



**MEMO TO:** Council Community Planning and Transportation Committee  
**FROM:** Taylor Johnson AICP, Transit and Parking Program Manager  
**THROUGH:** Scott Sturtz P.E., CFM, Director of Public Works  
**DATE:** March 26, 2026  
**SUBJECT:** Public Transportation Monthly Report

**Purpose:**

The Public Transportation Monthly Report provides updates to City Council on public transit related items. Additionally, the EMBARK Norman Performance Report and the Norman On-Demand Performance Report for the previous month are attached. These reports provide updates on key metrics associated with the operations of each respective transit service.

**Updates:**

**Go Norman Transit Plan**

The Go Norman Transit Plan was approved by resolution by Council on June 22<sup>nd</sup>, 2021. On December 13, 2022 Council approved a resolution to alter transit bus service as recommended in the Plan. The route changes were effective October 16, 2023 after many months of implementation work, including the remodel of 320 E. Comanche into the Norman Transit Center. Staff continue to move forward on the next steps as recommended in the plan. Recent work includes:

**Fleet Maintenance & Vehicle Procurement (upgrades and standardization)**

- On July 28, 2025, a City paratransit cutaway bus, unit 5-2471, was totaled after being struck in a head-on collision with another vehicle actively attempting to elude authorities. As an FTA grant recipient we are required to either return an amount equal to the remaining federal interest in the unit (\$135,255) or transfer that federal interest to the acquisition of a new replacement vehicle under the FTA's Like-Kind Exchange Policy. Council authorized purchase of a replacement for this unit at their January 27, 2026 meeting and staff are moving forward with procurement from TESCO at the quoted price of \$192,455. Expected build date is July 2026.
- Of the City's 27 revenue vehicles in the Transit Fleet, and not accounting for vehicles which already have replacements authorized or on order, there is only one unit remaining, unit number 5-2065 in the paratransit fleet, which is eligible to be retired and replaced according to FTA useful life standards.

**Service Expansion Priorities**

Following implementation of the new route network in October 2023, and then increasing the frequency of service on Route 112 (West Lindsey) from 60 minutes to 30 minutes (*priority 2*), City Transit staff continue to review the next priorities recommended by the Go Norman Transit Plan:

- **Priority 1: Sunday Service** – Proposed Sunday service span and trip frequencies would match current Saturday service levels. Sunday transit service is currently being offered and evaluated as part of the Norman On-Demand microtransit pilot program.
- **Priority 3: Increased Frequency on Route 110** – This service expansion upgrades the trip frequency of Route 110 (Main St/24th Ave NW) from 60 minutes to 30 minutes. Following direction from the Council Community Planning and Transportation Committee on October 23, staff have worked with EMBARK on a cost estimate for this expansion if funding is identified.
- **Priority 4: Implementation of New Route 113** – This service expansion would add a new route in Southeast Norman operating with a 30-minute frequency. The proposed route, as recommended in the plan, would operate along Classen Blvd, Constitution St, Oak Tree Ave, 12th Ave SE, Cedar Ln and then turnaround near Cedar Ln and Classen Blvd.

**Grants**

Staff continue to research eligible grants to support existing operations, vehicle needs, and future improvements. Current grants staff are working on include:

- On February 15, 2024, the Association of Central Oklahoma Governments (ACOG) awarded The City of Norman \$1,078,880 in Public Fleet Conversion Grant Program funding which will require a local match of \$269,270 to install pantograph EV bus charging infrastructure at the Norman Transit Center. This overhead infrastructure will allow the City's battery electric buses to rapidly recharge while stopped at the Transit Center during normal operations thereby extending the time before these EV buses need to return to the Transit maintenance facility to fully recharge. The total cost of this project is estimated to be \$1,348,600. On December 9, 2025, Council adopted Resolution R-2526-87 authorizing the purchase of the pantograph chargers which are now on order.

office memorandum



# office memorandum

- Annually, the City of Norman is apportioned Section 5339a funding from the Federal Transit Administration (FTA) for capital projects to replace, rehabilitate, and purchase buses, bus related equipment and bus related facilities. The City of Norman has \$158,950 in FY22, and FY23 FTA Section 5339a funds, which will require a local match amount of at least \$28,050. These grant funds have been identified for the replacement of 5-2065, which has exceeded its useful life. Unit 5-2065 has been requested to be replaced in the FY2027 budget.
- Staff have combined Surface Transportation Block Grant (STBG) program funding with FTA 5339 formula grant funding for the replacement of three large transit buses. The Association of Central Oklahoma Governments (ACOG) awarded the City of Norman \$505,953 in FY23 STBG funds and \$1,016,875 in FY25 STBG funds for a total federal award amount of \$1,522,828. These funds will require a minimum cost share of 85% federal and 15% local matching funds for a minimum local match of \$268,735. Additionally, \$434,567 in combined 5339 grant funds allocated from FY23, FY24, and FY25 is available, which has a minimum cost share of 85% federal and 15% (\$76,688) local matching funds. This combined funding total of \$2,302,818 (\$1,957,395 federal and \$345,423 local) will be utilized to replace units 5-0704, 5-1029 and 5-1533, which have exceeded their useful lives. This purchase was authorized by Council on Oct. 14, 2025, and these units are on order with an expected build date of April 2027.
- Staff submitted an application for an Oklahoma Tobacco Settlement Endowment Trust (TSET) Targeted Achievement Grants (TAG) Physical Activity grant to launch a pilot program for senior-focused transit service to specific health and wellness destinations in Norman that would be modeled after an existing program in Oklahoma City known as EMBARK Well.

### **Microtransit Pilot Program with Via Transportation – Norman On-Demand**

Funding for fiscal year ending 2026 was approved as a budget amendment, and Council approved contract amendments with Via Transportation and the University of Oklahoma on July 8, 2025 to extend the service through June 30, 2026. Follow guidance provided at the February Council Community Planning and Transportation Committee meeting, staff are working with partners at Via and the University of Oklahoma to find and implement cost saving measures for the proposed contract extension for fiscal year ending 2027, which is also expected to be put forward as a budget amendment. More details about the service are available in the attached monthly performance report for this service, named Norman On-Demand.

### **Conclusion:**

Thank you for your review of these updates and attached monthly performance reports. Staff are prepared to answer any questions you may have.

### **Attached:**

1. EMBARK Norman Performance Report for February 2025.
2. Norman On-Demand Performance Report for February 2025.



# PERFORMANCE REPORT

## Transit System Report

February 2026

### Purpose

The Transit System Report provides a summary of both internal indicators and performance measures used to evaluate the performance of the EMBARK transportation system for the City of Norman. The internal indicators are mainly used by staff to compare performance to previous periods whereas the performance measures having specific targets are more outcome-based and are

included in EMBARK's strategic business plan to help demonstrate the accomplishments given the resources that are provided. The internal indicators and performance measures included in this report address ridership, dependability, safety and align with EMBARK's mission.

### Total Ridership

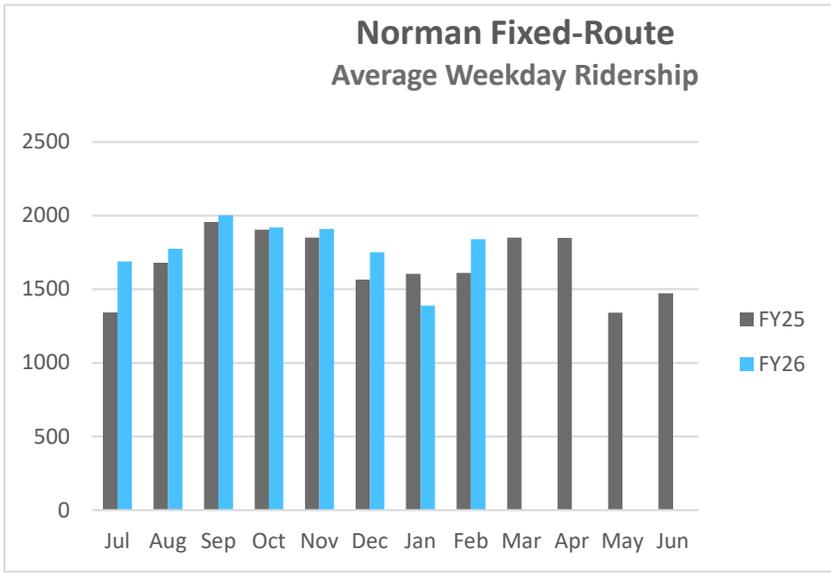
Total ridership for EMBARK Norman in February 2026 was 42,536 compared to 36,713 in February 2025. The average total daily ridership was 1,772 for February 2026, a +15.86% increase from 1,542 in February 2025.

The fixed-route service totaled 40,331 for February 2026 compared to 34,908 for February 2025. Average fixed-route daily ridership for February 2026 was 1,680 compared to 1,456 for February 2025. Passengers with wheelchairs or other mobility devices totaled 415, compared to 607 for February 2026. Passengers with bikes or other mobility devices totaled 1,240 compared to 744 for February 2025.

PLUS ridership totaled 2,205 for February 2026, compared to 1,805 for February 2025. The average total PLUS ridership was 92 for February 2026, compared to 86 for February 2025. Mobility device data for Norman is undergoing testing and is unreliable.

Norman Transit Services	February FY26	February FY25	+/- February FY25
<b>Fixed Routes (M-F)</b>	<b>36,822</b>	<b>32,242</b>	<b>14.21%</b>
110 - Main Street	2,800	2,531	10.63%
111 – E Lindsey	17,190	17,351	-0.93%
112 – W Lindsey	10,444	6,811	53.34%
121 - Westheimer	3,018	2,778	8.64%
122 - Rock Creek	3,315	2,744	20.81%
144 - Social Security	55	27	103.70%
<b>Fixed Routes (Sat)</b>	<b>3,509</b>	<b>2,819</b>	<b>24.48%</b>
110 - Main Street	298	250	19.20%
111 – E Lindsey	1,218	1,351	-9.84%
112 – W Lindsey	1,300	650	100.00%
121 - Westheimer	382	181	111.05%
122 - Rock Creek	311	387	-19.64%
<b>PLUS ADA Service</b>	<b>2,205</b>	<b>1,805</b>	<b>22.16%</b>
PLUS (M-F)	2,138	1,725	23.94%
PLUS (Sat)	67	80	-16.25%
Bikes	1,240	744	66.67%
Wheelchair	415	607	-31.63%
PLUS Wheelchair	N/A	N/A	-100.00%

### Norman Fixed-Route Average Weekday Ridership



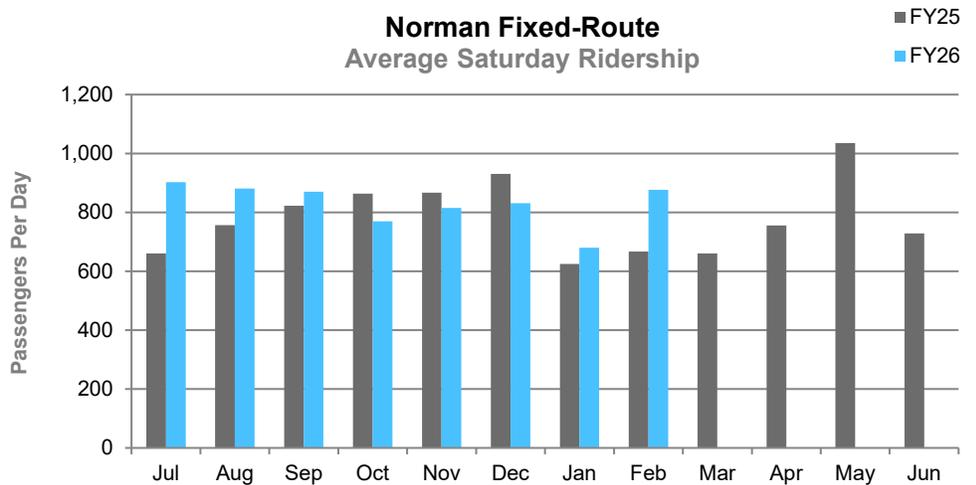
### Fixed Route Weekday Ridership

Total fixed-route weekday ridership for February 2026 was 36,822, a 14.21% decrease from 32,242 in February 2025. Average weekday passenger ridership totaled 1,841 in February 2026; a 14.07% decrease compared to 1,614 for February 2026. The RPSH was 19.78, a -4.61% decrease from 20.74 in February 2025.

### Fixed Route Saturday Ridership

Total fixed-route Saturday ridership for February 2026 was 3,509, a 24.48% increase from 2,819 in February 2025. Average Saturday passenger ridership totaled 877 for February 2026, a 31.52% increase from 667 in February 2025. RPSH was 12.52, a -17.80% decrease from 15.23 in February 2025.

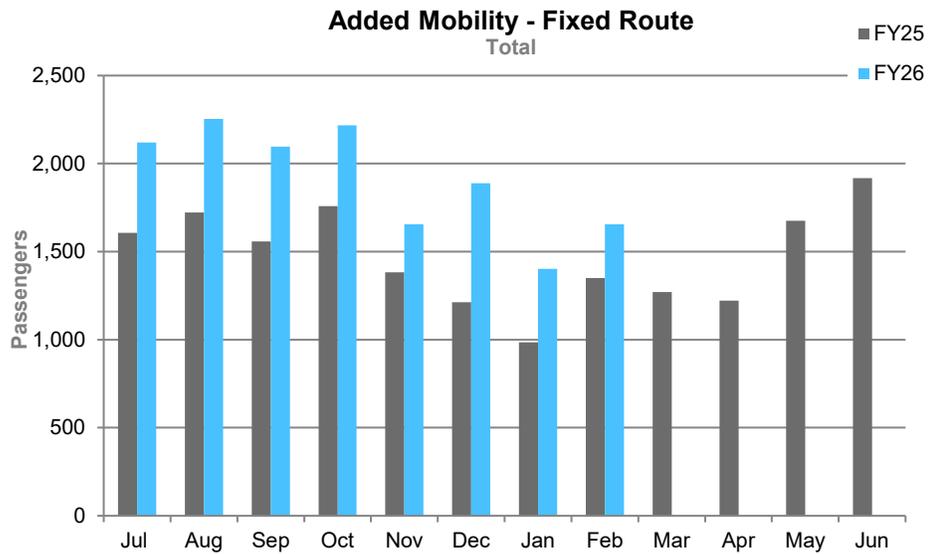
### Norman Fixed-Route Average Saturday Ridership



**Added Mobility – Fixed Route**

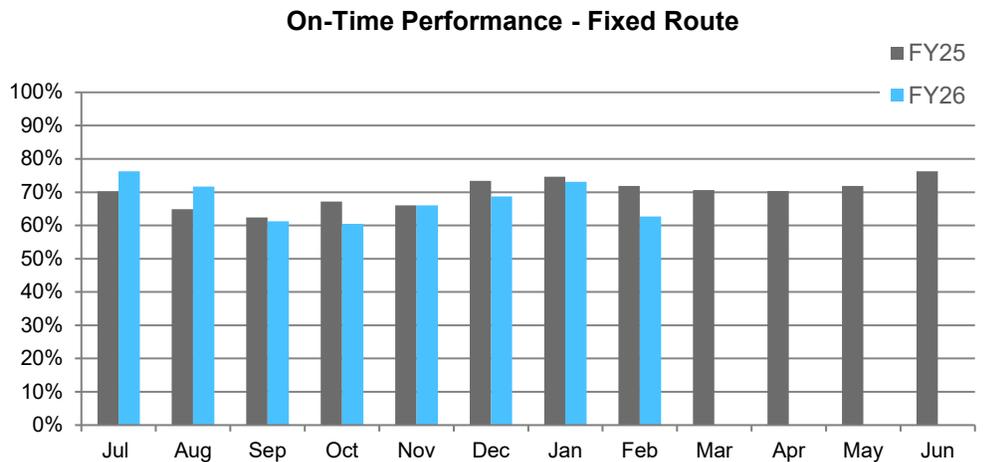
Total passengers with added mobility, such as bikes and wheelchairs, totaled 1,655 for February 2026, a 22.50% increase from 1,351 in February 2025.

Bike passengers totaled 1,240 for February 2026, a 66.67% increase from 744 in February 2025. Passengers with wheelchairs totaled 415, a -31.63% increase from 607 in February 2025.



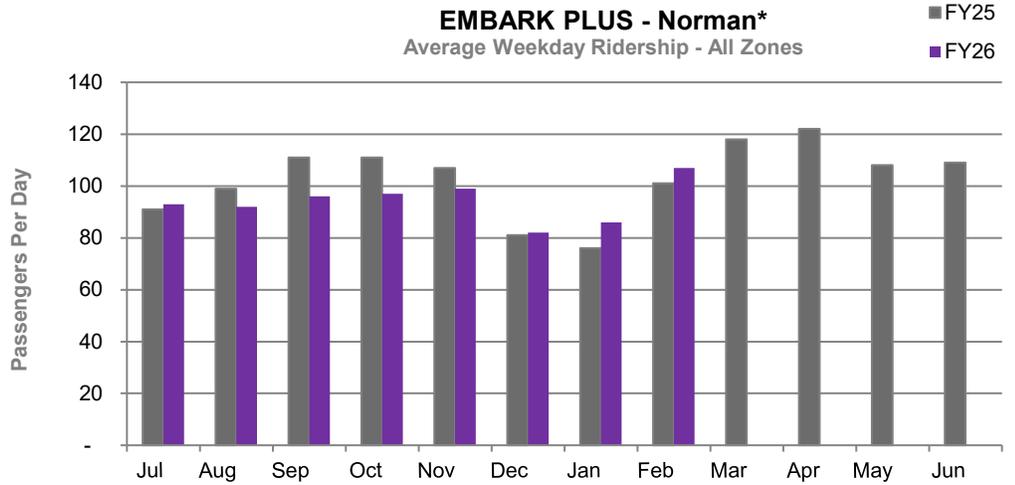
**On-Time Performance – Fixed Route**

Cumulative on-time performance for fixed-route buses was 62.70% in February 2026, a -9.23% decrease from 71.90% in February 2025.



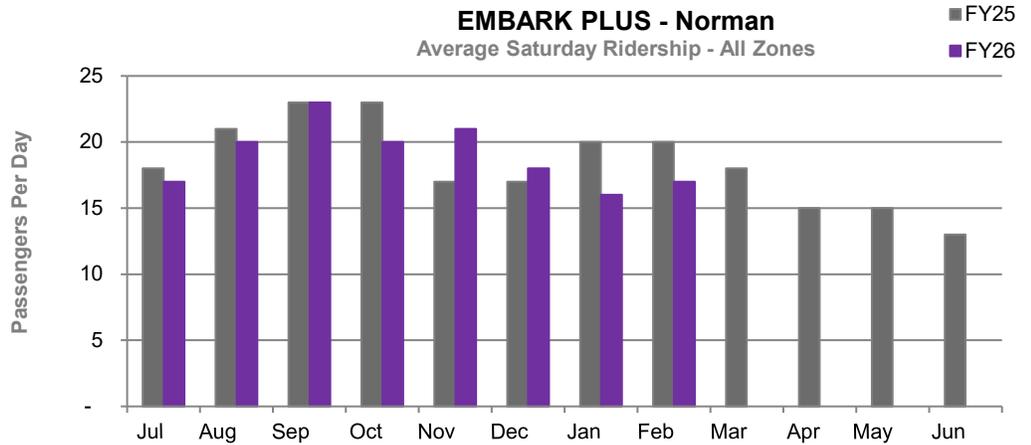
**PLUS Weekday\***

Total PLUS weekday ridership for February 2026 was 2,138, a 23.94% increase from 1,725 in February 2025. Average weekday passenger ridership totaled 107 for February 2026, a 5.84% increase from the February 2025 average of 101. RPSH was 2.30, a 96.07% increase from 1.17 in February 2025.



**PLUS Saturday**

Total PLUS Saturday ridership for February 2025 was 67, a -16.25% decrease from 80 in February 2026. Average Saturday passenger ridership totaled 17 for February 2026, which is a -16.25% decrease from the average of 20 in February 2025. RPSH for February 2026 was 1.26, a -2.92% decrease from 1.30 in February 2025.



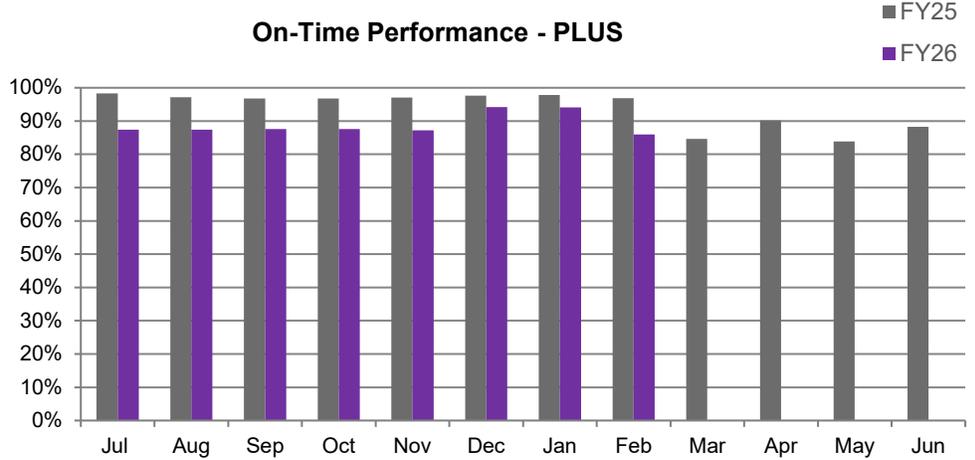
**Added Mobility – PLUS\***

Due to ongoing testing, mobility device data is currently unreliable. This data is expected to be provided again in the future, however.

**On-Time Performance - PLUS**

Cumulative on-time performance for PLUS buses for February 2026 was 85.96%, a -11.30% decrease from 97.26% in February 2025.

Due to Ecolane limitations, on-time performance can no longer be broken out by zones for weekday service, however overall, on-time performance for weekdays was 85.85%, which is down -11.29% from 97.14% February 2025. Saturday on-time performance was 89.39%, a -10.61% decrease from 100.00% in February 2025.



<b>PLUS Weekday Service Summary</b>	February FY26*	February FY25	+/- February FY26		<b>PLUS Saturday Service Summary</b>	February FY26	February FY25	+/- February FY26
Total Passengers	2,138	1,725	23.94%		Total Passengers	67	80	-16.25%
Total Trips	1,991	1,681	18.44%		Total Trips	62	72	-13.89%
Trips Daily Average	100	99	0.56%		Trips Daily	16	17	-7.46%
Trips Requested	2,064	1,685	22.49%		Trips Requested	66	72	-8.33%
Denied Trips	22	4	450.00%		Denied Trips	0	0	0%
Capacity Denials	0	4	-100.00%		Capacity Denials	0	0	0%
No Show	73	38	92.11%		No Show	4	0	400.00%

\*Capacity denials are currently unknown for specific service levels.

<b>PLUS Applications</b>	February FY26	February FY25	+/- February FY26
New Applications	13	17	-23.53%
Renewals Received	11	7	57.14%
Applications Approved	18	13	38.46%
Applications Denied	1	2	-50.00%

**Summary of Services Table: February 2025**

The table below provides daily averages for the number of passengers carried by many of the services offered by EMBARK Norman. The year-to-date (YTD) figures are cumulative totals.

<b>EMBARK Norman Service Summary</b>	<b>ADP February FY26</b>	<b>FY26 YTD</b>	<b>FY25 YTD</b>	<b>Service Profile</b>	<b>February FY26</b>	<b>February FY25</b>
Fixed Routes (M-F)	1,841	301,516	284,781	Weekdays	21	20
Fixed Routes (Sat)	877	28,880	27,867	Saturdays	4	4
PLUS (M-F)	107	15,858	16,055	Gamedays	0	0
-Zone 1*	107	15,858	11,482	Holidays	2	0
-Zone 2**	0	0	4,573	Weather	4	5
PLUS (Sat)***	17	628	637	Fiscal YTD	203	203
				Cal. YTD Days	50	50

\*Requires ¾ mile

\*\*Zone 2 operated on weekdays until 7pm

\*\*\*Operates only in Zone 1

**Strategic Performance Measures**

<b>MEASURE</b>	<b>FY 26 YTD</b>	<b>FY 26 Targets</b>	
# of Norman fixed-route passenger trips provided	330,396	500,000	●
# of Norman paratransit trips provided	16,486	26,000	▲
% of on-time Norman paratransit pick-ups	88.95%	98.58%	▲
# of Norman bus passengers per service hour, cumulative	20.46	22.29	◆
# of Norman bus passengers per day, average	1,620	800*	●
% of Norman required paratransit pick-ups denied due to capacity	0.00%	0.00%	●
% of on-time fixed-route arrivals	68.11%	75.00%	●

\*These targets are not being tracked in LFR but can be found in the KPI spreadsheet.

## Glossary

- **Added Mobility** – Wheelchairs, bicycles, scooters, and other devices used by passengers in conjunction with transit
- **ADP** – Average Daily Passengers
- **ADR** – Average Daily Ridership
- **AVG** – Average
- **Fixed Route** – Regular bus service
- **FY25** – The fiscal year 2025. Lasted from 7/1/2025 to 6/30/2025
- **FY26** – The fiscal year 2026. Lasting from 7/1/2025 to 6/30/2026
- **FY YTD** – Fiscal Year, Year to Date
- **KPI** – Spreadsheet used to record and compare all data used in the monthly report
- **LFR** – "Leading for Results," EMBARK's internal performance measurements and targets
- **OTP** – On-time performance
- **Paratransit** – ADA vehicle service for seniors and other clients with special needs
- **PAX** – Passenger
- **PLUS** – Brand name for EMBARK Paratransit service
- **RPSH** – Riders per service hour
- **SAT** – Saturday
- **WKD** – Weekday
- **YOY** – Year-over-year, used to compare the previous year's performance when available
- **ZONE 1** – Primary zone for PLUS operation
- **ZONE 2** – Secondary zone for PLUS operation



# Performance Report

## Microtransit Pilot Program Performance Report

February 2026

### Purpose

This report provides a summary of service performance measures used to evaluate the performance of the Norman On-Demand microtransit transportation system for the City of Norman. The key performance indicator goals were outlined in the request for proposals (RFP) and include average walking distance, maximum walking distance, average rider wait time, maximum rider wait time, and the percentage of ride requests picked up within 20 minutes.

### Service Profile, Hours, and Pricing

Norman On-Demand is a pilot microtransit service which launched for late night and Sunday service in core Norman on August 21, 2023. Norman On-Demand is a turnkey service provided by TransitTech provider Via. The Norman On-Demand app is available on the Apple App Store and the Google Play Store.

This service provides access to safe and affordable public transportation through technology, particularly during evening hours and on Sundays when other public transit options are limited. Through a collaboration with the University of Oklahoma, the Norman On-Demand Program also operates the University's SafeRide Program, which is designed to provide safe and free late night transportation to OU students. Because this is a pilot program, there may be changes to service area, hours of operations, or other aspects of the service while the City focuses the program to efficiently serve the needs and desires of our community.

Service Hours		Pricing	
Monday-Wednesday	7pm – 1am	First Passenger	\$3.00**
Thursday-Saturday	7pm – 3am*	Each Additional Passenger	\$1.00
OU SafeRide: Thursday-Saturday	10pm – 3am*	OU SafeRide (OU Students using OU email address during SafeRide hours)	Free
Sunday	10am – 6pm		

*ADA/Wheelchair Accessible Vehicles available upon request.*

*\*Outside of the OU fall and spring semesters, Thursday-Saturday service ends at 1am*

*\*\*First passenger fare increased from \$2 to \$3 in August 2025*

Because this is a pilot program, there may be changes to service area, hours of operations, or other aspects of the service while the City focuses the program to efficiently serve the needs and desires of our community.

### Key Performance Indicator Measures

Measure	Target	Fiscal Year to Date (YTD) (07/01/25 – 02/28/26)	February		Year Over Year (YOY) Service
			2026	2025	
Average Walking Distance	<0.10 miles	0.06 miles	0.06 miles	0.07 miles	-14.29%
Maximum Walking Distance	0.25 miles	0.37 miles	0.37 miles	0.37 miles	0% (no change)
Average Rider Wait Time*	<15 min	22.0 min	16.8 min	29.4 min	-42.86%
Maximum Rider Wait Time*	20 min	105.0 min*	47.0 min*	47.0 min*	0% (no change)
Percent of Ride Requests Picked Up in 20min	>80%	53.01%**	68.85%**	30.07%**	+128.97%

\*OU has requested longer available wait times for OU students during SafeRide hours (up to a 2 hour max). This affects the original goal of 20 minutes that was identified in the original Request for Proposals.

\*\*Number of ride requests with 'Completed' status that have a wait time of 20 minutes or less as a percentage of the total number of ride requests with 'Completed' status. This data is skewed by longer available wait times for OU students during SafeRide hours.

## ADDITIONAL PERFORMANCE MEASURES

### Ridership

Norman On-Demand completed 2,157 rides in February 2026, which is a 18.97% increase from the January 2026 total of 1,813. The fiscal year to date ridership for February FY26 is 18,228 which is a 41.50% decrease from the February FY25 fiscal

Ridership	Fiscal YTD (07/01/25 – 02/28/26)	February		YOY Service
		2026	2025	
Total Number of Riders	18,228	2,157	4,012	-46.24%
Total # of Completed Trips	12,552	1,515	2,551	-40.61%
# of Completed Trips Requesting WAV	146	6	38	-84.21%
Ridership Per Service Hour (RPSH)	4.7	4.4	6.7	-34.33%

year to date ridership of 31,159. There were a total of 6 completed trips requesting a WAV or wheelchair accessible vehicle in February 2026. Ridership per service hour (RPSH) is a ratio of the number of riders making use of the service in relation to how much service is being provided (i.e. one vehicle providing one hour of service would be one 'service hour').

### Rider Experience

Approximately 10.8% of all completed rides during FY26 to date received a rating, of which 96.1% were rated five out of five

Rider Experience	Fiscal YTD (07/01/25 – 02/28/26)	February		YOY Service
		2026	2025	
Average Ride Duration (in minutes)	10.9 minutes	10.3	10.4	-0.96%
Average Ride Distance (in miles)	3.3 miles	3.0	3.0	0% (no change)
Average Ride Rating (5 stars scale)	4.9 stars	5.0	4.8	+4.17%

stars. The system includes an automated feed-back process where all ride ratings with four stars or fewer that have actual written feedback attached are reviewed by customer support agents. Poor ride ratings alone are not categorized as complaints. In February there were only three rides that were rated less than 5 stars, representing less than a rounding error of all the ratings received resulting in the average rating being a perfect five stars. Three complaints were reported to Via in the month of February, representing 1.39 complaints per 1000 rides provided. One complaint was regarding the behavior of another rider, the other two were regarding unprofessional driver behavior.

### Program Engagement and Rider Growth

Since the Norman On-Demand App launched on August 16, 2023, a total of 16,117 individual accounts have been created, which is a 1.49% increase over the January 2026 service to date total of 15,880 and a 52.13% increase over the February 2025 service to date total of 10,594. Of these accounts more than half of them (51.92%) have utilized the service at least once and nearly a third (4,624 or 28.69%) have completed more than five rides. Riders are also able to call 405-643-8638 to schedule rides without using the App.

Engagement – Service to Date (8/16/23 – 02/28/2026)		
App Accounts Created Since Launch	16,117	
OU Accounts (as of 03/02/2026)	3,960	24.57%
Active Accounts*	11,543	71.62%
Rider Accounts**	8,369	51.92%
Repeat Rider Accounts***	6,800	42.19%
*accounts with user engaging w/ ride requests at least once		
**accounts with at least 1 completed ride		
***accounts with at least 2 completed rides		

### Accidents and Vehicles

No accidents or incidents were reported in February, for a total of zero accidents and zero incidents reported in FY26. Four of seven vehicles were in active service during the month of February, which meets the target fleet availability. A Chrysler airbag recall for 2022-2025 Voyager & Pacifica vehicles and an abundance of caution impacted the ability to maintain the use of the full fleet of seven vehicles. Some temporary replacement vehicles were borrowed from another program run by our partner Via and are operating with magnetic side decals instead of full vehicle wraps. Riders have in-app and email messages making them aware and keeping them up to date.