



## MEETING SUMMARY

### TAC Meeting #2 – Mobility in Motion: Update of Delaware’s Coordinated Plan

Wednesday, April 10, 2019

DelDOT Administration Building, Dover, DE

#### University of Delaware Institute for Public Administration (IPA) Project Team:

Julia O’Hanlon, Marcia Scott, Danielle Littmann, Sarah Franzini, Danielle Metcalfe

#### Delaware Transit Corporation (DTC) Project Team: Cathy Smith

#### List of Attendees:

<i>Name</i>	<i>Affiliation</i>
Alanna Drake	Nemours
Anna Lopez	Delaware Commission on Veterans’ Affairs (DCVA)
Beth A. MacDonald	Office of Preparedness
Blake Roberts	Elderly and Disabled Transit Advisory Committee (EDTAC)
Dave Gula	Wilmington Area Planning Council (WILMAPCO)
Elisabeth Scheneman	Department of Health and Social Services (DHSS)- Delaware Healthcare Commission
Erin Weaver	Division for the Visually Impaired
Gwinneth Kaminsky	City of Wilmington
Jackie Sullivan	Greater Lewes Community Village
Joy Cottongin	Salisbury-Wicomico MPO
Helen Wiles	Dover/Kent MPO
Laura Waterland	Community Legal Aid Society, Inc. (CLASI)
Owen Robatino	New Castle County Land Use
Todd Webb	Delaware Department of Transportation (DelDOT) Office of Civil Rights, Americans with Disabilities Act (ADA)
Wendy Strauss	Governor’s Advisory Council for Exceptional Citizens

## **Summary of Proceedings:**

### **I. Welcome and Introductions**

IPA's Julia O'Hanlon introduced the IPA team and asked participants to introduce themselves and their respective organizations. She acknowledged that Rideshare Delaware's website ([www.MobilityDE.org](http://www.MobilityDE.org)) has all materials from previous meetings and other relevant information for reference. Julia introduced a Review Document, covering topics discussed last meeting such as the role of TAC, the working definition of transportation-disadvantaged individuals, and the vision statement and goals of the coordinated plan. Julia asked all members to review the document and report any comments, ideas, or concerns to the IPA team.

Julia reiterated that the role of the TAC is to help the Delaware Transit Corporation (DTC) identify transportation gaps and barriers for the transportation-disadvantaged population in Delaware, and to pinpoint solutions and strategies to minimize these gaps.

DTC's Cathy Smith expanded on the role of the committee by acknowledging that DTC is looking for innovative pilots and programs. She said one of their biggest focus areas is on first- and last-mile connectivity to fixed-route transit stops and hubs. Ideas regarding multi-modal and other nontraditional forms of public transportation are also strongly encouraged.

IPA's Marcia Scott elaborated on opportunities to consider ideas beyond the traditional Section 5310 (capital) projects that offer vans for qualifying non-profit organizations (e.g., senior centers) that provide specialized transportation services for older adults and personal with disabilities. The goal is to build partnerships and leverage resources that are already available and/or identify new technology or pilot projects to test solutions. Section 5310 federal funding allows at least 55% to be allocated towards traditional projects such as vehicle procurement (vans and buses) and up to 45% can be towards non-traditional projects such as a one-call/one-click travel information portal/trip planning system or enhanced travel training. To reach populations outside of those traditionally funded by Section 5310 (older adults and individuals with disabilities), the goal of this group is to look at other ways to use non-traditional funding.

Julia acknowledged that each county or locality may look different and be facing different issues, but challenged the group to identify statewide common denominators. The IPA team examined other coordinated plans across the nation to identify ideas in terms of process. Using this examination and working alongside DTC, five different types of transportation gaps were selected as TAC focus areas. These areas include: Spatial Gaps, Temporal Gaps, System and Operation Gaps, Infrastructure Gaps, and Educational/Awareness Gaps. The goal is to hone in on specific mobility and transportation issues within these categories from each member's perspective, and then come together as a group to identify priority strategies within each gap-area to incorporate with DTC's goals moving forward.

## II. Group Facilitated Discussion

Prior to the meeting, TAC members were asked to RSVP and respond to a question on a Google form, “Based on your organization’s knowledge and/or experiences serving transportation-disadvantaged populations in Delaware, what is your sense of the transportation gaps and barriers?” This question was designed to prompt the facilitated discussion and interactive flip chart exercise on transportation gaps and barriers in Delaware. Julia explained and further defined the transportation gap-areas: Spatial Gaps, Temporal Gaps, System and Operation Gaps, Infrastructure Gaps, and Educational/Awareness Gaps. Each member was given ten minutes to individually process and brainstorm new perspectives on each transportation gap area that were different from their Google form responses.

Five flip charts, representing each transportation-gap area, were set up throughout the room. Each flip chart listed initial responses obtained through the Google form. TAC members were divided among five groups and rotated among the areas every five minutes to discuss and list new transportation gaps/barriers on each flip chart.

After the 25-minute flip-chart exercise, the group came back together as a whole. IPA staff summarized contents of each flip chart asked for input on “other gaps” that may not have been identified during the exercise. Using colored dots, TAC members voted on top transportation gaps/barriers listed on each flip chart. The following tables list the transportation gaps/barriers by category and respective number of “dot” votes by TAC members.

<b>Spatial Gaps</b>	
<b># Votes</b>	<b>Identified gaps/barriers</b>
<b>5</b>	Land use in Delaware is not conducive to transit - need more mixed-use, compact, walkable areas (and incentives to build these types of places)
<b>3</b>	Lack of mode connections/Too many bus transfers to get to destinations
<b>1</b>	Rural areas (Western Kent and Sussex) have greater issues accessing transportation
<b>1</b>	Need for extended service areas to bring transit connections closer to home
<b>1</b>	In rural communities, the quantity and diversity of bus routes are not adequate to meet the needs of the rural poor without transportation
<b>1</b>	Need for services close to healthcare facilities
<b>1</b>	Need access to destination-oriented recreation areas (e.g.,state parks, beaches, events)
<b>1</b>	Emergency evacuation - need for demand-response service options
<b>Temporal Gaps:</b>	
<b># Votes</b>	<b>Identified gaps/barriers</b>
<b>4</b>	More frequent transit service trips to add convenience

3	Need for loop on major roads
2	Schedules do not meet the needs of ridership
1	Need for expanded service hours for late-shift workers
1	Paratransit arrival window may not enable riders to get to doctor/health appointments or jobs on time
1	Paratransit scheduled arrival/pick-up windows are not dependable
1	Gap with families that may have kids with mobility devices who need to be evacuated during emergencies
<b>System and Operation Gaps:</b>	
3	Need for accessible rideshare services (e.g., Uber and Lyft)
3	Need for high-occupancy vehicle (HOV) or bus lane (a restricted traffic lane reserved for HOVs) to reduce traffic
1	LogistiCare (Medicaid transport) is not always reliable
1	Cost at \$4 to \$5 each way is prohibitive [for patients in need of medical transportation]
1	Drivers' lack of awareness of disabilities
1	Multiple transfers are necessary when crossing counties and service areas
1	Multiple modes may be necessary to help with scheduling
1	Low-income population is not eligible for paratransit
1	Addressing customer-service needs for families with young and/or special-needs kids. What are we missing? Why don't we see more families riding transit?
<b>Infrastructure Gaps:</b>	
3	Need better coordination and planning for new development - need more walkable areas with interconnected sidewalk networks/pathways and destinations
3	Need local government regulations (e.g., zoning) and policies to incentivize transit- and pedestrian-friendly development
2	Lack of pedestrian-friendly sidewalks, crosswalks, and infrastructure leading to/from transit stops and hubs (i.e., first- and last-mile accessibility)
2	ADA Title II entities (state and local government) have not conducted self assessments or developed transition plans to address non-compliant pedestrian facilities (e.g., sidewalks, curb ramps, bus stops, pedestrian push buttons, crosswalks)
1	Lack of well-lit transportation stops
1	New stops in Wilmington are inaccessible to elderly and people with disabilities
1	Private property owners and developers do not want on-site bus stops and services. Issues include concerns with liability concerns, which prevents owners from signing

	Memorandums of Agreements (MOAs or legal agreements that enable buses to stop in certain locations).
1	Lack of fixed-route bus shelters and amenities (e.g.. dispersed stops in Wilmington that lack basic amenities and provide poor access)
<b>Educational/Awareness Gaps:</b>	
7	Confusing and complicated bus schedule/lack of accessible materials in transit centers
3	One source of coordination for transit options (one-click/one-call travel information portal/trip planning system) instead of multiple websites visits to plan one trip
1	How are paratransit services communicating during Delaware “State of Emergencies”?
1	High schools should teach “transit system” as part of Drivers Ed.
1	DART App needs more publicity
<b>Other Gaps:</b>	
2	Local land use codes should provide transit access within developments

### III. Wrap-Up and Path Forward

- The next meeting is tentatively scheduled for Wednesday, June 12, 2019, at 10:00 am at the DelDOT Administration Building in Dover.
- For the next meeting, members are asked to think about their organization’s assets and how they can contribute to developing strategies that address the issues discussed during the second meeting.
- If there are any comments, questions or revisions to the definition of transportation-disadvantaged individuals or the coordinated plan’s mission statement and goals, do not hesitate to contact either Julia O’Hanlon ([jusmith@udel.edu](mailto:jusmith@udel.edu)) or Marcia Scott ([msscott@udel.edu](mailto:msscott@udel.edu)).
- TAC meeting summaries and information for future TAC meetings will be publicly available at [www.MobilityDE.org](http://www.MobilityDE.org).