

# Public Transportation and Parking

FY17 Actual    FY18 Actual    FY19 Projection    FY19 Target    FY20 Target

## Long-Term Issue - State of Good Repair

The need to replace buses and modernize and upgrade business systems, equipment, and technology, coupled with the increasing cost of those improvements, if not addressed, will result in:

- Loss of revenue
- Difficulty attracting new customers
- Decreased customer satisfaction
- Decreased customer safety
- Lost efficiencies
- Increased operating and maintenance costs
- Non-compliance with local, state, and federal requirements

### Strategies to address the Long-Term Issue

- Seek funding alternatives to ensure buses are replaced by the end of their useful economic life.
- Expand skill set of supervisors to leverage new technology to monitor the schedule adherence of each bus so contingency drivers and equipment can be used to improve on-time performance.
- Complete equipment and facility preventative maintenance work on schedule.
- Continue updating technology and improve convenience in the parking program in order to improve customer service, reliability, security and safety.
- Continue annual capital improvement projects to parking, bus, bike share and ferry assets.
- Develop Transit Asset Management plan as mandated by the Federal Transportation Administration.

### Strategic Result(s) to measure annual progress on Long-Term Issue

By 2019, public transportation and parking customers will benefit from more reliable service, as evidenced by:

- At least 85% of fixed-route trips will provide on-time arrival.
- At least 95% of EMBARK Plus paratransit pick-ups will be on time.
- At least 99% of EMBARK Oklahoma River Cruises trips will provide on-time arrival.
- At least 99% uptime hours for metered parking hours available for residents and visitors parking in Downtown Oklahoma City.
- 95% of the EMBARK fleet will be within lifecycle.

1150	% of on-time bus arrivals	68%	66%	68%	75%	75%
1151	% of EMBARK Plus customer trips with on time pick up	90.14%	94.72%	94.79%	92.50%	93.00%
1152	% of EMBARK Oklahoma River Cruises trips with on-time arrival	98%	98%	105%	97%	95%



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<b>Long-Term Issue - State of Good Repair</b>						
1153	% of uptime hours for metered parking	98%	100%	100%	100%	100%
1154	% of the EMBARK fleet within lifecycle	79%	94%	89%	98%	98%
<b>Long-Term Issue - Workforce Development</b>						
<i>Continual difficulty in recruiting, developing and retaining a skilled and well trained workforce, due to a competitive compensation environment, varying shifts, and governing regulations, if not addressed, will jeopardize the ability to provide safe and customer-friendly services.</i>						
<b>Strategies to address the Long-Term Issue</b>						
<ul style="list-style-type: none"> <li>▪ Continue required quarterly safety and security training classes for operations and maintenance staff.</li> <li>▪ Conduct targeted safety and security campaigns.</li> <li>▪ Monitor safety and security training of contract operators.</li> <li>▪ Continue retention team meetings to evaluate new bus operators at 45, 65 and 80 day increments and expand retention team concept to other operational areas.</li> <li>▪ Develop succession plan.</li> <li>▪ Develop recruitment plan.</li> <li>▪ Provide customer service training for employees.</li> <li>▪ Develop and implement an employee recognition program.</li> </ul>						
<b>Strategic Result(s) to measure annual progress on Long-Term Issue</b>						
<i>By 2019, public transportation and parking customers will benefit from a skilled workforce that provides safe service, as evidenced by:</i>						
<ul style="list-style-type: none"> <li>▪ Accidents will be at or below 1.5 per 100,000 miles.</li> </ul>						
1155	# of accidents per 100,000 miles	3.18	2.85	2.35	3.02	3.02
<b>Strategic Result(s) to measure annual progress on Long-Term Issue</b>						
<i>By 2019, the Public Transportation and Parking Department will retain a well trained workforce, as evidenced by:</i>						
<ul style="list-style-type: none"> <li>▪ Annual turnover rate of employees will be less than 15%.</li> <li>▪ At least 80% of full time employees will be employed by EMBARK for at least 24 months beyond the date of hire.</li> </ul>						
1156	Annual Turnover Rate of Employees	22%	20%	24%	18%	18%
1157	% of newly hired employees who retain employment with EMBARK for more than 24 months	33%	44%	41%	63%	63%



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## Long-Term Issue - Sustainable Growth and Service Development

Increasing demand for various modes of transportation, inadequate coordination between public and private entities, and lack of dedicated funding sources, if not addressed, will result in:

- An increased gap between the modes of transportation services provided and those demanded by a diverse and growing public transportation customer base
- A reduction of public transportation services and diminished ability for residents to get to work, medical appointments, shopping, school, day care, recreational activities and access to other basic services
- Missed opportunities for effective partnerships and economic development



### Strategies to address the Long-Term Issue

- Demonstrate use of available resources through reports to residents and riders that convey accomplishments using transit system metrics and goals.
- Maximize ridership through additional system enhancements for bus, ferry, van pool, bike share and park and ride.
- Seek funding alternatives for timely replacement of buses that have reached the end of their economic, useful life.
- Establish streetcar operations.
- Promote Transit Oriented Development (TOD) and land use strategies to developers, policy makers, and City departments.
- Serve on the Regional Transit Authority Task Force to develop a regional transit authority.

### Strategic Result(s) to measure annual progress on Long-Term Issue

By 2019, public transportation services will make the best use of available resources, as evidenced by:

- Passengers per weekday bus service hour will be at or above 20.
- Passengers per ferry service hour will be at or above 10.
- Average Spokies riders per month will be at or above 500.
- Operating expenses will be at or below \$7.50 per fixed route bus passenger.
- Average frequency for EMBARK weekday fixed-route bus service will be less than 30 minutes.
- The number of EMBARK Plus paratransit trips denied due to capacity constraints will be less than 2%.

1158	 # of passengers per weekday service hour	17.41	16.66	16.35	17.33	15.74
1159	# of passengers per ferry service hour	12.71	9.85	6.12	10.31	6.50
1160	Average Spokies trips per month	848	1,054	1,041	988	1,153
1161	\$ of operating expenses per fixed route bus passenger	6.78	7.03	7.79	7.50	7.50
1162	 Average frequency for EMBARK weekday fixed-route bus service	34.57	34.57	34.57	30.00	30.00



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<b>Long-Term Issue - Sustainable Growth and Service Development</b>						
1163	% of EMBARK Plus paratransit trips denied due to capacity constraints	1.07%	1.54%	1.38%	1.97%	1.94%
<b>Long-Term Issue - Community Relations</b>						
<i>Increased community expectations such as later evening and weekend public transit services, environmental stewardship, convenient parking facilities, demand for new/modern amenities and services, along with a persistent lack of awareness of public transportation and parking services, if not addressed, will result in:</i>						
<ul style="list-style-type: none"> <li>▪ Missed opportunities to attract new customers</li> <li>▪ Diminished community support and confidence</li> <li>▪ Decreased customer satisfaction</li> </ul>						
<b>Strategies to address the Long-Term Issue</b>						
<ul style="list-style-type: none"> <li>▪ Develop, implement and maintain technology-based customer centric programs and technology.</li> <li>▪ Improve and increase customer service training.</li> <li>▪ Maintain clean and safe parking, bus, bike share, streetcar and ferry vehicles and facilities.</li> <li>▪ Conduct surveys of rider, non-rider and parking customers.</li> <li>▪ Partner with community organizations and teach how-to-ride classes.</li> <li>▪ Develop and implement ongoing service awareness campaigns.</li> <li>▪ Construct new transit shelters and transit stop improvements.</li> </ul>						
<b>Strategic Result(s) to measure annual progress on Long-Term Issue</b>						
<i>By 2019, public transportation and parking customers will experience increased customer satisfaction, as evidenced by:</i>						
<ul style="list-style-type: none"> <li>▪ 80% of public bus transportation customers surveyed will state they are satisfied with fixed-route services.</li> <li>▪ 80% of public bike share transportation customers surveyed will state they are satisfied with services.</li> <li>▪ 90% of off-street parking services customers surveyed will state they are satisfied with services.</li> <li>▪ At least 90% of EMBARK plus paratransit customers will rate the services provided as satisfactory.</li> <li>▪ 75% of EMBARK bus transportation customers surveyed will be satisfied with the availability of accessible bus stops and covered shelters.</li> </ul>						
1164	% of public transportation customers surveyed who are satisfied with fixed-route services	70%	74%	74%	78%	78%
1165	% of public bike share transportation customers surveyed who are satisfied with services	N/A	75%	91%	83%	83%



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<b>Long-Term Issue - Community Relations</b>						
1166	% of off-street parking services customers who are satisfied with services	89%	67%	12%	94%	94%
1167	% of EMBARK Plus customers surveyed rating the services provided as satisfactory	N/A	N/A	N/A	92%	92%
1168	% of customers surveyed who are satisfied with the availability of accessible bus stops and covered shelters	N/A	71%	71%	75%	75%
<b>Long-Term Issue - Security</b>						
<i>Increasing emphasis on security in public transportation and limited enforcement resources, coupled with growing ridership, extended service hours and new transit modes if not addressed will result in:</i>						
<ul style="list-style-type: none"> <li>▪ <i>Less safe customer and employee environment</i></li> <li>▪ <i>Decrease in ridership and customer satisfaction</i></li> <li>▪ <i>Reduced ability to attract and retain employees</i></li> <li>▪ <i>Diminished value of services to the community</i></li> <li>▪ <i>Impaired ability to pass regional transit initiatives</i></li> </ul>						
<b>Strategies to address the Long-Term Issue</b>						
<ul style="list-style-type: none"> <li>▪ <i>Continue to invest annual security grant funding for security enhancements.</i></li> <li>▪ <i>Determine the feasibility and research the impact of developing a transit police program.</i></li> <li>▪ <i>Identify security issues by type and track for developing new security programs.</i></li> <li>▪ <i>Continue to work with local Transportation Security Administration officials to adapt security best practices to EMBARK operations.</i></li> </ul>						
<b>Strategic Result(s) to measure annual progress on Long-Term Issue</b>						
<i>By 2019, public transportation customers and employees will benefit from a more secure transit system, as evidenced by:</i>						
<ul style="list-style-type: none"> <li>▪ <i>Security incidents will be at or below 1 per 100,000 passengers.</i></li> <li>▪ <i>90% of passengers surveyed will report they feel safe at the transit center, bus stops, or while riding the bus.</i></li> </ul>						
1169	# of security incidents per 100,000 passengers	0.0639	0.0338	0.0082	0.0607	0.0500
1170	% of customers surveyed who feel safe at the transit center, bus stops or while riding the bus	73%	71%	71%	80%	75%



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## Long-Term Issue - Oklahoma City Streetcar

The increasing need and growing expectation to establish and integrate the Oklahoma City Streetcar as an efficient and viable downtown transit option, coupled with the need to educate the public and coordinate with other entities in order to successfully launch the Oklahoma City Streetcar, if not addressed will result in:

- Reduced ability to attract and retain customers
- Inability to generate sponsorship funding and attract community partners
- Unsafe interactions with motorists, pedestrians, and cyclists
- Reduced public confidence for future streetcar expansion
- Minimal additional TOD and economic development along the route

### Strategies to address the Long-Term Issue

- Continue to coordinate with MAPS 3 Office for all operational requirements during construction.
- Establish streetcar service by following and amending the Operations Plan.
- Develop and implement public awareness strategies to educate the community about streetcar service and how to safely interact with the streetcar as a pedestrian, driver, rider, and cyclist.
- Partner with State Safety Oversight Office (ODOT), Federal Transit Administration and various local agencies to secure all required safety certifications.
- Effectively negotiate and manage the contract for streetcar operations and maintenance for a success launch and continuation of service past opening day.
- Provide open lines of communicate with property and business owners throughout the construction process and after operations begin.
- Develop and maintain interest and support from property and business owners along and near the route.
- Work with public and private programs to encourage density and development along and near the route.

### Strategic Result(s) to measure annual progress on Long-Term Issue




By 2019, Oklahoma City Streetcar will be operational as evidenced by:

- 100% of operational milestones will be achieved.
- 100% of safety milestones will be achieved.
- 100% of adjacent property owners and businesses will receive an initial contact.

1171	% of operational milestones achieved	75%	100%	N/A	100%	100%
1172	% of safety milestones achieved	91%	100%	N/A	100%	100%
1173	% of adjacent property owners and businesses receiving initial contact	100%	100%	N/A	81%	81%







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<b>Administrative - Executive Leadership</b>						
1174	 % of key measures achieved	55%	50%	36%	75%	75%
1175	% of newly hired employees who retain employment with EMBARK for more than 24 months	33%	44%	41%	63%	63%
1176	% of performance evaluations completed by the review date	73%	30%	18%	95%	95%
1177	% of terminations submitted to the Personnel Department within 3 days of the termination date	98%	98%	95%	95%	95%
1178	Annual Turnover Rate of Employees	22%	20%	24%	18%	18%
1179	# of full-time employees supported	236	227	241	264	264
1180	Dollar amount of operating expenditures managed	31,417,623	30,087,320	32,793,172	41,025,586	41,025,586
<b>Administrative - Public Information &amp; Customer Relations</b>						
1181	 % of customer calls answered in 30 seconds	86%	88%	87%	87%	87%
1182	% of customer inquiries, requiring staff research and review, responded to within 5 business days	71%	67%	73%	77%	77%
1183	# of customer calls answered	96,413	78,444	70,032	115,000	115,000
1184	# of customer inquiries, requiring staff research and review, responded to	1,382	1,171	1,236	1,752	1,752
1185	# of information technology requests closed	N/A	1,346	1,188	1,560	1,560
1186	# of customer calls received	110,113	81,695	74,013	115,000	115,000
1187	# of customer inquiries, requiring staff research and review, received	1,370	1,173	1,229	1,300	1,300
1188	# of information technology requests opened	N/A	1,463	1,222	1,600	1,600
<b>Administrative - Safety and Risk Management</b>						
1189	 % of FTE Employees without an on-the-job injury (OJI) in the current fiscal year	84%	91%	91%	88%	88%
1190	# of accidents per 100,000 miles	3.18	2.85	2.35	3.02	3.02
1191	# of security incidents per 100,000 passengers	0.0639	0.0338	0.0082	0.0607	0.0500












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<b>Administrative - Safety and Risk Management</b>						
1192	% of customers surveyed who feel safe at the transit center, bus stops or while riding the bus	73%	71%	71%	80%	75%
1193	Estimated cost per claim	3,677	3,248	2,305	4,767	3,575
1194	# of claims filed	32	24	24	30	24
1195	# of employees injured on the job	37	20	22	35	28
1196	# of employees trained	731	583	640	832	832
1197	# of safety training sessions conducted	200	72	45	56	56
1198	# of vehicle accidents	110	96	79	105	105
1199	# of safety training requests needed	874	886	996	56	56
<b>Parking - Municipal Off Street Parking</b>						
1200	 % of monthly vehicle spaces occupied	94%	92%	82%	100%	100%
1201	 % of off-street parking services customers who are satisfied with services	89%	67%	12%	94%	94%
1202	% of tenants satisfied with services	N/A	100%	N/A	91%	91%
1203	# of customers assisted with value-added services (tire inflates, jump starts, etc.)	235	491	461	360	360
1204	# of parking customers served	333,111	335,383	357,086	335,000	335,000
1205	# of parking transactions completed	2,837,444	3,074,147	2,801,787	2,841,000	2,841,000
1206	# of proactive off-street parking work orders completed	527	668	846	900	900
1207	# of reactive off-street parking work orders completed	483	208	13	150	150
1208	# of security responses provided	1,536	536	1,091	528	528
<b>Parking - On-Street Parking Meter</b>						
1209	 % uptime for multi-space parking meters	97%	100%	100%	100%	100%
1210	 % uptime for single-space parking meters	100%	100%	N/A	0%	0%
1211	# of faulty meter complaints per metered parking spaces	0.0064	0.0120	0.0133	0.0098	0.0098
1212	# of parking meter hours provided	66,335.00	2,981,954.60	3,201,195.17	3,506,490.00	3,506,490.00








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<b>Parking - On-Street Parking Meter</b>						
1213	# of parking meter repairs provided	113	193	214	2,100	2,100
1214	# of proactive on-street parking work orders completed	813	974	283	2,000	2,000
1215	# of reactive on-street parking work orders completed	113	194	215	100	100
<b>Public Transportation - Bus Operations</b>						
1216	 # of passengers per weekday service hour	17.41	16.66	16.35	17.33	15.74
1217	 # of vehicle accidents per 100,000 miles	3.20	3.06	2.59	3.04	3.04
1218	 % of on-time bus arrivals	68%	66%	68%	75%	75%
1219	# of customer injury claims per 100,000 service miles	0.52	0.81	N/A	0.49	0.49
1220	# of passengers per night service hour	8.39	8.40	8.46	9.00	7.66
1221	# of passengers per operating weekday	10,839.01	10,359.06	10,166.70	10,984.25	9,802.44
1222	# of passengers per operating weekend day	4,583.31	4,370.68	4,320.20	4,754.72	4,207.15
1223	# of passengers per operating weeknight	378.97	378.02	414.60	421.12	382.89
1224	# of passengers per weekend service hour	15.12	14.43	14.42	16.00	14.11
1225	\$ of operating expenses per fixed route bus passenger	6.78	7.03	7.79	7.50	7.50
1226	% of public transportation customers surveyed who are satisfied with fixed-route services	70%	74%	74%	78%	78%
1227	 Average frequency for EMBARK weekday fixed-route bus service	34.57	34.57	34.57	30.00	30.00
1228	 # of passenger trips provided	3,128,338	2,958,863	2,917,057	3,100,000	3,038,038
1229	# of service miles driven	2,903,461.49	2,839,255.42	2,856,315.19	2,950,000.00	3,138,200.00
1230	 # of weekday service hours provided	160,669.00	157,945.94	158,159.86	161,000.00	159,450.00
1231	# of weekend service hours provided	15,763.63	16,055.93	15,642.71	15,750.00	31,008.00
1232	# of weeknight service hours provided	11,655.00	11,430.00	12,473.57	11,996.00	12,800.00
1233	\$ operating expenditure per service hour provided	116.68	115.65	126.06	127.52	118.34
<b>Public Transportation - Bus Stop Management</b>						
1234	 % of bus stops that are ADA compliant	N/A	31%	31%	37%	37%








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<b>Public Transportation - Bus Stop Management</b>						
1235	 % of bus stops with a bench or shelter	N/A	80%	80%	82%	82%
1236	% of bus stop repair work orders completed on time	N/A	96%	100%	100%	100%
1237	% of customers satisfied with cleanliness of bus shelters	N/A	63%	63%	75%	75%
1238	% of customers surveyed who are satisfied with the availability of accessible bus stops and covered shelters	N/A	71%	71%	75%	75%
1239	# of bus benches added	N/A	0	0	0	0
1240	# of bus shelters constructed	N/A	6	0	25	25
1241	# of bus stops made ADA compliant	N/A	32	10	40	40
1242	# of work orders completed	N/A	178	194	210	210
1243	# of bus stops with benches to be maintained	905	937	937	925	900
1244	# of bus stops with shelters to be maintained	120	125	125	169	194
1245	# of bus stops with sign only to be maintained	47	261	261	246	246
<b>Public Transportation - EMBARK Plus ADA Transportation</b>						
1246	 % of EMBARK Plus customer trip requests that are completed	95.24%	96.66%	96.86%	98.00%	98.00%
1247	 % of EMBARK Plus customers surveyed rating the services provided as satisfactory	N/A	N/A	N/A	92%	92%
1248	# of EMBARK Plus transportation accidents per 1,000 service miles	0.03	0.02	0.01	0.06	0.06
1249	% of EMBARK Plus applications processed within 21 calendar days	N/A	100%	100%	6%	6%
1250	% of EMBARK Plus customer trips with on time pick up	90.14%	94.72%	94.79%	92.50%	93.00%
1251	% of EMBARK Plus reservation calls answered in 30 seconds	71%	71%	73%	76%	76%
1252	# of EMBARK Plus applications processed	N/A	778	885	1,080	1,080
1253	# of EMBARK Plus customer trips provided	54,371	53,155	53,599	54,000	55,000
1254	# of EMBARK Plus reservation calls answered	37,880	37,856	36,679	38,000	38,000
1255	# of EMBARK Plus customer trips requested	66,924	67,137	66,904	67,000	68,000





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<b>Public Transportation - EMBARK Plus ADA Transportation</b>						
1256	# of EMBARK Plus reservation calls received	44,241	44,241	43,885	45,000	45,000
1257	\$ Expenditure per EMBARK Plus customer trip provided	56.31	65.23	60.19	65.76	64.56
<b>Public Transportation - Facilities Management</b>						
1258	 % of total facility service requests that are unscheduled	41%	63%	60%	53%	53%
1259	% of customers satisfied with cleanliness of Transit Center	75%	73%	73%	85%	85%
1260	# of preventative maintenance and scheduled facility service requests completed	402	483	541	450	450
1261	# of unscheduled facility service requests completed	279	814	805	500	500
1262	\$ operating expenditure per facility service request completed	2,458.04	1,387.65	1,214.75	1,066.72	1,066.72
<b>Public Transportation - Fleet Management</b>						
1263	 # of miles driven between interruptions for fixed-route	18,435.00	16,371.08	14,217.24	16,000.00	16,000.00
1264	 # of miles driven between interruptions for paratransit	52,886.83	50,592.58	53,336.38	51,000.00	51,000.00
1265	 % of customers satisfied with cleanliness of buses	62%	66%	66%	75%	75%
1266	 % of fixed-route fleet available	78%	85%	85%	85%	85%
1267	% of paratransit fleet available	81%	82%	90%	75%	75%
1268	% of the EMBARK fleet within lifecycle	79%	94%	89%	98%	98%
1269	% of vehicle preventive maintenance procedures completed on time	99%	99%	96%	100%	100%
1270	# of fixed-route buses available for service	49	50	50	50	50
1271	# of interruptions in service for fixed-route fleet	240	192	222	220	220
1272	# of interruptions in service for paratransit fleet	4	7	2	8	8
1273	# of paratransit buses available for service	19	20	18	18	18
1274	# of vehicle preventive maintenance procedures completed	1,120	694	688	900	900
1275	# of vehicle repair work orders completed	3,988	3,734	4,221	4,000	4,000
1276	# of all vehicle repair work orders generated	4,993	4,460	4,809	4,900	4,900








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<b>Public Transportation - Fleet Management</b>						
1277	# of buses in fixed-route fleet	63	59	59	59	59
1278	# of buses in paratransit fleet	24	24	20	24	24
1279	# of fixed-route buses required for service	49	49	49	49	49
1280	# of paratransit buses required for service	15	15	15	15	15
1281	\$ maintenance expenditure per mile driven	1.40	1.40	1.61	1.23	1.23
<b>Public Transportation - Oklahoma River Cruises</b>						
1282	 # of passengers per ferry service hour	12.71	9.85	6.12	10.31	6.50
1283	% of EMBARK Oklahoma River Cruises trips with on-time arrival	98%	98%	105%	97%	95%
1284	% of ferry customers rating service as satisfactory	100%	100%	100%	98%	96%
1285	% of scheduled ferry service hours lost	7%	15%	18%	10%	10%
1286	# of ferry passengers transported	13,356	8,870	5,889	8,370	5,275
1287	# of ferry service hours provided	1,050.44	901.10	962.67	811.53	803.90
1288	# of safety drills performed	109	120	152	114	114
1289	# of ferry service hours scheduled	1,125.58	1,054.34	1,168.61	901.70	893.22
1290	\$ expenditure per ferry passenger transported	76.40	102.35	155.51	102.96	163.36
<b>Public Transportation - Social Services Transportation</b>						
1291	 % of senior transportation customers rating services as satisfactory	99%	100%	100%	98%	98%
1292	# of passengers per day utilizing social services transportation	332.66	349.42	410.62	350.00	350.00
1293	# of bus passes distributed to homeless or low-income individuals	36,282	38,256	51,867	34,500	34,500
1294	# of homeless or low-income transportation trips provided	44,762	45,970	59,210	45,000	45,000
1295	# of senior transportation trips provided	41,397	44,878	48,168	45,000	45,000
1296	# of bus passes requested for homeless or low-income individuals	53,580	48,708	92,421	55,150	55,150
1297	\$ Expenditure per social services trip provided	4.65	4.71	3.99	4.04	4.04



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		FY17 Actual	FY18 Actual	FY19 Projection	FY19 Target	FY20 Target
<b>Public Transportation - Spokies Bike Share</b>						
1298	 # of Bike trips per available bike	16.96	21.95	24.79	21.47	16.47
1299	 Average Spokies trips per month	848	1,054	1,041	988	1,153
1300	% of Bikes available for use	98.04%	94.12%	85.71%	90.20%	94.59%
1301	% of public bike share transportation customers surveyed who are satisfied with services	N/A	75%	91%	83%	83%
1302	# of Bike trips	10,175	12,643	12,494	11,850	13,835
1303	# of Bikes available for use	50	48	42	46	70
1304	# of Bikes in Fleet	51	51	49	51	74
<b>Public Transportation - Streetcar</b>						
1305	 % of operational milestones achieved	75%	100%	N/A	100%	100%
1306	 % of public awareness milestones achieved	100%	100%	N/A	100%	100%
1307	 % of safety milestones achieved	91%	100%	N/A	100%	100%
1308	% of adjacent property owners and businesses receiving initial contact	100%	100%	N/A	81%	81%
1309	% of required vehicle testing hours completed	N/A	N/A	N/A	N/A	N/A
1310	# of adjacent property owners and businesses contacted	425	534	N/A	434	434
1311	# of hours of vehicle testing completed	N/A	240	N/A	0	0
1312	# of milestones achieved	22	31	N/A	24	24
1313	# of adjacent property owners and businesses	425	534	N/A	534	534
1314	# of hours of vehicle testing required	N/A	240	N/A	0	0
1315	# of milestones identified	25	31	N/A	24	24

