National Federation of the Blind of Delaware

Resolution 2024-04 Draft

Regarding Issues with DART Paratransit Services in Delaware

WHEREAS, people who are blind cannot drive and many depend on the services of DART Paratransit to get to places such as work, school, shopping, the doctor’s office, and other appointments and activities; and

WHEREAS, many, if not all, have experienced having instances where they needed same day transportation for activities such as doctor's appointments, interviews for jobs, and being called into work at the last minute; and

WHEREAS, even when a person finds out on Sunday that he/she has to do a task such as work on Monday, he/she cannot make a Monday reservation with the Sunday reservation personnel; and

WHEREAS, the rides on Paratransit have been getting lengthier and more sporadic with timing due to DART’s driver and scheduler deficiencies; and

WHEREAS, riding on these buses for longer periods of time exposes a passenger to issues with the environment of the buses, such as noise pollution, for longer periods of time; and

WHEREAS, DART is currently in the process of reviewing/reimagining their services to Delawareans; now, therefore,

BE IT RESOLVED, by the National Federation of the Blind of Delaware in Convention assembled on this 26th day Of October 2024 in the city of Middletown, Delaware, that we fully participate in the DART project to “reimagine” and redesign DART services to better meet the needs of our community by assigning one or more representative(s) to participate in, and report on the progress of this project; and

BE IT FURTHER RESOLVED that we encourage all our members to participate in the public meetings required in this process, and to submit written testimony when required; and

BE IT FURTHER RESOLVED that we engage with the current system by writing letters and meeting with DART personnel to discuss the Sunday/Monday reservation issue; and

BE IT FURTHER RESOLVED that we request an OSHA study of the noise levels in the buses to ensure that the passengers and drivers are not exposed to unsafe environments; and

BE IT FURTHER RESOLVED that we contact DART to express our full support of same day services that allow for flexibility and reliability when planning important trips such as doctor appointments, and job interviews.