

Public Transportation and Parking

FY21 Actual FY22 Actual FY23 Projection FY23 Target FY24 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

923	Annual vacancy rate	7%	8%	8%	8%	8%
924	% of public transportation customers surveyed rating service as satisfactory	76%	72%	72%	78%	78%
925	% of on-time bus departures	71%	69%	68%	75%	75%
926	% of EMBARK Plus paratransit pick-ups on time	95.27%	94.54%	94.41%	95.00%	95.00%
927	% of on-time streetcar departures	92%	95%	94%	97%	97%



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Long-Term Issue - Service						
928	% of federally required EMBARK Plus paratransit pickups denied due to capacity constraints	0.89%	0.83%	0.85%	0.00%	0.00%
929	# of parking complaints per 1,000 transactions	0.00%	0.00%	6.87%	0.20%	2.00%
930	# of passenger trips provided	1,846,089	2,224,040	2,598,521	2,791,047	3,166,438

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

931	# of preventable accidents per 100,000 miles	1.60	1.26	2.06	1.48	2.07
932	% of FTE Employees without an on-the-job injury (OJI)	89%	91%	N/A	91%	91%
933	% of vehicle preventive maintenance procedures completed on time	100%	100%	100%	100%	100%







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Long-Term Issue - Safety						
934	% of passengers surveyed will report they feel safe at the transit center, bus stops, or while riding the bus	74%	73%	73%	80%	80%
935	# of security incidents per 100,000 passengers	0.2167	0.0450	0.0979	0.1000	0.1500
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> 						
936	% increase in available public parking through management of private parking assets	0.00%	0.00%	0.00%	2.00%	2.00%







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Administrative - Executive Leadership						
937	 % of key measures and strategic results achieved	31%	36%	32%	75%	75%
938	% of newly hired employees who retain employment with EMBARK for more than 24 months	48%	52%	52%	63%	63%
939	% of performance evaluations completed by the review date	40%	59%	59%	80%	80%
940	Annual Turnover Rate of Employees	24%	22%	29%	18%	18%
941	# of full-time employees supported	302	304	306	325	325
942	Annual vacancy rate	7%	8%	8%	8%	8%
Administrative - Customer Relations						
943	 % of businesses along the streetcar route contacted each month	0%	1%	N/A	2%	2%
944	 % of customer calls answered in 30 seconds	93%	94%	92%	95%	95%
945	% of customer inquiries, requiring staff research and review, responded to within 5 business days	77%	65%	64%	83%	83%
946	# of customer calls answered	41,139	39,963	40,690	42,000	42,000
947	# of customer inquiries, requiring staff research and review, responded to within 5 business days	1,017	1,120	1,063	1,250	1,250
948	# of customer calls received	42,773	42,028	43,523	42,000	42,000
949	# of customer inquiries received requiring staff research and review	1,325	1,722	1,651	1,500	1,500
Administrative - Safety, Security, and Training						
950	 % of FTE Employees without an on-the-job injury (OJI)	89%	91%	N/A	91%	91%
951	# of preventable accidents per 100,000 miles	1.60	1.26	1.51	1.48	2.07
952	# of security incidents per 100,000 passengers	0.2167	0.0450	0.0342	0.1000	0.1500
953	% of employees who have completed required training	100%	100%	100%	100%	100%
954	% of new employees who have passed the CDL test	97%	124%	133%	100%	100%
955	% of passengers surveyed will report they feel safe at the transit center, bus stops, or while riding the bus	74%	73%	73%	80%	80%














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Administrative - Safety, Security, and Training						
956	% of total non-preventable vehicle accident claims collected on	9%	10%	N/A	100%	100%
957	% of total vehicle accident files completed within 10 days	95%	95%	96%	100%	100%
958	 # of OJI's per 200,000 hours worked	13	10	N/A	20	20
959	# of non-collision passenger injury claims substantiated per 100,000 passengers	1	6	9	5	0
Parking - Municipal Off Street Parking						
960	 % of time operational equipment is working (uptime)	97%	96%	96%	97%	98%
961	# of parking complaints per 1,000 transactions	0.40%	1.40%	6.82%	1.00%	1.00%
962	% of monthly vehicle spaces occupied	58%	62%	66%	67%	67%
963	# of hours of parking purchased	1,307,839	5,640,024	5,864,958	5,600,000	6,250,000
964	# of parking customers served	133,869	365,319	367,010	361,000	361,000
965	# of parking transactions completed	953,022	2,034,724	N/A	1,929,182	1,935,000
966	# of preventative off-street work orders completed	1,281	3,140	3,041	3,500	5,000
967	\$ total revenue from parking transactions	3,136,322	6,255,090	6,412,735	5,260,543	5,950,000
968	% increase in available public parking through management of private parking assets	0.00%	0.00%	0.00%	2.00%	2.00%
Parking - On-Street Parking Meter						
969	 % of time operational equipment is working (uptime)	100%	100%	100%	100%	100%
970	# of parking complaints per 1,000 transactions	0.00%	0.00%	2.17%	0.20%	2.00%
971	# of metered on-street parking spaces available	1,531	1,531	1,531	1,875	2,145
972	# of on-street work orders completed	622	4,161	3,861	4,500	5,000
973	# of parking meters	188	188	188	215	215
974	# of total parking transactions	427,481	478,980	467,084	600,000	600,000
Public Transportation - Bus Operations						
975	 # of bus passengers per day	5,058	6,093	6,362	7,647	8,651










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Public Transportation - Bus Operations						
976	 # of bus passengers per service hour	9.03	10.45	11.09	12.58	11.77
977	 % of on-time bus departures	71%	69%	69%	75%	75%
978	% of public transportation customers surveyed rating service as satisfactory	76%	72%	72%	78%	78%
979	 # of passenger trips provided	1,846,089	2,224,040	2,323,740	2,791,047	3,166,438
980	# of service hours provided	204,489	212,772	209,588	221,875	268,983
Public Transportation - Bus Stop Management						
981	 % of bus stops that are ADA compliant	43%	42%	42%	37%	40%
982	 % of bus stops with a shelter	22%	22%	22%	26%	41%
983	 % of customers satisfied with cleanliness of bus stops	63%	63%	63%	80%	80%
984	% of bus stop repair work orders completed on time	92%	77%	61%	100%	100%
985	# of bus shelters constructed	15	5	5	25	205
986	# of bus stops made ADA compliant	4	0	0	40	40
Public Transportation - EMBARK Norman						
987	 # of Norman bus passengers per service hour	11.23	12.85	12.79	13.04	13.04
988	 % of Norman public transportation customers surveyed rating service provided as satisfactory	84%	84%	84%	85%	85%
989	 % of on-time Norman fixed route bus departures	80%	79%	81%	81%	81%
990	 % of on-time Norman paratransit pick-ups	99%	98%	98%	99%	99%
991	# of Norman fixed route passenger trips provided	189,664	244,482	241,632	251,881	251,881
992	# of Norman paratransit trips provided	16,338	21,625	22,226	21,000	21,000
Public Transportation - EMBARK Plus Paratransit						
993	 % of total EMBARK Plus customer trip requests completed	81.31%	82.39%	82.90%	98.00%	98.00%
994	% of EMBARK Plus paratransit pick-ups on time	95.27%	94.54%	94.91%	95.00%	95.00%
995	% of federally required EMBARK Plus paratransit pickups denied due to capacity constraints	0.89%	0.83%	0.89%	0.00%	0.00%






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Public Transportation - EMBARK Plus Paratransit						
996	# of EMBARK Plus trips provided	43,869	45,665	43,951	45,000	45,000
997	# of EMBARK Plus trips requested	56,261	56,940	54,818	58,000	58,000
Public Transportation - Facilities Management						
998	 % of customers satisfied with cleanliness of Transit Center	73%	75%	75%	85%	85%
999	 % of facility preventive maintenance procedures completed on-time	100%	100%	100%	100%	100%
1000	# of preventative maintenance procedures completed	53	34	37	45	45
1001	# of scheduled facility service requests completed	410	299	138	250	250
1002	# of unscheduled facility service requests completed	497	333	512	700	700
Public Transportation - Fleet Management						
1003	 % of customers satisfied with cleanliness of buses	70%	72%	72%	75%	75%
1004	 % of fixed-route fleet available	79%	84%	83%	85%	85%
1005	% of vehicle preventive maintenance procedures completed on time	100%	100%	100%	100%	100%
1006	 # of miles driven between service interruptions	69,219.58	65,142.25	61,835.63	70,000.00	70,000.00
1007	# of vehicle repair work orders completed	5,848	6,166	6,006	6,200	6,200
Public Transportation - MOBILITY MANAGEMENT						
1008	 % of senior transportation customers rating services as satisfactory	100%	100%	100%	100%	100%
1009	# of passengers per day utilizing mobility management services	546.56	704.57	749.55	500.00	500.00
1010	# of bus passes distributed to homeless or low-income individuals	53,984	63,055	67,319	60,000	60,000
1011	# of senior transportation trips provided	25,636	45,987	47,310	45,000	45,000
1012	# of Social Service Agency Trips Provided	59,321	68,993	73,243	63,000	63,000
Public Transportation - Oklahoma River Cruises						
1013	 # of passengers per River Cruise service hour	N/A	5.14	5.27	5.21	5.21



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Public Transportation - Oklahoma River Cruises						
1014	% of river cruise customers rating service as satisfactory	N/A	100%	98%	98%	98%
1015	% of scheduled river cruise service hours lost	N/A	9%	12%	5%	5%
1016	# of river cruise passengers transported	0	4,206	4,539	4,300	4,300
1017	# of river cruise service hours provided	0.00	817.60	860.58	825.00	825.00
Public Transportation - Spokies Bike Share						
1018	 # of Spokies trips per bike per day	0.0990	0.1689	0.1913	0.2500	0.2500
1019	% of Bikes available for use	92.19%	98.08%	98.08%	93.00%	93.00%
1020	# of Bike trips	2,133	3,144	3,563	3,500	3,500
1021	# of Bikes available for use	59	51	51	100	100
Public Transportation - STREETCAR						
1022	 # of streetcar passengers per day	477.41	608.45	616.54	650.00	650.00
1023	# of streetcar passengers per service hour	6.68	8.98	9.24	10.50	10.50
1024	% of on-time streetcar departures	92%	95%	95%	97%	97%
1025	% of surveyed customers who are satisfied with the quality of service	96%	95%	95%	97%	97%
1026	 Average frequency for streetcar	13.13	11.98	12.78	11.50	11.50
1027	# of miles between streetcar service interruptions	69,376	56,177	50,089	70,000	70,000
1028	# of streetcar passenger trips provided	174,254	222,086	225,177	250,000	250,000

