

# PERFORMANCE REPORT

## Transit System Report

May 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 May 2023 was 29,881 compared to 22,453 in May 2022. The average total daily ridership was 1,195 for May 2023, a 33.07% increase from 898 in May 2022. Fiscal-year-to-date ridership is 300,063 passengers, a 23.29% increase from the May 2022 YTD total of 243,375.

The fixed-route service totaled 27,833 for May 2023 compared to 20,501 for May 2022. Average fixed-route daily ridership for May 2023 was 1,115 compared to 820 for May 2022, a 35.98% increase. Passengers with bicycles or similar means of travel totaled 885, compared to 662 for May 2022. Passengers with wheelchairs or other mobility devices totaled 271, compared to 203 for May 2022.

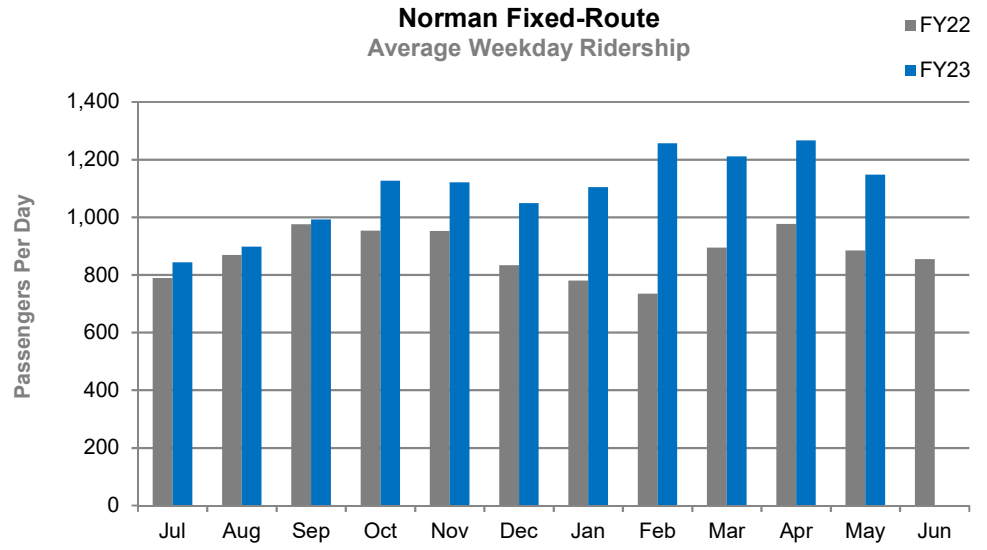
PLUS ridership totaled 2,048 for May 2023, compared to 1,952 for May 2022. The average total PLUS ridership was 82 for May 2023 and 78 for May 2022, a 5.13% increase. Passengers with wheelchairs or other mobility devices totaled 385 for May 2023, compared to 401 for May 2022, a 3.99% decrease.

Norman Transit Services	May FY23	May FY22	+/- May FY22
<b>Fixed Routes (M-F)</b>	<b>25,230</b>	<b>18,557</b>	<b>35.96%</b>
110 - Main Street	5,329	4,038	31.97%
111 - Lindsey East	11,170	7,416	50.62%
112 - Lindsey West	3,296	2,579	27.80%
120 - West	187	175	6.86%
121 - Alameda	5,231	4,331	20.78%
144 - Social Security	17	18	-5.56%
<b>Fixed Routes (Sat)</b>	<b>2,603</b>	<b>1,944</b>	<b>33.90%</b>
110 - Main Street	585	482	21.37%
111 - Lindsey East	939	672	39.73%
112 - Lindsey West	343	237	44.73%
121 - Alameda	736	553	33.09%
<b>PLUS ADA Service</b>	<b>2,048</b>	<b>1,952</b>	<b>4.92%</b>
PLUS (M-F)	1,943	1,848	5.14%
PLUS (Sat)	105	104	0.96%
Bikes	885	662	33.69%
Wheelchair	271	203	33.50%
PLUS Wheelchair	385	401	-3.99%

### Fixed Route Weekday Ridership

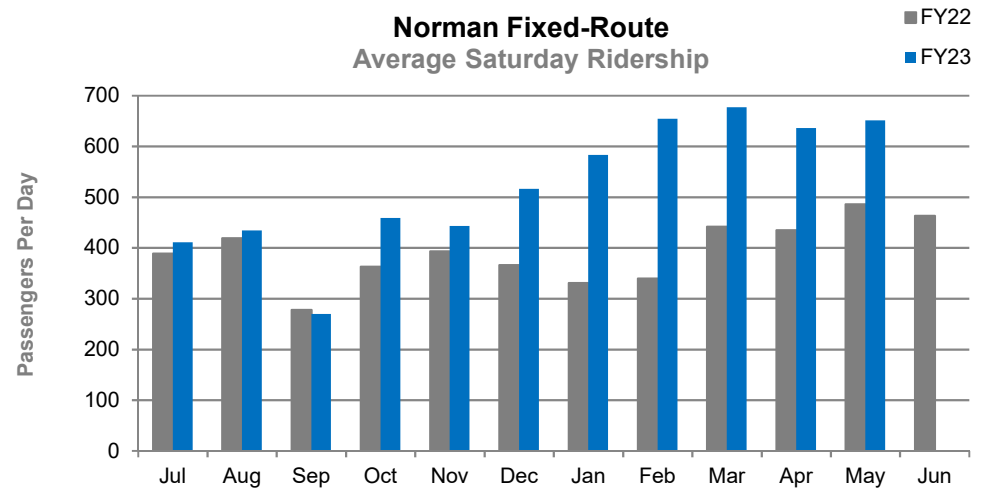
Total fixed-route weekday ridership for May 2023 was 25,230, a 35.96% increase from 18,557 in May 2022. Average weekday passenger ridership totaled 1,148 in May 2023; a 29.72% increase compared to 885 for May 2022. The average RPSH was 16.96.

May 2023 marks one year since the return of Route 144 to operation.



### Fixed Route Saturday Ridership

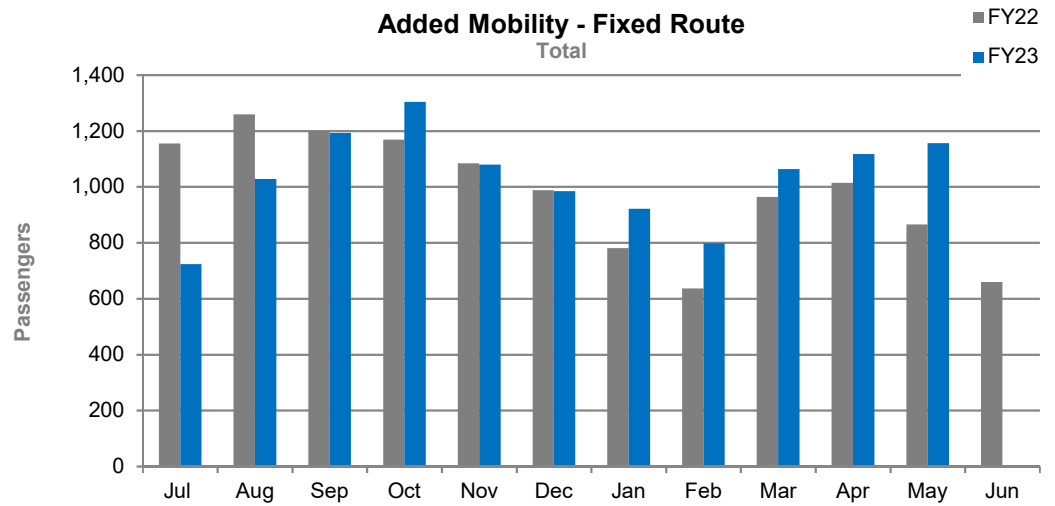
Total fixed-route Saturday ridership for May 2023 was 2,603, a 33.90% increase from 1,944 in May 2022. Average weekend passenger ridership totaled 651 for May 2023, a 33.95% increase from 486 in May 2022. The average RPSH was 18.46.



### Added Mobility – Fixed Route

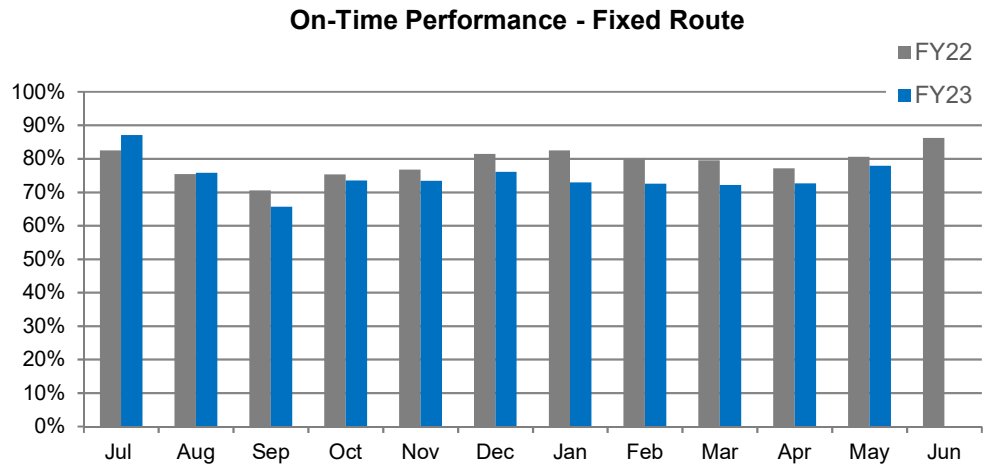
Total passengers with added mobility, such as bikes and wheelchairs, totaled 1,156 for May 2023, a 33.64% increase from 865 in May 2022.

Bike passengers totaled 885, an 33.69% increase from 662 in May 2022. Wheelchair passengers totaled 271, a 33.50% increase from 203 in May 2022.



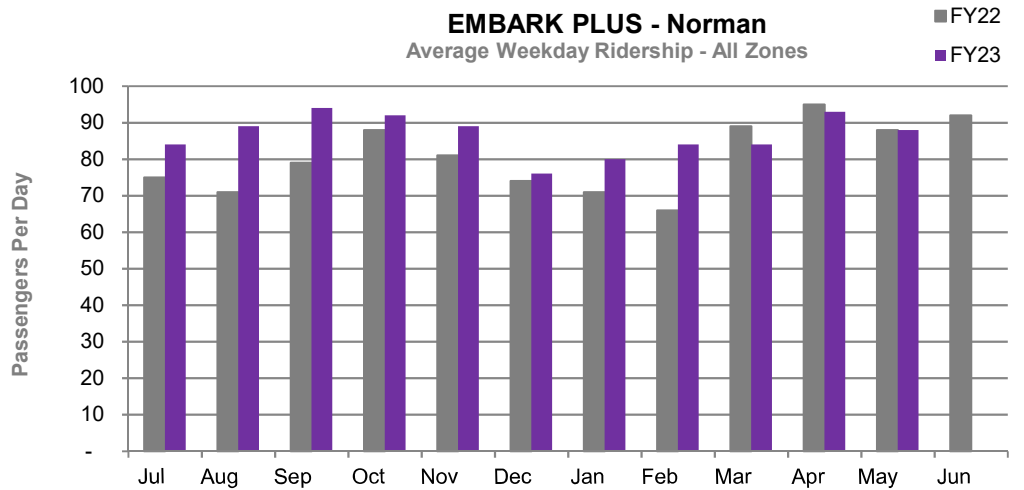
### On-Time Performance – Fixed Route

Cumulative on-time performance for fixed-route buses was 77.90% in May 2023, a 2.70% decrease from 80.60% in May 2022.



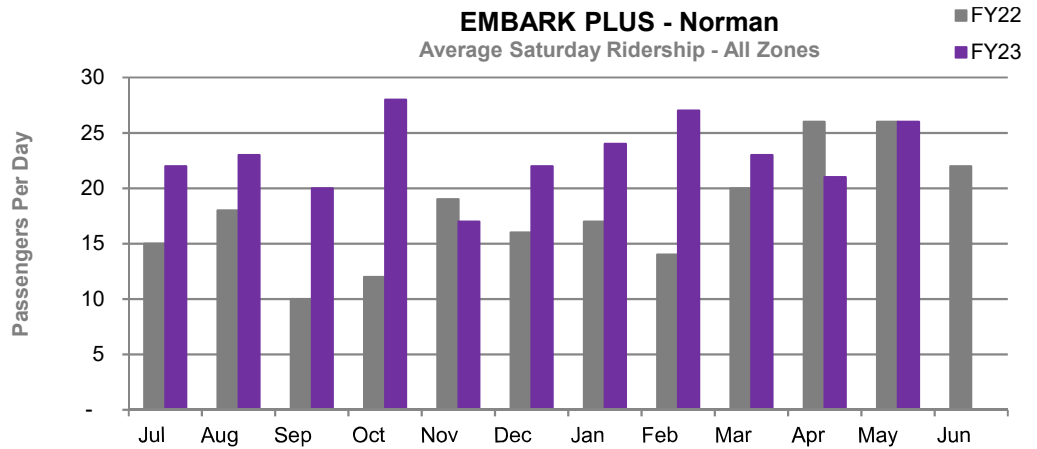
### PLUS Weekday

Total PLUS weekday ridership for May 2023 was 1,943, a 5.14% increase from 1,848 in May 2022. Average weekday passenger ridership totaled 88 for May 2023, the same as May 2022. RPSH was 1.18.



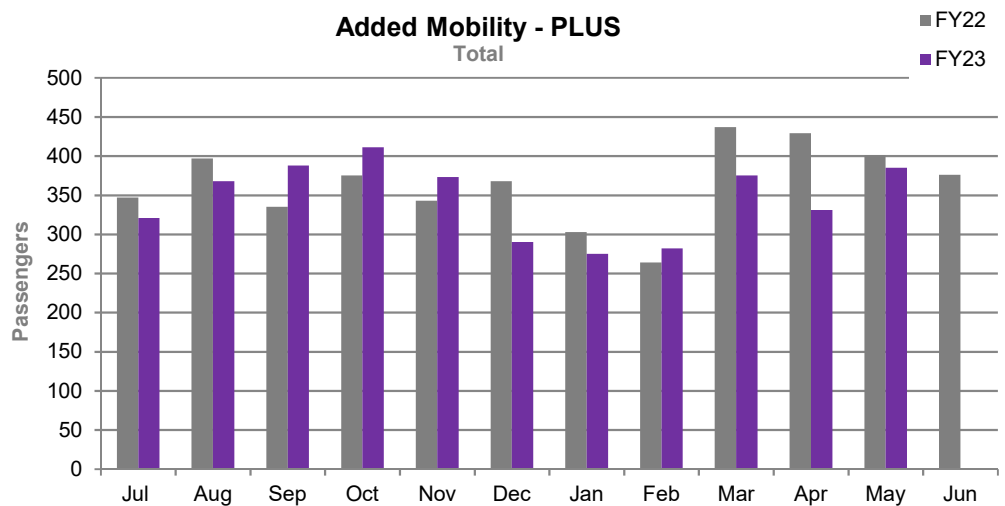
### PLUS Saturday

Total PLUS Saturday ridership for May 2023 was 105, a 0.96% increase from 104 in May 2022. Average Saturday passenger ridership totaled 26 for May 2023, the same as May 2022. RPSH was 1.31.



### Added Mobility - PLUS

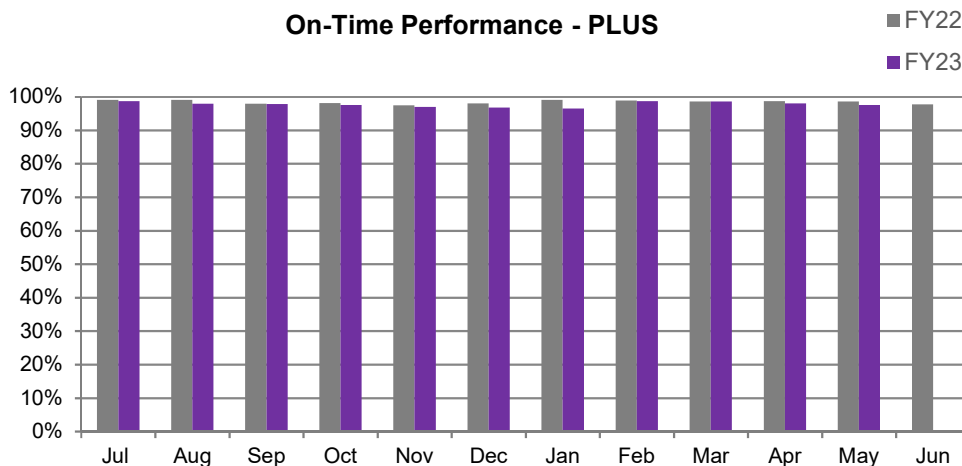
PLUS passengers with added mobility totaled 385 for May 2023, a 3.99% decrease from 401 in May 2022.



## On-Time Performance - PLUS

Cumulative on-time performance for PLUS buses was 97.51%, a 1.09% decrease from 98.60% in May 2022.

Weekday on-time performance in the primary zone was 97.39%, a 1.18% decrease from 98.57% in May 2022. Weekday on-time performance in the secondary zone was 98.01%, a 0.62% decrease from 98.63% in May 2022. Saturday on-time performance was 97.94%, a 1.06% decrease from 99.00% in May 2022.



PLUS Weekday Service Summary	May FY23	May FY22	+/- May FY22		PLUS Saturday Service Summary	May FY23	May FY22	+/- May FY22
Total Passengers	1,943	1,848	5.14%		Total Passengers	105	104	0.96%
Total Trips	1,832	1,760	4.09%		Total Trips	97	97	0.00%
Trips Daily Average	83	88	-5.68%		Trips Daily Average	24	24	0.00%
Trips Requested	1,863	1,760	5.85%		Trips Requested	100	97	3.09%
Denied Trips	31	0	3,100%		Denied Trips	3	0	300.00%
Capacity Denials	0	0	0.00%		Capacity Denials	0	0	0.00%
No Show	15	45	-66.67%		No Show	2	3	-33.33%

PLUS Applications	May FY23	May FY22	+/- May FY22
New Applications	13	12	8.33%
Renewals Received	13	5	160.00%
Applications Approved	21	11	90.91%
Applications Denied	0	0	0.00%

## Summary of Services Table: May 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 May FY23	FY23 YTD	FY22 YTD		Service Profile	May FY23	May FY22
Fixed Routes (M-F)	1,148	253,821	206,073		Weekdays	22	21
Fixed Routes (Sat)	651	24,954	17,787		Saturdays	4	4
PLUS (M-F)	88	20,189	18,728		Gamedays	0	0
-Zone 1*	74	16,978	14,955		Holidays	1	1
-Zone 2**	15	3,211	3,773		Weather	3	4
PLUS (Sat)***	26	1,099	787		Fiscal YTD Days	281	281
					Cal. YTD Days	127	127

\*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	278,775	251,881	■
# of Norman paratransit trips provided	21,288	21,000	■
% of on-time Norman paratransit pick-ups	97.76%	98.58%	●
# of Norman bus passengers per service hour, cumulative	15.76	13.04	■
# of Norman bus passengers per day, average	995	800*	●
% of Norman required paratransit pick-ups denied due to capacity	0.01%	0.00%*	●
% of on-time fixed-route arrivals	74.52%	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