

Microtransit Feasibility Study Help Shape the Future of Transit in Lancaster County!

Scan to visit the website to
view the Draft Study Report.



The South Central Transit Authority (SCTA) is exploring a new on-demand, shared-ride option called microtransit to improve travel within and between communities.

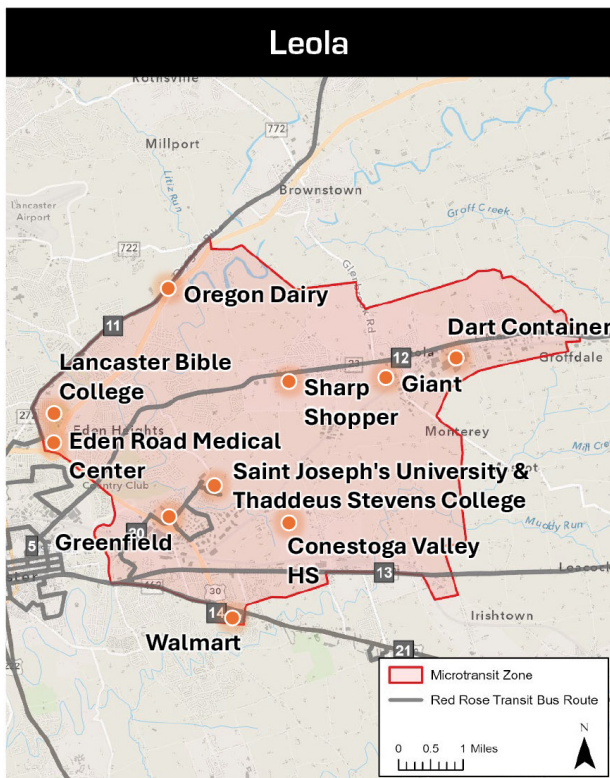
As part of this study, **three priority zones have been identified as potential pilot areas for microtransit service.** Your feedback will help SCTA understand local travel needs, refine service options, and determine where a pilot program could have the greatest impact.

Survey ends December 19, 2025

<https://bit.ly/SCTAmicrotransit>

Please share your thoughts on the proposed zones and how you might use microtransit in the future to help design a service that meets local needs.

Trips need to start and end inside the red shaded area. If you want to go further, transfer to an RRTA bus route—shown as gray lines on the map—to continue your trip

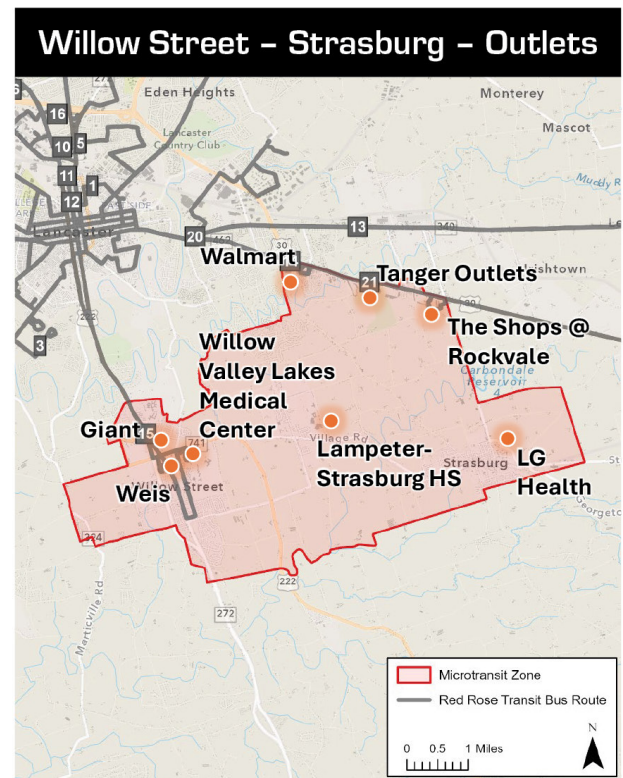


Metric	Value
Weekday ridership	120 – 160 per day
Vehicles required	3 – 5
Average passenger wait time	17 – 18 minutes
Average passenger in-vehicle time	12 – 16 minutes
Weekday service hours	5:30 AM – 8:00 PM

Leola Zone:

Do you support the zone for a microtransit pilot?

- ☐ Yes
- ☐ No
- ☐ Maybe, needs small adjustments



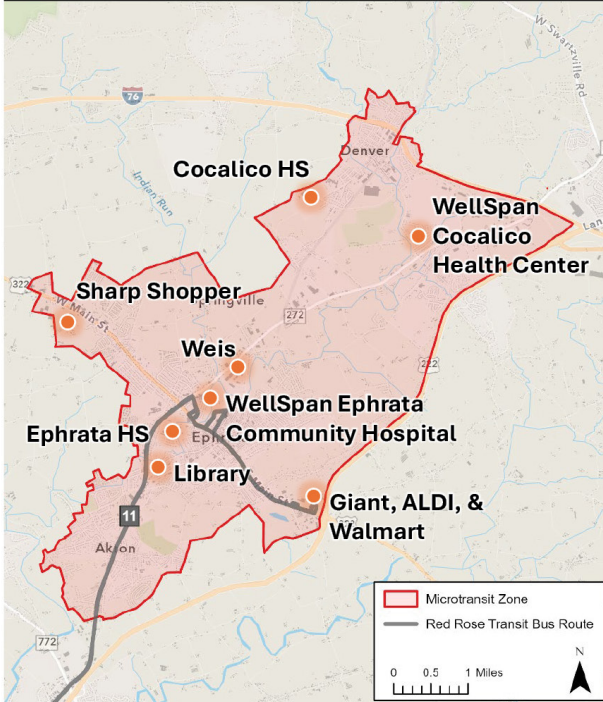
Metric	Value
Weekday ridership	75 – 100 per day
Vehicles required	~ 3
Average passenger wait time	16 – 17 minutes
Average passenger in-vehicle time	13 – 16 minutes
Weekday service hours	6:00 AM – 8:00 PM

Willow Street -Strasburg-Outlets Zone:

Do you support the zone for a microtransit pilot?

- ☐ Yes
- ☐ No
- ☐ Maybe, needs small adjustments

Ephrata – Denver



Metric	Value
Weekday ridership	160 – 215 per day
Vehicles required	4 – 7
Average passenger wait time	16 – 18 minutes
Average passenger in-vehicle time	10 – 12 minutes
Weekday service hours	5:30 AM – 8:00 PM

Ephrata-Denver Zone:

Do you support the zone for a microtransit pilot?

- ☐ Yes
- ☐ No
- ☐ Maybe, needs small adjustments

If microtransit were available, which types of trips would you use it? (select up to 3). Please share any additional thoughts or destinations in the open comment section.

- ☐ Work
- ☐ School
- ☐ Daycare
- ☐ Public park
- ☐ Other communities
- ☐ Medical center
- ☐ Lancaster city
- ☐ Shopping

If a microtransit service were available in your area, and each trip cost between \$2 and \$4—similar to a regular bus fare or pass—with free transfers between microtransit and Red Rose Transit Authority buses, how likely would you be to use this service?

- ☐ Very likely
- ☐ Somewhat likely
- ☐ Not sure
- ☐ Unlikely
- ☐ Very unlikely

How well would the following proposed microtransit service hours meet your travel needs? (select 1)

Service description: Curb-to-curb service (drivers pick you up and drop you off at the curb near your location). Proposed hours: Weekdays only, 5:30 AM – 8:00 PM (6:00 AM start in the Willow Street-Strasburg-Outlets zone)

- ☐ Very well — these hours meet most of my travel needs
- ☐ Somewhat well — I could use the service, but extended hours would help
- ☐ Not very well — I would need earlier or later service
- ☐ Not at all — these hours would not work for me
- ☐ Not sure

How would you prefer to receive information or updates about transit services in the future? (Select all that apply.)

- ☐ Email newsletters
- ☐ Text message
- ☐ Social media
- ☐ Transit agency website
- ☐ Onboard bus announcements or flyers
- ☐ Local news or radio
- ☐ Other (please specify): _____

OPEN COMMENT

Please share any additional thoughts or suggestions about the proposed microtransit service.

For example, you can comment on service hours, fares, pickup locations, accessibility, or anything else that would help make this service more useful for you or your community.

TELL US ABOUT YOURSELF

The following questions are optional. Your responses will help us understand who in the community we are reaching with this survey. Your responses will remain anonymous, and no one can identify you or your answers.

What is your age?

- ☐ 17 years old or younger
- ☐ 18 – 24
- ☐ 25 – 44
- ☐ 45 – 64
- ☐ 65 – 74
- ☐ 75 or older
- ☐ Prefer not to answer

Select the option that best fits your current occupation.

- ☐ Student
- ☐ Part-time employment
- ☐ Full-time employment
- ☐ Military
- ☐ Retired, homemaker, unemployed, or unable to work
- ☐ Prefer not to answer

Are you of Hispanic, Latino(a)(x), or Spanish origin?

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

How many vehicles are available in your household?

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3 or more

Select the racial group with which you identify

- ☐ White
- ☐ Hispanic, Latino(a)(x), or Spanish
- ☐ American Indian or Alaska Native
- ☐ Asian
- ☐ Black or African American
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ Multiracial
- ☐ Prefer not to answer