



## **XPRESS OPERATIONS COMMITTEE**

Howard Mosby, Chair

November 3, 2022

**Xpress Operations Committee**  
**Thursday, November 3, 2022**  
**Proposed Agenda**

- I. Call to Order – Howard Mosby, Chair
- II. Approval of Minutes for September 1, 2022
- III. Approval of Agenda for November 3, 2022
- IV. Xpress Performance Review – Jamie Fischer
- V. MOU between SRTA and ATL Regarding Transfer of VW Settlement – Monique Simmons – **Action Item**
- VI. Adjournment



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

## **XPRESS PERFORMANCE REVIEW**

Jamie M. Fischer, PhD | November 3, 2022

Office of Transportation Performance & Innovation



# XPRESS SYSTEM PERFORMANCE

▶ Ridership Productivity



▶ Xpress Fare Revenue



▶ Customer Feedback  
+ Preliminary Survey Results

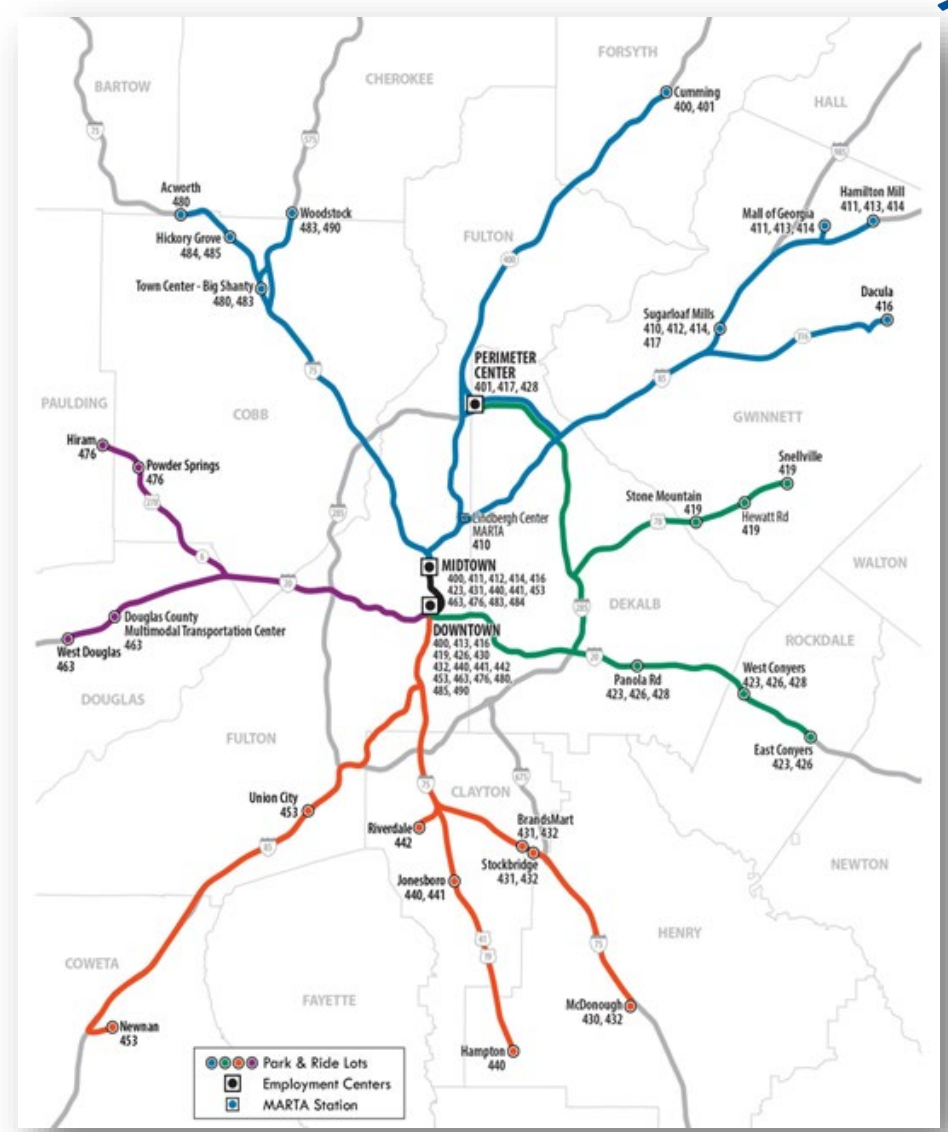


▶ System Reliability

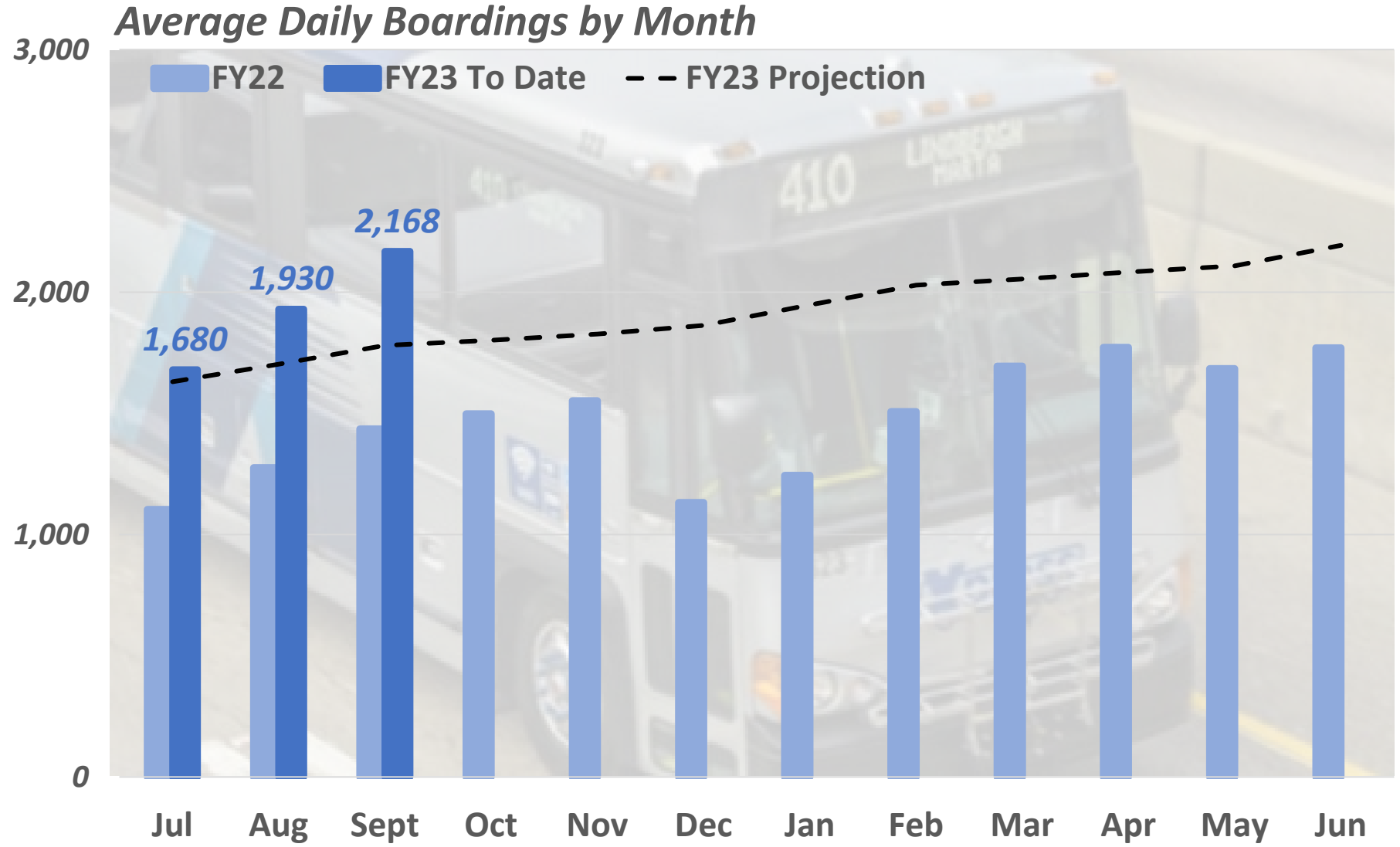
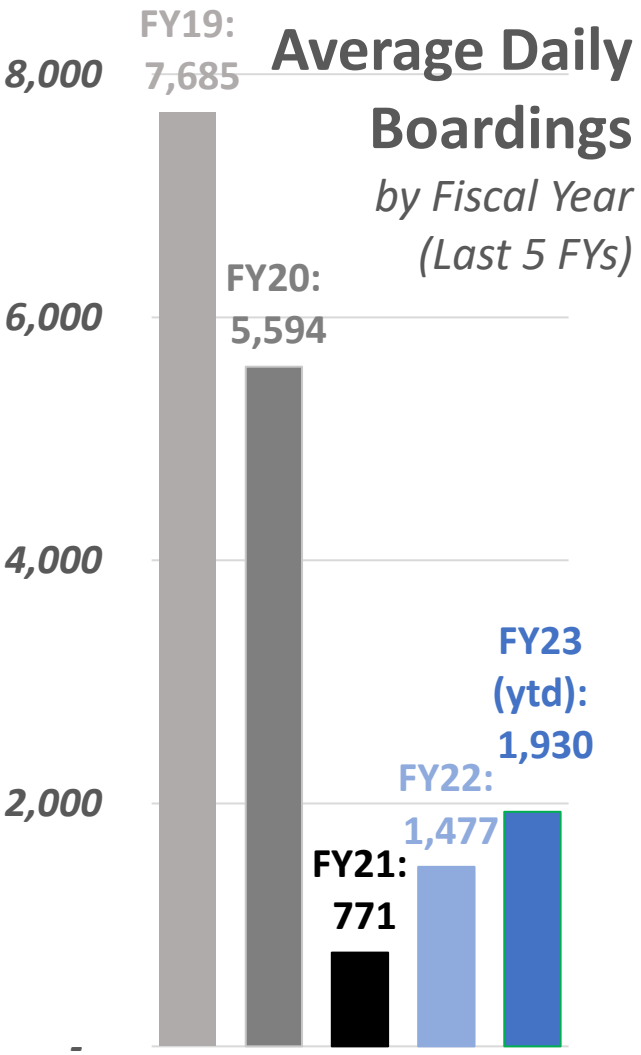


# VANPOOL PERFORMANCE

▶ Routes & Ridership



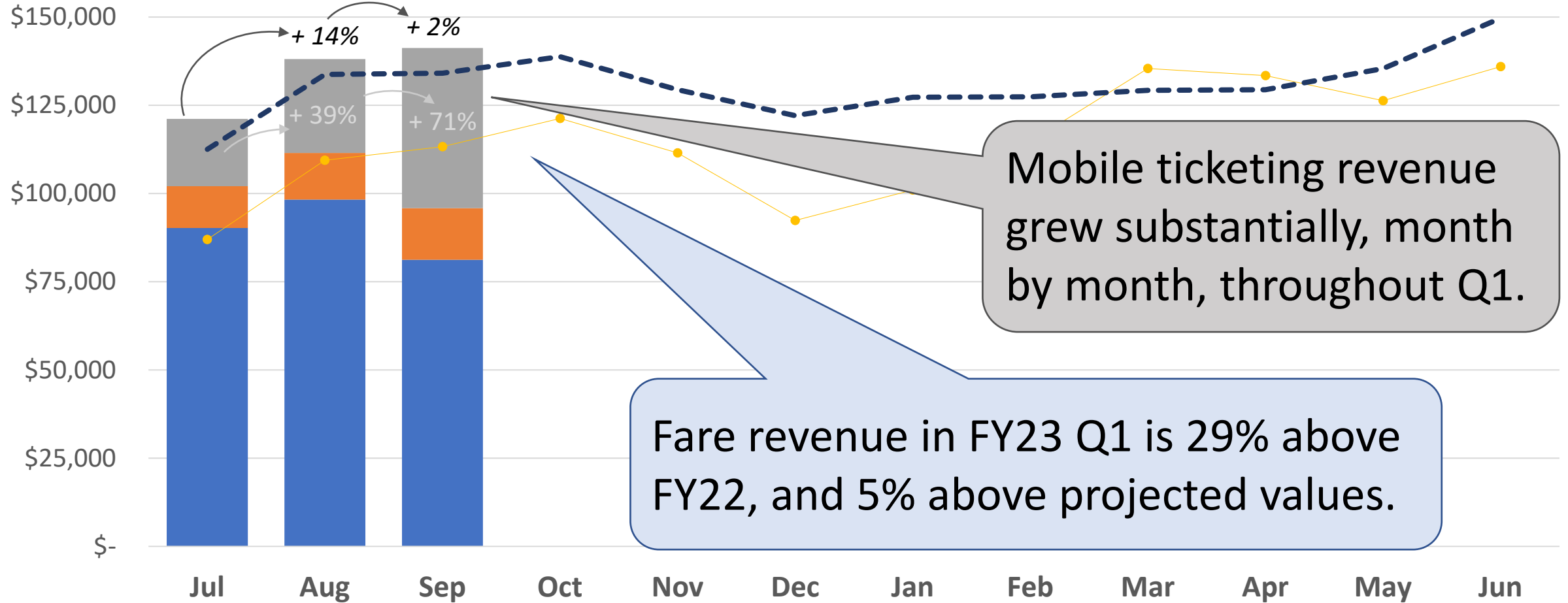
# XPRESS RIDERSHIP PRODUCTIVITY



# XPRESS FARE REVENUE



## Monthly Fare Revenue by Source



Mobile ticketing revenue grew substantially, month by month, throughout Q1.

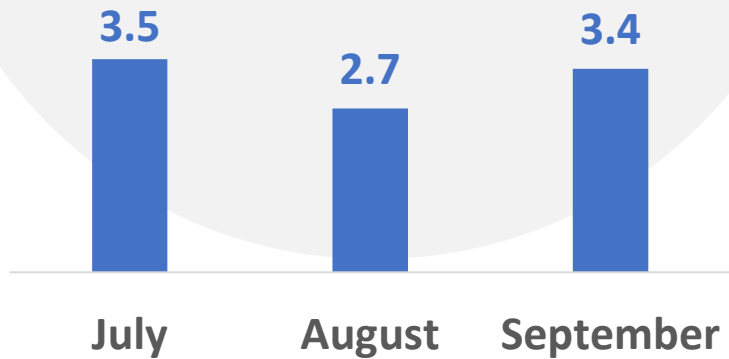
Fare revenue in FY23 Q1 is 29% above FY22, and 5% above projected values.

# XPRESS CUSTOMER FEEDBACK

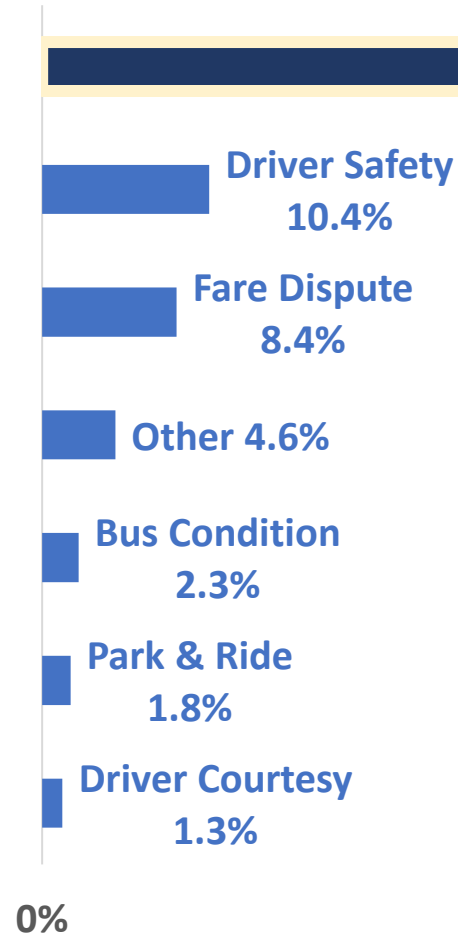


**3** complaints  
per **1,000** boardings

(Snapshot of FY 2023 – Q1)

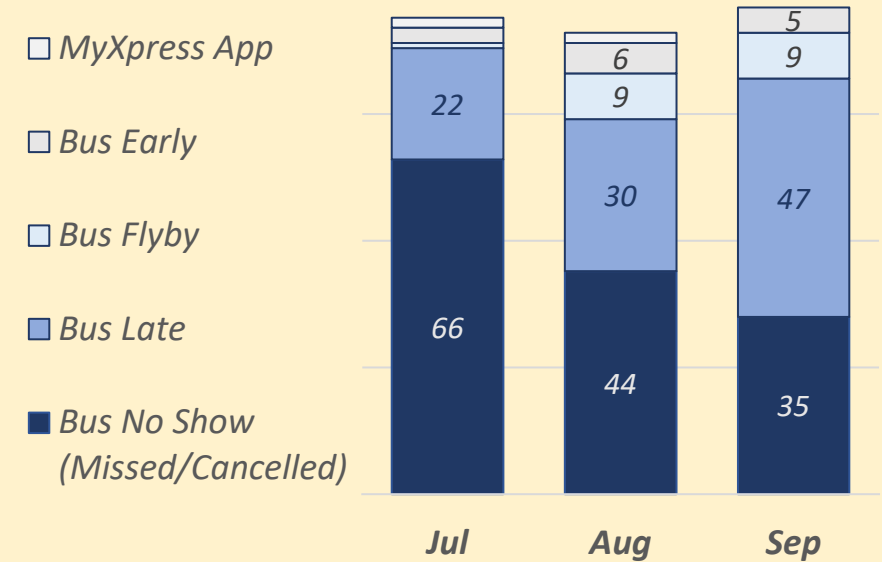


## Percent of Complaints by Category



**On Time  
Performance  
71.3%**

## Number of OTP Complaints by Type by Month

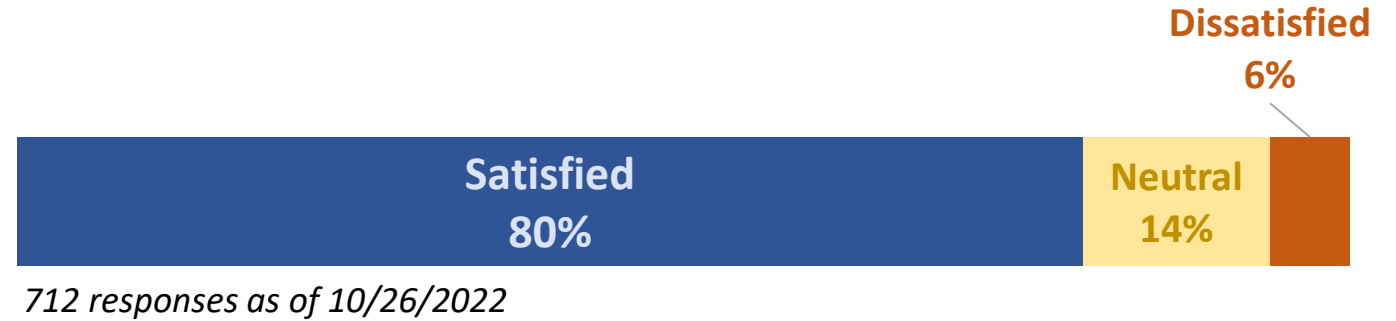


# SURVEY SAYS...

2022 Xpress Survey Responses – Preliminary Results as of 10/26



**The majority of current customers are satisfied with Xpress service.**



**Xpress customers tend to be promoters of the service.**





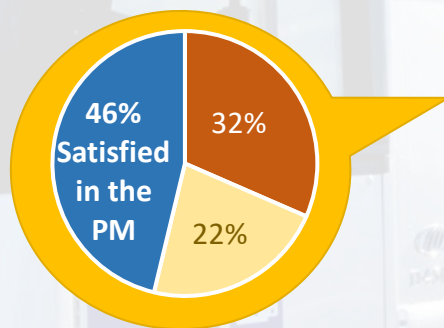
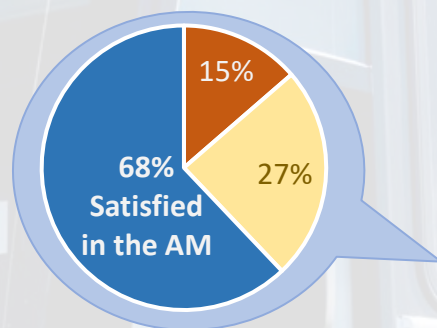


# XPRESS SYSTEM RELIABILITY

## Survey says:

Top reasons to ride Xpress focus on flexibility and reliability:

- ✓ **Avoid traffic** (80% agree)
- ✓ **Read/rest/work during commute** (79% agree)
- ✓ **Use HOV/ Express Lanes for free** (72% agree)
- ✓ **Save time** (57% agree)



## On time trip departures

Service Standard: 85%

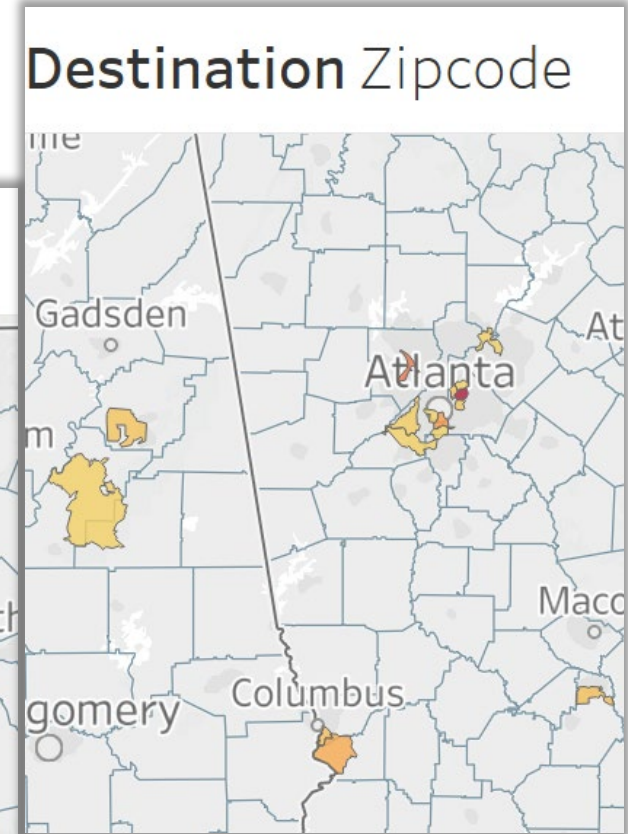
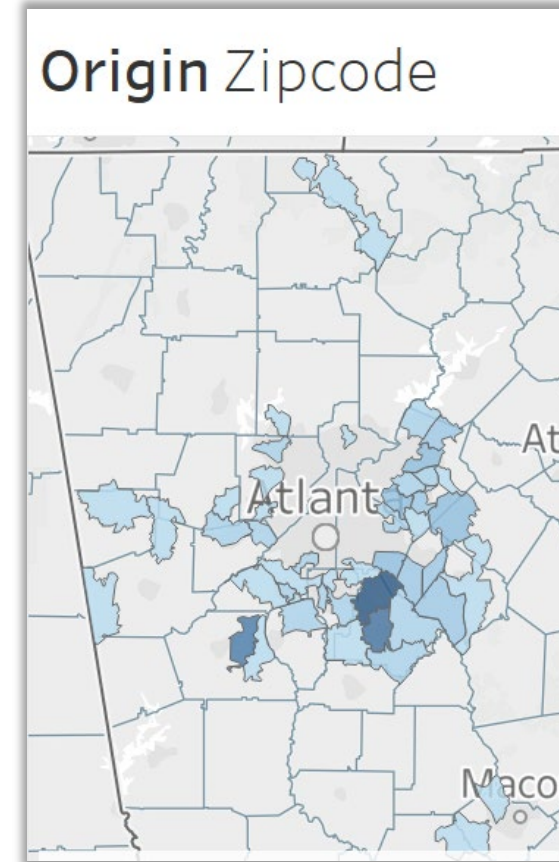
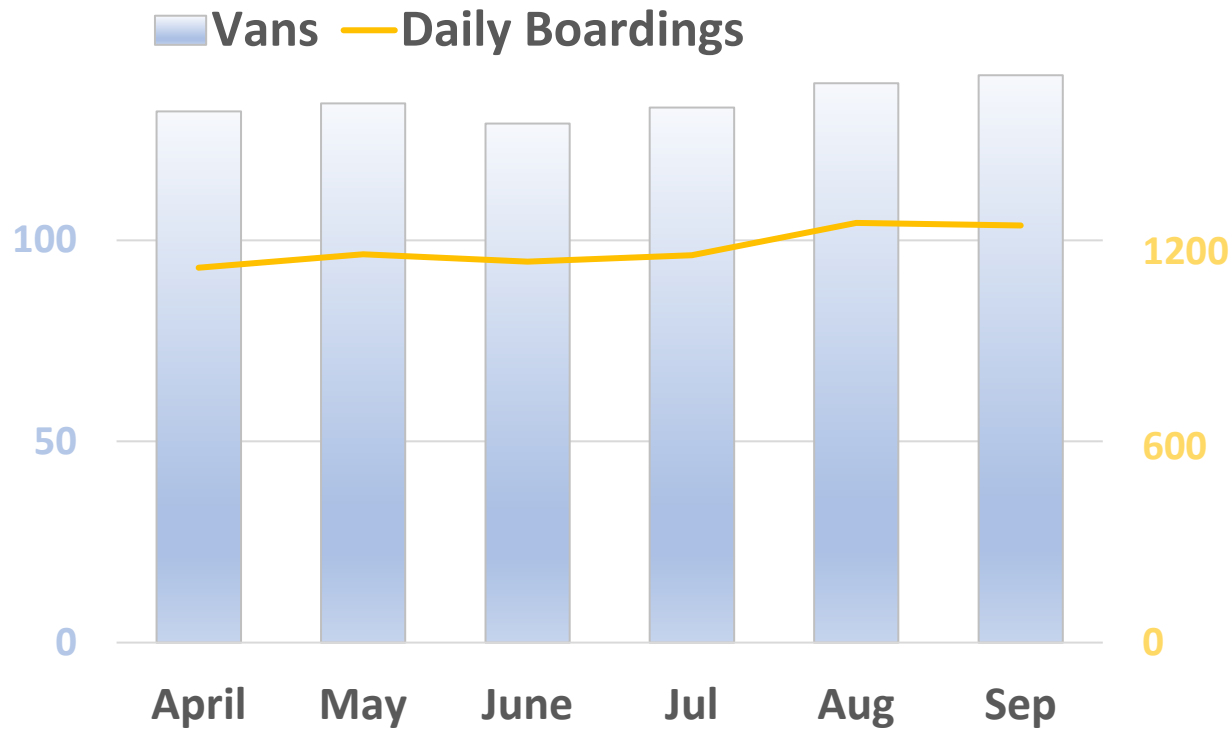
|         | Jul | Aug | Sep |
|---------|-----|-----|-----|
| AM      | 94% | 95% | 96% |
| PM      | 79% | 83% | 79% |
| Overall | 87% | 90% | 88% |

Source: 2022 Xpress Survey Responses as of 10/26

- 585 responses regarding reasons to ride
- 722 responses regarding "buses arriving/departing on time"

# VANPOOL SYSTEM PERFORMANCE

- ▶ 141 Active Vanpool Groups in September
- ▶ 1,280 Average Daily Boardings



*(new location data under review)*



# COMBINED MOBILITY IMPACT

**Xpress and Vanpool currently provide:**

- ▶ *A commute solution for residents of **more than 25 counties.***  
*(new survey data under review)*
  
- ▶ *More than **3300 passenger trips** on a typical weekday. (+14% since July)*
  
- ▶ *Connections to:*
  - *Major activity centers*
  - *ATL-region transit network*
  - *Employment opportunities across Georgia and beyond*



**Thank You!  
Questions?**



## MOU between SRTA and ATL Regarding Transfer of VW Settlement

Monique Simmons

Chief Financial Officer

November 3, 2022



ADJOURN

The Administrative Committee Meeting  
Will Begin Momentarily