



# Neighborhood Plan Implementation Guide



## ABOUT NEIGHBORHOOD PLAN IMPLEMENTATION

The Neighborhood Plan Implementation Program works with neighborhood plan contact teams, City of Austin departments, and other agencies to coordinate the implementation of neighborhood plan recommendations. The goal of this guide is to provide information on how neighborhood plan contact teams can implement several types of recommendations found in their neighborhood plan. Implementation planners are available to assist contact teams throughout the implementation process. The Neighborhood Plan Implementation Program is part of the implementation of the Imagine Austin Comprehensive Plan.

## CITY CONTACTS

### Implementation

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Senior Planner  
(512) 974-8782

[Derica.Peters@austintexas.gov](mailto:Derica.Peters@austintexas.gov)

### Contact Teams

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Program Manager  
(512) 974-7226

[Stevie.Greathouse@austintexas.gov](mailto:Stevie.Greathouse@austintexas.gov)

### Neighborhood Plan Amendments

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# Neighborhood Crime Watch

## ADDITIONAL RESOURCES

### Websites

#### Regions/Sectors Map

[austintexas.gov/sites/default/files/files/Police/Sector\\_Regions\\_2016\\_E.pdf](http://austintexas.gov/sites/default/files/files/Police/Sector_Regions_2016_E.pdf)

#### Commanders' Forums

[austintexas.gov/departments/commanders-forums](http://austintexas.gov/departments/commanders-forums)

#### Neighborhood Partnering Program

[austintexas.gov/neighborhoodpartnering](http://austintexas.gov/neighborhoodpartnering)

### Contacts

#### APD District Representatives

Visit [austintexas.gov/departments/apd-district-representatives](http://austintexas.gov/departments/apd-district-representatives) for contact information by district.

#### Neighborhood Partnering Program

City of Austin  
Public Works Department  
(512) 974-6439; Email:  
<http://austintexas.gov/email/PWDNeighborhoodpartnering>



## CONTACT TEAM ACTIONS

- 1) Find your neighborhood's Austin Police Department (APD) Subdistrict using the Regions/Sectors map link.
- 2) Use the **APD District Representatives** website to find the contact information for your neighborhood. Schedule a meeting with your District Representative and Neighborhood Plan Contact Team.
- 3) Attend your area's **Commanders' Forum**. This is an area-wide meeting between the Police Commanders and the surrounding neighborhoods that usually meets quarterly.
- 4) Talk to your neighbors about starting a **Neighborhood Crime Watch** program. Next, ask your District Representative for help.

## UNDERSTANDING THE PROCESS

- 1) An APD District Representative's purpose is to serve as a liaison between the community and the police department and assist the community in solving neighborhood problems, including setting up a Neighborhood Crime Watch.
- 2) To be eligible for 1 to 3 neighborhood watch signs through the APD program, it is preferred that fifty percent of your neighborhood or block attend one to three meetings where helpful information on personal and property crimes is shared.
- 3) If registered Neighborhood Watch groups desire to purchase 4 to 10 neighborhood watch signs, the City will pay the installation fees through the Neighborhood Partnering Program. Support of the adjacent property owner is required.
- 4) Commanders' Forums also provide an opportunity for residents and businesses to discuss public safety issues and concerns with the Austin Police Department.



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# Code Violations

## ADDITIONAL RESOURCES

### Websites

#### Online 3-1-1 Report Form

[austintexas.gov/311](http://austintexas.gov/311)

#### Austin Code

[austintexas.gov/department/code](http://austintexas.gov/department/code)

#### Common Code Violations

[austintexas.gov/page/common-code-violations](http://austintexas.gov/page/common-code-violations)

### Contacts

#### Austin 3-1-1

3-1-1 or (512) 974-2000

#### Austin Code

##### Community Outreach

[Tasha.Rhodes@austintexas.gov](mailto:Tasha.Rhodes@austintexas.gov)  
(512) 974-1925

#### Austin Code

##### North & West Austin Contact

[Paul.Tomasovic@austintexas.gov](mailto:Paul.Tomasovic@austintexas.gov)  
(512) 974-2738

#### Austin Code

##### South & East Austin Contact

[Elaine.Garrett@austintexas.gov](mailto:Elaine.Garrett@austintexas.gov)  
(512) 974-1991



## CONTACT TEAM ACTIONS

- 1) All **code violations** should be reported to 3-1-1. The 3-1-1 ambassador will give you a tracking number to follow-up on the case.
- 2) **Neighborhood clean-ups** to address code violations on private property should be organized through the community outreach contact at the Austin Code Department.

## UNDERSTANDING THE PROCESS

### Code Violation Complaint Process:

- 1) Complaints can be submitted through 3-1-1 or via the 3-1-1 online form and may be given anonymously. The complaint is documented and then assigned to an investigator. An investigation usually takes place within 48 hours to determine if there is a code violation.
- 2) If no code violation is found, the complainant will be contacted if requested and the case will be closed. If a code violation is found, a warning, citation, or a Notice of Violation may be issued and steps for compliance may be offered. If compliance is not met, enforcement measures may be taken. The complainant will be notified of the resolution of the case when the case has been closed.

### Community Outreach Request Process:

Austin Code can come out to a community meeting and conduct customized presentations on particular code compliance topics that are of interest to your neighborhood. Requests will be taken via email or phone and need to be scheduled at least one week in advance.





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# Local Historic District

## ADDITIONAL RESOURCES

### Websites

#### City of Austin Local Historic Districts

[austintexas.gov/department/local-historic-districts](http://austintexas.gov/department/local-historic-districts)

#### Preservation Austin

[preservationaustin.org](http://preservationaustin.org)

### Contacts

#### Historic Preservation Officer

City of Austin Planning and Zoning Department

[Steve.Sadowsky@austintexas.gov](mailto:Steve.Sadowsky@austintexas.gov)

(512) 974-6454

#### Preservation Austin

[info@preservationaustin.org](mailto:info@preservationaustin.org)

(512) 474-5198



## CONTACT TEAM ACTIONS

- 1) To determine if your area meets the eligibility requirements for a **Local Historic District**, go to the City of Austin Local Historic Districts webpage. For more information, next steps or a neighborhood presentation, contact the Deputy Historic Preservation Officer.
- 2) **Steps for application:**
  - A) Photograph and conduct a historic resource survey of each building, structure or object in the proposed area to identify architectural characteristics of the area and which properties retain those characteristics.
  - B) Complete the Local Historic District application including: 1) maps of the area; 2) a narrative of the social, economic, and cultural history of the area and its significance to Austin, and; 3) a Preservation Plan and Design Standards to be used for the review and approval of proposed development.
  - C) Gather support from your neighborhood. Note that owners of 51% of the land area or 51% of the owners of individual properties must petition City Council for creation of a Local Historic District.

## UNDERSTANDING THE PROCESS

- 1) Local Historic Districts help to preserve the unique character and history of Austin's neighborhoods. Local Historic Districts establish design standards for new construction and additions, protect property value against the impact of inappropriate development, and encourage the rehabilitation of older buildings through a city property tax incentive.
- 2) The work required to establish a Local Historic District can be extensive. Preservation Austin, formerly known as the Heritage Society of Austin, can be a resource for neighborhoods wanting to go through this process.



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## Parks

### ADDITIONAL RESOURCES

#### Websites

##### Austin Parks Foundation

[austinparks.org](http://austinparks.org)

##### Keep Austin Beautiful

[keepaustinbeautiful.org/  
community-programs](http://keepaustinbeautiful.org/community-programs)

##### PARD Community Initiated Project

[austintexas.gov/departments/  
partnerships](http://austintexas.gov/departments/partnerships)

##### Neighborhood Partnering Program

[austintexas.gov/  
neighborhoodpartnering](http://austintexas.gov/neighborhoodpartnering)

#### Contacts

##### Austin Parks Foundation

[apf@austinparks.org](mailto:apf@austinparks.org)  
(512) 477-1566

##### Keep Austin Beautiful

[adrienne@keepaustinbeautiful.org](mailto:adrienne@keepaustinbeautiful.org)  
(512) 391-0617 ext. 710

##### Community Initiated Improvement Projects

City of Austin  
Parks & Recreation Department  
[Pardpartnerships  
@austintexas.gov](mailto:Pardpartnerships@austintexas.gov)  
(512) 974-6777

##### Neighborhood Partnering Program

City of Austin  
Public Works Department  
(512) 974-6439; Email:  
[http://austintexas.gov/email/  
PWDNeighborhoodpartnering](http://austintexas.gov/email/PWDNeighborhoodpartnering)



### CONTACT TEAM ACTIONS

- 1) To **organize volunteer opportunities** in the City of Austin's Parks, contact the Austin Parks Foundation. The Austin Parks Foundation and Keep Austin Beautiful have **tools and grants** available for neighborhoods wanting to engage in **beautification** efforts.
- 2) **Adopt a park** and receive technical expertise, training, and project management services from Austin Parks Foundation.
- 3) **Park Amenity Funding Opportunities:**
  - A) Work with the community, including the surrounding neighbors, neighborhood associations, home owners associations, and other community groups to build consensus on what park amenities from the neighborhood plan to implement.
  - B) Submit an Austin Parks and Recreation Department (PARD) Community Initiated Improvement Project Application to develop the concept and determine the feasibility of the project.
  - C) Apply for an Austin Parks Foundation grant. Applicants must attend a pre-application class and submit an application by the April 30th or September 30th grant application deadlines.
  - D) After applying for an Austin Parks Foundation grant, apply for funding with the Neighborhood Partnering Program.

### UNDERSTANDING THE PROCESS

- 1) The process for implementing a park amenity needs to be initiated and championed by the neighborhood. Expect to work closely with your community, Public Works and PARD throughout the process to ensure the park amenity is in line with PARD's standards for the park and is available through the type of funding offered by the program.
- 2) PARD's review of the Community Initiated Improvement Project Application has a four-week turnaround.
- 3) Austin Parks Foundation and the Neighborhood Partnering Program grants can be leveraged with one another, and both programs recognize each other's funding contribution as counting towards their required neighborhood match, if the project is eligible for City funding.



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# Trees and Landscaping

## ADDITIONAL RESOURCES

### Websites

#### TreeFolks

[treefolks.org](http://treefolks.org)

#### City of Austin Tree Information Center

[austintexas.gov/treeinfocenter](http://austintexas.gov/treeinfocenter)



Nature in the City-Austin

#### PARD Community Initiated Improvement Project

[austintexas.gov/department/partnerships](http://austintexas.gov/department/partnerships)

#### Austin Parks Foundation

[austinparks.org](http://austinparks.org)

#### Keep Austin Beautiful

[keepaustinbeautiful.org](http://keepaustinbeautiful.org)

#### Online Information Search

<http://www.austintexas.gov/page/interactive-development-review-permitting-and-inspection>

### Contacts

#### Tree Folks

[admin@treefolks.org](mailto:admin@treefolks.org)  
(512) 443-5323

#### Urban Forestry Program

Email: <http://austintexas.gov/email/urbanforestry>  
(512) 974-9540

#### City Arborist Program

Development Services Department  
[cityarborist@austintexas.gov](mailto:cityarborist@austintexas.gov)  
(512) 974-1876



## CONTACT TEAM ACTIONS

- 1) Contact TreeFolks for **educational materials**, to sign up for a **class or tree planting event**, or to **receive free trees**.
- 2) To help with the long-term care of newly planted trees, neighborhood groups conduct **quarterly weeding and mulch replenishment projects**. Email or visit the Urban Forestry Program website for details.
- 3) For **tree plantings in City Parks**, contact the Austin Parks Foundation or fill out a Community-Initiated Improvement Project form and work with the Parks and Recreation Department Development Administrator to coordinate your project with the appropriate City staff.
- 4) For **funding to help preserve and grow Austin's canopy of trees**, apply for grants from the City of Austin's Urban Forest Grant Program, the Austin Parks Foundation, or Keep Austin Beautiful.
- 5) Apply to the Neighborhood Partnering Program to **adopt a median**. Median adopters install and maintain landscaping for beautification.
- 6) If you suspect someone is cutting down a large tree without a permit, **search for a tree permit** in the online Information Search. If you cannot find a permit, call 311 or email the City Arborist.
- 7) Load up on **free mulch** at the City's Recycle & Reuse Drop-Off Center.

## UNDERSTANDING THE PROCESS

- 1) In Austin, tree planting season occurs in the late Fall and early Winter. In order to best prepare for the upcoming planting season, contact teams should start their project planning and outreach by late winter.
- 2) Through the Community Initiated Improvement Project process, City staff can provide resources and assistance in the planting and maintenance of trees planted on City property.
- 3) The City's Urban Forest Grant Program accepts applications on an ongoing basis, but please plan to apply 3 months in advance to allow enough time to coordinate for the upcoming planting season.
- 4) The Austin Parks Foundation has funding available for tree plantings in City of Austin Parks. Grant applications are due on April 30th and September 30th of each year.





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# Community Stewardship

## ADDITIONAL RESOURCES

### Websites

**Keep Austin Beautiful**  
[keepaustinbeautiful.org](http://keepaustinbeautiful.org)

**Bright Green Future Grants**  
[http://www.austintexas.gov/  
brightgreenfuture](http://www.austintexas.gov/brightgreenfuture)

### Contacts

**Adopt-A-Street  
Adopt-A-Creek**  
Keep Austin Beautiful  
[adrienne@keepaustinbeautiful.org](mailto:adrienne@keepaustinbeautiful.org)  
(512) 391-0617 ext. 710

**Community Clean-Ups**  
Keep Austin Beautiful  
[keith@keepaustinbeautiful.org](mailto:keith@keepaustinbeautiful.org)  
(512) 391-0617 ext. 702

**Code Compliance  
Community Outreach**  
Austin Code Compliance  
Department  
[Candice.Cooper@austintexas.gov](mailto:Candice.Cooper@austintexas.gov)  
(512) 974-3621

**Bright Green Future Grants**  
City of Austin  
Mary Priddy,  
Office of Sustainability  
[Mary.Pridy@austintexas.gov](mailto:Mary.Pridy@austintexas.gov)  
(512) 974-2539



## CONTACT TEAM ACTIONS

- 1) Contact Mary Priddy to apply for and learn more about **Bright Green Future Grants**, which are sponsored by the Office of Sustainability and can help fund hands-on-learning projects at neighborhood schools involving sustainable practices including community gardens, composting, rainwater harvesting and more.
- 2) For **one-time clean-ups on public land and along a public right-of-way**, plan the date, location, and recruit volunteers. At least 2 weeks before the event, visit the Keep Austin Beautiful Cleanup website to register your cleanup and request free supplies. Keep Austin Beautiful is also available to assist with identifying a location and recruiting volunteers.
- 3) To conduct **regular clean-ups** along a particular street or a creek, fill out an Adopt-A-Street or Adopt-A-Creek application online.
- 4) **Neighborhood clean-ups to address code violations on private property** should be organized through the community outreach contact at the City's Code Compliance Department.

## UNDERSTANDING THE PROCESS

- 1) Applications for Bright Green Future Grants are competitive and judged on their ability to inspire life-long environmental stewardship.
- 2) For both regular and one-time clean-ups, free supplies are provided including bags, gloves, and litter pick-up tools. A 2-week notice prior to the clean-up is needed for Keep Austin Beautiful to arrange for supplies and the collection of trash bags.
- 3) For regular clean-ups, applications to "adopt" a street or a creek are reviewed on an ongoing basis. A group must agree to adopt at least 1/2 mile of street, or 1/4 mile of creek within the City of Austin and have at least 4 clean-ups per year for 2 years. Adopt-A-Creek has no fees, while Adopt-A-Street groups pay \$152 to have a street sign produced and installed and to cover the administrative costs.



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# Community Gardens

## ADDITIONAL RESOURCES

### Websites

**Austin Grows/Sustainable  
Urban Agriculture and Commu-  
nity Garden Program (SUACG)**  
[austintexas.gov/austingrows](http://austintexas.gov/austingrows)

**Sustainable Food Center**  
[sustainablefoodcenter.org](http://sustainablefoodcenter.org)

**Coalition of Austin  
Community Gardens**  
[communitygardensaustin.org](http://communitygardensaustin.org)

**Keep Austin Beautiful**  
[keepaustinbeautiful.org](http://keepaustinbeautiful.org)

### Contacts

**Sustainable Urban Agriculture  
& Community Garden Program**  
City of Austin  
Parks & Recreation Department  
[meredith.gray@austintexas.gov](mailto:meredith.gray@austintexas.gov)  
(512) 974-9450

**Grow Local Program**  
Sustainable Food Center  
[sari@sustainablefoodcenter.org](mailto:sari@sustainablefoodcenter.org)  
(512) 236-0074 ext. 110

**Tool Shack**  
Keep Austin Beautiful  
[http://keepaustinbeautiful.org/  
resource-request-form/](http://keepaustinbeautiful.org/resource-request-form/)



## CONTACT TEAM ACTIONS

- 1) Visit the Grow Local section of the Sustainable Food Center website to view resources and register for classes on starting a community garden. Also visit the Austin Grows section of the City of Austin's website to download the Community Garden Information and Permit Application Packet.
- 2) Conduct outreach in the community to gather support and organize a steering committee for the garden. Local community gardening and food groups around Austin, such as Sustainable Food Center and the Coalition of Austin Community Gardens, can provide resources to help your committee get started.
- 3) If you are interested in **starting your community garden on a piece of property owned by the City of Austin**, contact the City's Sustainable Urban Agriculture and Community Gardens (SUACG) Program to create and submit a community garden permit application and obtain a Community Garden License Agreement. As part of this process, groups are encouraged to obtain sponsorship for their garden from a local nonprofit organization. Potential partner organizations are listed in the Permit Application Packet.
- 4) Break ground with a work party! Keep Austin Beautiful has **tools and grants** available to support the work of your community garden.

## UNDERSTANDING THE PROCESS

- 1) Thriving community gardens on City property are a partnership between the community garden group, City departments, and a nonprofit group. The City's SUACG Program will provide support for your group throughout the process of establishing a Community Garden.
- 2) The SUACG Program maintains a list of City of Austin properties screened and identified as potentially available for community garden development. The list is available upon request.





# Water Quality, Flooding, Erosion, or Spills

## ADDITIONAL RESOURCES

### Websites

**Online 3-1-1 Report Form**  
[austintexas.gov/311](http://austintexas.gov/311)

**Watershed Protection Department**  
[austintexas.gov/watershed](http://austintexas.gov/watershed)

**FloodPro Map Viewer**  
[austintexas.gov/page/floodpro](http://austintexas.gov/page/floodpro)

**Storm Drain Marking Program**  
[austintexas.gov/stormdrainmarking](http://austintexas.gov/stormdrainmarking)

**Grow Green Program**  
[GrowGreen.org](http://GrowGreen.org)

### Contacts

**Austin 3-1-1**  
3-1-1 or (512) 974-2000

**24-Hour Pollution Hotline**  
(512) 974-2550

**Watershed Protection Public Information**  
City of Austin  
Watershed Protection Department  
(512) 974-2501  
[wpdpio@austintexas.gov](mailto:wpdpio@austintexas.gov)

**Floodplain Information & Assistance**  
City of Austin  
Watershed Protection Department  
[floodpro@austintexas.gov](mailto:floodpro@austintexas.gov)  
(512) 974-2843



## CONTACT TEAM ACTIONS

- 1) Contact 3-1-1 to **report flooding, drainage and erosion issues, open waterway problems or storm drains that need maintenance**. Please provide a location and description of the issue.
- 2) Report **pollution discharges or spills** to the City's 24-hour Pollution Hotline.
- 3) You can view the **floodplain in your community** using the City's FloodPro map viewer. The Watershed Protection staff is available to meet with your group to discuss strategies to reduce damages in the event of a flood.
- 4) Organize volunteers to help place markers on storm drains to help prevent **dumping into storm drains**.
- 5) Attend the City's Grow Green **gardening classes** to learn about sustainable landscape practices.

## UNDERSTANDING THE PROCESS

- 1) For water quality, erosion, or flooding concerns, an investigator will be assigned to visit the location within a week and assess the situation. Contact 3-1-1 to check the status of your complaint. These issues are tracked in a Watershed Protection database, and information received from these calls is used to help determine areas to be considered for improvement projects in the future.
- 2) The 24-Hour pollution hotline is monitored 24 hours a day, 7 days a week and a staff member should return your call within minutes.



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# Sidewalks & Curb Ramps

## ADDITIONAL RESOURCES

### Websites

**Online 3-1-1 Report Form**  
[austintexas.gov/311](http://austintexas.gov/311)

**Public Works Department  
Sidewalk Program**  
[austintexas.gov/sidewalks](http://austintexas.gov/sidewalks)

**Sidewalk Master Plan**  
[http://www.austintexas.gov/  
sites/default/files/files/  
Public\\_Works/  
Sidewalk\\_Master\\_Plan.pdf](http://www.austintexas.gov/sites/default/files/files/Public_Works/Sidewalk_Master_Plan.pdf)

**Neighborhood Partnering  
Program**  
[austintexas.gov/  
neighborhoodpartnering](http://austintexas.gov/neighborhoodpartnering)

### Contacts

**Austin 3-1-1**  
3-1-1 or (512) 974-2000

**Sidewalk & Special Projects  
Division**  
City of Austin  
Public Works Department  
[Eric.Dusza@austintexas.gov](mailto:Eric.Dusza@austintexas.gov)  
(512) 974-7025

**Street and Bridge Division**  
City of Austin  
Public Works Department  
[Colly.Kreidler@austintexas.gov](mailto:Colly.Kreidler@austintexas.gov)  
(512) 974-7063



## CONTACT TEAM ACTIONS

- 1) For **new sidewalk requests**, review the neighborhood plan and the City of Austin Pedestrian Plan Absent Sidewalk Scoring Results map on page 24 of the Sidewalk Master Plan to determine the absent sidewalk scoring results for various sidewalk segments. The City uses these scoring results to prioritize funding as it becomes available. For sidewalks with lower priority scores, contact teams willing to partner with the City should consider applying to the Neighborhood Partnering Program. For more information about absent sidewalks, contact the Public Works Department.
- 2) Walk the neighborhood and **identify curbs, ramps, and sidewalk segments in need of American with Disabilities (ADA) compliance or general repair** by street address. Public Works requires a street address to identify the location of a repair request, so please be as specific as possible. Report each of the addresses into 3-1-1 either by phone or online to add identified segments to the City's repair list.

## UNDERSTANDING THE PROCESS

- 1) There are approximately \$800 million in missing sidewalk segments identified throughout the city and approximately \$5 million per year is available for new sidewalk construction.
- 2) Intersections are assessed for ADA compliant curb ramps based upon 3-1-1 requests. If a need is identified, the intersection is put on a list and will be addressed as funding becomes available.
- 3) For general sidewalk repairs, Public Works's Street and Bridge Operations staff will conduct a site inspection within three days to assess if the sidewalk presents a hazard. If the sidewalk is determined to be a hazard, it will be repaired with asphalt on a short-term basis. For permanent repairs, Street and Bridge Operations conducts yearly visits to each zip code to repair sidewalks, curbs, and gutters. If Public Works cannot make a requested repair in the current repair cycle, it will be placed at the top of the list for the next repair cycle. All replaced sidewalk segments will be ADA compliant.



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# Bicycle Lanes

## ADDITIONAL RESOURCES

### Websites

**City of Austin  
Bicycle Program & Master Plan**  
[austintexas.gov/departments/  
bicycle](http://austintexas.gov/departments/bicycle)

***A Resident's Guide for Creating  
Safer Communities for Walking  
and Biking***  
[http://safety.fhwa.dot.gov/  
ped\\_bike/ped\\_cmnty/  
ped\\_walkguide/  
residents\\_guide2014\\_final.pdf](http://safety.fhwa.dot.gov/ped_bike/ped_cmnty/ped_walkguide/residents_guide2014_final.pdf)

### Contacts

**Active Transportation Program**  
City of Austin  
Transportation Department  
[Laura.Dierenfield@austintexas.  
gov](mailto:Laura.Dierenfield@austintexas.gov)  
(512) 974-7189



## CONTACT TEAM ACTIONS

Review the City of Austin Bicycle Master Plan to see what streets have been identified for **new bicycle lanes** for your area. Look in the Plan to learn about proposed improvements, in particular the maps found in Chapter 2, Part 3 and Appendix D. Contact the City of Austin's Bicycle Program if you have any suggestions about bicycle facilities that are not included in the Bicycle Master Plan.

## UNDERSTANDING THE PROCESS

- 1) Citywide bicycle lanes and routes are identified in the Bicycle Master Plan. Bicycle lanes identified in neighborhood plans should already be incorporated in the Bicycle Master Plan. If they are not, please contact the Bicycle Program for assistance.
- 2) Bicycle lanes are generally installed or improved when streets are resurfaced or reconstructed. Most streets are resurfaced every 7 to 10 years. If a bicycle lane installation or improvement will modify on-street parking, public outreach will be conducted and stakeholder feedback will be considered before the bicycle lanes are striped.
- 3) The width of the roadway will determine whether bike lanes can be accommodated through a resurfacing project. Generally, motor vehicle travel lanes require between 10 and 12 feet of right of way, on-street parking requires 8 feet, and bike lanes require at least 5 feet on each side.





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# Traffic Calming

## ADDITIONAL RESOURCES

### Websites

#### Online 3-1-1 Report Form

[austintexas.gov/311](http://austintexas.gov/311)

#### Local Area Traffic Management Program

[austintexas.gov/departments/local-area-traffic-management](http://austintexas.gov/departments/local-area-traffic-management)

### Contacts

#### Austin 3-1-1

3-1-1 or (512) 974-2000

#### Local Area Traffic Management Program

City of Austin  
Austin Transportation Department  
[transportation@austintexas.gov](mailto:transportation@austintexas.gov)  
OR  
[austintexas.gov/email/transportation](http://austintexas.gov/email/transportation)  
(512) 974-1150



## CONTACT TEAM ACTIONS

- 1) Download an application packet for **speed mitigation** at the Local Area Traffic Management website. Review the eligibility guidelines to determine if your street meets the criteria. If eligible, submit a speeding mitigation request form. Only someone who lives, works or owns property on the street can request traffic calming for that street.
- 2) Once a traffic study is performed and the request is deemed eligible, the requester will be provided a map of preliminary placement of traffic calming devices and a petition to collect evidence of support from the affected residences. Each property identified on the petition must be represented by a signature of that property. Requesters must make a "good faith effort" to contact all property representatives and document each property where a representative was not contacted.

## UNDERSTANDING THE PROCESS

- 1) The project manager will contact the requestor by phone or by mail to notify them whether their request meets the criteria to be accepted into the program.
- 2) Requests with completed petitions are prioritized for funding according to 12 ranking criteria. Projects will be scheduled for construction by priority ranking as funding is available. If the traffic calming request includes landscaping, the City will install and maintain basic landscaping. If the neighborhood wishes to enhance the landscaping palate, the neighborhood will be responsible for additional plant material costs and maintenance of the landscaping.
- 3) Projects may be completed out of ranked order if alternative funds become available or if another city project is being constructed in the same area. Projects are eligible for funding for two years. After two years, a new application must be submitted.



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# Traffic Signs, Signals, Markings & Safety

## ADDITIONAL RESOURCES

### Websites

#### Online 3-1-1 Report Form

[austintexas.gov/311](http://austintexas.gov/311)

#### Austin Transportation Department

[austintexas.gov/departments/  
transportation](http://austintexas.gov/departments/transportation)

#### Residential Permit Parking Program

[austintexas.gov/departments/  
residential-permit-parking](http://austintexas.gov/departments/residential-permit-parking)

### Contacts

#### Austin 3-1-1

3-1-1 or (512) 974-2000

#### Traffic Engineering Division

City of Austin

Austin Transportation Department

[transportation@austintexas.gov](mailto:transportation@austintexas.gov)

OR

[austintexas.gov/email/  
transportation](http://austintexas.gov/email/transportation)

(512) 974-1150

#### Traffic and Crosswalk Signal Prioritization

Austin Transportation Department

[Renee.Orr@austintexas.gov](mailto:Renee.Orr@austintexas.gov)

(512) 974-5607



## CONTACT TEAM ACTIONS

- 1) Review the neighborhood plan and identify the location and type of **traffic signs, signals, markings or safety improvements** needed.
- 2) Contact 3-1-1 and detail your request. All traffic related requests must go through 3-1-1 (by phone or online) in order to be properly assigned and tracked by the department.
- 3) Record the Request Tracking Number to follow up on the request, which should be done for all 3-1-1 requests.

## UNDERSTANDING THE PROCESS

- 1) A traffic engineer from the Austin Transportation Department should contact the requestor within 2 weeks of the request.
- 2) The traffic engineer will determine if the request is feasible and meets engineering standards and will communicate with the requestor regarding next steps, if any. A limited number of locations will be recommended for further study each year.
- 3) New traffic signals or crosswalk beacons will be prioritized by criteria such as crash history, traffic delays, roadway width and speed, proximity to transit, pedestrian counts, and neighborhood plan requests.



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# Street Lighting

### ADDITIONAL RESOURCES

#### Websites

##### Online 3-1-1 Report Form

[austintexas.gov/311](http://austintexas.gov/311)

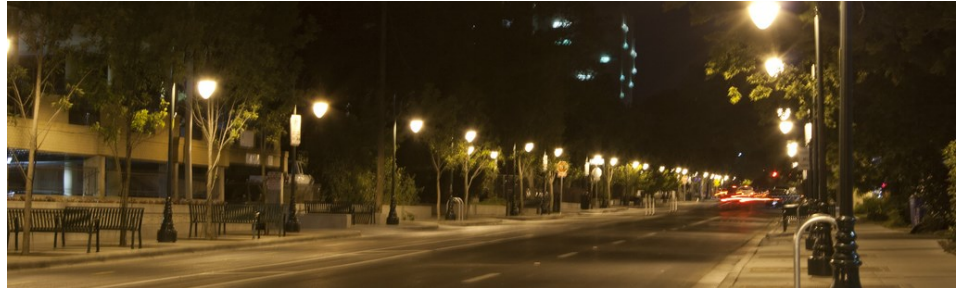
##### Austin Energy Street Lighting

[austinenergy.com/wps/portal/ae/  
residential/residential-services/](http://austinenergy.com/wps/portal/ae/residential/residential-services/)

#### Contacts

##### Austin 3-1-1

3-1-1 or (512) 974-2000



### CONTACT TEAM ACTIONS

- 1) If the contact team would like Austin Energy to do an **assessment of the existing street lighting** in a specific area or would like to **report a streetlight needing repair**, contact 3-1-1. Please provide the location of the area for the street lighting assessment or the location of the streetlight in need of repair (including a pole number if available).
- 2) The contact team should work with property owners adjacent to the location where a potential streetlight would be added. No streetlight will be added without written permission from all property owners of adjacent properties.

### UNDERSTANDING THE PROCESS

- 1) Austin Energy's Design Department provides new street lighting services on a case-by-case basis. It can take up to two weeks for staff to contact the requester.
- 2) Austin Energy staff will evaluate the request and determine if the street meets adequate lighting levels.
  - A) If the street does not have adequate street lighting, Austin Energy may install a street light, depending on available funding.
  - B) If the street does have adequate lighting and the property owner is willing to pay the cost of an additional light (installation and monthly maintenance fees), one can be installed on their property. If the property owner no longer wants to pay for the light, Austin Energy will remove it. The cost to install lighting on an existing pole can start at approximately \$600.





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# Public Transportation

## ADDITIONAL RESOURCES

### Websites

#### Capital Metro Community Involvement Opportunities

[capmetro.org/getinvolved](http://capmetro.org/getinvolved)

#### Commute Solutions

[commutesolutions.com](http://commutesolutions.com)

#### Capital Metro Service Changes and Guidelines

[capmetro.org/changes/](http://capmetro.org/changes/)

#### Ride Guide - Senior Transportation options

[http://  
www.agingservicescouncil.org/  
documents/NewRideGuide.pdf](http://www.agingservicescouncil.org/documents/NewRideGuide.pdf)

### Contacts

#### Capital Metro Feedback

Capital Metro

[customer.service@capmetro.org](mailto:customer.service@capmetro.org)

#### Capital Metro Community Involvement

Capital Metro

[jackie.nirenberg@capmetro.org](mailto:jackie.nirenberg@capmetro.org)  
(512) 369-6201



## CONTACT TEAM ACTIONS

- 1) To report issues concerning **bus routes, stops, shelters or other public transportation related issues** please send an email to [customer.service@capmetro.org](mailto:customer.service@capmetro.org).
- 2) If your neighborhood is interested in helping **beautify your bus stop**, consider Capital Metro's "Adopt-A-Stop" program.
- 3) If your neighborhood is interested in requesting a **presentation from Capital Metro about a particular topic**, you can request a meeting online.
- 4) Capital Metro also offers a Transit Education Program that helps groups learn how to more effectively use the public transit system (trip planning, calculating commuting costs, finding your stop, etc.).
- 5) Visit the Capital Area Metropolitan Planning Organization's Commute Solutions website for resources about **alternative commuting options** such as **buses, trains, bicycling, carpooling, and vanpooling**.

## UNDERSTANDING THE PROCESS

- 1) Capital Metro is the region's primary public transportation provider; however, other public agencies and non-profits provide related services. There may be opportunities to partner with Capital Metro and other providers toward developing new or improved services.
- 2) Capital Metro's adopted Service Guidelines and Standards guide their transit decisions, including tri-annual service changes.
- 3) Neighborhoods that "Adopt-A-Stop" make a one year commitment to take care of their bus stop and inform CapMetro of graffiti or other concerns with the adopted stop. For \$35, Capital Metro will place a sign at your adopted stop to recognize the efforts of your organization.
- 4) Capital Metro's Transit Education Program can give customized presentations to your group. In addition, a guided trip on a regular MetroBus or a MetroRail route can be arranged.



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# Parking

### ADDITIONAL RESOURCES

#### Websites

##### **Parking Benefit District**

[austintexas.gov/departments/  
parking-benefit-district](http://austintexas.gov/departments/parking-benefit-district)

##### **Residential Permit Parking Program**

[austintexas.gov/departments/  
residential-permit-parking](http://austintexas.gov/departments/residential-permit-parking)

#### Contacts

**Transportation Department**  
Phone: 512-974-1489

##### **Traffic Engineering Division**

City of Austin  
Austin Transportation Department  
[transportation@austintexas.gov](mailto:transportation@austintexas.gov)  
OR  
[austintexas.gov/email/  
transportation](http://austintexas.gov/email/transportation)  
(512) 974-1150



### CONTACT TEAM ACTIONS

- 1) For residential areas experiencing chronic spillover parking from nearby businesses, special event centers, civic institutions, or transit stops, consider applying for the **Residential Permit Parking Program**.
- 2) Residents and businesses wishing to make streetscape improvements can apply to the Transportation Department for the creation of a **Parking Benefit District (PBD)**, which creates metered parking that raises funds to pay for these improvements.

### UNDERSTANDING THE PROCESS

- 1) In order to participate in the Residential Permit Parking Program (RPP), the location must meet certain eligibility criteria, and the requestor must show evidence of the support of nearby residents. The City's Traffic Engineer will conduct the necessary traffic engineering and field parking studies. If the Traffic Engineer approves the request, signs and pavements markings will be installed. Thereafter, residents and property owners will need to obtain annual permits to park on the street. Visitor hang tags will also be available for guests.
- 2) A PBD allows residents and/or merchants to create boundaries extending out from a metered area with City of Austin approval and dedicates a portion of the revenue raised for street and sidewalk improvements within the defined boundaries. The boundaries must be approved by the Austin Transportation Department. The PBD dedicates a portion of the revenues, less City expenses (purchase and installation of meter or pay station, credit card processing charge, back office support and state sales tax), to local improvements that promote walking, cycling and transit use, such as sidewalks, curb ramps, lights and bicycle lanes. Additionally, money can be used to encourage drivers to consider other ways to reach their destination without driving and parking.