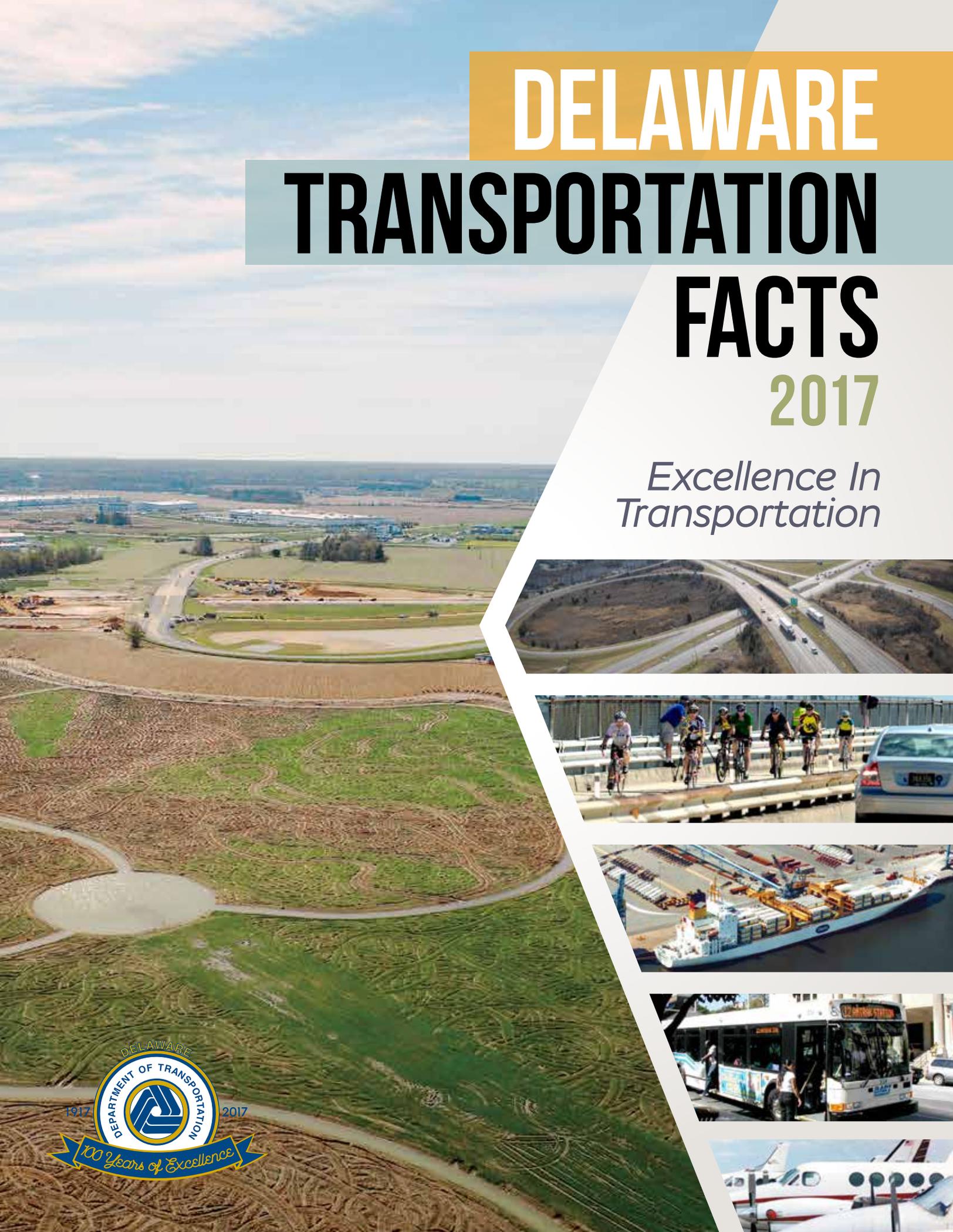


# DELAWARE TRANSPORTATION FACTS 2017

*Excellence In  
Transportation*



# 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) 326-4523
Central District .....	(302) 760-2424
South District.....	(302) 853-1300
Technology & Innovation Services .....	(302) 760-2099
Transportation Management Center .....	(800) 324-8379 or (302) 659-4600
Report a Road Condition.....	(302) 659-4600 or #77 from cell phone
Delaware Transit Corporation.....	Wilmington (302) 577-3278 or Dover (302) 760-278
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

DART First State Statewide Bus Route & Schedule Information .....	(800) 652-DART (3278), Option 1
Paratransit/Demand Response.....	(800) 553-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) 334-2934
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) 656-6728
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



Delaware Department  
of Transportation

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



Letter From Secretary  
**JENNIFER COHAN**

The Delaware Department of Transportation (DelDOT) is pleased to present our 2017 Annual Report and Transportation Facts Report.

This is a special year as 2017 marks the 100th anniversary of DelDOT. It is remarkable to see how our transportation systems have grown over the last century along with the state-of-the-art technologies developed to keep our roadways safe for all traveling in and through Delaware. We have gone from dirt roads to developing innovative highway systems that will take us

into the future and prepare us for the connected and autonomous vehicle world.

I am humbled and proud to serve as the Secretary of Transportation as we mark this incredible milestone. Each and every day our over 3,000 dedicated men and women of this department provide "Excellence in Transportation." Our employees take great care and pride as they serve the citizens of Delaware as well as those who travel through our great state.

While other DOT's are responsible for only a fraction of the roadways in their state, DelDOT is unique in the fact that we are responsible for maintaining 90 percent of Delaware's roadways which is nearly 14,000 lane miles. Our Division of Motor Vehicles (DMV) is lauded as the best DMV in the country and continues to provide modern "First Class Service in the First State" to our citizens with over 926,000 vehicles registered and the more than 813,000 licensed drivers and identification card holders. The Delaware Transit Corporation (DTC) continues "Moving Forward" with their DART First State operations by expanding services, modernizing transit delivery and introducing new and efficient alternative-energy technologies in their fleet.

Improving our multi-modal transportation system is imperative to our growing state. Providing safe and effective means of public transportation as well as bicycle and pedestrian pathways are just a few initiatives DelDOT continues to focus on to allow safe alternatives to the traveling public.

Providing excellent customer service is at the heart of DelDOT and keeping our citizens informed is imperative. We recently updated the DelDOT website to make it more user-friendly with information on all things DelDOT at their fingertips. We also continue to expand the services on our free DelDOT mobile app which now include real-time DART bus information as well as DMV live video feeds and wait times.

## 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.

Reflecting on 2017, we opened the new P.O.W./M.I.A. Parkway in Kent County that is 3.2 miles connecting southwest Dover to North Camden/Wyoming with multi-use pathways. We broke ground for the Newark Regional Transportation Center that will bring much needed rail and transit services to this area and it was made possible with joint efforts by state, federal and private sectors. We opened the Thompsonville Grade Separated Intersection and broke ground on the South Frederica Grade Separated Intersection on SR 1 to allow for easier access to exit and enter the roadway safely.

Safety on our roadways is the department's number one priority and this is reflected in our Strategic Highway Safety Plan which is aptly titled "Toward Zero Deaths." We have utilized several innovative methods to increase safety on roadways that focus on intersection, road departures and pedestrian improvements. The department won a national safety award this year for our High Friction Surface treatment program. Through this program the department applied innovative surface treatments to high risk/crash areas which resulted in a crash reduction of over 50 percent. The department will continue its efforts and innovative approaches to increase safety on our transportation system statewide.

One initiative that I am most proud of was DelDOT's launch of the first Project SEARCH program within a state agency. Project SEARCH is a program to help students with significant intellectual and development disabilities learn competitive, marketable and transferable skills in the workplace. The interns are thriving in this program and we are looking forward to continuing with Project SEARCH in the years to come.

Looking into 2018 and beyond, DelDOT continues "Making Strides to Improve your Ride" with continued Grade Separated Intersections on SR 1, the opening of the new US 301 that will extend from the Maryland border to the William Roth Bridge in New Castle County, creating a 5-Points working group to address the issues with the Lewes intersection as well as the preliminary work for the future improvements on Route 113 in Millsboro just to name a few.

DelDOT has certainly come a long way in the last century. It has been amazing to serve as the Secretary of Transportation during the conclusion to the first century and lead the charge on the next one. With the new and innovate technologies being developed that will impact our transportation world, the next century proves to be an exciting time and will grow Delaware's transportation systems exponentially.

Sincerely,

**Jennifer Cohan**

Secretary of Transportation

## OUR GOALS

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

# TABLE OF CONTENTS

<b>INTRODUCTION</b> .....	<b>2</b>
Figure A.1 Delaware Population, 2015-2025 .....	3
Figure A.2 Lane Miles in Delaware, 2016-2017 .....	3
<b>SECTION 1 OFFICE OF SECRETARY</b> .....	<b>5</b>
<b>SECTION 2 DELAWARE TRANSIT CORPORATION</b> .....	<b>7</b>
Figure 2.1 DART First State Bus and SEPTA Ridership, FY 2015-2017 .....	8
Figure 2.2 DART First State Transit System Coverage Map .....	9
Figure 2.3 Delaware Train Stations .....	10
Figure 2.4 Delaware Park & Ride/Park & Pool Map .....	12
<b>SECTION 3 DIVISION OF MOTOR VEHICLES</b> .....	<b>13</b>
Figure 3.1 Population, Drivers, Vehicles & Miles Traveled, 2015-2017 .....	15
Figure 3.2 Journey to Work Average, 2014-2017 .....	16
Percent of Persons 16 Years and Older .....	16
Figure 3.3 Age of Licensed Drivers, 2016-2017 .....	16
Figure 3.4 Licensed Commercial Drivers, 2015-2017 .....	16
Figure 3.5 Average Annual Vehicle Miles Traveled, 2015-2017 .....	17
Figure 3.6 Fuel Consumed vs. Average Vehicle Miles Traveled, 2007-2017 .....	17
<b>SECTION 4 FINANCE</b> .....	<b>19</b>
Figure 4.1 Major Sources of Transportation Revenue in Delaware, FY 2015-2017 .....	20
Figure 4.2 Transportation Trust Fund Revenue, FY 2016-2017 .....	20
Figure 4.3 FHWA Apportionments, FY 2016-2017 .....	22
Figure 4.4 FTA Apportionments, FY 2016-2017 .....	22
<b>SECTION 5 HUMAN RESOURCES</b> .....	<b>23</b>
<b>SECTION 6 MAINTENANCE &amp; OPERATIONS</b> .....	<b>25</b>
<b>SECTION 7 PLANNING</b> .....	<b>27</b>
Figure 7.1 Statewide Plans .....	28
Figure 7.2 Metropolitan Planning Organizations .....	28
Figure 7.3 Long Range Transportation Plan Policy Principles .....	29
Figure 7.4 Walking as a Primary Way to Commute, 2010 vs. 2017 .....	30
Figure 7.5 Flight Activity of Public Airports, 2017 vs. 2037 .....	32
Figure 7.6 The 2015 Update of State Strategies for Policies & Spending .....	33
<b>SECTION 8 COMMUNITY RELATIONS</b> .....	<b>35</b>
Figure 8.1 Community Relations Public Contacts .....	36
<b>SECTION 9 TECHNOLOGY &amp; INNOVATION</b> .....	<b>37</b>
Figure 9.1 Technology & Innovation Division Supports .....	38
<b>SECTION 10 TRANSPORTATION SOLUTIONS</b> .....	<b>39</b>
Figure 10.1 Bridge Condition .....	40
Figure 10.2 DelDOT Owned Bridges, 2016-2017 .....	40
Figure 10.3 Delaware's SHSP Emphasis Areas .....	42
Figure 10.4 SHSP Overall Goal: Combined Fatal & Serious Injuries .....	42
<b>SECTION 11 INDEPENDENT TRANSPORTATION AGENCIES</b> .....	<b>45</b>
Figure 11.1 Cape May-Lewes Ferry Annual Ridership, 2015-2017 .....	45
Figure 11.2 Cargo Mix Port of Wilmington, DE 2016-2017 .....	46
Figure 11.3 Waterborne Shipments Received Port of Wilmington, DE 2015-2017 .....	46
Figure 11.4 Map of Delaware Transportation .....	47

# THE DELAWARE DEPARTMENT OF TRANSPORTATION (DELDOT) ORGANIZATION

## OFFICE OF THE SECRETARY

Manages the state transportation system to accomplish DeIDOT's mission through executive leadership

## DELAWARE TRANSIT CORPORATION

Designs and provides the highest quality public transportation services

## DIVISION OF MOTOR VEHICLES

Ensures identity security, promotes safety on highways and cleaner air quality

## FINANCE

Identifies, acquires and manages the fiscal resources necessary to support DeIDOT in the accomplishment of its goals

## HUMAN RESOURCES

Recruits, develops and retains a diverse, highly qualified workforce and ensures equity and fairness in all aspects of employment

## MAINTENANCE & OPERATIONS

Maintains and operates a convenient, safe, efficient, cost-effective and environmentally-sensitive highway system

## PLANNING

Provides comprehensive transportation planning and development coordination services to address mobility needs

## COMMUNITY RELATIONS

Keeps public informed about important transportation issues throughout the state through various media and social media outlets

## TECHNOLOGY & INNOVATION

Provides comprehensive IT planning and development to support DeIDOT in the pursuit of its goals

## TRANSPORTATION SOLUTIONS

Develops and constructs safe, efficient and environmentally-sensitive engineering projects



John Carney, Governor



## INTRODUCTION

### WHAT WE DO

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

- 13,954 lane miles of highways
- 1,722 bridges and one ferry
- Over 1,100 signals
- Over 300,000 signs
- Over 300 miles of fiber optic cable, over 700 Intelligent Transportation System (ITS) devices which includes 153 cameras
- 2,900 pedestrian signal push buttons
- 54 toll lanes
- 4,814 miles of ditches
- 1,790 miles of storm drains
- 129,030 drainage structures (inlets and manholes)
- 560 stormwater management facilities
- Average of 9,796 vehicles inspected each week
- 41 SEPTA weekday trips in Delaware
- 247 fixed route buses
- 297 paratransit buses

DeIDOT 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. DeIDOT 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 31,900 catch basins and storm drains
- Remove 3,890 illegal signs

Last year, DeIDOT crews, volunteer groups from the Adopt-A-Highway (AAH) program and many inmates from the Delaware Department of Corrections gathered 46,824 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 DeIDOT 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 1.2 million combined Amtrak and SEPTA passenger trips move through Wilmington's Joseph R. Biden Station each year
- The Delaware Memorial Bridge carries over 35 million cars yearly on the twin spans that join Delaware and New Jersey
- The busiest segment of I-95 carries an average of 152,121 vehicles per day
- I-295 carries a daily average of 121,982 vehicles
- Segments of I-495 average of 116,416 vehicles per day



9-foot road, Kent County, 1930



Highway Construction, Delmar to Laurel, 1918

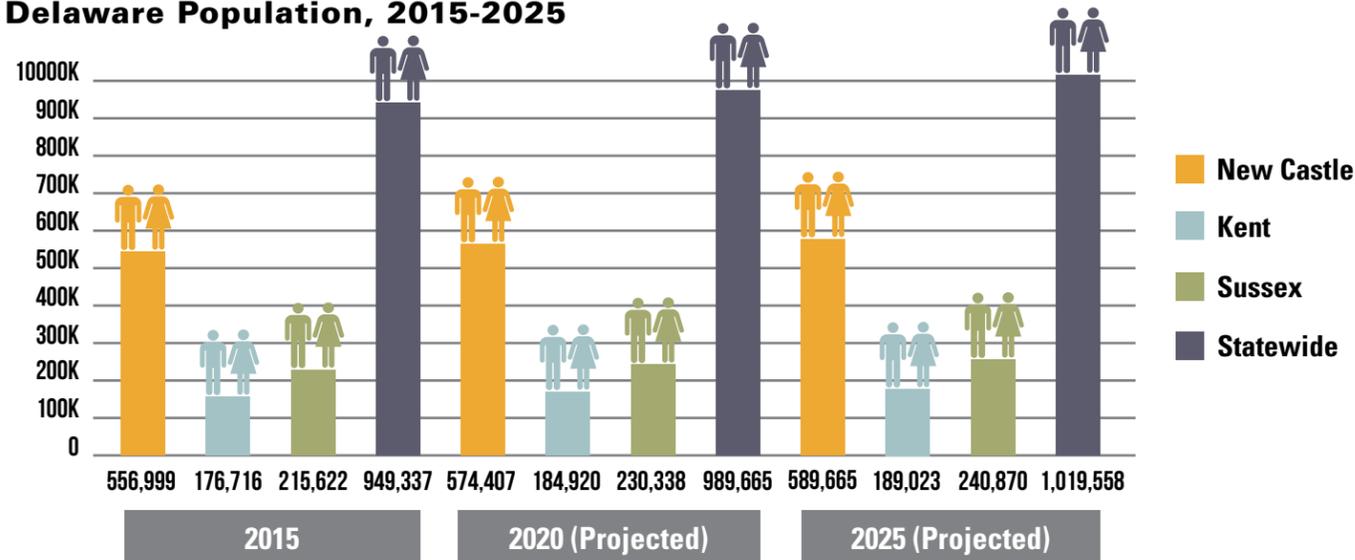
## POPULATION

### 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 six percent, while Kent will grow seven percent and Sussex will grow ten percent.

Figure A.1

#### Delaware Population, 2015-2025



Source: Delaware Population Consortium, 2017 Report

## DELAWARE'S ROADWAY SYSTEM

### DeIDOT 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 13,954 lane miles of roads. DeIDOT 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, 2016-2017

	New Castle '16	New Castle '17	Kent '16	Kent '17	Sussex '16	Sussex '17
Interstate	253	257	0	0	0	0
Other Freeways & Expressways	132	132	114	110	0	0
Other Principal Arterial	554	555	120	120	488	497
Minor Arterial	406	396	288	292	113	115
Major Collector	525	521	372	376	733	732
Minor Collector	151	150	246	246	265	265
Local	3,644	3,675	2,155	2,164	3,348	3,352
<b>Total Lane Miles</b>	<b>5,665</b>	<b>5,686</b>	<b>3,295</b>	<b>3,308</b>	<b>4,947</b>	<b>4,961</b>

Source: DeIDOT Planning

## NEWS FROM THE OFFICE OF PERFORMANCE MANAGEMENT

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

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
- Project closeout

#### 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
- CADD Resources

Our goal in OPM is assisting DeIDOT 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 the 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



Operating Road Grader, Hazletville to Dover, 1929

## CIVIL RIGHTS

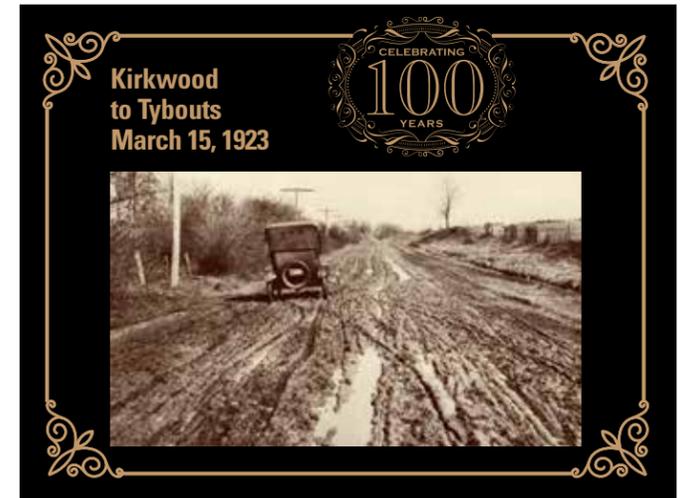
DeIDOT's Civil Rights Section is responsible for overseeing all external civil rights programs, insuring compliance with all federal and state civil rights and non-discrimination laws and requirements, and acting to move forward the goals and objectives of civil rights provisions. The Civil Rights Section oversees the following programs: Americans with Disabilities Act (ADA) Program, Contractor Compliance Program, Disadvantaged Business Enterprises (DBE) Program, Project SEARCH, Small Business 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.

## PROJECT SEARCH

Project SEARCH takes students with intellectual and developmental disabilities from local high schools and gives them an opportunity to intern in various positions throughout the departments at DeIDOT. The goal for each student participating in the program is competitive employment. The program provides real-life work experience combined with training in employability and independent living skills to help youths with disabilities make successful transitions from school to productive adult life. DeIDOT is the first state agency to be a host site for Project SEARCH.

## AUDIT

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



## 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.

## DISADVANTAGED BUSINESS ENTERPRISE (DBE) PROGRAM

The US Department of Transportation (USDOT) DBE regulations require recipients of federal financial assistance to establish goals for the participation of disadvantaged businesses. The regulations also require states to certify the eligibility of DBE firms to participate in their USDOT-assisted contracts. DeIDOT evaluates each of their USDOT-assisted contracts and establishes contract specific DBE goals to ensure nondiscrimination in federally-assisted projects.

### THE MAJOR OBJECTIVES OF THE DELDOT DBE PROGRAM:

- To ensure nondiscrimination in the award and administration of all DeIDOT contracts;
- To create a level playing field on which small businesses and DBE's can compete fairly for participation in federal-aid contracts;
- To ensure that the DBE Program is narrowly tailored in accordance with applicable federal and state law;
- To make certain that only firms that fully meet 49 CFR Part 26 eligibility standards are permitted to participate in our program;
- To help remove barriers to the participation of DBE's and small businesses in DOT-assisted contracts;
- To assist the development of firms so that they are able to compete successfully in the marketplace outside of the DBE Program;
- To achieve increased small business participation in federal-aid contracts through race- and gender-neutral means



# 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.



## ENHANCING THE CUSTOMER EXPERIENCE

DTC strives to be a leader in providing safe, reliable and convenient public transportation in Delaware by improving services, expanding mobility and access, increasing sustainability and in general, enhancing quality of life.

- DART buses reflect the highest standard of the industry, and introduce new and efficient alternative-energy technologies
- Transit centers, bus shelters and passenger amenities are continually updated to provide safe, comfortable waiting areas
- Real-time bus information is available to passengers through the DelDOT mobile app and digital displays at major stops
- Implementation of a modernized fare collection system, including mobile fare payments
- Faster communication to our customers is available through social media, rider alerts, mobile app and DART website
- Key performance indicators are used to adjust service as demand warrants
- Expanding mobility options through coordination of services with other transit providers, social service agencies and emerging transportation providers

## KEY SERVICES

### Fixed Route Bus Services

DART offers local fixed route service to over 2,500 bus stops, nearly 300 shelters and 86 benches in each of Delaware's three counties, providing improved access to employment, education and medical opportunities. All buses are equipped with wheelchair lifts, bikes rack and are air-conditioned.

### Intercounty

DART offers connections statewide providing service between Wilmington and Dover; Newark and Dover; Dover and Lewes, and Dover and Georgetown. All routes connect to local bus services.

### Seasonal

DART Beach Bus Services provide frequent daily service from May to September serving Delaware's beach communities. In May, for the 2017 season, the 26-year old "Resort Transit" service was rebranded as DART Beach Bus service, offering efficient, cost-effective transportation options for residents, visitors and employees of the beach communities while providing a pleasant customer experience. Ridership for the 2017 season rose 21 percent over the prior summer.

### Regional Connections

Services are coordinated to connect with other transportation providers including, SEPTA, Amtrak, Cecil County Transit, Ocean City Transit, Delaware River and Bay Authority Ferry and Bus Operations, Intercity Buses (i.e. Greyhound, Trailways, Best Bus), Unicity (Newark) and University of Delaware.

### Paratransit

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.

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 off 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.

Figure 2.1

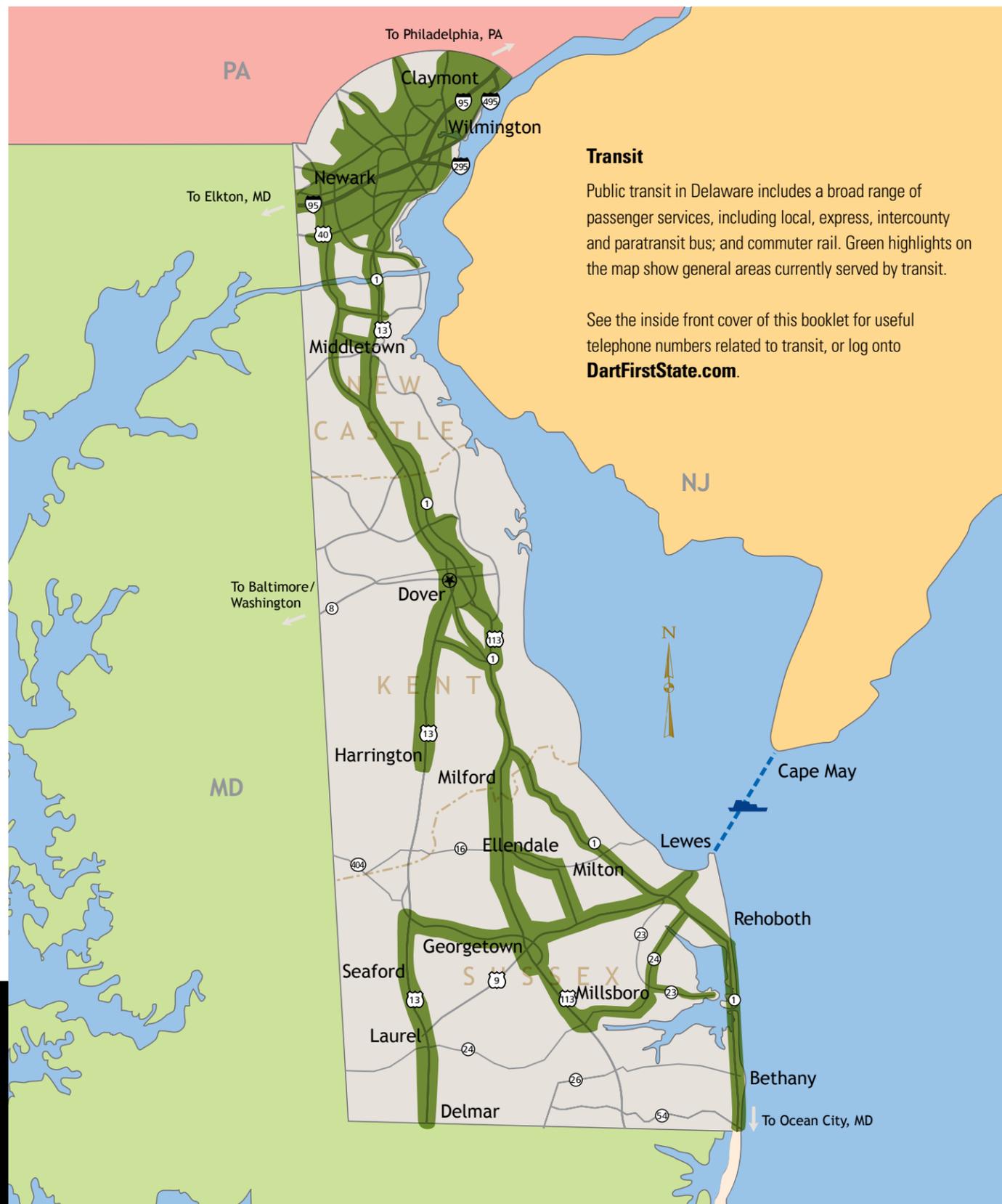
### DART First State Bus and SEPTA Ridership, FY 2015-2017

	 Fixed Routes	 Paratransit	 SEPTA	 SYSTEMWIDE
<b>2015</b>	9,258,207	998,920	1,273,950	11,531,077
<b>2016</b>	8,401,294	981,677	1,240,830	10,623,801
<b>2017</b>	7,512,218	953,234	1,128,094	9,593,546

Source: DelDOT Delaware Transit Corporation

Figure 2.2

**DART First State Transit System Coverage Map**



**PASSENGER RAIL SERVICE**

**SEPTA**

Commuter train service is provided by the Southeastern Pennsylvania Transportation Authority (SEPTA) under a contract to the Delaware Transit Corporation. Fully funded by DTC, SEPTA's Wilmington/Newark line provides weekday service between Center City Philadelphia and the four Delaware train stations – Claymont, Wilmington, Fairplay at Churchmans Crossing and Newark, offering fully intermodal transit connections and wheelchair accessibility; weekend service is available to Claymont and Wilmington. All stations except Wilmington feature free Park & Ride facilities.

**Amtrak**

Approximately 90 Amtrak trains, primarily Acela Express and Regional trains, serve the historic Joseph R. Biden Jr. Train Station. Amtrak provides SEPTA and the Delaware Transit Corporation with access to Northeast Corridor tracks for commuter operations.

**RAIL FREIGHT**

**CSX, Norfolk Southern, Short-Lines**

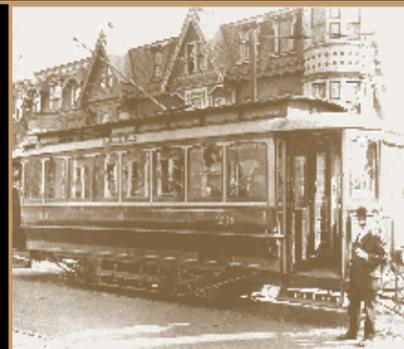
Delaware has 282 total miles of rail lines, over which five companies provide rail freight service. CSX, Norfolk Southern and three short-line railroads carry shipments originating in, or terminating in, the state. Coal, nonmetallic minerals and chemicals account for 67 percent of inbound shipments, 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.

Figure 2.3

**Delaware Train Stations**



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



Left: Wilmington Trolley, circa 1900s



Right: Wilmington Bus, circa 1944





## SHARE THE RIDE!

### Get Rewarded for Taking a Clean Commute

RideShare Delaware, a free public service of DART First State, offers commuter services for individuals who live or work, or go to school in the state of Delaware, as well as business support and transportation benefit assistance to employers interested in implementing alternative commute options. The program promotes clean commuting modes, including transit, carpooling, vanpooling, walking, biking, telecommuting and compressed work weeks. Benefits for commuters include carpool and vanpool matching assistance, transit information and resources for bicyclists, as well as an emergency Guaranteed Ride Home benefit for all clean commuting members. Through the RideShare Delaware website and mobile app, commuters can track their mileage, pollution, and cost savings and log their clean commutes to earn points redeemable for discounts, prizes, and raffles. Call 1-888-RIDE-MATCH (1-888-743-3628) or visit [RideShareDelaware.org](http://RideShareDelaware.org) to learn more.



Train at Harrington Yard, 1920s



Odessa Trolley

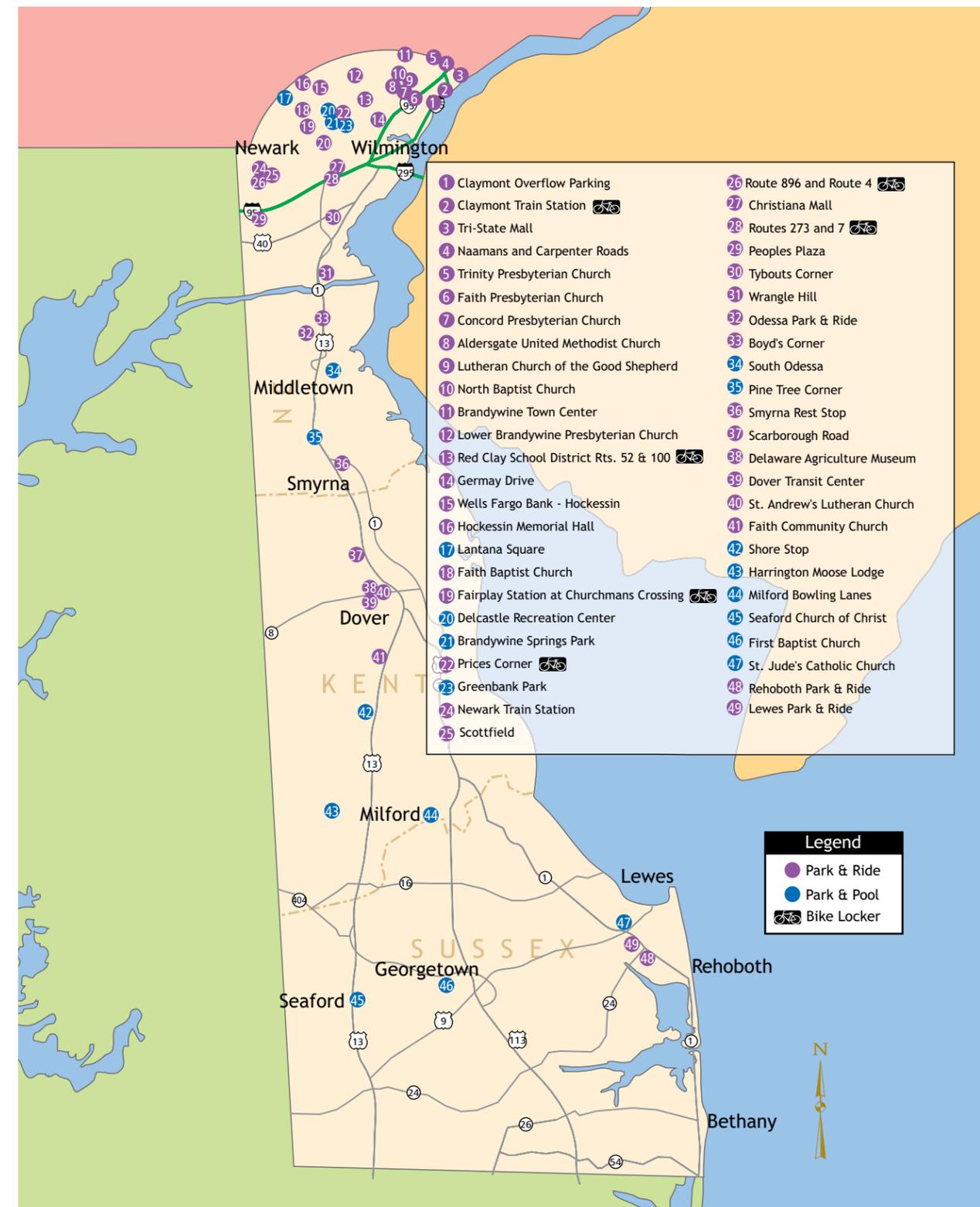


## 49 LOCATIONS MAKE IT EASY TO TAKE TRANSIT OR SHARE THE RIDE

Park & Ride and Park & Pool lots allow commuters and travelers to connect with trains, buses, shuttles and car or van pools.

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 926,000 registered vehicles and more than 813,000 driver license and identification card holders.

The Division's 695 employees are responsible for collecting over \$537 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 82,000 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 72 million vehicle trips each year and 75% of those trips are utilizing E-ZPass.

The DMV issues driver licenses, Driving Privilege Cards 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 and licensing almost 800 automobile dealers across the state.

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 694,000 customer inquiries annually via face-to-face interactions, phone calls and online chats.



## KEY ACCOMPLISHMENTS IN 2017

### DMV Commercial Certified Examiner Training

To comply with FMCSA (Federal Motor Carrier Safety Administration) regulations governing Certified Commercial Examiner (CCE) training, Delaware DMV expanded the boundaries of existing intra-agency partnerships with Delaware Department of Transportation (DelDOT), the Paratransit Division of DART, and the Department of Education (DOE) to create an innovative and comprehensive hands-on CCE training. The training is different from traditional classroom training because it encompasses kinesthetic learning; students use props in the classroom before going outside to observe and conduct mock exams and practice scoring. Since its debut, DMV CCE Training boasts a 100 percent success rate; 62 students participated and 62 students passed.

### Dealer Portal

The Dealer Portal debuted in 2016 and is a centralized portal of tools that may be accessed on demand to assist dealers with completing title work. In 2017, additional tools were added allowing dealers to sign up for and access the print on demand temporary tag system; check a vehicle's inspection status and see how much time is left on a registration; register for dealer training; and access a comprehensive FAQ section. Available to both in-state and out-of-state dealers, the Dealer Portal directly assists in reducing the amount of errors submitted by dealers, which results in increased dealer and DMV productivity, shorter DMV processing time, fewer instances of returning paperwork to the dealer, and less dealer phone calls to DMV for assistance.

### Inspection Exemption Increased from 5 years to 7 years

Governor Carney signed House Bill 246 on September 21, 2017 which increased the exemption from inspection from five years to seven years for all new vehicles purchased after January 1, 2012. Recognizing the technology that makes vehicles safer and more efficient than ever before, this legislation reduces annual vehicle inspections by approximately 45,000. This reduction also streamlines the process by allowing residents to renew their registration online without having to come to DMV offices.

### Pen and Ink Signature No Longer Required to Allow for Online Driver License and Identification Card Renewal

Governor Carney signed House Bill 146 on September 21, 2017, which removes the requirement for signatures to be in pen and ink when provided for driver license, identification card, or registration application processes. The removal of this provision enables the DMV to develop more efficient means of serving customers including the expansion of online services to include driver license and identification card renewals as well as the vehicle registration application process.

## DELAWARE TOLL SERVICES

The DMV/Toll Operation is responsible for the safe, efficient, and environmentally sensitive network of toll plazas that offers a variety of convenient, cost-effective options for processing all vehicular traffic. Delaware has three main toll plazas: Newark Toll Plaza, Biddles Toll Plaza and Dover Toll Plaza. All main toll plazas have both staffed cash and E-ZPass lanes as well as E-ZPass accessible dual highway speed lanes in both the North and South directions. All three main toll plaza locations provide customer service lobbies where E-ZPass accounts can be opened and serviced. Delaware E-ZPass Customer Service Center walk-in service and telephone assistance (888-EZPassDE or 888-397-2773) are available Monday through Friday 7 a.m. to 7 p.m. and Saturday 8 a.m. to 2 p.m. The Service Center is located at 22-24 West Lookerman Street, Dover, DE 19904.



### 2017 E-ZPASS STATS

Total E-ZPass Utilization = **75.4%**

Total Customers served at E-ZPass Customer Service Center = **20,131**

Total Transactions Completed – **72 million**

Newark Toll Plaza
Located on I-95 south of the Route 896 interchange.
Biddles Toll Plaza
Located on State Route 1 just south of the Senator William Roth Bridge.
Dover Toll Plaza
Located adjacent to the Dover Downs and Dover International Speedway.

## DELAWARE DRIVING HABITS

### Population, drivers, registered vehicles and miles traveled all increase

Population and licensed drivers in Delaware have continued to rise. From 2015 to 2017 population has increased by over 8,060. In 2017, there were 713,202 licensed drivers, which is 15,666 more than in 2016 and 28,471 more than in 2015. There were 16,762 more vehicles registered in Delaware in 2017 versus 2016, and there were 10,467 million vehicle miles traveled whereas 2016 mileage was only 10,151 million miles.

Figure 3.1

### Population, Drivers, Vehicles & Miles Traveled, 2015-2017

	Population	Licensed Drivers	Registered Motor Vehicles	Motor Vehicle Mileage (in millions)
2015	943,879	684,731	892,508	9,761
2016	954,077	697,536	909,609	10,151
2017	961,939*	713,205	926,371	10,467

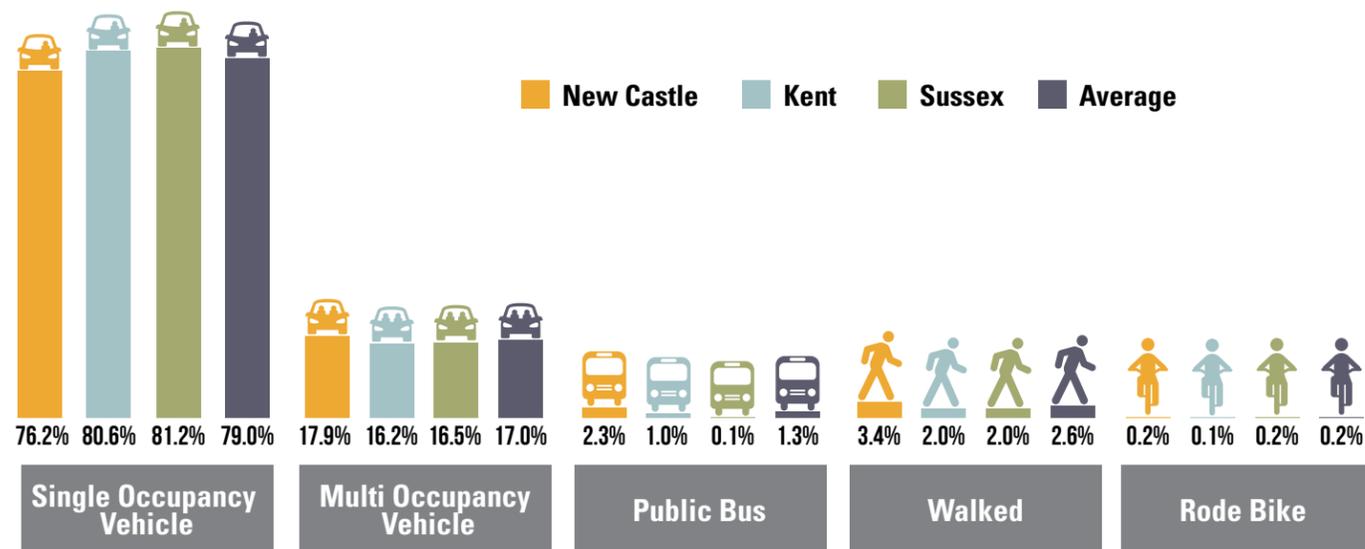
Source: US Census Bureau, Delaware Division of Motor Vehicles, 2017  
\*Estimate population

### How Delawareans commute to work, 2014-2017

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, 2014-2017 Percent of Persons 16 Years and Older



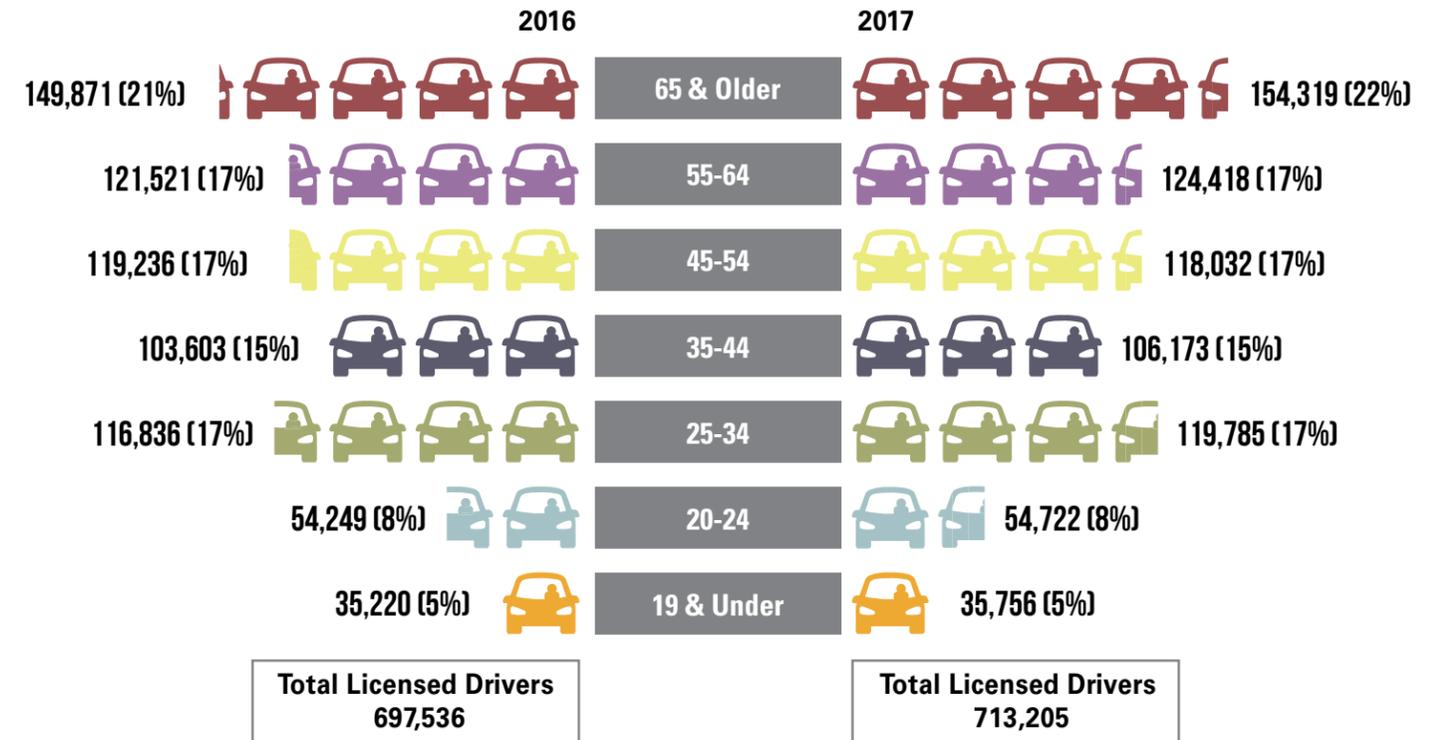
Source: Center for Applied Demography & Survey Research, University of Delaware

### What age are drivers?

In 2016 and 2017, the proportionate age of licensed drivers in Delaware remains basically the same, however we saw a slight increase in the 65 and older category with 21 percent in 2016 and 22 percent in 2017. Younger drivers, ages 16-24, represented 13 percent of all Delaware drivers.

Figure 3.3

### Age of Licensed Drivers, 2016-2017

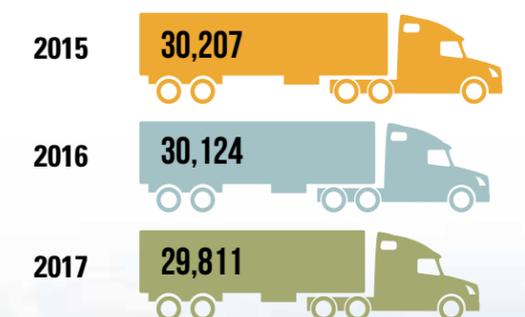


### Trucks play an important role in Delaware commerce

From 2015 to 2017, drivers holding commercial drivers licenses (CDL) decreased from 30,207 to 29,811, by 396 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, 2015-2017



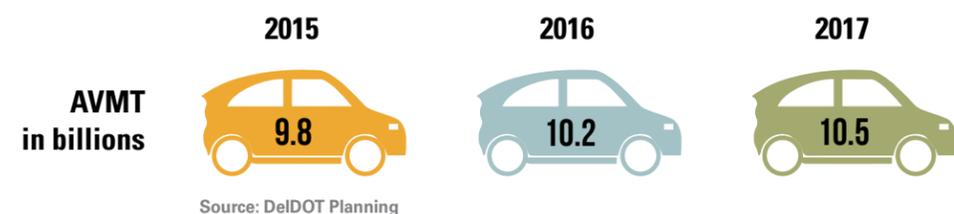
Source: Delaware Division of Motor Vehicles, 2017



### Miles traveled increases to 10.5 billion in 2017, up from 10.2 billion in 2016

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 10.5 billion in 2017. The average annual miles has increased from 9.8 billion in 2015 to 10.5 billion in 2017.

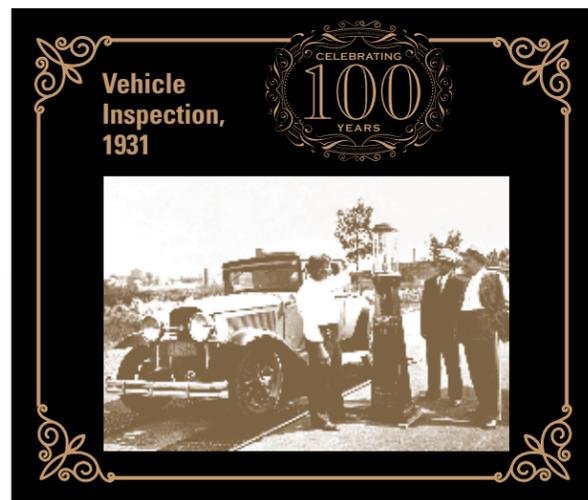
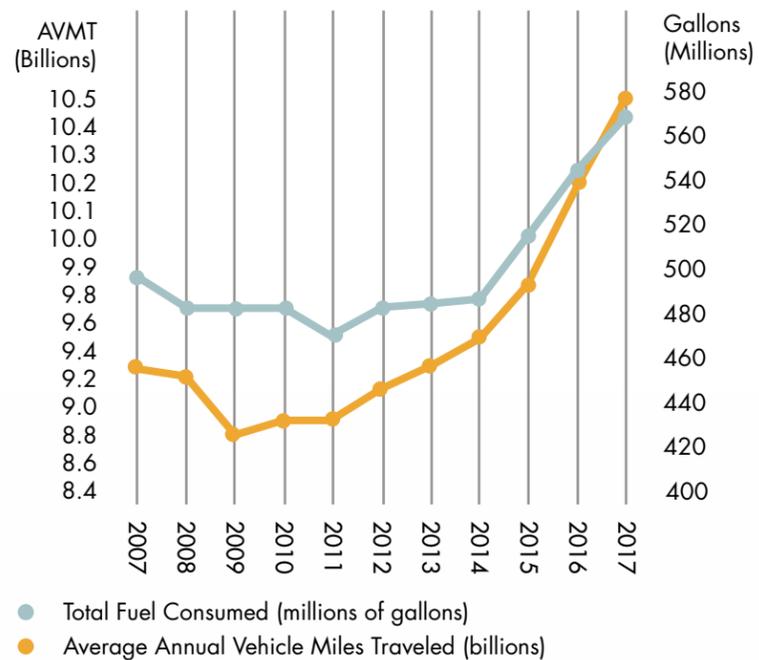
Figure 3.5  
Average Annual Vehicle Miles Traveled, 2015-2017



### Fuel consumption increases

In 2017, 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 2016 to 2017, increasing from 542 million gallons to 569 million gallons. AVMT increased from 10.2 billion miles, to 10.5 billion miles.

Figure 3.6  
Fuel Consumed vs. Average Vehicle Miles Traveled, 2007-2017



### MEETING CLEAN AIR STANDARDS

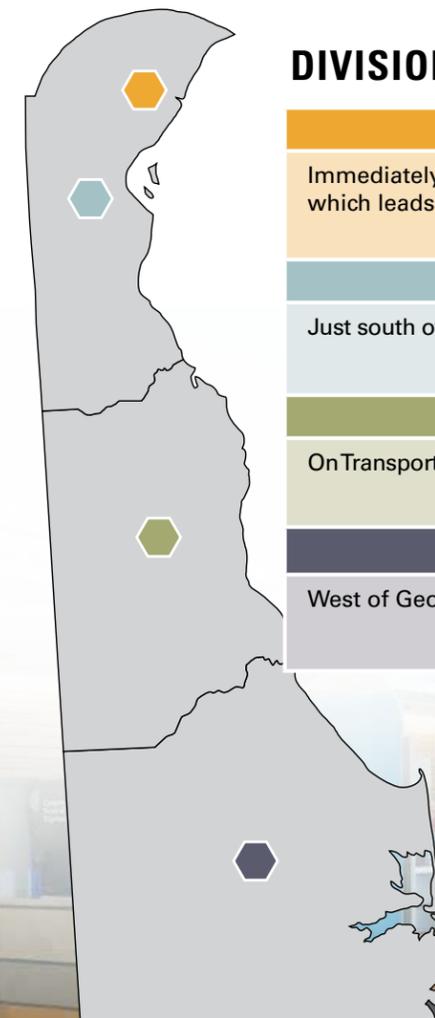
The enactment of the 1970 Clean Air Act under President Nixon and the passage of the 1990 Clean Air Act Amendments under President Bush resulted in major shifts in the federal requirements for transportation agencies. These laws created linkages between national air quality standards, vehicle emissions (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.

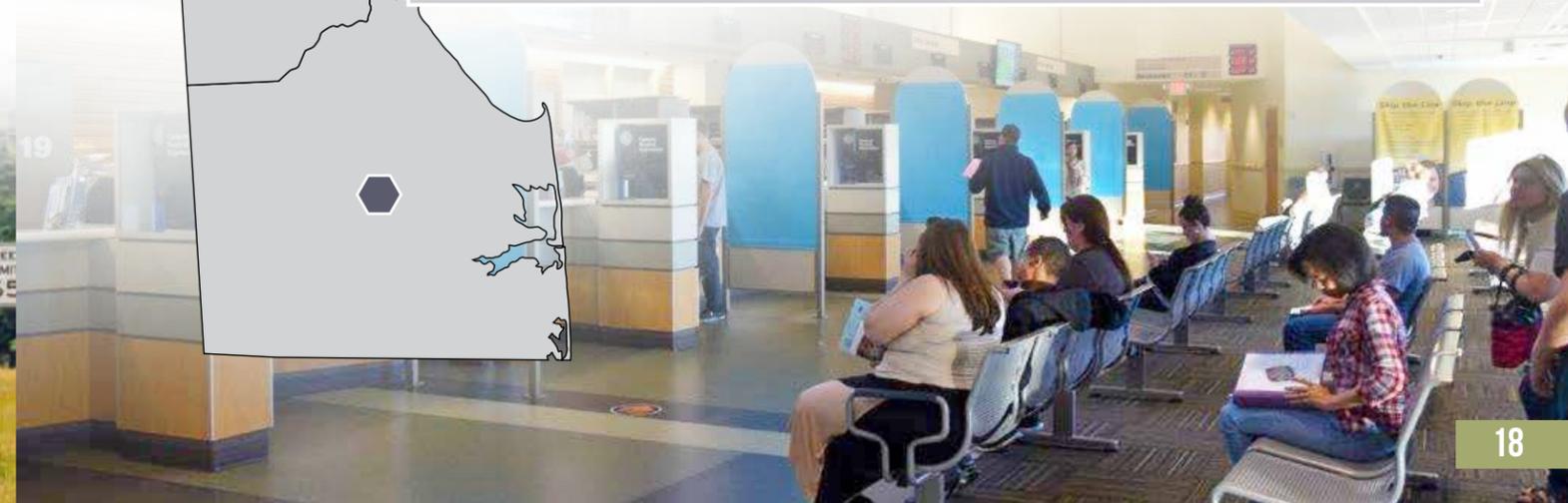
The emissions testing that is done at statewide DMV locations throughout Delaware ensures vehicles are able to operate safely, but also within specified levels. Standards set by the Delaware Department of Natural Resources and Environmental Control (DNREC), Air Quality Section, must be met as part of "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.



### DIVISION OF MOTOR VEHICLES LOCATIONS AND NUMBERS



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





# SECTION 4 FINANCE

To enable DeIDOT 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 DeIDOT 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 2017, Transportation Trust Fund revenues increased \$24.1 million (4.5 percent) to \$554.6 million while federal funds decreased by \$1.8 million to \$215.9 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 DeIDOT'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 2015-2017

	Trust Funds	Federal Funds	US 301 Bond Proceeds
2015	478.3	236.9	423.9
2016	530.5	217.7	0
2017	554.6	215.9	0

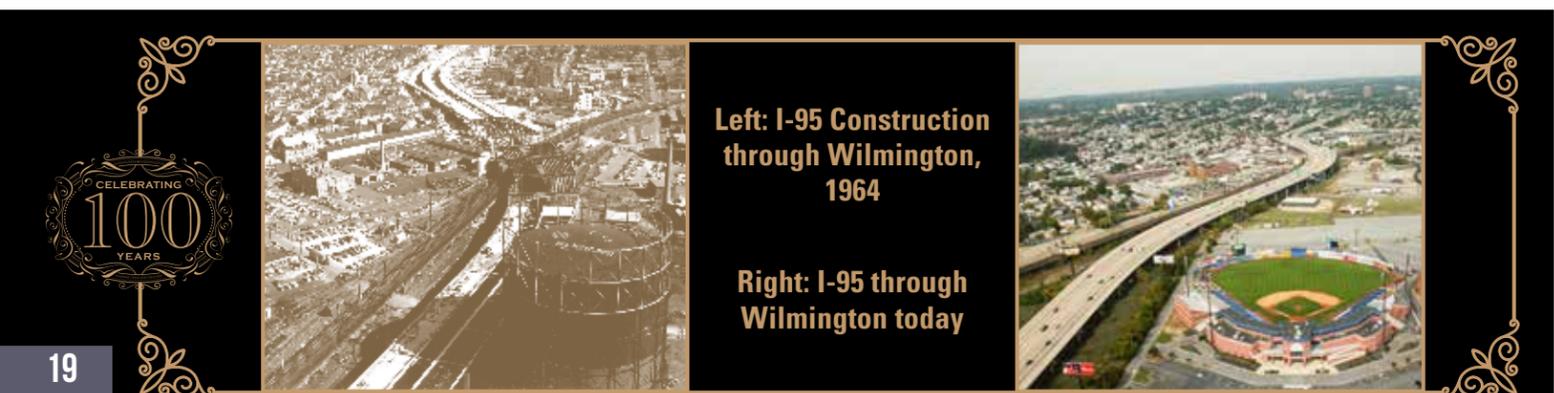
Source: Trust Fund Administration, Audited Financial Statements & Accounting Federal Fund Receivables

Figure 4.2

## Transportation Trust Fund Revenue (in millions), FY 2016-2017

	FY 2016	Percent	FY 2017	Percent
Toll Revenue: I-95*, SR 1	\$192.3	36.2%	\$197.5	35.6%
Motor Fuel Tax	\$126.5	23.8%	\$129.6	23.4%
Motor Vehicle Document Fee	\$107.8	20.3%	\$116.3	20.9%
Motor Vehicle Registration Fee	\$52.3	9.9%	\$54.5	9.8%
Other DMV Fees	\$38	7.2%	\$42.7	7.7%
Miscellaneous Revenue	\$8.6	1.6%	\$13.7	2.5%
Interest Income	\$5	0.9%	\$0.3	0.1%
<b>Total</b>	<b>\$530.5</b>	<b>100.0%</b>	<b>\$554.6</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



Left: I-95 Construction through Wilmington, 1964

Right: I-95 through Wilmington today

### 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 2016-2017**  
 (in millions)

	2016	2017
Congestion Mitigation/Air Quality	11.4	11.4
Discretionary/Earmarks *	0.0	0.0
Bridge**	1.8	1.9
National Highway System (NHS)	89.5	88.6
National Highway Freight Program	4.8	4.3
Interstate Maintenance**	0.0	0.0
Planning	5.8	5.0
High Priority Projects/Minimum Guarantee/RABA	11.3	12.4
Recreational Trails/Scenic Highways	3.7	3.5
Surface Transportation Program	41.1	41.4
Miscellaneous	2.0	1.5
<b>Total</b>	<b>171.4</b>	<b>170.0</b>

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

Figure 4.4  
**FTA Apportionments, FY 2016-2017**  
 (in millions)

	2016	2017
Discretionary	2.7	2.8
Urban	16.5	17.0
Rural	1.8	1.8
Elderly, Disabled & New Freedom Funds	0.8	0.8
MPO & State Planning	0.5	0.6
Fixed Guideway (SEPTA)	1.7	1.7
<b>Total</b>	<b>24.0</b>	<b>24.7</b>

Source: DelDOT Finance



# SECTION 5 HUMAN RESOURCES

The Division of Human Resources is responsible for the recruitment, training, retention, and succession planning of a multi-generational workforce of over 2,500 employees. This Division is committed to providing high quality service to all potential, current and previous employees and to treating these individuals with respect and personalized assistance.



@DelDOTEmployment



@DelDOT\_Jobs



@DelDOT Employment

## Key Accomplishments

In 2017, Human Resources continued with its efforts to work toward “bridging the gap between school and employment.” In the previous year the Division partnered with Vocational Technical Schools to identify students for the Department’s summer co-op program. In 2016 alone, we hired over thirty individuals, including 16 high school students. This Division also hired 16 college students who interned within the civil engineering discipline. The interns and co-ops will have the opportunity to gain knowledge and work experience while working in their assigned sections. The majority of students start in late May and work through August. And, based on the needs of the Divisions, some of the students will continue to work during the school year – some have been hired as well.



This Division’s newest endeavor is Project SEARCH, a worldwide program with over 425 business partners encompassing over forty states. The Division is partnering with the Charlton High School Transition Program and collaborating with Caesar Rodney School District; Departments of Education and Vocational Rehabilitation; Community Integrated Services; Division of Developmental Disabilities Services; and Delaware Autism. While with the Department, students from the Charlton School will learn relevant, marketable skills. Throughout the academic year, they will rotate among the participating Divisions to learn a variety of jobs. In addition, the Department will provide an onsite classroom that will be staffed with an instructor from the School and skill trainers. These skill trainers work with the Department to identify appropriate jobs to ensure success.

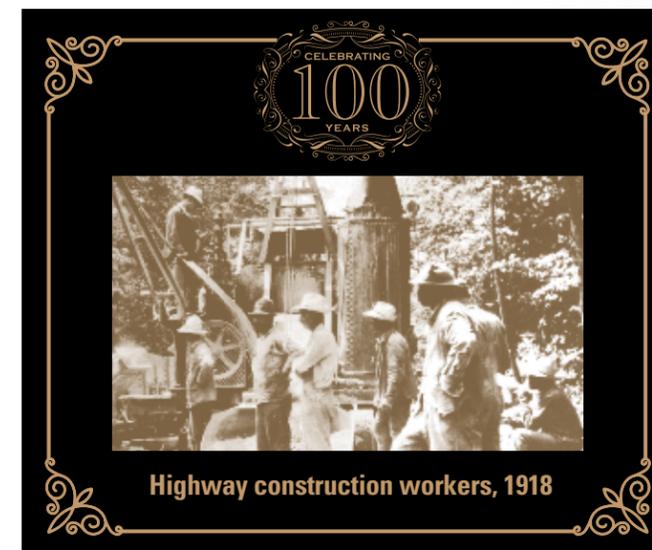
HR continues to manage the apprenticeship program in partnership with the Department of Labor. During 2017, there were four apprentices working toward their journeyman papers. In addition, the Department’s internal cross-training program (Personnel Development Program) has grown in popularity with sixteen employees participating in active cross-training assignments.

Human Resources continues to develop and provide trainings to meet all department, state, and federal regulations, policies, and other mandates. During 2017, there were over 38 different trainings with a corresponding 200 sessions offered. In addition, 2017 saw the development and launch of the Emotional Intelligence training as well the online version of the Strategic Mentoring Orientation.



# 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. They also manage DNREC environmental compliance permits for 17 maintenance yards and two EPA permits for New Castle and Kent Counties that promote water quality improvement.

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 2017, M&O inspected 507 stormwater facilities, also known as Best Management Practices (BMPs), for condition, functionality and water pollution reduction. We have installed over 31,900 storm drain markers to increase public awareness and prevent the dumping of pollutants, such as oil, grease, pet waste and leaves, in to 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. Our mission is to provide excellence in transportation through an inclusive and comprehensive transportation planning and permitting process that seeks solutions to the state's transportation needs by balancing safety, choice, environmental stewardship, economic development, financial accountability and quality of life.

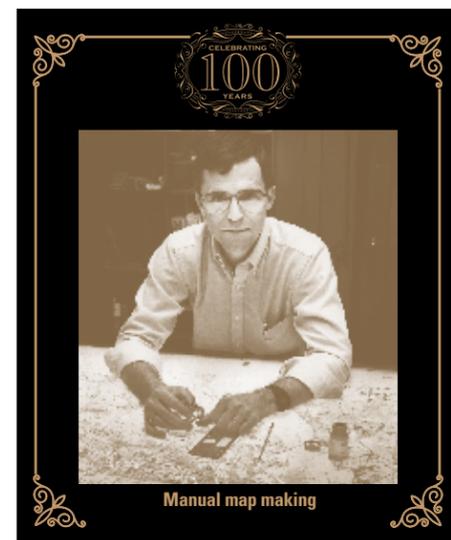
We work with Metropolitan Planning Organizations (MPO) partners, local governments and other stakeholders to identify and define transportation problems within our own State. When appropriate, we work with planners in neighboring states to identify and define transportation problems within our region. 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, DeIDOT 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 DeIDOT 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 DeIDOT has proposed passes through several qualifying reviews. Review by the COT assures State policies and strategies are being followed. The continued projects in the CTP have been fully coordinated with the MPOs and Sussex County.

Figure 7.2

### Metropolitan Planning Organization (MPOs)



Source: DeIDOT 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>• Authorized</li> <li>• Developed</li> <li>• Delivered</li> </ul>

Source: DeIDOT Planning

## CTP FISCAL YEAR WORK PROGRAM

### One-year plan to implement approved projects

The Bond Bill provides authorization for DeIDOT to either continue or start new projects that are identified in the current year CTP. This authorization ensures that projects remain on schedule and can be delivered as programmed.

<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 County MPO</b>
Reed Macmillan, Director 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

Source: DeIDOT Planning

## 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 DeIDOT 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 County 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 (TAC) that is comprised of technical experts from the member agencies. WILMAPCO and the Dover/Kent County MPO also have a Public Advisory Committee (PAC) that is 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, DeIDOT 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, DeIDOT 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 1-302-760-2133, or visit [deldot.gov](http://deldot.gov) and click on "Safe Routes to School Program" under "Community."

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: DeIDOT Planning

## WALKING

Pedestrian traffic fatalities increased from 27 in 2016 to 34 in 2017. Of these fatalities, 17 were from New Castle County, 5 from Kent County and 12 from Sussex County. Pedestrian fatalities account for 29 percent of all traffic fatalities in Delaware in 2017.

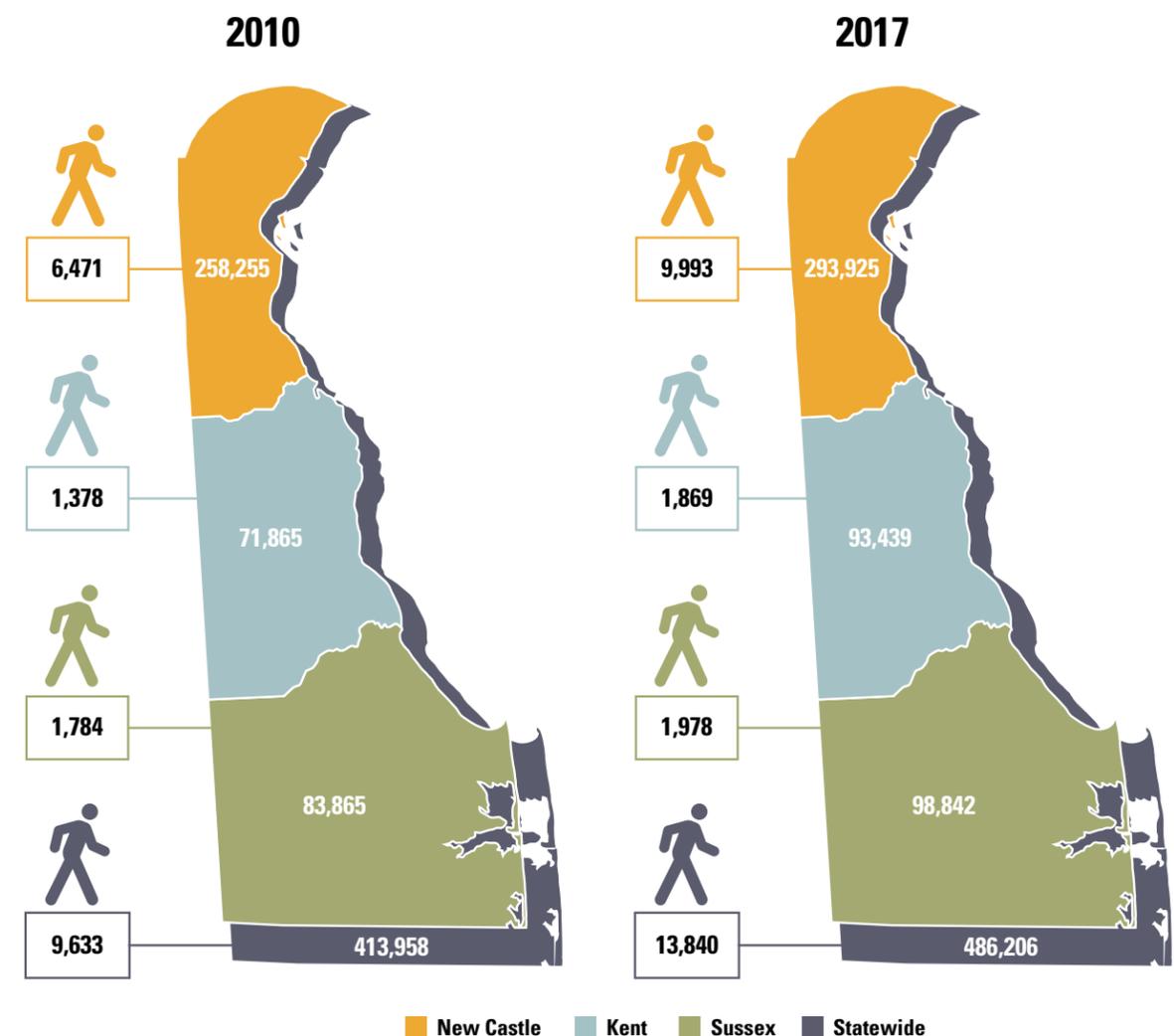
Due to this alarmingly high number of pedestrian fatalities and upon the recommendation of the Delaware Pedestrian Council, Governor Carney declared October 2017 as Pedestrian Safety Awareness Month. DeIDOT and the Office of Highway Safety spearheaded activities to educate the public on ways to make walking safer for everyone. Their message to the public included – use of crosswalks and sidewalks, wearing of light colored clothing or use of flashlights/reflective items when walking at night, walking facing traffic, and always keeping an eye out for pedestrians if you are a motorist.

With regard to infrastructure, DeIDOT continues to adhere to its Complete Streets Policy which calls for the incorporation, among others, of pedestrian facilities in its projects. Through both federal and state funding, there had been numerous sidewalk improvement projects throughout the state in 2017.

Connecting sidewalks remains to be a focus to the Department as more and more Delawareans consider walking as their primary means of transportation.

Figure 7.4

### Walking as a Primary Way to Commute, 2010 vs. 2017



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

## BICYCLING

In 2017, the League of American Cyclists recognized Delaware for all its efforts put into place for bicycling in the First State and ranked Delaware 7th in being a bicycle friendly state in the United States.

The total number of bicycle related crashes decreased from 151 in 2016 to 146 in 2017. There were 109 personal injuries reported and four cyclist fatalities in 2017. DeIDOT continues to educate the public regarding bicycle safety to cyclists and drivers in efforts to eliminate cyclist fatalities and serious injuries on Delaware roadways.

DeIDOT began working on the Blueprint for a Bicycle-Friendly Delaware. The vision of the bicycle plan is, "Everyone in Delaware has front-door access to a bicycle network that is safe, comfortable and conveniently connected to places people want to go." The plan is to develop a statewide bicycle network planning process that encourages local plan development with support from DeIDOT. The bicycle plan is anticipated to be completed in 2018.

DeIDOT continues to implement projects which provide comfortable routes for all types of bicyclists. Projects in design or scheduled for advertisement are:

- Georgetown to Lewes – Phase 2 (3.30-miles)
- Senator Bikeway – Phase 1 (1.50-miles)
- Brecknock Park Trail POW-MIA Parkway to Park Entrance (0.25-miles)
- Capital City Trail, Gateway Shopping Center to South State Street (1.20-miles)
- McCoy Road Pedestrian Bridge

Industrial Tract – Phase 3/Wilmington-New-Castle Greenway has been under construction since 2016. The total length of this phase is 1.12-miles with a 360' long timber arch bridge over the Christina River and approximately 3,500' of wetland boardwalk. The anticipated completion date for this project is Fall 2018.

DeIDOT maintains efforts in education and outreach by regularly hosting bicycle rodeos at schools to teach children basic bicycle safety skills, as well as hosting bicycle safety seminars for the international students working in the resorts area during the summer season. In 2017, DeIDOT had over 1,000 students participate in bicycle rodeos and made contact with over 800 international students at bicycle safety seminars and checkpoints.



## 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. The New Castle Airport is also home to the 166<sup>th</sup> Airlift Wing of the Delaware Air National Guard, and is home to the unit's eight Lockheed C-130H2 aircraft. [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 DeIDOT 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

DeIDOT 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 airport has a 4,200 foot runway which opened in fall 2017. The new runway, 700 feet longer than the previous runway, will allow for expanded use of the airport. [delawareairpark.com](http://delawareairpark.com)



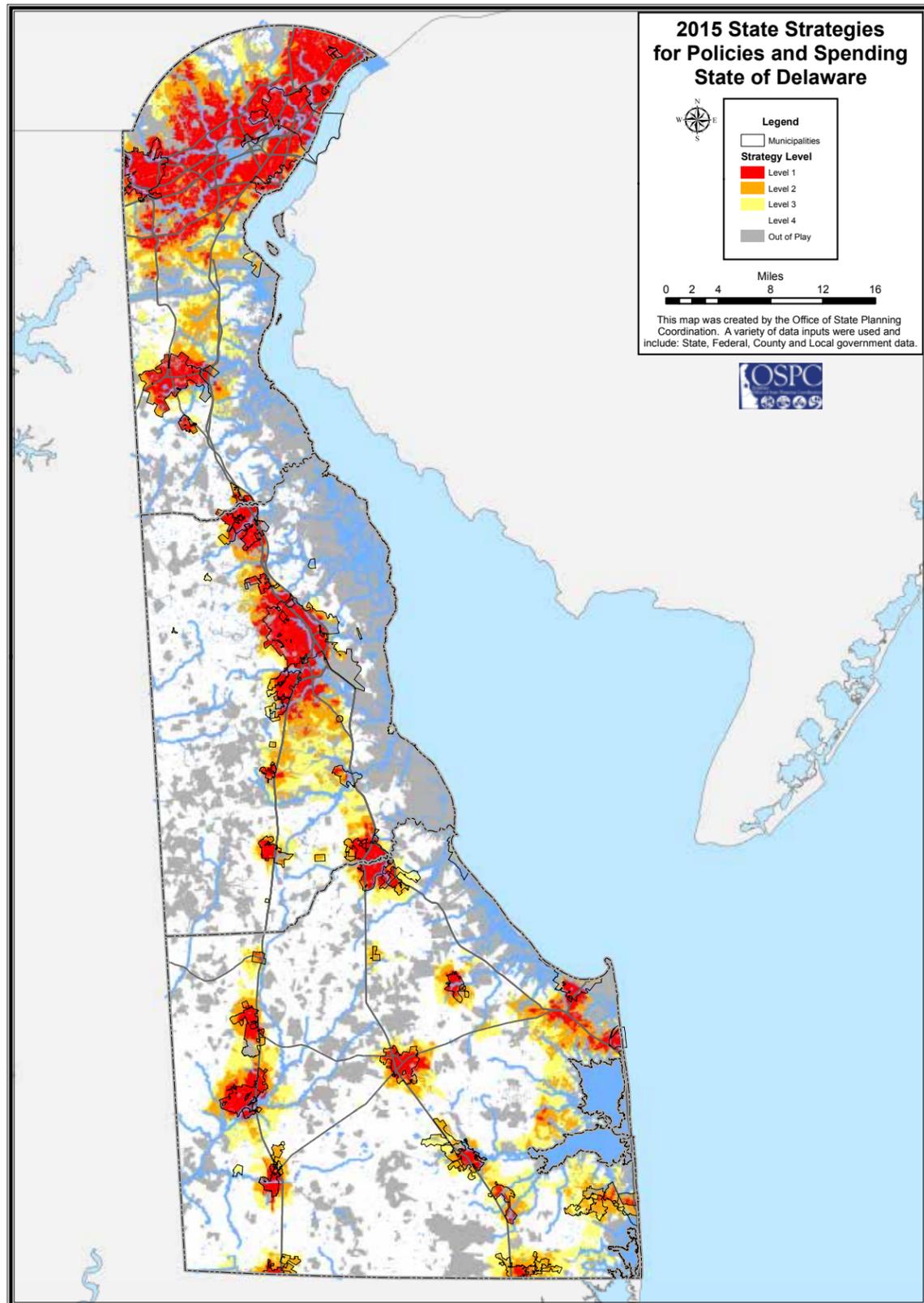
Figure 7.5

### Flight Activity of Public Airports, 2017 vs. 2037

	2017			2037	
	Capacity	Flights*	Percent of Capacity	Projected Flights	Percent of Capacity
New Castle Airport	194,000	41,253	21%	41,850	22%
Summit Airport	170,800	31,536	18%	41,610	24%
Smyrna Airport	30,000	3,855	13%	3,120	10%
Chandelle Estates Airport	46,400	1,679	4%	2,277	5%
Delaware Airpark	171,300	18,953	11%	35,770	21%
Jenkins Airport	24,800	800	3%	790	3%
Civil Air Terminal, Dover AFB	13,500	680	5%	1,030	8%
Chorman Airport	53,100	7,958	15%	10,470	20%
Laurel Airport	32,200	8,286	26%	12,350	38%
Delaware Coastal Airport	174,500	32,020	18%	46,270	27%
<b>Total</b>		<b>147,020</b>		<b>195,537</b>	

Source: DeIDOT Planning, Office of Aeronautics  
 \*These figures can be found in the "Economic Impact Assessment of Delaware Airports," dated October 2015. Counts were updated in August 2017 and March 2018.

Figure 7.6  
**The 2015 Update of State Strategies for Policies & Spending**



Source: DeIDOT 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 7.6**, 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
<b>Cities, Towns &amp; Villages</b> 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.	<b>Redevelop &amp; Reinvest</b> State policies will encourage redevelopment and reinvestment.
<b>Suburbs &amp; Small Towns</b> 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.	<b>Well-Designed Development</b> Promote well-designed development, including a variety of housing types, user-friendly transportation systems, recreation and other public facilities.
<b>Farmland &amp; Natural Resources</b> Significant areas of important farmland and natural resources located either adjacent to, or contained within, more rapidly growing areas; regional roadways.	<b>Maintain Existing &amp; Phased Growth</b> 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.
<b>Rural &amp; Undeveloped Areas</b> 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.	<b>Discourage Additional Development</b> Retain the rural landscape and preserve open spaces and farmlands. Discourage additional development.

Source: Delaware Office of State Planning Coordination





# SECTION 8 COMMUNITY RELATIONS

DelDOT invests nearly \$1 billion annually into maintaining and building transportation infrastructure throughout Delaware. There are hundreds of projects underway and in planning that will impact how residents and visitors move around our state. The DelDOT Community Relations team is tasked with keeping the public informed about important these projects, answering questions, and resolving transportation-related issues. Community Relations 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**. 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 2017 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**, or watch your mailbox or inbox for workshop dates, times and locations and other transportation-related information. Log onto **DartFirstState.com** for the latest transit schedule information and be sure to check out DART Rider Alerts. On the **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**, 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**. 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).

## 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.

Figure 8.1

### Community Relations Public Contacts

Year	Phone Calls	Emails	FOIA Requests	Public & Virtual Workshops
2016	7,259	3,965	310	21
2017	18,019*	5,379	317	47

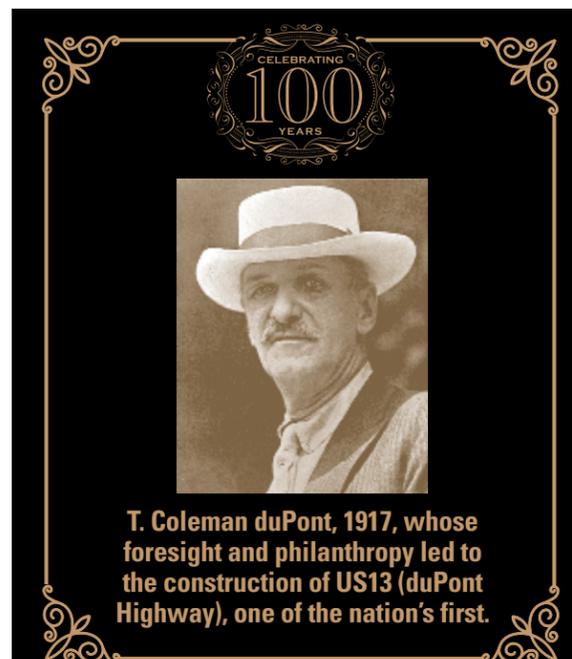
\*Total now includes calls from the toll-free number as well as the Community Relations number.

### 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, development and execution to support DeIDOT in the pursuit of its goals.

DeIDOT's Division of Technology and Innovation is responsible for leading the IT initiatives to cultivate and drive innovation across the department in support of DeIDOT'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 DeIDOT. 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.

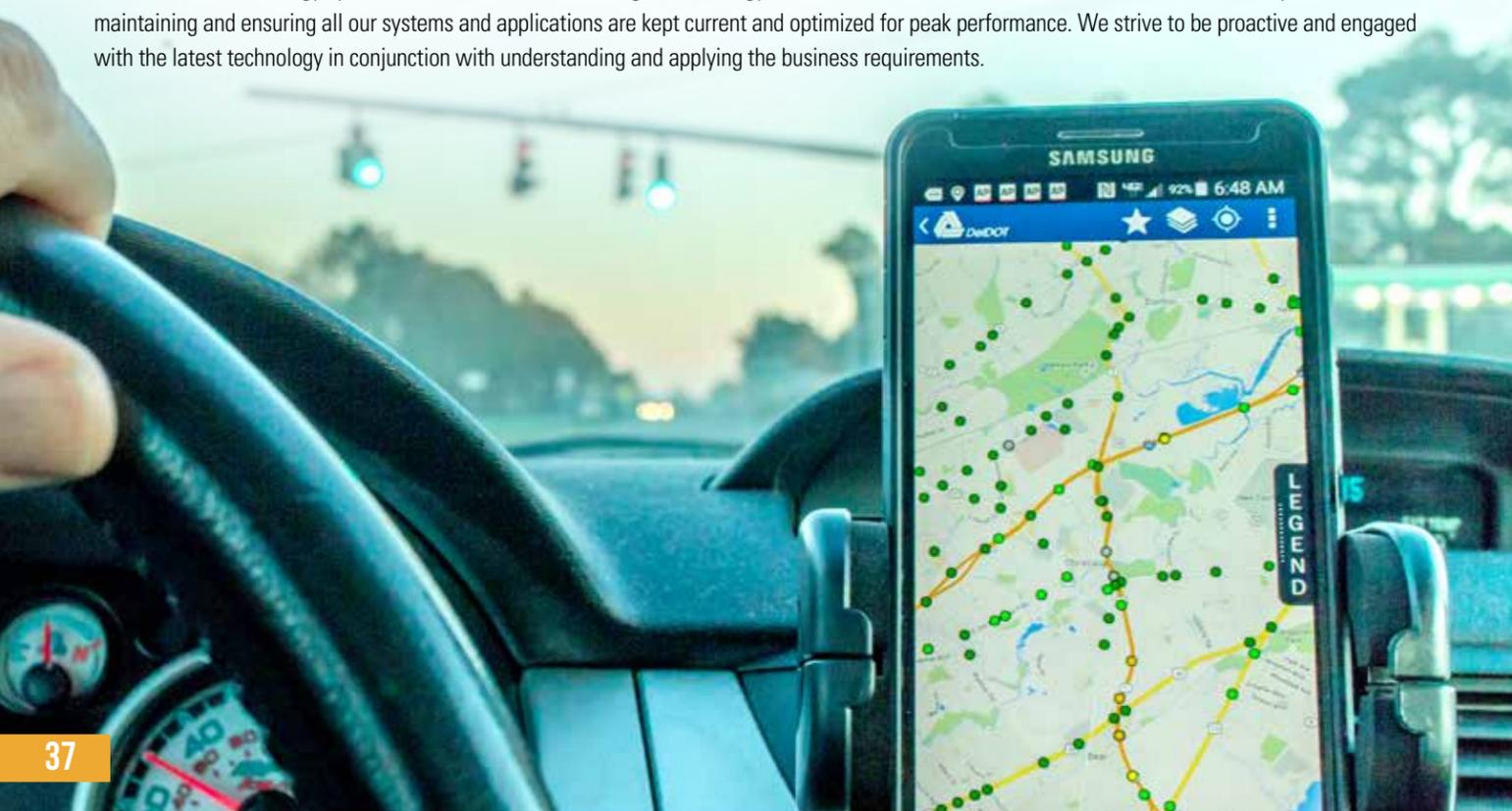


Figure 9.1

## 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> <li>• DeIDOT Mobile App</li> </ul>	<ul style="list-style-type: none"> <li>• 2,800+ PC/Laptops</li> <li>• 239+ Tablets</li> <li>• 205+ Scanners</li> <li>• 560+ Printers</li> <li>• 20+ Audio/Video</li> <li>• 25+ Projectors</li> <li>• 2,462+ CISCO Phones</li> </ul>	<ul style="list-style-type: none"> <li>• 750+ Cameras</li> <li>• 400+ Detectors</li> <li>• 1,200+ Signals</li> <li>• 115+ Variable Messaging</li> <li>• 300+ Miles of Fiber</li> <li>• 10+ tower installs of 4.9 Ghz</li> </ul>	<ul style="list-style-type: none"> <li>• 2,900+ pages on the Internet (DeIDOT, DMV/EZPASS, DTC)</li> <li>• 33+ pages on the Intranet (MyDOT)</li> <li>• YouTube, Facebook, Instagram, Twitter</li> </ul>

DeIDOT's Division of Technology/Operationally processed over 4,300 system enhancements, requests and incidents. We perform a continuous lifecycle maintenance of our entire portfolio of applications, infrastructure and hardware.

## Key Accomplishments

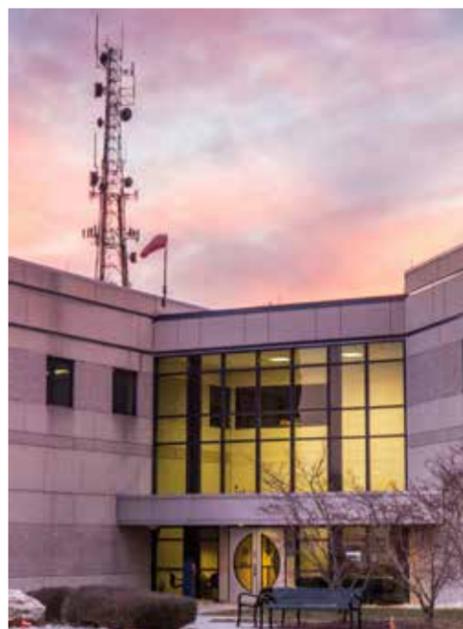
- Enhanced the DeIDOT Mobile Application to provide continuous improvements with the user interface, add features and functions for the citizens to interact with DeIDOT, such as; Report a Streetlight Issue, Report a Pedestrian Issue, DMV Practice Test, DMV Practice Test in Haitian and Spanish and DTC My Favorite Bus Stop
- Deployed an automated Legislative Quarterly Reports System
- Implemented Maximo Mobile Solutions for pavement marking and work orders
- Supported DeIDOT's 1st Innovation Fair
- Implemented Online DMV Driver's License Renewal
- Supported DMV 7 Year Vehicle Registration changes
- Deployed DMV State to State License Info Sharing Solution to prevent fraud and promote safety
- Enhanced Municipal/Non Municipal Agreements Application
- Supported the DeIDOT Administration Building Renovations
- Deployed DTC Mobile Fair Payment Beach Pilot
- Fixed and enhanced Public Safety Aviation Feed to other State Partners
- Created Automation of DNREC Emissions Report
- Rewrote DMV Print T-Tags for dealers
- Rolled out DMV Online Hearing Request Application
- Created Facilities Mobile Package Tracking System





# SECTION 10 TRANSPORTATION SOLUTIONS

Transportation Solutions coordinates all activities required to plan projects, prepare engineering documents, provide right-of-way services (appraisal, acquisition, relocation, management and disposal), obtain environmental approvals, relocate utilities, and construct transportation projects involving the roadway network, bridges, transportation facilities, railroad crossings, and traffic control devices. The Division also includes various programs and groups including Pavement Management, Bridge Management, Transportation Management Center, Safety Programs, Hauling Permits, Office of Performance Management, and the Materials Laboratory.



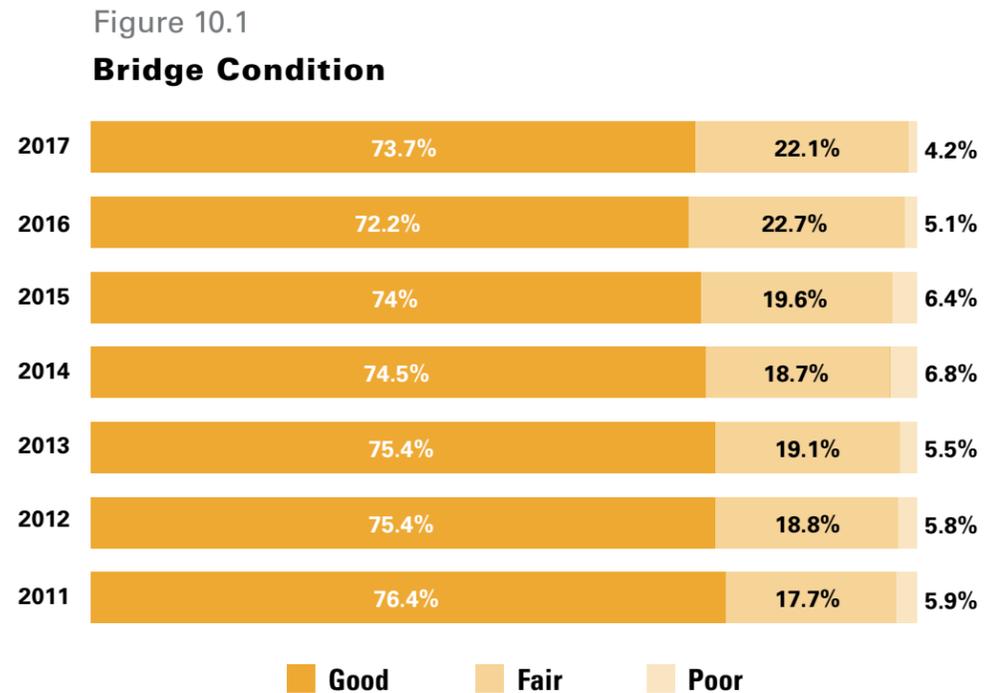
## INTEGRATED TRANSPORTATION MANAGEMENT SYSTEMS PROGRAM

**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 DeIDOT Operations. Nestled in the fortress-like Delaware Emergency Management Agency building off Route 1 near Smyrna, DeIDOT'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 DeIDOT snow plow drivers, law enforcement and the motoring public through the media, the agency's website ([deldot.gov](http://deldot.gov)), the DeIDOT App, message boards and its radio station – WTMC 1380 AM.

## PERCENTAGE OF BRIDGES IN GOOD AND FAIR CONDITION

DeIDOT maintains 1,722 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 2017, we met that goal of 95 percent of bridges in good and fair condition.

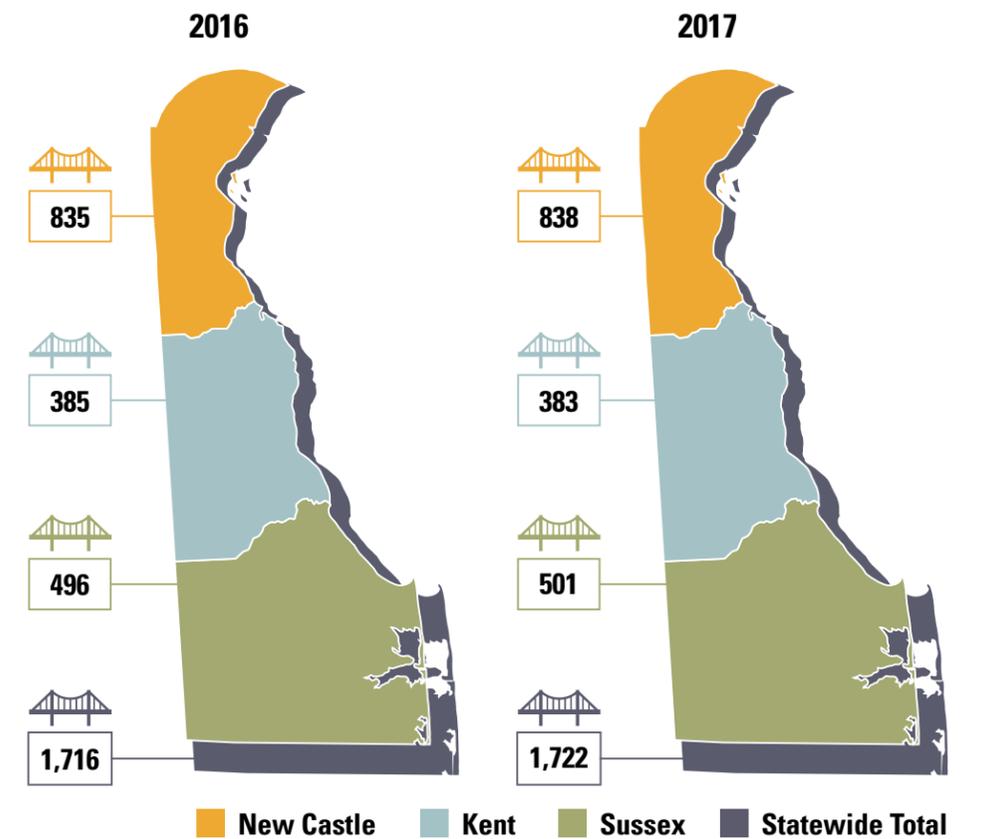


## BRIDGES

### Monitoring safety on Delaware bridges

DeIDOT maintains 1,722 of the 1,841 bridges in Delaware. The other 119 are the responsibility of the Delaware River & Bay Authority, municipalities, railroads and private owners. Since 862 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 10.2  
**DeIDOT Owned Bridges, 2016-2017**



Source: DeIDOT Bridge Management Section

### PROJECT DEVELOPMENT NORTH HIGHLIGHTED PROJECT: US 301

The original planning for the US 301 project began in the 1960s, and various studies were conducted in the 70s, 80s and 90s. Formal project development occurred between 2005 and 2008. Final design and right-of-way acquisition occurred between 2008 and 2015. Construction began in 2016 and the roadway will be opened to traffic in 2019. The project consists of a new alignment for US 301. US 301 is designed to be a four-lane, limited access toll roadway, extending from the Delaware/Maryland state line (near the current location of existing US 301) to State Route 1 just south of the Roth Bridge, a distance of approximately 14 miles. The roadway will include four interchanges at: Levels Road (South Middletown), Summit Bridge Road (north Middletown), Jamison Corner Road and State Route 1. The overall cost of the project including planning, design, right-of-way and construction is expected to be approximately \$636M. The project includes 28 bridges, almost 900,000 square yards of concrete, over 100,000 tons of asphalt pavement and over 7,000,000 cubic yards of soil moved.



### DELAWARE STRATEGIC HIGHWAY SAFETY PLAN (SHSP): TOWARD ZERO DEATHS.

The mission statement of the SHSP is to eliminate fatalities and serious injuries on Delaware's roadways through a multi-agency approach that utilizes education, enforcement, engineering and emergency medical service strategies.

The goal of the SHSP is to achieve a reduction of at least three fatalities and 15 serious injuries annually, and continue to reduce the total number of fatalities and serious injuries to achieve at least 50 percent reduction by 2035.

Figure 10.3  
**Delaware's SHSP Emphasis Areas**

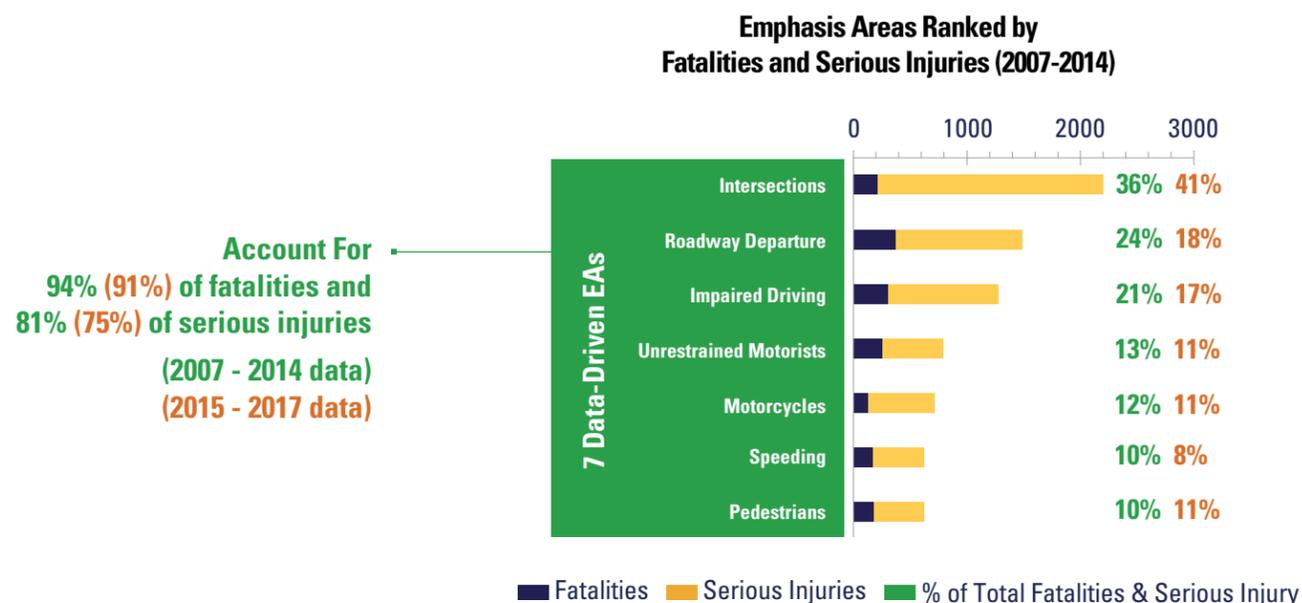
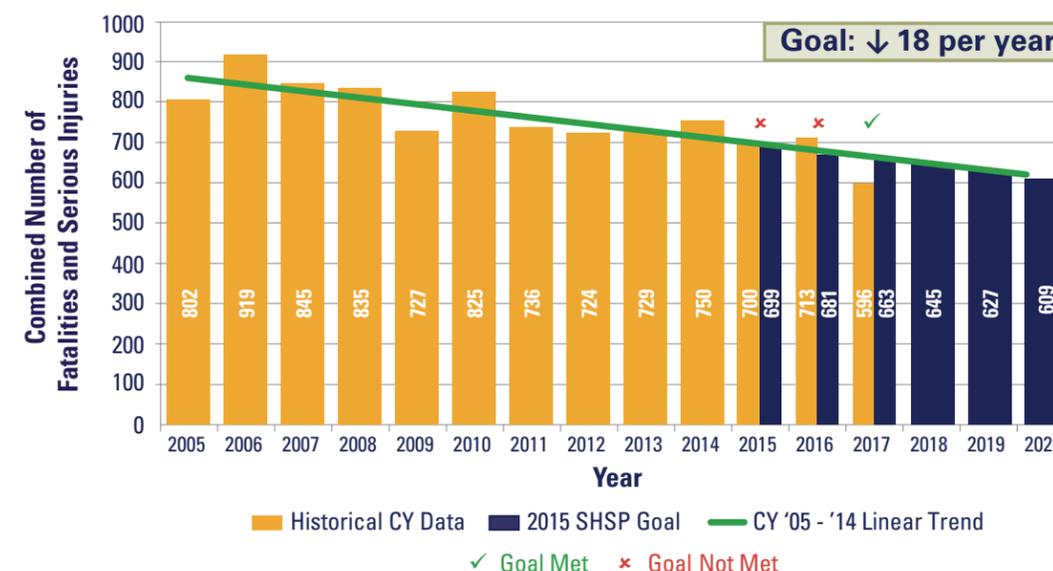


Figure 10.4

### SHSP Overall Goal: Combined Fatal & Serious Injuries



Source: CARS

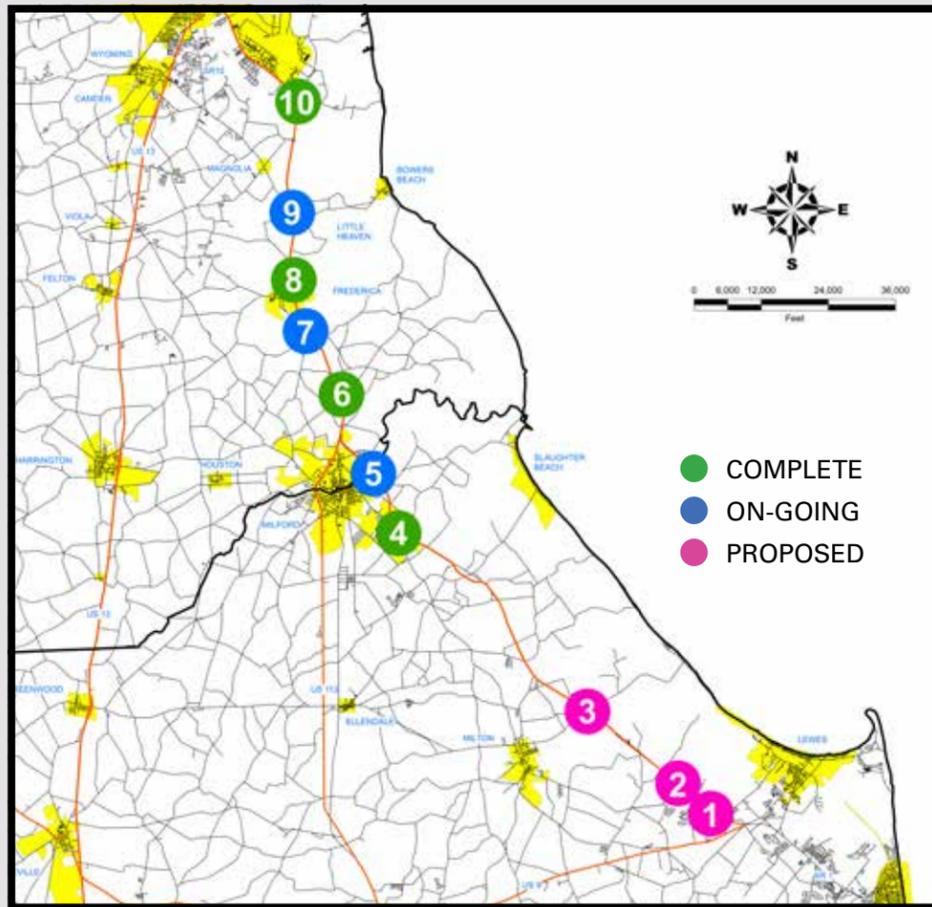
### Key Accomplishments

- Awarded nearly \$264 million in new contracts
- Prepared construction plans, specifications and estimates for 104 contracts
- Used 174,804 tons of recycled asphalt pavement and shingles in the hot-mix tonnage produced, saving on material costs
- 728,249 tons of hot-mix asphalt inspected
- Completed construction on POW-MIA Parkway, Lewes Park & Ride Phase I, Georgetown to Lewes Rail with Trail – Savannah Road to Gills Neck Road, Zoar Road Roundabout, SR10 & SR15 Intersection Improvements, Churchmans Road Improvements, and Manor Avenue and Myrtle Avenue Sidewalks
- Continued construction of the US 301 Mainline Corridor from the Maryland State Line to SR 1
- Continued construction of the Christina River Bridge and AppHI roaches, I-95 & SR 141 Ramps G&F, Newark Train Station, Industrial Track Greenway Phase III, SR 1 at Little Heaven Grade Separated Intersection, SR 1 at South Frederica Grade Separated Intersection and Hearn's Pond Dam Improvements
- Continued implementation of alternative contracting methods for Design Build (Pipe Replacements) and Construction Manager/General Contractor (Walnut Street - Front Street to 3rd Street, Bridge 1-227 on Paper Mill Road and Bridge 3-150 N/S SR 1 over Lewes Rehoboth Canal)
- 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

- Conducted 1,792 traffic studies of safety and operational issues
- Increased High Friction Surface Treatment installation locations to 31 statewide
- Completed studies, design and/or implementation of recommendations regarding Pedestrian Safety Audits on seven corridors
- Involved in the design of 114 traffic signals, and implemented 41 traffic signal projects, including new and upgraded signals, pedestrian signals and Rectangular Rapid Flashing Beacons
- Completed a report on roadway lighting technologies and formally adopted LED technology for DeIDOT roadway lighting
- Implemented signal timing improvements on 20 signalized corridors encompassing 164 traffic signals, including documentation of improvements such as reduced travel time, reduced delay, etc.
- Checked and published approximately 300 travel time links for integration to the new website and app layer
- Sign Maintenance field staff installed, repaired or replaced 24,619 signs
- Striping Maintenance staff and contractors installed 5,242 miles of roadway striping
- Sign Shop fabricated 25,794 signs and 19,930 decals
- Began testing and installation of first "Connected Vehicle" equipment in Delaware
- Reviewed and approved 569 special event permits and successfully planned and managed transportation elements of large scale events such as the Firefly Music Festival, NASCAR races, the State Fair, Dover Air Force Base Air Show/Open House, etc.

# PROJECT DEVELOPMENT SOUTH HIGHLIGHT PROJECT

## Implementation of SR1 Corridor Capacity Preservation Program



- |  |  |   |
|--|--|---|
| <p><b>1. SR1, Minos Conaway Grade Separated Intersection</b><br/>                 Schedule: Spring 2026<br/>                 (Funding Dependent)<br/>                 Construction Cost: \$20.0 million (est.)</p> <p><b>2. SR1, Cave Neck Road Grade Separated Intersection</b><br/>                 Schedule: Spring 2027<br/>                 (Funding Dependent)<br/>                 Construction Cost: \$22.0 million (est.)</p> <p><b>3. SR1, SR16 Grade Separated Intersection</b><br/>                 Schedule: Summer 2023<br/>                 (Funding Dependent)<br/>                 Construction Cost: \$22.0 million (est.)</p> | <p><b>4. SR1, SR30 Grade Separated Intersection</b><br/>                 Schedule: Completed Fall 2014<br/>                 Construction Cost: \$9.2 million</p> <p><b>5. SR1, Northeast Front Street Grade Separated Intersection</b><br/>                 Schedule: Fall 2019<br/>                 Construction Cost: \$12.6 million</p> <p><b>6. SR1, Thompsonville Grade Separated Intersection</b><br/>                 Schedule: Completed Spring 2017<br/>                 Construction Cost: \$11.5 million</p> <p><b>7. SR1, South Frederica Grade Separated Intersection</b><br/>                 Schedule: Summer 2018<br/>                 Construction Cost: \$18.4 million</p> | <p><b>8. SR1, North Frederica Grade Separated Intersection</b><br/>                 Schedule: Completed Spring 2012<br/>                 Construction Cost: \$7.0 million</p> <p><b>9. SR1, Little Heaven Grade Separated Intersection</b><br/>                 Schedule: Fall 2018<br/>                 Construction Cost: \$40.1 million</p> <p><b>10. SR1, SR9 Grade Separated Intersection</b><br/>                 Schedule: Completed Summer 2010<br/>                 Construction Cost: \$9.0 million</p> |
|--|--|---|



# SECTION 11

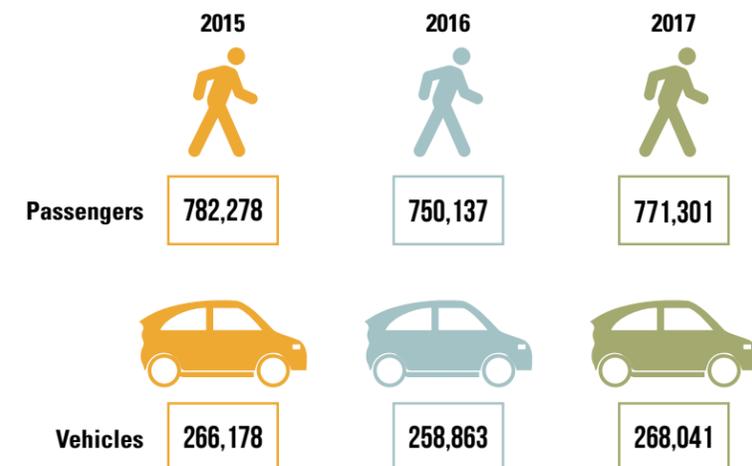
## INDEPENDENT TRANSPORTATION AGENCIES

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. DeIDOT provides the roads and connections to air, rail and port services needed by the public and commercial carriers.

### CAPE MAY-LEWES FERRY

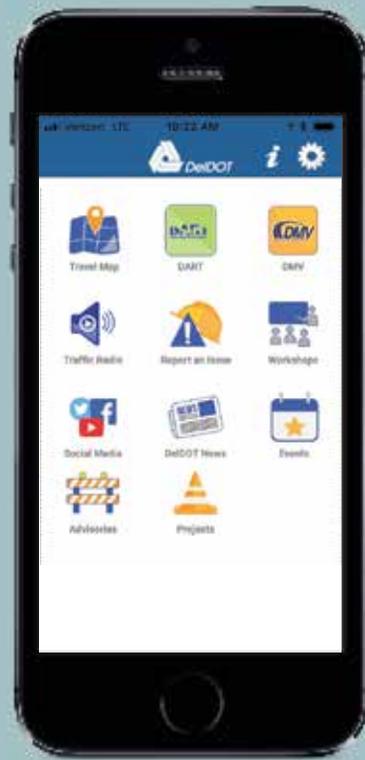
Owned and operated by the Delaware River & Bay Authority, the Cape May-Lewes Ferry offers a 17-mile, 85-minute mini-cruise across the Delaware Bay between Lewes, Delaware and Cape May, New Jersey. Each ferry in the three-vessel fleet can carry up to 100 cars and 800 passengers. During the summer, the 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 2017, the fleet carried 771,301 passengers and 268,041 vehicles. Both, ridership and vehicle use have increased since 2016.

Figure 11.1  
**Cape May-Lewes Ferry Annual Ridership, 2015-2017**



Source: Delaware River & Bay Authority





Get the DeIDOT app for  
Android and iPhone.



Delaware Department  
of Transportation

Stay connected with the  
Delaware Department of Transportation:

[deldot.gov](http://deldot.gov) | [dartfirststate.com](http://dartfirststate.com) | [dmv.de.gov](http://dmv.de.gov)

