



STATE OF DELAWARE
DEPARTMENT OF TRANSPORTATION
800 BAY ROAD
P.O. Box 778
DOVER, DELAWARE 19903

CAROLANN WICKS, P.E.
SECRETARY

September 12, 2008

Kathleen Schell
610 Brighton Road
Wilmington, DE 19809

Dear Ms. Schell:

I am writing in response to your letter of August 21, 2008, to the Department of Transportation (DelDOT) about the Washington Street Extension project from Matson Run Parkway to Philadelphia Pike/Route 3.

Thank you for the time you spent detailing each problem you encountered during this pavement and rehabilitation project. Please accept my apologies for the inconveniences you encountered. While many of the problems were unacceptable, I hope to better explain all of the issues in your letter:

1. The construction sign was placed on your property in order to adequately warn motorists that they were entering a work zone. Advanced warning signs are required to be placed at all intersecting roads with the main construction road. To satisfy this requirement, the contractor placed a Road Work Ahead sign at the exit of Brighton Road and an End Road Work sign at the entrance to Brighton Road. All signs were placed within the State's right-of-way. Final project clean-up is ongoing and all signs are expected to be removed by September 19.

2. I apologize that you feel the signage was unclear. Unfortunately, Brighton Road was located within the middle of the work zone. Signs were placed on the main construction road to indicate lane restrictions. Ideally, a flagger or cones should have been placed at the intersection of Washington Street Extension and Brighton Road to provide direction about lane closures. In the future, our inspection team will make sure that the contractor clearly demarcates the lane restrictions for side road traffic. In regards to inattentive flaggers, all flaggers assigned to the project are trained and certified by the American Traffic Safety Services Association (ATSSA). Their sole responsibility is to facilitate safe traffic movement for both motorists and workers. Inattentive flagging will not be tolerated. The Project Engineer has notified the appropriate supervisor. During non-working hours overnight, all lanes were opened to unrestricted use and did not require flaggers.

3. While egress and ingress to North Hills was for the most part maintained throughout the project, there were short intervals when the intersection was closed. Initial placement of the hot mix asphalt material across the intersection does require a 15 to 20 minute intersection closure. Provisions are made to provide immediate access in case of emergency. Someone from the project should have explained this to you so you did not have to cancel your appointments. I apologize that this did not occur. Again, I have asked the Project Engineer to address this issue so it will not happen again.



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4. As required in the contract, all lanes were opened to unrestricted use at the end of each workday. On the main construction road, Uneven Pavement and Bump signs were placed to warn motorists about the phased construction.

5. Although posting real-time descriptions on the DelDOT Web site that detail daily lanes restrictions would be ideal, it is nevertheless impossible. Road construction is complex and subject to frequent changes because of real-world factors like weather and utility problems. DelDOT crews are faced with adapting what is on paper with new concerns encountered on site. If you come across any more problems with a DelDOT project, please contact DelDOT's Office of Public Relations at 302-760-2080 or deldotpr@state.de.us. My Public Relations staff can either answer your question or put you in touch with the appropriate DelDOT engineer.

I have shared your letter with the DelDOT project team, inspection staff, and contractor. We have reviewed all of your concerns and internally discussed ways to prevent these incidents from happening again. If you have any other questions or concerns about this specific project, please contact Area Engineer Bill Stewart at 326-4531 or Bill.Stewart@state.de.us.

Again, I apologize for the problems you encountered. The Department strives to improve every day and your letter will help us in the future. Despite the challenges, I hope you will enjoy the new road surface, sidewalk, and curb ramps along Washington Street Extension. It is DelDOT's top priority to improve the safety, efficiency, and quality of all state roads.

Sincerely,



Carolann Wicks
Secretary

CW: msf

cc: Darrel Cole, Director, Public Relations
Michael Williams, Manager, Public Relations
Sandy Roumillat, Deputy Manager, Public Relations
Bill Stewart, Area Engineer, Transportation Solutions
George Lecates, Engineering Technician IV, Transportation Solutions
Mark Desantis, Engineering Technician III, Transportation Solutions
Mike Davis, Vice President, Diamond Materials
Paul Cranny, Project Manager, Diamond Materials
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