



## **XPRESS OPERATIONS COMMITTEE**

Howard Mosby, Chair

November 4, 2021

# **Xpress Operations Committee**

## **Thursday, November 4, 2021**

### **Proposed Agenda**

- I. Call to Order – Howard Mosby, Chair
- II. Approval of Minutes for September 2, 2021
- III. Approval of Agenda for November 4, 2021
- IV. Xpress Operations Performance Review – Jamie Fischer
- V. Public Transportation Agency Safety Plan Update – Jorge Pubillones – **Action Item**
- VI. Sugarloaf P&R Lot Construction Contract Update – Annie Gillespie – **Action Item**
- VII. Adjournment



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

## **XPRESS PERFORMANCE REVIEW**

Jamie M. Fischer, PhD | November 4, 2021

Office of Transportation Performance & Innovation



**Economic  
Development  
and Land Use**



**Environmental  
Sustainability**



**Equity**



**Innovation**



**Mobility  
and Access**



**Return on  
Investment**

# XPRESS SYSTEM PERFORMANCE

► Ridership Productivity



► Xpress Fare Revenue



► System Reliability



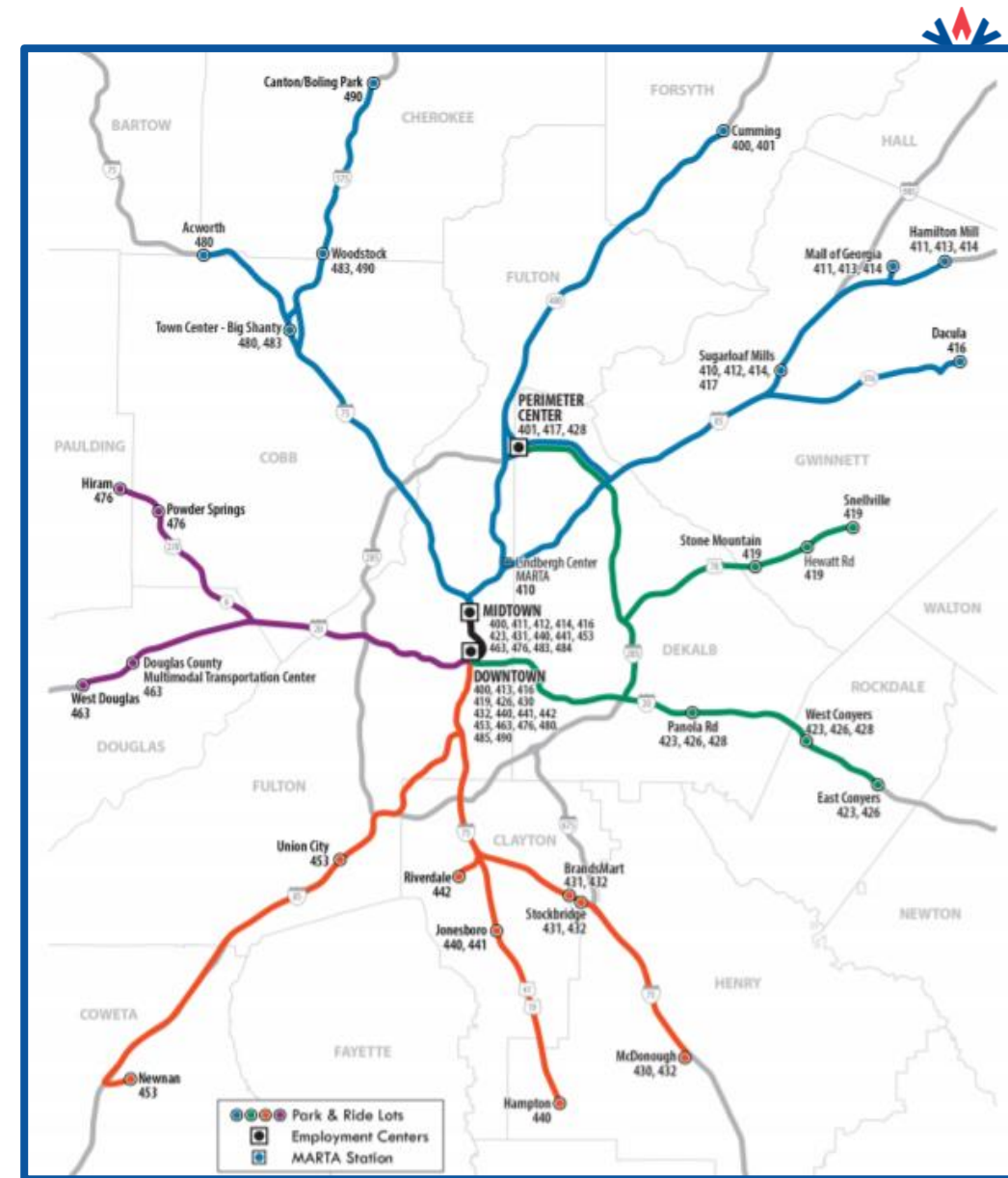
► Customer Feedback

*Final Survey Data + Recent Complaints*



# VANPOOL PERFORMANCE

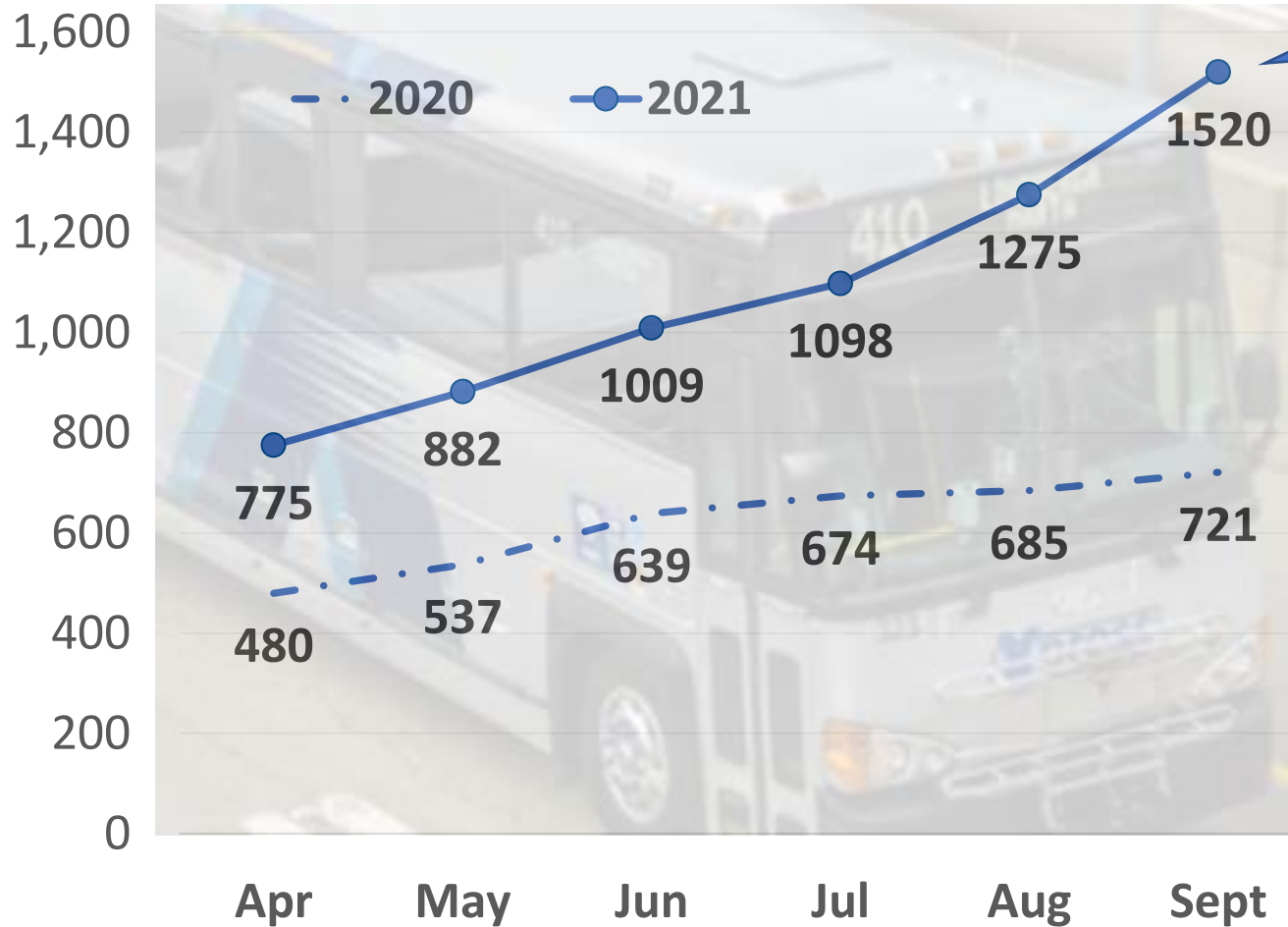
► Routes & Ridership





# XPRESS RIDERSHIP *(zooming in on recovery)*

## AVERAGE DAILY BOARDINGS (ADB)



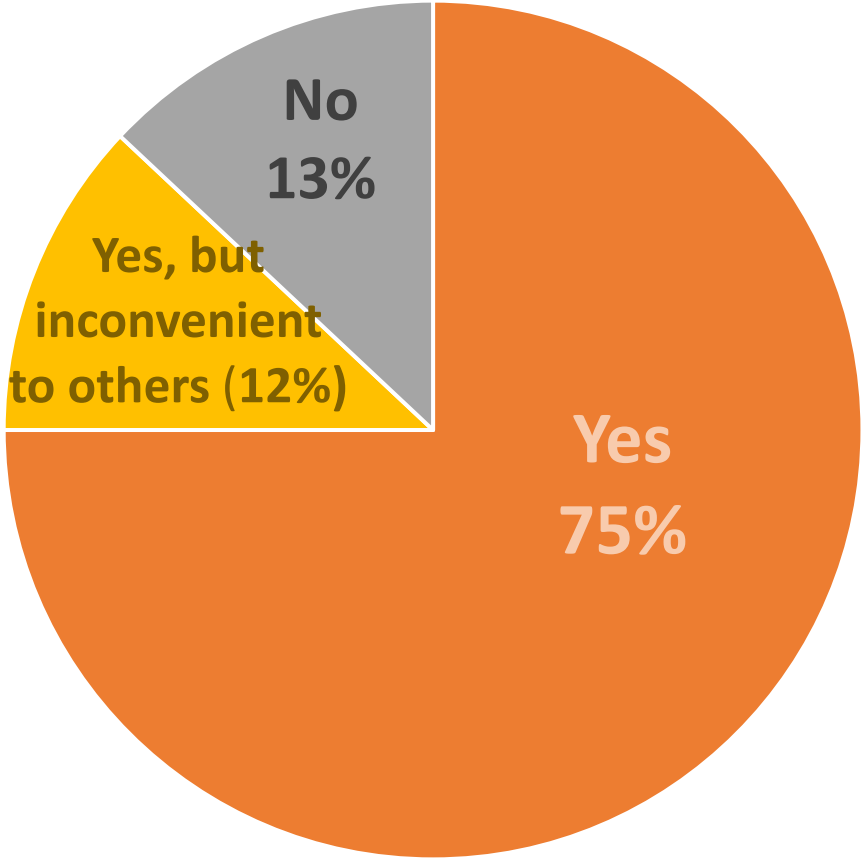
Xpress ridership in Sept 2021 was 19% of pre-COVID levels.

- Since April 2020: **217% increase**
- Since Sep 2020: **166% increase**
- Monthly recovery last quarter:
  - 9% increase June to July
  - 16% increase July to August
  - 19% increase August to September

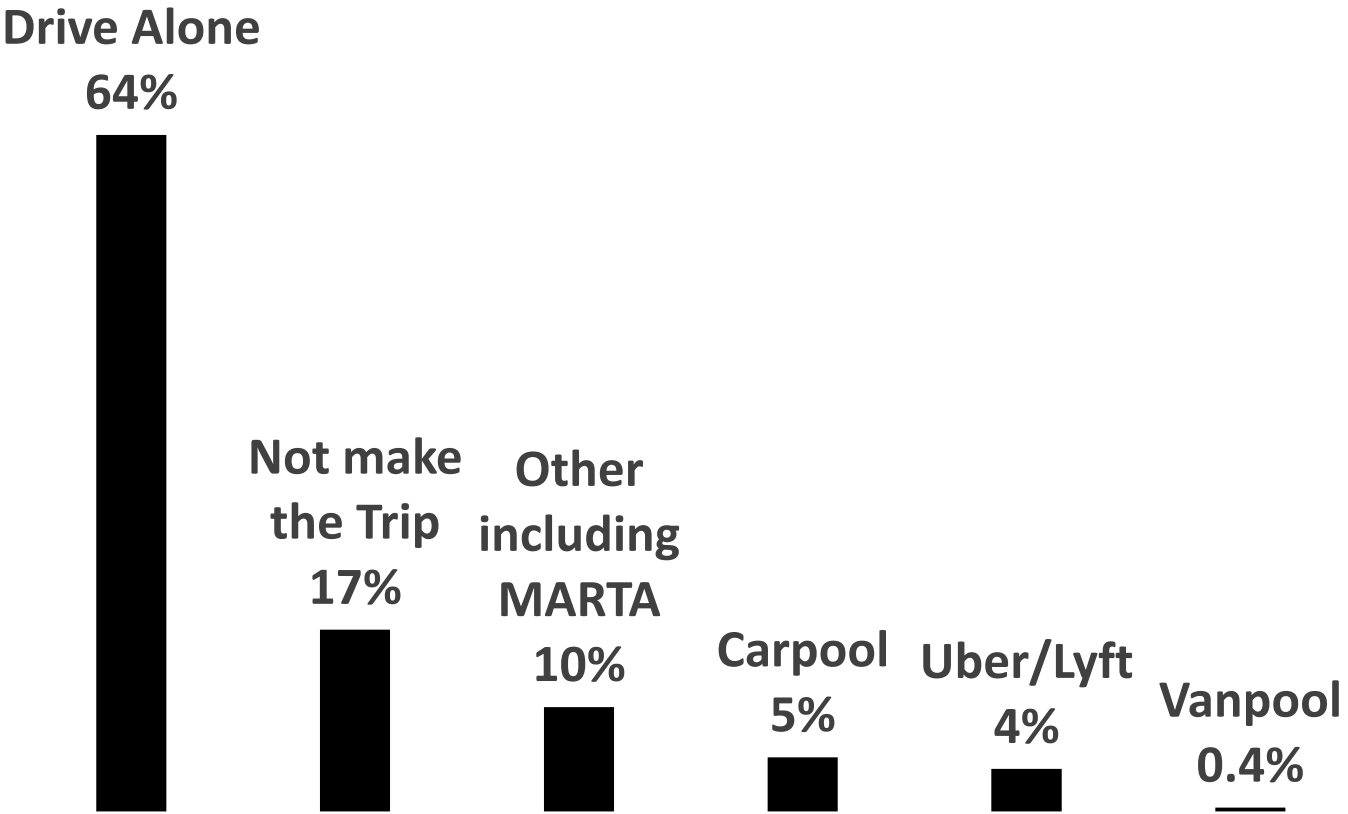
# ***SURVEY SAYS... ridership recovery remains a challenge.***



Is there a car normally available for your commute?

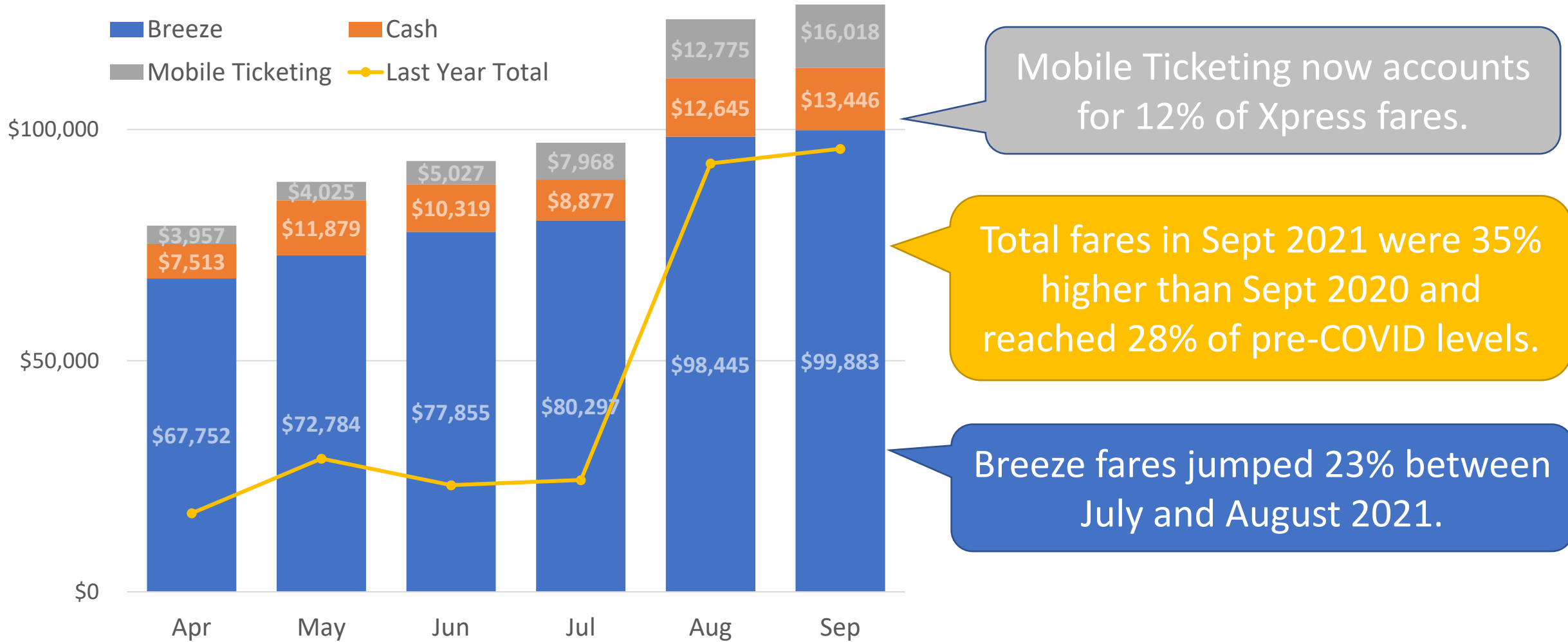


When not riding Xpress, how do you normally commute?





# XPRESS FARE REVENUE *(zooming in on recovery)*





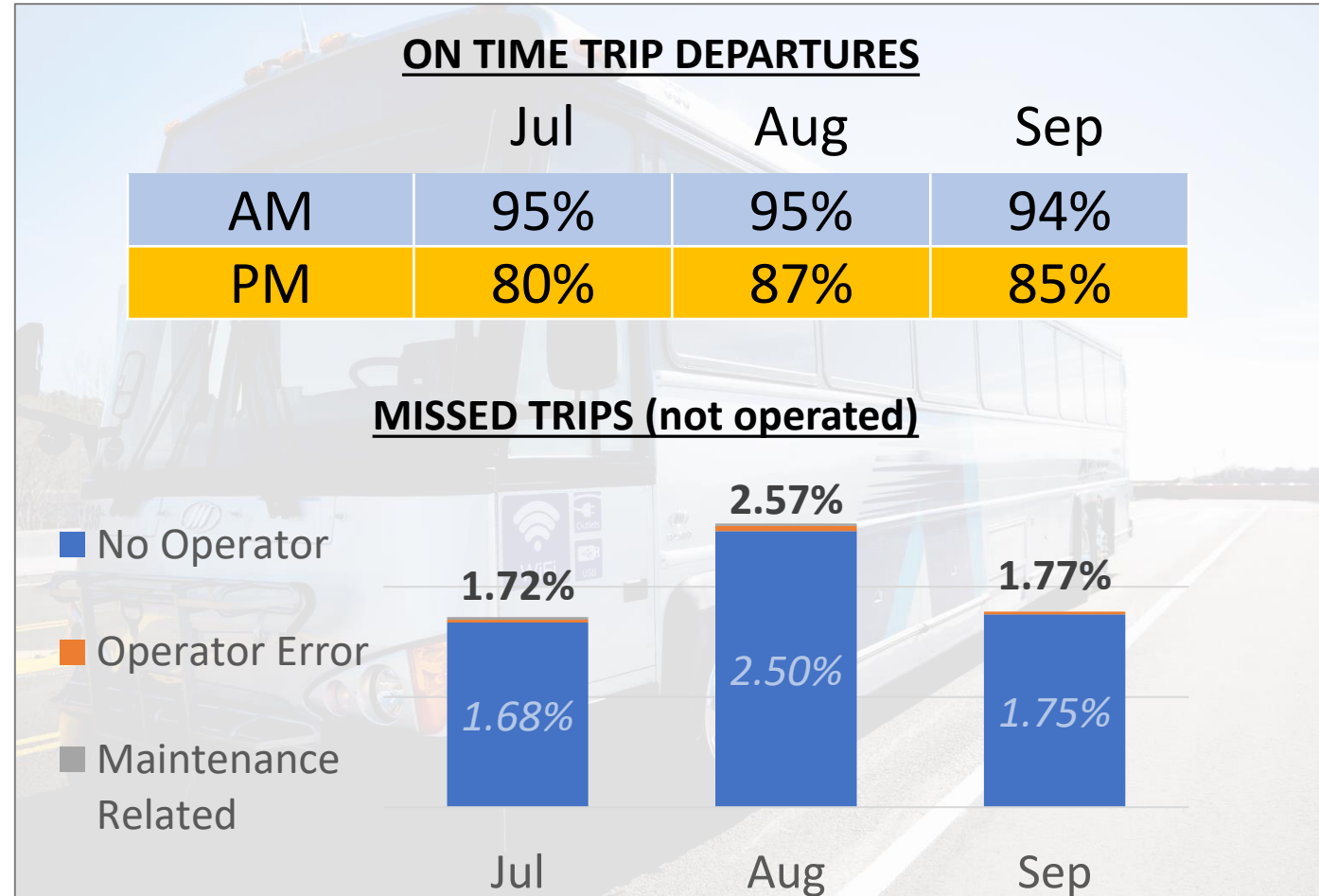
# XPRESS SYSTEM RELIABILITY – *quarterly snapshot*

## On-time Performance

- Adhering to the scheduled stop times  
*(contractors held to 85% at the first timepoint)*

## Trip Availability / Schedule Performance *(supplementary measure)*

- Providing the posted trip times according to the schedule





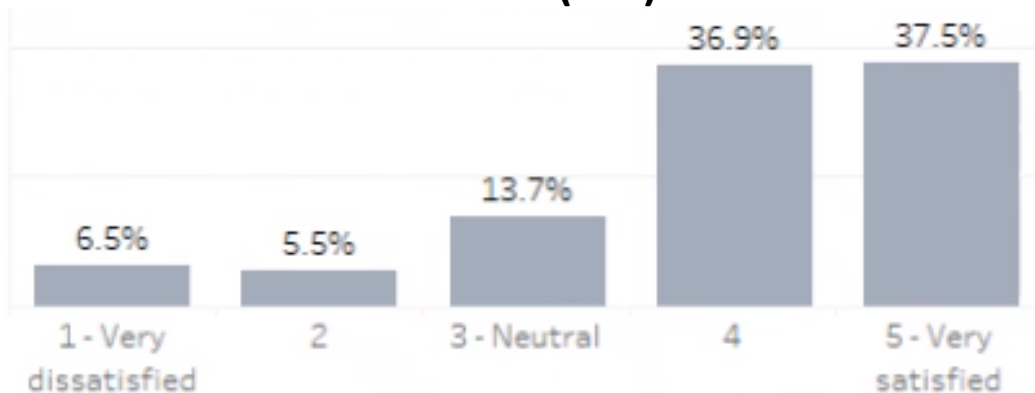


# ***SURVEY SAYS... customers notice reliability issues.***

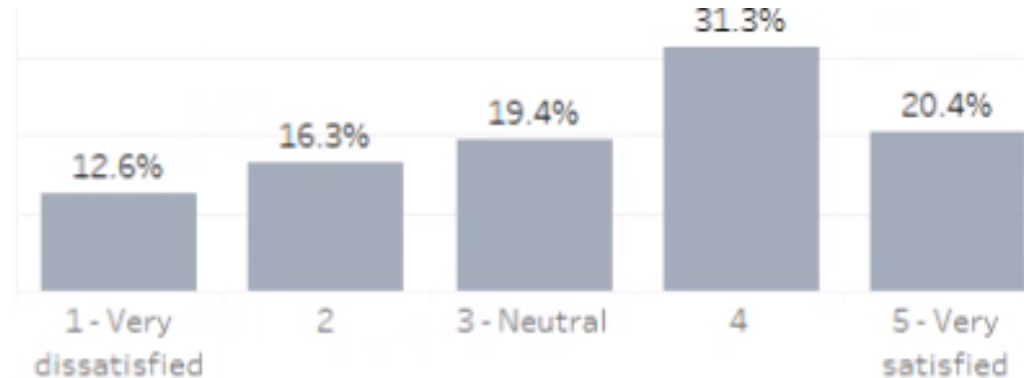
## **On Time Performance:**

“Buses arriving & departing on time in the [time of day]”

**MORNING (AM)**



**AFTERNOON/EVENING (PM)**

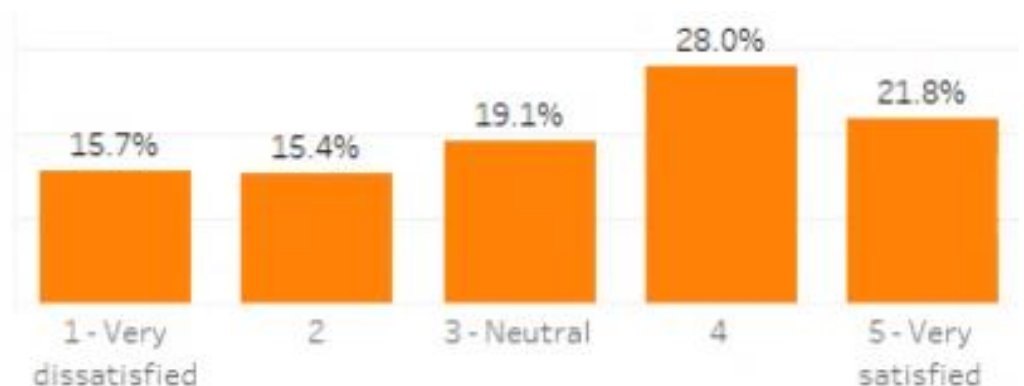
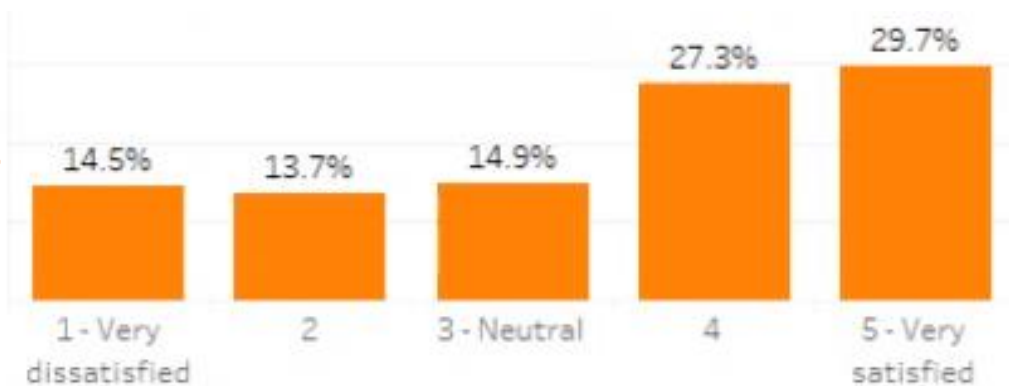


Increasing Satisfaction →

Increasing Satisfaction →

## **Trip Availability:**

“Availability of trips that work with your [time of day] schedule”

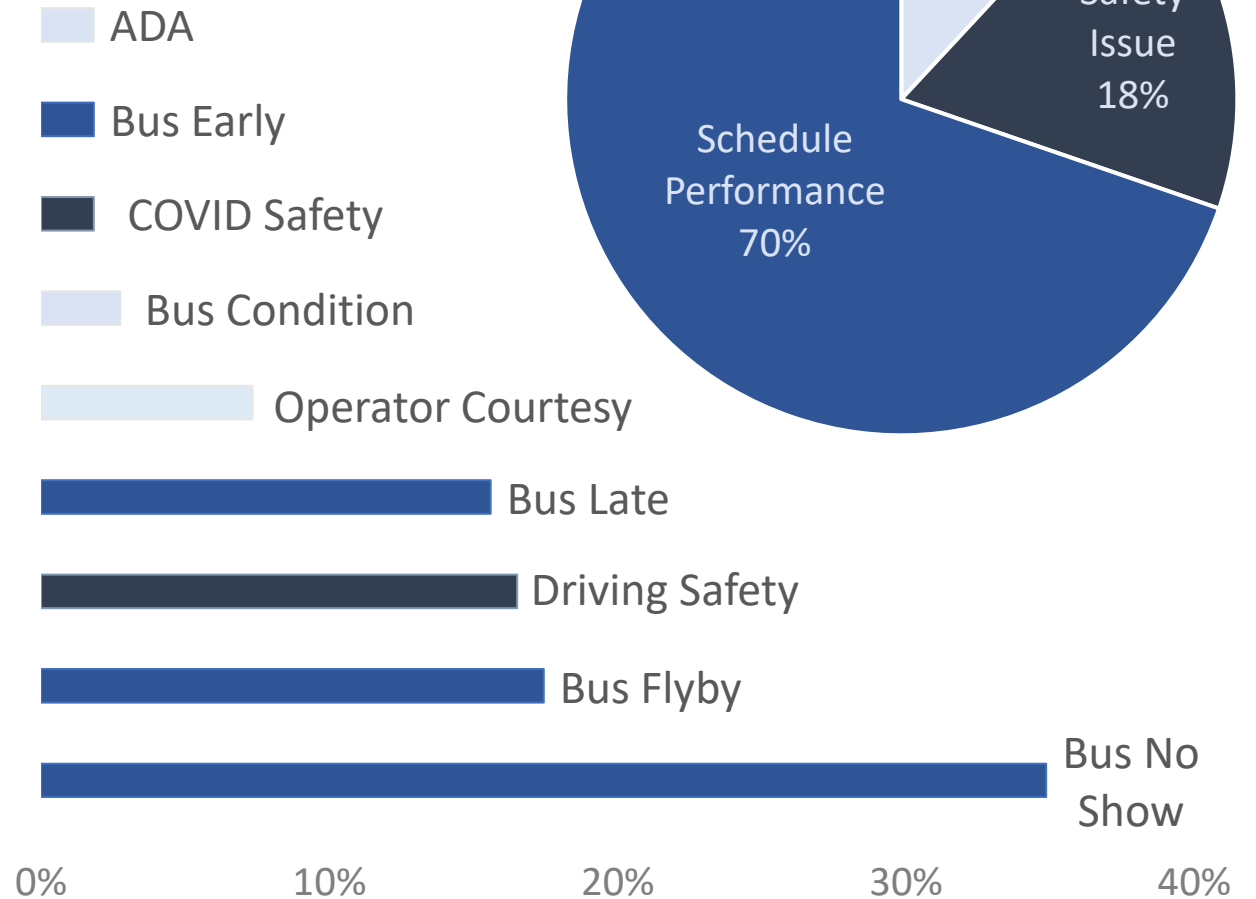


# XPRESS CUSTOMER FEEDBACK



Fewer than **2** complaints  
per **1,000** boardings

*(Quarterly Snapshot  
July-September 2021)*



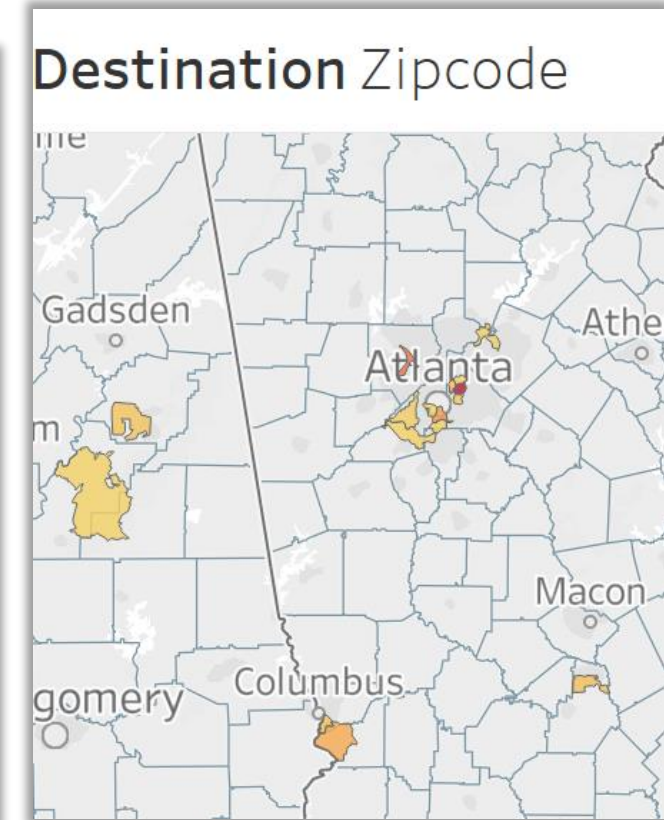
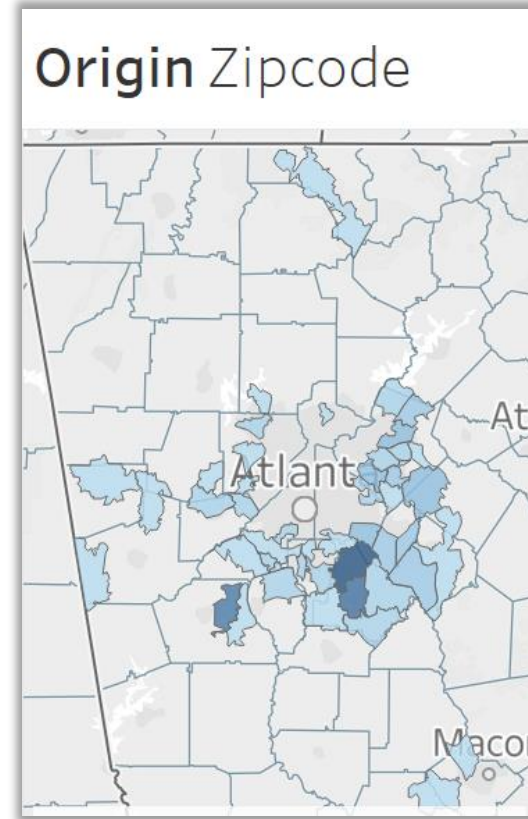
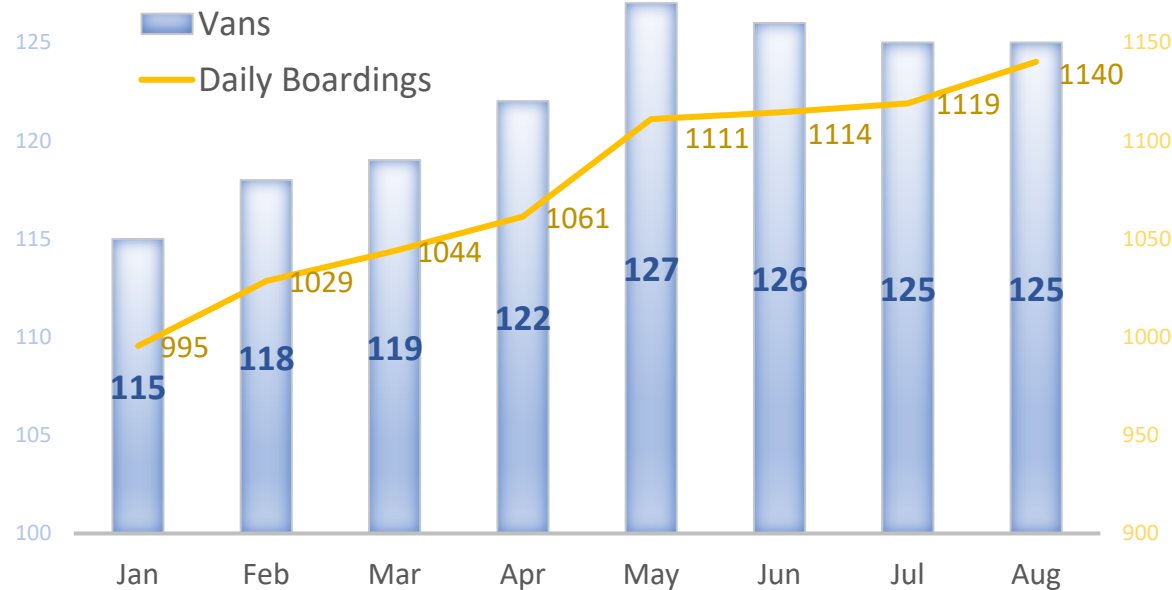
# VANPOOL SYSTEM PERFORMANCE - 2021



COMMUTE  
with enterprise

► **125** Active Vanpool Groups in August

► **1,140** Average Daily Boardings





# COMBINED MOBILITY IMPACT

Xpress and Vanpool currently provide:

- ▶ *A commute solution for residents of **more than 25 counties**.*
- ▶ *More than **2500 passenger trips** per day, on average.*
- ▶ *Connections to:*
  - *Major activity centers*
  - *ATL-region transit network*
  - *Employment opportunities across Georgia and beyond*



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



## ATL's 2021 Update of the Public Transportation Agency Safety Plan (PTASP)

Jorge Pubillones

Asset Management Administrator & Chief Safety Officer

November 4, 2021



Economic  
Development  
and Land Use



Environmental  
Sustainability



Equity



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Return on  
Investment

# ACRONYMS

- ▶ PTASP – Public Transportation Agency Safety Plan
- ▶ ASP – Agency Safety Plan
  
- ▶ CSO – Chief Safety Officer
  
- ▶ SMS – Safety Management System
- ▶ SMP – Safety Management Policy
- ▶ SRM - Safety Risk Management
- ▶ SA – Safety Assurance
- ▶ SP – Safety Promotion
  
- ▶ FTA – Federal Transit Administration

# 2021 PTASP UPDATE MILESTONES

**April/September**  
**ATL Staff**



- ▶ Review and Update ATL Xpress PTASP

**October**  
**ATL Xpress Executive Review**



- ▶ Review and recommend edits
- ▶ Certify ATL Xpress PTASP
- ▶ Prepare presentation of updated ATL Xpress PTASP

**November**  
**ATL Xpress Operations Committee**



- ▶ **ATL Xpress Operations Committee to approve recommendation to the full Board for approval of the updated PTASP**

**December**  
**ATL Board**



- ▶ Consideration and approval of the updated ATL Xpress PTASP by the ATL Board

**Ongoing**  
**ATL Staff**



- ▶ Continue SMS implementation efforts and best practices
- ▶ Promote day-to-day safety activities through training

# BACKGROUND

## ► The ATL's compliance with the Rule:

- Initial compliance deadline was July 20, 2020
- ✓ A compliant Xpress PTASP was approved by the SRTA Board on June 23, 2020
- Review and update the Xpress PTASP annually
- ✓ ATL staff completed review and update, September 2021
- Plan must be signed by the Accountable Executive and approved by the transit agency's Board of Directors



# PTASP REQUIREMENTS

- ▶ Approval by Accountable Executive and Board of Directors
- ▶ Specify a Chief Safety Officer (CSO) or Safety Management System (SMS) Executive
- ▶ Safety Management System Process (SMS)
- ▶ Employee Safety Reporting Program
- ▶ Safety Performance Targets
- ▶ Address all Applicable Requirements and Standards in FTA's Public Transportation Safety Program
- ▶ Process and Timeline for Conducting an Annual Review and Update of the Safety Plan

# WHAT IS SMS

## SMS In Action

### Safety Management System (SMS) Components



# SMS Detail and Performance Targets

## ► Safety Management System (SMS)

- Includes systematic policies, procedures, and practices for the management of safety risk.

## ► Safety Management Policy

- Executive statement of the agency's commitment to ensure the safety of the customers, employees, and the public.

## ► Safety Risk Management

- Provides the structural elements and guides program development to ensure hazards are identified and analyzed, assessed for risk, and risk mitigated to an acceptable level.

## ► Safety Assurance

- The processes within the ATL's SMS that function to ensure the implementation and effectiveness of safety risk mitigation.

## ► Safety Promotion

- Ensures all ATL employees and contractors are aware of the safety policies and procedures as related to their areas of work.

## ► Safety Performance Targets

- Targets are set for ATL Xpress each year and data is tracked in each category to identify any trends and/or potential risk areas.

# PTASP ANNUAL REVIEW UPDATES

## ► Operational Fleet Changes

Contractor	Location	ATL Routes	Peak Buses 2020/2021	Spare Buses 2020/2021	Total Buses 2020/2021
Transdev	South Ops	13	71 / 47	20 / 9	91 / 56
Transdev	North Ops	12	46 / 28	14 / 5	60 / 33
Cobb County	CobbLinc	2	12 / 6	3 / 2	15 / 8
Total Xpress 2021		27	129 / 81	37 / 16	166 / 97

Plan Year 2020 in black (Pre COVID-19) and update plan year 2021 in red (COVID-19)

## ► Performance Targets Update

Plan Year	Fatalities (Total)	Fatalities per 100K VRM (Rate)	Injuries (Total)	Injuries per 100K VRM (Rate)	Safety Events (Total)	Safety Events per 100K VRM (Rate)	System Reliability (MDBF)
2020	0	0.00	8	0.40	38	1.9	16K miles
2021	0	0.00	7	0.35	36	1.7	18K miles

# PTASP ANNUAL REVIEW UPDATES (Cont.)

## ► SMS Oversight Responsibility

- The ATL CSO Functions were updated to reflect improved oversight of the SMS
- Develops ATL's Agency Safety Plan (ASP) and SMS policies and procedures
- Advises the Accountable Executive and senior management on safety matters and SMS implementation progress
- Identifies substandard performance in ATL's SMS and develops action plans for review and approval by the Accountable Executive

## ► ATL CSO Certification

- The ATL CSO completed the Transit Safety and Security Program (TSSP) and the Public Transportation Safety Certification Training Program - Bus (PTSCPTP) certifications on September 23, 2021

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**Questions?**



# SUGARLOAF P&R LOT CONSTRUCTION CONTRACT UPDATE

Annie Gillespie, Chief Engineer

November 4, 2021



Economic  
Development  
and Land Use



Environmental  
Sustainability



Equity



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Return on  
Investment



# **Sugarloaf Xpress Park and Ride Lot Construction Project**

*(Board Action Required)*

- ▶ Previous Resolution approved by the Board on October 7, 2021 with a NTE of \$8.5M
- ▶ Project bids were opened October 26, 2021
  - 5 bids were received
  - Bids ranged from \$8.66M to \$11.1M
- ▶ Reason for Higher-than-anticipated Bid Costs & Additional NTE Funds
  - Costs associated with grading higher than internal estimates; higher supply and transport fuel costs/distance
  - Request Additional \$1.4M in NTE Approval; Additional funds would be 100% federal
  - Allows for NTE to cover bid price plus project contingency
- ▶ Action Item for Board (Resolution)
  - Request Resolution to be approved with a revised NTE of \$9.9M



**Questions?**



ADJOURN

The Administrative Committee Meeting  
Will Begin Momentarily