



January 5, 2024

PROGRAM REPORTS



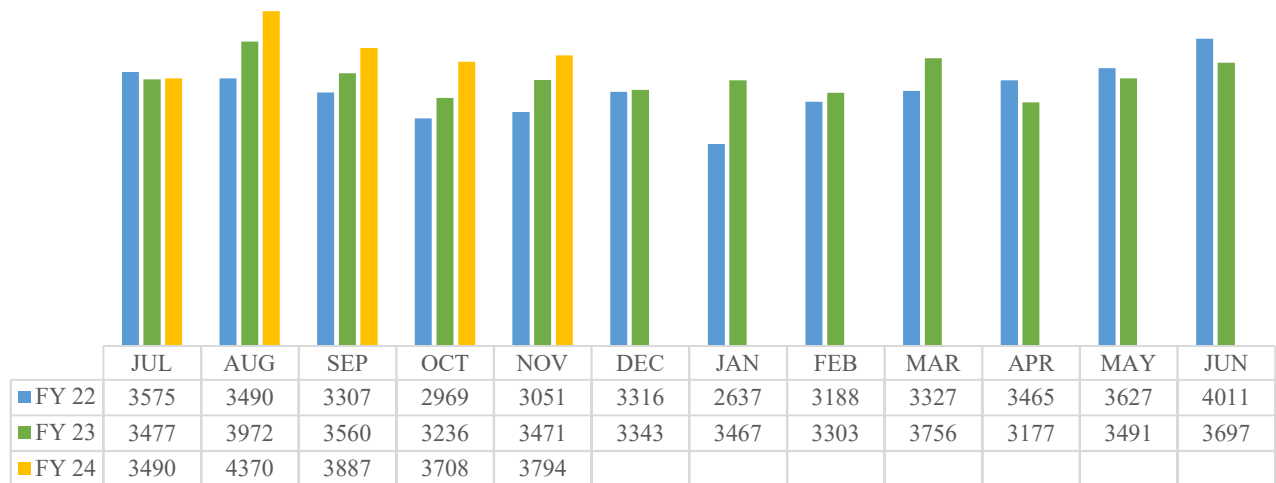
CUSTOMER SERVICE

2024

CUSTOMER SERVICE PROGRAM REPORT

Number of Calls Answered

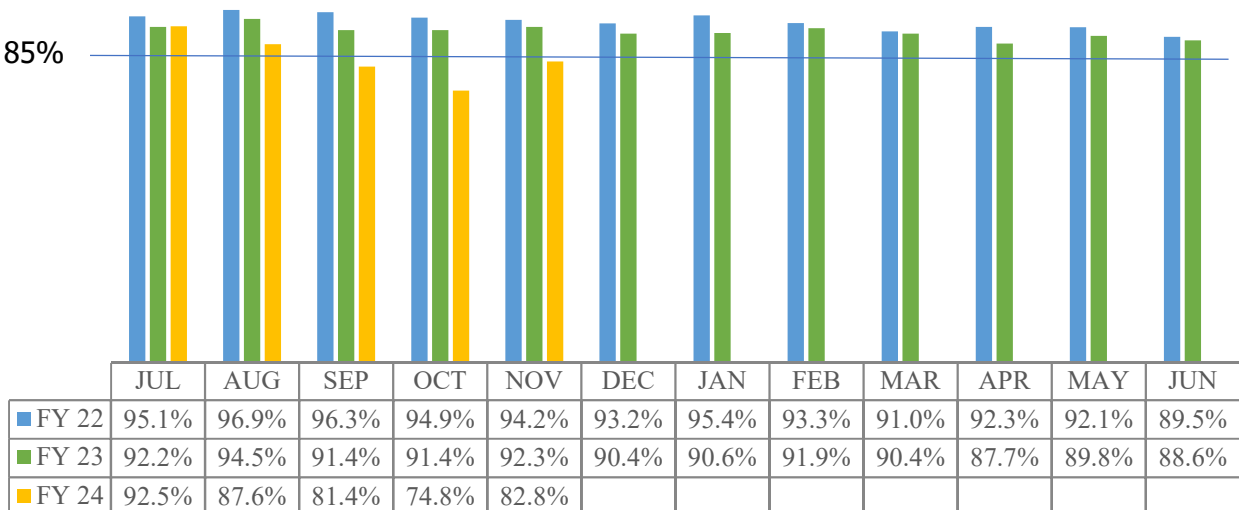
■ FY 22 ■ FY 23 ■ FY 24



Calls Answered Within 30 Seconds

■ FY 22 ■ FY 23 ■ FY 24

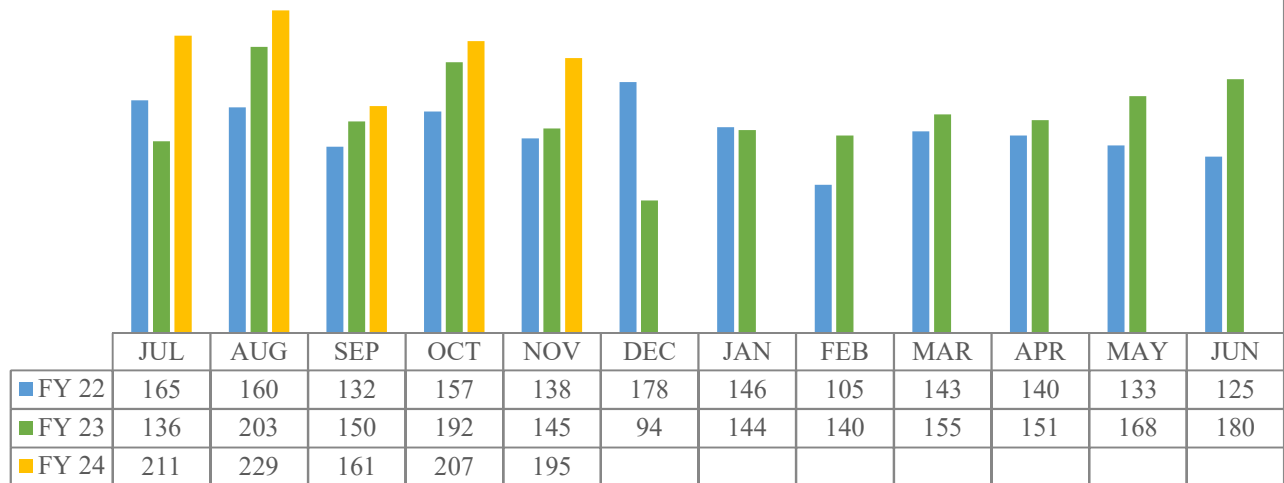
85%



CUSTOMER SERVICE PROGRAM REPORT

Customer Inquiries

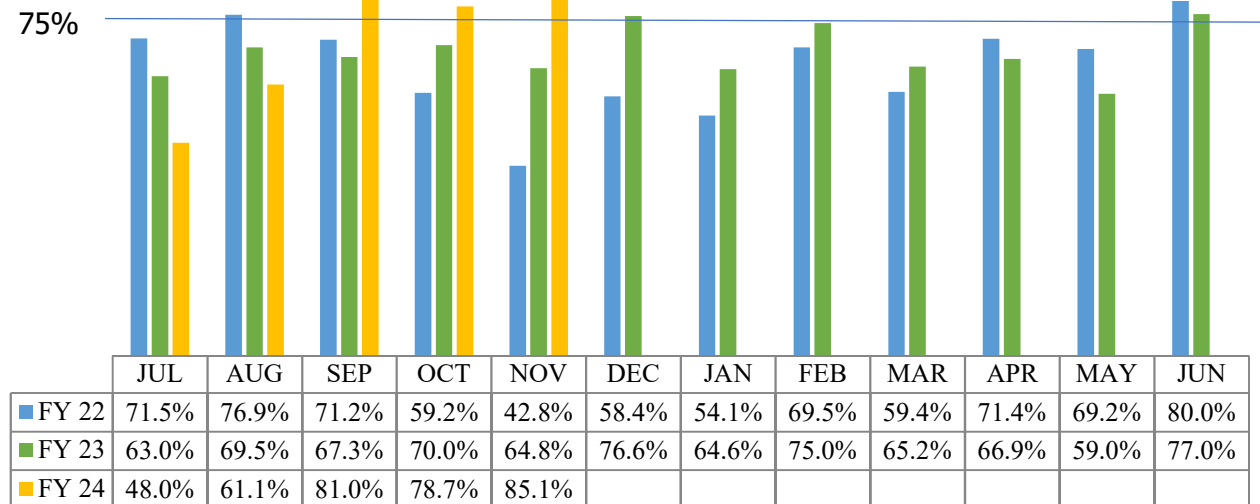
■ FY 22 ■ FY 23 ■ FY 24



Customer Inquiries Closed Within 5 Business Days

■ FY 22 ■ FY 23 ■ FY 24

75%



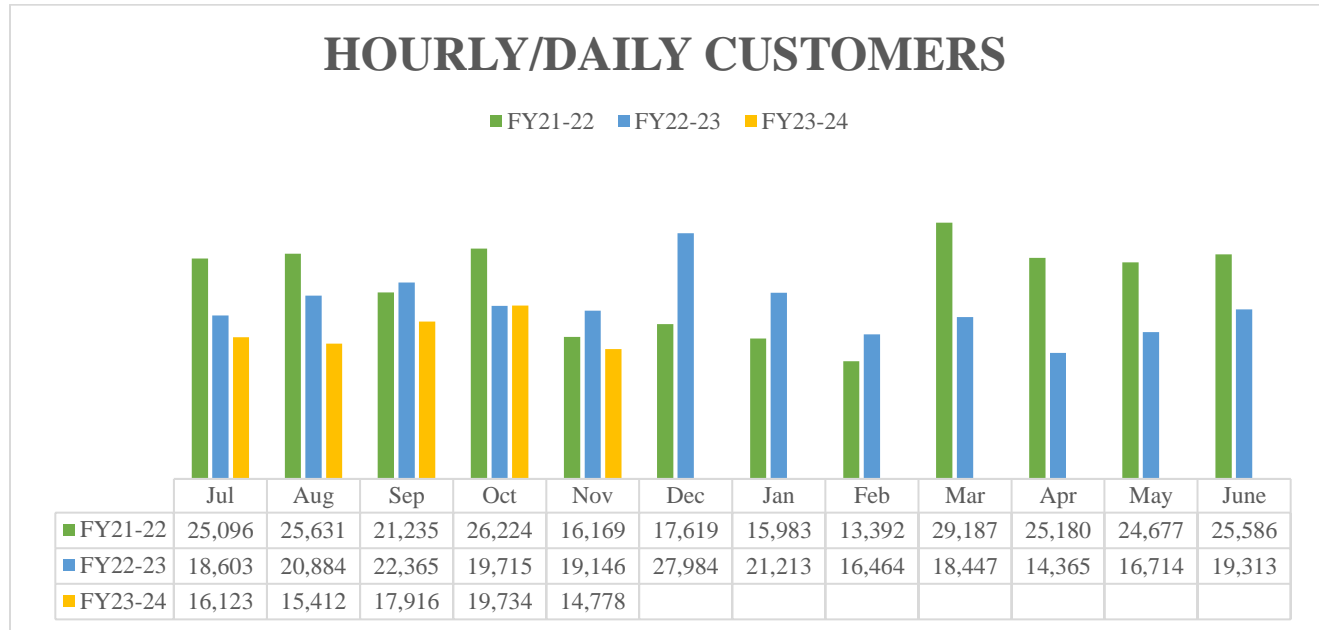


PARKING SERVICES

2024

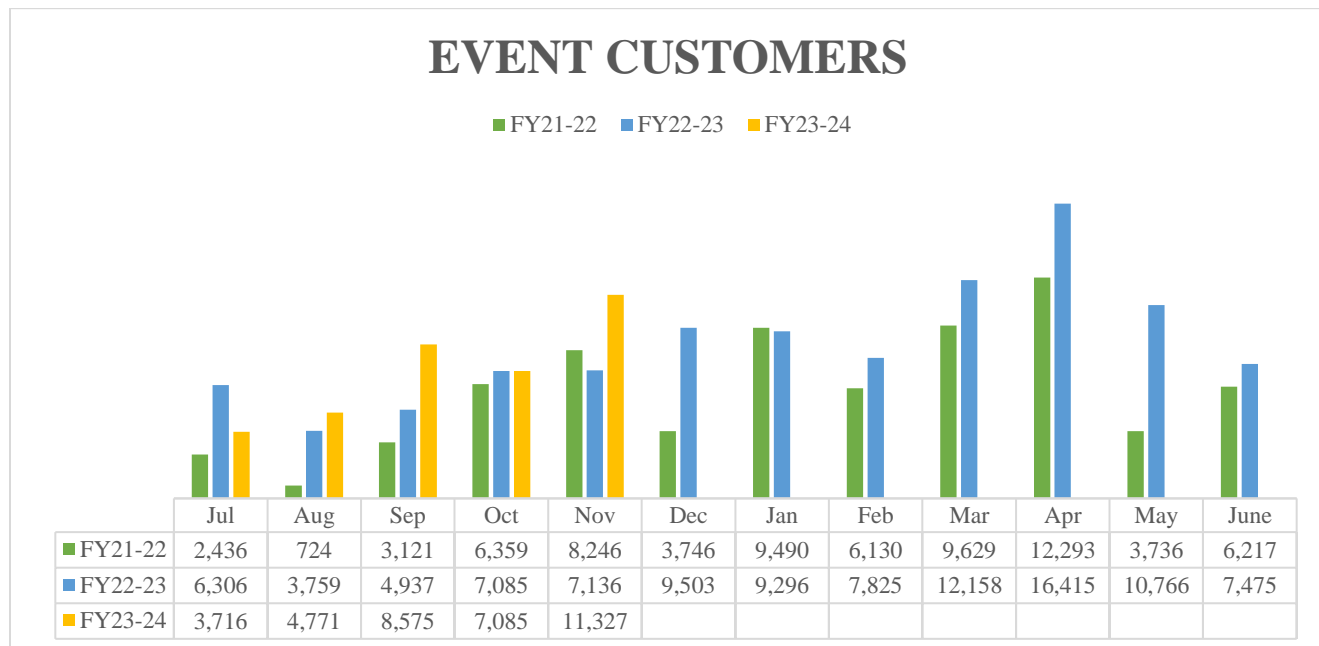
Hourly/Daily Customers

The total number of customers (vehicles) utilizing hourly parking in the parking system.



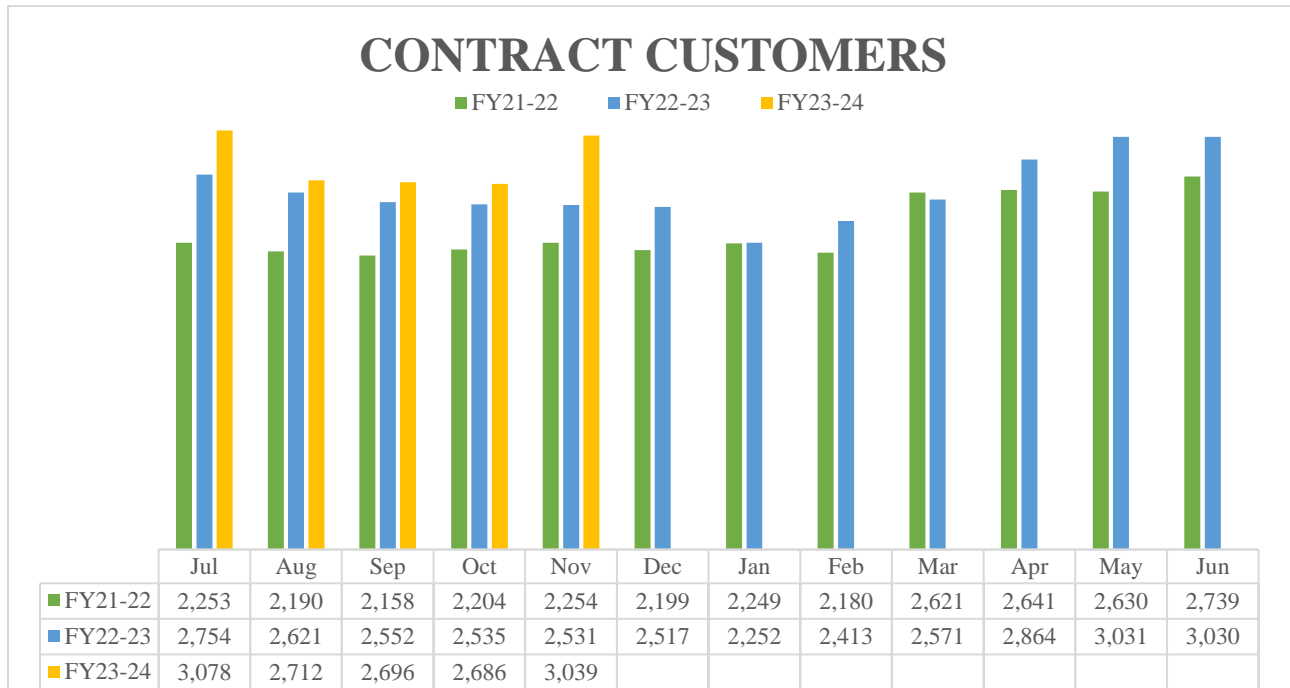
Event Customers

The total number of customers (vehicles) utilizing event parking in the parking system.



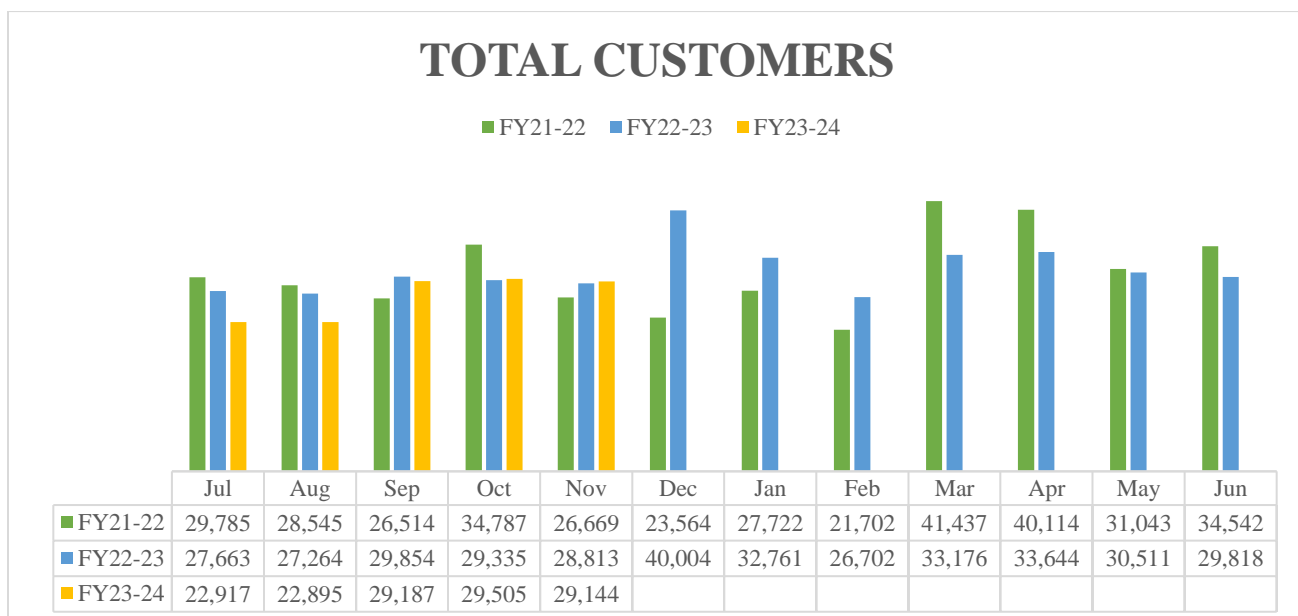
Contract Customers

The total number of customers (vehicles) utilizing contract parking in the parking system.



Total Customers

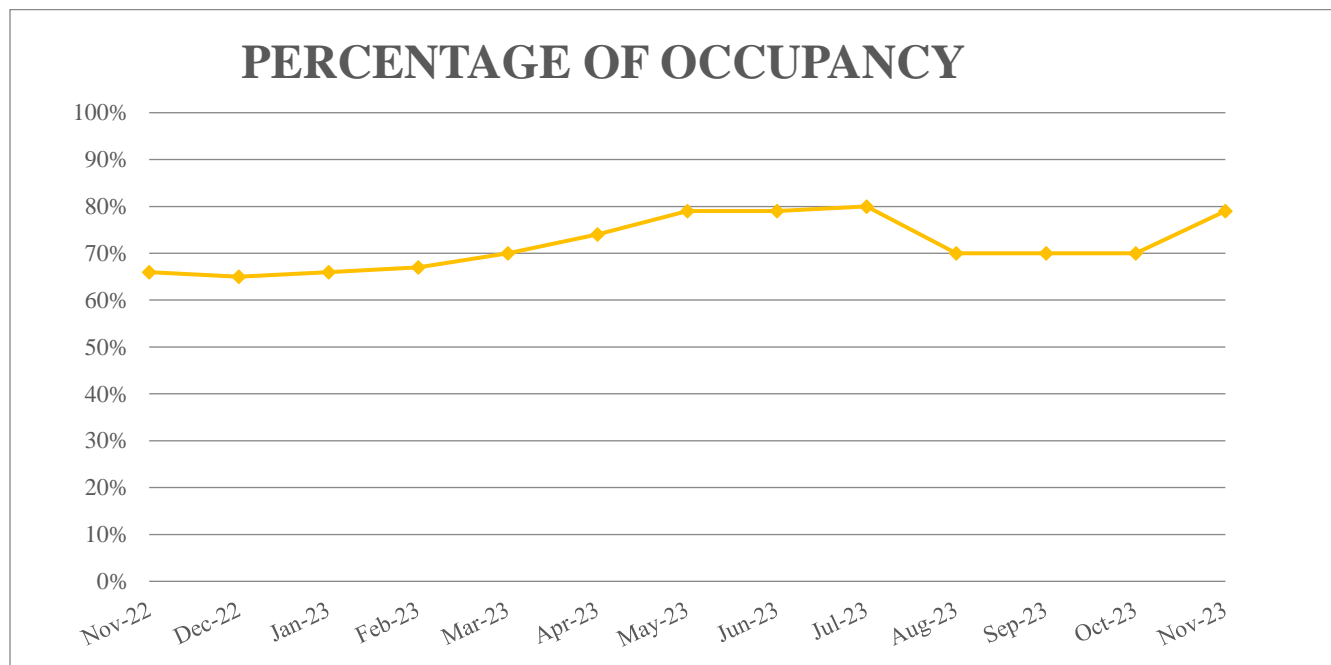
Total quantity of all customers (vehicles) utilizing the parking system.



Facility Statistics

NOVEMBER FACILITY STATISTICS				
FACILITY	GARAGE ACTUAL SPACES	MONTHLY SPACES AVAILABLE	MONTHLY SPACES SOLD	OCCUPANCY BY GARAGE
Century Center	779	445	560	126%
Cox Center	994	600	577	96%
Sheridan-Walker	1,051	1,300	901	69%
Arts District	801	750	554	74%
Santa Fe Station East	73	73	105	144%
Scissortail Park	497	50	48	96%
Convention Center	1,106	635	294	46%
TOTALS	5,301	3,853	3,039	79%

*Monthly spaces available include estimated oversell





TRANSIT SYSTEM

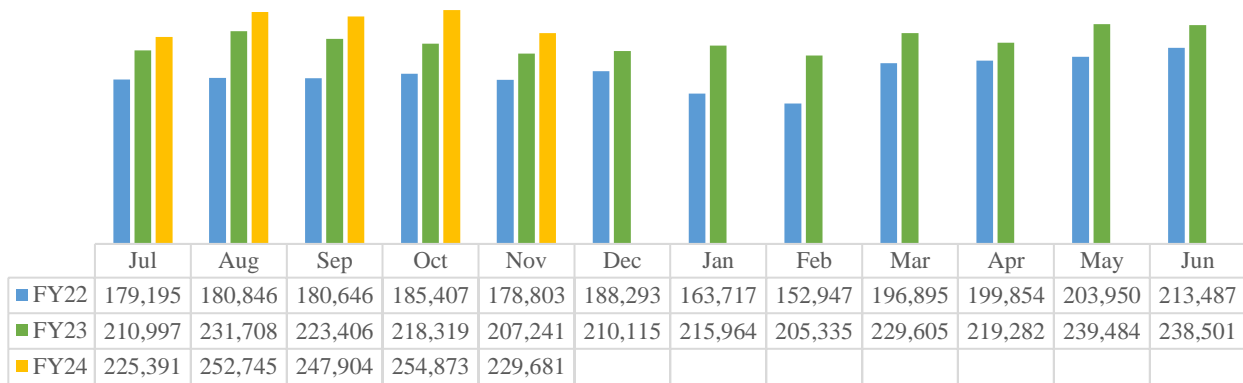
2024

Fixed-Route Ridership

The total number of passenger boardings for the fixed-route network.

NOVEMBER FIXED-ROUTE RIDERSHIP

■ FY22 ■ FY23 ■ FY24

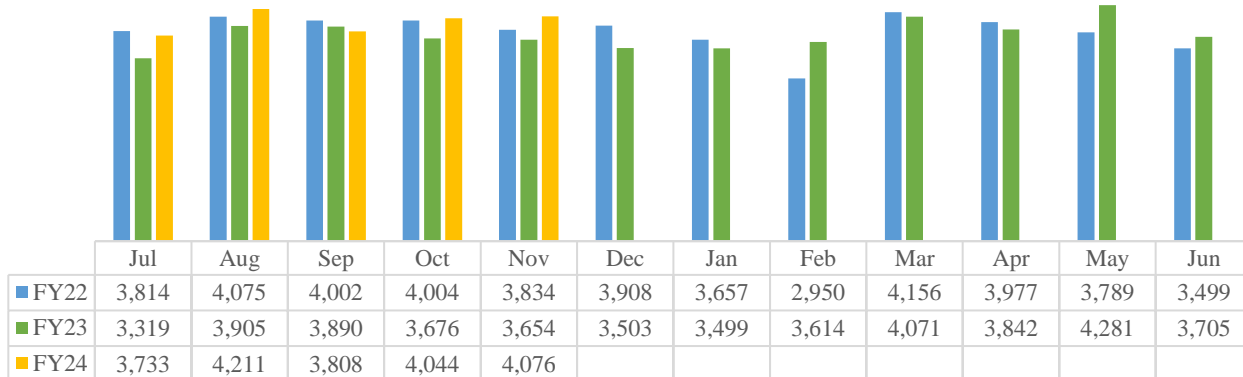


EMBARC Plus

The total number of passenger boardings for the paratransit service, which provides public transportation to eligible individuals within the Oklahoma City limits who are not functionally able to ride our fixed-route bus service due to a disabling condition.

NOVEMBER EMBARK PLUS RIDERSHIP

■ FY22 ■ FY23 ■ FY24

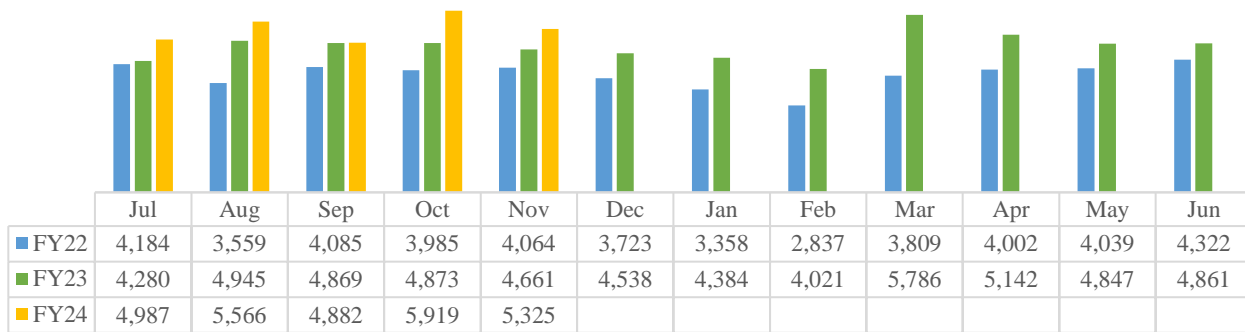


Mobility Management

EMBARC partners with many community organizations to provide a wide range of transportation programs to meet the diverse needs of the community. Through these programs, qualified customers maintain independence and access community services, such as EMBARK Well, STEP (senior shopping trips), Congregate Meal and Share-A-Fare.

NOVEMBER MOBILITY MANAGEMENT RIDERSHIP

■ FY22 ■ FY23 ■ FY24

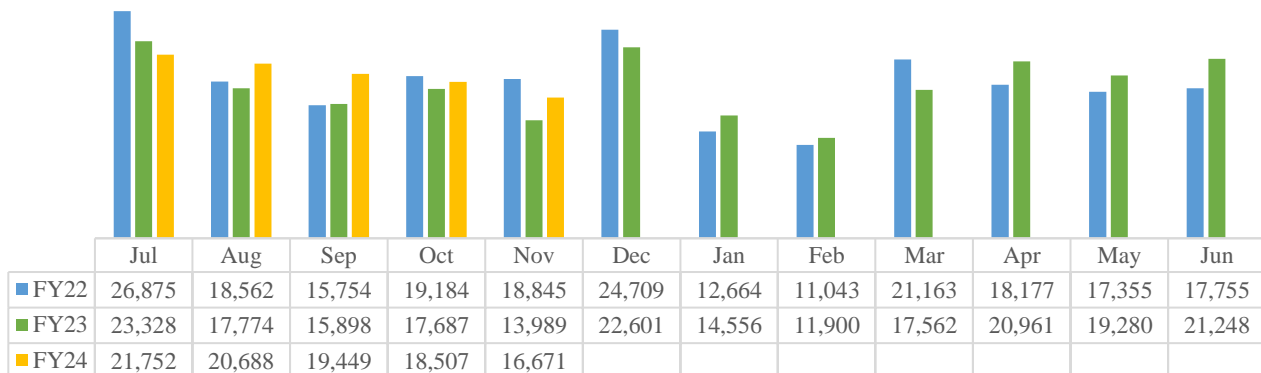


Oklahoma City Streetcar

The total number of passenger boardings for the Oklahoma City Streetcar.

NOVEMBER OKC STREETCAR RIDERSHIP

■ FY22 ■ FY23 ■ FY24

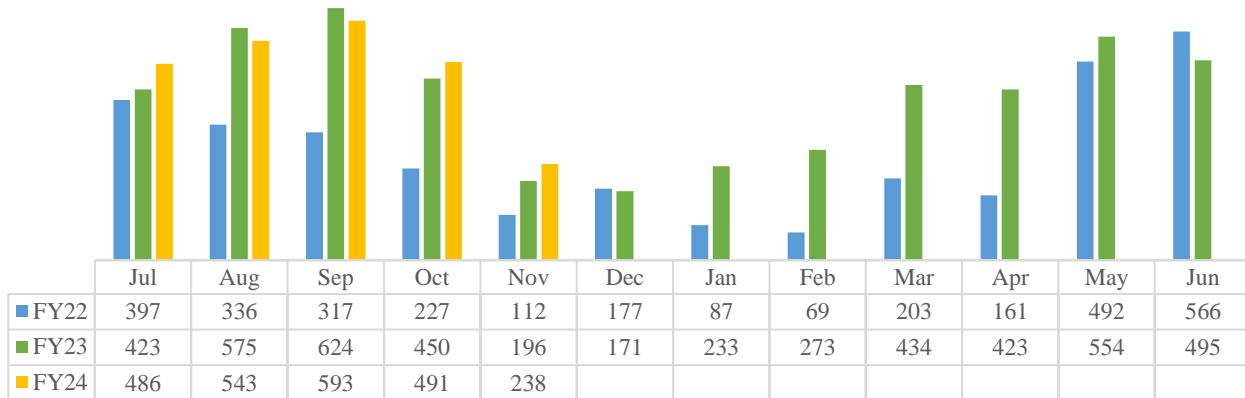


Spokies

Spokies is Oklahoma City’s bike share program, and the best way to cruise around downtown and through many of the City’s most exciting neighborhoods. With several pricing packages, it’s easy to start your ride immediately.

NOVEMBER SPOKIES TRIPS

■ FY22 ■ FY23 ■ FY24

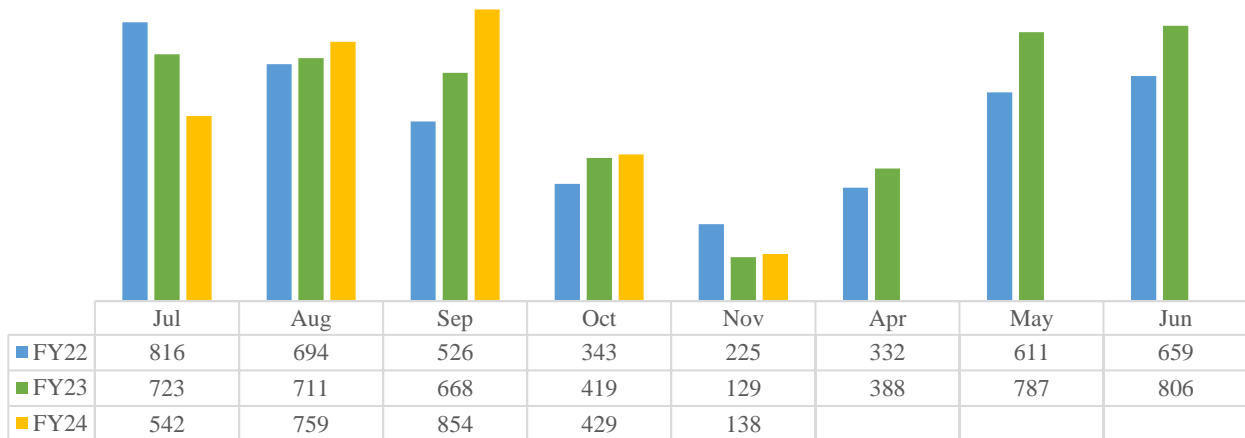


Oklahoma River

The total number of passengers transported for the Oklahoma River Cruises. The Oklahoma River Cruises does not operate regular ferry service December through March.

NOVEMBER OKLAHOMA RIVER RIDERSHIP

■ FY22 ■ FY23 ■ FY24



BOARD OF TRUSTEES REPORT






Summary of Services Table: November 2023

The table below provides daily averages for the number of passengers carried by many of the services provided by EMBARK. The year-to-date (YTD) figures are cumulative, based on the fiscal year beginning on July 1, 2023.

ADP: (Average Number of Daily Passengers)

FY YTD: (Fiscal Year, Year-to-Date Cumulative Passenger Count Estimate)

OKC Transit Services	ADP Nov. 23	24FY YTD	23FY YTD
Weekday bus	8,796	1,001,618	900,548
Night bus	347	43,131	40,015
Weekend bus	3,609	165,845	151,108
EMBARK Plus	136	19,892	18,444
Mobility Management	411	58,217	50,797
OKC Streetcar	556	88,676	97,067
River Cruises	5	2,722	2,650
Spokies	8	2,351	2,268
Cumulative for All Services		1,390,843	1,254,506

MEASURE	FY 24 YTD	FY 24 Targets	
# of passengers per service hour	14.17	11.77	
# of passenger trips provided	1,210,594	3,166,438	
% of on-time bus departures	63%	75%	
# of miles driven between road calls	65,491	70,000	
# of vehicle preventable accidents per 100,000 miles	2.54	2.07	
# of non-collision passenger injury claims substantiated per 100,000 service miles	0.51	0	