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# Complete Streets Workshop

Carol Kachadoorian and Bill Schultheiss

Toole Design Group

La Quinta |Boone





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❖ Boone

❖ Thursday, September 27, 2012





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# NCDOT Complete Streets Video





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# Welcome and Introduction to Panel Discussion





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# Panel Discussion



# Panel discussion

## King Street roadway widening

- ❖ Transportation goals
  - New high school access
  - ASU students and parents
  - Daily commuter congestion



# Panel discussion

## ❖ Multi-modal outcome

- Bike lanes
- High visibility crosswalks
- Pedestrian signals
- Pedestrian-oriented lighting
- Sidewalks with buffer
- Bus stops
- Access management
- Landscaping
- Overall aesthetics
- Utilities underground



# Panel discussion

## ❖ Panelists:

- Mayor Loretta Clawson
- Council Member Andy Ball
- Public Works Director, Blake Brown
- NCDOT State Roadway Design Engineer, Jay Bennett
- NCDOT Division 11 Traffic Engineer, Dean Ledbetter











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# Workshop Overview



# Workshop Overview

## ❖ Purpose

- Tell North Carolina Complete Streets story
- Begin implementation
- Promote two-day training course in 2013

## ❖ Who's here today?

## ❖ What do you hear about Complete Streets?



# Agenda

## ❖ Morning

- Complete Streets in North Carolina
- User experience
- Implementation

## ❖ Lunchtime

- Field visit

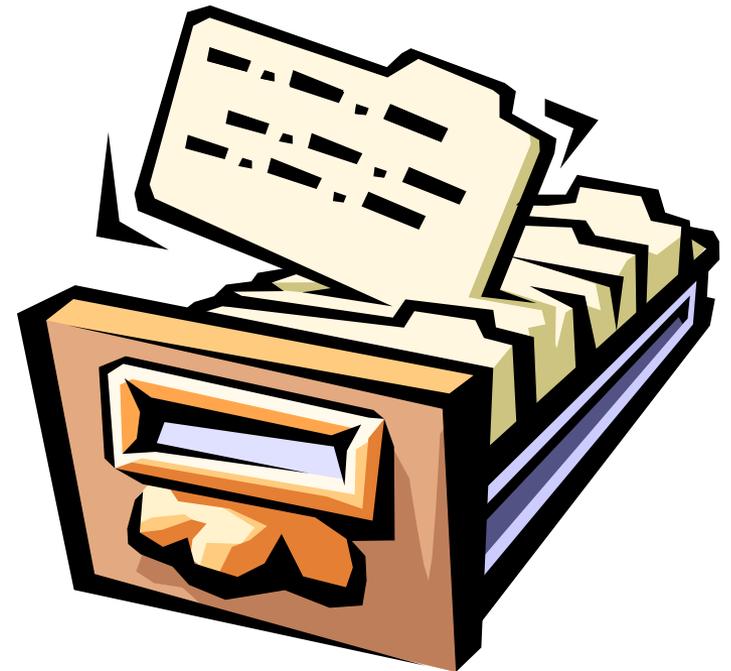
## ❖ Afternoon

- Action Plan



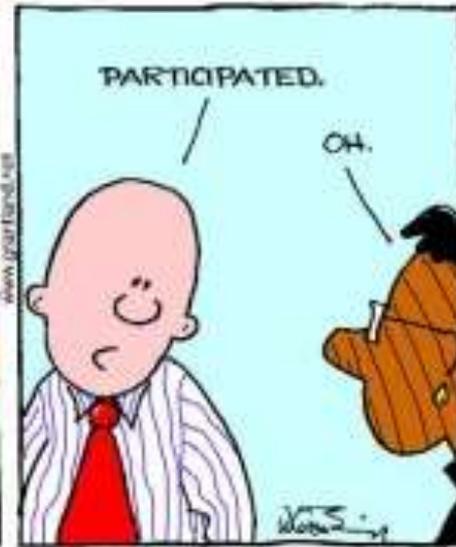
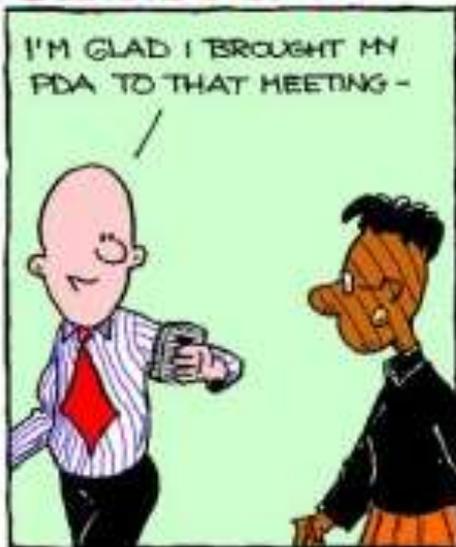
# Other items

- ❖ Complete Streets project map
- ❖ Map of workshop participants
- ❖ Issues and concerns on 3 x 5 cards



# Help get the most out of today

**GRANTLAND®**



# Understanding user needs



- ❖ Levi Marland
- ❖ Emma Hudspeth
- ❖ Josh Lamont



# Background

We have been riding our bikes to school consistently when the weather permits for our second year now. By doing this we are saving car gas and encouraging healthy activity among neighbors and classmates. We have been working on a bike rack project since the end of last year up until this point, in which we were promised by the Health Department at least \$500.00 for bike racks at our school.



# Riding to School



We always take a safe route to school so that we only have to pass through one large intersection and don't have to ride along any dangerous roads. Our school staff, particularly our principal, Mrs. Smalling, has been excellently supportive of our riding and of our bike rack project.



# Survey Responses

In the “Walking and Biking to Hardin Park Elementary: Initial Findings” survey, we found that 72% of parents think that riding to school is healthy.

We also found that around 75% of parents’ decisions to not allow a child to walk or bike to or from school is because of the amount of traffic safety along the route.

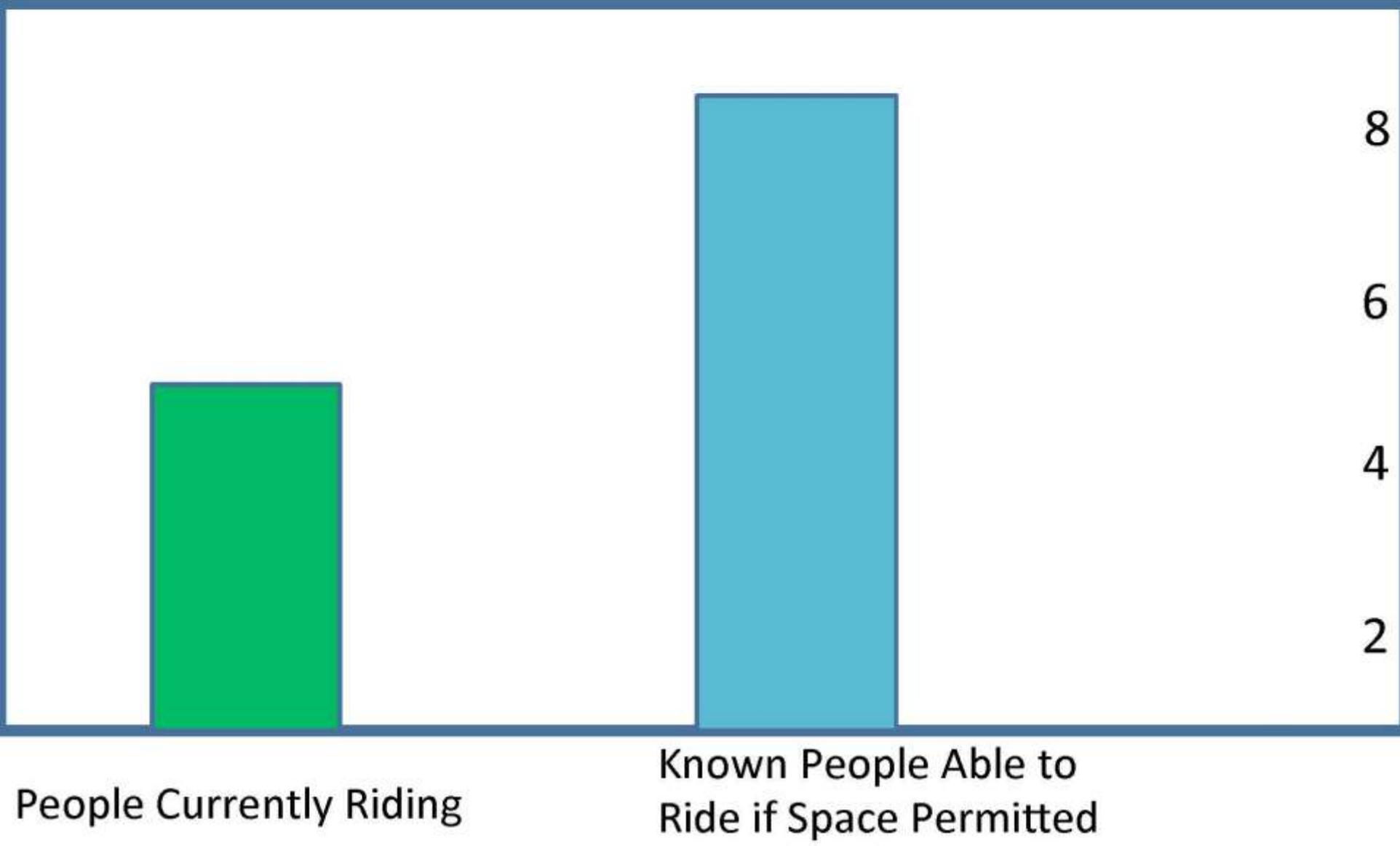
## **Comments from Parents:**

“My children ride their bikes occasionally, but I would encourage them to do it more if it were safer to cross New Market Blvd.”

“Road safety is a key issue...”

“I would not have a problem biking to school with my son if the traffic was better. I feel it is unsafe for me to bike down 421. If I lived in town, it would be different. However, I would never allow my child near the roads alone.”

# Biker Comparison





# What We Need

The only thing left to make riding our bikes to school as safe and fun as possible is to add crossroads and stop signs in areas that we pass through. The major intersection is between the Methodist church and the Council of Government building. If a crossroad was built there and a stop sign set up nearby, then it would be much easier to pass through safely.



# Crossing the Major Road



**\*We believe it's important for kids like us to become involved in riding their bikes to school because not only does it help the environment but it helps to grow self confidence and independence.\***

**–Kelsey Marlett, Katie Mac Knight, and Levi Marland**

*Thanks for Watching!*





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Are you ready to begin?





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# Complete Streets in 15 minutes or less





9/29/1999 2:06pm







# Complete Streets in 15 minutes or less

❖ **What: NCDOT definition**

# Complete Streets in 15 minutes or less

❖ What: NCDOT definition

❖ **Why: Benefits of Complete Streets**

# Complete Streets in 15 minutes or less

- ❖ **What:** NCDOT definition
- ❖ **Why:** Benefits of Complete Streets
- ❖ **How:**
  - **Policy**
  - **Design guidelines**
  - **Decision-making process**
  - **Knowledge**
  - **Measures and Evaluation**

# Complete Streets in 15 minutes or less

- ❖ What: NCDOT definition
- ❖ Why: Benefits of Complete Streets
- ❖ How: Policy, design guidelines, decision-making process, knowledge, measures and evaluation
- ❖ **Locally relevant case study examples from other states**
  - E.g., road diet with evaluation from
  - DC economic development benefit



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# What is Complete Streets?



# What is Complete Streets?

A policy, set of planning and design guidelines, and method of doing business that ensures “interdependent, multi-modal transportation networks that safely accommodate access and travel for all users.”

-- NCDOT CS policy definition from the CS Design and Planning Guidelines

# What is Complete Streets

- ❖ Incorporate into normal processes
  - With some differences
- ❖ How funded?
  - Through planned maintenance
  - Project scope, no additional right-of-way needed: may be small additional cost
  - Project scope, additional right-of-way needed
  - Developer, if there is a local land use and development plan; a multi-modal transportation plan

# What is Complete Streets?

Significant change in street design approach

- From moving cars to moving people
- Transportation is an element of community-building



# What is Complete Streets

Significant change in street design approach

- Provide transportation options
- Meet travel needs of large cities and small towns



# What is Complete Streets

Significant change in street design approach

- ❖ NCDOT – local collaboration
- ❖ Builds on local land use plan



# Take away messages:

- ❖ NCDOT's Complete Streets policy applies to all NCDOT-maintained street projects (except where pedestrians and bicyclists are prohibited by law)
- ❖ NCDOT intends to collaborate with local governments to develop transportation visions on State roadways
- ❖ No new funding; but funding needs to be resolved over time.



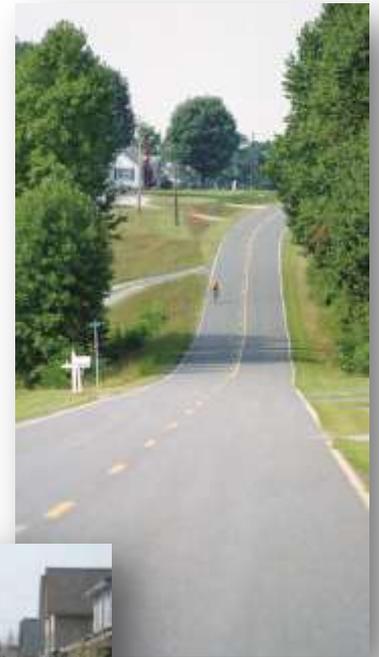
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Why does North Carolina have  
a Complete Streets policy?



# Why Complete Streets?

*“Connecting people and places, safely and efficiently, with accountability and environmental sensitivity, to enhance the economy, health, and well-being of North Carolina.”*



# Why Complete Streets?

## Goals

- ❖ To establish transportation choices
- ❖ Support economic development goals
- ❖ Support public health goals
- ❖ Support local community-building
- ❖ Support air quality goals



# Why Complete Streets?

For the outcome

- ❖ Sustainable and livable communities
- ❖ Transportation choices that accommodate needs
- ❖ New type of DOT-local government partnership
- ❖ Locally-specific complete streets solutions
- ❖ Complements land use

# Why Complete Streets?

For the outcome

- ❖ Sustainable and livable communities
- ❖ Transportation choices that accommodate needs
- ❖ **New type of DOT-local government partnership**
- ❖ Locally-specific complete streets solutions
- ❖ Complements land development

# Why Complete Streets?

- ❖ Addresses safety needs
- ❖ North Carolina safety statistics
  - 2,510 pedestrians hit in 2008 (165 killed)
  - 1,042 bicyclists hit in 2008 (29 killed)

John Kirk Intersection, Newsome



# Why Complete Streets?

Complete Streets toolkit includes:

- ❖ Sidewalks of sufficient width and with buffers
- ❖ Wide, maintained shoulders for walking and biking in rural areas
- ❖ Road diets where appropriate to lower speeds, reduce crashes and injuries
- ❖ Operational changes to increase pedestrian visibility

# Complete Streets Toolkit examples

	<b>Countermeasure Measure of Effectiveness (MOE)</b>	<b>Crash Reduction Factor (CRF)</b>
<b>Leading Pedestrian Interval (LPI)</b>	High	5%
<b>Pedestrian countdown signals</b>	High	25%
<b>In-street pedestrian signs</b>	High	15%
<b>Activated flashing beacons</b>	High	15%
<b>Rectangular rapid flash beacons</b>	High	80-88%
<b>Advance yield markings</b>	High	NA
<b>“Yield Here to Pedestrians” signs</b>	High	15%
<b>“No Turn on Red” signs</b>	Moderate	10%
<b>Prohibitions on permissive left turn</b>	Moderate	70-80%
<b>High visibility crosswalks</b>	Low	20 to 29%
<b>“Pedestrian Zone” signs</b>	Low	15%
<b>Sidewalks</b>	High	88%
<b>Paved shoulders</b>	High	70%

# Why Complete Streets?

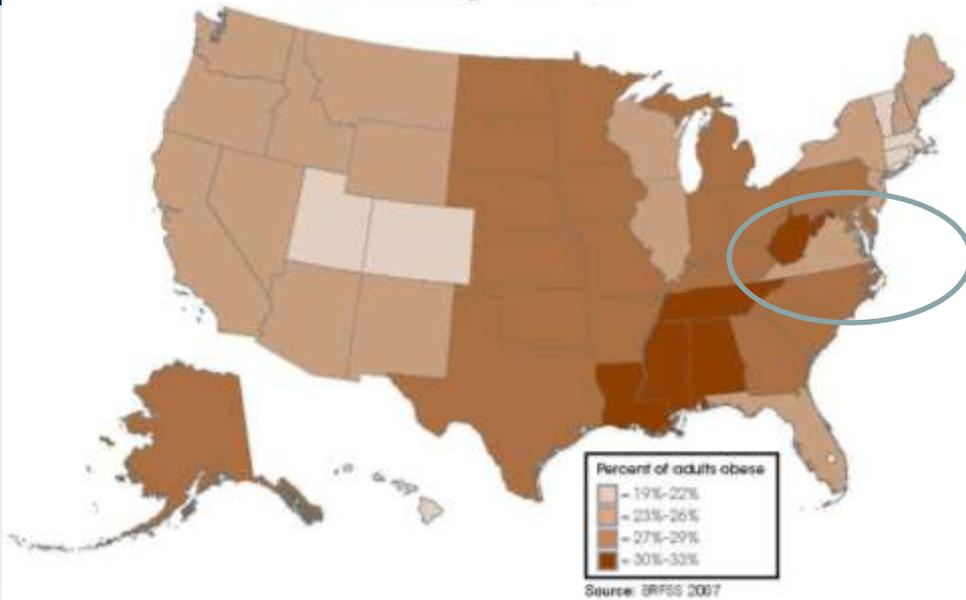
## ❖ Contributes to public health goals

- 100 recent studies show obesity-automobile dependence connection
- 2009 CDC recommended complete streets policy adoption to fight against obesity

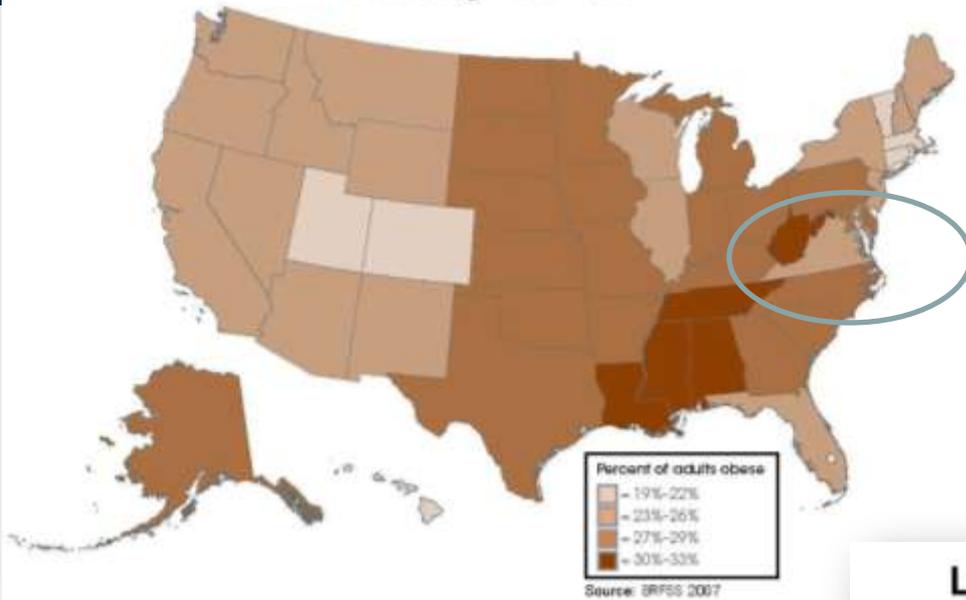
## Public Health in 50 States

State	% population overweight(1)	% population obese	% adults w/ 30+ min physical activity	% adults ever told have diabetes	% adults ever told have asthma	% adults ever told have hypertension
New Jersey	62%	24%	48%	9%	8%	28%
New Mexico	61%	25%	53%	8%	9%	26%
New York	62%	26%	49%	8%	9%	27%
North Carolina	65%	29%	44%	9%	8%	29%
North Dakota	65%	27%	53%	6%	8%	26%
Ohio	63%	28%	50%	10%	9%	28%
Oklahoma	65%	29%	46%	10%	9%	32%
Oregon	62%	26%	56%	7%	10%	27%
Pennsylvania	63%	28%	50%	9%	9%	28%

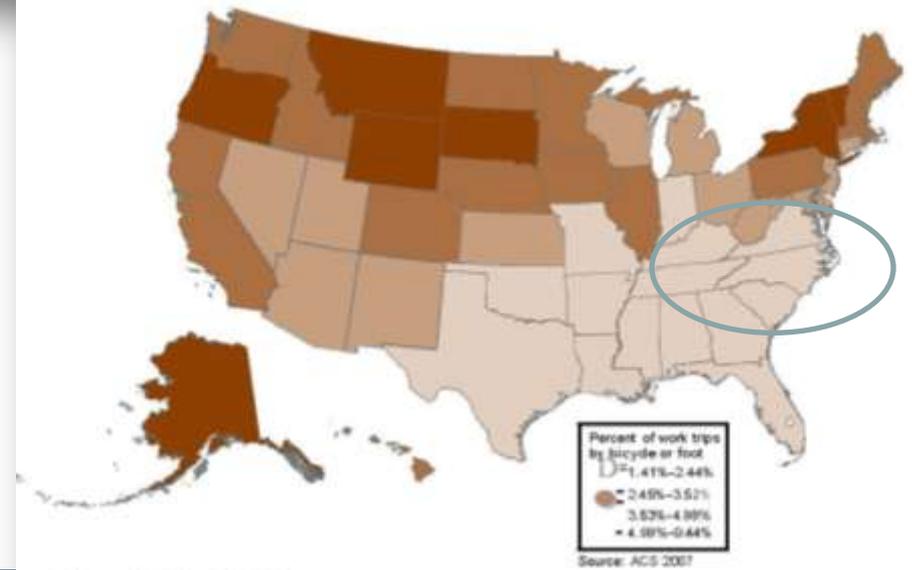
## Obesity levels



## Obesity levels



## Levels of Bicycling and Walking to Work



# 1996 Summer Olympic Games banned single occupant cars in downtown Atlanta



# Results of the ban

❖ Morning traffic – ↓ 23%

❖ Peak ozone – ↓ 28%

❖ Asthma-related events for kids – ↓ 42%

*(Journal of the American Medical Association [JAMA], 2001)*

# Safe Routes to School health lessons

**1969**

48% of kids walked or biked to school\*

89% within 1 mile of school walked or biked\*\*

**2009**

13% of kids walked or biked to school\*

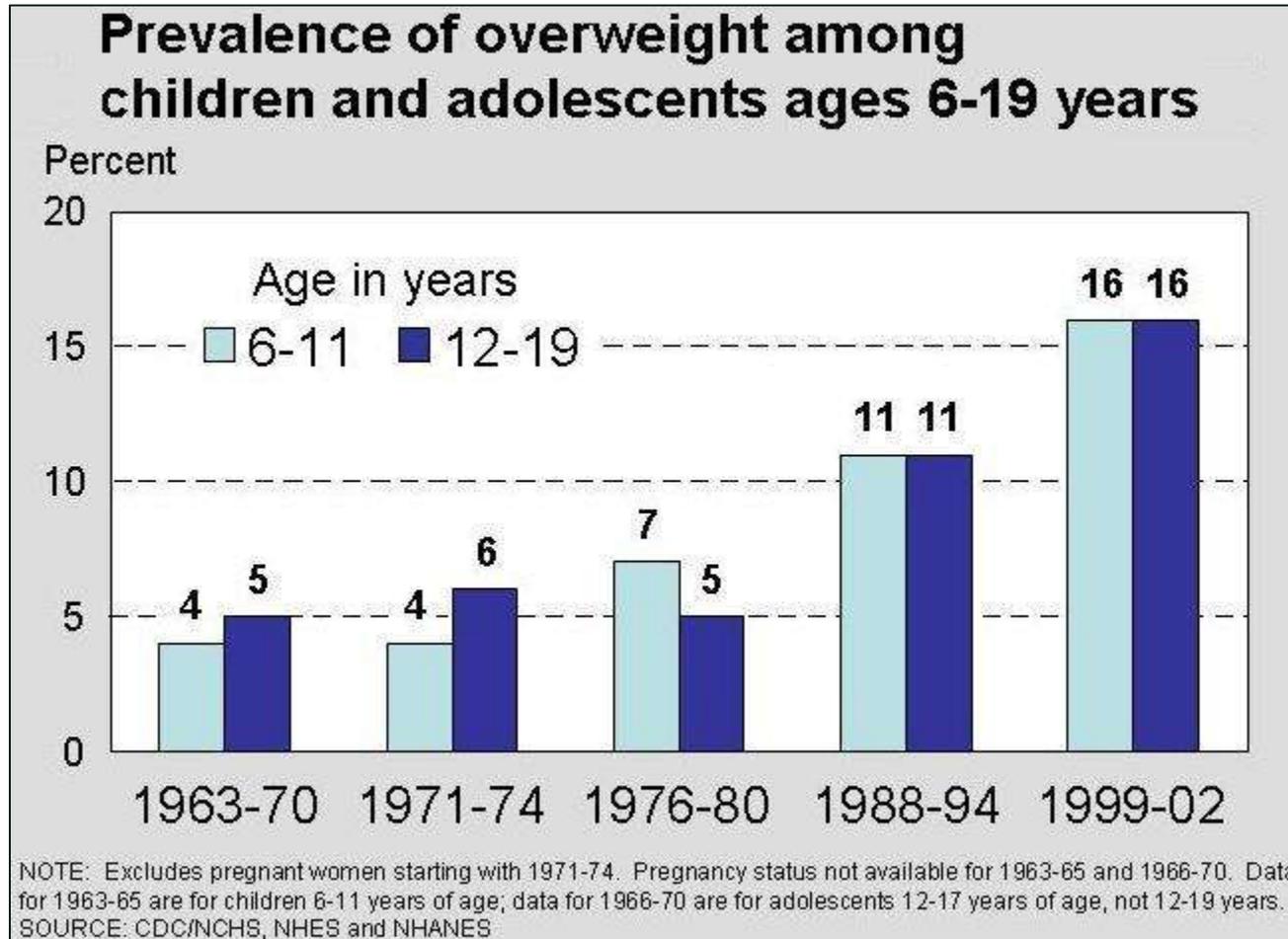
35% within 1 mile of school walked or biked\*\*

*\*Ages 5 to 14*

*\*\* grades K to 8*



# U.S. youth overweight rates



*(National Center for Health Statistics)*

# As a result

*Today's children may be the first generation to have a shorter life expectancy than their parents have.*



# Why Complete Streets?

- ❖ Contributes to economic vitality and quality of life

# Example: Washington DC (Barracks Row)



- ❖ **\$8 million public investment in streetscape improvement 2003-2004**
- ❖ **\$8 million in private investment in next 2 years**



- ❖ **32 new business establishments**
- ❖ **\$80,000 in sales tax annually**

# Example: Boone



# Example: Hendersonville Main Street



❖ Includes new water lines, storm water management, sidewalks, trees, etc.

# Take away messages

- ❖ Complete Streets is part of other community goals
- ❖ Local land use and economic development plans create a solid context for planning complete streets.



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Break

❖ Be back in 10 minutes





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# How is Complete Streets implemented?



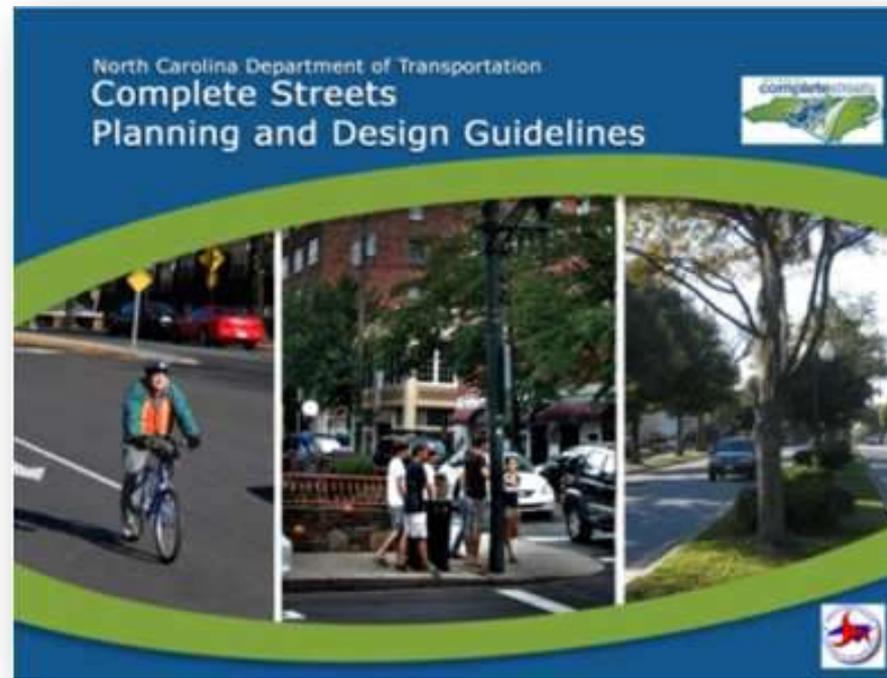
# Implementing Complete Streets

**Policy -- CS policy adopted in July 2009**

# Implementing Complete Streets

Policy -- CS policy adopted in July 2009

**Planning and Design Guidelines -- June 2012**



# Implementing Complete Streets

Planning and design guidelines address:

- ❖ Planning
- ❖ Project scoping
- ❖ Project design

Implementing requires adapting current practices (more this afternoon)

# Implementing Complete Streets

Policy -- CS policy adopted in July 2009

Design guidelines -- June 2012

**Staff Knowledge – Fall 2012 workshops;  
2013 two-day training courses**

## Learn more about Complete Streets in North Carolina.



The North Carolina Department of Transportation is offering free one-day workshops in four North Carolina communities to describe a process for training practitioners and implementing its Complete Streets Policy.

Complete streets are a great way for communities to respond to concerns about safety and provide an efficient transportation system that supports economic development. NCDOT adopted the Complete Streets Policy in 2009 to encourage municipalities and counties to design and build roads that are friendly and accessible to all road users, including motorists, transit users, pedestrians, bicyclists, and others. The Complete Streets Planning and Design Guidelines were completed in July 2012 to provide direction for the design and construction of complete streets in North Carolina. Please go to <http://www.nccompletestreets.org> to find the final version of the design guidelines.

**WHO SHOULD ATTEND:** State and local government leaders and elected officials, as well as NCDOT decision-makers and managers are strongly encouraged to attend. Workshop participants will be asked to return to their agencies and ask practitioners, such as engineers and planners, to register for one in a series of multi-day training events in 2013.

**WORKSHOP PURPOSE & AGENDA:** These one-day interactive workshops will explain the purpose of NCDOT's Complete Streets Policy and outline the steps to help communities and agencies use the Complete Streets Planning and Design Guidelines. The workshop will include:

- Overview about the Complete Streets approach, including challenges and benefits to implementation
- Examples of successful Complete Streets projects around North Carolina
- Information on future training opportunities and useful resources

**DATES & LOCATIONS:** So far, three workshops have been scheduled:

- Thursday, September 27, 2012 in Boone, NC
- Friday, October 5, 2012 in Greenville, NC
- Thursday, October 18, 2012 in Salisbury, NC
- Friday, November 2, 2012 in Morehead City, NC



Sign in begins at 8:30 am and workshops will run from 9:00am to 3:00pm. Refreshments and lunch will be provided. Workshops will be facilitated by staff from UNC's Highway Safety Research Center and Toole Design Group.

# Implementing Complete Streets

Policy -- CS policy adopted in July 2009

Design guidelines -- June 2012

Staff Knowledge – Fall 2012 workshops;  
2013 courses

## **Revised decision-making processes**

- ❖ **project scoping**
- ❖ **development review**
- ❖ **public participation**
- ❖ **maintenance projects**
- ❖ **project approval**

# Implementing Complete Streets

Policy -- CS policy adopted in July 2009

Design guidelines -- June 2012

Staff Knowledge – Fall 2012 workshops;  
2013 courses

Decision-making processes - project  
scoping, development, public participation,  
approval

**Measures and Evaluation – showing the  
impact**

# Implementing Complete Streets

## What to measure and when?

1 <sup>st</sup> steps →	Output →	Outcomes
<ul style="list-style-type: none"><li>▪ Set departmental performance goals</li><li>▪ Develop employee performance plans</li><li>▪ Attend training</li><li>▪ Collaborate with localities</li></ul>	<ul style="list-style-type: none"><li>▪ Miles of new sidewalk</li><li>▪ Miles of new bicycle lanes</li><li>▪ Number of pedestrian signals</li></ul>	<ul style="list-style-type: none"><li>▪ Increases walking and biking rates</li><li>▪ Fewer crashes</li><li>▪ Increases in local sales tax</li><li>▪ Fewer emergency room visits for asthma, etc.</li></ul>

# NCDOT's Implementation Approach



Clanton Bridge bike lane

# NCDOT's Implementation Approach

- ❖ **Collaborate** with cities, towns, and communities to ensure a shared Complete Streets transportation vision.
- ❖ Use **shared long-range planning** to meet Complete Street goals.
- ❖ Capture **short-term opportunities** through maintenance projects.

# NCDOT's Implementation Approach

- ❖ **Collaborate with cities, towns, and communities to ensure a shared CS transportation vision.**
  - Pedestrian, bicycle and transit options
  - Integral part of vision, shaped by local land use plans
- ❖ Use shared long-range planning to meet CS goals.
- ❖ Capture short-term opportunities through maintenance projects

# NCDOT's Implementation Approach

- ❖ Collaborate with cities, towns, and communities to ensure a shared CS transportation vision.
- ❖ **Use shared long-range planning to meet CS goals.**
  - optimize connectivity
  - network interdependence
  - context sensitive options
  - multimodal transportation choices
- ❖ Capture short-term opportunities through maintenance projects.

# NCDOT's Implementation Approach

- ❖ Collaborate with cities, towns, and communities to ensure a shared CS transportation vision.
- ❖ Use shared long-range planning to meet Complete Street goals.
- ❖ **Capture short-term opportunities through maintenance projects.**
  - Road Diets and bike lanes with paving and re-striping
  - Sidewalk installation – piggyback with other public works, utilities projects



**Sidewalks added after fiber optic cable laid**

# Take away messages

- ❖ Collaborate on projects
- ❖ Joint transportation planning that is context sensitive
- ❖ Capture short term opportunities



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# Implementation Matters

❖ **Balancing User Needs**



# Implementation Matters

*Defining criteria of project outcome includes engaging stakeholders and partners to learn their needs and goals.*

# Implementation Matters

- ❖ It matters to all people
- ❖ Includes average adult resident, local business owners, people under 18 and over 65, residents and visitors with disabilities, transit users, bicyclists



Here's my  
story



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What do user needs tell us?



# Typical problems for the users

- ❖ Emphasis on driving as the default travel mode.



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- ❖ Emphasis on driving as the default travel mode.
- ❖ Lack of a safe and comfortable walking or bicycling network.



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- ❖ Emphasis on driving as the default travel mode.
- ❖ Lack of a safe and comfortable walking or bicycling network.
- ❖ Transportation system and its ease of use affects. . .

# Typical problems for the users

- ❖ Emphasis on driving as the default travel mode.
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- ❖ Transportation system and its ease of use affects **mode choice**

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- ❖ Transportation system and its ease of use affects mode choice; **comfort and safety**

# Typical problems for the users

- ❖ Emphasis on driving as the default travel mode.
- ❖ Lack of a safe and comfortable walking or bicycling network.
- ❖ Transportation system and its ease of use affects mode choice; comfort and safety; and **decisions on where to live, work, locate a business.**



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How are user needs addressed?



# How are user needs addressed?

## **NCDOT's Responsibilities and Interests**

- ❖ Maintain vehicular flow between corporate limits
- ❖ Accommodate local needs within corporate limits
- ❖ Ensure multi-modal accommodation throughout
- ❖ Plan, design, build and maintain projects cost-effectively
- ❖ Maximize private dollars for transportation infrastructure

# How are user needs addressed?

## **NCDOT's Responsibilities and Interests**

- ❖ Maintain vehicular flow between corporate limits
- ❖ Accommodate local needs within corporate limits
- ❖ Ensure multi-modal accommodation throughout
- ❖ Plan, design, build and maintain projects cost-effectively
- ❖ Maximize private dollars for transportation infrastructure

## **Locality's Responsibilities and Interests**

- ❖ Maintain vehicular flow within corporate limits
- ❖ Offer safe & comfortable transportation choices for all users
- ❖ Plan, design, build and maintain projects cost-effectively
- ❖ Maximize private \$\$\$ for transportation infrastructure
- ❖ Ensure public participation and support for projects
- ❖ Satisfy local transportation and land use goals

# Example Road Diets ~ Conversion

What does research tell us?

# Example 2: Road Diet

What does research tell us?

**When local conditions allow, road diets ~ conversions**

- ❖ Reduce crashes in wide volume ranges
- ❖ Reduce injuries
- ❖ Reduce speeds
- ❖ Shorten pedestrian crossing distances

# Road Diet ~ Conversion Example

“A road diet will have a negative impact on motor vehicle travel and retail establishments. People will start using neighborhood streets instead.”



“A road diet will have a negligible impact on motor vehicle travel, increase pedestrian and bicycle use, and reduce crashes and injuries.”

# Edgewater Drive (Orlando FL) Resurfacing Project

- ❖ Repaving project scheduled in FDOT 5-year work plan
- ❖ Changes must be accepted by neighborhood and business associations
- ❖ City must conduct before/after studies





**Reality: Before**



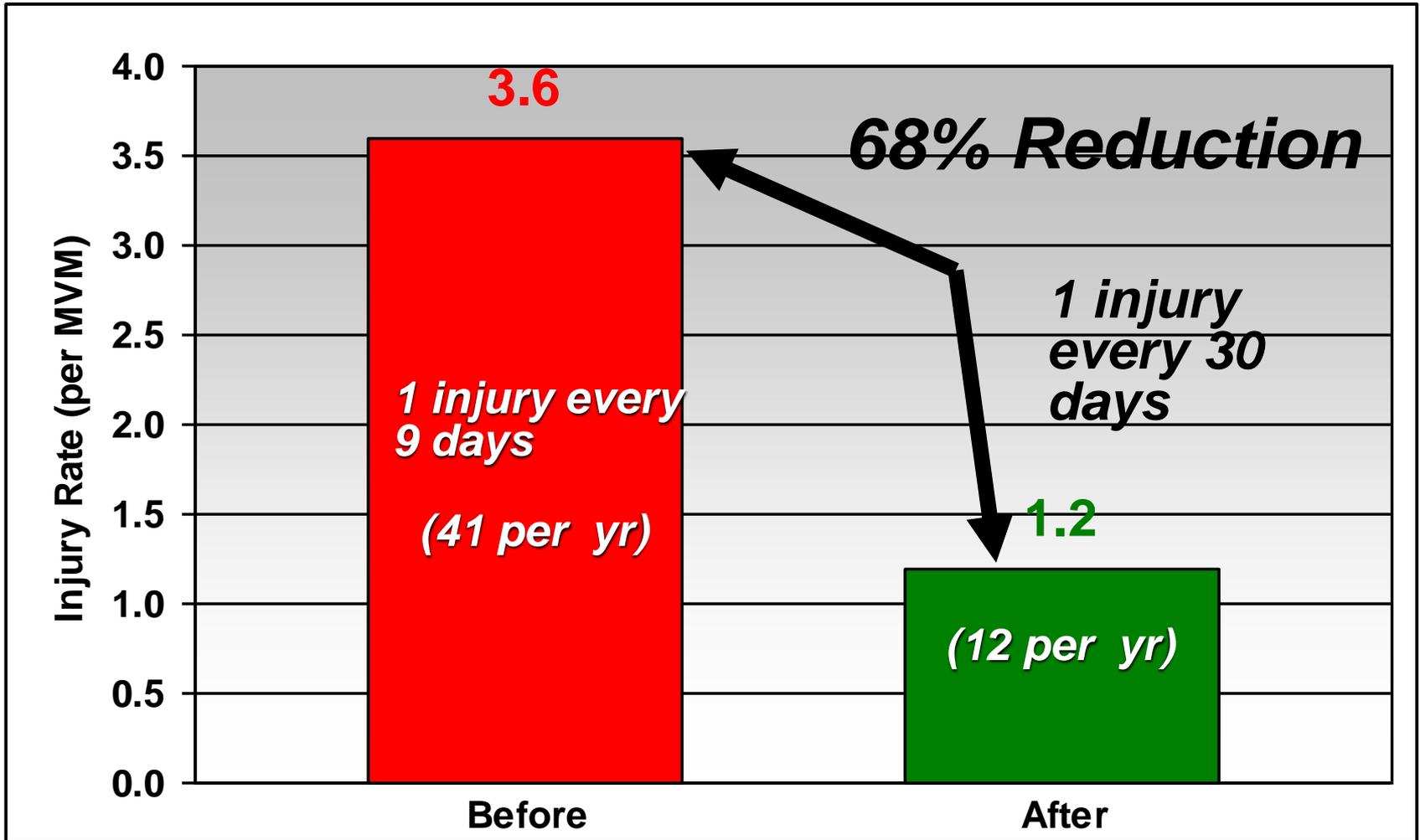
**Reality: After**

# Edgewater Drive (Orlando FL) Resurfacing Project

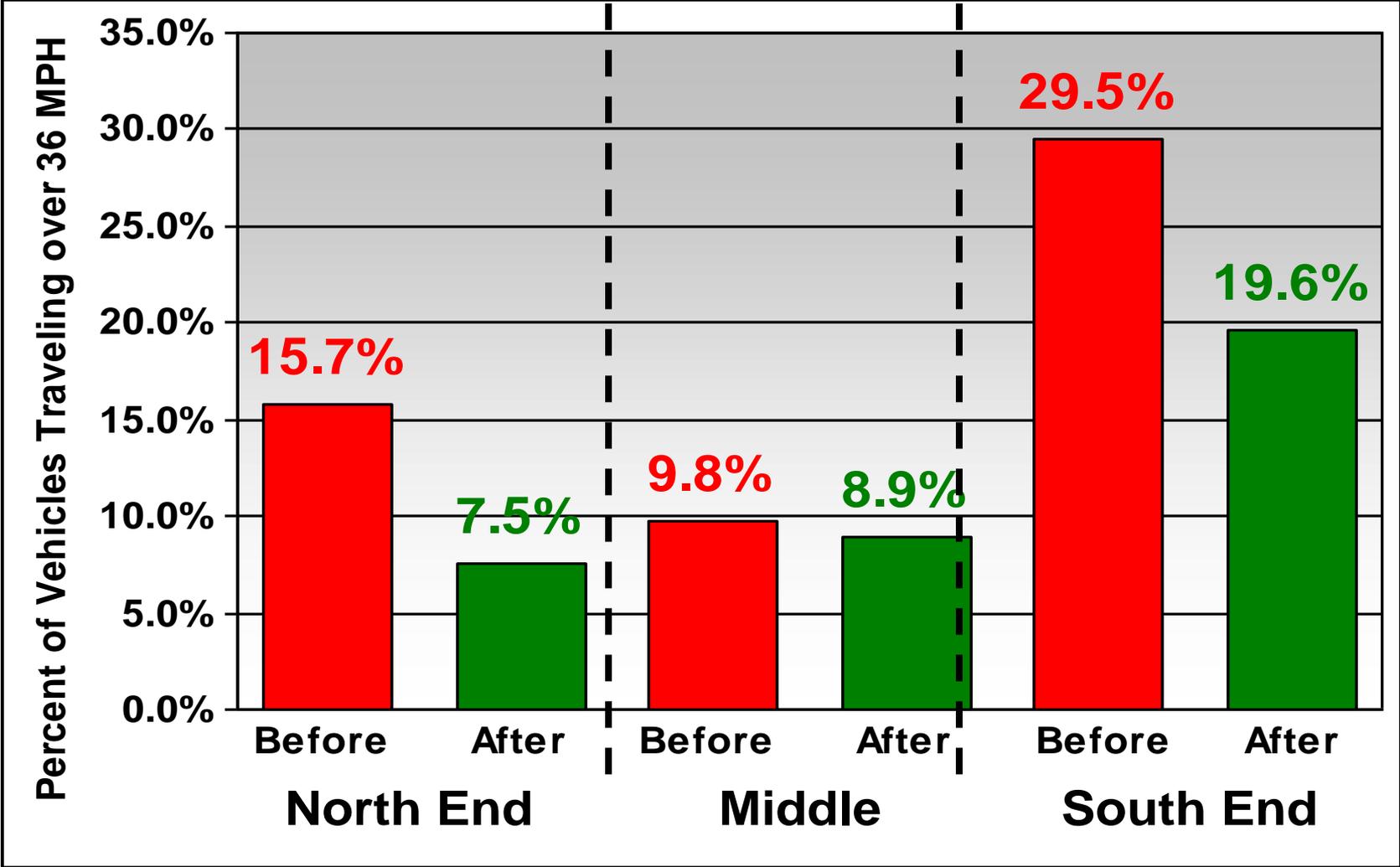
- ❖ Repaving project scheduled in FDOT 5-year work plan
- ❖ Changes must be accepted by neighborhood and business associations
- ❖ **City must conduct before/after studies**



# Injury rate



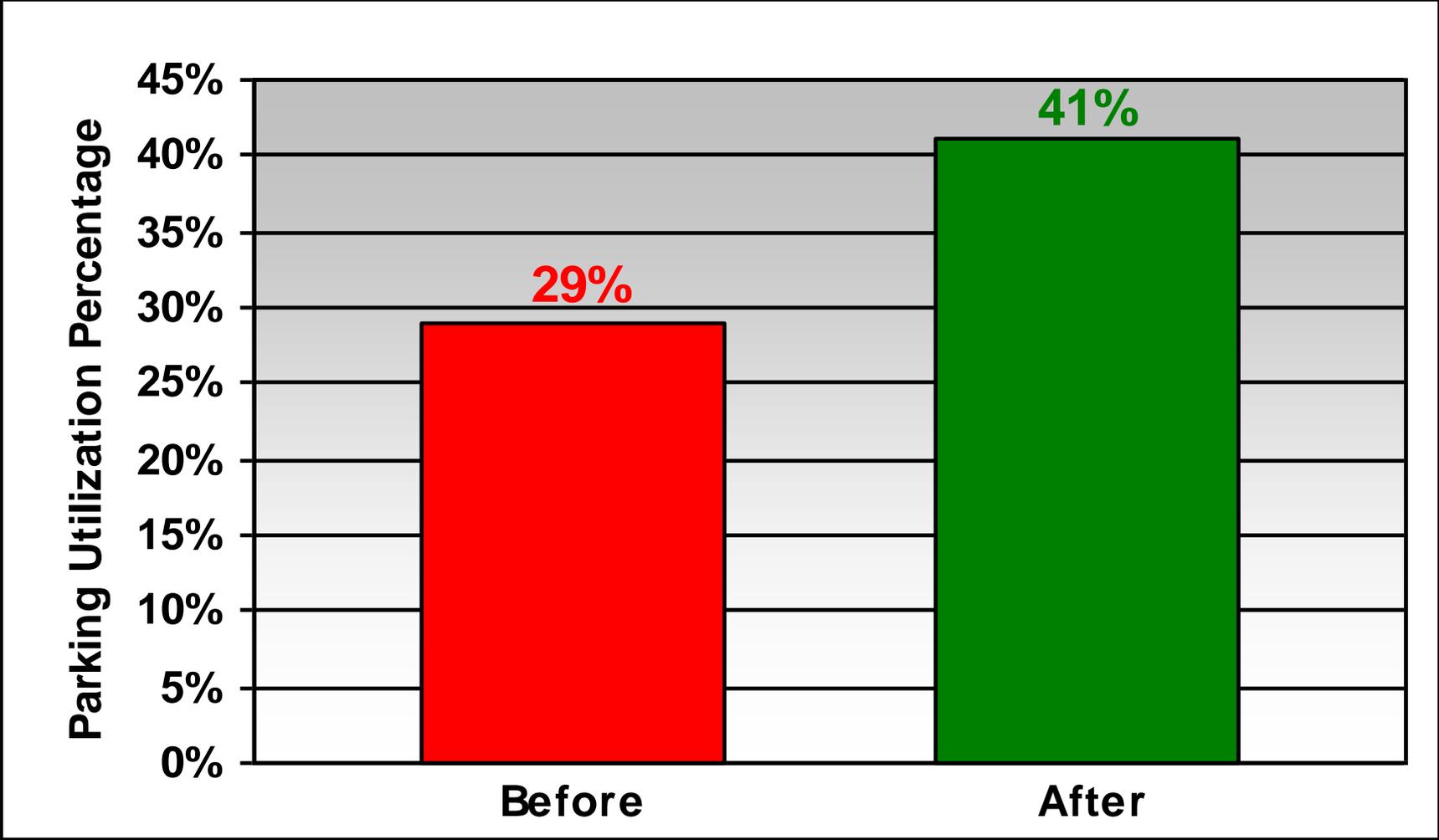
# Speeding analysis



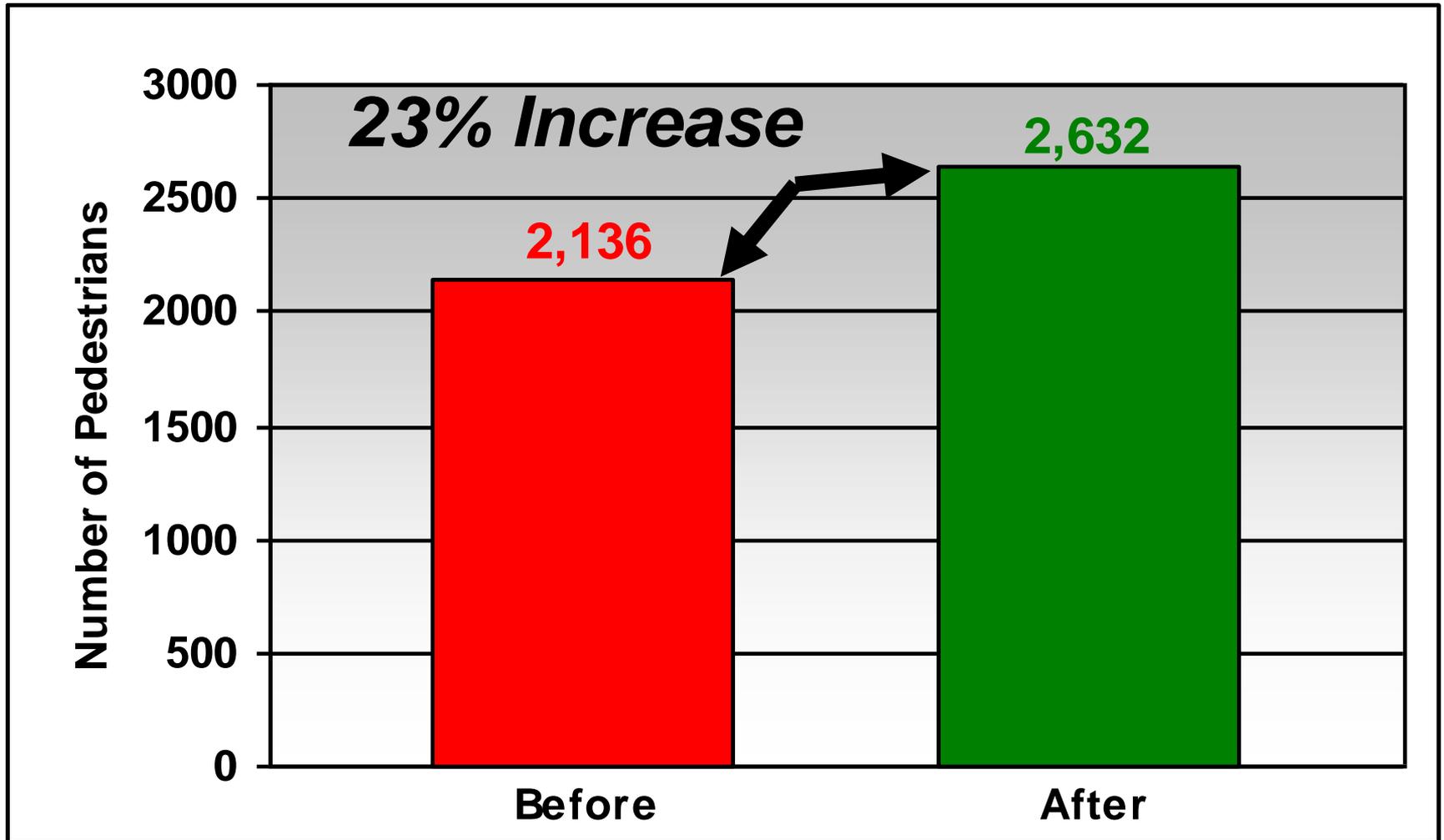
# Traffic volumes



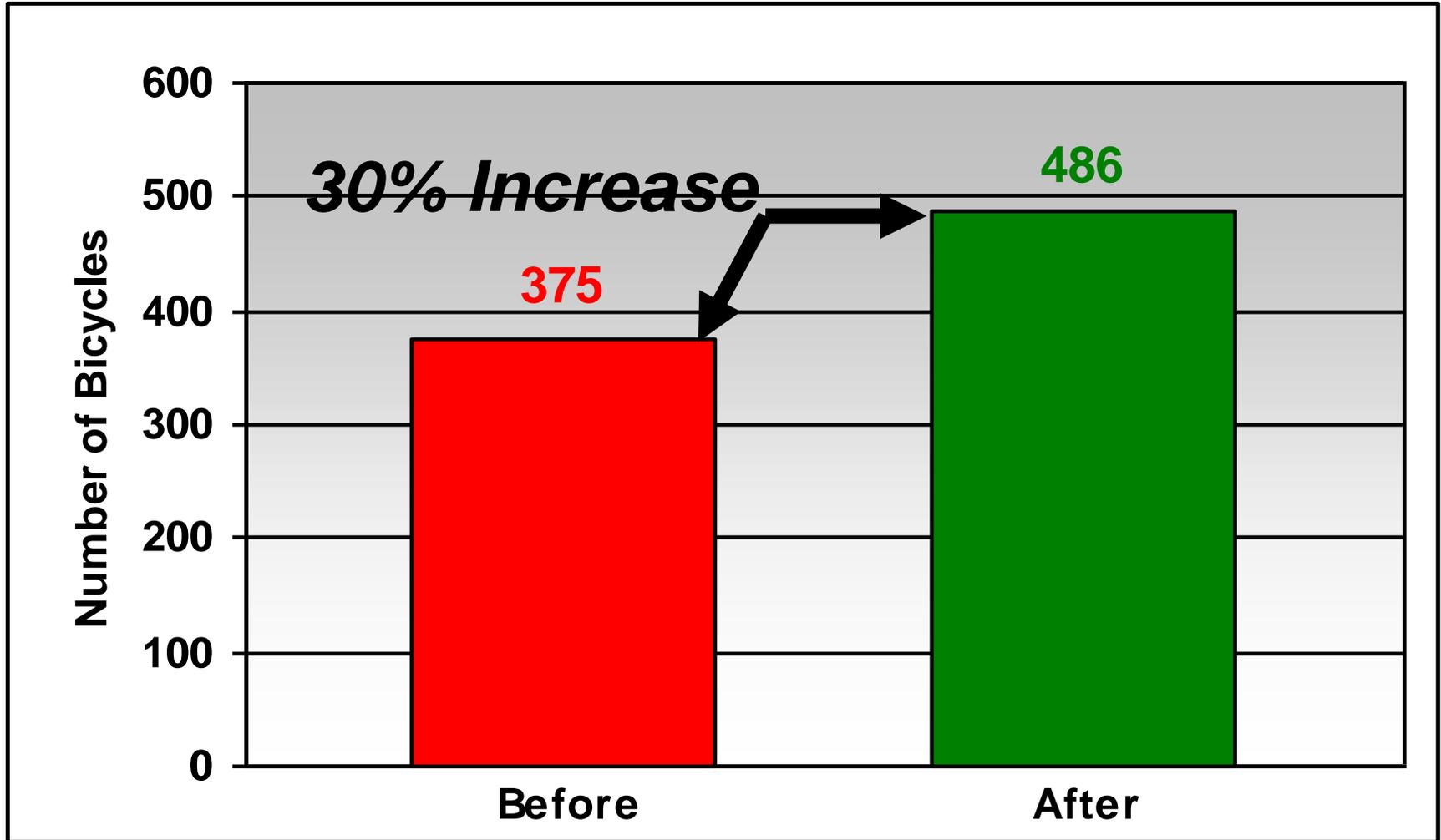
# On-street parking use



# Pedestrian volumes



# Bicyclist volumes





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What are your thoughts and questions?

❖ About implementing the policy and guidelines



What are your thoughts and questions



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# Overview of Guidelines



# Overview of Guidelines

## ❖ **Context for Complete Streets in North Carolina**

– **Preface, Chapter 1**



# Overview of Guidelines

- ❖ Context for Complete Streets in North Carolina
  - Preface, Chapter 1
- ❖ **Planning and Design Context**
  - **Chapter 2, Chapter 3, Chapter 4**



# Overview of Guidelines

- ❖ Context for Com Carolina

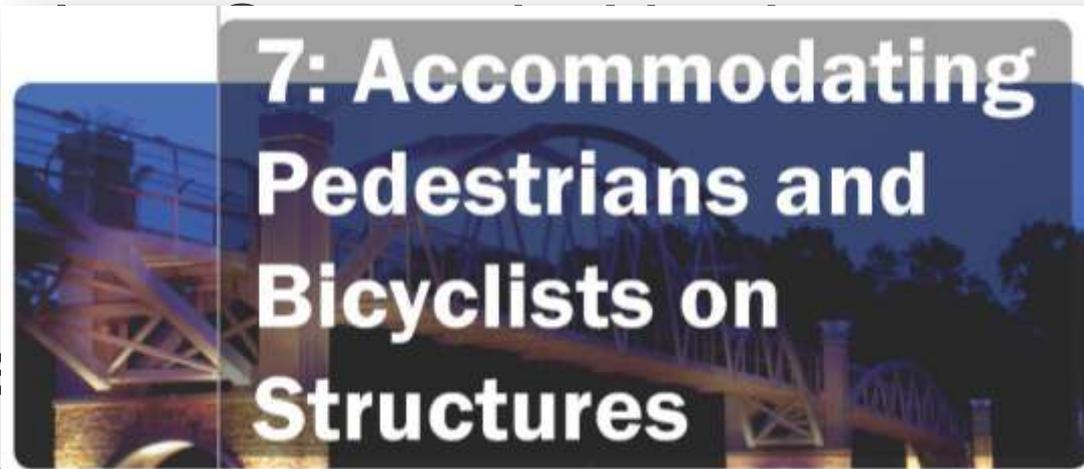
- Preface, Chapter 1

- ❖ Planning and De

- Chapter 2, Chapter 3, Chapter 4

- ❖ **Planning and Design Details**

- **Chapter 5, Chapter 6, Chapter 7, Chapter 9**



# Overview of Guidelines

- ❖ Context for Complete Streets in North Carolina
  - Preface, Chapter 1
- ❖ Planning and Design
  - Chapter 2, Chapter 3
- ❖ Planning and Design
  - Chapter 5, Chapter 6
- ❖ **Other considerations**
  - **Chapter 8, Chapter 9**





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# Break for lunch

❖ Get lunch and settle in at  
your table by 11:30





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# Field visit

❖ Between 12:00 and 1:00



# Field visit

Purpose:

- ❖ See roadway from different perspectives
- ❖ Reinforce the messages from earlier in the workshop
- ❖ Bridge user needs to implementation



# Field Visit

Step 1: View the right of way from the perspective of several users:

- ❖ Motorist
- ❖ Pedestrian
- ❖ Bicyclist
- ❖ Bus rider
- ❖ Person with Disability
- ❖ Under 18
- ❖ Over 65

# Field Visit

Step 1: View the right of way from the perspective of several users:

- ❖ Motorist
- ❖ Pedestrian
- ❖ Bicyclist
- ❖ Bus rider
- ❖ Person with Disability
- ❖ Under 18
- ❖ Over 65



- ❖ Resident
- ❖ Business Owner
- ❖ Employee
- ❖ Customer
- ❖ Property Owner

# Field Visit

## Step 2:

- ❖ Consider an action plan for addressing unmet user needs
- ❖ In doing so, how would you change procedures and decisions made in your office?
- ❖ Action plan



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# Afternoon Sessions

❖ Begins at 1:00



# Walkabout de-brief

- ❖ What did you observe?
  - Context
  - Land use
  - User needs?
- ❖ Potential for safety, connectivity, complete a network link, economic vitality, institutional, recreational, or other street uses for one or more modes?
- ❖ Issues with balancing user needs for this street?

# Action Plan

<b>1a.</b>	<b>Visioning and Designing</b>
<b>1b.</b>	<b>Planning and Design Process</b>
<b>1c.</b>	<b>Maintenance and Operations</b>
<b>2.</b>	<b>Communicating Complete Streets to your staff</b>
<b>3.</b>	<b>Preparing your staff to incorporate Completes Streets in projects</b>



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# Visioning and designing complete streets





# Gridley, California





# NCDOT Transportation Planning

*NCDOT will partner with local governments in the development of local transportation visions.*

*....should promote and identify projects that work toward an interconnected network of context sensitive and multimodal complete streets.*

## Walk Wilmington: A COMPREHENSIVE PEDESTRIAN PLAN

Adopted by Wilmington City Council on August 4, 2009



CITY OF  
**WILMINGTON**  
NORTH CAROLINA



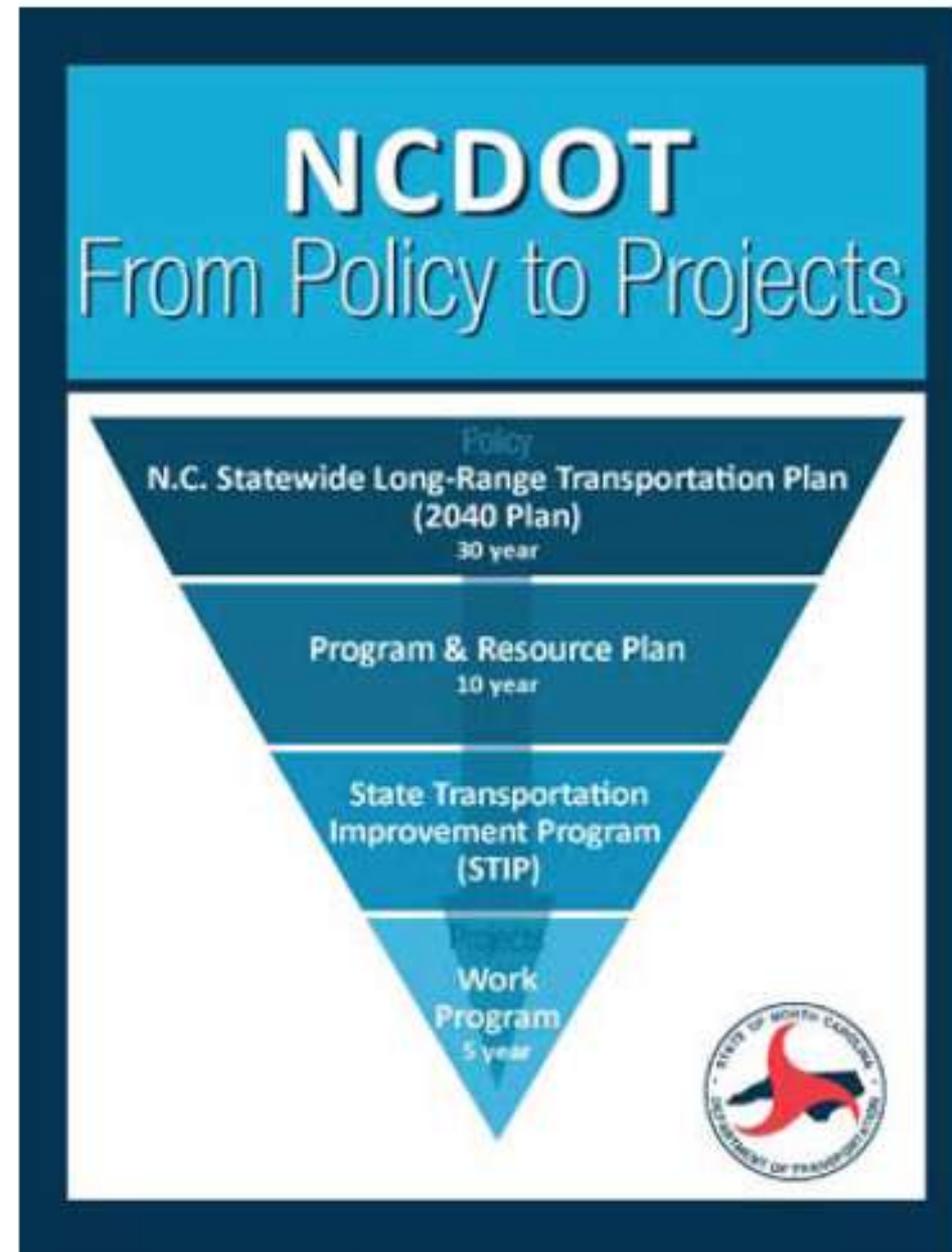
prepared by:

**TooleDesignGroup**

## Final Plan

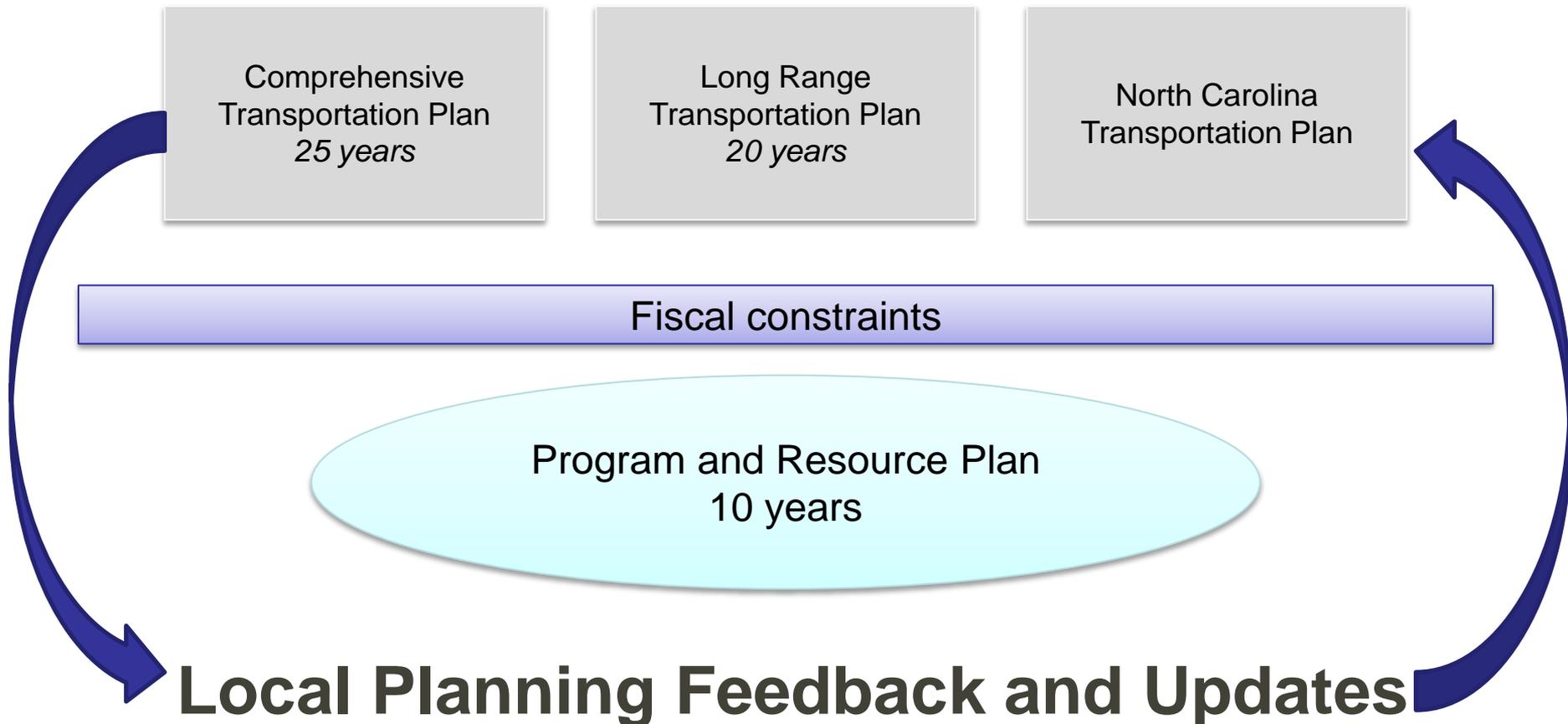
# Incorporating Complete Streets in Planning and Design Process

- ❖ Complete Streets can be incorporated into all NCDOT plans and projects



# NCDOT Transportation Planning

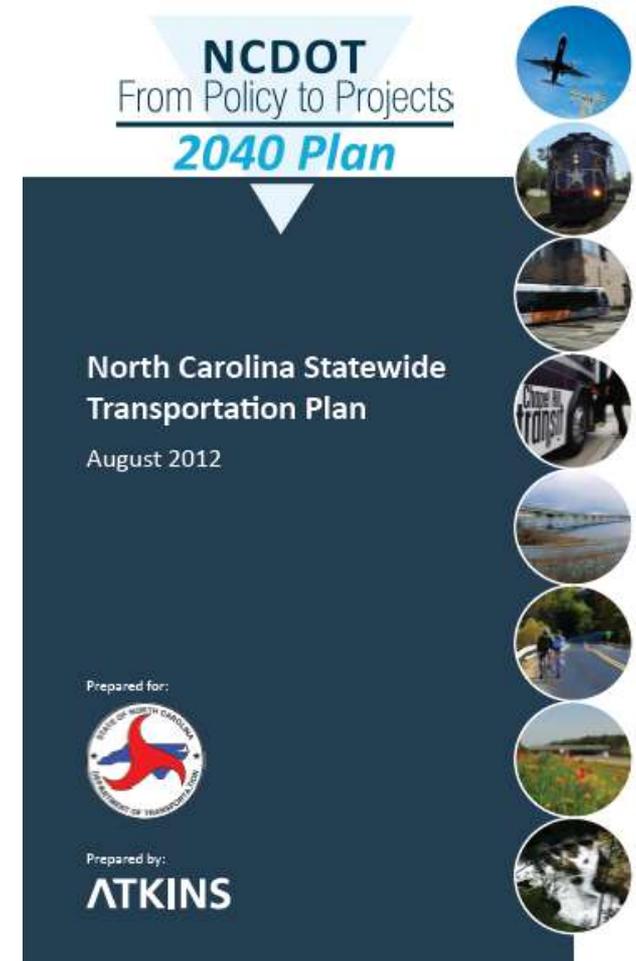
- ❖ Complete Streets can be incorporated into all NCDOT plans and projects



# NCDOT Transportation Planning

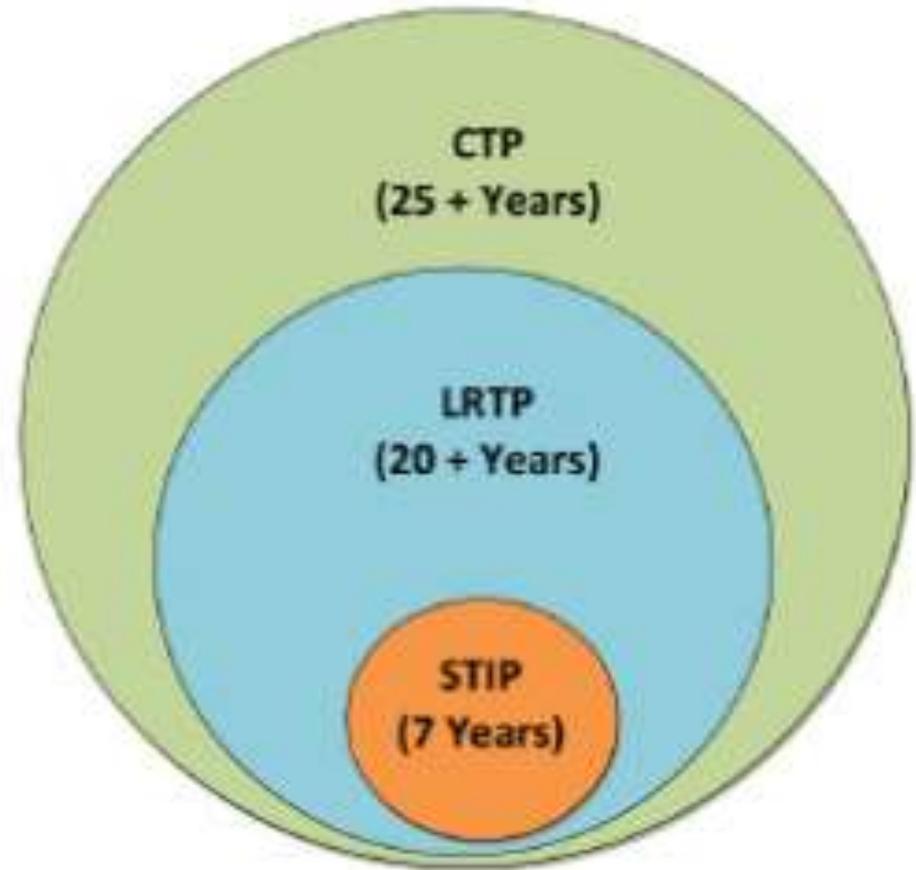
## North Carolina Transportation Plan (2040 Plan)

- Major revision - 8 years
- Minor updates - 4 years
- Input from MPO, RPO, local governments, general public



# Transportation Planning Process

- ❖ **CTP** – \$\$\$  
unconstrained wish list
- ❖ **LRTP** – \$\$\$  
constrained priority projects
- ❖ **STIP** – Scoped & funded projects proceed to project development phase



# Locally Initiated Complete Streets

- ❖ Through
  - Comprehensive Plans
  - Modal Transportation Plans
  - Zoning Maps
  - Corridor Plans
  - Repaving Process
- ❖ RPOs use STIP as their plan
- ❖ Community Impact Assessment (CIA) reflects concerns to be addressed in transportation decision-making



**French Broad River MPO  
2035 Long Range Transportation Plan (LRTP)**

City of Asheville  
Buncombe County  
Town of Biltmore Forest  
Town of Black Mountain  
Town of Canton  
Town of Clyde  
Village of Flat Rock  
Town of Fletcher  
Haywood County  
Henderson County  
City of Hendersonville  
Town of Laurel Park  
Town of Maggie Valley  
Town of Mills River  
Town of Montreat  
Town of Waynesville  
Town of Weaverville  
Town of Woodfin



**French Broad River**  
Metropolitan Planning Organization

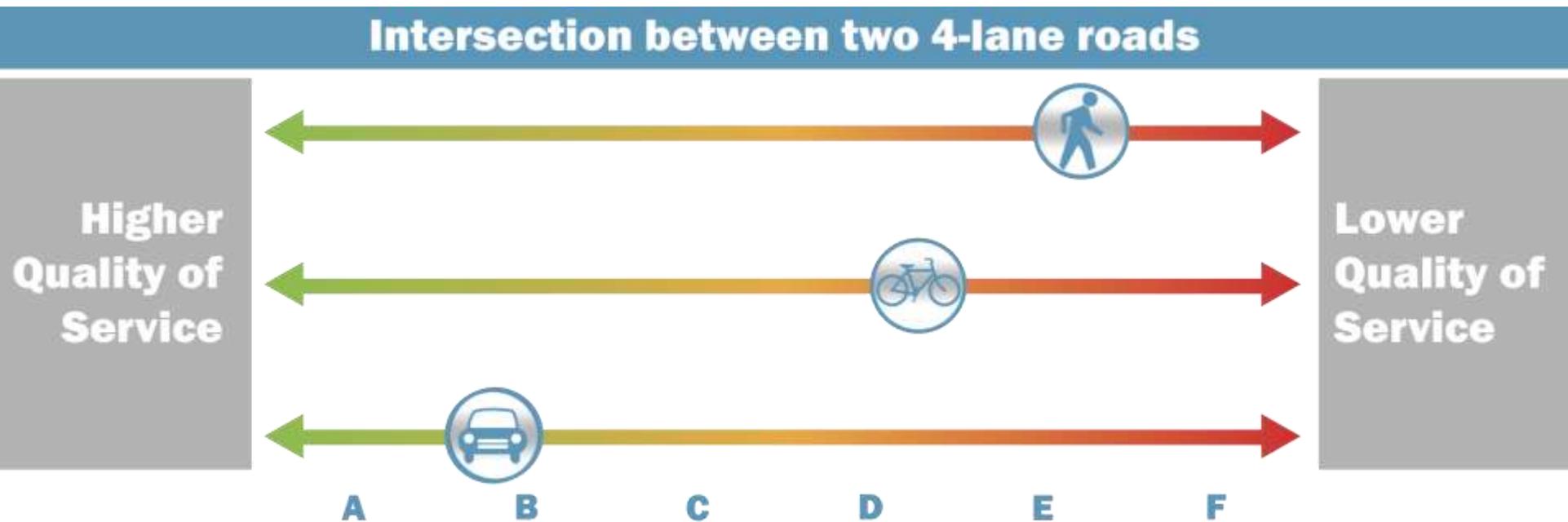
# Street design quality considerations

- ❖ Street design effects functionality and comfort for each mode
  - **Quality of Service**
  - **Level of Service**
- ❖ Complete streets
  - Emphasize connectivity
  - Complete networks
  - Balances QOS for pedestrians, bicyclists with motorist LOS.
- ❖ Tradeoffs



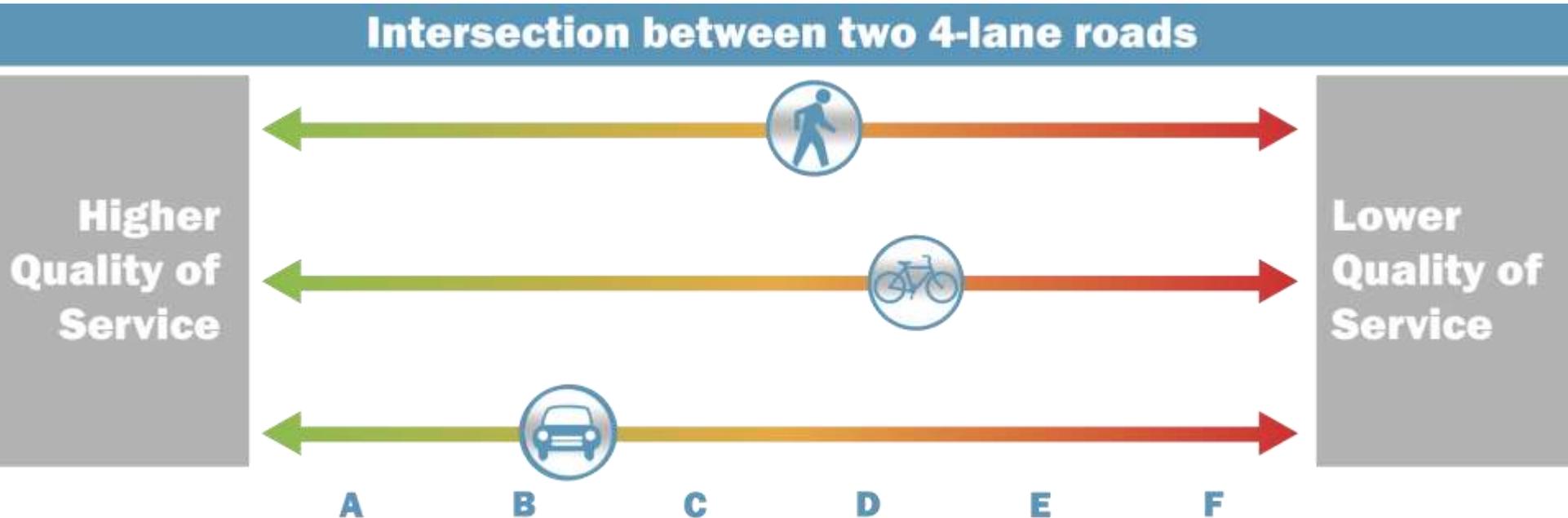
# Quality of Service

## Typical Existing Conditions



# Quality of Service

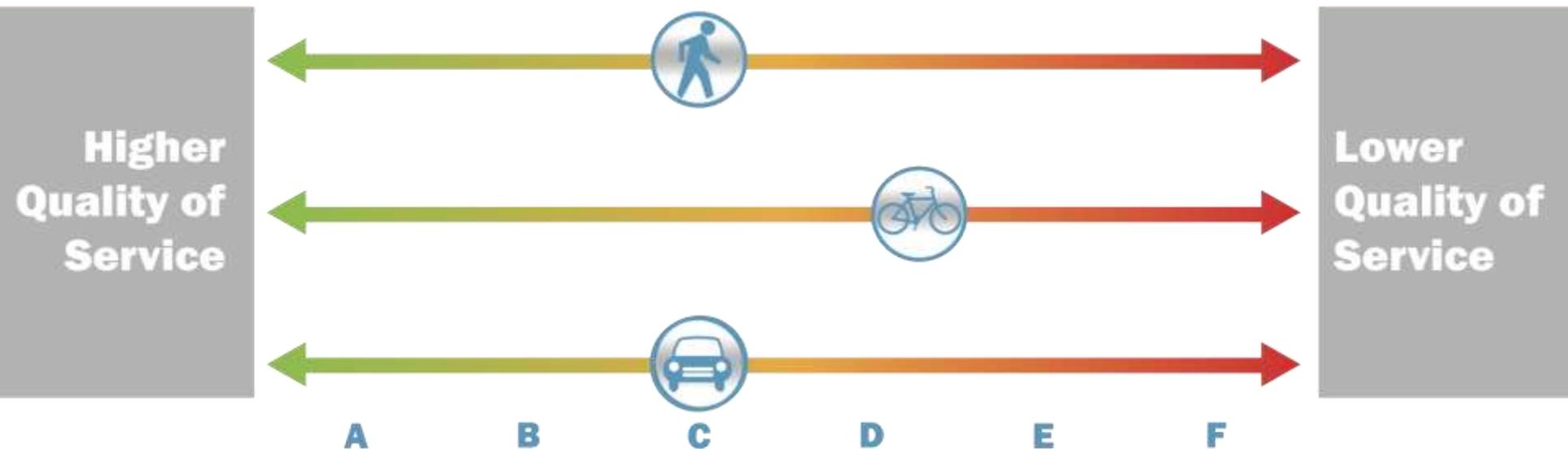
Add a median refuge and reduce corner radii



# Quality of Service

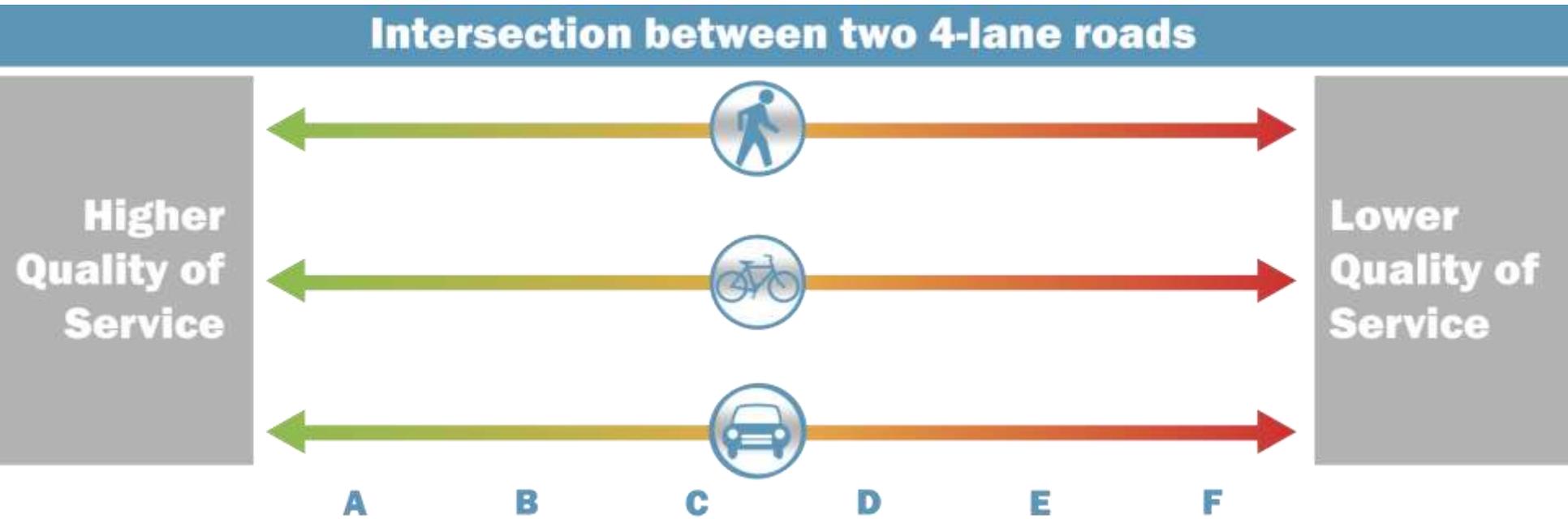
Add leading pedestrian interval and accessible signals

## Intersection between two 4-lane roads



# Quality of Service

Add bike lanes on roadway





# Selecting street types

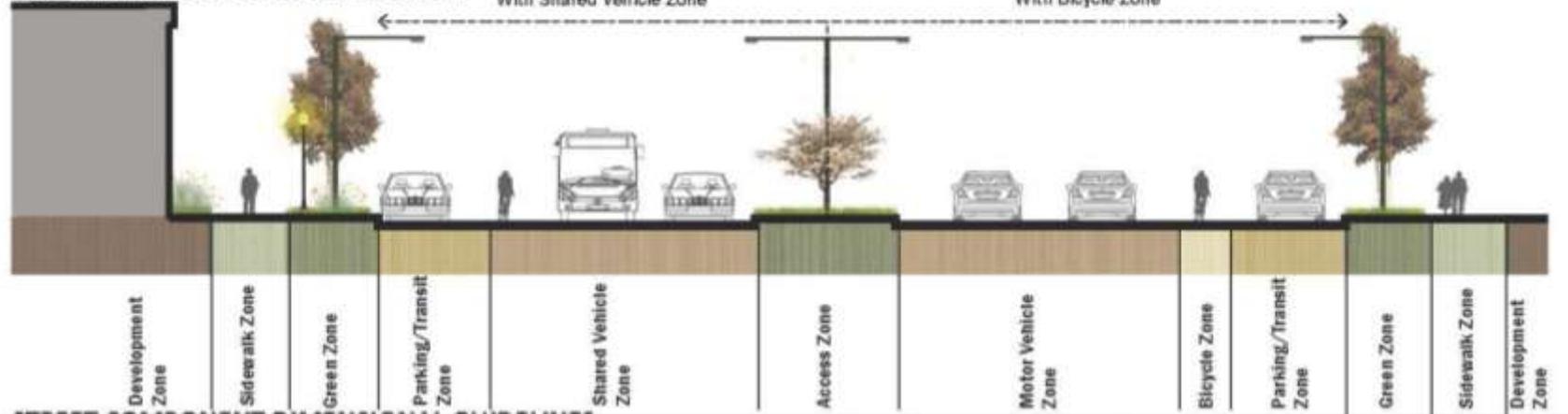
## ❖ Examples

# URBAN / SUBURBAN AVENUE

## ILLUSTRATIVE STREET CROSS-SECTION

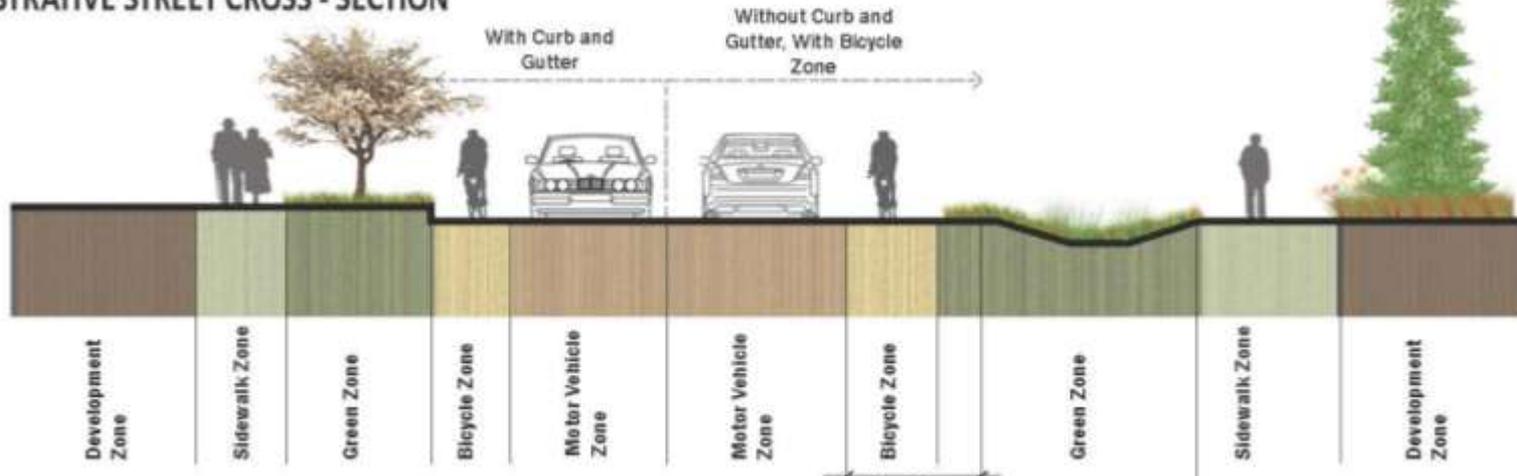
With Shared Vehicle Zone

With Bicycle Zone



# RURAL AVENUE

## ILLUSTRATIVE STREET CROSS - SECTION



# Action Plan

# 5-minutes for action plan

1a. Identify items in your action plan that relate to visioning and designing.

❖ Example action items:

- Assess the purposes of the roads in my district with respect to the adjacent land uses.
- Compile street types from local governments in my district; create cross-walk document between NCDOT Complete Street streets types and local street types.



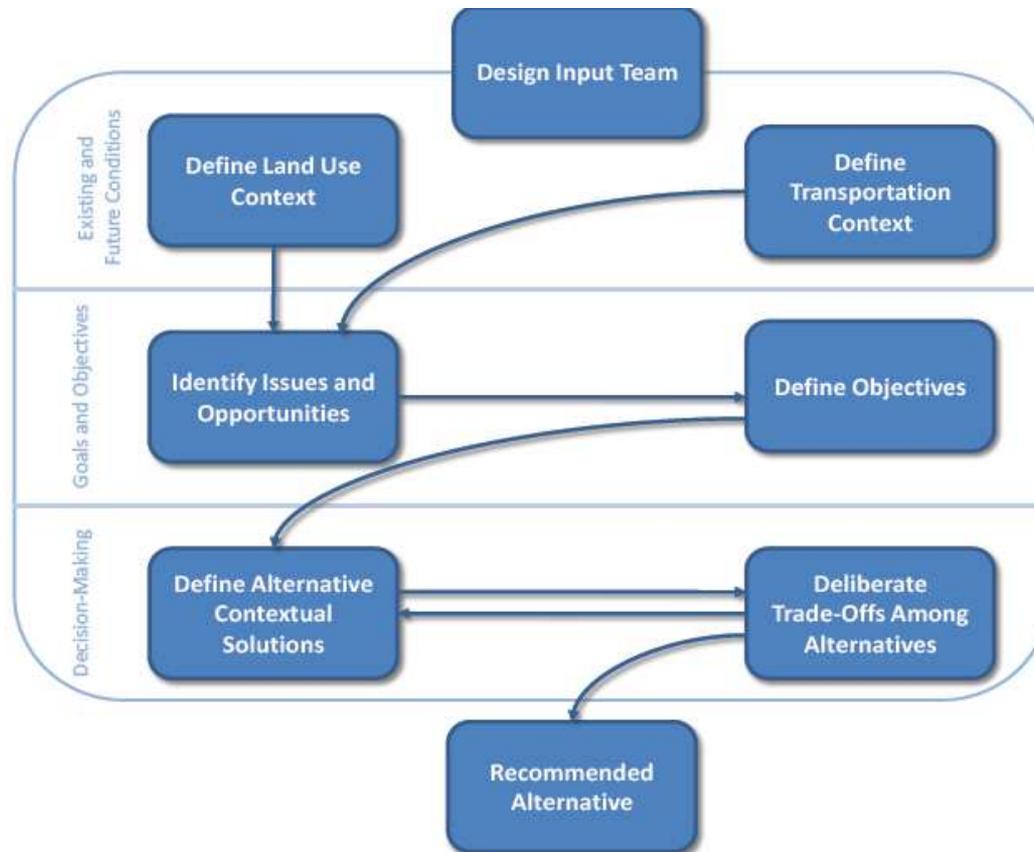
*North Carolina DOT*  
**complete streets**

# Incorporating complete streets in planning and design process



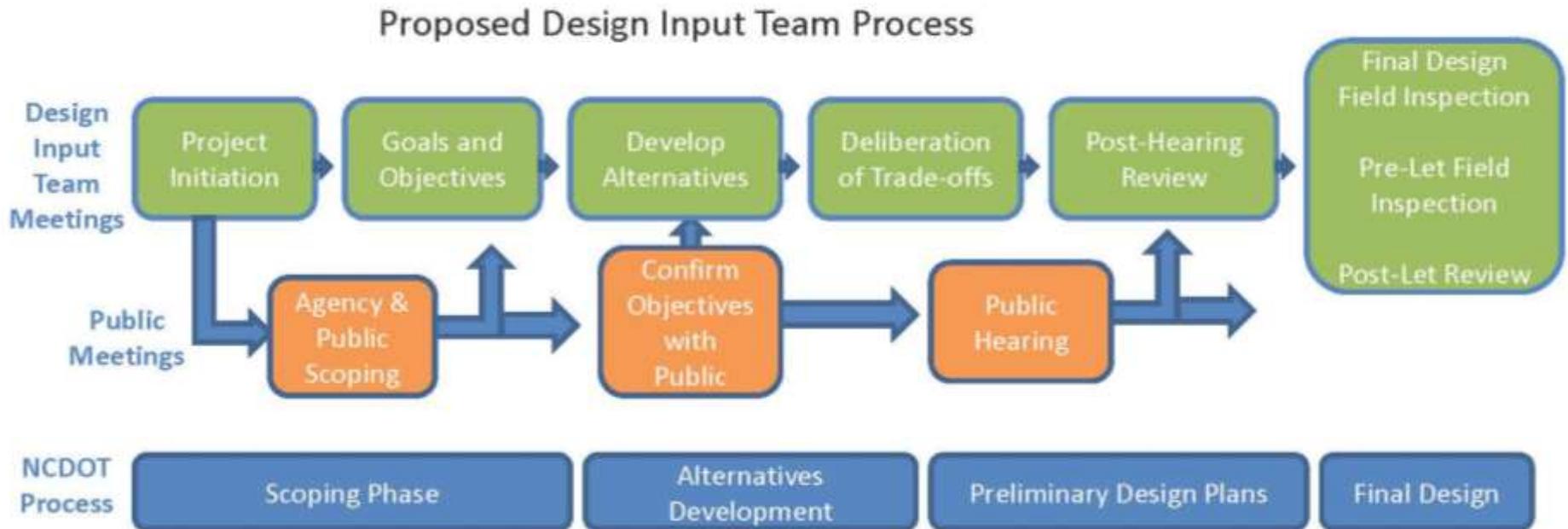
# Project Development Process

Project defined and prioritized through CTP, LRTP, STIP → proceeds to project development



# Project planning per Guidelines

Figure 3: Relationship Between Project Development Process and Milestones



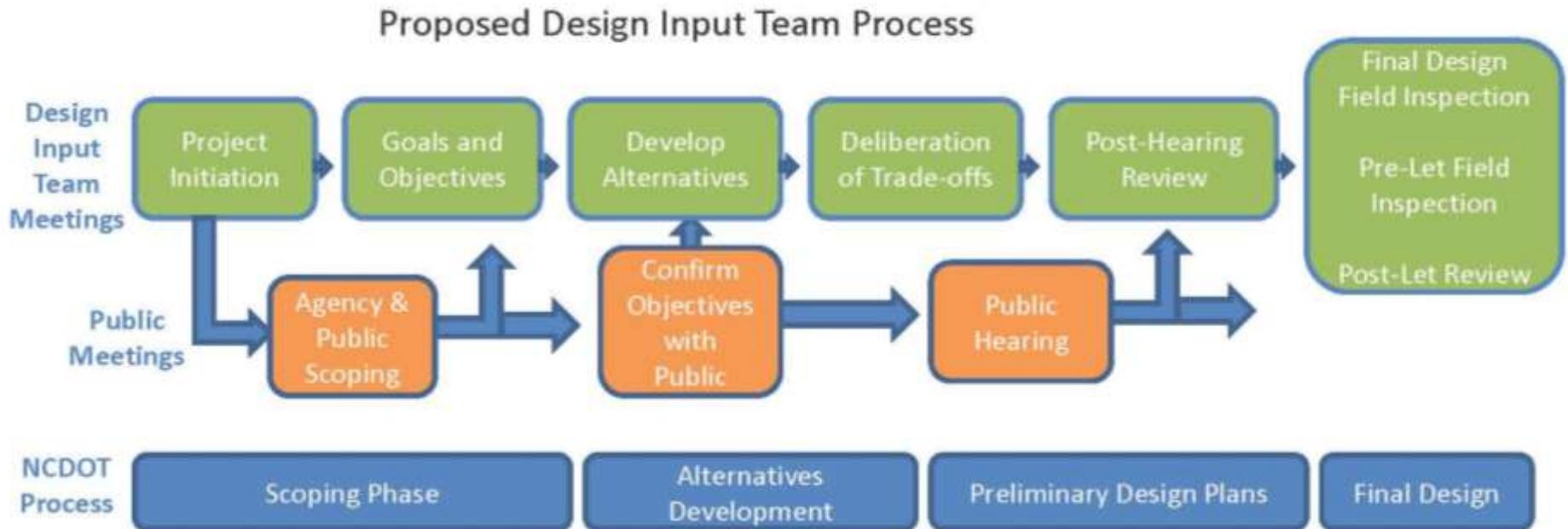
# Project planning per Guidelines



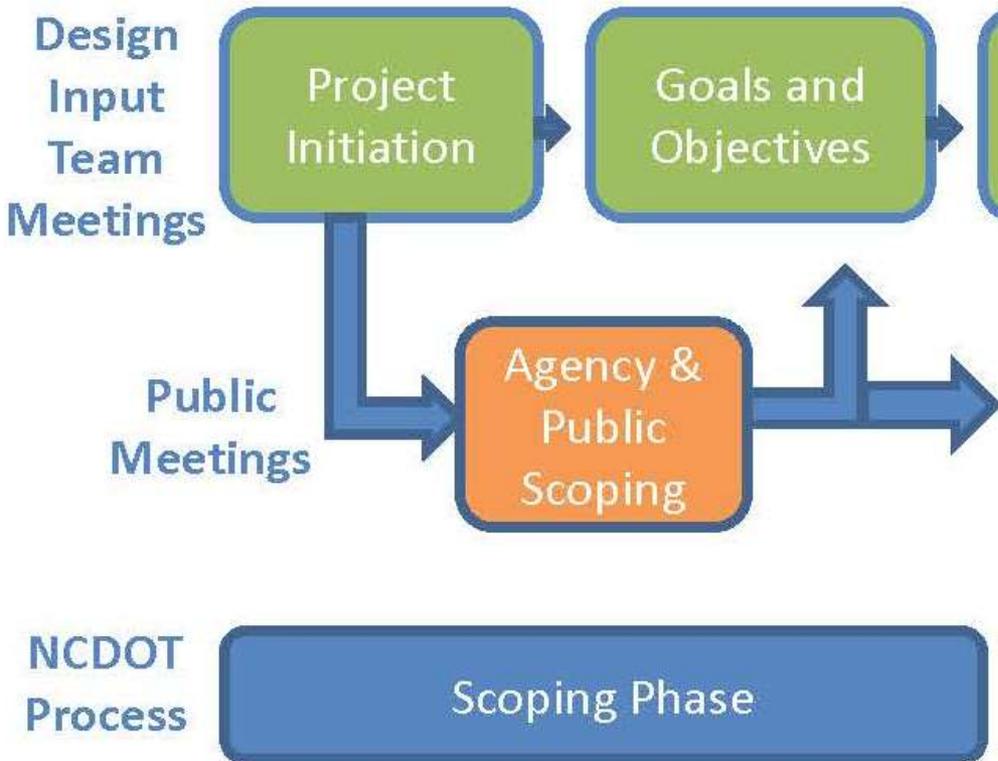
- NCDOT Roadway Design Project Engineer
- Division Construction Engineer,
- Transportation Planning Branch
- Bicycle and Pedestrian Division, Public Transportation
- Transportation Mobility and Safety
- **Local Agency Staff, MPO, RPO**

# Project planning per Guidelines

Figure 3: Relationship Between Project Development Process and Milestones

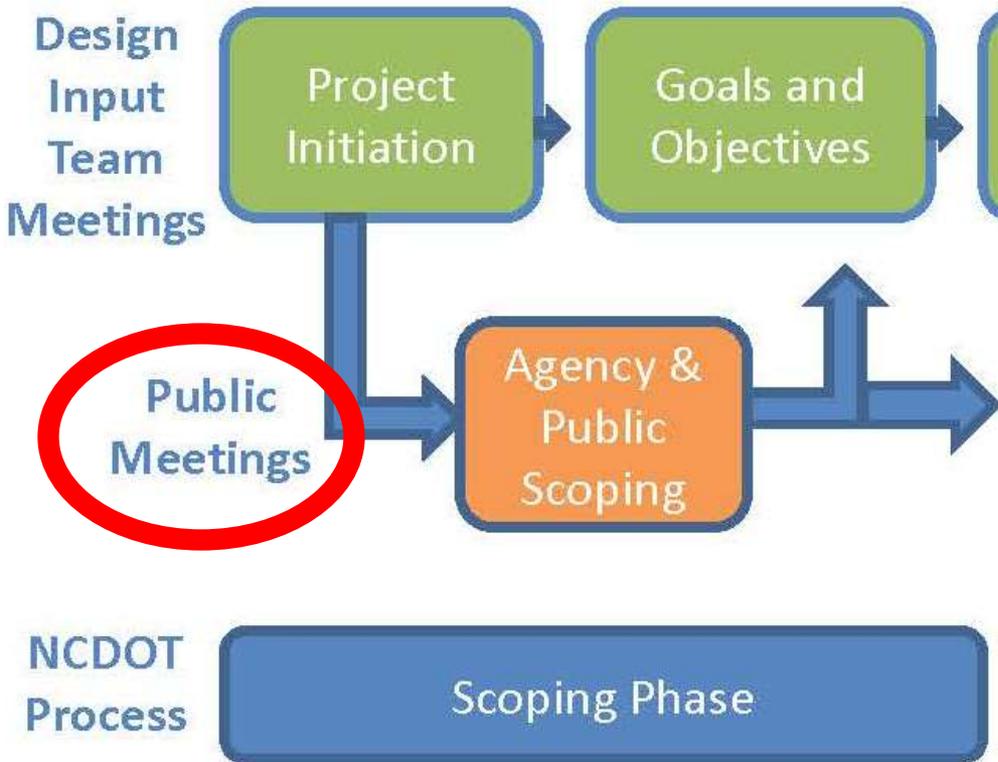


# Project planning per Guidelines



- ❖ Define land use context
  - Urban, Suburban, Rural
  - Existing / Future
  - Redevelopment
- ❖ Define transportation context
  - Mobility Goals
  - Aesthetic Goals
  - Safety Goals
- ❖ Define Project Goals

# Project planning per Guidelines



**Public Input  
is Crucial  
at This  
Stage**

# Project planning per Guidelines



**Budget Time for an Iterative Process**

# Deliberate Tradeoffs

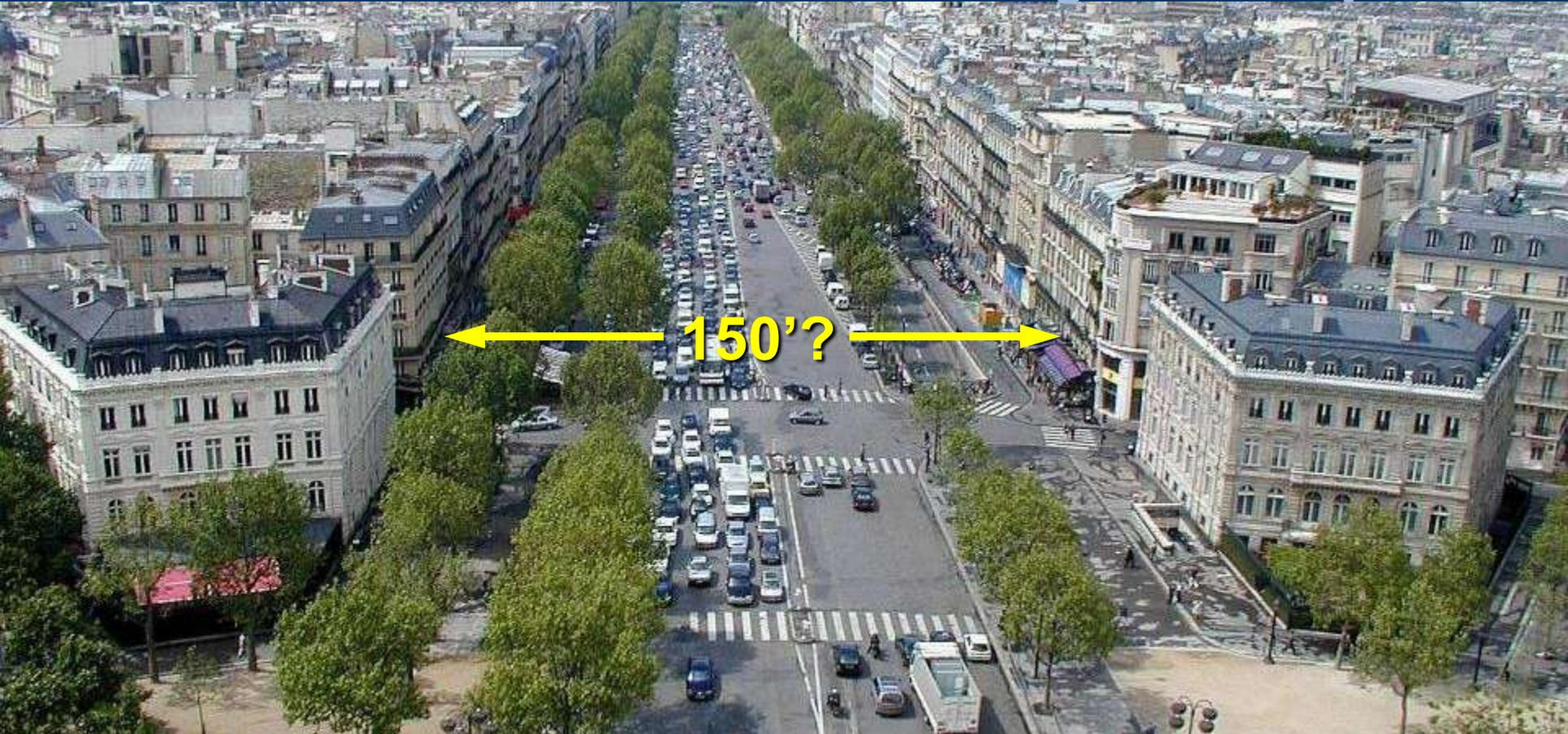
- ❖ Consistency with local context, plans and policies, and project objectives;
- ❖ Balanced modal capability
- ❖ Accessibility/functionality for all users;
- ❖ Right-of-way availability;
- ❖ Environmental considerations; and
- ❖ Overall cost.

Does it fit within the available right-of-way?



Is this an efficient use the available right-of-way?

Does it fit within the available right-of-way?



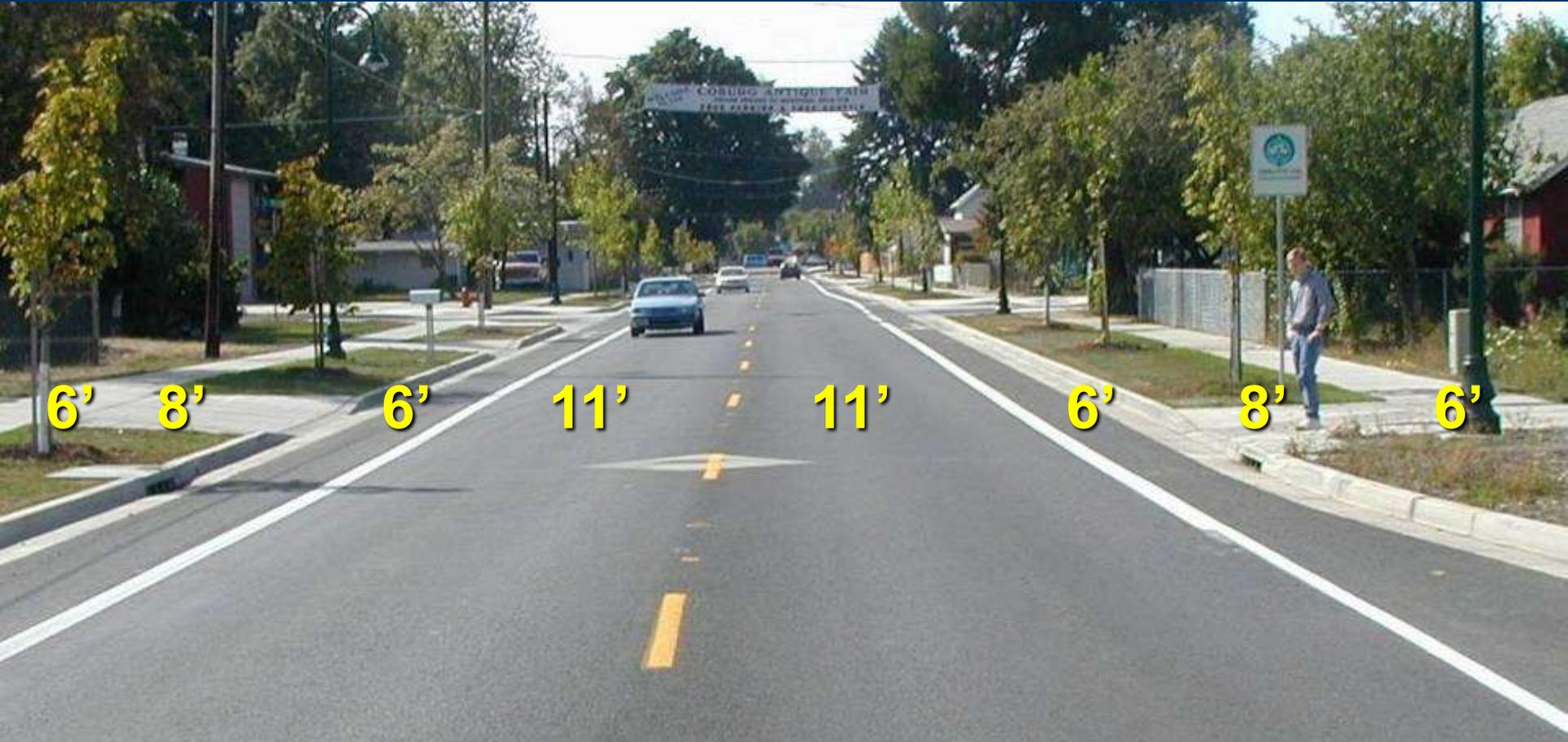
**Don't ask: "How much ROW do we need?" Ask:  
"How much ROW do we have, what do we want, and  
how do we design it to fit?"**

# Conventional design – from the inside out



**Add up (wide) travel lanes, run out of ROW  
Result: one narrow curbside sidewalk**

# Proposed design – from the outside in



**Add up desirable elements, fit in ROW; result:  
nice sidewalks, bike lanes, adequate travel lanes**

# Wide roads and high motor vehicle LOS

**Designing to LOS C or higher may not be best use of limited \$\$\$**



# Constructing for Future Traffic Volumes

Operating roadway for **long** term projected traffic now degrades Quality of Service for **short** term users



# Short Term Options



# Short Term Options



# Action Plan

# 5-minutes for action plan

1b. Identify items in your action plan that relate to project development

❖ Example – process for refreshing projects to meet current needs



*North Carolina DOT*  
**complete streets**

# Implementing complete streets in maintenance and operations



# Complete Streets through Maintenance

- ❖ Opportunity without reconstruction
- ❖ Include operations (e.g., signal timing/detection)
- ❖ Safety improvements for all modes
- ❖ Iterative improvements to system to meet master plan goals
- ❖ Includes developer-funded improvements
- ❖ **Incorporate early-on through close coordination with all players**

# Complete Streets through Maintenance

## ❖ **Suggested process for resurfacing projects**

- NCDOT shares resurfacing list with local government as soon as possible;
- Local government (or MPO/RPO) reviews potential revisions to striping & operations
- Local government recommends modifications
- If approved, NCDOT and local government collaboratively develop implementation plan.

**Typically compressed timelines**

# Suggestions to Smooth Process

## ❖ **Agree upon reconditioning standards**

- Lane widths (consider variances in advance to meet network and safety objectives)
- Turn lane design and warrants

## ❖ **Collect data**

- Crash problems
- Complaints, conflict analyses
- Operational problems by time of day
  - Detection issues
  - Timing issues

## ❖ **Resources to develop design quickly**

# Suggestions to Smooth Process

Remember.....

Major changes to roadway (road diets, operation plans, new sidewalks) may require substantial public involvement

Missed opportunities can engender public frustration or hostility (i.e. why didn't you build the sidewalk while you were doing all this other work?)

# Example

- ❖ Case studies, e.g., US 23-74 widening added 2' for bike-friendly shoulders (Division 14, Jackson County)
- ❖ Route 321 resurfacing project will include bike lanes (Boone)

# Action Plan

# 5-minutes for action plan

1c. Identify items in your action plan that relate to these maintenance and operations

Example: Develop an institutional process to identify complete streets opportunities within planned maintenance projects.

# Completing Your Action Plan

2. How will you communicate to your staff the importance of the NCDOT Complete Street Policy?

3. How will you ensure that your staff members are equipped to plan and design for Complete Streets?



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**complete streets**

# Wrap-up



# Wrap-up

- ❖ Action plan – 3 or 4 share action plan
- ❖ Two-day training courses – reminder to send their staff
- ❖ What are you telling us?
  - Review 5 x 7 comment cards
- ❖ Other next steps



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Thank you for your time!

[www.completestreetsnc.org](http://www.completestreetsnc.org)

