



XPRESS OPERATIONS COMMITTEE

November 5, 2020

Xpress Operations Committee Meeting

Thursday, November 5, 2020

Proposed Agenda

- I. Call to Order – Howard Mosby, Chair
- II. Approval of the Meeting Minutes for September 3, 2020
- III. Approval of the Agenda for November 5, 2020
- IV. Xpress Operations Report – Jamie Fischer
- V. Xpress Route Changes – Dionne Kirksey – **Action Item**
- VI. Adjourn



A Regional Transit Operator within the **ATL** 

XPRESS PERFORMANCE REVIEW

Jamie M. Fischer, PhD | November 5, 2020

Office of Transportation Performance & Innovation

XPRESS SYSTEM PERFORMANCE

► Ridership Productivity

- COVID Monitoring Detail



► Xpress Fare Revenue

- Fares by Source



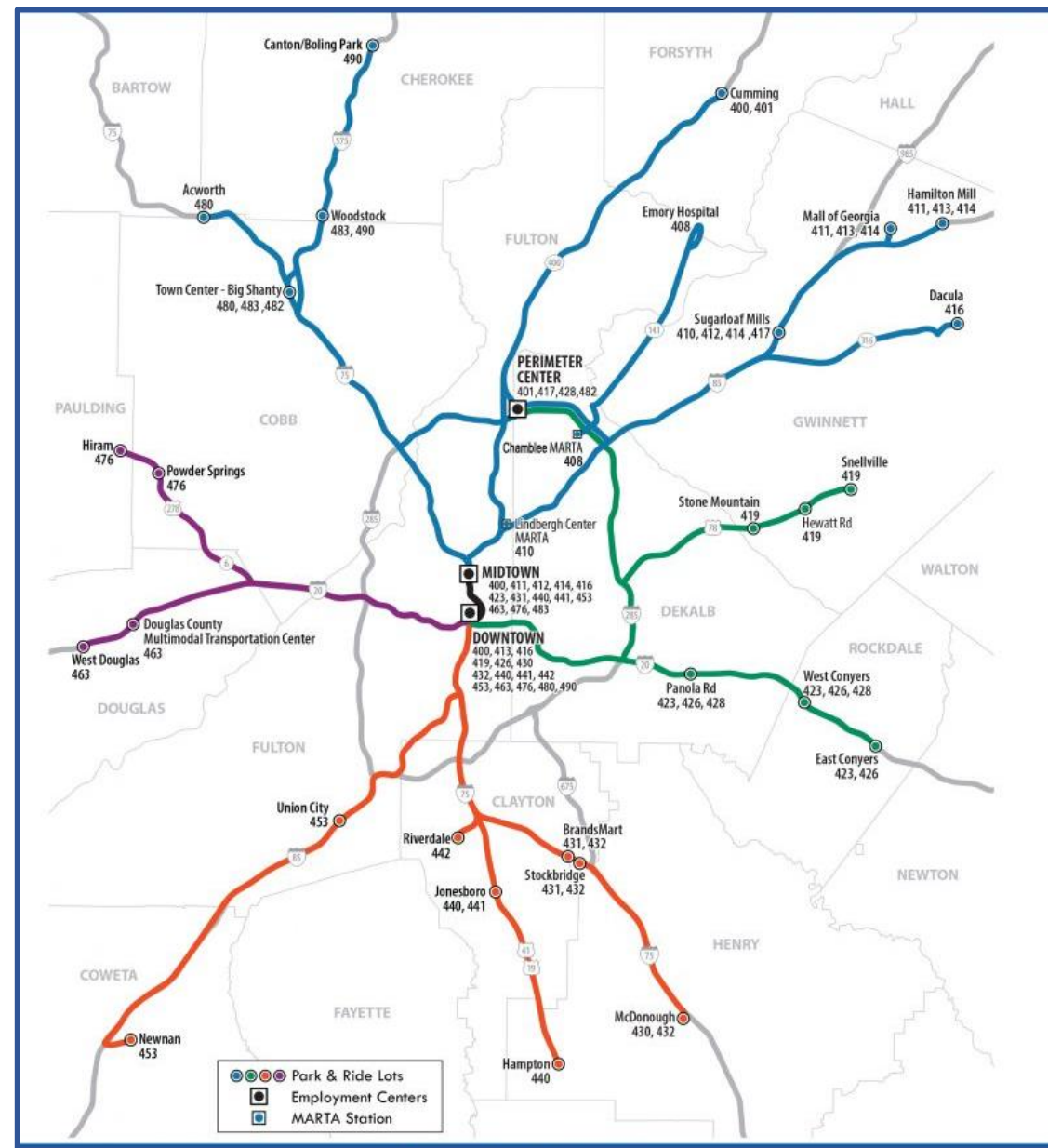
► System Reliability

- On Time Performance Update



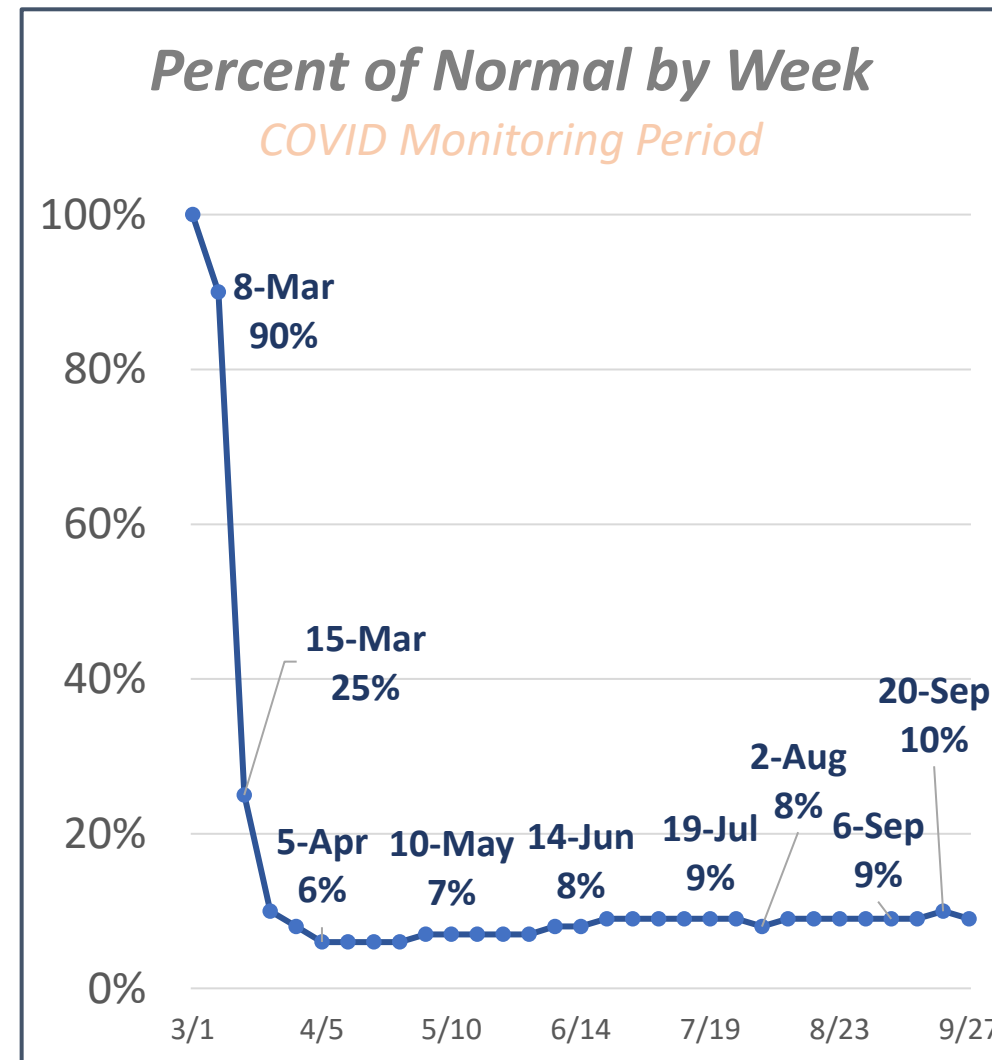
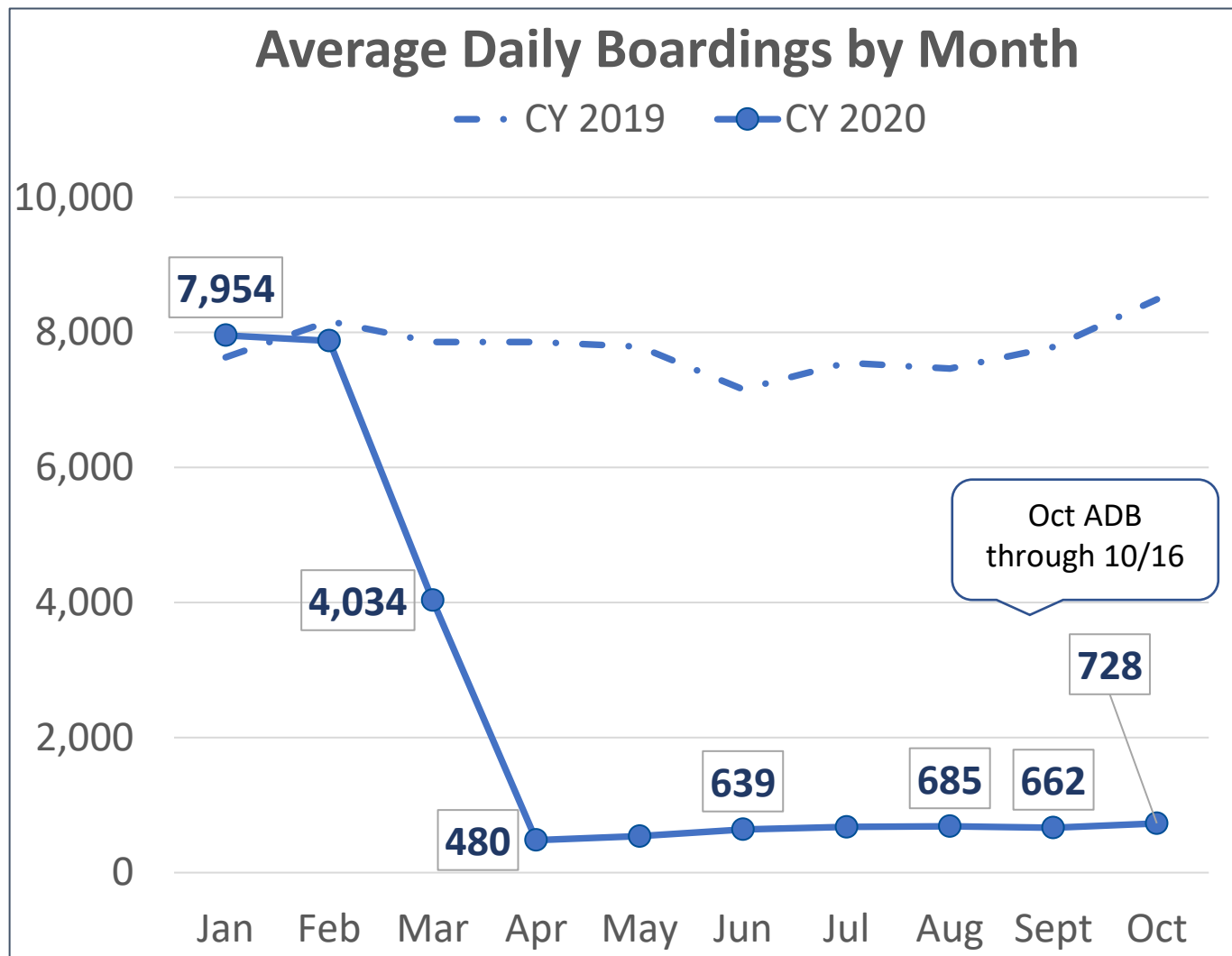
► Recent Customer Feedback

- Comments and Complaints



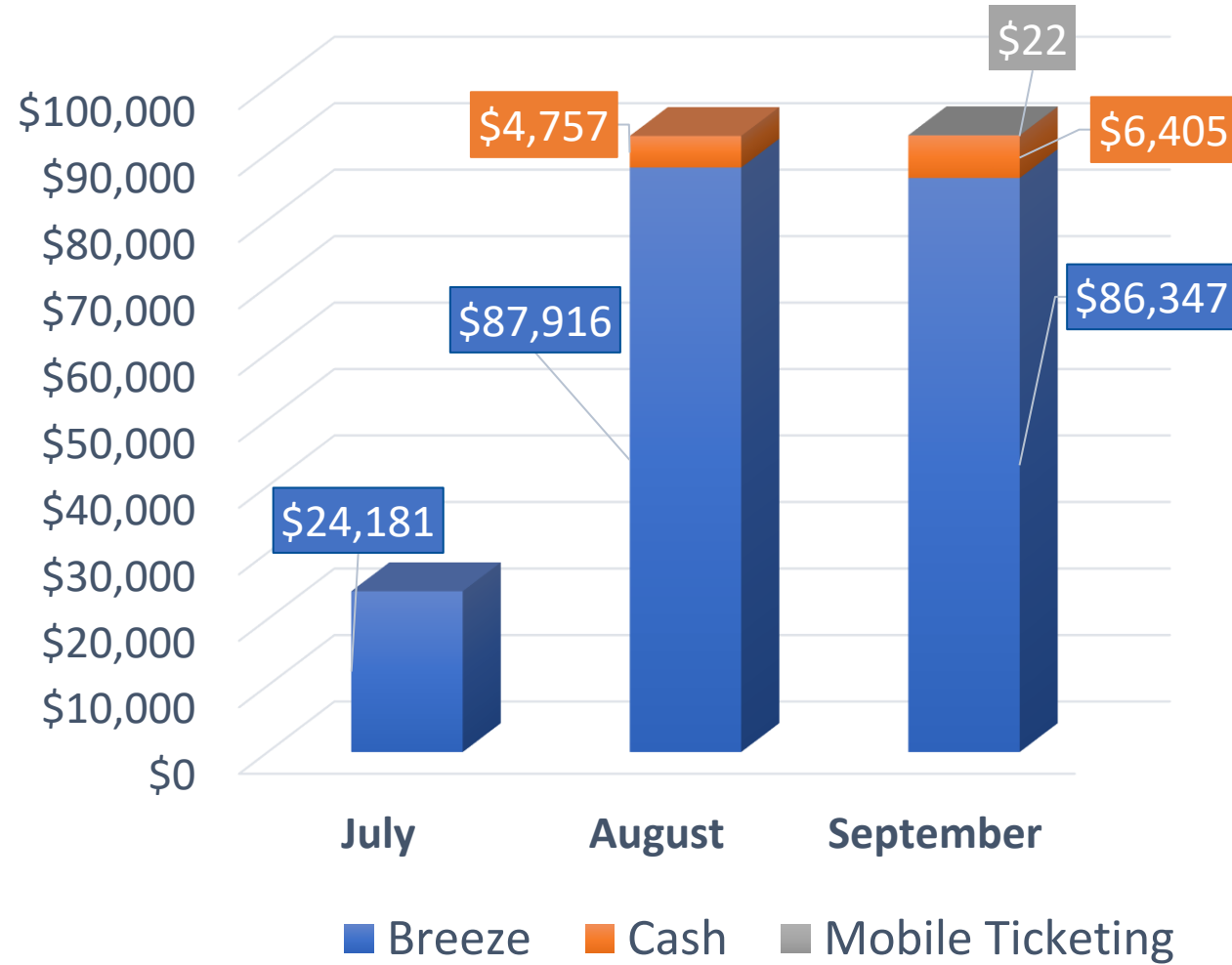


XPRESS RIDERSHIP | COVID-19





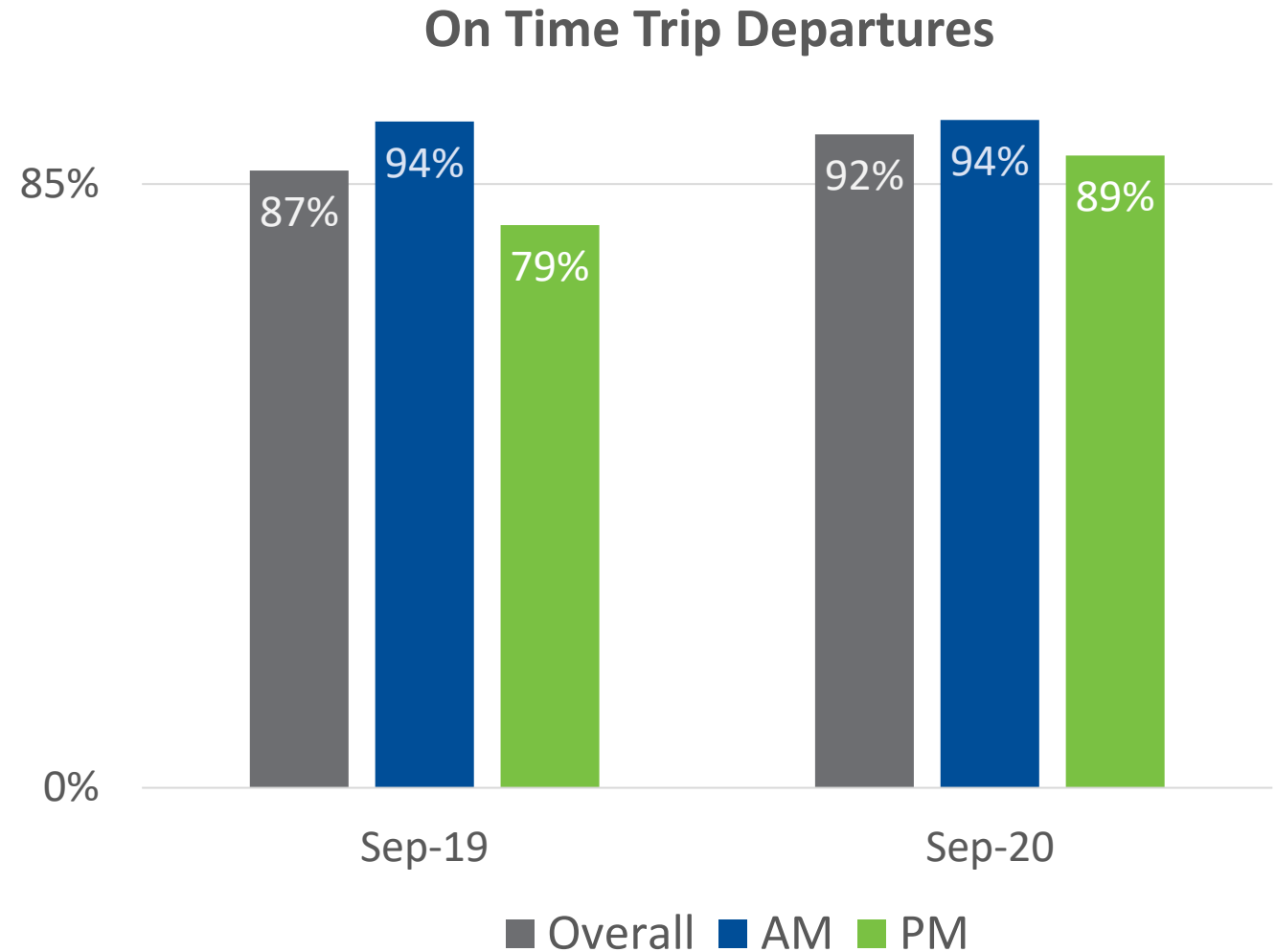
XPRESS FARE REVENUE | *FY 2021 (Q1)*



XPRESS SYSTEM RELIABILITY | SEPTEMBER COMPARISON



- ▶ 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

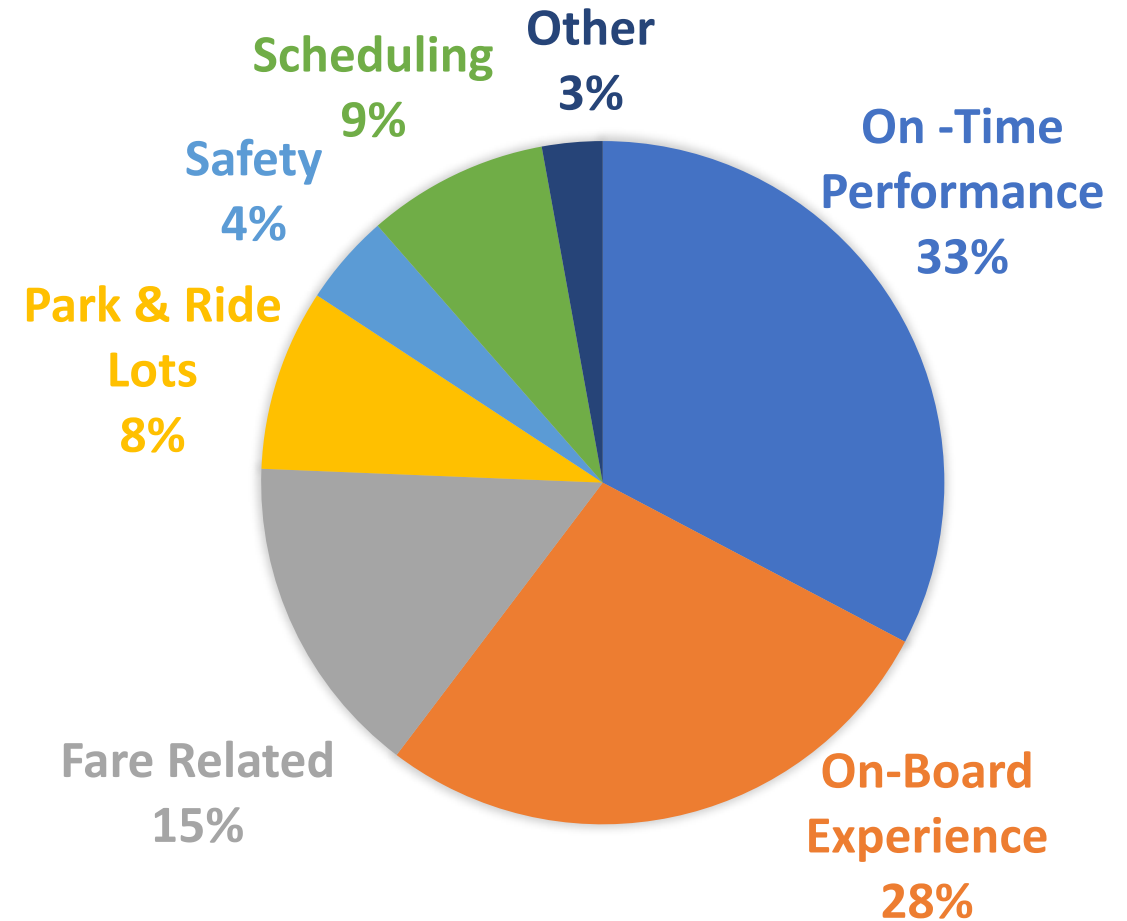




Fewer than 3 complaints per 1,000 boardings

Recent Feedback

- ▶ Several customers commended their bus drivers for kindness and driving skills
- ▶ Most common complaints:
 - Bus no-shows or early departures
 - Schedule changes should be communicated consistently across platforms
 - Repetitive COVID safety announcements
 - On-board driver attitude
 - Fare collection concerns





Thank You!
Questions?



A Regional Transit Operator within the ATL 

PROPOSED SERVICE CHANGES

Dionne Kirksey

November 5, 2020



A Regional Transit Operator within the **ATL** 

PRESENTATION OUTLINE

- Background of Routes
- Service Standards
- Justification for Proposed Service Elimination
- Title VI Equity Analysis
- Mitigation Measures
- Public Comment and Outreach
- Conclusion and Next Steps

BACKGROUND

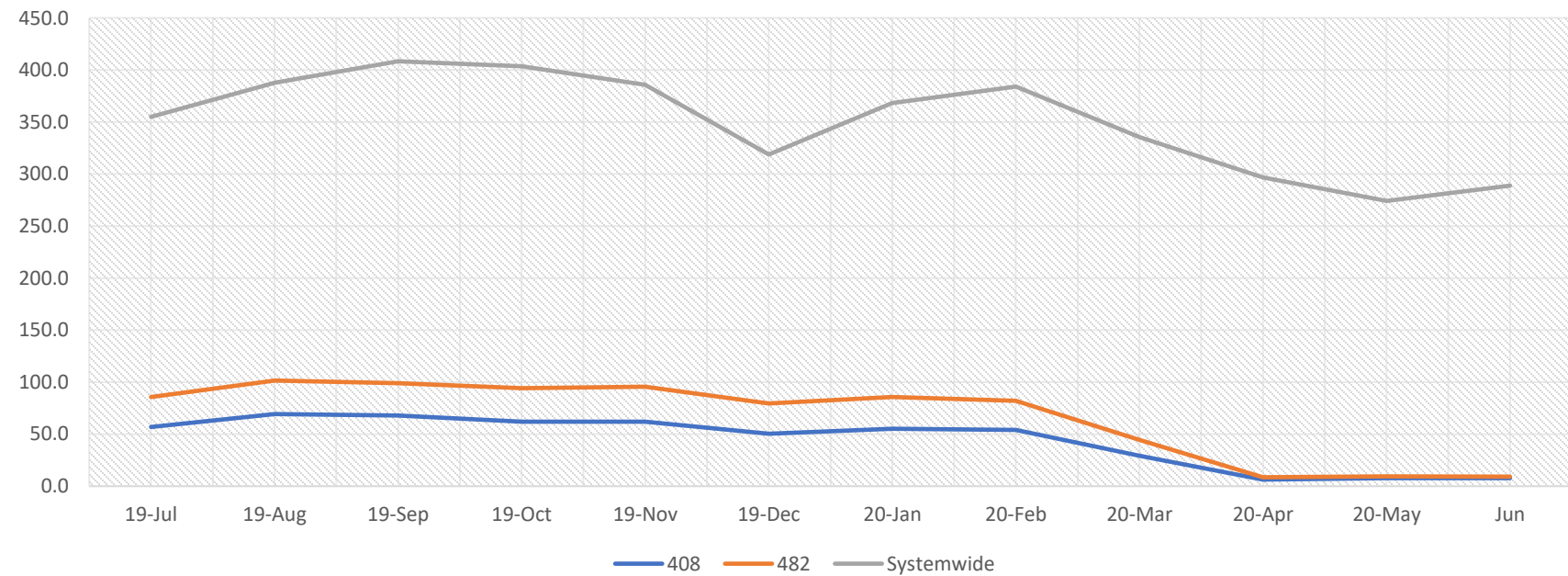
❑ Route 408 - Chamblee MARTA Station to Johns Creek

- Service Commenced – May 2005
(15 years)

❑ Route 482 – Town Center (Big Shanty) to Perimeter Center Area

- Service Commenced – August 2017 (3 years)

Average Daily Boardings Systemwide for an Individual Route (FY 2019)



SERVICE STANDARDS

❑ Tools to measure/evaluate route and service performance

- **Identifies underperforming or unproductive service**

- **Major Service Change consists of one of the following:**

- ✓ Addition of a new route

- ✓ Elimination of existing route

- ✓ Change to route that increases/decreases revenue hours by at least 25%

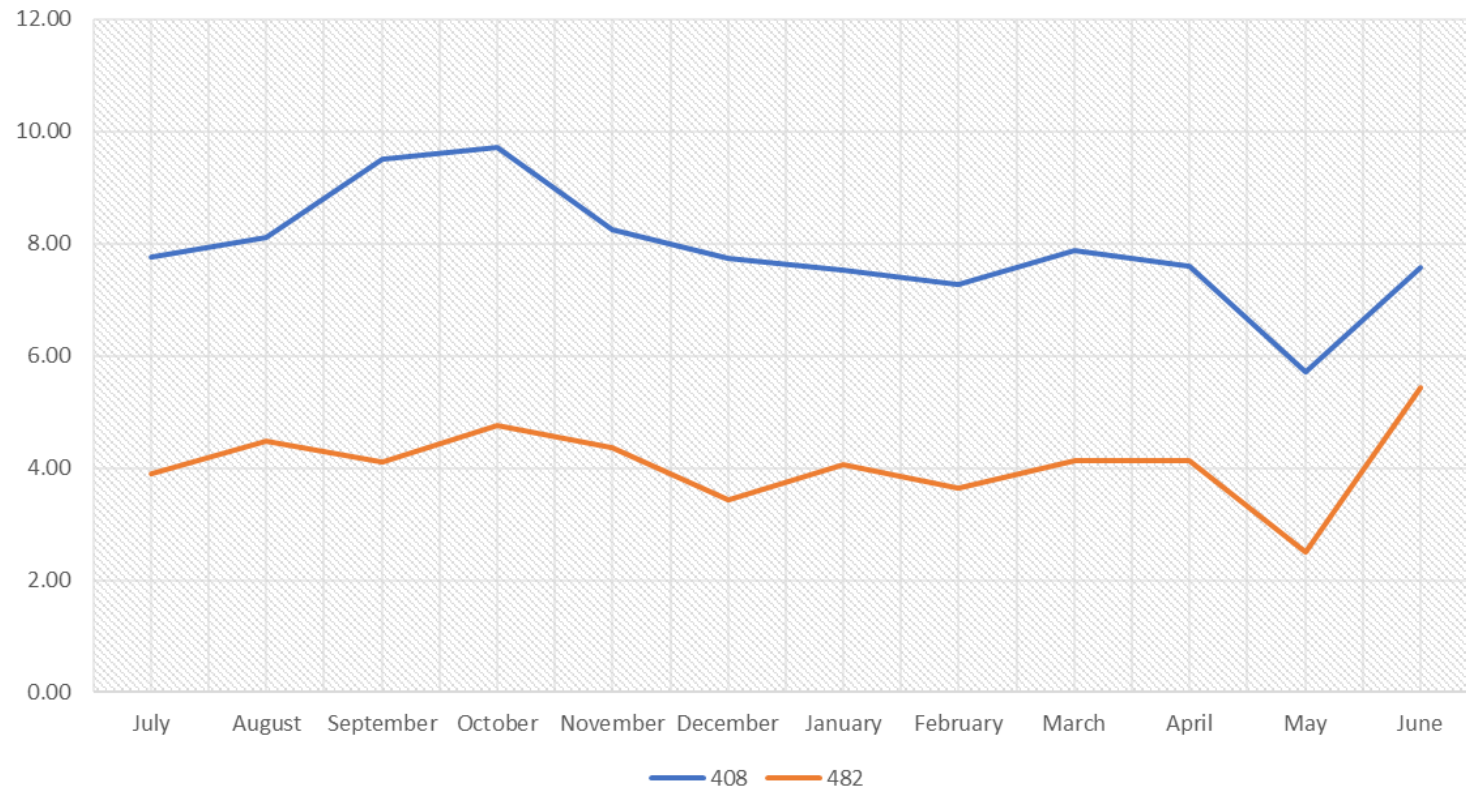
❑ Proposed Major Service Changes require public participation, equity analysis, and board approval

JUSTIFICATION FOR PROPOSED SERVICE ELIMINATION

- ❑ Xpress is proposing the elimination of Routes 408 and 482 due to low ridership
- ❑ Decision based on Xpress Trip and Route Productivity Standards

Service Standards	Years of Operation			
	Year 1	Year 2	Year 3	Year 4 & Longer
Minimum Customers Per Trip	8	11	14	17

Average Passengers Per Trip by Month (FY 2019)



TITLE VI EQUITY ANALYSIS

- Purpose of the analysis is to determine if proposed changes result in adverse impacts to minority and low-income groups
- Route eliminations will result in disproportionate burden to low-income riders

Title VI Threshold Low Income Riders Percentage	
Xpress Title VI Threshold	11%
Combined Routes %	23%
<i>Route 408</i>	<i>38%</i>
<i>Route 482</i>	<i>0%</i>

- No disparate impact to minority riders



MITIGATION MEASURES

❑ To mitigate the disproportionate burden to low-income riders, Xpress will educate riders on alternative transit options through:

- Press release
- Flyers distributed to customers & information displayed on monitors of coaches
- Social Media- (Facebook and Twitter)
- Website
- E-Newsletter
- SMS Text (Everbridge)

▪ **Route 408**

- ✓ GCT Route 35 (Peachtree Pkwy – Doraville MARTA Station)
- ✓ MARTA Rail (Gold Line)
- ✓ Carpool/Vanpool

▪ **Route 482**

- ✓ Xpress 480 Acworth/Town Center (Big Shanty) to Downtown
- ✓ Xpress 483 Woodstock/Town Center (Big Shanty) to Midtown
- ✓ MARTA Rail (Red Line)
- ✓ Carpool/Vanpool

PUBLIC COMMENT AND OUTREACH



❑ Public Comments Period + Process:

- Public comment period – (October 2, through October 31, 2020)
- Comment platforms
 - ✓ Email : titleVI@atltransit.ga.gov
 - ✓ Phone: (404) 893 – 2100
 - ✓ In-person at Outreach Events (Comment Cards)
 - ✓ Mail: 245 Peachtree Center Avenue, NE Suite 2200, Atlanta GA 30303

Language Assistance & Other Accommodations

❑ Public Outreach:

- 6 Outreach events
 - ✓ October 22nd – Chamblee MARTA Station (6:00am – 08:30am & 4:15pm – 6:00pm)
 - ✓ October 27th – Town Center (Big Shanty) Park and Ride Lot (5:15am – 6:30am & 4:15pm – 6:00pm)
 - ✓ October 29th – ATL Offices at Peachtree Center (12:00pm-2:00pm & 6:00pm – 8:00pm)
- Flyers distributed to customers and information displayed on monitors of coaches
- Social Media- (Facebook and Twitter)
- WSB-TV Commercial (Air dates 10/10/20, 10/22, 10/26 and 10/28)
- Newspapers (The Atlanta Voice, Korea Daily and Daily Report)

❑ Public Comments Received: *(thru 10/23/2020)*

- 3 comment received (1 in support and 2 opposed) on the proposed route eliminations



CONCLUSION AND NEXT STEPS

- ☐ Staff is requesting Board consideration for elimination of Xpress Routes 408 and 482
 - ✓ Committee review and consideration on 11/5/2020
 - ✓ If recommended by committee then full Board consideration on 12/3/2020
- ☐ Notify the public of Service Elimination
- ☐ Proposed changes would be implemented on January 4, 2021





Questions?



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