ETA TRANSIT

Transit Rider Survey '20

WHAT DO YOU THINK?

Distance to nearest stop

- 2-3 blocks **27.7%**
- 2+ miles **41.3%**
- One mile **25.5%**
- One block **5.7%**
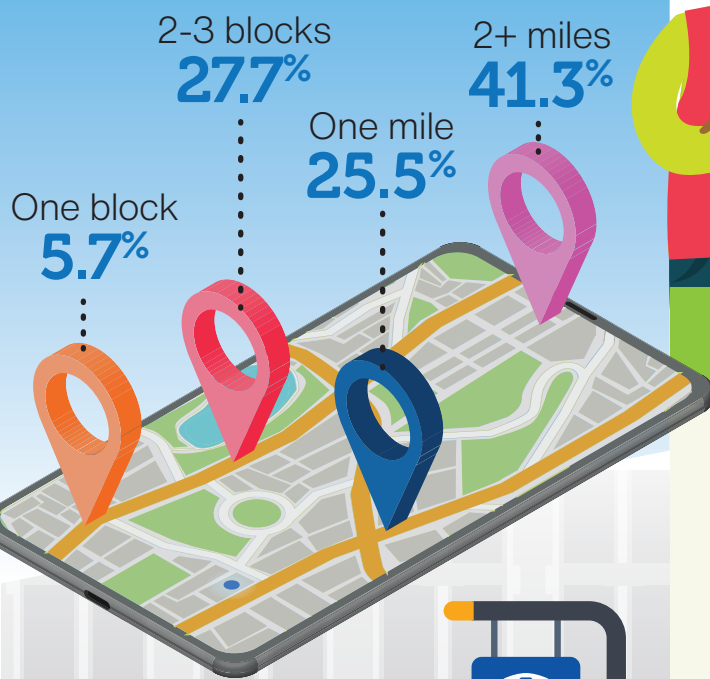
Transit riders
(in the household)

1	2	3	4	5
45%	35%	12.1%	4.3%	3.5%
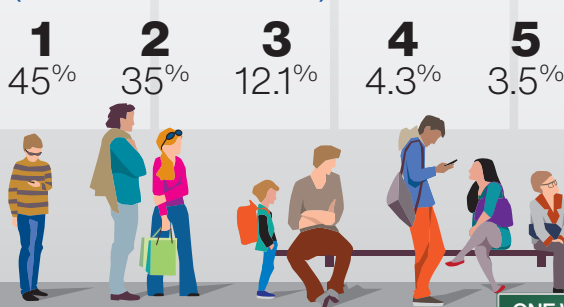
ONE WAY

Distance of travel ↱

< 1 mile	3.6%
1-3 miles	20.0%
4-5 miles	25.0%
6-10 miles	24.3%
11+ miles	27.1%

Transit utilization
trips per week (one way)

1-2	3-5	6-10	11-15	16-25
31%	39%	14%	10%	5%

days used per week

1	2	3	4	5	6	7
27%	18%	16%	12%	20%	1%	3%

days used of the week

Weekdays	86%
Saturday	37%
Sunday	22%

HOW DO YOU USE PUBLIC TRANSIT?

WORK	61.9
PERSONAL	59.7
SHOP/ENT.	41.7
TRAVEL	15.1
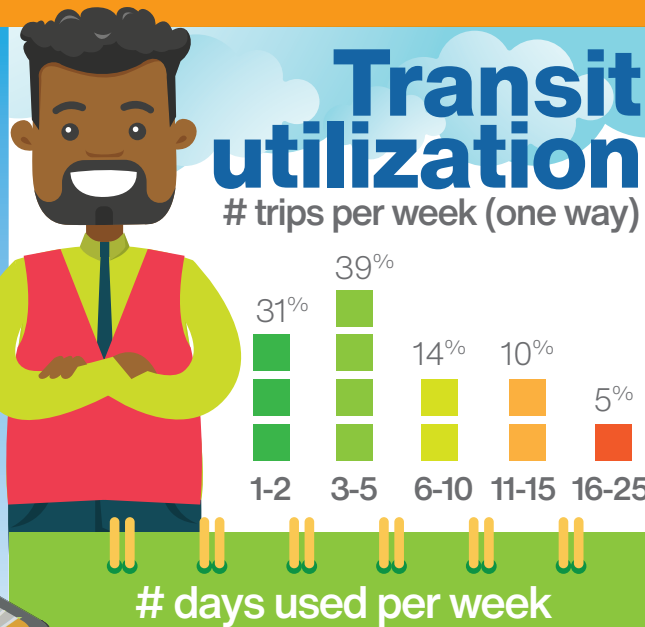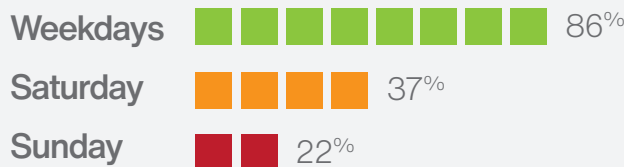
Use transit to travel between cities?

YES **43%**   NO **56%**

Modes of transit I
What is available in your area?

86% Bus	29% Rail	55% Taxi	73% Uber/Lyft
5% Trolley	9% Ferry	19% Subway	20% Shuttle
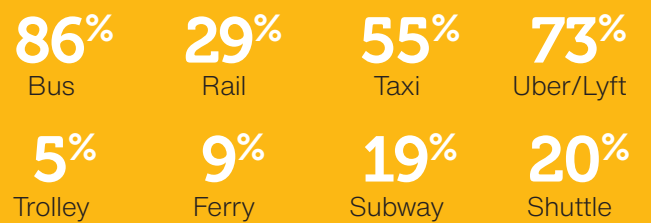
Modes of transit II
Which do you reguarly use?

67% Bus	18% Rail	22% Taxi	51% Uber/Lyft
4% Trolley	2% Ferry	14% Subway	3% Shuttle
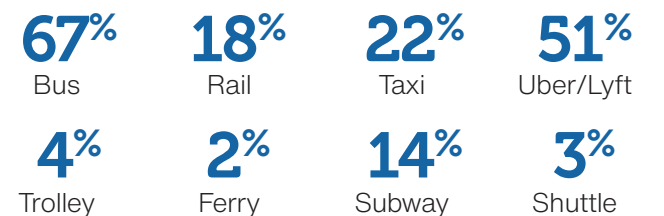
Duration of travel ↱

1-14 minutes	15.7%
16-30 minutes	41.1%
31-54 minutes	17.9%
46-60 minutes	15.0%
1-2 hours	6.4%
2+ hours	2.9%

Electric Scooters & bike sharing

Does your agency offer one or both?
Yes **34%**
No **38%**
Unknown **28%**

If yes, do you make use of the service?
Yes **36%**
No **64%**

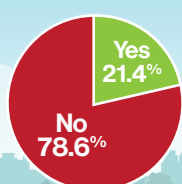**If no, would you use of the service?**
Yes **67%**
No **33%**

If yes, how often do you use the service?
Always **7%** | Usually **19%**
Sometimes **15%**
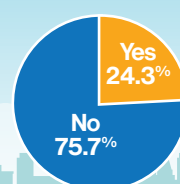Rarely **59%**

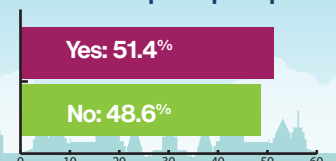## On-demand & mobility

Rider have special needs?
Yes **21.4%**
No **78.6%**

Required accommodations?

Wheelchair access	30.2%
Designated seating	34.0%
Scheduled pickup/dropoff	20.6%
Custom pickup/dropoff	18.9%
Audio announcements	20.8%
Visual announcements	11.3%

Use agency paratransit service?
Yes **24.3%**
No **75.7%**

Does agency provide scheduling for non-medical pick-up/drop-off?
Yes: **51.4%**
No: **48.6%**

Transit Rider Survey '20

ETA TRANSIT

WHAT DO YOU THINK?
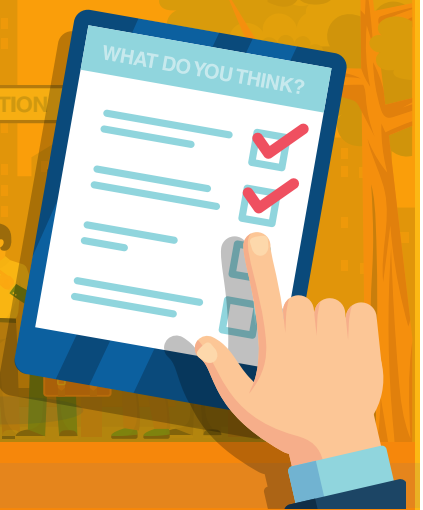
Smart assistants
Do you use them?

71% say 'yes'

Which one(s) do you use?

Amazon® Alexa™	62.4%
Google® Home™	45.9%
Apple® Siri™	46.8%
Microsoft® Cortana™	11%
Samsung® Bixby™	9.2%

(axis: 0 10 20 30 40 50 60 70)
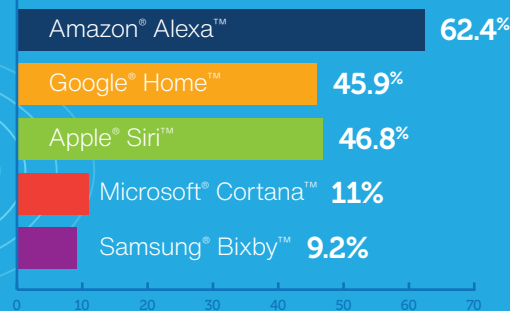
Does your agency provide its schedules to smart assistants?
33.6% say 'yes'

What information would you like available on smart assistants?

44%	21%	11%	20%
Schedules	Alerts	Reservations	ETAs

How do you keep track of your transit schedules?

Tracking method	Number
AGENCY WEBSITE	32%
AGENCY APP	31%
PRINTED SCHEDULE	21%
3RD PARTY APP	10%
3RD PARTY WEBSITE	04%

TICKET 06758493

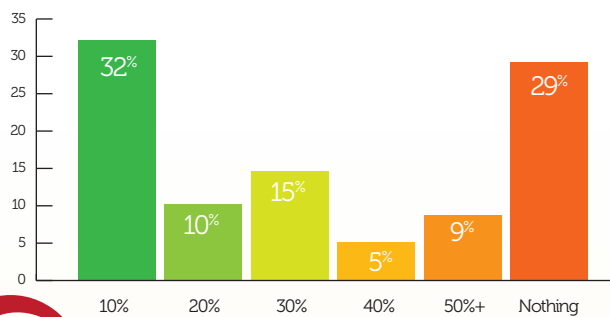## Reserved bus seats?
👍 **60%**
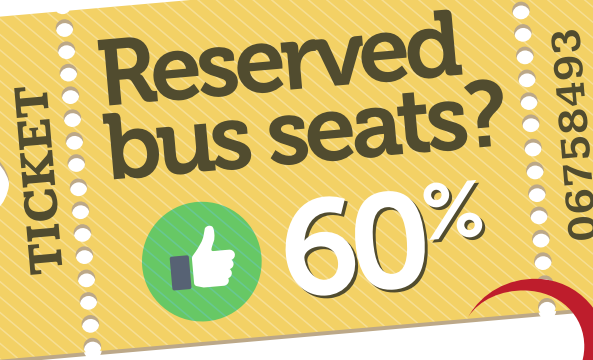
68% of riders want to see real-time passenger counts

Seats remaining: 8/18

Does your agency vehicles have displays on their vehicles?
YES: 73.4%

How much extra would you pay?

10%	20%	30%	40%	50%+	Nothing
32%	10%	15%	5%	9%	29%

(axis: 0 5 10 15 20 25 30 35)

Onboard video content

Useful or annoying?

54%	16%	12%	18%
Useful	Not useful	Annoying	No opinion

Preferred content?

37%	47%	38%
News	Weather	Advertising

26%	42%	47%
PSAs	Route progress	Upcoming stops

Minimum reasonable amount of notice to reserve a seat in advance?

- 1 day 9%
- 12 hours 19%
- 6 hours 24%
- 1 hour 46%
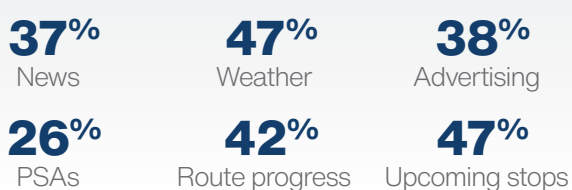
Tracking transit
Most used devices

Apple **54.6%** Android **35.2%**
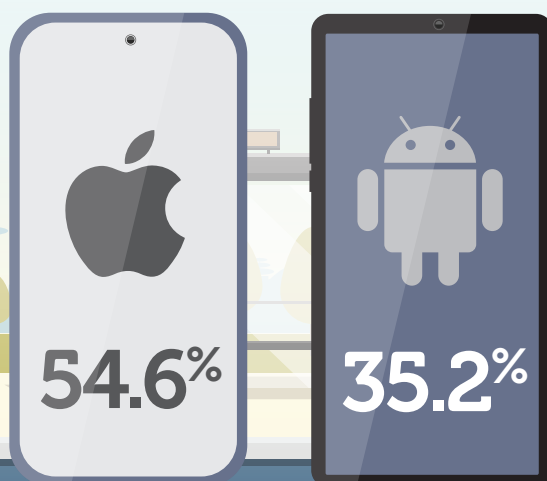
Essential travel information:

Schedule	Transfers	Fares	ETAs	Alerts	Next stop announce	Next stop ETAs	Local destination
78%	35%	36%	66%	20%	33%	22%	11%

(axis: 0 10 20 30 40 50 60 70 80)

Points of interest
Rankings of common destinations

Restaurants	Shopping	Banking
64.1%	61.2%	47.5%

Entertainment	Medical	Museums
33.8%	28.8%	19.4%
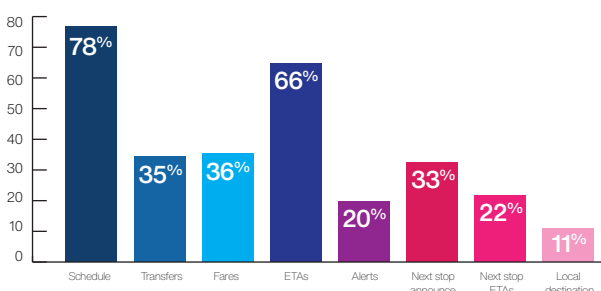
Preferred communication platforms for points of interest information

Mobile app	Website	Vehicle speakers
66.9%	10.8%	9.4%

Vehicle screens	Printed map	Rider alert
7.2%	2.9%	2.2%