



Coronavirus Transit Survey '20



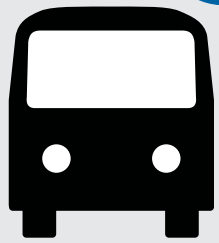
Resumed normal operations?

Schedules, service, staffing, etc.



Changes to service?

Discontinued 19%
Reduced 37%
Both 27%
No changes 17%



Changes to fares?

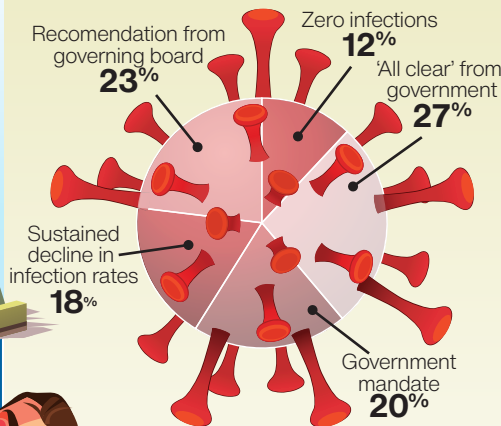
REDUCE
8.7%

DISCONTINUE
66.7%

BOTH
4.3%

NO CHANGE
20.3%

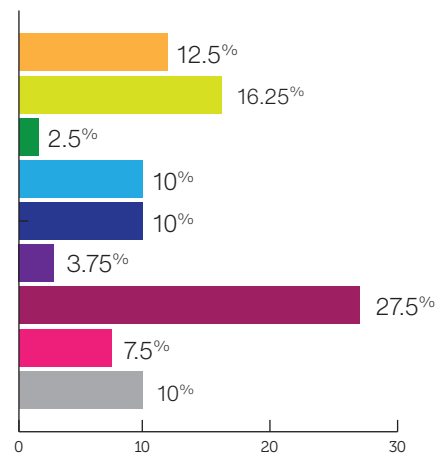
Return to service?



Significant areas of impact? (post-COVID)

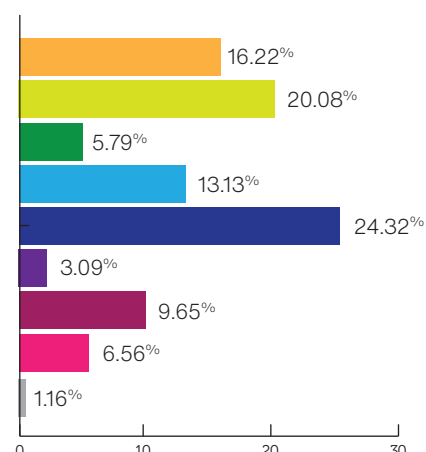
Less ridership 46.2%
More safety regulations 18.3%
Less funding 10.8%

Will COVID-19 positively impact your agency?
29%



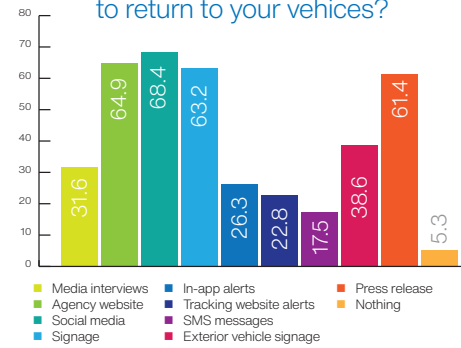
Other Maintenance Processes Infrastructure Ridership Budget Service/routes Procurement Staffing

Will COVID-19 negatively impact your agency?
71%

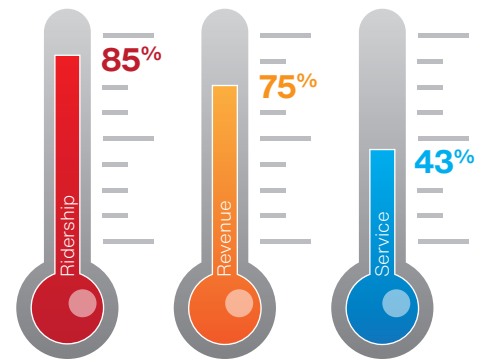


'All clear' communication

How will you let riders know it's safe to return to your vehicles?



Top 3 areas impacted



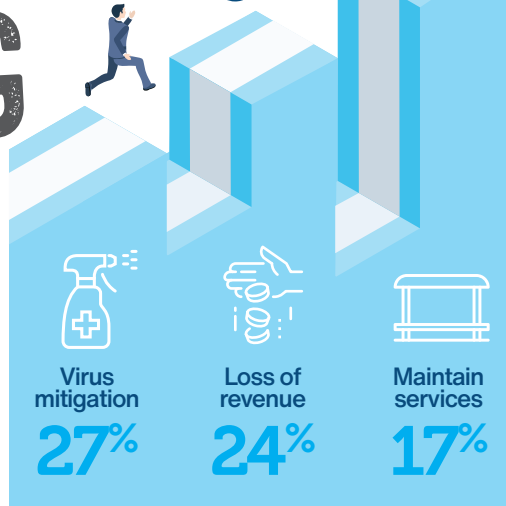
DISASTER PLANNING

55% of agencies did not have strategies for viral outbreaks

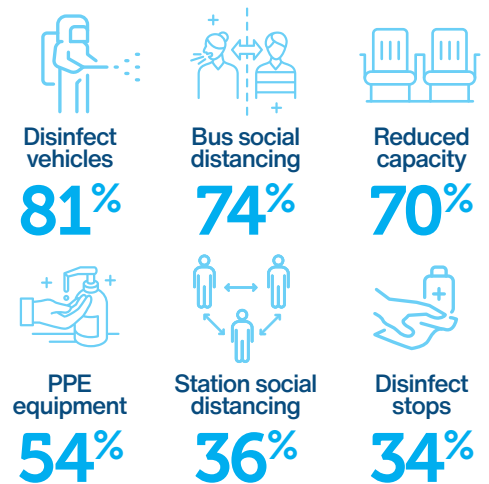
85% of agencies have since created new plans

2.8 out of 5 is how agencies rate their response to this crisis

Biggest challenges



Steps taken to protect passengers



Has service utilization returned to normal?



48%

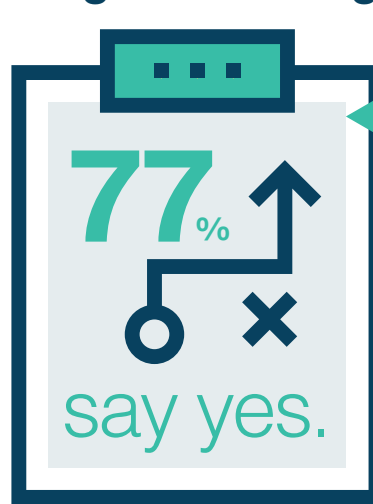
of transit agencies have experienced a ridership decline of **greater** than 50 percent.



Top permanent changes to operations as a result of COVID:

New safety protocols 78%
Maintenance procedures 56%
Emergency plans 54%

Did virus change your long-term strategy?



Post-virus stimulus for public transit?

YES **55%**
NO **45%**

67% of agencies state that **CASHLESS FARES** will be standard equipment in the post-COVID era.

