

WELCOME

TO THE DART REIMAGINED COMMUNITY WORKSHOPS!

DART Reimagined is a transit study focused on improving public transportation services across the state of Delaware and charting the course for a more sustainable transit future. The study is analyzing the existing DART First State transit system and identifying future opportunities for improvement.

Your participation today is vital to creating a transit system that truly meets the needs of Delaware. We look forward to working with you to develop a system that connects you to what matters!

Customer & Stakeholder Engagement



Project Goals



Evaluate

Evaluate the current DART First State System



Identify

Identify opportunities to improve the network, system, and future service plan



Achieve

Achieve an improved transit system



WHY REIMAGINE DART?

Challenges	Opportunities
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 changing travel demand	Shift service patterns to focus on meeting the travel needs of Delaware's historically transit-dependent populations
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	Build on DART's existing suite of service innovations to provide more alternatives to fixed-route bus
Limitations of suburban and rural right-of-way infrastructure hinder new transit implementation	Make transit decisions based on corridor land use patterns and densities
Existing route patterns are not designed to maximize travel efficiency	DelDOT's resource allocation decisions can support service customization outside of New Castle County
Today's travel patterns are not compatible with existing service designs	Reconfigure the DART system to shift the focus away from traditional 9-5 office commuters

We asked Delawareans why they don't use DART transit services, they said:

19% don't know how to use the service

15% service isn't offered to the places they visit most

15% the service takes too long

13% the service doesn't come often enough

Provide Your Input Here!

Do you use DART transit services?

• I rely on public transit

• Regularly (2-3 times per week)

• At least once a week

• At least once a month

• Less frequently (whenever it may be convenient)

• I do not use DART

In general, how would you rate DART transit services?

• Poor

• Below Average

• Average

• Good

• Excellent





DART Reimagined is focused on five key areas:



Establish a Core Network

More reliability with higher frequencies



Promote a System that is Easy to Use

Transfers and travel times should be easier to navigate



Improve Service Quality

Enhanced on-time performance and new models like microtransit to serve those who need it most



Enhance the User Experience

Onboard experience, reliable WiFi, signage, consistency



Prioritize Safe Access

Waiting for buses should be as safe as riding them



These areas are based on the Guiding Principles and Priorities for the study:



ENGAGEMENT AND OUTREACH



Engagement Findings

We studied data, spoke with stakeholders, and conducted extensive community outreach to gather input to develop draft network recommendations. Here's what we learned from our March 2023 customer survey:

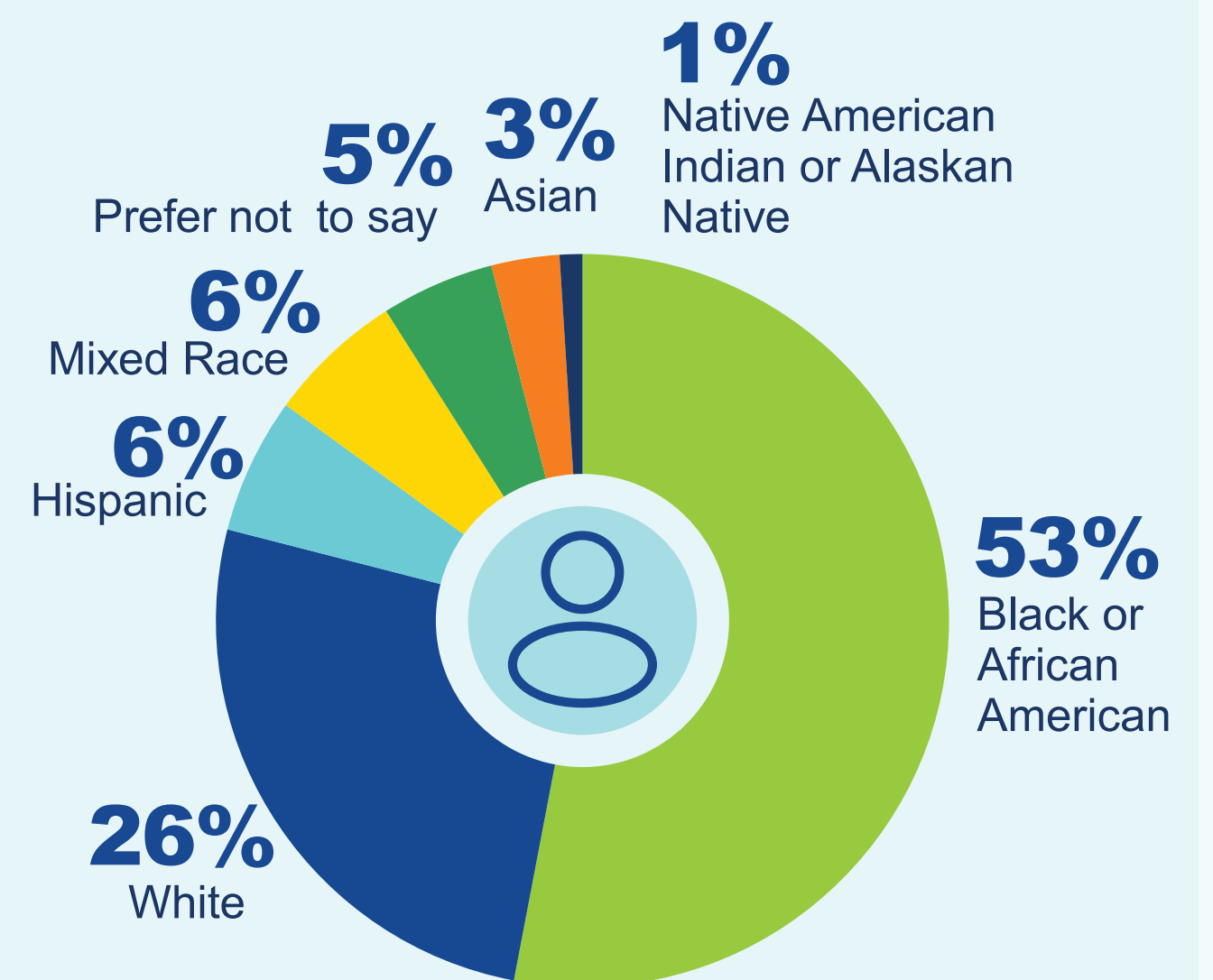
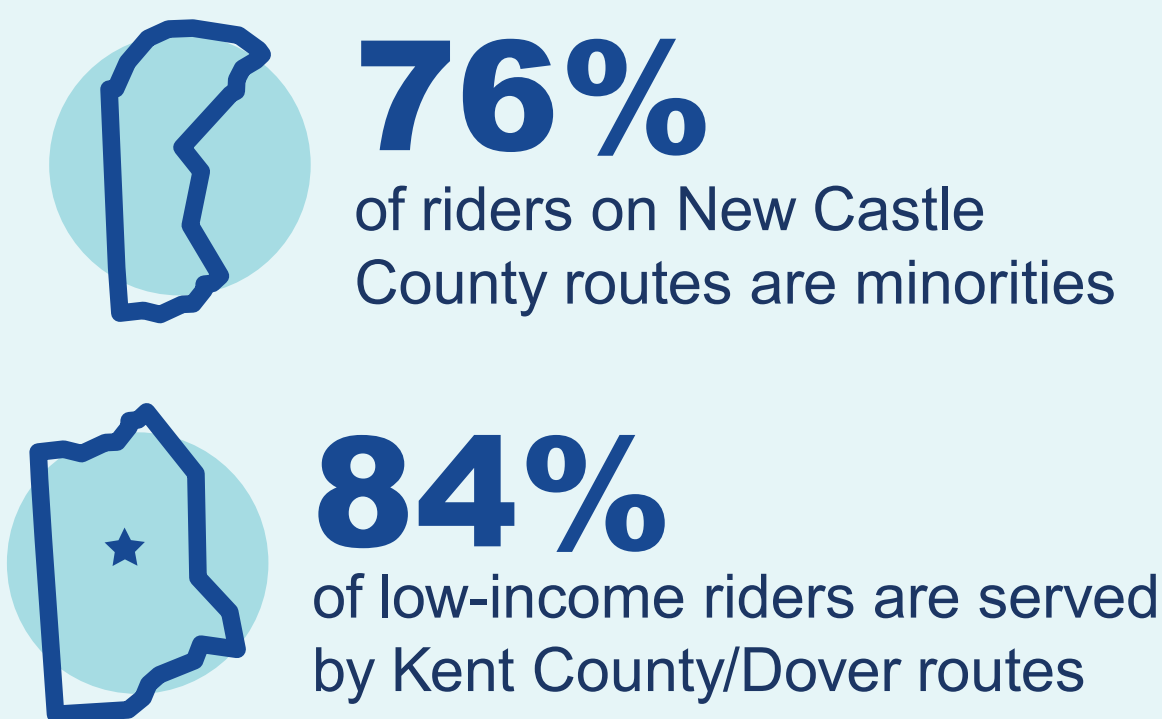
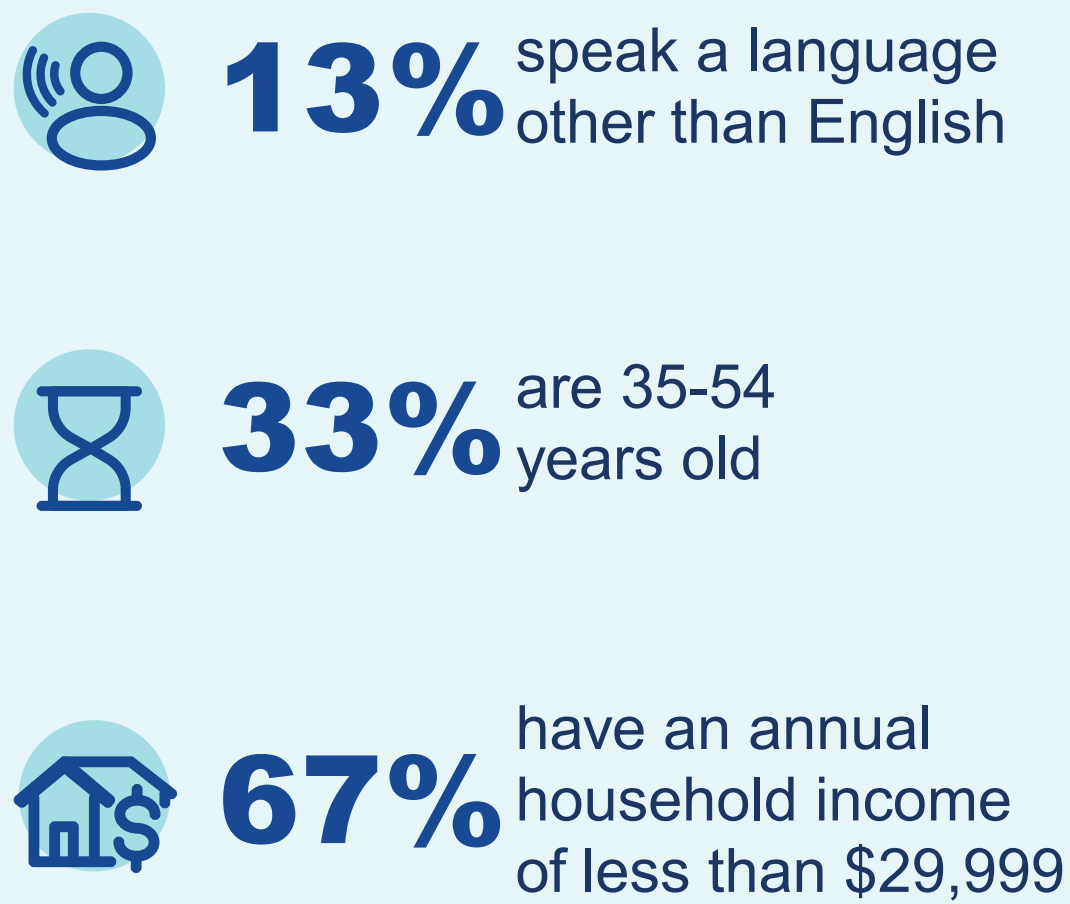


People mostly use DART for **local trips**.



But it takes DART commuters **twice as long** to get to work than people who drive.

WHO IS THE DART RIDER?



Data Source: 2019 DART Fare Structure Study

Statewide, customers...

Mostly travel for work, groceries, and healthcare

Are most influenced by cost, convenience, and reliability when choosing their mode of transit

Prefer more frequent service

Want to improve existing routes, but are also open to expanding service

Prefer more weekend service

Source: 2023 DART Reimagined Customer Survey



PROVIDE YOUR INPUT HERE!

Use the sticky dots to provide your input here!



How could DART best improve the rider experience?

- Buses that come more often

- More reliable service

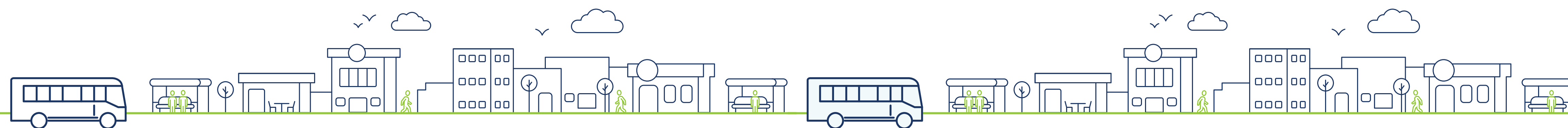
- Easier to pay the fare

- Schedules that are easier to understand

- Driver/customer service

- More comfortable bus stops

- Provide more weekend service



BENEFITS

TODAY



of Delawareans have access to transit within a $\frac{1}{4}$ mile

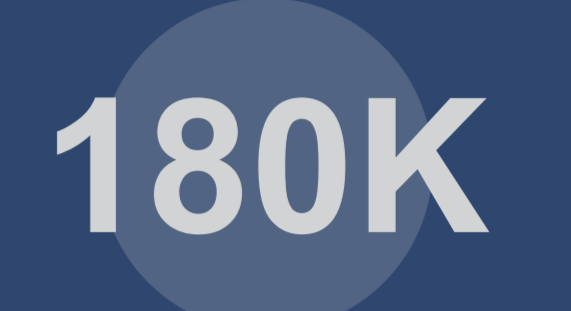
Statewide...



residents have access to transit on weekdays



residents have access to transit on Saturdays



residents have access to transit on Sundays

FUTURE



of Delawareans have access to transit within a $\frac{1}{4}$ mile

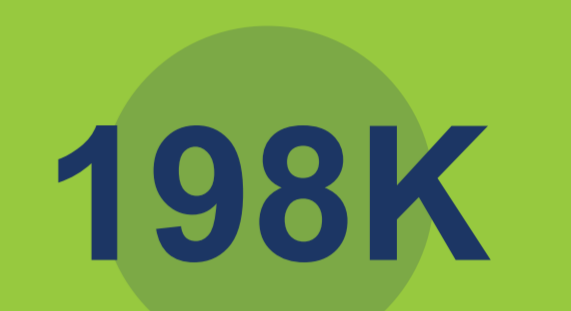
Statewide...



residents have access to transit on weekdays



residents have access to transit on Saturdays



residents have access to transit on Sundays

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



on weekdays



on Saturdays



in New Castle County



in Kent County



in Sussex County

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

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



more jobs in New Castle County
36K→45K



more jobs in Kent County
9K→12K



more jobs in Sussex County
2.4K→2.8K

Service Types & Typical Guidelines



Core

Provides frequent, all-day service along high ridership corridors

- 7 days a week
- 5 AM-11 PM weekday service
- 6 AM-10 PM weekend service
- 20-60-minute frequency



Local

Connects neighborhoods, employment and activity centers, and transit hubs

- 6 days a week
- 5 AM-11 PM weekday primary and secondary service
- 6 AM-10 PM weekend primary and secondary service
- 30-60-minute frequency



Microtransit

Provides community circulation and connections to employment, retail, services, and transit hubs

- 5 days a week (weekdays)
- 6 AM-8 PM service
- Vehicle frequencies vary



Rural

Provides connections within and between rural communities

- 5 days a week (weekdays)
- 6 AM-10 PM service
- 90-minute frequency



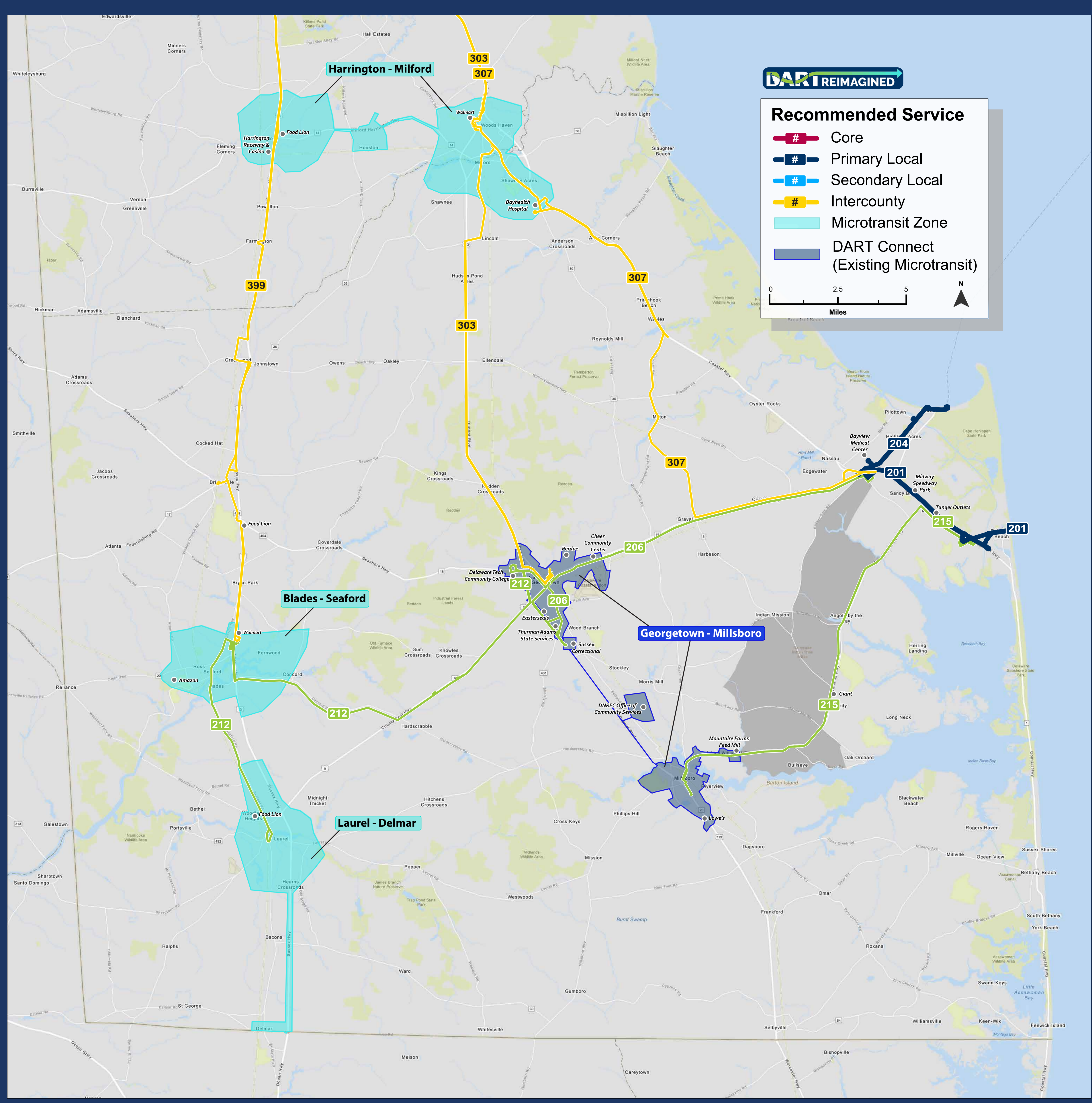
Intercounty

Provides long-distance, closed-door commuter services with stops at park-and-ride lots, transfer hubs, and employment centers

- 5 days a week (weekdays)
- 5 AM-10 PM service
- Bus frequencies vary



Sussex County Draft Network



DART Reimagined Recommended Changes for Sussex County

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

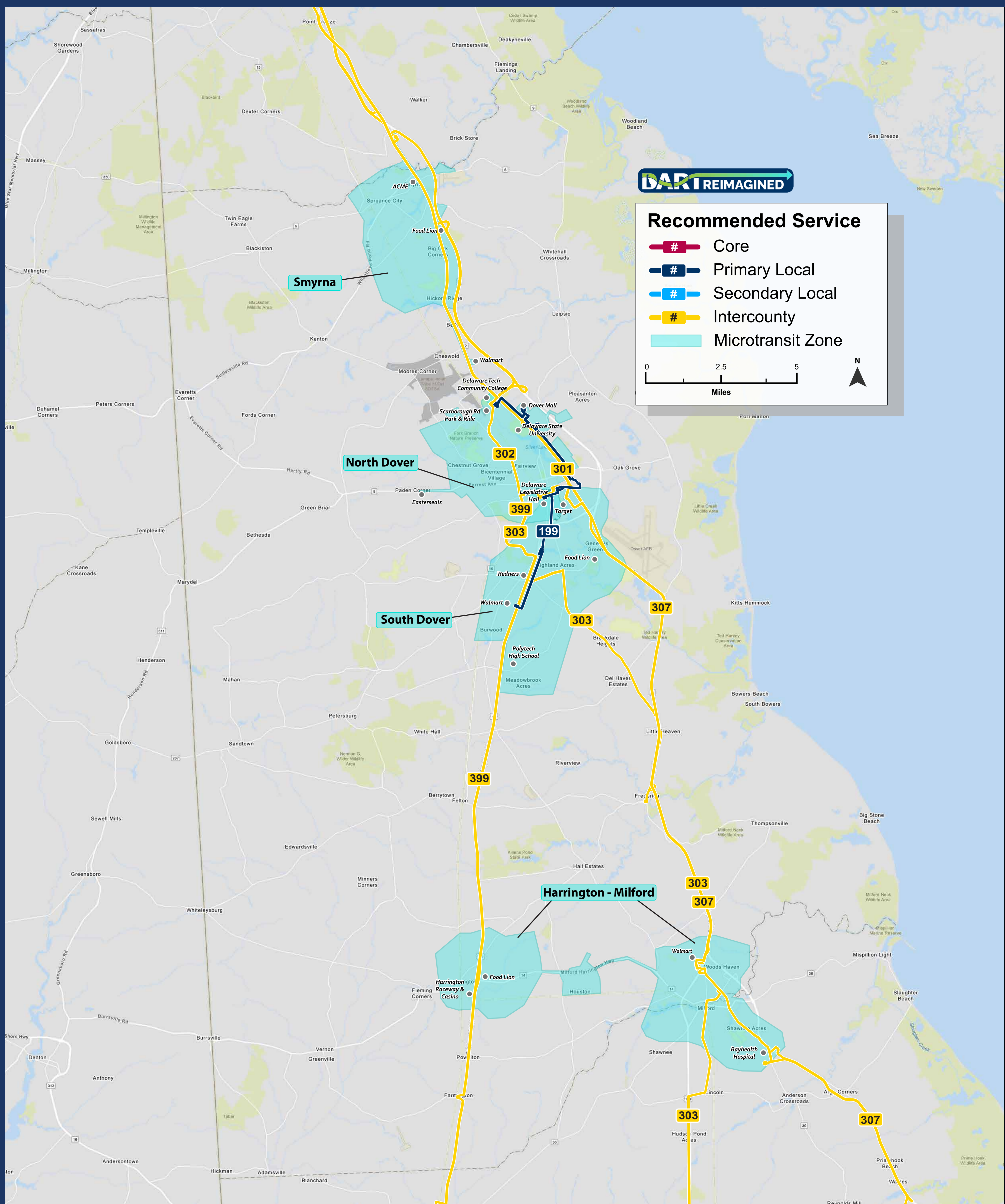
Sussex County Mobility Benefits

	Today	Proposed	Change (%)
Coverage within ¼ Mile of Route or Within Microtransit Zone			
Population	27,500	51,900	89%
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%
Low-Income Population	2,500	2,900	17%
Minority Population	2,500	3,000	21%

More people and jobs served by DART

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

Kent County Draft Network

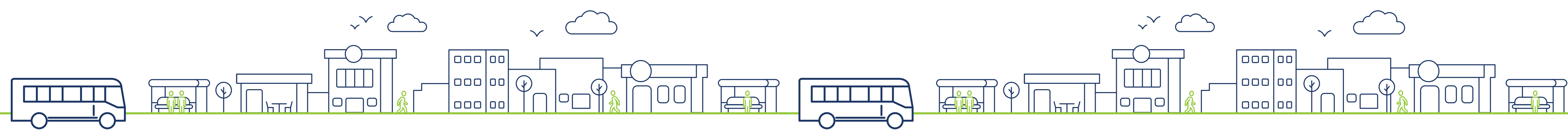


DART Reimagined Recommended Changes for Kent County

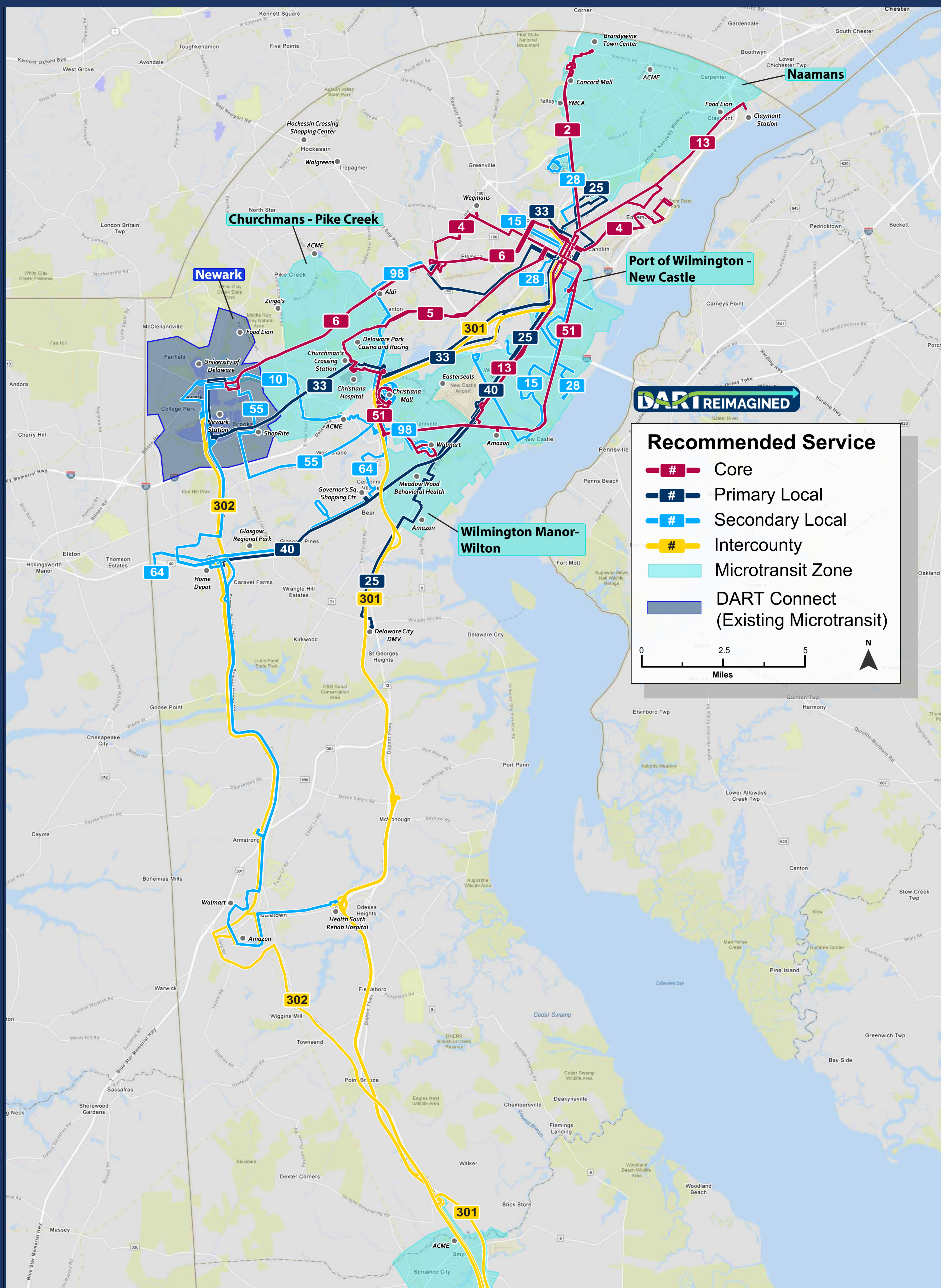
Route	Change
Replace with new local route & DART Connect microtransit service	
104	Replace with DART Connect South Dover and new Route 199 (averages 4.4 riders/trip)
109	Replace with revised DART Connect North Dover and new Route 199 (averages 3.7 riders/trip).
112	Replace with DART Connect North Dover and new Route 199 (averages 4.3 riders/trip).
Replace with new DART Connect Microtransit service	
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



New Castle County Draft Network



DART Reimagined Recommended Changes for New Castle County

Route	Change
Replace with revised or new routes	
8	Merge with Route 15.
14	Replace with revised Routes 15 and 28.
Replace with new DART Connect service	
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)
Discontinue routes	
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



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 10 to 20 minutes.



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



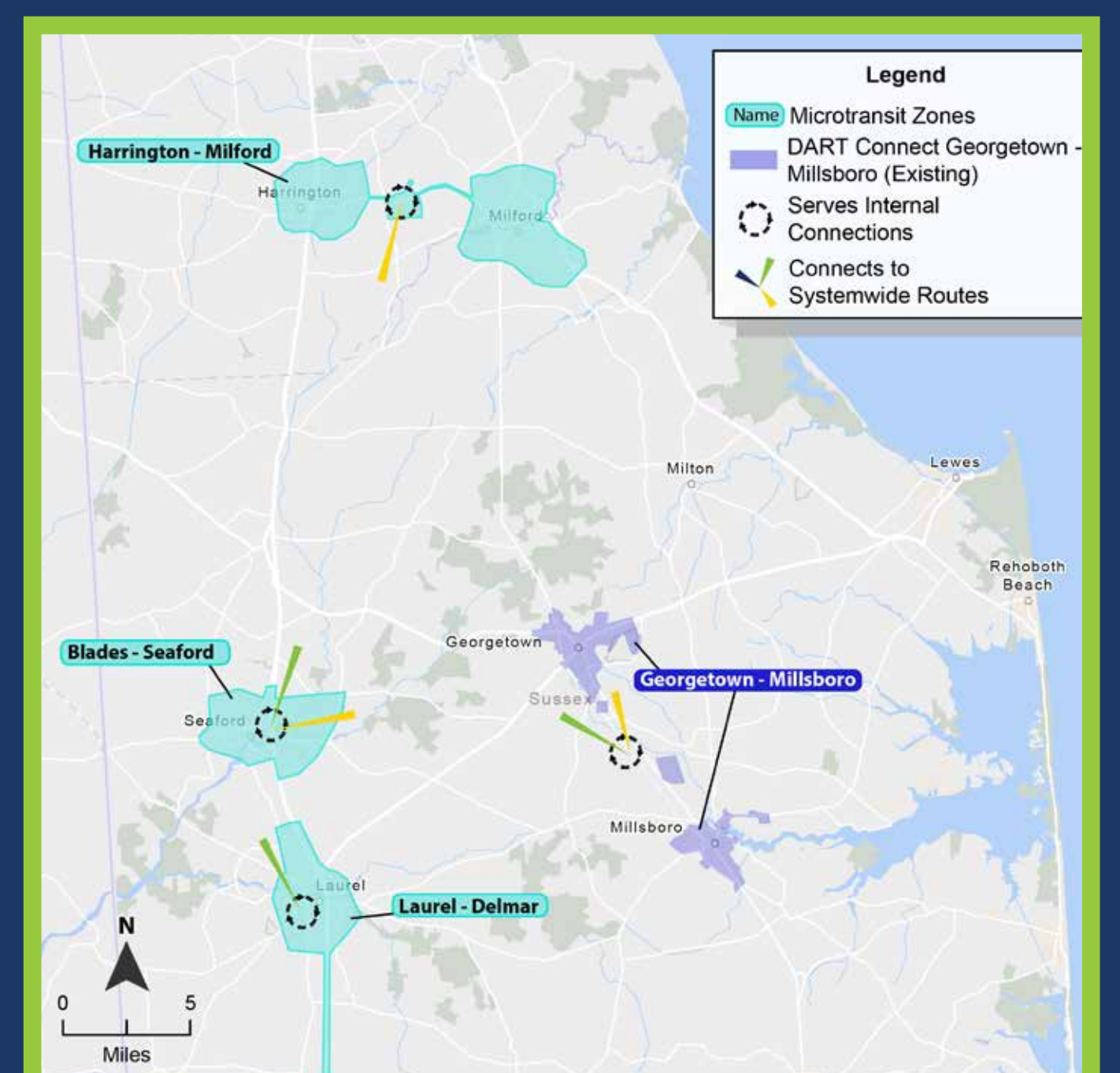
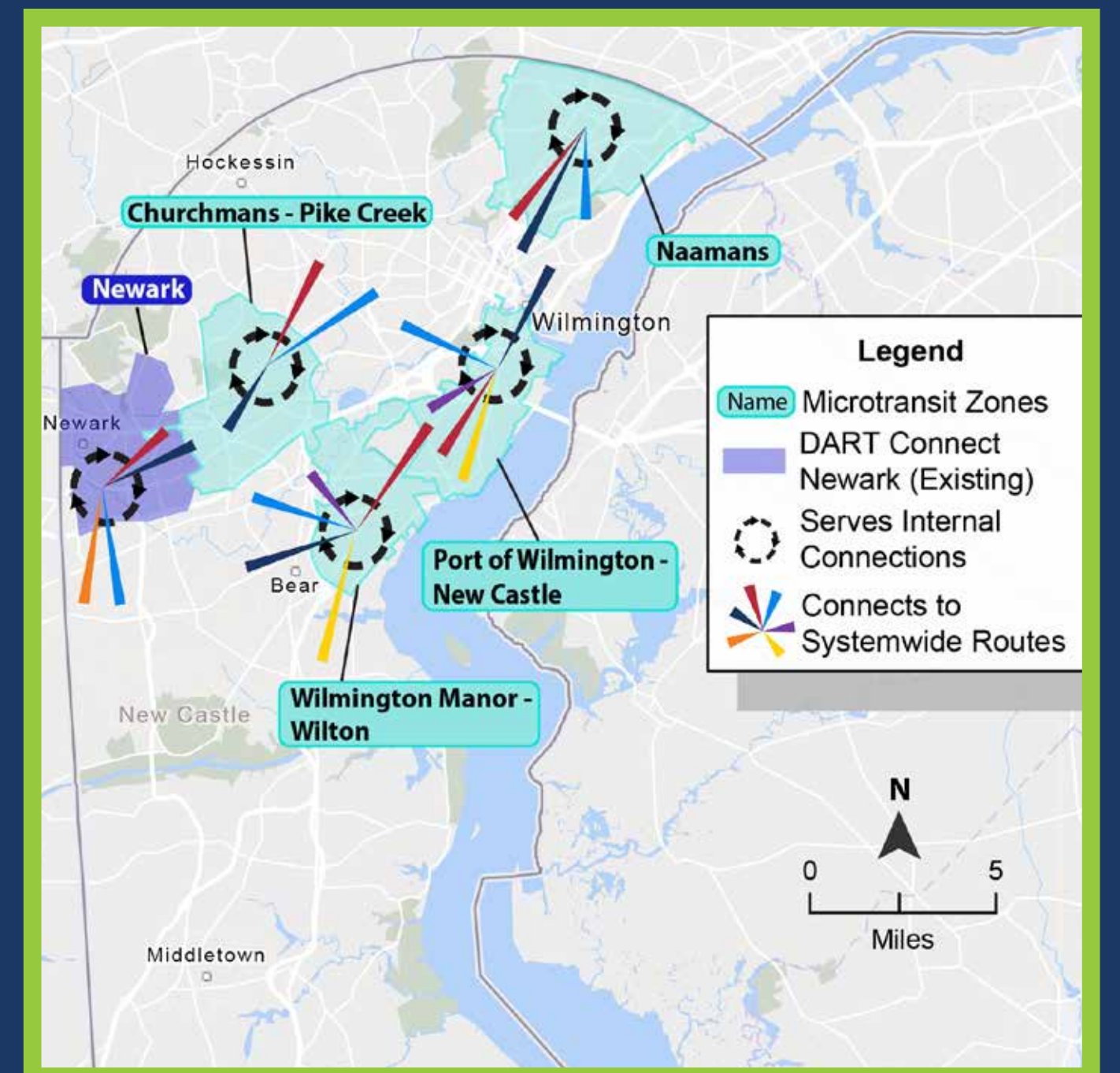
In some cases, you may be asked to walk to a virtual bus stop at a nearby intersection to catch a ride.



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



Trips will be provided using small buses or vans shared with other passengers.



WHAT IS DART CONNECT?

DART Connect is microtransit, which is a rideshare-like transit experience that uses smaller vehicles to provide bus service on-demand to customers. DART Connect offers customers more direct, convenient and frequent trips to dozens of new destinations.



IS DART CONNECT A NEW SERVICE?

No. DART Connect is currently available in Newark, Georgetown, and Millsboro. In DART Reimagined, we are proposing additional zones for DART Connect that provide local circulation and connections to systemwide routes.



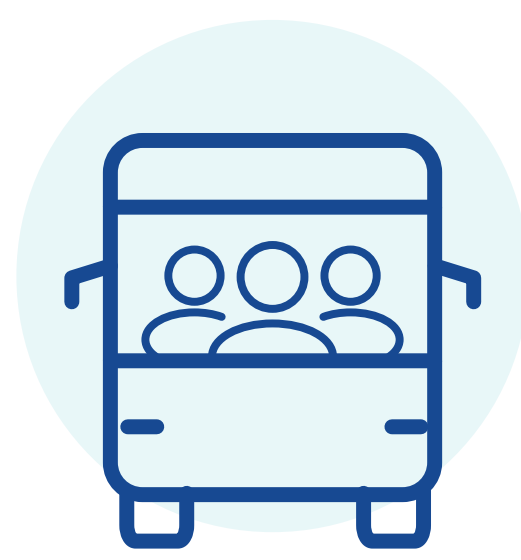
HOW MUCH DOES IT COST?

The cost to use DART Connect is the same as a DART Bus fare - \$2 general fares, \$1 student fares, \$0.80 reduced fares, and \$4 daily pass. Daily, 7-day, 30-day and 20 ride passes are also available for purchase. Fares can be paid using cash or the DART Pass app.



IS IT WHEELCHAIR ACCESSIBLE?

Yes, customers using a wheelchair will be picked up and dropped off as close to the customer's pickup and dropoff point as possible. Riders note the use of a wheelchair in the DART Connect app or when requesting a ride by phone.



WOULD THIS REPLACE PARATRANSIT?

No, paratransit would still exist the same way it does now! But many paratransit users may find DART Connect to be faster and easier to use for faster, easier and more cost-effective trips that don't require the extra services provided by paratransit.



CAN I BRING A BICYCLE?

Yes, DART Connect vehicles, like all DART buses, have bike racks on the front of the vehicle with space for two bikes.



WILL THE DRAFT NETWORK:

I don't know

• Connect more people to more places?

Needs improvement

It's getting there

Highly satisfied

• Make rides faster?

Needs improvement

It's getting there

Highly satisfied

• Operate the days/hours needed to access transit?

Needs improvement

It's getting there

Highly satisfied

• Make the service easier to understand?

Needs improvement

It's getting there

Highly satisfied

• Make rides more direct?

Needs improvement

It's getting there

Highly satisfied

• Improve mobility through microtransit?

Needs improvement

It's getting there

Highly satisfied



What would you do with \$100?



- More frequent bus service? Tell us which routes!

Light green rectangular area for input.

- Earlier or later service? Tell us which routes!

Light green rectangular area for input.

- More mid-day and weekend service throughout the network?

Light green rectangular area for input.

- I have another idea:

Light blue rectangular area for input.



Please leave a comment on the sticky notes provided!

