

## PROJECT OVERVIEW

Chester County is committed to providing high-quality community transportation service for its residents. The county's community transportation program, operated by Rover Community Transportation, provides nearly 250,000 trips to residents annually. While the transportation program has been a valued asset by thousands of individuals each year, the county sought to address several reported challenges with the service and identify ways to enhance the efficiency, quality, and financial viability of its community transportation system. The *Chester County Community Transportation Service Analysis* assesses the existing transportation program, identifies needs, and recommends actions to address challenges and improve public transportation in the county. [Click here](#) to download the full study.

In addition to data analysis and peer reviews, community and stakeholder input was a key part of this study. Through a customer satisfaction survey, stakeholder interviews, focus groups, and interviews with other transit agencies, Chester County identified key opportunities and areas for improvement for the transportation program.

### COMMUNITY AND STAKEHOLDER ENGAGEMENT



### KEY OPPORTUNITIES

- Rover currently employs several best practices
- Mostly positive customer satisfaction survey results
- Service is highly valued and appreciated
- There are proven strategies to address challenges

### KEY CHALLENGES

- Some customer service concerns about on-time performance, long ride times, and availability of trip times
- Need to improve partner coordination and communication
- Lack of traditional program administration and governing structure

### NEXT STEPS

Based on findings of this study, Chester County plans to take the following steps:

1

**Release RFP for transportation program coordinator entity to explore alternative governing and program delivery structures.**

2

**Advance recommendations from the study, such as creating new performance standards and improving coordination with partners.**



#### QUESTIONS?

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