

JOURNEYS

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MPO COUNCIL VOTES ON FY 2016-2019 TIP

If you've driven down New Burton Road or near Rodney Village lately, you might have seen a few construction barrels and bulldozers around.

The much anticipated West Dover Connector is underway. The Connector is one of several projects that is in the Dover/Kent County Metropolitan Planning Organization's FY 2016-2019 Transportation Improvement Program.

On May 6, MPO Council members unanimously approved the MPO's FY 2016-2019 Transportation Improvement Program (TIP).

The TIP represents the first few years of the MPO's long-range Metropolitan Transportation Plan. Projects in the TIP are ones for which the Delaware Department of Transportation wants to secure federal funding.

MPO Council member Drew Boyce said the unanimous MPO Council vote was an indication that projects that are moving forward are consistent with the council's vision for Kent County.

"A lot of big infrastructure projects are happening, which is great for Kent County," Boyce said. "And we're going to continue to support projects that move the county in the right direction with safety, mobility and as much as we can, this economic component."

Last year, the FY 2015-2018 TIP took a little longer before council approved it, due to tie votes and need for further discussion on projects

within the document.

"It was a constructive exercise that we went through last time," MPO Chairman Brad Eaby said. "But I think it made the process stronger in the long run, and made the parties work together even more cohesively in the



Charles Polk Road in Dover closed on April 20 for construction of the West Dover Connector. Ground broke on the project in January. The Connector will feed back onto U.S. 13 at Charles Polk Road when construction finishes.

future."

There are many projects in the FY 2016-2019 TIP, including ones that have been on the docket for some time. Like the West Dover Connector, some of those projects already have started, such as the grade-separated intersection at Route 1 and Thompsonville Road, as they also had been in the previous TIP.

"We are finally starting to see the result of all that hard work in the actual moving of dirt and laying concrete and getting these projects in the ground," Boyce said. "Because as long

and hard as we work on them, there's really no public benefit until they're done."

Some highlight projects in the FY 2016-2019 TIP include:

- Continued construction of the West Dover Connector and the Route 1/Thompsonville Road grade-separated intersection
- Start of construction for the improvements to Route 1/Little Heaven and the Route 1/South Frederica grade-separated intersections
- Safety improvements along Glenwood Avenue in Smyrna
- Construction of a roundabout at Route 10/Route 15

Design projects include:

- U.S. 13 widening (from the Puncheon Run connector to Lochmeath Way)
- Kenton Road (Route 8 to Chestnut Grove Road)
- Crawford Carroll Road extension
- Loockerman Street/Forest Street improvements

Dover celebrates Bike to Work Day



The city of Dover celebrated Bike to Work Day on May 13. Roughly 30 cyclists gathered on the sunny morning in front of the Dover Public Library to celebrate the day, and hear local and state officials talk about strides both Dover and the state have made to become more bicycle friendly.

Jim Hutchison, chairman of Dover City Council's Bicycle and Pedestrian Subcommittee, Dover Mayor Robin R. Christiansen, Ray Bivens of DNREC and Drew Boyce of the Delaware Department of Transportation spoke at the event. Videos of speakers at the event and photos are available on the Dover/Kent County MPO's Facebook page, and a link is available through the MPO's Twitter page.

PAC NEWS



NEW PAC MEMBERS! MPO welcomes three new Public Advisory Committee members

The Dover/Kent County MPO would like to welcome three new members to its Public Advisory Committee.

In April, Kent County Levy Court appointed Carolyn Cohee as one of its representatives. In May, Dover City Council appointed Jonathan Contant and Karen McGloughlin as its representatives.

Cohee fills Ed Maron's former seat. Contant fills Prameela Kaza's former appointment. McGloughlin will serve as an at-large member of the PAC as well as an alternate.

Cohee, of the Milford area, works as chief operations manager and chief estimator for the Delaware Department of Transportation. As such, her many duties there include responsibility for the development and execution of construction plans; development, coordination and oversight of construction projects to ensure compliance with state laws, department and division policies and procedures; acting as chairperson for pre-construction and construction-related meetings; managing all de-



Cohee

partmental contracts; leading legislative public meetings; acting as agency representative to other state agencies and the public, which includes contractors, utility companies, meetings, seminars, social functions and correspondence; and keeping informed of public events and programs which can impact department operations.

Before joining DelDOT, Cohee worked as a quality control manager at Pride Enterprises in Norristown, Pa. as an environmental project specialist and facilities and maintenance co-manager for Nanticoke Health Services in Seaford and at Becker Morgan Group Odessa as its architectural, mechanical and electrical designer/network administrator.

Cohee has a master's degree in management and organization leadership, and a bachelor's degree in general studies from Wilmington University, as well as two associates degrees in applied science from Delaware Technical & Community College. She is working on her doctoral degree in organization leadership, learning and innovation from Wilmington University.

Contant, of Dover, is director of performance improvement at Connections Community Support Programs, Inc., where he is responsible for overseeing all performance and quality improvement operations for the Delaware Department of Correction Medical and Behavior Health contracts; supervising and training a performance improvement team; consumer surveys; training on-site staff and policy standards as well as accreditation auditing and compliance.

Prior to working at Connections, Contant was a paralegal for the law firm of Schmittenger & Rodriguez, was a research assistant for the University of Delaware's Disaster Research Center and was a constituent liaison at Legislative Hall in Dover,

among holding other positions.

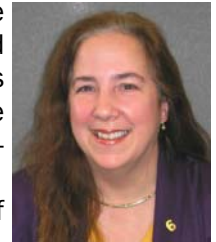
Contant is a 2005 Dover High School graduate. He also has a master's degree in public administration, a bachelor's degree in political science and public law, and an associate of arts degree, all from the University of Delaware.

McGloughlin, of Dover, is the director of the Office of Women's Health, which is part of the Delaware Division of Public Health, Bureau of Health Equity.

In that role, some of McGloughlin's duties include participating in the division's strategy mapping initiative related to health equity; being primarily responsible for the division's internal assessment of activities related to health equity; being responsible for the program management and development of the Office of Women's Health; promoting awareness of health equity and the social determinants of health throughout the division, department and to other agencies throughout Delaware; and acting as a liaison with state and federal agencies and community organizations with respect to women's health, persons with disabilities, aging populations and LGBT communities in Delaware.

McGloughlin previously worked as an administrative health specialist for the Department of Health and Social Services. In addition, McGloughlin had a 15-year career in the United States Air Force where she served in various medical and personnel positions.

McGloughlin has a bachelor's degree in business administration health care administration from American Intercontinental University, an associate of arts degree from Saint Leo University and attended Community College of the Air Force's Health Care Administration.



McGloughlin

DART service changes

Kent County loses route; beach routes in effect through mid-September

As annual DART bus service to the beaches begins, transit riders have seen a change to regular service in Kent County.

DART eliminated Route 100 in Kent County due to low ridership. However, service to the area will be maintained through Route 101.

On May 21, DART officially kicked off its annual resort service in Rehoboth Beach.

Resort Transit operates seven bus routes, seven days a week from approximately 7 a.m. to 1 a.m., serving Rehoboth Beach and the boardwalk, Lewes, Long Neck, Georgetown, Dewey Beach, Bethany Beach, South Bethany Beach, Fenwick Island, and Ocean City, Md. All buses are air-conditioned, ADA accessible and equipped with bike racks. The seasonal bus service operates through Sept. 13.

"We're proud to provide a much needed service in the beach communities of Delaware, and

look forward to another successful season," DART Director John Sisson said. DART's Resort Transit Service helps alleviate traffic congestion on Route 1 and local roads, reduces parking issues, and provides a low-cost transportation solution for easier access around the beach areas.

Visitors and residents are encouraged to use DART's Park & Ride lot located off of Route 1 on Shuttle Road, just north of the entrance to Rehoboth Avenue in Rehoboth Beach. The parking rate is \$8 per day, and up to four occupants of the vehicle receive a free unlimited ride daily bus pass.

Customers not using Park & Ride may board at any of the marked bus stops. Cost is a \$1.75 per trip or \$3.70 for a daily pass.

DART's Route 305, Beach Connection, began on May 22, providing bus service from Wilmington to Rehoboth Beach on Friday nights,

Saturdays, Sundays and holidays through Sept. 7. Route 305 stops include Wilmington Train Station, Christiana Mall, Smyrna Rest Stop, Scarborough Park & Ride lot in Dover, Super Wal-Mart in Milford, and the Rehoboth Beach Park & Ride.

The Beach Connection is a comfortable motor coach that offers 45 seats, two wheelchair positions, and under coach storage compartments for beach gear and luggage. The one-way cash fares are \$11.50 from Wilmington and \$6.90 from Dover. Riders are encouraged to buy a 4/5-Zone pass for \$19.20, which can also be used on all the Resort Transit routes, once they are at the Park & Ride.

The Delaware Transit Corporation, a subsidiary of the Delaware Department of Transportation (DelDOT), operates DART First State. For information on fixed route bus services statewide, please call 1-800-652-DART, or visit www.DartFirstState.com.



Image courtesy of DART



Let's talk about about

Air Quality

Some days, it pays to procrastinate.

For the lawn conscious person, warmer months of the year are filled with the buzz of a lawn mower and the scent of freshly cut grass.

These are times, however, when it's just as important to think about good air quality.

May through September is Ozone Season, when ground-level ozone, or smog, levels are highest. Heat and sunlight mixed with chemicals commonly found in gasoline vapors are an easy recipe for smog.

Don't sweat it. Even the most avid gardener can have a well-kept lawn and do their part to lower air pollution. Just ... wait.

Putting off mowing until late in the day, especially if you use a gasoline-powered lawn mower, is better for the air and your grass.

OzoneAlert.com, of Tulsa, Okla., and the American Lung Association of Delaware agree with studies that suggest running a gasoline-powered lawn mower for one hour produces as much ozone-causing chemicals as 10 hours of driving a late model car. Even though today's cars have several pollution control devices, such as catalytic converters, small engines generally lack these gadgets.

When the sun

sets, less solar energy is available to cause the photochemical reaction that turns emissions into ground-level ozone. More often, evening winds may increase as well, allowing emissions to scatter somewhat overnight. For these same reasons, the ALA and OzoneAlert.com say it's important to break other polluting habits such as filling the car tank in the early morning hours, especially on high ozone days.

As for overall lawn health, Lawncareguide.org says waiting until late in the day or early evening to mow the grass is a better gardening practice.

"The fact is, that mowing damages the plant and it will take a day or two for the grass to fully recover," the site said. "Mowing in the evening provides about 12 hours of respite for the grass from the sun. Mowing in the morning means that the stressed grass will be subjected to the sun much quicker, and if there is morning dew on the lawn, the grass will be cheated from the rejuvenating effects of the moisture because mowing will hasten evaporation."

Looks like good things do come to those who wait.

TIPS FOR BETTER AIR QUALITY

There's no reason to stop at good gardening habits for better air quality. Here are a few more tips to help fight air pollution and maybe save you time and money:

- **Know your route before you go out. Trip chain.**

Starting a warm engine is less polluting than starting a cold one. Combining several errands into one car trip, or trip chaining, can save time and air quality.

- **Walking and bicycling are good for you, and for the air.**

- **Avoid topping your gas tank.**

When filling your gas tank, have you heard the "click" that shuts off the gas pump? That means the gas tank is full. Squeezing a little more gas into the tank does more harm than good.

"Putting more gas into an already full tank can actually damage your car's vapor recovery system," according to the EPA mid-Atlantic's website. "If you continue clicking on the nozzle, that extra gasoline will either be sucked into the vapor recovery tube or overflow. Either way you will end up paying for gas that you don't get."

- **Take transit, when available, or carpool.**

- **Don't idle when you're idle.**

The next time you find yourself waiting in the car, turn off the engine and consider this information from the EPA:

"When a car idles for more than 30 seconds, it has several negative effects, such as increasing air pollution unnecessarily, wasting fuel and money, and causing excessive wear or even damaging a car's engine components, including cylinders, spark plugs, and the exhaust system."



MPO Spotlight on ...



New Division of Motor Vehicles Director Scott Vien



In March, a new director took the helm of the Delaware Division of Motor Vehicles.

Scott Vien, who had been the DMV's deputy director under Jennifer Cohan, became the division director, effective March 30, after Cohan became secretary of the Delaware Department of Transportation.

Vien has been with the DMV since 2006 when he was hired as a management analyst with the Commercial Driver License (CDL) program. He became deputy DMV director in 2013.

In this role, Vien directed the Administrative Services section which includes Financial Services, the Motor Fuel Tax Audit and Compliance Unit, as well as the Division's Field Operations. Other responsibilities included coordinating the Division's legislative agenda, the annual budget request, and the management of more than \$430 million in Transportation Trust Fund revenue.

Vien holds a master's degree in public administration from Wilmington University, and a bachelor's degree in business management.

Vien recently reflected upon his new role as head of the division and the challenges the job will bring. He also shared some lesser-known information about the DMV that goes beyond vehicle tags and drivers' licenses.

Q) You have a long history with the Division of Motor Vehicles. How are you adjusting to this new position?

A) I feel I'm adjusting very well. I've had the great fortune of working in or with just about every section at the DMV and I'm pulling from that experience every day. I have a very strong and experienced team that I can depend on.

Q) What has been the best part of the job so far?

A) The first week in May was Public Service Recognition Week, and throughout that week we celebrated the hard work and dedication of our employees. DMV employees do such great work each and every day, and I loved the opportunity to spend some quality time with them and thank them for their outstanding customer service.

Q) What challenges have you faced so far?

A) No two days are the same at the DMV and every day comes with a challenge. That is part of what I have always loved about working at the DMV. Since becoming the director, I am finding that the types of challenges I face haven't changed much. However, there are a lot more of them that require my direct attention. Prior-

tization seems to be the biggest challenge at the moment.

Q) What did you do before joining the DMV in 2006?

A) I worked in Human Resources and Safety Management at the Dover Post Company.

Q) When you were deputy DMV director, you directed the administrative services section which includes the motor fuel tax audit and compliance unit, as well as the division's field operations. Briefly, how do those things work?

A) The titles of the Motor Fuel Tax Audit and Compliance Unit say it all. This team of outstanding auditors ensures the proper amount of tax has been paid on every gallon of gas and diesel sold in the state of Delaware. They work with gas and diesel suppliers, distributors, and retailers on a regular basis for compliance purposes and to collect unpaid fuel tax.

Their hard work results in the recovery of a large amount of revenue annually that would otherwise be unaccounted for. This is more of a "behind the scenes" function that many people are unaware of. In contrast, managing the Division's field operations entails providing oversight and control of our front-line operations throughout the state. This is the portion of DMV that comes to

Spotlight continued ...

mind whenever you think of DMV – driver licenses, titles, registration, and vehicle inspections. We have a lane manager at each facility that reports directly to me. Together we continually monitor customer flow, wait-times, transaction times, consistency, and overall operational efficiency to ensure every customer experience is pleasant, efficient, accurate, and prompt.

Q) Things like motor fuel tax and field operations might not be things people automatically link to the DMV. So how else does the division differ from DelDOT in general (other than the obvious things, such as drivers' licenses, vehicle tags and inspections)?

A) The Delaware DMV also has responsibility for toll operations. We are the only DMV in the country that has this responsibility, but it is an operational structure that has worked well for us here in Delaware.

Q) A lot of changes have come along in the past few years at the DMV with customer service, such as shorter wait times, renewing vehicle tags via drive-through and other things. Have these innovations made your new job easier going in, or have they made it more of a challenge to continue coming up with new ideas?

A) I think any new director would be happy to take over an organization that is in such great shape. I know I am. I've been fortunate to

be a part of the great work at DMV for many years, so I am proud and excited to step into this role. Having said that, with the implementation of so many new ideas and innovations in recent years, continuing to move DMV forward will offer its challenges. I am very much looking forward to tackling these challenges with our senior leadership team.

Q) What things would you like to focus on as the new DMV director, e.g. services for seniors, general customer service, technology? How would you like to make your mark? What do you want for the future of the DMV?

A) I definitely want to use technology to our advantage wherever possible. One customer's service preference varies greatly from another customer's preference.

I want to focus on creating the ability for a customer to receive our services in as many ways possible. We already do this in many ways through our over-the-counter services, online services, and in-lobby driver license kiosks. The list of possibilities is big, and I want to ensure we are expanding and diversifying every customer's service options as much as possible.

Q) What are a few other things people might not know about the DMV?

A) I always like to take an opportunity like this to share some of our performance metrics.

One thing that always surprises people is the volume of work our great team accomplishes every day. In 2014, the DMV took 293,400 phone calls, served 354,917 customers in Driver Services, 500,527 customers in Vehicle Services, inspected 464,774 vehicles, and processed 64,019,154 toll transactions; 19,269,765 of which were collected manually. Our great staff accomplished this work all while maintaining a more than 90 percent excellent customer service rating.

Q) What are a few things people might not know about you?

A) I absolutely love the outdoors! There is nothing better for me than spending time on a trail or in a kayak with my family.

For more information about the DMV, go online to www.dmv.de.gov. You can also follow the DMV on social media.



Images courtesy of the Delaware DMV

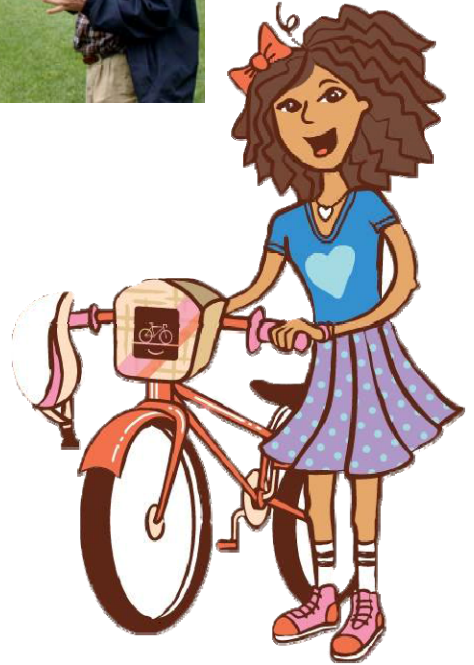
WALKABLE BIKABLE SUMMIT TAKES PLACE AT LEGISLATIVE MALL



ISABELLA: 12 YEARS OLD AND READY TO RIDE

On May 7, the Dover/Kent County MPO participated in the annual Walkable Bikeable Summit at Legislative Mall in Dover. Nearly 150 people attended the event, plus speakers from around Delaware came to the summit to talk about initiatives taking place in Delaware that have made the First State the third most bicycle friendly in the country, by the League of American Bicyclists.

This year's event theme focused on all ages and riding or walking skill levels, using a composite character, "Isabella," a 12-year-old girl who wants to bicycle in her community, to demonstrate the need for a network that is safe to accommodate entry-level to experienced cyclists and walkers.



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John Sisson, for the
Delaware Transit Corporation

Drew Boyce, for Sec. Jennifer Cohan
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Get Journeys the 'Green' way

The Dover/Kent County Metropolitan Planning Organization mostly publishes its newsletter, Journeys, via e-mail and the Internet. While you might see the occasional paper copy, the MPO has changed to an electronic format. To join the Journeys e-mail list, write to kate.layton@doverkentmpo.org, or call the office at (302) 387-6026, or visit the MPO's website at www.doverkentmpo.org. Thanks for helping the MPO's efforts to be earth conscious.

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