

## ELDERLY AND DISABLED TRANSIT ADVISORY COMMITTEE (EDTAC)

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

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

In attendance:

**EDTAC MEMBERS:**

Blake Roberts, Chair  
Kathleen McCool  
Jim Shiber

**DTC Representatives:**

Wayne Myers, Chief Transportation Supervisor  
Lynette Shannon, Reservations Supervisor  
Belinda Strickland, Civil Rights Specialist  
Paul Curran, Application Administrator  
Rhonda Perry, Sr. Performance Manager  
Shannon Lugo, Civil Rights Specialist  
Joseph Zimmaro, Eligibility Supervisor  
Steve Ottinger, Planning  
Albert Loyola, Deputy Chief Customer Experience Officer

**Guest:**

Khalil Abdul-Majid  
June Hunter  
Lloyd Schmitz

**Members Absent:**

Catrina Gosine

**Call to Order**

Blake Roberts, Chair, called meeting to order. November 10, 2022, meeting minutes were approved by the committee. Blake also mentioned the committee was accepting new members and anyone that would like to join should send a letter of interest to Belinda Strickland. This information is also on DTC's website.

**Round Table Introductions**

Introductions by committee members, guest, and DART staff.

### **DTC Validator Overview- Paul Curran, Application Administrator**

Validators are currently being used on DTC Fixed Route buses for payment on the rider's smart phone. The validators are currently being placed on DTC's paratransit fleet.

### **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

DTC had a hiring event in Wilmington in December that resulted in 19 new Paratransit operators.

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

The combined on-time performance average for November 22 and February 23 **75%**

New Castle County Fixed Route was 73%

New Castle County Contract Services no data

Kent County Fixed Route was 82%

Sussex County Contract Services was 70%

Septa was (No data)

Resorts was (No data)

DTC had public hearings and adjusted the schedules to help with OTP. The service change starts May 21, 2023.

### **Updates from DTC:**

- Steve Ottinger, Planning

Upcoming service change coming May 21, 2023, all public comments are being reviewed from the Public Hearings DTC had on February 14, 15 and 16, 2023. Once reviewed and approved the service changes will be placed online.

**Open Forum**

**Adjourn**