

ELDERLY AND DISABLED TRANSIT ADVISORY COMMITTEE (EDTAC)

Committee Meeting Minutes
Via Teams & Teleconference
Wednesday, November 09, 2022
1:00 - 3:00pm

The Elderly and Disable Transit Advisory Committee (EDTAC) met Wednesday, November 09, 2022, at 1:00pm via Teams and Teleconference.

In attendance:

EDTAC MEMBERS:

Blake Roberts, Chair
Kathleen McCool
Jim Shiber

DTC Representatives:

Lori Yeager, Paratransit Support Services Manager
Lynette Shannon, Reservations Supervisor
Belinda Strickland, Civil Rights Specialist
Margaret Webb, Paratransit Director
Paul Kulesza, Fixed Route Director
Shannon Lugo, Civil Rights Specialist
Joseph Zimmaro, Eligibility Supervisor
Corey Burris, Deputy Chief Operating Officer
Transportation
Steve Ottinger, Planning
John Sisson, CEO
Albert Loyola, Deputy Chief Customer Experience Officer

Guest:

None

Members Absent:

Catrina Gosine
Shanelle Williams

Call to Order

Blake Roberts, Chair, called meeting to order. August 10, 2022, meeting minutes were approved by the committee.

Round Table Introductions

Introductions by committee members and Belinda Strickland took roll of attendees via TEAMS attendees list.

On Time Performance- Margaret Webb, Paratransit Director Paratransit

The trip count is going up and on time performance is going down. Sussex County is receiving assistance from First Transit contracted services.

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

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

On Time Performance- Paul Kulesza, Fixed Route Director

On Time Performance way below their goal. Ridership is down due to many factors such as operators retiring. Run pick coming up statewide and hopefully by spring of 2023 to have some major improvements.

The combined on-time performance average for September and October 2022

New Castle County Fixed Route was 72%

New Castle County Contract Services was

Kent County Fixed Route was 81%

Sussex County Contract Services was 80%

Septa was (No data)

Resorts was (No data)

Paratransit Trip Prioritization- John Sisson, CEO

There is a shortage of operators that has caused a strain on our paratransit service. There is a 24% shortage of operators in New Castle County. Paratransit operators are tired and exhausted creating bad service. At some point it will impact what we are legally have to do according to Americans with Disability Act (ADA). More demand less resources equals bad service. The DTC team is trying to look for ways to remedy these issues by offering \$3000 bonus for individuals with CDL's and \$2000 without CDL's. DTC has contacted Motive Care to inform them we will no longer be able to do

OnDemand trips, offer free fixed route to paratransit customers and we will be monitoring how these efforts are working. We will also, be reaching out to agencies such as Modern Maturity Center to do trips again. We will be doing trip negotiations and if the customer has Medicaid, we will ask them to contact Motive Care for their trip. DTC also, has the new DART Text App that customers may use so they want be on long phone holds trying to schedule or cancel a trip. DTC plans to mail post cards out to all CDL holders in the state and on December 3, 2022, we will be having a conditional hiring fair.

Updates from DTC:

- Lori Yeager, Paratransit Support Services Manager
The new DART Text App is now available.
- Steve Ottinger, Planning

Upcoming service change coming May 5, 2023. Public Hearings will start in February 2023. Any comments about fixed route please reach out to DTC so we can have a complete picture of what services is needed.

Open Forum

Adjourn