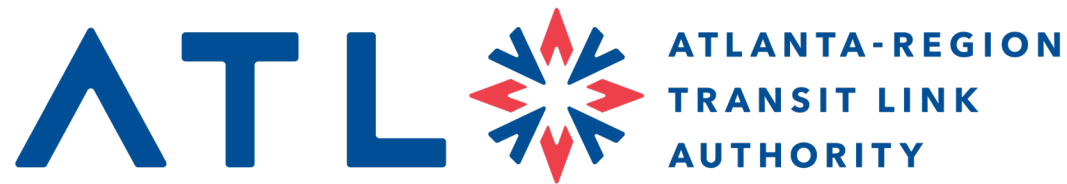


ATL COMMITTEE MEETINGS WILL BEGIN MOMENTARILY



Xpress Operations Committee

Steve Brock, Board Chair

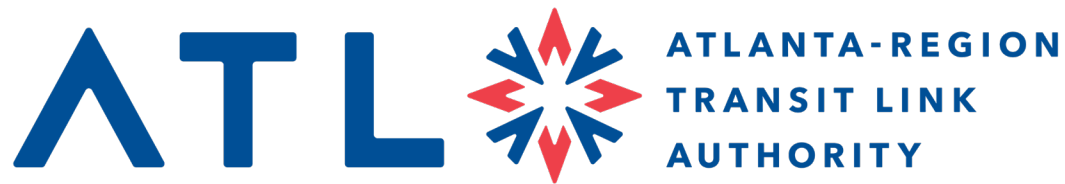
February 6, 2025

Xpress Operations Committee Meeting

Thursday, February 6, 2025

Proposed Agenda

- I. Call to Order - Steve Brock, Board Chair
- II. Approval of the Meeting Minutes for December 5, 2024
- III. Approval of the Agenda for February 6, 2025
- IV. Xpress Performance Report - Jamie Fischer
- V. Redefine the Ride Xpress 2.0 - Cain Williamson
- VI. Xpress Fleet Update - Jorge Pubillones
- VII. Adjournment



Xpress Performance Review

Jamie M. Fischer, PhD

Office of Business Intelligence and Data (BID)

February 6, 2025

Xpress System Performance

▶ Regional Impact



▶ Ridership Productivity



▶ Xpress Fare Revenue



▶ System Reliability

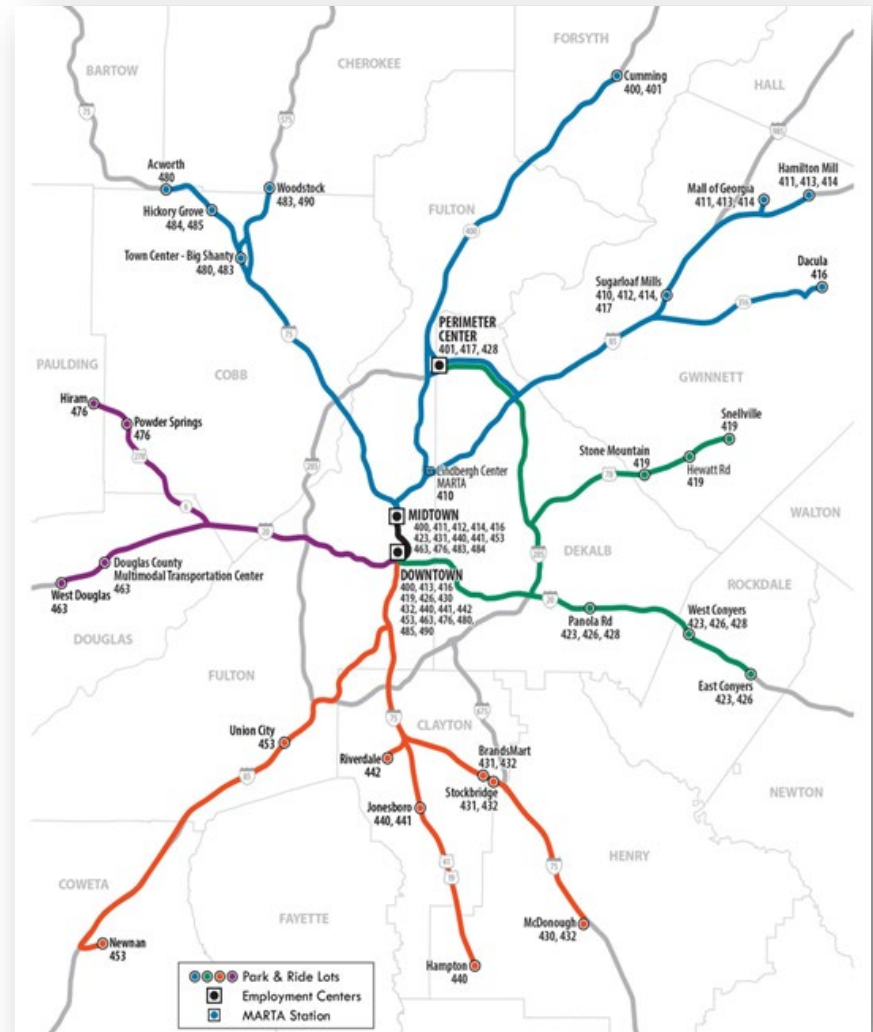


▶ Customer Feedback



Vanpool Performance

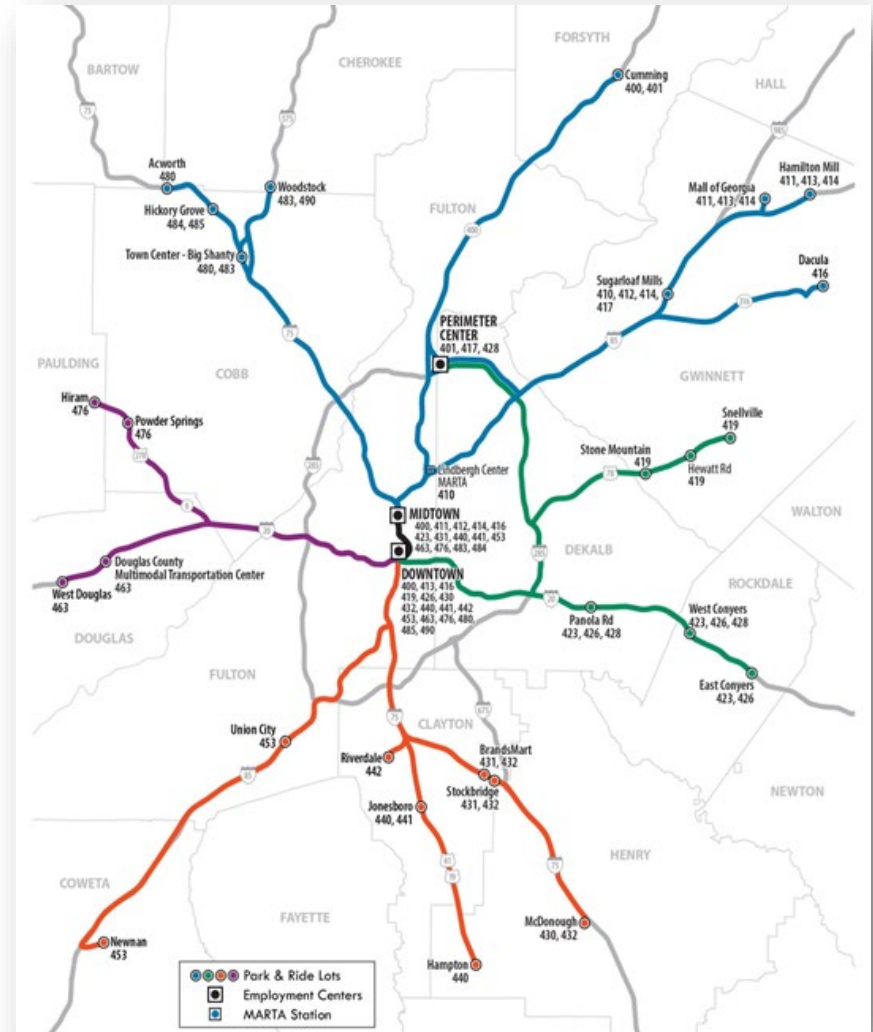
▶ Routes & Ridership



Combined Mobility Impact

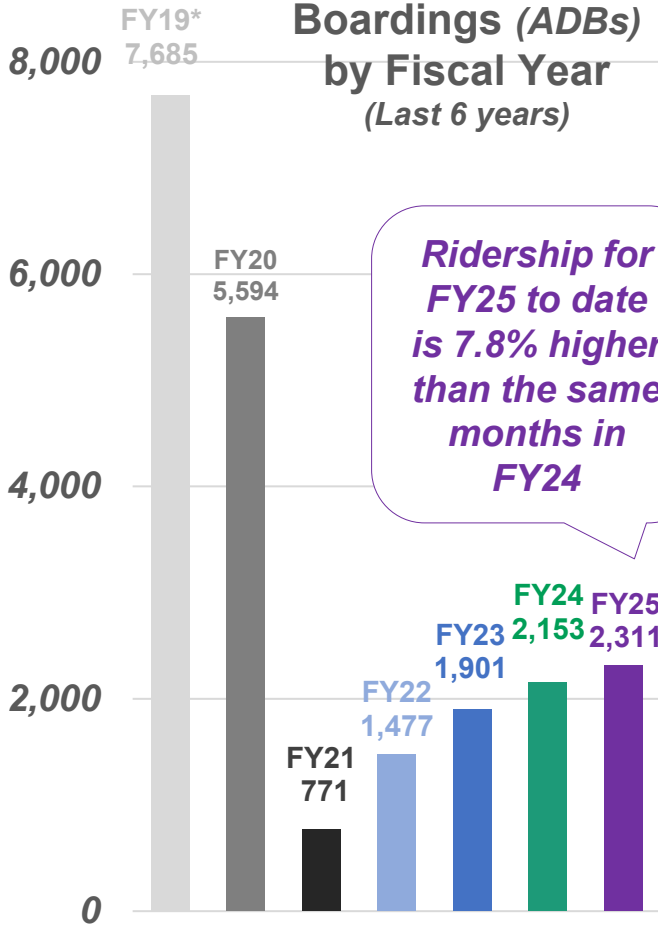
Xpress and Vanpool currently provide:

- ▶ A commute solution for residents of **more than 40 counties**
- ▶ **Averaging more than 3,800 passenger trips** on a typical weekday (December 2024)
- ▶ **Connections to:**
 - Major activity centers (Downtown, Midtown, Perimeter)
 - ATL-region transit network
 - Employment opportunities across Georgia and beyond



Xpress Ridership Productivity – FY25

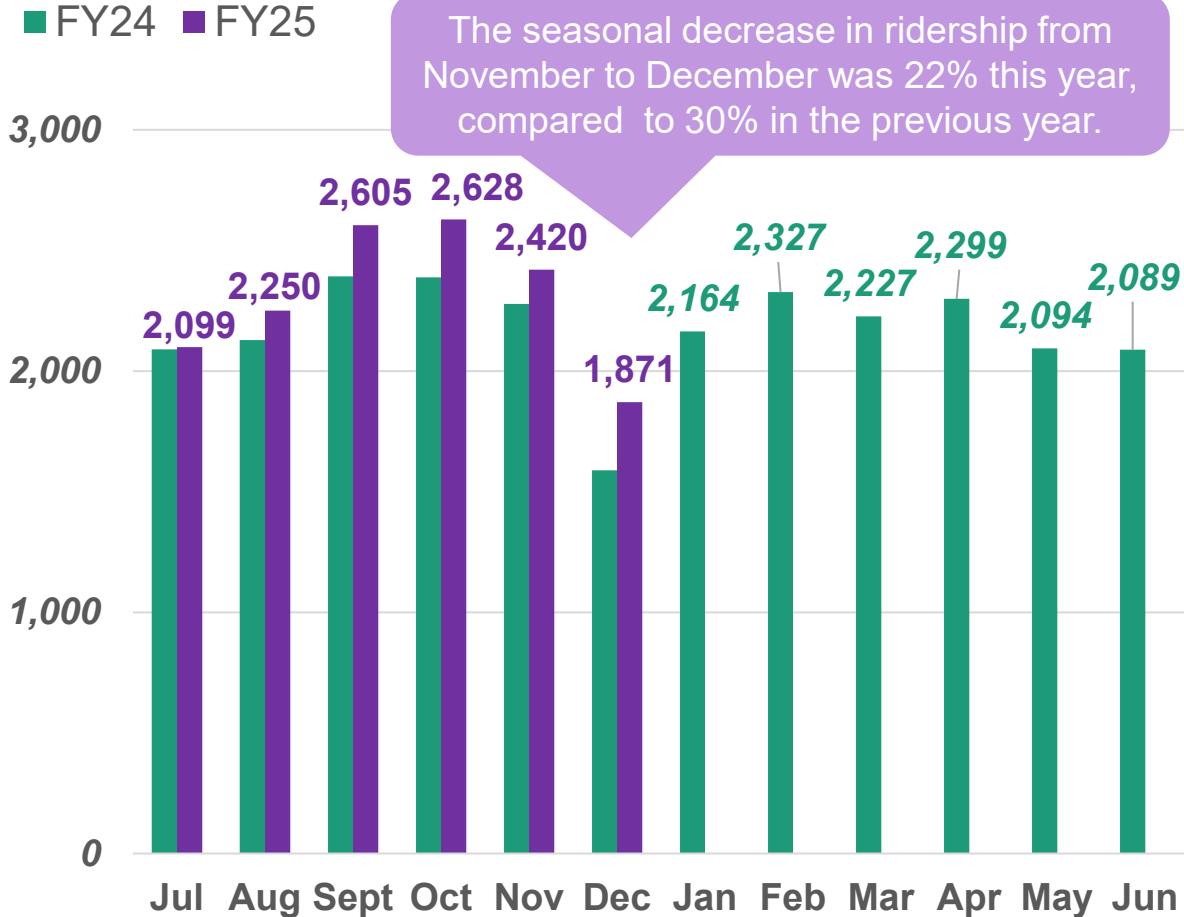
Average Daily Boardings (ADB) by Fiscal Year (Last 6 years)



Ridership for FY25 to date is 7.8% higher than the same months in FY24

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

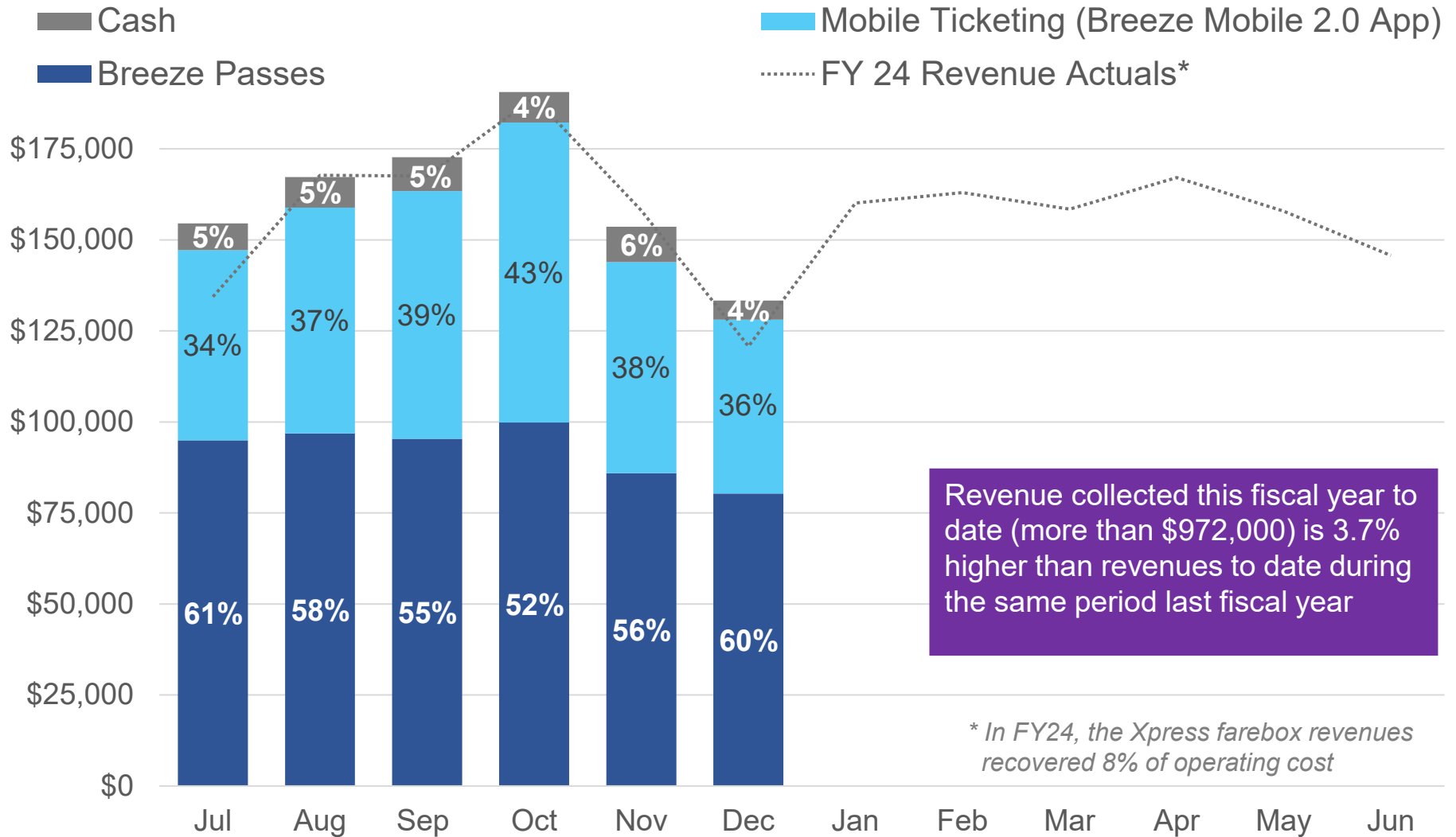
Average Daily Boardings by Month



The seasonal decrease in ridership from November to December was 22% this year, compared to 30% in the previous year.

** 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

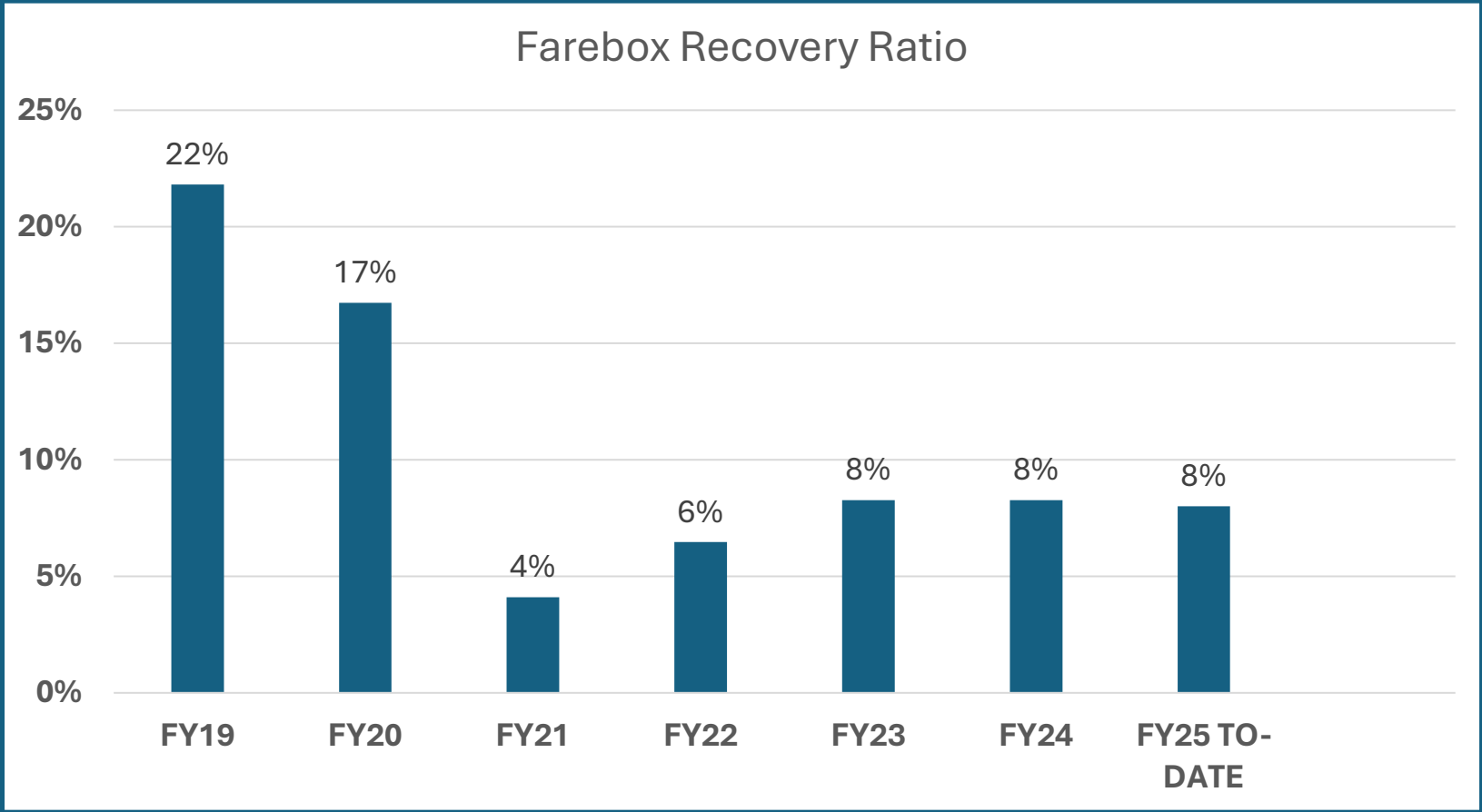


Revenue collected this fiscal year to date (more than \$972,000) is 3.7% higher than revenues to date during the same period last fiscal year

** In FY24, the Xpress farebox revenues recovered 8% of operating cost*



Percent of Xpress Operating Costs Covered by Passenger Fares



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)

	Oct	Nov	Dec
North	92%	96%	96%
South	99%	100%	100%
Cobb	100%	100%	100%
Overall	97%	99%	99%

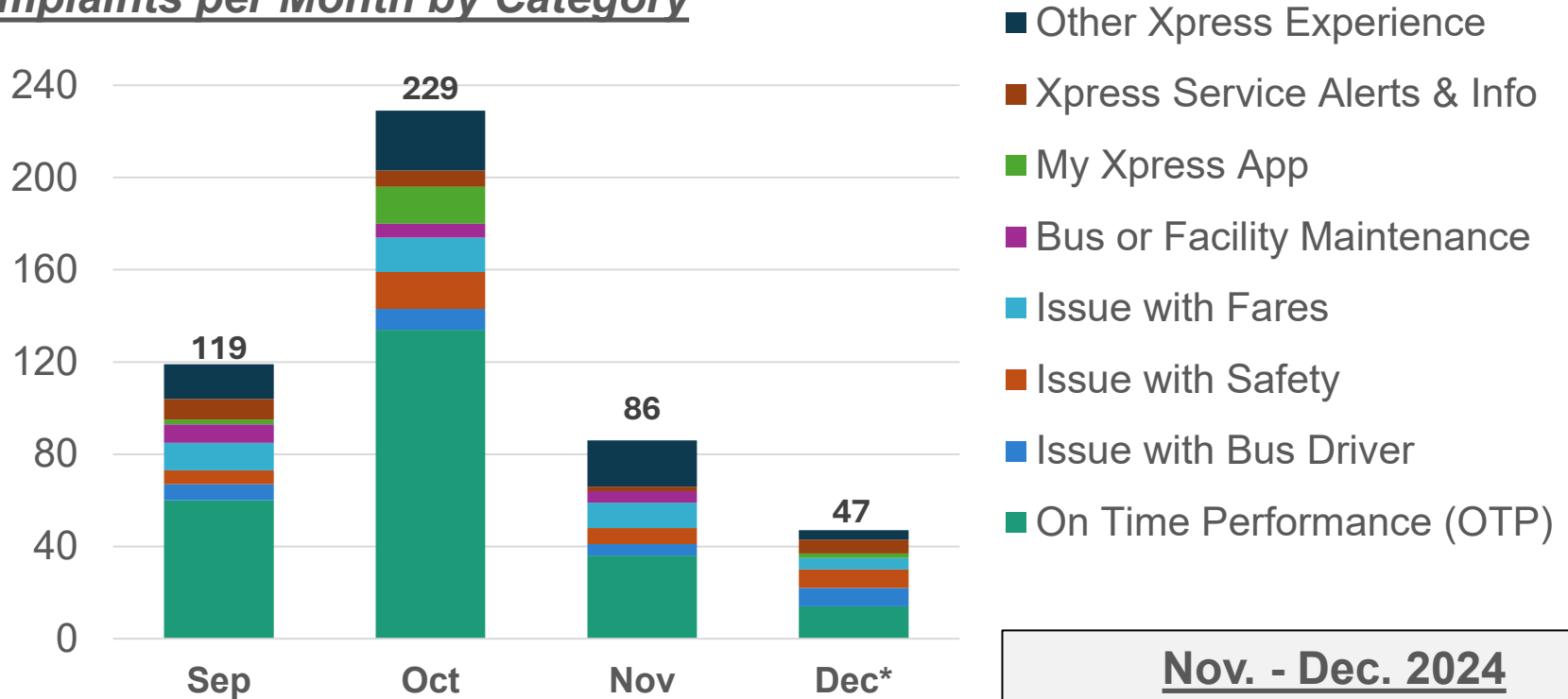
On Time Performance (OTP)

	Oct	Nov	Dec
AM	96%	96%	97%
PM	65%	78%	75%
Overall	80%	87%	86%

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

Xpress Customer Complaints

Complaints per Month by Category



	Sep	Oct	Nov	Dec*
Boardings	49,494	60,447	43,552	37,412
Ratio per 1000 boardings	2.4	3.5	2.0	1.3

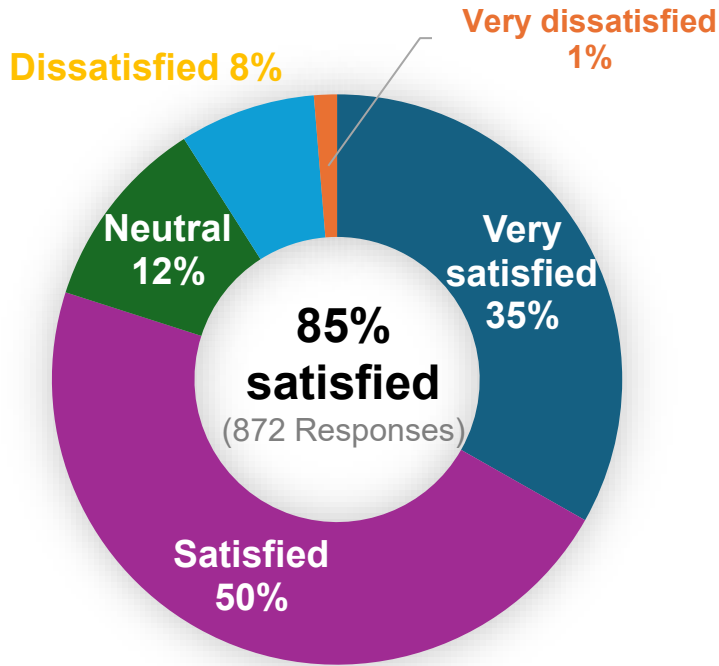
Nov. - Dec. 2024
 Rate of complaints has decreased, compared to October

** In December 2024, ATL implemented a new data collection and reporting process for Xpress customer calls, including complaints*

Xpress Customer Survey Results

Xpress Customer Satisfaction Survey (Apr – Sep 2024)

Overall Satisfaction



Detractor (11.6%)

Net Promoter Score = 48.2



(855 responses)

Average Satisfaction by Category

1- 5 Satisfaction Scale

On-Board Experience

(880 Responses)

On-board experience includes bus comfort, cleanliness, Wi-fi, and driver courtesy

4.1

On-Time Performance

(880 Responses)

3.7

P&R Lot Satisfaction

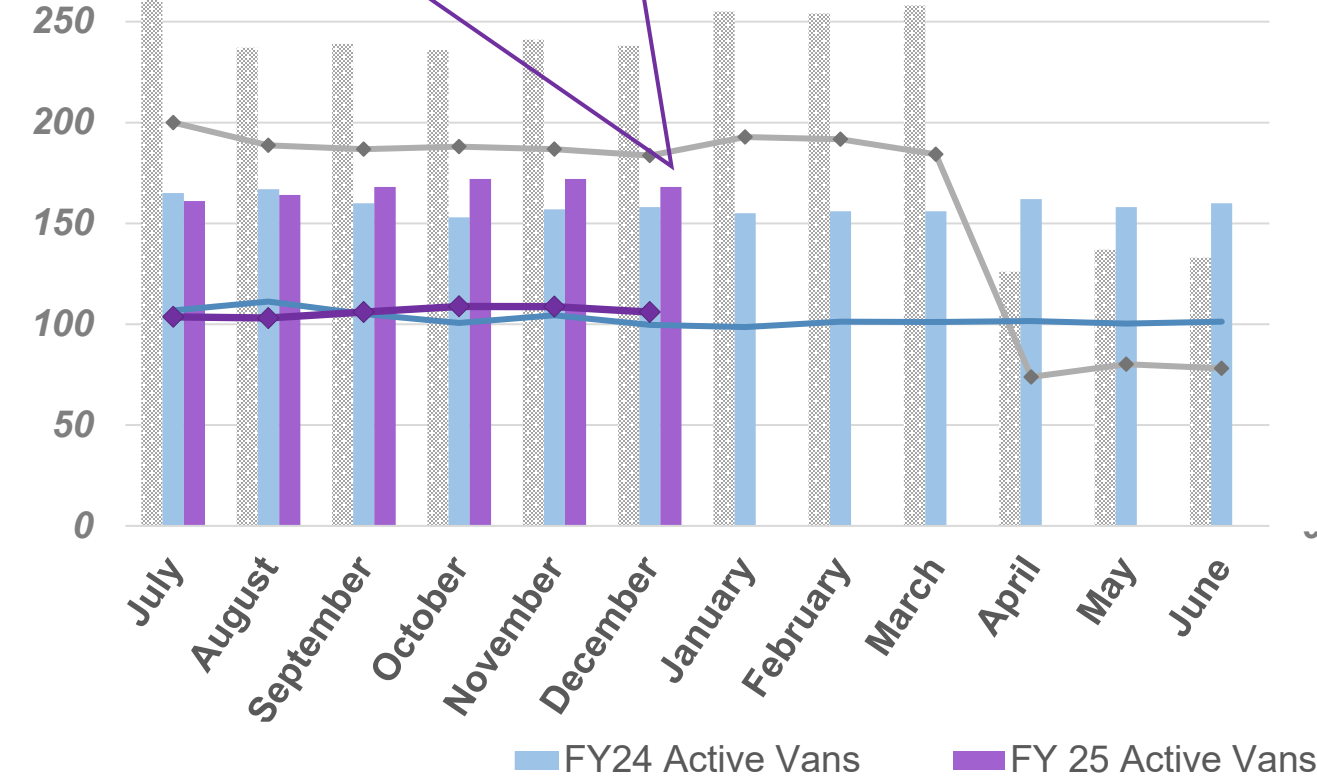
(853 Responses)

3.8

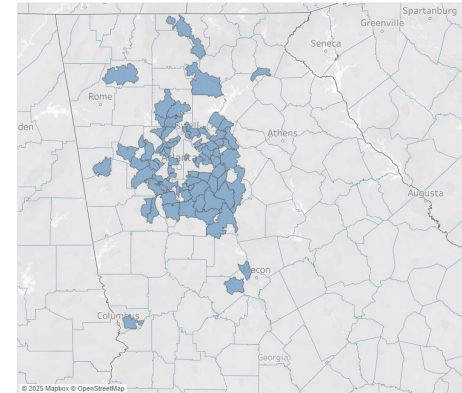
Vanpool System Performance



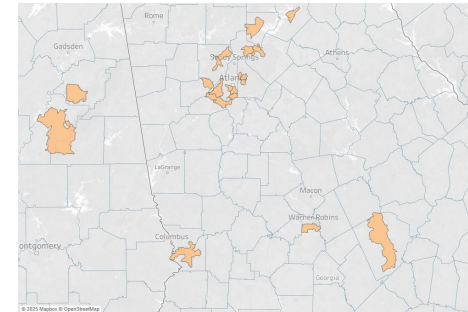
Active Vans



Origin Zip Codes



Destination Zip Codes

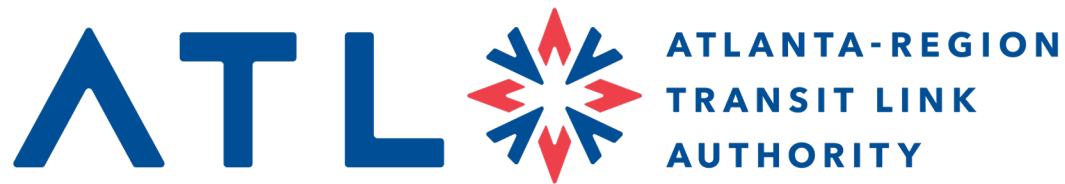


Vanpool productivity depends on the number and size of vanpool groups who enroll. **Commute with Enterprise** is responsible for advertisement and administers vanpool formation.





Thank you
Questions?



Redefine the Ride Xpress 2.0

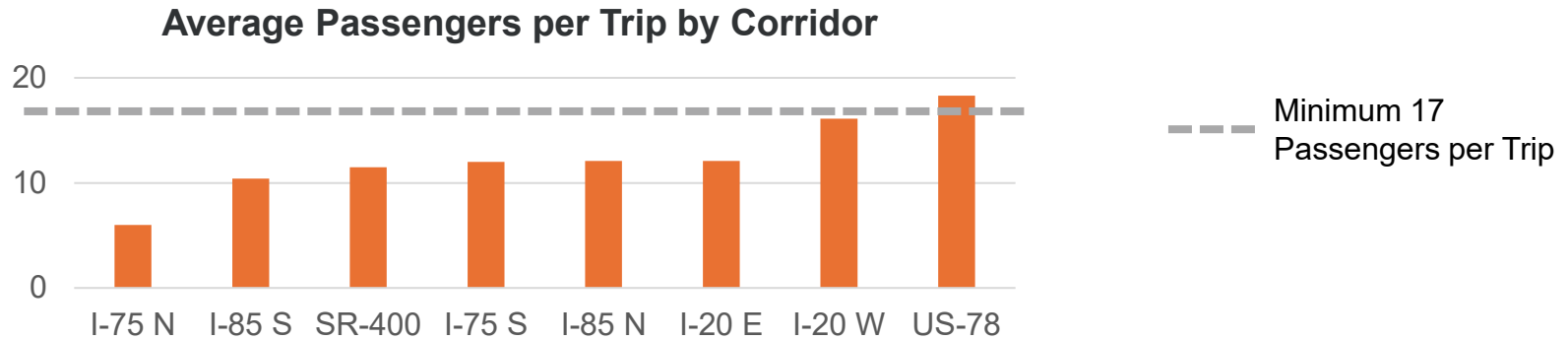
Cain Williamson

Deputy Executive Director

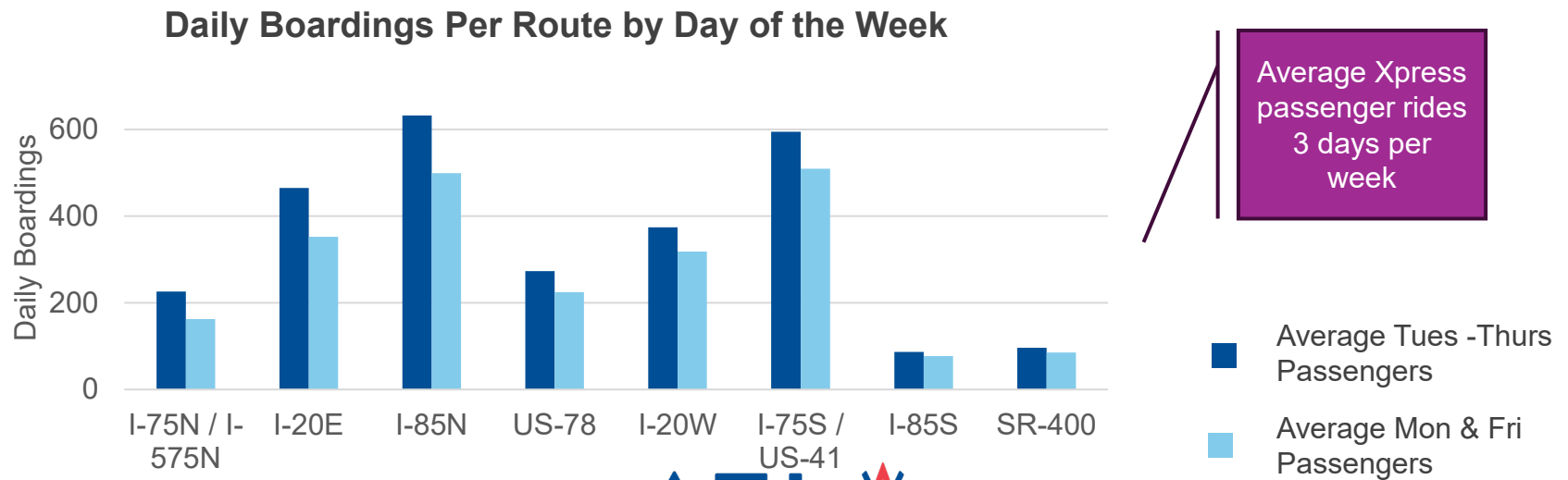
February 6, 2025

Xpress Ridership: 1,800 Unique Riders

► 7 of 8 Xpress corridors below minimum passengers per trip ATL Service Standard



► Xpress carries 19% fewer passengers on Monday/Friday compared to Tuesday-Thursday



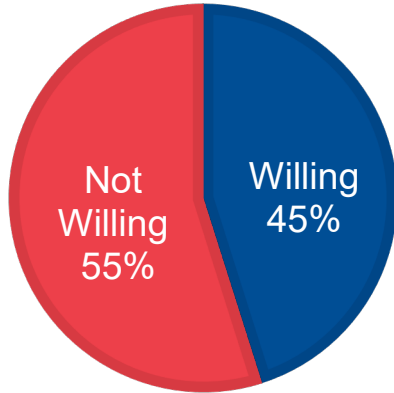
Financial Imperatives

- ▶ **State appropriations reduction**
 - State funds cut by \$4M to enact “efficiencies in commuter bus services in metro Atlanta”
 - ATL directed to “downsize” Xpress service “commensurate with multi-county transit demand” and to begin “enacting new service levels” in FY25
- ▶ **Federal CARES Act funding will be expended by the end of FY25**

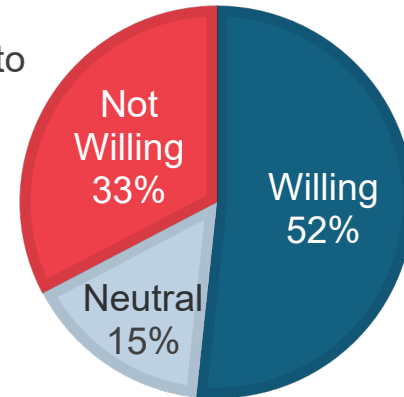
Survey Data Used to Inform Revisions to Initial RtR Plan

► Customers indicated willingness to adjust at trip origin/destination*

Willingness to Drive to Alternate Park and Ride Lot

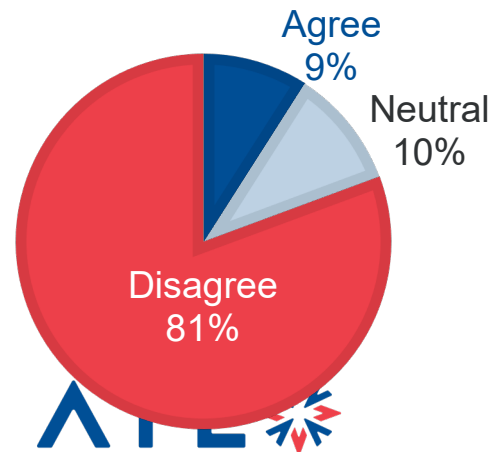


Willingness to Transfer to MARTA



► 81% of customers disagreed with reducing the number of stops in Midtown & Downtown**

Reducing Stops in Midtown and Downtown



*Based on 2024 Xpress Survey

**Based on 2024 RtR Survey



Peer Commuter Bus Study Key Findings

Analyzed similar commuter systems to identify actions they took enhance ridership and efficiency

	Peer System Post Pandemic Trends	RtR Phase 1 Reductions for Efficiency	Potential RtR Phase 2 Service to New Markets
Service Reductions <i>Houston</i> <i>Charlotte</i> <i>Baltimore</i> <i>Austin</i>	<ul style="list-style-type: none"> Remove duplicate service Discontinue underperforming routes 	<ul style="list-style-type: none"> Xpress route consolidation and simplification Potential consolidation with Cobb/Gwinnett Reducing trips on underperforming routes 	
Service Increases <i>Miami-Dade</i> <i>OmniRide</i> <i>Austin</i>	<ul style="list-style-type: none"> Mid-day service Reverse commute Increase frequency 		<ul style="list-style-type: none"> Reverse commute opportunities identified IPECs markets identified
Additional Strategies <i>OmniRide</i> <i>Austin</i>	<ul style="list-style-type: none"> Reliance on managed lanes Network redesigns Microtransit service 	<ul style="list-style-type: none"> Already operating in Express and HOV lanes Route simplification is Initial phase of network redesign Funded microtransit with TTF 	

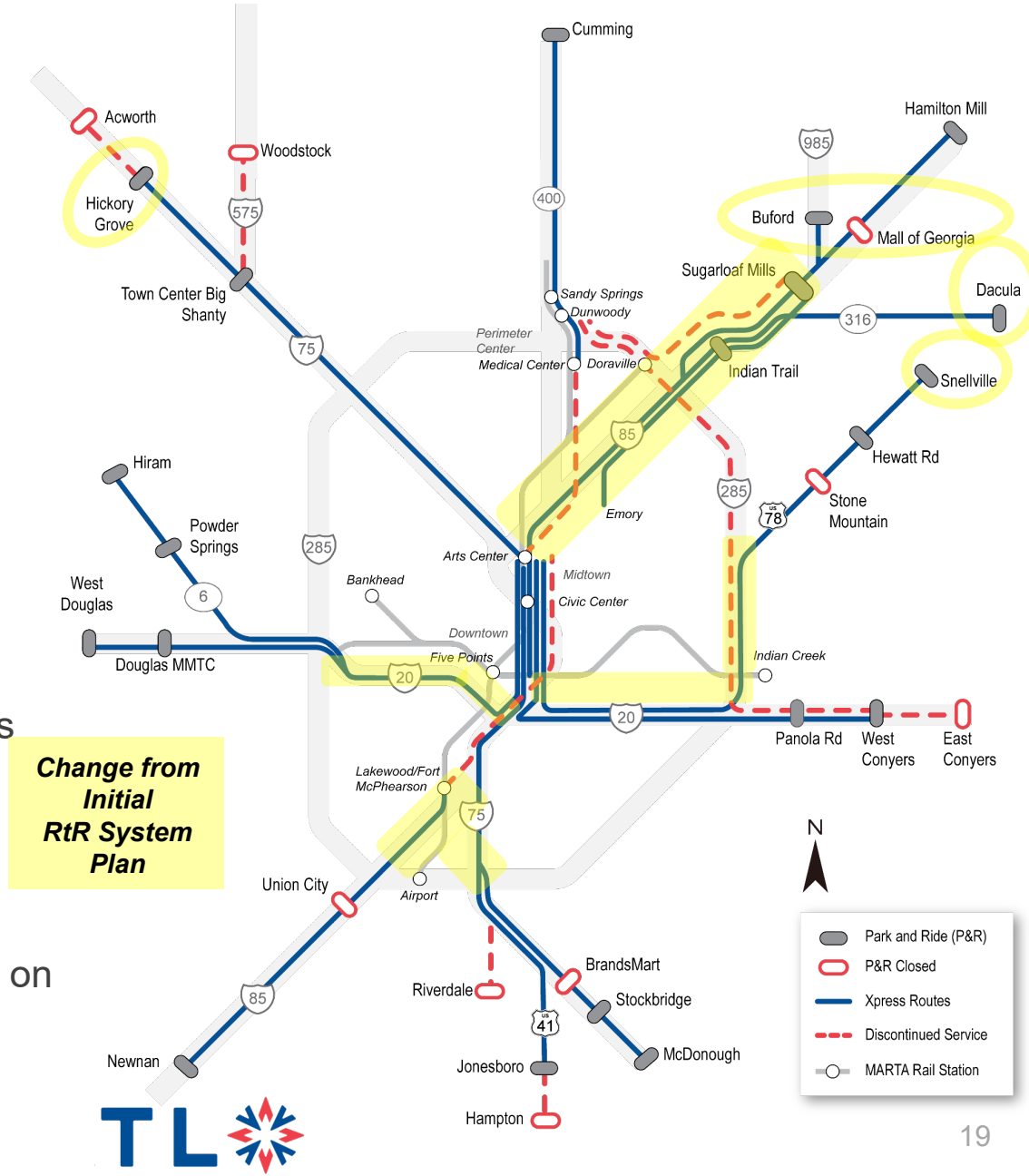
Recommended Draft RtR Service Plan

▶ Draft Service Plan Factors

- 6 of 8 corridors maintained direct access to Midtown/Downtown
- 2 of 8 corridors drop off only at MARTA Stations
- Modified I-85 N service based on 50/50 cost sharing with Gwinnett
- Reduced Monday/Friday schedules to better match demand
- 3 round trips minimum for Tues-Thurs service

▶ Results

- Service within reduced budget levels
- 65% decrease in service hours
- 6 of 8 corridors meet ATL trip productivity service standard
- 64% systemwide seat utilization
- >5% estimated ridership loss based on corridor routing
 - **Does not include potential ridership loss from trip reductions**



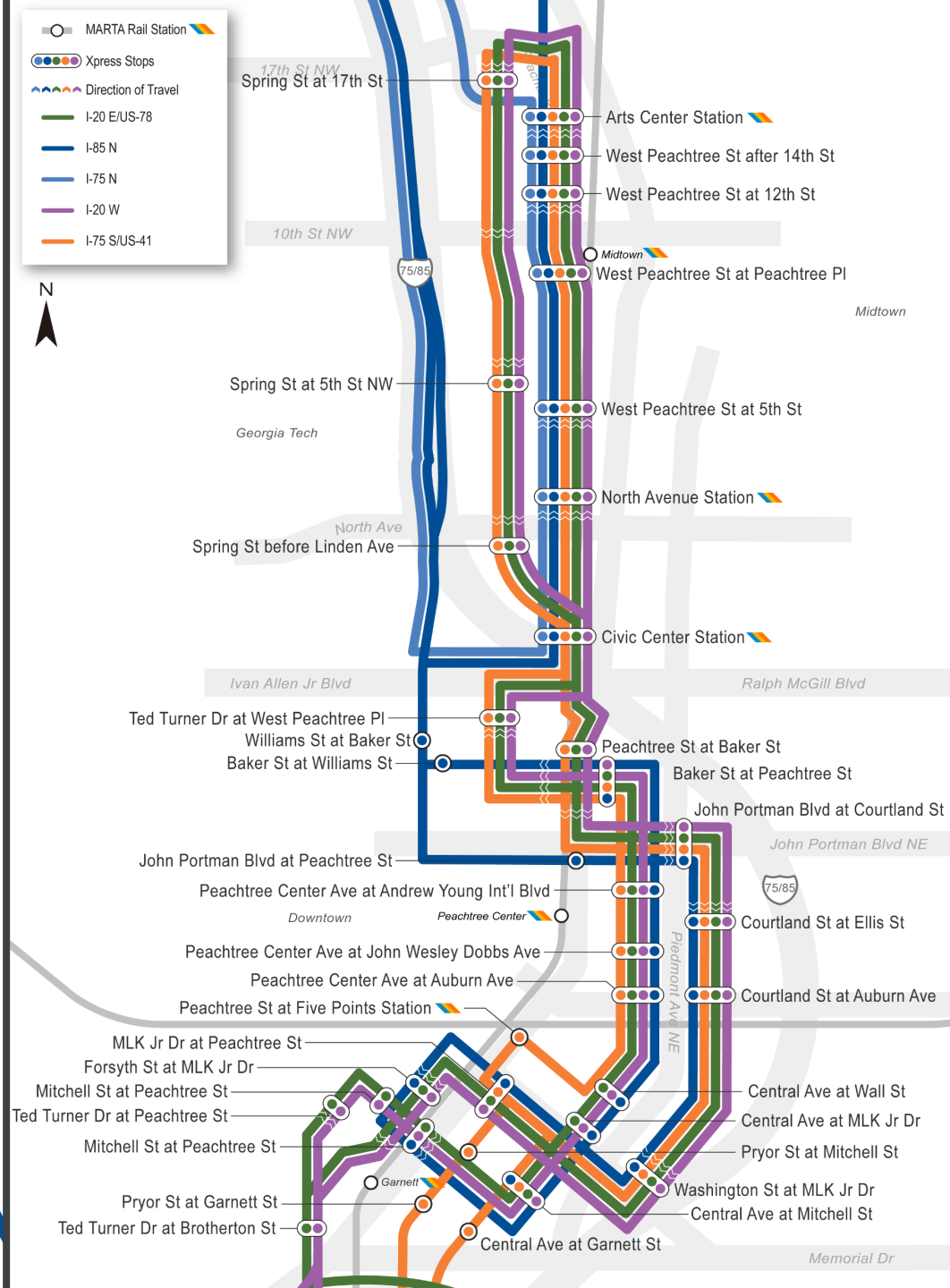
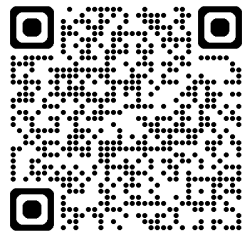
Proposed Routing Downtown / Midtown

	Stops	Trips	
		Number	% Serving Intown Core
Current Service	45	197	92%
Initial System Plan	12	94	62%
Recommended Service Plan	41	86	86%

GA 400 and I-85 S Corridors
proposed to terminate at MARTA
stations outside of Downtown

Visit the project
website to view
proposed changes.

<https://xpressga.com/redefining-the-ride-xpress-2.0/>



Recommended RtR Service Plan

Reduction in the amount of service by corridor, resulting utilization and estimated ridership loss by corridor

Corridor	Current Service			Proposed Service				
	Daily Ridership	Daily Trips	Vehicle Utilization	Daily Trips	Reduction in Trips	Vehicle Utilization*	Destination	Estimated Ridership Loss*
I-20 E	424	35	23%	8	77%	93%	Downtown	5%
US-78	256	14	34%	6	57%	75%	Downtown	5%
I-85 N**	1,409	118	22%	40	66%	63%	Downtown	4%
SR-400	92	8	21%	6	25%	20%	MARTA	30%
I-75 N	201	24	16%	6	75%	56%	Midtown	10%
I-20 W	354	22	30%	12	45%	55%	Downtown	0%
I-85 S	83	8	19%	6	25%	21%	MARTA	17%
I-75 S	564	47	22%	12	74%	85%	Downtown	3%

*Based on estimated ridership loss from corridor routing, does not include potential ridership loss from trip reductions.

**I-85 N includes ATL Xpress and Ride Gwinnett service.



Recommended RtR Service Plan

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*Based on estimated ridership loss from corridor routing, does not include potential ridership loss from trip reductions.

**I-85 N includes ATL Xpress and Ride Gwinnett service.



Recommended Service

Today & Proposed & Percent Change

I-75 N/I-575

Trips	24	6	-75%
P&Rs	4	2	-50%
Utilization	10%	56%	460%

I-20 W/SR 6

Trips	22	12	-45%
P&Rs	4	4	0%
Utilization	18%	55%	205%

I-85 S

Trips	8	6	-25%
P&Rs	2	1	-50%
Utilization	16%	21%	31%

SR 400

Trips	8	6	-25%
P&Rs	1	1	0%
Utilization	9%	20%	122%

I-85 N*

Trips	118	40	-66%
P&Rs	6	5	-17%
Utilization	22%	63%	186%

US 78

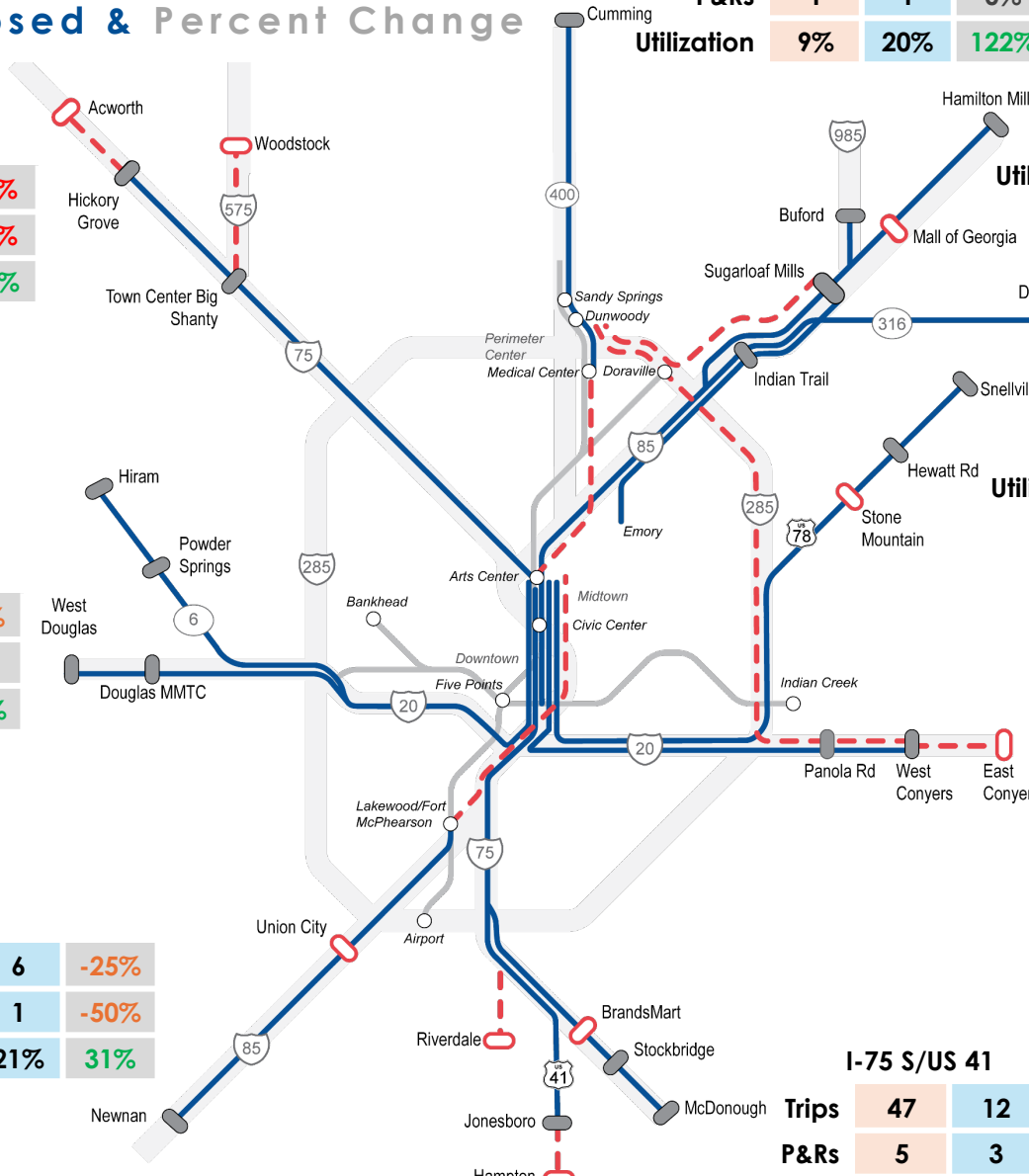
Trips	14	6	-57%
P&Rs	3	2	-33%
Utilization	23%	75%	226%

I-20 E

Trips	35	8	-77%
P&Rs	3	2	-33%
Utilization	16%	93%	481%

I-75 S/US 41

Trips	47	12	-74%
P&Rs	5	3	-40%
Utilization	17%	85%	400%

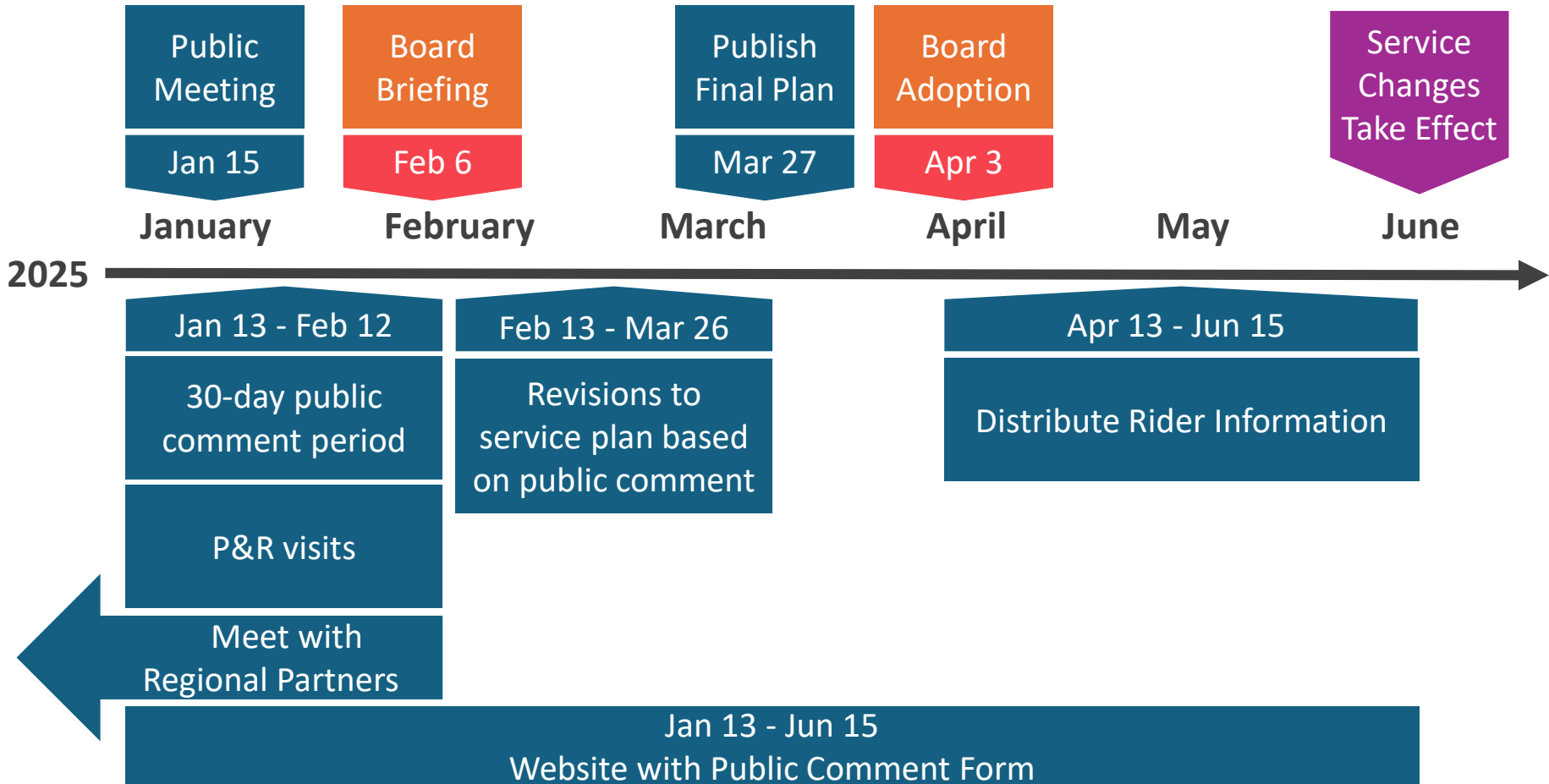


- Park and Ride (P&R)
- P&R Closed
- Xpress Routes
- Discontinued Service
- MARTA Rail Station



*I-85 N includes ATL Xpress and Ride Gwinnett service.

Public and Stakeholder Engagement



Public Engagement Activity to Date

▶ P&R Lot Visits

- Visited 11 Lots to date
 - 9 that are proposed for elimination
 - 2 on corridors where routes will stop at MARTA stations

▶ Virtual public hearing

- 168 attendees
- 25 questions asked and answered

▶ Social posts

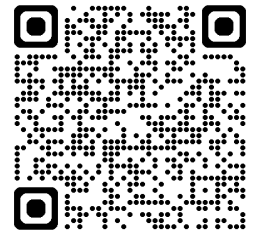
- 3 posts across 6 channels
- 7,507 impressions, 164 views, 86 link clicks

▶ Website

- 2,488 visitors between Jan 6th and Feb 4th
- Over 400 comments/questions submitted

Visit the project website to view proposed changes.

<https://xpressga.com/redefining-the-ride-xpress-2.0/>



Public Engagement Activity to Come

▶ In-person public open house (Feb 11)

▶ Social media posts

▶ Public info campaign after April

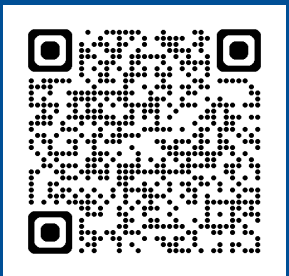
- P&R Lot visits
- Detailed explanation of service changes
- Support customers in finding options to support their travel – Xpress, vanpool, carpool, etc.
- Work with Georgia Commute Options (GCO) and Community Improvement Districts (CID)

▶ Website

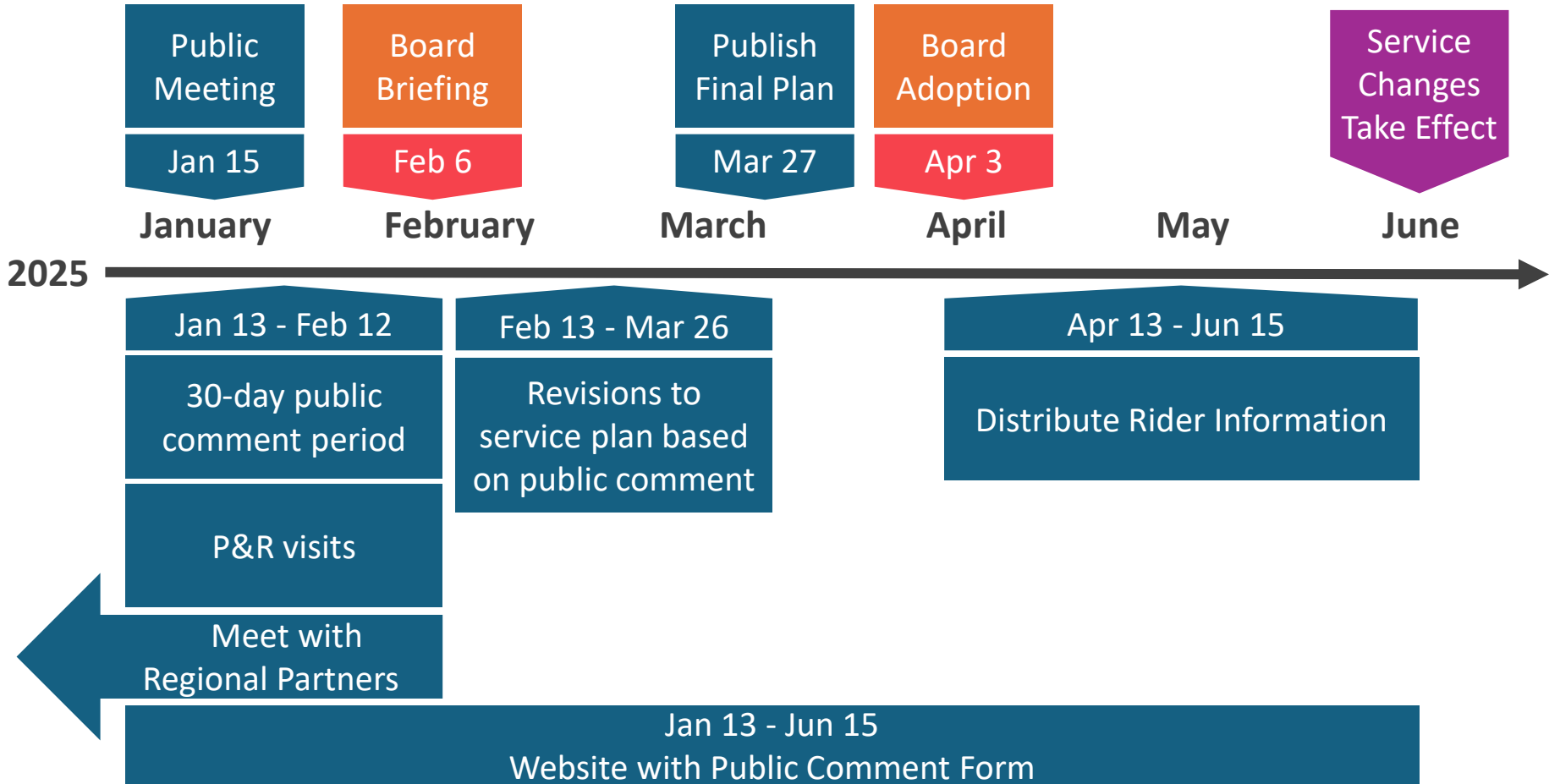
- Content will shift to communicating the routes and schedules
- Links to resources to support alternate travel options

Visit the project website to view proposed changes.

<https://xpressga.com/redefining-the-ride-xpress-2.0/>

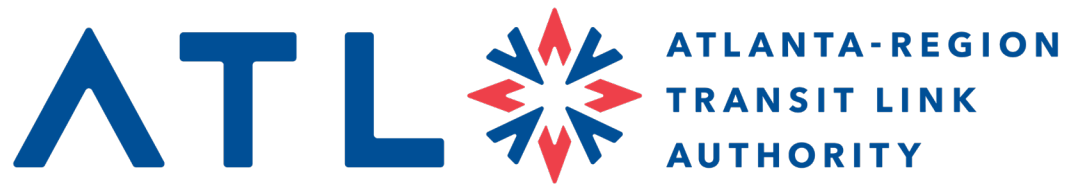


Public and Stakeholder Engagement





Thank you
Questions?



Xpress Fleet Update

Jorge Pubillones

Asset Management Administrator/Fleet Manager

February 6, 2025

Current and Future Fleet Requirements

Current Fleet

Current Fleet	164
Pending Surplus	52
Remaining Fleet	112

Current Max Fleet Requirement	80
20% Spare Ratio	16
Total Current Fleet Requirement	96

Remaining Oversupply of Fleet **16**

Future Fleet

1. Financial obligations per FTA and VW Settlement Trustee*
2. Fleet requirements after RtR implementation
 - Required vehicle count not yet known, for as-planned service
 - Flexibility to respond demand
3. Potential pilots of alternate fuel vehicles
4. Outcome of discussions with FTA

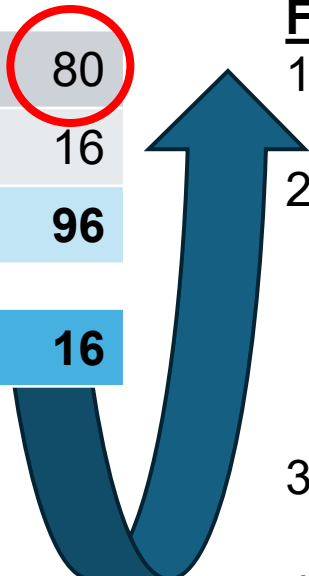
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4. Outcome of discussions with FTA

* Undergoing evaluation

Recent Vehicle Sales

Fiscal Year of Sale	Model Year Sold	Number Sold	Vehicle Age	Total Proceeds	Avg per Vehicle	Reimbursement to ATL*
FY22	2009	1	12 Years	\$12,201	\$12,201	\$9,075
FY25	2009	12	13 Years (average)	\$83,811	\$6,984	TBD
TOTAL				\$96,012	\$7,385	TBD

FTA Financial Interest Reimbursement Requirements

- Capital assets sold for \$10,000 or less; ATL keeps full amount from the sale
- Capital assets sold for more than \$10,000
 - ATL keeps \$5,000 plus percentage of the balance equal to the State's match in FTA grant
 - Remainder returned to FTA as reimbursement for original federal share



* Net after financial obligations to FTA & DOAS

Next Steps

- Complete pending surplus of 52 vehicles
- Implement RtR and monitor vehicle requirements
- Reassess fleet requirements in Fall of CY25



Thank you
Questions?



ADJOURN

The Regional Transit Planning Committee Meeting will Begin Momentarily