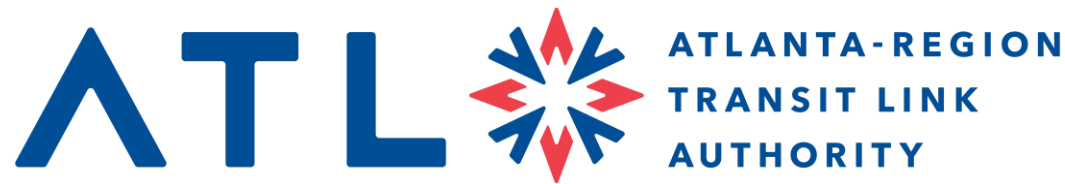


ATL COMMITTEE MEETINGS WILL BEGIN MOMENTARILY



Xpress Operations Committee

Charlotte Nash, Chair

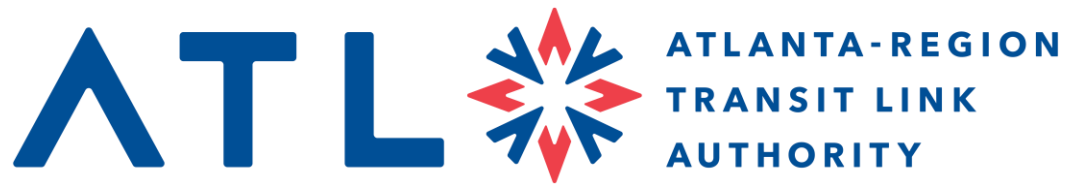
December 5, 2024

Xpress Operations Committee Meeting

Thursday, December 5, 2024

Proposed Agenda

- I. Call to Order - Charlotte Nash, Chair
- II. Approval of the Meeting Minutes for October 3, 2024
- III. Approval of the Agenda for December 5, 2024
- IV. Xpress Performance Report - Jamie Fischer
- V. Redefine the Ride - Cain Williamson
- VI. Adjournment



XPRESS PERFORMANCE REVIEW

Jamie M. Fischer, PhD

Office of Business Intelligence and Data (BID)

December 5, 2024

Xpress System Performance

▶ Regional Impact



▶ Ridership Productivity



▶ Xpress Fare Revenue



▶ System Reliability

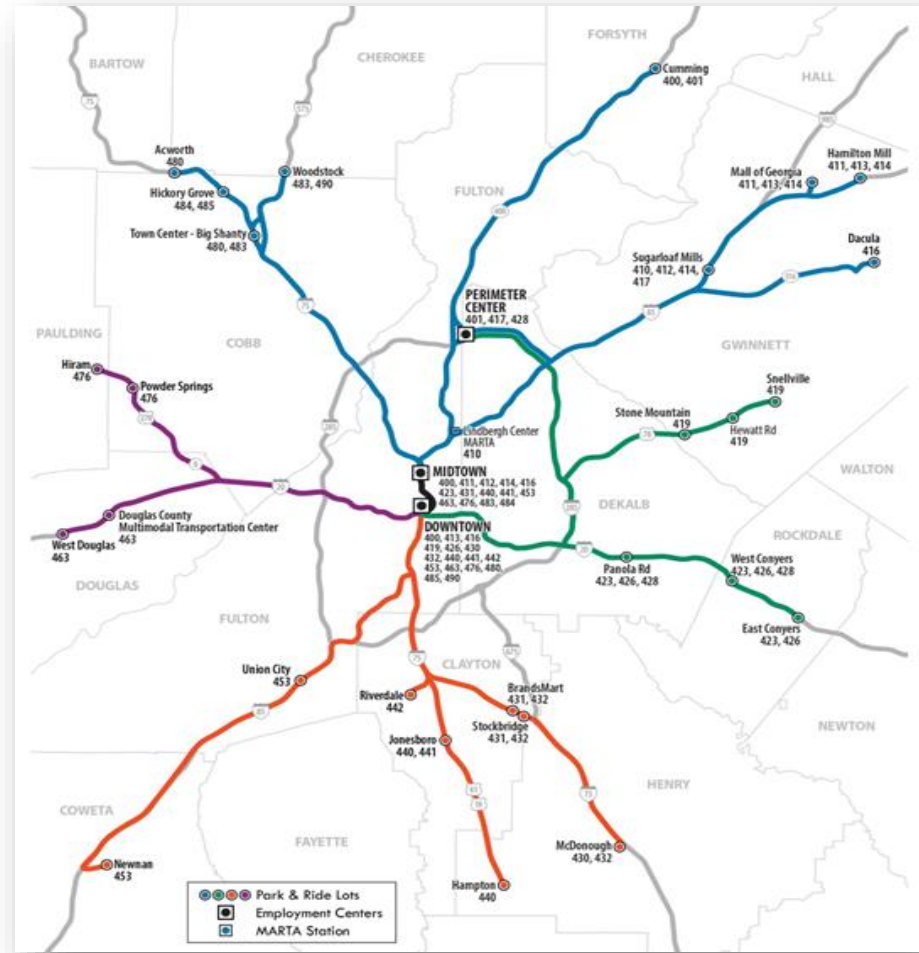


▶ Customer Feedback



Vanpool Performance

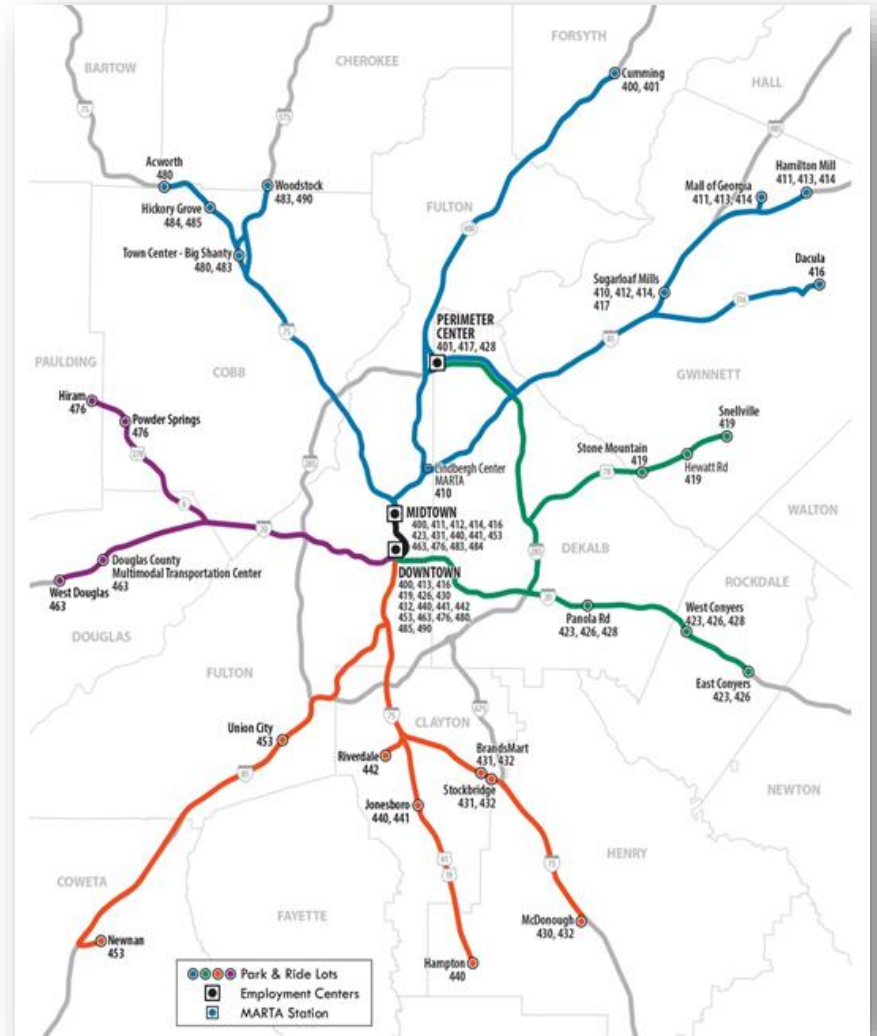
▶ Routes & Ridership



Combined Mobility Impact

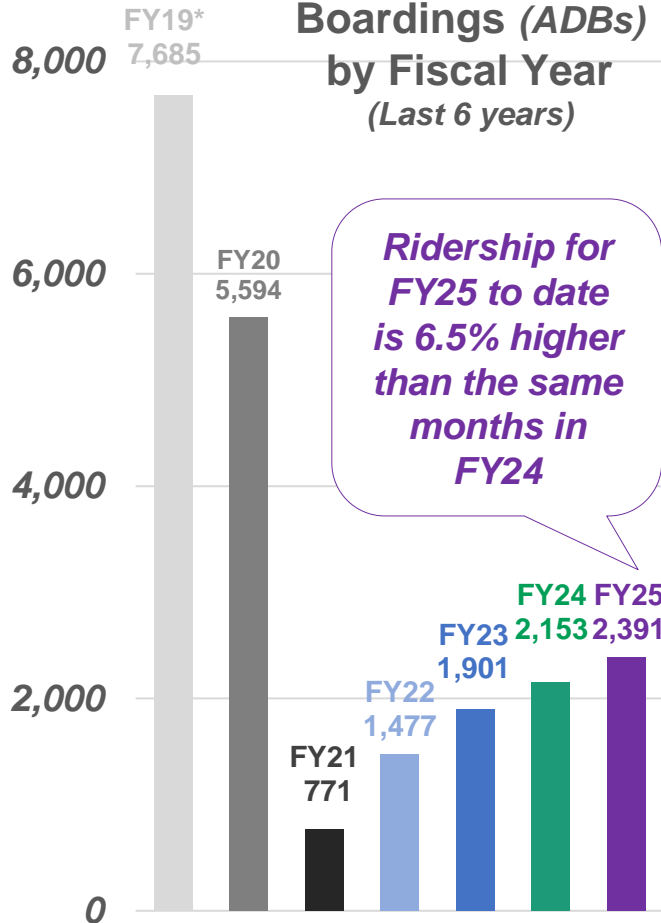
Xpress and Vanpool currently provide:

- ▶ A commute solution for residents of **more than 40 counties**
- ▶ **Averaging more than 4,000 passenger trips** on a typical weekday (October 2024)
- ▶ **Connections to:**
 - Major activity centers (Downtown, Midtown, Perimeter)
 - ATL-region transit network
 - Employment opportunities across Georgia and beyond



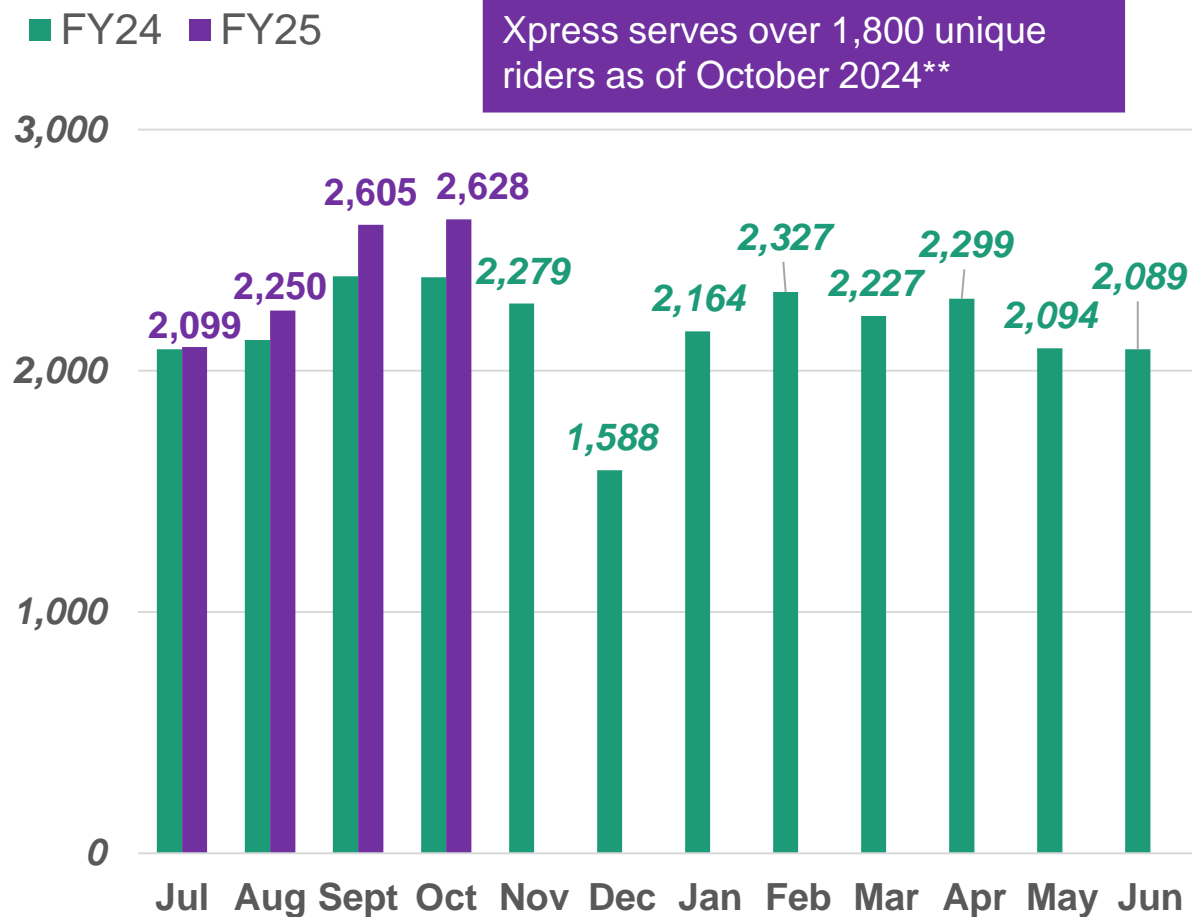
Xpress Ridership Productivity – FY25

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



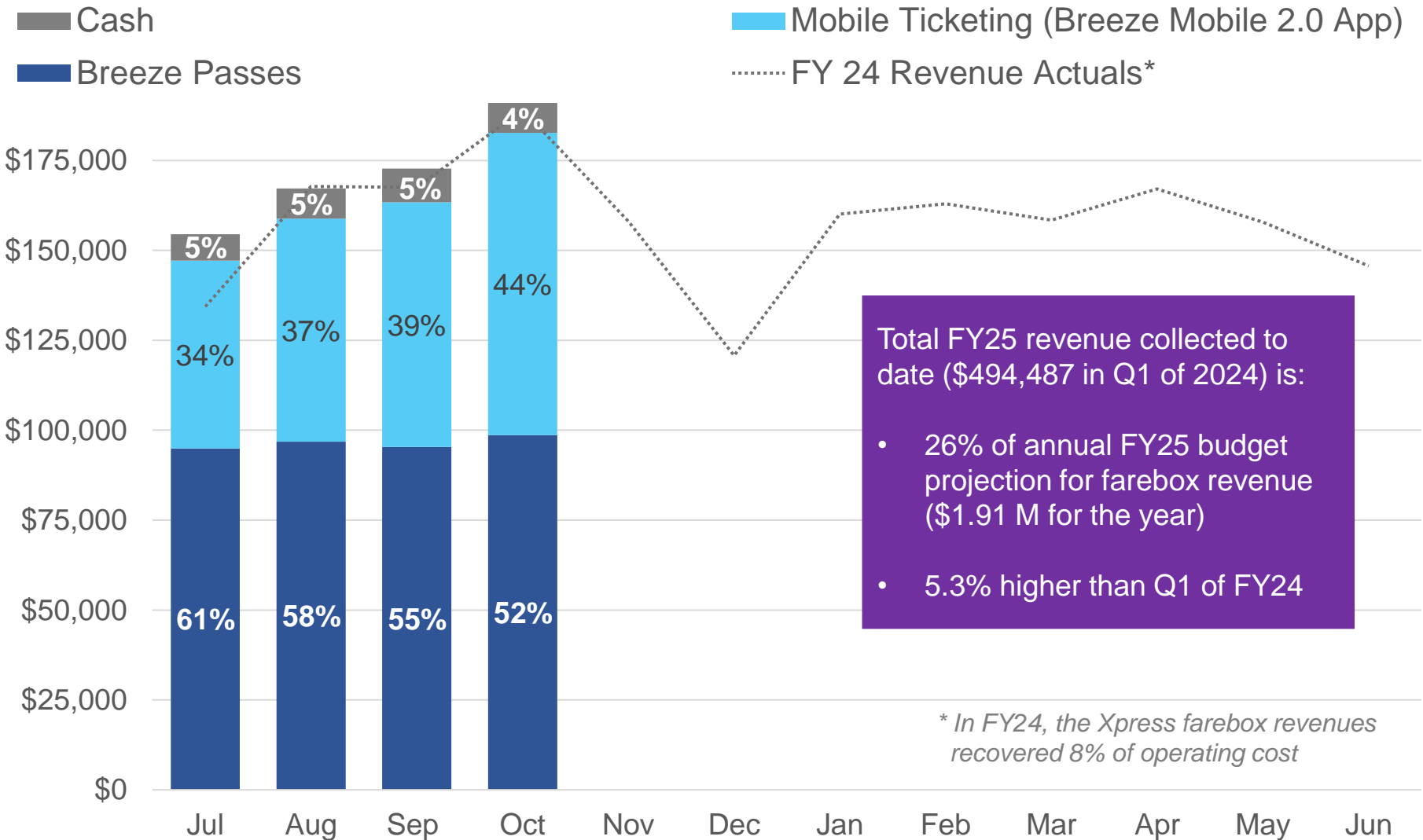
* Xpress currently operates about 40% fewer revenue hours per day than in 2019.

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)

	Aug	Sep	Oct
North	96%	96%	92%
South	99%	100%	99%
Cobb	100%	100%	100%
Overall	99%	99%	97%

On Time Performance (OTP)

	Aug	Sep	Oct
AM	96%	94%	96%
PM	78%	77%	65%
Overall	87%	86%	80%

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

Xpress Customer Feedback

Feedback Includes

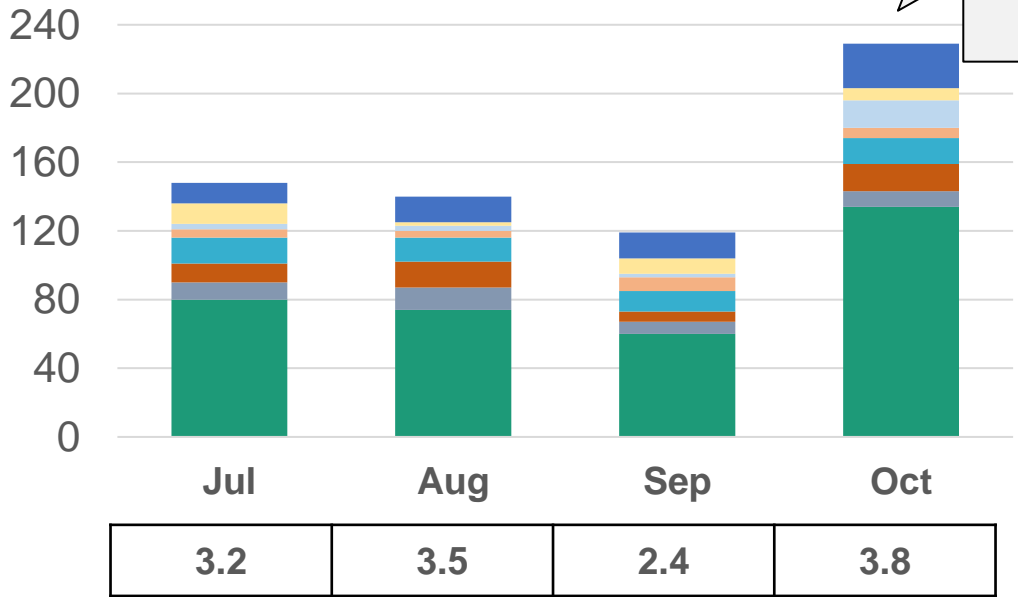
- Complaints and compliments
- Customer opinion survey results

Recent Feedback Snapshot

Oct 2024
 229 Complaints | 0 Compliment
 60,447 Boardings

Sep 2024
 119 Complaints | 0 Compliments
 49,494 Boardings

Complaints per Month by Category



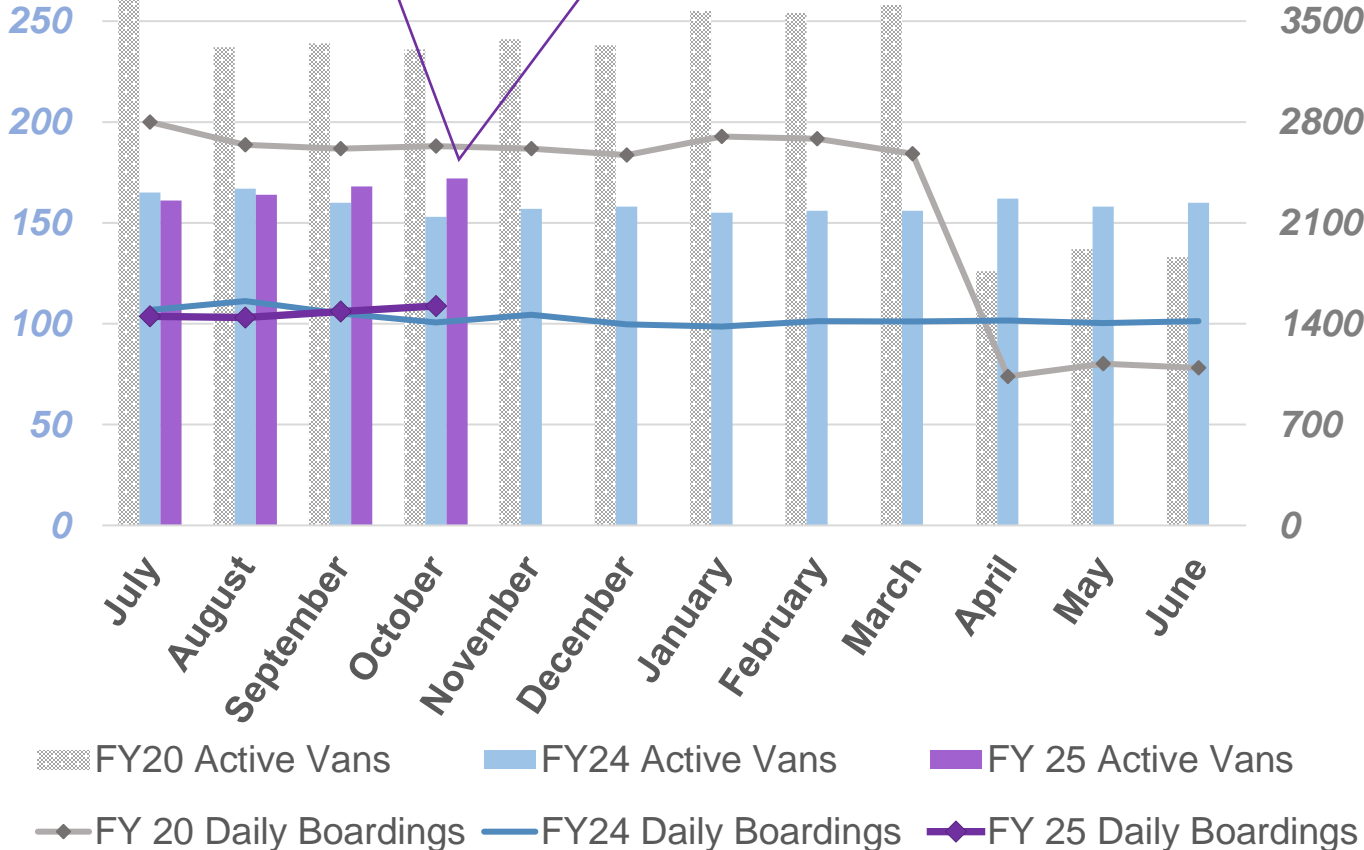
Complaints per 1,000 Xpress Boardings

- 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

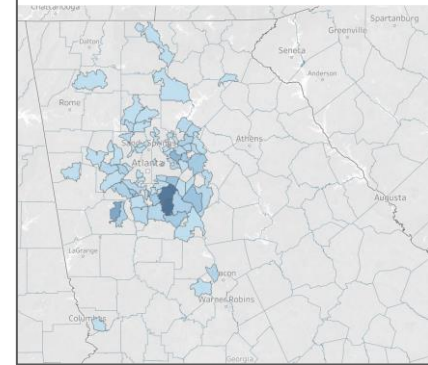
Active Vans



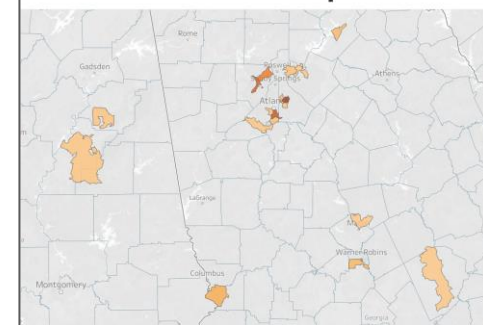
Average Daily Boardings



Origin Zip Codes



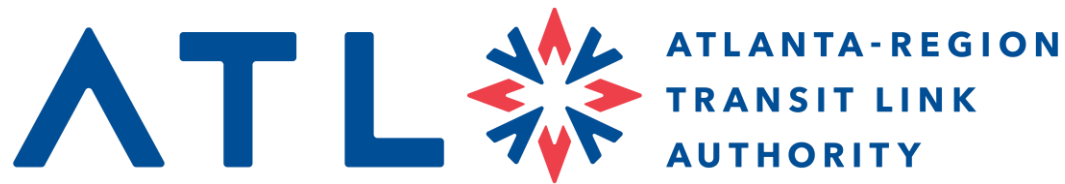
Destination Zip Codes



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



Thank you
Questions?



Redefine the Ride Xpress 2.0

Cain Williamson

Deputy Executive Director

December 5, 2024

Since August...

In August, the Board directed staff to commence service planning to develop route and stop specific recommendations guided by public engagement feedback and the Phase 1 system recommendations.

Since August, we...

- ▶ **Procured an experienced consultant firm and initiated work**
- ▶ **Began updating usage counts for P&R Lots**
- ▶ **Compiled updated ridership data**
- ▶ **Initiated service planning**
- ▶ **Continued stakeholder engagement**

RtR Next Steps

Service Plan Development

▶ **Finalize RtR Service Plan**

- ▶ Update ridership analysis
- ▶ Service plan development
- ▶ Runtime analysis
- ▶ Schedule development

▶ **Cost and Financial Planning**

- ▶ Assess cost implications of updated service recommendations
- ▶ Create 5-year operations and capital cost budget

▶ **Service implementation**

- ▶ Drivers choose their routes consistent with labor contract
- ▶ Develop operator paddles
- ▶ Train operators on new routes

RtR Next Steps

Community Engagement

▶ **Stakeholder Coordination**

- ▶ Coordinate any collective service change with partner operators
- ▶ Engage with TMAs & CIDs

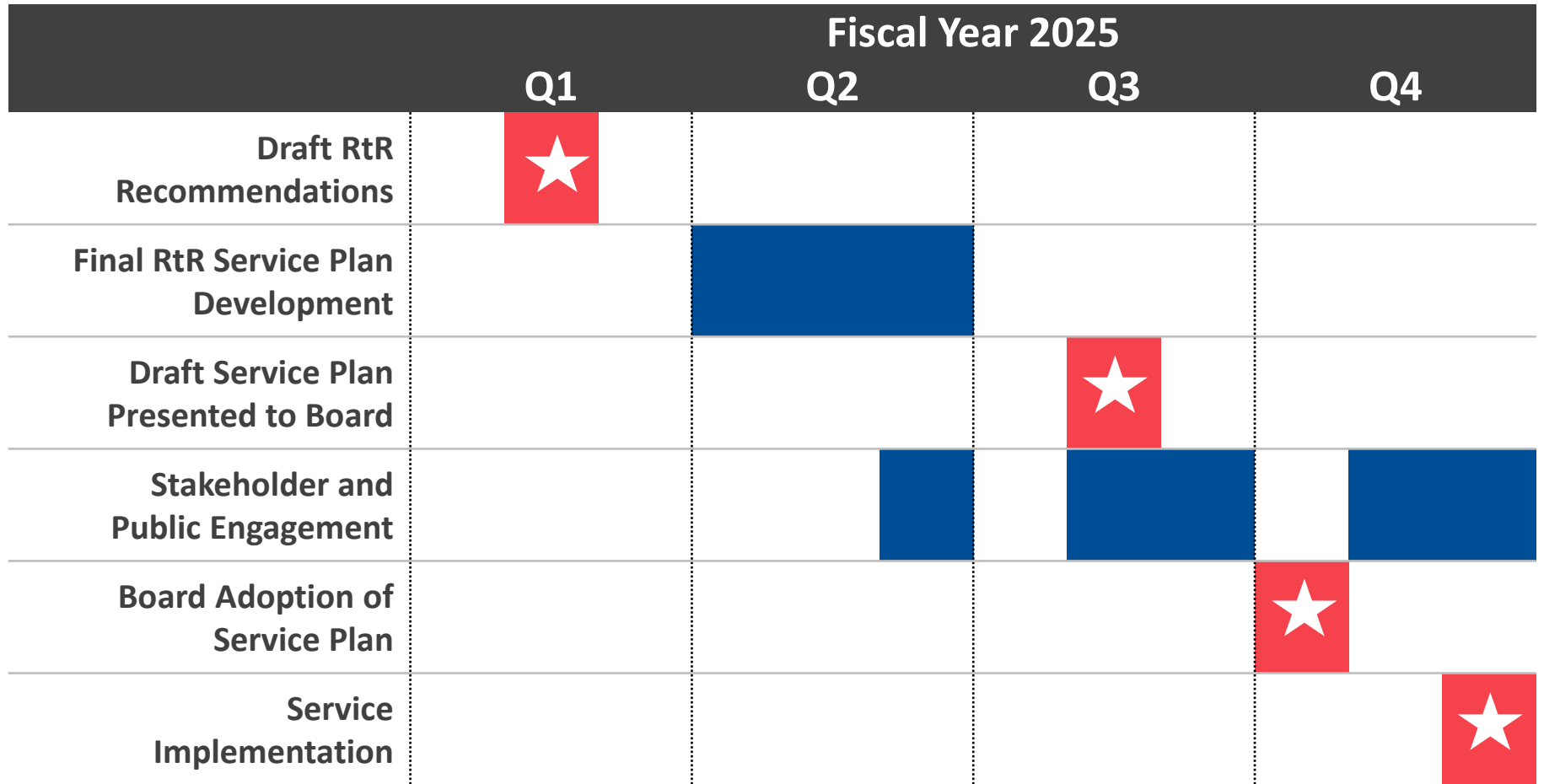
▶ **Title VI and Public Engagement**

- ▶ Title VI analysis and mitigation development
- ▶ 30-day public comment period on service recommendations

▶ **Public Information Campaign**

- ▶ Create new system maps and schedule brochure
- ▶ Develop Rider Guide and service alternatives matrix
- ▶ Update Xpress website

RtR Implementation Schedule





Thank you
Questions?



ADJOURN

**The Administrative Committee Meeting
Will Begin Momentarily**