

# ELDERLY AND DISABLED TRANSIT ADVISORY COMMITTEE (EDTAC)

Committee Meeting Minutes  
Via Teams & Teleconference  
Wednesday, November 8, 2023  
1:00 - 3:00pm

The Elderly and Disable Transit Advisory Committee (EDTAC) met Wednesday, November 8, 2023, at 1:00pm via Teams and Teleconference.

In attendance:

**EDTAC MEMBERS:**  
Blake Roberts, Chair  
Jim Shiber  
Kathleen McCool

**DTC Representatives:**

Belinda Strickland, Civil Rights Specialist  
Lynette Shannon, Reservations Supervisor  
Margaret Webb, Paratransit Director  
Lori Yeager, Paratransit Support Manager  
Tremica Cherry Walls, Planner  
Paul Kulesza, Fixed Route Director  
Shannon Lugo, Civil Rights Specialist  
Lorachel Baldwin, HR Specialist

**Guest:**

Lori, Weston Adult Day Care  
Vickie Shelton, Weston Adult Day Care  
Laura Waterland, CLASI

**Members Absent:**

Catrina Gosine

**Call to Order**

Blake Roberts, Chair, called meeting to order and mentioned Belinda Strickland will be retiring on January 31, 2024. March, May, and July meeting minutes were approved.

**Round Table Introductions**

Introductions by committee member and DTC staff.

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

Trip counts and On Time Performance statewide through FY 24: July, August, September, and October 2023.

July 2023 – statewide trip count 63,110

NCC– 34,507 79% on time KC– 13,273 84% on time SC– 15,330 85% on time

August 2023- statewide trip count 72,462

NCC- 39,954 69% on time KC- 15,001 85% on time SC- 17,507 85% on time

September 2023- statewide trip count 69,754

NCC- 38,631 64% on time KC- 15,401 84% on time SC- 15,722 86% on time

October 2023- statewide trip count 74,308

NCC- 41,429 64% on time KC- 16,607 84% on time SC- 16,872 82% on time

**Note:** NCC is still substantially understaffed. KC is almost fully staffed, and SC is fully staffed. The OTP percentages reflect the staffing shortages. Trip counts have increased over this time last year. July increased 8%, August increased 10%, September increased 6% and October increased 15%.

**On Time Performance- Paul Kulesza, Fixed Route Director**

**New Castle County Fixed Route**

August 69%

September 68%

October 68%

**Kent County Fixed Route**

August 85%

September 84%

October 84%

Allotted 255 Operators and currently staffed 220 operators.

### **Updates from DTC:**

- Lori Yeager, Paratransit Support Services Manager

In August the Eligibility Department started Virgil Interviews and it is going well. It is saving on the paratransit trips statewide. Also, to help with On time performance the Reservationist are asking customers to schedule trips for an additional half hour to help get them to their appointments on time. Also, asking customers to try to schedule shopping or leisure trips (mall, hair appointments, movies etc..) during non-peak hours.

**Open Forum**

**Adjourn**