



MEMO TO: Council Community Planning and Transportation Committee

FROM: Taylor Johnson, Transit and Parking Program Manager

THROUGH: Shawn O'Leary, P.E., CFM, Director of Public Works

DATE: January 27, 2022

SUBJECT: Public Transportation Monthly Report

Purpose

The Public Transportation Monthly Report is meant to provide updates to City Council on public transit related items. In addition to the updates provided below, attached is the EMBARK Norman Performance Report for the previous month. The Performance Report provides updates on key metrics associated with the operations of the transit system.

Updates

- Public Transportation Response to COVID-19
 - Current Service Changes & Policies
 - Limited Passenger Capacity on Vehicles – Increased on December 5 for Fixed-Route
 - Suspended Route 144-Social Security
 - Mandatory Face Coverings – Federal Requirement (Extended expiration date from January 18, 2021 to March 18, 2021).
 - Enhanced Cleaning of Vehicles including Fogging
 - Operator Barriers Installed on Every Vehicle
- Go Norman Transit Plan (City of Norman Transit Long Range Plan Update)
 - The Go Norman Transit Plan was approved by resolution by Council at its June 22nd, 2021 meeting. Staff are continuing exploratory work on the next steps as recommended in the plan. This includes:
 - The acquisition of property downtown, 318-320 Comanche Street, to be used as a transit center, which Council approved the purchase sale agreement on January 18.
 - Potential grant opportunities for creating additional bus stops that are associated with the recommended route changes in the plan. Please see the grants section of this report for more details.
- Transit Operations and Maintenance Facility
 - Progress continues to be made on the construction of the new facility on north base. The contractor's activities this month were as follows:
 - Completed east complex entry and gate; began construction of west entry and gate
 - Completed detention pond excavation and structures
 - Continued startup of building MEP
 - Installed Networking equipment
 - Plumbing and bathroom fixtures installation completed
 - Completed polished concrete flooring; LVT flooring installation continued
 - Interior door installation is complete
 - Fence construction continued
 - Security and Access system installation is in progress
 - Office furniture and NAPA Parts room shelving installed
 - TV's installed in conference rooms
 - EV and CNG equipment delivered to site
 - Gas meters installed
 - All tile and interior finishes complete
- Microtransit/On-Demand Discussion
 - During Council's October 12 Conference, City staff presented an overview of existing public transit services and the concept of microtransit and on demand services. At the conclusion of that discussion, staff were directed to look at

options for a pilot project for next fiscal year. Staff will be submitting a budget request for the fiscal year 2023 budget cycle to add this transit mode.

- Grants

- Staff continue to program and draw down on grants periodically to reimburse the City for eligible public transit expenses. This includes the annual Federal Transit Administration (FTA) grant for general expenses as well as the CARES Act grant for the new facility that will house the transit maintenance and operations activities on Northbase.
- On October 1, 2021 ACOG announced the grant cycle for their Air Quality Small Grant Program was open. This program seeks to improve air quality in Central Oklahoma by reducing reliance on single-occupancy vehicle trips. Small transportation infrastructure projects and transit improvements as well as projects focused on congestion relief efforts are all eligible. Staff submitted an application on November 19, 2021 requesting funding to install 80 new bus stops associated with the recommended route changes in the Go Norman Transit Plan. Council supported this application by approving a programming resolution on November 30, 2021 for the project. On January 13, 2022 the ACOG MPO Technical Committee recommended a list of projects be approved for funding, of which the City's was one of them. Now the ACOG MPO Policy Committee will review the list of projects on January 27, 2022.

- Fleet Maintenance & Vehicle Procurement

- City Fleet Maintenance staff continue to ensure that the transit fleet is in operational condition each morning for line up, despite the age of the vehicles. This not only includes mechanical maintenance, but also fueling, cleaning, and sanitizing activities which are performed at night at the conclusion of service.
- 22 out of 28 of the revenue vehicles used in the City's transit fleet have met their useful life and are eligible to be retired according to FTA requirements.
- The City is currently in the process of purchasing 2 battery electric busses and staff have had numerous meetings with the manufacturer. Staff anticipates receiving these vehicles in August/September 2022. Below is background information on both battery electric bus projects:
 - An authorization to purchase the City's first battery electric vehicle, a transit bus, was approved at Council's May 25, 2021 meeting. A purchase order was issued on May 27, 2021 to the manufacturer. Approximately 50% of the vehicle purchase price will be reimbursed through a grant received from Oklahoma Department of Environmental Quality through the Volkswagen Settlement Fund.
 - An authorization to purchase the City's second battery electric transit bus was approved at Council's August 10, 2021 meeting. A purchase order was issued on August 13, 2021 to the manufacturer. Approximately 70% of the vehicle purchase price will be reimbursed through a grant received from the FTA's 2021 Low- or No-Emission Vehicle Program. The City's project was 1 of 49 projects selected in the nation.
 - Council granted approval for additional funds to be allocated to both bus builds on December 14, 2021. These additional funds were used add charge rails to the top of the busses so that in the future an overhead pantograph charging system could be utilized.

Conclusion

Thank you for your review of these updates and attached report. Staff are available to answer any questions.

Attached:

EMBARK Norman Performance Report for December 2021

PERFORMANCE REPORT

Transit System Report

December 2021

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 December 2021 was 21,933, compared to 23,338 in November 2021. The average total daily ridership was 846 for December 2021, a 9.39% decrease from 934 for November 2021, and a 31.33% increase from 644 in December 2020. Fiscal-year-to-date ridership is 134,943 passengers, a 27.89% increase from the December 2020 YTD total of 105,511.

The fixed-route service totaled 20,245 for December 2021 compared to 21,566 for November 2021. Average fixed-route daily ridership for December 2021 was 779, compared to 863 for November 2021, a 9.74% decrease, and 598 for December 2020, a 30.23% increase. Passengers with bicycles or similar means of travel totaled 714, compared to 748 for November 2021 and 613 for December 2020. Passengers with wheelchairs or other mobility devices totaled 274, compared to 336 for November 2021 and 312 for December 2020.

PLUS ridership totaled 1,748 for December 2021, compared to 1,772 for November 2021 and 1,200 for December 2020. The average daily total PLUS ridership was 67 for December 2021, compared to 71 for November 2021, a 5.15% decrease, and 46 for December 2020, a 45.67% increase. Passengers with wheelchairs or other mobility devices totaled 343 for December 2021, compared to 343 for November 2021, a 7.29% decrease, and 249 for December 2020, a 47.79% increase.

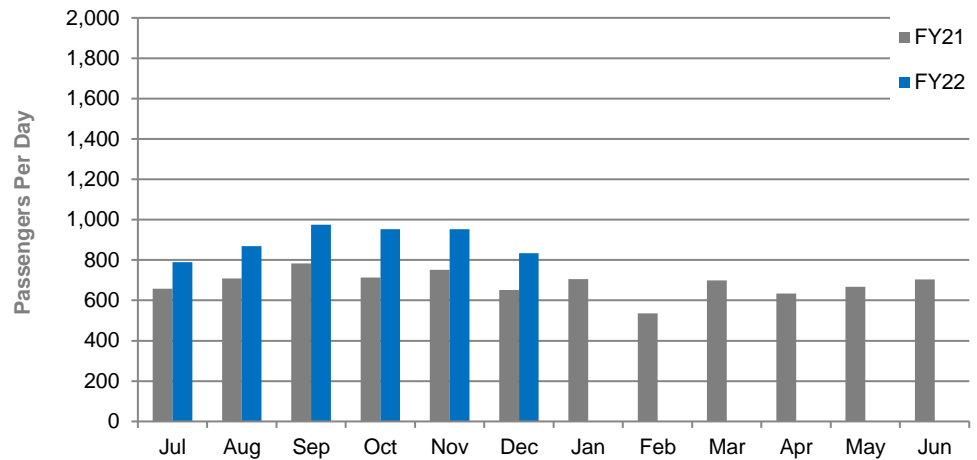
Norman Transit Services	Dec FY22	+/- Dec FY21	+/- Nov FY22
Fixed Routes (M-F)	19,148	33.52%	-4.24%
110 - Main Street	4,032	7.12%	5.55%
111 - Lindsey East	7,376	40.07%	-11.98%
112 - Lindsey West	2,740	34.64%	-3.15%
120 - West Norman	197	-5.74%	62.81%
121 - Alameda	4,803	55.59%	-0.89%
144 - Social Security	0	0.00%	0.00%
Fixed Routes (Sat)	1,097	-8.96%	-30.13%
110 - Main Street	214	-35.93%	-41.05%
111 - Lindsey East	405	-10.79%	-23.30%
112 - Lindsey West	118	-7.81%	-40.40%
121 - Alameda	360	24.57%	-25.16%
PLUS ADA Service	1,748	37.05%	-6.64%
PLUS (M-F)	1,698	35.51%	-7.67%
PLUS (Sat)	74	85.00%	25.42%
Bikes	714	6.81%	-4.55%
Wheelchair	274	-12.18%	-18.45%
PLUS Wheelchair	343	55.91%	-8.53%

Fixed Route Weekday Ridership

Total fixed-route weekday ridership for December 2021 was 19,148, a 4.24% decrease from 19,996 in November 2021 and a 33.52% increase from 14,341 in December 2020. Average weekday passenger ridership totaled 833 in December 2021, a 12.57% decrease compared to 952 for November 2021. Average ridership increased 27.71% compared to 652 passengers in December 2020. The average RPSH was 12.45.

Route 144 was not operated due to the ongoing COVID outbreak.

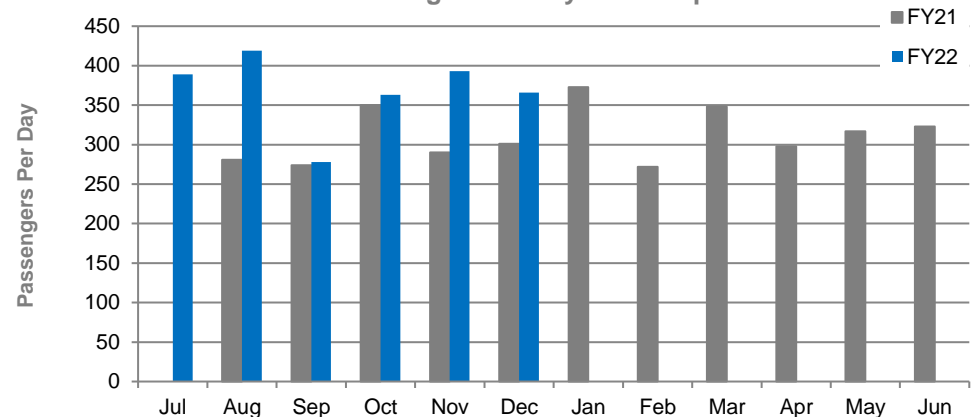
Norman Fixed-Route
Average Weekday Ridership



Fixed Route Saturday Ridership

Total fixed-route Saturday ridership for December 2021 was 1,097, a 30.13% decrease over 1,570 for November 2021 and a 8.96% decrease from 1,205 in December 2020. Average weekend passenger ridership totaled 366 for December 2021, a 6.84% decrease, compared to 393 for November 2021, and a 21.38% increase over 301 in December 2020. The average RPSH was 10.38.

Norman Fixed-Route
Average Saturday Ridership



Holiday Information

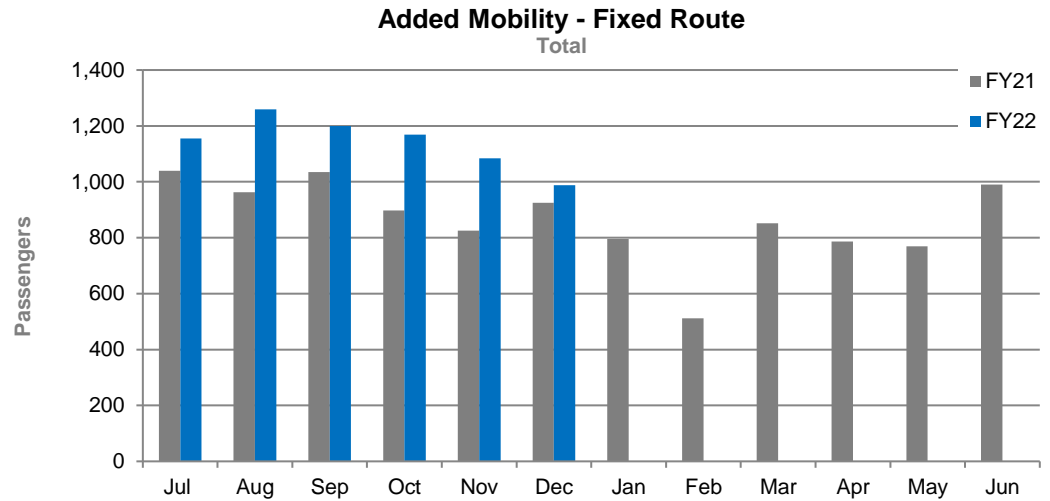
EMBARC Norman does not run on Christmas Day. Since it fell on a Saturday in 2021, there were only three Saturdays with service, which affected totals.

Added Mobility – Fixed Route

Total passengers with added mobility, such as bikes and wheelchairs, totaled 988 for December 2021, an 8.86% decrease from 1,084 in November 2021, and a 6.81% increase from 925 in December 2020.

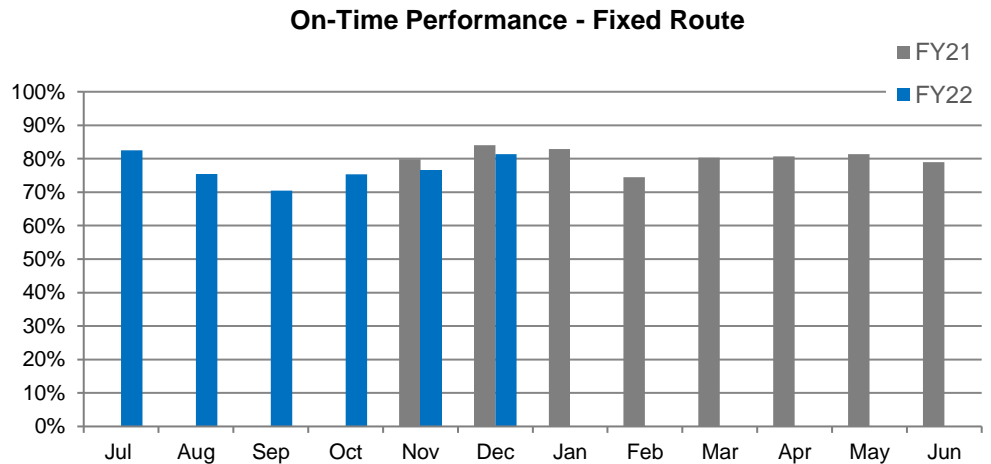
Bike passengers totaled 714, a 4.55% decrease from 748 in November 2021 and a 16.48% increase from 613 in December 2020.

Wheelchair passengers totaled 274, an 18.45% decrease from 336 in November 2021, and a 12.18% decrease from 312 in December 2020.



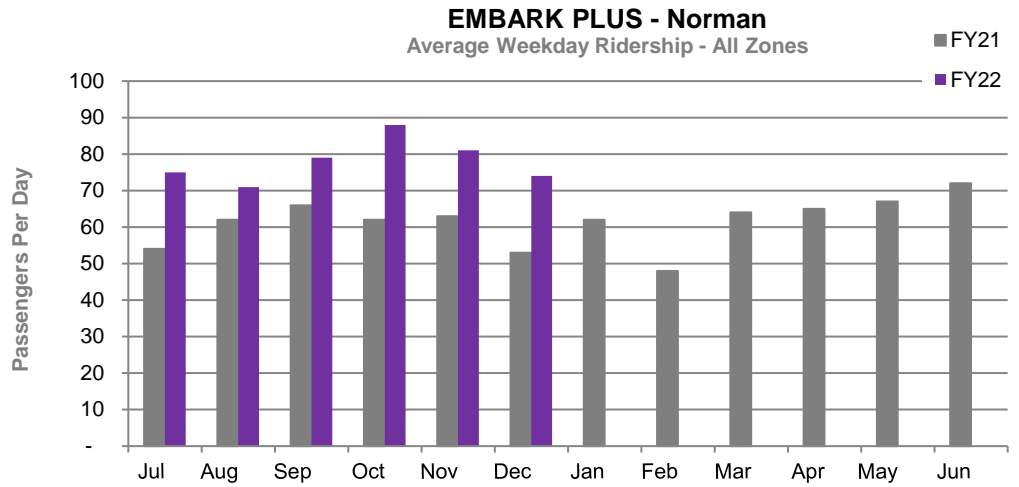
On-Time Performance – Fixed Route

Cumulative on-time performance for fixed-route buses was 81.40% in December 2021, a 4.70% increase from 76.70% in November 2021 and a 2.60% decrease from December 2020.



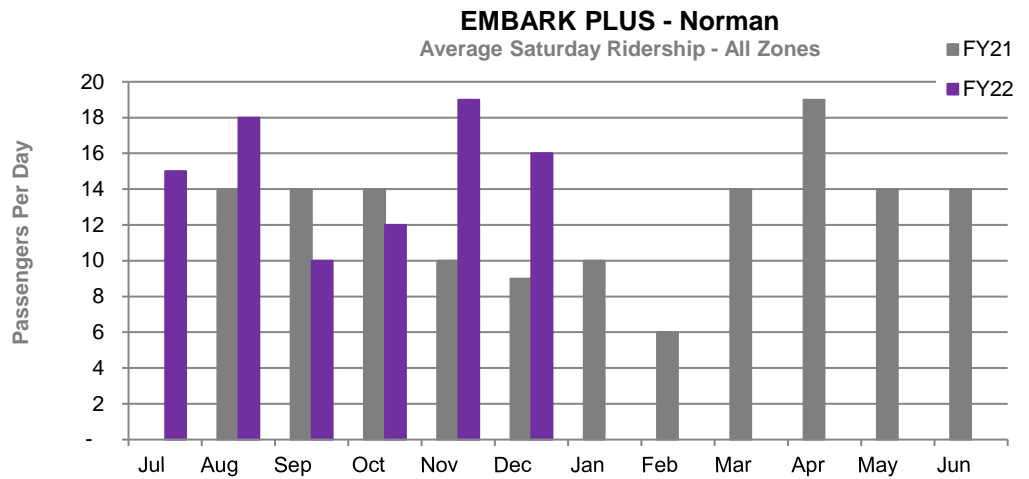
PLUS Weekday

Total PLUS weekday ridership for December 2021 was 1,701, a 0.18% increase from 1,698 in November 2021 and a 46.13% increase from 1,164 in December 2020. Average weekday passenger ridership totaled 74 for December 2021, an 8.53% decrease from 81 for November 2021 and a 39.78% increase from 53 for December 2020. RPSH was 1.23.



PLUS Saturday

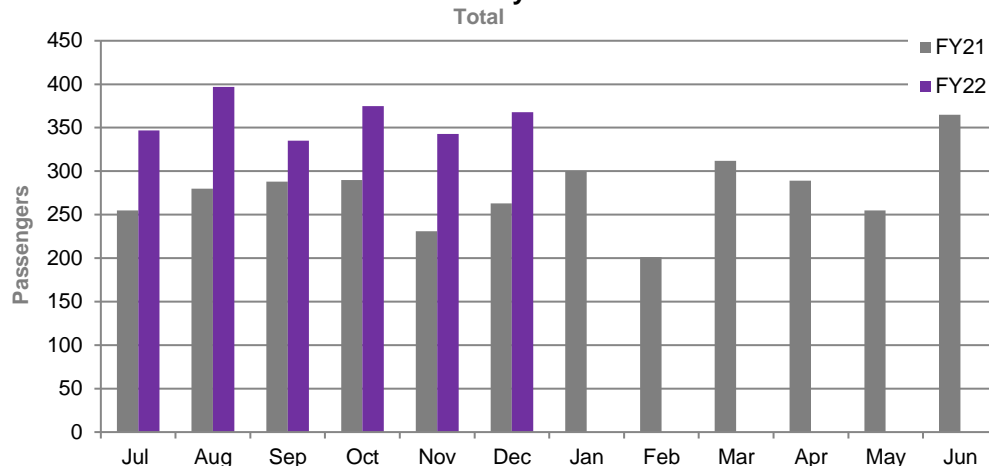
Total PLUS Saturday ridership for December 2021 was 47, a 36.49% decrease from 74 in November 2021 and an 30.56% increase from 36 in December 2020. Average Saturday passenger ridership totaled 16 for December 2021, a 15.32% decrease from 19 in November 2021 and a 74.07% increase from 9 in December 2020. RPSH was 1.10.



Added Mobility - PLUS

PLUS passengers with added mobility totaled 368 for December 2021, a 7.29% increase from 343 in November 2021, and a 47.79% increase from 249 in December 2020.

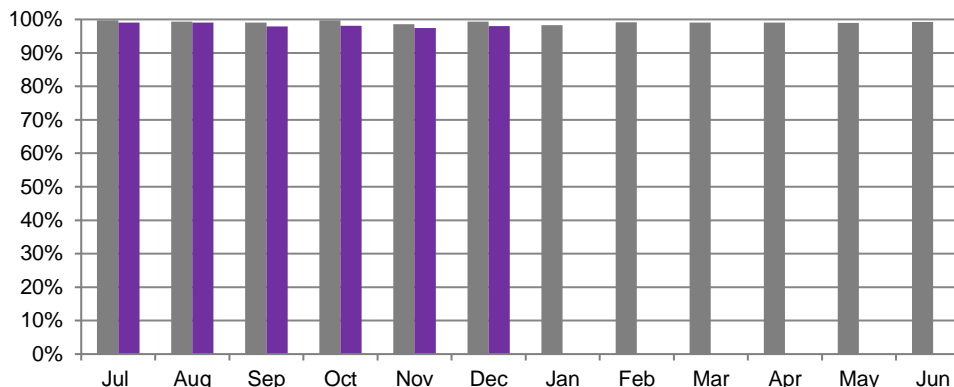
Added Mobility - PLUS



On-Time Performance - PLUS

Cumulative on-time performance for PLUS buses was 98.04%, a 0.58% increase from 97.46% in November 2021 and a 1.26% decrease from 99.30% in December 2020.

Weekday on-time performance in the primary zone was 98.22%, a 0.24% increase from 97.99% in November 2021 and a 1.20% decrease from 99.42% in



December 2020. Weekday on-time performance in the secondary zone was 97.18%, a 1.52% increase from 95.65% in November 2021 and a 1.61% decrease from 98.79% in December 2020. Saturday on-time performance was 100.00%, a 3.03% increase from 96.97% in November 2021 and no change from December 2020.

PLUS Weekday Service Summary	Dec FY22	+/- Dec FY21	+/- Nov FY22		PLUS Saturday Service Summary	Dec FY22	+/- Dec FY21	+/- Nov FY22
Total Passengers	1,748	50.17%	2.94%		Total Passengers	47	30.56%	-36.49%
Total Trips	1,591	42.56%	0.32%		Total Trips	41	24.24%	-37.88%
Trips Daily Average	74	60.24%	-8.53%		Trips Daily Average	14	65.66%	-17.17%
Trips Requested	1,591	42.56%	0.19%		Trips Requested	41	24.24%	-37.88%
Denied Trips	0	-200.00%	-200.00%		Denied Trips	0	0.00%	0.00%
Capacity Denials	0	-200.00%	-200.00%		Capacity Denials	0	0.00%	0.00%
No Show	21	31.25%	23.53%		No Show	0	0.00%	-200.00%

PLUS Applications	Dec FY22	+/- Dec FY21	+/- Nov FY22
New Applications	11	83.33%	-15.38%
Renewals Received	4	-20.00%	-33.33%
Applications Approved	21	425.00%	162.50%
Applications Denied	0	-100.00%	-100.00%

Summary of Services Table: December 2021

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

EMBARK Norman Service Summary	ADP Dec FY22	FY22 YTD	FY21 YTD		Service Profile	Dec FY22	Dec FY21	Nov FY22
Fixed Routes (M-F)	833	115,323	91,491		Weekdays	23	20	21
Fixed Routes (Sat)	366	9,215	6,052		Saturdays	3	4	5
PLUS (M-F)	74	10,039	7,724		Gamedays	0	1	2
-Zone 1*	58	7,931	6,146		Holidays	1	2	0
-Zone 2**	17	2,108	1,578		Weather	0	0	1
PLUS (Sat)***	16	366	244		Fiscal YTD Days	154	123	103
					Cal. YTD Days	307	277	281

* Requires ¾ mile

**Operates only on Weekdays until 7:00 pm

***Operates only in Zone 1

Strategic Performance Measures

MEASURE	FY 22 YTD	FY 22 Targets	
# of Norman fixed-route passenger trips provided	124,538	265,054	▲
# of Norman paratransit trips provided	10,405	19,000	●
% of on-time Norman paratransit pick-ups	98.27%	95.00%	●
# of Norman bus passengers per service hour, cumulative	13.01	13.14	●
# of Norman bus passengers per day, average	809	N/A*	N/A*
% of Norman required paratransit pick-ups denied due to capacity	0.02%	N/A*	N/A*

*These LFR targets are unavailable for this fiscal year. We hope to have them for FY23.

Glossary

- **Added Mobility** – Wheelchairs, bicycles, scooters, and other devices used by passengers in conjunction with transit
- **ADP** – Average Daily Passengers
- **ADR** – Average Daily Ridership
- **AVG** – Average
- **Fixed Route** – Regular bus service
- **FY21** – The fiscal year 2021. Lasted from 7/1/2020 to 6/30/2021
- **FY22** – The fiscal year 2022. Lasting from 7/1/2021 to 6/30/2022
- **FY YTD** – Fiscal Year, Year to Date
- **LFR** – "Leading for Results," EMBARK's internal performance measurements and targets
- **OTP** – On-time performance
- **Paratransit** – ADA vehicle service for seniors and other clients with special needs
- **PAX** – Passenger
- **PLUS** – Brand name for EMBARK Paratransit service
- **RPSH** – Riders per service hour
- **SAT** – Saturday
- **WKD** – Weekday
- **YOY** – Year-over-year, used to compare the previous year's performance when available
- **ZONE 1** – Primary zone for PLUS operation
- **ZONE 2** – Secondary zone for PLUS operation