

ELDERLY AND DISABLED TRANSIT ADVISORY COMMITTEE (EDTAC)

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

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

In attendance:

EDTAC MEMBERS:

Blake Roberts, Chair
Kathleen McCool
Cindy Garcia
Jim Shiber
Ken Moore

DTC Representatives:

Lori Yeager, Paratransit Support Services Manager
Lynette Shannon, Reservations Supervisor
Belinda Strickland, Civil Rights Specialist
Margaret Webb, Paratransit Director
Sheryl Crump, Customer Service
Shannon Lugo, Civil Rights Specialist
John Sisson, CEO
Paul Kulesza, Fixed Route Director
Steve Ottinger, Planning

Guest:

Arte Mays

Members Absent:

Catrina Gosine

Call to Order

Blake Roberts, Chair, called meeting to order. July, September, and November 2021 meeting minutes were approved.

Round Table Introductions

DTC Updates- John Sisson, CEO

DTC's Fixed Route service will begin its spring service change on March 20, 2022, with some changes to running time adjustments. Details can also be found on DTC's website. There are some new technologies we are currently looking into. Connecticut is currently running a pilot program with an app called, Aira that connects passengers who are blind or have low vision with a live personal agent who describes their surroundings for them. We are also, looking at another service called Navilens where customers can download the app that relies on barcode that gives information to show where things are located.

With Transit Reimagined DTC is looking at an RFP to bring in a consultant to help advise DTC how to serve the customers efficiently throughout the state. The focus will also, be on the disadvantage communities. We want customers and stake holders to work with us.

The governor has lifted the mask mandate however, TSA mandate is still in affect until at least March of 2022.

Mask Exemption Overview- Lori Yeager, Paratransit Support Services Manager

There is a Standard Operating Procedure (SOP) in place that will allow customers to submit medical documentation to explain why they need to be exempt from wearing a mask or face covering. The Eligibility Supervisor, Paratransit Support Services Manager and OCR Civil Rights Specialist will review information and make the determination. To date there are only 6 customers who have requested to be exempt.

On Time Performance- Margaret Webb, Paratransit Director Paratransit

Trip counts and On Time Performance statewide through FY 22 through January 2022

July 2021- statewide trip count 48,690

NCC- 25,380 88% on time KC- 10,571 91.6% on time SC-12,739- 88.9% on time

August 2021- statewide trip count 51,6600

NCC- 27,309 88% on time KC- 11,170 93.2% on time SC- 13, 311- 88.3% on time

September 2021- statewide trip count 55,692

NCC- 30,409 87% on time KC- 11,988 89% on time SC- 13, 295 81% on time

October 2021- statewide trip count 57,638

NCC- 32,020 86% on time KC- 12, 231 90% on time SC- 13,387 84% on time

November 2021- statewide trip count 54,762

NCC- 30,211 86% on time KC- 11,697 90% on time SC- 12,854 85% on time

December 2021- statewide trip count 54,970

NCC- 30,303 87% on time KC- 11,777 90% on time SC- 12,890 76% on time

January 2022- statewide trip count 45,429

NCC- 88% on time KC- 91% on time SC- 86% on time

Weather in January caused numbers to go down and effect the on-time performance. There is still an issue with staffing and operations is working with Employment Services to hire more operators.

On Time Performance- Paul Kulesza, Fixed Route Director

The combined on-time performance average for **January 2022 FY 2022 was 76%**

New Castle County Fixed Route was **74%**

New Castle County Contract Services was **93%**

Kent County Fixed Route was **85%**

Sussex County Contract Services was **64%**

Septa was **61%**

Resorts was **85%**

March 2022 spring service change begins. This should help to improve on-time performance. Out of 30 to 35 runs the percentages did go up from December 2021 to date 75% OTP from 68% however, ridership is still low. Kent County ridership was low last month at 40% which could have been due to the weather.

Updates from DTC:

- Steve Ottinger, Planning

There was a request from a customer that uses an electric wheelchair. The customer had a concern about his chair running low on charge. DTC has installed a power port charger at the Hub in Wilmington and Lewis. More information will be fourth coming regarding the chargers and other places they can be placed.

- Marcella Brainard, Chief Manager Mobility

Applications for FY22 5310 funding were due on Friday, February 4, 2022. A total of 8 agencies applied with the following requests:

- 9 - 16 Passenger Buses (2 Propane)
- 3 - 11 Passenger Vans

Applications will be reviewed, evaluated and the agency list will be forwarded to the CEO and Secretary for approval.

Open Forum

Adjourn