

Meeting Summary

Subject: SCTA Microtransit Feasibility Study – Monthly Status Meeting

Date/Time: July 29, 2025, 12:00 PM – 1:00 PM

Location: Teams Meeting

Attendees

Name	Organization	Name	Organization
Lauri Ahlskog	SCTA	Tyler Beduhn	Kimley-Horn
Jen Boley	SCTA	Vickie Karandrikas	Kimley-Horn
Keith Boatman	SCTA		

Action Tracker

Action Item	Responsible	Target Completion	Status
Provide additional information on how traffic congestion was incorporated into the microtransit model	KH	7/3/2025	Complete
Review technical briefing deck for Tasks 5 and 6	SCTA	7/11/2025	Complete
Develop draft slides for Steering Committee Meeting #3 for SCTA review	KH	7/14/2025	Complete
Review and provide feedback on draft slides for Steering Committee #3	SCTA	7/18/2025	Complete
Add a slide with the zones in ranked order and a map of the high priority zones	KH	7/18/2025	Complete
Begin strategizing for Round 2 engagement	KH	7/25/2025	In Progress
Send follow-up feedback request to SCTA to send onto Steering Committee members	KH	7/30/2025	In Progress
Send Steering Committee members individual follow-up emails (drafted by KH)	SCTA	7/31/2025	In Progress
Include home zip code data with responses of zone preferences in the Round 1 outreach summary document	KH	7/31/2025	In Progress

Action Item	Responsible	Target Completion	Status
Project team to follow up with industry standard wait times for point of decreased desirability	KH	7/31/2025	In Progress
Confirm if Millersville University's student population is included in the population numbers of the zone	KH	7/31/2025	In Progress
Schedule interim check-in meeting for mid-August with SCTA on recommendations	KH	8/1/2025	In Progress
Provide questions or comments on zone analysis and prioritization material presented in recent deliverable and meeting slides	Steering Committee	8/8/2025	In Progress
Add more context on what is and isn't included in the annual costs presented in the technical briefing deck	KH	8/15/2025	In Progress
Include PennDOT performance metrics	KH	8/15/2025	In Progress

Notes

1. Previous Action Items Status

- a. Previous meeting actions were completed or are in progress if related to the final version of the Tasks 5 and 6 deliverables

2. Technical Task Progress Update

a. Task 1: Steering Committee

- i. Steering Committee Meeting #3 was held on Monday, July 21 from 8:30-10:00 am
- ii. KH prepared and distributed a meeting summary on July 28
- iii. KH requested final feedback on zone analysis and prioritization from Steering Committee by August 1
- iv. There were a few actions that came out of the meeting:
 1. Add breakdown of ZIP codes and zone preferences to the Round 1 outreach summary document
 2. Investigate standard wait times of other microtransit services and when desirability declines
 3. Confirm if student population is included in Millersville zone statistics
 4. Include PennDOT performance metrics (Note: operating revenue per revenue vehicle hour cannot be included until the fare structure recommendation is developed)

v. Other discussion

1. SCTA met with the County Commissioner on Monday, who voiced concern with virtual information and updates and not getting an appropriate amount of feedback from Steering Committee members
 - a. Suggested the team reach out to each Steering Committee member individually and emphasize interest in getting their feedback
 - b. Concerned that sending a blanket email to all members may not be effective
 - c. Concerned the study may be missing good feedback
 - d. Vickie suggested a focused email to each member on what specifically we want their feedback on
 - e. In email, ask leading and pointed questions, not just open-ended questions
 - f. Request that members use 'Reply All' to include both the consultant team and SCTA
 - g. Lauri noted this would push the schedule about a week; KH will look at schedule impacts
 - h. KH will draft and send email to SCTA this week
 - i. The Commissioner recommended an in-person meeting with Steering Committee members for the next one (consultant staff could be virtual to stay within scope/budget)

b. Task 3: Public Participation Plan

- i. KH will prepare a final Round 1 outreach summary document
- ii. KH has been developing an approach to the next round of public outreach, expected to occur in October
- iii. SCTA sent KH a list of fall fairs to consider for the next round of public outreach
- iv. Vickie noted concerns with getting quality engagement at fairs, and Vickie and Jen will search for additional events, considering the priority zone locations

c. Task 5: Opportunity Zone Analysis and Task 6: Prioritization

- i. KH will finalize after final Steering Committee feedback, now anticipated to be by week of August 11
- ii. SCTA does not anticipate having additional edits or comments

d. Task 7: Recommendations and Task 8: Performance Monitoring

- i. KH wants to schedule another meeting with SCTA mid-August to discuss the direction of recommendations before the next deliverable is drafted—will coordinate with Lauri on a date

- ii. Task 7 will develop service level recommendations for the high-priority zone(s), cost estimates, potential funding sources, fare structure, and strategies for customer education, marketing, and outreach
- iii. Task 8 will establish performance measures and targets for the recommended zone(s) that SCTA can use to evaluate future service that may be launched
- iv. Tasks 7 and 8 will be combined into one technical briefing deck that will be submitted in draft to SCTA and Steering Committee—KH will look at schedule for new target date with extending the feedback period, anticipated to be late August.

3. Recent Deliverable Review (as applicable)

- a. N/A

4. Schedule Review – Month Ahead

- a. Receive Steering Committee comments by Friday August 8
- b. Update Tasks 5 and 6 deliverable and redistribute (dependent on comments)
- c. Continue working Tasks 7 and 8
- d. Continue Round 3 engagement strategy

5. Open Discussion

- a. No additional items

6. Action Items

- a. See the table above