



# FAQ

## What is OKC Moves?

OKC Moves is EMBARK's transit improvement plan. The plan is the result of a year-long study conducted by nationally-recognized transit firm Nelson\Nygaard that evaluated EMBARK's current bus services and transit needs. The study considered input from customers, residents, employees, local policymakers, businesses, social service organizations, and large employers. The OKC Moves Bus Study included short-term and long-term recommendations to improve EMBARK transit system, which were accepted by the Central Oklahoma Transportation and Parking Authority Board in March 2022.

Since that time, EMBARK officials have reviewed the recommendations for improved bus service and are now ready to gather community feedback and public comments about the OKC Moves Proposed Service Changes through a series of events this spring. Events will include a series of community meetings and a public hearing. These proposed service changes are the first step in implementing what the OKC Moves plan recommended.

## Will my bus route be affected by the proposed service changes?

Yes. All OKC bus routes will have some changes to schedules and stop times. Significant changes, including areas served and bus stop locations, will affect routes 002, 003, 005, 008, 012, 013, 016, 023, and 024. Details about specific changes can be found online at [embarkok.com/okcmoves](http://embarkok.com/okcmoves).

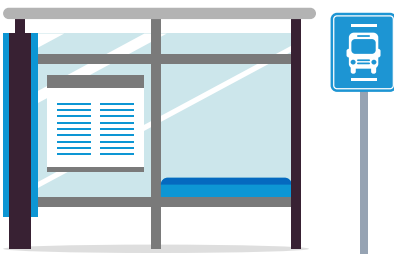
## Will EMBARK Plus service change?

Yes. These changes will slightly adjust zone boundaries for EMBARK Plus paratransit service areas. EMBARK Plus customers will be notified by mail if their zone changes.

## Will EMBARK fares change?

Fares for fixed-route bus service will not change. For information about current fares, visit [embarkok.com/learn/fares](http://embarkok.com/learn/fares). When will the OKC Moves service changes take effect?

If approved by the COTPA Board, the service changes are expected to take effect in Fall 2023. More details about the specific timing of the service changes, including launch of *RAPID* NW, will be shared on EMBARK's website, social media, and at the EMBARK Transit Center closer to the date of implementation.



## What is *RAPID* and when does *RAPID* NW launch?

*RAPID* is a high-frequency Bus *Rapid* Transit (BRT) system that will transport thousands of residents and employees to areas of interest through an enhanced rider experience using advanced technology and service models.

The NW line is the first route in the *RAPID* system. The line connects the northwest side of Oklahoma City and is expected to launch in Fall 2023. Two additional lines are being planned as part of MAPS 4 and are expected to launch by 2029. You can learn more about the *RAPID* NW line at [embarkok.com/brt](http://embarkok.com/brt) and MAPS 4 lines at [maps4brt.com](http://maps4brt.com).

## Is EMBARK Norman service included in these service changes?

No, the proposed OKC Moves Service changes only apply to Oklahoma City routes including the Express route 024 to the City of Norman.

Separate from OKC Moves, the City of Norman adopted the Go Norman Transit Plan in December 2022 and will be enacting service changes to bus routes in Norman in Fall 2023.

## Why is my bus route changing?

The goal of OKC Moves is to optimize EMBARK's bus system, enabling EMBARK to serve more customers as well as to improve on-time performance and standardize frequencies of bus service in Oklahoma City. The changes will help EMBARK maximize the efficiency of its service and integrate *RAPID* NW into the OKC transit system.

## How are these service changes being funded?

The OKC Moves plan includes short-term recommendations that can be implemented within EMBARK's existing budget. The long-term recommendations to expand the transit system would require additional funding. The cost estimates for improvements in the long-term recommendations were calculated individually so that priorities may be implemented and phased independently as funding becomes available. A timeline for long-term changes has not been established.

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## How can I learn more and provide feedback on the OKC Moves service changes?

EMBARK officials encourage public comments at one of the Community Meetings, the Public Hearing, or in writing.

The Community Meeting schedule can be found at [embarkok.com/okcmoves](http://embarkok.com/okcmoves).

Those desiring to speak at the Public Hearing on April 7 at 9 a.m. should contact EMBARK at (405) 297-2824 (TDD \*711) to register. Advance registration will be accepted until 4 p.m. on the day before the meeting. Those who have not pre-registered may sign up immediately before the meeting begins and will be scheduled to speak after those who have pre-registered.

In addition, written comments will be received through April 7, 2023. Written comments may be submitted the day of the meeting or provided by email to [embarkok@okc.gov](mailto:embarkok@okc.gov), submitted by phone to 405-235-7433, or mailed in advance to:

EMBARK  
Attn: OKC Moves Service Changes  
2000 S May Ave  
Oklahoma City, OK 73108

Those sending comments should include their name, address, email and phone number.