



Board Report

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**AD HOC CUSTOMER EXPERIENCE COMMITTEE
NOVEMBER 16, 2017**

SUBJECT: ORAL REPORT ON MICROTRANSIT PILOT (MTP)

ACTION: RECEIVE ORAL REPORT

RECOMMENDATION

RECEIVE oral Report on MicroTransit Pilot (MTP).

DISCUSSION

To leverage new innovations in transportation technology, Metro's Office of Extraordinary Innovation (OEI) is leading the development of a new demand-responsive transportation service called MicroTransit. The goal of the pilot is to attract more customers to Metro, and improve services for existing customers, by testing a new user-friendly and intuitive service.

On October 25, 2017, the agency issued a Request for Proposal to the private sector to team with Metro to plan, design, implement and evaluate the brand new service. The pre-proposal conference was held on November 14, 2017 and the proposal due date is December 6, 2017. The MicroTransit Pilot (MTP) is an active procurement and as such Metro staff and leadership are bound by the agency's policies pertaining to the blackout period.

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Phillip A. Washington
Chief Executive Officer

Office of Extraordinary Innovation (OEI)

MicroTransit Pilot (MTP)
Ad-Hoc Customer Experience Committee
Board Item # 2017-0766



MicroTransit Pilot (MTP)

Metro aims to increase customer satisfaction & attract new riders with a dynamically routed, data-driven, demand-responsive MicroTransit service.

- Project Background
 - Unsolicited Proposal
- Request for Proposal (RFP)
 - Metro Seeks Meaningful Partnership with Private Sector
 - Part A: Planning and Design
 - Part B: Implementation and Evaluation
- Project Status
 - RFP Issued on Wednesday, October 25, 2017
 - Pre-Proposal Conference Held on Tuesday, November 14, 2017
 - Proposals Due on Wednesday, December 6, 2017

