

Wilmington, Delaware  
March 5, 2026

**#0202**

**Sponsor:**

**Council  
Member  
Cabrera**

**WHEREAS**, the Joseph R. Biden, Jr. Railroad Station (“Wilmington Station”) serves as Delaware’s busiest transit hub and one of Amtrak’s highest-volume stations nationwide, providing essential intercity and commuter rail service to residents, workers, and visitors to the City of Wilmington; and

**WHEREAS**, SEPTA’s (Southeastern Pennsylvania Transportation Authority) Wilmington/Newark Regional Rail Line provides critical daily transportation for Delawareans traveling to and from Philadelphia and communities throughout southeastern Pennsylvania, supporting employment, education, economic growth, and regional mobility; and

**WHEREAS**, the SEPTA ticket office at Wilmington Station has long provided indispensable services to riders, including in-person ticket sales, customer assistance, information for new riders, support for seniors and persons with disabilities, and help for passengers unfamiliar with digital fare systems; and

**WHEREAS**, the City of Wilmington is home to a significant number of residents, including seniors, low-income individuals, persons with limited English proficiency, and travelers without smartphones or credit cards, who rely on staffed ticketing services for equitable access to public transportation; and

**WHEREAS**, Wilmington is the 14th busiest in the country out of over 400 Amtrak stations. The continued presence of a staffed ticket office helps maintain safety, accessibility, and customer service standards at Wilmington Station, particularly during peak travel periods and special events, is essential; and

**WHEREAS**, SEPTA has announced plans to close numerous Regional Rail ticket offices, including the Wilmington Station ticket office, which could create barriers to transit access for Wilmington residents and diminish customer service at Delaware’s principal rail gateway; and

**WHEREAS**, Wilmington City Council recognizes the vital role that accessible public transportation plays in the economic development of the City and the State of Delaware, and strongly supports maintaining services that ensure equitable and convenient travel for all riders.

**NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF WILMINGTON** that Council respectfully urges SEPTA (Southeastern Pennsylvania Transportation Authority), DelDOT (Delaware Department of Transportation), and DTC (Delaware Transit Corporation), pursuant to their operating agreements and commitments to transit accessibility, to maintain a fully staffed SEPTA ticket office at the Joseph R. Biden, Jr. Railroad Station.

**BE IT FURTHER RESOLVED** that Council calls upon all relevant agencies to consider the impact that the ticket office closure would have on vulnerable riders, and to engage with the City of Wilmington, community stakeholders, and the public before taking any action that would reduce transit accessibility.

Passed by City Council,

ATTEST: \_\_\_\_\_  
City Clerk

**SYNOPSIS:** This Resolution Council respectfully urges SEPTA, DelDOT, and DTC, pursuant to their operating agreements and commitments to transit accessibility, to maintain a fully staffed SEPTA ticket office at the Joseph R. Biden, Jr. Railroad Station.