



STATE OF DELAWARE  
STATE COUNCIL FOR PERSONS WITH DISABILITIES  
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MEMORANDUM

DATE: October 28, 2013

TO: Members of the Joint Finance Committee  
Mr. Rich Paprcka, Acting Executive Director, DTC  
Mr. Shailen Bhatt, Cabinet Secretary, DelDOT

FROM: Daniese McMullin-Powell, Chairperson  
State Council for Persons with Disabilities

RE: DART Transit Redesign Plan Proposal

I write on behalf of the State Council for Persons with Disabilities (SCPD) as follow-up to Council's October 11<sup>th</sup> letter (attached) regarding the DART Transit Redesign Plan Proposal. SCPD has the following observations.

First, DART was to provide a "detailed plan" regarding its intended changes to the Transit system. The document provided (attached) is simply an outline without specifics regarding implementation of model changes regarding "ADA/Non-ADA Service Delineation" other areas listed in the proposal. Indeed, the October 21, 2013 News Journal article (attached) states "(those) non-ADA riders would possibly be served by a DART paratransit bus or some other form of public or private transit.....". DART appears to not even know how it will implement the proposed changes. It is not possible to provide informed comments based on this "skeleton" summary.

Second, DART did provide notices of the public hearings (attached) in the legal notices section of the News Journal and Delaware State News 20 days prior to the public hearing. While this process meets the requirements of the 2 Del.C. §1309(28)b.1., "burying" them in the legal notices section of the newspaper is certainly not transparent. In addition, DART may have violated the same section of the Delaware Code which requires the entity to direct "those interested to the location where the details of the proposals can be reviewed". The proposal was not available in all the locations stated in the legal notice 20 days in advance or even by the published October 15<sup>th</sup> date.

Third, query how people are going to maintain employment outside the mandated ADA service

area given that the redesign proposes to implement a system that is not demand responsive and is prioritized. The October 21, 2013 News Journal article states “”transit outside the federally mandated zone also wouldn’t be operated on an “on-demand” basis, Paprcka said. Rather, travel time would be offered to customers based on availability of space at the requested time, he said.” The transit redesign directly conflicts with Governor Markell’s initiative to enhance employment opportunities for people with disabilities.

Fourth, SCPD questions whether the entire fixed route system is accessible (e.g. accessible routes, bus stops) which would be required to implement some of the outlined changes to the transit system.

Finally, SCPD believes the roll out of the proposed transit redesign is completely flawed given the lack of specifics and poor communication resulting in a belief in the disability community that changes are already “set in stone” regardless of communicating concerns at the upcoming public hearings. Having said that, the concerns listed in Council’s October 11<sup>th</sup> letter remain apt.

Thank you for your consideration.

cc: Mr. John McNeal  
Ms. Laura Waterland, Esq.  
Mr. Brian Posey  
Mr. Lloyd Schmitz  
Governor’s Advisory Council for Exceptional Citizens  
Developmental Disabilities Council

P&l/policy/dtc paratransit changes 10-11-13



October 21, 2013

## Delaware Transit Corp. proposes 'redesign'

In an attempt to reign in escalating costs, Delaware's state transit agency is proposing a system "redesign" that includes doubling most bus and paratransit fares over two years; expanding bus routes; and implementing a new model for paratransit.

Next week, the Delaware Transit Corp. – a division of the Department of Transportation – starts a series of four public hearings collecting public input on the [http://www.dartfirststate.com/information/getting\\_there/public\\_hearings/public\\_hearing.pdf](http://www.dartfirststate.com/information/getting_there/public_hearings/public_hearing.pdf) transit redesign. Comments will be accepted in writing through Nov. 15. The state last made significant adjustments to bus and paratransit fares 25 years ago.

Under the proposal, fares for fixed-route bus service in New Castle County would increase by 74 percent over two years from \$1.15 to \$2. Fixed-route fares would double in Kent and Sussex counties, also over two years, from \$1 to \$2 a trip.

The redesign also calls for doubling paratransit fares over two years from \$2 a trip to \$4 a trip – again to recover the large expense of the program, whose costs have gone up 233 percent since 2000, said Transportation Secretary Shailen Bhatt.

DTC proposes scaling back the scope of Delaware's paratransit program that for years has operated over capacity providing door-to-door, on-demand service to riders anywhere in the state, said Rich Paprcka, DTC's acting executive director.

A paratransit rider currently pays a \$4 fare for a round trip that costs the state an average \$92, according to DTC.

Eligible paratransit riders will still qualify if they can't take a regular bus due to a disability; however, paratransit trips under the new model would be defined as those trips beginning and ending within  $\frac{3}{4}$  mile of local fixed-route services, as mandated by the federal Americans with Disabilities Act.

Those Delawareans traveling outside the federally mandated zone – who make up 37 percent of paratransit trips – will still have a ride, but that service will cost them more, Paprcka said. Trips outside the  $\frac{3}{4}$ -mile zone would cost \$6 starting March 2 and increase to \$7 a trip in 2015.

Those non-ADA riders would possibly be served by a DART paratransit bus or some other form of public or private transit, such as subsidized taxis, vans or transport operated by nonprofit agencies, officials said.

Transit outside the federally mandated zone also wouldn't be operated on an "on-demand" basis, Paprcka said. Rather, travel times would be offered to customers based on availability of space at the requested time, he said.

Bhatt pledged that all money saved through the redesign will be pumped back into the transit system, mostly to expand fixed-route bus service. The second phase of the initiative would introduce year-round fixed-route service in Sussex County, which has none, Bhatt said.

Fixed-route bus services in New Castle and Kent counties would expand in January. For instance, all weekday service in Kent would run three hours later in the evenings, until 9 p.m.

In New Castle County, Sunday service would be added to serve the U.S. 40 corridor and Sunday hours would be extended two hours, to 8 p.m., on Del. 1, 2, 4, 5, 6, 15, 22 and 24, among other changes.

Taxpayers last year subsidized the transit system by more than \$80 million. For years, officials have commissioned studies advising how best to sustain operations while bringing costs under control.

Nationally, transit systems on average spend 11 percent of their budgets on paratransit. In Delaware, it consumes 45 percent of DTC's budget, even though paratransit represents just 8 percent of total ridership, according to state figures. Bhatt would ultimately like to see it at 25 percent of DTC's budget, he said.

## Public hearings on transit redesign

The Delaware Transit Corporation will conduct four public hearings through Nov. 6 to gather comments its proposed

[http://www.dartfirststate.com/information/getting\\_there/public\\_hearings/public\\_hearing.pdf](http://www.dartfirststate.com/information/getting_there/public_hearings/public_hearing.pdf) alt="" title="" target="\_blank">Transit Redesign Plan. Each will take place from 4 to 7 p.m.:

- Oct. 29 at the Wilmington Doubletree Hotel, 700 King St., Wilmington
- Oct. 30 at Delaware Technical Community College, 100 Campus Drive, Dover
- Nov. 5 at the Cheer Community Center, 20520 Sand Hill Road, Georgetown
- Nov. 6 at the Embassy Suites, 654 S. College Ave., Newark

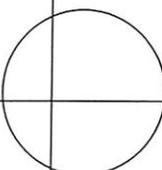
Attendees may view the proposal from 4 to 5:30 p.m., ask questions of staff and give private testimony to the hearing reporter. From 5:30 to 7 p.m., staff will give an overview of the proposal, followed by an opportunity to provide public testimony.

The proposal is available online at <http://www.dartfirststate.com/> alt="" title="" target="\_blank">[www.DartFirstState.com](http://www.DartFirstState.com) and for public review at most libraries, state service centers and at the reception desks of DART First State offices and the DeIDOT Administration Building in Dover.

Comments may be submitted through Nov. 15 to [RightFitTransit@state.de.us](mailto:RightFitTransit@state.de.us) alt="" title="" target="\_blank">[RightFitTransit@state.de.us](mailto:RightFitTransit@state.de.us) or to P.O. Box 1670, Wilmington, DE 19899-1670, or online at <http://www.dartfirststate.com/publichearing> alt="" title="" target="\_blank">[www.DartFirstState.com/publichearing](http://www.DartFirstState.com/publichearing).

Persons with hearing disabilities who need interpreters at the public hearings should contact DTC at least a week in advance at (800) 652-3278, option 2, or in writing at the P.O. Box listed above.

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# Notice of Public Hearing Workshops

Delaware Transit Corporation will conduct four Public Hearing Workshops to obtain comments on DART's proposed Transit Redesign Plan, which will expand and improve transportation services for all Delawareans. The proposed Plan includes fixed route bus service expansion, paratransit service model changes, and a fare increase.

**Tuesday, October 29**

**4 PM to 7 PM**

Wilmington DoubleTree Hotel  
700 King Street, Wilmington 19801

**Wednesday, October 30**

**4 PM to 7 PM**

Delaware Technical Community College  
100 Campus Drive – Bldg. 400, Dover 19904

**Tuesday, November 5**

**4 PM to 7 PM**

Cheer Community Center  
20520 Sand Hill Road, Georgetown 19947

**Wednesday, November 6**

**4 PM to 7 PM**

Embassy Suites  
654 S. College Avenue, Newark 19713

Beginning October 18, the complete, detailed proposal is available for public review at most libraries, state service centers and at the reception desks of DART First State offices and the DelDOT Administration Building in Dover, and online at [www.DartFirstState.com](http://www.DartFirstState.com).

The hearing workshops will be held in two parts. Anytime from 4 PM to 5:30 PM, attendees can review the proposal, maps and other educational boards, interact and ask questions of staff, and provide private testimony to the hearing reporter. From 5:30 PM to 7 PM, there will be an overview of the proposal followed by an opportunity to provide public testimony. People unable to attend may send their comments to:

DART First State Public Hearing  
P.O. Box 1670  
Wilmington, DE 19899-1670

Comments can also be emailed through DART's website at [www.DartFirstState.com/publichearing](http://www.DartFirstState.com/publichearing). All written and emailed comments must be received by November 15, 2013.

Persons having hearing disabilities who need interpreters should contact the Delaware Transit Corporation one week in advance by calling 1-800-652-DART (3278), option 2 or in writing at the address previously provided for public hearing comments.

The Delaware Transit Corporation has the legal authority in Delaware for initiating public transit service changes as defined in Title 2 Chapter 13 section 1309 of the Delaware Code.

-see reverse-

For information, call 1-800-652-DART or visit [DartFirstState.com](http://DartFirstState.com)



# DART Transit Redesign Plan Proposal

## Proposed Fixed Route Service Expansions and Changes to become effective Sunday, January 19, 2014:

### **New Castle County:**

#### **Service Expansions**

- Add Sunday service to Route 40 operating hourly from 9 AM to 8 PM serving US 40, Bear, Glasgow area.
- Extend Sunday service hours from 6 PM to 8 PM on Routes 1, 2, 4, 5, 6, 15, 22, 24.
- Route 1 – two existing trips would be extended into Bellevue Corporate Center
- Route 6 – the last roundtrip would be extended into Prices Corner Park & Ride.
- Route 22 – nine trips would serve the New Castle Airport Terminal on the way into Wilmington
- Route 32 – Wilmington Trolley would be extended to serve the Riverfront, Delaware Ave. at Jefferson St., no longer serving stops at Amtrak Station or 13<sup>th</sup> St. at Market St. Service hours would be changed to 10:45 AM to 10:45 PM, operating every 20 minutes.
- Route 55 – route would be extended to serve Marrows Rd. between Wyoming Rd. and Chestnut Hill Rd.

#### **Service Changes**

- Minor time changes on Routes 1, 2, 4, 5, 6, 10, 11, 12, 15, 19, 22, 23, 25, 28, 32, 33, 34, 35, 38, 43, 55.
- Route 10 – five trips would no longer serve Greenville/Centreville, short-turning at Rising Sun Lane.
- Route 25 – would no longer serve Quigley Blvd. due to low ridership.

### **Kent County:**

#### **Service Expansions**

- All weekday service would be extended three hours to 9 PM.

### **Intercounty:**

- Route 301 – Five local evening trips between Smyrna and Dover would operate on DE Route 1 instead of US 13. By extending Kent County's weekday service until 9 PM, Route 120 would serve Governors Avenue replacing the three northbound and two southbound trips currently operated by Route 301.

## Proposed Paratransit Service Model Changes to become effective beginning March 2, 2014:

(While paratransit changes below are not required to go through public hearing process, comments will be accepted):

- ADA/Non-ADA Service Delineation – ADA requires that paratransit service be provided within ¼ mile corridors of local fixed route service. Delineating the required ADA service from other demand response services would allow DTC to implement alternative service parameters and more effectively utilize resources.
- Trip Negotiation for ADA Service - ADA allows for 60 minute negotiation before or after the requested time; thereby spreading the demand and allowing for improved efficiencies.
- Non-ADA Demand Response Service – Travel times will be offered to customers based on availability of space at time requested.
- Implement Conditional Eligibility – ADA allows riders who are unable to use fixed route for some of their trips to be given conditional eligibility.
- Enhance eligibility process by requiring all applicants to participate in a standardized certification and recertification process.
- Implement a senior ride program in Kent and Sussex Counties (65 years of age and older).
- Enhance travel training program and outreach to encourage individuals to use fixed route bus service, thereby increasing mobility options, flexibility and independence.
- Modify/Enforce No Show Policy – eliminate the clause that exempts medical trips and enforce the number of times a rider can reserve a ride and not be ready and available at the agreed pick-up time.

## Proposed Fare Changes Specific to each Service

### FIXED ROUTE

Fare Type	Current Rate	Proposed Rate Year 1 <i>Effective January 19, 2014</i>	Proposed Rate Year 2 <i>Effective January, 2015</i>
Cash Fare			
1 zone New Castle County*	\$1.15	\$1.50	\$2.00
1 zone Kent, Sussex & Resort	\$1.00	\$1.50	\$2.00
Reduced Fare			
1 zone New Castle County*	\$0.45	\$0.60	\$0.80
1 zone Kent, Sussex & Resort	\$0.40	\$0.60	\$0.80
Daily Pass			
1 zone New Castle County*	\$2.40	\$3.15	\$4.20
1 zone Kent, Sussex & Resort	\$2.10	\$3.15	\$4.20
Special Fares (Rts. 62, 63, 64)	\$0.25	\$1.00	\$1.00
Rt. 32 Wilmington Trolley	\$1.15	\$1.00	\$1.00

\*Route 45 spans 2 zones in New Castle County; fare is rate per zone.

### INTERCOUNTY Routes 301 & 305

Fare Type	Current Rate	Proposed Rate Year 1 <i>Effective January 19, 2014</i>	Proposed Rate Year 2 <i>Effective January, 2015</i>
Cash Fare			
1 zone	\$1.50	\$2.00	\$2.60
2 zone	\$3.00	\$4.00	\$5.20
3 zone	\$4.50	\$6.00	\$7.80
4 zone	\$6.00	\$8.00	\$10.40
5 zone	\$7.50	\$10.00	\$13.00
Reduced Fare			
1 zone	\$0.60	\$0.80	\$1.00
2 zone	\$1.20	\$1.60	\$2.00
3 zone	\$1.80	\$2.40	\$3.00
4 zone	\$2.40	\$3.20	\$4.00
5 zone	\$3.00	\$4.00	\$5.00
Daily Pass			
1 zone	\$3.15	\$4.20	\$5.50
2 zone	\$6.30	\$8.40	\$11.00
3 zone	\$9.45	\$12.60	\$16.50
4 zone (new Anywhere Pass)	n/a	\$16.80	\$22.00

### INTERCOUNTY Route 303

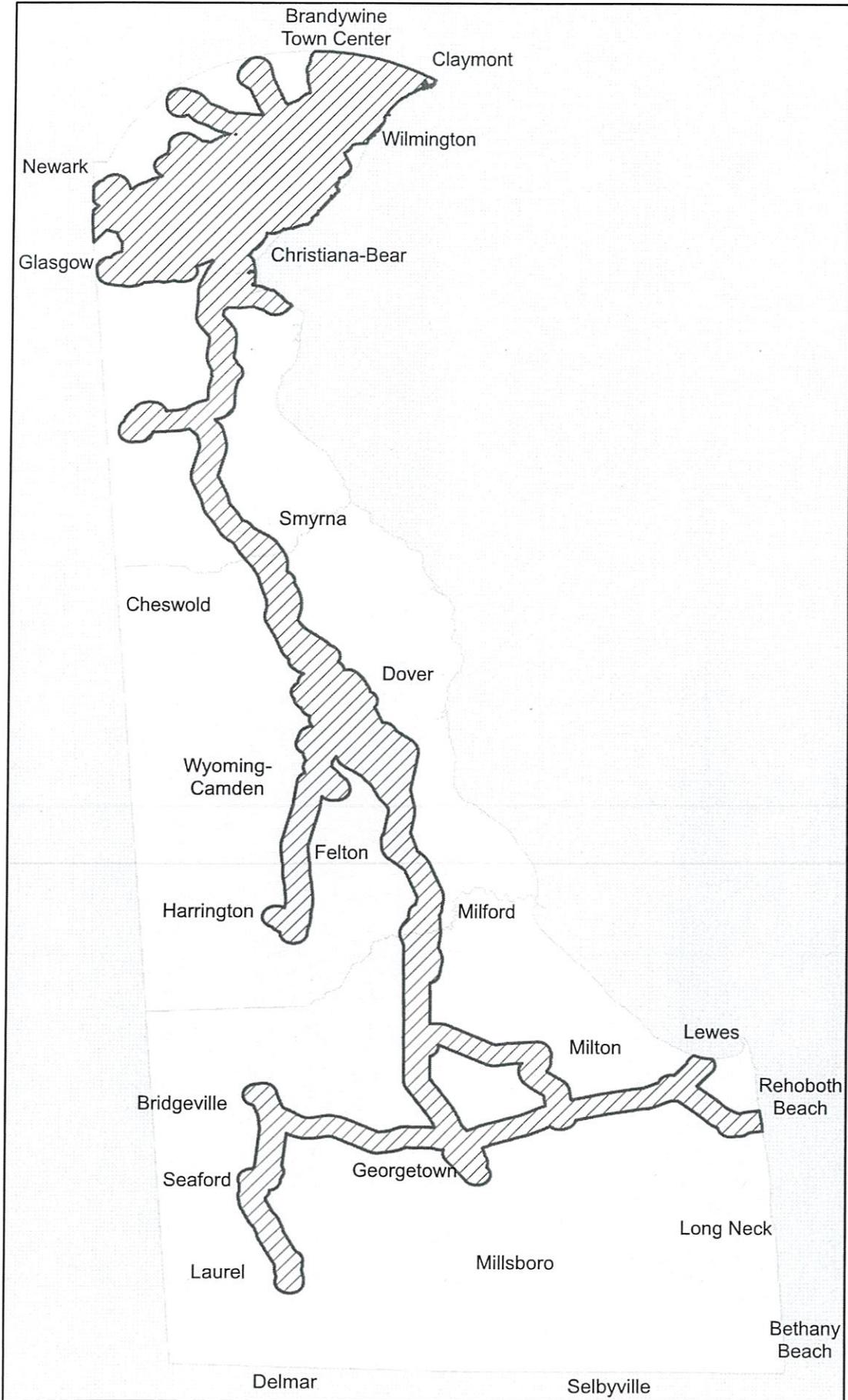
Fare Type	Current Rate	Proposed Rate Year 1 <i>Effective January 19, 2014</i>	Proposed Rate Year 2 <i>Effective January, 2015</i>
Cash Fare 1 zone/2 zone	\$1.00 / \$2.00	\$1.50 / \$3.00	\$2.00 / \$4.00
Reduced Fare 1 zone/2 zone	\$0.40 / \$0.80	\$0.60 / \$1.20	\$0.80 / \$1.60
Daily Pass 1 zone/2 zone	\$2.10 / \$4.20	\$3.15 / \$6.30	\$4.20 / \$8.40

### PARATRANSIT

Fare Type	Current Rate	Proposed Rate Year 1 <i>Effective March 2, 2014</i>	Proposed Rate Year 2 <i>Effective March, 2015</i>
ADA	\$2.00	\$3.00	\$4.00
Non-ADA	\$2.00	\$6.00	\$7.00
County Connector Fee (for both services)	\$2.00	\$3.00	\$4.00

# Proposed ADA Service Area

(3/4 mile boundary of fixed route as mandated by the Americans with Disabilities Act)



## Legend

 Weekday ADA Service Area



1:650,000

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