

LANCASTER COUNTY
PLANNING
COMMISSION



LANCASTER COUNTY COMPLETE STREETS SURVEY

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PLACES2040 AND COMPLETE STREETS

Places2040 is Lancaster County’s Comprehensive Plan. The plan offers a roadmap to maintain the special features of our area that make Lancaster County unique. Complete Streets are one of the catalytic strategies recommended in the plan to move the county towards our goals.

Complete Streets are streets for everyone. They are designed to enable safe access for all users, including pedestrians, bicyclists, motorists, and transit riders of all ages and abilities. In a community with Complete Streets, it is easy to cross the street, walk to shops, and bicycle to work or school.

As partners in Places2040, Lancaster County Planning Commission (LCPC) and Penn Medicine Lancaster General Health conducted a survey about Complete Streets in the fall of 2019.

SURVEY METHODS

The goal of the survey was to understand Complete Streets policies and projects in each Lancaster County municipality and the perceived benefits and barriers to implementing safe streets for all users. Our specific research questions were as follows:

- Which municipalities in Lancaster County have programs and policies that support Complete Streets that are safe for all users?
- How knowledgeable are municipal representatives about implementing Complete Streets in their communities?
- What are the perceived benefits and barriers for implementing Complete Streets?
- What resources and support are needed for municipalities to make their streets safer for all users?

Our 15-question survey was adapted with permission from a 2017 survey of municipal representatives throughout the state of Pennsylvania developed by the University of Pittsburgh for PA WalkWorks. The questionnaire was built in REDCap and emailed to a contact list of municipal representatives (managers, planning professionals, and public works officials).

A total of 28 municipalities and 35 individuals provided their feedback by completing the Complete Streets survey. The participating municipalities are shown in Table 1. The majority of respondents were managers/administrators (60%), and we also received responses from planners, public works staff, elected officials, and engineers.

Table 1. Lancaster County municipalities participating in the Complete Streets survey

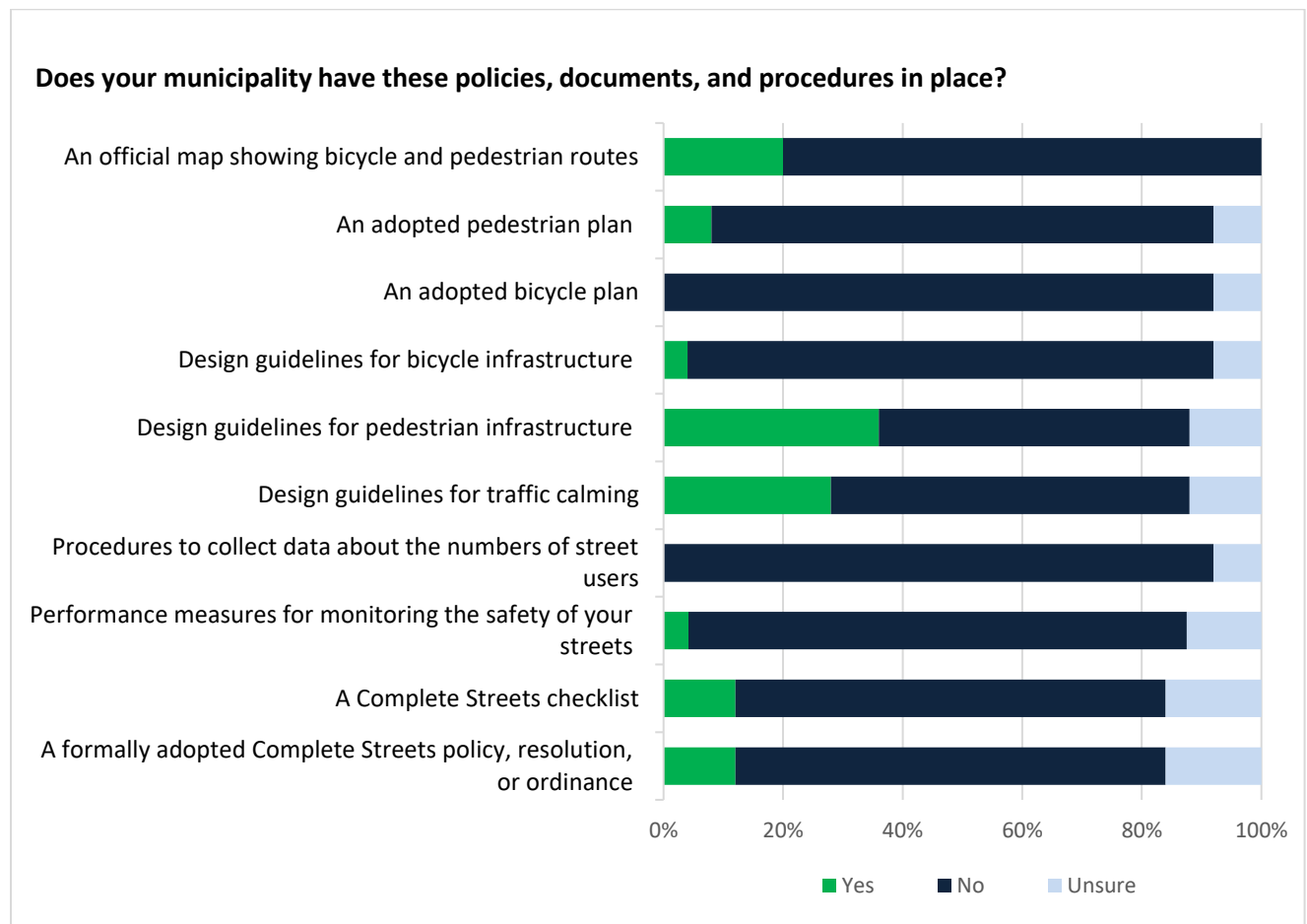
Adamstown Borough	Conestoga Township	Lititz Borough	Quarryville Borough
Bart Township	Conoy Township	Manor Township	Rapho Township
Christiana Borough	East Hempfield Township	Mount Joy Borough	Salisbury Township
City of Lancaster	East Lampeter Township	Mount Joy Township	Warwick Township
Clay Township	East Petersburg Borough	New Holland Borough	West Cocalico Township
Colerain Township	Elizabethtown Borough	Penn Township	West Hempfield Township
Columbia Borough	Ephrata Borough	Pequea Township	West Lampeter Township

SURVEY RESULTS

Knowledge. Two-thirds of the respondents (66%) reported that they were familiar or very familiar with Complete Streets, and 39.4% had participated in an official training regarding the initiative.

Policies and Procedures. Figure 1 shows the policies, procedures, and documents municipalities currently have. Only three respondents reported that their municipalities have formally adopted a Complete Streets policy, resolution, or ordinance. Three respondents reported that they use a Complete Streets checklist to help make improvements. Only one municipality reported using performance measures to track the safety of pedestrians and bicyclists. Several municipalities reported having design guidelines for pedestrian infrastructure (9, 36%), traffic calming (7, 28%), and bicycle infrastructure (1, 4%). Five municipalities (20%) have an official map showing bicycle and pedestrian routes.

Figure 1. Complete Streets policies, documents, and procedures in Lancaster County municipalities



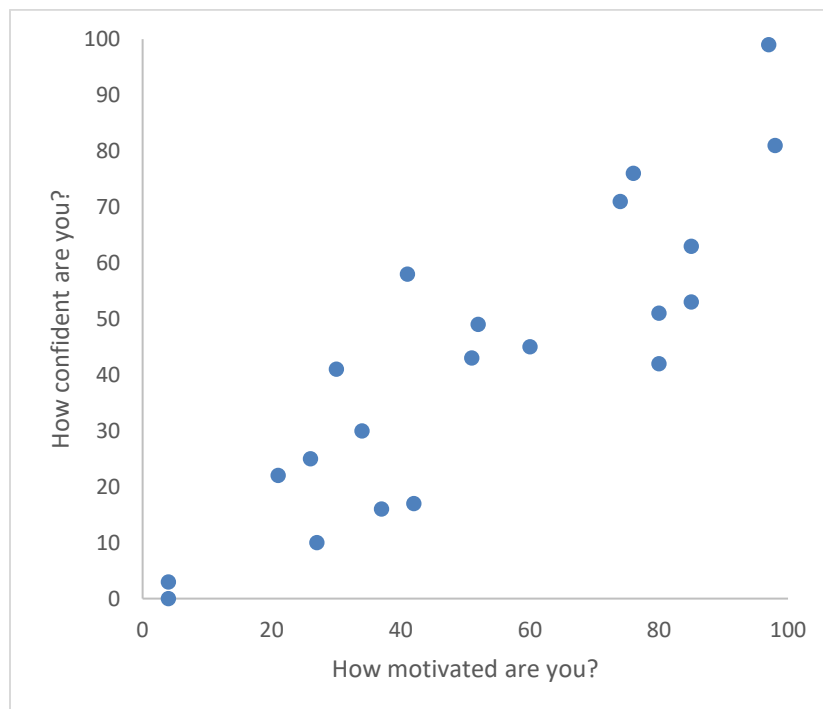
Completed Projects. The survey respondents reported improvements that they have made to make streets safer for all users in the past five years, as shown in Table 2. Stormwater projects, such as adding planting strips or pervious pavement, were the most common projects. New sidewalks (71%), sidewalk repairs (62%), pedestrian crossings (47%), and increasing access for those with disabilities (37%) were the other top five improvements.

Table 2. Complete Streets projects completed in the past five years

Type of project	Respondents who have completed this type of project in the past five years	
	Number	Percentage
Stormwater projects (rain gardens, pervious pavement, etc.)	17	81.0%
Adding new sidewalk or pedestrian paths	15	71.4%
Repairing sidewalks or pedestrian paths	13	61.9%
Improving pedestrian crossings with high-visibility crosswalks, refuge areas, signal lights, etc.	10	47.6%
Improving facilities for individuals with disabilities	8	38.1%
Adding traffic calming elements, such as curb extensions, narrowed lanes, chicanes, etc.	6	28.6%
Adding multimodal paths or trails	5	23.8%
Repairing multimodal paths or trails	5	23.8%
Streetscape projects (lighting, furniture, landscape, etc.)	3	14.3%
Adding new bicycle infrastructure (bike lanes, sharrows)	1	4.8%
Repairing bicycle infrastructure	1	4.8%

Motivation and Confidence. Figure 2 shows the respondents’ motivation and confidence about implementing Complete Streets. The survey asked respondents to rate their motivation to implement Complete Streets and their confidence in implementing Complete Streets on a scale from 1-100. The motivation scores ranged from 4 - 98, with a median value of 52. Confidence scores ranged from 0 – 99, with a median score of 42.

Figure 2. Motivation and confidence to implement Complete Streets (n=21)



Benefits and Barriers. Table 3 shows the perceived benefits of implementing Complete Streets and the barriers that make it difficult to implement. Most survey respondents reported that increased safety, improved mobility, quality of life, and public health would be benefits of Complete Streets in their municipalities. Cost was the primary barrier reported, and differing opinions about priorities was also cited as a top barrier.

Table 2. Benefits and barriers to implementing Complete Streets in Lancaster County

What would be the benefits of Complete Streets for your municipality?			What barriers, if any, make it difficult to implement Complete Streets in your municipality?		
	No.	%		No.	%
Safety	21	87.5%	Cost	20	83.3%
Mobility	18	75.0%	Different opinions about priorities	15	62.5%
Quality of life	18	75.0%	Right-of-way acquisition	10	41.7%
Public health	18	75.0%	Lack of local expertise/experience	8	33.3%
Economic development	12	50.0%	No interest from elected officials	7	29.2%
Attracting residents	12	50.0%	Opposition from elected officials	6	25.0%
Recreational tourism	10	41.7%	Lack of public interest	6	25.0%
None of these	2	8.3%	Public opposition	6	25.0%
			Organizational culture	3	12.5%
			Road ownership	3	12.5%
			Other	2	8.3%

DISCUSSION

The main goal of the survey was to gather feedback from local municipal representatives in Lancaster County about their knowledge, motivation, and experiences with Complete Streets. These results will be used to develop resources and strategies for supporting the development of Complete Streets in Lancaster County.

There is broad agreement about the benefits of Complete Streets in our community for safety, mobility, quality of life, and public health. Many of the survey respondents are knowledgeable about Complete Streets; however, there are still opportunities to provide training and technical assistance, as most participants have not participated in a formal training on the subject. There are also many opportunities to develop resources and technical guidance (such as design guidelines, official maps, and regional plans). Many municipalities do not have these policies and documents, but several suggested that it would be valuable to have assistance developing them.

Although only a few municipalities in Lancaster County have official Complete Streets policies, many officials reported specific projects that they have completed or plan to complete, including sidewalk additions, widening shoulders in rural areas, adding trail connections and pedestrian crossings. The majority of survey participants noted that Lancaster County Planning Commission strongly supports Complete Streets and has provided essential assistance for local projects.

Funding is the major barrier to implementing Complete Streets. Assistance with funding projects, writing grants, identifying feasible potential projects, and navigating complex funding requirements were the most common requests for support from the municipal representatives. Several respondents also noted opposition from local officials and the public, partly due to cost, and suggested education materials and public presentations for the public and elected officials about the return on investment and economic benefits of Complete Streets.

NEXT STEPS

Complete Streets Resources and Technical Assistance Program. Municipal governments require knowledge, skills, and resources to develop Complete Streets-related solutions. This program, provided by Lancaster County Planning Commission, will support their efforts. No direct funding to municipalities is provided, but selected participants receive free direct technical assistance to complete a specific task related to advancing a complete streets initiative in their communities. These initiatives help advance Complete Streets by documenting existing conditions, exploring opportunities for improvement, and providing recommendations.

In addition, LCPC plans to take the following steps to support municipalities:

- Relaunch a Complete Streets resource page on new Lancaster County MPO website
- Compile a list of bicycle-pedestrian and Complete Streets funding sources
- Create case studies of Complete Streets planning and projects in Lancaster County representing urban, suburban, and rural character zones
- Develop temporary demonstration project guidance
- List available resources and technical assistance from LCPC and PennDOT
 - Bikeability and walkability audits of intersections, other crossings, or street segments
 - Complete Streets policy development
 - Local LTAP classes on various topics related to Complete Streets
 - Placemaking and streetscape improvements
 - Potential for assistance with grant applications

FOR MORE INFORMATION

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