

# Community Resource Guide



## What Is This Guide?

This guide offers a starting place to discuss traffic concerns within your community. Depending on your location, we hope the following information will help you reach your goals.

## Contacting Departments

Departments are often the first stop in discussing a specific problem. In both St. Louis City and County, requests for concerns regarding streets can be made online or by phone.

### St. Louis City: Street Department

- **Call** (314) 647-3111
- **Visit** STL City Street Department's website or [tinyurl.com/streetsrequest](https://tinyurl.com/streetsrequest)
- For permits, refuse and recycling, street cleaning, and reporting street problems

### St. Louis City: Citizens' Service Bureau

- **Call** (314) 622-4800
- **Visit** STL Citizens' Service Bureau's website or [tinyurl.com/citizensservicebureau](https://tinyurl.com/citizensservicebureau)
- For help finding information and making service requests

### St. Louis City: Neighborhood Improvement Specialist

- **Visit** [tinyurl.com/stlouisnis](https://tinyurl.com/stlouisnis) to find your Neighborhood Improvement Specialist
- For following up on concerns in your neighborhood

### St. Louis County: Department of Transportation and Public Works

- **Call** (314) 615-8538
- **Visit** <https://cspportal.stlouiscountymo.gov/> to make a request online
- For all transportation and public works requests in St. Louis County

## How to Present Your Concern

Whether you present your concern by phone or through an online request form, there is a bit of information you should be ready to share. Please feel free to use the following outline:

"Hi, my name is [your name] and I live at [your address]. I am reaching out concerning [describe your concern and how it is impacting you/your community]."

# What Are Ways to Address Concerns?

**How are traffic concerns addressed?** One way is traffic calming: the use of measures to encourage safer and more responsible driving by slowing vehicular traffic and improving road safety. The goal of traffic calming design emphasizes safety for pedestrians, cyclists, drivers, and people using wheelchairs or other mobility devices.

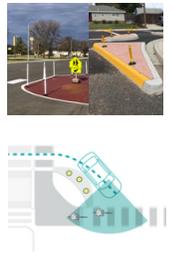
## CROSSWALK MARKINGS

can be an effective way to improve pedestrian safety and make it easier to cross the roadway. They are used to direct pedestrians to the proper crossing location and prevent motor vehicle traffic from blocking the pedestrian path.



## CURB EXTENSIONS (“BUMP-OUTS”)

narrow a street at its intersection or mid-block and encourage drivers to slow down when turning, reducing the likelihood of vehicles hitting a person in the crosswalk. Curb extensions can be made with poured concrete, painted, created with flex posts, or “pinned on” the street, using rebar dowels to attach them to the existing surface.



## FLEX POSTS (FLEXIBLE DELINEATORS)

provide a visual cue to drivers to slow their speeds and can be used to delineate various expansions of pedestrian space including curb extensions, chokers, medians, and refuge islands. These can be a low-cost alternative to using concrete. Best paired with paint.



denverstreetspartnership.org

Washington D.C.

## SPEED HUMPS

are asphalt, concrete, or rubber humps placed in the middle of local and neighborhood streets to reduce vehicle speeds to about 20 mph. To alert drivers of their presence, proper signage should be placed ahead of the humps and should be marked with high-visibility arrows.



## CENTER MEDIANS and PEDESTRIAN REFUGE ISLANDS

are typically raised medians with a refuge area. These islands can improve safety for people crossing the street by giving them a place to pause, reducing the time exposed to moving vehicles. Both center medians and refuge islands slow turning movements and prevent illegal passing at intersections.



QUICK-BUILD

PERMANENT

## TRAFFIC CIRCLES

are placed in the middle of a four-way intersection, directing cars to slow as they approach the intersection and travel counterclockwise around the circle rather than driving straight through it. These function like roundabouts but on a smaller scale and without major construction. Can be built quickly using flexposts, paint, planters, and other materials.



QUICK-BUILD

PERMANENT

## ROAD DIET

is the process of removing lanes of car traffic from roads or narrowing those lanes. A 4-3 Road Diet is a common version, where four lanes of two-way car traffic are replaced with two lanes of car traffic and a middle turn lane. The freed-up space can then be used for other safety improvements.



BEFORE

AFTER

## PARKING-PROTECTED BIKE LANE

uses a parking lane paired with another buffer (paint, concrete raised curb, moveable planters, etc.) to create additional space between the cyclist and the motor vehicle travel lane. When road width allows, moving the parking away from the curb can prevent drivers from passing or turning in the bike lane.



Urban Bikeway Design Guide, NACTO

## RAISED CROSSWALK

is a speed hump with a 10-foot flat top and a striped crosswalk. It's used to improve pedestrian safety while causing motorist speed to decrease at the crossing. Raising the height increases pedestrian visibility and the line of sight for a pedestrian towards an oncoming vehicle.



Rectangular Rapid Flashing Beacon (RRFB)

Alexandria, Virginia. Federal Highway Administration.

## “PORK CHOP” (CHANNELIZATION ISLAND)

is a raised median or traffic island used to separate and direct traffic movements, calming driver speeds by forcing drivers to slow down and navigate around the island. The raised area in the road limits the surface area that cars are able to drive recklessly (ex. “doing donuts”).



Rogers Park Neighborhood, Chicago

Forest Park, St. Louis

For more information, visit [tinyurl.com/safestreetsglossary](https://tinyurl.com/safestreetsglossary).

# Contacting Local Government

Depending on where you live, the best way to start is by understanding the resources available from your most local form of government, such as your municipality. Consider exploring your local website or visiting your city hall.

- Look for places to report concerns. Often this is listed as “contact us,” “report a problem/concern,” or “request service.”
- Try to find the most relevant department for your request. Although municipalities differ, look for the department that is in charge of streets, such as the “Street Division” or “Public Works.”

Another productive pathway is contacting your local government officials or Mayor’s Office about your concern.

## St. Louis City: Contacting Your Alderperson

If you live in the **City of St. Louis**, your Alderperson is an important resource with the power to make changes in your community. Contact your Alderperson and express your concerns.

Don’t know your Alderperson? Check your Ward at your local library or visit [tinyurl.com/wardchecker](http://tinyurl.com/wardchecker)

Ward	Alderperson	Email Address
1	Anne Schweitzer	<a href="mailto:schweitzera@stlouis-mo.gov">schweitzera@stlouis-mo.gov</a>
2	Tom Oldenburg	<a href="mailto:oldenburgt@stlouis-mo.gov">oldenburgt@stlouis-mo.gov</a>
3	Shane Cohn	<a href="mailto:cohns@stlouis-mo.gov">cohns@stlouis-mo.gov</a>
4	Bret Narayan	<a href="mailto:Narayanb@stlouis-mo.gov">Narayanb@stlouis-mo.gov</a>
5	Matt Devoti	<a href="mailto:devotim@stlouis-mo.gov">devotim@stlouis-mo.gov</a>
6	Daniela Valazquez	<a href="mailto:6thward@stlouis-mo.gov">6thward@stlouis-mo.gov</a>
7	Alisha Sonnier	<a href="mailto:sonniera@stlouis-mo.gov">sonniera@stlouis-mo.gov</a>
8	Jami Cox Antwi	<a href="mailto:coxantwi@stlouis-mo.gov">coxantwi@stlouis-mo.gov</a>
9	Michael Browning	<a href="mailto:browningm@stlouis-mo.gov">browningm@stlouis-mo.gov</a>
10	Shameem Clark Hubbard	<a href="mailto:clark-hubbards@stlouis-mo.gov">clark-hubbards@stlouis-mo.gov</a>
11	Laura Keys	<a href="mailto:keysl@stlouis-mo.gov">keysl@stlouis-mo.gov</a>
12	Sharon Tyus	<a href="mailto:tyuss@stlouis-mo.gov">tyuss@stlouis-mo.gov</a>
13	Pamela Boyd	<a href="mailto:boydp@stlouis-mo.gov">boydp@stlouis-mo.gov</a>
14	Rasheen Aldridge	<a href="mailto:aldrigera@stlouis-mo.gov">aldrigera@stlouis-mo.gov</a>

To contact your Alderperson by phone, call (314) 622-3287.



## Connecting with Community Stakeholders

Stakeholders are people and groups that have a vested interest in a topic, meaning community stakeholders are motivated to address concerns. Community organizations can help you find like-minded individuals and elevate your concerns.

- **Saint Louis Association of Community Organizations**
  - (314) 361-9406, info@slaco-mo.org, 5888 Plymouth Ave.
- **Community Builders Network**
  - (314) 730-5449, 3651 Olive St., Suite 100
- **Better Family Life**
  - info@betterfamilylife.org, 5415 Page Blvd.
- **North Newstead Association**
  - (314) 385-4343, info@northnewstead.org, 4601 Pope Ave.

Outside of community organizations, your neighborhood or ward community meetings are a great resource. Search for meetings in your community online or posted in public spaces.

No matter how you're trying to improve your community, community stakeholders offer a great opportunity. Valuable connections can also be made through block captains, community partnerships, social gathering places, universities, and social media (Nextdoor, Facebook, etc.).

## Next Steps

We hope this guide was helpful in offering a starting point for discussing many problems involving sidewalks and streets. If you'd like to learn more about transportation issues in St. Louis, feel free to look into these additional Trailnet resources:

2024 St. Louis Crash Report: [trailnet.org/2024-crash-report/](https://trailnet.org/2024-crash-report/)

Slow your Street Guide: [tinyurl.com/SlowYourStreets](https://tinyurl.com/SlowYourStreets)

Lending Library: [trailnet.org/our-work/planning/lending-library/](https://trailnet.org/our-work/planning/lending-library/)

Want to get in touch with Trailnet?

- **Visit** Trailnet.org
- **Call** (314) 455-6329

