



XPRESS OPERATIONS COMMITTEE

Howard Mosby, Chair

September 2, 2021

Xpress Operations Committee

Thursday, September 2, 2021

Proposed Agenda

- I. Call to Order – Howard Mosby, Chair
- II. Approval of Minutes for July 1, 2021
- III. Approval of Agenda for September 2, 2021
- IV. Xpress Operations Performance Review – Jamie Fischer
- V. Sugarloaf P&R Lot Construction Contract – Jennifer Ward and Sam Samu – **Action Item**
- VII. Adjournment



A Regional Transit Operator within the **ATL** 

XPRESS PERFORMANCE REVIEW

Jamie M. Fischer, PhD | September 2, 2021

Office of Transportation Performance & Innovation

XPRESS SYSTEM PERFORMANCE

► Ridership Productivity



► Xpress Fare Revenue



► System Reliability



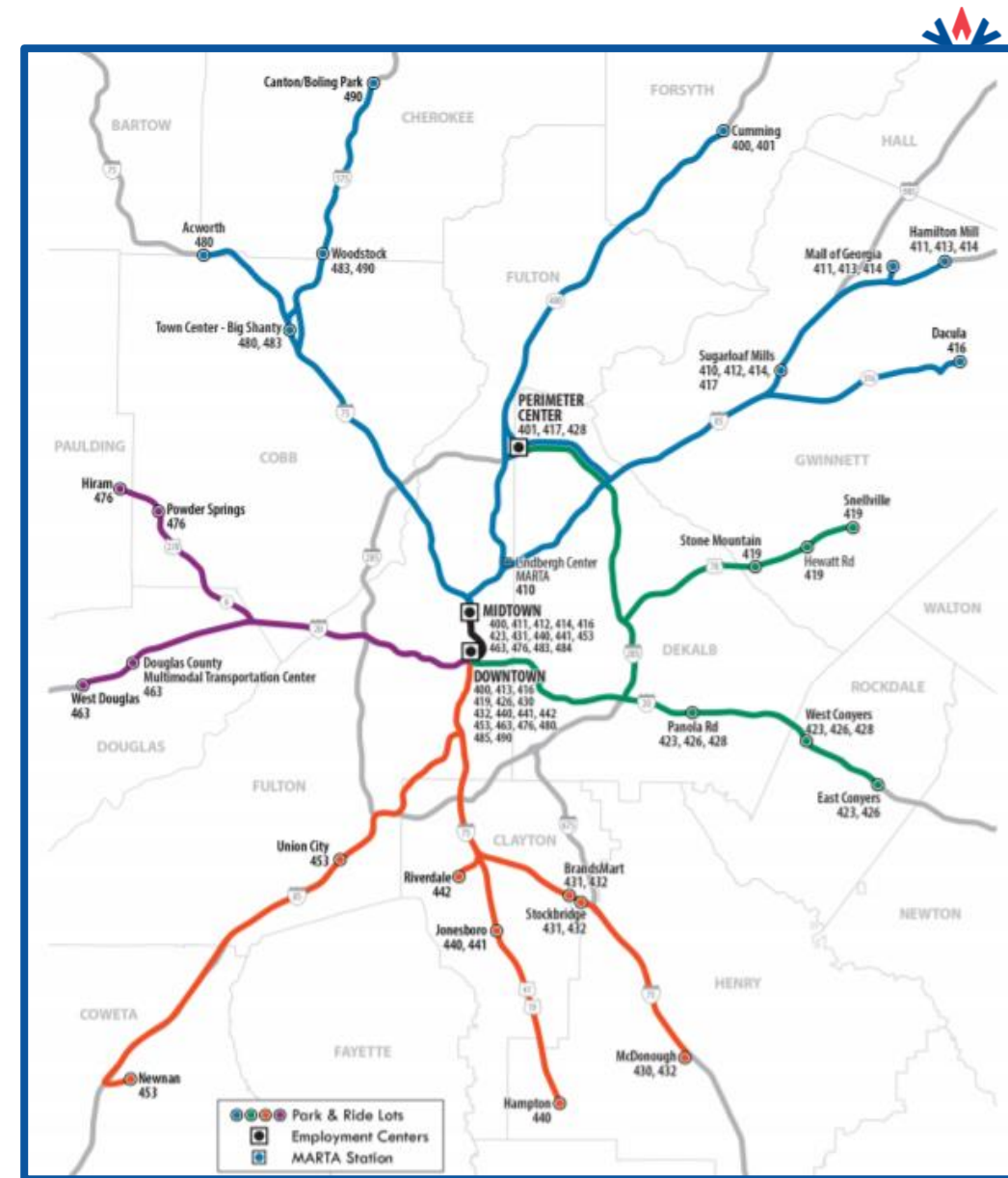
► Customer Feedback

More Survey Results



VANPOOL PERFORMANCE

► Routes & Ridership



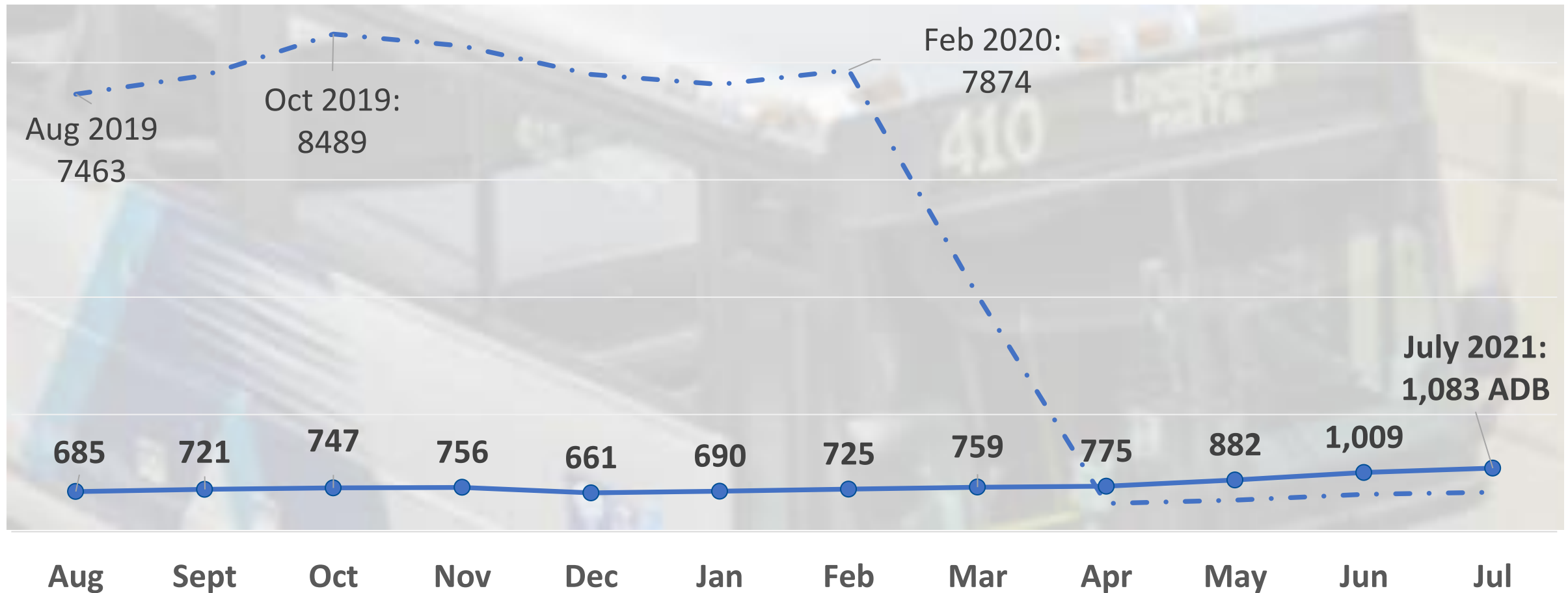


XPRESS RIDERSHIP – 2020-2021 COVID Period

AVERAGE DAILY BOARDINGS (ADB)

— Last Year

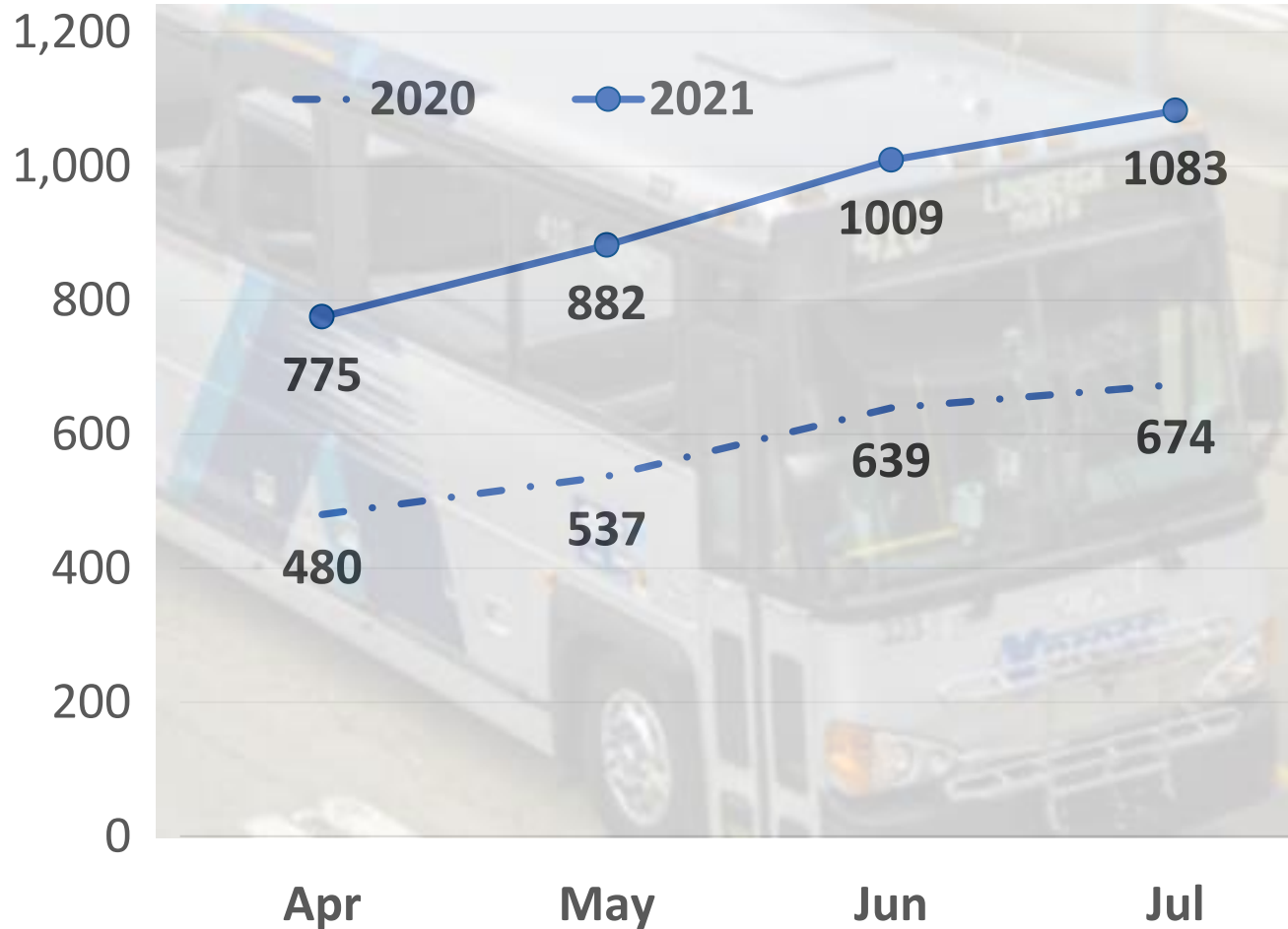
— Rolling 12 Month Period





XPRESS RIDERSHIP – *Zooming In*

AVERAGE DAILY BOARDINGS (ADB)



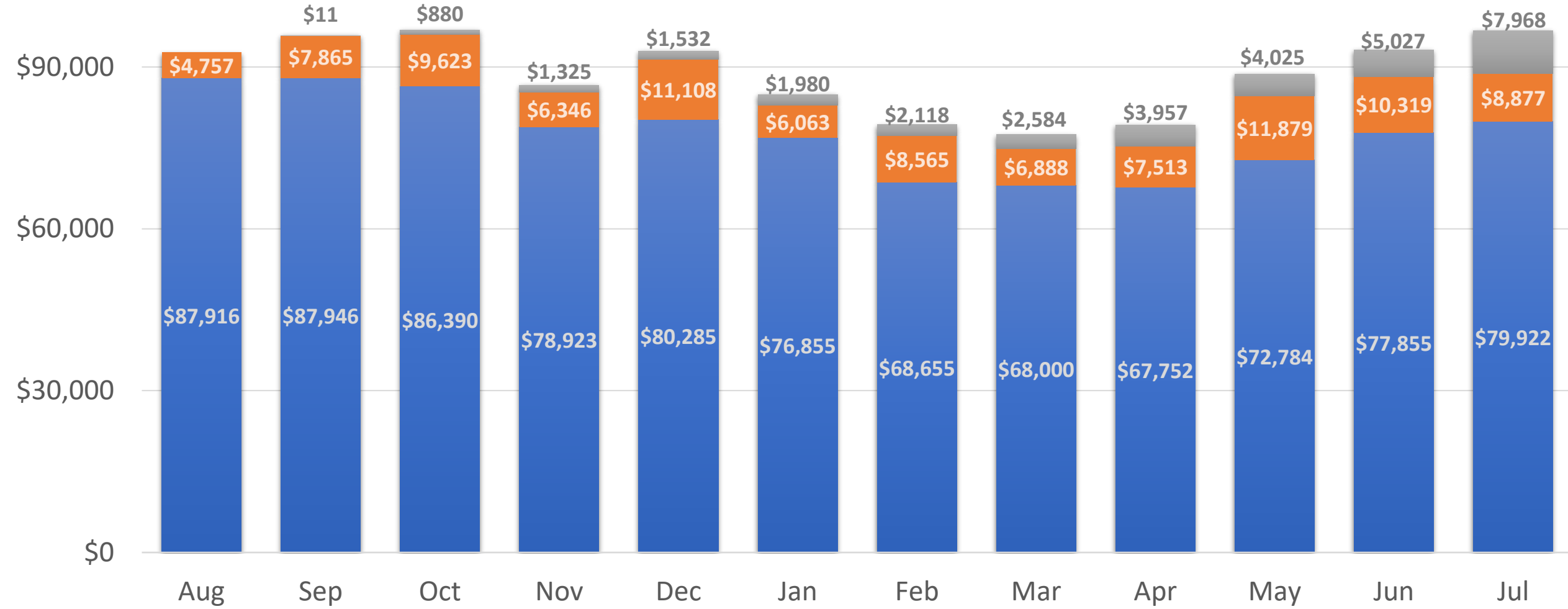
Recovery as of July 2021

- Since April 2020: **125% increase**
- Since July 2020: **60% increase**
- Monthly recovery last quarter:
 - 13% increase April to May
 - 14% increase May to June
 - 7% increase June to July



XPRESS FARE REVENUE – *Rolling 12 Months*

■ Breeze ■ Cash ■ Mobile Ticketing





XPRESS SYSTEM RELIABILITY – *rolling 6 months*

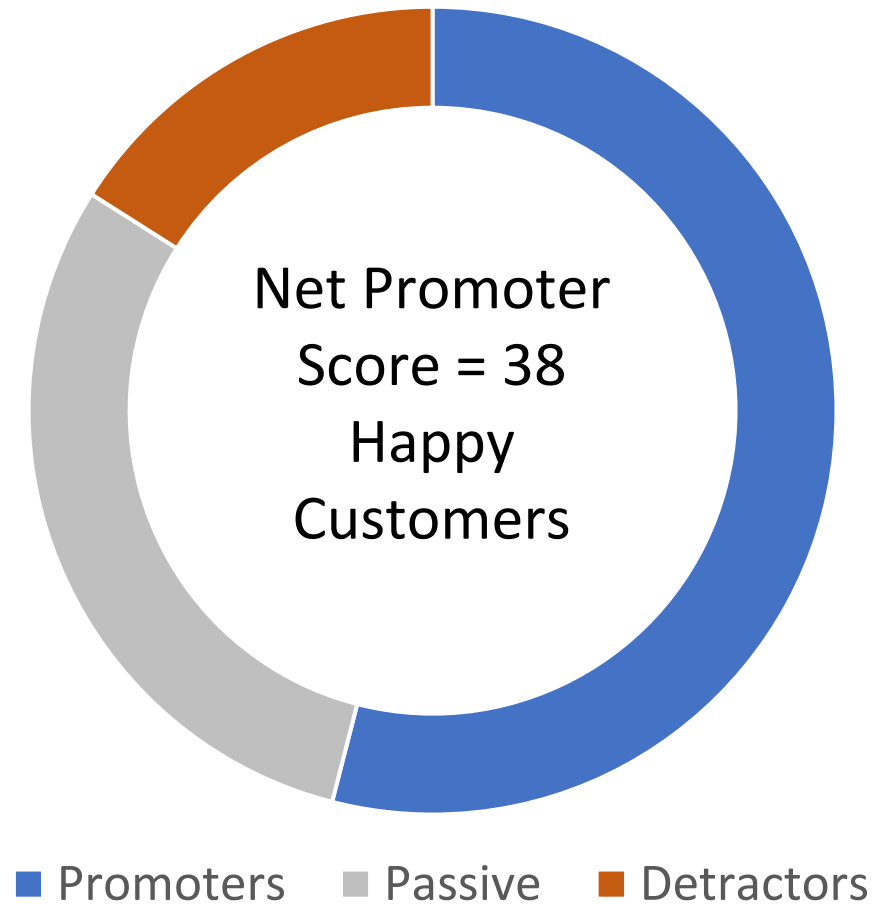
On-time performance is best...

- 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.”**

<u>ON TIME TRIP DEPARTURES</u>						
	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
AM	92%	92%	94%	92%	95%	95%
PM	92%	92%	90%	90%	87%	81%
Overall	92%	92%	93%	91%	91%	88%

CUSTOMER FEEDBACK *Online Customer Survey, Apr 26 - May 30*



- I love and appreciate the service. I couldn't get to work without it.
- When people ask me about Xpress, I tell them it is the only way to go...no stress and no traffic - well worth the transportation and extra minutes...
- I really enjoyed riding Xpress... I met good people and got to know the regular drivers. I plan to start riding back.

- It will be nice when more AM and PM departures are available.
- Xpress is impossible to use because of reduced schedules.



WHO RIDES XPRESS and WHERE DO THEY GO?

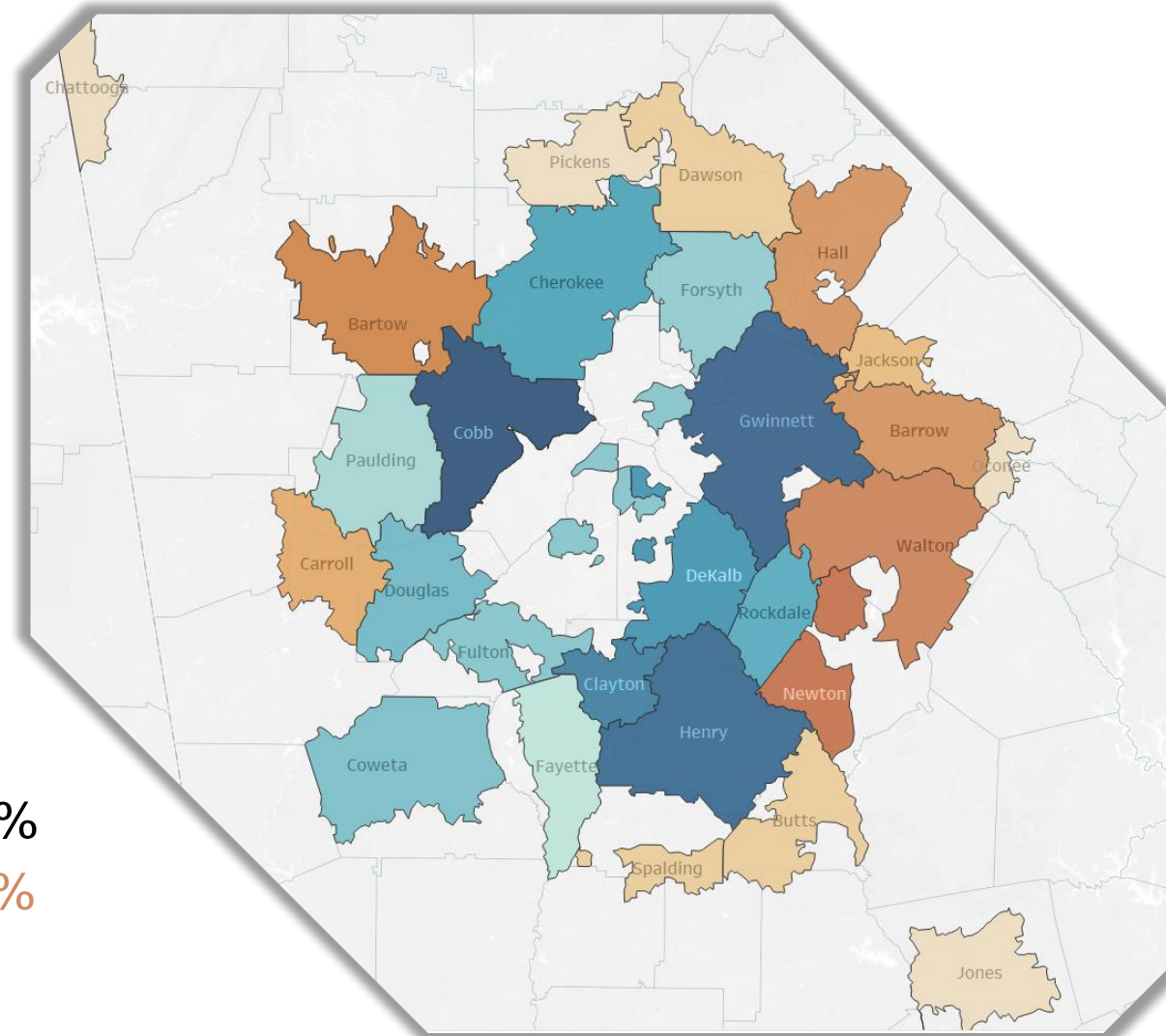
Online Customer Survey, Apr 26 - May 30

► Top counties of residence

- Gwinnett – 18%
- Henry – 16%
- Cobb – 12%
- Clayton – 9%
- DeKalb – 6%
- Rockdale – 6%
- Cherokee – 6%
- Douglas – 5%
- Forsyth – 4%
- **Newton – 3%**
- **Fulton – 2%**
- **Walton – 2%**

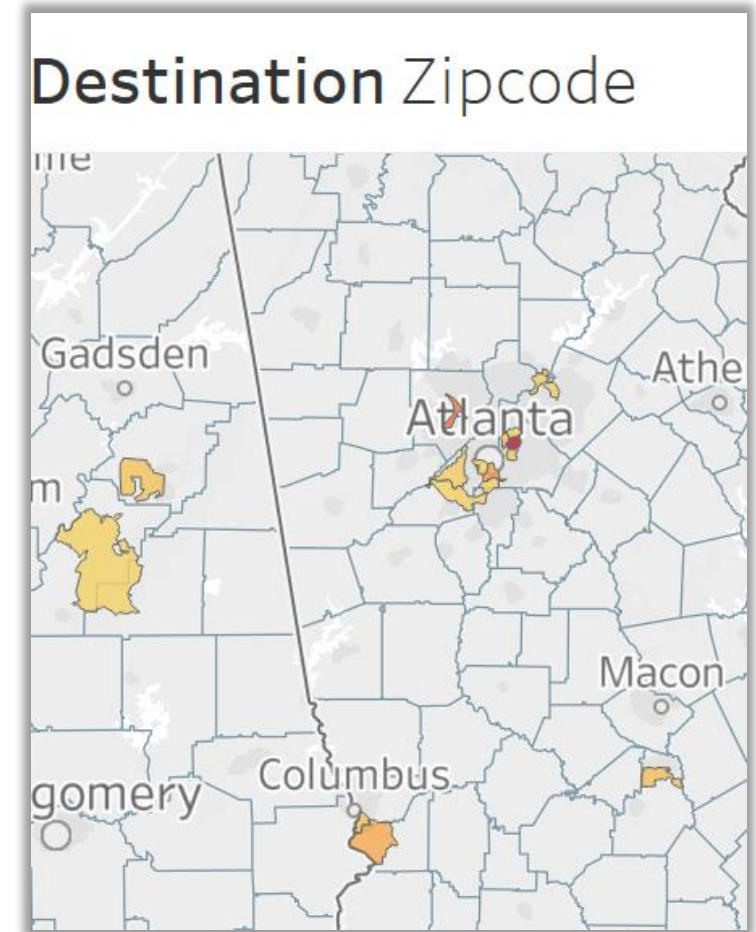
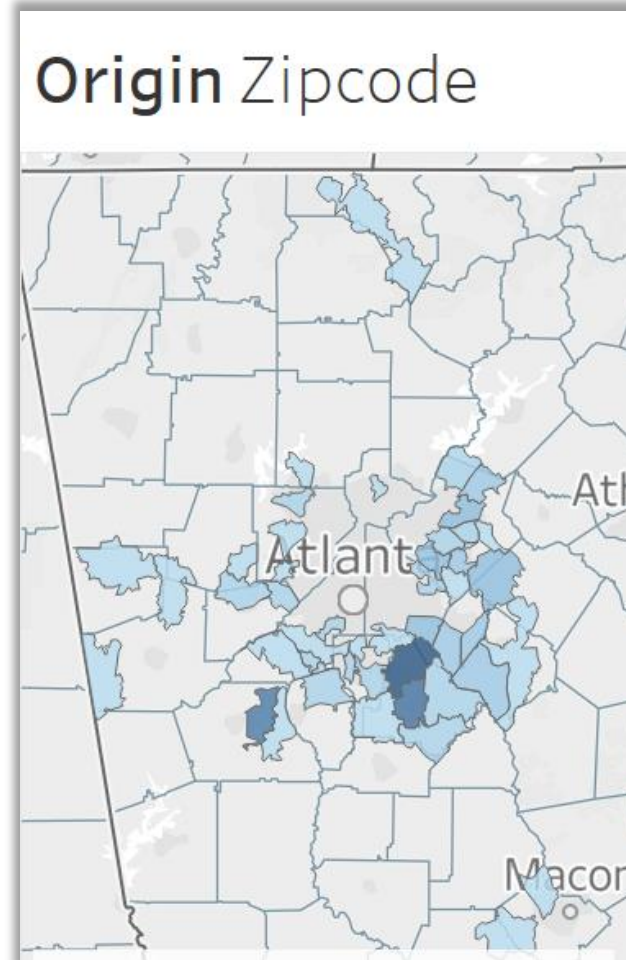
► 97% use Xpress to get to work

- Downtown - 55%
- Midtown – 29%
- **Buckhead – 5%**
- Perimeter Center - 4%
- **Hartsfield Jackson 1%**
- **Other – 6%**



VANPOOL SYSTEM PERFORMANCE

- ▶ **117** Vanpool Groups operating as of June 2021
- ▶ **1,013** Average Daily Boardings
- ▶ Routes must begin and/or end within the ATL service area.





COMBINED MOBILITY IMPACT

Xpress and Vanpool currently provide:

- ▶ *A commute solution for residents of **more than 25 counties**.*
- ▶ **More than 2 thousand passenger trips** per day, on average.
- ▶ *Connections to:*
 - *Major activity centers*
 - *ATL-region transit network*
 - *Employment opportunities across Georgia and beyond*



Thank You!
Questions?



SUGARLOAF XPRESS PARK AND RIDE PROJECT

Sam Samu – Transportation Engineer

Jennifer Ward – Procurement Manager

September 2, 2021

Content:

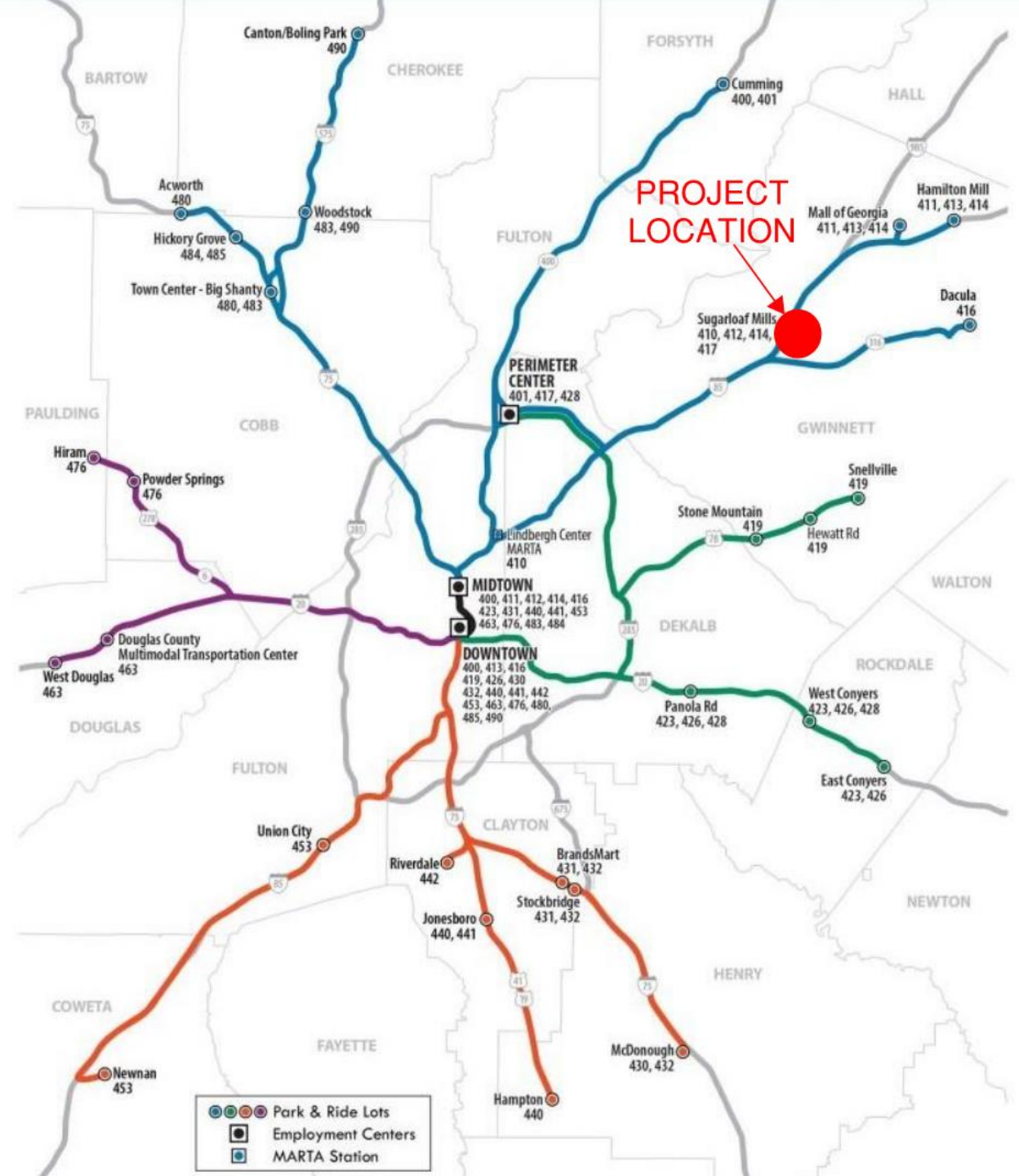
1. Sugarloaf Xpress Park and Ride Lot Construction Project (Invitation to Bid) – Action Item

Sugarloaf Xpress Park and Ride Lot Construction Project (ITB)

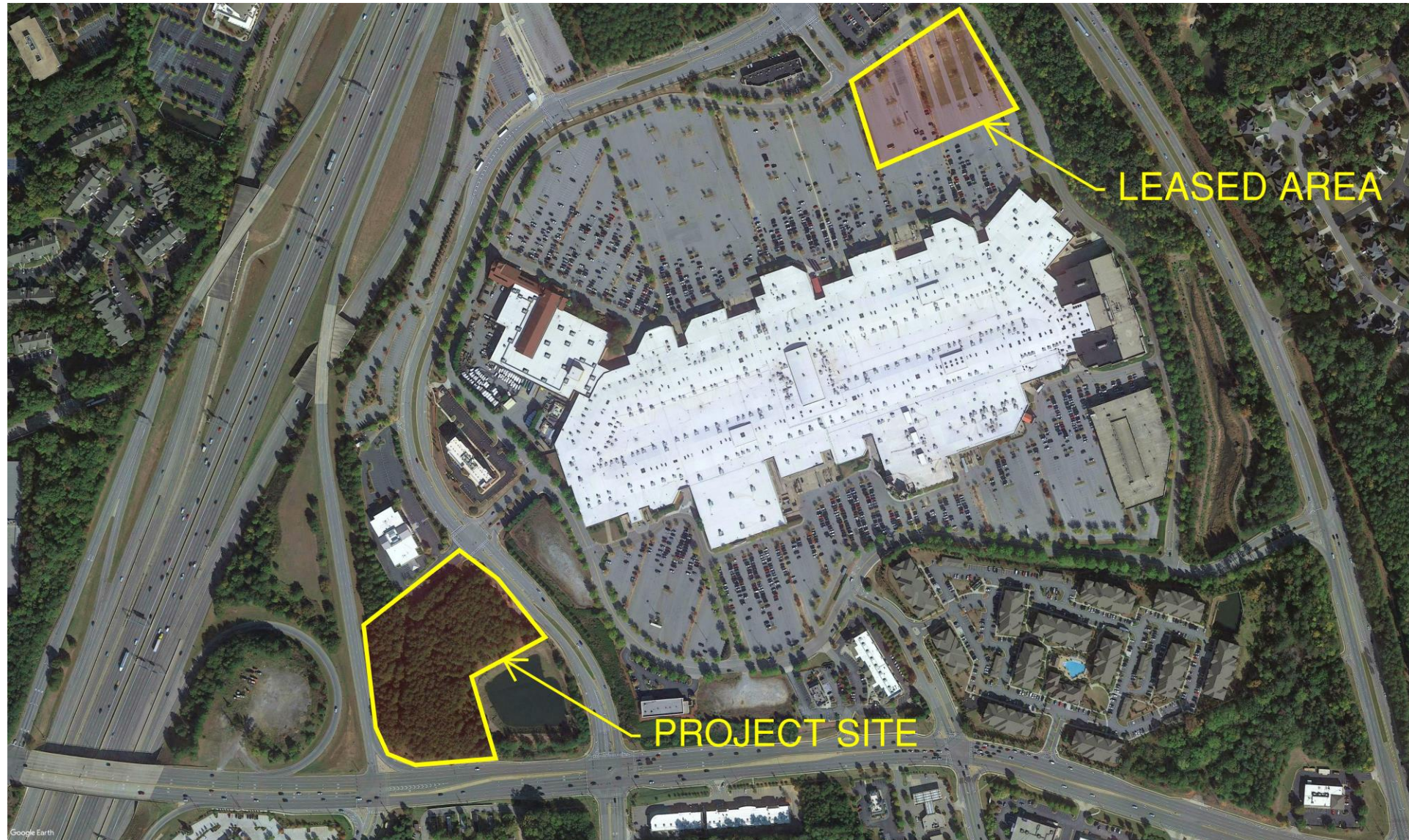
(Future Board Action Required)

- ▶ Xpress received the recommendation to move forward with Xpress Park and Ride Service at Sugarloaf in 2015.
 - This project was recommended by the 2015 Direct Xpress Horizon 2 & 3 Service Plan Study
 - Due to projected demand to Downtown, Midtown and Perimeter Center, the current Sugarloaf Mills Park and Ride lot (leased) should be expanded by at least 200 stalls to allow more cars to use this facility
 - In 2019, SRTA acquired the project site for expanding the needed capacity
 - Design phase is fully completed
 - State and local permits have been approved [EPD permit is pending approval]

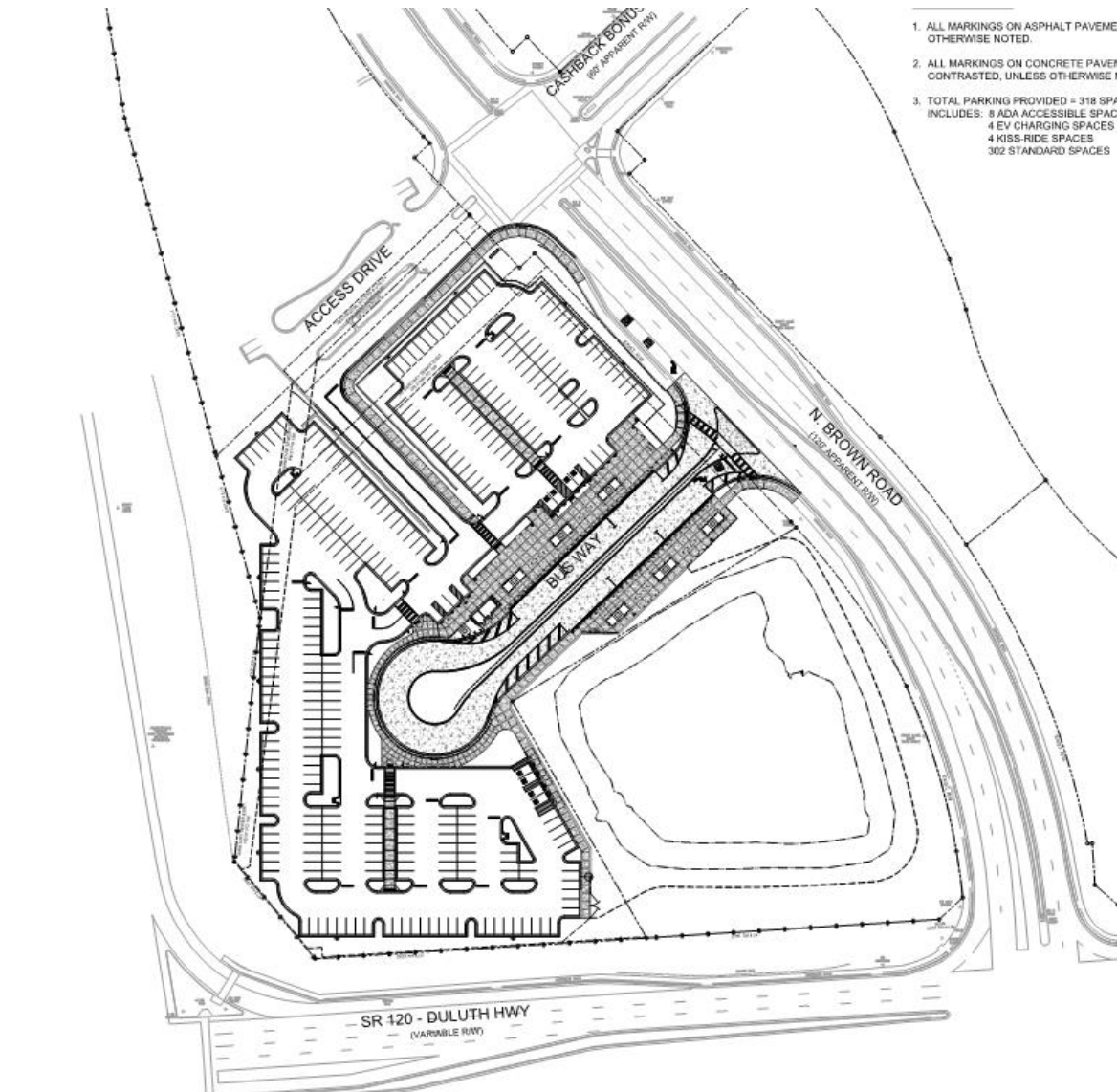
Sugarloaf Xpress Park and Ride Project Location



Sugarloaf Xpress Park and Ride Project Layout



Sugarloaf Xpress Park and Ride Project Layout



Sugarloaf Xpress Park and Ride Lot Construction Project (ITB)

(Future Board Action Required)

► Lot specifications

- Approximately 320 parking spots
- Approximately 6 total acres
- Runs approximately 4 routes between Gwinnett County, Midtown, Downtown, Perimeter Center, and Lindbergh Center

► Lot amenities and features

- 6 shelters
- 4 reserved electric charging stations (for future implementation)
- 4 Kiss & Ride spots
- 18 benches
- 6 emergency callboxes
- Bus-only roundabout to separate buses' traffic to customers'

► Project budget is approximately \$8.5 million

- Funded with 80% FTA dollars and 20% state appropriations

Sugarloaf Xpress Park and Ride Lot Construction Project (ITB)

(Future Board Action Required)

► Project Schedule:

- Anticipated start date is December 2021
- Estimated substantial completion date is December 2023
- Existing routes will be maintained

The background features a repeating pattern of light blue, stylized geometric shapes that resemble arrows or chevrons pointing outwards from a central point. These shapes are arranged in a radial pattern, creating a sense of movement and direction. The shapes are semi-transparent, allowing the white background to show through.

Procurement Details

Sugarloaf Xpress Park and Ride Lot Construction Project (ITB)

(Future Board Action Required)

- ▶ Project will be publicly bid (Invitation to Bid – Design/Bid/Build)
 - Will be posted on the Georgia Procurement Registry and the ATL website
 - Anticipated posting date is September 2021
 - Anticipated award is November/December of 2021
- ▶ Action Item for Board (Resolution)
 - Request resolution to be reviewed by committee for authorization of maximum construction project budget of \$8.5M (bid price plus contingency)
 - DBE goal of 10%
 - Will update Board on details of contract award at a future meeting



Questions?