



2025 Transit Information Modernization

Business Item 2025-180

Bre Grand | Senior Project Administrator, Transit Information

Procurement Overview – Systems & Scope

Package A:
Analysis Tools –
Service Development

Package B:
GTFS Static Data
Editor **new**

Package C:
• Real-time Prediction
Engine
• Real-time Detours
new

Package D:
Trip Planner

Package E:
Alerts Manager

Package F:
Real-time Data
Concentrator

Package G:
Website
development
services **new**

Software Procurement Goals



Complete and accurate real-time departure predictions that increase rider confidence



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

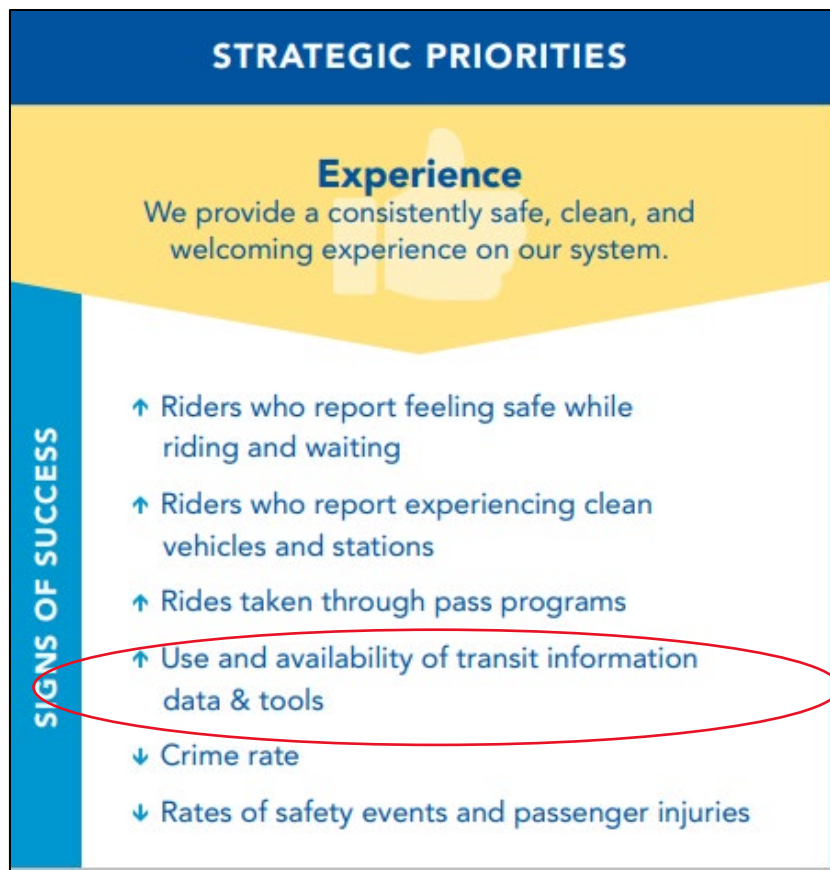


Improvements to data and system integrations, reducing the need for Council oversight and maintenance



Improved ways of working for the staff who use these systems

Metro Transit Forward Alignment



EXPERIENCE

We provide a consistently safe, clean, and welcoming experience on our system.

- ↑ Visible official presence on the system
- ↑ Rides from a stop with shelter, light, or heat and customer information at stop
- ✓ Achieving vehicle and facility cleaning and repair standards
- ✓ Achieving Safety Performance Targets

- Continuing Safety & Security Action Plan implementation
- Improving public facilities
- Upgrading fare collection equipment
- Evaluating fare products
- Investing in transit information improvements that improve trip planning and real-time information for customers
- Implementing Customer Issues Reporting and Tracking Project
- Partnering with the Joint Labor Management Safety Committee to establish mitigation strategies

Benefits of New Systems



Reflecting real-time detours in customer tools, such as detour routing in the trip planner and real-time departure predictions that account for detour routing



Displaying on-demand transit (such as Metro micro) in the trip planner

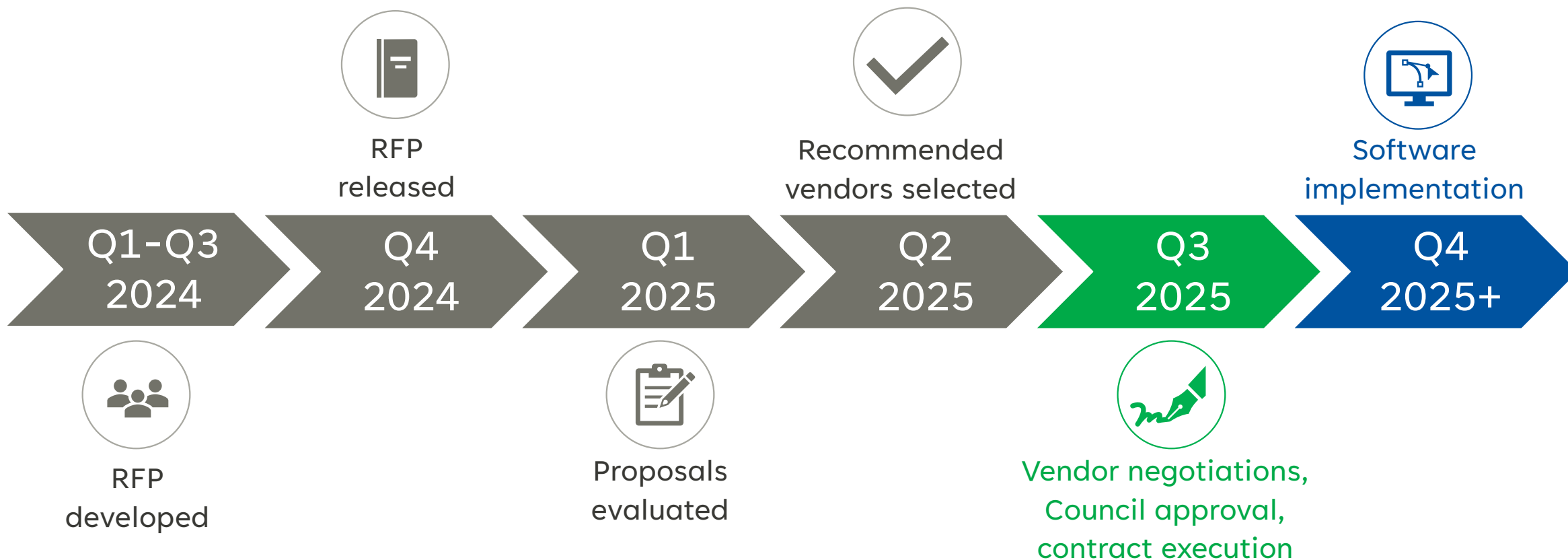


Automating rider alerts so that the information reaches customers more quickly, and staff efficiency is increased



Analyzing historical automatic vehicle location and automatic passenger counter data in new tools that will provide business intelligence capabilities for future service planning

Procurement & Implementation Timeline



Proposed Action

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

Vendor & Package	Amount Not to Exceed
Korbato LCC: Package A (Service Development Tools)	\$3,000,000
Arcadis: Package B (GTFS Static Data Editor) Package D (Trip Planner) Package E (Alerts Manager) Package F (Real-time Data Concentrator)	\$10,608,547
Swiftly, Inc.: Package C (Prediction Engine, Real-time Detour Data and Performance Monitoring and Reporting)	\$10,000,000
Reflexions Data LLC: Package G (Additional Development Services)	\$2,000,000

Thank You!

Bre Grand

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