

Wilmington Transit Moving Forward

WTMF May 28, 2014 Open House Summary

Number of Attendees: 53

Number of Advisory Group Members Attending: 18

Number of Comment Forms Completed: 11

Number Requesting to Stay Informed: 5

Overall WTMF Open House Comments:

- Excellent presentation/workshop, very informative (3).
- Very informative, but would have preferred more details on new route(s).
- Recommendations should be made in conjunction with available data on other modes such as bikes.
- No real expectations, but looking forward to learning more.
- Looking forward to seeing the system improve, great progress.

General Transit Comments:

- Bus operators are pleasant (3).
- RideShare website needs to be more user friendly.
- Need to consider electric buses.
- Fare increase not justified for service that is provided.
- Marketing is important to attracting new riders.
- DTC website needs more route planning features.
- Need improvements to customer service calls for information.
- Improved shelters with better lighting and real time bus information.
- Utilize technology to advance transit.
- Plan the transit system with youth in mind.
- Ensure youth is involved in planning for future of transit.

Existing Transit Service Comments:

- Need more Sunday service (2).
- Some bus schedules do not coincide and transfer connections are missed (2).
- Last evening trip on Route 2 is overcrowded.
- Routes 5 and 6 are overcrowded.
- Route 6 usually runs late.
- Rodney Square is congested.
- Need to improve transfer connections at Rodney Square.
- Extend weekday evening service to meet varying work schedules.

New Transit Service Suggestions:

- Add service along 141 from Prices Corner P&R to Newport and Basin Rd area.
- Need to connect 141 from south to north.