2026

Program Guide

Mobility Management Programs

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Legend

Mobility Management Programs
- Central Rural Region
- Comanche County
- Grand Gateway
- NE Region
- NW Region
- Oklahoma County
- Southeast Region
- Southern Region
- SW Region
- Tulsa

— Highways
Urban Areas
Counties

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Mobility Management Program

Oklahoma Department of Transportation

OKLAHOMA MOBILITY MANAGEMENT PROGRAM

Oklahoma Mobility Management

2026 Program Guide

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Welcome

The Oklahoma Department of Transportation (ODOT) welcomes you to the Mobility Management Program (OMMP). Whether you are new to this role or an experienced mobility manager, we hope you find this guide to be a valuable resource with all the information you need. ODOT is committed to advancing mobility management in Oklahoma and appreciates your partnership in this important mission.

The ODOT Mobility Management Program is designed to improve transportation access for all Oklahomans, with a special focus on veterans, older adults, people with disabilities, and other transit-dependent populations. Mobility Management is a federally recognized approach that promotes coordination among transportation providers to meet community needs in a sustainable, equitable, and efficient way.

This guide details the program's purpose, funding sources, eligibility requirements, host agency responsibilities, and partner roles. It also includes guidance on branding, hiring, training, reporting, and invoicing procedures. ODOT's goal is to support local agencies in establishing effective, agency-neutral mobility management programs that expand access to transportation and enhance quality of life in communities across Oklahoma. This document is intended to serve as a comprehensive manual for agencies seeking to implement and sustain an ODOT-supported Mobility Management Program.

Mobility Management Program Purpose

Mobility management projects improve access to transportation for all Oklahomans by increasing understanding of community needs, promoting coordination among transportation options, and helping to build sustainable, healthy communities. Mobility management professionals work in partnership with individuals, communities, non-transportation agencies, and transportation providers to identify opportunities for better resource coordination and to enhance the efficiency of transportation services.

FTA Definition of Mobility Management

Mobility management is a transportation strategy that focuses on meeting community needs through the coordinated use of a variety of transportation providers. It aims to improve transportation, particularly for veterans, older adults, people with disabilities, individuals with lower incomes, and other transit-dependent populations to find nutrition and healthy living resources, healthcare, and employment through various activities. Federal Transit Law (49 U.S. Code § 5302) defines mobility management as a capital project "consisting of short-range planning and management activities and projects for improving coordination among public transportation, and other transportation service providers carried out by a recipient or subrecipient through an agreement entered into with a person, including a governmental entity; but excluding operating public transportation services."

Program Authority

The Oklahoma Department of Transportation (ODOT) is authorized to administer the Mobility Management Program in Oklahoma under the oversight of the Federal Transit Administration (FTA). As a direct recipient of FTA grant funding, ODOT allocates mobility program funds to small urban and rural areas while partnering with other direct recipients that serve large urban areas.

Other direct recipients of FTA funding are encouraged to connect with Oklahoma's statewide mobility management network to enhance coordination, maximize support, and reduce duplication of services. ODOT also offers technical assistance and program support to all mobility management programs, including those managed by other FTA direct recipients.

Funding the Program

Mobility management is an eligible capital expense under most U.S. Department of Transportation (USDOT) Federal Transit Administration (FTA) programs (49 U.S.C. 5307, 5310, 5311, and Fixing America's Surface Transportation Act Section 3006(b)). Other funding sources include federal grant braiding, agreements with health care providers, national association grants, Older Americans Act Title III, community living grants, community service block grant funds, revenues derived from the sale of advertising and concessions, in-kind contributions, mobility partnership grants, and transportation development credits.

Match:

For mobility management programs, a local match is required to be eligible for federal funding. The federal share of eligible capital costs may not exceed 80 percent and mobility management is considered both a traditional and nontraditional section 5310 project. It is the responsibility of the host agency to secure matching funds for funding sustainability and to request help from ODOT when needed.

Federal Transit Law also affords the option to use non-DOT transportation funding or service contracts to meet matching requirements and please refer to FTA's [CCAM center](#) for more information about federal grant braiding options for the mobility management program.

Eligibility Requirements

Eligible entities to apply for mobility management through ODOT must be located in small urbanized (50,000 – 200,000) or rural (<50,000) areas. Entities located in areas not considered small urbanized or rural will need to contact the FTA Direct Recipient of Section 5310 funding for that area to learn more about how to apply for mobility management funding.

- Oklahoma Rural & Small Urban Areas
  - ODOT https://oklahoma.gov/odot/programs-and-projects/programs/multimodal/office-of-mobility-and-public-transit/mobility-management.html
- Tulsa Urbanized Area:
  - INCOG https://www.incog.org/
- Oklahoma City Urbanized Area:
  - EMBARK https://www.embarkok.com/5310

Host Agency Requirements: Organizations awarded mobility management funding are known as host agencies. Host agencies play a critical role in supporting mobility management activities and ensuring program effectiveness. They are responsible for creating, filling, and maintaining a Mobility Management position within their organization to achieve the program's goals in the approved service areas.

Host agencies must maintain an agency-neutral presence in the community, as mobility managers work with multiple transportation providers, community agencies, and stakeholders. This neutrality ensures the program is designed to meet individual needs without bias toward any single provider.

Host Agency Eligibility and Responsibilities:
- Must be a **non-profit organization**, transportation planning organization, or local office of a state agency.
  - The program should maintain neutrality in relationships with transportation providers.
  - Non-profit 501(c)(3) organizations that also operate transportation services must disclose in their application how the mobility management program will maintain neutrality and serve all transportation providers in the area.
- Must have the **capacity to manage the grant program**, including:
  - Securing ongoing funding for the program and related projects, with support from the ODOT statewide program manager.
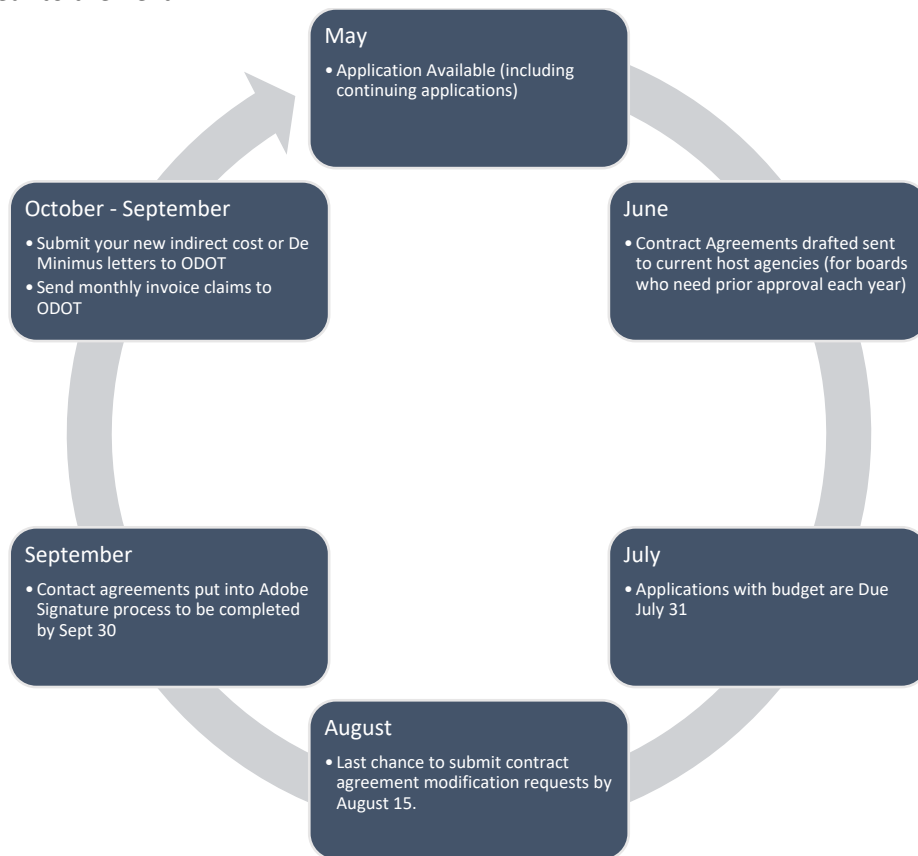
- Managing human resources and accounting needs such as payroll (including benefits, vacation, insurance) and grant billing and reimbursements for mobility management staff.
- Must be **flexible and collaborative** with ODOT in planning and expanding the program to ensure statewide coverage.
- To receive grant awards, agencies must:
  - Register with the State of Oklahoma and obtain an SFS Vendor ID Number. Click here to view the online registration at OMES.
  - Have a valid DUNS Number.

Agencies that do not meet eligibility requirements are encouraged to **partner with eligible organizations** in their service area to support and implement a mobility management program.

The Program Cycle

Each year the mobility management program follows a schedule to ensure that programs efficiently flow from one year to the next. The following graphic can be used to identify the appropriate steps to follow to ensure a seamless transition from one funding year to the next.

May
- Application Available (including continuing applications)

June
- Contract Agreements drafted sent to current host agencies (for boards who need prior approval each year)

July
- Applications with budget are Due July 31

August
- Last chance to submit contract agreement modification requests by August 15.

September
- Contact agreements put into Adobe Signature process to be completed by Sept 30

October - September
- Submit your new indirect cost or De Minimus letters to ODOT
- Send monthly invoice claims to ODOT

Application Process

Before a newly hired Mobility Manager or Mobility Navigator begins their duties, the host agency must demonstrate a solid understanding of mobility management principles. In addition, completing a host agency onboarding meeting with ODOT is required to ensure that the host agency leadership is fully prepared to carry out their responsibilities supporting the mobility management program effectively. This process is designed to equip both the Mobility Manager/Navigator and the host agency to deliver comprehensive, high-quality mobility management services.

Host agencies seeking funding through ODOT must submit either a new mobility management application or a continuing application. These applications include verification of agency eligibility, documentation of host agency

commitment, a detailed program budget, and other key information necessary to establish or maintain a mobility management program.

Applications must be submitted within the designated funding cycle deadline to be considered for funding during that federal fiscal year. The continuing application confirms whether any host agency information has changed and requires updated budget details and program goals.

The Award Process

Host agencies that submit their application or continuing application by the deadline will receive formal notification of their approval status and any required next steps. Agencies whose applications are not approved are encouraged to address feedback and reapply in the next funding cycle.

Branding Guidelines

To ensure consistent, professional, and recognizable branding across the state, all materials produced under the Oklahoma Mobility Management Program must follow these branding standards:

Program Name Usage

The official program is named Mobility Management. This name must be used uniformly in all public-facing materials, regardless of the host agency's location or internal job titles. While mobility professionals may hold various titles (e.g., Mobility Manager, Mobility Navigator, Mobility Coordinator, etc.), the program itself must always be referred to as "Mobility Management."

Logo & Requirements

The **official OMMP logo** (see image below) must be included on all:

- Brochures
- Flyers
- Posters
- Websites
- Public presentations

Use of Host Agency Logos

- Host logos must not overshadow or replace the OMMP logo or branding.
- OMMP must always be the primary brand in mobility management program materials.

Approval Process

- All public-facing materials (print and digital) must be submitted to ODOT for approval prior to printing, posting, or distribution. Send materials to ohook@odot.org at least 10 business days before intended use.

Additional logo information

The OMMP logo is available in full color, all white and all black for use in the mobility management program.

Logo Color identification (HEX#'s):

- Blue #0096D6
- Orange #F4A300
- Red #C03E3E
- Green #62A13E
- Black/Gray #444444

Roles of ODOT, Host Agency Supervisor, Mobility Professional

It is important to recognize that the mobility management professional has multiple supervisors, and strategic communication is encouraged to ensure that the mobility management person doesn't get frustrated or confused. Host agencies are encouraged to reach out to ODOT when these types of conflicts arise to develop a resolution.

The following list is to help identify the roles between the mobility professional, the host agency supervisor and the ODOT mobility management director.

Mobility Professional

- Must follow all host agency employment policies and regulations
- Reports directly to the host agency executive director
- Works closely with the ODOT statewide program manager for training and program initiatives
- Report program performance metrics to ODOT
- Works with other mobility management programs to strengthen initiatives and coordinate transportation
- Coordinate transportation using various providers
- Assist residents with navigating the transportation landscape (including ride-along and travel training)
- Gather data annually on unmet transportation needs in the community/county/region
- Hold meetings with local transportation providers (all types)to discuss the unmet needs data collected and to develop goals & strategies to address the unmet needs.

Host Agency Executive Director or Designated Supervisor

- Publish job opportunity on job boards/newspapers, interview and hire the mobility manager
- Regular day-to-day supervision
- Manage payroll for the mobility manager, including fringe benefits
- Maintain a program budget and invoice ODOT for program funds (the mobility manager can be responsible for this)
- Serve as a direct local on-site manager contact for the mobility manager for general issues
- Provide office space- or a home office setup is allowed
- If there are any performance or unacceptable behavior issues with the mobility manager, the host agency must contact ODOT directly for resolution or proceed with employment termination

ODOT Statewide Mobility Director

- ODOT will provide new mobility managers with technical assistance, training, and resources. The mobility manager will meet with ODOT regularly for training and guidance.
- Participates in the interview & decision process to hire a mobility manager
- Grant management, financial reimbursements & grant reporting to FTA
- Gather & evaluate performance measures.
- Funding assistance through transit programs or other funding sources

Hiring Guidelines

A job description template is available at ODOT upon request for agencies who are ready to hire a mobility professional. Posting the job online and in local outreach sources is highly advised and refers to the job description to help with the narrative in the job posting. Some keywords for posting the position to make things easier may include but are not limited to:

Case management	Social worker	Public Transit Manager	Customer Service

Data Analyst	Project Management	Research Manager	Public Speaker
Networking Expert	Change Maker	Marketing Professional	Outreach Manager

The host agency is responsible for leading the hiring process and interviewing candidates for the mobility management position. ODOT may participate in interviews upon request to support the selection process. While the job title may vary—such as Mobility Manager, Mobility Coordinator, or Mobility Navigator—it must clearly reflect the program's purpose and scope.

The mobility management role must be **a standalone position** and not merge with other agency roles. To ensure full attention to program objectives, mobility managers should not hold multiple job titles. If additional responsibilities are assigned, the host agency is required to notify ODOT in writing and explain how those duties will not interfere with the core functions of mobility management.

In cases where the role must be combined with another position, the host agency must submit a detailed cost allocation plan. This plan must identify separate funding sources for each set of duties. **Federal mobility management funds may only be used for activities directly tied to the mobility management program**. If no alternative funding is available, the position may not carry out responsibilities beyond the scope of mobility management.

Invoicing & Expense Eligibility

Eligible expenses must fall in the line-item expense class definitions per The Uniformed System of Accounts, which contains the accounting structure required by Federal Transit laws. Each MM Program Project has differing budget and line-item amounts that have been approved by the ODOT's Office of Mobility and Public Transit. It is the responsibility of the Host Agency to ensure fiscal responsibility and compliance.

Allowable Expenses	Supporting Documentation
5010 Labor: Salaries & wages, paid absences, and fringe benefits for pre-approved staff members and at accepted rates.	Time sheets and/or pay stubs for all direct and administrative staff billed to the grant.
502 Fringe Benefits:	
Indirect Costs or De Minimus	A letter for either indirect cost or De minimis must be submitted to ODOT each year to claim either expense on invoices submitted for reimbursement.
5020 Services: Professional & technical services, advertising (media fees, radio ads, newspaper advertisements), other services such as custodial services.	Executed contracts with third-party vendor(s), FTA compliant procurement documentation, invoices from vendor(s) including detailed work performed.
5030 Materials & Supplies: Postage, stationery, office forms, pencils/pens, envelopes, papers, general office materials such as capital expenses less than $5,000.	Receipts from vendors, FTA compliance procurement documentation, inventory percentage for MM program use.
5040 Utilities: Electricity, gas, water, telephone, internet, etc.	Bills from vendor(s), accepted Cost Allocation Plan rates match.
5090 Miscellaneous Expenses: Dues & Subscriptions, travel & meetings, Bridge/Tunnel/Highway tolls, Promotional Materials, etc.	Invoices from vendor(s), receipts, approved mileage forms, hotel portfolios, proof of attendance, FTA compliant procurement documentation, etc.
5220 Reconciling Items: Lease/Rent expenses, maintenance costs.	Lease agreements, space allocation agreements, operating leases, Cost Allocation Plan rates match.

Ineligible Expenses

Ineligible expenses for the program include, but are not limited to the following:

- Capital purchases such as laptops, computers, printers, equipment, cameras, that equal more than $5,000.

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- Food and/or Beverages, for meetings and/or trainings. Food and/or beverages may be purchased in conjunction with conferences per the host agency's per diem policy and procedures, however, food and/or beverages will not be an eligible expense if a meal is being offered via the conference at the time of purchase.
- Travel, conference, or meeting reimbursement for conferences or meetings that do not demonstrate a focus on Mobility Management or program goals.
- Marketing materials that are not specific for MM Program Projects.
- Gift cards – even if the program logo is included on these items, and even if these items are utilized in outreach efforts.
- Excessive and/or non-justified promotional material purchases.

All MM Program Project expenses must be reasonable and *essential* for the program to operate and to meet the identified goals of the project. The ODOT Office of Mobility & Public Transit has the authority to deem a purchase ineligible for reimbursement should it not demonstrate a necessity for the program to meet its identified goals or should the supporting documentation not be sufficient. If the Host Agency is unsure if the expense will be eligible or ineligible, the ODOT encourages the host agency to contact the Office of Transit prior to purchase to provide an eligibility determination.

Invoice Submission
Budget Requirements
- The Host Agency is bound to the original budget that was submitted and approved by ODOT for the program year. Line-Item changes of up to 10% are permissible without the ODOT Office of Transit staff approval, however, the Host Agency must alert the Program Manager of such changes. All Line Item changes over 10% require Office of Transit staff approval. Budget change requests can be sent via email to the Program Manager and must include an updated budget sheet and narrative explaining why the requested move is necessary.

Invoice Indirect cost/De Minimis & Templates
All Host Agencies are required to submit the annual Indirect Cost (or De Minimis letter) documentation for our records. Without these documents, ODOT will not be able to reimburse indirect expenses.

Depending on how the agency wants to claim indirect expenses, the following documents are an annual requirement:

- ➢ Indirect Cost Official Document
- ➢ De Minimis letter on agency letterhead

Although ODOT may also send reminders after the contract agreement is executed, it is the Host Agency's responsibility to submit indirect cost or de minimis documentation on an annual basis when it is updated. Either document can be submitted via email to the ODOT program director at ohook@odot.org.

There is no invoice template, and agencies are welcome to use their preferred invoice template. All invoices must include a breakdown of hours worked, individual salary rates, explain the cost allocation for expenses divided up between multiple programs, and include all supporting documentation.

Invoice Due Dates
Invoices are to be submitted in a timely manner to when the expenses were endured. See your program contact agreement to identify invoice due deadlines. Please note that submitting multiple invoices all at once will result in processing and reimbursement delays.

Invoice Submission Instructions & Requirements
The following must be submitted in order for the invoices to be reviewed and approved:
1. Signed PDF of the invoice

2. Submit all costs totaling 100% of program expenses for the month.
   a. **Do not** reduce the amount to the 80% federal match or reduce the amount due to other programs providing match.
3. Supporting documentation. These include timesheets, expense reports, receipts (including a cost allocation breakdown for expenses shared with multiple programs).
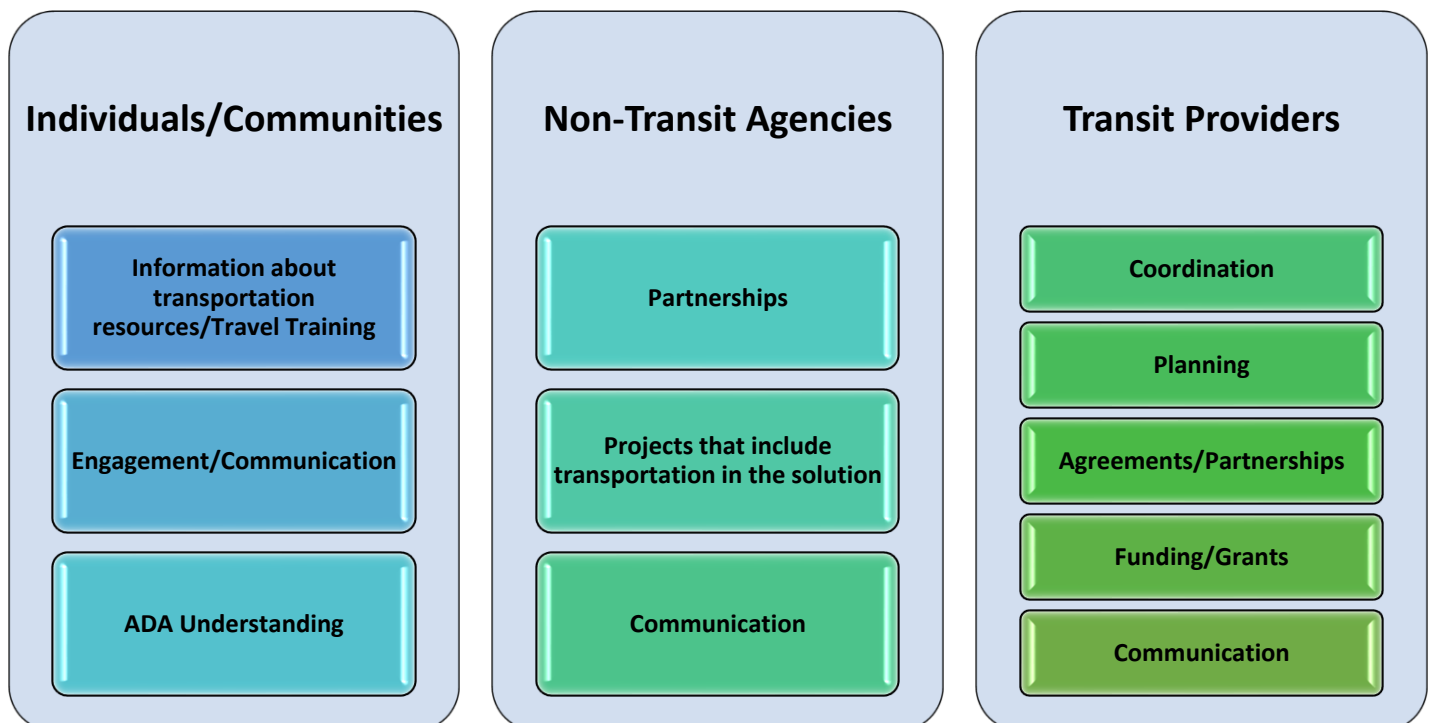
Any invoice that does not meet these requirements will be returned for correction. Extension requests for invoice submissions may be requested via email correspondence to ODOT at ohook@odot.org. Extension requests will be considered for extenuating circumstances and approval of extensions will be determined on a case-by-case basis. Failure to submit invoices by the invoice due dates may result in a delay of invoice review and payment and/or a denial of reimbursement. Be advised that processing invoices can take 45 business days before a reimbursement is received. Submitting multiple invoices at one time or on holidays can also delay reimbursements.

Should the Host Agency's OMMP retain a balance beyond the end of the program year (October 1 to September 30) the funding will be returned to the ODOT following the final invoice reimbursement. A no-cost time extension may be considered for approval if the Host Agency presents evidence with explanation that the funding is needed and will be used within the following program year. Those requests can be submitted via email to ohook@odot.org.

Program Goals

The Mobility Management Program operates with both state-level and program-specific goals, which vary based on the experience of the mobility professional—from newcomers to seasoned practitioners. Under the Federal Transit Administration (FTA), mobility management encompasses a wide range of responsibilities aimed at meeting the needs of individuals—particularly older adults and people with disabilities—as well as supporting non-transportation agencies through CCAM initiatives and working closely with transit providers.

The graphic below highlights the core focus areas of a mobility program. Additionally, unmet needs identified through coordinated planning and other planning efforts are integrated into the program's goals and guide its ongoing development.

Individuals/Communities	Non-Transit Agencies	Transit Providers
Information about transportation resources/Travel Training	Partnerships	Coordination
Engagement/Communication	Projects that include transportation in the solution	Planning
ADA Understanding	Communication	Agreements/Partnerships
		Funding/Grants
		Communication

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 The following table identifies the overall statewide goals of the mobility management program from the initial first year to the regular annual goals and objectives of experienced mobility management professionals.

New Mobility Management Professional – First-Year Goals and Objectives	Experienced Mobility Management Professional – Annual Goals and Objectives
Obtain and distribute a professional business card*	Review and update any first-year deliverables, including: • Brochure* • Webpage • Transportation services inventory • Community contact list
Create a brochure* describing the local mobility management program, including public and tribal transit resources in the service area.	Collect and analyze community data reflecting mobility and transportation needs, and report findings to ODOT.
Develop a dedicated webpage for the mobility management program on the host agency's website.	Establish new goals for the local mobility management program beyond first-year objectives. It is recommended to identify at least three new objectives in addition to maintaining regular updates.
Maintain and regularly update an inventory of available transportation services.	
Build and sustain a network of community contacts (e.g., social workers, non-transit agencies, stakeholders).	
Participate in regular regional task force and coordination meetings with transportation providers.	
Produce public outreach materials as needed.	
Complete core training requirements, including the learning checklist and mentoring program.	

*See branding guidelines

Mobility programs can give updates on the annual goals and objectives by:
- Including updated goals in the January monthly mobility report to ODOT.
- Discussing new goals with the ODOT Statewide Mobility Director at the first meeting of the year.
- Reporting on progress toward these goals in monthly reports.

All mobility management programs are required to submit a report to ODOT on a monthly basis with activity and goal updates. The monthly mobility program reports are a requirement regardless of how the mobility management program is funded.

Performance Measures

Mobility management programs are required to report to ODOT on activities and efforts on a monthly basis. This list includes examples of the types of information that will be included in mobility reports.
- ✓ Number of people who participate in coordination meetings (people with disabilities, older adults)
- ✓ Number of coordination task force meetings attended
- ✓ Number of meetings with decision makers
- ✓ Data collection activities and participation in activities
- ✓ Number of publications distributed
- ✓ Number of hits on website, app downloads
- ✓ Number of people in the audience at training or presentations
- ✓ Number of other planning efforts that include transportation
- ✓ Number of formal agreements established

- ✓ Number of individuals served (including special populations)
- ✓ Professional Development & training

Overall, results regarding the program are obtained through these result-oriented questions:
- ✓ How is the service meeting the needs of Oklahomans?
- ✓ How is the service affecting the community?
- ✓ How is mobility management benefiting public transit?
- ✓ What share of the needs are being met?
- ✓ What are the economic impacts of the service?

Mobility management Program Activities

Working Together

Mobility management programs do not operate independently in their geographical jurisdictions. Mobility managers must have the flexibility to work together on projects with shared time & expenses. The current mobility management program has 10 mobility professionals across the state and all managers work together for training, mentoring, communication, event management and mobility issue resolution.

Required Activities

Coordinated Planning: Regional coordinated planning activities are required for mobility management professionals. Coordination plan efforts including the implementation task force meetings, plan development meetings, public meetings and other planning activities. Many mobility management experts choose to lead coordinated plan region meetings and others take a supportive role in regional meetings.

Quarterly Mobility Management Program Roundtables: ODOT hosts in-person mobility management roundtables once a quarter for training, networking and team building. The time obligated to these trainings help mobility management professionals connect with each other, learn best practices, program alignment, and update the ODOT Office of Transit program managers.

Local and statewide events: To build awareness of the mobility management program and about transportation resources, the mobility management program professionals attend events such as conferences and resource fairs sharing program and transportation information. ODOT has purchased supplies for the mobility programs to use at these events including table covering, promotional items and handouts. Mobility programs can purchase additional promotional items and design marketing assets that help communicate the messaging that are related to transit or the scope of the mobility program.

Local mobility professionals can pair up with each other or with the statewide director for these events depending on the type of event they may:
- Host a vendor or exhibitor table with mobility program and public transit information
- Speak at a conference (could be a panel or group presentation also)
- Attend an event to engage with transit stakeholders or agency partners

Optional Activities

The statewide director works with mobility management programs often and many initiatives and projects come from those discussions. Activities and projects that go beyond the goals of the local mobility management program are considered optional and the ability to participate in these extra activities will depend on the capacity of the local mobility management professional.

These include:
- Wednesday workshop meetings
- Onboarding committee activities (creating checklists, training procedures, give recommendations)

- Communications committee activities (website editing, creating flyers, etc.)
- Demonstrations with transit & technology vendors
- Shared tasks for the program such as updating the statewide website, creating statewide information flyers, etc.

New Projects & Eligible Activities: In addition to providing program oversight, ODOT collaborates with other state agencies to identify transportation barriers and advance solutions. We offer eligible activities and pilot project opportunities that support the statewide goals of the mobility management program. While participation in these projects is optional for grantee agencies, they do not require prior approval from local leadership for ODOT to extend the opportunity. If an agency chooses not to participate in a project designed to serve seniors or individuals with disabilities, a written explanation must be submitted, as declining such projects may conflict with the FTA-defined scope of mobility management.

Mobility management programs should carefully consider their capacity before committing to new initiatives; however, maintaining forward momentum is essential. Mobility management programs that remain stagnant or fail to pursue innovative approaches risk being outperformed by others that may apply to serve the same area. For this reason, it is strongly encouraged that programs continue to grow, explore new strategies, and actively engage in efforts that enhance mobility for the communities they serve.

Restricted Activities

Some activities are restricted in the mobility management program. These include:

- The mobility management professional is NOT an exclusive employee of the host agency and must be able to interact with other organizations and communities
- Use mobility management project funds to operate transportation services, including providing rides to individuals
- Activities related to maintenance of vehicles – including managing vehicle inventory stock, arranging for vehicles to be repaired
- Managing and/or leading procurement activities
- No driving transit vehicles or using personal vehicles while on-duty to transport individuals duplicating public transit or other service providers
- To serve as a lobbyist for transit funding decisions
- Submitting other ODOT Office of Mobility & Public Transit grant applications on behalf of other transportation providers.
- Favoritism: No bias or favoritism towards transportation providers. Mobility management programs must be neutral, serving all transportation providers equally
  - o Cannot provide mobility services by referring most or all individuals to use one specific transportation provider
  - o Cannot conduct managing, recruiting, scheduling and directly training drivers for one single transportation agency
  - o Cannot provide marketing activities for one single entity without offering the same services to all transportation providers in the service area

The ODOT Office, per the program contract agreement, has the right to terminate any agreement should a Mobility Management Program and/or Host Agency be deemed to be conducting ineligible activities at any point throughout the program year. It is the responsibility of the Host Agency to fully understand the allowable and unallowable activities of mobility management professionals.

Training & Mentoring

Mobility management professionals are given 1 calendar year to complete both core training and mentoring. A learning checklist is provided to all new mobility management professionals that include URL links to e-learning, video,

publication reports and other items that are vital to new mobility management programs to build up core knowledge. After the learning checklist is completed, it is the responsibility of the mobility management professional to seek out webinars, conferences and learning opportunities to continue learning in the role.

If a mobility professional is unable to complete the learning checklist within the first year, they may submit a written request to ODOT outlining a revised timeline and plan for completion. This request should include the reason for the delay, the proposed new completion date, and steps they will take to ensure progress. ODOT will review and work collaboratively with the host agency and mobility professional to support success while maintaining program standards.

New mobility management professionals are teamed up with a mentor, who is a mobility management professional who has completed mentoring themselves and is knowledgeable enough to assist a new person in the role. Mobility management professionals who do not take the time to complete their learning checklist or who do not attend mentoring meetings are putting their local program effectiveness at risk. The statewide director will report any lack of effort to the host agency and also reserves the right to dismiss the mobility professional or cancel the local mobility program if performance measures including training are not satisfactory.

Oklahoma mobility managers who provide travel training services are required to complete the training outlined in the Learning Checklist, as well as future certification requirements. Initial enrollment in the travel training certification program may be funded through a partnership with the Oklahoma Transition Council (OTC). While these details are still being finalized, if OTC purchases the Easterseals Project Action Program (ESPA) certification for your program, it is the responsibility of the host agency and mobility manager to budget for future recertification costs within the mobility management program's annual budget.

Mobility Management Orientation

Upon hiring a potential Mobility Manager/Navigator, the Host Agency will need to provide:

- Laptop with Windows capabilities (No Mac/Apple Computers)
- Work Cell phone or reimbursement for cell phone
- Designated space for calls, training videos, and virtual meeting
- Office Supplies
- Business cards
- High-speed internet
- Access to printing capabilities
- Create a webpage for MM program on agency website
- Promotional Items (5 items every MM program needs):
  - Custom magnets with MM program or transit resources
  - Pens
  - Hand Fans
  - Stress ball squeeze
  - Jar openers
  - Optional: a co-branded tablecloth with the OMMP logo

When it is feasible, ODOT will order and provide promotional items for the mobility management program that local mobility professionals can distribute. These promotional items are for building awareness of the mobility program, and we entrust the mobility management programs in distributing these items where they can into our communities. Promotional items are not to be purchased for the intent of souvenirs or awards for individuals, they are only for the purpose of building awareness in the mobility management program and/or transportation resources.

New Host Agency Checklist

The following is a host agency checklist for getting started.

- ✓ Review the MM Program Guide
- ✓ Identify the start date and service area (service area must cover the entire county at a minimum & will likely include multiple counties)
- ✓ Get approval from your board of directors
- ✓ Submit MM Application to ODOT
- ✓ Sign MM Agreement Contract
- ✓ Plan for the MM office setup/location
  - o Job description, job titles, & salary
  - o Purchase Computer/Laptop
  - o Local program announcement
- ✓ Include MM in agency meetings & notify your office about this position and what it does
- ✓ Create a webpage for MM program on agency website
- ✓ Maintain communication with ODOT
  - o Provide MM contact information:
    - ▪ start date, office location, working hours and any other important information must be communicated with ODOT in a timely manner
    - ▪ Notify ODOT immediately if there are any employment disputes or disciplinary issues
- ✓ Invoice ODOT for program reimbursement monthly

Host Agency Meetings

ODOT holds quarterly meetings for host agencies to hear updates, discuss program efforts and stay connected. All host agencies are encouraged to attend and because these are high-level administrative meetings, please be advised that this meeting is NOT for mobility managers and navigators. If you are not on the calendar invite for these meetings, contact ODOT.

Resources

All of these websites are valuable to the mobility management program. Click on any of these assets to visit the website resource:

- ➢ **FTA – Mobility Management**
- ➢ **OK MM Statewide Website**
- ➢ **FTA Section 5310 Circular**
- ➢ **ODOT Multi-Modal & Planning Division including the Office of Mobility & Public Transit**
- ➢ **Statewide (ODOT) transit map**
- ➢ **ODOT Coordinated Plans**
- ➢ **CCAM Program Inventory**
- ➢ **National RTAP**
- ➢ **National Transit Institute**
- ➢ **Oklahoma Transit Association**
- ➢ **Oklahoma Faces of Transit**

Current List of Mobility Management Programs:

Host Agency Name	Host Agency Executive	Host Agency Supervisor	Mobility manager/navigator	Start Date
NODA	Jonathon Cross	Brock Spencer	Chanler Cory	1/23/2023
SWODA	Susan Carter	Julie Sanders	Cristi Williams	6/1/2023
Metro Link Tulsa	Scott Marr	BreAnna McCutcheon	Clem Neely	7/31/2023
SODA	Dr. Steve Mills	Kyle Henry	Todd O'Neal	8/1/2023
KEDDO	Kim Rose	Oliver Skimbo	Lana O'Kelley	11/17/2023

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LATS	Ryan Landers	Tony Halsey	Katie Pollard	2/12/2024
COEDD	David Hinkle	Clorisa Brown	Kristen Winchester	6/17/2024
EMBARK	Dr. Marilyn Dillon	Jeff Wheatley	Ariel Carroll	7/6/2024
EODD	Scott Harding	Dayna Hammack	Joey Bilyeu	1/20/2025
Grand Gateway	Errin Clocker	Misty Wadley	Seeking a MM	

State Contacts at ODOT:

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