



Addressing Citizens' Requests for Traffic Safety Solutions

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Renaë 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

...MAKING A DIFFERENCE



What was the Issue?

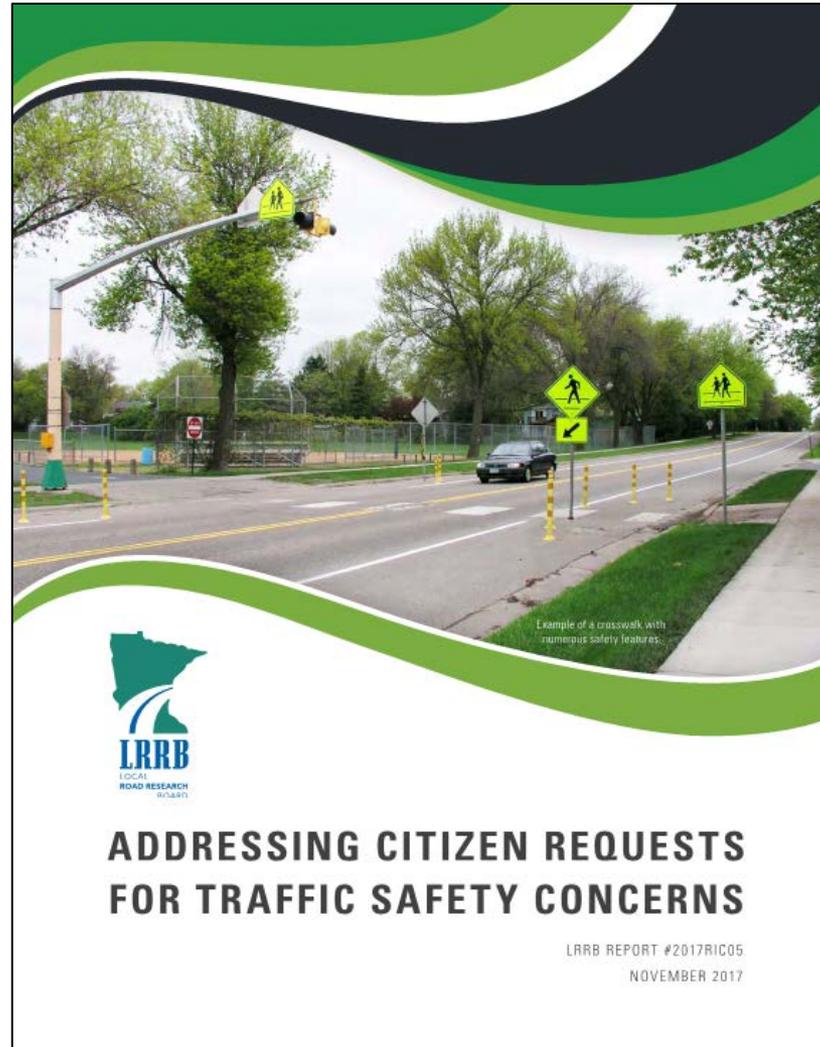
Issue: Lack of guidance for local agency staff on best practices to addressing citizen's common requests for traffic safety concerns

Intended Audience: Local agency city and county traffic staff





What was the solution?





Guidebook Details

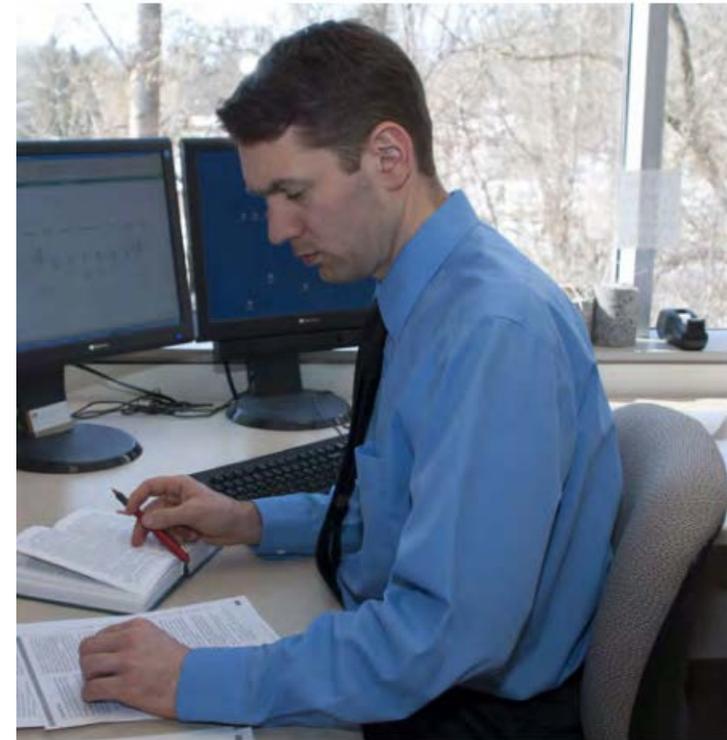
- **Importance of Communication**
- **Steps to Address Typical Requests**
- **Typical Requested Traffic Safety Devices**
- **Keeping Record of Requests**
- **Case Studies**
- **Example Response Template Letters/Emails**



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

mystlouispark

Improve your community. Report an issue and watch it get fixed.

Search...

- Fire Department >
- Private Property / Business Issue >
- City Government >
- Trees & Landscaping >
- Garbage, Recycling, Organics, & Yardwaste >
- Police >
- City Parks >
- Street & Sidewalks >
- Utility Billing >



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





Importance of Communication

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

a. Stop Signs



General Information

- Stop signs are intended to assign right-of-way for drivers and are not speed control devices.⁽¹⁾
- Increasing the number of stop signs does not necessarily reduce crashes.⁽⁸⁾
- Improperly applied or installed stop signs have poor compliance rates and may create driver confusion.
- Poor compliance rate could lead to further safety issues based on driver behavior and driver expectancy.⁽¹⁰⁾
- Stop signs may be appropriate for gap or sight distance issues.⁽¹¹⁾



Effectiveness

- **Volumes:** Depends on the makeup of traffic, number of stop signs, and the available adjacent routes. Stop signs generally do not result in a net reduction of traffic.
- **Speeds:** Unlikely to reduce speeds, and depending on the saturation of stop signs, improperly installed signs can often lead to increases in speed between intersections to reduce lost time stopping at the stop sign.^(3 & 10)
- **Safety:** If installed in a location that does not warrant a stop sign or where motorists are likely to ignore the sign, the stop sign can lead to an increase in crashes due to driver behavior.^(3 & 10) If sight distance is poor due to a permanent installation blocking driver's line of sight, stop signs can have a positive effect on safety.⁽¹⁰⁾
- Can add unnecessary delay to the roadway network.



Keeping Record of Requests

DATE RECEIVED	NUM	CLASS.	ADDRESS	LOCATION	REQUEST / ISSUES	REQUESTOR / ADDRESS / E-MAIL	PHONE	TSC DATE (REF TO OTHERS)	ETC DATE	CC DATE	PENDING/ COMPLETE
1/4/2016	1			GrandView Starbucks Drive-through	Starbucks Drive-Through queue backs up onto city street, blocks traffic			D	D	D	Complete
1/6/2016	2			7200 France Condos (?)	Speed bump on property is VERY high, could cause damage			D	D	D	Complete
1/12/2016	3			Ridge and Dale, Ridge and Woodhill	Stop sign controls at the intersections to slow traffic and deal with intersection sight line issues			B (02/03/16)	B (02/18/16)	B (03/15/16)	Complete
1/12/2016	4			Vernon Road	Traffic on Vernon Road is well above speed limit, mid afternoon to early evening.			D	D	D	Complete
1/13/2016	5			Valley View road Parking Bays	U turns interfering with traffic near HS during drop off times			Referred to High School Transportation Study			Complete
1/14/2016	6			49th Street, at Maple road	Speed issues on 49th Street			D	D	D	Complete
1/19/2016	7			65th Street between France Avenue and Valley View Road	Trucks are too close to driveway for 6500 France construction project.			D	D	D	Complete
1/21/2016	8			Summit and Interlachen	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			D	D	D	Complete
2/1/2016	9			Hazleton and France	Unable to reach Byerly's believes that the orange directional signage prohibits the movement			D	D	D	Complete
2/1/2016	10			70th Street, between France and Xenos	Believes that the 70th Street Roundabouts are unsafe and is unsure about how to use them			D	D	D	Complete
2/1/2016	11			Cornelia Drive	Request for information on Cornelia Drive			D	D	D	Complete
2/2/2016	12			Tracy and Countryside Road	Northbound Tracy, after the curves (south of Countryside School), kids are crossing road to school, but drivers are traveling fast and don't have proper sightlines. Creates danger crossing street.			A (04/06/16)	A (04/21/16)	A (05/17/16)	Complete
2/5/2016	13			Cornelia Drive and Dunberry	The Cornelia Drive Sidewalk should include a crosswalk across Cornelia at Dunberry. This count should be taken AFTER the project is complete, during early school year, to ensure that the chance of a crossing being warranted is maximized						Pending
2/10/2016	14			54th and France	Light timing is inadequate for 54th Street			D	D	D	Complete
2/22/2016	15			50th and France	Reassign lanes for WB traffic			D	D	D	Complete
2/23/2016	16			Valley View Road and Clover Ridge	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.			B (04/06/16)	B (04/23/16)	B (05/17/16)	Complete
2/26/2016	17			Morningside and Arden	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			A (06/01/16)	A (06/16/16)	A (07/18/16)	Complete
2/26/2016	18			Morningside and Arden	Morningside's vehicle traffic is very fast and this is dangerous for the driveways along as residents are backing out.			B (06/01/16)	B (06/16/16)	B (07/18/16)	Complete



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.





Example Response Template Letters/Emails

Uncontrolled/Side-Street Stop Controlled Crosswalk Form Letter

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



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Who We Are

The Local Road Research Board brings important developments to city and county transportation engineers, ranging from new ways to determine pavement strength to innovative methods for engaging the public.

[Find out more about the LRRB.](#)

LRRB Welcomes Research Ideas From Minnesota Transportation Practitioners!

SUBMIT IDEAS

www.lrrb.org

**Search: citizen requests
Will be posted in November 2018**

Questions?





Contact us

Renaue Kuehl, SRF Consulting Group

Rkuehl@srfconsulting.com

763-249-6783

Mark Ray, City of Crystal

mark.ray@crystalmn.gov

763-531-1160