



CUTR

CENTER for URBAN
TRANSPORTATION
RESEARCH

Maintaining Transit Effectiveness Under Major Fiscal Constraints



January 2015
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Study Sponsor and Objective



- Funded through TCRP Synthesis Program (SA-30)
- Due to be published by Spring of 2014
- Identify actions transit agencies have taken to maintain effectiveness during the Great Recession
- “Effectiveness” means providing as much quality service as possible in keeping with community values while normal sources of revenues were reduced
- Identify cost savings and revenue generation techniques and processes to work with employees and the public during difficult times

Methodology



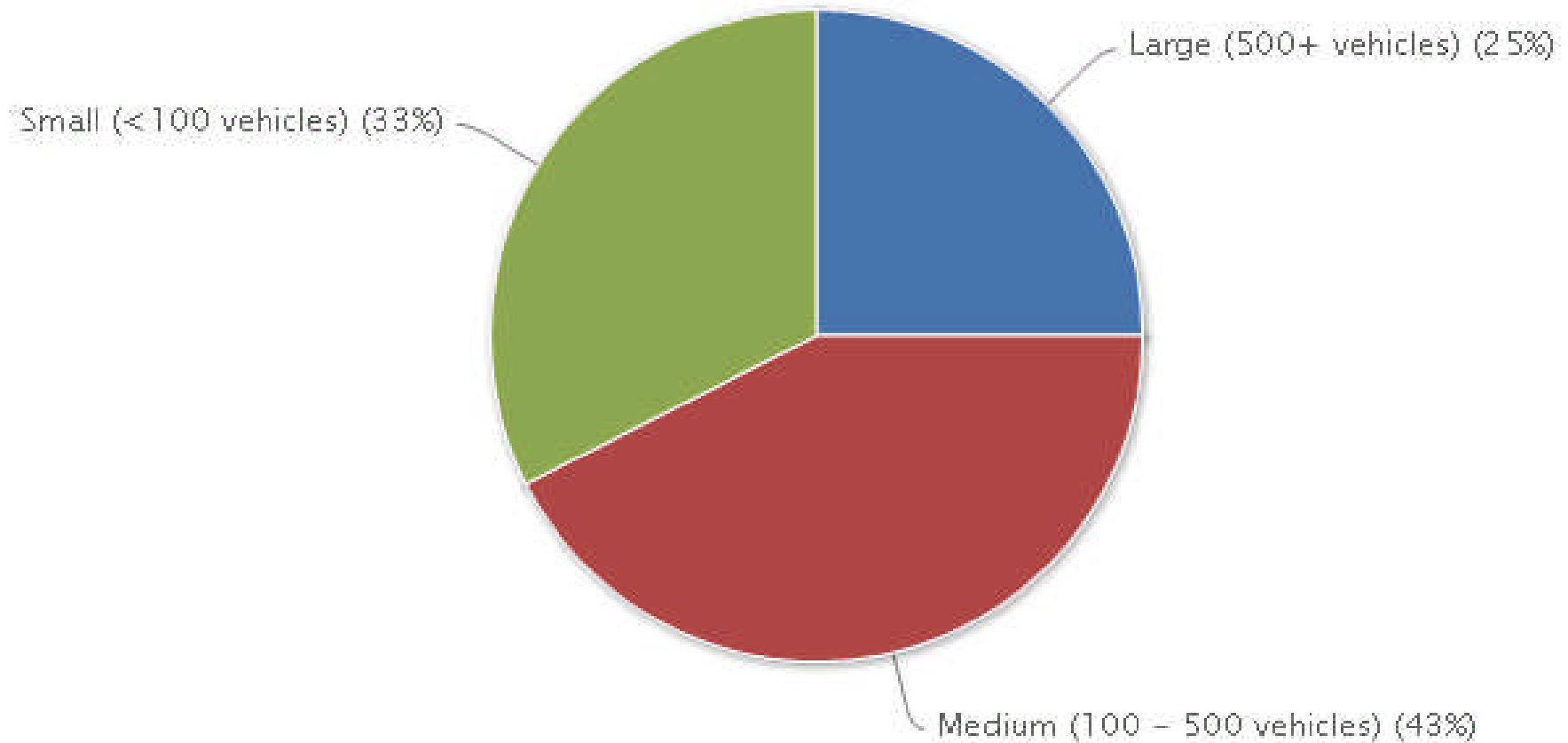
- Survey sent to 46 transit agencies of all sizes throughout the country
- Extensive literature search including recent articles in newspapers and industry magazines
- Considerable information collected from personal emails with transit managers

Results of Surveys/Literature Search



- Survey responses received from 40 agencies (87% response rate)
- Emails from over 40 other transit managers
- Dozens of newspaper and magazine articles
- Over 200 techniques were reported from 100 different agencies

Size of Responding Transit Agencies



Painful Recession-Driven Choices

- Layoffs
- Hiring Freezes
- Wage Freezes
- Furloughs
- Elimination of Vacancies
- Reduced training and professional development
- Deferred Maintenance/Reduced Capital

