

2019 Small Urban and Rural Transit Survey

1. Do transit personnel at your organization use any of the following technologies or systems to assist in providing transit services? (Select one response per row)

Two-way radios

1. Yes
2. No
3. Not applicable

Mobile data terminals (MDTs)

1. Yes
2. No
3. Not applicable

Wireless local area networks (WLAN)

1. Yes
2. No
3. Not applicable

Cellular telephone communications

1. Yes
2. No
3. Not applicable

Land line telephone networks

1. Yes
2. No
3. Not applicable

Internet

1. Yes
2. No
3. Not applicable

Satellite phones

1. Yes
2. No
3. Not applicable

Other communication technologies

1. Yes
2. No
3. Not applicable

You selected other communication technologies, please provide a brief description.

2. Do transit personnel at your organization use smartphones for any of the following functions? (Select one response per row).

- Communications, for providing transit services
- Vehicle location
- Scheduling
- Operations management
- Other functions
- You selected other functions, please provide a brief description

3. Is your organization currently using Computer-Aided Dispatch (CAD)? (Select one)

1. Yes
2. No
3. I am not familiar with this technology

3a. For which of the following services does your organization use CAD? (Select all that apply)

- Bus (fixed-route and/or deviated-fixed-route)
- Commuter bus (fixed-route bus systems that are primarily connecting outlying areas)
- Demand-Response (scheduled in response to calls from passengers; includes paratransit, door-to-door, and curb-to-curb services)
- Vanpool (commuting service operating under pre-arranged schedules for previously formed groups of riders in vans)
- Other
- You selected other (services), please specify. _____

3b. Overall, how useful has CAD been for your organization? (Select one)

1. Very useful
2. Moderately useful
3. Somewhat useful
4. Little to no use
5. Too soon to tell
6. Don't know

3c. Why is your organization NOT using CAD? (Select one response per row)

Cost of technology is too great

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Lack of funding for operational costs

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Lack of support from leadership and/or decision-makers

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Lack of technical expertise in workforce

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Difficult to integrate technology with current systems

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Costs of technology unclear

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Benefits of technology unclear

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Vendor issues

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Other reason (please specify)

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

3d. Does your organization currently plan to deploy CAD in the next five years? (Select one)

1. Yes
2. No
3. Don't know

4. Is your organization currently using Automated Vehicle Location (AVL)? (Select one)

1. Yes
2. No
3. I am not familiar with this technology

4a. For which of the following services does your organization use AVL? (Select all that apply)

Bus (fixed-route and/or deviated-fixed-route)

Commuter bus (fixed-route bus systems that are primarily connecting outlying areas)

Demand-Response (scheduled in response to calls from passengers; includes paratransit, door-to-door, and curb-to-curb services)

Vanpool (commuting service operating under pre-arranged schedules for previously formed groups of riders in vans)

Other

You selected other (services), please specify. _____

4b. Overall, how useful has AVL been for your organization? (Select one)

1. Very useful
2. Moderately useful
3. Somewhat useful
4. Little to no use
5. Too soon to tell
6. Don't know

4c. Why is your organization NOT using AVL? (Select one response per row)

Cost of technology is too great

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Lack of funding for operational costs

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Lack of support from leadership and/or decision-makers

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Lack of technical expertise in workforce

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Difficult to integrate technology with current systems

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Costs of technology unclear

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Benefits of technology unclear

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Vendor issues

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Other reason (please specify)

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

4c. Does your organization currently plan to deploy AVL in the next five years? (Select one)

1. Yes
2. No
3. Don't know

5. Is your organization currently using Geographic Information System (GIS)? (Select one)

1. Yes
2. No
3. I am not familiar with this technology

5a. For which of the following services does your organization use GIS? (Select all that apply)

Bus (fixed-route and/or deviated-fixed-route)

Commuter bus (fixed-route bus systems that are primarily connecting outlying areas)

Demand-Response (scheduled in response to calls from passengers; includes paratransit, door-to-door, and curb-to-curb services)

Vanpool (commuting service operating under pre-arranged schedules for previously formed groups of riders in vans)

Other

You selected other (services), please specify. _____

5b. Overall, how useful has GIS been for your organization? (Select one)

1. Very useful
2. Moderately useful
3. Somewhat useful
4. Little to no use
5. Too soon to tell
6. Don't know

5c. Why is your organization NOT using GIS? (Select one response per row)

Cost of technology is too great

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Lack of funding for operational costs

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Lack of support from leadership and/or decision-makers

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Lack of technical expertise in workforce

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Difficult to integrate technology with current systems

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Costs of technology unclear

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Benefits of technology unclear

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Vendor issues

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Other reason (please specify)

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

5d. Does your organization currently plan to deploy GIS in the next five years? (Select one)

1. Yes
2. No
3. Don't know

6. Is your organization currently Security Cameras and/or Security Systems? (Select one)

1. Yes
2. No
3. I am not familiar with this technology

6a. For which of the following services does your organization use Security Cameras and/or Security Systems? (Select all that apply)

- Bus (fixed-route and/or deviated-fixed-route)
- Commuter bus (fixed-route bus systems that are primarily connecting outlying areas)
- Demand-Response (scheduled in response to calls from passengers; includes paratransit, door-to-door, and curb-to-curb services)
- Vanpool (commuting service operating under pre-arranged schedules for previously formed groups of riders in vans)
- Other
- You selected other (services), please specify. _____

6b. Overall, how useful has Security Cameras and/or Security Systems been for your organization? (Select one)

1. Very useful
2. Moderately useful
3. Somewhat useful
4. Little to no use
5. Too soon to tell
6. Don't know

6c. Why is your organization NOT using Security Cameras and/or Security Systems? (Select one response per row)

Cost of technology is too great

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Lack of funding for operational costs

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Lack of support from leadership and/or decision-makers

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Lack of technical expertise in workforce

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Difficult to integrate technology with current systems

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Costs of technology unclear

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Benefits of technology unclear

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Vendor issues

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Other reason (please specify)

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

6d. Does your organization currently plan to deploy Security Cameras and/or Security Systems in the next five years? (Select one)

1. Yes
2. No
3. Don't know

7. Is your organization currently using Maintenance Management Systems? (Select one)

1. Yes
2. No
3. I am not familiar with this technology

7a. For which of the following services does your organization use Maintenance Management Systems? (Select all that apply)

- Bus (fixed-route and/or deviated-fixed-route)
- Commuter bus (fixed-route bus systems that are primarily connecting outlying areas)
- Demand-Response (scheduled in response to calls from passengers; includes paratransit, door-to-door, and curb-to-curb services)
- Vanpool (commuting service operating under pre-arranged schedules for previously formed groups of riders in vans)
- Other
- You selected other (services), please specify. _____

7b. Overall, how useful has Maintenance Management Systems been for your organization? (Select one)

1. Very useful
2. Moderately useful
3. Somewhat useful
4. Little to no use
5. Too soon to tell
6. Don't know

7c. Why is your organization NOT using Maintenance Management Systems? (Select one response per row)

Cost of technology is too great

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Lack of funding for operational costs

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Lack of support from leadership and/or decision-makers

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Lack of technical expertise in workforce

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Difficult to integrate technology with current systems

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Costs of technology unclear

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Benefits of technology unclear

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Vendor issues

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Other reason (please specify)

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

**7d. Does your organization currently plan to deploy Maintenance Management Systems in the next five years?
(Select one)**

1. Yes
2. No
3. Don't know

8. Is your organization currently using Traveler Information Systems? (Select one)

1. Yes
2. No
3. I am not familiar with this technology

8a. For which of the following services does your organization use Traveler Information Systems? (Select all that apply)

- Bus (fixed-route and/or deviated-fixed-route)
- Commuter bus (fixed-route bus systems that are primarily connecting outlying areas)
- Demand-Response (scheduled in response to calls from passengers; includes paratransit, door-to-door, and curb-to-curb services)
- Vanpool (commuting service operating under pre-arranged schedules for previously formed groups of riders in vans)
- Other
- You selected other (services), please specify. _____

8b. Overall, how useful has Traveler Information Systems been for your organization? (Select one)

1. Very useful
2. Moderately useful
3. Somewhat useful
4. Little to no use
5. Too soon to tell
6. Don't know

8c. Why is your organization NOT using Traveler Information Systems? (Select one response per row)

Cost of technology is too great

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Lack of funding for operational costs

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Lack of support from leadership and/or decision-makers

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Lack of technical expertise in workforce

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Difficult to integrate technology with current systems

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Costs of technology unclear

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Benefits of technology unclear

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Vendor issues

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Other reason (please specify)

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

8d. Does your organization currently plan to deploy Traveler Information Systems in the next five years? (Select one)

1. Yes
2. No
3. Don't know

9. Is your organization currently using Automated Passenger Counters? (Select one)

1. Yes
2. No
3. I am not familiar with this technology

9a. For which of the following services does your organization use Automated Passenger Counters? (Select all that apply)

- Bus (fixed-route and/or deviated-fixed-route)
- Commuter bus (fixed-route bus systems that are primarily connecting outlying areas)
- Demand-Response (scheduled in response to calls from passengers; includes paratransit, door-to-door, and curb-to-curb services)
- Vanpool (commuting service operating under pre-arranged schedules for previously formed groups of riders in vans)
- Other
- You selected other (services), please specify. _____

9b. Overall, how useful has Automated Passenger Counters been for your organization? (Select one)

1. Very useful
2. Moderately useful
3. Somewhat useful
4. Little to no use
5. Too soon to tell
6. Don't know

9c. Why is your organization NOT using Automated Passenger Counters? (Select one response per row)

Cost of technology is too great

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Lack of funding for operational costs

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Lack of support from leadership and/or decision-makers

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Lack of technical expertise in workforce

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Difficult to integrate technology with current systems

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Costs of technology unclear

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Benefits of technology unclear

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Vendor issues

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Other reason (please specify)

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

**9d. Does your organization currently plan to deploy Automated Passenger Counters in the next five years?
(Select one)**

1. Yes
2. No
3. Don't know

10. Is your organization currently using Electronic Fare Payment? (Select one)

1. Yes
2. No
3. I am not familiar with this technology

10a. For which of the following services does your organization use Electronic Fare Payment? (Select all that apply)

- Bus (fixed-route and/or deviated-fixed-route)
- Commuter bus (fixed-route bus systems that are primarily connecting outlying areas)
- Demand-Response (scheduled in response to calls from passengers; includes paratransit, door-to-door, and curb-to-curb services)
- Vanpool (commuting service operating under pre-arranged schedules for previously formed groups of riders in vans)
- Other
- You selected other (services), please specify. _____

10b. Overall, how useful has Electronic Fare Payment been for your organization? (Select one)

1. Very useful
2. Moderately useful
3. Somewhat useful
4. Little to no use
5. Too soon to tell
6. Don't know

10c. Why is your organization NOT using Electronic Fare Payment? (Select one response per row)

Cost of technology is too great

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Lack of funding for operational costs

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Lack of support from leadership and/or decision-makers

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Lack of technical expertise in workforce

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Difficult to integrate technology with current systems

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Costs of technology unclear

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Benefits of technology unclear

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Vendor issues

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Other reason (please specify)

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

10d. Does your organization currently plan to deploy Electronic Fare Payment in the next five years? (Select one)

1. Yes
2. No
3. Don't know

11. Is your organization currently using Traffic Signal Priority? (Select one)

1. Yes
2. No
3. I am not familiar with this technology

11a. For which of the following services does your organization use Traffic Signal Priority? (Select all that apply)

Bus (fixed-route and/or deviated-fixed-route)

Commuter bus (fixed-route bus systems that are primarily connecting outlying areas)

Demand-Response (scheduled in response to calls from passengers; includes paratransit, door-to-door, and curb-to-curb services)

Vanpool (commuting service operating under pre-arranged schedules for previously formed groups of riders in vans)

Other

You selected other (services), please specify. _____

11b. Overall, how useful has Traffic Signal Priority been for your organization? (Select one)

1. Very useful
2. Moderately useful
3. Somewhat useful
4. Little to no use
5. Too soon to tell
6. Don't know

11c. Why is your organization NOT using Traffic Signal Priority? (Select one response per row)

Cost of technology is too great

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Lack of funding for operational costs

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Lack of support from leadership and/or decision-makers

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Lack of technical expertise in workforce

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Difficult to integrate technology with current systems

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Costs of technology unclear

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Benefits of technology unclear

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Vendor issues

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

Other reason (please specify)

1. Reason
2. Not a Reason
3. Not Applicable
4. No Perceived Need

11d. Does your organization currently plan to deploy Traffic Signal Priority in the next five years? (Select one)

1. Yes
2. No
3. Don't know

12. Is your agency currently deploying connected vehicle (CV) technology? (Select one)

1. Yes
2. No, but plan to deploy in the future
3. No plans to deploy
4. Don't know

12a. Please briefly describe your agency's CV deployments.

13. When do you expect to deploy connected vehicle technology? (Select one)

1. Within the next 3 years
2. In 3 to 6 years
3. In 7 or more years
4. Don't know

14. Are there any automated vehicle tests or deployments that are being conducted or have been conducted in your region/state? (Select one)

1. Yes (completed or in progress)
2. No
3. Don't know

15. What is your agency's primary role in the automated vehicle testing or deployment? (Select one)

1. Agency is/was leading the automated vehicle testing/deployment
2. Agency is/was supporting the planning or execution of the automated vehicle testing/deployment
3. Agency is not involved in the automated vehicle testing/deployment
4. Other (please specify below) _____

15a. Please describe your agency's activities with respect to automated vehicle testing or deployment.

16. Are there plans for your agency to participate in automated vehicle testing or deployment in the future? (Select one)

1. Yes
2. No
3. Don't know

16a. When does your agency expect to participate in automated vehicle testing or deployment? (Select one)

1. Within the next 3 years
2. In 3 to 6 years
3. In 7 or more years
4. Don't know

17. Does your agency partner with private transportation service providers? (Select all that apply)

1. Yes, for paratransit services
2. Yes, for other services
3. No
4. Don't know

**17a. With which of the following transportation providers does your agency partner for paratransit service?
(Select all that apply)**

1. Human services providers
2. Ridesourcing (Uber/Lyft)
3. Microtransit
4. Taxis
5. Other (please specify below) _____
6. Don't know

**17b. With which of the following transportation providers does your agency partner to provide other services
(i.e., not including paratransit)? (Select all that apply)**

1. Ridesourcing (Uber/Lyft)
2. Bikesharing
3. Microtransit
4. Taxis
5. Other (please specify below) _____
6. Don't know

**18. Did your organization experience any unexpected costs when deploying, operating, or maintaining any of
the technologies listed in this survey? (Select one)**

1. Yes
2. No
3. Don't Know

19. If yes, what types of unexpected costs did your organization incur?

20. In your opinion, to what extent has your organization realized any of the following benefits from deploying any of the ITS technologies listed in this survey? (Select one response per row).

- Great benefit
- Slight benefit
- No benefit
- Too soon to tell
- Not Applicable
- Reduced travel times
- Reduced wait times
- Cost savings
- Enhanced safety
- Increased ridership
- Improvement in on-time performance and schedule adherence
- More efficient scheduling and routing
- More efficient staffing
- Improvements in record-keeping, reporting, or data analysis
- Increased operator satisfaction
- Increased customer satisfaction
- Other benefits

21. Has your organization been able to quantitatively measure any benefits received from any of the technologies listed in this survey? (Select one)

- 1. Yes
- 2. No
- 3. Don't know)

22. If yes, please describe the steps your organization took to measure these benefits.

23. How much of a challenge, if at all, were each of the following issues in your organization's deployment of any of the technologies listed in this survey? (Select one response per row).

Limited funding opportunities to pay for technology deployment

- 1. Very great challenge
- 2. A great challenge
- 3. A moderate challenge
- 4. Somewhat of a challenge
- 5. Little or no challenge
- 6. Not applicable

Operational costs

1. Very great challenge
2. A great challenge
3. A moderate challenge
4. Somewhat of a challenge
5. Little or no challenge
6. Not applicable

Maintenance costs

1. Very great challenge
2. A great challenge
3. A moderate challenge
4. Somewhat of a challenge
5. Little or no challenge
6. Not applicable

Competition for funding with other transportation projects outside your organization

1. Very great challenge
2. A great challenge
3. A moderate challenge
4. Somewhat of a challenge
5. Little or no challenge
6. Not applicable

Obtaining support for technologies from leadership and decision makers

1. Very great challenge
2. A great challenge
3. A moderate challenge
4. Somewhat of a challenge
5. Little or no challenge
6. Not applicable

Lack of technical expertise in workforce

1. Very great challenge
2. A great challenge
3. A moderate challenge
4. Somewhat of a challenge
5. Little or no challenge
6. Not applicable

Workforce apprehension to introduction of technology

1. Very great challenge
2. A great challenge
3. A moderate challenge
4. Somewhat of a challenge
5. Little or no challenge
6. Not applicable

Costs and/or benefits of technology are unclear

1. Very great challenge
- 2.
3. A great challenge
4. A moderate challenge
5. Somewhat of a challenge
6. Little or no challenge
7. Not applicable

Integrating new technologies with current systems

1. Very great challenge
2. A great challenge
3. A moderate challenge
4. Somewhat of a challenge
5. Little or no challenge
6. Not applicable

Limited vendor support

1. Very great challenge
2. A great challenge
3. A moderate challenge
4. Somewhat of a challenge
5. Little or no challenge
6. Not applicable

Vendor technology solutions designed for larger-scale transit operations

1. Very great challenge
2. A great challenge
3. A moderate challenge
4. Somewhat of a challenge
5. Little or no challenge
6. Not applicable

Cybersecurity issues

1. Very great challenge
2. A great challenge
3. A moderate challenge
4. Somewhat of a challenge
5. Little or no challenge
6. Not applicable

Data management

1. Very great challenge
2. A great challenge
3. A moderate challenge
4. Somewhat of a challenge
5. Little or no challenge
6. Not applicable

Other issues

1. Very great challenge
2. A great challenge
3. A moderate challenge
4. Somewhat of a challenge
5. Little or no challenge
6. Not applicable

24. Has your organization used any of the following funding sources for the deployment, operation, and/or maintenance of any of the technologies listed in this survey? (Select one response per row)

Federal funding

1. Yes
2. No
3. Don't know

State funding

1. Yes
2. No
3. Don't know

Local funding

1. Yes
2. No
3. Don't know

Private funding

1. Yes
2. No
3. Don't know

Other funding, (please specify)

1. Yes
2. No
3. Don't know

25. Has your organization received technical support for the planning, deployment, operation, and/or maintenance of any of the technologies listed in this survey from any of the following entities? (Select one response per row)

Federal Transit Administration (FTA)

1. Yes
2. No
3. Don't Know

National Rural Transit Assistance Program (RTAP)

1. Yes
2. No
3. Don't Know

US Department of Transportation ITS Joint Program Office (JPO)

1. Yes
2. No
3. Don't Know

State Department of Transportation

1. Yes
2. No
3. Don't Know

Metropolitan planning organization (MPO)

1. Yes
2. No
3. Don't Know

ITS transit consultants

1. Yes
2. No
3. Don't Know

ITS transit vendors

1. Yes
2. No
3. Don't Know

Industry groups

1. Yes
2. No
3. Don't Know

Other transit agencies

1. Yes
2. No
3. Don't Know

University centers

1. Yes
2. No
3. Don't Know

Other organizations (If yes, please specify)

1. Yes
2. No
3. Don't Know

26. Are you aware of the training provided by the ITS PCB Program and/or its partners? (Select one)

1. Yes
2. No
3. Don't know

26a. Has your organization used training provided by the ITS PCB Program and/or its partners? (Select one)

1. Yes
2. No
3. Don't know

26b. How helpful was this training? (Select one)

1. Very helpful
2. Moderately helpful
3. Somewhat helpful
4. A little or not at all helpful
5. Don't know

27. Are you aware of the technical assistance provided by the ITS PCB Program? (Select one)

1. Yes
2. No
3. Don't know

27a. Has your organization used the technical assistance program provided by the ITS PCB Program? (Select one)

1. Yes
2. No
3. Don't know

27b. How helpful was the technical assistance? (Select one)

1. Very helpful
2. Moderately helpful
3. Somewhat helpful
4. A little or not at all helpful
5. Don't know

28. Are you aware of the knowledge resources provided by the ITS JPO? (Select one)

1. Yes
2. No
3. Don't know

28a. Has your organization used the knowledge resources provided by the ITS JPO? (Select one)

1. Yes
2. No
3. Don't know

28b. How helpful were these knowledge resources? (Select one)

1. Very helpful
2. Moderately helpful
3. Somewhat helpful
4. A little or not at all helpful
5. Don't know

29. You have completed all the questions. If you have any additional comments regarding this survey or your organization's experience with technology, please enter below?