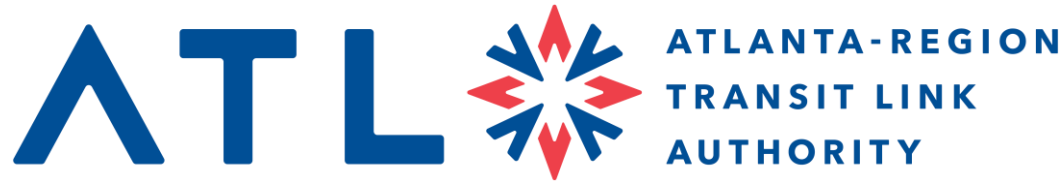


**ATL COMMITTEE MEETINGS WILL BEGIN MOMENTARILY**



# **Xpress Operations Committee**

Howard Mosby, Vice Chair

April 4, 2024

# Xpress Operations Committee

## Thursday, April 4, 2024

### Proposed Agenda

- I. Call to Order – Howard Mosby, Vice Chair
- II. Approval of the Meeting Minutes for February 1, 2024
- III. Approval of the Agenda for April 4, 2024
- IV. Operations Performance Report – Jamie Fischer
- V. Vanpool Program Report – Dionne Kirksey and Jalisa Brown, Enterprise
- VI. State-Owned Park & Ride Lots ADA Related Concrete Repairs – Peter Emmanuel – **Action Item**
- VII. Contract Approvals – Staci Winston – **Action Item**
- VIII. Adjournment



**ATL**



**ATLANTA-REGION  
TRANSIT LINK  
AUTHORITY**

# **XPRESS PERFORMANCE REVIEW**

Jamie M. Fischer, PhD

Office of Business Intelligence and Data (BID)

April 4, 2024

# Xpress System Performance

▶ Regional Impact



▶ Ridership Productivity



▶ Xpress Fare Revenue



▶ System Reliability

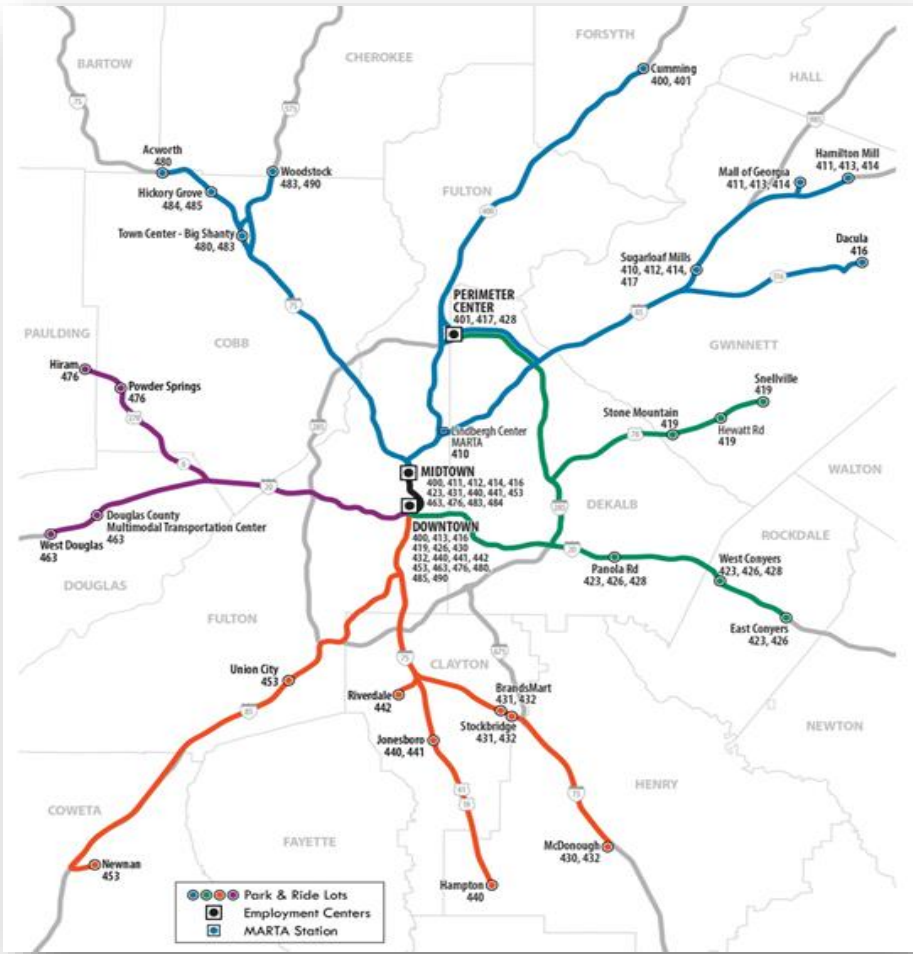


▶ Customer Feedback



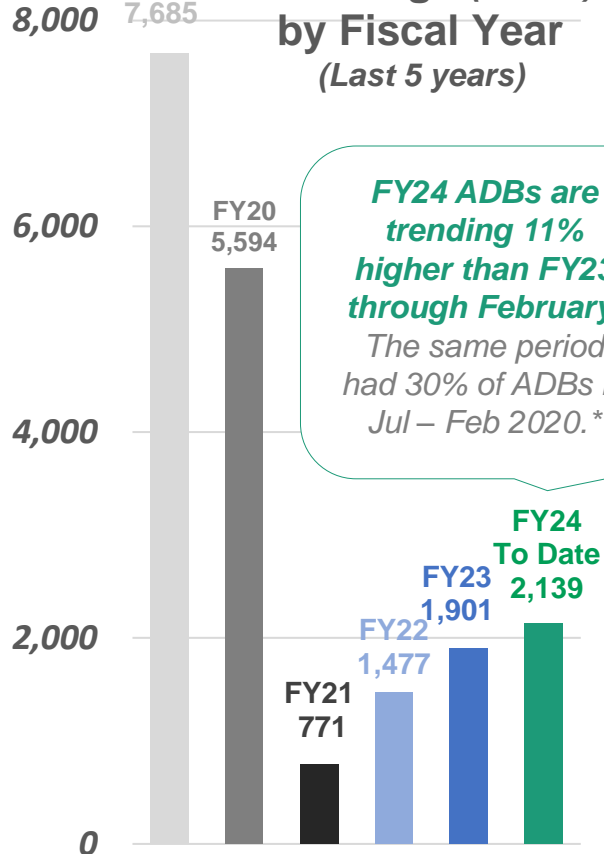
# Vanpool Performance

▶ Routes & Ridership



# Xpress Ridership Productivity – FY24 to Date

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

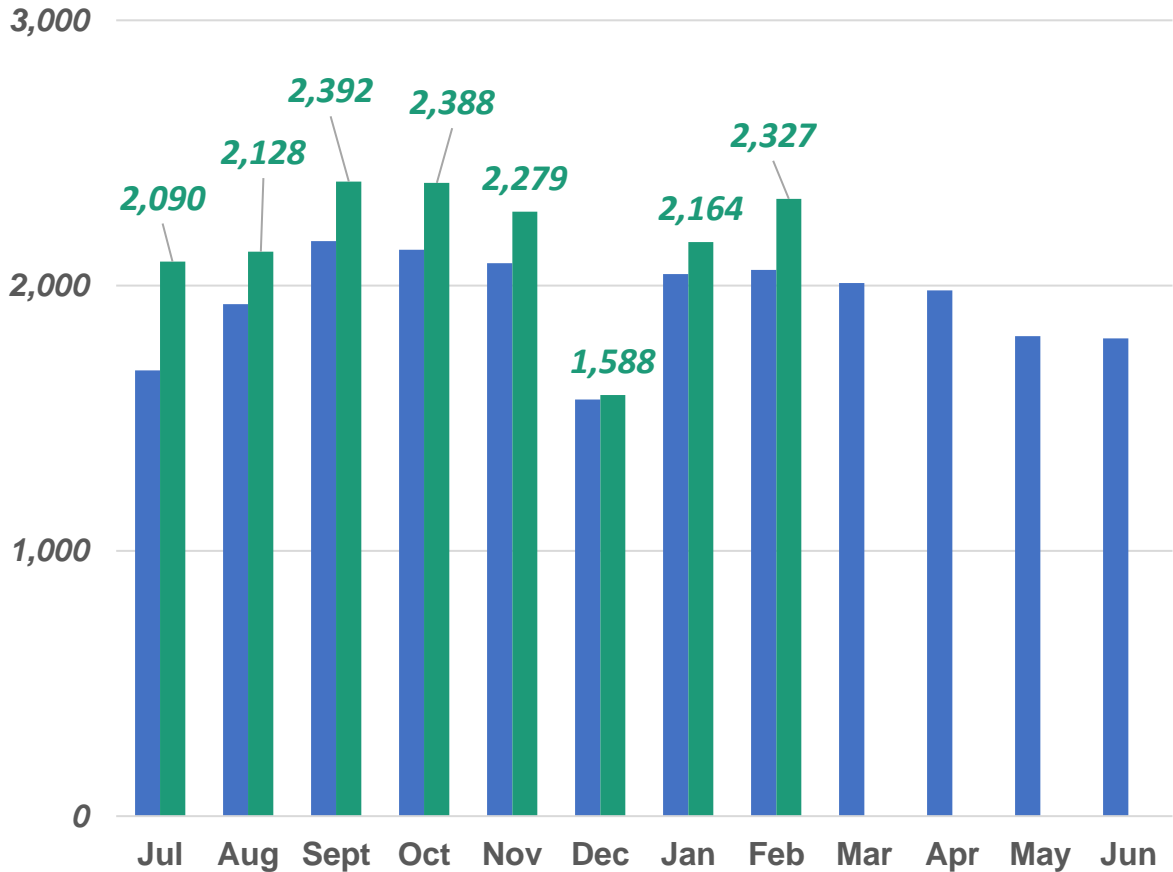


*FY24 ADBs are trending 11% higher than FY23 through February. The same period had 30% of ADBs in Jul – Feb 2020.\**

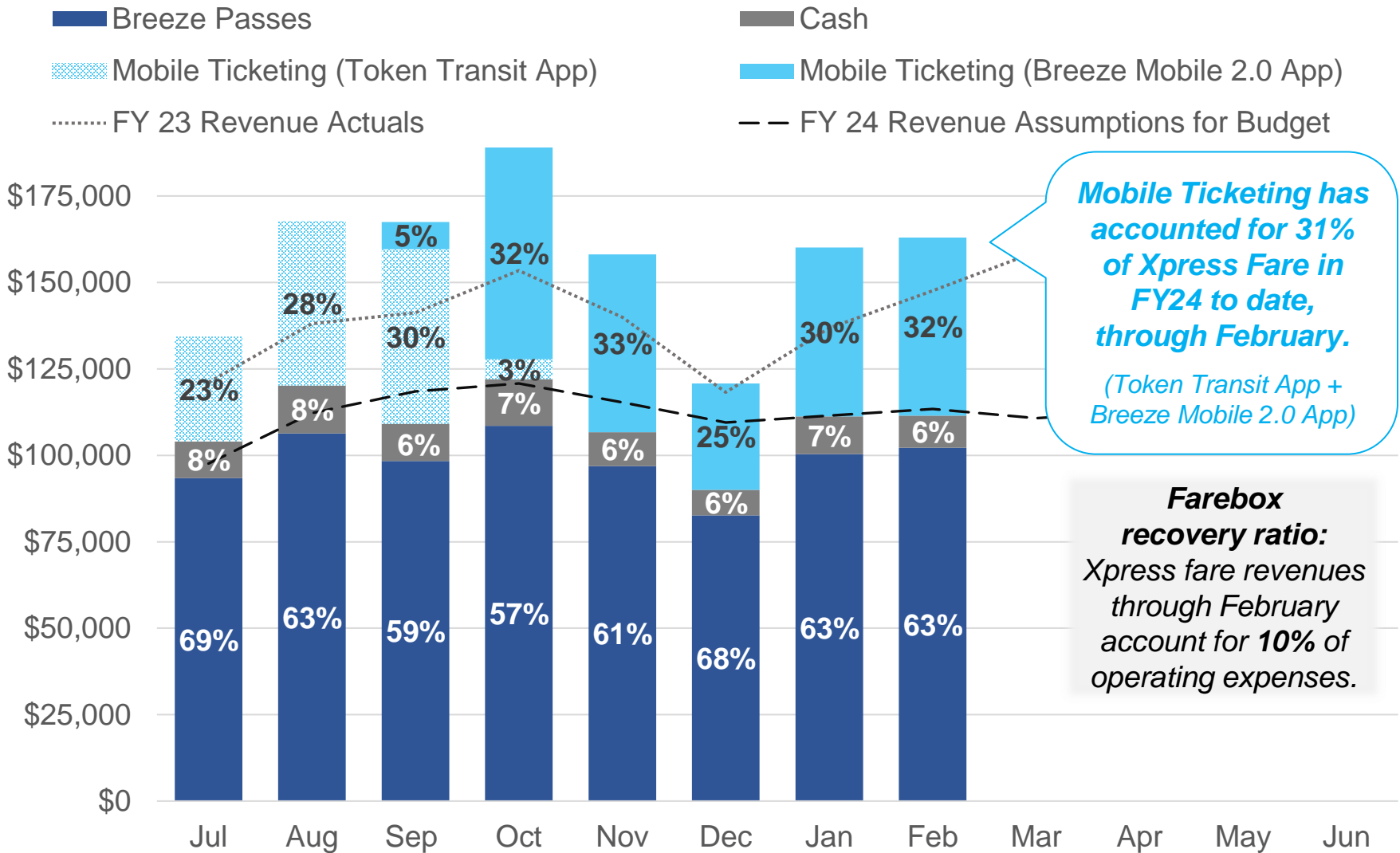
\* Xpress currently operates about 40% fewer revenue hours per day than in 2019.

**Average Daily Boardings by Month**

■ FY23 ■ FY24 To Date



# 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)

	Dec	Jan	Feb
North	98%	98%	98%
South	99%	100%	99%
Cobb	100%	100%	100%
Overall	99%	99%	99%

## On Time Performance (OTP)

	Dec	Jan	Feb
AM	94%	93%	95%
PM	73%	80%	76%
Overall	84%	86%	86%

**Note:** For this report, **OTP** is based on the first stop only of each revenue trip.

# Xpress Customer Feedback

**Feedback Includes**

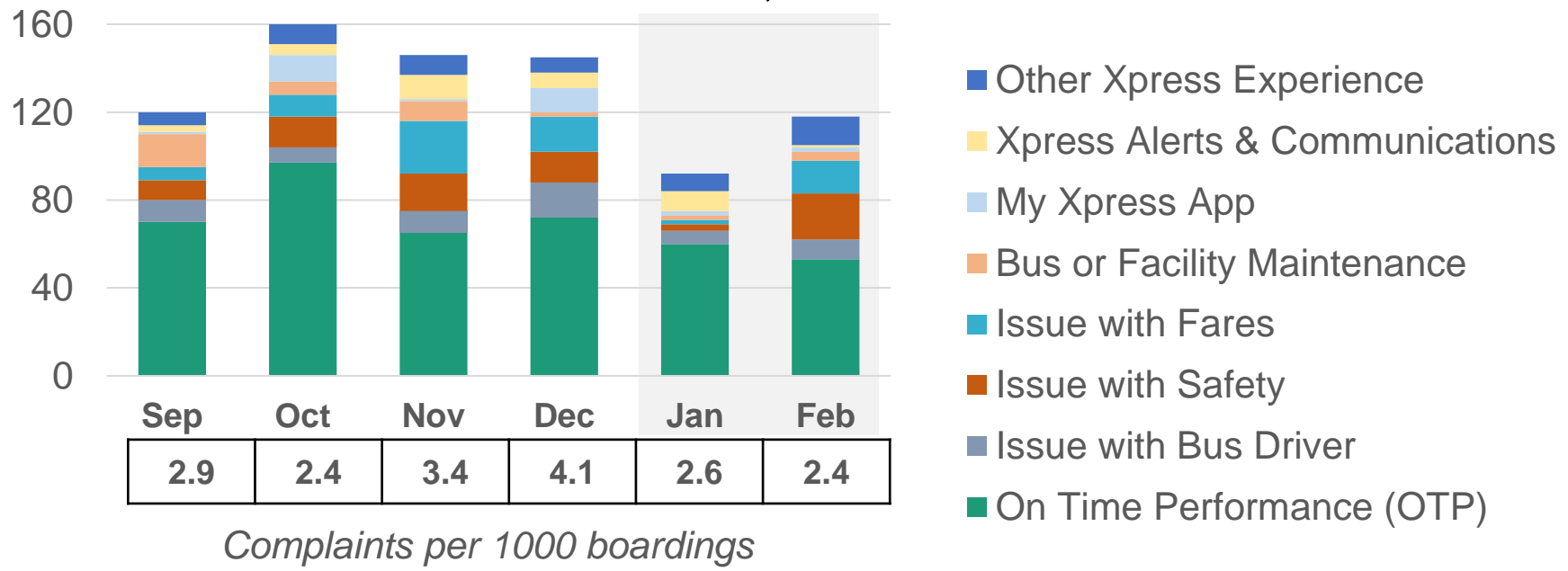
- Complaints and compliments
- Customer opinion survey results

**Recent Feedback Snapshot**

**January 2024**  
 120 Complaints | 5 Compliments  
 45,459 Boardings

**February 2024**  
 118 Complaints | 0 Compliments  
 48,875 Boardings

***Complaints per Month by Category***





# Xpress Customer Feedback

## Feedback Includes

- Complaints and compliments
- Customer opinion survey results

## Recent Feedback Snapshot

### January 2024

120 Complaints | 5 Compliments  
45,459 Boardings

### February 2024

118 Complaints | 0 Compliments  
48,875 Boardings

## Recent Compliment

### *January 2024 | Bus Driver Compliment*

“Just a note to let you know that the driver was VERY helpful with a new rider. She [the new rider] was very confused on the route, but the driver STOPPED and took the time to assist. He helped her to understand the stops, showed her on the map where to get off, explained the time schedule, and ensured the other riders would assist if necessary. I really like the fact that he did not say “I don't know”... He is a good example of a good driver, and this might encourage other customers to use the bus more often. Being helpful HELPS everyone.”

# Xpress Customer Feedback

## Feedback Includes

- Complaints and compliments
- Customer opinion survey results

*Looking Ahead*  
The **2024 Xpress Customer Opinion Survey** launched April 2nd! Responses will be presented at a future meeting.

## **Recent Compliment**

*January 2024 | Bus Driver Compliment*

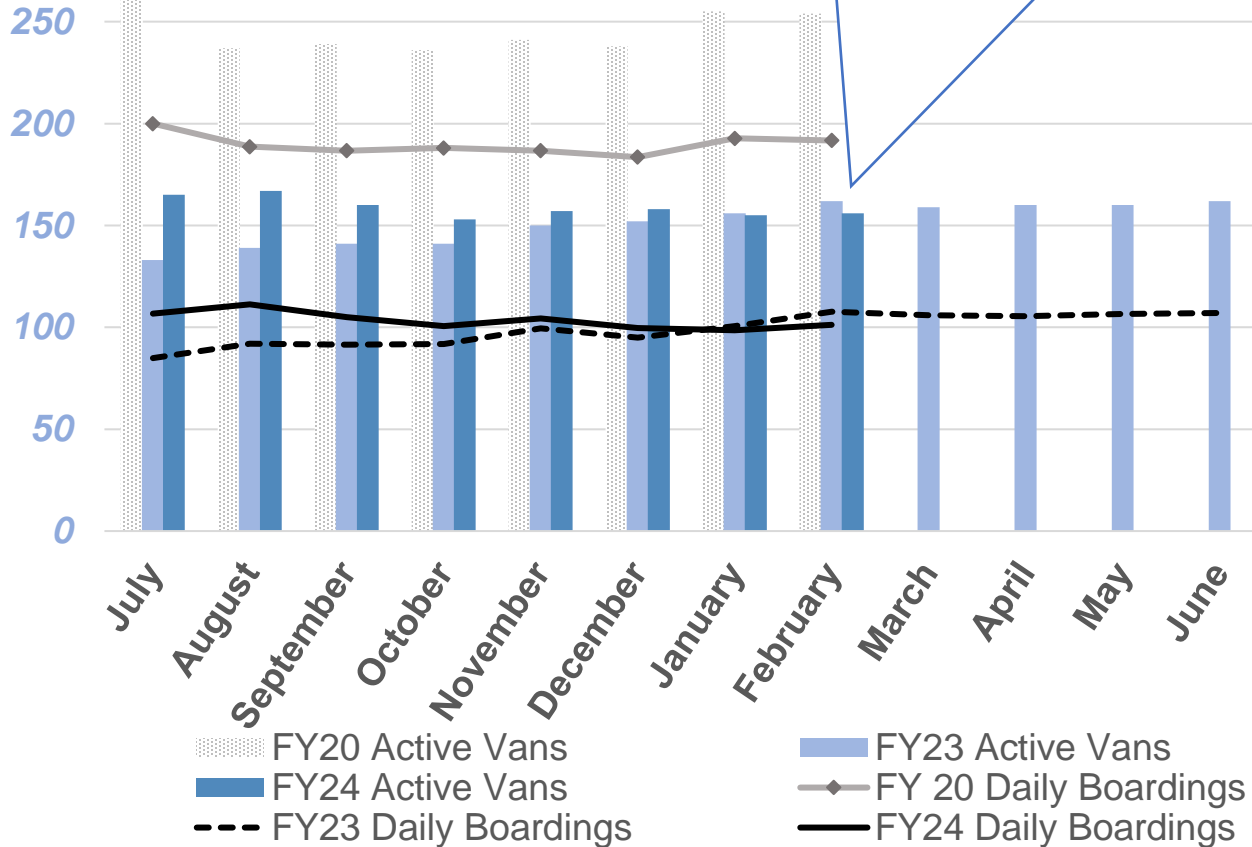
“Just a note to let you know that the driver was VERY helpful with a new rider. She [the new rider] was very confused on the route, but the driver STOPPED and took the time to assist. He helped her to understand the stops, showed her on the map where to get off, explained the time schedule, and ensured the other riders would assist if necessary. I really like the fact that he did not say “I don't know”... He is a good example of a good driver, and this might encourage other customers to use the bus more often. Being helpful HELPS everyone.”

# Vanpool System Performance



## Active Vans

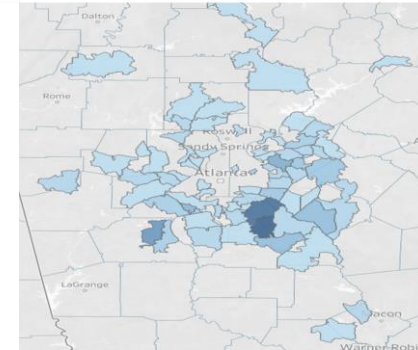
There were 4% fewer active vans and 6% fewer daily vanpool boardings in Feb. '24, compared to Feb. '23. This was 61% of the vans and 53% of daily boardings in Feb. '20.



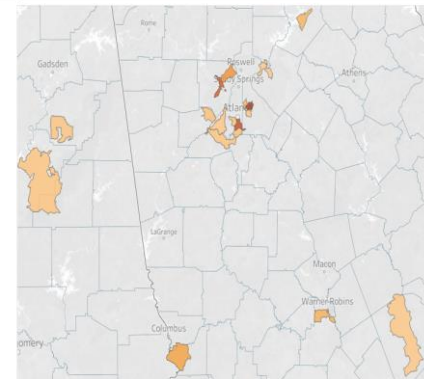
## Average Daily Boardings



## Origin Zip Codes



## Destination Zip Codes



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.



# ATL Vanpool Program

Atlanta Transit Link Authority • April 2024



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Private and Confidential



# Discussion Topics

01

Vanpool 101

02

Creating Employer  
Partnerships

03

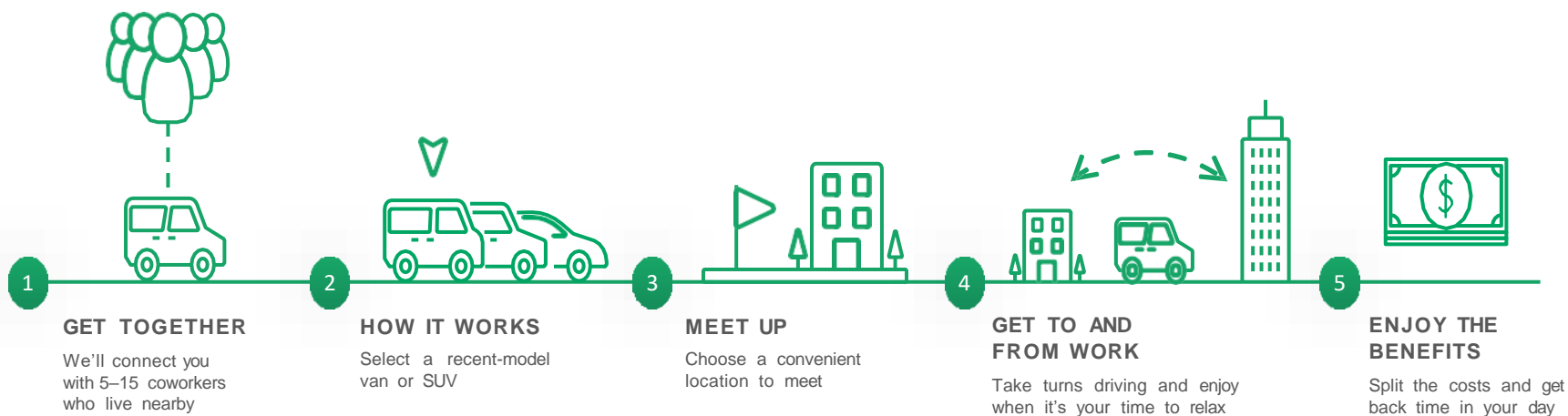
Vanpool Formation

04

Questions

# HOW TO COMMUTE WITH ENTERPRISE

## FUNCTIONS LIKE A LARGE CARPOOL



RECENT-MODEL SUV OR  
VAN, EQUIPPED WITH  
THE LATEST FEATURES



FULL MAINTENANCE  
PROGRAM



# Why Employees Use Us?

MONTH-TO-MONTH  
CONVENIENCE



24/7 ROADSIDE  
ASSISTANCE



COMPREHENSIVE  
INSURANCE PROGRAM



SIGNIFICANT  
SAVINGS





## Commuter with Enterprise Driving Requirements

Vanpool drivers must meet the following criteria:

1. Possess a valid driver's license.
2. Be 25 years of age or older\*.
3. Have no more than two moving violations and/or at-fault accidents in the previous three years and no more than four moving violations and/or at-fault accidents in the previous five years.
4. No major convictions in the past five years (including, but not limited to, driving under the influence of alcohol or drugs, driving while impaired, failure to stop and report an accident, driving while license is suspended or revoked, possession of drugs or open containers of alcoholic beverage, reckless driving and/or participating in a speed contest, drag or highway race, or attempting to elude authorities).
5. Be licensed a minimum of five years in the United States.
6. Meet and comply with any laws/criteria required by the state where the vanpool is operated (i.e. medical requirements, drug screen).

\*In Michigan and New York, the minimum age is 18. Significant restrictions and surcharges apply to drivers who are less than 25 years old. Contact your local Commute location for more details.





# B2B Employer Sales Strategy



# Ideal Employer Partners

- 200+ employees
- Recruitment and Retention
- Parking Constraints
- Sustainability
- DEI
- Company Relocations



## B2B- Building Employer Partnerships

- Discovery
- Solution Presentation
- Database and Map Analysis
- Commute Partnership Agreement
- Implementation Meeting
- Ongoing Account Management

# B2C Vanpool Formation



# Commuter Connection Meetings

- Small group educational sessions
- Identify Vanpool Coordinator and Alternate Drivers
- Communicating personal benefits of gaining quality time, reducing stress, and saving money
- Establish next steps for van delivery





# Delivering Service



# New Vanpool Group Onboarding

- Schedule pre-delivery call with Vanpool Coordinator and participants.
  - Set expectations for future communication and customer service from sales rep and admin team
  - Walk customer through vanpool handbook and procedures
    - Maintenance, accidents, driver approval, etc.



# Vehicle Delivery

- “White glove” delivery service
  - Use this time to repeat communication on the following:
    - Set expectations for future communication and customer service from sales rep and admin team
    - Walk customer through vanpool handbook



# MOVE – Project Overview



# WHAT'S STAYING?

As we evolve our model, the fundamentals of vanpooling remain the same.



**Volunteer Drivers**

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**Monthly Pass/30-Day Cancellation**

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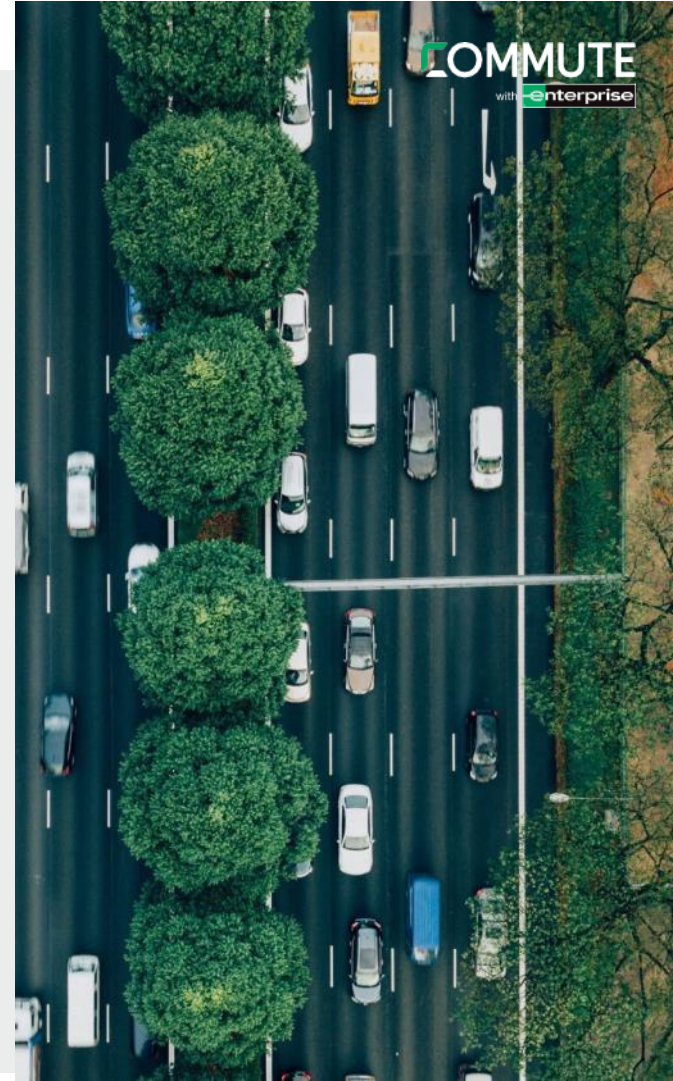


**Minimum Occupancy**

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**Turn-Key Program**





# WHAT'S COMING?

We're introducing a new, passenger-centric model.



**Individual Rider Passes**

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**Flexible Days**

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**Fuel Included**

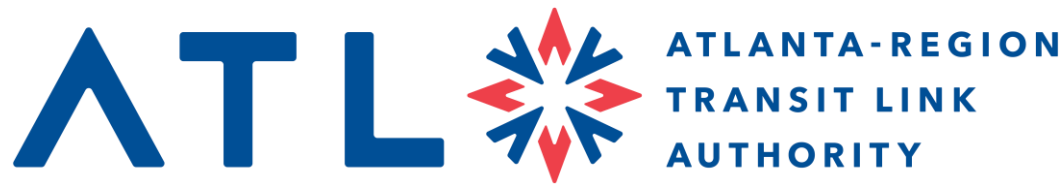
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**Enhanced Mobile Experience**



Questions?

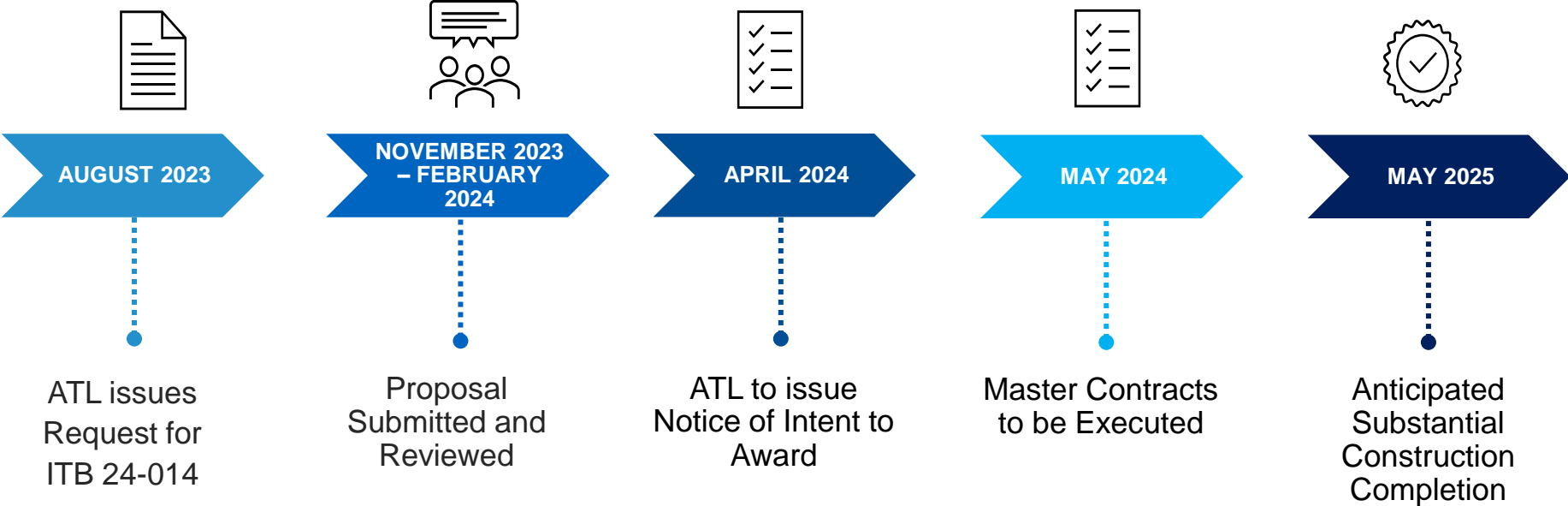


# State-Owned Park & Ride Lots ADA Related Concrete Repairs

Peter Emmanuel, P.E., PMP, Director of Engineering

April 4, 2024

# State-Owned Park & Ride Lots ADA Related Concrete Repairs (24-014) – Status



# State-Owned Park & Ride Lots ADA Related Concrete Repairs (24-014) – Background

- ▶ The Federal Transit Administration (FTA) required all federally funded Park and Ride Lots to be in a State-of-Good Repair (SGR) and meets the Americans with Disabilities Act (ADA).
  - FTA defined SGR as maintaining a transportation system in which assets are in moderately good condition and has not exceeded useful life.
- ▶ Due to normal wear and tear, the following State-Owned Park and Ride Lots required ADA repairs to meet FTA's SGR requirement: *Panola, Powder Springs, Stockbridge, West Douglas, Hamilton Mill, Jonesboro, Newnan, Cumming, and South Ops.*
  - Work consists mainly of concrete pavement repairs to address ADA slopes and grading requirements on existing pavements, filling gaps, joints and cracks on concrete, and other concrete repairs.
  - The following pictures are examples of area that will be repaired.



# State-Owned Park & Ride Lots ADA Related Concrete Repairs (24-014) – Background



Panola Xpress Park & Ride Lot



Newnan Xpress Park & Ride Lot



West Douglas Xpress Park & Ride Lot



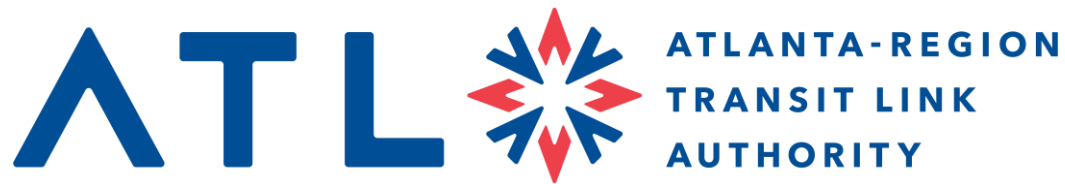
# Committee Action Item



ACTION ITEM

»» 04.04.24

- ▶ We are recommending to award \$1,037,421.30 contract to Vertical Earth, Inc.
- ▶ A contingency of approximately 10% is requested for small construction related change orders.
- ▶ ATL staff requesting Board approval of \$1,142,000.00 for SGR and ADA repairs for a two (2) year contract with Vertical Earth.
- ▶ Pursuant to Section 2.1.3 of the ATL Bylaws, ATL Board approval is required for contracts in excess of \$1M for the Executive Director to execute.



# Contract Approvals

Staci Winston, Director of Procurement & Contracts

April 4, 2024

# Fuel Contract

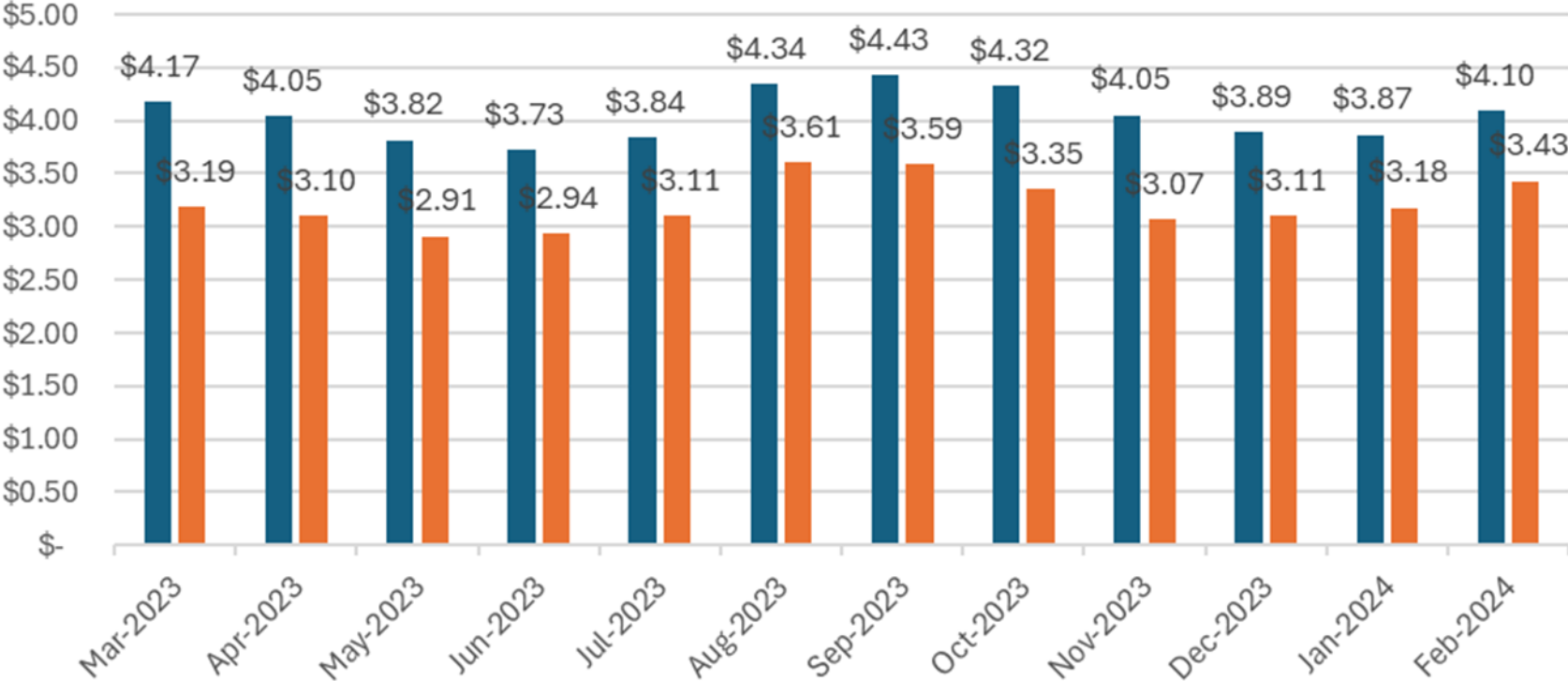
The Georgia Department of Administrative Services (DOAS) competitively bid a diesel fuel purchase throughout Georgia.

- DOAS divided the entire State into several regions and an exclusive fuel provider has been assigned to each region.
- Boswell Oil is the provider for ATL's region based on the Statewide Contract Award. ATL intends to utilize this contract to secure diesel fuel for the Xpress fleet operated from the South Operating Xpress Facility.
- Boswell has been the provider for Xpress for several years.

## **Benefits:**

- Exempt from the Federal excise tax
- Participation in the Georgia Underground Storage Tank program for underground storage tank and pump maintenance which includes \$1 million in cleanup coverage for any spills that might occur

# Market View of Diesel Cost Versus Statewide Contract



■ Market Price (\$)

Source: U.S. Energy Information Administration

■ Statewide Contract Price (\$)

Source: Statewide Contract



# Xpress Operations

## ▶ Contract Background:

Exercise Year 4 of the Transit System Operations and Maintenance Service Contract with Transdev includes but is not limited to:

- Operations
- Parts and Maintenance
- Facility Management
- Quality Assurance
- Safety and Compliance

## ▶ Contract Details:

- Initial term 3 years with 2 one-year renewal options
  - Original Contract Approved by Board in March 2020
  - First Renewal: July 1, 2024 thru June 30, 2025

# Committee Action Item



ACTION ITEM

»» 04.04.24

- ▶ Requesting the Committee recommend Board Approval to approve resolution authorizing the Executive Director to:
  1. Execute a contract for diesel fuel utilizing the Statewide contract for one (1) year based upon terms and conditions acceptable to the ATL in an amount not to exceed \$1,400,000, and
  2. Execute a renewal of the ATL 22-004 Transit System Operations and Maintenance Contract for one (1) year based upon terms and conditions acceptable to the ATL in an amount not to exceed \$14,803,235.00.
- ▶ Pursuant to Section 2.1.3 of the ATL Bylaws, ATL Board approval is required for contracts in excess of \$1M for the Executive Director to execute



**ADJOURN**

**The Regional Transit Planning Committee Meeting Will Begin Momentarily**

# Key Considerations for Implementation

- ▶ Partner and Public Engagement
  - Upcoming **transit referenda in Cobb and Gwinnett**
  - **Coordination with regional operators** (e.g., new connections to MARTA rail stations)
  - **Public expectations and support** for service changes and new service
  - **Title VI Analysis** of potential changes
- ▶ Federal and Contractual Requirements
  - Implications to **Xpress funding model**, including receipt of federal formula funds, obligations associated with assets, and state appropriation operating assistance
  - Potential updates to the **current service operations contract**
- ▶ Ongoing Research and Analysis
  - Continuation of changes in **commuting patterns and return to work trends**

