



**COLORADO**  
**Department of Transportation**

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

**DATE:** March 12, 2021  
**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  
 Kyle French, Bus Operations Manager  
**RE:** Bustang Quarterly Update - FY 2020/21 Q2

Purpose

The purpose of this memo is to provide the FY20/21 second quarter Bustang update on operational & 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 update covers the second quarter of FY2020/21, October 1 to December 31, 2020.

Details

2020-21 Quarter 2											
	Q2 Oct-Dec 2019	Q2 Oct-Dec 2020	Q2:Variance 2019 vs 2020	%	FY Jul 2019 - Dec 2019	FY Jul 2020 - Dec 2020	Variance YTD - FY2019-20 to FY2020-21	%	Oct-20	Nov-20	Dec-20
<b>Bustang System</b>											
Revenue riders	62,563	12,187	(50,376)	-81%	130,553	23,078	(107,475)	-82%	4,352	3,667	4,168
Revenue	\$ 738,341	\$ 147,277	\$ (591,064)	-80%	\$1,468,314	\$281,102	(\$1,187,212)	-81%	\$55,169	\$46,828	\$45,281
Cumulative Avg. Fare	\$ 11.80	\$ 12.08	\$ 0.28	2%	\$11.25	\$12	\$0.78	7%	\$ 12.68	\$ 12.77	\$ 10.86
Load Factor	64%	51%	-13%	-20%	58%	46%	-12%	-21%	54%	50%	50% <sup>1</sup>
Farebox Recovery Ratio	61%	20%	-41%	-68%	57%	19%	-38%	-66%	21%	19%	20%
<b>South Route</b>											
Revenue riders	17,153	3,740	(13,413)	-78%	38,005	7,004	(31,001)	-82%	1,353	1,024	1,363
Revenue	\$ 178,893	\$ 43,029	\$ (135,864)	-76%	\$369,089	\$ 84,460	(\$284,629)	-77%	\$18,250	\$13,353	\$11,425
Cumulative Avg. Fare	\$ 10.43	\$ 11.50	\$ 1.08	10%	\$9.97	\$11.58	\$1.61	16%	\$13.49	\$13.04	\$8.38
Load Factor	46%	33%	-13%	-29%	47%	32%	-15%	-32%	34%	29%	35% <sup>1</sup>
Farebox Recovery Ratio	46%	16%	-30%	-65%	49%	17%	-32%	-65%	19%	16%	14%
<b>North Route</b>											
Revenue riders	27,178	3,371	(23,807)	-88%	54,686	5,784	(48,902)	-89%	1,190	993	1,188
Revenue	\$ 239,532	\$ 36,162	\$ (203,370)	-85%	\$474,821	\$ 70,793	(\$404,028)	-85%	\$15,458	\$12,047	\$8,657
Cumulative Avg. Fare	\$ 8.81	\$ 10.73	\$ 1.91	22%	\$8.68	\$11.42	\$2.74	32%	\$12.99	\$12.13	\$7.29
Load Factor	68%	30%	-38%	-56%	71%	28%	-43%	-61%	31%	28%	31% <sup>1</sup>
Farebox Recovery Ratio	76%	15%	-61%	-81%	67%	15%	-52%	-78%	17%	15%	12%
<b>West Route</b>											
Revenue riders	18,232	5,076	(13,156)	-72%	35,218	10,288	(24,930)	-71%	1,809	1,650	1,617
Revenue	\$ 319,916	\$ 68,087	\$ (251,829)	-79%	\$600,171	\$ 125,849	(\$474,322)	-79%	\$21,461	\$21,428	\$25,199
Cumulative Avg. Fare	\$ 17.55	\$ 13.41	\$ (4.13)	-24%	\$17.04	\$13.08	(\$3.96)	-23%	\$11.86	\$12.99	\$15.58
Load Factor	78%	92%	14%	18%	78%	77%	-1%	-1%	98%	94%	84% <sup>1</sup>
Farebox Recovery Ratio	62%	29%	-33%	-54%	61%	26%	-35%	-57%	26%	27%	33%

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

As we expected, we have 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 ten minutes or less behind their scheduled departure are considered "On-Time."*

Quarterly On-Time Performance -Departures:

- System - 94.32%
- West Line - 97.63%
- North Line - 93.52%
- South Line - 91.82%

*RamsRoute* - RamsRoute services has been suspended due to the COVID-19 pandemic. We will look at resuming service during the 2021-2022 school year.

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

*Snowstang* - Snowstang services has been suspended due to the COVID-19 pandemic. We will look at resuming service during the 2021-2022 ski season.

*Bustang to Estes Park* - After a very successful pilot in the summer of CY2019, we had to suspend any further service due to the COVID-19 pandemic. We are currently evaluating the possibility of relaunching the service in the summer of CY2021.

*Quarterly Safety/Collisions* - ACE Express Coaches experienced four collisions in the second quarter of FY2021, all of which were deemed preventable, for an at-fault accident frequency rate (AFC) of 2.4 per 100,000 miles. We have worked with ACE Express to identify where additional safety training can get this ratio down in the future.

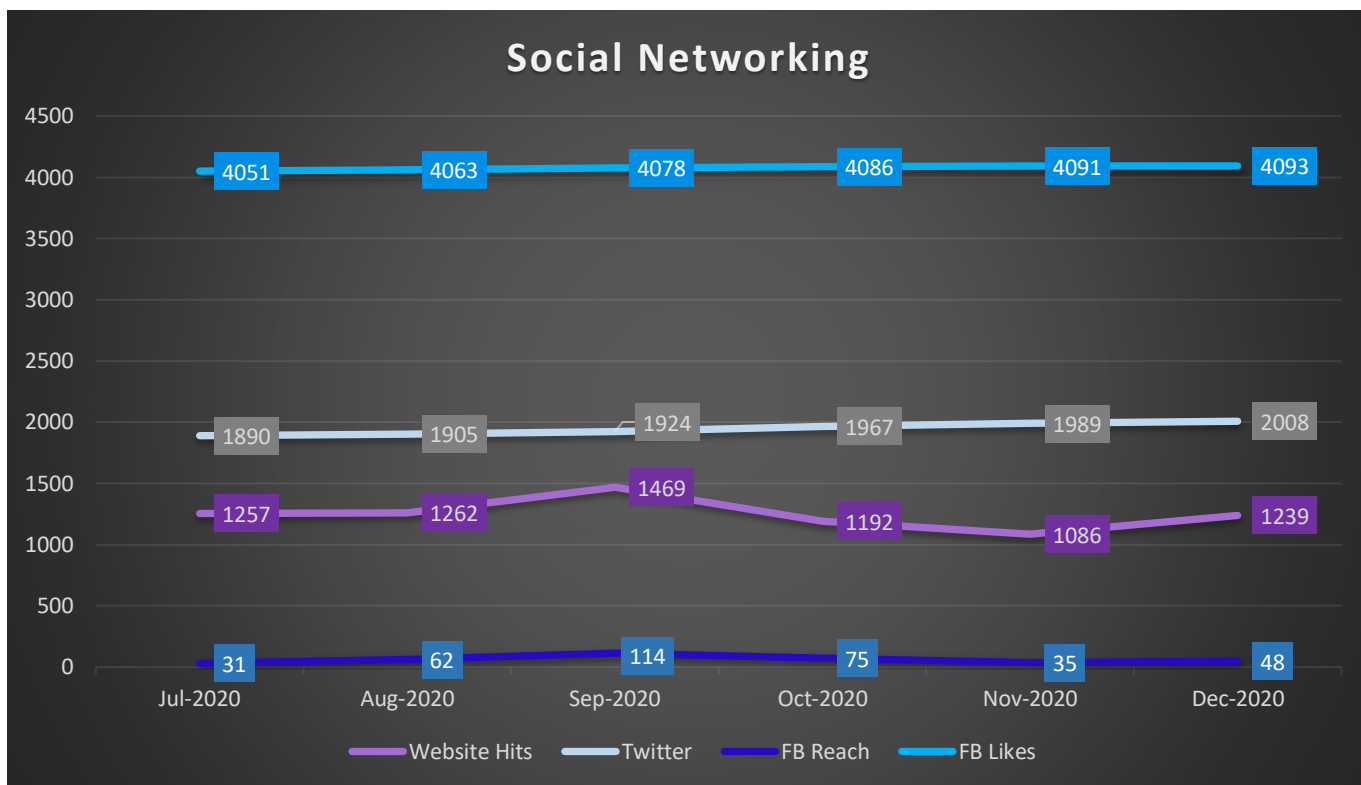
In October of 2020, ACE Express welcomed a new Safety Manager to their team. This position will be working extensively with the Bustang program.

<u>Date</u>	<u>Bus#</u>	<u>Location</u>	<u>Comment</u>	<u>Preventable (Y/N)</u>
10/02/2020	38012	Frisco Transfer Center	Bus rolled back into secondary vehicle.	Y
10/08/2020	38007	Union Station	Bus backed into fixed structure.	Y
12/08/2020	38000	Downtown Ft. Collins	Bus tire made contact with curb.	Y
12/15/2020	38007	Downtown Ft. Collins	Bus tire made contact with curb.	Y

*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 end of 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 enables RTD to develop an integrated ticketing solution through our third-party mobile ticketing provider, Masabi, to users of both transit systems the ability to purchase one ticket for full systemwide usage.

*Transportation Demand Management* - In October, the Bus Operations team hired a TDM specialist position to work with existing and upcoming projects connecting with Bustang services, including mobility hub design, demand response management, and micro-mobility consultation.



Month/Year	Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020
<b>Website hits/day - avg</b>	1257	1262	1469	1192	1086	1239
<b>FB Post Reach - avg (organic only)</b>	31	62	114	75	35	48
<b>FB Likes - total</b>	4051	4063	4078	4086	4091	4093
<b>Average FB rating (1-5 stars)</b>	3.6	3.6	3.6	3.6	3.6	3.6
<b>Twitter Followers - total</b>	1890	1905	1924	1967	1989	2008
<b>Twitter Impressions *</b>	28,400	62,500	52,600	45,800	42,300	58,400

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

#### Customer Comments

- Passengers are consistently asking for the return of weekend service, especially on the West Line.
- Appreciative of additional safety and sanitization measures onboard.
- Interest in upcoming Outrider routes.

#### Next Steps

- Continue the INIT Intelligent Transportation end-user testing, with a goal of full fleet integration by the end of Q3 FY2020-21.
- Complete the Safety and Sanitization installations across all Bustang vehicles.
- Complete Luminator repairs and installations across all vehicles, and begin the pilot of the Luminator Infotainment System.
- Reintroduce additional service with the Summer service change to meet passenger needs while maintaining all current safety and security protocols.