



Survey results

Pre-trip inspection

- Most used method**
- Manual (paper) **57.1%**
 - Tablet (MDT) **14.3%**
- Importance of removable mobile data terminal**
- Unimportant **53.8%**
 - Important **46.2%**
- Most important feature**
- Ability to add comments **15.4%**
 - Ability to take photos **13.8%**



Government investment

If the government invests \$500B in public transit, what should be the priority of spending?

- Upgraded fleet: **25%**
- Transition to green: **23%**
- Improve roadways: **21%**



If the government invests \$1T in public transit, what should be the priority of spending?

- Upgraded fleet: **26%**
- Transition to green: **23%**
- Add BRT lanes: **22%**

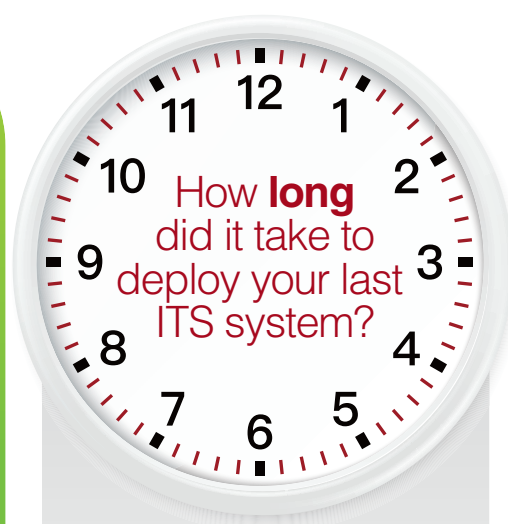


Effective ways to communicate with riders

- Printed signs at stops **41.4%**
- Agency website **20.6%**
- Social media **17.2%**

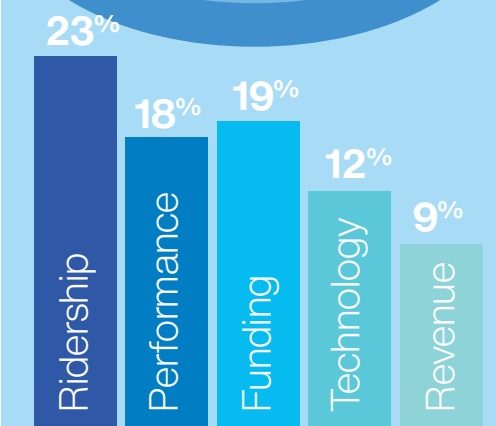
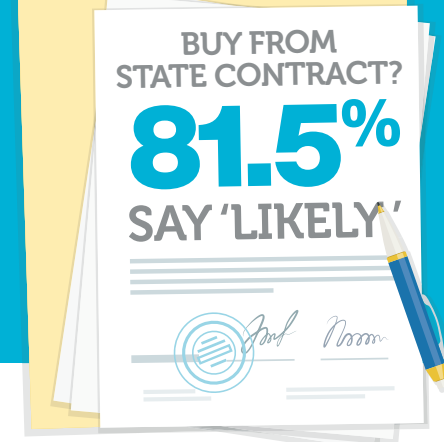
Drivers of change

What drives change in your organization?



How long should transit tech remain relevant?

4-5 years
(46.5%)



Staying informed:

Which ways do you use to stay current about changes in transit?

- Tradeshows **60%**
- Email newsletters **60%**
- Transit websites **53%**

Which transit trade publications do you read?

- Mass Transit **51.5%**
- Metro **39.4%**
- Bus Ride **16.7%**

Which transit trade websites do you visit?

- APTA **21.9%**
- Mass Transit **20.5%**
- TCRP **10.9%**

Which transit trade podcasts do you listen to?

- None **80.9%**
- Passenger Transport **9.5%**
- Transit Unplugged **4.7%**



Single most important transit technology?

- #1 Office productivity
- #2 Scheduling
- #3 Vehicle tracking

Paying for transit tech

Lump sum or monthly?

- Lump sum w/recurring **50.1%**
- Lump sum w/monthly recurring **11.5%**
- Monthly payments based on total purchase cost **19.2%**
- Monthly payments based on per vehicle installation **19.2%**





Survey results



Do you currently use an automatic vehicle monitoring system?

62%
say that they do.

Do you use your AVM system with diesel or electric vehicles?

53 / 20 / 27
diesel electric both



40%
of agencies hire a consultant to help create their RFP specification.



If their operations were fully-funded... a majority of agencies would transition to green fleets.

UP

72.2% of transit agencies upgrade their technology on an as-needed basis.



20.8% of agencies have developed their own transit technology



What is the average staff turnover at your agency?

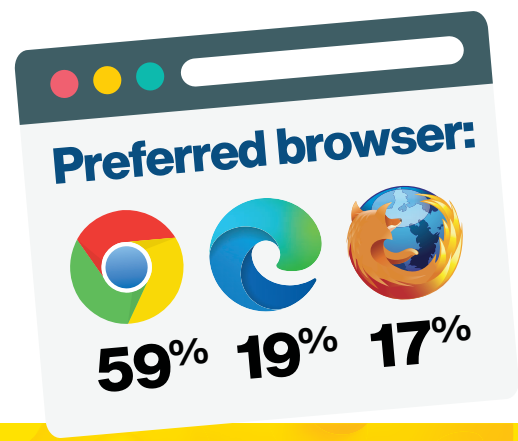
70.8%
20 percent or less

What is the staff turnover by role?

19.2%
are drivers/operators

Operational performance

62% evaluate monthly
12.5% evaluate quarterly
12.5% evaluate annually
6.3% evaluate semi-annually



57.1%
of transit agencies have made the move to adopt **both** the GTFS and GTFS-RT standards.

COVID QUESTIONS 2021

DECLINE IN RIDERSHIP

Since the beginning of the COVID-19 pandemic, how much has your ridership declined?

39.5%
of agencies report greater than 51 percent decrease.

DECLINE IN REVENUE

Since the beginning of the COVID-19 pandemic, how much has your revenue declined?

31.6%
of agencies report greater than 51 percent decrease.

REDUCTION IN SERVICE

Since the beginning of the COVID-19 pandemic, how much have you reduced service?

28.9%
of agencies report no decrease in routes or service

REROUTE RESOURCES

Since the beginning of the COVID-19 pandemic, have you redirected resources to other areas of your operations?

56.8%
of agencies report they have.

RESOURCES DIRECTED

If you have redirected resources, which areas have you place the most emphasis?

- #1 Virus mitigation
- #2 Staff education
- #3 Station maintenance

WORKFORCE

Since the beginning of the COVID-19 pandemic, has your agency's workforce:

Increased **17.4%**
Decreased **47.1%**
Stayed the same **35.5%**

STAFF OPTIMIZATION

Which roles did you most focus your staff optimization efforts?

Drivers 41.8%
Maintenance 16.3%
Dispatch 13.9%
Administration 9.3%
(general staff 18.6%)

RIDERSHIP INCREASE

When do you expect ridership to return to pre-COVID levels?

> 2 years **29.4%**
6-12 months **14.7%**
Already have **14.7%**
18-24 months **8.8%**

REVENUE INCREASE

When do you expect revenue to return to pre-COVID levels?

12-24 months **35.2%**
> 2 years **26.5%**
Already have **23.5%**
6-12 months **2.9%**

STRATEGIC PLAN

Has the COVID-19 pandemic prompted you to evaluate your agency's 2-5 year strategic plan?

67%
of agencies report they have had to re-evaluate their strategy.

AREAS EVALUATED

Which strategic area(s) have you re-evaluated?

Service level 25%
Everything 23.1%
Budget 21.2%
Staffing 15.4%
(new procurements 13.5%)



Survey results

PUBLIC TRANSIT

HAVE YOU USED IT IN LAST 12 MONTHS?

YES 53.6% **NO** 46.4%

Social Media

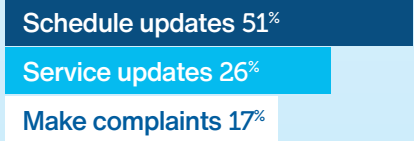
Do you follow your transit agency on social media?



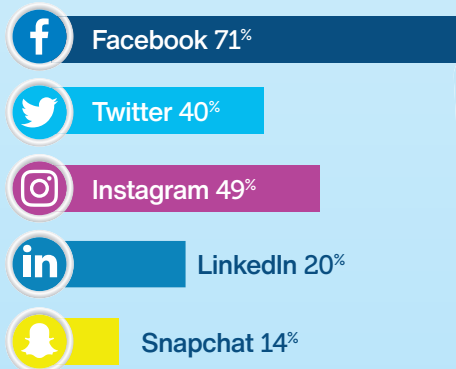
What don't you follow your transit agency on social media?

- ▶ Don't want cluttered newsfeed 59%
- ▶ Not on social media 20%
- ▶ Not on my preferred platform 7%
- ▶ My agency not on social media 4%

What information do you hope to find?



Which social media platforms do you use to follow your transit agency?



Top 3 areas for improvement:



Passing time on the bus

What riders do during transit.

3% Work (w/o Internet)	12% Work (w/Internet)	53% Use phone or tablet
15% Read (printed)	7% Read (digital)	2% Onboard screens
8% Nothing	91% Use personal data plan	8% Use onboard Wi-Fi

Printed Schedule

61%

of riders don't use 'em



Schedule

74%

prefer to use mobile apps

Wi-Fi

is the most desired onboard amenity.

MUST HAVE bus tracking app features

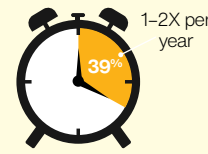
- 29% Vehicle position
 - 22% Arrival prediction
 - 17% Service alerts
 - 8% Trip planning
- (13% of riders do not use an app)



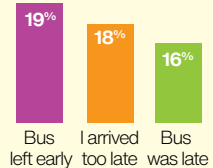
Missed your bus?



How often do you miss your ride?



Why do you miss your ride?



Ride hailing services



Are you likely use a TNC to take you from your house/work to the nearest transit stop?



If **likely**, which factor most influences your choice?

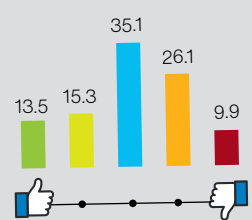


If **unlikely**, which factor most influences your choice?



The impact of the COVID pandemic on rider attitudes:

More/less likely to ride transit during COVID?

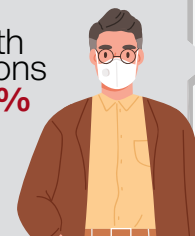


Why are you **more** likely to ride?

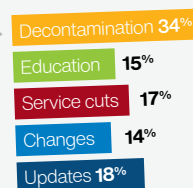


Why are you **less** likely to ride?

Health reasons **89%**



What could your agency have done **better**?

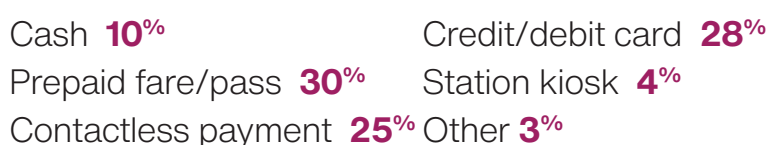


Where did your agency **excel**?



Fare payment

HOW DO YOU PREFER TO PAY?



Transit 411

How do you prefer to receive information?

