

# PERFORMANCE REPORT

## Transit System Report

April 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 April 2023 was 30,444 compared to 24,814 in April 2022. The average total daily ridership was 1,171 for April 2023, a 22.75% increase from 954 in April 2022. Fiscal-year-to-date ridership is 270,182 passengers, a 22.30% increase from the April 2022 YTD total of 220,922.

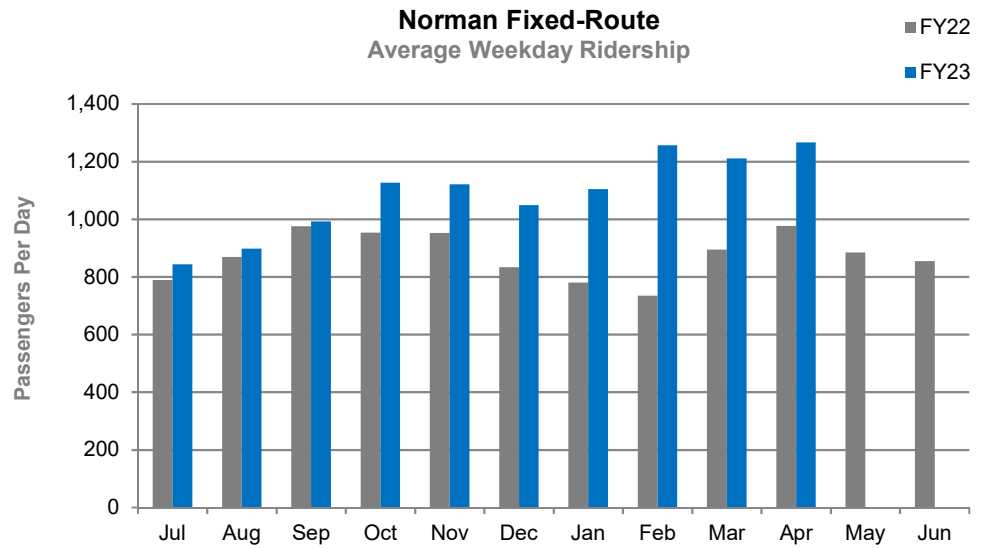
The fixed-route service totaled 28,479 for April 2023 compared to 22,690 for April 2022. Average fixed-route daily ridership for April 2023 was 1,096 compared to 873 for April 2022, a 25.54% increase. Passengers with bicycles or similar means of travel totaled 823, compared to 760 for April 2022. Passengers with wheelchairs or other mobility devices totaled 294, compared to 254 for April 2022.

PLUS ridership totaled 1,965 for April 2023, compared to 2,124 for April 2022. The average total PLUS ridership was 76 for April 2023 and 82 for April 2022, a 7.32% decrease. Passengers with wheelchairs or other mobility devices totaled 331 for April 2023, compared to 429 for April 2022, a 22.84% decrease.

Norman Transit Services	Apr FY23	Apr FY22	+/- Apr FY22
<b>Fixed Routes (M-F)</b>	<b>25,300</b>	<b>20,517</b>	<b>23.31%</b>
110 - Main Street	5,032	4,339	15.97%
111 - Lindsey East	11,723	8,543	37.22%
112 - Lindsey West	3,334	2,981	11.84%
120 - West	194	188	3.19%
121 - Alameda	5,005	4,466	12.07%
144 - Social Security	12	N/A	N/A
<b>Fixed Routes (Sat)</b>	<b>3,179</b>	<b>2,173</b>	<b>46.30%</b>
110 - Main Street	724	497	45.67%
111 - Lindsey East	1,242	747	66.27%
112 - Lindsey West	399	323	23.53%
121 - Alameda	814	606	34.32%
<b>PLUS ADA Service</b>	<b>1,965</b>	<b>2,124</b>	<b>-7.49%</b>
PLUS (M-F)	1,862	1,995	-6.67%
PLUS (Sat)	103	129	-20.16%
Bikes	823	760	8.29%
Wheelchair	294	254	15.75%
PLUS Wheelchair	331	429	-22.84%

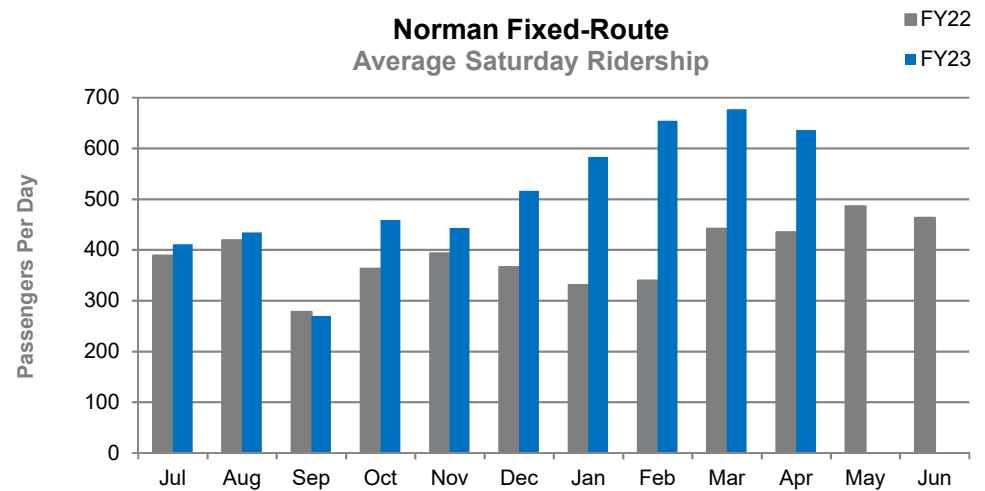
### Fixed Route Weekday Ridership

Total fixed-route weekday ridership for April 2023 was 25,300, a 23.31% increase from 20,517 in April 2022. Average weekday passenger ridership totaled 1,266 in April 2023; a 29.58% increase compared to 977 for April 2022. The average RPSH was 18.61.



### Fixed Route Saturday Ridership

Total fixed-route Saturday ridership for April 2023 was 3,179, a 46.30% increase from 2,173 in April 2022. Average weekend passenger ridership totaled 636 for April 2023, a 46.34% increase from 435 in April 2022. The average RPSH was 17.67.

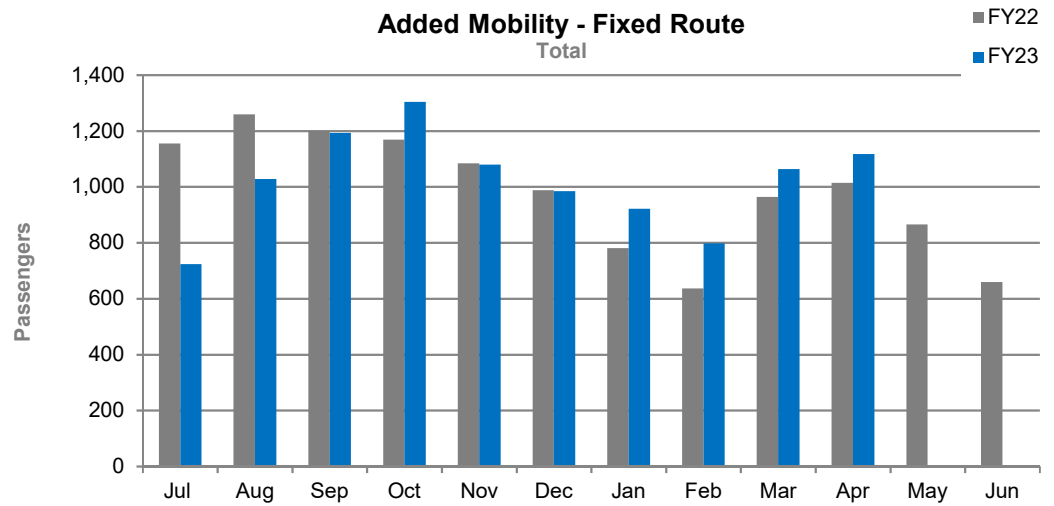


OU hosted its annual spring football scrimmage on April 22<sup>nd</sup>.

### Added Mobility – Fixed Route

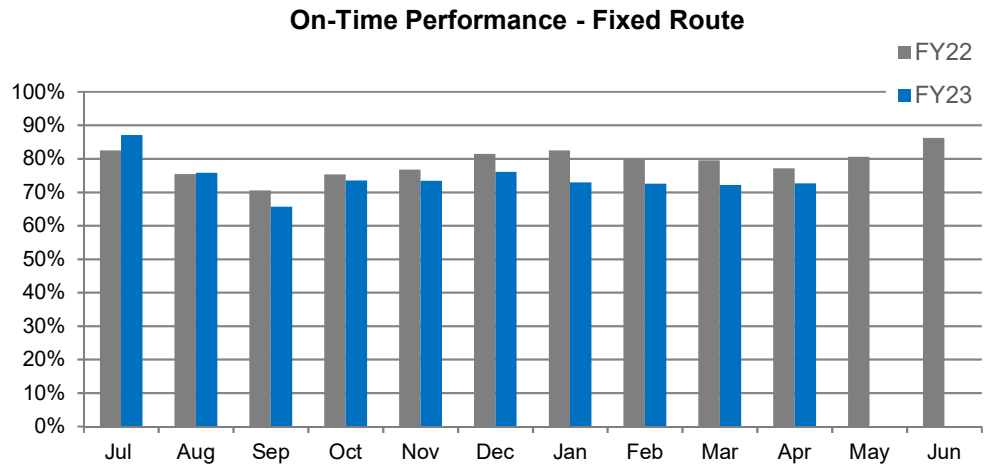
Total passengers with added mobility, such as bikes and wheelchairs, totaled 1,117 for April 2023, a 10.16% increase from 1,014 in April 2022.

Bike passengers totaled 823, an 8.29% increase from 760 in April 2022. Wheelchair passengers totaled 294, a 15.75% increase from 254 in April 2022.



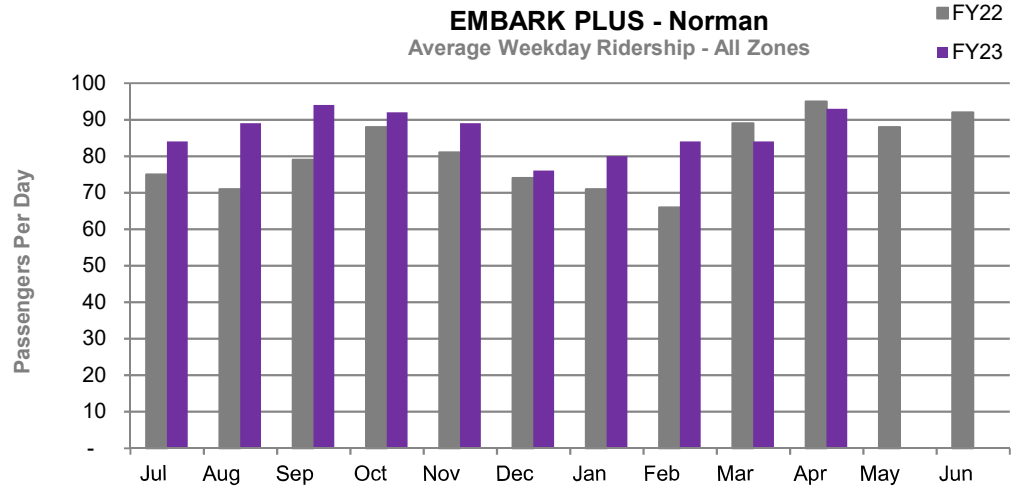
### On-Time Performance – Fixed Route

Cumulative on-time performance for fixed-route buses was 72.60% in April 2023, a 4.50% decrease from 77.10% in April 2022.



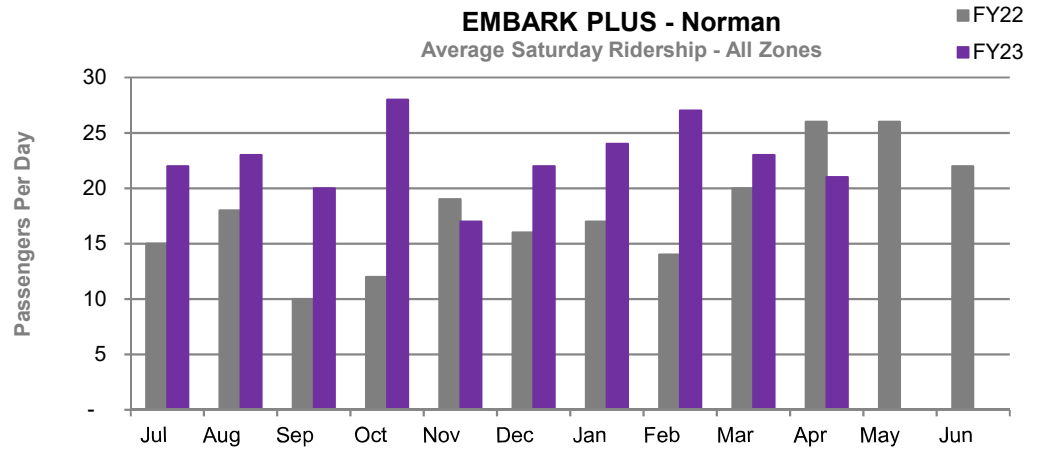
### PLUS Weekday

Total PLUS weekday ridership for April 2023 was 1,862, a 6.67% decrease from 1,995 in April 2022. Average weekday passenger ridership totaled 93 for April 2023, a 2.11% decrease from 95 for April 2022. RPSH was 1.20.



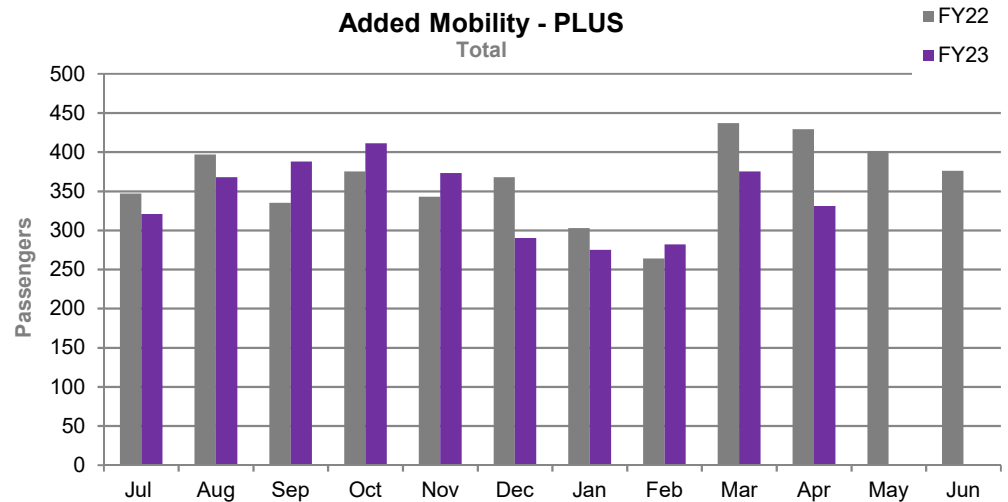
### PLUS Saturday

Total PLUS Saturday ridership for April 2023 was 103, a 20.16% decrease from 129 in April 2022. Average Saturday passenger ridership totaled 21 for April 2023, a 19.23% decrease from 26 in April 2022. RPSH was 1.12.



### Added Mobility - PLUS

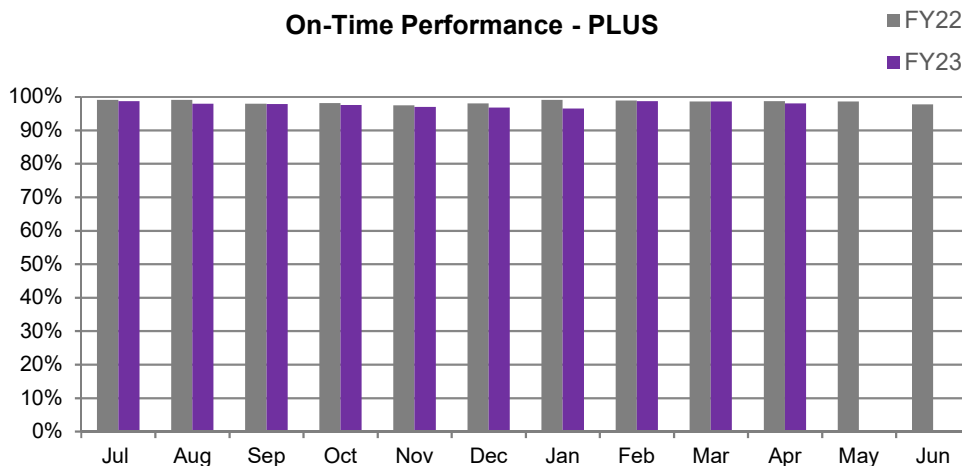
PLUS passengers with added mobility totaled 331 for April 2023, a 22.84% decrease from 429 in April 2022.



## On-Time Performance - PLUS

Cumulative on-time performance for PLUS buses was 98.02%, a 0.69% decrease from 98.71% in April 2022.

Weekday on-time performance in the primary zone was 98.18%, a 0.43% decrease from 98.61% in April 2022. Weekday on-time performance in the secondary zone was 97.22%, a 1.73% decrease from 98.95% in April 2022. Saturday on-time performance was 97.98%, a 1.22% decrease from 99.20% in April 2022.



PLUS Weekday Service Summary	Apr FY23	Apr FY22	+/- Apr FY22		PLUS Saturday Service Summary	Apr FY23	Apr FY22	+/- Apr FY22
Total Passengers	1,862	1,995	-6.67%		Total Passengers	103	129	-20.16%
Total Trips	1,715	1,889	-9.21%		Total Trips	99	119	-16.81%
Trips Daily Average	86	95	-9.47%		Trips Daily Average	20	24	-17.50%
Trips Requested	1,746	1,889	-7.57%		Trips Requested	99	119	-16.81%
Denied Trips	31	0	3,100%		Denied Trips	0	0	0.00%
Capacity Denials	0	0	0.00%		Capacity Denials	0	0	0.00%
No Show	19	38	-50.00%		No Show	2	1	100.00%

PLUS Applications	Apr FY23	Apr FY22	+/- Apr FY22
New Applications	8	10	-20.00%
Renewals Received	6	0	600.00%
Applications Approved	28	17	64.71%
Applications Denied	2	2	0.00%

## Summary of Services Table: April 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 Apr FY23	FY23 YTD	FY22 YTD		Service Profile	Apr FY23	Apr FY22
Fixed Routes (M-F)	1,266	228,591	187,516		Weekdays	20	21
Fixed Routes (Sat)	636	22,351	15,843		Saturdays	5	5
PLUS (M-F)	93	18,248	16,880		Gamedays	1	1
-Zone 1*	78	15,353	13,395		Holidays	0	0
-Zone 2**	15	2,893	3,485		Weather	2	1
PLUS (Sat)***	21	994	683		Fiscal YTD Days	256	256
					Cal. YTD Days	102	102

\*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	250,942	251,881	■
# of Norman paratransit trips provided	19,240	21,000	■
% of on-time Norman paratransit pick-ups	97.78%	98.58%	●
# of Norman bus passengers per service hour, cumulative	15.63	13.04	■
# of Norman bus passengers per day, average	983	800*	●
% of Norman required paratransit pick-ups denied due to capacity	0.01%	0.00%*	●
% of on-time fixed-route arrivals	74.18%	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