

**ELDERLY AND DISABLED TRANSIT ADVISORY COMMITTEE  
(EDTAC)**

**Committee Meeting Minutes  
Via Teams & Teleconference  
Wednesday, July 10, 2024  
1:00 - 3:00 pm**

The Elderly and Disable Transit Advisory Committee (EDTAC) met Wednesday, July 10, 2024, at 1:00 pm via Teams and Teleconference.

**In attendance:**

**EDTAC Members:**

Blake Roberts, Chair  
Laura Waterland  
James Shiber  
Kathleen McCool

**Guest:**

Emily Van Vlack  
Rolph Lewis

**DTC Representatives:**

John Sission, Chief Executive Officer  
Lynette Shannon, Reservation Supervisor  
Margaret Webb, Paratransit Director  
Paul Kulesza, Fixed Route Director  
Shannon Lugo, Civil Rights Specialist  
Lorachel Baldwin, Civil Rights Specialist

**Members Absent:**

Catrina Gosine

**Call to Order**

Blake Roberts, Chair called meeting to order. May 8, 2024, meeting minutes were approved by the committee.

**Round Table Introductions**

Introductions by committee members and DTC's staff.

**DTC Updates:**

John Sisson, Chief Executive Officer

DART Fleets will transition to a fully DART Pass system, phasing out traditional tickets and implementing direct billing for users without the mobile app.

DTC anticipates the arrival of eight cutaway buses in late fall for use in New Castle County. Additionally, four 29-foot diesel buses are scheduled for Sussex County in February 2025. DTC will also receive eight hydrogen fuel cell buses for New Castle County in 2026, along with two additional battery electric buses for Sussex County in FY26.

DTC is proud to celebrate Paratransit Services in Delaware.

**Paratransit On-Time Performance:**

Margaret Webb, Paratransit Director Paratransit (Data sent via email)

January 2024: Statewide trip count 66,096

NCC: 35,725 - 71% on-time

KC: 14,551 - 88% on-time

SC: 15,820 - 87% on-time

February 2024: Statewide trip count 69,533

NCC: 38,327 - 68% on-time

KC: 15,186 - 82% on-time

SC: 16,020 - 84% on-time

March 2024: Statewide trip count 71,342

NCC: 39,626 - 67% on-time

KC: 15,340 - 77% on-time

SC: 16,376 - 80% on time

April 2024: Statewide trip count 73,927

NCC: 41,322 - 61% on-time

KC: 15,447 - 78% on-time

SC: 17,158 - 82% on-time

May 2024: Statewide trip count 75,231

NCC: 41,729 - 59% on-time  
KC: 16,199 - 79% on-time  
SC: 17,303 - 79% on-time

June 2024: Statewide trip count 63,423  
NCC: 35,869 - 66% on-time  
KC: 12,522 - 83% on-time  
SC: 15,032 - 77% on-time

In 2025, DTC will have our new software implemented. Transitioning from Trapeze to our new Queue Ride software. We expect this new technology to greatly enhance our on-time performance.

The Queue Ride system includes a shuffle trip feature designed to manage same-day cancellations, which will help address issues related to operators facing excessive downtime or delays. Overall, the new software aims to optimize our daily operations by redistributing trips more effectively.

### **Fixed Route On Time Performance:**

Paul Kulesza, Fixed Route Director

#### **New Castle County Fixed Route**

May: 64%  
June: 65%

- Route 5 OTP has decreased by approximately 16% since the service change.
- Route 13 OTP has decreased by approximately 17% since the service change.
- Route 44 OTP has decreased by approximately 14% since the service change.
- Route 54 OTP has decreased by approximately 14% since the service change.
- Route 61 OTP has decreased by approximately 11% since the service change.

## **Kent County Fixed Route**

May: 80%

June: 80%

- Route 104 OTP has decreased by approximately 9% since the service change.
- Route 105 OTP has decreased by approximately 9% since the service change.
- Route 108 OTP has decreased by approximately 9% since the service change.
- Route 112 OTP has decreased by approximately 10% since the service change.

## **Sussex County Fixed Route**

May: 60%

June: 64%

- Route 206 OTP has decreased by 10% approximately since the service change.

## **Adjourn**