



**DATE:** July 10, 2020  
**TO:** Transit & Rail Advisory Committee  
**FROM:** David Krutsinger, Director - Division of Transit & Rail  
 Mike Timlin, Senior Manager Mobility Operations  
 Kyle French - Bus Operations Manager  
**RE:** Bustang - FY2019-20 Year End Report

Purpose

The purpose of this memo is to provide the Final Fiscal 2019-20 Year End Report on operational and performance measures.

Action

Informational only, 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 fiscal 2019-20 year-end since only two (2) days of actual revenue service was performed in 4<sup>th</sup> quarter. This update also includes the Denver Tech Center (DTC) service. Revenue Service was paused on March 29, 2020 due to the COVID-19 Crisis and the Governor's *Stay-At-Home* Executive Order.

Details

**2019-20 Fiscal Year Operating Comparison**

	FY Jul 2018- Jun 2019	FY Jul 2019- Jun 2020	YTD Variance 2018-19 vs 2019-20	%	Apr-20	May-20	Jun-20
<b>Bustang System</b>							
Revenue riders	238,135	189,538	(48,597)	-20%	<b>SERVICE SUSPENDED</b>		259
Revenue	\$2,665,293	\$2,082,088	(\$583,205)	-22%		\$2,846	
Cumulative Avg. Fare	\$11.19	\$10.99	(\$0.20)	-2%		\$10.99	
Load Factor	56%	49%	-7%	-13%		29% <sup>1</sup>	
Farebox Recovery Ratio	54%	57%	3%	6%			
<b>South Route</b>							
Revenue riders	74,534	52,280	(22,254)	-30%	<b>SERVICE SUSPENDED</b>		74
Revenue	\$745,189	\$ 514,938	(\$230,251)	-31%		\$729	
Cumulative Avg. Fare	\$10.00	\$9.85	(\$0.15)	-2%		\$9.85	
Load Factor	32%	38%	6%	19%		20% <sup>1</sup>	
Farebox Recovery Ratio	41%	42%	1%	2%			
<b>North Route</b>							
Revenue riders	96,508	77,031	(19,477)	-20%	<b>SERVICE SUSPENDED</b>		74
Revenue	\$820,171	\$ 646,230	(\$173,941)	-21%		\$621	
Cumulative Avg. Fare	\$8.50	\$8.39	(\$0.11)	-1%		\$8.39	
Load Factor	65%	71%	6%	9%		21% <sup>1</sup>	
Farebox Recovery Ratio	55%	67%	12%	22%			
<b>West Route</b>							
Revenue riders	65,332	55,954	(9,378)	-14%	<b>SERVICE SUSPENDED</b>		111
Revenue	\$1,082,716	\$ 881,398	(\$201,318)	-19%		\$1,748	
Cumulative Avg. Fare	\$16.57	\$15.75	(\$0.82)	-5%		\$15.75	
Load Factor	75%	50%	-25%	-33%		63% <sup>1</sup>	
Farebox Recovery Ratio	65%	61%	-4%	-6%			
<b>DTC</b>							
Revenue riders	1,761	3,589	1,828	104%	<b>SERVICE SUSPENDED</b>		
Revenue	\$17,217	\$ 39,774	\$ 22,557	131%			
Cumulative Avg. Fare	\$9.78	\$9.00	(\$0.78)	-8%			
Load Factor	8%	15%	7%	88%			
Farebox Recovery Ratio	10%	19%	9%	90%			

<sup>1</sup> New Load Factor based on temporary Maximum load of 22 passengers vs. normal of 51 passengers.

Service was paused effective March 29, 2020 by the Governor's "Stay at Home" Executive Order, then allowed to resume a greatly reduced service plan on June 29, 2020 after review and approval of Bustang's "Safe Transport Operating Plan" by the Colorado Department of Public Health & Environment.

The first few weeks of July revenue operations should provide a snapshot of the Bustang system ridership. By August we will need to complete our Service Planning for the Fall and notify Ace Express of the schedule product. Our expectation is the North and South Routes will not totally recover for some time, maybe years. The West Line, as long as winter recreation is not affected, should recover by December and maybe even grow, with much less reliance on commuters.

*RamsRoute* - The Spring Semester at CSU Fort Collins resumed with virtual classes, following the Spring Break Mid-March 2020, and therefore RamsRoute was cancelled for the balance of the 2020 Spring semester. Details for Academic Year 2020-21 are not yet known for CSU Fort Collins but a meeting with CSU Parking and Transportation Services management will be scheduled.

*SnowStang*-In response to the COVID-19 crisis and the Governor's Stay at Home Executive Order, Snowstang service ended effective March 15, 2020. Bus Operations will begin discussions with the resorts for winter 2020-21. According to the Margaret Bowes from the I-70 Coalition, Loveland Ski area & City of Steamboat Springs/Steamboat Ski & Resort Corporation are interested in continuing this next season, depending on COVID issues.

*Bustang-to-Broncos* - No Stadium details are known yet for the 2020 Broncos season but we are working with the Denver Broncos alone due to RTD sunsetting *BroncosRide* beginning with 2020 season. All this is reliant on the NFL allowing full stadium ticket holder seating.

*Estes Park Summer 2020 service* - Service was planned to operate this summer for 40 days on weekends and major holidays beginning May 23 through September 27. Due to the continuing COVID-19 advisories and budget constraints, service is cancelled for this year. CDOT, Estes Park, and Rocky Mountain National Park re-evaluate in 2021.

*Quarterly Safety/Collisions* - No accidents/incidents affecting Safety performance was reported during the service pause.

*On Time Performance - Departures departing less than 10 minutes after the scheduled time are "On-Time"*

Quarterly On-Time Performance -Departures:

- System - 0%
- West Line - 0%
- North Line - 0%
- South Line - 0%
- DTC - 0%

*INIT Intelligent Transportation Project*- The INIT ITS system User Acceptance Testing is well underway with upgraded buses performing optimally. However only 7 buses have functioning INIT.

*New COVID-19 Transportation Environment* -The following operational procedural changes will be enacted for the foreseeable future :

- All buses will undergo daily enhanced cleaning and sanitizing including daily fogging with Chlorine Dioxide.
- Selected seats on board will be physically blocked to ensure proper social distancing - Masabi Ticket platform will be paused and the Betterez Reservation ticket platform will be used for the time being. Cash fares, Masabi previously purchased multi-ride, Greyhound and Amtrak tickets will continue to be honored.
- Drivers will be issued proper PPE's
- Bustang will offer free hand sanitizer wipes while boarding the bus.
- Face masks will be REQUIRED for all passengers and drivers

- Drivers and Passengers must undergo Temporal Temperature Scanning - Temps  $\geq 100.4$  = Drivers sent home & passengers denied boarding.
- Driver barriers, UV-C HVAC sanitization and MERV 13 Cabin Air Filters ordered and expected to arrive late July for retro-fitting on entire Bustang/Outrider Fleet.

*Note - See attached "Safe Transport Operating Plan" for full details.*

#### Next Steps

- Develop a scenario for COVID Recovery ridership service plan by August 15 or when factors are stabilized
- Determine RamsRoute ridership plan with CSU Parking and Transportation Services by August 1
- Determine Bustang-to-Broncos service plan with the Denver Broncos.
- Develop Snowstang operating plan for Winter 2020-21.
- Complete all resolution efforts on all INIT hardware and software issues, User Acceptance Testing, and go live with INIT by September.

#### Attachments

Bustang operational measure graphs.

Temporary Summer 2020 Bustang Schedule

"Safe Transport Operating Plan"