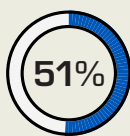


COMMUNITY VOICES ARE SHAPING THE FUTURE of transportation in Lancaster County!

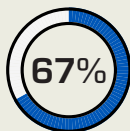
Through surveys, pop-up events, and digital engagement, we asked residents how microtransit—a flexible, on-demand transportation option—could support local travel needs.

Here's what we learned.

SURVEY HIGHLIGHTS



of survey respondents had never heard of microtransit—pointing to the need for public education if the service is introduced.



of survey respondents said they would likely use microtransit if available in their area.

TOP 3 PRIORITIES

Factors that would encourage use of microtransit are:



Convenience and easy to use



Reliable and on time



Low cost

USE OF SERVICE



Survey responses provided valuable insights into how residents would use microtransit and what features they value most.

- Most common purposes: commuting and errands
- The majority are okay waiting 15–20 minutes for a ride
- Over 85% prefer booking via a mobile app but desire options for less tech-savvy user
- 62% favor curbside pickup over walking to a stop

DESTINATIONS REQUESTED



Survey responses showed interest in seeing microtransit service in all 13 opportunity zones identified in the study, with the the most responses recieved for:

- Lititz
- Willow Street-Strasburg-Outlets
- Ephrata-Denver
- Millersville
- East Petersburg-East Hempfield
- Columbia-Wrightsville

Connections to Lancaster City, grocery stores, doctors, and Park City Mall were also desired

POP-UP EVENTS

Pop-up events at five community locations—including Intercourse, Marietta, Lancaster City, and Ephrata—engaged over 350 participants in person. These events featured interactive boards, comment cards, and live demos to gather feedback.



Input from attendees highlighted a strong interest in improving access to jobs, shopping, and healthcare.

NEXT STEPS

Your input will help shape how microtransit is designed, where it could be offered, and how it can best complement existing transit options. Stay tuned as we move into the next phase!

Learn more about the [MICROTRANSIT FEASIBILITY STUDY](#)



WHAT YOU TOLD US

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. Some voiced concerns:

- Prefer to improve frequency and reliability of existing RRTA bus routes before adding a new service type
- Cost-effectiveness
- Need for service coordination with existing buses