

Public Transportation and Parking

FY22 Actual FY23 Actual FY24 Projection FY24 Target FY25 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

945	Annual vacancy rate	8%	8%	8%	8%	6%
946	% of public transportation customers surveyed rating service as satisfactory	72%	N/A	N/A	78%	78%
947	% of on-time bus departures	69%	67%	63%	75%	75%
948	% of EMBARK Plus paratransit pick-ups on time	94.54%	94.19%	94.12%	95.00%	95.00%
949	% of on-time streetcar departures	95%	93%	100%	97%	97%



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Long-Term Issue - Service						
950	% of federally required EMBARK Plus paratransit pickups denied due to capacity constraints	0.83%	0.96%	1.01%	0.00%	0.00%
951	# of parking complaints per 1,000 transactions	0.0140	0.1780	0.0717	0.0100	0.0100
952	# of passenger trips provided	2,224,040	2,649,957	2,857,773	3,166,438	2,947,842

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

953	# of preventable accidents per 100,000 miles	1.26	2.22	2.92	2.07	2.47
954	% of FTE Employees without an on-the-job injury (OJI)	91%	86%	88%	91%	91%
955	% of vehicle preventive maintenance procedures completed on time	100%	100%	100%	100%	100%






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Long-Term Issue - Safety						
956	% of passengers surveyed will report they feel safe at the transit center, bus stops, or while riding the bus	73%	N/A	N/A	80%	80%
957	# of security incidents per 100,000 passengers	0.0450	0.1132	0.3670	0.1500	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> 						
958	% 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						
959	 % of key measures and strategic results achieved	36%	36%	32%	75%	75%
960	% of newly hired employees who retain employment with EMBARK for more than 24 months	52%	39%	45%	50%	50%
961	Annual Turnover Rate of Employees	22%	18%	22%	18%	16%
962	# of full-time employees supported	304	324	355	325	395
963	Annual vacancy rate	8%	8%	8%	8%	6%
Administrative - Customer Relations						
965	 % of customer calls answered in 30 seconds	94%	91%	84%	95%	95%
966	% of customer inquiries, requiring staff research and review, responded to within 5 business days	65%	68%	73%	83%	83%
967	# of customer calls answered	39,963	41,950	47,778	42,000	42,000
968	# of customer inquiries, requiring staff research and review, responded to within 5 business days	1,120	1,264	1,725	1,250	1,250
969	# of customer calls received	42,028	44,527	52,478	42,000	42,000
970	# of customer inquiries received requiring staff research and review	1,722	1,858	2,367	1,500	1,500
Administrative - Safety, Security, and Training						
971	 % of FTE Employees without an on-the-job injury (OJI)	91%	86%	88%	91%	91%
972	# of preventable accidents per 100,000 miles	1.26	2.22	2.92	2.07	2.47
973	# of security incidents per 100,000 passengers	0.0450	0.1132	0.3670	0.1500	0.1500
974	% of employees who have completed required training	100%	100%	100%	100%	100%
975	% of new employees who have passed the CDL test	124%	79%	103%	100%	100%
976	% of passengers surveyed will report they feel safe at the transit center, bus stops, or while riding the bus	73%	N/A	N/A	80%	80%
977	% of total non-preventable vehicle accident claims collected on	10%	5%	7%	80%	80%














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Administrative - Safety, Security, and Training						
978	% of total vehicle accident files completed within 10 days	95%	88%	54%	80%	80%
979	 # of OJI's per 200,000 hours worked	10	14	12	20	20
980	# of non-collision passenger injury claims substantiated	N/A	22	16	20	20
981	# of non-collision passenger injury claims substantiated per 100,000 passengers	N/A	0.0002	0.0002	0.0000	0.0000
Parking - Municipal Off Street Parking						
982	 % of time operational equipment is working (uptime)	96%	95%	94%	98%	98%
983	# of parking complaints per 1,000 transactions	0.0140	0.1780	0.0717	0.0100	0.0100
984	% of monthly vehicle spaces occupied	62%	83%	79%	67%	67%
985	# of hours of parking purchased	5,640,024	6,096,029	6,620,202	6,700,000	6,750,000
986	# of parking customers served	365,319	369,631	335,854	366,200	365,000
987	# of parking transactions completed	2,034,724	2,342,258	2,083,338	1,955,000	1,970,000
988	# of preventative off-street work orders completed	3,140	5,590	5,505	5,000	5,500
989	\$ total revenue from parking transactions	6,255,090	6,797,533	7,075,644	5,950,000	6,315,000
990	% 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						
991	 % of time operational equipment is working (uptime)	100%	100%	100%	100%	99%
992	# of parking complaints per 1,000 transactions	0.0000	0.0650	0.0506	0.0200	0.0200
993	# of metered on-street parking spaces available	1,531	1,531	1,531	2,145	1,550
994	# of on-street work orders completed	4,161	4,336	3,204	5,000	5,500
995	# of parking meters	188	188	189	215	190
996	# of total parking transactions	478,980	470,235	442,508	600,000	625,000
Public Transportation - Bus Operations						
997	 # of bus passengers per day	6,093	7,260	7,787	8,651	8,054










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Public Transportation - Bus Operations						
998	 # of bus passengers per service hour	10.45	12.97	14.23	11.77	12.48
999	 % of on-time bus departures	69%	67%	63%	75%	75%
1000	% of public transportation customers surveyed rating service as satisfactory	72%	N/A	N/A	78%	78%
1001	 # of passenger trips provided	2,224,040	2,649,957	2,857,773	3,166,438	2,947,842
1002	# of service hours provided	212,772	204,256	200,882	268,983	236,150
Public Transportation - Bus Stop Management						
1003	 % of bus stops that are ADA compliant	42%	42%	42%	51%	48%
1004	 % of bus stops with a shelter	22%	22%	22%	41%	47%
1005	 % of customers satisfied with cleanliness of bus stops	63%	63%	63%	80%	80%
1006	% of bus stop repair work orders completed on time	77%	45%	51%	100%	100%
1007	# of bus shelters constructed	5	0	0	205	140
1008	# of bus stops made ADA compliant	0	0	0	40	100
Public Transportation - EMBARK Norman						
1009	 # of Norman bus passengers per service hour	12.85	15.90	18.92	13.10	21.14
1010	 % of Norman public transportation customers surveyed rating service provided as satisfactory	84%	84%	84%	85%	85%
1011	 % of on-time Norman fixed route bus departures	79%	75%	68%	81%	75%
1012	 % of on-time Norman paratransit pick-ups	98%	98%	97%	99%	99%
1013	# of Norman fixed route passenger trips provided	244,482	307,267	375,155	251,881	400,000
1014	# of Norman paratransit trips provided	21,625	23,126	23,556	21,000	23,800
Public Transportation - EMBARK Plus Paratransit						
1015	 % of total EMBARK Plus customer trip requests completed	82.39%	84.37%	89.32%	98.00%	95.00%
1016	% of EMBARK Plus paratransit pick-ups on time	94.54%	94.19%	94.12%	95.00%	95.00%
1017	% of federally required EMBARK Plus paratransit pickups denied due to capacity constraints	0.83%	0.96%	1.01%	0.00%	0.00%






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Public Transportation - EMBARK Plus Paratransit						
1018	# of EMBARK Plus trips provided	45,665	45,246	47,579	45,000	45,000
1019	# of EMBARK Plus trips requested	56,940	54,663	54,755	58,000	58,000
Public Transportation - Facilities Management						
1020	 % of customers satisfied with cleanliness of Transit Center	75%	N/A	N/A	85%	85%
1021	 % of facility preventive maintenance procedures completed on-time	100%	100%	100%	100%	100%
1022	# of preventative maintenance procedures completed	34	30	67	45	200
1023	# of scheduled facility service requests completed	299	49	197	250	250
1024	# of unscheduled facility service requests completed	333	712	551	700	700
Public Transportation - Fleet Management						
1025	 % of customers satisfied with cleanliness of buses	72%	N/A	N/A	75%	75%
1026	 % of fixed-route fleet available	84%	79%	77%	85%	85%
1027	% of vehicle preventive maintenance procedures completed on time	100%	100%	100%	100%	100%
1028	 # of miles driven between service interruptions	65,142.25	59,762.00	66,787.50	70,000.00	70,000.00
1029	# of vehicle repair work orders completed	6,166	6,105	6,850	6,200	7,000
Public Transportation - MOBILITY MANAGEMENT						
1030	 % of senior transportation customers rating services as satisfactory	100%	100%	100%	100%	100%
1031	# of passengers per day utilizing mobility management services	N/A	N/A	800	500	875
1032	# of bus passes distributed to homeless or low-income individuals	63,055	60,271	65,921	60,000	70,000
1033	# of senior transportation trips provided	45,987	57,207	63,115	45,000	60,000
1034	# of Social Service Agency Trips Provided	N/A	N/A	74,016	63,000	78,000
Public Transportation - Oklahoma River Cruises						
1035	 # of passengers per River Cruise service hour	5.14	5.52	5.96	5.21	5.21



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Public Transportation - Oklahoma River Cruises						
1036	% of river cruise customers rating service as satisfactory	100%	99%	99%	98%	98%
1037	% of scheduled river cruise service hours lost	9%	6%	12%	5%	5%
1038	# of river cruise passengers transported	4,206	4,631	5,488	4,300	4,300
1039	# of river cruise service hours provided	817.60	838.50	921.21	825.00	825.00
Public Transportation - Spokies Bike Share						
1040	 # of Spokies trips per bike per day	0.1689	0.2953	0.2439	0.2500	0.2500
1041	% of Bikes available for use	98.08%	95.74%	90.77%	93.00%	93.00%
1042	# of Bike trips	3,144	4,851	5,280	3,500	5,000
1043	# of Bikes available for use	51	45	59	100	100
Public Transportation - STREETCAR						
1044	 # of streetcar passengers per day	609.39	593.93	659.38	650.00	650.00
1045	# of streetcar passengers per service hour	8.99	9.09	9.54	10.50	10.50
1046	% of on-time streetcar departures	95%	93%	100%	97%	97%
1047	% of surveyed customers who are satisfied with the quality of service	95%	95%	95%	97%	97%
1048	 Average frequency for streetcar	11.98	13.73	12.43	11.50	11.50
1049	# of miles between streetcar service interruptions	56,177	55,846	63,735	70,000	70,000
1050	# of streetcar passenger trips provided	222,428	216,784	241,986	250,000	250,000

