

# SURVEY INFORMATION

- **Posted with MetroQuest and advertised locally as well as through social media**
- **Comment period ran from July 29th to August 21st**

607

completed  
surveys

346

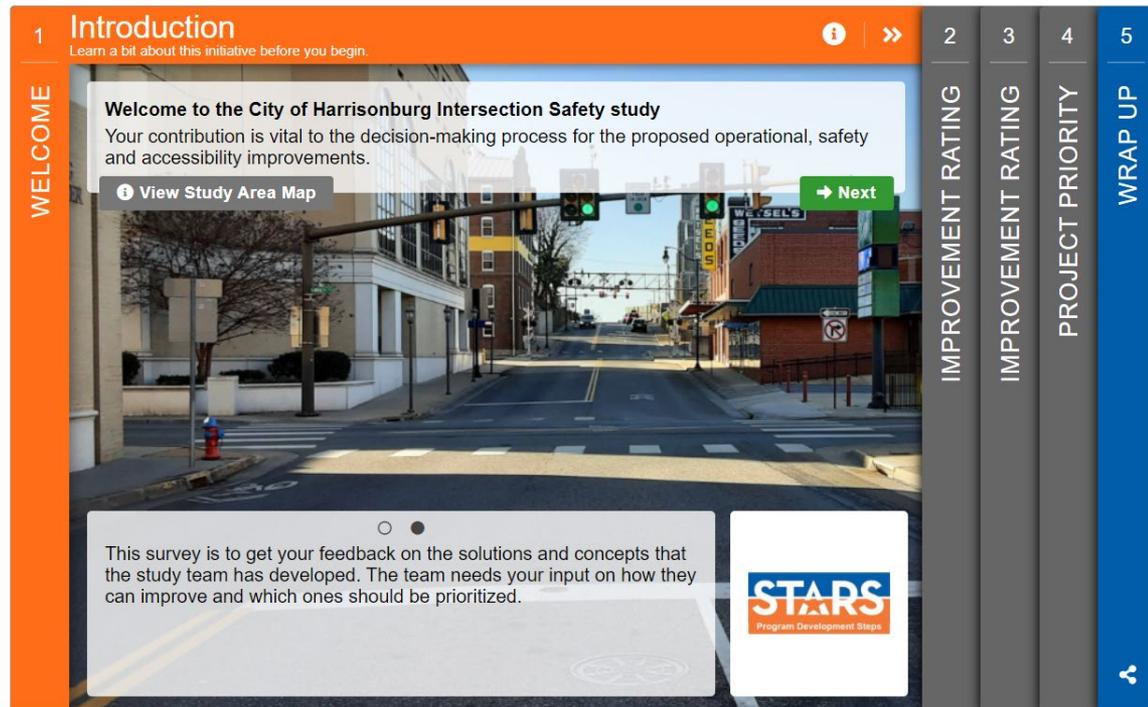
typed  
comments

4,516

ratings

0

offline  
comments



# SURVEY INFORMATION

## The survey consisted of five screens:

### 1- Welcome Screen

- Included general information about STARS program and purpose of the study and the survey

### 2 & 3- Improvement Rating Screen

- Presented the roadway / vehicular improvement concepts that have been proposed in the study for participants to rate from one star (very unfavorable) to 5 star (strongly in favor).

### 4- Project Priority Screen

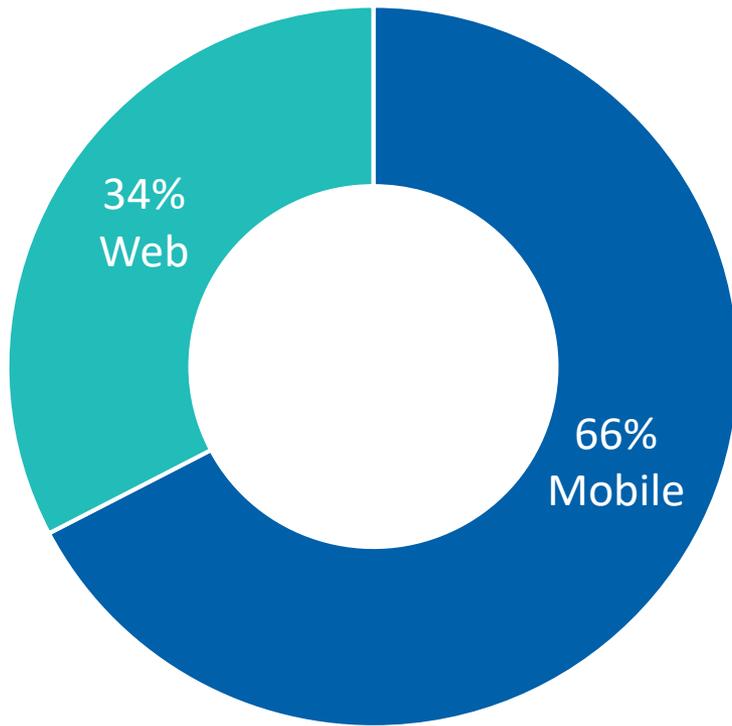
- Asked participants to select their three highest priority projects.

### 5- Wrap Up Screen

- Asked participants to provide additional information: residency or work near a study intersection, home/work zip code, and additional comments

# SURVEY DATA REVIEW

## Traffic - Platform Breakdown



Campaign	Visitors	Participants
Facebook	1416	453
Twitter	3	0
Other Source	394	154
TOTAL	1,813	607

# PROJECT RATINGS & PRIORITIES

Intersection	Average Rating	% 1-2 Star	% 4-5 Star	Priority Rankings
N Mason St @ E Wolfe St	<b>4.26</b>	6%	83%	98 (10%)
E Market St @ Reservoir St	<b>4.03</b>	11%	72%	156 (15%)
Mason St @ E Market St	<b>4.02</b>	14%	75%	181 (18%)
N Main St @ Gay St	<b>3.95</b>	10%	69%	57 (6%)
N Main St @ Wolfe St	<b>3.92</b>	10%	69%	98 (10%)
W Gay St Lane Reconfiguration	<b>3.85</b>	14%	66%	67 (7%)
Liberty St @ W Market St	<b>3.69</b>	14%	58%	105 (10%)
Country Club Rd @ Keezletown Rd	<b>3.69</b>	25%	65%	105 (10%)
N Liberty St @ W Wolfe St	<b>3.65</b>	16%	61%	73 (7%)
N Liberty @ W Gay St	<b>3.58</b>	17%	57%	76 (7%)

Intersection	Average Rating	% 1-2 Star	% 4-5 Star	Priority Rankings
N Liberty @ W Gay St	3.58	17%	57%	76 (7%)

### **i** N Liberty St at W Gay St

More than half of the total crashes at this intersection are angle crashes between southbound and eastbound vehicles. The recommended curb extension will improve sight distance and realign southbound through movement with other planned improvements.



## Sample Comments

- “This will make it difficult for longer vehicles to turn right from Liberty St onto NB Gay St”
- “Consider flashing warning lights, 3 way stop, or signage indicating traffic on Gay does not stop. People crossing Gay expect that to be an all way stop...”
- “Shrink travel lane but allow bike lane more space on north side”
- “Putting curbs and concrete in the roadway inhibits those trying to drive normally and provides a hindrance to vehicles with trailers. If people won't stop then install a traffic light.”

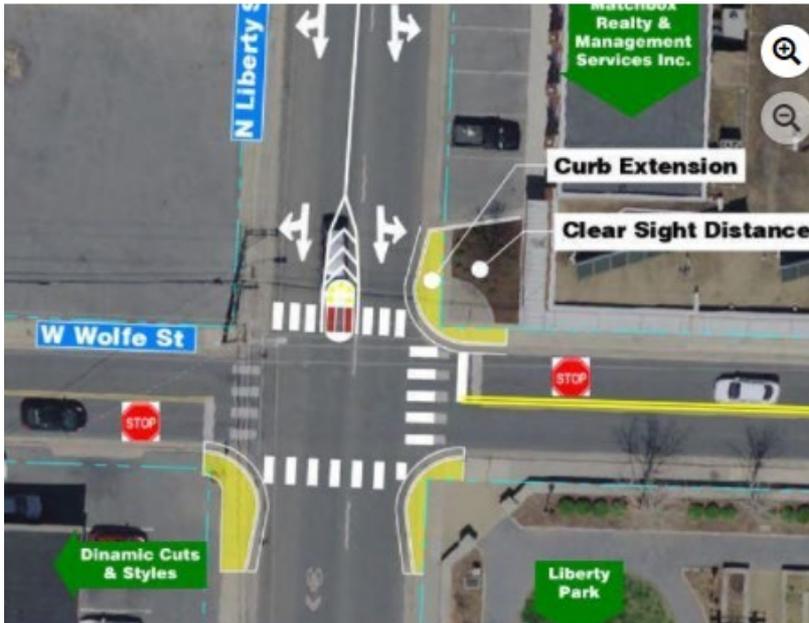
Intersection	Average Rating	% 1-2 Star	% 4-5 Star	Priority Rankings
N Liberty St @ W Wolfe St	3.65	16%	61%	73 (7%)

### **i** N Liberty St and W Wolfe St

This intersection has a history of angle crashes, primarily between westbound and southbound vehicles. Recommended here are curb extensions to improve sight distance on westbound Wolfe St. A refuge island will shorten pedestrian crossing distance.

### Sample Comments

- Agreement from many on sight line issue on NE corner
- “Adding something to slow down that traffic on Liberty would help improve the plan”
- “Adding the island reduces the amount of space along the sides of the road where bicycles can ride safely”
- “Pedestrian islands are typically used to divide lanes going in opposite directions. There may be confusion and more instances of cars going the wrong way on a one way street.”



Intersection	Average Rating	% 1-2 Star	% 4-5 Star	Priority Rankings
Liberty St @ W Market St	3.69	14%	58%	105 (10%)

### **i** Liberty St and W Market St

The intersection has experienced primarily crashes between southbound and eastbound vehicles with a small percentage of sideswipe crashes. The recommended improvement will shorten intersection crossing distance and improve sight distance.

## Sample Comments

- “I can't really tell what the improvement is here. Don't see where the intersection is shortened.”
- “This has no accommodation for bicycles.”
- “Once again, traffic moves WAY too fast on North Liberty...nothing that tells a driver that they are entering a more pedestrian area...”
- “As long as longer vehicles traveling South and turning West have clearance.”
- “...lack of pedestrian signals here is very frustrating to my family and myself. Good plan.”
- “...making sure the WB left is actually demand actuated, and not stuck on "fixed-time".”



Intersection	Average Rating	% 1-2 Star	% 4-5 Star	Priority Rankings
N Main St @ Gay St	3.95	10%	69%	57 (6%)

### **i** N Main St and Gay St

The intersection has a high number of angle and sideswipe crashes, and the need for better pedestrian accommodation was identified. This alternative will revise lane markings and add a northside crosswalk.

### Sample Comments

- “A protected turn from gay onto main st would be helpful”
- “mislabeled the ABC store as Union Station”
- “Offset intersections/crosswalks like this are difficult to transverse for people who are blind and vision impaired...accessible pedestrian signal (with correct Braille signage)..necessary”
- “add left turn arrow for gay to n. main.”
- “...more earlier arrows one.gay. also straight arrows on east gay.”
- “Adding a cross walk and painting a line is not going to fix the issue at this intersection”



Intersection	Average Rating	% 1-2 Star	% 4-5 Star	Priority Rankings
W Gay St Lane Reconfiguration	3.85	14%	66%	67 (7%)

## Sample Comments

### **i** W Gay St Lane Reconfiguration

The need for better multimodal accommodation has been identified in several City studies and plans. The recommended improvement will add bike lanes and a two way left turn lane for part of the street. This also will link Noll Dr and N Main intersections to improve traffic operation.



- “This seems to be a decent way of handling an odd/offset intersection.”
- “This intersection also needs correct Braille signage and APS.”
- “The last thing we need is fewer lanes on this road...traffic is already known to stack up do to the unforgiving light cycle...would be stuck ...behind people who want to make a left...”
- “Good! This helps bikes and pedestrians as well as cars!”
- “Noll Dr should also have a crosswalk on the south side of Gay St.”

Intersection	Average Rating	% 1-2 Star	% 4-5 Star	Priority Rankings
N Main St @ Wolfe St	3.92	10%	69%	98 (10%)

### **i** N Main St and Wolfe St

The intersection has a high number of angle crashes caused by red light violations. The recommended advance detection system should reduce driver decision errors by adjusting signal timing according to approaching vehicles type/speed.

### Sample Comments

- “not sure what pedestrian "recall" refers to... removing the crosswalk and pushbutton signal?”
- “Don't really understand what the dilemma zones are...don't think crosswalks should be removed...”
- “Truck traffic on all of these streets is a contributor to flow and safety...Move them to 42”
- “...was, for a short time, a stop sign...During this time traffic flowed better than...with a signal.”
- “What would work better, or in conjunction with, is a patrol car or two handing out tickets.”
- “...coordination adjusted so that drivers don't feel they \*have\* to speed to be able to make it...”
- “No right on red signs”



Intersection	Average Rating	% 1-2 Star	% 4-5 Star	Priority Rankings
N Mason St @ E Wolfe St	4.26	6%	83%	98 (10%)

### **i** N Mason St and E Wolfe St

The intersection has a wide range of crashes including a pedestrian crash at the north side of the intersection where there is no crosswalk. The recommendations at this intersection include adding crosswalks on the north and east sides, installing flashing yellow arrows, and an eastbound turn lane.

### Sample Comments

- “...seems like a good place for a pedestrian refuge to be installed to narrow the road...”
- “Please add APS closer to the intersection and correct Braille signage. This is a very complicated intersection...”
- “Flashing yellow turn would be very nice...”
- “Flashing yellow arrows are extremely confusing...”
- “...no turn on red sign for west wolf & mason.”
- “...continue the crosswalk across old mason st...”



Intersection	Average Rating	% 1-2 Star	% 4-5 Star	Priority Rankings
Mason St @ E Market St	4.02	14%	75%	181 (18%)

### **i** Mason St and E Market St

The intersection has a high number of westbound rear-end crashes, in addition to a pedestrian crash at the east side crosswalk. The recommended pedestrian refuge will shorten crosswalk distance at both the north and east sides, and a dedicated right turn lane on the westbound approach will reduce delay.



### Sample Comments

- “I like the...traffic calming nature that the pedestrian refuge might add...concerned that this would create a .."slip lane“ that only encourages drivers to move faster ...and disregard pedestrians.”
- “...crosswalk signal to cross over E Market (walking South)... Give me just a small start to cross before their light turns green, or just let cars turn right on red.”
- “In favor of the lane changes. Concerned about the pedestrian refuge causing difficulty for large vehicles to turn right...”
- “That is a terrible offset intersection...VERY dangerous for blind pedestrians.”
- “I regularly walk the eastbound crosswalk, and have had countless, terrifying close calls...with drivers refusing to yield...”
- “...impossible for drivers to see me when I was walking across [north] Mason Street...”

Intersection	Average Rating	% 1-2 Star	% 4-5 Star	Priority Rankings
E Market St @ Reservoir St	4.03	11%	72%	156 (15%)

### **i** E Market St and Reservoir St

During the study process, this intersection was identified as having very significant future operational and safety improvement needs. The recommended improvements are realigning the northbound approach, adding a left-turn lane, and adding a west side crosswalk, which will improve safety and operational conditions.

### Sample Comments

- “This would allow children in the Northeast neighborhood to more safely walk to school. This intersection is currently an embarrassment.”
- “Filling in the sidewalks around this intersection would also really help a lot.”
- “The last block of Reservoir will (and needs to be) widened to this intersection. Rush hour traffic backs up taking a three light change to reach the intersection. The beautiful & effective Roundabout at Carlton/Reservoir, as well as the four lane widening has greatly increased the traffic to this intersection Market street. The increased access demand to and through market street A roundabout with entry lights would not only solve all safety/traffic issues as well as beautify the gateway!”
- “This intersection is high priority but I do not believe the proposed project is the best improvement that could be done. Would much prefer a traffic circle project like the last one shown on Country Club Rd.”



Intersection	Average Rating	% 1-2 Star	% 4-5 Star	Priority Rankings
Country Club Rd @ Keezletown Rd	3.69	25%	65%	105 (10%)

### **i** Country Club Rd and Keezletown Rd

This intersection has operational, safety, and multimodal accommodation needs. The recommended improvements will address both operational and safety issues by installing a mini-roundabout and the proposed shared-use path will improve bike and pedestrian accommodation.

### Sample Comments

- “I love the mini roundabout. The shared path is for whom? ...no sidewalk/path on the shopping center side for residents of the trailer park?...How do students in the trailer park access the path safely?”
- “In favor of the shared use path. Not in favor of the mini roundabout...”
- “Please don’t do this....The difference with this intersection and the other roundabouts in town is that this road is heavily used by cement trucks.”
- “Islands need to be more visible than what was installed in Sunset Heights”
- “...sidewalk in this location on Keezletown Road makes no sense. It has a high embankment and the power lines and poles...would all need to be moved...”
- “PLEASE provide signage/education around how to use roundabouts if more will be planned for the city...”
- “...A stoplight May the better option. I love traffic circles but don’t think this is the right place for you.”



## OTHER COMMENTS



There were 135 comments not tagged to a specific intersection spanning a wide variety of issues. These can't be effectively summarized. A few samples are provided here:

- “[on Mason St] between E. Wolfe and E. Elizabeth Streets...many clients and workers of HRSSD cross the vegetated median to access Social Services and the parking garage..Is it possible to install an aesthetically appealing fence...”
- “Some of these projects are very low-hanging fruit. We should move on them quickly!”
- “Harrisonburg intersections seems to be way overly complicated and introduce a lot of confusion. Often the lights and lanes force motorists into situations that make no sense. If PW had to paint lane markers through some of these intersections, they would see how awful the alignments are, and how often two lanes of traffic are forced into the same space.”

## OTHER COMMENTS PART 2

- “We need improvements at Erickson and Pear Street so badly! I’m VERY disappointed that it’s not even listed here as a concern.”
- “Please talk to property owners specifically before these changes are voted on, I only heard about it by chance through WHSV's facebook page.”
- “What about E wolfe st and sterling st. Worstintersection in Harrisonburg.”
- “Please consult a Certified Orientation and Mobility Specialist to help with considerations for the blind citizens who transverse these crossings.The Braille signage throughout downtown is wrong.”
- “Not enough background information to fully understand the need for the improvements. The Liberty and Gay street area was particularly puzzling, mentioning one-way traffic not shown on map.”
- “I appreciate the effort put into traffic management. Our traffic systems are better than many cities I drive in. This is one of the factors I considered in moving here”