

## ELDERLY AND DISABLED TRANSIT ADVISORY COMMITTEE (EDTAC)

Committee Meeting Minutes  
Via Teams & Teleconference  
Wednesday, May 10, 2023  
1:00 - 3:00pm

The Elderly and Disable Transit Advisory Committee (EDTAC) met Wednesday, May 10, 2023, at 1:00pm via Teams and Teleconference.

In attendance:

**EDTAC MEMBERS:**  
Blake Roberts, Chair

**DTC Representatives:**

Wayne Myers, Chief Transportation Supervisor  
Lynette Shannon, Reservations Supervisor  
Belinda Strickland, Civil Rights Specialist  
Courtney DeVane, Deputy Chief Operating Officer  
Joseph Zimmaro, Eligibility Supervisor  
Steve Ottinger, Planning  
Albert Loyola, Deputy Chief Customer Experience Officer

**Guest:**

Emily VanVlack  
Joann Kingsly  
Dwayne Benson

**Members Absent:**

Catrina Gosine  
Kathleen McCool  
Jim Shiber

**Call to Order**

Blake Roberts, Chair, called meeting to order. March 8, 2023, meeting minutes were not able to be approved because there was not a quorum.

**Round Table Introductions**

Introductions by committee member, guest, and Belinda Strickland, Civil Rights Specialist did roll call for DART staff attendees.

**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 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

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

**On Time Performance- Wayne Meyers, Chief Transportation Supervisor**

The combined on-time performance average for March 23 and April 23 **73%**

New Castle County Fixed Route was **73%**

New Castle County Contract Services **85%**

Kent County Fixed Route was **85%**

Sussex County Contract Services was **81%**

Septa was **65%**

Service and schedule changes are complete and run picks will take place on May 21, 2023.

**Updates from DTC:**

- Albert Loyola, Deputy Chief Customer Experience

DART Reimagine is a 1 year long study of the current services statewide. The initial survey is complete. The next step is to get public comments for feedback from customers. A full report will be ready by the fall for service recommendations. Over 2,000 people responded to the survey statewide. DART will have a table at the state fair and will hopefully be able to get more feedback from stake holders.

Beach bus season starts May 21, 2023.

**Open Forum**

**Adjourn**