



DATE: May 13, 2022
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
Brandon Najdovski, Bus Operations Specialist
RE: Bustang Quarterly Update - FY 2021/22 Q3

Purpose

The purpose of this memo is to provide the FY21/22 third 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 third quarter of FY2021/22, January 1 to March 31, 2022.

Details

2021-22 Quarter 3 Detailed financial information for Q3 will be provided with report for Q4

Bustang continued to see decreased ridership among the North and South line with the Omicron variant and continued work-from-home trends hitting its trough between January and February before rebounding in March. However, the West Line continued to see record growth month over month through the quarter, peaking in March. Heavy snowfall continued through the month of January, reducing operational efficiency and putting strain on our human and capital resources. Even with the addition of an extra scheduled round trip between Grand Junction and Denver we quickly ran into capacity issues as demand rose to meet our service limitations, illustrating the desire for higher service frequencies and growth in demand for transit service on the I-70 West mountain corridor.

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

- System - 94.66%
- West Line - 89.17%
- North Line - 98.28%
- South Line - 97.36%
- DTC - 93.75%

West Line - Ridership peaked in March at approximately 135% of 2019 performance. Even with the additional round-trip service between Grand Junction and Denver added in December of 2021, West Line demand continued to grow to record levels, quickly reaching capacity limits and occasionally leaving passengers behind. Extra coaches were scheduled whenever possible to accommodate the increased transit demands on the I-70 West corridor.

RamsRoute - With the 2021-2022 spring semester close to its end, we plan to refine our marketing strategy for RamsRoute while preparing for service in the 2022-2023 CSU school year.

Bustang to Broncos - As the beginning of the NFL football season fast approaches, we will start planning for the return of Bustang to Broncos by evaluating the operational conditions and demands for service next quarter.

Snowstang - The fare promotions and opportunity to purchase discounted lift tickets for two of the four Snowstang participants on RideBustang.com has proven to be successful with higher ridership than our inaugural season. We hope to expand these options with other resorts next ski season as an attractive amenity for Snowstang and its potential riders. Desire for additional trips to existing service as well as additional service to more resorts has been expressed by the public and interested stakeholders.

Bustang to Estes Park - Discussions for service this summer have already begun with the City of Estes Park, Rocky Mountain National Park, and local stakeholders as we prepare to launch 2022 service next quarter. With support from the Town of Estes Park, as well as the Rocky Mountain National Park, Bustang to Estes Park service will now extend all the way into the Rocky Mountain National Park for riders who want a one-seat journey for the entirety of the trip.

Bustang Pegasus - We have begun to receive delivery of the first set of Pegasus vehicles and are working to prepare them for service, including licensing and equipment installation of the vehicles, amending the contracts/agreements with our operating contractor, and relinquishing the vehicle to the operator for training prior to service. Marketing and event planning for the launch of Pegasus service is well-underway and we are on target for a start date of May 27, 2022.

Quarterly Safety/Collisions - During the quarter, Bustang was involved in two preventable and three non-preventable accidents. This puts Bustang at a preventable accident rate of .58 per 100,000 operating miles, an even greater improvement from the previous quarter. Our contractor's enhanced safety and training program has been successful in reducing the number of preventable accidents that Bustang is involved in since the beginning of the fiscal year, with quarter-over-quarter improvement leading to a preventable accident rate within range from an acceptable standard of .5 per 100,000 operating miles.

<u>Date</u>	<u>Bus#</u>	<u>Location</u>	<u>Comment</u>	<u>Preventable (Y/N/U)</u>
01/05/2022	38024	Avon - parking lot	Made contact with fixed object.	Y
02/08/2022	38023	Loveland - SB I-25/US 34	Sideswipped by a passing vehicle.	N
03/03/2022	Van 84	COS - Bijou MF	Made contact with fixed object.	Y
03/16/2022	38007	Denver - 20 th /I-25	Sideswipped by a passing vehicle.	N
03/28/2022	38004	FOCO - Harmony PnR	Sideswipped by another vehicle.	N

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 also continue to work 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.

Customer Comments

- Commendations on Snowstang services with inquiries about further expansion of the program.
- Positive reviews of our services have been regularly coming in on our social media, Yelp, and Google, and the Bustang team continues to receive kudos and interest on the system at the events we attend.
- Praise of additional round-trip between Grand Junction and Denver.
- Interest in currently operating and upcoming phase III and IV Outrider routes.

Next Steps

- Launch Pegasus service in May and monitor service performance to ensure the successful execution and integration into the Bustang family of services.
- Complete the Bustang Operational Equity analysis, and action as needed off of said analysis, to ensure appropriate compensation for our Bustang operational staff.
- Prepare for Bustang summer schedule changes.
- Plan and prepare for Bustang SB180 phase I expansion.
- Continue efforts on the Bustang website redesign for customer convenience and optimization.
- Prepare for seasonal special services, including Bustang to Estes and Bustang to Broncos.