



**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 *[Signature]*

**DATE:** February 24, 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 to Date
  - Current Service Changes & Policies
    - Limited Passenger Capacity on Vehicles
    - Suspended Route 144-Social Security
    - Mandatory Face Coverings – Federal Requirement (Expiration 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 22<sup>nd</sup>, 2021 meeting. Staff are continuing exploratory work on the next steps as recommended in the plan. Recent work 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. The City and the seller are still working through the sale process. Once completed, the City will begin working with consultants to design the site into a new, City transit center.
    - 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. Then the ACOG MPO Policy Committee reviewed the list of projects on January 27, 2022 and approved them for funding. City staff will now work with ACOG on a contract agreement for the project and bring it to Council for review and approval at a future Council meeting.
    - Staff are also working with Nelson/Nygaard, the consultant that worked with the City to create the Go Norman Transit Plan, to bring an amendment to their contract to Council for consideration. This amendment would be to make minor changes to the Go Norman Transit Plan to reflect the property at 318-320 Comanche Street to be used as a Transit Center, rather than The Depot.
- 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.
  - Staff continue to research eligible grants to support existing operations, vehicle needs, and future improvements. This includes grants through programs at ACOG,

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FTA, and the RAISE grant. Please see the Go Norman Transit Plan section on the first page of this report for more information on an ACOG grant to support new bus stops in Norman.

- 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:
    - Security and access system installation complete
    - Installed networking equipment
    - Polished concrete flooring complete
    - Fence construction complete
    - Office furniture installed in Transit/Public Safety building
    - EV and CNG equipment installation has begun
    - Substantial completion granted and temporary certificates of occupancy for Transit/Public Safety and Parks buildings issued 1-22-22
    - Final punch list compiled and provided to Flintco
    - Site trees installed
    - Various training sessions for staff covering systems and equipment operations.
  - The Ribbon Cutting Ceremony was held February 11, 2022 at 3pm with remarks from the Director of Parks and Recreation, the Director of Public Works, and the Mayor. Attendance for the event was approximately 100 people strong and included citizens, City of Norman employees, project stakeholders, and City Councilmembers.
- AngelTrax Public Transportation Onboard Surveillance System Installation
  - On November 9, 2021 City Council approved contract K-2122-43 with AngelTrax to provide a public transportation onboard surveillance system for the City of Norman public transportation fleet.
  - This contract provides:
    - Sufficient camera coverage both inside and outside the vehicle
    - Sufficient storage on each vehicle to be able to download video up to 240 hours in the past.
    - An automatic system that would download tagged video wirelessly when the vehicle comes in range of the public transit fleet yard.
    - A computer software solution that enables both EMBARK and City of Norman employees to tag/request video be downloaded and viewed.
  - Vendor has arrived to begin installation this week. Over the next few weeks the equipment will be installed, calibrated, and tested for quality verification. In addition, training will be provided to staff regarding operation.
- 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.
  - 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

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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.

- On December 14, 2021 the City Council passed and adopted resolution R-2122-72 transferring \$346,703 from the Capital Fund Balance to be matched with \$122,812 available in the Public Transit and Parking Fund to be used to purchase five (5) 3500 Dodge Promaster vans for the Public Transportation Fleet for a total of \$469,515. Due to ongoing supply chain issues, the price of the vehicles has increased and staff are working on an agenda item for a future City Council meeting to address the difference. Staff have been able to identify additional FTA grant funding allocated to Norman that could be used to supplement the cost increase and potentially even decrease the amount of local match that was provided from the Public Transit and Parking Fund.

## **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 January 2022

# PERFORMANCE REPORT

## Transit System Report

January 2022

### Purpose

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

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

### Total Ridership

Total ridership for EMBARK Norman in January 2022 was 19,258, compared to 21,993 in December 2021. The average total daily ridership was 802 for January 2022, a 5.14% decrease from 846 for December 2021, and a 16.19% increase from 691 in January 2021. Fiscal-year-to-date ridership is 154,201 passengers, a 25.60% increase from the January 2021 YTD total of 122,776.

The fixed-route service totaled 17,709 for January 2022 compared to 20,245 for December 2021. Average fixed-route daily ridership for January 2022 was 738, compared to 779 for December 2021, a 5.24% decrease, and 639 for January 2021, a 15.47% increase. Passengers with bicycles or similar means of travel totaled 565, compared to 714 for December 2021 and 485 for January 2021. Passengers with wheelchairs or other mobility devices totaled 216, compared to 274 for December 2021 and 311 for January 2021.

PLUS ridership totaled 1,549 for January 2022, compared to 1,748 for December 2021 and 1,290 for January 2021. The average daily total PLUS ridership was 67 for January 2022 and December 2021 and 52 for January 2021, a 30.52% increase. Passengers with wheelchairs or other mobility devices totaled 303 for January 2022, compared to 368 for December 2021, a 17.66% decrease, and 290 for January 2021, a 4.48% increase.

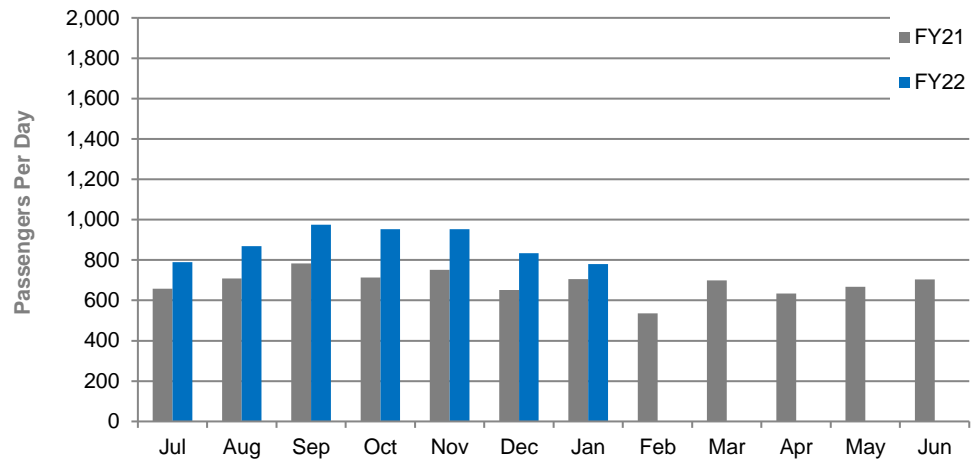
Norman Transit Services	Jan FY22	+/- Jan FY21	+/- Dec FY22
<b>Fixed Routes (M-F)</b>	<b>16,384</b>	<b>16.12%</b>	<b>-14.43%</b>
110 - Main Street	3,533	-5.64%	-12.38%
111 - Lindsey East	6,176	17.57%	-16.27%
112 - Lindsey West	2,366	22.15%	-13.65%
120 - West Norman	125	-28.16%	-36.55%
121 - Alameda	4,184	35.36%	-12.89%
144 - Social Security	0	0.00%	0.00%
<b>Fixed Routes (Sat)</b>	<b>1,325</b>	<b>-28.95%</b>	<b>20.78%</b>
110 - Main Street	335	-34.06%	56.54%
111 - Lindsey East	445	-37.50%	9.88%
112 - Lindsey West	136	-44.72%	15.25%
121 - Alameda	409	2.51%	13.61%
<b>PLUS ADA Service</b>	<b>1,549</b>	<b>20.08%</b>	<b>-11.38%</b>
PLUS (M-F)	1,497	20.63%	-11.99%
PLUS (Sat)	52	6.12%	10.64%
Bikes	565	16.49%	-20.87%
Wheelchair	216	-30.55%	-21.17%
PLUS Wheelchair	303	4.48%	-17.66%

### Fixed Route Weekday Ridership

Total fixed-route weekday ridership for January 2022 was 16,384, a 14.43% decrease from 19,148 in December 2021 and a 16.12% increase from 14,110 in January 2021. Average weekday passenger ridership totaled 780 in January 2022; a 6.29% decrease compared to 833 for December 2021. Average ridership increased 10.59% compared to 706 passengers in January 2021. The average RPSH was 11.67.

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

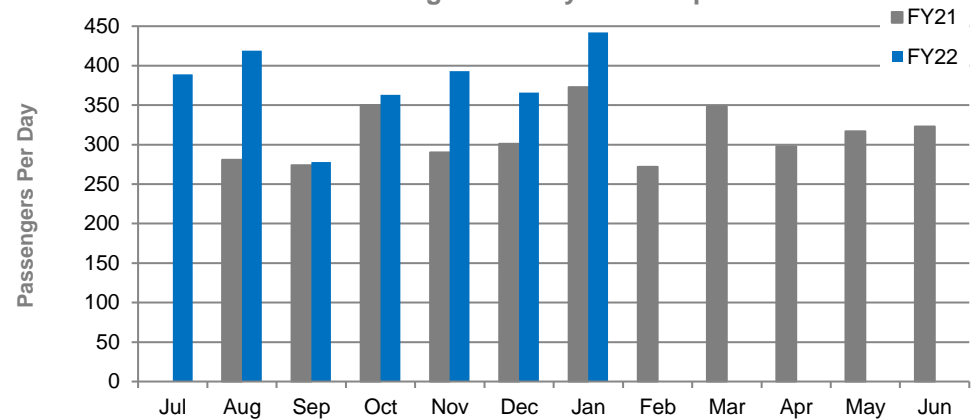
**Norman Fixed-Route**  
Average Weekday Ridership



### Fixed Route Saturday Ridership

Total fixed-route Saturday ridership for January 2022 was 1,325 a 20.78% increase over 1,097 for December 2021 and a 28.95% decrease from 1,290 in January 2021. Average weekend passenger ridership totaled 442 for January 2022, a 20.78% increase, compared to 366 for December 2021, and a 18.41% increase over 373 in January 2021. The average RPSH was 9.29.

**Norman Fixed-Route**  
Average Saturday Ridership



### Holiday Information

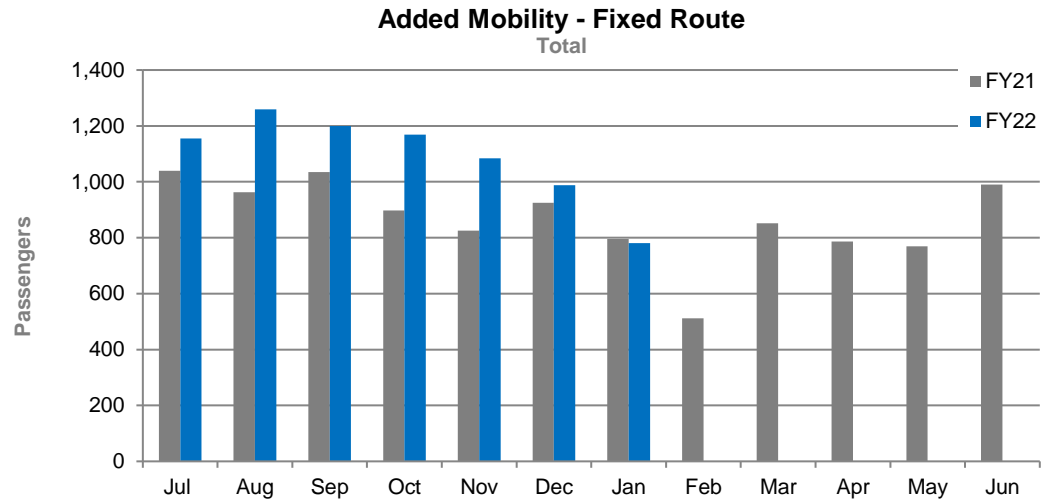
EMBARC Norman does not operate on New Year's Day. Since it fell on a Saturday in 2022, there were only three Saturdays with service, which affected totals and averages.

### Added Mobility – Fixed Route

Total passengers with added mobility, such as bikes and wheelchairs, totaled 781 for January 2022, a 20.95% decrease from 988 in December 2021, and a 1.88% decrease from 796 in January 2021.

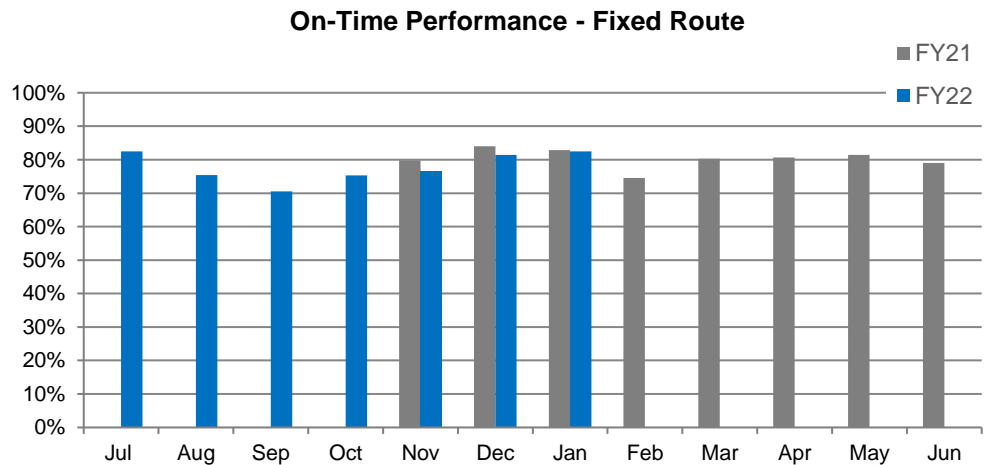
Bike passengers totaled 565, a 20.87% decrease from 714 in December 2021 and a 16.49% increase from 485 in January 2021.

Wheelchair passengers totaled 216, a 21.17% decrease from 274 in December 2021, and a 30.55% decrease from 311 in January 2021.



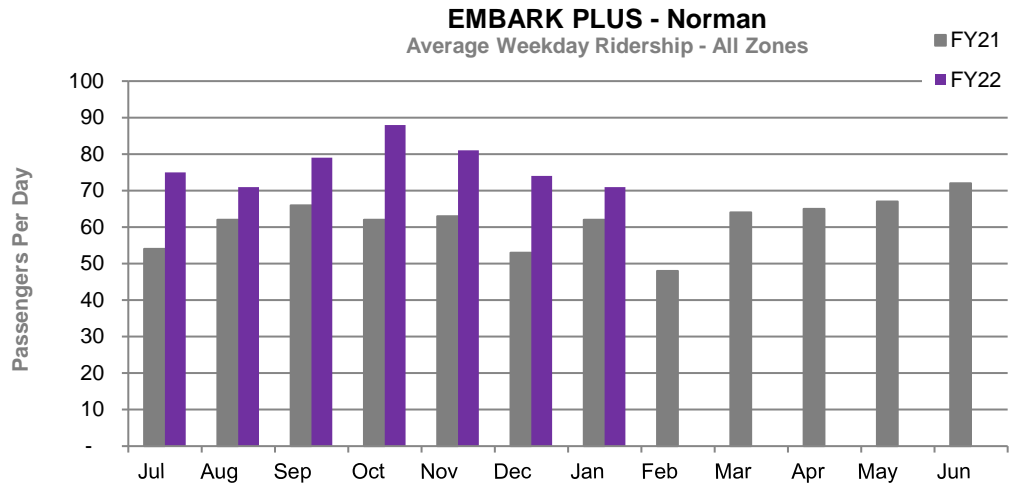
### On-Time Performance – Fixed Route

Cumulative on-time performance for fixed-route buses was 82.50% in January 2022, a 1.10% increase from 81.40% in December 2021 and a 0.40% decrease from 82.90% in January 2021.



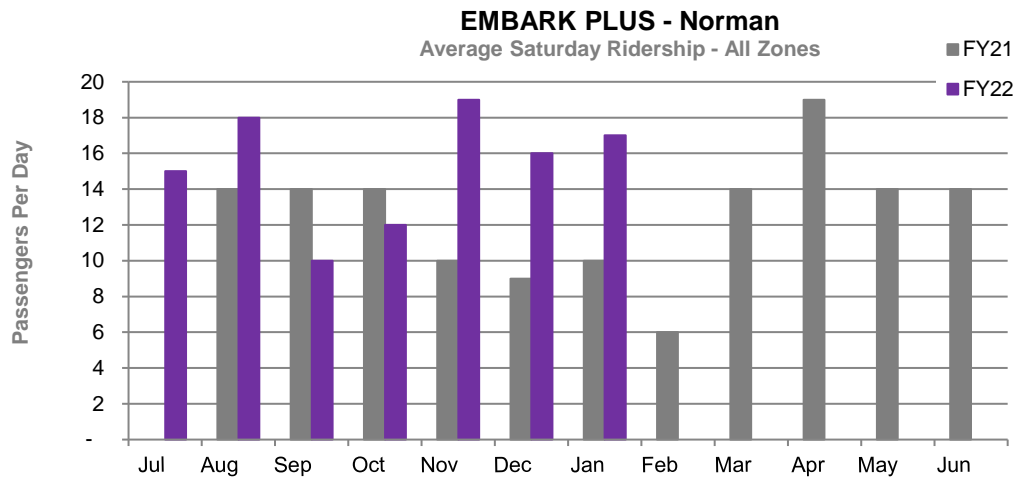
### PLUS Weekday

Total PLUS weekday ridership for January 2022 was 1,497, a 11.99% decrease from 1,701 in December 2021 and a 20.63% increase from 1,241 in January 2021. Average weekday passenger ridership totaled 71 for January 2022, a 3.61% decrease from 74 for December 2021 and a 14.88% increase from 62 for January 2021. RPSH was 1.20.



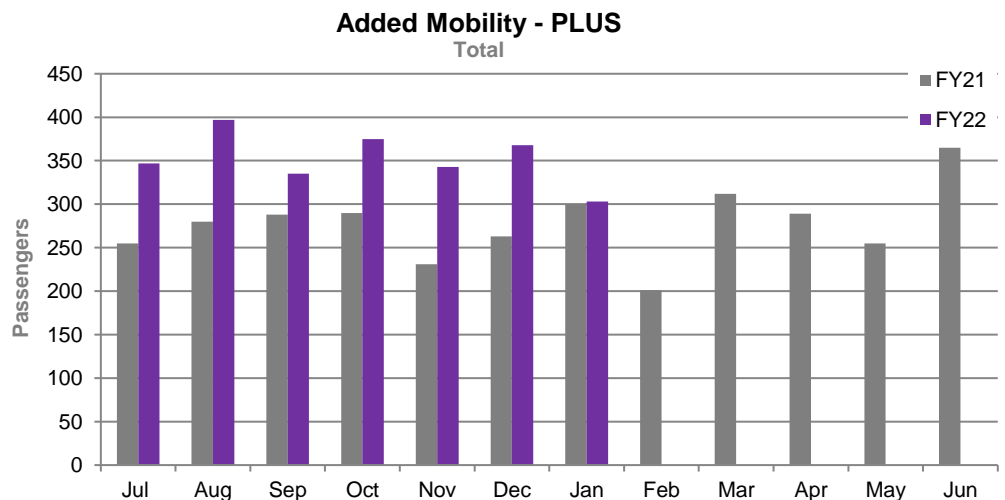
### PLUS Saturday

Total PLUS Saturday ridership for January 2022 was 52, a 10.64% increase from 47 in December 2021 and a 6.12% increase from 49 in January 2021. Average Saturday passenger ridership totaled 17 for January 2022, a 10.64% increase from 16 in December 2021 and a 76.87% increase from 10 in January 2021. RPSH was 1.00.



### Added Mobility - PLUS

PLUS passengers with added mobility totaled 303 for January 2022, a 17.66% decrease from 368 in December 2021, and a 4.48% increase from 290 in January 2021.

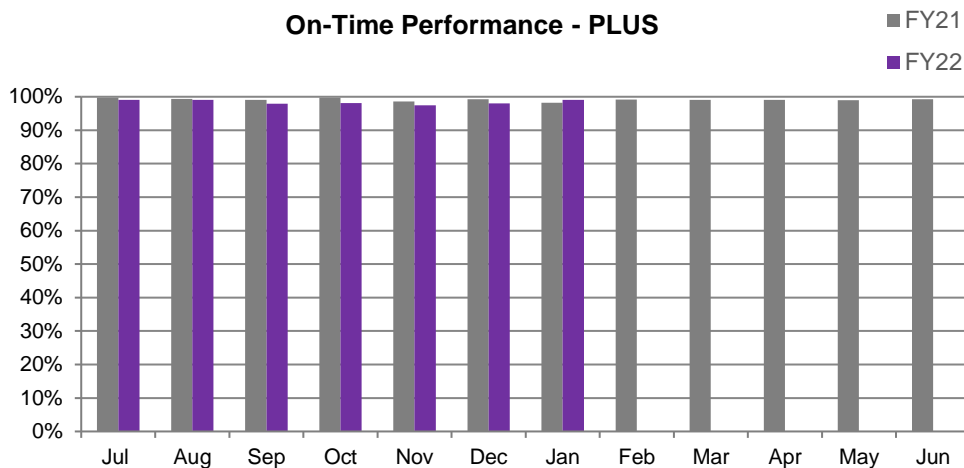


## On-Time Performance - PLUS

Cumulative on-time performance for PLUS buses was 99.10%, a 1.06% increase from 98.04% in December 2021 and a 0.86% increase from 98.24% in January 2021.

Weekday on-time performance in the primary zone was 99.09%, a 0.87% increase from 98.22% in December 2021 and a 0.93% increase from 98.17% in

January 2021. Weekday on-time performance in the secondary zone was 98.98%, a 1.80% increase from 97.18% in December 2021 and a 0.77% increase from 98.20% in January 2021. Saturday on-time performance was 100.00%, the same as December 2021 and January 2021.



<b>PLUS Weekday Service Summary</b>	Jan FY22	+/- Jan FY21	+/- Dec FY22		<b>PLUS Saturday Service Summary</b>	Jan FY22	+/- Jan FY21	+/- Dec FY22
Total Passengers	1,497	20.63%	-11.99%		Total Passengers	52	30.56%	10.64%
Total Trips	1,396	21.39%	-12.26%		Total Trips	48	17.07%	17.07%
Trips Daily Average	70	35.27%	0.91%		Trips Daily Average	16	95.12%	17.07%
Trips Requested	1,396	21.39%	-12.26%		Trips Requested	48	17.07%	17.07%
Denied Trips	0	0.00%	0.00%		Denied Trips	0	0.00%	0.00%
Capacity Denials	0	0.00%	0.00%		Capacity Denials	0	0.00%	0.00%
No Show	16	100.00%	-23.81%		No Show	2	0.00%	200.00%

<b>PLUS Applications</b>	Jan FY22	+/- Jan FY21	+/- Dec FY22
New Applications	13	85.71%	18.18%
Renewals Received	2	-71.43%	-50.00%
Applications Approved	13	0.00%	-38.10%
Applications Denied	0	0.00%	0.00%

## Summary of Services Table: January 2022

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

<b>EMBARK Norman Service Summary</b>	<b>ADP Jan FY22</b>	<b>FY22 YTD</b>	<b>FY21 YTD</b>		<b>Service Profile</b>	<b>Jan FY22</b>	<b>Jan FY21</b>	<b>Dec FY22</b>
Fixed Routes (M-F)	780	131,707	105,601		Weekdays	21	20	23
Fixed Routes (Sat)	442	10,540	7,917		Saturdays	3	5	3
PLUS (M-F)	71	11,536	8,956		Gamedays	0	0	0
-Zone 1*	60	9,122	7,092		Holidays	1	1	1
-Zone 2**	15	2,414	1,873		Weather	0	0	0
PLUS (Sat)***	17	418	293		Fiscal YTD Days	178	174	154
					Cal. YTD Days	24	25	281

\* Requires ¾ mile

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

\*\*\*Operates only in Zone 1

## Strategic Performance Measures

<b>MEASURE</b>	<b>FY 22 YTD</b>	<b>FY 22 Targets</b>	
# of Norman fixed-route passenger trips provided	142,247	265,054	▲
# of Norman paratransit trips provided	11,954	19,000	●
% of on-time Norman paratransit pick-ups	98.37%	95.00%	●
# of Norman bus passengers per service hour, cumulative	12.79	13.14	●
# of Norman bus passengers per day, average	799	N/A*	N/A*
% of Norman required paratransit pick-ups denied due to capacity	0.02%	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