The Engineer’s Guide to Citizen Traffic Requests

Templates for Studying, Managing & Responding to Common Traffic Concerns

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Why?
Background
The Engineer's Guide to Citizen Traffic Requests

**Quick Response Flow Chart**

**Initial Request**

- **Has the site in question been studied within the last 12 months?**
  - Yes: Can you answer the request based on this recent study?
    - Yes: Reply with Email Template A explaining the results of the previous study explaining there is no issue or the issue.
    - No: 2 Weeks Later - Have you received a reply with a location confirmation?
      - Yes: Find the specific issue in the list of issues and begin the study process. Use Template BB for data collection sheets.
      - No: Use Template C again requesting confirmation of the problem and location.
        - 2 Weeks Later - Have you received a reply?
          - No: Make the improvements or changes decided upon, if any.
          - Yes: Finished. Use Template AA to create a record of correspondence.
  - No: Reply with Email Template B and request a location confirmation. This helps ensure the requester's sincerity.

**SpateAcademy.com**
Email
Previously Studied in Last 12 Months
Previously Studied:

- Email Template with Explanation & Results
Previously Studied:

- Correspondence Log
Need New Study
New Study:
- Confirm Location
New Study:

• Appropriate Study Track
Citizen Requests Templates

1. Stop Signs
2. Special Interest Signs
3. No Parking Signs
4. Change Parking Restrictions
5. Speed Bump or Other Traffic Calming Measures
6. Crosswalk Signs and Markings
7. Signal Pushbuttons at Crosswalks
8. Request for Dead End Signs
9. No Turn on Red Signs
10. No Left Turn Signs

Citizen Concerns Templates

11. Excessive Speeds
12. Traffic Signal Timing
13. Truck Traffic
14. Cut Through Traffic
15. Line of Sight
New Study:

- Email setting clear expectations
- Do Study
New Study:

- Response with Clear Findings & Action
New Study:
• Correspondence Log
Generic Templates

• Correspondence Log
• Data Collection Sheets
• Technical Memorandum
Bonus Topics

• Annual Street Audits
• Annual Traffic Signal Inspections
• Traffic Engineering Website Page
FREE Preview of Guide

www.bit.ly\CEAMP_preview

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