

ELDERLY AND DISABLED TRANSIT ADVISORY COMMITTEE (EDTAC)
Committee Meeting Minutes
Via Teams & Teleconference
Wednesday, November 12, 2025
1:00 - 3:00 pm

The Elderly and Disabled Transit Advisory Committee (EDTAC) met Wednesday, November 12, 2025, at 1:00 pm via Teams and Teleconference.

In attendance:

EDTAC Members:

- Blake Roberts, Chair
- Emily Van Vlack
- James Shiber
- Joseph Aukward (Joe)

Members Absent:

- Lewis Rolph (Ken)

Guest:

DTC Representatives:

- Margaret Webb, Paratransit Director
- Shannon Lugo, Civil Rights Specialist
- Lorachel Baldwin, Civil Rights Specialist
- Lori Yeager, Paratransit Support Services Manager
- Paul Kulesza, Fixed Route Director
- Tremica Cherry-Wall, Planning and Development Manager
- Albert Loyola, Chief Customer Experience Officer

Call to Order

- Blake Roberts called the meeting to order.
- Blake informed attendees that Kathleen McCool has stepped down from her role as Co-Chair.

Round Table Introductions

Introductions by committee members, guests and DTC's staff.

Approval of Minutes

- The committee approved the minutes of the August 13, 2025, EDTAC meeting.

Prospective EDTAC Member Q&A and Vote

- The Q&A with the prospective member was postponed to the next EDTAC meeting.

Nomination and Election of EDTAC Chair

- Blake Roberts nominated himself for Chair.
- Vote: All in favor.
- Blake Roberts was elected EDTAC Chair.

Nomination and Election of EDTAC Co-Chair

- Emily Van Vlack nominated herself for Co-Chair.
- Vote: All in favor.
- Emily Van Vlack was elected EDTAC Co-Chair.

Paratransit On-Time Performance (OTP):

- Margaret Webb shared that DTC is now expanding into Sussex County with the QRYde system and is conducting training for schedulers on the new platform.
- Paratransit is currently fully staffed.
- Margaret shared the following information regarding DTC's Paratransit on-time performance:
 - **August 2025**
 - Statewide trip count: 68,296
 - New Castle County: 39,240 trips, 65 percent on-time performance
 - Kent County: 12,497 trips, 84 percent on-time performance
 - Sussex County: 16,559 trips
 - DTC on-time performance: 80 percent
 - Transdev on-time performance: 72 percent
 - **September 2025 (QRYDE – 9/23 – 9/30)**
 - Statewide trip count: 73,331
 - New Castle County: 41,594 trips, 59 percent on-time performance
 - Kent County: 14,699 trips
 - Trapeze on-time performance: 76 percent
 - QRYde on-time performance: 81 percent
 - Sussex County: 17,038 trips
 - DTC on-time performance: 78 percent
 - Transdev on-time performance: 71 percent
 - **October 2025**
 - Statewide trip count: 75,592
 - New Castle County: 45,079 trips, 57 percent on-time performance
 - Kent County: 12,015 trips, 84 percent on-time performance
 - Sussex County: 18,386 trips
 - DTC on-time performance: 76 percent
 - Transdev on-time performance: 68 percent

Fixed Route On-Time Performance (OTP):

- **Fixed Route Performance – November FY25**
 - **New Castle County:** 64% on time, 10% early, 27% late.

- **Kent County:** Strong performance with 79% on time, 7% early, 14% late.
- **Sussex County:** 70% on time, 2% early, 28% late.
- **Resort:** 80% on time, 2% early, 18% late.
- **InterCounty:** Lowest on-time rate at 55%, 6% early, 39% late.

Overall System Performance: 69% on time, 6% early, 25% late.

SEPTA Comparison: 76% on time, 4% early, 20% late.

Discussion:

- **Control Center Challenges**

- Joe Inquired about ongoing challenges with control center interactions with Paratransit Specialist.
- Margaret states that interactions remain difficult; the 17-person operations team has been operating with 12 staff.
- Staff scheduling remains difficult; for example, even with 4 people scheduled, unexpected callouts can create staffing gaps.
- Control Center is hiring five new supervisors, with offers sent and training in progress to enhance operations.

- **Public Awareness & Training**

- Emily raised question regarding lack of public awareness of Paratransit procedures.
- Lori Yeager noted that if training is requested, the Eligibility team will provide it.
- Safety concerns were expressed regarding customers having to wait outside.
 - Question raised whether DART will proactively address this.

Updates from DTC:

- **Reservations & AI Implementation:**

- AI for reservations will launch in 2 weeks to reduce long call queues.
 - Reservations queue is currently too long; AI implementation expected to improve response times.
- Customers will still be able to call in and book via Reservations.
- Information on navigating the new AI system will be communicated through:
 - Website
 - Email
 - Phone

**Open Forum:
Adjourn**