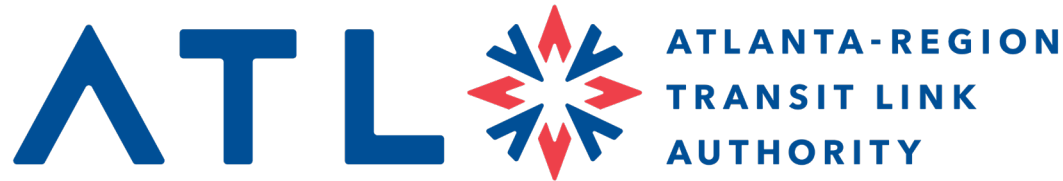


ATL COMMITTEE MEETINGS WILL BEGIN MOMENTARILY



Xpress Operations Committee

Charlotte Nash, Chair

June 6, 2024

Xpress Operations Committee

Thursday, June 6, 2024

Proposed Agenda

- I. Call to Order – Charlotte Nash, Chair
- II. Approval of the Meeting Minutes for April 4, 2024
- III. Approval of the Agenda for June 6, 2024
- IV. Operations Performance Report – Jamie Fischer
- V. Transdev Contract 4th Year Extension – Gail Franklin – **Action Item**
- VI. Redefine the Ride Draft Recommendations – Cain Williamson
- VII. Adjournment



ATL



**ATLANTA-REGION
TRANSIT LINK
AUTHORITY**

XPRESS PERFORMANCE REVIEW

Jamie M. Fischer, PhD

Office of Business Intelligence and Data (BID)

May 30, 2024

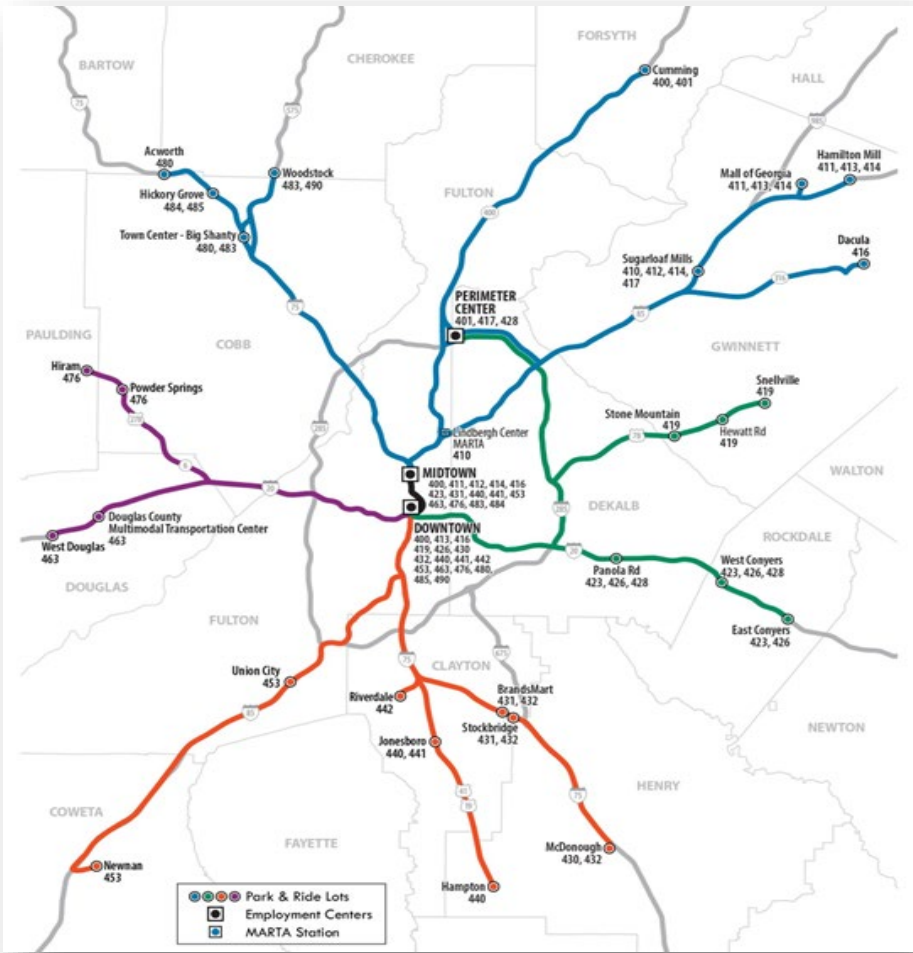
Xpress System Performance

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



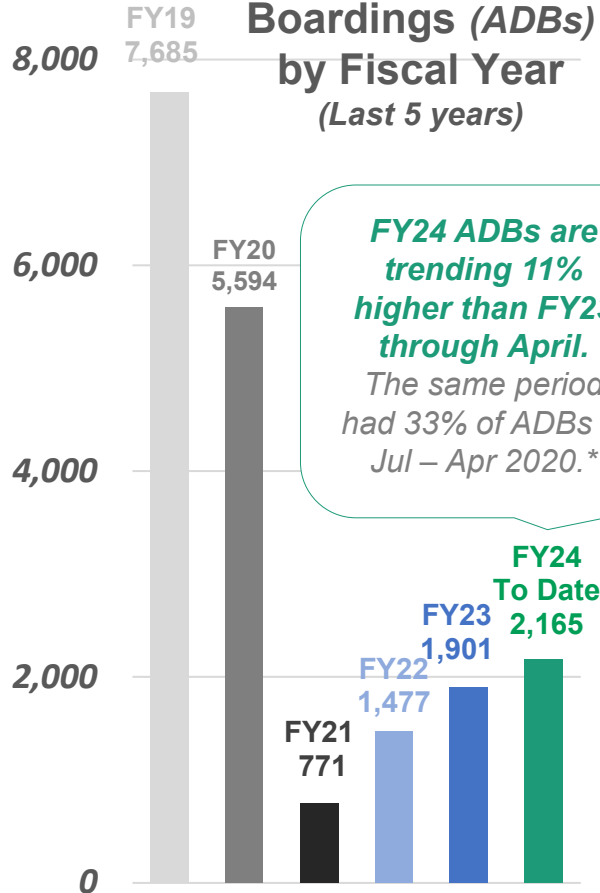
Vanpool Performance

- ▶ Routes & Ridership



Xpress Ridership Productivity – FY24 to Date

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

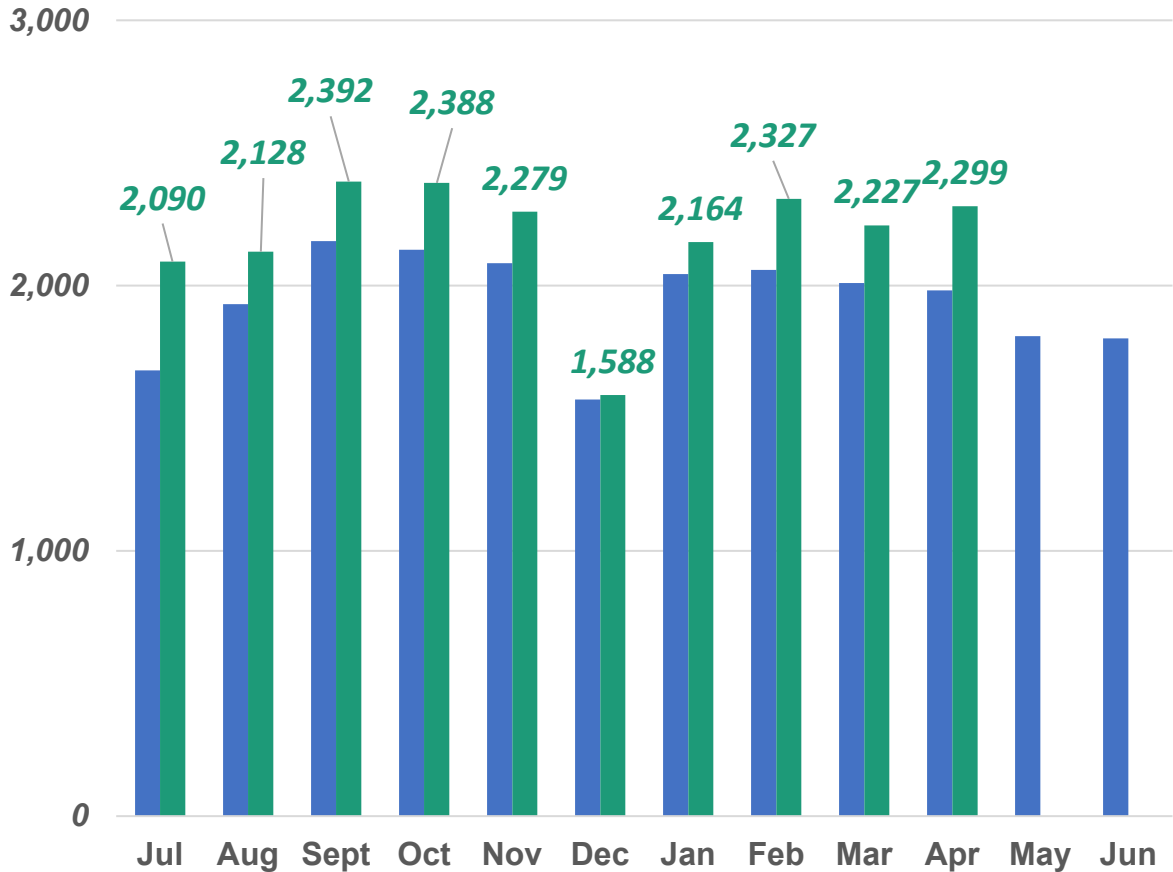


FY24 ADBs are trending 11% higher than FY23 through April.
 The same period had 33% of ADBs in Jul – Apr 2020.*

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

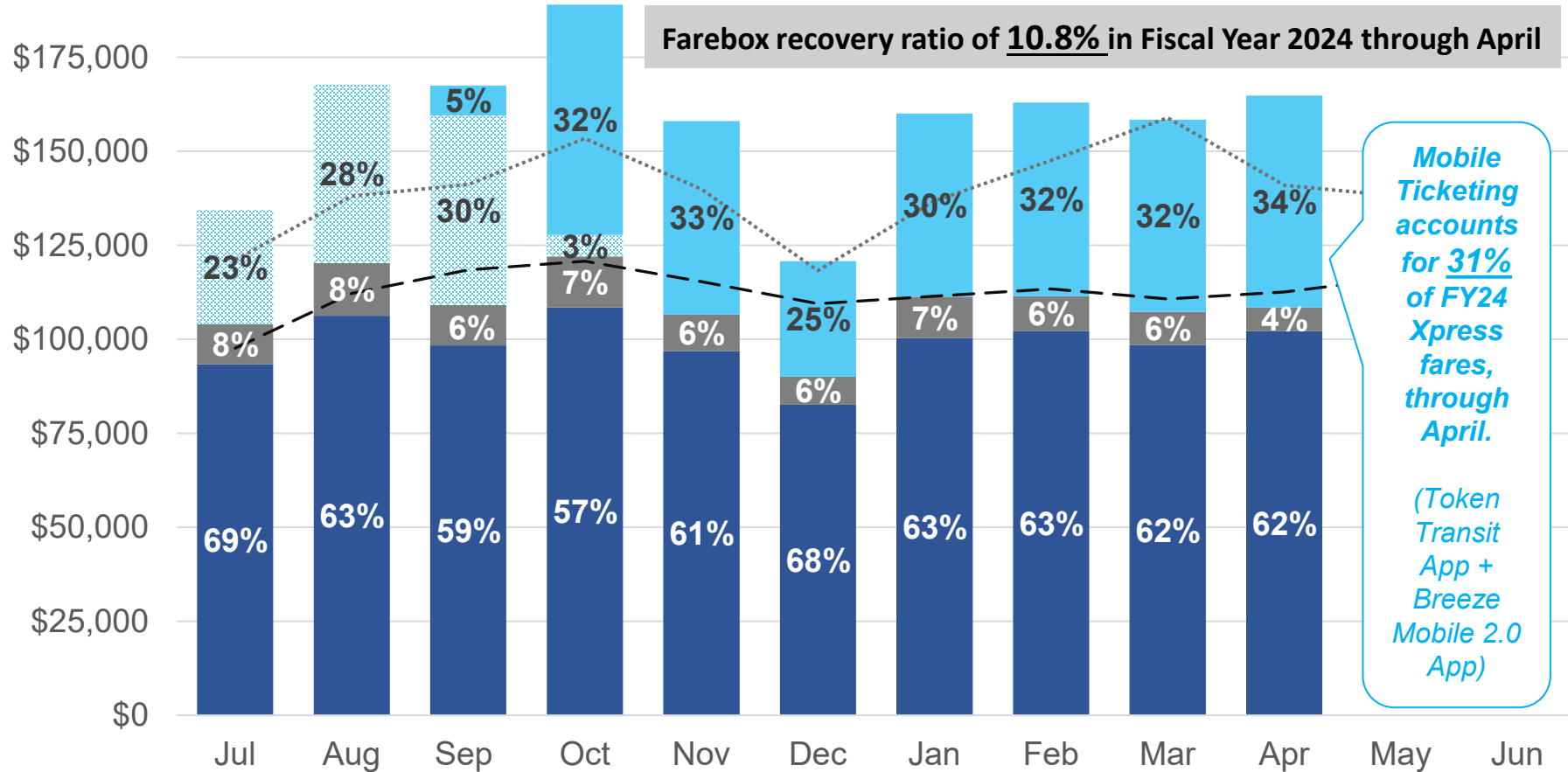
Average Daily Boardings by Month

■ FY23 ■ FY24 To Date



Xpress Fare Revenue

- Breeze Passes
- Mobile Ticketing (Token Transit App)
- FY 23 Revenue Actuals
- Cash
- Mobile Ticketing (Breeze Mobile 2.0 App)
- FY 24 Revenue Assumptions for Budget



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)

	Feb	Mar	Apr
North	98%	99%	99%
South	99%	99%	99%
Cobb	100%	99%	100%
Overall	99%	99%	99%

On Time Performance (OTP)

	Feb	Mar	Apr
AM	95%	95%	95%
PM	76%	68%	73%
Overall	86%	82%	84%

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

Xpress Customer Feedback

Feedback Includes

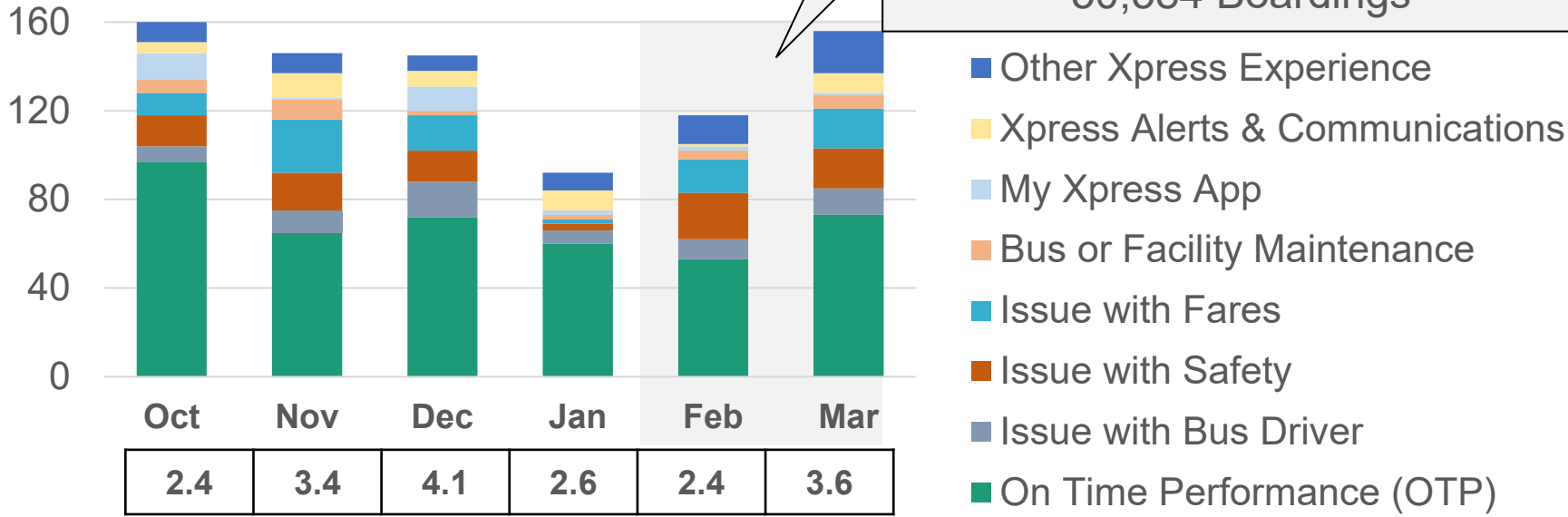
- Complaints and compliments
- Customer opinion survey results

Recent Feedback Snapshot

February 2024
 118 Complaints | 0 Compliments
 48,875 Boardings

March 2024
 157 Complaints | 1 Compliments
 50,584 Boardings

Complaints per Month by Category



Complaints per 1000 boardings

Xpress Customer Feedback

Feedback Includes

- Complaints and compliments
- Customer opinion survey results

Xpress Customer Satisfaction Survey

- Launched April 2, 2024
- Responses to date: as of May 24, 671 respondents have started the survey
 - 637 (95%) are active riders
 - 491 (77% of active rider responses) took the survey onboard Xpress

Compliments from the Survey Comments

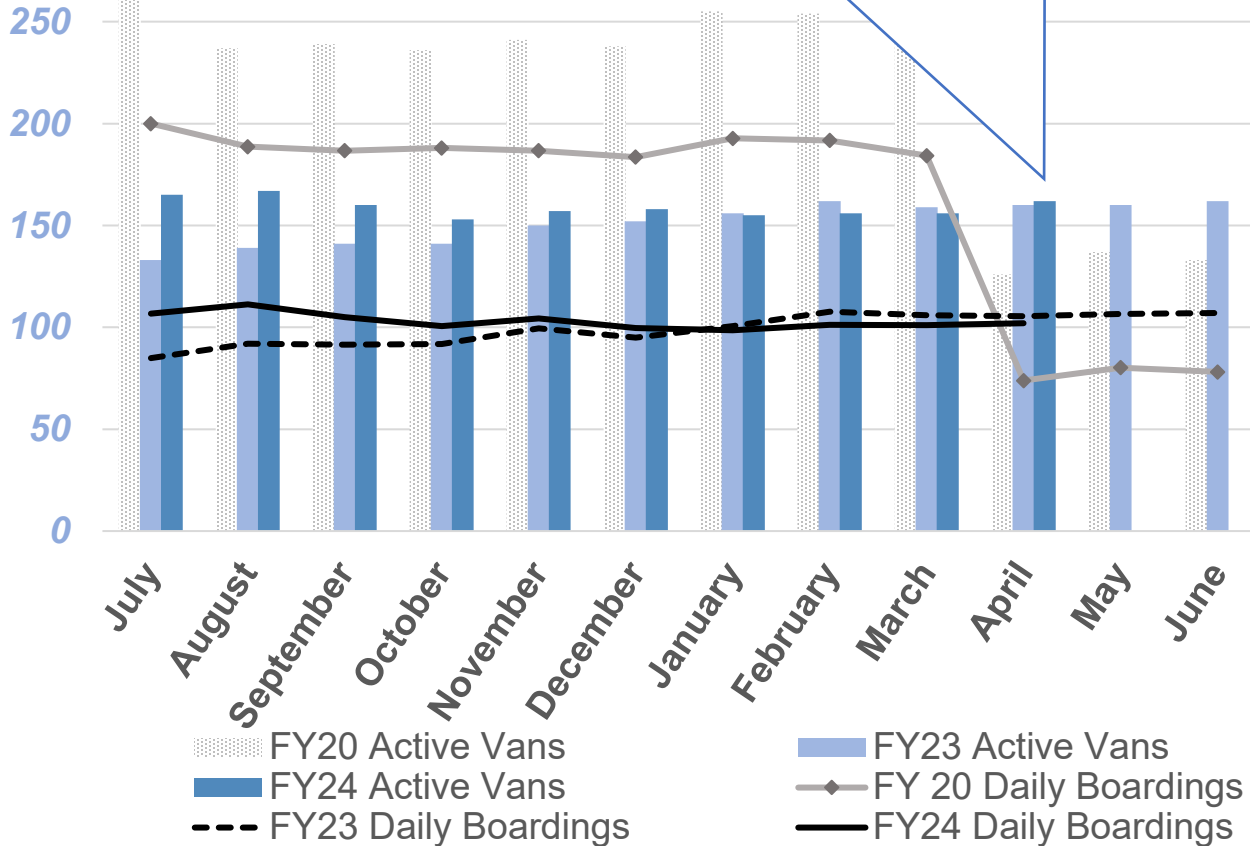
- *“I have ridden Xpress for years. It's a great value and a wonderful alternative to fighting traffic in a car.”*
- *“XPRESS is a great service and without it, I would not live/work in Atlanta. I've utilized the 413 route for the last 11 years to commute to work and at times get to the airport for a morning flight. I recommend it to people all the time!!”*
- *“Trip reliability has greatly improved, which allows me a more consistent schedule.”*
- *“I'm grateful for Xpress & I trulyyyy wish it grows to travel both ways during the morning/afternoon.”*

Vanpool System Performance

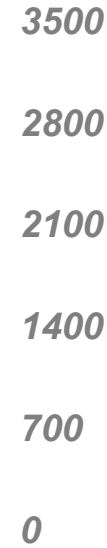


There were 1% more active vans but 3% fewer daily vanpool boardings in Apr. '24, compared to Apr. '23. This is 22% more vans and 28% more daily boardings in Apr. '20.

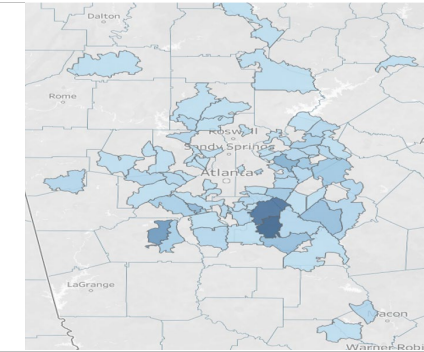
Active Vans



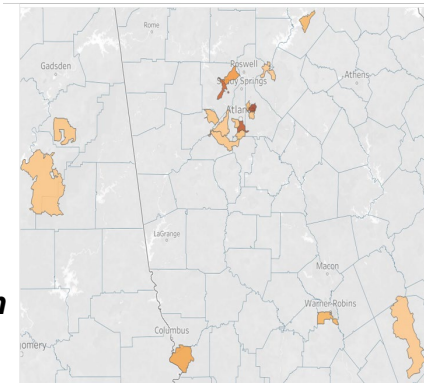
Average Daily Boardings



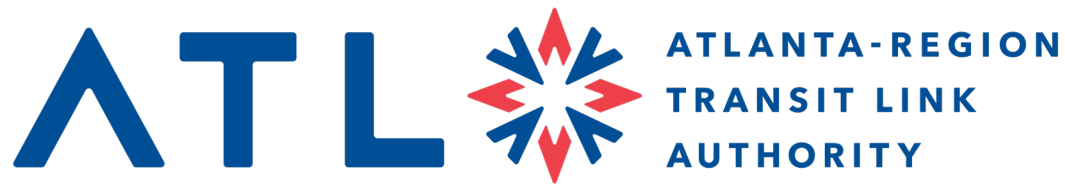
Origin Zip Codes



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.



Xpress Operations Contract Renewal

Gail Franklin, Chief Transit Officer

June 6, 2024

Discussion Overview

- ▶ Xpress Contract Overview
- ▶ Key Performance Indicators
- ▶ Committee Action





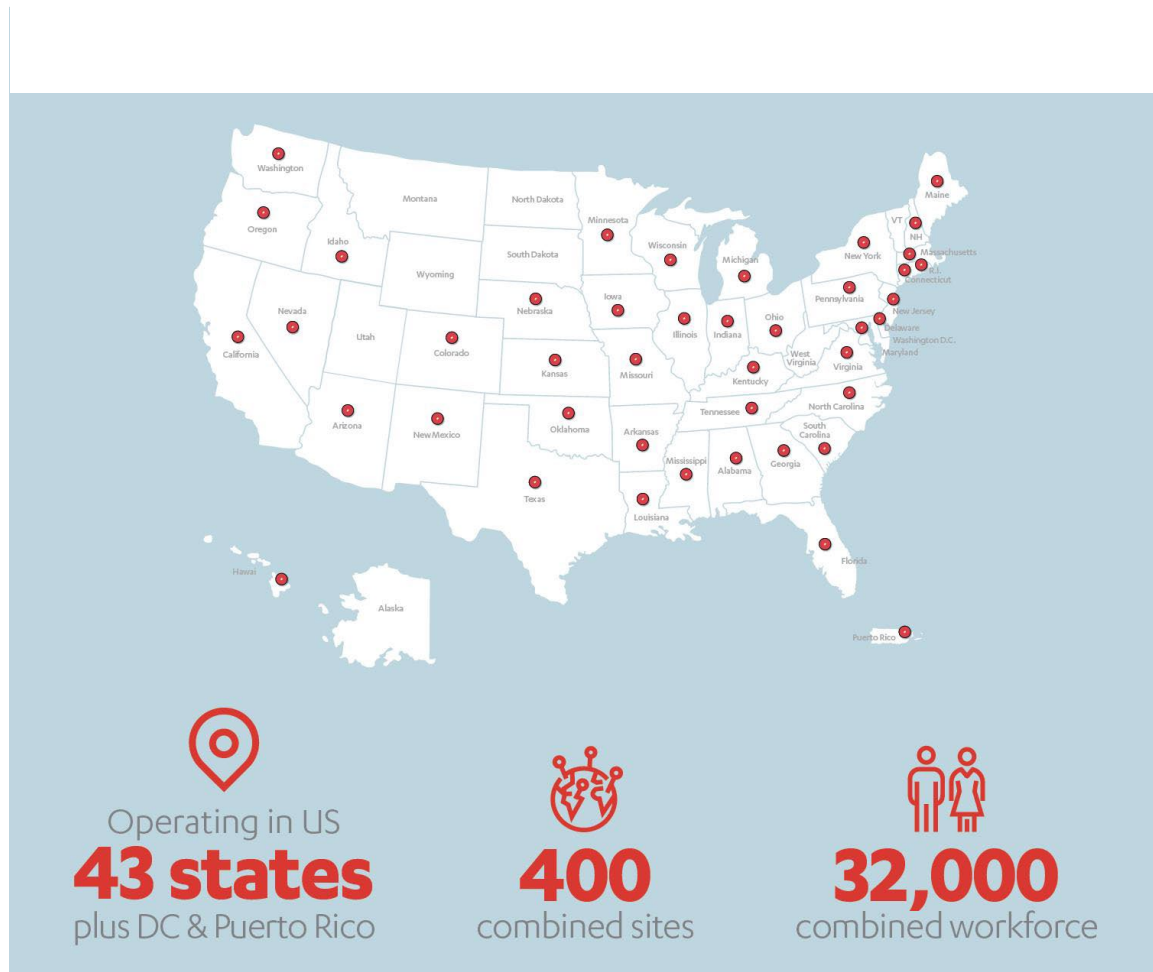
Contract Overview

Transdev Key Facts

- ▶ Present in 19 countries on 5 continents
- ▶ Globally provides 11 million passenger trips on average every day
- ▶ 400 combined sites in the US
 - Workforce of 32,000

Provides the following modes

- Fixed Route Bus
- Shuttles
- Paratransit
- Nonemergency Medical Transport
- Rail
- AVs (TAS Division)
- Microtransit
- Vehicle Services



FY 2025 Operations and Maintenance Contract Renewal

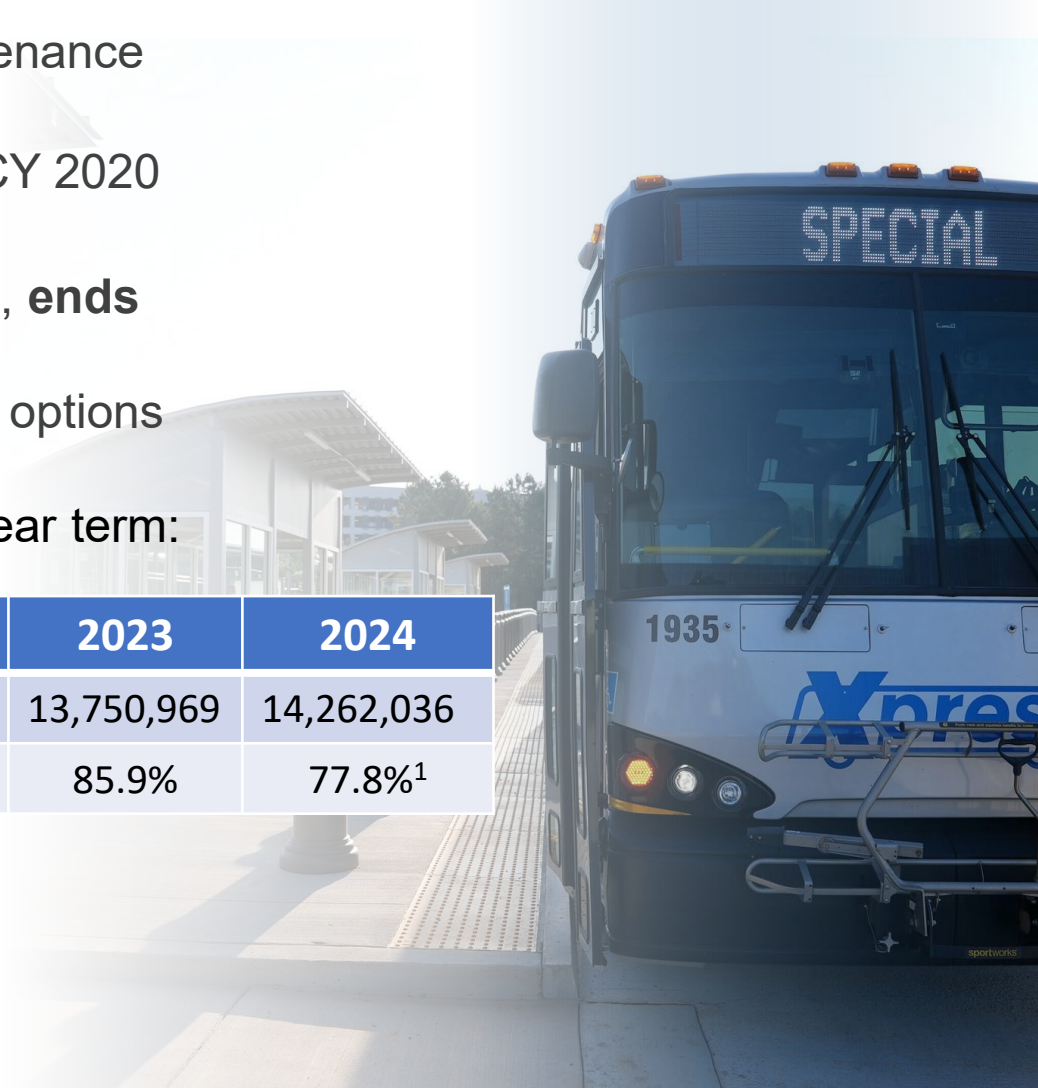
- ▶ Awarded 5-year Operation and Maintenance (O&M) Contract to Transdev
 - Procurement process began Q1 CY 2020
 - Contract initiated March 11, 2021
 - Initial 3-year term (FY 2022-2024), **ends June 30, 2024**
 - Term includes two 1-year renewal options

- ▶ Contract costs rendered for Initial 3-year term:

	2022	2023	2024
Not to exceed (NTE) contract \$	13,130,577	13,750,969	14,262,036
% of NTE \$ rendered	91.4%	85.9%	77.8% ¹



¹year to date percentage expenditure



Contract Details North Operations Facility

▶ Joint procurement with Gwinnett County

- Leased facility
- Separate O&M contracts
- Shared service model

▶ Garage Functions:

- Fleet maintenance and repair
- Training and safety
- Fueling and fleet cleaning
- FTA compliance for service operations



175 Bus
Operators*



11
Bus Routes



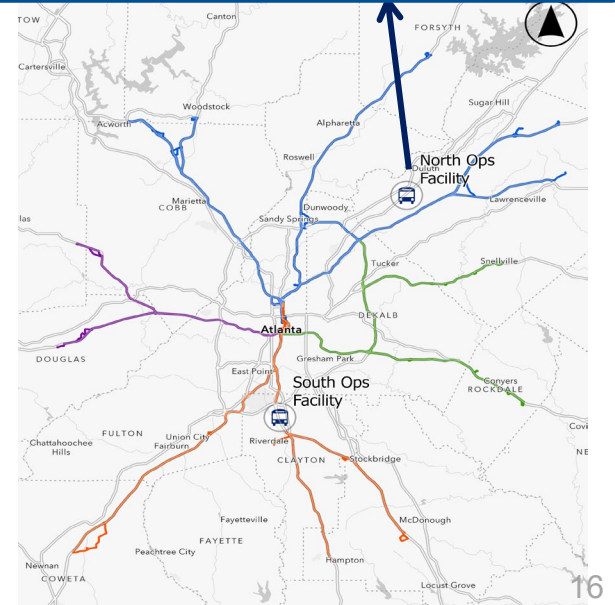
580,000
Square feet



4
Maintenance
Bays (tandem)



50
Buses



*Xpress and Ride Gwinnett drivers



Contract Details South Operations Facility

- ▶ **State-owned facility** for Xpress
 - ATL Xpress only facility
- ▶ **Garage Functions:**
 - Fleet maintenance and repair
 - Training and safety
 - Fueling and fleet cleaning
 - FTA compliance for service operations



58 Bus
Operators



14
Bus Routes



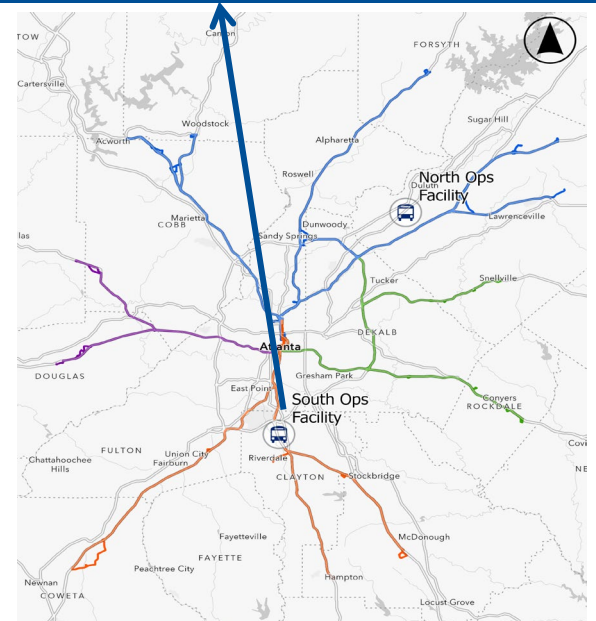
261,000
Square feet



12
Maintenance
Bays (tandem)



90
Buses





Key Transdev Contract Performance Indicators

Contract Performance Requirements

► 39 Performance Standards Including: Operations Related to Customer Experience

- On-Time Performance
- Running Hot (early departure)
- Missed Trips
- Bus Cleaning
- ADA Requirements
- ADA Announcements/Wheel-chair Lifts

State of Good Repair

- Mechanical Breakdowns
- Fleet and Facility
- Preventive Maintenance Intervals
- Technology Maintenance
 - Fareboxes
 - CAD/AVL
 - Breeze Mobile
 - CCTV

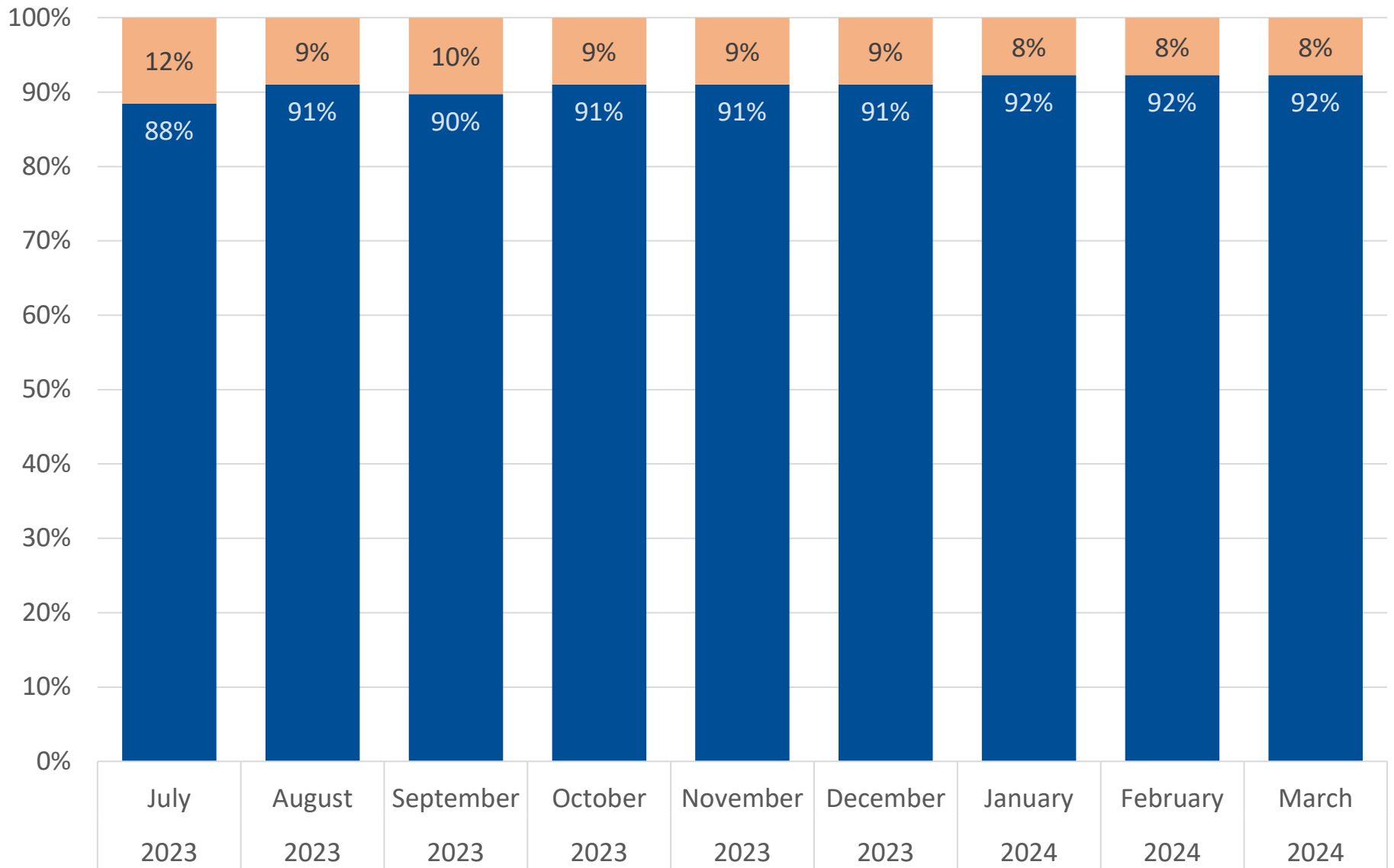
Other

- Customer response times
- Pest Control
- Safety Training
- Passenger Seat Condition



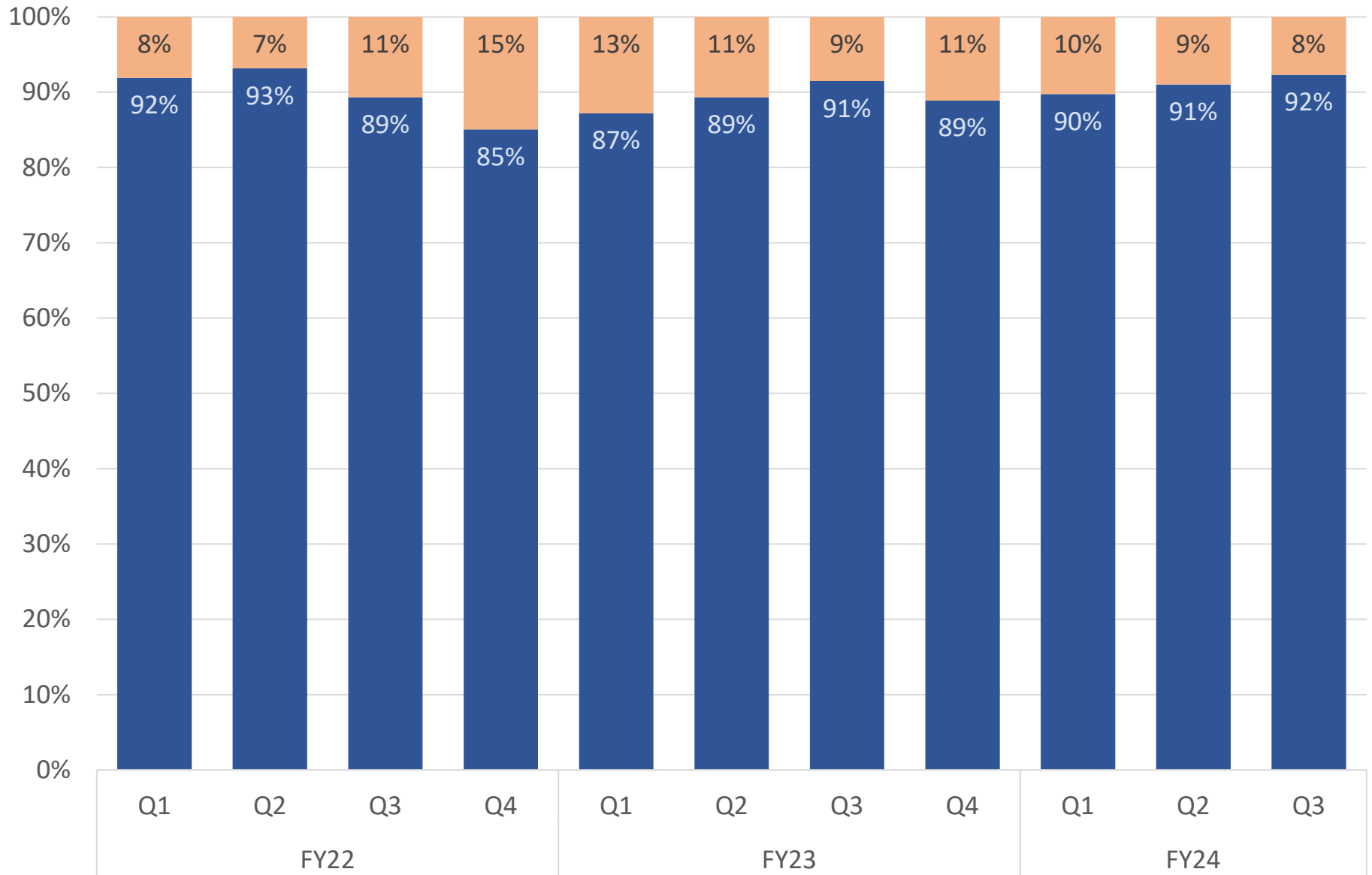
Monthly Performance of the Xpress Operations Contract with Transdev | Fiscal Year 2024 to Date

■ Opportunities for Improvement
■ Meeting Expectations



Quarterly Performance of the Xpress Operations Contract with Transdev | Fiscal Years 2021 – 2024 to Date

Opportunities for Improvement
Meeting Expectations



Next Steps

▶ Contract Renewal

- June 6, 2024: Approval of Year 4 O&M contract renewal
- April 2025: Approval of Year 5 O&M contract renewal

▶ New Turnkey O&M Procurement

- Summer 2024: Initiate development of scope for a new turn-key operations and maintenance solicitation
- July 2025: Begin solicitation process for new O&M contractor
- November 2025: Negotiate and award new O&M contract
- July 1, 2026: Start new O&M contract award



Committee Action

Committee Action Item



ACTION ITEM

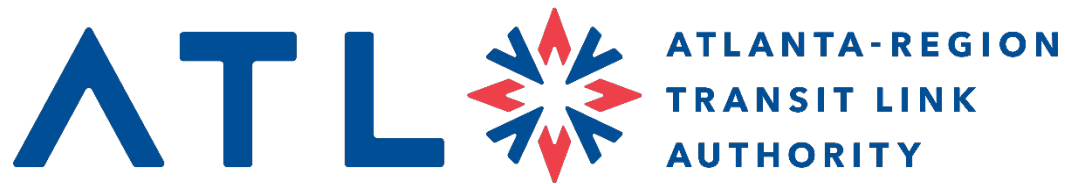
»» 06.06.24

- ▶ 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

- ▶ Requesting the Committee to recommend ATL Board approval of a resolution authorizing the Executive Director to:
 - 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.

Questions





Redefining the Ride Xpress 2.0

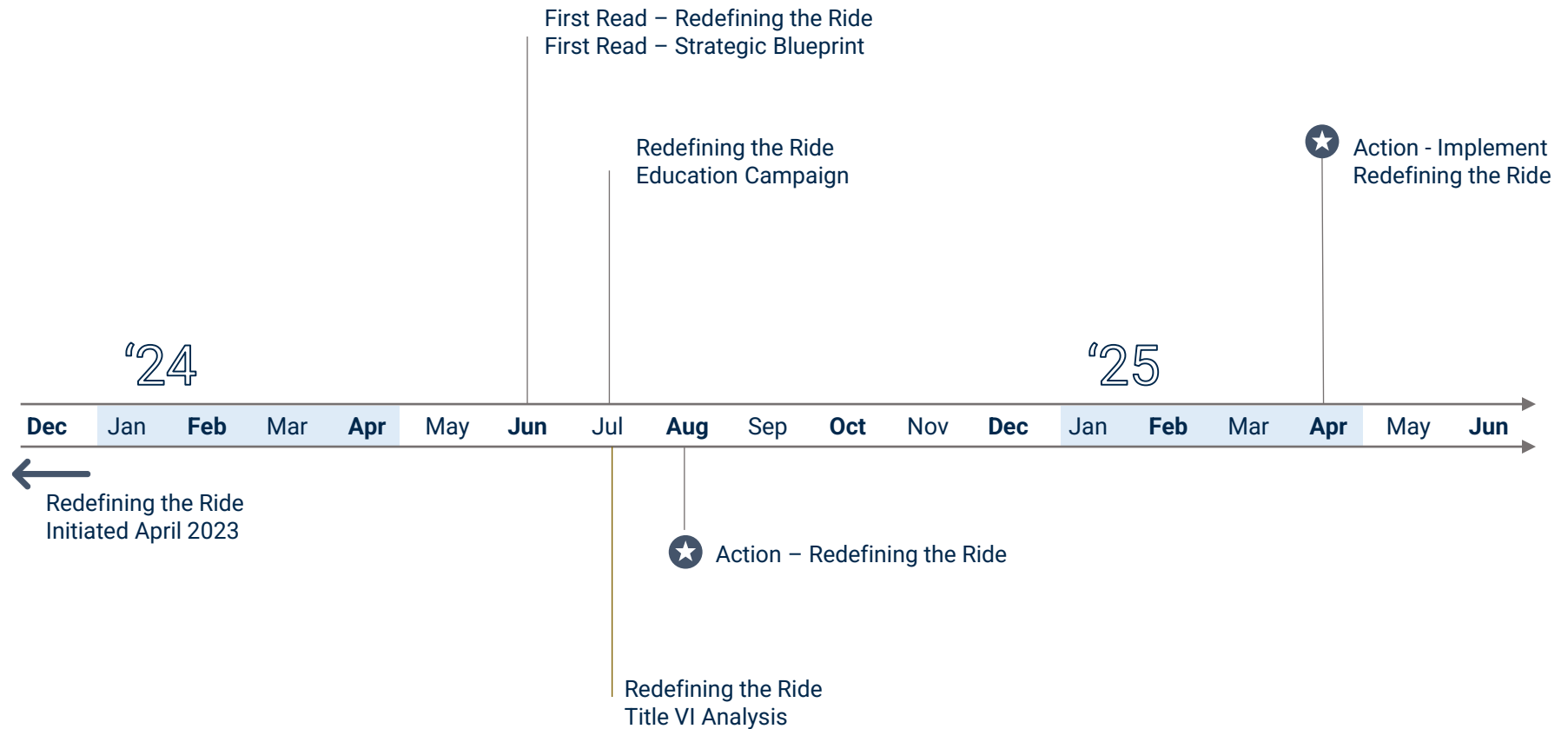
Cain Williamson

Discussion Overview

- ▶ Xpress System Overview
- ▶ Impact of Return to Jobs Trends
- ▶ Redefining the Ride
 - System Efficiency Strategies
 - New Market Identification
- ▶ Fiscal Implications
- ▶ Next Steps



Board Timeline (December 2023 – June 2025)



Legislative Session



Project Purpose

Operational Analysis: Enhance efficiency and ridership by downsizing current service to align with post-pandemic demand and travel patterns

Redefine the Ride: Explore expansion opportunities to serve new commuters, IPECs, and other potential express bus markets to expand customer base





System Overview

Xpress Overview

▶ Who do we serve?

- Residents in 13 metro Atlanta counties with extended reach to 40+ counties
- Downtown, Midtown, and Perimeter Center office markets

▶ What modes of service do we provide?

Commuter bus* and vanpool

▶ When do we operate?

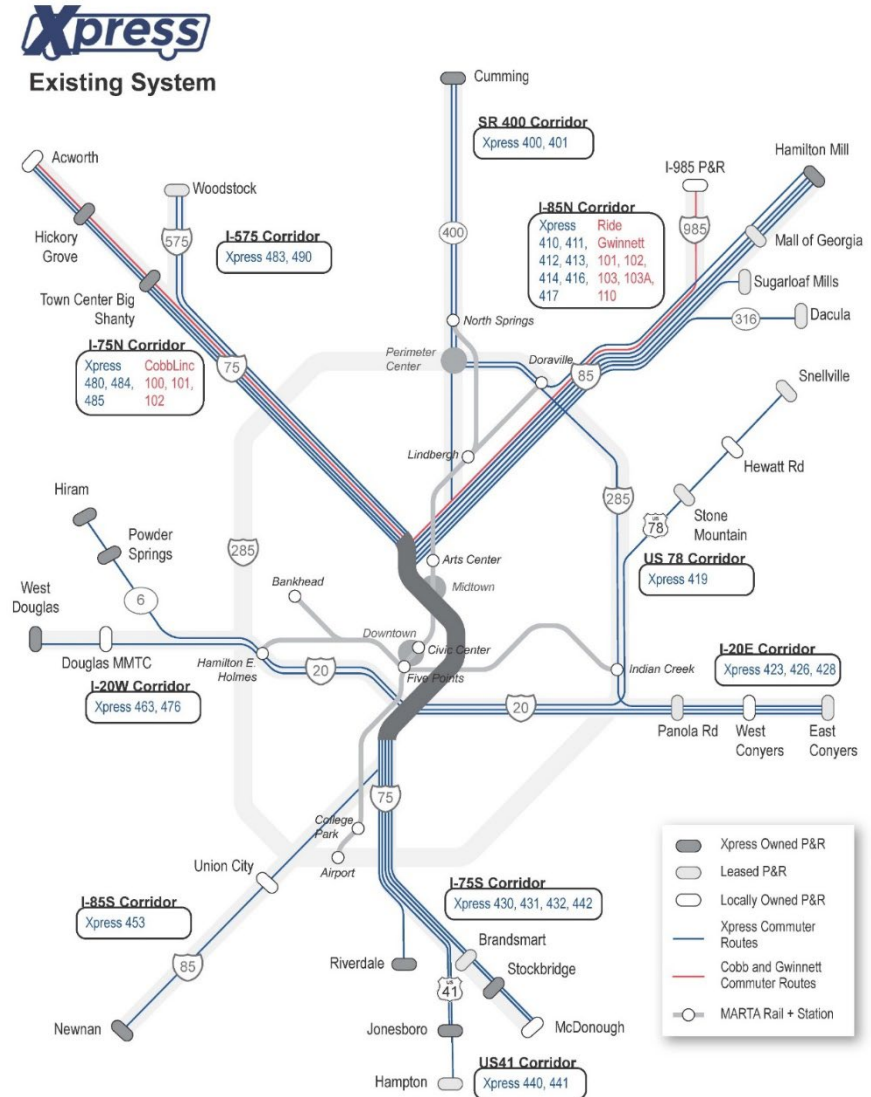
- Weekdays
 - Inbound Service: 5AM - 9:30AM
 - Outbound Service: 3PM - 8PM

▶ How do we operate?

- Mostly interstates & highways in managed lanes where available
- Service operated by third-party contractor, managed by ATL staff

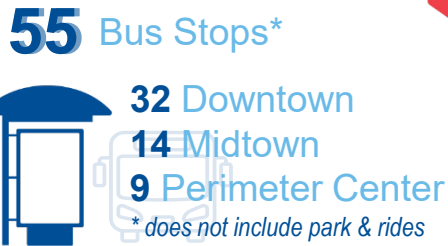
▶ How are we funded in FY 24?

- 38% State appropriations, 55% federal grants, 7% fares and other revenue



*Minimum of 5 miles "closed door" driving to meet FTA's commuter bus definition and avoid paratransit delivery

Xpress by the Numbers





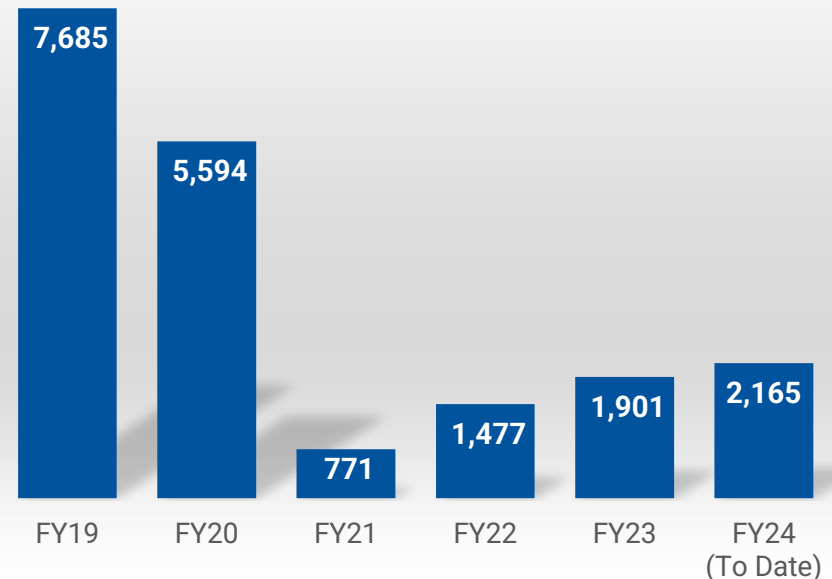
The Case for Changes to The System

Post-Pandemic Ridership Still Lagging

Commuter bus providers across the country are facing similar challenges with a 74% decline in total ridership between 2019 and 2021

- ▶ Xpress ridership plummeted by **90% between 2019 and 2021**
- ▶ Resurgence of **147% from 2021 to 2023** as some office workers returned to in-person work
- ▶ Despite steady recovery, Xpress is currently at **30% of pre-pandemic ridership**

Avg. Xpress Daily Boardings by Fiscal Year



Ridership and Utilization by Corridor (2023)

Corridor	Number of Routes	Total Trips	Total Seats	Average Riders/Day	Utilization
I-85 S	1	4	216	70	32%
US 78	1	14	756	171	23%
I-85 N	6	35	1,890	377	20%
I-75 S/US 41	5	43	2,322	413	18%
I-20 W/SR 6	2	22	1,188	218	18%
I-20 E	2	31	1674	285	17%
I-75 N/I-575 N	5	24	1296	127	10%
SR 400	2	8	432	39	9%

Park and Ride Lot Usage (2023)

	Park and Ride Lots	Total Parking Spaces	Observed Usage	Utilization
Owned	Cumming	486	16	3%
	Hamilton Mill	917	26	3%
	Hickory Grove	522	18	3%
	Hiram	159	17	11%
	Jonesboro	588	34	6%
	Newnan	712	23	3%
	Panola Road	630	23	4%
	Powder Springs	271	13	5%
	Riverdale	271	12	4%
	Stockbridge	402	47	12%
	Town Center	646	31	5%
	West Douglas	545	0	0%
Total	6,149	261	4%	
Leased	Brands Mart	404	22	5%
	Dacula	400	18	5%
	East Conyers	415	23	6%
	Hampton	100	7	7%
	Mall of Georgia	750	49	7%
	Snellville	278	23	8%
	Sugarloaf Mills	500	16	3%
	Stone Mountain	400	12	3%
	Woodstock	400	0	0%
	Total	3,647	171	5%
Other Gov	Acworth	496	22	4%
	Douglas County	300	23	8%
	Hewatt Road	125	18	14%
	McDonough	250	44	18%
	Union City	300	15	5%
	West Conyers	566	0	0%
Total	2,210	122	6%	



Dacula (Hebron Baptist) Lot



Stone Mountain Lot

*Park-and-ride utilization was collected throughout various time periods in CY 2023.



Redefining the Ride

Service Recommendations Summary

- ▶ Phase 1 - Downsize for Enhanced Efficiency
- ▶ Phase 2
 - ▶ Reverse Commute Opportunities
 - ▶ New Market Opportunities



Phase 1 Changes Efficiency Enhancements

Enhanced Efficiency

TODAY

197

Total Trips

PROPOSED

94 Total Trips

48 Trips to MARTA Rail Stations

- Leverage existing infrastructure
- Access to jobs on MARTA rail
- More reliable trips inside I-285



Commuter Trips



Park & Rides

27

12 Owned
9 Leased
6 Other Government

17

10 Owned
1 Leased
6 Other Government

55

Stops

12

Stops

16%

10,638 seats
1,754 daily riders

35%

5,076 seats
1,754 daily riders



Daily Corridor Utilization



Xpress Stop Destinations

Current

Stop
Station

Downtown/Midtown

Perimeter

Proposed

Stop
Station

Downtown/Midtown

Perimeter



Enhanced Efficiency

Today & Proposed

I-75 N/I-575

Trips	24	8
P&Rs	4	2
Utilization	10%	29%

GA 400

Trips	8	4
P&Rs	1	2
Utilization	9%	18%

I-85 N

Trips	39	24
P&Rs	4	3
Utilization	18%	30%

US 78

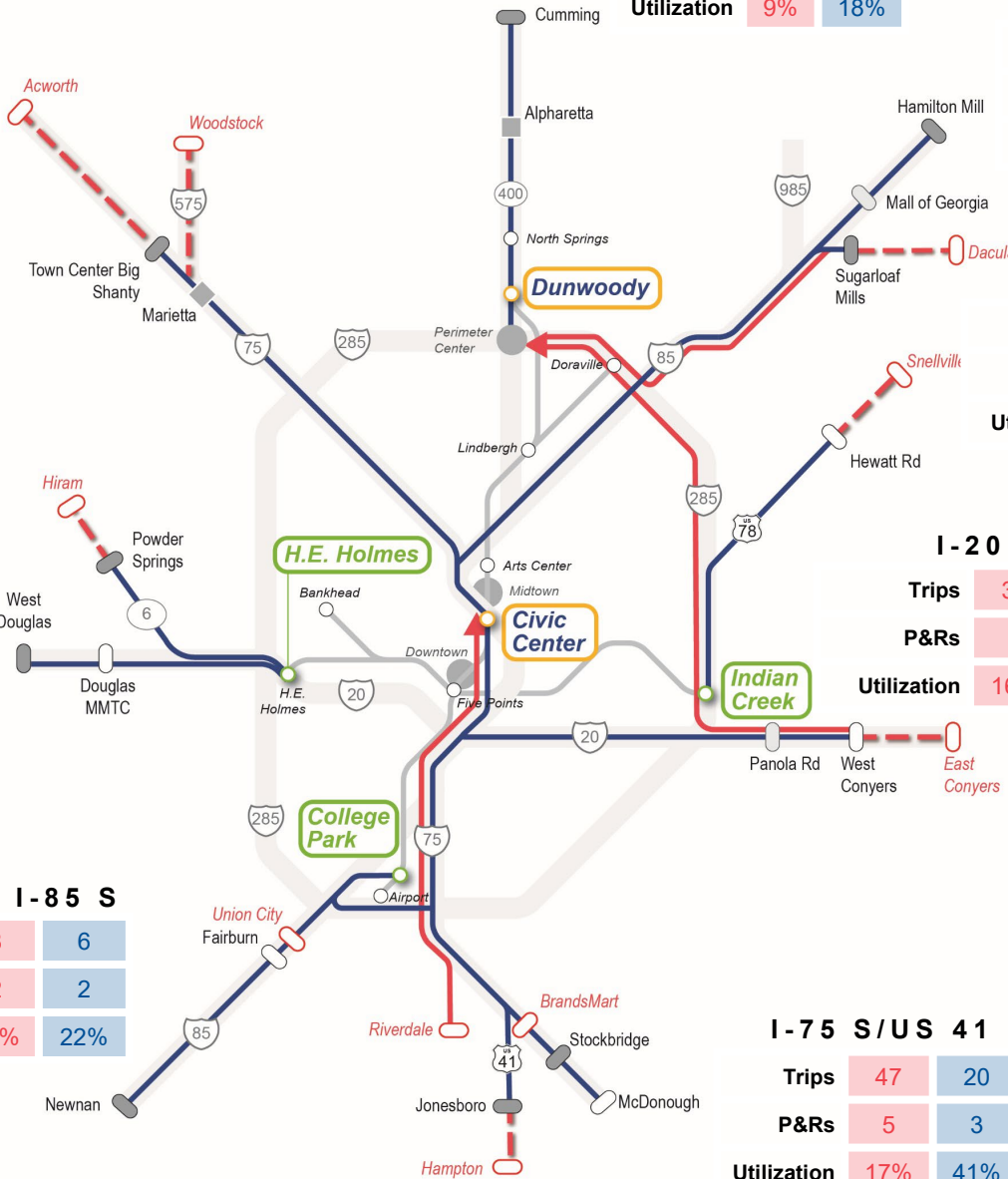
Trips	14	10
P&Rs	3	1
Utilization	23%	32%

I-20 W/SR 6

Trips	22	10
P&Rs	4	3
Utilization	18%	40%

I-20 E

Trips	35	12
P&Rs	3	2
Utilization	16%	47%



I-85 S

Trips	8	6
P&Rs	2	2
Utilization	16%	22%

I-75 S/US 41

Trips	47	20
P&Rs	5	3
Utilization	17%	41%

- Proposed Stop
- Xpress Route Efficiencies
- Existing MARTA Connection
- Proposed MARTA Connection
- Customers Redirected
- Removed Segments
- Removed P&R
- MARTA Rail + Station
- Xpress Owned P&R
- Leased P&R
- Locally Owned P&R

Anticipated Ridership Impacts

Ridership	Existing (FY 2023)	Initial (0-6 months)	Ultimate (36 months)
	479,772	464,000	552,000
		Slight decrease (~3%) expected from existing ridership	Significant increase (~19%) expected from the initial dip

- ▶ This trend is consistent with historic ridership impacts from major service changes implemented by Xpress

Sep 2016	Initial (0-3 months)	Ultimate (25-27 months)
1,829,000	1,702,000	1,971,000
Annual Boardings	~7% decrease in Annual Boardings from existing (Oct-Dec '16)	~16% increase in Annual Boardings from initial dip (Jan-Mar '19)

MARTA Drop-Off Impacts

► Upsides

- Better trip travel time reliability inside the perimeter
- Additional access to employment along entire MARTA line
- Better use of existing high-performance transit network & infrastructure

► Potential Drawbacks

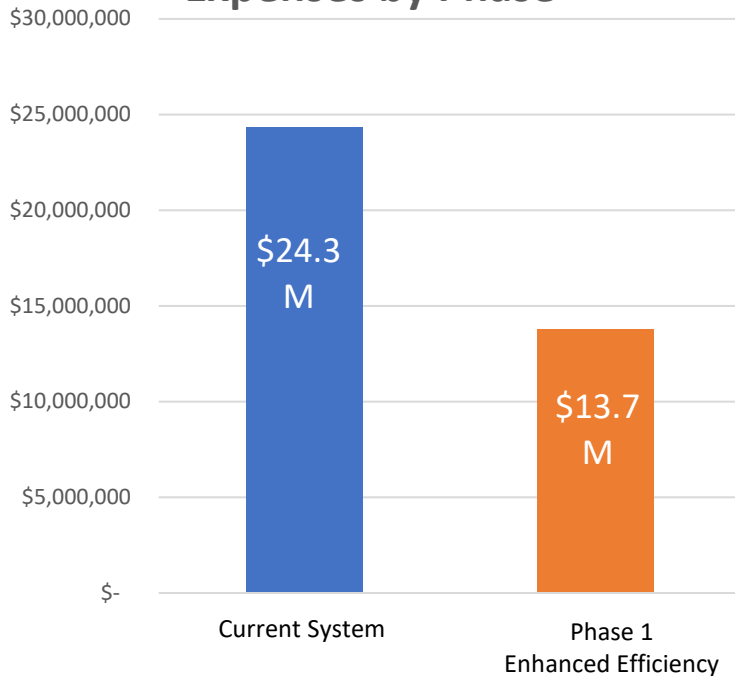
- Possible total travel time increases
- Required transfer may reduce ridership on relevant Xpress routes
- Potential capital costs to accommodate Xpress vehicles at stations

► Fare collection impacts for ATL due to reciprocal free transfers



Fiscal Implications

Projected Operating Expenses by Phase



Cost Reduction

- \$4M in state funds
 - \$2.3M from service reduction
 - \$1.7M from reduction to leased P&R Lots, fleet costs, and capital maintenance
- \$6M from federal funds

Capital Considerations

- Rehab on leased P&R Lots per contractual obligations
- Upgrades at MARTA stations to accommodate Xpress Coaches and improve rider access to station
- Disposition of coaches



Potential Phase 2 Changes New Markets

New Markets Reverse Commute Opportunities



TODAY

0
None

PROPOSED

7
Offer Reverse Commute Service

- Reverse Commute Destinations:**
- Marietta
 - Alpharetta
 - Sugarloaf Mills
 - Conyers
 - McDonough
 - Fairburn/College Park
 - Fulton Industrial Boulevard

Reverse commute is a trip from an urban area (Downtown Atlanta) to a suburb (Alpharetta) for work. It capitalizes on the availability of an empty bus returning to pick up passengers, thereby making efficient use of otherwise unused transit capacity.



New Markets In-Person Employment Centers (IPECs)



New Market Opportunities

TODAY

0

None

PROPOSED

7

New Routes to Serve More Commuters & IPECs







- Proposed Stop
- Xpress Route Efficiencies
- New Bidirectional Service
- Existing MARTA Connection
- Proposed MARTA Connection
- Reverse Commute
- MARTA Rail + Station
- Xpress Owned P&R
- Leased P&R
- Locally Owned P&R

New Route	Origin	Destination	Stops
491	Marietta	Dunwoody Station	
492	Panola	College Park Station	
493	Marietta	Duluth	Johnson Fry Rd; Alpharetta; Johns Creek; Sugarloaf Mills
494	Douglasville	Fulton Industrial	Six Flags Industrial
495	Marietta	College Park Station	Fulton Industrial
496	Marietta	Indian Creek	Dunwoody & Doraville MARTA Stations
497	Town Center	Dunwoody Station	Johnson Fry Rd

491	492	493	494	495	496	497
Truist Park, Kennesaw State University, Cumberland Mall	HIIAIA, College Park, The Mall at Stonecrest	Sugarloaf Mills, Gwinnett Place, AT&T, Avalon	UPS, Fulton Industrial, Arbor Place Mall	Truist Park, Kennesaw State University, HIIAIA	Perimeter Center, DeKalb County Public Services	Perimeter Center, Emory St. Joseph Hospital, Town Center Mall

Note: Addition work is being conducted to properly serve the IPECs, as well as other neighboring trip generators.

Proposed Xpress System

	Today	Phase 1	Phase 2
 Commuter Routes	27 Routes	10 Routes	17 Routes
 Xpress Stop Destinations	55 48 Bus Stops 7 Rail Stations	15 10 Bus Stops 5 Rail Stations	22 16 Bus Stops 6 Rail Stations
 Reverse Commute Opportunities	0 None	0 None	14 Routes
 Park & Ride Lots	27 12 Owned 9 Leased 6 Other	17 10 Owned 1 Leased 6 Other	17 10 Owned 1 Leased 6 Other



Proposed System leverages ATL's unique capability to provide cross-jurisdictional transit services

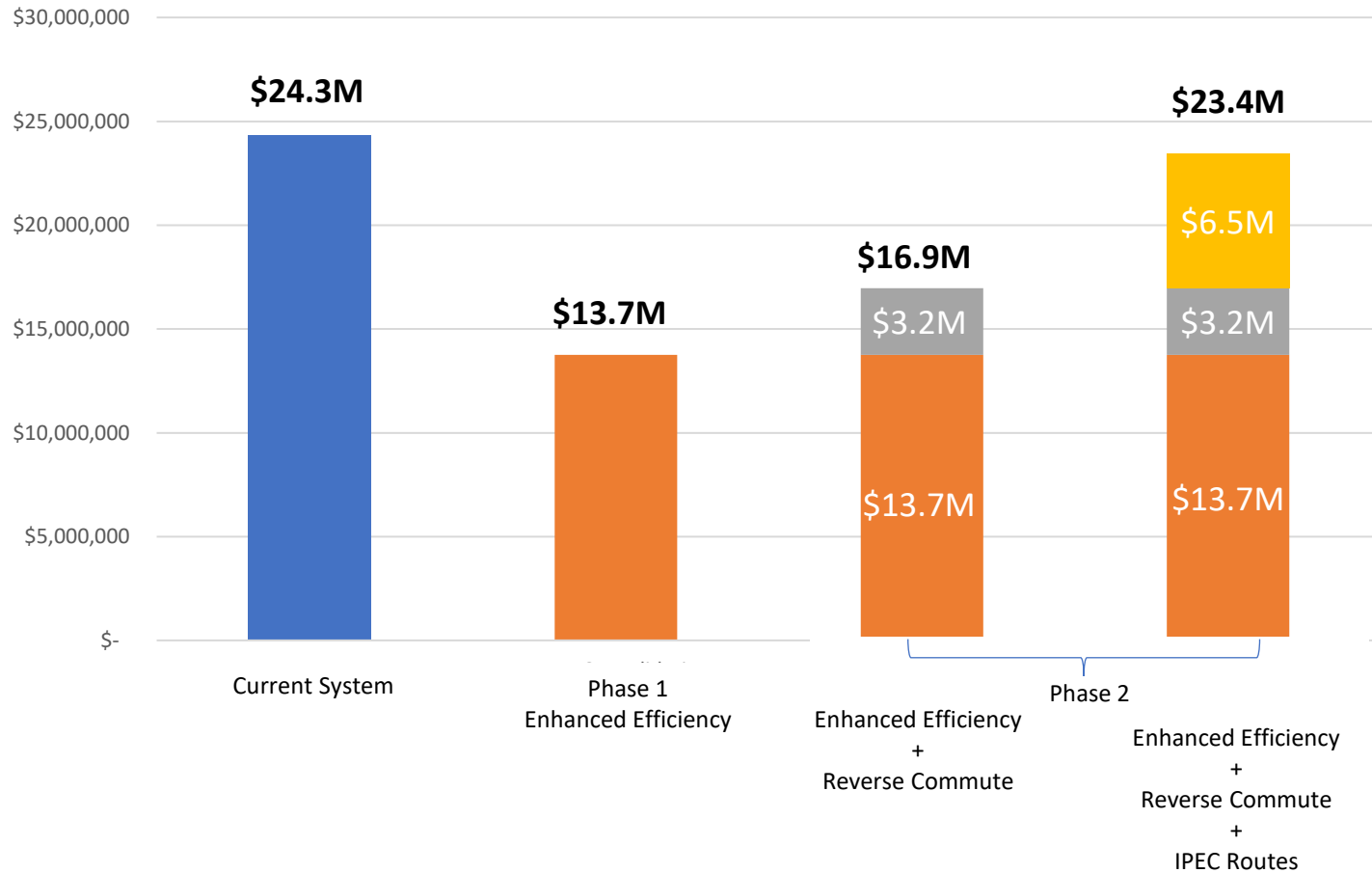




Fiscal Implications

Fiscal Implications

Projected Operating Expenses by Phase





Key Considerations for Implementation and Next Steps

Key Considerations for Implementation

- ▶ Partner and Public Engagement
 - **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 and Mitigation** of proposed changes
- ▶ Federal and Contractual Requirements
 - Implications to **Xpress funding model**, including receipt of federal formula funds, obligations associated with assets, and state 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**



LEARN + ENGAGE Tactics

- ▶ **Objective:** Provide opportunities for customers & regional stakeholders to provide feedback on the proposed service changes
- ▶ **Target Dates:** June 10 – July 17
- ▶ **Website Update**
 - Survey/Feedback Mechanism
 - FAQs
- ▶ **Virtual Meetings**
 - 1 Stakeholder Webinar - Recorded and Shared with Stakeholder Database (June 26)
 - 2 Virtual Meetings - Customers and Community (June 27 + July 10)
- ▶ **Digital Communications**
 - 4 Xpress Digital Newsletters/E-Communications (June 14 + June 21 + June 28 + July 11)
 - 2 Virtual Meetings - Customers and Community (June 27 + July 10)
 - 1 Stakeholder Communication (June 13)
 - 8 Social Media Posts (June 20, 24, 27; July 1, 9, 12, 16, 17)
- ▶ **Park & Ride Literature Drops, Signage Placement**

Next Steps

▶ June & July

- Public engagement to vet draft recommendations
- Title VI analysis

▶ August Meeting

- Request approval of final system plan
- Present anticipated service planning and implementation approach

▶ Post-August Meeting

- Coordinate with Operator on contractual changes
- Coordinate with other regional transit agencies
- Finalize route schedules and complete runcutting
- Initiate implementation of system plan



ADJOURN

**The Administrative Committee Meeting
Will Begin Momentarily**