



It's Time to Rethink How We Do Transit

*We welcome your input in
redesigning a “right fit” transit
system that is both effective and
sustainable for years to come.*

Transit in the First State

The Delaware Transit Corporation (DTC) is the agency responsible for operating DART First State.

DART's three major services are fixed route bus, Americans with Disabilities Act (ADA) paratransit and commuter rail.

At DTC, we understand the importance of a safe, convenient and efficient public transportation system. Public transit connects us with the places we want to go while giving us independence, flexibility and the ability to live, work and play in communities throughout the First State.

We want to improve DART transit services to create more convenient transportation options for all Delawareans.

DART Facts

- 70 total routes
 - 44 New Castle County
 - 14 Kent County
 - 2 Sussex County / 8 resort (seasonal)
 - 2 Intercounty
- Fiscal Year 2012 Ridership
 - 12.8 million trips systemwide
 - 10.6 million fixed route bus trips
 - Nearly 1 million paratransit trips
 - 1.2 million SEPTA Delaware train trips
- Over 500 revenue vehicles
- Over 900 employees
- 3 operating unions
- 4 operating facilities
- 2 administrative offices



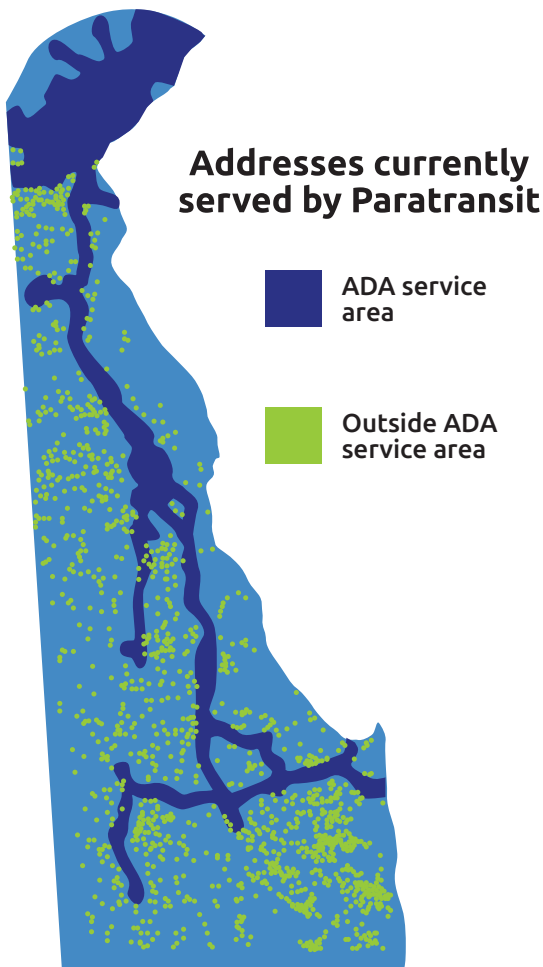
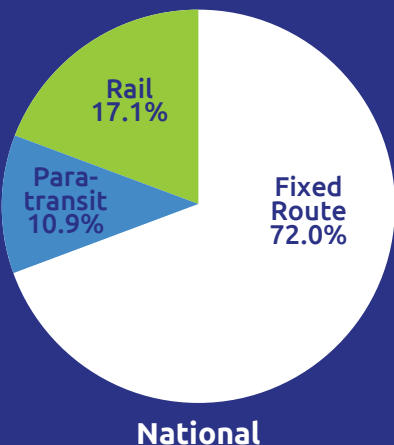
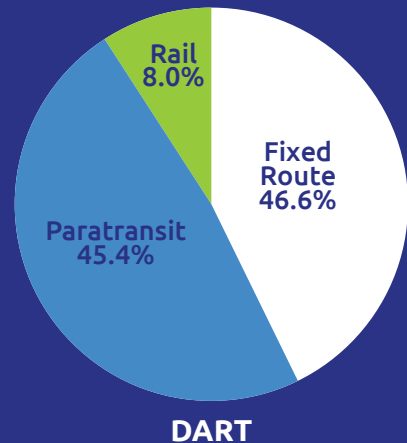
What is ADA Paratransit?

The Americans with Disabilities Act (ADA) ensures individuals with disabilities comparable transportation within ¾ mile of a local fixed route, if they are unable to use the fixed route service independently. Currently, DART provides paratransit service to disabled individuals statewide, regardless of location. Many of these service requests come from areas outside ADA established corridors.

How Does Delaware Compare Nationally?

The amount Delaware spends on paratransit services vs. fixed route service is reversed in comparison to national averages. Currently, DART offers paratransit service that far exceeds Federal requirements and is not delivered consistently. Nationally, transit systems spend an average of 10.9% of their budget on paratransit. In Delaware, 45.4% of DART's budget is spent on paratransit. This service model is not sustainable and can ultimately jeopardize transit service for all customers statewide.

DART Expenditures vs. National Average



The Challenges Facing Our Current Transit System

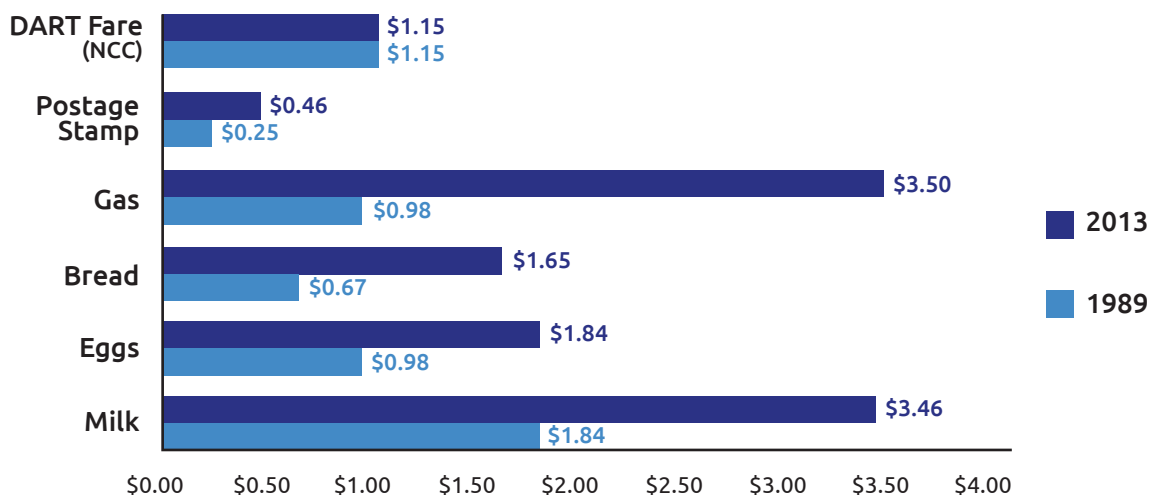
Need for New or Expanded Services

Over the past several years, the demand for both DART's bus and paratransit services in Delaware has continually increased. This ongoing demand has caused service challenges contributing to decreased performance and the inability to expand services. Proposals for new or expanded fixed route services have been delayed for several years due to lack of funds.

Constrained Resources

DTC has maintained the same fare rates in New Castle County that were in place back in 1989 without an increase in 24 years. Over that same period the cost of most other commodities and services has doubled and in many cases tripled. This has placed an additional burden on maintaining quality service while adjusting to new and growing demands.

Price Comparison Chart (1989 vs. 2013)



What is DTC Doing to Provide Quality Public Transportation That Makes the Best Use of Every Public Dollar?

Examining the productivity and cost effectiveness of our Corporation is important as we look to the future. In 2012, DTC implemented a performance management program designed to identify where we need to improve performance, increase efficiency and

reduce costs. Through continued measuring and monitoring, we are identifying savings based on cost and service inefficiencies that can be used to expand transit options and services, providing a more effective and improved transit system.



Providing Good Paratransit Service at a Reasonable Cost

DTC, like transit agencies across the country, has been affected by the rising costs of paratransit service. Because paratransit typically carries 1-2 passengers per trip compared to a regular bus that could carry 30 or more passengers, costs for paratransit are even greater than for fixed route bus service. That means that one of DTC's biggest challenges is providing good paratransit service while keeping costs reasonable. We can no longer afford our current policy of serving customers regardless of location, travel time or capacity demands, and it jeopardizes our ability to comply with federal ADA requirements.

While we realize that we can't continue providing service without limitations, we understand how important paratransit is to many people. It isn't fair to discontinue service in some

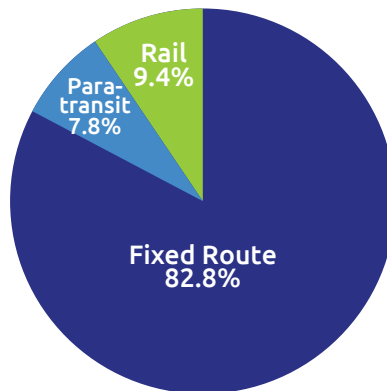
areas and leave a large population without adequate mobility and transportation options. We need to work with customers on plans to redesign services, expand options and improve performance.

There must be a division of the current statewide paratransit model into two distinct and separate services. The first is to deliver the federally-required ADA paratransit service. The second is to provide transportation service to individuals who live or travel outside the zones where ADA paratransit service is required. Service guidelines regarding trips provided outside the ADA zones must be collaboratively discussed. The priorities of our riders, leaders and community stakeholders will play a critical role in our future plans.

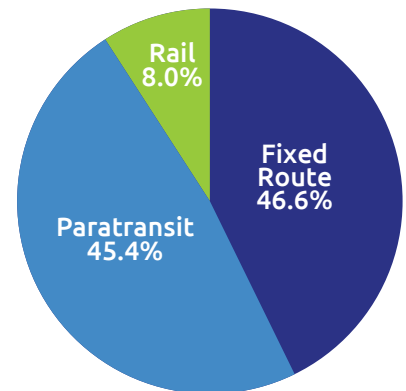
Need to Allocate Budget in Proportion to Ridership

Nationally, transit agencies spend almost three-quarters of their budget on fixed route transit which corresponds directly to their ridership. In Delaware, fixed route bus service makes up 82.8% of the ridership, using 46.6% of the budget. Conversely, traditional paratransit's 7.8% ridership takes up 45.4% of the budget. Innovative options must be developed to provide transportation alternatives at a lower cost.

DART Ridership vs. Expense



Ridership



Expense

Redesigning a “Right Fit” Transit System

We are committed to improving the quality and efficiency of DART services, and we need meaningful input from the public to do that. From our perspective, here are some options we can consider:

- Expand service hours and service areas, and offer more frequent service, to provide better access to jobs, shopping, school and other destinations
- Create alternatives to meet transit demands where there are no fixed route buses now
- Improve performance and rider satisfaction by following federal paratransit regulations
- Strengthen the paratransit eligibility process to ensure fair access
- Enhance the travel training program to help riders travel more independently

DTC must also look at fares. The base bus fare in New Castle County, \$1.15, has not increased since 1989. Kent County and Sussex County fares are only \$1.00. DART's bus service is much less expensive than other nearby cities, and our fares don't begin to cover our costs for vehicles, maintenance and fuel. Our labor costs have also increased 73% over that time. To be good stewards of public funds, we need to cover more of our costs.

So, we want to work with you...the rider, the caregiver, the community, the service agency, the public...to come up with ideas that will help improve public transportation for all. DART is your service and we are committed to improving the ride for all transit customers.



Delaware Fares Compared to Surrounding Areas

Location	Bus Fare	Paratransit Fare
Delaware	\$1.00 in Kent & Sussex Counties \$1.15 in New Castle County	\$2.00
Philadelphia, PA	\$2.25	\$4.00
New Jersey	\$1.50 - \$3.80	Varies based on Zones
Washington, D.C.	\$1.80	\$3.60 - \$7.00
York, PA	\$1.50 - \$2.00	\$2.00 - \$4.00
Harrisburg, PA	\$1.75 - \$2.35	\$3.50 - \$5.90
Pittsburgh, PA	\$2.50 - \$3.75	\$3.15 - \$5.00

Where Do We Go From Here?

To meet these challenges, DTC is exploring every option in order to establish a “right fit” transit system that can meet the needs of its customers while operating within a realistic framework that can be maintained over the long haul and expanded in response to growing demand.

This is where you can help. DTC is looking to work cooperatively with customers, officials, stakeholders and other Delaware citizens in order to set goals and define reforms that will enable us to develop a sustainable transit service that works for everyone.

Contact Us

Interested individuals may provide comments by mail to:

DART Right Fit Transit
900 Public Safety Boulevard
Dover, DE 19901

1-800-652-DART (3278), option 2

RightFitTransit@state.de.us

www.DartFirstState.com

