

DATE: November 5, 2021
TO: Transit & Rail Advisory Committee
FROM: Amber Blake, Director - Division of Transit and Rail
 Mike Timlin, Senior Manager of Mobility Operations
 Kyle French, Bus Operations Manager
RE: Bustang Quarterly Update - FY 2021/22 Q1

Purpose

The purpose of this memo is to provide the FY21/22 first 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 first quarter of FY2021/22, July 1 to September 30, 2021.

Details

2021-22 Quarter 1

Q1 Jul-Sep 2020	Q1 Jul-Sep 2021	Variance 2020 vs 2021	%	Jul-21	Aug-21	Sep-21
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Bustang System

Revenue riders	10,949	28,450	17,501	160%	9,574	9,400	9,476
Revenue	\$133,824	\$312,126	\$178,302	133%	\$105,270	\$101,880	\$104,976
Cumulative Avg. Fare	\$12.22	\$10.97	-\$1.25	-10%	\$11.00	\$10.84	\$11.08
Load Factor	17%	24%	7%	44%	24%	23%	23%
Farebox Recovery Ratio	18%	27%	9%	49%	29%	24%	27%

South Route

Revenue riders	3,556	7,689	4,133	116%	2,522	2,590	2,577
Revenue	\$41,431	\$84,189	\$42,758	103%	\$27,542	\$28,024	\$28,623
Cumulative Avg. Fare	\$11.65	\$10.95	-\$0.70	-6%	\$10.92	\$10.82	\$11.11
Load Factor	13%	17%	4%	29%	17%	17%	18%
Farebox Recovery Ratio	17%	23%	6%	38%	24%	22%	24%

North Route

Revenue riders	2,862	9,332	6,470	226%	2,879	3,114	3,339
Revenue	\$34,631	\$102,249	\$67,618	195%	\$31,535	\$33,597	\$37,118
Cumulative Avg. Fare	\$12.10	\$10.96	-\$1.14	-9%	\$10.95	\$10.79	\$11.12
Load Factor	11%	21%	10%	92%	19%	20%	23%
Farebox Recovery Ratio	14%	38%	24%	171%	37%	36%	42%

West Route

Revenue riders	4,531	11,397	6,866	152%	4,173	3,696	3,528
Revenue	\$57,762	\$125,688	\$67,926	118%	\$46,193	\$40,259	\$39,236
Cumulative Avg. Fare	\$12.75	\$11.03	-\$1.72	-13%	\$11.07	\$10.89	\$11.12
Load Factor	34%	40%	6%	17%	43%	39%	38%
Farebox Recovery Ratio	23%	26%	3%	13%	30%	22%	26%

DTC

Revenue riders	SERVICE SUSPENDED	SERVICE SUSPENDED	32
Revenue			\$347
Cumulative Avg. Fare			\$10.86
Load Factor			2%
Farebox Recovery Ratio			3%

Rainfall in western Colorado over the summer caused temporary closures of I-70 due to flooding and mudslides, particularly in the area between Rifle and Glenwood Springs where the scare spots of the Grizzly Creek Fire of 2020. In late July, one of these mudslides had caused damage to both directions of I-70 effectively closing it for a period of over two weeks. During this time, the West Line was operating under an emergency schedule that added significant operating miles and time to the Grand Junction - Denver trips. With lower ridership due to the increased travel time and higher operating miles incurred by the detour, our farebox recovery ratio dropped most noticeably in August.

On-Time Performance - Departures departing ten minutes or less behind their scheduled departure are considered "On-Time."
 Quarterly On-Time Performance Departures:

- System - 96.44%
- West Line - 96.74%
- North Line - 99.20%
- South Line - 93.26%
- DTC - 100.00%

West Line - Among our services that have shown the most demand and retained the highest level of pre-pandemic ridership, we plan to introduce a second Grand Junction - Denver round trip in November to increase capacity and rider flexibility and convenience through the I-70 mountain corridor just before the peak of the typical influx of travel through the winter season.

RamsRoute - The reintroduction of RamsRoute service has been successful with ridership stronger than the pandemic trends we have been seeing on our other lines. Our team is taking extra steps to market and promote the services to CSU students through social media and digital marketing in dining halls and dorm buildings.

Bustang to Broncos - The Regional Transportation District's cancellation of the BroncosRide has impacted the demand for Bustang to Broncos greater than we had expected. We have been reliably providing five coaches for each game, three for the North from/to Fort Collins and two for the South from/to Colorado Springs while still selling out of reserved seats. Due to driver capacity, we are unable to reliably add additional coaches beyond the five for games despite the demand.

DTC - DTC service between Colorado Springs and the Denver Tech Center resumed operations as of Monday, September 20, 2021. We have been working with the Denver South TMA and with several DTC employers to share the news of Bustang's resumed service and anticipate ridership to increase as more riders return to office.

Snowstang - Planning and preparation for the return of Snowstang for the 2021-2022 ski season is still in full motion. As reported in last quarter's report to the committee, our original ski resort partners from Snowstang's inaugural season (Loveland Ski Area, Arapahoe Basin Ski Area, and Steamboat Resort) plan to participate in the upcoming season with the addition of a fourth, Copper Mountain.

Bustang to Estes Park - With the end of our second season operating Bustang to Estes Park, we will be planning for next year's service with the City of Estes Park, local stake holders, and our partners beginning next calendar year. We anticipate much greater interest in the Estes Park service with the resumption of the branded Hiker Shuttle and absence of mask mandates.

Quarterly Safety/Collisions - During the quarter, Bustang was involved in six preventable and five non-preventable accidents. This puts Bustang at a preventable accident rate of 2.2 per 100,000 operating miles. Ace Express is revamping their training and accident procedures to include a stronger re-training and safety programs with an emphasis of behind-the-wheel skills training for operators to address the influx of accidents. We will be closely monitoring the program for compliance and successful implementation and reduction of preventable accidents.

<u>Date</u>	<u>Bus#</u>	<u>Location</u>	<u>Comment</u>	<u>Preventable (Y/N)</u>
07/09/2021	38016	COS - I-25/Nevada	Rear-ended at traffic light.	N
07/16/2021	38008	COS - I-25/Cimarron	Rear-ended in traffic.	N
07/20/2021	38002	Denver - I-25/84th	Sideswipped by another vehicle.	N
08/31/2021	38004	FTCO Yard	Made contact with fixed object.	Y
09/01/2021	38009	Denver	Made contact with fixed object in turn.	Y
09/05/2021	38020	Avon Garage	Made contact with garage door.	N

09/18/2021	38019	Golden Yard	Made contact with fixed object in turn.	Y
09/22/2021	38020	Idaho Springs PnR	Made contact with fixed object in turn.	Y
09/24/2021	38020	Frisco - I-70 WB	Animal crossing accident.	N
09/26/2021	38008	Denver	Ran over multiple fixed objects.	Y
09/30/2021	38001	Loveland PnR	Made contact with fixed object in turn.	Y

INIT Intelligent Transportation Project - With all CAD/AVL equipment installed fleet-wide and both the End User Acceptance Testing and 60-day pilot period complete, we are now adapting to full ITCS integration in Bustang operations. We are also working with RTD to integrate the ITCS system further through the Bustang ecosystem, including adding connections to fare revenue and digital signage equipment, for better accuracy and operator ease.

Pegasus - Preparations have begun for the upcoming Pegasus service, operating in specialty Ford Transit XL vans along I-70. Due to constraints in the supply chain, we anticipate having the vehicles completed and sent to our customization partners in November, and will be able to set a more diligent service plan and launch schedule at that date.

Customer Comments

- Anticipation of Snowstang services and inquiries of expanded routes to more ski resorts.
- Positive reviews of our services have been regularly coming in on our social media, Yelp, and Google, as well as commendations for the outstanding work that operators do for our passengers.
- Inquiries for additional West Line service, especially between Grand Junction and Denver.
- Interest in currently operating and upcoming phase III Outrider routes.

Next Steps

- Plan and prepare for the re-launch of Snowstang and the addition of the new van transit service, Pegasus.
- Prepare for additional trips being added and 2021 fall service changes.
- Begin equipment set up of Bijou Street Maintenance Facility and its full incorporation into daily Bustang operations.
- Review of increased safety and training efforts by our contractor and efficiency measures of the program.