

# 2023 ITS Deployment Tracking Survey

Freeway, arterial, and transit management agencies nationwide were surveyed about their Intelligent Transportation Systems (ITS) deployment. For the first time, the 2023 ITS Deployment Tracking Survey measures ITS deployment in smaller urban and rural areas in addition to large metropolitan areas.<sup>1</sup>

## Overall Survey Response Rate

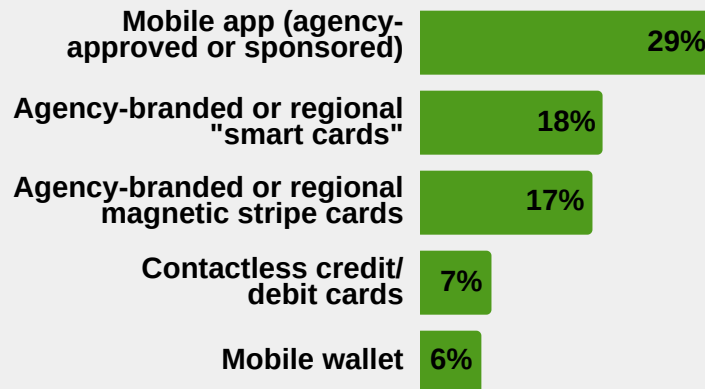
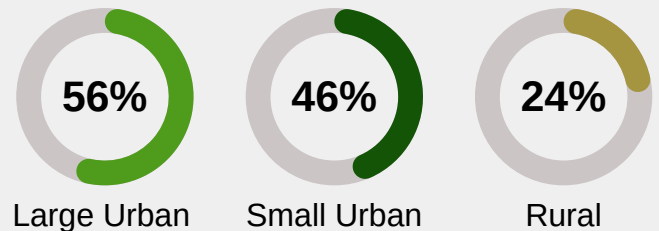
63% (464 Transit Agencies)

## Fare Media and Electronic Fare Payment (EFP) Transit Management Agencies

The 2023 ITS Deployment Tracking Survey asked transit agencies about the fare media used to access its transit services and electronic fare payment (EFP) systems.<sup>2</sup>

**Cash** is the most accepted type of fare media by transit agencies (83%). Notably, only 8% reported accepting cash only. Nearly two thirds of transit agencies accept **physical tickets/tokens/vouchers** (61%), the next most commonly accepted type of fare media.

In 2023, 42% of all transit agencies reported using EFP, which collects and processes fares automatically through various electronic payment media. A majority of transit agencies in large urban areas (56%) and nearly one half of transit agencies in small urban areas (46%) offer EFP. These agencies are both significantly more likely to offer EFP than transit agencies in rural areas (24%).



Of the surveyed EFP methods, nearly one third of transit agencies accept payments via **mobile apps**, and nearly one fifth accept **agency-branded or regional "smart cards"** or **magnetic stripe cards**. **Contactless credit/debit cards** and **mobile wallet** are each used by fewer than 10% of transit agencies.



<sup>1</sup> [Click here](#) for more about the change in survey methodology.

<sup>2</sup> All data for transit agencies are weighted. [Click here](#) to see the reports for more details.

Reports, data, and more available now!

Go to: [www.itskrs.its.dot.gov/deployment/2023DTS](http://www.itskrs.its.dot.gov/deployment/2023DTS).



U.S. Department of Transportation  
Intelligent Transportation Systems  
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ITS Deployment Tracking Survey