



**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 28, 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

- Public Transportation Response to COVID-19 to Date
  - Current Service Changes & Policies
    - Suspended Route 144-Social Security (to be reinstated May 3, 2022 since the Social Security Office has reopened to walk-in appointments)
    - Mandatory face coverings while using transit services, a federal requirement on public transit (expiration date extended from April 18, 2022 to May 3, 2022). Due to Federal judicial ruling, this mandate was overturned with immediate effect on April 19, 2022 and is no longer in effect.
  - Enhanced Cleaning of Vehicles including Fogging
  - Operator Barriers Installed on Every Vehicle
- 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 22<sup>nd</sup>, 2021 meeting. Staff are continuing exploratory work 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 will begin work with consultants to renovate this into the new Transit Center.
    - 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 have 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. This amendment will make minor changes to the Go Norman Transit Plan to reflect the property at 318-320 Comanche Street to be used as a Transit Center, rather than The Depot. Staff are now working on an additional amendment to include architectural design for the renovation of the new transit center.

office memorandum

# office memorandum

- 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 completed drawing down all the funds available from the FTA CARES Act grant for the new Northbase facility housing the transit maintenance and operations activities.
  - Staff continue to research eligible grants to support existing operations, vehicle needs, and future improvements. This includes grants through programs at ACOG, FTA, and the RAISE grant. Please see the Go Norman Transit Plan section on the first page of this report for more information on an ACOG 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.
  - 22 out of 28 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 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 2021 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 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 purchase five (5) 3500 Dodge Promaster vans for the Public Transportation Fleet for a total of \$469,515. Due to ongoing supply chain issues the price of the vehicles has 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 are drafting a resolution to accept Surface Transportation Block Grant – Urbanized Area (STBG-UZA) funding through the Oklahoma Department of Transportation (ODOT) for the purchase of 2 35ft low-floor CNG transit buses. 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 report. Staff are available to answer any questions.

## Attached:

EMBARC Norman Performance Report for March 2022

# PERFORMANCE REPORT

## Transit System Report

March 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 March 2022 was 24,482, compared to 17,425 in February 2022. The average total daily ridership was 907 for March 2022, a 24.89% increase from 726 for February 2022, and a 28.83% increase from 704 in March 2021. Fiscal-year-to-date ridership is 196,108 passengers, a 26.87% increase from the March 2021 YTD total of 154,570.

The fixed-route service totaled 22,363 for March 2022 compared to 16,059 for February 2022. Average fixed-route daily ridership for March 2022 was 828, compared to 669 for February 2022, a 23.78% increase, and 647 for March 2021, a 27.97% increase. Passengers with bicycles or similar means of travel totaled 964, compared to 637 for February 2022 and 852 for March 2021. Passengers with wheelchairs or other mobility devices totaled 228, compared to 172 for February 2022 and 308 for March 2021.

PLUS ridership totaled 2,119 for March 2022, compared to 1,366 for February 2022 and 1,528 for March 2021. The average daily total PLUS ridership was 78 for March 2022 and 57 for February 2022, a 37.89% increase, and 57 for March 2021, a 38.68% increase. Passengers with wheelchairs or other mobility devices totaled 437 for March 2022, compared to 264 for February 2022, a 65.53% increase, and 300 for March 2021, a 45.67% increase.

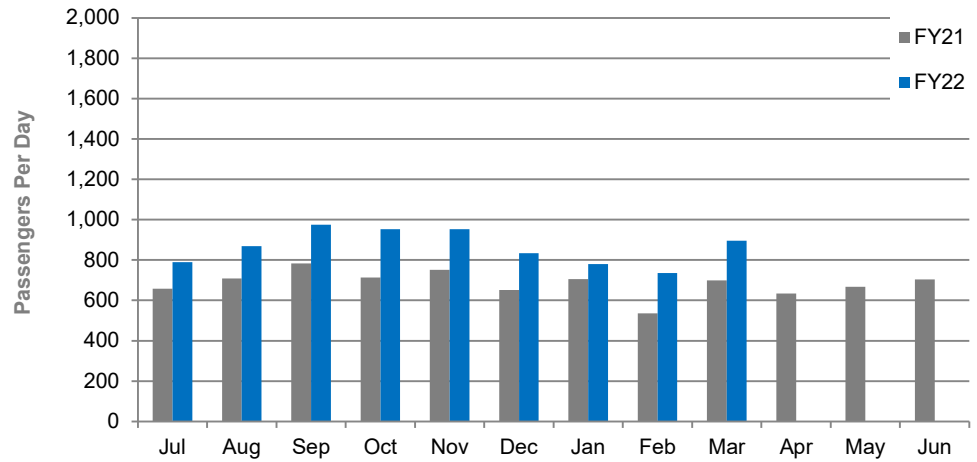
Norman Transit Services	Mar FY22	+/- Mar FY21	+/- Feb FY22
<b>Fixed Routes (M-F)</b>	<b>20,594</b>	<b>28.04%</b>	<b>40.11%</b>
110 - Main Street	4,033	57.60%	41.61%
111 - Lindsey East	8,256	30.86%	36.94%
112 - Lindsey West	3,055	40.91%	33.82%
120 - West Norman	192	14.29%	68.42%
121 - Alameda	5,058	49.16%	47.72%
144 - Social Security	0	0.00%	0.00%
<b>Fixed Routes (Sat)</b>	<b>1,769</b>	<b>27.17%</b>	<b>29.98%</b>
110 - Main Street	400	7.53%	22.32%
111 - Lindsey East	605	23.98%	30.95%
112 - Lindsey West	230	11.11%	8.49%
121 - Alameda	534	64.81%	48.33%
<b>PLUS ADA Service</b>	<b>2,119</b>	<b>38.68%</b>	<b>55.12%</b>
PLUS (M-F)	2,038	38.55%	55.45%
PLUS (Sat)	81	42.11%	47.27%
Bikes	736	13.15%	51.33%
Wheelchair	228	-25.97%	32.56%
PLUS Wheelchair	437	45.67%	65.53%

### Fixed Route Weekday Ridership

Total fixed-route weekday ridership for March 2022 was 20,594, a 40.11% increase from 14,698 in February 2022 and a 27.97% increase from 16,084 in March 2021. Average weekday passenger ridership totaled 895 in March 2022; a 21.84% increase compared to 735 for February 2022. Average ridership increased 28.04% compared to 699 passengers in March 2021. The average RPSH was 13.40.

Route 144 was not operated due to the ongoing COVID outbreak.

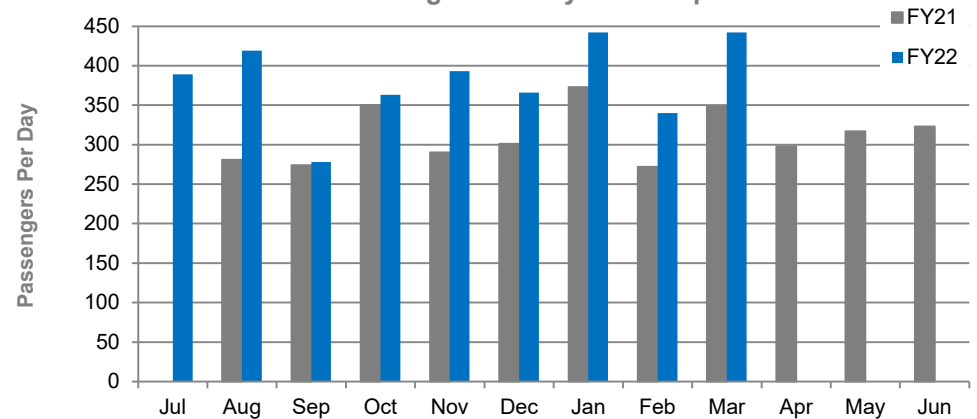
**Norman Fixed-Route**  
Average Weekday Ridership



### Fixed Route Saturday Ridership

Total fixed-route Saturday ridership for March 2022 was 1,769, a 29.98% increase over 1,361 for February 2022 and a 27.17% increase from 1,391 in March 2021. Average weekend passenger ridership totaled 442 for March 2022, a 29.98% increase, compared to 340 for February 2022, and a 27.17% increase over 348 in March 2021. The average RPSH was 12.50.

**Norman Fixed-Route**  
Average Saturday Ridership

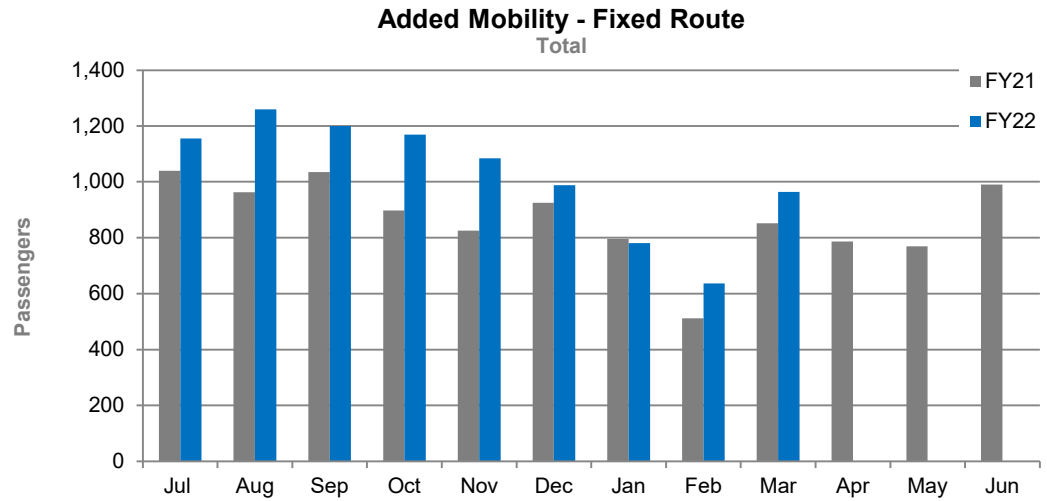


### Added Mobility – Fixed Route

Total passengers with added mobility, such as bikes and wheelchairs, totaled 964 for March 2022, a 51.33% increase from 637 in February 2022, and a 13.15% increase from 852 in March 2021.

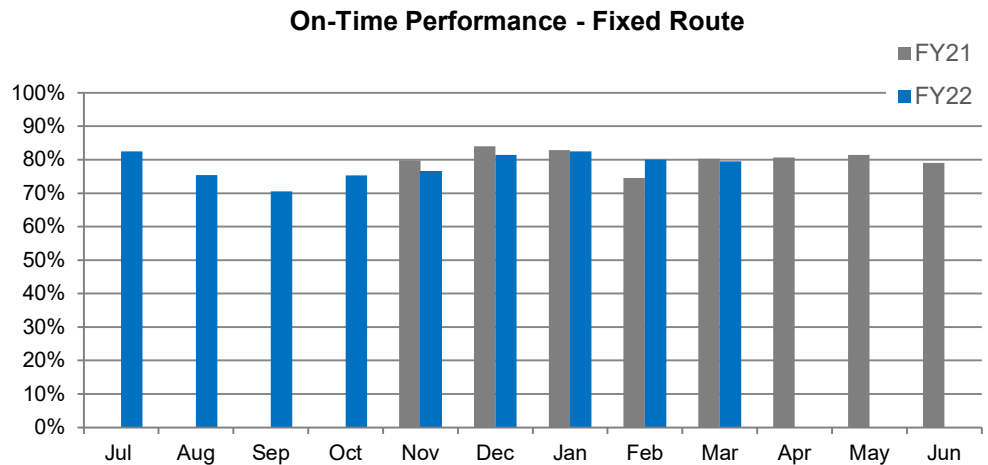
Bike passengers totaled 736, a 58.28% increase from 465 in February 2022 and a 35.29% increase from 308 in March 2021.

Wheelchair passengers totaled 228, a 32.56% increase from 172 in February 2022, and a 25.97% decrease from 308 in March 2021.



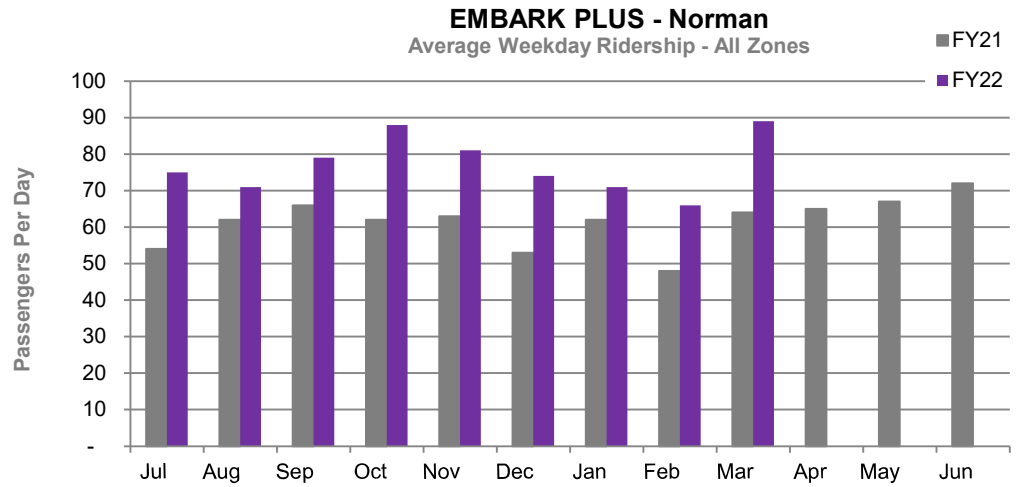
### On-Time Performance – Fixed Route

Cumulative on-time performance for fixed-route buses was 79.50% in March 2022, a 0.50% decrease from 80.00% in February 2022 and a 0.80% decrease from 80.30% in March 2021.



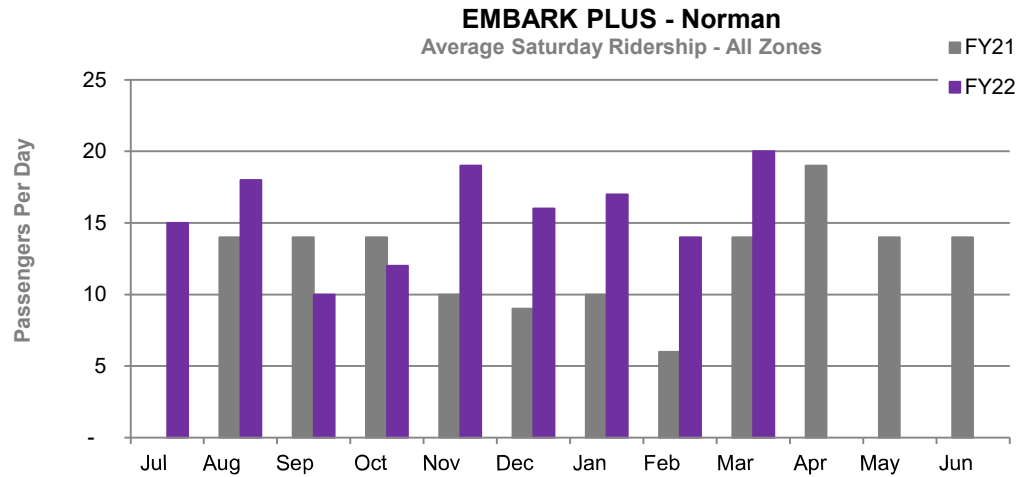
### PLUS Weekday

Total PLUS weekday ridership for March 2022 was 2,038, a 55.45% increase from 1,311 in February 2022, and a 38.55% increase from 1,471 in March 2021. Average weekday passenger ridership totaled 89 for March 2022, an 35.18% increase from 66 for February 2022 and a 38.55% increase from 64 for March 2021. RPSH was 1.32.



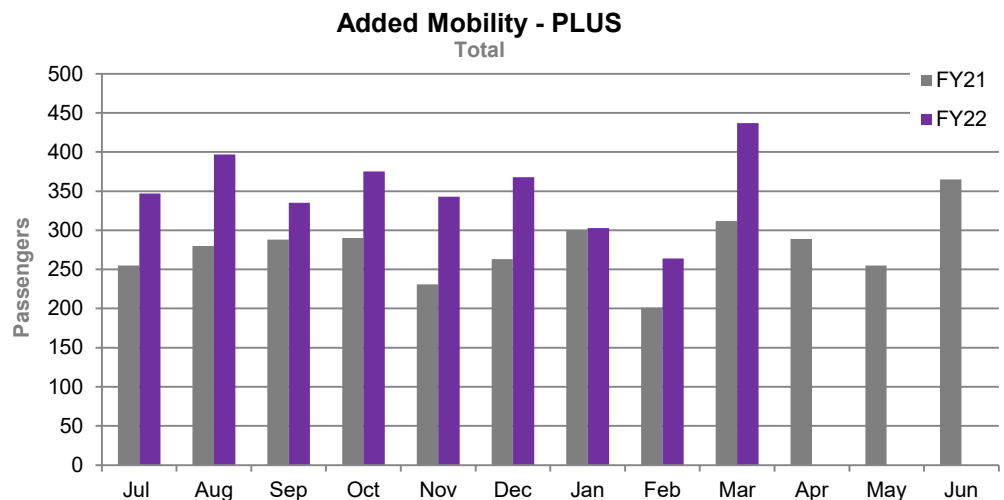
### PLUS Saturday

Total PLUS Saturday ridership for March 2022 was 81, a 47.27% increase from 55 in February 2022 and a 42.11% increase from 57 in March 2021. Average Saturday passenger ridership totaled 20 for March 2022, a 47.27% increase from 14 in February 2022 and a 42.11% increase from 14 in March 2021. RPSH was 1.37.



### Added Mobility - PLUS

PLUS passengers with added mobility totaled 437 for March 2022, a 65.53% increase from 264 in February 2022, and a 45.67% increase from 300 in March 2021.

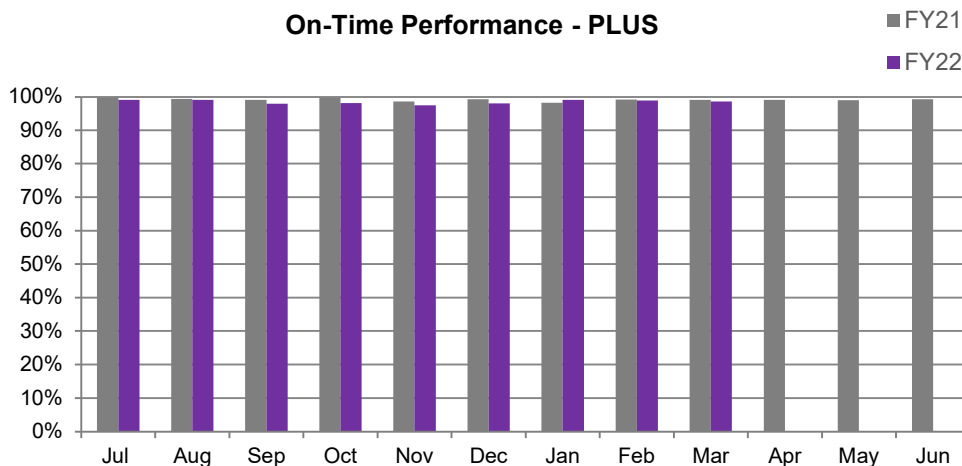


## On-Time Performance - PLUS

Cumulative on-time performance for PLUS buses was 98.58%, a 0.32% decrease from 98.90% in February 2022 and a 0.45% decrease from 99.03% in March 2021.

Weekday on-time performance in the primary zone was 98.59%, a 0.30% decrease from 98.89% in February 2022 and a 0.45% decrease from 99.14% in March

2021. Weekday on-time performance in the secondary zone was 99.03%, a 0.29% increase from 98.74% in February 2022 and a 1.31% increase from 99.47% in March 2021. Saturday on-time performance was 95.95%, a 4.05% decrease from 100.00% in February 2022 and a 0.48% decrease from 96.43% in March 2021.



PLUS Weekday Service Summary	Mar FY22	+/- Mar FY21	+/- Feb FY22		PLUS Saturday Service Summary	Mar FY22	+/- Mar FY21	+/- Feb FY22
Total Passengers	2,038	38.55%	55.45%		Total Passengers	81	42.11%	47.27%
Total Trips	1,903	36.81%	55.22%		Total Trips	74	32.14%	42.31%
Trips Daily Average	83	46.20%	34.97%		Trips Daily Average	19	32.14%	42.31%
Trips Requested	1,905	36.95%	55.38%		Trips Requested	74	32.14%	42.31%
Denied Trips	2	200.00%	200.00%		Denied Trips	0	0.00%	0.00%
Capacity Denials	2	200.00%	200.00%		Capacity Denials	0	0.00%	0.00%
No Show	27	0.00%	50.00%		No Show	1	0.00%	0.00%

PLUS Applications	Mar FY22	+/- Mar FY21	+/- Feb FY22
New Applications	19	216.67%	111.11%
Renewals Received	1	-80.00%	-66.67%
Applications Approved	9	0.00%	-18.18%
Applications Denied	3	300.00%	200.00%

## Summary of Services Table: March 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 Mar FY22	FY22 YTD	FY21 YTD		Service Profile	Mar FY22	Mar FY21	Feb FY22
Fixed Routes (M-F)	895	166,999	142,795		Weekdays	23	23	21
Fixed Routes (Sat)	442	13,670	10,395		Saturdays	4	4	3
PLUS (M-F)	89	14,885	11,401		Gamedays	0	0	0
-Zone 1*	70	11,786	9,022		Holidays	0	0	1
-Zone 2**	21	3,099	2,395		Weather	1	0	4
PLUS (Sat)***	20	554	374		Fiscal YTD Days	229	225	202
					Cal. YTD Days	75	76	48

\* 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	180,699	265,054	
# of Norman paratransit trips provided	15,439	19,000	
% of on-time Norman paratransit pick-ups	98.45%	95.00%	
# of Norman bus passengers per service hour, cumulative	12.65	13.14	
# of Norman bus passengers per day, average	788	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