

6

REVIEW OF CITY'S  
TRAFFIC COMPLAINT  
PROCEDURE

CC-45(a)  
CC-48(a)

Council was reminded that at the July 15 City Council meeting, a question was raised regarding handling of traffic complaints. Briefly, the concern was that complaints received by the Council are sent to staff for immediate analysis and generally result in an engineering study and Council discussion, while similar complaints received by staff may not receive the same attention. Addressing this concern requires a discussion of present staffing, procedures, and policies. The following report provides this discussion.

Traffic Section

In July 1985, the Public Works Department Engineering Division was reorganized to provide greater emphasis on traffic-related engineering. The workload of this section has been much greater than originally anticipated. Costs of providing traffic engineering services and its share of the total engineering function were presented for Council's perusal. The Traffic Section consists of one engineer (Paula Fernandez) and two technicians (Mark White and Rick Kiriu). They perform the various studies relating to

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traffic. Occasionally, other technicians or part-time workers perform some of the data collection work. This section also is responsible for engineering related record-keeping and mapping functions including addressing, street and utility system mapping, and computer drafting system management. The Chief Civil Engineer (Richard Prima) is responsible for supervising and setting the priorities of this section.

#### Traffic Records

The Traffic Section works with information from a number of sources. They include:

- City traffic volumes - Counts are taken at the beginning of each month at 10 control locations and at approximately 250 locations on a two- to three-year interval; additional counts for special studies are taken as needed.
- Traffic accidents - The Section receives a copy of all the accident reports prepared by the Police Department. The location of the accident is plotted on a City map for a quick visual check and the reports are filed by location so they can be reviewed in detail.
- Complaints/questions - These are received from many sources including:
  - The public, by telephone, at the front counter, letters, letters to the editor of local newspapers, etc.
  - Police Officers
  - Public Works maintenance personnel
  - Other engineers
- Traffic engineering information - This includes journals, newsletters, other agency standards, professional contacts, and other sources of professional judgement.
- Internally-generated documents - This includes policies, guidelines, and statistics developed and maintained by the Traffic Section. They are discussed below.

One of the major goals of the Traffic Section was to take a "proactive" role in going after problems rather than "reactive" where we would wait for complaints. Accident rate statistics are now maintained on intersections and street segments for this reason. These statistics are

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essentially done manually. A more automatic system is being developed in conjunction with the Police Department under an Office of Traffic Safety Grant.

The rates for street segments (# accidents per million vehicle-miles) are used in setting speed limits. Although not necessarily speed-related, a street with a high accident rate is a "condition not readily apparent to the driver" and can be a reason to reduce the speed limit from the 85 percentile. The rates can also be compared for informational or other screening purposes. This list is updated as needed. A program to study street segments on a regular basis has not been instituted due to lack of staff time.

The list of accident rates for intersections (# accidents per million vehicles entering) is used to help prioritize actions on intersection complaints. This list was begun in 1987 and was started by visually inspecting the accident location maps and placing intersections with a high number of accidents on the list. It is updated frequently (usually twice a month). Any intersection receiving a complaint is placed on the list. More emphasis has been placed on this list than the segments because more than 50% of the accidents occur within or near intersections. Since the beginning of the year, 14 intersections have been studied by staff based on the list priorities. An additional four intersections were studied based on Council direction through public requests. A copy of this list showing current intersection accident rates was submitted for Council's perusal.

#### Complaint Procedure

Traffic complaints received by the Traffic Engineering Section are logged on an action form. Callers are not required to give their name, etc.

The middle part of the form is filled out by the Traffic Section based on a field review, a check of the accident map, and any other information already available. No formal study is done at this point. A recommendation on a course of action is made and the form is given to the Chief Civil Engineer for review. Calls for maintenance (i.e. signs down, etc.) are referred immediately to the Street Division.

The normal courses of action are:

- a) Do nothing - This is done on requests that are illegal, require major capital improvements, or have already been covered by a City policy.

Continued September 2, 1987

- b) Do nothing, already on study list - Includes complaints on intersections or other problems that are already in the intersection study list or other work program.
- c) Take immediate action - These are usually requests involving enforcement. Staff contacts the Police Department and also encourages the caller to do so. Also included are requests that can be dealt with in a short amount of time such as loading zones. (Under the new Traffic Ordinance, these can be approved by the Public Works Director.)
- d) Place on study list - A complaint about an intersection not on the list is added to the list.
- e) Continue surveillance - On complaints involving parking or other problems staff feels may be temporary, staff rechecks the area periodically to see if the problem continues.

The "recall date" is assigned by the Chief Civil Engineer. This is the estimated month staff will study or recheck the problem. It is, in effect, an assignment of priority. The accident rate is a major factor in this decision.

Copies of the Outstanding Traffic Complaints and the total Traffic Complaint List were presented for Council's review.

#### Discussion

The above procedure is working fairly well. Most callers understand that there are other problems in the City that may have higher priority than their particular problem. They are told that if they are dissatisfied with our response, they have the option of going to the City Council. The fact that we even have a system and are attempting improvements without waiting for complaints is reassuring to most citizens. However, telling the bearer of a petition with hundreds of signatures that their problem won't be considered until sometime in 1988 is not politically practical.

Staff understands that political considerations guide many of our actions. But we also are reluctant to make them ourselves, particularly when an established procedure is in place. This could lead to liability and other problems.

#### Other Work

Handling traffic complaints and studying problem intersections is only part of the Traffic Section's work. The section provides engineering support of traffic

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maintenance work and reviews development plans and Environmental Impact Reports with respect to traffic. This work is a high priority when plans are submitted.

Suggested Procedure

- a) Telephone and Counter Complaints - We suggest that the procedure for handling telephone and counter complaints remain as is.
- b) City Council Meeting Item - For requests made directly to Council or a staff decision that is appealed to the Council, staff could indicate the priority we would give to it (high, medium, or low) and make a short comment on the information we have on file. In most cases, we would be able to show the Council where this request fits in the present Intersection Accident Rate list. The Council could then make a more informed decision as to when the matter should be studied and brought back to a regular meeting.

Staff needs, at the very minimum, four weeks to perform a normal traffic study. The Public Works Department would like to see the Council adopt a guideline of allowing six weeks for a traffic study. This would allow Public Works to work it in with their ongoing and day-to-day work and they would not have to drop everything in the Traffic Section in order to meet the current four week deadline. For studies Council feels are a lower priority, a date months away could be set.

No formal action was taken by Council on the matter.



# CITY OF LODI

PUBLIC WORKS DEPARTMENT

## COUNCIL COMMUNICATION

TO: City Council  
FROM: City Manager  
MEETING DATE: September 2, 1987  
AGENDA TITLE: Review City's Traffic Complaint Procedure and Take Appropriate Action

**RECOMMENDED ACTION:** That the City Council review this report and consider the establishment of a procedure for dealing with normal traffic complaints and requests received at a Council meeting.

**BACKGROUND INFORMATION:** At the July 15 City Council meeting, a question was raised regarding handling of traffic complaints. Briefly, the concern was that complaints received by the Council are sent to staff for immediate analysis and generally result in an engineering study and Council discussion, while similar complaints received by staff may not receive the same attention. Addressing this concern requires a discussion of present staffing, procedures, and policies. The following report provides this discussion.

### Traffic Section

In July 1985, the Public Works Department Engineering Division was reorganized to provide greater emphasis on traffic-related engineering. The workload of this section has been much greater than originally anticipated. Costs of providing traffic engineering services and its share of the total engineering function are shown on Exhibit A.

The Traffic Section consists of one engineer (Paula Fernandez) and two technicians (Mark White and Rick Kiriu). They perform the various studies relating to traffic. Occasionally, other technicians or part-time workers perform some of the data collection work. This section also is responsible for engineering related recordkeeping and mapping functions including addressing, street and utility system mapping, and computer drafting system management. The Chief Civil Engineer (Richard Prima) is responsible for supervising and setting the priorities of this section.

### Traffic Records

The Traffic Section works with information from a number of sources. They include:

- ° City traffic volumes - Counts are taken at the beginning of each month at 10 control locations and at approximately 250 locations on a two- to three-year interval; additional counts for special studies are taken as needed.

APPROVED:

  
THOMAS A. PETERSON, City Manager

FILE NO.

- ° Traffic accidents - The Section receives a copy of all the accident reports prepared by the Police Department. The location of the accident is plotted on a City map for a quick visual check and the reports are filed by location so they can be reviewed in detail.
- ° Complaints/questions - These are received from many sources including:
  - The public, by telephone, at the front counter, letters, letters to the editor of local newspapers, etc.
  - Police Officers
  - Public Works maintenance personnel
  - Other engineers
- ° Traffic engineering information - This includes journals, newsletters, other agency standards, professional contacts, and other sources of professional judgement.
- ° Internally-generated documents - This includes policies, guidelines, and statistics developed and maintained by the Traffic Section. They are discussed below.

One of the major goals of the Traffic Section was to take a "proactive" role in going after problems rather than "reactive" where we would wait for complaints. Accident rate statistics are now maintained on intersections and street segments for this reason. These statistics are essentially done manually. A more automatic system is being developed in conjunction with the Police Department under an Office of Traffic Safety Grant.

The rates for street segments (# accidents per million vehicle-miles) are used in setting speed limits. Although not necessarily speed-related, a street with a high accident rate is a "condition not readily apparent to the driver" and can be a reason to reduce the speed limit from the 85 percentile. The rates can also be compared for informational or other screening purposes. This list is updated as needed. A program to study street segments on a regular basis has not been instituted due to lack of staff time.

The list of accident rates for intersections (# accidents per million vehicles entering) is used to help prioritize actions on intersection complaints. This list was begun in 1987 and was started by visually inspecting the accident location maps and placing intersections with a high number of accidents on the list. It is updated frequently (usually twice a month). Any intersection receiving a complaint is placed on the list. More emphasis has been placed on this list than the segments because more than 50% of the accidents occur within or near intersections. Since the beginning of the year, 14 intersections have been studied by staff based on the list priorities. An additional four intersections were studied based on Council direction through public requests. A copy of this list showing current intersection accident rates is attached (Exhibit B). Intersections marked with an asterisk (\*) were placed on the list due to a citizen complaint.

### Complaint Procedure

Traffic complaints received by the Traffic Engineering Section are logged on an action form (Exhibit C). Callers are not required to give their name, etc.

The middle part of the form is filled out by the Traffic Section based on a field review, a check of the accident map, and any other information already available. No formal study is done at this point. A recommendation on a course of action is made and the form is given to the Chief Civil Engineer for review. Calls for maintenance (i.e. signs down, etc.) are referred immediately to the Street Division.

The normal courses of action are:

- a) Do nothing - This is done on requests that are illegal, require major capital improvements, or have already been covered by a City policy.
- b) Do nothing, already on study list - Includes complaints on intersections or other problems that are already in the intersection study list or other work program.
- c) Take immediate action - These are usually requests involving enforcement. We contact the Police Department and also encourage the caller to do so. Also included are requests that can be dealt with in a short amount of time such as loading zones. (Under the new Traffic Ordinance, these can be approved by the Public Works Director.)
- d) Place on study list - A complaint about an intersection not on the list is added to the list.
- e) Continue surveillance - On complaints involving parking or other problems staff feels may be temporary, we recheck the area periodically to see if the problem continues.

The "recall date" is assigned by the Chief Civil Engineer. This is the estimated month we will study or recheck the problem. It is, in effect, an assignment of priority. The accident rate is a major factor in this decision.

Copies of the Outstanding Traffic Complaints (Exhibit D) and the total Traffic Complaint List (Exhibit E) are attached.

### Discussion

The above procedure is working fairly well. Most callers understand that there are other problems in the City that may have higher priority than their

particular problem. They are told that if they are dissatisfied with our response, they have the option of going to the City Council. The fact that we even have a system and are attempting improvements without waiting for complaints is reassuring to most citizens. However, telling the bearer of a petition with hundreds of signatures that their problem won't be considered until sometime in 1988 is not politically practical.

Staff understands that political considerations guide many of our actions. But we also are reluctant to make them ourselves, particularly when an established procedure is in place. This could lead to liability and other problems.

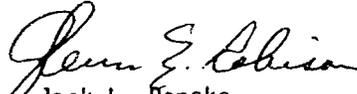
#### Other Work

Handling traffic complaints and studying problem intersections is only part of the Traffic Section's work. The section provides engineering support of traffic maintenance work and reviews development plans and Environmental Impact Reports with respect to traffic. This work is a high priority when plans are submitted. A list of other projects assigned to the section is shown in Exhibit F.

#### Suggested Procedure

- a) Telephone and Counter Complaints - We suggest that the procedure for handling telephone and counter complaints remain as is.
- b) City Council Meeting Item - For requests made directly to Council or a staff decision that is appealed to the Council, staff could indicate the priority we would give to it (high, medium, or low) and make a short comment on the information we have on file. In most cases, we would be able to show the Council where this request fits in the present Intersection Accident Rate list (Exhibit B). The Council could then make a more informed decision as to when the matter should be studied and brought back to a regular meeting.

Staff needs, at the very minimum, four weeks to perform a normal traffic study. Our Department would like to see the Council adopt a guideline of allowing six weeks for a traffic study. This would allow us to work it in with our ongoing and day-to-day work and we would not have to drop everything in the Traffic Section in order to meet the current four week deadline. For studies Council feels are a lower priority, a date months away could be set.

  
Jack L. Ronsko  
For: Public Works Director

JLR/RCP/ma  
Attachments

**Exhibit A**

City of Lodi - Public Works Dept  
Traffic Engineering

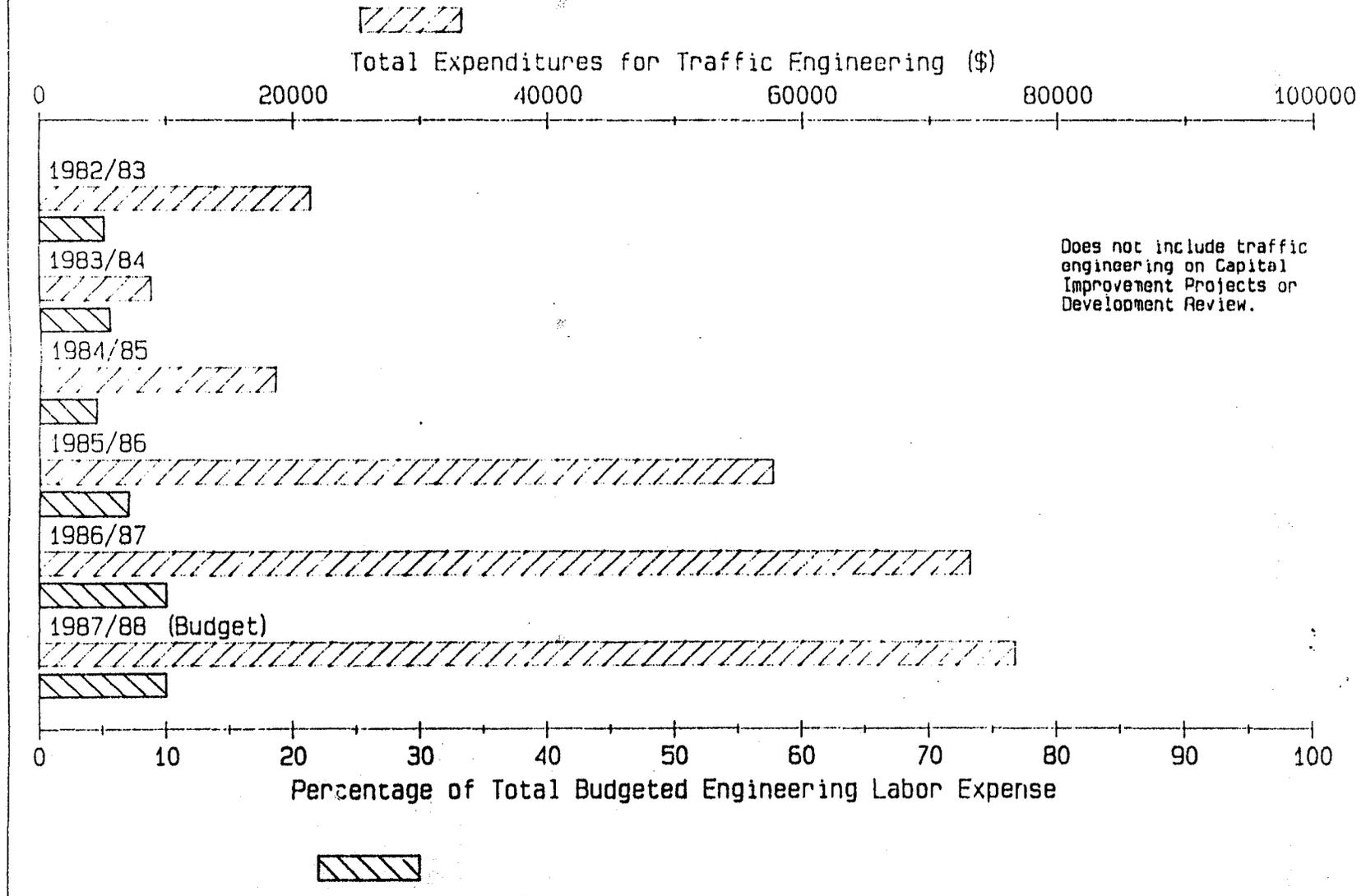


Exhibit B

City of Lodi

Public Works Department

Intersection Accident Rates

Date Revised: July 22, 1987

Street-1	Controlled @ Street-2	# Accidents				Sum of appr Vol		Total Volume	Accident Rate	Analysis			Action			
		1984	1985	1986	Total	Str-1	Str-2			Verify: Acc Vol	Study: Safe Appr	Sight D	Fld Ch	Date	Action	
***** N *****																
Lake (N)	N Loma	0	1	1	2	150	810	960	1.90							
Winchester	N Wimbledon	0	1	2	3	330	1310	1640	1.67							
Holly	N Westwood	0	2	0	2	800	300	1100	1.66							
Rutledge	N Tejon	1	1	0	2	2000	1000	3000	0.61 *							
Scarborough	N Brandywine	0	0	1	1	650	990	1630	0.56 *							
Oak (west)	N Ham	0	2	0	2	720	14300	15020	0.12							
Calaveras	N Pioneer	0	0	0	0	1575	500	2075	0.00 *							
Daisy	N School	0	0	0	0	100	200	300	0.00 *	x		Y ok		x	Feb-87	None
Park Oak	N Evergreen	0	0	0	0	200	400	600	0.00 *							
Calaveras	N Donner	0	0	0	0	1575	500	2075	0.00 *							
Lakeshore	N Newport	0	0	0	0	1250	460	1710	0.00 *	x	x	Y		x	Jul-87	Yield (SA)
Lakeshore	N Timberlake	0	0	0	0	1250	200	1450	0.00 *	x	x	S		x	Jul-87	Stop (SA)
Park West	N Evergreen	0	0	0	0	1010	400	1410	0.00 *							
Lakeshore	N Hills	0	0	0	0	290	1610	1900	0.00 *	x	x			x	Jul-87	Stop (Thru St)
Fairmont	N Grandywine	0	0	0	0	1120	980	2100	0.00 *		x					
Bordeau	N Burgundy	0	0	0	0	100	200	300	0.00 *	x		N ok		x	Feb-87	None
***** Y *****																
Fairmont	Y Walnut	3	5	3	11	380	740	1120	8.97	x	x	S		x	Feb-87	Stop (#Acc, SA)
Rose	Y Walnut	1	1	3	5	410	740	1150	3.97	x				x	Mar-87	Stop (#Acc)
Pleasant	Y Oak	1	0	6	7	300	1460	1760	3.63	x	x	N ok		x	Feb-87	Stop (#Acc)
Lincoln	Y Daisy	0	4	0	4	410	660	1070	3.41	x				x	Mar-87	Stop (#Acc)
Orange	Y Walnut	2	1	1	4	340	740	1080	3.38	x				x	Apr-87	Stop (#Acc)
Chestnut	Y Lee	0	1	5	6	750	910	1660	3.30	x		S		x	Mar-87	Stop (#Acc, SA)
Fairmont	Y Oak	1	1	2	4	510	740	1250	2.92	x	x			x	Mar-87	Stop (#Acc)
Walnut	Y Washington	2	3	1	6	730	1420	2150	2.55						Nov-85	Y switched
Oak	Y Washington	3	1	1	5	500	1350	1850	2.47	x					Nov-85	Y switched
Washington	Y Locust	4	3	1	8	1350	1810	3160	2.31	x	x	N ok		x	Apr-87	Larger Yield Sign
Locust	Y Cross	1	1	0	2	210	610	820	2.23	x	x	S		x	Jun-87	Stop (SA)
Eden	Y Washington	2	1	0	3	410	1010	1420	1.93	x				x	Apr-87	Stop (#Acc)
Locust	Y Crescent	2	2	0	4	630	1350	1980	1.84	x	x	S		x	Jun-87	Stop (SA)
Hilborn	Y Garfield	1	2	0	3	510	1010	1520	1.80	x		S		x	Jun-87	Stop (#Acc, SA)
Garfield	Y Walnut	2	0	1	3	1010	710	1720	1.59							
Lee	Y Oak	0	2	1	3	390	1460	1850	1.48	x						
Central	Y Locust	1	2	2	5	1310	1810	3120	1.46		x					
Maple	Y Garfield	1	2	0	3	810	1510	2320	1.18	x						
Daisy	Y Pleasant	0	1	1	2	540	1055	1595	1.15 *		x					
Pleasant	Y Locust	0	0	3	3	660	1740	2400	1.14		x					
Yosemite	Y Rutledge	1	3	0	4	2100	2010	4110	0.89							
Chestnut	Y School	3	0	0	3	710	4010	4720	0.58							
Edgewood nb	Y Edgewood nb	0	0	0	0	570	1010	1580	0.00 *							
***** S *****																
Louie	S California	1	2	1	4	710	1510	2220	1.65	x						
Crescent	S Pine	3	3	1	7	1350	2540	3890	1.64	x	x					
Ela	S Stockton	6	5	3	14	2610	5610	8220	1.56						Apr-86	Removed Fl Beacon
Central	S Pine	6	3	3	12	1310	6210	7520	1.46							
Crescent	S Vine	3	2	2	7	2050	2510	4560	1.40		x					
Washington	S Ela	5	1	1	7	2010	2610	4620	1.38	x						

City of Lodi

Public Works Department

Intersection Accident Rates

Date Revised: July 22, 1987

Street-1	Controlled	@ Street-2	# Accidents				Sum of appr Vol		Total Volume	Accident Rate	Analysis		Action	
			1984	1985	1986	Total	Str-1	Str-2			Verify: Acc Vol	Study: Safe Appr	Sight D	Fld Ch
Maple	S	Stockton	7	1	2	10	510	6310	6820	1.34				
Garfield	S	Pine	1	4	5	10	1110	5810	6920	1.32				
Washington	S	Pine	3	5	3	11	1110	6510	7620	1.32				
Crescent	S	Tokay	3	3	3	9	2050	4410	6460	1.27	x			
Elm	S	School	4	1	4	9	3070	3620	6690	1.23				
School	S	Tokay	4	3	2	9	1510	5310	6820	1.21				
Beckman	S	Kettleman	5	4	3	12	1670	7800	9470	1.16 *				
Stockton	S	Lockeford	7	5	4	16	3310	9410	12720	1.15				
Sacramento	S	Tokay	2	0	7	9	1710	5520	7230	1.14				
Fairmont	S	Kettleman	7	8	3	18	2650	12150	14800	1.11 *				
Cardinal	S	Crescent	1	1	1	3	700	2000	2700	1.01 *				
Garfield	S	Lodi	7	5	5	17	920	15010	15930	0.97				
California	S	Elm	2	4	0	6	1610	4190	5800	0.94				
Stony/Hiwok	S	Turner	4	2	5	11	1500	9230	10730	0.94				
Central	S	Elm	1	2	1	4	1310	2610	3920	0.93				
Locust	S	Church	3	4	3	10	2610	7280	9890	0.92				
Sacramento	S	Lockeford	5	4	6	15	2000	13010	15010	0.91				
Garfield	S	Vine	1	1	0	2	1200	900	2100	0.87 *				
Haw	S	Harney	2	0	3	5	1830	3480	5310	0.86 *				
Vine	S	School	3	0	1	4	1500	2800	4300	0.85 *				
Vine	S	Hutchins	5	4	2	11	1720	10310	12030	0.84				
Vine	S	Lur. Sac.	3	3	2	8	920	8370	9290	0.79				
Oak	S	Hutchins	3	3	2	8	500	8910	9410	0.78				
Scarborough	S	Century	1	2	2	5	1210	4710	5920	0.77				
Elm	S	Cherokee	7	2	7	16	1340	18000	19340	0.76				
Lake	S	Hills	0	3	1	4	150	4710	4860	0.75				
Orange	S	Lodi	6	4	1	11	400	13000	13400	0.75				
Poplar	S	Central	1	1	2	4	1620	3410	5030	0.73				
Pioneer	S	Cherokee	2	3	2	7	780	8110	8890	0.72				
Main	S	Elm	0	3	0	3	1400	2610	4010	0.68				
Lee	S	Kettleman	6	5	5	16	300	21100	21400	0.68 *				
Main	S	Pine	1	1	4	6	1400	6710	8110	0.68				
Hilborn	S	Cherokee	4	5	3	12	540	18000	18540	0.59				
Park	S	School	1	0	1	2	400	2800	3200	0.57 *				
Tokay	S	Cherokee	6	5	1	12	1210	18000	19210	0.57				
Village	S	Church	2	1	1	4	110	6310	6420	0.57				
Lakewood	S	Turner	3	3	0	6	370	9290	9660	0.57				
Elm	S	Sacramento	2	0	2	4	3030	3420	6450	0.57 x	x			
Crescent	S	Kettleman	2	4	2	8	1060	12150	13230	0.55 *				
Vine	S	Church	1	2	2	5	1110	7210	8320	0.55				
Vine	S	Cherokee	3	2	5	10	710	18100	18810	0.49				
Almond	S	Cherokee	1	3	1	5	780	8990	9770	0.47				
Almond	S	Stockton	0	1	2	3	780	5120	5900	0.46				
Holly	S	Haw	2	3	1	6	1010	10810	11820	0.46				
Pleasant	S	Kettleman	2	6	2	10	200	21100	21300	0.43 *				
Pacific	S	Elm	0	2	3	5	3650	7010	10660	0.43				
Main	S	Lockeford	2	2	1	5	1400	9410	10810	0.42				
Loma	S	Turner	2	0	3	5	490	10620	11110	0.41				

City of Lodi

Public Works Department

Intersection Accident Rates

Date Revised: July 22, 1987

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		1984	1985	1986	Total	Str-1	Str-2			Verify: Acc Vol	Study: Safe Appr	Sight D	Flt Ch	Date	Action
Murray	S Cherokee	1	2	3	6	310	14000	14310	0.38						
Walnut	S Ham	1	3	3	7	2010	15210	17220	0.37						
Washington	S Tokay	1	1	0	2	990	4120	5110	0.36 *	x	x				
Walnut (N)	S Hutchins	0	3	0	3	500	8210	8710	0.31						
School	S Kettleman	4	1	3	8	2400	21100	23500	0.31 *						
Laurel	S Turner	1	1	1	3	100	10600	10700	0.26 *						
Park	S Hutchins	0	2	1	3	420	10310	10730	0.26						
Hills	S Kettleman	2	0	1	3	1130	10700	11830	0.23 *						
Vine	S Hills	0	1	0	1	2760	1910	4670	0.20						
Eden	S Central	0	1	0	1	510	4210	4720	0.19	x					
Central	S Kettleman	2	0	2	4	1610	21100	22710	0.16 *						
Cardinal	S Hutchins	0	0	1	1	200	12010	12210	0.07 *						
Washington	S Kettleman	0	1	0	1	200	21100	21300	0.04 *						
Lakeshore	S Kettleman	0	0	0	0	1100	10700	11800	0.00 *						
Westwood	S Lockeford	0	0	0	0	300	4000	4300	0.00 *						
Holly	S Loma	0	0	0	0	960	1000	1960	0.00 *						
***** S4 *****															
Garfield	S4 Tokay	7	0	0	7	1510	2410	3920	1.63						
Beckman	S4 Lodi	7	2	3	12	3610	4360	7970	1.38						
Beckman	S4 Pine	5	2	3	10	3410	4010	7420	1.23						
Central	S4 Tokay	5	1	2	8	3810	2410	6220	1.17						
Pine	S4 Stockton	4	6	3	13	6520	5550	12070	0.98						
Lwr Sac/Hwr	S4 Turner	2	4	4	10	4030	5250	9280	0.98						
Church	S4 Tokay	4	4	3	11	7210	5310	12520	0.80						
Central	S4 Vine	0	3	1	4	3410	1410	4820	0.76						
Oak	S4 Pacific	3	0	0	3	720	3650	4370	0.63						
California	S4 Lockeford	2	1	4	7	2410	7830	10240	0.62						
Elm	S4 Hutchins	1	3	1	5	4510	4500	9010	0.51						
Fairmont	S4 Tokay	2	2	0	4	2940	4810	7750	0.47						
Hutchins	S4 Pine	2	2	0	4	4500	3610	8110	0.45						
Century	S4 Ham	1	3	0	4	3500	5870	9370	0.39						
School	S4 Walnut	2	0	1	3	5410	2010	7420	0.37						
Lodi	S4 Hills	1	2	2	5	7240	5410	12650	0.36						
Lodi	S4 Lwr Sac	0	1	4	5	5890	9674	15564	0.29						
Hills	S4 Tokay	1	1	0	2	2640	4010	6650	0.27						
Fairmont	S4 Vine	1	0	1	2	2940	3920	6860	0.27						
Elm	S4 Hills	3	1	0	4	5460	8390	13850	0.26						
Lwr Sac (N)	S4 Turner	1	1	2	4	5280	9780	15060	0.24						
Stockton	S4 Tokay	1	0	2	3	6310	5520	11830	0.23						
Oak	S4 School	1	0	0	1	2330	5410	7740	0.12						
***** TS *****															
Cherokee	TS Lodi	14	15	15	44	18000	8200	26200	1.53						
Lodi	TS Stockton	15	8	13	36	16900	5000	21900	1.50						
Lodi	TS Sacramento	20	8	4	32	16800	4400	21200	1.38						Sep-86 Inst LT lanes
Lodi	TS School	21	5	10	36	19400	5400	25000	1.30						Sep-86 Inst LT lanes
Church	TS Lodi	18	15	7	40	9480	19400	28880	1.26						
Cherokee	TS Kettleman	15	3	14	32	12500	11450	23950	1.22						
Cherokee	TS Pine	16	9	8	33	19000	7000	25000	1.21						

City of Lodi

Public Works Department

Intersection Accident Rates

Date Revised: July 22, 1987

Street-1	Controlled	@ Street-2	# Accidents				Sum of appr Vol		Total Volume	Accident Rate	Analysis		Action		
			1984	1985	1986	Total	Str-1	Str-2			Verify: Acc Vol	Study: Safe Appr	Sight D	Fld Ch	Date
Central	TS	Lodi	9	3	7	19	3900	13200	17000	1.02					
Elm	TS	Ham	10	5	6	21	5840	13350	19190	1.00					
Hutchins	TS	Kettleman	16	16	8	40	14500	22500	37000	0.99					
Church	TS	Kettleman	9	9	12	29	6630	21100	27730	0.96					
Pine	TS	Sacramento	3	6	1	10	5730	4200	9930	0.92					
Cherokee	TS	Lockeford	10	5	5	20	16500	4800	21300	0.86					
Kettleman	TS	Stockton	14	1	4	19	16250	4300	20550	0.94					
Ham	TS	Lockeford	8	4	4	16	10540	7000	17540	0.83					1987 TS installed
Ham	TS	Kettleman	12	3	12	27	14470	13000	30470	0.81					
Ham	TS	Vine	5	5	5	15	13500	3960	17460	0.78	x				
Cherokee	TS	Victor	6	7	6	19	16510	6200	22710	0.76					
Church	TS	Elm	3	2	4	9	7310	4010	11320	0.73					
Pine	TS	School	5	1	2	8	5730	4510	10240	0.71					
Ham	TS	Turner	6	3	3	12	4630	11150	15780	0.69					
Church	TS	Walnut	3	3	1	7	7310	2010	9320	0.69					
Hutchins	TS	Lodi	10	3	5	18	8770	17590	26360	0.62					
Ham	TS	Tokay	2	3	8	13	14400	4800	19200	0.62	x				
Century	TS	Hutchins	2	6	4	12	4710	13050	17760	0.62					
Ham	TS	Lodi	11	3	8	22	14540	18200	32740	0.61					
Crescent	TS	Lodi	5	5	6	16	2030	22400	24430	0.60					
Harney	TS	Hutchins	2	4	5	11	5190	11610	16800	0.60					
Church	TS	Oak	4	1	1	6	7310	2330	9640	0.57					
Church	TS	Lockeford	7	1	2	10	6560	10360	16920	0.54					
Church	TS	Pine	1	4	2	7	7310	4760	12070	0.53					
Church	TS	Turner	1	3	3	7	2500	12750	15250	0.42					1987 TS installed
Hutchins	TS	Tokay	1	4	1	6	9910	3990	13900	0.39					
Fairmont(S)	TS	Lodi	3	1	1	5	2940	18400	21340	0.21					
Fairmont(N)	TS	Lodi	0	2	0	2	190	18400	18390	0.10					

Total: 550 420 415

Number of intersections:	ATI	Weighted Averages:	ATI
No control	16	No control	0.29
Yields	23	Yields	1.97
Stops	70	Stops	0.65
Multi-way Stops	23	Multi-way Stops	0.57
Traffic Signal	35	Traffic Signal	0.85

Notes:

- LEGEND: N = no control, Y = Yield, S = Stop, SA = Multi-way stop. TS = traffic signal  
 \* indicates intersection placed on list due to a citizen complaint.

Intersection Accident Rates

Date Revised: July 22, 1987

Street-1 @ Street-2	Controlled	# Accidents	1984	1985	1986	Total	Sum of appr Vol		Total Accident	Analysis		Action	
							Str-1	Str-2		Volume	Rate	Acc	Vol
x indicates analysis action done, appropriate data revised accordingly - indicates not applicable or action not done													

2. **IMPORTANT** This list is for preliminary priority ranking only. Many volumes are estimated and the accidents have not been verified. Because of the small numbers involved, changes in these variables may greatly affect the accident rate.
3. Intersections included in this list determined by visual inspection of accident pin map. All intersections with more than three accidents in two years were included.
4. Volumes shown to nearest 10 vehicles are based on actual counts at or near the location. Counts shown to the nearest 100 vehicles are estimates.
5. Verified accidents are those correctable by the control being analysed.

Exhibit C



# CITY OF LODI

PUBLIC WORKS DEPARTMENT

## TRAFFIC COMPLAINT ACTION

DATE \_\_\_\_\_ TAKEN BY: \_\_\_\_\_ FILE NO. \_\_\_\_\_

LOCATION \_\_\_\_\_

COMPLAINT/PROBLEM \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

CALLER \_\_\_\_\_  
Name Address Ph. #

FIELD REVIEW NOTES:  
DATE \_\_\_\_\_

SKETCH ON REVERSE \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

VOLUMES: \_\_\_\_\_

ACCIDENTS: Current Year \_\_\_\_\_ # Months RATE: \_\_\_\_\_ Intersection - per  
Last Year \_\_\_\_\_ mill. veh. entering  
Prior Year \_\_\_\_\_ Segment - per mill.  
veh. miles  
Segment length - mi.

PRESENT CONTROLS: \_\_\_\_\_ SPEED LIMIT \_\_\_\_\_  
P posted  
- prima facie

PREVIOUS ACTIONS: \_\_\_\_\_  
\_\_\_\_\_

RECOMMENDED ACTION: \_\_\_\_\_ None \_\_\_\_\_ Place on study list  
\_\_\_\_\_ None-already on study list \_\_\_\_\_ Continue surveillance  
\_\_\_\_\_ Immediate \_\_\_\_\_ Notify \_\_\_\_\_  
\_\_\_\_\_ Recall date

By: \_\_\_\_\_ Approved: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

Notified Caller: \_\_\_\_\_ Completed Action: \_\_\_\_\_  
Date: \_\_\_\_\_  
By: \_\_\_\_\_  
See Study Attached File Date

Outstanding Traffic Complaints

22-Jul-87

Recall	Street	Location	Complaint	File #	Date Rec.	Date Comp
Oct-86	Lin Sacramento Rd	Vine to Park H. Dr	need LT lanes	86002	23-Jan-86	
May-87	various	various	signal timing	87005	19-Jan-87	
May-87	Pine St	@ Stockton	parked busses blocking stop sign	86037	04-Dec-86	
Jun-87	Harney	@ Hutchins	remove edgeline	87027	22-Apr-87	
Jun-87	Turner	Stkn to Hwy 99	merge/no parking	87026	22-Apr-87	
Jun-87	Turner Rd	@ Ham	signal timing	86027	23-Sep-86	
Aug-87	Pine St	@ Garfield	wants stop sign	86038	31-Dec-86	
Aug-87	Ham Ln	@ Elm, Lodi	signal coordination, timing	87001	02-Jan-87	
Sep-87	Daisy Ave	@ Pleasant	change yield to stop; sight distance	86011	26-Jun-86	
Sep-87	various		handicap ramps	87055	07-Jul-87	
Sep-87	Central Ave	@ Locust	change yield to stop	86008	19-May-86	
Sep-87	Tokay St	@ Crescent	install stop sign	86034	06-Nov-86	
Oct-87	Almond Dr		trucks, speed zone	87041	21-May-87	
Oct-87	Central Ave	Eden to Flora	convert diag. parking to parallel	85002	Sep-85	
Oct-87	Almond Dr	471 (mob. home pk)	sight distance @ driveways	86012	27-Jun-86	
Nov-87	Turner Rd	@ Arbor shop. cen.	sight distance @ driveways	86006	14-Apr-86	
Nov-87	Lockeford St	1401 W.	sight distance	87045	28-May-87	
Nov-87	Ham Ln	@ Chablis	sight distance	87046	29-May-87	
Nov-87	Pine St	@ Central	install stop sign	86030	06-Oct-86	
Dec-87	School St	@ Vine & Park	install 4-way stop signs	87054	01-Jul-87	
Dec-87	Lower Sacramento Rd	@ Woodlake Cir.	left turn lane stacking	87022	03-Apr-87	
Dec-88	Westwood Ave	@ Lockeford	sight distance	86014	08-Jul-86	
Dec-88	Hutchins St	@ Vine	stop signs	87044	27-May-87	
Dec-88	Park Oak Dr	@ Evergreen	wants some type of control	87017	23-Mar-87	
Dec-88	Loma Dr	@ Holly	install stop sign	86007	21-Apr-86	
Dec-88	Scarborough Dr	@ Brandywine	install yield or stop @ T int.	85004	29-Oct-85	

Notes:

1. Recall date on traffic control complaints is estimated date the intersection will be studied based on its rank in the High Accident Location Study List. Recall dates beyond Dec. 1987 are all shown as Dec. 1988.
2. Complaints concerning maintenance or signal timing which may involve equipment are also sent to the Maintenance section when received.

## Traffic Complaint List

22-Jul-87

File #	Date Rec.	Street	Location	Complaint	Recall	Date Comp
87056	08-Jul-87	Haw Ln	@ Chablis	install marked parking stalls		16-Jul-87
87055	07-Jul-87	various		handicap ramps	Sep-87	
87054	01-Jul-87	School St	@ Vine & Park	install 4-way stop signs	Dec-87	
87053	29-Jun-87	Stockton St	1521 S.	red curb @ Fire Hydrant		16-Jul-87
87052	18-Jun-87	Church St	@ Olive	install marked parking stalls		16-Jul-87
87051	18-Jun-87	Vine St	@ Garfield	install 4-way stop		16-Jul-87
87050	18-Jun-87	Pine St	@ Stockton	wants No Parking removed		16-Jul-87
87049	17-Jun-87	Fairmont Ave	610 S	requested loading zone		16-Jul-87
87048	16-Jun-87	Almond Dr	452 E.	parked vehicles @ driveway, sight obst.		16-Jul-87
87047	04-Jun-87	Haw Ln	@ Pine	sight distance		12-Jun-87
87046	29-May-87	Haw Ln	@ Chablis	sight distance	Nov-87	
87045	28-May-87	Lockeford St	1401 W.	sight distance	Nov-87	
87044	27-May-87	Hutchins St	@ Vine	stop signs	Dec-88	
87043	26-May-87	Oak St	East Oak	parking zones		12-Jun-87
87042	21-May-87	Cherokee Ln	Happy Days RV	truck parking		12-Jun-87
87041	21-May-87	Almond Dr		trucks, speed zone	Oct-87	
87040	20-May-87	Lower Sacramento Rd	@ Park West Dr	crosswalk		11-Jun-87
87039	15-May-87	California St	@ Hutchins	parking zones		11-Jun-87
87038	14-May-87	Hills Ave	1510 S. @ fire hydrant	parking	Jul-87	16-Jul-87
87037	14-May-87	Fairmont Ave		speed signs		11-Jun-87
87036	12-May-87	Kettleman Ln	@ Wine Country Plaza	sight distance @ driveway		11-Jun-87
87035	07-May-87	Kettleman Ln	@ Fairmont	crosswalk		11-Jun-87
87034	06-May-87	Lakeshore Dr		stops, yields		01-Jul-87
87033	05-May-87	Tokay St	@ Crescent	stop signs	Dec-87	11-Jun-87
87032	05-May-87	Pine St	@ Main	crosswalk		11-Jun-87
87031	04-May-87	Hutchins St	@ Cardinal	sight distance		11-Jun-87
87030	04-May-87	School St, Lot 5		handicapped stalls		03-Jun-87
87029	29-Apr-87	Lur Sac	@ Elm	crosswalk		11-Jun-87
87028	10-Apr-87	Lockeford	@ Haw	add'l painted arrows		30-Apr-87
87027	22-Apr-87	Harney	@ Hutchins	remove edgeline	Jun-87	
87026	22-Apr-87	Turner	Stkn to Hwy 99	merge/no parking	Jun-87	
87025	22-Apr-87	Victor	@ Hwy 99	need merge sign	May-87	02-Jul-87
87024	22-Apr-87	Harney	@ Banyan	truck parking		May-87
87023	03-Apr-87	Lambert Ct		wants signs for children @ play		06-Apr-87
87022	03-Apr-87	Lower Sacramento Rd	@ Woodlake Cir.	left turn lane stacking	Dec-87	
87021	01-Apr-87	Pine St	E/Cluff	parking on narrow road (where no sig)	Jul-87	16-Jul-87
87020	01-Apr-87	Vine St	N/Stockton	parking/driveway problems	Apr-87	01-May-87
87019	01-Apr-87	Hutchins St	S/Kettleman	pedestrian crossings		06-Apr-87
87018	30-Mar-87	Haw Ln	@ Oak	wants 3-way stop sign	Dec-88	
87017	23-Mar-87	Park Oak Dr	@ Evergreen	wants some type of control	Dec-88	
87016	20-Mar-87	Washington St	@ Loel Center	change loading zone for handicap	Apr-87	06-May-87
87015	16-Mar-87	Cherokee Ln	820 S. (Ellis Car Wash)	truck parking - blocks vision	Apr-87	01-May-87
87014	19-Feb-87	Main St	14 North	install driveway sign, no parking		19-Feb-87
87013	19-Feb-87	Vine St	@ Mills	install 4-way stop	Dec-88	
87012	17-Feb-87	Kettleman Ln	@ Mills	extend left turn lane		17-Feb-87
87011	21-Jan-87	Pacific Ave	vicinity of Lodi High	congestion		11-Feb-87
87010	05-Feb-87	Kettleman Ln	@ Fairmont	install traffic signal		06-Feb-87
87009	04-Feb-87	Locust St	@ School	remove 2 hr parking		06-Feb-87
87008	04-Feb-87	Kettleman Ln	@ Beckman	install 4-way stop		06-Feb-87
87007	03-Feb-87	Crescent	@ Vine & Tokay	install 4-way stop		06-Feb-87
87006	28-Jan-87	Cluff Ave	S/Turner	wants 30 min. parking zone		29-Jan-86

## Traffic Complaint List

22-Jul-87

File #	Date Rec.	Street	Location	Complaint	Recall	Date Comp
87005	19-Jan-87	various	various	signal timing	May-87	
87004	16-Jan-87	Fairmont Ave	@ Walnut	wants stop sign	Feb-87	19-Feb-87
87003	14-Jan-87	Fairmont Ave	@ Brandywine	wants stop sign	Dec-88	
87002	06-Jan-87	Walnut St	@ Pleasant	speeding, congestion @ school		12-Jan-87
87001	02-Jan-87	Hai Ln	@ Els, Lodi	signal coordination, timing	Aug-87	
86039	04-Dec-86	Church St	S/Lodi	queue @ Long's day blocks intersection		Dec-86
86038	31-Dec-86	Pine St	@ Garfield	wants stop sign	Aug-87	
86037	04-Dec-86	Pine St	@ Stockton	parked buses blocking stop sign	May-87	
86036	26-Nov-86	Alley N/Els	@ Garfield	speeding		Dec-86
86035	20-Nov-86	Stockton St	23 N (Buddhist Church)	want passenger loading zone	Jan-87	21-Jan-87
86034	06-Nov-86	Tokay St	@ Crescent	install stop sign	Sep-87	
86033	04-Nov-86	Calaveras St	@ Pioneer, Donner	install stop sign	Dec-88	
86032	20-Oct-86	Alley N/Walnut	E/Pleasant	ped xing sign, kids in alley	Oct-86	08-Dec-86
86031	07-Oct-86	Hills Ave	@ Vine	install stop sign	Jan-87	11-Dec-86
86030	06-Oct-86	Pine St	@ Central	install stop sign	Nov-87	
86029	30-Sep-86	Harney Ln	@ Haas	install stop sign	Dec-88	
86028	24-Sep-86	Turner Rd	@ Lur Sac (N)	install traffic signal	Oct-86	08-Dec-86
86027	23-Sep-86	Turner Rd	@ Haas	signal timing	Jun-87	
86026	22-Sep-86	Laurel Ave	@ Turner	sight distance	Dec-88	
86025	11-Sep-86	Applewood Dr	@ S. end	install fence instead of barricade	Oct-86	31-Oct-86
86024	04-Sep-86	Central Ave	@ Acacia	install crosswalk		14-Oct-86
86023	21-Aug-86	Sacramento St	S/Lodi, west side	install 2 Hr parking limit	Nov-86	Dec-86
86022	18-Aug-86	Industrial & Vine	E/Beckman	install centerline stripe		02-Sep-86
86021	18-Aug-86	Calaveras St	@ Murray & Pioneer	install stop or yield signs	Mar-87	Feb-87
86020	04-Aug-86	Crescent Ave	N/Kettleman	speeding, stop signs	Oct-86	Mar-87
86019	30-Jul-86	Cluff Ave	802 N.	sight distance @ driveway		28-Aug-86
86018	25-Jul-86	Hatson St	vicinity of PCP	concrete worker parking		01-Oct-86
86017	24-Jul-86	McCoy Ct	@ end	parking adj. to FH		06-Oct-86
86016	23-Jul-86	Marin St	N/Lodi, west side	parking/driveway		11-Aug-86
86015	23-Jul-86	Lilac St	@ Eilers	install stop sign	Dec-87	Feb-87
86014	08-Jul-86	Hestwood Ave	@ Lockeford	sight distance	Dec-88	
86013	Jul-86	Edgewood Dr	@ Hilltop Glen	change yield to stop; sight distance	Dec-88	
86012	27-Jun-86	Almond Dr	471 (mob.home pk)	sight distance @ driveways	Oct-87	
86011	26-Jun-86	Daisy Ave	@ Pleasant	change yield to stop; sight distance	Sep-87	
86010	13-Jun-86	Tokay St	@ Washington	install stop sign	Dec-88	
86009	30-May-86	Hai Ln	@ Turner	install "No RT on Red"		30-May-86
86008	19-May-86	Central Ave	@ Locust	change yield to stop	Sep-87	
86007	21-Apr-86	Loma Dr	@ Holly	install stop sign	Dec-88	
86006	14-Apr-86	Turner Rd	@ Arbor shop. cen.	sight distance @ driveways	Nov-87	
86005	14-Mar-86	Turner Rd	@ California	sight distance		23-Sep-86
86004	04-Mar-86	Hutchins St	@ Vine	install stop sign	Dec-88	
86003	27-Jan-86	Chestnut St	@ Lee	change yield to stop; sight distance	Mar-87	04-Mar-87
86002	23-Jan-86	Lur Sacramento Rd	Vine to Park H. Dr	need LT lanes	Oct-86	
86001	14-Jan-86	School St	N/Chestnut	truck parking/sight problem @ Long's		18-Sep-86
85004	29-Oct-85	Scarborough Dr	@ Brandywine	install yield or stop @ T int.	Dec-88	
85003	17-Oct-85	Lodi Ave	615 East	trucks parking too close to day		11-Dec-85
85002	Sep-85	Central Ave	Eden to Flora	convert diag. parking to parallel	Oct-87	
85001	30-Jul-85	Vine St	25 East	loading zone request	Aug-85	14-Aug-85

TRAFFIC SECTION PROJECT LIST

**Exhibit F**

<u>Project</u>	<u>Task/Comments</u>
Street Master Plan	Work w/consultant as necessary
Complaints - current month	See separate complaint list
Annexation EIRs	Review & comment on traffic, 3 EIRs
High Accident Location List	Continue verification of accidents and volumes
Speed Studies	Do ones on list, radar work underway
Yellow Change Interval Study	Establish standard & revise existing timing
Signal Timing	Review all existing signals
Crosswalk Evaluation @ Schools	Evaluate removal of extra school crosswalks, legend policy, no parking at patrolled crosswalks
FAU Routes	Update map, set up spreadsheet w/classifications and mileage, percentages
City Hall Parking Study	Followup study underway
Elm @ Stockton	Followup study on beacon removal (removed 3/27/86)
Signals - Lodi Avenue	Review PASSAR runs, evaluate controller replacement
Street Closing Guidelines	Policy memo on closings, include commercial, arterials, industrial
Woodbridge School Adult Xing Guard	Study for adult crossing guard warrants
Signal - Hutchins & Tokay	Study conversion to full actuation; do w/Hutchins Construction Project
Church Street Signals	Study actuation, coordination; controllers installed
Traffic Study Files	Develop procedure/filing system to keep track of traffic studies
Traffic Work Order	Review present practice, develop form/procedure, coordinate w/inventory
School & Oak, Walnut	Before & after study of signal removal
Traffic Signal, Cluff @ Victor	Start field work/design
Hutchins Street Median S/Lodi	Followup traffic study four months after reconstruction
Mid-Block Crosswalk Removal	Evaluate for unneeded locations
Bus Depot Parking Study	Followup study
Traffic Control Device Inventory	Hold on decision to proceed
Traffic Signals - Lower Sac./Turner	Monitor work