

**Update from GoBus  
November 26, 2020**

**GoBus RFP**

Recently met with the Paratransit Working Group and a working group of the IAC to discuss the upcoming RFP for GoBus. Our focus is on addressing current challenges and moving towards a more equitable and inclusive transit service for everyone. We are currently exploring options related to the following:

**Service Delivery:**

- Investigating moving to an “on-demand” model of service delivery which would offer increased efficiency and an enhanced customer experience through app-based, real-time scheduling options. This would remove the requirement to book 24 hours in advance, create more efficiency and provide more reliability for customers.
- Enhancing service standards for quality control, including financial penalties if standards are not met.

**Rebranding:**

- Exploring the idea of rebranding GoBus to look more like Metrobus (but still operate like GoBus) as a move towards creating a more integrated, equitable transit service. We would also align GoBus’ hours of operations with those of Metrobus, including holiday days-off.

**Sustainability/Contract:**

- Researching various payment structures to contractor and any third-party trip providers to help achieve cost savings and increased efficiency where possible.
- Investigating new vehicles to replace the current aging fleet.

We plan to issue the RFP for the GoBus service provider in the Spring, 2021.