

Delaware County Transit

Then, Now, and the Future of
Mobility in Delaware County

Executive Director

- Graduated from Ohio State in 2008
- Bus Operator at COTA
- COTA 2009 - 2016
- City of Columbus 2016 - 2022
- Started at DCT Oct. 2022
- Delaware resident since 2012

Hobbies:

- Family
- Coaching daughters' teams
- Reading/learning/exercise



Introduction to DCT

► Board Members:

- Chair: Ferzan Ahmed
- Beth Futryk
- Jason Sanson
- Bruce Luecke
- Ben Turner
- Sarah Huffman
- Jill Love

► DCT by the Numbers:

- 54 staff members
- 37 drivers
- 30 vehicles
- 2023 Operating Budget: 4.035 million
- Facility is ~12,000 sq. ft. located in the southwest of the City of Delaware

What is transit?



DCT's Core Services

► FLEX Service

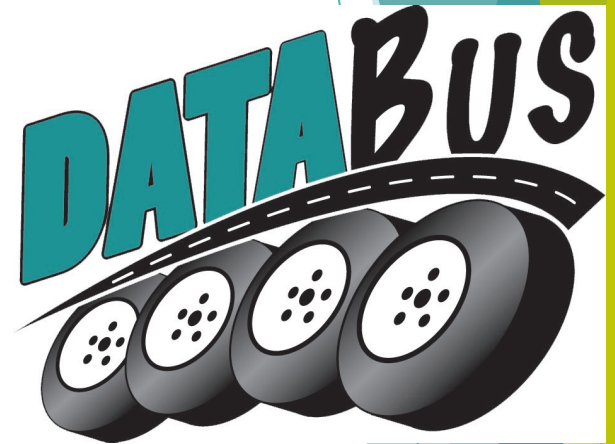
- Same day service within a geographic area e.g. City of Delaware
- \$2 one way, with discounts for youth, elderly and disabled passengers

► Demand Response Service

- "Call Ahead" service
- Tiered fare system based on mileage:
 - 0 - 10 miles: \$8
 - 11 - 20 miles: \$17
 - > 20 miles: \$29

Delaware County Transit's Origin

- Born out of necessity
 - Between 1995 - 1998 Delaware Area Transportation Association begins
 - Coordination between Job and Family Services, Council for Aging Adults and Delaware County Board of Developmental Disabilities
 - All service was contracted out to Delaware Cab
 - But then...



ODOT Recognizes DATA

- DATA officially designated as a Rural Transit System by ODOT
 - 1998 - DATA becomes the transit agency for Delaware County
 - 1999 - Commissioners create 7 person Board
 - 2004 - Operations brought “in house”
 - 2007 - 2014 - DATA grows with a fixed route system and continues the Demand Response and paratransit operations



FTA and Census Data

- How are transit agencies funded?
 - Local sources
 - State level funding - Rural agencies
 - Federal funding - Department of Transportation - FTA
 - How does Census Data impact FTA funding?
 - In 2014, DCT became incorporated within the Columbus Urbanized Zone (UZA)



**Federal Transit
Administration**

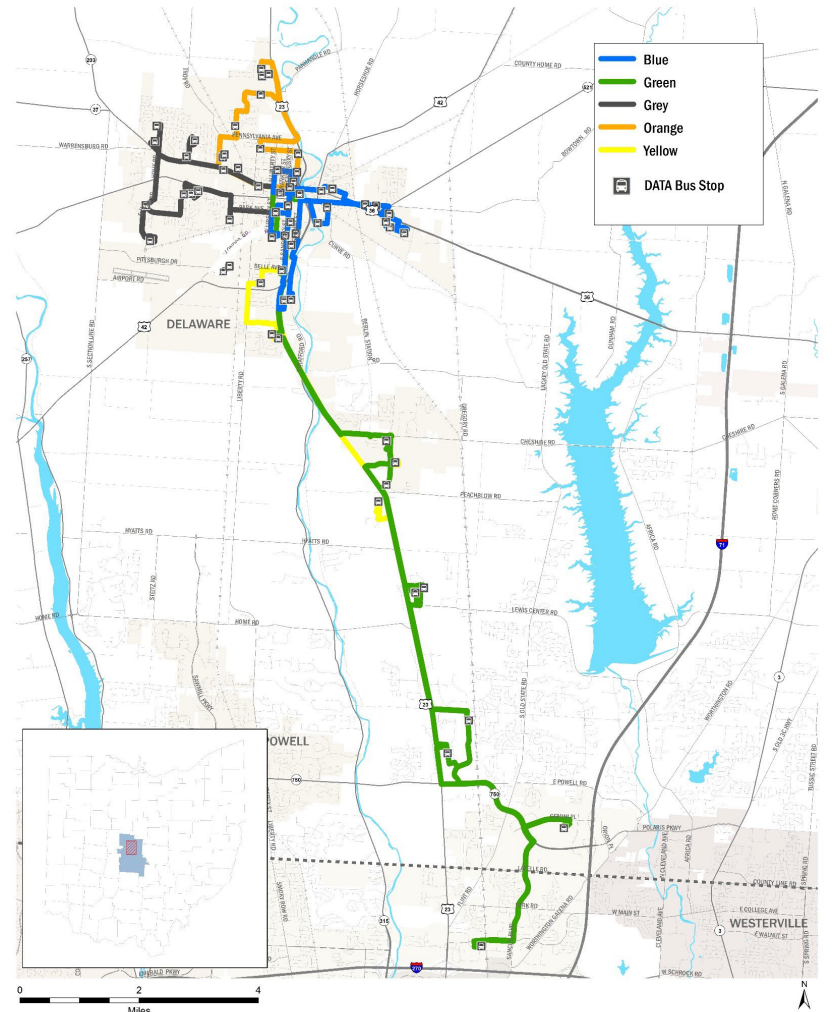
United States[®]
Census
Bureau



DELAWARE
COUNTY
TRANSIT

DATA Becomes DCT!

- As DATA navigated these waters, change was ever on the horizon
 - 5 fixed routes (or more)
 - At one point provided Saturday service
 - 2016 - 2019 ridership declines
 - 2019, DATA rebrands as Delaware County Transit (DCT)

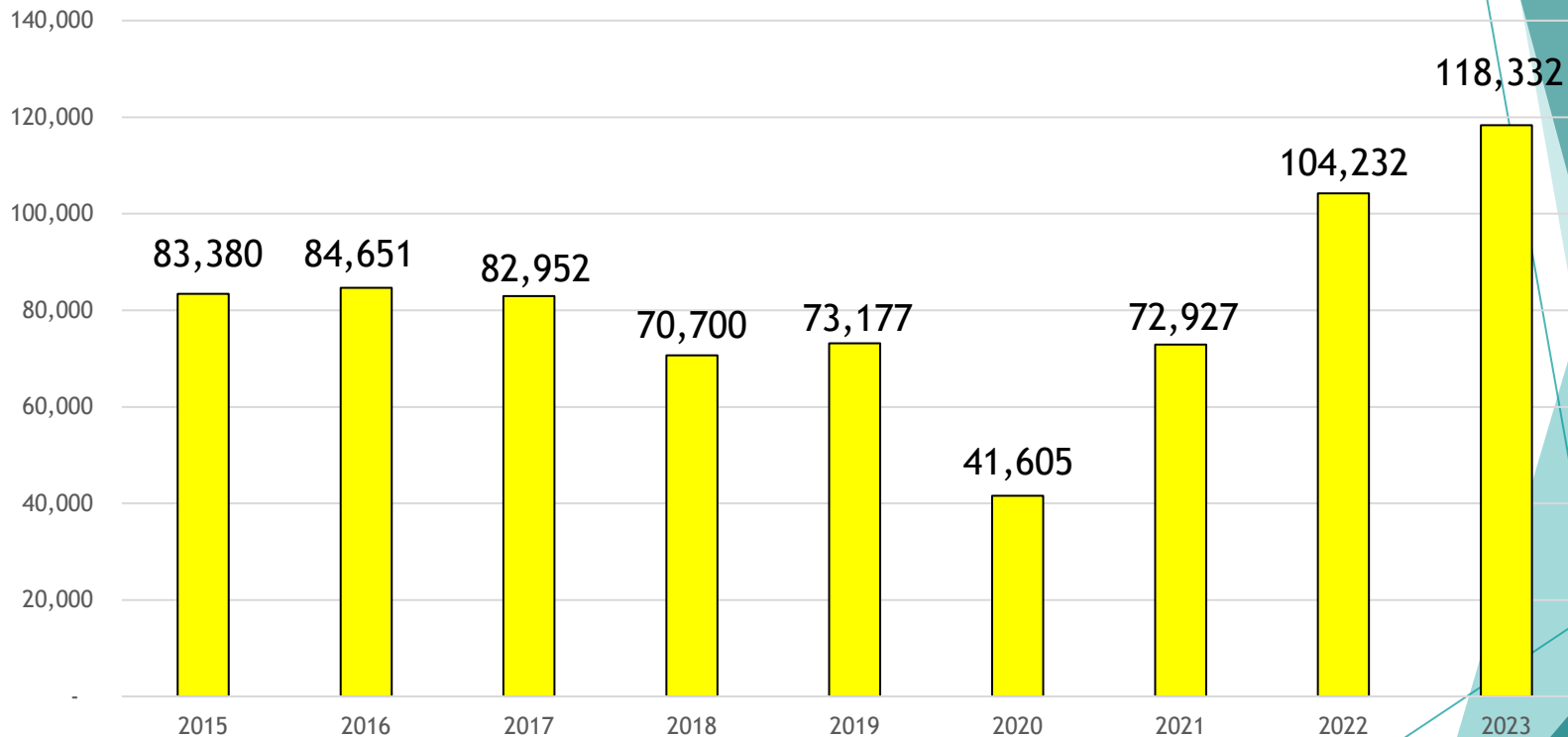


The Pandemic

- 2020 fundamentally changed DCT
 - COVID-19 hit US shores and federal orders immediately impacting every transit agency in America, including DCT
 - As staff wrestled with limiting regulations from the FTA, DCT's FLEX service was born
 - Ridership rapidly declined in 2020, as is to be expected
 - But then...

DCT Ridership Increases

Ridership from 2015 - 2023



How does this happen?

- ▶ Refocusing on the customer experience, including:
 - Consistent commitment to excellence
 - ZERO Denials in 2023
 - App for FLEX Service
 - Reigniting relationships with partners
 - Developing internal metrics
 - Reestablish relationship w/ the County
 - Investing in technology
 - Build industry relationships

Performance Metrics 2023

Category	Below Target	Target	Goal	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD Average
Customer Satisfaction																
App Rating												5	4.9	4.9	4.9	4.93
Compliments	1	2	2.1	1	2	3	3	2	1	1	3	1	2	1	1	1.8
Complaints	2	1	0.5	0	0	0	0	1	1	1	2	0	0	0	2	0.6
On Time Performance																
FLEX	89%	90%	95%	98.4%	98.0%	98.0%	99.3%	99.5%	98.7%	98.8%	97.4%	98.0%	95.3%	96.6%	95.7%	97.8%
Demand Response	89%	90%	95%	90.8%	92.4%	94.9%	98.6%	96.1%	95.0%	95.6%	95.2%	88.0%	91.0%	91.9%	93.7%	93.6%
Response Time																
FLEX	25	20	15	7.7	7.7	8.4	7.7	7.3	10.0	9.1	9.5	9.7	10.2	11.3	6.7	8.8
Demand Response	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Ride Time																
FLEX	20	15	12	11.1	11.4	11.3	7.0	11.6	11.7	7.0	12.1	11.1	10.8	10.7	10.3	10.5
Demand Response	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Denials																
FLEX	1.5%	1%	0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Demand Response	1.5%	1%	0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Passengers Per Hour																
FLEX	3.2	3.4	3.6	3.4	3.5	3.5	3.4	3.4	3.4	3.7	3.7					3.5
Demand Response	1.5	1.7	1.9	1.7	1.7	2.0	1.7	2.1	3.1	1.7	1.7					2.0
Average	2.35	2.55	2.75	2.6	2.6	2.8	2.6	2.8	3.3	2.7	2.7	2.6	2.7	2.6	2.7	2.7
Accidents (Vehicle)																
At Fault Accidents	1.75	1.8	0.5	1	2	1	0	4	0	2	5	2	1	1	1	1.7
Vehicle Reliability																
Road Calls	5	4.5	4	2	2	1	3	6	1	0	1	0	0	4	3	1.9
Overall Ridership																
Flex				6460	6615	7699	6986	7636	7181	7007	8230	7105	7984	8248	7721	88872
Demand Response				1987	2087	2194	1831	2089	2060	1724	2094	1737	2199	2069	1947	24018
Special Trips/Shuttles				0	0	358	409	641	1852	121	116	97	1329	139	374	5436
Total Ridership				8453	8702	10251	9226	10366	11093	8852	10440	8939	11512	10456	10042	118332



No Slowing Down...

- ▶ Already in 2024...broke Single Highest Day...twice in one week!
 - 612 trips on 1/3/2024 and 626 trips on 1/5/2024
- ▶ Single highest week (1/8/24 – 1/12/24 2,786 trips)
- ▶ Single highest FLEX week (1/22/24 – 1/29/24 2,258 trips)

- ▶ ANNOUNCEMENT...

For the first time in nearly 10 years,
Delaware County Transit will be
expanding service!



Growth and DCT's Response

Dine & Dish with Delaware County Transit



Help us co-create our county's future public transit service. Join us at either of these in-person or virtual public meetings to learn more about the strategic planning process and weigh in with your ideas.



IN-PERSON
Tuesday, August 15
5:30-7 pm

Light dinner provided
DCT will extend its transit service to provide free transportation to/from the event



VIRTUAL
Wednesday, August 23
12-1 pm

You brown bag it

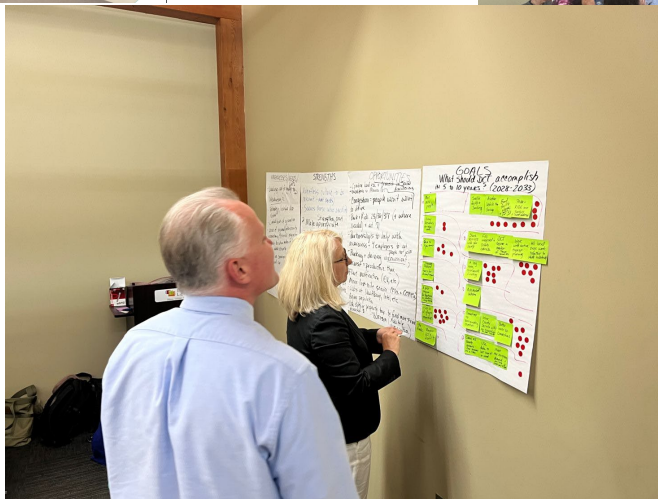
Register: tinyurl.com/DelawareTransit



Strategic Plan

**Existing Conditions:
Service, Funding,
Fares, and Facility
Assessment**

DRAFT
Prepared by HDR and Foursquare
11/2/2023



Where do we go now?

