

Micro transit - What is your agency looking to get out of it?

This 10-minutes survey is a data collection effort lead by a group of students of the APTA Emerging Leader Program. It aims at analyzing why different agencies have adopted Micro transit programs and what lessons they have learnt along the way.

Part 1:

- 1. Agency Name**
- 2. Respondent's Name**
- 3. What is your role as it relates to the micro transit service implemented at your agency?**
- 4. Can we contact you for additional information?**
 - a. Yes
 - b. No
- 5. If we can contact you for further questions, what is your email address?**

Part 2: How did your program get started?

We'd like to understand why different agencies have implemented micro transit systems

- 1. What funding method(s) are you using to finance your micro transit service? Federal, State, Local, or special grants? If using grants, which ones?**
- 2. How important were each of these factors in deciding to implement your agency's micro transit service? (Not at all important, Somewhat important, Very important, Extremely important)**
 - a. To replaced an underperforming fixed route
 - b. To increase ridership
 - c. As a way to procure more vehicles
 - d. To decrease rider's travel/wait time
 - e. To serve a new market
 - f. To increase customer satisfaction
 - g. To achieve service equity at a reasonable cost
 - h. To improve access for paratransit and/or senior populations
 - i. To provide a first/last mile connection
 - j. Current vehicles physically can't serve the desired area
 - k. To try something new
- 3. Did you consider other alternatives to micro transit? If so, which ones?**

Part 3: How does your Micro Transit service run?

- 1. Did you contract out your micro transit service?**
 - a. Yes
 - b. No
- 2. If you contracted your service, what was the reasoning for doing so?**
 - a. State law or local decision makers require contracting for all or a portion of their services.
 - b. State or local law allows pilot projects to be undertaken without a need to seek competitive bids.
 - c. There are clear cost savings (due primarily to lower labor costs).
 - d. The contractors have substantial experience in providing demand–response service.
 - e. Private contractor provides greater ability to modify service on short notice than what would be possible under the transit agency’s collective bargaining agreement.
 - f. Private contractor already provides ADA demand–response service for the transit agency.
 - g. Transit agency has insufficient space to accommodate the vehicles for the DRT service.
 - h. N/A
- 3. Is your agency happy with the contracting service?**
 - a. Yes- We are happy with the contracting service
 - b. No- We are unhappy with the contracting service
 - c. Yes - We are happy with the decision to not contract out the service
 - d. No- We are unhappy with the decision to not contract out the service
- 4. If your service is contracted out, does your vendor provide you with the data you need to assess your service?**
 - a. Yes
 - b. No

Part 4: The Data

We'd like to gather some data about your micro transit system.

- 1. How long has your micro transit program been in operation?**
 - a. Less than 1 year
 - b. 1-3 years
 - c. 4-5 years
 - d. 6+ years
- 2. How many micro transit service zones does your agency currently have?**
 - a. 1
 - b. 2-3
 - c. 4-5
 - d. 6+

3. What type of micro transit service are you running?

- a. Flex Stops
- b. Route Deviation - defined route with deviations for demand-responsive requests
- c. Point Deviation - defined stops within a zone but no defined path between them
- d. Door-to-door service - no defined start or end points within service zone
- e. Feeder to a higher frequency transit service
- f. Other_____

4. Does your micro transit service overlap another existing service you operate?

- a. Yes, partially
- b. Yes, completely
- c. No, it replaces it
- d. No

Part 5: What did you learn?

What valuable lessons did you learn from operating a micro transit service?

- 1. What do you wish you or your agency had known prior to starting a micro transit program?**
- 2. What is a piece of advice you'd offer to agencies starting new micro transit programs and pilots?**

Closing Questions

- 1. Do you consider your program a success?**
- 2. Will you continue to operate the micro transit service in the future?**
- 3. Can we reference your name and/or your agency's name in our data analysis?**