

Public Transportation and Parking

FY20 Actual FY21 Actual FY22 Projection FY22 Target FY23 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

940	Annual vacancy rate	7%	7%	7%	8%	8%
941	% of public transportation customers surveyed rating service as satisfactory	N/A	72%	72%	78%	78%
942	% of on-time bus departures	69%	71%	69%	75%	75%
943	% of EMBARK Plus paratransit pick-ups on time	90.06%	95.27%	94.33%	95.00%	95.00%
944	% of on-time streetcar departures	90%	92%	N/A	96%	97%



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Long-Term Issue - Service						
945	% of federally required EMBARK Plus paratransit pickups denied due to capacity constraints	1.97%	0.89%	0.78%	0.00%	0.00%
946	# of parking complaints per 1,000 transactions	0.20%	0.00%	0.00%	0.20%	0.20%
947	# of passenger trips provided	2,635,012	1,846,089	2,132,863	2,614,535	2,791,047

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

948	# of preventable accidents per 100,000 miles	1.45	1.60	1.11	1.48	1.48
949	% of FTE Employees without an on-the-job injury (OJI) in the current fiscal year	91%	89%	89%	91%	91%
950	% of vehicle preventive maintenance procedures completed on time	100%	100%	100%	100%	100%







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Long-Term Issue - Safety						
951	% of passengers surveyed will report they feel safe at the transit center, bus stops, or while riding the bus	N/A	74%	72%	75%	80%
952	# of security incidents per 100,000 passengers	0.1139	0.2167	0.0684	0.0500	0.1000
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> 						
953	% increase in available public parking through management of private parking assets	0.00%	0.00%	0.00%	0.00%	2.00%






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Administrative - Executive Leadership						
954	 % of key measures and strategic results achieved	46%	31%	41%	75%	75%
955	% of newly hired employees who retain employment with EMBARK for more than 24 months	47%	48%	50%	63%	63%
956	% of performance evaluations completed by the review date	74%	40%	60%	80%	80%
957	Annual Turnover Rate of Employees	19%	24%	23%	21%	18%
958	# of full-time employees supported	301	302	300	305	325
959	Annual vacancy rate	7%	7%	7%	8%	8%
Administrative - Customer Relations						
960	 % of business along the streetcar route contacted each month	0%	0%	1%	5%	2%
961	 % of customer calls answered in 30 seconds	90%	93%	95%	92%	95%
962	% of customer inquiries, requiring staff research and review, responded to within 5 business days	69%	77%	65%	81%	83%
963	# of customer calls answered	67,844	41,139	39,403	60,000	42,000
964	# of customer inquiries, requiring staff research and review, responded to within 5 business days	1,253	1,017	1,160	1,050	1,250
965	# of customer calls received	71,286	42,773	40,762	60,000	42,000
966	# of customer inquiries received requiring staff research and review	1,820	1,325	1,796	1,300	1,500
Administrative - Safety, Security, and Training						
967	 % of FTE Employees without an on-the-job injury (OJI) in the current fiscal year	91%	89%	89%	91%	91%
968	# of preventable accidents per 100,000 miles	1.45	1.60	1.41	1.48	1.48
969	# of security incidents per 100,000 passengers	0.1139	0.2167	0.1176	0.0500	0.1000
970	% of employees who have completed required training	100%	100%	100%	100%	100%
971	% of new employees who have passed the CDL test	100%	97%	98%	100%	100%















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Administrative - Safety, Security, and Training						
972	% of passengers surveyed will report they feel safe at the transit center, bus stops, or while riding the bus	N/A	74%	N/A	75%	80%
973	% of total non-preventable vehicle accident claims collected on	13%	9%	24%	100%	100%
974	% of total vehicle accident files completed within 10 days	100%	95%	95%	100%	100%
975	 # of OJI's per 200,000 hours worked	11	13	9	20	20
976	# of non-collision passenger injury claims substantiated per 100,000 passengers	11	1	2	5	5
Parking - Municipal Off Street Parking						
977	 % of time operational equipment is working (uptime)	81%	97%	96%	97%	97%
978	# of parking complaints per 1,000 transactions	0.20%	0.40%	2.10%	1.00%	1.00%
979	% of monthly vehicle spaces occupied	68%	58%	58%	59%	67%
980	# of hours of parking purchased	2,118,155	1,307,839	4,783,336	1,174,617	5,364,406
981	# of parking customers served	235,862	133,869	321,656	185,683	343,998
982	# of parking transactions completed	1,681,673	953,022	1,778,401	1,660,491	1,911,540
983	# of preventative off-street work orders completed	917	1,281	3,109	1,000	1,500
984	\$ total revenue from parking transactions	4,473,474	3,136,322	6,200,665	3,617,145	5,260,543
985	% increase in available public parking through management of private parking assets	0.00%	0.00%	0.00%	0.00%	2.00%
Parking - On-Street Parking Meter						
986	 % of time operational equipment is working (uptime)	100%	100%	100%	100%	100%
987	# of parking complaints per 1,000 transactions	0.20%	0.00%	0.00%	0.20%	0.20%
988	# of metered on-street parking spaces available	1,438	1,531	1,531	1,531	1,875
989	# of on-street work orders completed	161	622	3,980	330	4,500
990	# of parking meters	180	188	188	180	256
991	# total parking transactions	486,208	427,481	492,769	483,288	600,000









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Public Transportation - Bus Operations						
992	 # of bus passengers per day	7,199	5,058	5,782	7,163	7,647
993	 # of bus passengers per service hour	13.73	9.03	10.02	12.57	12.58
994	 % of on-time bus departures	69%	71%	69%	75%	75%
995	% of public transportation customers surveyed rating service as satisfactory	N/A	72%	72%	78%	78%
996	 # of passenger trips provided	2,635,012	1,846,089	2,121,831	2,614,535	2,791,047
997	# of service hours provided	191,912	204,489	211,702	208,081	221,875
Public Transportation - Bus Stop Management						
998	 % of bus stops that are ADA compliant	31%	43%	43%	37%	37%
999	 % of bus stops with a shelter	19%	23%	23%	24%	26%
1000	 % of customers satisfied with cleanliness of bus stops	N/A	63%	63%	80%	80%
1001	% of bus stop repair work orders completed on time	93%	92%	87%	100%	100%
1002	# of bus shelters constructed	100	15	6	25	25
1003	# of bus stops made ADA compliant	26	4	2	40	40
Public Transportation - EMBARK Norman						
1004	 # of Norman bus passengers per service hour	14.20	11.23	12.69	13.14	13.04
1005	 % of Norman public transportation customers surveyed rating service as satisfactory	N/A	84%	84%	84%	85%
1006	 % of on-time Norman fixed route bus departures	N/A	80%	78%	75%	81%
1007	 % of on-time Norman paratransit pick-ups	N/A	99%	98%	95%	99%
1008	# of Norman fixed route passenger trips provided	243,985	189,664	237,172	265,054	251,881
1009	# of Norman paratransit trips provided	12,984	16,338	20,176	19,000	21,000
Public Transportation - EMBARK Plus Paratransit						
1010	 % of total EMBARK Plus customer trip requests completed	79.30%	81.31%	83.29%	98.00%	98.00%
1011	% of EMBARK Plus paratransit pick-ups on time	90.06%	95.27%	94.84%	95.00%	95.00%







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Public Transportation - EMBARK Plus Paratransit						
1012	% of federally required EMBARK Plus paratransit pickups denied due to capacity constraints	1.97%	0.89%	0.50%	0.00%	0.00%
1013	# of EMBARK Plus trips provided	52,301	43,869	47,091	45,000	45,000
1014	# of EMBARK Plus trips requested	68,170	56,261	57,659	58,000	58,000
Public Transportation - Facilities Management						
1015	 % of customers satisfied with cleanliness of Transit Center	0%	73%	73%	85%	85%
1016	 % of facility preventive maintenance procedures completed on-time	100%	100%	100%	100%	100%
1017	# of preventative maintenance procedures completed	52	53	35	45	45
1018	# of scheduled facility service requests completed	356	410	554	250	250
1019	# of unscheduled facility service requests completed	697	497	116	700	700
Public Transportation - Fleet Management						
1020	 % of customers satisfied with cleanliness of buses	N/A	70%	70%	75%	75%
1021	 % of fixed-route fleet available	82%	79%	82%	85%	85%
1022	% of vehicle preventive maintenance procedures completed on time	100%	100%	100%	100%	100%
1023	 # of miles driven between service interruptions	74,702.00	69,219.58	68,524.70	70,000.00	70,000.00
1024	# of vehicle repair work orders completed	4,728	5,848	6,213	5,000	6,200
Public Transportation - MOBILITY MANAGEMENT						
1025	 % of senior transportation customers rating services as satisfactory	100%	100%	100%	100%	100%
1026	# of passengers per day utilizing mobility management services	579.01	546.56	624.82	500.00	500.00
1027	# of bus passes distributed to homeless or low-income individuals	54,254	53,984	53,957	50,000	60,000
1028	# of senior transportation trips provided	36,976	25,636	44,052	45,000	45,000
1029	# of Social Service Agency Trips Provided	55,259	59,321	59,255	50,000	63,000



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Public Transportation - Oklahoma River Cruises						
1030	 # of passengers per River Cruise service hour	8.55	N/A	5.09	4.29	5.21
1031	% of river cruise customers rating service as satisfactory	98%	N/A	100%	98%	98%
1032	% of scheduled river cruise service hours lost	28%	N/A	5%	8%	5%
1033	# of river cruise passengers transported	3,569	0	4,209	1,800	4,300
1034	# of river cruise service hours provided	417.39	0.00	827.32	120.00	825.00
Public Transportation - Spokies Bike Share						
1035	 # of Spokies trips per bike per day	0.2593	0.0990	0.1834	0.2500	0.2500
1036	% of Bikes available for use	89.55%	92.19%	86.44%	95.00%	93.00%
1037	# of Bike trips	5,695	2,133	3,432	4,500	3,500
1038	# of Bikes available for use	60	59	51	61	100
Public Transportation - STREETCAR						
1039	 # of streetcar passengers per day	761.74	477.41	657.07	850.05	650.00
1040	# of streetcar passengers per service hour	11.29	6.68	9.58	11.48	10.50
1041	% of on-time streetcar departures	90%	92%	94%	96%	97%
1042	% of surveyed customers who are satisfied with the quality of their service	80%	96%	96%	90%	97%
1043	 Average frequency for streetcar	14.31	13.13	11.29	13.00	11.50
1044	# of miles between streetcar service interruptions	29,594	69,376	67,511	60,000	70,000
1045	# of streetcar passenger trips provided	278,797	174,254	241,138	310,270	250,000

