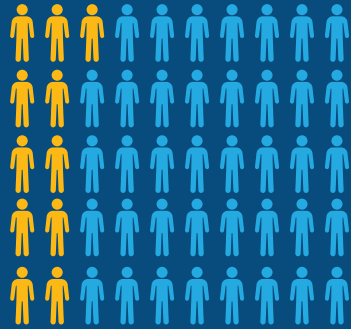# 2017 ETA TRANSIT transitagencysurvey

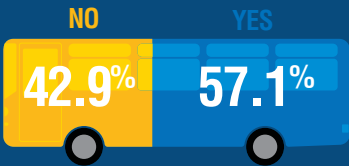## WHAT IS THE IMPACT RIDE SHARING?

Have ride-sharing services such as Uber® and Lyft® adversely impacted your ridership?
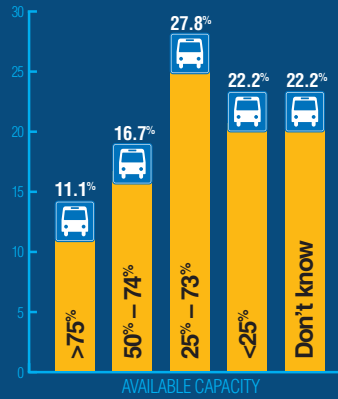
YES: 21.8%   NO: 78.2%

Does your agency have extra capacity to handle first/last mile problems?
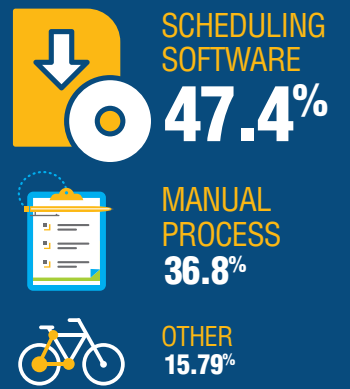
NO 42.9%   YES 57.1%

Do you currently leverage existing capacity to meet first/last mile problems?

YES: 51.4%
NO: 48.6%

On average, what percentage of capacity is available to handle first/last mile problems?

- >75%: 11.1%
- 50% – 74%: 16.7%
- 25% – 73%: 27.8%
- <25%: 22.2%
- Don't know: 22.2%

AVAILABLE CAPACITY

What methods do you currently use to solve first/last mile problems?

- SCHEDULING SOFTWARE 47.4%
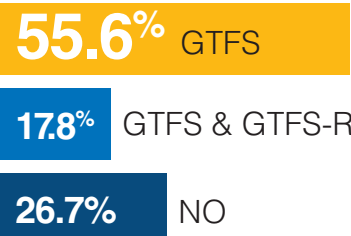- MANUAL PROCESS 36.8%
- OTHER 15.79%

Technology PRIORITY
What do you need most?
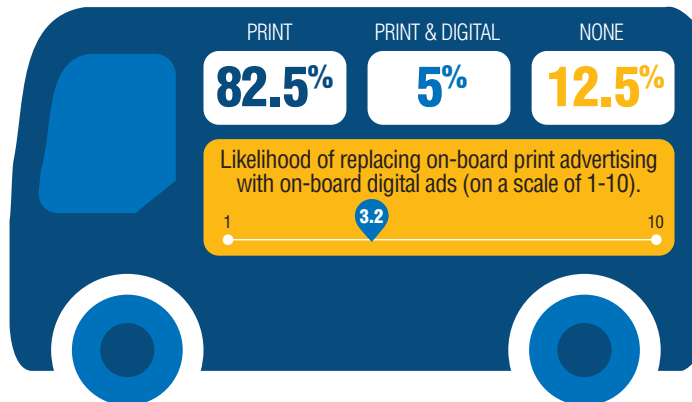
- 20% FARE COLLECTION
- 12% Maintenance
- 12% Mobile video surveillance
- 12% Automatic passenger counters
- 44% Other (miscellaneous)

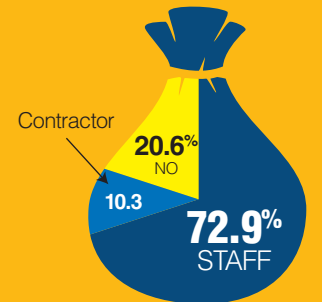**Does your agency currently use GTFS?**

- 55.6% GTFS
- 17.8% GTFS & GTFS-R
- 26.7% NO

ON-VEHICLE ADVERTISING:
Does your agency currently offer on-vehicle advertising?

- PRINT 82.5%
- PRINT & DIGITAL 5%
- NONE 12.5%

Likelihood of replacing on-board print advertising with on-board digital ads (on a scale of 1-10).

1 ··· 3.2 ··· 10

GRANT$

Do you have someone to research and write grant proposals?

- Contractor 10.3
- NO 20.6%
- STAFF 72.9%

INFOtainment

Are you familiar with on-board and/or at-station infotainment systems?

- YES 54.3%
- NO 45.7%
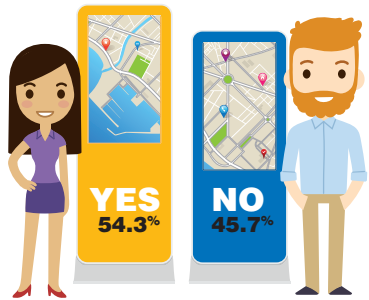
Which factor would most influence your decision to invest in an infotainment system?

- New revenue channel 38.9
- Improve rider communication 33.3
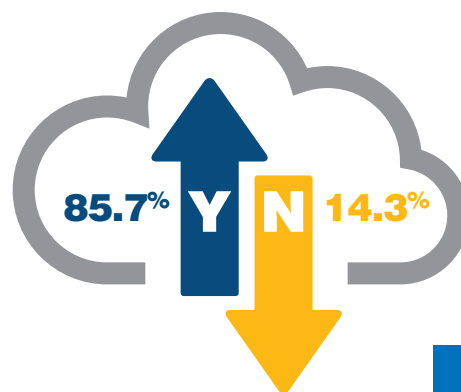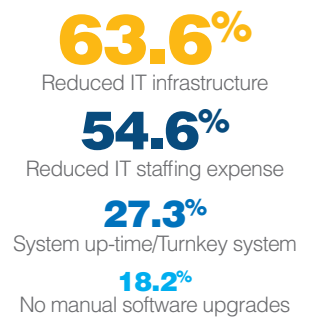- Improve rider experience 11.1
- Nothing 5.6
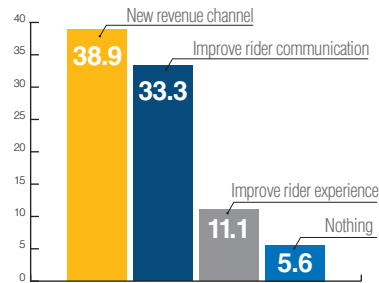
ITSHOSTING ▶▶▶

Is your current ITS solution housed on a local server or the cloud?

- 25%
- 75%
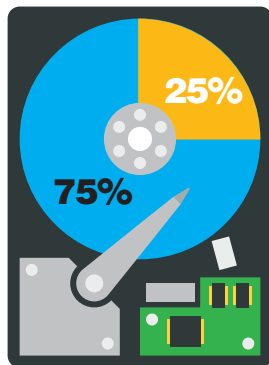
Have you considered migrating to a cloud-hosted service?

Y 85.7%   N 14.3%

What are your top TWO reasons for considering a cloud-hosted system?

- 63.6% Reduced IT infrastructure
- 54.6% Reduced IT staffing expense
- 27.3% System up-time/Turnkey system
- 18.2% No manual software upgrades

85% Of transit agencies have made changes to their operations as a result of their reporting and analytic efforts.
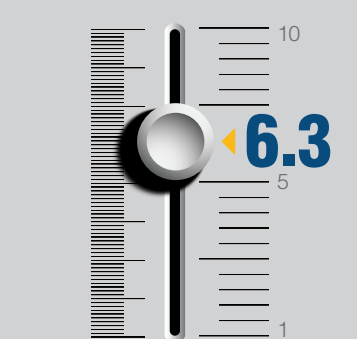
REPORTING

Does your agency use reporting and analytic tools?
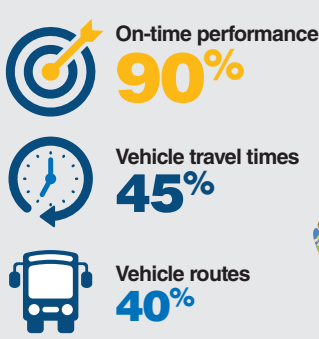
80.6% YES

ANALYTICS

On a scale of 1 to 10, how well do your reporting/analytic tools perform?

6.3

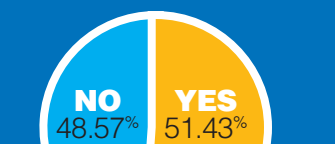**What are the TOP 3 areas of your operations that you analyze the most?**

- On-time performance 90%
- Vehicle travel times 45%
- Vehicle routes 40%

APCs
Do you use Automatic Passenger Counters?

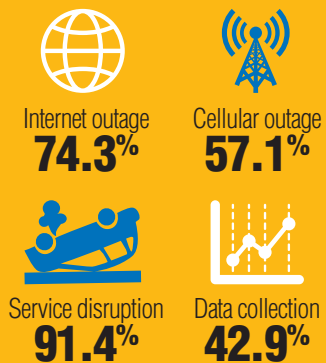- NO 48.57%
- YES 51.43%

DISASTER PLANNING

Does your agency have a backup or "disaster" plan?

YES: 79.7%   NO: 20.3%

What considerations does your plan account for?
(Select all that apply)

- Internet outage 74.3%
- Cellular outage 57.1%
- Service disruption 91.4%
- Data collection 42.9%

Is your disaster plan an automated or manual process?

- M 88.57%
- A 11.43%
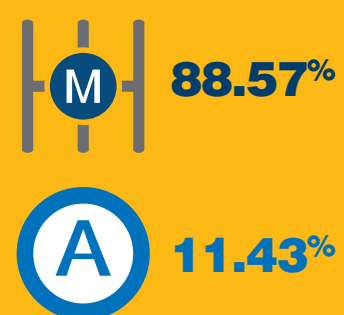
Has your disaster plan been documented?

- YES 94.3%
- NO 5.7%
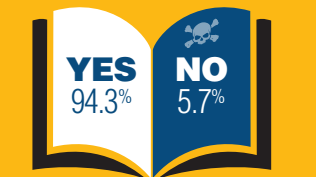
Who among your staff has been trained in your disaster procedures?

- Everyone: 11.4%
- Key staff: 82.9%
- No one: 5.7%