COLORADO
Department of Transportation
Division of Transit & Rail
2829 W. Howard Pl
Denver, CO 80204

DATE: November 13, 2020
TO: Transit & Rail Advisory Committee
FROM: Kay Kelly, Interim Chief of Office of Innovative Mobility
David Krutsinger, Director of the Division of Transit & Rail
Mike Timlin, Senior Manager of Mobility Operations
RE: Bustang Quarterly Update - FY 2020/21 Q1

Purpose
The purpose of this memo is to provide the Transportation Commission the FY2020/21 first quarter Bustang update 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 quarterly report operational and performance measures. This quarterly update covers the first quarter of FY2020/21, July 1 to September 30, 2020.

Details

2020-21 Quarter 1

	Q1 Jul - Sep 2019	Q1 Jul - Sep 2020	Q1:Variance 2019 vs 2020	%	Jul-20	Aug-20	Sep-20
Bustang System							
Revenue riders	64,401	10,949	(53,452)	-83%	3,525	3,419	4,005
Revenue	$ 702,054	$ 133,824	$ (568,230)	-81%	$35,131	$39,803	$58,890
Cumulative Avg. Fare	$ 10.90	$ 12.22	$ 1.32	12%	$ 9.97	$ 11.64	$ 14.70
Load Factor	55%	37%	-18%	-33%	35%	35%	40% [1]
Farebox Recovery Ratio	60%	18%	-42%	-70%	16%	17%	20%
South Route							
Revenue riders	19,852	3,556	(16,296)	-82%	1,105	1,218	1,233
Revenue	$ 190,196	$ 41,431	$ (148,765)	-78%	$10,094	$13,890	$17,447
Cumulative Avg. Fare	$ 9.58	$ 11.65	$ 2.07	22%	$9.13	$11.40	$14.15
Load Factor	44%	31%	-13%	-29%	27%	33%	33% [1]
Farebox Recovery Ratio	56%	17%	-39%	-69%	15%	18%	18%
North Route							
Revenue riders	27,508	2,862	(24,646)	-90%	851	875	1,136
Revenue	$ 235,288	$ 34,631	$ (200,657)	-85%	$8,591	$10,003	$16,037
Cumulative Avg. Fare	$ 8.55	$ 12.10	$ 3.55	41%	$10.10	$11.43	$14.12
Load Factor	59%	26%	-33%	-56%	24%	24%	31% [1]
Farebox Recovery Ratio	70%	14%	-56%	-80%	12%	13%	17%
West Route							
Revenue riders	16,986	4,531	(12,455)	-73%	1,569	1,326	1,636
Revenue	$ 280,256	$ 57,762	$ (222,494)	-79%	$16,446	$15,910	$25,406
Cumulative Avg. Fare	$ 16.50	$ 12.75	$ (3.75)	-23%	$10.48	$12.00	$15.53
Load Factor	75%	62%	-13%	-17%	68%	59%	60% [1]
Farebox Recovery Ratio	65%	23%	-42%	-65%	22%	20%	25%

[1] *New Load Factor based on temporary Maximum load of 22 passengers vs. normal of 51 passengers.*

Farebox Recovery was negatively affected on the West Route for a portion of August due to the Grizzly Creek Fire, which forced all West Line trips to terminate in Eagle rather than Grand Junction or Glenwood Springs. Despite that, we have still seen the West Line recover the fastest, regularly pulling in over the required 20% farebox recovery ratio. We intend to take this information into account with future service changes to reflect our riders' needs best.

On-Time Performance – Departures departing less than 10 minutes late is "On-Time."
Quarterly On-Time Performance –Departures:
- System –   96.15%
- West Line –   94.98%
- North Line –   96.97%
- South Line –   96.50%

RamsRoute – RamsRoute service is temporarily suspended due to the COVID-19 pandemic. The CSU Alternative Transportation Fee Advisory Board has requested a meeting with Bustang officials to discuss adding Bustang service to the CSU Tuition Fee for future academic years.

Bustang to Broncos – Bustang to Broncos service is temporarily suspended due to the COVID-19 pandemic. We will look at resuming service during the 2021-2022 season.

Quarterly Safety/Collisions - Ace Express Coaches experienced three collisions in the first quarter of FY2021, one of which was non-preventable, for an at-fault accident frequency rate (AFC) of .61 per 100,000 miles. This AFC is .11 collisions above the accepted goal of .5 collision per 100,000 miles. Ace Express has welcomed a mew safety manager in Q2 FY2021, and we look forward to seeing this rate continue to decline in the future.
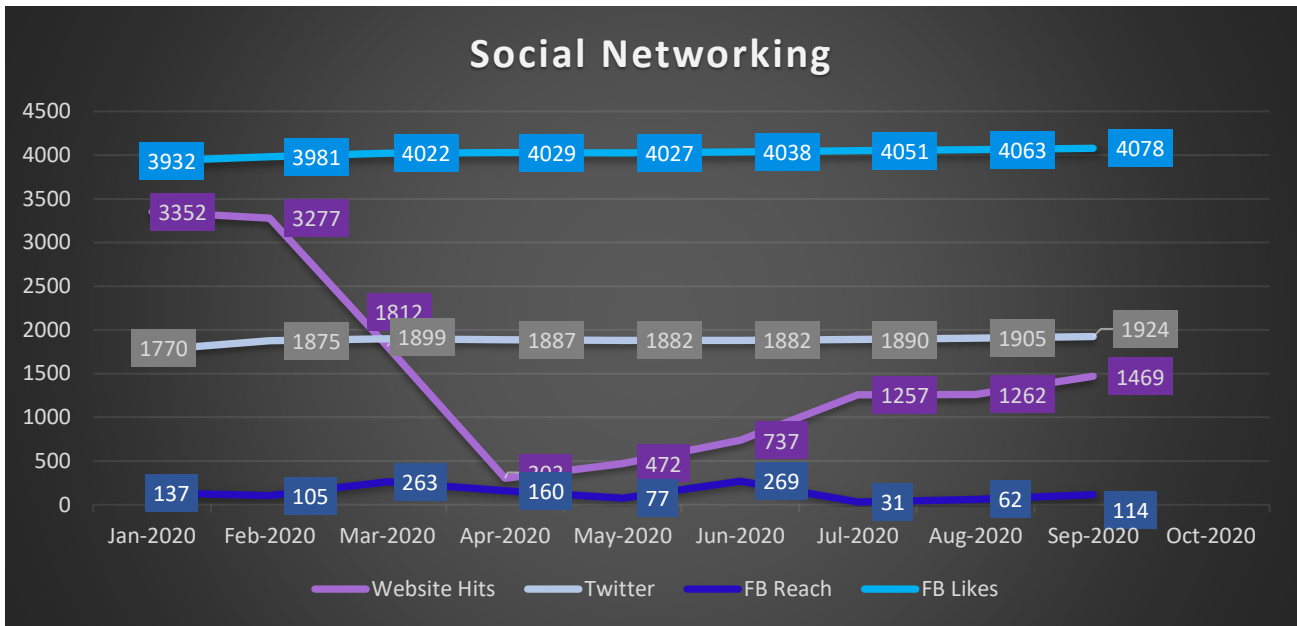
Date	Bus#	Location	Comment	Preventable (Y/N)
07/28/20	38001		Contact with ped on scooter.	Y
08/17/20	38024		Animal strike on highway.	N
08/18/20	38025		Struck by resort shuttle bus.	N

INIT Intelligent Transportation Project - The End User Acceptance Test is nearing completion. INIT has worked to continue to provide the necessary hardware and software for full fleet integration. We anticipate INIT to be online and active, fleetwide, by the third quarter of FY2020-21.

RTD / AIM Grant Masabi Integration – In September 2020, RTD, with support from CDOT named as one recipient of FTA's Accelerating Innovative Mobility Grant. This grant will provide funding for RTD and Bustang to create an integrated ticketing solution through our third-party mobile ticketing provider, Masabi, which will allow users of both transit systems to purchase one ticket for full systemwide usage.

Social Media Tracking –

Month/Year	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020	Oct-2020
Website hits/day - avg	3352	3277	1812	303	472	737	1257	1262	1469	
FB Post Reach - avg (organic only)	137	105	263	160	77	269	31	62	114	
FB Likes - total	3932	3981	4022	4029	4027	4038	4051	4063	4078	
Average FB rating (1-5 stars)	3.8	3.8	3.6	3.6	3.6	3.6	3.6	3.6	3.6	
Twitter Followers - total	1770	1875	1899	1887	1882	1882	1890	1905	1924	
Twitter Impressions *	1,040,000	1,010,000	959,000	859,000	934,000	70,100	28,400	62,500	52,600	

*Twitter impressions = total times our tweets were viewed each month

Social Networking

	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Jul-2020	Aug-2020	Sep-2020	Oct-2020
Website Hits	3352	3277	1812		472	737	1257	1262	1469	
Twitter	1770	1875	1899	1887	1882	1882	1890	1905	1924	
FB Reach	137	105	263	160	77	269	31	62	114	
FB Likes	3932	3981	4022	4029	4027	4038	4051	4063	4078	

Customer Comments
- Restoration of weekend service.
- Appreciative of additional safety and sanitization measures onboard.
- There were expressions of concern regarding buses being 'full' too soon due to COVID-induced reduced capacity.
- Interest in upcoming Outrider routes.

<u>Next Steps</u>
- Continue the INIT Intelligent Transportation end-user testing, with a goal of full fleet integration by the end of CY 2020.
- Reintroduce additional service with the December service change to meet passenger needs while maintaining all current safety and security protocols.