

Update from GoBus September 29, 2020

Service Levels

Customers have been slowly getting back to their travel with GoBus. Ridership is at approximately 50-55% of regular service levels. Bus capacity was reinstated to 100% when masks were made mandatory, though MVT is still making effort to promote physical distancing where possible. Enhanced cleaning/disinfecting protocols are still in place.

Eligibility Assessments

Assessments resumed in June after a period of closure due to COVID-19. We are now exploring options to increase the volume of assessments being done each month so that we can get through our ridership with too much extra delay. Our goal of completing assessments for all existing customers within one year will not be met.

To date we have completed 178 assessments (121 existing customers; 57 new applicants). There were 143 unconditional and 25 conditional approvals. 8 individuals were denied eligibility (5 existing; 3 new). 29 people requested to close their accounts. And one formal appeal has been completed.

GoBus Contract

The current contract for GoBus service will expire December 2021. We have started preliminary work on developing a new RFP and will be seeking input from our stakeholders in the near future. We hope to have a draft RFP ready by the end of the year.