



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: September 22, 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 on June 22nd, 2021. Staff are continuing to move forward on the next steps as recommended in the plan. Recent work includes:
 - Staff continue to have regular meetings with the architects to finalize renovation plans for the 320 E. Comanche St property into a City Transit Center. The next step is to acquire a cost estimate for the work to be completed before bidding out the work.
 - Staff are seeking Council's review and approval of a public participation process for the recommended route network on September 27, 2022. This will consist of 2-3 public meetings where staff will glean feedback on the proposed route changes. Finally, it will conclude with a final Council agenda item requesting review and approval to move forward with implementation.
 - Staff continue to work with partner agencies, such as EMBARK and Tyler Media, on the overall implementation plan for the recommended route network in the Go Norman Transit Plan. This includes a public participation process to finalize the route changes as mentioned above, implementing the bus stop changes, renovating the new Transit Center, marketing, and others.

• 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 are working to program the funds received from the FY22 FTA Low- or No-Emissions Vehicle Program to purchase 2 CNG 35' fixed route buses. Council will have agenda items seeking acceptance of the grant and an authorization to purchase the buses on September 27, 2022.
- Staff continue to research eligible grants to support existing operations, vehicle needs, and future improvements. Staff are researching project opportunities for the various ACOG grants that will be available over the next few months.

• 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 anticipates receiving these vehicles in October 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.
- Staff visited the bus manufacturer's facility between September 13-16, 2022 in order to inspect the buses as the manufacturing process was mostly complete. Unfortunately, there have been some part delays for these 2 buses which will prolong their delivery. Once fully complete, the manufacturer, Gillig, will perform tests before the buses are delivered.
- The City is currently in the process of purchasing 5 paratransit vans and staff anticipates receiving these vehicles in January-February 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 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.)
- The City is currently in the process of purchasing 3 CNG 35' fixed route buses and staff anticipates receiving these vehicles in October 2023-January 2024. 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.
 - 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 the 3 buses was approved by Council on August 23, 2022. Staff are now working with the manufacturer to officially place the buses on order.
- Regional Transportation Authority (RTA) Update
 - Due to Midwest City, Del City, and Moore withdrawing from the RTA, there was a need to amend the RTA Trust Indenture. Council approved the amended RTA Trust Indenture on September 13, 2022. Once Oklahoma City and Edmond have approved, each City will then need to appoint an additional RTA Director to the Board. Staff anticipates having this appointment on Council's agenda for consideration on September 27, 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 August 2022

PERFORMANCE REPORT

Transit System Report

August 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 August 2022 was 24,440 compared to 22,426 in August 2021. The average total daily ridership was 905 for August 2022, a 4.87% increase from 863 in August 2021. Fiscal-year-to-date ridership is 45,137 passengers, a 5.96% increase from the August 2021 YTD total of 42,600.

The fixed-route service totaled 22,291 for August 2022 compared to 20,789 for August 2021. Average fixed-route daily ridership for August 2022 was 830, compared to 800 for August 2021, a 3.75% increase. Passengers with bicycles or similar means of travel totaled 900, compared to 824 for August 2021. Passengers with wheelchairs or other mobility devices totaled 128, compared to 435 for August 2021.

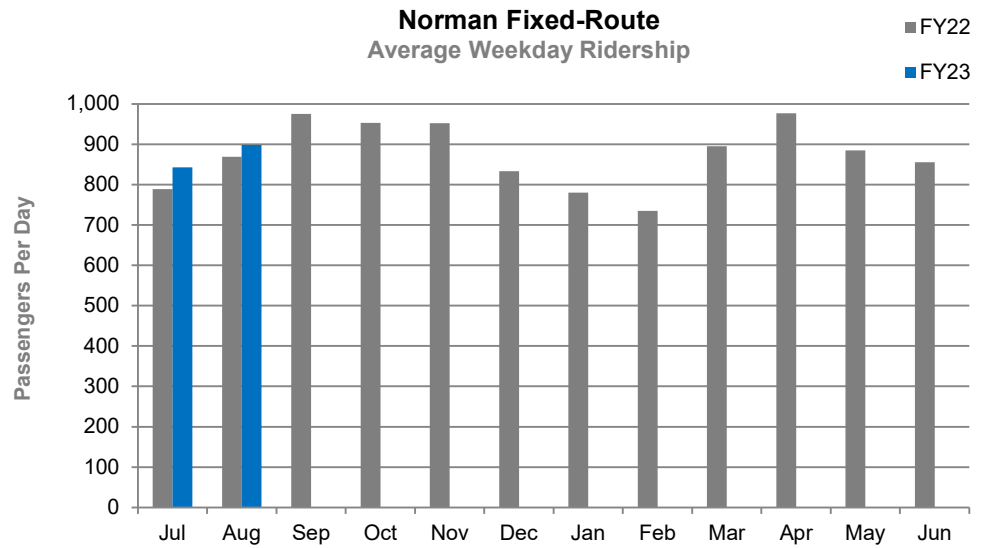
PLUS ridership totaled 2,149 for August 2022, compared to 1,637 for August 2021. The average total PLUS ridership was 80 for August 2022 and 63 for August 2021, a 26.98% increase. Passengers with wheelchairs or other mobility devices totaled 368 for August 2022, compared to 397 for August 2021, a 7.30% decrease.

Norman Transit Services	Aug FY23	Aug FY22	+/- Aug FY22
Fixed Routes (M-F)	20,555	19,112	7.55%
110 - Main Street	4,220	3,967	6.38%
111 - Lindsey East	8,927	7,839	13.88%
112 - Lindsey West	2,821	2,521	11.90%
120 - West Norman	178	134	32.84%
121 - Alameda	4,350	4,651	-6.47%
144 - Social Security	59	N/A	N/A
Fixed Routes (Sat)	1,736	1,677	3.52%
110 - Main Street	317	391	-18.93%
111 - Lindsey East	620	576	7.64%
112 - Lindsey West	256	268	-4.48%
121 - Alameda	543	442	22.85%
PLUS ADA Service	2,149	1,637	31.28%
PLUS (M-F)	2,057	1,566	31.35%
PLUS (Sat)	92	71	29.58%
Bikes	900	824	9.22%
Wheelchair	128	435	-70.57%
PLUS Wheelchair	368	397	-7.30%

Fixed Route Weekday Ridership

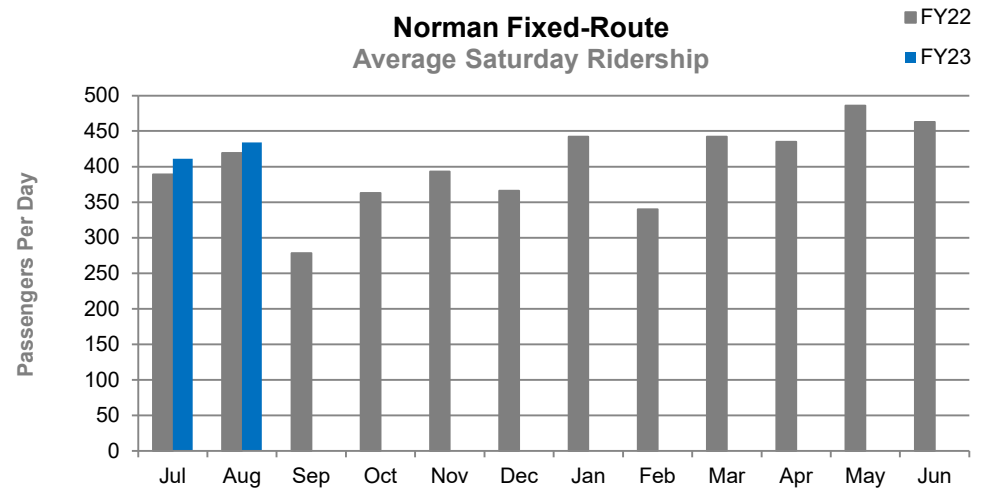
Total fixed-route weekday ridership for August 2022 was 20,555, a 7.55% increase from 19,112 in August 2021. Average weekday passenger ridership totaled 898 in August 2022; a 3.34% increase compared to 869 for August 2021. The average RPSH was 13.07.

Classes at the University of Oklahoma began August 22nd.



Fixed Route Saturday Ridership

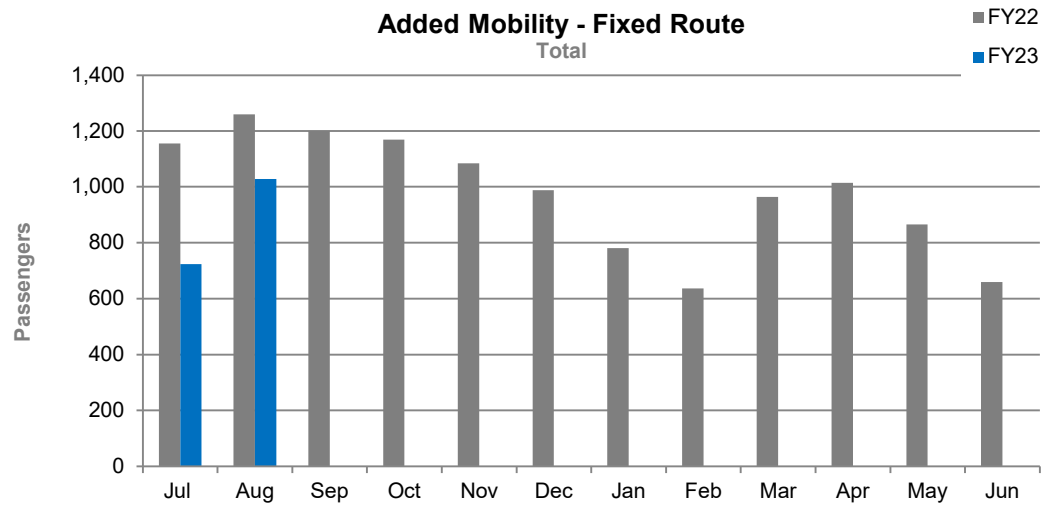
Total fixed-route Saturday ridership for August 2022 was 1,736, a 3.52% increase from 1,677 in August 2021. Average weekend passenger ridership totaled 434 for August 2022, a 3.58% increase over 419 in August 2021. The average RPSH was 12.27.



Added Mobility – Fixed Route

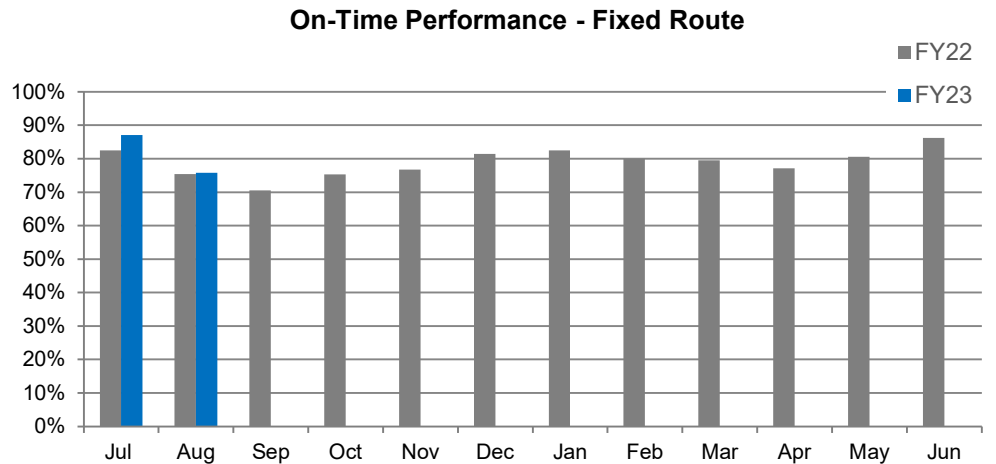
Total passengers with added mobility, such as bikes and wheelchairs, totaled 1,028 for August 2022, a 18.35% decrease from 1,259 in August 2021.

Bike passengers totaled 900, an 9.22% increase from 824 in August 2021. Wheelchair passengers totaled 128, an 70.57% decrease from 435 in August 2021.



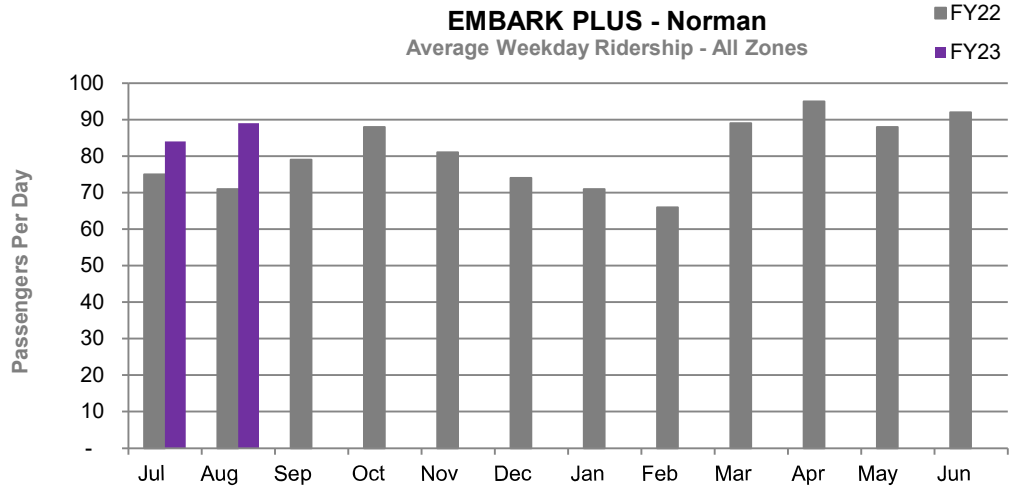
On-Time Performance – Fixed Route

Cumulative on-time performance for fixed-route buses was 75.8% in August 2022, a 0.40% increase from 75.4% in August 2021.



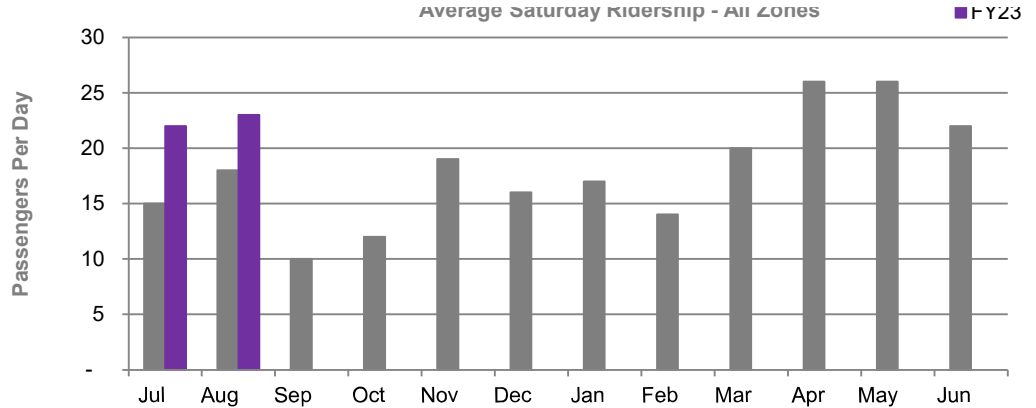
PLUS Weekday

Total PLUS weekday ridership for August 2022 was 2,057, a 31.35% increase from 1,566 in August 2021. Average weekday passenger ridership totaled 89 for August 2022, a 25.35% increase from 71 for August 2021. RPSH was 1.28.



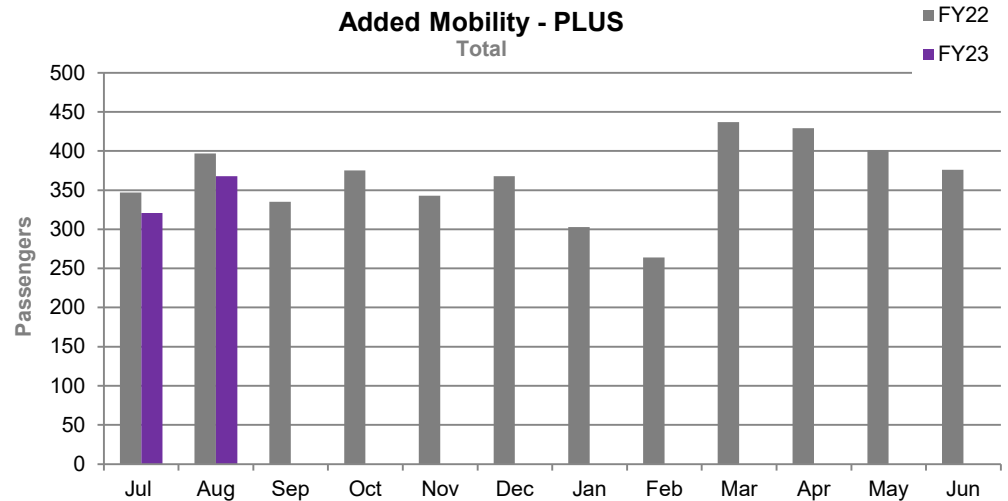
PLUS Saturday

Total PLUS Saturday ridership for August 2022 was 92, a 29.58% increase from 71 in August 2021. Average Saturday passenger ridership totaled 23 for August 2022, a 27.78% increase from 18 in August 2021. RPSH was 1.41.



Added Mobility - PLUS

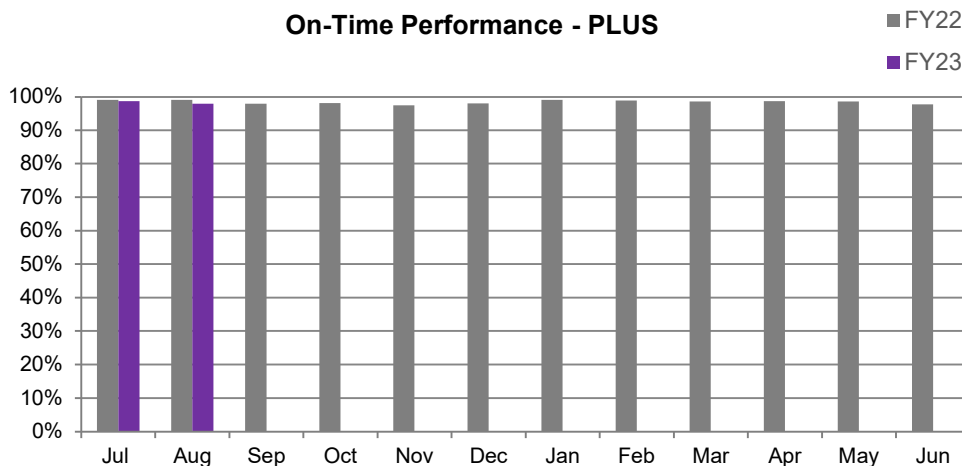
PLUS passengers with added mobility totaled 368 for August 2022, a 7.30% decrease from 397 in August 2021.



On-Time Performance - PLUS

Cumulative on-time performance for PLUS buses was 97.89%, a 1.16% decrease from 99.05% in August 2021.

Weekday on-time performance in the primary zone was 97.90%, a 1.01% decrease from 98.91% in August 2021. Weekday on-time performance in the secondary zone was 97.32%, a 2.05% decrease from 99.37% in August 2021. Saturday on-time performance was 100.00%, the same as August 2021.



PLUS Weekday Service Summary	Aug FY23	Aug FY22	+/- Aug FY22		PLUS Saturday Service Summary	Aug FY23	Aug FY22	+/- Aug FY22
Total Passengers	2,057	1,566	31.35%		Total Passengers	92	71	29.58%
Total Trips	1,956	1,507	29.79%		Total Trips	86	65	32.31%
Trips Daily Average	85	71	19.72%		Trips Daily Average	22	16	34.38%
Trips Requested	1,957	1,507	29.86%		Trips Requested	86	65	32.31%
Denied Trips	1	0	100.00%		Denied Trips	0	0	0.00%
Capacity Denials	1	0	100.00%		Capacity Denials	0	0	0.00%
No Show	22	27	-18.52%		No Show	1	1	0.00%

PLUS Applications	Aug FY23	Aug FY22	+/- Aug FY22
New Applications	10	12	-16.67%
Renewals Received	10	5	100.00%
Applications Approved	17	18	-5.56%
Applications Denied	0	0	0.00%

Summary of Services Table: August 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 Aug FY23	FY23 YTD	FY22 YTD		Service Profile	Aug FY23	Aug FY22
Fixed Routes (M-F)	898	37,405	35,687		Weekdays	23	22
Fixed Routes (Sat)	434	3,792	3,622		Saturdays	4	4
PLUS (M-F)	89	3,740	3,145		Gamedays	0	0
-Zone 1*	74	3,154	2,517		Holidays	0	0
-Zone 2**	17	586	628		Weather	0	0
PLUS (Sat)***	23	200	146		Fiscal YTD Days	52	52
					Cal. YTD Days	204	205

*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	41,197	251,881	●
# of Norman paratransit trips provided	3,940	21,000	●
% of on-time Norman paratransit pick-ups	98.26%	98.58%	■
# of Norman bus passengers per service hour, cumulative	12.62	13.04	●
# of Norman bus passengers per day, average	794	800*	●
% of Norman required paratransit pick-ups denied due to capacity	0.03%	0.00%*	●
% of on-time fixed-route arrivals	81.45%	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