



**DATE:** March 13, 2020  
**TO:** Transit & Rail Advisory Committee  
**FROM:** David Krutsinger, Director - Division of Transit & Rail  
 Mike Timlin, Manager - Bus Operations  
**RE:** Bustang Quarterly Update - FY2019-20 Q2 and Year to Date Report

Purpose

The purpose of this memo is to provide the TRAC the FY 2019-20 second quarter Bustang update on operational and performance measures.

Action

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 report operational and performance measures on a quarterly basis. This quarterly update covers the second quarter of FY 2019/20, October 2019 through December 2019 as well as fiscal year-to-date. This update also includes the Denver Tech Center (DTC) service.

Details

Second Quarter 2019-20 Operating Comparison

	Q2 Oct - Dec 2018	Q2 Oct - Dec 2019	Q2: Variance 2018 vs 19	%	FY Jul 2018- Dec 2018	FY Jul 2019- Dec 2019	YTD Variance 2018/19 vs 2019/20	%	Oct-19	Nov-19	Dec-20
<b>Bustang System</b>											
Revenue riders	57,973	64,361	6,388	11%	117,471	130,553	13,082	11%	21,689	20,121	22,551
Revenue	\$ 615,588	\$ 750,601	\$ 135,013	22%	\$1,272,642	\$1,468,314	\$195,672	15%	\$245,011	\$246,798	\$258,792
Cumulative Avg. Fare	\$ 10.04	\$ 11.66	\$ 1.62	16%	\$10.83	\$11.25	\$0.41	4%	\$11.30	\$12.27	\$11.48
Load Factor	63%	55%	-8%	-13%	58%	58%	0%	0%	52%	55%	58%
Farebox Recovery Ratio	63%	54%	-9%	-15%	60%	57%	-3%	-5%	59%	49%	53%
<b>South Route</b>											
Revenue riders	19,383	17,153	(2,230)	-12%	38,662	37,005	(1,657)	-4%	6,033	5,530	5,590
Revenue	\$ 193,770	\$ 178,893	\$ (14,877)	-8%	\$388,662	\$ 369,089	(\$19,573)	-5%	\$63,736	\$58,494	\$56,663
Cumulative Avg. Fare	\$ 10.00	\$ 10.43	\$ 0.43	4%	\$10.05	\$9.97	(\$0.08)	-1%	\$10.56	\$10.58	\$10.14
Load Factor	48%	46%	-2%	-5%	44%	47%	3%	7%	46%	45%	46%
Farebox Recovery Ratio	56%	46%	-10%	-18%	52%	49%	-3%	-6%	47%	46%	45%
<b>North Route</b>											
Revenue riders	22,923	27,178	4,255	19%	48,852	54,686	5,834	12%	10,043	8,729	8,406
Revenue	\$ 191,962	\$ 239,532	\$ 47,570	25%	\$416,916	\$ 474,821	\$57,905	14%	\$88,624	\$77,261	\$73,647
Cumulative Avg. Fare	\$ 8.37	\$ 8.81	\$ 0.44	5%	\$8.53	\$8.68	\$0.15	2%	\$8.82	\$8.85	\$8.76
Load Factor	59%	68%	9%	15%	42%	71%	29%	69%	71%	68%	65%
Farebox Recovery Ratio	73%	76%	3%	5%	72%	67%	-5%	-7%	81%	75%	73%
<b>West Route</b>											
Revenue riders	15,667	18,232	2,565	16%	29,939	35,218	5,279	18%	4,946	5,279	8,007
Revenue	\$ 261,846	\$ 319,916	\$ 58,070	22%	\$498,832	\$ 600,171	\$101,339	20%	\$88,880	\$106,828	\$124,208
Cumulative Avg. Fare	\$ 16.71	\$ 17.55	\$ 0.83	5%	\$16.66	\$17.04	\$0.38	2%	\$17.97	\$20.24	\$15.51
Load Factor	75%	78%	3%	4%	75%	78%	3%	4%	71%	76%	88%
Farebox Recovery Ratio	75%	62%	-13%	-17%	68%	61%	-7%	-10%	58%	58%	64%
<b>DTC</b>											
Revenue riders	18	1,798	1,780	9889%	18	3,589	3,571	19839%	667	583	548
Revenue	\$ 162	\$ 14,589	\$ 14,427	8906%	\$162	\$ 30,248	\$30,086	18572%	\$6,100	\$4,215	\$4,274
Cumulative Avg. Fare	\$ 9.00	\$ 8.11	\$ (0.89)	-10%	\$9.00	\$8.43	\$0.57	-6%	\$9.15	\$7.23	\$7.80
Load Factor	0%	15%	15%	N/A	0%	15%	15%	0%	16%	15%	13%
Farebox Recovery Ratio	4%	19%	15%	375%	4%	19%	15%	375%	20%	19%	18%

Unlike this same period last year when CDOT was forced to cancel two North Line and two West Line daily scheduled runs due to CDL driver shortages, this winter season service launched with the full complement of schedules causing ridership to continue growing, while reaching a couple of ridership milestones.

- Highest system monthly ridership to date- 22,551 unlinked riders (December 2019)
- Highest West Line monthly ridership to date - 8,007 unlinked riders (December 2019) beating previous high of 6,973 in March 2019 by 1,034 riders.
- Highest North Line ridership and first line to surpass 10,000 riders in month 10,043 unlinked riders October 2019.
- Colorado Springs - DTC Route reached 20% farebox recovery in October 2019 for the second month in a row.

*RamsRoute* - The Fall semester ridership continued to be strong due to the additional stops at Wagon Road RTD Station in Westminster and Arapahoe at Village Center Station in Greenwood Village not served on the normal Bustang North Line.

**RamsRoute**

	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Totals Fall 2019 Semester
# of Revenue Trips	1	9	8	8	7	33
Revenue riders	50	356	323	313	226	1,268
Revenue	\$ 450	\$ 3,204	\$ 2,907	\$ 2,817	\$ 2,034	\$ 11,412
Cumulative Avg. Fare	\$ 9.00	\$ 9.00	\$ 9.00	\$ 9.00	\$ 9.00	\$ 9.00
Load Factor	98%	78%	79%	77%	63%	73%
Farebox Recovery Ratio	192%	103%	97%	95%	88%	102%

\* Note - not included in Bustang statistics.

*SNOWSTANG* - Snowstang launched on December 14, 2019 and operates to three resorts, Loveland Ski Area, Arapahoe Basin, and Steamboat Ski Corp/Howelsen Hill. Loveland and A-Basin are day trips operating for 40 days between December 14 and April 19 including MLK Jr. Day and Presidents Day. Steamboat is an overnight 2 day trip with an additional trip on Sundays before MLK Jr. Birthday and Presidents Day holidays.

For the initial three weekends in December Farebox recovery exceeded the 40% recovery goal with A-Basin just off the pace.

**Snowstang December 2019**

	Loveland	A-Basin	Steamboat	Total Season
# of Revenue Trips	12	12	6	30
Revenue riders	298	217	95	610
Revenue	\$ 3,725	\$ 2,713	\$ 1,900	\$ 8,338
Avg. Fare	\$ 12.50	\$ 12.50	\$ 20.00	\$ 13.67
Load Factor	49%	35%	31%	40%
Farebox Recovery Ratio	44%	35%	24%	34%

*Bustang to Broncos* - This season Bustang to Broncos operated 1 bus each between Fort Collins/Loveland and Empower Field at Mile High as well as Colorado Springs/Monument and Empower Field at Mile High for two pre-season and eight regular season games plus the last Rocky Mountain Showdown at Empower Field. Again fare box recovery was nearly 100%.

**Bustang to Broncos**

	Total Season
# of Revenue Trips	21
Revenue riders	817
Revenue	\$24,510
Avg. Fare	\$30
Load Factor	76%
Farebox Recovery Ratio	96%

*Quarterly Safety/Collisions* - Ace Express Coaches had 10 incidents/collisions, with 5 rated as non-preventable for a accident frequency rate of 2.44 collisions per 100,000 miles. All were very minor causing little or no damage. This is 1.44 collisions above the goal of 1 collision per 100,000 miles. However if the non-preventable collisions were factored out the rate dropped over first quarter to 1.67. After review with Ace Express' Safety Manager we determined that this was primarily due to the number of new hires entering revenue service. I have asked the Ace Safety team to come up with a new safety improvement campaign.

<i>Date</i>	<i>Bus#</i>	<i>Location</i>	<i>Comment</i>	<i>Preventable (Y/N)</i>
10/20	38007	Wewatta & Park Ave., Denver	Construction fence made contact with bus	N
11/14	38002	Colorado Springs Bijou bus yard.	Bus backed into a post	Y
11/15	38002	Arapahoe & 18 <sup>th</sup> , Denver	Semi hit bus mirror	N
11/25	38006	I-25 & Lincoln, Lone Tree	Stopped vehicle rolled backward into bus	N
11/27	38009	Denver Bus Center	Bus made contact with dock pillar	Y
12/2	38009	I-25 & US 34, Loveland	Semi hit bus mirror	N
12/6	38001	Denver Bus Center	Hit temp light pole	Y
12/7	38011	Denver Bus Center	Hit temp light pole	Y
12/17	38021	Monument Park & Ride	Bus hit snowbank leaving Park & Ride	Y
12/30	38011	22 <sup>nd</sup> & Curtis, Denver	Car made contact with front bumper	N

*On Time Performance - Departures departing less than 10 minutes late are considered "On-Time"*

Quarterly On-Time Performance -Departures:

- System - 95.8%
- West Line - 92.3%
- North Line - 96.2%
- South Line - 94.6%
- DTC - 95.4%

The frequent winter weather issues experienced caused the lower on-time performance.

*INIT Intelligent Transportation Project*- The INIT system is a hardware and software package which enables real-time passenger information (stop announcements, web-based bus location), on-board passenger counting by stop, and vehicle diagnostics reporting. The User Acceptance Test for this system is complete. RTD is replacing the Cradlepoint Routers with Sierra Routers. The INIT launch will begin when all RTD tasks are completed, and the launch will begin with the North Line.

*2020 Estes Park Service* - We Are going to run Estes Park service this summer on weekends only plus Memorial Day and Labor Day for 40 days between May 23, 2020 and September 27, 2020. The fare will remain at \$10.00 round trip with Children 11 and under free when traveling with a responsible adult. Same stops as 2019 but will add a new stop in Boulder. Boulder County and Town of Estes Park have committed \$10,000 each toward operations and maintenance of the service.

*DTC New Stop May 17, 2020* - On May 17, 2020 the Bustang DTC service will add a new stop at the Sky Ridge RTD Station located at Trainstation Circle and Sky Ridge Ave in Lone Tree. This stop will easy walking access to 6,700 employees at the Charles Schwab campus (4,000 employees) and Sky Ridge Medical Center (2,700 employees). To the east the new Kiewit Regional headquarters will add another 1,200-1,800 to the area when completed.

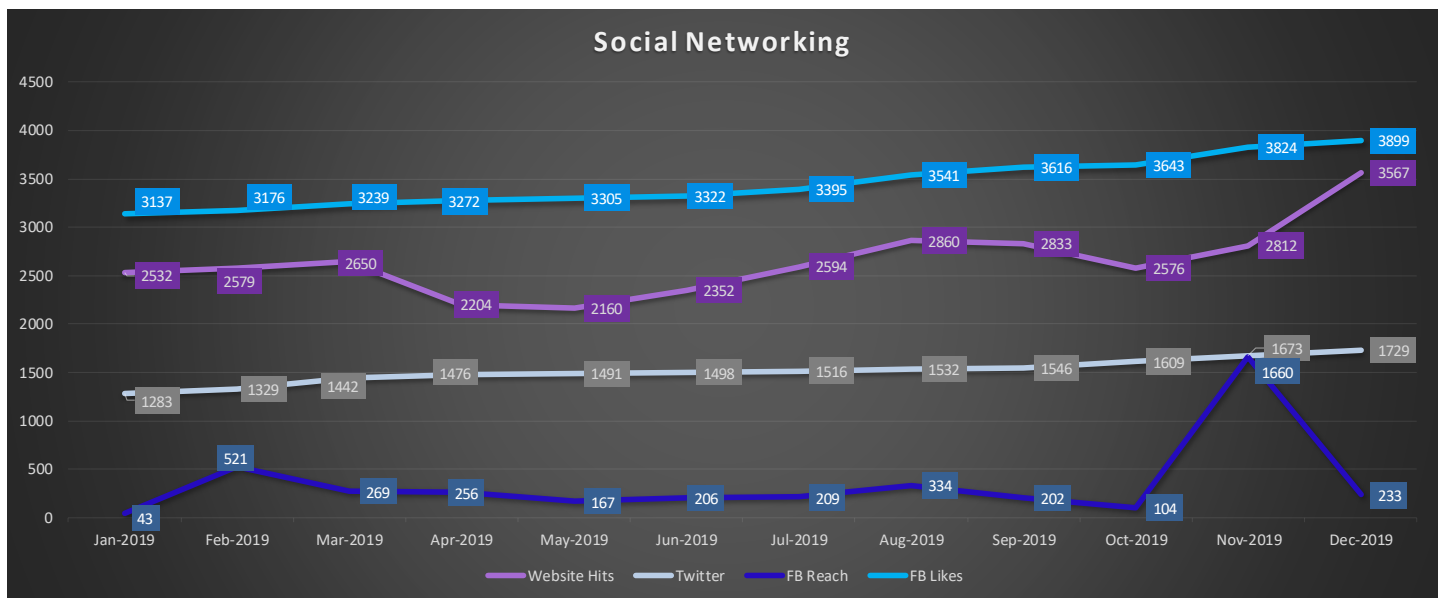
**Customer Comments**

- More service to Estes Park
- Add a stop at the Jefferson County Government Center
- Service to Denver International Airport
- Add Snowstang Service to Keystone and Breckenridge
- Is EcoPass good on Bustang?
- Complaints on the web site

**Social Media Update:**

Month/Year	Jan-2019	Feb-2019	Mar-2019	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019
Website hits/day - avg	2532	2579	2650	2204	2160	2352	2594	2860	2833	2576	2812	3567
Twitter Followers - total	1283	1329	1442	1476	1491	1498	1516	1532	1546	1609	1673	1729
FB Post Reach - avg (organic only)	43	521	269	256	167	206	209	334	202	104	1660	233
FB Likes - total	3137	3176	3239	3272	3305	3322	3395	3541	3616	3643	3824	3899
Average FB rating (1-5 stars)	3.9	4.0	3.9	4.0	4.0	3.9	3.9	4.0	4.0	4.0	3.9	3.8
Twitter Impressions	133,000	103,000	233,000	134,000	903,000	909,000	954,000	941,000	884,000	873,000	997,000	1,030,000

*\*Post reach only accounts for organic reach and does not include paid ads      \*\*Twitter impressions = total times our tweets were viewed each month*



**Next Steps**

- Continue planning for future Castle Rock and Longmont Park and Rides.
- Complete RTD/INIT Intelligent Transportation System Integration. Set schedule for corridor launch of INIT system.
- Begin Service planning for FY2020-2021 needs
- Launch Estes Park Service May 23
- Add Sky Ridge stop on the DTC line May 17

**Attachments**

Bustang operational measure graphs.