

## SAFE STREETS PROGRAM (SSP) PROCEDURE

The Safe Streets Program (SSP) Procedure is designed to address concerns about speeding, cut-through traffic, overall traffic volume, or other safety concerns on residential streets. There are three primary types of actions included in the program: evaluation and installation of traffic management devices, substitution of traffic management devices, and removal of traffic management devices.

### I. Evaluation and Installation of Traffic Management Devices

Only residential (Type G) streets and residential collector (Type F) streets, (as defined on the City's Thoroughfare Plan) with a 30 miles per hour speed limit and only one travel lane in each direction of travel are eligible for consideration for the installation of traffic management devices. The following process is used when considering installation of traffic management devices on residential or residential collector streets.

#### A. Process Initiation

1. To initiate the process, a resident, hereby known as the Sponsor, submits a written request to the Transportation Engineering Division (TED) to consider the installation of traffic management devices on a specified street or streets where speed, volume or other factors raise traffic safety concerns.
2. The Sponsor shall live within the Notice Area. (See Section VIII for Sponsor and Notice Area definitions.) Although the formal Notice Area is not defined until later in the process, the TED shall make a preliminary review to verify that the Sponsor lives within the area.
3. The TED evaluates the request and defines the Target Area where safety concerns are present.

#### B. TED Evaluation

The TED performs a preliminary evaluation to determine if traffic safety issues exist. If traffic safety issues are determined to exist, the TED performs an evaluative traffic study for seven (7) consecutive days in the Target Area to determine traffic volumes and speeds.

## 1. Minimum Traffic Volume and Speed Criteria

In order to participate in the SSP, speed and volume criteria must be met. An average 85th percentile speed shall be calculated by averaging the five highest daily 85th percentile traffic speeds from the results of monitoring on the Target Street during the evaluative traffic study. An average traffic volume shall be calculated by averaging the five highest daily, two-way traffic volumes from the results of monitoring on the Target Street during the evaluative traffic study. The average speed and average volume shall meet the following minimum speed and volume criteria in order to qualify for participation in the Safe Streets Program:

### a. Average Traffic Volume

The average two-way traffic volume shall exceed

- 2,000 vehicles per day on residential collector streets
- 500 vehicles per day on residential streets

and

### b. Average 85th Percentile Traffic Speed

The average 85th percentile traffic speed shall exceed the authorized speed limit by at least

- 5 MPH for residential collector streets with households facing street
- 7 MPH for residential collector streets without households facing street
- 5 MPH for residential streets

## 2. Traffic Volume and/or Speed Criteria Waiver

The Traffic Engineer may request the Transportation Advisory Committee (TAC) to determine whether the minimum volume and/or speed criteria should be waived if the circumstances, as a whole, warrant further study for participation in the SSP. The presence of a school, church, hospital, recreation center, park, or senior center facility in the Target Area is an example of a circumstance that may warrant a waiver of one or both of the minimum criteria in B.1 above.

### 3. Waiting Period for Future Request

If the TED determines that a request does not qualify for the consideration of traffic management calming devices, the TED shall not re-study the area until at least one hundred eighty (180) calendar days after the end date of the evaluative study.

### C. Petition Process for Participation in the SSP

1. If the traffic volume and speed criteria are met or a waiver is granted by the TAC, the TED shall provide a petition for the Sponsor to circulate in the Notice Area. The Sponsor must obtain the signature of residents representing at least 20% of the number of households in the Notice Area before participation in the SSP shall be considered. Only one signature per household shall be counted towards the necessary percentage.
2. The petition must be returned to the TED no later than forty-five (45) calendar days after the petition is made available to the Sponsor by the TED. If the 45th day falls on a weekend or holiday, the petition shall be due on the next business day. The due date shall be noted on the petition.
3. If the petition is not returned by the due date or does not contain the required number of signatures, the petition is considered to have failed, the SSP process is halted, and the area is subject to the required waiting period.

### D. Increased Police Enforcement Efforts

If the traffic volume and speed criteria are met or a waiver is granted by the TAC and a successful petition for participation is submitted, the TED requests the Police Department to begin increased enforcement efforts in the Target Area, based on available resources, for a period of sixty (60) calendar days.

### E. Follow-up Traffic Study

At the end of the increased police enforcement period, the TED conducts a follow-up traffic study to determine if traffic safety issues have been alleviated.

If traffic safety issues are alleviated, the Sponsor is informed in writing of the actions taken to address the concern(s) and participation in the SSP ceases. The area is not eligible to initiate the SSP process again until at least one (1) year after the completion of the follow-up traffic study.

If traffic safety issues still exist, participation in the SSP process continues with the development of a Temporary Traffic Management Plan.

## F. Temporary Traffic Management Plan

### 1. Plan Components

The TED works with the Sponsor to develop a Temporary Traffic Management Plan, which may include:

- a. Placing informational signs or sending out informational fliers on the proposed Target Street(s) that provide a hotline number for residents to report traffic safety offenses and designate the street as a Safe Streets Program target. The hotline number shall be listed through the Police Department. Hotline calls from the neighborhood that provide identifying license plate numbers, location, and time of the alleged violation, shall result in letters sent to registered owners of the vehicle; and/or
- b. The installation of reflectorized pavement markers, pavement striping, traffic safety signing, distribution of educational materials, and special studies on the traffic safety impact of temporary traffic management devices (e.g., chicanes); and/or
- c. The temporary installation of traffic management devices including, but not limited to, speed cushions, chicanes, traffic diverters, speed tables, traffic circles, and lane narrowing islands.

Speed humps no higher than 3 inches in height may be installed on residential streets.

Speed humps may not be installed on residential collector streets.

Speed tables at least 22 feet in length and no higher than 3 inches may be installed on residential collector streets.

### 2. Continued Increased Enforcement

As resources permit, the Police Department shall continue increased enforcement efforts in the Target Area to identify trends, times, and patterns from hotline responses and other data provided by the TED.

### 3. Designation of Notice Area

The Notice Area is described in Section VIII. The TED shall prepare a list of household addresses in the Notice Area. In the case of a multi-family facility (greater than four [4] dwelling units per building), a survey package shall only be sent to the manager's office of the complex.

#### 4. Temporary Traffic Management Plan Approval Survey

- a. When the traffic management plan has been developed, a survey package shall be mailed, via regular first class mail, to each of the household addresses in the Notice Area. The survey package shall include information describing the plan, supporting materials (such as maps, typical design drawings, etc.), and a survey response card for return to the City.
- b. Each household address is permitted one approval/disapproval vote in a survey.
- c. The households in the Notice Area shall have thirty (30) calendar days from the date of the letter to return the survey response cards to the City. In order to be counted in the survey response, the survey response cards shall be either postmarked by the due date if mailed or, if delivered, received by the TED before 5:00 p.m. on the due date or by 5:00 p.m. on the next business day if the due date falls on a weekend or holiday. Five (5) business days following the due date shall be permitted for mailed responses to be received by the TED.
- d. A reminder package with a second survey response card shall be sent out to household addresses in the Notice Area for which no survey response is received within fifteen (15) calendar days from the date of the letter. (If the 15th day falls on a weekend or holiday, the next business day shall be used.) The reminder survey response card is due on the same date as the original survey response card. No additional time is granted for a response.
- e. Only one survey card from a Notice Area household address shall be counted. In the event both an initial and reminder card are received within the specified time period from the same address, the following shall apply:
  - If both cards have the same response, a single response shall be tallied.
  - If the cards have different responses, the card with the later postmark, if mailed, or latest received date, if delivered, shall be tallied.
- f. Only original survey cards shall be counted in a survey tally. Photocopies or reproductions are not included in the response tally.

## 5. Required Survey Responses

- a. Responses must be received from more than 50% of the household addresses in the Notice Area for the process to proceed. If more than 50% of Notice Area households respond to the survey, and, of these respondents, at least 55% approve the traffic management plan, the Notice Area residents are considered to be in support of the plan and the survey is considered to be successful. (Note: The use of the term successful, succeeds, or succeed to describe a survey result at other places in this document shall refer to surveys in which the return and approve rates listed in this paragraph are met unless other values are noted.)
- b. If a response is received from 50% or less of the household addresses in the Notice Area or, if less than 55% of the responses approve even if responses were received from more than 50% of the addresses in the Notice Area, the Notice Area residents are considered to be in opposition of the plan and the survey is considered to have failed. In this case, the SSP process is halted, a letter outlining the survey results and request status is sent to the Sponsor, and the area is subject to the waiting period. (Note: The use of the term failed or fails to describe a survey result at other places in this document shall refer to surveys in which the return and approve rates listed in this paragraph exist unless other values are noted.)

## 6. Required Waiting Period

If the traffic management plan survey fails, the area may not be restudied for a period of at least one (1) year from the due date of the survey. A restudy request shall start at the beginning (Section I.A.) of the SSP process.

## 7. Appeal of Traffic Management Plan

If a simple majority of the households in the Notice Area disagree with the TED's proposed traffic management plan, they may appeal that decision to the TAC.

### a. Request Submission

To appeal, a resident of the Notice Area (as used for the distribution of the traffic management plan) must file a written notice with the TED within fifteen (15) calendar days of the date of the traffic management plan letter. The notice shall include the name, address, and phone number of the person making the appeal, the basis for the

appeal, and the action requested. This appeal is limited to challenging the minimum traffic volume or speed criteria or type of device(s) proposed in the Temporary Traffic Management Plan.

b. Petition Process

1. The TED shall prepare a petition for the requestor to circulate in the Notice Area to verify area support. The requestor must obtain the signature of residents representing more than 50% of the number of households in the Notice Area before an appeal shall be considered. Only one signature per household shall be counted towards the necessary percentage.
2. The petition must be returned to the TED no later than thirty (30) calendar days after the petition is made available to the requestor by TED. If the 30th day falls on a weekend or holiday, the petition shall be due on the next business day. The due date shall be noted on the petition.

c. Area Resident Notification

1. If the petition is returned by the due date and the required number of signatures is included, the TED shall, within ten (10) business days of the receipt of the petition, send a written notification of the appeal to all households within the Notice Area.
2. The appeal shall be scheduled for consideration at the next available TAC meeting.
3. The due date of the survey cards for the traffic management plan being appealed is typically before the appeal can be scheduled and heard by the TAC. The appeal process does not terminate or suspend the survey process. The survey cards for the traffic management plan shall continue to be due for return during the appeal process. The results of the survey shall be tallied but no action shall be taken until after the TAC rules on the appeal.
4. If the petition is not returned by the due date or does not contain the required number of signatures, the petition is considered to have failed and the appeal process is terminated. The results of the traffic management plan survey are tallied to determine future action.

d. Appeal Ruling by TAC

1. If the TAC approves the appeal, the traffic management plan process is halted and action, as determined appropriate by the TAC and the TED, shall be taken.
2. If the appeal is denied, the results of the survey done as part of the traffic management plan are used to determine future action. If the survey was successful, the traffic management plan proceeds with the installation of the devices. If the survey failed, participation in the SSP is halted. Future participation is subject to the required waiting period for the traffic management plan.

8. Temporary Device Installation and Test Period

- a. Following a successful survey for a Temporary Traffic Management Plan, the City shall schedule the devices for installation.
- b. The temporary devices included in the Temporary Traffic Management Plan shall remain in place for a period of at least one hundred eighty (180) but not more than two hundred forty (240) calendar days following installation. Whenever feasible, devices should remain in place until the permanent plan survey process is completed.
- c. During this period, the TED shall hold a meeting for residents to comment on the temporary devices and to discuss options for developing the Permanent Traffic Management Plan.
- d. Additional plan modifications, effectiveness studies, and neighborhood reporting may occur during the temporary period at the discretion of the TED.
- e. At the end of the temporary period, the TED conducts a follow up traffic study to evaluate traffic volumes and speeds.

G. Permanent Traffic Management Plan:

While the Temporary Traffic Management Plan is in place, the TED works with the Sponsor to develop a Permanent Traffic Management Plan.

A Permanent Traffic Management Plan may not include speed humps on residential collector streets. Speed humps no higher than 3 inches in height may be installed on residential streets. Speed tables at least 22 feet in length and no higher than 3 inches may be installed on residential collector streets.

1. Traffic Management Plan Approval Survey

When the Permanent Traffic Management Plan has been developed, the same survey process used for the Temporary Traffic Management Plan shall be followed. (See Section I.F.4.)

2. Required Survey Responses

If the survey is successful (more than 50% of Notice Area households respond to the survey, and, of these respondents, at least 55% approve the Permanent Traffic Management Plan), the City shall schedule the devices for installation.

3. Required Waiting Period

If the Permanent Traffic Management Plan survey fails, the area shall not be restudied for a period of at least one (1) year from the due date of the survey and shall restart at the beginning (Section I.A.) of the SSP process.

4. Appeal of Permanent Traffic Management Plan:

If a simple majority of the households whose property is located in the Notice Area disagree with the TED's proposed Permanent Traffic Management Plan, they may appeal that decision to the TAC. The appeal process is the same as that described in Section I.F.7. for the appeal of a Temporary Traffic Management Plan.

## II. Substitution of Traffic Management Devices Process

The following process addresses cases where the substitution of a different type of permanent traffic management device is desired in place of one or more existing permanent traffic management devices.

### A. Eligible Devices

1. Any permanent traffic management device shall be in place for at least one year before it is eligible for consideration under the Substitution of Traffic Management Devices Process. The substitution process does not apply to temporary traffic management devices.
2. Only traffic management devices approved by the TED may be substituted for existing devices. Speed humps no higher than 3 inches in height may be installed on residential streets. Speed humps may not be installed on residential collector streets. Speed tables at least 22 feet in length and no higher than 3 inches may be installed on residential collector streets.

## B. Substitution Request Submission

1. To initiate a substitution request, a resident, hereby known as the Sponsor, submits a written request to the Transportation Engineering Division (TED) to consider the substitution of one or more existing permanent traffic management devices. The request shall include the name, address, and phone number of the Sponsor and a description of the desired substitution.
2. The Sponsor shall live in the Notice Area. The Notice Area, as defined in the Section VIII, shall be used for any traffic management device substitution request regardless of when the device was installed.
3. The TED shall prepare a list of household addresses in the Notice Area.

## C. Substitution Petition Process

1. The TED shall provide a petition for the Sponsor to circulate in the Notice Area. The Sponsor must obtain the signature of residents representing at least 10% of the number of households in the Notice Area before substitution shall be considered. Only one signature per household shall be counted towards the necessary percentage.
2. The petition must be returned to the TED no later than forty-five (45) calendar days after the petition is made available to the Sponsor by the TED. If the 45th day falls on a weekend or holiday, the petition shall be due on the next business day. The due date shall be noted on the petition.
3. If the petition is not returned by the due date or does not contain the required number of signatures, the petition is considered to have failed, the substitution process is halted, and the area is subject to the required waiting period.

## D. Substitution Survey Process

If the petition is returned by the due date and the required number of signatures is included, the TED shall prepare a Substitute Traffic Management Plan. When the traffic management plan has been developed, a survey package shall be mailed to the household addresses in the Notice Area using the survey process described in Section I.F.4. This is the same survey process as used for the Temporary and Permanent Traffic Management Plans.

#### E. Required Substitution Survey Responses

1. Responses must be received from more than 50% of the household addresses in the Notice Area for the process to proceed. If more than 50% of Notice Area households respond to the survey, and, of these respondents, at least 55% approve of the substitution request, the survey is considered to be successful.
2. If a response is received from 50% or less of the household addresses in the Notice Area or, if less than 55% of the responses approve even if responses were received from more than 50% of the household addresses in the Notice Area, the survey is considered to have failed, the substitution process is halted, and the area is subject to the required waiting period.
3. If the survey is successful, the existing devices shall be removed and substitute traffic management devices shall be installed according to the approved Substitute Traffic Management Plan. Once installed, these devices must remain in place for at least two years.

#### F. Required Waiting Period

If the petition or the Substitute Traffic Management Plan survey fails, the area may not be restudied for a period of one year from the due date of the survey and shall restart at the beginning of the SSP substitution process.

### III. Removal of Traffic Management Devices Process

The following process addresses cases where residents of the Notice Area desire the removal of one or more existing permanent traffic management devices.

#### A. Eligible Devices

Any permanent traffic management device shall be in place for at least one year before it is eligible for the Removal of Traffic Management Devices Process. The removal process does not apply to temporary traffic management devices.

#### B. Removal Request Submission

1. To initiate the process, a resident, hereby known as the Sponsor, submits a written request to the Transportation Engineering Division (TED) to consider the removal of one or more existing permanent traffic management devices. The request shall include the name, address, and phone number of the Sponsor and a description of the desired removal.

2. The Sponsor shall live in the Notice Area. The Notice Area, as defined in the Section VIII, is used for any traffic management device removal request regardless of when the device was installed.
3. The TED shall prepare a list of household addresses in the Notice Area.

#### C. Removal Petition Process

The petition process for requesting the removal of permanent traffic management devices is the same as used for substitution requests (see Section II.C.) except that at least 20% of the number of households in the Notice Area must sign the petition before removal shall be considered.

#### D. Removal Survey Process

If the petition is returned by the due date and the required number of signatures is included, the TED shall send surveys to the addresses in the Notice Area using the survey process described in Section I.F.4. This is the same survey process as used for the temporary and Permanent Traffic Management Plans and for substitution requests.

#### E. Required Removal Survey Responses

1. Responses must be received from more than 50% of the household addresses in the Notice Area for the process to proceed. If more than 50% of Notice Area households respond to the survey and, of these respondents, at least 60% approve of the removal, the survey is considered to be successful.
2. If a response is received from more than 50% of the household addresses in the Notice Area and less than 60% but at least 50% of the responses approve of the removal, the substitution option shall automatically begin at the survey process described in Section II.D.
3. If a response is received from 50% or less of the household addresses in the Notice Area or, if less than 50% of the responses approve even if responses were received from more than 50% of the household addresses in the Notice Area, the survey is considered to have failed, the removal process is halted, and the area is subject to the required waiting period.
4. If the survey is successful, the TED shall coordinate the removal of the traffic management devices. Notices shall be sent to the residents in the Notice Area advising of the planned removal. A notice shall also be sent to the Police Department.

#### F. Required Waiting Periods

1. Should a request for the removal of permanent traffic management devices result in device removal, a request for reinstallation shall not be considered until at least two years after the date they were removed.
2. If a removal request petition or survey fails, the area may not be reconsidered for the removal process for a period of one year from the due date of the petition or survey that failed.

#### IV. Adjacent, Multiple, and Simultaneous requests

- A. An adjacent request is a request to study a section of a Target Street that connects to or overlaps with the Notice Area for an active request along the same Target Street.
- B. A multiple request involves one or more requests on streets that are within the Notice Area for a Target Street with an active request but are not located on the same Target Street. Multiple requests include cases where the requests on the various streets are all submitted at the same time and cases where requests on some of the streets are submitted separately from the others.
- C. Simultaneous requests are requests that ask to participate in an SSP process for a Target Street or street section which already has an active request. The secondary request may be for the same area, for a portion of the original area, or for a larger area than the original area.
- D. Adjacent, multiple, and simultaneous requests will not generally be permitted. However, in the event an adjacent, multiple, or simultaneous request is received, the TED will review the request to determine if it is in the best interest of the Target Street to permit and coordinate the requests. Factors such as the status and progress of the original request and the necessary change in notice area must be reviewed to make the determination. Adjacent, multiple, and simultaneous requests will be reviewed and considered on a case-by-case basis by the TED.

#### V. City Right of Installation and/or Removal

- A. The City Council reserves the right to direct the installation and/or removal of any traffic management devices at any time at its own discretion and without adherence to this policy or procedures.
- B. The TED may take actions to mitigate conditions that are determined to be hazardous or contributing to significant operational problems. These actions may include modifications to existing devices, substitution of different devices for existing devices, or removal of one or more devices.

## VI. Appeals

### A. Miscellaneous

1. Appeals of proposed Temporary and Permanent Traffic Management Plans shall follow the process listed in Section I.F.7. and I.G.4., respectively.
2. The results of a required survey response, including the required response percentage and the required approval margin, shall not be considered as a basis for an appeal.

### B. TED Decisions

1. TED decisions related to this policy may be appealed to the TAC. A written notice of the appeal shall be submitted in writing to the TED, at least thirty (30) calendar days prior to the next regularly scheduled TAC meeting.
2. The appeal shall list the requestor's name, address, and phone number and state the basis for the appeal and relief requested.

### C. TAC Decisions

1. Decisions of the TAC may be appealed to the City Council by any two (2) members of the City Council or by the Traffic Engineer. Residents seeking to appeal a TAC decision must contact members of the City Council or the Traffic Engineer directly. The TED shall not request an appeal on their behalf.
2. Any appeal of a TAC decision to the City Council or Traffic Engineer shall be made within thirty (30) calendar days of the TAC's decision, be in writing, and state the reasons for the appeal and the relief requested.
3. The City Council's decision shall be final.

## VII. Traffic Management Device Materials and Cost - Standard Materials

- A. The City of Plano shall determine standard materials for use for traffic management devices used in the SSP. The materials used shall consider cost, durability, and operational factors. Cost factors include installation, maintenance, replacement, and removal costs. Operational factors include the installation requirements, the effectiveness, the appearance, the estimated useful life, and the removal requirements. The TED shall determine the standard material types to be used.

- B. The cost of providing or removing temporary or standard permanent traffic management devices is borne by the City. No resident participation is required.
- C. Materials that are relatively easy to install, remove, and minimize the structural impact on the roadway shall be used for Temporary Traffic Management Plans.
- D. The City shall not be responsible for installation or maintenance of any landscaping improvements.

VIII. Definitions:

Active Request - An active request is one for which a written request has been received by the TED and the request is still proceeding through the SSP process. A request would not be considered active if any of the following circumstances are true:

1. A written request has not yet been received by the TED,
2. The volume and/or speed criteria are not satisfied,
3. The required number of petition signatures and/or petition submission date were not met,
4. The required number of survey responses and the required percentage of supporting responses were not met, or
5. The request is ineligible due to any of the required waiting periods.

Household - Any property developed or undeveloped on a platted lot in a residential zoning district.

Major Arterial Road - The four to six lane streets usually found every mile throughout the city, which commonly divide Plano into neighborhoods. These roadways are typically the Type B, B+, C, D, E, and E+ roadways designated on the Thoroughfare Plan.

Notice Area - The area including the households abutting (on the front or the side) the portion of the Target Street in which the traffic management device is proposed (or existing), plus a distance of one thousand (1,000) feet along said street from the outermost traffic management devices. This area includes parallel streets one block over when at least one connection path exists within one thousand (1,000) feet of the Target Street up to the point of intersection with, but not crossing, a major arterial road.

The TED may expand the Notice Area if there is a school, park, recreation center, church, hospital, or senior citizen facility adjacent to the Notice Area.

In the event there is a Major Arterial Road within the 1,000 foot distance along the Target Street from the outermost traffic management device, the Notice Area for that end of the Target Street shall terminate at the intersection of the

Major Arterial Road. Additionally, parallel streets that are otherwise within the Notice Area but are separated from the Target Street by creeks, drainage channels, open spaces, or other barriers preventing normal vehicular access to the Target Street shall not be considered to be in the Notice Area.

Park - Park and private open space as listed in the Parks Master Plan.

Residential Collector Street - Type "F" streets as designated on the City of Plano Thoroughfare Plan. Residential streets constructed with a 36' cross section shall be considered residential collector streets even if they are not individually shown on the Thoroughfare Plan.

Residential Street - Type "G" streets as designated on the City of Plano Thoroughfare Plan. Residential streets constructed with a 26' cross section shall be considered residential streets even if they are not individually shown on the Thoroughfare Plan.

Senior Citizen Facility - Any facility whose primary purpose is providing services to the elderly.

Sponsor - A person residing in the Notice Area that coordinates the SSP Process with City Staff for installation, removal, or substitution. The Sponsor is responsible for notifying the HOA and Notice Area residents of any actions or decisions of the TED or the TAC except as noted in this policy. (Sponsor information, including but not limited to name, address, and phone number, shall be disclosed by the City upon request.)

TAC - Transportation Advisory Committee of the City of Plano

Target Area - The households immediately adjacent to and along the designated portion of the Target Street.

Target Street - The street which is subject of, and evaluated for, a traffic management plan. This is the street that is either requested for device installation or for the substitution or removal of one or more existing devices.

TED - Transportation Engineering Division of the City of Plano Engineering Department

Thoroughfare Plan - Shows the general location and the design standards of the roadways and serves as a guide to the Community Investment Program (CIP) in regard to street construction. Copies of the Thoroughfare Plan are available through the City Planning Department.

Traffic Engineer - The Transportation Engineering Manager of the City of Plano or the Manager's authorized representative.