

## Intelligent Transportation Systems (ITS) Usage and Feasibility Survey

- 1). Agency Name \_\_\_\_\_  
City, State \_\_\_\_\_  
Contact Person \_\_\_\_\_  
Title \_\_\_\_\_  
Email \_\_\_\_\_
- 2). Organization Type
  - Non-Profit
  - Local Government
  - For-Profit
  - Other \_\_\_\_\_
- 3). Type of Service Provided (Check all that apply)
  - Demand Response (Dial-a-Ride)
  - Fixed-Route
  - Intercity Bus
  - Advanced Reservation
  - Other \_\_\_\_\_

### Operations Software

-Operation software include accounting, personnel, maintenance, and reporting software, among others.

- 4). What types of operations software does your agency currently use? (Check all that apply)
  - Accounting
  - Personnel
  - Reporting
  - Maintenance
  - Spreadsheets
  - Do not use operations software
  - Other \_\_\_\_\_
- 5). Does your agency currently plan to add to or change its operations software in the next 5 years?
  - Yes
  - No

### Geographic Information Systems (GIS)

-GIS software programs provide the capability for displaying and editing geographic information. GIS is often used in conjunction with scheduling and dispatching systems to integrate bus stops, routes, and local street networks.

- 6). Does your agency currently use GIS technology?
  - Yes
  - No

7). For what purposes does your agency use GIS technology? (Check all that apply)

- Operations, staff performance, productivity
- Providing Customer Information
- Reporting and Record Keeping
- Scheduling
- Service Coordination
- Service Quality
- Trip requests
- Other \_\_\_\_\_

8). Does your agency plan to use GIS in the next 5 years?

- Yes
- No

#### Computer Aided Dispatching and Scheduling (CADS)

-CADS software coordinates trip requests and passenger data along with vehicle and route information to generate efficient demand-response schedules.

9). Does your agency currently use CADS?

- Yes
- No

10). For what purposes does your agency use CADS? (Check all that apply)

- Dispatching
- Operations
- Reporting and Record Keeping
- Providing Customer Information
- Safety
- Scheduling
- Service Coordination
- Service Quality
- Trip Requests

11). Does your agency plan to use CADS in the next 5 years?

- Yes
- No

#### Automatic Vehicle Location (AVL)

-AVL software tracks the real time location of a vehicle and allows rural agencies to monitor the location of all transit vehicles in the fleet. The most popular form of AVL uses global positioning systems (GPS).

12). Does your agency currently use AVL technology?

- Yes

- No

13). For what purposes does your agency use AVL? (Check all that apply)

- Communications
- Dispatching
- Operations
- Providing Customer Information
- Bus Location and Arrival Time
- Safety
- Scheduling
- Service Coordination
- Service Quality
- Other \_\_\_\_\_

14). Does your agency plan to use AVL in the next 5 years?

- Yes
- No

#### Mobile Data Terminals (MDTs)

-MDTs are devices used to communicate with the main office. They provide two-way communication and have the ability to upload data during a scheduled route, usually via tablets.

15). Does your agency currently use MDTs?

- Yes
- No

16). For what purpose does your agency use MDTs? (Check all that apply)

- Download Trip Manifests
- Automatically Update Schedule Changes
- Driver sign-on and sign-off
- Passenger Pick-up and drop-off
- Vehicle Location
- Fare Determination and Collection
- Driver and Operations Supervision
- Emergency Communications
- Other \_\_\_\_\_

17). Does your agency plan to use MDTs in the next 5 years?

- Yes
- No

#### Traveler Information Systems (TIS)

-TIS provide transportation information prior to and during trips. The technology can include websites, email, smartphone applications, text messaging, variable message signs, automated phone service, audible annunciators, in-vehicle displays, customer service lines, automated trip planners, social media, and real time transit and traffic information.

- 18). Does your agency currently provide traveler information systems (TIS)?
- Yes
  - No
- 19). What traveler information services do you provide? (Check all that apply)
- Website
  - Email
  - Mobile/Smartphone Applications
  - Social Media
  - Text messaging
  - Variable Message Signs
  - Automated Phone Service
  - Audible Annunciators
  - In-vehicle Displays
  - Other \_\_\_\_\_
- 20). If your agency has a website, please provide the address.
- \_\_\_\_\_
- 21). What information does your agency's traveler information systems provide? (Check all that apply)
- Static Service Information
  - Real Time Vehicle Location
  - Estimated Arrival Time
  - Trip Planning Tools
  - Other \_\_\_\_\_
- 22). For what purposes does your agency provide traveler information systems? (Check all that apply)
- Communications
  - Providing Customer Information
  - Service Quality
  - Trip Request Processing
  - Other \_\_\_\_\_
- 23). Does your agency plan to provide traveler information systems in the next 5 years?
- Yes
  - No

Electronic Fare Payment Systems

-Electronic fare payment systems are automated ways of collecting and processing fares.

- 24). Does your agency currently use electronic fare payment systems?
- Yes
  - No
- 25). What type of electronic fare payment system does your agency use?
- Smartphone Application
  - Magnetic Stripe Card
  - Contactless Smartcard
  - Mobile Ticketing
  - Other \_\_\_\_\_
- 26). For what purposes does your agency use electronic fare payment systems? (Check all that apply)
- Rider and Trip Information
  - Fare Determination
  - Fare Collection
  - Reporting and Record Keeping
  - Service Coordination
  - Other \_\_\_\_\_
- 27). Does your agency plan to use electronic fare payment systems in the next 5 years?
- Yes
  - No

#### Automated Passenger Counting (APC)

-Automated passenger counting is a technology that counts passengers as they board and alight.

- 28). Does your agency currently use automated passenger counting technology?
- Yes
  - No
- 29). Does your agency plan to use automated passenger counting technology in the next 5 years?
- Yes
  - No

#### Security Systems

-Security systems include a variety of technologies found both on and off the vehicles including closed circuit cameras, silent alarms, and microphones, among others.

- 30). Does your agency currently use on-or off-vehicle transit security systems?
- Yes
  - No

31). What methods does your agency use for security? (Check all that apply)

- Cameras
- Silent Alarms
- Audio Surveillance
- Object Detection Sensors
- Concealed Microphones
- Other \_\_\_\_\_

32). Does your agency plan to use on-or off-vehicle transit security systems in the next 5 years?

- Yes
- No

### Communication Technologies

-Communication technologies provide voice and data communication among drivers, riders, managers and others involved within the agency.

33). Does your agency currently use two-way radios?

- Yes
- No

34). What does your agency use two-way radios for? (Check all that apply)

- Vehicle Location
- Scheduling Changes
- Driver Sign-on and Sign-off
- Pick-up and Drop-off
- Emergency Communication
- Other \_\_\_\_\_

35). Does your agency currently use smart phones?

- Yes
- No

36). What does your agency use smart phones for? (Check all that apply)

- Vehicle Location
- Scheduling Changes
- Driver Sign-on and Sign-off
- Pick-up and Drop-off
- Emergency Communication
- Other \_\_\_\_\_.

37). Does your agency plan to use smart phones in the next 5 years?

- Yes
- No

- 38). Does your agency currently use satellite phones?
- Yes
  - No
- 39). What does your agency use satellite phones for? (Check all that apply)
- Vehicle Location
  - Scheduling Changes
  - Driver Sign-on and Sign-off
  - Pick-up and Drop-off
  - Emergency Communication
  - Operations Management
  - Other \_\_\_\_\_
- 40). Does your agency plan to use satellite phones in the next 5 years?
- Yes
  - No

#### Manager Information

-The final section of the survey asks questions regarding manager training.

- 41). How many years have you been manager at this agency?  
\_\_\_\_\_
- 42). How many years have you worked in the transit industry?  
\_\_\_\_\_
- 43). What is the highest level of education you have received?
- Some High School
  - High School or Equivalent
  - Some College
  - Two Year Degree
  - Four Year Degree
  - Graduate Degree
- 44). How many state or regional transit meetings have you attended in the past 5 years?  
\_\_\_\_\_
- 45). How many state or regional transit meetings have you attended in the past year?  
\_\_\_\_\_
- 46). How many national transit meetings have you attended in the past 5 years?  
\_\_\_\_\_
- 47). How many national transit meetings have you attended in the past year?

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- 48). At the state, regional, or national transit meetings, what technology vendors did you visit?
- Operations Software
  - Geographic Information Systems (GIS)
  - Computer Aided Dispatching and Scheduling Software (CADS)
  - Automatic Vehicle Location Technology (AVL)
  - Mobile Data Terminals (MDTs)
  - Traveler Information Systems (TIS)
  - Electronic Fare Payment Systems
  - Automated Passenger Counting Technologies
  - Transit Security Systems
  - Did not Visit Technology Vendors
  - Other \_\_\_\_\_
- 49). At the state, regional, or national meetings, what technology specific sessions did you attend?
- Types of Technology
  - Technology Selection
  - Technology Procurement
  - Technology Deployment
  - Technology and Coordination
  - Did not Attend Technology Specific Sessions
  - Other \_\_\_\_\_
- 50). Does your state DOT/transit association help with technology implementation/adoption?
- Yes
  - No