

Delaware Transit Corporation

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Planning Manager

Delaware Transit Corporation (DTC) is Delaware's public transit provider operating DART services



DTC At-A-Glance

- 960 Employees
- 529 Vehicles
- \$127.8M Annual Operating Budget
- 3 Unions
- 2 Administrative Offices
- 6 Maintenance Facilities
- 4 Ticket Offices
- 362 Days of Operation






DART REIMAGINED



Project Overview

DART Reimagined is a year-long statewide transit study that will evaluate the current DART First State transit system.

The study is focused on improving transportation services across the state and will examine:

-  **How riders are currently using the system**
-  **Where they need access now**
-  **Where they want to go in the future**

Study Process



Evaluate

Evaluate the current
DART First State
system



Identify

Identify opportunities
to improve the
network, system, and
future service plan



Achieve

Achieve an improved
transit system

Service Development Process

SPRING

Develop Standards & Concepts

- Goals, guiding principles
- Scenario tradeoffs
- Families of service types, characteristics

SUMMER

Develop Initial Draft Network

- Scenarios with defined service types, alignments, headways, spans, and resource needs
- Illustrate proposed changes for feedback

FALL

Develop Final Draft Network

- Select final service types, alignments, headways, spans, and resource needs

FALL

Develop Implementation Plan

- Document the proposed route and system changes
- Produce a phasing plan
- Provide route change sheets



Input From:

- DART
- EAC/TAC
- Public



Input From:

- DART
- EAC/TAC
- Public Workshops

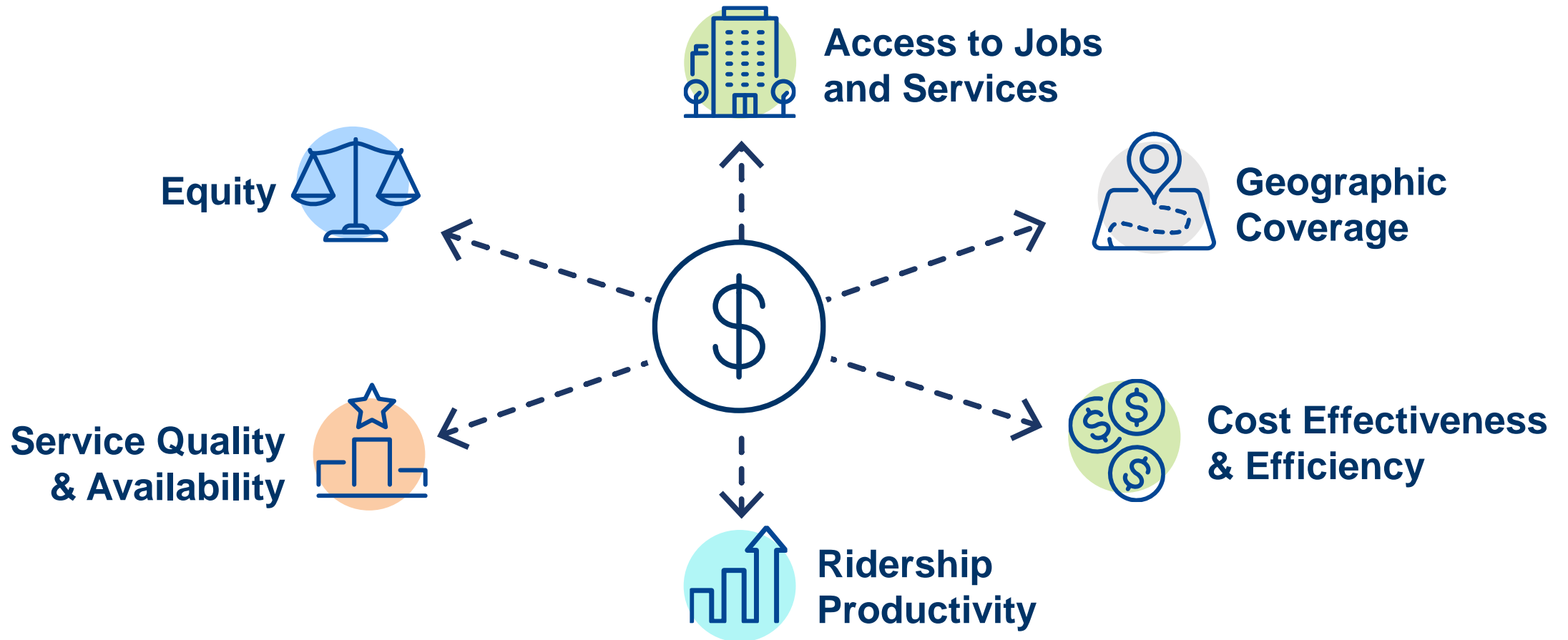


Input From:

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- EAC
- Public

Balancing Priorities & Resources

Limited financial resources present the need to consider key choices and tradeoffs.



Initial Strategic Focus Areas

Establish a Core Network

Focus on more reliability with higher frequency

Promote a System that is Easy to Use

Including transfers, travel time, easy to navigate

Improve Service Quality

Provide new delivery models (E.g. microtransit); identify equitable service options for vulnerable populations

Prioritize Safe Access

Safety onboard and off with a focus on infrastructure improvements

Enhance the User Experience

Onboard experience, reliable WiFi, signage, consistency

Recommendations for transit-supportive policies

Project Engagement

Public, Stakeholders & Staff



Stakeholder & Customer Participation

Executive Advisory Committee

- Advises on policy direction, community needs
- Bi-monthly meetings

Technical Advisory Committees

- Representatives from the three counties + Wilmington
- Provides input into transit needs now and into the future

Customer Engagement

- Interactive workshops
- Digital survey
- Opportunities for input: social media, website, comments

We look forward to engaging with our stakeholders & customers in this process.

Executive Advisory Committee

- AAA Mid-Atlantic
- ATU Union
- DeIDOT
- Delaware Hispanic Commission
- Del Tech
- Department of Health & Social Services
- Department of Labor
- Department of State
- Division of Services for Aging & Adults with Physical Disabilities
- First State Community Action
- Office of the Governor
- Office of State Planning and Coordination
- Persons with Disabilities Advocate/Rider
- State Council for Persons with Disabilities
- State Housing Authority
- Transit Advocate

EAC Expectations

1

**Advise on the
implications of
study findings**



2

**Help identify
community needs**



3

**Advise on
potential actions
or policy
responses**



Technical Advisory Committees (TACs)

Four Committees who will meet as a group and as subgroups by geography to provide insights into:

- Technical decisions to inform a more sustainable, equitable service plan
- Challenges that current and future customers may be facing
- Opportunities for future service plan development to meet customer needs

The TACs are represented across the state by a wide-range expertise, including:

- Municipalities
- Government organizations
- Tourism
- Hispanic & Latino community organizations
- Transit advocates
- Universities
- MPOs
- Aviation
- Community centers and resource organizations
- Non-profit organizations
- Disabilities and elderly community organizations

Summer Outreach Activities (scheduled to date)

June

- Delaware Healthcare Facilities Association
- WILMAPCO Public Advisory Committee (PAC)
- Wilmington Initiatives Public Workshop
- Access of Wilmington Disabled
- Dover Comic Con
- DE Commute Solutions Information Series Webinar
- NCC Ice Cream Festival
- Italian Festival
- African American Festival
- Dover Kent MPO Equity Roundtable and TAC
- Hispanic Commission Bi-Monthly Meeting

July

- Milford Conversations
- Milford Advocacy for the Homeless
- WILMAPCO Council
- Capitol Green & Capitol Park Community Meeting
- Delaware State Fair

August

- DART Public Hearing Workshops - Oct. Srvc Change
- DE Peach Festival
- DE State Chamber of Commerce

September

- DSU Downtown Community Festival
Hispanic/Latino Festival
- **DART Reimagined Community Workshops**

Next Steps

Engagement Activities

- **Summer Outreach & Engagement Activities** – DART Reimagined team will be sharing project updates at community events, festivals, meetings
- **Executive Advisory/Technical Advisory Committees Joint Meeting** – August, to explore potential concepts
- **Community Workshops** – September (4 across the state and 1 virtual)

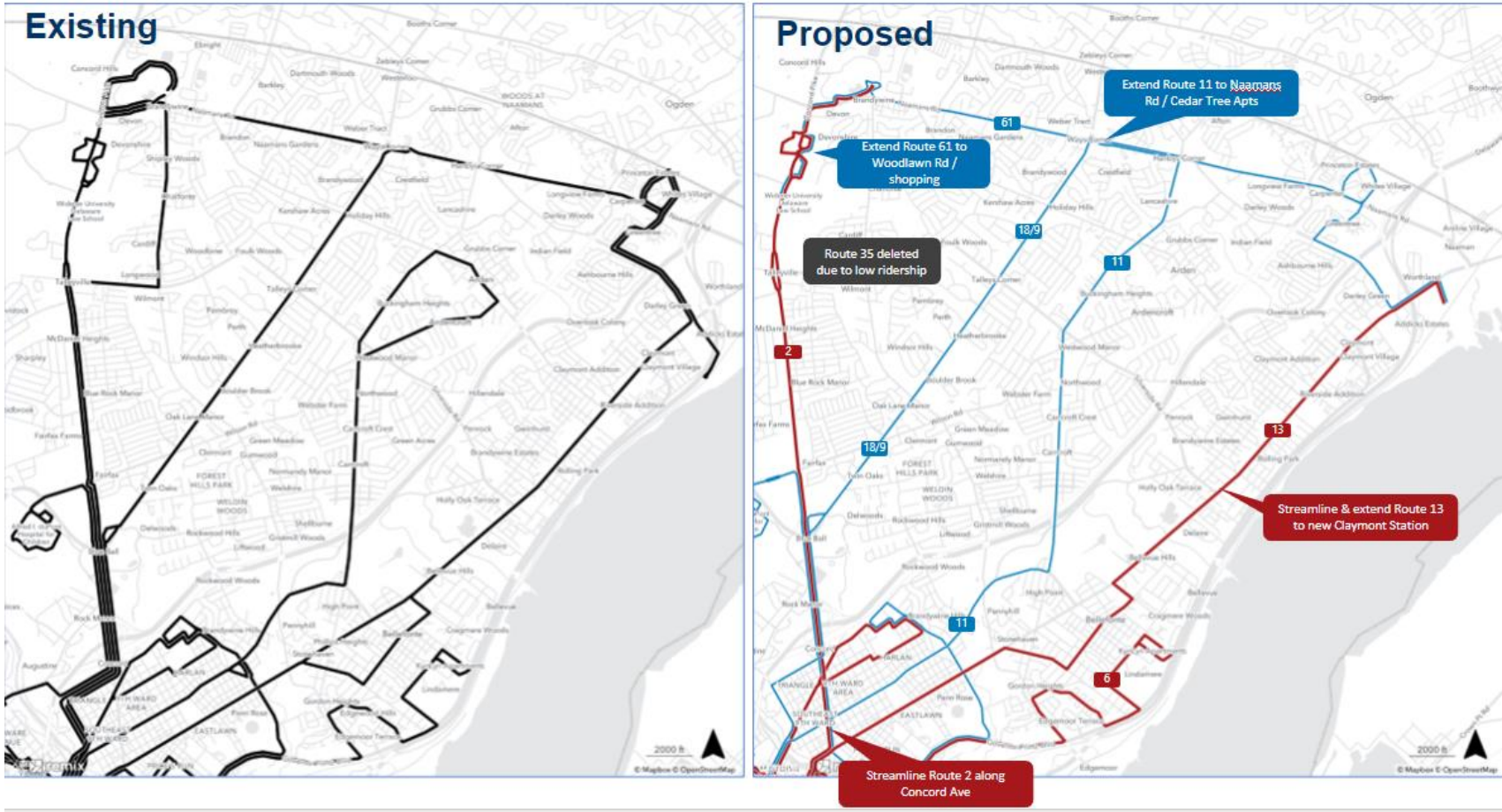
Design & Service Recommendations

- **Identifying network alternatives** – including service recommendations and an implementation plan

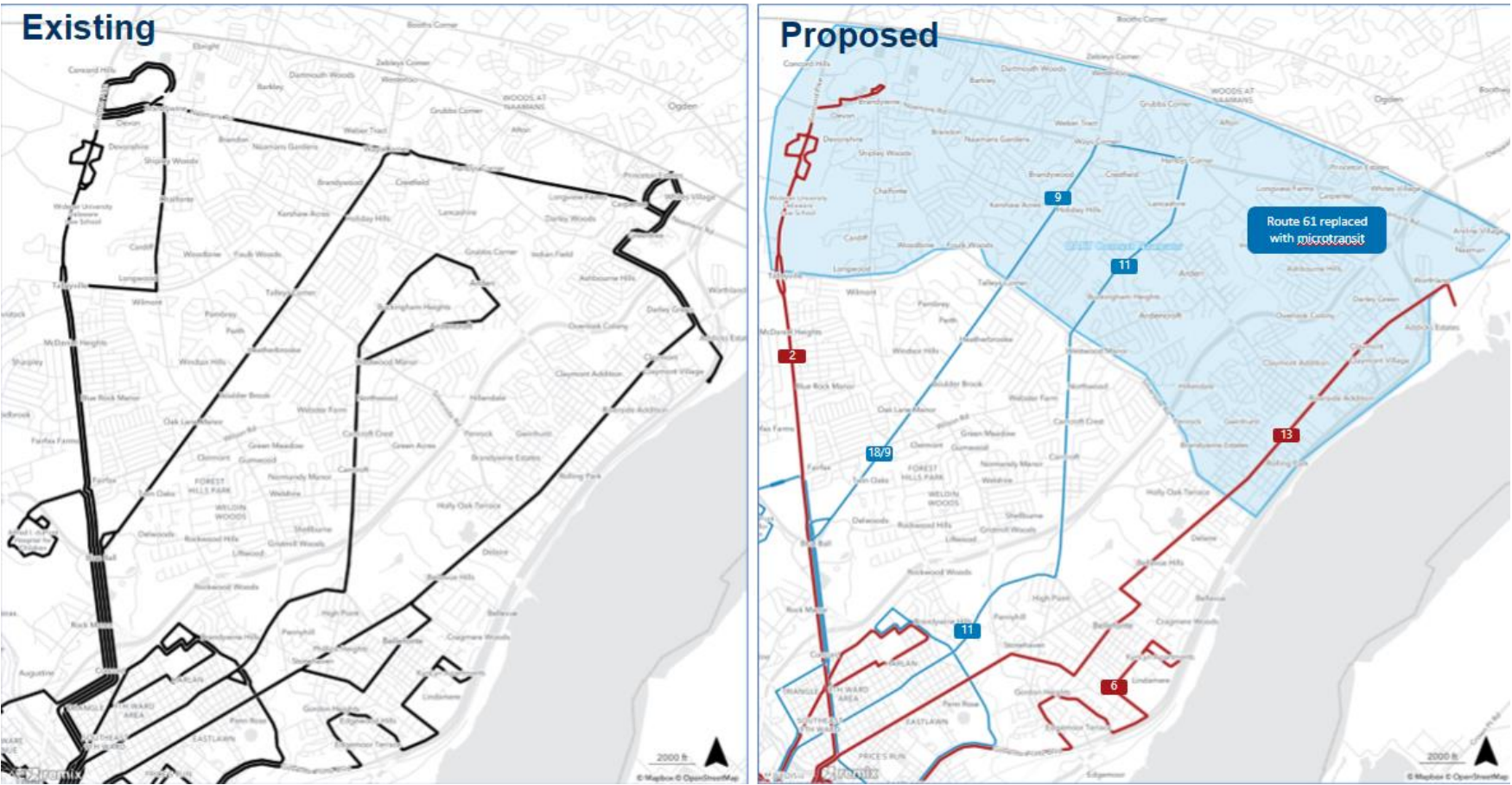
Wilmington & New Castle County Service Design Objectives

- Streamline / improve directness of route alignments
- Focus frequency on most productive corridors
- Reduce route length to improve reliability
- Consolidate routes / reduce duplication where possible
- Maximize connections / add new crosstown service
- Reallocate unproductive service
- Keep routes as familiar as possible - don't fix what's not broken

New Castle County North Network Concept 1



New Castle County North Network Concept 2



Stay Connected

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