

Xpress Operations Committee

Howard Mosby, Vice Chair

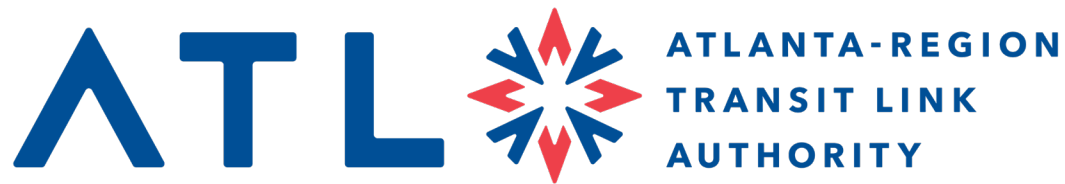
October 3, 2024

Xpress Operations Committee Meeting

Thursday, October 3, 2024

Proposed Agenda

- I. Call to Order – Howard Mosby, Vice Chair
- II. Approval of the Meeting Minutes for August 1, 2024
- III. Approval of the Agenda for October 3, 2024
- IV. Xpress Performance Report – Jamie Fischer
- V. 2025 Public Transportation Agency Safety Plan (PTASP) – Darryl Howell – **Action Item**
- VI. Adjournment



Xpress Performance Review

Jamie M. Fischer, PhD

Office of Business Intelligence and Data (BID)

October 3, 2024

Xpress System Performance

- ▶ Regional Impact



- ▶ Ridership Productivity



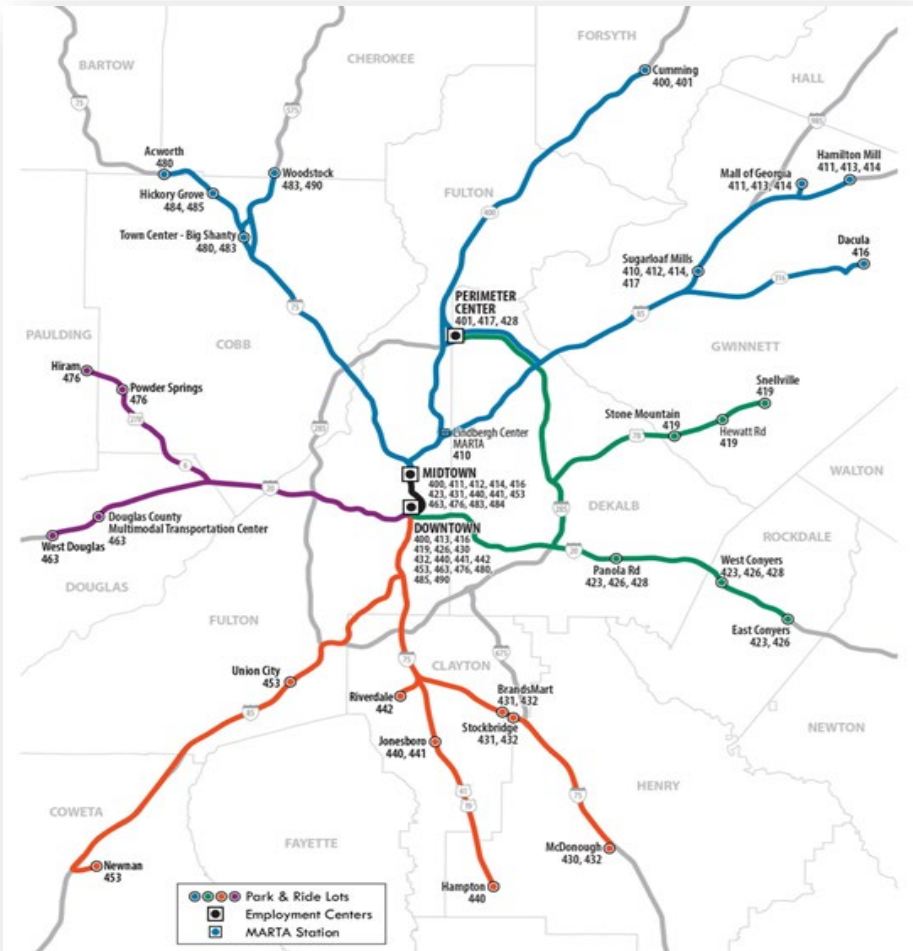
- ▶ Xpress Fare Revenue



- ▶ System Reliability



- ▶ Customer Feedback



Vanpool Performance

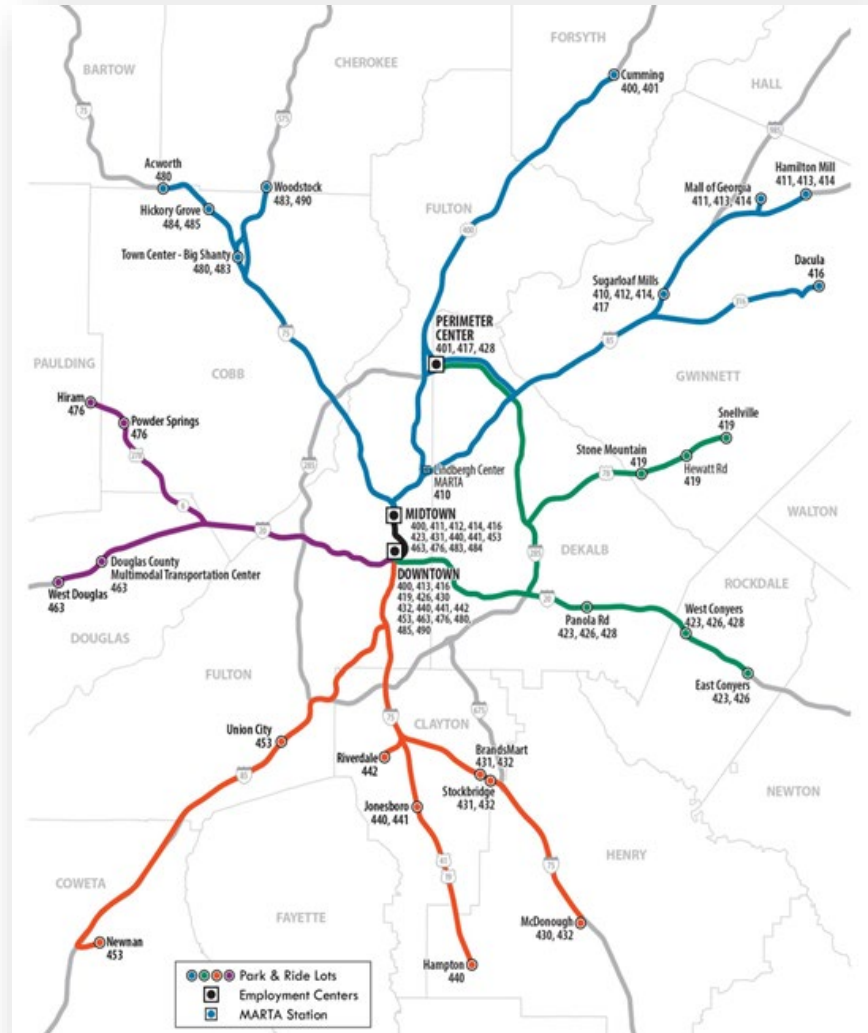
- ▶ Routes & Ridership



Combined Mobility Impact

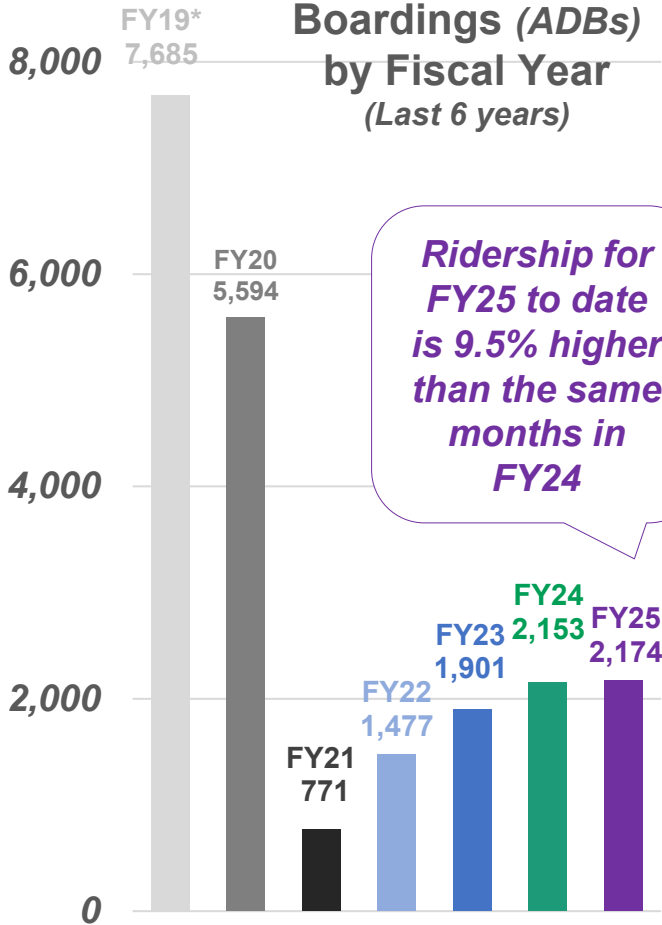
Xpress and Vanpool currently provide:

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



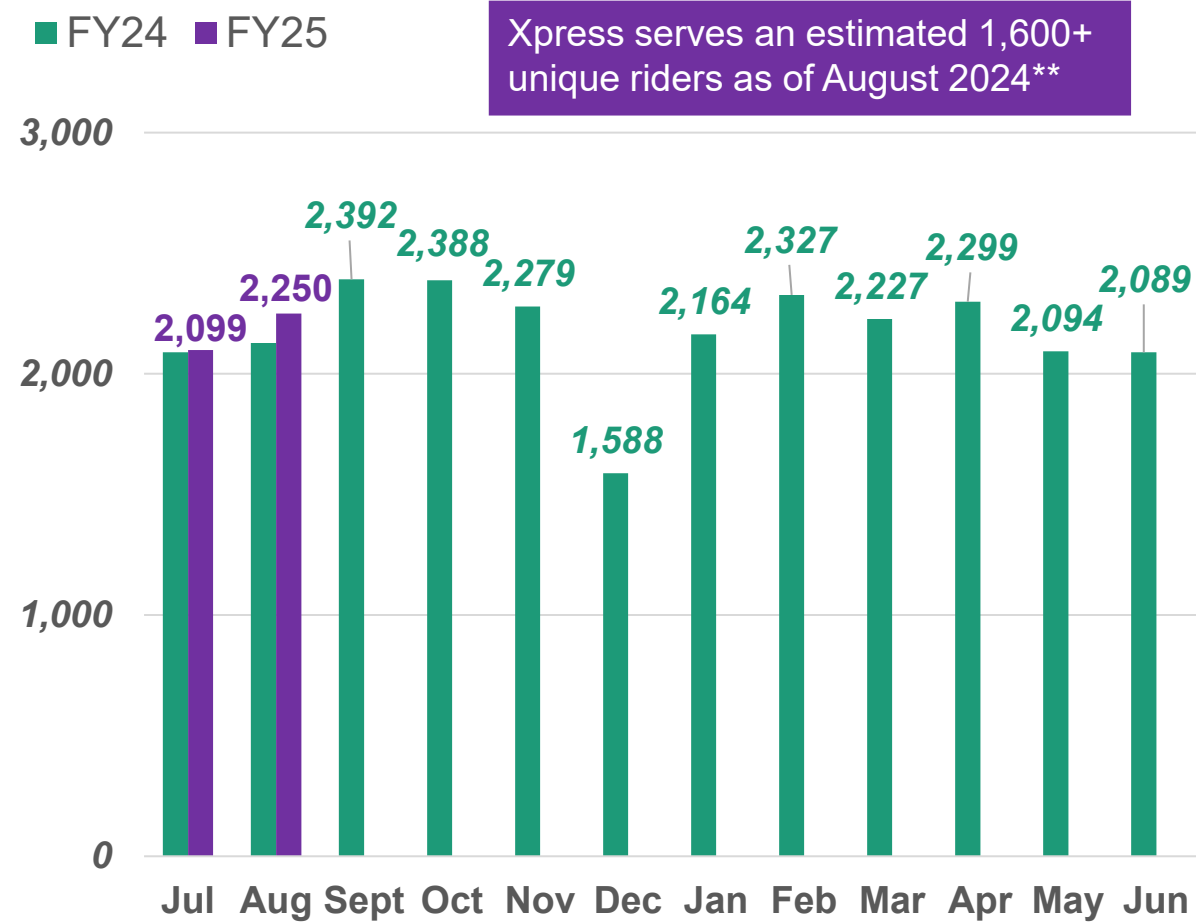
Xpress Ridership Productivity – FY25

Average Daily Boardings (ADB) by Fiscal Year (Last 6 years)



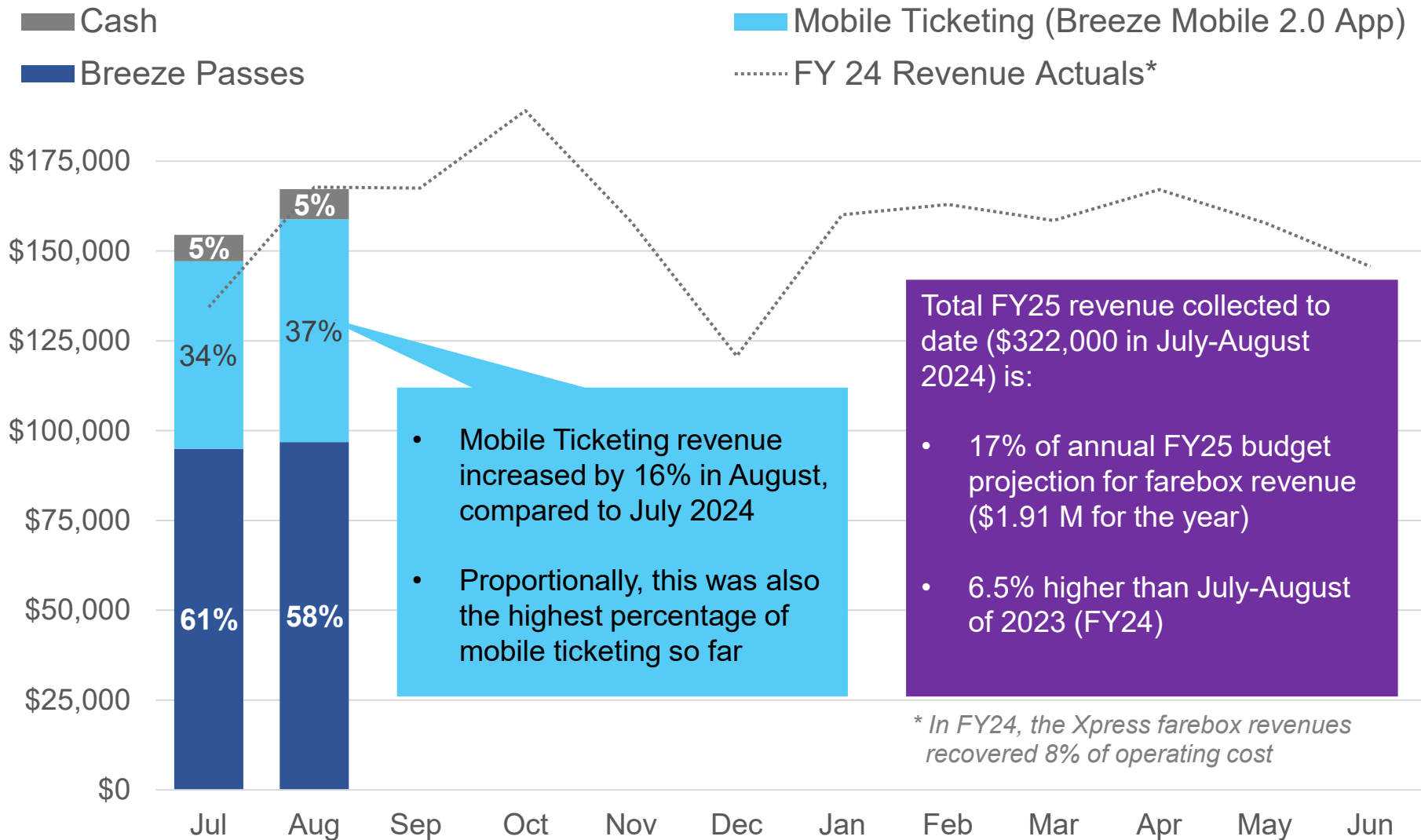
* Xpress currently operates about 40% fewer revenue hours per day than in 2019.

Average Daily Boardings by Month



** Most Xpress customers (individual commuters) ride twice in a day, when they ride, and 3.5 days per week, on average.

Xpress Fare Revenue – FY2025



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)

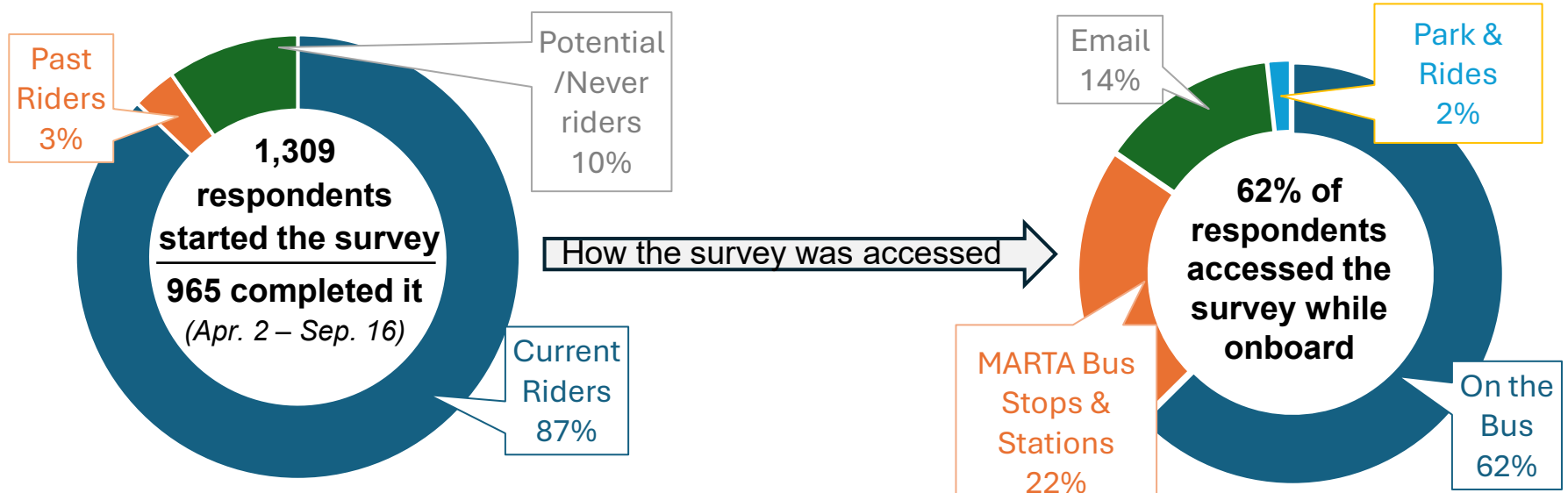
	Jun	Jul	Aug
North	96%	96%	96%
South	100%	100%	99%
Cobb	100%	100%	100%
Overall	99%	99%	99%

On Time Performance (OTP)

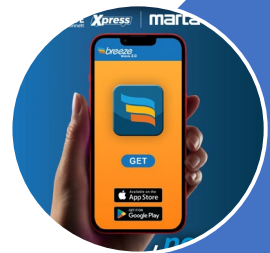
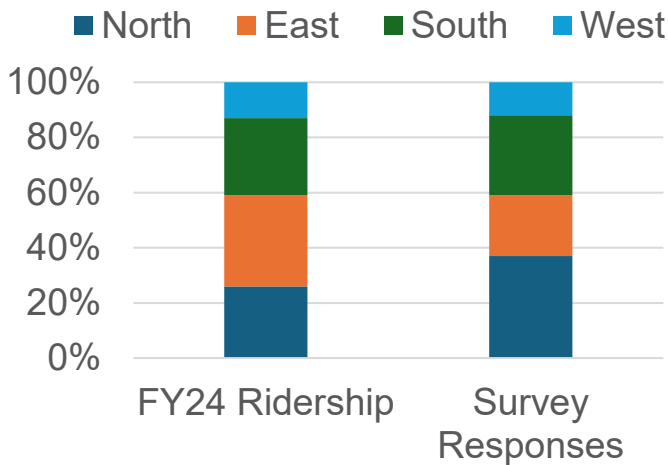
	Jun	Jul	Aug
AM	95%	92%	88%
PM	72%	74%	76%
Overall	84%	83%	82%

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

2024 Xpress Customer Survey - Closeout Update



FY 24 Ridership vs. Corridor Response Rate



As an incentive to complete the survey, respondents were offered a **free round-trip** on Xpress

914 requested → **721** issued to date → **383*** used

* Utilization as of the September 23rd survey close date

Xpress Customer Feedback

Feedback Includes

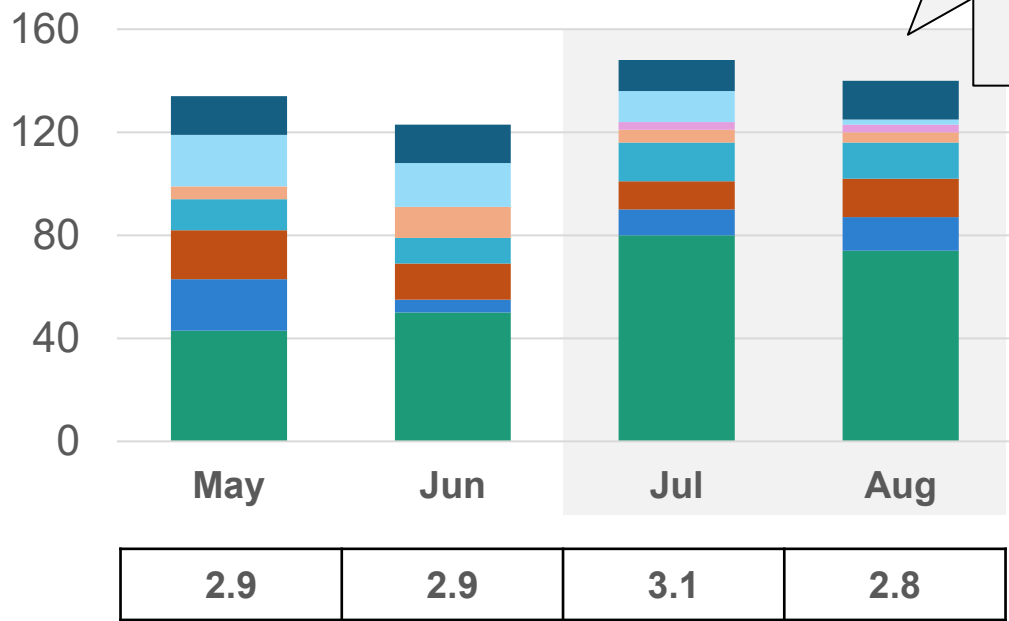
- Complaints and compliments
- Customer opinion survey results

Recent Feedback Snapshot

Aug 2024
 140 Complaints | 1 Compliment
 49,494 Boardings

July 2024
 148 Complaints | 0 Compliments
 46,175 Boardings

Complaints per Month by Category



Complaints per 1,000 Xpress Boardings

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

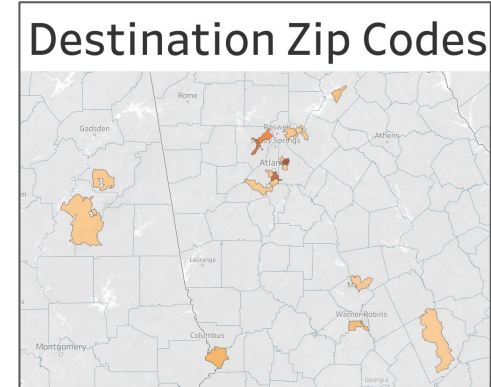
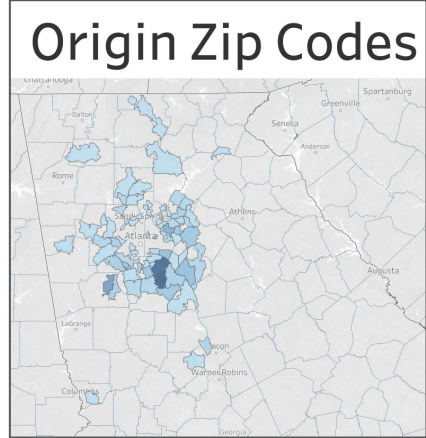
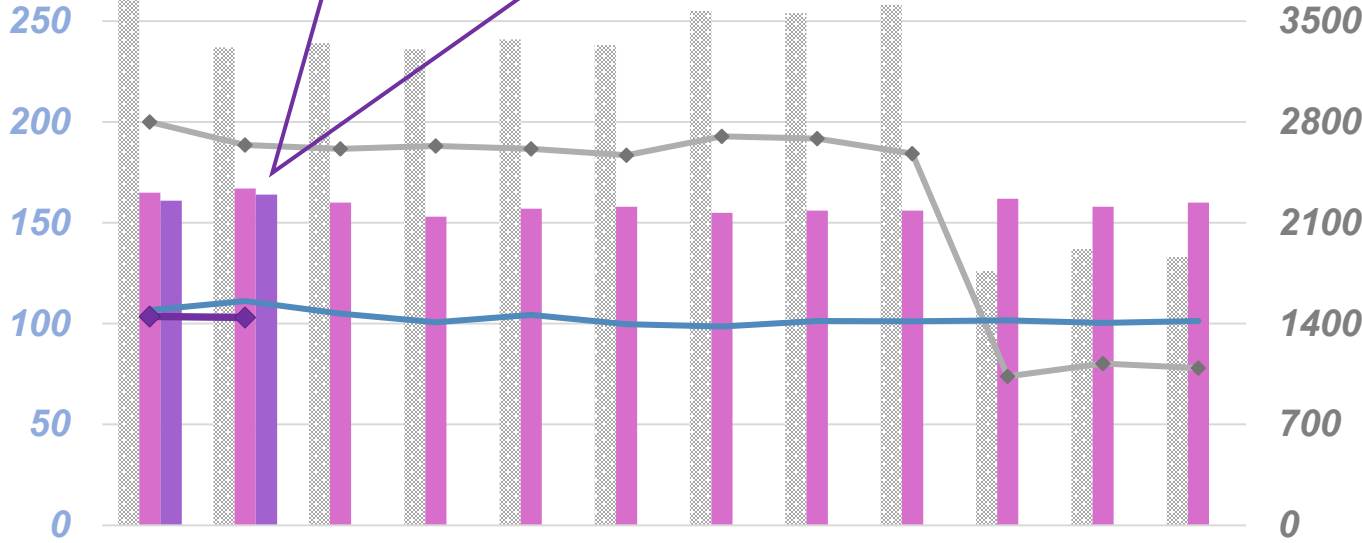
Vanpool System Performance



Active Vans

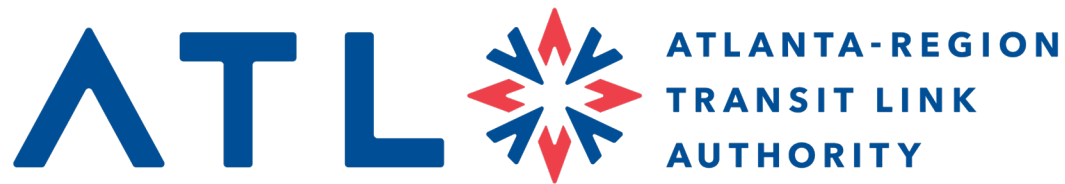
Vanpool participation has been mostly stable. August 2024 had slightly fewer vans than August 2023, but slightly more than June-July of 2024.

Average Daily Boardings



FY20 Active Vans
 FY24 Active Vans
 FY 25 Active Vans
 FY 20 Daily Boardings
 FY24 Daily Boardings
 FY 25 Daily Boardings

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



2025 Update of the Public Transportation Agency Safety Plan (PTASP)

Darryl Howell

Transit Program Manager & Chief Safety Officer

October 3, 2024

WHAT IS THE PTASP?

- The [Public Transportation Agency Safety Plans \(PTASP\)](#) regulation requires operators of public transportation systems that receive federal funds under the FTA [Urbanized Area Formula Grants](#) to develop an Agency Safety Plan (ASP) that includes the processes and procedures to implement a Safety Management System (SMS), a comprehensive, collaborative, and systematic approach to managing safety. ([49 CFR Part 673](#))

PLAN UPDATES

1. Updated Business Unit Org Chart and ATL Organizational Chart
2. Set 2025 Safety Performance Targets
3. Revised members of the PTASP Joint Management/Labor Safety Committee
 - 3 ATL Xpress Managers
 - 3 frontline employees (bus operators) selected by the labor union

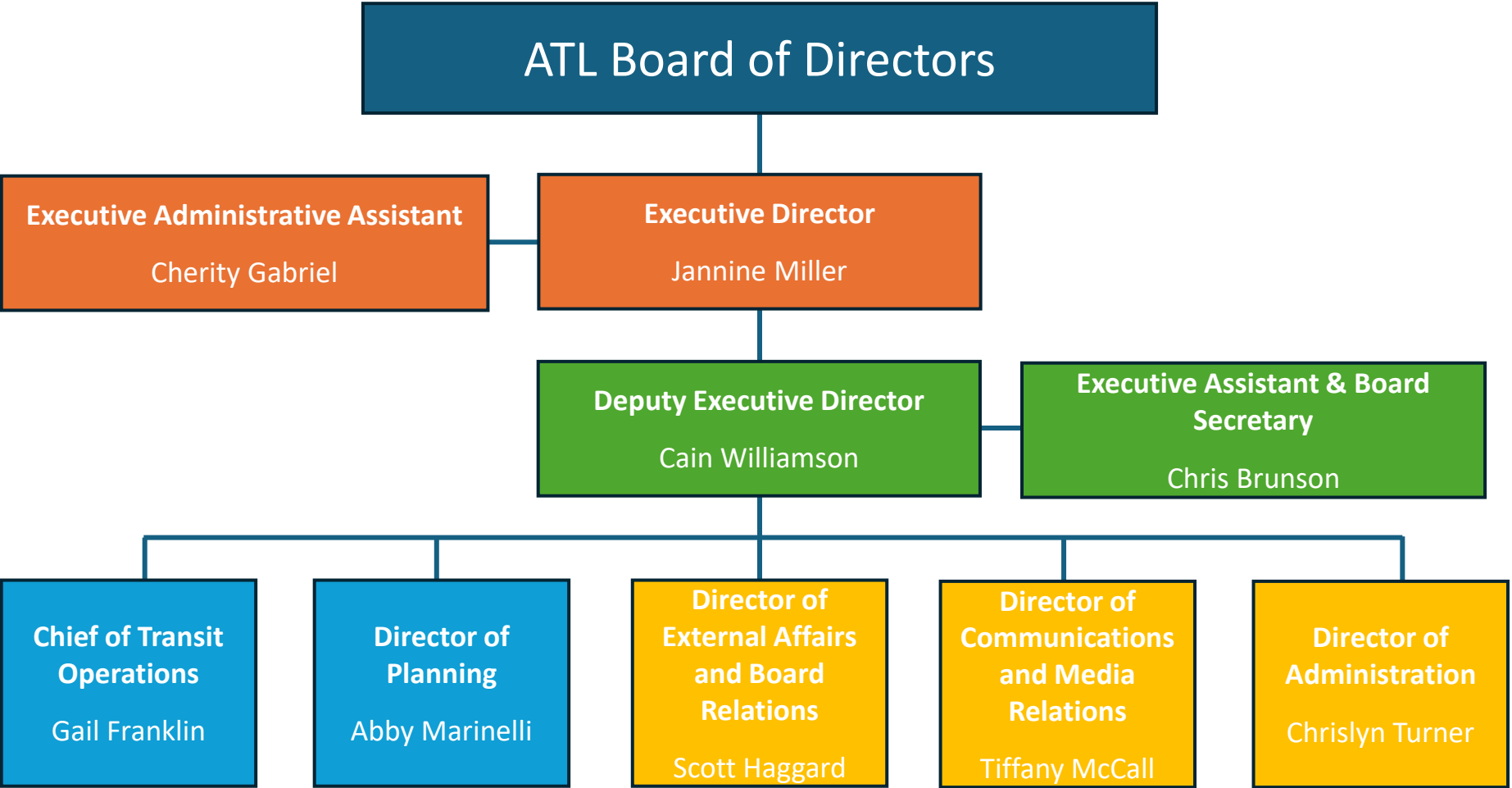
XPRESS FLEET

► Operational Fleet Details

Contractor	Location	ATL Routes	Buses in Service 2024*	Buses in Service 2025*
Transdev	South Ops	14	48	48
Transdev	North Ops	11	25	25
Cobb County	CobbLinc	2	5	7
Total		27	78	80

*** Buses Required for Maximum Peak Daily Service**

ATL Organizational Chart



XPRESS FLEET

► ACTUALS for Performance and Safety

Plan Year	Total Fatalities	Fatalities per 100,000 VRM*	Total Injuries	Injuries per 100,000 VRM*	Total Safety Events	Safety Events per 100,000 VRM *	Vehicle Revenue Miles (VRM)
2023	0	0.00	5	0.35	45	3.19	1,411,534 miles
2024	1	0.07	1	0.07	3	0.20	1,533,784 miles

FTA Formula for Performance of Small Agency

(# of Events x 100,000) / actual VRM

► **TARGETS for Performance and Safety**

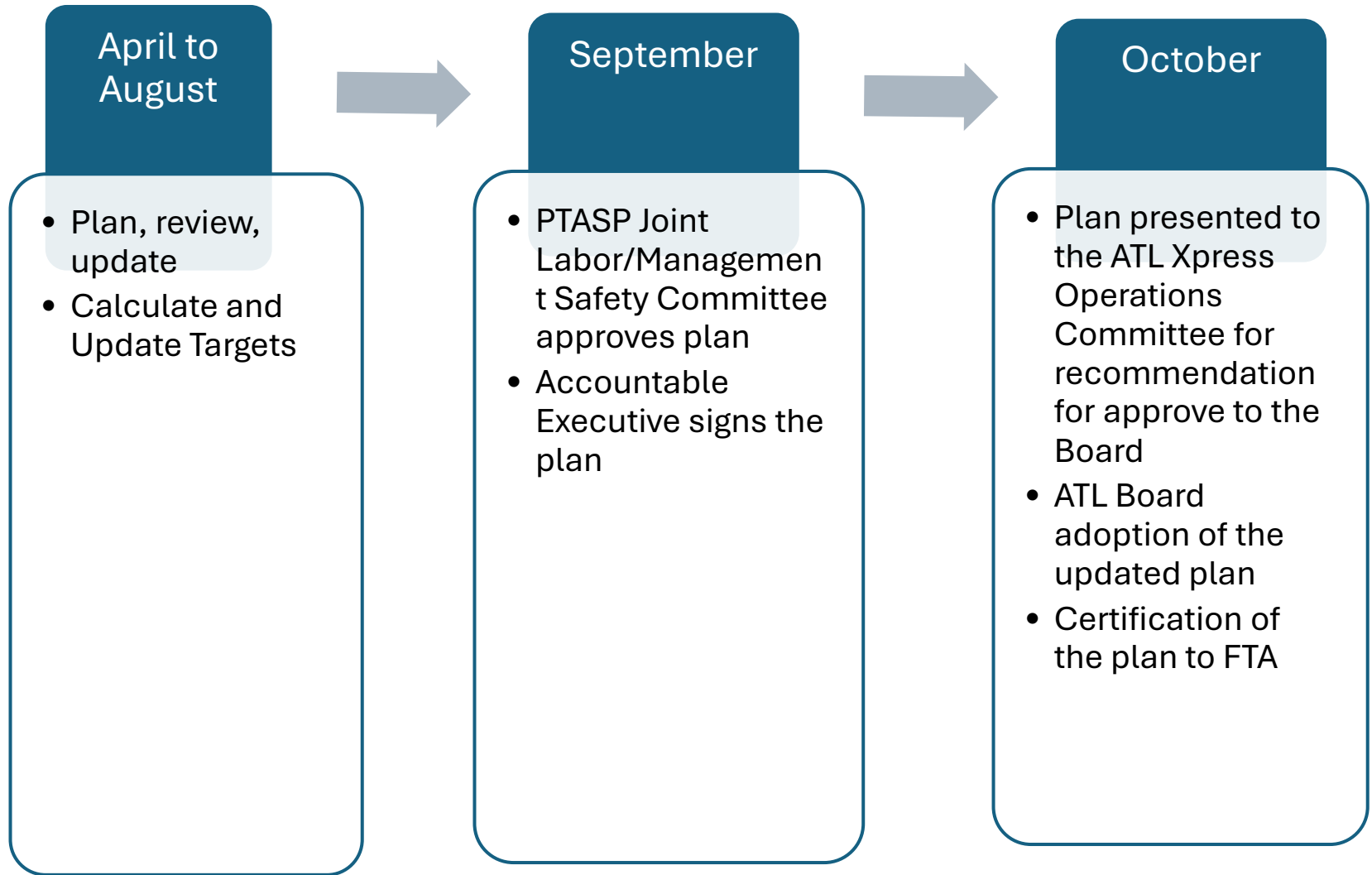
Plan Year	Total Fatalities	Fatalities per 100,000 VRM*	Total Injuries	Injuries per 100,000 VRM	Total Safety Events	Safety Events per 100,000 VRM	Vehicle Revenue Miles (VRM)
2023	0	0.00	7	0.41	36	2.12	1,700,000 miles
2024	0	0.00	7	0.47	36	2.40	1,500,000 miles
2025	0	0.00	5	0.33	35	2.33	1,500,000 miles

* VRM = Vehicle Revenue Miles

FTA Formula for Targets of a Small Agency

(# of Events x 100,000) / projected VRM

SCHEDULE



ACTION ITEM



ACTION ITEM

Requesting the Committee recommend to the Board approval of the updated 2025 ATL Xpress Public Transportation Agency Safety Plan



Thank you
Questions?



ADJOURN

The Regional Transit Planning Committee Meeting Will Begin Momentarily