



# N-CATT

## Effectiveness Dashboard

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N-CATT regularly evaluates its impact on the transit industry and the value it adds to transit agencies in understanding and applying transit technology to accomplish their goals. We have collected a variety of metrics to evaluate our impact, and periodically develop reports to check in on how we're doing. This dashboard provides a snapshot of our impact as of July 2025.

### Technical Assistance Metrics

N-CATT provides technical assistance in a variety of forms:



**Strategic Technology Technical Assistance Teams (STTATs):** One-on-one technical assistance between N-CATT and individual transit agencies aiming to accomplish certain technology goals



**Technology Summits:** Collaborative efforts with state Departments of Transportation (DOTs), state transit associations, and other groupings of small-urban, rural, and tribal transit agencies hoping to establish technology investment priorities across the agencies within those groupings



**Skill-Building Workshops:** Virtual and in-person workshops, open to staff at transit agencies, geared toward helping attendees develop skills in transit technologies that they can apply to their work



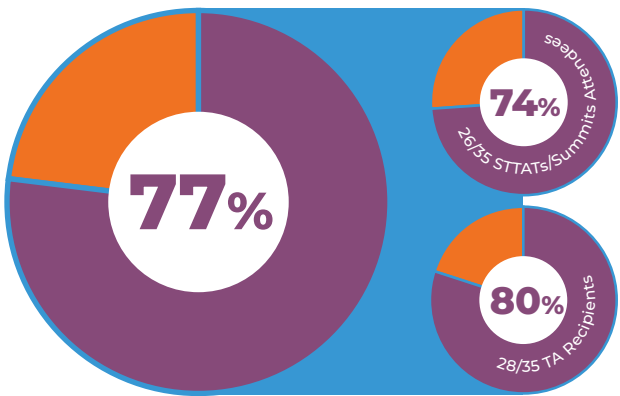
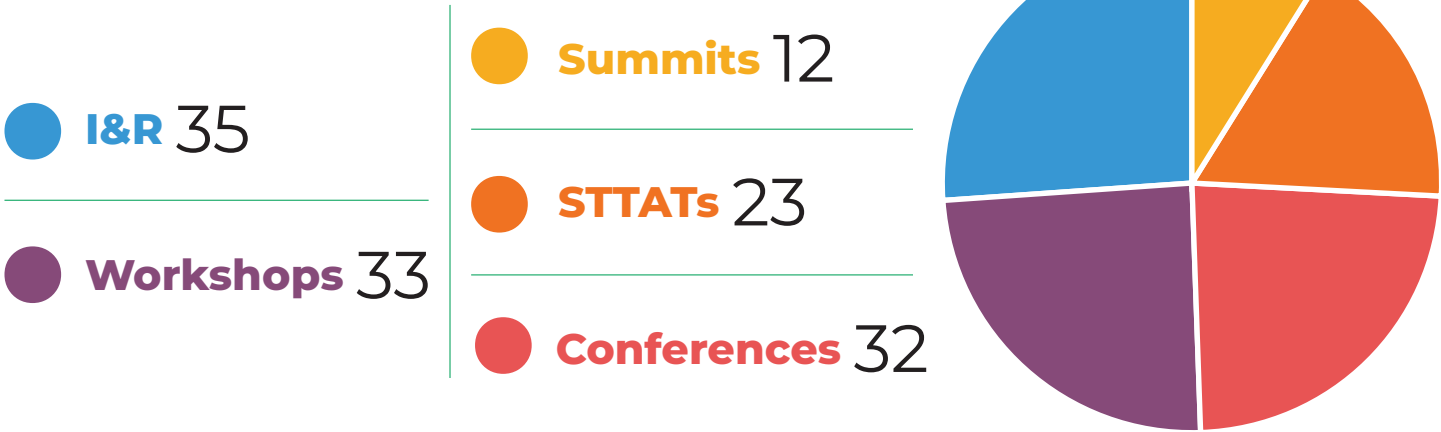
**Conference and Meeting Participation:** N-CATT staff attend conferences to participate in or lead workshops to spread knowledge of N-CATT resources and promising practices in transit tech.



**Information and Referral:** Any transit professional can reach out to us for information on transit technologies, and we connect them with the best information possible to answer their questions.

N-CATT has provided the following technical assistance from January 2020 through July 2025:

N-CATT Activities 2020-2025



77% of technical assistance recipients made key technology decisions based on N-CATT's support

“It is very necessary to focus on technology to help providers understand and make good decisions”  
OLIVIA HOOK,  
Oklahoma DOT

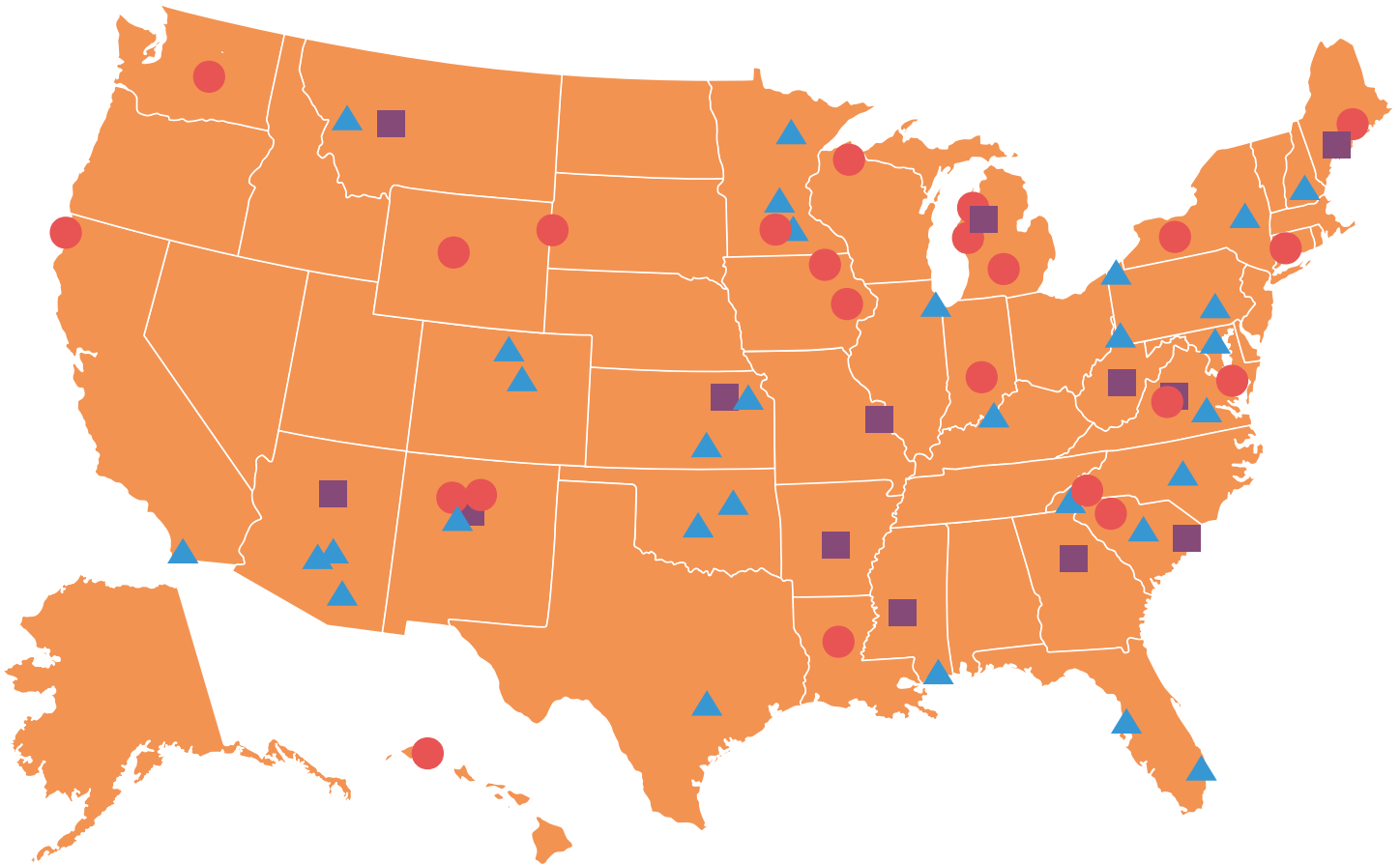


66% of technical assistance recipients turned early ideas into real technology projects based on N-CATT's support

83% of workshop attendees have taken more than one workshop



Our efforts span the entire United States, and N-CATT has established a national presence through its technical assistance, outreach, and tech university offerings. The map below summarizes the directed technical assistance, conference participation, and state summits that we have conducted.



### STTATs

Bay Area Rural Transit, Redwood Coast Transit Authority, Fountain Inn, Bloomington Transit, Ardent Sol'ns, ART, East Central Iowa Council of Governments, Kaua'i Bus, St. Mary's Transit System, North Central Regional Transit District, Mankato Transit, Prairie Hills Transit, Benzie Bus, Manistee Transit, North East Iowa Community Action Coalition, Northern New Mexico Transit Agencies, Community Connector, and HopeSource



### State Summits

Mississippi, New Mexico, Maine, Montana DOT, Arkansas Department of Transportation, Minnesota, Northern Arizona Council of Governments, Kansas Department of Transportation, West Virginia Transit Association, Georgia Transit Association, Michigan Public Transit Association, Transit Association of South Carolina, Community Transportation Association of Virginia, and Missouri Public Transit Association



### Other Conferences and Events

Workshops @ CTAA Expo 2021, NYPTA Presentation, TASC Presentation, Workshops at EXPO 2022, Transit Knowledge Sharing Retreat, NC Transit Visioning Workshops, SUN 2022, KPTA 2022, MnPTA 2022, Data Dashboard Workshop, Expo '23, 2024 State of the Industry Tech Demo, CTAA EXPO 2024, New Mexico Public Transit Association, and Colorado Association of Transit Agencies





**100%** say they grew  
in confidence after  
taking a workshop

On average, participants  
grew in confidence  
by **50%**



**23** one-on-one technical  
assistance projects in  
**19** states, helping transit  
agencies think through  
topics including software  
changes and emerging  
technology applicability



**The team at N-CATT was impressively organized, knowledgeable, and kept our project on task with weekly meetings. Prairie Hills Transit sought to implement a secure online propane fuel dispenser system for its new propane infrastructure. As of today, we have completed the project successfully and are now able to generate online reports for our propane vehicles. Thank you, Team N-CATT.**

**LISA JOHNSON,**  
Prairie Hills Transit

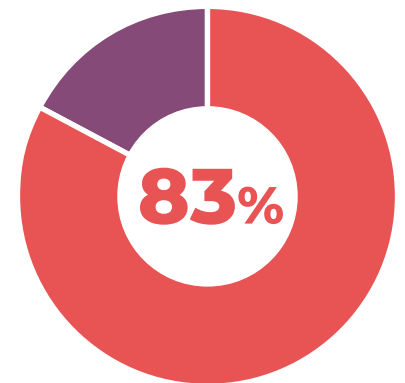


On-demand skill-building workshops  
serving over **300** transit professionals  
on data dashboard creation, mapping skills,  
GTFS, and more



**Working with N-CATT to procure technical assistance services has been a great experience. The study that was conducted will be used to thoughtfully advance a significant technology project that the District may not have been able to pursue without the technical expertise procured by N-CATT. We're also very pleased that the study could be conducted at no cost to the District.**

**BRYCE GIBSON,**  
North Central RTD



**83%**  
of attendees  
say the skills taught in  
the workshops were  
applicable or very  
applicable to their work

**100%** say they are likely or very likely to recommend N-CATT to a colleague

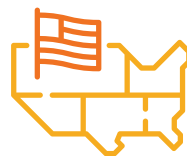


“We had the pleasure of working with the N-CATT team when we were looking to evaluate our processes and identify areas of our operations where we could improve service with technology. The team was very knowledgeable and responsive to our questions and concerns. We highly recommend reaching out to the National Center for Applied Transit Technology for your transit technology needs!”

**JESSICA CARLAND,**  
Benzie Bus



**100%**  
rate N-CATT as very trustworthy



**12 State Summits** focused on helping state DOTs and small systems

think through strategic technology planning broadly and on specific issues including fare payment



**33 live workshops in 16 states with over 1100 transit professionals reached** on topics including



cybersecurity



software changes



data collection



and a day and half intensive on autonomous vehicles. This event brought together 10 transit professionals to see a rural AV deployment in action, and use what they learn to inform their own agencies' AV projects.



**N-CATT has been a powerful source of technical expertise that MTA has been able to partner with on topics that we lack in house experience with such as autonomous vehicles. While I've been interested in how AVs could allow MTA to expand access to transit in our community, it wasn't until I attended N-CATT's AV workshop that I gained a full understanding for the realities of where the technology is currently at. I learned more in a few days with N-CATT in rural Minnesota seeing the technology operate in real life than I had been able to learn in nearly three years of exploration via vendors, online materials, and web surfing on my own.**

**The best part of N-CATT in my opinion is their ability to take technically complex topics and translate them into language that I can understand and then match with the needs of my community. There's so much new technology launching every year that it can be overwhelming to try and figure out what tech would work best in solving a problem based on the unique modes, geography, climate, passengers, and infrastructure that each system has. With N-CATT, I don't have to try and do that alone. They help with brand neutral technical assistance that allows our transit system to explore projects we'd never have the confidence to pursue on our own.**

**MIKE WHITTEN,**  
Manchester Transit Authority



## Tech University

N-CATT's Tech University is designed to help website visitors learn about the big topics in transit technology. We provide resources in various formats to fit visitors' needs; these include guidebooks, white papers, fact sheets, video profiles, webinars, and podcasts. Engagement with our products continues to grow, showing a steady spread of information on transit tech throughout the industry.

