

Millman, Bonnie (DeIDOT)

From: ERIC COLLINS [REDACTED]
Sent: Saturday, August 10, 2013 5:40 PM
To: McNeal, John (DeIDOT)
Subject: Transition Program Notice

John,

Great job Monday evening. My wife and I left feeling like there is a place we could voice our ideas and concerns. The projects you are working on are on point. We will be keeping our eyes and ears open as to add to the process.

Thank you for the invite.

Eric Collins
[REDACTED]

Millman, Bonnie (DeIDOT)

From: Sherry [REDACTED]
Sent: Friday, August 09, 2013 6:29 AM
To: DOT, ADARquest (MailBox Resources)
Subject: ada comment

Sir,

I think it is really great that you are looking at how to make access better for people with disabilities. I do feel that a bigger point is being missed as you look at compliance with the ADA. I heard in the video that you are working with the disabilities council and ADA so maybe this is more for them than the issue of compliance with access. As we continue to take in more and more people into the system there is a HUGE downside that needs to be addressed. It is the issue of comparable service to a fixed route run. Mainly I am talking about the issue of how long it takes for Paratransit to pick up clients or to get them home? The time is getting longer and longer. Dart can't handle what they have right now and you are talking about the deluge of people that are going to flow into the system. These are not my words but came straight out of a meeting I had at Dart at a request from Senator Karen Peterson.

My daughter rides Paratransit and I have to say everyday I put her on the bus I have to wonder how long will she be a captive until the Bus arrives at its destination. The same for the trip home which varies but could take up to an hour and half or more to go Ten miles. This problem is NOT new. My wife drove for Paratransit 20 years ago and the same issues were present then as now. How do you schedule 4 stops at 9:00 am for example at 4 different geographic locations that spread from Newark to Wilmington and expect the bus to be on time. This is the system that exists. That has been verified by others I know that drive for Paratransit. The system is broken. There is no real time GPS tracking on the buses so many times nobody knows where the bus is until the driver calls in.

This is not comparable service. This is NOT in compliance with the ADA. Please dont keep looking at how to get people on the bus with better access until you can ensure that you can get people to where they want to go and back home in the COMPARABLE time. At the meeting I attended I was told they are working on these issues. That is great if the service improves but there also have to be checks and balances to ensure compliance.

When was the last time a study was done and posted for the public to show on time delivery?

Every agency that my daughter has been involved with complains about the lateness affecting programming. There have been articles in the News journal about this and nothing changes. Maybe the ADA needs to look harder into this. At the same time the DOT needs to step up to the plate as well.

Millman, Bonnie (DeLDOT)

From: Kathy McCool [REDACTED]
Sent: Wednesday, July 31, 2013 1:44 PM
To: dot.adarequest@state.de.us.
Subject: public comment

Just wanted to introduce myself. My name is Kathleen McCool and I was past chair for the EDTAC committee (ELDERLY AND DISABLED TRANSIT ADVISORY COUNCIL) at present I am still a active member of this council. I am also a member of the State Council for Person's with Disabilities. Further I am retired from Bank Of America. I just wanted to make a few comments and concerns that I had regarding about the existing conditions within the different divisions of DELDOT.

1. when it comes to Pedestrian facilities. It is my hope that any new or existing walk way or bike trail be probably monitored for any impediment for a persons that are blind or mobility challenged. As a given example I live off of Silverside road here in Wilmington. There is a bike path and a new side walk that was put in with ramped curbs, but When the new side walk was put in they put big lamp post in right in the middle of the side walk making it impossible for any one who uses a wheelchair or who is blind to navigate to a fixed rout bus. It can not be done. I am hoping that your ADA coordinator in the future educates the staff who would be over seeing such projects. it would also be good if some education could be come across the broad about title II of the ADA and what it means to person with a disabilities to DELDOT staff.

Further on another note, persons who are blind or vision impaired trying to cross the street should have access to chirping light signals letting them know by sound that's it safe to cross a highway. Also there should be longer times for light signals so persons have enough time to cross a street particularly a four lane highway safely.

Now in regards to rest areas buildings. All handicapped stalls should not be blocked off with cleaning supplies or any other things that would block access to using the bathrooms. On occasions I have been in Delaware rest areas where I could not use the stall because of cleaning supplies blocking the door of the stall. Again oversight of such things should be monitored on a weekly basis. and education for the staff need to be done on title II of the ADA.

One more item I would like to bring up and that is on the subject of designed standards. When it comes to the handicapped stalls designed they need to be bigger because now a days power wheelchairs are bigger and they need more space to turn around in. Even though the stall is bigger doesn't mean you can swing out ones foot rest because the toilet is in the way of swinging the foot rest on the wheelchair. in some cases a family bathroom is best if it can be done.

Thank you for your time,

McNeal, John (DelDOT)

From: JM_UCANDO [REDACTED]
Sent: Tuesday, July 30, 2013 9:38 AM
To: DOT, ADARquest (MailBox Resources)
Cc: Lloyd Schmitz
Subject: SELF ASSESSMENT AND TRANSITION PLAN

John McNeal
ADA Title11 Coordinator
DEL DOT ADA Compliance
State of Delaware

John,

Thank you for a clear, concise presentation of Delaware Department of Transportation ADA self Assessment and Transition Plan in Georgetown on 7/29/13.

You , your staff and all who contributed in putting it together are to be commended.

In the Audience, however , there was only one State Representative and few , if any citizens (Sussex County) with-out Disabilities , interested in hearing / knowing how it also was relative to improving their Accessibility.

Again, as an advocate for the disabled, let me ask you to Communicate to all Citizens of Delaware on a regular basis, what is happening in all phases of the Plan. Let us know Why , Why Not , How Much (###) as it really is and not was is only reported by News Media.

Best Wishes,

Jim Miller

[REDACTED]

McNeal, John (DeIDOT)

From: Cynthia Campbell [REDACTED]
Sent: Monday, July 29, 2013 5:27 PM
To: DOT, ADARrequest (MailBox Resources)
Subject: DART Paratransit Service

Dear Folks,

Thank you for taking the time to ask consumers how they feel about your services. We have not yet tried your fixed route service, but our 20 year old daughter Rose has qualified for ParaTransit service. She has used the ParaTransit from school during Spring 2013 to home(a distance of about 1 mile) approx. 4 times, to get used to taking it. She has also used it to go from home in Lewes to the Autism Delaware offices in Milton and to ride home from a location in Rehoboth Beach. The bus is often late, which has caused a lot of anxiety. My understanding is that DeIDOT considers the bus to be on time if it is within 2 hours of the requested time. This is unacceptable, especially for individuals who are employed.

Our daughter will graduate from Cape Henlopen High School in Lewes in June 2014. She expects to be employed and will need to arrive at work on time. She will also need to use DART ParaTransit for transportation to recreational activities from time to time. If she often arrives late to work, she may be fired. I know some folks with disabilities who have been late to work so often, that they have been fired. We want our adults with disabilities to work in the community at competitive jobs, but they need to be on time just like any other employee. We don't expect sympathy from employers, when they are looking for employees to get the work done. Inefficient DART services further handicap folks with disabilities who want to be contributing employees and citizens in their communities. It is difficult to understand how a standing appointment for pick-up at the same time every day, cannot be on time with rare exceptions. Transportation is a huge need, not only for people with intellectual and other disabilities, but also for the aging population in our area. Village to Village Lewes, which expects to start serving senior citizens at the end of 2013 has reported that the biggest demand for services is for reliable transit.

I'd like to offer a few suggestions which you may have considered, but which seem reasonable to me. First, folks with intellectual disabilities don't need ParaTransit vans, which folks with physical disabilities require. It might be possible to serve this population with less expensive vehicles or contract with local taxi companies to transport folks with IDs. It would be worth investigating the total cost to the state of providing taxi service relative to ParaTransit service.

Second, I have read about a new GPS system for buses in Ocean City, Maryland. With a smart phone, consumers can determine how long it will be until their bus arrives. This seems like an excellent service to the consumer, but also a great way for schedulers to know where various vehicles are at any given time. This would allow for more flexibility in scheduling and possibly reduce the amount of lead time required for consumers to schedule trips. I have rarely seen a ParaTransit Van with more than one rider and this seems like a waste, when at least some trips could be coordinated.

Thank you for considering my concerns and suggestions. And feel free to contact me if I may be of any further assistance.

Very truly yours,

Cynthia Gratz Campbell

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Cynthia Gratz Campbell

McNeal, John (DeIDOT)

m: Dorian Kleinstuber [REDACTED]
Sent: Monday, July 29, 2013 10:07 AM
To: DOT, ADARrequest (MailBox Resources)
Cc: Dorian Kleinstuber [REDACTED]
Subject: DART Paratransit Service Meeting - 7/29

I am the mother of a 20-year-old son who is on the autism spectrum and was recently accepted as a DART Paratransit user in Sussex County. I am unable to attend the meeting tonight in Georgetown but would like to offer a few thoughts on Mark's behalf.

Mark has only used the system a handful of times (6 or 7) as he is still in the school system and currently obtains most transportation to his job sites through the school bus system. While his current DART experience is limited, this will be changing very soon as he is aging out of the Delaware Autism Program and will soon be "on his own." Mark will be relying on the DART Paratransit system to get to and from his jobsites; this service is critical to his livelihood and ability to become a productive member of society. He does not drive, and both his father and I work making it difficult (if not impossible) for us to provide transportation at the times he will need it.

Mark has only ridden on the DART bus 6 or 7 days, including 4 round trips. However, we did have one incident when the bus never arrived to pick him up. We waited for 15 minutes past the designated ½ hour window before calling the DART office. At that time we were told that the pick-up had been cancelled; however, we did not cancel it and there was nothing in DART's computer system to indicate how or why it happened. We also never received a phone call to put us on notice that we'd need to find alternative transportation. This was disheartening, especially since it was the 2nd or 3rd time Mark would have ridden the bus. This made him upset and apprehensive about riding the bus again. That being said, on all other occasions, the DART bus arrived within the stated ½ hour window on all trips with no issues. Mark has also told me that the bus drivers have been courteous. That provides us, as parents, a level of comfort and is an important factor when entrusting a disabled person in the hands of someone other than family and friends. We are thankful for that and appreciate their kindness.

Mark also experienced one ride home from a jobsite that took over 2 hours. We realize that times will vary based on the ride times, traffic and number of people on the bus that particular day, but 2 hours seemed like a long time for a ride that would normally take about 35-40 minutes. Again, the driver was courteous and even gave Mark updates on where they were in ride so he could call and let us know to expect him home. This helped to decrease his stress level.

Despite a few glitches, we believe DART will provide a necessary service that Mark would not otherwise have. We know there are often "hiccups" in learning the system and trust we will work them out. The main point of my email is let you know that we value Mark's opportunity to use the DART Paratransit system. The State is providing a critical service to people who may not otherwise have any way to get to their jobs or the community, in general; this is a service that permits many people to integrate into society. We are thankful that the State cares enough to help this segment of the population help themselves.

Dorian Rowe Kleinstuber
[REDACTED]

McNeal, John (DeIDOT)

m: Debbie Morrison [REDACTED]
Sent: Friday, July 26, 2013 2:02 PM
To: DOT, ADARrequest (MailBox Resources)
Subject: DART Hearing comments

My son and I unfortunately will be unable to attend the hearing scheduled for Monday night, but would like to submit our input:

Over the past seven years my son, Timothy, has been utilizing the Paratransit system. The first 3 years were exceptional however over the past 4 years we have experienced a decline in the system. The breakdown in the system is causing my son anxiety. His pleas for me to take him to and from work in lieu of using the system have heightened. I myself have to work and cannot accommodate his request. As a result you are receiving this letter with our observations, concerns and suggestions. The following is a list of the 5 top reasons that have prompted this letter and caused discontent with Timothy and me.

1. Timothy gets very upset when he is late for work as all employees are expected to be on time. Some morning's transit times have caused him to be in excess of over a half an hour late. This on many occasions has jeopardized his compensation, creating yet another hardship.
2. Several times Timothy has been picked up well over 45 minutes of his scheduled pick up time from work. This has resulted in transit times home that have been in excess of 90 minutes. The unexpected travel times have become the norm rather than the exception.
3. Rules set forth by DART state that calls are to be made after the allotted 30 minute status check. Due to the previous 2 reason we have had to make several of these calls. These calls have been met with extreme attitude leading to a request to speak with a supervisor who refuses to relinquish their name.
4. The scheduling call line wait times as well as check in are very long

5. System lacks notification alerts to riders with regards to service delays. This alone would give riders the option to make other arrangements, get out of the elements if needed, use facilities or dine.

Upon speaking with several other patrons and sharing frustrations, Timothy and I do not stand alone on these issues. These frustrations range from extended arrival and departure times at doctor offices to the disabled waiting at stops for extended periods of time after shopping.

As part of this self-assessment I am asking that you take a look at the scheduling of the Paratransit system and look for ways to alleviate some of the stress these individuals are undergoing. Aside from scheduling conflicts and other inefficiencies in the system the patrons are being overlooked. They are unnecessarily enduring the elements and their integrity both personal and professional is being questioned due to circumstances beyond their control. Many are starting to question their importance due to the lack of respect they feel they are receiving. In Timothy's words, "They just don't care about us."

I would also urge you to include rider feedback specific to the programs available so the needs of the community can be better defined. Delaware is known for its superior schools for the disabled. These schools support and partner with the transit. It is only fair that the reputation of the transit proceed that of the schools whose students it is supporting.

In closing, I do want to commend those in the local office for trying their best to correct ongoing issues we have had. Their hard work does not go unnoticed or unappreciated. They have come to my home, taken pictures and spoke with the drivers in some instances. If you can tap that caring and positive attitude and apply it across your program, you will go far.

Sincerely,

Debbie A. Morrison (Concerned Mom)

McNeal, John (DeIDOT)

From: Bill Payne [REDACTED]
Sent: Thursday, July 25, 2013 3:00 PM
To: McNeal, John (DeIDOT)
Cc: Hodges, Kyle (DSHS)
Subject: DeIDOT ADA Title II Transition Plan

John:

This is a letter of concern on the maintenance of sidewalks.

During our last phone conversation when I mentioned water on sidewalks on Route 13 in Smyrna as an ADA issue there was a hesitation in your voice. Also when discussing when sidewalk maintenance should be done along with highway paving projects there is a hesitation.

If the maintenance is not done along with paving project I believe it will not be done in a timely fashion (i.e. put off every time there is a budget crisis).

Looking at your ADA Transition Plan I feel sidewalks take 2nd place to curb cuts and curb cuts seem to be talked about at street crossings only and not at driveways. This is because you reference the 2004 DOJ agreement with DeIDOT and 2002 Barden v. City of Sacramento 292 F. 3d 1073 which cover curb cuts only. The Transition Plan left out in the appendices the most important appeal that covered the side walks by DOJ of Barden v. City of Sacramento which went to the Supreme Court, approved January 2004, .

I tried to locate Sidewalk Policy 0-02 referenced in your Transition Plan. I cannot access anything on the internet or by phoning DeIDOT. This policy was issued in 1995. In 2007 under Livable Delaware (Glenn B. Pusey) Highway Operations Maintenance Policy Pusey states there are no standards or policies that define frequency of cleaning and serviceability of sidewalks. "Where failures occur they are not addressed unless significant public input is received." The reference to Complete Street Policy 0-6 again only covers sidewalks in "projects in the State right-of-way are considered road reconstruction, widens the pavement width." Again, this does not incorporate sidewalks in repaving projects.

Barden v. Sacramento set a nationwide precedent requiring cities and other public entities to make all public sidewalks accessible to people with mobility and vision disabilities. The court ruled that public entities must address barriers such as missing or unsafe curb cuts through the public sidewalk system as well as barriers that block access along the length of the sidewalks. The settlement included installation of compliant curb ramps, removal of barriers that obstruct the sidewalk, abrupt changes in level, excess cross slopes (i.e. driveways), including narrow pathways, and overhanging obstructions, and improvements in crosswalk access.

I hope we can include some more specific language addressing barriers on sidewalks into the Transition Plan.

Good luck in your endeavors.

William B. Payne