



XPRESS OPERATIONS COMMITTEE

September 3, 2020

Xpress Operations Committee Meeting

Thursday, September 3, 2020

Proposed Agenda

- I. Call to Order – Howard Mosby, Chair
- II. Approval of the Meeting Minutes for July 2, 2020
- III. Approval of the Agenda for September 3, 2020
- IV. Xpress Performance Report – Jamie Fischer
- V. Xpress Transit Operations RFP Overview – Gail Franklin
- VI. Xpress Fare Changes – Dionne Kirksey
- VII. Title VI – Fixed Route Requirements Overview – Parker Martin
- VIII. Adjourn



A Regional Transit Operator within the **ATL** 

XPRESS PERFORMANCE REPORT

Jamie M. Fischer, PhD | September 3, 2020

Office of Transportation Performance & Innovation

XPRESS SYSTEM PERFORMANCE

► Ridership Productivity

- COVID Monitoring Detail



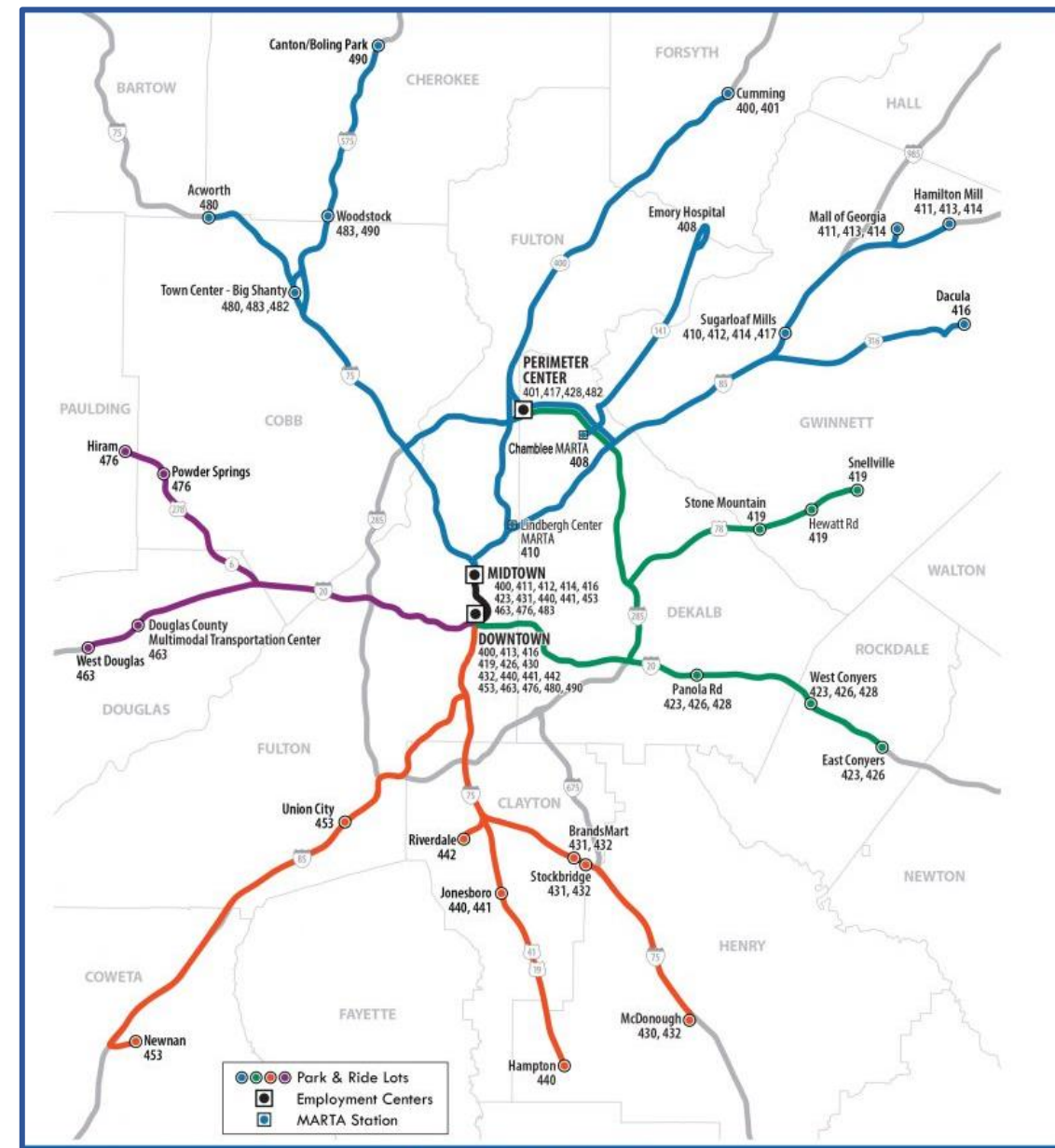
► System Reliability

- On Time Performance Update

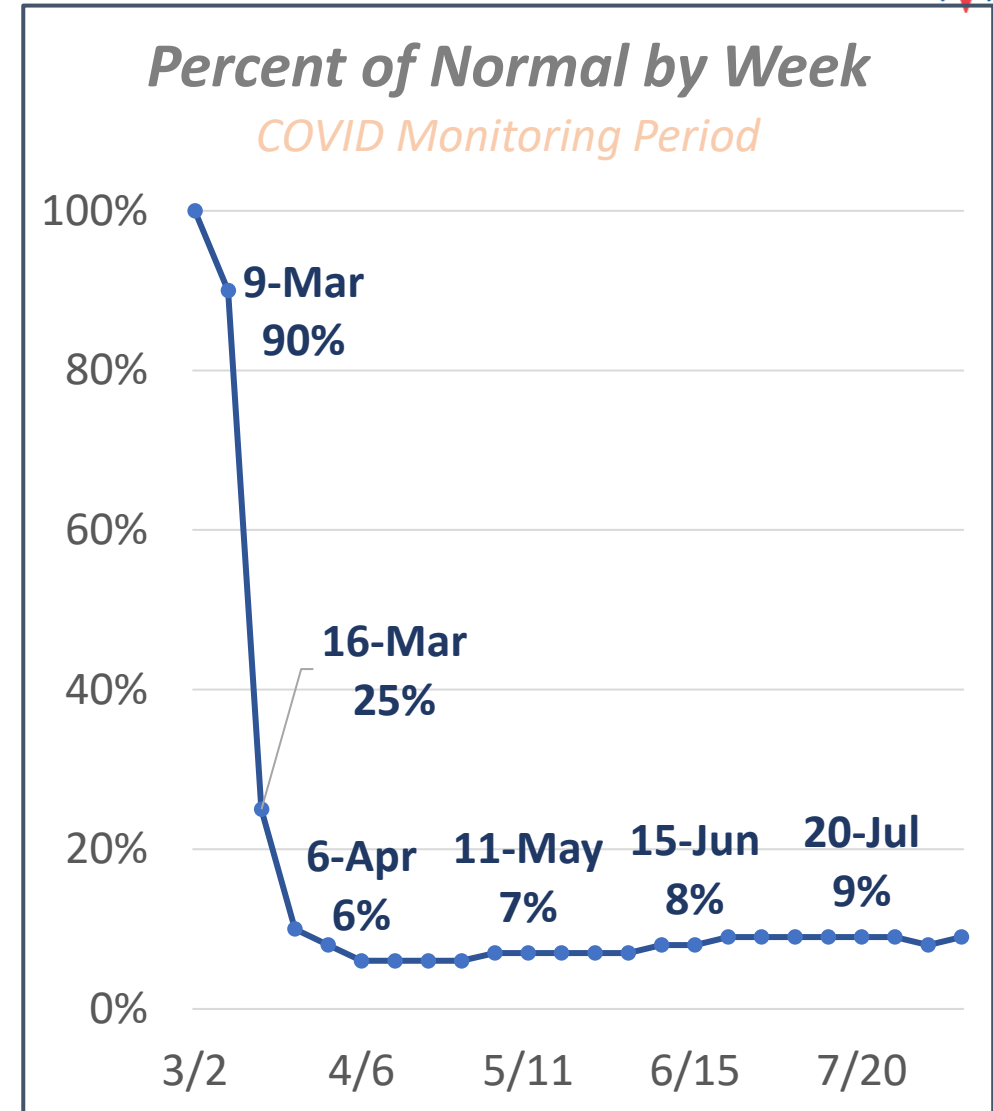
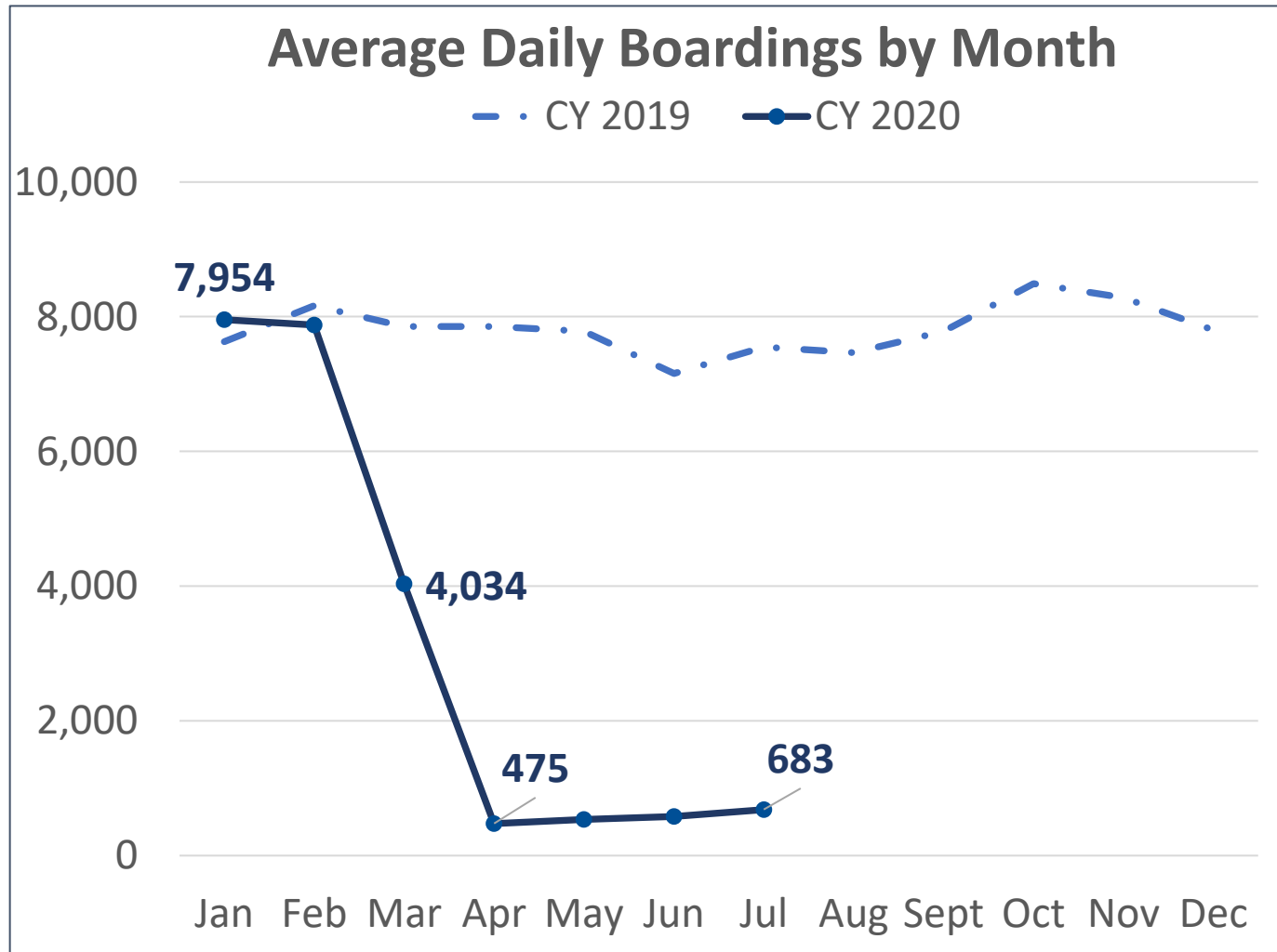


► Recent Customer Feedback

- Comments and Complaints



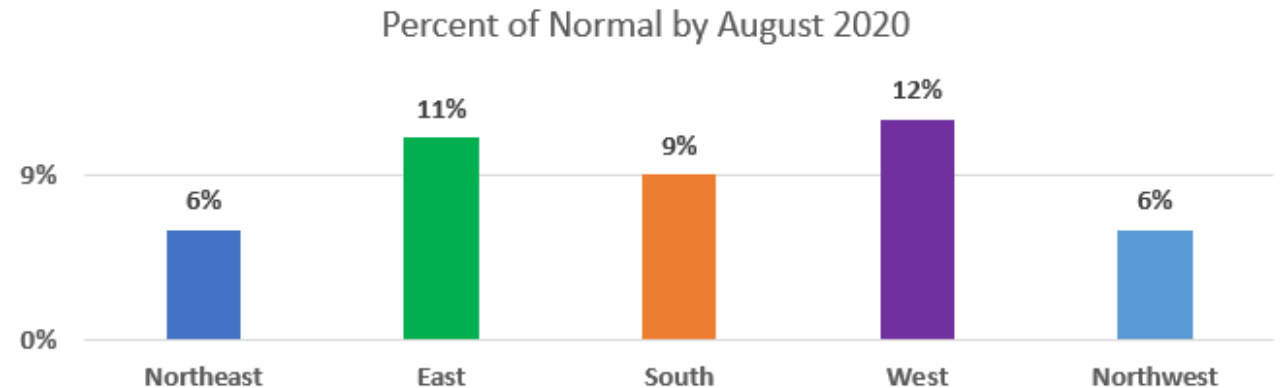
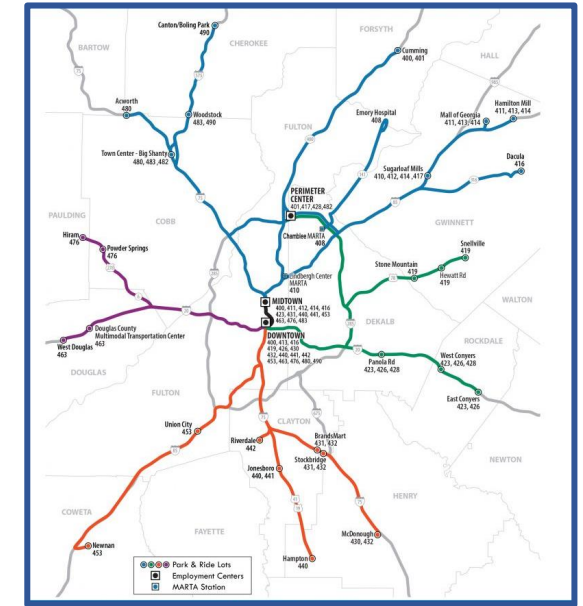
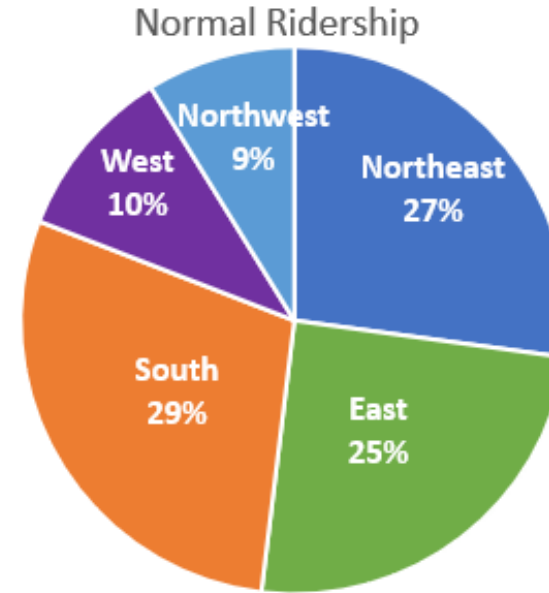
XPRESS RIDERSHIP| COVID-19



XPRESS RIDERSHIP| *by Corridor*



- Changes to travel behavior have varied across the Atlanta region.
- Routes and trip times with the highest ridership are currently in the East and South.
- Maximum capacity is currently set at 26 passengers.





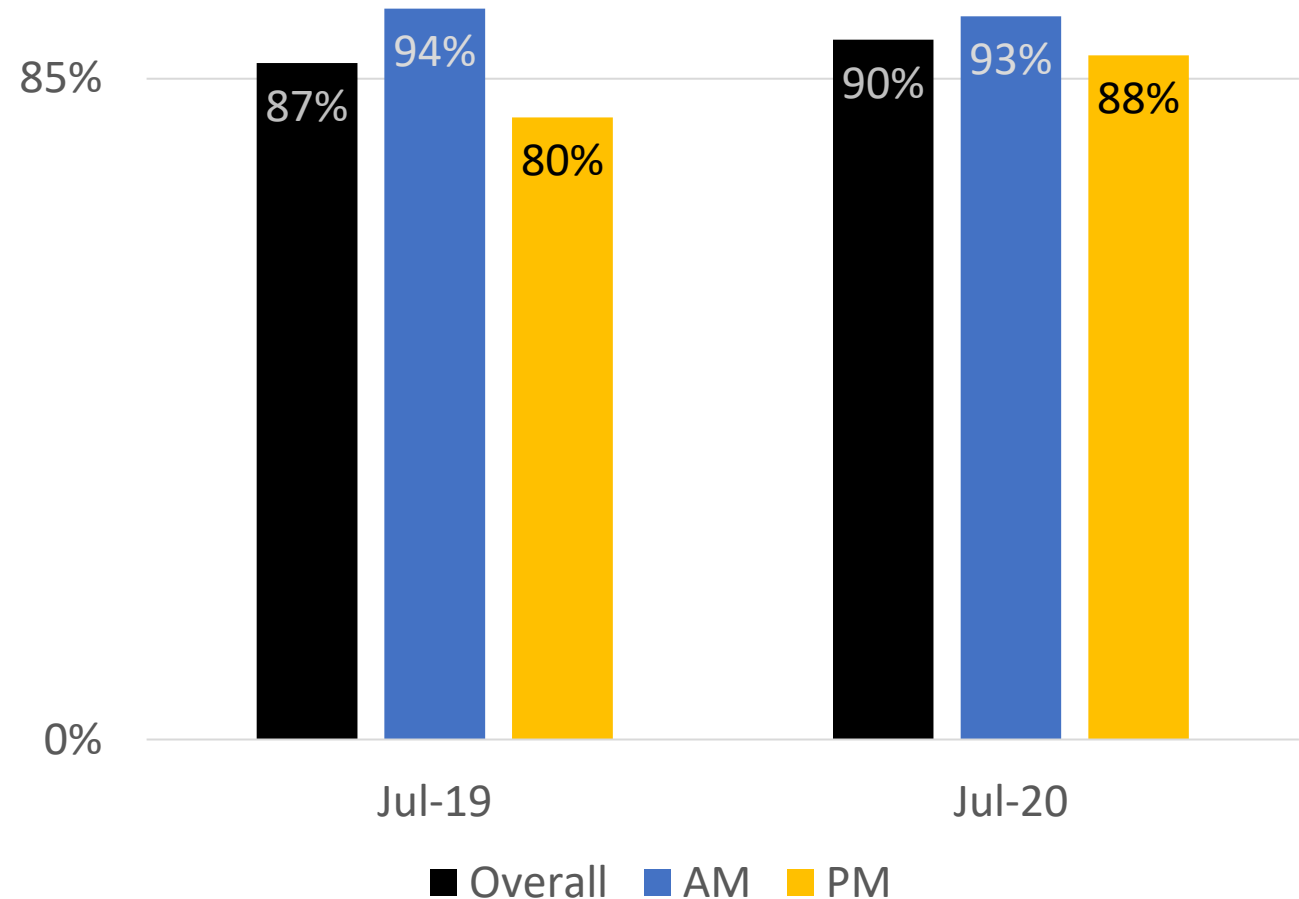
XPRESS SYSTEM RELIABILITY

► The most common reason customers give for riding Xpress is **“to avoid traffic.”**

► **On-time performance is best...**

- In the morning, when traffic is more consistent
- At the first point pick-up stop (*contractors held to 85%*)
- For routes that can use the Georgia Express Lanes

On Time Trip Departures

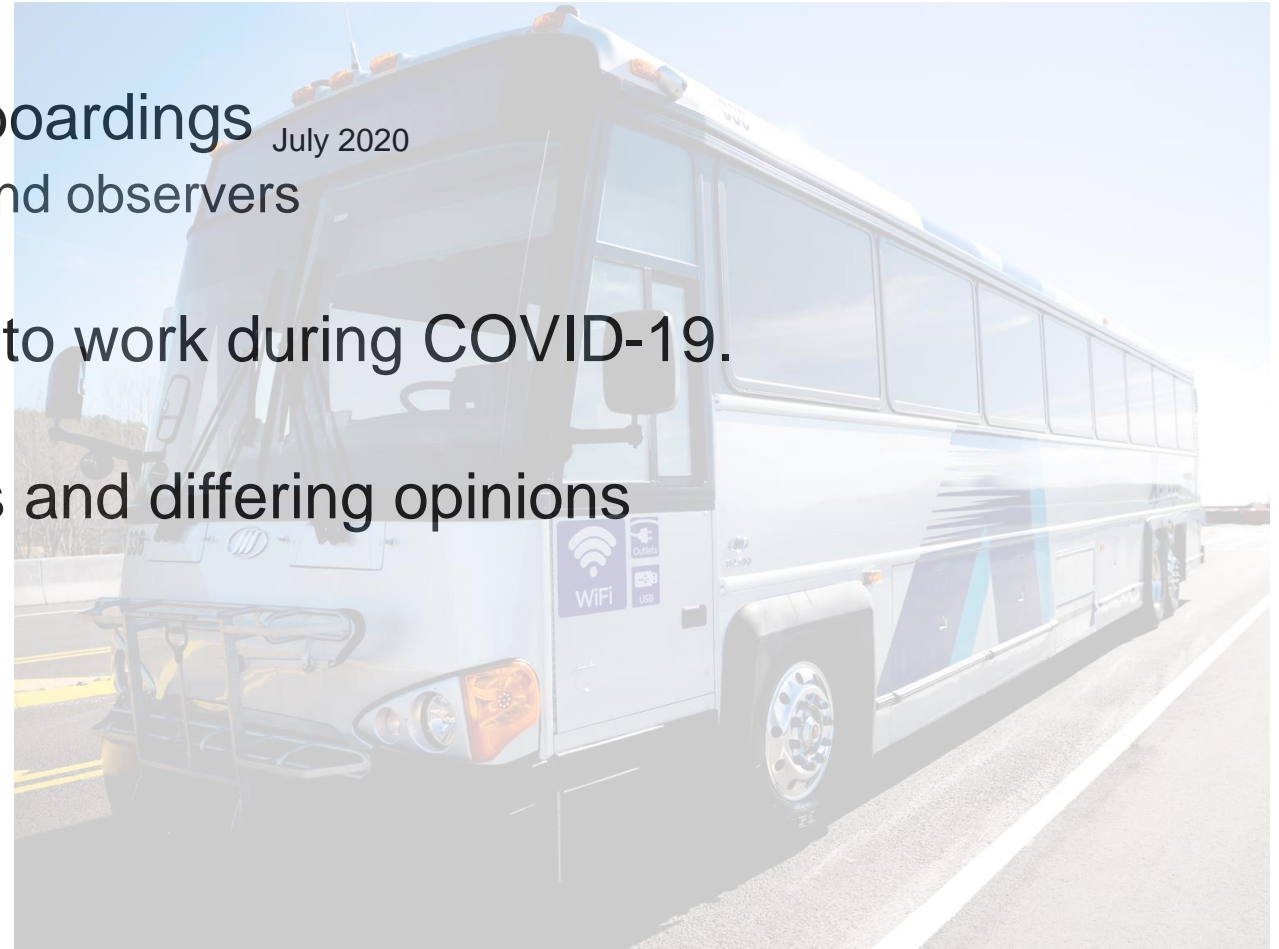




XPRESS CUSTOMER FEEDBACK

Recent Feedback

- ▶ Fewer than 3 complaints per 1,000 boardings
 - Includes complaints from customers and observers
- ▶ Grateful customers who can still get to work during COVID-19.
- ▶ Questions about COVID precautions and differing opinions regarding mask wearing.
- ▶ Most Common Complaints in July:
 - On time performance
 - Operator behavior & driving





Thank You!
Questions?



Xpress Transit Operations Request for Proposal (RFP)

ATL Operations Committee

Gail Franklin

September 3, 2020

SOLICITATION

- ▶ The Atlanta-region Transit Link Authority (ATL) along with the Gwinnett County Board of Commissioners will request competitive sealed proposals from qualified firms to provide Transit System Operations and Maintenance Services.
 - ATL Xpress System
 - 25 commuter fixed routes
 - North and South Ops Facilities
 - The Gwinnett County Transit System
 - 4 commuter fixed routes,
 - 1 reverse commute fixed route,
 - 7 Fixed Route Local routes with complimentary ADA Paratransit service
 - Future micro transit service
 - North Ops Facility
 - Park and Ride Lots

TYPE AND TERM OF CONTRACT

- ▶ Joint Procurement, but Individual Contracts with the Successful Proposer for a Turnkey contract
 - The Contract is for an initial term of three (3) years with the option of renewing the Contract for up to two (2), one-year renewal periods.
 - The initial price proposal submitted in response to this solicitation will remain in effect in the event ATL and the County exercise any renewal options.
 - Any Contract renewals shall be at the sole discretion of ATL and the County and shall be made in writing and executed by both parties.
- ▶ Federal Participation
 - Financed in part by funds from the United States Department of Transportation (USDOT) as awarded through programs of its operating administrations, including the Federal Transit Administration (FTA).
 - FTA requirements governing the use of federal funds are in effect.
- ▶ The ATL's Agency Disadvantage Business Enterprise Participation goal of 9.62% is stated in the Contract.
- ▶ Estimated Annual Contract Expenditure Amount: \$13,000,000



SCOPE OF WORK

	Operations Contract	ATL	Other Contract(s)
Labor	X		
Maintenance	X		
Parts	X		
South Ops Facility Maint/Management*	X	X	X
Technology*	X	X	
Tools	X		
Cleaning	X		
Safety*	X	X	
Construction*		X	X
P&R Lots (Utilities, Landscape, Maintenance)			X
QA/QC*	X	X	
Shelters and Signage		X	
Performance Reporting		X	
Compliance*	X	X	
Education and Marketing		X	
Drug and Alcohol*	X	X	
Customer Service		X	

* Denotes shared responsibility



Key Solicitation Schedule Dates

▶ Issue date	September 1, 2020
▶ Proposal due date	November 16, 2020 (2:00 PM)
▶ Anticipated Notice of intent to award	December 2020
▶ Anticipated contract award	January 2021
▶ Anticipated service start date	July 1, 2021



Questions



A Regional Transit Operator within the ATL 

XPRESS FARE CHANGES

Dionne Kirksey

September 3, 2020

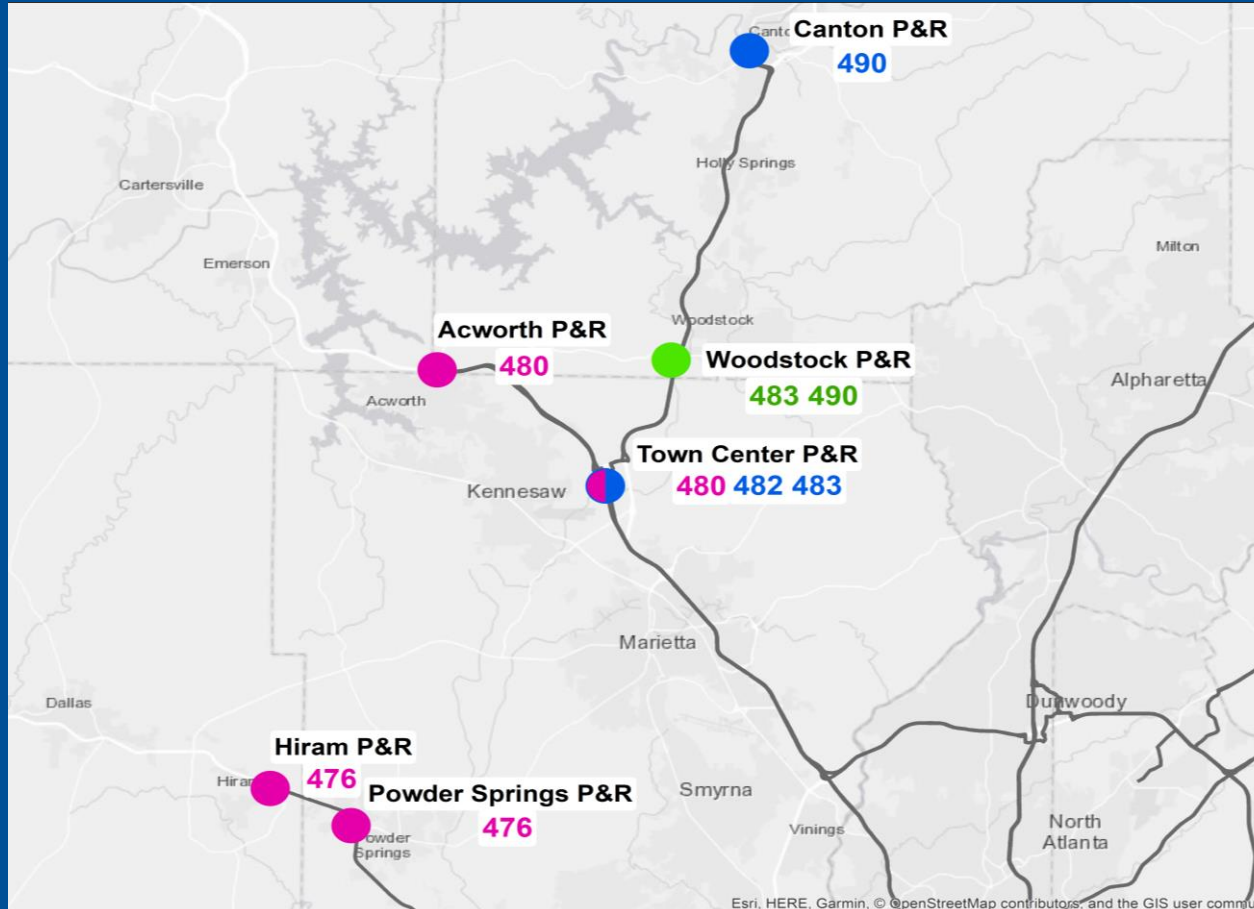
PURPOSE OF XPRESS FARE CHANGE

- ▶ To migrate the fare structure for Cobb County operated Xpress routes, from CobbLinc fare structure to Xpress blue zone fare structure (Routes 476 and 480)
- ▶ To address the discrepancies in Green/Blue Zone assignments for another route in NWC (Route 483)
- ▶ To standardize fare zones for routes operated out of the same Park and Ride Lot (Route 480 & 483)
- ▶ With these changes, the Xpress fare structure in Cobb County will mirror the current Xpress fare structure in Gwinnett County.

Fare Product	Blue Zone	Green Zone	CobbLinc
Single Trip	\$ 4.00	\$ 3.00	\$ 5.00
Return Trip	\$ 7.00	\$ 5.00	\$ 10.00
10 Trip	\$ 35.00	\$ 25.00	\$ 32.50*
Monthly Pass	\$ 125.00	\$ 100.00	\$ 125.00
* Normalized from Cobb 20 trip fare			



CURRENT FARE STRUCTURE



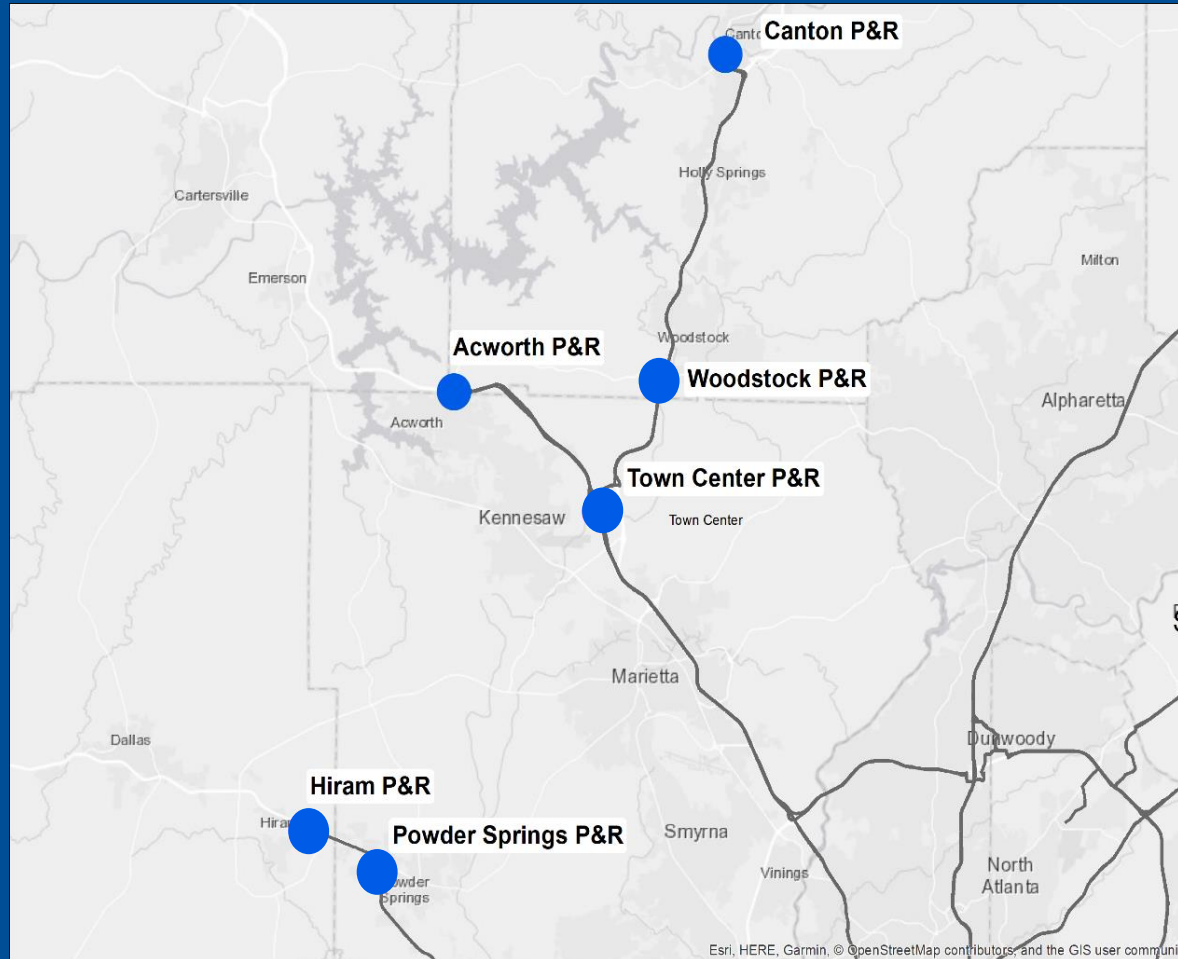
Pink - CobbLinc fare structure

Blue - Xpress Blue Zone fare structure

Green - Xpress Green Zone fare



NEW FARE STRUCTURE



Blue - Xpress Blue Zone fare structure



RESULTS

Fare Change Equity Analysis

- Based on the demographic analysis of riders who will be impacted by the proposed fare change, the results do not indicate that there will be a disparate impact to minority riders, nor will the proposed changes disproportionately burden low-income riders

Public Comment Period

- The 30-day public comment period yielded 24 comments:
 - 22 via the online form
 - 1 comment at the public hearing
 - 1 comment via email



CONCLUSION

- ▶ The SRTA Board approved the Xpress Fare Changes on June 23, 2020.
 - Changing the Cobb-operated routes 476 and 480 from CobbLinc fares to the Xpress Blue Zone fares
 - Changing routes 483 and 490 that are operated from the Woodstock Park and Ride lot from Xpress Green Zone fare to the Xpress Blue Zone fare
- ▶ Implementation has been delayed due to COVID-19
- ▶ Fare changes will be effective January 1, 2021





QUESTIONS?



A Regional Transit Operator within the **ATL** 

TITLE VI – FIXED ROUTE REQUIREMENTS OVERVIEW

Parker Martin | September 3, 2020

Office of Transportation Performance & Innovation



Title VI Overview

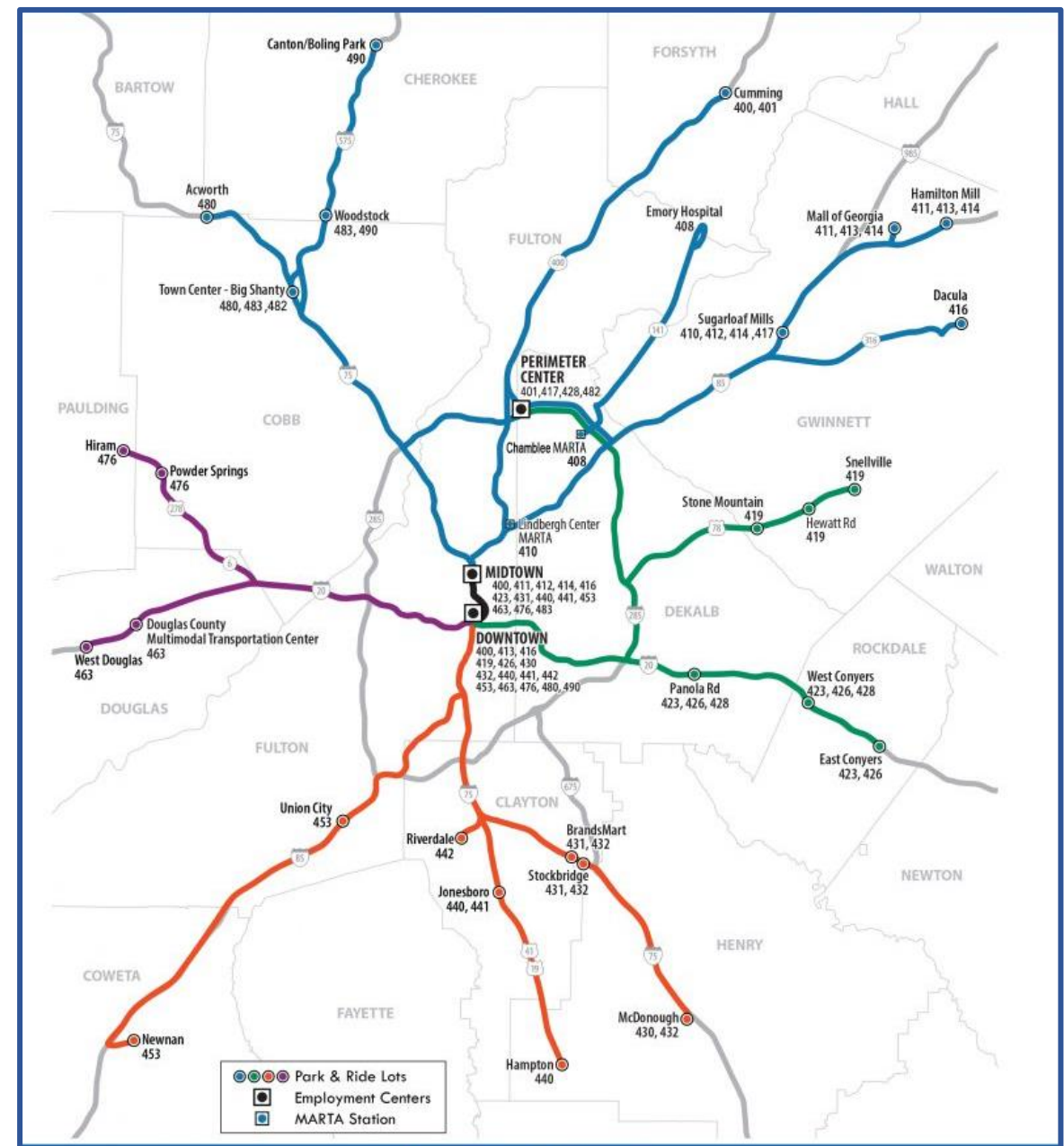


- Title VI prohibits discrimination on the basis of race, color, or national origin per Civil Rights Act of 1964
- Fixed-Route transit providers required to approve and adopt additional components of Title VI Program:
 - Service Standards and Policies
 - Title VI Thresholds for determining impacts to minority and low-income riders
 - Major Service Change and Fare Change Policies



Service Standards and Policies

- Service Availability
- Distribution of Transit Amenities
- Vehicle Assignment
- On-Time Performance
- Route and Trip Productivity
 - Passengers per Trip
 - Farebox Recovery
 - Maximum Vehicle Load
- Vehicle Headways





Title VI Thresholds, Defined by and for Xpress

- **Minority Route**
 - Any route that has a percentage of minority riders at least 15 percentage points greater than the percent minority ridership for all of Xpress
- **Low Income Route**
 - Any route in which the percentage of low-income riders is at least 3 percentage points greater than the percent of low-income ridership for all of Xpress

Minority Routes
408
423
426
428
432
441
442

Low Income Routes
408
419
426
442

*Based on results of Xpress Onboard Survey
conducted in Spring 2018*



Major Service Change and Fare Change Policies

- **Major Service Change**
 - Addition of a new route
 - Deletion of existing route
 - Change to route that increases/decreases revenue hours by at least 25%
- **Fare Change**
 - Any change to fares, fare policy, and fare media
- **Proposed changes require public comment period, equity analysis, and Board approval**

Product	Xpress Green Zone	Xpress Blue Zone
One-Way	\$3	\$4
Round-Trip	\$5	\$7
10-Trip	\$25	\$35
31-Day	\$100	\$125

Required Board and Committee Actions

- ▶ Approve and adopt Title VI Program, at least once every three years; and any changes to Title VI policies *(action by administrative committee)*
- ▶ Approve proposed major service changes
- ▶ Approve proposed fare changes
- ▶ Approve results of service standards monitoring, at least once every three years



QUESTIONS?



XPRESS OPERATIONS COMMITTEE

September 3, 2020