



# Transit Agency Survey '20



## Pre-trip inspection

PROCESSES

**71%**  
PEN & PAPER

REVIEW AREAS

Which areas are inspected?

Safety: 96%	Bicycle rack: 62%
Exterior: 94%	Maintenance: 62%
Interior: 88%	Engine: 85%
Wheelchair: 88%	Other: 3%

Name the top 3 issues that most impact a new CAD/AVL system:

**49%** Doesn't perform as advertised  
**44%** Transfer of route/schedule data  
**44%** Insufficient training  
TIE

**AVA announcements:**



HOW DO YOU MAKE THEM?

**39%** Auto AVA  
**39%** Driver  
TIE

Location-based on-vehicle advertising

**“33% have it”**

**“just 16% manage it with an infotainment system”**

**“Cost is the #1 reason why agencies don't invest”**

**“49% use it for next-stop announcements”**



**82%**

of transit agencies do not integrate their data with smart assistants like Amazon® Alexa™.

**Automatic vehicle health monitoring**

**67%**

of transit agencies do not have one

**40%**

of those without an AVM, state that they lack the financial resources to purchase one



**Vehicle speed (85%)**  
**Engine oil (78%) & Engine temp (69%)**

are the top 3 areas agencies want to monitor

## PROMISES

Did your ITS system live up to the hype?

**52% SAY 'YES'**

Reason for rating?

**TIE: 23%**

System did not perform as advertised & poor customer support



# Transit sales

**63%** of decision makers spend less than 1 hour per week talking to vendors.

**50%** prefer to interact by email over all other forms of engagement.

**17%** of in-person sales conversations happen without an appointment.



## Do your ITS vendors understand your needs?

**57%** say 'yes'

**49%** feel they need to work on improving your system reliability

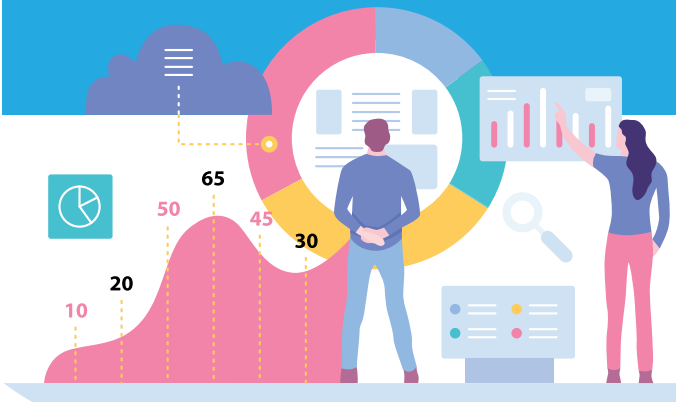


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## Tradeshows

- 70% attend 2 or fewer shows each year
- 29% prefer industry-specific shows
- 21% only attend shows to learn about a topic of interest



## DATA

- 83% have unlimited access to their transit data
- 41% say their data is stored for the life of the contract

## Real-time seating

Importance of real-time seating capacity?



Priority of investing in seat reservation system?

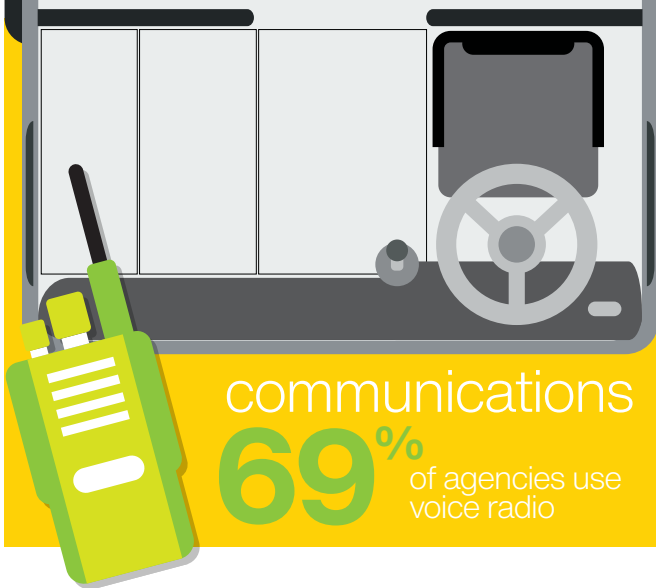


Who benefits most from real-time seating info?

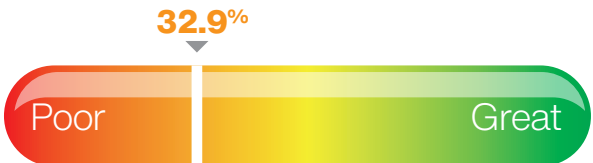
Rider	68%
Dispatcher	15%
Administrator	13%
Driver	4%

How would you display seating information?

Tracking app/site	55%
Back office system	29%
GTFS-RT feed	7%
Digital displays	6%
Third-party system	3%



How responsive is your ITS vendor?  
to your needs, questions, or concerns



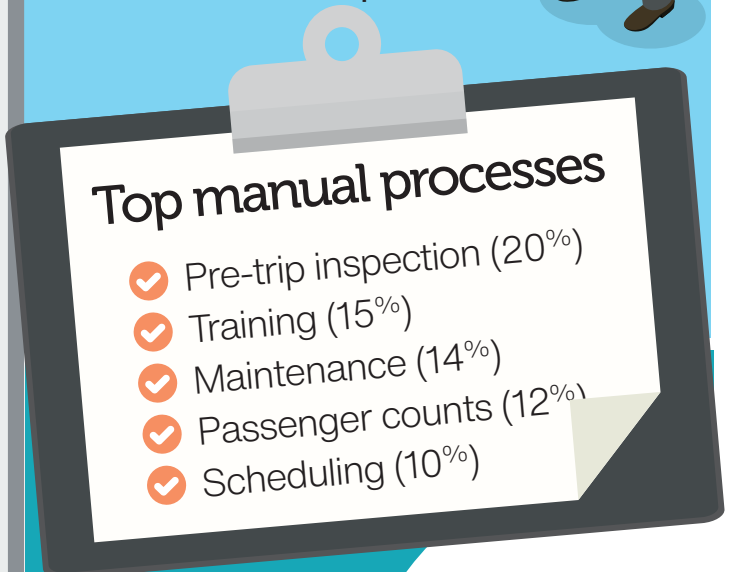
At your agency, who leads the charge for improvements?

Administrator 70%  
Public 9% • Drivers 9% • Other 6%  
Maintenance 3% • Dispatch 3%



Top manual processes

- Pre-trip inspection (20%)
- Training (15%)
- Maintenance (14%)
- Passenger counts (12%)
- Scheduling (10%)



Have you used ETA transit surveys to influence your strategic decisions?

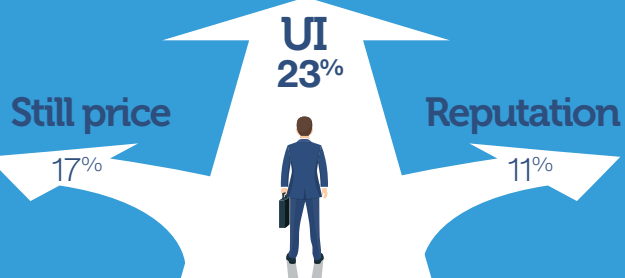
36% say they have.

How do you the measure ROI of your transit tech investment?

- #1 Improved staff efficiency
- #2 Increase in revenue
- #3 Improved safety/accountability



When price and capabilities are equal, how do you decide between ITS solutions?



## Biometric devices

Does your agency use them?

- 90% do not use them
- 35% have never heard of the technology
- 23% say agency is too small to use