

# PERFORMANCE REPORT

## Transit System Report

June 2023

### Purpose

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

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

### Total Ridership

Total ridership for EMBARK Norman in June 2023 was 30,335 compared to 22,732 in June 2022. The average total daily ridership was 1,167 for June 2023, a 33.49% increase from 874 in June 2022. Fiscal-year-to-date ridership is 330,398 passengers, a 24.16% increase from the June 2022 YTD total of 266,107.

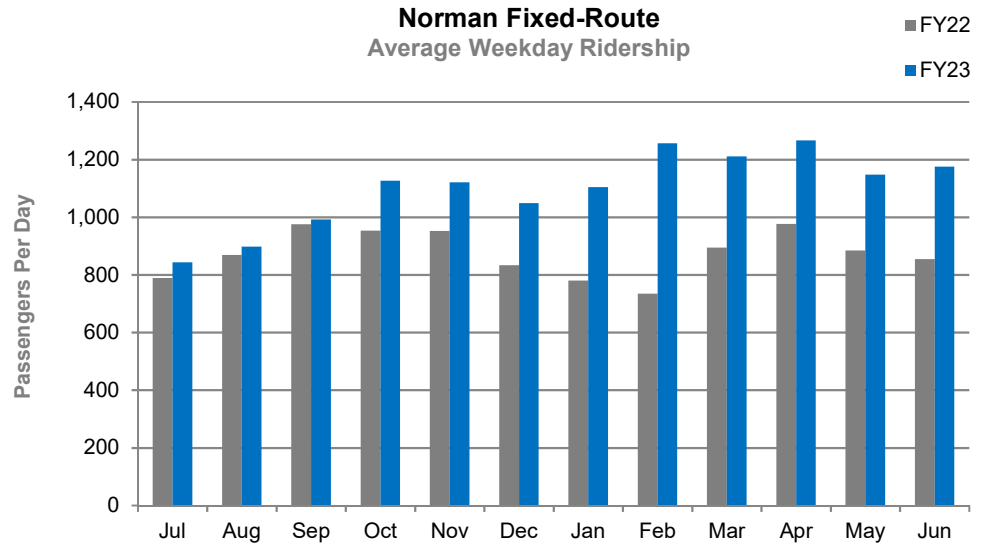
The fixed-route service totaled 28,492 for June 2023 compared to 20,622 for June 2022. Average fixed-route daily ridership for June 2023 was 1,098 compared to 825 for June 2022, a 33.09% increase. Passengers with bicycles or similar means of travel totaled 939, compared to 562 for June 2022. Passengers with wheelchairs or other mobility devices totaled 309, compared to 97 for June 2022.

PLUS ridership totaled 1,843 for June 2023, compared to 2,110 for June 2022. The average total PLUS ridership was 71 for June 2023 and 81 for June 2022, a 12.49% decrease. Passengers with wheelchairs or other mobility devices totaled 308 for June 2023, compared to 376 for June 2022, an 18.09% decrease.

Norman Transit Services	Jun FY23	Jun FY22	+/- Jun FY22
<b>Fixed Routes (M-F)</b>	<b>25,811</b>	<b>18,771</b>	<b>37.50%</b>
110 - Main Street	5,690	4,549	25.08%
111 - Lindsey East	10,582	6,848	54.53%
112 - Lindsey West	3,454	2,643	30.68%
120 - West Norman	255	142	79.58%
121 - Alameda	5,791	4,567	26.80%
144 - Social Security	39	22	77.27%
<b>Fixed Routes (Sat)</b>	<b>2,681</b>	<b>1,851</b>	<b>44.84%</b>
110 - Main Street	694	414	67.63%
111 - Lindsey East	885	557	58.89%
112 - Lindsey West	351	241	45.64%
121 - Alameda	751	639	17.53%
<b>PLUS ADA Service</b>	<b>1,843</b>	<b>2,110</b>	<b>-12.65%</b>
PLUS (M-F)	1,751	2,024	13.49%
PLUS (Sat)	92	86	6.98%
Bikes	939	562	67.08%
Wheelchair	309	97	218.56%
PLUS Wheelchair	308	376	-18.09%

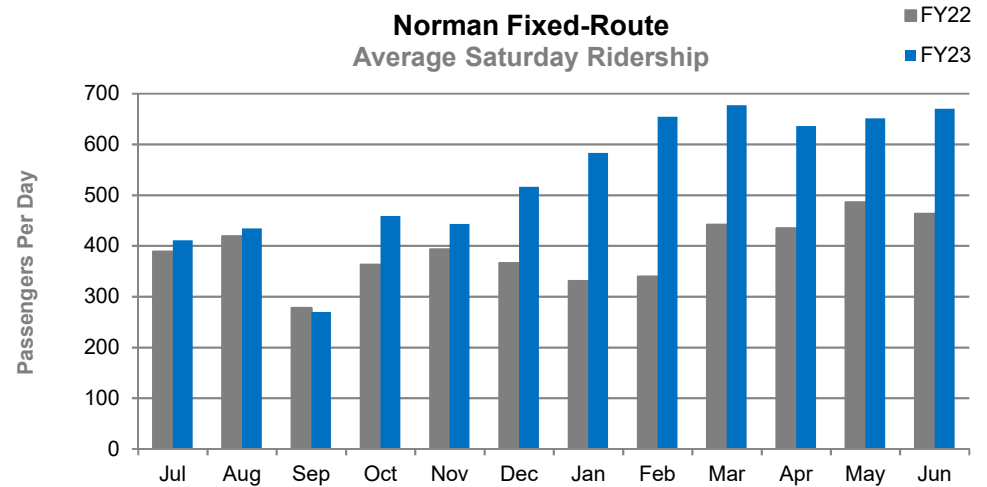
### Fixed Route Weekday Ridership

Total fixed-route weekday ridership for June 2023 was 25,811, a 37.50% increase from 18,771 in June 2022. Average weekday passenger ridership totaled 1,175 in June 2023; a 37.71% increase compared to 853 for June 2022. The average RPSH was 17.27.



### Fixed Route Saturday Ridership

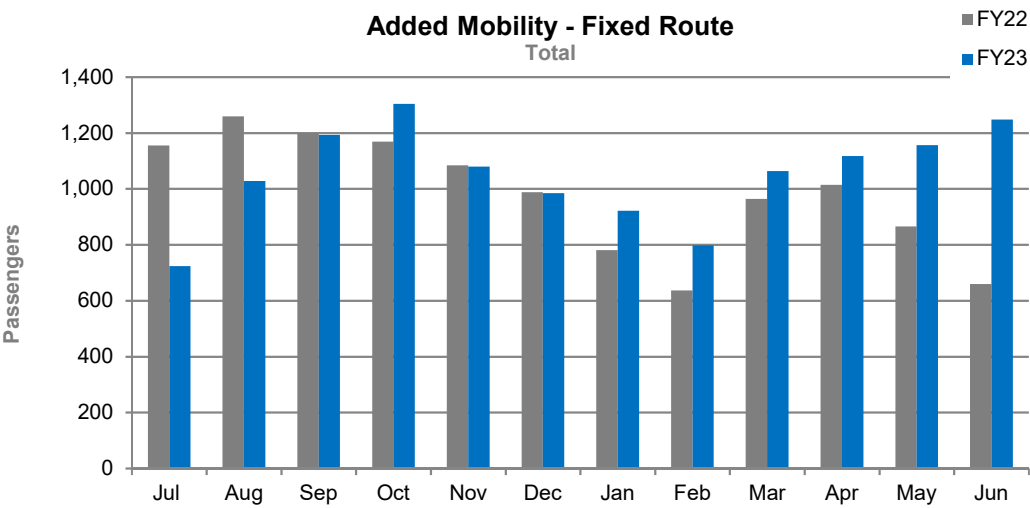
Total fixed-route Saturday ridership for June 2023 was 2,681, a 44.84% increase from 1,851 in June 2022. Average Saturday passenger ridership totaled 670 for June 2023, a 44.84% increase from 463 in June 2022. The average RPSH was 18.83.



**Added Mobility – Fixed Route**

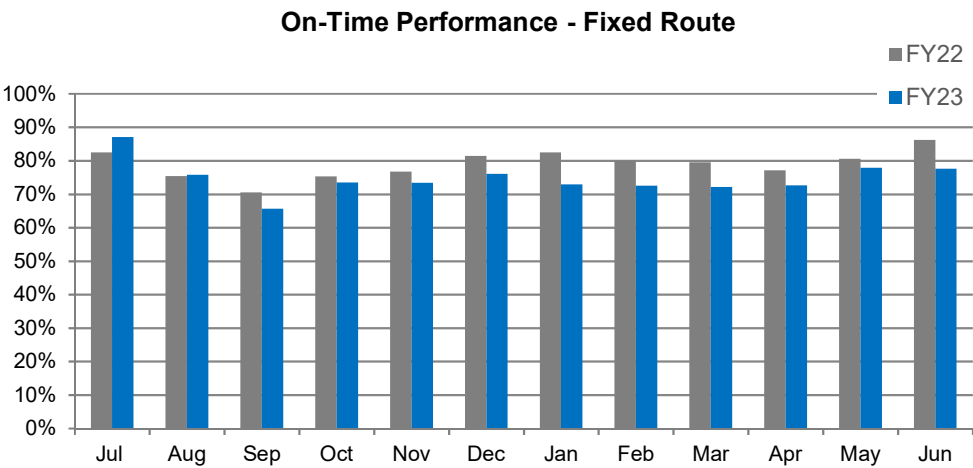
Total passengers with added mobility, such as bikes and wheelchairs, totaled 1,248 for June 2023, an 89.38% increase from 659 in June 2022.

Bike passengers totaled 939, a 67.08% increase from 562 in June 2022. Wheelchair passengers totaled 309, a 218.56% increase from 97 in June 2022.



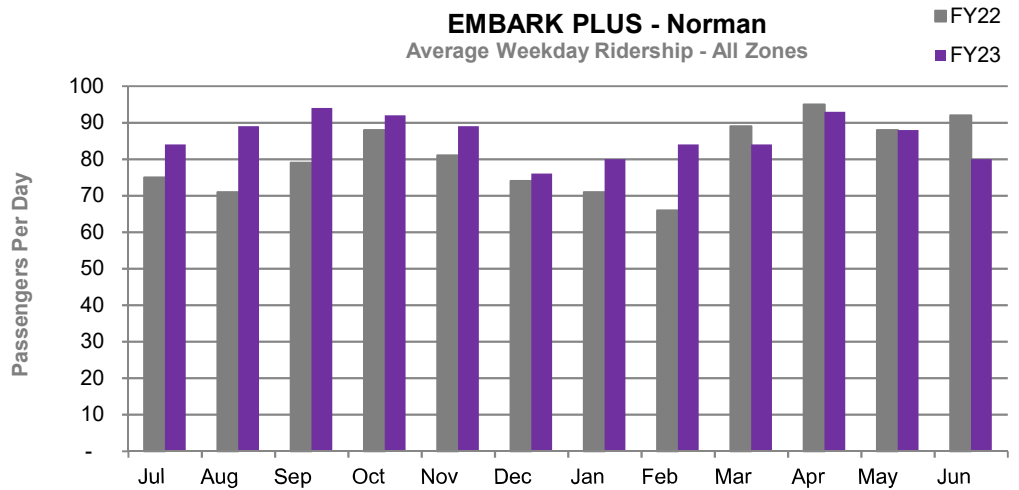
**On-Time Performance – Fixed Route**

Cumulative on-time performance for fixed-route buses was 77.60% in June 2023, an 8.60% decrease from 86.20% in June 2022.



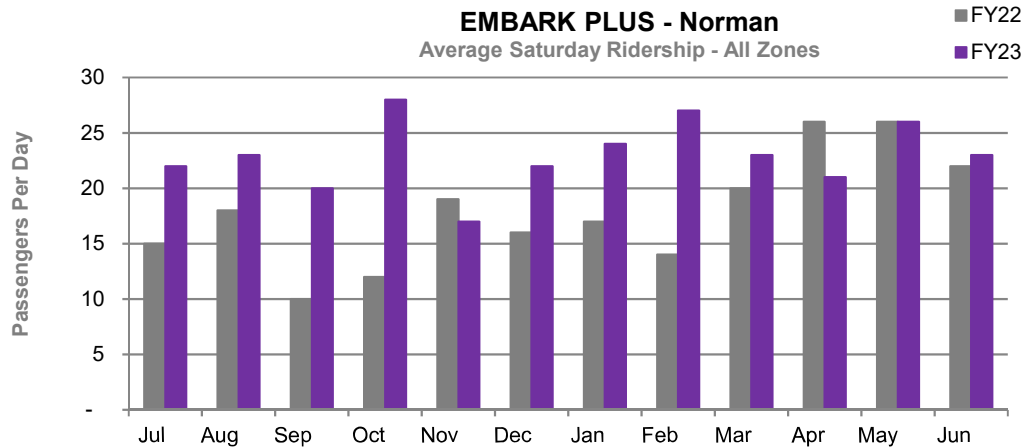
### PLUS Weekday

Total PLUS weekday ridership for June 2023 was 1,751, a 13.49% decrease from 2,024 in June 2022. Average weekday passenger ridership totaled 80 for June 2023, a 13.04% decrease from the June 2022 average of 92. RPSH was 1.08.



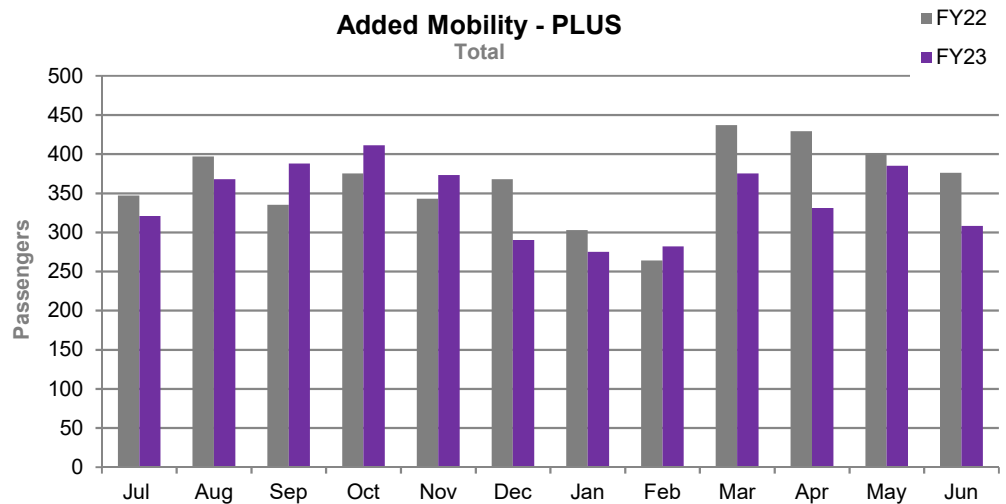
### PLUS Saturday

Total PLUS Saturday ridership for June 2023 was 92, a 6.98% increase from 86 in June 2022. Average Saturday passenger ridership totaled 23 for June 2023, a 4.55% increase from 22 in June 2022. RPSH was 1.23.



### Added Mobility - PLUS

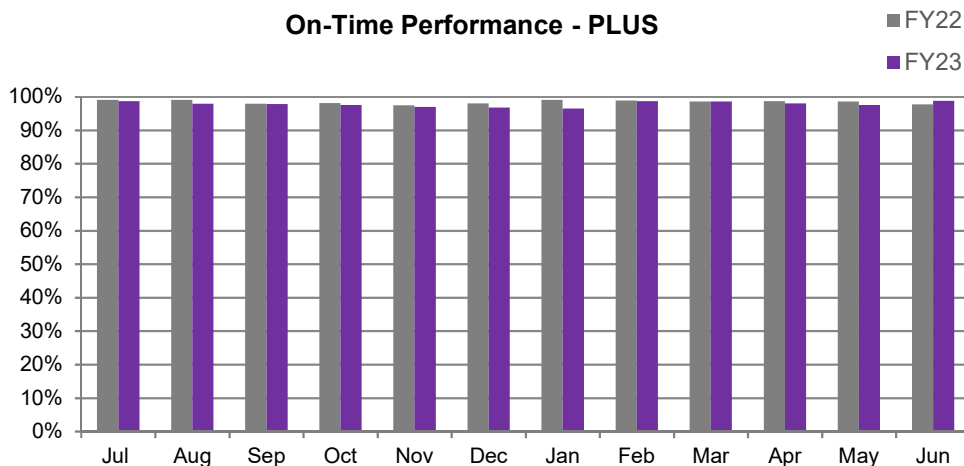
PLUS passengers with added mobility totaled 308 for June 2023, an 18.09% decrease from 376 in June 2022.



## On-Time Performance - PLUS

Cumulative on-time performance for PLUS buses was 98.81%, a 1.07% increase from 97.74% in June 2022.

Weekday on-time performance in the primary zone was 98.85%, a 0.51% increase from 98.34% in June 2022. Weekday on-time performance in the secondary zone was 98.65%, a 2.27% increase from 96.38% in June 2022. Saturday on-time performance was 98.84%, an 8.14% increase from 90.70% in June 2022.



PLUS Weekday Service Summary	Jun FY23	Jun FY22	+/- Jun FY22		PLUS Saturday Service Summary	Jun FY23	Jun FY22	+/- Jun FY22
Total Passengers	1,751	2,024	-13.49%		Total Passengers	87	86	1.16%
Total Trips	1,685	1,907	-11.64%		Total Trips	86	86	0.00%
Trips Daily Average	77	92	-16.30%		Trips Daily Average	22	22	0.00%
Trips Requested	1,706	1,907	-10.54%		Trips Requested	86	86	0.00%
Denied Trips	21	0	2,100%		Denied Trips	0	0	0.00%
Capacity Denials	0	0	0.00%		Capacity Denials	0	0	0.00%
No Show	18	31	-41.94%		No Show	0	2	-100.00%

PLUS Applications	Jun FY23	Jun FY22	+/- Jun FY22
New Applications	7	10	-30.00%
Renewals Received	6	5	20.00%
Applications Approved	13	9	44.44%
Applications Denied	1	1	0.00%

## Summary of Services Table: June 2023

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

<b>EMBARK Norman Service Summary</b>	<b>ADP Jun FY23</b>	<b>FY23 YTD</b>	<b>FY22 YTD</b>	<b>Service Profile</b>	<b>Jun FY23</b>	<b>Jun FY22</b>
Fixed Routes (M-F)	1,175	279,632	224,844	Weekdays	22	22
Fixed Routes (Sat)	670	27,635	19,638	Saturdays	4	4
PLUS (M-F)	80	21,940	20,752	Gamedays	0	0
-Zone 1*	66	18,420	16,700	Holidays	0	0
-Zone 2**	14	3,520	4,052	Weather	5	3
PLUS (Sat)***	22	1,186	873	Fiscal YTD Days	307	307
				Cal. YTD Days	153	153

\*Requires ¾ mile

\*\*Operates only on Weekdays until 7:00 pm

\*\*\*Operates only in Zone 1

## Strategic Performance Measures

<b>MEASURE</b>	<b>FY 23 YTD</b>	<b>FY 23 Targets</b>	
# of Norman fixed-route passenger trips provided	307,267	251,881	■
# of Norman paratransit trips provided	23,126	21,000	■
% of on-time Norman paratransit pick-ups	98.11%	98.58%	●
# of Norman bus passengers per service hour, cumulative	15.90	13.04	■
# of Norman bus passengers per day, average	1,004	800*	●
% of Norman required paratransit pick-ups denied due to capacity	0.00%**	0.00%*	●
% of on-time fixed-route arrivals	74.80%	80.94%	▲

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

\*\*One denial due to capacity was recorded for FY23

## Glossary

- **Added Mobility** – Wheelchairs, bicycles, scooters, and other devices used by passengers in conjunction with transit
- **ADP** – Average Daily Passengers
- **ADR** – Average Daily Ridership
- **AVG** – Average
- **Fixed Route** – Regular bus service
- **FY22** – The fiscal year 2022. Lasted from 7/1/2021 to 6/30/2022
- **FY23** – The fiscal year 2032. Lasting from 7/1/2022 to 6/30/2023
- **FY YTD** – Fiscal Year, Year to Date
- **KPI** – Spreadsheet used to record and compare all data used in the monthly report
- **LFR** – "Leading for Results," EMBARK's internal performance measurements and targets
- **OTP** – On-time performance
- **Paratransit** – ADA vehicle service for seniors and other clients with special needs
- **PAX** – Passenger
- **PLUS** – Brand name for EMBARK Paratransit service
- **RPSH** – Riders per service hour
- **SAT** – Saturday
- **WKD** – Weekday
- **YOY** – Year-over-year, used to compare the previous year's performance when available
- **ZONE 1** – Primary zone for PLUS operation
- **ZONE 2** – Secondary zone for PLUS operation