about Oklahoma social services. The information could be obtained by calling a 211 phone number. The information service was unsuccessful largely because of the lack of a champion, inadequate funding, and limited publicity. Establishing a mobility manager to provide travelers assistance for those seeking passenger travel options would successfully address these problems.

2.4.4 Providing a Mobility Manager Service

Suggestions for who could provide the mobility manager service included the following:

- The Oklahoma Department of Rehabilitative Services
- Jefferson or Greyhound Bus Lines
- Large Urban Transit Systems—COTPA or Tulsa Transit
- ODOT
- Oklahoma Transit Association
- Sooner Ride

2.4.5 Initial Efforts to Organize Mobility Manager Service

Several responders suggested using a consultant to get the mobility manager service organized, started, and then turned over to a local provider. The consultant or other agency could establish relationships and agreements among agencies and intermodal providers, work out service and funding agreements, and provide initial publicity, a marketing plan, and an initial concept for operations.

Other ideas for operations included the use of Geographic Information System-based tracking systems to locate agency vehicles available for inter-agency connections. Also, administrative/legal requirements to allow for transit trip extensions into locations in adjacent states would have to be addressed. Tribal agency responders noted the need to involve FTA in any funding agreements because of federal regulations associated with the tribal transportation programs.



2.4.6 Using Social Media for Intermodal Passenger Connections

Recommendation: The growing use of social media, such as Facebook and Twitter, offers a unique methodology for providing information that can help Oklahoma travelers obtain information about passenger services and connections.

Examples of information sharing via social media include

- Connecting individual groups, organizations, and others involved in providing passenger transportation services
- Being a source of information and a resource for the public when travelers are inquiring about transportation options
- Helping transit and other transportation providers and systems have an online presence to share ideas and discuss issues associated with interagency services.

Appendix C provides examples of how social media could be used to provide transportation information.



3. TRANSFER SITE EXAMINATIONS

The survey of the state's passenger terminals was conducted to address the following specific Oklahoma transportation goals to maximize the benefits of ODOT's efforts to improve rail transportation and promote travel choices:

- Increase intermodal choices through improved connections at passenger rail stations with intercity bus services, public transportation and park-and-ride facilities and incorporate bicycle and pedestrian facilities
- Improve public transportation system operation and performance by promoting connections among rural, urban, tribal, and intercity bus services
- Enhance modal choice by identifying intermodal connection points for travel by public transportation, intercity bus, passenger rail, and automobile

The survey was conducted from the perspective of a potential passenger seeking to travel from various Oklahoma transportation transfer points (such as Greyhound or Jefferson bus stations, major airports, Amtrak stations, or city transit hubs) to other in-state or out-of-state locations. The purpose of the analysis was to identify specific low-cost measures that providers could implement or support that would improve intermodal passenger connections and enhance use of the state's transportation systems for passenger travel. While the improvement recommendations involve current passenger travel services and options, the recommendations will provide a foundation for future system connections that can be implemented to enhance use of the proposed Amtrak operational improvements and, ultimately, HSR deployment.

This survey examined all current Amtrak Stations, intercity bus stations, airports in Oklahoma City and Tulsa, the Metro transit transfer facility in Oklahoma City, and the Denver Avenue Station in Tulsa. The surveys noted whether or not information was available to assist travelers seeking to connect with other passenger transportation modes; to use urban, rural, and tribal transit systems; or to use other travel options, such as taxis, rental cars, or shuttles to travel to their destinations. The site reviews noted availability of posted information and contact information for transit agencies, taxis, or shuttle services, as well as pamphlets and maps to assist with transit usage and other travel options. Survey personnel interviewed, if available, on-site ticket sellers, Amtrak representatives, intercity bus agents, airport information desk personnel, and other on-site representatives who could provide routine travel information. The interviewers also asked for suggestions that could assist travelers' efforts to reach their destinations and also inquired about costs, schedules, and contact information for the various travel service options. Appendix B is a copy of the questionnaire. Following are findings from the site examinations.



3.1 Findings and Recommendations

Finding: The survey of the state’s passenger intermodal transfer stations identified a pervasive lack of information about available connections. Other than the airports and Metropolitan bus transfer facilities, almost all of the sites lacked staff that could sell tickets, provide information about connections and their costs, or contact information that would allow travelers to obtain information and tickets.

Finding: The Oklahoma City and Tulsa airports have information desks staffed by volunteers who can furnish information about local bus, shuttle, and taxi services. However, although ten rural transit systems will pick up and drop off passengers at the airports, the volunteers were not aware of these services and could not provide contact information. Information about Amtrak connections was also unavailable at the information desks.

Finding: None of the five Amtrak stations was staffed. Posted information was limited to Amtrak routes and schedules. Although the Amtrak system route and schedule postings displayed phone numbers to call for ticketing information, none of the sites had pay phones or Wi-Fi that would enable most travelers to obtain information.

Finding: Five of the fifteen intercity bus stations surveyed were staffed by bus system employees who could sell tickets and provide information about the intercity bus service and local taxis. Information about connections with Amtrak was not available at the stations.

The agents in Oklahoma City and Tulsa were knowledgeable about local bus systems. Although all of the intercity bus stations are served by urban, rural, or tribal transit systems, the agents were only aware of the urban bus service.

Finding: Nine of the bus stations are located in service station convenience stores with information available from cashiers. The cashiers cannot sell bus tickets or provide fare information. Other than local taxis, they do not have information about rural transit system contacts, prices, or directions for connection with Amtrak or commercial air service.

One excellent example of information availability was the Paul’s Valley Greyhound Station. The station is co-located with Delta Rural Transit, which provides information about schedules, costs, and connections as well as sells Greyhound tickets. The information available at this location was the most complete of all sites surveyed. This co-location of transportation service providers may serve as a model for future endeavors that could combine regional rural transit, tribal



transit, intercity bus and, where appropriate, Amtrak in one location to serve as a rural transportation hub.

Finding: The two Metropolitan Bus transfer stations were staffed with bus system employees who were relatively well informed about connections with local and regional transportation modes. However, posted contact information for rural or tribal transit system services was not available nor was cost information and ticketing for other passenger transportation available at these sites.

Information and ticketing kiosks were not available at any of the locations surveyed. The inability to understand how to travel within Oklahoma by combinations of passenger rail, intercity bus, urban, and rural transit systems can be discouraging and frustrating to travelers seeking to use the available systems.

The opportunity for furnishing passenger travel options exists since the transportation systems are available and are improving. Better, more comprehensive information will be required to encourage increased use of passenger transportation alternatives. Fortunately, the provision of improved travel information can be relatively easy and inexpensive.

The following are summaries of the overall findings of the surveyed passenger transfer points.

3.1.1 Airports

The state's two major airports surveyed—Will Rogers World Airport and Tulsa International Airport—both provide passenger information desks with adequate information to assist travelers in making intermodal connections. These desks are staffed by enthusiastic volunteers who have minimal training. The volunteers interviewed during the survey acknowledged having a lack of information about other modal connections, such as rural and tribal transit systems, Amtrak, and intercity bus systems, and could not provide information about ticketing and trip costs. Handout information about local buses and shuttles was available.

3.1.2 Amtrak Stations

Oklahoma's Amtrak stations are all located in historic railroad depots and are not staffed. For the most part, no one is available to provide information about Amtrak ticketing, costs, and connections with other transportation modes. Two of the locations are adjacent to museums or governmental offices whose employees would try to provide travel advice to passengers, but no formal information was available. None of the stations had posted information about taxi service, rural or tribal transit connections, intercity buses, or any other information that would have enabled passengers to travel beyond the Amtrak stations. The stations did have posted information about Amtrak routes and schedules as well as Amtrak contact numbers, but neither pay phones nor Wi-Fi was available.

3.1.3 Intercity Bus Stations

The bus stations in Oklahoma City, Tulsa, and Muskogee are staffed by bus line employees who can sell tickets and provide information about local connections and contact information. The



employees are knowledgeable about local taxi and bus services but are less informed about contact information and costs for rural transit systems. Contact and service area information for urban, rural, or tribal transit, local taxis, or Amtrak was not posted in any of the bus stations.

The stations in smaller communities, with the exception of the Paul's Valley station, are typically located within service station convenience stores and staffed by clerks who are not employed by the bus systems. The clerks are often occupied by service station or convenience store customers and can only furnish minimal information about local taxi connections. Information about contacts, costs, or availability of other modal connections was not posted in the stations.

3.1.4 Urban Bus System Transfer Hubs

Both the Oklahoma City and Tulsa bus system transfer hubs are staffed with bus system employees who can furnish excellent information about local bus services and provide route maps and schedules. The on-site employees are also knowledgeable about taxis, shuttles, and rural and tribal transit systems that typically serve the hubs and in some cases can provide contact and cost information.

Handouts for bus services were available. Information about other modal connections was not posted or available as handouts at these locations.

3.1.5 Recommendations

As an initial effort to provide organized passenger transportation connection information,

Recommendation: it is recommended that highly visible, secure bulletin boards be provided at each of the 27 locations examined in this survey. The transportation information posted within the bulletin boards should contain an updated version of both sides of ODOT's *Oklahoma Passenger Service Map* (Figure 1-16), as well as contact information for local taxi services, airport shuttles, and transit services, including local, rural, and tribal systems available at each location.

To determine approximate costs for displaying the *Oklahoma Passenger Service Map* as well as contact information for other services by location, typical commercial 40-by-60-inch bulletin boards with aluminum frames and lockable glass display doors were used—these can be purchased for about \$600 to \$700 each. This size would provide for display of both sides of the *Oklahoma Passenger Service Map* as well as relevant transit system contact information. Installation would cost approximately \$150 each for labor and materials. Additional cost would involve staff time to secure permission to install the boards and prepare contracts for the purchase and installation. A rough cost estimate for installation of the informational bulletin boards at all 27 intermodal transfer sites that includes purchase, installation, travel costs, contract preparation, and administrative costs would be about \$75,000 to \$100,000.

Recommendation: As ODOT's efforts to improve passenger rail service and Oklahoma City and Tulsa's plans for passenger transportation improvements are implemented, training courses and handout materials for intermodal transfer site personnel could be developed.



These well-informed on-site personnel could then furnish comprehensive information about Oklahoma's passenger transportation options and how to use them. The handout to describe Oklahoma passenger transportation services and how to contact them would be especially helpful for airport information desk volunteers and convenience store intercity bus station cashiers. The handout can be a simple inexpensive printed sheet that would be easily reproduced and shipped. Much of the information needed to produce it already exists on the *Oklahoma Passenger Service Map*.



3.2 Passenger Transportation Transfer Point Survey—Airports

Will Rogers World Airport (OKC), 7100 Terminal Drive, Oklahoma City, OK



Travel connections available

METRO Transit System via a circuitous bus route that does not directly serve the airport	Taxis—iCab, Thunder Cab, Checker Cab, Castle Cab	Airport express shuttle service that connects with rural communities	Rental cars—all major	Ki Bois, Washita Valley, Delta, Central Oklahoma, Little Dixie, First Capitol Trolley, Red River, and Southern Oklahoma rural transit systems if prearranged by phone and if vehicles are available
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Traveler information available

Route maps for METRO Transit System	Taxi Information at taxi stand	Airport shuttle information at stand	Amtrak pamphlets used to be available, but volunteers have not been able to restock
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On-site assistance

The information desk is staffed when volunteers are available—no established schedule	Route maps of METRO Transit available	Able to provide information for METRO Transit connections	Not able to assist with contact, ticketing, or cost information for rural transit systems
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Connections with other travel modes

Connection to Amtrak Station available by Metro Bus	Volunteer able to provide connection information	Ki Bois, Washita Valley, Delta, Central Oklahoma, Little Dixie, First Capitol Trolley, Red River, and Southern Oklahoma rural transit systems upon request	Amtrak tickets cannot be purchased at airport	Taxi service available
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Suggestions for improving airport connections

Provide handouts at volunteer information desk about Oklahoma's passenger transportation options and how to contact them	Provide secure display of <i>Oklahoma Passenger Service Map</i> (both sides)	Provide travel resource information and training for volunteers
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Tulsa International Airport, 7777 East Apache, Tulsa, OK



Travel connections available

Tulsa Metropolitan Transit System	Taxis—My Cab, A Taxi, City Cab, Tulsa Taxi	Airport-hotel and Hard Rock and Cherokee Casino shuttle service	Rental cars—all major	The Bus, The Transit, Pelivan, Cherokee Strip transit systems provide service to Tulsa International Airport upon request.
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Traveler information available

Local transit, taxi, hotel and casino shuttle	Information desk available to assist travelers	Tulsa transit flyer and map, The Bus map, OSU shuttle schedule	Shuttle service to area communities—info available at Information desk
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On-site assistance

Volunteers available to assist travelers Monday to Saturday, 7 a.m. to 7 p.m., Sunday, Noon to 7 p.m.	No ticketing available for other modes	Route maps of METRO Transit available	Able to provide information for local transit connections	Not able to assist with contact information for rural transit systems	Cost for rural transit connections and ticketing unavailable
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Connections with other travel modes

Local bus, rental cars, and taxis	No Amtrak—nearest station in Oklahoma City	The Bus (Stillwater), The Transit (Enid), First Capitol Trolley (Guthrie), Pelivan (Big Cabin)—rural transit systems provide service to Tulsa International Airport upon request
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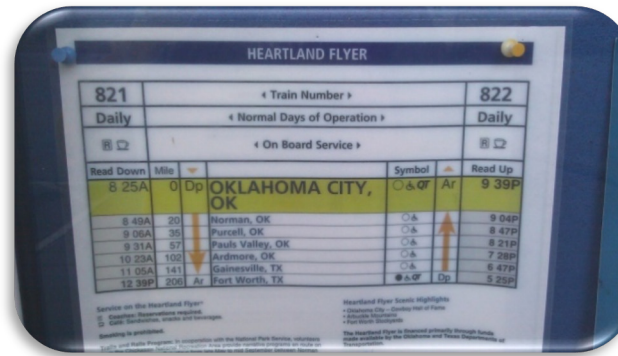
Suggestions for improving airport connections

Provide secure display of <i>Oklahoma Passenger Service Map</i> (both sides) near information desk	Provide handouts and maps with taxi and bus information	Provide shuttle service between airport and downtown on Sundays	Provide handouts at information desk about Oklahoma's passenger transportation options and how to contact them
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3.3 Passenger Transportation Transfer Point Survey—Amtrak Stations

Oklahoma City Amtrak Station, 100 E K Gaylord Boulevard, Oklahoma City, OK



Travel connections available

Metro Bus available for connections with Greyhound and Jefferson Bus Lines near bus transfer facility; Metro bus stop is across busy Gaylord Boulevard

Rural transit connections available upon request—Little Dixie (Hugo), First Capitol Trolley (Guthrie) Red River Transportation Service (Fredrick)

AAA Taxi available only when trains arrive—can provide trips to bus station and airport. No rental cars or shuttles available on site. Enterprise Car Rentals available

Travel information available

No representative or agent available at this location; very limited information available; building locked except when trains arrive

Posted information about Heartland Flyer Schedule and ticketing available

Information about local bus, rural transit, taxi or rental cars, shuttle service not available

Type of information available

Very limited information available—Heartland Flyer schedule and contact information for ticketing and 1 800 phone number for Amtrak contact

Amtrak station is locked except when trains arrive

No ticketing kiosk or pay phone available; Wi-Fi not available

Suggestions for improving travel connections

Post information for Metro Bus schedule and route map; post contact information for taxis and rental cars

Provide secure display of *Oklahoma Passenger Service Map* (both sides)



Norman Amtrak Station, 200 South Jones Avenue, Norman, OK



Travel connections available

Cleveland Area Rapid Transit System (CARTS) headquarters one block from Amtrak station

Taxi available upon request—A1 and BoomerCab; Enterprise Car Rentals available

CARTS furnishes bus service to the Norman airport

Travel information available

No representative or agent available at this location; very limited information available; enclosed waiting area but no agent available

Posted information about Heartland Flyer Schedule and ticketing available

Information about local bus, rural transit, taxi or rental cars, shuttle service not available

Type of information available

Very limited information available—Heartland Flyer schedule and contact information for ticketing and 1-800 phone number for Amtrak contact

No ticketing kiosk or pay phone available; Wi-Fi not available

Although CARTS is one block away, information about service availability is not posted

Suggestions for improving travel connections

Post Information for CARTS rural transit contact and taxi services

Provide secure display of *Oklahoma Passenger Service Map* (both sides)



Purcell Amtrak Station, East Main Street and North Santa Fe Street, Purcell, OK



Travel connections available

Delta Public Transit based in Lindsey serves this location upon request

Connections to the Greyhound/Jefferson bus station can be provided by Delta Public Transit upon request

Connections to Will Rogers World Airport can be provided by Delta Public Transit upon request

Travel information available

The Purcell Amtrak Station has an enclosed waiting area but no ticket office, attendant, ticketing kiosk, phone, or Wi-Fi

The only posted information to assist travelers is a Heartland Flyer schedule that includes Amtrak contact information

Although Delta Public Transit provides service to this station, there is no contact information available

Connections with other travel modes

Taxi service (A1 Taxi in Norman) is available in Purcell but no contact information is posted in the station

Will Rogers World Airport can be accessed by Delta Public Transit upon request; trip must be pre-arranged

The Greyhound/Jefferson bus station can be accessed by Delta Public Transit upon pre-arranged request

Airport Express Shuttle service will transport to Will Rogers World Airport for \$54

Suggestions for improving travel connections

Provide secure display of *Oklahoma Passenger Service Map* (both sides); post contact information for A1 Taxi and Delta Public Transit

Provide ticketing information for Amtrak and Delta Public Transit



Paul's Valley Amtrak Station, South Santa Fe Street and East Paul Avenue, Paul's Valley, OK



Travel connections available

Delta rural public transit system in Lindsey serves this location; Call A Ride rural transit and JAMM rural transit systems also serve this station

Delta Public Transit can provide transportation to Will Rogers World Airport and the Greyhound/Jefferson bus station in Oklahoma City upon request

Ada Taxi provides service to the Paul's Valley Amtrak Station when called

Travel information available

Amtrak's Heartland Flyer boards at a platform just south of the historic Santa Fe station, which is now a history museum

Volunteers at the adjacent museum assist Amtrak travelers with transportation information Monday through Saturday from 1 p.m. to 4:30 p.m.

No Amtrak agent is available; Amtrak route and contact information is posted at the station

No ticketing kiosk or pay phone available; Wi-Fi not available

Connections with other travel modes

Delta Public Transit System will shuttle passengers to Will Rogers World Airport and Greyhound/Jefferson Bus Station if pre-arranged; JAMM and Call A Ride also serve this station

Ada Taxi will transport passengers to local destinations

No rental car information available at this location

Airport Express Shuttle service will transport to Will Rogers World Airport for \$93

Suggestions for improving travel connections

Provide secure display of *Oklahoma Passenger Service Map* (both sides); post contact information for Ada Taxi and Delta, JAMM, and Call A Ride public transit systems

Provide handouts to museum staff about Oklahoma's passenger transportation options and how to contact them



Ardmore Amtrak Station, 251 Main Street, Ardmore, OK



Travel connections available

Southern Oklahoma Transit System serves the Amtrak station and can connect with airports in Oklahoma City and Dallas/Fort Worth as well as Greyhound/Jefferson in Oklahoma City

AAA Taxi serves this location

Travel information available

The Amtrak Station is located in the old RR terminal building adjacent to city hall and museum; city and museum staff provide traveler assistance when requested

No Amtrak agent is available; Amtrak route and contact information is posted at the station

Contact for AAA taxi and Southern Oklahoma Transit is not posted

No ticketing kiosk or pay phone available; Wi-Fi not available

Connections with other travel modes

Will Rogers World Airport via Southern Oklahoma Transit upon request

Greyhound Station in Ardmore via AAA taxi

Airport Express Shuttle service will transport to Will Rogers World Airport for \$155

Suggestions for improving travel connections

Provide secure display of *Oklahoma Passenger Service Map* (both sides)

Provide contact information for AAA taxi and Southern Oklahoma Public Transit

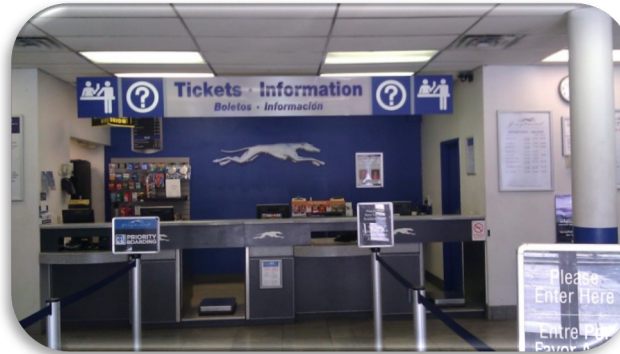
Provide ticketing information for Amtrak as well as instructions for contacting Amtrak

Provide handouts to museum and city staff about Oklahoma's passenger transportation options and how to contact them; Provide map for handout by adjacent city hall and museum personnel



3.4 Passenger Transportation Transfer Point Survey—Intercity Bus Terminals

Tulsa Greyhound/Jefferson Bus Station, 317 South Detroit Street, Tulsa, OK



Travel connections available

Metropolitan Tulsa Transit stop 3 blocks from station

Pelivan Transit (can sell Greyhound and Jefferson tickets), The Transit and Cherokee Strip rural transit systems provide service to Tulsa Greyhound upon request

My Cab, A Taxi, City Cab, Tulsa Taxi (usually in front of station); Enterprise Car Rentals available

Travel information available

No posted information or flyers

On-site agent can provide information and contacts for taxi, local bus

No ticketing kiosk or pay phone available; Wi-Fi not available

Connections with other travel modes

Tulsa bus stop 3 blocks away

Nearest Amtrak Station in Oklahoma City (connection via Greyhound)

Connection with Tulsa International Airport via taxi and Tulsa Transit system

Hotel shuttles available on pre-arranged request

Suggestions for improving travel connections

Provide secure display of *Oklahoma Passenger Service Map* (both sides); post contact information for Pelivan and Cherokee Strip rural transit systems and Tulsa taxis

Provide handouts to on-site agents about Oklahoma's passenger transportation options and how to contact them



Durant Greyhound Station, 2119 West Main Street, Durant, OK (Stop N Buy Store)



Travel connections available

JAMM Transit (Atoka)

Connection with Will Rogers World Airport and Dallas/Fort Worth Airport can be made via Greyhound.

No in-town taxi service

Travel information available

Greyhound station is in Stop N Buy store open weekly 7 a.m. to 7 p.m.

No posted information or flyers

No ticketing kiosk or pay phone available; Wi-Fi not available

On-site cashier can provide some information about Greyhound and contact for JAMM Transit

Connections with other travel modes

Connection with Amtrak in Ardmore via JAMM Transit

Connection with Will Rogers World Airport via Greyhound

Airport Express Shuttle service will transport to Will Rogers World Airport for \$240

Suggestions for improving travel connections

Provide secure display of *Oklahoma Passenger Service Map* (both sides); post contact handout for JAMM Transit

Provide handouts to Stop N Buy cashiers about Oklahoma's passenger transportation options and how to contact them

**Ardmore Greyhound, 2501 West Broadway, Ardmore, OK (Big Apple #1 Conoco)****Travel connections available**

Southern Oklahoma Rural Transit System provides connection with Ardmore Amtrak Station

Local taxi service by AAA

Will Rogers World Airport via Greyhound and Metro Bus

Travel information available

Sign with Greyhound route and schedule information

No ticketing kiosk or pay phone available; Wi-Fi not available

No posted information about connection with Southern Oklahoma Transit or AAA Taxi

Conoco cashier available but not very knowledgeable about travel connections

Connections with other travel modes

Connection with Ardmore Amtrak Station via local taxi and Southern Oklahoma Transit

Connection with Will Rogers World Airport via Amtrak, Greyhound, and Metro Bus in Oklahoma City

Connection with Southern Oklahoma Rural Transit

Airport Express Shuttle service will transport to Will Rogers World Airport for \$155

Suggestions for improving travel connections

Provide secure display of *Oklahoma Passenger Service Map* (both sides); post contact information for Southern Oklahoma Transit and AAA Taxi

Provide handouts to Big Apple cashiers about Oklahoma's passenger transportation options and how to contact them



Norman Greyhound Station—506 North Porter Street, Norman, OK (North Porter Superette)



Travel connections available

CARTS Transit in Norman provides a route that connects with METRO Transit in Oklahoma City

Four local taxi companies serve the station—A-1 Taxi, Keller Taxi, Boomer Cab, and Bender Taxi

Travel information available

Sign with Greyhound route and schedule information

Information for taxi contacts

Superette cashier available to answer questions but store is very busy

Greyhound tickets can be purchased on line and printed in store with customer identification

Connections with other travel modes

Taxi pick up can be called from store

Commercial shuttle service available for connection with Will Rogers World Airport

Connection with Will Rogers World Airport and Amtrak in Oklahoma City can be made by CARTS and Metro transit systems

The Greyhound station is adjacent to the CARTS Main Street Route and can connect with Norman Amtrak Station

Suggestions for improving travel connections

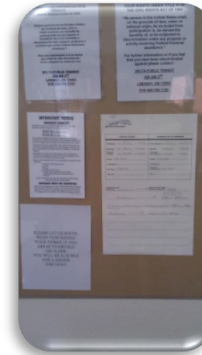
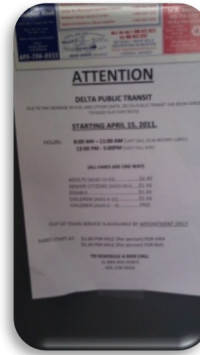
Provide secure display of *Oklahoma Passenger Service Map* (both sides); post information about location and how to travel to Amtrak station and University

Provide posted information for Will Rogers World Airport shuttle contact and taxi services as well as CARTS route map

Provide handouts about Oklahoma's passenger transportation options and how to contact them for Superette clerks



Paul's Valley Greyhound Station—215 West Paul Street, Paul's Valley, OK



Travel connections available

Delta Rural Transit System

Valley Cab

Amtrak Station via taxi

Travel information available

Greyhound schedule and route info

On-site agent daily from 8 a.m. to 5 p.m.

Posted information about ticket purchase
and faresContact information for Sooner Ride and
Wound Care transportation

Connections with other travel modes

The Paul's Valley Greyhound Station is co-located with Delta Transit, which provides information about schedules, costs, and connections (the information available at this location was the best of all sites surveyed)

Amtrak Station by Delta Transit and local
taxiWill Rogers World Airport by Greyhound
and Metro BusAirport Express Shuttle service will
transport to Will Rogers World Airport for
\$93

Suggestions for improving travel connections

Provide secure display of *Oklahoma Passenger Service Map* (both sides)Provide handouts for Delta Transit distribution about Oklahoma's passenger
transportation options and how to contact them



Lawton Jefferson Bus Station—228 South Avenue B, Lawton, OK



Travel connections available

Red River rural transit system serves this station

Shuttle service from Fort Sill to Will Rogers World Airport available

Taxis—Busy Bee, Peoples Cab, Checker Cab, and AAA Cab

Travel information available

Jefferson Bus Line route and schedule posted

On-site agent available for information and ticket purchase (although agent chose not to participate in survey)

Taxi information not posted—available from agent

Connections with other travel modes

Red River Transit provides connections with Will Rogers World Airport and Amtrak Station in Oklahoma City

Oklahoma City Airport Shuttle from Fort Sill

Airport Express Shuttle service will transport to Will Rogers World Airport for \$132

Suggestions for improving travel connections

Provide secure display of *Oklahoma Passenger Service Map* (both sides)

Post information for connections to Fort Sill and contact information for taxi companies, Airport Express Shuttle, and Red River Transit System

Provide handout about Oklahoma's passenger transportation options and how to contact them



Chickasha Jefferson and Greyhound Station—402 West Country Club Boulevard, Chickasha, OK (This and That Convenience Center)



Travel connections available

Washita Valley Transit provides transportation to Will Rogers World Airport upon request

Chickasha Taxi Service available (can provide connections with Purcell Amtrak Station)

Travel information available

Taxi contact information available from store cashier

Greyhound and Jefferson routes and schedules shown on sign

On-site person available for ticketing and information 24 hours/day

Connections with other travel modes

Washita Valley Transit serves this location upon request; agent can provide contact information

Chickasha Taxi will pick up at bus station

Will Rogers World Airport by Greyhound and Metro Bus

Airport Express Shuttle service will transport to Will Rogers World Airport for \$59

Suggestions for improving travel connections

Provide secure display of *Oklahoma Passenger Service Map* (both sides)

Post contact information for Chickasha Taxi Washita Valley Transit and Airport Express Shuttle

Provide handouts for distribution by convenience store clerks about Oklahoma's passenger transportation options and how to contact them



El Reno Greyhound Station—506 South Country Club, El Reno, OK (Valero Station)



Travel connections available

El Reno is a short distance west of Oklahoma City and can be served by iCab, Thunder Cab, Checker Cab, Castle Cab

Greyhound also has a station in Oklahoma City three blocks from the Metro Bus transfer station; connections can then be made by Metro Bus to the Amtrak station and indirectly with Will Rogers World Airport

Travel information available

Agent available on site to provide connection information Monday through Saturday from 6 a.m. to 11 p.m. and Sunday from 6 a.m. to 1 p.m.

Greyhound route and schedule posted in station

Connections with other travel modes

The El Reno Greyhound station can be connected by Greyhound bus with the Oklahoma City station; passengers can then be linked with the Amtrak station and Will Rogers World Airport by Metro Bus or taxi

Transit Systems that connect with Greyhound in OKC are Edmond City Link (Edmond), CARTS (Norman), Little Dixie (Hugo), The Transit (Enid), Cherokee Strip (Garber), and First Trolley (Guthrie), as well as COPTA's Metro Bus in Oklahoma City

Suggestions for improving travel connections

Provide improved posted information about Greyhound schedule changes (delays)

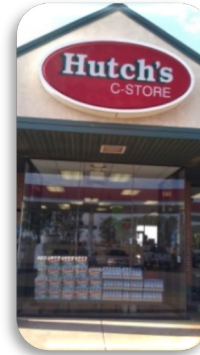
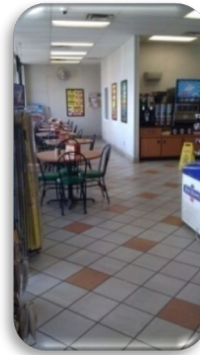
Provide secure display of *Oklahoma Passenger Service Map* (both sides)

Provide handouts about Oklahoma's passenger transportation options and how to contact them

Provide sign on Valero Station to note that this is the location for the Greyhound Bus (previous sign destroyed by recent storm)



Elk City Greyhound Station—5100 West 3rd Street, Elk City, OK (Hutch's Conoco)



Travel connections available

Red River rural transit system serves Elk City and can connect with Amtrak and Will Rogers World Airport

Four taxi companies will pick up at this location—Big Mama's, Takeout, Betty Boops, and Randy's taxi; also Altus Shuttle Service will pick up at this location for transport to regional locations (less cost than cab)

Closest airport and Amtrak stations are in Oklahoma City; Airport Express Shuttle service will transport passengers to Elk City for \$178

Travel information available

Greyhound route and schedule posted on site

Hutch's Conoco employees available on site 24 hours/day to provide travel information and sell Greyhound tickets

Connections with other travel modes

Connections can be made by Greyhound to Will Rogers World Airport and Amtrak station using Metro Bus

Red River rural transit serves region and will pick up at the Greyhound Station and drop off at Will Rogers World Airport, Ardmore Amtrak Station, and Dallas/Fort Worth Airport if vehicles and drivers available

Altus Shuttle and taxis available for local trips

Suggestions for improving travel connections

Provide secure display of *Oklahoma Passenger Service Map* (both sides)

Provide handouts for Hutch's cashiers about Oklahoma's passenger transportation options and how to contact them

Post information for connections with Will Rogers World Airport and Amtrak from the Elk City station

Post sign on Conoco Station to note that this is the location for the Greyhound bus



Shawnee Greyhound Station—6317 Highway 177, Shawnee, OK



Travel connections available

Little Dixie rural transit will pick up on request and transport to Will Rogers World Airport and connect with Dallas/Fort Worth airport shuttle in Bonham, Texas, if pre-arranged

The Pottawatomie Nation Tribal Transit System will pick up and deliver passengers to this location

A local taxi, Mr. Quick, serves this location for local trips; Enterprise Car Rentals are available

Will Rogers World Airport Express Shuttle serves Shawnee \$62

Travel information available

An on-site employee is available Monday through Saturday from 6 a.m. to 8 p.m. and Sunday from 8 a.m. to 6 p.m. to provide traveler information

Greyhound tickets can be purchased at this location

Sheet showing contact information for travel connections available from cashier

Connections with other travel modes

Connections with Will Rogers World Airport can be made with Greyhound connecting with Metro bus

Little Dixie Transit will transport to Will Rogers World Airport and connect with Dallas/Fort Worth shuttle in Bonham, TX

Airport Express Shuttle is available from Will Rogers, if pre-arranged

Suggestions for improving travel connections

This location recently changed from a Jefferson Bus line to a Greyhound station—more information about new schedules and routes from this location needs to be made available by both Jefferson and Greyhound, as well as local media to avoid customer confusion

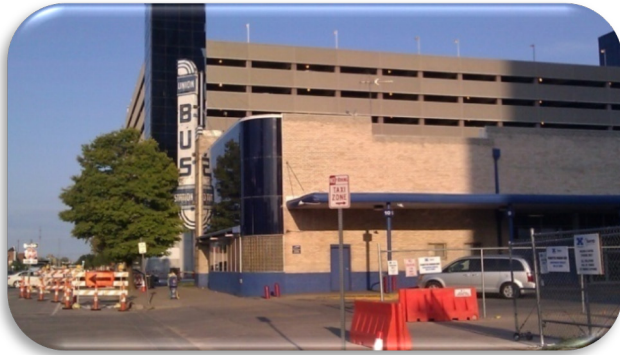
Provide large sign noting this is location for Greyhound

Provide secure display of *Oklahoma Passenger Service Map* (both sides)

Provide handouts to Greyhound agents about Oklahoma's passenger transportation options and how to contact them



Oklahoma City Greyhound and Jefferson Bus Station—427 West Sheraton Street, Oklahoma City, OK



Travel connections available

Metro Bus transfer facility within walking distance (4 blocks)

The Cheyenne and Arapaho, Cherokee Strip, Delta, Little Dixie, The Transit, and First Capitol Trolley transit systems will transport passengers to this location or to the nearby Metro Bus transfer facility upon request

iCab, Thunder Cab, Checker Cab, Castle Cab—taxi stand in front of station; on-site agent can provide contact information

Airport and hotel shuttles will pick up and drop off at this location

Travel information available

Agent available for information and ticketing Monday through Friday from 10:30 a.m. to 5 p.m. and Saturday from 11 a.m. to 1 p.m.

Sign for Greyhound routes and schedules; no sign for Jefferson information

Greyhound agent will provide 800 number for Amtrak information

Connections with other travel modes

Will Rogers World Airport can be serviced by taxi or Metro Bus

Several rural and tribal transit systems (as noted above) will pick up or drop off at this location, if pre-arranged

Transportation to Amtrak station can be provided by Metro Bus

Suggestions for improving travel connections

Provide secure display of *Oklahoma Passenger Service Map* (both sides)

Provide handouts for bus system agents about Oklahoma's passenger transportation options and how to contact them

Provide copies of Metro bus flyer with route information to on-site agents, as well as contact information for airport shuttles

Post sign showing Greyhound and Jefferson schedules and "real time" arrival and departure times



McAlester Greyhound Station—820 South Main Street, McAlester, OK (Gas Mart)



Travel connections available

Ki Bois rural transit system serves the McAlester region and will transport to Will Rogers World Airport upon request and vehicle availability

Local taxi, Jim's Cab, will pick up at this station if called

Will Rogers World Airport Express will serve McAlester locations for \$202

Travel information available

On-site Gas Mart employee available for travel information Monday through Saturday from 6 a.m. to 8 p.m. and Sunday from 8 a.m. to 6 p.m.

Greyhound route and schedule available

Connections with other travel modes

Ki Bois will connect with Will Rogers World Airport upon pre-arranged request

Passengers can connect with Oklahoma City Amtrak and airport via Greyhound and Metro Bus

Jim's Taxi service available

Will Rogers World Airport Express Shuttle available

Suggestions for improving travel connections

Provide secure display of *Oklahoma Passenger Service Map* (both sides); post Ki Bois and taxi contact information on bulletin board

Provide Greyhound sign on building exterior designating station location

Provide handouts about Oklahoma's passenger transportation options and how to contact them for distribution by Gas Mart cashiers when requested



Muskogee Greyhound Station—401 West Broadway Street, Muskogee, OK (Union Greyhound Station)



Travel connections available

Muskogee Public Transit serves this station for trips within county

Taxis—My Ride and Carlin Cab

Ki Bois rural transit serves Muskogee and may connect with Tulsa International Airport if requested

Will Rogers World Airport Express will provide service to Muskogee for \$233

Travel information available

On-site agent available for info and ticketing Monday through Friday from 11:30 a.m. to 5:30 p.m. and Saturday from 11 a.m. to 1 p.m.

No other posted information

Connections with other travel modes

Greyhound and Tulsa Transit or taxi connect passengers with Tulsa International Airport

Station manager notes infrequent request for connections with airports or Amtrak

Greyhound and Metro Bus connect with the Oklahoma City Amtrak Station

Will Rogers World Airport Express Shuttle available for \$233

Suggestions for improving travel connections

Provide secure display of *Oklahoma Passenger Service Map* (both sides); post Muskogee Transit and taxi contact information

Provide handouts for Greyhound agents about Oklahoma's passenger transportation options and how to contact them



Perry Greyhound Station—2812 West Fir Street, Perry, OK (Sunmart Travel Plaza)



Travel connections available

Cherokee Strip rural transit system will provide service upon request and vehicle availability

Cowboy Cab in Stillwater and Cimarron Taxi in Enid advertise service to Perry

Anytime Airport Shuttle in Garber advertises service for Perry

Travel information available

On-site Sunmart employee available daily for travel information; able to furnish information about connections and ticketing

Greyhound route and schedule available

Connections with other travel modes

Cherokee Strip Transit will make connections with Will Rogers World Airport and Tulsa International Airport if pre-arranged

Connections with Amtrak in Oklahoma City can be made by Greyhound and Metro Bus

Will Rogers World Airport Express Shuttle will transport passengers to and from Perry for \$112

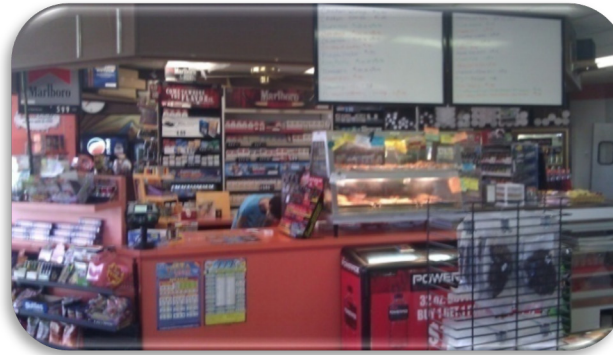
Suggestions for improving travel connections

Provide secure display of *Oklahoma Passenger Service Map* (both sides); post Cherokee Strip transit and taxi contact information

Provide handout about Oklahoma's passenger transportation options and how to contact them for distribution by Sunmart cashiers



Bartlesville Greyhound and Jefferson Bus Station—317 South Detroit Street, Bartlesville, OK (Pop Shoppe)



Travel connections available

City Ride Bus System provides service for local trips

iCAB Express provides taxi service in Bartlesville

Travel information available

On-site Pop Shoppe employees available daily from 5 a.m. to 4 p.m. to provide information about intercity bus and local connections

Greyhound and Jefferson route and schedule information posted

Connections with other travel modes

Connection with Tulsa International Airport can be made via Greyhound and Tulsa Transit

iCAB will transport to Tulsa International Airport

Will Rogers World Airport Express Shuttle will serve Bartlesville for \$256

Suggestions for improving travel connections

Provide secure display of *Oklahoma Passenger Service Map* (both sides); post iCAB contact and City Ride routes, costs, and contact information

Provide handout about Oklahoma's passenger transportation options and how to contact them for distribution by Pop Shoppe employees

Provide sign with Greyhound and Jefferson schedule, cost, and route information



Oklahoma City Metro Bus Downtown Transit Hub—420 Northwest 5th Street, Oklahoma City, OK



Travel connections available

Jefferson and Greyhound Station 4 blocks away

Will Rogers World Airport available by Metro Bus route

Rural transit connections available upon request; Little Dixie (Hugo), First Capitol Trolley (Guthrie), Red River Transportation Service (Fredrick) will transport and pick up at this location

Oklahoma City taxis serve this location—iCab, Thunder Cab, Checker Cab, Castle Cab

Travel information available

Attendant available for information Monday through Friday from 5 a.m. to 6 p.m. and Saturday from 8 a.m. to 6 p.m.

Sign with Metro routes posted on site

Pamphlets with Metro fare and route information available for hand out

Connections with other travel modes

Amtrak station available by bus connection to Convention Center Stop.

Connection to Will Rogers World Airport available by Metro Bus route 11

Edmond City Link, Little Dixie, First Capitol Trolley, CARTS, and Red River transit systems will serve this location upon pre-arranged request and vehicle/driver availability

Suggestions for improving travel connections

Connect to future Oklahoma City Transportation Hub

Post information about connections with Amtrak and Will Rogers World Airport via Metro Bus

Provide Metro Bus on-site personnel a handout about passenger transportation options and how to contact these providers

Provide secure display of *Oklahoma Passenger Service Map* (both sides)



Metropolitan Tulsa Transit Memorial Mid-town Transit Hub—7952 East 33rd Street, Tulsa, OK



Travel connections available

Tulsa International Airport is served by Metropolitan Tulsa Transit bus from this location with Route 203

Amtrak in Oklahoma City can be connected by Metropolitan Tulsa Transit to Greyhound and METRO Transit to Will Rogers World Airport

Pelivan, The Bus, The Transit, and Cimarron are rural transit systems that serve this location if trip pre-arranged and vehicle available

My Cab, A Taxi, City Cab, Tulsa Taxi; Enterprise Car Rental available

Travel information available

Attendant available for information and ticketing Monday through Friday from 7 a.m. to 4 p.m. and Saturday from 7 a.m. to 6 p.m.

Sign with Tulsa route map and lift shuttle service posted on site

Pamphlets with Tulsa fare and route information available for hand out

Connections with other travel modes

Connection with Tulsa International Airport by city bus

Connection with Amtrak available by city bus to Greyhound to city bus in Oklahoma City

Connections with rural transit systems (Pelivan, The Bus, The Transit, and Cimarron) can be made from this location

Will Rogers World Airport Express will transport to this location for \$194

Suggestions for improving travel connections

Provide secure display of *Oklahoma Passenger Service Map* (both sides)

Post contact and availability information about airport shuttle and taxi services

Post information about connections with Amtrak and Tulsa International Airport

Provide handouts about Oklahoma's passenger transportation options and how to contact them

**APPENDIX A—TRANSIT GAP SURVEY FORM****INTRODUCTION**

The Oklahoma Department of Transportation (ODOT) is requesting your input on the following survey as part of a study to improve statewide mobility for Oklahoma's transit users. Please provide survey responses to the following eight (8) questions, with your best available information. Your responses are be used to supplement the statewide transportation plan to show areas where transit system connectivity may be improved in Oklahoma. Use the back of the pages for additional information.

Thank you for your help.

QUESTION 1: What do you consider the most important destinations for your region's residents (i.e. major employment center, medical facility)? Do you serve those destinations; provide a link to another provider who services those destinations; or is there a need to develop a transit linkage to those destinations? (Please check all that apply.)

<input type="checkbox"/>	Medical Center Hospital? <i>Please name.</i>	
	Do you provide service to this destination?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/>	Major industry or source of employment for over 200 workers? <i>Please name.</i>	
	Do you provide service to this destination?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/>	City of over 10,000 population? <i>Please name.</i>	
	Do you provide service to this destination?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/>	Military Base or Government Center? <i>Please name.</i>	
	Do you provide service to this destination?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/>	Other major location attracting a lot of people? <i>Please name.</i>	
	Do you provide service to this destination?	<input type="checkbox"/> Yes <input type="checkbox"/> No



QUESTION 2: Does your transit service provide connections with other transportation modes that enable increased regional mobility options to your riders? If yes, please specify the location where the connection occurs.

<input type="checkbox"/>	Airport? <i>Please name.</i>	
<input type="checkbox"/>	Intercity Bus Station? <i>Please name.</i>	
<input type="checkbox"/>	Train Station? <i>Please name.</i>	
<input type="checkbox"/>	Transportation Transfer Point? <i>Please name.</i>	
<input type="checkbox"/>	Other? <i>Please name.</i>	



QUESTION 3: Are you aware of other transit systems or services (including medical or other government provided van transportation), employee provided van pools, and/or park and ride lots that you could link with to provide increased transit options for your riders? Please check all that apply and specify name(s) of other services and note if you would be interested in connecting with these providers.

<input type="checkbox"/>	Connections to other transit systems? <i>Please name all that are applicable.</i>	
	Are you interested in providing connections with this service or services?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/>	Connections with government supported van transportation services that may be provided to medical services recipients and/or employment locations (i.e. sheltered workshops)? <i>Please name all that are applicable.</i>	
	Are you interested in providing connections with this service or services?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/>	Connections with employer provided or private van pools and/or park-and-ride lots? <i>Please name all that are applicable.</i>	
	Are you interested in providing connections with this service or services?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/>	Connections to other transit systems? <i>Please name all that are applicable.</i>	
	Are you interested in providing connections with this service or services?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/>	Connections with government supported van transportation services that may be provided to medical services recipients and/or employment locations (i.e. sheltered workshops)? <i>Please name all that are applicable.</i>	
	Are you interested in providing connections with this service or services?	<input type="checkbox"/> Yes <input type="checkbox"/> No



QUESTION 4: Please note fixed route or demand responsive transit service that you could provide, to allow potential workers to access major regional economic generators (employers of at least 150 workers) in your service area such as transportation to industrial sites, medical center employment and/or casinos. If you are not providing such service, please indicate reasons (such as lack of funding, schedule incompatibility, lack of need, insurance or other administrative barriers).

•	<i>Please name</i> major job centers in your service area that you are not currently serving.	
	If you are not providing service to this location, please note why:	
•	<i>Please name</i> major job centers in your service area that you are not currently serving.	
	If you are not providing service to this location, please note why:	
•	<i>Please name</i> major job centers in your service area that you are not currently serving. <i>Please list ALL that apply.</i>	
	If you are not providing service to this location, please note why:	



QUESTION 5: What do you see as the major reasons that prevent you from creating transit linkages with other systems? Examples could include schedule incompatibility, obstacles related to fare integration, liability/insurance or regulatory circumstances, or any other reasons that you identify.

Nearby or adjacent transit system I could link with (*please name all that apply*):

Reason for not linking (*please check all that apply*):

☐

Not enough riders would use link

☐

Other system not interested in linking

☐

Inadequate vehicles or drivers

☐

Schedule incompatibility

☐

Fare integration or related issues

☐

Insurance or regulatory concerns

☐

Other reasons (*please describe*):



QUESTION 6: Are there other transit service providers who operate in your service area? If yes, specify where they overlap with your service and whether they have client or trip restrictions on their service (e.g. only for elderly; only for medical trips). Please list other transit services that operate in your service area.

•	List transit service provider:	
	Could you provide this service if adequate resources were available?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Are you interested in providing this service? <input type="checkbox"/> Yes <input type="checkbox"/> No (If no, please list why not.)	
•	List transit service provider:	
	Could you provide this service if adequate resources were available?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Are you interested in providing this service? <input type="checkbox"/> Yes <input type="checkbox"/> No (If no, please list why not.)	
•	List transit service provider:	
	Could you provide this service if adequate resources were available?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Are you interested in providing this service? <input type="checkbox"/> Yes <input type="checkbox"/> No (If no, please list why not.)	



QUESTION 7: Do you have plans to connect your transit systems services with those of another transit provider to allow passengers to access destinations that you do not currently serve? Please specify the destinations you are planning to serve by this linkage, the provider/s you are considering linking with, and the status of the discussions, if applicable

Transit system I am considering linking with (*please name*):

What would be the benefits of this linkage?

☐

Better service for area transit users

☐

More efficient operations for both systems

☐

Other reasons (*please describe*):

What are the barriers to this linkage?

☐

Funding

☐

Administrative process

☐

Other (*please describe*):

Transit system I am considering linking with (*please name*):

What would be the benefits of this linkage?

☐

Better service for area transit users

☐

More efficient operations for both systems

☐

Other reasons (*please describe*):

What are the barriers to this linkage?

☐

Funding

☐

Administrative process

☐

Other (*please describe*):



QUESTION 8: Please describe other ideas or suggestions regarding linkages among Oklahoma transit systems and/or modes that could provide improved mobility for the state's transit users. Please use the space provided below. (You may use the back of the page for more space).

PLEASE PROVIDE THE FOLLOWING:

Name of Transit Agency: _____

Person Completing Survey: _____

Title:

Email Address: _____

Phone Number _____

Name of Transit Agency: _____



Please return your completed survey by mail, fax or convert to a pdf and email to:

Janice Schultz

Oklahoma Department of Transportation

Planning & Research Division

200 N.E. 21st Street

Oklahoma City, Ok 73105

405-521-2390

Fax Number 405-521-6917

jschultz@odot.org



**THANK YOU FOR YOUR INPUT FOR PROVIDING
IMPROVED TRANSIT SERVICES FOR OKLAHOMA'S
CITIZENS**



APPENDIX B—PASSENGER TRANSFER POINT SURVEY FORM

OKLAHOMA STATEWIDE TRANSPORTATION PLAN TRANSIT GAP ANALYSIS

Type of Information Available:

Sign ☐ Yes ☐ No

Pamphlet or flyer ☐ Yes ☐ No (obtain copy)

Map ☐ Yes ☐ No (obtain copy)

On-site agent or employee that can provide information ☐ Yes ☐ No

(days/hours on-site agent available) _____

On-site assistance:

If agent, clerk or attendant is available at this location to provide travel information could they provide:

Information about connections with other passenger transit modes? ☐ Yes ☐ No

Remarks:

Contact information about other passenger modal connections? ☐ Yes ☐ No

Remarks:

Cost information about for other modal connections? ☐ Yes ☐ No

Remarks:

Information about purchasing tickets or fares? ☐ Yes ☐ No

Remarks:



OKLAHOMA STATEWIDE TRANSPORTATION PLAN TRANSIT GAP ANALYSIS

Connections with other passenger travel modes:

Can a traveler at this site connect with:

The nearest Amtrak Station to this location? ___Yes ___No

Amtrak station location: _____

How could the connection be made? (bus, taxi, shuttle, rental car?) _____

Is on-site information about this connection available? ___Yes ___No

Describe Information _____

Can an Amtrak ticket be purchased? ___Yes ___No

If yes, from agent? ___Yes ___No; If yes, during what hours _____

Vending machine? ___Yes ___No: If yes, during what hours _____

The nearest Intercity bus station to this location? ___Yes ___No

Bus station location: _____

How could the connection be made? (bus, taxi, shuttle, rental car?) _____

Is on-site information about this connection available? ___Yes ___No

Describe Information _____

Can a ticket be purchased? ___Yes ___No

If yes, from agent? ___Yes ___No; If yes, during what hours _____

Vending machine? ___Yes ___No; If yes, during what hours _____

The nearest major airport to this location? ___Yes ___No

Airport Location: _____



OKLAHOMA STATEWIDE TRANSPORTATION PLAN TRANSIT GAP ANALYSIS

How could the connection be made? (bus, taxi, shuttle, rental car?) _____

Is on-site information about this connection available? ___Yes ___No

Describe Information _____

Can a ticket be purchased? ___Yes ___No;

If yes, from agent? ___Yes ___No: If yes, during what hours _____

Vending machine? ___Yes ___No; If yes, during what hours _____

Does a city, rural or tribal transit system that provide service to this location ? ___Yes ___No

If yes, name of transit system that provides service to this location?

If yes, where can a traveler make a connection with this transit system? _____

How could the connection be arranged (i.e. scheduled stop, phone for pickup, must be pre-arranged prior to trip, other connection requirements)?

Is on-site information about this connection available? ___Yes ___No

Describe Information _____

Can a ticket be purchased? ___Yes ___No

If yes, from agent? ___Yes ___No - vending machine? ___Yes ___No

From the transit vehicle driver? ___Yes ___No

Does a shuttle service to this location ? ___Yes ___No

If yes, name of shuttle service that serves this location?



OKLAHOMA STATEWIDE TRANSPORTATION PLAN TRANSIT GAP ANALYSIS

If yes, where can a traveler make a connection with the shuttle (i.e. on site or nearby location?)

How could the connection be arranged (i.e. scheduled stop, phone for pickup, must be pre-arranged prior to trip, other connection requirements)?

Is on-site information about this connection available? ___Yes ___No

Describe Information _____

Can a ticket be purchased? ___Yes ___No

If yes, from agent? ___Yes ___No - vending machine? ___Yes ___No

From the shuttle vehicle driver? ___Yes ___No

Does a taxi company provide service to this location ? ___Yes ___No

If yes, name of taxi service that serves this location?

If yes, where can a traveler make a connection with the taxi company (i.e. on site or nearby location?)

How could the connection be arranged (i.e. nearby taxi stand, phone for pickup, must be pre-arranged prior to trip, other connection requirements)?

Is on-site information about this connection available? ___Yes ___No

Describe Information _____

Are rental cars available at this location? ___Yes ___No

If yes, which rental car agencies serve this location?



OKLAHOMA STATEWIDE TRANSPORTATION PLAN TRANSIT GAP ANALYSIS

If yes, how can a rental car be obtained (on site agent, call for pick-up?)

Is on-site information about this connection available? ___Yes ___No

Describe Information _____



OKLAHOMA STATEWIDE TRANSPORTATION PLAN TRANSIT GAP ANALYSIS

ON-SITE QUESTIONS

According to on site travel personnel, what could be done to improve connections for passenger travel to destination at this location?

According to site surveyor, what could be done to improve connections for passenger travel to destination at this location?

Suggestions for low cost (< \$5000k) to improve passenger travel connections at this locations?

Photos attached of Exterior, Interior, Traveler Information, etc.



APPENDIX C—USING SOCIAL MEDIA TO PROVIDE PASSENGER TRAVEL INFORMATION

Another non-print option to convey internal transit connections is by using social media. The following describes how this could be done.

- Facebook and Twitter pages should have a positive name that conveys connectivity statewide and they should follow general branding principles needed for Facebook and Twitter success. Possible names include:
 - ▶ TransitConnect_OK
 - ▶ Connect_OK
 - ▶ Transit_OK
- The “posts” for Facebook and Twitter should consist of general information on provider services, advice, instructions for intermodal passenger travel connections, contact numbers, e-mails, websites, and current news, if relevant.
- For those passenger transportation service entities that already have active Facebook and Twitter accounts or active websites with RSS feeds of latest news, posts should be shared using their information.
- It is possible to “schedule” pre-approved Facebook and Twitter posts for throughout the week, or other scheduled time, for example when scheduled services change. Whoever maintains the sites must be ready to respond quickly to requests for information as well.
- The Facebook and Twitter pages will receive questions about where passenger transportation services are and how they can be utilized. The pages should not be a direct source of info, but rather refer people to the sources. This can be done by providing phone numbers and direct links to specific website pages or e-mails.
- Experienced social media staff with knowledge of the transportation/transit/social media should be used to start the system. Knowing whom to follow and how to engage with people will be key in getting the public to view the sites as being relevant. Staff could be trained to take over site maintenance.

Following are reasons why using social media would benefit transportation service providers and travelers:

- Other similar transportation-related social media sites have a high utilization from the adult population. For Facebook followers, 57 percent are 35 years old or older, while 85 percent are 25 years old or older.
- Since an online void exists for one-stop shopping for alternative and connecting transportation modes, establishing and maintaining a central Facebook and Twitter feed to support transit agencies, Amtrak users, and transportation providers would provide a needed public service.
- The information providers would develop relationships online with groups and entities. While current social media tools may change, the concept will remain and the public is increasingly expecting governments and others to utilize these tools to communicate with them directly.

