

**Atlanta-region Transit Link Authority
245 Peachtree Center Ave., Suite 2300
Atlanta, GA 30303**

**Xpress Operations Committee
Meeting Minutes**

August 1, 2024

COMMITTEE MEMBERS PRESENT

Charlotte Nash, Committee Chair
Ricky Clark
Marlene Fosque
Howard Mosby
Robb Pitts arrived at 9:30 a.m.
Todd Ver Steeg
Tom Weyandt

OTHER BOARD MEMBERS PRESENT

Steve Brock
Dan Buyers
Andy Macke
Paul Radford

CALL TO ORDER

Committee Chair Nash began the meeting at 9:01 am. A quorum was confirmed.

APPROVAL OF THE JUNE 6TH, 2024 MEETING MINUTES

Committee Chair Nash called for a motion to approve the minutes from the June 6, 2024, meeting. Mr. Tom Weyandt made the motion, and Mr. Howard Mosby seconded the motion. The minutes were unanimously approved.

APPROVAL OF THE COMMITTEE AGENDA

Committee Chair Nash called for a motion to approve the agenda. Ms. Marlene Fosque made the motion, and Mr. Ricky Clark seconded the motion. The agenda was unanimously approved.

OPERATIONS PERFORMANCE REPORT

Cain Williamson gave an Operations Performance Report that provided data, trends and productivity of ridership on Xpress buses and vanpool systems. Cain presented a comparison of weekday ridership trends between pre-pandemic and today as well as revenue from FY23 – FY24. Cain shared a snapshot of feedback from customers.

2024 XPRESS CUSTOMER SERVICE SURVEY: FIRST FINDINGS

Cain Williamson gave an update on the initial findings of the Xpress Customer Survey. During his presentation, he provided the survey analysis timeline, overall customer sentiment and next steps from the survey. Cain indicated that the survey is still currently open.

REDEFINE THE RIDE DRAFT RECOMMENDATIONS

Cain Williamson provided data that demonstrated decreased ridership on Xpress since the inception of the pandemic with modest ridership gains since the end of the pandemic. He further highlighted the potential benefit that could be derived from changing and reducing some routes to reflect guidance in the FY25 state budget. Cain also gave an update on feedback received from the public during recent outreach. Mr. Tom Weyandt moved to adopt the resolution to direct staff to begin implementation of the Redefine the Ride recommendations, and Mr. Howard Mosby seconded the motion for the resolution to be approved by the Committee and advanced to the board for adoption. The resolution was unanimously approved.

ADJOURNMENT

The meeting adjourned at 10:02 a.m.

APPROVED:

DocuSigned by:

Charlotte Nash

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Charlotte Nash, Committee Chair

ATTEST:

Chris Brunson

Chris Brunson, Board Secretary

DATE MINUTES APPROVED:

10/3/24