Elderly and Disabled Transit Advisory Committee

**Wednesday, November 11, 2015**

**1:00 PM – 3:00 PM**

Via Video-Conferencing from

DART First State Offices

119 Lower Beech St. – Wilmington

and

900 Public Safety Blvd. – Dover

**A G E N D A**

* Call to Order
* Round Table Introductions
* Approval of September 9, 2015 Minutes
* Comments by John Sisson, DTC CEO
* Customer Service Presentation – Corey Burris/Customer Service Dept.
* How New Routes/Stops are Determined – Cathy Smith/Planning Dept.
* Improvement in Reservations – Carmela Tate/Operations Dept.
* Ghost Rider Program – Kathy Wilson/Operations Dept.
* Other Business
  + January 13, 2016 Meeting (Addie Pack)
* Open Forum
* Adjourn

Open Forum is an opportunity to express concerns about the system in general. If you have specific individual concerns, DTC staff will be present immediately following the meeting to discuss with you.