



MEETING SUMMARY

TAC Meeting #3 – Mobility in Motion: Update of Delaware’s Coordinated Plan

Wednesday, June 12, 2019

DelDOT Administration Building, Dover, DE

IPA Project Team: Julia O’Hanlon, Marcia Scott, Sarah Mazzarella, Alexa Timmreck

DTC Project Team: Tremica Cherry-Wall, Kathy Maguire

List of Attendees:

<i>Name</i>	<i>Affiliation</i>
Alanna Drake	Nemours
Dave Gula	Wilmington Area Planning Council (WILMAPCO)
Owen Robantino	New Castle County
Wendy Strauss	Governor’s Advisory Council for Exceptional Citizens (GACEC)
Todd Webb	Delaware Department of Transportation (DelDOT) Office of Civil Rights, Americans with Disabilities Act (ADA)
Blake Roberts	Elderly and Disabled Transportation Advisory Committee (EDTAC)

Summary of Proceedings:

I. Welcome and Introductions

IPA’s Julia O’Hanlon asked participants to introduce themselves and their respective organizations. She acknowledged that Rideshare Delaware’s website (www.MobilityDE.org) contains all materials from previous meetings and other relevant information.

Julia summarized the April 10, 2019 meeting using a chart that displayed top transportation gaps/barriers voted on by TAC members. These areas include spatial, temporal, systems and operations, infrastructure and educational/awareness. The chart was presented using a power point presentation and can also be found in section II of the April 10, 2019 meeting summary. Julia also noted that the TAC committee developed an additional barrier/gap area, regulatory gaps.

Julia and Marcia Scott introduced a document to the group titled, “Mobility Best Practices Matrix.” This document describes some of the best mobility practices in Delaware and around the country. Another document was distributed to the TAC committee titled “Best Practices: Icons Key.” This document provided the names of symbols used in the “Mobility Best Practices Matrix,” to assist in identifying

policy goals met by each suggested practice. Julia strongly encouraged the TAC committee to use these documents as a guide to brainstorm possible mobility practices that could be implemented in Delaware. Both “Mobility Best Practices Matrix” and “Best Practices: Icons Key” are located on the website (rideshare.delaware.org).

II. Group Facilitated Discussion

Julia explained and further clarified the definition of each transportation gap/barrier area: Spatial Gaps, Temporal Gaps, System and Operation Gaps, Infrastructure Gaps, Educational/Awareness Gaps and Regulatory Gaps. A poster for each of the six gap areas were displayed around the room. Each poster contained a definition of the gap area as well as the two top barriers of each gap area. The top barriers were selected through two different means. The first barrier was selected by TAC committee members at the April 10, 2019 meeting. At the meeting, TAC committee members were asked to vote on what they believed to be the top transportation barrier for each gap/barrier area. The barrier with the highest number of committee votes appeared on today’s posters. The second barrier was selected through a needs assessment survey that was conducted in the fall of 2018.

Julia asked the TAC committee to provide ideas to overcome each top barrier and to provide insight as to how this idea could be implemented in Delaware, who should be a part of/responsible for the solution and roadblocks to implementation. She encouraged members to consider ideas provided by the “Mobility Best Practices Matrix” when providing feedback.

Due to a limited number of attendees, the committee discussed the top two barriers for each transportation gap area as a large group. This discussion was led by Julia while Marcia used the posters to record the committee’s thoughts.

See addendum to view responses.

III. Wrap-Up and Path Forward

The next meeting will be scheduled for September. Julia and Marcia will communicate the date, time and location as soon as it is confirmed. Julia will reach out to all TAC committee members to collect additional ideas and feedback.

For the next meeting, members are asked to look over the “Mobility Best Practices Matrix” and further brainstorm how these policies could be incorporated or modified to fit the needs of Delaware’s transportation system.

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) or Marcia Scott (msscott@udel.edu).

TAC meeting summaries and information for future TAC meetings will be publicly available at www.MobilityDE.org

Infrastructure Gaps: People will not be able to fully utilize transportation services if the infrastructure is too difficult to navigate, especially if they have special mobility or transportation needs. Infrastructure gaps are caused by limitations of the built environment. A lack of physical or technological infrastructure can prevent people from accessing needed transportation options.

Top Barrier	Idea(s)	How do we make this happen in Delaware?	Who & what entities (including your own) should be responsible & part of the solution?	What roadblocks exist to implementation?
Physical accessibility of transportation options is limited for people with disabilities	<p>Build new ADA accessible transit center in Wilmington</p> <p>Comprehensive development plan for corridor issues</p> <p>Improved advertisement for contact information of ADA coordinators in local municipalities. Advertise that coordinators can and should be called for infrastructure issues. Ex: cuts instead of curbs</p>	<p>Improved DART phone menu. Update it to include ADA coordinator contact info and give options on the voicemail to provide quick and streamlined access</p> <p>Updated training of division staff and ADA coordinators</p> <p>Prioritize infrastructure updates in high traffic areas</p>	<p>DelDOT</p> <p>DTC</p> <p>WILMAPCO</p>	<p>Funding</p> <p>Training</p> <p>Increased advertisement of where to go and who to speak to for ADA accessibility issues</p>

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Top Barrier	Idea(s)	How do we make this happen in Delaware?	Who & what entities (including your own) should be responsible & part of the solution?	What roadblocks exist to implementation?
<p>First- and last-mile transit connectivity</p>	<p>Ensure infrastructure complies with federal ADA standards. (curbs and ramps)</p> <p>Plan for more sidewalks</p> <p>More frequent paving of roads</p>	<p>More stringent requirements and pressure on both local governments and developers</p> <p>Require a maintenance plan for local municipalities, give grant/funding to areas who maintain</p> <p>Education and awareness on ADA standards for local governments</p> <p>Transportation plan remediation</p>	<p>The NCC has a prioritization process of where DelDOT provides assistance</p> <p>DelDOT partnerships with local governments and UDT2 center</p> <p>Municipalities need to play a greater role</p>	<p>The majority of the public is not complaining about ADA accessibility. Instead they are complaining about poorly paved roads and potholes. Therefore, this is not seen as a crucial issue to local municipalities and state government.</p> <p>Local governments fear they will lose development opportunities if regulations are too stringent.</p> <p>Maintaining agreements within municipal limits.</p>

		<p>Create sidewalk and bus stop maintenance plans in collaboration with municipalities</p> <p>3000 curb ramps that should have been updated in 2005, have not been remediated</p>		<p>Each municipality operates independently and differently</p> <p>Municipalities are not meeting Title 11 requirements and instead waiting for state entities (DeIDOT) to fix the issues</p> <p>Municipalities need assistance (UDT2 Center) on ADA regulations</p>
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Regulatory Gaps: State and local transit, transportation, and land-use policies, legislation, and ordinances that impact linkages between land-use and transportation plans.

Top Barrier	Idea(s)	How do we make this happen in Delaware?	Who & what entities (including your own) should be responsible & part of the solution?	What roadblocks exist to implementation?
<p>Disconnect between land-use plans & policies</p>	<p>Fund studies that will discover outcomes to make public transit more pedestrian friendly</p> <p>Land use reform</p> <p>Increased accessibility for bikers and pedestrians on corridors Ex: Kirkwood Highway and Concord Pike</p>	<p>Committee was unsure of potential solutions on this gap subject</p>	<p>MPOs can provide technical assistance if asked by local governments</p> <p>Comprehensive Development Plan to find assistance from MPOs</p>	<p>If this incentive is mandated, it will be less effective. Instead, provide incentives</p> <p>CCED had the intent to provide incentives, but it does not apply to most municipalities</p> <p>Planning disconnect results in greater reliance on paratransit</p>

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Top Barrier	Idea(s)	How do we make this happen in Delaware?	Who & what entities (including your own) should be responsible & part of the solution?	What roadblocks exist to implementation?
Need to plan for transit friendly communities	<p>Find better and easier ways to implement CC Empire District</p> <p>Mandate legislation and regulations apply to corridors</p>	<p>Pedestrian and bikeable friendly roadways</p> <p>Make routes more robust</p> <p>Increase the number of 55+ communities</p>	<p>State Legislature</p> <p>DelDOT</p> <p>WILMAPCO</p>	<p>Enterprise district legislation was developed to be residentially targeted</p> <p>This is not prioritized by the state</p> <p>Mixed-use areas already have individual transportation characteristics. It is difficult to connect unique areas by transit</p> <p>Pedestrian friendly roadways cannot be concentrated in a singular area. This does not solve the problem at large</p>

Temporal Gaps: For transportation to be accessible, services need to be provided at the times when people need them. Temporal gaps occur when transportation service is not available at times when it is needed by individuals with special transportation needs.

Top Barrier	Idea(s)	How do we make this happen in Delaware?	Who & what entities (including your own) should be responsible & part of the solution?	What roadblocks exist to implementation?
<p>More frequent transit service trips to add convenience</p>	<p>WILMAPCO study in Newark area to coordinate travel between DTC, UD and city-service providers to eliminate overlapping routes</p> <p>Offer shared rides on UD busses to public citizens</p>		<p>University of Delaware</p> <p>State of Delaware</p> <p>City of Newark</p> <p>WILMAPCO</p> <p>DART</p>	<p>Invest in transit to attract more than “choice riders”</p>

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Top Barrier	Idea(s)	How do we make this happen in Delaware?	Who & what entities (including your own) should be responsible & part of the solution?	What roadblocks exist to implementation?
<p>Connections between forms of transportation are poorly coordinated</p>	<p>SEPTA and DART partnership to update schedules at the same times throughout the year</p> <p>Improve timing of cross county connections</p> <p>Create a robust system: more trips will incentivize ridership</p>	<p>Improve DART and SEPTA communication</p>	<p>DTC</p> <p>DART</p> <p>SEPTA</p>	<p>Difficulty meeting route demands</p>

Systems & Operations Gaps: System and operations gaps are caused by the systemic barriers that people face to using *existing* transportation options. These gaps occur when people are unable to access transportation services due to operational policies. People also experience difficulty navigating transportation options if services are not coordinated across the entire public transportation network.

Top Barrier	Idea(s)	How do we make this happen in Delaware?	Who & what entities (including your own) should be responsible & part of the solution?	What roadblocks exist to implementation?
Need for ADA accessible vehicles within private “rideshare” services (e.g., Uber and Lyft)	Improved transportation broker contract with fleets and accessible vehicles	Private vehicles: give incentives for drivers to have ADA accessible vehicles (Ex: Delaware Express)		Driver incentives for private companies

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Top Barrier	Idea(s)	How do we make this happen in Delaware?	Who & what entities (including your own) should be responsible & part of the solution?	What roadblocks exist to implementation?
<p>Better coordination between transportation services, especially route connections</p>	<p>Improved communication between DART and SEPTA to align rider schedules</p> <p>Improved route management, easier connections north to south</p> <p>Improve intercounty coordination</p>	<p>Robust system</p> <p>Improve timing</p> <p>Get rid of trips that do not have high rider use</p>	<p>DART</p> <p>SEPTA</p>	<p>SEPTA and DART change their schedules twice a year but at different times</p> <p>Intercounty busses are trying to meet time demands across all counties</p>

Spatial Gaps: People experience spatial gaps when they are unable to use transportation services due to the geography of where services are provided. Spatial gaps occur in locations that are not served by transportation services, or are served minimally.

Top Barrier	Idea(s)	How do we make this happen in Delaware?	Who & what entities (including your own) should be responsible & part of the solution?	What roadblocks exist to implementation?
<p>Issues with travel to shops, medical/dental appointments, and social outings</p>	<p>Expand usage of the 5310 bus through senior centers</p> <p>Discount rides on Lyft/Uber or other partnership for senior citizens</p> <p>Create an app with ride service options</p>	<p>DTC partnership with Lyft/Uber to discount ride cost</p> <p>Expand FLEX</p>	<p>DeIDOT</p> <p>DTC</p> <p>Senior centers</p>	<p>Funding for Uber/Lyft rides and app</p> <p>Reaching those who do not have internet access</p> <p>Difficult to get 5310 bus application approved by the state</p>

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Top Barrier	Idea(s)	How do we make this happen in Delaware?	Who & what entities (including your own) should be responsible & part of the solution?	What roadblocks exist to implementation?
Expanded services across counties and to rural areas	Expand FLEX to other counties Switching 25% of Paratransit riders to FLEX will save a lot of funding	Expand advertising efforts on FLEX Create a system that mixes paratransit and FLEX transportation for individuals. (Trip-by-Trip eligibility) Extend bus routes in places with high rider volume and terminate routes in rural areas with low rider volume Veterans ride free or discounted where routes run (Kansas City)	DTC VA Hospital	Citizens who use Paratransit may have difficulty transitioning to FLEX Transition and expansion of FLEX requires more staff, training and funding Marketing that FLEX is a faster and more convenient option for riders

Educational/Awareness Gaps: Learning how to access and utilize transportation options can be challenging for individuals unfamiliar with all transportation programs and services. Gaps in awareness occur when individual riders and social service agencies are not fully informed of available transportation options. While awareness gaps can take many forms, they all stem from a lack of information.

Top Barrier	Idea(s)	How do we make this happen in Delaware?	Who & what entities (including your own) should be responsible & part of the solution?	What roadblocks exist to implementation?
<p>Confusing and complicated bus schedule/lack of materials in transit centers</p> <p>(The TAC committee believes this is two separate issues)</p>	<p>Better Inventory of materials by DART partners</p> <p>Better dissemination of materials by DART and DART partners</p> <p>Develop access to a print schedule that shows riders all the stops on a route</p> <p>Teach students how to use DART in schools and Driver’s Education</p>	<p>Create an educational “How to Ride” video for students and public on DART and public transit</p> <p>Focus on specific groups of commuters and assist them in figuring out which bus stop is the most convenient and safest. This could help prevent commuters from crossing busy roadways. (Ex: Deltech students, DeIDOT commuter employees)</p> <p>Movelt partnership with DeIDOT</p>	<p>GAECC can update the current educational video, but funding is needed from DeIDOT</p> <p>DART and partner organizations</p> <p>Schools (for transportation training)</p> <p>Transportation committee in the House and Senate (update archaic laws)</p>	<p>Funding for educational resources</p> <p>With every service change, new schedules need to be shared</p> <p>Difficult to update paper schedules regularly for those who do not use the internet.</p> <p>Funding for paper schedules that are more complete</p>

		<p>Meet with House and Senate leadership team in early January to put this on their radar for legislative agenda</p>	<p>House and Senate Education committee (create school transportation curriculum)</p> <p>Delaware Department of Education (DOE)</p> <p>GAC organizations responsible for the Delaware Disability Hub</p>	<p>Communication between DART and DART partners for routine inventory of materials and dissemination</p> <p>House and Senate Education committee</p> <p>Partnership with the DOE for training</p> <p>GAECC funding for DeIDOT to update the video</p>
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<p>More information about transit options and transit planning technology is needed</p>	<p>Create a DART app with a mapping system</p> <p>Educational video tutorial for travel planning on DART app</p>	<p>Partner with the Moveit app</p> <p>Create an accessibility app</p> <p>Additional and updated training for DART drivers</p> <p>Invest in updating DART travel training to include “How to Ride” information</p> <p>The current video needs to be updated</p>	<p>DART drivers being informed on current and updated practices to serve as ambassadors to the commuter community</p> <p>DTC</p> <p>DeIDOT</p> <p>House and Senate Land use and Infrastructure committee</p> <p>GAECC</p>	<p>Funding - DART needs a larger budget</p> <p>Funding for app under DeIDOT technologies and innovations sector</p> <p>GAECC funding to DeIDOT to update video</p>