

Chapter 10

Neighborhood Association Comments

QUALITY-OF-LIFE STUDY OF THE 7th AVENUE AND 7th STREET REVERSE LANES

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CHAPTER 10: NEIGHBORHOOD ASSOCIATION COMMENTS

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Introduction

This chapter includes a summary of the comments received from neighborhood associations through an online list serve email exchange and one small group discussion. The following neighborhood associations, all in the vicinity of the study area, were included in our outreach. For reasons of out of date information, most could not be contacted in time for the study.

1. Colter Street Alliance
2. Medlock Place Neighborhood Association
3. Windsor Square Special Planning District
4. Royal Palm Neighborhood Council
5. Beverly Palms Neighborhood Association
6. Desert View Neighborhood Association
7. Coronado Neighborhood Association
8. Woodlea–Melrose Neighborhood Association
9. Willo Neighborhood Association

The associations with comments appearing in the chapter include Coronado, Woodlea–Melrose, Willo, and a small contribution from Royal Palms. In addition to the emails received, a community meeting was held with the Woodlea–Melrose neighborhood group to gather other comments.

The following summary is in order by each question asked, with a summary of how the three main community groups responded, followed by a few quotations from the actual meetings and emails. At the end of this summary, a description of the two emails from the Royal Palms neighborhood is also included. Given the variety of unstructured responses and weight given to different alternatives, it was not our aim to analyze all of these responses. Instead, generalizations are extracted from the information provided.

Question 1: Do you use the reverse lanes when they are in effect? If not, why not?

For all three represented neighborhoods, some residents indicated they use the reverse lane, though a greater number others mentioned they avoid the lanes at all costs. Only in the Woodlea-Melrose community association, where the greatest number of comments were provided, did people state that they only use the reverse lanes occasionally. Those who use the lanes seem to do so rarely, because they are perceived as dangerous and confusing, especially in figuring when the reverse lane sessions begin and end. One person during the Melrose Meeting acknowledged that they use the reverse lane to commute to work.

The majority of residents present at the meetings do not use the reverse lanes, or only use them minimally when in a hurry or to turn left between blocks upon reaching their destination. Some of the motives for avoiding the lanes are as follows: start and ending time confusion, dangerous nature of the lanes, the fact that some people misuse them

and drive in the wrong direction, the prevalence of car accidents, difficult to turn, add to personal stress level, speeding issues, and inconvenience. The most common problem is the overall dangerous feel of the lanes and their confusing nature. Below are a few quotes from each of the neighborhoods meetings for question 1.

1. Coronado

"I do use the reversible lanes during rush hour and I find them confusing, dangerous and frustrating. They are confusing because if I can't turn at a major intersection, where can I turn? Dangerous because it's difficult to remember when the reversibles are in effect and frustrating because if my watch is wrong, I can be and have been in the wrong lane making a left turn at the wrong time."

"I've only lived in Phoenix for 8 months. When I first moved, I absolutely did not understand the reverse lanes. The signage is baffling when you're trying to read it going 40 MHP: the way the signs are written, it's most natural to read them as 'Do not use/thru traffic.' 'Thru traffic' seems to add to why you can't use the lanes, like 'No parking/tow away zone.' After I finally understood what the signs were actually saying, I realized a number of other drivers didn't. I've seen more drivers than I can count use the lanes as turn lanes when the through traffic rules are in effect."

2. Woodlea-Melrose

"Very rarely do I or my husband use the reverse lanes. They are unsafe and unreliable. They are insufficiently marked and drivers have a tendency especially in the evening drive to drive too fast. There is always someone needing to make a left turn, thereby interrupting or stopping the traffic flow in that lane or really dangerously, someone will pull into the lane to cross traffic going in the opposite direction of the reverse lane. The lanes are a hazard and should be removed."

"I avoid it entirely in the morning and I avoid it until the last minute in the evening, when I need to turn left into my neighborhood. The reason I avoid them is because they are far too dangerous. Between the speeding (people treat them like the fast lane on the freeway) and constant head-on collision scenarios created by those who forget they are in use or simply don't know about them, these lanes are quite literally suicide lanes."

"No. Because there is often someone going the wrong way or trying to make a left turn at the wrong time. Aggressive drivers and speeders also tend to use that lane. I avoid using 7th Avenue at all during rush hours."

3. Willo

"Yes. For the last year, I have used them 4 times per day during morning and evening commuting hours -- I make 2 round trips per day, one about 7:30 or 8 am and another about 4 pm between my home in Willo and Dunlap."

"No. I do not use them any longer. They are too dangerous. I had several close calls, and after one fender-bender, I swore that I would never use them again. People just don't understand the concept unless they live in the area, and most people just don't pay enough attention or understand the signs. Most people drive off of instinct, and it is most people's instinct to use the center lane to make left hand turns."

Question 2: Explain how the reverse lanes negatively impact your neighborhood.

Some of the most repeated themes in response to this question relate to how the reverse lanes: make it harder to turn left and reach destinations, encourage cut-through traffic into the neighborhoods and at businesses' parking lots, are a hazard for drivers and pedestrians, and pose challenges for frequenting local businesses. There were many more responses to this question than were provided for the question 3 on the positive impacts of the reverse lanes.

1. Coronado

"Drivers use local streets or corner businesses to do clover-leaf or u-turns. Virginia is a great example. Northbound drivers turn right on Virginia, then circle around the new roundabout at 8th to head west on Virginia. Southbound drivers pull into Band-Aids parking lot on the SW corner, and loop all the way through, to head east on Virginia."

"The reversibles negatively impact our neighborhood, because we now have cut thru traffic rather than surface street use. The businesses have mentioned that the reversibles negatively impact their after 4 p.m. business, because motorists cannot get into their businesses."

2. Woodlea-Melrose

"Drivers who cannot make a left turn on the major streets cut through on our local streets instead. They often speed when doing so. If I can't make a left turn on to Indian School Road from 7th Avenue myself, I have to do so from 11th Avenue, where there is no light, and many lanes of traffic to cross."

"I have to wait to go places because I am afraid of getting in an accident."

"These lanes make it very difficult to access and exit our neighborhood (Woodlea-Melrose, northwest of Indian School and 7th Ave). People often blare their horn at me, and have to slam on their brakes to avoid hitting me when I make a legal left turn into my neighborhood during reverse lane hours. They also significantly detract from our ability to patron the small businesses along 7th Ave. as access is very difficult during these hours and pedestrian street crossing is virtually impossible. The reverse lanes actually generate more cut through traffic in the neighborhoods as people seek other opportunities to make a left turn during the periods that the signaled intersections disallow them."

"They negatively impact ME by raising my car insurance rates (according to my insurance broker) due to a higher occurrence of accidents in the zip code area. More traffic means higher localized pollution and noise."

"I find the reverse lane to be disruptive to the left turn capability of the commuter that needs to go east/west to get to their final destination. One constantly has to play games with the traffic and do circle turnarounds through parking lots to accomplish left turns when needed (something I suspect traffic enforcement would frown on). I also find myself driving through neighborhoods to circumvent the reverse lane to be able to get access into my own neighborhood."

“It is a huge safety issue. We have friends who avoid coming to our home off 7th Ave (the most direct route to our house); it is a waste of gas to take other streets to go all the way around our neighborhood to safely turn in on different streets, etc. These lanes also add to the overall speedway that 7th Ave has become. It is nearly impossible to cross the street as a pedestrian; therefore, limiting the amount of foot traffic shopping can be done on the opposite side of the street.”

“For me personally in my neighborhood it forces me to change my routes and drive out of my way, because of the danger aspect. I find the lanes a nuisance and avoid them as much as possible. Many times I would stop at local businesses on 7th Ave but don't because I am there at the wrong time of the day to effectively and safely get access.”

3. Willo

“I know of several people who won't come downtown specifically because of the hassle of the reverse lanes. They think it is too confusing and dangerous. Those are customers that the businesses in our neighborhood are losing out on. I also have witnessed and have been involved in accidents due to the reverse lanes. That kind of danger is not a welcome part of our neighborhood.”

“We are not comfortable walking down 7th Avenue...and this encourages vehicles to speed –MUCH faster than the posted speed. I also have trouble coming home at rush hour, can't turn into my street from 7th Avenue...this causes me to have to U turn, thus creating another traffic risk. It also cuts Willo off from our neighbors/Encanto neighborhood. Downtown neighborhoods are great for being pedestrian/bike friendly...7th Ave and 7th Street are not promoting this at all!”

Question 3. Explain how the reverse lanes positively impact your neighborhood.

Of the many responses submitted for this question, a vast majority described the fact that residents cannot see any real benefits to the reverse lanes. Coronado and Willo neighbors provided a relatively proportionate share of comments showing the benefits of the lanes. Of 24 responses from the Woodlea-Melrose neighborhoods, only 3-4 included information on positive aspects. The main benefits described by Coronado residents relate to the idea that the reverse lanes reduce travel times, and help accommodate the large amounts of traffic flowing through the area. Willo residents, find that the reverse lanes, when traffic is flowing, helps reduce the amount of cut-through traffic in their neighborhood.

Many of the comments demonstrate that it is doubtful whether the reverse lanes help resolve traffic congestions issues or whether any benefit gained from the lanes adequately offsets the disadvantages.

1. Coronado

“Reverse lanes are the most sensible way to control flow of traffic from south to north and north to south during hours of heavy use (traffic going to and coming from work/business/schools.”

"If traffic is flowing smoothly, fewer drivers will attempt to cut through the neighborhood to get around slowed traffic."

"They should allow the heavy traffic to move in and out of downtown faster and without left turn bottlenecks."

"I'd like to know the answer to that! I can only assume that more traffic might use local streets if there were fewer rush-hours lanes on 7th Street..."

2. Woodlea-Melrose

"It decreases my transit time to and from home/work, and they allow rush hour traffic to quickly move by the neighborhood."

"They move a tremendous amount of traffic through the city, without additional costs to beef up our freeway system (again). Because they move people THROUGH the city, local businesses benefit from drive-by traffic – thus allowing those of us who live IN the city, to be able to shop here instead of having to travel to the outskirts of town, where the malls have popped up along the freeways. "

"I see no positive benefit. I would rather have it as a turn lane as it is in the off hours. That would benefit myself, the neighborhood and the commercial establishments along 7th Avenue. We would be able to get out of the direct flow of traffic and be able to turn across the lane when it was safe. That would keep the traffic flowing thru the area."

"I am unclear whether the reverse lanes actually speed traffic to and from downtown, as intended (without knowing what traffic would likely be without the reverse lanes, it is hard for me to say). If, in fact, traffic would be worse traveling to and from downtown without the reverse lanes, I would say the reverse lanes have a positive impact. As a commuter to and from downtown during rush hour, I obviously would like the shortest travel time possible, even if it means using the reverse lanes. "

"I don't see any positives. Well, I suppose if you knew and abided by the "no left turn from reverse lane anywhere" law, it would prohibit traffic from cutting through the neighborhood. But I suspect most do NOT understand that traffic law, so we do get quite a lot of cut-through, *non-local* traffic who understand they cannot turn left at Indian School. I cannot think of any other benefits provided by the reverse lanes to our neighborhood."

"I really can not think of one positive impact."

"As a neighborhood resident and non-user of the reverse lane I can not think of one positive thing about them. The street should be classified as a highway."

3. Willo

"I believe they keep traffic out of the neighborhood by making it more difficult to make a left turn into the neighborhood during commuting hours, and by providing adequate and speedy commuting to and from downtown on 7th Avenue itself, thus preventing people from trying to speed up their commute by cutting through neighborhoods such as Willo."

"I don't see any upside to using this tactic...it is too foreign to those that don't live in the area....great risk to drivers!"

"Commuters may find 7th Ave. more desirable than 3rd or 5th keeping cars out of the neighborhood."

Question 4. Considering the available options to change the lanes.

Fewer residents responded to these questions, though the answers submitted were more thorough. In most cases, respondents provided a clear indication as to whether they agree or disagree with each of the proposed alternatives. In a few instances, additional strategies were offered that relate to the following ideas: keep the lanes and educate people on their use, improve the safety of sidewalks, slow traffic down to deflect commuters, construct pedestrian bridges, enhance streetscapes, install more left hand signals to reduce accidents, remove the reverse lanes after the light rail is done, provide more pedestrian amenities, and turn the lane into a landscape strip.

Recurring themes from the responses indicate that residents generally would like to improve upon the pedestrian features. They either want to remove the lanes, returning them to a two-way left hand turn lane, or they want to see more clear directions on how to use the lanes. A minority of the residents indicated they would like to keep the lanes in their current state. The following section provides a brief summary of the responses to each of 6 alternatives offered, and a few quotes from the emails and responses from all three communities.

1. Keep them as they are.

Most residents opposed this alternative and responded with the answer, "No." Only a few supporting statements for this response were offered by citizens from the community associations, a couple of which are provided below.

"People who complain about the turn lane are not thinking of the good of the majority nor are they willing to try an alternate route. I'm 69 years of age and have absolutely no problem with the reverse lanes. Individuals seem to be thinking only of their immediate desires. Too bad. Thank you for asking. I've lived in Coronado since 1990 and am totally satisfied with the reversible lane on 7th Street (Coronado)."

"...but 7th Avenue seems to be functioning just fine as is -- I don't know why anyone would want to change it (Willo)."

"There will always be idiots who either don't see or understand the reverse lane, but I don't think that's any reason to get rid of it. I think the only people who want to get rid of it are those who are unable to make some left turn they'd like to make for their own convenience. Or maybe the shop owners think it would be more convenient for their customers. But if you get rid of the reverse lane, 7th Ave. will be one long parking lot during morning and evening commutes, it will be a mess and more people will try to get out of it by using, for example, 5th and 3rd Avenues in Willo, generating substantial annoying and dangerous cut-through traffic (Willo)."

“My answer to this depends upon your assessment regarding whether or not the reverse lanes speed the travel time to and from downtown during rush hour (as discussed above). If your analysis indicates travel time would be significantly increased in the absence of the reverse lanes, I would prefer to keep them, but would definitely recommend improving the visibility of overhead signs so they are more easily understood, or Option #4 (Woodlea-Melrose).”

“Keeping them as they are? I hope not. Is the city of Phoenix growing or not. When those lanes were proposed maybe the heart of down town was further down town. What I do know is now, today, I am not so concerned with getting somewhere else fast to do my business, shopping and entertainment. I am concerned in getting across the street to do my business, shopping and entertainment. I appreciate that more business are closer yet the reverse lanes makes it harder to get to them, even though they are closer (Woodlea-Melrose).”

2. Change the hours they are in effect (such as just in the morning).

Most residents of all the given neighborhoods do not support use of this alternative, and responded with the answer, “No.” The only supporting statements for this response were offered by citizens from the Coronado and Woodlea-Melrose community associations.

“That doesn't solve anything (Coronado).”

“I don't see how a change in time would decrease confusion or inconvenience. Traffic laws and standards (like left turn lanes) should be standard, not arbitrary or dependent on the clock (Woodlea-Melrose).”

“I work on 7th St and Bethany Home Rd. and live on 10th St and Monte Vista. I take 7th St to and from work every day and my office window looks out over 7th St. There are regular accidents outside my window and I see them on a regular basis on my commute both ways. They have been there for 3 decades and people still do not get it. I have serious doubts as to whether they ever will, even with electric, colored arrows or changing the hours (Coronado).”

“That would only make them half as dangerous. People just don't get it. They travel in the wrong lanes and stack-up to turn left at every minor through street, especially in the afternoon. When they screw up, they just stay in the lane and turn left anyway. If you're in the reverse lanes and some idiot just swings out in front of you at 40 to 50 miles per hour it's scary as hell. I have never seen a policeman enforce the lanes or the no left turns at the major intersections--they just play with their radar guns. I have lived on Mackenzie for 10 years and travel 7th Avenue north and south every day. It is my route to work, the bank, library, the post office, and the cleaners, to get gas--everything but Wal-Mart (Woodlea-Melrose).”

3. Return them to normal left-turn operation.

A large majority of residents indicated they are in favor this option, though a few would like to keep the lanes. No one in the Coronado neighborhood provided specific information regarding this option; those who oppose the lanes simply replied, “No,”

except for the one response shown below. It is evident that at least a small percentage of responses were opposed to removing the lanes, though this is not found with the Woodlea-Melrose group.

“Remove them? Absolutely not! (Coronado)”

“Yes, but also get every downtown business to stagger start and end times for employees so they're not all trying to get downtown at one time! (Coronado)”

“I would choose option 3: Return them to a standard left turn lane on both 7th Ave and 7th St. and create streetscapes and improvements (medians, trees, landscaping, etc.) to slow people down. I think we need to collectively rethink our neighborhoods and these streets within the context with the overall City plan and decide what we want the Central Phoenix area to really be. Are these streets to be a thoroughfare to get people through as quickly as possible, or are they City streets designed for access to local neighborhoods and businesses? There are many ideas at odds here - we want safe, pedestrian friendly, walkable city districts, neighborhoods and amenities, yet we also have these small freeways running through them, rendering the former ideas obsolete (Woodlea-Melrose).”

“Normal left turn operation will also allow a left turn signal at Indian school and & 7th Ave. thereby permitting a much safer intersection which is very dangerous now for lack of left turn signal. How many accidents at this intersection that could have been avoided if there was a left turn signal??? I have been nearly run over using a crosswalk to cross 7th Ave...there is no regard for pedestrians crossing 7th Ave. Try it and see! Consider an island crossing such as at 21st Ave. and Indian School. This can be done when reverse lanes are eliminated (Woodlea-Melrose).”

“Absolutely get rid of the suicide lanes (Woodlea-Melrose).”

“If your analysis indicates the increase in travel time if the reverse lanes would be removed would be negligible (or minimal), I would select Option #3, which would improve the rush hour access to my neighborhood. Regardless, I do not believe 7th Avenue should be widened (Woodlea-Melrose).”

“Yes please. This makes sense. Help me make wise traffic choices to use major artery roads as they are designed and discourage cut through traffic is smaller roads. Give me the safety of a lane out of traffic to make a safe left turn and a lane to cross into during heavy traffic (Woodlea-Melrose).”

“My ideal would be to take the middle lane and turn it into a "green" boulevard. Fill it with dirt, landscape it and let neighborhoods and businesses along the route "adopt" a section to maintain to keep it free of trash and maintain the cutting of bushes, weeding, etc. This street is trying to be impersonal when the businesses and residents that live in the neighborhoods from Indian School to Camelback are very personal about their community (Woodlea-Melrose).”

“Since the City of Phoenix has started to invest money in the "Melrose Curve" of 7th Avenue, with the intention of making the area pedestrian friendly with lots of shops and

restaurants, continuing the reverse lane does not make sense. When you consider the adverse impact the reverse lane has on existing business and neighborhoods along 7th Avenue and 7th Street it becomes clear a change is necessary. The best option would be to remove the reverse lanes and return both streets to normal left turn operation (Woodlea-Melrose)."

"Return them to normal left turn operation because the average driver will not understand their use unless they use them daily. Tourists and Valley citizens from the suburbs will continue to cause accidents because they are different from every other street (Willo)."

"Return to normal left-turn operation. Minimize cut-thru traffic. Eliminate "suicide" lanes. Do not widen 7th Ave or Street!!! (Willo)."

4. Improve the visibility of overhead signs so they are more easily understood (such as red and green electronic arrows).

A majority of respondents were favorable toward this idea. A few indicated they would not support this concept.

"YES. If the lanes are staying, clearly indicate with red/green symbols when you may or may not enter them! (Coronado)"

"In Cleveland, Ohio we have illuminated overhead signs over each lane. These overhead signs are red color "X" and green color "O" and are frequently marked. The signs are controlled by the city traffic dept. and we drive only in the lanes with the green "O". This method gives the city great control over the amount of traffic moving in needed directions. I do not know, however, what method is used when the lanes need changed from green to red, or reverse. This traffic control method is easily understood, and is not dependent upon drivers knowing the precise time (I personally often loose my wrist watch). (Coronado)."

"If your analysis indicates travel time would be significantly increased in the absence of the reverse lanes, I would prefer to keep them, but would definitely recommend improving the visibility of overhead signs so they are more easily understood (Woodlea-Melrose)."

"I am concerned for how the installation of additional lights and stuff would effect the beauty of my neighborhood. Why does my neighborhood get deemed to look like a low budget freeway so that people can come from their beautiful neighborhoods, travel through mine to get to beautiful downtown? My neighborhood should be beautiful too (Woodlea-Melrose)."

"It might be helpful to have more visible signage or signals or have something on a timer, so that everyone is certain when the lane is in effect, instead of relying on varying individual watches and passive signs (Willo)."

5. Return them to normal left turn operation and widen 7th Avenue to provide an additional southbound lane.

A majority of respondents were opposed to this idea, although a few are in support. Many who are opposed to widening the streets are in favor of removing the lanes. The chief case against widening the streets relates to the potentially high cost and other practical considerations.

“I do not believe that widening the any of these streets is a useful option: cost lots of money, takes useful property from businesses, becomes a constant loop of making the street wider and wider forever. Wider streets are only temporarily useful --as traffic increases to accommodate the new lanes until the problem again appears, increase width results in increased traffic speeds (Coronado).”

“Option 3 seems the best approach as long as left turn signals are incorporated. I chose to decline option 5 because I have noticed that with the push allow people to work flexible hours by telecommuting, staggering hours, going virtual office or working 4 10 hour days per week has actually had the effect of reducing the volume of traffic over the last year. Therefore widening 7th Ave. would be a low priority (Woodlea-Melrose).”

“I am **not** in favor of widening 7th Avenue. It is already too wide and nearly impossible to cross on foot now if interested in patronizing any of the businesses on the other side of the street (Woodlea-Melrose).”

“I laugh at the whole idea of widening 7th Ave. What does that mean, tearing down businesses? What is next, tearing down houses? So that people can get to work fast? How about they leave on time and learn to listen to books on CD? We need to be the change we seek in the world and slow down. I DO NOT want more exhaust pollution in my hood. That is not why I live here. Widening 7th Ave to provide diagonal parking lanes on one side would be good to accommodate the patrons of the businesses and encourage people to slow down and stop and shop in our neighborhood. Putting in pedestrian activated stop lights for crossing the street would be good. We want to be a destination, not a freeway (Woodlea-Melrose).”

“Not sure it is absolutely necessary to add an additional lane-I travel 7th Ave at am/pm rush hour and have NEVER experienced a back up...so not sure if we need the additional lane (Willo).”

“I guess the best of both worlds would be an additional lane on either 7th Street or Avenue, if funding and land are available (Willo).”

6. Return them to normal left turn operation and widen 7th Street to provide an additional southbound lane.

Similar responses were given for this questions as were provided for question 5. Although the Woodlea-Melrose respondents specifically mentioned 7th Avenue, responses shown above also mention 7th Street, thus indicating that these two questions may have been evaluated together. No specific references to 7th Street alone were offered.

7. Which option is best and why?

A majority of the residents, especially those in the Woodlea-Melrose and Willo neighborhoods selected option 3 as their preferred choice, which is to remove the reverse lanes and return them to a normal two-way left hand turn lane. Their reasoning ranges from their questioning the lanes' ability to relieve traffic congestion to their finding that the reverse lanes encourage cut-through traffic, speeding, and dangerous driving conditions. The Coronado neighborhood members who gave their opinions indicate their preference of keeping the reverse lanes, but improving the overhead signage to give better indication as to how the lanes function. A variety of other options were also provided by limited number of individuals, and include option 4 (improve signage), options 5 and 6 (remove the reverse lanes and widen the streets) slow down traffic along the reverse lane, provide additional stoplights, install a median, educate drivers. A few of the additional choices are listed below.

"Well, hopefully, you've got some actual experts in on this who are studying whether the lanes do improve traffic flow. If the lanes really are effective in relieving congestions, then my vote would definitely be to improve the signs – yes, electronic signs that give easily understood indication whether you can use the lane. I'd be adamantly opposed to widening the streets to accommodate more lanes (Coronado)."

"The sidewalks are too narrow. The street is already too close to buildings in some places. It is not pedestrian friendly or safe. When you walk along 7th Avenue there are two ton hulks of metal hurling by you a few feet away at 50 mph. You risk your life trying to cross the street in the crosswalk with a light, and especially without a light (Woodlea-Melrose)."

"Return them to a standard left turn lane on both 7th Ave and 7th St. and create streetscapes and improvements (medians, trees, landscaping, etc.) to slow people down. I think we need to collectively rethink our neighborhoods and these streets within the context with the overall City plan and decide what we want the Central Phoenix area to really be. Are these streets to be a thoroughfare to get people through as quickly as possible, or are they City streets designed for access to local neighborhoods and businesses? There are many ideas at odds here - we want safe, pedestrian friendly, walkable city districts, neighborhoods and amenities, yet we also have these small freeways running through them, rendering the former ideas obsolete (Woodlea-Melrose)."

"Normal left turn operation will also allow a left turn signal at Indian school and & 7th Ave. thereby permitting a much safer intersection which is very dangerous now for lack of left turn signal. How many accidents at this intersection that could have been avoided if there was a left turn signal??? I have been nearly run over using a crosswalk to cross 7th Ave. There is no regard for pedestrians crossing 7th Ave. Try it and see! Consider an island crossing such as at 21st Ave. and Indian School. This can be done when reverse lanes are eliminated. (Woodlea-Melrose)."

"...our area has suffered through enough construction with the Light Rail project. When the Light Rail starts up, the reverse lanes should revert to normal left-

turn operation. The only cost to taxpayers would be minimal in a change in signage... (Woodlea-Melrose).”

“Returning the lanes to the normal left turn operation is best. This would allow access to businesses at all time of day not just 9 to 4 and would lighten the usage of 7th Ave. as a highway. Maybe I could cross the street then (Woodlea-Melrose).”

“A stop light to allow people to cross the street on 7th Avenue and Glenrosa would be nice. Someone is going to get seriously hurt someday....Probably, not a realistic option, but an overhead sky cross walk bridge would be nice. I just hope someone isn't hurt before we can do something about this problem. I don't even like to use 7th Avenue to turn into Glenrosa when the Reverse Lanes are NOT in force, as the traffic is really ridiculously dangerous and fast. Slowing down the traffic might also help or prevent people from even using 7th Avenue and eliminate some of the danger (Woodlea-Melrose).”

“We also need to enact some speed mitigation to bring drivers to the posted speed limit (Willo).”

“Leave it alone or add a lane, but don't take away the reverse lane without providing a GOOD alternative for commuters, other than cutting through neighborhoods (Willo).”

Two Emails from Residents of the Royal Palms Neighborhood

The following are copies of email content sent from neighbors of the Royal Palms community. They include minor editing to exclude names and to correct general errors in grammar, punctuation, and syntax. These were not included in the overall analysis above because of the limited number of responses and lack of the one email's response to all of the questions. These limitations make it difficult to generalize.

Email response 1:

I live at 11th Ave and Northern. I think that the lanes should be left alone. I and my family do use the lanes. The last thing we need in the neighborhood is more construction to widen the lanes. We already have the community in an uproar over the light rail going down 19th Ave. We don't need anymore contention amongst our neighbors.

Email response 2:

Q1. Do you use the reverse lanes when they are in effect?

No.

Q1 part 2. If not, why not?

Most of the cars use that lane go use it to turn left into a residential street to get to the main street they couldn't turn left on, or they use it as a passing lane. It does not get used as a solid flow lane of traffic.

Q2. Explain how the reverse lanes negatively impact your neighborhood.

Folks use the reverse lane to turn into neighborhoods to get to the main street they need and were not able to get to because of the no left turn due to the reverse lanes. You can not let your kids ride their bikes between 3 - 5 due to the speeding traffic in the neighborhood.

Q3. Explain how the reverse lanes positively impact your neighborhood.

????? Can't think of any positive effects.

Q4. Considering the available options to change the lanes:

1. Keep them as they are.
2. Change the hours they are in effect (such as just in the morning).
3. Return them to normal left-turn operation.
4. Improve the visibility of overhead signs so they are more easily understood (such as red and green electronic arrows).
5. Return them to normal left turn operation and widen 7th Avenue to provide an additional southbound lane.
6. Return them to normal left turn operation and widen 7th Street to provide an additional southbound lane.
7. What do you think is best? Why? (or suggest other ideas)

I prefer option 3 – return them to normal left-turn operation. I drive 7th avenue to downtown each morning and evening, the traffic is not slow or overcrowded and that is with the center lane hardly being used. If it went back being a lane folks can use to get out of the flow of traffic to make their left turns as well as being able to turn on major roads it would help the flow of traffic and reduce accidents. Place left turn arrows at every major intersection to turn left onto major roadways.

Conclusions

The few neighborhoods providing input here, other than Royal Palms, represent the core of the downtown, southern end of the study area. There is little variation in their message here – they are frustrated with the reverse lanes and want to see a return to normal two-way operation. There are some who prefer for the reverse lanes to remain, but they are a very small minority. Complaints include the impacts on neighborhoods and local accessibility from the lack of left turn opportunities and confusing rules to the aggressive driving, honking and cut-through traffic. Many lament the inability to frequent local businesses because of poor east to west accessibility. Much like the businesses, these neighborhoods concentrated among the southern portion of the study area are frustrated and are eager for a return to normal left-turn operation.

Transcripts of emails and comments from Neighborhood Associations

Q1. Do you use the reverse lanes when they are in effect? If not, why not?

Coronado

-YES No. I avoid 7th Street entirely during reverse hour times.

Several reasons:

1. I have witnessed numerous fender-benders in the center lanes.
2. Drivers are confused. Not everyone understands the signs. And cars making left turns stop in the fast lane creating more confusion for through traffic.
3. Not everyone has the same time showing on their clock!!!

-NO

They are too dangerous. People not familiar with them do not read the signs posted and cause serious accidents, near misses and frazzled nerves, causing even more people to drive dangerously.

Yes, but I avoid these streets whenever I can.

I do use the reversible lanes during rush hour and I find them confusing, dangerous and frustrating. They are confusing because if I can't turn at a major intersection, where can I turn? Dangerous because it's difficult to remember when the reversibles are in effect and frustrating because if my watch is wrong, I can be and have been in the wrong lane making a left turn at the wrong time.

-Yes, though they can be a bit scary.

-NO

I'VE ONLY LIVED IN PHOENIX FOR 8 MONTHS. WHEN I FIRST MOVED, I ABSOLUTELY DID NOT UNDERSTAND THE REVERSE LANES. THE SIGNAGE IS BAFFLING WHEN YOU'RE TRYING TO READ IT GOING 40 MPH: THE WAY THE SIGNS ARE WRITTEN, IT'S MOST NATURAL TO READ THEM "DO NOT USE/THRU TRAFFIC." "THRU TRAFFIC" SEEMS TO ADD TO WHY YOU CAN'T USE THE LANES, LIKE "NO PARKING/TOW-AWAY ZONE." AFTER I FINALLY UNDERSTOOD WHAT THE SIGNS WERE ACTUALLY SAYING, I REALIZED THAT A NUMBER OF OTHER DRIVERS DIDN'T. I'VE SEEN MORE DRIVERS THAN I CAN COUNT USE THE LANES AS TURN LANES WHEN THE THRU TRAFFIC RULES ARE IN EFFECT.

Melrose

-No. Because there is often someone going the wrong way or trying to make a left turn at the wrong time. Aggressive drivers and speeders also tend to use that lane. I avoid using 7th Avenue at all during rush hours.

-Absolutely NOT – The Reverse Lane is something I avoid at all cost. I cannot turn on to Glenrosa from 7th Avenue & must use 15th Avenue to access my home.

-Yes

-I avoid it entirely in the morning and I avoid it until the last minute in the evening, when I need to turn left into my neighborhood. The reason I avoid them is because they are far too dangerous. Between the speeding (people treat them like the fast lane on the freeway) and constant head-on collision scenarios created by those who forget they are in use or simply don't know about them, these lanes are quite literally suicide lanes.

- I do not use reverse lane....not safe, it is a suicide lane

-YES

-Very rarely do I or my husband use the reverse lanes. They are unsafe and unreliable. They are insufficiently marked and drivers have a tendency especially in the evening drive to drive too fast. There is always someone needing to make a left turn, thereby interrupting or stopping the traffic flow in that lane or really dangerously, someone will pull into the lane to cross traffic going in the opposite direction of the reverse lane. The lanes are a hazard and should be removed.

-Only rarely. For the most part I avoid it because of the potential hazard of oncoming traffic, of which I was almost a victim. Also, many vehicles turn left on side streets which disrupts the traffic flow. Yes, when I have to but they aren't called suicide lanes for nothing. I often duck through the neighborhood between 1-10 and McDowell to avoid them.

-Only by necessity to turn into our neighborhood during those the determined hours. We do not travel in the lanes because it is extremely dangerous. Most people who do not live in our area do not see the signs in time to figure out what they say and don't understand that lane becomes a travel lane rather than a turning lane. If you try to travel in it, you inevitably are stopped behind someone who is waiting to turn without knowing they are not supposed to (or just chose to ignore the rules). I have seen way too many near head-on collisions.

-NO, they are dangerous as people use them incorrectly by turning at major intersections or to speed by the rest of traffic and then folks behind me get angry and honk if they have to wait while I am trying to turn into the neighborhood where I LIVE. I avoid 7th ave during the rush hour times and use other surface streets if possible.

-Sometimes. I mostly don't use them because they make me nervous. Every single day I see people using them incorrectly and almost getting in to accidents especially in the afternoon. I am currently not working so would not be considered a work day "commuter," but I may use the reverse lanes occasionally if running errands during those peak times. Frankly, however, I find them frightening so don't do so often.

-What a vague and useless question. Tell me how I can turn left with out using the reverse lane when it is in effect. Do I use the lane just to move down the lane. NO. Why not? Because there is usually a person who does not understand the reverse lane who is using it at the intersections, or someone who also does not understand the turn lane, tries to turn left from the regular lane cutting me off, or their is a big back-up in that reverse lane from someone wanting to turn left into some small street. I am most affected by the reverse lanes at times that are close to the hours of change. I am constantly aware of the fact that just because my car clock reads 6:05 does not mean everyone else's does. Every morning on my way to work I have the dilemma of what time is it really, what time does the other guy think it is, can I turn left here, can I get in that lane yet or not. It is very stressful. I personally only use the reverse lane when I need to turn left. And because I can not turn left at major intersections I am forced to turn left into smaller roads which are not designed for such traffic.

-no to dangerous

-No, I do not use them, they are too dangerous

-I only use them as a left turn lane to get into my neighborhood. I don't use them to travel faster as I find many people are using them to turn left and they really are not speedier when you are caught behind them and wait for the left turn.

-We do not use those lanes because they are very dangerous. Some motorists drive very fast to get through all the traffic, then you have the people who do not know how to use the lane and think they are turn lanes so they stop to make a left-hand turn.

-I only do when I am in a hurry or if traffic is stalled in other lanes. I choose to do this only during these conditions because not everyone understands the stipulations of the reverse lanes or the times allotted to use them. Otherwise, even if traffic is slower, I choose to use the original lanes designated for travel.

-Yes, every day. I live off 7th ave and commute by car to work.

-NO! TOO DANGEROUS!

-Only when absolutely necessary. Between the reckless drivers and the ignorant (those who do not know the rules for reverse lane travel) it is far too dangerous.

-Absolutely NOT – The Reverse Lane is something I avoid at all cost. I cannot turn on to Glenrosa from 7th Avenue & must use 15th Avenue to access my home.

-Yes.

Willo

-No. I do not use them any longer. They are too dangerous. I had several close calls, and after one fender-bender, I swore that I would never use them again. People just don't understand the concept unless they live in the area, and most people just don't pay enough attention or understand the signs. Most people drive off of instinct, and it is most people's instinct to use the center lane to make left hand turns.

-Yes. For the last year, I have used them 4 times per day during morning and evening commuting hours -- I make 2 round trips per day, one about 7:30 or 8 am and another about 4 pm between my home in Willo and Dunlap.

-Yes

-No... it is too scary to be close to on coming traffic and those that don't understand when the reverse is in effect.

-No, People use the lanes to make left turns. Some people speed in the lanes making them dangerous.

-No, I am retired and do not have a commute.

Q2. Explain how the reverse lanes negatively impact your neighborhood.**Coronado**

-IT MAKES LAZY, INCONSIDERATE DRIVERS CRABBY AND, SOMETIMES, AGGRESSIVE.

-1. They make it hard for customers of 7th street businesses to get in or out during reversible times.

2. They make it VERY hard for pedestrians to cross 7th, since through traffic in the center lane means they cannot stop to wait for traffic mid-way. (It's hard enough to walk across during regular times!)

3. Drivers use local streets or corner businesses to do clover-leaf or u-turns. Virginia is a great example. Northbound drivers turn right on Virginia, then circle around the new roundabout at 8th to head west on Virginia. Southbound drivers pull into Band-Aids parking lot on the SW corner, and loop all the way through, to head east on Virginia.

4. The volume of traffic on 7th also encourages drivers to use neighborhood streets (especially 10th and 12th) as through-streets instead.

-I don't know that they do except for the businesses on 7th St. I would imagine that their businesses suffer when potential patrons cannot make left turns to access them.

-Difficulty of turning onto streets entering our neighborhood from 7th Street.

-The reversibles negatively impact our neighborhood, because we now have cut thru traffic rather than surface street use. The businesses have mentioned that the reversibles negatively impact their after 4 p.m. business, because motorists cannot get into their businesses.

-They limit route choices--have to plan differently to work around them.

-I CAN'T SEE THAT THEY DO VERY MUCH. OUR NEIGHBORHOOD BORDERS 7TH ST FROM MCDOWELL TO THOMAS--NOT BEING ABLE TO TURN LEFT OFF 7TH ONTO, SAY, THOMAS OR PALM IS SOMETIMES INCONVENIENT.

Melrose

-Drivers who cannot make a left turn on the major streets cut through on our local streets instead. They often speed when doing so. If I can't make a left turn on to Indian School Road from 7th Avenue myself, I have to do so from 11th Avenue, where there is no light, and many lanes of traffic to cross.

-I have to wait to go places because I am afraid of getting in an accident

-They are a hazard to those that don't understand the rules of the reverse lane.

-These lanes make it very difficult to access and exit our neighborhood (Woodlea Melrose, northwest of Indian School and 7th Ave). People often blare their horn at me, and have to slam on their brakes to avoid hitting me when I make a legal left turn into my neighborhood during reverse lane hours. They also significantly detract from our ability to patron the small businesses along 7th Ave. as access is very difficult during these hours and pedestrian street crossing is virtually impossible. The reverse lanes actually generate more cut through traffic in the neighborhoods as people seek other opportunities to make a left turn during the periods that the signaled intersections disallow them.

- Cannot safely enter 7ave from side streets to turn left. The turn lane is no longer available to enter and wait for safe or safer entry into the flow of traffic.

Pedestrians cannot not cross 7th ave safely for same reason.

-They negatively impact ME by raising my car insurance rates (according to my insurance broker) due to a higher occurrence of accidents in the zip code area. More traffic means higher localized pollution and noise.

-We live in the Woodlea Historic Neighborhood. During the "reverse lane hours" we can either not get into our neighborhood or not get out. It is impossible in the morning hours to make a left safely onto 7th Avenue and in the evening it is not safe to turn left off of 7th Avenue into our neighborhood.

-The inability to make turns at major intersections i.e.; Osborn, Indian School and Camelback makes it necessary for us to take round about drives to get into our neighborhood.

We can't get into the shopping center at Osborn or Camelback safely to go shopping during the reverse lane hours, unless we are going in the direction of the rush hour reverse lane or again take a round about drive to get in from another road.

It is impossible to cross the street safely at a cross walk with out a traffic light. Drivers drive at too fast, they figure those lanes are to get them in or out of the downtown area.

-I find the reverse lane to be disruptive to the left turn capability of the commuter that needs to go east/west to get to their final destination. One constantly has to play games with the traffic and do circle turnarounds through parking lots to accomplish left turns when needed (something I suspect traffic enforcement would frown on). I also find myself driving through neighborhoods to circumvent the reverse lane to be able to get access into my own neighborhood.

They are dangerous. Twice I've been hit on 7th Avenue, both times when reverse lanes were in effect--both fender benders. Just yesterday morning I took my life in my hands trying to mail a letter; on the way out there was a huge truck stopped in the center lane that gave me some shielding. Yesterday afternoon I saw a guy going North after 4 p.m. He made a left turn into a side street from the regular lane and almost got smacked by someone in the reverse lane going the right direction.

-When reverse lanes are in effect the traffic picks up in our neighborhood with people who can't turn left at Indian school Road. In the morning too there are a lot of "in-a-hurriers- who cut through to avoid the line on Indian turning right in the a.m.

-It is a huge safety issue. We have friends who avoid coming to our home off 7th Ave (the most direct route to our house), it is a waste of gas to take other streets to go all the way around our neighborhood to safely turn in on different streets, etc. These lanes also add to the overall speedway that 7th Ave has become. It is nearly impossible to cross the street as a pedestrian, therefore, limiting the amount of foot traffic shopping can be done on the opposite side of the street.

-It is difficult to access my own neighborhood during those hours or to pull out to head in the opposite direction of the traffic flow since there is no center lane and we need to get across 3 rather than 2 lanes of traffic.

-People cut through our neighborhood to avoid 7th avenue or to turn. I live in the Woodlea Historic Neighborhood two blocks off of 7th Avenue. I prefer to exit the neighborhood by turning onto 7th Avenue from my street (Glenrosa). It is **difficult** to turn north out of the neighborhood onto 7th Avenue during **non-peak** times -- given the speed and volume of motorists on 7th Avenue, and the curve just north of our neighborhood that can make it difficult to judge speed, etc. But it is **impossible** to turn

north on 7th Avenue from the neighborhood during the evening **peak** (4-6 pm) times. In addition, I learned recently that it is apparently illegal to turn left into our neighborhood when traveling north in the reverse lane during evening peak (4-6 pm) times. I thought that left turns were only prohibited at the major intersections. It seems I've been breaking the law for 12 years now. Who knew? So in order for me to get to my home in Woodlea during the evening rush hour from, say downtown, I'd have to find my way over to 15th or 19th Avenue at McDowell (or further south) in order to take a right turn into my neighborhood, or make a series of right turns once I passed Indian School Road so that I could eventually enter the neighborhood with a right turn from Indian School. Neither of those is very convenient.

-For me personally in my neighborhood it forces me to change my routes and drive out of my way, because of the danger aspect. I find the lanes a nuisance and avoid them as much as possible. Many times I would stop at local businesses on 7th Ave but don't because I am there at the wrong time of the day to effectively and safely get access.

The reverse lanes have a negative impact on businesses on 7th Ave. After living in this neighborhood for 15 years I am happy to finally see a turn around in viable businesses located on 7th ave instead of empty run down buildings. But how can these business stay in business if customers can not safely access the property.

I don't mind cutting into my own neighborhood to get to my own house, but I feel terrible about cutting into other neighborhoods just to get to my destination. I increase traffic on smaller roads not designed for that use because I can not turn left at the major intersections. If I am doing this to other neighborhoods it only makes sense that other drivers are doing it to my neighborhood.

-people cut through to avoid them and we have too many accidents

-negative impact due to traffic cutting through neighborhood due to "no left turn" etc

-Our neighborhood is a community of residents and businesses that rely on one another. I can not cross the street to patronize these businesses because 7th Ave is viewed as and used as a thorough fare at all times and the speed of vehicles and the lack of traffic lights does not advocate me crossing the street safely. And from the business perspective, as soon as something moves in that we love, the business has a hard time making it because people are traveling too fast to slow down and stop at the businesses. They are just getting passed by and losing valuable commerce.

-It is difficult to go to the local businesses for one. We can not make a left-hand turn out of the neighborhood onto 7th Ave. in the morning when the traffic is heavy and there is no middle lane to pull into to safely get on to 7th Avenue. We drive all the way down to 15th Ave. and go north in circles if we want to get to a business on 7th Ave. or we have to go up 15th Ave. to Camelback and over to 7th Ave to make a left at the light to get on 7th Ave. The reverse is true at night. It is difficult to access business on the east side of 7th Ave. We have to drive down to Indian School (or take 15th Ave. south to any point south of our destination) and go east to 7th Ave. and up to our destination on the east side of 7th Ave.

-The reverse lanes extraordinarily impact our neighborhood because there is a "curve" north of Indian School on 7th Ave. Thus, vision of oncoming traffic is limited if you are in the reverse lane. Any vehicle traveling at 35 mph or higher could cause life threatening situations.

- Makes it hard to get out of neighborhood in the morning, especially if turning left. (Speed of oncoming traffic is a huge contributing factor, however.)
- TO MUCH CUT THROUGH AND HIGH SPEED TRAFFIC.
- The reverse lane is perceived as their own private freeway by those suburbanites who work downtown. They travel along 7th Avenue not at 35 miles an hour but between 50 and 60 miles an hour. In addition they cut through our neighborhood, blowing through stop signs, at 10 to 20 miles an hour faster than the posted 25 mile an hour limit.
- The traffic on 7th Avenue is horrible. I believe the curve on the Glenrosa is extremely dangerous, even when the Reverse Lane timeframe is not in affect. The constant freight train of speeding cars is extremely dangerous – even to walk along 7th Avenue – much less attempt to cross the street to shop at on of our nice 7th Avenue stores or restaurants.
- Accessing the neighborhood during rush hour traffic is obviously more difficult. Navigating the roads around the neighborhood is also more difficult, and I am forced to make inconvenient choices as I attempt to exit or enter the neighborhood during the times in which the reverse lanes are in effect. I hear anecdotal evidence that they result in an increase in traffic accidents in the area, although I have not witnessed this myself.

Willo

- I know of several people who won't come downtown specifically because of the hassle of the reverse lanes. They think it is too confusing and dangerous. Those are customers that the businesses in our neighborhood are losing out on. I also have witnessed and have been involved in accidents due to the reverse lanes. That kind of danger is not a welcome part of our neighborhood.
- Not marked in a sufficient manner so that drivers see them I have seen this in other cities where they mark the lane overhead with a lighted sign with a large "X" when the lane is not to be used
- We are not comfortable walking down 7th Avenue...and this encourages vehicles to speed –MUCH faster than the posted speed. I also have trouble coming home at rush hour, can't turn into my street from 7th Avenue...this causes me to have to U turn, thus creating another traffic risk. It also cuts Willo off from our neighbors/Encanto neighborhood. Downtown neighborhoods are great for being pedestrian/bike friendly...7th Ave and 7th Street are not promoting this at all!
- The lanes result in much more cut-thru traffic thru the neighborhood. Since it is not possible to make a left turn at Thomas, Encanto, or McDowell, people will cut-thru the neighborhood to make the left turn.
- It can be difficult to turn onto the street where I live off of 7th Avenue when traveling south.

Q3. Explain how the reverse lanes positively impact your neighborhood.**Coronado**

-Reverse lanes are the most sensible way to control flow of traffic from south to north and north to south during hours of heavy use (traffic going to and coming from work/business/schools.

-I'd like to know the answer to that! I can only assume that more traffic might use local streets if there were fewer rush-hours lanes on 7th Street...

-Again, I don't know if they do except for perhaps cutting down on cut through traffic.

-If traffic is flowing smoothly, fewer drivers will attempt to cut through the neighborhood to get around slowed traffic.

-They should allow the heavy traffic to move in and out of downtown faster and without left turn bottlenecks

-SEEM TO SPEED TRAFFIC UP AT RUSH HOUR

Melrose

-There is no way.

-can't think of any positive

-It decreases my transit time to and from home/work, and they allow rush hour traffic to quickly move by the neighborhood.

-I cannot think of any benefits.

-There is no positive impact on the neighborhood with the reverse lanes

-They move a tremendous amount of traffic through the city, without additional costs to beef up our freeway system (again). Because they move people THROUGH the city, local businesses benefit from drive-by traffic – thus allowing those of us who live IN the city, to be able to shop here instead of having to travel to the outskirts of town, where the malls have popped up along the freeways.

-I see no positive benefit. I would rather have it as a turn lane as it is in the off hours. That would benefit myself, the neighborhood and the commercial establishments along 7th Avenue. We would be able to get out of the direct flow of traffic and be able to turn across the lane when it was safe. That would keep the traffic flowing thru the area.

-I can think of none.

- I can think of no reason.

- I am unclear whether the reverse lanes actually speed traffic to and from downtown, as intended (without knowing what traffic would likely be without the reverse lanes, it is hard for me to say). If, in fact, traffic would be worse traveling to and from downtown without the reverse lanes, I would say the reverse lanes have a positive impact. As a commuter to and from

downtown during rush hour, I obviously would like the shortest travel time possible, even if it means using the reverse lanes.

-Can't think of a single positive aspect. They speed up the traffic for people passing through our neighborhood, but again, that is a detriment to those of us who live here and prefer not to have cars driving so swiftly.

-???? can't think of any

-I don't see any positives. Well, I suppose if you knew and abided by the "no left turn from reverse lane anywhere" law, it would prohibit traffic from cutting through the neighborhood. But I suspect most do NOT understand that traffic law, so we do get quite a lot of cut-through, **non-local** traffic who understand they cannot turn left at Indian School. I cannot think of any other benefits provided by the reverse lanes to our neighborhood.

-I really can not think of one positive impact.

-none

-and the fact is that I do not know if there IS a POSITIVE impact on our neighborhood. Would traffic going south in the morning without the reverse lane be so heavy, that we could actually see MORE traffic cutting through our neighborhood ?? In that case we would be better off cancelling the pm reverse and keeping the am reverse.

I simply do not know.

-As a neighborhood resident and non user of the reverse lane I can not think of one positive thing about them. The street should be classified as a highway.

-There is no positive impact that I am aware of.

-I am not sure they do. Sometimes they provide an additional lane when traffic is slow. But they cause more confusion than efficiency.

-They keep cut through traffic down during peak traffic hours.

- DOES NOT.

-There is no positive impact.

-The Reverse Lanes do NOT positively impact our neighborhood in any way. I would also believe that the local business on 7th Avenue are also negatively impacted by these Reverse Lanes, as consumers cannot even turn into their business during those times.

Willo

-I know of no positive impact from the reverse lanes. Most people don't use them.

- I believe they keep traffic out of the neighborhood by making it more difficult to make a left turn into the neighborhood during commuting hours, and by providing adequate and speedy commuting to and from downtown on 7th Avenue itself, thus preventing people from trying to speed up their commute by cutting through neighborhoods such as Willo.

-they do move traffic quickly in the morning

-I don't see any upside to using this tactic...it is too foreign to those that don't live in the area....great risk to drivers!

-No positive impact.

-Commuters may find 7th ave more desirable than 3rd or 5th keeping cars out of the neighborhood

Q4. Considering the available options to change the lanes:

Coronado

-Keep them as they are DEFINITELY

Change the hours they are in effect (such as just in the morning) NO

Return them to normal left-turn operation ABSOLUTELY NOT!

Improve the visibility of overhead signs so they are more easily understood THIS WOULD BE A TREMENDOUS HELP

Return them to normal left turn operation and widen 7th Avenue to provide an additional southbound lane THAT WOULD BE AN ADDITIONAL HELP TO PHOENIX'S GROWTH

Return them to normal left turn operation and widen 7th Street to provide an additional southbound lane ABSOLUTELY NOT

What do you think is best? Why? EDUCATE THE PUBLIC TO THE BEST WAY TO AVOID PROBLEMS (for me, going north, turn east, turn around, and then cross, west, 7th Street. Traveling southbound, turn west, turn around and then cross, east, 7th Street). PEOPLE WHO COMPLAIN ABOUT THE TURN LANE ARE NOT THINKING OF THE GOOD OF THE MAJORITY NOR ARE THEY WILLING TO TRY AN ALTERNATE ROUTE. I'm 69 years of age and have absolutely no problem with the reverse lanes. Individuals seem to be thinking only of their immediate desires. Too bad. Thank you for asking. I've lived in Coronado since 1990 and am totally satisfied with the reversible lane on 7th Street.

--Keep them as they are? Probably not.

Change the hours they are in effect (such as just in the morning)? That doesn't solve anything.

Return them to normal left-turn operation? YES but also get every downtown business to stagger start and end times for employees so they're not all trying to get downtown at one time!

Improve the visibility of overhead signs so they are more easily understood (such as red and green electronic arrows)? YES. If the lanes are staying, clearly indicate with red/green symbols when you may or may not enter them!

Return them to normal left turn operation and widen 7th Avenue to provide an additional southbound lane? NO 7th Ave is already too wide, both for pedestrians and cross traffic!

Return them to normal left turn operation and widen 7th Street to provide an additional southbound lane? NO 7th St is already too wide for both pedestrians and cross traffic!

What do you think is best? Why?

I would love to see them gone for safety reasons, but without seeing the traffic studies that show where those cars will go when the reverse lanes goes away, it's hard to say what's best...

-I work on 7th St and Bethany Home Rd. and live on 10th St and Monte Vista. I take 7th St to and from work every day and my office window looks out over 7th St. There are regular accidents outside my window and I see them on a regular basis on my commute both ways. They have been there for 3 decades and people still do not get it. I have serious doubts as to whether they ever will, even with electric, colored arrows or changing the hours. I think the roads do need to be widened to prevent neighborhood

cut through traffic rather than just returning to normal left-turn operation which will cause major back-ups during rush hours.

-In Cleveland, Ohio we have illuminated overhead signs over each lane. These overhead signs are red color "X" and green color "O" and are frequently marked.

The signs are controlled by the city traffic dept. and we drive only in the lanes with the green "O". This method gives the city great control over the amount of traffic moving in needed directions. I do not know, however, what method is used when the lanes need changed from green to red, or reverse. This traffic control method is easily understood, and is not dependent upon drivers knowing the precise time (I personally often lose my wrist watch).

The current Phoenix method is quite confusing:

1) We have hundreds of signs in our face while driving and do not have time to actually "read" them, --this is the biggest criticism I hear from visitors.

2) "No left turn" means: At only major streets? At only streets with traffic lights? At all streets? --this is the biggest criticism I hear from Phoenix residents.

I do not believe that widening any of these streets is a useful option: cost lots of money, takes useful property from businesses, becomes a constant loop of making the street wider and wider forever. Wider streets are only temporarily useful --as traffic increases to accommodate the new lanes until the problem again appears, increase width results in increased traffic speeds.

-Light rail traffic should allow for elimination of the 7th Ave. reversibles, but 7th St. may retain their reversible lanes because, of course, the light rail does not cover traffic from the East, only the West.

-Keep them as they are, but improve the overhead signs, maybe adding red arrows at the intersections during rush hour. Far better than widening the streets.

-WELL, HOPEFULLY YOU'VE GOT SOME ACTUAL EXPERTS IN ON THIS WHO ARE STUDYING WHETHER THE LANES DO IMPROVE TRAFFIC FLOW. IF THE LANES REALLY ARE EFFECTIVE IN RELIEVING CONGESTION, THEN MY VOTE WOULD DEFINITELY BE TO IMPROVE THE SIGNS--YES, ELECTRONIC SIGNS THAT GIVE EASILY UNDERSTOOD INDICATION WHETHER YOU CAN USE THE LANE. I'D BE ADAMANTLY OPPOSED TO WIDENING THE STREETS TO ACCOMMODATE MORE LANES.

Melrose

--1. Keep them as they are. NO.

2. Change the hours they are in effect (such as just in the morning). NO.

3. Return them to normal left-turn operation. YES.

4. Improve the visibility of overhead signs so they are more easily understood (such as red and green electronic arrows).

--1. Keep them as they are. NO.

2. Change the hours they are in effect (such as just in the morning). NO.

3. Return them to normal left-turn operation. YES.

4. Improve the visibility of overhead signs so they are more easily understood (such as red and green electronic arrows). NO. They are already an eyesore.

5. Return them to normal left turn operation and widen 7th Avenue to provide an additional southbound lane. NO. Widen 7th Avenue? It is already too

wide! Cut it down to two lanes in each direction and a permanent turn lane in the middle. Make the outside lanes parallel parking for the adjacent businesses.

The sidewalks are too narrow. The street is already too close to buildings in some places. It is not pedestrian friendly or safe. When you walk along 7th Avenue there are two ton hulks of metal hurling by you a few feet away at 50 mph. You risk your life trying to cross the street in the crosswalk with a light, and especially without a light.

6. Return them to normal left turn operation and widen 7th Street to provide an additional southbound lane.

What do you think is best? Why? (or suggest other ideas) Treat our neighborhood as a destination, a place to be, not just an obstacle to get through as fast as possible between downtown and sprawl. Deliberately slow down the traffic on 7th Avenue. Make it less attractive to commuters. Install more traffic lights. Lower the speed limit. Enforce the speed limit.

Build a pedestrian bridge over 7th Avenue at the Glenrosa curve, a wide attractive bridge like the ones in Europe. Hang flags from it. Allow artists and vendors to set up along the sides of it.

-I think it would be best if they go back to normal left turn operation

-Option 4 is the best. As this type of process is currently in operation at the I-10 Tunnel. It is highly visible, and provides great information.

-I would choose option 3: Return them to a standard left turn lane on both 7th Ave and 7th St. and create streetscapes and improvements (medians, trees, landscaping, etc.) to slow people down. I think we need to collectively rethink our neighborhoods and these streets within the context with the overall City plan and decide what we want the Central Phoenix area to really be. Are these streets to be a thoroughfare to get people through as quickly as possible, or are they City streets designed for access to local neighborhoods and businesses? There are many ideas at odds here - we want safe, pedestrian friendly, walkable city districts, neighborhoods and amenities, yet we also have these small freeways running through them, rendering the former ideas obsolete.

- Return them to normal left-turn operation

Added comments: Normal left turn operation will also allow a left turn signal at Indian school and & 7th ave thereby permitting a much safer intersection which is very dangerous now for lack of left turn signal. How many accidents at this intersection that could have been avoided if there was a left turn signal??? I have been nearly run over using a crosswalk to cross 7th ave...there is no regard for pedestrians crossing 7th ave. Try it and see! Consider an island crossing such as at 21st ave and Indian School . This can be done when reverse lanes are eliminated.

--1. ~~Keep them as they are.~~

2. ~~Change the hours they are in effect (such as just in the morning).~~

3. **Return them to normal left-turn operation.**

4. **Improve the visibility of overhead signs so they are more easily understood (such as red and green electronic arrows).**

5. ~~Return them to normal left turn operation and widen 7th Avenue to provide an additional southbound lane.~~

6. ~~Return them to normal left turn operation and widen 7th Street to provide an additional southbound lane.~~

What do you think is best? Why? (or suggest other ideas) Keep current number of lanes on 7th Avenue and 7th Street – *our area has suffered through enough construction with the Light Rail project.* When the Light Rail starts up, the reverse lanes should revert to normal left-turn operation. The only cost to taxpayers would be minimal in a change in signage...

- #3 Turn them back into designated turn lanes. Then we could enter and exit our neighborhood safely and not have to worry that some unknowing driver is going to run into us because they were unaware of the meaning of the reverse lane or unknowing it was in effect. We'd be able to at least attempt to use the crossing walk with out a traffic light.

I would like a pedestrian crossing traffic light as is used in Tucson at the Heatherbra crossing. In Tucson the lights remain Green for traffic until someone pushes the cross button. The light then changes as normal traffic lights do to Yellow and then Red and allow the person or group to cross. It then changes back to Green.

We were told they were "experimental" by someone at one of our Neighborhood Meeting but I don't see how that could be since they have been in operation in Tucson for at least 4 years. If they are experimental lets experiment with them here too! If we want to make this area a real neighborhood area we need to make it safe to walk. That includes safely crossing 7th Avenue during, before and after rush hour.

-Option 3 seems the best approach as long as left turn signals are incorporated. I chose to decline option 5 because I have noticed that with the push allow people to work flexible hours by telecommuting, staggering hours, going virtual office or working 4 10 hour days per week has actually had the effect of reducing the volume of traffic over the last year. Therefore widening 7th Ave. would be a low priority.

--1. Keep them as they are. No

2. Change the hours they are in effect (such as just in the morning). That would only make them half as dangerous. People just don't get it. They travel in the wrong lanes and stack-up to turn left at every minor through street, especially in the afternoon. When they screw up, they just stay in the lane and turn left anyway. If you're in the reverse lanes and some idiot just swings out in front of you at 40 to 50 miles per hour it's scary as hell. I have never seen a policeman enforce the lanes or the no left turns at the major intersections--they just play with their radar guns. I have lived on Mackenzie for 10 years and travel 7th Avenue north and south every day. It is my route to work, the bank, library, the post office, the cleaners, to get gas--everything but Wal-Mart.

3. Return them to normal left-turn operation. Yes.

4. Improve the visibility of overhead signs so they are more easily understood (such as red and green electronic arrows). No

5. Return them to normal left turn operation and widen 7th Avenue to provide an additional southbound lane. Not really necessary, just put in bus pull outs on 7th, 15th, and 19th Avenues (Same on the East side of Central, so the traffic does not get bound up. Widen Indian School by the hospital and park it--I avoid coming home that way because of the backup at Central--both ways.

6. Return them to normal left turn operation and widen 7th Street to provide an additional southbound lane. maybe, but I do not think it is necessary if you just added left-turn arrows, bus pullouts and right turn lanes so everyone isn't jumping lanes all the time.

-ABSOLUTELY GET RID OF THE SUICIDE LANES.

-Alleviate the bind ups to traffic flow.

- My answer to this depends upon your assessment regarding whether or not the reverse lanes speed the travel time to and from downtown during rush hour (as discussed above). If your analysis indicates travel time would be significantly increased in the absence of the reverse lanes, I would prefer to keep them, but would definitely recommend improving the visibility of overhead signs so they are more easily understood (Option #4). If your analysis indicates the increase in travel time if the reverse lanes would be removed would be negligible (or minimal), I would select Option #3, which would improve the rush hour access to my neighborhood. Regardless, I do not believe 7th Avenue should be widened.

- We would choose No. 3. It would reduce the confusion from drivers who are not from our area which would make it much safer from the get go. We also don't think there is a need to widen the streets. As it is, we rarely see people using the reverse lane so we cannot see it being missed very much, especially not enough to warrant adding another lane.

-The best option would be to return them to normal left turn operation

-I think returning them to normal left turn lanes is best. I don't know what affects there would be on businesses/neighborhoods if widening the streets was attempted. I'd like to think #3 would be the best option, though I admit I have no idea how the increased traffic volume in the existing lanes, during morning and evening rush hours, will affect drivers' commutes. I am **not** in favor of widening 7th Avenue. It is already too wide and nearly impossible to cross on foot now if interested in patronizing any of the businesses on the other side of the street.

--- 1 - Keeping them as they are : I hope not. Is the city of Phoenix growing or not. When those lanes were proposed maybe the heart of down town was further down town. What I do know is now, today, I am not so concerned with getting somewhere else fast to do my business, shopping and entertainment. I am concerned in getting across the street to do my business, shopping and entertainment. I appreciate that more business are closer yet the reverse lanes makes it harder to get to them, even thought they are closer.

2 Change the hours they are in effect. I don't see how a change in time would decrease confusion or inconvenience. Traffic laws and standards (like left turn lanes) should be standard, not arbitrary or dependent on the clock.

3 Return to normal left turn operation. Yes please. This makes sense. Help me make wise traffic choices to use major artery roads as they are designed and discourage cut through traffic is smaller roads. Give me the safety of a lane out of traffic to make a safe left turn and a lane to cross into during heavy traffic.

4 Improve visibility of overhead signs. I am concerned for how the installation of additional lights and stuff would effect the beauty of my neighborhood. Why does my neighborhood get deemed to look like a low budget freeway so that people can come from their beautiful neighborhoods, travel through mine to get to beautiful downtown. My neighborhood should be beautiful too.

5 Widen 7th Ave. You have got to be kidding. Lets just kill every business opportunity and put in a freeway. 7th ave is a great place for small unique business. Do we really want to lose all character and opportunity and have nothing but big box retail. I don't.

--Return them to normal left-turn operation. (put up turn lights at the ones with the most accidents)

-Of the 6 suggested ideas I feel that #3 Returning the lanes to the normal left turn operation is best. This would allow access to businesses at all time of day not just 9 to 4 and would lighten the usage of 7th ave as a highway. Maybe I could cross the street then.

-I laugh at the whole idea of widening 7th Ave. What does that mean, tearing down businesses? What is next tearing down houses. So that people can get to work fast? How about they leave on time and learn to listen to books on cd? We need to be the change we seek in the world and slow down. I DO NOT want more exhaust pollution in my hood. That is not why I live here. Widening 7th Ave to provide diagonal parking lanes on one side would be good to accommodate the patrons of the businesses and encourage people to slow down and stop and shop in our neighborhood. Putting in pedestrian activated stop lights for crossing the street would be good. We want to be a destination, not a freeway.

My ideal would be to take the middle lane and turn it into a "green" boulevard. Fill it with dirt, landscape it and let neighborhoods and businesses along the route "adopt" a section to maintain to keep it free of trash and maintain the cutting of bushes, weeding, etc. This street is trying to be impersonal when the businesses and residents that live in the neighborhoods from Indian School to Camelback are very personal about their community.

--3. Return them to normal left-turn operation. **This is my first choice!**

4. Improve the visibility of overhead signs so they are more easily understood (such as red and green electronic arrows).
5. Return them to normal left turn operation and widen 7th Avenue to provide an additional southbound lane. **This is my 3rd choice.**
6. Return them to normal left turn operation and widen 7th Street to provide an additional southbound lane. **This is my 2nd choice.** For my neighborhood, option #5 is the best. This would allow three lanes to the downtown area (instead of two) and still give people the option to turn left when needed.

-Return them to normal left-turn operation and provide pedestrian ramp or bridge across. Keep them as they are. **NO!**

2. Change the hours they are in effect (such as just in the morning). **NO!**

3. Return them to normal left-turn operation. **YES!**

4. Improve the visibility of overhead signs so they are more easily understood (such as red and green electronic arrows). **NO!**

5. Return them to normal left turn operation and widen 7th Avenue to provide an additional southbound lane. **NO!**

6. Return them to normal left turn operation and widen 7th Street to provide an additional southbound lane. **NO!**

What do you think is best? Why? (or suggest other ideas) **Return them to normal left-turn operation and install a median.**

--1. Keep them as they are. **NO!**

2. Change the hours they are in effect (such as just in the morning). **NO!**

3. Return them to normal left-turn operation. This would be the best option if you want normal, pedestrian friendly neighborhoods and shopping areas with sustainable growth.
4. Improve the visibility of overhead signs so they are more easily understood (such as red and green electronic arrows). NO, This would be a worst case scenario.
5. Return them to normal left turn operation and widen 7th Avenue to provide an additional southbound lane. NO!
6. Return them to normal left turn operation and widen 7th Street to provide an additional southbound lane. NO!

Since the City of Phoenix has started to invest money in the "Melrose Curve" of 7th Avenue, with the intention of making the area pedestrian friendly with lots of shops and restaurants, continuing the reverse lane does not make sense. When you consider the adverse impact the reverse lane has on existing business and neighborhoods along 7th Avenue and 7th Street it becomes clear a change is necessary. The best option would be to remove the reverse lanes and return both streets to normal left turn operation.

-NO.

-- 1. Keep them as they are. NO

2. Change the hours they are in effect (such as just in the morning). Eliminate Them altogether

3. Return them to normal left-turn operation. YES
4. Improve the visibility of overhead signs so they are more easily understood (such as red and green electronic arrows). YES
5. Return them to normal left turn operation and widen 7th Avenue to provide an additional southbound lane. YES
6. Return them to normal left turn operation and widen 7th Street to provide an additional southbound lane. YES

What do you think is best? Why? (or suggest other ideas) A stop light to allow people to cross the street on 7th Avenue and Glenrosa would be nice. Someone is going to get seriously hurt someday....Probably, not a realistic option, but an overhead sky cross walk bridge would be nice. I just hope someone isn't hurt before we can do something about this problem. I don't even like to use 7th Avenue to turn into Glenrosa when the Reverse Lanes are NOT in force, as the traffic is really ridiculously dangerous and fast. Slowing down the traffic might also help or prevent people from even using 7th Avenue and eliminate some of the danger.

Willo

-Return them to normal left-turn operation. There is really not enough of an impact seen by adding an additional lane. I use 7th Ave Southbound every morning, and there is never an overcrowding of the southbound lanes. In fact, there usually isn't anyone in the reverse lane either. That tells me that an additional lane is not warranted.

-I guess the best of both worlds would be an additional lane on either 7th St. or Avenue, if funding and land are available. But 7th Avenue seems to be functioning just fine as is -- I don't know why anyone would want to change it. It might be helpful to have more visible signage or signals or have something on a timer, so that everyone is certain when the lane is in effect, instead of relying on varying individual watches and passive signs.

There will always be idiots who either don't see or understand the reverse lane, but I don't think that's any reason to get rid of it. I think the only people who want to get rid of

it are those who are unable to make some left turn they'd like to make for their own convenience. Or maybe the shop owners think it would be more convenient for their customers. But if you get rid of the reverse lane, 7th Ave. will be one long parking lot during morning and evening commutes, it will be a mess and more people will try to get out of it by using, for example, 5th and 3rd Avenues in Willo, generating substantial annoying and dangerous cut-through traffic.

Leave it alone or add a lane, but don't take away the reverse lane without providing a GOOD alternative for commuters, other than cutting through neighborhoods.

-Return them to normal left turn operation because the average driver will not understand their use unless they use them daily. Tourists and Valley citizens from the suburbs will continue to cause accidents because they are different from every other street.

--1) The common request is to return them to normal left-turn operation.

2) We also need to enact some speed mitigation to bring drivers to the posted speed limit

3) Not sure it is absolutely necessary to add an additional lane-I travel 7th Ave at am/pm rush hour and have NEVER experienced a back up...so not sure if we need the additional lane.

-Under question #4 – I am only in favor of the plan to change the center lane to a left turn lane. After seeing other main streets in town (Indian School, Camelback, Thomas) I don't believe 7th Ave/7th Street has been be widened to SIX lanes! No only main street in the area is that large.

-Return to normal left-turn operation. Minimize cut-thru traffic. Eliminate "suicide" lanes. Do not widen 7th Ave or Street!!!

-Return them to normal left-turn lanes because I believe it may be safer.