



DATE: May 8, 2020
TO: Transit & Rail Advisory Committee
FROM: Sophie Shulman, Chief - Office of Innovative Mobility
 David Krutsinger, Director - Division of Transit & Rail
 Mike Timlin, Manager - Bus Operations
RE: Bustang Quarterly Update - FY2019-20 Q3 and Year to Date Report

Purpose

The purpose of this memo is to provide the FY 2019-20 third quarter (January - March) Bustang update on operational and 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 report operational and performance measures on a quarterly basis. This quarterly update covers the third quarter of FY 2019/20, January 2020 through March 2020 as well as fiscal year-to-date. This update also includes the Denver Tech Center (DTC) service.

Details

Third Quarter 2019-20 Operating Comparison

| | Q3 Jan - Mar 2019 | Q3 Jan - Mar 2020 | Q3:Variance 2019 vs 2020 | % | FY Jul 2018- Mar 2019 | FY Jul 2019- Mar 2020 | YTD Variance 2018-19 vs 2019/20 | % | Jan-20 | Feb-20 | Mar-20 |
|------------------------|-------------------|-------------------|--------------------------|------|-----------------------|-----------------------|---------------------------------|------|-----------|-----------|-----------|
| Bustang System | | | | | | | | | | | |
| Revenue riders | 62,328 | 58,726 | (3,602) | -6% | 179,799 | 189,279 | 9,480 | 5% | 24,530 | 21,689 | 12,507 |
| Revenue | \$ 715,672 | \$ 606,971 | \$ (108,701) | -15% | \$1,988,319 | \$2,079,242 | \$90,923 | 5% | \$241,966 | \$228,410 | \$136,595 |
| Cumulative Avg. Fare | \$ 10.04 | \$ 10.34 | \$ 0.30 | 3% | \$11.06 | \$10.99 | (\$0.07) | -1% | \$9.86 | \$10.53 | \$10.92 |
| Load Factor | 55% | 41% | -14% | -26% | 55% | 49% | -6% | -11% | 52% | 45% | 25% |
| Farebox Recovery Ratio | 60% | 45% | -15% | -24% | 60% | 57% | -3% | -5% | 56% | 50% | 30% |
| South Route | | | | | | | | | | | |
| Revenue riders | 17,844 | 14,299 | (3,545) | -20% | 56,524 | 52,206 | (4,318) | -8% | 5,834 | 5,325 | 3,140 |
| Revenue | \$ 177,878 | \$ 145,120 | \$ (32,758) | -18% | \$566,540 | \$ 514,209 | (\$52,331) | -9% | \$64,303 | \$52,916 | \$27,901 |
| Cumulative Avg. Fare | \$ 9.97 | \$ 10.15 | \$ 0.18 | 2% | \$10.02 | \$9.85 | (\$0.17) | -2% | \$11.02 | \$9.94 | \$8.89 |
| Load Factor | 44% | 34% | -10% | -23% | 32% | 38% | 6% | 19% | 42% | 39% | 20% |
| Farebox Recovery Ratio | 56% | 38% | -18% | -32% | 41% | 42% | 1% | 2% | 47% | 43% | 24% |
| North Route | | | | | | | | | | | |
| Revenue riders | 22,723 | 22,271 | (452) | -2% | 71,595 | 76,957 | 5,362 | 7% | 9,448 | 8,373 | 4,450 |
| Revenue | \$ 197,081 | \$ 170,688 | \$ (26,393) | -13% | \$613,997 | \$ 645,609 | \$31,612 | 5% | \$64,279 | \$69,102 | \$37,307 |
| Cumulative Avg. Fare | \$ 8.67 | \$ 7.66 | \$ (1.01) | -12% | \$8.58 | \$8.39 | (\$0.19) | -2% | \$6.80 | \$8.25 | \$8.38 |
| Load Factor | 59% | 42% | -17% | -29% | 42% | 71% | 29% | 69% | 45% | 52% | 28% |
| Farebox Recovery Ratio | 70% | 46% | -24% | -35% | 55% | 67% | 12% | 22% | 48% | 57% | 32% |
| West Route | | | | | | | | | | | |
| Revenue riders | 21,148 | 20,625 | (523) | -2% | 51,087 | 55,843 | 4,756 | 9% | 8,619 | 7,399 | 4,607 |
| Revenue | \$ 344,289 | \$ 279,479 | \$ (64,810) | -19% | \$848,121 | \$ 879,650 | \$31,529 | 4% | \$110,320 | \$102,310 | \$66,849 |
| Cumulative Avg. Fare | \$ 16.28 | \$ 13.55 | \$ (2.73) | -17% | \$16.60 | \$15.75 | (\$0.85) | -5% | \$12.80 | \$13.83 | \$14.51 |
| Load Factor | 75% | 50% | -25% | -34% | 75% | 50% | -25% | -34% | 55% | 62% | 32% |
| Farebox Recovery Ratio | 65% | 53% | -12% | -19% | 65% | 61% | -4% | -6% | 57% | 66% | 35% |
| DTC | | | | | | | | | | | |
| Revenue riders | 613 | 1,531 | 918 | 150% | 631 | 3,589 | 2,958 | 469% | 629 | 592 | 310 |
| Revenue | \$ 7,058 | \$ 9,426 | \$ 2,368 | 34% | \$7,516 | \$ 39,774 | \$32,258 | 429% | \$2,799 | \$4,081 | \$2,546 |
| Cumulative Avg. Fare | \$ 9.00 | \$ 9.00 | \$ - | 0% | \$9.00 | \$9.00 | - | 0% | \$9.00 | \$9.00 | \$9.00 |
| Load Factor | 6% | 15% | 9% | 144% | 4% | 15% | 11% | 267% | 16% | 15% | 13% |
| Farebox Recovery Ratio | 4% | 11% | 7% | 167% | 4% | 19% | 15% | 375% | 9% | 14% | 9% |

This operating period featured some highlights in January and lowlights in March. Highlights include:

- Highest system monthly ridership - January 2020 - 24,530 riders
- Highest system monthly ridership West Line - January 2020-8,619 riders

Ridership in March 2020 was seriously affected by COVID-19 with ridership falling to 12,507 riders, the lowest system ridership since October 2017. In response to the Governor’s “Stay at Home” order, all Bustang operations were suspended effective March 29, 2020

RamsRoute - The Spring Semester ridership started strong and continued strong through to Mid-March Spring Break when CSU went to on-line and virtual classes effectively cancelling the RamsRoute service for the balance of the Academic year.

| <i>RamsRoute</i> | | |
|-------------------------------|------------------------------------|------------------------------------|
| | <i>Totals Spring 2020 Semester</i> | <i>TOTAL 2019-20 Academic Year</i> |
| <i># of Revenue Trips</i> | 17 | 50 |
| <i>Revenue riders</i> | 594 | 1,862 |
| <i>Revenue</i> | \$5,346 | \$16,758 |
| <i>Cumulative Avg. Fare</i> | \$9.00 | \$9.00 |
| <i>Load Factor</i> | 69% | 78% |
| <i>Farebox Recovery Ratio</i> | 85% | 90% |

SNOWSTANG - Snowstang details for the 2019-20 winter recreation season is included on a separate memo. In response to the COVID-19 crisis and the Governor’s Stay at Home Executive Order, Snowstang service ended effective March 15, 2020.

Quarterly Safety/Collisions - Ace Express Coaches had 4 incidents/collisions, with 2 rated as non-preventable for a accident frequency rate of 0.66 collisions per 100,000 miles. All were very minor causing little or no damage. This is an improvement of 1.78 collisions from last quarter. I have commended Ace Express Safety Departemnt’s efforts.

| <i>Date</i> | <i>Bus#</i> | <i>Location</i> | <i>Comment</i> | <i>Preventable (Y/N)</i> |
|-------------|-------------|------------------|--|--------------------------|
| 1/3/2020 | 38002 | Frisco, CO | Bus was rear-ended by a car on the entrance ramp to I-70 | N |
| 1/14/2020 | 38005 | Colorado Springs | Woodmen Rd. - Bus rolled forward into a stopped car | Y |
| 1/27/2020 | 38014 | unknown | Bus was sideswiped by a hit & run auto driver | N |
| 2/11/2020 | 38014 | Loveland | Bus made contact with a parked car in the Loveland P & R | Y |

On Time Performance - Departures departing less than 10 minutes after the scheduled time are “On-Time”
 Quarterly On-Time Performance -Departures:

- System - 93.8%
- West Line - 90.3%
- North Line - 97.2%
- South Line - 94.6%
- DTC - 98.4%

INIT Intelligent Transportation Project- The INIT ITS system User Acceptance Testing will begin late April whether or not Bustang ends the service suspension.

New COVID-19 Transportation Environment - When service resumes, the follow operational procedural changes will be enacted for the foreseeable future :

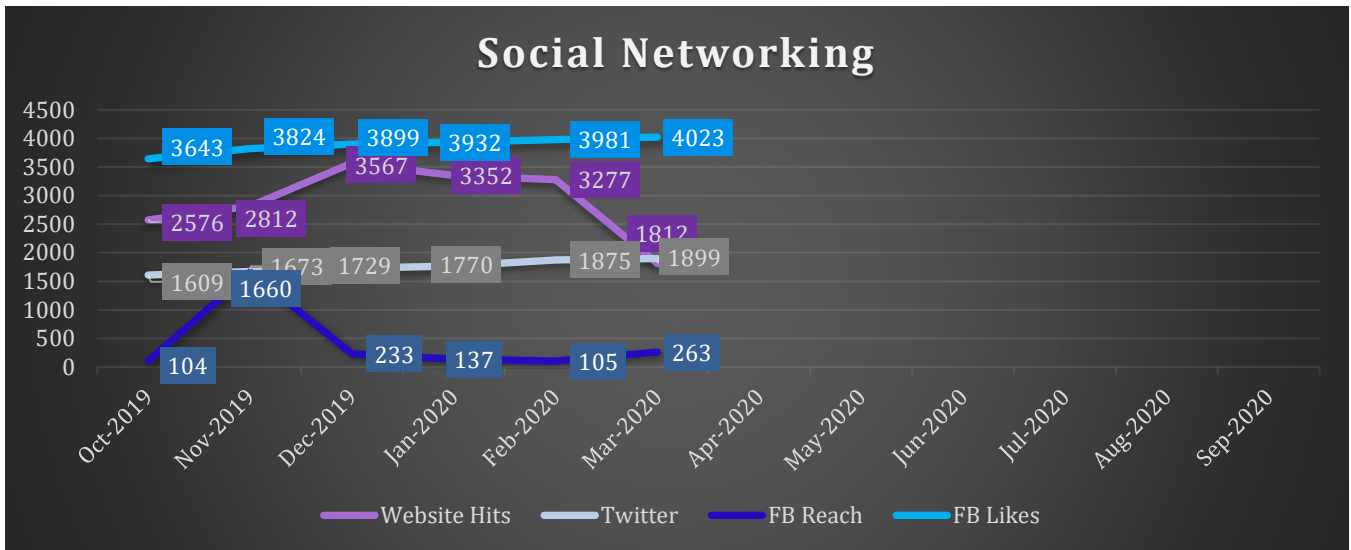
- All buses will undergo daily enhanced cleaning and sanitizing.
- Selected seats on board will be physically blocked to ensure proper social distancing
- Drivers will be issued proper PPE’s
- Bustang will offer free hand sanitizer wipes while boarding the bus.
- Face masks will be strongly recommended for all passengers - there are some disabled people whom are unable to wear face masks.
- Driver compartment shielding that conforms to USDOT standards is being explored.

Customer Comments

- Passengers requesting service direct to Denver Int’l Airport.
- Many comments about COVID-19 (In March)

Social Media Update:

| Month/Year | Oct-2019 | Nov-2019 | Dec-2019 | Jan-2020 | Feb-2020 | Mar-2020 | Apr-2020 | May-2020 | Jun-2020 | Aug-2020 | Sep-2020 |
|---|----------|----------|-----------|-----------|-----------|---|----------|----------|----------|----------|----------|
| Website hits/day - avg | 2576 | 2812 | 3567 | 3352 | 3277 | 1812 | | | | | |
| Twitter Followers - total | 1609 | 1673 | 1729 | 1770 | 1875 | 1899 | | | | | |
| FB Post Reach - avg (organic only) | 104 | 1660 | 233 | 137 | 105 | 263 | | | | | |
| FB Likes - total | 3643 | 3824 | 3899 | 3932 | 3981 | 4023 | | | | | |
| Average FB rating (1-5 stars) | 4.0 | 3.9 | 3.8 | 3.8 | 3.8 | 3.8 | | | | | |
| Twitter Impressions | 873,000 | 997,000 | 1,030,000 | 1,040,000 | 1,010,000 | 959,000 | | | | | |
| **Twitter impressions = total times our tweets were viewed each month | | | | | | *Note: Avg website hits/day for March 1-12 was 2878/day. March 13-31 was 1138/day | | | | | |



Next Steps

- Restart Bustang Service with new COVID-19 health/safety procedures
- Start INIT User Acceptance Testing in April
- Re-evaluate service needs for FY2020-2021.
- Re-evaluate start date for Bustang to Estes Park
- Re-evaluate the date for schedule changes previously proposed for May
- Evaluate the need for Ramsroute for the 2020-21 CSU Academic Year
- Evaluate the need for Bustang to Broncos based on the NFL's season COVID-19 response

Attachments

Bustang operational measure graphs.