

# How to ask the City to address a traffic\* issue

\*includes parking

ASSUMPTION: You have an issue and think you have a solution to it.

## FIRST STEPS

- Clearly define the issue – what exactly is the problem? Data is better than generalities.
- Is this something your community association's Traffic/Transportation Committee is already working on? If so, support them!
- Do your research – is the solution you're going to propose one that's been proven to work? Is it a solution the City uses for this kind of issue? If not, find another solution that matches these criteria.
- Get your community association – probably via its Traffic/Transportation Committee – to agree to support your application. This adds considerable weight to your request.

## NEXT STEPS

- Talk to your City Councillor (more likely, to one of his/her assistants).
  - Explain the issue and your proposed solution. Do they have a better solution?
  - They will likely advise you to read some City documents (policies, plans, guidelines, etc.) before proceeding. Get the web addresses or a softcopy – these documents are often difficult to find. Make sure you have the right version of each document.
  - **IMPORTANT:** Will your Councillor support your application?

## FINAL STEPS

- Ask your Councillor's assistant who on city staff you should contact to make your request (name, title, email, phone number).
- Contact this staff person. Mention your Councillor's and your community association's support. What's the City's process? Likely to prove that your solution is feasible and desirable (a traffic engineer will verify this) AND sometimes to prove (e.g., via a survey you must conduct) that a sufficient percentage of the impacted residents approve of your solution. The City defines who would be impacted.
- Follow the City's process to get residents' approval.

ADVICE: All of this is a lot of effort, so ask 1 or 2 neighbours to help you.

FACT: This will take more effort and take much longer than you expect. Often a "simple" traffic solution isn't covered by this year's City budget.