



CITY OF NORMAN, OK CITY COUNCIL COMMUNITY PLANNING & TRANSPORTATION COMMITTEE MEETING

Municipal Building, Executive Conference Room, 201 West Gray, Norman,
OK 73069

Thursday, May 22, 2025 at 4:00 PM

AGENDA

It is the policy of the City of Norman that no person or groups of persons shall on the grounds of race, color, religion, ancestry, national origin, age, place of birth, sex, sexual orientation, gender identity or expression, familial status, marital status, including marriage to a person of the same sex, disability, relation, or genetic information, be excluded from participation in, be denied the benefits of, or otherwise subjected to discrimination in employment activities or in all programs, services, or activities administered by the City, its recipients, sub-recipients, and contractors. In the event of any comments, complaints, modifications, accommodations, alternative formats, and auxiliary aids and services regarding accessibility or inclusion, please call 405-366-5424, Relay Service: 711. To better serve you, five (5) business days' advance notice is preferred.

CALL TO ORDER

AGENDA ITEMS

1. PRESENTATION OF THE APRIL PUBLIC TRANSIT REPORT.
2. DISCUSSION REGARDING THE VISITABILITY PILOT PROGRAM.
3. DISCUSSION REGARDING DEFINITION OF FAMILY IN THE ZONING ORDINANCE.

ADJOURNMENT



MEMO TO: Council Community Planning and Transportation Committee

FROM: Taylor Johnson AICP, Transit and Parking Program Manager *T.J.*
THROUGH: Scott Sturtz P.E., CFM, Director of Public Works *SS*

DATE: May 22, 2025

SUBJECT: Public Transportation Monthly Report

Purpose:

The Public Transportation Monthly Report provides updates to City Council on public transit related items. Additionally, the EMBARK Norman Performance Report and the Norman On-Demand Performance Report for the previous month are attached. These reports provide updates on key metrics associated with the operations of each respective transit system.

Updates:

Go Norman Transit Plan

The Go Norman Transit Plan was approved by resolution by Council on June 22nd, 2021. On December 13, 2022 Council approved a resolution to alter transit bus service as recommended in the Plan. The route changes were effective October 16, 2023 after many months of implementation work, including the remodel of 320 E. Comanche into the Norman Transit Center. Staff continue to move forward on the next steps as recommended in the plan. Recent work includes:

Fleet Maintenance & Vehicle Procurement (upgrades and standardization)

- City Fleet Maintenance staff continue to ensure that the transit fleet is in operational condition each morning for line up.
 - Of the City's 27 revenue vehicles in the Transit Fleet, and not accounting for vehicles which already have replacements on order, there are only 3 vehicles remaining which were received from the University and have surpassed their useful life and are eligible to be retired according to FTA standards, all of which are in fixed route service. One additional unit in the paratransit fleet is also eligible to be retired and replaced.

Service Expansion Priorities

Following implementation of the new route network in October 2023, and then increasing the frequency of service on Route 112 (West Lindsey) from 60 minutes to 30 minutes (*priority 2*), City Transit staff continue to review the next priorities recommended by the Go Norman Transit Plan:

- **Priority 1: Sunday Service** – Proposed Sunday service span and trip frequencies would match current Saturday service levels. Sunday transit service is currently being offered and evaluated as part of the Norman On-Demand microtransit pilot program.
- **Priority 3: Increased Frequency on Route 110** – This service expansion upgrades the trip frequency of Route 110 (Main St/24th Ave NW) from 60 minutes to 30 minutes. Staff are re-evaluating the timing of this priority in relation to the current ridership, expected development along the route, and other transit needs.
- **Priority 4: Implementation of New Route 113** – This service expansion would add a new route in Southeast Norman operating with a 30-minute frequency. The proposed route, as recommended in the plan, would operate along Classen Blvd, Constitution St, Oak Tree Ave, 12th Ave SE, Cedar Ln and then turnaround near Cedar Ln and Classen Blvd.

Central Oklahoma Long Range Transit Plan

Utilizing a combination of ACOG FTA Planning and OKC MAPS 4 funding, EMBARK and ACOG are leading a project and working with a consultant to create a Central Oklahoma Long Range Transit Plan. This plan will work with all existing transit providers to analyze existing and planned improvements to transit in the region. At a high level, this plan will make recommendations for the regions transit service as a whole. Expected completion date is late summer 2025 with public and stakeholder engagement throughout the process. Updates from ACOG and EMBARK on the development of the plan have been presented to Council during the January 14, 2025 and May 13, 2025 Council Conferences.



Grants

Staff continue to research eligible grants to support existing operations, vehicle needs, and future improvements. Below is a grant received from ACOG that staff continue to work on.

- On February 15, 2024, the Association of Central Oklahoma Governments (ACOG) awarded The City of Norman \$1,078,880 in Public Fleet Conversion Grant Program funding which will require a local match of \$269,270 (which has been identified in the Public Transportation Fund) to install pantograph EV bus charging infrastructure at the Norman Transit Center. This overhead infrastructure will allow the City's battery electric buses to rapidly recharge while stopped at the Transit Center during operation thereby extending the time before these EV buses need to return to the Transit maintenance facility to fully recharge. The total cost of this project is estimated to be \$1,348,600.

Microtransit Pilot Program with Via Transportation – Norman On-Demand

On July 9, 2024, Council approved contract amendments with both Via Transportation and the University of Oklahoma to extend the expanded service through the end of summer 2025. The service entered its second year of operation on August 20, 2024. Staff are exploring options for this pilot program's future past the current, approved contract period. While funds to continue the operations of Norman On-Demand were requested in the budget process, due to budget constraints the proposed fiscal year 2026 budget does not include funding to continue this service. More details regarding operations can be found in the attached monthly performance report for this service, named Norman On-Demand.

Paratransit Software Transition

On February 25, 2025 EMBARK transition the separate paratransit software being utilized in Oklahoma City and Norman to a single software for both service areas. The new software and hardware were supported by a grant that was awarded to EMBARK. City and EMBARK staff met with paratransit riders and other agency staff on May 12, 2025 to discuss issues that riders have been experiencing due to the transition to the new software. Following the discussion, some action items were developed for staff to look into and implement to correct some of the issues and a follow up meeting was scheduled for June 20, 2025.

Conclusion:

Thank you for your review of these updates and attached monthly performance reports. Staff are prepared to answer any questions you may have.

Attached:

1. EMBARK Norman Performance Report for April 2025.
2. Norman On-Demand Performance Report for April 2025.

office memorandum

PERFORMANCE REPORT

Transit System Report

April 2025

Purpose

The Transit System Report provides a summary of both internal indicators and performance measures used to evaluate the performance of the EMBARK transportation system for the City of Norman. The internal indicators are mainly used by staff to compare performance to previous periods whereas, the performance measures having

specific targets are more outcome-based and are included in EMBARK's strategic business plan to help demonstrate accomplishments given the resources that are provided. The internal indicators and performance measures included in this report address ridership, dependability, safety and align with EMBARK's mission.

Total Ridership

Total ridership for EMBARK Norman in April 2025 was 45,838 compared to 35,367 in April 2024. The average total daily ridership was 1,850 for April 2025, a 30.28% increase from 1,360 in April 2024. Fiscal-year-to-date ridership is 420,447 passengers, a 26.86% increase from the 2024 YTD total of 330,659.

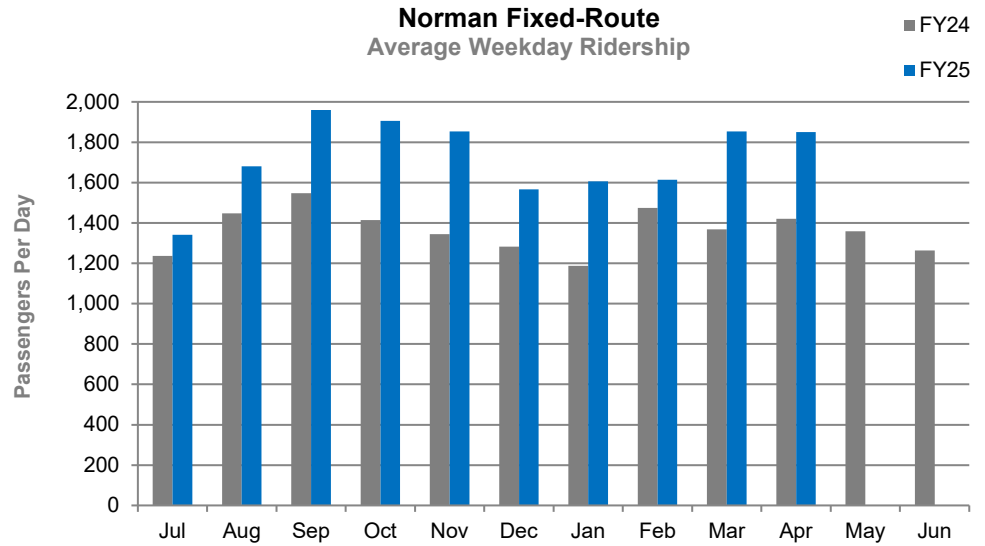
The fixed-route service totaled 43,699 for April 2025 compared to 33,311 for April 2024. Average fixed-route daily ridership for April 2025 was 1,682 compared to 1,284 for April 2024. Passengers with wheelchairs or other mobility devices totaled 313, compared to 407 for April 2024. Passengers with bikes or other mobility devices totaled 1,101, compared to 815 for April 2024.

PLUS ridership totaled 2,139 for April 2025, compared to 2,056 for April 2024. The average total PLUS ridership was 102 for April 2025, compared to 79 for April 2024. The number of Plus passengers with added mobility was 524, compared to 356 for April 2024.

Norman Transit Services	Apr FY25	Apr FY24	+/- Apr FY24
Fixed Routes (M-F)	40,677	31,175	30.48%
110 - Main Street	3,292	2,660	23.76%
111 - E Lindsey	21,557	17,934	20.20%
112 - W Lindsey	10,112	7,096	42.50%
121 - Westheimer	2,781	1,802	54.33%
122 - Rock Creek	2,913	1,645	77.08%
144 - Social Security	22	38	-42.11%
Fixed Routes (Sat)	3,022	2,136	41.48%
110 - Main Street	184	355	-25.81%
111 - E Lindsey	1,228	1,286	20.04%
112 - W Lindsey	991	669	74.78%
121 - Westheimer	295	209	123.48%
122 - Rock Creek	324	229	95.18%
PLUS ADA Service	2,139	1,875	4.04%
PLUS (M-F)	2,079	1,778	3.79%
PLUS (Sat)	60	97	13.21%
Bikes	1,101	815	35.09%
Wheelchair	313	407	-23.10%
PLUS Wheelchair	524	356	47.19%

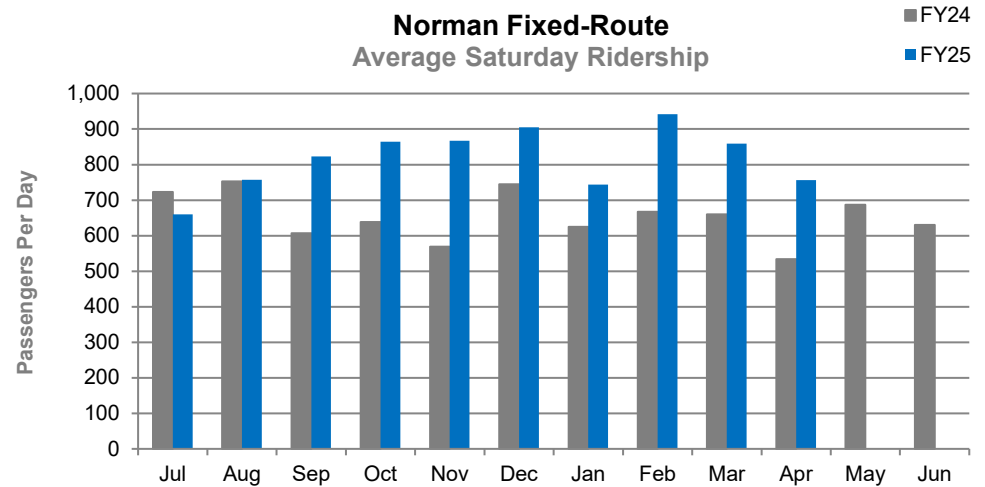
Fixed Route Weekday Ridership

Total fixed-route weekday ridership for April 2025 was 40,677, a 30.48% increase from 31,175 in April 2024. Average weekday passenger ridership totaled 1,850 in April 2025, a 30.28% increase compared to 1,420 for April 2024. The average RPSH was 20.99, a 10.76% increase from 18.95 in April 2024.



Fixed Route Saturday Ridership

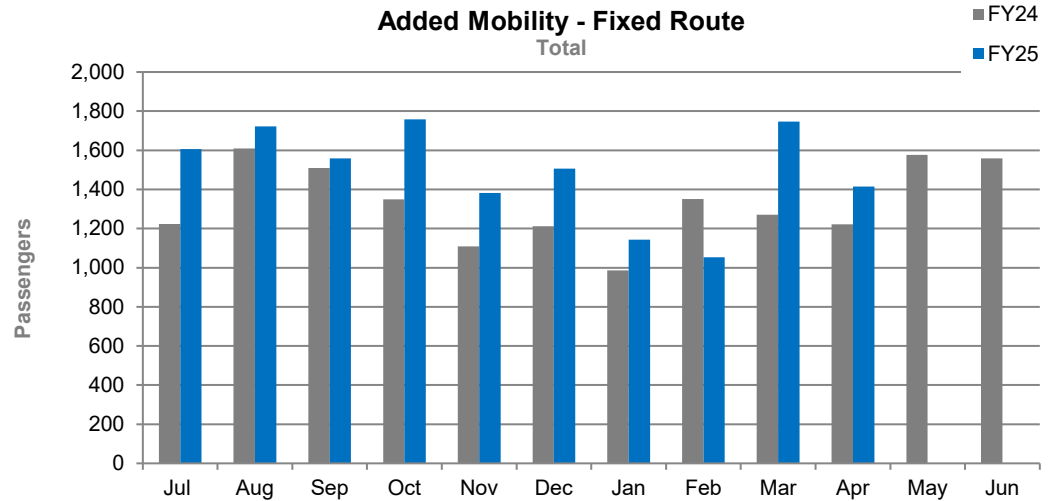
Total fixed-route Saturday ridership for April 2025 was 3,022, a 41.48% increase from 2,136 in April 2024. Average Saturday passenger ridership totaled 756 for April 2025, a 41.57% increase from 534 in April 2024. The average RPSH was 12.00, a 3.72% decrease from 12.13 in April 2024.



Added Mobility – Fixed Route

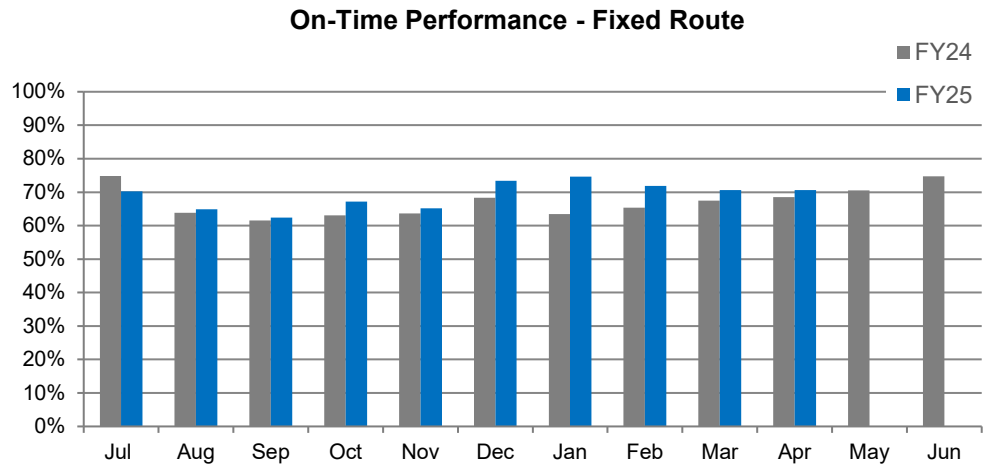
Total passengers with added mobility, such as bikes and wheelchairs, totaled 1,414 for April 2025, a 15.71% increase from 1,222 in April 2024.

Bike passengers totaled 1,101, a 35.09% increase from 815 in April 2024. Passengers with wheelchairs totaled 349, a 23.10% decrease from 407 in April 2024.



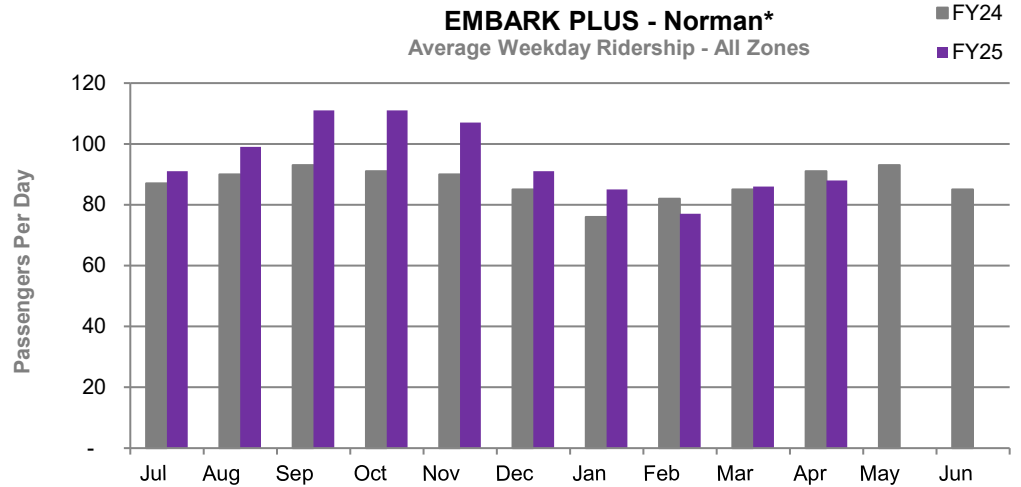
On-Time Performance – Fixed Route

Cumulative on-time performance for fixed-route buses was 70.60% in April 2025, a 2.10% increase from 68.50% in April 2024.



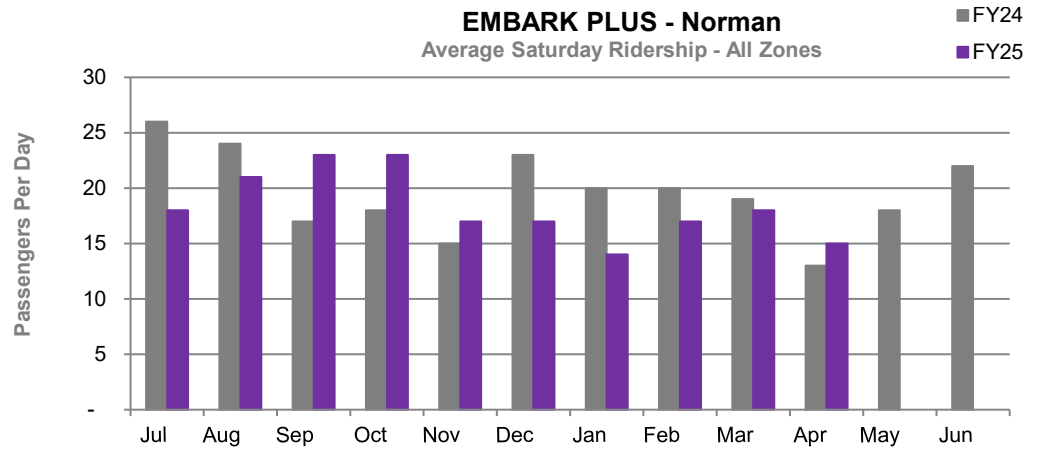
PLUS Weekday*

Total PLUS weekday ridership for April 2025 was 2,079, a 3.79% increase from 2,003 in April 2024. Average weekday passenger ridership totaled 88 for April 2025, a 3.30% decrease from the April 2024 average of 85. RPSH was 1.82, a 39.09% increase from 1.31 in April 2024.



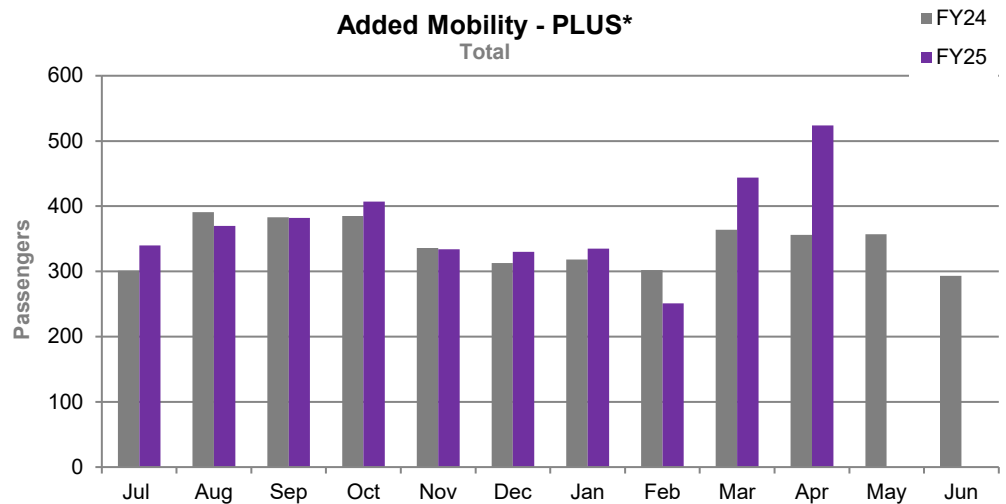
PLUS Saturday

Total PLUS Saturday ridership for April 2025 was 60, a 13.21% increase from 53 in April 2024. Average Saturday passenger ridership totaled 15 for April 2025, a 15.38% increase from 13 in April 2024. RPSH was 1.17, a 10.89% increase from 1.06 in April 2024.



Added Mobility – PLUS*

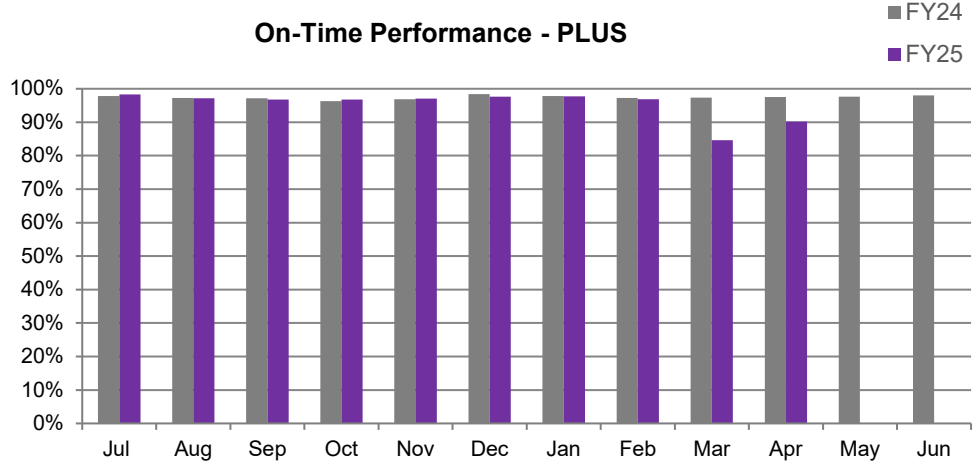
In April 2024, the number of PLUS passengers with added mobility was found to be 524, a 47.19% increase from 356 in April 2024. This data was initially thought unavailable for March, however it was later found that March 2024 total number of passengers with added mobility was 444, up 21.98% from 364 in 2024.



On-Time Performance - PLUS

Cumulative on-time performance for PLUS buses was 90.21%, a 7.36% decrease from 97.57% in April 2024.

Due to Ecolane limitations, on-time performance can no longer be broken out by zones for weekday service. Saturday on-time performance was 89.68%, an 8.47% decrease from 98.15% in April 2024.



PLUS Weekday Service Summary	Apr FY25*	Apr FY24	+/- Apr FY24		PLUS Saturday Service Summary	Apr FY25	Apr FY24	+/- Apr FY24
Total Passengers	2,079	2,003	3.79%		Total Passengers	60	53	13.21%
Total Trips	1,935	1,883	2.76%		Total Trips	57	54	5.56%
Trips Daily Average	97	86	12.50%		Trips Daily Average	14	14	0.00%
Trips Requested	1,931	1,941	-0.52%		Trips Requested	60	54	11.11%
Denied Trips	4	58	93.10%		Denied Trips	3	0	100.00%
Capacity Denials	3	0	100.00%		Capacity Denials	2	0	100.00%
No Show	48	24	100.00%		No Show	4	4	0.00%

PLUS Applications	Apr FY25	Apr FY24	+/- Apr FY24
New Applications	11	8	+37.50%
Renewals Received	3	6	-50.00%
Applications Approved	20	28	-28.57%
Applications Denied	2	2	0.00%

Summary of Services Table: April 2025

The table below provides daily averages for the number of passengers carried by many of the services offered by EMBARK Norman. The year-to-date (YTD) figures are cumulative totals.

EMBARK Norman Service Summary	ADP Apr FY25	FY25 YTD	FY24 YTD		Service Profile	Apr FY25	Apr FY24
Fixed Routes (M-F)	1,850	364,341	290,246		Weekdays	22	22
Fixed Routes (Sat)	756	35,184	28,811		Saturdays	4	4
PLUS (M-F)	95	20,139	18,452		Gamedays	0	1
-Zone 1*	95	15,566	13,627		Holidays	0	0
-Zone 2**	0	4,573	4,825		Weather	5	4
PLUS (Sat)***	15	785	861		Fiscal YTD Days	256	255
					Cal. YTD Days	103	102

*Requires ¾ mile

**Operates only on Weekdays until 7:00 pm

***Operates only in Zone 1

Strategic Performance Measures

MEASURE	FY 25 YTD	FY 25 Targets	
# of Norman fixed-route passenger trips provided	399,525	400,000	■
# of Norman paratransit trips provided	19,156	23,800	●
% of on-time Norman paratransit pick-ups	95.23%	98.58%	●
# of Norman bus passengers per service hour, cumulative	20.04	21.14	●
# of Norman bus passengers per day, average	1,655*	800*	●
% of Norman required paratransit pick-ups denied due to capacity	0.79%*	0.00%	●
% of on-time fixed-route arrivals	69.36%	75.00%	▲

*These targets are not being tracked in LFR but can be found in the KPI spreadsheet.

Glossary

- **Added Mobility** – Wheelchairs, bicycles, scooters, and other devices used by passengers in conjunction with transit
- **ADP** – Average Daily Passengers
- **ADR** – Average Daily Ridership
- **AVG** – Average
- **Fixed Route** – Regular bus service
- **FY24** – The fiscal year 2024. Lasted from 7/1/2023 to 6/30/2024
- **FY25** – The fiscal year 2025. Lasting from 7/1/2024 to 6/30/2025
- **FY YTD** – Fiscal Year, Year to Date
- **KPI** – Spreadsheet used to record and compare all data used in the monthly report
- **LFR** – "Leading for Results," EMBARK's internal performance measurements and targets
- **OTP** – On-time performance
- **Paratransit** – ADA vehicle service for seniors and other clients with special needs
- **PAX** – Passenger
- **PLUS** – Brand name for EMBARK Paratransit service
- **RPSH** – Riders per service hour
- **SAT** – Saturday
- **WKD** – Weekday
- **YOY** – Year-over-year, used to compare the previous year's performance when available
- **ZONE 1** – PriApy zone for PLUS operation
- **ZONE 2** – Secondary zone for PLUS operation



Performance Report



Microtransit Pilot Program Performance Report

April 2025

Purpose

This report provides a summary of service performance measures used to evaluate the performance of the Norman On-Demand microtransit transportation system for the City of Norman. The key performance indicator goals were outlined in the request for proposals (RFP) and include average walking distance, maximum walking distance, average rider wait time, maximum rider wait time, and the percentage of ride requests picked up within 20 minutes.

Service Profile, Hours, and Pricing

Norman On-Demand is a pilot microtransit service which launched for late night and Sunday service in core Norman on August 21, 2023. Norman On-Demand is a turnkey service provided by TransitTech provider Via. The Norman On-Demand app is available on the Apple App Store and the Google Play Store.

This service provides access to safe and affordable public transportation through technology, particularly during evening hours and on Sundays when other public transit options are limited. Through a collaboration with the University of Oklahoma, the Norman On-Demand Program also operates the University's SafeRide

Service Hours		Pricing	
Monday-Wednesday	7pm – 1am	First Passenger	\$2.00
Thursday-Saturday	7pm – 3am*	Each Additional Passenger	\$1.00
OU SafeRide: Thursday-Saturday	10pm – 3am*	OU SafeRide (OU Students using OU email address during SafeRide hours)	Free
Sunday	10am – 6pm		
ADA/Wheelchair Accessible Vehicles available upon request.			
*Outside of the OU fall and spring semesters, Thursday-Saturday service ends at 1am			

Program, which is designed to provide safe and free late night transportation to OU students. Because this is a pilot program, there may be changes to service area, hours of operations, or other aspects of the service while the City focuses the program to efficiently serve the needs and desires of our community.

Key Performance Indicator Measures

Measure	Target	Fiscal Year to Date (7/01/24 – 4/30/25)	April		Year Over Year Service
			2025	2024	
Average Walking Distance	<0.10 miles	0.06 miles	0.06 miles	0.06 miles	0% (no change)
Maximum Walking Distance	0.25 miles	0.37 miles	0.26 miles	0.29 miles	-11.54%
Average Rider Wait Time*	<15 min	24.6 min	29.0 min	26.6 min	+8.28%
Maximum Rider Wait Time*	20 min	79.8 min*	47.0 min*	61.3 min*	-23.33%
Percent of Ride Requests Picked Up in 20min	>80%	41.86%**	31.99%**	43.30%**	-26.12%
*OU has requested longer available wait times for OU students during SafeRide hours (up to a 2 hour max). This affects the original goal of 20 minutes that was identified in the original Request for Proposals.					
**Number of ride requests with 'Completed' status that have a wait time of 20 minutes or less as a percentage of the total number of ride requests with 'Completed' status. This data is skewed by longer available wait times for OU students during SafeRide hours.					

Additional Performance Measures

Ridership

Norman On-Demand completed 3,724 rides in April 2025, which is a 2.97% decrease from the March 2025 total of 3,838. There were a total of 30 completed trips requesting a WAV or wheelchair accessible vehicle in April 2025. Ridership per service hour (RPSH) is a ratio of the number of riders making use of the service in relation to how much service is being provided (i.e. one vehicle providing one hour of service would be one 'service hour').

Ridership	Fiscal Year to Date (7/01/24 – 4/30/25)	April		Year Over Year Service
		2025	2024	
Total Number of Riders	38,721	3,724	2,539	+31.82%
Total # of Completed Trips	25,491	2,522	1,686	+33.15%
# of Completed Trips Requesting WAV	344	30	15	+50.00%
Ridership Per Service Hour (RPSH)	6.1	6.0	5.9	+1.67

Rider Experience

Approximately 12.3% of all completed rides during FYE25 received a rating, of which 96.5% were rated five out of five stars. The system includes an automated feed-back process where all ride ratings with four stars or fewer that have actual written feedback attached are reviewed by customer support agents. Poor ride ratings alone are not categorized as complaints. Three complaints were reported to Via in the month of April, representing 0.8 complaints per 1000 rides provided. Two complaints were disputing the amount charged and one complaint was regarding routing concerns.

Rider Experience	Fiscal Year to Date (7/01/24 – 4/30/25)	April		Year Over Year Service
		2025	2024	
Average Ride Duration (in minutes)	11.1 minutes	10.8	10.0	+7.41%
Average Ride Distance (in miles)	3.3 miles	3.1	2.9	+6.45%
Average Ride Rating (5 stars scale)	4.9 stars	4.9	4.9	0% (no change)

Program Engagement and Rider Growth

Since the Norman On-Demand App launched on August 16, 2023, a total of 11,479 individual accounts have been created, which is a 3.75% increase over the March 2025 service to date total of 11,048 and a 56.94% increase over the April 2024 service to date total of 4,943. Of these accounts more than half of them (53.55%) have utilized the service at least once and almost a third of completed more than five rides. Riders are also able to call 405-643-8638 to schedule rides without using the App.

Engagement – Service to Date (8/16/23 – 4/30/2025)		
App Accounts Created Since Launch	11,479	
OU Accounts (as of 4/27/2025)	2,818	24.55%
Active Accounts*	8,199	71.43%
Rider Accounts**	6,147	53.55%
Repeat Rider Accounts***	5,031	43.82%
*accounts with user engaging w/ ride requests at least once **accounts with at least 1 completed ride ***accounts with at least 2 completed rides		

Accidents and Vehicles

No accidents or incidents were reported in the month of April. Six of seven vehicles were in active service during the month of April, which meets the target fleet availability.



TO: Community Planning and Transportation Committee

FROM: Greg Clark, Development Services Manager

DATE: May 16, 2025

RE: Visitability Pilot Program

HISTORY OF THE VISITABILITY CPTC RESOLUTION:

At the May 2, 2019 CPT meeting a Citizen Ad Hoc Committee presented to City staff and Council Members a proposed draft of the Norman Visitability Code. The purpose of the Norman Visitability Code was to establish minimum regulations for the design, installation and construction of single-family homes or other dwellings with less than four units by providing reasonable criteria for Visitability for persons with disabilities or seniors aging in place. A draft copy of the proposed code was provided to staff and Council Members in attendance that was tailored around the Fair Housing Act. It was recommended that staff should review and compare the proposed Norman Visitability Code to applicable and existing code and for Council to discuss its priority during their annual retreat.

Staff presented at the May 27, 2021 CPTC meeting information about what makes a Visitable dwelling. Further discussion was about the Ad Hoc Committee's recommendations and how it compared to current codes. In addition to this staff provided information from the currently adopted codes specifically the ICC A117.1-2009 Standard, in particular Section 1005, Type C (Visitable) Dwelling Units. It was staff's recommendation that for the purpose of the incentive program we utilize the already written and vetted standard of a Type C Visitable Dwelling Unit. The committee shared staff's opinion and the Resolution was written to reflect this standard.

Staff presented the Resolution at the City Council Study Session on June 8th, 2021 and it was approved on June 22nd 2021 with effective start date of August 1st 2021 for a length of 2 years.

With the program set to expire Staff presented to CPTC on March 25, 2023. At that time several applicants remained in the program therefore, it was suggested the program be extended for an additional 2-year period. The program was extended by Council under Resolution R-2021-118 Amendment 1 for a 2 year period and is set to expire August 1, 2025.

CURRENT CODES AND PROGRAM STATISTICS:

Currently, the adopted code for Dwellings for the State of Oklahoma and the City of Norman is the 2018 International Residential Code (IRC). The IRC references the Standard ICC A117.1-2009 for accessible considerations. In the 2009 standard a new section was added titled 1005 Type C (Visitable) Units. The

office memorandum

section deals specifically with creating a minimum standard for Dwelling Units to comply with to be considered Visitable.

As of May 16, 2025, 67 homes have enrolled in the program. 10 have completed the program and received a credit. 47 have withdrawn or did not pass the program, and 10 remain enrolled in the program.

It must be acknowledged that the plan does not have a lot of success stories to date with a pass rate of 17.5% and only 67 participants. There are a number of reasons for this.

- Cannibalization. The City currently offers an energy credit program and this program is a more popular with builders. In the same time window there have been over 650 homes registered in the Energy Credit Program.



(Example: A home with no step entry and a basic door that complies with Visitability requirements; however, the builder pursued energy credit program.)

- The most common reason builders have withdrawn/failed the program has to do with the thresholds for the front doors. Most builders are using very ornate custom doors and these doors come with manufactured attached/included thresholds and the builders did not want to remove or replace these components.



(House with custom door that had an easy method to comply with the program but unlikely the builder client would desire to amend the door)

RECOMMENDATION:

Staff recommendation is to keep the plan and make it permanent by ordinance.

- Stability in the program will likely encourage more builders/developers to consider the benefits for the home and credit.
- Other than the cost to the City for the credit, there is essentially no negative aspect to the program.
- An ordinance can be written in such a manner that it will hold up over time regardless of how other codes are updated.
- As energy codes evolve over time and get more stringent, it is possible more builders will see benefit to the Visitability Program as these requirements are unlikely to shift dramatically.

INCENTIVE:

The proposed source of the credit is the Building Permit fee from Article 6-105 (a) (4). This fee is .14 cents per sq. ft. of the project area (all areas under the roof) of a home. This incentive is a pass or fail with either 100% of the fee being credited or 0% credited if the home failed to comply. While this may not seem like a significant incentive a lot of the principles of a Visitable Home can be achieved without significant changes to a properties floor plan.

CC: Jane Hudson, Planning & Community Development Director
Beth Muckala, City Attorney III

Attachments: Staff Visitable FAQ Document



City of Norman Visitability Program Q and A

DEVELOPMENT SERVICES DIVISION

Building Permits and Inspections
225 N. Webster, Norman OK 73069
Permits: (405) 366-5339

The below question and answers are regarding the City of Norman's Pilot Visitability Program.

Question: What is a Visitable Dwelling?

Answer: A Visitable Dwelling is a home that has features that allow mobility impaired and aging in place individuals to live in or visit with fewer constraints than most dwellings.

Question: What is the City of Norman's Visitable Resolution?

Answer: City Council extended the program with Resolution R-2021-118 Amendment 1 to continue a Pilot Program that runs through 7/31/2025 for an incentive based program encouraging builders to construct Visitable Dwellings.

Question: What projects are eligible to enroll in the program?

Answer: New One and Two Family Dwellings and Townhouses with less than four dwelling units.

Question: What kind of incentive can a builder get if they complete the program?

Answer: A home that completes the program will not have to pay their building permit fee which is .14 cents per square foot of project area (all areas under the roof). A 2000 square foot home with a 400 square foot garage and a 200 square foot patio would be eligible to receive a credit of \$364 (2600 x .14).

Question: What do I have to do to enroll in the program?

Answer: At the time of submitting for a building permit you should complete the Visitability Program Participation Application. It can be found [HERE](#).

Question: When I submit my enrollment is there anything else I need to do or provide?

Answer: Yes, your floor plans demonstrating compliance with a Visitable dwelling should be submitted and further your Norman Utilities Accounts must be in good standing.

Question: What information needs to be on the floor plans to demonstrate a dwelling will meet the Visitability Code?

Answer: Pertinent details of a visitable dwelling that should be on your plans: no step entry, threshold detail, doors of minimum dimensions, pathways/halls/bottlenecks exceed minimum widths, a bathroom, living room, kitchen all accessed by a Visitable pathway, clear space at the water closet in the visitable bathroom.

Question: I enrolled in the Visitable Program what happens next?

Answers: Your building permit fee will not be charged to you and a building permit will be issued (all other fees must be paid). At this point you will proceed in building and completing the home. Before advancing to Certificate of Occupancy (CO), you must request a Visitable Final Inspection.

Question: When and how do I request the Visitable Final Inspection?

Answer: You will be able to request this inspection after all the trade finals are approved, and all construction is complete – move in ready. For coordination purposes best practice will be to request the Visitable Final at the time of the Building Final. You can request the inspection via our online system at www.normanok.gov or by phone through a Permit Technician.

Answer: I failed my visitable final Inspection what happens now?

There are two options - make the corrections and recall the inspection or withdraw from the program which will require payment of the building permit fee.

Question: Can I get a Certificate of Occupancy (CO) or Temporary Certificate of Occupancy (TCO) before I get my visitable Final Inspection?

Answer: You can get a CO or TCO without an approved Visitable Final Inspection but you will have to withdraw from the program and repay your building permit fee.

What changes to my home are required to make it a Visitable home?

See attached Exert from the ICC A117.1-2009 regarding Type C Visitable Units with added drawing and staff explanations. Key components include:

Where can I find the Visitability Code and ICC A117.1-2009?

https://codes.iccsafe.org/content/icca117-12009/chapter-10-dwelling-units-and-sleeping-units#ICCA117.12009_Ch10_Sec1005

Attachment: Exert from ICC A117.1-2009 with staff explanations in red

Accessible and usable Buildings and Facilities ICC A117.1-2009

Complete Code can be seen at: <https://codes.iccsafe.org/content/icca117-12009>

1005 Type C (Visitable) Units

1005.1 General. Type C (Visitable) dwelling units shall comply with Section 1005.

1005.2 Unit Entrance. At least one-unit entrance shall be on a circulation path complying with Section 1005.5 from a public street or sidewalk, a dwelling unit driveway, or a garage.

1005.3 Connected Spaces. A circulation path complying with Section 1005.5 shall connect the unit entrance complying with Section 1005.2 and with the spaces specified in Section 1005.4.

1005.4 Interior Spaces. The entrance level shall include a toilet room or bathroom complying with Section 1005.6 and one habitable space with an area 70 square feet (6.5 m²) minimum. Where a food preparation area is provided on the entrance level, it shall comply with Section 1005.7.

Exception: A toilet room or bathroom shall not be required on an entrance level with less than 120 square feet (11.1 m²) of habitable space.

1005.5 Circulation Path. Circulation paths shall comply with Section 1005.5.

1005.5.1 Components. The circulation path shall consist of one or more of the following elements: walking surfaces with a slope not steeper than 1:20, doors and doorways, ramps, elevators complying with Sections 407 through 409, and wheelchair (platform) lifts complying with Section 410.

1005.5.2 Walking Surfaces. Walking surfaces with slopes not steeper than 1:20 shall comply with Section 303. *(Section 303 states vertical changes in level restricted to ¼", with ½" elevation change allowed if the surface has a beveled surface at a 1:2 slope)*

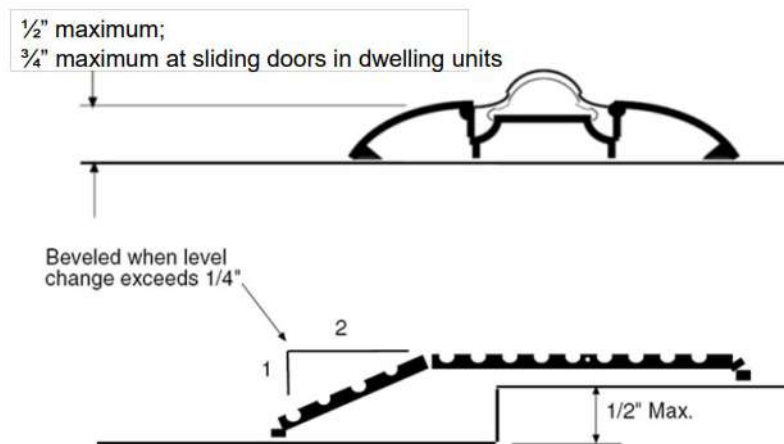
1005.5.2.1 Clear Width. The clear width of the circulation path shall comply with Section 403.5. *(Per 403.5 typically 36" wide minimum)*

1005.5.3 Doors and Doorways. Doors and doorways shall comply with Section 1005.5.3

1005.5.3.1 Clear Width. Doorways shall have a clear opening of 31 3/4 inches (805 mm) minimum. Clear opening of swinging doors shall be measured between the face of the door and stop, with the door open 90 degrees.

1005.5.3.2 Thresholds. Thresholds shall comply with Section 303. *(Changes in level restricted to 1/4", with 1/2" elevation change allowed if the surface has a beveled surface at a 1:2 slope. See detail.)*

Exception: Thresholds at exterior sliding doors shall be permitted to be 3/4 inch (19 mm) maximum in height, provided they are beveled with a slope not steeper than 1:2.

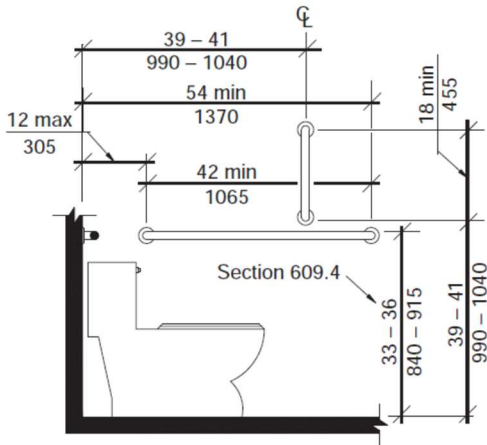


1005.5.4 Ramps. Ramps shall comply with Section 405. *(A ramp is a surface with a slope greater than 1:20 with a maximum slope of 1:12, it must be 36" wide minimum, must have a landing at the top and bottom and requires handrails on both sides of the ramp if there is 6" of vertical travel)*

Exception: Handrails, intermediate landings and edge protection are not required where the sides of ramp runs have a vertical drop off of 1/2 inch (13 mm) maximum within 10 inches (255 mm) horizontally of the ramp run.

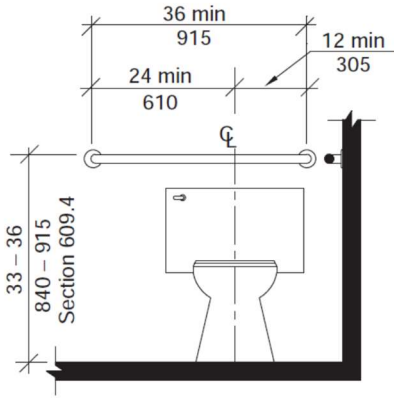
1005.5.4.1 Clear Width. The clear width of the circulation path shall comply with Section 403.5. *(Per 403.5 typically 36" wide minimum)*

1005.6 Toilet Room or Bathroom. At a minimum, the toilet room or bathroom required by Section 1005.4 shall include a lavatory and a water closet. Reinforcement shall be provided for the future installation of grab bars at water closets. Clearances at the water closet shall comply with Section 1004.11.3.1.2. *(Reinforcement for Grab bars is required at the water closet. See Figures 604.5.1 and 604.5.2 for locations to install them. Clearances at water closets to comply with a Type B Dwelling See drawings from Figure 1004.11.3.1.2.)*



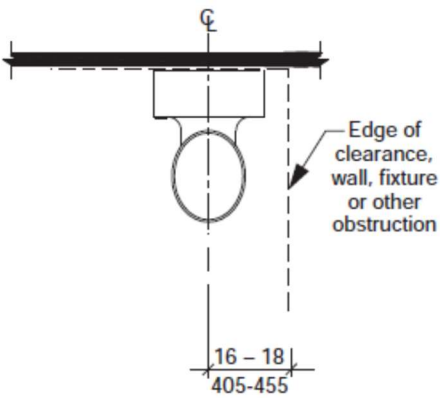
Note: For children's dimensions see Fig. 609.4.2

FIG. 604.5.1
SIDE WALL GRAB BAR FOR WATER CLOSET

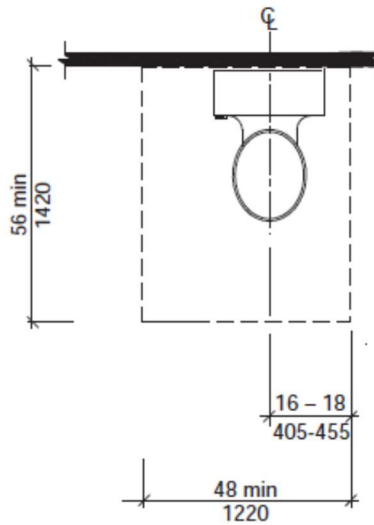


Note: For children's dimensions see Fig. 609.4.2

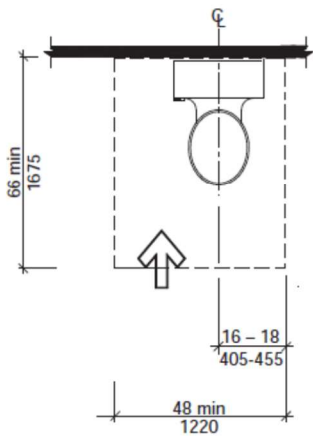
FIG. 604.5.2
REAR WALL GRAB BAR FOR WATER CLOSET



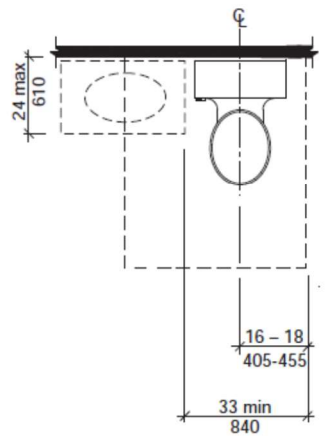
(a) Water closet location



(b) Clearance width and depth



(c) Increased clearance depth - forward approach



(d) Clearance with lavatory overlap

FIG. 1004.11.3.1.2
CLEARANCE AT WATER CLOSETS IN TYPE B UNITS

1005.7 Food Preparation Area. At a minimum, the food preparation area shall include a sink, a cooking appliance, and a refrigerator. Clearances between all opposing base cabinets, counter tops, appliances or walls within the food preparation area shall be 40 inches (1015 mm) minimum in width.

Exception: Spaces that do not provide a cooktop or conventional range shall be permitted to provide a clearance of 36 inches (915 mm) minimum in width.

1005.8 Lighting Controls and Receptacle Outlets.

Receptacle outlets and operable parts of lighting controls shall be located 15 inches (380 mm) minimum and 48 inches (1220 mm) maximum above the floor.

Exception: The following shall not be required to comply with Section 1005.8.

1. Receptacle outlets serving a dedicated use.
2. Controls mounted on ceiling fans and ceiling lights.
3. Floor receptacle outlets.
4. Lighting controls and receptacle outlets over countertops.

Community Planning and Transportation Committee

Visitability Pilot Program

5/22/2025



Visitability and Accessibility

- Visitable Dwelling: Offers a few specific features making a home easier for mobility-impaired people to live in and visit. (visitability.org)
- Accessible Building: The intent of these sections is to allow a person with a physical disability to independently get to, enter, and use a site, facility, building, or element. (Section 101, ICC A117.1-2009)



Visitability v. Accessibility

Item 2.

Visitable Dwelling Unit	Accessible Dwelling Unit
No step entry and compliant entry path required.	No step entry and compliant entry path required.
Routes to required areas to be 36" wide typically Doors to be 31.75" in the clear wide.	All Routes to be 36" wide typically Doors to be 31.75" in the clear wide.
Bathroom: Toilet/Sink with backing and clearances at the toilet required.	Bathroom: Toilet/sink/bathing with grab bars installed and proper clearances for all of them. Counters at accessible heights and laid out for proper reach distances.
Kitchen: Which includes a sink, cooking appliance, and refrigerator to have a path to these areas typically 40" wide.	Kitchen: Has proper widths, reach ranges, counter heights, with clear spaces for the sink and all appliances.
A living room or similar is to be on a compliant route that is at least 70 sqft in area.	All the living space on the accessible floor level has to be compliant including sleeping rooms, laundry rooms, game rooms and similar.
Receptacle outlets and lighting controls to be installed between 15" and 48" typically.	Outlets, lighting controls, switches, environmental controls, electrical panel boards, security controls and similar to be installed at a compliant height and reach distance.

As defined by the ICC ANSI 117.1-2009
CITY OF NORMAN



Visitability v. Accessibility

Item 2.

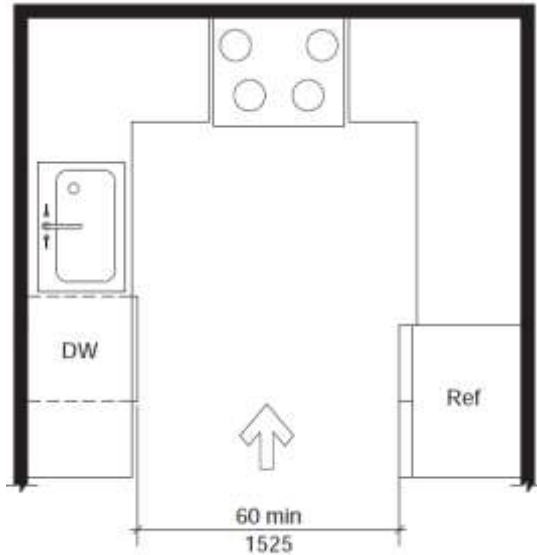
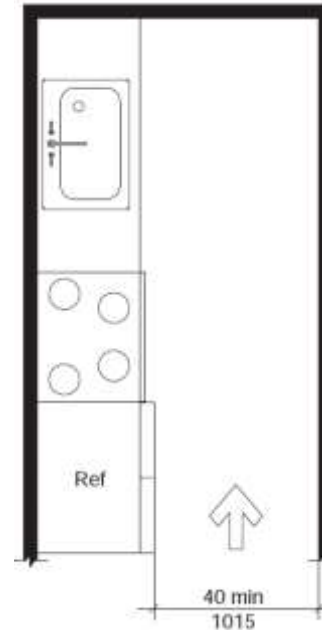


FIG. 1004.12.1.2
U-SHAPED KITCHEN CLEARANCE IN TYPE B UNITS



36" width would be ok for Visitable needs if the range wasn't here and certain features like counter heights and reach ranges are not obligated.



Current Visitability Codes

- The currently adopted codes for the State of Oklahoma and City of Norman for Residential Construction are the 2018 IRC and for accessibility is the ICC A117.1-2009.
- ICC A117.1-2017 is the most current version of the Accessible Standard. The Oklahoma Uniform Building Code Commission (OUBCC) updates the Building Codes statewide at their discretion but generally every 3 years. It is likely during the Summer of 2026 the state codes will update and the new standard for accessibility will be the A117.1-2017 and the new standard for Residential Construction will be the 2024 IRC.
- In the 2009 version of the ICC A117.1-2009 Standard it included a new section Type C VISIBLE Units this is included in the 2017 version of the standard.



History of the Norman Visitability Code

Item 2.

January through April 2019: The Citizen Ad Hoc Committee for Accessible Housing met, discussed and drafted the Norman Visitability Code.

May 2019: At the CPT meeting the Ad Hoc Committee presented the Norman Visitability Code, draft document for consideration to staff and members with request that the document be compared to the current building codes and practices, as well as other visitability codes.

The document was to be discussed during the annual City Council retreat.

The original proposed Norman Visitability Code was an organic interpretation of the Fair Housing Act Design Manual, which was published in 1998. The manual is a 300 page design guide but not a prescriptive code. While many of the concepts in the Fair Housing Act have been put forth in other building codes it is not one staff has adopted or utilizes as a current standard.



History of the Norman Visitability Code (cont.)

Item 2.

- Staff provided recommendations to the Community Planning and Transportation Committee on 5/27/2021 to consider a 2 year program adopting the Nationally Recognized ICC ANSI 117.1 2009 Standards for Visitability as an incentive program where participants could receive a credit of \$.14/sf if their home was built to the Standard.
- Council adopted the resolution on June 22nd of 2021 to adopt the program as a 2 year program.
- Staff came back to CPTC in March of 2023 and in discussion it was agreed to extend the program for an additional 2 years. Resolution R-2021-118 Amendment 1 was approved by Council for a 2 year period and the program is set to expire August 1 , 2025.



Current Program Statistics

Item 2.

- 67 enrolled currently
- 10 have Completed the program and received a credit
- 47 withdrew/did not pass the program
- 10 are still in the program as of today
- 9 applied in year 2021
- 40 applied in year 2022
- 7 applied in year 2023
- 9 applied in year 2024
- 2 applied in year 2025

Data accurate as of 5/14/2025



Program Outcomes

Item 2.

In discussions with applicants that withdrew these were some common reasons:

- Lot features made the no step entry a challenge. Drainage or large elevation changes. There are developments especially those with hills and elevation changes that creating no step entries are not easy and to do so could invite moisture intrusion.



CITY OF NORMAN



Program Outcomes

Item 2.

- Cannibalization: Most of our spec builders participate in Energy Credit Programs. In roughly the same window as the Visitability Program we have had over 650 Homes enrolled in the Energy Credit Program.



Program Outcomes

Item 2.

- Customer wanted features outside the scope of program custom front doors and ornate entry's.



Staff Recommendation

Item 2.

- Staff recommends keeping the program and making it a permanent program by Ordinance. The reference to the Type “C” Visitable Dwelling from the A117.1 can be referenced in such an adoption which ensures that if future updates occur in this standard, the programs benchmark home updates with it.
- By making the program permanent future builders and developers can certainly consider this as a cost savings option for the future developments.
- Over time we could see builders gravitate to the Visitable Home Program if Energy Code Compliance becomes more difficult.
- Alternatively we could allow the program to sunset or explore a different program with different parameters.
- Alternatively our building codes could be updated to make a visitable home a minimum standard not an incentive.
- There is little downside to the program other than the cost to the City from the Credit.



Direction and Questions

