



**DATE:** November 3, 2022  
**TO:** Transit & Rail Advisory Committee  
**FROM:** Amber Blake, Director - Division of Transit and Rail  
**RE:** Bustang Quarterly and FY Update - FY 2021/22 Q4

Purpose

The purpose of this memo is to provide the FY21/22 Q4 and FY Bustang update on operational & performance measures.

Action

Informational only. No action is required.

Background

The Bustang IX 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 Q4 of FY2021/22, April 1 to June 30, 2022.

Details

2021-22 Quarter 4											
	Q4 Apr-Jun 2021	Q4 Apr-Jun 2022	Q2 Variance 2021 vs 2022	%	FY Jul 2020 - Jun 2021	FY Jul 2021 - Jun 2022	Variance YTD - FY2020-21 to FY2021-22	%	Apr-22	May-22	Jun-22
<b>Bustang System</b>											
Revenue riders	18,612	38,888	20,276	109%	55,012	137,192	82,180	149%	12,128	12,625	14,135
Revenue	\$ 239,858	\$ 446,314	\$ 206,456	86%	\$683,387	\$1,629,451	\$946,064	138%	\$138,546	\$134,292	\$173,476
Cumulative Avg. Fare	\$ 12.89	\$ 11.48	\$ (1.41)	-11%	\$12.46	\$12.31	(\$0.15)	-1%	\$ 11.42	\$ 10.64	\$ 12.27
Load Factor	21%	31%	10% pt	50%	19%	29%	10% pt	51%	30%	30%	34%
Farebox Recovery Ratio	22%	36%	15% pt	67%	19.7%	32.7%	13% pt	66%	34%	33%	42%
<b>South Route</b>											
Revenue riders	5,528	8,566	3,038	55%	15,983	29,300	13,317	83%	2,508	2,829	3,229
Revenue	\$ 71,790	\$ 99,818	\$ 28,028	39%	\$205,126	\$ 417,264	\$212,138	103%	\$28,360	\$30,968	\$40,490
Cumulative Avg. Fare	\$ 12.99	\$ 11.65	\$ (1.34)	-10%	\$12.83	\$14.24	\$1.41	11%	\$11.31	\$10.95	\$12.54
Load Factor	15%	16%	1% pt	4%	13%	16%	3% pt	23%	14%	15%	18%
Farebox Recovery Ratio	20%	24%	4% pt	22%	17%	23%	6% pt	35%	23%	24%	26%
<b>North Route</b>											
Revenue riders	4,926	11,788	6,862	139%	13,602	38,394	24,792	182%	3,445	4,018	4,325
Revenue	\$ 63,452	\$ 138,124	\$ 74,672	118%	\$167,365	\$ 449,041	\$281,676	168%	\$38,682	\$44,135	\$55,307
Cumulative Avg. Fare	\$ 12.88	\$ 11.72	\$ (1.16)	-9%	\$12.30	\$11.70	(\$0.61)	-5%	\$11.23	\$10.98	\$12.79
Load Factor	14%	26%	12% pt	83%	12%	23%	11% pt	92%	23%	26%	28%
Farebox Recovery Ratio	25%	49%	24% pt	95%	17%	43%	26% pt	153%	41%	46%	59%
<b>West Route</b>											
Revenue riders	8,158	18,534	10,376	127%	25,427	69,498	44,071	173%	6,175	5,778	6,581
Revenue	\$ 104,616	\$ 208,372	\$ 103,756	99%	\$310,896	\$ 763,146	\$452,250	145%	\$71,504	\$59,189	\$77,679
Cumulative Avg. Fare	\$ 12.82	\$ 11.24	\$ (1.58)	-12%	\$12.23	\$10.98	(\$1.25)	-10%	\$11.58	\$10.24	\$11.80
Load Factor	33%	52%	19% pt	57%	32%	47%	15% pt	47%	52%	48%	55%
Farebox Recovery Ratio	20%	36%	16% pt	78%	25%	32%	7% pt	28%	37%	30%	40%

Bustang ridership continues to stabilize in a positive trend as more and more people leave their home. Ridership on the North and South Line have slowly increased as more and more commuters return to the office, and ridership on the West Line continues to lead the pack and bolster overall Bustang ridership, making up nearly half of all trips taken. We continue to monitor ridership and are enthusiastic about the numbers we see and how increased ridership will support the upcoming Bustang service expansion.

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

- System - 96.7%
- West Line - 95.6%
- North Line - 98%
- South Line - 96.6%

*West Line* - Ridership continues to hover around 130% of pre-Covid ridership, and has dipped slightly after the usual Spring Break rush. Services will continue to grow through the summer and we have deployed several extra coaches through the mountain corridor.

*Bustang to Estes Park* - With support from the Town of Estes Park, as well as the Rocky Mountain National Park, Bustang to Estes Park service now extends all the way into the Rocky Mountain National Park for riders who want a one-seat journey for the entirety of the trip. Service relaunched this year on Memorial Day weekend, and will continue through the first weekend of October - the Estes Park Bugling Festival.

*Bustang Pegasus* - Pegasus service launched on Memorial Day weekend, and Ace Express has received 8 out of the ordered 10, and planned 16, Pegasus vans. Ridership continues to grow weekend by weekend, and will be included in the full report out next quarter. Customer feedback has been overwhelmingly positive.

*RamsRoute* - With the 2022 Fall Semester drawing near, we are working diligently with Ace Express to ensure that we have a comprehensive schedule for the Fall Semester, and will begin service on the first Friday of the semester, August 26.

*Bustang to Broncos* - We have planned and scheduled Bustang to Broncos coaches for each of the home games this season, including preseason games. We are excited to share that this season we will run a pilot along the I70 corridor to attend the games, serving the Vail and Idaho Springs communities. If ridership proves to be strong, we would like to explore adding the service into our regular Bustang to Broncos rotation.

*Fall Bustang Service Expansion* - This September, Bustang will be taking on its most intense expansion plan. We will be adding two round trips to the North and South Line, daily, and adding two additional trips to Grand Junction on the West Line. Between the additional service and Pegasus service, we will be implementing hourly headways between Denver and Avon on Friday, Saturday, and Sunday, and no more than a 3 hour headway between Denver and Avon on Monday through Thursday.

*Quarterly Safety/Collisions* - During the quarter, Bustang was involved in six preventable and four non-preventable accidents. This puts Bustang at a preventable accident rate of 1.6 per 100,000 operating miles, an over our goal of no more than 1 preventable accident. Ace Express has welcomed a new Safety Manager this past quarter and we hope to see that ratio continue to decrease as a result.

<u>Date</u>	<u>Bus#</u>	<u>Location</u>	<u>Comment</u>	<u>Preventable (Y/N/U)</u>
05/06/2022	38008	Lincoln Street, Denver	Mirror strike on fixed object.	Y
05/10/2022	38024	2 <sup>nd</sup> and Union, Lakewood	Tail swing strike on fixed object.	Y
06/05/2022	38107	Simms St, Lakewood	Driver was struck from rear.	N
06/18/2022	38010	Estes Park	Vehicle entered bus lane.	N
06/26/2022	38014	Wewatta St, Denver	Bus turned wide, struck vehicle.	Y
06/29/2022	38005	I25 SB	Vehicle swiped bus, hit and run.	N
07/02/2022	38019	Estes Park	Rock strike.	Y
07/06/2022	38002	Downtown ColoSpgs	Tail swing strike on fixed object.	Y
07/06/2022	38001	Fountain Dr, ColoSpgs	Early red light departure, struck vehicle.	Y
07/07/2022	38023	I70 and Pecos	Coach was rear ended.	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 continue to adapt 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.

*Staffing Update* - With the departure of several staff members of the Bustang and Bus Ops team, we will be welcoming in a new Assistant Director, Operations Manager, and Specialist before the quarter is through.

#### Customer Comments

- Commendations on Pegasus service 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.
- Overall enthusiasm about the expansion of the West Line from members of the public and elected officials.
- Interest in currently operating and upcoming phase III and IV Outrider routes.

#### Next Steps

- Launch Bustang Expansion in September.
- Close the 45ft Over the Road Coach IFB and begin procurement process on new rolling stock.
- Continue efforts on the Bustang website redesign for customer convenience and optimization - site should be live by end of August.
- Prepare for seasonal special services, including expansion of the Snowstang program.

Attached  
Ridership Graphs