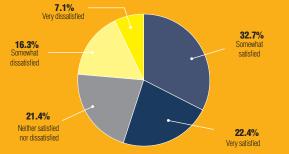


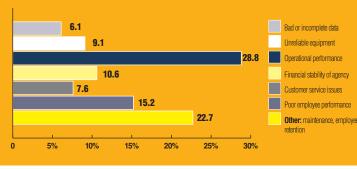
# 2016 TRANSIT AGENCY SURVEY

We surveyed transit agencies across the country to discover their future goals, biggest challenges, and current practices. Here are the results. How does your agency compare?

How satisfied are you with your current ITS provider?



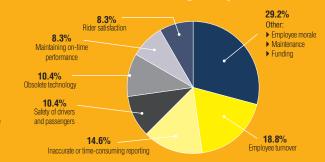
### As a transit administrator, what is your biggest challenge?



How often does your agency make

changes to your routes?

### What are your biggest headaches as a transit agency?



How does your agency communicate service disruptions?



How do you typically train your

employees?

28.8%

24.7%

Meet

8.2%

Manuals/printed material

21.9%

16.4%

Job shadov

3rd party contractor

Other: ► Combination of all

### 14.9% 46.7% 16.7%

# 4-6 months 1 year or more 21.7%

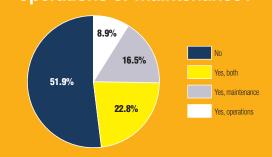
### How does your agency communicate schedules and arrivals?



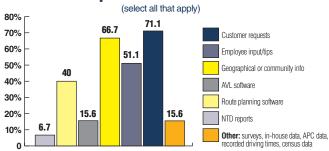


\*Other: phone calls, on-board displays, radio, television, posting notices in public places

### Does your agency outsource its operations or maintenance?



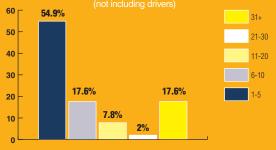
### Which tools does your agency use to plan its routes?



### Which one area of operations do you most want to improve in 12 months?



How many administrative staff are employed at your agency?



### Which type of data would make the biggest difference to your operation?

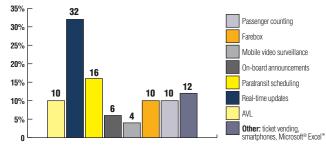


### \*Other: analysis of inbound calls, accurate NTD reporting, customer demographics



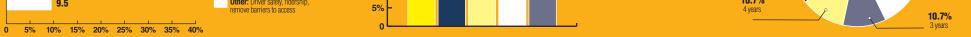
### procurement process take? 32.7 35% l year or more 30% 10-12 months 22.4 25% 7-9 months 20% 16.3 14.3 1-6 months 14.3 15% 1-3 months

### Which technology is most important to your daily operations?

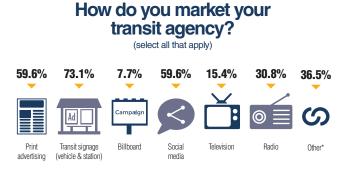


### How long has it been since your last **ITS purchase?**



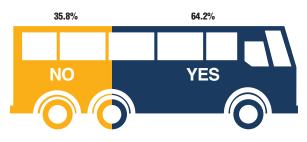


10%

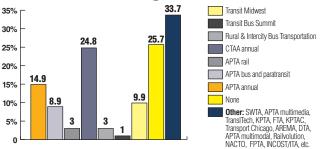


\*Other: marketing agency, direct mail, doorhangers, events, referrals, promotions, movies, e-mail, newsletters, none

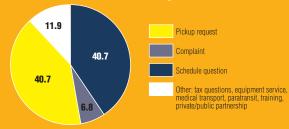
### Does your agency sell/provide advertising on your vehicles?



### Which transit conferences are you attending in 2017?



### What is the most common reason for the inbound calls you receive?



Would you purchase an ITS product via GSA?



# Want to know more?



Discover SPOT<sup>®</sup>, our flagship Intelligent Transit System by scheduling your free demonstration today. Call (719) 453-0250.