

## **Advisory Group Meeting #2**

April 23, 2014

### **Meeting Summary**

Brandywine Conference Room, DTC's Beech Street Administration Building  
3:00 PM – 5:00 PM.

The second meeting of the Wilmington Transit Moving Forward Working Group was held on April 23, 2014 from 3:00 PM – 5:00 PM. Andrew Bing of the Project Team welcomed the Advisory Group members and provided a brief overview of the meeting and what has occurred since the last meeting. The following is a summary of the Advisory Group Meeting:

#### **Welcome and Opening Remarks**

- Andrew Bing opened the meeting and briefed the AG members on the progress of the project since the last meeting:
  - Since the Working Group and Advisory Group member attendance was similar it was recommended by a Working Group member that both groups should be combined into one group.
    - All agreed to move forward with one group known as the “Advisory Group”
  - The WTMF Mission Statement was reviewed and accepted as the Mission Statement for the Advisory Group
  - A Project Management Committee (PMC) was convened that includes representation from the City of Wilmington, DTC, WILMAPCO and the consultant team.
    - All PMC members are Advisory Group Members. The PMC met five times prior to the AG meeting.

#### **Project Management Committee Efforts to Date**

- Tigist Zegeye of WILMAPCO provided an overview of the progress of the PMC to date and the results of the Origin-Destination (O/D) Study that was performed by Whitman Requardt and Associates.

#### **Origin/Destination Summary and Key Conclusions**

- Dave Gula of WILMAPCO presented a summary of the results of the O/D data that has been completed to date and noted that the study provided a significant amount of information that was an important tool for the PMC to use to develop the Transit Principles and Opportunities. Additionally, there is much more information available that will be useful to DTC for service planning.
- Key factors noted from the O/D survey results
  - 41% of DTC's transit riders transfer
  - 60% of transfers occur at Rodney Square
  - Strong orientation to Wilmington Core
  - Majority of transit trips are home to work based trips – 48%
- AG Members questioned if the transfers need to be lower
  - Project Team responded that there is no target number or average number of transfers for any transit agency
  - DTC will continue to focus on customer convenience and ease of transfers

- AG Members suggested that the key takeaway regarding transfers is that they will and need to occur, but DTC should target those main transfer locations to ensure there is a comfortable waiting area and there is minimal wait time.
- AG Members discussed if a reduction in transfers would increase ridership and the Project Team noted that it would not necessarily result in an increase in ridership. The O/D information and additional Census data does provide info on travel patterns but DTC needs to balance the operational efficiencies of their system while meeting the existing and future transit rider needs.

#### Introduction to Principles and Opportunities

- Ken Goon, Project Team, opened discussion and presentation of the transit principles and opportunities that were developed by the PMC.
- Ken discussed the collaborative effort among the PMC members and the importance of the O/D results in the development of the Transit Principles and Opportunities.
- The PMC understood the importance of providing the AG members with these principles that would guide the vision for Wilmington's transit future.
- It is important to note that the "Opportunities" do not commit or identify that DTC and or the City must take action. Rather the opportunities should be considered and evaluated and implemented when funding and need is determined.
- The principles and opportunities presented are not all inclusive, but rather initial thoughts developed by the PMC. The PMC encourages the AG members to provide any additional principals or opportunities.
- The discussion and review of the transit principles with the AG members was led by Ken Goon, Ken Potts, DTC and Len Sophrin, City of Wilmington. The following is a summary of the transit principles and opportunities review:

Principle #1 – Transit locations and service should be consistent with City of Wilmington's zoning, land use, and City-Wide comprehensive plan. Transit should continue to strengthen Wilmington's position as the economic center of the region.

#### Opportunities:

1. Give special consideration to activity centers where employment, education, recreation or residential use is focused.
2. The transit system should build upon emerging demographics that support urban communities.

#### Comments

- It was recommend by the AG members that "Visitors or Tourist" be added to opportunity #1
  - The PMC will included in revised version

Principle #2 – Continue to grow transit ridership through DTC's focus on service quality and with movement towards an optimal transit network.

#### Opportunities:

1. Combine routes to provide crosstown services.
2. Shorten the length of downtown route alignments.
3. Develop a split service pattern where commuter routes use different downtown streets than core bus services.
4. The City and DelDOT should explore traffic patterns to develop an optimal transit system.

Comments

- AG members asked for definition on commuter bus and core bus.
  - Commuter bus provides weekday peak trips only and usually on-way trips oriented to work commute.
  - Core bus provides frequent service all day/night and on weekends with travel in both directions.

Principle #3 – Transit locations and service must be convenient for existing and emerging patterns of ridership.

Opportunities:

1. Utilize O/D data to inform decisions
  - a. Optimize direct transit service to downtown
  - b. Optimize transit service to suburban activity centers
2. Operations should coincide with hours of employment and minimize transfer wait times.
3. Evaluate trolley service.
4. Explore enhanced transit service that is aligned with high schools and other activity centers.
5. Consider regional light rail to support the transportation and economic development framework.

Comments

- AG members noted that the hours of employment consideration should not be just standard 9 to 5, but varied work schedules many people work today.
  - The Project Team noted that it was the intention to ensure that “all” work hours be considered.
- It was recommended that Opportunity #5 not be limited to light rail, but include other modes such as steel-wheel trolley, streetcar and small buses, etc.

Principle #4 – Cost-effective transit service delivery and revenue generation are essential for DTC.

Opportunities:

1. If off-street hubs are developed, explore opportunities to generate revenue for DTC by working with a developer.
2. Explore Public/Private partnerships (e.g., ownership of transit hubs and shelters).
3. Explore a role of providing secondary level student transportation (DOE).

Comments

- No Comments

Principle #5 – Transit locations are necessary to accommodate convenient transfers needed throughout the system.

Opportunities:

1. A hierarchy of locations should be provided (adjacent transit stops, on-street hubs, and off-street hubs).

2. Multiple locations should be reasonably dispersed geographically.
3. Intermodal connections should be served.

Comments

- No Comments

Principle #6 – Explore the development of a group of internal transit loop patterns within Wilmington.

Opportunities:

1. Downtown/Riverfront Circulator bus routes.
2. Potential coordination with private shuttles.
3. Potential use of smaller buses.
4. Explore additional east-west routes.
5. Internal loops should enhance the overall transit network.

- *No Comments*

Principle #7 – Peripheral transit locations should be developed to improve transit opportunities between suburbs in the greater Wilmington metropolitan area and reduce the number of unnecessary transfers in the City.

Opportunities:

1. Utilize O/D data to inform decisions.
2. Consider additional park and rides and use of existing underutilized parking areas.

Comments

- DTC currently operates peripheral transit locations at Christiana Mall, Brandywine Town Center, Prices Corner Park and Ride and the Newark Transit Hub.
- AG members recommended that there be ongoing coordination with New Castle County and DTC so DTC can be aware of an plan for any growth in the Country
  - Ken Potts, DTC, noted that DTC has established a good relationship with the new Land Use Manager and looks forward to ongoing coordination with the County.

Principle #8 – Transit must be safe, secure, attractive, customer friendly, meet ADA accessibility standards, and serve the needs of multi-modal users in order to serve existing riders and increase new riders to the system.

Opportunities:

1. Develop partnerships with other government agencies and non-profit organizations, such as adopt-a-shelter and security patrols.
2. Improve ADA accessibility by working to eliminating barriers impeding pedestrian access to all transit locations, services and activity centers.
3. Ensure there is adequate crossing time for pedestrians at signalized intersections with audible crossing signals.

4. Ensure that during inclement weather that all bus stops be considered high priority in order to provide safe access.

Comments

- AG members discussed the importance of accessibility at all bus stops and on all DTC buses
- There is a concern that DTC needs to reinforce that bus operators use the available audible bus stop/route announcements on all buses. This has been an ongoing concern for visually impaired passengers to correctly identify their bus or bus stop.
- There needs to be a review of allowing free-flow right turn movements when audible crossing is indication crossing is allowed. Right turning movements need to be controlled.

Principle #9 – To efficiently operate service, DTC must have locations to layover buses.

Opportunities:

1. Layover locations should be compatible with adjacent land use and traffic.
2. DTC and the City work together to determine appropriate locations.
3. DTC has guaranteed space for layover with off-street hubs.
4. DTC Operations Center may provide a location for a layover in the downtown.

Comments

- No Comments

Principle #10 – Transit locations must weigh the impact to on-street parking and parking revenue

Opportunities:

1. Mitigate loss of parking through public/private partnerships to create nearby new parking areas.
2. Incorporate elongated bulb-outs where feasible to improve the pedestrian/passenger experience while balancing impacts on parking spaces.

Comments

- AG members suggested that the opportunities include reference to “loading/unloading” areas to help control where that type of activity occurs.
- Bulb-outs will be good in residential areas and will help control traffic and traffic weaving.
- Public perception is that bulb-outs reducing parking when the opposite is true, parking is increased. The opportunities need to include education to ensure public is informed of benefits.

Principle #11 – Transit locations and corridors must consider traffic congestion and potential conflicts between buses and other modes of travel, including pedestrians, bikes, cars, and other types of vehicles

Opportunities:

1. Explore development of dedicated transit lanes.
2. Provide sufficient curb side capacity to avoid buses stopping in travel lanes.
3. Explore linear corridors that minimize turning movements in congested areas.
4. Explore traffic signal prioritization and preemption.

Comments

- The City discussed their review of best practices in other cities to address right turn bus and pedestrian conflicts. Key was to maximize linear routing in high pedestrian areas to minimize or eliminate right turn movement conflicts with pedestrians.
- The AG members agreed that the concern with right-turn movements and pedestrian conflicts needs to be addressed.
- The City also discussed the difference or function of signal prioritization or preemptions
  - Signal prioritization – Signal green time is extended along transit corridors during peak periods.
  - Signal preemption – Transit operator can manually control extension of signal green time with device on vehicle.

Principle #12 – DTC should continue the purchasing of environmentally friendly buses to decrease emissions and noise.

Opportunities:

1. Increase the number of hybrid and clean diesel buses in the fleet.
2. Consider the use of electric buses.

Comments

- No Comments

Principle #13 – Transit service should consider upgrades in the use of technology to improve customer information.

Opportunities:

1. Visual and audible real time announcements at bus stops and internally on the bus.
2. Provisions of GPS based phone applications to provide real time trip planning and customer information.
3. Pin location trip planning information (location/transfers/modes) to complete trip.
4. Provide real time information on Google Transit.

Comments

- No Comments

Principle #14 – Growing transit ridership requires knowledge of customer needs and programs to educate and market to the public on the benefits of using transit.

Opportunities:

1. Develop new or expanded marketing/outreach strategies to attract new riders.
2. Explore partnerships with employers to expand Rideshare program.
3. Explore bus pass programs for students and municipal employees.
4. Build upon existing O/D data by surveying people who do not use transit.

Comments

- No Comments

*Following the completion of the review of the Transit Principles and Opportunities, the Project Team recommended the AG Members review the fourteen principles and numerous opportunities and provide any additional principles or opportunities to the Project Team prior to the next AG meeting on May 21, 2014.*

### **Transit Hubs**

- Carolann Wicks, Project Team, briefed the AG members on the transit hub(s) discussion that will occur at the next AG meeting on May 21, 2014.
- Prior to any discussion on the type of hub (on or off street), locations or transit corridors it was important that the transit principles and opportunities be developed to provide the framework or criteria for the transit hub discussion.
- With the acceptance of the transit principles and opportunities by the AG members, the PMC is in a better position to begin the discussion of all considerations for transit hubs.

### **Schedule**

- A revised schedule was presented that included the remaining Advisory Group meetings
  - May 21, 2014
  - June 11, 2014
- There is also a Public Workshop scheduled for May 28, 2014

### **Next Meeting of Working Group**

- May 21, 2014 - 3:00 – 5:00 PM, DTC's Beech St Office, Brandywine Room

### **Meeting Materials Provided**

- Meeting #2 Agenda
- Project Mission Statement
- O/D Summary Presentation
- Transit Principles and Opportunities
- Revised Project Schedule

### **Attendees**

See the list of attendees following this page



### Advisory Group Members Present

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### Working Group Members Absent

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**WILMINGTON TRANSIT**  
*MOVING FORWARD*

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