

Town of Los Gatos Engineering Division

Traffic-Related Public Concern Intake & Review Process

Purpose: To provide a consistent, transparent, and defensible process for receiving, evaluating, and responding to traffic-related concerns from the public.

1. Intake of Public Concern

Responsibility: Engineering Staff / Parks and Public Works Administrative Staff

Accepted Intake Methods

- Town website service request / CRM
- Email to Engineering or Parks and Public Works
- Phone call
- Walk-in request
- Referral from Town Council, TMO, Police Department, or other Town staff

Required Information (when available)

- Date received
- Requestor name and contact information
- Location (address, street segment, or intersection)
- Type of concern (speeding, signage, parking, pedestrian safety, visibility, signal operation)
- Description of issue and safety concern
- Time(s) and frequency of issue
- Photos or supporting documentation (if provided)

Staff Actions

- Enter request into Town tracking system
 - Assign a unique request number
 - Acknowledge receipt to requestor within **3–5 business days**
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2. Jurisdiction & Initial Screening

Responsibility: Engineering Staff

Screening Review

- Confirm roadway ownership:
 - Town-maintained
 - County
 - State
 - Private (HOA, commercial, school)
- Identify concern category:
 - Traffic control devices
 - Speeding or cut-through traffic
 - Parking

- Sight distance / vegetation
- Pedestrian or bicycle safety
- Construction-related issue
- Enforcement-related issue

Immediate Safety Issues

- Conditions posing an immediate hazard (missing stop sign, signal outage, blocked sight lines):
 - Notify Public Works Maintenance or Police immediately
 - Document emergency response

Out-of-Jurisdiction Requests

- Refer to responsible agency
 - Notify requestor and close request in Town system
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3. Engineering Evaluation

Responsibility: Traffic Engineering Staff

Data Collection (as applicable)

- Speed studies and traffic counts
- Crash history (typically past 3–5 years)
- Field review / site visit
- Existing traffic control plans and inventories
- MUTCD and State DOT guidance
- Prior studies or previously received complaints

Evaluation Considerations

- Compliance with engineering standards
 - Safety performance and crash patterns
 - Neighborhood context and multimodal users
 - Feasibility, cost, and maintenance impacts
 - Equity and accessibility considerations
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4. Interdepartmental Coordination

Responsibility: Traffic Engineering Staff

Internal Coordination

- Police Department (speed data, enforcement history)
- PPW Maintenance (signage, striping)
- Planning Department (development or land-use impacts)
- Risk Management or Town Attorney (if applicable)

External Coordination

- County (if impacts extend beyond Town limits)
- Caltrans (if on Hwy. 17 or Hwy. 9)
- School Districts

- Transit Agencies (VTA)
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5. Recommendation & Approval

Responsibility: Traffic Engineer

Possible Determinations

- Implement traffic control or operational change
- Schedule additional data collection or study
- Refer to Police for targeted enforcement
- No action recommended (with documented justification)

Documentation

- Summary of concern
 - Data reviewed and analysis performed
 - Engineering recommendation
 - Approval by Town Engineer or designee
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6. Communication to Requestor

Responsibility: Engineering Staff

Response Includes

- Summary of the concern reviewed
- Description of evaluation and data used
- Decision and reasoning
- Timeline for implementation, if applicable
- Town contact for follow-up questions

Method

- Email, phone call, or written notification
 - Logged in Town tracking system
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7. Implementation (If Approved)

Responsibility: Engineering Staff

Actions

- Issue work order or project task
 - Install or modify signs, markings, or signal timing
 - Update Town traffic control inventories
 - Coordinate with Police for enforcement or education efforts
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8. Closeout & Recordkeeping

Responsibility: Engineering Staff

Close Request

- Record final action and date in tracking system
- Upload supporting documentation and photos

- Close request once communication is complete

Retention

- Maintain records per Town retention policy
 - Use data to inform future traffic planning and programs
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9. Program Review & Reporting**Responsibility:** Town Engineer

- Periodic review of traffic concern trends
- Identification of recurring problem locations
- Summary reporting to Town Manager or Council as needed
- Process updates based on lessons learned