

# Committee Report

Transportation Committee



**Committee meeting date:** August 11, 2025

**For the Metropolitan Council:** August 27, 2025

## Business Item: 2025-180

2025 Transit Information Modernization, Contract 24P213

### Proposed action

That the Metropolitan Council authorize the Regional Administrator to negotiate and execute contracts 24P213A-D for transit information software in an amount not to exceed \$25,608,547 as follows:

Organization	Contract Number	Contract Amount
Korbato LLC	24P213A	\$3,000,000
Arcadis	24P213B	\$10,608,547
Swiftly, Inc.	24P213C	\$10,000,000
Reflexions Data LLC	24P213D	\$2,000,000

### Summary of Transportation Committee discussion/questions

Metro Transit Senior Project Administrator Bre Grand presented this item. Carter, Tyronne asked if the bus arrival information will be available through the real time sign at the bus stop. Grand stated the goal of this procurement is to improve data for riders and that this would allow for Metro Transit to provide more accurate departure predictions on those signs.

Carter, Toni asked if there are metrics to determine how well the vendors are performing and if the vendors aren't meeting expectations, is there a way to exit a contract. Grand stated there will be reporting and analysis of metrics for the different contracts. Metropolitan Council Chief Procurement Officer Jody Jacoby added that the Council has a software template that has even more enhanced opportunities to look at performance metrics and the outcomes for a contract if vendors aren't meeting expectations. Jacoby continued that this process was structured differently by piloting evaluation methods using numeric scoring and analysis in areas that are important to Metro Transit.

Cameron asked what the integration with Metro Micro is. Grand stated that right now when a customer plans a trip in trip planner, Metro Micro is not an option in a trip plan itinerary, but that with the new software it will be.

Motion by Carter, Toni, seconded by Pacheco. Motion carried.

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**District(s), member(s):** All

**Policy/legal reference:** FM 14-2 Expenditures for the Procurement of Goods, Services, and Real Estate Policy

**Staff prepared/presented:** Bre Grand, Senior Project Administrator, 612-349-7355

**Division/department:** Metro Transit/Transit Information

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### Background

Metro Transit's Transit Information department has a mission to support riders with accurate, customer-friendly information. The overarching goal of this project is to secure the technology components and services necessary to realize the department's future vision that every rider has timely, accurate information so they can ride with confidence and ease. In procuring these software systems and services, the Council aims to realize the following outcomes and benefits:

- Complete and accurate real-time departure predictions for fixed route service that increase rider confidence in service.
- Up-to-date, dynamic and accurate detour information available through multiple channels.
- Robust and specific rider alert information that effectively alerts riders to disruptions and service changes.
- A multi-modal, customer friendly trip planner that provides a complete overview of transit options for riders.
- Improvements to data and system integrations, reducing the need for Council oversight and maintenance.
- Improved ways of working for staff who use these transit information systems.

Six packages (Packages B-G) for Transit Information software systems and services were identified and included in a Request for Proposals. Additionally, data analysis tools for the Metro Transit's Service Development were included (Package A), due to an anticipated overlapping vendor pool. The Service Development tools will provide business intelligence capabilities for future service planning, using automatic vehicle location and automatic passenger counter data.

A Request for Proposals was issued on October 4, 2024. A pre-proposal meeting was hosted by Council staff that outlined the solicitation requirements, discussed specifications and responded to inquiries. The Council received twelve proposals for consideration of award. An evaluation panel consisting of Council staff evaluated the proposals during a two-phase evaluation process.

The first phase consisted of evaluating the proposals using the following criteria: technical approach, responsiveness and support, continuous improvement, qualifications and experience and price. A competitive range for each package was identified, and proposers who scored within the competitive range moved to phase two.

The second phase reviewed the software infrastructure as a comprehensive suite of services rather than a collection of single solutions, to determine which proposal(s) create an optimized software ecosystem for peak efficiency and performance for the Council, using the following criteria: quality, qualifications, experience and price. The evaluation panel reached consensus that the proposals submitted by above listed proposers are the most advantageous to the Council and recommend for award.

### **Rationale**

The execution of a professional service contract exceeding \$500,000 requires Council approval.

### **Thrive lens analysis**

On Feb. 12, 2025, the Council adopted Imagine 2050, which builds on policy direction in Thrive MSP 2040. Under the Thrive lens, the outcomes of prosperity, equity, and livability will be advanced by providing accurate, accessible and timely transit information, which is essential to the transit customer experience.

### **Funding**

Funding for these packages is included in the Capital Improvement Program (project 68518) and the Information Services operating budget.

### **Small business inclusion**

The Office of Equity and Equal Opportunity (OEEO) thoroughly reviewed this procurement for Metropolitan Council Underutilized Business (MCUB) opportunities in accordance with federal and state laws and regulations as well as contract specifications. Upon conclusion of OEEO's research and analysis, no MCUB goal was set.

