

WELCOME

Welcome to the **Wilmington Transit Moving Forward** workshop.

The goal is to create a forum for the stakeholders, transit customers and the public to build consensus for transit improvements in Wilmington. We look forward to your feedback and input tonight and throughout the duration of the project.

Thank you for sharing your valuable insights.

A COOPERATIVE EFFORT

Wilmington Transit Moving Forward is a cooperative effort among the following members of *Wilmington Initiatives*:



Wilmington Area Planning Council



City of Wilmington



Delaware Transit Corporation



Delaware Department of Transportation



New Castle County

PROJECT PURPOSE

Wilmington Transit Moving Forward is a collaborative effort among stakeholders and the public to analyze previous transit recommendations, prioritize solutions, and develop an implementation plan for the improvements.

This effort will:

- Evaluate recommendations from previous studies
 - Wilmington Downtown Circulation Study (WDCS) – 2012
 - State Smart Transportation Initiative Study (SSTI) – 2013
- Re-examine the function of Rodney Square as a transit hub
- Build consensus through significant public outreach
 - Develop transit to support a “Complete Community”
 - Develop a plan that improves the transit experience and attracts new riders
- Develop an implementable plan



PROJECT APPROACH

Step 1 – Understanding

- Solid understanding of issues
- Reach consensus on project purpose and need



Step 2 – Analysis

- Proactive public involvement
 - Conduct stakeholder interviews
 - Hold technical working group meetings
 - Hold advisory committee meetings
 - Hold public workshops
- Perform technical analysis

Step 3 – Development of Options

- Develop Preliminary Options
- Receive input from Technical Working Group, Stakeholders, and the Public

Step 4 – Plan Development

- Develop recommendations

Step 5 – Implementation Plan

- Develop support for plan

PREVIOUS STUDIES

2010: Wilmington Downtown Circulation Study

The Wilmington Downtown Circulation Study (WDCS) reviewed Wilmington's transportation system and developed recommendations to promote a balance of all travel modes (walk, bicycle, auto, transit) in the City of Wilmington.

- The Study was completed in 2012
- The WDCS identified numerous traffic, pedestrian and bicycling improvements to enhance downtown circulation
- Transit improvements to address concerns for bus congestion at Rodney Square were developed. The study recommended a number of infrastructure improvements to improve concerns for congestion at Rodney Square:
 - Relocated layover for Orange Street Loop Buses
 - Identify and Implement New Transit Facility location(s)
 - Redistribution of bus stops along King Street side of Rodney Square



2013: State Smart Transportation Initiative Study

The State Smart Transportation Initiative Study (SSTI) – provided an independent review of the analysis and conclusions from previous studies of transit services in Wilmington. The study evaluated the potential changes to the transit system and the recommendations for a new transit facility to serve Wilmington. Short and Long Term Recommendations were developed.

- Short-Term Recommendations
 - Develop Programs and Policies to Improve Bus Operations and Service
 - Conduct Origin-Destination Survey
 - Enhance Outreach efforts to increase ridership
- Long-Term Recommendations
 - Collaborative Long Range Planning effort with DTC, DelDOT, City Wilmington and WILMAPCO
 - Develop Strategies to improve the convenience and accessibility of the system (More transfer locations in City of Wilmington and suburban areas)



Please visit the project website for more information:
<http://www.wilmapco.org/wilmingtontransitmovingforward/>



CURRENT STUDY

DTC is conducting a separate Origin-Destination Study independent of the Wilmington Transit Moving Forward Project which was recommended by the SSTI Study.

2013 DTC O/D Survey Highlights:

- The Wilmington Transit Moving Forward Team will coordinate with DTC to use the results of the O/D Study to assist with the development of options
- The intent of the study is to understand the travel behavior of existing DART First State transit customers
- The results of the O/D Study will assist DTC in the evaluation of preliminary options for consideration to the current hub-and-spoke transit system that DTC operates
- The O/D Survey begins on October 15, 2013 and continues through November, 22, 2013
- Look for the survey staff onboard the buses to complete the survey or mail it back
- Surveys are available at tonight's workshop and your participation is important

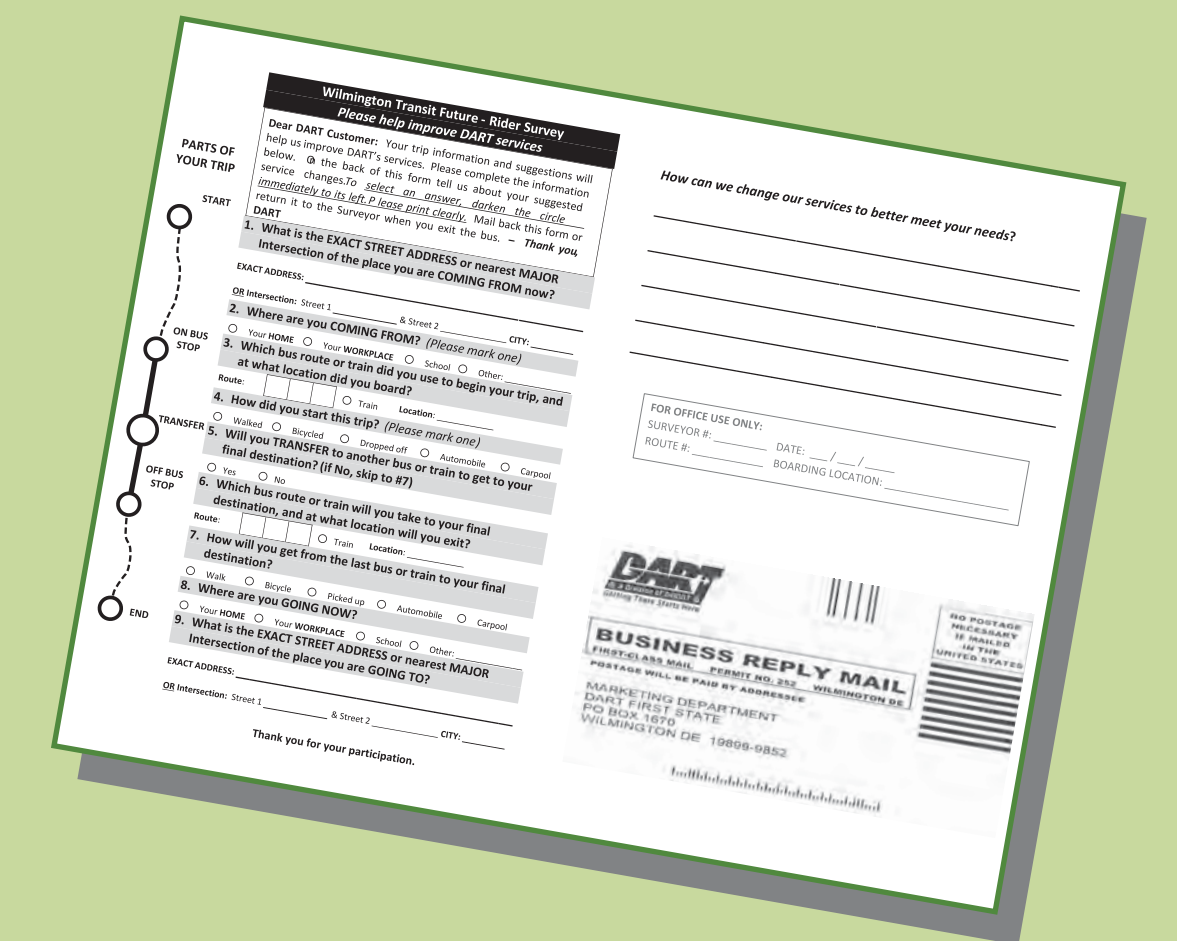


Schedule for the O/D Survey:

October 15, 2013	Start date for survey
Early December 2013	*O/D Advisory Committee Meeting #2: Review draft survey results and preliminary O-D analysis
March 2014	*O/D Advisory Committee Meeting #3: Review draft alternative transit service design report

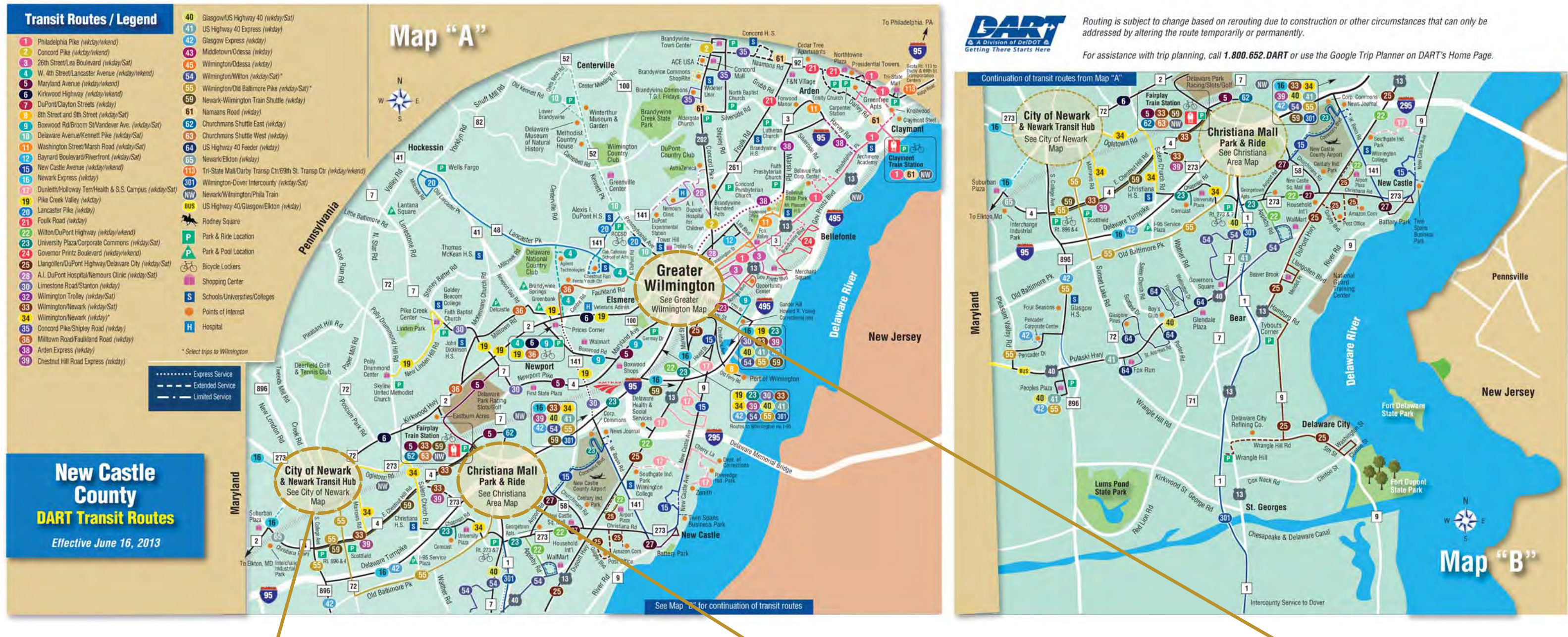
* The O/D Advisory Committee is not associated with the Wilmington Transit Moving Forward Advisory Committee.

Please visit the DART First State information display to complete a survey!



EXISTING TRANSIT SERVICE

TRANSIT OPERATIONS AT RODNEY SQUARE



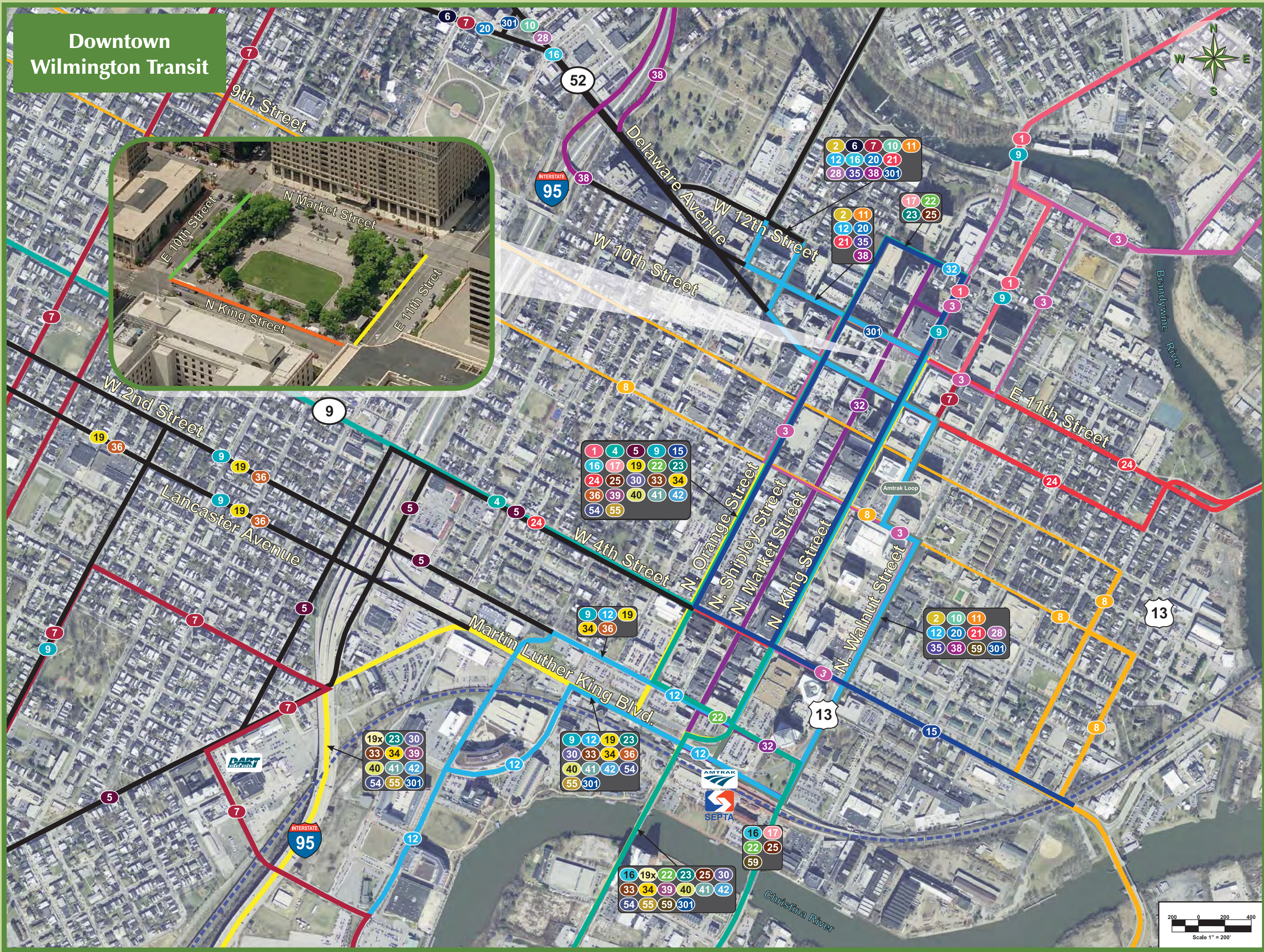
In the early 1990's, seeing an increased need to provide expanded bus service, DTC implemented evening bus service. To facilitate the efficient operation of evening service, Rodney Square was selected as the location because:

- It is centrally located and an identifiable location in the City
- It allowed for all routes to operate a "pulse" at 10:35 for the last trip of the evening to ensure all transit customers transfers were made
- Bus stops along the 10th Street, 11th Street and King Street sides of provided efficient operation of buses traveling in the City

Since Service began in 1993 bus service has continuously grown:

- In 1993 – 21 bus routes served Rodney Square
- In 2013 – 35 bus routes serve Rodney Square

Improved frequencies and volume of buses at Rodney Square has contributed to congestion in the area.



Highest Daily Bus Stop Activity from June 2013:

	ON	OFF	TOTAL
King Street at 10th Street	1,724	823	2,548
11th Street at King Street	1,350	1,193	2,543
King Street at 11th Street (Former USPS)	1,061	1,277	2,338
Christiana Mall Park & Ride	898	918	1,816
10th Street at Market Street	1,127	352	1,480

Statewide Transit Facts:

- DTC Operates bus, Intercounty bus, paratransit and SEPTA Wilmington/Newark Rail
- In FY 2012 (calendar year July 1, 2011 - June 30, 2012) ridership was 12.8 million trips
 - 10.6 million fixed route bus trips
 - 1.2 million rail trips in Delaware
 - Nearly 1 million paratransit trips
- Over 500 transit vehicles
 - All vehicles are ADA accessible
 - 85% are low-floor vehicles

New Castle County Transit Facts:

- 44 Bus routes operate in New Castle County
 - 38 bus routes serve the City of Wilmington
- Average weekday daily boardings = 25,617 (June 2013 Ridership Data)
- 156 fixed route buses operate in New Castle County
 - 125 buses are assigned to DTC's Monroe Street Facility in Wilmington
 - 31 buses are assigned to DTC's Mid-County Facility near Delaware City
- 128 buses operate during peak travel times (6:00 AM-9:00 AM and 3:00 PM-6:00 PM)
- 17.3% are Hybrid (electric and diesel) buses

Rodney Square Daily Ridership from June 2013:

	ON	OFF	TOTAL
King Street at 10th Street	1,724	823	2,548
11th Street at King Street	1,350	1,193	2,543
10th Street at Market Street	1,127	352	1,480
King Street at 11th Street	1,067	1,277	2,338
King Street at 9th Street	421	428	849

Recent Activity at Rodney Square:

- Buses serve Rodney Square along 10th Street, 11th Street and King Street
- Prior to construction there were 383 DART trips per day on the King Street side of Rodney Square.
- Construction at Rodney Square removed DART service for much of 2012
- In 2012, bus stops were distributed between King at 9th Street and King at 11th Street
- Currently, there are 222 DART trips per day on the King Street side of Rodney Square
- Current construction at the Wilmington Library keeps the bus stop closed on the south side of 10th Street
- When the library bus stop reopens, service on the King Street side of Rodney Square will be reduced to 181 trips per weekday (18 hour time span).

QUALITY OF LIFE

Taking the bus....



42 cars vs. 1 bus on King Street



42 single occupant car drivers vs. 42 passengers on 1 bus on King Street

WILMAPCO Region in a Nutshell

Transportation *(Source: 2008-10 ACS)*

Ways We Commute to Work

Drive Alone	241,005	79%
Cecil County	37,896	
New Castle County	193,564	
Carpool	30,309	10%
Cecil County	6,140	
New Castle County	24,169	
Public Transit	13,679	4%
Cecil County	606	
New Castle County	13,679	
Walk/Bike	8,286	3%
Cecil County	775	
New Castle County	7,511	
Work at Home	11,582	4%
Cecil County	1,246	
New Castle County	6,428	

Commute Time

	Cecil			N.C.C.		
Under 10 minutes	5,721	12%		25,066	14%	
10 to 29 minutes	19,576	41%		62,268	36%	
30 to 59 minutes	15,012	31%		60,542	35%	
60 minutes or more	5,468	11%		16,889	10%	
Work at home	2,475	5%		9,053	5%	

KEY BENEFITS

Public Transportation Saves Money, Fuel, and Reduces Congestion

- Americans living in areas served by public transportation save 865 million hours in travel time and 450 million gallons of fuel annually in congestion reduction alone.
- Households that are likely to use public transportation on a given day save more than \$9,700 every year.

Public Transportation Provides Economic Opportunities

- For every dollar communities invest in public transportation generates approximately \$4 in economic returns.
- Public transportation is a \$57 billion industry that employs nearly 400,000 people.
- Public transportation enhances local and state economic growth in many ways, increasing the local customer base for a range of services -- shopping malls, restaurants, medical facilities and other transportation services.

Public Transportation Reduces Carbon Footprint

- Communities that invest in public transit reduce the nation's carbon emissions by 37 million metric tons annually: equivalent to New York City; Washington, DC; Atlanta; Denver; and Los Angeles combined stopped using electricity.
- Public transportation offers an immediate alternative for individuals seeking to reduce their energy use and carbon footprints. Taking public transportation far exceeds the combined benefits of using energy-efficient light bulbs, adjusting thermostats, weatherizing one's home, and replacing a refrigerator.

Public Transportation Fosters More Livable Communities

- Public transportation facilities and transportation corridors are "natural focal points for communities" that serve to encourage economic and social activities and help create strong neighborhood centers that are economically stable, safe, and productive.

Public Transportation Creates Community Benefits

- Public transportation revitalizes neighborhoods, increases social interaction and pedestrian activity, enhances safety, and helps create a sense of "place" that will help make a community unique and special.
- When commuters ride public transportation or walk, contact with neighbors tends to increase, ultimately helping to bring a community together.

**Source: 2013 American Public Transportation Association*

PUBLIC OUTREACH APPROACH

- Ensure stakeholders and communities have an opportunity to engage in the public process
- Listen first; Don't assume public outreach is just confirming what you think you know!
- Keep an open mind
- Present technical Information that is easily understood
- Be flexible and responsive
- Build credibility and trust for the process
- Build consensus
 - Stakeholders, elected officials and citizens support the project

PUBLIC OUTREACH PLAN HIGHLIGHTS

- Technical Working Group
 - Coordination with project team and stakeholders
- Advisory Committee
 - Ensures project goals are met and assist with outreach efforts
- 3 Public Workshops
 - Kick-off project
 - Present options
 - Present recommendations
- Continuous Outreach Efforts
 - Project website
 - Briefings
 - Email
 - Printed materials/newsletters

The Public’s Voice is the Most Important!!



GIVE US YOUR THOUGHTS

Do you currently use DTC transit services?	Yes		No		
If yes, which Route(s)	(please write-in your bus route number(s))				
If no, please explain	Prefer to Drive Alone	Walk	Free parking at work	Not comfortable using public transit	Already in carpool
	Bus does not serve my neighborhood	Bicycle	Bus does not serve my workplace	Service is inconvenient	Flexibility of driving own car
Rate your experience with using DTC transit services?	Excellent	Good	Fair	Poor	
Overall, are the downtown Wilmington bus stops satisfactory?	Yes		No		
Do you experience overcrowding on the bus?	(please write-in your bus route number(s))				
Please indicate which bus route(s)					
Do you experience overcrowding at bus stops while waiting for the bus?	(please write-in location(s))				
Please indicate the location(s)					
Is your bus operator courteous and respectful?	Yes		No		
What service improvement would be important to improve your transit experience?	Expanded evening and weekend hours	Sunday Service on all routes	More locations for transfers	More frequent service	
	Less wait time between transfers	Better connections between bus routes	Increase overall frequency in suburban areas	Add weekend service and expand times on weekends	
	Other (please write-in)				
Do you board the bus at Rodney Square?	Yes		No		
Do you use Rodney Square as a transfer location?	Yes		No		
Which routes do you most frequently transfer to and from?	(please write-in your bus route number(s))				
Do you feel like there is bus congestion at Rodney Square?	Yes		No		
Did the recent changes DTC made to service on King Street at Rodney Square alleviate bus congestion?	Yes		No		
Do you use DTC paratransit service?	Yes		No		
Would/Could you use fixed route Bus service instead if it met your needs?	Yes		No		
Do you use social media on a regular basis?	Yes		No		
Have you used DartFirstState.com to get information?	Yes		No		
Have you used Google Maps to plan your DART Transit trip?	Yes		No		

Please be sure to fill out a comment form.

WE WANT TO HEAR FROM YOU

PLEASE FILL OUT
FEEDBACK/COMMENT FORMS
HERE!

WILMINGTON TRANSIT
MOVING FORWARD

Feedback/Comments

Do you currently use DTC transit services? If yes, which Route(s)?

If no, why don't you use transit? Please rank your response (1=most appropriate to 5=least appropriate)

Do you use Social Media on a regular basis? Have you used www.firststate.com to get information? Have you used Google Maps to plan your DART Transit Trips?

Other Comments

Please provide the following information (optional):

Name: _____ Telephone: _____

Address: _____

Email: _____

Would you like to receive updates on this effort and/or other WILMAPCO projects (please provide your contact information above)? ☐ Yes ☐ No

Please place the completed form in the comment box at the workshop or mail to:
WILMAPCO, 850 Library Avenue, Suite 100, Newark, DE 19711 • 302-737-6205
Comments can also be submitted via e-mail: comments@wilmingtonmovingforward.com or
Fax to 302-737-9584.

Your comments and opinions are very important. All information you provide on this form will be carefully reviewed by WILMAPCO. Under State law this survey form is public domain, and if requested, a copy of it must be provided to the public or media. Thank you for your participation and contribution to this important project in Delaware.

WILMAPCO

DART
FIRST STATE

DELAWARE



SCHEDULE

We are Here!

Workshop #1
Project Kick-off

Technical Working Group Meeting

Advisory Committee Meeting

October 16, 2013

Review input from October
Workshop and Stakeholders

Reach Consensus on Project
Purpose and Need

Technical Working Group Meeting

Advisory Committee Meeting

November 2013

Present Preliminary Options

Technical Working Group Meeting

Advisory Committee Meeting

February 2014

Workshop #2
Present Options

Technical Working Group Meeting

March 2014

Develop Recommendations

Technical Working Group Meeting

April 2014

Workshop #3
Present Recommendations

Technical Working Group Meeting

Advisory Committee Meeting

May 2014

Implementation Plan

June 2014

THANK YOU

Thank you for taking your time to participate in the first workshop for the Wilmington Transit Moving Forward project.

Your insights and suggestions are greatly appreciated and your comments will be carefully considered.

STAY INFORMED AND CONTRIBUTE

Public input is the key to an effective planning process.

You're encouraged to stay involved and provide input in the following ways:

- Submit comments by:
 1. Completing a form at tonight's workshop
 2. Via email: comments@wilmtransitmoveforward.com
 3. Mail to:

Dave Gula

Wilmington Transit Moving Forward Project Manager
WILMAPCO

850 Library Avenue

Suite 100

Newark, Delaware 19711

4. Fax to 302-737-9584

- Visit the Project Website:
<http://www.wilmapco.org/wilmtransitmoveforward/>
- Attend Public Workshops/Meetings/Hearings



Please submit your comments by November 15, 2013

PRESENTATIONS

Wilmington Transit Moving Forward Presentations

5:15 PM

6:15 PM

Please join us for one of two identical
15-20 minute presentations at tonight's workshop.
The presentation will include a summary of the display boards.

