

Welcome to the Technical Advisory Committees meeting.

We will begin at 10:00 a.m.

Planned Stakeholder & Customer Participation in this process will include:

Executive Advisory Committee

- Bi-monthly meetings

Initiated January 2023

Technical Advisory Committees

- Collaborative meetings with representatives from the three counties + Wilmington

We are here
(Meeting #2)

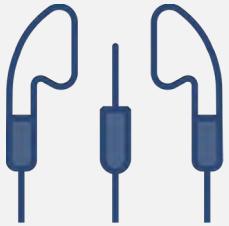
Customer Engagement

- 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

Technical Advisory Committees – Meeting 2

June 14, 2023



Welcome



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

Welcome!



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Agenda

- I. Welcome
- II. Objectives, Safety Moment, Public Comments
- III. Progress & Engagement
- IV. Initial Strategies & Strategic Focus Areas
- V. Breakout Rooms
- VI. Next Steps & Close

Technical Advisory Committees (TACs)

Four Committees who will meet as a group and as subgroups by geography to provide insights into:

- Technical decisions to inform a more sustainable, equitable service plan
- Challenges that current and future customers may be facing
- Opportunities for future service plan development to meet customer needs

The TACs are represented across the state by a wide-range expertise, including:

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

Meeting Objectives

- Share findings from public, stakeholder and operator engagement to date
- Gather input on project priorities and initial focus areas
- Facilitate an informative discussion to guide the development of draft recommendations, which will be shared with stakeholders and the public this summer

Safety Moment:

June is National Safety Month

All road users should have the opportunity to travel safely, regardless of how they travel – walking, biking, driving, transit, or using other modes. This Safety Moment serves as reminder that:

- Everyone shares ownership of the road and responsibility for maintaining a safe system.
- Education and training on safe road behaviors are the cornerstones of promoting safe road users.
- Roadway and transportation designers, operators, and users each play a role in creating safer roads and eliminating preventable deaths.

Source: [FHWA](#); [National Safety Council](#)



Source: FHWA.

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



Project Progress & Engagement




Public, Stakeholders & Staff



Project Overview

DART Reimagined is a year-long statewide transit study that will evaluate the current DART First State transit system.

The study is focused on improving transportation services across the state and will examine:

-  **How riders are currently using the system**
-  **Where they need access now**
-  **Where they want to go in the future**

Summer Outreach Activities

June

- WILMAPCO TAC – June 15
- Wilmington Initiatives Public Workshop – June 15
- Men's Health Fair at Solid Rock Community Center – June 15
- Dover Comic Con – June 17
- DE Commute Solutions Information Series Webinar – June 21
- Old Fashioned Ice Cream Festival – June 24
- African American Festival – June 24
- Hispanic Commission Bi-Monthly Meeting
- Capitol Green & Capitol Park Community Meeting

July

- Milford Conversations – July 6
- Milford Advocacy for the Homeless Helping Hands Committee Meeting – July 8 or 15
- Delaware State Fair – July 20

August

- DART October Service Change Proposal Public Hearing Workshop – First Week of August
 - *Not related to DART Reimagined*
- DE Peach Festival – August 20

September

- DSU Downtown Community Festival
- Hispanic/Latino Festival – September 17
- **DART Reimagined Community Workshops**

A list of all DART Reimagined summer outreach activities will be posted to the project website and continuously updated.

Study Phases



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

Service Development Process

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



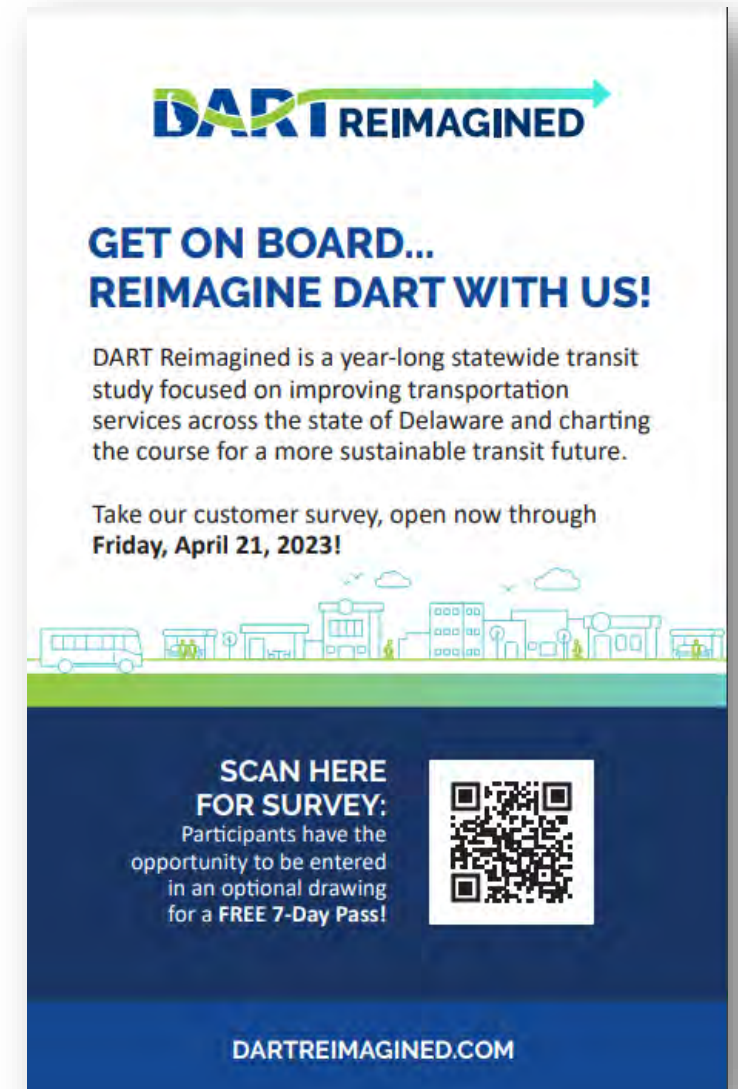
Input From:

- DART
- EAC
- Public

Customer Survey Findings

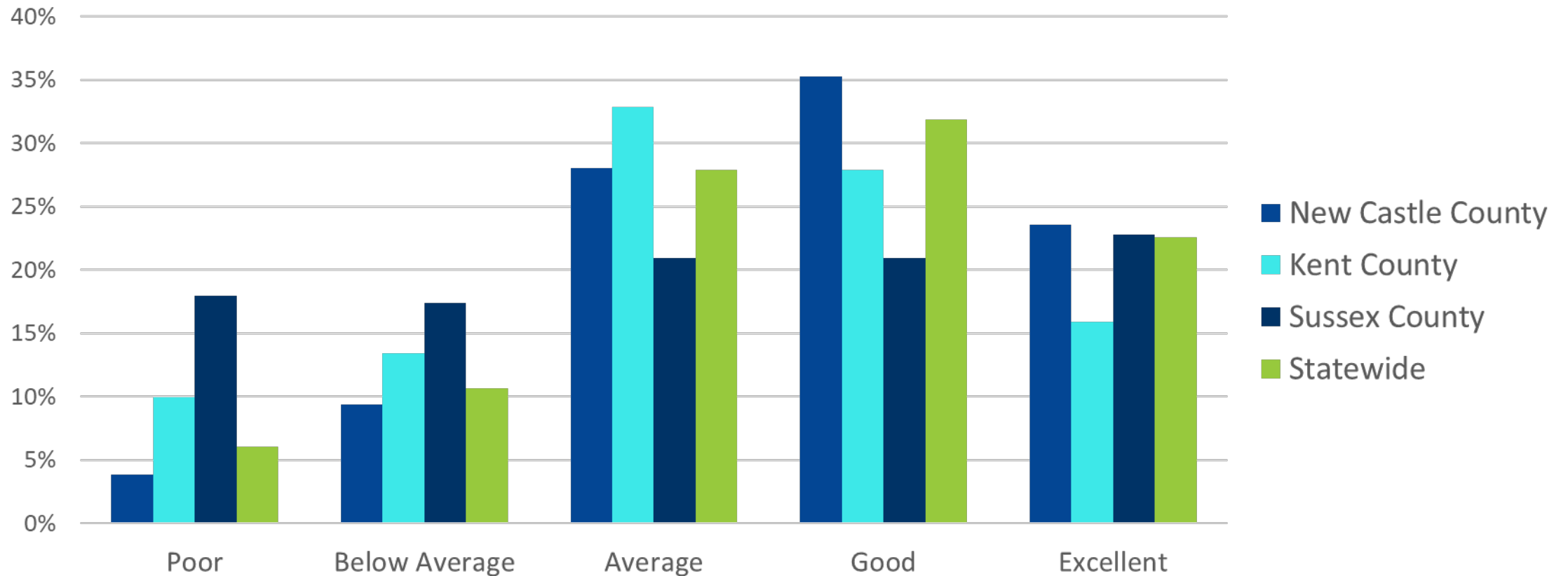
(data as of March 30-April 24)

- 2,000+ responses received to date; survey still available
- Available in English and Spanish
- Hard copies were made available and distributed to stakeholder and community organizations
- Outreach and promotion included:
 - Social media
 - Website pop-ups and banners
 - Press release distributed to news outlets
 - Rider alerts, bus posters, and live bus announcements
 - Emails and newsletters from DART and in collaboration with key partners
 - Survey flyer for in-person and digital distribution



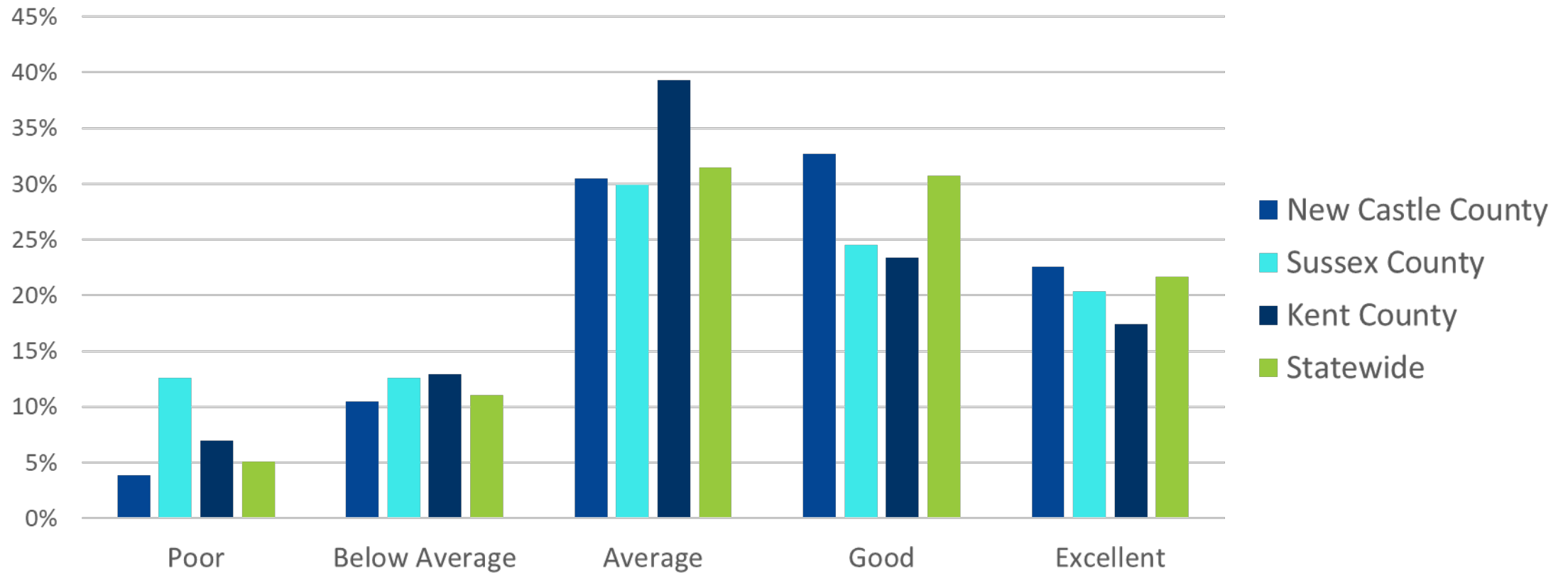
Customer Survey Findings

How would you rate the **availability** of DART public transit in your community?



Customer Survey Findings

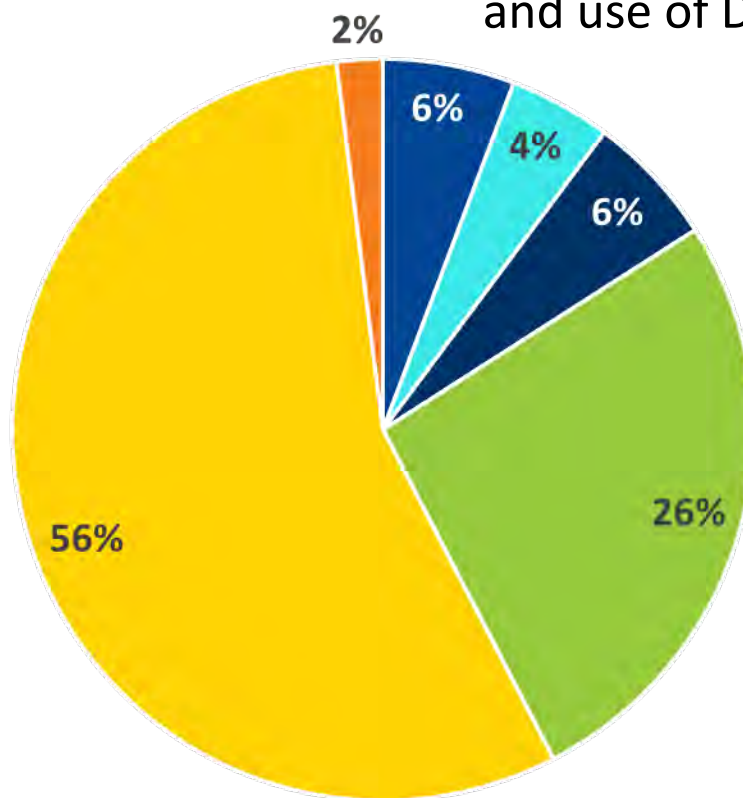
How satisfied are you with the frequency of service provided by DART?



Customer Survey Findings

Frequency of Use & Mode Variety

Respondents who are **satisfied with the different modes** of public transit available and use of DART services:

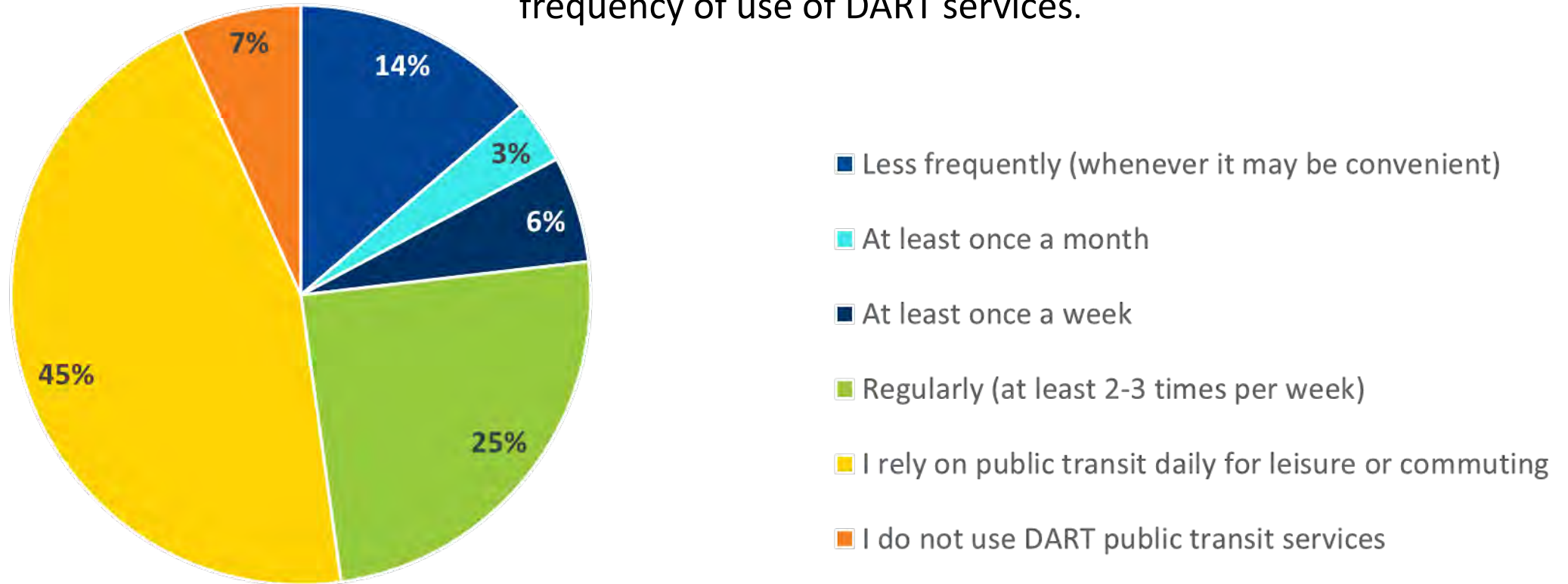


- Less frequently (whenever it may be convenient)
- At least once a month
- At least once a week
- Regularly (at least 2-3 times per week)
- I rely on public transit daily for leisure or commuting
- I do not use DART public transit services

Customer Survey Findings

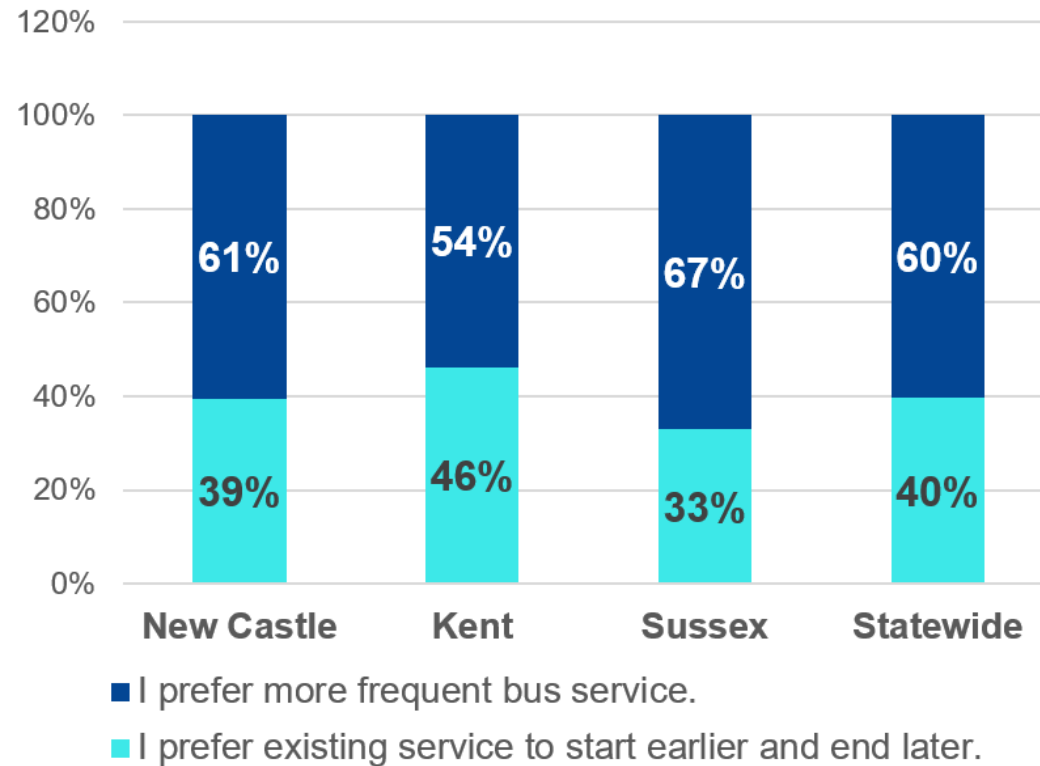
Frequency of Use & Mode Variety

Respondents who are **open to new modes** of service (such as microtransit) and frequency of use of DART services.

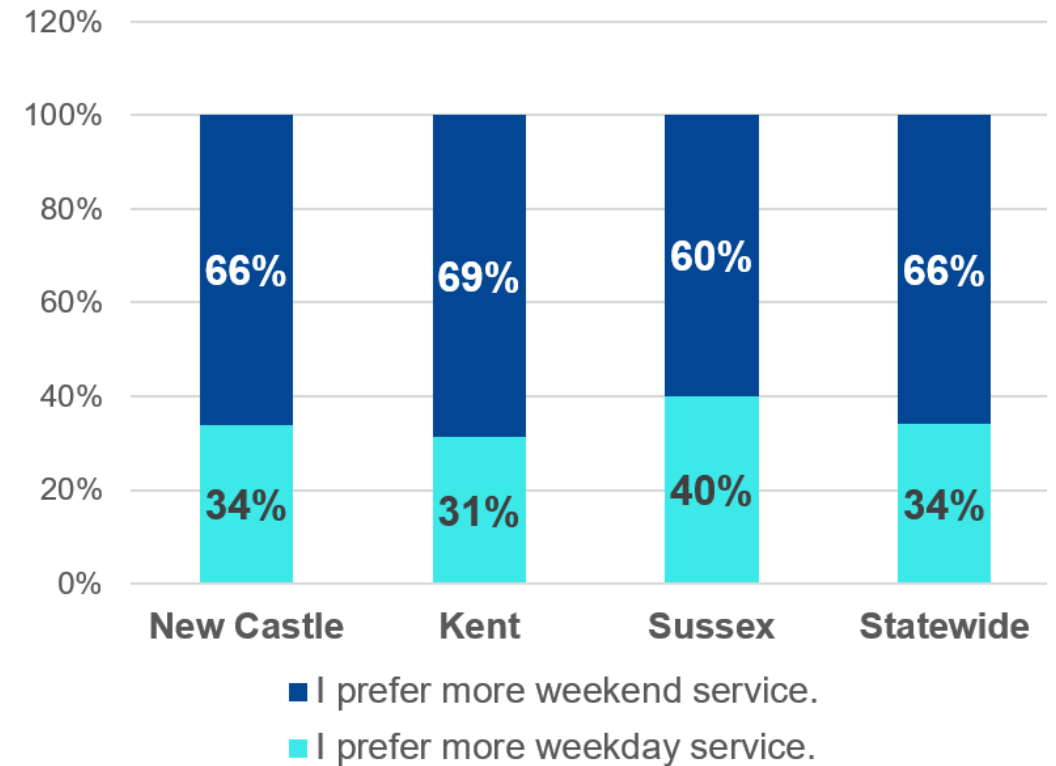


Customer Survey Findings

Frequency vs. Span

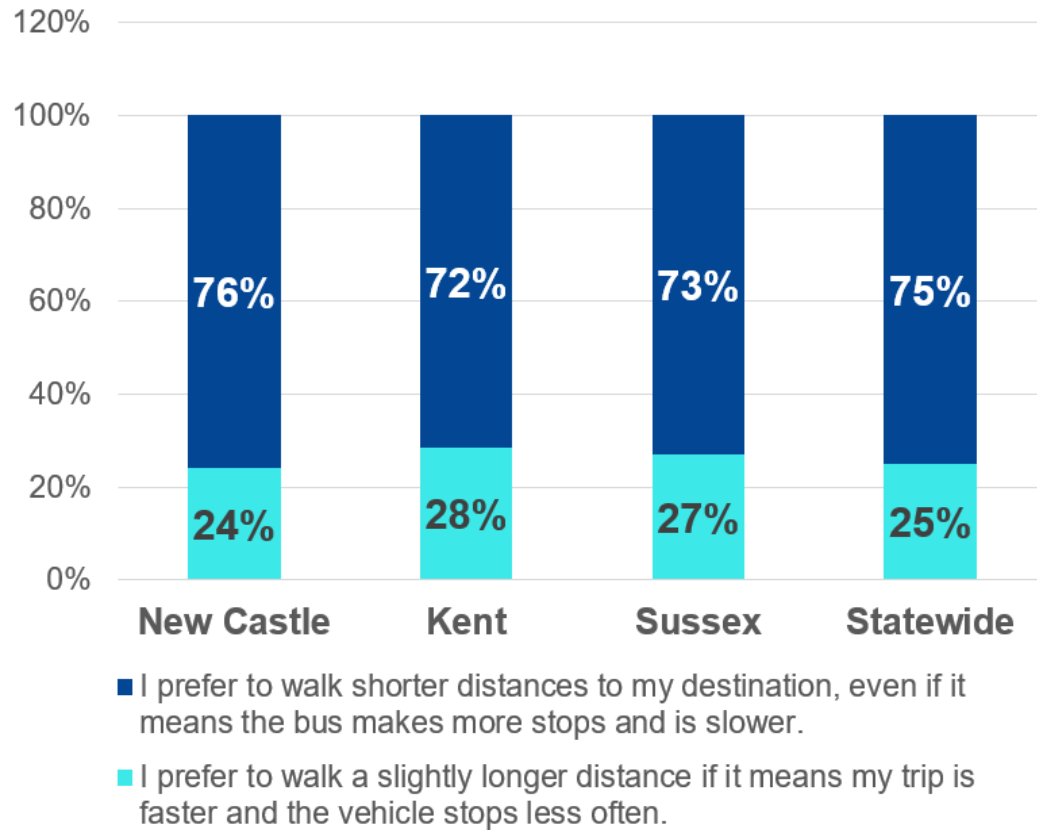


Weekday vs. Weekend

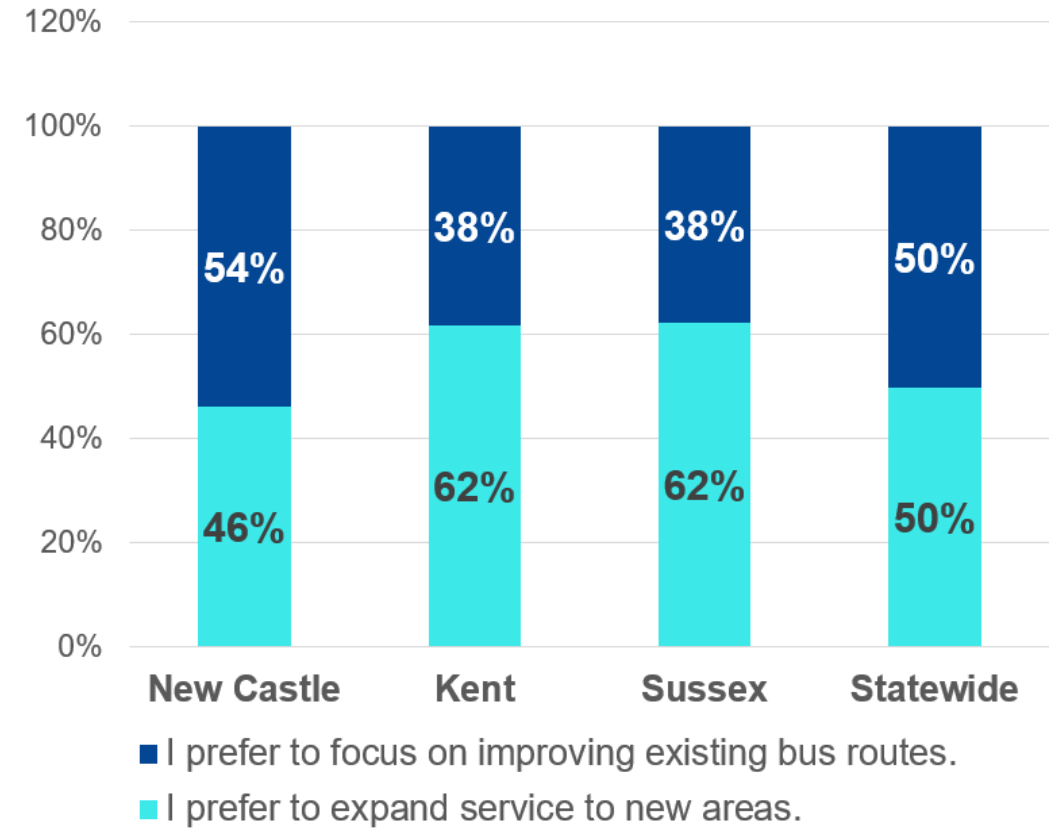


Customer Survey Findings

Walking vs. Travel Time



Coverage vs. Quality



Insight from You, the Technical Advisory Committees

Working Well

- Express Service
- Transfers and intermodal connections at Wilmington Transit Center
- Innovation through DART Connect Newark
- Rehoboth, Lewes and Millsboro service
- Georgetown service

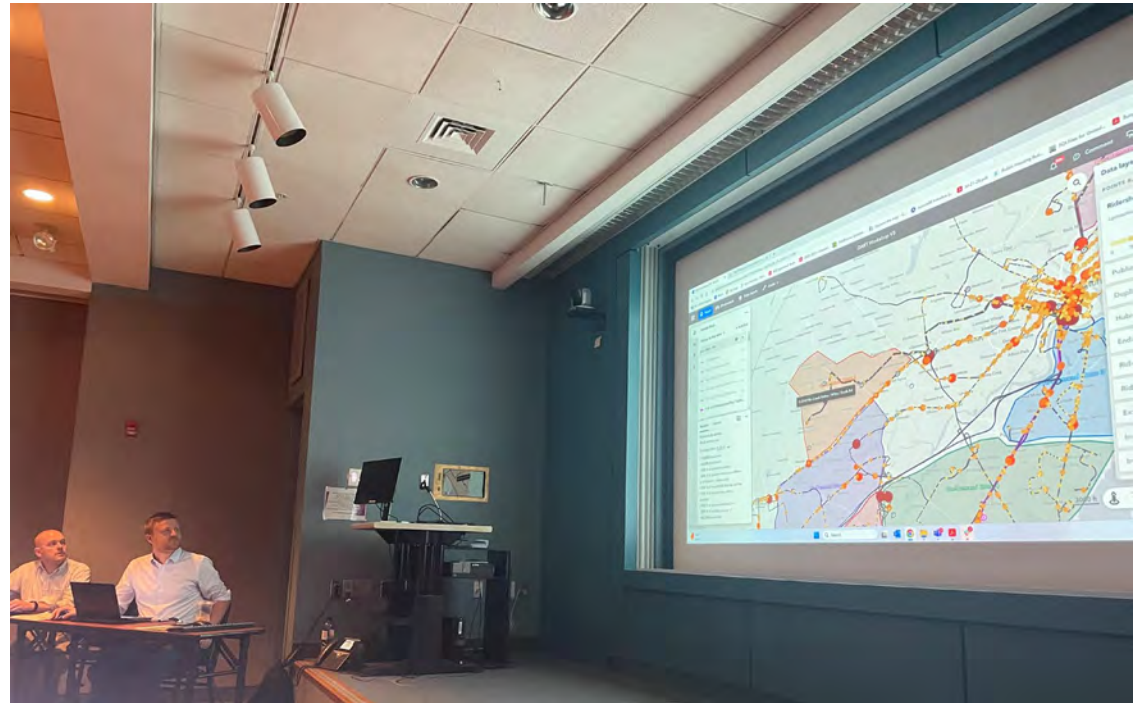
Areas to Serve Better

- Smyrna (to Clayton and Walmart Distribution Center)
- Hope Center
- Port of Wilmington
- STAR Campus
- MARC Station
- Middletown
- Long Neck
- Route 141 Corridor
- Bloom
- Dover Air Force Base (and residential areas near Route 1)
- Route 113 Corridor
- University of DE and Delaware State
- Tanger Outlets (for workers)
- Recovery Centers (Millsboro & Seaford)

Synthesizing Information

Understanding Findings from System Assessment, EAC, TACs, and Workforce and Survey with DTC Staff and Leadership

- Reviewed feedback from customer input, stakeholder committees, and *State of the System* report
- Discussed potential goals, opportunities, and outcomes for the network redesign
- Brainstormed strategies for service improvement
- Examined route-level issues and opportunities



Service Improvement Themes

- **Service frequencies** should be better aligned with demand.
- Bus routes should better reflect overall **travel patterns**.
- Bus routes should be **maximized for travel time efficiency**.
- Provide more **direct and legible routes (less deviations)**.
- Need **later evening service**.
- Improve **service coverage** – especially to major employers.
- More **frequent and later service** on weekends.
- Make **service more direct** and competitive with travel times.
- More **non-hub connections, less transfers** that increase total trip time.
- Need to **explore microtransit** to best serve non-urban communities.

Initial Strategies & Focus Areas



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



Measuring Success

Promote Fair & Equitable Access

Coverage:

- Low-income and minority population served within ¼ and ½ mile of route
- Low-income and minority population served within ¼ and ½ mile of frequent route or weekend service

Access:

- Low-income and minority population served within 30 / 60 minutes of key activity centers



Enhance Access to Jobs & Services

Coverage:

- Population / jobs within ¼ and ½ mile of route
- Population / jobs within ¼ and ½ mile of frequent route
- Late night/weekend job access

Access:

- Population served within 30 / 60 minutes of key employment and activity centers



Improve Service Quality & Customer Satisfaction

Availability:

- Population within ¼ and ½ mile of frequent/ evening/ weekend service

Directness /

Travel Times:

- Inter and Intra county transit travel times compared to overall travel times

Reliability:

- % on time performance
- Travel times
- Wait times



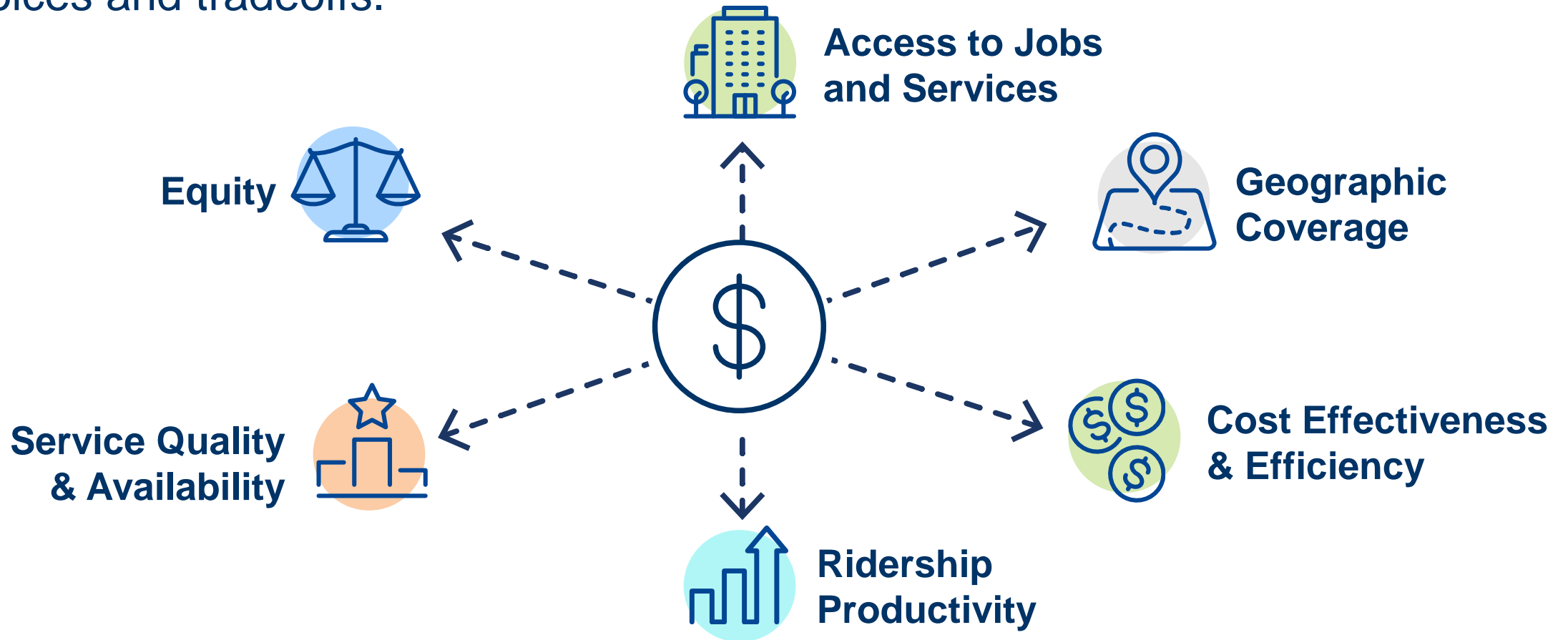
Optimize Resource Investment

- Cost per passenger/trip/mile
- Passengers per service hour/trip/mile
- Layover and non-revenue time, etc.



Balancing Priorities & Resources

Limited financial resources present the need to consider key choices and tradeoffs.



Initial Strategic Focus Areas

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

Recommendations for transit-supportive policies

Statewide Draft Service Concepts

Establish a Core Network

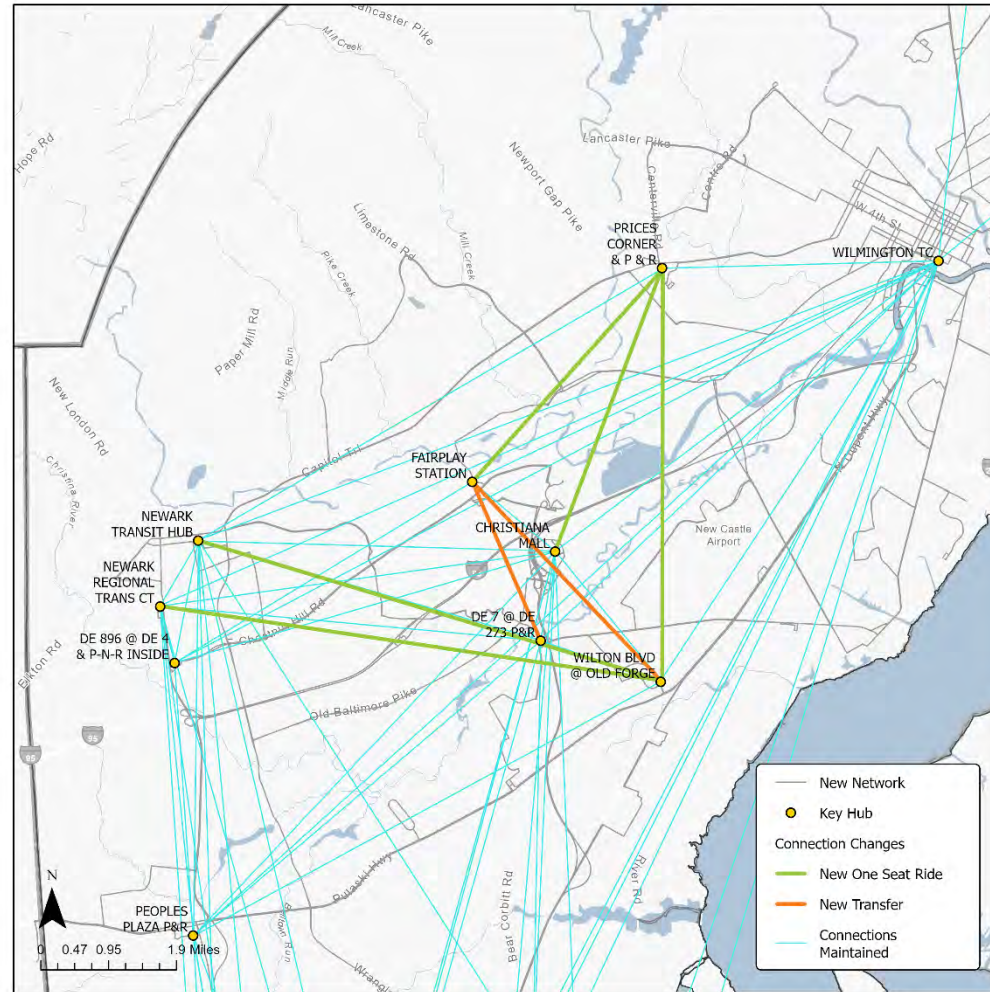
Focus on more reliability with higher frequency

	Service Type	Primary Roadway Facility Served	Stop Spacing	Days per Week	Weekday Span	Weekday Frequency
Core Network	Rapid	Major Arterials	¼ - ½ Mile	7 days	5 AM – 12 AM	15 Max
	Primary / Frequent Local	Major Arterials	1/8– ¼ Mile	7 days	5 AM – 12 AM	20 Max
Local Network	Secondary Local	Major Arterials Collectors	1/8 – ¼ Mile	5-7 days	6 AM – 9 PM	60 Max
	Flex / On-Demand	Varies	N/A	5-7 days	6 AM – 8 PM	n/a
Express Network	Limited Stop / Hybrid	Major Arterials Freeways	Local	5-7 days	5 AM – 7 PM	60 Max
	Intercounty	Freeways	Local	5-7 days	5 AM – 7 PM	Varies

Statewide Draft Service Concepts

Promote a System that is Easy to Use

Including transfers, travel time, easy to navigate



New One Seat Connections:

- Wilton Walmart-Newark Transit Hub
- Wilton Walmart-Newark Regional Transit Center
- Wilton Walmart-Prices Corner
- Christiana Mall-Prices Corner

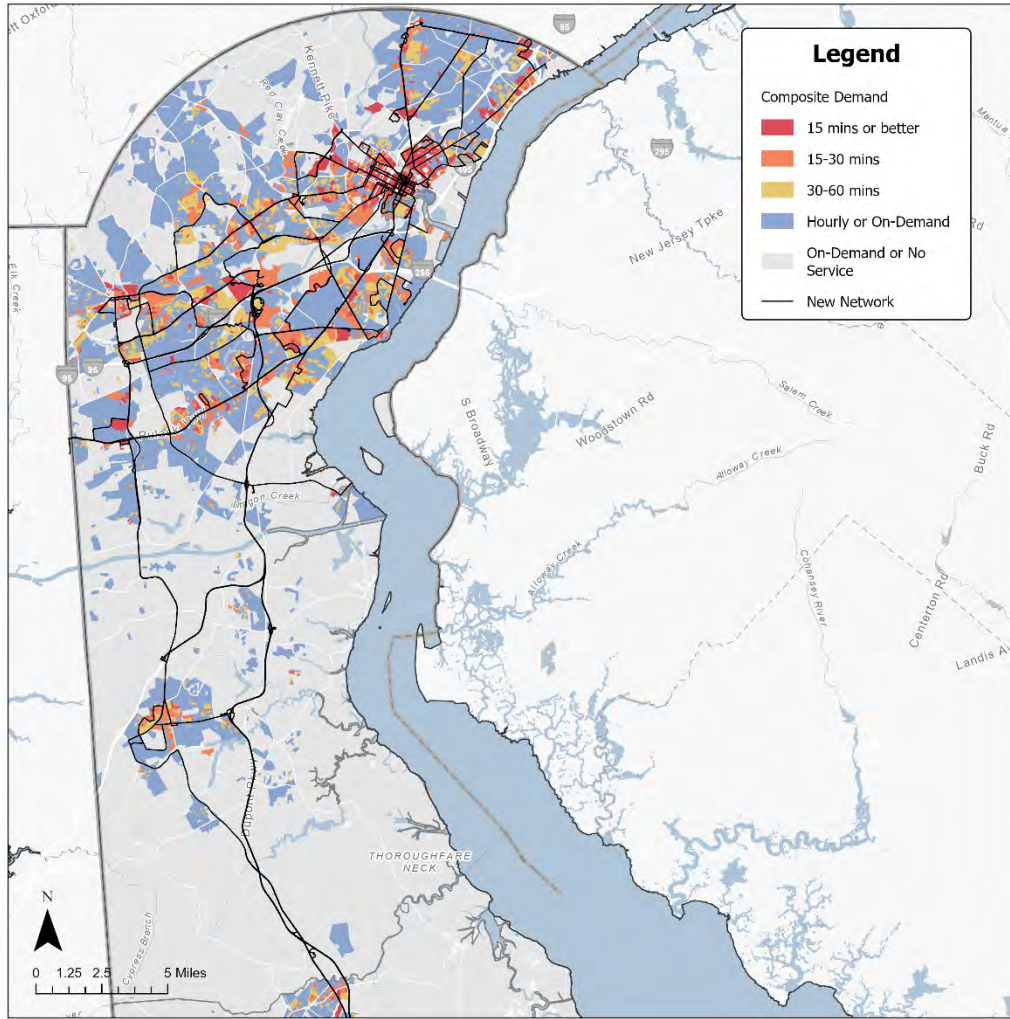
New Induced Transfers (with frequent core service):

- Fairplay Station – Wilton Walmart
- Fairplay Station – Christiana Rd Park and Ride

Statewide Draft Service Concepts

Improve Service Quality

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



Identify and serve vulnerable populations (poverty, communities of color, senior populations)



Draft Network Options

Network Option 1: System Optimization

More routes

More local fixed-route service

Fewer On-Demand Zones

More familiar

Network Option 2: On-Demand Emphasis

Fewer routes

More streamlined service

More On-Demand Zones

Less familiar

Network Option 1



Network Option 2



Breakout Room Discussions



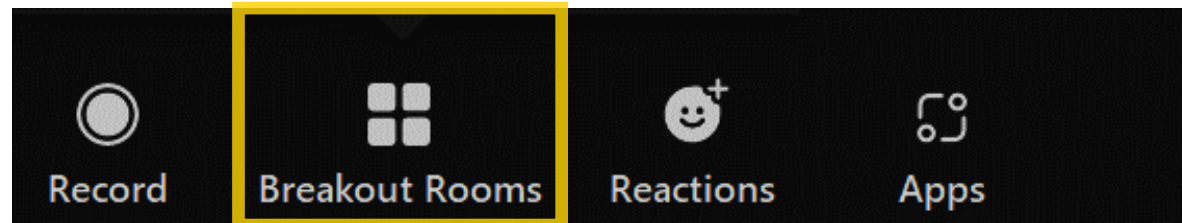
Breakout Rooms

Please join one of the following breakout rooms:

1. Wilmington & New Castle County
2. Kent County
3. Sussex County

Choose a room based on:

- The Committee you were asked to represent
- The area most representative of where you work or live
- Select “Breakout Rooms” on the Zoom task bar



Breakout Room: Wilmington & New Castle County

Establish a Core Network

Focus on more reliability with higher frequency

Do these proposed routes represent the core services for DART where resources to improve frequency and service span can be prioritized?

Promote a System that is Easy to Use

Including transfers, travel time, easy to navigate

Do the proposed transfer locations and crosstown connections between key destinations help improve travel times for where riders want to go? Do these changes make the system easier to use?

Improve Service Quality

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

Do the proposed microtransit zones and other service adjustments (shortened routes to improve on-time performance, more direct routes, etc.) improve service quality, particularly for critical populations?

Engagement & Outreach Considerations

Target stakeholder groups, community events and festivals, neighborhoods/communities

Are there any stakeholder groups or communities that we should target for input based on recommendations shown today?

Breakout Room: Kent County

Establish a Core Network

Focus on more reliability with higher frequency

Do these proposed routes represent the core services for DART where resources to improve frequency and service span can be prioritized?

Promote a System that is Easy to Use

Including transfers, travel time, easy to navigate

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Improve Service Quality

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

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Engagement & Outreach Considerations

Target stakeholder groups, community events and festivals, neighborhoods/communities

Are there any stakeholder groups or communities that we should target for input based on recommendations shown today?

Breakout Room: Sussex County

Establish a Core Network

Focus on more reliability with higher frequency

Do these proposed routes represent the core services for DART where resources to improve frequency and service span can be prioritized?

Promote a System that is Easy to Use

Including transfers, travel time, easy to navigate

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Are there any stakeholder groups or communities that we should target for input based on recommendations shown today?

Next Steps & Close



Next Steps

Engagement Activities

- **Summer Outreach & Engagement Activities** – DART Reimagined team will be sharing project updates at community events, festivals, meetings
- **Executive Advisory/Technical Advisory Committees Joint Meeting** – August, to explore potential concepts
- **Community Workshops** – September (4 across the state and 1 virtual)

Design & Service Recommendations

- **Identifying network alternatives** – including service recommendations and an implementation plan

Stay Connected

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Thank You

