

South Central Transit Authority

Microtransit Feasibility Study



The South Central Transit Authority (SCTA) is exploring how microtransit—a flexible, small-scale transportation service—can improve mobility for Lancaster County residents. Using smaller vehicles like vans or shuttles, microtransit provides on-demand or semi-flexible trips that connect people to key destinations such as transit hubs, shopping centers, medical offices, schools, and employment sites. By blending the convenience of ride-sharing with the efficiency of public transit, SCTA's study aims to identify the best opportunities to enhance accessibility, reduce congestion, and strengthen local connectivity through responsive, community-centered service.

Why SCTA is Studying Microtransit

To better understand and address the evolving transportation needs of Lancaster County, SCTA is conducting a Microtransit Feasibility Study to explore flexible, on-demand mobility options that can complement existing transit services.

- Improve access for residents with limited or no transit options
- Enhance first-mile/last-mile connections to existing transit services across the County
- Support economic growth and sustainability with flexible, affordable mobility solutions



What is Microtransit?

- Flexible, small-scale service using vans or shuttles.
- Provides on-demand or scheduled rides within defined service zones.
- Complements existing bus routes by connecting more people to essential destinations.



How It's Different from Traditional Bus Service

- No fixed routes or rigid schedules — trips adjust based on rider demand.
- Riders can request pick-up and drop-off through an app or phone call.

What We Heard

Community feedback revealed that microtransit could play a valuable role in addressing gaps in the existing transit system. Residents expressed a desire and support for flexible, affordable service options that effectively reach outlying and underserved areas.

Top Factors to Encourage Microtransit Use

Residents emphasized that they would be most likely to use microtransit if it is:



Convenient and
Easy to Use



Reliable and
on Time



Low Cost

What We're Aiming For

Not just another transit service — a smarter, more flexible mobility solution designed around the way Lancaster County moves.

Understanding Local Transportation Options

Whether you're commuting, heading to an appointment, or running errands, several flexible transportation options are available in your community. This guide compares Bus, Microtransit, Paratransit, and Rideshare (Uber/Lyft)—highlighting who each service is for, how to book a ride, typical costs, and hours of operation—so you can choose the option that best fits your schedule, accessibility needs, and budget.

	BUS (RED ROSE TRANSIT)	MICROTRANSIT <i>(Currently not a service option)</i>	PARATRANSIT (RED ROSE ACCESS)	RIDESHARE (UBER/LYFT)
Service Description	Fixed routes & schedules — riders board at designated bus stops	On-demand shared ride within a service zone	Accessible, door-to-door transportation for seniors and individuals with disabilities	Private, direct ride anywhere
User Profile	People near bus routes; daily commuters	People with limited bus access; flexible riders	Seniors, riders with disabilities, or that meet other program eligibility	People with immediate travel or full flexibility
Booking Method	No booking —go to stop	App or phone call	Call center (24–48 hr notice)	App-based (Uber, Lyft)
Estimated Cost	~\$1.80 per ride or discounted via multi-ride passes	\$2–\$5 per ride	\$2–\$8 per ride	\$10–\$30+ per ride
Service Hours	Varies by route; generally weekday service with some evening/weekend routes	Varies by provider; typically operates during weekdays and peak hours (e.g., 6 AM–8 PM)	Mirrors fixed-route service hours; limited weekend or evening service in some areas	24/7 availability in most urban and suburban areas
Ride Duration	Follows a fixed schedule — travel time depends on route alignment and transfers	Shared rides may take longer than direct trips due to passenger pickups and drop-offs	Shared rides may take longer than direct trips due to passenger pickups and drop-offs	Direct, usually faster than shared services
Accessibility	Fully ADA-accessible vehicles with ramps/lifts and priority seating	Vehicles are generally ADA-compliant	Fully accessible vehicles with trained drivers	Limited wheelchair-accessible vehicle availability, though both services offer options like Uber/Lyft Access in select areas
Additional notes	Most effective in dense areas with high demand and walkable access to stops	Operates within a specific zone or service area	Requires eligibility certification	Surge pricing may apply during peak hours or events

Which Option is Right for You?

SCTA offers several transportation options to meet different needs. While **microtransit is still being studied**, the table can help you compare current and future services — whether you're looking for affordability, accessibility, or door-to-door convenience.

Budget-friendly fixed-route service with set stops and schedules	Bus
Budget-friendly shared ride with flexible routes and shorter wait times	Microtransit <i>(currently not a service option)</i>
Door-to-door service with ADA support	Paratransit
Immediate or flexible travel on demand	Rideshare (Uber/Lyft)



Visit the website to view the full report.
<https://bit.ly/SCTAmicrotransit>

NOVEMBER 2025