



New TSI and ANC Resolution Processes District Department of Transportation (DDOT)

March 15, 2022

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Community Engagement Specialist, Ward 3

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What is a Traffic Safety Investigation (TSI)?



- A Traffic Safety Investigation (TSI, formerly known as "Traffic Safety Assessment, TSA") is a request from the public to investigate a specific traffic safety concern that may require DDOT's action.
- A TSI can be used for a variety of traffic safety issues such as traffic calming, pedestrian safety, etc.
- DDOT's Traffic Engineering and Safety Division (TESD) will perform a TSI to evaluate the extent of the safety issue and determine if any action is warranted.

Old TSA Process (Discontinued)

Government of the District of Columbia
Department of Transportation



Traffic Safety Assessment Questionnaire

Contact Information	
Name:	Date:
Address:	Phone:
Signature:	Email:

The purpose of this Questionnaire is for DDOT to gather information about a safety concern in order to perform a Traffic Safety Assessment (TSA). The intent of the TSA process is to ask residents to identify traffic safety concerns, whether along a roadway segment or at an intersection, and focus on the definition of the safety concern and the proposed solution or mitigation measure. Based on the nature of the request, DDOT will determine the type of assessment necessary to investigate the extent of the traffic safety concern.

To begin a Traffic Safety Assessment, please fill out the information below and answer any questions to the best of your ability. If necessary, please attach additional pages. In addition, please attach a letter of support from the Mayor's Office, Commissioner, Councilmember's Office, or representative from the Mayor's Office of Community Relations.

Once completed, please submit this form to DDOT via the address provided below, or you can email the form to traffic.safety@dc.gov.

District Department of Transportation
Customer Service Clearinghouse
55 M Street SE – 7th Floor
Washington, DC 20003

If you have any questions, please contact DDOT at 202-673-6813. Thank you.

Version 1.01, updated May 2019

District Department of Transportation | 55 M Street, SE, Suite 400, Washington, DC 20003 | 202.673.6813 | ddot.dc.gov

- Step 1: Submit a 311 request for Traffic Safety Assessment (TSA)
- Step 2: Submit a (1) TSA questionnaire along with (2) ANC Commissioner's written endorsement.
- Step 3: DDOT evaluates the safety issue to determine if any action is needed.
- Step 4: DDOT communicates the findings to the resident.
- Step 5: If a safety mitigation is deemed necessary, then DDOT develops recommendations. If recommendations change existing traffic control and/or on-street parking, a Notice of Intent (NOI) will be required. The NOI includes a 30 business-day public comment period.
- Step 6: DDOT installs the safety mitigation.

Why Do We Need a New Process?



- Improve ease-of-use and accessibility for District residents.
- Enhance transparency for residents in tracking TSI requests from start to finish.
- Streamline operational processes to improve agency response.
- Accelerate the review of roadway safety requests and make the District's roadways safer across all eight Wards.

New TSI Process – Overview



TRAFFIC SAFETY INVESTIGATION

DDOT is committed to making our city's streets safer for everyone. A combination of roadway users practicing safety, traffic control devices and traffic calming measures can help meet that goal. DDOT's Traffic Safety Investigation (TSI) program will investigate intersections and roadway segments of concern, analyze existing conditions, and provide a plan for safety mitigations, if warranted. The TSI program is designed to focus on one traffic safety concern in one location (one block or intersection). A TSI request should not include multiple streets or multiple intersections.

Effective November 1, 2021, DDOT made it easier for residents to request a TSI. Please review the following steps to request a TSI.

- STEP 1** Resident contacts DDOT with a traffic safety concern by going to 311.dc.gov and selecting Traffic Safety Investigation (TSI).
- Resident provides information about the extent of the safety issue by completing the on-line questionnaire.
 - Information provided should focus on the problem or safety challenge the TSI should address. This will help DDOT identify the most effective solution(s) to address the specific safety concern(s).

- STEP 2** DDOT evaluates the safety issue to determine what action is needed if mitigations are warranted.

- STEP 3** DDOT communicates the findings of the evaluation to the resident.
- If no safety mitigation is needed, then DDOT will deliver the investigation findings to the resident and close out the request.
 - If a safety mitigation is deemed necessary, DDOT develops recommendations for the most appropriate solution(s).

NOTE: A TSI takes up to 130 business days to complete Steps 1-3. Once Steps 1-3 are complete, the request will be closed, and the resident will be notified with information on next steps.

- STEP 4** If recommendations change existing traffic control and/or on-street parking, a Notice of Intent (NOI) will be issued. The NOI includes a 30 business-day public comment period from the community and ANCs.
- DDOT considers the comments received at the end of the NOI period in its determination of the mitigation(s) to be implemented. However, feedback may not change the recommendation(s)/improvement(s) as they are based on engineering safety assessments.

- STEP 5** DDOT installs the safety mitigation(s).
- Installation of safety improvements typically occurs in the next calendar quarter after the TSI is completed; for example, a TSI request completed in Quarter 2 (January-March) will be implemented in Quarter 3 (April-June), if a determination is made to implement a safety mitigation.

NOTE: Some improvements are done in specific seasons. For example, installations of vertical traffic calming (speed humps, speed tables, etc.) and street markings take place in the warmer months only.

DDOT's Traffic Safety Investigation (TSI) program will investigate intersections and roadway segments of concern, analyze existing conditions, and provide a plan for safety mitigations, if warranted. The TSI program is designed to focus on one traffic safety concern in one location (one block or intersection). A TSI request should not include multiple streets or multiple intersections.

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New TSI Process – Step 1



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- Resident provides information about the extent of the safety issue by completing the on-line questionnaire.
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STEP 2 DDOT evaluates the safety issue to determine what action is needed if mitigations are warranted.

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STEP 5 DDOT installs the safety mitigation(s).

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- Resident contacts DDOT with a traffic safety concern by going to 311.dc.gov and selecting Traffic Safety Investigation (TSI).

- Resident provides information about the extent of the safety issue by completing the online questionnaire via 311.
- Information provided should focus on the problem or safety challenge the TSI should address. This will help DDOT identify the most effective solution(s) to address the specific safety concern(s).

New TSI Process – Step 1 (Best Practices)

Service
Traffic Safety Investigation

Location
250 M STREET SE

Details

Contact

Submit

Service
A Traffic Safety Investigation should focus on a distinct traffic safety concern and should not be associated to multiple streets or multiple intersections.

What is the nature of the traffic safety issue? * Required
Please Select Option

Please describe your safety concerns in details. * Required

Was the problem detected on a weekday or during the weekend? (check all that apply)
 Weekday
 Weekend

What time of the day was the problem noticed? (check all that apply)
 Morning
 Midday
 Afternoon
 Evening
 Late Night

Where along the roadway is the issue located?
 At the intersection
 In the middle of the street
 At the crosswalk
 At the alley entrance

Upload a file

Remember: Be specific. Share details about the safety concerns.

Example 1: This intersection has only two-way stop signs, so cars don't stop for pedestrians when trying to cross the street where stop signs are not present. Also, when driving, it's hard to see cars coming from XX Street due to parked cars too close to the intersection.

Example 2: Speeding is a problem along XX block of A St. Cars are dangerously speeding even though this is a school zone.

New TSI Process – Step 2



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STEP 5 DDOT installs the safety mitigation(s).

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- DDOT evaluates the safety issue to determine if mitigations are warranted.

New TSI Process – Step 3



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New TSI Process – Step 4



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New TSI Process – Step 5



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 - Installation of safety improvements typically occurs in the next calendar quarter* after the TSI is completed; for example, a TSI request completed in Quarter 2 (January-March) will be implemented in Quarter 3 (April-June), if a determination is made to implement a safety mitigation.

* DDOT works on a fiscal year calendar with Oct-Dec being Quarter 1

NOTE: Some installations will be delayed due to weather as they require warmer temperatures for installation. For example, installations of vertical traffic calming (speed humps, speed tables, etc.) and street markings take place in the warmer months only.

Learning the New TSI Dashboard – Overview

Traffic Safety Investigation Service Requests Submit a TSI (311)

1 About Traffic Safety Investigations 2 Pending DDOT Review 3 Pending Data Collection 4 Pending Installation Closed Service Requests

Pending Review by DDOT Date Initiated: 1/7/2022 and before Ward: All Wards ANC: All ANC's SMD: All SMDs Service Request #: ALL

Pending DDOT Review
612
Service Requests

Service Requests
Sorted by Date TSI Initiated

- 22-00011273
2000 ALABAMA AVENUE
SE, WASHINGTON, DC, USA, 20020
ANC:
Date Initiated: 1/6/2022
- 22-00011271
1901 ALABAMA AVENUE
SE, WASHINGTON, DC, USA, 20020
ANC:
Date Initiated: 1/6/2022
- 22-00011267
1804 ALABAMA AVENUE
SE, WASHINGTON, DC, USA, 20020

The data in this dashboard are updated daily. Thus, there may be a slight discrepancy in numbers for any

DC C

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- **TSI Dashboard:** <https://arcg.is/Dqe8T>
- A new public tool residents can use to track TSI requests
- **Four (4) tabs** have information on each phase of the process
- Residents can **search by Ward, ANC, SMD, and Service Request numbers.**

Learning the New TSI Dashboard – Pending Review

Traffic Safety Investigation Service Requests

Submit a TSI (311)    

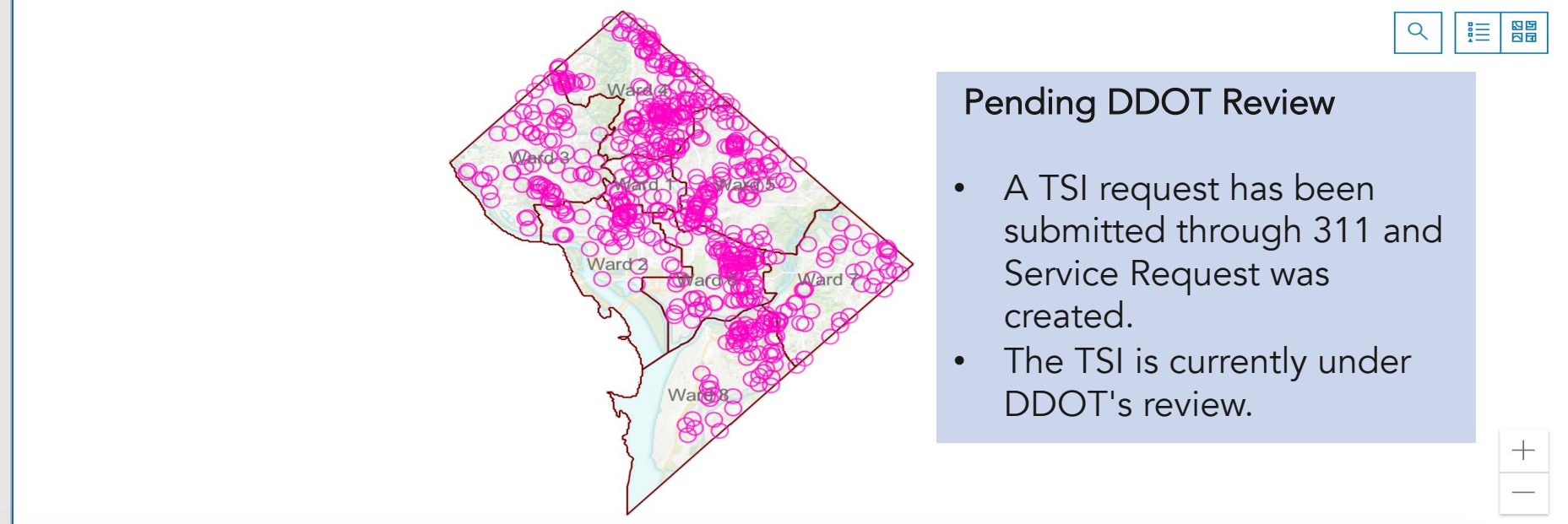
- About Traffic Safety Investigations
- Pending DDOT Review**
- Pending Data Collection
- Pending Installation
- Closed Service Requests

Pending Review by DDOT	Date Initiated 1/7/2022 and before	Ward All Wards	ANC All ANCs	SMD All SMDs	Service Request # ALL
------------------------	---------------------------------------	-------------------	-----------------	-----------------	--------------------------

Pending DDOT Review
612
Service Requests

The Service Resolution Estimate for a Traffic Safety Investigation is 130 business days.
Note: Please select one geographic filter at a time for accurate search results. For example, if you select "Ward" filter and "ANC" filter at the same time, the results will be show the broadest filter selected, i.e. all TSIs in the Ward.

- ### Service Requests
- Sorted by Date TSI Initiated
- 22-00011273**
2000 ALABAMA AVENUE
SE, WASHINGTON, DC, USA, 20020
ANC:
Date Initiated: 1/6/2022
 - 22-00011271**
1901 ALABAMA AVENUE
SE, WASHINGTON, DC, USA, 20020
ANC:
Date Initiated: 1/6/2022
 - 22-00011267**
1804 ALABAMA AVENUE
SE, WASHINGTON, DC, USA, 20020



Pending DDOT Review

- A TSI request has been submitted through 311 and Service Request was created.
- The TSI is currently under DDOT's review.

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Learning the New TSI Dashboard – Pending Data Collection

Traffic Safety Investigation Service Requests

[Submit a TSI \(311\)](#)

About Traffic Safety Investigations
Pending DDOT Review
Pending Data Collection
Pending Installation
Closed Service Requests

Pending Data Collection and Engineering Study	Date Initiated	Ward	ANC	SMD	Service Request #
	1/13/2022 and before	All Wards	All ANCs	All SMDs	ALL

Pending Study

115

Service Requests

DDOT has sent these Traffic Safety Investigations service requests for data collection to determine if permanent physical changes should be made to the roadway. Changes that require data collection include but are not limited to lane changes, one-way conversions, speed humps on non-local roads, stop signs, and other traffic calming measures.

The Service Resolution Estimate for a Traffic Safety Investigation is 130 business days.

Service Requests

Sorted by Date Initiated

22-00015156
 1201 BRANCH AVENUE
 SE, WASHINGTON, DC, USA, 20019
 ANC: 7B
 Date Initiated: 1/9/2022

21-00581141
 5000 - 5099 BLOCK OF EAST
 CAPITOL STREET, WASHINGTON, DC, USA,
 ANC: 7C
 Date Initiated: 12/29/2021





21-00581122
 700 - 717 BLOCK OF DIVISION
 AVENUE NE, WASHINGTON, DC, USA,
 ANC: 7C

The data in this dashboard are updated daily. Thus, there may be a slight discrepancy in numbers for any requests

Pending Data Collection

- Upon initial review, DDOT determined data collection was required for this TSI. Examples include, but not limited to, All Way Stop Control (AWSC), one-way conversion, speed humps on non-local road, and other traffic calming measures
- This is part of the 130 day SLA

Learning the New TSI Dashboard – Pending Installation

Traffic Safety Investigation Service Requests Submit a TSI (311)    

About Traffic Safety Investigations | Pending DDOT Review | Pending Data Collection | **Pending Installation** | Closed Service Requests

Pending Field Installation	Date TSI Initiated 1/13/2022 and before	Ward All Wards	ANC All ANCs	SMD All SMDs	Service Request # All Requests	Installation Quarter All Quarters
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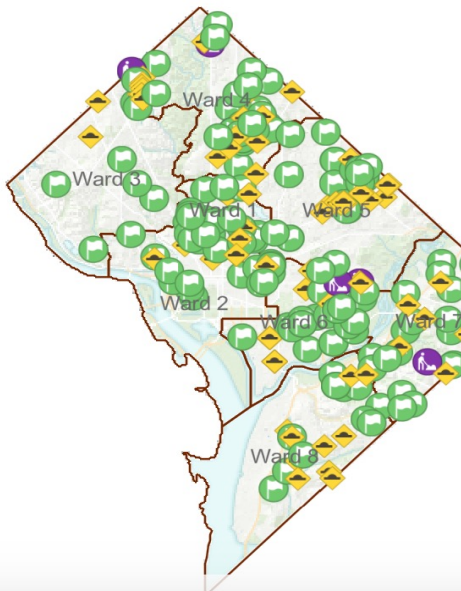
Pending Field Installation
259
Open Work Orders

Pending Field Installation
Installation Type
● Signage, Markings, and Other
▲ Speed Hump or Speed

Traffic Safety Installations in 2021
711
of Installations Completed

DDOT has deemed a safety mitigation necessary for these locations and developed recommendations for the most appropriate solution(s). If recommendations change existing traffic control and/or on-street parking, a Notice of Intent (NOI) is required. The NOI includes a 30 business-day public comment period.

Installation of safety improvements occurs in the next calendar quarter after the TSI investigation is completed; for example, a TSI request completed in Quarter 1 will be implemented in Quarter 2, if a determination is made to implement a safety mitigation. Please use the "Installation Quarter" filter above to see the timeline of installation.



Pending Installation

- Safety mitigations were warranted for the TSI. DDOT shared findings with the residents and work orders were created for the safety mitigations.
- Each icon on the map indicates types of installations (e.g. signage, markings, speed hump, etc.)
- Some installations will be delayed due to weather. (e.g. speed humps and marking installations take place in the warmer months only)

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Learning the New TSI Dashboard – Closed SR

Traffic Safety Investigation Service Requests

Submit a TSI (311) [f](#) [t](#) [e](#) [d.](#)

About Traffic Safety Investigations | Pending DDOT Review | Pending Data Collection | Pending Installation | **Closed Service Requests**

Closed Traffic Safety Investigations	Date Closed	Ward	ANC	SMD	Service Request # (TSIs with S...
	1/1/2021 - 1/13/2022	All Wards	All ANCs	All SMDs	ALL

711
of Installations Completed

819
No Safety Mitigation Required

Service Requests Closed with a Safety Mitigation
21-00347383
3100 - 3129 BLOCK OF NEWTON STREET
NE, WASHINGTON, DC, USA,
Date Closed: 1/12/2022

DDOT reviewed TSIs at the locations on this map and determined that a safety mitigation was warranted. By default, this map shows TSIs closed with a safety mitigation during the time period specified in the date filter above.

In addition, DDOT reviews all Traffic Safety Investigation service requests and communicates with residents about any safety counter-measures installed as a result of the study. Use the layers in the top right of the map to toggle on and view requests closed after a review without a work order as a safety mitigation was not deemed necessary.

- Closed TSI after review with a safety mitigation and;
- Closed TSI after review without a safety mitigation – determined that no safety mitigation was warranted

The data in this dashboard are | DC GIS | Office of Planning | Powered by Esri

TSI Frequently Asked Questions (FAQs):

1. Clarify what happens with TSIs already in the queue under the old system? Are changes effective retroactively or will the new TSIs be the first to undergo the new process?

TSIs currently in the queue under the old system will follow the new model.

2. What's the main difference between TSA and TSI in terms of document requirements?

The new TSI process no longer requires the separate questionnaire or ANC endorsement letter. Residents will only be required to complete a 311 service request which asks the necessary questions for DDOT's review. This will substantially reduce the number of requests that are closed due to a lack of required documents. Also, ANC resolutions and resident petitions are also no longer required.

3. Clarify the role of ANCs in the new process.

ANCs will not need to be involved at the start of the TSI intake process. However, DDOT will continue to engage the ANC when the Notice of Intent (NOI) process is required for changes in existing traffic control and/or on-street parking (e.g. new stop signs, new signal, parking signs, etc.). In addition, DDOT will notify the ANC via email when vertical traffic calming (e.g. speed humps, speed tables, etc.) is warranted. This notification is not required by law, but DDOT does as a courtesy to provide an advanced notification to the ANC.

TSI Frequently Asked Questions (FAQs):

4. My TSI was closed with recommendations for safety improvements. Why don't I see the work underway?

As indicated in Step 5, installations of safety improvements typically occur in the next calendar quarter after the TSI is completed. For example, a TSI request completed in Quarter 2 (January-March) will be implemented in Quarter 3 (April-June). Also, please note that some improvements require warmer temperatures. For example, markings and speed humps installations are weather dependent and only take place during warmer months.

5. My TSI was closed without recommendations to make changes. Why did DDOT take no action?

As indicated in Step 3, DDOT will deliver the investigation findings to the resident that include why safety mitigations were not warranted. Reasons can vary but examples include:

- There is a larger project planned in the immediate area that will impact the TSI area. An example would include projects like the Florida Ave/New York Ave Intersection project (also known as "Dave Thomas Circle" project).
- Data collection shows the existing conditions do not meet the warrant criteria for certain safety measures (e.g. speed tables, ATEs, AWSC, etc.) and/or engineering evaluation does not find the need for any changes to the existing conditions.

ANC Resolution Submission and Response

- To assist in tracking and timely response, all ANC resolutions must be submitted to DDOT via the ANC Portal at <https://resolutions.anc.dc.gov>, effective Jan 24, 2022.
- Once an ANC resolution is submitted through the ANC portal, DDOT will send an acknowledgement letter within 10 business days with a tracking number and will respond to your resolution with a written response within 60 business days pursuant to §1-309.10(h)(1).
- This change is intended to support greater continuity in the ANC resolution submission process and to improve transparency, accountability, and accessibility. Resolutions submitted outside of the ANC Portal will not be tracked or reviewed.
- For assistance with accessing the portal, please contact the Office of Advisory Neighborhood Commissions at oanc@dc.gov.

NOTE: Please include 311 service request numbers in ANC resolutions submitted to DDOT. All requests follow DDOT Service Level Agreements (SLAs).

CONTACT INFO

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Thank you!

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District Department of Transportation