



Tigard Complete Streets Policy Stakeholder Interview Summary Report

March 14, 2019

Introduction

This report summarizes stakeholder interviews conducted as part of Tigard's Complete Streets Policy development process. The stakeholder interviews are part of a larger input process, which includes several other activities including input collected from the Tigard Complete Streets Project Team and Work Group, Tigard Transportation Strategy Team (TST), Tigard Transportation Advisory Committee (TTAC), and the broader public. Input collected to date has informed the creation of a policy Vision Statement, identification of potential policy Obstacles and Opportunities, and creation of Draft Policy Language.

Complete Streets Policy Process Overview

The City of Tigard is embarking on a project to develop its own Complete Streets Policy to inform transportation decision making for the foreseeable future. As of the writing of this report, over 1,400 jurisdictions across the U.S. have adopted Complete Streets Policies; each with the goal of providing a better-balanced transportation system with particular focus on pedestrians, bicyclists, users of mobility devices, and transit users.

Stakeholder Interviews

City staff and the project consultant conducted interviews of key stakeholders during February and March of 2019. Each interviewee was asked a series of eight questions related to the Complete Streets Policy development process. Interview questions were developed in coordination with the project consultant and were based off feedback and questions raised during Project Team, Work Group, TST, and TTAC meetings to date.

Although the list of stakeholders impacted by a Complete Streets Policy is broader than those interviewed here, these particular stakeholders represent a cross-section of individuals who may be required to implement or adhere to the Complete Streets Policy as a function of their work. The individual interview format provided an opportunity to surface issues through a more candid, yet anonymous forum on topics of interest.

Responses to interview questions will be used to understand potential points of conflict that require additional attention to fine-tune the Tigard Complete Streets Policy and Implementation Plan.

Findings

Table 1 below provides a list of the eight questions posed to each stakeholder and a summary of the responses received and any additional input or insights.

Table 1: Interview Questions and Responses

	Questions	Summary of Responses and Input
1	Do you feel like you have been provided with adequate information to develop a working understanding of what Complete Streets policies are and what they are designed to accomplish? Is there any additional information you need at this time?	Most of the stakeholders indicated they had sufficient information and understanding of Complete Streets Policies at a high level. Two stakeholders indicated they were looking forward to seeing draft policy language to understand how the policy elements and details relate to policy objectives.
2	What are your concerns about this project?	Responses to this question were wide-ranging with one stakeholder indicating no concerns. Others shared multiple concerns aligned to their areas of responsibility or oversight. Two stakeholders raised concerns around maintenance (including street resurfacing), funding, and potential financial impact to existing programs. Two others suggested the policy require adherence to clear engineering and design standards housed in a single location and another suggested that design standards should support the City's goal around walkability. Development code issues such as landscaping and screening requirements were also suggested as policy topic areas. One stakeholder focused in on the need to be proactive in addressing traffic calming needs and speed limits and another suggested the policy provide balance for all modes of travel. Other concerns were around providing and maintaining emergency vehicle access (with specific design requirements) and making sure the policy acknowledge community concerns around traffic congestion.
3	Are there certain types of streets or conditions where you think one or more functions or design elements of a street should be emphasized or de-	The group of stakeholders was generally in agreement that not all streets should receive the same level/intensity of design treatments for all modes. Specifically, this was in

	<p>emphasized (i.e., take exceptions to specific complete street requirements)? What, where and how?</p>	<p>acknowledgement that lower traffic local and neighborhood streets (based on street classification) may not always require bike lanes or sidewalks to adequately serve pedestrian and bicycle travel. One stakeholder suggested a network approach to identify upgrades, while another suggested that street design standards should be met in all cases unless a specific exception was granted. Several stakeholders emphasized safety as a primary objective. Specific examples or recommendations were provided by some including leading pedestrian intervals, traffic calming measures, and the need to provide 20-ft of clear zone for emergency vehicles.</p>
4	<p>What are some of the most important factors or strategies we should consider in developing a workable complete streets policy related to the following issues?</p> <ul style="list-style-type: none"> • Meeting the intent of the City’s Strategic Plan objective to make the City the most walkable community in the Pacific Northwest. • Maintaining streets in a cost-effective manner. • Building new streets in areas with constraints on available right-of-way, natural resources, or other challenges. 	<p>Responses to this question were wide-ranging and touched on a variety of topics. It was generally acknowledged that the Complete Streets Policy would be consistent with the City’s Strategic Plan. Other feedback included one recommendation to provide flexible design standards with exceptions granted in few situations. Others suggested clear and consistent design standards. On a related note, one stakeholder suggested taking a holistic design approach to corridors and using a network map to determine where improvements should be targeted. There was interest in ensuring the policy would be financially sustainable and also would result in project longevity. One stakeholder asked how decisions would be made in cases of limited public right of way. The group suggested including considerations for roadway materials, stormwater management objectives, and addressing aesthetics.</p>
5	<p>Are there any complete streets design best practices you think we should consider in the proposed Tigard Complete Streets policy or implementation plan?</p>	<p>Some comments were made related to specific design treatments such as protected bike lanes and cycletracks as a means to provide safety and comfort to bicyclists and also to the use of different types of traffic calming measures such</p>

		as bump-outs. Other comments included an emphasis on implementing cost-effective solutions. Two stakeholders mentioned taking a network or systems approach to identify where improvements should go and also to build off and expand existing infrastructure. One stakeholder suggested the policy should be designed to promote walking and biking.
6	Do you agree with the Complete Streets Best Practice that recommends putting particular emphasis on meeting the needs of vulnerable users (including pedestrians and bicyclists)?	Each stakeholder interviewed agreed with the Complete Streets Policy concept of “putting particular emphasis on meeting the needs of vulnerable road users (including pedestrians and bicyclists).” There were some comments related to the need for providing a balanced transportation system. One stakeholder mentioned current statistics on the increasing rate of pedestrian and cyclist injuries/deaths nationally as a problem the policy could address.
7	Do you have any suggestions or examples or policy implementation performance measures that we should consider in developing that aspect of the Complete Streets policy?	Most stakeholders identified the need to use performance measures to track Complete Streets Policy implementation. Specific examples included measuring sidewalk/bike facility infill and filling in missing connections. One stakeholder suggested the use of surveys to poll pedestrians and bicyclists on their perceptions over time. Another stakeholder suggested that safety was the most important performance measure and that the policy should target zero traffic fatalities as a goal. One stakeholder cautioned that the policy and implementation plan be sized such that Tigard was not taking on too much at once.
8	Finally, what are you hoping that the City will accomplish with Complete Streets?	Like other questions, this one provoked a wide range of responses. Several stakeholders expressed a desire for the policy to identify project priorities while balancing the different modes. Others suggested the policy support police and emergency operations. More than one stakeholder suggested the policy support

	<p>and be consistent with existing policies. One stakeholder recommended the policy provide guidance as to when and how Complete Street connectivity is facilitated through development. Another wanted to see the policy provide guidance on street design standards whereas another focused on the opportunity for the policy to support livability goals for the city by supporting a multi-modal transportation network.</p>
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List of Stakeholders Interviewed

- Tegan Enloe, Senior Project Engineer, City of Tigard
- Lori Faha, City Engineer, City of Tigard
- Khoi Le, Principle Engineer, City of Tigard
- James McDonald, Police Commander, City of Tigard
- Brian Rager, Public Works Director, City of Tigard
- Kevin Watkins, Chair, Tigard Transportation Advisory Committee
- John Wolff, Deputy Fire Marshall, Tualatin Valley Fire & Rescue

Interviewers

- Matt Hastie, Project Consultant, APG
- Sam Copeland, Associate Planner, City of Tigard