

Citizen Traffic-Related Requests

A Correspondence Guide for Working with Residents

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About the Instructor



Vice-President
PE, PTOE



Overview

- Understand how improving communication and transparency with residents on simple requests can provide a good base for future, more complex projects
- Recognize the importance of having a system in place for dealing with public traffic concerns and requests efficiently
- Examples and general guidelines on what this system could look like

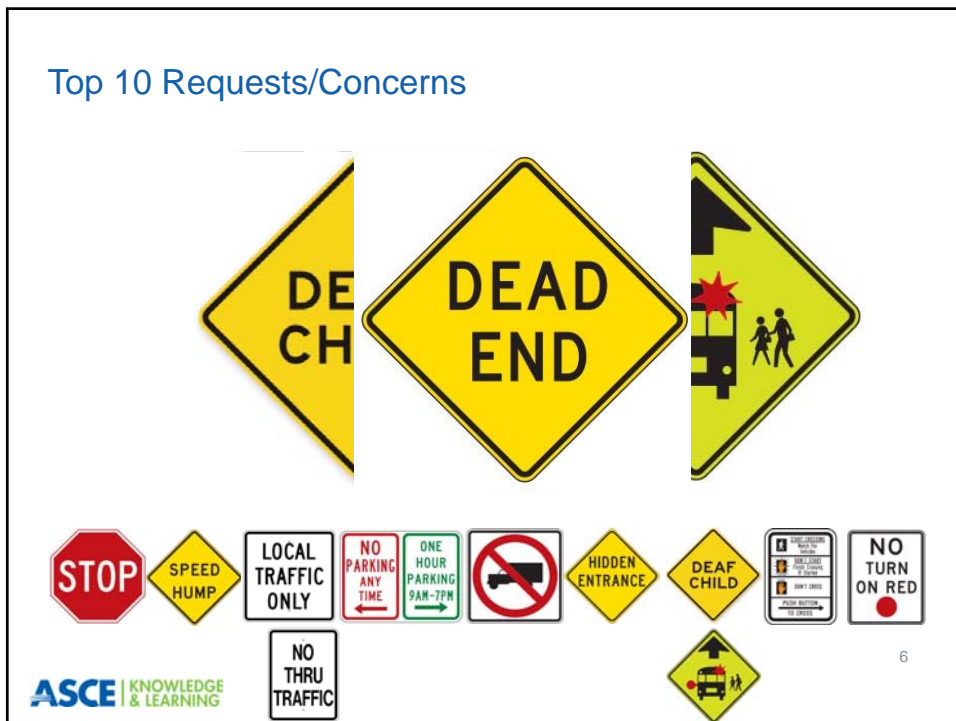
Importance of Citizen Communication



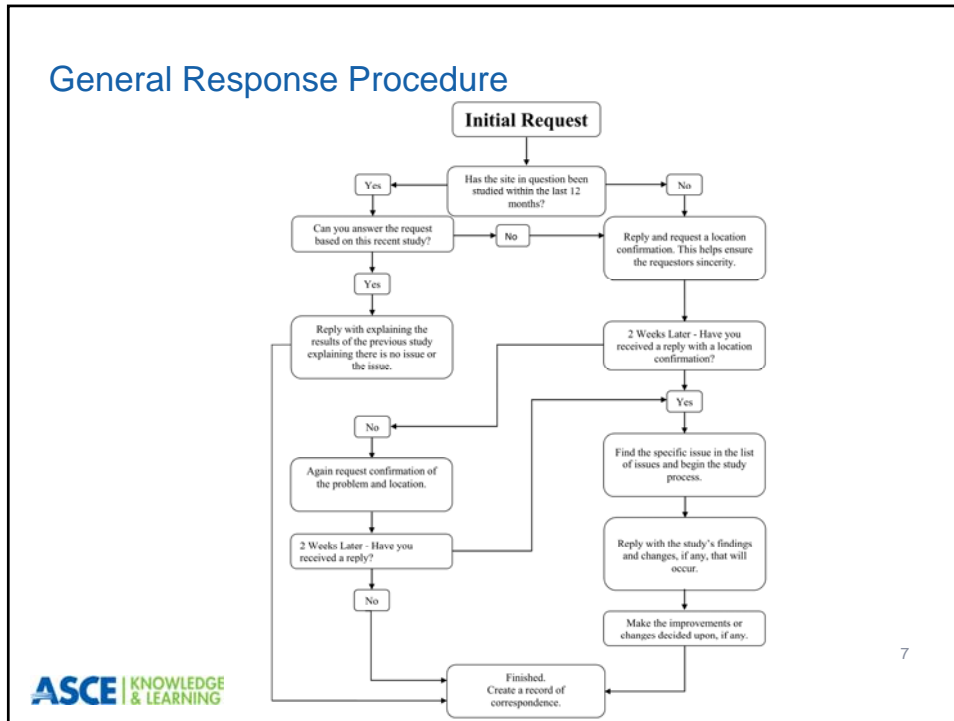
Value of Record Keeping



Top 10 Requests/Concerns

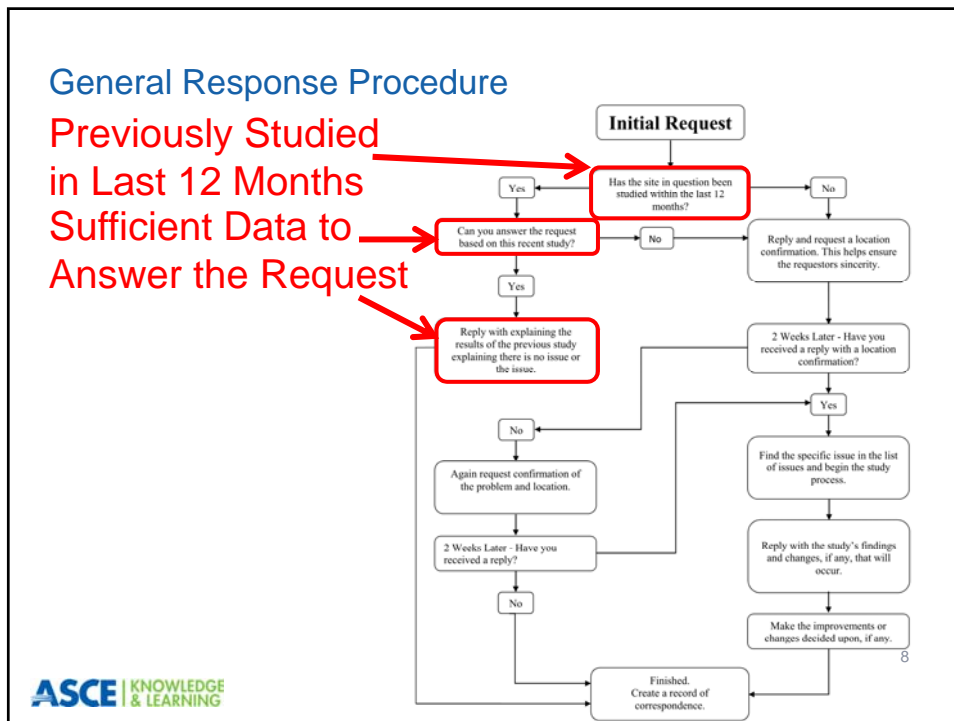


General Response Procedure



General Response Procedure

Previously Studied
in Last 12 Months
Sufficient Data to
Answer the Request

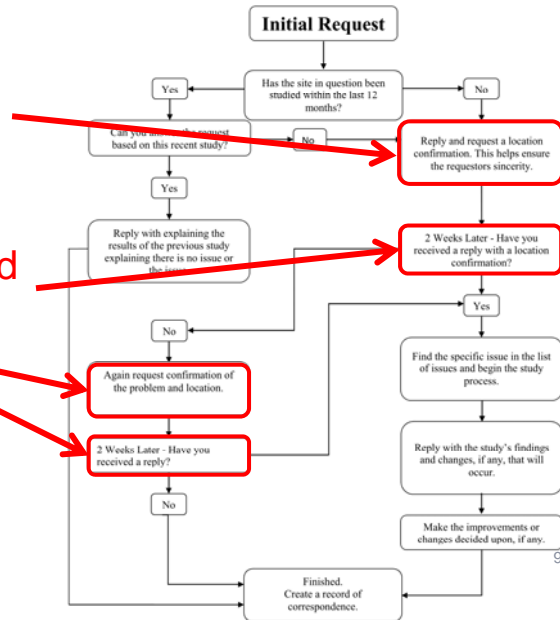


General Response Procedure

Initial Reply and Request

Second Reply and Request

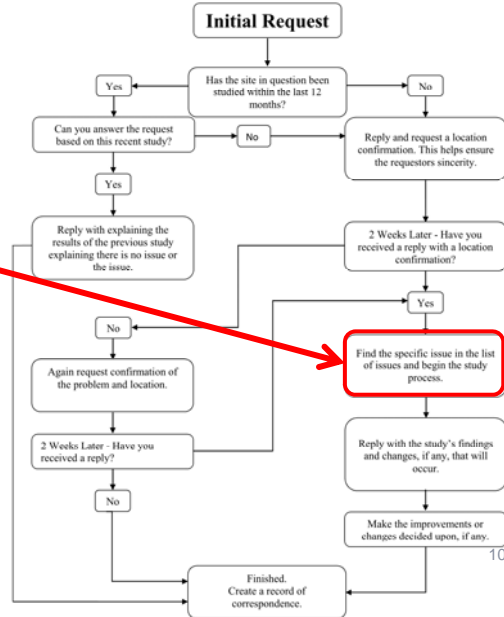
ASCE | KNOWLEDGE & LEARNING



General Response Procedure

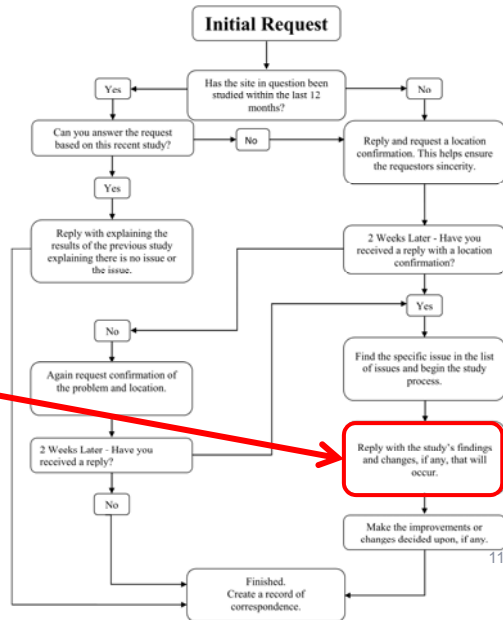
Convey Study Process and Schedule

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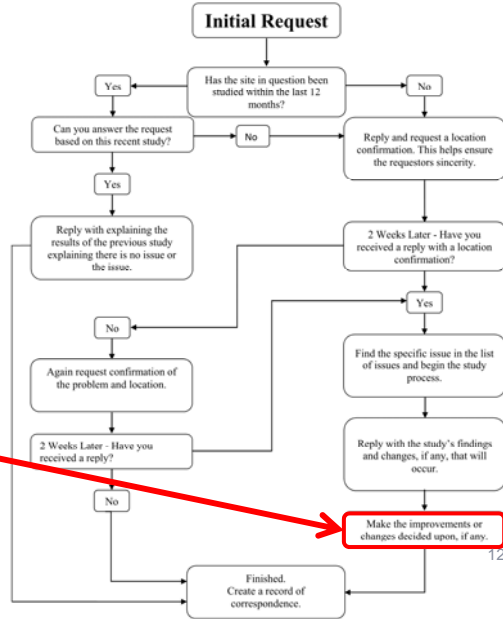
General Response Procedure

Reply with Findings



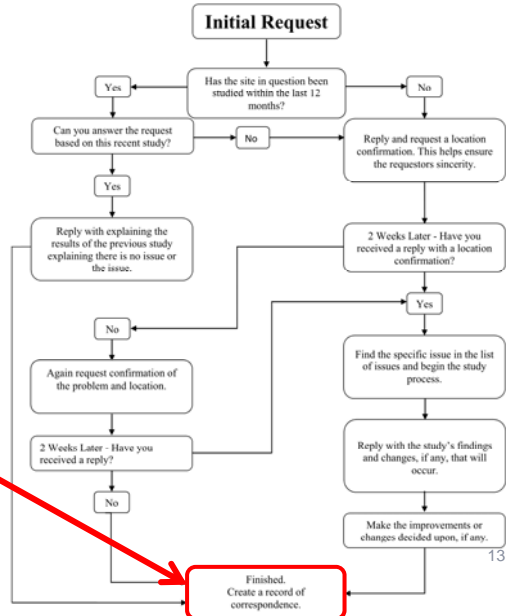
General Response Procedure

Complete Changes



General Response Procedure

Record Keeping



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Case Study 1 – Request for Stop Sign

Re: Stop Sign Request on Street A

Dear Citizen,

Thank you for contacting us regarding installing stop signs. In order to determine what should be done, city staff will need to perform a site visit and collect traffic related data.

To avoid studying the incorrect location we need your help confirming we have the right location before we begin our data collection. Please confirm the location on the attached map is the place you are concerned about.

In addition to confirming the location for us and to be sure we understand your concern completely, please describe your concern again in detail. This way it will be easier to make sure we collect the right data needed to get to the right solution.

Once I have received your confirmation of location and a detailed description of your concern, we will schedule the appropriate data collection. I will be sure to email you with our schedule and what you should expect.

Thank you again for your inquiry and I look forward to hearing from you soon. Should you have any additional traffic related questions or concerns about another area, please contact us again so we can keep a clear record of each concern.

Sincerely,

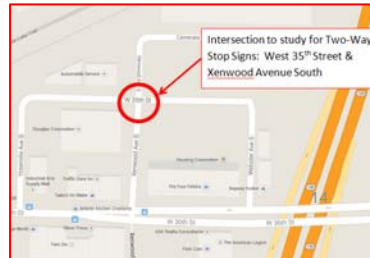
Thanks &
Contact Needed

Thanks

Confirm
Details

Expectations

Map



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Case Study 1 – Request for Stop Sign

Re: Stop Sign Request on Street A

Dear Citizen,

Thank you for confirming the location and your concern. City staff will be out to review the site and collect traffic data in the next three to four weeks. This information will be used to determine what, if anything needs to be done.

Thanks

We will use the *Manual on Uniform Traffic Control Devices (MUTCD)*, which is a legal document that governs the use of all traffic control devices in Minnesota, to make our final determination whether additional intersection control is needed. Per Section 2B.6 of the MUTCD, if any of the following criteria is met, additional stop sign control will be added:

Criteria

- If the vehicular traffic on one road or highway exceeds 6,000 vehicles per day;
- If the view is restricted and requires motorists to stop in order to adequately observe conflicting traffic on the through street or highway
- If crash records indicate that there has been three or more crashes, that could have been prevented by the use of stop sign control, within a 12-month period, or that five or more such crashes have been reported within a 2-year period. Such crashes include right-angle collisions involving road users on the minor-street approach failing to yield the right-of-way to traffic on the through street or highway.

I will email you in about six weeks with my findings, as well what the city as decided to do about your request. Thank you again for your help in addressing this matter and please let me know if you have any additional questions or concerns about the process.

Schedule

Sincerely,

15

Case Study 1 – Request for Stop Sign

Re: Stop Sign Request on Street A

Dear Citizen,

Thank you for contacting us regarding installing stop signs. Attached is a technical memorandum with our findings and analysis. Based on our review of the current conditions, we have determined that stop signs are not necessary at this time.

Summary Results

Although we will not be installing stop signs, we did notice that trees around the intersection have grown into the sidewalks and block sight lines for drivers approaching the intersection. Therefore, our city crews will be out in the next couple weeks to trim these trees. We expect this action will improve the visibility that was a part of your concern.

Alternative Mitigation

Thank you for raising these concerns. We value your opinion and observations and look forward to serving you again in the future. Please contact me again if you have any additional questions or concerns about this analysis, or if you have other traffic related concerns

Thanks

Sincerely,

16

Case Study 2 – Concern about Speeding

Re: Concern regarding speeding on Someplace

Dear Citizen,

Thank you for expressing your concern regarding high vehicle speeds on Someplace. Attached is a technical memorandum with my findings and analysis. Based on my review of current conditions, it appears most motorists are not speeding.

Summary
of Results

The statutory speed limit for this location is 30 mph and the measured 85th percentile speed is 34.5 mph (within the acceptable 5 mph range). In addition, the 10 mph pace of the majority of vehicles is between 27 mph and 36 mph, again within an acceptable range.

Criteria

While we will not be making any permanent changes in the area, we did notice a few high speed vehicles consistently occurring in the p.m. peak period. I have notified the police and they intend to have a patrol drive through the corridor during this time. The police presence should slow down the few high speed drivers we noted at this time. In addition, you are welcome to use one of our hand-held speed radars to see the speed of the cars for yourself. Cars often seem faster from the view of someone sitting or working in their yard. This device is easy to use and can help provide a better context of the actual speeds on the road for you. Please contact me at XXX-XXXX to arrange a date and time if you would like to use this device.

Alternative
Mitigation

Finally, we did notice some sight distance issue regarding the all-way stop control at the intersection of Pennsylvania Avenue and West 16th Street. A maintenance crew will be following-up at the site in the next couple of weeks to improve the visibility of the stop signs. Better visibility to and compliance of these stop signs may also reduce the speeds on the road.

Please contact me if you have any questions or comments regarding this information, or if you have any other additional concerns. Thank you again for your bringing this concern to our attention.

Thanks &
Contact Needed

Sincerely,

17



Case Study 3 – Concern about Truck Traffic

Re: Concern regarding truck traffic on Someplace

Dear Citizen,

Thank you again for expressing your concern regarding excessive truck traffic on Someplace. Attached is a technical memorandum with my findings and analysis. As you will see, the recent increase in truck traffic is due to a nearby housing redevelopment. After talking with the project manager, we expect the truck traffic to be back to normal in another month.

Summary
Results

We also want to note that this street is classified as a "Collector" roadway in the City's hierarchy of roads. This means that while it contains many driveways on it, That-Road is intended to gather traffic from the surrounding neighborhoods for travel to and from larger order roads, like This-Road. Thus, That-Road is intended to have higher volumes and truck traffic than other residential roadways, like This-Road.

Additional
Information

Please contact me if you have additional questions or comments regarding this information, or if you have any other traffic related concerns. Thank you again for bringing this issue to our attention.

Thanks

Sincerely,

18



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