



MEMO TO: Council Community Planning and Transportation Committee

FROM: Taylor Johnson, Transit and Parking Program Manager

THROUGH: Shawn O'Leary, P.E., CFM, Director of Public Works

DATE: May 26, 2022

SUBJECT: Public Transportation Monthly Report

Purpose

The Public Transportation Monthly Report is meant to provide updates to City Council on public transit related items. In addition to the updates provided below, attached is the EMBARK Norman Performance Report for the previous month. The Performance Report provides updates on key metrics associated with the operations of the transit system.

Updates

- Go Norman Transit Plan (City of Norman Transit Long Range Plan Update)
 - The Go Norman Transit Plan was approved by resolution by Council at its June 22nd, 2021 meeting. Staff are continuing to move forward on the next steps as recommended in the plan. Recent work includes:
 - The acquisition of property downtown, 318-320 Comanche Street, to be used as a transit center, which Council approved the purchase sale agreement on January 18. The City and the seller finalized the sale process on March 4, 2022. Staff have completed a task order for on-call architectural and engineering services with McKinney Partnership Architects P.C., which was approved by City Council on May 10, 2022. The initial project kickoff meeting occurred on site the morning of May 13, 2022.
 - On October 1, 2021 ACOG announced the grant cycle for their Air Quality Small Grant Program was open. This program seeks to improve air quality in Central Oklahoma by reducing reliance on single-occupancy vehicle trips. Small transportation infrastructure projects and transit improvements as well as projects focused on congestion relief efforts are all eligible. Staff submitted an application on November 19, 2021 requesting funding to install 80 new bus stops associated with the recommended route changes in the Go Norman Transit Plan. Council supported this application by approving a programming resolution on November 30, 2021 for the project. On January 13, 2022 the ACOG MPO Technical Committee recommended a list of projects be approved for funding, of which the City's was one of them. Then the ACOG MPO Policy Committee reviewed the list of projects on January 27, 2022 and approved them for funding. City staff worked with ACOG on a contract agreement for the project which was brought to the March 8th Council meeting and approved.
 - Staff have also worked with Nelson/Nygaard, the consultant that worked with the City to create the Go Norman Transit Plan, on an amendment to their contract which was approved by Council on March 8, 2022. This amendment will make minor changes to the Go Norman Transit Plan to reflect the property at 320 Comanche Street to be used as a Transit Center, rather than The Depot.
 - Lastly, staff are looking at the overall schedule for implementing the recommended route network in the Plan. This will include a public participation process to finalize the route changes, implementing the bus stop changes, renovating the new Transit Center, and marketing.
- Grants
 - Staff continue to program and draw down on Federal Transit Administration Grant (FTA) grants periodically to reimburse the City for eligible public transit expenses.
 - Staff continue to research eligible grants to support existing operations, vehicle needs, and future improvements. Staff are awaiting news of 1 grant application and are looking to apply to 2 additional grants in the near future. Please see below for more information:
 - FY22 RAISE Grant: Application for purchase and installation of 2 pantograph chargers, providing for in service charging for the new EV buses. Council supported the application by resolution on April 12 and it was submitted on April 14.
 - FY22 FTA Bus and Bus Facilities Grant: Staff are proposing to replace 2 CNG 35' fixed route buses and 4 paratransit vans. Council will be asked to review a resolution of support on May 24, with the application deadline being May 31. (Please note that

office memorandum

office memorandum

staff are submitting the 2 CNG 35' buses to this grant and the one listed below, with the request to FTA to fund the replacement through one grant or the other, not both.)

- FY22 FTA Low- or No-Emissions Vehicle Program: Staff are proposing to replace 2 CNG 35' fixed route buses. Council will be asked to review a resolution of support on May 24, with the application deadline being May 31. (Please note that staff are submitting the 2 CNG 35' buses to this grant and the one listed above, with the request to FTA to fund the replacement through one grant or the other, not both.)
- Please see the Go Norman Transit Plan section on the first page of this report for more information on an ACOG Air Quality Grant to support new bus stops in Norman.
- Fleet Maintenance & Vehicle Procurement
 - City Fleet Maintenance staff continue to ensure that the transit fleet is in operational condition each morning for line up, despite the age of the vehicles that the City inherited.
 - The City's Transit Fleet includes 27 revenue vehicles, 13 in the fixed-route fleet and 14 in the paratransit fleet. Unfortunately, 21 out of 27 of the revenue vehicles used in the City's transit fleet have met their useful life and are eligible to be retired according to FTA requirements. Two additional vehicles will reach the end of their useful life by the end of 2022, and a third will do so in 2023.
 - The City is currently in the process of purchasing 2 battery electric busses and staff have had numerous meetings with the manufacturer. Staff anticipates receiving these vehicles in August/September 2022. Below is background information on both battery electric bus projects:
 - An authorization to purchase the City's first battery electric vehicle, a transit bus, was approved at Council's May 25, 2021 meeting. A purchase order was issued on May 27, 2021 to the manufacturer. Approximately 50% of the vehicle purchase price will be reimbursed through a grant received from Oklahoma Department of Environmental Quality through the Volkswagen Settlement Fund.
 - An authorization to purchase the City's second battery electric transit bus was approved at Council's August 10, 2021 meeting. A purchase order was issued on August 13, 2021 to the manufacturer. Approximately 70% of the vehicle purchase price will be reimbursed through a grant received from the FTA's FY21 Low- or No-Emission Vehicle Program. The City's project was 1 of 49 projects selected in the nation.
 - Council granted approval for additional funds to be allocated to both bus builds on December 14, 2021. These additional funds were used to add charge rails to the top of the busses so that in the future an overhead pantograph charging system could be utilized.
 - On December 14, 2021 the City Council passed and adopted resolution R-2122-72 transferring \$346,703 from the Capital Fund Balance to be matched with \$122,812 available in the Public Transit and Parking Fund to be used to replace 5 paratransit vehicles in the Transit Fleet for a total of \$469,515. Due to ongoing supply chain issues the price of the vehicles had increased, however staff were able to identify additional FTA grant funding allocated to Norman to supplement the cost increase and decrease the amount of local match that was provided from the Public Transit and Parking Fund. Resolution R-2122-98 was approved by Council on March 8 transferring an additional \$149,454 (for a total cost of \$584,655) to cover the cost increase. FTA grant OK-2020-026 will be amended to \$496,157 leaving a local match of \$88,508 (a reduction in the local matching funds of \$34,304.)
 - Staff have worked with the Oklahoma Department of Transportation (ODOT) to draft a contract to accept Surface Transportation Block Grant – Urbanized Area (STBG-UZA) funding for the purchase of 2 35ft low-floor CNG transit buses, which is currently scheduled for Council to review at their June 14, 2022 meeting. If approved, a follow up authorization to purchase the buses will be drafted for approval.

Conclusion

Thank you for your review of these updates and attached monthly performance report. Staff are available to answer any questions.

Attached:

EMBARK Norman Performance Report for April 2022



PERFORMANCE REPORT

Transit System Report

April 2022

Purpose

The Transit System Report provides a summary of both internal indicators and performance measures used to evaluate the performance of the EMBARK transportation system for the City of Norman. The internal indicators are mainly used by staff to compare performance to previous periods whereas, the performance measures having

specific targets are more outcome-based and are included in EMBARK's strategic business plan to help demonstrate accomplishments given the resources that are provided. The internal indicators and performance measures included in this report address ridership, dependability, safety and align with EMBARK's mission.

Total Ridership

Total ridership for EMBARK Norman in April 2022 was 24,814, compared to 24,482 in March 2022. The average total daily ridership was 954 for April 2022, a 5.18% increase from 907 for March 2022, and a 48.83% increase from 641 in April 2021. Fiscal-year-to-date ridership is 220,922 passengers, a 29.02% increase from the April 2021 YTD total of 171,225.

The fixed-route service totaled 22,690 for April 2022 compared to 22,363 for March 2022. Average fixed-route daily ridership for April 2022 was 873, compared to 828 for March 2022, a 5.43% increase, and 582 for April 2021, a 50.00% increase. Passengers with bicycles or similar means of travel totaled 1,014, compared to 964 for March 2022 and 786 for April 2021. Passengers with wheelchairs or other mobility devices totaled 254, compared to 228 for March 2022 and 315 for April 2021.

PLUS ridership totaled 2,124 for April 2022, compared to 2,119 for March 2022 and 1,512 for April 2021. The average total PLUS ridership was 82 for April 2022 and 78 for March 2022, a 5.13% increase, and 58 for April 2021, a 41.38% increase. Passengers with wheelchairs or other mobility devices totaled 429 for April 2022, compared to 437 for March 2022, a 1.83% decrease, and 274 for April 2021, a 56.57% increase.

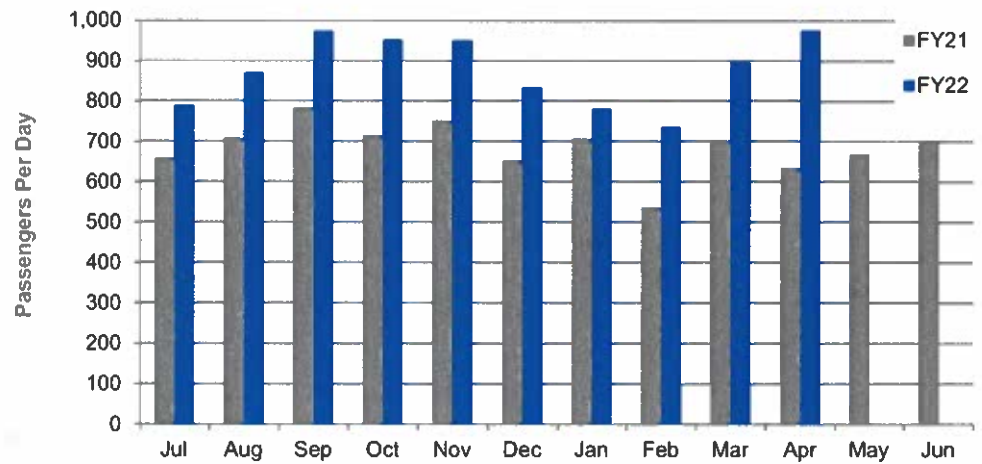
| Norman Transit Services | Apr FY22 | +/- Apr FY21 | +/- Mar FY22 |
|---------------------------|---------------|---------------|---------------|
| Fixed Routes (M-F) | 20,517 | 47.08% | -0.37% |
| 110 - Main Street | 4,339 | 7.19% | 7.59% |
| 111 - Lindsey East | 8,543 | 48.60% | 3.48% |
| 112 - Lindsey West | 2,981 | 58.82% | -2.42% |
| 120 - West Norman | 188 | 8.67% | -2.08% |
| 121 - Alameda | 4,466 | 66.83% | -11.70% |
| 144 - Social Security | 0 | 0.00% | 0.00% |
| Fixed Routes (Sat) | 2,173 | 82.15% | 22.84% |
| 110 - Main Street | 497 | 60.32% | 24.25% |
| 111 - Lindsey East | 747 | 67.87% | 23.47% |
| 112 - Lindsey West | 323 | 142.86% | 40.43% |
| 121 - Alameda | 606 | 98.69% | 13.48% |
| PLUS ADA Service | 2,124 | 40.48% | 0.24% |
| PLUS (M-F) | 1,995 | 38.83% | -2.11% |
| PLUS (Sat) | 129 | 72.00% | 59.26% |
| Bikes | 760 | 61.36% | 3.26% |
| Wheelchair | 254 | -19.37% | 11.40% |
| PLUS Wheelchair | 429 | 56.57% | -1.83% |

Fixed Route Weekday Ridership

Total fixed-route weekday ridership for April 2022 was 20,517, a 0.37% decrease from 20,594 in March 2022 and a 47.08% increase from 13,950 in April 2021. Average weekday passenger ridership totaled 977 in April 2022; a 9.16% increase compared to 895 for March 2022. Average ridership increased 54.10% compared to 634 passengers in April 2021. The average RPSH was 14.59.

Route 144 remained out of operation due to the ongoing Covid outbreak. Service resumes in May.

Norman Fixed-Route
Average Weekday Ridership

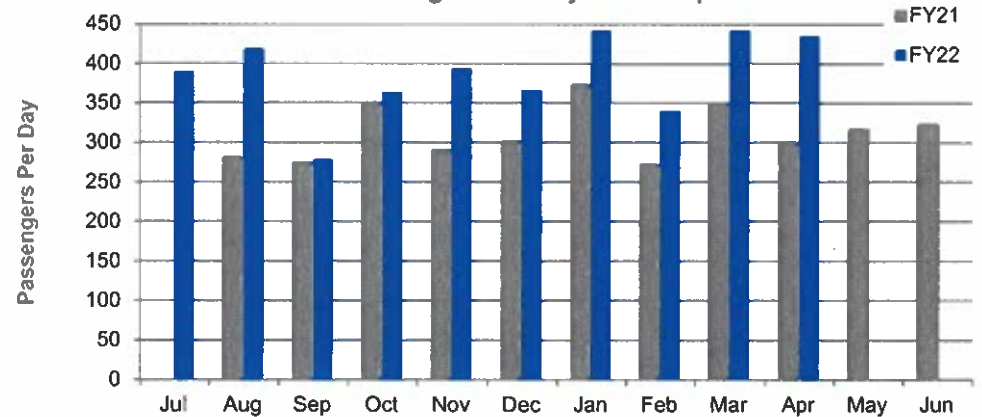


Fixed Route Saturday Ridership

Total fixed-route Saturday ridership for April 2022 was 2,173, a 22.84% increase over 1,769 for March 2022 and an 82.15% increase from 1,193 in April 2021. Average weekend passenger ridership totaled 435 for April 2022, a 1.58% decrease, compared to 442 for March 2022, and a 45.97% increase over 298 in April 2021. The average RPSH was 11.84.

The University of Oklahoma hosted its annual spring game on 4/23. Bus routes were altered as they would be during the regular season.

Norman Fixed-Route
Average Saturday Ridership

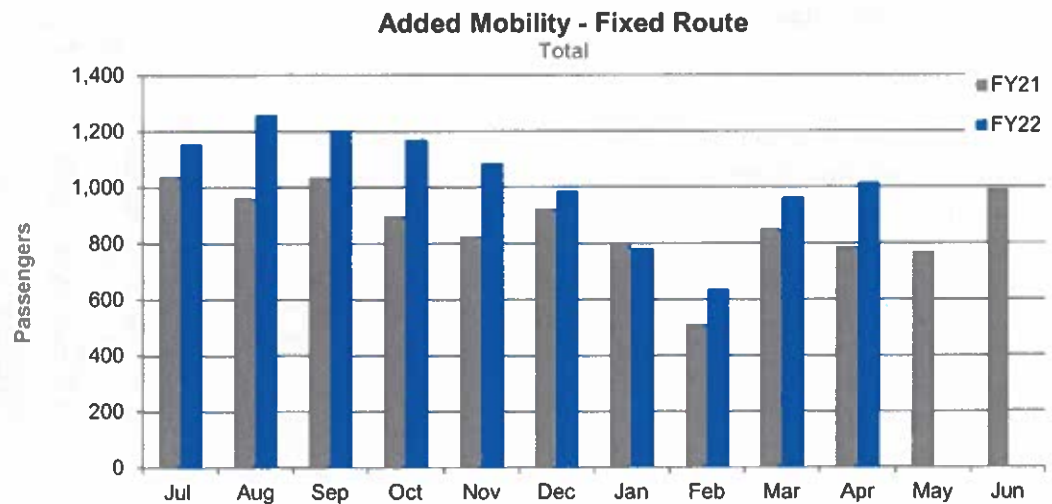


Added Mobility – Fixed Route

Total passengers with added mobility, such as bikes and wheelchairs, totaled 1,014 for April 2022, a 5.19% increase from 964 in March 2022, and a 29.01% increase from 786 in April 2021.

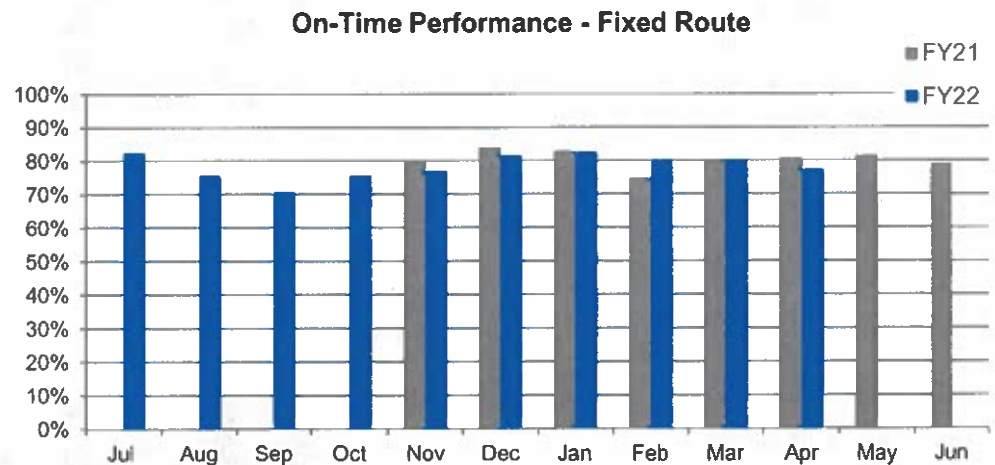
Bike passengers totaled 760, a 3.26% increase from 736 in March 2022 and a 61.36% increase from 471 in April 2021.

Wheelchair passengers totaled 254, a 11.40% increase from 228 in March 2022, and a 19.37% decrease from 315 in April 2021.



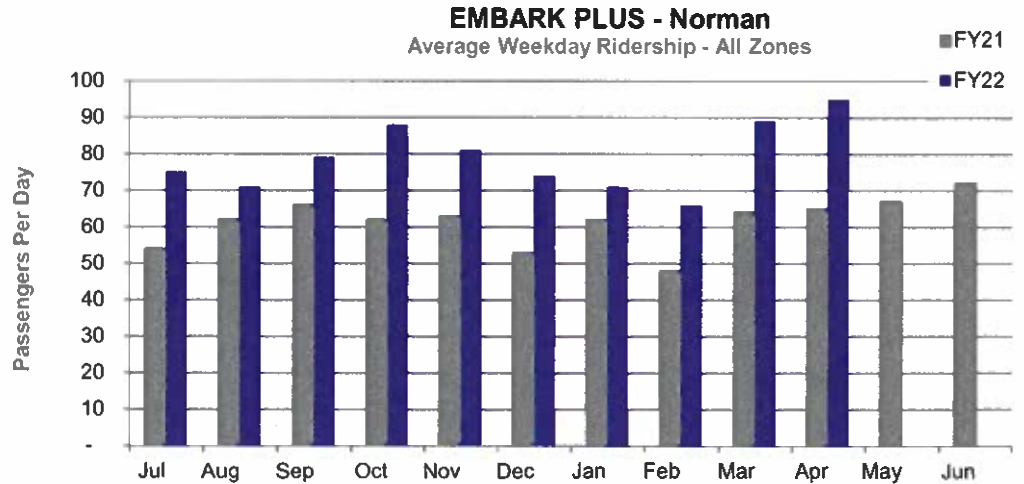
On-Time Performance – Fixed Route

Cumulative on-time performance for fixed-route buses was 77.10% in April 2022, a 2.40% decrease from 79.50% in March 2022 and a 3.60% decrease from 80.70% in April 2021.



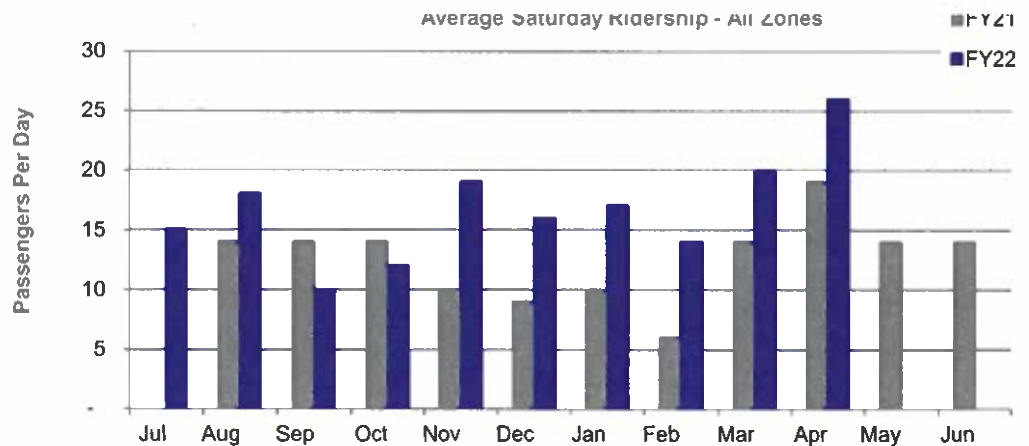
PLUS Weekday

Total PLUS weekday ridership for April 2022 was 1,995, a 2.11% decrease from 2,038 in March 2022, and a 38.83% increase from 1,437 in April 2021. Average weekday passenger ridership totaled 95 for April 2022, a 6.74% increase from 89 for March 2022 and a 46.15% increase from 65 for April 2021. RPSH was 1.27.



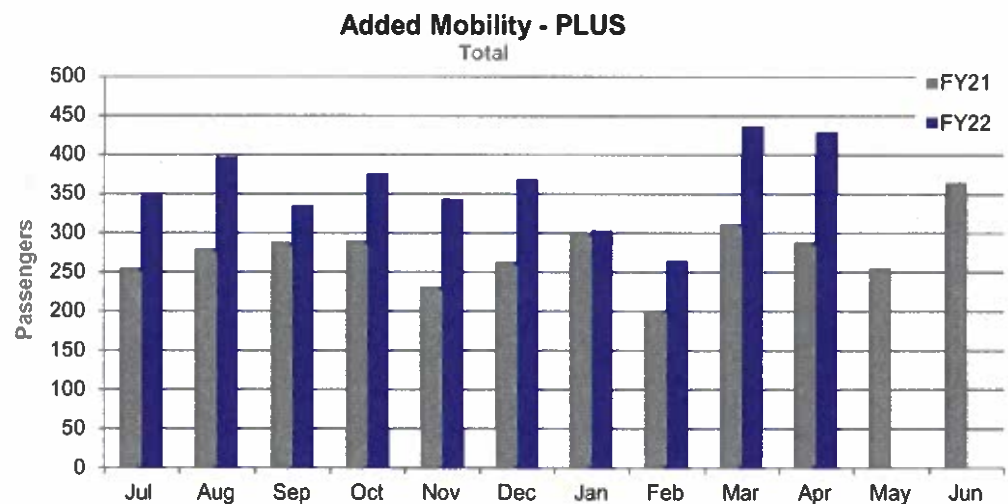
PLUS Saturday

Total PLUS Saturday ridership for April 2022 was 129, a 59.26% increase from 81 in March 2022 and a 72.00% increase from 75 in April 2021. Average Saturday passenger ridership totaled 26 for April 2022, a 30.00% increase from 20 in March 2022 and a 36.84% increase from 19 in April 2021. RPSH was 1.35.



Added Mobility - PLUS

PLUS passengers with added mobility totaled 429 for April 2022, a 1.83% decrease from 437 in March 2022, and a 56.57% increase from 274 in April 2021.

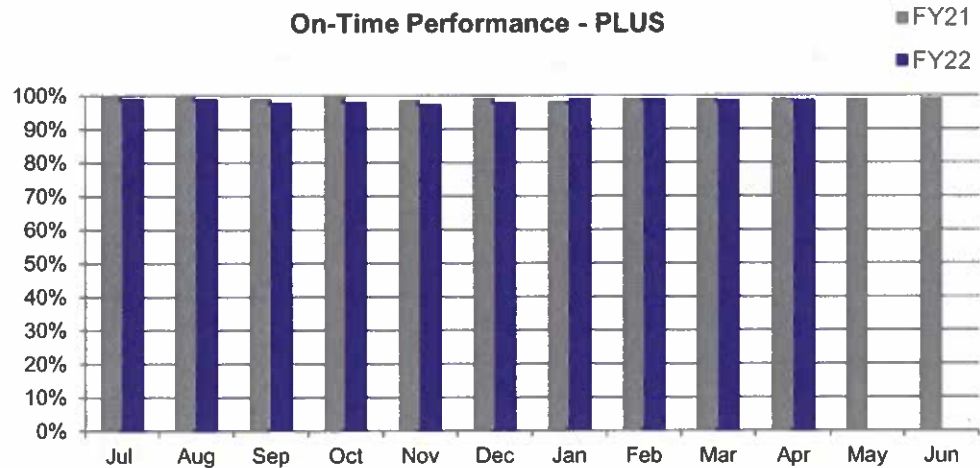


On-Time Performance - PLUS

Cumulative on-time performance for PLUS buses was 98.71%, a 0.12% increase from 98.58% in March 2022 and a 0.34% decrease from 99.05% in April 2021.

Weekday on-time performance in the primary zone was 98.61%, a 0.02% increase from 98.59% in March 2022 and a 0.19% decrease from 98.80% in April

2021. Weekday on-time performance in the secondary zone was 98.95%, a 0.08% decrease from 99.03% in March 2022 and a 1.05% decrease from 100.00% in April 2021. Saturday on-time performance was 99.16%, a 3.21% increase from 95.95% in March 2022 and a 0.65% increase from 98.51% in April 2021.



| PLUS Weekday Service Summary | Apr FY22 | +/- Apr FY21 | +/- Mar FY22 | | PLUS Saturday Service Summary | Apr FY22 | +/- Apr FY21 | +/- Mar FY22 |
|------------------------------|----------|--------------|--------------|--|-------------------------------|----------|--------------|--------------|
| Total Passengers | 1,995 | 38.83% | -2.11% | | Total Passengers | 129 | 72.00% | 59.26% |
| Total Trips | 1,889 | 34.83% | -0.74% | | Total Trips | 119 | 77.61% | 60.81% |
| Trips Daily Average | 90 | 55.17% | 8.43% | | Trips Daily Average | 24 | 41.18% | 26.32% |
| Trips Requested | 1,889 | 34.83% | -0.84% | | Trips Requested | 119 | 77.61% | 60.81% |
| Denied Trips | 0 | -200.00% | -200.00% | | Denied Trips | 0 | 0.00% | 0.00% |
| Capacity Denials | 0 | -200.00% | -200.00% | | Capacity Denials | 0 | 0.00% | 0.00% |
| No Show | 38 | 46.15% | 40.74% | | No Show | 1 | -50.00% | 0.00% |

| PLUS Applications | Apr FY22 | +/- Apr FY21 | +/- Mar FY22 |
|-----------------------|----------|--------------|--------------|
| New Applications | 10 | -16.67% | -47.37% |
| Renewals Received | 0 | -1,400.00% | -100.00% |
| Applications Approved | 17 | 21.43% | 88.89% |
| Applications Denied | 0 | 0.00% | -300.00% |

Summary of Services Table: April 2022

The table below provides daily averages for the number of passengers carried by many of the services offered by EMBARK Norman. The year-to-date (YTD) figures are cumulative totals.

| EMBARK Norman Service Summary | ADP Apr FY22 | FY22 YTD | FY21 YTD | | Service Profile | Apr FY22 | Apr FY21 | Mar FY22 |
|----------------------------------|-----------------|-------------|-------------|--|-----------------|-------------|-------------|-------------|
| Fixed Routes (M-F) | 977 | 187,516 | 146,350 | | Weekdays | 21 | 22 | 23 |
| Fixed Routes (Sat) | 435 | 15,843 | 11,588 | | Saturdays | 5 | 4 | 4 |
| PLUS (M-F) | 95 | 16,880 | 12,838 | | Gamedays | 1 | 1 | 0 |
| -Zone 1* | 77 | 13,395 | 10,142 | | Holidays | 0 | 0 | 0 |
| -Zone 2** | 18 | 3,485 | 2,696 | | Weather | 2 | 1 | 1 |
| PLUS (Sat)*** | 26 | 683 | 449 | | Fiscal YTD Days | 255 | 251 | 229 |
| | | | | | Cal. YTD Days | 101 | 102 | 75 |

* Requires ¾ mile

**Operates only on Weekdays until 7:00 pm

***Operates only in Zone 1

Strategic Performance Measures

| MEASURE | FY 22 YTD | FY 22 Targets | |
|--|--------------|------------------|------|
| # of Norman fixed-route passenger trips provided | 203,359 | 265,054 | ▲ |
| # of Norman paratransit trips provided | 17,563 | 19,000 | ■ |
| % of on-time Norman paratransit pick-ups | 98.48% | 95.00% | ● |
| # of Norman bus passengers per service hour, cumulative | 12.82 | 13.14 | ● |
| # of Norman bus passengers per day, average | 796 | N/A* | N/A* |
| % of Norman required paratransit pick-ups denied due to capacity | 0.01% | N/A* | N/A* |

*These LFR targets are unavailable for this fiscal year. We hope to have them for FY23.

Glossary

- **Added Mobility** – Wheelchairs, bicycles, scooters, and other devices used by passengers in conjunction with transit
- **ADP** – Average Daily Passengers
- **ADR** – Average Daily Ridership
- **AVG** – Average
- **Fixed Route** – Regular bus service
- **FY21** – The fiscal year 2021. Lasted from 7/1/2020 to 6/30/2021
- **FY22** – The fiscal year 2022. Lasting from 7/1/2021 to 6/30/2022
- **FY YTD** – Fiscal Year, Year to Date
- **LFR** – "Leading for Results," EMBARK's internal performance measurements and targets
- **OTP** – On-time performance
- **Paratransit** – ADA vehicle service for seniors and other clients with special needs
- **PAX** – Passenger
- **PLUS** – Brand name for EMBARK Paratransit service
- **RPSH** – Riders per service hour
- **SAT** – Saturday
- **WKD** – Weekday
- **YOY** – Year-over-year, used to compare the previous year's performance when available
- **ZONE 1** – Primary zone for PLUS operation
- **ZONE 2** – Secondary zone for PLUS operation