

Wilmington Initiatives



Wilmington Transit Moving Forward
Workshop Presentation

October 16, 2013

- **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**

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 the plan



Wilmington Downtown Circulation Study

- The Study was completed in 2012
- The WDCS identified numerous traffic, pedestrian and bicycling improvements to enhance downtown circulation
- 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



The State Smart Transportation Initiative Study (SSTI) - 2013

- The study evaluated the potential changes to the transit system and developed recommendations for a new transit facility
- 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

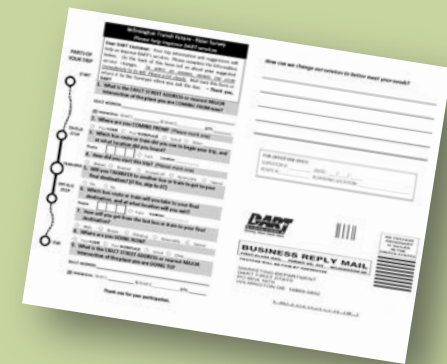
- Collaborative long range planning effort with DTC, DelDOT, City Wilmington and WILMAPCO
- Develop strategies to improve the convenience and accessibility of the system (more transfer locations in City of Wilmington and suburban areas)



Origin-Destination Survey

- DTC is conducting a separate Origin-Destination Study which was recommended by the SSTI Study.
- 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 O/D Survey begins on October 15, 2013 and continues through November, 22, 2013
- Surveys are available at tonight's workshop and your participation is important

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



Statewide Service

- DTC operates bus, Inter-County bus, paratransit and SEPTA Wilmington/Newark Rail Services
- In FY 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



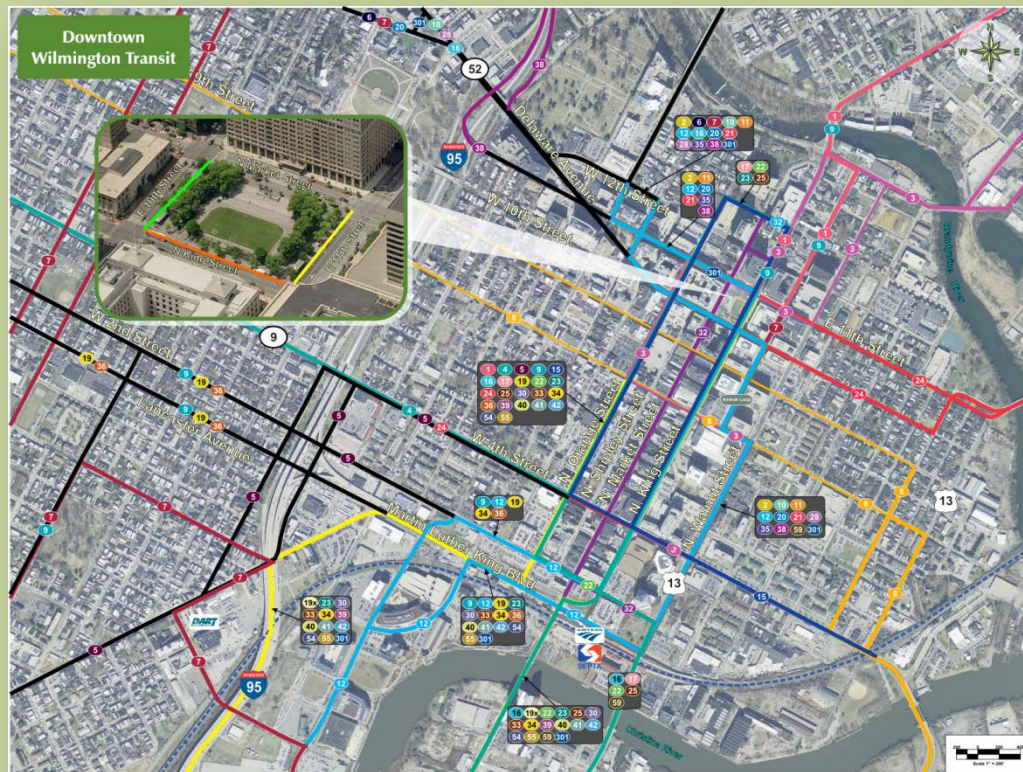
New Castle County Service

- 44 bus routes operate in NCC
 - 38 bus routes serve the City of Wilmington
- Average weekday daily boardings = 25,617
- 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
- 17.3% are Hybrid (electric and diesel) buses



Highest Bus Stop Activity	Ons	Offs	Total
King Streets at 10 th Streets	1,724	823	2,548
11 th at King Streets	1,350	1,193	2,543
King St at 11 th St (Former USPS)	1,061	1,277	2,338
Christiana Mall Park & Ride	898	918	1,816
10 th and Market Streets	1,127	352	1,480

- Began as transit hub in 1993 with 21 bus routes
 - Today 35 bus routes serve Rodney Square
- Rodney Square was selected as the location because:
 - Centrally located in the City
 - An identifiable location
 - Allowed for late "10:35" evening pulse
 - Worked well operationally
- Buses use the King Street, 10th Street and 11th Street sides



Recent Activity at Rodney Square

- Construction at Rodney Square removed DART service for most of 2012
 - Prior to construction there were 383 DART trips per day on the King Street side
- In 2012, bus stops were redistributed along King Street side between 9th and 11th Streets
 - Currently, there are 222 DART trips per day along King Street
- Current construction at Wilmington Library has closed the King Street Stop south of 10th Street
- After Library reopens
 - Service on King Street side of Rodney Square will be reduced to 181 trips per day

Rodney Square Bus Stop Activity	Ons	Offs	Total
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King Street at 9 th Street	421	428	849

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

- Commuters

- 79% of NCC commuters drive alone
- 10% of NCC commuters carpool
- 4% of NCC commuters use transit
- 3% walk or bicycle for their commute
- 4 % telecommute

Commute Time	New Castle County	% of Daily Commute
Under 10 minutes	25,066	14%
10 to 29 minutes	62,268	35%
30 to 59 minutes	60,542	35%
60 minutes or more	16,889	10%
Work at home	9,053	5%

Public Outreach Approach

- Ensure all 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 be responsive
- Build credibility and trust for the process
- Build consensus
 - Stakeholders, Elected Officials and Citizens Support the Project!

The Public Side of the Effort is Most Important!!

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 to be held
 - Kick-off project
 - Present recommendations
 - Present final plan
- Continuous outreach efforts
 - Project website
 - Briefings
 - Email
 - Printed materials/newsletters

Wilmington Transit Moving Forward Together
GIVE US YOUR THOUGHTS

Do you currently use DTC transit services? Yes No
(please write in your bus route number(s))

If yes, which Route(s)?

Route	How often do you use this route?	How long does your trip take?	How convenient is the route?	How safe is the route?	How comfortable is the route?
	Very often	Often	Very convenient	Very safe	Very comfortable
	Frequently	Sometimes	Convenient	Safe	Comfortable
	Occasionally	Rarely	Not convenient	Not safe	Not comfortable
	Rarely	Never	Not convenient	Not safe	Not comfortable

If no, please explain

Rate your experience with using DTC transit services!
Overall, are the Downtown Wilmington bus stops satisfactory? Yes No
(please write in your bus route number(s))

Do you experience overcrowding on the bus?
Please indicate which bus route(s)

Do you experience overcrowding at bus stops while waiting for the bus?
Please indicate the location(s)

Is your bus operator courteous and respectful?
What service improvement would be important to improve your transit experience?
Please choose your top 3

Do you board the bus at Rodney Square? Yes No
(please write in your bus route number(s))

Do you use Rodney Square as a transfer location?

Which routes do you most frequently transfer to and from?

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 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.

WILMINGTON TRANSIT MOVING FORWARD Feedback/Comments

Do you currently use DTC transit services? Yes No
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Please provide the following information (optional):
Name: _____
Address: _____
City: _____
State: _____
Zip: _____
Phone: _____
Email: _____

Would you like to receive a notification on this effort and/or other WILMAPCO projects (please answer your general information above)? Yes No

Please give me contact information for the person you spoke to at the workshop or visit to WILMAPCO: Yes No
Name: _____
Title: _____
Phone: _____
Email: _____

Other Comments:

WILMAPCO DART FIRST STATE





- **Submit comments by:**

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

Dave Gula, Principal Planner
Wilmington Area Planning Council
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**

Dave Gula, Principal Planner
Wilmington Area Planning Council
850 Library Avenue, Suite 100, Newark, DE 19711
302-737-6205, ext. 122

comments@wilmtransitmoveforward.com

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For more information: wilmapco.org/wilmtransitmoveforward/

