



XPRESS OPERATIONS COMMITTEE

Howard Mosby, Chair

January 5, 2023

Xpress Operations Committee

Thursday, January 5, 2023

Proposed Agenda

- I. Call to Order – Howard Mosby, Chair
- II. Approval of Minutes for November 3, 2022
- III. Approval of Agenda for January 5, 2023
- IV. Xpress Performance Review – Jamie Fischer
- V. On-Call Construction Engineering and Inspection Services – Staci Winston – **Action Item**
- VI. Adjournment



A Regional Transit Operator within the **ATL** 

XPRESS PERFORMANCE REVIEW

Jamie M. Fischer, PhD | January 5, 2022

Office of Transportation Performance & Innovation

XPRESS SYSTEM PERFORMANCE

+ *Related Survey Results*

► Ridership Productivity



► Xpress Fare Revenue



► System Reliability

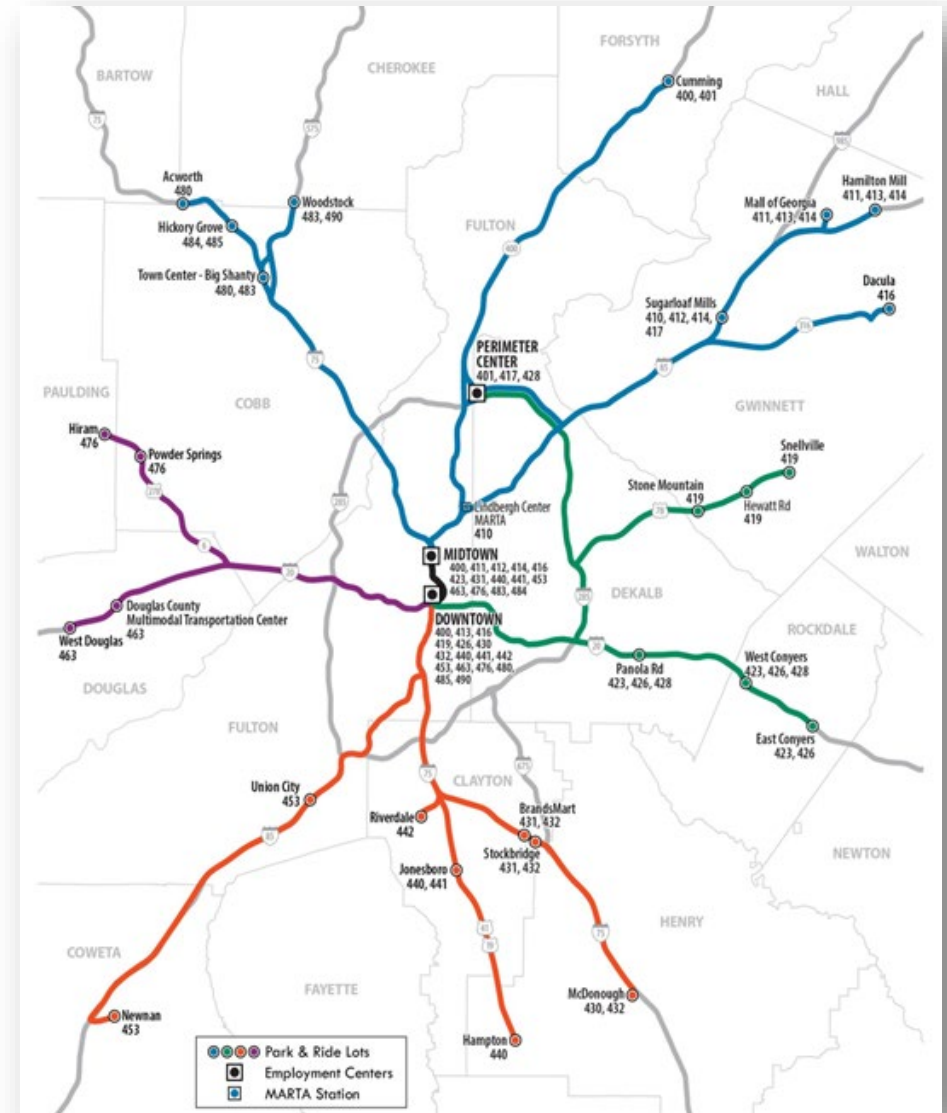


► Customer Feedback + *Final Satisfaction Scores*

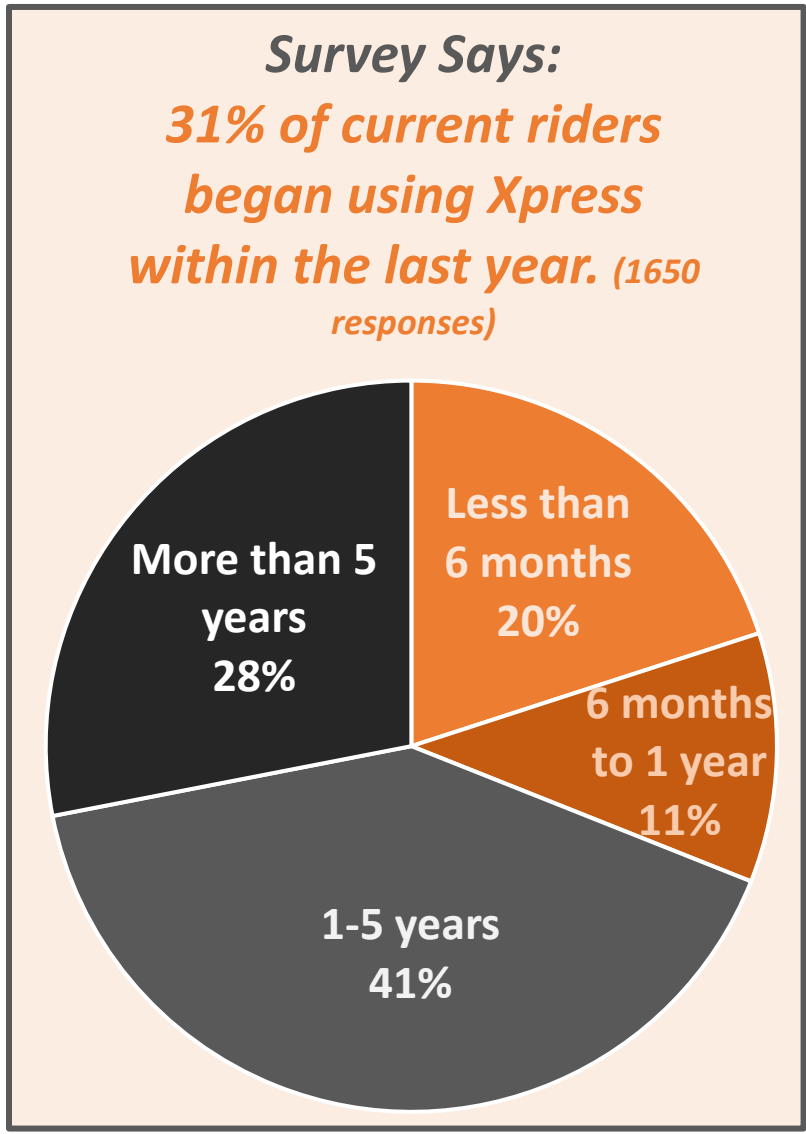
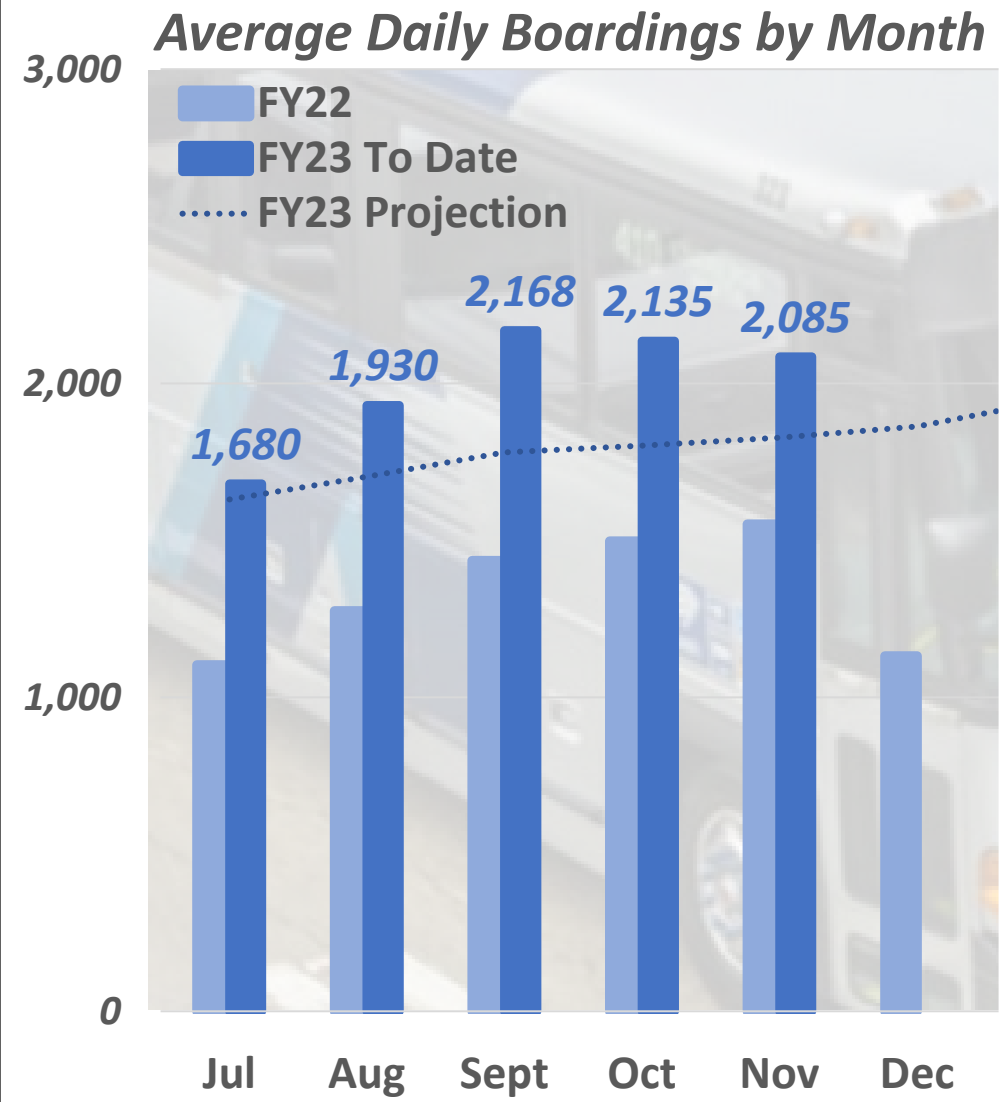
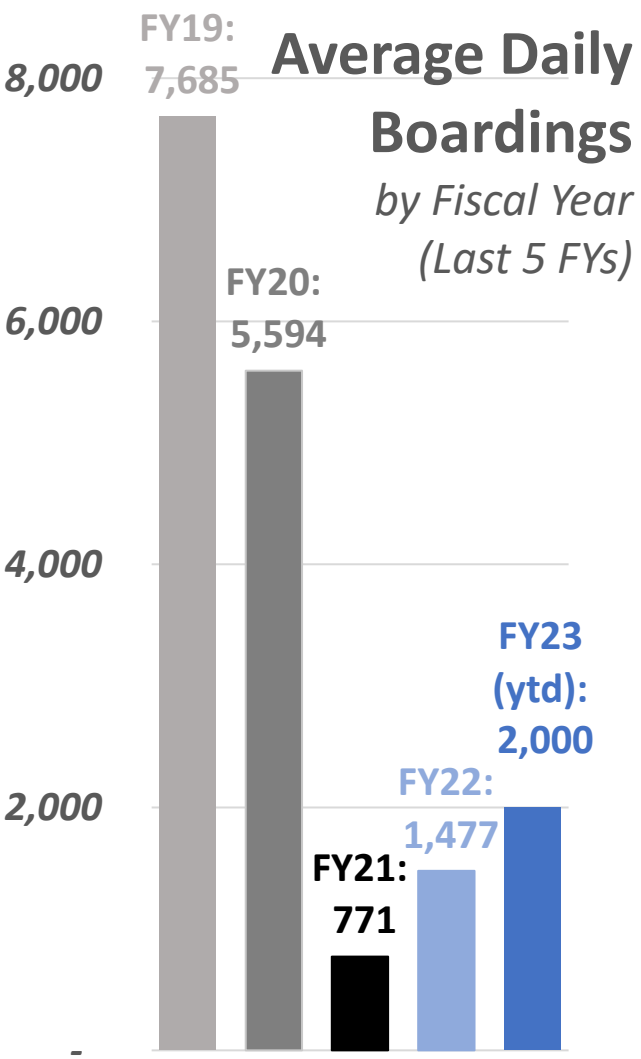


VANPOOL PERFORMANCE

► Routes & Ridership



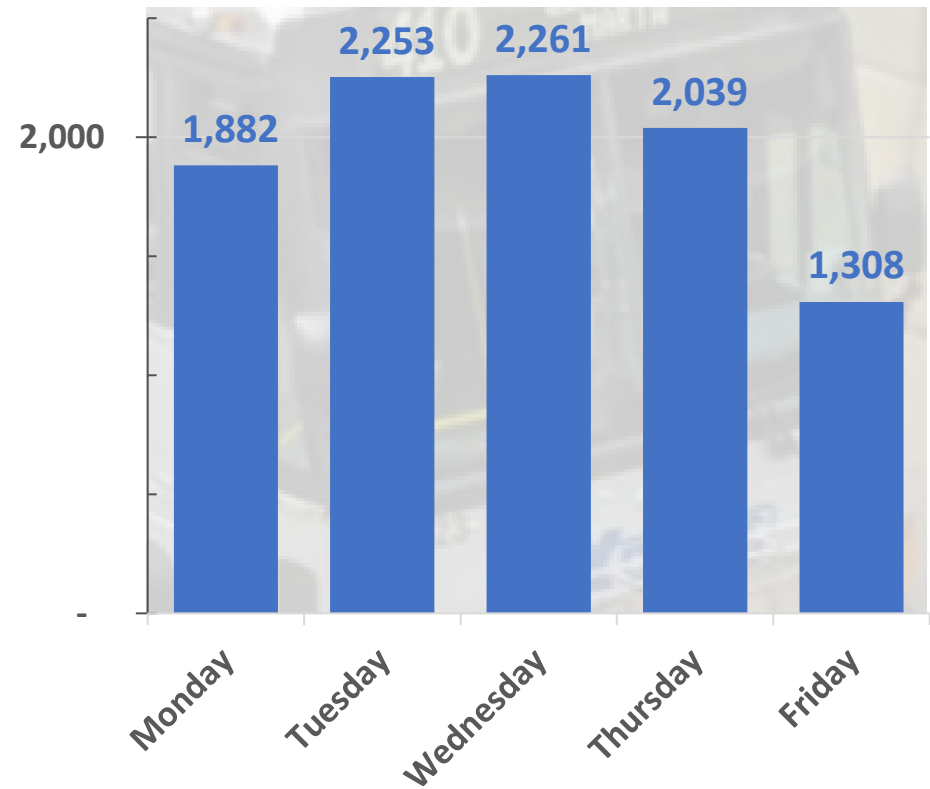
XPRESS RIDERSHIP PRODUCTIVITY



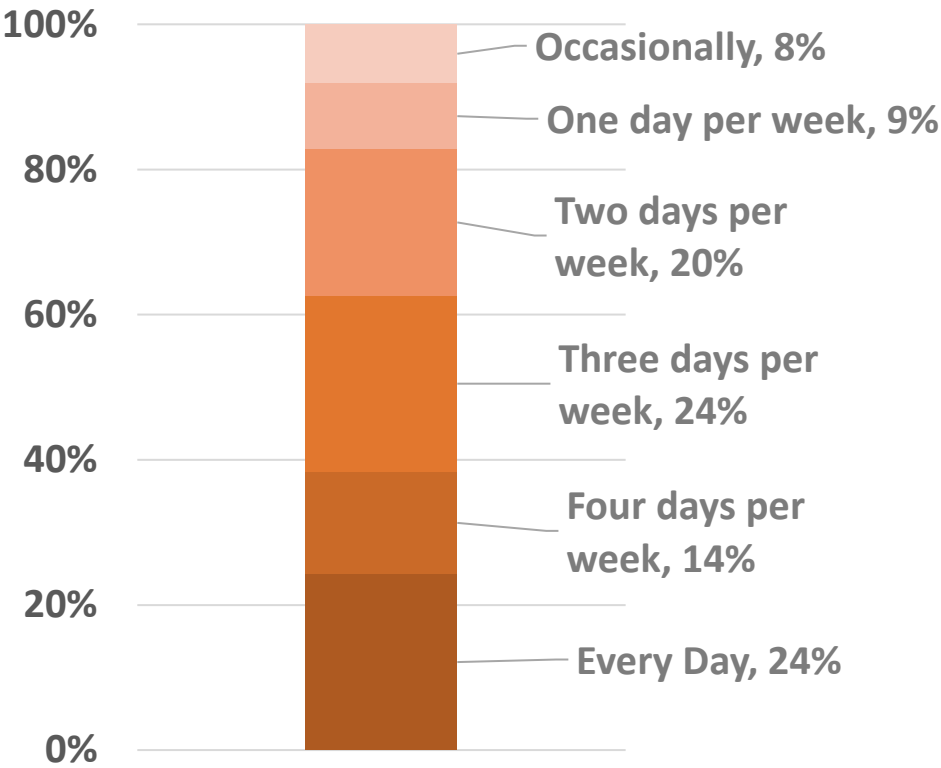
XPRESS RIDERSHIP PRODUCTIVITY



Avg. Boardings by Weekday: Nov. 2022
*(2085 average daily boardings overall,
12 passengers per trip on average)*



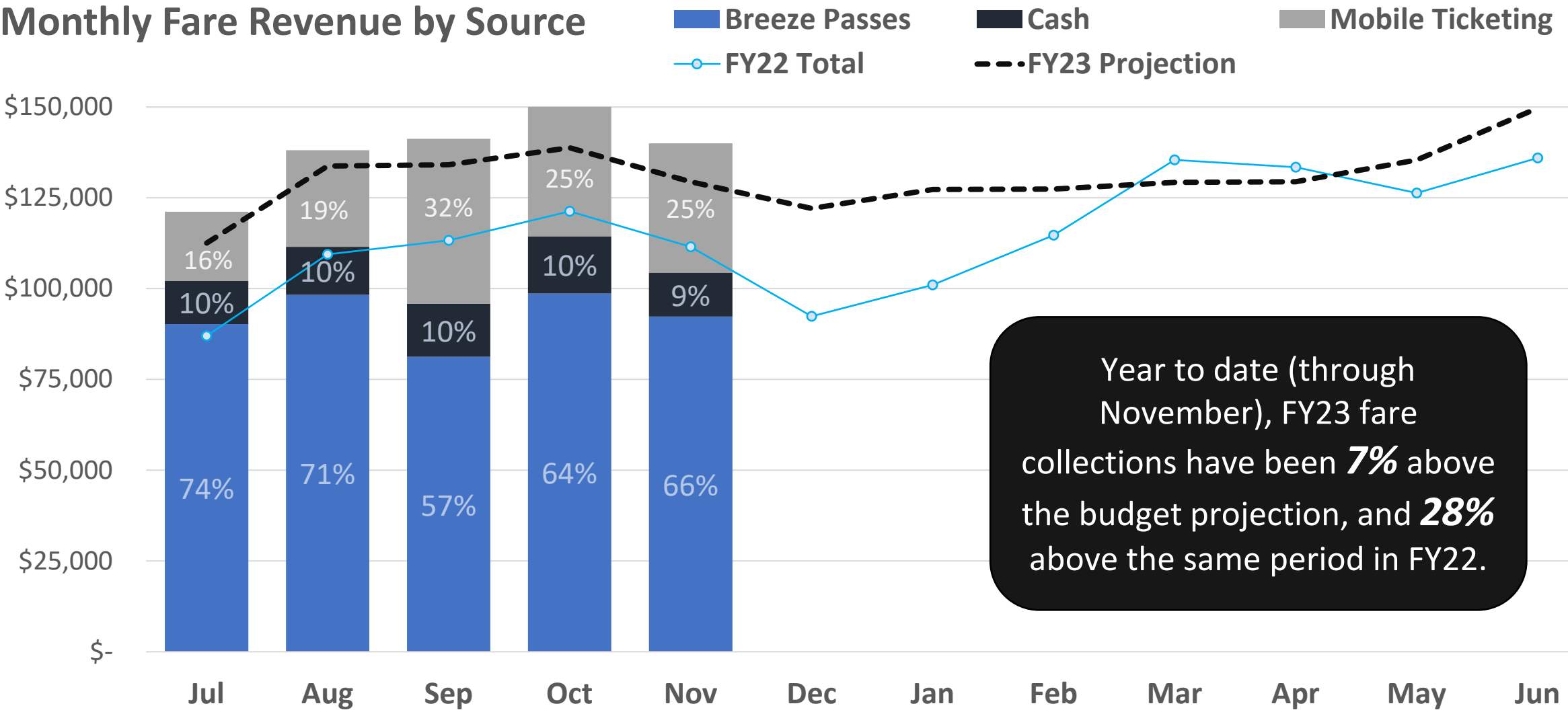
Survey Says: *62% of current riders use Xpress at least 3 days per week; 82% ride at least two days per week (1053 Responses)*



XPRESS FARE REVENUE



Monthly Fare Revenue by Source



Year to date (through November), FY23 fare collections have been **7%** above the budget projection, and **28%** above the same period in FY22.





XPRESS SYSTEM RELIABILITY



On-time performance is best...

- In the morning, when traffic is more consistent
- At the first point of departure
(contractors held to 85%)
- For routes that can use the Georgia Express Lanes

Top reasons to ride Xpress relate to flexibility and reliability (830 responses):

- ✓ Avoid traffic
- ✓ Read/rest/work during commute
- ✓ Use HOV/ Express Lanes for free
- ✓ Save time

On time trip departures

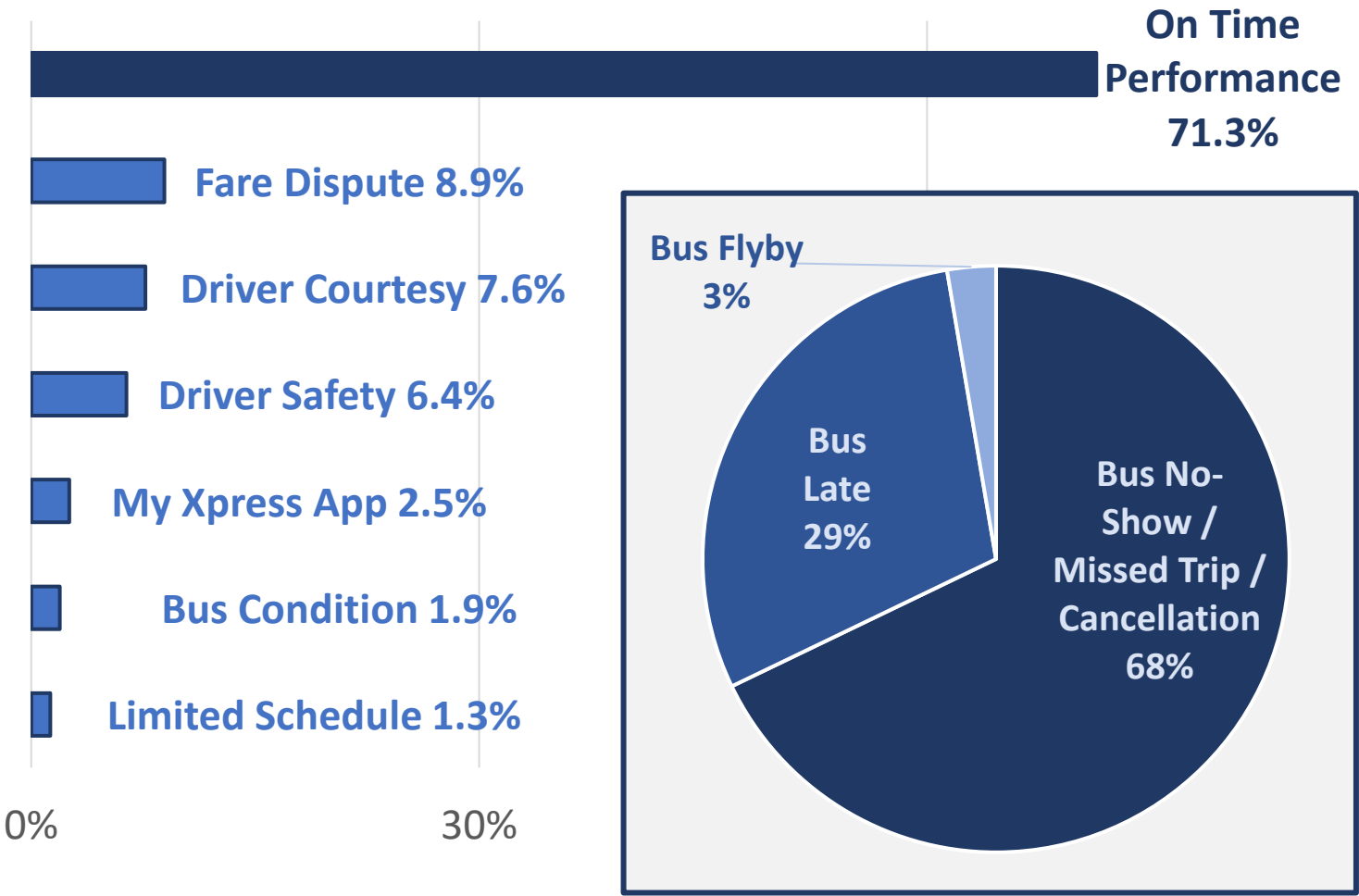
	Sep	Oct	Nov
AM 68% Satisfied 	96%	95%	95%
PM 48% Satisfied 	79%	76%	78%
Overall	88%	86%	87%

(Satisfaction rates: 966 responses AM | 967 responses PM)

XPRESS CUSTOMER FEEDBACK



Percent of Complaints by Category

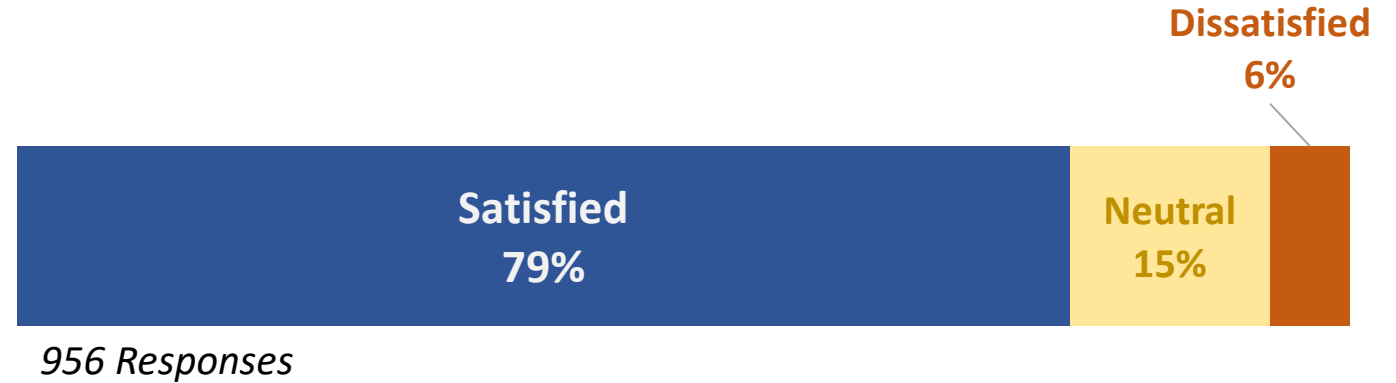


SURVEY SAYS...

2022 Xpress Customer Opinion Survey Final Results



The majority of current customers are satisfied with Xpress service.



Xpress customers tend to be promoters of the service:

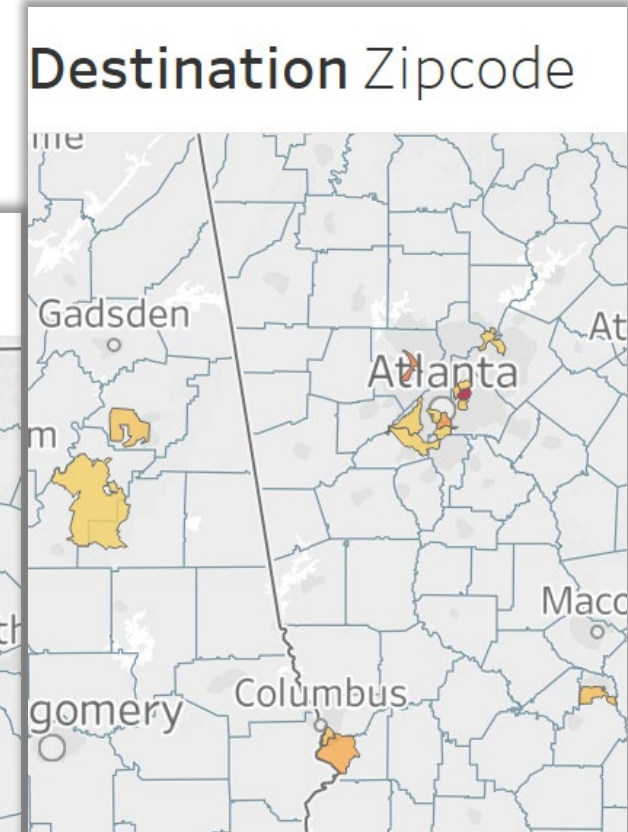
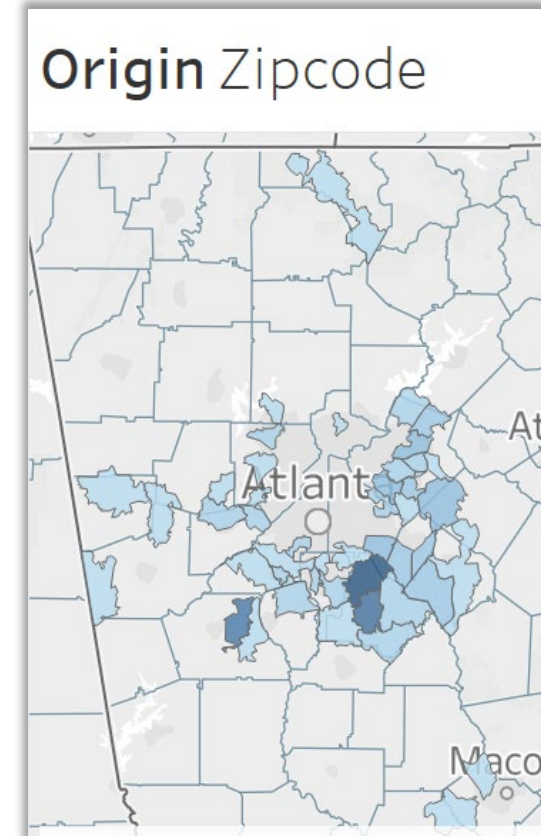
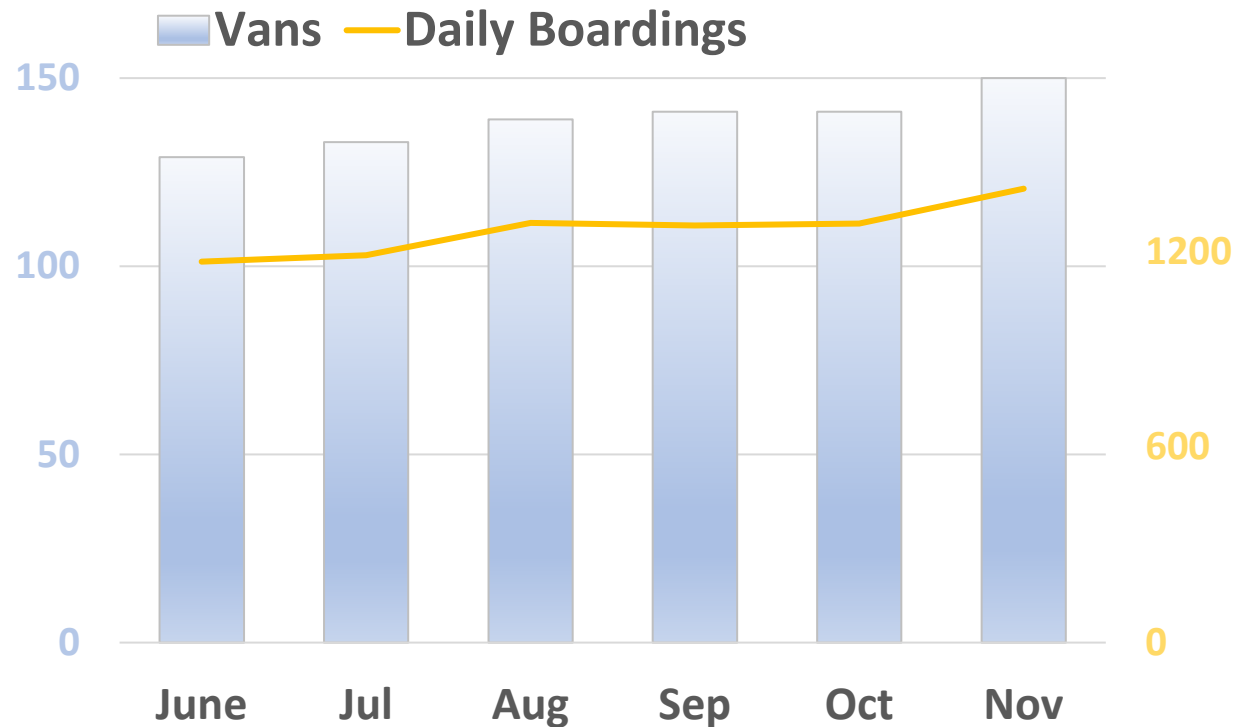


Net Promoter Score is 38



VANPOOL SYSTEM PERFORMANCE

- ▶ **150** Active Vanpool Groups in November 2022
- ▶ **1,393** Average Daily Boardings (+9% since September)





COMBINED MOBILITY IMPACT

Xpress and Vanpool currently provide:

- ▶ *A commute solution for residents of **more than 40 counties.***
(2022 Xpress Customer Survey + Recent Vanpool Statistics)
- ▶ *More than **3400 passenger trips** on a typical weekday.*
- ▶ *Connections to:*
 - *Major activity centers*
 - *ATL-region transit network*
 - *Employment opportunities across Georgia and beyond*



Thank You!
Questions?



On-Call Construction Engineering and Inspection (CEI) Services

Staci Winston

Director of Procurement and Contracts

Xpress Operations – On-Call Construction Engineering and Inspection (CEI) Services

(Request to Increase Total Authorized Contract Amount)

- **Background:** Lowe Engineers was the selected Consultant to provide On-Call Construction Engineering and Inspection (CE&I) Services
 - This procurement resulted in a Contract between SRTA and Lowe Engineers, which was assigned to the ATL in 2020. (*ATL Contract #21-053*)
 - The term of this contract expires on June 30, 2024.
 - Total Authorized Contract amount as of January 5, 2023: \$2,219,429.22
- Requesting the Committee recommend Board approval to increase the total authorized contract amount in order to provide funds for several ongoing construction projects at Xpress park and ride lots, and at the South Operations Facility for an electric bus infrastructure project.
 - Request to Increase Total Authorized Contract Amount **\$1,140,000.00**

Xpress Operations – On-Call Construction Engineering and Inspection (CEI) Services

Combination of projects allocated for the Fiscal Years 2023 and 2024:

Fiscal Year	Facility	Construction Engineering & Inspection (CE&I) Scope Description
23	South Ops	New task order for providing CE&I support in upgrading South Ops facility for electric buses.
23	Sugarloaf (State Owned)	Extension of an existing task order for additional time, project's close-out, and permitting coordination diligences.
23	Town Center	Extension of an existing task order to include project's close-out and permitting coordination diligences.
23	Hiram	New task order for CE&I service for addressing ADA issues and repaving the parking lot and bus access driveway
23	Multiple Lots	New task order for CE&I service in overseeing ADA repairs at state owned lots (Cumming, Powder Spring, Hamilton Mill, Jonesboro, Panola, Newnan, Riverdale, West Douglas, Stockbridge) and leased lots (Hampton, Sugarloaf Mills, Brands Mart, East Conyers, Snellville, Dacula, Stone Mountain, and Mall of Georgia)
23&24	On-call or Contingency	CE&I service assisting on emergencies or used as contingency

New NTE Contract Total Amount \$3,359,429.22

This will increase the total contract value of the On-Call CE&I Contract to a total amount of \$3,359,429.22, and according to Section 2.1.4 of the ATL Bylaws, Contracts in excess of \$1 million ATL Board approval is required for the Executive Director to execute.



ADJOURN

The Administrative Committee Meeting
Will Begin Momentarily