



Oklahoma Public Transit Policy Plan

# Appendix B

## Public and Stakeholder Engagement

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# Appendix B Public and Stakeholder Engagement

## METROQUEST SURVEY RESULTS

The project team administered a survey from January 20 through March 4, 2020, to gather information on Oklahomans' transit needs and challenges. A total of 2,460 responses were received. Of the respondents who provided a ZIP Code for their place of residence, 72% reside in a rural area and 28% reside in an urban area. Approximately 20% of respondents did not provide a ZIP Code (or provided an erroneous ZIP Code) and were excluded from analyses that compared rural and urban respondents.

### Transit Priorities

Respondents were asked to rank their top five priorities for transit access. Rural and urban respondents chose nearly identical sets of priorities but ranked them differently (Figure B-1). Rural respondents selected "Access to Medical Service" as their top priority while urban respondents chose "Access to Jobs." "Rural Area Transit Access"<sup>1</sup> was the third most highly ranked priority among rural respondents. Urban respondents chose "Urban Area Transit Access"<sup>2</sup> as their second priority.

Figure B-1 Top Transit Access Priorities

| Rank | Rural                     | Urban                     | All Respondents           |
|------|---------------------------|---------------------------|---------------------------|
| 1    | Access to Medical Service | Access to Jobs            | Access to Jobs            |
| 2    | Access to Jobs            | Urban Area Transit Access | Access to Medical Service |
| 3    | Rural Area Transit Access | Access to Medical Service | Rural Area Transit Access |
| 4    | Access to Education       | Access to Entertainment   | Access to Education       |
| 5    | Urban Area Transit Access | Access to Education       | Urban Area Transit Access |

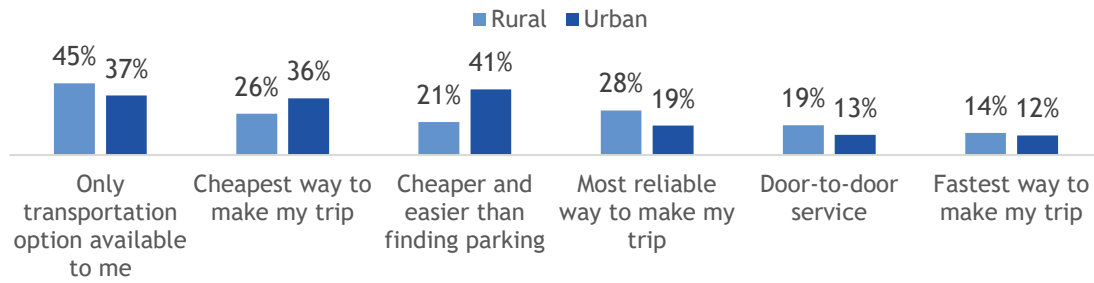
### Transit Use

Respondents were asked to describe their reasons for using transit. Nearly 70% of rural respondents do not use transit compared to 59% of urban respondents. However, of those that currently use transit, nearly half of rural respondents use it because it is the only option available to them (Figure B-2). Forty-two percent of urban transit users find it to be cheaper and easier than finding parking.

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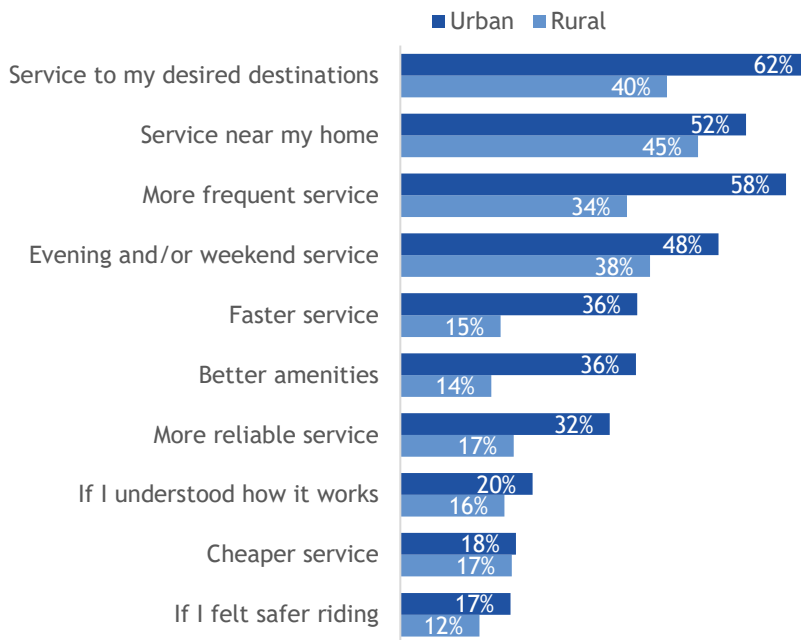
<sup>1</sup> Defined in the survey as "Increasing access to transit in rural areas where services are limited or do not exist."

<sup>2</sup> Defined in the survey as "Increasing access to transit in urban areas where services already exist but could be expanded or improved."

**Figure B-2 Reasons for Transit Use**

When asked which factors would encourage them to use transit more often (regardless of if they currently use transit), more than 60% of respondents in urban areas stated they would use transit more often if it served their home and desired destinations (Figure B-3). More frequent service was another key factor for using transit among urban respondents. Rural respondents also chose service near their home and desired destinations as key factors. However, they also selected evening and/or weekend service as a third factor that would encourage more transit use. For all participants, fare costs and personal safety did not seem to be a barrier to transit use.

Of all rural respondents, nearly one-quarter stated they would still prefer to drive if the listed transit improvements were made. Seven percent of urban respondents answered similarly. Although a notable proportion of respondents in rural areas prefer driving, survey results show that many respondents in these areas rely on public transit.

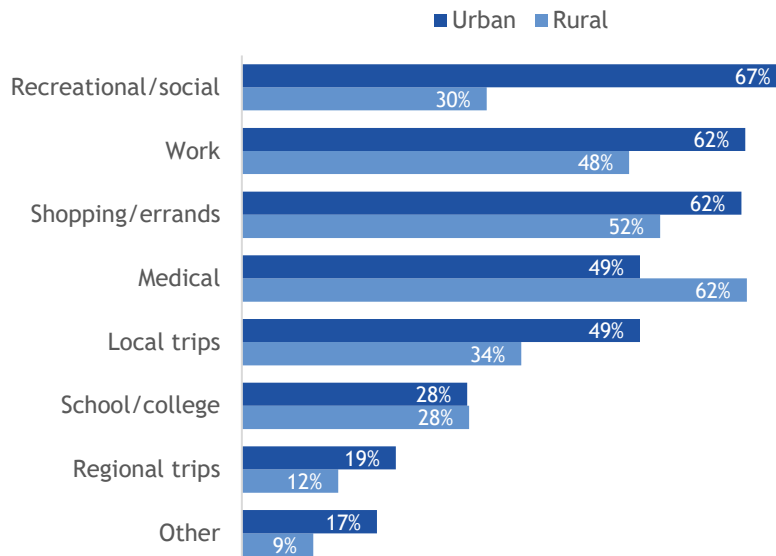
**Figure B-3 Factors Encouraging Transit Use**

Among existing transit users, the most common trip purposes for urban respondents include recreational/social trips, work, and shopping/errands (Figure B-4). Among rural transit users,

## Appendix B: Public and Stakeholder Engagement

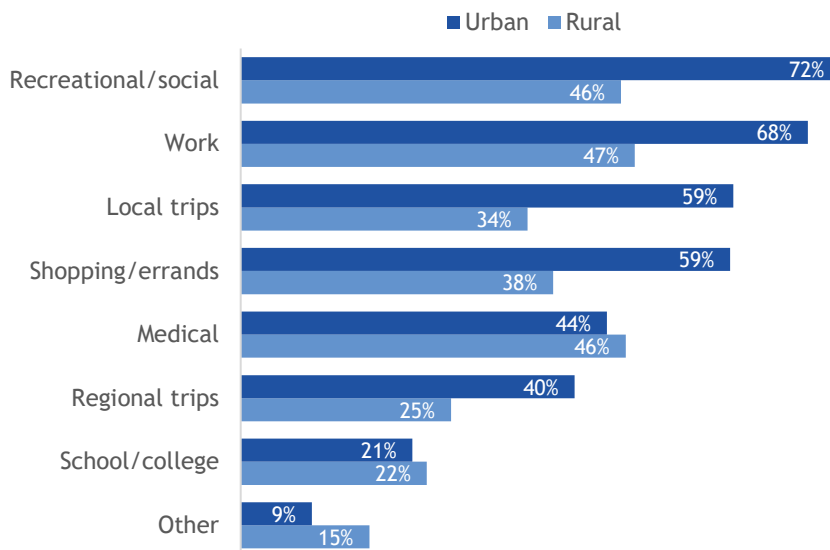
62% use transit for medical trips. The next most common trip purposes are shopping/errands and work-related travel.

**Figure B-4 Existing Trip Purposes Among Transit Riders**



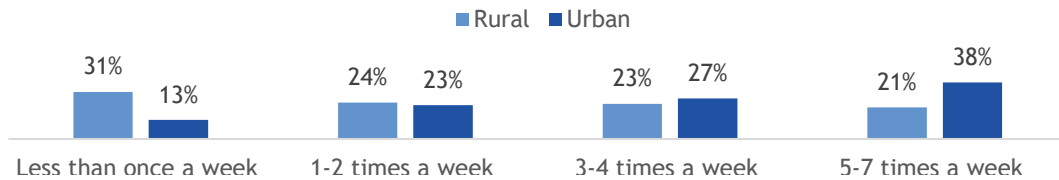
Results from non-transit riders paint a similar picture. Seventy-two percent of non-transit riders in urban areas would like to use transit for recreational/social trips, followed by work-related travel (68%). Nearly half of non-transit riders in rural areas would like to use transit to travel to work (47%), followed by recreational/social and medical trips.

**Figure B-5 Potential Trip Purposes Among Non-Transit Riders**



More frequent and reliable service seemed to impact the potential frequency of transit use among urban respondents compared with rural respondents. Approximately 65% of urban respondents would use transit at least three times a week if it were more frequent and reliable in their communities. Thirty-one percent of respondents in rural areas said they would use transit less than once a week (Figure B-6).

**Figure B-6 Potential Frequency of Transit Use**



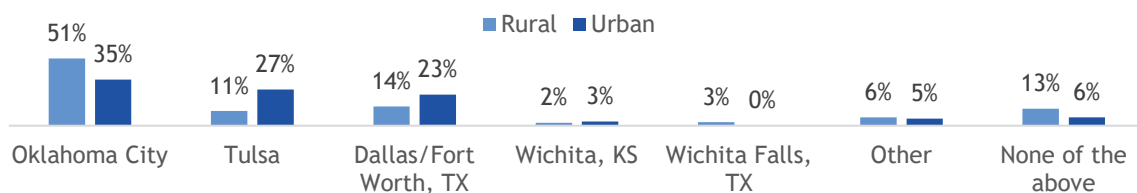
## Regional Travel

To understand desired regional travel preferences, respondents were asked to identify destinations they would like to travel to but cannot currently access by transit. More than 40% of the comments received by urban respondents stated “Oklahoma City” or specific destinations within Oklahoma City. Destinations in Tulsa accounted for 21% of the responses, while Norman received 6% of the votes. Among rural respondents, 31% of the desired destinations were in Oklahoma City. “Church” was the next most common response (7%), although no specific intersections or addresses were provided. Tulsa and Lawton both received an equal share of votes, each accounting for 6% of the total responses from those in rural areas.

Respondents were asked where they would travel to if transit were available throughout the entire state. Among urban respondents, Oklahoma City and Tulsa were popular destinations, receiving 21% and 19% of the votes, respectively. Norman and Edmond were the next most common responses, with 6% and 3% of the votes. Rural respondents were most interested in traveling to Oklahoma City (30%) and Tulsa (18%). The next most desired destinations were Norman and Lawton, receiving 4% and 3% of the votes, respectively. State parks were also mentioned as desired destinations among urban and rural respondents.

When asked to select which major hub they were most interested in traveling to, Oklahoma City, Dallas/Fort Worth, Texas, and Tulsa were the top three major hubs of interest among survey respondents (Figure B-7). Oklahoma City was the top pick among rural (51%) and urban (35%) respondents. Dallas/Fort Worth and Tulsa were the next most common responses among rural and urban respondents, respectively.

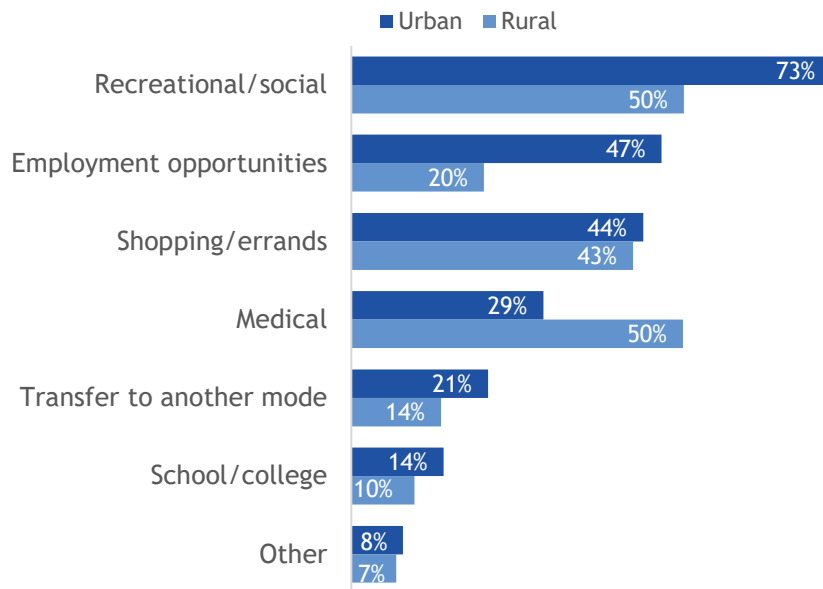
**Figure B-7 Major Hubs of Interest**



## Appendix B: Public and Stakeholder Engagement

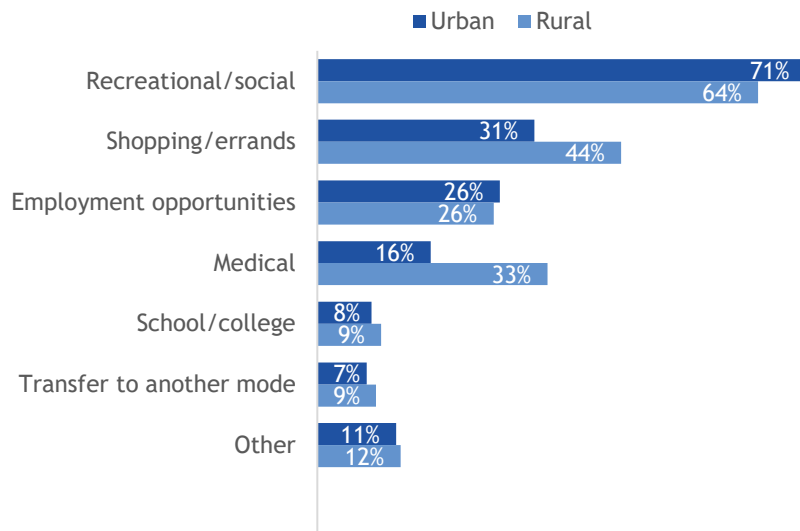
Nearly three-quarters (73%) of respondents in urban areas said they are interested in traveling to Oklahoma City for recreational or social purposes (Figure B-8). Almost half of urban respondents (47%) would like to travel to Oklahoma City for employment opportunities. Half of respondents in rural areas are interested in traveling to Oklahoma City for either recreational/social or medical purposes.

**Figure B-8 Oklahoma City Trip Purposes**



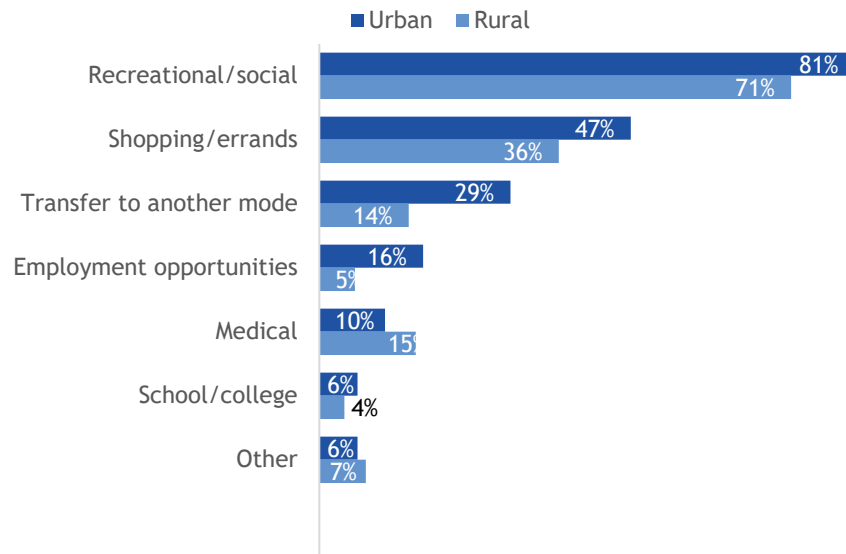
Of those who selected Tulsa as their preferred destination, 71% of respondents in urban areas and 64% of respondents in rural areas said they'd like to travel to Tulsa for recreational/social purposes (Figure B-9). More than a quarter of respondents in both geographies would like to travel to Tulsa for employment opportunities. A third of respondents in rural areas would like to travel to Tulsa for medical trips.

**Figure B-9 Tulsa Trip Purposes**



A majority of respondents in rural (71%) and urban (81%) areas who selected Dallas/Fort Worth as their preferred destination are interested in traveling there for recreational/social purposes (Figure B-10). Almost half of respondents in urban areas are interested in traveling for shopping/errands (47%). A notable proportion of respondents in urban areas also reported an interest in traveling to Dallas/Fort Worth to transfer to another mode (29%), which is likely to be Dallas/Fort Worth or Dallas Love Field airports.

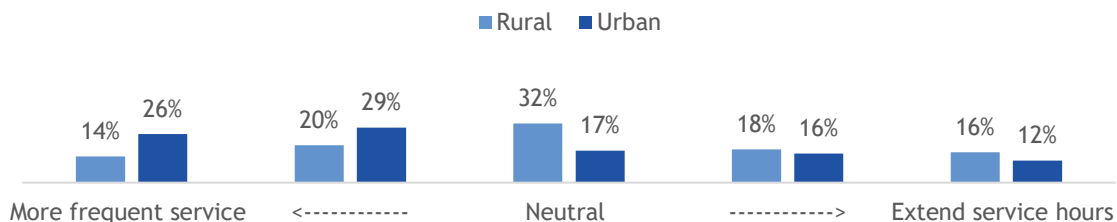
**Figure B-10 Dallas/Fort Worth Trip Purposes**



## Transit Tradeoffs

Survey respondents were asked to assess a series of transit service tradeoffs and select their preference for either tradeoff along a spectrum. For example, if the respondent was mostly interested in Tradeoff A, but still had a slight preference for Tradeoff B, they could select an answer option that skewed towards Tradeoff A (screenshots of the survey tool can be seen starting on page B-11 of this appendix). When asked to weigh more frequent service against extending service span, nearly one-third of respondents in rural areas were neutral (Figure B-11). Respondents in urban areas skewed towards more frequent service.

**Figure B-11 Frequency vs. Span**

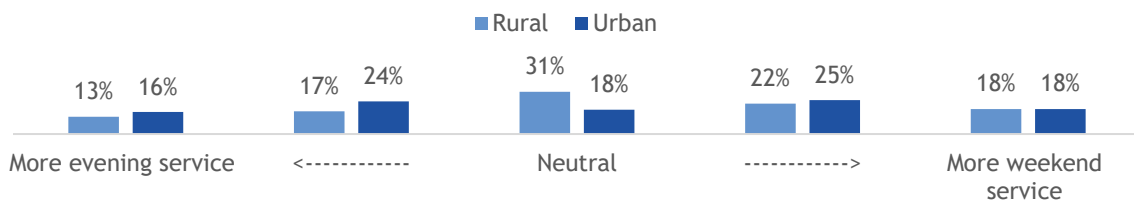


Respondents in both urban and rural areas had a slight preference for more weekend service when asked to assess tradeoffs with more evening service (Figure B-12). Thirty-one percent of rural respondents were neutral.



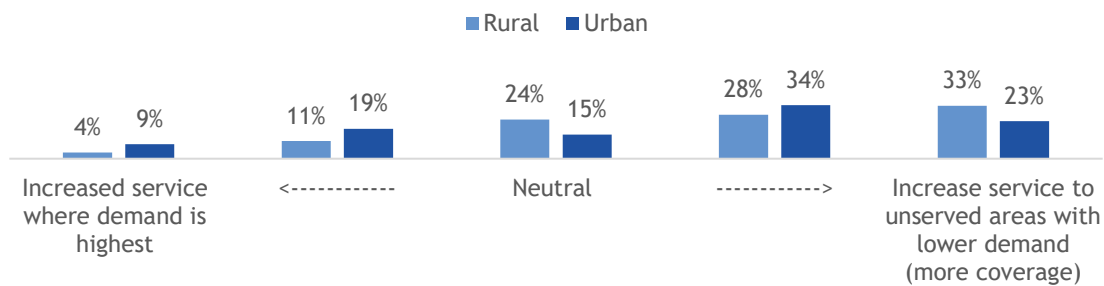
## Appendix B: Public and Stakeholder Engagement

**Figure B-12 Days of Service**



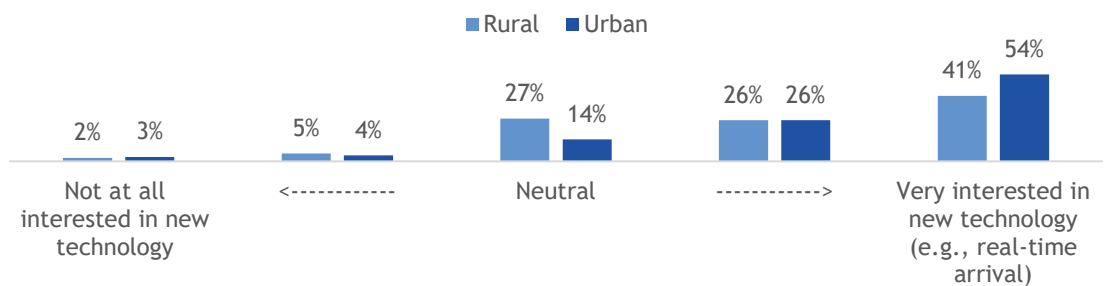
Respondents in both urban and rural areas skew towards increasing service in unserved areas with lower demand (Figure B-13).

**Figure B-13 Frequency vs. Coverage**



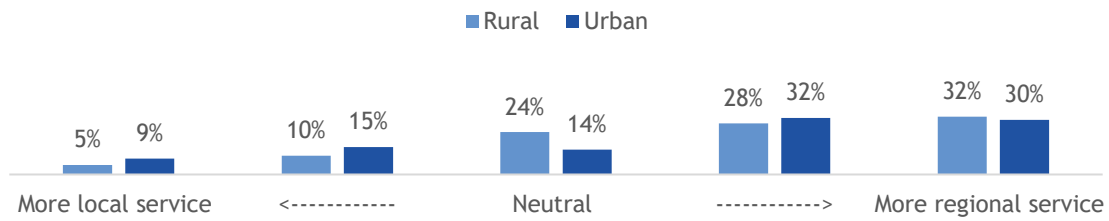
When asked about their interest in new technology, a large proportion of respondents from both urban (54%) and rural (41%) areas stated they are very interested in new technology (Figure B-14). Roughly a third of respondents feel neutral about new technology while less than 5% of rural and urban respondents are not at all interested in new technology.

**Figure B-14 New Technology**



When asked to decide between more local service or more regional service, respondents in both urban and rural areas skewed towards more regional service (Figure B-15).

Figure B-15 Types of Service



## Open-Ended Responses

Respondents were given an opportunity at the end of the survey to leave open-ended comments. A total of 412 entries were received. Comments covered a wide variety of topics, including job access, technology improvements, affordability, service improvements, access for people with disabilities, access for seniors, and general feedback.

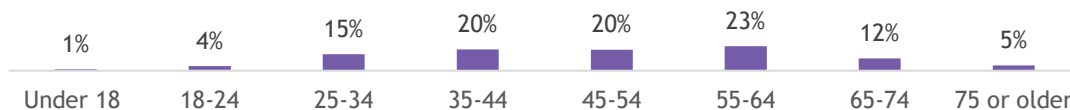
Noting the lack of transit access to employment, one respondent stated, “I have to get rides to go to work, to get kids to [the] doctor, to go to Walmart. When my kids have a school trip, I ask their teacher to pick them up. When I can’t get a ride, I miss work.” Another respondent stated, “There are areas in Oklahoma, like Bartlesville and Nowata, where people cannot get a job because of lack of public transit.”

Highlighting the need for public awareness of transit and user education, one respondent stated, “I think it’s possible that I live and work close enough to transit that I could use it, but I have absolutely no idea how it works, where it goes, [what the] schedule [is]. Also, it seems scary and possibly unsafe.”

## Demographics

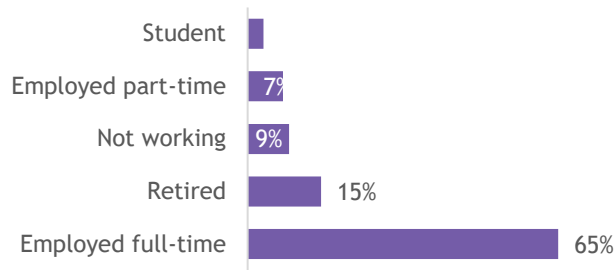
At the conclusion of the survey, respondents were asked a series of demographic questions. Nearly 80% of respondents were between the age of 25 and 64 (Figure B-16). Adults age 65 and older accounted for 17% of respondents, while 5% of respondents were under age 25.

Figure B-16 Age



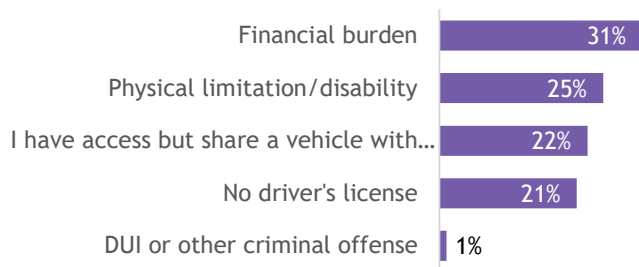
A majority of survey respondents (65%) are employed full-time, while 16% are either employed part-time or not working (Figure B-17). Fifteen percent are retired and 3% are students.

**Figure B-17 Employment Status**



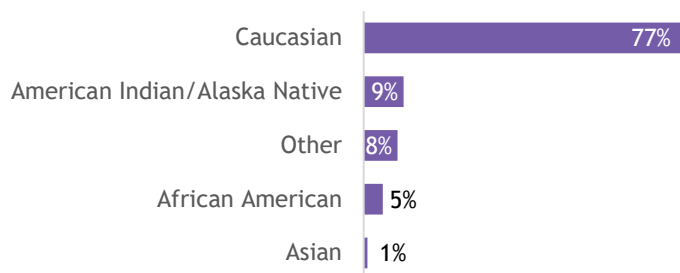
Respondents were also asked questions related to vehicle access. Of those who reported having unreliable access to a personal vehicle, 31% stated it was due to a financial burden, while 25% stated it was due to a physical limitation or disability (Figure B-18). More than a fifth of respondents also reported the need to share a vehicle with others in their household (22%) or did not have a driver's license (21%).

**Figure B-18 Reasons for Unreliable Access to Personal Vehicles**



As shown in Figure B-19, a majority of respondents identified as Caucasian (77%). Nine percent identified as American Indian or Alaska Native while 8% identified as "Other." Five percent of respondents identified as African American while 1% identified as Asian.

**Figure B-19 Race**

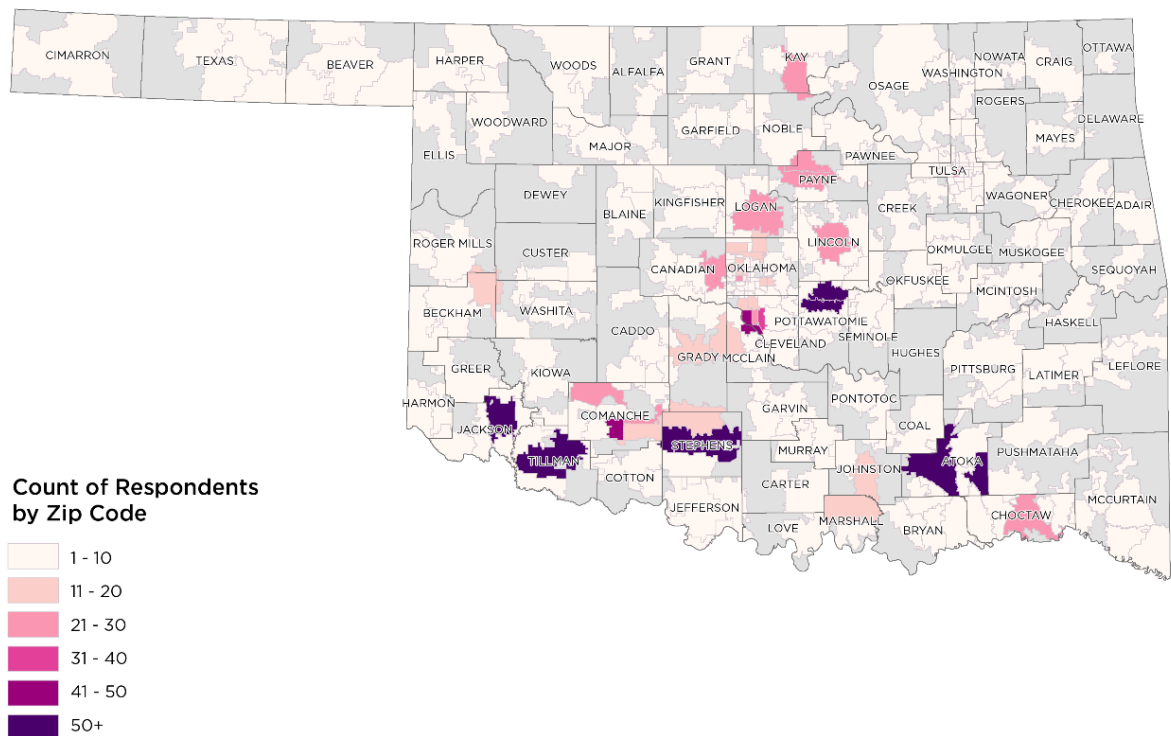


Lastly, respondents were also asked if they receive any government assistance (Figure B-20). Most respondents (83%) do not receive any government assistance while the remaining 17% said they do receive government assistance.

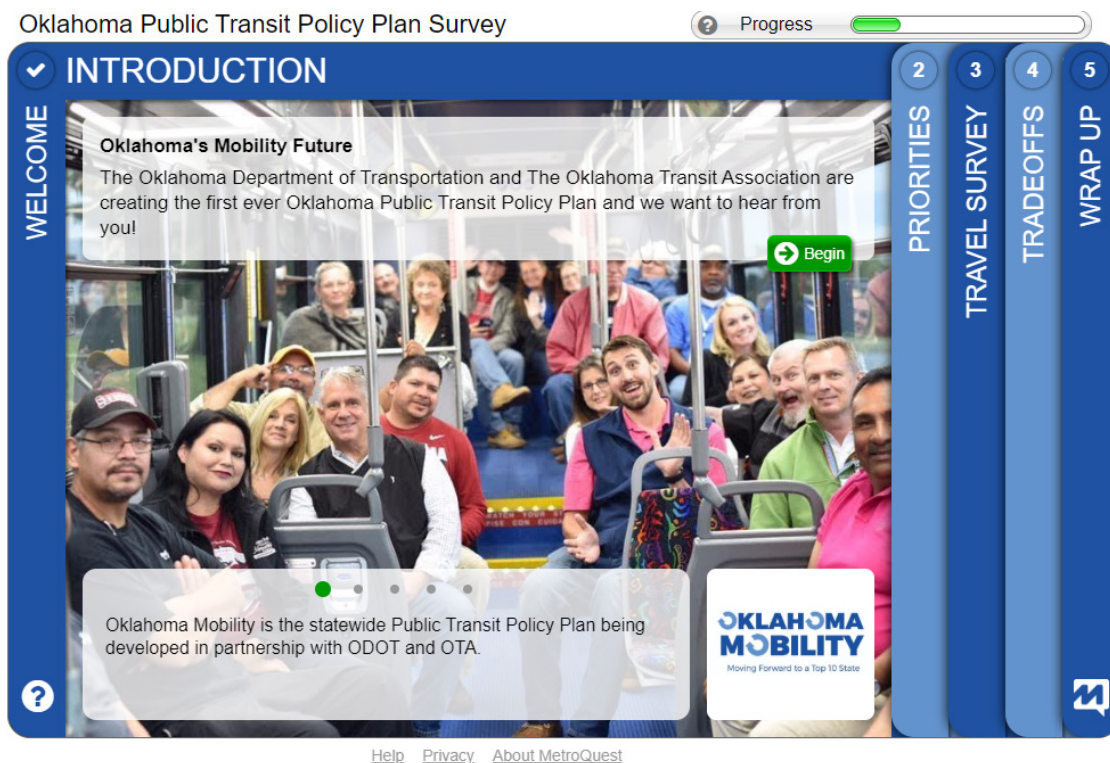
**Figure B-20 Recipient of Government Assistance**



## Survey Respondents by ZIP Code



# METROQUEST SURVEY TOOL



## Appendix B: Public and Stakeholder Engagement

Oklahoma Public Transit Policy Plan Survey

Progress

2 PRIORITIES

WELCOME

What to do Next Task

3 TRAVEL SURVEY

4 TRADEOFFS

5 WRAP UP

Order your top 5 items above this line

Access to Medical Service

Access to Entertainment

Access to Jobs

Access to Education

Rural Area Transit Access

Access to Shopping/Retail

Urban Area Transit Access

Technology Enhancements

What are your priorities for transit access? Click on any item in the list to see a definition. Please rank five priorities before continuing to the next page.

Please drag 5 of the items above the line in your preferred order.

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Oklahoma Public Transit Policy Plan Survey

Progress

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WELCOME

What to do Next Task

4 TRADEOFFS

5 WRAP UP

Transit Use I

Transit Use II

Transit Use and Vehicle Access

Regional Travel I

Regional Travel II

**Transit Use**

Why do you use transit?

☐ N/A - I do not currently use transit

☐ Fastest way to make my trip

☐ Cheapest way to make my trip

☐ Most reliable way to make my trip

☐ Cheaper and easier than finding parking

☐ Door-to-door service

☐ Only transportation option available to me

What would encourage you to use transit more often?

☐ More frequent service ☐ Cheaper service ☐ If I felt safer riding

☐ If I understood how it works ☐ Faster service ☐ More reliable service

☐ Evening and/or weekend service ☐ Service to my desired destinations

☐ Service near my home ☐ Better amenities (e.g., shelter, bench, etc.)

☐ Nothing, I prefer driving

Next

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## TRAVEL SURVEY

Transit Use I

Transit Use II

Transit Use and Vehicle Access

Regional Travel I

Regional Travel II

### Transit Use

How many days do you ride transit in a typical week?

Select...

What types of trips do you use transit for OR what types of trips would you be willing to use transit for?

- ☐ Work
- ☐ Recreational/social
- ☐ Local trips
- ☐ Regional trips
- ☐ School/college
- ☐ Shopping/errands
- ☐ Medical
- ☐ Other

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5 WRAP UP

## TRAVEL SURVEY

Transit Use I

Transit Use II

Transit Use and Vehicle Access

Regional Travel I

Regional Travel II

### Transit Use and Vehicle Access

If transit were frequent and reliable in your community, how often would you use it?

Select...

If you do NOT have reliable access to a personal vehicle, why not?

Select...

Next

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## Appendix B: Public and Stakeholder Engagement

Oklahoma Public Transit Policy Plan Survey

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WELCOME PRIORITIES TRAVEL SURVEY TRADEOFFS WRAP UP

2 3 4 5

What to do Next Task

Transit Use I

Transit Use II

Transit Use and Vehicle Access

Regional Travel I

Regional Travel II

**Regional Travel**

Are there destinations in your community that you cannot currently access but would like to travel to? If so, where? (Please be specific)

Type...

If transit were available to every destination in the state, where would you go? (Please list name of community or destination and street name)

Type...

Next

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WELCOME PRIORITIES TRAVEL SURVEY TRADEOFFS WRAP UP

2 3 4 5

What to do Next Task

Transit Use I

Transit Use II

Transit Use and Vehicle Access

Regional Travel I

Regional Travel II

**Regional Travel**

Which major hub are you most interested in traveling to from where you currently reside?

|                   |                       |                   |
|-------------------|-----------------------|-------------------|
| Oklahoma City     | Tulsa                 | Wichita Falls, TX |
| Wichita, KS       | Dallas/Fort Worth, TX | Other             |
| None of the above |                       |                   |

Why are you interested in traveling there?


☐ Employment opportunities ☐ Recreational/social ☐ School/college

☐ Shopping/errands ☐ Medical

☐ To transfer to another transportation mode ☐ Other

Next


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Oklahoma Public Transit Policy Plan Survey Progress 


WELCOME PRIORITIES TRAVEL SURVEY **TRADEOFFS** What to do Next Task WRAP UP

Frequency vs. Span Days of Service Demand vs. Coverage Types of Service New Technology


**Frequency of Service vs. Span of Service**  
Choose the option that best shows which tradeoff you prefer

Provide more frequent service  Extend service hours

Previous 


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Oklahoma Public Transit Policy Plan Survey Progress 


WELCOME PRIORITIES TRAVEL SURVEY **TRADEOFFS** What to do Next Task WRAP UP

Frequency vs. Span **Days of Service** Demand vs. Coverage Types of Service New Technology

**Days of Service**  
Choose the option that best shows which tradeoff you prefer

More evening service  More weekend service

Previous 

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WELCOME 2 PRIORITIES 3 TRAVEL SURVEY 4 TRADEOFFS 5 WRAP UP

Frequency vs. Span Days of Service Demand vs. Coverage Types of Service New Technology

**Demand vs. Coverage**

Choose the option that best shows which tradeoff you prefer

Increase service where demand is highest « < Neutral > » Increase service to unserved areas with lower demand

Previous Next Tradeoff

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WELCOME 2 PRIORITIES 3 TRAVEL SURVEY 4 TRADEOFFS 5 WRAP UP

Frequency vs. Span Days of Service Demand vs. Coverage Types of Service New Technology

**Types of Service**


Improve service or expand to new areas

Choose the option that best shows which tradeoff you prefer

More local service « < Neutral > » More regional service

Previous Next Tradeoff


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Oklahoma Public Transit Policy Plan Survey Progress 

WELCOME PRIORITIES TRAVEL SURVEY **TRADEOFFS** WRAP UP

Frequency vs. Span Days of Service Demand vs. Coverage Types of Service **New Technology**


How interested are you in new technology?  
Choose the option that best shows which tradeoff you prefer

Not at all interested  Very interested (e.g., real-time arrival, app-based bookings, etc.)



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Oklahoma Public Transit Policy Plan Survey Progress 

WELCOME PRIORITIES TRAVEL SURVEY **TRADEOFFS** **WRAP UP**

**Final Questions**

Please enter your ZIP Code:  
Type...

What is your age?  
Select...

What is your employment status?  
Select...

What is your race?  
Select...

Do you receive any government benefits?  
Select...

Is there anything else you'd like to share?  
Type...

Submit Final Questions Skip

**Thank You**

Thank you for participating in this survey! Your answers will be used to help shape the future of transit in Oklahoma.

[www.OKTransitPlan.org](http://www.OKTransitPlan.org)

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Moving Forward to a Top 10 State

**DOT**

**OKLAHOMA TRANSIT ASSOCIATION**


**WRAP UP**  
What to do

- Thank you for your input so far! It has been recorded.
- Please answer a few optional questions. This helps us understand your input better.
- Your private information will be kept private.
- Use the sharing tools (on the right) to spread the word!

Start

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## Appendix B: Public and Stakeholder Engagement

Oklahoma Public Transit Policy Plan Survey Progress 

**WRAP UP** What to do

**Final Questions**

Please enter your ZIP Code:

What is your age?

What is your employment status?

What is your race?

Do you receive any government assistance?

Is there anything else you'd like us to know?

[Submit Final Questions](#) [Skip](#)

**Thank You**

Thank you for participating in this survey! Your answers will be used to inform the future of transit in Oklahoma.

<http://www.OKTransitPlan.org>

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Moving Forward to a Top 10 State

**ODOT**

**OKLAHOMA TRANSIT ASSOCIATION**

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## METROQUEST OPEN-ENDED COMMENTS<sup>3</sup>

| Item | Comment                                                                                                                                                                                                                                            |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Include bicycles as part of the plan                                                                                                                                                                                                               |
| 2    | Wish it would go father out in country, for medical reason if nothing else. Soonerbus you need 3 days to schedule a ride that needs to be changed as well some people need to go Before the 3 days which to lead to longer to be seen appointments |
| 3    | thank you for the opportunity to give input. I love public transit!                                                                                                                                                                                |
| 4    | I've worked closely with individuals in rural areas, and the need for transportation in rural Oklahoma is overwhelming.                                                                                                                            |
| 5    | More coverage is the key!                                                                                                                                                                                                                          |
| 6    | Put out more info on transit schedules                                                                                                                                                                                                             |
| 7    | I don't have cell phone. I would like to see the 'time clocks' on each stops and sub-hubs and mostly used bus signs that would help to track the times.                                                                                            |
| 8    | Your "trade off" questions..are totally confusing. Poor survey..simplify for better stats.                                                                                                                                                         |
| 9    | I want the Fast track back.                                                                                                                                                                                                                        |
| 10   | Veteran                                                                                                                                                                                                                                            |
| 11   | Would love for there to be an app to purchase my bus pass, that way I don't have to find a quick trip. It makes it more accessible to more people.                                                                                                 |
| 12   | The new changes to the service has caused me to re-think public transportation. The current MESS has rendered it effectively for me useless..                                                                                                      |
| 13   | Please find a way to offer the "Lift" service on Sundays during church hours. Church is more important to disabled passengers as running up and down Peoria on the Aero route.                                                                     |
| 14   | More is better. More busses, more stops, longer hours, suburbs, hospitals, clinics, lakes, recreational areas, etc..                                                                                                                               |
| 15   | This survey completely misses the opportunity to gather valuable data from users. A partial survey is valueless if it does not include specific questions about local service providers that could build a more robust transit network.            |
| 16   | more drivers                                                                                                                                                                                                                                       |
| 17   | thank you for asking these questions! just thinking about regional transit has me excited.                                                                                                                                                         |
| 18   | It is more tenable for me to utilize transit in the evening and night hours than during the business day.                                                                                                                                          |
| 19   | Why can't someone drop off people and then leave and come back to pick up later                                                                                                                                                                    |
| 20   | Life driver should have proper change. Seat belts should be fixed                                                                                                                                                                                  |
| 21   | Since most trips take 2 or more buses. It would be much better if buses can match up at transfer points better.                                                                                                                                    |
| 22   | Unable to walk long distances                                                                                                                                                                                                                      |
| 23   | Return bus #215                                                                                                                                                                                                                                    |
| 24   | Please contact me about transit meetings in Tulsa.                                                                                                                                                                                                 |
| 25   | I need Tulsa Transit to fix their route system. It is impossible for me to get anywhere!                                                                                                                                                           |

<sup>3</sup> The comments displayed in the following table are presented in their original form and have not been edited.

## Appendix B: Public and Stakeholder Engagement

| Item | Comment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 26   | I really love what was done with the 700 route i take it daily too amd from work and would love to be able to travel outside tulsa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 27   | Tulsa Ero BRT eliminates transportation for disabled. Some sub station stops are almost a mile apart. Not located where most dense population in that immediate area. Lift is exceptionally unreliable to grossly understate facts. Disabled don't have reasonable access to public transit anymore. Bus drivers state these changes are for the bus drivers benefit. Again public serves Tulsa Transit vs. opposite. Fixed-routes distanced stops are not handicap accessible, let alone have sides walks, for those requiring mobility equipment! You cut off disabled!! NOT REMOTELY EQUAL ACCESS PER ADA! Backdoor way to terminate certified Lift customers. If they can bear up the pain to hike to the distant sub station or fixed-route stops to where it's accessible, they would be disqualified. Changes force me to be more homebound than ever! |
| 28   | I don't need transportation now but if I did there is nothing available in rural areas. Senior citizens often need transportation to out of town doctor appointment.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 29   | Please expand express service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 30   | Yukon could use more sidewalks and pedestrian bridges over the main roads and crossings with buttons that make traffic lights red.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 31   | The tradeoffs listed are all none that motorists have to deal with. Public transportation shouldn't be hamstrung like that while private transportation is very heavily subsidized.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 32   | I have non-stop pain from the neck down and it makes walking to much hard on me. I am DEMANDING that the bus system gets put back to the way it was before the "new way to connect" crap started in the first place. I was very happy that there was a bus stop in front of the red river apartments. I'm NOT happy that I have to walk down the street to catch the bus. I'm being FORCED to wear my sandals to work since they are worn down and need replacement.                                                                                                                                                                                                                                                                                                                                                                                          |
| 33   | The Lift Service is not on time less of the time. Driver were using to the limit with rest of end to pick up and than rush you to board the Lift us.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 34   | Thank you for expanding service to my area                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 35   | Limited mobility - can walk short distances -                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 36   | Cant wait for regional service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 37   | I'm for interstate passenger rail to built out a network from Joplin, Tulsa, OKC, Lawton, Wichita KS, points onward. Bus service is too slow in Tulsa for me to use and doesn't go by my neighborhood anymore.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 38   | Not everybody can afford cars now, so public transportation is really important.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 39   | Rural counties need access to work and medical                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 40   | Transportation in our rural area is limited and often too expensive for those who need it to get to medical services & grocery stores.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 41   | More Rail based options                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 42   | I may not need assistance in travel, but there are several in our rural areas that do. Several people do not have transportation, like the elderly need this assistance to shop, for medical care and to serve other needs need something to help them accomplish this. I strongly believe that something needs to be done to help our elderly be mobile in the rural areas not just the urban areas. Thank you.                                                                                                                                                                                                                                                                                                                                                                                                                                              |

## Appendix B: Public and Stakeholder Engagement

| Item | Comment                                                                                                                                                                                                                                                                                                                                                                   |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 43   | There are many people in Bartlesville that do not have transportation for various reasons and they struggle because our "local" transportation is impossible to utilize, trying to "schedule" a ride makes walking look easy.                                                                                                                                             |
| 44   | The state needs to make this a priority. Roads, bridges and highways need repaired and transit plan could take some of the traffic off the roads.                                                                                                                                                                                                                         |
| 45   | Clients need further access to employment related service and medical services                                                                                                                                                                                                                                                                                            |
| 46   | I have been very well pleased with this service. Wish they had funding to hire more drivers.                                                                                                                                                                                                                                                                              |
| 47   | Rural areas need affordable transportation access not only in the rural areas but getting to the metro area for appointments.                                                                                                                                                                                                                                             |
| 48   | Central Oklahoma transportation should lower their prices and the Shawnee area they just did a price increase and it is putting a financial burden on the community                                                                                                                                                                                                       |
| 49   | Shawnee Oklahoma should have public transport on weekends                                                                                                                                                                                                                                                                                                                 |
| 50   | Transit buses with bike racks so I can choose a destination and ride back home.                                                                                                                                                                                                                                                                                           |
| 51   | I am disabled                                                                                                                                                                                                                                                                                                                                                             |
| 52   | expand service in okc                                                                                                                                                                                                                                                                                                                                                     |
| 53   | I am disabled and am dependent on family and friends for my total transportation to my two jobs and all of my other transportation.                                                                                                                                                                                                                                       |
| 54   | Rural Oklahoma is very underserved in nearly all areas. It is time to step up Health Services - Transportation Services - Food Delivery Services - Internet Services -                                                                                                                                                                                                    |
| 55   | We need more public transportation. Elderly and indigent are limited due to lack of transportation to get to appointments, education or jobs.                                                                                                                                                                                                                             |
| 56   | Oklahoma City and Tulsa both need regional transit to become big-time economic competitors                                                                                                                                                                                                                                                                                |
| 57   | I manage a sober living program in Bartlesville.....transportation is one of our greatest challenges in helping our clients move forward to a productive life                                                                                                                                                                                                             |
| 58   | I am a nonprofit director that has clients that need your services to find work, shop and get to medical visits                                                                                                                                                                                                                                                           |
| 59   | There are areas in Oklahoma, like Bartlesville and Nowata, where people cannot get to a job because of lack of public transportation. It is a very needed service!                                                                                                                                                                                                        |
| 60   | CONFUSING SURVEY                                                                                                                                                                                                                                                                                                                                                          |
| 61   | Although I'm retired, I still frequently must travel locally and across Oklahoma for freelance and contract work.                                                                                                                                                                                                                                                         |
| 62   | I have to get rides to go to work, to get kids to doctor, to go to Walmart. When my kids have a school trip I ask their teacher to pick them up. When I can't get a ride I miss work.                                                                                                                                                                                     |
| 63   | I use a wheelchair and access is very limited                                                                                                                                                                                                                                                                                                                             |
| 64   | I would like to see rail rapid transit in Tulsa and regionally                                                                                                                                                                                                                                                                                                            |
| 65   | Oklahoma is behind in public transit.                                                                                                                                                                                                                                                                                                                                     |
| 66   | You can have all the great transportation you want, but until people have actual, continuous sidewalks to get to the transit stops without having to hike through weeds and mud, and without having to navigate into the roadways, around debris and potholes, or walk over precarious embankments, no one is going to use the transit system enough to make it worth it. |

## Appendix B: Public and Stakeholder Engagement

| Item | Comment                                                                                                                                                                                                                                                                                                                                                           |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      | Sidewalks!!!!!! Ridiculously poor city planning. Traffic is an embarrassment, a deterrent to potential out of state \$, makes for cranky and angry citizens and flat out dangerous.                                                                                                                                                                               |
| 67   | Even though I don't use my clients do and later hours would be beneficial.                                                                                                                                                                                                                                                                                        |
| 68   | It'd be nice to expand the local bus route so it could come near my house.                                                                                                                                                                                                                                                                                        |
| 69   | fix the timing on 21st bus                                                                                                                                                                                                                                                                                                                                        |
| 70   | bike racks would be nice                                                                                                                                                                                                                                                                                                                                          |
| 71   | Just more better connections to the next bus on time.                                                                                                                                                                                                                                                                                                             |
| 72   | The needs of seniors need to be addressed and they cannot wait at bus stops, they need door to door services.                                                                                                                                                                                                                                                     |
| 73   | Although my town has adequate transit options, I do feel there should be more transit options for our neighboring rural communities.                                                                                                                                                                                                                              |
| 74   | rural transit is highly important for elderly citizens!                                                                                                                                                                                                                                                                                                           |
| 75   | I've enjoyed the buses a lot. I would use it more for other destinations if they were more frequent.                                                                                                                                                                                                                                                              |
| 76   | If you build out to rural area network and services then urban areas will benefit.                                                                                                                                                                                                                                                                                |
| 77   | I work in Workforce Development. Public transportation in Tulsa, and surrounding communities has been a complaint of employers and job seekers for the 7 years I've served the community. Outside of Tulsa, there is no public transportation, severely limiting access to major employment hubs such as the Port of Catoosa and the Mid-America Industrial Park. |
| 78   | need transportation to work jobs on second and third shift                                                                                                                                                                                                                                                                                                        |
| 79   | Would like to see regularly scheduled mass trans from/to small towns to large metropolitan areas.                                                                                                                                                                                                                                                                 |
| 80   | Public Transportation is vital to people who has no other means of transportation, and to people who are unable to drive.                                                                                                                                                                                                                                         |
| 81   | Interest in accessibility for those with disabilities                                                                                                                                                                                                                                                                                                             |
| 82   | I answered these questions for me. I manage the Stillwater Legal Aid Office and our clients need this service                                                                                                                                                                                                                                                     |
| 83   | i work in rural transit                                                                                                                                                                                                                                                                                                                                           |
| 84   | Yes, we miss a lot of people that work after 5 pm and week ends                                                                                                                                                                                                                                                                                                   |
| 85   | Busses that are accessible to disabled people include more than just wheelchair accessible seating. It would be nice to see the disability-friendly aspects of the transit system advertised and for them to be well researched!                                                                                                                                  |
| 86   | I would really love to see a fully functional transit app that has real-time tracking for buses and subways. Showing times of arrival, if it's running behind/arriving early, and routes of transit. Apps like Chicago's transit app really set the bar, and I would love to see Oklahoma's cities reach that point!                                              |
| 87   | why cant people ride for free when they are on limited income                                                                                                                                                                                                                                                                                                     |
| 88   | Look at models that work, i.e., Europeans are experts at public transportation!                                                                                                                                                                                                                                                                                   |
| 89   | Jamm drivers as a whole are great                                                                                                                                                                                                                                                                                                                                 |
| 90   | I used to make a lot less and relied on public transport rather than sharing a car. Still, I spend many hours a day without a vehicle and wish I wasn't stuck without Uber or Lyft                                                                                                                                                                                |

## Appendix B: Public and Stakeholder Engagement

| Item | Comment                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 91   | The dedicated stops work ok for some but many have physical issues that make it very difficult to get to the designated stops. Weather is a huge factor just getting to a place to get on or off a bus. People are having to walk long distances just to get on a bus. There's more...                                                                                                                                         |
| 92   | We need rural assistance - people who live in small communities or in the country.                                                                                                                                                                                                                                                                                                                                             |
| 93   | Quit talking about buses, nobody is going to use the bus, get rail service back in swing.                                                                                                                                                                                                                                                                                                                                      |
| 94   | Lived in Minneapolis for a few years, the mass transit there is amazing. Rode the express bus and light rail to work everyday. Took same amount of time as driving. In OKC there is two buses per hour that go downtown along Walker Ave (#40). Only takes me 15 minutes to drive to work. That's the main reason why I don't take the bus. Don't want to wait 20-25 min for the next bus.                                     |
| 95   | I think if more night time options were available, it could cut down on drinking and driving                                                                                                                                                                                                                                                                                                                                   |
| 96   | I have researched and tried the transit options available near me. The trip time with transit was long compared to driving and frequency was an issue. Also not enough bicycle storage. Bumper bike rack was often full and was unsure if I could carry bike onto bus                                                                                                                                                          |
| 97   | Train service to Lawton/Shawnee/Ada/Tulsa                                                                                                                                                                                                                                                                                                                                                                                      |
| 98   | Your doing good wit the new updates just go further into what else                                                                                                                                                                                                                                                                                                                                                             |
| 99   | People in in small towns need to be able to travel to parts of the county and currently cannot if they do not have a vehicle.                                                                                                                                                                                                                                                                                                  |
| 100  | We need a safe alternative when we go to a night club other than driving. Uber from OKC to Lincoln county is too expensive.                                                                                                                                                                                                                                                                                                    |
| 101  | Couldn't answer some questions because it didn't work properly                                                                                                                                                                                                                                                                                                                                                                 |
| 102  | I work for OKDHS and I see clients daily that are in need of transportation in my area.                                                                                                                                                                                                                                                                                                                                        |
| 103  | We need to include help from a trusted group of knowledgeable unbiased cooperative riders. This would help with improvement suggestions as well as identifying and fixing existing problems such stop placement, map data consistency, and other technical support or technology advancement building.                                                                                                                         |
| 104  | This survey is very vague. I just want a system that works like NYC's or Boston's or Chicago's. I can't take public transit literally anywhere right now - it doesn't go where I need to go.                                                                                                                                                                                                                                   |
| 105  | I live in rural Sand springs and I work in West Tulsa.                                                                                                                                                                                                                                                                                                                                                                         |
| 106  | Many rural americans don't have a service of transportation and therefore rely on others to get them to jobs and to shop                                                                                                                                                                                                                                                                                                       |
| 107  | I take transit or bike on a daily basis. Bike infrastructure would also be helpful in complementing a transit system. A few miles on a bike doesn't take very long, but because many people feel unsafe, they refuse to choose that option. It would be a cheap way to expand access and increase range if there were protected bike lanes or paths that connected to centralized transit hubs that had more frequent service. |
| 108  | I'm so excited for new transit possibilities in Oklahoma. If you need any interns, I'd love to apply!                                                                                                                                                                                                                                                                                                                          |
| 109  | We need some type of shuttle in bricktown for elderly who park in lots and have to walk to Chesapeake. Its cold, dark, scary and a long walk.                                                                                                                                                                                                                                                                                  |
| 110  | We need more electric buses.                                                                                                                                                                                                                                                                                                                                                                                                   |



## Appendix B: Public and Stakeholder Engagement

| Item | Comment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 111  | I think it's important for Oklahoma to look to improve public transportation and also things such as sidewalks and bike lanes. This is a very difficult state to succeed in if you cannot afford your own vehicle and dangerous in many areas for pedestrians. I drive because it's really the only feasible way to get around here, but I would love to have other options available for me and everyone else.                                                                                                                             |
| 112  | Park and Ride locations in the suburbs for people that have cars, but want to ride the bus to reduce their carbon footprint, or whatever reason. As an older person with more physical limitations than I had when younger, while I have a car and can drive downtown, I would prefer to ride the bus. As it is now, there is bus service two miles from my home, which is too far to walk. If a "Park and Ride" was available, I would definitely take advantage of it.                                                                    |
| 113  | Disabled                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 114  | I think it's possible that I live and work close enough to transit that I could use it, but I have absolutely no idea about how it works, where it goes, schedule. Also, it seems scary and possibly unsafe. No one I know uses it, has ever used it, or plans to, basically for the same reasons I have. However, I pay to use Uber and Lyft very frequently for social outings during the week and weekend evenings. Lots of people I know do. If the city transit was user-friendly and had a better image I'm sure people would switch. |
| 115  | Need more bike lanes and better ability to travel with bikes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 116  | I'd rather see massive decreases to transit budget in general.                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 117  | no but please extend bus 8 is route time to midnight                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 118  | Trains pls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 119  | We can't be afraid to work with the car culture. Build parking lots/garages along transit lines and give people a chance to leave their car out by their house while riding in on the transit.                                                                                                                                                                                                                                                                                                                                              |
| 120  | Disabled daughter on Soonercare. Can't travel far from home in Warr Acres to find transit. Bus system is very hard to understand so I have not tried it.                                                                                                                                                                                                                                                                                                                                                                                    |
| 121  | I was completely reliant on Embark for a period of months. Every driver was friendly and competent. I have never felt afraid.                                                                                                                                                                                                                                                                                                                                                                                                               |
| 122  | Um, why was there no option for "Latino" or "Hispanic" under the race category. I am Caucasian, however I can see where someone who is Latino would resent being classified as "Other." Good luck with getting Okies out of their cars. And good luck getting us to pay for mass transit as well. Not that I'm against it, it's going to be very hard.                                                                                                                                                                                      |
| 123  | More trolley service city wide                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 124  | I think the regional thing is important. it should be easy for people to commute to Norman or Stillwater. my parents should not have to have Uber or Lyft as only option from Lawton to OKC.                                                                                                                                                                                                                                                                                                                                                |
| 125  | OKC bus service sucks.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 126  | This survey is garbage. We need a train system just like Germany. The Germans know how to do public transit better than Americans.                                                                                                                                                                                                                                                                                                                                                                                                          |
| 127  | Transit is a waste of taxpayers money. I see only one or two people on a bus at any given time. How does it make money?                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 128  | My employment status is Employed Full Time AND Full Time Student                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 129  | Need small capacity buses                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

## Appendix B: Public and Stakeholder Engagement

| Item | Comment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 130  | limited income need assistance                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 131  | My transit experience is mostly relative to the OKC streetcar.                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 132  | I do not trust ODOT to do transit well. I do not think ODOT has the planning capacity, the organizational intelligence, the leadership, the will, or the raw motivation to plan and provide transit service meaningfully. Dedicated funding at the ODOT level for transit should be re-apportioned to counties and cities/towns with populations beyond a specific threshold.                                                                                                                               |
| 133  | siblings now on SSDI and have no reliable transportation                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 134  | 7 DAYS SERVICE plus 15 min service . Library service are far bus routes in OKC . Thank you for doing survey. I ride the OKC bus .                                                                                                                                                                                                                                                                                                                                                                           |
| 135  | I only took this survey to tell you that trails and sidewalks shouldn't dead end at railroad crossings. They should be constructed with proper crossings.                                                                                                                                                                                                                                                                                                                                                   |
| 136  | get rid of streetcar and put money toward a faster type of transit                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 137  | You need much smaller buses and more of them. Try multiple hubs at Bethany, Warr Acres, Penn Square, etc.                                                                                                                                                                                                                                                                                                                                                                                                   |
| 138  | Why are there no options for people and their animals?                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 139  | Check Google reviews of other major cities and see what is working best. Oklahoma is known for guessing and failing on almost ever thing they have done on their own. Dont continue to make the same mistakes.                                                                                                                                                                                                                                                                                              |
| 140  | If I were to answer these questions of the behalf of the majority of my clients in this area there is a great need for transit service during the week to help clients get to work and services they need to complete so they can learn skills to provide a safe home for their children. The barriers my clients have with the current local transit options is cost, scheduling ahead of time, and time frames the transit is available (not allowing clients to have transport options in the evenings). |
| 141  | I am thankful for the 7 days a week service as well as the routes that run late.                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 142  | Quit building or planning for rail which is too costly and not enough people will use. Bus service! Bus Service! Bus Service!!!                                                                                                                                                                                                                                                                                                                                                                             |
| 143  | Would love to use transit, but travel time and walking distance makes it less enticing. Maybe consider smaller buses to allow more options on the streets                                                                                                                                                                                                                                                                                                                                                   |
| 144  | Need transit to the large employers like tinkers afb                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 145  | I would absolutely love an expansion on our Train transit system, connecting to the kansas line would open us up to the nation and so many travel possibilities!                                                                                                                                                                                                                                                                                                                                            |
| 146  | Train transportation!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 147  | Bus systems are outdated and should be replaced by rail, Okc could be a model city for rail systems or other alternative transport.                                                                                                                                                                                                                                                                                                                                                                         |
| 148  | Spend the budget on something actually necessary like these pothole-filled roads all over the state.                                                                                                                                                                                                                                                                                                                                                                                                        |
| 149  | There are a lot of sides of town that are really cut off and u really have to set up ur day early or u aren't going to get ur things done                                                                                                                                                                                                                                                                                                                                                                   |
| 150  | I love the OKC streetcar!!! I know this'd be down the road, but expansion to 16th or 23rd street would rock socks. Also I get we're an automobile state, but... Commuter rail to Tulsa. Just think about it.                                                                                                                                                                                                                                                                                                |
| 151  | I currently do not need transit help. But I work with many families that do and I hope they have the opportunity to participate in this survey                                                                                                                                                                                                                                                                                                                                                              |

## Appendix B: Public and Stakeholder Engagement

| Item | Comment                                                                                                                                                                                                                                                                                                                                                                                               |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 152  | More options in our community and region are desperately needed.                                                                                                                                                                                                                                                                                                                                      |
| 153  | We need transportation for any and all to get to work, school, medical and shopping. Not bicycles!!!!                                                                                                                                                                                                                                                                                                 |
| 154  | I am a transplant to Oklahoma. Prior to moving here I lived on the East Coast and relied heavily on transit systems. I find them cost effective, a great way to "get work done while commuting" and a significant support to employers. Connecting people to jobs via low cost reliable transit is essential to supporting the needs of the employers and employees.                                  |
| 155  | If we had public transit I would use it, even though I do have a personal vehicle. It is better for the environment and community relations.                                                                                                                                                                                                                                                          |
| 156  | I work with international students at OCU. They are always surprised at the lack of safe, reliable transportation options if they do not drive. Improving public transportation would be a significant improvement to their experience in OKC.                                                                                                                                                        |
| 157  | I am a city commissioner in Shawnee and I have been working to get a system started in our community. There is a great need here.                                                                                                                                                                                                                                                                     |
| 158  | I'm visually disabled. Recently moved back to okla. Struggle to get around so can't work til I find rides                                                                                                                                                                                                                                                                                             |
| 159  | Suburban to core rail or non stop vehicle service like brt                                                                                                                                                                                                                                                                                                                                            |
| 160  | I live near NW 23rd and May and work at the Capitol complex, so Route 23 works very well for my work commute. But it's very difficult to get from work to downtown. If I miss then #2 or #3 near the hospital complex it's very long wait for the next one. More frequent service would help mitigate this.                                                                                           |
| 161  | MAKE MORE STATIONS LIKE THE 2 U HAVE AND LET THE BUSES GO IN TO THEM. AND MAKE IT TO WHERE U CAN GET ALL THE BUSES.                                                                                                                                                                                                                                                                                   |
| 162  | Embark vans to get to little places                                                                                                                                                                                                                                                                                                                                                                   |
| 163  | People in rural communities need some basic transit services just to get to work                                                                                                                                                                                                                                                                                                                      |
| 164  | I think that as a community we would greatly benefit from having bus service in Shawnee. Not just mass transit, but we don't even have a Greyhound stop. I see many people in this community that have no way to get to other places for better jobs, or in my case my husband can not always take time off from work to shuttle me about. I don't drive a lot due to a chronic illness, and anxiety. |
| 165  | Service is pretty good, most drivers are quite friendly.                                                                                                                                                                                                                                                                                                                                              |
| 166  | Modernize and utilize existing rail system for passenger service                                                                                                                                                                                                                                                                                                                                      |
| 167  | I think transit for people that don't have access to a vehicle a good thing, but in Shawnee there is not enough entertainment or locations to support this type of transit system. The people in Shawnee that use transit are low income, on governments assistance, and most of the time live within walking distance of what they need.                                                             |
| 168  | Please get better. OKC is spans such a large area. We deserve fast, reliable public transportation. Time to get with the times.                                                                                                                                                                                                                                                                       |
| 169  | While I don't require transit personally at this time, I believe improved transit options are one of the keys to the survival of rural hospitals and sustainability of rural economies.                                                                                                                                                                                                               |
| 170  | not in the least                                                                                                                                                                                                                                                                                                                                                                                      |
| 171  | I'm Jewish                                                                                                                                                                                                                                                                                                                                                                                            |

## Appendix B: Public and Stakeholder Engagement

| Item | Comment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 172  | Many elderly residents of my community can not get to medical help due to lack of transportation.                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 173  | We are in a rural area where many do rely on public transportation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 174  | I just drive                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 175  | Scrap Public Transit and just give people who need them Uber vouchers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 176  | The roads would be a lot safer with better public transport. A higher ratio of professional drivers out there will help keep everyone safe.                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 177  | Oklahoma is in need of an established and reliable mass transit system one that serves all of Oklahoma, not just the metro area. Greater connectivity means greater understanding and a chance to build better communities.                                                                                                                                                                                                                                                                                                                                 |
| 178  | Access to/from tribal clinics/businesses might be good partnerships.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 179  | Wheelchair access is a necessity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 180  | Same day Medical Transportation is the most important transportation need statewide.                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 181  | Curious as to why the city buses are so large.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 182  | This city has the least access to public transit outside a downtown area than any city. There are no options for outlying cities                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 183  | At this time I drive everywhere I go but if there was more opportunity for Transit I may consider it in the future. I know when I worked in DC I took the bus and the subway everyday to and from work. I am apprehensive about driving to Dallas but would love to go and see a show once in a while. It's quite a ways from here and I can drive but the fear of the unknown and the parking situation always holds me back. Driving to and from the airport also is an issue. I try to go to the airport to visit family in DC every four to six months. |
| 184  | Other transits cost less than my area. A lot of people don't know about it.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 185  | WE WANT A 4 LANE ROAD BETWEEN Ponca City and Stillwater! DO IT!!!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 186  | Disabled                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 187  | I hope we invest in regional transit. I don't see how we can continue to expand our highways and the traffic is getting worse by the year.                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 188  | I'm interested in more railroad service throughout the state.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 189  | VA disable                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 190  | We appreciate all the hard work that is going into this. Thank you!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 191  | I think the okc trolley is a boondoggle and waste of money.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 192  | We need a train system that ties the urban areas into downtown.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 193  | Help get us off the road and get transit to Kansas City to Dallas through OKC and regionally Guthrie to Prucell or at least Norman.                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 194  | Interested in rail to okc and Tulsa and connections via bus to rail hubs. Thanks for survey.                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 195  | I help a number of disabled and elderly find services. I would like to see at least bi weekly something to OKC                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 196  | I am interested in transportation in Oklahoma, probably I have been involved in transportation in another state for about 20 years.                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 197  | Passenger rail should be a greater part of our system. It's the right thing to do.                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

## Appendix B: Public and Stakeholder Engagement

| Item | Comment                                                                                                                                                                                                                                                                                                                                                                                                      |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 198  | Having lived and travelled in Europe and Asia, I am very aware of public transportation and its benefits. When I am in those places, I never rent a car because public transportation gets me where I want to go and close to when I want to get there or return                                                                                                                                             |
| 199  | Tranist should also include more bike lanes and routes. It is getting slightly better in Tulsa for bikes with the trail system, but there needs to be more emphasis on bike routes in the planning process                                                                                                                                                                                                   |
| 200  | this survey does not apply to me as I do not use transit services. I have clients/patients that use transit services                                                                                                                                                                                                                                                                                         |
| 201  | I am not a personal person of transit services, but deal with persons in health services daily that are.                                                                                                                                                                                                                                                                                                     |
| 202  | This is a joke. The panhandle doesnt exist in the states eyes. Christ we would be grateful just getting our highways fixed                                                                                                                                                                                                                                                                                   |
| 203  | I work in rural counties and I see a need for affordable public transportation to Oklahoma City and Tulsa from their surrounding counties. The current service is very limited and can cost 80\$ round trip from Holdenville to OKC. Most can not afford it.                                                                                                                                                 |
| 204  | I am answering some of the questions as if it were one of my patients                                                                                                                                                                                                                                                                                                                                        |
| 205  | Would love to see state of Oklahoma get involved in a solution that connects downtown OKC-Tulsa with frequent, nice, bus (or in a dream world, high speed rail) service so that people could enjoy the jobs and amenities of both cities while using WiFi/Reading/Being productive during the trip.                                                                                                          |
| 206  | Passenger rail in Oklahoma MUST be expanded to (at least) Kansas and Tulsa from OKC!                                                                                                                                                                                                                                                                                                                         |
| 207  | Our community could use public transportation for citizens to get to medical appts and also to enjoy the best of OKC's offerings like the zoo, Bricktown, Scissortail Park, museums, and more. There are many people in Mustang who walk due to not having their own transportation but I would also like the option to use public transportation for getting to and from the downtown and the OKC zoo area. |
| 208  | you should be providing transit for those who are in the most need & not as strategy to boost economy - you will only fill Tulsa with stop/go traffic on already congested streets                                                                                                                                                                                                                           |
| 209  | If we had sufficient local and intercity train service, I would not own a car. Driving is increasingly dangerous, even more since cell phones came along.                                                                                                                                                                                                                                                    |
| 210  | Concerned bout being able to get to work as I age but getting to work in a timely manner. I suggest start providing High school access to high population density areas and local after school work for teenagers as trial to see if that would encourage younger generation to use transit.                                                                                                                 |
| 211  | PLEASE FIX HWY 76 NORTH OF BLANCHARD,OK TO HWY 37 BAD BAD PEOPLE ARE DEAD!                                                                                                                                                                                                                                                                                                                                   |
| 212  | Parking in Bricktown is cost prohibitive. I would use public transportation to go to events there at all times of the day and evening. Also it is better for the environment.                                                                                                                                                                                                                                |
| 213  | Please start commuter rail service                                                                                                                                                                                                                                                                                                                                                                           |
| 214  | Light rail from the air port to downtown. Rail from Edmond, Midwest City, Norman to downtown.                                                                                                                                                                                                                                                                                                                |

## Appendix B: Public and Stakeholder Engagement

| Item | Comment                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| 215  | I love on a rural community. Everyone drives. How great would it be to have LOCAL, rural transit. Youth wanting to go to town. Older people who can't /don't want to drive. Groups wanting to ride together. People who can't afford fuel would probably use transit. Britain has a rail system and bus system to almost every town. People are connected. Wouldn't this be amazing if our state could become connected. Furthermore, it is much more environmentally friendly. |
| 216  | 24hr, 7Day service PLEASE!                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 217  | Can't get to transport if there are no sidewalks. Seriously, sidewalks are the gateway to mobility and public transportation. No one is going to use public transport by choice if there are no sidewalks.                                                                                                                                                                                                                                                                      |
| 218  | Partial disable                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 219  | In addition to transit improvements, we need more dedicated bike/ped lanes along our roadways for alternative transportation.                                                                                                                                                                                                                                                                                                                                                   |
| 220  | Light rail/commuter rail is a must in the OKC metro and should have been implemented years ago.                                                                                                                                                                                                                                                                                                                                                                                 |
| 221  | member of family has disability                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 222  | 4 lane highway from Ringwood, OK to Woodward,OK.                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 223  | if we can some how leverage all unused rails and rail systems that might be a great option to increase access.                                                                                                                                                                                                                                                                                                                                                                  |
| 224  | Embark needs three things new bus, all bus running until midnight and more new routes.                                                                                                                                                                                                                                                                                                                                                                                          |
| 225  | Please expand the public transit system to benefit the state as a whole. Rural areas need ways to get around just as much as the inner Citites.                                                                                                                                                                                                                                                                                                                                 |
| 226  | If a person can't drive for any reason and they live in a rural area with no family. They have to have access to a transit service.                                                                                                                                                                                                                                                                                                                                             |
| 227  | I thinking the tradeoffs section is BS. There is no reason to frame these things as tradeoffs. We can have both evening and weekends. We can have both local and rural. Framing an exploratory survey as such just sets up the results to reflect your belief that there must be a tradeoff.                                                                                                                                                                                    |
| 228  | just bring us to the 21st century                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 229  | It would be useful to be able to have transit to the City for business                                                                                                                                                                                                                                                                                                                                                                                                          |
| 230  | I would like to see more improvements on our rural highways in the forms of shoulders, wider and safer highways.                                                                                                                                                                                                                                                                                                                                                                |
| 231  | Train service from smaller communities or bus service from smaller communities to larger cities would be great.                                                                                                                                                                                                                                                                                                                                                                 |
| 232  | I didn't rate advanced tech super high, but I'm interested in environmentally minded public transit.                                                                                                                                                                                                                                                                                                                                                                            |
| 233  | SSA, Medicare and Retirement are govt. assistance.                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 234  | This survey was not developed for rural, low income individuals that do not have access to cell phones are the internet.                                                                                                                                                                                                                                                                                                                                                        |
| 235  | I only ride the streetcar                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 236  | Transit in our area doesn't run late so working until 5:00 is an issue or travel to Ardmore for more opportunities for employment or education                                                                                                                                                                                                                                                                                                                                  |

## Appendix B: Public and Stakeholder Engagement

| Item | Comment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| 237  | Direct bussing to the OU medical campus would be awesome, even if there was a central parking lot off campus that bussed there. Parking for students is nearly \$300 per year. Combined with gas and everything else it takes to own a car, I would rather ride the bus...but it's such a long ride (minimum 30 minutes) with a switchover from my home (16th and Penn). Wish that the streetcar system ran to the medical center too. That would be a great way to go to lunch downtown without having to find parking at both locations. |
| 238  | Please consider expanding coverage to rural Oklahoma. I am a public librarian and I see people on a daily basis that could greatly benefit from public transportation. It is 7.3 miles to our county seat of Pauls Valley. Our courthouse, closest Walmart, and many employment opportunities are there. Our community is hurting greatly for this service. Please, please think of us.                                                                                                                                                    |
| 239  | I'm a daily commuter from Norman to OKC currently riding the #24 Sooner Express bus.                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 240  | I am very interested in Oklahoma following a model found in Iowa for rural transportation equity.                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 241  | Cannot drive due to MS. Need axride, with small children, to doctor appointments in OKC. Live in Yukon.                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 242  | I am advocating for my clients as a Behavioral Health Case Manager. I would like to see more transportation options developed for those who do not receive public assistance (i.e., SoonerCare/SoonerRide), but who are in need of mental health and substance abuse services (psychiatry, counseling, case management, peer support, classes and groups).                                                                                                                                                                                 |
| 243  | The service needs to be customer centered and not numbers or performance centered. Yes, performance needs to be measured, but not at the expense of people, riders and staff.                                                                                                                                                                                                                                                                                                                                                              |
| 244  | There needs to be service to rural areas. We have lives too and would like to have options.                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 245  | I'm legally blind. I ride 20 miles a day to get to/from the nearest bus stop to get to work, so 20 miles a day, 5 days a week, year round, for the last 16 years.                                                                                                                                                                                                                                                                                                                                                                          |
| 246  | I carpool downtown in the car my family owns. I work longer hours, so I ride the bus home. I also support transit to fight climate change.                                                                                                                                                                                                                                                                                                                                                                                                 |
| 247  | More direct routes are needed from downtown bus station . current routes are hard to access                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 248  | I am shocked at this survey. First question should be Do you have access to transit. In my opinion the survey was not written in a an easily understood manner. Where is the publicity? No information from ODOT to the rural areas.                                                                                                                                                                                                                                                                                                       |
| 249  | Transit is not available in my community                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 250  | It would help small towns if service hours were extended and available on Saturday                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 251  | I am responding as a healthcare business that has customers who need the services.                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 252  | I work in Bricktown but I live between nw 63 and meridian. During baseball season is when I work at night, but the buses don't run that late going back home.                                                                                                                                                                                                                                                                                                                                                                              |
| 253  | Disability pass user                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 254  | I am a college student and my car frequently breaks down and there is no service on weekends when a lot of students need to go places but cannot unless they have a car. There are on campus activities and other stuff on weekends that I cannot go to because I do not have transport.                                                                                                                                                                                                                                                   |



## Appendix B: Public and Stakeholder Engagement

| Item | Comment                                                                                                                                                                                                                                                                                                                                 |
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| 255  | Extended hours would be great for people who work all day but cant go grocery shopping because the buses stop running early.                                                                                                                                                                                                            |
| 256  | Necessary for grandchildren to travel from school to (my) home. Parents work and both kids are in different schools that release at the same time. Can't be in both places to pick them up.                                                                                                                                             |
| 257  | thank you for allowing me to provide input                                                                                                                                                                                                                                                                                              |
| 258  | I think transit services is a good thing for the elderly and rural areas                                                                                                                                                                                                                                                                |
| 259  | Rail system from Brick Town to the Airport ?                                                                                                                                                                                                                                                                                            |
| 260  | I really appreciate the transit busses in my area. They are fast and extremely helpful.                                                                                                                                                                                                                                                 |
| 261  | I would be willing to ride public transit if it were available in the rural/urban areas I live/frequent. As long as it wasn't expensive.                                                                                                                                                                                                |
| 262  | I would love for the train to link up to Kansas City.                                                                                                                                                                                                                                                                                   |
| 263  | This survey felt a little bias to urban transportation which leads me to believe this is where the funding priorities are. Rural transportation is likely the only way many get to school, medical appointments or work; it is not about entertainment to us but being able to live productive lives.                                   |
| 264  | Would like the streetcar app to be easier to understand. I'm pretty tech savvy, and it seems tricky to me.                                                                                                                                                                                                                              |
| 265  | i love a survey that includes reginal responses. it makes me feel as if you really want to know what all oklahomans think                                                                                                                                                                                                               |
| 266  | Disabled and uses mobility aids                                                                                                                                                                                                                                                                                                         |
| 267  | We need rail. Light rail, the train.                                                                                                                                                                                                                                                                                                    |
| 268  | we need more local senior transit for doctors, groceries or nutrition centers                                                                                                                                                                                                                                                           |
| 269  | SSI                                                                                                                                                                                                                                                                                                                                     |
| 270  | Love the idea of regional transit and improving public transit within our cities. Want to see it become innovative - BiblioTech library in San Antonio, for example, has services on the bus for customers to download e-books/audiobooks/etc. on demand. Wi-Fi on the bus would be important, especially if the routes are not faster. |
| 271  | The first few questions are not well written, the reason most people do not use public transportation in rural areas is because it is simply not available.                                                                                                                                                                             |
| 272  | I'm excited for a better bus service! That'll cut back on gas emissions and lower the amount of cars, potentially freeing up our traffic!                                                                                                                                                                                               |
| 273  | The buses will always be on core routes. Roadway maintenance is reduced when more people are on that bus rather than individual cars.                                                                                                                                                                                                   |
| 274  | Please keep rural transit and tribal transit we live in the rural area places are far from us we can't get to without Transit                                                                                                                                                                                                           |
| 275  | Need wheelchair accessible transportation in Noble for our son who uses a power w/c.                                                                                                                                                                                                                                                    |
| 276  | Our local Red River Transit here is disgusting, filthy, the drivers do drugs and drink during work hours, they are rude and abusive. Management do nothing to fix or help. They threaten us when we complain. The drivers have constant wrecks and the busses and vans break down it is scary                                           |
| 277  | more money for the transits so they can expand and service the areas better.                                                                                                                                                                                                                                                            |



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| Item | Comment                                                                                                                                                                                                                                                                                                                                       |
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| 278  | Public transportation is important in growing, rural communities. But still needs to find ways to be affordable for low-income individuals to use.                                                                                                                                                                                            |
| 279  | Appreciate this service for those that need it.                                                                                                                                                                                                                                                                                               |
| 280  | I live in Oklahoma but 5 miles from the Texas line. I am closer to a Texas medical and grocery store than Oklahoma, yet I can not get there with Oklahoma Transit. Is there a way to partner Transit. I feel very safe on the Transit buses rather than any other form of public transportation                                               |
| 281  | public transportation is not currently a viable means of travel unless it is your only option. It doesn't need to be free. If you make it convenient to those of us who can pay by expanding hours and pickup locations, we can pay to subsidize those who can't. Right now, it is too infrequent and difficult for me to use.                |
| 282  | I don't need public transportation at this time. I would like to see improvement for those that need it and in the event I need it in the future.                                                                                                                                                                                             |
| 283  | Your sharing tools don't work on Firefox browser I'm using                                                                                                                                                                                                                                                                                    |
| 284  | I would live to see a trolley type service that would compliment downtown Shawnee and perhaps if a passenger train stopped here going between OKC and Tulsa.                                                                                                                                                                                  |
| 285  | Expanding service areas, adding weekend service & promoting transportation as a means to "staycation," & enjoy state destinations would be a way to get people with money out of their cars, but it has to be safe and comfortable, and lose its "only for poor people" image. Riding public transport has a negative stereotype in Oklahoma. |
| 286  | My neighbors don't drive in city traffic and rely on me to transport them to appts. I can't always be avail & sometimes need help myself.                                                                                                                                                                                                     |
| 287  | I don't use transit because I commute by bicycle...transit would be might second option                                                                                                                                                                                                                                                       |
| 288  | I understand you are thinking mainly along bus routes but really if theres not a time/cost saving then buses will remain unused. for more regional transportation you should really be thinking along the lines of highspeed rail. I'm certainly not going to take a bus if it means adding 15 minutes to a commute time.                     |
| 289  | Make transit happen. This city and state are so so so far behind and it's important we value humans and public transit over cars.                                                                                                                                                                                                             |
| 290  | I've lived in many states and by far Lawton has the worst public transportation                                                                                                                                                                                                                                                               |
| 291  | Need local bus service                                                                                                                                                                                                                                                                                                                        |
| 292  | Investing in Public Transit is more important economically and environmentally than encouraging individual transit options. Additionally, public transit helps to connect communities in a way that individual transit does not.                                                                                                              |
| 293  | Expanding transportation options encourages our area to continue expansion and development. Always important! All major cities have amazing transportation systems. Necessary for encouraging less car pollution.                                                                                                                             |
| 294  | Disabled but by myself and cannot drive                                                                                                                                                                                                                                                                                                       |
| 295  | Your tradeoffs are bad. Why does there have to be a choice between evenings and weekends? I work both.                                                                                                                                                                                                                                        |
| 296  | Handicap accessibility is crucial!                                                                                                                                                                                                                                                                                                            |
| 297  | This survey is not very accessible. More accessible transportation needs to be provided as well.                                                                                                                                                                                                                                              |
| 298  | Expand the Amtrak Heartland Flyer to Newton, Kansas                                                                                                                                                                                                                                                                                           |

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| Item | Comment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| 299  | Going to Naperville, IL would be a lot easier if the Heartland Flyer went to Newton KS so I could use the Southwest Chief.                                                                                                                                                                                                                                                                                                                                                                            |
| 300  | I need rides to appointments with children.                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 301  | Availability would be great. I have to call 7 days before and then my appointment's change but my ride can't.                                                                                                                                                                                                                                                                                                                                                                                         |
| 302  | Money and ease of paying, hard to talk                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 303  | My spouse is visually impaired and relies on transit as they cannot drive. Our household relies on my spouse's access to transit for them to be able to work. We desperately need more transit options where we are in OKC. My spouse's commute to work is over an hour and a half at this point due to the nature of the buses. If my spouse could drive, it would be a 25 minute trip. This matters very much to us. Improving transit would improve our lives immensely. Thank you for the survey. |
| 304  | Schedule and set up is hard to know                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 305  | We need to expand to areas without public transportation.                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 306  | I would just like for more weekday and weekend buses to run more later.                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 307  | Promote the services you do offer. I rode the bus frequently when I lived in San Diego. Living now in Guthrie for 11 years I've never been on public transit                                                                                                                                                                                                                                                                                                                                          |
| 308  | I live in a community where poverty is high, we need a regular scheduled transportation to go to the store, or even to Lawton or Duncan that local citizens understand how to operate and can depend on.                                                                                                                                                                                                                                                                                              |
| 309  | -Visual Impairment<br>-Would like there to be more connections among routes.                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 310  | thank you for the opportunity to give input.                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 311  | Turnpikes are too expensive for the condition of the roads                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 312  | The toll booths on I-44 need to be changed. Vehicles with a Pikepass have to move into slower traffic to drive through the pass lane. This arrangement is extremely dangerous.                                                                                                                                                                                                                                                                                                                        |
| 313  | We will need to fund public transit with municipal sales tax like N Texas did. They got \$7 in increased sales tax for every \$1 investment. The cities that did not participate did not get the increase. This is a selling point we should use.                                                                                                                                                                                                                                                     |
| 314  | Call a Ride is unreliable, only operates 7:30 to 3:30 and needs to make some changes to be a valuable service                                                                                                                                                                                                                                                                                                                                                                                         |
| 315  | Oklahoma needs to improve their highways. They are not as good as the states that join us.                                                                                                                                                                                                                                                                                                                                                                                                            |
| 316  | I frequently travel to OKC and Dallas 1-3 times a month for concerts and social events.                                                                                                                                                                                                                                                                                                                                                                                                               |
| 317  | This would be helpful to a lot of people, especially homeless people to get to jobs without having to walk.                                                                                                                                                                                                                                                                                                                                                                                           |
| 318  | The bus system should use sidewalks and protected bikes lanes as a conduit for bus usage/ridership. Bus shelters are also a must.                                                                                                                                                                                                                                                                                                                                                                     |
| 319  | As I age, I'd love to have a reliable alternative to driving and riding my bike, my current modes of transportation.                                                                                                                                                                                                                                                                                                                                                                                  |
| 320  | Thank you for expanding public transit.                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 321  | Thank you for hosting this survey! People in my age range are talking about public transport more and more so I was happy to hear you were doing this. I hope my feedback is useful!                                                                                                                                                                                                                                                                                                                  |

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| Item | Comment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| 322  | Transportation to and from the city to neighboring towns would be wonderful!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 323  | Personally interested in train travel to metro areas, but recognize a big need in rural areas and small communities for local transportation.                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 324  | While I have reliable personal transportation, I know many people who need reliable mass transit. Oklahoma is so far behind other states that ANY improvements will be appreciated.                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 325  | I ♥ public transit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 326  | Better routes, ever thought of running routes on a grid and airport service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 327  | We must construct public transit infrastructure now, before traffic becomes a major problem in our cities. We need to connect our cities.                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 328  | It is important for older people and people with disabilities to have access to transit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 329  | Build light rail to a transit hub in okc                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 330  | Thank you                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 331  | Disabled                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 332  | It is my belief that the government should not take the responsibilities of families and churches away. Personal responsibility should be fostered not replaced. This is why I believe localized transportation is more necessary than regional. Localized transportation should be focused only on the locations where it would be used the most, pay for itself or at least be justified through additional tax revenue and savings through less maintenance on the road system and less new roads. Regional transportation doesn't pay for itself nor does it foster personal responsibility. Thanks |
| 333  | Currently drive but I do have friends who use public transportation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 334  | Make transit more available                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 335  | Pleas get new buses!                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 336  | I spend half the year in a large urban center in Europe, where I can go door-to-door with service that runs every 10 minutes, and with service that extends regionally and nationally. I realize that we're a long way from that in Oklahoma, but it's the direction we should be heading. That, and more bike lanes/bike paths, especially protected lanes. (Bike racks on any future regional buses or trains would be good, too.) It's time to reduce our reliance on the automobile.                                                                                                                |
| 337  | Transit is critical to those needing medical care, educational or social services outside the local area that have no transportation option (disabled, elderly, lower socioeconomic population).                                                                                                                                                                                                                                                                                                                                                                                                        |
| 338  | I think the transit route in Altus is Vital for the families that live too close for school transportation but it may be too far for them to walk.                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 339  | Many students at schools in Altus, Oklahoma have to use this transit.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 340  | We definitely need this transportation- my mom doesn't drive-this helps me with her                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 341  | This service is very important in this low economic area for families and students.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 342  | I do work where many children use transit buses for transport to school so it is extremely important to keep our transit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 343  | Sorry, that the major (private) bus service from here to OKC was taken away                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 344  | I do use public transportation on occasions when my car is unavailable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

## Appendix B: Public and Stakeholder Engagement

| Item | Comment                                                                                                                                                                                                                                                                                                       |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 345  | We rely on this service for a lot of our students to be able to make it to and from school. Many use it to take them to before and after school care that they otherwise would not have a way to get their kids there and would then have to quit a job to be able to provide access to the school.           |
| 346  | ENID IS TOTALLY ISOLATED FROM ANY TYPE OF SERVICE TO MAJOR CITIES...WOULD LOVE TO SEE THAT CHANGE....BUS, TRAIN...SOMETHING/MOST ANYTHING WOULD BE APPRECIATED.                                                                                                                                               |
| 347  | Prices and produce where I can shop are very expensive.                                                                                                                                                                                                                                                       |
| 348  | Thank you for making thus a great state.                                                                                                                                                                                                                                                                      |
| 349  | Would like ride new OKC trolley but unsure about where to get on/off trolley and destinations (restaurants/museums) along trolley. Would like to see an online brochure/ video with info and photos of access to trolley sites and nearby restaurants/museums.                                                |
| 350  | In town: I don't use transit now, but would be nice to have as a backup if my car were in the shop or something. Would be more likely to use it to go to various places in Tulsa.                                                                                                                             |
| 351  | To receive good medical care one must travel to OKC or Tulsa. I paid \$200.00 to get a med ride home from the hospital w/a broken hip. I was being robbed by oldest daughter and ex. Local authorities never helped me and I remain a victim w/out a recovery or justice. Go figure that one out.             |
| 352  | The rural areas desperately need transit service!                                                                                                                                                                                                                                                             |
| 353  | caucasian is offensive. i'm white.                                                                                                                                                                                                                                                                            |
| 354  | Some better passenger rail would be good                                                                                                                                                                                                                                                                      |
| 355  | Benchmark from European transit service                                                                                                                                                                                                                                                                       |
| 356  | Public transportation should be more accessible to rural areas.                                                                                                                                                                                                                                               |
| 357  | PILOT projects or transit plans should be used during the SUMMER to assess options for increasing ridership. Usage will probably increase if service is provided to underserved and unserved areas. Trial runs would be useful.                                                                               |
| 358  | I do not have a need for a transit system, but I know that many members in our community do and depend on public transportation daily. I know that If there is an emergency and a parent has to pick up their child from school and they are dependent on a transit system it can be very difficult for them. |
| 359  | Oklahoma Public Transit is very important in our state.                                                                                                                                                                                                                                                       |
| 360  | Retired on social security, need more transportation for doctor visits.                                                                                                                                                                                                                                       |
| 361  | Improve the Tulsa access near 49th and Martin Luther King and route to downtown or 21st & Utica                                                                                                                                                                                                               |
| 362  | I would love Sunday service, especially going to and from church                                                                                                                                                                                                                                              |
| 363  | clearer information from Sooner rides and Jamm. Too often they don't match and I'm left waiting for hours.                                                                                                                                                                                                    |
| 364  | Although I drive to my workplace, several co-workers do not have vehicles due to disability or financial concerns. Access to work, medical, and/or educational commitments would be much easier with more effective transit options.                                                                          |
| 365  | I've looked seriously into taking transit from Norman to OKC for work but I can't put in a full day of work because service doesn't run late enough.                                                                                                                                                          |
| 366  | I'm disabled with a bladder condition but I still go out and walk on my errands or take a Cab or public transit as often as I feel up to it.                                                                                                                                                                  |

## Appendix B: Public and Stakeholder Engagement

| Item | Comment                                                                                                                                                                                                                                                                                                                                                                                       |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 367  | We have good dependable employees who are professional at transporting riders, as well as courteous and polite and above all safe.                                                                                                                                                                                                                                                            |
| 368  | The city I live in is a very large growing city and the transit system in place is very limited and excludes a great number of possible daily/frequent riders.                                                                                                                                                                                                                                |
| 369  | yes, both weekend and evening service is very important                                                                                                                                                                                                                                                                                                                                       |
| 370  | I LOVE THE TRANSIT, ALL THE DRIVERS KINDA WISH IT WAS A LITTLE CHEAPER FOR LONGER DISTANCES. ALSO I WISH YOU HAD SERVICE ON WEEKENDS, AND SOME EVENINGS, LIKE FOR INSTANCE AN UBER OR LYFT. THANK YOU!!                                                                                                                                                                                       |
| 371  | Appreciate service always on time. Drivers very nice & helpful.                                                                                                                                                                                                                                                                                                                               |
| 372  | Great service cannot drive in wheelchair                                                                                                                                                                                                                                                                                                                                                      |
| 373  | Love our transit service                                                                                                                                                                                                                                                                                                                                                                      |
| 374  | I'd spend more money locally, and regionally (in-state), if there was safe, fun, comfortable public transportation to and from. It must be roomy, with leg room, not cramped like how airplanes are now. That's why I don't fly. I want comfort, service, safety, and respect as a customer.                                                                                                  |
| 375  | Happy with service                                                                                                                                                                                                                                                                                                                                                                            |
| 376  | Happy with service                                                                                                                                                                                                                                                                                                                                                                            |
| 377  | The frequency of routes is a big decider for me, as is routes traveling in opposite directions. The same routes traveling in opposite directions was what I appreciated most when I visited Eureka Springs, AR, Houston, TX, and Philadelphia, PA.                                                                                                                                            |
| 378  | MANY OF MY NEIGHBORS DO NOT HAVE A WORKING VEHICLE. TRAVEL IS PROHIBITIVE FOR THEM.                                                                                                                                                                                                                                                                                                           |
| 379  | Thank you for your considerations.                                                                                                                                                                                                                                                                                                                                                            |
| 380  | Why do you have so many HUGE buses?                                                                                                                                                                                                                                                                                                                                                           |
| 381  | Very reliable service<br>No transportation                                                                                                                                                                                                                                                                                                                                                    |
| 382  | Survey needs to be redone with questions the do and don't refer to people that use transit service.                                                                                                                                                                                                                                                                                           |
| 383  | Drivers are amazing                                                                                                                                                                                                                                                                                                                                                                           |
| 384  | I would like to pay with a credit/debit card or through an app                                                                                                                                                                                                                                                                                                                                |
| 385  | Altus, and other RURAL "URBAN" areas need this to survive and thrive in 2020 and beyond.                                                                                                                                                                                                                                                                                                      |
| 386  | Can we please take a look into light rail transit, as well as park to ride options?                                                                                                                                                                                                                                                                                                           |
| 387  | Y'all should look to the transit system in St. Louis as a guide. When I lived there, I could get anywhere in the metro quickly and easily while remaining affordable. Unlike Okc, the routes connected at many various points so that it didn't take hours to reach even the farthest suburb; here it takes that long to get somewhere 10min away. Oh, and please bring back a line for May.. |
| 388  | I would really like to commute to Tinker AFB from the Edmond Area. It takes too long and the hours of service don't allow it. I don't mind walking but it would be a problem for many getting around Tinker AFB once dropped off nearby.                                                                                                                                                      |
| 389  | Survey needs to be redone and questions asked need to be where people will understand them better.                                                                                                                                                                                                                                                                                            |

## Appendix B: Public and Stakeholder Engagement

| Item | Comment                                                                                                                                                                                                                                                            |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 390  | THERE IS A NEED FOR TRANSIT SERVICE FOR FOLKS WHO DRIVE IN TO OUR PLANT IN FREDERICK                                                                                                                                                                               |
| 391  | I am comfable when they take us where we need to go.                                                                                                                                                                                                               |
| 392  | If you are going to cancel or be late call person you are picking up                                                                                                                                                                                               |
| 393  | More bus in Stillwater please I beg y'all                                                                                                                                                                                                                          |
| 394  | Disabled persons need more transportation options in Oklahoma                                                                                                                                                                                                      |
| 395  | For several years my best friend lived with me. She had end stage renal disease and was post-stroke. We were not able to find transit close to my home that she could use. I live just across the street from County Line Rd & NW Expwy; there is no transit here. |
| 396  | Wish there could be stops around town so don't have to call to get a ride                                                                                                                                                                                          |
| 397  | The buses and vans can fit more people like 2 rides in one van. so more people can ride                                                                                                                                                                            |
| 398  | Yes the streets are terrible need fixing                                                                                                                                                                                                                           |
| 399  | To help with other people that needs some help.                                                                                                                                                                                                                    |
| 400  | I have a car and drive it where I can but I don't drive in heavy traffic like between here and OKC and other big towns                                                                                                                                             |
| 401  | Great service in Tishominga, OK<br>Saturday Local transit would be nice                                                                                                                                                                                            |
| 402  | I work sometime at 4am - 5 am & I sadly have to walk to work.                                                                                                                                                                                                      |
| 403  | I don't have good legs or reliable people in my life that would take me to get groceries, do laundry, visit, or whatever I would have no way to get around so I thank God and you that I do have excellent bus service with friendly drivers. True Blessing.       |
| 404  | I have no car to get to town.                                                                                                                                                                                                                                      |
| 405  | Locals who require radiation/chemo in OKC have no service to get them there in their diminished state of health. Cost of individual transport to OKC for any service is prohibitive for those on social security.                                                  |
| 406  | Regional transportation for recreation and tourism to connect to other transportation hubs is not available where I reside                                                                                                                                         |
| 407  | In town for school age kids to and from school.<br>Kids have to walk in rain & snow because buses do not run in town.                                                                                                                                              |
| 408  | Rides to medical appointments are absolutely essential to us senior citizens                                                                                                                                                                                       |
| 409  | Transit is such a useful source in our community                                                                                                                                                                                                                   |
| 410  | Transportation to/from local employers is important to those who have no transportation                                                                                                                                                                            |
| 411  | Keep up the good work                                                                                                                                                                                                                                              |
| 412  | I am a doctor and many of my patients cannot go to see specialists due to transportation                                                                                                                                                                           |

## LIST OF INTERVIEWEES

### Transit Agencies

- Beaver City Transit
- Call-A-Ride Public Transit
- Central Oklahoma Transit System (COTS)
- Cherokee Nation Transit<sup>4</sup>
- Cherokee Strip Transit
- Cheyenne & Arapaho Tribal Transit
- Chickasaw Nation Transportation Services
- Choctaw Nation Tribal Transit
- Cimarron Public Transit System
- Citizen Potawatomi Nation Tribal Transit
- City of Norman
- Citylink of Edmond
- Comanche Nation Transit
- Delta Public Transit
- EMBARK
- Enid Transit
- First Capital Trolley
- JAMM Transit
- KI BOIS Area Transit System (KATS)
- Kiowa Fastrans
- Lawton Area Transit System (LATS)
- Little Dixie Transit
- MAGB Transportation
- Muscogee (Creek) Nation Transit
- Muscogee County Public Transit Authority
- Northeast Oklahoma Tribal Transit Consortium<sup>5</sup>
- OSU/Stillwater Community Transit System
- Pelivan Transit
- Red River Public Transportation Service
- Southern Oklahoma Rural Transportation System (SORTS)
- Southwest Transit
- The Ride (City of Guymon)
- Tulsa Transit
- Washita Valley Transit
- White Eagle Transit

### 5310 Providers

- Apex, Inc.
- Center of Family Love
- Daily Living Center (DLC)
- Dale Rogers Training Center
- Employment and Residential Centers (EARC)
- Home of Hope
- Oklahoma Foundation for The Disabled, Inc.

### Other Stakeholders

- bikewalkokc
- City of Shawnee
- Lighthouse Oklahoma
- Modus
- OSU-Tulsa Center for Health Systems Innovation
- OUHSC Parking and Transportation Services
- Regional Transportation Authority for Central Oklahoma (RTA)
- United We Ride Council

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<sup>4</sup> Cherokee Nation provides other transit agencies with vehicles but does not directly operate transit service.

<sup>5</sup> Northeast Oklahoma Tribal Transit Consortium provides other transit agencies with vehicles but does not directly operate transit service.

## REGIONAL MEETINGS LOCATIONS

- McAlester (The Grand Event Center)
- Lawton (Lawton City Hall)
- Pryor (Graham Banquet Hall)
- Durant (Choctaw Casino Resort)
- Oklahoma City (ACOG Offices)
- Ponca City (City Central)
- Woodward (Woodward Conference Center)

## STAKEHOLDER INTERVIEW QUESTIONS

1. What type of agency/organization do you represent? (Agency name, funding streams, services provided, etc.) *[Note: cover multiple years of funding streams, if possible]*
2. What is the mission of your agency or program? How would you characterize your customers?
3. Do you have any partnerships with other organizations or agencies in your service area? If yes, in what ways do you work with these partner organizations?
4. What do you consider to be the most important transit needs in your service area?
5. What are your major challenges in meeting these needs?
6. Have the needs in your service area changed much over the last decade? Are these (or new) changes continuing?
7. What are your top priorities for transit improvements? In 3-5 years? In 5-10 years? In 10-20 years?
8. Are there any shovel-ready transit projects in your community, i.e., projects that are ready to be built once funding is established?
9. Do you have any difficulties accessing available funding opportunities (e.g., local match but also others, such as finding out about opportunities, getting grants in on time, assigning staff to write grants, etc.)?
10. What could ODOT do to help you improve your services and programs?

Other comments:

*Any info they can provide on fleet, GIS files, etc.*