

# LANCASTER COUNTY MICROTRANSIT SURVEY

The South Central Transit Authority wants to hear from you! We are looking for ways to make travel easier in Lancaster County with studying a new potential service called microtransit.

Microtransit is a flexible, on-demand transportation service that uses smaller vehicles than typical transit buses. Riders can ask for a ride using an app or by calling a service number. The ride may be shared with other customers during your trip and brings you to locations within a zone during service hours. If you need to travel outside the zone, the service connects you to a nearby Red Rose Transit bus stop. Your feedback is very important to help us learn how microtransit might best serve Lancaster County. Your responses will be used for planning purposes.



To request a Spanish survey, please contact:  
Para solicitar una encuesta en español, comuníquese con:

☎ 717-397-4246 ✉ info@redrosetransit.com

**TAKE OUR SURVEY** until May 23.

**SCAN OR VISIT** [tinyurl.com/micro-transit](https://tinyurl.com/micro-transit)

## Current Travel and Transit Use

These questions ask about your current typical travel habits.

**1. Which of the following do you use most often for your daily travel? (\* Required)**

- Personal vehicle
- Driven or dropped off by someone else
- Public transit – Red Rose Transit bus
- Public transit – Red Rose Access
- Public transit – Other service
- Taxi/Rideshare (Uber, Lyft)
- Bicycle
- Walking/Mobility device
- Other (Please specify)

**2. How often do you use public transit? (\* Required)**

- Daily
- A few times a week
- A few times a month
- Rarely
- Never

**3. What is your home ZIP code? (\* Required)**

**4. What challenges do you experience with your current transportation options? (Select all that apply) (\* Required)**

- Cost
- Availability
- Long travel time
- Convenience
- Reliability
- Accessibility
- Other (Please specify)
- None

## Microtransit Service Preferences

These questions ask about how you would use a microtransit service if available in Lancaster County.

**5. How familiar are you with microtransit? (\* Required)**

- I am familiar with and have used microtransit before
- I am familiar with microtransit but have never used it
- I have heard of microtransit but don't know much about it
- I have never heard of microtransit

**6. How likely are you to use a microtransit service if it were available in your community? (\* Required)**

- Very likely
- Somewhat likely
- Unsure or neutral
- Somewhat unlikely
- Very unlikely

## Microtransit Service Preferences (Continued)

**7. What factors would encourage you to use a microtransit service? (Select all that apply) (\*Required)**

- It is low cost
- It is convenient (Easy to use)
- It is reliable (On time)
- It is safe
- It is easy for everyone to use (Accessible)
- Other (Please specify)
- None, I prefer my current way of traveling

**8. When would you most likely use a microtransit service? (Select all that apply)**

- Weekday early morning (Before 7:00 AM)
- Weekday morning (7:00 AM – 10:00 AM)
- Weekday midday (10:00 AM – 2:00 PM)
- Weekday afternoon (2:00 PM – 5:00 PM)
- Weekday evening (5:00 PM – 8:00 PM)
- Weekday late night (After 8:00 PM)
- Saturday daytime (8:00 AM – 8:00 PM)
- Sunday daytime (8:00 AM – 8:00 PM)
- Other (Please specify below)

\_\_\_\_\_

\_\_\_\_\_

- Unsure or would not use

**9. What types of trips would you use microtransit for? (Select all that apply)**

- Work/commute
- School/education
- Shopping/errands
- Medical appointments
- Social/recreational
- Other (Please specify)
- Unsure or would not use

**10. If microtransit service was available in your community, where would you go from your home? (for example, list a business name, cross streets, or a nearby landmark)**

\_\_\_\_\_

\_\_\_\_\_

**11. How long would you be willing to wait for a microtransit ride after you book it?**

- Under 15 minutes
- 15 to 20 minutes
- 20 to 30 minutes
- More than 30 minutes

**12. Would you use microtransit to connect to a bus that travels outside your local service zone if the bus goes to your final destination?**

- Very willing
- Somewhat willing
- Unsure or neutral
- Somewhat unwilling
- Very unwilling

**13. How would you like to book a microtransit ride? (Select all that apply)**

- Using an app
- Using a website
- Calling by phone

**14. How would you like to pay for a microtransit ride?**

- Cash
- Using the booking app (Credit/debit card or mobile wallet)
- Transit pass
- Other (Please specify)

\_\_\_\_\_

**15. Where would you like to be picked up and dropped off?**

- At the curb (Curb-to-curb)
- At a nearby bus stop
- At a nearby intersection

**16. How important are the following microtransit features to you?**

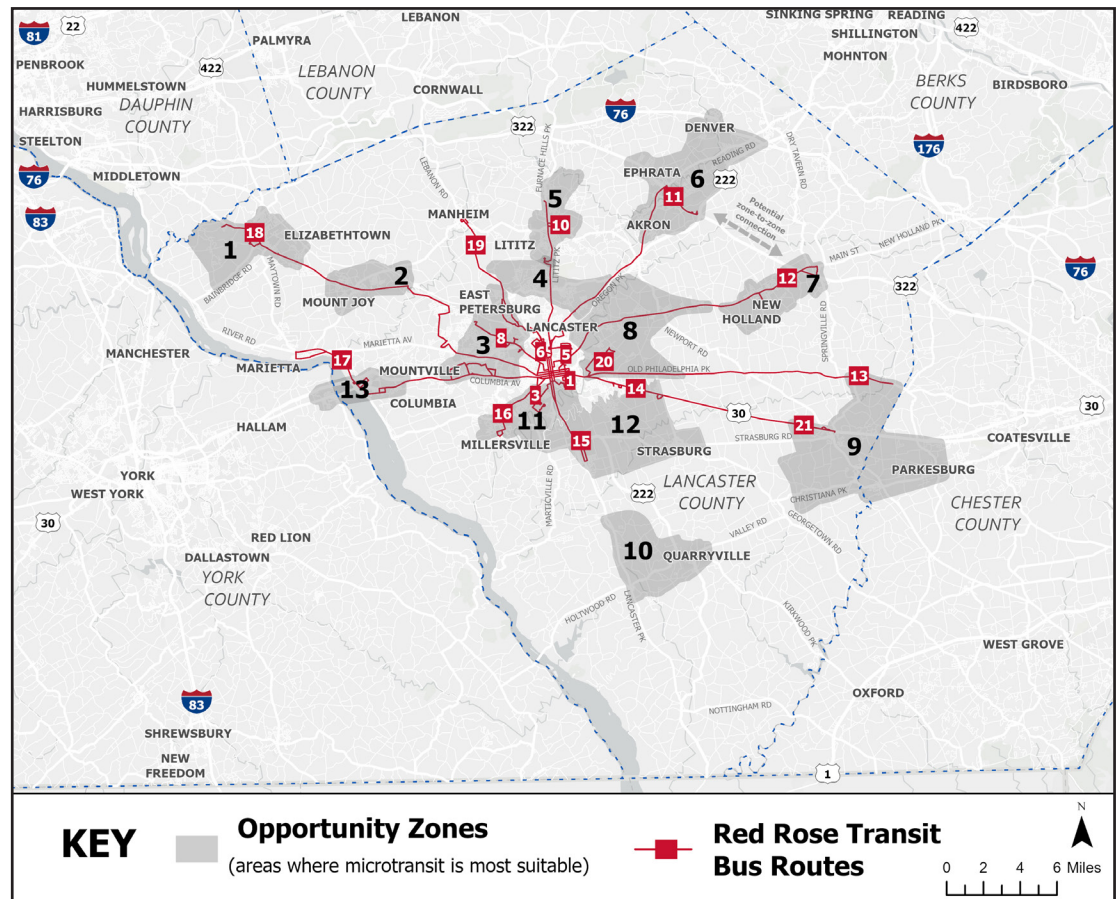
Category	Check one for each category		
See where the vehicle is in real time	<input type="checkbox"/> Important	<input type="checkbox"/> Somewhat Important	<input type="checkbox"/> Unimportant
Book a ride in advance (For example, up to two weeks ahead)	<input type="checkbox"/> Important	<input type="checkbox"/> Somewhat Important	<input type="checkbox"/> Unimportant
Book a ride at the same time every day (Schedule recurring trips)	<input type="checkbox"/> Important	<input type="checkbox"/> Somewhat Important	<input type="checkbox"/> Unimportant
Have bike racks on the vehicle	<input type="checkbox"/> Important	<input type="checkbox"/> Somewhat Important	<input type="checkbox"/> Unimportant
Have Wi-Fi on the vehicle	<input type="checkbox"/> Important	<input type="checkbox"/> Somewhat Important	<input type="checkbox"/> Unimportant

**Feedback on Service Zones**

Our study team has identified 13 preliminary areas where microtransit might work well based on data analysis.  
Please review the map or list of locations in the next question.

**17. If a microtransit service was available in these areas (gray with numbers), which area(s) would help you travel? (Select all that apply) (\* Required)**

- Zone 1 – Elizabethtown
- Zone 2 – Mount Joy
- Zone 3 – East Petersburg-East Hempfield
- Zone 4 – Neffsville
- Zone 5 – Lititz
- Zone 6 – Ephrata-Denver
- Zone 7 – New Holland
- Zone 8 – Leola-Eden
- Zone 9 – Gap-Christiana
- Zone 10 – Quarryville
- Zone 11 – Millersville
- Zone 12 – Willow Street-Strasburg-Outlets
- Zone 13 – Columbia-Wrightsville
- Unsure
- None of the above



18. Do you have any other thoughts, ideas, or concerns about microtransit in Lancaster County?

### Tell Us About Yourself

These questions are optional and help us understand who we reach with the survey.

19. What is your age group?

- Under 18
- 18 – 24
- 25 – 44
- 45 – 64
- 65 or older

20. Which of the following best describes your race or ethnic background? (Select all that apply)

- White
  - Black or African American
  - Hispanic or Latino
  - Asian
  - American Indian or Alaskan Native
  - Pacific Islander
  - Other (Please specify)
- 

21. Do you have any mobility limitations that need accessible transportation?

- Yes
- No

22. What was your household income in the past year?

- Under \$25,000
- \$25,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 or more

23. Do you speak a language other than English at home?

- Yes (Please specify)
- 
- No



**Completed survey due by May 23, 2025**

**PLEASE DROP OFF OR MAIL TO:**

RRTA Operations Center  
45 Erick Road  
Lancaster, PA 17601