How is your community/agency preparing to transition to Complete Streets practices?

Possible activities:

- Designate a lead person or "champion" to guide the process.

- Create committee to guide the implementation process.
  - Use an "internal" committee with representation from multiple departments within agency and other city/state departments like public health, planning, economic development, transit
  - Use an "external" committee with representation from city agencies, bicycle advocates, pedestrian advocates, older adult groups, disability groups

- Task an existing committee to with this task (e.g. bicycle and pedestrian advisory council)

- Conduct an audit of existing policies and procedures within the agency and jurisdiction that should be consistent with the Complete Streets policy. May include:
  - Procedures that do not yet consider all users of all ages and abilities as routine
  - Current training processes
  - Design standards and guides
  - Current performance measures and outcomes

- Develop implementation plan, which could include:
  - Designation of a person or committee responsible for implementation
  - A timeline for updating or revising existing policies or procedures documented in the above preparation step
  - Assigned responsibilities to specific people or departments
  - A reporting plan to inform elected officials, public and internal stakeholders about implementation progress.
  - Report when documents listed from above are updated or revised.

What is your community doing to change internal procedures to include users of all abilities?

Possible activities:

- Create a list of all documents to be updated to be consistent with the Complete Streets policy.

- Modify department procedural documents. May include:
    - Checklists
    - Decision trees
    - Standard operating procedures
    - Project development steps or phases

- Include non-transportation departments (e.g. planning, environment) that have a role in street planning, design, operations, or maintenance or participates in the updating of:
    - Utilities' street documents
    - Plans, including neighborhood, area, redevelopment, urban forestry/street tree, and/or comprehensive plans
    - Transit agency's street and planning documents

- Prioritize multi-modal projects by:
    - Awarding points or otherwise prioritizing multi-modal projects in project selection criteria.
    - Formally prioritizing multi-modal projects in the capital improvement program (CIP) or transportation improvement program (TIP or STIP).
    - Prioritizing projects that are identified as closing gaps in the multi-modal network.

- Change or create new project procedures at the following phases:
    - Planning
    - Programming (including CIP/TIP decisions)
    - Scoping
    - Design
    - Construction
    - Operation
    - Maintenance

- Changes apply to project types, including:
    - New construction
    - Retrofitting/reconstruction
    - Repair
    - Resurfacing/restoration/rehabilitation
    - Maintenance

- (CONTINUED) Changes apply to project types, including
    - Operations
    - Bridges
    - Privately built roads
    - Redevelopment such as parks, schools
    - Master planned neighborhood/PUDs
    - Infill
    - Greenfield
    - Transit

- Establish a process for allowing exceptions to the Complete Streets policy.

- Name specific entity for approving exceptions (e.g. transportation director, city council, other committee or staff).

- Provide staff the decision-making power to be flexible and consider the land use context.

- Adopt or update relevant plans:
    - Bicycle Master Plan
    - Pedestrian Master Plan
    - Transit Master Plan
    - Non-Motorized Network Plan
    - Transportation Plan
    - Major Street Plan

- Adopt or update relevant policies:
    - Education policies and activities
    - Encouragement policies and activities
    - Enforcement policies and activities
    - Multimodal Level of Service Guidelines/Criteria

- Require consultants to use Complete Streets approach in project scope and/or consultant contracts.

What is your community doing to offer educational opportunities to transportation staff, to community leaders, and the public about Complete Streets?

Possible activities:
- Leadership sends a formal memo or email to staff about the new Complete Streets Policy.

- Conduct a formal staff training process, potentially through:
    - Staff retreats,
    - Series of Complete Streets specific training sessions,
    - Funded professional development with outside experts
    - On-the-job training

- Conduct informal mentoring-training within the transportation department.

- Provide training on technical aspects of the policy (e.g. engineering/design).

- Provide training on non-technical aspects of the policy (e.g. process changes within the department to consider all users of all abilities).

- Provide training on non-transportation topics such as environment and public health benefits.

- Provide sensitivity training to learn about all users of the road such as those with disabilities.

- Training includes department heads, managers and program staff.

- Develop systematic training in incorporating all users of all abilities for new staff.

- Include multiple departments in training, such as utilities, public health, transit agencies and economic development.

- Engage with community to explain the importance of Complete Streets policy, when and how it will be applied, from a multi-disciplinary view. Engage through:
    - Public meetings
    - Presentations at Council meeting
    - Presentations at district offices that are open to the public
    - Video presentation available online
    - Printed materials, e.g. newsletters, pamphlets, posters
    - Walking and/or biking audits or tours
    - Educational campaigns, which may include information about new road markings and signs, coaching on sharing the road with other users, benefits of walking/biking/taking transit

Complete Streets Implementation – Design Guidance

What is your community doing to update design guidance to include all users of all abilities?

Possible activities:
- Create *new* design guidelines, either as:
    o Entirely new document
    o A series of rules or recommended practices to augment existing guidance

- Adopt or direct use of new standards, including the latest versions of:
    o AASHTO: A Policy on Geometric Design of Highways and Streets ("Green Book")
    o AASHTO: Guide for Planning, Designing, and Operating Pedestrian Facilities
    o AASHTO: Guide for the Development of Bicycle Facilities
    o ITE: Designing Walkable Urban Thoroughfares: A Context Sensitive Approach
    o NACTO: Urban Bikeway Design Guide
    o US Access Board: Public Right-of-Way Accessibility Guidelines
    o 2010 Highway Capacity Manual
        ▪ including multi-modal level of service

- Update street design standards that apply to:
    o Developers
    o City-initiated projects
    o Contractors working in the right-of-way via permits

- Provide relevant updates to:
    o Land use standards/Zoning code
    o Subdivision code
    o Motor vehicle parking policies
    o Bicycle parking policies
    o Traffic Calming
    o Streetscape
    o Transit and station-area plans
    o Recreation and Parks maintenance plans for roads, sidewalks, medians, etc.

- Collaborate across departments to incorporate Complete Streets design guidance into utilities, planning, public transit, and/or other agencies dealing with roads.

What is your community doing to create and use new measures of success that reflect a Complete Streets approach?

Possible activities:
- Track multi-modal projects by:
    - Counting facilities or miles of facilities such as sidewalks, bike lanes, road diets
    - Counting intersections improved by signal timing, medians, count down timers, bulb outs, and other improvements
    - Tracking dollar amounts or percentage of funds used for each mode
    - On-road transit performance, i.e. % of buses running on time
    - Other?

- Track (or work with another agency to track) broader community performance measures such as:
    - Air quality improvement (ground-level ozone, particulate matter, carbon monoxide, sulfur dioxide, and nitrogen dioxide);
    - Health indicators (obesity, chronic disease, diabetes, physical activity);
    - Economic impact. (new jobs created/businesses opening in proximity of multi-modal streets/near transit)
    - Other?

- Adopt or revise transportation performance measures. New performance measures may include:
    - Deaths and injuries by mode
    - Crashes by mode and type, including 'doorings,' pedestrians accessing transit, etc.
    - Mode shift: tracking bike, walk and transit trips over time
    - Percentage of children walking and bicycling to school
    - Vehicle Miles Traveled (VMT) or Single Occupancy Vehicle (SOV) trip reduction
    - Multi-modal Level of Service
    - Other?

- Provide regular reports to the public on the data being tracked or the agency progress on Complete Streets performance measures.

- Change philosophy and attitude to implement complete streets and stop primarily building and maintaining 'incomplete' streets.