

STATE OF DELAWARE
DEPARTMENT OF TRANSPORTATION

PUBLIC MEETING

IN RE:)
)
ADA SELF-ASSESSMENT)
AND TRANSITION PLAN)

South District Administration
Building
23697 DuPont Boulevard
Georgetown, Delaware

Monday, July 29, 2013
6:15 p.m.

BEFORE:

JOHN McNEAL,
DeldOT, ADA Title II Coordinator

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ORIGINAL

1 ALSO PRESENT:

2 FRITZ SCHRANCK,
3 Deputy Attorney General
4 for the State of Delaware

5 RALPH REEB,
6 Assistant Director of Planning

7 JIM PAPPAS,
8 Assistant Director of Quality

9 MARTI DOBSON,
10 Director of Technology and Support Services

11 LINDA OSIECKI,
12 Member of ADA Compliance Team

13 JOE ELLIS,
14 Member of ADA Compliance Team

15 KATHRINA STROUD,
16 Civil Rights Administration

17 DREW BOYCE,
18 Director of Planning

19 PATRICK KENNEDY,
20 Federal Highway Administration,
21 Operations & Safety Engineer

22
23
24



1 MR. McNEAL: We'll go on the record
2 now. Feel free. Any questions?

3 Yes, Lloyd.

4 MR. SCHMITZ: I'd like to talk about
5 your Web site accessibility.

6 MR. McNEAL: Okay.

7 MR. SCHMITZ: My concern is for your
8 applications, online applications that people
9 with disabilities would tend to be interested in
10 such as your SCAT, Senior Citizen Affordable
11 Taxi; your Disability Placard Program for DMV,
12 Motor Vehicles; and your ADA paratransit
13 application.

14 Those documents are pdf documents and
15 they need to be accessible to individuals using
16 screen readers. And I know that this had been
17 brought up previously to DelDOT because it was
18 brought to my attention, and it's probably been a
19 year or so ago and I don't know that it's ever
20 been resolved to this point.

21 So in your attempts to bring your Web
22 site up-to-date, those fillable forms really need
23 to be looked at in terms of accessibility with
24 screen readers. You can utilize the services of



1 DBI for your technical assistance, if you need
2 it, and I'm sure you deal with DBI already.

3 And while we're talking about Web
4 site accessibility, the public can go online and
5 pull up the various bus schedules. In that
6 process, the first step of that is to choose your
7 county. So you have three counties. You choose
8 your county. That's no problem. The next step
9 is to select a route, and it's a drop-down box.
10 The thing of it is, I use the up-and-down arrow.
11 I'm not a mouse clicker because I can't see where
12 the mouse is. So when I hit the down arrow, it
13 goes to route number one. And while I wait for
14 the screen to load, then I go back to the box and
15 I got to go to route number two. And it's a long
16 process to get to route 25 or route 40. But
17 there are ways of making that a lot more user
18 friendly where you go down to the route you want
19 and you click on it or hit enter and, boom, it's
20 an easy thing.

21 The other thing is, for people that
22 use screen reading software, those schedules
23 online read across, and they read the entire
24 line. So if you're at a bus stop at DelDOT



1 Administration Building, it's going to read
2 there's a bus at six o'clock, one at 6:20, one at
3 6:50, all the way across through the afternoon
4 and evening hours. You really got to pay
5 attention to catch all those times, let me tell
6 you.

7 Then you scroll down and you go to
8 where your destination is. So you say, Okay, I
9 want to go to the Rehoboth Park and Ride. Well,
10 then you have to go all the way across. Well, if
11 it was in some type of -- similar to an Excel
12 document or a database where you go from one cell
13 to the next, it would be a lot more navigable,
14 okay, and it's not now.

15 So the solution to this -- the last I
16 saw that DTC and DelDOT put out was a spreadsheet
17 that had all of the routes in the columns similar
18 to what I've just described. The problem is, you
19 start at day 1, and that's route number one; you
20 scroll down about 30 lines to get to route number
21 two; you scroll down or you can page down to be
22 quick, and at some point you're going to get to
23 the route you want to get to, and then eventually
24 you'll find the information you want to find.



1 The bottom line, it can be a lot more
2 user friendly. Okay? A lot of people are using
3 mobile devices now, mobile phones, mobile
4 technology. Google Transit works great. You put
5 in your point of origin and your destination and
6 Google Transit will tell you where to go and how
7 to go, and it's a wonderful thing.

8 I thought that DelDOT had come out
9 with a mobile application, but I haven't seen it
10 yet, but I would strongly encourage maybe your
11 schedules be accessible via the mobile access.

12 MR. McNEAL: You're talking about
13 primarily the DTC Web site; correct?

14 MR. SCHMITZ: That's correct.

15 MR. McNEAL: For the scheduling?

16 MR. SCHMITZ: For the scheduling,
17 yes. For the SCAT and the Motor Vehicle
18 placards, that would be through DMV.

19 MR. McNEAL: Sure. Well, I will
20 certainly work to incorporate those ideas. I
21 know that we can work with DTC, and we have been
22 working with DBI through a number of components
23 with regards to some of the things that we're
24 doing, particularly with the infrastructure. But



1 their input is always invaluable. They're very
2 knowledgeable. They have a good understanding,
3 and they're a State agency that we can certainly
4 utilize.

5 MR. SCHMITZ: Just another resource.

6 MR. McNEAL: An available resource,
7 and basically accessible.

8 MR. SCHMITZ: Very cost effective.

9 MR. McNEAL: I agree. Thank you.

10 Any other questions?

11 MR. MILLER: My name is Jim Miller.

12 I live in Lewes. I have polio and post-polio.

13 I'm a member of the Post-Polio Survivor Support
14 Group up in Wilmington.

15 What I'm going to say is what John
16 has heard recently, probably 10 or 15 times.

17 Lloyd has heard it for five years. But informing
18 the public, you've got to inform all Delawareans.

19 Forget disability. You've got to get the

20 attention of all of us. Look around the room.

21 This place should be packed. Whether you're

22 disabled or not, you've got to understand what

23 the State of Delaware has got to do about people

24 with disabilities. So if you don't have a



1 disability, you don't care? And that's the
2 problem. This State does not inform the public
3 on a regular basis through television, radio,
4 newspaper, or any other public information
5 systems that are available. They take what they
6 get. They get clobbered on Sunday because he
7 doesn't have enough -- John doesn't have enough
8 money to do sidewalks. He's a half a million
9 behind or 500,000, or whatever the numbers are.
10 That's all you hear. You won't get an answer
11 from John's group that says, but here's what we
12 just did.

13 No one is here. You've got to inform
14 the public, John. I don't care what you do,
15 without getting all Delawareans involved, whether
16 able or disabled, you're not going to get your
17 message across because you're preaching to the
18 choir. You need to get out there. I can go on
19 and on, but that's enough. Inform the public.

20 I'm a marketer by trade. I've been
21 in marketing for 50 years. I'm a master
22 scheduler by trade. I can schedule buses if you
23 want. I scheduled two men on the moon and one
24 around the moon in 1969. We used an abacus, a



1 slide rule, and a piece of string.

2 He's got all of the equipment
3 available to him and his staff that can do
4 anything they want to do. Get the monies to the
5 right places, get the people informed, and get
6 the people behind you to do the things that need
7 to be done. And go one more step. Look at
8 sidewalks one way, look at crosswalks. I live in
9 Lewes. I won't go across the Pelican Highway if
10 it's going to cost me my life, and it will, to go
11 across from where I live over to the Super Fresh
12 or over to what's called Pelican Square. I don't
13 care that that thing is beeping. Cars don't
14 care. Cars do not care about beeping signs,
15 overhead signs, whatever. Pedestrians do not
16 have the right-of-way; cyclists do not have the
17 right-of-way. I can go on and on, but that's
18 enough. Inform the public. Do something.
19 Sorry, John.

20 MR. McNEAL: Don't apologize, Jim.

21 MR. MILLER: You know how strongly I
22 feel about this.

23 MR. McNEAL: Yes, I do. And I
24 completely agree with you with regards to --



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1 even issues like this. Access is not solely a
2 disability issue.

3 MR. MILLER: True.

4 MR. McNEAL: Equal access affects all
5 Delawareans. You don't necessarily have to be
6 touched by having a disability or be related to
7 or know somebody with a disability to be able to
8 take advantage of a better way to get around.

9 MR. MILLER: Absolutely.

10 MR. McNEAL: So I certainly
11 understand, one, your point; and, two, your
12 frustration, and I think what you've given is
13 good advice.

14 MR. MILLER: And if I can help in any
15 way, I've told you this many times, whatever you
16 need. Look, I'm only 81. I've got a couple of
17 more years, but let me help you help what you
18 need from me. As I said, this is one of my
19 favorite pushes. Don't use me; utilize me. So
20 I'm there for whatever you need me to do.

21 MR. McNEAL: I greatly appreciate
22 that.

23 MR. MILLER: Thank you, John. I
24 appreciate the work that you do and your staff.



1 I really do.

2 MS. OSIECKI: John, you've used the
3 term universal design. Maybe you can talk about
4 what that is.

5 MR. McNEAL: Sure. Universal design
6 is a way that -- where things are constructed for
7 everybody to be able to utilize.

8 If you've made it easier, as you said
9 before -- and I think this goes to part of Jim's
10 point. If you've made it easier for those that
11 have the challenges to get around, you've made it
12 easier for everybody.

13 If we design things in a more
14 universal way, really nobody knows the difference
15 other than everything is more accessible. That's
16 the only thing that you identify with universal
17 design. So I appreciate you bringing that point
18 up, Linda.

19 MR. SCHMITZ: I'm Lloyd Schmitz. I'm
20 the chairperson for the Elderly and Disabled
21 Transit Advisory Committee, and I'm also the
22 chairperson for the Governors Advisory Council on
23 the Blind, and I happen to be the chairperson for
24 the Employment First Oversight Commission which



1 promotes employment of people with disabilities.
2 And you talk about universal accessibility, and
3 that's kind of my segue into talking about
4 accessible crossings, intersections, pedestrian
5 signals.

6 You know, as you're upgrading
7 intersections to make them more pedestrian
8 friendly, you need to incorporate audible
9 pedestrian signals. Even if you don't put the
10 equipment in, if it's not available at the time,
11 you should at least put in the infrastructure,
12 the wiring there to make it possible to add the
13 units as you have them available.

14 The cost of upgrading an intersection
15 is probably, what, 40, \$50,000? The cost of
16 putting in an accessible pedestrian signal, the
17 unit itself, is only about a thousand dollars.
18 So why would DelDOT wait and not put the
19 infrastructure wiring in to accommodate for the
20 future when they're doing the upgrade?

21 A friend of mine told me that if
22 you're putting in little push-buttons for
23 pedestrian signals for people to safely cross the
24 street, why wouldn't you put that there for



1 everyone, including people who are visually
2 impaired that need to get across that same
3 intersection?

4 MR. McNEAL: I think that goes to
5 your point, the point that was made a few minutes
6 ago, another way of, you know, incorporating
7 things that appear to be creating more
8 accessibility, you know, for individuals with
9 disabilities. And ultimately what you're talking
10 about is incorporating something that makes it
11 more accessible for everybody else.

12 MR. SCHMITZ: That's correct. And
13 while you're doing it, there's nice upgraded
14 intersections that are pedestrian friendly. You
15 know, it would really be nice if they had a bus
16 stop. It would. Because now you have people
17 that can go to work, they can go shopping. They
18 could be productive members of society and not be
19 a burden on paratransit.

20 MR. McNEAL: And what you just said
21 is one of the most crucial parts of where we need
22 to be with regards to the ADA Transition Plan.

23 I probably should have elaborated a
24 little bit more on that.



1 The connectability to the fixed route
2 bus stop does any number of things, Lloyd.

3 Fixing sidewalks to get to the bus
4 stops certainly adds more options to individuals
5 with disabilities to be able to get around. It
6 does take the burden off of paratransit and
7 that's a crucial component to what the transition
8 plan should be about.

9 MR. SCHMITZ: Well, your fixed route
10 service serves at least ten customers an hour.
11 Your paratransit service serves one to two
12 customers an hour, maybe three.

13 MR. McNEAL: And one of the things
14 that I -- you know, transit is not just getting
15 around by motorized vehicles. One of the things
16 that I think is often something that is
17 overlooked -- and that is just the importance of
18 playing a part in the community -- is being able
19 to navigate sidewalks, you know, have curb ramp
20 sidewalks, safe accessible streets, whether it's
21 getting to the local bus stop to be able to go to
22 work, but more importantly, just to interact with
23 your community.

24 A trip, a pedestrian trip via, you



1 know, a mobility device, being able to navigate
2 up and down the streets, having detectible
3 warnings and audible pedestrian signals in place,
4 you know, to the local grocery store allows
5 people to develop relations; it allows people to
6 be a part of the community.

7 MR. SCHMITZ: If you look at a lot of
8 the routes, let's say, below the canal in lower
9 New Castle and Kent and Sussex County, you'll see
10 that the bus stops are a lot further apart. And
11 that's just the way it is. It's a fact. So as
12 you're upgrading intersections, you're increasing
13 the number of bus stops. A bus stop a mile apart
14 or more is just unacceptable. We need better
15 service than that if you want people to be
16 independent. We can't expect Jim, a polio
17 survivor, to walk a mile. It's just not going to
18 happen.

19 MR. McNEAL: I think that's one of
20 the major components to what we're trying to do
21 in working with DTC. The paratransit system and
22 the way that it is right now is not sustainable
23 in two areas: One, there's challenges certainly
24 physically. We all know that, but there's also



1 challenges with on-time performance. So we know
2 we have to do certain things to allocate funding
3 from our paratransit system to our fixed route
4 system. If we do that, it provides us more
5 accessible options to get around in a more timely
6 way.

7 I received a few e-mails today that
8 were specific to on-time performance, and some
9 frustrations that some of our community members
10 have with being able to get to and from work in a
11 timely manner.

12 MR. SCHMITZ: I probably contributed
13 to that.

14 MR. McNEAL: I take paratransit to
15 work myself every morning. So I know what the
16 challenges are. I understand exactly what you're
17 saying, and I think that's one of the things
18 that, you know, certainly I should have
19 elaborated on a little bit more earlier is the
20 fact that we have to have better connectability.
21 We have to have more accessible sidewalks. We
22 have to cover those gaps which is what we've
23 identified in the inventory for sure, but it's
24 more than just being able to get to and from an



1 accessible bus stop.

2 MR. SCHMITZ: Let me give you one
3 real quick example of poor -- I'm not even going
4 to say planning or whatever, but a nightmare
5 waiting to happen.

6 The Rehoboth Mall on Route 1. My
7 wife and I went down there and thank God she uses
8 good judgment, because where the bus drops you
9 off at the Rehoboth Mall, there is no light.
10 There is no intersection. And there's a bus stop
11 on both sides of the highway. So what that's
12 telling you is, people that are coming up from
13 Rehoboth, in order for them to go to Wal-Mart or
14 the Rehoboth Mall, they have to cross the highway
15 to get there without a traffic signal, and
16 they're crossing six lanes of traffic. And
17 people that happen to be coming down from Lewes,
18 let's say, and they want to go to the mall, they
19 just get off the bus on that side of the highway
20 and they go into the mall. But when they want to
21 go home, what do they have to do? They have to
22 cross the highway.

23 MR. MILLER: Or walk all the way up
24 to Pelican Square.



1 MR. SCHMITZ: Well, they could walk
2 up to Route 24 and cross there, which that's a
3 hazardous intersection. But I think when you get
4 there, I don't believe there's a bus stop there.
5 So even though there's a light there, I don't
6 believe there's a bus stop there. I don't know
7 because I've never been there, but I strongly
8 doubt it.

9 MR. McNEAL: Well, as you said
10 earlier --

11 MR. SCHMITZ: And that's just one.

12 MR. McNEAL: Sussex County certainly
13 is more expansive; it's less populated.

14 MR. SCHMITZ: That's the resort area.

15 MR. McNEAL: We certainly have some
16 areas, you know, and the importance of these
17 types of areas, these resort areas is, they're
18 not just representative of our local economy or
19 people that are living there every day. These
20 resort areas are certainly areas where we have
21 people who come from out of town, people who are
22 either passing through or visiting our State. So
23 your point is well taken. Thank you.

24 MR. MILLER: John, getting back to



1 sidewalks. How do you know who owns the
2 sidewalk, whether a resident owns it or the State
3 owns it? Is there a way of identifying it?

4 The reason I ask that question is, I
5 have friends in Dover and I used to live in
6 Dover. And you walk through -- try to get around
7 the sidewalk and you can't get around because the
8 trees are over the sidewalk or it's all broken up
9 or whatever the case may be, and you don't know
10 who to call.

11 Do you knock on the door and say, Do
12 you own the sidewalk? Or do you call the State
13 and say, I'm at so and so location? Is there any
14 way that anyone can identify who owns the
15 property?

16 MR. McNEAL: We have somebody in the
17 room that I would defer that question to.

18 Fritz, are you able to give any
19 insight upon that?

20 Fritz Schranck, Deputy Attorney
21 General.

22 MR. SCHRANCK: Generally speaking,
23 there is a way. If you give us the location, if
24 you contact my office and you ask FOIA type of



1 questions, who's responsible for this sidewalk,
2 we can tell you.

3 It's predominantly -- most sidewalks
4 are municipally owned and responsible by the
5 municipality. Generally speaking, within a
6 municipality, they're municipal sidewalks.

7 The State has very few miles of its
8 own sidewalks, mostly on Route 13, Route 113,
9 Route 1, or some other locations.

10 Most of the sidewalks in the State
11 are within the limits of a residential
12 subdivision. And for them it's a difference of
13 which subdivision it is, whether it has a
14 homeowners association that's responsible for the
15 common areas including the sidewalks, or whether
16 it's a very old subdivision for which there's
17 actually something of a jurisdiction of a black
18 hole about responsibility. But if you give us a
19 location, we can then look it up and tell you
20 who's, in fact, responsible for that sidewalk.

21 MR. MILLER: We're fortunate. We
22 have no sidewalks. We can't get to Route 1
23 unless we ride. I can go down Kings Highway with
24 my walker. There's no problem. The traffic is



1 pretty nice with people like me walking on the
2 side of the road. They really take good care of
3 us and don't try to hit us. But other places
4 don't have that situation.

5 If you go down into Lewes, and you
6 have no place to park, and once you park, you
7 can't get around because you can't go from this
8 point to that point unless there's a jitney to
9 take you from point A to point B to point C.

10 You have a double sword type of
11 thing. You're there but how do you continue to
12 get around? Because you have no further
13 transportation except -- I'm using myself as an
14 example. It would be nice to get on a bus and
15 take that quarter of a mile or a mile like Lloyd
16 said, you know, go to the next place that you
17 want to go, get dropped off again. But that's
18 within the city limits of Lewes and you can't do
19 anything about that.

20 That's something you might want to
21 look at, coordinating traffic between DelDOT and
22 local municipalities like Lewes, Rehoboth, et
23 cetera and get jitneys running around so that
24 people can get from point A to point B to point



1 C, whatever the case may be.

2 It won't be tomorrow. And as I said
3 to Secretary Bhatt when he first came on, he gave
4 us his 20-year plan. That was last year. Lloyd
5 invited him to our meeting. And I said, I'm 80
6 years old. I won't be around to see your
7 hundred-year plan -- or 20-year plan because I'll
8 be a hundred.

9 What I'm saying here is not for me.
10 It's for the people that are coming after me: My
11 grandchildren, somebody else's children, et
12 cetera, et cetera. We need to take care of the
13 cities now, the transportation now because
14 without that being done now -- now you pay --
15 like Lloyd said, you pay \$50,000. Well, we can't
16 afford it. Three years later you can. It's
17 150,000.

18 I'll give you an example. My father
19 had a home that was worth \$900. It was a company
20 home in Pennsylvania. The company was going to
21 sell the row home. They couldn't afford \$900.
22 So a business man bought it. Four years later
23 they were sold for \$3700.

24 Now, I'm 81. My father is over a



1 hundred now. He's been dead for quite a few
2 years. He said something very prophetic. At
3 \$900 it was too much, but at \$3700 it was just
4 right. Everybody on that row bought their house.
5 900 was too much.

6 There's a major problem: Money. Are
7 you using it efficiently and effectively? Are
8 you utilizing it efficiently and effectively? We
9 don't know that. The public doesn't know that.
10 All they see are numbers in the paper. That's
11 all they hear. All we hear is bad news. We
12 don't hear the good news. We hear about the
13 rivers, the bridges, et cetera, et cetera. But
14 we don't hear the good news. Look at what all
15 that's been done and nobody is here to see it.

16 MR. SCHMITZ: I have a question,
17 John.

18 The complete streets policy,
19 Executive Order No. 6, I think it was, is that
20 being followed pretty well for new constructions
21 and upgrades and such?

22 MR. McNEAL: We've adopted our
23 complete streets policy. We recently adopted --

24 MR. SCHMITZ: Two years ago; right?



1 MR. McNEAL: Has it been two years,
2 Drew?

3 MR. BOYCE: Yeah, the policy was
4 adopted -- complete streets was in 2010.

5 MR. McNEAL: I know that it's another
6 one of those areas and it's certainly another
7 policy that helps the ADA compliance along.

8 MR. SCHMITZ: Yeah, because it deals
9 with right-of-way for pedestrians and bicyclists,
10 all three modes of mobility or transportation,
11 whatever you want to call it, and I know there
12 was wiggle room in that complete streets policy.
13 If it was a hardship on a developer, there could
14 be exceptions to what would have to be provided
15 and such. And I guess what I'm trying to find
16 out is, have there been a lot of exceptions, a
17 lot of developers that have not put in the
18 sidewalks and the bike paths or whatever, the
19 accessibility features in their developments?

20 MR. McNEAL: Well, I know that what
21 we are trying very hard to do is certainly
22 provide the type of oversight that assures that
23 all policies that DelDOT has responsibility for
24 are complied with. I'm not aware of anybody



1 who's trying to circumvent those rules, although
2 we know, you know, any time that there's a change
3 in policy, you know, it can be a challenge to
4 certainly get everybody up-to-date and doing what
5 exactly they're required to do, whether it's out
6 of not understanding what a new policy is, not
7 being aware of what a new policy is. But I can
8 assure you the Department is doing what it can to
9 ensure that the policies that we adhere to, that
10 we provide are certainly in compliance.

11 MR. SCHMITZ: Yeah, but DelDOT has to
12 approve the streets and the infrastructure for
13 new developments, the ingress and regress or
14 whatever you call it, going in and out of the
15 developed area to make sure that it can
16 accommodate the traffic as well as having safe
17 passageway for pedestrians and bicyclists. And
18 I'm just wondering, have there been applications
19 for waivers? In other words, do we have an issue
20 with contractors saying, Well, that just cost too
21 much money to have the streets 15 feet wide or
22 whatever to accommodate everybody?

23 MR. McNEAL: I don't have that
24 information for you at this time, but that is



1 certainly something I can get an answer for.

2 MR. SCHMITZ: If you would do that, I
3 would appreciate it.

4 MS. OSIECKI: John, if I can address
5 the pedestrian signals.

6 When we do our inspections, we are
7 looking at accessible pedestrian signals. Even
8 if they're not the audible signals, we are
9 looking at the distance that those signals are
10 from the crosswalk to make sure that that's
11 compliant; also that it is near a flat area so
12 people in a wheelchair can access that. But also
13 we are looking that the button itself is facing
14 parallel with the crossing so that someone who is
15 visually impaired can use that to orient
16 themselves.

17 So if the APS, the accessible
18 pedestrian signals are put in at a later time,
19 all they are going to have to do is replace that
20 existing pedestrian push-button. And then the
21 equipment that's added, they'll put that button
22 with the placard, the sign that has the
23 information, and then in the signal up on top
24 that has the display, they'll put some equipment



1 in there. So it's not like there's a whole bunch
2 of wiring, special stuff that they would have to
3 do in order to do that.

4 MR. MILLER: It's like changing a
5 faceplate, basically.

6 MS. OSIECKI: Yeah, but --

7 MR. MILLER: I'm not making it
8 simple, but everything is there. It's
9 accessible.

10 MS. OSIECKI: Yeah, and we're making
11 sure that layout is the way it should be, so it
12 can be put in.

13 MR. SCHMITZ: I have a gentleman that
14 lives off Walker Road off of Route 40.

15 MR. ELLIS: Frederick.

16 MR. SCHMITZ: That's correct.

17 Anyway, he had inquired on an accessible
18 pedestrian signal. But his issue is, he can't
19 even get to the intersection because no
20 sidewalks.

21 MR. ELLIS: From his development
22 there is currently no access. We're trying to
23 work on it with him.

24 MR. SCHMITZ: Okay. Well, you'll



1 probably see him up in Wilmington.

2 MR. McNEAL: Those are the gaps that
3 we know that we have to address.

4 MR. SCHMITZ: I'm glad you knew about
5 it. That shows you're on the ball.

6 MR. ELLIS: We've had several
7 meetings with Frederick.

8 MR. HAZZARD: Troy Hazzard with
9 Nemours.

10 Could you explain to me the proper
11 protocol for getting a new bus stop or a new
12 stop, particularly as it pertains to western
13 Sussex?

14 MR. McNEAL: DTC has their protocol,
15 and I would have to -- I know that there is a
16 method that they go through. I know that they
17 have their study that they do. A lot of it has a
18 great deal to do with volume in the area, and of
19 course, you know, changes in updates that may
20 take place.

21 I wouldn't want to speak specifically
22 to what their methodology is, but, I think,
23 that's again a question that we can certainly get
24 the answer to.



1 MR. SCHMITZ: Do you have a pen and
2 paper?

3 MR. HAZZARD: Yes, I do.

4 MR. SCHMITZ: I'm going to
5 recommend -- and I don't work for DART. So, you
6 know, you don't blame them or DelDOT. But Lisa
7 Collins is in Planning for DTC.

8 MR. HAZZARD: Yes, I do know Lisa.

9 MR. SCHMITZ: Okay. She would be
10 your first --

11 MR. HAZZARD: She would be the one.

12 MR. SCHMITZ: She would be the first.
13 She may not be the last.

14 MR. HAZZARD: Okay.

15 MR. SCHMITZ: So start with Lisa.
16 And if you don't make headway with her, just keep
17 going up.

18 MR. HAZZARD: The reason why we're
19 asking, Nemours is in the process of doing a
20 study about health care access, particularly in
21 the western part of the county. And we're
22 looking at the fact that the nearest bus stop to
23 our practice in Seaford is a half a mile away.
24 And we're trying to explore options, particularly



1 with mothers with small children walking to the
2 practice.

3 MR. McNEAL: I think this goes back
4 to something that we talked about earlier and,
5 that is, doing what we can to create a better
6 environment for the use of the fixed route
7 service so that we can expand bus routes for the
8 fixed route service.

9 I want to take the relief off of
10 paratransit and to provide more access. Right
11 now so much money is allocated towards
12 paratransit, it's just unfairly impacting the
13 transit system. We need to reverse that. And I
14 think once we do that, it's going to better serve
15 the community as a whole.

16 MR. SCHMITZ: I would like to
17 encourage you, in conjunction with what you said,
18 to explore the flex route possibilities, to do a
19 flex route for people that's there within a half
20 a mile of that route, to take them to the clinics
21 or the health centers in order to accommodate
22 their needs and at the same time keeping the bus
23 on schedule as much as possible.

24 MR. McNEAL: The flex route, a



1 combination of --

2 MR. SCHMITZ: It's your fixed route
3 but you have to make reservations ahead, and then
4 that route navigates off of the fixed route and
5 takes you to your destination.

6 MR. McNEAL: That was a practice that
7 was utilized a few years ago with some success.

8 MR. SCHMITZ: They talked about it.
9 I don't know if they ever did it.

10 MR. McNEAL: We had it in Kent County
11 for a period of time.

12 MR. GRAY: I'm Ron Gray from the 38th
13 District. I am a new representative.

14 I have a question for you about
15 Fenwick Island, an area that I serve. You
16 recently did some curb work at the
17 intersection --

18 MR. McNEAL: Where was it at?

19 MR. GRAY: Fenwick Island.

20 Along Route 1, work has been done by
21 DelDOT to provide access at every intersection.
22 But in many cases I get constituents asking, they
23 don't go anywhere. The two percent slope, the
24 ADA access goes for about four, five feet to a



1 dead-end curb. I don't know how to answer that
2 to my constituents. It looks like it's a waste
3 of money for my constituents saying, They don't
4 go anywhere. Why would DelDOT do that? So to me
5 it looks like a safe haven for someone that's
6 handicapped. Maybe that is a rest area.

7 MR. McNEAL: In some areas, that's
8 correct, it provides a respite for individuals to
9 be able to have -- to be in a safe environment as
10 they're waiting to make their next...

11 Now, I know Fenwick Island pretty
12 well. I spent a lot of time there last year, as
13 we were certainly taking a look and evaluating
14 what was needed there. I got a lot of comments
15 with regards to curb ramps that go to long
16 lengths of grass as well.

17 I can defer probably to my friends
18 from FHWA. We talked with FHWA and we all
19 agreed that Fenwick Island is a resort town. It
20 has a lot of traffic that uses not just the
21 sidewalks but where sidewalks aren't available,
22 using the grass strips that connect. A
23 pedestrian access route is not necessarily always
24 concrete. A pedestrian access route is



1 oftentimes a grass path or what is commonly
2 referred to as a goat path.

3 If we know that the public is
4 utilizing an area within the public right-of-way,
5 whether it's concrete, brick, or grass, we have
6 to provide access to that for everybody. And
7 sometimes it can be a little bit perplexing to
8 see that and not understand the full impact, you
9 know, whether it's somebody who's visually
10 impaired who can commute across those grassy
11 strips or it could be somebody who has a mobility
12 device, a powered mobility device who may be able
13 to navigate across those areas as well. But what
14 you're talking about, it's primarily a rest area.

15 Pat, I don't know if you can
16 elaborate on that at all on what FHWA requires in
17 those crossing areas.

18 MR. KENNEDY: I'm Pat Kennedy. I'm
19 with Federal Highway Administration, and what
20 John said is -- what we recommend is that if you
21 get out and there is evidence that people are
22 using the shoulder of the road as their
23 pedestrian access route, when you are going down
24 the corridor and installing curb ramps, you



1 should be putting the curb ramps in even if there
2 isn't an adjoined sidewalk, if there is evidence
3 that people are using it.

4 It kind of ties into the universal
5 design. It will improve the accessibility for
6 some people but not everyone, unfortunately.

7 Now, the new guideline that John
8 mentioned that talks about what is considered an
9 alteration, that guideline was a joint venture
10 between Department of Justice and Federal
11 Highway. It's not completely based on
12 engineering on what they consider an alteration.
13 But one thing that they did talk about is, in
14 these locations that you're referencing where you
15 don't necessarily have the sidewalk coming out,
16 the way the language is written is, curb ramps
17 are not required, but it's going to be Federal
18 Highway's position that you look at it on a
19 case-by-case basis. Because what they say is, if
20 it looks like a duck and quacks like a duck, if
21 there are areas out there that people are using
22 as the access route, you do need to be putting
23 curb ramps in. So that might be why you're
24 actually getting some of these questions.



1 MR. McNEAL: And particularly in a
2 high-volume area like Fenwick Island, as a resort
3 area where you have, you know, a broad range --
4 three-quarters of the year, you may not see the
5 level the volume of pedestrian use as you
6 certainly do during the course of the summer, and
7 we have to be prepared for all seasons to make
8 sure that we're providing the safest environment
9 for everybody.

10 MR. GRAY: So these areas are really
11 just a holding area until they can then proceed
12 from there.

13 MR. McNEAL: In some cases, yes.

14 MR. ELLIS: When we looked at that
15 project, the marked crosswalks in this heavily
16 pedestrian area of Fenwick Island were there
17 before we came with the program. We could not
18 leave the marked crosswalks without a safe area.
19 But in addition to that, there is a study for a
20 sidewalk project on the State portion which is
21 Route 1 all the way down through Fenwick Island.
22 Once you get off on the side streets, they're
23 maintained by Fenwick Island. And at least the
24 curb ramps are there now if Fenwick Island ever



1 wants to tie into them.

2 MR. McNEAL: Any additional
3 questions?

4 Well, I can't thank you enough for
5 your time, your participation. And, again, as
6 you can see, all these questions are being
7 recorded. We'll make sure that they are
8 publicized. The responses that we didn't get to
9 today, we will do so at that time. And you'll
10 get a chance to see the input from the public and
11 the remainder of the State as we move forward
12 with our next public meeting.

13 Again, thank you very much for your
14 time this evening, and I look forward to working
15 with you.

16 MR. MILLER: We do too with you,
17 John.

18 (DelDOT public meeting adjourned at
19 7:00 p.m.)
20
21
22
23
24



1 CERTIFICATE OF REPORTER

2 I, Vera T. Sitze, a Notary Public and Registered
3 Professional Reporter, do hereby certify that the
4 foregoing is an accurate and complete
5 transcription of the proceeding held at the time
6 and place stated herein, and that the said
7 proceeding was taken down by me in Stenotype
8 notes and thereafter transcribed by use of
9 computer-aided transcription under my direction.

10 I further certify that I am not a relative,
11 employee, or attorney of any of the parties or a
12 relative or employee of either counsel, and that
13 I am in no way interested directly or indirectly
14 in this action.

15
16
17 The image shows a handwritten signature in black ink that reads "Vera T. Sitze". The word "ORIGINAL" is written in a larger, bold, sans-serif font across the middle of the signature.

18
19 Vera T. Sitze, RPR

20
21
22 My commission expires July 31, 2014

23
24



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