



**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:** April 27, 2023

**SUBJECT:** Public Transportation Monthly Report

### Purpose

The Public Transportation Monthly Report provides 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 on June 22<sup>nd</sup>, 2021. Staff are continuing to move forward on the next steps as recommended in the plan. Recent work includes:
  - On February 14, 2023, Council approved contract K-2223-72 with Stronghold Construction to complete the renovation of the 320 E. Comanche St. property into a City Transit Center. A pre-construction meeting was conducted on February 21, 2023 to organize the start of the project, and a Notice to Proceed was issued on February 28, 2023. Construction commenced on March 1, 2023. It is estimated that the project will be completed in August 2023 pending asbestos delays. On April 12, 2023 Council approved Change Order 1 to address asbestos issues. Work on the project during the month of March 2023 includes:
    - Interior demolition has been paused but exterior demolition has continued
    - Discovery of suspected asbestos containing materials from interior demolition
    - Air quality testing in response to asbestos (levels determined safe as of time of testing)
    - Testing and evaluation of sampled suspect materials (asbestos confirmed in 6 of approximately 33 samples representing janitorial closet floor tiles and joint compound of wallboard)
    - Exterior tunnel access capping
    - Structural steel pier boring and concrete for structural steel piers.
  - On December 13, 2022 Council unanimously approved a resolution to alter bus routes and transit bus services as recommended in the Go Norman Transit Plan to take effect in 2023. Staff have started the work to implement the newly approved changes, which includes changes to bus stops, signage and advertising, as well as operator training.

#### • Grants

- Staff continue to program and draw down on Federal Transit Administration (FTA) grants periodically to reimburse the City for eligible public transit expenses.
- On April 12, 2023 Council approved a grant application to FTA's Bus and Bus Facilities (5339b) and Low- or No-Emissions Grants to purchase 6 CNG cutaway buses for fleet replacement.
- Staff continue to research eligible grants to support existing operations, vehicle needs, and future improvements. Staff are researching project opportunities for the various ACOG (Air Quality) grants that will be available over the next few months.

#### • Microtransit Study with HNTB

- Following feedback from Councilmembers through two workshops a recommendation was made for a microtransit pilot program consisting of:
  - Turnkey microtransit service which would be offered Monday-Saturday 6pm-12am (or 7pm-1am) as well as on Sunday from 10am-6pm. The recommendation suggests this service be offered in a defined zone and limited in size, which could be proposed by vendors responding to a Request for Proposals (RFP).
  - Invest in more robust software in partnership with EMBARK to improve existing paratransit service.
- The RFP was issued March 17, 2023. Responses to potential applicant questions were issued April 6. The proposal due date was moved to May 5 at the request of the potential vendors.

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• **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, 22 out of 27 (9 out of 13 in the fixed route fleet; 13 out of 14 in the paratransit fleet) 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.
- The City is currently in the process of purchasing 2 battery electric buses which were delivered on December 15 and 16, 2022, after staff visited the factory to perform final inspections. A trainer from the manufacturer was on site to train technicians, operators, and first responders between January 10-12, 2023, as final preparations are completed to bring these vehicles into service. On Tuesday, January 31, 2023, one of the electric buses was available for public viewing from 4-5:30pm at the Municipal Complex. While the City has accepted one of the vehicles, staff continue working with the manufacturer to ensure the City is completely satisfied with the other vehicle before officially accepting it and putting it into service. 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.
- The City is currently in the process of purchasing 5 paratransit vans and staff anticipates receiving these vehicles in March-April 2023. Below is background on this purchase:
  - 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 from 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.)
- The City is currently in the process of purchasing 5 CNG 35' fixed route buses and staff anticipates receiving these vehicles in June-July 2023. Below is background information on this purchase:
  - Utilizing transit 5339 funds allocated from FY21 (grant number OK-2020-026), 1 35' CNG bus will be purchased. These were funds allocated to the Norman urbanized area by formula. In addition, on June 14, 2022 the City Council approved a contract with the Oklahoma Department of Transportation (ODOT) accept Surface Transportation Block Grant – Urbanized Area (STBG-UZA) funding for the purchase of 2 35' low-floor CNG transit buses. An Authorization to Purchase for these 3 buses was approved by Council on August 23, 2022. A purchase order was issued on September 14, 2022 to the manufacturer.
  - Utilizing funds received from the FY22 FTA Low- or No-Emissions Vehicle Program, staff proposed to purchase 2 additional CNG 35' fixed route buses. Council approved a resolution accepting the grant and an authorization to purchase the buses on September 27, 2022. The purchase order for 2 buses was issued September 29, 2022.

**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 March 2023



# PERFORMANCE REPORT

## Transit System Report

March 2023

### 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 March 2023 was 32,539 compared to 24,482 in March 2022. The average total daily ridership was 1,204 for March 2023, a 32.75% increase from 907 in March 2022. Fiscal-year-to-date ridership is 239,740 passengers, a 22.25% increase from the March 2022 YTD total of 196,108.

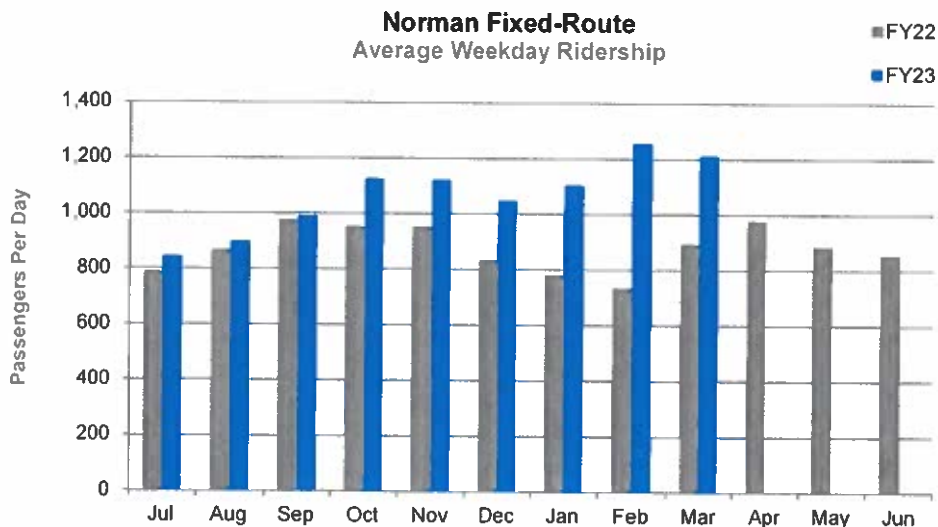
The fixed-route service totaled 30,515 for March 2023 compared to 22,363 for March 2022. Average fixed-route daily ridership for March 2023 was 1,132 compared to 828 for March 2022, a 36.71% increase. Passengers with bicycles or similar means of travel totaled 782, compared to 736 for March 2022. Passengers with wheelchairs or other mobility devices totaled 281, compared to 228 for March 2022.

PLUS ridership totaled 2,024 for March 2023, compared to 2,119 for March 2022. The average total PLUS ridership was 75 for March 2023 and 78 for March 2022, a 3.85% decrease. Passengers with wheelchairs or other mobility devices totaled 375 for March 2023, compared to 437 for March 2022, a 14.19% decrease.

Norman Transit Services	Mar FY23	Mar FY22	+/- Mar FY22
<b>Fixed Routes (M-F)</b>	<b>27,809</b>	<b>20,594</b>	<b>35.03%</b>
110 - Main Street	5,357	4,033	32.83%
111 - Lindsey East	12,826	8,256	55.35%
112 - Lindsey West	3,442	3,055	12.67%
120 - West	212	192	10.42%
121 - Alameda	5,946	5,058	17.56%
144 - Social Security	26	N/A	N/A
<b>Fixed Routes (Sat)</b>	<b>2,706</b>	<b>1,769</b>	<b>52.97%</b>
110 - Main Street	602	400	50.50%
111 - Lindsey East	1,057	605	74.71%
112 - Lindsey West	310	230	34.78%
121 - Alameda	737	534	38.01%
<b>PLUS ADA Service</b>	<b>2,024</b>	<b>2,119</b>	<b>-4.48%</b>
PLUS (M-F)	1,932	2,038	-5.20%
PLUS (Sat)	92	81	13.58%
Bikes	782	736	6.25%
Wheelchair	281	228	23.25%
PLUS Wheelchair	375	437	-14.19%

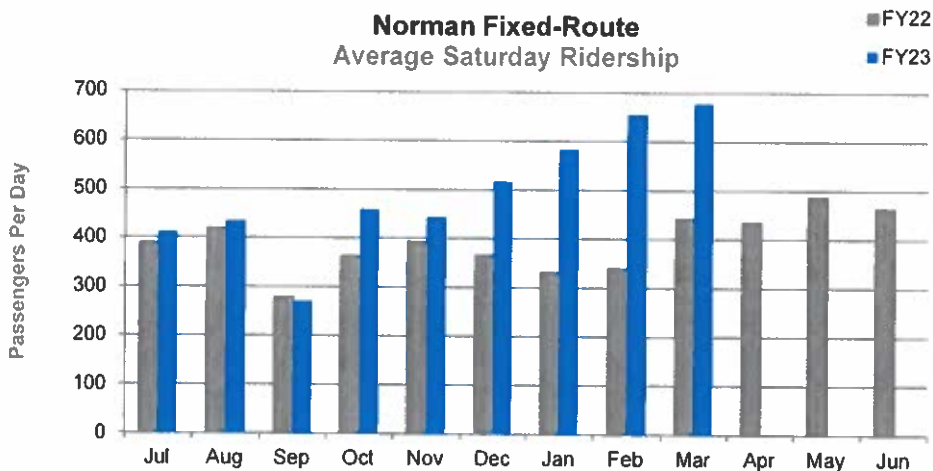
### Fixed Route Weekday Ridership

Total fixed-route weekday ridership for March 2023 was 27,809, a 35.03% increase from 20,594 in March 2022. Average weekday passenger ridership totaled 1,211 in March 2023; a 35.31% increase compared to 895 for March 2022. The average RPSH was 17.79.



### Fixed Route Saturday Ridership

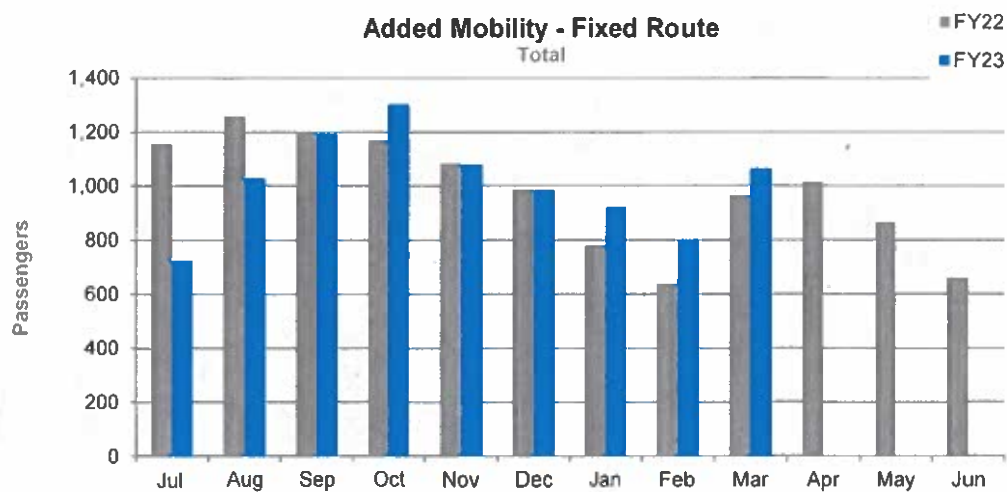
Total fixed-route Saturday ridership for March 2023 was 2,706, a 52.97% increase from 1,769 in March 2022. Average weekend passenger ridership totaled 677 for March 2023, a 53.08% increase from 442 in March 2022. The average RPSH was 19.12.



### Added Mobility – Fixed Route

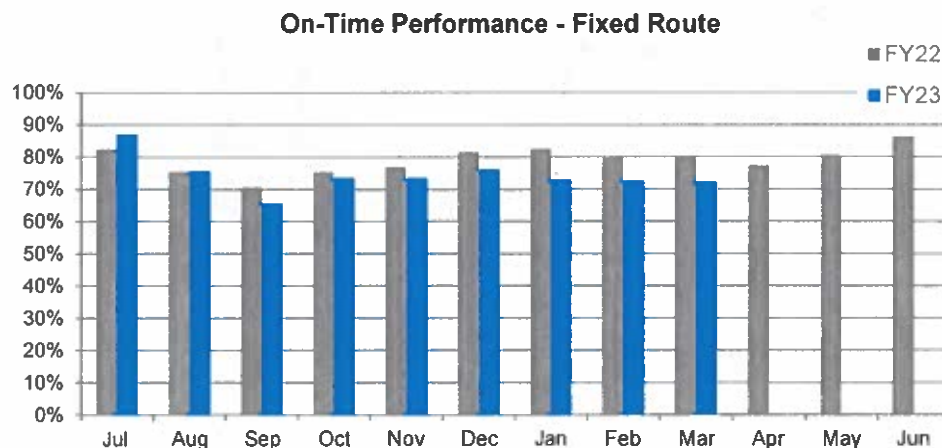
Total passengers with added mobility, such as bikes and wheelchairs, totaled 1,063 for March 2023, a 10.27% increase from 964 in March 2022.

Bike passengers totaled 782, a 6.25% increase from 736 in March 2022. Wheelchair passengers totaled 281, a 23.25% increase from 228 in March 2022.



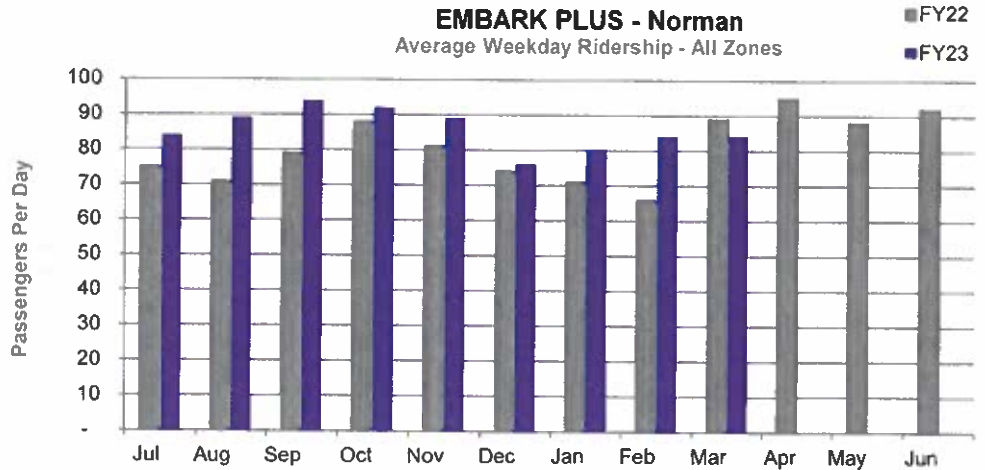
### On-Time Performance – Fixed Route

Cumulative on-time performance for fixed-route buses was 72.20% in March 2023, a 7.30% decrease from 79.50% in March 2022.



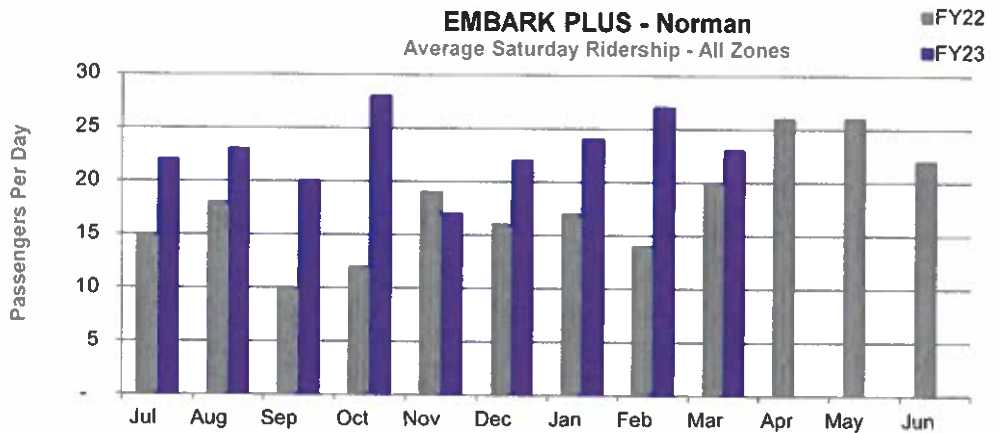
### PLUS Weekday

Total PLUS weekday ridership for March 2023 was 1,932, a 5.20% decrease from 2,038 in March 2022. Average weekday passenger ridership totaled 84 for March 2023, a 5.62% decrease from 89 for March 2022. RPSH was 1.15.



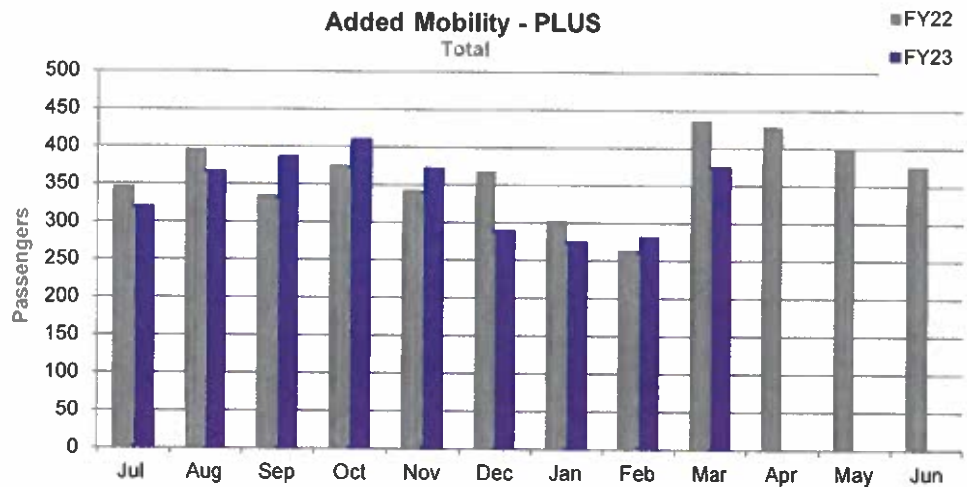
### PLUS Saturday

Total PLUS Saturday ridership for March 2023 was 92, a 13.58% increase from 81 in March 2022. Average Saturday passenger ridership totaled 23 for March 2023, a 15.00% increase from 20 in March 2022. RPSH was 1.27.



### Added Mobility - PLUS

PLUS passengers with added mobility totaled 375 for March 2023, a 14.19% decrease from 437 in March 2022.

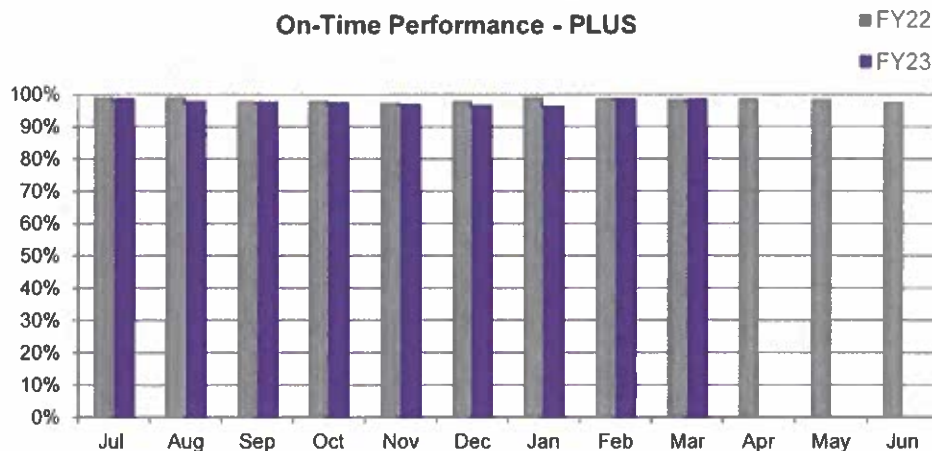




## On-Time Performance - PLUS

Cumulative on-time performance for PLUS buses was 98.59%, a 0.01% decrease from 98.58% in March 2022.

Weekday on-time performance in the primary zone was 98.55%, a 0.04% decrease from 98.59% in March 2022. Weekday on-time performance in the secondary zone was 98.34%, a 0.69% decrease from 99.03% in March 2022. Saturday on-time performance was 100.00%, a 4.10% increase from 95.90% in March 2022.



PLUS Weekday Service Summary	Mar FY23	Mar FY22	+/- Mar FY22		PLUS Saturday Service Summary	Mar FY23	Mar FY22	+/- Mar FY22
Total Passengers	1,932	2,038	-5.20%		Total Passengers	92	81	13.58%
Total Trips	1,821	1,903	-4.31%		Total Trips	91	74	22.97%
Trips Daily Average	79	89	-11.24%		Trips Daily Average	23	19	19.74%
Trips Requested	1,835	1,905	-3.67%		Trips Requested	94	74	27.03%
Denied Trips	14	2	600.00%		Denied Trips	3	0	0.00%
Capacity Denials	0	2	-100.00%		Capacity Denials	0	0	0.00%
No Show	21	27	-22.22%		No Show	2	1	100.00%

PLUS Applications	Mar FY23	Mar FY22	+/- Mar FY22
New Applications	18	19	-5.26%
Renewals Received	20	1	1,900.00%
Applications Approved	26	9	188.89%
Applications Denied	1	1	0.00%

### Summary of Services Table: March 2023

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 Mar FY23	FY23 YTD	FY22 YTD		Service Profile	Mar FY23	Mar FY22
Fixed Routes (M-F)	1,211	203,291	166,999		Weekdays	23	23
Fixed Routes (Sat)	677	19,172	13,670		Saturdays	4	4
PLUS (M-F)	84	16,386	14,885		Gamedays	0	0
-Zone 1*	71	13,796	11,786		Holidays	0	0
-Zone 2**	15	2,588	3,099		Weather	3	1
PLUS (Sat)***	23	891	554		Fiscal YTD Days	230	230
					Cal. YTD Days	76	76

\*Requires ¾ mile

\*\*Operates only on Weekdays until 7:00 pm

\*\*\*Operates only in Zone 1

### Strategic Performance Measures

MEASURE	FY 23 YTD	FY 23 Targets	
# of Norman fixed-route passenger trips provided	222,437	251,881	■
# of Norman paratransit trips provided	15,253	21,000	■
% of on-time Norman paratransit pick-ups	97.76%	98.58%	●
# of Norman bus passengers per service hour, cumulative	15.32	13.04	■
# of Norman bus passengers per day, average	970	800*	●
% of Norman required paratransit pick-ups denied due to capacity	0.01%	0.00%*	●
% of on-time fixed-route arrivals	74.36%	80.94%	▲

\*These targets are not being tracked in LFR but can be found in the KPI spreadsheet.



## **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
- **FY22** – The fiscal year 2022. Lasted from 7/1/2021 to 6/30/2022
- **FY23** – The fiscal year 2032. Lasting from 7/1/2022 to 6/30/2023
- **FY YTD** – Fiscal Year, Year to Date
- **KPI** – Spreadsheet used to record and compare all data used in the monthly report
- **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

