

610 Brighton Road  
North Hills  
Wilmington, DE 19809  
(302) 762-8151  
August 21, 2008

Carolann Wicks  
Secretary of Transportation  
State of Delaware  
800 Bay Road  
Dover, DE 19903

Dear Ms. Wicks:

I am writing to complain about various aspects of the Delaware Department of Transportation's Washington Street Extension project from Matson Run Parkway to Philadelphia Pike in New Castle County. The paving project has been ongoing for the last two weeks. I live in a section of the North Hills development that is a horseshoe-shaped road that encompasses part of Brighton Road and Northside Road. Below are the major issues which I have encountered:

1. A large orange construction sign was placed on our property over two weeks ago with no notice. It was followed by at least one week without obvious construction in our immediate area. Even now, as the construction is occurring at the end of the aforementioned roads, the sign's placement is ineffective.
2. Signage for which lanes are safe to use and those which we should avoid have been unclear on a daily basis. This problem is especially worrisome in the evenings and nights when no construction crew is in the vicinity. Some of the flag persons are either inattentive or are not situated in a manner to promote clear direction. Frankly, I have not trusted some of their directions. Yesterday I passed through the traffic light intersection of Marsh and Washington Streets with no one directing me. I actually opened my window and tried to ask but no one was paying attention.
3. When exiting my neighborhood, it has not been clear, from day to day, which entrance is open. In fact, today, since at least 1230PM, I cannot exit my neighborhood due to hot asphalt application and steamrolling at both entrances! I was invited to drive down the shoulder of southbound Washington Street as the paver applied the asphalt in the adjacent lane. This action is unsafe and leaves potential for tar on my car. Furthermore, as I contemplated this recommendation, I realized that I would not be able to return to my neighborhood via this route or any other because it is a divided roadway. I returned to my home and *cancelled* two appointments because of this predicament.

4. After the workers leave for the day, there is no signage to indicate that the lanes are uneven, with one side newly paved and the other not. Safety of drivers and pedestrians is threatened because of this uneven roadway.
5. There was no written notification of the details of this project and how it would affect our daily traffic patterns. The vague description on the DelDOT website is insufficient and not always accurate.

As a driver in Delaware for 28 years, I have navigated construction on roadways without the discontent and concern that I have with this particular project. Improving roadways is for the better good but should be completed with the utmost skill and with emphasis on safety of and respect toward residents and visitors. The Del DOT project manager and owner of the construction company contracted for this project need to evaluate the problems that they produced through their lack of logical planning and implementation of this roadwork. I hope that no other Delawareans will have to bear the problems, particularly the lack of safety, which inexperience and lack of appropriate supervision have caused during this project.

I appreciate your time in addressing this matter and I look forward to a response to my letter. I will share this letter with the North Hills Civic Association and other interested parties.

Sincerely,

Kathleen Schell  
North Hills Resident

cc: Andy Bowman  
Linda Pior