

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, January 11, 2017

1:00 – 3:00 pm

The Elderly and Disabled Transit Advisory Committee (EDTAC) met Wednesday, January 11, 2017 at 1:00 pm via video conferencing from DART First State offices in Dover and Wilmington.

In attendance:

**EDTAC Members**

Addie Pack, Chair

Brian Eng

Melissa Martin, Vice Chair

Blake Roberts

Bruce Fisher

Darlene Cole, DVI

Ken Moore, CHEER

Kathleen McCool

**DTC Representatives**

Belinda Strickland, ADA Compliance Specialist

John Sisson, CEO

Marcella Brainard, Chief Manager Mobility

Corey Burris, Customer Service Manager

Margaret Webb, Paratransit Manager

Carmela Tate, Paratransit Support Services

Charlie Moulds, FR Transportation Manager

Steve Ottinger, Planning

Jeff Gropp, Deputy Chief Operating Officer

**Guest:**

Debbie Dunlap (advocate) via phone

**Members Absent**

Mary Greer

Carol Barnett, DSAAPD

**Call to Order**

**Round Table Introductions**

Minutes from November 2016 were approved with the change of co-chair to Vice Chair

**Update from CEO:**

John Sisson, CEO gave the following updates:

- Major changes to Kent Co. Fixed Route. Streamline Route 216, New Routes 302 and 119. Route 106 streamlined connecting with DAFB and will eventually try to make more connections with Walmart Distribution Center and Smyrna Rest. Rolled out real time information on fixed route the app can be downloaded on Apple and Google to check when your bus is coming. DTC still works to improve data.

- Paratransit: Testing calling customers 10 minutes before their bus arrives. Still have some ongoing issues. DTC will be looking into testing and updating IVR with new technology. Improve fare media, try to integrate with Septa. Paying fare through app on phone, have paratransit customers be able to use fixed route for free and have data collected to see how often individuals travel using fixed route verses paratransit. Therefore, making the need for paratransit less allowing customers better access to fixed route.
- Opening of the Lewis Hub May 6, 2017, Newark Train Station opening in the spring and looking for a location for the Claymont train station.
- Easter Seals and Cheer two of the agencies who assist transporting some of DTC's paratransit customers. Hoping to add more agencies.
- Plans to increase more service at the resort and add a maintenance facility. Delivering a better job in customer service, looking to bring in a consultant.
- DTC was able to provide service during the holidays December 26, 2016 and January 2, 2017 and did our best to ensure customers go to and from their destinations during the recent snow storm. Difficult getting to customers whose rode or driveways have not been plowed. May need to reach out to other agencies such as DHSS to see how customers can get transportation especially dialysis customers when there is snow and Operators are not able to get to them. Ken Moore, Cheer mentioned maybe check with Dept. of Corrections.
- DTC now since out information through the Delaware Notification System. Trying to get away from the old Rider Alert. Individuals will receive text or email regarding any cancellations, detours or suspension of service. The system works really well and you can customize what information you receive.

**Paratransit Operation discussion from Paratransit Director Margaret Webb:**

- In order to give accurate information regarding long trips will need detailed information in order to investigate. Some of the problems that could cause longer travel times are issues with staffing which may include Operator call offs, vacations, vacancies and retirements.
- On Time Performance for ADA customers in December 2016 Kent Co. 90-92% pickup and drop off. New Castle Co. 79 ½ %. Non-ADA Kent Co. December 92% New Castle Co. 79 ½ % and Sussex Co. 88%. Overall all three counties 86%. 92-93% is where we would like to see it.
- New Castle has 6 vacancies and Kent Co. all vacancies are filled
- Complaints and Issues need to go to Customer Relations and may also be submitted through DTC's Face Book or website. The more information that is provided the better it will be to address the compliant.

## **DTC Updates:**

### Eligibility and Reservations/Carmela Tate

- There are about 365 customers who have not responded in 2016 to the recertification mailings and many have subscription trips therefore they are still using the service. Carmela will bring Eligibility data to the next meeting.
- Reservation had 4hour Customer Service Training

### Planning/Steve Ottinger

- Working on May service change
- Checking ridership numbers and areas of concern
- Public Hearings

Chair, Addie pack asked that if there was anything they wanted to have addressed at the meetings please contact Melissa Martin, Vice Chair or Belinda Strickland, ADA Compliance Specialist.

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Next Meeting:

Wednesday, March 22, 2017

1:00-3:00