



ATL



**ATLANTA-REGION
TRANSIT LINK
AUTHORITY**

XPRESS PERFORMANCE REVIEW

Jamie M. Fischer, PhD

Office of Business Intelligence and Data (BID)

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Xpress System Performance

▶ Regional Impact



▶ Ridership Productivity



▶ Xpress Fare Revenue



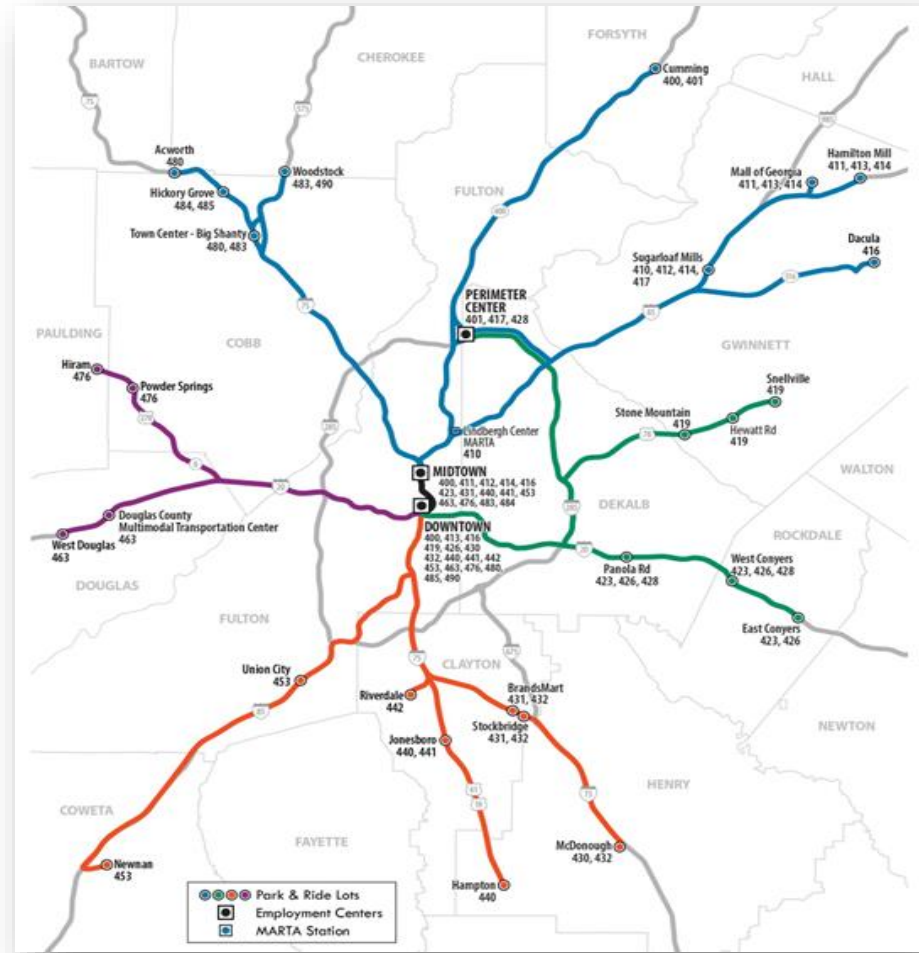
▶ System Reliability



▶ Customer Feedback ★★★★★

Vanpool Performance

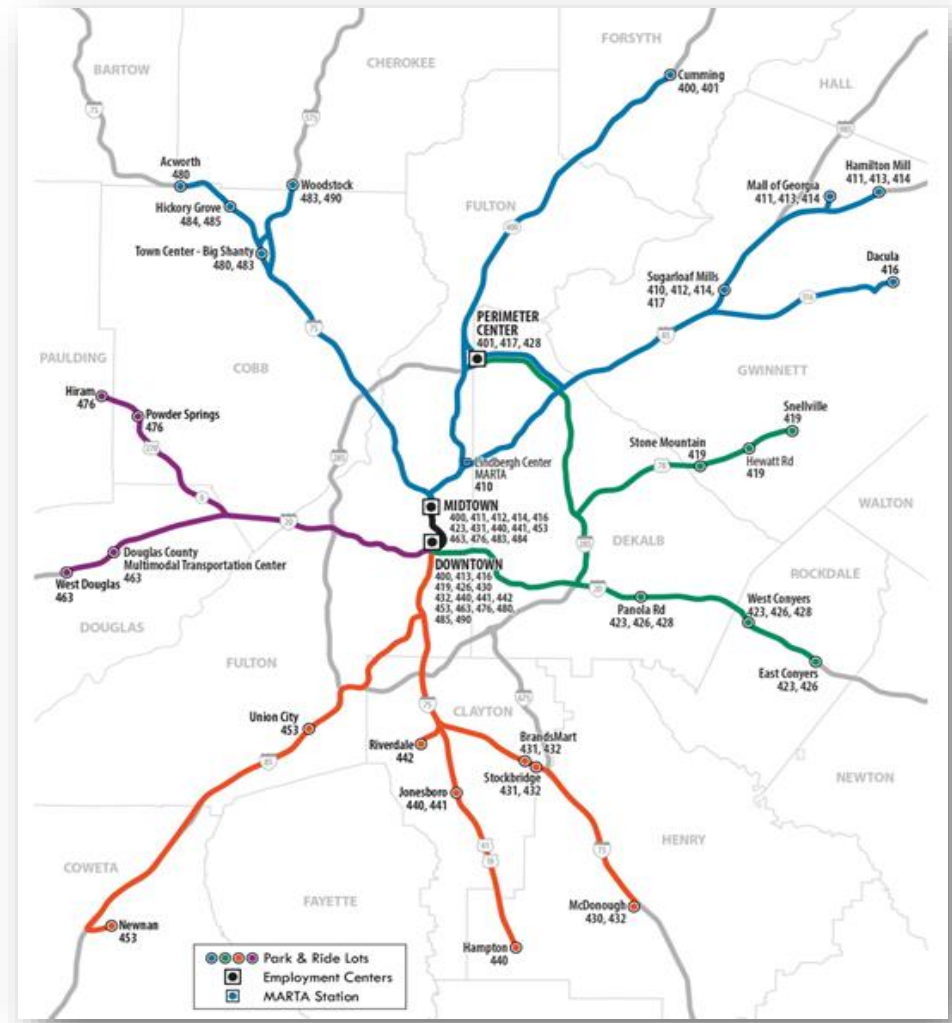
▶ Routes & Ridership



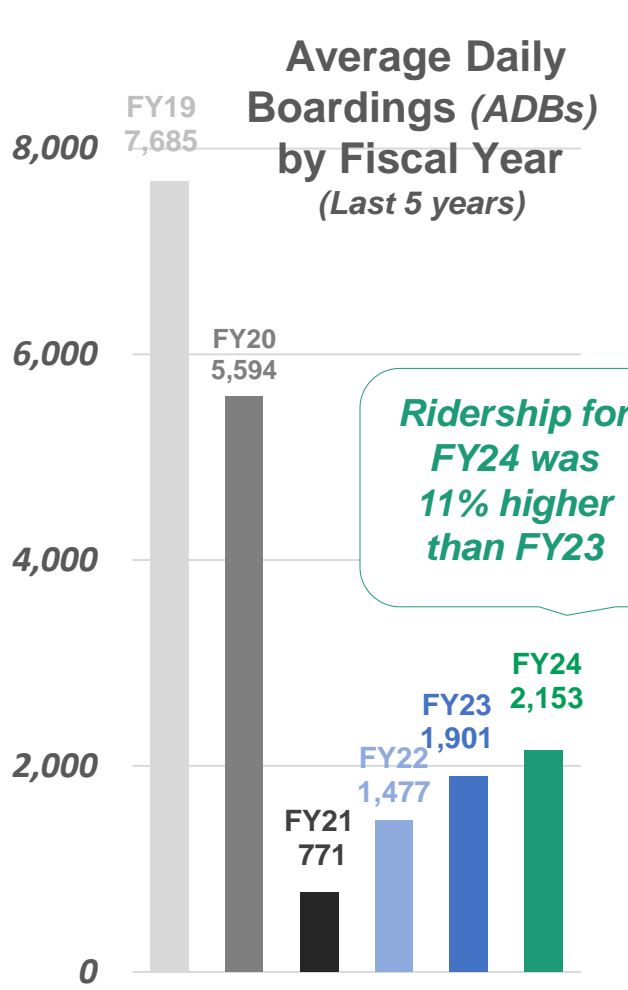
Combined Mobility Impact

Xpress and Vanpool currently provide:

- ▶ A commute solution for residents of **more than 40 counties**
- ▶ **Averaging more than 3,500 passenger trips** on a typical weekday (June 2024)
- ▶ **Connections to:**
 - Major activity centers (Downtown, Midtown, Perimeter)
 - ATL-region transit network
 - Employment opportunities across Georgia and beyond

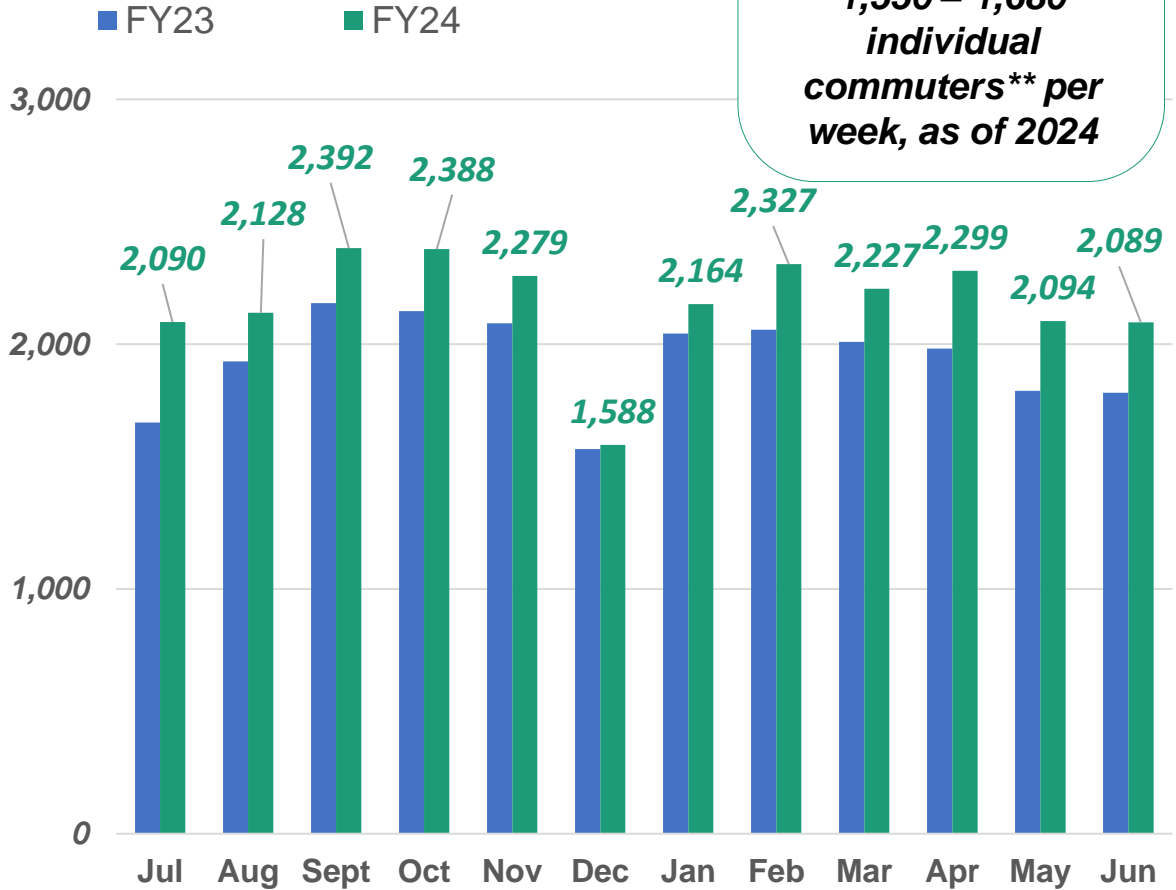


Xpress Ridership Productivity – FY24



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

Average Daily Boardings by Month



Xpress serves an estimated 1,550 – 1,680 individual commuters per week, as of 2024**

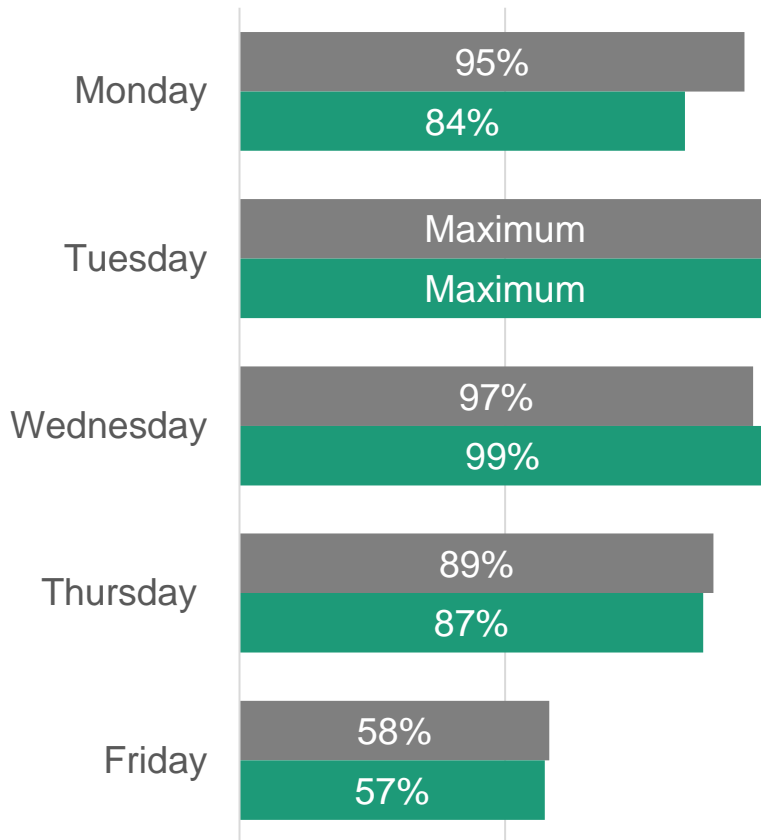
** Most Xpress customers (individual commuters) ride twice in a day, on days they use Xpress.

Monthly Averages Don't Tell the Daily Story

Percent of Maximum Weekday Boardings

By Day of the Week | Pre-pandemic and Today

■ Early March 2020 ■ Jan-Jun 2024



- ▶ Tuesday remains the highest ridership day for Xpress
- ▶ Tuesday-Friday ridership patterns in 2024 are proportionally similar to the pre-pandemic context
- ▶ Mondays have been more impacted by teleworking

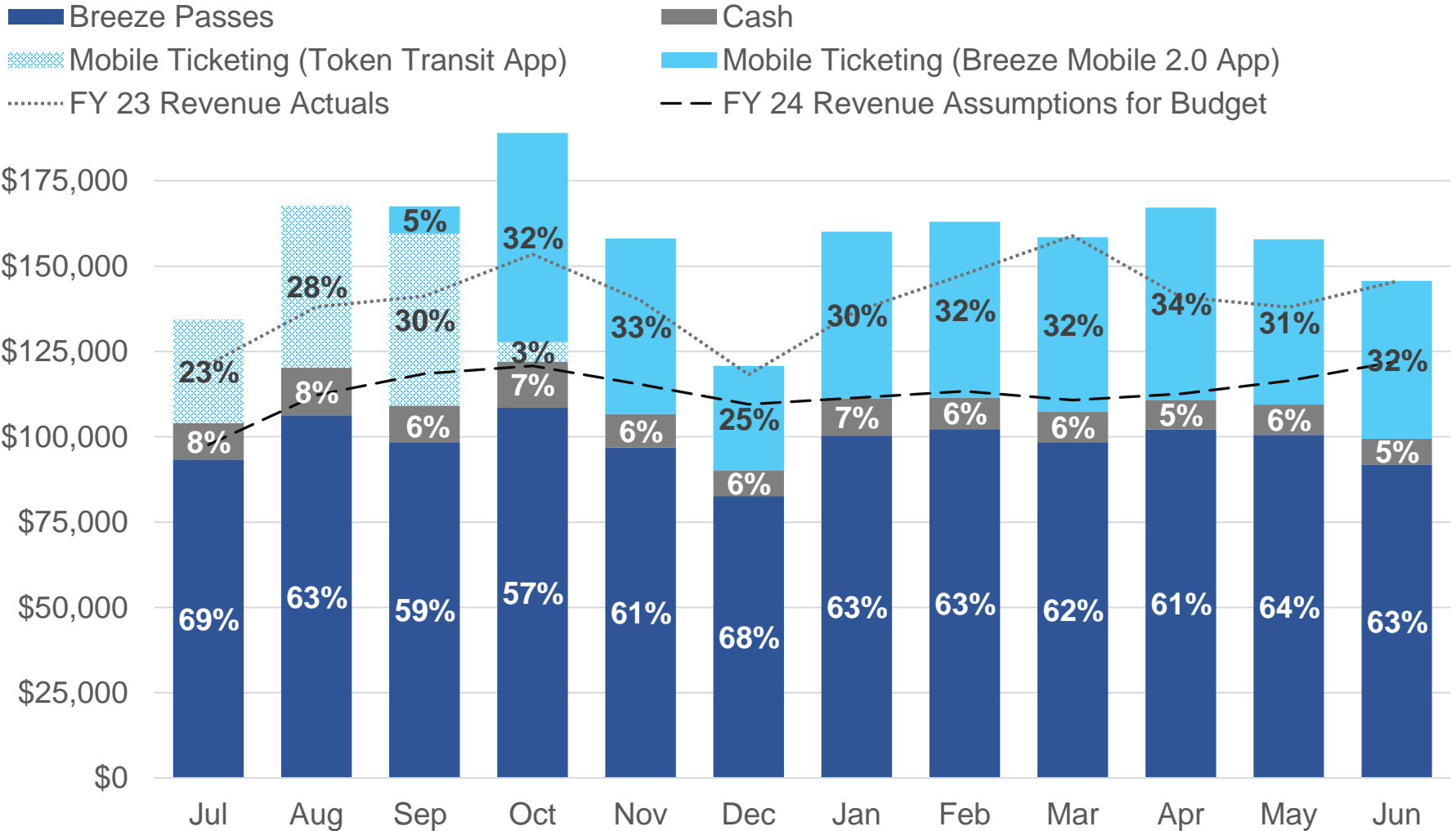
From the 2024 Xpress Customer Survey*:

Most Xpress customers ride three days per week or less often

**Initial survey results as of July 21, 2024*

FY24 Revenue of \$1.9 M Outperformed FY23

This is 8% of operating expenses (“farebox recovery”)



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 most challenging:

- In the afternoon, when traffic is more variable
- After the first stop (*contractors held to 85% at the first pick-up only*)
- For routes that cannot use express toll lanes

Trips Operated (% of Scheduled Trips)

	Apr	May	Jun
North	99%	99%	96%
South	99%	99%	100%
Cobb	100%	99%	100%
Overall	99%	99%	99%

On Time Performance (OTP)

	Apr	May	Jun
AM	95%	96%	95%
PM	73%	73%	72%
Overall	84%	84%	84%

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

Xpress Customer Feedback

Feedback Includes

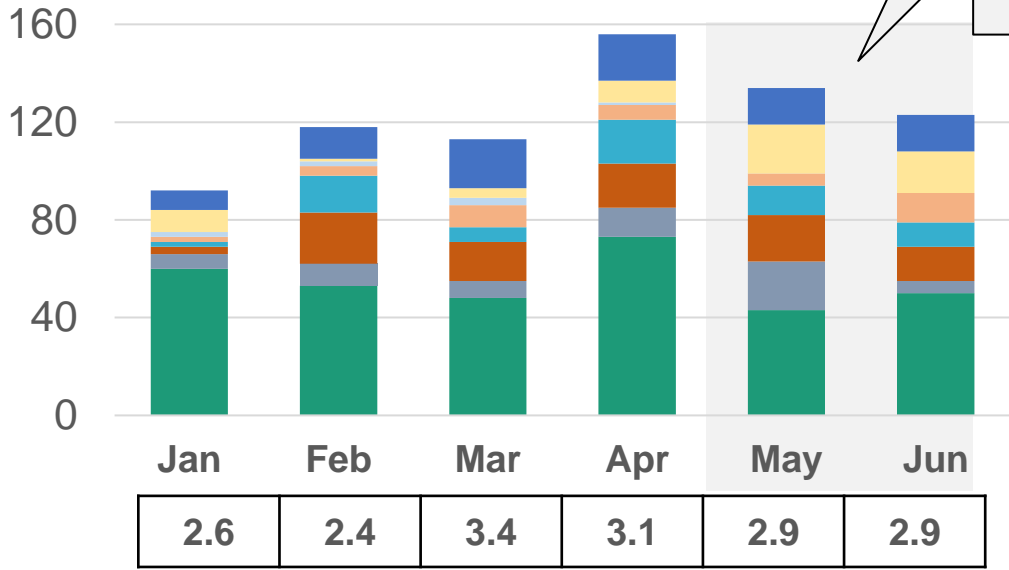
- Complaints and compliments
- Customer opinion survey results

Recent Feedback Snapshot

May 2024
 134 Complaints | 2 Compliments
 46,937 Boardings

June 2024
 123 Complaints | 0 Compliments
 39,697 Boardings

Complaints per Month by Category



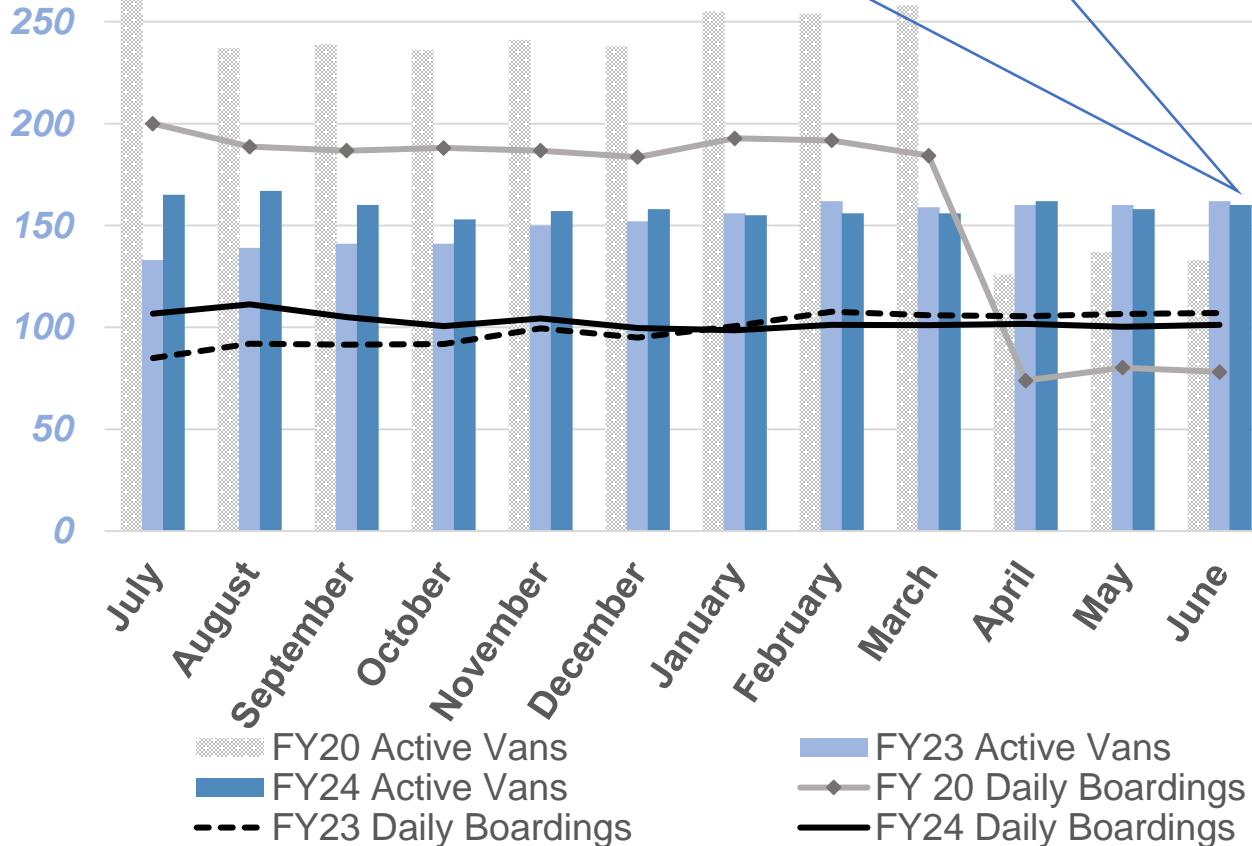
- Other Xpress Experience
- Xpress Alerts & Communications
- My Xpress App
- Bus or Facility Maintenance
- Issue with Fares
- Issue with Safety
- Issue with Bus Driver
- On Time Performance (OTP)

Complaints per 1000 boardings

Vanpool System Performance

There were 1% fewer active vans and 6% fewer daily vanpool boardings in June '24, compared to June '23. This is 17% more vans and 23% more daily boardings than in June '20.

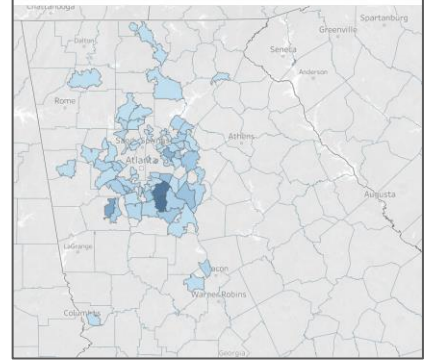
Active Vans



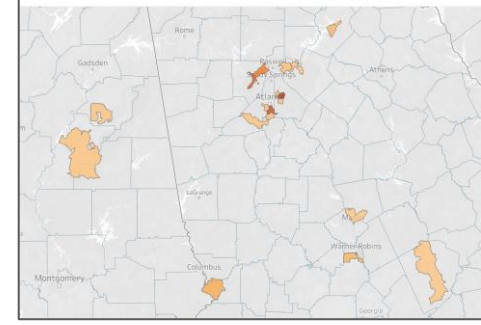
Average Daily Boardings



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 advertisement and administers vanpool formation.