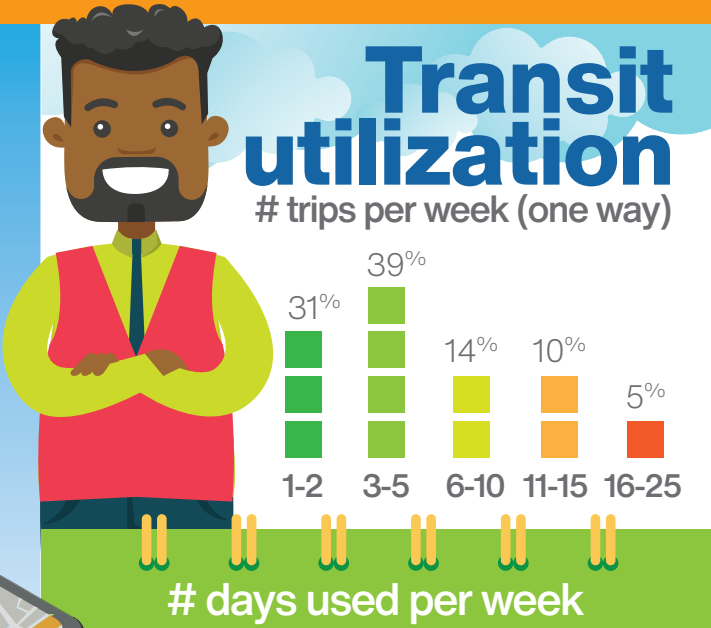




Transit Rider Survey '20

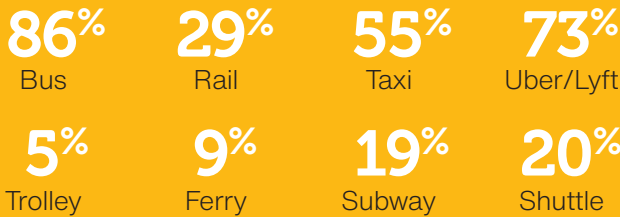


Use transit to travel between cities?



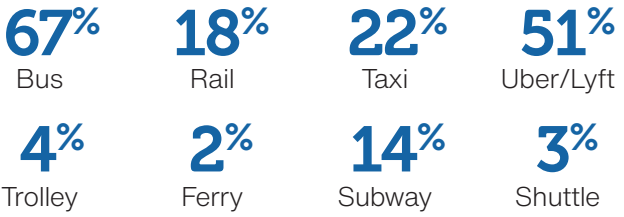
Modes of transit I

What is available in your area?



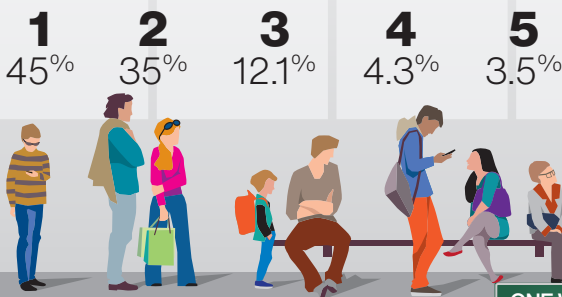
Modes of transit II

Which do you regularly use?



Transit riders

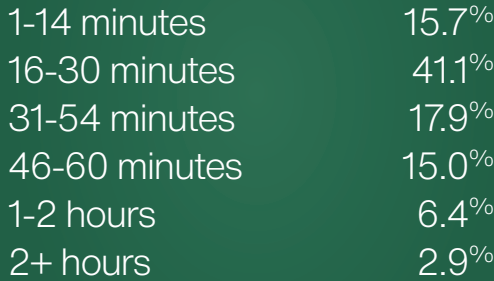
(in the household)



Distance of travel



Duration of travel

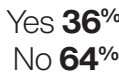


Electric Scooters & bike sharing

Does your agency offer one or both?



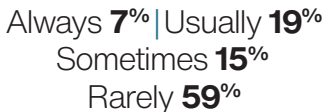
If yes, do you make use of the service?



If no, would you use of the service?

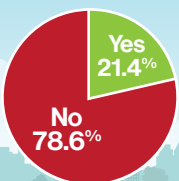


If yes, how often do you use the service?

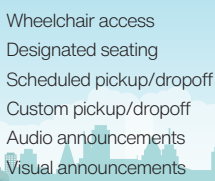


On-demand & mobility

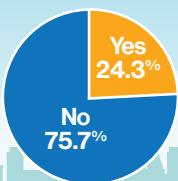
Rider have special needs?



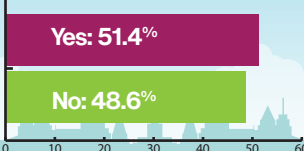
Required accommodations?



Use agency paratransit service?



Does agency provide scheduling for non-medical pick-up/drop-off?





Transit Rider Survey '20



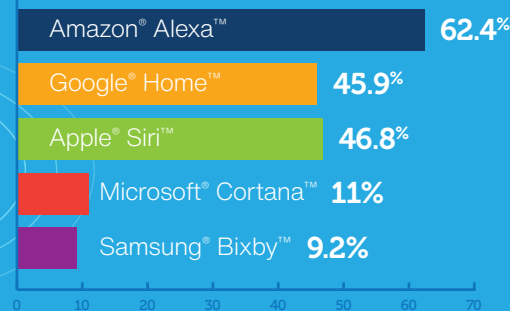
Smart assistants

Do you use them?

71% say 'yes'



Which one(s) do you use?



Does your agency provide its schedules to smart assistants?

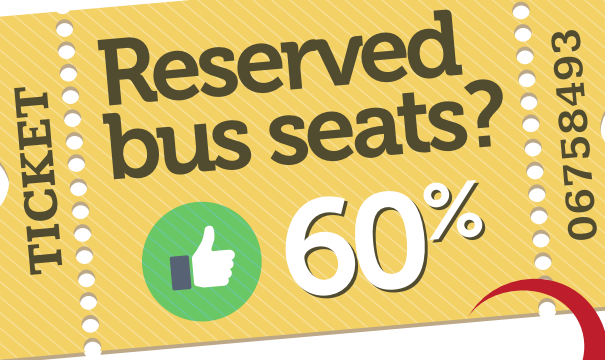
33.6% say 'yes'

What information would you like available on smart assistants?



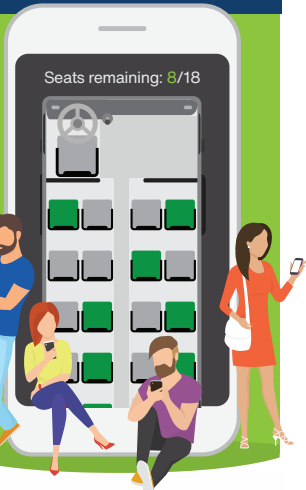
How do you keep track of your transit schedules?

Tracking method	Number
AGENCY WEBSITE	32%
AGENCY APP	31%
PRINTED SCHEDULE	21%
3RD PARTY APP	10%
3RD PARTY WEBSITE	4%

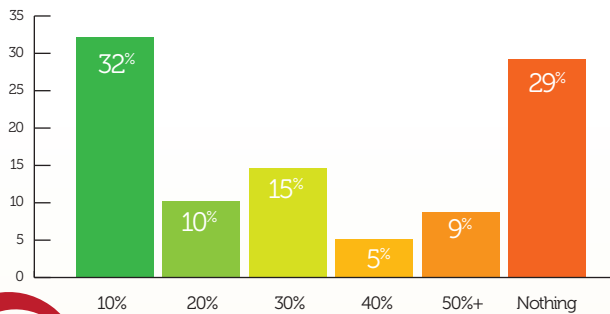


68%

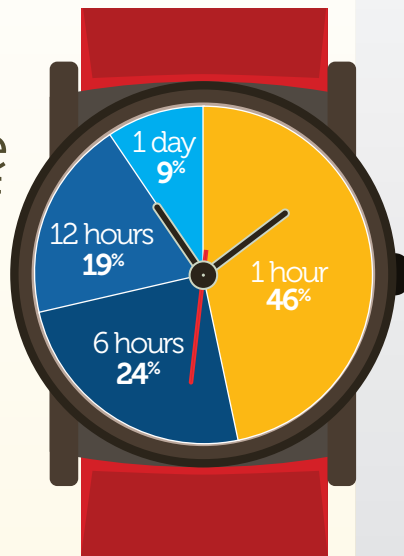
of riders want to see real-time passenger counts



How much extra would you pay?



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



Points of interest

Rankings of common destinations

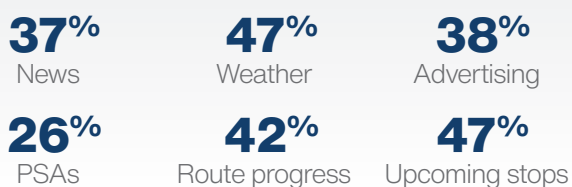


Onboard video content

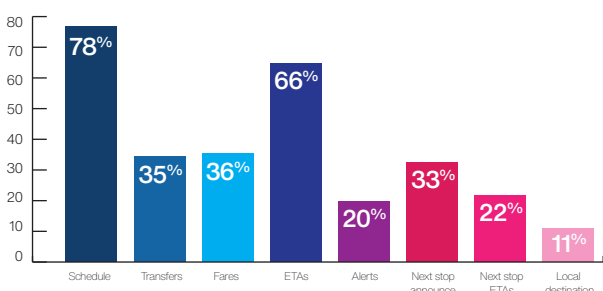
Useful or annoying?



Preferred content?

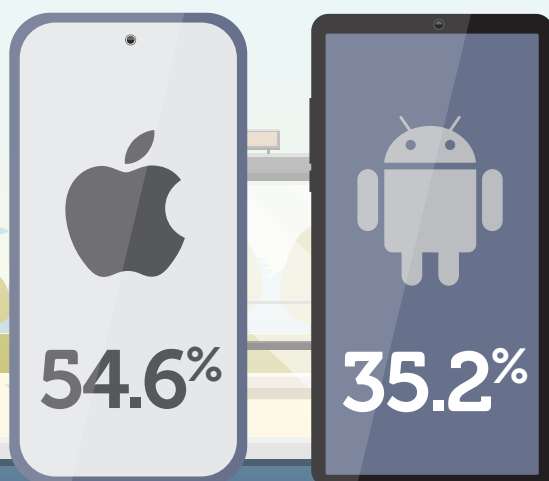


Essential travel information:



Tracking transit

Most used devices



Preferred communication platforms for points of interest information

