



Outcomes Report: Delaware Transportation Needs Assessment Survey

January 2019

Written by

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Published by

Institute for Public Administration

Biden School of Public Policy and Administration

College of Arts and Sciences

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UNIVERSITY OF DELAWARE

**BIDEN SCHOOL OF PUBLIC
POLICY & ADMINISTRATION**

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Preface and Acknowledgements

As the Director of the Institute for Public Administration (IPA) at the University of Delaware, I am pleased to provide this report, *Report on Outcomes: Delaware Needs Assessment Survey*. The report summarizes the results of a survey of Delaware residents regarding existing transportation services, gaps, and unmet needs. Administered on behalf of the Delaware Transit Corporation (DTC), the survey was disseminated as part of the Mobility in Motion initiative, which invites Delawareans to envision and provide critical input on the future of mobility in Delaware. The information will inform the “assessment of transportation landscape” portion of the planned 2019 update of Delaware’s *Coordinated Public Transit–Human Services Plan for Delaware* (i.e., coordinated plan).

This project was conducted in cooperation with and support from the Delaware Department of Transportation (DelDOT) and DTC. IPA is grateful for the assistance and support of John Sisson, CEO of DTC; Marcella Brainard, DTC Brokerage Manager; Catherine Smith, DTC Planning Manager; Julie Theyerl, DTC Marketing & Public Affairs Officer; Sharon Williams, DTC Marketing and Outreach Manager; Kathleen Grier, RideShare Delaware Project Manager; and Amy Reardon, RideShare Delaware Outreach Coordinator. IPA Policy Scientists Julia O’Hanlon and Marcia Scott served as Project Managers and Principal Investigators for this work. IPA Public Administration Fellow (PAF) Danielle Metcalfe conducted the survey analysis and summarized outcomes. I would like to thank Mary Joan McDuffie, Associate Policy Scientist, Center for Community Research & Service (CCRS), Biden School of Public Policy and Administration, for her consultation and guidance in developing and analyzing the survey instrument. In addition, thanks go to IPA PAF Betsey Suchanic for her work preparing Mobility in Motion branding and marketing materials; IPA PAF Brian Polito for conducting outreach and designing the Qualtrics survey instrument; IPA Summer Public Policy Fellow Jaime Renman for conducting and tracking outreach activities; and IPA Public Administration Fellow Sarah Franzini for summarizing outreach initiatives. I would also like to thank IPA Policy Scientist Lisa Moreland and Policy Specialist Sarah Pragg for their editorial and formatting assistance.

Jerome R. Lewis, Ph.D.

Director, Institute for Public Administration

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Executive Summary

This report details the results of the Transportation Needs Assessment Survey administered in 2018 by the Biden School of Public Policy and Administration's Institute for Public Administration (IPA) at the University of Delaware, on behalf of the Delaware Transit Corporation (DTC). The survey was designed to obtain input and data used in identifying public transit and human services transportation barriers, challenges, and gaps in Delaware. Information gathered from the survey responses will be used to develop the 2019 update of the *Coordinated Public Transit–Human Services Transportation Plan for Delaware* (i.e., coordinated plan).

The survey was designed as part of a public outreach and engagement initiative, Mobility in Motion, launched in collaboration with DTC. This report explains the methodology used to develop the Transportation Needs Assessment Survey, and includes a summary and analysis of survey responses and conclusions. The survey instrument was prepared using Qualtrics, an online survey platform. A Mobility in Motion webpage (www.MobilityDE.org) provided English and Spanish versions of the survey. As part of the December 2017 *Public Outreach and Engagement Plan to Develop a Coordinated Public Transit–Human-Services Transportation Plan for Delaware*, both high-touch (in-person) and high-tech (web-based/electronic) interactions were used to reach Delaware residents and transportation-disadvantaged populations.

The survey was open between May 1–October 9, 2018, and the English version generated 765 responses. Despite attempts to conduct targeted outreach, there were no recorded responses to the Spanish version. The report provides a summary and analysis of survey responses, which are categorized among six areas.

Characteristics of Respondents

When compared to Delaware's demographic profile, survey responses were overrepresented in participation by white, English-speaking women and individuals with higher-than-average household incomes. A majority of respondents reported that they reside in New Castle County, do not use mobility devices, and are able to access a smart device or personal computer with Internet.

Modes of Transportation

The majority of respondents are active drivers who use personal vehicles as their primary means of transportation. However, 44 percent of respondents from low-income households indicated that they rely on rides from others and/or use public transit as their primary means of

transportation. Less than 10 percent of respondents use DART First State paratransit. Low-income individuals are more reliant on paratransit compared to other income groups.

Factors Affecting Use of Public Transportation

About one-third of survey respondents use public transit in Delaware. Frequency of transit ridership does not seem to be affected by respondents' income levels. Regardless of income, **very important** factors in deciding whether to take the bus are (1) *Feeling safe and comfortable riding public transit*, (2) *Finding information*, and (3) *Addressing first- and last-mile transit connectivity*. *More frequent service* and *Routes* were cited as top factors that would encourage respondents to use, or increase their use of, public transportation.

Transportation Barriers

Three-fourths of survey respondents indicated that they were *unable* to travel in the past six months due to lack of transportation. Nearly half of respondents indicated that they stayed home at some point in the past six months because they did not have access to convenient transportation. Surprisingly, analysis of responses related to income levels revealed that people from all income levels have stayed home at least one to two times in the past six months due to the lack of convenient travel options. Those indicating that they stayed home because of few transportation options cited missed trips for (1) *Shops and other businesses*, (2) *Social outings or entertainment*, (3) *Work*, and (4) *Medical/dental appointments*.

Open-Ended Feedback

Respondents offered a variety of responses to several open-ended questions. Suggested changes to bus services in Delaware include issues of route frequency, new or expanded service suggestions, route offerings accessibility, implementation, technology issues, and on-time transit services. Several broad themes emerged from responses to both open-ended questions, including the need to increase public transportation options, address customer service needs, improve bus stop/bus amenities, and other suggestions.

Introduction

In June 2017, the Institute for Public Administration (IPA) published a Phase I report titled *Evaluating the State of Mobility Management and Specialized Transportation Coordination in Delaware* (<https://goo.gl/Ca3DjC>). The report, which details outcomes of extensive research and outreach conducted as part of initial work on a multi-phased project, was produced in partnership with Delaware Transit Corporation (DTC)—an operating division of the Delaware Department of Transportation (DelDOT)—that operates as DART First State. A key recommendation of this report is to update the *Delaware Statewide Action Plan to Coordinate Human Service Transportation*, originally published in 2007. Following up on this report in December 2017 was the *Public Outreach and Engagement Plan to Develop a Coordinated Public Transit–Human-Services Transportation Plan for Delaware* (herein referred to as the *Public Outreach and Engagement Plan*; <https://goo.gl/FzCXXt>). The *Public Outreach and Engagement Plan* was designed to meet federal mandates for a participatory planning process.

The *Public Outreach and Engagement Plan* set forth a comprehensive strategy to conduct outreach and engage a broad and diverse cross-section of Delawareans to inform the development of the state’s *Coordinated Public Transit–Human Services Transportation Plan* (i.e., coordinated plan) for the state of Delaware (slated to begin in 2019). Developed through a participatory planning process, a coordinated plan should serve as a framework to (1) improve coordination among transportation service providers and human-service agencies, (2) enhance mobility and services for transportation-disadvantaged populations, and (3) guide Section 5310 program funding allocations for traditional (capital) and non-traditional (mobility management projects). Outcomes of the Transportation Needs Assessment Survey will inform the “Assessment of the Transportation Landscape,” one of the key elements of a coordinated plan. Survey data is critical to creating a plan that reflects the varied needs and interests of stakeholders, transportation-disadvantaged populations, and the general public. The assessment of the transportation landscape will include an inventory of providers of specialized transportation services in Delaware and results of the survey administered in spring 2018. During the period of May 1, 2018 to October 9, 2018, IPA administered a Transportation Needs Assessment Survey of Delaware residents on behalf of DTC. Using Qualtrics, the survey was available in both English and Spanish on the Mobility in Motion website (www.MobilityDE.org). The purpose of the survey was to gather information on existing transportation services, gaps, and unmet needs of Delaware residents, including targeted populations that comprise transportation-disadvantaged individuals.¹

¹ While there is not a universal definition, transportation-disadvantaged populations include, but are not limited to older adults, persons with disabilities, veterans, non-drivers, no-car households, and low-income individuals.

This report summarizes the outcomes of the Transportation Needs Assessment Survey. It provides a description of the methodology used to develop the survey protocol; use Qualtrics, an online survey platform; design the survey using a mixed-methods approach; and administer both an English- and Spanish-version survey. The report details survey outreach and engagement initiatives used to disseminate the survey and promote participation. A Mobility in Motion brand was developed, and a website was launched for use as a portal to distribute the survey electronically. A Mobility in Motion Outreach Toolkit was subsequently developed and disseminated electronically to encourage project partners, stakeholder groups, and the media to promote the initiative and survey. The survey was promoted using both “high-touch” (in-person) and “high-tech” (web-based/electronic) interactions between March and October 2018.

The heart of the report provides a summary and analysis of survey responses, which are categorized in five areas. These include:

- **Characteristics of respondents** – A series of questions was designed to collect data on respondents’ demographics, such as gender, age, race/ethnicity, veteran status, personal mobility, household income, and county of residence. Analysis of responses by particular groups is possible, using a cross tabulation tool via Qualtrics survey software.
- **Modes of transportation** – These questions focused on participants’ primary modes of transportation, ability to drive, vehicle availability, and use of paratransit services in Delaware.
- **Factors affecting use of public transportation** – This series of questions was designed to assess respondents’ use of public transportation in Delaware. Questions focused on respondents’ frequency of transit ridership, factors affecting their use of public transportation, and priorities to improve mobility and the coordination of transportation services in Delaware.
- **Transportation barriers** – Several questions addressed the prevalence of barriers to transportation in Delaware, including whether individuals are *unable* to travel due to inconvenient transportation options, inability to reach destinations, and future needs.
- **Open-ended feedback** – Respondents were offered the option to share open-ended feedback to several questions. Responses were coded among eight categories, and common themes were identified.

The conclusion of the report provides a synopsis of the survey analysis.

Methodology

The research protocol and proposed survey design was submitted to the University of Delaware's Institutional Review Board (IRB). The IRB determined that the nature of the study and survey questions did not constitute human subjects research. An informed-consent statement was included at the beginning of the survey to inform participants that the survey was (1) designed to collect data from adults over the age of 18, (2) voluntary, and (3) anonymous. After reading the informed-consent statement, survey respondents were given the option to participate in the survey. If a respondent selected *Yes*, the survey continued. If a respondent selected *No*, the survey ended.

To ensure clarity and conciseness, "cognitive pretesting" of all questions was conducted by IPA. In some cases, questions were modified to eliminate possible misinterpretations or confusion by respondents or provide further clarification. A growing problem in survey research is the widespread decline in response rates. To maximize survey participation, an incentive was offered to respondents. Those who completed the survey in its entirety were eligible for a \$25 gift card (offered by RideShare Delaware). After the survey period was closed, one participant was randomly selected to receive the \$25 gift card.

The Transportation Needs Assessment Survey was open to the public and administered electronically. A web-based survey was used for the following reasons:

- Online surveys have several advantages over traditional versions: greater convenience, lower cost, faster transmission, more rapid response, and fewer data-entry errors.
- The ease of transmission of online surveys allows researchers to gather information from geographically and demographically diverse samples, facilitating access to a wider and more diverse range of individuals.
- Online surveys may be less vulnerable than paper-and-pencil questionnaires.
- Most Delawareans have access to the Internet. In 2013, nearly 90 percent of Delaware residents live in households with a computer and nearly 80 percent live in households with Internet service (higher than the national average; File and Ryan, 2014).
- All Delaware public libraries provide computer workstations with access to the Internet and wireless Internet connection to those using smart phones and hand-held electronic devices.
- Computer access is often available at community-based organizations (CBOs) in Delaware such senior centers, faith-based institutions, and educational institutions. Outreach to CBOs, project partners, volunteers, and citizens was conducted. Requests were made for assistance disseminating the survey through organizational networks and helping those who need assistance to take the survey.

- The survey was accessible using smart mobile phones, tablets, and other handheld wireless computers. The 2016 American Community Survey shows that certain demographic groups (Black and Hispanic households, for example) were more likely than both White and Asian households to report owning only a handheld device to access the Internet (Ryan, 2018).
- The survey was available in both English and Spanish. For reporting and analysis, Qualtrics software enables Spanish responses to be automatically incorporated.

Survey questions were designed to gather data on respondents' transportation needs; transportation barriers; and the use of, opinions about, and barriers to using public transportation in Delaware. Data was gathered to collect demographic information and provide a better understanding of needs of transportation-disadvantaged populations. The survey utilized a cross-sectional design with a mixed-methods approach consisting of a mix of multiple choice, short answer, Likert scale, ranked-choice response, and open-ended response categories. The English survey protocol is available in Appendix B and the Spanish-version survey can be viewed in Appendix C.

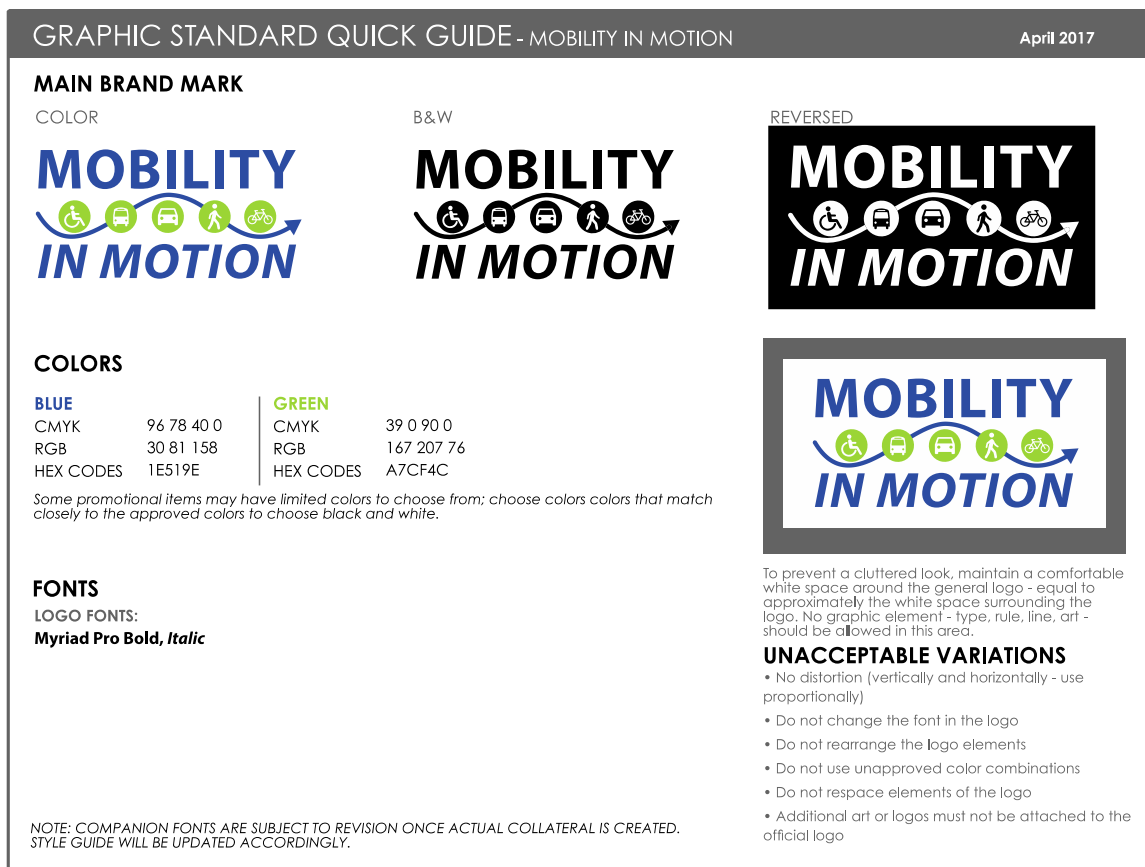
Survey Outreach and Engagement Initiatives

A Mobility in Motion webpage (www.MobilityDE.org) was launched on March 26, 2018, and served as the primary portal to access both English and Spanish versions of the survey. This website, coupled with other in-person outreach activities, provided numerous opportunities to engage with representative groups of individuals and organizations. While the Transportation Needs Assessment Survey was designed to gather input from all Delawareans, five broad stakeholder categories in Delaware were identified to conduct targeted outreach: (1) transportation planning partners; (2) human-services partners; (3) community-based organizations (CBOs), such as non-profits and other organizations serving transportation-disadvantaged populations; (4) transit passengers and advocates; and (5) "other" groups such as the business community, local government leaders, and elected officials. An "Outreach Opportunities" spreadsheet was prepared, which described approaches to engage stakeholders through identified partners and assigned specific responsibilities to either IPA or the DTC/DART First State marketing and public affairs team.

A logo, complementing existing DART First State promotional materials, was designed to graphically represent the Mobility in Motion initiative. Branding, along with a brand guide shown in Figure 1, was created to promote content, messaging, and storytelling. A variety of Mobility in Motion promotional materials were designed by IPA and uploaded to a Google Drive folder that was accessible to project partners from DTC, RideShare Delaware, and DelDOT.

These included web banners, social media posts, “selfie” frame cut-outs for engagement at community events, bilingual postcards, bilingual fliers, bus-shelter posters, and interactive engagement activities, yard signs, and interior bus ads. While most promotional materials were used, DTC deemed it cost prohibitive to produce, print, and display posters for bus shelters and yard signs at transit hubs. DTC also elected to not produce, print, or display interior bus ads. These targeted outreach strategies might have bolstered responses by transit riders.

Figure 1: Mobility in Motion Brand Guide

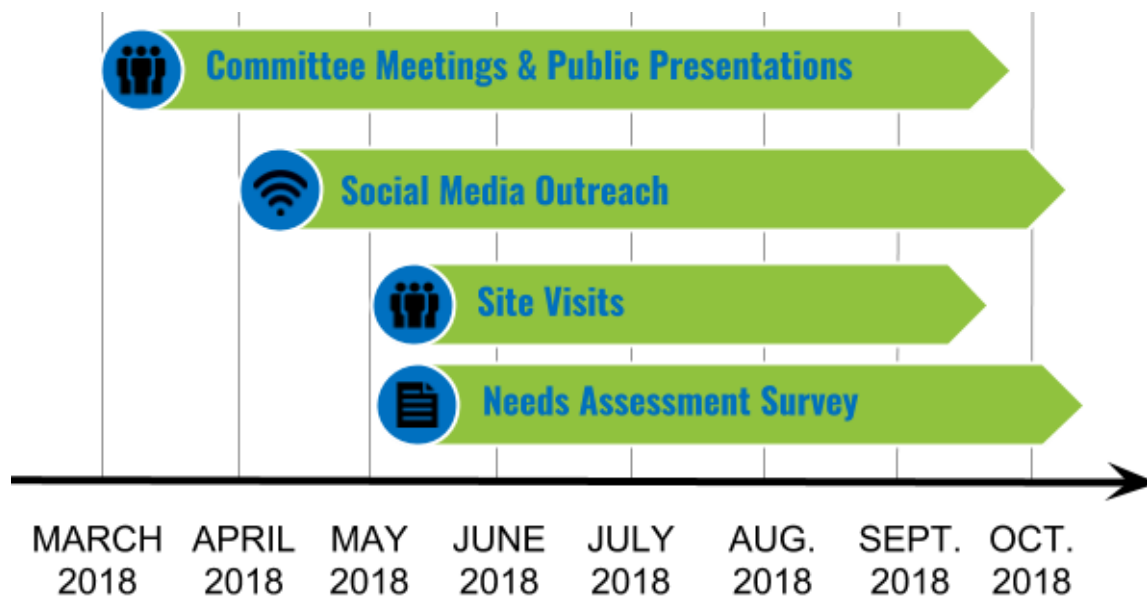


A Mobility in Motion Outreach Toolkit (<https://goo.gl/EKSe88>) was subsequently developed and disseminated electronically (see Appendix D). It was designed to encourage project partners, stakeholder groups, and the media to promote the initiative and survey by disseminating information, conducting outreach, and obtaining input on the future of mobility in Delaware through their networks, channels of communication, and events. The Outreach Toolkit provided free downloadable promotional materials including bilingual postcards and fliers; prepared news releases; sample social media posts with graphics and the #MobilityDE hashtag; selfie frames for engagement at community events; and sample web banners, posters for interactive

engagement at events, and email messages with direct links to the English and Spanish versions of the survey.

As detailed in both the *Public Outreach and Engagement Plan* and the Outreach Toolkit, and shown in Figure 2, the Mobility in Motion initiative and Transportation Needs Assessment Survey were promoted using both “high-touch” (in-person) and “high-tech” (web-based/electronic) interactions between March and October 2018. High-touch strategies by IPA included 71 events throughout the state, including 17 presentations to governor-appointed committee meetings and targeted stakeholder groups; 29 site visits to transit hubs, bus stops, and farmers’ markets; and tabling at 15 community events. Appendix E provides a complete list of the 2018 Mobility in Motion outreach and engagement activities conducted by the IPA project team.

Figure 2: Outreach and survey timeline



Several high-tech strategies extended outreach electronically to stakeholders across websites, social media, email, and YouTube. “Newsy banners” were designed to hyperlink to the Mobility in Motion webpage and uploaded to website homepages of DART First State transit, DelDOT, RideShare Delaware, IPA, and the Delaware Complete Communities Planning Toolbox (www.completecommunitiesde.org). Using the Complete Communities’ Twitter and Facebook accounts, 175 stakeholder organizations were engaged via 452 general and targeted social

media posts. Figure 3 provides a summary of high-touch and high-tech outreach conducted by IPA throughout Delaware between March–October 2018.

Figure 3: High-touch and high-tech outreach



MailChimp electronic communiques/emails were sent to targeted stakeholder groups (see Appendices F and G). These email messages informed stakeholders about the Mobility in Motion initiative Transportation Needs Assessment Survey, and provided links to informational fliers/postcards that could be further promoted via organization/agency newsletters, websites, social media, and/or emails. Two YouTube videos, “Help Shape the Future of Mobility in Delaware,” and “Why Should Delawareans Care About Mobility?” were produced via IPA’s Complete Communities YouTube Channel (Complete Communities) and distributed via social media and the Mobility in Motion website.

Outreach by DTC/DART First State, DelDOT and RideShare Delaware

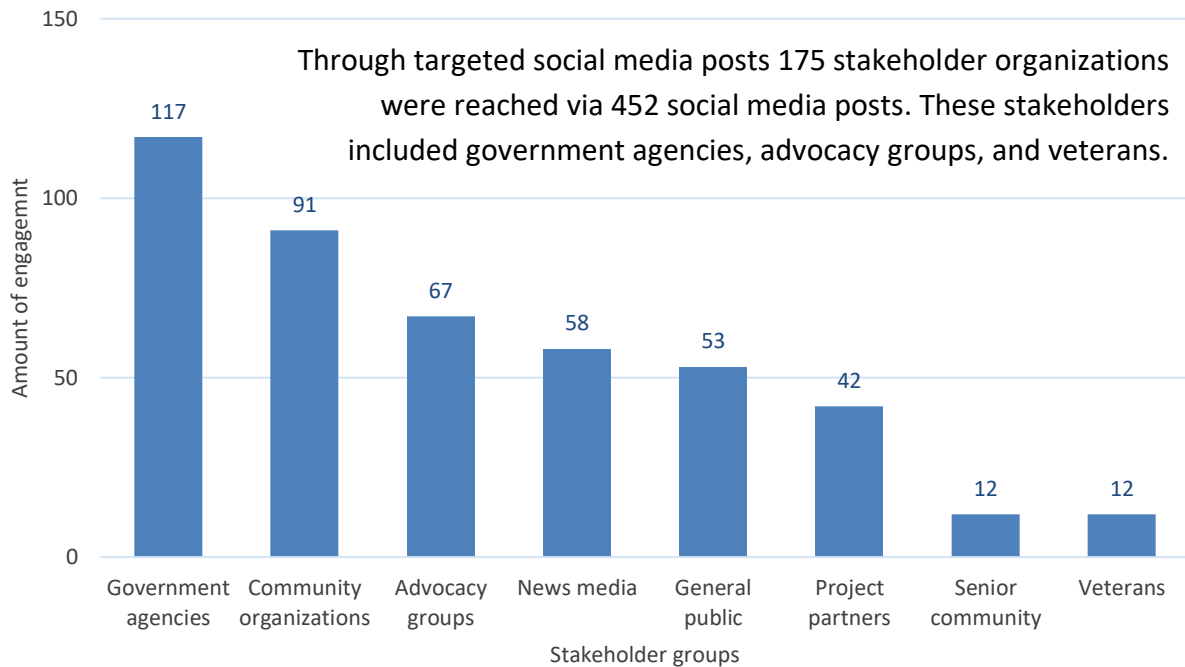
DTC, DelDOT, and RideShare Delaware each provided “Newsy” banners on their website homepages, which linked to the Mobility in Motion webpage on RideShare Delaware’s website. In addition, the DTC/DART First State marketing and public affairs team supported outreach and engagement during the survey period as follows:

- Postcards – Taken to and distributed at DART First State tabling events from June–September 2018
- Flyers at bus shelters – Posted at major hubs in July 2018
- Passenger notices – Printed and distributed to bus passengers between July and September
- Tabling events – Promoted at public events from June–September 2018
- News releases – Issued by RideShare Delaware and DTC on August 23, 2018

- Rider alerts – Issued with links to surveys through DART’s rider subscription service (8/21)
- Social media on Facebook (FB), as shown in Figure 4:
 - August and September 2018 (8/21, 8/22, 8/24, 8/28, 9/4, 9/12, 9/17, 9/20, 9/25, and 9/29) – FB posts (no metrics provided)
 - July 2018 (7/27) – Shared two Complete Communities Delaware FB posts (41 and 39 people reached, respectively)
 - June 2018 (6/5 and 6/20) – FB post (155 and 164 people reached, respectively)
 - May 2018 (5/18 and 5/28) – FB Post (1,450 and 1,112 people reached, respectively)
- Social media interactions via IPA’s Complete Communities Twitter (@CompCommunityDE) and Facebook (/CompleteCommunitiesDE) accounts, as shown in Figure 5

Figure 4: Sample DART social media post



Figure 5: Social media posts (n = 452)

Survey Responses

Recorded responses include any survey response that was 100 percent completed by the respondent, as well as any partially completed responses. A total of 765 recorded responses to the English-version survey were generated during the survey period from May 1, 2018 to October 9, 2018. Because Hispanics comprise about nine percent of the state's population, a Spanish-version survey was designed and launched to capture input from this demographic group. Outreach, such as a two-sided bilingual postcard shown in Figure 6, was targeted to the Delaware Hispanic community via high-touch methods (in-person engagement at community tabling events) and high-touch approaches (emails and social media posts directed to CBOs, such as the Delaware Hispanic Commission). However, there were no responses to the Spanish-language survey. Low response rates among Hispanic communities seem to be trending nationwide. Moreover, only 21 individuals who identified as White Hispanic/Latino and 14 individuals who identified as Black Hispanic/Latino responded to the English version of the survey. This represents about .05 percent of the total survey respondents of 765. A 2015 study by the Pew Research Center documents challenges associated with surveying the Hispanic population. It cites studies indicating that Hispanics are less likely to participate in surveys due a "general suspicion of government," "a more specific fear of deportation," difficulties "translat[ing] a survey question exactly to capture meaning and nuance," and cultural differences affecting Hispanics' survey responses (Brown, 2015).

Figure 6: Double-sided, bilingual postcards



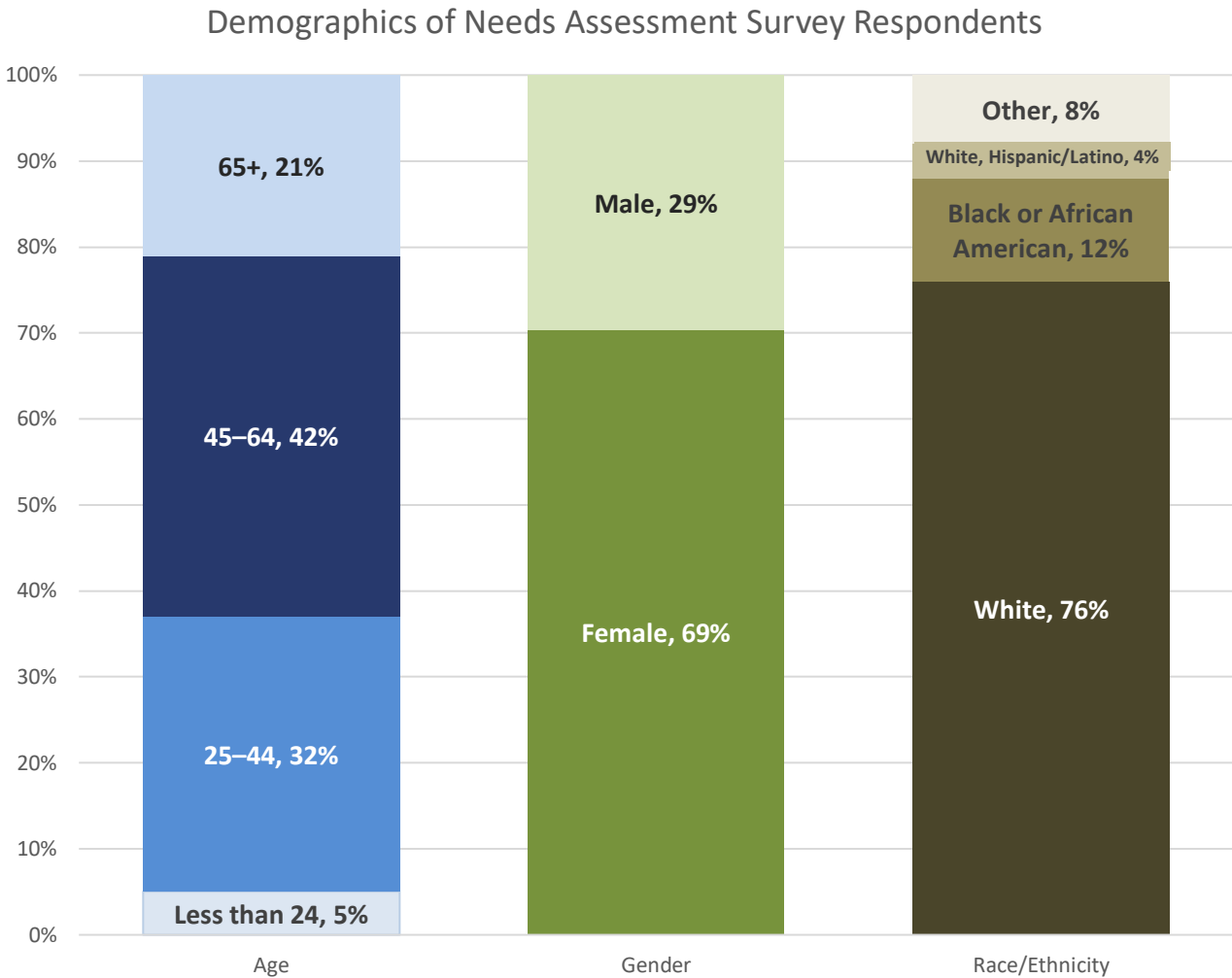
The survey included 33 questions and was designed to take approximately 15 minutes to complete. Several "skip-logic" questions were utilized, enabling respondents to advance in the survey depending on their responses to a specific question. Therefore, many respondents

answered fewer than 33 questions. The average response time was unable to be calculated because Qualtrics logs the time from the second a respondent opens the survey until it is completed. For example, if a respondent took a break or continued taking the survey at a different time, the time between was logged. This following report sections thematically summarize the data collected throughout the survey period for the English version of the survey. A full tabulation of responses for the English-version survey, listed in numeric order, can be found in Appendix H.

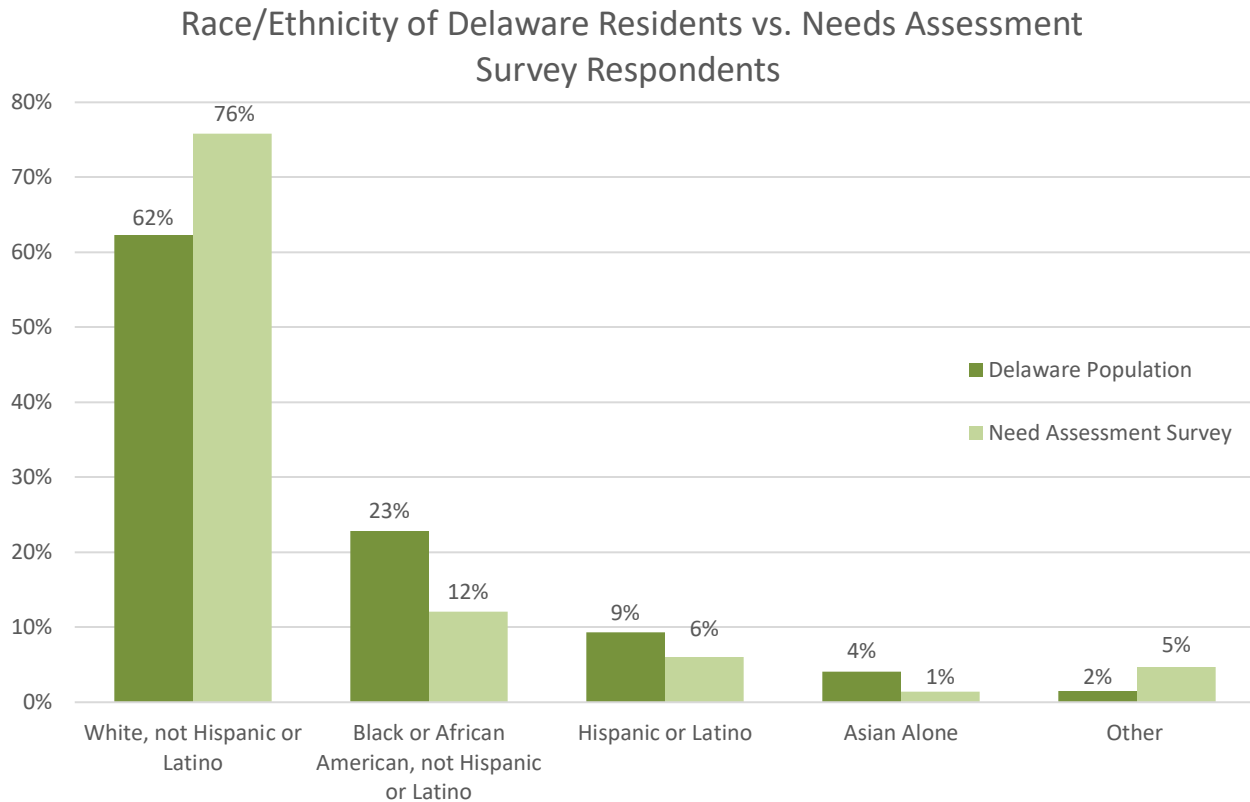
Characteristics of Respondents

A series of questions was designed to collect demographic data and identify respondent characteristics. To perform multivariate analysis on two or more variables together, cross tabulation is possible.

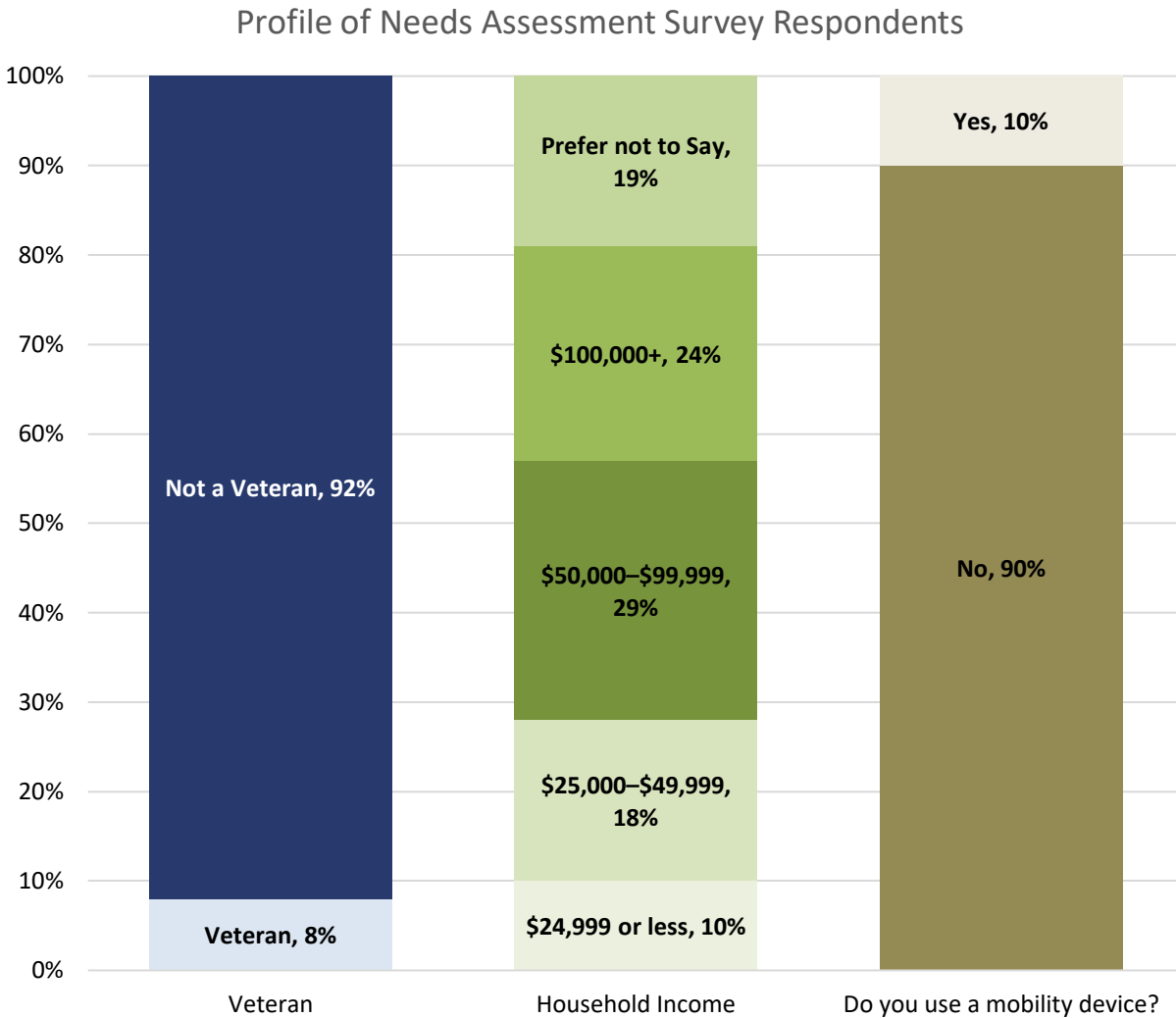
There were 578 responses to survey questions on gender, age, and race/ethnicity. Among the respondents, 69 percent (399) identified as *Female* and 29 percent (165) as *Male*. The highest percentage of respondents (42 percent) indicated that they were between *45–64 years* of age, followed by 16 percent between *25–34 years* of age. Approximately 16 percent responded that they were between the ages of *25–45 years* and 15 percent were *65–74 years* of age. Of the 578 respondents, 76 percent identified as *White, Non-Hispanic*, 12 percent as *Black or African American, Non-Hispanic*, 4 percent as *White, Hispanic/Latino*, and 4 percent as *Other*. Figure 7 provides a visual representation of the demographic breakdown of respondents by age, gender, and race/ethnicity.

Figure 7: Demographics of survey respondents (n = 578)

For the question asking, “What is the primary language spoken in your household?” Of the 577 respondents, 99 percent of respondents reported that *English* is their primary language. While a Spanish version of the survey was designed, there were no responses to that survey version. As shown in Figure 8, the group of *White, Non-Hispanic* individuals, is overrepresented in the sample. Simultaneously, all other groups are underrepresented. This gap may indicate the need for greater investment and resources targeting various racial and ethnic groups.

Figure 8: Gap in survey responses by race/ethnicity to Delaware population

Another series of demographic questions focused on respondents' veteran status, annual income, and personal mobility. Eight percent of respondents identified as a *Veteran*, which mirrors the state's overall percentage of veterans. Of the 577 respondents who provided annual income-related responses, 19 percent indicated that they preferred not to report household income. Of the remaining 81 percent of respondents who chose to report household income, the category with the highest response rate was \$50,000–\$99,999 (29%), followed by \$100,000 plus (24%), then \$25,000–\$49,999 (18%). The category with the lowest response rate was household incomes of less than \$24,999 (10%). Of the 576 respondents to the question, "Do you have a disability that requires the use of a mobility device?," a majority (90%) reported *no use of a mobility device*, followed by 5 percent reported use of a *cane*, 2 percent reported use of a *rolling walker (or rollator)*, and 1 percent reported use of a *wheelchair*. Figure 9 profiles survey respondents based on their veteran status, annual income, and personal mobility.

Figure 9: Profile of survey respondents

A final series of demographic questions was designed to collect information on respondents' background characteristics—including residency, access to computers and technology, and vehicle availability. Data can be divided into various groups based on demographic information gathered from the survey. Data analysis, in the form of cross tabulations, can also be conducted to compare survey data across multiple filters, including demographics. Of the 573 respondents to the question, "In which county do you reside?," 48 percent indicated they live in *New Castle County*, 25 percent in *Sussex County*, and 15 percent in *Kent County*. Information can be further broken down by home ZIP codes of respondents.

Two survey questions asked respondents about their access to technology. Of the 578 respondents to the question, "Do you own a smart device (mobile phone or tablet) with

Internet access?” 94 percent responded Yes. In addition, most respondents (90%) also reported they *owned a personal computer with Internet access*. These responses are consistent with the previously cited 2013 and 2016 American Community Survey Report findings that computer and Internet use in Delaware is higher than the national average. This has implications to advance the use of technology-driven mobility on demand solutions, consistent with a Federal Transportation Agency (FTA) goal to, “improve transportation efficiency by promoting agile, responsive, accessible, and seamless multimodal service inclusive of transit **through enabling technologies** and innovative partnerships” (FTA, 2018).

SUMMARY ANALYSIS

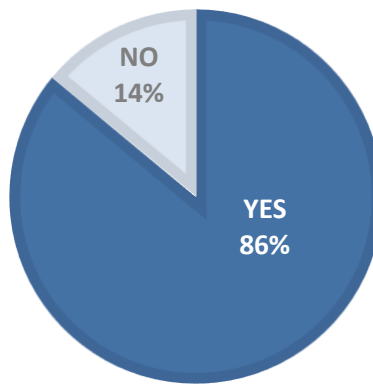
Despite the development and dissemination of English and Spanish versions, the English survey generated 765 recorded responses and there were no recorded responses to the Spanish survey. Targeted outreach to Delaware’s Spanish-speaking individuals was conducted. Funding limitations prevented more directed outreach and smaller-scale surveys targeted at Hispanic/Latino communities and underrepresented populations, which may have achieved higher response rates. Survey responses tend to be overrepresented in participation by white, English-speaking women. A majority of respondents reside in New Castle County, are active drivers who own at least one car, and do not use a mobility device. Nearly half of survey respondents were ages 45–64, and 53 percent of respondents had annual incomes within \$50,000–\$100,000+. Over 90 percent of respondents reported having access to a smart device or personal computer with Internet access.

Modes of Transportation

A series of questions were designed gather data on respondents' modes of transportation. Two questions focused on survey participants' ability to drive and vehicle availability. As shown in Figure 10 and in response to Q20 "Are you an active driver?," 86 percent of the 578 respondents replied *Yes* and 14 percent replied *No*. Interestingly, a cross tabulation analysis revealed that 93 percent of respondents identified as active drivers also reported using mobility devices. Of those respondents identified as non-drivers, 73 percent reported that they do not use mobility devices.

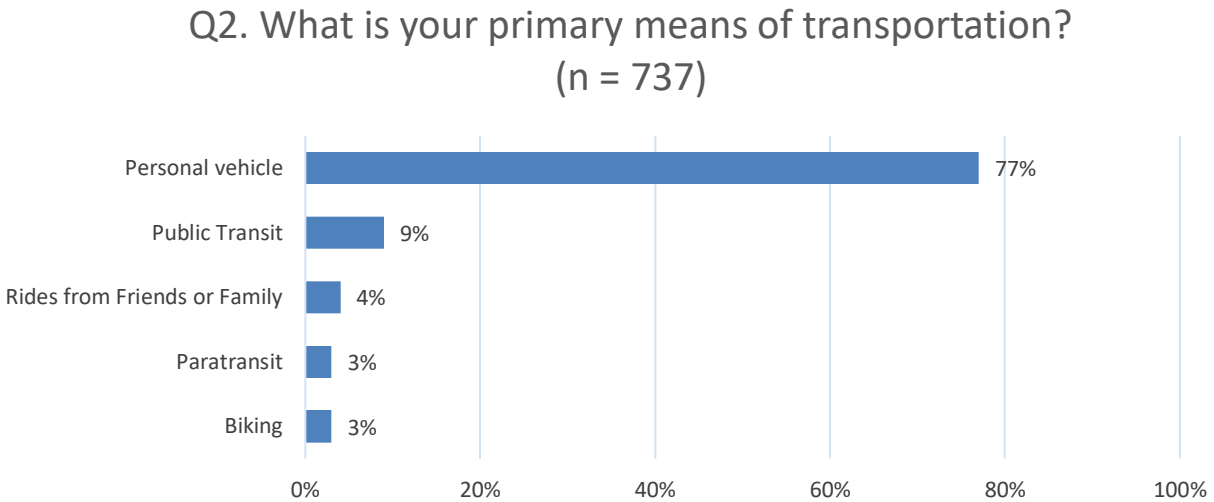
Figure 10: Driving status of respondents

Q20. Are you an active driver? (N = 578)

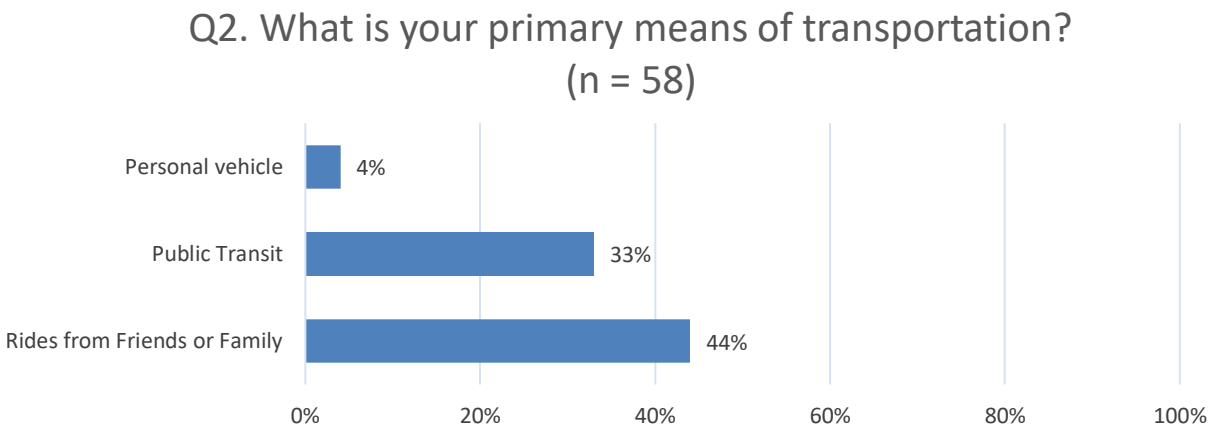


Additional insight came from a follow-up question (Q21) asking, "How many cars are available in your household?" Of the 578 responses to this question, over 90 percent indicated that they own one or more cars. About 45 percent of respondents reported they the own *Two* cars, 31 percent own *One* car, 15 percent own *Three or more* cars, and less than 9 percent reported being from no-car households. Among the 58 respondents with annual incomes of less than \$25,000, 40 percent are from no-car households and 45 percent own one car. Among the 106 respondents with incomes between \$25,000–\$49,000, 11 percent are from no-car households and 58 percent own one car. This suggests that driving status and car ownership correlates more to annual income levels rather than degree of personal mobility (or reliance on a mobility device).

Question 2 (Q2) asked, "What is your primary means of transportation?" As displayed in Figure 11, 77 percent of the 737 respondents reported *Personal vehicle*, 9 percent *Public transit*, 4 percent *Rides from family and friends*, 3 percent *Paratransit*, and 3 percent *Biking*.

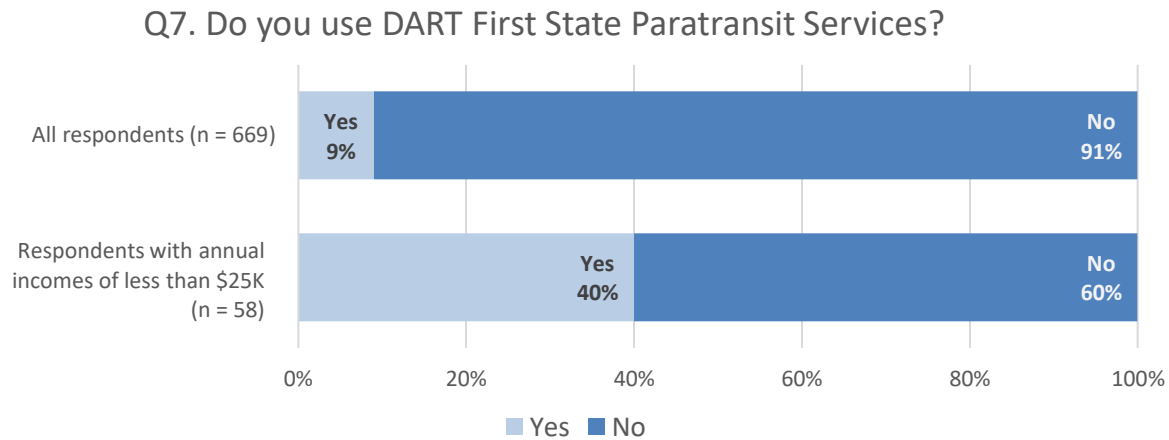
Figure 11: Respondents' primary means of transportation

However, when Q2 was analyzed by annual income, it revealed a different reality for survey respondents with annual incomes of \$25,000 (\$25K) or less. Figure 12 shows that the majority of low-income respondents (44%) rely on *Rides from others*, use *Public transit* (33%), or drive *Personal vehicles* (4%) as their primary means of transportation.

Figure 12: Primary means of transportation for respondents with annual incomes of less than \$25K (n= 58)

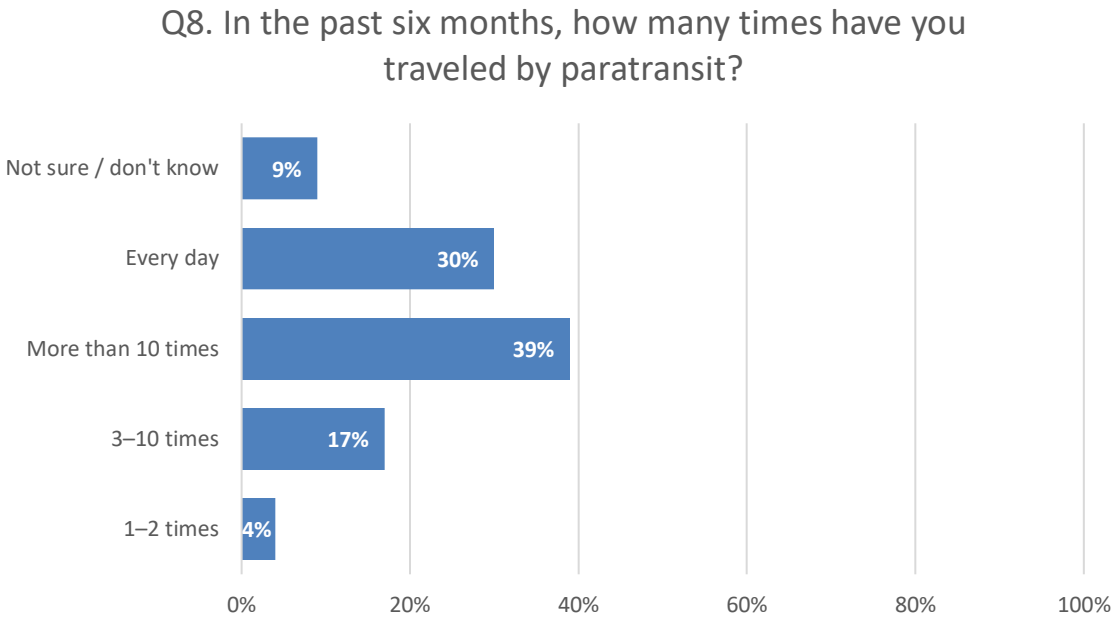
Q7 asked respondents, “Do you use DART First State paratransit services?” As shown in Figure 13, only nine percent of the 669 respondents indicated that they use DART First State paratransit services. When the data was analyzed by respondents with annual incomes of less than \$25,000 (\$25K), it revealed a greater dependency on paratransit by low-income respondents than other income groups. About 40 percent of the 58 low-income respondents reported that they use paratransit services.

Figure 13: DART First State paratransit ridership



Q8 asked survey participants, “In the past six months, how many times have you traveled by paratransit?” Of the 57 respondents, 35 percent reported that they used paratransit *More than 10 times* in the past six months, 23 percent reported *3–10 times*, 19 percent *Every day*, and 12 percent *1–2 times*. Among the 57 respondents to Q8, 40 percent reported annual incomes of less than \$25,000. As displayed in Figure 14, an analysis revealed that these low-income individuals are highly reliant on paratransit compared to other income groups, with nearly 70 percent riding paratransit *More than 10 times* per month or daily.

Figure 14: Frequency of paratransit ridership respondents with annual incomes of less than \$25K (n = 23)



SUMMARY ANALYSIS

The majority of respondents (77% of 737 respondents) were reported as active drivers who use personal vehicles as their primary means of transportation. However, 44 percent of respondents from low-income households indicated relying on rides from others and 33 percent reported using public transit as their primary means of transportation. Nine percent of 669 respondents reported using DART First State paratransit. Individuals reporting lower-incomes also indicated as being more reliant on paratransit compared to other income groups, with nearly 70 percent riding paratransit more than ten times per month or daily.

Factors Affecting Use of Public Transportation

Several questions were designed to identify factors affecting respondents' use of public transportation in Delaware. While Q2 indicated that 77 percent of 737 respondents use personal vehicles as their primary means of transportation, Q9 asked survey participants, "Do you use public transit [at any time](for example, DART First State, UNICITY, or Cecil Transit buses)?" Of the 668 respondents, 31 percent responded *Yes*. As a follow-up question, Q10 asked those who replied *Yes* to Q9, "In the past six months, how many times have you traveled by bus?" Of the 201 respondents who travel by bus, 28 percent reported that they had used the bus *3–10 times*, 24 percent *More than 10 times*, 23 percent *1–2 times*, and 19 percent *Every day* in the past six months. When analyzed by income levels, responses to Q10 seem to indicate that income is not a significant factor in frequency of transit ridership for respondents who fall within three income categories (under \$25K, \$25K–\$50K, and \$50K+), as illustrated in Table 1.

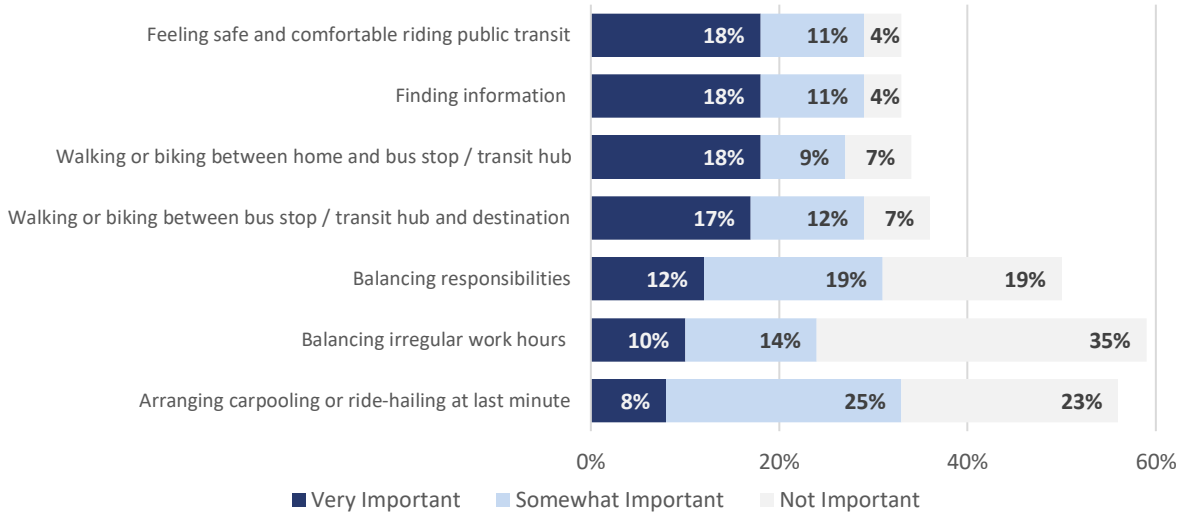
Table 1: Frequency of transit ridership compared to income

Transit Ridership in Past Six Months	\$24,999 or less	\$25,000–\$49,999	\$50,000–\$99,999
1–2 times	7%	14%	37%
3–10 times	9%	17%	34%
More than 10 times	27%	29%	22%
Every day	31%	22%	25%
n =	29	36	52

Q3 asked respondents, "If you didn't have a personal vehicle, how important are these factors in taking the bus?" The question provided seven factors to be rated on a Likert scale of *Not important*, *Somewhat important*, and *Very important*. Over 75 percent of the 513 respondents chose *Walking or biking between home and bus stop/transit hub*, *Walking or biking between bus stop/transit hub and destination*, *Finding information*, and *Feeling safe and comfortable riding public transit* as **very important** factors in taking the bus. Fifty-two percent of respondents reported that *Balancing responsibilities* to be a *very important* factor, and 30 percent indicated that was *somewhat important*. *Balancing irregular work hours* and *Arranging last-minute carpooling or ride hailing* were the least important factors to most respondents. Figure 15 summarizes overall responses to factors affecting bus ridership.

Figure 15: Factors affecting bus ridership

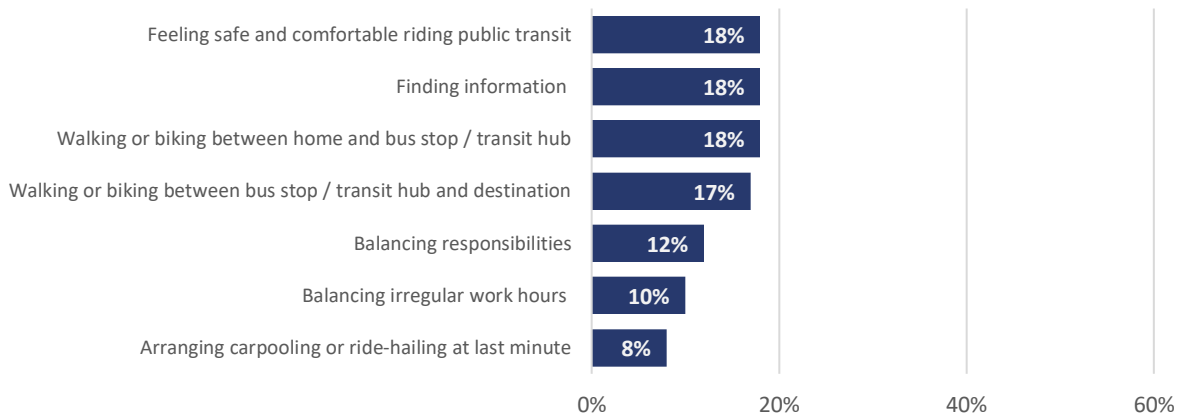
Q3 “If you didn’t have a personal vehicle, how important are these factors in taking the bus?” (n = 513)



When responses were cross tabulated and analyzed based on annual income levels, there was concurrency in the factors identified as *Very important*. These include (1) *Feeling safe and comfortable riding public transit*, (2) *Finding information*, and (3) *Addressing first- and last-mile transit connectivity* (i.e., walking and biking to/from a bus stop or transit hub). Figure 16 highlights responses to *Very important* factors affecting bus ridership based on income levels.

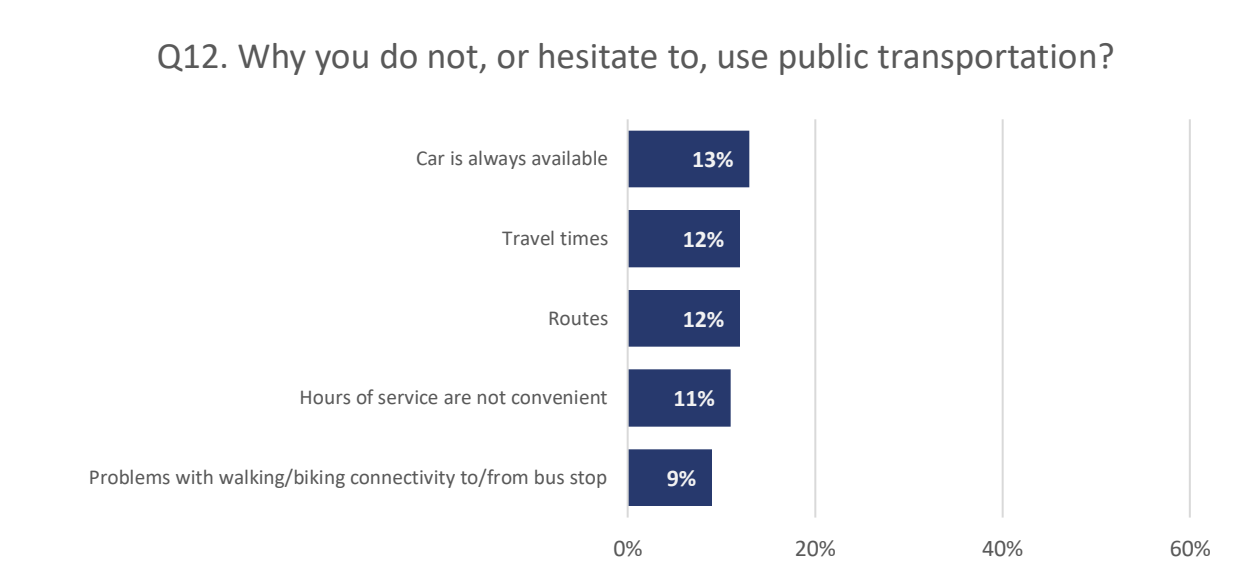
Figure 16: Responses by percentage: “very important” factors to taking the bus (n= 513)

Q3 “If you didn’t have a personal vehicle, how important are these factors in taking the bus?” (n = 513)



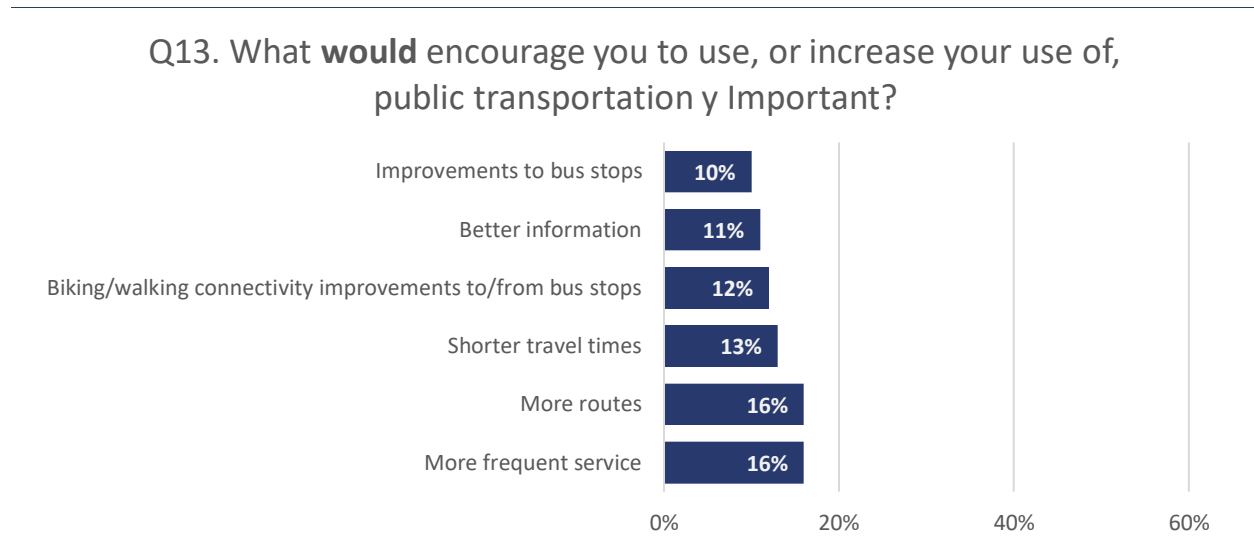
Q12 asked respondents, “Please select five reasons why you do not, or hesitate to, use public transportation.” Respondents could choose from among 14 listed reasons or provide an open-ended response. Figure 17 provides a graphic representation of responses. The most selected reason (13% of the 638 respondents) was Car is always available. The next highest-selected reasons relating to why respondents do not, or hesitate to, use public transportation include Routes (12%), Travel times (12%), Hours of service are not convenient (11%), and Problems with walking/biking connectivity to/from bus stop (9%).

Figure 17: Top reasons why respondents do not or hesitate to use public transportation (n = 638)



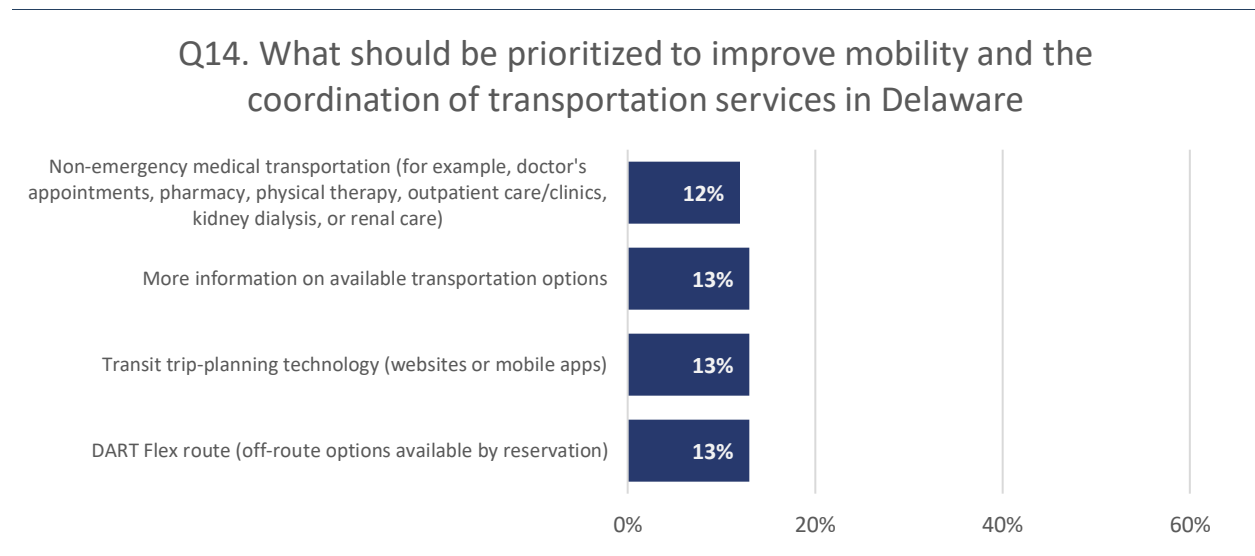
Conversely, Q13 asked respondents, “Please select five factors that **would** encourage you to use, or increase your use of, public transportation.” Respondents could choose from 11 listed factors and/or provide an open-ended response. As shown in Figure 18, *More frequent service* and *More routes* were the most selected factors and were both selected by 16 percent of the 621 respondents. The next highest-selected responses were *Shorter travel times* (63%), *Biking/walking connectivity improvements to/from bus stops* (58%), *Better information* (54%), and *Improvements to bus stops* (50%). Less than 30 percent of respondents selected other factors. Most of the open-ended responses aligned with one of the ten specified factors. *User-friendly mobile application*, *safety*, *better customer service from bus drivers*, *sidewalk connectivity to bus stops*, and *increased cleanliness* were identified as unique factors.

Figure 18: Top factors that would encourage respondents to use, or increase use of, public transportation (n = 621)



Q14 asked respondents, “Please select five options that you believe should be prioritized to improve mobility and the coordination of transportation services in Delaware.” Respondents could choose from ten factors, including an open-ended response. As illustrated in Figure 19, the responses most selected (13% of the 582 respondents) included *DART Flex route (off-route options available by reservation)*, *Transit trip-planning technology (websites or mobile apps)*, and *More information on available transportation options*. *Non-emergency medical transportation* garnered 12 percent of responses. Many of the open-ended responses aligned with one of the nine specified factors. Unique responses include *increased route connectivity*, *frequent timely service*, *building a light rail/monorail/subway system*, *advertising campaign to promote public transit*, and *reducing cost*.

Figure 19: Top options that should be prioritized to improve mobility and the coordination of transportation services in Delaware (n = 582)



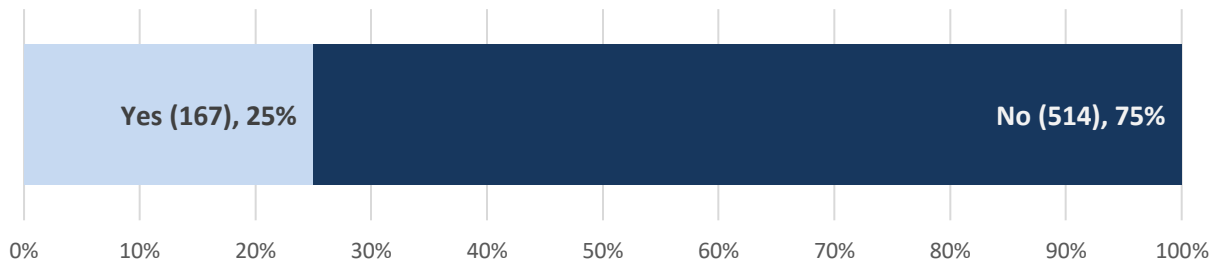
SUMMARY ANALYSIS

Of the 668 respondents, 31 percent reported that they have used public transit in Delaware. Transit ridership does not seem to be affected by respondents' income levels. Regardless of income, **very important** factors in deciding whether to take the bus are (1) feeling safe and comfortable riding public transit, (2) finding information, and (3) having? first- and last-mile transit connectivity. More frequent services and routes were cited as primary factors related to using, or increasing usage of, public transportation. DART Flex routes, more information on available transportation options, and non-emergency medical transportation were the most selected options to improve mobility and the coordination of transportation services.

Transportation Barriers

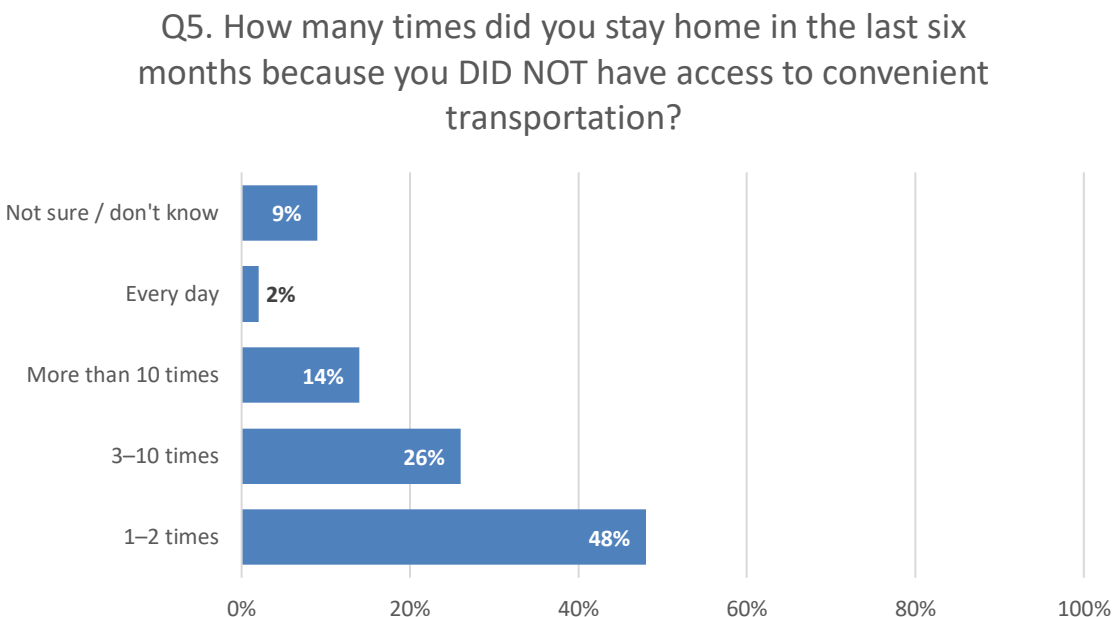
Several questions addressed transportation barriers in Delaware. Q4 asked respondents, “In the past six months, were you ever *unable* to travel due to lack of transportation?” Figure 20 shows that of the 681 respondents, 25 percent answered *Yes* and 75 percent indicated *No*.

Figure 20: Respondents unable to travel due to lack of transportation (n = 681)



Q5 asked respondents, “How many times did you stay home in the last six months because you DID NOT have access to convenient transportation?” Figure 21 indicates that of the 159 respondents, 48 percent reported staying home *1–2 times*, 26 percent *3–10 times*, 14 percent *More than 10 times*, and 9 percent were *Not sure/don’t know*. Two percent reported staying home *Every day* in the last six months due to lack of convenient transportation.

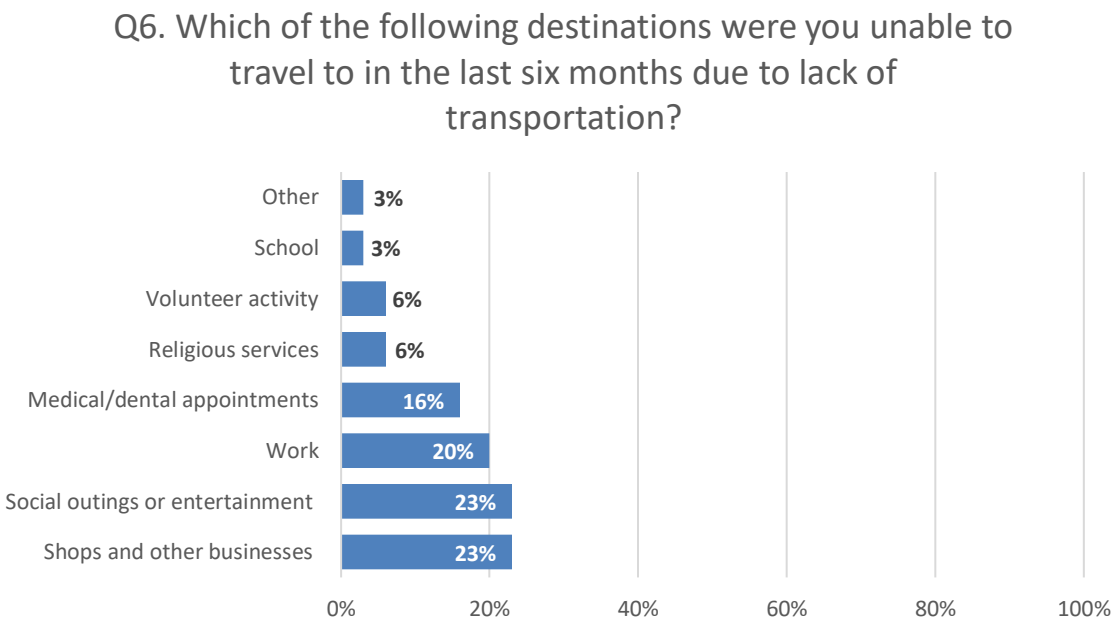
Figure 21: Times respondents stayed home in last six months due to lack of convenient transportation (n = 159)



Surprisingly, when responses were analyzed based on income levels, the analysis revealed that people from all income levels have stayed home at least one to two times in the past six months due to the lack of convenient travel options.

Q6 asked, “Which of the following destinations were you unable to travel to in the last six months due to lack of transportation?” Respondents chose from a list of seven destinations and *Other* (please specify). As displayed in Figure 22, the responses most often selected among the 311 respondents included *Shops and other businesses* (23%), *Social outings or entertainment* (23%), *Work* (20%), *Medical/dental appointments* (16%), *Religious services* (6%), *Volunteer activity* (6%), and *School* (3%). Many of the open-ended responses to *Other* (please specify) were related to one of the seven specified destinations. *Airports* and *back home* were identified as unique factors.

Figure 22: Destinations that respondents were unable to travel to in the last six months due to lack of convenient transportation, (n = 311)

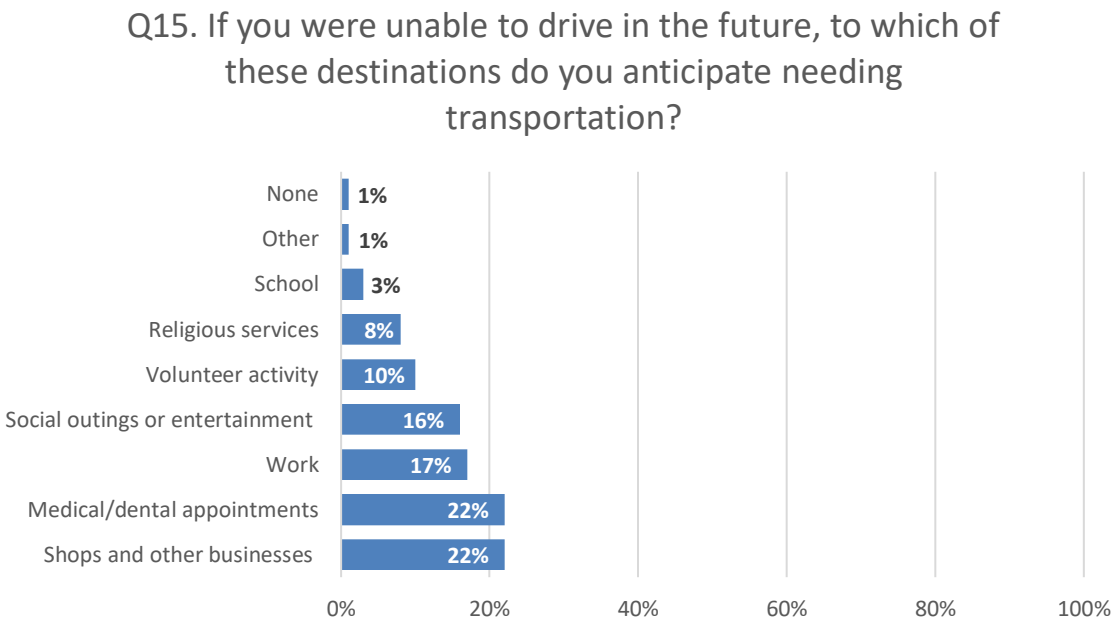


When filters were applied to Q6 based on age and income levels, the most frequently selected responses were (1) *Shops and other businesses*, (2) *Social outings and entertainment*, and (3) *Medical/dental appointments*. This seems to indicate that people of all incomes and ages in Delaware have experienced travel challenges due to the lack of access to convenient transportation options. According to one national study, inability to access public transit may be

associated with a number of factors—including lack of information on available resources—and is often cited as a barrier to employment, education, health care, social and community services, and other quality of life activities (NADTC, 2016).

Q15 asked respondents, “If you were unable to drive in the future, to which of these destinations do you anticipate needing transportation?” Respondents chose from a list of seven destinations, *None*, and *Other*. Figure 23 provides a graphic snapshot of responses to this question. Options most selected by the 582 respondents, were *Shops, restaurants, and other businesses* (22%) and *Medical/dental appointments* (22%), followed by *Work* (17%), *Social outings or entertainment* (16%), and *Volunteer activity* (10%). The least selected options were *Religious services* (8%), *School* (3%), and *None* (1%). Many of the open-ended responses to *Other (please specify)* related to one of the seven specified destinations. *Airports, other transit hubs, the beach, and voting polls* were identified as unique factors.

Figure 23: Destinations where respondents anticipate they will need transportation, if unable to drive in the future (n = 582)



SUMMARY ANALYSIS

The majority of respondents reported having experienced barriers to transportation in Delaware, with 75 percent of the 681 respondents indicating that they have been *unable* to travel due to lack of transportation in the past six months. Nearly half of the 159 respondents reported having to stay home in the last six months because they did not have access to convenient transportation. Respondents reported having a lack of convenient transportation options in the past six months to (1) *Shops and other businesses*, (2) *Social outings or entertainment*, (3) *Work*, and (4) *Medical/dental appointments*. Responses were similar when analyzed by age and income levels. A majority of respondents indicated they would likely need transportation to shops, restaurants, and other businesses as well as medical/dental

Open-Ended Feedback

Survey respondents could share free-response answers to two questions. Q11 asked, “What changes would you like to see regarding bus services in Delaware?” Free-response answers to Q11 were coded into eight categories. A total of 199 people responded to the question, and answers were coded as follows:

- **Increased route frequency:** These responses requested increase frequency of routes and service, either by day or hour. For example, requests for expanded Sunday routes or increased frequency of a specific category were put into this group.
- **New or expanded service suggestions:** These responses requested new routes, or expansion of current routes to reach areas not served by public transit, or to decrease first- and last-mile distances were sorted into this category. For example, requests for service to rural areas that are not on a current route were sorted into this category.
- **None/or not applicable:** Not all respondents gave suggestions. Some respondents simply responded *None* or that the respondent does not use public transportation and has no intention to use it.
- **Better accessibility:** Responses in this category addressed the need for greater accessibility of transit services. For example, a response about the lack of wheelchair ramps at a bus stops was sorted into this category.

- **Better implementation:** Responses were related to implementation of transit services (not include timeliness of transit). For example, concerns about bus drivers' ability to make change during cash payments were included in this category.
- **Other:** Responses in this category included miscellaneous responses. For example, two respondents mentioned the cost of services, and one respondent mentioned environmental concerns.
- **Better technology:** Responses regarding improvements in technology were sorted into this category. For example, requests for better real-time data and Wi-Fi accessibility on buses were sorted into this category.
- **On-time transit:** Responses expressing concerns about the timeliness of transit, particularly buses, were categorized here. For example, concerns about late buses were sorted into this category.

The most common responses focused on issues of route frequency, current service, and route offerings. Other issues that expressed as concerns were accessibility, implementation, technology issues, and on-time transit services. Table 2 demonstrates the frequency of each of these responses.

Table 2: Frequency of responses to changes regarding bus services in Delaware

	Number	Percent*
Increased route frequency	65	33%
New or expanded service suggestions	64	32%
None/not applicable	22	11%
Better accessibility	13	7%
Better implementation	12	6%
Other	10	5%
Better technology	7	3%
On-time transit	6	3%
Total	199	100%

*Percentages have been rounded to the nearest whole number.

Q30 asked, "Please list any topics or concerns that were not addressed in this section of the survey. This additional feedback is greatly appreciated and useful in determining what services are still needed." The 261 responses to this question are visually represented in a word cloud in Figure 24.

Figure 24: Word cloud of open-ended responses to Q30

Comments from both open-ended questions touched on the similar themes and sentiments. A summary of responses, captured by themes, is listed below.

Increase Public Transportation Options

- Increase the total number of routes, stops, and connections
- Bring back Rodney Square transit hub
- Provide more public transportation options in Kent and Sussex Counties
- Offer bus routes to train stations and airports
- Extend service hours on nights and weekends

Address Customer Service Needs

- Offer easier ways to pay, including:
 - Weekly and monthly pass options
 - Ability for bus drivers to give change or vouchers
 - Mobile pay
 - Reduced fares
- Improve mobile and web applications with real-time updates to schedule
- Address timeliness:
 - Public transportation adhering to schedule
 - Less wait time between connections

- Coordinated scheduling between buses and trains
- Improve passengers' perception of safety while using public transportation
- Improve service to transportation-disadvantaged passengers
 - Ensure bus drivers stop to audibly announce the bus number and route for visually impaired riders
 - Assist seniors with boarding buses
 - Improve access for power wheelchairs

Improve Bus Stops and Bus Amenities

- Sidewalk connections
- Accurate bus schedule posted at every stop
- Bus shelters with benches, lighting, and covers
- Wi-Fi access
- Cleanliness
- Comfortable seats
- Bike racks for riders on all buses

Other Suggestions

- Monorail, light rail, or subway
- Public ad campaign to improve the public's perception about using public transportation
- Incentive programs (e.g., earning free rides)
- Vouchers for other transportation services like Lyft and Uber
- Dedicated bike lanes

SUMMARY ANALYSIS

A total of 199 people responded to the question, "What changes would you like to see regarding bus services in Delaware?" Answers were coded into eight categories. The most recurrent responses focused on issues of route frequency, new or expanded service suggestions, and route offerings. Other categories regarding suggested changes were accessibility, implementation, technology issues, and on-time transit services. Several broad themes emerged from responses to both open-ended questions, which focused on increasing public transportation options, addressing customer service needs, improving bus stop/bus amenities, and other suggestions.

Conclusion

Between May 1 and October 9, 2018, a total of 765 recorded responses to the English version of the survey were generated. Due to the percentage of Hispanics who comprise the state's population, a Spanish version was also designed and launched. While targeted outreach was conducted to the Hispanic and Latino populations in Delaware, there were no responses to the Spanish version.

Survey responses were overrepresented among participation by white, English-speaking women and persons residing in New Castle County. Nearly half of the respondents were between the ages of 45 and 64, and 53 percent of respondents indicated annual incomes between \$50,000–\$100,000+. Over 90 percent of respondents have access to a smart device or personal computer with Internet access.

A series of questions was designed to gather data on respondents' modes of transportation and identify factors related to their use of public transportation. About 86 percent of the 578 respondents are "active drivers," and the majority of both active and inactive drivers reported not using mobility devices. About 90 percent of the 578 respondents own at least one car. Among the 58 respondents with annual incomes of less than \$25,000, 40 percent are from no-car households and 45 percent own at least one car. This information suggests that driving status and car ownership correlates more to annual income levels rather than one's degree of personal mobility in Delaware.

Personal vehicles were reported as the primary means of transportation for 77 percent of the 737 respondents. However, 44 percent of respondents from low-income households rely on rides from others and 33 percent use public transit as their primary means of transportation. Nine percent of 669 respondents reported that they used DART First State paratransit. Low-income individuals report a greater reliance on the state's paratransit services compared to other income groups.

Several questions were designed to identify factors and respondents' attitudes toward using public transportation in Delaware. Thirty-one percent of the 668 respondents indicate that they ride public transit in Delaware. Transit ridership does not seem to be affected by respondents' income levels. Regardless of income, **very important** factors in deciding whether to take the bus are (1) *Feeling safe and comfortable riding public transit*, (2) *Finding information*, and (3) *Addressing first- and last-mile transit connectivity*. *Making services more frequent* and *Increasing the number of routes* were cited as factors that would encourage a greater likelihood of using public transportation. *DART Flex routes*, *More information on available transportation*

options, and *Non-emergency medical transportation* were selected as prioritized options to improve mobility and the coordination of transportation services.

The majority of respondents indicated having experienced barriers to transportation in Delaware, with 75 percent of the 681 respondents *unable* to travel due to lack of transportation in the past six months. Nearly half of the 159 respondents reported staying home in the past six months because they did not have access to convenient transportation. Respondents—of all ages and income levels—reported missing trips due to lack of convenient transportation options. Missing trips include (1) *Shops and other businesses*, (2) *Social outings or entertainment*, (3) *Work*, and (4) *Medical/dental appointments*. If unable to drive in the future, respondents anticipate needing transportation to *Shops, Restaurants and other businesses*, and *Medical/dental appointments*.

Answers to the open-ended question, “What changes would you like to see regarding bus services in Delaware?” were coded into eight categories. The most recurrent of the 199 responses focused on issues of *Route frequency*, *New or expanded service suggestions*, and *Route offerings*. Other categories of suggested changes were *Accessibility*, *Implementation*, *Technology issues*, and *On-time transit services*. Several broad themes emerged from responses to both open-ended questions. These include the *need to increase public transportation options*, *address customer service needs*, *improve bus stop/bus amenities*, and other suggestions.

Appendix A – Citations

Brown, A. (2015, Nov.). The unique challenges of surveying U.S. Latinos. Pew Research Center.
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Federal Transit Administration (2018). Mobility on demand sandbox program.
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File, T. and Ryan, C. (2014, Nov.). Computer and internet use in the United States: 2013. American Community Survey Reports, ACS-28, U.S. Census Bureau, Washington, DC.
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Appendix B – English-Version Survey

9/13/2018

Qualtrics Survey Software

English (US) ▼

Default Question Block



The Institute for Public Administration (IPA) at the University of Delaware is working on behalf of the Delaware Transit Corporation (DTC) to assess transportation needs in Delaware. This survey has been developed to collect quantitative data from adults over the age of 18.

The survey is voluntary and should take about 15 minutes to complete. The information you share will remain anonymous. For more information about this survey or project, please contact IPA Policy Scientist Marcia Scott at msscott@udel.edu or (302) 831-0581.

Please select **"Yes"** (below) if you have read and understand this informed-consent statement and agree to take the survey. If you elect not to participate in the survey, select **"No."**

- ☐ Yes
- ☐ No

What is your primary means of transportation?

- ☐ Personal vehicle
- ☐ Rides from family, friends, or caregivers
- ☐ Public transit (For example, DART First State, UNICITY, or Cecil Transit buses)
- ☐ Paratransit
- ☐ SEPTA Trains
- ☐ Nonprofit organization (For example, senior center or faith-based organization)
- ☐ Volunteer transportation
- ☐ Medicaid-paid transportation
- ☐ Ride-hailing (For example, taxicab, Uber, or Lyft)
- ☐ Ride-sharing (For example, RideShare Delaware, or planned carpooling/vanpooling)
- ☐ Biking
- ☐ Walking
- ☐ Other (please specify):

If you didn't have a personal vehicle, how important are these factors in taking the bus?

	Not Important	Somewhat Important	Very Important
Walking or biking between home and bus stop / transit hub	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

file:///W:/academic-professionals-and-grads/Mobility%20Mgmt_FY17/Surveys/MIM%20Needs%20Assessment%20Survey_English.html

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9/13/2018

Qualtrics Survey Software

- ☐ 3-10 times
- ☐ More than 10 times
- ☐ Every day
- ☐ Not sure / don't know

Do you use public transit (For example, DART First State, UNICITY, or Cecil Transit buses)?

- ☐ Yes
- ☐ No

In the past 6 months, how many times have you traveled by bus?

- ☐ 1-2 times
- ☐ 3-10 times
- ☐ More than 10 times
- ☐ Every day
- ☐ Not sure / don't know

What changes would you like to see regarding bus services in Delaware?

Please select five (5) reasons why you do not, or hesitate to, use public transportation:

- ☐ Problems carrying bags or packages
- ☐ Hours of service are not convenient
- ☐ Do not feel safe
- ☐ Travel times
- ☐ Problems with walking/biking connectivity to/from bus stop
- ☐ Issues with bus stops (For example, lighting, shelter, signs, or maintenance)
- ☐ Crossing busy streets
- ☐ Car is always available
- ☐ Costs
- ☐ Health problems (mobility issues)
- ☐ Routes
- ☐ Lack of information about routes and/or schedules
- ☐ No public transportation in area
- ☐ Other (please specify):

Please rank from 1 to 5, with 1 being the most important, why you do not, or hesitate to, use public transportation

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Qualtrics Survey Software

- » Car is always available
- » Hours of service are not convenient
- » Lack of information about routes and/or schedules
- » Travel times
- » Costs
- » Routes
- » No public transportation in area
- » Problems with walking/biking connectivity to/from bus stop
- » Issues with bus stops (For example, lighting, shelter, signs, or maintenance)
- » Health problems (mobility issues)
- » Problems carrying bags or packages
- » Crossing busy streets
- » Do not feel safe
- » Other (please specify):

Please select five (5) factors that would encourage you to use, or increase your use of, public transportation:

- ☐ Biking/walking connectivity improvements to/from bus stops
- ☐ Costs
- ☐ Nothing
- ☐ Shorter travel times
- ☐ Travel training to learn about riding a bus
- ☐ Improvements to bus stops (For example, lighting, shelter, signage, or maintenance)
- ☐ More routes
- ☐ Better information
- ☐ Crosswalk improvements to/from bus stops
- ☐ More frequent service
- ☐ Other (please specify):

Please rank from 1 to 5, with 1 being the most important, the factors that would encourage you to use, or increase your use of, public transportation.

- » Costs
- » More frequent service

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- » More routes
- » Shorter travel times
- » Better information
- » Travel training to learn about riding a bus
- » Improvements to bus stops (For example, lighting, shelter, signage, or maintenance)
- » Biking/walking connectivity improvements to/from bus stops
- » Crosswalk improvements to/from bus stops
- » Nothing
- » Other (please specify):

Please select five (5) options that you believe should be prioritized to improve mobility and the coordination of transportation services in Delaware:

- ☐ Expansion of carpooling or ride-sharing programs
- ☐ Ride vouchers or subsidies for private ride-hailing (For example, taxicabs, Uber, or Lyft) to get to bus stops or transit hubs
- ☐ Improvements to bus stops amenities (For example, benches, signage, lighting, or shelter)
- ☐ Travel training for public transit
- ☐ Non-emergency medical transportation (For example, doctor's appointments, pharmacy, physical therapy, outpatient care/clinics, kidney dialysis, or renal care)
- ☐ More information on available transportation options
- ☐ Transit trip-planning technology (websites or mobile apps)
- ☐ DART Flex route (off-route options available by reservation)
- ☐ Biking/walking connectivity to/from bus stops
- ☐ Other (please specify):

Please rank from 1 to 5, with 1 being the most important, the options that you believe should be prioritized to improve mobility in Delaware.

- » Non-emergency medical transportation (For example, doctor's appointments, pharmacy, physical therapy, outpatient care/clinics, kidney dialysis, or renal care)
- » Ride vouchers or subsidies for private ride-hailing (For example, taxicabs, Uber, or Lyft) to get to bus stops or transit hubs
- » DART Flex route (off-route options available by reservation)
- » Biking/walking connectivity to/from bus stops
- » Expansion of carpooling or ride-sharing programs
- » Travel training for public transit
- » Improvements to bus stops amenities (For example, benches, signage, lighting, or shelter)

file:///W:/academic-professionals-and-grads/Mobility%20Mgmt_FY17/Surveys/MIM%20Needs%20Assessment%20Survey_English.html

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- » Transit trip-planning technology (websites or mobile apps)
- » More information on available transportation options
- » Other (please specify):

If you were unable to drive in the future, to which of these destinations do you anticipate needing transportation?
Select all that apply.

- ☐ Shops, restaurants, and other businesses (For example, grocery store or bank)
- ☐ Medical/dental appointments
- ☐ Social outings or entertainment (For example, friend or relative's home, restaurant, golf, or senior center)
- ☐ Religious services
- ☐ School
- ☐ Work
- ☐ Volunteer activity
- ☐ None
- ☐ Other (please specify):

Please list any topics or concerns that were not addressed in this section of the survey. This additional feedback is greatly appreciated and useful in determining what services are still needed.

Please tell us about yourself.

The demographics below will allow us to examine responses by different groups. Your individual data will not be released.

Are you:

- ☐ Male
- ☐ Female
- ☐ Other
- ☐ Prefer not to say

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In which category is your age?

- ☐ Less than 24 years
 - ☐ 25 - 34 years
 - ☐ 35 - 44 years
 - ☐ 45 - 64 years
 - ☐ 65 - 74 years
 - ☐ 75 - 84 years
 - ☐ 85 years or older
-

Are you a veteran?

- ☐ Yes
 - ☐ No
-

Are you an active driver?

- ☐ Yes
 - ☐ No
-

How many cars are available in your household?

- ☐ Zero
 - ☐ One
 - ☐ Two
 - ☐ Three or more
-

Do you own a smart device (mobile phone or tablet) with internet access?

- ☐ Yes
 - ☐ No
-

Do you own a personal computer (PC) with internet access?

- ☐ Yes
 - ☐ No
-

Please give the best description of your race/ethnicity:

- ☐ White, Non-Hispanic
- ☐ White, Hispanic/Latino
- ☐ Black, Hispanic/Latino
- ☐ Black or African American, Non-Hispanic
- ☐ Asian

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- ☐ Native American or Alaskan Native
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ Other (please specify):

What category best describes your annual household income?

- ☐ \$24,999 or less
- ☐ \$25,000 - \$49,999
- ☐ \$50,000 - \$99,999
- ☐ \$100,000 or more
- ☐ Prefer not to say

What is the primary language spoken in your household?

- ☐ English
- ☐ Spanish
- ☐ Other (please specify):

Do you have a disability that requires the use of a mobility device?

- ☐ I use a cane.
- ☐ I use a rolling walker (or rollator).
- ☐ I use a wheelchair.
- ☐ I use a motorized device.
- ☐ I do not use a mobility device.

In which county do you live?

- ☐ New Castle County
- ☐ Kent County
- ☐ Sussex County
- ☐ Other (please specify):

What is your home zip code?

Appendix C – Spanish-Version Survey

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Español (América Latina) ▼

Default Question Block



El Instituto de Administración Pública (IPA) de la Universidad de Delaware está trabajando en nombre de Delaware Transit Corporation (DTC) para evaluar las necesidades de transporte en Delaware. Esta encuesta se ha desarrollado para recopilar datos cuantitativos de adultos mayores de 18 años.

La encuesta es voluntaria y demorará unos 15 minutos en completarse. La información que comparta permanecerá anónima. Para obtener más información sobre esta encuesta o proyecto, contactar con la Científica de Políticas de IPA, Marcia Scott, a msscott@udel.edu o (302) 831-0581.

Seleccione **"Sí"** (más abajo) si ha leído y entendido esta declaración de consentimiento informado y acepta tomar la encuesta. Si opta por no participar en la encuesta, seleccione **"No"**.

- ☐ Sí
- ☐ No

¿Cuál es su principal medio de transporte?

- ☐ Vehículo personal
- ☐ Transporte de familiares, amigos o cuidadores
- ☐ Transporte público (por ejemplo, DART First State, UNICITY o Cecil Transit buses)
- ☐ Paratransito
- ☐ Trenes SEPTA
- ☐ Organización sin fines de lucro (por ejemplo, centro para personas mayores u organización basada en la fe)
- ☐ Transporte voluntario
- ☐ Transporte pagado por Medicaid
- ☐ Transporte comercial a pedido, o "ride-hailing" (por ejemplo, taxis, Uber o Lyft)
- ☐ Transporte comercial compartido, o "ride-sharing" (por ejemplo, RideShare Delaware, o el uso planificado de auto/van compartidos)
- ☐ Ciclismo
- ☐ Caminar
- ☐ Otra opción (por favor, especifique):

Si no tiene un vehículo personal, ¿qué tan importantes son estos factores para tomar el autobús?

No es importante	Algo importante	Muy importante
------------------	-----------------	----------------

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	No es importante	Algo importante	Muy importante
Caminar o andar en bicicleta entre el hogar y la parada de autobús / centro de conexión del transporte	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Caminar o andar en bicicleta entre la parada de autobús / centro de conexión del transporte y el destino	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Encontrar información (por ejemplo, horarios, rutas o paradas)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Equilibrar horas de trabajo irregulares (por ejemplo, turno de noche o disponible a cualquier hora)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Equilibrar las responsabilidades (por ejemplo, cuidado de niños, necesidades familiares o recados)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sentirse seguro y cómodo a bordo del transporte público	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organizar el uso de vehículos compartidos (carpooling) o llamar a último minuto un transporte comercial a pedido (ride-hailing).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

En los últimos 6 meses, ¿alguna vez no pudo viajar debido a la falta de transporte?

- ☐ Sí
- ☐ No

¿Cuántas veces se ha quedado en casa en los últimos 6 meses porque NO tuvo acceso a un transporte conveniente?

- ☐ de 1 a 2 veces
- ☐ de 3 a 10 veces
- ☐ Más de 10 veces
- ☐ Todos los días
- ☐ No estoy seguro / no lo sé

¿A cuál de los siguientes destinos no pudo viajar en los últimos 6 meses debido a la falta de transporte? Seleccione todas las opciones que correspondan.

- ☐ Tiendas y otros negocios (por ejemplo, tienda de comestibles o farmacia)
- ☐ Citas médicas / dentales
- ☐ Salidas sociales o entretenimiento (por ejemplo, casa de un amigo o pariente, restaurante, campo de golf o centro para personas mayores)
- ☐ Servicios religiosos
- ☐ Escuela
- ☐ Trabajo
- ☐ Actividad de voluntariado
- ☐ Otra opción (por favor, especifique)

¿Utiliza los servicios de First State Paratransit de DART?

- ☐ Sí
- ☐ No

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En los últimos 6 meses, ¿cuántas veces ha viajado en paratransito?

- ☐ de 1 a 2 veces
- ☐ de 3 a 10 veces
- ☐ Más de 10 veces
- ☐ Todos los días
- ☐ No estoy seguro / no lo sé

¿Utiliza el transporte público (por ejemplo, DART First State, UNICITY o Cecil Transit buses)?

- ☐ Sí
- ☐ No

En los últimos 6 meses, ¿cuántas veces ha viajado en autobús?

- ☐ de 1 a 2 veces
- ☐ de 3 a 10 veces
- ☐ Más de 10 veces
- ☐ Todos los días
- ☐ No estoy seguro / no lo sé

¿Qué cambios le gustaría ver con respecto a los servicios de autobús en Delaware?

Seleccione cinco (5) razones por las que no usa el transporte público o duda en utilizarlo:

- ☐ Tiempos de viaje
- ☐ No se siente seguro
- ☐ Costos
- ☐ Rutas
- ☐ Problemas de salud (problemas de movilidad)
- ☐ Problemas para llevar bolsas o paquetes
- ☐ El auto siempre está disponible
- ☐ Problemas con la vialidad para ir en bicicleta o caminando hacia y desde las paradas de autobús
- ☐ Cruzar calles con mucho tráfico
- ☐ Problemas con paradas de autobús (por ejemplo, alumbrado, refugio, señales o mantenimiento)
- ☐ Falta de información sobre rutas y/o programaciones
- ☐ Las horas de servicio no son convenientes
- ☐ No hay transporte público en el área
- ☐ Otra opción (por favor, especifique):

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Por favor, clasifique del 1 al 5, siendo 1 el más importante, el motivo por el que no utiliza el transporte público o duda en hacerlo

- » El auto siempre está disponible
- » Las horas de servicio no son convenientes
- » Falta de información sobre rutas y/o programaciones
- » Tiempos de viaje
- » Costos
- » Rutas
- » No hay transporte público en el área
- » Problemas con la vialidad para ir en bicicleta o caminando hacia y desde las paradas de autobús
- » Problemas con paradas de autobús (por ejemplo, alumbrado, refugio, señales o mantenimiento)
- » Problemas de salud (problemas de movilidad)
- » Problemas para llevar bolsas o paquetes
- » Cruzar calles con mucho tráfico
- » No se siente seguro
- » Otra opción (por favor, especifique):

Seleccione cinco (5) factores que lo animarían a comenzar a usar transporte público, o usarlo con más frecuencia:

- ☐ Mejor información
- ☐ Nada
- ☐ Mejoras de pasos peatonales hacia/desde paradas de autobús
- ☐ Servicio más frecuente
- ☐ Mejoras a las paradas de autobús (por ejemplo, iluminación, refugio, señalización o mantenimiento)
- ☐ Entrenamiento de viaje para aprender a usar un autobús
- ☐ Más rutas
- ☐ Tiempos de viaje más cortos
- ☐ Costos
- ☐ Mejoras en la vialidad para ir en bicicleta o caminando hacia y desde las paradas de autobús
- ☐ Otra opción (por favor, especifique):

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Por favor clasifique del 1 al 5, siendo 1 el más importante, los factores que lo alentarían a comenzar a usar transporte público, o usarlo con más frecuencia.

- » Costos
- » Servicio más frecuente
- » Más rutas
- » Tiempos de viaje más cortos
- » Mejor información
- » Entrenamiento de viaje para aprender a usar un autobús
- » Mejoras a las paradas de autobús (por ejemplo, iluminación, refugio, señalización o mantenimiento)
- » Mejoras en la vialidad para ir en bicicleta o caminando hacia y desde las paradas de autobús
- » Mejoras de pasos peatonales hacia/desde paradas de autobús
- » Nada
- » Otra opción (por favor, especifique):

Seleccione cinco (5) opciones que considere prioritarias para mejorar la movilidad y la coordinación de los servicios de transporte en Delaware:

- ☐ Tecnología de planificación de viajes en tránsito (sitios web o aplicaciones móviles)
- ☐ Ruta DART Flex (opciones fuera de ruta disponibles con reserva)
- ☐ Validad para ir en bicicleta o caminando hacia y desde las paradas de autobús
- ☐ Más información sobre las opciones de transporte disponibles
- ☐ Expansión de los programas de uso vehículos compartidos o transporte comercial compartido
- ☐ Cupones de viaje o subsidios para transporte comercial compartido (por ejemplo, taxis, Uber o Lyft) para llegar a paradas de autobuses o centros de conexión de transporte
- ☐ Transporte médico que no sea de emergencia (por ejemplo, citas con el médico, farmacia, terapia física, atención/clínicas para pacientes ambulatorios, diálisis renal o atención renal)
- ☐ Entrenamiento de viaje para el transporte público
- ☐ Mejoras en los servicios de paradas de autobús (por ejemplo, bancos, señalización, iluminación o refugio)
- ☐ Otra opción (por favor, especifique):

Por favor, clasifique del 1 al 5, siendo 1 el más importante, las opciones que cree que deberían priorizarse para mejorar la movilidad en Delaware.

- » Transporte médico que no sea de emergencia (por ejemplo, citas con el médico, farmacia, terapia física, atención/clínicas para pacientes ambulatorios, diálisis renal o atención renal)
- » Cupones de viaje o subsidios para transporte comercial compartido (por ejemplo, taxis, Uber o Lyft) para llegar a paradas de autobuses o centros de conexión de transporte

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- » Ruta DART Flex (opciones fuera de ruta disponibles con reserva)
- » Validad para ir en bicicleta o caminando hacia y desde las paradas de autobús
- » Expansión de los programas de uso vehículos compartidos o transporte comercial compartido
- » Entrenamiento de viaje para el transporte público
- » Mejoras en los servicios de paradas de autobús (por ejemplo, bancos, señalización, iluminación o refugio)
- » Tecnología de planificación de viajes en tránsito (sitios web o aplicaciones móviles)
- » Más información sobre las opciones de transporte disponibles
- » Otra opción (por favor, especifique):

¿A cuál de estos destinos supone que pudiera necesitar transporte, si en el futuro no pudiera conducir?
Seleccione todas las opciones que correspondan.

- ☐ Tiendas, restaurantes y otros negocios (por ejemplo, supermercado o banco)
- ☐ Citas médicas / dentales
- ☐ Salidas sociales o entretenimiento (por ejemplo, casa de un amigo o pariente, restaurante, campo de golf o centro para personas mayores)
- ☐ Servicios religiosos
- ☐ Escuela
- ☐ Trabajo
- ☐ Actividad de voluntariado
- ☐ Ninguno
- ☐ Otra opción (por favor, especifique):

Señale cualquier tema o inquietud que no se haya tratado en esta sección de la encuesta. Este comentario adicional es muy apreciado y útil para determinar qué servicios son aún necesarios.

Por favor cuéntenos acerca de usted.

**Los datos demográficos a continuación nos permitirán examinar las respuestas de diferentes grupos.
Sus datos individuales no serán divulgados.**

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Su sexo es:

☐ Masculino

☐ Femenino

☐ Otro

☐ Prefiere no decir

¿En qué rango se ubica su edad?

☐ Menos de 24 años

☐ de 25 a 34 años

☐ de 35 a 44 años

☐ de 45 a 64 años

☐ de 65 a 74 años

☐ de 75 a 84 años

☐ 85 años o más

¿Es un veterano?

☐ Sí

☐ No

¿Es un conductor activo?

☐ Sí

☐ No

¿Cuántos automóviles hay disponibles en su hogar?

☐ Cero

☐ Uno

☐ Dos

☐ Tres o más

¿Es dueño de un dispositivo inteligente (teléfono celular o tableta) con acceso a internet?

☐ Sí

☐ No

¿Tiene una computadora personal (PC) con acceso a Internet?

☐ Sí

☐ No

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Por favor, brinde la mejor descripción de su raza/etnia:

- ☐ Blanco, no hispano
- ☐ Blanco, hispano/latino
- ☐ Negro, hispano/latino
- ☐ Negro o afroamericano, no hispano
- ☐ Asiático
- ☐ Nativo americano o nativo de Alaska
- ☐ Nativo hawaiano o de otra isla del Pacífico
- ☐ Otra opción (por favor, especifique):

¿Qué categoría describe mejor el ingreso anual de su hogar?

- ☐ \$24,999 o menos
- ☐ de \$25,000 a \$49,999
- ☐ de \$50,000 a \$99,999
- ☐ \$100,000 o más
- ☐ Prefiere no decir

¿Cuál es el idioma principal que se habla en su hogar?

- ☐ Inglés
- ☐ Español
- ☐ Otra opción (por favor, especifique):

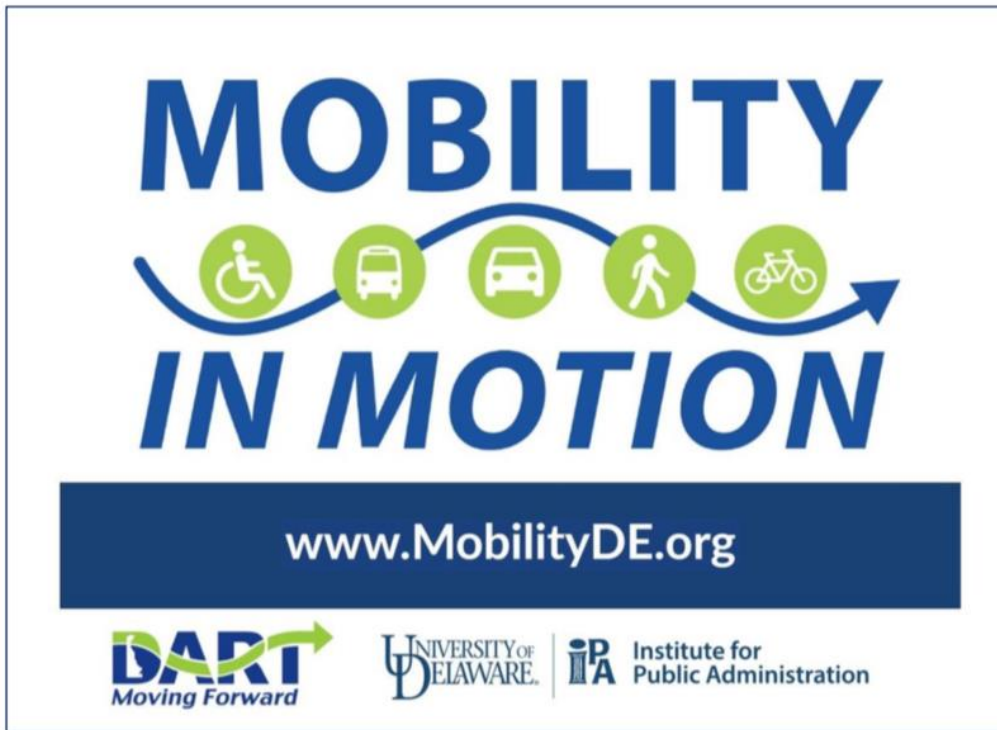
¿Tiene una discapacidad que requiere el uso de un dispositivo de movilidad?

- ☐ Uso un bastón.
- ☐ Uso un andador rodante (o andador).
- ☐ Uso una silla de ruedas.
- ☐ Uso un dispositivo motorizado.
- ☐ No uso un dispositivo de movilidad.

¿En qué condado vive?

- ☐ Condado de New Castle
- ☐ Condado de Kent
- ☐ Condado de Sussex
- ☐ Otra opción (por favor, especifique):

Appendix D – Outreach Toolkit



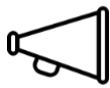
OUTREACH TOOLKIT

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Quick Start Checklist

The State of Delaware recognizes the importance of personal mobility. The Delaware Transit Corporation (DTC), operating as DART First State, has launched Mobility in Motion. This initiative, administered by the Institute for Public Administration (IPA) at the University of Delaware, invites Delawareans to envision and provide critical input on the future of mobility in Delaware. Use the following quick start checklist to help promote the Mobility in Motion initiative.



You, or your organization, can learn more by visiting the website:

www.MobilityDE.org

All promotional materials are available to download from a “[Mobility in Motion Promo Materials](#)” folder in a shared Google Drive (<https://goo.gl/vDAtdX>)



Distribute bilingual postcards and fliers electronically or in-person to involve constituents, group members, and influencers in your network. Encourage them to share information about the Mobility in Motion initiative and take the survey. *See the link to downloadable materials on page 7.*



Use the Prepared News Releases to help promote the Mobility in Motion initiative via your organization’s website, print, and online newsletters. General and targeted news releases are provided to inform the public and organizations/agencies that support older adults, persons with disabilities, veterans, and transit riders. *See press release and link on page 8.*



Post social media or repost feeds to educate your network about initiative and encourage participation in the survey. *See link to images on page 10 and sample posts on page 11.*



Use the **hashtag** on social posts: #MobilityDE



Post videos and selfies on social media. IPA will be traveling to community events throughout Delaware to distribute information. There will be opportunities to 1) take photos with selfie frames that are cut-outs of transportation modes (bus, car, bike, walking, and wheelchair), 2) participate in a Dot exercise in response to a prompt on a poster board, “What does mobility mean to you?”



Use Web Banners and email to provide information on the initiative and links to the online survey. *See sample email copy on page 12.*

Outreach Toolkit Background and Purpose

Background

Personal mobility is often taken for granted, but is essential to one's quality of life. Reliable transportation is needed to connect Delawareans to jobs, education, healthcare, social and community services, and other life-sustaining services. Yet, many Delaware residents are unable to provide their own transportation or have difficulty accessing public transportation. Transportation-disadvantaged individuals may face barriers to reliable transportation due to disability, income, age, inability to drive, lack of car ownership, veteran's status, or a combination of reasons.

The Delaware Transit Corporation (DTC) operating as DART First State Transit, has launched a Mobility in Motion initiative in collaboration with the University of Delaware Institute for Public Administration (IPA). This initiative invites all Delawareans—not just transit riders—to provide critical input on the future of mobility in Delaware. Information gathered will be used to update the Coordinated Public Transit—Human Services Transportation Plan, or “Coordinated Plan,” for the State of Delaware. Developed through a participatory planning process, the Coordinated Plan will serve as a strategic framework for addressing the state's existing and future mobility needs.

How You Can Help

Many state agencies, local governments, metropolitan planning organizations (and their appointed committees); non-profit organizations; advocacy groups; and community-based organizations may provide transportation and/or essential services to Delaware residents and transportation-disadvantaged individuals. Your help is needed to disseminate information, conduct outreach, and obtain input on the future of mobility in Delaware through your network, channels of communication, and events.

A website, www.MobilityDE.org, serves as the portal for communication on this initiative. This outreach toolkit includes template media materials, fact sheets, press releases, social media posts, and sample web and email copy that can be used to disseminate information and educate stakeholders within your network. All promotional material is downloadable and may be found in folders within [Google Drive: Mobility in Motion promotional materials](https://goo.gl/vDAtdX) (<https://goo.gl/vDAtdX>)

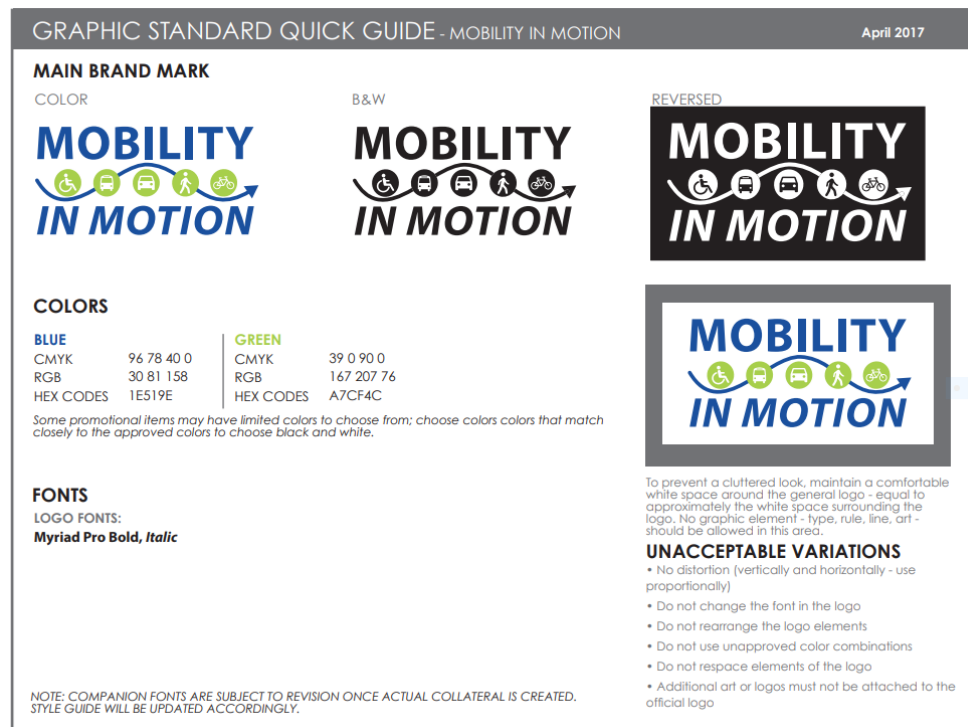
If you need more information or have questions about this toolkit, please contact:

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Graphic Standard Quick Guide

A logo has been designed with colors that complement the DART First State logo and promotional materials. [Logos](https://goo.gl/xg7Jco) are available to download at <https://goo.gl/xg7Jco>. [Design files](https://goo.gl/SQUdxo) are available at <https://goo.gl/SQUdxo>.



Online Survey

A web-based Needs Assessment Survey will be conducted until September 30, 2018. The survey is available in [English](https://goo.gl/d6kz2B) (<https://goo.gl/d6kz2B>) and [Spanish](https://goo.gl/u7KVWD) (<https://goo.gl/u7KVWD>). It is critically important that all Delawareans—not just transit riders—have an opportunity to take the survey. It is particularly important that transportation-disadvantaged individuals participate in the survey to document mobility needs, gaps, and barriers.

Crowdsourced Tools



Crowdsourcing involves the use of web- and mobile-based applications (apps) to obtain information, insight, and knowledge from the public. DART First State transit riders are invited to use one, or all three online, map-based tools to share a first- and last-mile accessibility experience walking, biking, or rolling to, or from, a DART First State bus stop location in Delaware. All crowdsourcing tools are publicly available on the Mobility in Motion website (www.MobilityDE.org) or may be accessed via separate URLs.

Mobility in Motion Fliers and Postcards

Two-sided, bilingual fliers and postcards have been designed to disseminate electronically or to print and provide as handouts.

Fliers

MOBILITY IN MOTION

WHY SHOULD DELAWAREANS CARE ABOUT MOBILITY?
Personal mobility is often taken for granted, but it is essential to many quality of life. Reliable transportation is needed to connect Delawareans to jobs, education, healthcare, social and community services, and other life-sustaining services. Yet, many Delawareans are unable to provide their own transportation or have difficulty accessing public transportation. Transportation-disadvantaged individuals may face barriers to reliable transportation due to disability, income, age, ability to drive, lack of car ownership, vehicle status, or a combination of reasons.

WHAT IS MOBILITY IN MOTION?
The State of Delaware recognizes the importance of personal mobility. The Delaware Transit Corporation (DTC), operating as DART First State Transit, has launched Mobility in Motion. This initiative invites Delawareans to envision and provide critical input on the future of mobility in Delaware.

HOW WILL INFORMATION BE USED?
Public input and data will be gathered to identify public transit and human services transportation barriers, challenges, and gaps in service in Delaware. The information will be used to develop a Comprehensive Public Transit—Human Services Transportation Plan, an "Integrated Plan" for the State of Delaware. The coordinated plan will serve as a strategic framework for addressing the state's existing and future mobility needs. Developed through collaboration with stakeholders and public input, the coordinated plan will provide a path forward to:

- Identify, prioritize, and fund human services transportation programs and innovative projects;
- Facilitate coordination and maximize resources to meet Delaware's increasing transportation needs for the general public and transportation-disadvantaged individuals;
- Develop strategies to improve access to transportation and enhance mobility for target populations; and
- Align the plan with transportation in Motion, Delaware's long-range transportation plan.

HOW CAN YOU HELP?

LEARN MORE BY VISITING
MOBILITYDE.ORG

TAKE THE ONLINE SURVEY
AT goo.gl/d6kz2B

SHARE THE ONLINE SURVEY
WITH YOUR NETWORK

DART Moving Forward | UNIVERSITY OF DELAWARE | IPA Institute for Public Administration

MOBILITY IN MOTION

¿POR QUÉ DEBE PREOCUPARSE POR LA MOVILIDAD DE DELAWARE?
La movilidad personal es a menudo dada por sentada, pero es esencial para la propia calidad de vida. Se necesita transporte confiable para conectar a Delawareans a puestos de trabajo, educación, salud, servicios sociales y comunitarios, y otros servicios de soporte vital. Sin embargo, muchos Delawareans no tienen un vehículo de propiedad o tienen dificultades para acceder a medios de transporte público. Individuos con el transporte en desventaja pueden experimentar con barreras de transporte confiable debido a la discapacidad, ingresos, edad, su capacidad para conducir, la falta de propiedad de un vehículo, o una combinación de razones.

¿CÓMO SE UTILIZARÁ LA INFORMACIÓN?
La opinión del público es una parte esencial para identificar las barreras de transporte público y servicios de transporte humano, desafíos y deficiencias en los servicios de Delaware. La información será utilizada para desarrollar un Plan de Transporte de Transporte Humano y Servicios Comunitarios, un "Plan Coordinado" para el Estado de Delaware. El Plan Coordinado servirá como un marco estratégico para hacer frente a las necesidades de movilidad actuales y futuras del estado. Desarrollado a través de la colaboración con las partes interesadas y la opinión del público, el Plan Coordinado proporcionará un camino a seguir para:

- Identificar, priorizar y financiar programas de transporte servicios humanos y proyectos innovadores;
- Facilitar la coordinación y maximizar los recursos para satisfacer las crecientes necesidades de transporte de Delaware para los individuos públicos y el transporte general de Delaware;
- Desarrollar estrategias para mejorar el acceso al transporte y mejorar la movilidad de las poblaciones objetivo; y
- Alinear el plan con la Iniciativa en Movimiento, plan de transporte a largo plazo de Delaware.

¿CÓMO PUEDES AYUDAR?

MÁS INFORMACIÓN
VISITANDO MOBILITYDE.ORG

TOMAR LA ENCUESTA EN
LÍNEA A
goo.gl/d6kz2B

COMPARTE LA ENCUESTA EN
LÍNEA CON TU RED

DART Moving Forward | UNIVERSITY OF DELAWARE | IPA Institute for Public Administration

Available at: <https://goo.gl/CqKmcR>

Postcards

MOBILITY IN MOTION

¿Cuál es el futuro de la movilidad en Delaware?

Ayude a formar el futuro del transporte en Delaware:

Realice la encuesta en línea para proporcionar aportes
goo.gl/d6kz2B

Comparta la encuesta con su red

Conozca más sobre la iniciativa al visitar
www.MobilityDE.org

DART Moving Forward | UNIVERSITY OF DELAWARE | IPA Institute for Public Administration

MOBILITY IN MOTION

What is the future of mobility in Delaware?

Take the online survey to provide input
goo.gl/d6kz2B

Share the survey with your network

Learn more about the project by visiting...
www.MobilityDE.org

DART Moving Forward | UNIVERSITY OF DELAWARE | IPA Institute for Public Administration

Available at: <https://goo.gl/ev3wJ6>

Mobility in Motion New Releases

News releases have been prepared for media outlets and may also provide the basis for information on an organization's website, e-newsletters, or printed newsletters. The following new release is ready for distribution to the general public (both transit and non-transit riders). In addition, news releases have been prepared for organizations that represent or provide services to targeted populations such as older adults, persons with disabilities, and veterans. The general and targeted news releases are available to download at: <https://goo.gl/UMZgD6>

General News Release

DART First State's Mobility in Motion Initiative Underway Input Needed!

Why should Delawareans care about mobility?

Transportation benefits us all. For many Delaware residents, transportation to work, school, medical appointments, shopping, and social or community services may be a hardship because of a disability, age, illness, veteran status, or financial constraints. Some transportation-disadvantaged individuals may face challenges walking, bicycling, or rolling to public transit location. Other Delawareans live in rural areas that are not served by public transit and where transportation options are often limited. They often rely on volunteers, family members, caregivers, or non-profit human services organizations for transportation to destinations that provide needs of daily living and support services.

What is Mobility in Motion?

The state of Delaware recognizes the importance of personal mobility for all Delawareans and transportation-disadvantaged individuals. The Delaware Transit Corporation (DTC), operating as DART First State Transit, has launched Mobility in Motion. This initiative invites Delawareans to envision and provide critical input on the future of mobility in Delaware.

How can you help?

- ☐ Learn more by visiting: www.MobilityDE.org
- ☐ Take the online survey by September 30, 2018 to provide input! The survey is available in English (<https://goo.gl/d6kz2B>) and Spanish (<https://goo.gl/u7KVWD>).
- ☐ Enter for a chance to win a \$25 gift card for completing the survey!
- ☐ Share the online survey with your network

How will information be used?

Public input and data will be gathered to identify public transit and human services transportation barriers, challenges, and gaps in services in Delaware. The information will be used to develop a Coordinated Public Transit—Human Services Transportation Plan, or "Coordinated Plan," for the State of Delaware. Developed through a participatory planning process, the Coordinated Plan will serve as a strategic framework for addressing the state's existing and future mobility needs.

Need more information?

The Institute for Public Administration (IPA) at the University of Delaware is facilitating outreach on behalf of DTC. For more information, please contact IPA policy scientists Marcia Scott (msscott@udel.edu) or Julia O'Hanlon (jusmith@udel.edu).

News Release on Crowdsourcing Tools

Transit riders are invited to share their first- and last-mile experience walking, bicycling, or rolling to/from a DART First State Transit bus stop or hub in Delaware. Two versions of a news release have been drafted. The news releases and images are available at <https://goo.gl/rKAJb1>.

New Crowdsourcing Tools Invite Input on Accessibility to/from DART First State Bus Stops

Whether it's a bus trip to/from work, shopping, or home, public transportation rarely stops directly in front of a passenger's origin or destination. Barriers to transit ridership often include "incomplete" streets that lack safe, connected, and well-maintained infrastructure for pedestrians, bicyclists, and persons with disabilities; or bus stops that lack amenities such as shelters, lighting, signage, and proximity to intersections with crosswalks. DART First State wants transit riders to provide input on their accessibility to, or from, a bus stop in Delaware. This is often described as the first- and last-mile transit experience.

The Institute for Public Administration (IPA) at the University of Delaware has collaborated with the Delaware Transit Corporation (DTC), which operates DART First State Transit, to develop three map-based crowdsourcing tools on first- and last-mile bus stop accessibility in Delaware.

Crowdsourcing involves the use of web- and mobile-based applications (apps) to obtain information, insight, and knowledge from the public. DART First State transit riders are invited to use one of three online, map-based tools to share a first- and last-mile accessibility experience walking, biking, or rolling to, or from, a DART First State bus stop location in Delaware. All crowdsourcing tools—including a Wikimap, Geoform, and GIS Crowdsourcing Story Map—are publicly available on the Mobility in Motion website (www.MobilityDE.org).

The three crowdsourcing tools are being tested as part of a statewide Mobility in Motion initiative. Public input and data will be gathered to identify public transit and human services transportation barriers, challenges, and gaps in services in Delaware. The information will be used to develop a Coordinated Public Transit—Human Services Transportation Plan, or "Coordinated Plan," for the State of Delaware. The Coordinated Plan will serve as a strategic framework for addressing the state's existing and future mobility needs. Information collected from the crowdsourcing tools will help to identify needed bus stop accessibility improvements related to pedestrian and bicycle infrastructure, ADA accessibility, and connectivity. The crowdsourcing tools are not designed to report a roadway condition that should be addressed immediately (such as a crosswalk signal malfunction).

For those issues, please directly contact the Delaware Department of Transportation (DelDOT) Transportation Management Center (operating 24/7/365) at 302-659-4600, #77 on your cell, or through e-mail at deldotmc@state.de.us.

In addition to the crowdsourcing tools that are gathering input from DART First State transit riders, in-person outreach is being conducted throughout Delaware at public events and meetings of groups that represent transportation-challenged populations. A Needs Assessment Survey is being also conducted until September 30, 2018. All Delawareans (whether or not they ride transit) are invited to take the survey, which is available in both English (<https://bit.ly/2lwCWDd>) and in Spanish (<https://bit.ly/2MvhPnl>). To learn more about the Mobility in Motion initiative, visit www.MobilityDE.org.

Mobility in Motion Social Media Materials

Facebook and Twitter Images

Use the following graphics and videos to help promote the Mobility in Motion initiative and survey.

[Download the full-size versions here](#)





YouTube Videos



<https://youtu.be/1fsi6Hiwvfg>

<https://youtu.be/KcfEV2WDz1A>

Sample Social Media Posts

The following sample messages can be used for posts on social media platforms, such as Twitter and Facebook to generate awareness among followers and stakeholders. Messages within posts can be customized to a particular target audience, or new posts can be developed for use with select social media images.

Tag DART First State social media in your posts:

- ☐ Facebook: @Dartfirststate
- ☐ Twitter: @Dartfirststate

Official Hashtag

- ☐ #MobilityDE

Sample posts for Twitter and Facebook:

- ☐ Want to help shape the future of mobility in [#Delaware](#)? Take the survey to provide input to [@Dartfirststate](#) and enter in a drawing to win a \$25 gift card:
<https://buff.ly/2JzFPVD> [#MobilityDE](#)

- Mobility can mean access to education, jobs, healthcare, community services & more. What does mobility mean to you? Provide input to [@Dartfirststate](#) on the future of mobility in [#Delaware](#) by taking an online survey at <https://buff.ly/2sc55ta> [#MobilityDE](#)
- We take "mobility" for granted, but it's not synonymous with transportation. Mobility means access to jobs, school, healthcare, and community services. Provide input to [@Dartfirststate](#) on the future of mobility in [#Delaware](#)! Take the survey at <https://buff.ly/2sc55ta>
- Provide input to [@Dartfirststate](#) on the future of mobility in [#Delaware](#) by taking an online survey at <https://buff.ly/2sc55ta> [#MobilityDE](#)
- Help us spread the word! What is the future of mobility in [#Delaware](#)? Provide input to [@Dartfirststate](#) by taking an online survey at <https://buff.ly/2sc55ta> [#MobilityDE](#)
- ¿Cuál es el futuro y la importancia de la movilidad en Delaware? Realice la encuesta en línea para proporcionar aportes. <https://goo.gl/u7KVWD>
- Post with YouTube videos on page 9:
Mobility can mean access to educational, economic, job opportunities, and healthcare. What does mobility mean to you? Watch the video below to learn more. Then, provide input to [@Dartfirststate](#) on the future of mobility in [#Delaware](#) by taking an online survey at <https://buff.ly/2sc55ta> [#MobilityDE](#)

Mobility in Motion Web and Email Promotion

Web Promotion

A simple, but effective way to promote the Mobility in Motion initiative on an organization's website is to upload a web banner that hyperlinks to the Mobility in Motion website. Several versions of web banners, including the one displayed below, are available at <https://goo.gl/FFtcvh>.



Email Promotion

An organization's email list or list-serve can be used to help spread the word about the Mobility in Motion initiative. IPA has launched a MailChimp campaign, which provides information on the initiative and link to the Needs Assessment Survey. The MailChimp message can be cut and pasted into an organization's email message. Email attachments, such as the two-sided informational flier and postcards with your contacts at Veterans organizations, can also be included.



DART SURVEY ON TRANSPORTATION / MOBILITY IN DELAWARE

The Delaware Transit Corporation (DTC), operating as DART First State Transit, is asking for your help in distributing a **Transportation Needs Assessment Survey** to your members. DTC is surveying **all Delawareans** to learn more about their specific transportation and mobility needs.

The [survey](#) is being administered by the Institute for Public Administration (IPA) at the University of Delaware, on behalf of DTC. It is designed to gather information on existing specialized transportation services, gaps and unmet needs of Delawareans, and ways to address those gaps.

HOW CAN YOUR ORGANIZATION HELP?



Learn more by visiting: www.MobilityDE.org



Encourage your members to take the survey and enter to win a \$25 gift card: goo.gl/d6kz2B



Share the survey and promotional materials on your website, social media accounts, and newsletters.

[**Take the Survey!**](#)

Appendix E – 2018 Mobility in Motion Outreach and Engagement Table

2018 Mobility in Motion Public Outreach and Engagement Activities

Name/Group/Event	Type of Engagement	Date	Location	~# Attending
LIFE Conference	Tabling Event	1/24/18	Dover	52
Advisory Council on Services for Aging and Adults with Physical Disabilities	Presentation	3/13/18	Dover	13
Delaware Commission of Veterans Affairs (DCVA)	Presentation	3/20/18	Dover	12
The Voice Radio Network's Job Fair	Tabling Event	3/24/18	Georgetown	100+
State Council for Persons with Disabilities	Presentation	4/16/18	Dover	30
Delaware Municipal Clerks	Presentation	4/16/18	Dover	24
Governor's Advisory Council for Exceptional Citizens (GACEC) Meeting	Presentation	4/17/18	Dover	18
Walkable, Bikeable Delaware	Tabling Event	4/20/18	Dover	100+
Wellness Fair- Newark Senior Center	Tabling Event	5/3/18	Newark	100+
Elderly Disabled Transit Advisory Committee (EDTAC) Committee Meeting	Presentation	5/9/18	Wilmington	14
Newark Transit Hubs	Site Visit	5/18/18	Christiana Mall	20
2018 Buddy Walk	Tabling Event	5/19/18	Middletown	100+
Delaware Transit Corporation Meeting	Presentation	5/23/18	Dover/Wilmington	11
Delaware League of Local Government	Presentation	5/24/18	Dover	50
New Castle County Health & Wellness Expo	Tabling Event	6/19/18	Newark	100+
Wilmington Initiatives	Tabling Event	6/20/18	Wilmington	30
Modern Maturity Community Education and Health Fair	Tabling Event	6/21/18	Dover	100+
Route 9 Corridor Public Workshop	Tabling Event	6/25/18	Wilmington	25
12th Street Connector Visioning Workshop	Tabling Event	6/25/18	Wilmington	37

2018 Mobility in Motion Public Outreach and Engagement Activities

Name/Group/Event	Type of Engagement	Date	Location	~# Attending
Wilmington and Kirkwood Highway Bus Stops	Site Visit	6/28/18	Wilmington	40
Rodney Square Farmers' Market	Site Visit	6/28/18	Wilmington	50+
Farmers' Market at Route 9 Library	Site Visit	6/28/18	Wilmington	50+
Brandywine Mills Plaza Farmers' Market	Site Visit	6/28/18	Wilmington	25+
Wilmington Library Inter-Agency Meeting	Presentation	7/5/18	Wilmington	5
Middletown Bus Stops	Site Visit	7/6/18	Middletown	15
Smyrna Bus Stops	Site Visit	7/6/18	Smyrna	15
Georgetown Transit Centers	Site Visit	7/6/18	Lewes	N/A
Sea Colony Farmers' Market	Site Visit	7/6/18	Bethany Beach	25+
16 Mile Farmers' Market	Site Visit	7/6/18	Georgetown	25+
Delaware Aging Network (DAN) Meeting Milton CHEER Center	Presentation	7/10/18	Milton	16
Wilmington Farmers' market	Site Visit	7/11/18	Wilmington	70
Dover Bus Stops	Site Visit	7/12/18	Dover	30
Capital City Farmers' Market	Site Visit	7/12/18	Dover	25+
Georgetown Transit Hub	Site Visit	7/12/18	Georgetown	50+
Wilmington Farmers' Markets	Site Visit	7/13/18	Wilmington	N/A
Christiana Mall Park & Ride	Site Visit	7/13/18	Newark	N/A
Newark Bus Stops	Site Visit	7/16/18	Newark	20
Middletown Bus Stops	Site Visit	7/16/18	Middletown	20
Delaware Developmental Disabilities Council	Presentation	7/18/18	Dover	36
Community Health Fair	Tabling Event	7/19/18	Wilmington	50+
People's Plaza Transit Hub	Site Visit	7/20/18	Glasgow	N/A
Glasgow Park Farmers' Market	Site Visit	7/20/18	Glasgow	N/A
Carousel Park Farmers' Market	Site Visit	7/20/18	Pike Creek	N/A

2018 Mobility in Motion Public Outreach and Engagement Activities

Name/Group/Event	Type of Engagement	Date	Location	~# Attending
Advisory Council on Walkability and Pedestrian Awareness	Presentation	7/24/18	Dover	33
Delaware State Fair	Tabling Event	7/25/18	Harrington	100+
Veterans' Town Hall Meeting	Presentation	7/25/18	Wilmington	65
Newark Transit Hub	Site Visit	8/2/18	Christiana Mall	N/A
Growing Healthy Families	Tabling Event	8/2/18	Wilmington	100+
Dover/Kent County MPO PAC Meeting	Presentation	8/9/18	Dover	18
Dover Transit Hub	Site Visit	8/16/18	Dover	30
Veterans' Community-Based Outpatient Clinic	Site Visit	8/16/18	Dover	N/A
City Managers' Association of Delaware	Presentation	8/16/18	Milford	18
Persons with Access, Functional and Medical Needs (PWAFFMN) Committee	Presentation	8/23/18	Smyrna	14
Sussex County Association of Towns	Presentation	9/5/18	Georgetown	70
Lewes Transit Center	Site Visit	9/17/18	Lewes	N/A
Sussex County Community Based Outpatient Clinic (CBOC)	Site Visit	9/17/18	Georgetown	42
La Red Health Center	Site Visit	9/17/18	Georgetown	N/A
Beebe Health Clinic	Site Visit	9/17/18	Georgetown	N/A
Veterans Stand Down	Tabling Event	9/21/18	Dover	800+
Emergency Planning for Older Adults & Persons with Disabilities	Presentation	9/21/18	Lewes	18
Coast Day	Tabling Event	10/7/18	Lewes	100+

Appendix F – MailChimp Communique to Community-Based Organizations



DART Survey on Transportation / Mobility in Delaware

The Delaware Transit Corporation (DTC), operating as DART First State Transit, is asking for your help in distributing a **Transportation Needs Assessment Survey** to your members. DTC is surveying all Delawareans to learn more about their specific transportation and mobility needs.

The **survey** is being administered by the Institute for Public Administration (IPA) at the University of Delaware, on behalf of DTC. It is designed to gather information on existing specialized transportation services, gaps and unmet needs of Delawareans, and ways to address those gaps.

How Can Your Organization Help?



Learn more by visiting: www.MobilityDE.org



Encourage your members to take the survey and enter to win a \$25 gift card: goo.gl/d6kz2B



Share the survey and promotional materials on your website, social media accounts, and newsletters.

Thank you, in advance, for your cooperation.

Marcia Scott
Policy Scientist
Institute for Public Administration
University of Delaware
(302) 831-0581
msscott@udel.edu

Take the Survey!

Appendix G – MailChimp Communique to Municipal Managers



DART Survey on Transportation / Mobility in Delaware

The Delaware Transit Corporation (DTC), operating as DART First State Transit, is asking for your help in distributing a **Transportation Needs Assessment Survey** to your residents. DTC is surveying **all Delawareans** to learn more about their specific transportation and mobility needs.

The **survey** is being administered by the Institute for Public Administration (IPA) at the University of Delaware, on behalf of DTC. It is designed to gather information on existing specialized transportation services, gaps and unmet needs of Delawareans, and ways to address those gaps.

How Can You Help?



Learn more by visiting: www.MobilityDE.org



Encourage your residents to take the survey and enter to win a \$25 gift card: goo.gl/d6kz2B



Share the survey and promotional materials on your website, social media accounts, and newsletters.

Thank you, in advance, for your cooperation.

Marcia Scott
Policy Scientist
Institute for Public Administration
University of Delaware
(302) 831-0581
msscott@udel.edu

Take the Survey!

Appendix H – Survey Response Tabulation

Q2 – What is your primary means of transportation?

#	What is your primary means of transportation? – Selected Choice	Percentage
1	Personal vehicle	77%
2	Public transit (For example, DART First State, UNICITY, or Cecil Transit buses)	9%
3	Rides from family, friends, or caregivers	4%
4	Paratransit	3%
5	Biking	3%
6	SEPTA Trains	1%
7	Nonprofit organization (For example, senior center or faith-based organization)	1%
8	Volunteer transportation	1%
9	Walking	1%
10	Other (please specify):	1%
11	Medicaid-paid transportation	0%
12	Ride-hailing (For example, taxicab, Uber, or Lyft)	0%
13	Ride-sharing (For example, RideShare Delaware, or planned carpooling/vanpooling)	0%
	Total	737

Q3 – If you didn't have a personal vehicle, how important are these factors in taking the bus?

#	Question	Not Important	Somewhat Important	Very Important	Total
1	Walking or biking between home and bus stop / transit hub	7%	15%	79%	513
2	Feeling safe and comfortable riding public transit	4%	17%	79%	513
3	Finding information (For example, schedules, routes, or stops)	4%	18%	78%	513
4	Walking or biking between bus stop / transit hub and destination	7%	19%	75%	513
5	Balancing responsibilities (For example, childcare, family needs, or errands)	19%	30%	52%	513
6	Balancing irregular work hours (For example, night shift or on-call)	34%	22%	44%	513

7	Arranging carpooling or ride-hailing at last minute	22%	41%	37%	513
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Q4 – In the last 6 months, were you ever unable to travel due to lack of transportation?

#	In the last 6 months, were you ever unable to travel due to lack of transportation?	Percentage
1	No	75%
2	Yes	25%
	Total	681

Q5 – How many times have you stayed home in the last 6 months because you DID NOT have access to convenient transportation?

#	How many times have you stayed home in the last 6 months because you DID NOT have access to convenient transportation?	Percentage
1	1–2 times	48%
2	3–10 times	26%
3	More than 10 times	14%
4	Not sure / don't know	9%
5	Every day	2%
	Total	159

Q6 – Which of the following destinations were you unable to travel to in the last 6 months due to lack of transportation? Select all that apply.

#	Which of the following destinations were you unable to travel to in the last 6 months due to lack of transportation? Select all that apply. – Selected Choice	Percentage
1	Shops and other businesses (For example, grocery store or drug store)	23%
2	Social outings or entertainment (For example, friend or relative's home, restaurant, golf, or senior center)	23%
3	Work	20%
4	Medical/dental appointments	16%
5	Religious services	6%
6	Volunteer activity	6%
7	School	3%
8	Other (please specify)	3%
	Total	311

Q7 – Do you use DART First State Paratransit services?

#	Do you use DART First State Paratransit services?	Percentage
1	No	91%
2	Yes	9%
	Total	669

Q8 – In the past 6 months, how many times have you traveled by paratransit?

#	In the past 6 months, how many times have you traveled by paratransit?	Percentage
1	More than 10 times	35%
2	3–10 times	23%
3	Every day	19%
4	1–2 times	12%
5	Not sure / don't know	11%
	Total	57

Q9 – Do you use public transit (For example, DART First State, UNICITY, or Cecil Transit buses)?

#	Do you use public transit (For example, DART First State, UNICITY, or Cecil Transit buses)?	Percentage
1	No	69%
2	Yes	31%
	Total	668

Q10 – In the past 6 months, how many times have you traveled by bus?

#	In the past 6 months, how many times have you traveled by bus?	Percentage
1	3–10 times	28%
2	More than 10 times	24%
3	1–2 times	23%
4	Every day	19%
5	Not sure / don't know	5%
	Total	201

Q12 – Please select five (5) reasons why you do not, or hesitate to, use public transportation:

#	Please select five (5) reasons why you do not, or hesitate to, use public transportation: – Selected Choice	Percentage
1	Car is always available	13%
2	Travel times	12%
3	Routes	12%
4	Hours of service are not convenient	11%
5	Problems with walking/biking connectivity to/from bus stop	9%
6	Lack of information about routes and/or schedules	8%
7	No public transportation in area	8%
8	Issues with bus stops (For example, lighting, shelter, signs, or maintenance)	6%
9	Problems carrying bags or packages	5%
10	Do not feel safe	4%
11	Other (please specify):	4%
12	Costs	3%

13	Crossing busy streets	3%
14	Health problems (mobility issues)	2%
	Total	3190

Q13 – Please select five (5) factors that would encourage you to use, or increase your use of, public transportation:

#	Please select five (5) factors that would encourage you to use, or increase your use of, public transportation: – Selected Choice	Percentage
1	More frequent service	16%
2	More routes	16%
3	Shorter travel times	13%
4	Biking/walking connectivity improvements to/from bus stops	12%
5	Better information	11%
6	Improvements to bus stops (For example, lighting, shelter, signage, or maintenance)	10%
7	Nothing	6%
8	Crosswalk improvements to/from bus stops	5%
9	Costs	5%
10	Travel training to learn about riding a bus	4%
11	Other (please specify):	4%
	Total	3105

Q14 – Please select five (5) options that you believe should be prioritized to improve mobility and the coordination of transportation services in Delaware:

#	Please select five (5) options that you believe should be prioritized to improve mobility and the coordination of transportation services in Delaware: – Selected Choice	Percentage
1	DART Flex route (off-route options available by reservation)	13%
2	Transit trip-planning technology (websites or mobile apps)	13%
3	More information on available transportation options	13%
4	Non-emergency medical transportation (For example, doctor's appointments, pharmacy, physical therapy, outpatient care/clinics, kidney dialysis, or renal care)	12%

5	Improvements to bus stops amenities (For example, benches, signage, lighting, or shelter)	12%
6	Ride vouchers or subsidies for private ride-hailing (For example, taxicabs, Uber, or Lyft) to get to bus stops or transit hubs	11%
7	Biking/walking connectivity to/from bus stops	11%
8	Expansion of carpooling or ride-sharing programs	7%
9	Travel training for public transit	5%
10	Other (please specify):	3%
	Total	2910

Q15 – If you were unable to drive in the future, to which of these destinations do you anticipate needing transportation? Select all that apply.

#	If you were unable to drive in the future, to which of these destinations do you anticipate needing transportation? Select all that apply. – Selected Choice	Percentage
1	Shops, restaurants, and other businesses (For example, grocery store or bank)	22%
2	Medical/dental appointments	22%
3	Work	17%
4	Social outings or entertainment (For example, friend or relative's home, restaurant, golf, or senior center)	16%
5	Volunteer activity	10%
6	Religious services	8%
7	School	3%
8	None	1%
9	Other (please specify):	1%
	Total	2354

Q17 – Are you:

#	Are you: – Selected Choice	Percentage
1	Female	69%
2	Male	29%
3	Prefer not to say	2%
4	Other	0%

	Total	578
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Q18 – In which category is your age?

#	In which category is your age?	Percentage
1	45–64 years	42%
2	25–34 years	16%
3	35–44 years	16%
4	65–74 years	15%
5	Less than 24 years	5%
6	75–84 years	5%
7	85 years or older	1%
	Total	578

Q19 – Are you a veteran?

#	Are you a veteran?	Percentage
1	No	92%
2	Yes	8%
	Total	578

Q20 – Are you an active driver?

#	Are you an active driver?	Percentage
1	Yes	86%
2	No	14%
	Total	578

Q21 – How many cars are available in your household?

#	How many cars are available in your household?	Percentage
1	Two	45%
2	One	31%
3	Three or more	15%

4	Zero	9%
	Total	578

Q22 – Do you own a smart device (mobile phone or tablet) with Internet access?

#	Do you own a smart device (mobile phone or tablet) with Internet access?	Percentage
1	Yes	94%
2	No	6%
	Total	578

Q23 – Do you own a personal computer (PC) with Internet access?

#	Do you own a personal computer (PC) with Internet access?	Percentage
1	Yes	90%
2	No	10%
	Total	578

Q24 – Please give the best description of your race/ethnicity:

#	Please give the best description of your race/ethnicity: – Selected Choice	Percentage
1	White, Non-Hispanic	76%
2	Black or African American, Non-Hispanic	12%
3	White, Hispanic/Latino	4%
4	Other (please specify):	4%
5	Black, Hispanic/Latino	2%
6	Asian	1%
7	Native American or Alaskan Native	1%
8	Native Hawaiian or Other Pacific Islander	0%
	Total	578

Q25 – What category best describes your annual household income?

#	What category best describes your annual household income?	Percentage
1	\$50,000–\$99,999	29%

2	\$100,000 or more	24%
3	Prefer not to say	19%
4	\$25,000–\$49,999	18%
5	\$24,999 or less	10%
	Total	577

Q26 – What is the primary language spoken in your household?

#	What is the primary language spoken in your household? – Selected Choice	Percentage
1	English	99%
2	Other (please specify):	1%
3	Spanish	0%
	Total	577

Q27 – Do you have a disability that requires the use of a mobility device?

#	Do you have a disability that requires the use of a mobility device?	Percentage
1	I do not use a mobility device	90%
2	I use a cane	5%
3	I use a rolling walker (or rollator)	2%
4	I use a wheelchair	1%
5	I use a motorized device	1%
	Total	576

Q28 – In which county do you live?

#	In which county do you live? – Selected Choice	Percentage
1	New Castle County	48%
2	Sussex County	25%
3	Kent County	15%
4	Other (please specify):	12%
	Total	573



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