

Meeting Summary

Subject: SCTA Microtransit Feasibility Study – Steering Committee Meeting #2

Date/Time: March 3, 2025, 8:30 am – 9:30 am

Location: Teams Meeting

Attendees

Name	Organization	Name	Organization
Lauri Ahlskog	SCTA (Project Manager)	Bryant Heng	City of Lancaster
Keith Boatman	SCTA	Ray D’Agostino	County Commissioner, MPO member
Sandy Burke	SCTA Board Member	Tom Martin	County Office of Aging
George Tobler	VisionCorps	Anna Ramos	Lancaster County Workforce Development Board
Kat DeSantis	Lancaster Chamber	Will Clark	Lancaster County Planning Dept.
Liz Ackerman	Northern Lancaster Chamber	Tyler Beduhn	Kimley-Horn (Project Manager)
Mike Hession	Denver Borough Chamber	Vickie Karandrikas	Kimley-Horn
Scott Peiffer	Quarryville Borough Manager	Poonam Patel	Kimley-Horn
Vicki Eldridge	Providence Township		

Action Tracker

Action Item	Responsible	Target Completion	Status
Look at similar hub-and-spoke systems and verify if they used microtransit at the ends or between bus routes	Kimley-Horn	3/14	In Progress
Share stakeholder communication toolkit for public outreach/engagement	Kimley-Horn	3/24	In Progress

Notes

The following notes accompany the meeting slides:

Introductions

- T. Beduhn introduced the meeting agenda, which included opportunity zone identification, public participation plan, and microtransit models
- The Kimley-Horn team (Tyler, Vickie, and Poonam) introduced themselves and their roles in the project
- Steering Committee members introduced themselves, representing various organizations and communities
- T. Beduhn provided background on microtransit service and important best practices/context to keep in mind when planning service

Opportunity Zone Identification

- T. Beduhn explained the criteria for identifying opportunity zones, including transit potential, transit need, fixed-route bus performance, and travel patterns
- Thirteen opportunity zones were identified, which represent preliminary areas the study will focus on, including getting public input on potential service in these areas and understanding desired connections
- More details can be found in the *Opportunity Zone Identification* deliverable
- B. Heng: Asked about the microtransit service in areas like Strasburg and Quarryville, which currently have no fixed route.
 - Response: T. Beduhn explained that Quarryville would be designed for local travel within the community, with potential connections to Willow Street. Strasburg could be connected to Willow Street and the Outlets via microtransit.
- R. D'Agostino: Emphasized the need for broader connections beyond local areas and suggested a more flexible approach.
 - Response: T. Beduhn acknowledged the need for balancing responsiveness, cost, and access, and mentioned the trade-offs involved. The team will continue to look at opportunities and is interested in hearing from the public on desired connections and destinations.
- V. Eldridge: Supported the need for connections to nearby communities for medical appointments and other services.
 - Response: T. Beduhn noted the importance of connecting to healthcare and other essential services, and took note of the medical destination in Willow Street for Quarryville residents

- A. Ramos: Asked for clarity on the opportunity zones and connections to fixed routes
 - Response: T. Beduhn explained that microtransit could provide first-last mile connections to fixed routes, allowing transfers between a bus route and microtransit vehicle for longer trips
- M. Hession: Inquired about the types of trips most suitable for microtransit and potential challenges.
 - Response: T. Beduhn mentioned that medical, shopping, and midday trips are common, while employment trips may require more trip planning due to timing uncertainties compared to a published bus schedule. Some agencies have had difficulties keeping up with surges in demand due to shift changes at large employers.
- G. Tobler: Asked about connections to fixed bus routes and bridging communities, and what other agencies with a similar hub-and-spoke system have done
 - Response: T. Beduhn confirmed the usefulness of connections like Ephrata to Denver and noted the need to explore examples of similar hub-and-spoke systems.
- B. Heng: Questioned the absence of opportunity zones in the city of Lancaster
 - Response: T. Beduhn explained that the density of development in the City makes fixed-route bus service more suitable than microtransit because microtransit has a lower capacity to keep up with demand in more urban areas

Public Participation Plan

- V. Karandrikas discussed the public participation plan, emphasizing the importance of public input and the blend of outreach and engagement strategies
- The plan includes four phases, with the current focus on launching a public survey and conducting pop-up events in late March/early April
- Steering Committee members will be asked to help distribute information to their contacts/community/constituents and track the number of people distributed to. An outreach toolkit will be provided.
- More details can be found in the *Public Participation Plan* deliverable
- L. Ackerman: Asked about the communication toolkit and engagement strategies and if the toolkit will share specific messages for stakeholders to distribute
 - Response: V. Karandrikas explained the toolkit's components and the importance of consistent messaging across different platforms. Fact sheet/newsletter content, social media posts, posters, etc. will be included, and stakeholders can use the information best suited to their channels. T. Beduhn clarified the team has target numbers of surveys they would like completed given the population size of Lancaster County.

Microtransit Models

- Poonam introduced the microtransit service and operating models, explaining different approaches like on-demand zone-based, point deviation, flexible route, and zone route
- The operating models discussed included software as a service, turnkey, and hybrid models
- The project team utilized multiple criteria to rate each service and operating model options
- More details on the definitions, examples, and evaluation can be found in the *Microtransit Models* deliverable; Steering Committee members can still provide comments the week of 3/3

Next Steps

- The project team is preparing for Phase 1 of public outreach and engagement
- Input from the public and Steering Committee will be used this spring/summer on zone analysis and prioritization
- The Steering Committee will reconvene in July (meeting date TBD), and updates and draft deliverables will be provided in the meantime