



COLORADO
Department of Transportation

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

DATE: September 10, 2021
TO: Transit & Rail Advisory Committee
FROM: Amber Blake, Director of Division of Transit and Rail
 Mike Timlin, Senior Manager of Mobility Operations
 Kyle French, Bus Operations Manager
 Brandon Najdovski, Bus Operations Specialist
RE: Bustang Quarterly Update - FY 2020/21 Q4 and Year End Update

Purpose

The purpose of this memo is to provide the FY20/21 fourth quarter and year end 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 fourth quarter of FY2020/21, April 1 to June 30, 2021.

Details

2020-21 Quarter 4

	Q4 Apr-Jun 2020	Q4 Apr-Jun 2021	Variance 2020 vs 2021	%	FY Jul 2019- Jun 2020	FY Jul 2020- Jun 2021	YTD Variance 2019-20 vs 2020-21	%	Apr-21	May-21	Jun-21
Bustang System											
Revenue riders	256	18,612	18,356	7170%	185,265	55,012	(130,253)	-70%	5,140	5,300	8,172
Revenue	\$2,846	\$239,857	\$237,011	8328%	\$2,042,566	\$683,386	(\$1,359,180)	-67%	\$54,611	\$82,187	\$103,059
Cumulative Avg. Fare	\$11.12	\$12.89	\$1.77	16%	\$11.03	\$12.42	\$1.40	13%	\$10.62	\$15.51	\$12.61
Load Factor	11%	20%	8%	72%	49%	19%	-30%	-61%	20%	18%	21%
Farebox Recovery Ratio	13%	21%	8%	66%	57%	20%	-37%	-65%	17%	24%	23%
South Route											
Revenue riders	71	5,528	5,457	7686%	52,280	15,983	(36,297)	-69%	1,465	1,660	2,403
Revenue	\$729	\$71,790	\$71,061	9748%	\$514,938	\$205,126	-\$309,812	-60%	\$15,611	\$25,752	\$30,427
Cumulative Avg. Fare	\$10.27	\$12.99	\$2.72	26%	\$9.85	\$12.83	\$2.98	30%	\$10.66	\$15.51	\$12.66
Load Factor	9%	15%	6%	70%	38%	13%	-25%	-66%	14%	15%	16%
Farebox Recovery Ratio	11%	20%	9%	81%	42%	17%	-25%	-60%	16%	24%	20%
North Route											
Revenue riders	74	4,926	4,852	6557%	77,031	13,602	(63,429)	-82%	1,274	1,261	2,391
Revenue	\$621	\$63,452	\$62,831	10118%	\$646,230	\$167,365	-\$478,865	-74%	\$13,594	\$19,621	\$30,237
Cumulative Avg. Fare	\$8.39	\$12.88	\$4.49	53%	\$8.39	\$12.30	\$3.92	47%	\$10.67	\$15.56	\$12.65
Load Factor	9%	14%	5%	57%	71%	12%	-59%	-83%	14%	13%	16%
Farebox Recovery Ratio	15%	25%	10%	71%	67%	17%	-50%	-75%	21%	27%	26%
West Route											
Revenue riders	111	8,158	8,047	7250%	55,954	25,427	(30,527)	-55%	2,401	2,379	3,378
Revenue	\$1,748	\$104,616	\$102,868	5885%	\$881,398	\$310,896	-\$570,502	-65%	\$25,406	\$36,815	\$42,395
Cumulative Avg. Fare	\$17.55	\$12.82	-\$4.73	-27%	\$15.75	\$12.23	-\$3.53	-22%	\$10.58	\$15.47	\$12.55
Load Factor	18%	33%	15%	83%	50%	32%	-18%	-36%	31%	31%	37%
Farebox Recovery Ratio	15%	20%	5%	33%	61%	25%	-36%	-59%	15%	23%	23%

As planned, the summer service schedule change that took effective May 23, 2021. This service change included additional service on all lines and substantially impacted Bustang ridership and farebox revenue by providing more options and greater flexibility for riders. The summer service change added four daily weekday trips to both the North and South Lines, four North Line daily trips on weekends, and extended West Line service from weekdays only to daily service, including weekends and holidays.

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

Quarterly On-Time Performance Departures:

- System - 95.84%
- West Line - 96.48%
- North Line - 98.95%
- South Line - 92.58%

RamsRoute - RamsRoute has returned for the 2021-2022 school year, with the first day of operations on August 27, 2021 to kick off the fall semester. Schedule and service information has been distributed to over 6,000 on-campus students with their move-in materials.

Bustang to Broncos - Bustang to Broncos services have returned for the 2021-2022 season and will provide one round trip on both the North and South lines. During the NFL season, Bustang to Broncos will operate for every Broncos home game, having started with the first home pre-season game on August 28th.

DTC - DTC service between Colorado Springs and the Denver Tech Center will be resuming on weekdays starting Monday, September 20, 2021. Providing commuters mobility options with DTC service will alleviate some congestion on the I-25 South Gap Project bottleneck during rush hours.

Snowstang - We are currently preparing for the return of Snowstang for the 2021-2022 ski season. All three of our original ski resort partners from Snowstang's inaugural season (Loveland Ski Area, Arapahoe Basin Ski Area, and Steamboat Resort) will be participating in the upcoming season with the addition of a fourth, Copper Mountain Resort.

Quarterly Safety/Collisions - During the quarter, Bustang was involved in one preventable and three non-preventable accidents. This puts Bustang at a preventable accident rate of 1.4 per 100,000 operating miles, above our goal of .5 accidents per . We have been working with the operations and safety personnel at Ace Express to emphasize behind the wheel skills training/re-trainings in response to the influx of accidents involving fixed objects this quarter.

<u>Date</u>	<u>Bus#</u>	<u>Location</u>	<u>Comment</u>	<u>Preventable (Y/N)</u>
04/08/2021	38024	Rifle Park-n-Ride	Backed into fixed object.	Y
05/12/2021	38020	Denver - US 6	Rear-ended in slow-moving traffic.	N
06/26/2021	38021	Avon Yard	Made contact with fixed object in turn.	Y
06/29/2021	38016	Denver - Chestnut/20 th	Made contact with fixed object in turn.	Y

INIT Intelligent Transportation Project - With all CAD/AVL equipment installed fleet-wide and the End User Acceptance Testing complete, we have now entered the pilot phase of our ITCS integration.

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 to create an integrated ticketing solution with Bustang and the Lone Tree Link On-Demand through our third-party mobile ticketing provider, Masabi, which will allow users of all three transit systems to purchase one ticket for full systemwide usage.

Social Media Tracking -

Customer Comments

- Passengers have reacted positively for the re-launch of Bustang to Estes, Bustang to Broncos, and the return of Snowstang this winter.
- Appreciative of operators and the hard work that our Bustang team provides - commendations have been regularly coming in on social media and even directly to our operator partners at Ace Express.
- Interest in upcoming phase III Outrider routes.

Next Steps

- Continuing monitoring the pilot of our INIT Intelligent Transportation System.
- Complete fleet safety/sanitation installs and aesthetic repairs - MCI has produced a retrofitted design of the driver barriers that accommodates the farebox, allowing more room for boarding passengers. UVC filtration installations are nearly completed and the last group of buses are getting rewrapped with a high-adhesive material.
- Start prepping for the opening of Bijou Street Maintenance Facility to support the South Line.
- Plan and prepare for the re-launch of services and the addition of the new van transit service, Pegasus.