



Public Engagement Summary Report

City of Norman

Proposed Summer 2023 Transit Service Changes

November 2022

Public Engagement Summary

City of Norman Proposed Summer 2023 Transit Service Changes

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I. INTRODUCTION

The City of Norman Transit and Parking Division, Department of Public Works, held three public meetings on November 15, 16, and 17, 2022, regarding proposed service changes for summer 2023. The purpose of the public meetings was to communicate the proposed changes, how to submit comments, and receive comments and feedback on the proposed service changes. The public meetings are required by the City's Public Participation Plan, an appendix of the City's Transit Title VI Program, in the event of any major service changes. The public meetings serve as an opportunity for public comment and feedback leading up to the City Council's final review and action regarding the proposed changes. Below is more information about the public meetings that occurred.

A. Background

Before 2019, Cleveland Area Rapid Transit (CART), a department of the University of Oklahoma, was the public transportation system, provider of public transportation, and recipient of FTA funding for the Norman Urbanized Area (UZA). In July 2019, the public transportation system was transitioned from the University of Oklahoma, and the City of Norman became the designated recipient of FTA funds for the Norman UZA. The City of Norman entered into a partnership with EMBARK, the transit provider for the City of Oklahoma City, to operate transit and paratransit services in Norman. The City of Norman, with these contracted services, now operates fare-free, fixed-route (EMBARK Norman), and paratransit service (EMBARK Plus).

Since assuming public transportation operations for the Norman UZA, EMBARK Norman has been operating the same routes that the University operated, with some slight modifications. In July 2020, the City hired a consultant, Nelson/Nygaard, to assist with updating the long range transit strategic plan. On June 22, 2021, the Go Norman Transit Plan was unanimously adopted by City Council following an 11-month process of collecting data and receiving feedback from stakeholders, City staff, City Council, and the public.

Projecting 10 years into the future, the Go Norman Transit Plan identified many recommendations for transit improvements in Norman. These recommendations included additional frequency, Sunday service, expanded service coverage, and expanded hours on weekdays and Saturdays. The recommendations were put into phases to help guide the City in making improvements strategically as funding becomes available. The first phase of improvements calls for revamping the current route network to better serve existing areas within or near the existing budget.

On September 27, 2022, City Council unanimously approved and acknowledged the Public Participation Process for the service changes as identified in the Go Norman Transit Plan and presented to the public during the public comment period.

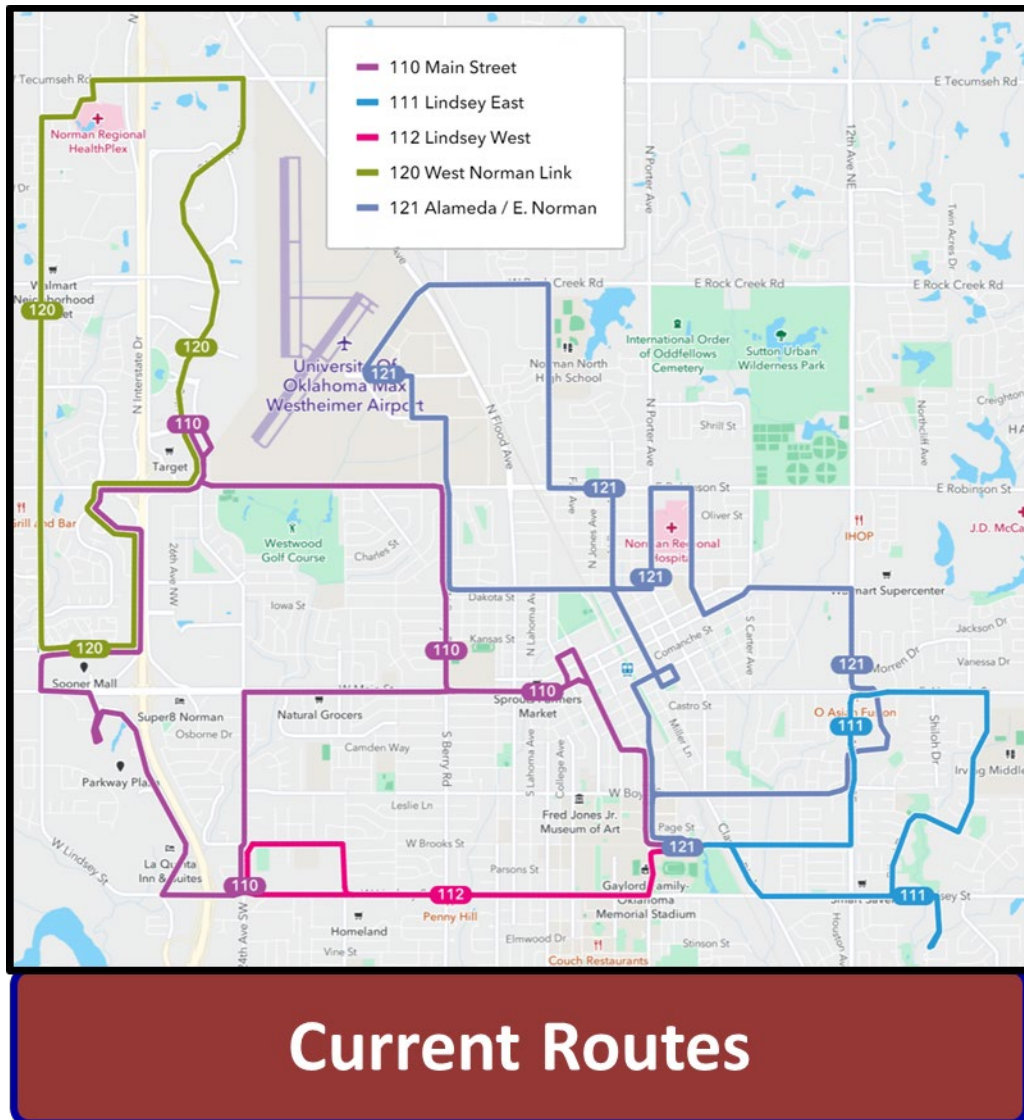
B. Summary of Proposed Service Changes

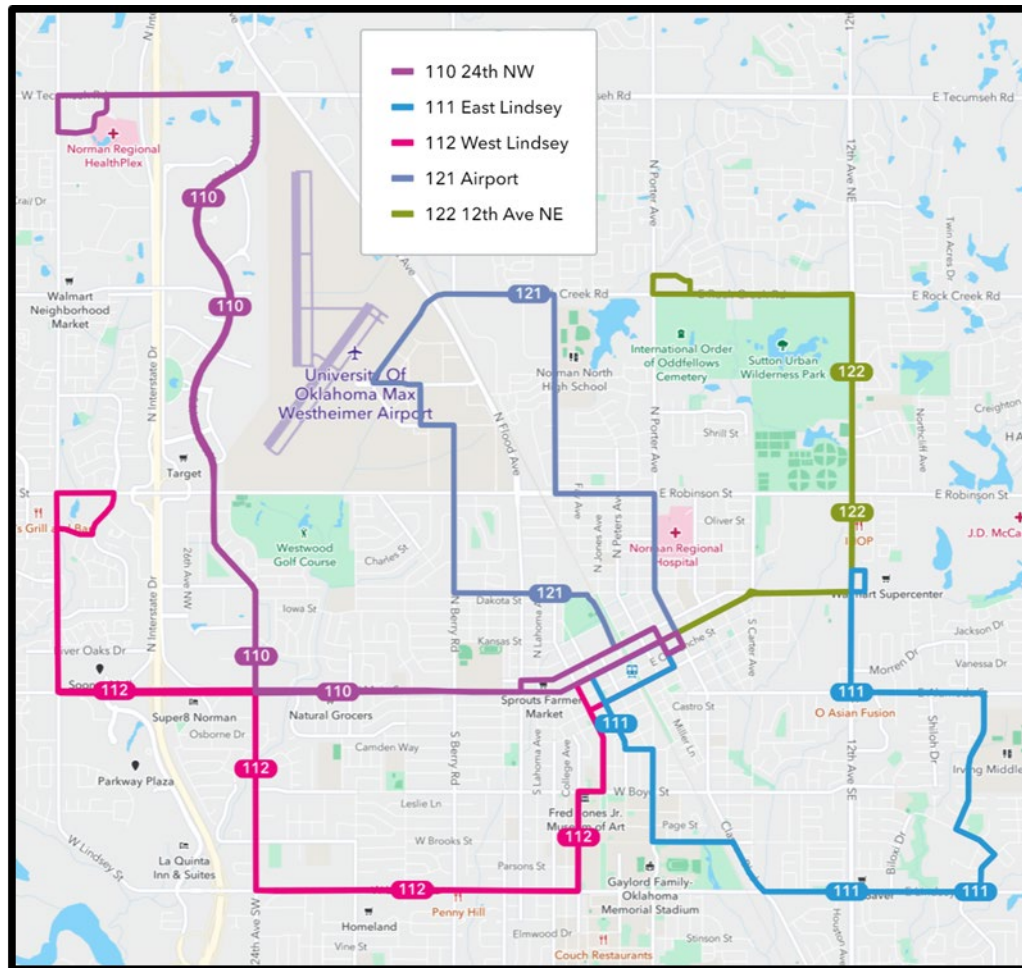
Below is a brief summary of the proposed transit service changes. A more detailed summary is located in Appendix B where the material that was presented at the public meetings can be reviewed.

All routes will be operated out of a new City Transit Center, located at 320 E Comanche St. City transit services currently utilize OU/CART's Brooks Street Transfer Station. In April 2022, the City purchased 320 E. Comanche St. with the intent to remodel the site into a City Transit Center. The remodel is planned to include many improvements, such as but not limited to: bus bays, ADA compliant circulation, benches, trashcans, shelters, public and staff restrooms, waiting area with vending machines and water fountain (with water bottle filling station), and a staff breakroom.

All routes will be reconfigured to improve service operations and passenger usability. This includes having the proposed routes operate bidirectionally. Currently, the route network operates on a large, looped system which often requires passengers to ride entire routes to get to and from their destinations. In the proposed system, a passenger could take a bus route from their origin to their destination, perform their tasks, and then board the same route going the opposite direction on the same street to return to their point of origin. This creates a more direct path of travel and simplifies the route network, making it easier to understand and easier to use. In addition, the proposed routes are recommended to operate on major streets, eliminating most of the areas where City buses operate on neighborhood streets. This will make the routes easier to operate since the major streets are better equipped to handle the heavy duty transit buses. With the route reconfiguration, some route segments will be eliminated or realigned, resulting in both discontinued and new bus stops. The decisions to place service on certain corridors/areas over another is based on past ridership, public comments, census data, operational feasibility, and other factors.

The next two pages contain maps of the current and proposed transit system routes. Again, more details on the proposed service changes can be found in Appendix B.





Proposed Routes

II. PUBLIC ENGAGEMENT

A broad reaching public engagement process was critical to ensuring that every opportunity was given to the public to review, submit comments, and ask questions regarding the proposed transit service changes. A dedicated City webpage was created for the proposed service changes. The webpage included much of the information below, including: a copy of the presentation given at the public meetings with a voiceover recording, a static copy of the presentation, the poster in Spanish, a broad overview of the current and proposed route network, the public notice with links to the Event Pages on the City's website for the public meetings, and information about how to submit public comments including a comment form at the bottom of the webpage.

A. Notification Efforts

Public meeting notifications were posted across multiple media platforms. The public was notified by newspaper, social media platforms, the City's website, press release, and posters (in English and Spanish). Appendix A contains copies of the following:

- Advertisements in the Norman Transcript news print.
- Social media notifications via Facebook.
- Notices posted to the City's Meeting and Events webpage.
- City's press release.
- Posters (in English and Spanish) placed in all transit vehicles and at City Hall.

In addition, emails were sent to approximately 150 stakeholders. The list was initially comprised during the Go Norman Transit Plan development and was refined during this public comment period. Stakeholders included those that were involved with various agencies in our community that served clients that often used transit and/or could assist with disseminating information about the proposed changes. The list was comprised of City/RTA/EMBARK staff, apartment complexes, nonprofits, health services, libraries, and other various community entities.

B. Public Meetings

Three public meetings were held on various days and times, both virtually and in person. The times, locations, and number of attendees for the public meetings were as follows:

- November 15, 2022: 12:00 – 1:00 p.m. (8 attendees outside City staff)
Virtual Meeting (Zoom)
Join: tinyurl.com/NormanTransitMeeting
Call in: 888-475-4499; Meeting ID: 873 4614 7180

- November 16, 2022: 2:30-3:30 p.m. (8 attendees outside City staff)
Norman Central Public Library
Oklahoma Redbud Room
102 W Acres St, Norman, OK 73069
- November 17, 2022: 6:30-7:30 p.m. (4 attendees outside City staff)
City of Norman City Hall
Council Chambers
201 W Gray St, Norman, OK 73069

These meetings were held at the date, time, and location as shown above with no issues. The format for each public meeting was intended to be identical, with staff providing a brief presentation followed by a question and answer session. Comment cards were also available in English and Spanish if attendees desired to submit their comment in written form. 19 individual discussions were recorded and 4 comment cards were collected at the public meetings. All feedback received is recorded and available for review in Appendix C.

C. Additional Efforts to Collect Public Comments

In addition to the three public meetings, staff worked to make many other avenues available for submitting public comments. This included:

- Submitting an online form available at the project website:
 - (<https://www.normanok.gov/residents-visitors/transit-parking/bus-transit-service-changes>)
 - Or via the shortened URL(www.tinyurl.com/NormanTransitChanges)
- Emailing transit@normanok.gov
- Calling 405-307-7219
- By sending postal mail to:
 - City of Norman Transit
 - ATTN: 2023 Summer Service Changes
 - P.O. Box 370
 - Norman, OK 73070

Comment cards were also made available at the City Hall central desk, as many members of the public interact with that staff person when visiting City Hall for meetings or services.

Outside of the discussions and comments received at the public meetings, approximately 18 comments were submitted using the various other options provided. All feedback received is recorded and available for review in Appendix C.

D. Summary of Feedback

In total, 41 official comment interactions were collected during the public comment period. 19 individual discussions were recorded and 4 comment cards were collected at the public meetings. Outside of the discussions and comments received at the public meetings, 18 comments were submitted using the various other options provided. While all comments are recorded in detail in Appendix C, below is a brief summary of the most frequent topics that came up in the public comments as well as paraphrased explanations of the answers given at the public meetings.

- TOPIC: Desire to have more service in East Norman, including to the Norman East Public Library.
 - There is a future route proposed that would serve more of East Norman, including the Norman East Public Library. This is a future improvement that is currently unfunded. Once funding is realized improvements will be made accordingly.
- TOPIC: Discontinuing service on Ed Noble Parkway and less direct access to the Norman West Public Library.
 - Unfortunately, Ed Noble Pkwy is not conducive to operate a bidirectional route with the east side of the street being next to the interstate and in ODOT right of way. In the Go Norman Transit Plan, the decision was made to propose bidirectional service along 24th Ave SW between Main St and Lindsey St, and Main St between 24th Ave SW and 36th Ave SW. This was due to identifying more housing and destinations along that corridor, in addition to the issues with Ed Noble Pkwy. In regards to the West Library, while it would no longer have an adjacent bus stop, the closest bus stop (on Main St just north of Sam's Club) would be approximately 0.3-0.4 mile or an 6-7-minute walk.
- TOPIC: Proposed removal of service on 12th Ave SE between Alameda St and Lindsey St
 - This area required a tough choice and trade off when evaluating route alignment in the Go Norman Transit Plan. In order to have bidirectional service, some areas had to be chosen over others to operate the routes based on ridership and operational efficiencies. There is a future route proposed that would serve 12th Ave SE between Alameda St and Triad Village Dr, and then operate on Triad Village Dr between 12th Ave SE and Alameda St.
- TOPIC: Proposed route operations on Beaumont Dr and Brandywine Ln where there are speed humps, and discontinued service on Biloxi Dr.
 - While speed humps are not ideal for transit buses, the proposed route has been tested and the buses can safely operate over the speed humps. However, ongoing testing, evaluation, and training of the new routes will occur if the proposed changes are approved. Utilizing Brandywine Ln instead of Biloxi Dr was another tradeoff that was made. There are many multifamily units that would gain access to service along

the proposed extension of route 111 to Brandywine Ln. In addition, much of the area that is currently covered by route 111 on Biloxi Dr is still within a reasonable walking distance (1/4 mile or a 5-10 minute walk).

- TOPIC: Routes serving the new Senior Wellness Center, Ruby Grant Park, Norman Porter Hospital Campus, and new Highway 9 ER.
 - The proposed route 121 would operate on Porter Ave, just west of the Senior Wellness Center and Norman Porter Hospital Campus. Unfortunately, there are no planned routes to Ruby Grant Park or the Highway 9 ER. During the Go Norman Transit Plan development, Ruby Grant was reviewed, however because of the distance the route would not have run on time if the park was included. While there are no plans to serve the Highway 9 ER, the Healthplex would have increased service with the proposed changes.
- TOPIC: Express route 024.
 - Route 024 is operated by EMBARK OKC and any proposed changes would be channeled through them. However, we do work closely with EMABRK and route 024 does operate in Norman so any concerns can be passed to City staff.
- TOPIC: Bus service to the University, and cooperation with OU/CART.
 - The proposed route network has route 111 and 112 departing from downtown and serving the Campus Corner and the University. Route 112 would operate on the west side of the University and Campus Corner. Route 111 would operate on the east side and would include a stop at the Brooks Street Transfer Station, which would allow riders to switch to OU/CART service routes.
- TOPIC: Fare-free operation.
 - The fare is and will stay at zero into the near future as recommended in the Go Norman Transit Plan. While Council could propose a fare to be implemented at any time, there would be a Public Comment Period similar to this one if it were proposed.
- TOPIC: Implementation timeline.
 - It is anticipated that Council will review and take action on the proposed changes at their December 13 Council meeting. If approved, staff would begin working on the next steps with the goal to have the new routes operate beginning in August 2023.

In addition to the comments and questions about the proposed service changes above, some comments received were in regards to current bus service policies on which staff will follow up on as appropriate. Again, all comments are located in Appendix C in more detail.

Many citizens participated in the public comment period to discuss areas where they were concerned service was lacking or may be reduced, however some expressed gratitude after

learning about the proposed service changes. Below are some of the topics in relation to the comments that were received and were seen as positive.

- TOPIC: Bidirectional operations.
 - While changing to bidirectional routes created difficult trade-offs in some areas, the overall response to the bidirectional nature of the proposed routes was positive. Bidirectional routes allow the buses to pass the same areas more frequently and no longer requires riders to ride through the entire loop route to return to their original destination.
- TOPIC: Creation of Route 122.
 - Response was positive to create access to additional parks and event facilities such as Sutton Wilderness, 12th Ave Recreation Center, and Griffin Park. There were also positive reactions to serving a greater population, such as the multifamily housing near Robinson St and 12th Ave NE as well as near Rock Creek Rd and Porter Ave. These changes address some of the comments by citizens during this public comment period concerning a desire to better serve apartments, parks, and event centers.
- TOPIC: Transit Center location and amenities.
 - Those that commented on the proposed new City Transit Center location and amenities were excited about it. Some of the specific amenities that citizens highlighted and shared appreciation for include:
 - Indoor Waiting Areas and Restroom: Having comfortable accommodation away from weather elements was important to respondents. The transition from portable restroom facilities currently available to indoor permanent facilities was especially appreciated across the board.
 - Vending Machines and Water Bottle Filling Fountain: Creating quick access to food and drink was emphasized as a particularly desirable amenity for those living with disabilities or who need to manage their health.
 - Downtown Location: Citizens were excited for the new location because of both the proximity to the various events that occur downtown as well as downtown multimodal options such as Legacy Trail and The Depot. Citizens were also pleased with how close the Transit Center is to The Depot because of possible future rail improvements such as commuter rail and extended or more frequent AMTRAK service.
- TOPIC: Appreciation for the opportunity to give feedback.
 - Citizens reacted positively to having the opportunity to give feedback on the proposed changes, and knowing it was considered, before final action is taken.

APPENDICES

A. Meeting Notifications

B. Meeting Materials

**C. Comments Received During Public Comment Period
(October 30, 2022 through November 21, 2022)**

APPENDIX A

Meeting Notifications

(Published in The Norman Transcript October 30, 2022, 1t)

NOTICE OF PUBLIC MEETINGS

CITY OF NORMAN TRANSIT

PROPOSED SUMMER

2023 SERVICE CHANGES

The City of Norman hereby provides notice of three Public Meetings in order to receive comments on proposed summer 2023 transit service modifications planned for implementation in August 2023. These service changes will affect the entire Norman Transit service.

Three public meetings will be held, the first on Tuesday, November 15 from noon-1pm via Zoom, tinyurl.com/NormanTransitMeeting, 888-475-4499, Meeting ID: 873 4614 7180. The second on Wednesday, November 16 from 2:30-3:30pm in the Oklahoma Redbud Room at the Central Norman Public Library, 102 W. Acres St, Norman, OK 73069. The third on Thursday, November 17 from 6:30-7:30pm in the City Council Chambers at City Hall, 201 W. Gray St, Norman, OK 73069.

The public meetings are being held to describe the proposed service changes and to receive comments. Based on input gathered it is anticipated that the City of Norman Council will act on these changes on December 13, 2022.

Please notify the City at least 48 hours in advance if you require a disability accommodation at one of the meetings. Written comments or questions about the proposed changes will be accepted through November 21, 2022, and may be submitted at the meetings, by emailing transit@normanok.gov, calling 405-307-7219, online at tinyurl.com/NormanTransitChanges, or mailing:

City of Norman Transit
ATTN: 2023 Summer Service Changes
P.O. Box 370
Norman, OK 73070

Proof of Publication

In the District Court of Cleveland County, State of Oklahoma

Case No: Transit - English Only

Affidavit of Publication

State of Oklahoma, County of Cleveland, ss:

I, the undersigned publisher, editor or Authorized Agent of the Norman Transcript, do solemnly swear that the attached advertisement was published in said paper as follows:

1st Publication

October 30, 2022

That said newspaper is Daily, in the city of Norman, Cleveland County, Oklahoma, a Daily newspaper qualified to publish legal notices, advertisements and publications as provided in Section 106 of Title 25, Oklahoma Statutes 1971, as amended, and complies with all other requirements of the laws of Oklahoma with reference to legal publications.

That said Notice, a true copy of which is attached hereto, was published in the regular edition of said newspaper during the period and time of publications and not in a supplement, on the above noted dates.

Signature

Subscribed and sworn before me on this 31st day of October 2022.

My commission expires July 10, 2024.

Notary Public
Commission # 20008340

Cost of Publication \$ 35.85

Ad # 00510058

Acct # 23166872

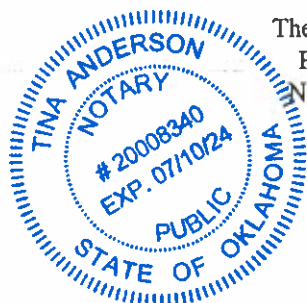
Copies: 1

PAY TO

The Norman Transcript
P.O. Drawer 1058
Norman, OK 73070

A copy of this affidavit of publication was delivered to the Office of the Cleveland County Court Clerk on October 31, 2022.

Please include the case number on your check.



(Published in The Norman Transcript October 30, 2022, 1t)

ANUNCIO DE REUNIONES PUBLICAS
PROPUESTO DE CAMBIOS DE
SERVICIOS PARA TRANSITO,
DE LA CIUDAD DE NORMAN
PARA EL VERANO DE 2023.

La Ciudad de Norman por lo presente esta proporcionando anuncios de tres Reuniones Publicas para recibir comentarios sobre el propuesto para cambios de servicio de transito para el verano de 2023 que sera implementado en Agosto 2023.

Estos cambios afectaran todos los Servicios de Transito en la Ciudad de Norman.

Las tres Reuniones Publicas se llevaran a cabo: La primera sera Martes, Noviembre 15 de 12pm-1pm via Zoom,

tinyurl.com/NormanTransitMeeting, 888-475-4499, Meeting ID: 873 4614 7180. La segunda sera Miercoles, Noviembre 16 de 2:30-3:30pm en el Oklahoma Redbud Room en la Biblioteca Publica Central de Norman, 102 W. Acres St, Norman, OK 73069. La tercera sera Jueves, Noviembre 17 de 6:30-7:30pm en la Camara de Consejo de La Ciudad, 201 W. Gray St, Norman, OK 73069.

Las reuniones publicas se estan realizando para explicar el propuesto de cambios de servicio y escuchar comentarios. Dependiendo del aporte que se reuna, es anticipado que El Concilio de la Ciudad de Norman llevara a cabo los cambios Diciembre 13, 2022.

Por favor avise a La Ciudad si necesita asistencia por discapacidad por lo menos 48 horas antes de la reunion. Comentarios o preguntas del cambio propuesto seran aceptados hasta Noviembre 21, 2022, y deben ser sometidos en la reunion, por correo electronico transit@normanok.gov, llamando 405-307-7219, en linea (tinyurl.com/NormanTransitChanges), o por correo:

City of Norman Transit

ATTN:

2023 Cambio de Servicios de el verano

P.O. Box 370

Norman, OK 73070

Proof of Publication

In the District Court of Cleveland County, State of Oklahoma

Case No: Transit - Spanish Only

Affidavit of Publication

State of Oklahoma, County of Cleveland, ss:

I, the undersigned publisher, editor or Authorized Agent of the Norman Transcript, do solemnly swear that the attached advertisement was published in said paper as follows:

1st Publication

October 30, 2022

That said newspaper is Daily, in the city of Norman, Cleveland County, Oklahoma, a Daily newspaper qualified to publish legal notices, advertisements and publications as provided in Section 106 of Title 25, Oklahoma Statutes 1971, as amended, and complies with all other requirements of the laws of Oklahoma with reference to legal publications.

That said Notice, a true copy of which is attached hereto, was published in the regular edition of said newspaper during the period and time of publications and not in a supplement, on the above noted dates.

Subscribed and sworn before me on this 31st day of October 2022.

Signature

My commission expires July 10, 2024.

Notary Public
Commission # 20008340

Cost of Publication \$ 39.75

Ad # 00510060

Acct # 23166872

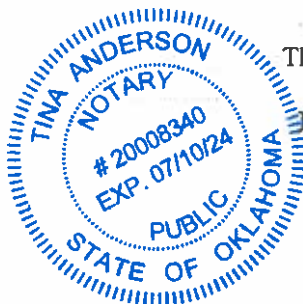
Copies: 1

PAY TO

The Norman Transcript
P.O. Drawer 1058
Norman, OK 73070

A copy of this affidavit of publication
was delivered to the Office of the
Cleveland County Court Clerk on
October 31, 2022.

Please include the case number on
your check.



Facebook Posts

 **City of Norman, OK - City Government** ✓
October 28 at 12:02 PM · 🌐

The City of Norman is seeking public comments on proposed transit service route changes planned for implementation summer 2023. This follows recommendations identified in the Go Norman Transit Plan, the City's long-range transit plan approved by Council in June 2021 after nearly a year of development. More information about the proposed route changes, public meetings, and how to provide comments can be found at tinyurl.com/NormanTransitChanges.

*This is an exciting time for... [See more](#)



WE WANT TO HEAR FROM YOU.

Offer input and feedback on proposed transit route changes through Nov. 21.

TO REVIEW CHANGES OR SUBMIT COMMENTARY, PLEASE VISIT:
[TINYURL.COM/NORMANTRANSITCHANGES](https://tinyurl.com/NormanTransitChanges)

CALL 405-307-7219 FOR MORE INFORMATION.

[WWW.NORMANOK.GOV](https://www.normanok.gov)


 **Embark**
November 9 at 5:00 PM · 🌐

The [City of Norman, OK - City Government](#) is hosting public meetings next week to present info & seek comment on Norman bus service changes planned to take effect in August 2023.

Check out bus service & public meeting details at <https://loom.ly/YaxelLw>



A photograph showing a blue and white bus stop sign for '111' and 'EMBARK NORMAN bus stop' on a street. A white bus with 'EMBARK' branding is visible in the background, driving on a road with a green lawn and utility poles.

 **City of Norman, OK - City Government** ✓
October 31 at 3:29 PM · 🌐

Transit & Parking Program Manager Taylor Johnson presents potential changes to the City of Norman's 2023 Public Transit routes.

For more information, visit <https://tinyurl.com/NormanTransitChanges>

Voice of: Taylor Johnson,
Transit & Parking Program Manager



PUBLIC MEETING
Proposed City of Norman
Transit Service Changes

0:02 / 26:43

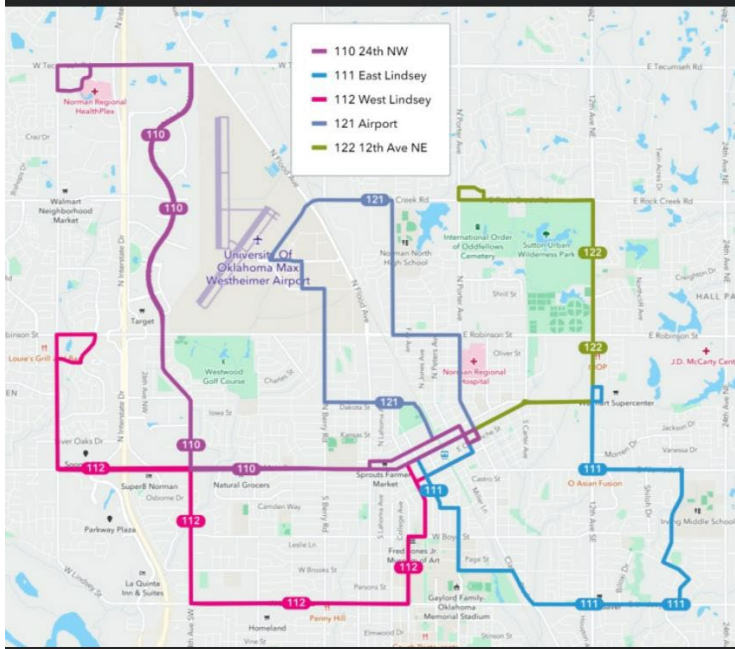
A video player interface showing a presentation slide with a blue and white background and the City of Norman logo. The video title is 'PUBLIC MEETING Proposed City of Norman Transit Service Changes'. The progress bar shows 0:02 / 26:43. There are icons for settings, share, download, and volume.

Embark
November 12 at 12:00 PM · 🌐

Norman, mark your calendars 📅

City of Norman, OK - City Government is hosting a virtual public meeting Nov. 15 and in-person public meetings Nov. 16 & 17 to present info on proposed bus service modifications, including changes to routes & schedules.

Get meeting details at <https://loom.ly/CFNlnvs>



City of Norman, OK - City Government 🇺🇸
November 14 at 9:24 AM · 🌐

KIND REMINDER!

Public input meetings for the proposed transit service route changes are occurring Tuesday, Wednesday and Thursday this week. All are welcome. Learn more and view details here: <https://www.normanok.gov/.../city-norman-seeks-public...>

WE WANT TO HEAR FROM YOU.

Offer input and feedback on proposed transit route changes through Nov. 21.

TO REVIEW CHANGES OR SUBMIT COMMENTARY, PLEASE VISIT:
[TINYURL.COM/NORMANTRANSITCHANGES](https://tinyurl.com/normantransitchanges)

CALL 405-307-7219 FOR MORE INFORMATION.

[WWW.NORMANOK.GOV](https://www.normanok.gov)

City of Norman, OK - City Government 🇺🇸
October 28 at 12:02 PM · 🌐

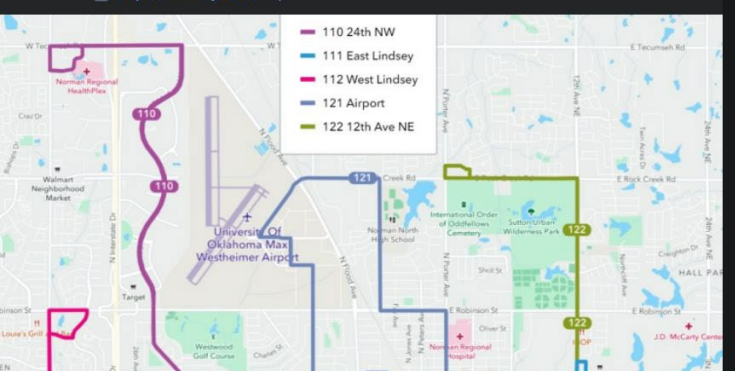
The City of Norman is seeking public comments on proposed transit service route changes planned for implementation summer 2023. This follows recommendations ide... [See more](#)

Embark
2d · 🌐

November 15, 2022 at 11:45 AM

REMINDER: The **City of Norman, OK - City Government** is hosting a virtual public meeting from noon-1pm today to present info & receive comments on proposed transit service modifications planned for implementation in August 2023. Additional meetings will be held Wednesday & Thursday.

Watch live ▶ <https://loom.ly/QIQucq>



Embark
4d · 🌐


November 17, 2022 at 4:15 PM

REMINDER: The **City of Norman, OK - City Government** is hosting a public meeting at 6:30pm tonight at Norman City Hall to present information on bus service modifications planned for implementation in August 2023.

Get info on proposed changes & how to submit comments at <https://loom.ly/cOMGjr0>



City of Norman Events and Meeting Pages Posting




City of Norman, OK
Building an Inclusive Community


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[Home](#) > [Events](#) > [Virtual Public Meeting: Norman Transit Service Changes 2023 - 1 of 3](#)

Virtual Public Meeting: Norman Transit Service Changes 2023 - 1 of 3



 Tuesday, Nov 15, 2022

 12:00 - 1:00 PM

The City of Norman hereby provides notice of the first of three Public Meetings in order to receive comments on proposed transit service modifications planned for implementation in August 2023. Based on input gathered at the public meetings, it is anticipated that the City of Norman Council will act on these changes on December 13, 2022. These service changes will affect the entire Norman Transit service.

Meeting locations are compliant with ADA accessibility requirements. If accommodations are required because of a disability please contact the Transit and Parking Division 48 hours ahead of the meeting time where accommodations will be required so the requested accommodation can be provided. Examples of accommodations might include interpreter services, alternate formats, auxiliary aids, or any other accessibility accommodation.

All public meetings may be recorded or photographed and all official comments and sign-in sheets are subject to open records requests. This meeting will be a Virtual Meeting conducted on Zoom.

[Join](#)

tinyurl.com/NormanTransitMeeting

Call in: 888-475-4499

Meeting ID: 873 4614 7180

For more information about the service changes which are the topic of this meeting, please visit:

[Bus Transit Service Changes](#)

[Community Event](#)

[Print](#) [Share](#)

Public Works - Transit & Parking Contact

City of Norman
Public Works - Transit & Parking
1310 DaVinci Street
Norman, OK 73069

Phone: (405) 307-7219
Email: transit@normanok.gov

EMBARK Bus Services

Customer Service
Phone: (405) 235-RIDE (7433)

Plus Paratransit Scheduling
Phone: (405) 235-PLUS (7587)

[Live Maps and Arrival Times](#)

Parking Services

[Download the Flowbird Parking App](#)

[Report a Parking Problem Online](#)

[Pay a Parking Citation](#)



Public Meeting: Norman Transit Service Changes 2023 - 2 of 3

Wednesday, Nov 16, 2022

2:30 - 3:30 PM

Norman Central Public Library



The City of Norman hereby provides notice of the second of three Public Meetings in order to receive comments on proposed transit service modifications planned for implementation in August 2023. Based on input gathered at the public meetings, it is anticipated that the City of Norman Council will act on these changes on December 13, 2022. These service changes will affect the entire Norman Transit service.

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All public meetings may be recorded or photographed and all official comments and sign-in sheets are subject to open records requests.

Wednesday, November 16, 2022: 2:30-3:30 p.m.

Norman Central Public Library

Oklahoma Redbud Room

102 W Acres St, Norman, OK 73069

For more information about the service changes which are the topic of this meeting, please visit:

[Bus Transit Service Changes](#)

Location Details

Norman Central Public Library
102 W Acres St
Norman, OK 73069



Public Works - Transit & Parking Contact

City of Norman
Public Works - Transit & Parking
1310 DaVinci Street
Norman, OK 73069

Phone: (405) 307-7219
Email: transit@normanok.gov

EMBARK Bus Services

Customer Service
Phone: (405) 235-RIDE (7433)

Plus Paratransit Scheduling
Phone: (405) 235-PLUS (7587)

[Live Maps and Arrival Times](#)

Parking Services

[Download the Flowbird Parking App](#)

[Report a Parking Problem Online](#)

[Pay a Parking Citation](#)



Public Meeting: Norman Transit Service Changes 2023 - 3 of 3

Thursday, Nov 17, 2022

6:30 - 7:30 PM

City of Norman - City Hall



The City of Norman hereby provides notice of the final of three Public Meetings in order to receive comments on proposed transit service modifications planned for implementation in August 2023. Based on input gathered at the public meetings, it is anticipated that the City of Norman Council will act on these changes on December 13, 2022. These service changes will affect the entire Norman Transit service.

Meeting locations are compliant with ADA accessibility requirements. If accommodations are required because of a disability please contact the Transit and Parking Division 48 hours ahead of the meeting time where accommodations will be required so the requested accommodation can be provided. Examples of accommodations might include interpreter services, alternate formats, auxiliary aids, or any other accessibility accommodation.

All public meetings may be recorded or photographed and all official comments and sign-in sheets are subject to open records requests.

November 17, 2022: 6:30-7:30 p.m.

City of Norman - City Hall

Council Chambers

201 W Gray St, Norman, OK 73069

For more information about the service changes which are the topic of this meeting, please visit:

[Bus Transit Service Changes](#)

Location Details

City of Norman - City Hall
201 W Gray St.
Norman, OK 73069



Public Works - Transit & Parking Contact

City of Norman
Public Works - Transit & Parking
1310 DaVinci Street
Norman, OK 73069

Phone: (405) 307-7219
Email: transit@normanok.gov

EMBARK Bus Services

Customer Service
Phone: (405) 235-RIDE (7433)

Plus Paratransit Scheduling
Phone: (405) 235-PLUS (7587)

[Live Maps and Arrival Times](#)

Parking Services

[Download the Flowbird Parking App](#)

[Report a Parking Problem Online](#)

[Pay a Parking Citation](#)

City of Norman seeks public input on proposed transit service route changes

October 28, 2022

The City of Norman is seeking public comments on proposed transit service route changes planned for implementation summer 2023. This follows recommendations identified in the *Go Norman Transit Plan*, the City's long-range transit plan approved by Council in June 2021 after nearly a year of development. More information about the proposed route changes, public meetings, and how to provide comments can be found at tinyurl.com/NormanTransitChanges.

"This is an exciting time for public transportation in our community," said Taylor Johnson, Transit and Parking Program Manager. "After much planning and discussion, we are on the edge of seeing major improvements to our transit system that are years overdue."

Three public meetings are scheduled to review the proposed route changes and receive comments. The first meeting will occur virtually on November 15 from noon to 1 p.m. The second will take place on November 16 from 2:30-3:30 p.m. at the Central Norman Public Library, 103 W. Acres Street, in the Oklahoma Redbud room. The final meeting will be held at the City Council Chambers at City Hall, 201 W. Gray Street, on November 17 from 6:30-7:30 p.m. More details about the meetings, including addresses and a link to the virtual option, are available at tinyurl.com/NormanTransitChanges. Comments can be submitted at the public meetings, online at the website, by postal mail, by phone at 405-307-7219, or by email at transit@normanok.gov.

"We are now ready to begin improving the transit service as promised to the citizen's in 2019 when the transition of service occurred and the Public Transit Sales Tax was passed," said Shawn O'Leary, Director of Public Works. "I encourage the community to join us at any of the meetings or submit comments using one of the other options provided."

Comments will be accepted until November 21, at which time City staff will compile all of the feedback received, review them thoroughly, and make a final recommendation of proposed route changes to Council for approval. It is anticipated that this request to Council for approval will take place on December 13.

Questions may be directed to the City's Transit and Parking Division at 405-307-7219 or transit@normanok.gov.

###

PUBLIC NOTICE

NORMAN TRANSIT 2023 SERVICE CHANGES

The City of Norman hereby provides notice of three Public Meetings in order to receive comments on proposed transit service modifications planned for implementation in August 2023.

These service changes will affect the entire Norman Transit service.

NOV. 15, 2022

NOON– 1PM : VIRTUAL MEETING


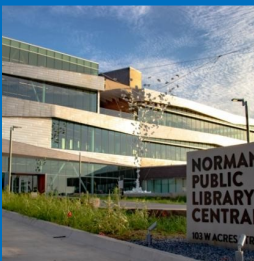
This meeting will be a Virtual Meeting conducted on Zoom.

tinyurl.com/NormanTransitMeeting

Call in: 888-475-4499

Meeting ID: 873 4614 7180





NOV. 16, 2022

2:30-3:30PM : PUBLIC MEETING

Norman Public Library Central

Oklahoma Redbud Room

102 W Acres St.

Norman OK 73069

NOV. 17, 2022



6:30-7:30PM : PUBLIC MEETING

City of Norman - City Hall

Council Chambers

201 W Gray St

Norman, OK 73069



PUBLIC COMMENTS

The City of Norman encourages public comments at public meetings or in writing on or before November 21, 2022. Comments may be submitted:

- At Public Meetings (in person or virtual)
- Online at www.normanok.gov/residents-visitors/transit-parking/bus-transit-service-changes
- By email: transit@normanok.gov
- By phone: 405-307-7219
- By US Postal Mail to:

City of Norman Transit
ATTN: 2023 Summer Service Changes
P.O. Box 370
Norman, OK 73070

All public meetings may be recorded or photographed and all official comments and sign-in sheets are subject to open records requests.

COMMENT PERIOD

Return contact information is not required, unless an individual response is requested. All comments received by the City of Norman during the public comment period (October 30, 2022 - November 21, 2022) will be added to the official public hearing record.

ACCESSIBILITY

Meeting locations are compliant with ADA accessibility requirements. If accommodations are required because of a disability please contact the Transit and Parking Division 48 hours ahead of the meeting time where accommodations will be required so the requested accommodation can be provided. Examples of accommodations might include interpreter services, alternate formats, auxiliary aids, or any other accessibility accommodation.

For more information about the service changes which are the topic of this meeting, please visit tinyurl.com/NormanTransitChanges Or use this QR code:



FINAL PROPOSAL

No further public comments will be accepted after November 21, 2022 to provide time for feedback to be included in the final proposal. Based on input gathered at the public meetings, it is anticipated that the City of Norman Council will act on these changes on December 13, 2022.

City Accessibility and Inclusion Statement: It is the policy of the City of Norman that no person or groups of persons shall on the grounds of race, color, religion, ancestry, national origin, age, place of birth, sex, sexual orientation, gender identity or expression, familial status, marital status, including marriage to a person of the same sex, disability, retaliation, or genetic information, be excluded from participation in, be denied the benefits of, or otherwise subjected to discrimination in employment activities or in all programs, services, or activities administered by the City, its recipients, sub-recipients, and contractors. In the event of any comments, complaints, modifications, accommodations, alternative formats, and auxiliary aids and services regarding accessibility or inclusion, please contact the ADA Technician at 405-366-5424, Relay Service: 711. To better serve you, five (5) business days' advance notice is preferred.

ANUNCIO AL PUBLICO

CAMBIOS AL SERVICIO DE TRANSITO EN NORMAN 2023

La Ciudad de Norman por lo presente esta proporcionando anuncios de tres Reuniones Publicas para recibir comentarios sobre el propuesto para cambios de servicios de transito planificados para realizacion en Agosto 2023.

Este cambio de servicio afectara todos los servicios de Transito en Norman.

NOV. 15, 2022

12PM– 1PM : REUNION VIRTUAL


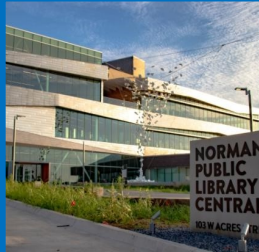
Reunion Virtual realizada por medio de Zoom.

tinyurl.com/NormanTransitMeeting

Llamar: 888-475-4499

ID de Reunion: 873 4614 7180





NOV. 16, 2022

2:30-3:30PM : REUNION PUBLICA

Biblioteca Publica Central de Norman

Sala Oklahoma Redbud

102 W Acres St.

Norman OK 73069

NOV. 17, 2022



6:30-7:30PM : REUNION PUBLICA

Ciudad de Norman - Municipalidad

Camara del Concilio

201 W Gray St

Norman, OK 73069



COMENTARIOS PUBLICOS

La Ciudad de Norman incita los comentarios del public en las reuniones publicas o escritas en /o antes de Noviembre 21, 2022. Comentarios pueden ser entregados:

- En Reuniones Publicas (en persona o virtual)
- En linea www.normanok.gov/residents-visitors/transit-parking/bus-transit-service-changes
- Correo electronico: transit@normanok.gov
- Por telefono: 405-307-7219
- Por Correo Postal de EE.UU:

City of Norman Transit
ATTN: 2023 Summer Service Changes
P.O. Box 370
Norman, OK 73070

Todas las reuniones publicas podrian ser grabadas o fotografiadas y todo comentario oficial y registros estan sujetos a solicitud abierta.

PERIODO DE COMENTARIOS

Informacion de contacto no es requerida, a menos que pida una respuesta personal. Todo comentario recibido por la Ciudad de Norman durante el period de la reunion publica (Octubre 30, 2022 - Noviembre 21, 2022) se agregara al registro oficial de reuniones publicas.

ACCESIBILIDAD

Todas las ubicaciones de reunion son complacientes con los requisitos de ADA. Si comodidades son requeridas por una discapacidad por favor de contactar La Division de Transito y Estacionamiento 48 horas antes de la reunion para poder llevar a cabo su comodidad. Ejemplos de comodidades pueden incluir servicios de interprete, formatos alternativos, ayudas auxiliares, o alguna otra comodidad de accesibilidad.

Para mas informacion sobre el cambio de servicio, la cual es el tema de esta reunion, por favor visite tinyurl.com/NormanTransitChanges
O use este codigo QR:



PROPUESTA FINAL

Despues de Noviembre 21, 2022 comentarios publicos no seran aceptados, se dara tiempo para que los comentarios sean incluidos en el propuesto. Dependiendo el aporte que se reuna en la reunion publica, se anticipa que El Consilio de La Ciudad de Norman comenzara hacer los cambios Diciembre 13, 2022.

Declaracion de Accesibilidad e Inclusion de La Ciudad: Es la poliza de la Ciudad de Norman que ninguna persona o grupo de personas sean excluidos por motivos de raza, color, religion, ascendencia, origen national, edad, lugar de nacimiento, sexo, orientacion sexual, identidad o expresion de genero , estado familiar, estado civil, incluido el matrimonio entre el mismo sexo, discapacidad, represalias, o informacion genetica, sea excluido de participacion, sea denegado beneficios, o de otro modo sea sometido a discriminacion de empleo actividades o programas, servicios, o actividades administradas por la Ciudad, sus recipientes, sub-recipientes, y contratistas. Si tiene algun comentario, queja, modificacion, acomodacion, formato alternativo, ayudas auxiliares y servicios con respeto a accesibilidad o inclusion, por favor pongase en contacto con el Tecnico de AAD al numero: 405-366-5424, Servicio de Retransmision: 711. Para servirle mejor, es preferido que de un aviso de por lo menos cinco (5) dias habiles en avance.

APPENDIX B

Meeting Materials

PUBLIC MEETING
Proposed City of Norman
Transit Service Changes



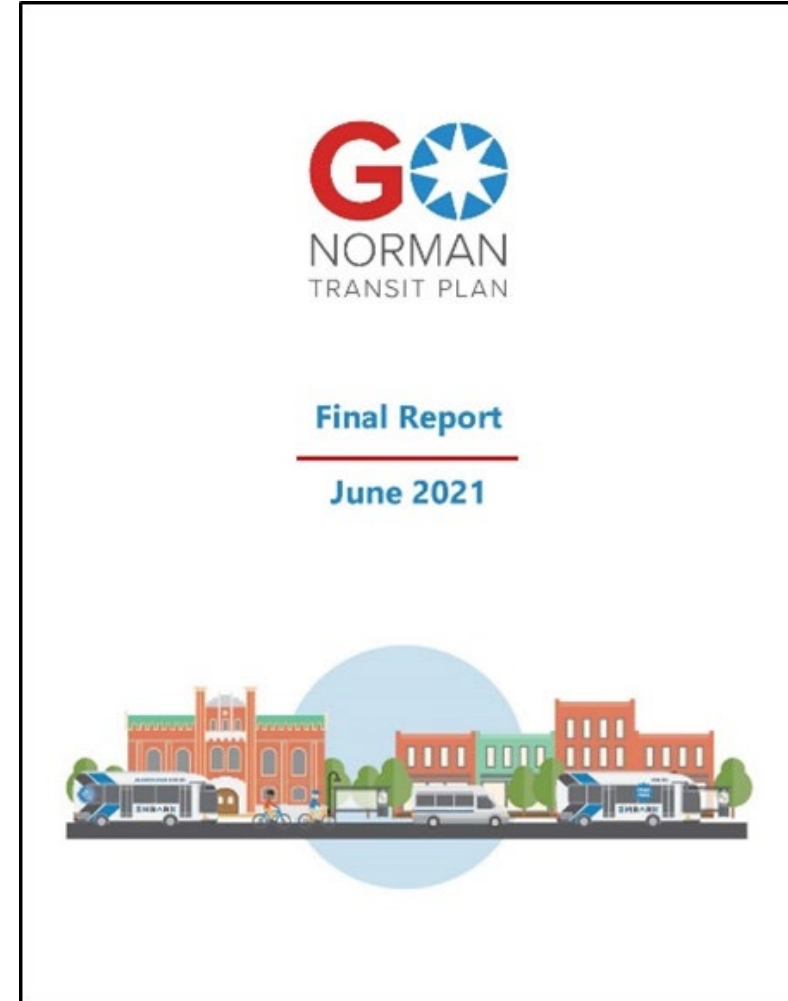
Agenda

- Background
- Public Notice
- How to Submit Official Comments
- Summary of Service Changes
- Current and Proposed System Maps
- Service Changes by Region
 - Central Norman
 - West Norman
 - Northwest Norman
 - North/Northeast Norman
 - East Norman



Background

- University of Oklahoma transferred operations of City public transit service on July 1, 2019.
- In July 2020, the City hired a consultant, Nelson/Nygaard, to assist with updating the Long Range Transit Strategic Plan.
- On June 22, 2021 the *Go Norman Transit Plan* was unanimously adopted by City Council following an 11 month process of collecting data and receiving feedback from stakeholders, City staff, City Council, and the public.



Background continued

- Projecting 10 years into the future, the *Go Norman Transit Plan* identified many recommendations for transit improvements in Norman. These recommendations included additional frequency, Sunday service, expanded service coverage, and expanded hours on weekdays and Saturdays.
- The recommendations were put into phases to help guide the City in making improvements strategically as funding became available. The first phase of improvements was to revamp the current route network to better serve existing areas within or near the existing budget.
- On September 27, 2022 City Council unanimously approved and acknowledged the Public Participation Process for service changes as identified in the *Go Norman Transit Plan* and this presentation.



Public Notice

- The City of Norman hereby provides notice of three Public Meetings in order to receive comments on proposed summer 2023 transit service modifications planned for implementation in August 2023.
- Based on input gathered at the public meetings, it is anticipated that the City of Norman Council will act on these changes on December 13, 2022.
- These service changes will affect the entire Norman Transit service.

- **Public Meeting Schedule**

- **November 15, 2022: 12:00 – 1:00 p.m.**

- Virtual Meeting (Zoom)

- Join: tinyurl.com/NormanTransitMeeting

- Call in: 888-475-4499

- Meeting ID: 873 4614 7180

- **November 16, 2022: 2:30-3:30 p.m.**

- Norman Central Public Library

- Oklahoma Redbud Room

- 102 W Acres St, Norman, OK 73069

- **November 17, 2022: 6:30-7:30 p.m.**

- City of Norman City Hall

- Council Chambers

- 201 W Gray St, Norman, OK 73069



How to Submit Official Comments

- The City of Norman encourages public comments at public meetings or in writing on or before November 21, 2022. It is anticipated that Council will act on the proposed changes on December 13, 2022.
- All comments should include name, address, email, and phone number.
- Comments may also be submitted online at tinyurl.com/NormanTransitChanges, by emailing transit@normanok.gov, calling 405-307-7219, or by mail to:

City of Norman Transit
ATTN: 2023 Summer Service Changes
P.O. Box 370
Norman, OK 73070



Summary of Service Changes

- All routes will be operated out of a new City Transit Center, located at 320 E Comanche St.
- All routes will be reconfigured to improve service operations and passenger usability. This includes having routes mostly operate bidirectionally.
- Some route segments will be eliminated or realigned, resulting in both discontinued and new bus stops.
- In this presentation, there are more details about the new Transit Center and maps to help summarize the changes and to detail each route change.



New City Transit Center

- Currently utilizing OU/CART's Brooks Street Transfer Station.
- Purchased property at 320 E. Comanche St in April 2022 to remodel into a City Transit Center.
- Remodel will include many improvements, such as:
 - Exterior: Bus bays, ADA compliant site circulation, benches, trash cans, and shelters.
 - Interior: Public and staff restrooms, waiting area with vending machines and water fountain, staff breakroom.



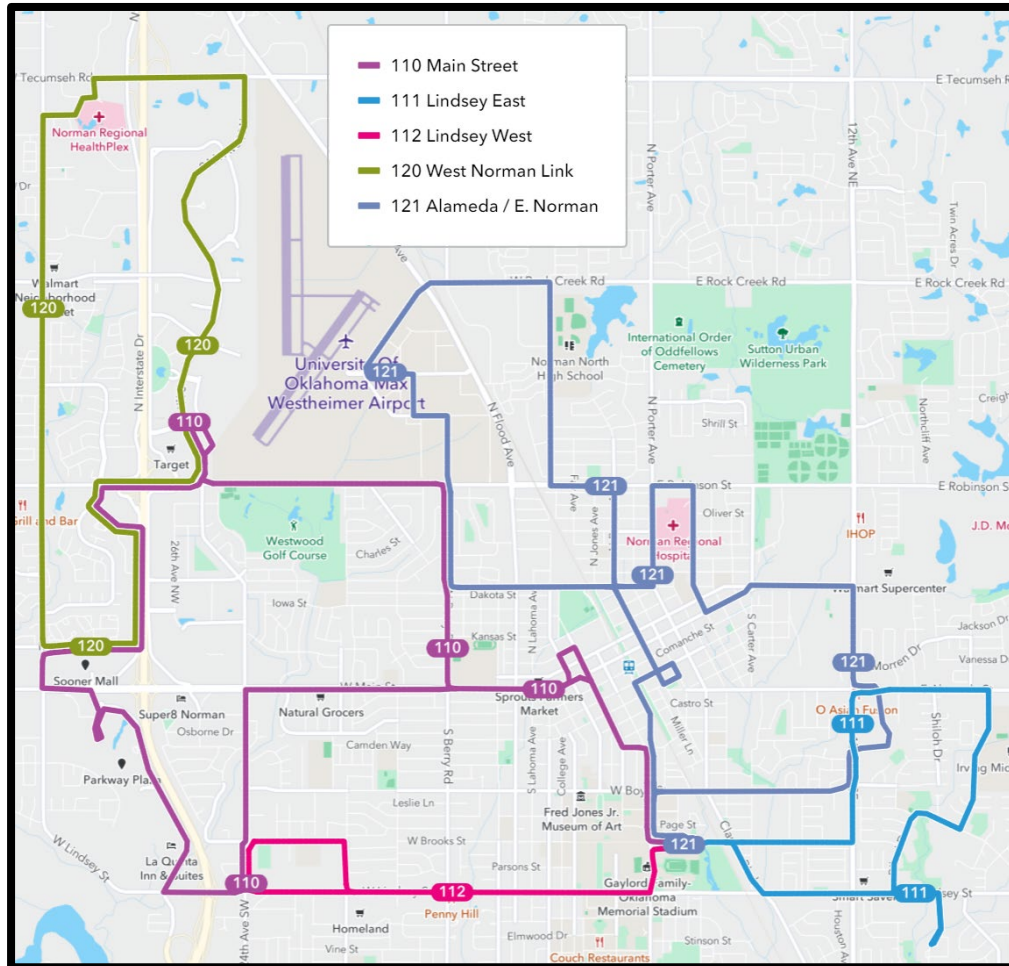
Current Exterior of 320 E. Comanche St



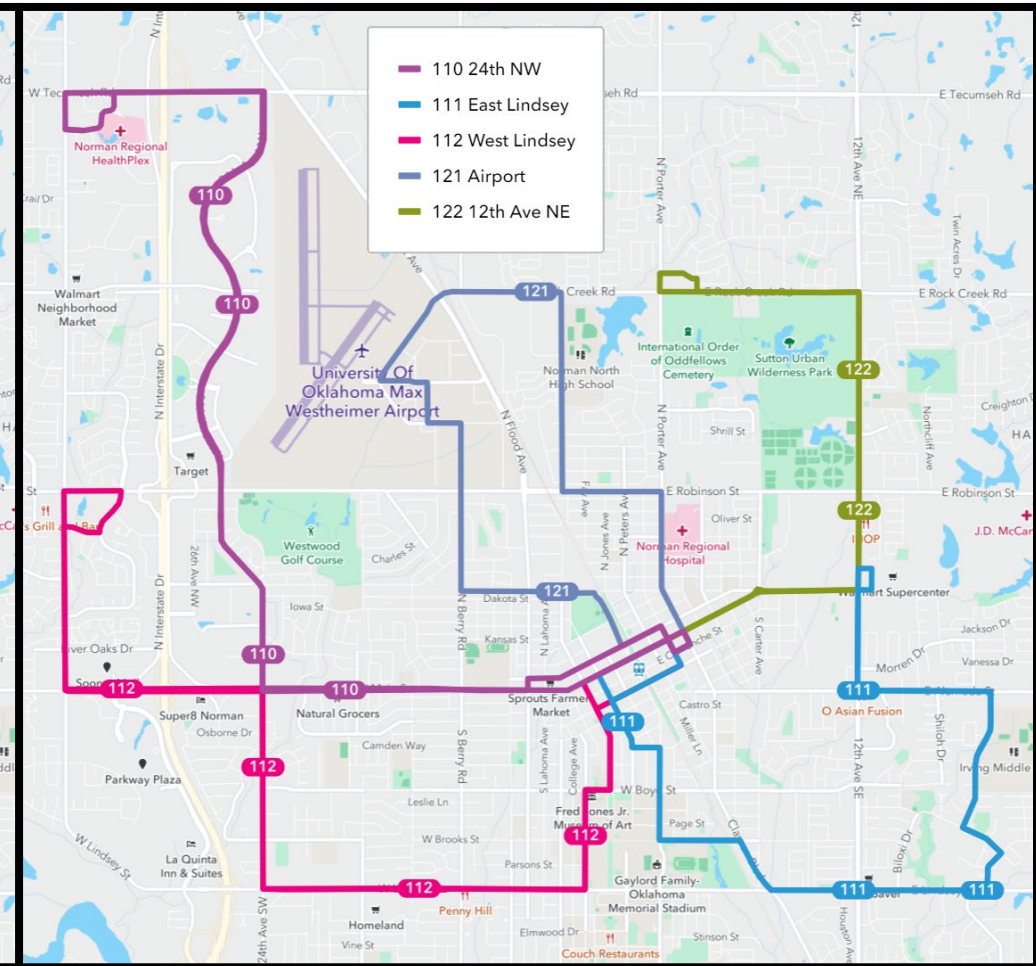
Rendering of Remodeled Exterior of 320 E. Comanche St



Current and Proposed System Maps



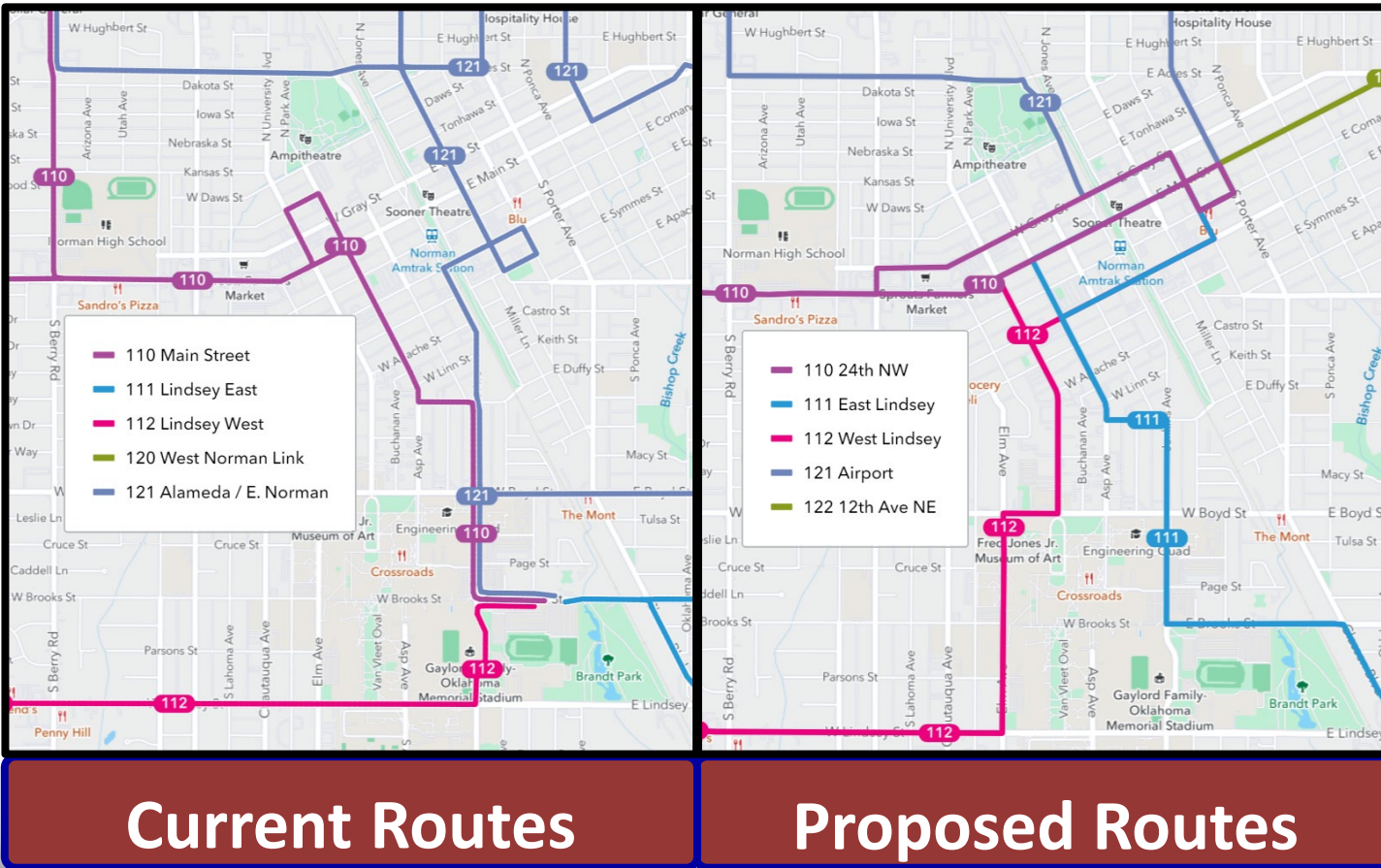
Current Routes



Proposed Routes



Changes in Central Norman



- All routes will be operated out of the new City Transit Center (320 E Comanche St), requiring various changes around the Porter Ave and Comanche St area.

New/Additional Service:

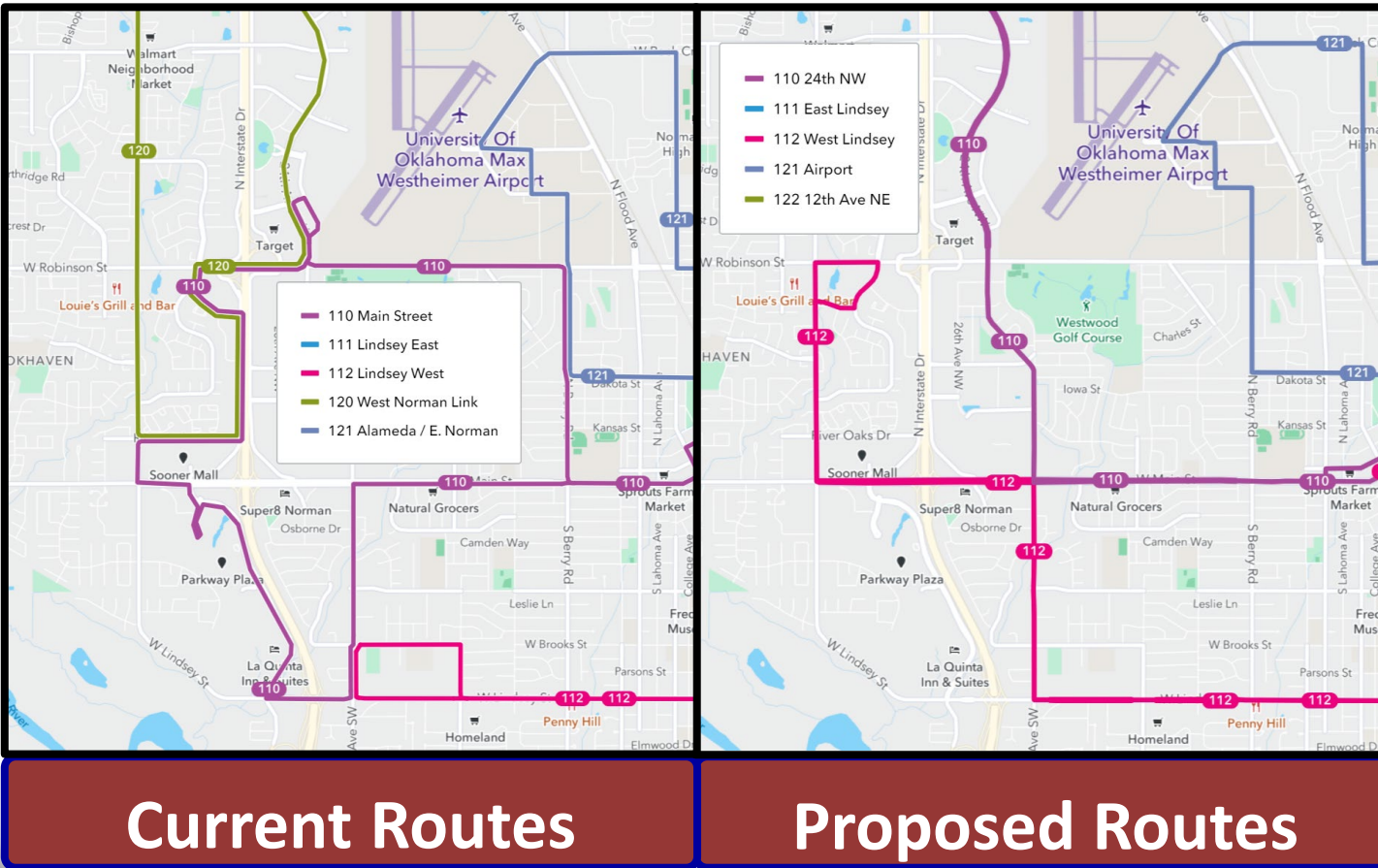
- Gray St between Crawford Ave and Flood Ave (route 110).
- University Blvd between Main St and Boyd St (route 112)
Elm Ave between Boyd St and Lindsey St (route 112)
- James Garner Ave between Acres St and Gray St (route 121).
- Eufaula St between Crawford Ave and University Blvd (routes 111 and 112).

Discontinued service:

- James Garner/Jenkins Ave between Eufaula St and Duffy St (route 121).
- Berry Rd between Acres St and Main St (route 110)



Changes in West Norman



New/Additional Service:

- Main St between 36th Ave and Berry Rd (routes 110 and 112).
- Rambling Oaks Dr and Havenbrook St between Robinson St and 36th Ave NW (route 112).

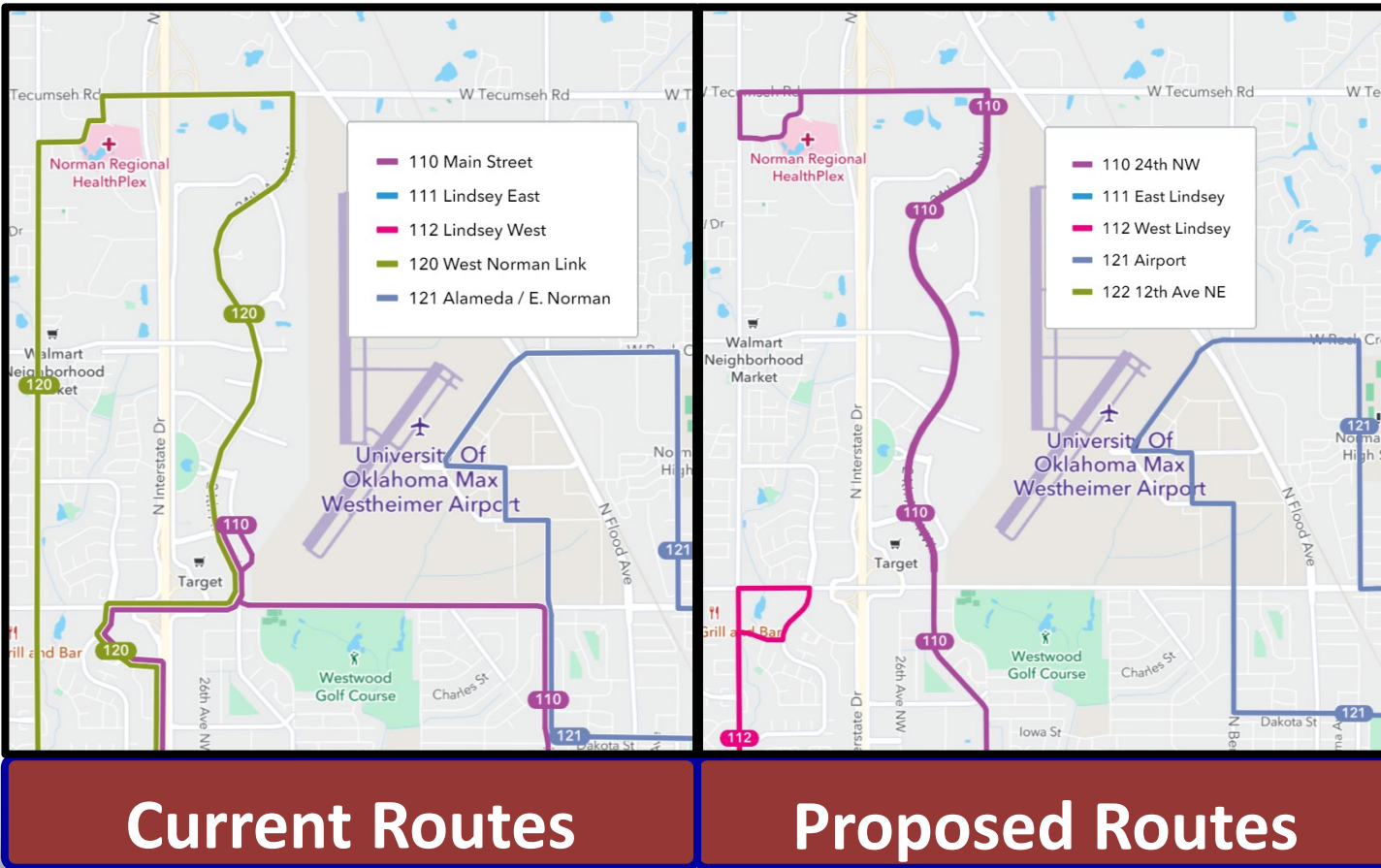
Discontinued service:

- Interstate Dr between Robinson St and Main St (routes 110 and 120).
- River Oaks Dr between Interstate Dr and 36th Ave NW (routes 110 and 120).
- Ed Noble Pkwy between Main St and Lindsey St (route 110).
- Brooks St and McGee Ave between 24th Ave SW and Lindsey St (route 112).

- Proposed routes 110 and 112 would operate on a 60 minute frequency.



Changes in NW Norman



New/Additional Service:

- Tecumseh Rd between 36th Ave NW and 24th Ave NW (route 110)
- 24th Ave NW/SW between Tecumseh Rd and Lindsey St (routes 110 and 112).

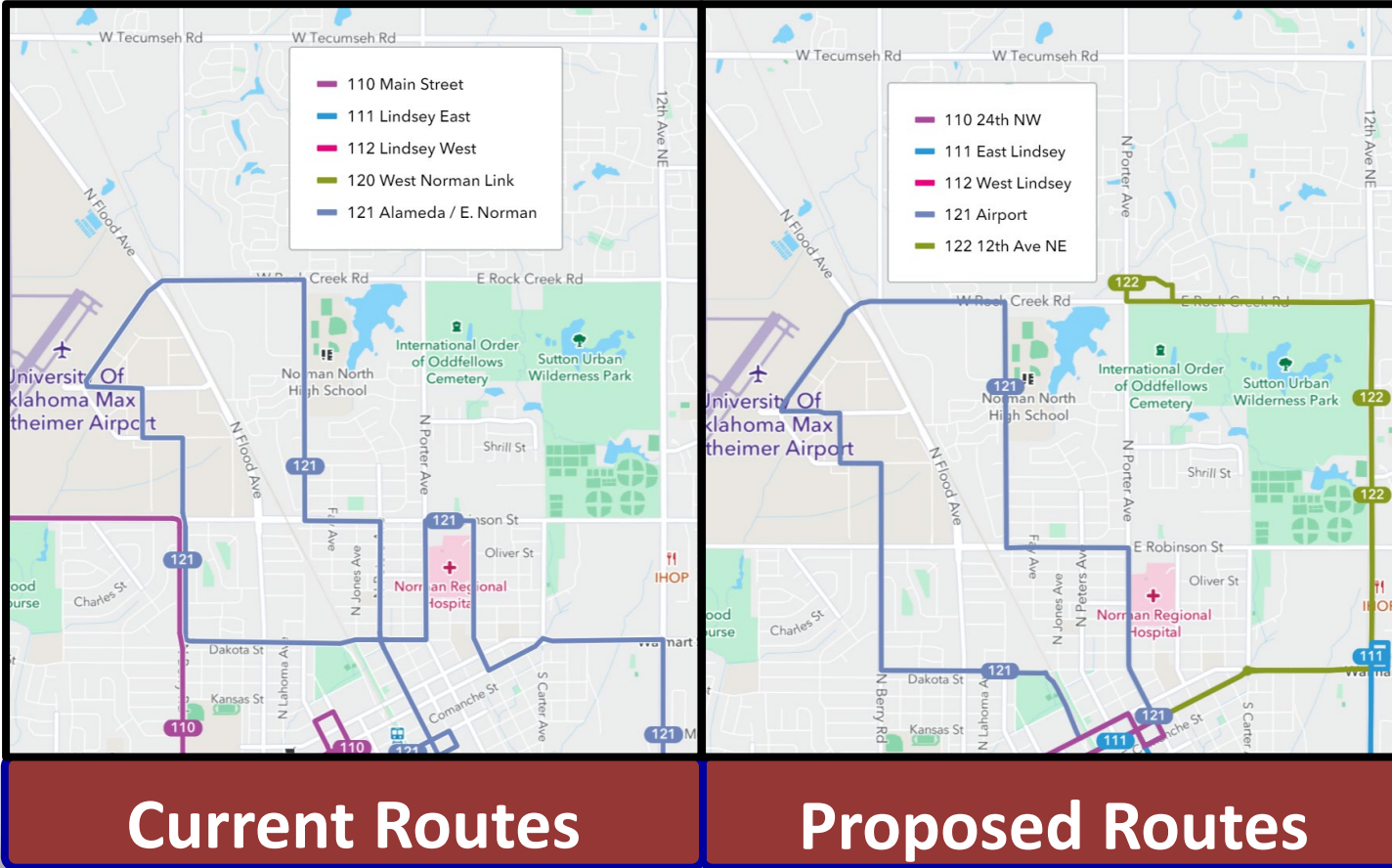
Discontinued service:

- Mt Williams Dr at Crest bus stop (route 110)
- Robinson St between 24th Ave NW and Berry Rd (Route 110)
- 36th Ave NW between Robinson St and Healthplex Pkwy (route 120).

- Proposed routes 110 and 112 would operate on a 60 minute frequency.



Changes in North/NE Norman



New/Additional Service:

- Rock Creek Rd between Porter Ave and 12th Ave NE (route 122).
- 12th Ave NE between Rock Creek Rd and Main St (route 122).
- Porter Ave between Robinson St and Comanche Ave (route 121).

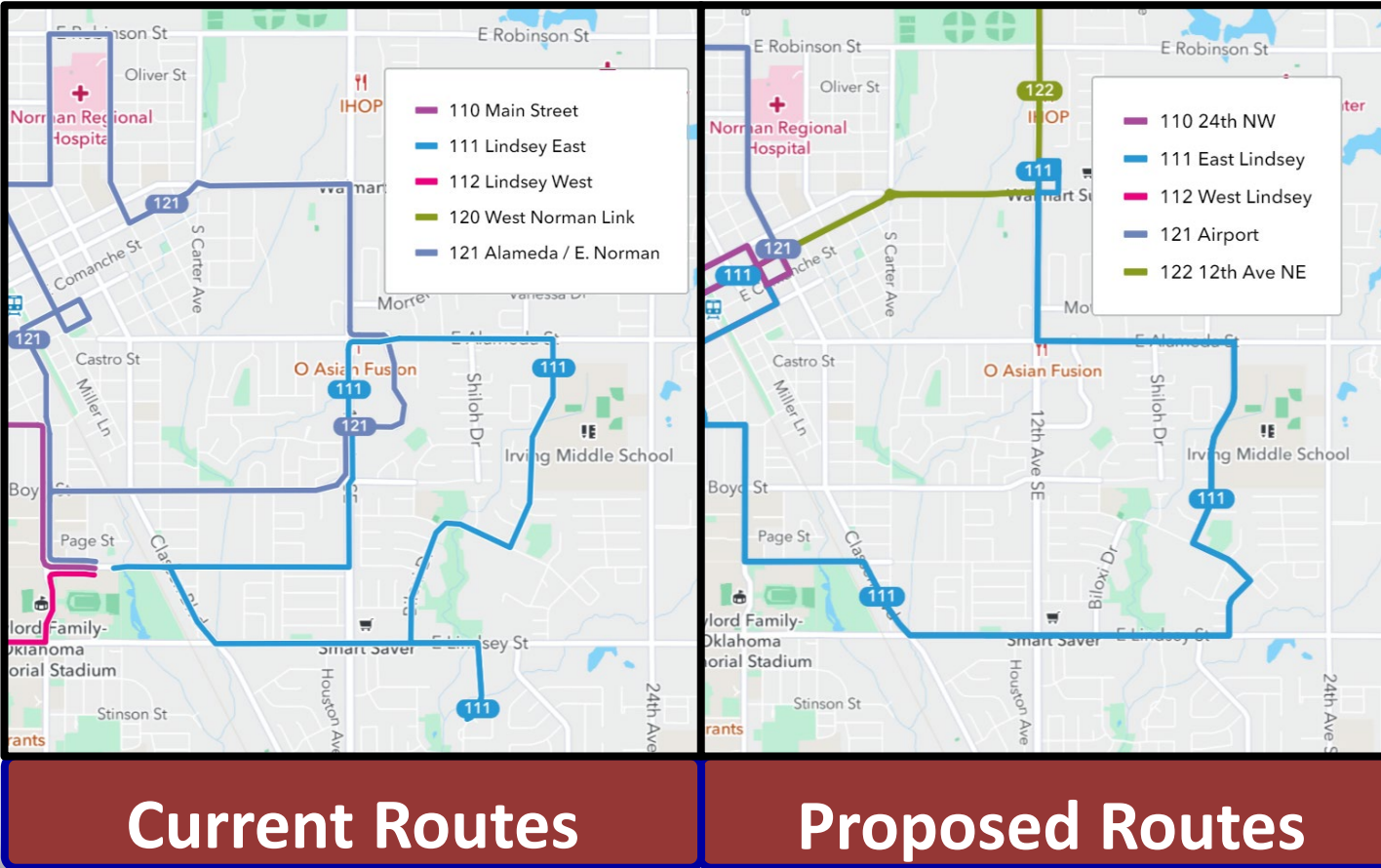
Discontinued service:

- Findlay Ave between Main St and Robinson St (Route 121).
- Peters Avenue between Robinson St and Symmes St (Route 121).

- Proposed routes 121 and 122 would operate on a 60 minute frequency “figure 8”.



Changes in East Norman



New/Additional Service:

- 12th Ave NE between Paloma Pl and Main St (route 111).
- Beaumont Dr to Brandywine Ln between Vicksburg Ave and Lindsey St (route 111).

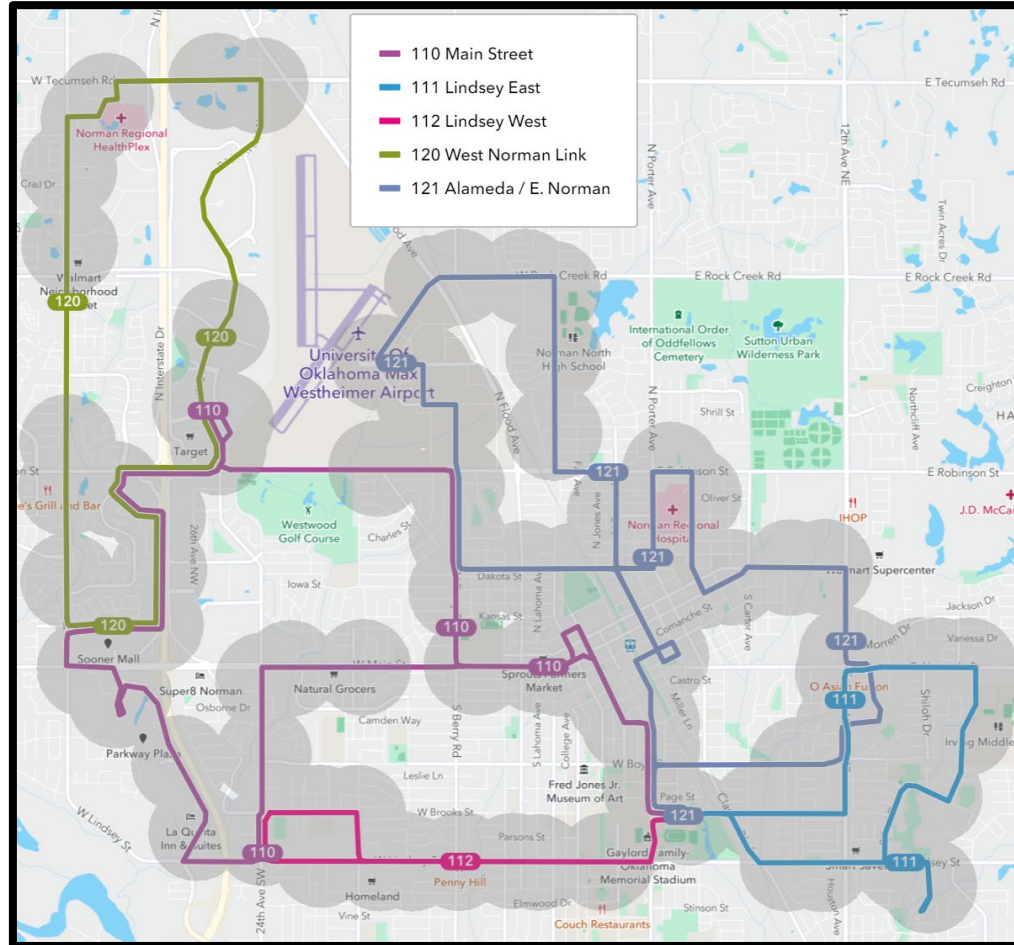
Discontinued service:

- Brooks St between Classen Blvd and 12th Ave SE (Route 111).
- Beaumont Dr to Biloxi Dr between Vicksburg Ave and Lindsey St (route 111).
- Creekside Dr between Lindsey St and Windchime Dr (Route 111).
- Boyd St between Jenkins Ave and 12th Ave SE (Route 121)
- Triad Village Dr between Alameda St and 12th Ave SE (route 121).

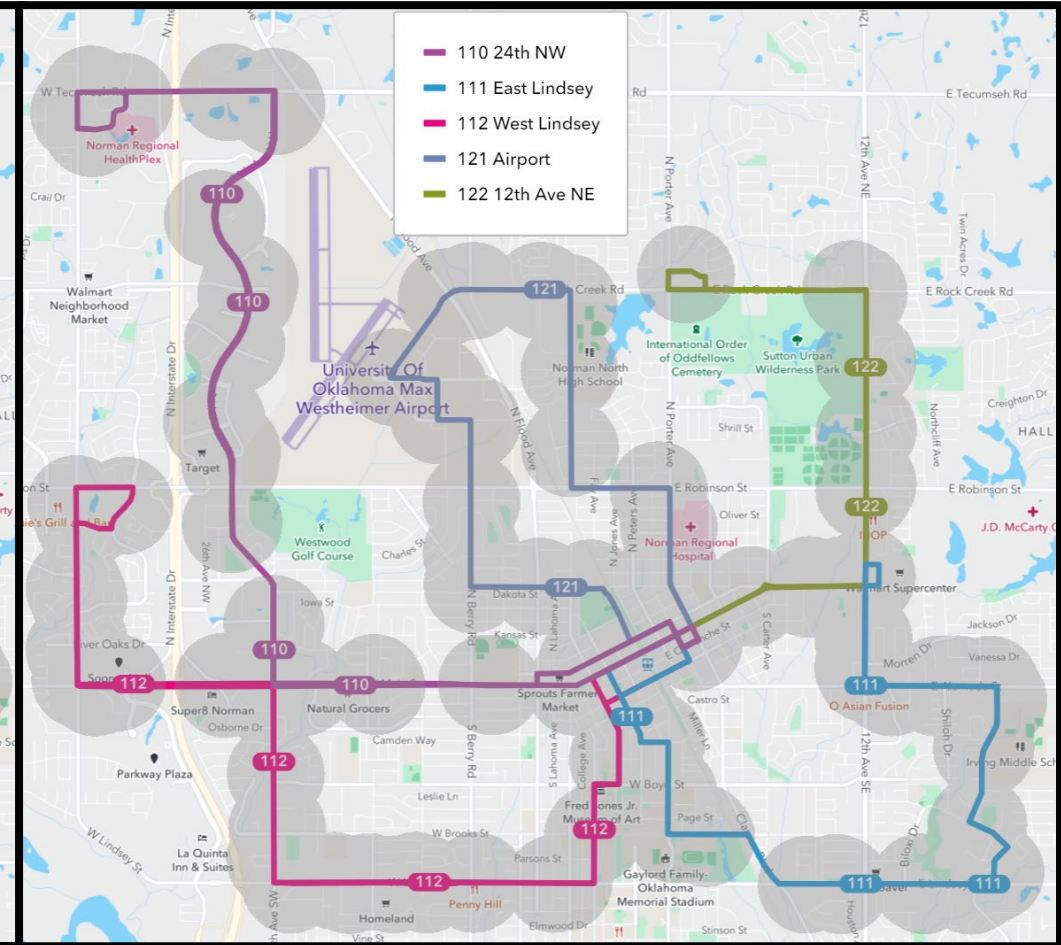
- Proposed route 111 would operate on a 30 minute frequency.



Current and Proposed System Maps with ¼ Mile Walkshed



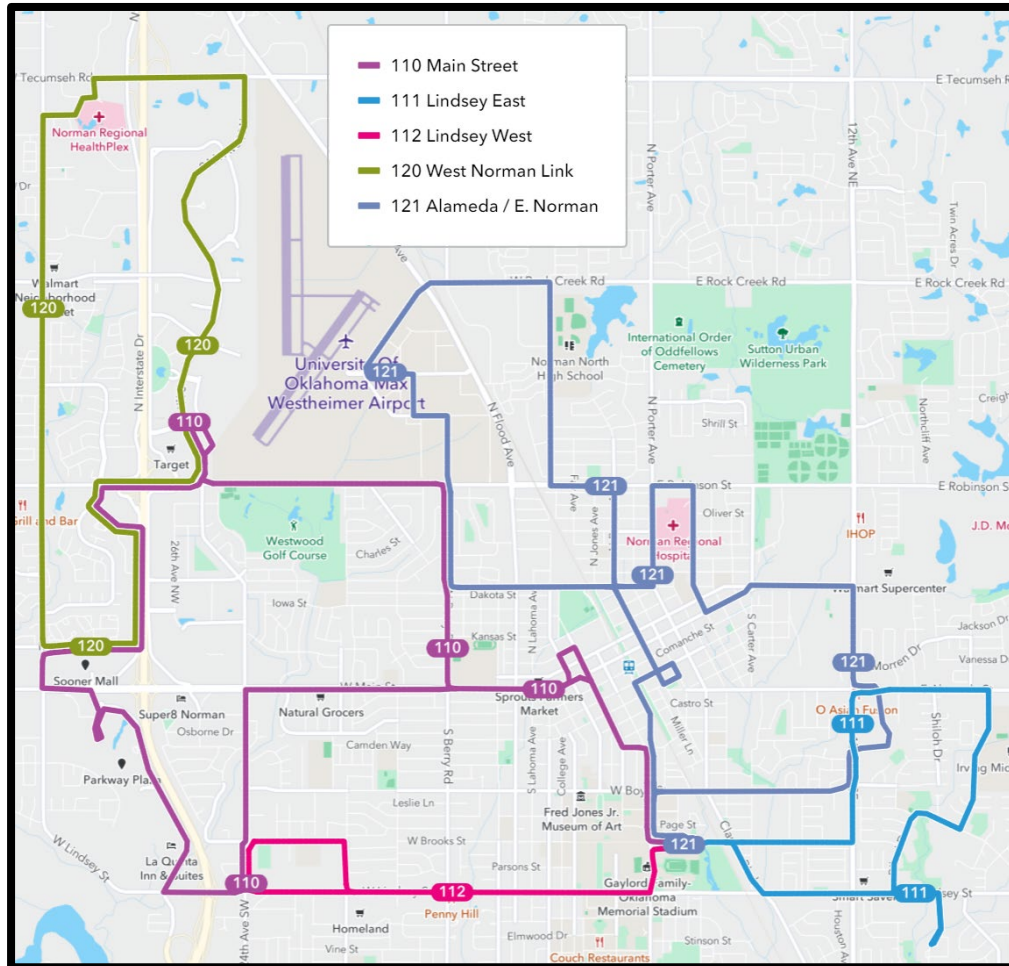
Current Routes



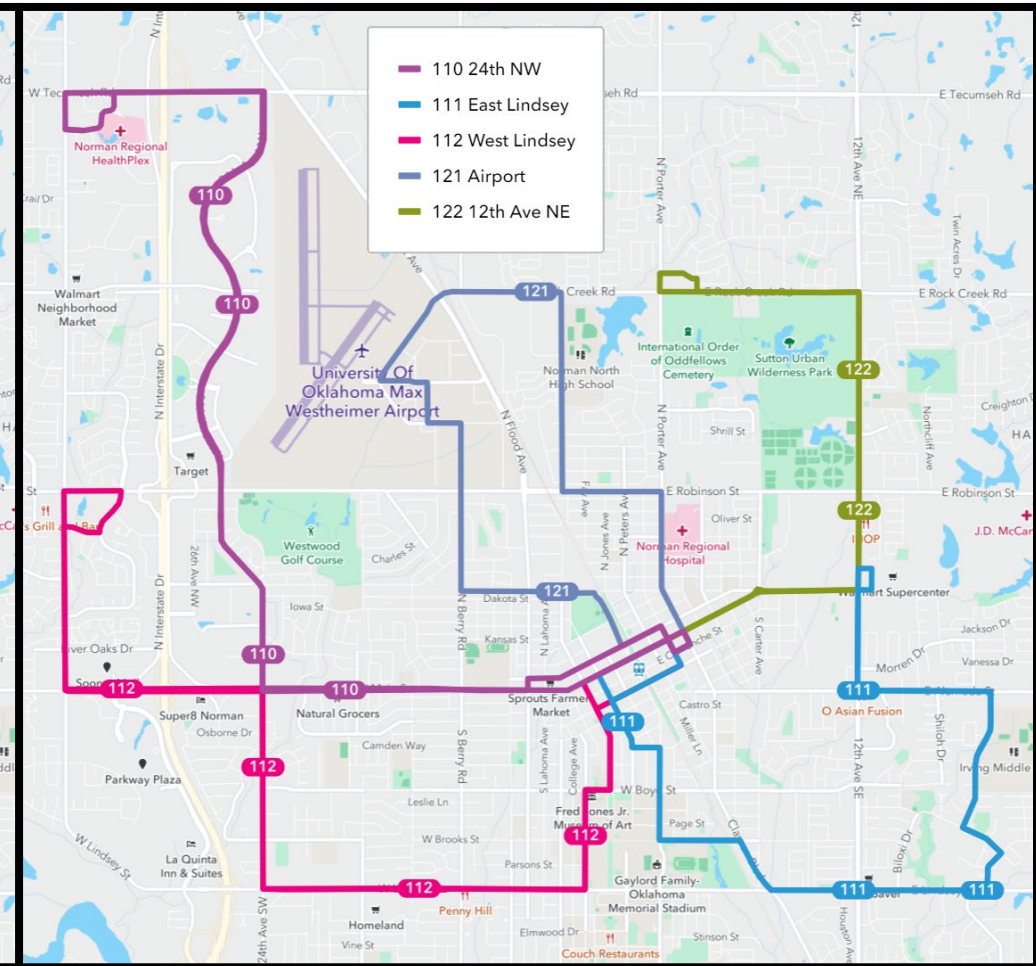
Proposed Routes



Current and Proposed System Maps



Current Routes



Proposed Routes



Questions?

**Transit and Parking Division
Department of Public Works
City of Norman**

www.normanok.gov/residents-visitors/transit-parking
tinyurl.com/NormanTransitChanges

transit@normanok.gov
(405) 307-7219



PUBLIC COMMENT CARD

Norman Transit 2023 Service Changes



Please use the space below (and the back of the card if needed) to write your comments regarding the proposed Norman Transit 2023 service changes. All comments received by the City of Norman during the public comment period (October 30, 2022—November 21, 2022) will be added to the Official Public Hearing Record. All public meetings may be recorded or photographed and all official comments and sign-in sheets are subject to open records requests.

Name: _____ Phone: _____ Email: _____
Address: _____

Contact information is not required, unless an individual response is requested.

PUBLIC COMMENT CARD

Norman Transit 2023 Service Changes



Please use the space below (and the back of the card if needed) to write your comments regarding the proposed Norman Transit 2023 service changes. All comments received by the City of Norman during the public comment period (October 30, 2022—November 21, 2022) will be added to the Official Public Hearing Record. All public meetings may be recorded or photographed and all official comments and sign-in sheets are subject to open records requests.

Name: _____ Phone: _____ Email: _____
Address: _____

Contact information is not required, unless an individual response is requested.

TARJETA DE COMENTARIO

Cambrio de Servicio Transito de Norman 2023



Por favor use el espacio abajo (y la parte de atras de la tarjeta si es necesario) para escribir sus comentarios sobre el propuesto de cambios de Servicio de Transportacion para 2023 en Norman. Todos los comentarios recibidos por La Ciudad de Norman durante el periodo de comentarios publicos (October30, 2022—November 21, 2022) seran añadidos Registro Oficial de Audiencia Publica. Toda las reuniones publicas podrian ser grabadas o fotografiadas y todo comentario official y registros estan sujetos a solicitud abierta.

Nombre: _____ Telefono: _____ Email: _____
Direccion: _____

Informacion de contaco no es requerida, a menos que pida una respuesta personal.

TARJETA DE COMENTARIO

Cambrio de Servicio Transito de Norman 2023



Por favor use el espacio abajo (y la parte de atras de la tarjeta si es necesario) para escribir sus comentarios sobre el propuesto de cambios de Servicio de Transportacion para 2023 en Norman. Todos los comentarios recibidos por La Ciudad de Norman durante el periodo de comentarios publicos (October30, 2022—November 21, 2022) seran añadidos Registro Oficial de Audiencia Publica. Toda las reuniones publicas podrian ser grabadas o fotografiadas y todo comentario official y registros estan sujetos a solicitud abierta.

Nombre: _____ Telefono: _____ Email: _____
Direccion: _____

Informacion de contaco no es requerida, a menos que pida una respuesta personal.

APPENDIX C

Comments Received During Public Comment Period

(October 30, 2022 through November 21, 2022)

All Public Comments Received - Norman Transit 2023 Service Changes

Public Participation Process - Comment Period 10/30/2022-11/21/2022

DATE RECEIVED	VENUE	CHANGES REVIEWED?	RESPONSE REQUESTED	COMMENT	RESPONSE PROVIDED	COMMENTER
10/28/2022	Webform	YES	YES	We need to cover Norman Library West and Norman Library East in the new plan which the new plan does not. The proposed plan eliminates Norman Library West stop which is active. Anyway we can include this stop (already there and in use) in the proposed plan?	<p>Thanks for reviewing the proposed route changes and providing feedback. Libraries are important destinations for any community. As you know, we do provide service directly to the Norman Central Public Library, which provides many of the same and additional services as the other 2 branches in Norman, and that stop will remain.</p> <p>In regards to the need to cover the Norman East Public Library, that was identified in the public feedback that ultimately created the Go Norman Transit Plan. The Go Norman Transit Plan does identify the need to expand service to the Norman East Public Library by suggesting a route to go to that destination and others along the way. This route expansion will be considered as funding becomes available in the future.</p> <p>For the Norman West Public Library, it is true that there is a stop currently adjacent to this destination. In order to keep the proposed routes more bidirectional in nature, which is optimal for users and operations, the decision was made to propose the new route 112 to cover 24 Ave SW outbound and inbound instead of Ed Noble Pkwy. If the bus route was put solely on Ed Noble Pkwy, there would not be much options to put bus stops on the east side of the road there due to the interstate/ODOT right of way. In addition, there were more housing and other destinations identified along 24th Ave SW that would be better served by transit than Ed Noble Pkwy. There would still be a bus stop on Main St, east of 36th Ave SW (at Sam's Club) that riders could use to access the Norman West Public Library at a distance of approximately 0.3-0.4 miles or about a 6-8 minute walk.</p> <p>Thanks again for your review and feedback. Your comments are vitally important as we conduct this public comment period, analyze the proposed changes, and present to Council for final consideration.</p> <p>-Taylor Johnson (10/31/2022)</p>	Nelson Dent
				Thank you for writing back, I appreciate it. Can you give me an advance shout out if you can on the timeline and changes for 2023? I want to at least make some practice runs before all of this starts next year. (10/31/2022)	<p>Again, thank you for your feedback. If Council approves of the proposed changes there will be a time dedicated to implementation that will span a few months. This will include marketing and outreach to ensure the community is aware ahead of time.</p> <p>Thanks again. Feel free to reach out anytime in the future with additional comments.</p> <p>-Taylor Johnson (11/02/2022)</p>	
10/28/2022	Email	Unknown	No Specific Request	I would propose that you should take into consideration that there is a food pantry called Mission Norman on East Lindsey and 24th SW where a number of clients find it difficult to get their food without personal transportation. Number 11 Embarque bus stop is too far for them to carry their boxes of food on return to that stop should they come from there. I think the new route should come down Alameda to 24th SE and then to E Lindsey and back up Lindsey to their other chosen route through a residential area. There are apartments on 24th SE that could benefit from a bus stop also.	<p>Mrs. Critser,</p> <p>Thank you for your review of the proposed transit changes and providing your feedback. Your comments are vitally important as we conduct this public comment period, analyze the proposed changes, and present to Council for final consideration.</p> <p>-Taylor Johnson (10/31/2022)</p>	Mrs. Wanda Kay Critser
10/28/2022	Webform	YES	NO	Please include a bus stop right in front of 1109 Brandywine Lane. Thank you! The other bus stops are pretty far away.		Anonymous

All Public Comments Received - Norman Transit 2023 Service Changes

Public Participation Process - Comment Period 10/30/2022-11/21/2022

DATE RECEIVED	VENUE	CHANGES REVIEWED?	RESPONSE REQUESTED	COMMENT	RESPONSE PROVIDED	COMMENTER
10/31/2022	Email	YES	No Specific Request	It is not clear from the map of proposed routes that I pulled off my computer whether the new route includes a stop at the Central Library? I may have just missed something.	Hello Ellen, The photos of the full map systems on the website can be a little difficult to see, which is why the attached presentation that goes through all of the routes in the different regions of Norman has also been provided on the website. We will hopefully have a video of this presentation uploaded with narration from our Transit and Parking Program Manager, Taylor Johnson, in the next few days. We suspect the video will draw more attention to the presentation. To directly answer your question regarding the Central Library, the existing stop on Acres St. on the south side of the Central Library will remain as part of the new route 121. Thank you, -Danielle Clark (10/31/2022) (attached PDF copy of "Summer 2023 Proposed Transit Service Changes Final")	Ellen Frank
11/1/2022	Webform	YES	NO	Wish service would go to Ruby Grant Park		Anonymous
11/2/2022	Email	YES	YES	Thanks for sharing all of this information – I’m glad I had a chance to review it after our CEO shared the info below. I would like to learn more about the transit center, and specifically how the busses will run in and around this focal point of the system. I recall years ago driving a U-Haul up Classen/Porter and understanding for the first time how narrow the streets. I think that’s an ideal location and reuse of that space, but I worry about the number of buses utilizing those narrow roads. I would be curious to know what changes to that area might need to be made to better facilitate this, or if I am perhaps exaggerating a concern. Thanks!	Hi Bob, Thank you for your review of the proposed changes and for your comments and questions. It is true that the lane widths along Porter are a bit tighter than some may be used to, however, we have had our operations seem to do some tests and it should be fine. Our operators will have to be a bit more cautious in this area though due to this reason. In addition, right now there is only one route (121) proposed to utilize a significant stretch of Porter, so multiple buses will not be impacted. Please let me know if that answers your questions satisfactorily or if you would like additional information. -Taylor Johnson (11/2/2022)	Bob Hamm
11/6/2022	Webform	YES	NO	I am happy with the redesign		Anonymous
11/8/2022	Email	Unknown	No Specific Request	Thank you for allowing the public an opportunity to make public comment on transit changes. As the Director of Social Services at The Salvation Army, I work daily with under resourced individuals that totally rely on the transit system. So this is very important to us. I have reviewed the proposed changes and want to comment on a point that is obvious to me as I work with people experiencing homelessness. From my review, the 3 largest points of need for people experiencing homelessness are on different routes. The 3 agencies I am speaking about are; The Salvation Army, Food and Shelter and Our Friends House. I would like to bring this to your attention and the daily hardship this will be for a large number of people. I think this will create camps near the individuals ability to travel. Again, thank you for allowing me to give input. I look forward to learning how the City chooses to move forward. This service is vital and very much appreciated.	Leona, Thank you for reaching out and submitting your comment. I understand your concern regarding the access to the 3 locations/agencies you mention in your email below. Proposed routes 121 and 122 would serve each of these locations respectively (please see the map below comparing the current routes and proposed routes). However, Routes 121 and 122 will be “interlined” or as I like to say will operate like a “figure 8”. This means that the same bus that operates route 121 will “turn into” route 122. We expect route 121 to take approximately 30 minutes to operate, and the same for route 122. Thus, as an example, someone being picked up from A Friends House would catch route 121, ride it to the Transit Center, and then stay on that vehicle until it reached Food and Shelter for Friends as route 122. Currently, someone traveling between these locations would need to travel the entire route 121 in some instances. The new proposed routes would provide bidirectional service to Food and Shelter, as well as more streamlined service to the other 2 locations. (included two maps: the first showing the three mentioned locations along current routes, the second showing the same locations on a map of proposed route 121 and proposed route 122) I hope that my explanation makes sense and addresses your concerns. Please let me know if I can provide further clarification. Thanks, -Taylor Johnson (11/08/2022)	Leona Chapman

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DATE RECEIVED	VENUE	CHANGES REVIEWED?	RESPONSE REQUESTED	COMMENT	RESPONSE PROVIDED	COMMENTER
				Thank you for this clarification. This is great news. That will be so helpful, Thank you. (11/08/2022)		
11/9/2022	Phone Call	YES	YES	(no direct comments on proposed changes - respondent called requesting a physical copy of the presentation be sent by postal mail as the details of the map are difficult to view online.)	(Advised we will be happy to organize that and will try to have them in the mail no later than tomorrow. Body of enclosed letter below. - Danielle Clark, 11/09/2022) (Envelope mailed via print shop - delivered end of business 11/09/2022) M. Garnier, Thank you so much for your engagement during our public comment period. Your comments are vitally important as we conduct this public comment period, analyze the proposed changes, and present to Council for final consideration. Please find enclosed a large print copy of the presentation created for the public meetings which includes any information you may need to reach out and provide feedback or to attend the public hearings. A video version of this presentation is available at our website, tinyurl.com/NormanTransitChanges , which may provide additional information. Should you have any questions, or require any additional information, please contact me at your convenience. Sincerely, Danielle Clark	Lousie Garnier
10/30/2022	Email	Unknown	No Specific Request	(Respondent reached out to Councilmember Grant who forwarded the question along - both emails are below) Hi Helen, Just looking at the proposed bus routes. I may not be correct but is there not a stop at the Central Library on Acres? If I am correct that is a big blunder. Thanks for checking Ellen (10/30/2022) Hi Ellen, I am going to loop in Mr. Johnson, who should know for sure, as I am not as familiar with the current bus routes and proposed changes, although it is on my radar and I'm digging into it. Best regards, Helen (11/10/2022)	Thank you, Councilmember Grant. Ms. Frank – The bus stop that is currently at the Norman Central Public Library will remain and will be on the proposed route 121. Happy to discuss this or anything else regarding the changes in more detail at your convenience. In addition, in case you had not seen we are having 3 public meetings next week (1 virtual and 2 in person) and I would be happy to talk to you more about the changes at any of those. More details about the changes and public meetings can be found on the project website (www.tinyurl.com/NormanTransitChanges). Thank you, -Taylor Johnson (11/10/2022)	Ellen Frank
11/15/2022	Virtual Public Meeting	YES	YES	(Chat) Password was not included to join this Zoom meeting with ID provided by City. (Chat) If you had only the ID provided to log in to Zoom then you were prompted for a password to join the meeting. FYI. I was lucky to also have the access you spoke of.	(Chat) The only password required was for the host to start the meeting - the meeting ID was included with all advertising of the meeting. -Danielle Clark (Chat) That prompt was only visible before the host joined and started the meeting. The host is the only person who needed the password. -Danielle Clark	Ross Conner

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11/15/2022	Virtual Public Meeting	YES	YES	<p>(Chat) The Community Feedback of the report highlights the need for public transportation to the Norman Public Library East. Do any of the existing and proposed routes now provide transport to the Norman Public Library East?</p> <p>(Chat) I am disappointed that the service of 111 has not been extended past 12th Street.</p> <p>(Chat) The terrain needs to be considered. The enormous hill between the East Public Library area and the bus stop at Irving Middle School makes it out of reach for many people with disabilities and seniors. I know that there is paratransit, but all of the buses should be accessible.</p>	<p>(Chat) Proposed Route 111 would be the closet to Norman Public Library East at this time. However, the Go Norman Transit Plan does propose the addition of a new Route 114 that would continue down Alameda and provide service to the Norman Public Library East. However, these additional route are contingent on future funding.</p> <p>-Jason Huff</p>	Ellen Bannister
				<p><i>additional verbal comments - typed from recording</i></p> <p>(verbal @25:45) I was very excited about several of the things you have done here. I worked for the Center for Learning and Leadership which is a University Center for Excellence in Developmental Disabilities. I am the parent of children with disabilities and we live in east Norman. I am excited about Sunday service - I think that many many people with disabilities will benefit from that and also just more transit chances on the weekends - I am frustrated with the route of the 111 bus - because you have extended north, but you haven't extended at all east. And in the community feedback there was information that there is a need to get to that public library. Its the only one, I think, that you can't get to with public transit, is that correct? As far as I can tell, and please tell me if I am wrong - there is no bus that - 111 has not been moved eastward to provide transportation to that library.</p>	<p><i>Taylor Johnson responded verbally during virtual meeting</i></p> <p>(verbal @ 27:03) Correct, we did hear from citizens, and the public, and stakeholders that servicing the east public library was important but again we try to do our best to serve existing areas better during this proposal. Jason I think answered the question a little bit in the chat that there is a route - 114 - proposed in the long range plan to go to the east public library. But I will say that we will continue serving the central public library which I think has alot of the same services if not more than the other branches. Of course I don't work at the library, but hopefully people can take care of their business or have books shipped to the central library. And then the west side library will still be within a reasonable walking distance of the route. I'm not trying to diminish the access of the east side library, but unfortunately we are not able to serve all of the areas in Norman.</p>	
				<p>(27:57) It does seem like, especially in your report, the east side Norman was pointed out as a high area of ridership. It seems like this plan again is short-changing east norman which frustrates me. It seems like this should be taken a little more seriously, especially since the public library systems are such a lifeline to people that don't have access to the internet, that not providing public transit to them is a problem. I would also say about that particular route, since thats the one I am familiar with, that you can say it's a reasonable walking distance - but there is actually an enormous hill between the east public library and that 12th St intersection (Alameda & 12th) and so the bus stop at Irving is actually a very challenging walk for people with disabilities or seniors. That population can use Paratransit, but if you've ever used Paratransit its often a very awkward and hard to use system and all buses should be accessible.</p>	<p>(29:31) Yeah and all buses are accesssible. The physical bus you can get on and off pretty easily.</p>	
				<p>(29:36) But it's not accessible if you can't get there.</p>	<p>(29:39) And I may have misspoke a while ago, but I said the west side- I thought I said sorry- that the West side library is within a reasonable walking distance from the routes and changes. I didn't say the east side library.</p>	
				<p>(29:50) The east side is not.</p>	<p>(29:51) I completely agree that there is a large hill and it is very difficult and without - its outside - I'll go back to this - its outside the reasonable walking distance that we expect people to be able to or want to walk to get to transit service from the Alameda and Vicksburg area to the east side library. But I think my push would be to - again this is supposed to be withing the budget that we already had. We'd love go to Council and say 'We're gonna serve every area' and they'd give us all the money to do that. Like I said at the beginning of the presentation, as funding comes available we'll look at expanding areas to east side library, to Moore Norman tech, to southeast Norman along Classen, and Oak Tree, and Cedar Lane. So...</p>	
				<p>(30:42) Well, this is frustrating.</p>	<p>(30:45) It's in the plan as a priority. And I would push you and others to go to your elected official, your Councilmember, make it a priority for funding in the City's budget.</p>	
				<p>(30:56) Okay. Thank you.</p>		

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11/15/2022	Virtual Public Meeting	YES	YES	(Chat) Why was 12th St between Alameda and Lindsay removed from service?	Taylor Johnson responded verbally during virtual meeting (verbal @31:17)As you can see there on the current map we do have service for route 111 and 121 on there. And this is one of those areas, again there were a few tradeoffs we had to make with the proposed route changes, and to make route 111 bidirectional and serve the higher ridership, existing ridership, areas we moved the service along Vicksburg and Brandywine. And then there just wasn't as much service in this area as there was in other areas of town to make the route changes that we proposed. So I hope that answered your questions Heidi.	Heidi Smith
				(Chat) Thank you	(33:28) Okay thank you for responding to that.	
				(verbal @33:47) I was just wondering when this implementation, I know you have this listening session and you have two more, so when will the proposed changes take effect?	(33:59) Yeah so it was covered at the beginning here, we talked about it a little bit in the Public Notice. So we're gonna go through this Public Meeting Comment Period and it started on Oct. 30th and is gonna go through Nov. 21st. And then we'll package all those public comments up, we'll analyze them, and we'll submit it to Council. We're anticipating submitting it to Council on Dec. 13th at their Council meeting for action. And so, that could be them approving us to go forward with implementation or not approving us to go forward with implementation but we'll be requesting their action on that most likely on Dec. 13th. Then, given the timeline for implementation - remember we have this remodel of the transit center, hopefully we'll be up and running by august of 2023 is kind of the goal.	
				(34:55) Thank you.		
11/15/2022	Virtual Public Meeting	YES	YES	(Chat) I have lost audio. So far current changes do not seem to help me. Maps here are hard to read for low vision. Colorize you current and proposed changes to help coordinate map/powerpoint. I will see if I can attend in person meetings later this week. Can City work on light pollution zoning where people traveling by bicycle or on foot after dark are not blinded by landscaping lights set at sight levels of curvy sidewalks/street.	Taylor read ccomment aloud and responded. (verbal @32:06)I'm sorry you lost audio, Ross. Jason if you'll respond in the chat. Give us a call or email anytime with any questions you may have after this. Hopefully you can attend the in person meetings tomorrow or Thursday, Ross. And question about light pollution zoning (reads aloud from question in chat)... Well we'll forward that on to the appropriate division or department to look into that Ross. Again I'm sorry you lost audio and we'll look into the maps too. I understand they can be hard to read, and the coloring of the current proposed changes may not be easily read. Hopefully I'll see you in the next couple of days and again as Jason put in there - please give us a call or email with anything we're happy to talk to you personally.	Ross Conner
					(Chat) Mr. Conner, Please give us a call or email us with any questions or concerns you have. Apologies for technical difficulties. - Jason Huff	
					(Chat) Mr. Conner if you can message privately or include with a future call or email your home address, we can send you a physical copy of the presentation in large print. Please do not share your address in the public chat. -Danielle Clark	

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11/15/2022	Virtual Public Meeting	YES	YES	<p><i>verbal comments - typed from recording</i> <i>(verbal @ 34:59)</i> Yes, thank you. Thank you Taylor. Thank you for all the great information. It was really helpful to have all the side by side maps to see the changes. I just wanted to echo many of Ellen's frustrations since I live on the east side. I did hope that the bus routes would go further east, also to the east library, so we do definitely want to make that a priority for future changes. I also did not hear anything in the presentation, maybe I missed it, about routes to the senior center - the new proposed senior center - and also Ruby Grant Park. Maybe if you could just quickly tell us which parks are serviced by the current system, or by the proposed system, that would be helpful.</p>	<p><i>Taylor Johnson responded verbally during virtual meeting</i> <i>(verbal @ 35:56)</i> I'll take the senior center question first. So for those of you that are able to see the slides - I'm circling the NRH Porter Campus on the map. You may, or may not, know that the proposed senior citizen wellness center is going to go in this area. With the, I think they are calling it a wellness village concept, with other services that will be moved or proposed here. I think we broke ground and we're actually working on the wellness center right now and route 121 there on Porter would be the route that serviced the wellness center. And Ruby Grant - again we heard that kinda during the public comment period as well. Unfortunately we weren't able to stretch - we looked at stretching route 110 a little bit further north to go up to Ruby Grant and it just couldn't make it in the timeframe. We understand that this is a great park with many amenities - walking trails and everything, but unfortunately, similar to the east side library we're unable to service every single destination in Norman at the current moment. But we do service a lot of the major parks: Andrews Park currently in the proposed changes, we're getting a great new playground there as we speak. Westwood Golf Course and Aquatic Center would be better served by the route changes. They are currently served within reason, but this would have more direct access. Chris, I'm not going to go into every park cause I think we have 80-90 of them in the city, and maybe that's all the neighborhood parks I don't honestly know the number off the top of my head, but I know that number 80-90, we're floating around there. We do serve a lot of the smaller parks in and around Norman. So I hope that makes sense that I can't really rattle off the parks that we have.</p>	Ms. Chris E. Nanny
				(38:03) Yes I understand, thank you.	(38:07) And I'll mention too, that we would have new service to the Sutton Wilderness park on 122 so that would open up that area for folks that may want to go out there and do a little bit of trail walking or hiking that we have in Norman.	
				(38:22) Thank you, thank you. I appreciate the information. (39:27) I did want to say thank you for these meetings, they're very helpful. And I am planning to attend the in person meeting at City Hall. I also wanted to thank you for those amenities that you're planning to put into the new transit center. That's really helpful to know that there will be an inside lobby, and places for people to wait inside, restrooms; Those are very welcome changes. Thank you, thank you for doing that.	(40:07) Thanks Chris, for highlighting that - we think so too.	
				(41:10) Taylor, one other question I had: Just so folks know, if we have comments or concerns about the EMBARK PLUS system, I know that isn't part of the presentation right now - but what's the best way for folks to tell the City about proposed changes for EMBARK PLUS - the paratransit system?	(41:35) Yeah so, the same way either call us at the number listed, email us - those are the best ways to reach out to us, even after the public comment period ended. I'm not going to say the online form because that may go away after the public comment period, but call us or email us anytime that you have a problem or have any questions or comments and we're happy to chat with anybody.	
				(42:03) Thank you. Thank you Taylor.	(Chat) Ms Nanny - you can also reach out to EMBARK Customer Service by phone: (405) 235-RIDE (7433) - Danielle Clark	
				(42:52) Appreciate the information and I will pass it along to other passengers. Thank you again for the meeting today it's very helpful information and exciting to see all the changes.	(42:22, reads phone number from chat aloud) If you feel like you need to call the City we are happy to take those calls and be liaison to EMBARK and help you with those issues or improvements that you want to see.	

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DATE RECEIVED	VENUE	CHANGES REVIEWED?	RESPONSE REQUESTED	COMMENT	RESPONSE PROVIDED	COMMENTER
11/15/2022	Email	YES	No Specific Request	<p>Hi Taylor,</p> <p>Thank you for all the fixed-route transit info shared at today's virtual meeting, and the other public comment meeting opportunities this week.</p> <p>I cannot attend tomorrow at the library, but will see you at the City Hall meeting Thursday evening. Thank you for facilitating my ride with Embark Plus.</p> <p>Among the welcome fixed route services that I noticed are the planned amenities of the new Transit Ctr 320 E Comanche; service to the new Senior Wellness Village and Sutton Wilderness (Rte 121); service to the Central NPL and Westwood Park. Thank you for those services, among many other positive changes.</p> <p>Suggestions for Wed and Thur mtgs:</p> <p>-- Pls include information about at least a few of the major parks, recreation areas, etc. served by the proposed FR bus system, especially those parks with playscapes, community events and other family-friendly features, e.g., Reaves, Lions, Legacy.</p> <p>-- In anticipation of dissatisfaction from east side residents, pls highlight Eastside locations currently served by the FR service, current and proposed, especially shopping areas, parks and splash pad play areas for families, etc., so eastside residents feel heard.</p> <p>-- Pls highlight future Citywide service changes that citizens can look forward to: service to Ruby Grant Park and MN Tech Ctr, West and East Libraries, among others (just as you mentioned expanded routes, service hours and Sunday service today).</p> <p>Thanks for all you do, Taylor. We appreciate you and your team.</p>	<p>Thanks for your attendance today, Chris. I appreciate you taking the time to attend the meeting and then follow up with this email.</p> <p>I will do my best to highlight the information that you have requested in my comments during my presentation at the public meetings tomorrow and Thursday. Thank you for the suggestions. See you Thursday!</p> <p>-Taylor Johnson (11/15/2022)</p>	Ms. Chris E. Nanny
11/15/2022	Email	Unknown	No Specific Request	<p>Hi there,</p> <p>I am concerned that there will no longer be public transit service by Cottonwood Condominiums or through Triad Village Dr. Many people with severe and persistent mental health issues utilize Thunderbird Clubhouse services and rely on the stops by Cottonwood and on Triad Village Dr. in order to have easy access to our services.</p> <p>I am not sure if anything can be done at this point, but I wanted to let you know that our agency opposes those changes on the public route.</p>	<p>Linn,</p> <p>Thank you for reaching out and providing your comment. I understand that it is not ideal that the closest bus stops to your agency will be discontinued if the proposed changes are approved. However, the proposed changes do include retaining the bus stop on the north side of Alameda St, just west of Triad Village Dr, and includes adding a stop on the south side of Alameda St, just east of Triad Village Dr. This will allow riders to access this area and from 2 directions more efficiently with the bus route going both ways. From these stop locations, it appears to be approximately a 0.4 mile or a 8 minute walk to Thunderbird Clubhouse.</p> <p>Again, thank you for your comment. We will include it in our list of overall comments received. Once the public comment period closes on November 21, we will then analyze the feedback received and provide a final recommendation to City Council on the proposed route changes, most likely at their December 13, 2022 meeting.</p> <p>Please let me know if you have any additional comments or questions. Thanks,</p> <p>-Taylor Johnson (11/15/2022)</p>	Linn Blohm

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DATE RECEIVED	VENUE	CHANGES REVIEWED?	RESPONSE REQUESTED	COMMENT	RESPONSE PROVIDED	COMMENTER
11/15/2022	Webform	YES	YES	We need stops along Triad Village Dr. and up Biloxi through Beaumont to Alameda & Vicksburg. Those are the heaviest stops that I see that people will constantly use. A lot of disabled people use the stops along Triad Village Dr. to get to Thunderbird Clubhouse.	<p>Jeremiah,</p> <p>Thank you for reaching out and submitting your comment on the proposed Norman transit service changes.</p> <p>I understand that it is never ideal when bus stops are moved or discontinued at specific destinations that you or others may frequent. However, during our transit long range planning process there were some tradeoffs that were made to provide better service overall to many destinations in Norman. In addressing your specific comments, it is true that the stops on Triad Village Dr will be discontinued. However, the proposed changes do include retaining the bus stop on the north side of Alameda St, just west of Triad Village Dr, and includes adding a stop on the south side of Alameda St, just east of Triad Village Dr. This will allow riders to access this area and from 2 directions more efficiently with the bus route going both ways. From these stop locations, it appears to be approximately a 0.4 mile or a 8 minute walk to Thunderbird Clubhouse. In addition, there is a route recommended in the transit long range plan for expansion that would operate east on Alameda St to the Norman East Public Library. The proposed expansion route is shown to operate on 12th Ave SE and Triad Village Dr on its way to and from the Library. With that, we hope that this route is operational in the future as funding becomes available.</p> <p>In regards to the segment of route 111 being moved further east to operate on Brandywine Ln instead of Biloxi Dr, most of the current stops and destinations along Biloxi Dr will remain served, either directly or within a ¼ mile, which is generally around a 5 minute walk. There are many multifamily housing units further east on Lindsey St and Brandywine Ln that would benefit from better transit service. The decision was made to propose having route 111 go a bit further east due to this increased access, while keeping most of the existing area served within a reasonable walking distance with the proposed changes.</p>	Jeremiah
					<p>Again, thanks for your comments. We will include it in our list of overall comments received. Once the public comment period closes on November 21, we will then analyze the feedback received and provide a final recommendation to City Council for their review and action on the proposed route changes, most likely at their December 13, 2022 meeting.</p> <p>Please let me know if you have any additional comments or questions.</p> <p>Thanks,</p> <p>Taylor Johnson</p>	
				<p><i>(respondent included a screenshot of white text on a black background, text to follow)</i></p> <p>I am concerned that there will no longer be public transit service by Cottonwood Condominiums or through Triad Village Dr. Many people with severe and persistent mental health issues utilize Thunderbird Clubhouse services and rely on the stops by Cottonwood and on Triad Village Dr. in order to have easy access to our services.</p>	<p>Hello JT,</p> <p>Thank you for reaching out and submitting your comment on the proposed Norman transit service changes.</p> <p>During our long range planning process that occurred from about July 2020 to June 2021, feedback was gathered from the community through public meetings and surveys. This included stakeholders, elected officials, the general public, and current riders. Overall, the goal was to make better use of the resources we have currently by providing better service overall while looking to the future and how we could strategically respond as funding becomes available. The changes to the bus routes reflect</p>	

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11/15/2022	Email	Unknown	No Specific Request	<p><i>(text of email body)</i></p> <p>Why would you not consider the Disabled, Elderly, Blind, Mentally Challenged as well as our USA Veterans when proposing these bus route changes? This is going on the third year of a Pandemic. As a Veteran in USAF, the effect these changes will have on our community in these areas of health and well being, this will certainly be more devastating than you may even be able to comprehend. What may be easy and simple to some, is certainly not so easy and simple to others with debilitating and deteriorating conditions. You are also dealing with tax payers and voters. I humbly ask you to rethink your proposals with mercy and compassion. Most Graciously, JT SHERRILL</p>	<p>we could strategically expand as funding becomes available. The change in the base route network (which is what the current public comment period is about) and the future recommended improvements are the result of that long range planning process and feedback. This resulted in some areas not being directly served, however many of them are still within walking distance of the proposed new routes/stops. Most routes are proposed to operate bidirectional (or both ways on the same street) resulting in a more user and operational friendly system. This is a move from the large looped system we have today that requires many riders to stay on the entire route to get to and from their destination, rather than a more direct route as proposed. If there are more specific areas or stops that you would like me to provide more information about I am happy to discuss those with you. Again, thanks for your comments. We will include it in our list of overall comments received. Once the public comment period closes on November 21, we will then analyze the feedback received and provide a final recommendation to City Council for their review and action on the proposed route changes, most likely at their December 13, 2022 meeting. Please let me know if you have any additional comments or questions. - Taylor Johnson (11/16/2022, responded to all copied)</p>	JT SHERRILL
11/16/2022	Email	YES	No Specific Request	<p>City of Norman, A lot of us would like to see vending machines at the new bus terminal being built for Embark Norman in 2023. A lot of us in Norman have disability and require food and drink for survival. Having a vending machine at an end station is quite a good idea for those of us with disabilities. We all try to be inclusive towards the needs of everyone. You're all really great and we appreciate everything you guys do. I also had another suggestion to make sure that surveillance cameras are very often used and signs are posted to notify passenger they're being recorded. People have been riding the bus for fun in order to rip off other passengers. It can get really dangerous because it is so easy to board Embark Norman with absolutely no fare. People will just jump on, which is completely fine, but some riders in Norman have been selling drugs or robbing others. Please definitely have a good surveillance and security. A lot of places use private security. Definitely use private security services to secure your property. Thanks for taking my suggestions. We appreciate the service.</p>	<p>Jeremiah, Thank you for your comments and suggestions. We are planning to have vending machines available at the proposed new Transit Center, as well as a water bottle filling station and fountain. Every bus has many cameras inside and outside the vehicle and records the entire time the bus operates. We will look into possibly placing signage inside the bus making passengers more aware of this surveillance. Please let us know if you see any activity that may be illegal or causing issues on the bus. If you pass along the day, time, route/vehicle number to us we can pull that video and take a look at it. We will also have surveillance at the proposed new Transit Center. Thanks again. Please let us know if you any additional comments or suggestions. - Taylor Johnson (11/17/2022)</p>	Jeremiah
				<p><i>(verbal @27:40)</i> My Main question is... I know several years ago CART changed the 121 and 111 routes because of the speed tables along Boyd St and Shiloh Dr. both routes for 111 is going over about a quarter mile of speed tables.</p> <p><i>(28:14)</i> Brandywine and Beaumont.</p>	<p><i>Taylor Johnson responded verbally in person (verbal @28:13)</i> Along Brandywine?</p> <p><i>(28:20)</i> So that's a great question. We've actually tested the routes and EMBARK has said that those speed humps, or speed tables, are okay for the buses. But we will be looking into that with our traffic control division on how to - I mean obviously residents wanted those, its a petition driven process to have those put in. But I think operationally we'll be okay, They're not the craziest speed humps in the world, I've seen worse - way worse if you live near my house. So we've looked into that Jeff, but that's a good point, though. Did you have any more comments?</p>	

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11/16/2022	In Person Public Meeting	YES	YES	(28:56) Well I also kind of wonder about the proposed discontinuation on 111 because I know there are a bunch of people that live in those apartments down there.	(29:18) on Biloxi?	Jeff Haralson
				(29:19) No on Brooks.	(29:26) Brooks.	
				(29:29) Biloxi too, but Brooks as well.	(29:33) I tried to address the Biloxi to Brandywine change in my comments. We still feel like most of those apartment complexes are still within a good walking distance and if not served really well still. And that we'll be serving more with that. The Brooks St to Lindsey St. change is one of those more difficult choices because it is just outside the walkshed, however the stops along Lindsey St. did have more ridership in the past. That Summer Point does have a pretty good ridership number there.	
				(30:09) I know I ride that route often. That's why I asked.	(30:14) That's just one of the trade offs that we to propose. I don't have an easy answer for that one. We hope that folks will still be able to access that by walking 12th to get to the bus at Lindsey. Did you have more, Jeff?	
				(30:35) Not right now		
11/16/2022	Official Comment Card	YES	No Specific Request	I actually like the changes.		Mark McAuley
11/16/2022	In Person Public Meeting	YES	YES	(verbal @ 30:38) So on 111 your just gonna cut out right there where it makes the loop at creekside, then goes back down to the 7/11, goes all the way up. You're just gonna have it go to Brandywine, and then up to Beaumont, and then down and up Vicksburg?	Taylor Johnson responded verbally in person (verbal @30:59) And then it would go back the same way. One after the other.	Mark McAuley
				(31:03) That's the reason I asked, I live right across the street from Irving. That's cool. I thought you would cut that right out because of the school thing.	(31:11) No we might still do the 3:30pm run where we go around.	
				(31:18) Yeah, that one hour run.	(31:21) Yeah, I didn't mention this in my comments, but that little jut here where we do a turn around at Creekside Dr. In the past we have gotten a lot of complaints from property owners there. Go down there sometimes, there's this weird little turn around that we do. I can't explain why it was built that way, but it is a public street.	
				(Interjection from Jeff Haralson @31:42) Well they used to go through one of the apartments.	(31:47) Yeah but that's not public infrastructure. So we have to make that change. But with the changed routes we still serve Twin Creek apartments, along Lindsey St. And again going a little further east we hit a lot of multi-family housing along Brandywine and Beaumont. So to your specific question about Vicksburg and Irving- won't change.	
				(Mark again @32:12) Yeah okay thank you.	(32:13) And you'll have a bus stop going the other way. So if you wanted to go to Walmart, you could catch one going that way - if you wanted to go to campus or downtown you could catch it going the other way.	
				(verbal @32:32) I just had a question about the transfer station - is it going to have a family restroom in it?	Taylor Johnson responded verbally in person (verbal @32:39) Well I don't know if you have seen that facility, but it is very small. We're not tearing it down, we're just remodeling. It's going to be a larger restroom, single stall - single... stall is not the right word, but single use. One restroom.	
				(32:56) One restroom, okay. And then my other question the gap to me seems largest on the east side between Alameda and the route, um, its a fairly high traffic area right? (recording is difficult to hear here, and transcription may not be accurate) I mean is it limited ridership, where it got cut off right here - I'm just wondering why the loop didn't go you know like this - back around so it came a little further down 12th. Does that make sense?	(33:24) So you're saying the route 111 could have went down Triad Village Dr. south...	

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11/16/2022	In Person Public Meeting	YES	YES	(33:31) Yes, and then it would have serviced the Cottonwood Ridge apartments well.	(33:37) Yeah, we're trying to fit these routes within a 30 minute or an hour timetable, so I can't give the specific details about that, but I think that is probably why the decision was made, to try to stay more linear routes and to keep it going operationally. And I think it was probably a timetable issue.	Eva Smith
				(34:04) There are just a lot apartment complexes in that area (recording is difficult to hear - some of comment not included) between Alameda and Lindsey right? Isn't there a pretty high ridership in that area?	(34:13) Well we have the Summer Pointe Apartment at Brooks & 24th, which again, that was one of those more difficult trade off decisions. And then the Cottonwood Ridge Condominium apartments had somewhat good ridership, but again was one of those trade offs. It will still, both of those locations are still within a ten-ish minute walk of the proposed routes. Which I know it is not idea to have direct service taken away, but we are trying to do the best to provide better service overall and to make the routes more efficient and more user friendly overall.	
11/16/2022	In Person Public Meeting	YES	YES	(verbal @35:05) I live on the east side of the hospital, and to get to the downtown route, do I have to go to the new transit center or can I transfer somewhere, or?	Taylor Johnson responded verbally in person (verbal @35:19) East side of the Porter Hospital?	
				(35:22) Yeah.	(35:23) So we'll have that 121 route on Porter on the west side, along Porter. I don't know where you live exactly, but you could walk over to Porter to catch that bus, or...	
				(35:37) That would take me to the main street bus, right?	(35:41) Well all the buses would come into the Transit Center	
				(35:43) Okay, so I would have to walk to the Tranist Center.	(35:46) Or you could catch the 121 bus as it comes into the Transit Center. Or the route 122 that goes up - out to Food and Shelter and Walmart east and up 12th. It will also come back down Main street into downtown. So you could walk south from that area and catch route 122 as well.	
					(Interjection from Danielle Clark @36:10) (using laser pointer) I don't if you can ... yeah. That is where the hospital is. You were saying that you live in this neighborhood here, you would just have to come to this route and catch it on its way into the Transit Center down here.	
				(36:25) Oh, okay, the other direction!	(Taylor again @36:27) Does that make sense?	
				(36:29) Yeah. And my second question, what about the price.	(36:32) The price - so fare is remaining a whooping zero. It was recommended to stay at a free fare. We went through a fare analysis with our long range planning process. At the end of the day if we bought fare boxes, and collected it, and deposit it and yada yada yada... It just didn't make sense. We weren't gonna make much money collecting money, it's funny to say. So right now we're gonna stay fare free into the near future. Obviously that could be revisited by Council at any time. But that's the current policy.	
				(37:12) And the paratransit bus - is it going to be the same? Same rules as before?	(37:18) Currently. We are looking into that with Council right now. We have an on-demand Microtransit conversation happening which a little separate from this, so I don't want to get into too many weeds. But one change that will be made for folks... So paratransit is a byproduct of fixed-route, its a complimentary service for those who are unable to use the fixed route bus system. The regulations require us to provide it within three-quarters of a mile of the fixed-route service as the crow flies. So if you just drew a buffer around all routes, three-quarters of a mile, that's our paratransit zone one service. So as you can see this generally, the paratransit zone one service will change slightly, but the City of Norman, like a lot of other transit agencies, goes to its city limits in what we call zone two. Zone one and zone two aren't really treated differently, except that zone two is the service that we don't *have* to provide. So if we ever get into a crunch and don't have the vehicles or drivers to provide service, we have prioritize zone one over zone two. But we do serve all of Norman with paratransit service. The route changes don't have a lot of change for paratransit, othr than that zone one/zone two designation, which again only really matters if we get into a crunch with service, or operators.	Janice Oak

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					<p>(Interjection from Danielle Clark @38:41) I went ahead and pulled back up that walkshed map, cause this is a quater mile, so it would be three times wider than what you are seeing here. And anywhere that is an open area - anything inside of that would also be zone one.</p> <p>(Taylor again @38:57) We're not allowed to have 'donut holes'. And I think that's actually how they say it in the regulations - 'can't have donut holes for paratransit service'. Well they probably don't say that in the regulations but I'm sure they say it in the guidance somewhere juist to give you a good way to visialize it.</p> <p>(39:15) And is the eligibility for the paratransit the same?</p> <p>(39:20) It will remain the same, yeah.</p> <p>(39:31) I was wondering about the service to OKC.</p> <p>(39:48) When we operated that service at OU four times out of the day and EMBARK did it two times out of the day. And we continued to do that for the first year that the City operated it - we did four of the runs, they did two of the runs. EMBARK OKC, did two of the runs, I should clarify that. So after a year, EMBARK OKC said, hey, it would be better operated if we just did the whole thing. And so they took over the entire service for route 24 the Norman Express, the comuter route between OKC and Norman. So the City of Norman doesn't actually operate that service anymore. They clue us in on any changes, any bus stops they want to add to that route in Norman, or change in OKC because our residents benefit from that route. But we don't have any proposed changes for that route because we don't operate it. We're just proposing the local routes here in Norman.</p>	
11/16/2022	In Person Public Meeting	YES	YES	<p>(verbal @40:45) Would that route still come in to the new Transit Center or still go to Brooks?</p> <p>(41:59) And that would be awsome because, it was probably seven, eight, or nine years ago, I went down to Dallas just to get away for a while and they had the rail service and I was able to for \$5 go from Dallas to Richardson. I thought back then (audio indistenguishable - positive reaction to cheap fare)</p>	<p>Taylor Johnson responded verbally in person</p> <p>(verbal @40:52) Yeah, because EMBARK operates our service too, we work really close with them. They are definately more keyed in on that. Hopefully it will be a little bit more streamlined rather than having to navigate into campus, right. They'll just have to go down Main St and into downtown, come in there. We hope it will be more efficient. And this is little bit of a tangent, but I think they are looking at changes in OKC too. To just streamline the route. As a comuter express service over the years we have realized that we try to serve too many destinations with that route. It really gets bogged down sometimes. So I think they're really analysing that service. Then to get off on a further tangent - if you guys didn't know, the Regional Transportation Authority of Central Oklahoma (RTA) was formed in 2019 a little bit before we took over the transit service here. And they are actively working on how to put in regional commuter rail service between Norman, OKC, and Edmond, and then service out to Tinker east of OKC. To establish some more connectivity. So the Sooner Express may go away with the regional commuter rail that gets put in, but it should be better serviced overall.</p> <p>(42:24) We're a little behind the times, we can acknowledge that. But we're trying to get there now. They actually have a meeting right now, unfortunately I scheduled this right at the RTA board meeting so I couldn't go. But they're actively planning - trying to get us in the pipeline for federal funding. The big federal funding dollars to get us to build us a multi-hundred million dollar rail system, right. And they're working with BNSF, its really complicated work to try and work in a rail corridor. So there's lots of work going on. But at some point we're gonna come back to you all and ask you to vote on a regional sales tax. Because that is the only thing that the legislature allowed us to have is an RTA rail sales tax initiative. So that will be coming in the next year or two I'm sure, to try and get the local funding to build and operate the thing. We'll still try to get as much federal dollars as we can to help suppliment that, but gotta have some local match to get in there.</p>	Jeff Haralson

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				(43:17) I always thought it would be cool also to have a way, a bus or whatever it is, that goes to Moore.	(43:26) Yeah, again kinda getting off on a tangent, but we do operate a limited service route every Tuesday and Friday that goes to the Social Security Office in Moore. But historically Moore hasn't wanted to pay for transit, so it's hard to operate service in an area where they aren't willing to contribute in terms of funding. That has started to change a little bit though, the last couple of months. There is a Social Services Coalition, you may know more about it than I do, they addressed the Moore City Council said hey we really need to get EMBARK OKC or somebody to bring service here to Moore. And they listened to them. I think they provided funding for a feasibility study to see what that would take and I think that is where they're currently at with that, but I'm not the expert on it. And unfortunately, I don't know if you caught it for the RTA - it's Edmond, OKC, and Norman. Moore, Midwest City, and Del City all pulled out of the RTA within the last year, again just further case for you wonder why they don't have transit.	
				(44:33) Maybe I need to go make a proposal to the Moore City Council then!	(44:37) Maybe so - but that's not why I'm here. And that's a good point. Go to your elected officials, if you live here in Norman talk to your councilmembers. If you wanna see additional routes, services on transit, or anything else. The only way to get anything done, we're doing our best as staff, but if they hear from you - you often have more pull than we do. So please reach out.	
11/16/2022	In Person Public Meeting	YES	YES	(verbal @45:07) I would just like to have a couple of words defined, that I don't know exactly what it means. On the first background slide - it asks about stakeholders - who is that referring to?	Taylor Johnson responded verbally in person (verbal @45:19) So I like to think of stakeholders as agency staff members like the Food and Shelter Director, maybe city staff of departments that we work closely with, Center for Children and Families. Those folks that work with clients and citizens and community members that provide other services that we want to get folks to - or they work closely and want to have knowledge about the transit system to pass along. OU staff members, CART, the RTA, those folks that have knowledge about transit and are invested in it or that have clients or people that use the service or could pass along the service.	Janice Oak
				(46:09) And what's a walkshed?	(46:11) Walkshed is a good term. So the walkshed is kind of like a watershed, but that quarter of a mile buffer is the gray area that you see - it's a gray area around every bus stop. So the combined grayness - if you will - is the walkshed. So that is where you can walk within about 5-10 minutes to that bus stop. If that makes sense.	
				(verbal @46:59) I had a question, the new hospital down at east 24th and highway 9, is there going to be any kind of service there?	Taylor Johnson responded verbally in person (verbal @47:09) Not currently, again the main purposes of these changes are to try to do better with the resources that we already have and resources we have in the areas we already serve. The highway 9 hospital is interesting because it's really a kind of a smaller emergency room. We're trying to do our best to serve the Healthplex better which has a lot of services, and will have a lot more. I don't know if you've seen the construction lately around the Healthplex. But we try to serve as many destinations as possible and unfortunately we can't go every direction. But maybe in the future that highway nine station will be served.	
				(47:42) And are we losing the west side library stop?	(47:46) We're not losing it, well, we are losing the direct stop - I shouldn't say that. So that's the Ed Noble Parkway change. And Danielle is trying to point it out right now, on the left side.	
					(Interjection from Danielle Clark @47:57) So that is where it would be currently, and then...	

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11/16/2022	In Person Public Meeting	YES	YES		(Taylor again @48:01) The stop that will remain is in front of Sam's Club, and that is where we are saying it will be within a reasonable walking distance of about 0.3 or 0.4 mile or 5-7 minutes of a walk from that Sam's Club stop. This is, again, one of those trade-offs, that we made to keep the routes more bidirectional along those main city streets. And Ed Noble is an interesting road, because going south we can service the locations on the west side of Ed Noble parkway. But if we provided bidirectional service going north the east side of the road is ODOT right-of-way with the interstate and there is nothing over there. So it would be very difficult to put bus stops there. And that is kinda why we migrated over to 24th and Main St and provided that recommendation for route 112.	Alan Hatcher
				(48:51) So I work with the Norman Care-A-Vans, we're a local transportation organization, and we've been kind of collecting feedback. We've been getting a lot of feedback about policy about what you can bring on the bus with you. I don't know if that is something you can address or if I should speak with EMBARK?	(49:06) Well, of course, that is not what we are here for right now, but I am happy to talk to you afterwards or...	
				(49:13) Yeah great. But one of the main ones is like grocery shopping. I think there's a limit on the bags you can bring...	(49:19) I think it is three or four bags, yeah.	
				(49:20) So we have had a lot of people who have gone grocery shopping, expecting to get a ride back, and then they try to get on the bus and are told they can't, so then they're left to walk across town with all their groceries. And then some people have wanted to have those little collapsible wagons that you can kind of load up with groceries for that last 8-10 minute walk from the bus stop. But I think those are forbidden to bring on. So a lot of people complain about that - these are pretty essential items that you can't bring on there.	(49:51) Lets talk some more afterwards, and maybe we can get some emails going, we can talk about it with EMBARK. But because the buses have somewhat limited room and it is a shared ride, we have to draw the line somewhere. Because we don't want certain passengers' stuff - we'll just use the term stuff, whether it's groceries or whatever - causing an inconvenience to other passengers. If that makes sense. We want you to be able to keep control of your groceries and - lets say you had a bag of cans that you drop because you had ten bags or something and they roll... We just, I think that is why they've drawn the line at 3-4 bags. Somewhat manageable in your lap amount. But we can talk about it more over the next couple of days.	
					(Interjection from Danielle Clark @50:33) I will point out that one of the things that is allowed are the two-wheeled grocery carts that stand up...	
					(Taylor again @50:40) Is that what you were talking about?	
				(50:42) I was talking more about the wagons that have four wheels...	(Interjection from Danielle Clark @50:44) And like Taylor was saying, its kind of about space economy. Where those stand up carts are built more vertically, they take up less room, they're less likely to block the aisle for other passengers or be a hazard.	
				(51:07) Alright.	(Taylor again @50:58) And I thought that's what you were talking about was the stand up ones. Which I was going to go back for clarification. Maybe we can provide options for what you can have and that will be better for folks.	
				Change bag limit policy: passengers have complained that they have gone grocery shopping expecting to take a bus home, but have been turned away because they have too many grocery bags, forcing them to walk home with lots of groceries.		
				Change policy about items such as blankets & sleeping bags being forbidden on the bus.		
				Change policy that prevented a passenger from bringing a small styrofoam cooler on the bus.		
				Run on Sunday please!		
				If the driver sees someone doing their best to make it to the stop, be courteous and wait for them.		

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11/16/2022	Official Comment Card	YES	YES	<p>As many stops as possible should be covered and well lit.</p> <p>The university bus that goes to Emerald Greens should run on weekends.</p> <p>There needs to be transportation from Cleveland County Jail. People are routinely left with no other option except walking from there back into town. This is inhumane.</p> <p>Express bus to the city should be free.</p> <p>Buses should start earlier for those with early appointments. Also run later for night workers.</p> <p>Buses coming more frequently than hourly.</p> <p>The routes are not intuitive. The Alameda & Main buses are on on Alameda & Main briefly. Confusing!</p> <p>Expand the route south of Lindsey, especially around Classen & 12th intersection.</p> <p>Maps of routes posted at each stop.</p> <p>Have USB chargers like OKC buses do.</p> <p>Change policies that limits how much riders can ride the same route.</p> <p>Allow mini-collapsible wagons.</p>		Alan Hatcher
11/16/2022	Official Comment Card	YES	YES	<p>I live on N Peters Ave. there bus that blue cover I would like more bus is cover with street on North Peters Ave Across the street on Peters Ave. Call Me More Info. <i>(provides name and phone number)</i> Disabled advocate 4 transportation</p>		Eddie Cole
11/17/2022	Webform	YES	NO	<p>The west side is cut short. Only a small percent can travel from west or within the west area with these changes. At the very least they should be able to access grocery store with the bus. Walmart is cut off.</p>		Anonymous
11/17/2022	In Person Public Meeting	YES	YES	<p><i>(verbal @3:09)</i> One of the changes that you've made that I really like, and I think particularly handicapped and older folks will enjoy, is that you have a route now that goes on both sides, east and west, of the hospital. See how it jogs up, past the hospital on the east and then it goes to the west and back down. I like that because that's a big complex that hospital is, and getting in from one side sometimes takes a while if you are dropped off on the other side.</p> <p><i>(4:07)</i> Oh yeah, you're right!</p> <p><i>(4:12)</i> I was thinking that, I did notice that.</p> <p><i>(4:49)</i> Consider that to be something that is still pretty valuable for people.</p>	<p><i>Taylor Johnson responded verbally in person</i> <i>(verbal @3:52)</i> I hate to turn your positive comment into maybe a negative one, but the current route map on the left: that is exactly what we're doing, and the right side you'll see that we'll only have service on the west side.</p> <p><i>(4:10)</i> You can rescind you positive comment if you like.</p> <p><i>(4:17)</i> Again, and I kind of said this, maybe a little too quickly, when we are going into that region of Norman, we have route 121 operates on Findley on the east side of the hospital and on Peters Ave. on the west side, and we're trying to move it onto Porter which is again a more heavily utilized road that can handle the buses. We hope to still continue serving that area effectively with that route that will go down Porter.</p> <p><i>(4:54)</i> I should mention that the Norman Senior Wellness Center is going in the Porter Health Village, Porter Hospital area. And a lot of amenities are going to be put into that area and invested in, so it is going to be a major destination - it is a major destination and will continue to be into the future.</p>	Kendall Humphrey

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11/17/2022	In Person Public Meeting	YES	YES	(verbal @5:49) I really like route 122, that northeast area has always been a neglected bus route and there's a lot of folks that live up in there. So kudos for that. My other question is - in the southeast corner, you kind of have a big open gap there. What was your thinking about not having something running down Boyd or at least up and down 12th St. to kind of help fill that interior?	<i>Taylor Johnson responded verbally in person</i> (verbal @6:26) Well unfortunately we can't serve every destination right outside its doors. But this is one of those trade-off conversations. So in the current routes on the left you can see that route 111 goes out on Lindsey St and comes back on Brooks St., specifically on 12th St. and Brooks St. and in that area. So when we make it bidirectional we have to make a decision on what corridor to serve. And for route 111, the ridership was much greater, of course, on Vicksburg and in the Biloxi area which again, we propose to push a little further east on Brandywine. And then route 121, again we have limit resources, so the proposal is to put those resources in other areas. While some bus stops in the 12th and Triad Village, and 12th and Brooks had some ridership - and maybe some decent ridership - those resources were ultimately proposed to be put elsewhere. Again I'll point out, I put the walkshed map up there, and while there is a hole there as you point out. Generally that gray area is about a 5-10 minute walk and unfortunately there is a gap where folks would have to walk a little farther. But again, not everything is Kumbyah with this plan, we had to make tough choices in how we could best use our resources.	Mark Nanny
				(7:50) I do think you did a good job, because there are a lot of apartment complexes that are within that gray area.	(8:03) I appreciate the comment and pointing it out though, it's a real conversation we had to have, and that we are having right now obviously.	
				(verbal @8:30) Mine is probably a 'town and gown' question. I see it looks like you are circumventing the perimeter of the University. Are you coordinating with any of their system? Do they know what you're doing? And the other thing, I guess because of the Crest thing - you said it was a private road, I was thinking that was part of the University Park when you call it private, maybe it was their property. And whether or not it's still you're dealing with University. Are we still in good stead with each other? Are we talking to one another, or is there something going on here? If I have classes or stuff there on campus, then all a sudden I got to go Kumbaya or whatever you want to call it...	<i>Taylor Johnson responded verbally in person</i> (verbal @9:10) Again I used to work at CART with OU, in their transit system. I know them very well. There's a reason that OU decided they didn't want to run city service. They have the priorities that they have. To my knowledge they haven't really changed very much in their route network, but we can't necessarily rely on that as a basis for what we're going to do. So again we are trying to do the best we can with the resources we have to serve the areas in Norman that we can. But we do work closely with them. We stay in touch with them. They are serving in and around campus area very well. And continue to do so for their students, faculty, and staff. And for the general public that want to go to the university, they can still ride the OU routes just like anybody can ride our routes. To my knowledge all the proposed routes are on city streets, so we don't have any of those issues of asking permission, per se. But we do work closely with them, and any time we want to put a bus stop close to campus, we realize that could be a touchy subject. So we try to work with them as best as we can.	
				(10:13) Well I'm thinking - football game days - are, you know, traffic when something is going on there and people are trying to get there. They're not really students, they're going to an event or something... Are you coordinating there?	(10:25) Currently right now, for football Saturdays we try to get close to campus, and run the same routes that we already run. But it's just hard to get in and around campus on gamedays. OU does a really good job of transporting people to and from the Lloyd Noble Center as a major park and ride for OU football games. But we still go out and provide service mostly on the routes that we currently show. And if we move our Transit Center as proposed, we'll in large part, be able to do that more effectively. Right now, we're moving the Transit Center outside of City Hall, under tents and you know, there aren't really restroom facilities - we have portapotties but again it's not ideal. We'll have to modify routes the 111 & 112. As shown they're going around campus, again we/they close down so many streets in and around the university we'll have to modify those.	
				(11:19) So you haven't gotten that far yet. On what you might set up? Cause you've got something right now.	(11:26) We'll cross that road when we get to it. I don't want to say it's easy, but we can propose detour routes for the game days very easily. Just like we do now.	

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11/17/2022	In Person Public Meeting	YES	YES	(11:38) I know you're talking about routes right now, but your technology of interfacing with the buses and the your constituents? Is there an app that tells you where the bus is? But does the bus driver also probably in the future know that there are people sitting there waiting so that he can go if nobody is there. Or that type of thing?	(12:02) Well our desire is for, obviously if the bus driver sees somebody at the stop they stop. Or if at the transit center they are there for five or so minutes and people are able to transfer back and forth. I think while archaic it's a pretty well system. We're pretty close to having a public facing app, its been a long journey. We hope to have that really tweaked and provided to you all soon. And then other amenities we have - we have wifi on the buses, on paratransit and fixed route buses. And then we also have the surveillance system, which a lot of people may not consider an amenity. But it can be, if there is an unruly passenger that is not you, and there is a confrontation and you need something from that. So it's not only for our safety, it's for yours.	Ross Conner
				(12:57) You said there is wifi on the bus? Because I've been on so many buses the bus drivers say no there isn't.	(13:02) We might need to do some more education. If you pull up your phone it should say EMBARKNormanPublic and you should be able to just click it and join it. I've been a passenger in another car driving next to an EMBARK bus and been able to connect to the wifi, so it's a fairly powerful thing. Please check it out next time.	
				(13:23) The Crest thing - you said it was a private drive, type of thing. But a couple of things: that private drive goes back behind basically about the same difference from all the shops that are in-between it on the east and west. but if you go along the private drive you can still have the same distance to walk to the establishments like Cox and all the different people. But the thing about Crest is, if you're shopping, they only allow you take the grocery cart to the edge where the bus stop is now. I'm just giving you a problem, but once you've got your stuff there, now you want us to go all the way farther and past that. And either people steal the stuff, and they don't like that.	(14:10) We definitely don't promote stealing the shopping cart.	
				(14:13) There are a lot of carts there and people will take them back in, as they use the bus stop and everything. But in real time and in reality this seems how the stuff is and that's what you're going to lose out on whenever you do those kind of changes like that.	(14:28) I appreciate that comment. Again not every location will be served the same or as close. Again Crest will be served in a reasonable walking distance. And I know folks will have to bring their groceries a little bit farther, but it's just one of those little tradeoffs we had to make to make the route more efficient.	
				(Interjection from Kendall Humphrey @14:47) If you spoke with Crest they could do something about that, too.	(14:49) About their shopping carts?	
				(Kendall Humphrey @14:50) ...about their regulations.	(14:52) And that's a tale as old as time - people taking shopping carts and dumping them at the bus stop, so we'll do our best to make that as easy as possible.	
				(Ross again @15:04) When you mentioned it was a private drive, you never identified who the private people are have that or whether or not we can go from there...	(15:11) Well, it's not as easy as saying it's the university, because it's not. It's University North Park, but I don't remember the specific developers name. It may or may not be Crest that owns the land. I don't know that I could identify who.	
				(15:25) Well I realize they get the TIF money, and that type of stuff to improve things. And I thought, well gosh, rather than just putting a pole up or here's a CART bus stop - or EMBARK. Help us out on that end, you know, unless they just didn't want anybody.	(15:40) And we talked about what we could do to make that bus stop better, and we know there might be some changes coming so we didn't want to invest a lot into any particular stop anywhere because there might be some changes like this.	
				(15:53) We'll after doing this for 30 years, they used to have the bus go right up into a Homeland parking lot or something where people could get on. Part of it is the egress and you're interfacing pedestrians with roads, you know. You're going on these major thoroughfares now, that I mean, basically, it's kind of dangerous. Especially now that's the only place in the region to go to, you have got to cross the street and there's no light. And you have to go down to the stop to go to the stoplight, and on and on...	(16:25) And I can't speak for every location, but we tried to - especially with the proposed changes, tried to strategically locate the bus stops where - not that we're herding cats but, if the stop is located near a crosswalk or intersection. Generally you're going to use that crosswalk or intersection. If it's not, you're going to cross in the middle of the street, right? So we tried to strategically locate bus stops somewhat near a crosswalk, some near an intersection to allow folks the easy decision to be safe.	

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11/17/2022	In Person Public Meeting	YES	YES	(verbal @17:12) I wanted to say thank you for the amenities that you are proposing for the Transit Center - that's wonderful. That's just great to have an indoor place to wait and restrooms, and all those wonderful things. Thank you for service to the Senior Center and to some of the libraries. And I was asked by families with children and with disabilities to ask you to highlight some of the parks that are served, especially the major parks that have playscapes, event centers - nothing is coming to mind at the moment, but you know, places where we hold events and those kinds of things. And then also the locations of the bus stops. Are they shown are these maps or are there other maps where we can...?	Taylor Johnson responded verbally in person (verbal @18:09) The only map really in the presentation is this walkshed map that kind of gives you an idea of the bus stops. Again we tried to make this as easy to digest as possible for the route changes - we're not making small changes, we're making pretty significant changes. So we didn't want to overcrowd the map with every single bus stop. There would be a lot of dots on the map, but we can definatley dive into that if anybody wants to. Generaly, you can see along the maps almost all the areas will be served along the routes. As far as specific parks we serve, I'd love to talk to anybody in detail about that and really zero in on what they are looking for. We talked about this on Tuesday, we've got 80-90 parks i think in the city, and it is hard to point out every single one. A couple examples, major park-wise, that we serve along the proposed network - is the Westwood Park and the Aquatic Center. That would be served much better in this scenario. Andrew's Park would continue to be served well. Sutton Wilderness would be an open, new park that's within reasonable walking distance of a bus stop. So that might open up acces to a wilderness area that wasn't previously available.	Ms. Chris E. Nanny
				(Interjection from Ross Conner @19:31) Medieval Fair and the Norman Music Festival. Those types of things - that new location downtown will be great to have people there. I don't see anything where you're getting anywhere close to the park for 4th of July and Medieval Fair.	(19:48) No, that is a future improvement. So now again we're focusing on what the proposed changes are today. But in our long range pland there are 2-4 routes that we propose for expansion. And one of them is to southeast Norman - it would genreally go along Classen Blvd. to Constitution over to Oak Tree and get close to Reeves Park and the OU Golf Course. Then go down Oak Tree to 12th Ave SE, and Cedar Lane to that Walmart in the SE. So that's a proposed improvement, again, as funds become available. We didn't want to muddy the waters too much in this presentation because as soon as I throw that on a map somebosy says "hey they're gonna do this - this is great" and then they forgot that I said that no, this is a future improvement. So again we can get into those future improvements in more detail separate from this. The easiest way to get those is to ask your elected official, right?	
					(Interjection from Danielle Clark @20:40) I'm gonna jump in there, since you brought up the future routes. That area in Triad Village also has a future route - that heads through that section. Again it's not what's in the current changes, but there is a route, as one of the future expanssions, that would pass back through Triad Village and head out to the east library. So we have those things in mind, but we're just not quite there yet.	
					(Taylor again @21:05) Yeah again - the resources we have, how can we best spend them to serve the areas as proposed.	
11/17/2022	Official Comment Card	YES	No Specific Request	Please prioritize future service to East Norman Public Library, West Norman Public Library, Ruby Grant Park, and parks with events and play areas for children and families with disabilities. Also Sunday service and late evenings for events. Thank you for the planned amenities to the new Transit Center & service to the new Senior Center and Central Library.		Ms. Chris E. Nanny

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11/17/2022	In Person Public Meeting	YES	YES	<p>(verbal @21:11) Route 24 that goes, commutes to OKC - is that part of your system?</p> <p>(22:17) I guess before all the changes earlier, 24 would go down Lindsey St. So now, after all that access work, now it's all north or you have to go through the Brooks Street Transit Station to coordinate. And a lot of the early runs don't even - the other local stuff doesn't start 'til 7, and these things are running before that and you couldn't get there until an 8'o'clock bus type of thing. Just trying to see where they were and if that was, and the pickups and how they coordinate with that. Because I'm thinking multi-modal, like, where is the bus to OKC but also the train. I think it is wonderful you're so close with your multi-modal Transit Station right next to the AMTRAK within a couple of blocks. Are you working with ACOG, or are you just having to do this all on your own?</p>	<p><i>Taylor Johnson responded verbally in person</i> (verbal @21:16) Yeah we talked about that a little bit yesterday, at the other public meeting. We operated that route just like CART did for a year after we took over the service, and then EMBARK OKC - we have separate systems, right, for people that pay the bills, even though it's all EMBARK-opted to take that service completely - what I call operating it out of the OKC garage, entirely. That way they can - you know, you were talking about communication between bus drivers earlier - well EMBARK OKC bus drivers can now more effectively communicate on their radio systems with each other about that route. They had added a few runs during the day, they went from 6 total runs to 9 total runs when they took over the service. That's not proposed in our changes, because we don't operate the route. But we work closely with EMBARK obviously, because they're our contractor, but if they make any changes or propose changes on route 24 they will work with us.</p> <p>(23:08) We actually had an ACOG meeting today, we work very closely with them. And I don't like this, but I worked for ACOG for 7 months in-between OU and the City, so I know them somewhat well. So we work with them. And Actually ACOG doesn't do the RTA, train stuff anymore - that was transitioned to EMBARK as well. So EMBARK is involved in all these conversations included our proposed changes, their proposed changes, the RTA. And you're exactly right, being 2-3 blocks away from The Depot where the propose center RTA station is, where the AMTRAK station already is, and where hopefully future improved frequency for AMTRAK including going north will be a great benefit. Especially being downtown too - lots of good sidewalks, lots of bike lanes, and we have Legacy Trail that goes by The Depot, so we'll be close to that. Lots of multi-modal options in the downtown area, and we're happy to be a part of that if the proposed changes are approved and we move forward with implementation.</p>	Ross Conner
11/17/2022	In Person Public Meeting	YES	YES	<p>(verbal @24:16) You may have said this, and I'm sorry if I missed it, but if the Council approves this on December 13th, when will all this happen?</p>	<p><i>Taylor Johnson responded verbally in person</i> (verbal @24:23) So in our Public Notice we said August of 2023 - that could change, but that's what we're shooting for, that's our timeline. And that's including the Transit Center opening and operating routes out of it. And I know I don't say a specific day, but that can be a little fuzzy, so we didn't want to point to a specific day this far out. Again we hopw to go to Council on December 13th, share with them the feedback that we have, we'll put it into a report - into a staff report. And they will be able to review that and take action whether to approve the proposed changes and we move forward to implementation at that point. And we have about 6-7 months to do all the fun work of hiopefully getting all the bus stops put in. And marketing, making sure - you guys are all informed - but how do we make sure all the riders are informed right? New schedules and then the Transit Center being the</p>	Shawn O'Leary
				<p>(verbal @25:23) You said something about Sunday also being included, or?</p>	<p><i>Taylor Johnson responded verbally in person</i> (verbal @25:26) See that is why I don't put the future improvements in here. But yes, I did mention Sunday service, because it was recommended in the plan that we provide Sunday service at some point. I think it's actually the first recommendation after this is to implement Sunday service. And of course the phases could change depending on the priorities of Council and the citizens. But yes we did talk about Sunday service just briefly.</p>	

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11/17/2022	In Person Public Meeting	YES	YES	(25:54) And that is for Norman and not necessarily 24, they won't do Sunday service for there?	<p>(25:59) They don't do Saturday or Sunday service right now. But again, with the RTA, I think we're talking every day of the week. It just depends, how much service we're going to provide every day of the week. Everything costs - like our changes, money drives it. So how much service do you think we can put on the street with the money we have for this, how much service do we think we can put on the *RAILS* for the RTA, with the money that they think will be able to come in both federally and locally. Lots of fun stuff happening in transit - I hope you got that from this talk, and this presentation. You know, 5-10 years from now, I think we're going to see a completely different transit system in Central Oklahoma. With the changes that we're doing... EMBARK OKC is actually planning on route changes for them, that will somewhat align with ours, to be implemented next October. They're just a few months behind us on their public outreach and public comment period. Lots of stuff going on.</p> <p>(27:30, after confirming there were no further comments) We hope that we can be a bus system, not only for those that need it, which we are happy to provide for those that need it, but we want to provide a bus system for those that have a choice. A great part of the changes we're proposing is making it more user friendly, so that folks that have a choice can operate it, can navigate the system and use it. We're excited about the proposed changes and the location of the Transit Center.</p>	Ross Conner
11/18/2022	Phone Call	Unknown	YES	<p>(Phone discussion, not recorded, comment points paraphrased below. Call lasted approximately 6-7 minutes.)</p> <p>City is not prioritizing bus stop shelters and should be. No one wants to wait in the rain. People are "not going to use the bus if waiting sucks."</p> <p>Shelters should be available at every stop and not determined by some advertiser.</p> <p>Respondent is a student and wants to ensure access to campus and the Brooks Street Transfer Station is still available.</p>	<p>(Phone discussion, not recorded, response from Danielle Clark paraphrased below. Call lasted approximately 6-7 minutes.)</p> <p>With changes there will be some new stops and some discontinued stops, but the furniture from discontinued stops will still be used for areas with higher ridership. Have received ACOG grant specifically for bus stops to be ADA compliant and bus stop amenities.</p> <p>Location of shelters not determined by advertising partners, though they maintain the stops. Locations of shelters determined mostly by ridership, and that stops with fewer riders may not have a shelter installed. Unfortunately not financially feasible to put shelters at every stop, but with the route changes we should end up with more shelters at more stops.</p> <p>Discussed the separation of University CART service and City service, that CART would be primary bus service for the campus area but that route 111 will still visit the Brooks Sreet Transfer Station. Explained the Transit Center for city bus service will be at a different location, and offer improved amenities such as restrooms, indoor waiting, etc. but that the routes would still interchange with the CART system for campus access.</p>	Charlotte Cabrera

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11/20/2022	Email	YES	YES	<p>Hey Taylor,</p> <p>We appreciate that you and the Transit and Parking Division staff have identified us as an organization worth engaging with! Since we received your email, we have been asking our passengers for their input on Embark and public transportation in Norman. We have separated their responses into categories of "policy" and "route."</p> <p>When it comes to policy, the pattern that we've noticed most in the responses we've received is an experience of scorn and weaponization of policies against those who appear to be unhoused. Policies that prevent bags from blocking the aisle are understandable and necessary. But the accounts that we've received indicate that passengers who are doing everything they can to comply with these policies are still met with aggression and exclusion from services. These complaints are consistent to the extent that it doesn't seem like this is the fault of a few outlying employees. This leads us to question how drivers are being trained to engage with riders, and what the overall company attitude is towards unhoused members of our community.</p> <p>Regarding route, we have heard many positive responses to the new transfer station location on Comanche and Porter, continued \$0 fare, and bidirectional route implementation. The route extension north to Rock Creek on 12th, and then west on Rock Creek to Porter, has also been met with expressions of gratitude. Wanting to feel safe while waiting for the bus, by means of covered shelter, benches, and adequate lighting, was a dominant theme in the feedback we received.</p>	<p>Hello,</p> <p>Thank you for collecting and sending that feedback over to us. I plan to forward the policy comments over to our partners at EMBARK and discuss each point in your email below with them in greater detail. I will mention that all of our buses are equipped with interior and exterior security cameras. This allows us to document vehicle accidents and unsuitable behavior, whether it be the drivers or passengers, and act accordingly. However, we need to be made aware of any potential issue so we can investigate. Please encourage those folks that brought up those issues to contact us or EMBARK when they arise.</p> <p>In regards to the comments on the proposed route changes.</p> <ul style="list-style-type: none"> • All of these comments below are related to future, recommended improvements in the Go Norman Transit Plan. So in essence we have noted that these are needed improvements and when funding becomes available we will implement them as appropriate. <ul style="list-style-type: none"> o Buses should run on Sunday. o Buses should not have reduced hours on Saturday. o The route needs to extend south of Lindsey, particularly around Classen and Constitution. o Buses should start earlier in the day to accommodate those with early appointments. o Buses should run later into the evening to accommodate those who work nights. o Buses should run more frequently, on the half-hour. o Every bus stop should provide seating, shelter, and lighting. 	<p>Norman Care-A-Vans (general organization email, no specific name provided)</p>
				<p>POLICY</p> <p>-Embark has a bag limit that applies to grocery bags so if you go grocery shopping and have too many bags they won't let you on, even if you're able to carry all your bags. This needs to change.</p> <p>-Embark has told people they cannot get on with blankets and sleeping bags, specifically items related to homelessness, indicating pretty obvious anti-homeless bias. This needs to change.</p> <p>-Embark wouldn't let someone on with a small Styrofoam cooler that they were able to easily carry. This needs to change.</p> <p>-Many reports of the bus not stopping for someone who is running towards the bus stop, waving their arms to indicate they would like to board. It is reasonable to expect the bus to accommodate folks within a certain range of the bus stop, rather than making them wait another hour.</p> <p>-Embark needs to improve their efforts with continued community engagement.</p> <p>-A couple was recently kicked off the bus into a rainstorm because the driver said they have a policy against riding the route more than once, and they recognized them as having already ridden once. This needs to change.</p> <p>-Items such as collapsible wagons and carts need to be allowed on the bus.</p>	<ul style="list-style-type: none"> • The comments below are related to matters not really under the City of Norman's control. The University operates the route you mention that goes to Emerald Greens and EMBARK OKC operates the express bus to OKC. I will however pass along your comments to those parties as we work closely with them. <ul style="list-style-type: none"> o The University bus route that goes to Emerald Greens should run on Saturday, and ideally Sunday as well. o Express buses to OKC should be free. • I will now address these last few comments individually that did not fit either of the previous groupings. My responses are below each comment in bold. <ul style="list-style-type: none"> o More stops going south to north along Porter. (As proposed, this corridor will have service from Robinson St. to Comanche Ave. While future improvements do not suggest additional service on this corridor, we will monitor requests for this and it may emerge as a need for service in the future.) o There needs to be some type of free transportation from Cleveland County Detention Center back into town. The common practice is to force folks to walk, which is dangerous and inhumane. (We discussed this in the Go Norman Transit Plan development. While there are no plans currently or in the future to directly serve this location, we hope a solution will emerge in the future.) 	

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				<p>ROUTE</p> <ul style="list-style-type: none"> -Buses should run on Sunday. -Buses should not have reduced hours on Saturday. -The route needs to extend south of Lindsey, particularly around Classen and Constitution. -Every bus stop should provide seating, shelter, and lighting. -More stops going south to north along Porter. -The University bus route that goes to Emerald Greens should run on Saturday, and ideally Sunday as well. -There needs to be some type of free transportation from Cleveland County Detention Center back into town. The common practice is to force folks to walk, which is dangerous and inhumane. -Some folks have requested seatbelts on the bus. -Express buses to OKC should be free. -Buses should start earlier in the day to accommodate those with early appointments. -Buses should run later into the evening to accommodate those who work nights. -Stops closer to homeless and low-income community resources. -Buses should run more frequently, on the half-hour. -The route can be confusing for new riders. For example, the Main and Alameda buses are only on Main and Alameda for a short time. -Buses should remain free. -Each stop should have a display that shows a map of the route and where the rider is currently along that route. -Buses should have USB charges like OKC buses have. 	<ul style="list-style-type: none"> o Some folks have requested seatbelts on the bus. (We can look into this.) o Stops closer to homeless and low-income community resources. (I hope that the proposed route changes provide better service to many destinations, including homeless and low-income community resources.) o The route can be confusing for new riders. For example, the Main and Alameda buses are only on Main and Alameda for a short time. (If the proposed route changes are approved by Council, we will look into marketing in the implementation phase. This could include updated naming of the routes to better reflect their design.) o Buses should remain free. (A Fare Analysis was conducted as a part of the Go Norman Transit Plan development. That analysis recommended that the transit service remain fare free into the near future. If a fare were to be proposed, a similar public comment period would have to be conducted before implementation.) o Each stop should have a display that shows a map of the route and where the rider is currently along that route. (We can look into providing this amenity, especially at higher ridership stops. However, passengers should be able to obtain a route schedule on any of the buses.) o Buses should have USB charges like OKC buses have. (Our first large bus purchase as a City, 2 35' EV transit buses, should be delivered next month. These vehicles will have the USB chargers installed in them and we are planning on having them in future bus purchases.) <p>Thanks again for collecting and sending those comments. Happy to follow up on any further questions or comments you may have.</p> <p>- Taylor Johnson (11/21/2022)</p>	
				<p>Thank you again for reaching out to us, and we look forward to continuing this dialogue.</p> <p>-Norman Care-A-Vans</p>		