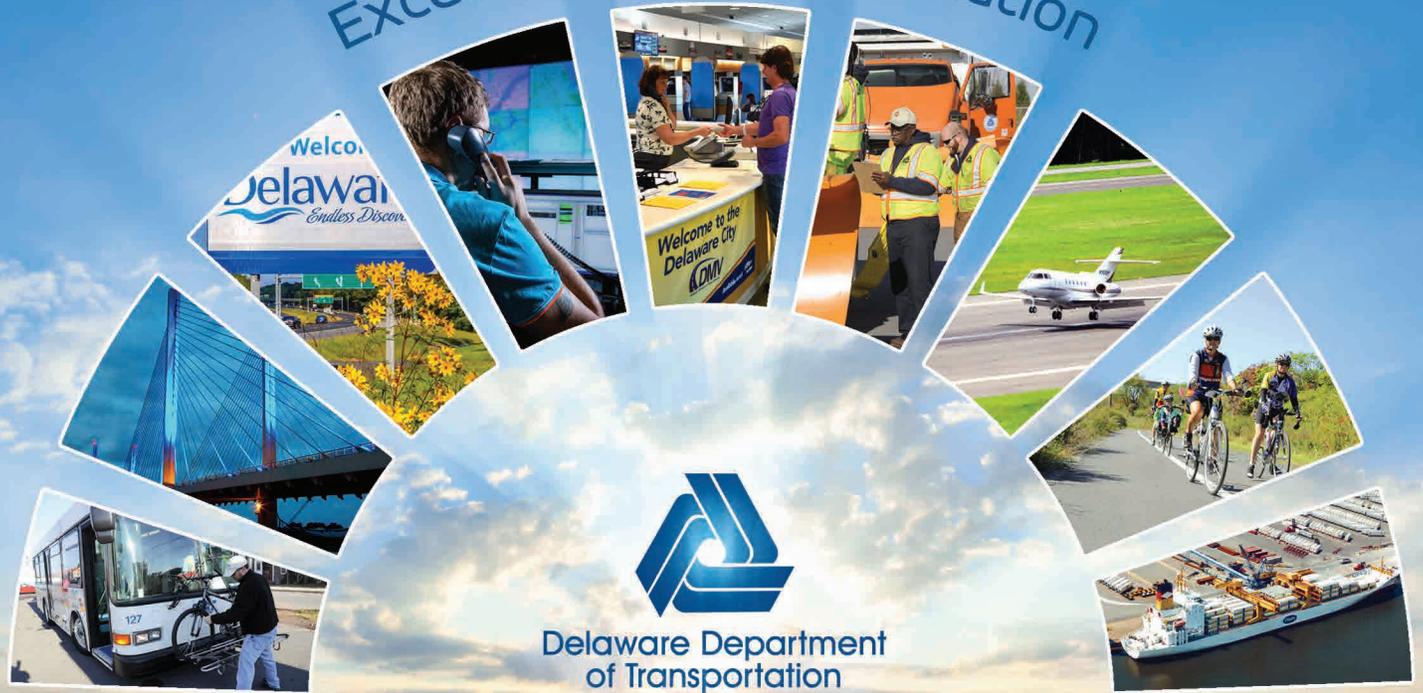


Excellence in Transportation



Delaware Department  
of Transportation

Delaware  
**TRANSPORTATION**  
**FACTS**

2015-2016

# IMPORTANT NUMBERS

## DelDOT

Community Relations .....	(800) 652-5600 or (302) 760-2080
Finance .....	(302) 760-2700
Human Resources .....	(302) 760-2011
Planning .....	(302) 760-2111
Maintenance & Operations	
North District .....	(302) 894-6300
Canal District .....	(302) 326-4460
Central District .....	(302) 760-2424
South District .....	(302) 853-1300
Technology & Innovation Services .....	(302) 760-2099
Transportation Management Center .....	(302) 659-4600
Report a Road Condition .....	(302) 659-4600 or #77 from cell phone
Delaware Transit Corporation .....	(302) 577-3278 or (302) 760-2800
Motor Vehicles	
Greater Wilmington .....	(302) 434-3200
Delaware City .....	(302) 326-5000
Dover .....	(302) 744-2500
Georgetown .....	(302) 853-1000
Motor Fuel Tax Administration .....	(302) 744-2711
Hauling Permits .....	(302) 744-2700
DMV Website .....	dmv.de.gov
Website .....	deldot.gov

## Delaware Transit Corporation - An Operating Division of DelDOT

DART First State Statewide Bus Route & Schedule Information .....	(800) 652-DART (3278), Option 1
Paratransit/Demand Response .....	(800) 652-DART (3278), Option 3
Specialized transportation for certified individuals	
Customer Relations .....	(800) 652-DART (3278), Option 2
SEPTA Wilmington/Newark Line Train Service .....	(800) 652-DART (3278), Option 1 or (215) 580-7800
Commuter train service connecting Newark, Churchmans Crossing, Wilmington, and Claymont to Philadelphia, PA	
RideShare Delaware & Home Free Guarantee .....	(888) RIDE-MATCH (743-3628)
Carpool matching service and Guaranteed Ride Home Program	
Park & Rides/Park & Pools .....	(800) 652-DART (3278)
Designated parking lots available throughout the state to park your car and catch a bus or carpool	
Travel Training .....	(800) 652-DART (3278), Option 4
Learn how to ride public transit in one-on-one or group training sessions	
Website .....	DartFirstState.com

## Other State Agencies

Delaware Department of Natural Resources & Environmental Control .....	(302) 739-9000
Delaware Department of Safety and Homeland Security .....	(302) 744-2680
Delaware State Police .....	(302) 739-5901
Office of State Planning .....	(302) 739-3090
State of Delaware Website .....	delaware.gov

## Other Organizations

American Association of State Highway and Transportation Officials (AASHTO) .....	(202) 624-5800
Amtrak .....	(800) 872-7245
Delaware River & Bay Authority .....	(302) 571-6300
Delaware E-ZPass .....	(888) 397-2773 or (302) 678-7000
FHWA (Dover Office) .....	(302) 734-5323
Port of Wilmington, Delaware .....	(302) 472-7678
Red Light Violations .....	(844) 213-7033
SEPTA .....	(215) 580-7800
Transportation Research Board .....	(202) 334-2000
University of Delaware, Center for Applied Demography and Survey Research .....	(302) 831-6028
US Bureau of the Census (Philadelphia Regional Office) .....	(215) 717-1800 or (800) 262-4236
US Army Corps of Engineers (Philadelphia District) .....	(215) 656-6500
US Department of Transportation - Bureau of Transportation Statistics .....	(800) 853-1351

# Annual Report and Transportation Facts

A guide for Stakeholders, Transportation Professionals, Elected and Appointed Officials



## Department of Transportation

Published by DelDOT in cooperation with the United States Department of Transportation, Federal Highway Administration



Delaware Department of Transportation



Letter From Secretary  
**Jennifer Cohan**

The Delaware Department of Transportation (DelDOT) is pleased to share our 2015/2016 Annual Report and Transportation Facts report.

Excellence in Transportation is our mission every day. It is an honor and a privilege to serve as the third female Secretary of Transportation and represent the more than 3,000 hard-working men and women of this department. Maintaining and improving our multi-modal transportation system is a responsibility we take seriously.

Unlike most states where local governments are responsible for the majority of roadways, DelDOT is responsible for 90 percent of roadways in Delaware, or more than 13,700 miles. While we have nearly 917,000 registered vehicles and 712,000 licensed drivers in the state, our focus extends beyond automobiles. We continue to expand the availability of public transportation and ensure that pedestrians and cyclists can also safely navigate our transportation system and the League of American Bicyclists recognized our efforts when they ranked Delaware as the third best bike friendly state in the United States.

Providing great customer service is one of my highest priorities for the department, and one such example of our commitment is the advancements we have made through our free mobile app. From real-time traffic conditions and bus information, to the status of road projects, and ability to report transportation-related issues, we want everyone traveling in our state to have the latest DelDOT information at their fingertips. Another shining example is our outstanding Division of Motor Vehicles that is the best in the country as they continue to provide First Class Service from the First State each and every day.

An additional area of focus is our work to foster innovation throughout the department. Not only does this result in dollars saved through efficiency, advances in technology are helping us shorten the time it takes to design and execute projects. For instance, by using new innovative construction methods the department completed a full-deck replacement of a bridge on I-95 in just 42 days compared to a project that would have traditionally taken more than four months to complete on one of the most heavily traveled stretches of road in the northeast corridor. Another innovative project was the new Diverging Diamond Interchange (DDI) that opened in fall 2016. It is the first of its kind in Delaware. The DDI was built at a fraction of the cost and time of other traditional interchanges and traffic backup was reduced by 40 percent the first week it opened.

Looking towards the future, I would encourage the citizens of Delaware to take part in the DelDOT 2040 Long Range Transportation survey that is located on our website at [deldot.gov](http://deldot.gov). This is the opportunity for Delawareans to share their opinions and concerns regarding Delaware's roadways and transportation system with us as we continue Making Strides to Improve Your Ride in The First State.

Sincerely,

**Jennifer Cohan**  
Secretary of Transportation

## Our Mission

Excellence in Transportation

Every Trip • Every Mode • Every Dollar • Everyone

**Every Trip** — We strive to make every trip taken in Delaware safe, reliable and convenient for people and commerce.

**Every Mode** — We provide safe choices for travelers in Delaware to access roads, rails, buses, airways, waterways, bike trails and walking paths.

**Every Dollar** — We seek the best value for every dollar spent for the benefit of all.

**Everyone** — We engage our customers and employees with respect and courtesy as we deliver our services.

## Our Goals

- Minimize the number of fatalities and injuries on our roadways.
- Build and maintain a nationally-recognized system benefiting travelers and commerce.
- Provide every traveler with access and choices to our transportation system.
- Provide every customer with the best service possible.
- Minimize the environmental impact of the state's transportation system.
- Achieve financial sustainability through accuracy, transparency and accountability.
- Develop and maintain a place where talented and motivated employees love to work and can be national leaders in transportation.

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# The Delaware Department of Transportation (DelDOT) Organization

<b>Office of the Secretary</b>	Manages the state transportation system to accomplish DelDOT's mission through executive leadership
<b>Delaware Transit Corporation</b>	Designs and provides the highest quality public transportation services
<b>Division of Motor Vehicles</b>	Ensures identity security, promotes safety on highways and cleaner air quality
<b>Finance</b>	Identifies, acquires and manages the fiscal resources necessary to support DelDOT in the accomplishment of its goals
<b>Human Resources</b>	Recruits, develops and retains a diverse, highly qualified workforce and ensures equity and fairness in all aspects of employment
<b>Maintenance &amp; Operations</b>	Maintains and operates a convenient, safe, efficient, cost-effective and environmentally-sensitive highway system
<b>Planning</b>	Provides comprehensive transportation planning and development coordination services to address mobility needs
<b>Community Relations</b>	Keeps public informed about important transportation issues throughout the state through various media and social media outlets
<b>Technology &amp; Innovation</b>	Provides comprehensive IT planning and development to support DelDOT in the pursuit of its goals
<b>Transportation Solutions</b>	Develops and constructs safe, efficient and environmentally-sensitive engineering projects

## Introduction What We Do

The Delaware Department of Transportation (DelDOT) is responsible for planning, designing, building and managing Delaware's statewide transportation system. The work we do affects the lives of Delawareans every day. DelDOT is responsible for:

- 13,906 lane miles of highways
- 1,716 bridges and one ferry
- Over 1,100 signals
- Over 300,000 signs
- Nearly 300 miles of fiber optic cable, over 600 Intelligent Transportation System (ITS) devices which includes 148 cameras
- 2,700 pedestrian signal push buttons
- 54 toll lanes
- 4,814 miles of ditches
- 1,790 miles of storm drains
- 120,030 drainage structures (inlets and manholes)
- 560 stormwater management facilities
- Average of 9,423 vehicles inspected each week
- 39 SEPTA weekday trips in Delaware
- 244 fixed route buses
- 294 paratransit buses

DelDOT provides bus, SEPTA commuter rail and paratransit services through the Delaware Transit Corporation and DART First State, and is responsible for the Division of Motor Vehicles. DelDOT also takes an active role in implementing State, county and local plans. We shape more livable communities by helping to meet clean air and water mandates, assuring replacement of wetlands and assisting during weather events or other emergencies.

In an average year, we:

- Mow 50,199 acres of grass
- Inspect 31,845 catch basins and storm drains
- Remove 6,151 illegal signs

Last year, DelDOT crews, volunteer groups from the Adopt-A-Highway (AAH) program and many inmates from the Delaware Department of Corrections gathered 43,959 bags of trash along more than 6,000 miles of Delaware's highways. Using inmate crews, along with the AAH volunteer groups, saves the State money that would otherwise come from the DelDOT operating budget.

## Transportation in Delaware

### A vital link in the regional transportation system

Delaware plays an important role in providing transportation connections to people and goods traveling in and through the busy Mid-Atlantic region. In addition to serving the transportation needs of the people of Delaware, our roads, bridges, water, rail and air connections carry passengers and freight through the Mid-Atlantic corridor and beyond to densely populated areas of New York, New Jersey, Pennsylvania, Maryland, Washington, DC and Virginia. No other state of similar size and population carries so much interstate travel on its roadways to destinations that are critical to the welfare of millions.

- Nearly 700,000 passenger trips move through Wilmington's Amtrak Station each year
- The Delaware Memorial Bridge carries nearly 27 million cars yearly on the twin spans that join Delaware and New Jersey
- The busiest segment of I-95 carries an average of 137,410 vehicles per day
- I-295 carries a daily average of 110,185 vehicles
- Segments of I-495 average of 105,159 vehicles per day



## Population

### Delaware's population to exceed one million by 2025

In Delaware, the highest concentration of residents is in New Castle County; however Sussex County is experiencing the highest rate of growth. Between 2015 and 2025, it is projected that the population in New Castle County will grow five percent, while Kent will grow seven percent and Sussex will grow ten percent.

Figure A.1

### Delaware Population, 2015-2025

	New Castle	Kent	Sussex	Statewide
2015	556,786	173,529	215,622	945,937
2020 (Projected)	572,820	180,912	229,479	983,211
2025 (Projected)	586,643	187,199	240,825	1,014,667

Source: Delaware Population Consortium, 2016 Report

## Delaware's Roadway System

### DelDOT maintains approximately 90 percent of all roads in Delaware

As the capacity of freeways, expressways and major and minor roads increases in Delaware, so must the budget to maintain or repair them. Only 30 percent of Delaware's roads qualify for federal funds for rehabilitation and reconstruction projects.

Roads are measured in "lane miles." A one-lane road that runs for one mile equals one lane mile. If that same road has four lanes, it would occupy four lane miles. Currently, Delaware has 13,906 lane miles of roads. DelDOT is responsible for maintaining approximately 90 percent of the roads in the state. The national average of state-maintained roads is approximately 20 percent.

Figure A.2

### Lane Miles in Delaware, 2015-2016

	New Castle '15	New Castle '16	Kent '15	Kent '16	Sussex '15	Sussex '16
Interstate	256	253	0	0	0	0
Other Freeways & Expressways	132	132	114	114	0	0
Other Principal Arterial	557	554	120	120	488	488
Minor Arterial	406	406	289	288	113	113
Major Collector	525	525	371	372	732	733
Minor Collector	151	151	246	246	265	265
Local	3,629	3,644	2,153	2,155	3,344	3,348
<b>Total Lane Miles</b>	<b>5,656</b>	<b>5,665</b>	<b>3,293</b>	<b>3,295</b>	<b>4,942</b>	<b>4,947</b>

Source: DelDOT Planning

## News from the Office of Performance Management

### "You can't manage what you can't measure" – Peter Drucker

*Our Team: Jim Pappas, Pam May, Billy Sweeney, Tommy Craig, Jantzen Burton, Waylon Sprowl, Danny Macchione, Omar Simpson*

Performance Management, as defined on the Department's intranet site, is the on-going process of establishing, measuring and analyzing performance results in order to make policy, resource allocation and operational decisions that drive better future performance.

To that end, the Office of Performance Management (OPM) is housed within the Division of Transportation Solutions (DOTS) and has been staffed, organized and tasked to manage performance by:

- Department-wide development of Internal Performance Measures
- Reporting on Project Performance – on time and on budget
- Leading and coordinating Asset Management activities
- Business process mapping, review, analysis and knowledge transfer

## Key Accomplishments

### Business Process Mapping

Recently, OPM has started working on business process mapping (process reviews). These process reviews are intended to comprehensively review individual components of projects/programs and look to improve work flow efficiencies where applicable. The reviews are collaborative efforts of key stakeholders within each Division and Section to document current processes and look for improvements and innovative ways to deliver products/services in a more timely and efficient manner. Candid input from all team members, both good and bad, is needed if process improvements are to take place. This is a unique opportunity for all to participate in changing processes for the better so open and honest feedback is encouraged.

As processes are being mapped out, support sections will also be brought into the discussion. These reviews are intended to be a holistic, comprehensive look at individual processes to see how their part interacts with the overall projects/programs.

The role of the OPM is as a facilitator and documenter of discussions that take place along with any required reporting. Typically, several meetings will be required to complete and document the review. OPM will initially document the process and then delve deeper into all associated support groups that provide input or receive output data from the process.

Through these discussions, it is intended that process mapping will accomplish several goals including:

1. Document existing processes using flowcharts and written descriptions
2. Identify needs for each section (personnel, equipment, technology, space, etc), what is working well, what could be done to improve the process?
3. Provide knowledge and background of process to new personnel and document for future employees

In addition, OPM oversees:

#### Contract Control

- Plans, specifications and estimate review
- Construction specifications
- Maintain standard manuals
- Plan archives

#### Quality Control

- Project Development & Construction Working Group
- Construction Claims Committee
- Final inspections and Americans with Disabilities Act (ADA) Inspections
- Standard Details Committee
- Contract timing and construction scheduling
- Primavera administration & project analysis
- Guardrail Committee (along with Traffic Safety)
- Value Engineering
- Asset Management
- E-Construction

Our goal in OPM is assisting DelDOT sections in providing quality projects that are delivered in the most efficient, consistent and timely manner.



## Section 1 Office of the Secretary

The Office of the Secretary represents the Governor on issues involving transportation and provides leadership as the department strives to provide excellence in transportation by being a transparent, efficient and accountable institution in which safety, performance management and customer satisfaction are of highest priority.



### Key Functions:

- Provide leadership and direction to the department in support of the statewide Long-Range Transportation plan
- Enhance working relationships between the department and various external groups, including but not limited to, other state agencies, the legislature, municipal governments, federal partners, surrounding states and civic associations
- Develop and maintain a Continuity of Operations Plan to ensure core business functions are performed during major disruptions of normal business activities
- Serve as steward of the department's financial functions, financial statement preparations and federal, state and department independent audit processes
- Conduct public relations activities that support the construction and maintenance of a nationally recognized system benefiting travelers and commerce
- Foster a workplace environment that embraces diversity, inclusiveness and encourages respectful treatment of all individuals
- Promote economic development as it relates to the growth of small and minority businesses
- Promote and display professionalism and ethical conduct in public sector that will garner the public's trust
- Continue to explore opportunities to implement e-government initiatives to improve services for the business community and the public

## Civil Rights

DelDOT's Civil Rights Section is responsible for overseeing all external civil rights programs, insuring compliance with all federal and state civil rights and non-discrimination laws and requirements, and acting to move forward the goals and objectives of civil rights provisions. The Civil Rights Section oversees the following programs: Disadvantaged Business Enterprises (DBE) Program, Contractor Compliance Program and Supportive Services Programs (DBE and on-the-Job Training). The Civil Rights Section is the focal point for equal opportunity compliance activities and functions conducted throughout the state.

## Americans with Disabilities Act Program:

The department's Americans with Disabilities Act (ADA) Program monitors the practices and policies for ADA Title II compliance, provides training, investigates all complaints and reviews all ADA inspections and prepares remediation recommendations.

## Audit

The Audit Section is responsible for ensuring that all projects and contracts adhere to state and federal guidelines for appropriate use of funds.

## Community Outreach

The department has taken an active role in educating the public about the work we do and the services we provide. The focus is to communicate directly with the people and stakeholders we serve in Delaware. DelDOT has taken a proactive approach to communicate our message to the community by participating in various fairs, festivals, community events and parades throughout the state. At events, we provide information such as work zone safety, bicycle and pedestrian safety, as well as specific projects occurring within the state. We collaborate with community groups that share our goals and objectives to educate the community on all facets relating to transportation.

## Legislative Outreach

The primary responsibilities of the Legislative Liaison are to keep all of the elected officials abreast of all proposed projects in their legislative districts, as well as up to date on road closures and detours in their districts. The Legislative Liaison is also the primary point of contact for constituent concerns from the elected officials. During legislative session the liaison will assist with researching and drafting legislation, before sharing the proposed legislation with legislators to gain their support.



# Section 2 Delaware Transit Corporation

Delaware Transit Corporation (DTC) operates DART First State, offering a statewide network of transportation options. Services provided include fixed route, intercounty, seasonal bus, paratransit for people with disabilities, commuter train service contracted through SEPTA and RideShare Delaware’s ride matching program. DTC also manages revenue-generating parking properties in the City of Wilmington.



## Key Accomplishments

### A Greener Fleet

#### Propane Buses

After a two-year pilot program testing five propane autogas paratransit buses, DTC purchased 50 more in FY16, and will purchase an additional 75 by 2018, bringing the total number of propane autogas-fueled vehicles in DART’s paratransit fleet to 130 - almost half the fleet. Each propane paratransit bus reduces more than 91,000 pounds of carbon dioxide emissions over its lifetime compared to gasoline models. Propane autogas is a low carbon alternative fuel that reduces greenhouse gases by up to 25 percent, 60 percent less carbon monoxide and fewer particulate emissions versus gasoline.

#### Electric Buses

In 2016, DTC was awarded a \$2 Million grant from the Federal Transit Administration (FTA) for the purchase of up to six, zero emission, battery-electric buses along with in-route charging stations for the Dover Transit Center. Battery-electric buses are much quieter than diesel buses. They average 17.5 MPG equivalent vs. diesel at 4.0 MPG and the lifetime (12-year) fuel costs are \$81,000 compared to \$378,000 for diesel. Cost savings will also be realized with the elimination of engine and exhaust-related maintenance.

## Technology Brings Improved Customer Service

DART’s “Real-Time” transit information was released as part of enhancements to DelDOT’s innovative mobile app that allows DART customers to select their bus stop and receive the real-time bus arrival time. The DelDOT mobile app is free and available to anyone using a smartphone device (iOS and Android).

DART also offers its riders a subscription service to receive rider alerts, general transit information and news. Individuals can sign up for Delaware Notification Service through [DartFirstState.com](http://DartFirstState.com) or [delaware.gov](http://delaware.gov) to customize their subscriptions and select how to receive the information, via email, text or phone. The specific categories are found under DelDOT, then DART.

## Improving Efficiencies

In FY 16, DTC opened an Operations Control Center at its facility in Wilmington with the goal to centralize dispatch for all operations statewide, allowing staff to monitor both fixed route and paratransit service in real time to improve service efficiencies. The new technologies provide them the ability to “trouble shoot” in real time to create detours due to accidents, and other unexpected interruptions to the transportation network, including paratransit rescheduling for better on-time performance, and reduction in operator overtime.

DTC has contracted with two of its largest non-profit partner agencies to provide specific trips to their day programs that DART Paratransit service would normally operate. This partnership allows the agencies to provide these trips as a cost reduction to DTC and improved customer service to their clients.

DTC staff works closely with agencies that provide services to people with disabilities to certify/recertify customers who participate in their programs. DTC staff is available to conduct on-site interviews at these agencies when there are multiple applications from the same location. This saves DTC the cost of providing applicants the necessary transportation to a DTC facility.

In addition, as part of the Paratransit Eligibility Certification, a Simplified Recertification Program was introduced in 2015. Applicants who meet the established criteria and are approved, are no longer required to recertify every five years.



## DART First State Statewide Bus Service

DART provides statewide local fixed route bus service, offering over 2,500 bus stops, nearly 300 bus shelters and 86 benches. All DART fixed route buses are wheelchair accessible and bike rack equipped.

### New Castle County

DART provides weekday bus service on 44 fixed routes throughout northern New Castle County, with the majority serving downtown Wilmington and its thousands of workers. Evening and Saturday service is available on many routes, and DART offers Sunday bus service on 10 routes. Key area transit hubs include the Wilmington Train Station, Rodney Square, Christiana Mall and Newark Transit Hub. DART also operates a bus between Middletown and Odessa for easy connections to the Intercounty Route 301 bus, which travels north to Wilmington and south to Dover. There are 30 Park & Ride lots and six Park & Pool lots in New Castle County.\*

### Intercounty

DART Intercounty Routes 301 and 302 operate between New Castle and Kent Counties; Route 303 operates between Kent and Sussex Counties, all of which connect to the local bus service. Route 301 provides service between Wilmington and Dover, with connections to Wilmington Train Station and Christiana Mall, six days a week. Route 302 operates weekdays between Newark and Dover; and Route 303 operates weekdays between Dover, Milford and Georgetown.\*

### Kent County

In the Dover area, DART bus service includes 12 weekday bus routes, as well as connections to the above Intercounty routes. DART offers Saturday bus service on five routes. There are five Park & Ride and three Park & Pool lots in Kent County.\*

### Sussex County

DART operates three year-round bus routes in the areas of Georgetown, Lewes, Rehoboth, Millsboro, Bridgeville, Seaford, Laurel and Delmar. In addition, three Flex Routes operate within Georgetown, between Georgetown and Millsboro, and within Seaford, offering off-route curbside pick-ups/drop-offs within one mile of the regular route by reservation. From May to September, DART offers Beach Bus service throughout the resort areas of Rehoboth, Lewes, Long Neck, Dewey, Bethany, Fenwick and to Ocean City, MD. DART offers two Park & Rides in Sussex County, one in Rehoboth and the new location in Lewes, and four Park & Pool lots.

\*See Park & Ride/Park & Pool Map page 13.

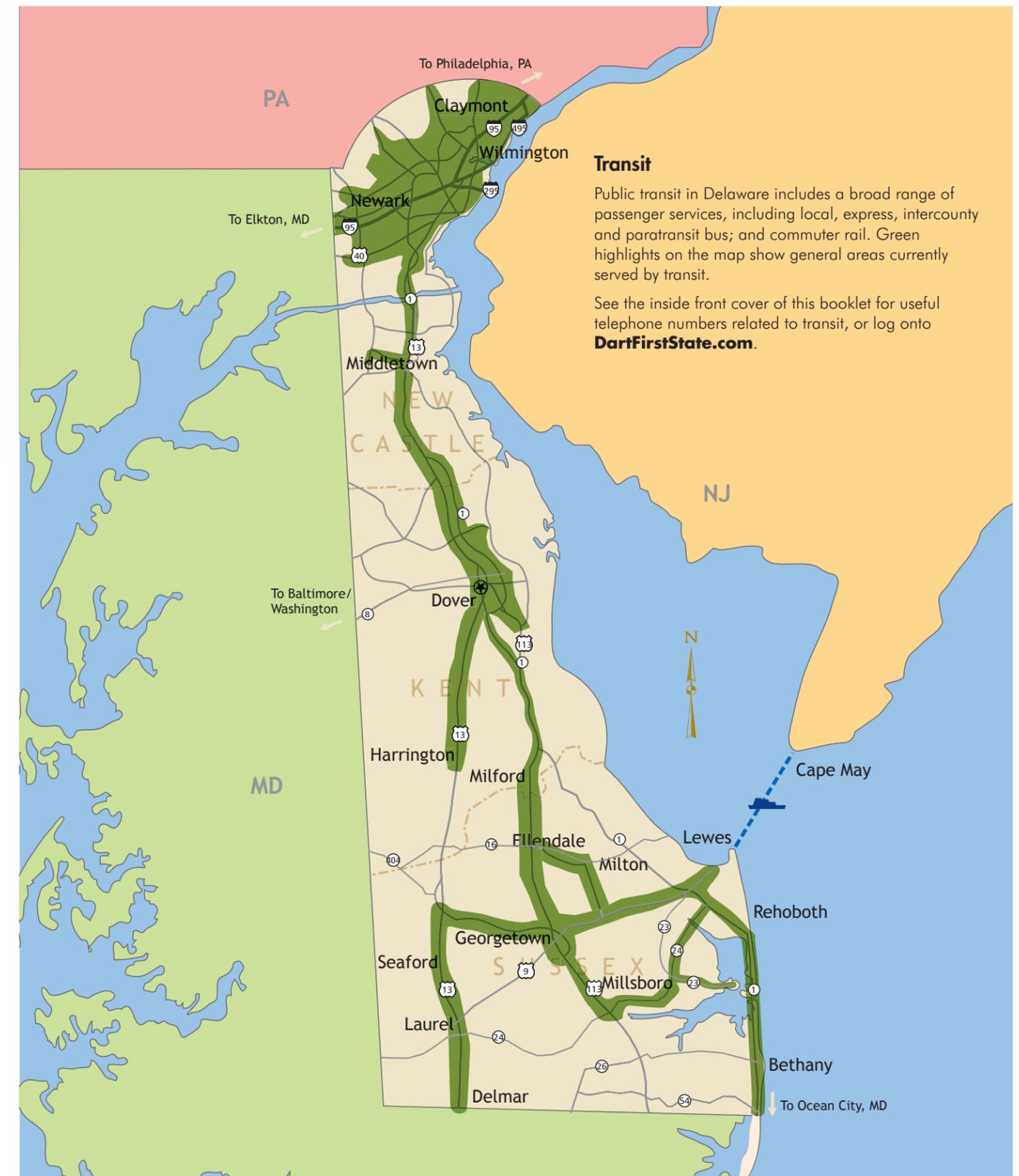
Figure 2.1  
**DART First State Bus and SEPTA Ridership, FY 2014-2016**

	2014	2015	2016
Fixed Routes	9,933,869	9,258,207	8,401,294
Paratransit	1,018,249	998,920	981,677
SEPTA	1,225,507	1,273,950	1,240,830

Source: DelDOT Delaware Transit Corporation



Figure 2.2  
**DART First State Transit System Coverage Map**



Source: DelDOT Delaware Transit Corporation

## Passenger Rail Service

Intercity passenger rail service is provided by Amtrak, offering both high-speed Northeast Corridor and long-distance trains. Commuter train services are provided by the Southeastern Pennsylvania Transportation Authority (SEPTA) under a contract to the Delaware Transit Corporation.

### SEPTA

Fully funded by the Delaware Transit Corporation, operating as DART First State, SEPTA's Wilmington/Newark line provides commuter train service to four Delaware Stations - Claymont, Wilmington, Fairplay at Churchmans Crossing and Newark, offering fully intermodal transit connections and wheelchair accessibility. All stations except Wilmington feature free Park & Ride facilities. Thirty-nine SEPTA trains each weekday, with 14 Saturday and Sunday trains, serve Wilmington and Claymont; 19 weekday trains serve Fairplay station at Churchman's Crossing and Newark, with connecting bus service to/from six additional trains in Wilmington.

### Amtrak

Approximately 90 Amtrak trains, primarily Acela Express and Regional trains, serve the historic Wilmington Train Station each weekday, with slightly lower numbers on weekends. In 2011, the station was rededicated as the Joseph R. Biden Jr. Railroad Station, recognizing Vice President Biden for his dedication to passenger rail services along the Northeast Corridor and nationwide. In addition to Wilmington, two Amtrak trains also serve the Newark Train Station daily with additional service on weekends. In FY 2016, there were 704,590 passenger trips to and from Delaware.

Amtrak provides SEPTA and the Delaware Transit Corporation with access to Northeast Corridor tracks for commuter operations.

Figure 2.3  
**Delaware Train Stations**



Source: DelDOT Delaware Transit Corporation  
Note: All four stations in northern Delaware are served by SEPTA. Newark and Wilmington are also served by Amtrak.



## Rail Freight

### CSX, Norfolk Southern, Short-Lines

Delaware has 282 total miles of rail lines, over which five companies provide rail freight service. CSX, Norfolk Southern and three short-line railroads carry shipments originating in, or terminating in, the state. Coal, nonmetallic minerals and chemicals account for 67 percent of inbound shipments, while chemicals, transportation equipment and nonmetallic minerals make up 63 percent of outbound rail shipments. Much of the rail traffic that travels through Delaware is pass-through, or bridge traffic, that neither begins nor ends in Delaware.

## Paratransit Services

Door-to-door service to qualified individuals is available with at least one day advanced reservation. Certification, as defined by the ADA, is required to use the door-to-door services. Individuals in need of transportation to or from renal care centers for dialysis treatment also qualify for paratransit door-to-door services. Individuals must also be certified through an application process. For questions regarding the application processes, please call 1-800-652-DART (3278), Option 3. Call 1-800-652-DART (3278) to make a reservation. To access the automated phone system, please call 1-800-652-DART (3278), Option 3. It is available anytime, anywhere, 24 hours-a-day, seven days-a-week to book or cancel trips, or to get confirmation of trips booked.

All of DART's regular fixed route buses are wheelchair accessible. Customers are encouraged, and in some cases required, to use the regular fixed route service whenever and wherever possible. Features such as voice announcements, wheelchair lifts, kneeling buses and low floor buses make using regular buses much easier for the elderly and individuals with disabilities. DART Flex Service is another option to Paratransit that provides regular bus service to designated bus stops, and has the flexibility to accommodate off-route, curbside pick-up and drop-off locations up to one mile of the regular route by reservation. DART offers free Travel Training services that help customers learn to use the regular fixed route system, enhancing mobility and increasing travel choices. For more information regarding Travel Training, please call 1-800-652-DART (3278), Option 4.



# Park & Ride/Park & Pool

49 locations make it easy to take transit or share the ride

Park & Ride and Park & Pool lots allow commuters and travelers to connect with trains, buses, shuttles and car or van pools. DART First State administers 49 of these lots statewide. Currently, seven of these facilities offer free access to secure bicycle lockers (see key on **Figure 2.4**). This makes it easier for people to ride bikes to and from transit stops/stations and then transfer to buses or trains. Commuters can call 1-800-652-DART or visit [DartFirstState.com](http://DartFirstState.com) to learn more.

# Share the Ride!

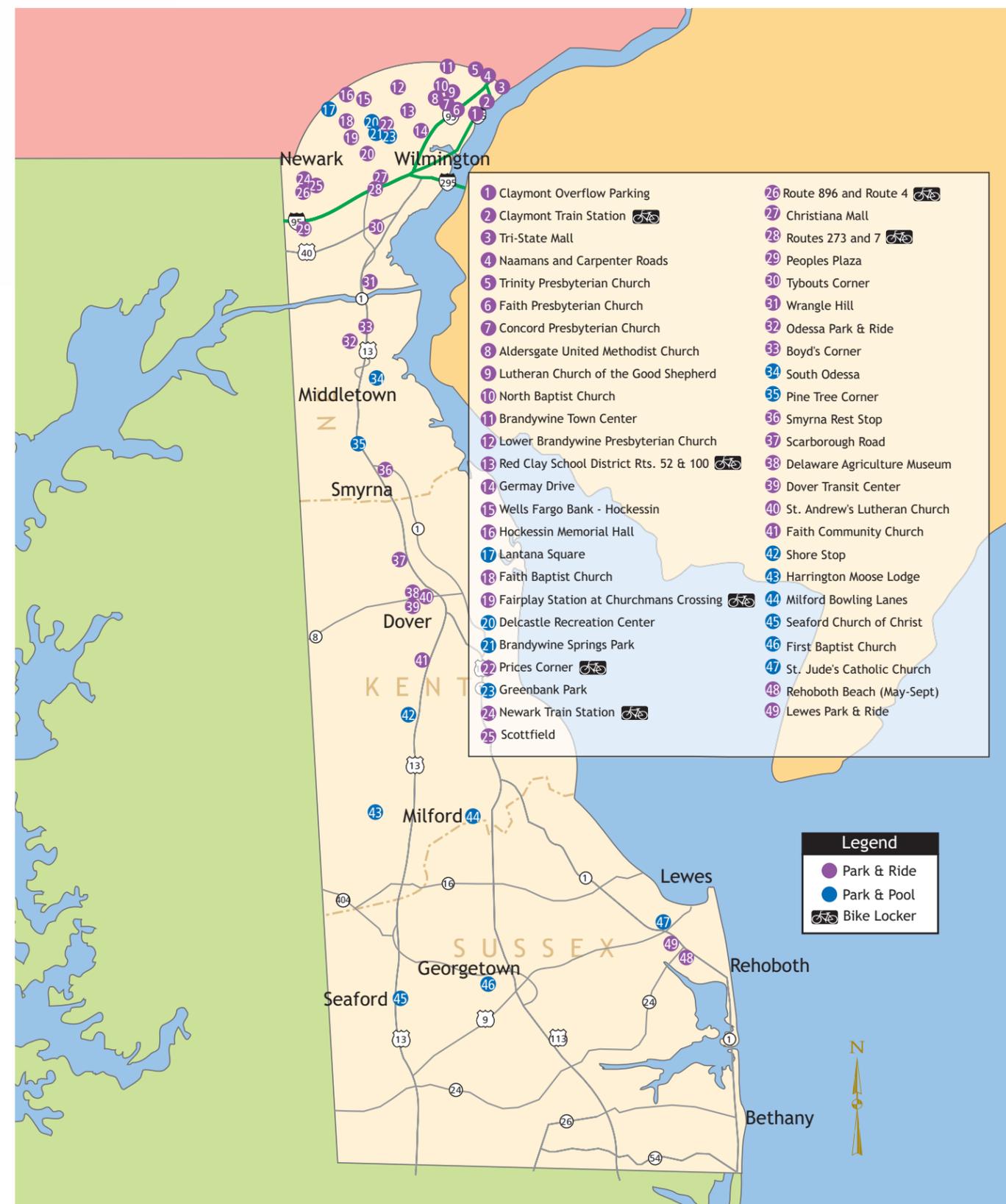
Save on gas and other commuting expenses

RideShare Delaware, a free public service of DART First State, offers rideshare services for individuals who live or work in the state of Delaware, as well as business support and transportation benefit assistance to employers interested in implementing commuter programs. Commuter services include carpool and vanpool matching assistance, transit information and resources for bicyclists, as well as a Guaranteed Ride Home benefit for all ridesharing commuters. This benefit ensures program participants a free ride home from work, via taxi or rental car, in the event of an emergency during the workday. Call 1-888-RIDE-MATCH (1-888-743-3628) or visit [ridesharedelaware.org](http://ridesharedelaware.org) to learn more.



Figure 2.4

### Delaware Park & Ride/Park & Pool Map



Source: DelDOT Delaware Transit Corporation

# Section 3 Division of Motor Vehicles

The Division of Motor Vehicles (DMV) continues to be one of the most visible agencies in State government serving a customer base of more than 880,000 registered vehicles and more than 812,000 driver license and identification card holders.

The Division's 625 employees are responsible for collecting over \$510 million annually for the Transportation Trust Fund. The revenue generated by our services supports the DelDOT Transportation Trust Fund and is used for the operation of the State transportation system.

DMV offices in Delaware City, Dover, Georgetown and Wilmington process nearly 1.5 million customer transactions annually, over 70,000 of which are conducted online. The Biddles Corner, Dover and Newark toll plazas combined with the Boyd's, Denney's and Smyrna ramps, host more than 70 million vehicle trips each year.

The DMV issues driver licenses and identification (ID) cards, which requires staff to screen applicants and identification documents (birth certificates, passports, etc.) to ensure that they meet legal state and federal standards. The Division also conducts knowledge and skills examinations to certify that drivers meet the standards to operate motor vehicles. This includes motorcycle, commercial vehicle and school bus licenses and exams.

DMV also issues motor vehicle titles and registrations and inspects vehicles for compliance with safety and emissions standards. DMV tests fuel and equipment at gas stations to ensure compliance with quality and environmental laws. Other vehicle related responsibilities include overseeing the collection of motor fuel taxes, licensing almost 800 automobile dealers across the state, and registering taxi, bus and limousine services.

DMV also maintains the E-ZPass toll-collection system and oversees operations of the Interstate 95 Welcome Center and the E-ZPass Customer Service Center (CSC) in downtown Dover. The E-ZPass CSC handles over 600,000 customer inquiries annually via face-to-face interactions, phone calls and online chats.



## Online Services

DMV online services offer customers more flexibility to process their transactions than ever before. Among other services, customers can now renew vehicle registrations, change addresses, create/update a next of kin registry, register for motorcycle training courses, schedule a road test and order vanity or specialty license plates. Online services are not just for private citizens; DMV hosts an online portal where dealerships can calculate document fees and print temporary tags. The expansion of online services is a top priority and one of the many ways DMV achieves its goal of offering convenient and efficient services to customers.

## DMV on the Go

Coming to a neighborhood, shopping mall, community near you...DMV on the Go! DMV debuted its first mobile unit, DMV on the Go, in June 2016. The retired DART bus received a fully customized interior complete with customer service stations, cabinetry for storage, and top-of-the-line computer and internet equipment. The exterior boasts beautiful graphics that advertise DMV and its services. The newest DMV facility is in high demand and travels all over the state delivering many of the services found at the four brick and mortar locations in a convenient location without the wait.

## Driving Privilege Card

The Driving Privilege Card (DPC), legislated by Senate Bill 59, first became available in January 2016 allowing DMV to issue valid driving authority to undocumented Delaware residents of any nationality meeting certain eligibility requirements. Applicants must have their identity validated through the Delaware State Bureau of Identification (SBI) and receive a Certification of Filing Compliance from Division of Revenue (DOR) before coming to DMV to initiate the application evaluation process. After submitting required documentation and passing the written and road exams, customers will receive a DPC. Since January 2016, DMV issued almost 4,700 DPCs. Over 90 percent of customers who applied were successful in receiving a DPC.

### Division Of Motor Vehicles Locations And Numbers

Delaware City
Just south of Rt.13 and Rt.72 intersections, with access from Rt.1 at Exit 152 north or southbound. <b>Phone:</b> (302) 326-5000
Greater Wilmington
Immediately south of the Rt.13 and I-495 Interchange. Turn from Rt.13 onto Hessler Boulevard, which leads straight into the DMV. <b>Phone:</b> (302) 434-3200
Dover
On Transportation Circle, behind the DelDOT building on Rt.113, just south of the Rt.13 and 113 split. <b>Phone:</b> (302) 744-2500
Georgetown
West of Georgetown on South Bedford Street extended, and just before the Rt.113 intersection. <b>Phone:</b> (302) 853-1000



## Delaware Driving Habits

Population, drivers, registered vehicles and miles traveled all increase

Population and licensed drivers in Delaware have continued to rise. From 2014 to 2016 population has increased by over 21,000. In 2016, there were 697,536 licensed drivers, which is 12,805 more than in 2015 and 22,669 more than in 2014. There were 17,101 more vehicles registered in Delaware in 2016 versus 2015, and there were 10,151 million vehicle miles traveled whereas 2015 mileage was only 9,761 million miles.

Figure 3.1  
**Population, Drivers, Vehicles & Miles Traveled, 2014-2016**

	Population	Licensed Drivers	Registered Motor Vehicles	Motor Vehicle Mileage (in millions)
2014	932,766	674,869	867,438	9,450
2015	943,879	684,731	892,508	9,761
2016	954,077	697,536	909,609	10,151

Source: Delaware State Police Statistical Report, 2016

How Delawareans commute to work, 2013-2016

Most Delaware workers continue to commute alone in their vehicles. A survey by the University of Delaware shows carpooling is most popular in New Castle County. Statewide, an average of four percent use alternative transportation to get to and from work.

Figure 3.2  
**Journey to Work Average, 2013-2016  
Percent of Persons 16 Years and Older**

	New Castle Percent	Kent Percent	Sussex Percent	Average Percent
Single occupancy vehicle	77.9	82.8	84.2	80.0
Multi occupancy vehicle	16.4	13.9	13.4	15.4
Public bus	2.0	0.9	0.8	1.6
Walked	3.2	2.3	1.4	2.7
Rode bike	0.4	0.1	0.2	0.3

Source: Center for Applied Demography & Survey Research, University of Delaware



What age are drivers?

In 2015 and 2016, the proportionate age of licensed drivers in Delaware remains basically the same, however we saw a slight decrease in the 45-54 year old category with 18 percent in 2015 and 17 percent in 2016. Younger drivers, ages 16-24, represented 13 percent of all Delaware drivers.

Figure 3.3A  
**Age of Licensed Drivers, 2015**

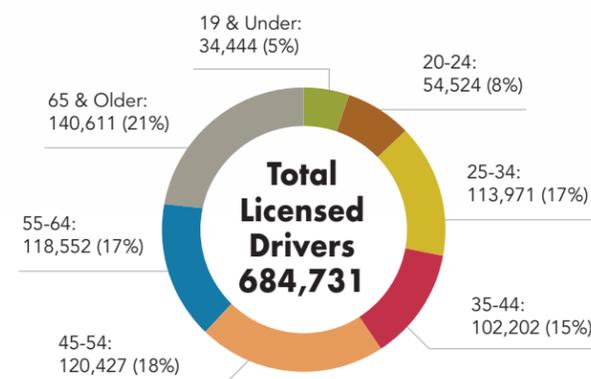
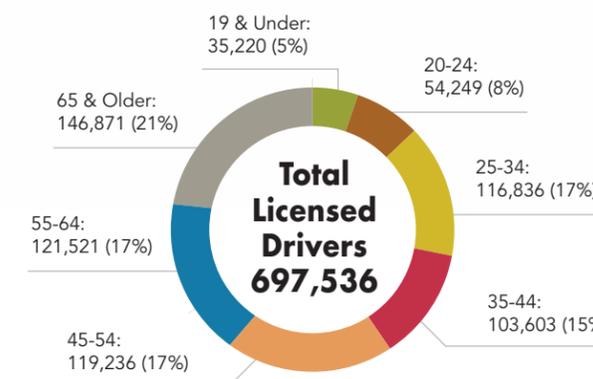


Figure 3.3B  
**Age of Licensed Drivers, 2016**



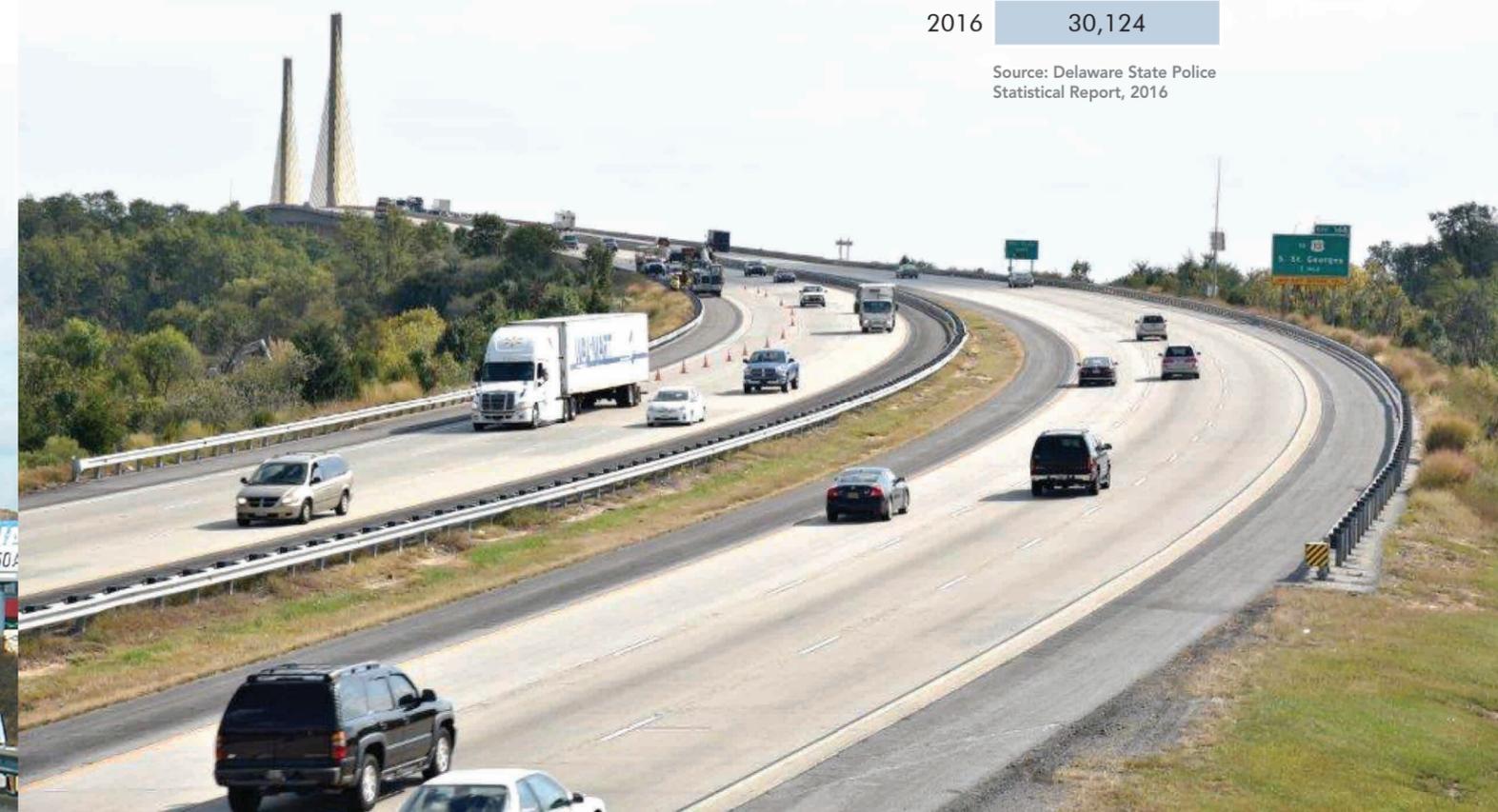
Trucks play an important role in Delaware commerce

From 2014 to 2016, drivers holding commercial drivers licenses (CDL) increased from 29,821 to 30,124, by 303 CDL holders. Local commercial carriers serve automotive, agricultural, chemical and other industries, delivering an endless variety of goods, parcels and mail – both in and out of the State – to wholesalers, retailers and residents. Delaware’s sizeable poultry industry depends on trucks to get chickens to market quickly, and trucks provide needed inventory to local businesses. Light trucks (under 10,000 pounds gross vehicle weight) are used extensively in Delaware’s construction, agricultural and service industries.

Figure 3.4  
**Licensed Commercial Drivers, 2014-2016**

Year	Drivers
2014	29,821
2015	30,207
2016	30,124

Source: Delaware State Police Statistical Report, 2016



Miles traveled increases to 10.2 billion in 2016, up from 9.8 billion in 2015

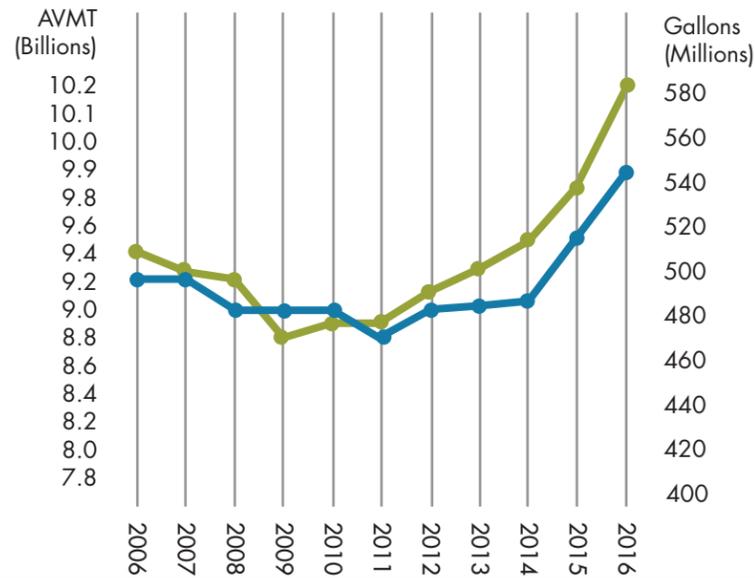
Vehicle Miles Traveled (VMT) measures the annual average miles traveled by all vehicles in an area for a specified time. Since 1980, VMT in Delaware has been increasing dramatically – from 4.2 billion miles traveled in 1980 to an all-time high of 10.2 billion in 2016. The average annual miles has increased from 9.5 billion in 2014 to 10.2 billion in 2016.

Figure 3.5  
Average Annual Vehicle Miles Traveled, 2014-2016

	2014	2015	2016
AVMT in billions	9.5	9.8	10.2

Source: DelDOT Planning

Figure 3.6  
Fuel Consumed vs. Average Vehicle Miles Traveled, 2006-2016



- Total Fuel Consumed (millions of gallons)
- Average Annual Vehicle Miles Traveled (billions)

Source: DelDOT Planning

Fuel consumption increases

In 2016, Fuel Consumption vs. Average Vehicle Miles Traveled (AVMT) shows an increase in both gallons and miles. As Figure 3.6 illustrates, fuel consumption rose from 2015 to 2016, increasing from 518 million gallons to 542 million gallons. AVMT increased from 9.8 billion miles, to 10.2 billion miles.

## Meeting Clean Air Standards

The enactment of the 1970 Clean Air Act under President Nixon and the passage of the 1990 Clean Air Act Amendments under President Bush resulted in major shifts in the federal requirements for transportation agencies. These laws created linkages between national air quality standards, vehicle emissions (or, exhaust gases from internal combustion engines) and transportation project funding.

Delaware is one of about 40 states with air pollution levels higher than those allowed by federal health standards. Because of that designation, Delaware has chosen to manage vehicle-generated emissions through the regularly scheduled motor vehicle inspection program. Cars and trucks create approximately one-third of the volatile organic compounds (called “VOC’s” which are hydrocarbons or fuels that pass through the engine) that are released into the atmosphere.

The emissions testing that is done at statewide DMV locations throughout Delaware ensures vehicles are able to operate safely, but also within specified levels. Standards set by the Delaware Department of Natural Resources and Environmental Control (DNREC), Air Quality Section, must be met as part of “passing” the inspection test and to receive a vehicle registration renewal. Newer vehicles still within their first five model years of age are excluded from emissions testing, as are gasoline-engine vehicles manufactured before 1968, diesel-fueled vehicles manufactured before 1997 and motorcycles. There is no charge for emissions testing or rechecks.



# Section 4 Finance

To enable DelDOT to achieve its mission, the Finance Division must provide sound and comprehensive financial management. Our services, such as decision analysis and accounting, affect every aspect of the Department. We manage revenue, capital projects, operating expenses, appropriations and grants.



## Key Services

Every decision has financial implications. To enable DelDOT to achieve its mission, the Finance Division provides comprehensive financial management. We manage and account for the Department's cash, revenue, debt financing, appropriations, grants, capital projects and operating expenses. The primary goals for Finance are:

- Ensure proper control around receipt and disbursement of funds
- Ensure that the agency is adequately and efficiently funded
- Maintain the agency's investment grade credit rating
- Accurately account for and report the agency's activities and performance in timely and meaningful ways while meeting federal and state requirements
- Develop and manage the operating and capital budgets, including federal transportation appropriations and grants that support goals and other key departmental objectives
- Develop and maintain a financial accountability framework throughout the agency

## Revenue sources

Funding for transportation programs and services comes primarily from the Transportation Trust Fund, the Federal Highway Trust Fund, the Federal Transit Administration (FTA), and on occasion and as circumstances warrant, Delaware Transportation Authority bond issues. In 2015, Transportation Trust Fund revenues increased \$17.2 million (3.7 percent) to \$478.3 million while federal funds also increased by \$35.6 million to \$236.9 million.

## US 301 Financing

In 2015, both a TIFIA loan and a US 301 Toll Revenue Bond were acquired specifically for financing the US 301 project.

## Transportation Trust Fund

The Department has overall responsibility for coordinating and developing comprehensive, multi-modal transportation planning and policy for the State. In 1987, the Transportation Trust Fund (TTF) was established to provide a dedicated source of revenue to finance the construction and maintenance of Delaware's transportation system. The TTF is the recipient of revenue generated by DelDOT's operations: primarily tolls, motor vehicle and driver fees, and motor fuel taxes. These funds are prioritized toward the Department's debt service requirements followed by operating expenditures and capital project expenditures. As a policy, at least 50 percent of the State Capital Transportation Program (CTP) must be funded through resources available after expenses; the other 50 percent may be financed.

Figure 4.1

**Major Sources of Transportation Revenue in Delaware (in millions), FY 2014-2016**

	Trust Funds	Federal Funds	US 301 Bond Proceeds
2014	461.1	201.3	0
2015	478.3	236.9	423.9
2016	530.8	217.7	0

Source: Trust Fund Administration, Audited Financial Statements & Accounting Federal Fund Receivables

Figure 4.2

**Transportation Trust Fund Revenue (in millions), FY 2015-2016**

	FY 2015	Percent	FY 2016	Percent
Toll Revenue: I-95*, SR 1	\$176.2	36.8%	\$192.3	36.2%
Motor Fuel Tax	\$119.7	25%	\$126.5	23.8%
Motor Vehicle Document Fee	\$94	19.7%	\$107.8	20.3%
Motor Vehicle Registration Fee	\$51.2	10.7%	\$52.3	9.9%
Other DMV Fees	\$25.8	5.4%	\$38	7.2%
Miscellaneous Revenue	\$9.6	2.0%	\$8.6	1.6%
Interest Income	\$1.8	0.4%	\$5	0.9%
<b>Total</b>	<b>\$478.3</b>	<b>100.0%</b>	<b>\$530.5</b>	<b>100.0%</b>

\* FY 2015 includes a concession revenue of \$2.6 million.

\* FY 2016 includes a concession revenue of \$2.6 million.

Source: Trust Fund Administration, Audited Financial Statements



### Transportation Trust Fund income sources

Motor fuel taxes, toll revenue and motor vehicle document fees are the primary sources of income to the TTF. Vehicle registrations, title fees and driver's license fees are also dedicated to the trust fund. Motor fuel tax revenue is derived from State taxes imposed on gasoline and special fuels. Fuel distributors and dealers collect these taxes and pay them to the State. Taxes have held steady at \$0.23 per gallon on gasoline and \$0.22 per gallon on special fuels since 1997.

### Federal Highway Administration funding

On December 4, 2015, President Obama signed the Fixing America's Surface Transportation (FAST Act; Public Law No. 114-94). This was the first federal law in over a decade to provide long-term funding certainty for national surface transportation infrastructure planning and investment. The FAST Act authorizes \$305 billion over Fiscal Years 2016 through 2020 for highways, motor vehicle safety, public transportation, motor carrier safety, hazardous materials safety, rail, research, technology and statistics programs. The FAST Act maintains the national focus on safety, keeps intact the established structure of the various highway-related programs, continues efforts to speed up project delivery and, for the first time, provides a dedicated source of federal dollars for freight projects. With the enactment of the FAST Act, states and local governments are able now to move forward with critical transportation projects.

### Federal Transit Administration funding

Federal Transit Administration funds support urban and rural transit, clean fuels, MPO and State planning, fixed guideway (SEPTA in Delaware), elderly, disabled, New Freedom Funds and Welfare-to-Work programs.



### Federally funded transportation programs

Federal funding is provided through a number of programs

- Highway Safety Improvement Program**  
 Identifies accident patterns and creates solutions to reduce the number and severity of accidents on our highways.
- National Highway System**  
 In Delaware, 338.19 miles of roadways are designated as part of the National Highway System targeted for federal funds.
- Surface Transportation Program**  
 These funds may be used for a variety of projects, both highway and transit, on any roads not classified as local or rural minor collectors.
- Transportation Enhancements Program**  
 Typical projects include bicycle and pedestrian facilities, preservation of historic transportation structures and beautification of transportation-related projects.
- Congestion Mitigation and Air Quality Improvement Program**  
 Since the entire State has been designated as a non-attainment area, Delaware is eligible for these funds. Money may be used for a variety of programs to improve air quality.
- Bridge Replacement and Rehabilitation**  
 This program provides funds to states for the replacement or rehabilitation of unsafe bridges due to structural deficiencies, physical deterioration or functional obsolescence.
- State Planning and Research Program**  
 These funds are used by the Department to undertake community based transportation plans and studies, data collection and analysis activities, and to support a variety of transportation-related research efforts.

Figure 4.3

#### FHWA Apportionments, FY 2015-2016 (in millions)

	2015	2016
Congestion Mitigation/Air Quality	7.2	11.4
Discretionary/Earmarks *	0.0	0.0
Bridge**	1.8	1.8
National Highway System (NHS)	84.3	89.5
National Highway Freight Program	0.0	4.8
Interstate Maintenance**	0.0	0.0
Planning	4.9	5.8
High Priority Projects/Minimum Guarantee/RABA	17.3	11.3
Recreational Trails/Scenic Highways	3.6	3.7
Surface Transportation Program	44.2	41.1
Miscellaneous	2.5	2.0
ARRA	0.0	0.0
<b>Total</b>	<b>165.8</b>	<b>171.4</b>

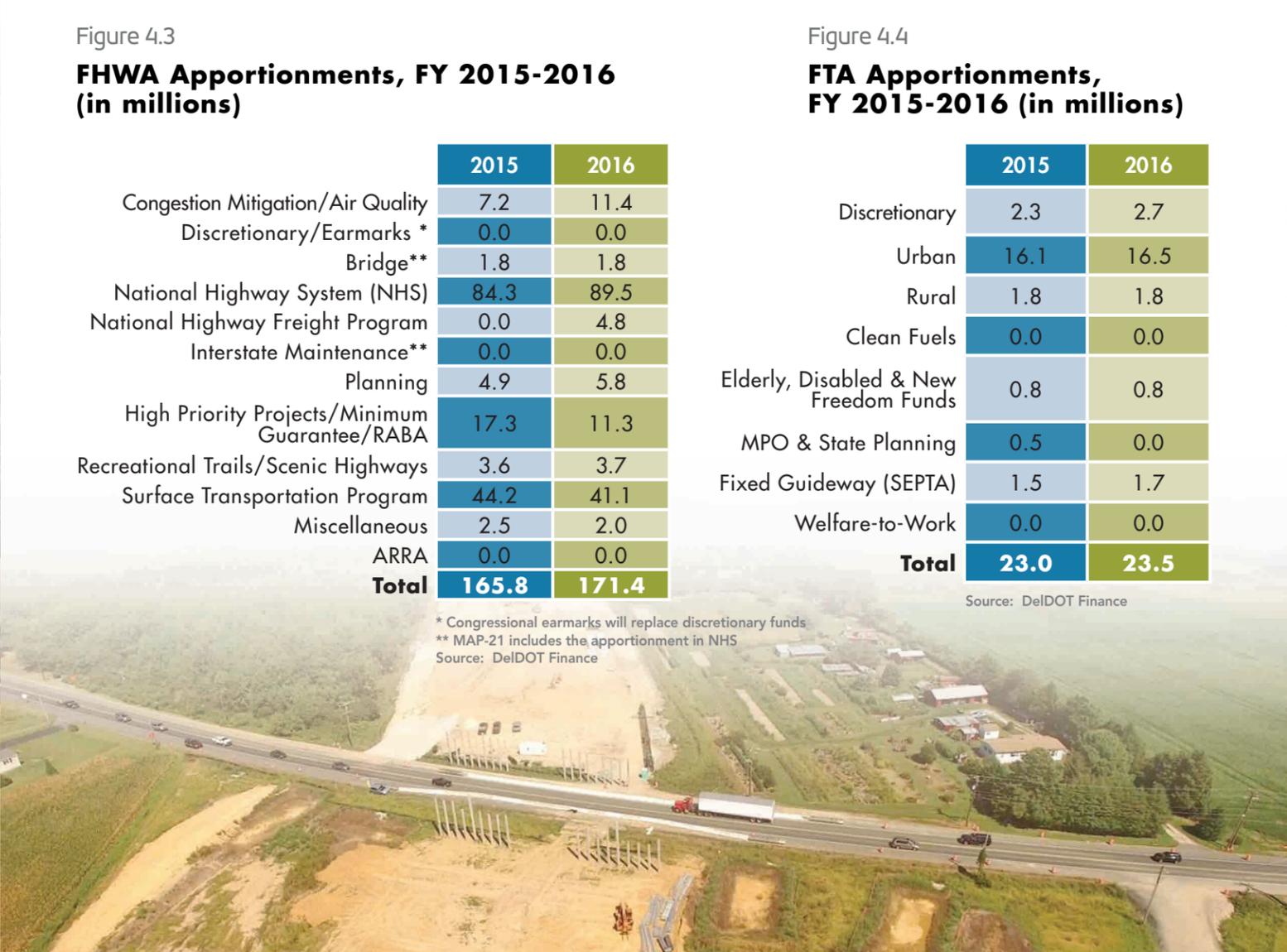
\* Congressional earmarks will replace discretionary funds  
 \*\* MAP-21 includes the apportionment in NHS  
 Source: DelDOT Finance

Figure 4.4

#### FTA Apportionments, FY 2015-2016 (in millions)

	2015	2016
Discretionary	2.3	2.7
Urban	16.1	16.5
Rural	1.8	1.8
Clean Fuels	0.0	0.0
Elderly, Disabled & New Freedom Funds	0.8	0.8
MPO & State Planning	0.5	0.0
Fixed Guideway (SEPTA)	1.5	1.7
Welfare-to-Work	0.0	0.0
<b>Total</b>	<b>23.0</b>	<b>23.5</b>

Source: DelDOT Finance



# Section 5 Human Resources

The Division of Human Resources (HR) is responsible for the recruitment, hiring, training, retention and workforce management succession planning of a diverse workforce of over 2,500 employees. This Division promotes a workplace environment of diversity and nurtures respectful treatment of all individuals.



## Key Accomplishments

In 2015, Human Resources continued to explore alternative outreach opportunities by identifying new school programs and community organizations; researching additional recruiting sources for hard to fill classifications; and continued to identify additional diverse recruiting sources. It continued to reach out and partner with the Employer Support of the Guard and Reserve (ESGR), providing advance notification of postings. Human Resources also collaborated with educators to develop strategies for our HR staff that leveraged our customer service, deeply engaging with high school and community-based organizations on our recruitment efforts, and developing a diverse pipeline for the next generation of DelDOT employees. Strategies included empowering HR employees to build a “team” atmosphere, becoming readily familiar with behaviors that support and value an inclusive culture, and providing excellent customer service throughout the lifecycle of each DelDOT employee.

In 2016, Human Resources developed an agency “Trades Career Day” where numerous Delaware Trade School students learned of DelDOT’s programs and projects, toured facilities and were given an opportunity to learn of various careers within the department. Our goal is to identify students interested in learning about careers in transportation and to encourage them to choose a career in transportation. These students worked in the Materials & Research (M&R) Lab as Engineering/ Planning/Survey Technicians, in Maintenance & Operations (M&O) as Physical Plant Maintenance Trades Mechanics (PPMTM) and Equipment Mechanics (EM). Several of these students continued as Co-Op students during the school year. As DelDOT HR continues to explore alternative outreach opportunities by identifying new school programs and community organizations, we were able to attract several high school students to summer internship programs in the hopes of retaining them for future full-time positions. DelDOT expects to continue this initiative in hopes of attracting and retaining individuals for some of our difficult-to-fill positions. Employment Services will continue to visit schools throughout the upcoming school years to encourage students to consider career opportunities within the Department of Transportation, and make DelDOT their “Employer of Choice”.

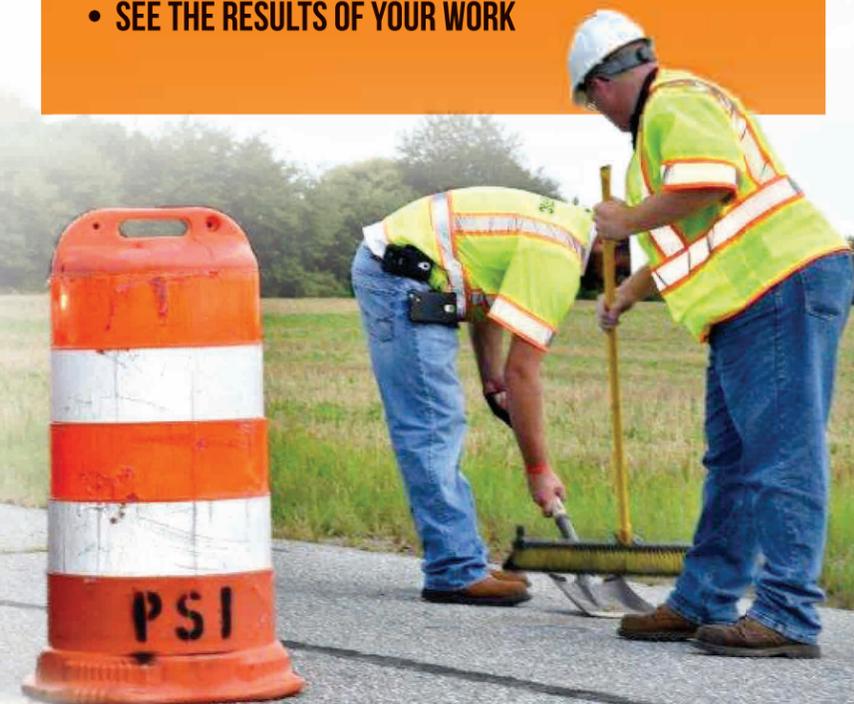
During 2015, Human Resources presented almost 300 trainings with over 3,600 participants and launched two strategic programs: Departmental Organization Values Program and the Strategic Mentoring Program. In 2016, Human Resources presented approximately 250 trainings with over 3,726 participants. In addition, over 500 employees who will be playing an active role in the interviewing process attended the training, “Selection Interviewing.” HR continues to manage apprenticeship program in partnership with the Department of Labor and has established DelDOT as a stand-alone training center for the American Safety & Health Institute (ASHI) for the internal CPR, First Aid and AED training program specifically developed to meet the needs of our first responders.

The Department completed the Organizational Values Initiative with the identification of the Department-Wide values of Respect, Honesty, Trust, Family, Integrity and Teamwork. In addition, the Department continues to administer the Strategic Mentoring Program and launched a website specific to this program. During 2016, an online version of the Orientation for this program was developed with a launch date of early 2017.



## WHY WORK FOR DELDOT

- INVEST IN YOUR COMMUNITY
- LEARN HOW THINGS WORK
- MAKE A DIFFERENCE IN THE LIVES OF OTHERS
- ADVANCE YOUR CAREER
- GROW PROFESSIONALLY BOTH ON THE JOB AND THROUGH OUR STRATEGIC MENTORING PROGRAM
- SEE THE RESULTS OF YOUR WORK



## Section 6 Maintenance & Operations

The Maintenance and Operations Division (M&O) is responsible for the daily operation and maintenance of Delaware's multi-modal transportation network. M&O is responsible for maintaining 89 percent of the state's roadways and the nearly 5,700 pieces of equipment required to complete its various tasks.

M&O manages the statewide Community Transportation Funds program which provides a fixed amount of funds annually to each State legislator to be used to meet the transportation needs of their constituents. M&O also manages the Snow Removal Reimbursement program, reimbursing civic associations for a portion of the cost of snow removal for snow events.

Some of the responsibilities include roadside vegetation, mowing, snow plowing and landscaping. In addition, M&O oversees guardrail and bridge repairs, maintains overhead lighting, issues permits for advertising and roadside control, as well as utility and entrance permits. Newly constructed subdivisions are inspected by M&O to ultimately be accepted into the state maintenance system.

Each day, M&O helps move the public along by:

- Repairing potholes
- Cleaning drainage systems
- Sweeping roadways and shoulders
- Removing litter
- Sealing highway joints and cracks
- Fixing concrete and asphalt paving
- Removing bumps and road resurfacing

### Road Maintenance is a Priority

Emphasis has shifted from building to maintaining roads

Our State's roads and bridges are valued at over \$5 billion. When it comes to maintaining this valuable highway infrastructure, the old adage that "an ounce of prevention is worth a pound of cure" is definitely true. Timely maintenance extends the life of existing roads and bridges and saves five times the cost of replacing the roads.

Comparison of maintenance costs

Preventive road maintenance extends the life of our roadways and alleviates the need for major repairs. Preventative maintenance costs are relatively inexpensive when compared to those of road reconstruction. Crack sealing is one example of practices used to extend the life of our pavement.

### Key Accomplishments

In 2016, M&O inspected 419 storm sewer structures, also known as Best Management Practices (BMPs), for condition, functionality and water pollution reduction. We have installed over 29,228 storm drain markers to increase public awareness and prevent the dumping of pollutants, such as oil, grease, pet waste and leaves, into the storm sewer system.

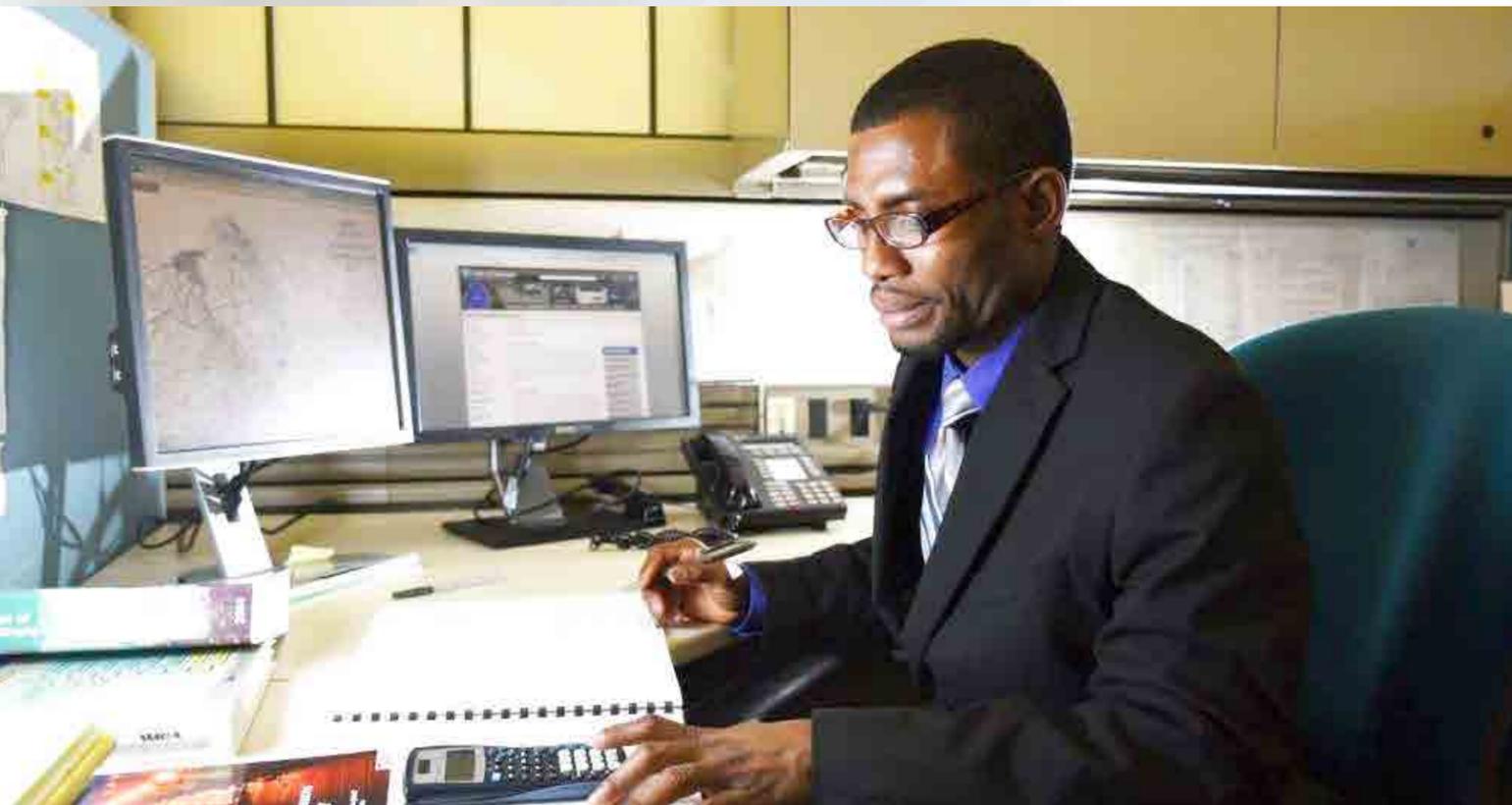
Safety is priority one at DelDOT. We provided a broad range of safety training. We provided new employee safety training, tractor mower operator safety training, traffic control technician and supervisor training and snow plow simulator training. The Occupational Safety Team used incident data to calculate work-related injury rates and identified trends according to injury type and location as we continue to strive to reduce work related injuries.



# Section 7 Planning

The Division of Planning addresses the transportation needs of Delaware residents and visitors alike. We work with local governments and other stakeholders to identify and define transportation problems within our own State. When appropriate, we work with planners in neighboring states to identify and define transportation problems within our region. Within legal, financial and environmental limits, we strive to provide opportunities for our customers to travel by foot, by bicycle, by motor vehicles, public transit and by other means of travel.

The Division works with other state agencies to inform local governments about changes in land use. We provide technical advice about proposed policies and standards, comprehensive plans, zoning and re-zoning. We also review site plans and issue entrance permits for access onto state maintained roadways.



## Statewide Long Range Transportation Plan

### 20-year Planning Overview

Delaware's transportation network is continually evolving in response to changes in land use, travel patterns and technology. To successfully plan for these changes, DelDOT publishes a statewide Long Range Transportation Plan every five years which serves as a guide for the Department's transportation decisions and investments. The Plan identifies the broad goals, policies and priorities that are most appropriate for meeting the State's future transportation needs. Innovation In Motion (to be completed in 2018), is the new DelDOT Long Range Transportation Plan and provides a particular emphasis on the Department's efforts to embrace technology-driven and economical solutions for our transportation challenges.

## Council on Transportation

### Six-year list of projects

Each year in March, the Council on Transportation (COT) presents an updated Capital Transportation Plan (CTP) to the Delaware legislature for funding in the Bond Bill. The CTP is a six-year list of specific transportation projects, time frames and costs. Before presenting the CTP to the legislature, the list of projects DelDOT has proposed passes through several qualifying reviews. Review by the COT assures State policies and strategies are being followed. Local Metropolitan Planning Organizations (MPOs) look at the proposed projects in terms of their ability to meet federal long range plans and requirements. The public has the opportunity to weigh in at public workshops and public hearings on whether the projects fit well into the character and growth plans of their communities.

Figure 7.2

### Metropolitan Planning Organization (MPOs)



Source: DelDOT Planning

Figure 7.1

### Statewide Plans

<b>Long Range Transportation Plan 20-Year Plan</b>
<ul style="list-style-type: none"> <li>Principles</li> <li>Policies</li> <li>Recommendations</li> </ul>
<b>Capital Transportation Plan (CTP) 6-Year Plan</b>
<ul style="list-style-type: none"> <li>Specific Projects</li> <li>Time Frames</li> <li>Costs</li> </ul>
<b>First Year of the CTP 1-Year Plan</b>
Projects in the Current Fiscal Year <ul style="list-style-type: none"> <li>Project Phases</li> <li>Costs</li> <li>Accountability</li> </ul>

Source: DelDOT Planning

## CTP Fiscal Year Work Program

One-year plan to implement approved projects

CTP projects that are approved and funded in the Bond Bill are entered into a fiscal year work program. The purpose of this work program is to advance those approved projects and list the next phase of work to be taken to move the projects towards completion. Actions include confirming costs, setting schedules (often done in phases) and assigning accountability to various DelDOT divisions.

<b>Wilmington Area Planning Council (WILMAPCO)</b>
Tigist Zegeye, Executive Director 850 Library Avenue, Suite 100, Newark, DE 19711 <b>Delaware:</b> (302) 737-6206 <b>Cecil County (Toll Free):</b> (888) 808-7088
<b>Dover/Kent MPO</b>
P.O. Box 383, Dover, DE 19903-0383 (302) 387-6030
<b>Salisbury/Wicomico MPO</b>
Keith D. Hall Long Range Transportation Planner P.O. Box 870, Salisbury, MD 21803-0870 (410) 548-4860

## Transportation Planning Organizations

### The COT and the CTP

The COT is a nine-member panel of business and community leaders appointed by the Governor to advise on issues relating to transportation. The COT reviews and seeks public comment on the CTP.

### MPO

The federal government’s Surface Transportation Laws and Regulations require metropolitan urbanized areas with populations of 50,000 or more to organize MPOs. Delaware’s MPOs work with DelDOT to develop region-wide coordinated programs, projects and long range plans. The MPOs develop a Transportation Improvement Plan (TIP) that is incorporated into the first four years of Delaware’s CTP. MPOs monitor efforts on all projects within their region that use federal funding.

The Wilmington Area Planning Council, known as WILMAPCO, guides transportation planning in New Castle County, Delaware and in Cecil County, Maryland, while the Dover/Kent MPO serves Kent County, Delaware, including all of Milford. The Salisbury Wicomico MPO serves Wicomico County in Maryland and the urbanized area in Sussex County, Delaware along US 13 from Delmar to Seaford. Each MPO has a Technical Advisory Committee made up of civic, business, environmental and private transportation provider interest groups. Though the balance of Sussex County does not have an MPO at this time, it is expected that the next census may show an MPO qualifying population of 50,000 full-time residents. Currently, DelDOT through a consultation agreement with Sussex County, is responsible for transportation planning in Sussex County, and the Salisbury Wicomico MPO will guide transportation planning from Delmar to Seaford along the US 13 corridor.

## Safe Routes to School

Safe Routes to School enables and encourages children in grades K through eight, including those with disabilities, to walk or ride a bicycle to school. The program works to improve safety and to reduce traffic, fuel consumption and air pollution in areas around schools. As an added benefit, children are encouraged from an early age to lead a healthy and active lifestyle. Using federal funds, DelDOT assists program sponsors in creating a variety of projects, from safer crosswalks to in-school programs that educate parents and children on the benefits of walking or bicycling to school.

For more information, or to receive program guidelines and an application, contact the Safe Routes to School Program Coordinator at 1-302-760-2121, or visit [deldot.gov](http://deldot.gov) and click on “Community” under “Information.”

Figure 7.3

### Long Range Transportation Plan Policy Principles

1. System Preservation/Optimization Maintenance first	Focus on maintenance and operations and optimization of the Transportation System.
2. Development Direct programs, services and facilities to support smart growth and smart transportation initiatives	Coordinate land use and transportation in a manner that promotes long-term transportation efficiency.
3. Travel Opportunities and Choices Maximize transportation choices for residents and visitors	Promote expansion of a variety of travel opportunities with connections to workplaces, services, residences and recreation for those with limited mobility options and the general public.
4. Cost-Effectiveness Use cost-effectiveness as the fundamental principle	Use cost-effectiveness indicators when prioritizing projects. Maintain and use existing resources and equipment. Use technology to improve service.

Source: DelDOT Planning

## Walking

Pedestrian traffic crashes increased from 357 in 2015 to 400 in 2016. Of those crashes, 294 involved personal injuries and 27 resulted in pedestrian fatalities. New Castle County crashes accounted for 295, or 74 percent, of the injuries in 2016 and 18, or 66 percent, of the fatalities.

Governor Jack Markell reestablished the Pedestrian Council in October 2015 to identify pedestrian safety concerns and advise the Secretary of the Delaware Department of Transportation on ways to make walking a safe, convenient, efficient and comfortable means of transportation.

Through various federal and state funded programs, there have been improvements to pedestrian infrastructure, such as sidewalks, crosswalks, lighting and transit facilities throughout Delaware.

Surveys show that one to three percent of each county’s workers walk to their jobs. Many more may use walking as a component of their commute, such as from their home to a bus stop or from a transit station to a local office.

Walking to work may increase as Delaware strives to become more pedestrian-friendly. Efforts are being undertaken to ensure sidewalk connectivity between dwelling houses, workplaces, schools, shopping centers, transit stops/stations and other community destinations.

Figure 7.4

### Walking as a Primary Way to Commute, 2010 vs. 2016

2010	New Castle	Kent	Sussex	Statewide
Total workers	258,255	71,865	83,865	413,958
Number who walk	6,471	1,378	1,784	9,633
2016	New Castle	Kent	Sussex	Statewide
Total workers	298,068	84,397	99,042	481,508
Number who walk	9,538	1,941	1,386	12,865

Source: University of Delaware, Delaware Trip Monitoring System Survey, 2012 to 2016



## Bicycling

In 2016, the League of American Cyclists recognized Delaware for all of the efforts put into place for bicycling in the First State and ranked Delaware as the third best bicycle friendly state in the United States.

The number of total bicycle crashes decreased from 146 in 2015 to 142 in 2016. There were 108 personal injuries reported and three cyclist fatalities in 2016. Two fatalities occurred in Kent County and one in Sussex County.

DelDOT continues to implement innovative project designs to further improve bicycle safety. Some of these projects include road diets or lane reductions, striping of dedicated bicycle lanes, installation of flash beacons at unsignalized crossings and installation of high intensity activated crosswalk beacon (HAWK) signals.

Public education and outreach are also important in promoting bicycle safety. DelDOT regularly hosts bicycle rodeos at schools to teach children basic bicycle skills. Additionally, for the international students working at the beach resort areas as seasonal workers, DelDOT hosts bicycle safety seminars to explain the rules of the road and the Delaware bicycling laws. Bicycle safety checkpoints are also conducted throughout the summer to provide safety tips, maps, bicycle lights, helmets and bicycle repairs.

Within the past two years, DelDOT has completed numerous statewide trail facilities that include:

- Michael Castle Trail (15.8-miles)
- Georgetown to Lewes, Phase 1 (1.1-miles)
- Junction & Breakwater Trail Extension into Lewes (1.5-miles)
- Route 10 Connector (0.25-miles)
- Capital City Trail (1.0-miles)

Construction began in the fall of 2016 on the Wilmington-New Castle Greenway. This is the largest single bike project in Delaware history. The trail is anticipated to open in 2018.

Figure 7.5

### Biking as a Primary Way to Commute, 2010 vs. 2016

	2010	New Castle	Kent	Sussex	Statewide
Total workers		258,255	71,838	83,865	413,958
Number who bike		724	199	245	1,168
	2016	New Castle	Kent	Sussex	Statewide
Total workers		298,068	84,397	99,042	481,508
Number who bike		1,192	84	198	1,474

Source: University of Delaware, Delaware Trip Monitoring System Survey, 2012 to 2016



## Aviation

### Airports have the capacity to grow

Public airports in Delaware are focused primarily on private business and recreational flights. Most commercial airline passengers fly out of Philadelphia International Airport or Baltimore/Washington Thurgood Marshall International Airport (BWI). As the flight activity chart below shows, Delaware's public airports offer ample capacity for the near future for both passenger and freight movement.

### New Castle Airport

The New Castle Airport is operated by the Delaware River & Bay Authority. It is the largest civilian airport in the state, with three major runways, 10 taxiways and facilities that cover 1,250 acres. The airport includes significant hangar and aviation-related business rental space, as well as a flight school, aircraft rentals and repair services. Approximately 68 business jets and 220 propeller aircraft are based there. The airport provides 24-hour-a-day, 7-days-a-week services for aircraft up to and including DC-8s, plus complete ground transportation and handling services. [newcastleairportilg.com](http://newcastleairportilg.com)

### Dover Air Force Base

This U.S. military base is the largest aerial port facility on the East Coast and is an important contributor to the economy of Kent County. The Dover base serves as a key support facility for overseas military and humanitarian operations. A joint use agreement between the base and DelDOT allows private aircraft to use the adjacent Civil Air Terminal. Private flights into the base require 72-hour notice. [dover.af.mil](http://dover.af.mil)

### Delaware Coastal Airport

Located in Georgetown, the Delaware Coastal Airport is owned and operated by the Sussex County government. This airport serves general aviation, corporate aviation, the military and the state police. [delawarecoastalairport.com](http://delawarecoastalairport.com)



### Delaware Airpark

DelDOT purchased this Cheswold facility in 2000, and it is operated by the Delaware River & Bay Authority under a long-term agreement. The airport serves general and corporate aviation in Kent County, as well as the Delaware State University aviation flight training program. The existing 3,500 foot runway is currently being improved to 4,200 feet to allow for expanded use of the airport. [delawareairpark.com](http://delawareairpark.com)



Figure 7.6

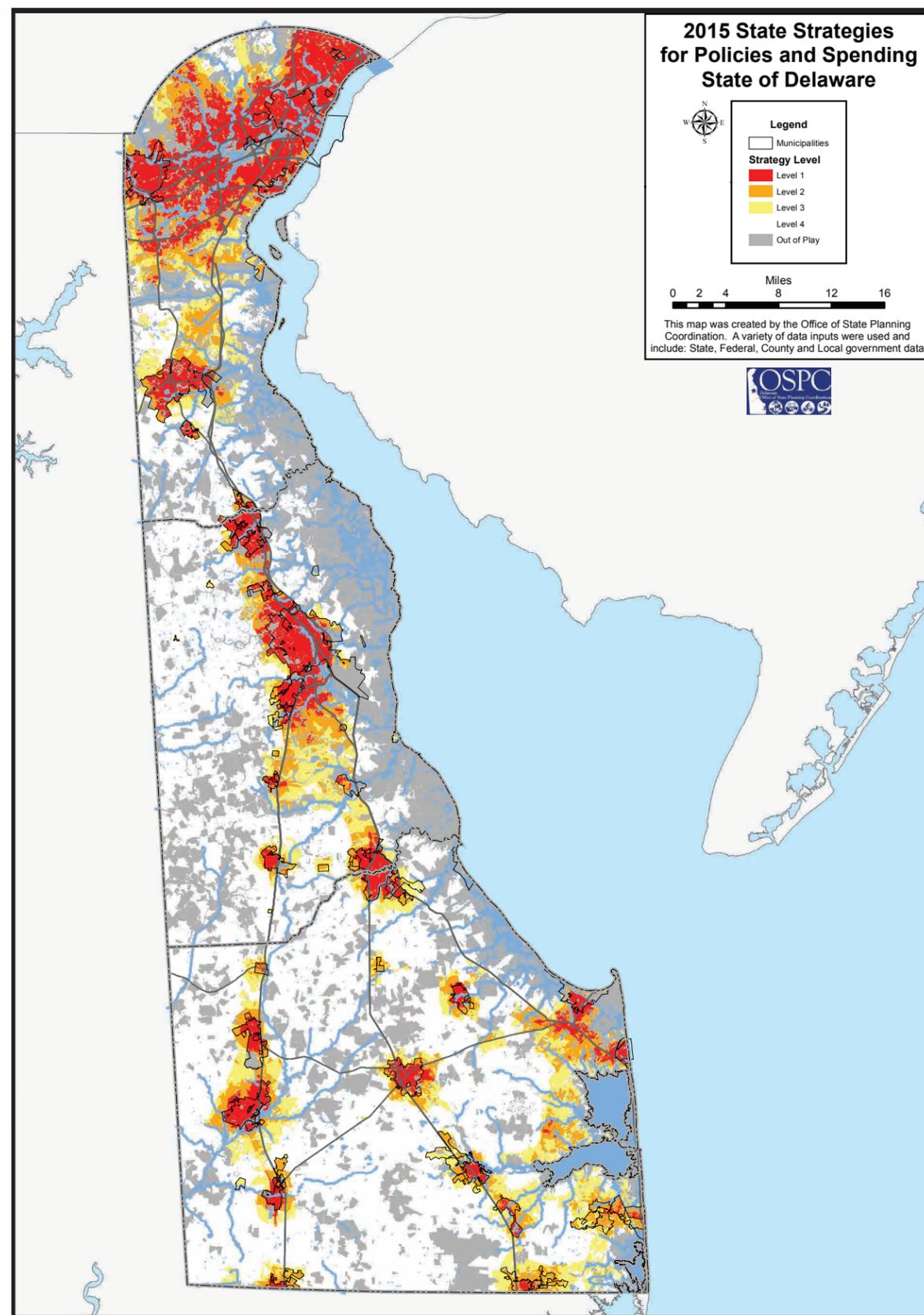
### Flight Activity of Public Airports, 2016 vs. 2036

	2016			2036	
	Capacity	Flights*	Percent of Capacity	Projected Flights	Percent of Capacity
New Castle Airport	194,000	45,780	24%	45,590	24%
Summit Airport	170,800	31,040	18%	41,610	24%
Smyrna Airport	30,000	1,660	6%	2,740	9%
Chandelle Estates Airport	46,400	1,100	2%	1,700	4%
Delaware Airpark	171,300	16,500	10%	35,860	21%
Jenkins Airport	24,800	550	2%	900	4%
Civil Air Terminal, Dover AFB	13,500	600	5%	1,030	8%
Chorman Airport	53,100	11,700	22%	15,390	29%
Laurel Airport	32,200	10,900	34%	12,640	39%
Delaware Coastal Airport	174,500	33,500	19%	46,250	27%
<b>Total</b>		<b>153,910</b>		<b>203,710</b>	

Source: DelDOT Planning, Office of Aeronautics

\* These figures can be found in the "Economic Impact Assessment of Delaware Airports," dated October 2015.

Figure 7.7  
The 2015 Update of State Strategies for Policies & Spending



Source: DelDOT Planning

## Levels of Transportation Investment

Levels of investment and strategies are based on land-use policies

The 2015 Update of Strategies for State Policies and Spending, and the map in **Figure 7.7**, show where various levels in transportation investments are planned throughout the State. The four levels of investment and accompanying strategies are based on an analysis of State, county and local land-use policies. The levels are not meant as ascending levels of importance, but rather as a way to distinguish the different types of funding priorities within each area.

Area Level	Investment Strategy
<p><b>1 Cities, Towns &amp; Villages</b></p> <p>City/town/village areas where population is concentrated, commerce is bustling and a wide range of housing types already exists; contains core commercial area, several modes of transportation and a variety of housing options.</p>	<p><b>Redevelop &amp; Reinvest</b></p> <p>State policies will encourage redevelopment and reinvestment.</p>
<p><b>2 Suburbs &amp; Small Towns</b></p> <p>Rapidly growing suburbs and smaller towns that have, or plan to have, public water, wastewater and utility services. These areas serve as a transition between Investment Level 1 Areas and the State's more open, less populated areas.</p>	<p><b>Well-Designed Development</b></p> <p>Promote well-designed development, including a variety of housing types, user-friendly transportation systems, recreation and other public facilities.</p>
<p><b>3 Farmland &amp; Natural Resources</b></p> <p>Significant areas of important farmland and natural resources located either adjacent to, or contained within, more rapidly growing areas; regional roadways.</p>	<p><b>Maintain Existing &amp; Phased Growth</b></p> <p>Maintain existing infrastructure. Invest in phased, guided future growth only after Levels 1 and 2 are substantially built out, or when the infrastructure or facilities are logical extensions of existing systems.</p>
<p><b>4 Rural &amp; Undeveloped Areas</b></p> <p>Rural areas with agribusiness, farms and settlements, typically located at historic crossroads. Also undeveloped natural areas such as forestlands; State and county parks; fish and wildlife preserves.</p>	<p><b>Discourage Additional Development</b></p> <p>Retain the rural landscape and preserve open spaces and farmlands. Discourage additional development.</p>

Source: Delaware Office of State Planning Coordination



# Section 8 Community Relations

The DelDOT Community Relations team works to keep the public informed about important transportation issues that impact Delaware residents and all who travel through our state. From working with the local media to responding to constituent inquiries, the Community Relations team is committed to providing the public with the most up-to-date information available on Delaware’s transportation system.

Community members are encouraged to stay up to date on transportation issues by attending the workshops and public hearings coordinated by Community Relations, or visiting our agency website: [deldot.gov](http://deldot.gov). Another way the public can stay up to date on events affecting the transportation system is by following us on DelDOT’s social media outlets - Facebook, Twitter, and YouTube and downloading the free DelDOT app on Apple and Android devices.



## Public Information

This annually updated 2015-2016 Annual Report and Transportation Facts book is a great place to start to learn about a variety of transportation initiatives. You can also check your newspaper, tune to 1380 AM radio, log onto [deldot.gov](http://deldot.gov), or watch your mailbox or inbox for workshop dates, times and locations and other transportation-related information. Log onto [DartFirstState.com](http://DartFirstState.com) for the latest transit schedule information and be sure to check out DART Rider Alerts. On the [deldot.gov](http://deldot.gov) website, you can view real-time video of traffic conditions statewide, or find out answers to questions you may have about the Division of Motor Vehicles, obtaining E-ZPass or doing business with DelDOT. Under “Community Programs & Services,” you’ll find news and information about subjects ranging from the Community Transportation Trust Fund, to Real Estate Acquisition, Delaware Byways and Snow Removal.

## Virtual Workshops

“Virtual Workshops” are online versions of traditional public workshops. They are replacing the on-location sessions in which proposed improvements are minor and affect a relatively small number of residents and businesses. The video presentations, posted on [deldot.gov](http://deldot.gov), contain the same information and opportunities for feedback and response as the traditional workshops, and save the department thousands of dollars in staff and contractor compensation, room rentals and fuel. Major projects for which much community feedback is sought may also be included along with a traditional on-location workshop in order to expand awareness. Other states and organizations have contacted DelDOT for details so they can duplicate our Virtual Workshops.

## Get involved in shaping transportation decisions

Join us at public workshops and sign up for our project newsletters. You’ll also find details about each project on the DelDOT website at [deldot.gov/information/projects](http://deldot.gov/information/projects). The public, DelDOT staff, elected officials and public agencies all bring important viewpoints to transportation planning. Your insight into what might be best for the neighborhood where you live or work is helping us create transportation solutions that fit the unique character of each Delaware community.

### Here are other ways you can participate:

- Serve on a project steering committee or working group
- Email or mail your comments about project alternatives being considered
- Testify at a public hearing
- Encourage your neighbors to get involved

If you can’t attend meetings or public hearings, you can call, email, fax or mail your ideas to DelDOT Community Relations (see “Contact Information” to the right).

## Customer Satisfaction

### Feedback from you

Every business benefits from feedback given by its customers. As part of the statewide Long Range Transportation Plan’s performance monitoring system, DelDOT conducts a Customer Satisfaction Survey. Two different groups are sampled to gauge customer opinions on DelDOT’s performance. The first group – 1,007 general transportation users who drive, carpool, ride transit, walk or ride bicycles – is asked to rank how well the State’s roads, transit and other transportation services meet their needs. The second group – 82 commercial shippers and carriers who transport goods in Delaware – is asked similar questions that relate to satisfaction with Delaware’s roads, the Port of Wilmington and existing air and rail freight facilities.

### Most users reviewed Delaware’s transportation system positively

Each of the 1,007 participants in the 2015 General Transportation User Satisfaction Survey were asked to rate the overall performance of each mode he or she had used in the week prior to the survey. Roads and highways received the highest satisfaction rating, with 87 percent saying their needs were met Very Well or Somewhat Well. The majority of survey participants who were asked to rate Delaware’s transportation system overall responded that the system meets their needs either Very Well or Somewhat Well.

Figure 8.2

### General Transportation User Satisfaction Ratings, 2015\*

Questions	Very Well	Somewhat Well	Not Too Well	Not At All	Don't Know
Overall, how well does the <b>state’s system of roads and highways</b> meet your needs?	26%	61%	10%	2%	0%
Overall, how well does the state’s <b>transit system</b> meet your needs?	47%	40%	7%	7%	0%
Overall, how well does the state’s transportation system meet your needs for <b>bicycle trips</b> ?	36%	43%	14%	7%	0%
Overall, how well does the state’s transportation system meet your needs for <b>walking trips</b> ?	12%	59%	20%	10%	0%

Source: DelDOT Planning Report on Customer Satisfaction - Year 2015 Survey Results  
\* Survey was not conducted in 2016

Figure 8.1

### Community Relations Public Contacts

Year	Phone Calls	Emails	FOIA Requests	Public & Virtual Workshops
2015	9,211	4,587	276	33
2016	7,259	3,965	310	21

#### Contact Information

**Email:** [dotpr@state.de.us](mailto:dotpr@state.de.us)  
**Phone:** 302-760-2080 **Fax:** 302-739-2092  
**Mail:** DelDOT Community Relations  
 P.O. Box 778  
 Dover, DE 19903

# Section 9 Technology & Innovation

The Division of Technology and Innovation provides comprehensive IT planning and development to support DeLDOT in the pursuit of its goals.



DeLDOT's Division of Technology and Innovation is responsible for leading the IT initiatives to cultivate and drive innovation across the department in support of DeLDOT's mission, vision and goals. This is accomplished through collaborative planning with the business on IT strategic goals, the development of Information Technology operation benefits and the fostering of technology innovations across all divisions within DeLDOT. We are responsible for maintaining and ensuring all our systems and applications are kept current and optimized for peak performance. We strive to be proactive and engaged with the latest technology in conjunction with understanding and applying the business requirements.

Figure 9.1

## Technology and Innovation Division Supports

Applications	Hardware	Network Devices	Websites/Social Media
<ul style="list-style-type: none"> <li>• 200+ Applications/Systems</li> <li>• DMV Mainframe</li> </ul>	<ul style="list-style-type: none"> <li>• 2,800+ PC/Laptops</li> <li>• 100+ Tablets</li> <li>• 70+ Scanners</li> <li>• 135+ Printers</li> <li>• 400+ Servers</li> <li>• 20+ Audio/Video</li> <li>• 20+ Projectors</li> <li>• 1,500+ CISCO Phones</li> </ul>	<ul style="list-style-type: none"> <li>• 300+ Cameras</li> <li>• 400+ Detectors</li> <li>• 895+ Signals</li> <li>• 100+ Variable Messaging</li> <li>• 40+ Weather sensors/stations</li> <li>• 1,300+ CDMA Modems</li> </ul>	<ul style="list-style-type: none"> <li>• 2,900+ pages on the Internet (DeLDOT, DMV/EZPASS, DTC)</li> <li>• 33+ pages on the Intranet (MyDOT)</li> <li>• YouTube, Facebook, Instagram, Twitter</li> </ul>

## Key Accomplishments

- Enhanced the DeLDOT Mobile Application to provide a friendlier user interface and more features and functions for the citizens to interact with DeLDOT, such as Report an Issue, DTC Bus Stops, Snow Plow Tracker, DTC Real Time Bus Schedules and Tracking
- Deployed a Mobile Private Network and tablets for our field workers for a mobile workforce
- Deployed a Mobile DMV Bus to remotely service the citizens
- Engaged with Computer Aid, Inc. and their Specialisterne Autism Program to scan various forms and documents
- Migrated 10 disparate SharePoint instances to a common and current SharePoint instance, with plans to develop workflow based applications for the enterprise
- Migrated our legacy notification system to the Black Board notification system, providing more options for our constituents to receive our messaging
- Deployed JavaScript Object Notation (JSON) feeds, sharing with our partners and constituents and providing an Open Data Forum
- Collaborated with the Delaware River and Bay Authority by incorporating their traffic cameras
- Implemented the Snow Plow Responsibility Map, providing our constituents a geographical view of what DeLDOT is responsible for snow plowing
- Upgraded and stabilized over 100 legacy systems and applications
- Geolocate road locations for the CTF application
- Stabilized and deployed new infrastructure, storage and operating systems
- Upgraded and deployed over 1,500 CISCO IP phones
- WAZE collaboration
- Google Aerial Imagery
- Operationally processed over 16,700 system enhancements, requests and incidents
- Upgraded and modernized legacy applications



# Section 10 Transportation Solutions

Transportation Solutions coordinates all activities required to prepare plans, provide right-of-way services (appraisal, acquisition, relocation, management and disposal) and construct transportation projects involving the roadway network, bridges, transportation facilities, railroad crossings, traffic markings, traffic control devices and toll roads, including the quality assurance and control responsibilities for both development and construction.



## Integrated Transportation Management Systems Program

New technologies are increasing efficiency and safety

Satellites, sensors, fiber optics and the Internet are just some of the Integrated Transportation Management Systems (ITMS) technologies that have been integrated into all phases of DelDOT Operations. Nestled in the fortress-like Delaware Emergency Management Agency building off Route 1 near Smyrna, DelDOT's Transportation Management Center (TMC) operates around the clock, every day of the year, managing the State's transportation systems and emergency responses to roadway incidents. Data is collected in real time and disseminated to DelDOT snow plow drivers, law enforcement and the motoring public through the media, the agency's website ([deldot.gov](http://deldot.gov)) and its radio station - WTMC 1380 AM.

## Percentage of bridges in good and fair condition

DelDOT maintains 1,716 bridges statewide. Bridges are inspected every two years to ensure the bridge's integrity and the public safety. Deficiencies found during inspections are assessed and monitored while the department programs the bridge for rehabilitation or replacement. In 2016, we met that goal of 95 percent of bridges in good and fair condition.

### Bridges

#### Monitoring safety on Delaware bridges

DelDOT maintains 1,716 of the 1,828 bridges in Delaware. The other 112 are the responsibility of the Delaware River & Bay Authority, municipalities, railroads and private owners. Since 882 of those bridges are 20 feet or longer, they are listed in the federal National Bridge Inventory (NBI), which requires inspections biannually. These inspections ensure the bridge's integrity and the public's safety. Other bridges, and any that show deficiencies in the NBI inspections, are reviewed as often as necessary to ensure safety and to bring them up to current standards whenever possible. Many small bridges throughout the state are considered historic community assets and are maintained.

Figure 10.1  
Bridge Condition

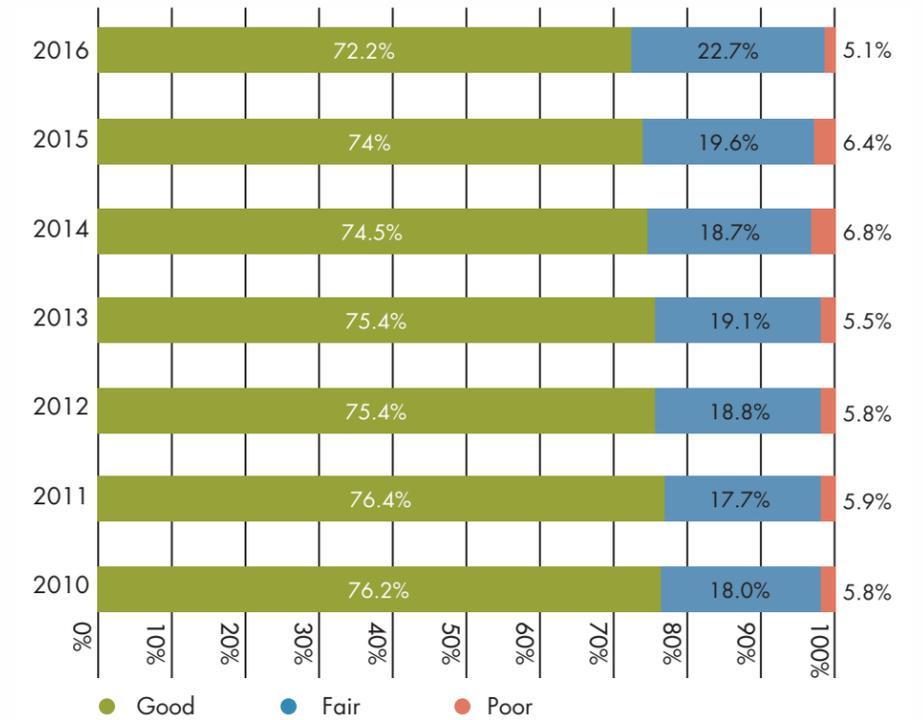


Figure 10.2  
DelDOT Owned Bridges, 2015-2016

	New Castle	Kent	Sussex	Total
2015	795	384	495	1,674
2016	835	385	496	1,716

Source: DelDOT Bridge Management Section



Figure 10.3

**Types of Crashes, 2014-2016**

	2014	2015	2016
Total crashes	22,986	24,066	26,453
Fatal crashes	111	129	117
Personal injury crashes	4,958	5,253	5,559
Property damage crashes	17,917	18,684	20,777
Persons killed	125	133	120
Persons injured	7,540	8,058	8,527

Source: Delaware State Police Statistical Report, 2016

Figure 10.4

**Top 5 Causes of Crashes, 2016**

#1	Inattention, distraction or fatigue 6,095
#2	Other or Unknown 4,520
#3	Followed too closely 3,551
#4	Careless or reckless driving 2,385
#5	Failed to yield right-of-way 2,345

Source: Delaware State Police Statistical Report, 2016

Figure 10.6

**Fatalities, 2016**

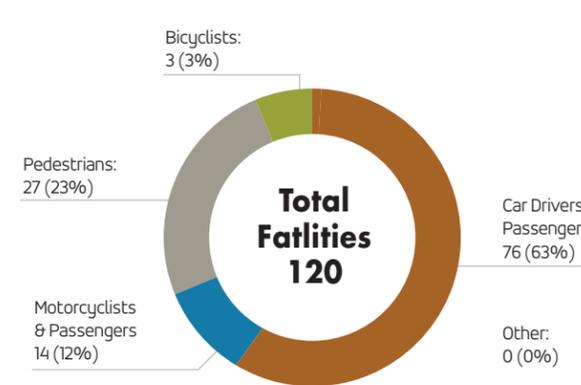
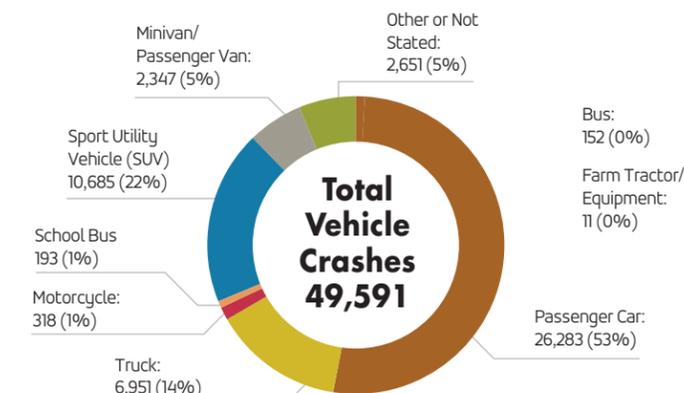


Figure 10.7

**Vehicle Crashes, 2016**



**Tracking Highway Accidents to Improve Safety**

Crashes, personal injury crashes, property damage crashes and persons injured increase, while fatalities decrease in 2016

Statewide in 2016, all total crashes were up by 2,387 (9.9 percent) from the previous year. Although there were 469 more persons injured, fatalities decreased for the first year since 2013. According to Delaware Police Statistics, alcohol was a factor in 39 percent of Delaware's 117 fatal crashes and 45 percent of drivers killed in fatal crashes were under the influence of drugs or alcohol. Of those who died, 76 were automobile drivers or passengers. Only 39 were wearing their seat belts. There were 20,777 property damage crashes – 2,093 more than 2015. Driver inattention, distractions and/or fatigue were ranked as the number one contributing circumstances in 6,095 of the 26,453 crashes of all types.

Figure 10.5

**Types of Vehicles in Crashes, 2016**

	Number of Vehicles	Vehicles in Fatal Crashes	Personal Injury Crashes	Property Damage Crashes
Passenger car	26,283	82	5,987	20,214
Truck	6,951	35	1,401	5,515
Bus	152	1	47	104
School bus	193	0	45	148
Motorcycle	318	16	192	110
Farm tractor & farm equipment	11	0	4	7
Sport Utility Vehicle (SUV)	10,685	41	2,363	8,281
Minivan/Passenger van	2,347	10	567	1,770
Other or not stated	2,651	7	243	2,401
<b>Total</b>	<b>49,591</b>	<b>192</b>	<b>10,849</b>	<b>38,550</b>

Source: Delaware State Police Statistical Report, 2016  
Note: Data in figure represents number of vehicles, not number of crashes

Figure 10.8

**Age of Driver in Crash, 2014-2016**

	2014		2015		2016	
	All Crashes	Fatal Crashes	All Crashes	Fatal Crashes	All Crashes	Fatal Crashes
19 & Under	3,126	9	3,371	17	3,722	8
20-24	5,083	22	5,488	26	5,964	24
25-34	8,062	44	8,675	35	9,622	33
35-44	6,182	23	6,454	30	7,041	33
45-54	5,984	23	6,332	29	6,761	26
55-64	4,522	22	4,900	39	5,444	27
65-74	2,473	12	2,705	16	3,079	14
75 & Older	1,267	17	1,335	6	1,555	9
Unknown	2,223	0	2,068	5	2,579	4
<b>Total</b>	<b>38,922</b>	<b>172</b>	<b>41,328</b>	<b>203</b>	<b>45,767</b>	<b>178</b>

Source: Delaware State Police Statistical Report, 2016  
Note: Data in figure represents number of drivers, not number of crashes



## Tracking Accidents to Improve Truck Safety

Pick-up trucks were involved in 72 percent of all truck crashes in 2016

Statewide, the number of trucks involved in crashes, property damages, personal injuries and fatalities rose in 2016. There were 902 more crashes and 696 more property damage crashes than in 2015. Fatal crashes increased from 34 in 2015 to 35 in 2016. Personal injury crashes also increased from 1,196 in 2015 to 1,401 in 2016. Pick-up trucks accounted for 72 percent of all truck crashes in Delaware and 71 percent of truck fatal crashes. Other trucks or commercial vans were in 17 percent of all truck crashes in the State, and 23 percent of the fatal crashes. Truck tractors and semis were involved in 11 percent of statewide truck crashes and six percent of the fatal crashes.

Figure 10.9

### Type of Truck in Crash, 2016

	Total Number of Crashes	Number of Fatal Crashes	Personal Injury Crashes	Property Damage Crashes
Pick-up Truck	4,995	25	11,042	3,928
Truck Tractor & Semi	781	2	136	643
Other Truck Combo, or Commercial Van	1,175	8	223	944
<b>Total</b>	<b>6,951</b>	<b>35</b>	<b>1,401</b>	<b>5,515</b>

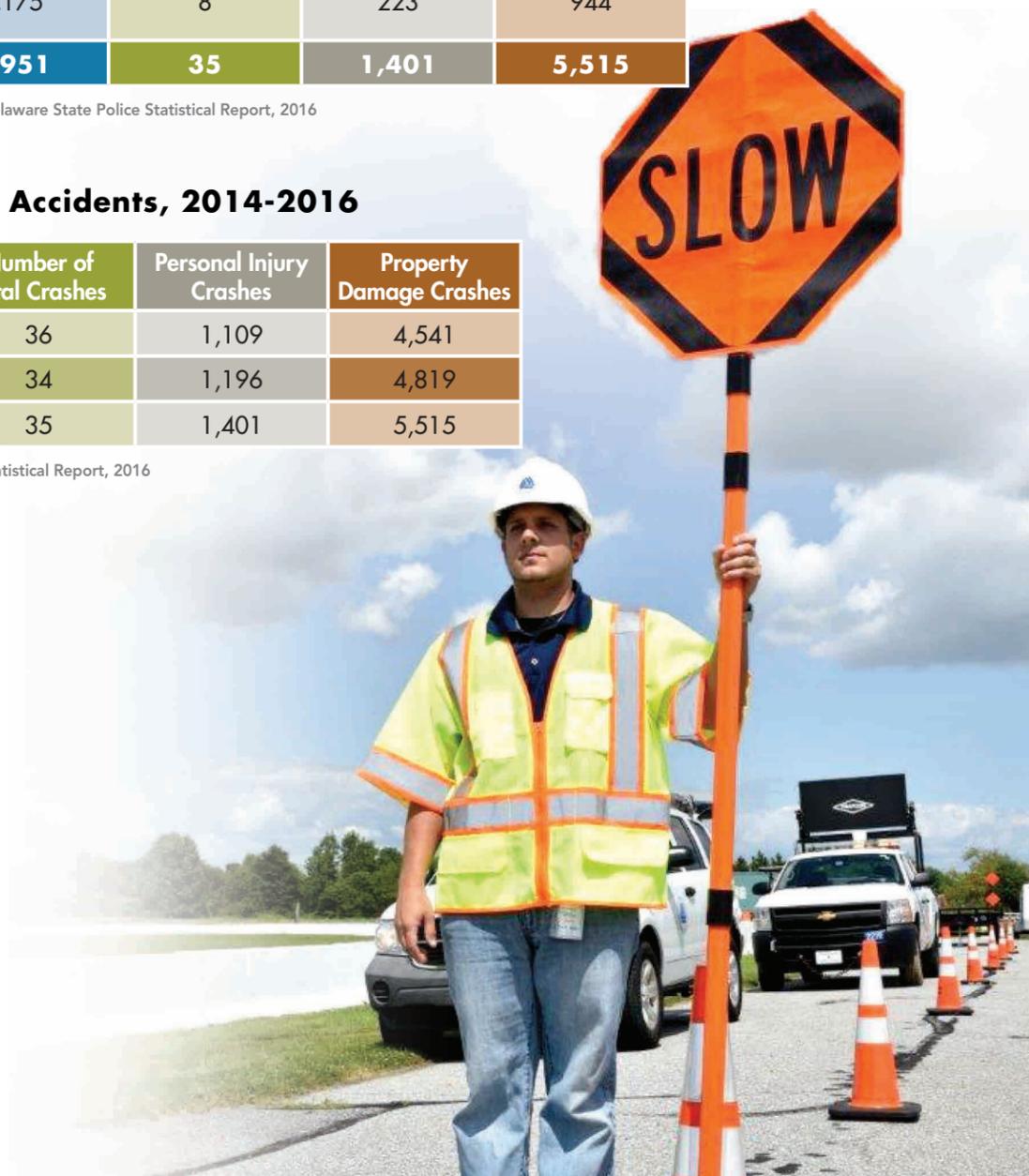
Source: Delaware State Police Statistical Report, 2016

Figure 10.10

### Comparison of Truck Accidents, 2014-2016

	Total Number of Crashes	Number of Fatal Crashes	Personal Injury Crashes	Property Damage Crashes
2014	5,686	36	1,109	4,541
2015	6,049	34	1,196	4,819
2016	6,951	35	1,401	5,515

Source: Delaware State Police Statistical Report, 2016



## Key Accomplishments

- Awarded over \$514 million in new contracts
- Prepared construction plans, specifications and estimates for 136 contracts
- Used 377,447 tons of recycled asphalt pavement and shingles in the hot-mix tonnage produced, saving on material costs
- Used 233,804 tons of warm-mix asphalt, lowering the energy costs associated with the production of pavement materials
- Completed construction of the SR 1 Auxiliary Lane, SR 1/SR 72 Diverging Diamond Interchange (DDI), Bridge 1-717 on I-95, SR 1 at Thompsonville Grade Separated Intersection, Patriots Way - Avenue of Honor to Stockley Branch, Primehook Road Bridge, SR 26 Mainline Improvements and US 113 Intersection Improvements
- Began construction of the US 301 Mainline Corridor from the Maryland State Line to SR 1
- Continued construction of the Christina River Bridge, I-95 & SR 141 Ramps G&F, Newark Train Station, Industrial Track Greenway Phase III, POW MIA Parkway, SR 1 at Little Heaven Grade Separated Intersection, SR 1 at South Frederica Grade Separated Intersection, Lewes Park & Ride Phase I and Georgetown to Lewes Rail with Trail - Savannah Road to Gills Neck Road
- Continued implementation of alternative contracting methods for Design Build (SR 1/SR 72 DDI) and Construction Manager/General Contractor (Walnut Street, Front Street to 3rd Street and Bridge 1-227 on Paper Mill Road)
- Continued final design of improvements for the Elkton Road - Maryland State Line to Casho Mill Road, US 40/SR 72 Intersection, SR 299 Widening, SR 72 - McCoy Road to SR 71, SR 1/NE Front Street Grade Separated Intersection Improvement, SR 24 - SR 1 to Mulberry Knoll Road and US 9/SR 5 Intersection
- Implemented 16 solar powered radar signs, 3 traffic calming projects and 86 portable traffic counters
- Continued analyzing horizontal curve warning signage and implemented signage improvements at 279 curves
- Installed high-friction surface treatment at 23 locations statewide
- Began implementation of the SR 2/Kirkwood Highway and US 13 (SR 273 to Wilmington) Pedestrian Safety Audits
- Designed 90 standalone traffic projects, including traffic signals, pedestrian upgrades, lighting, asset management improvements, safety upgrades, fire signals, fiber optic telecommunications lines and Intelligent Transportation System (ITS) projects such as WTMC radio repeater sites and radar data collection sites
- Implemented signal timing improvements on 40 signalized corridors encompassing nearly 400 traffic signals, including documentation of improvements such as reduced travel time, reduced delay, etc.
- Upgraded 10 hydrology sensors to provide 24/7 water level data back to the TMC to report flooding on the DeIDOT website and App
- Fabricated over 52,000 signs and 38,000 decals
- Reviewed and approved 750 special event permits and successfully planned and managed transportation elements of large scale events such as the Firefly Music Festival, NASCAR races, Punkin Chunkin, the State Fair, etc.



# Section 11 Independent Transportation Agencies

The New Castle Airport, the Port of Wilmington, the Delaware Memorial Bridge, Amtrak and the Cape May-Lewes Ferry are administered by separate Authorities. Information about these services is included in this report to present a complete overview of transportation in Delaware. DelDOT provides the roads and connections to air, rail and port services needed by the public and commercial carriers.



## Cape May-Lewes Ferry

Owned and operated by the Delaware River & Bay Authority, the Cape May-Lewes Ferry offers a 17-mile, 85-minute mini-cruise across the Delaware Bay between Lewes, Delaware and Cape May, New Jersey. Each ferry in the three-vessel fleet can carry up to 100 cars and 800 passengers. During the summer, the service averages from 10 to 12 round trips daily, and from 3 to 7 round trips daily the rest of the year. The ferry is a tourist attraction as well as an alternative to the Delaware Memorial Bridge for motorists traveling the Delmarva Peninsula. In 2015, the fleet carried 782,278 passengers and 266,178 vehicles. In 2016, ridership fell to 750,137 and vehicle use decreased to 258,863.

Figure 11.1  
**Cape May-Lewes Ferry Annual Ridership, 2014-2016**

	Passengers	Vehicles
2014	767,199	262,149
2015	782,278	266,178
2016	750,137	258,863

Source: Delaware River & Bay Authority

## Nanticoke Barge Traffic

Commercial navigation in Delaware also includes barge traffic on Sussex County's Nanticoke River. Tugboats move up to 400 barges per year near Seaford, carrying approximately 1.3 tons of grain, aggregate and fuel. The U.S. Coast Guard and Army Corps of Engineers oversee this traffic.

## Port of Wilmington, DE

A full-service deepwater port and marine terminal

Founded in 1923, the Port of Wilmington is a full service mid-Atlantic seaport on the Delaware River strategically located to provide overnight access to 200 million North American consumers. Wilmington ranks as North America's top banana port and the nation's leading gateway for imports of fresh fruit and juice concentrates. It also owns and operates one of the largest on-dock cold storage complexes in North America. The Port was certified as a 360 Quality marine terminal, underscoring its high-quality handling standards for perishable cargo. The Port's cargo portfolio consists of: perishables, automobiles, steel, dry and liquid bulk commodities, livestock, forest products, windpower and project cargoes. An economic engine for the State of Delaware and the region, it is responsible for over 5,900 jobs, \$436 million in business revenue, \$409 million in personal income and over \$41 million in annual state and local taxes. The Port is owned and operated by the Diamond State Port Corporation, a corporation of the State of Delaware.

"Cool" facts about the Port:

- Receives 360 ship-calls each year, carrying over 6 million tons of cargo
- Facilitates trade with more than 30 countries
- Receives over 16 million cases of fresh Chilean fruit annually
- Supplies road salt for tri-state municipalities

Figure 11.2  
**Cargo Mix Port of Wilmington, DE 2015-2016**

	2015 (short tons)	2016 (short tons)
Non-containerized	529,000	463,000
Containerized cargo	2,269,000	2,444,000
Dry bulk cargo	2,115,000	1,394,000
Liquid bulk petroleum cargo	1,965,000	1,724,000
<b>Total cargo mix</b>	<b>6,878,000</b>	<b>6,025,000</b>

Source: Diamond State Port Corp

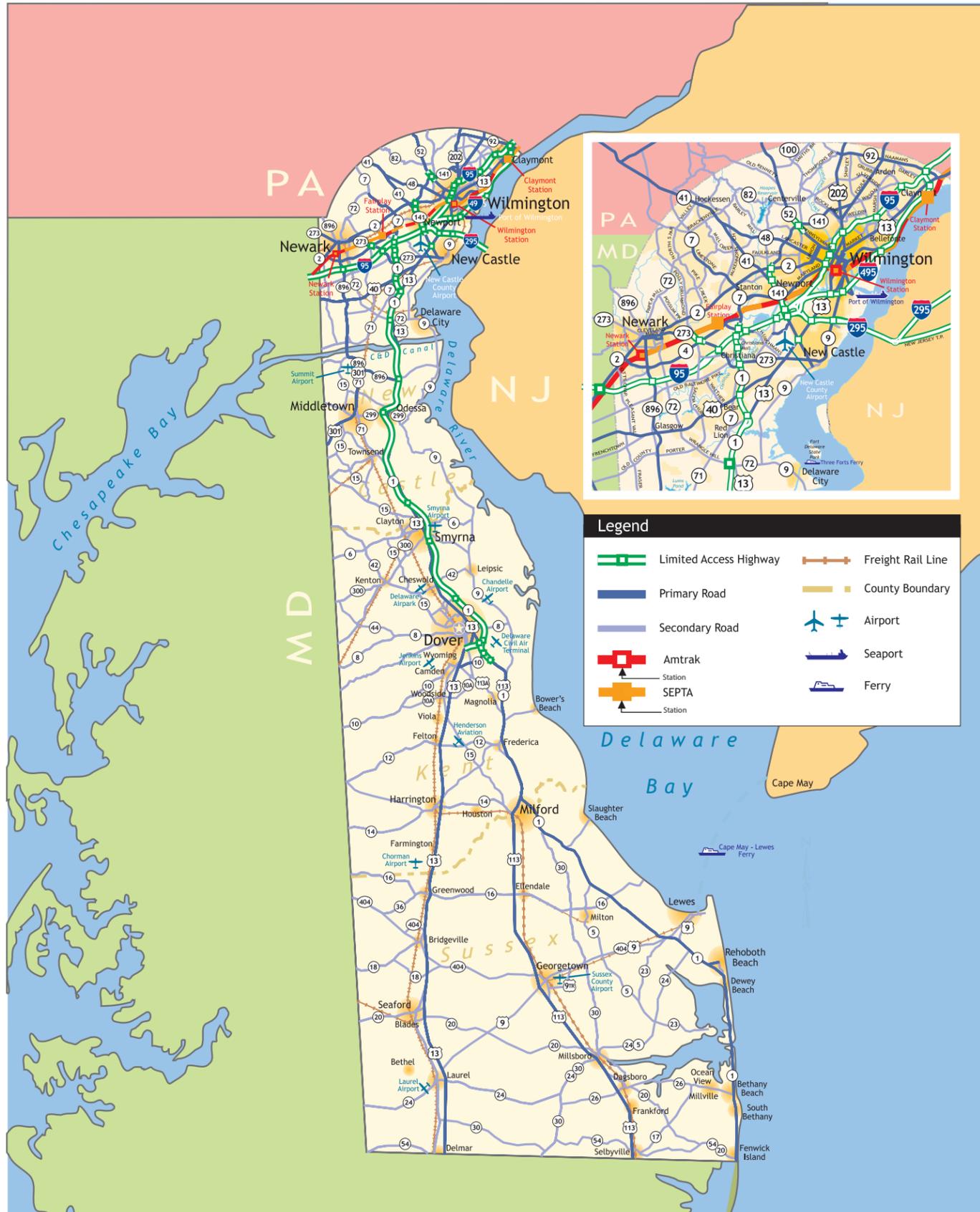
Figure 11.3  
**Waterborne Shipments Received Port of Wilmington, DE 2014-2016**

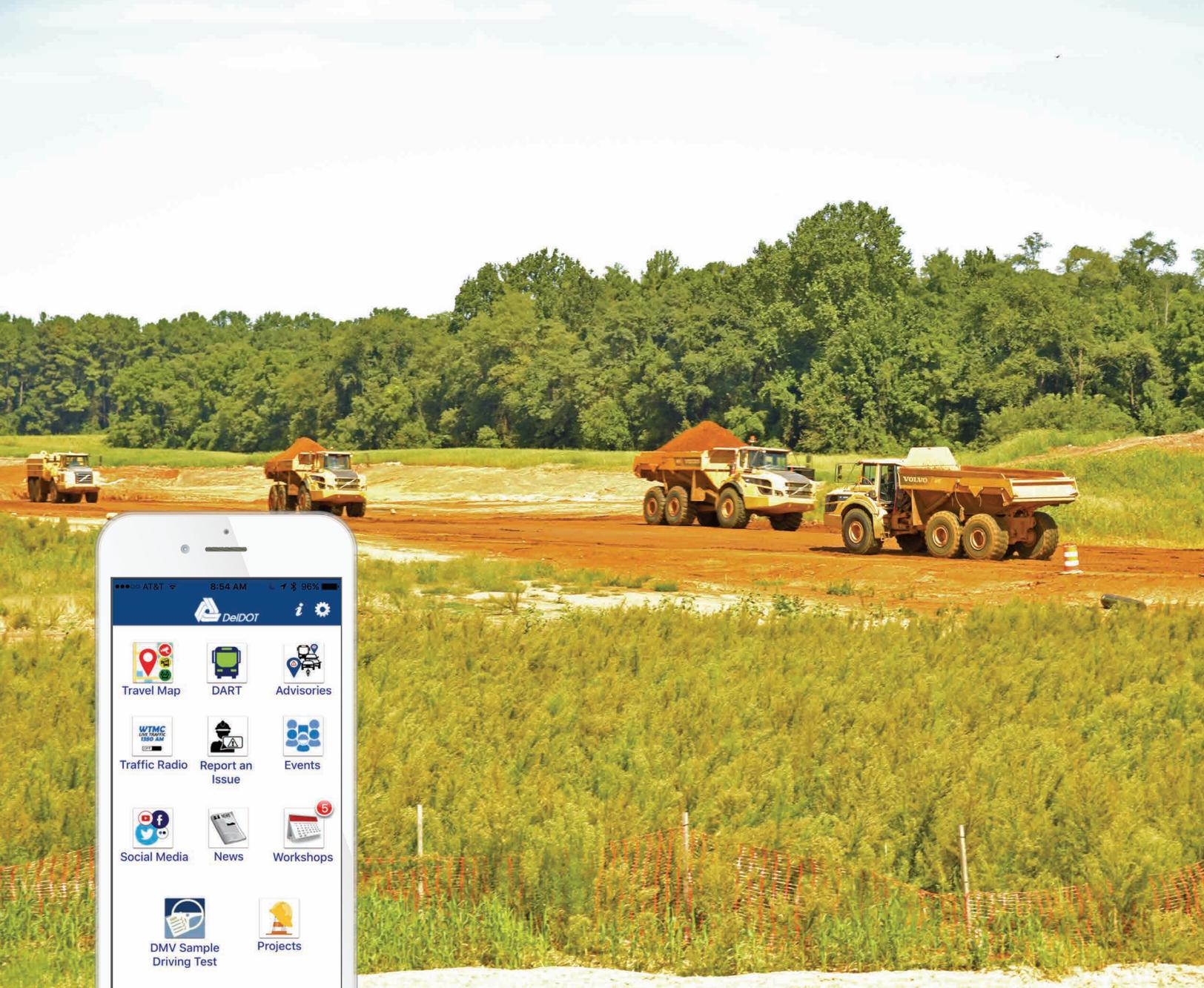
	Short Tons
2014	6,109,000
2015	6,862,000
2016	6,011,000

Source: Diamond State Port Corp



Figure 11.4  
**Map of Delaware Transportation**





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