



# Discovery Report from Listening Sessions

Project I-5870, I-440 Interchange Improvements at Glenwood Avenue

Submitted to the North Carolina Department of Transportation  
November 13, 2018

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November 13, 2018

Joey Hopkins, PE  
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Dear Mr. Hopkins and the I-5870 Project Team,

This document outlines the results of the listening sessions conducted by Partners for Impact held in late September 2018 for project I-5870, I-440 Interchange Improvements at Glenwood Avenue. This report contains a brief introduction and background on the project, a review of the methodology, findings, and a summary of the community recommendations.

We understand that the listening sessions, which are the basis for this report, were only one avenue used by the NCDOT to gather community input. Therefore, this document can be viewed as a deep dive into the hopes and concerns of the Ridge Road community and as a supplement report to other community input efforts. Our specific recommendation is that all the values represented by the various data sources, including this report, be summarized and given to the engineering firms who will bring concept designs based on those values back to the community.

It has been a pleasure working with the NCDOT staff. We appreciate all the support that went into offering these listening sessions and most of all, we are thankful for those community members who came out to share their thoughts. We look forward to working with you and the NCDOT team with the next steps of this project.

Sincerely,

Beth Bordeaux, MSW  
Principal and Founder  
Partners for Impact, LLC

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# Listening Sessions on I-440 Interchange Improvements at Glenwood Avenue

## INTRODUCTION

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In late September of 2018, the North Carolina Department of Transportation (NCDOT) asked Partners for Impact to work with them to co-design a listening process that would facilitate a stronger community engagement with the residents, businesses, and citizens who work and live in and around the I-440 and Glenwood Avenue interchange, specifically addressing the concerns of the residents along the Ridge Road neighborhoods. This report includes the results of these listening sessions. It provides some background information as to how the listening sessions were designed and the methodology used to gather and analyze the data. The results are reported with a final section focusing on recommendations for engineering firms that will be creating concept designs.

Partners for Impact, LLC is a consulting firm with a mission to strengthen the effectiveness of nonprofit organizations, coalitions, and collaborative initiatives. We partner with agency and community leaders to gain maximum impact through system-level thinking, targeted planning, data utilization, innovative programming, intentional communications, and skilled facilitation. Information about our work can be found at [partnersforimpac.com](http://partnersforimpac.com).

## BACKGROUND

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In late July, the NCDOT invited Partners for Impact to assist in designing a process that would ensure the voices of citizens who are most concerned about the impact of the I-440 and Glenwood Avenue interchange project, could be heard, validated, and recorded at this community engagement stage of the project. We listened carefully to some of the emerging issues associated with the project, especially issues around public input within the community along Ridge Road. Then we submitted a proposal outlining the listening session design as a methodology that allows many community members to participate while creating space for everyone who attends to be in the conversation. NCDOT used this concept as a starting point, expanding the process by hiring three engineering firms that will use the information gathered from the listening sessions to inform up to nine concept designs of the proposed project at I-440 and Glenwood Avenue. Partners for Impact agreed that it is vital to incorporate the community's highest values into the final designs. Design concepts will be brought back to the community at a later meeting for further input. Partners for Impact worked with the NCDOT to

schedule four community meetings for the listening sessions in late September. Consultants from Partners for Impact managed the meetings while NCDOT assisted with logistics and informing the community. Partners for Impact consultants worked with the engineering firms who will be creating the concept designs to identify key discussion questions to inform their understanding of the community's values. As this report is being written, Partners for Impact consultants returned to the NCDOT and met with the engineering firms, sharing the results of the listening sessions as they begin drafting design options.

## METHODOLOGY

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### Listening Sessions

The approach to this process of community input used facilitated discussions as a means of gathering data. Using the community input, Partners for Impact made recommendations for three engineering firms as they create construction project concept designs. These designs will take into consideration the values expressed by participants in the listening sessions. Then design concepts will be brought back to the community for further feedback from citizens before a final design is selected.

Facilitators were professionals from across the triangle region of North Carolina who are within Partners for Impact's network of consulting professionals. A brief bio of each facilitator is available in Appendix A. We provided facilitator training via a webinar. The content of the training focused on a description of the construction project, some of the emerging community issues and concerns, a review of the discussion questions, specific aspects of meeting facilitation that Partners for Impact expected for these sessions, and the means of capturing data.

Community meetings for the listening sessions were scheduled on September 18, 20, 25, and 29 of 2018. A fifth meeting was scheduled for September 27, 2018 as an overflow date if other sessions filled and another time was needed to meet community demand. The meeting on the 18<sup>th</sup> was cancelled due to Hurricane Florence and the meeting on the 27<sup>th</sup> was not utilized and therefore never advertised to the community. Each meeting opened with an overview of the listening sessions, framing of the project and how the content gathered is being used, the role of the facilitators, and advice on how participants can get the most from their session.

Participants were randomly assigned to join small breakout sessions of between 4-10 people. Each breakout session was led by one or two facilitators and was scheduled to allow 75 minutes for dialogue. Facilitators introduced themselves and reviewed the purpose of the session and ground rules for participants to make the most of the time together. An audio recorder was turned on to record the conversation. The facilitators shared the questions and captured notes

on flip charts. Participants were asked specifically to speak from their own perspectives, opinions and experiences rather than using broad language such as “we want . . . or our neighbors all feel like . . .”

The six discussion questions were as follows:

1. With one word, describe what is the most important thing to you or your household/business that must be considered as this project moves forward?
2. What do you believe is needed to ensure the safety of your family, the people who live in the area, and the people that travel through the area?
3. Is there a specific valuable community asset, something important to the community and/or neighborhood, located within this project zone that you are concerned will be impacted? If so, what is it and how do you believe it will be impacted?
4. From your perspective, what are some of the most problematic traffic and pedestrian problems that need to be addressed (be specific with intersections, direction, and/or time of day)?
5. What additional one or two things are important things to your household/business that you want considered as this project moves forward?
6. What can NCDOT do to demonstrate being a partner with the community of stakeholders, while tackling the complex transportation challenges created by rapid urban growth in Wake County?

This process was different from traditional public forums where designs and ideas are presented about the project and the community gets to express their approval and/or disapproval along with various reasons for their position in an open meeting. The structured listening sessions provided time and respect for each community member/stakeholder to share their concerns, values, and ideas about the project before the project is designed. Traditional community forums where there are large audiences can disincentivize some people from sharing their thoughts and opinions. In fact, as participants left the listening sessions, some people acknowledged that they would not have shared in a larger context, many thanked the team for providing this opportunity, a few admitted being skeptical in the beginning but felt the meetings were productive and helpful, and some acknowledged that they remained skeptical of the process even as the meetings concluded. Facilitators reported at the end of each session they asked the groups if they felt they had been listened to and if they felt heard. An overwhelming majority of participants affirmed feeling heard. While these last comments were not officially captured as data from the listening process, it is worthy of acknowledgement here.

### *Summary and Analysis*

Immediately following the completion of all listening sessions, Partners for Impact provided the slides from the opening presentation, session recordings, and pictures of the flipchart pages, in

order by breakout session, to NCDOT to be published for public review on their website. There were 22 breakout sessions in total: 8 sessions at the meeting on the 20<sup>th</sup>, 10 sessions on the 25<sup>th</sup> and 4 sessions on the 29<sup>th</sup>.

Our consultants transcribed the content from each flip chart and listened to all the recordings, capturing some additional information within the flip chart notes to ensure complete understanding of the information expressed by participants. These notes were then analyzed for themes and the themes were incorporated in the narrative results section. As part of the analysis we reclassified some of the responses and put them in the appropriate place to answer the question. For example, many people talked about specific intersections that were unsafe within discussions across the questions. We pulled that content into this report under the description of traffic problems or safety.

### Limitations

There are some limitations in the design of this process that created stronger community engagement but may impact the analysis of results. First and foremost is the fact that all sessions were open to all members of the public and individuals could attend multiple sessions. Repeat participants does not allow for accurate quantitative assessments of themes. For example, we cannot report that “*xyz viewpoint*” was expressed x number of times across listening sessions indicating a certain ranking of the number of people who shared in this view. The reason we can’t provide this level of interpretation is because some of those views could have been repeated by the same person across multiple sessions. The other thing to consider is the impact of a few individuals who participated in multiple sessions and the influence they may have had on the nature of the conversation. This does not invalidate the data. Rather, it is simply a fact that should be considered when reading the findings. Finally, in reviewing residency of those who participated in the sessions, there was an over representation of people who live within the Ridge Road community compared to other parts of the study area. Allowing space for this input was a part of the purpose of this engagement and we expect it also explains why we heard some of the same language and phrases across different sessions even when spoken from what sounded like different people on the recordings.

## **FINDINGS**

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### Who participated?

There were 153 unduplicated individuals who participated in the listening sessions based on the sign-in sheets. Forty-nine attended on September 20<sup>th</sup>, 72 on September 25<sup>th</sup>, and 39 on September 29<sup>th</sup>. There were five people who signed in to more than one session.

In each listening session we handed out a postcard that would provide additional information about the participants. When asked about whether they lived in the study area or were a neighbor to the study area, 72% lived in the study area and 24% were neighbors to the project.<sup>1</sup> Seventy-seven percent of the participants reported working in the study area, while 41% reported that they work next to the study area. We had an additional question about how people heard about the sessions. Unfortunately, a majority of participants left that blank. However, the top five places where they heard about the listening sessions included (from highest to lowest): Emails/mailings, the local Community Advocacy Committee (CAC), neighbors or friends, list serves (including neighborhood listserve), and the NCDOT website.

### *What did they have to say?*

Below you will find a narrative around the input received from the six questions asked within each of the listening session breakouts. For clarification, we extracted quotes from the recordings to help capture or clarify a viewpoint that was being expressed. Since we were unable to quantify as a way of highlighting the most salient opinions expressed, we opted for capturing input within narrative themes using key words and phrases pulled from the content of the notes.

### *One-word Values*

In the first question, we asked participants to tell us what was the most important thing to them as this project moves forward in one word? The rationale for the one word was to support participants in being concise and setting the stage for encouraging everyone to speak and to listen. We anticipated that we would begin to get values associated with what was important. Safety came up many times, as did words, like quality of life, environment, traffic, pedestrians (of all types including walkers, runners, and dog walkers), children, preservation (especially of the neighborhood and its unique character) and property values. What we had not expected were the number of words such as misled, blindsided, destruction, encroachment, disruption, and even stupid. These suggest the level of distrust and displeasure (fear, anger, anxiety . . .) about this project that flavored the discussions in the room and need to be acknowledged and addressed.

### *Safety*

NCDOT shared that they value safety and wanted to be sure we asked stakeholders what they believed was important to maintain the safety of their households and their neighborhoods.

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<sup>1</sup> It is important to note that this was very subjective based on what participants believed to be the study area. While a map was provided, it did not contain street names or landmarks as guides.



Some of the biggest safety concerns expressed were related to individual variables of **speed, car volume, and traffic flow** along with various combinations of these themes. Traffic speed was by far the most referred to safety concern for participants in the session. While it was acknowledged that speed was a problem on I-440, many were more concerned that cars sped down local streets when they were used as cut throughs. Comments comparing traffic to the flow of water (taking the path of least resistance) were made in the sessions. This **cut through traffic** on Ridge Road was problematic for many participants. They suggested that speed was a problem from the exit ramps onto local streets and wanted to see the speed limit reduced on the ramps. The hope is that this reduction in speed limit would continue onto local streets and that these limits would be enforced. One respondent described the cut through traffic.

I'll give an example of cut through traffic. It has been my observation that cut through traffic happens all the time and especially in the morning and evening. There is a different tenor and a different composition in the morning compared to the evening. In the morning, they want to go faster but they can't because it gets congested. But the other thing is that you see a lot of trucks; dump trucks and delivery trucks. In the morning, they are heading south. They have gotten off the beltline and they are heading into town. In the evening, they are headed out of town. I think what is happening is they are trying to avoid the Beltline at Wade and Blue Ridge Road. I will tell you walking down here tonight, I saw a logging truck. It was heading out of town. What is a logging truck doing on Ridge Road? Yes, it could have been clearing a lot and all sorts of things like that, but it was empty and headed out of town. We are seeing that type of thing. The point of cut through traffic, is that the volume, speed, and mix has been getting different in rush hour traffic.

The sheer **number of cars** is of concern on local streets. Many residents who attended the sessions talked about the number of cars on I-440, Glenwood, and other major thoroughfares, but discussed how they experienced the volume of cars on local streets that are used as cut throughs, like Ridge Road. They saw the volume of cars increase during rush hour and when there are accidents on I-440. Some even described how GPS software provides Ridge Road as an alternate route.

There was a clear sentiment expressed that **safety will be compromised if cut through traffic increased**. If Ridge Road is widened, this will create severe concerns about the safety of the neighborhood. If Ridge Road is connected to Blue Ridge Road or Crabtree Valley Avenue, this could also increase the through traffic. None of these options were acceptable alternatives to many participants in the sessions.

Participants were certainly concerned about the **pedestrians**. They acknowledged that there are all types of pedestrians including: walkers, runners, bikers, and those on scooters. Concern about the pedestrians who are trying to cross Glenwood was repeated in multiple sessions. Some talked about the difficulty in finding places to cross close to the current bus stops along Glenwood. One participant said, “You are taking your life into your own hands,” when trying to cross Glenwood Avenue. Many participants talked about the pedestrians along the side streets as well. They talked about the pedestrian traffic associated with **children walking** to and from the schools. In one session, one participant gave a very clear example of how kids can be impacted by traffic diverted through neighborhoods.

I live in Beckanna. Specifically, if they close off Varnell Road [traffic] would come down Manuel and flow down my street to the apartments [on] Dade Street. The water and sewer people did a project where they [cut off Varnell] and all the cars that would go to an existing apartment complex came down our street. There a lot of single people and they would cut through on my street and flew down the street going so fast. I had a police officer come and put up speed signs. They have some data somewhere to see how fast they were going. We have little kids that have been running around since they were four. If they divert the traffic to our streets in Beckanna to the apartments, our kids wouldn't be able to play outside. It is so dangerous. They would get hit by the cars.

Another safety issue that was raised in some of the groups is the **obstruction of both the road and signage**. One participant described it as follows:

Let me just say that sometimes solutions that they come up with have medians, with trees, and trees along the curb. When you have a 1-2-year-old tree with a 2-inch diameter, it is only affecting your sight if you are a pedestrian. [Later,] when [those trees] are 30-year-old trees, they may be 8-10 inches [and] they may restrict your vision. It is not to say trees are not pretty, but if they restrict the vision, that is not safe.

Some of the roads in this area have **small hills that reduce visibility** along the street and if cars are moving too fast that can cause accidents involving other cars and pedestrians. Participants discussed the fact that some signage is covered by trees or bushes.

Some participants expressed concern about what might happen if their neighborhood becomes more directly connected to mall access, specifically Ridge Road connecting to Crabtree Valley Avenue or Glenwood. If this connection cuts through commercial areas with multiple hotels, residents were concerned that the transient nature of the population using those hotels may result in increased criminal activity in the neighborhoods, including robberies.

## Community Assets

We asked a question to help us understand what community assets are particularly important to stakeholders. Many of the stakeholders talked about the Ridge Road community in general. Furthermore, many of the assets included descriptions of Ridge Road, connecting streets, and institutions along Ridge Road.

One key theme came out in statements about the Ridge Road community being a “**true neighborhood.**” Participants talked about the low crime rate, the walkability of the neighborhood, and the safety they feel living here. They are proud of their neighborhood institutions including the day cares, schools, and churches that are along Ridge Road. Participants repeated in different sessions the number 1,800 -2000 children who go to school along Ridge Road. One participant shared this story saying, “Some people use it as a thoroughfare. To me it is where I live. I walk my dog. My son and I ride the bike to Lacy every day. I had some guy going significantly faster than everybody else and trying to cut from the Beltline to Wade Ave. He had to slow down for a couple of kids and he yelled at me to keep my @%\*! kids out of the road. I don’t want that to happen.” Many believe that increasing traffic through Ridge Road will impact this overall sense of community. Participants who believed that Ridge Road would be widened expressed this same concern.

Time and time again, you heard the stories of the **pedestrians in the neighborhood.** One participant described it as “community on the street”. She said,

You know, you go drive through some neighborhoods and there’s nice houses and everyone’s lawn looks nice, but there’s no one on the street, there’s no community. And our [neighborhood] is not like that. At any given time, you can be driving down [the street] and someone’s walking their dog, someone’s riding a bike, someone one’s out yelling at their kid who’s kicking a ball around... There’s always something going on.

Children walking to and from school and playing outside are important and participants repeated comments about them as valuable assets as well as families walking through the neighborhood with each other or with their dogs and runners, including a running club that uses Ridge Road. There were occasional jokes about the growing number of scooters that are seen in the neighborhood.

Another community asset was **greenspace.** Participants talked about their concerns about some specific greenspace that is very close to the project zone. First, there is a **farm** at the end of Ridge Road that people repeatedly said they saw as an asset. This is the Coggins family farm

and participants were clear that this 18-acres with trees up to 140 feet tall, needs to be preserved. Many reminded their groups that this is one of the only farms inside the Beltline. Second, many participants talked about **the woods** surrounding the farm and other trees along the Beltline. They value the buffer these trees provide and how the trees minimize traffic noise from the Beltline. They appreciate the appearance and environmental impact of the trees. Participants believe that it adds to the “atmosphere of a family neighborhood.” Some of the participants said that it would be a shame for the City not to live into its nickname of the “The City of Oaks” by clear cutting the trees that are part of this green buffer. One participant went so far as to say that “to take [the trees] for an access road to the mall is criminal.”

In that same area, there is a **historic neighborhood called Beckanna**. Beckanna was viewed as a community asset and it is very close to the project construction area. Varnell Avenue runs parallel to I-440 between Ridge and Glenwood and is the entrance to Beckanna. Many folks talked about the fact that the neighborhood was made possible by the Coggins family and wanted it not to be disturbed. Participants shared concerns about losing the park and basketball court close to where Ridge Road and Varnell intersect. There was unity among voices indicating a desire to keep Varnell connected to Ridge Road. At the other end of Varnell and its connection to the Sterling Glen Apartments and Glenwood Avenue, some of the participants were concerned about more units and more parking lots going up at Sterling Glen. Some were also concerned about Varnell being used as a cut through street to Ridge Road and felt it should be disconnected from the neighborhood.

Many participants named the **House Creek Greenway Trail** as a valuable community asset. This trail runs parallel to Ridge Road, along the whole length of that neighborhood. It also goes underneath Glenwood Avenue. Participants hoped that it would not be impacted by this project.

Finally, there were some participants that see **Crabtree Valley Mall** as an asset. One participant was clear, “From an economic point of view it is important, and access needs to be improved, but not at the expense of Ridge Road and other residential areas.” Those who think it is an asset, largely understand the tax base that it creates for the City of Raleigh and Wake County. However, most sessions had individuals who spoke negatively about the mall and indicated that they do not value it as important to the life of their neighborhood. Some indicated that they “avoid the mall at all times.” There were several questions about the long-term viability of the mall given changing shopping patterns. Finally, an often-heard concern was an expressed perception that those with an economic stake in the mall were the ones who are driving the decisions about the I-440/Glenwood project and that these influential positions are the only interests being heard by the NCDOT.

### **Traffic Problems**

The engineering firms asked for input on the real traffic challenges regularly experienced by neighborhood participants. Participants talked about many intersections. For purposes of this report, we organized this section into three areas: The Project Area (where construction and road changes may take place), the Community Impact Area (a broader area that may be impacted by changes within the project area), and Outside the Study Area (areas discussed that expand beyond either of these boundaries).

### Project Area

When talking about the main project interchange of **Glenwood and I-440**, participants discussed going south on Glenwood into town. They talked about the off ramp and on ramp being too close and weaving traffic that is very difficult to manage and maneuver through. They discussed the traffic backup from I-440 onto Glenwood going west (away from town) and the perpetual backup as a result of multiple lights along Glenwood Avenue. One of the groups spent a great deal of time talking about the **mall access along Glenwood**. In addition to spending a lot of time discussing the synchronization of lights. They had the following conversation:

**Voice 1.** This may be impossible, but If you could somehow, on Glenwood, separate the mall traffic from rush hour through-traffic, that might help.

**Voice 2.** It is almost like the entrances to Crabtree Valley Mall off of Glenwood need to be reoriented. Instead of having those entrances to the food area, if you wrapped it around to get them off Glenwood...I don't know what that would do to Creedmoor, but it's an idea.

**Voice 1.** All those mall exits with all those lights right there, man that...

**Voice 2.** ...and that impacts pedestrian stuff too.

**Voice 1.** I don't know how many times I've [been] coming down Glenwood [and] someone invariably pulls out and you have to put your brakes on.

Moving up **Glenwood to the intersection crossed by Blue Ridge/Lead Mine** was another spot that participants felt needs to be addressed. In fact, some individuals had public information showing that this area was labeled as a "failed intersection." Participants noted that, as you come down Lead Mine toward Glenwood, signage is very confusing, and it is unclear where you need to turn left to get onto Glenwood. Many talked about multiple accidents at this intersection. One participant, who walks on Lead Mine, said there is not a pedestrian button for the crosswalk allowing pedestrians to safely cross Lead Mine. One participant brought 11 crash reports, collected during the previous one-month time frame, documenting the hazards of

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driving south from Lead Mine to get on Glenwood Avenue. Finally, participants also mentioned panhandlers at this intersection and associated danger, noticing that they often use the median on Glenwood at that intersection.

On Lead Mine prior to the intersection of Blue Ridge and Lead Mine, where people turn left **from North Hills Drive onto Lead Mine**, participants mentioned this as a problematic intersection as well. When explaining the reasons, the individuals talked about running red lights when making the left turn from North Hills Drive.

While the intersection at **Glenwood and Creedmoor** is in the project zone, it was only mentioned in a couple of sessions. The general comment was that Creedmoor could not handle much more traffic. Some participants also talked about the safety of crossing Creedmoor Road along the greenway system and when trying to cross at the intersection of Glenwood and Creedmoor in any direction.

**Crabtree Valley Avenue** was discussed. Comments arose as a general perception, indicating belief that **Crabtree Valley Avenue** will be extended into Ridge Road. Participants across the sessions consistently said, "Do not do this." They also questioned whether or not this connection would be the appropriate solution to traffic congestion on I-440 and Glenwood. It is believed that a connector here, because of the increasing number of apartments and development on Crabtree Valley Avenue, will increase through traffic along Ridge Road and through the neighborhoods.

Some participants had concerns about the safety of the **pedestrian crossing on House Creek Greenway Trail** at the intersection of Blue Ridge Road and Crabtree Valley Avenue.

In many of the sessions when traffic problems were discussed the **exit ramp from Ridge Road to I-440** was mentioned. As you exit from Ridge Road onto I-440 you must weave out of the lane as traffic is exiting from I-440 to Glenwood. Drivers reported this as being challenging and feeling unsafe and hope this can be addressed.

As you move off the Beltline and into neighborhoods, especially those on the northern end of Ridge Road, participants talked about other traffic problems. Speeding along Varnell especially as residents of Sterling Park Apartments cut through was concerning. Some shared that it can be difficult to make a left turn from **Varnell onto Ridge Road**, especially at rush hour or when traffic is backed up. Residents along **Tazwell** said they had similar challenges when trying to turn left onto Ridge Road.

### Community Impact Area

Many of the participants had concerns that are outside of the immediate project area and fall either within the community impact area or beyond. We wanted to capture this because of the belief that extra traffic will increase these problem intersections. Ideally, the project will relieve some of these current challenges.

**Glen Eden and Ridge Road** is the primary intersection in the community impact area that participants mentioned. There are no sidewalks along Ridge Road and pedestrian safety was of concern. Participants in the listening sessions wanted more crosswalk markings and signage to indicate pedestrians. As far as traffic, most individuals who talked about this intersection mentioned high traffic in general and specifically, trying to make a left from Glen Eden onto Ridge Road, especially during morning and afternoon rush hours. They indicated that only one car could make a left turn during busy times. It was suggested that a leading green arrow is needed to safely make left turns onto Ridge Road from Glen Eden.

#### Outside the impact area

Farther south along **Ridge Road, the intersection with Lake Boone Trail** was also mentioned. As related to school traffic, participants described the intersection backing up, shortly before school starts and after school is released.

**Lake Boone Trail intersects with I-440** and participants expressed hope that this intersection will also be addressed with other changes along I-440. Getting onto the Beltline from Lake Boone Trail can be challenging, especially with hospital traffic from Rex Hospital during the afternoon rush hour. Individuals who talked about this intersection shared the difficulty of making a left-hand turn from Lake Boone Trail onto I-440 going south. They said the traffic backs up all the way to Ridge Road at times.

Some participants understand that all this traffic congestion is connected to the growing population density in the Raleigh area. They want the City of Raleigh to think about growth in a more proactive way and think about transportation options as this growth occurs.

One of the intersections that was discussed was **Ridge Road and Wade Avenue**. Making a left turn onto Ridge Road from Ridgewood Shopping Center is dangerous. The backup making a left from Ridge Road onto Wade Avenue is also of concern. There is a lot of concern that this intersection will be even more dangerous during the construction projects on both ends of Ridge Road, especially if they are done in the same time frame.

Many of the participants expressed their concerns about **I-440 between Wade Avenue and Crossroads in Cary, NC**. They talked about the current traffic backup along I-440 and the growing backup when construction to widen I-440 occurs.

## Other Issues

We intentionally needed a question that helped us glean any information from stakeholders that was not addressed in the originally designed questions. We asked listening session participants to share with us any other important issues they felt needed to be addressed. This section reflects those issues that emerged that were not covered in the questions above.

In several of the sessions, participants wondered about the **study area**. Even after participants heard explanations about the project study area and the community impact study area, they still said that planning should be more inclusive and clearer. Some suggested that the study area should be coordinated between the City of Raleigh and NCDOT and should include the areas within the boundaries of Edward Mills Road, Glenwood Avenue, Oberlin, and Wade Avenue.

Some sessions had good discussions about **mass transit**. Participants in these sessions made arguments that instead of building roads and impacting neighborhoods in a negative way NCDOT should invest in mass transit solutions. Participants who identified themselves as taking the bus and walking in the project area, frequently talked about the pedestrian unfriendly nature of Glenwood at Creedmoor and Lead Mine. They talked about the lack of bus stop benches and covers. They mentioned the lack of sidewalks and having to walk on the grass at the side of the street. Many expressed their disappointment that mass transit plans will not be completed until 2024 in this area. In several sessions, a pedestrian crosswalk over Glenwood was requested. One participant stated, “If we don’t have a mass transit system, there won’t be any change.”

Within most of the sessions there was the sentiment that it would be wise to wait until other projects were completed before tackling this project. However, in one of the sessions there was a discussion that exemplifies the tension regarding delaying the project or not.

**Voice 1.** Do not delay. This project has needed to be done for years and years There are headlines in Triangle Business Journal saying that more development is coming.

**Voice 2.** It has been studied to death. 10 years ago there was data.

**Voice 1.** Let’s not say we have to wait till something else gets done or wait till XYZ. It is already unsafe for pedestrians, drivers, local neighborhoods are having problems. Do it. Do it as soon as possible.

**Voice 3.** I take a problem with do not delay. This is something incredibly complex. There are already changes on the Beltline and we don’t know how this will impact and it will create more unpredictability.



It is worth it to wait. There are things about it that are unsafe. The two most unsafe areas are Lead Mine and Creedmoor. I think those could be solved by altering intersections a bit. It is worth the time. This is a huge project. We should think about this.

**Voice 4.** I would agree with that and elaborate. The Hillsborough and Wade projects would have tremendous relieving effects on what happens. Most of the traffic that I get avoiding the Beltline running down Ridge Road is because traffic is backed up from Wade to Glenwood. I think that a lot of that could be alleviated because of those projects. I would hate to do something. No offense to you. I would hate to do something just to do something and, in the end,, it be superfluous in some way and not the optimal solution once everything is played out. We all have to live with these changes.

**Voice 2.** That may help you, but I don't know how that it will improve 70 E to 440 E.

**Voice 4.** I don't know that it will. I don't know how much the traffic is coming from Glen Eden to pick up the Beltline going west. I don't know.

**Voice 5.** The problem is the way it is now, there are more cars because of the more apartments being built. It will be harder and harder to route detours. I know you don't want to make mistakes, but the longer you delay the more likely you are going to make mistakes and the more likely it is going to be a bigger problem in the end. All those apartments have new . . .

**Voice 3.** I think it is the opposite. It is such a complex issue. Some many changes. If you don't take them in to account you will make mistakes. The more information they can gather after those changes, the better. Once they build it, they are not going to tear it down. Be patient.

There is an overarching question of **what to do about Ridge Road**. Many of the sessions had vocal opinions that it should simply be cut off from the Beltline. However, there were some who indicated that such an approach may not preserve the green buffer around the neighborhood. In one session, a participant who did not live along Ridge Road who was listening to the others in the room, asked the question, "If there is a design that cuts Ridge Road off the Beltline directly, would that be good?" There was a flurry of voices that made comments like, "I don't use it anyhow." Another participant said, "You could do that. However, that doesn't mean that the impacts of an elevated highway won't impact our neighborhood." The participant went on to show in previous project maps, how the highway cuts through parts of the neighborhood and cuts trees within the green buffer that exists, which can never be replaced. Ultimately, folks agreed that you can cut Ridge Road off and that is fine, but they still want to keep the neighborhoods and green infrastructure.

## **NCDOT Partnership**

As part of this process NCDOT shared their interest and desire to be a better partner in the communities where they have projects. So, Partners for Impact suggested using a question that directly asks what they can do to be a good partner. This was the final discussion question that was asked of the participants in the listening session. While some of the answers are applicable to this specific project, there are some that can be applied to all projects.

The overarching value heard in the listening sessions was for **transparency in the NCDOT process**. Transparency from a government entity implies that there is an openness and honesty about decision making processes so that government can be held accountable. Within the listening sessions suggestions were made to improve the transparency of NCDOT within affected communities, such as, making sure there is a clear understanding of the project in the first place. Participants wondered **“why” this project and “why now?”** Participants requested **data sharing** tied to the rationale for the project as a way of demonstrating the purpose. Overall, participants valued receiving important, timely information through a combination of methods such as social media, NCDOT website, and email.

Traffic data seems important to participants in these listening sessions. They would like to understand how the traffic data justifies the project. Specifically, providing current traffic volume on the major roads within the construction project area and adjacent neighborhoods. Of course, a subsequent measure would be any projections of change in those measures. Most residents are very concerned that traffic volume will increase in residential areas that are already at capacity.

There seems to be a lot of confusion about **past plans for this area**. Many seemed to know of the 2011 study from the City of Raleigh. Several participants believe that these previous plans are already being implemented and that public input is meaningless. They are also concerned about the language associated with the planning process. A few comments were made that when they heard NCDOT speak about the widening of Ridge Road, they heard, “There are no plans to widen Ridge Road yet.” Participants were clearly worried about **the “yet”** portion of that statement and didn’t want this project to have consequences that required widening the road in the future. Participants are requesting that NCDOT and the City of Raleigh align their planning efforts and keep the public informed about all long-term plans.

Participants consistently worried about the **timing of projects** along the Beltline and in other parts of the City, especially the project from Wade Avenue and I-440 going south. Many participants are sandwiched between these two projects and are concerned about the impact as it relates to traffic and I-440 access, especially impacts to traffic along Lake Boone Trail. They

suggested that it would be better to wait until these projects are complete before making decisions on the final designs for the I-440/Glenwood interchange.

Participants raised the question about **current designs** being developed and if they will be **relevant in 10-20 years** if Crabtree Mall no longer exists and/or the Glenwood corridor changes to a more mixed use residential/retail neighborhood. They want assurance that NCDOT is taking all future plans and projections into account. Participants also asked several questions in the sessions based on assumptions that NCDOT is not willing to try **new and innovative ideas** that have been used in other places, ie., flyovers, along Glenwood Avenue.

Finally, many participants felt like the **listening sessions were not legitimate**. They believed that **other interests**, mostly commercial interests associated with development in/or around the mall, were being listened to and were driving the construction of the project. In fact, one participant was very concerned that the developer who is building the condos and houses in Crabtree is the one who is most interested in moving traffic onto Ridge Road to improve property values.

## RECOMMENDATIONS FOR DESIGN FIRMS

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The following recommendations are summarized from this review of the many themes that were expressed through the 22 breakout sessions. These key values and recommendations are NOT in any specific order. They represent a summary of the values expressed in the listening sessions.

- Do not reduce green space; with a preference to increasing green space
- Reduce cut through traffic on neighborhood roads; especially Ridge Road
- Increase safety of pedestrians accessing the mall and crossing Glenwood at or around Lead Mine and Creedmoor intersections.
- Ensure that pedestrian safety is not compromised in adjoining neighborhoods as a result of traffic being diverted into neighborhoods.
- Fix the congestion at Glenwood and I-440.
- Consider using innovative designs throughout the construction project area.
- Consider cutting off Ridge Road from I-440, but not at the expense of the historic Beckanna neighborhood and the buffer zone comprised of valued greenspace.
- Be able to discuss the impacts of this project in the context of other I-440 projects.
- Consider mass transit options.
- Consider far into the future for designs that will be relevant as the area continues to change and grow.

# Appendix 1. Facilitator Biographies

## Partners for Impact Consultants

Beth Bordeaux, MSW is an executive leader with over 29 years of nonprofit and local government experience working across various levels of organizations and service systems from Volunteer to Social Worker, Program Director, Evaluator, Funder, Community Developer, Executive Director, Advocate, Coalition Builder, Consultant, Coach, Board Member, and more. She has worked in programs supporting individuals and families with many types of needs: mental health, developmental disabilities, substance abuse, housing, childcare and child care quality, early intervention, maternity care, domestic violence, faith support, education, and basic needs such as food and shelter.

Stan Holt, Ph.D. has nearly 29 years in nonprofit development, executive leadership and grantmaking, Stan is an accomplished nonprofit professional who believes in the power of the collective. Innovative and impactful solutions can be created for complex human service problems by groups that come together, share their diverse perspectives and experiences, create a common goal, assess and develop their collective resources, and build a plan. When Stan works with a group, he builds a space where each individual's authentic voice contributes to the emerging group voice within the group process.

## Session Facilitators

George Alwon specializes in bringing out the best in people. Using assessments, training, facilitation, and coaching, he helps people and teams become the best they can be. He assists clients resolve motivational and organizational problems such as low morale, poor performance, indifferent customer service, ineffective teams, conflicts and decreasing sales.

Natalie Ammarell, Ph.D., has had a long career as a consultant, teacher and mentor around the strategic and operational issues facing executives and boards of directors of nonprofit and government organizations. She has recently retired from the Duke Health System where she participated in numerous qualitative health services research projects. She is an active volunteer with the Friends of Chapel Hill Public Library.

Dr. Susan Auger is dedicated to drawing out the wisdom, power, and creativity of individuals, groups, and communities. Susan has extensive experience in human and organizational development, working across sectors, bridging public, private, and non-profit concerns related

to health, communication, collaboration, and diversity. As a consultant, researcher, and professional facilitator, Susan specializes in participatory approaches and transformational change.

Julie Brenman has over 15 years' experience as a local government executive in North Carolina and California. She currently is a management consultant to state and local governments, non-profits, and universities, focusing on strategic planning, citizen engagement, business operations, and organizational development. She has written a book on local government budgeting and the use of trained observers in program evaluation.

Amelia Brenner graduated from UNC Chapel Hill with a Master of Social Work degree and recently obtained provisional clinical licensure. She currently works for Families Together, an agency that provides services to families experiencing homelessness. Amelia offers clinical case management to families that have one or more members with a mental health diagnosis.

Susannah Childers is certified in Creative Problem Solving (CPS) and the FourSight™ Innovation Preference and Process and presents at Creativity and Innovation Conferences around the world. Susannah has a BA in Economics and Spanish from Washington University in St. Louis and an MBA from Northwestern University's Kellogg Graduate School of Management. Susannah began her career at Helene Curtis (now Unilever) and worked for The Procter and Gamble Company connecting teams and driving learning and innovation.

As a graphic facilitator and certified in Creative Problem Solving (CPS), Wayne Childers is dedicated to creating inventive new ways for clients to learn more than they ever thought possible in a team setting. Wayne has a BS in Marketing from Florida State University and has over 30 years of experience in consumer-packaged goods and the retail environment. Prior to joining Ah Ha! in 2001, he spent 14 years at Procter & Gamble where his roles spanned Global Project Design, North American Sales Management and New Product Development efforts.

Angel Cruz has more than 10 years' experience facilitating and working with diverse groups both locally in NC and across Latin America. Most of her previous work has been in and around improving food systems. Currently she works as a food systems consultant with Community Food Lab in Raleigh, NC and Datu Research in Durham, NC. She received her Ph.D. in Agroecology from North Carolina State University in 2017. For her Ph.D. research, she used participatory action research (PAR) methods to conduct research with smallholder farmers in rural El Salvador. Her work has served as a model for future soil health and food security programs throughout Central America. Angel received a Fulbright Fellowship and US Borlaug Global Food Security Graduate Research Award to fund her research. She received her M.S. in Crop Science from North Carolina State University in 2013, and a B.S. in Biology from Furman University in 2008.

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Holly Ewell Lewis is the founder and president of Valley Green Consulting, Inc., a strategic marketing firm that specializes in creating branding, communication and outreach strategies for social change organizations. Prior to focusing on mission-driven organizations, Holly developed marketing strategies and campaigns for iconic brands including Hanes, L'eggs, Kraft, Wal\*mart, and Proctor and Gamble. Holly graduated from Duke University and earned an MBA from the UNC Kenan-Flagler School of Business.

Melissa Forde has lived in Raleigh off and on for the past 15 years. She loves this city and it's people. Melissa is the Community Engagement Director at The Kaleidoscope Project, a Wake County collaborative focused on improving community spaces to support the social emotional well-being of children aged 0 to 8. When she is not working, she is out and about spending time with her family and friends.

A small business owner and entrepreneur, Lynne Garrison's passion is adding value and helping others ignite their leadership and impact. Lynne draws from her 25+ years in the corporate, nonprofit and government sectors to work with individuals, businesses and nonprofits seeking to capitalize on change and opportunity, seeking solutions to succeed and thrive. President of Garrison Consulting Group LLC, Lynne is an executive director with the John Maxwell Team, the world's largest leadership development organization, and a DISC trainer and licensed provider with TTI Success Insights, which revolutionizes personal and team development through its science-based talent assessments.

Ann J. Gerhardt is a Certified Professional Coach-Mentor with a demonstrated history of working in the non-profit and government sectors to co-create and implement success strategies. Her consulting projects include an Innovation Grant through the NC Department of Commerce piloting new multi-channel technology to provide increased customer service for citizens of Wake and Johnston County citizens and providing coaching for UNC-CH Moxie Interns. She holds an MPH in Policy and Management from University of North Carolina at Chapel Hill and is a Certified Coach through Coach Training Alliance.

Heidi Hannapel is a partner with LANDMATTERS, a multidisciplinary consulting firm committed to healthy communities in sustainable landscapes. She lives and plays in Durham, where she works with nonprofits and conservation groups on strategic collaborations, community engagement, event planning, facilitation, fundraising and project managing to get things done. Heidi is a graduate of George Washington University and has a certificate in Non-Profit Management from Duke.

Rebecca Jackson is a founding partner for True North Performance Group and the Director of Strategy and Performance Analytics for the City of Fayetteville with nearly 20 years of

experience driving high performance and organizational results through innovation and collaboration. Rebecca holds a Bachelor of Science in Accounting and a Municipal Administration Certification from the University of North Carolina and she is a Certified Budget and Evaluation Officer, trained in Six Sigma, COBIT Certified, a member of the ICMA, an accomplished facilitator and speaker and a lifetime member of the Wine Country Chapter of the North Carolina Certified Public Accountants Association. She is a proud mother of seven bright, passionate young adults and when she isn't glued to a computer screen or spoiling grandchildren, she spends her time traveling and finding treasures at estate sales, which she hopes will one day pay off BIG!

Jeff Leiter is a recently retired professor of sociology at NC State University. He has been a Raleigh resident for 40 years and has participated in civic affairs throughout that time. He currently lives in a textile mill converted to residences near the State Farmers' Market.

Joy Mickle, Founder and Lead Consultant for Iveywood Consulting, has 17 years' experience in marketing and communications. She started Iveywood Consulting after nearly 10 years at the City of Durham working on economic development, PR, and marketing projects within the Office of Economic and Workforce Development. She has since worked in various capacities on clients' behalf including marketing, communications, strategic planning, community engagement and economic development.

Patty Patrick has extensive experience in organizational management, leadership development and coaching. Known for her ability to elevate the greater good, she has effectively led many nonprofits, businesses and individuals through transformative change. Patty is the Managing Partner and Founder of Peak Coaching and Consulting in Apex, NC.

Cassie Proper is currently the Director of Annual Giving at Girl Scouts North Carolina Coastal Pines where she manages the solicitation of individual donors through a variety of giving vehicles. Prior to joining Girl Scouts, Cassie was with United Way of the Greater Triangle for nearly seven years, most recently as Vice President of Campaign and Corporate Development. Cassie is a graduate of Penn State University and has been in the Triangle for a more than eight years. She is active in our community as Chair of the Young Professionals Network for the Raleigh Chamber of Commerce, a Special Olympics Basketball Coach, social chair for the local Penn State alumni chapter, and was a member of Leadership Raleigh 29.

Since 2012, Dr. Charlene Reiss has coordinated the Durham County Sexual Assault Response Team as a nonprofit consultant working with Durham Crisis Response Center. In her role at DCRC, she developed a Youth Relationship Violence Task Force and is also working to create new services in Durham for survivors of human trafficking. She holds a master's and PhD in

nonprofit management and organizational theory from NC State University and serves on the Board of Directors for several nonprofits in Durham.

Jamie Rohe studied City and Regional Planning at UNC-CH and has worked primarily in local government and nonprofit agencies in the areas of affordable housing and homelessness - most recently serving as Orange County's Homeless Programs Coordinator. She currently devotes her time to volunteering with and serving on the Boards of several local agencies including Orange County's Dispute Settlement Center (as a facilitator), the NC Coalition to End Homelessness, Community Empowerment Fund, the Inter-Faith Council for Social Service, the Refugee Community Partnership, and Pee Wee Homes (developing tiny homes for folks transitioning out of homelessness).

With years of experience working in academia, nonprofit, project management and small business startups, Rebekah Tozer brings creativity and partnership to a new level by focusing on elevating the good and creating the infrastructure needed to elevate the good and grow. Current focus is helping people optimizing the good in their personal life and work life with Peak Coaching and Consulting.

Natasha Wayne is an Appalachian State University graduate, who majored in Business. She found her niche in large festival and event planning, combining her business skills with her natural organization and project management skills. After over ten years in non-profit and government fields, Natasha has evolved her project management skills into an operations-oriented career focusing on organizational efficiencies for small community-oriented organizations.

Angie Welsh is the Director of The Kaleidoscope Project, a Wake County initiative that generates attention to and action around the critically important role healthy places play in the social and emotional well-being of children. Angie is the Vice Chair of the Board of Wake County Human Services. In addition, she is the chair of Wake SmartStart's Board of Directors.

For much of her career, Fran Wescott has connected citizens to the services and issues of government. From the start of her career with C-SPAN in Washington DC, to her subsequent service in NC as producer and host of a statewide cable TV program called OPEN/net – Fran understands the importance of citizen engagement in public life through unfettered exchange of ideas.

Erin White is a designer, entrepreneur, and planner working for healthy food systems. He is a thought leader on local food policy and planning, healthy food systems, and innovation in food economies, delivering innovative and successful projects covering all areas of the food system. Erin built Community Food Lab as a hybrid practice at the intersection of design, consulting, and

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social entrepreneurship to allow free exploration into what it means to design for the human-centered territory of food systems. Trained as an architect, he is an experienced facilitator and community design professional capable of leading diverse groups towards shared positive outcomes.

Laurie Williamson, MSW is currently working as the project manager for the NC Early Childhood Funders Collaborative. Laurie coordinates the collaborative's activities to align their collective philanthropic voice and capital to promote more comprehensive support systems for young children and families. She is an experienced macro social worker with over 10 years of nonprofit leadership experience. In her previous role as Sr. Community Impact Director with the United Way of the Greater Triangle, Laurie supported 10+ multi-sector collective impact partnerships making significant strides in positive outcomes for children and their families together. She also developed allocation systems and guided investments for \$2 to \$5 million of community programs annually, co-developed grant opportunities for UWGT and cultivated strong relationships with community partner organizations in helping families thrive.

# Appendix 2. Flipchart Notes

Below we have captured the content from flipcharts from all 22 breakout sessions, ordered by session date and room number and by question. This is not a transcription of the audio recordings and it does not contain the full detail of every aspect of the conversations. Many thoughts and reflections were captured with just a word or phrase. As the Partners for Impact team reviewed the charts and listened to the recordings, additional content was captured here to add clarification either by quote or by including a summary phrase or word. Often words were captured here exactly as they appeared on the charts or were heard on the recordings. Therefore, please forgive misspelled words, grammatical errors, or incomplete thoughts. We choose to include this content as an appendix because of the depth, nuances, and specifics that flesh out the themes presented in the body of the report. We believe these are critical details that enhance and provide meaning behind the values that collectively formed the themes described above.

## **09.20.2018 Listening Session Room 205**

### **One Word**

Impact  
Safety  
Pedestrians  
Traffic patterns  
Congestion  
Unwanted  
Livability  
Landscape  
Noise  
Schools  
Churches  
Sidewalks  
Heard  
Bike lanes  
Bicyclists  
Neighborhood  
Children  
Lack of trust  
Spoon Fed  
Uncertain

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Misled  
Blindsided  
Why?  
Whose problem are they trying to solve?  
Quality of Life  
Started off on the wrong foot  
Facts

### **Safety**

Increased inconvenience  
Planning  
Input  
School community input  
Schools  
Bus traffic  
Traffic studies and projections  
Magnet schools - input from families of students at the school  
Speed limit and enforcement  
Drawing additional traffic  
Community partnership  
Future considerations of what does this look like 5-10 years from now  
Fire departments  
Emergency services  
No fad improvements, no experimentation  
City services  
Importance of coordination and consideration of and getting input of all players and affected parties; example of roundabouts on Hillsborough St - now that they're in, you hear comments from the fire department wondering how the fire engines are going to get through them, but why wasn't this known before the roundabouts were put in?  
"Roundabouts are experimental and they're the thing to do now without a lot of consideration of the impact they have."  
"My theory is that this is just step one of something and then step two is going to be oh, well 5 years from now, there's so much more traffic on Ridge Road and now we have to widen it. And we're losing our front yards and we're losing our bike paths."

### **Community Assets**

Trees  
Sidewalks  
Front yards  
Size of Ridge Road - both north and south ends

Walkability

Walkability for middle schoolers and elementary schools

Bike lanes

Neighborhood

Beauty/nature

Schools and churches

Livability, functionality, proximity

Preschools and daycares

Ease of access

Conveniences

Coggins land

After school programs, kids being able to walk and bike home safely

### **Traffic problems**

Being able to get in and out of the Ridge Road neighborhood in the morning - will need more traffic lights if this project goes through

No evaluation/problem solving for the current problems - already difficulty turning at certain intersections, congestion

Traffic volume

Speeding on Ridge Road

No more traffic lights on Ridge Road

Shrink Ridge Road - too wide right now, which allows for speeding

Put green space in the middle of ridge road

Compress driving lanes to reduce speed so people don't think of it as a pass-through

Add stripes on roads to clearly indicate driving lanes and bike lanes

Do not want increased traffic on Ridge Road

Interconnectivity of sidewalks - can't access greenway from Ridge Road at Glen Eden, no sidewalks; continue sidewalks from North to South, sidewalks on Glen Eden

Sidewalks improved/created

Traffic on beltline cuts through neighborhood - people turn off beltline to avoid traffic

Increased development

No speed bumps on ridge road

Listen to the community and their priorities

Don't repeat bad decisions.

Don't put roundabouts on Ridge Road

### **Location**

Entrance to Ridgewood shopping center off Ridge Road is dangerous

Left turn from Ridge Road onto Lake Boone

Left turn from Ridge Road onto Glen Eden

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Sidewalks on Glen Eden that connect to the greenway - sidewalks drop and can't access greenway from Ridge Road at Glen Eden  
Traffic coming off the beltline onto Ridge Road (am and pm)  
Do not close Varnelle at Ridge Road - will increase in other areas  
Lots of small children  
Blind hill on Dixie Trail - "People are just waiting for another accident."  
Churchill Rd at Dixie - dangerous crossing  
Interchanges at the End of Ridge (Crabtree end/north end) noise and traffic impacts the neighborhood  
Trying to fix Crabtree on the back of Ridge Road  
Left from Ridge to Glen Eden  
More lanes on Creedmoor? Lead Mine?  
Glen Eden interconnectivity of sidewalks to Ridge and Greenway  
Crabtree Mall's Survival  
Bridge off the beltline - no answer to the question does it need to be rebuilt?  
Beltline is in the wrong place  
Left Lake Boone to Ridge

### **Important things**

Maintaining the neighborhood  
Maintaining Integrity of the Ridge Road area - "leave us alone"  
Safety  
Walkability  
Sidewalks, bike lanes  
Community Needs Facts  
Refer to other answers  
Property values  
Preserving Ridge Road Aesthetic  
Control in the process  
Thoughtful growth/planning when change is inevitable, change that improves conditions and livability  
Plan proactively and ahead, not reacting  
Do not fix the problem on the back of Ridge Road - "Don't fix Crabtree on the back of Ridge Road."  
Do not band aid  
Work with developers before construction begins - "Plan for the traffic from all these apartments before you build."  
Reconsider impact fees on developers  
Values identified  
Community priorities

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Don't suck the life out of the community

### **DOT Partnership**

Reevaluate if the 10-year-old plan still makes sense

Wait to see the impacts of widening 440 first before starting the new projects, work in phases

Take a holistic approach - not chopping the beltline up, look at the bigger picture

Bring mass transit options to DOT's thinking and planning

Examine traffic studies and trends to other options

Consider sequence of the traffic improvements

Should not be driven by DOT funds that have to be spent

Respond to community input

Explain why, explain what they're trying to accomplish

What's the rush? Do the dollars expire?

What is the impetus

Need to see more updated plans - don't want to see plans from 2011

Not enough information

No information about the project

Didn't know it was moving forward

Didn't understand it was happening for sure

Public input works

Has anyone expressed what this is about?

What is the project?

Why is this project happening?

Fear of the unknown

We could handle this better if we had the facts.

Honesty from DOT

Transparency

Would like to hear from the DOT directly

### **What else?**

What is the timeline?

When does it start?

What is the sequence?

When do the dollars have to be spent?

Is the plan really done? If so, why are we here?

2011 plan was trying to reduce traffic on Glenwood, is this part of the why?

What about bridge over 440? Does it need to be done?

Will DOT really listen?

What is progress?

Is traffic on Glenwood that bad? Is it that dangerous?

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Are there other ways to address the problem? Mass Transit  
If DOT has never done community values integration, how do we know they will? Do they know how to do this?  
Frustration that questions weren't answered at the beginning of today's session  
Have they really decided that the project has to move forward?  
"There are other areas in town that are just as congested, and you just know that that's the way it is when you go there or you avoid it." - Is Glenwood really so bad that something big has to be done?  
Look into the future and start thinking proactively now  
If we don't have a mass transit system, there won't be any change  
Didn't like being shut down at the beginning of the session - would like to have heard the question the person had  
Would like to be alerted when the report is available and would like to hear as many ways as possible - email, cards in mailboxes, etc.  
Under the impression that DOT would have had some plans ready for today to get more information

## **09.20.2018 Listening Session Room 207**

### **One Word**

Preservation  
Ridge Road  
Options  
Hiking  
Non-interconnectivity

### **Safety**

Don't connect Ridge Road to Crabtree Valley or Edwards Mill - large increase in traffic on Ridge Road  
Need more sidewalks and crosswalks  
Including the churches and schools in study area and all of Ridge Road  
Include Wade Avenue and Ridge Road intersection in study area  
Don't affect greenway trails - Maybe extend Crabtree Valley Avenue eastward?  
"We don't want Ridge Road to be the Wade Avenue/Edwards Mill connector."

### **Valuable Assets**

Quietness (would be significantly diminished)  
Trees (eliminated)  
Basic Quality of Life (feeling of safety, security and quiet)

Think about more than just Ridge Road - if people don't want to drive down Ridge Road, there will be more traffic on other roads

Bike lanes (added traffic, hazards, connecting to Crabtree safety issues)

Churches and schools and daycares (more traffic, limited access)

Hiking trails, greenway trails

### **Problem**

School opening and closure times - safety concerns, traffic is worse on Ridge Road at those times

Periods of time when the Beltline backs up and affects Ridge Road by becoming the alternate route for beltline traffic - opening up to Crabtree magnifies that issue

Don't try to solve what is not a problem: access to and from the Beltline with Ridge Road

Better utilize area west of 440 and northeast Glenwood (behind Holiday Inn, where the solar farm is) - use that area to solve traffic issues around Crabtree Valley

Loop that comes off westbound 440 toward the city, stop sign at the bottom - there's several accidents a day

Slow down traffic on 440

Traffic around Crabtree (especially at Christmas) is problematic

Be careful with flood prone areas

Work drive time (peak hours) - 6:30a - 8:30a, 4:30p - 6:30p

Increasing development behind Crabtree Valley is increasing traffic in that area, without forward-thinking planning, more managed growth and development

### **Additional Important**

Don't connect Ridge Road to Crabtree Valley

Concern about more traffic in neighborhoods close to study area - even the construction is going to affect the nearby neighborhoods, and will continue to affect after completed

Better visibility about the project from the state and city in terms of budgeting process, timeline, and direction the project is going; better communications to residents in the area; electronic access to the project management

### **DOT Partner**

More communications with resident in and around affected areas

More visibility and communications on long-range planning (publicize plans and budgets; contact people in charge)

Help city understand capacity of roads as they make decisions apartments and developments

Be sure to communicate effectively that they heard, considered, and redesigned as a result of input

Respond to all letters from interested people

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DOT more fully participate in public sessions and listening sessions rather than using contractors

Determine rules of the road regarding bike lanes and bicyclists, then include in driver's education

### **What else?**

No more toll roads

Figure out mass transit - city needs mass transit

No roundabouts

Physically go to the schools and stakeholders and seek their input

Keep bicyclists in mind when you close access to some intersections (and highways)

City bike lanes are insane. The city has developed a bunch of bike lanes that are useless, not functional, they come and go, the bike lanes stop and start along the road

Ensure connectivity between existing bike system and greenways. Give bikes more greenway access

I have "0" confidence that what is talked about today will have any impact on the project - uncertainty caused by timeline

There are opportunities to solve traffic issues by working in the area behind Holiday Inn and connecting to Lead Mine

Left exit off 440 to Crabtree Ave

Stop added growth in places where traffic is already overloaded

Partners for Impact should go to the schools and churches and listen to key stakeholders there, not just public meetings

### **09.20.2018 Listening Session Room 210**

#### **One Word**

Neighborhood

Hydraulics

Traffic flow

Overview - Crabtree area

Traffic

Preservation neighborhood

Water

#### **Safety**

Sidewalks needed on both sides for safety (of children in particular) before and after school (particularly at Glenwood and Lassiter Mill, but needed on both sides)

Safety of people coming and going after school

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Need for electric signals at stop walks - Martin Middle School doesn't have one; there is one at Lake Boone Trail

Proper traffic flow

Safety of the people in the neighborhood

It's not just about cars its

- kids walking to school;

- bicyclists - space is offered but is not used and wasted; splat (dumping cyclists into roads)

- pedestrian; we don't give enough space to side/walking

Good design to ensure safety

Consider having traffic flow that can accommodate peak traffic (daily rush hours and holidays)

Speeding

Bicycle lanes are a waste of space, unused

No place to walk - space dedicated to bike lanes instead, but more sidewalks for walking needed

### **Community Asset**

Buffer Zone from I-440; neighborhood fears that this will be removed (5 acres of tree)

Neighborhood is a community asset (Ridge Road and surrounding area) current design destroys the neighborhood

Crabtree area is also an asset that must be considered - "In the overall good, if it straightens out the mess at Crabtree with a little more traffic on Ridge Road, is that an altogether bad thing?"

Varnell Avenue is an asset

Churches and schools

Rex Hospital

Fire Station 14

Fairgrounds

All businesses (specifically suggested by facilitators, not organic)

Nursing home Rehab - aging population (specifically suggested by facilitators, not organic)

Medical offices in area

"Instead of solving the problem at Lead Mine and Blue Ridge...We're being asked to solve the problem in our neighborhood versus where the problem actually is."

"The proposed designs are not solving the problem at Crabtree Valley at the root. They're basically putting a band aid somewhere else and destroying a neighborhood."

### **Traffic problems Questions**

During rush hour (5-6) pm, traffic overflows from 440 onto Ridge Road

What will the widening of 440 do to Ridge Road during and after construction?

Can't even get into driveway (due to overflow from 440)

Maybe have shorter red lights long during rush hour

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Speeding - people go faster than limit - dangerous; enforcement on Ridge Road  
Bike lanes are traffic problems - squeezed on a narrow street, like Dixie Trail, which causes buses and cars to have to get in oncoming traffic lane to get by  
Glen Eden and Ridge - lanes so narrow you can't turn if someone is waiting to turn the other way

Signals needed at Beltline and Lake Boone Trail - you can't get on or off the ramps  
Varnell in AM

Beltline in am backs up to Cary especially between Wade and Glenwood and reverse in the PM  
Can be bad with weather; overloaded now, but any little thing will back it up

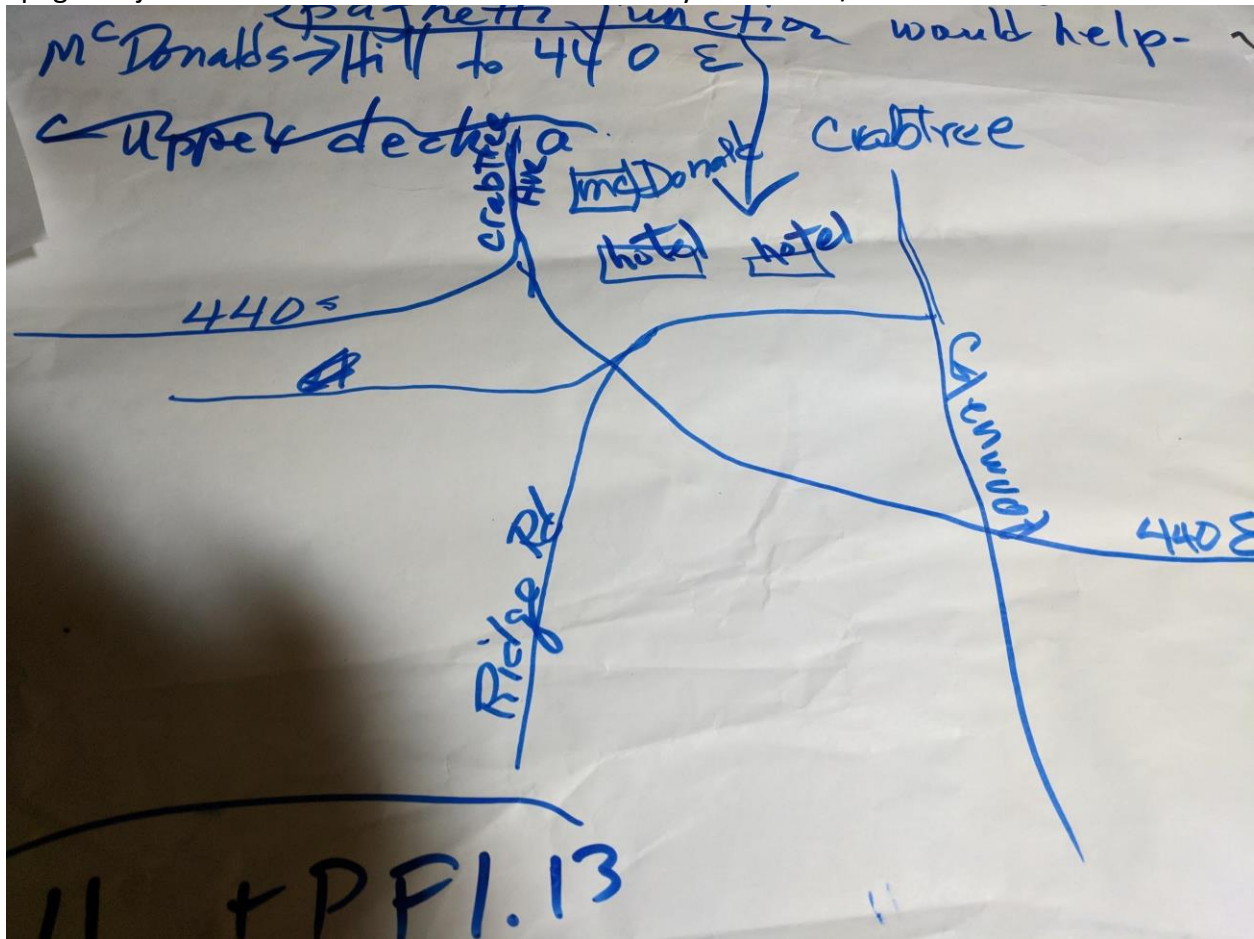
Whole Foods area (Ridgewood Shopping Center) is difficult

When were traffic studies done? Need more information

Beltline - aged out (built decades ago) - do you go out (wide-ways) or up (stacking) to increase capacity?

What about dogs

Spaghetti junction behind McDonalds over the hill by hotel 440E/440W



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Would/could be helpful

Proposed designs not resolving Crabtree problem "at its roots". Solutions proposed misplaced (Ridge)

New creative ideas needed - we are not solving the bigger problem

Spaghetti junction would help

### **1-2 Important Things**

We need to think longer term

Eliminate this light access - 2nd Red light at Crabtree Mall in the middle (Right turn danger)

All a safety issue

Lots of apartment development (City of Raleigh) with no infrastructure improvement

Next door.com has conversations on this.

The study area on the DOT map is not part of the study - what?

Ambiguity of the Role of the City of Raleigh - are they an interested party

DOT role vs. City of Raleigh

Ridge Road 440 Bridge - Are you tearing it down

### **DOT Partnership**

Better information regarding design (online) that we can look at - confusion

Which is it the old design or new design

Better meetings (more like today)

Transparency, clarity, better communication

Ridge Road left out of the study area

Improve DOT website - not user friendly

Partnership DOT - city seems to be missing, ambiguity about the city's role

Attitude that this is a forgone project - done- started things off wrong foot - be realistic

More meetings a good thing...testing ideas - more communication and input

Realistic timeline for project

### **09.20.2018 Listening Session Room 211**

#### **One Word**

Disruption of neighborhood

Capacity

Traffic

Noise Level

Impact on Property Values

Traffic

Loss of trees

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## Safety

Close off the end of Ridge Road @440 - taking life into hands now

Ridge Road shouldn't not be overflowing to take care of Crabtree's Problems; currently alt route

when 440 backed

Right now, RR is used as an alternative route when 440 is backed up. We want to reduce the alternate traffic during rush hour.

Do not connect Crabtree Valley Avenue behind mall to 440. The city of Raleigh let those apartments to be built, they have many ways to get in and out. Raleigh allows stuff they don't consider

2011 plan showed it going to 440

Makes too much traffic - it becomes a non-neighborhood

Speed

Hard to turn into neighborhood. You are worried about collisions. The speed of the cars don't give a hoot. It is not their neighborhood.

If block Ridge Road blocks Varnell apt traffic comes thru subdivision - need to keep Varnell open Crabtree Valley Avenue doesn't serve a purpose other than to connect to Ridge Road

One problem of closing Ridge at the End. Th

There is another set of apartments. Plans for another 140 units and two parking decks. That has not been approved. We have enough traffic from the apartments. We want to close them off.

Either close it at the apartments or open at both ends. They do not run the speed limit

Would like to know more about DOT's safety concern not just access to Crabtree

This was a City Project they were bound and determined to connect Crabtree Valley Avenue with Ridge Road. This was a city project and they were gung ho. Question was are you going over or under the properties of the hotels. The planning committee denied it unanimously and the City Council denied it, along with the neighbors

Planning thinks they make the decisions, but they don't. When they built the apartments o lead mine. How did we get to the point? You people on the City Council you want 10,000 more people.

Separating pedestrian traffic from cars along Glenwood; There are a lot of people who try to cross. Help them not jaywalk, pedestrian bridge- mall to hotel and Lead Mine. There are other places besides the mall.

Signage on Lead Mine south to Glenwood- confusing

Protect Beckanna Subdivision

Overture senior apartments - Care for Seniors

Feels like we are going to be steamed rolled over. We have seen no definite plan. We know in general what is being considered. This is being brought to us by the ones who were around us.

What are the safety problems are?

I have always found DOT to be honest to

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What we are hoping is that they will take the Beckanna subdivision. This is a Jiles Coggins special named after his daughters.

### **Community Assets**

Schools, churches, preschools on Ridge Road; release at different times; if add to traffic on Ridge Road puts them at risk; this is a residential neighborhood don't want it to be a collector for 440

Large groups of children.

Stopping guards are in the middle of the street and the lights may change. They didn't start at the wrong time.

We are not meant to transmit cars. We are not a 440 overflow. We are not a collector road. We are worried about the road changing

Sidewalks, bike lanes on Ridge Road need to preserve safe access/space like bike lane at side of street

Ridge Road has one of the most sensible bike lanes. Not the one that is in the middle of the road.

Trees along Ridge Road add to atmosphere of family. It is an old residential area. It adds to the atmosphere of family.

Crabtree Valley Mall is an asset improve access to Mall but not at expense of Ridge Road or other residential areas.

We would try to get them to do fly over.

Construction at Meredith and University Club are we going to be impacted by timing of these projects.

### **Traffic problems**

On/off ramps to beltline at Glenwood

Separate commuter and mall traffic entrances to Crabtree conflict with commuters; maybe move off Glenwood to Creedmoor or Blue Ridge

Reconsider access to mall

Pedestrians going to the mall cause problems

On ramps to beltline cause confusion near mall people get in wrong lane - painting emblem on road plus sign

Lead Mine toward Glenwood confusing

Consider a diverging diamond Glenwood and 440

Double left turn into mall holds up traffic

Concern about construction by Meredith College and NCSU - if at the same time as construction here

Synchronization of lights in corridor (Glenwood and cross streets); really important and creates headaches; not enough time to get through the lights

On ramp to beltline to Ridge Road - short on ramp

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Exit from Beltline to Glenwood into the city - there is a stop sign people ignore.  
North Hills drive to Lead Mine, run red light when making left hand turns  
People run sign exiting beltline to Glenwood  
Ridge Road gets congested when there is backup on beltline anytime.

Synchronization of lights. I sat at the light for multiple cycles. Better analysis of the

This may be impossible, but If you could somehow on Glenwood separate the mall traffic from through rush hour commuter traffic that might help.

It is almost like the entrances to Crabtree Valley mall off Glenwood. Need to be reoriented. Instead of having those entrances to the food areas, if you wrapped it around to get them off Glenwood. I don't know what that would do to Creedmoor, but it's an idea.

All those mall exits with all those lights right there man that. It induces pedestrian stuff to. I don't know how many times I've coming down Glenwood, someone invariably pulls out that you think they can go, and you have to put your brakes on.

There is a lot that could be done.

Could they consider a diamond intersection at the Glenwood I440 change?

When you make a double left-hand turn into the mall, that is problematic.

### **Important Things**

Want to be heard - do not ramrod us Crabtree Mall is important, but residents are too

Flooding is a problem at Ridge/Brookhaven especially in fall when leaves are raked

Synchronize planning and construction of this interchange and next one down 1-440

Don't put bike lanes in middle of road like at Glen Eden

Keep storm drains clean on Glenwood

So many new apartment complexes going in near Crabtree - need to take into account traffic impact

### **DOT Partnership**

Partner with Raleigh CAC's in study area; DOT attend some meetings

Create citizen stakeholder team to advise the process

Want specific feedback with what DOT does with input; send email to participants about results

Diagram summary table of input - don't be too wordy with results

Continue this process

Want to make sure Raleigh planning department hears our comments

Worried we will be steam rolled over

Give us a map of the study area

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Overview/purpose of the project; major concerns of the impact, after process, show results benefits

Give us the website address for this project; hard to find information; not much info when in planning stage

What is the timeframe

## **09.20.2018 Listening Session Room Chapel North**

### **One Word**

Preservation

Safety

Culture (to preserve)

Access (traffic congestion)

Quality of life

### **Safety**

Cars fast off the Beltline - if we decrease speed there will be less cars, no awareness that this is a neighborhood

Ridge Road needs to remain a residential street, not a state highway

Keep the highway interchange away from Ridge Road

Concerned about having connection (bike access and pedestrian traffic) from behind Crabtree Valley onto Ridge Road; lots of hotels right there, which invite transients - people come in and out and there are more robberies today. End of Ridge Road where Crabtree Valley is has a lot of older people living right there

Always felt like this was a low-crime area; afraid that more access could change this culture

Ridge Road is affected by this project.

It's very disturbing to hear people keep saying that Ridge Road is not part of the project - that is disingenuous; "We wouldn't have gotten letters of entry from the DOT if [Ridge Road] wasn't [part of it]." ... "In some of the original plans, they talk about dead-ending Varnell into Ridge Road. That's going to push a lot of traffic through Manual, through Corbin, and through other residential streets.

If Ridge Road is widened (at last 4-5 blocks), more traffic on residential streets

Bike pedestrian lanes requires widening, which would widen Ridge Road

Access ramps would be needed, which would widen Ridge Road

More change into more dangerous traffic pattern

Interconnected residential grid; changing one neighborhood would affect others and cause changes in travel patterns

### **Community Asset**

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Judy's gorgeous farm - 18 acres, last privately-owned, mature hardwood forest of its size within the Beltline, oaks 140 feet tall - "To take that for an access road to the mall is criminal." ... Buffer of hardwood forest would be lost and would be replaced with lights and increased sound; farm was originally 40 acres of land, DOT already took 22 for the beltline; The farmland has severe topography and would require extensive grading, stormwater retention considerations...would be environmentally devastating

Residential area - character will change; making it unlivable at one end causes cascading change and there's no choice but to use it for commercial purposes; more commercial = increased density zoning

City park - neighborhood based. Kids play basketball. Judy's father donated the land for a park in the 50's, not to be used for access roads

Beckanna - Historic neighborhood from the 50's with architectural significance (post-war, modern houses); 2nd and 3rd generations living here; deep community roots; neighborhood and homes are a real future for families (families living in homes for 25-30 years, then a new family moves in and stays for years)

Schools and churches

Bike and pedestrian lanes that allow families with kids to walk

Ridge Road looks like track; so many are exercising

Bike lanes before they were popular

Green infrastructure that needs to be protected and preserved

Pollinators - forest bee study; bees are endangered and there are several hives up in trees on Judy's farmland (tulip poplars and sourwoods - nectar trees)

Schools in one-mile radius of Ridge Road Baptist

Goddard 60

Highland Methodist Preschool 120

Lacy Elementary 670

Martin Middle 1025

Moravian Church 40

Boys Choir 50

Boy Scouts 100

Ridge Road Preschool 50

### **Traffic problems**

Interchange is terrible at Glenwood Avenue and the Beltline, Brier Creek to the Beltline, US-70 and I-440, Lead Mine and Glenwood intersection

Study says Crabtree Valley Interchange won't resolve the Glenwood/440 congestion

Traffic backs up on Wade Avenue/Meredith and at Wake Forest Rd/440; let existing projects be completed first to see if congestion is resolved and what traffic problems happen - after existing projects are completed, conduct studies

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Fix Lead Mine/Glenwood corridor - that is a "failed interchange"; use an elevated road or other thruway (major problem is people turning off into retail areas)  
If 440 didn't back up every day, no one would be on Ridge Road  
Do traffic studies all throughout the day  
440 backed up every morning and afternoon and that's when they use Ridge Road - when 440 becomes backed up, Ridge Road becomes backed up; primarily commuter traffic, not shoppers  
Retail traffic is not so much of an issue  
Original city study was focused on retail/commercial areas and was "mall centric"; studies need to focus on residential problems, not Crabtree Valley problems  
Disconnecting Ridge Road from Beltline - wait and see, but do not connect to the interchange  
6 Forks and Brier Creek (to and from in both directions) commuter traffic  
West Lead mine interchange and cloverleaf can't handle the volume  
The infrastructure in Raleigh really hasn't kept up with the population growth in Raleigh  
"If the plan is to take traffic off of Glenwood, but they're saying that it would not add traffic  
Ridge Road, it does not seem to me that we would need to be involved in any type of interchange. I don't see how that plan would work."

### **Other Important Things**

Study area seems to "retail/commercial centric"  
Bothers me when it is said that Ridge Road will not be affected; technical term last one-twentieth will be impacted; lived experience is that people are impacted  
If problem is congestion on Glenwood and saying that they won't increase traffic on Ridge Road, why do anything near Ridge Road?  
Land and trees are serving a purpose.

### **DOT Partnership**

Wait on this project until other projects are completed so we can see the true picture  
Having these sessions and changing the process upfront, then coming back - changing their M.O. - has been appreciated - "This is good for me, I'm the type of person that wouldn't speak up in a large group."  
Was originally 2025; what's changed that timeline? Why accelerate? Is it money?  
Acknowledge and admit that if we connect Crabtree Valley Avenue to Ridge Road that it will increase traffic  
Respect the integrity of the neighborhood, quality of life, the environment, and the tree canopy  
Strengthen relationship and accountability between DOT and City (Crabtree Valley is City Road, city has to be involved; both need to work together and be honest about it)  
Increase transparency about roles and not blaming other community members caught in the middle  
Quick feedback from these sessions with capacity to comment - would like to hear things that are said in other listening sessions (phrase in red was facilitator-suggested and not organic)

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Convene large meeting of the community for Q&A and discussion so everyone can hear each other, and questions can be answered  
Let everyone have an opportunity to come together as a large group to read and discuss report of the feedback from the sessions before the designs are created

### **What Else**

Do not need a second connection to Crabtree from Ridge Road (already have a bike lane/greenway connection with the mall)  
Do not do multiple projects simultaneously - too disruptive to community life and construction will only aggravate  
Don't put Crabtree Valley Interchange at or near Ridge Road  
Massive Improvements are needed. Use new designs, and not outdated cloverleaves, while preserving the forest buffer  
Somehow narrow the footprint of the road to get better results  
Don't want to do this again in 15-20 years  
Want to see feedback reflected in the results

### **09.20.2018 Listening Session Chapel South**

#### **One Word Value**

Residential  
Tranquility  
Access  
Neighborhoods  
Traffic

#### **Safety**

Sidewalks; both side streets; Ridge Road from Lake Boone to 440. Sidewalk on one side. I've seen children from the schools.  
Bicycle safety: 2 schools with children riding bikes and 40 million cars going at 50 mph. They are not in the impact area as drawn in this map, but they are right next to it. There are up to 5-10-day care and lots of churches. Lots of parked cars and traffic on Sunday. People impacted by increased traffic in immediate area of impact  
Kids and families crossing streets; pedestrian safety  
The schools may be out of the study area, but they move into and out of the study area.  
There is no reason that Ridge Road should not be in the study area. Traffic will be  
The northern part of Ridge Road is in the study. As they have extended it south. If you have part of the road being impacted, then something will happen if they increase the traffic.

No interchange on Ridge Road. The number one of all problems. They will make it bigger and in both interchanges. In addition to the Glenwood interchange. They want to put into a bigger interchange. Crabtree Valley Avenue interchange.

The first thing I got from DOT was 1,000 cars an hour.

Increased traffic volume at Ridge Road interchange; Now quiet, peaceful neighborhood.

You feel like this is disingenuous

There was a lot of anger in the audience. Not get into the details and that makes it hard

How many people are not in the area?

If I'm staying at the Marriott, then I'd have to get a ride across the road because it is too unsafe.

### **Community Asset**

Safety is a community asset that will be impacted

Ridge Road tranquility

Increased traffic - Ridge Road, N Glen Eden bears the brunt of the traffic before it gets to Ridge Road, Lake Boone that will have major increases in the neighborhood - Lowish volume traffic due to increased traffic

Maintaining property values - now I have noise, traffic and no buffer

Taking of property by eminent domain

Preservation of tree canopy and wildlife: Deer, hawks, owls, foxes.

Red tail hawks will be displaced. I've had a deer in the backyard. We have all of this.

Basketball court

Preservation of small public park: Ridge Road and Varnell

We can already hear noise from the beltline and you know they are going 100 miles an hour

This is not just regular traffic.

Minimize lowish noise pollution - Quietude eg. speeding/racing on 440

Low crime rate could be increased by increased pass through traffic

Safety of pedestrians, cyclists- currently lowish traffic

This area is a neighborhood. If they come through, they are avoiding other traffic.

The asset is low crime.

Right now, it is a fairly closed off area. People don't venture in and they can't get out quickly. If you put an overpass on. You can get in and out really quick.

Part of the problem is there is ease of access.

### **Traffic Problems**

Turning L out of Taswell Place @ rush hour/during blockage on 440

Speeding on Varnell

Varnell cut-through-speeding cut off access to apartments. It is a cut through street for the apartment complex. I would love to see access to the apartments cut off.

Speeding in neighborhoods: install speed tables, key card access to parking lot of sterling residential tower off Varnell/Glenwood

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Lead Mine/Glenwood, Blue Ridge, Creedmoor intersections should all be addressed first before I440/Glenwood. Fix these first. Before anything else is done. I don't think they have good solutions to this.

An entrance and exit from the mall that is completely responsible for the backup. It is between Blue Ridge and Creedmoor.

I would say any access to that mall is a problem.

Crabtree Valley Mall access is a MESS

At Glenwood Avenue - upper level access (next to Cheesecake Factory)

Cascading/Domino effect of traffic back up

Three or more stop lights close together causing gridlock

It has been addressed by flyovers in other places I have lived. I'm not sure why DOT won't do something like that.

Pedestrian/bike traffic currently impossible @ mall. Need pedestrian bridges/flyovers

Let's have a way to walk or ride a bike to the mall from the neighborhood.

### **Important Things**

Elephant in the room

2012 "Vision for the Valley"

Ridge Road/440 exit how will those neighborhoods be impacted?

Will they be a feeder route for the mall?

All 5 participants in this group live in these neighborhoods

They ALL oppose upgrades to this intersection-No direct connection to the mall

Widen 440; fix failed intersections on Glenwood - evaluate new traffic patterns BEFORE proceeding with this project

### **DOT Partnerships**

Explore all options to address traffic problems - including those that may be more expensive/complicated, eg pedestrian, bridge, flyovers

Consider improving Glen Eden circle rather than building new one at Ridge Road Disruptive

Consider improving interchanges at Lake Boone/440 and Wade Ave/440, Glenwood/440

Phase in DOT projects, monitor impacts instead of doing them simultaneously

Choose options that Minimize Impact instead of discounting human impact

Seriously consider input in planning stages projects being

More transparency - more information - is DOT influenced by commercial interests?

Constructive suggestions:

Public wants to interface directly with decision makers - who are they? DOT? Secretary of Transportation? Engineers? Wizard of OZ?

Schedule meeting with decision-makers that reflected back input gleaned from listening sessions

Give a "seat at the table" to community representatives

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CAC citizen advisory council and two other CAC's that are impacted  
CAC small committee - me regularly with project representatives/design firms for flow of communication, information and tangible evidence of community impact on design.  
Wake Forest Road, Six Forks Road are cautionary tales for disempowered communities and sprawl, decreased quality of life  
Publish comments from all these sessions they have a sense of divide and conquer - they want to know about ALL INPUT from All Meetings  
Tally results of concerns to make sure priorities are incorporated  
Take a holistic as opposed to piecemeal approach to urban design/transportation planning that prioritizes quality of life  
Prioritize residents, not shoppers', and commuters' impact in decisions -they should have meaningful

### **Process**

Feeling misled

Participants thought they would directly be giving input to DOT and engineering firms instead of facilitators they want to have direct communication with decision makers and designers.

They feel they're being "handled"

They feel their input will have already been made - just notifying them

Have traffic studies been done?

Does DOT have any information about how Ridge Road will be impacted?

And all small roads leading from impact area.

### **09.20.2018 Listening Session Fellowship Hall Middle**

#### **One word**

Safety \*2

Neighborhood

Traffic \*2

Schoolkids

#### **Safety**

Less traffic on Ridge Road

Multi-use of Ridge Road - Not just car traffic (scooters, bikes, foot, etc)

No new Ridge Road interchange

No interchange between the mall and Ridge Road

Speed Limit should be less than 35

Timing with construction at other points, eg. near Meredith and WF Road

Improve intersection safety - unsafe traffic patterns currently, Glen Eden where the road goes from one lane to two lanes, but the left lane is a left turn only

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Lacy/Martin (almost 2000 students) and churches need to be included in the study area and studied at critical times (at 7:30am - 8:00am and at 2:15pm - 3:00pm)

Minimize use of Ridge Road as a cut through to Wade Avenue

Law enforcement uses Ridge Road as a training ground which is an asset for safety

Bus stops (school) and city close to intersections interchanges

Lack of crosswalks near the bus stops.

### **Community Asset**

Police presence on Ridge Road

Pedestrian Friendliness Ridge and Glen Eden

Tree lined street

Pedestrian presence, community is on the street - "You know, you go drive through some neighborhoods and there's nice houses and everyone's lawn looks nice, but there's no one out on the street, there's no community. And our [neighborhood] is not like that. At any given time, you can be driving down [the street], and someone's walking their dog, someone's riding a bike, someone's out yelling at their kid who's kicking a ball around... There's always something going on."

Proximity to the mall

Quiet neighborhood

Lacy elementary playground

Schools and churches - grounds heavily used

Ridge Road/Highland Church - Community Garden

Greenway access

Access to polling places.

### **Traffic**

What will blue ridge and Hillsborough expansion do?

Widening Ridge Road

Anything problematic at the mall = problems on Ridge Road

Not enough data available for residents about types of accidents, # of accidents, comparison to other interchanges; no context given

Not clear that traffic to mall will increase in the future; it may decrease with new generation of online shoppers; data on mall revenue; is changing the intersection necessary

Stop sign at intersection of 440 and Glenwood/ Ridge Road - Right to Glenwood poorly designed

Commuter traffic is growing; shopper traffic is decreasing

Will current widening project at Meredith positively impact - decrease traffic on Glenwood and Ridge? Will rush hour problems decrease? Wait to see effects before making more changes

Ridge Road backs up all the way to the beltline during rush hour with a wreck

Children and schools

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Speed of cars exiting the beltline

Light at Glen Eden - dangerous - cars and pedestrians; it is a mess

Apartments everywhere - Glenwood, Blue Ridge, Kidds Hill

Crabtree Avenue Blvd dead ends at Creedmoor and Edwards Mill is a problem area

Interstate intersects with a neighborhood street bringing highway traffic to neighborhood road.

Problematic intersection - stop sign after beltline exit where you can go left on Ridge or right on Glenwood

### **Other Important things**

Very kid driven neighborhood; small kids, kids learning to drive; going to friends' houses; trick or treating; walking to school - Difficult to cross Ridge Road

Dog walking

Ridge Road is the only neighborhood in study area intersections; has similar character to the 1960's; other areas in study area are not residential

Keep bike lanes and sidewalks on Ridge Road

Concerns about more traffic on Ridge - What will happen in the future?

All of Ridge Road is Residential

Ridge Road is the only intersection in study in the beltline - higher property values and higher taxes others are outside the beltline

Traffic does slow down at study intersection, but does keep moving

Traffic is not horrible or scary

Will there be a negative economic impact for businesses in area? Impact hotels?

### **DOT Partnership**

Partner with people approving building permits; transportation, bus stops, schools, apartments; state and local cooperation

DOT react positively to what has been asked of them

DOT should focus on other modes of transportation than CARS, eg., bikes walking, scooters, UBER, public transportation

Look at what other cities for successful examples

DOT prioritize projects - other areas are more problematic; 540/401 at 8 am; Six Forks Road

DOT share specific benefits of this project vs other projects

Why is this urgent? Politics?

To residents, traffic is not extremely problematic except for certain times of day; not more problematic than other areas

Give people more data and context about accidents

More transparency

How will solution solve accident problem?

DOT be more proactive around growth rather than reactive; a bazillion new apartments

DOT put Ridge Road into the study area and listen to the residents

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Consider the entire street for impact.

## **09.20.2018 Listening Session Fellowship Hall South**

### **One Word**

Flow (traffic movement)

Scope (address whole context and network, not just immediate area). Not looking at just this intersection.

Improve the quality of life in living here. Improve the neighborhood, not only main roads. Stuck in the traffic can be a problem.

The overall study area. Not just Glenwood, but all the roads that flow into it.

Children don't die from cars. We're going to put 3000 cars on Ridge Road and children's safety is already a problem.

### **Safety**

Can I ask a question? I'm confused, because, where this is now changing is that it is the study area. It started out as a project with Ridge Road. Everyone was told that the reason we were making the changes to 8 lanes on I-440. Safety on Lead Mine or Ridge Road are different.

Traffic on 440 and Glenwood. If he lived on Ridge Road, I'm sure he wouldn't want it

This is going to go back to DOT and there are many.

You are filtering this wrong. This is where this is dicey. There can be problems when

In the area we are talking about Glenwood. There is not a single house

I hear we are not impacting Ridge Road, but I hear we are going to connect other streets with Ridge Road.

General pedestrian safety in study area

Alternative routes for through traffic around Glenwood and Ridge

Avoid obstructed vision now and in the future (tree growth)

Not rerouting massive traffic volume onto N. End of Ridge Road

Consider impact of project on ridge road

For Ridge Road and the other side I'm at we need effective speed limits and enforcement

Rush hour reckless driving.

Speed happens more often when it is not rush hour, it is the volume of cars that slows it down.

People cross the intersection on a yellow light and blocks cross traffic.

All hours speeding

Ped and bike safety at crossings

Leading Green for a protected left turn.

Protected left turn on Ridge Road

Restrict access to Ridge Road, including transponders that open gates.

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We have people listening, these engineers. We have people bidding the job looking for ways to work around our problems. Is the developer who is putting in the condos and houses in Crabtree. If he or she is here. I want that noted. I believe they are the one who wants to dump the traffic onto Ridge Road.

Let me just say that sometimes that solutions that they come up with have edians, with trees, and trees along the curve. When you have a 1-2 year old tree with a 2" diameter. It is only affecting your site if you are a pedestrian. When they are 30 year old trees they may be 8-10" , they may restrict your vision. I used to live someplace where that came to fruition. It is not to say trees are pretty, but if they restrict the vision that is not safe.

### **Valuable Community Asset**

Bike lanes and sidewalks with kids that walk it and use it every day. That will go away when we add to Ridge Road

If there is a situation where children try to walk to school. That is valuable. Or even walking to church.

Ability of children to safely go to school gets rid of a value

Widening the beltline on the west side is valuable. Why are we doing both. Why not widen, then if there is still an issue. It seems that now that the money has been approved that. It is a sequencing issue.

Trees

Schools and students - 1925 people

Ridge runners gather at Ridgewood shopping center

The study area you are talking about is the mall. There are one or two people. What you are hearing overwhelming is to have a solution that does not impact Ridge Road.

What I'm sensing is that you want to talk

Ridge Road is this project. You can't say that.

Greenspace - House Creek Greenway and Glen Eden

Green space on private property

Greenspace at University Club

Cleaner air than we may have in the future

Brookhaven and Oak Park

Houses and residential areas. House values.

The growth of the residential and commercial area will be an asset.

I would hope the efforts that are done here will result in improvements and are good for at least 10- years if not more. What everyone feels is that Blue Ridge and Ridge Road are pressure valves that. "We are not touching Ridge Road, this would go away."

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I don't want to get into solutions. If you are going to keep RR on the north where the accidents occur. Get rid of the on ramp on 440. There are lots of accidents.

A project to Blue Ridge all the way from Crabtree to Duraleigh Road. They have money and it has been appropriated. They are taking property. 2020-2022. I'm sorry to have to ask this. Does the head of this project, know that they are doing more on Blue Ridge Road? They are doing.

### **Biggest problems**

Speed along Ridge

Rush hour congestion Glenwood at Blue Ridge, Lead Mine, and Creedmoor

North Bound merge at Ridge, 440 and Glenwood; congestion and dangerous speed changes

Flooding in two Glenwood intersections

L from Lead mine to Glenwood congested, stacks too far back and hard to move across lanes

Glen Eden traffic light on Ridge backs up, can't make safe turns

Lake Boone and Ridge in the morning is impossible to cross as a pedestrian

Crossing guard can be frustrated

Lake Boone and 440. People speed, run the light. Shift change at hospital traffic backs up lake Boone

Hospital traffic to south also backs up Lake Boone

### **What else is important?**

What if Crabtree Mall fails?

How to use space and design transportation for the future?

Recognize value of the area as a whole to all of Raleigh

Build and design for the future, leave options for future capacity and growth

Clear communication among the nearest transportation projects

Loss of property value on Ridge Road

Is there an example in Raleigh of success?

Anticipate future needs

Consider over/under traffic flyover patterns

More clarity and coordination between the city decisions (zoning, growth and development) and transportation

### **Other Important**

Concern that one area's comments/values are not seen as impact or effects in areas outside of the study area. When you push one area, do you compromise another area.

Don't become Atlanta

Is most traffic local or through?

Why are we doing widening and study area at the same time?

Limit access onto 440 from Ridge Road

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Integrate comprehensive traffic data using Wade  
Have we used Ways Data -which already exists? To capture that and use.

### **DOT Better Partner**

Better transparency

Show comprehensive planning understanding of study area and surrounding areas and projects

Don't conquer and divide study issue areas

Stay better up to date with data and a changing Raleigh

Widen focus of planning and communication

Consider sequencing of projects and study

Help describe big pressures and interests affecting project scope

Study and show other cities as precedent

DOT to tell participants when report is ready

Effective coordination and public communication by DOT and COR

Stop keeping COR and DOT and federal work and projects separate

Need better presentation and introduction that includes Ridge Road as content and area of impact, Allow for real Ridge Road impact and concern

More frequent traffic studies/counts to get ahead of the choke points and work before it impacts

People in an area to help fund study

Make up to date traffic data available.

### **09.25.2018 Listening Session Room 2103**

#### **One Word**

Community

Accessibility

Safety

Preservation

Encroachment

Encroachment

Property Value

#### **Safety**

Limit congestion (no more traffic on Ridge Road) I mean it is dangerous. The people who bike, ride on the lane. Terrified of hitting a bicyclist - hard to accommodate bike lanes. I don't think RR can handle more lanes.

I challenge DOT to do this without putting it on the back of Ridge Road

Engineers need to be creative

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Glen Eden has a bike lane between 2 traffic lanes and that is not the creativity I'm talking. If you were not from Chapel Hill, you would know what I'm talking about.

Don't increase exposure to highway.

We have a hardwood buffer area. We have open space. And they want to get up There will be a series of high-speed ramp, there are elevated highways.

Crabtree Valley Avenue Interchange - don't extend onto Ridge Road.

Hotels - Arrow Drive - Crabtree Blvd are against this project because the bridges will cut off their access to their property. There is a total loss to those hotels because of the slopes in order to elevate a bridge going across the beltline.

I was the traffic engineer that put in the bike lane on Ridge Road. It was the 1970's and 80s

Schools - 6 within a mile about 2000 kids

RR becomes a cut through from Glenwood to Wade.

They don't cut off RR. They can still make a two-way access to Glenwood.

Applies to speed and mitigation

Some schemes talk about cutting off Varnell in the Beckanna neighborhood and this will push traffic onto smaller streets.

High speed ramps will be built

Another project going on with Sterling on Glenwood - adding 176 more units with potentially more cars, not required to do traffic study. More cars cutting through our neighborhood. They cut through on Varnell. If it is less than 250 units, they don't have to consider traffic complications.

Speeding on Glenwood going to 440 - those cars will just speed thru neighborhood. You can't hear traffic in summer, but when the leaves fall, you can hear the traffic.

Also, a noise issue

A lot of this is to relieve traffic on Glenwood.

Shifting safety concern from Glenwood to neighborhood

Looks like speed limit of 45-50 mph on ramps

Speed limits on ramps need to be lower

Infrastructure of bridge is old. They said in 2011 that it was "limited in life." That bridge doesn't get as much traffic as others.

### **Community Asset**

Hardwood buffer 8-10 acres of mature trees. It is a forest.

Schools/churches

Quality of life

Neighborhoods.

Historic neighborhood - Beckanna was established in the 1950s. Most are first generation in their 80s and then there are second generations.

People are important

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Farm - which also serves as a buffer; it will be ruined. When the beltline was put in, they took 22 acres. Rex Hospital pressured my family to sell in the 80s. They will ruin it. If I was trying to rezone it through multifamily sites. If it had been developed this for 60 homes they wouldn't be Forest - acres of mature forest vs an entrance the mall. It is not just our land. House Creek is there.

Wetlands ecosystems.

Buffer

Whole Ridge Road. Destination for runners, walkers and outdoor activities.

Walking trails - Greenways. It is all right here.

New retirement community coming. That junction. You can't get out of there. Horton St. which is a feeder. When you try to go down the hill and come out at Lake Boone, you can't. A signal would help. At our session we suggested a light there and at Glen Eden

Open space

Stormwater

Community gardens in our neighborhood.

Park at Varnell in Beckanna

Being protected from the commercial areas

### **Traffic problems**

Access to hotels would be cut off because of slope because of designs

Horton Street - can't go down the hill and get out. Needs a signal as you make a left onto Lake Boone

If there is an extra bumping point of traffic from Crabtree - will make Ridge worse?

Where will traffic going as it exits Wade? South End of Ridge

Intersection at Lead Mine and Blue Ridge Road is the biggest problem. It is a failed intersection.

Retail won't be impacted

This won't fix commuter traffic

Extra traffic during State Fair

Bike lanes - trying to increase bike access but adding bike lanes will take people's yards (about 10 feet); bikes should use greenways instead.

Existing pedestrian/bike bridge and lanes work

Safety issue - creating a pathway for foot traffic into neighborhood. Can't police the area

Main problem is commuter traffic - backed way up Crabtree

### **Additional issues**

Our shopping patterns have changed - not shopping malls

Accessibility to hotels as they are 100% against this because.

This will devastate our neighborhood - a major gateway to the city

Violates everything that is important to the City of Raleigh. Devastate the environment to throw down more concrete.

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## **DOT Partnership**

Wait until Wade Ave Project is finished

Provide big detailed maps with proposal

Provide clear information and transparency

Lots of contradictory information on how area will be impacted

When will they be addressing these concerns.

One of the sessions that I went to said they are starting in November. Are they doing this to jolly us along?

Clear timeline with time to address concerns when maps are presented

Help mitigate problems

Will the north end of Ridge Road be cut off and/or connected to Glenwood? From 440?

Direct two-way connection

Slow down. This project was slated at 2023.

This is an entrance for Crabtree Valley mall, despite what they say.

Finish other projects first and then reassess

Whose interests are they looking for? This looks like it is benefiting Crabtree Valley Mall and owners.

Have DOT reps answer these questions and see what his or her reaction is. Crabtree Valley is not on the way to anywhere.

Share construction schedule

Transparency

NCDOT shouldn't threaten Raleigh City that if you don't go through this plan then we might not give you the money. This is not a good idea now.

Need to be flexible

City of Raleigh needs to step up. City of Raleigh. Crabtree Valley Ave is a city street. I don't think DOT will do anything with this.

Transcribe all listening session

Who is the final decision maker

What role/input does the city have?

## **9.25.2018 Listening Session Room 2108**

### **One word**

Traffic

Property values

Property values

Property values

Smart City

Quality of Life

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Safety

## **Safety**

Speed

Volume

Preserving the quality of the city, making it a Smart City. I want to live in a city that has trees and greenspace and not more roads going to a mall

Whatever we do, needs to be designed for the future - transportation is more than one dimension. We have multidimensional not just vehicles, pedestrians, bikes and scooters. This isn't just about moving cars in and out of Crabtree. Because Crabtree - past, not future

Does the City have anything to do with the hotel? That will create a traffic problem.

New hotel at Crabtree

More new apartments - nowhere for traffic to go. It needs to be at another intersection.

WE are along ridge, close to 440 thoroughfares for nonresidential traffic, people getting lost and knocking on doors at night asking where they are.

Signs covered by trees - hard to read. Can't see the speed signs, can't see the street signs. They are all covered up.

There are a lot of ways to look at safety. It is not just about cars. It is about my children growing up in a place.

A lot more to safety than traffic/roads

Cutting down trees - smog, heat, climate change, flooding

If we take away 10 acres of forested pervious land and cover it with concrete right here at Crabtree Creek, there will be flooding

Noise and light pollution

Is a wall possible?

Safety of bicycle lanes

No pedestrian access at end of Ridge at 440 - that last block. Unable to walk the last section.

## **Community Assets**

Varnell Road - worried about more cut through traffic. Extra traffic. Right off of Ridge Road. It is increasing traffic, because they are cutting through. It needs to be cut off.

Home values

Lacy and Martin Schools

Churches - Moravian, Highland, Ridge Road Baptist

Public parks on Varnell with basketball courts. It was donated by the Coggins Family that is down by the end of Ridge. There are two parks on Varnell. Varnell Park is a city park. There is a park in Beckanna that has a community garden (Varnell and Dade, Ridge and Varnell). Varnell will be completely taken with this project.

City and DOT must respect the donation of lands that it would be a park.

Land donated for parks

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## Greenway

Glen Eden Pilot Park. Building for community meetings.

Sidewalks - full of children going to and from school and church. That's are lifestyle, this is why we moved here.

Bicycle lanes - needed along all of Ridge. If they take 10 feet from my yard for bike lanes, I'll be upset. We don't have a lot of bicycles.

Property lines

10+ acres of trees at the end of Ridge, absorbs sound and rainwater

Trees. It will be like downtown. The City of Oaks will become the City of Stumps.

We like the neighborhood the way it is.

Nice, walkable, multigenerational neighborhood, like living in a small town rather than a big city. Quality of life is important, that what the quality of life is.

Beckanna neighborhood - historic neighborhood

Coggins Farm - only active farm in the area

## Traffic problems

Avoid Ridge Road. It is an alternative to 440. We can't get out of our driveways. It would be nice if they would close the bridge to Ridge Road.

Don't want more traffic on Ridge Road

Bridge to Ridge Road puts too much traffic on Ridge Road - do away with that and you wouldn't have the traffic there.

East bound 440 exit going west North on Glenwood not a traditional cloverleaf, traffic stops for exiting traffic, traffic has to cross, blocks up traffic.

Ridge and Glen Eden Drive - morning and evening rush hour. It causes all kinds of problem

Speed on Glen Eden is a real big problem

Lane markings on Glen Eden - 2 lane, not 4 lane, problem for cars turning into driveways.

Blue Ridge and Lead Mine and Glenwood; Glenwood and Creedmoor - these are the two problem areas for the congestion areas. Contributing to problems at Glenwood and Crabtree Valley. Try to solve without dumping traffic out to Ridge. My husband was hit at Creedmoor and Glenwood. He is lucky he walked away.

The purpose of the project is to eliminate traffic on Glenwood.

All day everyday (the two intersections on Glenwood)

Ridge and Wade - difficult to access during the rush hour

Traffic at all roads intersecting with Ridge

Glen Eden and Glenwood - Frequent accidents up to 2-3 times per week - unexpected lanes for left and straight. People are used to another type of intersection because it is a right turn only.

Granville turning onto Glenwood

## Important Things

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Need a design for a Smart City - The way we live now is profoundly different from 10-20 years ago. I work from home. Others work from home. We don't need a lot of roads to go to work. What we need is an integrated transportation system that makes it easy to get around the city, and lowers the carbon output

Less mall centric society - it is not worth destroying neighborhoods for better access to mall is just not warranted. It may have been warranted 20 years ago, it is not today.

I feel like you know more than I do. What are you saying that is proposed to happen? Whatever you saw 10 years ago. I know the DOT came up with 2018, that adopted the 2011 study. I have seen them and I can show them to you.

Concern that DOT in 2018 has adopted the 2011 plan that will put interchange for Crabtree Valley Avenue on Ridge Road in their front yard.

The purpose was a direct connection to the mall for I-440.

I can imagine that DOT would do something that silly. I would hope they would understand that quality of life and what a backward step it would be. My concern is that we plan for the future and the future is not a bunch more cars. If you look at Crabtree, Sears went out, Macy's is on life support.

Concern about impact on quality of life for residents

Looking at other projects

Solve problems elsewhere (Creedmoor and Lead Mine) to alleviate problems of Ridge Road

Don't solve Crabtree's problems on back of Ridge Road

GPS routing drivers to Ridge to avoid backups - problem

Ridge Road is a residential street

Finish Wade Avenue project first

### **DOT Partnership**

Where can we get information about the project?

Where are these plans? Where can we see this information?

Communicate with people who are interested before it is done

On website, DOT needs to state plainly: We are starting with a clean slate. Not using 2011 plan.

This could reduce skepticism and suspicion

Spend time experiencing traffic in the area - a traffic study at all times of day

Listening session - good, need more

City of Raleigh - partnership with DOT, needs to say this change isn't necessary, needs to admit that they are meeting with DOT, needs to be accountable to its residents

City of Raleigh - trust is broken, need accountability

DOT and City of Raleigh participation is needed at every single Glenwood CAC meeting

Will hurricane funds for highway repair affect this project?

DOT enunciate what are the design goals? What problem is being solved? What are the goals of the project?

Show public several iterations of plans for input.

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DOT Q&A session with public  
Address trust problem with home owners  
Leave Ridge Road alone

### **09.25.2018 Listening Session Room 2109**

#### **One word**

Traffic  
Buffers (Beltline)  
Safety x 2  
Tree canopy  
Rush hour  
Undeveloped land (specifically Coggins Farm)

#### **Safety**

Not connecting Ridge Road to Crabtree Valley Avenue  
No interchange or overpass near or at Ridge Road - no highway in the neighborhood  
Reducing off-ramp speed at Ridge Road and 440 (challenge at ramp's curve) - at highway speed entering neighborhood at Ridge  
Early acceleration on Ridge Road heading to get on 440 (starting at Glen Eden)  
Volume of traffic on Ridge Road - don't increase amount of traffic on Ridge Road, but even reduce the amount of traffic  
Viability of mall in the future - Are people going to malls anymore? - should be taken into consideration  
Must complete widening construction on 440/Wade first before starting Glenwood design - can then see new traffic patterns  
There are a number of schools and churches on Ridge Road

#### **Community Assets**

Impact on Beckana neighborhood - Increase in traffic will impact access to neighborhood (enter and exit), impact property value, increase # of rental homes when there are already enough, would increase noise and become loud  
Glenwood side of Beckana concerned that there will be increased potential of flooding in multiple areas - more paving and fewer trees means more flooding  
Maintain child and pedestrian friendliness of entire area  
Protect park at Varnell and Ridge Road - Varnell Park  
Pedestrian, school, family, runner and bike routes all along Ridge Road  
Coggins Farm - quiet, peaceful

Current homes could be lost - as many as 8 homes as well as driveway access to home (at Ridge and Beltline); concerned about state kicking out for land use or that neighborhood will look like Millbrook Rd and step outside to see major road

The best sledding hill in town is in Beckana

Tree canopy - beautiful

Peace and quiet

### **Traffic Problems**

Morning/evening traffic backs up on 440 (outer loop of Beltline heading toward Wade Ave in morning, opposite in the evening) Ridge used as "shortcut" to avoid traffic; when getting off outer loop in evening, cut through neighborhoods (deep into community) - not just increased volume but speed as well - "That's why we need to wait until the Wade Avenue project is completed because all that will go away. The bridge - they're planning on getting rid of it. The concern I have is that the more we talk about the traffic on Ridge Road, they're going to put this nasty, ugly interchange right there and say, 'Well, look, you don't have any more traffic. But you have all these cars going over your houses and through your front yards.'"

Feels like Glenwood woes being shunted onto Ridge Road and surrounding neighborhoods, "It's not our problem but they want us to be the solution."

Having trouble understanding approval of apartments that precipitated much of the traffic (behind Crabtree - West side of Crabtree, East side of Glenwood at Women's Club Drive)

Middle-aged people and people who have lived in the area for a while are going to be most affected by this project

Wonder if older citizens have an adequate voice in this project?

Feels as though Blenheim is among "targeted" established neighborhoods (Ridge Road area) (vs. New or fancy neighborhoods)

Glenwood and 440 projects should arrive at solutions that don't impact Ridge Road area. Zero impact. We're a neighborhood, not a commercial enterprise.

Suggest an elevated highway as second byway for Glenwood

Pedestrian problems are at Lead Mine/Glenwood and Blue Ridge/Glenwood intersections

### **Additional two things**

Prohibit addition of apartments to Beckana complex

No impact on street parking for residents

Want to see this project realized as a pilot for demonstrating transparency, especially as it relates to cost - specifically engineering, design and construction costs. Beginning to end.

### **DOT Partnership**

Transparency in communication - community thought, for example, these would be videotaped Surveyors arrived on site before project was even announced

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Demonstrate honesty. DOT asserts this project was to increase access to the mall or increase access to area behind mall from 440. Now they're asserted it's to mitigate Glenwood issues  
City council should assert more authority in protecting roads and safety  
Listen to community, observe the resistance and partner better  
Make us happy, make it go away  
Listen

## **9.25.2018 Listening Session Room 2112**

### **One Word**

Intrusion/Quality of Neighborhood do not take that away. I see taking that away because I'm concerned about intrusion. Keep neighborhood quality.

Traffic

Destruction of our neighborhood and the whole Ridge Road corridor. Utter destruction

Timing. Why now? We got a huge construction project going on Wade Avenue and 440. Having a meeting tonight at 7 pm. Maybe on purpose.

Transparency. Or lack thereof.

Property Values.

Why? Motivation? Why Ridge Road. Why are we doing this? Is this needed? Leave us alone. We don't need to be connected. I'd be fine if they disconnected Ridge Road. IF DOT wants to know how we feel. Why don't we do a show a hands of those who are for this project and who is against it. The real project is not supposed to affect us, but it is. DOT is all over the board. We have allocated. It was on the budget. They have been less than candid. I think they have their mind made up. I think this is a bunch of BS.

HEL - How many of you have gone to the web site. I looked at the website to see what was happening and I saw very little. Let me share with you what I have learned. My understanding is that there have been significant number of accidents and there are safety concerns. Something has to be done. They don't know what. They understand that. They are looking for your help in designing your help. They know and understand that there is a lack of trust in the community. There are tremendous pressures in a city like Raleigh. We have to do something different. That is why these listening sessions.

When you see developers at earlier meetings that don't live in the neighborhoods.

We've been attending meetings since last spring. We have seen maps at the way they have connected to Ridge Road. We thought this was their plan. Now you say. No. There is not a plan. There is no plan. It appears that it has gone back to the drawing board.

Neighborhood character. It is like the quality.

Neighborhood values. We have values. We have property values, but neighborhood is a bit different.

Safety - schools and churches 2000 kids

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## **Safety**

Cancel the project. Big bumps.

Keep 35 mph and enforce it on Ridge Road. That will keep them away. Most people go faster. Have Ridge Road NOT connect to Beltline - make a plan taking Ridge Road out of access to and or from Beltline or Glenwood. Agreed. Put stars next to it. No entrances or exits. Not connected at all. They can do what they want to Glenwood and the mall. Make a plan so that Ridge Road does not connect with the Beltline. It does that at one place.

Pass through is a big concern.

Less Traffic. Turn signal at Glen Eden and Ridge Road.

I think the point is that the concern is that the proposal as we know it is going to increase the traffic flow which will result in widening Ridge Road. We do not want this for the kids or for our neighborhood. And the answer is "not at this time." It could mean that 10 years from time. If we become a Wade Avenue. Property values go down. City Council has not been involved. I haven't seen them. I have seen them.

The software on people's phone. Can you take Ridge Road off the cut through directions?

There is too much traffic now. You should see me trying to get out the driveway. Ridge Road is the defacto detour around the beltline. People get off 440 and get back on later.

## **Valuable Community Asset**

I value that people ride their bikes. Walk their dogs and drive here to walk. There are running groups. They literally at Whole Foods say do not park your car here. We have so many people coming here.

Ride bikes, walk dogs, running groups - Active engaged community

Children (2000+) walking and riding bikes to school.

Traditional neighborhood. This gets to the first one. Maintain the character of the neighborhood. Is there something important community? What is in the middle of the project? Crabtree Mall is not important to the community.

One of the things we have been told is that we need to alleviate traffic to the mall. That doesn't mean we want it fixed by Ridge Road. Crabtree's traffic problem is not my traffic problem I consider Crabtree a liability.

They are not doing this because we have been loud. If you take out the access to Ridge Road.

They can do whatever they want. Deleting the interchange

I don't use the exit at Ridge Road to 440 because it scares me.

Greenspace must be preserved (Ridge Road and Beltline owner stands the most to lose). They are talking about a fair amount of greenspace being taken away. Coggins has the most to lose from a land standpoint from what we've been told. I learned when they built the Beltline in the 60's they took 22 acres from the Coggins family. There is not only a significance loss of the farm and greenspace but if they widen another greenspace will be lost.

Ambience of the community

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## **Traffic Problems**

Ridge Road entrance to the Beltline is dangerous. Not enough room to merge onto Beltline  
From Beltline, three road merging into one

Three roads merging into one. If the traffic is bad on 440, people will be fighting to get on Ridge Road.

Why would you do a traffic project on one end of Ridge Road and another at the other end.  
I call that government.

Meredith College and Ridgewood is supposed to be starting this Spring.

Wade Avenue at the Belt line project starts this Spring. Too many projects at once. They are going to redo the interchange and widen Wade.

Once Wade Avenue project starts, Ridge Road traffic will increase exponentially as people try to get to Beltline.

They already use Ridge Road to cut through. Then they will say we have to widen Ridge Road.

Key Takeaway - Disconnect Ridge Road to and from the Beltline

Why don't we tear down the bridge? The bridge would go unless they need it to go

One of the proposals had them widening Crabtree Ave. which connects to the Beltline. What keeps them from then connecting to Ridge Road.

While they are saying there is no impact, they are not confident, and we don't believe them.

We've dealt with DOT and you can't believe them. I think it is the City of Raleigh too.

## **Important Things**

There doesn't seem to be a long term (understanding the big picture) vision for planning from DOT/City of Raleigh. What is going to happen after what are they going to do. They have been approving apartment complexes up Glenwood without considering traffic. There are no plans right now, have you thought what it would look like in 10-20.

Needs to be more visioning planning as to what is going to happen. Lord knows what it would be like if we get Amazon.

Have you seen the apartments on the other side? Yes. Lots of them. I don't think they need a turn lane at Blue Ridge. Where are people in the apartments going to work and how are they going to get there, without Blue Ridge Road.

They have plans for 10 years from now. I'm sure they do.

Apartment construction, infrastructure does not support increased density of traffic (How will these people be transported to and from work without impacting destroying existing neighborhoods

This project is playing catch up to a multi-decades old problem. It has been a

Big boxes are going away, and they are building apartment complexes. They could build more apartments. The volume of people is not going to decrease. There needs to be a bigger. An overlay of what the projections are with regard to growth of people. Infrastructure has to grow first. We do not know it. We need to be made aware of it. City of Raleigh/DOT has no plans soon.

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We've been told this project is to eliminate traffic.

They have been hearing this for some time. They have not been listening. This should have been done over a year ago. They say they are going to start in the Spring.

Why are they paying survey teams? We see them with stakes on Ridge Road. This says lack of transparency. Spray painting the streets. There are survey teams and "they haven't made up their mind."

### **DOT Partnership**

Improved long term planning and visioning. Understand the big picture.

Greater transparency

Consider that when they make plans it will affect. We are still distrustful of the process about this because we feel like we are being managed. We are not sure how much these are being listened. I think this is spin.

Someone who wanted to have access to the recordings. If you are having nine options, the community should have voting rights to get the final decision.

Establish a process for community input upfront

Our property. We paid for it. No one from DOT lives on Ridge Road. Question was never answered as to what is happening with these recordings. What the form looks like. We don't know the form. What I would bet is that it is categorized and summarized. This is part of the transparency. They ought to respond when asked. We're not taking questions.

Is anyone from DOT attending these sessions. I think this is good to have DOT and the design teams. I would like to know where the DOT person is tonight?

It seems like they have stepped back. If we are involved in this process of where it goes from 9 to 3.

Another step-Here Is What We Heard (Rubric - here are the must haves) Standard specification that the community verifies before it goes to the design firm

Detailed timeline showing decision points updated monthly on the website.

### **What Else**

DOT/Raleigh less than transparent but being told that nothing is happening (engineering stakes, survey teams).

Ridge Road doesn't want to be a pass through

Concerns about future widening Ridge Road; now or anytime in the future

No Wake Forest Road or Six Forks Road

Already too much traffic on Ridge Road (office park, passing through to 40, getting more dense).

Crabtree Valley Mall seems to be the focus of this project. It's issues with traffic should NOT affect Ridge Road

Do not believe that all of these construction projects will have no impact on immediate and future plans to change Ridge Road

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I think it would be good for you to identify yourselves. I wouldn't have been any less candid. They also don't want the conversation to shift.

Who is going to take this information and create a report. I don't know the specific process. Are the listening sessions being transcribed? They read every single one. They will put together a massive summary.

How does this little card? Will they say that we were part of this group? You all signed in. There is a way to get in touch with you. You realize that there is a lot of concerns about one issue and there may be a time when they circle back to you to ask a question. Will something get lost in the transition, they don't understand how emphatic we are. Here is the recording. When I was in that group. People talked about this.

Do you proof it as a leader?

Can I make a suggestion? The design firms are going to come up with three different designs. Before they bring back 9 options. Maybe there is another thing that we have heard. Before we get nine options. We could at least. That is an awful lot. I want them to have the same big pictures. To bring the design firms. This is consistently what we heard. This is what we are going to design to. What are we missing? Let's not spend the next six weeks, based on these listening. We have to spend the money. We have to dial the rhetoric of spending the money now, down. Give them a program. All three groups are designing to the same requirements. We have the money and it must be spent, by the first engineering group. That was an awful meeting. Everyone left.

"None of us would have talked this much with 70 other people in a room."

Maybe it needs to be a bigger group. The residents are up in arms. They need to hear from other people besides the residents. You are only going to hear from the Ridge Road. No one is talking from the mall.

Do you feel that everything. Do you feel your must haves are captured? There is only one of them being considered. DOT has had meetings and talk about the concept. Then they go away and come back with plans and you can look at them and they are not reasonable and only one is left from DOT. Give us an outline when decision points are made and that needs to be more than every three months. Decisions are being made every month and we should know this. Just update us. Let us know what is going on.

How do you all provide feedback? I'm part of a group that has an attorney who is finding out things for us.

This group feels disconnecting from Ridge Road would eliminate a lot of things.

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## 09.25.2018 Listening Session Room 2114

### One Word Value

Safety  
Neighborhood character (suburban feel, not downtown)  
Protect investment  
Connectivity  
Flow vs. Congestion  
Natural beauty  
Fixing interchange - safety  
Preservation

### Safety

Problem of speeding cars - specifically Churchill Road and Ridge Road  
Police presence needed to stop speeding  
Would like less traffic on Ridge Road, especially during rush hour  
Better flow on largest roads to prevent overflow of traffic onto smaller, residential roads  
Schools need better lighting at crossing points - crosswalks should be better lit and better indicated  
Increasing housing density hurts safety  
Traffic calming on Ridge Road - raised crosswalks at Ridge and Lake Boone? Other strategies?  
Interchange weave  
Keep low speed on Ridge Road - no widening  
Safety for bikers, joggers, and walkers

### Community Assets

Greenway at Grade, crossing at Blue Ridge Road  
Neighborhood character  
    Don't widen Ridge Road  
    Family character  
    Walkability  
    Combo - anchor street and local activities  
    Tree maturity  
    Crabtree Creek  
    Topography - rolling hills

"[Our neighborhood] is the unique combination, that we would hate to lose, of an anchor street and an area that has families - old and young, kids walking to school, walking to your church, boy scouts coming out of church, a swim club, all those things... People are out walking their dogs, their babies, their kids... It's just that whole combination here that's phenomenal."

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Two public schools - well performing and one private  
Three churches  
Mixed uses in study area  
New development (Lake Boone, behind the school) adds generational diversity - senior living  
Accessibility to other parts of town, the Triangle

### **Traffic problems**

Ability of cars on Glenwood or I-440 divert to Ridge  
    Maintain connectivity without diversion  
    Reconfigure without free flow  
Ridge Road sign at the exit, making Ridge Road an exit option  
Intersection of Blue Ridge and Glenwood all times of day  
Entrance off 440 onto Glenwood inbound  
Lead Mine inbound onto Glenwood  
Separate Glenwood through-traffic from retail traffic  
Queuing at major intersections is long  
Need to provide pedestrian passage through interchange  
Glen Eden and Ridge Road at rush hour  
Lake Boone and 440

### **Other important things**

Mass transit, public transportation  
Multiple modalities of use including accommodations, bikes, pedestrians, and joggers  
Bridge for pedestrians for connectivity  
Safety for pedestrians to cross big streets  
Greenway floods  
Make green area at base of Ridge a park or something else lovely and natural  
Stay away from Ridge Road

### **DOT Partnership**

Do traffic studies up front to see what is needed before redesign, include Wade Ave and Hillsborough St  
Public input  
Be open to unconventional solutions - DDI's (Diversion Diamond Interchanges) for example  
Public/private partnerships - as with large developers, can save money and be innovative  
Will mall be there in 20 years?  
Be transparent, explain decisions  
Communicate - 3  
Access to information for community  
Collaboration with the City of Raleigh

Very pleased with the opportunity to give input prior to the creation of the designs

### **09.25.2018 Listening Session Room 2136**

#### **One word**

Safety

Walkability

Congestion

Neighborhood

#### **Safety**

Walkers, cyclists, and kids -

Cut through traffic reduced and certainly not increased

Cut through driver took out my mailbox because they were going too fast.

On sidewalk - didn't live there. I don't live anywhere near here.

Another example - cut through all the time especially in rush hour. There is a different tenor to the traffic and. Different composition in am and pm. Really congested. Dump and delivery trucks moving into town, evening out of town. You can observe on Ridge Road. Avoiding traffic. Clearly a cut through - logging truck on Ridge Road.

I'll give an example of cut through traffic. It has been my observation that cut through traffic happens all the time and especially in the morning and evening. There is a different tenor and a different composition in the morning compared to the evening. In the morning, they want to be faster, but they can't because it gets congested. But the other thing is that you see a lot of trucks; dump trucks and delivery trucks. In the morning, they are heading south, they have gotten off the beltline and they are heading into town. In the evening, they are headed out of town. I think what is happening is they are trying to avoid the Beltline at Wade and Blue Ridge Road. I will tell you walking down here tonight, I saw a logging truck. It was heading out of town. What is a logging truck doing on Ridge Road? Yes, it could have been clearing a lot and all sorts of things like that, but it was empty and headed out of town. We are seeing that time of thing. The point of cut through traffic, is that the volume, speed, and mix has been getting different in rush hour traffic.

Volume, speed, mix is different in rush hours

This is big concern. By reducing Glenwood increase Ridge Road. Funneling away from Glenwood into these areas. Funneling school areas.

A lot of students on Ridge Road. Less safe for kids and everything else with fast moving heavy vehicles.

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Student pedestrian hit by car Martin near Ridge. It is all the students. These neighborhoods adjacent to the areas.

All neighborhoods where traffic will be funnel

Participant has school kids. Crossing guard got hit by car. Not reported. Lake Boone and Ridge. She physically made contact. We don't have that crossing guard anymore. She was very nice. She didn't understand light cycles.

Different level of roads.

Ridge Road doesn't get elevated to the next level. Keep neighborhood street. Road. Non-state maintained. No widening. The same with Glen Eden.

Nothing to increase traffic

I'd like to bring up the project that is South of the Glenwood. The project on 440 to widen it.

What I want to say, is that these two projects are very close to each other. Even the project south of us. Can we see both of these looking at how they impact neighborhoods? I believe this has the potential to back flow and unintended consequences. Can they study both?

Concern for plans NCDOT - other projects to the South

Look at both projects and their unintended consequences

Wade/440 Widening - holistic perspective. Isolation review. Impact in between two projects.

Don't look at the project in isolation. We are directly in between these two projects. As you are looking at detours. There may be something they could do in the Glenwood project that could compliment or undermine the other project.

10-year-old does cross RR and she is back and forth across the intersection. I don't know how the traffic guards handle it. It comes at you from all directions. There are not that many places that really cross RR. 6 in the morning. Jogging, cycling. I do not cycle except before 6 am.

### **Community Asset**

Concern neighborhood quality that we have

Quality neighborhood - tree lined, sidewalks fairly quiet.

No sidewalks in the project area there are no sidewalks.

Walkability

Bikers

I believe that DOT will be short sighted if they don't look outside the zone for impacts.

Look outside of project zone for impacts

Construction and result of construction

Include impact for schools, churches preschools

Large piece of property that is wooded.

They will clear trees

Increase noise

Connection to the Greenway should be preserved and improved, make sure it stays to the mall.

As part of the project make this safer.

Crossing Greenway at Blue Ridge could be improved

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Eliminate green crossing

Project zone - I avoid the mall. It is a commercial area

But my community asset is walkability, bikers, runners are one of the things that drew me.

### **Traffic**

School drop offs- walkers and pedestrians. Especially in the morning when it is in the mornings when traffic and walkers out.

Increase in cut through on Ridge and Lake Boone trail.

Lacy and martin lots of kids that walk to both, churches and preschools.

Exiting off Ridge onto 440 problematic interchange. Merging left while people trying to merge right onto Glenwood. It would never be designed this way today.

440 Interchange onto Lake Boone. Really a problem during rush hour. Locals don't go to Lake Boone during these times.

Concerned that if RR is cut off, more traffic with more traffic in these others ie., Lake Boone Trail

Proposals are concerns about eliminating RR interchanges will have impact on others Lake Boone gets backed up to Ridge, especially in rush hour. There is no signal. Hard to turn left. Gridlock at Lake Boone Trail. We are between the two construction projects. Consider this as part of the project. Don't let this fall through the cracks. Needs to be connected to this project.

Projects goal is to reduce Glenwood and 440 a good chunk of the traffic is the recent development which leads to more cars.

Concerned that planning and zoning are not aligned with current traffic and/or project proposals

Pay more attention to zoning.

Manage growth; not just for the folks with the deepest pockets

Glen Eden concern intersection. Slow. Signals are problematic. From traffic using this as cut through. Trying to avoid getting on 440. Not left turn

Signals need to be specific to time of day.

### **Important things**

Safety for students and pedestrians. I'll say this.

NCDOT do the right thing

By solving one problem, you could be creating another (specifically taking traffic from one area to another) even inadvertently. In one plan there was a fly over from Lake Boone to the mall.

We do not want the fly over from Lake Boone to the mall.

Ridge Road becomes defacto entrance - No

I hope it is off the table

It would kill the neighborhood

No direct access to Crabtree Valley from Ridge. Absolutely not

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Preservation of 2 lane, tree lined neighborhood Roads

Feels like they are in a rush to do everything at once. If they did the widening from Wade to Crossroads.

3 projects happening at the same time

Look at the project timing and holistic planning - no simultaneous projects

Orange Cone areas

Think through where the traffic is going to go

No detour along Ridge Road.

We expect some impact in construction. I'm prepared to deal with that as long it is reasonable.

But afterwards people shouldn't be using this as a cut through.

Is there a way to mitigate traffic and speed in impact areas?

During construction and when project complete

Don't use Ridge Road to solve Glenwood traffic problems - we already have traffic problems

### **DOT partner**

Transparency. I think they are trying to do.

Listening sessions help and be transparent with results of these things.

These are good and appreciate the opportunity for voices to be heard

Public statement of some way about understanding the importance of safety, neighborhood values, and commit to them publicly - safety

Deep pockets and loudest voices don't allow these to drown out the neighborhood voices.

Feedback should drive decisions. It isn't just they do what they want.

PR looks good. Has decision already been made?

All sorts of signs on Ridge Road. People are concerned.

NCDOT made real missteps in terms of managing input from the start of this project. It is good that they recognized that. They are going to do something.

This process should be true to word

Collectively we have ideas we want to be heard and acted on. If you can't do some things, tell us why. If there are limitations explain.

You want specific information from NCDOT on what measures are being implemented to ensure safety of students at public schools especially as they walk to and from school

Direct engagement with school parents

NCDOT partner with City. Not sure they are talking

Reassurance the City and NCDOT are coordinating with some visible showing - feels disconnected, feels like there is a freight train

### **Questions for NCDOT**

What is the timeline for feedback, bidding, contract, and shovel in the ground.

What measures are being implemented to ensure safety of students at public schools especially as they walk to and from school

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How do you gather information on good faith?  
They have designs, but they are saying they don't. Are there designs now?  
How does this listening session impact?  
How credible are the listening sessions?  
Timelines are already in place  
Publicly state what the surveys are for  
Publicly answer questions  
People jumping to conclusions based on current work  
Element of distrust.  
Did not have act together

### **09.25.2018 Listening Session Room 2137**

#### **One Word**

Traffic x2  
Safety x2  
Transportation  
Access  
Pedestrians

#### **Safety**

Limiting vehicular speed on Ridge Road  
Volume of traffic on Ridge Road  
Roads that may be affected during/after construction - Glen Eden and Lake Boone are currently used as cut-throughs  
Hard to see study area/side roads  
Ease, simplicity of new traffic patterns is a concern; should be easy to navigate and reduce traffic confusion  
Concern that EMT/fire/police response time will be reduced due to changes to Ridge Road - community impact area (use of Ridge Road for Emergency Vehicles)  
2 public schools/4 preschools should not be impacted  
Bike safety/scooters  
Access to Greenway

#### **Community Asset**

2 public schools/4 preschools on Ridge  
Greenway  
Bike lanes  
Pedestrian flow/foot traffic is huge  
Churches



House Creek/Crabtree Creek, features that are part of the Greenway  
The Greenway itself  
Road/house/commercial construction affects water quality in the area  
Accountability of construction process and post construction - information about how to make reports and how to retrieve information  
Will there be protection in place?  
Environmental integrity of the area

### **Traffic problems**

Wade to Ridge - a hazard currently, will be worse with construction  
Interchange of Ridge Road and 440- - signage confusion  
Need clear ways from Ridge to access 440  
Rush hour traffic is using Ridge Road as a cut-through  
Speed is a concern  
Glen Eden/Ridge Road - lack of directional signs, turn arrows - insist on cutting through neighborhood Tyson and West Moreland  
Ridge/Lake Boone - school hours- A lot of kids - morning and afternoons  
Stretch of Ridge (N of Lake Boone at Glen Eden Intersection) - No sidewalks; No sidewalks on west side of Glen Eden (when you cross Ridge Road) - this is a concern now and that the risk increases during and after construction  
School bus routes - on Glen Eden and Ridge Road - have to stop where there are no sidewalks  
Concern is that existing problem will get worse  
Project I-440 widening - during project, close exit to Ridge Road  
Throughout the design, they should NOT connect Ridge Road and Crabtree Valley Road  
If there is traffic on Glenwood, fix Glenwood; maybe express lanes on Glenwood?

### **Other Important Things**

Another project (I-440 widening near Meredith) - during this project people will cut through Ridge Road; Ridge is detour usage when beltline is congested  
Concern on timing of other approved projects that will impact - making a forecast without information from I-440 project  
Safe Routes for School, a traffic impact project by City of Raleigh - Has DOT looked at this?  
Could the city partner? (to increase community comfort)  
Are the projects communicating?

### **DOT Partnership**

Is DOT only concerned with state roads?  
Ensure they are working with the City  
Widening Glenwood to Oberlin Project - never heard this formally or is rumor? More information is requested

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Uncertainty of information no concrete information to consider  
Request for these listening sessions once the plans are created  
Additional steps needed - shouldn't be compelled to just spend money to find something to do  
Seems like DOT is actively looking for ways to spend money vs. responding to actual problems  
Who are the three engineering firms?  
What's the forcing function? - need more transparency  
Understanding the need for the project  
Don't rely on the CAC to distribute information to the community - it isn't working  
Would like to have more information, seen plans we could react to, before having the listening sessions  
Need to repeat this listening process when the plans are created  
Accountability - Proof that this process did something. Did DOT actually hear us?  
What are the goals? Is decreasing traffic on Ridge Road a goal of the project?  
As a community, can we lower speed limits and add speed bumps?  
6 questions don't seem specific enough for residents to provide guidance to the DOT of what to do and what not to do  
Questions about viability of Crabtree Mall - if the mall closes, will we even need this project?

### **09.25.2018 Listening Session Room 2138**

Reviewed by SKH 10/20/2018

#### **One Word**

Traffic  
Traffic  
Safety  
Safety  
Traffic  
Access  
Pedestrians

#### **Safety**

Beckanna - if close off of Varnell will change traffic pattern and flow - Dade St  
Real life example - recent water and sewer project Aug 15-Sept 15 2018 closed road. Created major traffic safety issues. Contact officer Sciolli Raleigh PD. Data on speeding and volume in neighbors cutting through

I live in Beckanna, specifically, if they close off Varnell Road they would come down Manuel and flow down my street to the apartment. Dade Street. The water and sewer people did a project where they did that and all the cars that would go to an existing apartment complex came

down our street. There a lot of single people and they would cut through on my street and flew down the street going so fast. I had a police officer come and put up speed signs. They have some data somewhere to see how fast they were going. We have little kids that have been running around since they were four. If they divert the traffic to our streets in Beckanna to the apartments. Our kids wouldn't be able to play outside. It is so dangerous. They would get hit by the cars.

2000 and children walk or ride bikes to school

Right now, use Ridge Road already use as cut through speeding is already an issue - especially children

Hard to get out of driveway

3-4 churches on Ridge Road - everyday children and preschoolers

No Crabtree Connector

Everyone is very athletic and outdoorsy culture to bring in extra cars is scary

People collecting money on corners - risky for all, increase liability

Glenwood/Blue Ridge intersection

### **Community Assets**

Trees and the environment clear cutting to meet the objectives

City of Oaks - war

Beltline will be so loud

Air will not be as clean

Area presence where people will walk and bike with no fear due to speeding

Want to slow traffic

Maintain the integrity of the beautiful area

Neighborhoods with historical significance - decrease neighborhood values and culture and feeling of character

Right now can let kids run outside throughout neighborhood. If traffic increases, then won't be able to.

No kids on Varnell. We don't let kids go to that street.

Walkability and bike trails

### **Traffic problems**

Real life current problems - State Fair, Football, Basketball, RBC Center - traffic cut through

Daily commuter cut through traffic - am and pm speeding and volume

Seasonal - Holiday traffic at Crabtree Mall

New apartment complexes going in between Crabtree - Blue Ridge-Becana- Sterling Glenwood Apartments

Connecting Ridge to Crabtree Valley Avenue is in the old study

Biggest fear is connector - DO Not want

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Specific intersections - Ridge and Glen Eden, Ridge and Lake Boone

Note - all of these affect Blue Ridge Road. Proposing to move it into a three-lane road. BRR is affected.

Doing both of these projects at the same time will be a problem for everyone - I 440 widening at Meredith/Hillsborough

### **Important Things**

Study area doesn't begin to represent the community impact area. The entire street needs to be included in the study area. Edwards Mill, Blue Ridge, Glen Eden, Entire Ridge Road, Wade Lake Boone, Lead Mine, surrounding neighborhoods off shoots of those main roads.

Kroger Center that's being redeveloped and apartment center- will also increase traffic volume

Safety of pedestrians of all ages with increased traffic and bike

Want pedestrian and Bike Bridge (near Blue Ridge and Lead Mine) not even a button to push to cross.

### **DOT Partnership**

Listen

Provide feedback that we have been heard

- Interim feedback throughout process

- Consolidated summary

- Presentations at CAC meetings

DOT members - need to be bipartisan

Visibility in other projects eg., widening Glenwood

Who is pushing this project?

What is the process to decide whether move project forward?

Clarify State and City roles in the process

Must see ideas in design in concepts

Who are the three design firms?

Breakdown of budget - make it available to the public

Public comments on feedback

Make explicit how feedback is incorporated in design

### **What else?**

Why the fast-track?

Can you postpone?

What is the schedule for the project?

What are the planned detour routes?

What is evaluation criteria for proposals?

Success would be

- My property values are maintained

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Not a feeder road to Crabtree Mall  
Reduced traffic on Ridge  
Pedestrian and bike friendly near Blue Ridge and Lead Mine  
And on opposite side, going down to Glenwood Women's Club Drive near K Center  
Now - still questions, more critical thinking  
Encouraged by neighborhood involvement and shift in process

## **09.25.2018 Listening Session Room 2139**

### **One Word**

Safety - Kids and schools  
Preservation  
Traffic  
Economics  
Property Values

### **Safety**

No more traffic on Ridge Road, no more than there is presently  
1800 kids at schools in less than one mile; preschools and after-school care  
Sidewalks - maintain  
Entrance/exit to Glenwood/440 - need clear sight lines, enough time to merge  
Left turn signals at major intersections like Glen Eden, Lake Boone (both off Ridge Road)  
Now traffic backed up early AM, midafternoon, 5 pm - 6 pm, especially if accident on beltline  
First thing drivers do to avoid problems on beltline is divert onto Ridge Road  
Safety for school areas  
Can't handle any more traffic; not more lanes added, even if not widened  
Limit development that causes traffic - have a traffic pattern that can hold it  
State needs to look at other cities and how they are handling the traffic

### **Community Assets**

Schools - Goddard school  
Walkability/bike-ability of Ridge road - "People enjoy coming to Ridge Road, even from outside the area, and walking."  
Beauty of the area  
Trees/Plantings  
Neighborhood atmosphere Ridge Road - "It's more of a neighborhood atmosphere."  
Churches - 3 in the same area  
Ability to access major highways and get where you want to  
Shopping centers - Lake Boone, Ridge Road/Wade Whole Foods  
Turkey Trot Run/Walk

### **Traffic problems**

Ridge Road/Lake Boone - AM, afternoon, evening  
Schools: Ridge/Lake Boone - Lacy Elementary, Horton/Ridge - Martin Middle  
Highland Methodist after-school and preschool  
Goddard - Wade/Ridge  
Raleigh Moravian Church after-school and preschool - Ridge/Darian  
Will they do traffic studies/counts?  
Crabtree Valley Ave - Blue Ridge to 70, 440 West exit onto Glenwood, 440 exit to Ridge Road  
Should they do an overpass?  
2-3 mile problem area Glenwood to Wade on 440  
What impact will 440 project by Meredith have? Where will the traffic go?  
Bridge from Beltline to Ridge-preserved or eliminated at Glenwood?  
Concern Ridge Road connection to something behind the mall - don't want a throughway  
Backup from Wade Ave to Glen Eden on Ridge  
Ability to exit Horton Street via Ridge or Lake Boone  
I try to time when I go, but I can't always  
State fair impact in the area  
Christmas shopping at Crabtree in/out of the mall

### **Important Things**

Property Values - it is a highly regarded neighborhood - Ridge Road  
We are impacted (our neighborhood) from all sides 1-440/I-40/70 are major thoroughfares  
Route it around our neighborhood  
State needs to request designers (the people hired) to think outside the box  
Creative funding (more complex - more cost; may cost more than \$91 M)  
Don't just get it done quickly  
Look long term, not just at today's problems  
This is a unique neighborhood; a jewel needs to be protected; it is one of the few  
Important to still have access off I440 to Ridge Road  
Impact area should not have to take the burden from mistakes made in rezoning - where will the traffic go?  
Be proactive/not reactive  
6 schools on Ridge Road should not be impacted with excessive traffic  
Solve these problems without destroying neighborhoods  
Keep safety of schools in mind when designing traffic flow/count  
Ability to exit my street on either end (Horton-Ridge/Lake Boone)  
Apartments/Senior center @ Horton/Lake Boone - Can't make left turn  
Take sufficient time - don't rush take time to get it right  
Think outside of the box in solving this issue.

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Concern that construction/businesses will be added to Ridge Road, rezoning

### **DOT Partnership**

Think creatively outside the box

Confine the problem where it is, don't just spread it out; that would be a temporary fix

Look at other state's growth areas and how they are handling it

Information - make it readily available online

Try to have more than one plan - like three plans to offer the neighborhoods

Community meetings

Really listen to community input

It's a very challenging area - Crabtree has always been challenging

Don't add lanes / restripe

Think outside the box, hold off on the work if the right plan isn't developed, the area shouldn't suffer because they're trying to get something done quickly

Look at the future, not just the problems of today

### **09.25.2018 Listening Session Room 3112**

#### **One Word**

Home

Expedience

Safety

Expedience

Expedience

Schedule

Congestion

Respect - I think respect for the houses for the interchange and the entire community because they are the most impacted

Mobility

Impact

Cost

#### **Safety**

Danger of high traffic roads near residential areas. Any plan that puts an interchange close to house would be dangerous. Preventing that would be safe. Ridge Road is already dangerous. Less traffic on Ridge Road. Some people use it as a thoroughfare. To me it is where I live. I walk my dog. My son and I ride the bike to Lacy every day. I had some guy going significantly faster than everybody else and trying to cut from the Beltline to Wade Ave. He had to slow down for a couple of kids and he yelled at me to keep my F-ing kids out of the road. I don't want that to happen.

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Few cars, slower speeds on Ridge Road (already feels dangerous)  
Coming from N of Glenwood and going south to the Beltline. Wait in line. Difficult merging.  
North of Glenwood - South dangerous merging, crash reports (excessive) "Preparing to do battle" always between 5-6 , holidays  
I don't know why I need to go into battle every time I go to my parents. Probably happened again an hour ago.  
I'm willing to come down Lead Mine.  
Don't want to go on Ridge Road "get me on the Beltline"  
Clearly marked traffic patterns with plenty of time to make decisions  
Not safe to walk across to bus stop Glenwood and Rembert  
Can't walk across Glenwood safely at any intersection  
Law enforcement presence at red lights - red light "just a suggestion" Creedmoor and Brennan Station  
Churches on Ridge Road near Lake Boone Trail - timing of start/stop of schools, preschools, lights  
Significant homeless problem under bridge at Glenwood  
Flooding water rising in Crabtree area  
Careful planning of alternate routes  
7-9 am; 4-6 pm; 2 lane section of Lead Mine at Lynn Road  
Concern about traffic on Creedmoor - can't take one more car  
Increase accidents at intersections of Creedmoor and Lead Mine mostly retail, more options for changes  
How can Glenwood and Beltline be changed to absorb more traffic?  
New apartments behind Crabtree increase traffic on residential roads  
Crossing Blue Ridge Road and Glenwood at Creedmoor with bike - "taking life into your own hands."

### **Community Assets**

Greenway - preserve and enhance, can't share concern without seeing design, concern it will become a long tunnel under a freeway.  
Pedestrian Safety - getting in, on, off; etc. hotel guests crossing without lights; separate pedestrians and cars.  
Natural buffer - between Ridge and Beltline tree/entry is a concern and an asset. A really nice stand of trees will go away. Some of these will go away for concrete.  
Trees - buffer, appearance, environmental benefit  
Atmosphere/Ascetic - trees add buffer and are priceless, effect on homes when adding BIG Interchange, look/feel is important, respect people who live there  
This is a US Highway and Interstate. This is the NCDOT, not the Ridge Road DOT. But the people who live there, you have to live with these impacts every day. There are areas over here that can improve the entire area that will not impact residential areas.

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The property values are not a concern.

Crabtree Creek and Hair Snipe Creek Crabtree Creek Water Quality - up/down stream, creek wooded area- runoff

Mall is NOT an asset.

### **Traffic problems**

Any left turn on Ridge Road, Glen Eden - All days 3-6 pm and 7-9 am

South Lead Mine - East bound 70 - onto Beltline entering the "war zone" during day light hours, worse on holidays

East on Glenwood entering Beltline - Stop sign; a real dangerous area

On ramps; Off do not give ample time to enter exit between 13B and 1A

Sunday - West Bound on 70 Heavy inbound mall traffic and if could get traffic 440 to mall (vice versa) get in off surface streets. Huge Victory. 440 Parking Lot not on surface streets.

House Creek Greenway and Blue Ridge Road - Flashing light that no one stops at. IF you can improve it would be great

Creedmoor/Glenwood crossing - Hotel guests crossing its a mess - not safe. Another hotel coming

Glen Eden and Ridge - no sidewalks on West Side; Beltline - no crosswalks - dangerous

Bus Stops - 70 west of the Mall - no sidewalks, walking on grass, MVO, No shelters

Intersection just north of Glenwood and Creedmoor (just pass Embassy Suites) Tough Getting in and out

Any direction on Glenwood, Lead Mine, Blue Ridge is rough, anytime of day, "Minor miracle to get through."

Ridge Road and Wade - special consideration if traffic is rerouted there; concern Ridge Road being the "relief" before, during, and after construction

### **Important things 45:55**

Do not delay vs. Worth it to Wait - tension.

V1. Do not delay. This project has needed to be done for years and years There are headlines in Triangle Business Journal saying that more dev coming.

V2. It has been studied to death 10 years ago there was data.

V1. Let's not say we have to wait till something else gets done or wait till XYZ. It is already unsafe for pedestrians, drivers, local neighborhoods are having problems. Do it. Do it as soon as possible.

V3. I take a problem with do not delay. this is something incredibly complex. There are already changes on the Beltline and we don't know how this will impact and it will create more unpredictability. It is worth it to wait. There are things about it that are unsafe. The two most unsafe areas are Lead Mine and Creedmoor. I think those could be solved by altering intersections a bit. It is worth time. This is a huge project. We should think about this.

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V4. I would agree with that an elaborate. The Hillsborough and Wade projects would have tremendous relieving effects on what happens. Most of the traffic that I get avoiding the Beltline running down Ridge Road is because traffic is backed up from Wade to Glenwood. think that a lot of that could be alleviated because of those projects I would hate to do something. No offense to you. I would hate to do something just to do something and In the end it be superfluous in some way and not the optimal solution once everything is played out. We all have to live with these changes.

V2. That may help you, but I don't know how that it will improve 70 E to 440 E.

V4. I don't know that it will. I don't know how much the traffic is coming from Glen Eden to pick up the Beltline going west. I don't know.

V5. The problem is the way it is now, there are more cars because of the more apartments are being built. It will be harder and harder to route detours. I know you don't want to make mistakes, but the longer you delay the more likely you are going to make mistakes and the more likely it is going to be a bigger problem in the end All those apartments have new

V3. I think it is the opposite. It is such a complex issue. Some many changes. If you don't take them in to account you will make mistakes. The more information they can gather after those changes, the better. Once they build it they are not going to tear it down. Be patient.

is only going to get worse. It has been studied to death. Let's not say we have to wait till something gets done. It is already unsafe to drivers, neighborhoods.

This is incredibly complex. There are already changes in the Beltline. More changes will lead to more unpredictability. There are things that are unsafe. Two most unsafe are the LM and Creedmoor sections.

Do Not Delay - already hashed it out, studied to death and more congestion coming, been needed for years, let's not wait for XYZ, already unsafe

Worth it To Wait - Several changes coming, complex issues, Creedmoor and Lead Mine can be fixed with small alterations vs changing everything, Don't do something to do something, we need a comprehensive plan, Don't want to make mistakes, Must take all things into consideration

Cost - the more it costs me/tax bill, \$200 M to solve an issue like this is ridiculous, adjust intersections vs. build ramps/infrastructures.

None in the last 10 years. Incremental projects have done what they can, a bigger fix is needed. Multiple projects.

Need to consider other big projects

Expedience to get on the Beltline

Increased population in affected area to Bigger apartments and more cars leads to more traffic Improvements needed on Bus Route 6 (down Glenwood)

Shouldn't be this hard to get on interstate - Glenwood and 440, complete stop battling through intersection.

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## **DOT Partnership**

Pressure City of Raleigh to limit dense development in overloaded areas. Impact on infrastructure

How did project name change from "Ridge Road Project" to "Glenwood Avenue Project"?

Be transparent

Need to be more transparent if want to build trust

What is the purpose and need for the project?

Studies done 2007/2011 and just finding out about it

What about other neighborhoods

Why all meetings here in Ridge Road area.

Alert other affected areas

Consider impact area is wider than construction area

Clarify purpose - It's not clear

Consider other schools for input sessions

How will engineers incorporate community values into the design? Unsettling that everything is equal weight. More clarity on how input translates into design

Include aesthetic elements (trees) vs. a bigger concrete jungle

Never bring out of town guests to Crabtree

Learn from other cities to help maintain our unique look/character

More DOT ideas on alternate routes

More representation by DOT members at sessions

Clarify - is it a DMV (city) or DOT (State) project?

## **What else?**

Explore the opportunity to disconnect Ridge Road from Beltline

This process - good and important

Last process did not work for residents, feedback not valued. Poor timing

Pedestrian overpasses should be looked at. Avoid more crosswalks

Are there complex elements (crosswalks, pedestrians, Ridge Road) you can rename and simplify the project

Hope some communication directly back to people who came to these session. "You have our emails.." "Don't want this to feel like a pacifier."

Consider Next Door, Social Media, FB to drive into deeper into affected areas.

## **09.29.2018 Listening Session Room 2103**

### **One word**

Disruption

Congestion

Ruining

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Quality  
Safety  
Preservation  
Stupid  
Value  
ROI - Return on Investment  
Integrity of neighborhood  
Integrity of government  
Neighborhood  
Need

### **Safety**

Accurate information - recent stories were not done at key times or when school was in session  
I noticed there were traffic studies when schools were out of session. Doing a study in June doesn't represent what

Decrease traffic and traffic speed - All of Ridge Road, The whole area. Glen Eden. The whole community is it's an asset today and will be destroyed. People walk, by

People from other parts of Raleigh come to walk

The road becomes a diversion if there is an accident on Beltline. It becomes a pass through.

Accommodating traffic flow - if and adding more traffic or accidents happen Ridge can't handle more traffic

Curve at Hampton Road - difficult left hand turn. When we have an accident. When they are trying to go to Wade/Lake Boone

Scheduling - DOT is releasing bids on the Wade Avenue to Crossroads expansion, increasing the number of lanes. 2 major projects ongoing. They want to fast track this project. We don't know the impact on RR if we widen 440. Why add another project when don't know the outcome of these yet? BRR end of RR. To my knowledge all of these will affect RR.

What is the purpose? - Don't believe this will eliminate traffic on Glenwood and helping with backup on 440. Has the DOT stepped back. Are there other alternatives to this project. It helps developers in the mall.

Don't do the project

Speeding - Even in cul de sac (Tazweel) at over 60 mph.

Speed bumps could help - had been tossed out in the past This would help as far as the speeding goes.

Can't get to the mailbox safely

Speed bumps, decrease traffic and speed, and roundabouts like on Hillsborough

Decrease traffic/speed on Ridge

### **Community Assets**

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Coggins Farm - Biggest open/old tree area. It's my front yard. Nice buffer. First turn off from 440 to Ridge.

Three schools: Marin, Lacy and Montessori

After school programs at schools and churches

A lot of parents walk or bike their kids to schools.

Quality of life - unique area - schools, churches, residents, on a charming street. I don't want it to be a thoroughfare. People from other parts. Tuesday night local runs. Turkey Trot. Afraid it will decline

DOT staging of equipment across the street.

How/when/where

DOT never forthcoming. They show up. Shut you down and kill your business. Can damage.

Timing details for my business

Business interruption for local business owners.

Concern over property values dropping.

Integrity of community - walkers, bikers. Preserve ability to live/work/play...keep it in balance

Air quality. It is not high quality. It would be bad if it got worse. Degrades/get's worse - tough to run when holding breath

Reduction of greenways

Neighborhood parks - Varnell Park, will it be lost? Will there be more traffic?

Tough to get across Ridge Road - can't get to Greenways (House creek trail)

Why can't expand highway. There is plenty of space ...enough room vs. impacting Ridge Road.

Expand it as it is now. I don't see why this can't work. Less of an impact.

Nature and animals - fox, coyote, hawks, deer, I'm going to advocate for those animals. You would be losing all of that and there is plenty of space on the highway. Everyone can have their cake and eat it.

What would you propose? Cut off Ridge Road?

### **Traffic and pedestrian problems**

Speed.

Exiting 1-440 to Ridge - There is an accident every three days. North/South (the ones going South) on Ridge Road at rush hour; confusion right of way all times of day. AM/PM rush hour worst. Leads to multiple accidents. I live there and I see the traffic. We had media monitoring the traffic at the end of the day. It really is not that bad. Could it get better. It could minimize those who speed if we put in speed bumps.

AM/PM rush hour on Ridge

The amount of traffic. Congestion is an issue. Noise/pollution - I can't get out of my driveway

No beltline access to Ridge Road - eliminate the ramps. Get rid of all of it. Have Ridge Road dead end with no access to 440

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You might incentivize DOT creating a connection to Glenwood from Ridge Road.

Crabtree view - Is this a DOT staging area? If so, my business will be shut down

What is DOT plans on Crabtree/Glenwood project?

Not clear on purpose - beyond traffic at the mall on Glenwood. The initial plans released in the summer were from 2011 and still the residents are left in the dark. Don't present a plan that isn't relevant if you believe that.

What is time table for DOT and hearing from the engineers when we have options.

\$250K wasted on previous study

Lake Boone and Ridge Road - Nightmare for schools. Intersections of these roads are at crest of hills on Ridge roads.

Glen Eden heading north as it crosses Ridge Road

Intersections that have a hill/rise

Hampton Road - problem curve and high speeds...very dangerous for bikers, runners, and walkers. Despite 25 mph sign, they are going fast.

### **Important Things**

A quick time table for completion with accurate information that includes the study area and all times of the day

Protect our neighborhood

Quality and decreased cost

Honesty

Restudy the project - current project does not improve traffic at Glenwood

New ideas - are changing economy. My concern is that we have heard getting into and out of the mall. Is traffic to the mall still valid and will it be valid 10 years from now? I don't know if the traffic count will change. New ways to accommodate mall traffic.

We don't want to become another 6 Forks Road/Falls of the Neuse - those areas were destroyed with extra roads. The asset is destroyed. It is a big thoroughfare. It used to be a two-lane road.

Transparency

Told we would meet engineers. When NCDOT announced the. Here we are is the listening session. 50 people vs. 50 engineers who not. You are trying to help control us.

Feels like a bait and switch vs what we were told last summer as to who we were going to meet. More about trying to quiet us. I run a company for Campaign Connections. I do exactly what you do. I know a fact that a reason we go to smaller classrooms is to disengage. I've made a lot of money doing it. That is why my opening question is that we have some type of forum where we need to come back and have a collective voice. Dissect our voice and not undermine our process.

Smaller classrooms to disengage not engage citizens

Need forum - a collective voice for the process

Mad as hell - don't feel it will make a difference

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Will make this a political issue

Is there anyone else here from people besides RR? I may not get a full feel for what is happening in all of these sessions. Everyone will be impacted from here to the end. I love the look and feel of what we have. It is so unique. The kids and the older. I don't think this will make a bit of difference. I work with politics and public affairs for a living. I don't think it will make a difference on the DOT plans. I am smart enough and enough money. Our homeowners have enough power to make it a political issue.  
Want to maintain what we have

### **NCDOT Partnership**

Put money into public transportation - not more roads

Slow down.

They have money and they need to expend it.

Do the right thing...just not anything

Keep highway traffic on highway...not neighborhoods

Show who is driving this...developers? Hotels?

No one is discussing the Marriot and the parking garage on Creedmoor and Glenwood.

Does it have to come at the resident expense

More apartments? 1400 additional residents. Sears building has been sold and developing

More mixed use (like North Hills)

Look at models from other cities

Better alternatives available - We have options to present and we can't get DOT's response. I have given a proposal to DOT. They are hell bent on this project. Meet with us and look at alternatives to projects that they are looking at here.

They haven't listened to DOT. I have maps drawn. No one from DOT.

Transparency - business community/residents want direct engagement with engineering/design teams, not this process

Communicate to us directly not via PR firm. We were told there would be engineers here and this would be engineers here and we would discuss options. For them to be honest.

### **What else**

Don't want to pay property tax if business is curtailed. I don't want to pay the bills if they force me out of business.

More engagement directly with DOT - Not a PR firm. Not an out of town PR firm. I do what you do. But I do it for a private company. They need to suit up and come down here and talk with us.

Communicate directly with people who participated in the session - you have our emails. It would be nice to come back with the same group.

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Need time tables/plans - we should be able to see plans from the three firms. They have been working on this for a long period of time. I believe we should see something from an engineering firm.

Is this a fast track for spring 2019 construction?

Apply elements of flexibility like University Club working with DOT for this project...You can work with DOT. It is concerning to me because of how fast it is. They have tweaked that plan to preserve University Club. It is a precedent that could be applied to this project.

Budget - is it a use or lose budget? Gen Assembly has put pressure on.

Improve public transportation and bus system - it is a joke...no schedule at all.

Don't put Crabtree Valley interchange at Ridge Road - this is the bottom line. It could go to the Beltline.

We need DOT here at these meetings for solutions for everybody.

It is a design build. Right wrong or indifferent they are expediting the cash flow.

### **09.29.2018 Listening Session Room 2105**

#### **One word**

Traffic

Comfortable living environment

Safety

Preservation

Neighborhood

Traffic

Preservation

Neighborhood

Safety

Stewardship

Common Sense

Economics

Inclusive

Thorough - Speed is not the issue here. Get it right.

Transparency

#### **Safety**

Leave Ridge Road Alone - We have too many young children, joggers, bikers and pedestirans . It will be a mess.

Interchange - Don't connect Ridge Road to Crabtree Valley Ave or Glenwood Ave.

Traffic density on feeders roads.

Traffic that forces through residential

Consider interchange with Crabtree Valley Ave that does not include Ridge Road

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Don't change traffic patterns for residential (ie., cutting Varnell off) that puts more traffic on Ridge Road.

Interchange considered with non-residential streets, streets that were connectors or through streets like Blue Ridge Road. Think of nonresidential roads as options.

Don't want the interchange on single family streets.

Don't increase traffic volume on Ridge Road

Intersection on Glenwood and Lead Mine is very dangerous and needs to have something done. not safe Two lanes going East and two going straights and one to the West - traffic lights are confusing and multi lanes. For anyone new to the area this is confusing.

Consider walkers, bikers, children, scooters (I counted 9 on Ridge Road last week), handicap Speed - traffic (Curve on Ridge Road and Hampton; General Ridge Road) Speed limit is 25 mph and no one is slowing down. I've almost been hit

Not interested in speed bumps

I think the whole area including the Hillsborough Street, Glenwood Avenue is designed with a mindset of an interstate highway, which is the wrong type of design for an urban area.

Hillsborough Street has been redone it is a nice urban design. Students can walk safely. This concept could be done to the fairgrounds. Roundabouts used judiciously. Maybe some of these designs could be used in these areas. Rather than design it like. Designs are 20 years out of date.

Urban street design ie., Hillsborough (good design).

Not interstate design

Forward thinking design

Lake Boone and Ridge Road turn lights are difficult at high traffic times (to turn left). I'm sitting through three lights in morning traffic and 5 o'clock traffic and you have kids, bikers. It's a blind hill Cars are coming through the area. They are doing more than 35. They are coming off 440 and charging home. You are taking your life turn left into your own hands to turn left.

High accident rate at that location. Overturned vehicles.

Wade and Ridge Road same issues and shopping and school. Ridgewood shopping center.

Noon, school time. People are coming into and out of Whole Foods. There is a preschool there.

## **Assets**

Property. They want to take it away.

Coggins Farm. Beautiful. It has been there before the Beltline (22 acres taken away). It would be criminal beautiful don't want to lose it. Buffer for neighborhood, mature forest, environmental impact if lost. 8-10 acres. It's important for the climate and ozone rates. Storm water retention.

Crabtree Valley is a floodplain. The terrain is mountainous. They would use mitigation environmental credits and use them somewhere else. Save the natural environment

Preserving tax base (commercial)

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Potential to increase commercial density used multi/office/resident - keep the integrity of existing neighborhoods. Recognize the tax base. Near mall North Side 440. There is a big tax base there and we need that for the City and County

I agree with what you are saying. Maintain that density, but not at the expense of the neighborhood. Getting access to improve and connect the 440 without the

Improve Glenwood corridor

Crabtree's continued success is to be built on our expense.

When I looked at the design, you jump in your car and getting. You do something like Hillsborough Street where you drive and interact with the pedestrians.

Ability to walk, kids attending school and churches

Neighborhood park Varnell/Beckanna historic founded in the late 50's. The interchange would be built on top of it.

The rest of the hardwood buffers. When buffers are replaced with concrete, it becomes unlivable.

Existing quality of life

Families use the elementary school. They ride bikes around the track. They take their dogs there. Ridge Road pool in the summer.

Family access to safe areas to play at school and Ridge Road pool

### **Traffic issues**

I find it very sad, to spend \$250 M with not one statement about public transportation. We are just encouraging and proliferating the culture of the car

Cost of the project and no statement about public transportation, not future thinking, don't rely on car transportation

Every time you turn around there are more high density and bigger buildings. And we should not be relying on the car. Should not be 21st century way of thinking

Alternative local public transit/trolley

Lead Mine/Glenwood commuter traffic. Most of them are commuter related issues.

Creedmoor/Glenwood

Ridge Road/Lake Boone

Ridge Road/Wade - a mess all the time

Ridge Road/Glen Eden

Ridge Road/Blenheim

Cut throughs in neighborhoods when beltline is backed up - on Lake Boone, Wade, on Ridge Road.

Wait on other projects to be completed. This was to be 2023. It is accelerated for financial purposes. We should see the impact of these other projects.

Temporary detours through neighborhoods becoming permanent. They become a cut through, even after the new construction is opened.

Increased development in the area causing alternate traffic in neighborhoods.

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It is not just the back up. It is the increased development in West Raleigh in general. You do see RR and GE to get to Glen Lakes and Edwards Mill. When speed bumps went on Lake Boone caused diversion to Glen Eden. It is not solving the situation, it is moving the problem around. Coordination of city permits and traffic issues. They are continuing to issue the high density permits without thinking about the traffic problems. Fix problems prior to issuing permits. When a permit is issued for these high-density residence, where the kids go to school doesn't matter which is the County. Then DOT is the traffic issues. These folks must talk to one another before they put in a new apartment complex. It is all out of sequence.

More communication between major stakeholders to ensure proper short/long term planning. Sustainable development.

Pedestrian issues, better public transportation bus stop covers (places where people can sit out of the elements), no benches, focus on the people needs riding it. Don't focus on the transportation, focus on the people riding it.

To further my point, we have scooters. There is a reason they are doing that as opposed to the buses or trolley.

### **Important things**

Concerned about project going to design/build. Transparency. Changes may not be reflected of input. Might get something different and have no input.

A design build project. They will do all these sessions. They have the ability as project managers to change the project and design and build something totally different. That would be a problem. If there is a schematic design then it should stick with it. I've worked for the State. Obsolete solutions/not long-term solutions

Concerned the study area is focus on commercial and not on full impact on Ridge Road and homeowners. Study area specific. There is major impact regardless of Ridge Road widening. Addition of sidewalks, and ramps cause an overall impact of Ridge Road and the entire feeder area. More to impact than widening the street. They can realign. They can add bike and pedestrian lanes and that has the same type of impact. If they add more exit ramps or widen exit ramps. What is technically considered widening?

Cut off Ridge Road from the interchange. No connection to the Beltline. Ridge Road. We've suggested. They can cut it off and still put that interchange, because and it can still eliminate green space and accommodate ramps that cut into the neighborhood.

Define other options in order for it to be a valid.

Access from Beltline to Ridge Road cut off - the neighborhood and this group would like that. I'm neutral. My concern is that they say that we can cut it off. I have lived here when there is not access. It is fine, but to solve our major problem of RR, so that you have another option, in addition to cutting off Ridge Road.

Can I ask a question, I don't live on RR. Is there a design that cut RR off the Beltline directly, would that be good.

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I don't use it at all.

If you cut off RR

It is taking

They can cut it off and there is an elevated. All of these are still here. It shouldn't be

You can cut it off and still put other

The question is a loaded question. They have

I don't care one way or another, but not if they are still going to do this.

You would still have a concern with your property

...and the neighborhood.

I have heard that

You are closing this off here to

The physical impact of the construction

An elevated highway right here

This will devastate this property.

Having that cut off. This group would like that.

I'm neutral. It would not put more traffic on RR.

My concern is that we cut it off and DOT does.

I have lived here when we didn't have access. RR can function fine. To solve the problem RR.

Another option in addition to cutting off RR interchange feeding that traffic into BR or

Options for cutting off Ridge Road for other traffic.

Questions about the other options. Concentrate on Glenwood Ave.

The mall doesn't want it elevated because.

Protect land to steward for the future

Difference in maps

Transparency from DOT and the DOT from the subcontractors. DOT and they can't provide maps for the listening sessions.

Time to move through the area has increased. I have to leave 10 min earlier, because the traffic has gotten so bad and there is an accident.

What is the City's role? The City has pointed me to the DOT and the City.

Frustration on who is running point. Silo problem

Crabtree Valley Avenue is a City Street and can't be forced to connect to 440

They had anticipated retail development behind the mall, but it is residential and high density.

Development behind mall is high density mix use

Keep Raleigh. I don't want to live in Atlanta or New York. Maintain neighborhoods make it easy to get around without six lanes and clover leaves. Maintain character, Green space, City of Oaks. Remember the acorns.

Consider age of residents they are in the 80s. Berkana neighborhood will only be able to go over the Glenwood

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## Smart Urban Design

### **DOT Partnership**

Large open public meetings where everyone can hear each other

Accurate large maps with details

Take responsibility of action - DOT, City. Raleigh is as bad as the DOT. They go back and forth. Why can't the citizens speak directly to the engineers? The engineers should be able to answer these questions.

How can we know that input is being presented and considered? As opposed collected in this environment. How do we know it has been processed and considered carefully? How do we know that a layman's perspective?

They would like a response for this process. We would sit in a room and they would say "Thank you."

Being a former state employee. They have made up their mind. Those poor engineers are going. We were told that in the first meeting and people were being surveyed and getting stakes in the ground.

Not sure process is trustworthy/honesty

No current plans in place

Those engineers are getting their marching orders from someone else and they are caught in the meeting.

Lazy engineers can't be creative.

Please listen

Think outside the box

I'm not sure they are being honest with us. I'm not sure that is true.

Like facilitator keep things on track; the engineer might just get into the details. There is a place for both of these as long as they are not siloed. Keep community informed and appreciate comments

The direction of Raleigh is going into the City. Building is going to continue. The growth is going to continue. These fixes are going to be obsolete because of the growth. Our taxpayer dollars are just short-term fixes.

Having been on the other side of the project. I want to thank the folks in the involvement and listening.

If I have a letter from an engineer. I can get it to Beth and Stan. I don't have it with me.

Sitting in a classroom.

Dr. Seuss

A person is a person no matter how small. Show me the evidence, because for instance, for example.

### **09.29.2018 Listening Session Room 2108**

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## **One Word**

Safety  
Safety  
Environment  
Congestion  
Density  
Aesthetics  
Traffic volume  
Pedestrian  
Runners  
Bikes  
Scooters  
Dog walkers  
Children

## **Safety**

Does safety include health? For DOT it does.

I think of air quality. I think the rising heat temperatures. I think there are runoff. If they deprive us of trees and other things that affect our health. They don't put it back next to us. Figure out how to mitigate our environment back into our neighborhood. Prevent environmental damage: Air quality, rising temps, run-off and water issues or mitigation credits within the immediate area.

Asked questions of the engineers. Let's have those questions to engineers at the end. They will be around afterward.

Looking at the study area. Traffic is like water. It is not just our neighborhood. Univ. Park. Cameron Park The impact area. Do not have understanding of the involvement.

Our neighborhood doesn't have sidewalks. When Ridge Road backs up. We've dropped speed limit to 25 mph. Since we don't have sidewalks. Don't funnel through the traffic. Beckana subdivision.

Cut through off of Glenwood and Ridge Road exit 440

Traffic safety

Neighborhood without sidewalks and needed but cannot be added

No further increase of traffic volume impacted areas and opportunity to decrease

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I live at RR at the access point. Many are using it as a run off, cut through from I440. You are pushing more traffic into neighbors that don't have. Lots of trickle-down regarding traffic. Limitations to where the traffic can go. In my world

No overpass/interchange near Ridge Road - this is a bad idea

Not enough crosswalk markings on Ridge and Glen Eden.

Intentional design to decrease traffic volume. For example, if we put a barricade across Ridge Road from 440, we would see it go down. Some of the schemes could intentionally decrease volume.

Decrease speed limit

Left turns at rush hour - left turn arrow - Ridge/Glen Eden. One car can go through and there are 20 behind. Left turn arrow needed on the signal. Needs to last longer for that spot.

Complete sidewalk on West Side Ridge Road. You wouldn't need crosswalks.

Walkers/bikers/runners better and safer and increased access to Greenway System

Encourage Greenway as alternative

Signage and directions to Greenway

We want to get our bikers to the Greenway ASAP. We have put in good connections. Emphasize getting folks into our Greenway system. Streets are not as safe, but greenways are an alternative. There is no greenway access from Blenheim.

Blinking lights speed control Tazwell street curve - where people are trying to get the interchange there is a sign of 25 mph, but people fly around that curve. There is no crosswalk there. Slow traffic down. Crosswalks are needed there.

Cross walks and LED lighting

Speed limit warning vs. your speed signage needed

Shrubbery in way of speed limit signs can't be seen around the curve. These are old signs. I bet there are bigger and better signs available this time

Better/update signage

Police presence to control speed - They train up here, but you never see them when there is significant speeding. I don't think the City has the resources.

Traffic calming North Hills Drive/Lead Mine - different design techniques. They have added so much. It is a scary intersection.

Visibility and design of roads isn't conducive to speed monitoring and enforcement. Dixie is one. Because of the hills and curve it is difficult to get speeders.

LED lights in a crosswalk. You are supposed to yield to all pedestrians. Perhaps LED lighting system that someone is in the crosswalk

### **Community Asset**

Off ramp of the Beltline and Varnell - Beckanna Park (preserve - good for sound, water, and heat). Children use it, adults use it. Very close to the Beltline and off ramp. It is heavily wooded. Preserve for residents use. Good basketball court.

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Coggins Farm - Ridge Road - preserve, less trees, bird habitat, good for sound, water and heat. Literally across from Beckanna. There are some migratory bird habitats that are unique to the area. Those two things you mention, keep our neighborhood cooler. This a special entity to our area. How we preserve these areas become critical to our neighborhood.

Schools - Francis Lacy, Martin, Private Schools and churches - increased traffic will impact Neighborhood character - sidewalks, walkability, security Our neighborhood is unique. It is rare that you will find a neighborhood in the whole city that has sidewalks, bike lanes, and children walking to the school. The visibility of the people you recognize on the street provides security. It is taking away a visual park that we have.

Ridgewood shopping center - entrance is hard to get into. Impacted by increased traffic; trickle down effect and the traffic that gets pushed into the neighborhoods. When there are a lot of people waiting to turn, it creates a que that you can't get around.

City government environmental goals for 2030 that include transportation emissions, greenspace - will not meet them with this project

### **Traffic Problems**

Pedestrians needing to cross streets safely

Glen Eden and Ridge 4-6:30p; 7-9a; Ideally there would be 8 sidewalks and there are only three.

Lake Boone and Ridge - school being there, there are crosswalks and crossing guards. Sometimes the traffic pattern people will make quick left turns to avoid the crosswalks.

Westwood and Ridge

Tazwell and Ridge - without the sidewalks

Lead mine/Blue Ridge, North Hills Drive and Glenwood - backing up and traffic backs up. bus stops/mall/work no sign. Low income housing uses this to get to work. They are using this and it is unsafe.

Our neighborhoods are said, but the connections have not been made to accommodate the growth.

Horton Street. No crosswalks. It has a good greenway access. You can't get out of there. Lack of safe Greenway access

Via Glen Eden and Ridge - all times weekends especially. There is no safe way with sidewalks and crosswalks that enable safe crossing to the greenways. Weekends especially. There is an opportunity to connect Ridge Road to the greenways.

Blue Ridge and McDonalds (Crabtree Valley Ave)

Bottleneck - Lead Mine and North Hills Drive and Glenwood

Streets are designed for neighborhood streets, not commercial access

Traffic has to cut through because of growth, only place with capacity

Lack of attention to major corridors - Glenwood, Western Blvd, Wade Ave, 440. They took the traffic of Hillsborough to solve that problem. There is not enough capacity to get onto I-40 from the Beltline

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Additional apartments development - multifamily and retirement community

Increased traffic. We want to address this on Glenwood no Ridge Road.

Access to apartments not enough infrastructure. You have 100 homes where one house used to be.

Overflow - Ridge Road Exit; Lake Boone Exit (left turn) off the Beltline. You can't turn left on Lake Boone exit. It is problematic. This is not limited to rush hours.

You have large apartments built.

Increased density without traffic infrastructure or transportation support of any kind.

Increased use of bikes and scooters are problem without ways to safely move through the neighborhood.

Blue Ridge and the Crabtree McDonalds - the problem is making the greenway safe so they don't have to interact with traffic

### **Important Things**

Analysis of congestion with plan for proactive future improvements - Congestion - Analysis of how to reduce the congestion in a 10-30-year plan that there is proactive measures in place to plan for future improvements that anticipate future congestion

No cut through traffic. Ridge Road is a neighborhood street, not a thoroughfare

Better access to bus

Better access to cleaner air and quietness

Look at neighborhoods and at streets for quality of life perspective - air, noise, water, safety - protect this.

Consider timeline of 440-Wade to crossroads - impact of traffic patterns with current projects before determining plan for 440/Glenwood. Consider the impact of widening of others. Hold back and watch. Take time to see the impact of the widening projects.

Consider traffic needs of Creedmoor and Lead Mine 440 access - right now Six Forks or Glenwood. Look at this area and see. It is complicated because we are not looking at 440 between Glenwood and Six Forks.

No direct access from Crabtree Valley Ave to Ridge Road. I'm fine if you block off Ridge Road Look at no access between Glenwood and Ridge Road, 440 and Ridge Road. Most people would be happy to have no access.

No significant neighborhood impact (changes to Ridge Road) from Glen Eden to interchanges that would impact residents or inside the Beltline. Don't encroach further into the neighborhoods.

If modifications are made, consider changes on commercial side that may have capacity rather than residential side.

Ensure apartments have good access to transportation options

Consider more sophisticated traffic signal options to move traffic.

Improve Glenwood capacity for traffic not for mall. That was the primary for Crabtree Valley Avenue

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Reduce number of entrances into mall (where traffic isn't as heavy). Funnel it into from Edwards Mill. The middle entrance is problematic. If you can raise things that would be helpful. Consider flood plains and road elevation  
DOT to buy Crabtree Valley Mall - or raise it up. It is zoned to go up.

### **DOT Partnership**

Continue proactive studies as area grows making sure you have infrastructure.  
Wade and Cary should have widened years ago and there are studies but should have been added years ago.  
Work with state of the art type engineering firms  
Work with Citizen Advisory Committees (more directly)  
Work with City of Raleigh - city street data; access so everyone can see it; synergy between DOT and City. Make sure they are put the data together.  
Help us to understand where dangerous intersections are - crash data - better communication  
Don't be afraid of passion and energy at large community meetings (embrace)  
Exploring options across the world and country  
Cost bids of firms (open access and why)  
Start education process - comfortability and proposed solutions (prior to design sharing)

### **What Else**

Beneficial to see more mass transit options in the future. We are approaching the size of some of these big cities.  
Degradation of property values. Be sensitive. It is growing and appealing.  
Data to monitor air quality change (especially major corridors)

### **09.29.2018 Listening Session Room 2109**

#### **Most Important Word**

Increased neighborhood traffic - you don't want to increase it.  
Neighborhood preservation Ridge Road in particular  
Glenwood pedestrian overpass - there is a large amount of people that cross the street (Glenwood) and the cars start like it is a race.  
Reducing traffic delays  
Preventing traffic diversion into small neighborhoods  
Noise pollution  
Safety  
Overbuilding in the Crabtree Area all of those condos. A year ago there was a 1000 and then it grew - commercial and residential

There is a call for a Glenwood overpass. Where are we talking about? We don't have an answer.

## **Safety**

Control of traffic volume overall - In a neighborhood? Overall.

Control of speed

Traffic calming strategies (bumps, four way stop signs)

Separating pedestrian and bike traffic from vehicle traffic - don't ignore scooters.

Glenwood pedestrians not given an opportunity to cross safely and cars stopped in intersection. You have to wait in the median to cross the street (Glenwood) because cars are still allowed to turn, and pedestrians are scared.

School and daycare safety concerns with increased traffic (Ridge Road)

Complete 440/40 and other area projects before this project designed (per Glenwood CAC resolution). We voted two months ago, to do nothing to Ridge Road or study until they have completed I-440 changes. There are three projects going on without any connection.

Getting on and off Ridge Road already a concern, increased traffic makes it worse. It is difficult now and I can't make a left to get onto the road.

Fire hydrants taken out by traffic accidents (Wentworth and Glen Eden; Westmoreland and Ridge) in the last two years and never before in the previous 30 years. Two kinds of traffic. The neighbors and others who are passing through and coming through very fast. They are using it as a cut through.

Ridge Road used as cut through by cars not observing speed limit

Mess of Glen Eden because of meandering bike path. To me we don't have enough bikers to justify. They are not consistent, and they are not in the same spot. The bike path goes in different spaces. It changes around the hill, which is terrifying. The bike lane shifts. There are not a lot of bicyclists.

With new bike lanes, it takes off our street parking, which is traffic calming.

Bike paths reduced traffic - coming parking spaces

Kid Safety

## **Community Values/Assets**

Loss of trees (noise impact) and wildlife - That will impact our environment and noise. Loss of wildlife.

Glen Eden Park - with traffic pattern changes especially toward evening time will impact access Churches, schools

I'm a walker and a number of people walk on Ridge Road. It has gotten noisier and they are going faster. Want to preserve walker experience with lower speed, less noise

We haven't had some traffic. It still feels like a neighborhood. If they are getting that traffic out of Crabtree

Preserve neighborhood feel

Want to maintain kid safety - bikes and walking

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Preserve walkability as element of neighborhood character (air quality, traffic volume). I walk. I walk with my children. I drive, and everyone is out walking. This is part of the neighborhood character. I'm afraid with increased traffic that people won't want to walk. It is an asset not to have a lot of traffic lights and at the same time it is a problem.

Crabtree shopping center a community asset and want to preserve access. We'd all like to get their easily. Well maybe not all of us. If we go, we'd like for it to be easy.

Want to preserve relative ease of access to the beltline (specifically to North Hills and from North Hills). We don't have to mess with the cloverleaf. As you come down, there are so many accidents when merging on 440 and those on 440 merging off on Glenwood. Too close.

Greenway

### **Traffic and pedestrian problems**

Speed on Glen Eden drive (all the time).

Getting on Beltline East (Out of the city) anytime after 1 pm from Glenwood. The line sometimes is past the light.

Concerned about project area If there is a problem with traffic getting out of the CVA going East then one of the ways to reduce is to use Raleigh Highway and/or Lynn. These precede the project they are not included in the area. Once they are at Edwards Mill or Creedmoor there are fewer options. - Duraleigh/Not included in impact area and they should be

Access Lead Mine to Glenwood to 440 (SW) - problematic. This is a tricky one

Really want pedestrian overpass - for mall visitors and mass transit users (Crabtree Valley Mall).

There is a city in South America that has ameliorated problems by front entrance and rear exit and structures on the ground move people two and from the bus. This is one thing you could do

Want improved boarding/DC - Boarding systems for buses

Awareness of Lake Boone Trail generated by hospital complex. Entrance and egress onto Blue Ridge and then to Beltline.

Concerned about ancillary impact on neighboring areas (Cut thru traffic at Dixie Trail)

Build out of Horton Street and West of Lake Boone (Landmark) shopping center causing congestion. I'm sure the City likes the density for taxes. Are they looking at ways to get mass transit into these areas? It would be great if I could catch a boss and/or walk to Crabtree area.

There was a mass transit option.

Want increased attention to ways in which mass transit could ameliorate traffic/pedestrian issues

One of clover leaf's at 440 and Glenwood disabled - should it be reopened to facilitate exiting traffic?

If you want to turn left on Glenwood you have to get off. They took it away from weaving of traffic on Glenwood.

Glenwood and Woman's Club Drive - Improvements stopped but needs to be reopened (City of Raleigh - Glenwood Project). This was going to put 1000's of cars a day. DOT was going to add another lane at the Beltline. Put another light on Glenwood. The project got stopped. T

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Prevent Beckana Tower-Work on Beckana access. They want to build another tower and the City is working on that. Cutting off the exit from Beckana will be disastrous if it occurs at the same time.

Coordinate projects better because these things are happening all at the same time.

### **One or more important things**

Drainage system is horrible and needs improvement (Crabtree area). Particularly as more and more development. Puddling on 440 as you are exiting onto Glenwood from North Hills can cause accidents. Figuring out how to drain the streets better.

There are roads further west. Can access be provided to them from the shopping centers.

Additional access to mall area from west to relieve congestion? (Creedmoor Road among them)

Greenway important - want to maintain as critical asset

Do clarification before evaluative conversations

### **DOT Partnership**

Get together with community on other projects (Glenwood Ave Council) as well coordinate 6 projects and with interested parties. Make sure they get together. Let them complete one before others.

Question - Deadline for expenditure of project monies? That is the reason why we can't plan these projects. Tell us there is a deadline. I have heard that there is not a deadline and there is a push to use the money. Be transparent about it

DOT needs to commit to not diverting traffic onto Ridge Road, and if they don't be more transparent about full model of proposed design with all impacts delineated.

Worried DOT has a solution they're not divulging.

Is DOT engaging public interest and attention at an early enough stage?

Listening sessions times and time blocks not workable format; good but too time intensive

Allow for alternate design proposals (Participants have pdf plans and will connect with DOT)

Want to see in future sessions that elements shared here are included, or faith will be lost in the process and DOT

DOT indicated a desire to communicate, but not yet done so; use social media and other avenues to supplement listening sessions.

Not enough information regarding business impact