

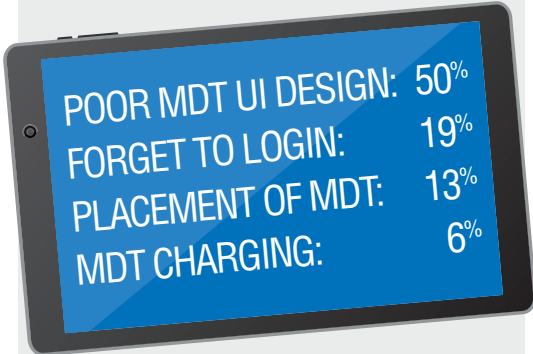


TRANSIT AGENCY SURVEY 2022

CAD/AVL/GPS
etatransit.com

TOP DRIVER CHALLENGES:

USE OF TECH:



PERFORMANCE:



TIME TO LEARN SOMETHING NEW:



TRANSIT ↓

↓ TECH

CHOICES ↑

WHEN WAS YOUR LAST MAJOR TECH PURCHASE?

25% < one year
 20% two years
 15% three years
 40% > four years

REASONS LAST VENDOR SELECTED

57% features
 22% price
 14% reputation
 7% support

IN HINDSIGHT, WAS THIS CHOICE THE RIGHT ONE?

92% yes, it was
 8% no, it wasn't



OBJECTIONS

Do you experience resistance when adopting new technology/practices?

79% say 'yes.'

How could vendors help decrease **employee** concerns?

58% improve training materials
 48% supplemental training
 44% cheat sheets/collateral
 34% role-based instruction

How could vendors help decrease **rider** concerns?

56% provide marketing materials
 40% improve rider user interface
 36% provide public training workshops
 28% improve rider user experience

TECHNOLOGY PARTNERS:

Do you prefer an 'all-in-one' vendor or an 'integrator'?

Top all-in-one factor
Ease of use
22%

Top integrator factor
Quality of integrations
34%

Overall preference
'All-in-one' provider
52%



Technical support

What are the top influencers of your view of support quality?

- #1 Response time from initial request
- #2 Solution time from initial request
- #3 Ability to track issue status
- #4 Access to resources for self-service support

How much does support quality impact overall satisfaction?

- 54% A lot
- 43% It makes all the difference
- 3% None

Where does your internal team spend time on support issues?

- 36% Waiting for response from vendor
- 31% Troubleshooting issue with vendor
- 25% Troubleshooting issue by ourselves
- 5% Other
- 3% Developing workarounds for issues

Should your sales rep be 'in the loop' on support issues?

- 71% Yes
- 29% No

What is your preferred way to communicate and track issues?

- 62% Email
- 16% Online helpdesk
- 16% Phone
- 16% Face-to-face

What percentage of issues end up the result of human error?

- 54% Human
- 46% Technology

Planning for procurement



Most difficult part in developing RFPs:
Defining scope of work

In your last RFP, what do you wish you had better prepared?

- 46% scope of work
- 21% identify budget
- 21% qualifications
- 12% response format

Which metrics do you look for in a quotation or price?

- 41% upfront costs
- 41% recurring costs
- 20% price per vehicle
- 16% equipment cost

How do you decide among comparable proposals?

- 54% scoring sheets
- 17% bottom-line cost
- 17% CBA
- 4% vendor references