



**COLORADO**  
Department of Transportation

Division of Transit & Rail

4201 E. Arkansas Ave., Rm. 227  
Denver, CO 80222

**DATE:** May 11, 2018

**TO:** Transit & Rail Advisory Committee

**FROM:** David Krutsinger, Director - Division of Transit & Rail

Mike Timlin, Bus Operations Manager - Division of Transit & Rail

**SUBJECT:** Bustang Outrider Quarterly Update; FY 2017-18 Q3

Purpose

The purpose of this memo is to provide the TRAC a quarterly Bustang Outrider update on operational and performance measures.

Action

Informational only - no action is required.

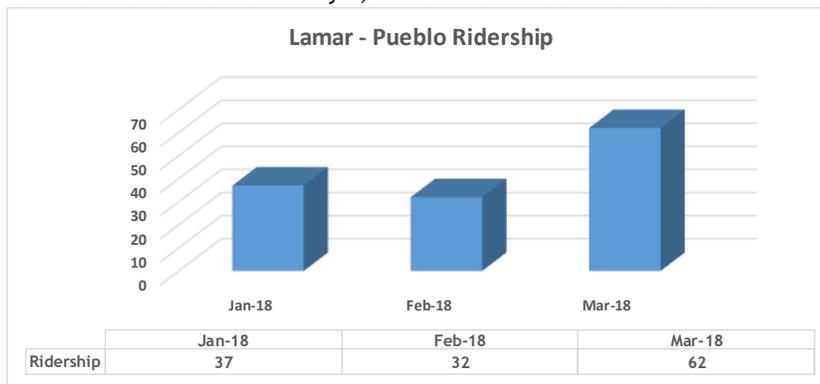
Background

The Bustang Outrider rural regional bus service began operation in On January 2, 2018, with a Lamar- Pueblo route operated by Senior Resource Development Agency of Pueblo, Inc. Outrider uses a different funding source (FTA, rather than FASTER) and is contracted-out as a pass-through grant agreement rather than a direct operational agreement with specific requirements. Outrider also serves essential service transportation from rural to an urban community services center as well as a connection to the national intercity bus network. Outrider is considered as, and is marketed as an “offspring” brand to the parent Bustang system. For these reasons, a separate Outrider update will accompany the quarterly Bustang update.

Details

On January 2, 2018 the Outrider “soft” launched the Lamar- Pueblo route operated by Senior Resource Development Agency of Pueblo, Inc (SRDA). This Outrider service replaces the the poorly scheduled and utilized “Bee Line” Pueblo - Wichita service, previously operated by Village Tours of Wichita, KS. It was a collaboration between CDOT and Kansas DOT that concluded December 31, 2017. This is funded with FTA 5311(f) intercity bus money and will eventually have Bustang and Greyhound Lines connections in Pueblo. The mobile ticketing functionality was delayed until February then further delayed due to the cyber attack on CDOT systems. The new go-live date for Masabi mobile ticketing is summer 2018. The new Outrider buses were delivered in early March and are currently being prepped and should be placed in service by May 21.

The Lamar - Pueblo service started January 2, 2018 with SRDA’s fleet and has maintained a gradual growth.



*Social Media* - CDOT has contracted with Ace Express to provide Social Media and a web page for the Outrider system. Currently there is a temporary page in the RideBustang.com for prospective passengers. Ace Express in process of refreshing RideBustang.com to accommodate both Bustang and Bustang Outrider. The Bustang Outrider pages will contain ticket sales page for all Outrider Trips

*Community/Stakeholder Comment*-Stakeholders in the San Luis Valley have provided very positive comments thus far. There has been somewhat incorrect information floating around regarding schedules and fares so staff has been concentrating on correcting the mis-information.

Alamosa City Manager Heather Brooks and Alamosa Police Chief Duane Oakes spoke against Bustang Outrider citing instances of illegal activity they attribute to vagrants the current Chaffee Shuttle brings in to their community. Rio Grande County and Alamosa City Council are very supportive

*Media* - Media coverage of the Outrider launch has been outstanding through out the state with television and print media coverage.

#### Next Steps

- Complete prep of six (6) Van Hool CX-35 motor coaches and place them in service by May 21, 2018.
- Launch “Just Ride Outrider” mobile app in mid June 2018
- Launch Alamosa - Salida - Pueblo Outrider service to be also operated by SRDA May 1, 2018
- Award the RFP for the Gunnison - Denver Outrider Route in April 2018 to launch July 1, 2018
- Transition the SUCAP Durango - Grand Junction *Road Runner* Service to Outrider June 29, 2018
- Receive HDR Phase III Outrider 2019 launches Recommendations which will be shared with the T & I Committee in July 2018.

