Update from GoBus
May 18, 2021

RFP for scheduling software

The RFP for new On-Demand software for GoBus has closed and the contract should be awarded in May. Our goal is to introduce the new software into service in August 2021. We will provide information to customers as we progress to advise of any anticipated changes. We will work with our partners to assist customers to learn new technology features and provide training to those interested.

RFP for service provider

The RFP for the new service provider contract will be released within the coming weeks.

Fare Collection Upgrade

We are working to upgrade the current fare collection system used by both GoBus and Metrobus. This upgrade will offer real-time account updates, including transactions and reloads, and will enable GoBus to recoup fares from taxi trips. More information will be provided when the new system is ready to launch.

GoBus Fleet of Vehicles

We have begun preparations to replace the current fleet of GoBus buses which were purchased in 2017. We are looking for input from our riders to help inform our decision. A survey will be available over the next month asking passengers to provide any feedback they have about what they like or dislike about the current fleet, and what other features they would like to see. The survey will be available in multiple formats and circulated through our text/email notification system, Passenger Portal and through our community networks.