

Top 5 Mistakes Small Transit Agencies Make

Mistake #1: Relying on One Person for Everything

- When all your IT knowledge is in one person's head, it creates a single point of failure.
- Write down what they know such as key systems, vendors, passwords (stored securely), and processes.
- Train at least one backup person and review this info every few months.

Mistake #2: No Backup or Recovery Plan

- If dispatch, scheduling, or fare systems go down, do you have a plan to recover?
- Know where backups are stored and who knows how to restore them.
- Test recovery at least once a year, even a simple file-restore counts.

Mistake #3: Staff Aren't Trained on Cyber Threats

- Most cyber incidents start with human error such as clicking on a phishing email.
- Staff should know how to spot suspicious messages and what to do if something feels off.
- Short refreshers during team meetings or shift changes can make a big difference.

Mistake #4: No Contact Info for Vendors or Tech Support

- If something breaks, do you know who to call? Do your coworkers?
- Keep a list of key vendors and IT support contacts in both digital and printed form.
- Make sure this list is reviewed and updated quarterly.

Mistake #5: Nothing Is Written Down or Shared

- Plans, systems, passwords, and responsibilities should not live in one person's inbox or memory.
- Keep documentation short, clear, and in a place others can find it.
- Review and share updates with your leadership and operations team.

Resources to Help You Get There

- Quick-Start Cyber Checklist
- Top 5 Transit Cyber Mistakes
- Peer Agency Network: share what's working
- Contact info@cybrbase.com for help or a free trial of Cybrbase XRM