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The Future of Public Transportation

By Paul Comfort

 COVID-19 Impact on Transit

 APTA Industry Findings

 3 Steps to Get Transit
Back on Track

 Coming Soon...



Agenda



50-95% Ridership
Reduction – Still Down

Routes Reduced, Cleaning
Ramped Up, Capacity
Limits, Masks

CARES Act March \$25b -
Dec 2020 \$14b -
Now \$30.5b

**Top 3
Transit Agency
Performance
Indicators
(APTA Survey)**



#1

Customer Satisfaction

#2

Ridership

#3

Access to Mobility Options

COVID CX Improvements

What are Transit Agencies
Pursuing in Response to
Covid- 19 Pandemic.

(APTA survey)

#1

Contactless
Payment
Solutions

#2

On Demand
Applications

#3

Common Payment
Platforms & MaaS
Applications

#4

Physical
Distancing

**Comfort's Prescription:
3 Steps to
Get Transit
Back on Track**

Reboot

High Tech – Low Touch

Green & Clean

REBOOT – High Tech/Low Touch

Reanalyze Demand

Recalibrate Service Offerings

MaaS -
Mobility as a
Service

MicroTransit



Green & Clean

ZEB

Masks & Social
Distancing
(Short Term)

Surface
Treatments

Ventilation & Air
Sanitization

What's Coming Soon...

- ④ Investment in Transit
- ④ MaaS/MicroTransit
- ④ Improved Apps
- ④ Walkable/ped/bike
- ④ Autonomous Vehicles
- ④ High Speed Rail
- ④ Hyperloop/VTOL





Thank You

Website

www.futureofpublictransportation.com

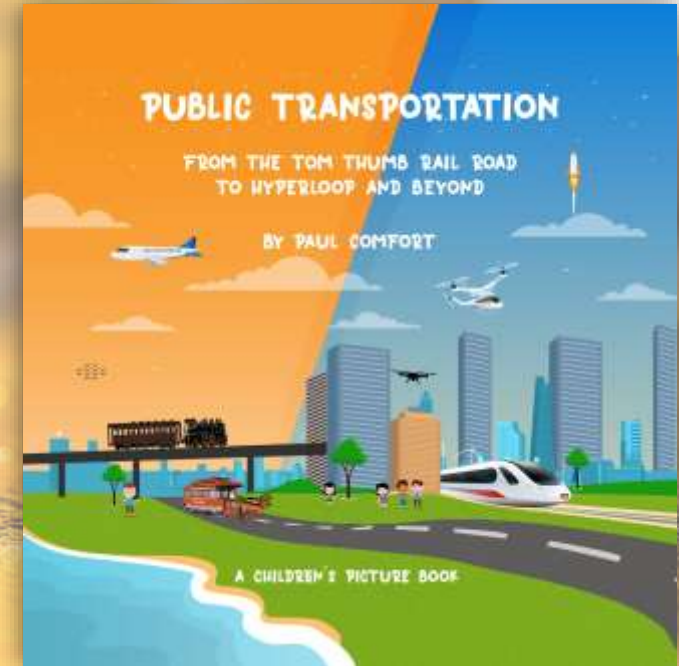
Weekly podcast

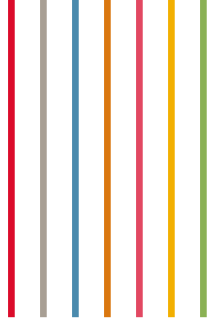
www.transitunplugged.com

Trapeze Blog

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