



XPRESS OPERATIONS COMMITTEE

January 7, 2021

Xpress Operations Committee Meeting

Thursday, January 7, 2021

Proposed Agenda

- I. Call to Order – Howard Mosby, Chair
- II. Approval of the Meeting Minutes for March 5, 2020
- III. Approval of the Agenda for January 7, 2021
- IV. Xpress Performance Review – Jamie Fischer
- V. COVID Protection Measures Implementation – Gail Franklin
- VI. Xpress System Operations Update – Gail Franklin
- VII. Adjourn



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XPRESS PERFORMANCE REVIEW

Jamie M. Fischer, PhD | January 7, 2021

Office of Transportation Performance & Innovation

XPRESS SYSTEM PERFORMANCE

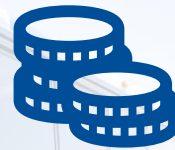
► Ridership Productivity

- COVID Monitoring Detail



► Xpress Fare Revenue

- Fare Collection Breakdown



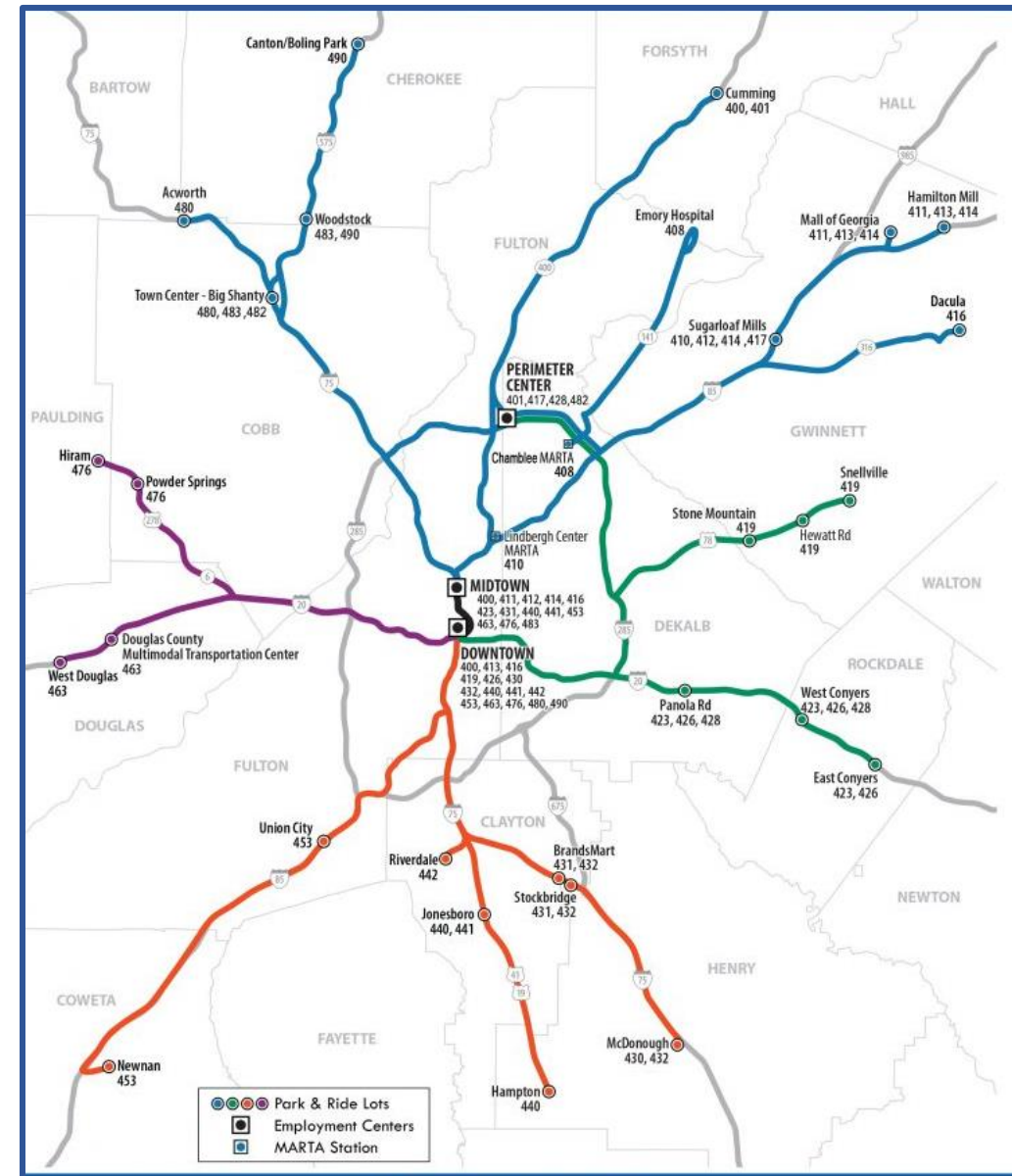
► System Reliability

- On Time Performance Update



► Recent Customer Feedback

- Comments and Complaints



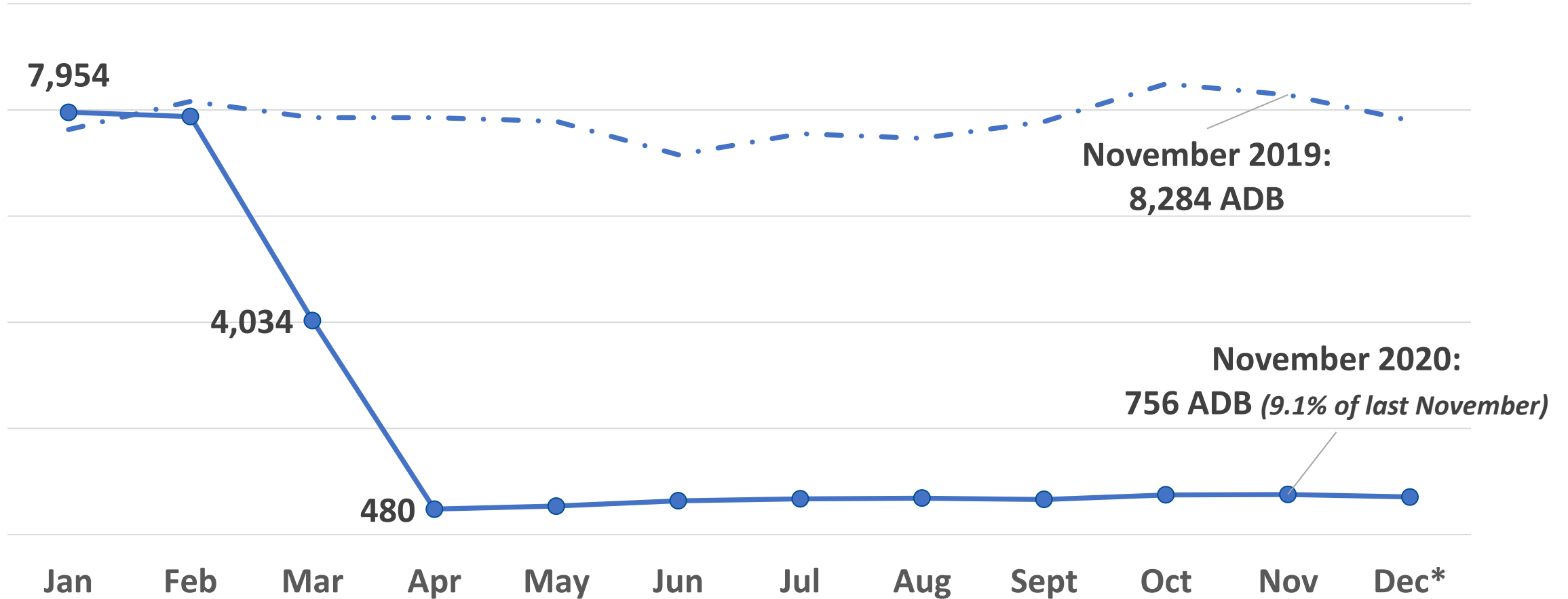


XPRESS RIDERSHIP – 2020 COVID Period

AVERAGE DAILY BOARDINGS (ADB)

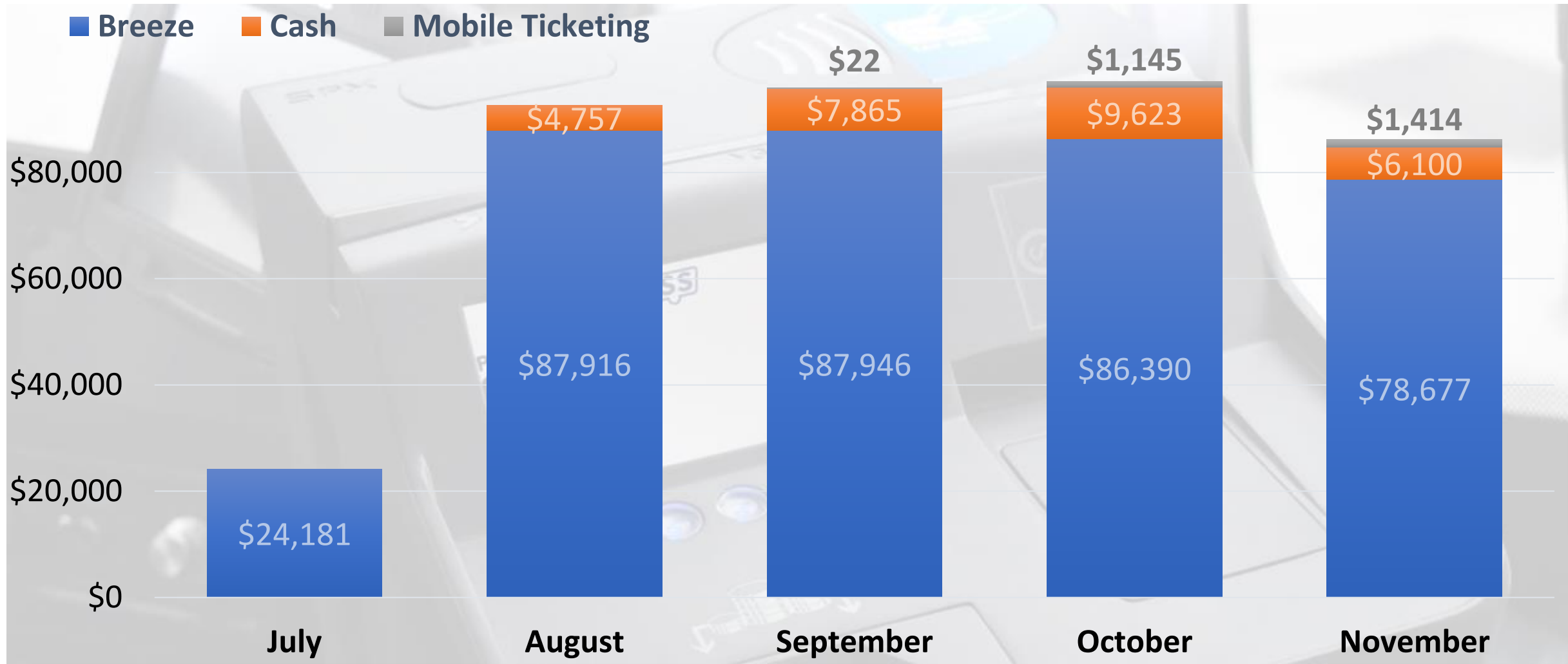
— · CY 2019

—● CY 2020





XPRESS FARE REVENUE – *FY21 to Date*



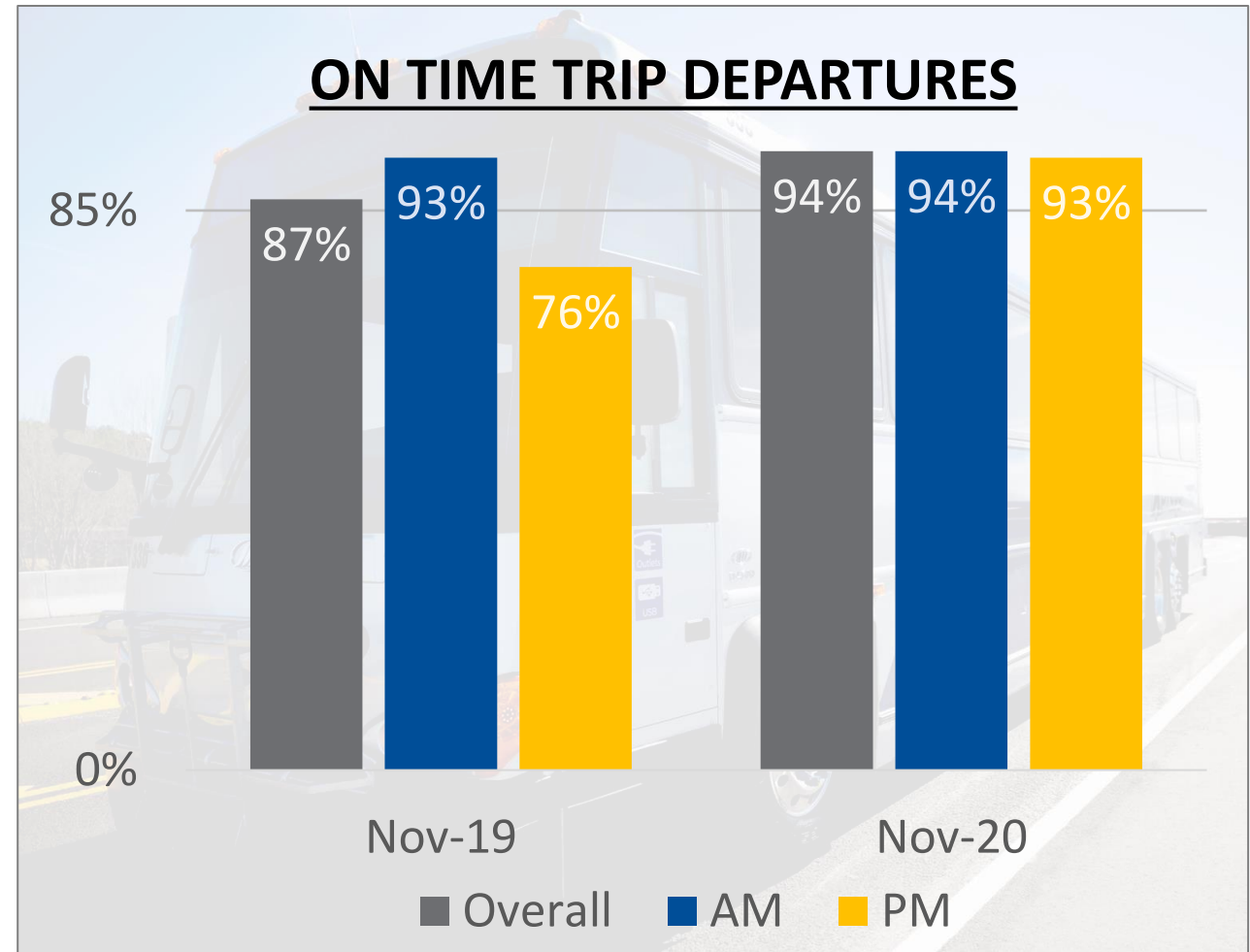


XPRESS SYSTEM RELIABILITY - *Year over Year*

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

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



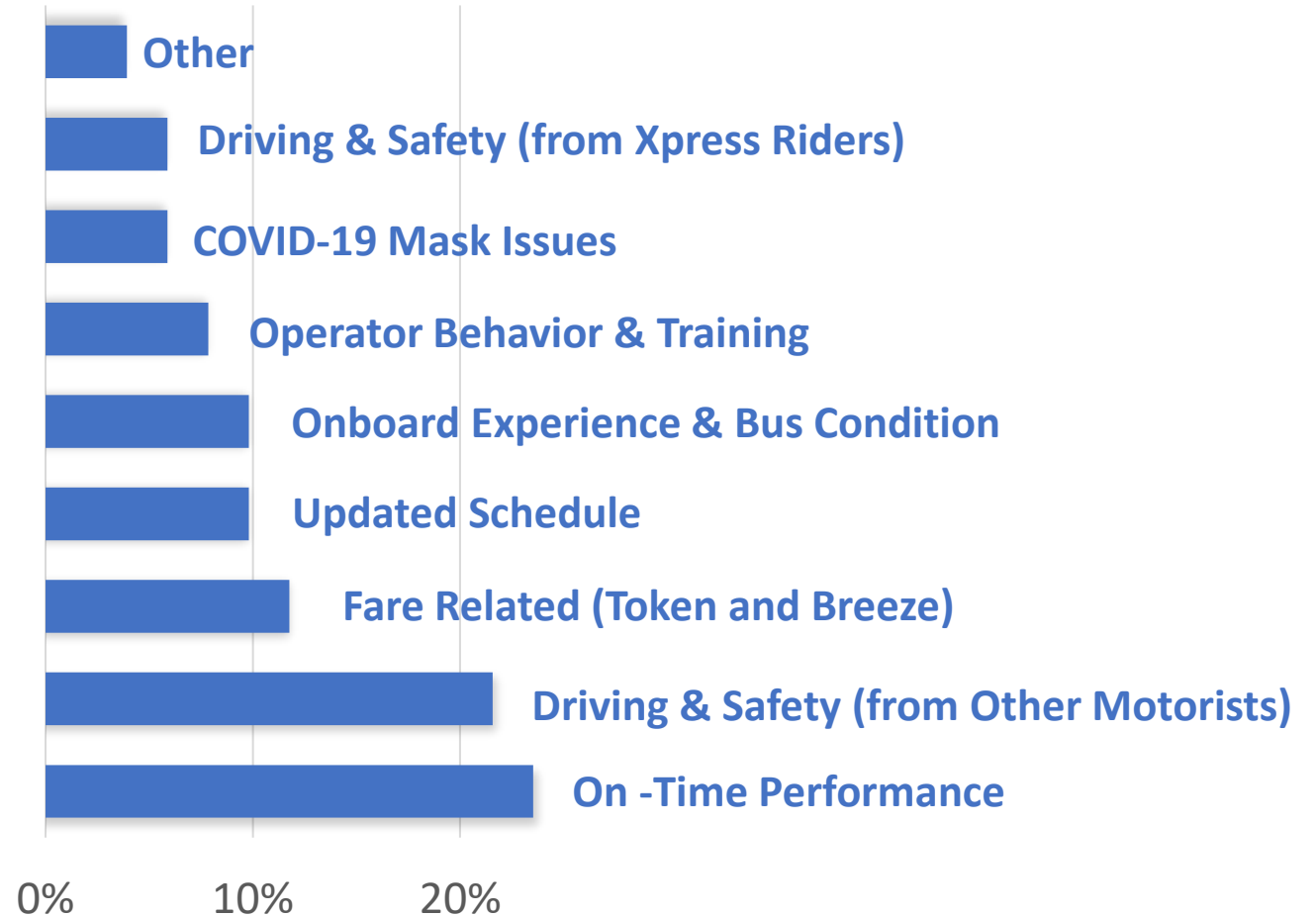


XPRESS CUSTOMER FEEDBACK – Oct & Nov 2020

**Fewer than
2 complaints
per 1,000 boardings**
+ occasional commendations

"I wanted to reach out and let you know how pleased I am with your drivers ... I've only been back to work for 5 weeks, but long enough to take notice that they are very safe drivers, as well as considerate and courteous to passengers."

Customer Email 10/13/2020





Thank You!
Questions?



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COVID PROTECTION MEASURE IMPLEMENTATION

ATL Operations Committee

Gail Franklin – Chief Transit Officer

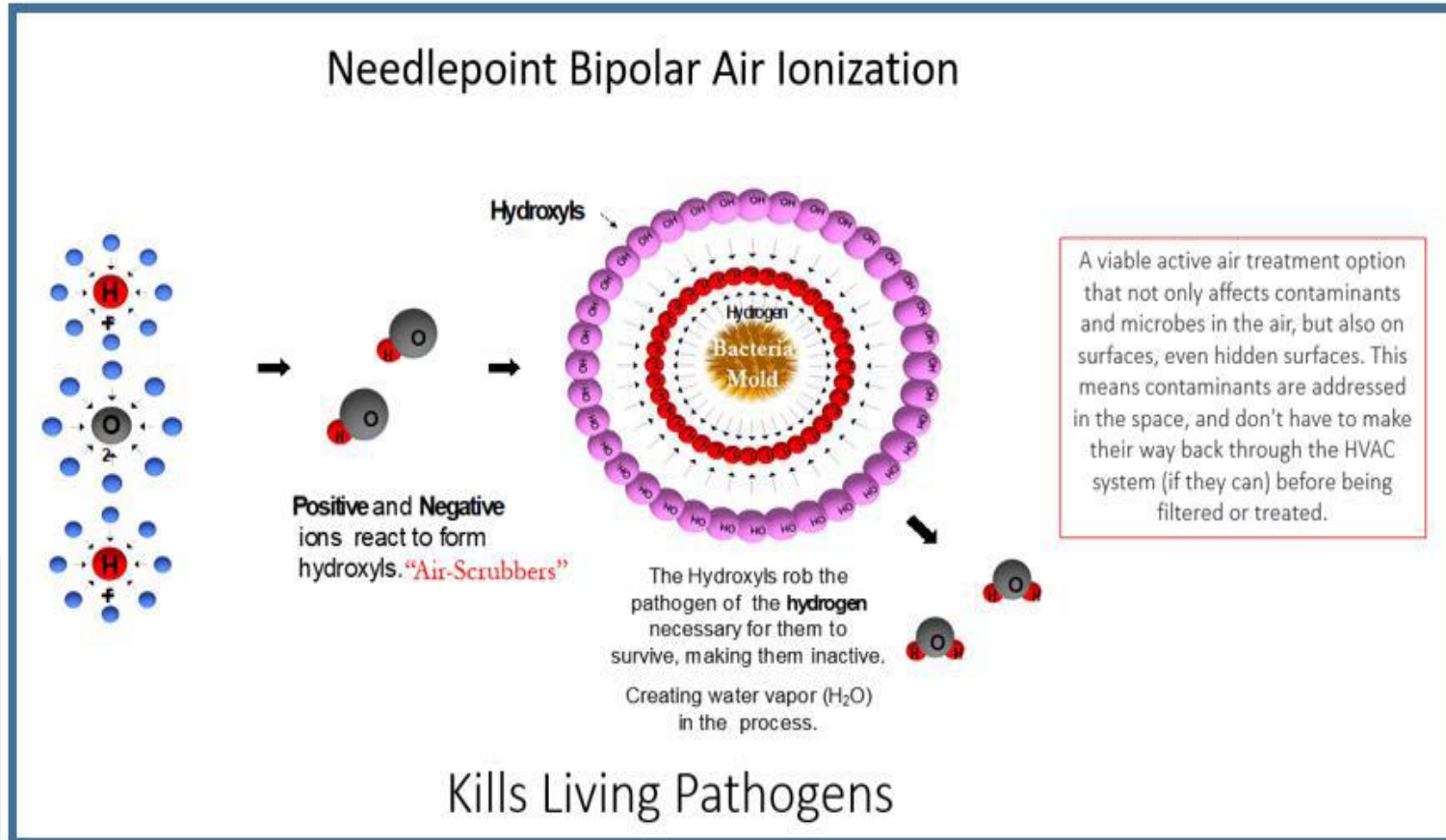
January 7, 2021

- Currently Xpress is considering the GPS NPBI ionization device for our fleet.



What is Ionization?

- Ionization is a process where energy imparted to ions travelling through the air can kill living pathogens such as bacteria or fungi.



Ionization Price Quote



System Type	Installed Location	Manufacturer Marketer	Cost per Bus	Comments
Ion	HVAC Cabinet	Custom Mobility/GPS NPBI™ Technology	\$995	GCT and Marietta City Schools also installed this unit. Annual maintenance cost of \$4,600 for entire fleet.



Thank You

Questions?



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XPRESS SYSTEM OPERATIONS UPDATE

ATL OPERATIONS COMMITTEE

Gail Franklin
January 7, 2021

PRESENTATION OUTLINE

❑ Request for Proposals (RFP) - Operations

- Overview
- Timeline
- List of Proposers
- Timeline for Board Approval

❑ Hickory Grove Park and Ride Project

- Project Location
- Schedule
- Design
- Overview of Lot Amenities
- Hickory Grove Routes





REQUEST FOR PROPOSALS (RFP) - OPERATIONS



OPERATIONS RFP

❑ RFP Overview

- RFP Issuance Date – September 1, 2020
- Purpose – Select a firm to provide ***Transit System Operations and Maintenance Services*** for ATL XPRESS and Gwinnett County Transit (GCT)
- 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
 - The ATL's Agency Disadvantage Business Enterprise Participation goal of 9.62% is stated in the Contract
 - Estimated Annual Contract Expenditure Amount for XPRESS: \$13,000,000





OPERATIONS RFP

☐ RFP Scope of Service

Scope of Service	Operations Contract
Labor	X
Maintenance	X
Parts	X
South Operations Facility Maintenance/Management*	X
Technology*	X
Tools	X
Cleaning	X
Safety*	X
Construction*	
Park and Ride Lots (Utilities, Landscape, Maintenance)	
Quality Assurance/Quality Control*	X
Shelters and Signage	
Performance Reporting	
Compliance*	X
Education and Marketing	
Drug and Alcohol*	X
Customer Service	

* *Denotes shared responsibility*



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List of Proposers



OPERATIONS RFP

❑ Key Dates

Issue Date	September 1, 2020
Proposal Due Date	December 2020
Notice of Intent to Award	February 2021
ATL Ops Committee	February 2021
Board Approval (Special called Mtg)	February/March 2021
Contract Award	February/March 2021
Contract Start Date	July 1, 2021





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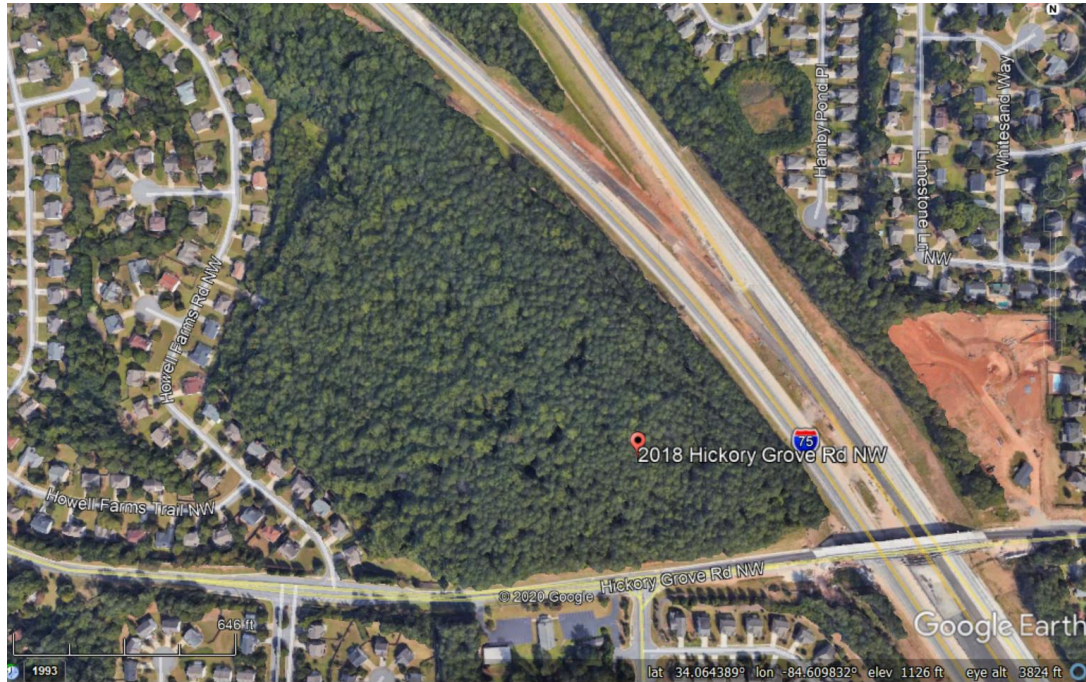
QUESTIONS?



HICKORY GROVE PARK AND RIDE LOT

Hickory Grove Park and Ride Lot

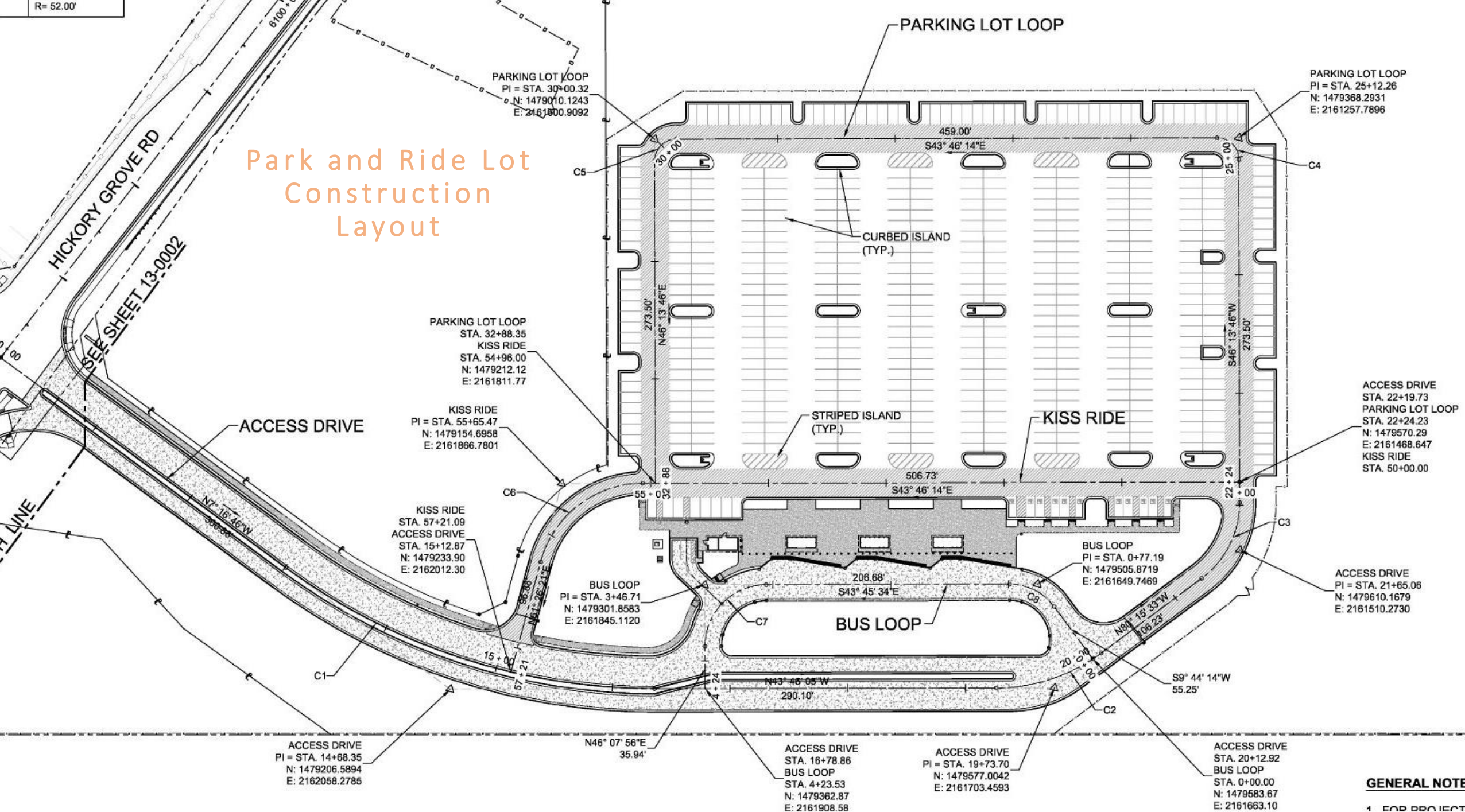
☐ Location



☐ Service Schedule

Proposed Xpress NWC Route Additions	
Phase	Date
Route Planning	11/1/2020 – 1/28/2021
Substantial Completion (Xpress can commence route training)	01/29/2021
Title VI Analysis	2/5/2021 – 2/26/2021
Public Comment	3/1/2021 – 3/30/2021
ATL OPS Committee Update	3/4/2021
Board Approval	April 1, 2021
Customer Outreach Begins	4/2/2021
Estimated Park & Ride Construction Completion/Site Final Acceptance Date	05/14/2021
Anticipated New Routes Begin	May

Park and Ride Lot Construction Layout



GENERAL NOTE

1 END DDN IERT



Hickory Grove Park and Ride Lot Overview

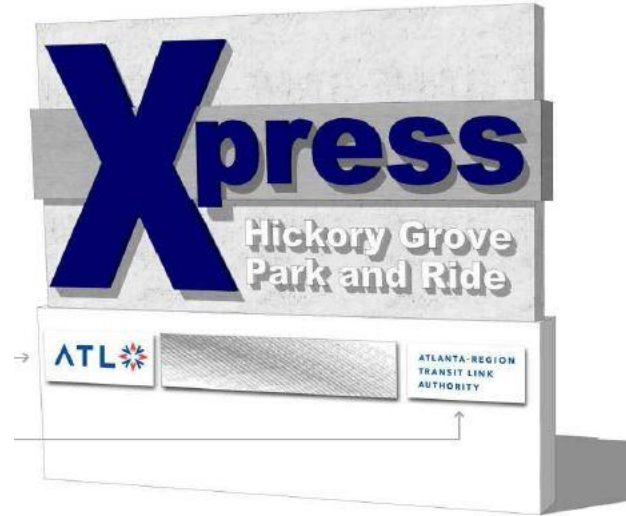


Hickory Grove Park and Ride Lot Overview

Hickory Grove Park and Ride Lot

❑ Overview of Lot Amenities

Description	Quantity
Space Type	
Bus Bay/Pavilion/Shelter	3
Parking Spaces (Regular)	526
Handicap Parking	11
Electric Vehicle Charging Stations	4
Kiss and Ride	4
Other Site Items	
Leaning Rail	12
Blast Resistant Waste Receptacle Unit	2
Bench (6ft)	8
Bicycle Rack	3
Bollards – Precast Concrete	39
Emergency Telephone Call Box	7



Proposed Hickory Grove Routes and Schedule



☐ Route 484, Hickory Grove P&R - Midtown

AM PEAK				PM PEAK			
Hickory Grove P&R	MARTA Civic Ctr Station	MARTA Arts Ctr Station	Atlantic Station	MARTA Civic Ctr Station	MARTA Arts Ctr Station	Atlantic Station	Hickory Grove P&R
6:30 AM	7:08 AM	7:23 AM	7:29 AM	4:15 PM	4:25 PM	4:29 PM	5:08 PM
7:30 AM	8:08 AM	8:23 AM	8:29 AM	4:45 PM	4:55 PM	4:59 PM	5:38 PM

☐ Route 485, Hickory Grove P&R - Downtown

AM PEAK				PM PEAK			
Hickory Grove P&R	John Portman/ Peachtree	Auburn/ Peachtree	Federal Center (Forsyth/MLK)	Federal Center (Forsyth/MLK)	Peachtree Ctr Ave/Auburn	Baker/Peachtree	Hickory Grove P&R
6:15 AM	6:55 AM	7:00 AM	7:08 AM	4:30 PM	4:38 PM	4:41 PM	5:35 PM
7:15 AM	7:55 AM	8:00 AM	8:08 AM	5:00 PM	5:08 PM	5:11 PM	6:05 PM





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QUESTIONS?



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