



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

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, 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 Bustang Outrider update on operational and performance measures, with data ending March 31, 2020.

Action

Informational only - no action is required.

Background

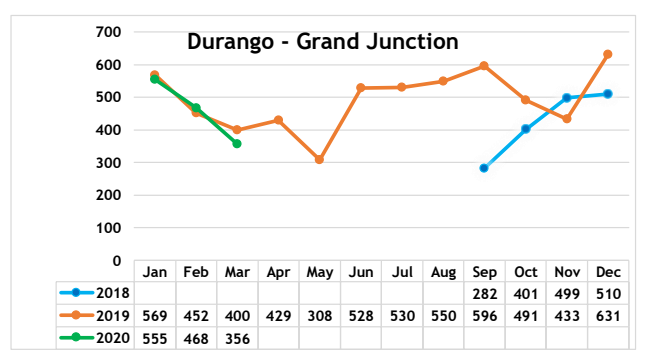
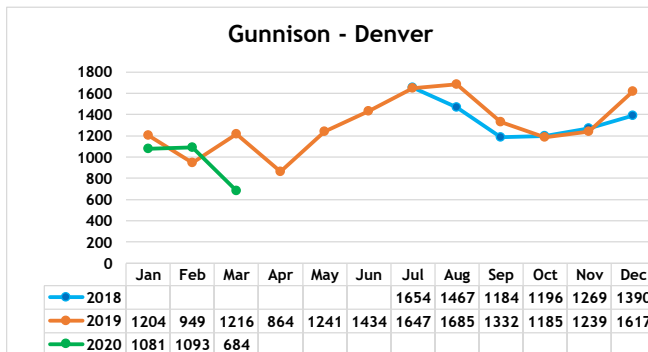
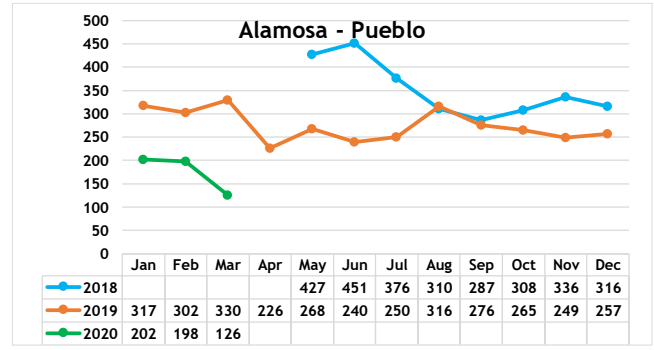
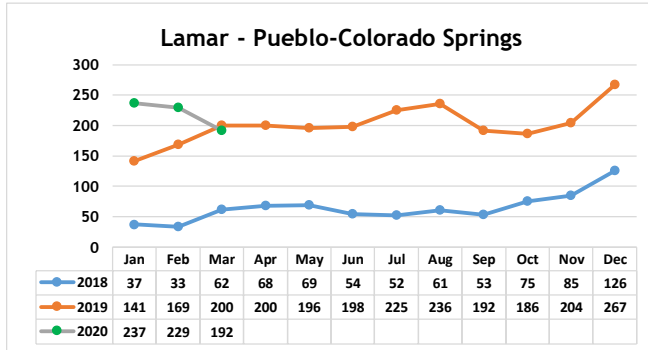
The Bustang Outrider rural regional bus service began operation in On January 2, 2018, with a Lamar- Pueblo route operated by Senior Resource Development Agency of Pueblo, Inc. Outrider uses a different funding source, FTA 5311(f), rather than state FASTER funds, and is generally contracted as a pass-through 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



Much like Bustang, Outrider ridership diminished in March in response to the COVID-19 crisis. Then on March 29 all Bustang Outrider service was suspended in response to the Governor’s “Stay at Home” Executive Order.

TICKET SALES PLATFORM - The Masabi ticket platform contract is nearing Execution. The advantage to customers is 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- The 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

Planning continues with Notice to Proceed 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.

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.

Next Steps

- Resume Outrider services
- Determine operators for Phase III routes. Requests for Proposals (RFP) to advertise by June 15
- Order buses and procure other materials & equipment for the new routes (wraps, routers, fareboxes, etc).
- Award Calendar Year 2021 Grants for Outrider.
- Award and contract for 2020 CARES ACT 5311(f) grants
- Outreach to communities which will be serviced by the Phase III routes to confirm sign installation locations.