

PERFORMANCE REPORT

Transit System Report

May 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 May 2022 was 22,453, compared to 24,814 in April 2022. The average total daily ridership was 898 for May 2022, a 5.87% decrease from 954 for April 2022, and a 37.17% increase from 655 in May 2021. Fiscal-year-to-date ridership is 243,375 passengers, a 29.74% increase from the May 2021 YTD total of 187,592.

The fixed-route service totaled 20,501 for May 2022 compared to 22,690 for April 2022. Average fixed-route daily ridership for May 2022 was 820, compared to 873 for April 2022, a 6.07% decrease, and 598 for May 2021, a 37.11% increase. Passengers with bicycles or similar means of travel totaled 662, compared to 760 for April 2022 and 394 for May 2021. Passengers with wheelchairs or other mobility devices totaled 203, compared to 254 for April 2022 and 375 for May 2021.

PLUS ridership totaled 1,952 for May 2022, compared to 2,124 for April 2022 and 1,415 for May 2021. The average total PLUS ridership was 78 for May 2022 and 82 for April 2022, a 4.88% decrease, and 57 for May 2021, a 36.84% increase. Passengers with wheelchairs or other mobility devices totaled 401 for May 2022, compared to 429 for April 2022, a 6.53% decrease, and 255 for May 2021, a 57.25% increase.

Norman Transit Services	May FY22	+/- May FY21	+/- Apr FY22
Fixed Routes (M-F)	18,566	38.88%	-9.51%
110 - Main Street	4,038	16.23%	-6.94%
111 - Lindsey East	7,416	42.37%	-13.19%
112 - Lindsey West	2,579	52.51%	-13.49%
120 - West Norman	175	49.57%	-6.91%
121 - Alameda	4,331	59.82%	-3.02%
144 - Social Security	18	N/A	N/A
Fixed Routes (Sat)	1,944	22.73%	-10.54%
110 - Main Street	482	7.59%	-3.02%
111 - Lindsey East	672	21.30%	-10.04%
112 - Lindsey West	237	21.54%	-26.63%
121 - Alameda	553	42.89%	-8.75%
PLUS ADA Service	1,952	37.95%	-8.10%
PLUS (M-F)	1,848	37.50%	-7.37%
PLUS (Sat)	104	46.48%	-19.38%
Bikes	662	68.02%	-12.89%
Wheelchair	203	-45.87%	-20.08%
PLUS Wheelchair	401	57.25%	-6.53%

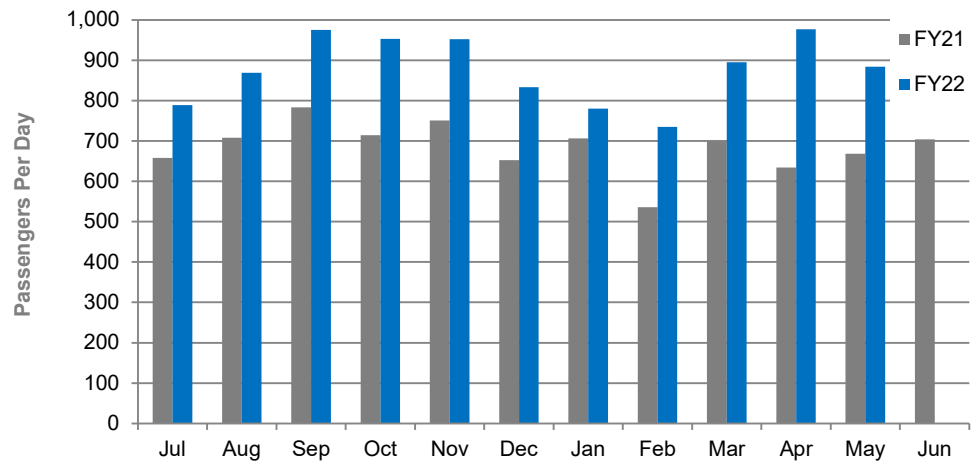
Fixed Route Weekday Ridership

Total fixed-route weekday ridership for May 2022 was 18,566, a 9.51% decrease from 20,517 in April 2022 and a 38.88% increase from 13,368 in May 2021. Average weekday passenger ridership totaled 885 in May 2022; a 9.42% decrease compared to 977 for April 2022. Average ridership increased 32.49% compared to 668 passengers in May 2021. The average RPSH was 12.95.

Route 144 resumed service for the first time since the start of the Covid-19 pandemic.

The spring semester at the University of Oklahoma ended on 5/13.

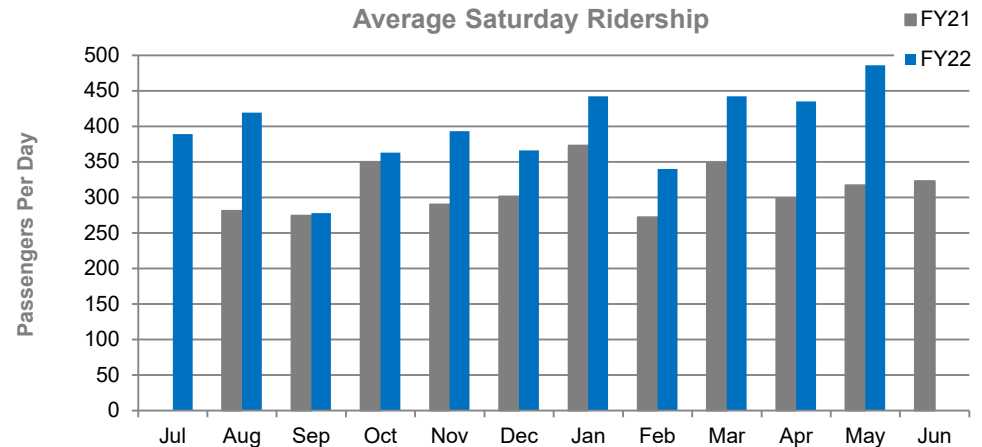
Norman Fixed-Route
Average Weekday Ridership



Fixed Route Saturday Ridership

Total fixed-route Saturday ridership for May 2022 was 1,944, a 10.54% decrease over 2,173 for April 2022 and a 22.73% increase from 1,584 in May 2021. Average weekend passenger ridership totaled 486 for May 2022, a 11.72% increase, compared to 435 for April 2022, and a 53.31% increase over 317 in May 2021. The average RPSH was 13.73.

Norman Fixed-Route
Average Saturday Ridership

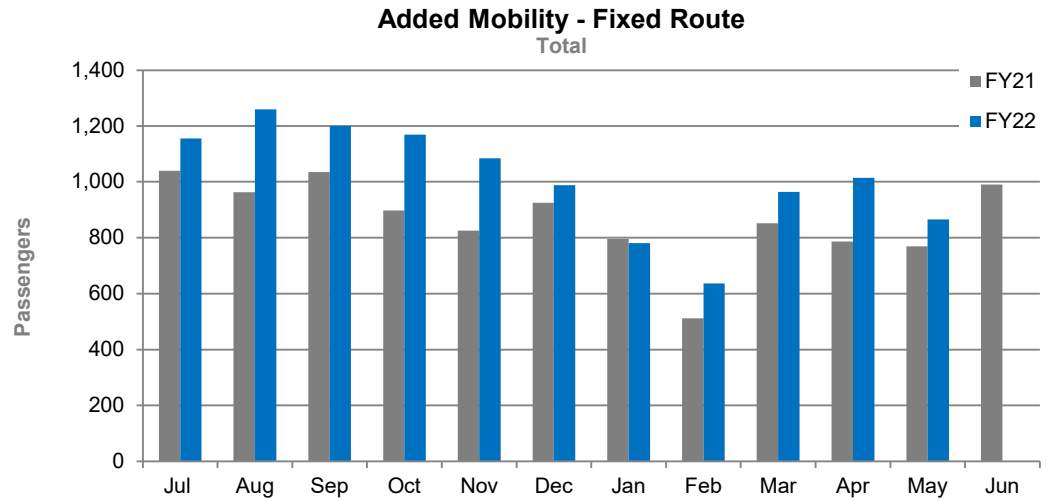


Added Mobility – Fixed Route

Total passengers with added mobility, such as bikes and wheelchairs, totaled 865 for May 2022, a 14.69% decrease from 1,014 in April 2022, and a 12.48% increase from 769 in May 2021.

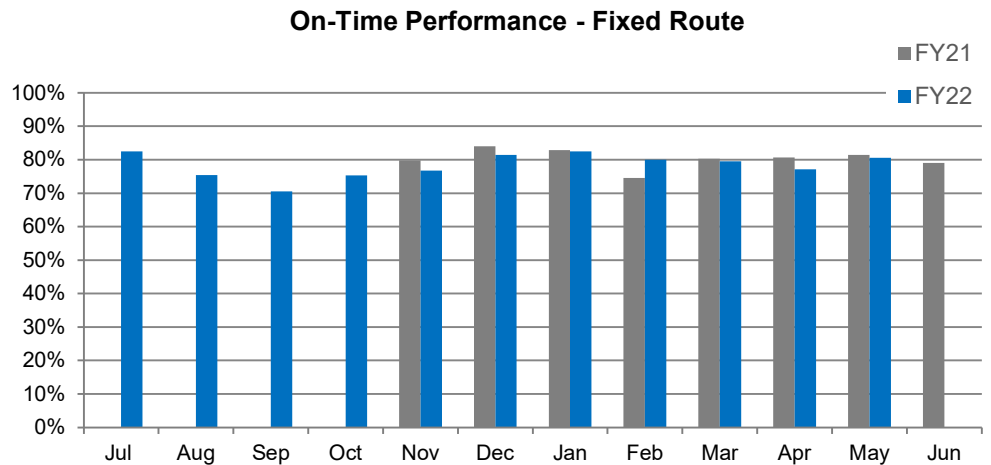
Bike passengers totaled 662, a 12.89% decrease from 760 in April 2022 and a 68.02% increase from 394 in May 2021.

Wheelchair passengers totaled 203, a 20.08% decrease from 254 in April 2022, and a 45.87% decrease from 375 in May 2021.



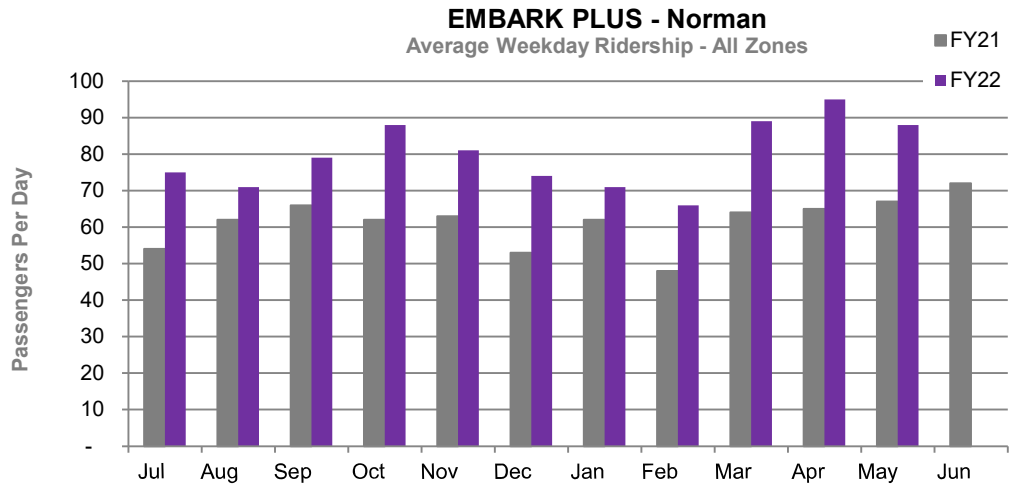
On-Time Performance – Fixed Route

Cumulative on-time performance for fixed-route buses was 80.60% in May 2022, a 3.50% increase from 77.10% in April 2022 and a 0.80% decrease from 81.40% in May 2021.



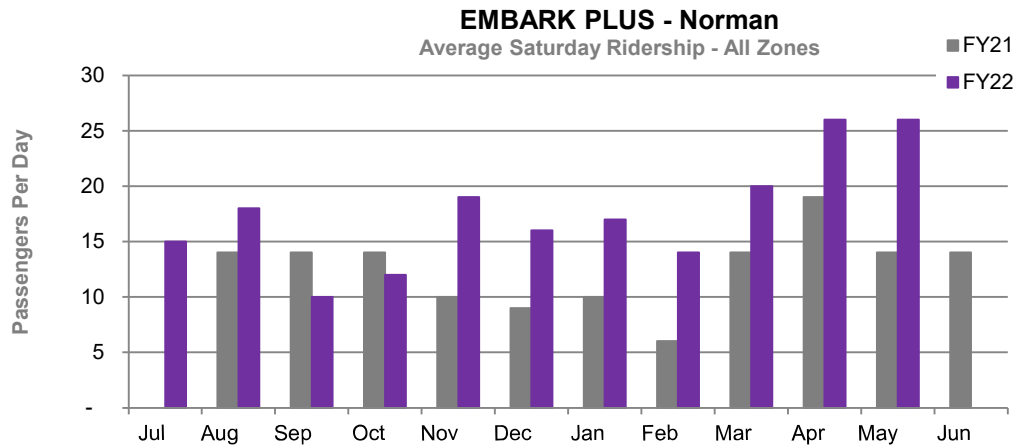
PLUS Weekday

Total PLUS weekday ridership for May 2022 was 1,848, a 7.37% decrease from 1,995 in April 2022, and a 37.50% increase from 1,344 in May 2021. Average weekday passenger ridership totaled 88 for May 2022, a 7.37% decrease from 95 for April 2022 and a 31.34% increase from 67 for May 2021. RPSH was 1.19.



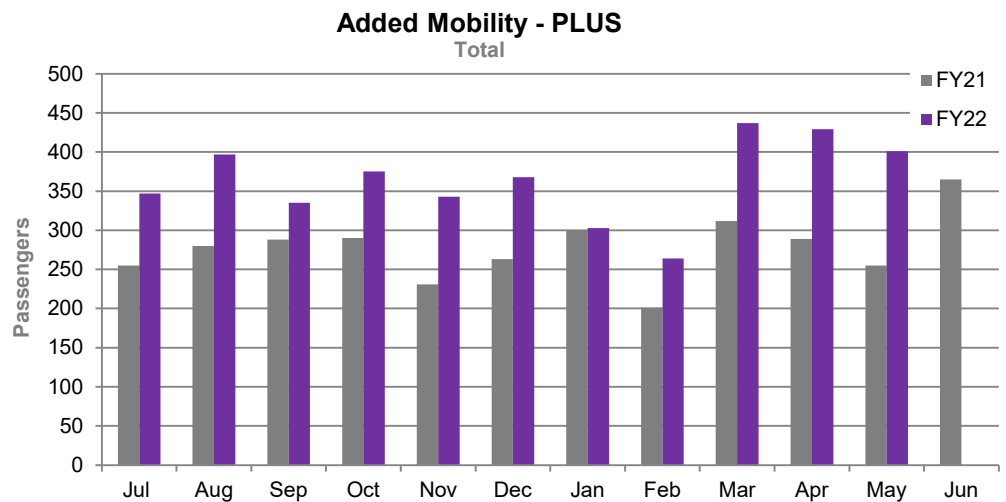
PLUS Saturday

Total PLUS Saturday ridership for May 2022 was 104, a 19.38% decrease from 129 in April 2022 and a 46.48% increase from 71 in May 2021. Average Saturday passenger ridership totaled 26 for May 2022, the same as April 2022 and an 85.71% increase from 14 in May 2021. RPSH was 1.42.



Added Mobility - PLUS

PLUS passengers with added mobility totaled 401 for May 2022, a 6.53% decrease from 429 in April 2022, and a 57.25% increase from 255 in May 2021.

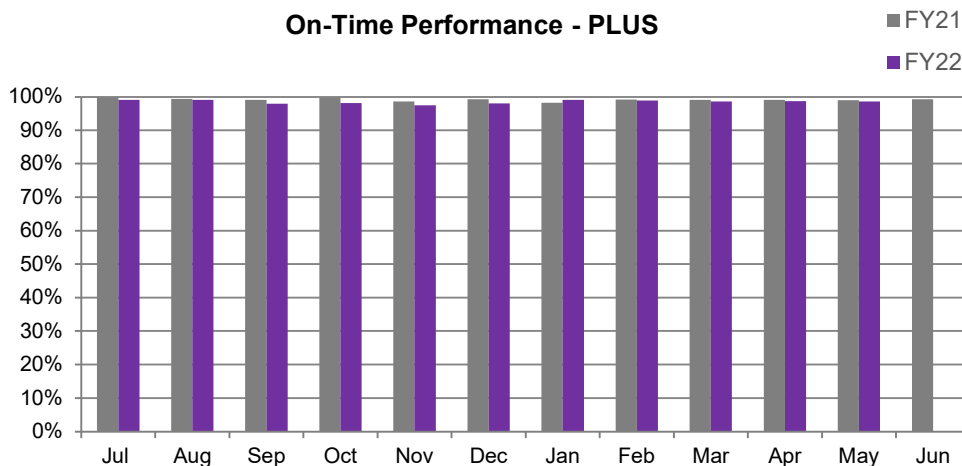


On-Time Performance - PLUS

Cumulative on-time performance for PLUS buses was 98.60%, a 0.11% decrease from 98.71% in April 2022 and a 0.38% decrease from 98.98% in May 2021.

Weekday on-time performance in the primary zone was 98.57%, a 0.04% decrease from 98.61% in April 2022 and a 0.52% decrease from 99.09% in May 2021.

Weekday on-time performance in the secondary zone was 98.63%, a 0.32% decrease from 98.95% in April 2022 and a 0.05% decrease from 98.68% in May 2021. Saturday on-time performance was 98.97%, a 0.19% decrease from 99.16% in April 2022 and a 0.34% increase from 98.63% in May 2021.



PLUS Weekday Service Summary	May FY22	+/- May FY21	+/- Apr FY22		PLUS Saturday Service Summary	May FY22	+/- May FY21	+/- Apr FY22
Total Passengers	1,848	37.50%	-7.37%		Total Passengers	104	46.48%	-19.38%
Total Trips	1,760	36.12%	-6.83%		Total Trips	97	32.88%	-18.49%
Trips Daily Average	84	47.37%	-6.67%		Trips Daily Average	24	60.00%	0.00%
Trips Requested	1,760	36.12%	-6.83%		Trips Requested	97	32.88%	-18.49%
Denied Trips	0	0.00%	-100.00%		Denied Trips	0	0.00%	0.00%
Capacity Denials	0	0.00%	0.00%		Capacity Denials	0	0.00%	0.00%
No Show	45	181.25%	18.42%		No Show	3	50.00%	200.00%

PLUS Applications	May FY22	+/- May FY21	+/- Apr FY22
New Applications	12	50.00%	20.00%
Renewals Received	5	400.00%	500.00%
Applications Approved	11	-15.38%	-35.29%
Applications Denied	2	100.00%	200.00%

Summary of Services Table: May 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 May FY22	FY22 YTD	FY21 YTD		Service Profile	May FY22	May FY21	Apr FY22
Fixed Routes (M-F)	885	206,073	159,718		Weekdays	21	22	21
Fixed Routes (Sat)	486	17,787	13,172		Saturdays	4	5	5
PLUS (M-F)	88	18,278	14,182		Gamedays	0	0	1
-Zone 1*	74	14,955	11,185		Holidays	1	1	0
-Zone 2**	14	3,773	2,997		Weather	4	0	2
PLUS (Sat)***	26	787	520		Fiscal YTD Days	280	276	255
					Cal. YTD Days	126	127	101

* 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	223,860	265,054	
# of Norman paratransit trips provided	19,515	19,000	
% of on-time Norman paratransit pick-ups	98.49%	95.00%	
# of Norman bus passengers per service hour, cumulative	12.83	13.14	
# of Norman bus passengers per day, average	799	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