



**COLORADO**  
 Department of Transportation  
 Division of Transit & Rail

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**DATE:** November 9, 2018  
**TO:** Transit & Rail Advisory Committee (TRAC)  
**FROM:** David Krutsinger, Director - Division of Transit & Rail  
 Mike Timlin, Bus Operations Manager - Division of Transit & Rail  
**SUBJECT:** Bustang Quarterly Update; Q1 FY2018-19

Purpose

The purpose of this memo is to provide the TRAC a FY 2018-19 1st quarter Bustang update on operational and performance measures.

Action

No action is required.

Background

The Bustang interregional express bus service went into operation in July, 2015. PD 1605 requires the Director of DTR to report operational and performance measures to the Committee on a quarterly basis. This quarterly update covers the first quarter of FY 2018/19, July 2018 through September 2018.

Details

**First Quarter 2018-19 Operating Comparison**

	Q1: Jul-Sep 2017	Q1: Jul-Sep 2018	Q1: Variance 2017 vs 2018	%	July 2018	August 2018	September 2018
<b>Bustang System</b>							
Revenue riders	44,531	59,498	14,967	34%	18,779	21,170	19,549
Revenue	\$ 410,323	\$ 657,054	\$ 246,731	60%	\$ 207,925	\$ 231,652	\$ 217,477
Cumulative Avg. Fare	\$ 10.04	\$ 11.04	\$ 1.00	10%	\$ 11.07	\$ 10.94	\$ 11.12
Load Factor	44%	54%	9%	21%	53%	55%	53%
Farebox Recovery Ratio	53%	60%	7%	14%	57%	62%	62%
<b>South Route</b>							
Revenue riders	15,842	19,297	3,455	22%	6,047	6,918	6,332
Revenue	\$ 127,053	\$ 194,892	\$ 67,839	53%	\$ 61,476	\$ 69,785	\$ 63,631
Cumulative Avg. Fare	\$ 8.02	\$ 10.10	\$ 2.08	26%	\$ 10.17	\$ 10.09	\$ 10.05
Load Factor	34%	44%	11%	32%	42%	44%	47%
Farebox Recovery Ratio	40%	56%	16%	40%	48%	63%	57%
<b>North Route</b>							
Revenue riders	20,057	25,929	5,872	29%	8,332	9,265	8,332
Revenue	\$ 146,011	\$ 224,954	\$ 78,943	54%	\$ 71,771	\$ 78,502	\$ 74,681
Cumulative Avg. Fare	\$ 7.28	\$ 8.68	\$ 1.40	19%	\$ 8.61	\$ 8.47	\$ 8.96
Load Factor	47%	70%	22%	48%	68%	69%	72%
Farebox Recovery Ratio	58%	72%	14%	25%	69%	72%	76%
<b>West Route</b>							
Revenue riders	8,632	14,272	5,640	65%	4,400	4,987	4,885
Revenue	\$ 134,628	\$ 236,986	\$ 102,358	76%	\$ 74,678	\$ 83,143	\$ 79,165
Cumulative Avg. Fare	\$ 15.60	\$ 16.60	\$ 1.01	6%	\$ 16.97	\$ 16.67	\$ 16.21
Load Factor	46%	52%	6%	13%	48%	54%	53%
Farebox Recovery Ratio	66%	58%	-8%	-13%	57%	58%	58%

**RamsRoute -RamsRoute Year over Year Comparison Fall Semester CSU 2018/19 academic year results through September 2018:**

Academic Year 2017-18	Academic Year 2018-19	Variance	%+/-
11	12	1	9%
496	512	16	3%
4,503	\$ 4,671	\$169	4%
\$9.00	\$9.00	\$0.00	0%
83%	83%	0%	0%
115%	99%	-17%	-14%



*Bustang to Broncos*

	11-Aug-18	18-Aug-18	Aug 25 Hawaii vs CSU Fort Collins	8/31/2018 Rocky Mountain Showdown	9-Sep-18	16-Sep-18
# of Revenue Trips	2	2	1	1	2	2
Revenue riders	83	76	9	46	98	95
Revenue	\$ 2,490	\$ 2,280	\$ 270	\$ 1,380	\$ 2,940	\$ 2,850
Avg. Fare	\$ 30.00	\$ 30.00	\$ 30.00	\$ 30.00	\$ 30.00	\$ 30.00
Load Factor	81%	75%	16%	90%	96%	93%
Farebox Recovery Rati	91%	83%	18%	118%	108%	119%

*Quarterly Safety/Collisions* - There were seven (7) collisions in the quarter plus one alleged unsubstantiated collision in the quarter. All were fixed object but very minor in nature. In response Ace Express has stepped up safety training and disciplinary measures. This equates to a 2.8 collisions per 100,000 miles compared to Q4 of FY 2017-18 of 2.01 collisions per 100,000 miles.

8/6 - bus 38009 - contacted a road sign in the Vail Village round-about. - rated preventable

8/18 - bus 38016 driver made contact with the mirror of another coach at the Vail Transportation Center rated preventable

8/31 - bus 38006 made contact with Jersey barrier in the Colorado Springs yard - rated preventable

8/31 - bus 38004 While parked in DUS bus concourse gate B1 , An RTD articulated bus made contact with bus's mirror - rated non-prevetable

9/3 - While at 22<sup>nd</sup> and Champa in Denver - a motorist alleged that bus made contact with his auto. No claims were filed - not included in statistics

9/18 - bus 38008 rear window in an older Mercury wagon dislodged from the vehicle while traveling on I-25 near Monument and shattered in front of bus - rated non-preventable

9/8 - buses 38006 & 38005 - driver of bus was backing bus at the Fort Collins Yard and made contact with parked 38005 mirror - rated preventable.

9/18 bus 38002 - Bus made a contact with a parked car at the Idaho Springs stop. - Rated preventable.

*Quarterly On-Time Performance -Departures:*

- System - 96.2
- West Line -91.7
- North Line -98.6
- South Line -97.3

*RED FLAG Schedule Changes - CONTRACTOR HUMAN RESOURCE ISSUES*

Ace Express has had a number of drivers depart their employment recently creating a substantial gap in the available resources to maintain the Bustang service schedule. Ace Express management failed to properly notify the Bus Ops Unit consequently cancelling 4 daily schedules causing a breach of contract notification. Unfortunately to date they are still incapable of operating the full Bustang schedule but have taken steps to normalize the Bustang resource issues like contracting with a CDL staffing Company, and considering localized sub-contractor operating support.

Ace Express is presenting weekly status reports on hiring activity but it appears to be Spring 2019 at the earliest that Bustang will be back to normal operations. In the meantime the Gap project will launch in December 15 as well as one extension to Pueblo can launch in January. Pueblo's CDL driver availability is better than in other parts of the state. The Vail - Denver round trip and one of the mid-day Denver fort Collins round trips remain cancelled for the time being.

*On-Board WiFi status -*



The WiFi replacement project seems to have cured the reliability problem. There has been little or no complaints on WiFi issues.

**INIT Intelligent Transportation Project-**

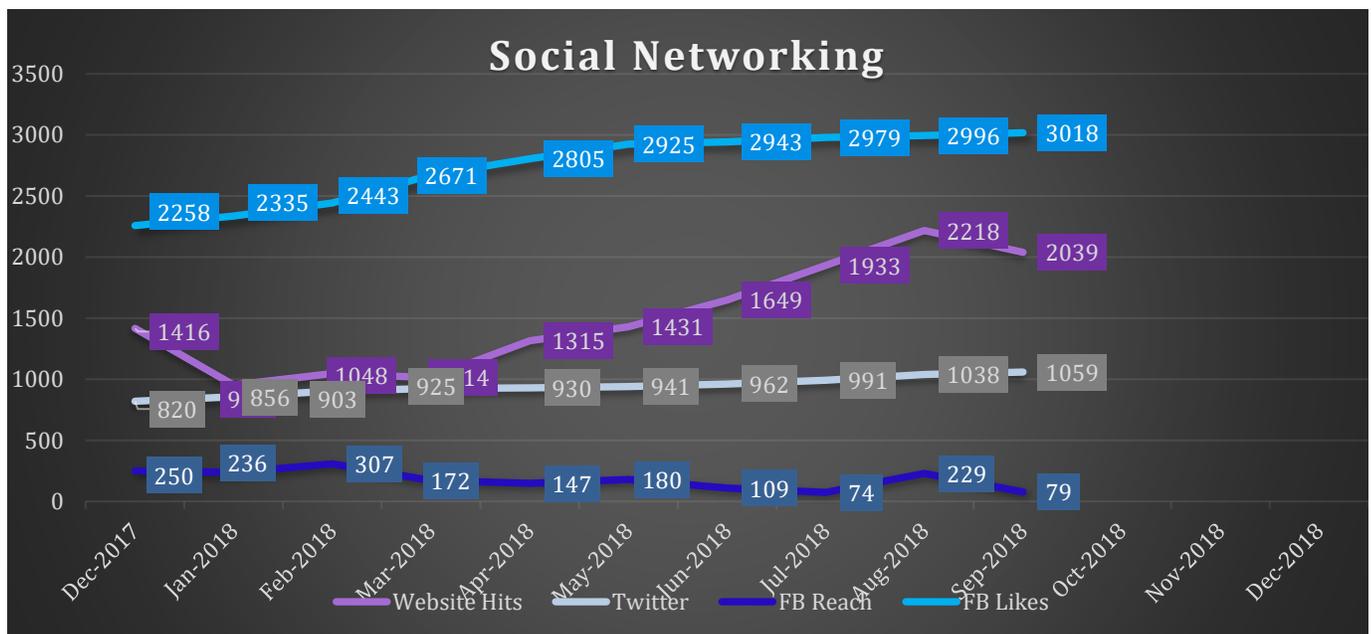
The INIT ITS project is nearing completion. The IGA with RTD is nearly executed. RTD has executed the IGA. Signatures on the CDOT side are en-route. The only item waiting is the Centurylink circuit to be installed at Ace Express. Centurylink has finally provided a November 28, 2018 date of circuit installation. The conduit has been placed but the high speed circuits will be functional on that date.

**Social Media Update:**

Dec-2017	Jan-2018	Feb-2018	Mar-2018	Apr-2018	May-2018	Jun-2018	Jul-2018	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018
1416	953	1048	1014	1315	1431	1649	1933	2218	2039			
820	856	903	925	930	941	962	991	1038	1059			
250	236	307	172	147	180	109	74	229	79			
2258	2335	2443	2671	2805	2925	2943	2979	2996	3018			
4.2	4.2	4.2	4.2	4.2	4.2	4.0	4.0	4.1	4.1			
74,300	66,200	63,300	68,200	41,400	44,600	44,600	48,900	99,500	67,500			

\*Post reach only accounts for organic reach and does not include paid ads

\*\*Twitter impressions = total times our tweets were viewed each i



**Customer Comments**

- Requests for Tech Center Service
- Requests for DIA service

**Next Steps**

- Complete RTD/INIT Intelligent Transportation System Integration
- Launch The Gap Colorado Springs - Denver Technology Center December 17, 2019
- Launch Colorado Springs - Pueblo Bustang Extension Mid January.

**Attachments**

Bustang operational measure graphs.

