

ELDERLY AND DISABLED TRANSIT ADVISORY COMMITTEE (EDTAC)

Committee Meeting Minutes

Via video-conferencing

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

Wednesday, July 11, 2018

1:00 – 3:00 pm

The Elderly and Disabled Transit Advisory Committee (EDTAC) met Wednesday, July 11, 2018 at 1:00 pm via video conferencing.

In attendance:

EDTAC Members

Blake Roberts, Chair
Melissa Martin, Co- Chair
Brian Eng
Bruce Fisher
Ken Moore, CHEER
Kathleen McCool
Diane Schilling
Darlene Cole
Debbie Dunlap

DTC Representatives

Harold Myers, Chief Transportation Specialist
Belinda Strickland, ADA Compliance Specialist
David Lewis, Eligibility Supervisor
Kathy McGuire, Contract Specialist
Phyllis Morris, Customer Relations
John Sisson, CEO

Call to Order

Round Table Introductions

Blake Roberts, Chair started the meeting and the minutes from May 2018 meeting were approved. Brian Eng announced that he was resigning and this was his last meeting. Blake thanked Brian for his years of service with EDTAC and expressed how he will be missed by the committee.

Recruitment efforts update: Melissa Martin

A flyer has been created and sent out to several state and local agencies. Melissa indicated the committee is greatly in need of individuals who use fixed route or paratransit services. This is an area where the committee is under represented. Melissa went over the information on the flyer and asked if I would forward the approved copy of the flyer to the rest of the committee members.

Reduce Fare: David Lewis

This program is for individuals ages 65 and older or with a disability. Medicare Card or DART First State Reduce Fare ID card is required for payment of Reduce Fares or use of prepaid Reduce Fare DARTCard. DART has a short form that can be completed if the individual is of age, with a Medicare card and full form for anyone with a disability

there must be medical documentation from a medical professional. David indicated his department tries to process applications weekly when possible however, the first priority is eligibility. In the fall when it's time for renewal the department receives an influx of applications which sometimes causes a delay in getting cards out. It was suggested that the expiration date be changed however, David seemed to think that it would make it worse rather than help move the process along. It was indicated that the letter that is sent with the Reduce Fare ID card did not have enough details regarding how the program actually worked. David will put together information to add to the letter with more information about where to purchase a Reduce Fare (red) DartCard and steps individual would need to know when using the card. It was also, explained if a current paratransit rider would like to be enrolled in the Reduce Fare program as long as they have a photo in the system they can automatically be given a card.

On Time Performance: Wayne Myers

Route 301 new weekday service with a mid-day round trip added. New Route 210 serves Milford making connection at Milford Walmart with Route 303. Route 307 weekday express is the route taken the place of Route 305. Starting September 6, 2018 year around service in Lewis accept Sundays.

May 2018 Fixed Route

Combined On Time Performance Average: 70%

NC 69%

NC Contract Services 81%

KC 78%

SC Contract Services 58%

SEPTA 77%

Resort 66%

June 2018 Fixed Route

Combined On Time Performance Average: 69%

NC 69%

NC Contract Services 74%

KC 78%

SC Contract Service 67%

SEPTA 79%

Resort 61%

Paratransit On Time Performance May 2018

KC 89%

NC 82%

NC Contract Service 87%

SC 78%

Total Average 83%

Paratransit On Time Performance June 2018

KC 91%

NC 84%

NC Contract 89%

SC 77%

Total Average 84%

DTC Updates:

Mobility: Kathy McGuire

5310 awarded to 17 buses for this year. Last year's awards have been picked up. 25 applications were received this year.

Budget: John Sisson

Legislative session with General Assembly met and there is a full slate for the capitol budget. The General Assembly has approved several projects. Also, finalizing the Strategic Plan what DTC is planning to do in the next 5-10 years. Projects that will be starting are the Claymont Train Station, Wilmington Transit Hub Center that should be open next summer and the Lewis facility is still under construction. This will help with efficiencies for operators so they would no longer have to go to Georgetown for buses. There are plans for a Travel Training Center in Wilmington and looking for new technology to assist individuals with paying fare with the use of badges that could be used instead of cash or Apps that can be used 7 to 30 days and riders can purchase passes from their phone. Lewis has real time displays. One is the small LAD sign that gives verbal que's and the other device is like a TV screen where a button can be pushed to hear the information. We are currently looking at how to revamp SCAT service. Will need more providers with accessible vehicles to enroll in the program.