



## **XPRESS OPERATIONS COMMITTEE**

Howard Mosby, Chair

July 1, 2021

**Xpress Operations Committee**  
**Thursday, July 1, 2021**  
**Proposed Agenda**

- I. Call to Order – Howard Mosby, Chair
- II. Approval of Minutes for May 6, 2021
- III. Approval of Agenda for July 1, 2021
- IV. Xpress Operations Performance Review – Jamie Fischer
- V. Recommendation to Adopt Contactless Fare Payment – Ryan Walker – **Action Item**
- VI. Recommendation to Adopt Proposed Service Changes – Gail Franklin – **Action Item**
- VII. Adjournment



*A Regional Transit Operator within the* **ATL** 

## **XPRESS PERFORMANCE REVIEW**

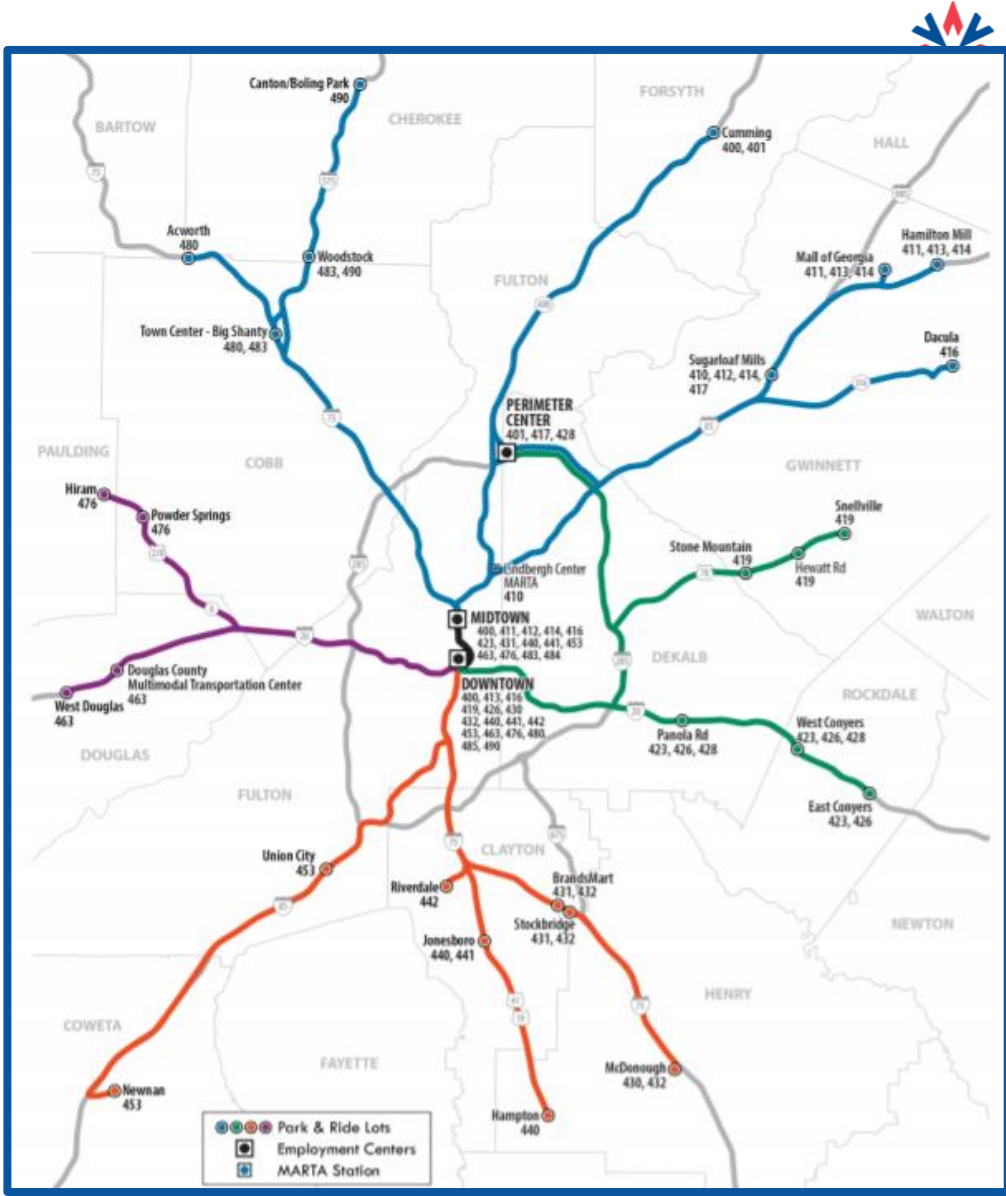
Jamie M. Fischer, PhD | July 1, 2021

Office of Transportation Performance & Innovation

# XPRESS SYSTEM PERFORMANCE



- ▶ Ridership Productivity 
- ▶ Xpress Fare Revenue 
- ▶ System Reliability 
- ▶ Customer Feedback
  - Satisfaction Survey
  - Return to Office



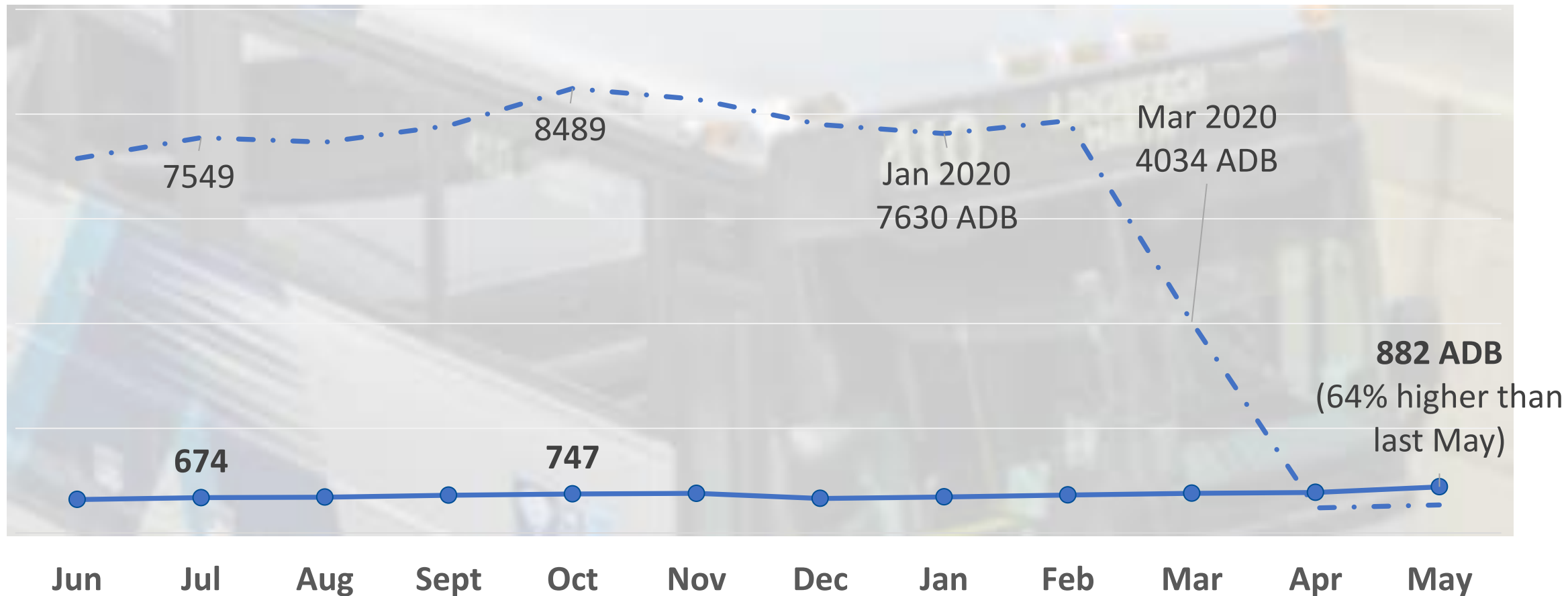


# XPRESS RIDERSHIP – 2020 COVID Period

## AVERAGE DAILY BOARDINGS (ADB)

— Last Year

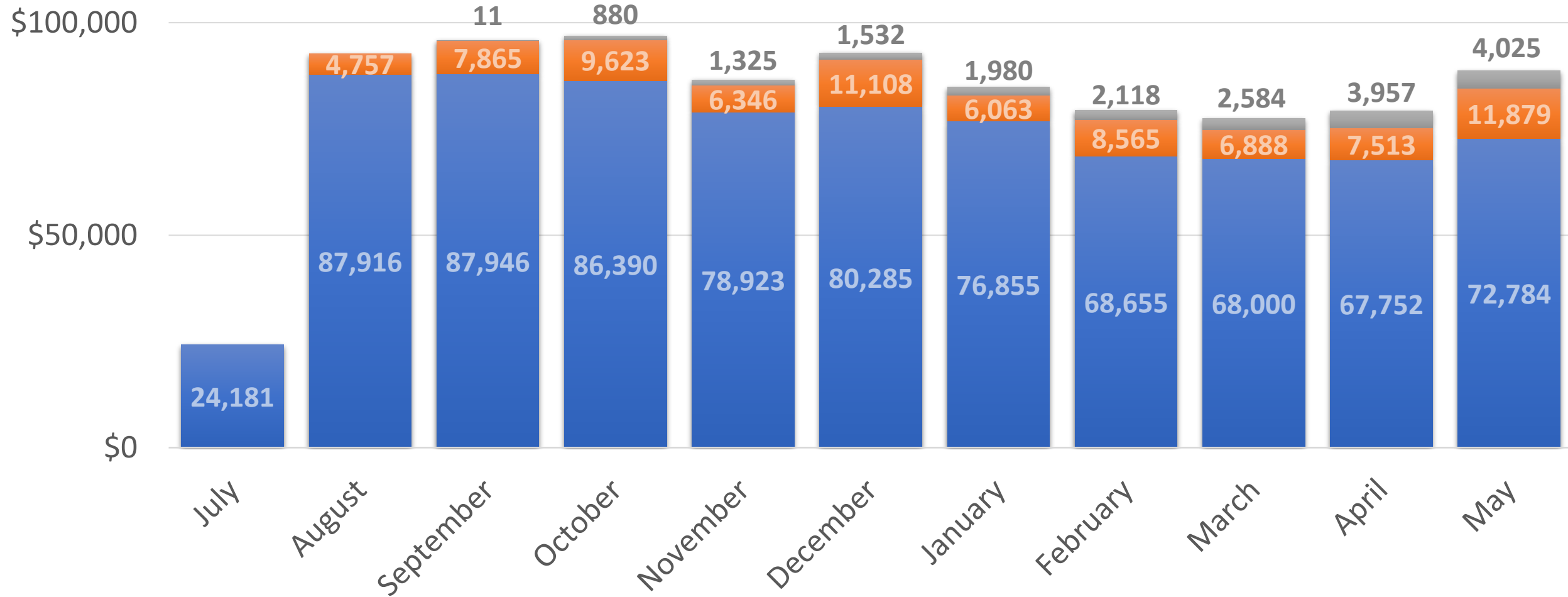
● Rolling 12 Month Period





# XPRESS FARE REVENUE - *FY21 to Date*

■ Breeze    ■ Cash    ■ Mobile Ticketing





# XPRESS SYSTEM RELIABILITY – *rolling 6 months*

## 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.”**

ON TIME TRIP DEPARTURES

	Dec 2020	Jan 2021	Feb 2021	Mar 2021	April 2021	May 2021
AM	91%	91%	93%	93%	96%	92%
PM	92%	91%	93%	92%	91%	90%



# CUSTOMER OPINION – *First Cut Survey Findings*

## ► Online Customer Survey *April 26 – May 30, 2021*

- ✓ 442 responses with an 83% completion rate
- ✓ 78% of respondents are active Xpress riders

### Questions:

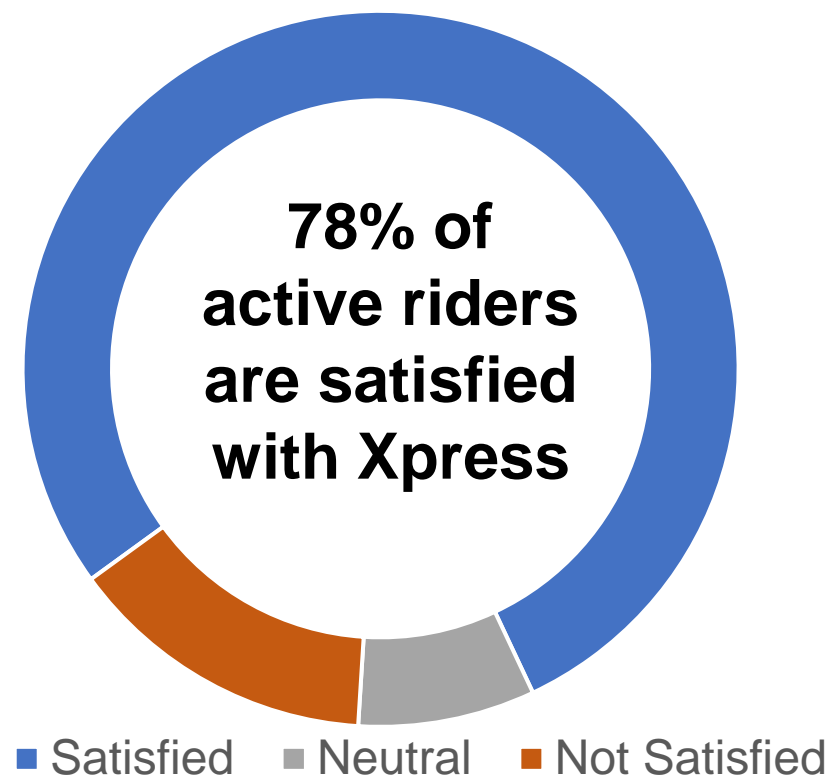
Overall satisfaction & service quality review

Pandemic ridership & expected return

*Existing routes | New Hickory Grove service*

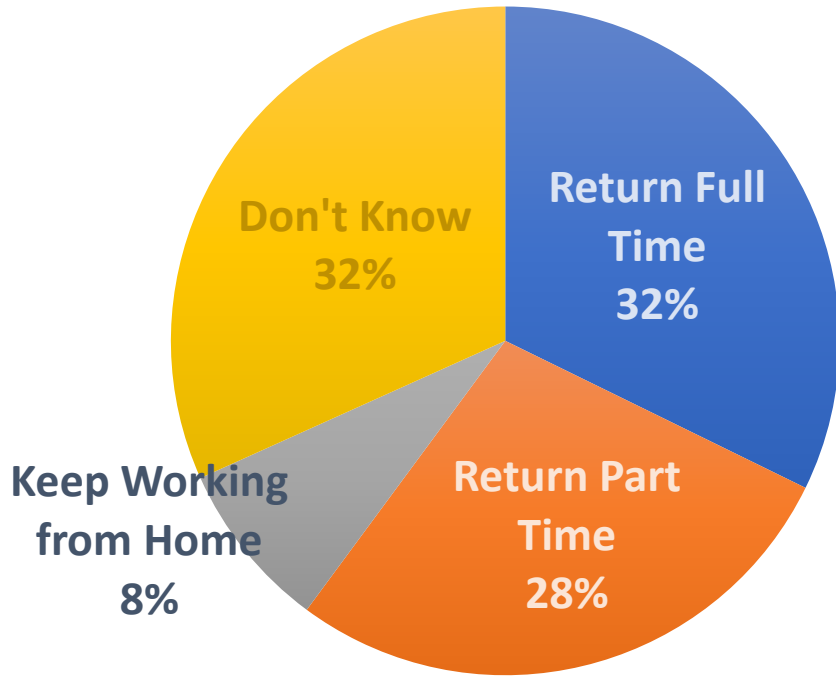
Priority rankings for park & ride amenities

Willingness to recommend





# RETURN-TO-OFFICE EXPECTATIONS - *Teleworkers*



- ✓ 53% are riding less because of telework (233 / 442)
- ✓ 60% expect to return at least part time (140 / 233)
- ✓ 37% expect some return by September (87 / 233)  
*[98 respondents provided an expected return date | 87 / 98 = 89%]*





**Thank You!**  
**Questions?**



*A Regional Transit Operator within the* **ATL** 

## **PROPOSED CONTACTLESS FARE PAYMENT AND FARE CAPPING**

Ryan Walker

July 1, 2021



## Background

- ❖ Due to the COVID-19 pandemic, Xpress explored contactless mobile payment as an additional safety option for fare payment.
- ❖ In September 2020, Xpress introduced a *Pilot Program* for the contactless fare payment option and included fare capping.
- ❖ The objective of the Pilot Program was to provide an additional layer of safety by reducing the need for physical contact when boarding the bus.
- ❖ There are no impacts to existing fare payment methods. This is an additional payment option. All existing payment options remain in place.



# Public Comment Period and Public Hearing

- ▶ Formal public comment period for the proposed service changes: March 1 – March 31, 2021
- ▶ Public Hearing Date: Thursday, March 18<sup>th</sup> (12:00PM – 2:00PM & 6:00PM – 8:00PM)
- ▶ No public comments were received.



## Title VI Equity Analysis

*Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance.*

- ▶ No disparate impact to minority riders, or disproportionate burden to low-income riders was found for either fare change.



## RECOMMENDATION

- ▶ Recommendation to ATL Board for approval of the proposed fare changes:
  1. Addition of the contactless fare payment option; and
  2. Addition of fare capping on the round-trip fare product, when using contactless fare payment, to the Xpress fare system.
  
- ▶ ATL Board consideration on August 5, 2021





**QUESTIONS?**







*A Regional Transit Operator within the* **ATL** 

## **PROPOSED LEVEL OF SERVICE CHANGES**

Gail Franklin

July 1, 2021



# Background

- As a result of experiencing significant decreases in ridership due to the COVID-19 pandemic, Xpress implemented temporary service reductions
  - Routes were not eliminated but the number of trips were reduced on:
    - March 2020
    - April 2020
  - Further Service Changes were implemented (some increases/some decreases) in:
    - June 2020
    - August 2020
- On May 2021, staff advised the ATL Operations Committee of upcoming proposed service changes:
  - Proposed reset of the Level of Service (LOS) baseline as a result of the COVID-19 pandemic
  - Proposed elimination of service from Canton Park/Ride Lot stop on Route 490 due to safety concerns related to the City of Canton Construction Project (effective date of July 1, 2021)



# Proposed Level of Service Changes

Route	Pre-COVID Trips (AM & PM)	Proposed Trip Eliminations		Service Level
		AM	PM	July 6, 2021 Trips (AM & PM)
400	7	7:00 / 7:20	5:10	4
401	6	6:25	5:25	4
410	8	6:10 / 7:35	4:40 / 6:10	4
411	11	6:00 / 6:50	5:10	8
412	12	6:25 / 7:05 / 7:55	4:20 / 5:20 / 5:50	6
413	11	6:05 / 7:05	3:40 / 4:40 / 6:00	6
414	10	8:20 / 8:35	2:45 / 4:10 / 6:55	5
416	12	5:45 / 7:00 / 7:30	3:45 / 4:45 / 6:05	6
417	6	5:30	5:30	4
419	22	5:30 / 6:25 / 8:00 / 8:15	3:30 / 4:00 / 5:45 / 6:15	14
423	17	6:00 / 6:30 / 7:50	6:00 / 6:30	12
426	30	6:10 / 6:25 / 6:45 / 7:15 / 7:25	3:00 / 3:55 / 4:15 / 4:40 / 5:05 / 6:20	19
428	8	5:40 / 7:15	4:10 / 6:20	4
430	16	5:20 / 7:10 / 8:05	4:20 / 6:10	11
431	14	6:25 / 7:45 / 8:15	3:30 / 4:20 / 5:30	8
432	20	5:50 / 6:45 / 7:15 / 8:00 / 8:30	3:55 / 4:30 / 4:50 / 5:40 / 6:10	10
440	13	6:30 / 7:25	3:30 / 4:35 / 6:15	8
441	10	6:00 / 7:30	4:20 / 7:00	6
442	9	6:20 / 7:05 / 8:00	3:30 / 4:30	4
453	15	6:15 / 6:45 / 7:30 / 8:00	3:30 / 4:20 / 5:45	8
463	22	5:55 / 6:24 / 7:15 / 8:00	3:57 / 4:21 / 5:35 / 6:00	14
476	18	5:45 / 6:20 / 6:50 / 7:25 / 7:55	3:30 / 4:15 / 4:45 / 5:20 / 5:50	8
480	10	6:10 / 7:15	4:30 / 5:45	6
483	14	5:30 / 7:15 / 7:35 / 8:10	3:45 / 4:25 / 5:05 / 5:45	6
490	8	7:00 / 7:25	5:10 / 5:40	4



# Public Comments

- Formal public comment period for the proposed service changes was May 11, 2021 - June 11, 2021
- Public Hearing Date: May 25, 2021 (12:00PM-2:00PM and 6:00PM-8:00PM)
- Total Public Comments Received – 6
  - All comments pertained to the service level reductions
    - Comments were received on the following:
      1. Additional AM and PM Trip Requests
      2. Revise and expand schedule as businesses return to work
      3. Monitor service demand through 2021 and respond accordingly with additional service



# Title VI Equity Analysis

*Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance.*

- Based on the demographic analysis of riders who will be impacted by the proposed service changes, **the results indicate that the proposed service reductions will not result in a disproportionate burden to low-income riders, nor will the service reductions result in a disparate impact to minority riders.**



## Goals

- Right size the current service based on known and anticipated ridership demands in the near term
- Temporarily eliminate the Canton Route 490 Stop due to safety concerns

## Next Steps

- Recommendation for approval of the proposed service changes effective July 6, 2021 – Action Item
- Consideration for ATL Board approval on August 5, 2021
- Create and implement a Return to Ridership Campaign incl., strategic service increases over the next year

