

Arlington Pedestrian Advisory Committee (PAC)  
Wednesday, December 13, 2017  
Courthouse Plaza, Dogwood & Cherry Rooms  
2100 Clarendon Boulevard  
Minutes (approved with edits May 9, 2018)

Present: Pamela Van Hine, Chair; Eric Goldstein, Vice Chair; John Armstrong; Jim Feaster; Eric Goodman; Tom Kornis; Christine Ng; Chris Yarie; David Patton; Ritch Viola

Guests: Christine Sherman; Shelley Peart; Hui Wang; Heather McDaniel; Ian Blackwell; Leeann Sinpatanasakul; Chris Slatt

The meeting was called to order by the chair at 7:02 PM

**Items of Interest and Public Comment:**

Attendees introduced themselves.

Cards from PAL were distributed that can be placed on vehicles parked in a bike line or in a sidewalk reminding them to keep those areas free from vehicles.

**Invited Speaker: Hui Wang, TE&O Bureau Chief: C3 Program Update**

Dr. Wang provided an overview of the TE&O responsibilities, within the Arlington County Transportation Division. She provided an explanation of the new Customer Care & Communications (C3) program. The C3 program shows care through communications and provides a centralized method for the TE&O Bureau to communicate to residents and other constituents. Issues have been submitted via phone, walk-in, e-mail, through the County Board, and through the Report a Problem system. The C3 system centralizes all received submissions through one work flow. The C3 system separates out maintenance and operations issues from those that require a more detailed review, such as requests for new traffic control devices. The C3 officer, who is an engineer, provides a preliminary response to all submissions within 1 to 2 business days. The C3 officer then serves as a single point of contact for all required follow-up.

Dr. Wang indicated that in 2 months, the C3 program had processed 198 requests, started 58 investigations and had over 1,500 contacts with residents and other constituents. She further indicated that they are hoping to have a dedicated form on the website for submissions through C3. The PAC thanked her for her presentation.

**Invited Speaker: Ritch Viola, Planning section Supervisor, DES and Chris Slatt, Chair MTP Bicycle Element Working Group: Bicycle Element Update**

Mr. Viola and Mr. Slatt provided the PAC with an update on the Bicycle Element of the Master Transportation Plan Update. They indicated that an update was necessary at this time since the old plan was out of date, technology had changed since the last time the plan was updated, and the inventory of biking infrastructure within the county had changed. The element update began over the summer and hopes to conclude by next fall. The focus so far has been on establishing goals and policy framework to guide the revised element.

The speakers provided an overview of the community outreach, which included a community survey. The survey found that people often do not feel safe biking but protected bike lanes and trails would cause people to ride bicycles more. They found that people felt relatively equally safe on protected bike lanes and trails.

They provided an overview of the sections of the new plan. The vision included in the plan emphasized bicycling as part of an equitable, multi-modal system of travel that is safe and comfortable for all users. The element update is trying to add metrics, goals, performance measures, and timelines that help achieve this vision. PAC members are encouraged to submit comments and feedback to Ritch, Chris, or David.

### **Other Topics**

- Shelley Peart introduced Ritch Viola as the new Bike/Ped program manager

The next meeting will be Wednesday, January 10 at 7:00 PM in Courthouse Plaza, Dogwood & Cherry Rooms. The meeting was adjourned at 9:06 PM