



COLORADO
 Department of Transportation
 Division of Transit & Rail

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DATE: May 10, 2019
TO: Transit & Rail Advisory Committee
FROM: David Krutsinger, Director - Division of Transit & Rail
 Mike Timilin, Manager, Bus Operations
RE: Bustang Quarterly Update - FY 2018-19 Q3

Purpose

The purpose of this memo is to provide the Transit & Rail Advisory Committee (TRAC) the FY 2018-19 3rd 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 Division of Transit & Rail (DTR) to report operational and performance measures on a quarterly basis. This quarterly update covers the third quarter of FY 2018/19, January 2019 through March 2019 as well as fiscal year-to-date. This update also includes the new DTC service launched December 17, 2018

Details

Third Quarter 2018-19 Operating Comparison

	Q3: Jan - Mar 2018	Q3: Jan - Mar 2019	Q1: Variance 2018-19	%	FY Jul 2017- Mar 2018	FY Jul 2018- Mar 2019	YTD Variance 2017/18 vs 2018/19	%	January 2019	February 2019	March 2019
Bustang System											
Revenue riders	51,595	62,328	10,733	21%	\$ 143,401	179,799	36,398	25%	21,184	20,596	20,548
Revenue	\$ 470,341	\$ 715,677	\$ 245,336	52%	\$ 1,345,394	\$ 1,988,319	\$ 642,925	48%	\$ 243,728	\$ 223,294	\$ 248,655
Cumulative Avg. Fare	\$ 10.04	\$ 11.48	\$ 1.44	14%	\$ 9.38	\$ 11.06	\$ 1.68	18%	\$ 11.51	\$ 10.84	\$ 12.10
Load Factor	44%	52%	8%	18%	44%	52%	8%	19%	50%	52%	55%
Farebox Recovery Ratio	53%	60%	7%	13%	53%	60%	7%	13%	57%	59%	64%
South Route											
Revenue riders	16,646	17,844	1,198	7%	48,866	56,524	7,658	16%	6,068	5,920	5,856
Revenue	\$ 142,612	\$ 177,878	\$ 35,266	25%	\$ 415,256	\$ 566,540	\$ 151,284	36%	\$ 64,303	\$ 55,523	\$ 58,052
Cumulative Avg. Fare	\$ 8.57	\$ 9.97	\$ 1.40	16%	\$ 8.50	\$ 10.02	\$ 1.53	18%	\$ 10.60	\$ 9.38	\$ 9.91
Load Factor	36%	41%	5%	13%	32%	32%	0%	0%	40%	41%	41%
Farebox Recovery Ratio	42%	48%	6%	13%	41%	41%	0%	0%	49%	46%	48%
North Route											
Revenue riders	22,548	22,723	175	1%	64,373	71,575	7,202	11%	7,565	7,642	7,516
Revenue	\$ 182,672	\$ 197,081	\$ 14,409	8%	\$ 499,412	\$ 613,997	\$ 114,585	23%	\$ 64,279	\$ 66,875	\$ 65,927
Cumulative Avg. Fare	\$ 8.10	\$ 8.67	\$ 0.57	7%	\$ 7.76	\$ 8.58	\$ 0.82	11%	\$ 8.50	\$ 8.75	\$ 8.77
Load Factor	51%	52%	1%	2%	28%	42%	14%	50%	50%	54%	53%
Farebox Recovery Ratio	57%	66%	9%	16%	39%	55%	16%	41%	63%	70%	66%
West Route											
Revenue riders	12,401	21,148	8,747	71%	30,162	51,087	20,925	69%	7,330	6,845	6,973
Revenue	\$ 193,959	\$ 344,289	\$ 150,330	78%	\$ 472,259	\$ 843,121	\$ 370,862	79%	\$ 112,420	\$ 109,706	\$ 122,163
Cumulative Avg. Fare	\$ 15.64	\$ 16.28	\$ 0.64	4%	\$ 15.66	\$ 16.50	\$ 0.85	5%	\$ 15.34	\$ 16.03	\$ 17.52
Load Factor	46%	73%	27%	60%	44%	73%	29%	67%	80%	62%	78%
Farebox Recovery Ratio	66%	72%	6%	9%	65%	65%	0%	0%	66%	72%	78%
DTC											
Revenue riders		613				631			221	189	203
Revenue		\$ 7,058				\$ 7,516			\$ 2,964	\$ 1,452	\$ 2,642
Cumulative Avg. Fare		\$ 11.51				\$ 11.91			\$ 9.00	\$ 9.00	\$ 9.00
Load Factor		6%				4%			7%	4%	6%
Farebox Recovery Ratio		4%				4%			5%	3%	5%

RamsRoute

	Totals Spring 2019
# of Revenue Trips	24
Revenue riders	855
Revenue	\$ 8,123
Cumulative Avg. Fare	\$ 9.50
Load Factor	70%
Farebox Recovery Ratio	103%

RamsRoute -RamsRoute Fall Semester CSU 2017/18 academic year results through March 2019 - Due to the shortage of drivers CDOT could only run one bus per Friday but adding buses as needed on the regular Bustang Friday afternoon departures to Denver and vice versa returns on Sunday. The service continues to break-even from an expense vs. revenue stand point with a 103 fare-box recovery ratio through March 2019.

Quarterly Safety/Collisions - There were 6 collisions in the quarter and two (2) were considered preventable. Three incidents were with RTD buses. CDOT is reviewing the collisions statistics with the Ace Express Safety Team regarding the 2 preventable collisions.

Date	Bus#	Time	Location	Comment	Preventable (Y/N)
01/31/19	38015	09:00 AM	I-25 MP 166 Douglas County	Training Bus - Car hit front bus bumper	No
02/07/19	38000	09:10 AM	Park Ave & Wazee	Driver was turning left and hit RTD bus	Yes
02/14/19	38006	04:02 PM	DUS	RTD Articulated bus hit side mirror in DUS	No
02/17/19	38015	05:30 PM	I-25 Idaho Springs	Pick-up drifted into Bus lane striking bus	No
03/12/19	38010	09:15 PM	I-25 Glenwood Springs	Pick up made contact with river side of bus	No
03/22/19	38011	03:35 PM	Denver @ 18 th & Lincoln	Bus made contact with RTD bus	Yes

Quarterly On-Time Performance -Departures:

- System - 95.8%
- West Line - 90.3%
- North Line - 97.2%
- South Line - 96.6%

Ace Express driver resource issues - Ace Express has made significant progress in recruiting and now feels confident in restarting the Vail - Denver round trip and the Denver - Fort Collins round trip. Both are rescheduled to relaunch May 19, 2019.

INIT Intelligent Transportation Project- The INIT-RTD-CDOT implementation team is finalizing preparations for launch as soon as the each bus router IP address is reconfigured to work with the INIT System

Tech Center Service/GAP Project- CDOT and DRCOG advertising is ramping up with direct billboard and gas pump electronic advertising to assist in building ridership. DRCOG is also sponsoring “Bustang” Day at various employers in the Tech Center. Amelie (contractor) is concentrating on Social Media. A piece of the DTC routing will be moved west a bit off of Yosemite to South Willow Rd. to better serve employers such as Tri County Health Department, Travelers Insurance, Warner Pacific Insurance and Great West Financial.

SnowStang and Estes Park/RMNP Special Service - Two (2) Committees have conducted initial meetings to study the feasibility and plan each service. RMNP staff and Estes Park government are contributing members of the Estes Park committee. Margaret Bowes has graciously accepted to serve on the the SnowStang Committee.

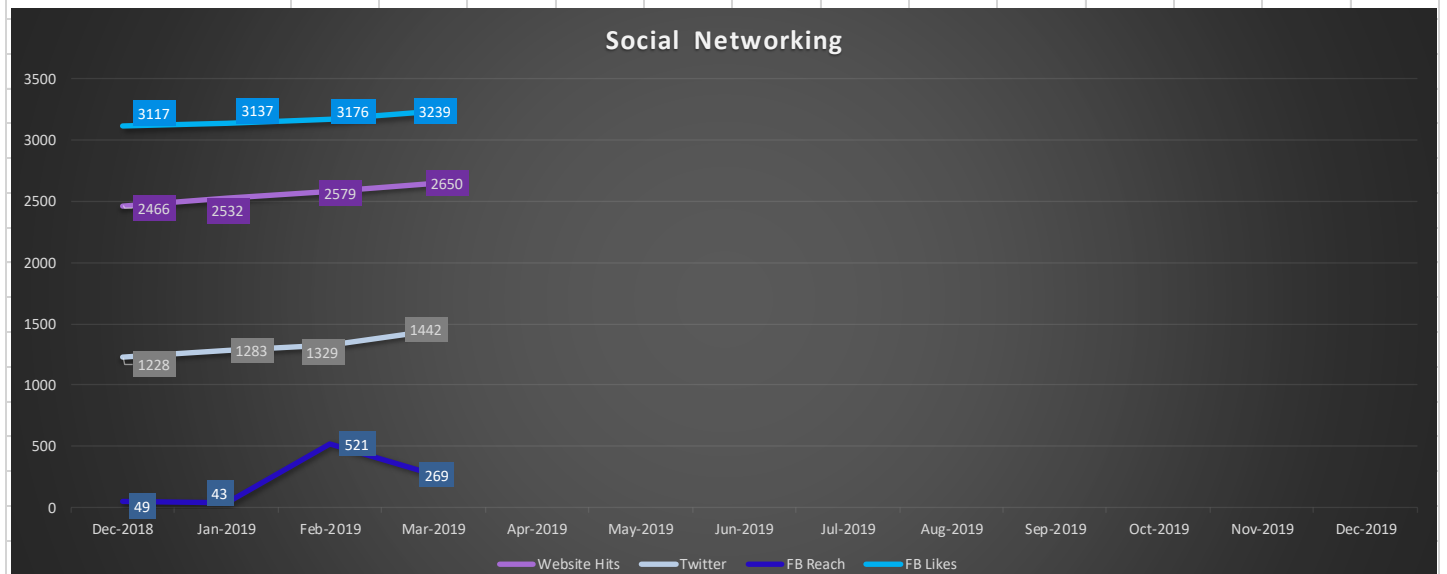
CDOT/RTD Seamless Cross Modal Ticketing - Sometime this summer CDOT and RTD will execute an IGA which will allow seamless ticketing between the two, via the Masabi Mobile “Just Ride” App. This will be first seamless ticketing process between two transit agencies in Colorado. Masabi will also have the ability to issue seamless tickets with Uber, and RTD is initiating that process first before CDOT joins.

Customer Comments

- Many complaints of customers unable to board buses due to shortage of drivers primarily in March which is usually the peak of winter recreation season
- More service, primarily later service on the North and South Lines.

Social Media Update:

Month/Weeks	Dec-2018	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019
Website hits/day - avg	2466	2532	2579	2650									
Twitter Followers - total	1228	1283	1329	1442									
FB Post Reach - avg (organic only)	49	43	521	269									
FB Likes - total	3117	3137	3176	3239									
Average FB rating (1-5 stars)	3.9	3.9	4.0	3.9									
Twitter Impressions	95,800	133,000	103,000	233,000									
<i>*Post reach only accounts for organic reach and does not include paid ads</i>				<i>**Twitter impressions = total times our tweets were viewed each month</i>									



Next Steps

- Continue to Monitor Ace Express driver hiring efforts
- Continue planning for future Castle Rock and Longmont Park and Rides.
- Complete *RTD/INIT Intelligent Transportation System Integration*
- Relocate part of the Denver Tech Center Routing to better align customer needs: May 2019 schedule change.
- Begin Service planning for FY2020 needs
- Plan for End of Summer Estes Park/RMNP service plan
- Plan Winter Recreation SnowStang service to launch December 14, 2019 to April 2020 primarily on weekends,

Attachments

Bustang operational measure graphs.