



**COLORADO**  
Department of Transportation  
Division of Transit & Rail  
2829 W. Howard Pl. 4<sup>th</sup> Floor  
Denver, CO 80204

**DATE:** July 10, 2020  
**TO:** Transit & Rail Advisory Committee  
**FROM:** David Krutsinger, Director - Division of Transit & Rail  
Kyle French, Bus Operations Manager - Division of Transit & Rail  
Jeff Prillwitz, Bus Operations Coordinator - Division of Transit & Rail  
**RE:** Bustang Outrider Quarterly and Fiscal Year End Update; Q2 FY2019-20

#### Purpose

The purpose of this memo is to provide a quarterly and fiscal year end Bustang Outrider update on operational and performance measures, with data ending June 30, 2020.

#### Action

Informational only - no action is required.

#### Background

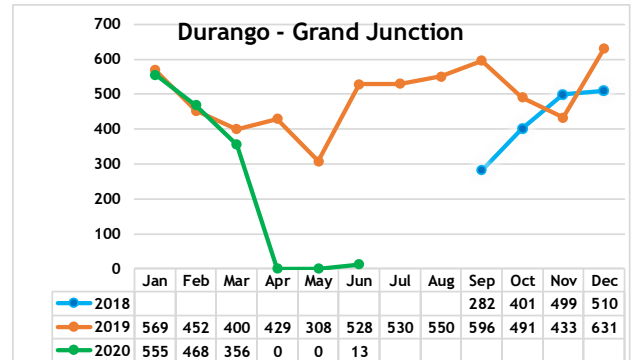
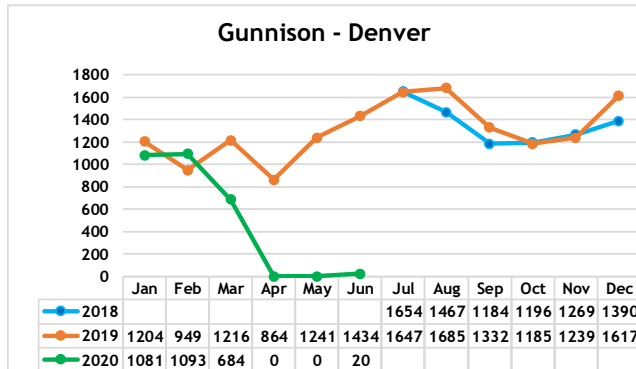
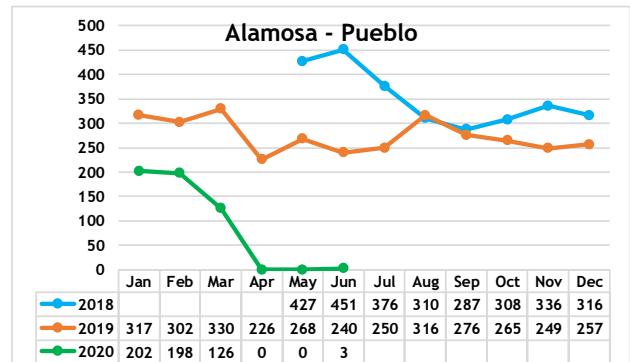
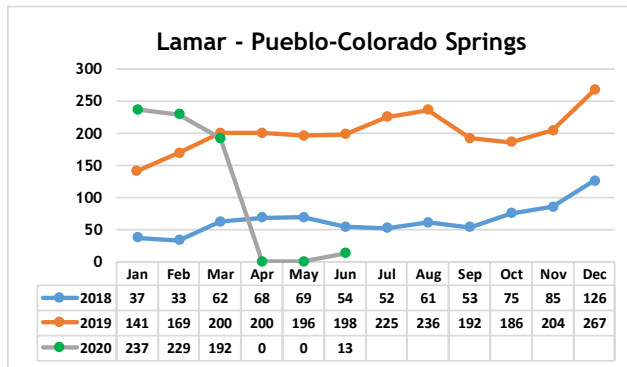
The Bustang Outrider rural regional bus service began operation in On January 2, 2018, with a Lamar- Pueblo route operated by Senior Resource Development Agency of Pueblo, Inc. Outrider uses a different funding source, FTA 5311(f), rather than state FASTER funds, and is generally contracted as a pass-through grant agreement rather than as a direct operational agreement with specific requirements. FTA rules allow local cash match to be replaced by “in-kind” contributions from private intercity bus unsubsidized miles operated or Transportation Development Credits (TDC) from FHWA “toll credits” flexed to FTA projects.

Outrider provides 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 accompanies the quarterly Bustang update.

The Phase II routes in Operation are:

- Lamar - Colorado Springs in revenue service Monday through Friday except major holidays and operated by Senior Resource Development Agency of Pueblo, Inc. (SRDA)
- Alamosa - Salida -Pueblo is in revenue service daily and is also operated by SRDA.
- Gunnison - Salida- Denver is operating in revenue service daily and is operated by Alpine Express Shuttle.
- Durango - Grand Junction has transitioned to Outrider from Roadrunner operating in revenue service daily by Southern Colorado Community Action Agency (SoCoCAA)
- Denver - Salt Lake City - is a collaborative service between Utah DOT and CDOT, operated by Greyhound Lines, Inc. While this service is a FTA section 5311(f) project and because of the multi-state nature of its operation it is not currently being operated with Outrider branding.

Details  
RIDERSHIP



Service was paused effective March 29, 2020 by the Governor’s “Stay at Home” Executive Order, then allowed to resume a greatly reduced service plan on June 28, 2020 after review and approval of Bustang’s “Safe Transport Operating Plan” by the Colorado Department of Public Health & Environment.

**TICKET SALES PLATFORM** - The Masabi ticket platform contract is nearing Execution. The delayed execution is a result of COVID related priorities. The advantage to customers will be the ability to pay for tickets in advance, by credit card, and have information stored on mobile devices, similar to the airline industry.

**PHASE III PLANNING**- Stakeholder outreach has begun on final four proposed routes were presented to the Transportation Commission in December 2019 (discussion), and received approval in January 2020. The four Outrider routes to be implemented in 2021 are:

- Sterling -Greeley via I-76 & US 34
- Trinidad - Pueblo via I-25
- Grand Junction - Telluride via US 550
- Craig - Denver via US 40 & I-70 West

Notice to Proceed has been specified on the purchase of 4 new Van Hool Motor Coaches and the final body-on- chassis vehicles for the Trinidad - Pueblo and Sterling - Greeley service.

The looming COVID-19 budget crisis may result in a delayed launch of one or more of the Phase III routes until summer 2021. Telluride - Grand Junction & Craig - Denver cannot be delayed since they will be using FTA 5311(f) funding since those carriers are likely to be private-for-profit, entities. The FTA Guidance would be difficult to justify if 5311(f) funds were diverted to another FTA program. The program requires a Gubernatorial Certification if less than 15% of the 5311 allocation is assigned to 5311(f) projects. The Governor must certify that all Intercity Bus needs are met before any on the remaining 5311(f) money can be reallocated back to 5311 rural program.

*New COVID-19 Transportation Environment* - As service has resumed, the follow operational procedural changes have been enacted for the foreseeable future as approved by CDPHE :

- 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 REQUIRED for all passengers and drivers
- Drivers and Passengers must undergo Temporal Temperature Scanning - Temps  $\geq 100.4$  = Drivers sent home & passengers denied boarding.
- Driver barriers, UV-C HVAC sanitization and MERV 13 Cabin Air Filters ordered and expected to arrive late July for retro-fitting on entrie Bustang/Outrider Fleet.

*Note - See attached "Safe Transport Operating Plan" for full details.*

#### Next Steps

- Determine operators for Phase III routes.
  - SCCOG has agreed to be the operator for the Trinidad-Pueblo route.
  - At their next meeting, NECALG will vote on the question of being the operator for Sterling-Greeley
  - Requests for Proposals (RFP) for the other two routes will advertise in July.
- Award Calendar Year 2021 Grants for Outrider.
- Outreach to communities which will be serviced by the Phase III routes to confirm sign installation locations.