

REIMAGINING DELAWARE'S TRANSIT SYSTEM

Delaware's travel market is changing and growing, and the Delaware Transit Corporation (DTC) is evaluating its services to continue meeting the needs of its riders. As part of the DART Reimagined Transit Study, a comprehensive State of the System review was conducted to analyze DART's markets and services, as well as identify gaps in the system. Provided below is a summary of the State of the System Report.

WHAT DOES DART OFFER?

Operated by DTC, DART offers a statewide network of transportation options. DART is one agency with a large service area and diverse transit footprint, providing millions of trips each year.

2K+ square-mile service area

58 bus routes

Transit System & Fleet Data

4M+ bus trips per year

450K+ paratransit trips per year

273 fixed route buses

310 paratransit vehicles

Current Transit Services & Service Types



Bus Service

Local routes, Intercounty routes, Flex routes, Microtransit, Seasonal beach routes



Paratransit

ADA and Demand Response

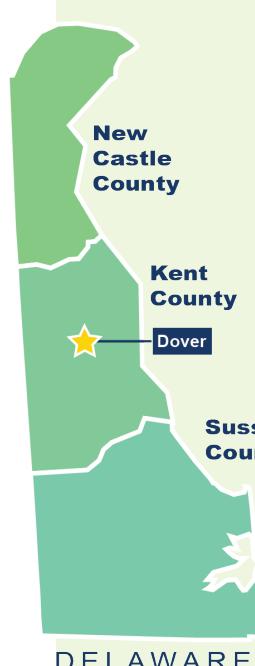


Other Services

Commuter train contracted through SEPTA

*Americans with Disabilities Act (ADA) *Demand Response: Flexible Transit Service

DELAWARE'S TRAVEL PATTERNS & TRANSIT MARKET



Where do trips in the state originate?

57% New Castle County
19% Kent County
24% Sussex County

Where do most Delawareans work?

52% New Castle County
14% Kent County
15% Sussex County
19% Outside of Delaware

Data Source: LEHD 2019

Where do gaps in transit access exist in Delaware?

For 40% of Delawareans and 25% of Delaware employers, the demand for transit is greater than the services offered.



4 out of 10 Delawareans do not have access to transit within a 0.5 mile walk of their residences

What is the journey to work like in Delaware?



Delaware's transit commuters are **5 times less likely** to have access to a vehicle than the average Delaware employee

It takes transit commuters almost **twice as long** to get to work compared to Delaware's overall workforce that drives to work



WHO IS THE DART RIDER?

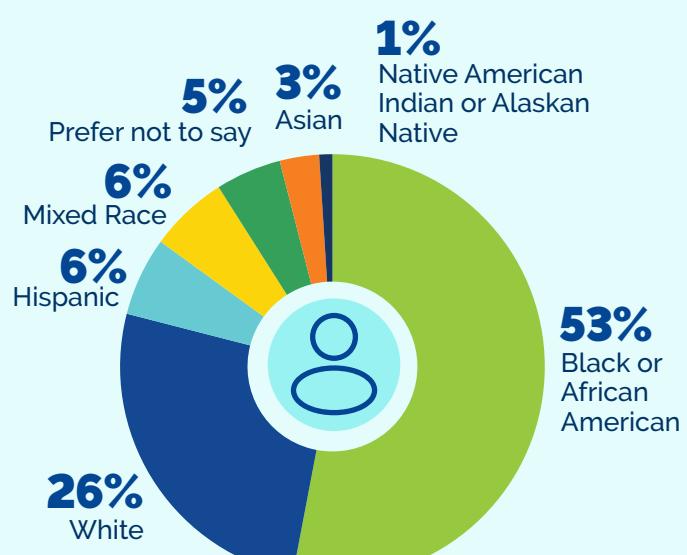
 **13%** speak a language other than English

 **33%** are 35-54 years old

 **67%** have an annual household income of less than \$29,999

 **76%** of riders on New Castle County routes are minorities

 **84%** of low-income riders are served by Kent County/Dover routes



Data Source: 2019 DART Fare Structure Study

DART'S 2022 PERFORMANCE*

Fixed Route Ridership

Across the state, 10 stops receive over 25% of the system's total boardings



Nearly 60% of bus routes are local to New Castle County, which generate 86% of total system ridership

Paratransit Ridership



7K+
65%

active riders in 2022
of paratransit trips are ADA trips
Americans with Disabilities Act (ADA)

Weekday paratransit trip purposes:

38% Day Programs
23% Work
20% Medical (including dialysis)

13% Recreation/Shopping
6% Other

*Data shown is from 2022 and ridership continues to recover from the pandemic.

HOW IS DART ADAPTING TO MEET RIDER NEEDS?

Laying the Groundwork for the Final Result: An Improved Transit System for the State of Delaware

CHALLENGES

DART's resources are stretched too thin to provide the service needed by Delaware's most vulnerable transit riders and Service frequencies are not optimized to meet travel demand

Fixed-route bus service is not agile enough to meet Delaware's diverse transit needs and many paratransit customers cannot adapt their travel patterns to new types of service

Limitations of suburban and rural right-of-way infrastructure hinder new transit implementation

Existing route patterns are not designed to maximize travel efficiency

Today's travel patterns are not compatible with existing service designs

OPPORTUNITIES

Shift service patterns to focus on meeting the travel needs of Delaware's historically transit-dependent populations

Build on DART's existing suite of service innovations to provide more alternatives to fixed-route bus

Make transit decisions based on corridor land use patterns and densities

DelDOT's resource allocation decisions can support service customization outside of New Castle County

Reconfigure the DART system to shift the focus away from traditional 9-5 office commuters



Scan the QR code to view the full report

