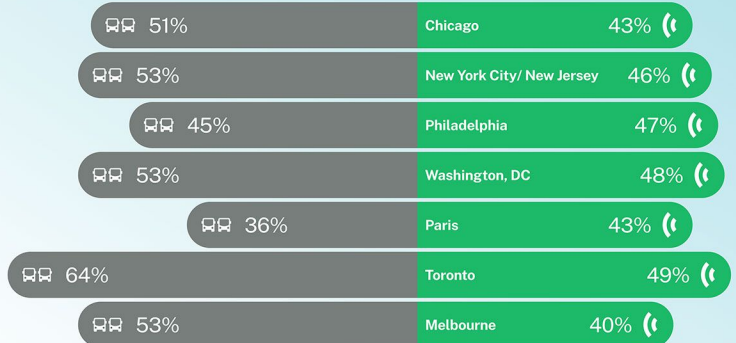


# Bring Your Riders Back with Real-Time Transit Data

## Post-COVID-19, what will win riders back around the world?

In Paris and Philadelphia, **real-time arrival data is the most important factor** to win riders back.

In Chicago, NYC, Washington D.C., Melbourne, and Toronto, **real-time arrival data is second** to more frequent vehicles.<sup>1</sup>



Higher frequency of vehicles to reduce crowdedness | Real-time arrival info to reduce waiting time at crowded stops

<sup>1</sup> The COVID-19 Effect: How is Urban Mobility Evolving Across the World? (<https://learn.moovit.com/covid-effect-public-transport-a9>)

## How long do we wait for our bus?

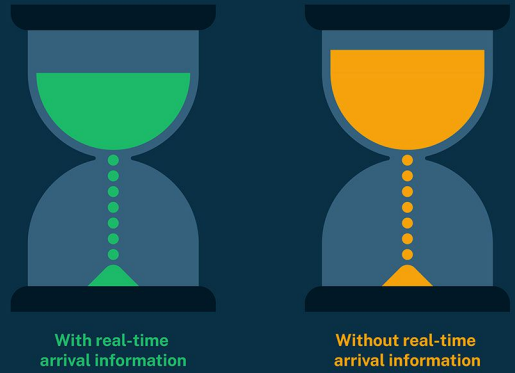
Real-time information users report an **average wait time 25% less** than those using traditional arrival information.<sup>2</sup>



<sup>2</sup> Where is My Bus? Impact of mobile real-time information on the perceived and actual wait time of transit riders (<https://www.sciencedirect.com/science/article/abs/pii/S09655856411001030>)

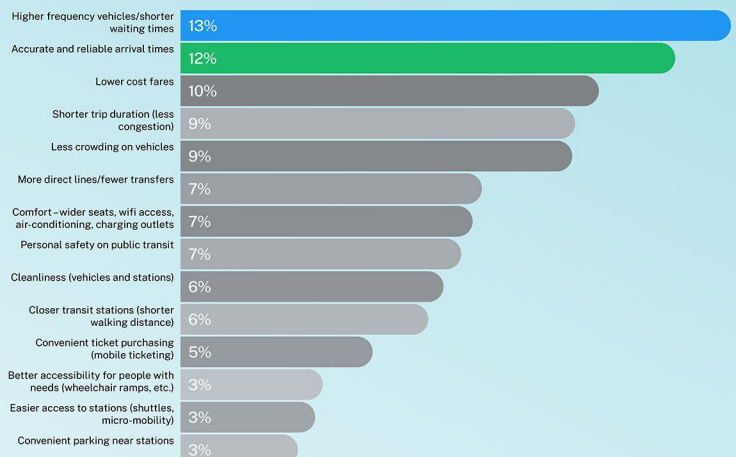
## How long does it seem like we wait?

On average, riders without access to real-time info **perceive that they are waiting 15% longer** than riders with real-time info.<sup>2</sup>



## What do riders want?

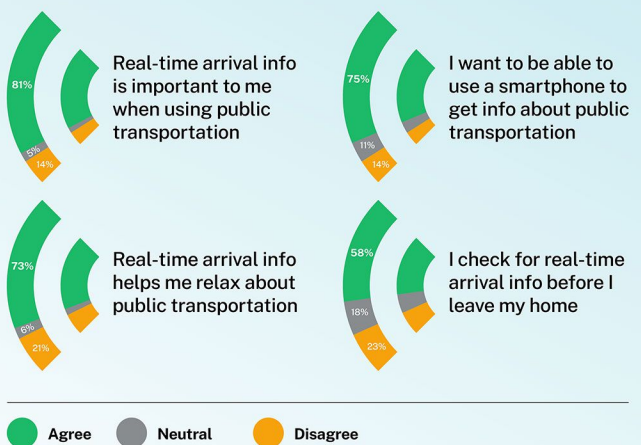
The **number one** way to gain more riders is to **reduce their wait times** at stations. **Number two** is to offer **accurate, reliable arrival times**.<sup>3</sup>



<sup>3</sup> Moovit's Global Public Transport Report 2019 ([https://moovitapp.com/insights/en/Moovit\\_Insights\\_Public\\_Transit\\_Index\\_countries](https://moovitapp.com/insights/en/Moovit_Insights_Public_Transit_Index_countries))

## Real-time info makes a difference

81% of respondents in a study agreed that "having real-time information is important to me when using public transportation" and 73% said that "having real-time information when using public transportation helps me relax".<sup>4</sup>



<sup>4</sup> Market Research on Real-Time Transit Information Needs and Users' Expectations (<https://135sm3mj0f3k1n20y6ekxwngion.netdna-ssl.com/wp-content/uploads/2019/04/Real-time-Study.pdf>)

**Be the change your riders want to see.**  
Provide real-time information to boost the rider experience and improve service performance.