Addressing Citizens’ Requests for Traffic Safety Solutions

CTS Annual Conference
November 2\textsuperscript{nd}, 2017
Renae Kuehl, SRF and Mark Ray, City of Crystal
Who is the LRRB?

Serves local agencies to:

- Research local agency specific issues
- Develop new initiatives
- Apply new knowledge
- Implement new technologies
**What was the Issue?**

**Issue:** Lack of guidance for local agency staff on best practices to addressing citizen’s common requests for traffic safety concerns

**Intended Audience:** Local agency city and county traffic staff
What was the solution?
Importance of Communication
Steps to Address Typical Requests
Typical Requested Traffic Safety Devices
Keeping Record of Requests
Case Studies
Example Response Template Letters/Emails
Importance of Communication

Tips to create an open dialogue with citizens:

• Take time to listen to the concern
• Be empathetic
• Meet with the resident at the location of concern, at the time of the issue if possible
• Ask them questions to really draw out their main concern
• Provide feedback on your plan and timeline
• Provide resources
Importance of Communication

Tools to Submit a Request:

- Phone call
- Email
- Online form/social media
- Cell phone application
- Paper form
- Feedback at public meetings
- Request from a council member
- Feedback from police officers
Importance of Communication

Social Media:

- Do not use social media to gather complaints
- If a resident posts on social media, direct them to contact the appropriate person at the city
Assign a Point Person:

- One person should be in charge of logging all requests.
- Ensures that:
  - No request is missed
  - Similar requests are addressed consistently
  - Consistent response time
  - Consistent process
Commonly Identified Concerns

- **Speeding**
  - Perceived speeding
  - Actual speeding

- **Volume**
  - Cut through traffic
  - Trucks
  - Number of vehicles

- **Safety**
  - Crosswalks/School Crossings
  - Crosswalk compliance
  - Lack of available gaps from a side street
  - Crashes
  - School zone
  - Uncontrolled intersections

- **Sightlines**
  - Vegetation blocking view
Steps to Address Typical Requests

**Step 1 – Identify the Problem**
- Understand the issue
- Discuss concern and observations with citizen
- Ask questions
- Meet them on-site if feasible

**Step 2 – Evaluation**
- Schedule site inspection
- Sight lines, speeds, other traffic control

**Step 3 – Response/Follow-up**
- Determine an appropriate response
- Document decision
- Notify the citizen
- Provide resources
- Engage them in the solution
Other Considerations

- Petitions
- Policies
Typical Requested Traffic Safety Devices

- a. Stop Signs
- b. Speed Limit Change
- c. Crosswalks
- d. Warning Signs (Children At Play, Etc.)
- e. School Zone Signs
- f. Parking Restriction Signs
- g. Intersection Control (no right-turn on red, no left turns, do not block intersection)
Details Provided for Each

- General Information
- Effectiveness
- Evaluation
- Reasons to Install
- Things to be aware of
- Alternative Implementation Options

- Educational Tools:
  - Videos
  - Resources
<table>
<thead>
<tr>
<th>DATE RECEIVED</th>
<th>NUM</th>
<th>CLASS.</th>
<th>ADDRESS</th>
<th>LOCATION</th>
<th>REQUEST / ISSUES</th>
<th>REQUESTOR / ADDRESS / E-MAIL</th>
<th>PHONE</th>
<th>TSC DATE (REF TO OTHERS)</th>
<th>ETC DATE</th>
<th>CC DATE</th>
<th>PENDING/COMPLETE</th>
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</thead>
<tbody>
<tr>
<td>1/4/2016</td>
<td>1</td>
<td></td>
<td></td>
<td>Grandview Starbucks Drive Through</td>
<td>Starbucks Drive Through server back-ups onto city street, blocks traffic</td>
<td>D</td>
<td>D</td>
<td>D</td>
<td>D</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>1/4/2016</td>
<td>2</td>
<td></td>
<td></td>
<td>7200 France Condos (?</td>
<td>Speed bump on property is VERY high, could cause damage</td>
<td>D</td>
<td>D</td>
<td>D</td>
<td>D</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>1/12/2016</td>
<td>2</td>
<td></td>
<td></td>
<td>Ridge and Dale, Ridge and Woodhill</td>
<td>Stop sign controls at the intersections to slow traffic and deal with intersection sight line issues</td>
<td>B 02/03/16</td>
<td>B 02/03/16</td>
<td>B 02/03/16</td>
<td>Complete</td>
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<tr>
<td>1/12/2016</td>
<td>4</td>
<td></td>
<td>Vernon Road</td>
<td>Vernon Road</td>
<td>Traffic on Vernon Road is well above speed limit, mid afternoon to early evening.</td>
<td>D</td>
<td>D</td>
<td>D</td>
<td>D</td>
<td>Complete</td>
<td></td>
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<tr>
<td>1/20/2016</td>
<td>5</td>
<td></td>
<td>Valley View Road</td>
<td>Valley View Road</td>
<td>U turns interfering with traffic near HS during drop off times</td>
<td>Refereed to High School Transportation Study</td>
<td>Complete</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>1/14/2016</td>
<td>6</td>
<td></td>
<td>49th Street, at Maple Road</td>
<td>49th Street</td>
<td>Speed issues on 49th Street</td>
<td>D</td>
<td>D</td>
<td>D</td>
<td>Complete</td>
<td></td>
<td></td>
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<tr>
<td>1/19/2016</td>
<td>7</td>
<td></td>
<td>65th Street between France Avenue and Valley View Road</td>
<td>Valley View Road</td>
<td>Signage for emergency personnel; marking Summit because emergency personnel had turned onto Summit, but had not turned into a driveway off of Summit. Wants to sign Summit Avenue off of Interlachen only. Chad and Dave have discussed with her</td>
<td>D</td>
<td>D</td>
<td>D</td>
<td>Complete</td>
<td></td>
<td></td>
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<tr>
<td>1/22/2016</td>
<td>8</td>
<td></td>
<td>Summit and Interlachen</td>
<td>Summit and Interlachen</td>
<td>Unable to reach Bryn/y's beavers that the orange directional signage prohibits the ramping</td>
<td>D</td>
<td>D</td>
<td>D</td>
<td>Complete</td>
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<td>2/3/2016</td>
<td>9</td>
<td></td>
<td>Morelon and France</td>
<td>Morelon and France</td>
<td>70th Street, between France and Koren</td>
<td>D</td>
<td>D</td>
<td>D</td>
<td>Complete</td>
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<td>2/1/2016</td>
<td>10</td>
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<td>Comella Drive</td>
<td>Comella Drive</td>
<td>Request for information on Comella Drive</td>
<td>D</td>
<td>D</td>
<td>D</td>
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<td></td>
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<tr>
<td>2/1/2016</td>
<td>11</td>
<td></td>
<td>Tracy and Countryside Road</td>
<td>Tracy and Countryside Road</td>
<td>Northbound Tracy, after the curves (south of Countryside School). Kids are crossing roadway to school, but drivers are traveling fast and don't have proper sightlines. Creates danger crossing street.</td>
<td>A 04/06/16</td>
<td>A 04/06/16</td>
<td>A 04/06/16</td>
<td>Complete</td>
<td></td>
<td></td>
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<tr>
<td>2/5/2016</td>
<td>12</td>
<td></td>
<td>Comella Drive and Dunberry</td>
<td>Comella Drive and Dunberry</td>
<td>The Comella Drive sidewalk should include a crosswalk across Comella at Dunberry. This count should be taken AFTER the project is complete, during early school year, to ensure that the chances of a crossing being warranted is maximized</td>
<td>D</td>
<td>D</td>
<td>D</td>
<td>Complete</td>
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<td></td>
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<tr>
<td>2/10/2016</td>
<td>13</td>
<td></td>
<td>54th and France</td>
<td>54th and France</td>
<td>Light timing is inadequate for 54th Street</td>
<td>D</td>
<td>D</td>
<td>D</td>
<td>Complete</td>
<td></td>
<td></td>
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<tr>
<td>2/22/2016</td>
<td>14</td>
<td></td>
<td>50th and France</td>
<td>50th and France</td>
<td>Reroute lanes for WB traffic</td>
<td>D</td>
<td>D</td>
<td>D</td>
<td>Complete</td>
<td></td>
<td></td>
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<td>2/23/2016</td>
<td>15</td>
<td></td>
<td>Valley View Road and Clover Ridge</td>
<td>Valley View Road and Clover Ridge</td>
<td>Parking should be restricted on Clover Ridge. 1 sided parking on Sundays only? Church parking is too much for sightlines at the intersection of VV and Clover.</td>
<td>B 04/06/16</td>
<td>B 04/06/16</td>
<td>B 04/06/16</td>
<td>Complete</td>
<td></td>
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<tr>
<td>2/26/2016</td>
<td>16</td>
<td></td>
<td>Morningside and Arden</td>
<td>Morningside and Arden</td>
<td>Allen Drive is not stop controlled, the issue is that drivers do not stop currently and SB right turns interfere with three nearby driveways creating a traffic hazard</td>
<td>A 06/01/16</td>
<td>A 06/01/16</td>
<td>A 06/01/16</td>
<td>Complete</td>
<td></td>
<td></td>
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<tr>
<td>2/26/2016</td>
<td>17</td>
<td></td>
<td>Morningside and Arden</td>
<td>Morningside and Arden</td>
<td>Morningside's vehicle traffic is very fast and this is dangerous for the driveways along as residents are backing out.</td>
<td>B 06/01/16</td>
<td>B 06/01/16</td>
<td>B 06/01/16</td>
<td>Complete</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Case Study – City of Crystal

**Request:** Install a handicap warning sign
Case Study – City of Crystal

**Request:** Install a handicap warning sign

**True issue:** Driver awareness

**Alternative Option:** Reflective vest and tape for wheelchair. Maybe a flag as well.
Dear XXXX,

Thank you again for reaching out to us. You have requested that the City add a new marked crosswalk across “Requested Intersection”.

This intersection is currently uncontrolled. An uncontrolled location is a crosswalk at an intersection without a stop control on the approach to the crossing (meaning there is no STOP sign for mainline traffic on XXXX Road).

For clarification, every intersection is a crosswalk. Adding marked crosswalks alone will not make crossings safer, nor will they necessarily result in more vehicles stopping for pedestrians. Crosswalk markings are installed to provide guidance for pedestrians who are crossing roadways by defining and delineating paths on intersection approaches or across the street. To maximize effectiveness, marked crosswalks should be installed carefully and selectively.

The City uses specific guidance when evaluating requests to install new marked crosswalks at uncontrolled locations. Marked crosswalks will be considered when the following criteria are met:

If you have any questions, please let me know.
Where to find the Guidebook

www.lrrb.org

Search: citizen requests
Will be posted in November 2018
Questions?
Contact us

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