

ELDERLY AND DISABLED TRANSIT ADVISORY COMMITTEE (EDTAC)

Committee Meeting Minutes
Via Teams & Teleconference
Wednesday, July 12, 2023
1:00 - 3:00pm

The Elderly and Disable Transit Advisory Committee (EDTAC) met Wednesday, July 12, 2023, at 1:00pm via Teams and Teleconference.

In attendance:

EDTAC MEMBERS:

Blake Roberts, Chair
Jim Shiber
Kathleen McCool

DTC Representatives:

Wayne Myers, Chief Transportation Supervisor
Lynette Shannon, Reservations Supervisor
Lori Yeager, Paratransit Support Services Manager
Belinda Strickland, Civil Rights Specialist
Courtney DeVane, Deputy Chief Operating Officer
Joseph Zimmaro, Eligibility Supervisor
Albert Loyola, Deputy Chief Customer Experience Officer

Guest:

Members Absent:

Catrina Gosine

Call to Order

Blake Roberts, Chair, called meeting to order. May 10, 2023, meeting minutes were not able to be approved because there was not a quorum.

Round Table Introductions

Introductions by committee members and DTC staff.

Eligibility Virtual In-Person Assessment Presentation- Lori Yeager, Paratransit Support Services Manager

The Eligibility Department will be implementing Virtual Assessments along with their In-Person Assessment. Customers will have the option to choose virtual if they have an iPhone, iPad or tablet the customer gets to choose. The process will be the same if a determination cannot be made the customer may need to come in to go through the Travel Training Assessment and a Environmental Assessment.

**On Time Performance- Margaret Webb, Paratransit Director Paratransit
(Data sent via email)**

Trip counts and On Time Performance statewide through FY 23: July 2022 through June 2023.

July 2022 – statewide trip count 58,368 *note July 2022 is 9,678 higher than July 2021
NCC– 79% on time KC– 89% on time SC– 78% on time (85%-70%)

August 2022- statewide trip count 65,551
NCC- 36,337 79%on time KC- 12,770 90% on time SC- 16,444- 81% on time

September 2022- statewide trip count 64,309
NCC- 37,166 67% on time KC- 13, 265 84% on time SC- 13,878 77% on time

October 2022- statewide trip count 65,878
NCC- 33,875 71% on time KC- 13,858 84% on time SC- 15,685 82% on time

November 2022 – statewide trip count 61,755 overall OTP 74% on time
NCC – 33,557 68% on time KC – 13,266 84% on time SC – 14,932 81% on time

December 2022 – statewide trip count 60,883 overall OTP 76%
NCC – 32,845 63% on time KC – 12,800 87% on time SC – 15,238 87% on time

January 2023 – statewide trip count 63,838 overall OTP 81% on time
NCC – 34,583 71% on time KC – 14,020 86% on time SC – 15,235 88% on time

February 2023 – statewide trip count 62,623 overall OTP 82% on time
NCC – 34,578 73% on time KC – 13,305 87% on time SC – 14,740 87% on time

March 2023- statewide trip count 74,546 (23 weekdays in March) overall OTP 81% on time
NCC- 40,941 74% on time KC- 15,974 86% on time SC- 17,631 86% on time

April 2023- statewide trip count 64,683 overall OTP 82% on time
NCC-35,532 75% on time KC- 13,738 86% on time SC- 15,413 86% on time

May 2023- statewide trip count 73,458, overall OTP 79%
NCC- 39,972 74% on time KC- 16,005 83% on time SC- 17,481 82% on time

June 2023 – statewide trip count 67,770, overall OTP 81%
NCC – 36,907 74% KC – 14,177 83% on time SC – 16,686 87% on time

On Time Performance- Wayne Meyers, Chief Transportation Supervisor

The combined on-time performance average for May 23 and June 23 **72%**

New Castle County Fixed Route was **71.5%**

New Castle County Contract Services **63%**

Kent County Fixed Route was **86%**

Sussex County Contract Services was **81%**

Septa was **61.5%**

Intercounty runs were **59%**

Service change has helped with the DNR's.

Updates from DTC:

- Lori Yeager, Paratransit Support Services Manager

Eligibility will start conducting In-Person Interviews in Sussex County at the DART Rehoboth site on Tuesday, Wednesday, and Thursday. Other days may be available upon request.

- Albert Loyola, Deputy Chief Customer Experience

Public Hearings for October 2023 service change will be held on the following dates:

August 1, 2023, Dover Library

August 2, 2023, Georgetown Library

August 3, 2023, Wilmington Library

There will be changes statewide and Routes 13 & 61 will be serving the Claymont Center once it is completed around Oct- Dec timeframe. Rt 40 will end at 11th and Tantnell St. instead of 9th and Market St. The proposal will be out July 18, 2023, at the public libraries. DART Reimagine is going well and at the halfway point. Service concepts are being looked at throughout the state. Dart Connect will be expanding to Newark on August 2, 2023.

- Lynette Shannon

Paratransit customers can now submit online reservations 24 hours ahead to avoid holding on the phone. This is available until 4:30pm daily. The customer will receive an email response with a confirmation number and fare cost.

Open Forum

Adjourn