

# Welcome to the joint Executive and Technical Advisory Committees meeting.

## We will begin at 10:00 a.m.

### Stakeholder & Customer Participation in this process includes:

#### Executive Advisory Committee

- Bi-monthly meetings

Initiated January 2023

#### Technical Advisory Committees

- Collaborative meetings with representatives from the three counties + Wilmington

Initiated March 2023

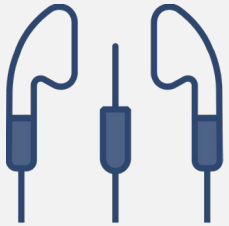
#### Customer Engagement

- Digital survey
- Interactive workshops
- Social media, website, comments

Initiated March 2023

# Zoom

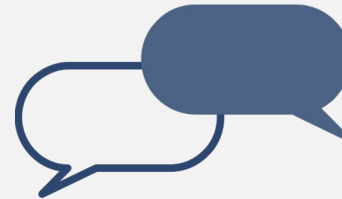
To help this meeting run as smoothly as possible, please consider the following tips:



**Use headphones with a microphone**



**Make sure you are muted when not speaking**



**While presenters are speaking, send all questions & comments through the chat feature**



*You may choose to disconnect from any VPN or third-party connection sources during the meeting to maintain connectivity and bandwidth.*

This meeting will be recorded and shared with committee members who were unable to attend.

# DART REIMAGINED

The logo features the word "DART" in a large, bold, white sans-serif font. A thick green arrow starts behind the "D", loops around the "A" and "R", and then points horizontally to the right, passing behind the word "REIMAGINED". The word "REIMAGINED" is in a smaller, bold, white sans-serif font.

**Executive and Technical Advisory  
Committees – Joint Meeting**

**August 29, 2023**



# Welcome



This meeting will be recorded and shared with committee members who were unable to attend.

# Welcome!



## Cathy Smith

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Delaware Transit Corporation

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## John Sisson

Chief Executive Officer

Delaware Transit Corporation

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# Safety Moment:

## August is Back to School Month

Delawareans are heading back to school, bringing more congestion to the roads. It's never more important for drivers to slow down and pay attention to the road.

This school year, practice sharing the road with school buses, young pedestrians, and bicyclists:

- Don't block crosswalks
- Never pass a school bus or vehicle stopped for pedestrians
- Check side mirrors before opening your door
- Be extra vigilant and alert in school zones and residential neighborhoods



Source: [National Safety Council](#)

# Public Comment

Please raise your hand if you would like to speak.  
We have allocated a total of 10 minutes total for public comments.  
Each person will have up to two minutes to speak.

Have additional comments or questions? Email  
[info@dartreimagined.com](mailto:info@dartreimagined.com)



# Agenda

- i. Objectives and EAC/TAC Overview
- ii. Reimagining DART
- iii. Customer & Stakeholder Input
- iv. Achieving Success
- v. DART Reimagined Network Foundations
- vi. Recommendations by County
- vii. Next Steps & Close



# DART Reimagined Project Schedule

## SPRING

### Develop Standards & Concepts

- Goals, guiding principles
- Scenario tradeoffs
- Families of service types, characteristics

## SUMMER

### Develop Initial Draft Network

- Scenarios with defined service types, alignments, headways, spans, and resource needs
- Illustrate proposed changes for feedback

## FALL

### Develop Final Draft Network

- Select final service types, alignments, headways, spans, and resource needs

## FALL

### Develop Implementation Plan

- Document the proposed route and system changes
- Produce a phasing plan
- Provide route change sheets



#### Input From:

- DART
- EAC/TAC
- Public



#### Input From:

- DART
- EAC/TAC
- Public Workshops



#### Input From:

- DART
- EAC/TACs
- Public

# EAC and TAC Membership and Roles



**Share Perspectives**



**Provide Guidance**



**Champion Outcomes**



**Stay Engaged**

## Executive Advisory Committee (EAC)

### Issue-based Advisory Group

- State agencies
- Office of the Governor
- Office of State Planning & Coordination
- AAA Mid-Atlantic
- ATU Union
- Delaware Hispanic Commission
- Del Tech
- DelDOT
- First State Community Action
- Persons with Disabilities and Transit Advocates
- State Council for Persons with Disabilities



## Technical Advisory Committee (TAC)

### Geographically-based Technical Working Group

- Municipalities
- Government organizations
- Tourism
- Hispanic & Latino community organizations
- Transit advocates
- Universities
- MPOs
- Aviation
- Community and resource organizations
- Non-profit organizations
- Disabilities and elderly community organizations

# Meeting Objectives

- Recap the results of service analysis
- Share key findings from customer and stakeholder outreach
- Clarify the issues raised and opportunities for transit in Delaware
- Outline the strategies to resolve issues and achieve opportunities
- Present recommended system improvements and solicit feedback on these recommendations

# Today's Focused Discussion



## We Will Explore ...

- System and Strategies
- Network design principles and service guidelines
- System-level benefits
- Soliciting more input from the public



## We Will Not Explore ...

- Detailed street-by-street or block-by-block interventions
- Specific route-level schedules
- Phasing and implementation

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**This is the first leg of a dynamic, multi-year journey**

# Reimagining DART



# Why Reimagine DART?



## Today's service model is outdated

- Provides broad service coverage across the state - even where ridership demand is low
- Oriented to commuters, especially to/from Wilmington
- Minimal frequent routes or weekend service



## Mobility needs are changing

- Fewer 9 to 5 commuters and downtown-oriented trips
- More continuous demand across the day and week
- Increasing proportion of "transit-dependent" customers



## Improving service quality is key

- DART's finite resources are stretched too thin to provide quality service where it is needed most
- To improve quality, DART needs to identify opportunities to optimize its service model

# Project Goals

- Listen to customers, stakeholders, and Committees
- Assess the current system through comprehensive service and system performance review
- Identify challenges and opportunities
- Identify recommendations for improvements and opportunities



## OUR GOAL

Deliver recommendations for an improved transit system and service plan for the state of Delaware.

# Reimagining a transit system begins with fully understanding it.

**Delaware's travel market is changing and growing.**

We've evaluated the existing system through a State of the System Report, which looked at:

View the **State of the System**  
Report or summary at  
[www.dartreimagined.com](http://www.dartreimagined.com)



The current system through a comprehensive service and system performance review.



Assessing the needs of current and future riders.



Developing market, service, and gap analyses to provides insights into current travel patterns.



# Study Phases

Technical analysis & State of the System Report



## Evaluate

Evaluate the current DART First State system



## Identify

Identify opportunities to reconfigure the bus network and future service plan



## Achieve

Achieve a more sustainable and equitable transit system

- Public engagement & feedback (Including digital Customer Survey)

- Robust stakeholder engagement approach

- Iterative service planning workshops

# Guiding Principles & Priorities

## Promote Fair & Equitable Access

- Maximize service coverage to areas of high transit propensity
- Improve connections between these areas and key employment and activity centers



## Enhance Access to Jobs & Services

- Improve travel times and access to key employment and activity centers
- Improve frequency on key corridors



## Improve Service Quality & Customer Satisfaction

- Improve evening and weekend service availability
- Improve directness of routes
- Improve service legibility
- Improve reliability
- Improve access to stops and stop amenities



## Optimize Resource Investment

- Realign service to market demand
- Develop service standards to improve performance
- Consider microtransit in unproductive or difficult to serve areas



# A new network focused on quality.

To improve DART, we need to not only consider how many people are served, but **how well** they are served.

By focusing on quality, we can enhance the customer experience and improve access to opportunity for DART riders.

## What is Service Quality?

- ✓ Fast, frequent, and reliable
- ✓ Available when and where needed
- ✓ Easy to understand and navigate
- ✓ Safe and accessible

# Customer & Stakeholder Input



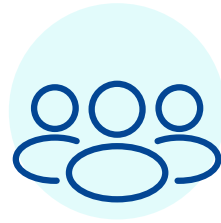
# Outreach and Engagement to Date



**19**

**EAC  
Members**

4 meetings in 2023



**79**

**TAC  
Members**

3 meetings in 2023



**23**

**Outreach  
Events**



**2,421**

**Customer Survey  
Responses Received**



**2,792**

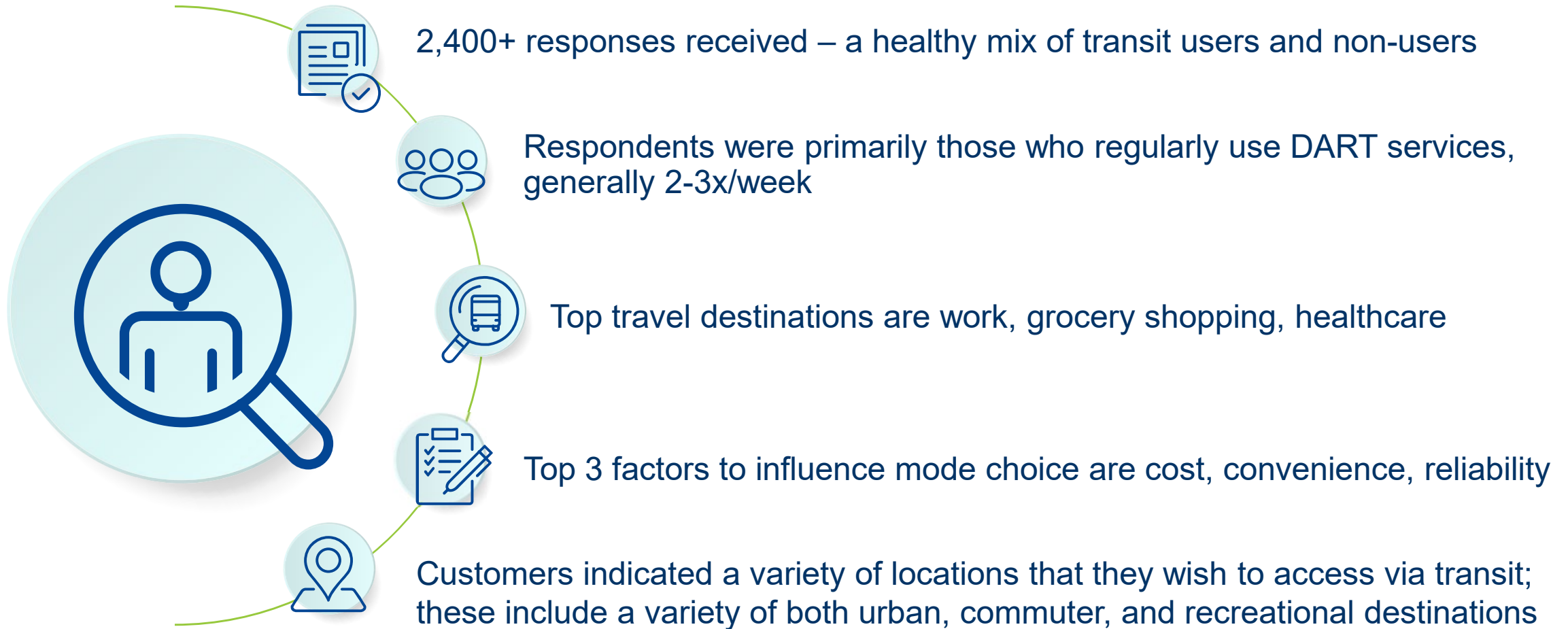
**Website  
Views**

# What we heard from you



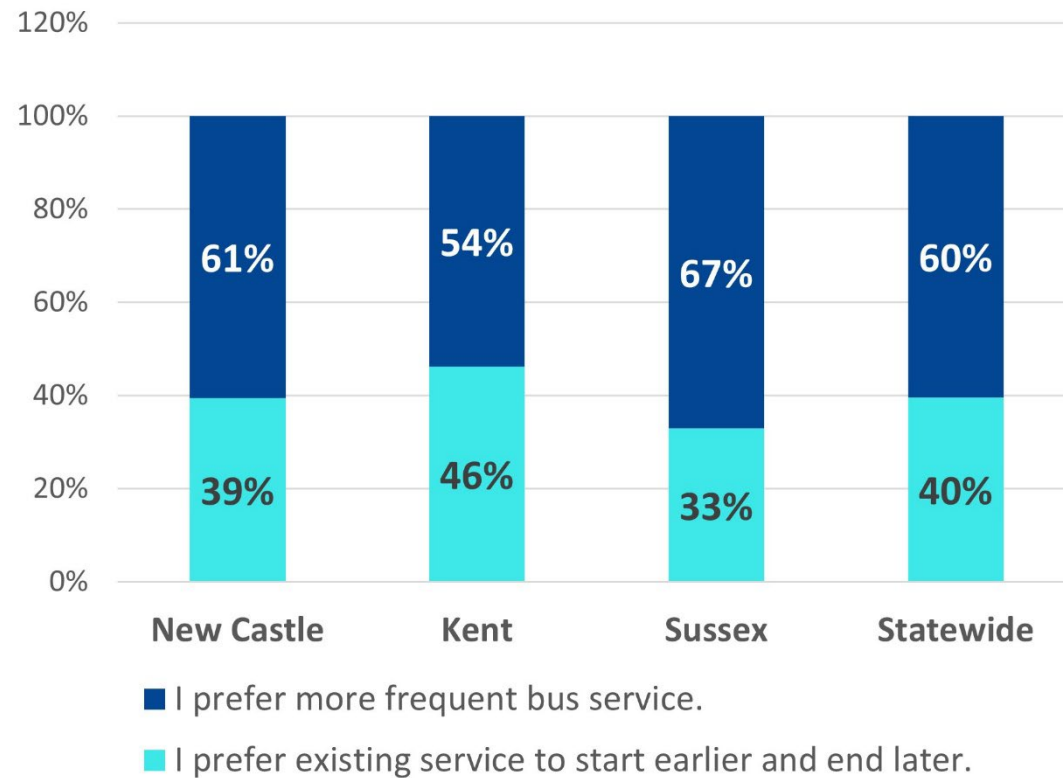
- Riders want more weekend and evening service – shift workers need these, too
- Equity is an important value to consider in any service change
- Rural residents still need transit even though there might not be the numbers to justify fixed route bus service
- More education is needed on microtransit is & how it's already used
- An advantage of microtransit is its flexibility
- Some bus stops (especially in rural areas) need infrastructure improvements to become safer

# Engagement: Customer Survey



# Customer Survey Findings

## Frequency vs. Span



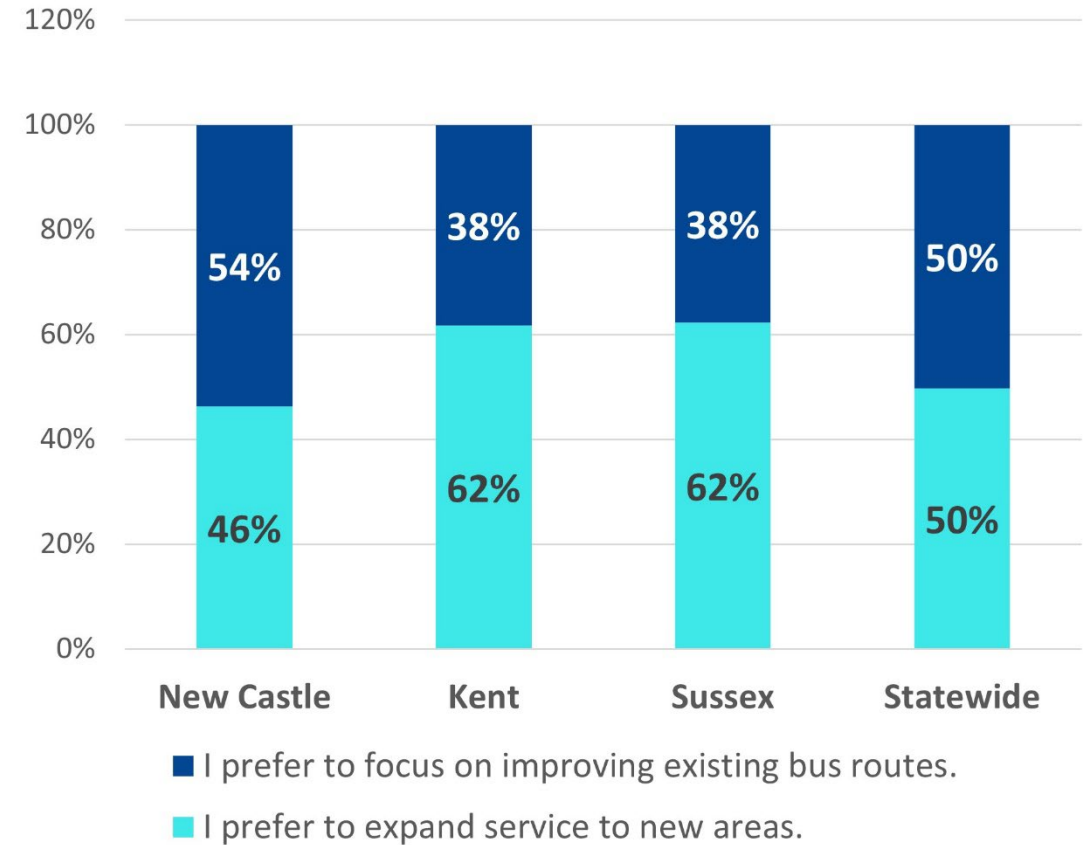
- Customers prefer more frequent service to earlier/later service times
- This is most preferred in Sussex County and least preferred in Kent County



# Customer Survey Findings

- Those who primarily use public transit were generally satisfied with modes currently available
- Among less or non-transit users, new services such as microtransit were preferred
- Conversely, those who drive themselves, walk, or ride motorcycles were most likely to be open to new modes of service
- In New Castle County, customers prefer to focus on improving existing service, and in Kent and Sussex Counties, customers prefer expanded service

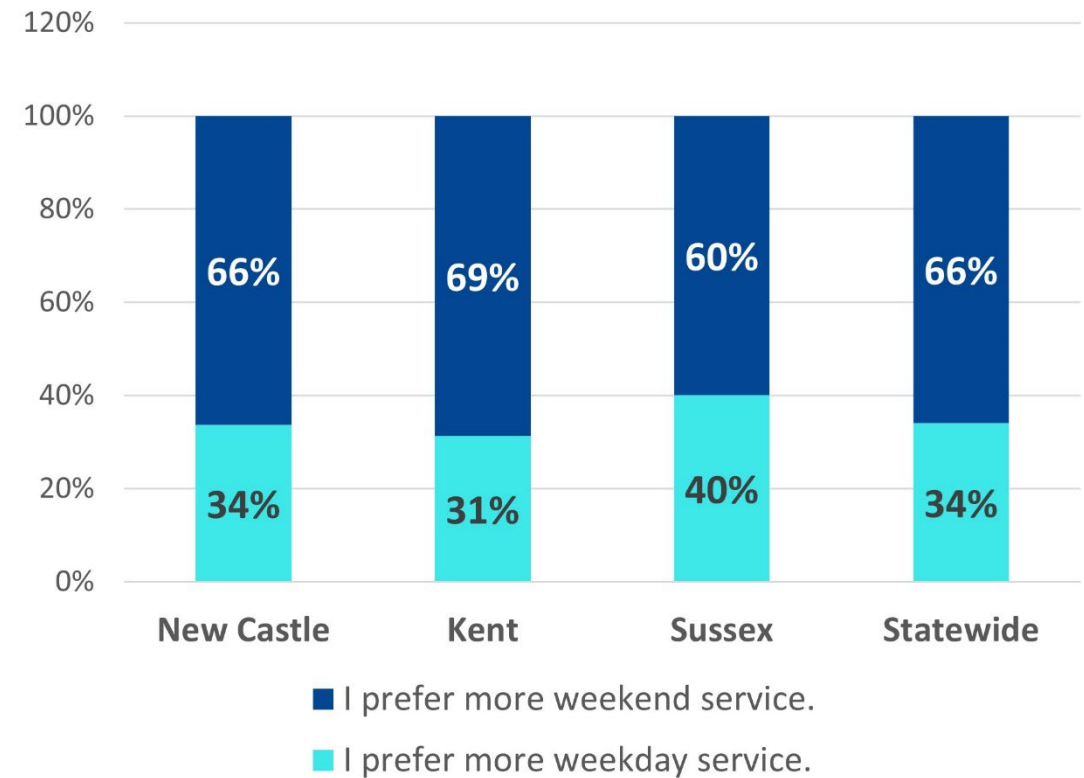
## Coverage vs. Quality



# Customer Survey Findings

- Across all Counties, customers prefer more weekend service instead of more weekday service

## Weekday vs. Weekend



# Summer Outreach Activities

## June

- Delaware Healthcare Facilities Association
- WILMAPCO Public Advisory Committee (PAC)
- Wilmington Initiatives Public Workshop
- Access of Wilmington Disabled
- Dover Comic Con
- DE Commute Solutions Information Series Webinar
- NCC Ice Cream Festival
- Italian Festival
- African American Festival
- Dover Kent MPO Equity Roundtable and TAC
- Hispanic Commission Bi-Monthly Meeting

## July

- Milford Conversations & Advocacy for the Homeless
- WILMAPCO Council and Technical Advisory Committee (TAC)
- Delaware State Fair

## August

- DART Public Hearing Workshops - Oct. Srvc Change
- Middletown Old-Tyme Peach Festival
- Capitol Green & Capitol Park Community Meetings
- Delaware Restaurant Association

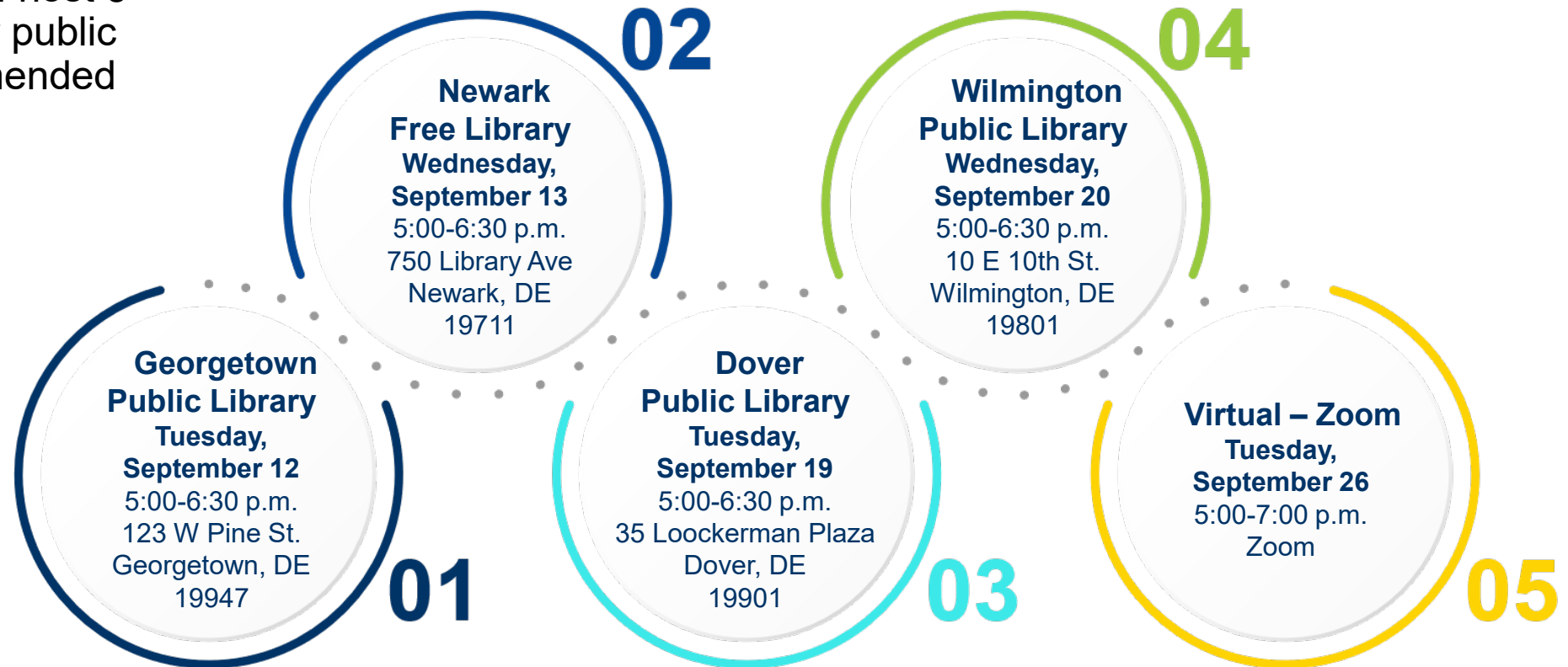
## September

- Festival Hispano Georgetown 2023
- DE State Chamber of Commerce
- **DART Reimagined Community Workshops**

A list of all DART Reimagined summer outreach activities are posted on the project website and continuously updated.

# September Community Workshops

The project team will host 5 workshops to gather public input on the recommended statewide system improvements.



# Community Workshops Outreach

- A DART daily pass will be given to each attendee of an in-person workshop
- Paratransit customers will be able to ride for free to and from workshops

Outreach and promotion will include:

Social media

Website pop-ups  
and banners

Press release distributed to  
news outlets

Flyer for DART  
buses and  
community locations

Rider alerts  
and live  
bus announcements

Emails and newsletters from  
DART and in collaboration  
with key partners

**How can you help us promote the workshops? Drop ideas in the chat!**

# Achieving Success



# Recommended Strategies

## Establish a Core Network

Focus on more reliability with higher frequency

## Promote a System that is Easy to Use

Including transfers, travel time, easy to navigate

## Improve Service Quality

Provide new delivery models (e.g. microtransit); identify equitable service options for vulnerable populations

## Prioritize Safe Access

Safety onboard and off with a focus on infrastructure improvements

## Enhance the User Experience

Onboard experience, reliable WiFi, signage, consistency

# How do we measure success?



## DART Reimagined Goals



Promote Fair & Equitable Access



Enhance Access to Jobs & Services



Improve Service Quality & Customer Satisfaction



Optimize Resource Investment



## Measuring Access to Opportunity

**Coverage: Physical proximity to bus stops.**

***“Is transit available?”***

- People and jobs located within a defined distance of bus stops (e.g. ¼ mile, or a typical 5-minute walk).
- Changes by time of day and day of week.

**Accessibility: Travel time to and from key locations.**

***“Is transit useful?”***

- People and jobs within defined travel times (e.g. 30 or 60 minutes) of specific locations.
- Accounts for travel speed and service frequency.
- Changes by time of day and day of week.





# Benefits

- Statewide, the concept for DART Reimagined:
  - Increases transit access to those who rely on it most
  - Increases transit access for the number of people and jobs
  - Reduces the amount of time it takes to reach jobs and services

## Today

### Statewide...

**349k**

residents have access to transit on weekdays

**286k**

have access to transit on Saturdays

**180k**

have access to transit on Sundays

**1/3**

of Delawareans have access to transit within a ¼ mile

**1/2**

of Delawareans have access to transit within a ¼ mile

## Future

### Statewide...

**472k**

residents will have access to transit on weekdays

**356k**

will have access to transit on Saturdays

**198k**

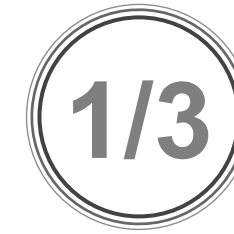
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# Benefits

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  - Increases transit access to those who rely on it most
  - Increases transit access for the number of people and jobs
  - Reduces the amount of time it takes to reach jobs and services

Today



of Delawareans have access to transit within a ¼ mile

Future



of Delawareans have access to transit within a ¼ mile

## Future

- Low-income and minority populations' access to transit increases by:

**30%**

on weekdays

**20%**

on Saturdays

- Low-income and minority populations can access more jobs within an hour:

**+10K**

in New Castle County

**+3.5K**

in Kent County

**+450**

in Sussex County

The average Delaware resident can access more jobs within an hour:

**+25%**

more jobs in New Castle County

**36K → 45K**

**+33%**

more jobs in Kent County

**9K → 12K**

**+16%**

more jobs in Sussex County

**2.4K → 2.8K**

# DART Reimagined Network Foundations



# Service Guidelines for the First State



**Service guidelines are quantifiable measures that:**

- Establish levels of service based on objective criteria
- Promote transparency and accountability in reporting
- Deliver service in a consistent and equitable manner
- Inform investment decisions



**DART Reimagined begins with Service Guidelines to:**

- Organize the service offerings around a consistent and understandable rationale
- Evaluate its service in an objective and consistent manner

---

**Modern Service Guidelines are Key to Reimagining DART**

# DART Reimagined Family of Services

Service Type	Purpose	Primary Roadway Type Served	Average Population and Job Density
<b>Core</b>	Provide frequent, all-day service along high ridership corridors.	Major Arterials	> 8 / acre
<b>Local</b>	Connect neighborhoods, activity centers, employment areas, and transit hubs.	Major Arterials Collectors	7 to 8 / acre
<b>Microtransit</b>	Provide community circulation and connections to employment, retail, services, and transit hubs.	Major Arterials Collectors Local Streets	1 to 8 / acre
<b>Rural</b>	Provide connections within and between rural communities.	Varies	< 2 / acre
<b>Intercounty</b>	Provide long-distance, closed-door commuter services with stops at park-and-ride lots, transfer hubs, and employment centers.	Major Arterials Freeways	n/a

Higher  
Density



Lower  
Density

# Recommendations for Service Guidelines

Service Type		<u>Typical</u> Days per Week	<u>Typical</u> Span	<u>Typical</u> Daytime Frequency (Mins.)
<b>Core</b>		7 days	Wkdy: 5 AM – 11 PM Sat: 6 AM – 10 PM Sun: 6 AM – 8 PM*	Wkdy: 20 Mins. Sat: 30 Mins. Sun: 60 Mins.
<b>Local</b>	<i>Primary</i>	6 days	Wkdy: 5 AM – 11 PM Sat: 6 AM – 10 PM	Wkdy: 30 Mins. Sat: 60 Mins.
	<i>Secondary</i>	6 days	Wkdy: 5 AM – 10 PM Sat: 7 AM – 9 PM	Wkdy: 60 Mins. Sat: 60 Mins.
<b>Microtransit</b>		5 days	Wkdy: 6 AM – 8 PM	Varies
<b>Rural</b>		5 days	Wkdy: 6 AM – 10 PM	90 Mins.
<b>Intercounty</b>		5 days	Wkdy: 5 AM – 10 PM	Varies

# DART Reimagined Includes Innovation

## DART Connect: Microtransit = Mobility on Demand



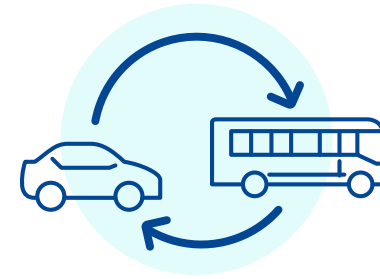
**Book a ride** using the DART Connect app or by calling the reservation line. Wait time from reservation to pick-up usually averages 20 to 30 minutes.



Your **trip can begin or end anywhere within the DART Connect Zone** (e.g. home, work, doctor).



In some cases, you may be asked to **walk to a virtual bus stop** at a nearby intersection to catch a ride.



If continuing your journey outside of the zone, the service will connect you to one of several **transfer points** located at popular destinations.



**Shared trips** will be provided using small buses or vans shared with other passengers.

# DART Reimagined Network Recommendations





# Today's Focused Discussion



## We Will Explore ...

- System and Strategies
- Network design principles and service guidelines
- System-level benefits
- Soliciting more input from the public



## We Will Not Explore ...

- Detailed street-by-street or block-by-block interventions
- Specific route-level schedules
- Phasing and implementation

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**This is the first leg of a dynamic, multi-year journey**

# New Castle County

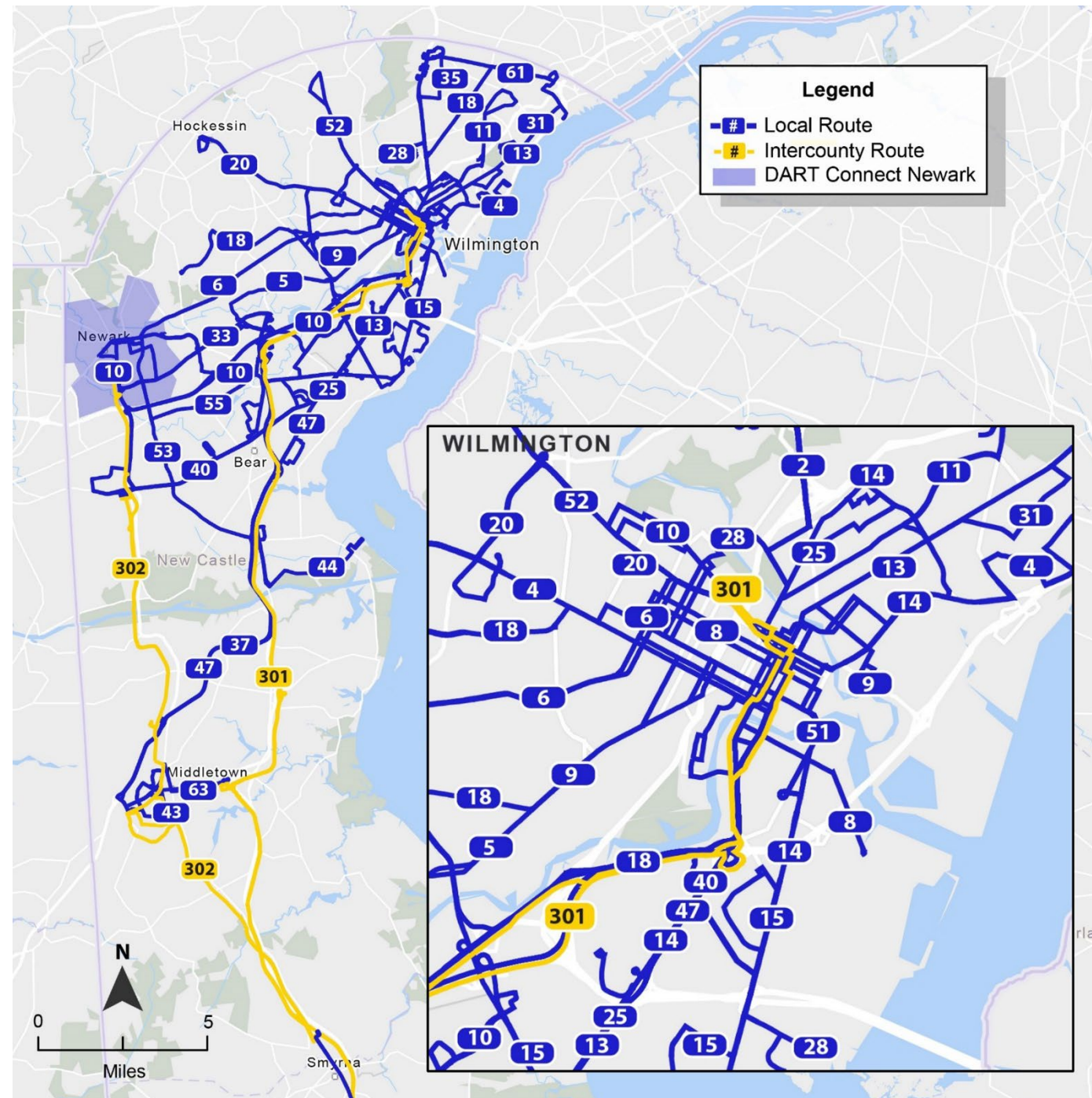


# New Castle County Existing Network

The DART Reimagined recommended network envisions substantial improvements and changes to the New Castle County service model.

Of the 32 existing routes in New Castle County:

- 6 routes are recommended to remain unchanged
- 8 routes are recommended to be improved
- 7 routes are recommended to be slightly modified or merged with other routes
- 5 routes are recommended to be converted to new microtransit zones
- 6 routes are recommended to be discontinued





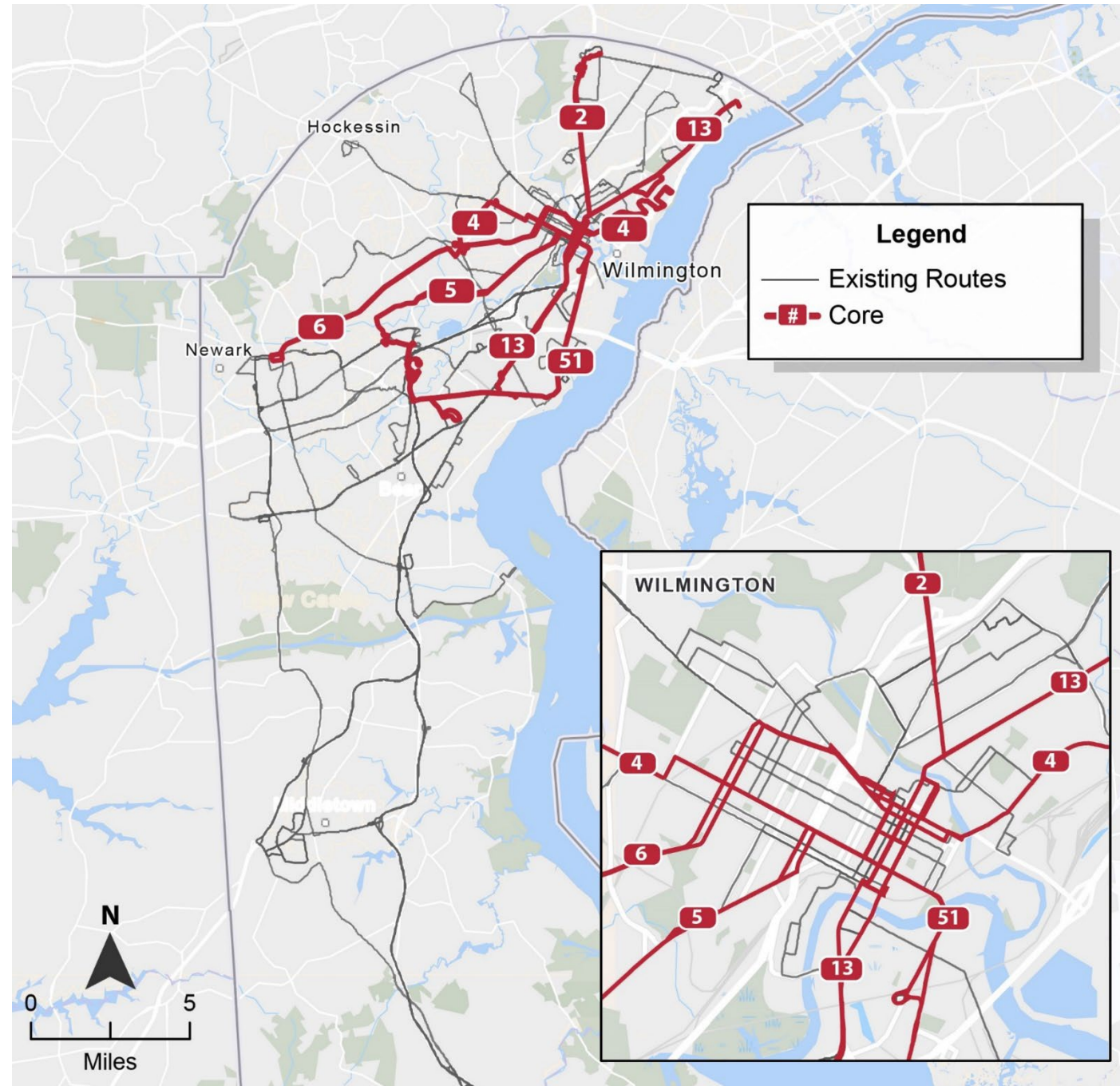
# New Castle County Core Routes

These six existing routes serve as the backbone of the network, providing direct and frequent service along major corridors.

## Key Highlights

- Service 7 days / week
- All-day 20-minute frequency on weekdays / 30-minute frequency on Saturdays
- Route 51 improved span and frequency

**61% of statewide weekday bus boardings are on these six core routes.**

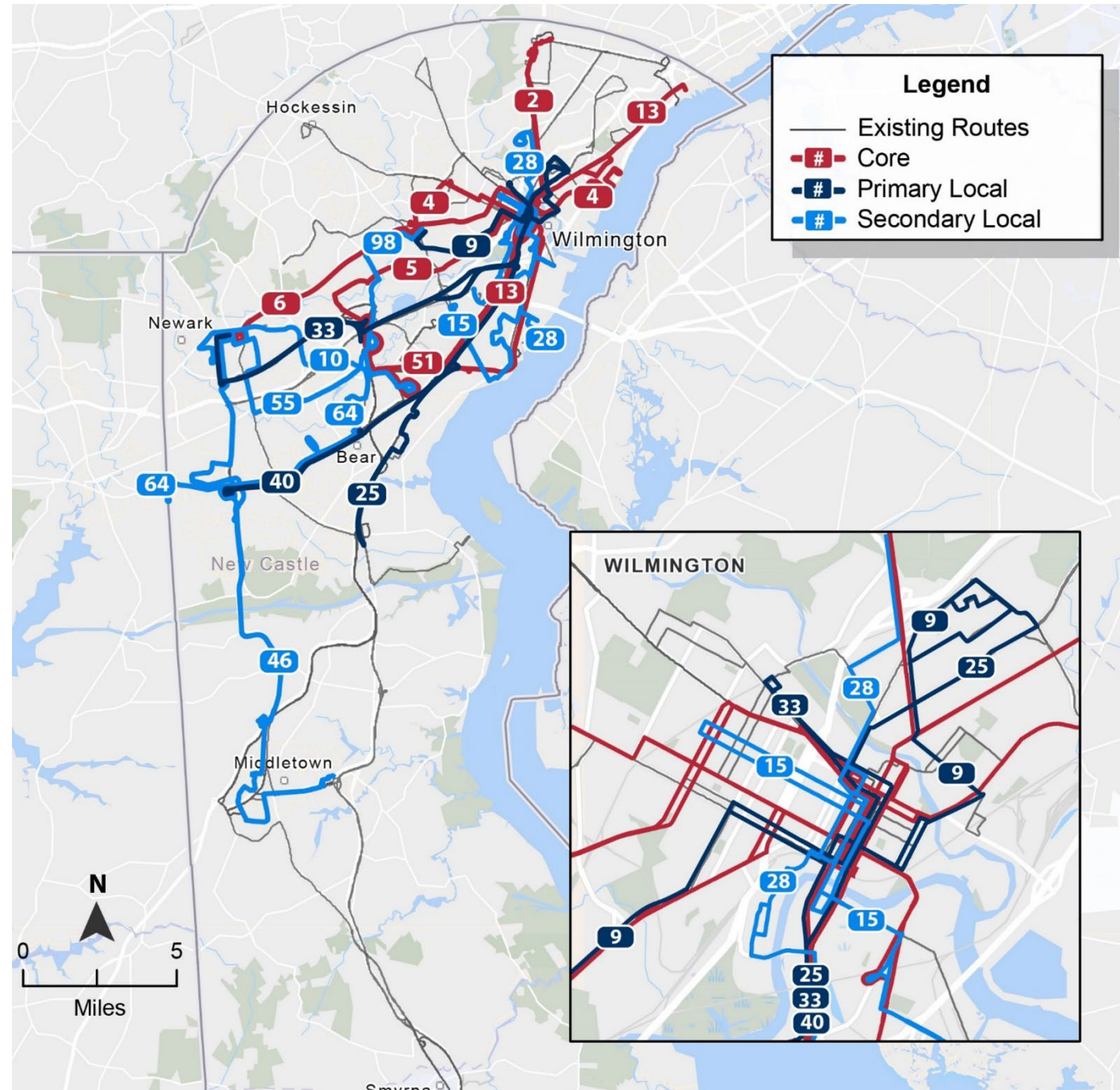


# New Castle County Local Routes

Local routes connect neighborhoods to employment areas, activity centers, and transfer hubs.

## Key Highlights

- Route 33 extended to Trolley Square
- Route 9 improved span and frequency
- Route 64 extended to Chesapeake Blvd in Elkton
- Route 10 revised to provide new crosstown connection between Newark and Wilton
- New crosstown route connecting Wilton, Christiana Mall, and Prices Corner



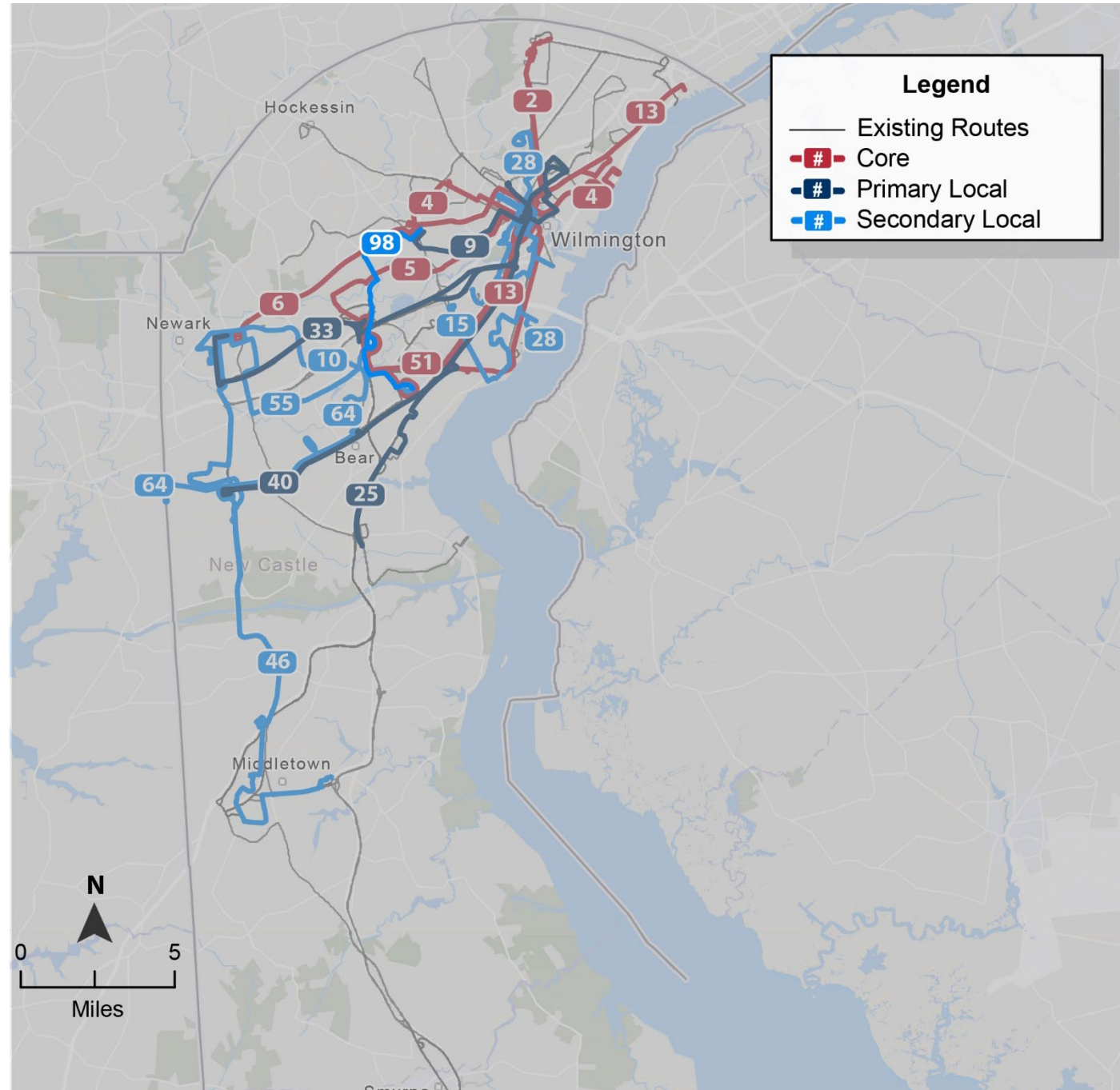


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- **New crosstown route connecting Wilton, Christiana Mall, and Prices Corner**

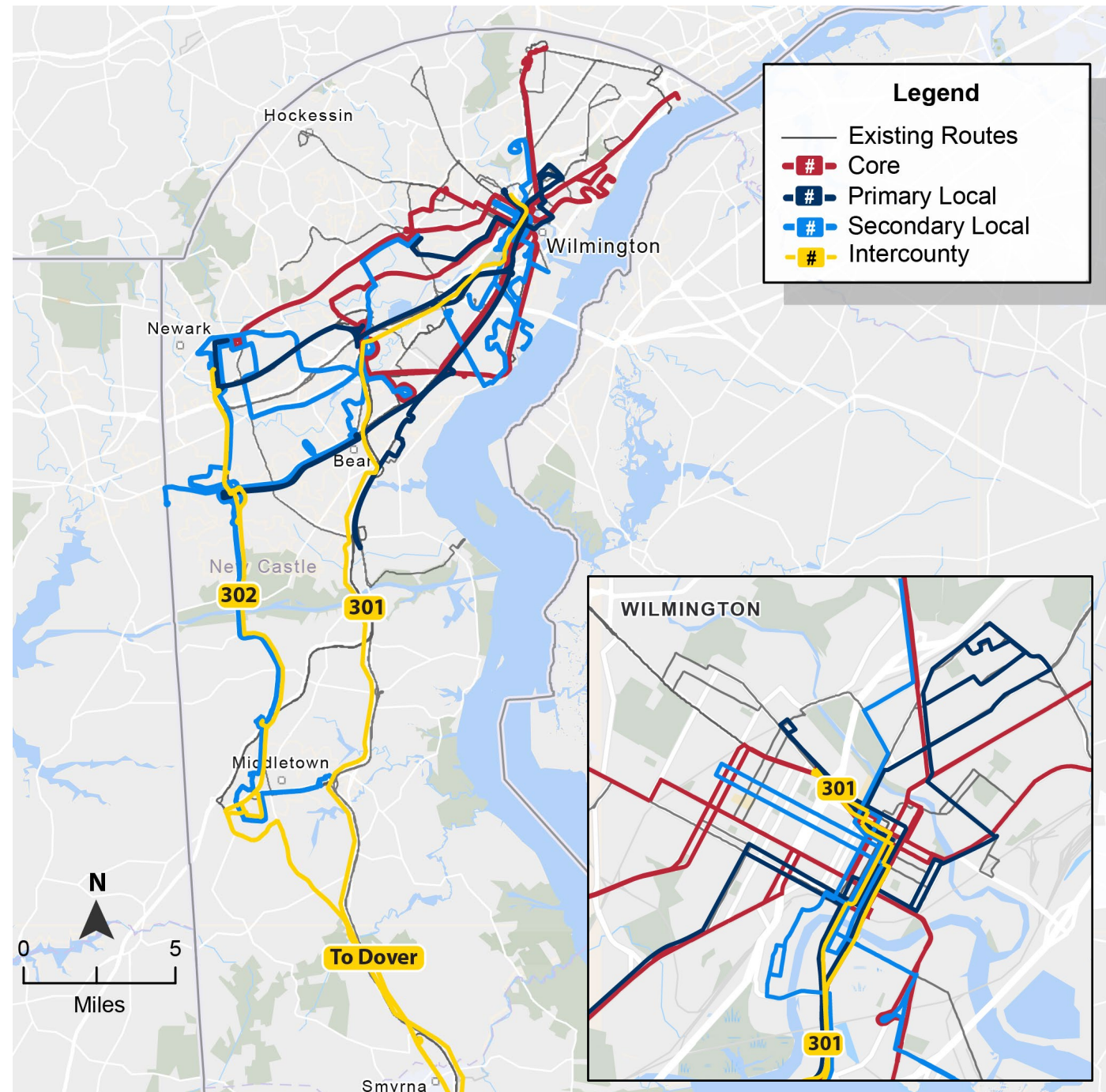


# New Castle County Intercounty Routes

Intercounty routes are oriented to commuter markets, serving longer-distance trips with fewer intermediate stops.

## Key Highlights

- These routes are recommended to remain unchanged



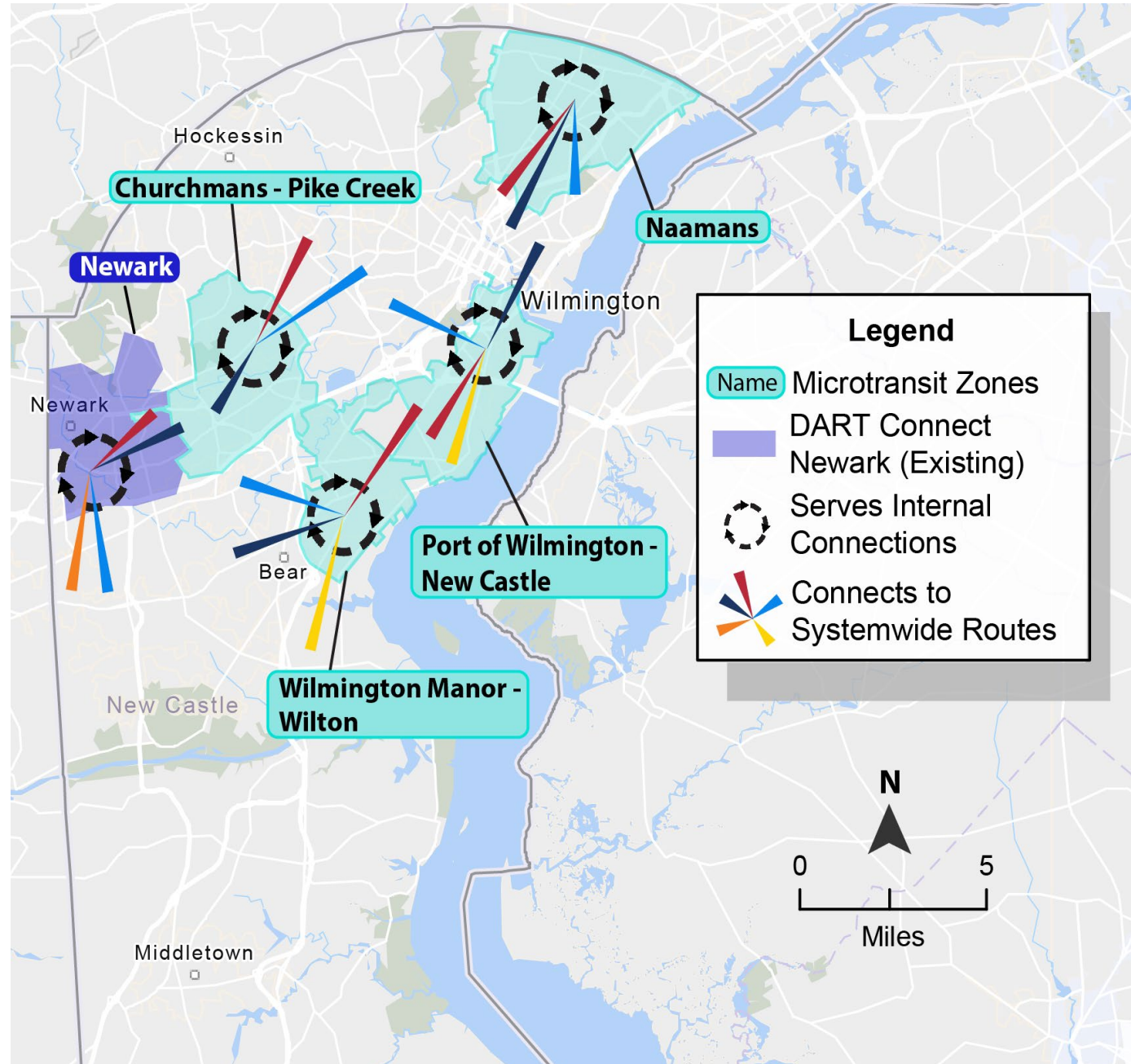


# New Castle County Microtransit Zones

DART Connect microtransit zones provide local circulation in lower-density neighborhoods that are difficult to efficiently serve with fixed route buses.

## Key Highlights

- Four new microtransit zones
- Expands population and job access
- Replaces low-frequency routes – *reduces* time spent waiting for the bus



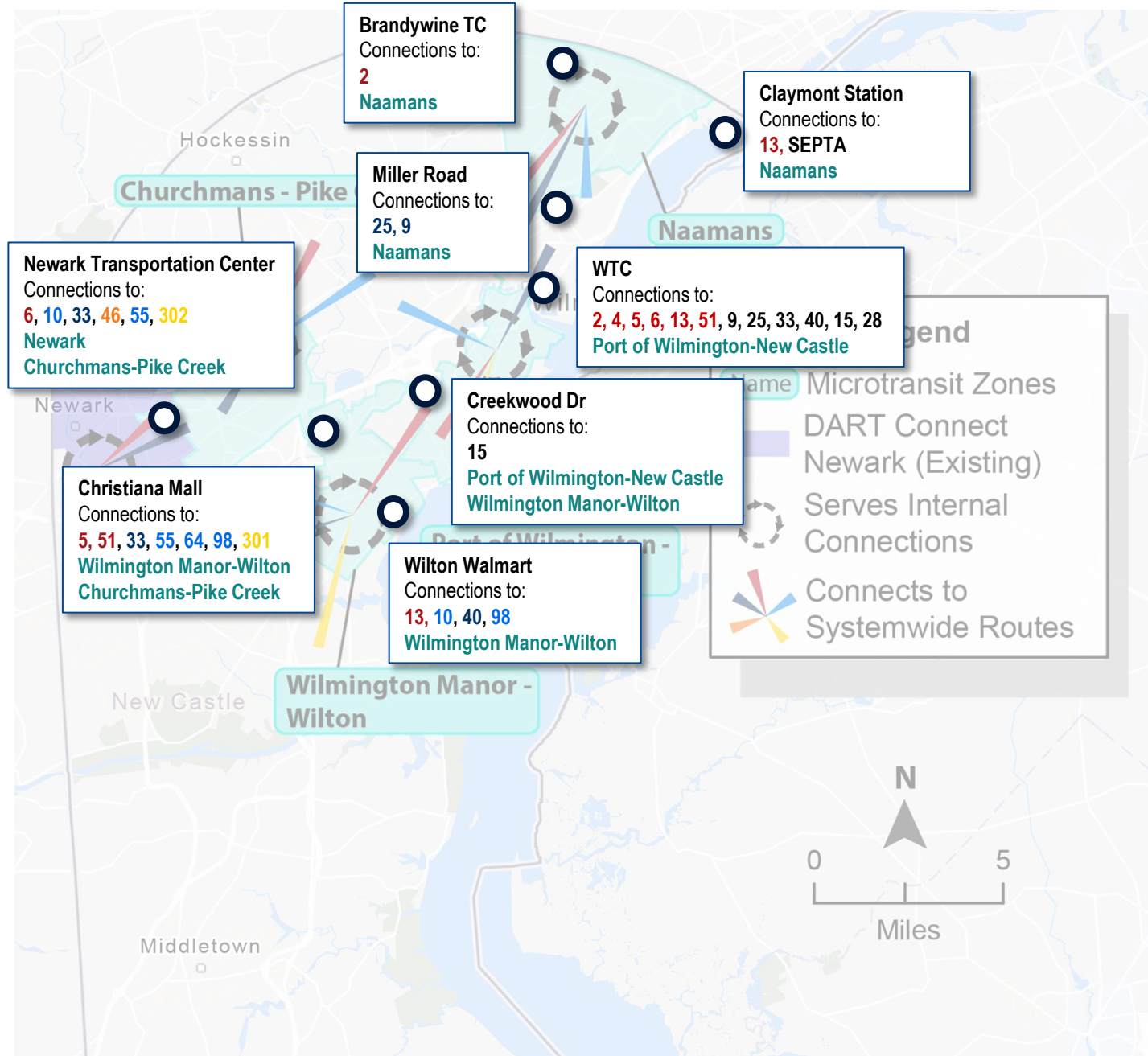


# New Castle County Microtransit Zones

DART Connect microtransit zones provide local circulation in lower-density neighborhoods that are difficult to efficiently serve with fixed route buses.

## Key Highlights

- Connection points facilitate seamless transfers between other zones and fixed-routes



# New Castle County

## Recommended Route Changes

Route	Change
-------	--------

### Routes with no recommended changes

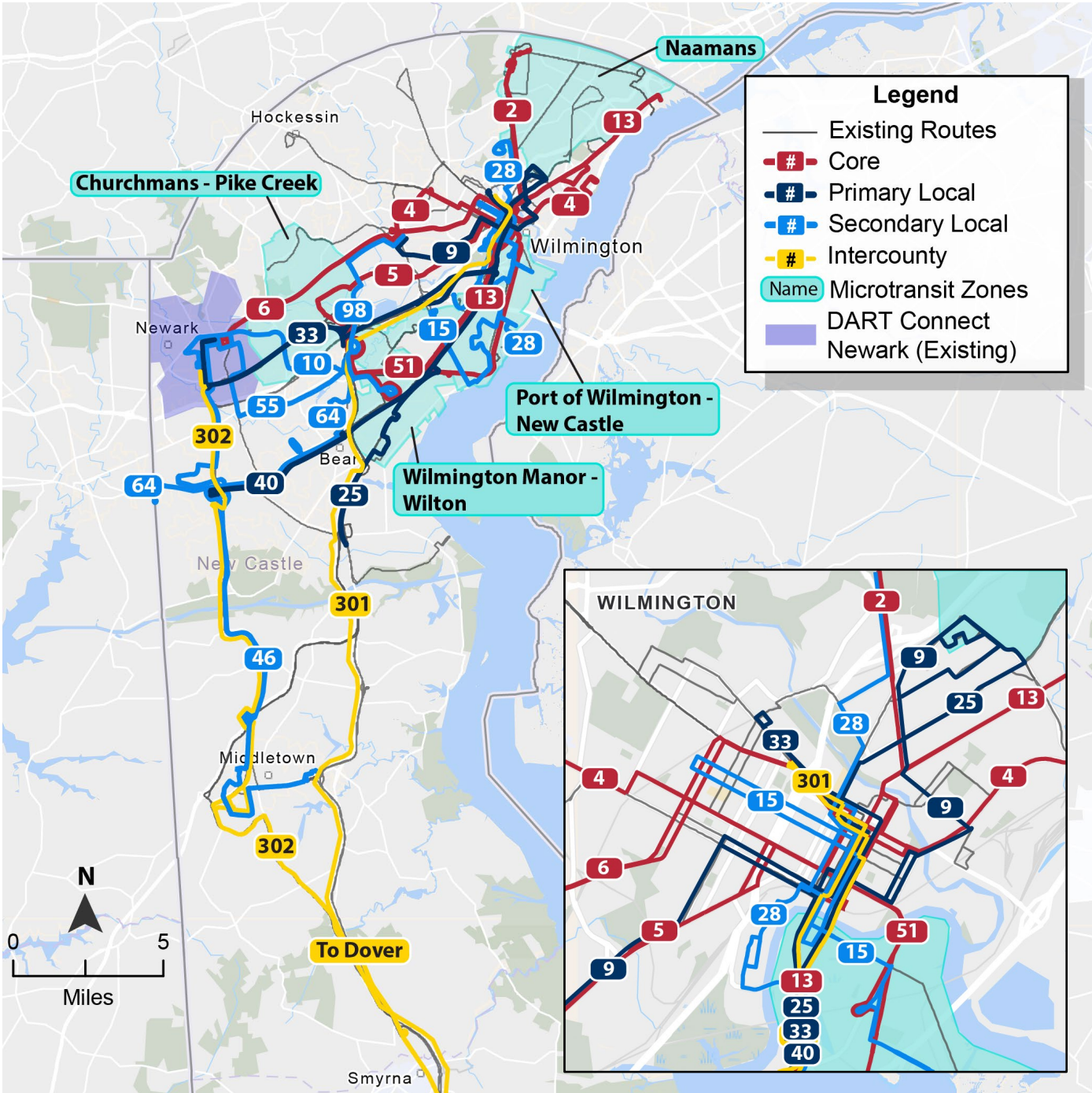
4	---
6	---
40	---
46	---
55	---
301	---
302	---

### Routes with minor recommended alignment changes

2	Streamline along Concord Ave.
5	Streamline along Churchmans Rd.
25	Streamline along DuPont Hwy + Wilmington.
33	Streamline in Newark + Wilmington. Extend to Trolley Square.

### Routes with recommended service improvements

9	Extend to Miller Rd Shopping Center. Improve frequency.
10	Shorten to Wilton Walmart. Improve frequency.
13	Improve frequency.
15	Shorten to Creekwood Dr - 9 <sup>th</sup> St. Improve frequency on trunk.
28	Streamline. Improve frequency.
51	Streamline. Improve frequency.
64	Extend to Maryland. Improve frequency.
98	Extend Wilton / Christiana connection to Prices Corner.



# DART Reimagined Recommended Changes

Route	Change
<b>Replace with revised or new routes</b>	
8	Merge with Route 15.
14	Replace with revised Routes 15 and 28.
<b>Replace with new DART Connect service</b>	
11	Replace with DART Connect Naamans and revised Route 25.
18	Replace with DART Connect Naamans and DART Connect Churchmans – Pike Creek.
35	Replace with DART Connect Naamans and Route 2 (averages 8.1 riders/trip)
54	Replace with DART Connect Wilmington Manor, revised Route 64, and new Route 98.
61	Replace with DART Connect Naamans. (averages 1.2 rider/trip)
62	Replace with DART Connect Churchmans – Pike Creek. (averages .5 rider/trip)
<b>Discontinue routes</b>	
20	Discontinue due to low ridership. Portions of route still served by existing Route 4. (averages 4.7 riders/trip)
37	Discontinue due to low ridership. Portions of route still served by existing Routes 46 and 301 (averages 3.5 passengers/trip)
42	Discontinue due to low ridership. Portions of route still served by existing routes 33 and 40. (averages 4.6 passengers/trip)
44	Discontinue due to low ridership (averages 1 passenger/trip)
52	Discontinue due to low ridership (averages 3.9 passengers/trip)
53	Discontinue due to low ridership (averages 1.1 passengers/trip)

## Moderate ridership routes

> 5 passengers per scheduled trip, but portions of route have very low ridership

## Lowest ridership routes in county

< 5 passengers per scheduled trip



# New Castle County

## Mobility Benefits

	Today	Conceptual	Change (%)
<b>Coverage within ¼ Mile of Route or Within Microtransit Zone</b>			
<b>Population</b>	290,600	343,800	<b>18%</b>
<b>Jobs</b>	153,900	169,300	<b>10%</b>
<b>Low-Income Population</b>	63,900	72,200	<b>13%</b>
<b>Minority Population</b>	77,000	83,000	<b>8%</b>
<b>Weekday Accessible Jobs per Person within 60-Minute Travel Time</b>			
<b>Population</b>	37,800	46,500	<b>23%</b>
<b>Low-Income Population</b>	52,100	61,300	<b>18%</b>
<b>Minority Population</b>	43,800	53,000	<b>21%</b>

**More people and jobs served by DART**

**Shorter travel times to jobs, education, services, and retail destinations**

# Discussion: New Castle County

What do you generally like about this proposal?

What are potential concerns?



# Kent County

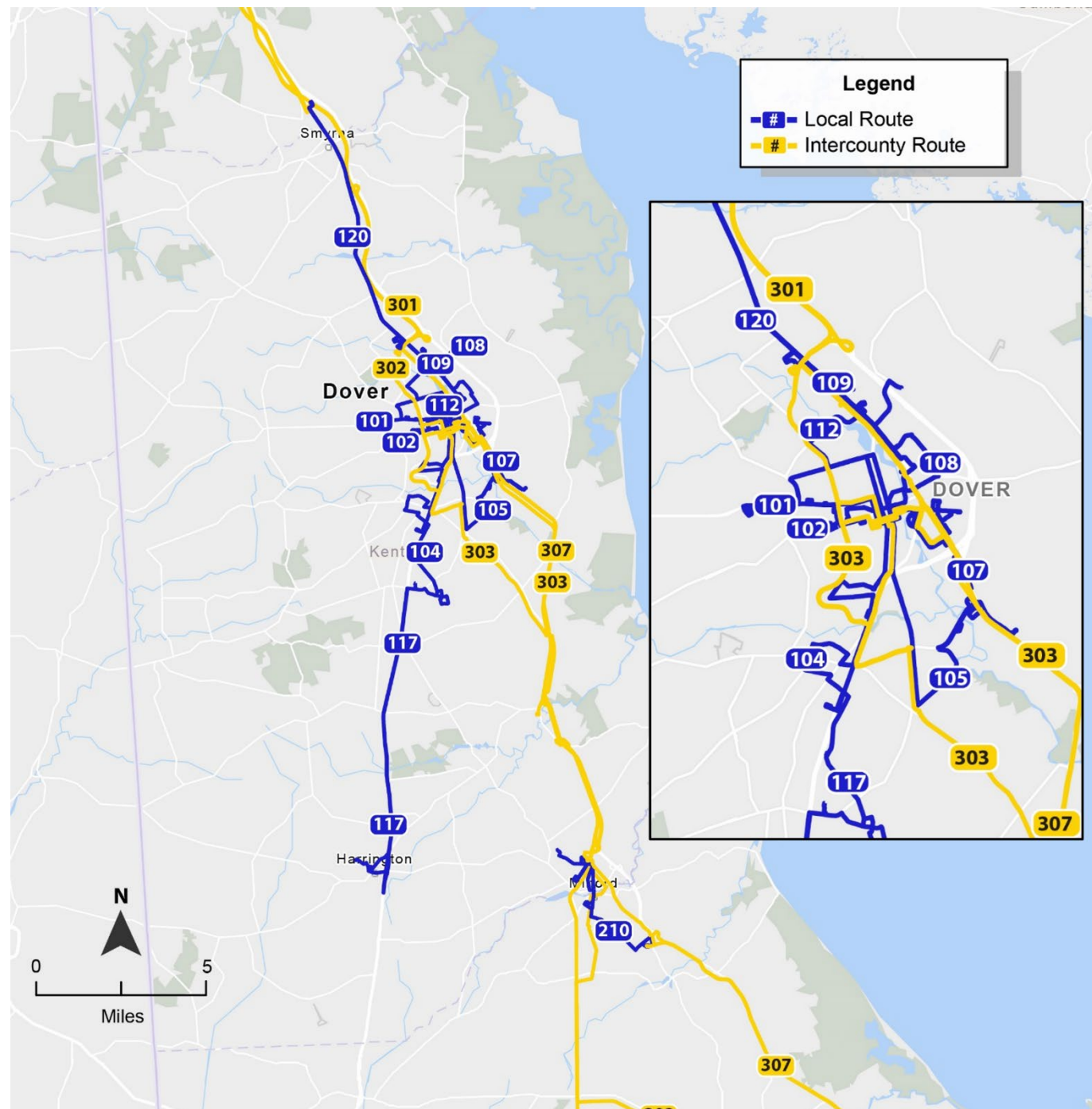


# Kent County Existing Network

The recommended network envisions a major overhaul of the current Kent County service model.

Of the 10 existing routes in Kent County:

- 3 routes are merged into to a new local route
- 7 routes are converted to new microtransit zones

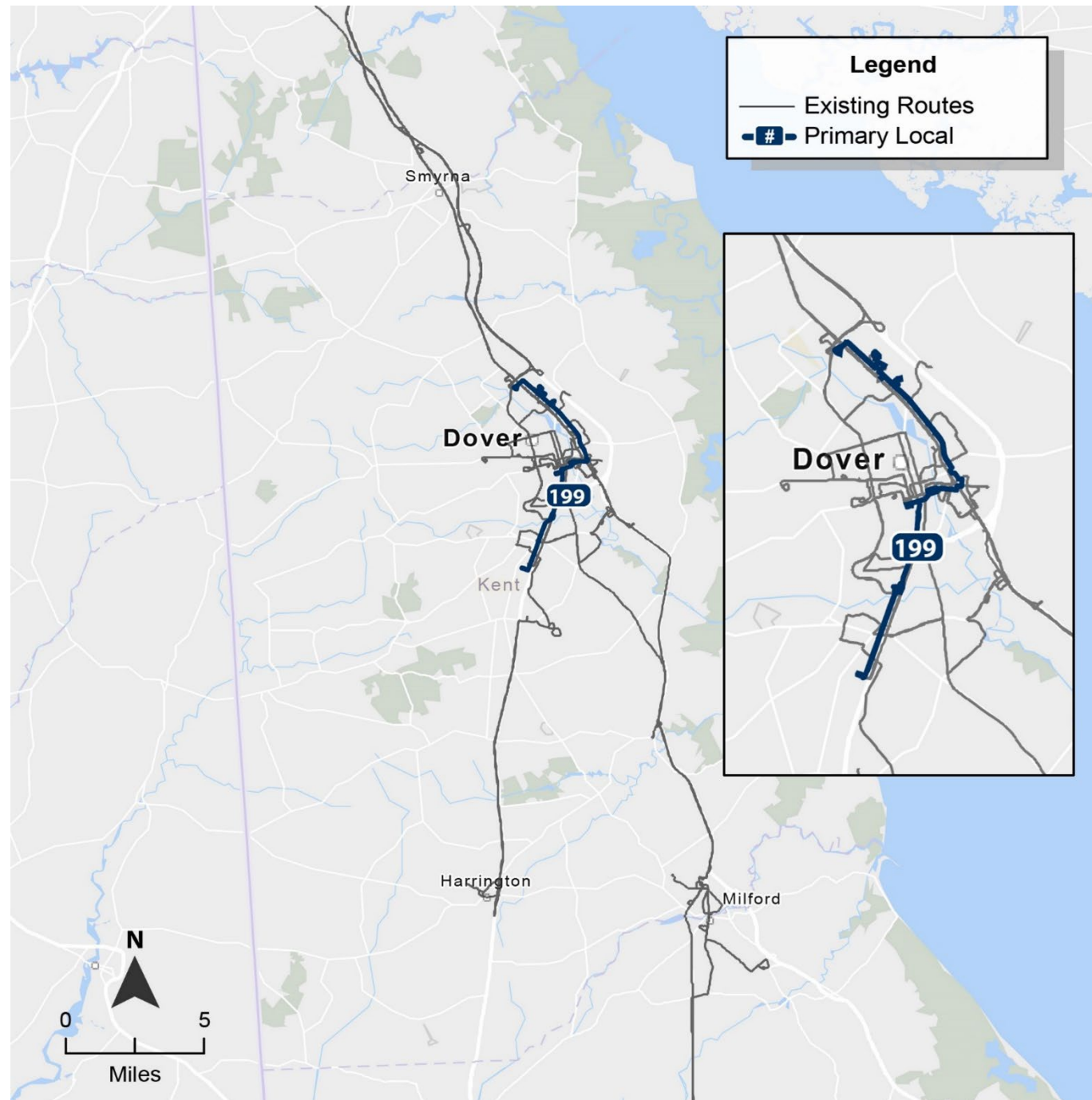


# Kent County Local Route

A new local route serves as the backbone of the Kent County network, providing direct and frequent service along the US 13 corridor.

## Key Highlights

- Combines Dover's highest ridership routes into new, single route.
- Direct service (no transfers needed) between Camden Walmart and DelTech.





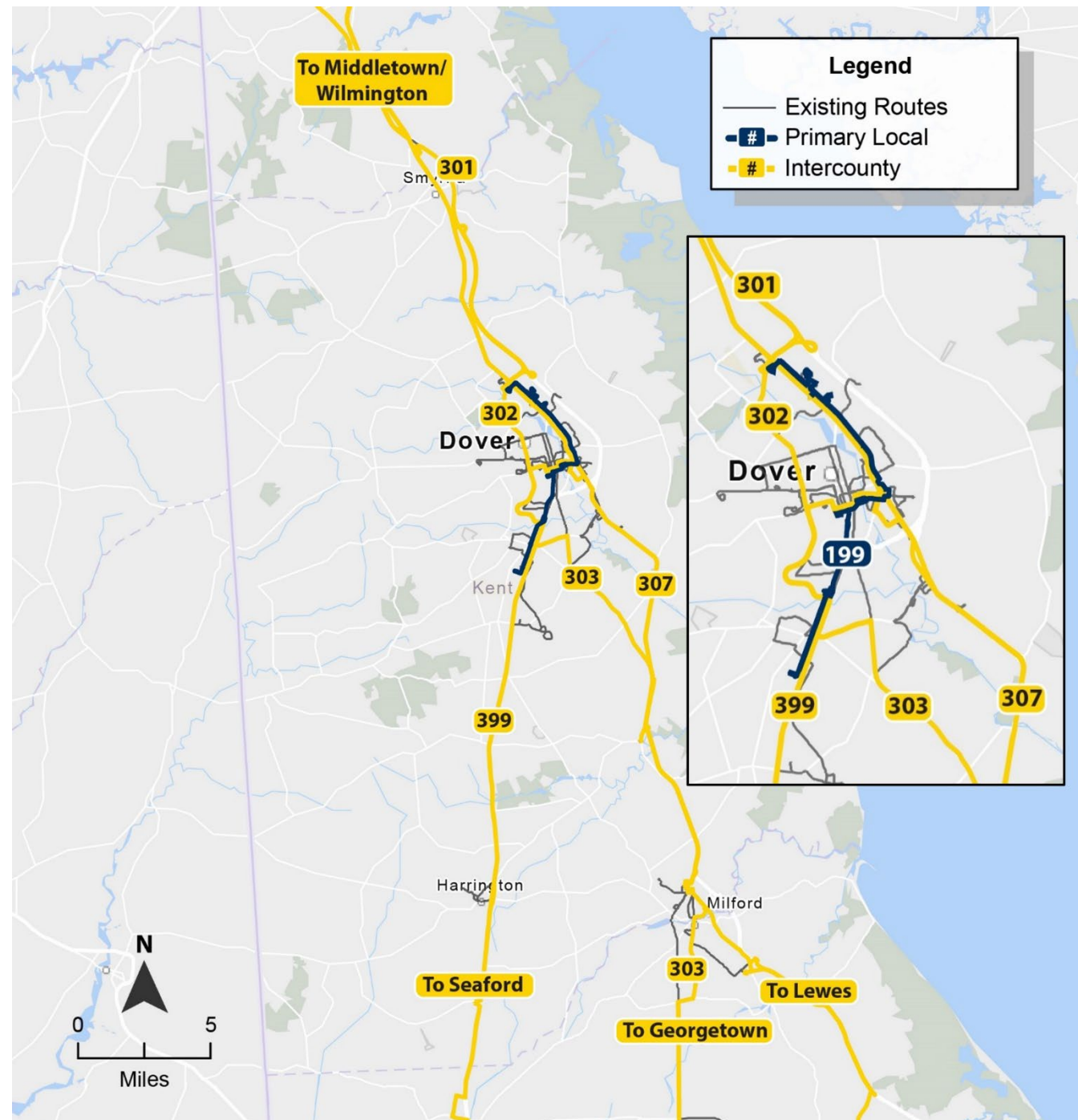
# Kent County

## Intercounty Routes

Intercounty routes are oriented to commuter markets, serving longer-distance trips with fewer intermediate stops.

### Key Highlights

- New intercounty route between Dover and Seaford (replaces route 117).
- Intercounty Route 303 is streamlined between Milford and Georgetown.
- Intercounty Route 307 realigned to serve Milton and Harbeson en-route to Rehoboth .



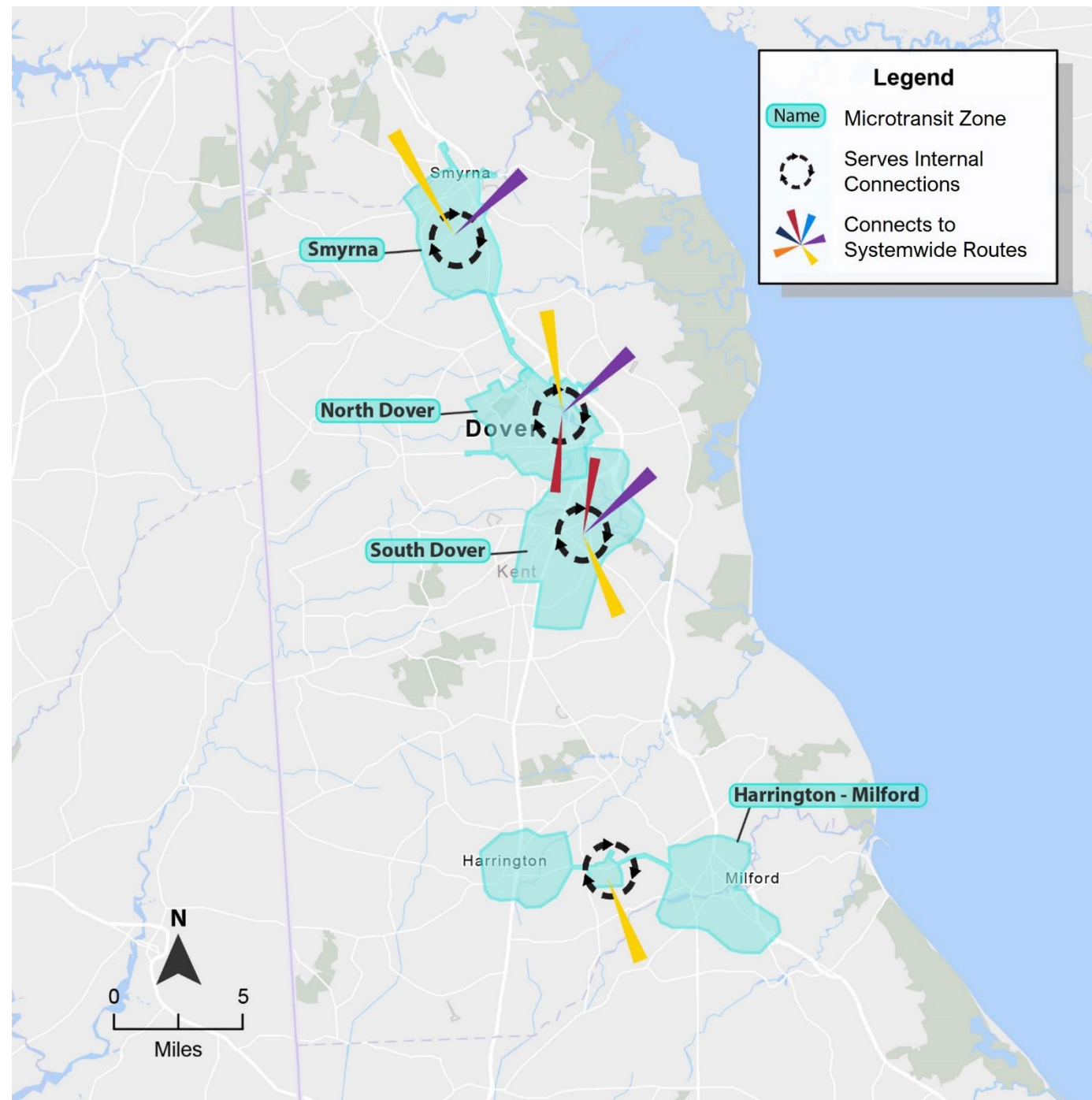
# Kent County

## New Microtransit Zones

DART Connect microtransit zones provide local circulation in lower-density neighborhoods that are difficult to efficiently serve with fixed route buses.

### Key Highlights

- Four new microtransit zones
- Expands population and job access
- New Harrington to Milford connection



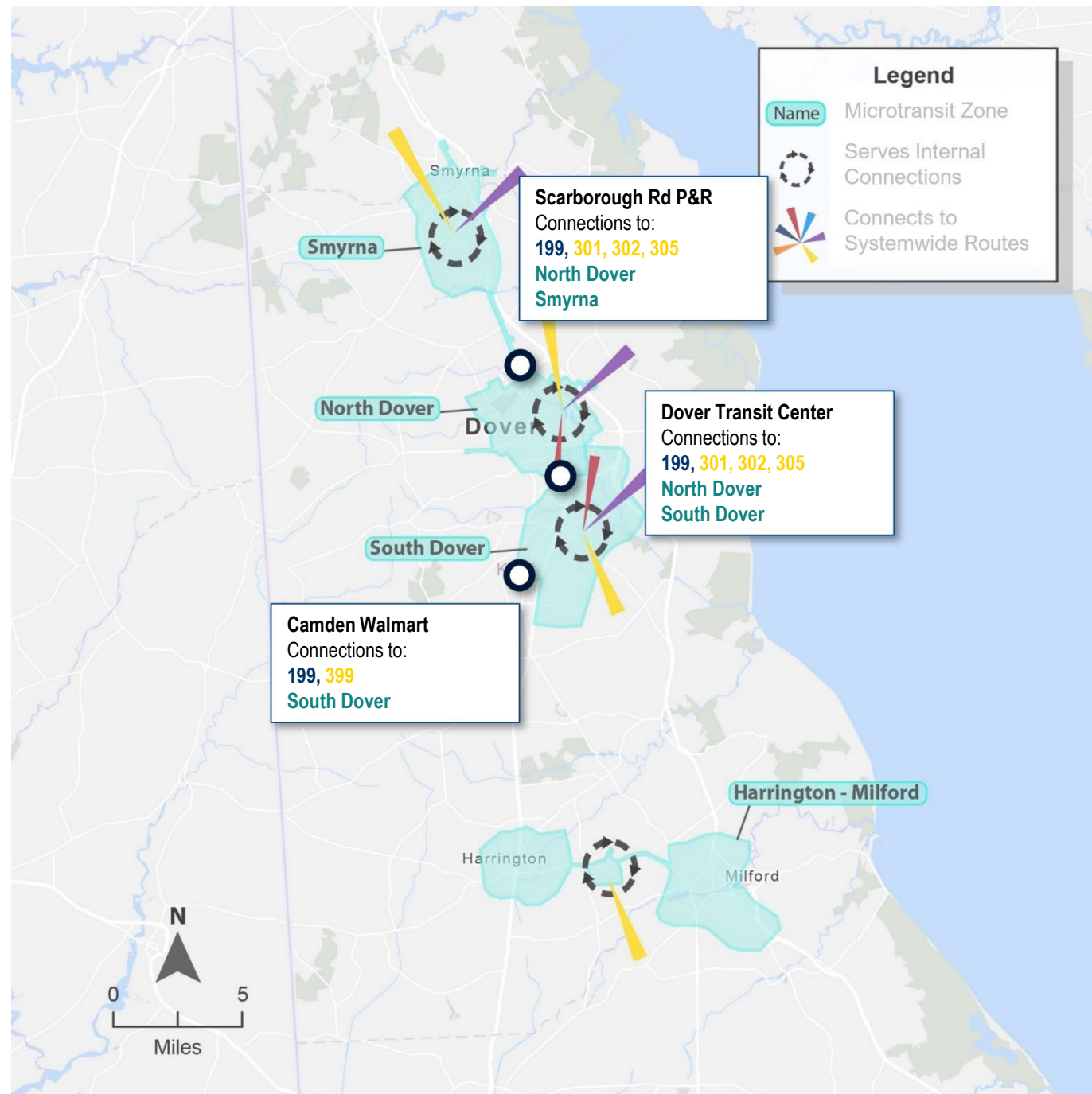
# Kent County

## New Microtransit Zones

DART Connect microtransit zones provide local circulation in lower-density neighborhoods that are difficult to efficiently serve with fixed route buses.

### Key Highlights

- Connection points facilitate seamless transfers between other zones and fixed-routes

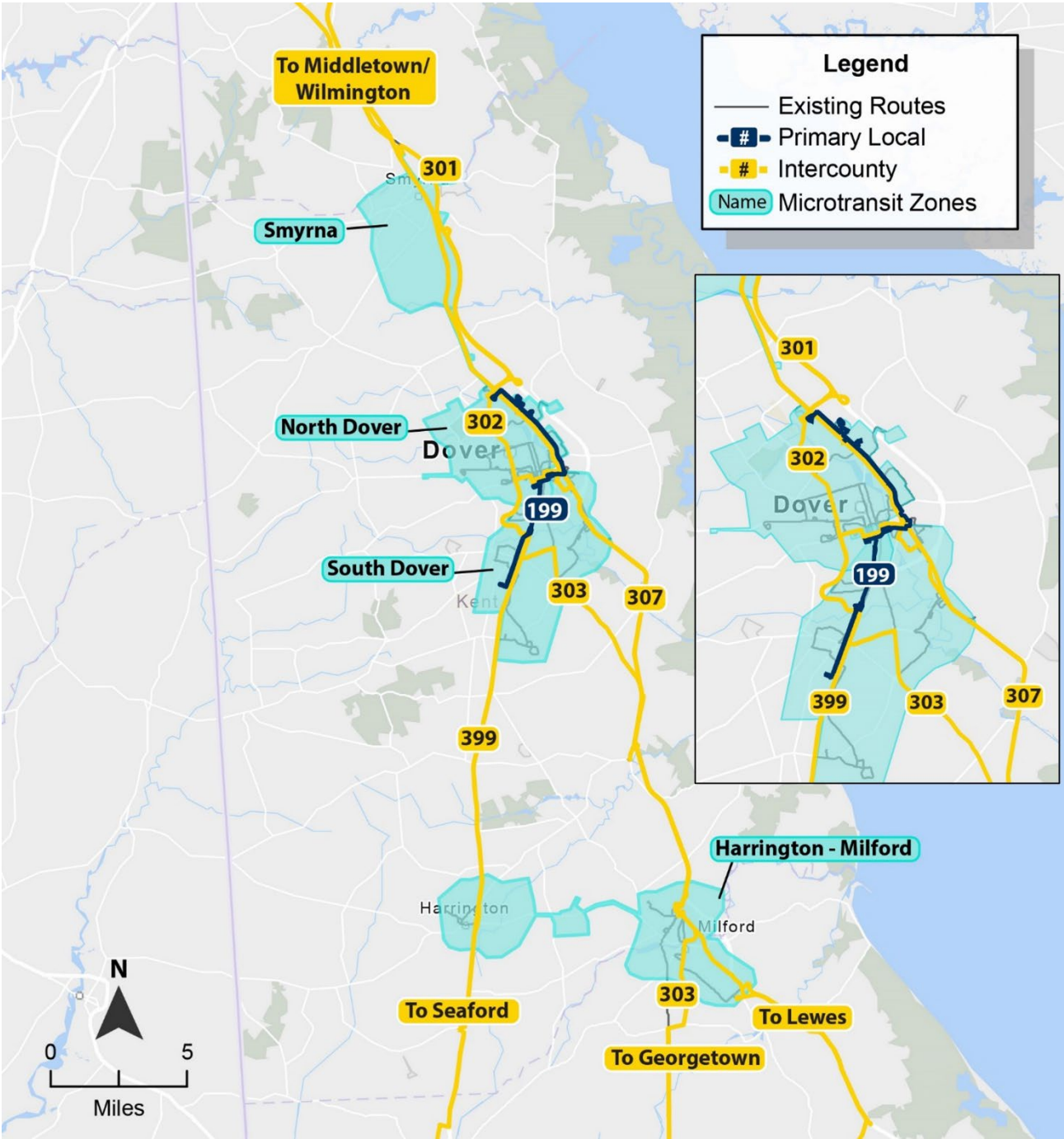




# Kent County

## Recommended Route Changes

Route	Change
Routes with recommended service improvements	
199	Streamline along Dupont Hwy. Increase frequency. New route provides service along US 13 between Dover Mall and Camden Walmart, a combination of existing routes 104, 109 and 112.
399	New intercounty route between Dover and Seaford.



# DART Reimagined Recommended Changes

Route	Change
<b>Replace with new local route &amp; DART Connect microtransit service</b>	
104	Replace with DART Connect South Dover and new Route 199 (averages 4.4 riders/trip)
109	Replace with revised DART Connect North Dover and new Route 199 (averages 3.7 riders/trip).
112	Replace with DART Connect North Dover and new Route 199 (averages 4.3 riders/trip).
<b>Replace with new DART Connect Microtransit service</b>	
101	Replace with DART Connect North Dover (averages 1.5 riders/trip)
102	Replace with DART Connect North Dover (averages 1.5 riders/trip)
105	Replace with DART Connect South Dover (averages 1.6 riders/trip)
107	Replace with DART Connect South Dover (averages 2.8 riders/trip)
108	Replace with DART Connect North Dover (averages 2.7 riders/trip)
117	Replace with DART Connect South Dover / Harrington-Milford and new Route 399 (averages 4 riders/trip)
120	Replace with DART Connect Smyrna (averages 2.8 riders/trip)

**Highest ridership routes in county**  
> 4 passengers per scheduled trip

**Lowest ridership routes in county**  
< 4 passengers per scheduled trip

# Kent County

## Mobility Benefits

	Today	Conceptual	Change (%)	
Coverage within ¼ Mile of Route or Within Microtransit Zone				
Population	36,100	76,800	113%	More people and jobs served by DART
Jobs	35,400	45,200	28%	
Low-Income Population	10,500	17,700	69%	
Minority Population	19,800	23,500	19%	
Weekday Accessible Jobs per Person within 60-Minute Travel Time				
Population	8,800	11,800	34%	Shorter travel times to jobs, education, services, and retail destinations
Low-Income Population	11,500	14,500	26%	
Minority Population	11,800	15,500	31%	

# Discussion: Kent County

What do you generally like about this proposal?

What are potential concerns?



# Sussex County



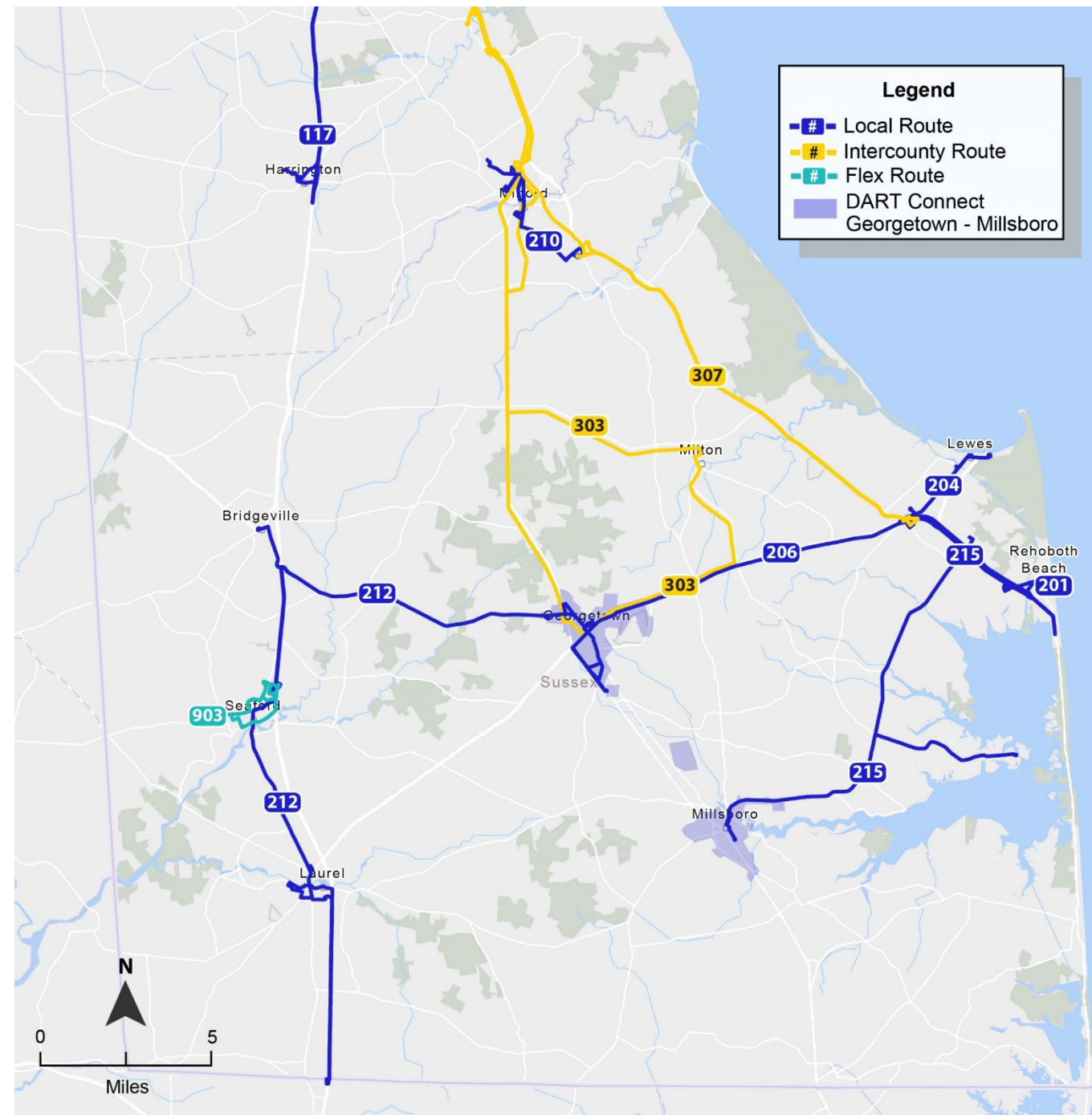


# Sussex County Existing Network

The recommended network envisions minor changes to the existing Sussex County service model.

Of the 12 existing routes in Sussex County:

- 1 route is modified and partially converted to a new microtransit zone
- 2 routes are converted to new microtransit zones
- 2 intercounty routes are modified
- 6 routes are seasonal – these remain unchanged



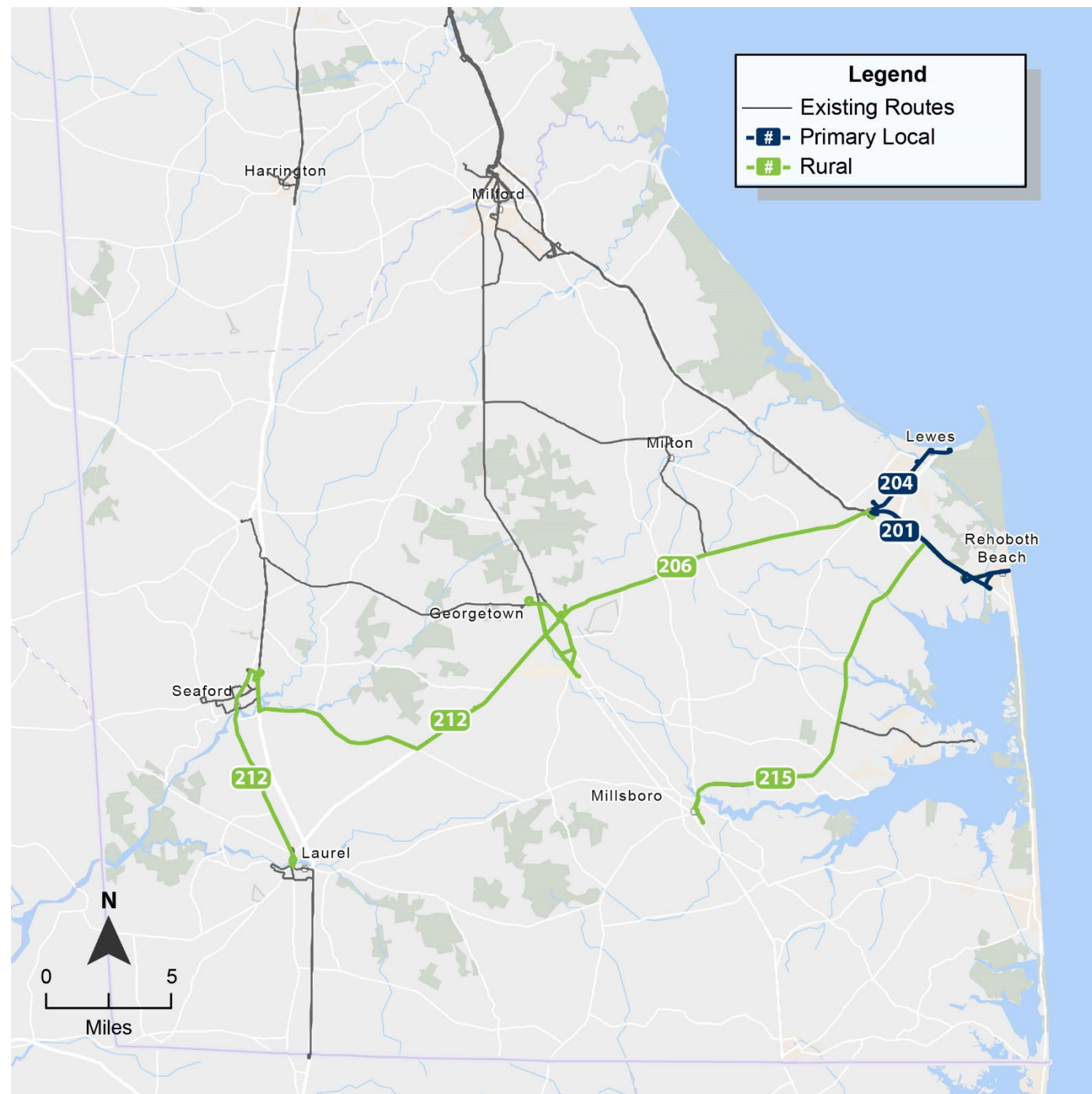
# Sussex County

## Local & Rural Routes

Rural routes serve trips between communities in lower-density parts of the state. These routes provide connections to transfer hubs and activity centers where customers can continue their trip via Intercounty, Seasonal, and DART Connect services.

### Key Highlights

- Route 212 modified to provide more direct service between Laurel – Seaford – Georgetown
- Route 215 modified to no longer serve Long Neck outside of beach bus season.
- Local routes (201, 204) remain unchanged

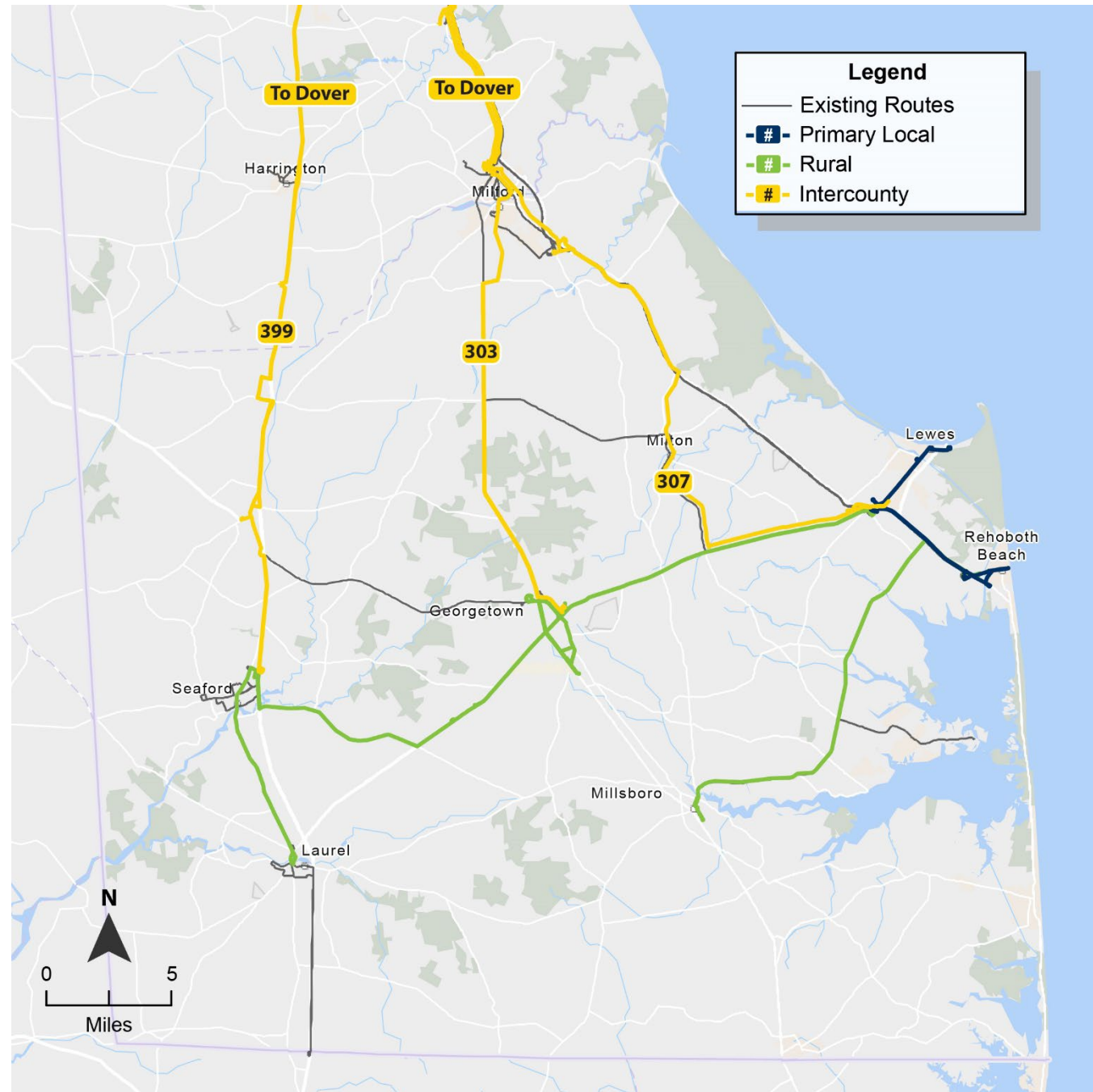


# Sussex County Intercounty Routes

Intercounty routes are oriented to commuter markets, serving longer-distance trips with fewer intermediate stops.

## Key Highlights

- New intercounty route between Dover and Seaford (replaces route 117).
- Intercounty Route 303 is streamlined between Milford and Georgetown.
- Intercounty Route 307 realigned to serve Milton and Harbeson en-route to Rehoboth.





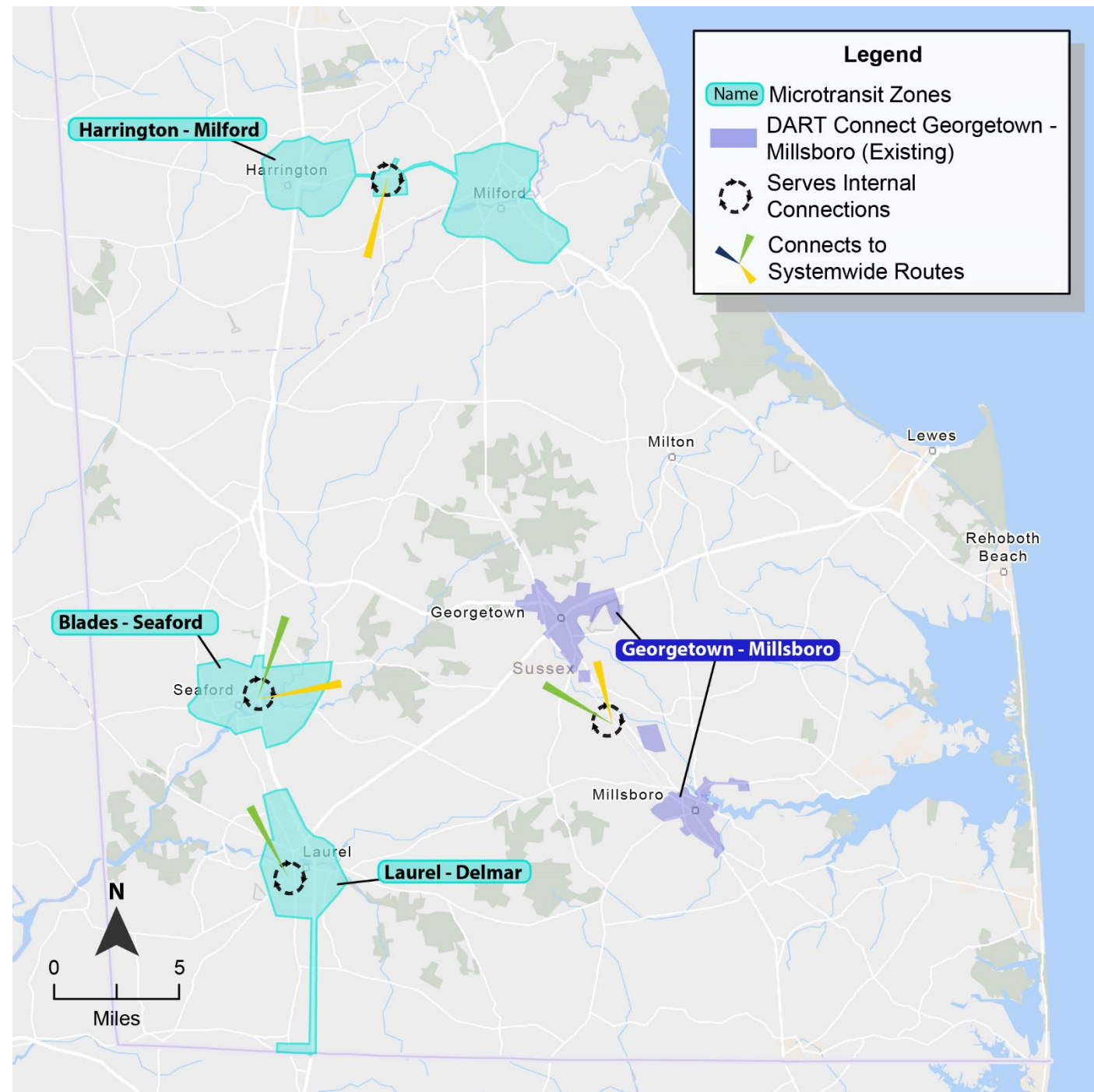
# Sussex County

## New & Existing Microtransit Zones

DART Connect microtransit zones provide local circulation within Sussex County communities.

### Key Highlights

- Three new microtransit zones
- Expands population and job access
- Preserves connections to Shore Transit in Delmar

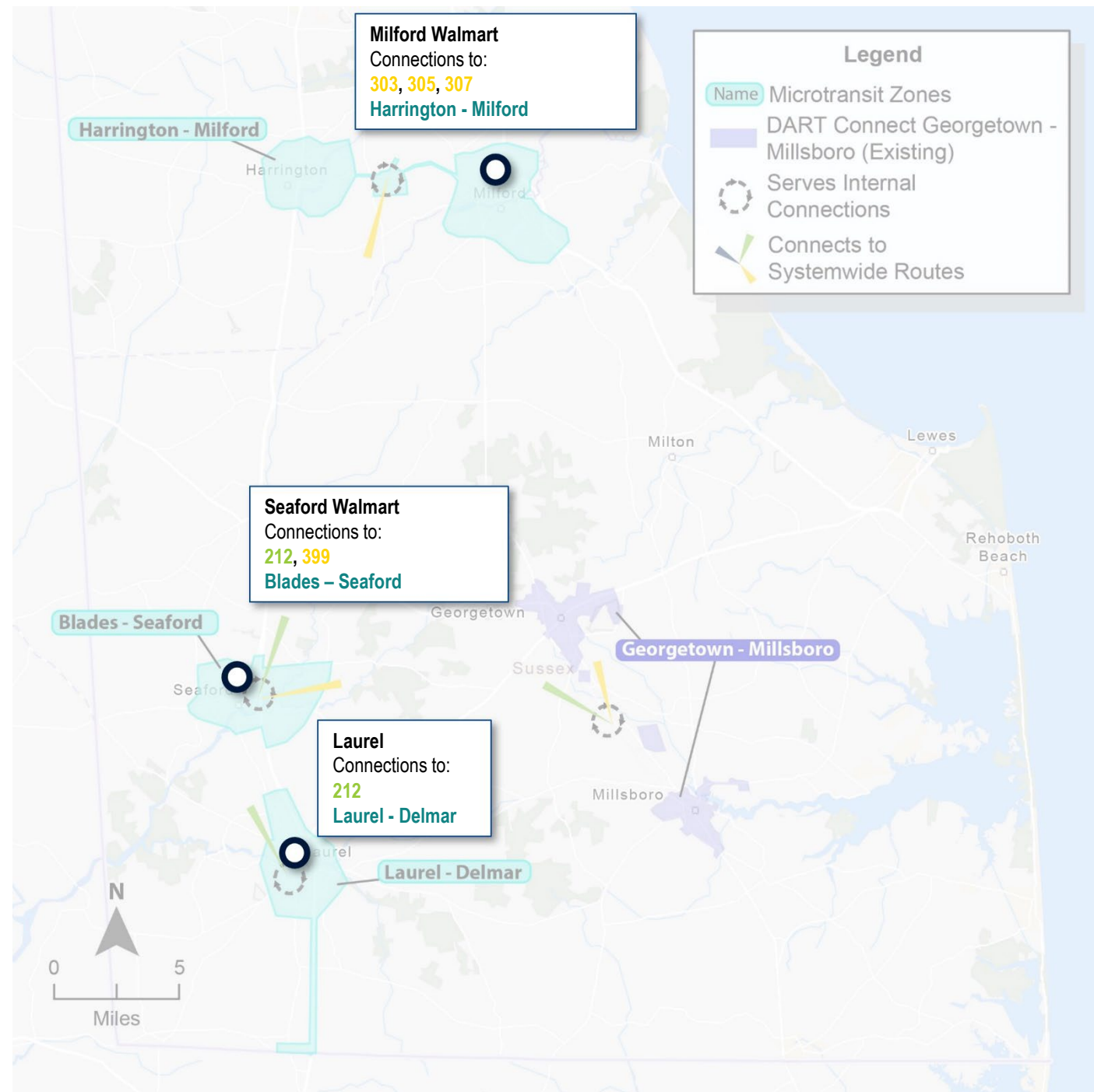


# Sussex County Microtransit Zones

DART Connect microtransit zones provide local circulation within Sussex County communities.

## Key Highlights

- Connection points facilitate seamless transfers between other zones and fixed-routes



# Sussex County

## Recommended Route Changes

Route	Change
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### Routes with no recommended changes

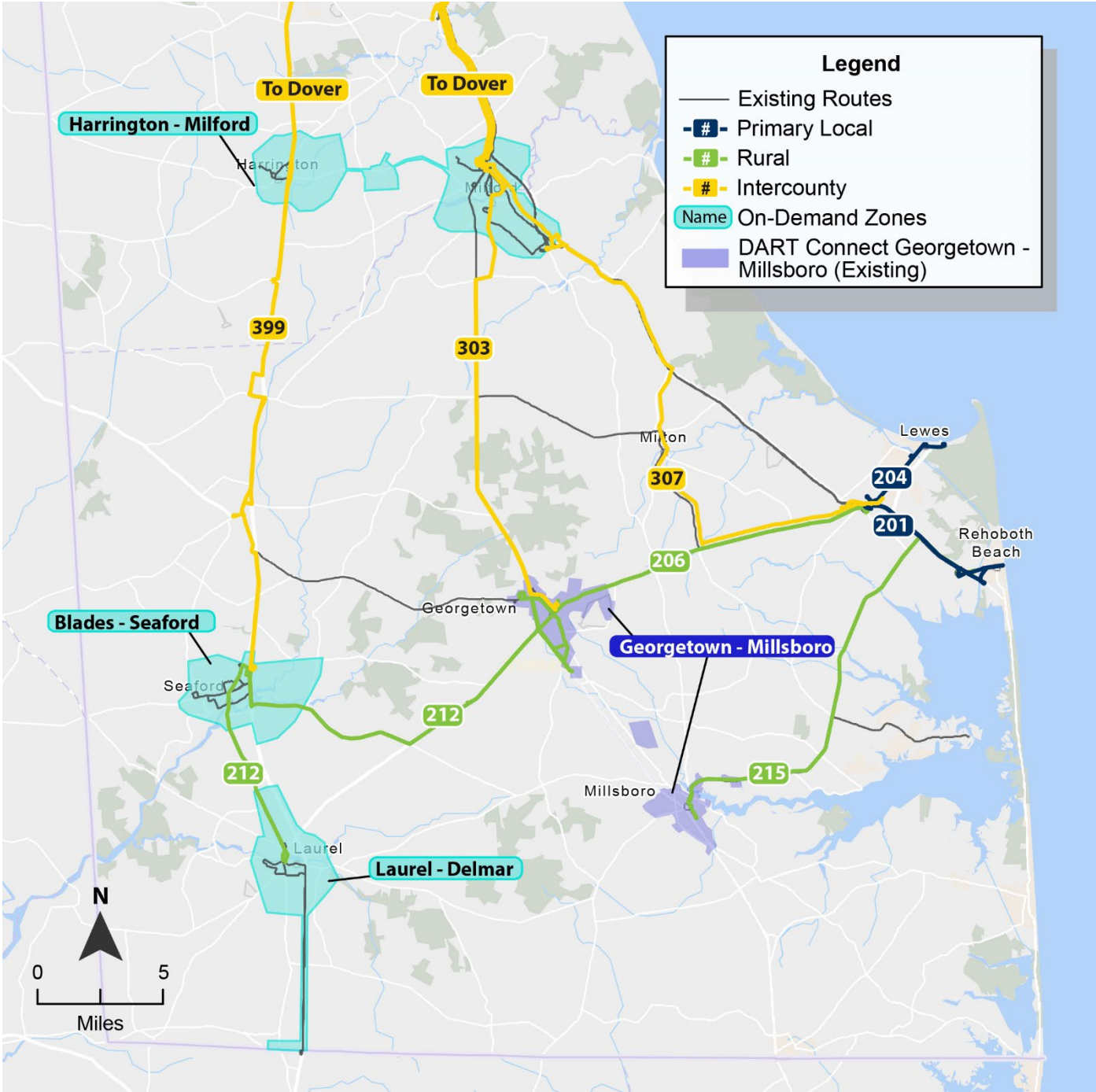
201	---
204	---
206	---

### Routes with minor recommended changes

215	215 no longer serving Long Neck outside of seasonal beach bus service.
303	Streamlined between Milford and Georgetown
307	Rerouted to serve Milton and Harbeson

### Routes with recommended service improvements

212	Streamlined between Laurel, Seaford, and Georgetown. Portions of route replaced with new microtransit zones.
399	New intercounty route between Dover and Seaford.



# DART Reimagined Recommended Changes

Route	Change
Replace with new DART Connect microtransit service	
210	Replace with DART Connect Harrington-Milford (averages 1.4 passengers/trip)
903	Replace with DART Connect Blades – Seaford (averages 0.8 passengers/trip)

**Lowest ridership  
routes in county**  
< 2 passengers per  
scheduled trip



# Sussex County

## Mobility Benefits

	Today	Proposed	Change (%)	
Coverage within ¼ Mile of Route or Within Microtransit Zone				
Population	27,500	51,900	89%	More people and jobs served by DART
Jobs	32,800	45,200	38%	
Low-Income Population	7,400	14,000	89%	
Minority Population	11,800	16,700	42%	
Weekday Accessible Jobs per Person within 60-Minute Travel Time				
Population	2,400	2,800	15%	Shorter travel times to jobs, education, services, and retail destinations
Low-Income Population	2,500	2,900	17%	
Minority Population	2,500	3,000	21%	



# Discussion: Sussex County

What do you generally like about this proposal?

What are potential concerns?



# Next Steps & Close





# Next Steps

## Community Workshops

- Tuesday, September 12 – Georgetown
- Wednesday, September 13 – Newark
- Tuesday, September 19 – Dover
- Wednesday, September 20 – Wilmington
- Tuesday, September 26 – Virtual

## Review stakeholder & public feedback of draft recommendations

## Finalize & develop draft and final reports

## Phased implementation for DART Reimagined new network design

- Based on resources (drivers, funding, etc.)
- Will go through DART's service change public hearing process for each conceptual network change (May 2024 through next 5 years)

# Stay Connected

[www.dartreimagined.com](http://www.dartreimagined.com)

[info@dartreimagined.com](mailto:info@dartreimagined.com)



**Cathy  
Smith**



**Project  
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# Thank You



**DART REIMAGINED**

The logo features the text "DART REIMAGINED" in a bold, white, sans-serif font. A thick, curved arrow with a green-to-blue gradient starts behind the "DART" portion and points to the right, ending behind the "REIMAGINED" portion. The letter "D" in "DART" contains a white silhouette of the state of Mississippi.