

# Public Transportation and Parking

FY23 Actual

FY24 Actual

FY25 Projection

FY25 Target

FY26 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*

953	Annual vacancy rate	8%	8%	2,200%	6%	6%
954	% of public transportation customers surveyed rating service as satisfactory	N/A	N/A	77%	78%	78%
955	% of on-time bus departures	67%	60%	57%	75%	75%
956	% of EMBARK Plus paratransit pick-ups on time	94.19%	94.59%	94.83%	95.00%	95.00%
957	% of on-time streetcar departures	93%	101%	96%	97%	97%



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<b>Long-Term Issue - Service</b>						
958	% of federally required EMBARK Plus paratransit pickups denied due to capacity constraints	0.96%	1.30%	2.44%	0.00%	0.00%
959	# of parking complaints per 1,000 transactions	0.1780	0.0490	0.0364	0.0100	0.0100
960	# of passenger trips provided	2,649,957	2,716,793	2,724,790	2,947,842	2,803,095
<b>Long-Term Issue - Safety</b>						
<p><i>The ongoing need to prioritize customer and employee safety, if not addressed, will result in:</i></p> <ul style="list-style-type: none"> <li>▪ <i>Reduction in safe environments for customers and employees</i></li> <li>▪ <i>Reduced stakeholder and community confidence</i></li> <li>▪ <i>Increased vehicle collisions, on the job injuries, and passenger injuries</i></li> <li>▪ <i>Negative impacts to state and federal funding</i></li> </ul> <p><b>Strategies to address the Long-Term Issue</b></p> <ul style="list-style-type: none"> <li>▪ <i>Implement federally required Safety Management System (SMS)</i></li> <li>▪ <i>Modernize and intensify employee safety training systems</i></li> <li>▪ <i>Invest in ongoing transit and parking asset maintenance and management</i></li> <li>▪ <i>Develop and implement an incident tracking and reporting system</i></li> </ul> <p><b>Strategic Result(s) to measure annual progress on Long-Term Issue</b></p> <p><i>By 2024, Public transportation and parking customers and employees will experience enhanced safety as evidenced by:</i></p> <ul style="list-style-type: none"> <li>▪ <i>Preventable accidents will be at or below 2.97 per 100K miles</i></li> <li>▪ <i>Total Case Preventable On the Job Injury Incident Rate will be 10% below the industry standard</i></li> <li>▪ <i>100% of preventive maintenance inspections will be completed on-time</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> <li>▪ <i>Security incidents will be at or below 1 per 100,000 passengers</i></li> </ul>						
961	# of preventable accidents per 100,000 miles	2.22	2.91	2.52	2.47	2.90
962	% of FTE Employees without an on-the-job injury (OJI)	86%	85%	91%	91%	91%
963	% of vehicle preventive maintenance procedures completed on time	100%	100%	100%	100%	100%



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<b>Long-Term Issue - Safety</b>						
964	% of passengers surveyed will report they feel safe at the transit center, bus stops, or while riding the bus	N/A	N/A	N/A	80%	80%
965	# of security incidents per 100,000 passengers	0.1132	1.7300	N/A	0.3400	2.0000
<b>Long-Term Issue - Growth</b>						
<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"> <li><i>Missed opportunities to attract new customers</i></li> <li><i>Declining community confidence and trust</i></li> <li><i>Difficulty in attracting private sector talent and employees to Oklahoma City from other states</i></li> <li><i>Decreased economic development, expansion, and partnerships</i></li> </ul> <p><b>Strategies to address the Long-Term Issue</b></p> <ul style="list-style-type: none"> <li><i>Implement private sector employee transit pass program</i></li> <li><i>Affect change in the municipal code to support Transit Oriented Development and land use strategies</i></li> <li><i>Update and implement long-range and short-range transit and parking plans</i></li> <li><i>Promote technology-based customer centric programs, improve ADA eligibility process and establish a travel training program</i></li> <li><i>Continued coordination with state, local and federal partners regarding transit funding</i></li> <li><i>Launch pilot program to manage private parking assets</i></li> </ul> <p><b>Strategic Result(s) to measure annual progress on Long-Term Issue</b></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"> <li><i>5% Increase in operations expense recovered through fare revenue</i></li> <li><i>10% decline in bus transfers</i></li> <li><i>Construction and launch of NW Bus Rapid Transit route</i></li> <li><i>Construction and opening of new hotel/convention center parking garage</i></li> <li><i>25% increase of available public parking through management of private parking assets</i></li> </ul>						
966	% 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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<b>Administrative - Executive Leadership</b>						
967	🔑 % of key measures and strategic results achieved	36%	36%	33%	75%	75%
968	% of newly hired employees who retain employment with EMBARK for more than 24 months	39%	47%	52%	50%	50%
969	Annual Turnover Rate of Employees	18%	20%	13%	16%	16%
970	# of full-time employees supported	324	368	379	395	421
971	Annual vacancy rate	8%	8%	2,200%	6%	6%
<b>Administrative - Customer Relations</b>						
972	🔑 % of customer calls answered in 30 seconds	91%	87%	88%	95%	95%
973	% of customer inquiries, requiring staff research and review, responded to within 5 business days	68%	76%	76%	83%	80%
974	# of customer calls answered	41,950	51,846	53,388	52,000	52,000
975	# of customer inquiries, requiring staff research and review, responded to within 5 business days	1,264	1,948	1,715	1,250	1,800
976	# of customer calls received	44,527	56,650	57,468	42,000	54,000
977	# of customer inquiries received requiring staff research and review	1,858	2,562	2,251	1,500	2,250
<b>Administrative - Safety, Security, and Training</b>						
978	🔑 % of FTE Employees without an on-the-job injury (OJI)	86%	85%	91%	91%	91%
979	# of preventable accidents per 100,000 miles	2.22	2.91	2.52	2.47	2.90
980	# of security incidents per 100,000 passengers	0.1132	1.7300	N/A	0.3400	2.0000
981	% of employees who have completed required training	100%	100%	100%	100%	100%
982	% of new employees who have passed the CDL test	79%	96%	135%	100%	100%
983	% of passengers surveyed will report they feel safe at the transit center, bus stops, or while riding the bus	N/A	N/A	N/A	80%	80%
984	% of total non-preventable vehicle accident claims collected on	5%	8%	4%	80%	80%
985	% of total vehicle accident files completed within 10 days	88%	50%	62%	80%	80%















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<b>Administrative - Safety, Security, and Training</b>						
986	 # of OJI's per 200,000 hours worked	14	14	9	20	18
987	# of non-collision passenger injury claims substantiated	N/A	23	12	20	20
988	# of non-collision passenger injury claims substantiated per 100,000 passengers	0.8302	0.8466	0.4586	0.0000	0.0000
<b>Parking - Municipal Off Street Parking</b>						
989	 % of time operational equipment is working (uptime)	95%	95%	98%	98%	98%
990	# of parking complaints per 1,000 transactions	0.1780	0.0490	0.0364	0.0100	0.0100
991	% of monthly vehicle spaces occupied	83%	73%	74%	67%	85%
992	# of hours of parking purchased	6,096,029	6,560,133	6,454,352	6,750,000	6,750,000
993	# of parking customers served	369,631	357,697	351,940	365,000	350,600
994	# of parking transactions completed	2,342,258	1,995,977	1,785,039	1,970,000	2,000,000
995	# of preventative off-street work orders completed	5,590	3,826	2,665	5,500	3,000
996	\$ total revenue from parking transactions	6,797,533	4,040,571	N/A	6,315,000	6,315,000
997	% increase in available public parking through management of private parking assets	0.00%	0.00%	0.00%	0.00%	2.00%
<b>Parking - On-Street Parking Meter</b>						
998	 % of time operational equipment is working (uptime)	100%	100%	100%	99%	99%
999	# of parking complaints per 1,000 transactions	0.0650	0.0660	0.1649	0.0200	0.0200
1000	# of metered on-street parking spaces available	1,531	1,531	1,531	1,550	1,550
1001	# of on-street work orders completed	4,336	4,400	7,130	5,500	7,000
1002	# of parking meters	188	0	189	190	190
1003	# of total parking transactions	470,235	414,333	456,370	625,000	475,000
<b>Public Transportation - Bus Operations</b>						
1004	 # of bus passengers per day	7,260	7,423	7,420	8,076	7,680
1005	  # of bus passengers per service hour	12.97	13.79	13.22	12.48	13.29










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<b>Public Transportation - Bus Operations</b>						
1006	 % of on-time bus departures	67%	60%	57%	75%	75%
1007	% of public transportation customers surveyed rating service as satisfactory	N/A	N/A	77%	78%	78%
1008	 Average frequency for EMBARK weekday fixed-route bus service	N/A	33.47	32.20	30.00	30.00
1009	 # of passenger trips provided	2,649,957	2,716,793	2,724,790	2,947,842	2,803,095
1010	 # of service hours provided	204,256	196,985	206,171	236,150	210,882
<b>Public Transportation - Bus Stop Management</b>						
1011	 % of bus stops that are ADA compliant	42%	42%	42%	58%	48%
1012	 % of bus stops with a shelter	22%	22%	22%	47%	47%
1013	 % of customers satisfied with cleanliness of bus stops	63%	63%	69%	80%	80%
1014	% of bus stop repair work orders completed on time	45%	53%	38%	100%	100%
1015	# of bus shelters constructed	0	0	50	140	140
1016	# of bus stops made ADA compliant	0	0	113	100	140
<b>Public Transportation - EMBARK Norman</b>						
1017	 # of Norman bus passengers per service hour	15.90	18.40	20.22	21.14	22.29
1018	 % of Norman public transportation customers surveyed rating service provided as satisfactory	84%	84%	84%	85%	85%
1019	 % of on-time Norman fixed route bus departures	75%	67%	68%	75%	75%
1020	 % of on-time Norman paratransit pick-ups	98%	97%	97%	99%	99%
1021	# of Norman fixed route passenger trips provided	307,267	379,993	457,551	400,000	500,000
1022	# of Norman paratransit trips provided	23,126	23,236	26,094	23,800	26,000
<b>Public Transportation - EMBARK Plus Paratransit</b>						
1023	 % of total EMBARK Plus customer trip requests completed	84.37%	87.62%	84.06%	95.00%	95.00%
1024	% of EMBARK Plus paratransit pick-ups on time	94.19%	94.59%	94.83%	95.00%	95.00%
1025	% of federally required EMBARK Plus paratransit pickups denied due to capacity constraints	0.96%	1.30%	2.44%	0.00%	0.00%





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<b>Public Transportation - EMBARK Plus Paratransit</b>						
1026	# of EMBARK Plus trips provided	45,246	46,755	45,791	45,000	45,000
1027	# of EMBARK Plus trips requested	54,663	54,363	54,677	58,000	58,000
<b>Public Transportation - Facilities Management</b>						
1028	 % of customers satisfied with cleanliness of Transit Center	N/A	N/A	N/A	85%	85%
1029	 % of facility preventive maintenance procedures completed on-time	100%	100%	100%	100%	100%
1030	# of preventative maintenance procedures completed	30	187	373	200	350
1031	# of scheduled facility service requests completed	49	189	123	250	150
1032	# of unscheduled facility service requests completed	712	515	429	700	400
<b>Public Transportation - Fleet Management</b>						
1033	 % of customers satisfied with cleanliness of buses	N/A	N/A	74%	75%	75%
1034	 % of fixed-route fleet available	79%	77%	79%	85%	85%
1035	% of vehicle preventive maintenance procedures completed on time	100%	100%	100%	100%	100%
1036	 # of miles driven between service interruptions	59,762.00	69,215.33	76,498.87	70,000.00	70,000.00
1037	# of vehicle repair work orders completed	6,105	7,023	6,827	7,000	6,500
<b>Public Transportation - MOBILITY MANAGEMENT</b>						
1038	 % of senior transportation customers rating services as satisfactory	100%	100%	100%	100%	100%
1039	# of passengers per day utilizing mobility management services	N/A	N/A	N/A	875	650
1040	# of bus passes distributed to homeless or low-income individuals	N/A	N/A	N/A	70,000	70,000
1041	# of senior transportation trips provided	57,207	62,922	59,966	60,000	60,000
1042	# of Social Service Agency Trips Provided	N/A	74,829	71,150	78,000	59,000
<b>Public Transportation - Oklahoma River Cruises</b>						
1043	 # of passengers per River Cruise service hour	5.52	6.38	6.49	5.21	6.06



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<b>Public Transportation - Oklahoma River Cruises</b>						
1044	% of river cruise customers rating service as satisfactory	99%	97%	99%	98%	98%
1045	% of scheduled river cruise service hours lost	6%	9%	6%	5%	5%
1046	# of river cruise passengers transported	4,631	5,147	6,366	4,300	5,000
1047	# of river cruise service hours provided	838.50	806.50	981.47	825.00	825.00
<b>Public Transportation - STREETCAR</b>						
1048	 # of streetcar passengers per day	593.93	640.97	740.86	650.00	740.00
1049	# of streetcar passengers per service hour	9.09	9.19	11.75	10.50	12.00
1050	% of on-time streetcar departures	93%	101%	96%	97%	97%
1051	% of surveyed customers who are satisfied with the quality of service	95%	95%	95%	97%	97%
1052	 Average frequency for streetcar	13.73	12.04	12.52	11.50	12.00
1053	# of miles between streetcar service interruptions	55,846	79,903	89,836	70,000	70,000
1054	# of streetcar passenger trips provided	216,784	234,594	272,065	250,000	270,000

