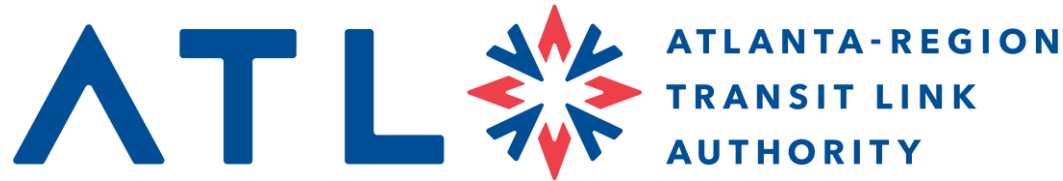


**ATL COMMITTEE MEETINGS WILL BEGIN MOMENTARILY**



# **Xpress Operations Committee**

Charlotte Nash, Chair

February 1, 2024

# Xpress Operations Committee

## Thursday, February 1, 2024

### Proposed Agenda

- I. Call to Order – Charlotte Nash, Chair
- II. Approval of the Meeting Minutes for December 7, 2023
- III. Approval of the Agenda for February 1, 2024
- IV. Operations Performance Report – Jamie Fischer
- V. Xpress ZEB Transition Report – Abby Marinelli – **Action Item**
- VI. Adjournment

The logo consists of the letters 'ATL' in a bold, blue, sans-serif font. The 'A' is a simple triangle, the 'T' is a vertical bar with a horizontal top bar, and the 'L' is a vertical bar with a horizontal bottom bar.

ATLANTA-REGION  
TRANSIT LINK  
AUTHORITY

# XPRESS PERFORMANCE REVIEW

Jamie M. Fischer, PhD

Office of Business Intelligence and Data (BID)

February 1, 2024

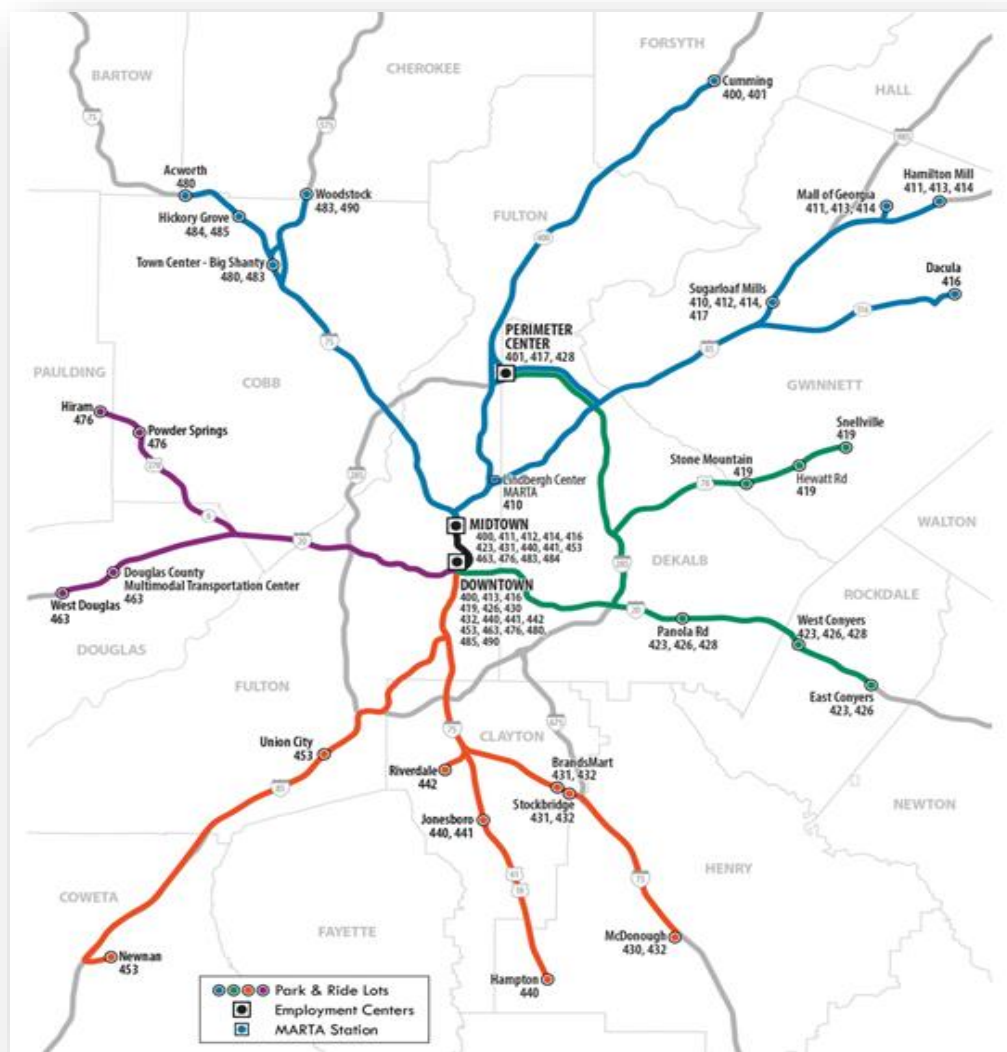
# Xpress System Performance

- ▶ Regional Impact
- ▶ Ridership Productivity
- ▶ Xpress Fare Revenue
- ▶ System Reliability
- ▶ Customer Feedback



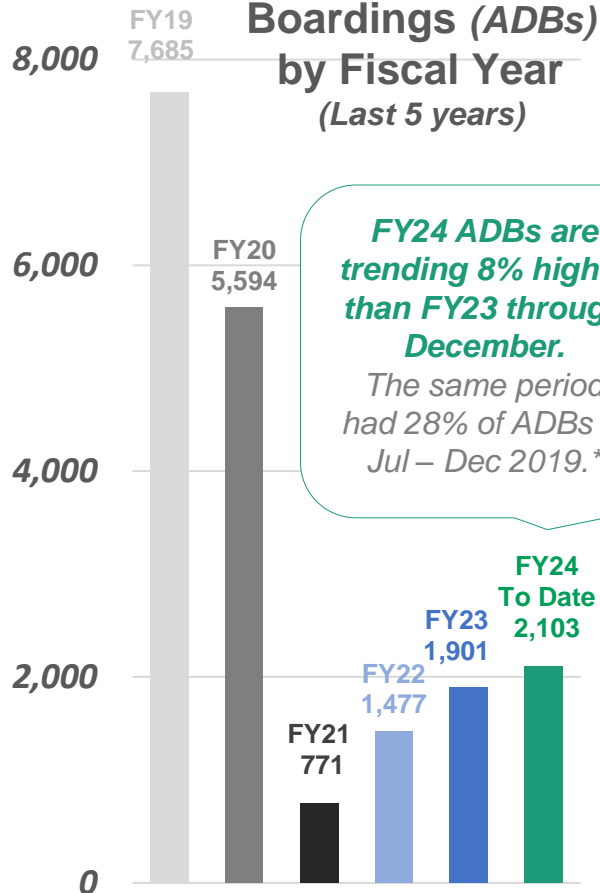
# Vanpool Performance

- ▶ Routes & Ridership



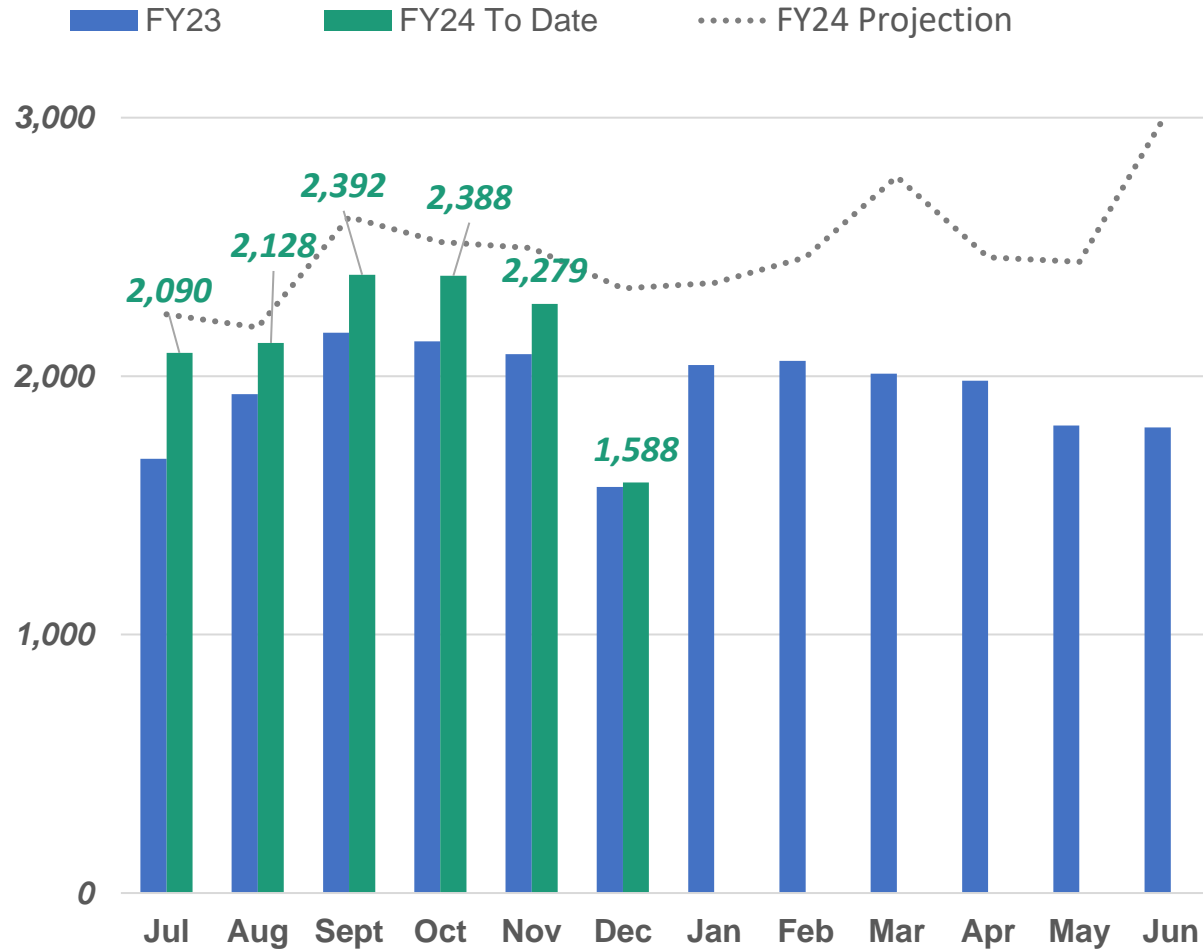
# Xpress Ridership Productivity – FY24 to Date

**Average Daily Boardings (ADB) by Fiscal Year (Last 5 years)**



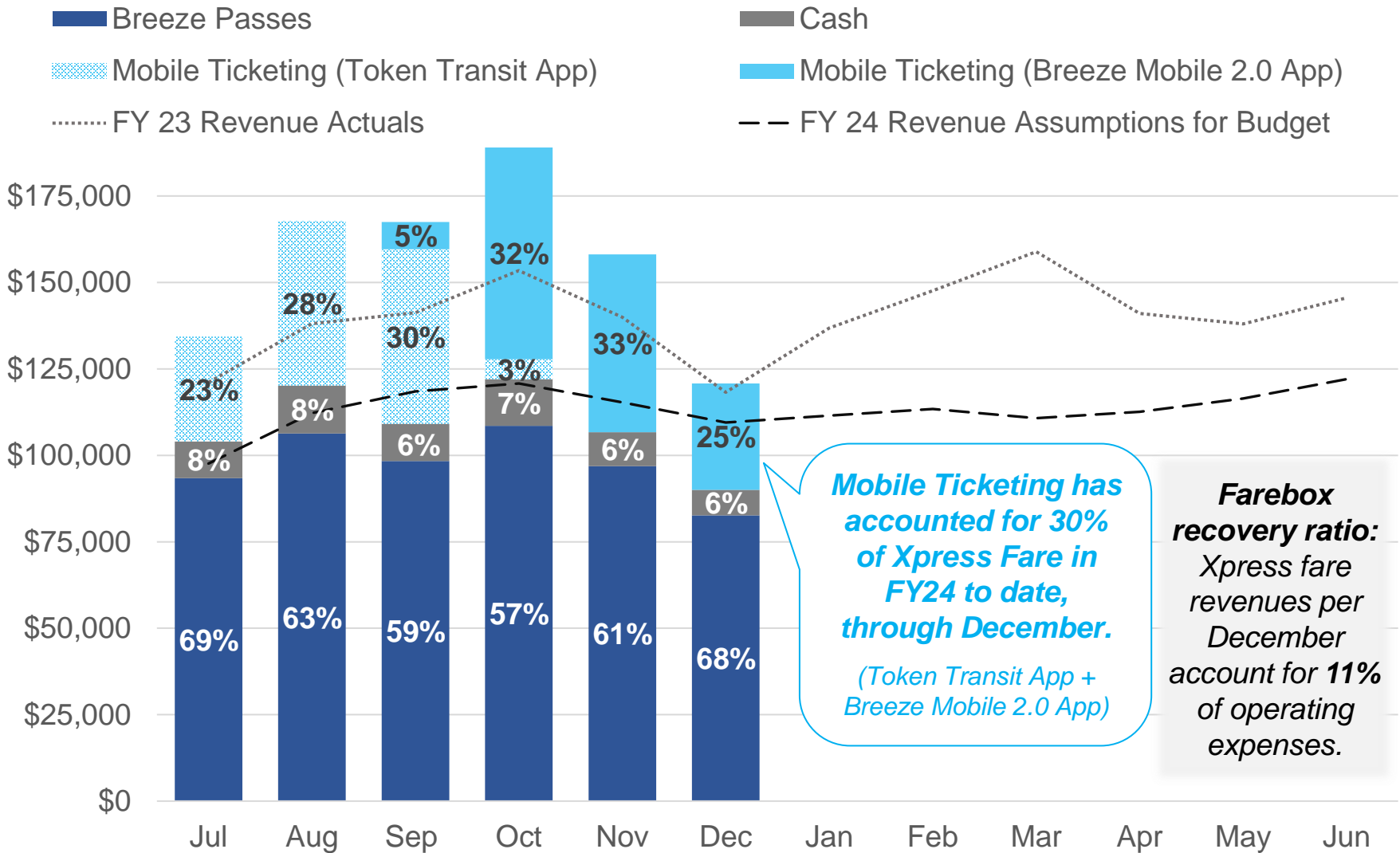
**FY24 ADBs are trending 8% higher than FY23 through December.**  
 The same period had 28% of ADBs in Jul – Dec 2019.\*

**Average Daily Boardings by Month**



\* Xpress currently operates about 40% fewer revenue hours per day than in 2019.

# Xpress Fare Revenue



# Xpress System Reliability

## Reliability Includes

- Operating the trips as scheduled (*trip completion rates*)
- Buses arriving and departing on time, as scheduled (*on-time performance, OTP*)

## On-time performance is best...

- In the morning, when traffic is more consistent
- At the first pick-up stop on each trip (*contractors held to 85%*)
- For routes that can use express toll lanes

## Trips Operated (% of Scheduled Trips)

	Oct	Nov	Dec
North	95%	97%	98%
South	99%	99%	99%
Cobb <sup>a</sup>	100%	100%	100%
Overall	98%	99%	99%

## On Time Performance (OTP) <sup>a, b</sup>

	Oct	Nov	Dec
AM	93%	93%	94%
PM	72%	72%	73%
Overall	83%	83%	84%

*a – Data connectivity for Cobb facilities has been limited since October and may impact these metrics*

*b – For this report, OTP is based on the first stop only of each revenue trip*

# Xpress Customer Feedback

## Feedback includes

- Overall satisfaction - 83% satisfied in FY23 survey
- Compliments and complaints

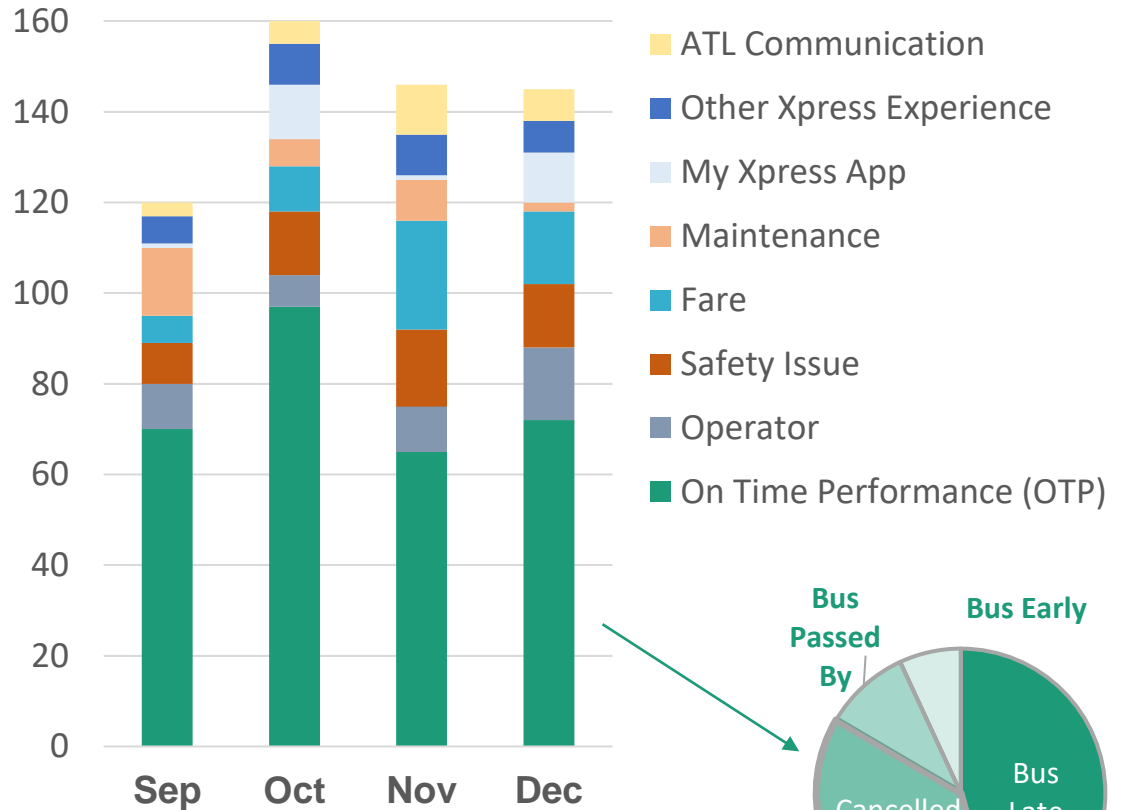
### Dec. 2023 Snapshot

5 Compliments | 145 Complaints  
31,756 Boardings

### Notable Compliment (Operator)

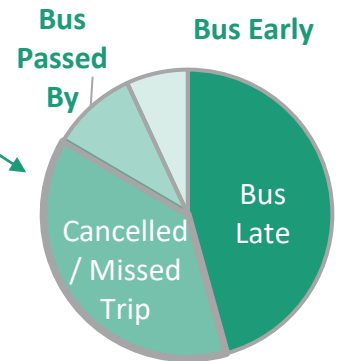
“Today was my first-time riding Xpress. William was friendly and helped me understand how to use the fare box. Before we left Conyers, he asked me where my stop would be. As we approached my stop, he was instructive on what to do to catch the bus to return home. He was very pleasant and friendly to everyone on the bus. Riding on his bus made me feel safe and comfortable about using Xpress going forward. You have a new recurring customer!!” - received November 2023

Complaints per Month by Category



Sep	Oct	Nov	Dec
2.9	2.4	3.4	4.1

Complaints per 1000 boardings

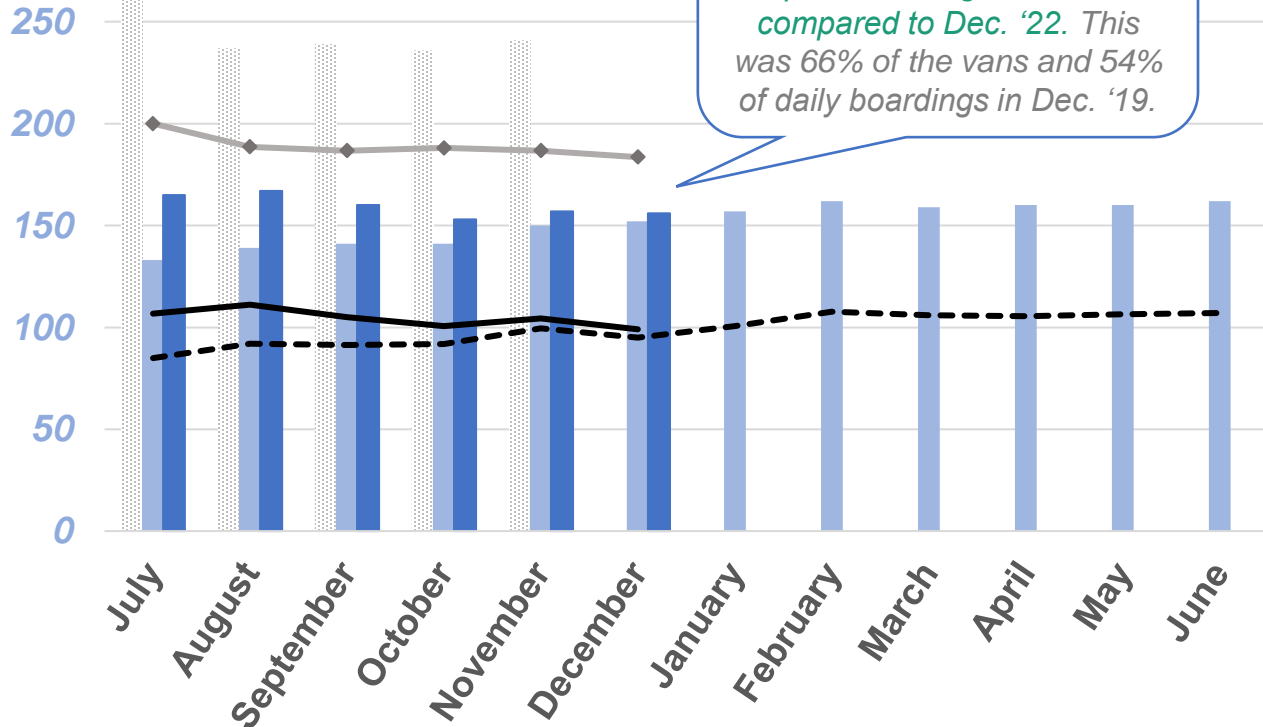




# Vanpool System Performance

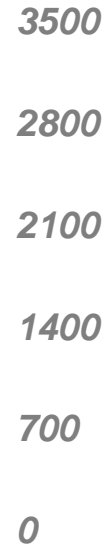


## Active Vans

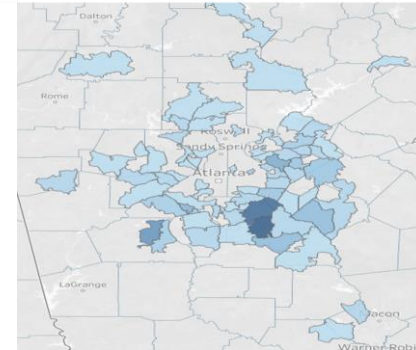


There were nearly 3% more active vans and 4% more daily vanpool boardings in Dec. '23, compared to Dec. '22. This was 66% of the vans and 54% of daily boardings in Dec. '19.

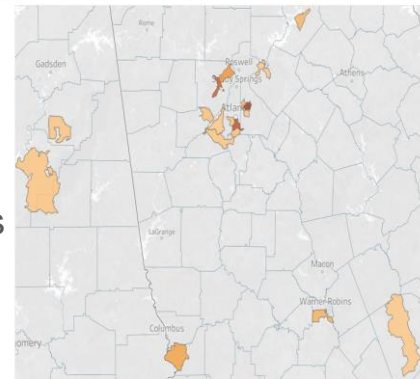
## Average Daily Boardings



## Origin Zip Codes



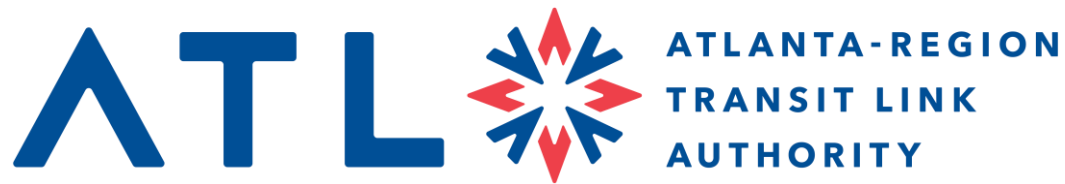
## Destination Zip Codes



FY20 Active Vans    
  FY23 Active Vans    
  FY24 Active Vans  
 FY 20 Daily Boardings    
 FY23 Daily Boardings    
 FY24 Daily Boardings

Vanpool productivity depends on the number and size of vanpool groups who enroll. **Commute with Enterprise** is responsible for all advertisement of the service and administers vanpool formation.





# Xpress ZEB Transition Report

Abby Marinelli











February 1, 2024

# ATL Xpress ZEB Fleet Transition Report

Technology Assessment
Operating Characteristics
Operator Evaluations
Facility Assessments
Resource Assessment
Transition Recommendations
Funding Opportunities



# Benefit/Cost Comparison

	Baseline Diesel	Battery Electric (BEB)	Hydrogen (FCEB)
FTA Compliant Vehicle Delivery	18 months	18-24 months	18-24 months
Time to Refuel/Recharge	-		
Operational Stability <sup>1</sup>	-		
Maintenance Benefits	-		
Environmental Benefits	-		
Fuel Savings <sup>2</sup>	-		
Est. Local Share of TCO (20 Years)	\$75 M	+ 3%	+ 34%

<sup>1</sup>Operational stability as compared to baseline represents the variability that battery electric vehicles experience in available power due to environmental and operational factors like ambient temperature, passenger load, terrain, driving style, etc.

<sup>2</sup>Fuel cost savings depends on the price of hydrogen, which is expected to decrease over time.

# Knowns and Unknowns

## Knowns

- Redefine the Ride is in process
- Buses will need to be routinely replaced
- 10 BEBs will join the fleet in 2024
- BEB-specific infrastructure installed at South Ops
- 18-24 months between bus order and bus delivery

## Unknowns

- Service and fleet changes as outcome of Redefine the Ride
- Future State budget allocation
- Availability of future competitive Federal funding dedicated to ZEBs
- Impact of reduced maintenance on spare ratios
- Timeline for availability of FTA-compliant hydrogen coaches

# Follow ups from December's meeting

## ▶ Disposal of batteries

- EV batteries can **recycled** and key minerals and chemicals can be used to manufacture new batteries.
- EV batteries can be **reused** or given a **second life** in other industries.

## ▶ Sources of electricity

- Per FTA guidance, “zero emission vehicle” refers specifically and exclusively to the **tailpipe emissions** of the vehicle. The emission produced during the production of the vehicle and during the production of the electricity to power the vehicle are not included in the “zero emission” label.

## ▶ ZEB cutaway availability

- Electric cutaways and vans used for microtransit projects are currently available on the market and in use widely across the country. Federal funds must be spent on Buy America-compliant vehicles, which narrows the market.
- Hydrogen cutaways are being developed and are in prototype-use in select locations. There are no Buy America-compliant vehicles currently available for purchase.



# **Committee Action Item**

# Committee Action Item



▶ For approval –

1. Requesting the Committee recommend Board approval for the ATL Xpress Zero Emission Bus Fleet Transition Report.





**ADJOURN**

**The Regional Technology Committee  
Meeting Will Begin Momentarily**