

# ELDERLY AND DISABLED TRANSIT ADVISORY COMMITTEE (EDTAC)

Committee Meeting Minutes  
Via video-conferencing

119 Lower Beech Street-Wilmington and 900 Public Safety Blvd-Dover

Wednesday, September 11, 2019  
1:00 - 3:00pm

The Elderly and Disable Transit Advisory Committee (EDTAC) met Wednesday, September 11, 2019 at 1:00pm via conference call.

In attendance:

**EDTAC MEMBERS:**

Blake Roberts, Chair  
Kathleen McCool, Co-Chair  
Jim Shiber, DVI  
Debbie Dunlap  
Catrina Gosine

**DTC Representatives:**

Lori Yeager, Paratransit Support Services Manager  
Sheryl Crump, Customer Relations Specialist  
David Lewis, Eligibility Supervisor  
Kathy Maguire, Contract Specialist  
Belinda Strickland, ADA Compliance Specialist  
Margaret Webb, Paratransit Director  
Keith Daigrepont, Training Specialist

**Guest:**

Bill Swiatek, Wilmapco

**Members Absent:**

Dwayne Adams  
Amanda Lord  
Ken Moore  
Melissa Martin  
Bruce Fisher

**Call to Order**

Blake Roberts, Chair started the meeting and the minutes from the July 10, 2019 meeting were not approved since there was not a quorum. Blake informed the committee that moving forward he would like the members to contact him as well as Belinda Strickland, ADA Compliance Specialist if they were not going to be able to attend a meeting. He would also, follow up with an email to the entire committee.

**Round Table Introductions**

### **Wilmpaco Regional Transportation Report- Bill Swiatek**

Bill Swiatek, AICP/Principal Planner presented information on the 2019 Transportation Justice Plan Analysis Update. Wilmpaco is the planning organization for New Castle County and Cecil County Maryland. This analysis looks at:

- Title VI
- ADA/Mobility Challenged
- Seniors
- Social Equity
- Language Assistance

There has been issues with transportation access and individuals are having difficulty getting around. The plan has reporting requirements and looks at the following:

- Demographic Profile
- Spatial analysis
- Public Outreach
- Key recommendations

The report discovered things like electric charging stations were being placed in the white and high income areas and not the black and low income areas. Community Project Funding aren't getting funded in black and low income communities. Transportation and housing cost showed which areas are affordable for low income. 6% had affordable transportation cost and families are spending \$3,000 extra on transportation.

Recommendations: More capital investment in the black neighborhoods, transit links to employment centers and neighborhood connectivity concerns. Voting will take place on September 12, 2019 whether to adopt the Transportation Justice Plan.

### **On Time Performance for PARATRANSIT- Margaret Webb**

Each county has increased across the board in the last three months.

August 2018 KC 90% On Time

August 2019 KC 92.6% On Time {which is the goal}

SC 83%

SC 89%

August 2018 NC 84%

August 2019 85.2%

More operators to fill in vacancies has helped improve the On Time Performance

### **On Time Performance Data for Fixed Route- Paul Kulesza**

Data was emailed to the committee.

#### **July 2019 (FY2020)**

NC 71% NC Contract Services 83%

KC 81%

SC Contract Services 68%

Septa 67%

Resorts 61%

#### **August 2019 (FY2020)**

NC 71%

NC Contract Services 83%

KC 77%

SC Contract Services 70%

Septa 63%

Resorts 60%

### **Wheelchair/Scooter Operator Training Discussion- Keith Daigrepoint, Training Specialist**

Discussion was started by committee member Debbie Dunlap regarding an incident her daughter had while riding Fixed Route. Her daughters chair was tied down properly however, the seatbelt was not placed across the chair therefore resulting in the chair tilting and Ms. Dunlap's daughter fell. Ms. Dunlap emphasized how important it was for Fixed Route Operators to have securement training just like the paratransit operators. Keith addressed the issue and spoke about how the Training Department will be looking into trying to schedule refresher wheelchair/scooter training for Fixed Route operators. At this time the Training Department is conducting statewide refresher training for paratransit. Ms. Dunlap also, wanted to discuss the issue with the Reduce Fare Cards malfunctioning and who customers should contact when they have issues with the card. Customer Service staff was able to give information that individuals may come to any DART office or the Wilmington Train Station. The serial number on the card will allow the information to be retrieved to see what value maybe remaining. If the card is full another card will pop up from the GFI on the bus with the remaining value available. Ms. Dunlap was informed to always contact Customer Relations if she has a compliant or issues she needs to have addressed or investigated by DART.

### **Update from DTC:**

- Contract Specialist, Kathy Maguire  
There were (23) agencies that applied and (17) 5310 buses were awarded for FY19.

### **Open Forum**

### **Adjourned**

The meeting is scheduled for Wednesday, November 13, 2019 (last meeting for 2019)