

Public Transportation and Parking

FY19 Actual FY20 Actual FY21 Projection FY21 Target FY22 Target

Long-Term Issue - Service

The continuing demand to enhance transportation and parking services, if not addressed, will result in:

- Erosion of ridership and parking customers
- Less workers connecting to jobs
- Loss of transit service and degraded on-time performance

Strategies to address the Long-Term Issue

- Complete equipment and facility preventative maintenance work on schedule
- Expand commitment to recruiting, retaining, and developing our workforce
- Modernize practices and maximize technology to improve the customer experience
- Educate our community about EMBARK services and develop community partners

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

By 2024, public transportation and parking customers will benefit from enhanced services as evidenced by:

- % Public Transit service hours lost will be at or below 1%
- 8% or less employee vacancy rate
- At least 80% of customers will be satisfied with EMBARK services
- EMBARK on-time performance will be 85% of EMBARK bus trips will be on-time
- EMBARK on-time performance will be 95% of EMBARK Plus paratransit pick-ups will be on-time
- EMBARK on-time performance will be 95% of OKC Streetcar trips will be on-time
- 0% of EMBARK Plus paratransit trips will be denied due to capacity constraints
- Parking complaints per 1,000 transactions will be at or below 1%
- EMBARK will provide at least 13,000 public transit trips per day

960	Annual vacancy rate	N/A	7%	7%	8%	8%
961	% of public transportation customers surveyed rating service as satisfactory	74%	N/A	72%	78%	78%
962	% of on-time bus departures	69%	69%	73%	75%	75%
963	% of EMBARK Plus paratransit pick-ups on time	94.40%	90.06%	95.14%	93.00%	95.00%
964	% of on-time streetcar departures	N/A	90%	91%	96%	96%



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Long-Term Issue - Service						
965	% of federally required EMBARK Plus paratransit pickups denied due to capacity constraints	N/A	1.97%	1.16%	0.00%	0.00%
966	# of parking complaints per 1,000 transactions	N/A	0.20%	0.00%	1.00%	0.10%
967	# of passenger trips provided	2,921,065	2,635,012	1,906,826	3,187,003	2,614,535

Long-Term Issue - Safety

The ongoing need to prioritize customer and employee safety, if not addressed, will result in:

- Reduction in safe environments for customers and employees
- Reduced stakeholder and community confidence
- Increased vehicle collisions, on the job injuries, and passenger injuries
- Negative impacts to state and federal funding

Strategies to address the Long-Term Issue

- Implement federally required Safety Management System (SMS)
- Modernize and intensify employee safety training systems
- Invest in ongoing transit and parking asset maintenance and management
- Develop and implement an incident tracking and reporting system

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

By 2024, Public transportation and parking customers and employees will experience enhanced safety as evidenced by:

- Preventable accidents will be at or below 2.97 per 100K miles
- Total Case Preventable On the Job Injury Incident Rate will be 10% below the industry standard
- 100% of preventive maintenance inspections will be completed on-time
- 90% of passengers surveyed will report they feel safe at the transit center, bus stops, or while riding the bus
- Security incidents will be at or below 1 per 100,000 passengers

968	# of preventable accidents per 100,000 miles	N/A	1.45	0.38	1.58	1.48
969	% of FTE Employees without an on-the-job injury (OJI) in the current fiscal year	89%	91%	99%	90%	91%
970	% of vehicle preventive maintenance procedures completed on time	98%	100%	100%	100%	100%







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Long-Term Issue - Safety						
971	% of passengers surveyed will report they feel safe at the transit center, bus stops, or while riding the bus	72%	N/A	N/A	75%	75%
972	# of security incidents per 100,000 passengers	0.0000	0.1139	0.2479	0.0500	0.0500
Long-Term Issue - Growth						
<p><i>A lack of dedicated funding sources for public transit and awareness of transportation and parking services needed to meet the demands of a growing city, if not addressed will result in:</i></p> <ul style="list-style-type: none"> <i>Missed opportunities to attract new customers</i> <i>Declining community confidence and trust</i> <i>Difficulty in attracting private sector talent and employees to Oklahoma City from other states</i> <i>Decreased economic development, expansion, and partnerships</i> <p>Strategies to address the Long-Term Issue</p> <ul style="list-style-type: none"> <i>Implement private sector employee transit pass program</i> <i>Affect change in the municipal code to support Transit Oriented Development and land use strategies</i> <i>Update and implement long-range and short-range transit and parking plans</i> <i>Promote technology-based customer centric programs, improve ADA eligibility process and establish a travel training program</i> <i>Continued coordination with state, local and federal partners regarding transit funding</i> <i>Launch pilot program to manage private parking assets</i> <p>Strategic Result(s) to measure annual progress on Long-Term Issue</p> <p><i>By 2024, Public Transportation and Parking services will promote sustainable growth as evidenced by:</i></p> <ul style="list-style-type: none"> <i>5% Increase in operations expense recovered through fare revenue</i> <i>10% decline in bus transfers</i> <i>Construction and launch of NW Bus Rapid Transit route</i> <i>Construction and opening of new hotel/convention center parking garage</i> <i>25% increase of available public parking through management of private parking assets</i> 						
973	% increase in available public parking through management of private parking assets	N/A	0.00%	0.00%	1.00%	0.00%






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Administrative - Executive Leadership						
974	 % of key measures and strategic results achieved	21%	46%	31%	75%	75%
975	% of newly hired employees who retain employment with EMBARK for more than 24 months	52%	47%	48%	63%	63%
976	% of performance evaluations completed by the review date	11%	74%	58%	80%	80%
977	Annual Turnover Rate of Employees	24%	19%	25%	21%	21%
978	# of full-time employees supported	258	301	302	300	305
979	Annual vacancy rate	N/A	7%	7%	8%	8%
Administrative - Customer Relations						
980	 % of business along the streetcar route contacted each month	N/A	0%	0%	100%	5%
981	 % of customer calls answered in 30 seconds	90%	90%	92%	90%	92%
982	% of customer inquiries, requiring staff research and review, responded to within 5 business days	74%	69%	80%	77%	81%
983	# of customer calls answered	71,806	67,844	44,549	80,000	60,000
984	# of customer inquiries, requiring staff research and review, responded to within 5 business days	1,003	1,253	967	1,344	1,050
985	# of customer calls received	75,079	71,286	46,345	80,000	60,000
986	# of customer inquiries received requiring staff research and review	1,354	1,820	1,201	1,300	1,300
Administrative - Safety, Security, and Training						
987	 % of FTE Employees without an on-the-job injury (OJI) in the current fiscal year	89%	91%	99%	90%	91%
988	# of preventable accidents per 100,000 miles	N/A	1.45	0.38	1.58	1.48
989	# of security incidents per 100,000 passengers	0.0000	0.1139	0.2479	0.0500	0.0500
990	% of employees who have completed required training	N/A	100%	100%	100%	100%
991	% of new employees who have passed the CDL test	N/A	100%	100%	100%	100%















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Administrative - Safety, Security, and Training						
992	% of passengers surveyed will report they feel safe at the transit center, bus stops, or while riding the bus	72%	N/A	N/A	75%	75%
993	% of total non-preventable vehicle accident claims collected on	N/A	13%	14%	100%	100%
994	% of total vehicle accident files completed within 10 days	N/A	100%	94%	100%	100%
995	 # of OJI's per 200,000 hours worked	N/A	11	14	25	20
996	# of non-collision passenger injury claims substantiated per 100,000 passengers	N/A	11	2	15	5
Parking - Municipal Off Street Parking						
997	 % of time operational equipment is working (uptime)	N/A	81%	97%	98%	97%
998	# of parking complaints per 1,000 transactions	N/A	0.20%	6.79%	1.00%	1.00%
999	% of monthly vehicle spaces occupied	77%	68%	61%	70%	59%
1000	# of hours of parking purchased	N/A	2,118,155	967,425	2,501,904	1,174,617
1001	# of parking customers served	367,690	235,862	92,370	356,180	185,683
1002	# of parking transactions completed	2,399,293	1,681,673	868,004	2,349,244	1,660,491
1003	# of preventative off-street work orders completed	780	917	919	900	1,000
1004	\$ total revenue from parking transactions	N/A	4,473,474	2,656,433	6,588,210	3,617,145
1005	% increase in available public parking through management of private parking assets	N/A	0.00%	0.00%	1.00%	0.00%
Parking - On-Street Parking Meter						
1006	 % of time operational equipment is working (uptime)	100%	100%	99.9765%	100%	100%
1007	# of parking complaints per 1,000 transactions	N/A	0.20%	0.00%	1.00%	0.10%
1008	# of metered on-street parking spaces available	N/A	1,438	1,531	1,345	1,531
1009	# of on-street work orders completed	280	161	219	200	330
1010	# of parking meters	N/A	180	180	205	180
1011	# total parking transactions	N/A	486,208	342,150	675,008	483,288









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Public Transportation - Bus Operations						
1012	 # of bus passengers per day	N/A	7,199	5,192	8,732	7,163
1013	 # of bus passengers per service hour	15.12	13.73	9.51	15.54	12.57
1014	 % of on-time bus departures	69%	69%	73%	75%	75%
1015	% of public transportation customers surveyed rating service as satisfactory	74%	N/A	72%	78%	78%
1016	 # of passenger trips provided	2,921,065	2,635,012	1,906,826	3,187,003	2,614,535
1017	# of service hours provided	193,233	191,912	200,494	205,093	208,081
Public Transportation - Bus Stop Management						
1018	 % of bus stops that are ADA compliant	33%	31%	N/A	37%	37%
1019	 % of bus stops with a shelter	N/A	19%	N/A	14%	24%
1020	 % of customers satisfied with cleanliness of bus stops	66%	N/A	63%	75%	80%
1021	% of bus stop repair work orders completed on time	100%	93%	97%	100%	100%
1022	# of bus shelters constructed	29	100	31	25	25
1023	# of bus stops made ADA compliant	16	26	6	40	40
Public Transportation - EMBARK Norman						
1024	 # of Norman bus passengers per service hour	N/A	14.20	10.94	12.70	13.14
1025	 % of Norman public transportation customers surveyed rating service as satisfactory	N/A	N/A	84%	75%	84%
1026	 % of on-time Norman fixed route bus departures	N/A	N/A	82%	75%	75%
1027	 % of on-time Norman paratransit pick-ups	N/A	N/A	96%	95%	95%
1028	# of Norman fixed route passenger trips provided	N/A	243,985	192,583	326,858	265,054
1029	# of Norman paratransit trips provided	N/A	12,984	15,329	16,421	19,000
Public Transportation - EMBARK Plus Paratransit						
1030	 % of total EMBARK Plus customer trip requests completed	88.81%	79.30%	81.54%	98.00%	98.00%
1031	% of EMBARK Plus paratransit pick-ups on time	94.40%	90.06%	95.14%	93.00%	95.00%







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Public Transportation - EMBARK Plus Paratransit						
1032	% of federally required EMBARK Plus paratransit pickups denied due to capacity constraints	N/A	1.97%	1.16%	0.00%	0.00%
1033	# of EMBARK Plus trips provided	56,388	52,301	43,279	65,000	45,000
1034	# of EMBARK Plus trips requested	71,340	68,170	55,811	80,000	58,000
Public Transportation - Facilities Management						
1035	 % of customers satisfied with cleanliness of Transit Center	77%	0%	73%	85%	85%
1036	 % of facility preventive maintenance procedures completed on-time	N/A	100%	100%	100%	100%
1037	# of preventative maintenance procedures completed	826	52	37	90	45
1038	# of scheduled facility service requests completed	N/A	356	170	450	250
1039	# of unscheduled facility service requests completed	835	697	795	700	700
Public Transportation - Fleet Management						
1040	 % of customers satisfied with cleanliness of buses	66%	N/A	70%	75%	75%
1041	 % of fixed-route fleet available	85%	82%	78%	85%	85%
1042	% of vehicle preventive maintenance procedures completed on time	98%	100%	100%	100%	100%
1043	 # of miles driven between service interruptions	N/A	74,702.00	72,412.55	70,000.00	70,000.00
1044	# of vehicle repair work orders completed	4,206	4,728	5,641	4,100	5,000
Public Transportation - MOBILITY MANAGEMENT						
1045	 % of senior transportation customers rating services as satisfactory	100%	100%	100%	100%	100%
1046	# of passengers per day utilizing mobility management services	N/A	579.01	508.10	350.00	500.00
1047	# of bus passes distributed to homeless or low-income individuals	53,145	54,254	50,531	45,000	50,000
1048	# of senior transportation trips provided	N/A	36,976	22,948	50,000	45,000
1049	# of Social Service Agency Trips Provided	N/A	55,259	55,069	45,570	50,000



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Public Transportation - Oklahoma River Cruises						
1050	 # of passengers per River Cruise service hour	6.17	8.55	N/A	0.00	4.29
1051	% of river cruise customers rating service as satisfactory	100%	98%	N/A	96%	98%
1052	% of scheduled river cruise service hours lost	36%	28%	N/A	100%	8%
1053	# of river cruise passengers transported	3,633	3,569	0	3,600	1,800
1054	# of river cruise service hours provided	588.58	417.39	0.00	420.00	120.00
Public Transportation - Spokies Bike Share						
1055	 # of Spokies trips per bike per day	837	475	164	0	331
1056	% of Bikes available for use	97.14%	89.55%	92.42%	0.00%	95.00%
1057	# of Bike trips	10,041	5,695	1,972	0	3,972
1058	# of Bikes available for use	68	60	61	60	61
Public Transportation - STREETCAR						
1059	 # of streetcar passengers per day	N/A	761.74	433.26	1,036.65	850.05
1060	# of streetcar passengers per service hour	N/A	11.29	5.93	14.00	11.48
1061	% of on-time streetcar departures	N/A	90%	91%	96%	96%
1062	% of surveyed customers who are satisfied with the quality of their service	N/A	80%	92%	85%	90%
1063	 Average frequency for streetcar	N/A	14.31	13.87	13.00	13.00
1064	# of miles between streetcar service interruptions	N/A	29,594	54,732	60,000	60,000
1065	# of streetcar passenger trips provided	N/A	278,797	159,107	378,378	310,270

