

THE STATE OF PAYMENTS IN U.S. **MASS TRANSIT**



43%

have a monthly transit pass.



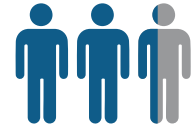
51%

use a preloaded card to pay.



59%

use multiple payment types for multi-modal transit.



+2/3

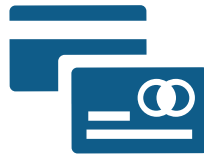
would prefer a single payment method for multi-modal transit.
(80% in New York City)

Top three preferred payments methods



51%

CASH



31%

CREDIT/DEBIT CARD



12%

MOBILE APP

Percent of mass transit riders who consider these types of payments secure



42%

CREDIT/DEBIT



42%

AUTO DEDUCTION VIA AN EMPLOYER



38%

MOBILE APP



31%

CALL CENTER



30%

MAIL-IN PAYMENT

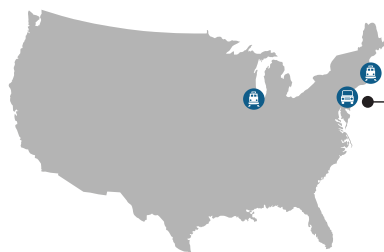
Security and consumer protection DRIVE MASS TRANSIT USERS CONCERNS



of riders would revert to using only cash if their payment data was compromised.



Cities with the **HIGHEST TRUST** in payments security



85% - New York
82% - Boston
78% - Chicago

Cities with the **LOWEST TRUST** in payments security



70% - Miami
70% - San Francisco
69% - Washington, DC

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