311 - Bicycle Issues

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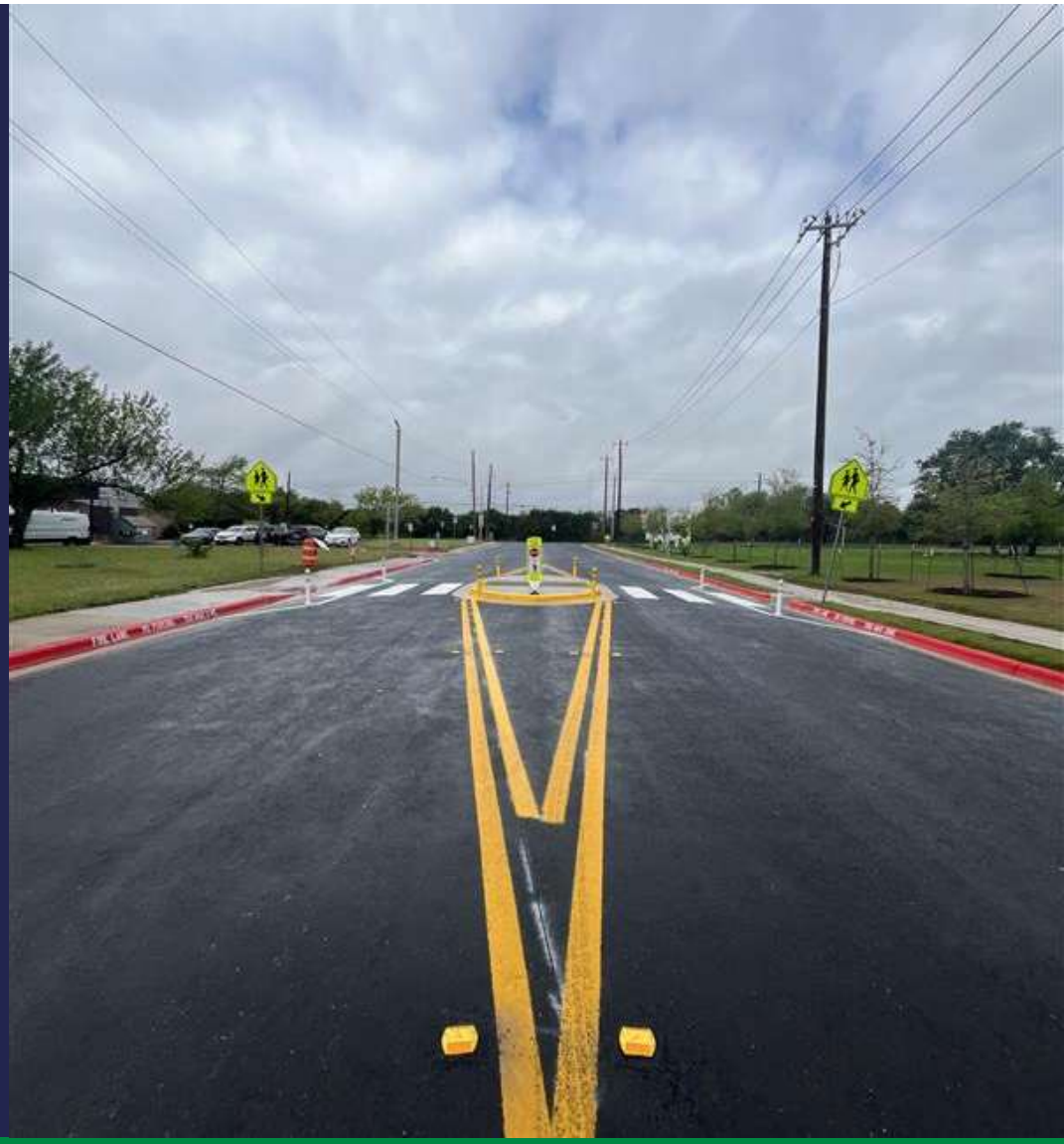
Austin Transportation & Public Works | 7/21/26

Background

CSRs

- “Bicycle Issues” CSRs are forwarded to Active Transportation & Street Design (ATSD)
- Funding for new projects comes from Bikeways Bond funds
- Since August 2025:
  - Closed 466 CSRs
  - Created 51 new projects
  - Secured non-maintenance funding for 2 projects



Types of New Projects

Aldrich @ Mueller

- Better restricted parking to prevent vehicles from blocking bike ramp
- What was added:
  - Additional flex posts
  - Longline markings



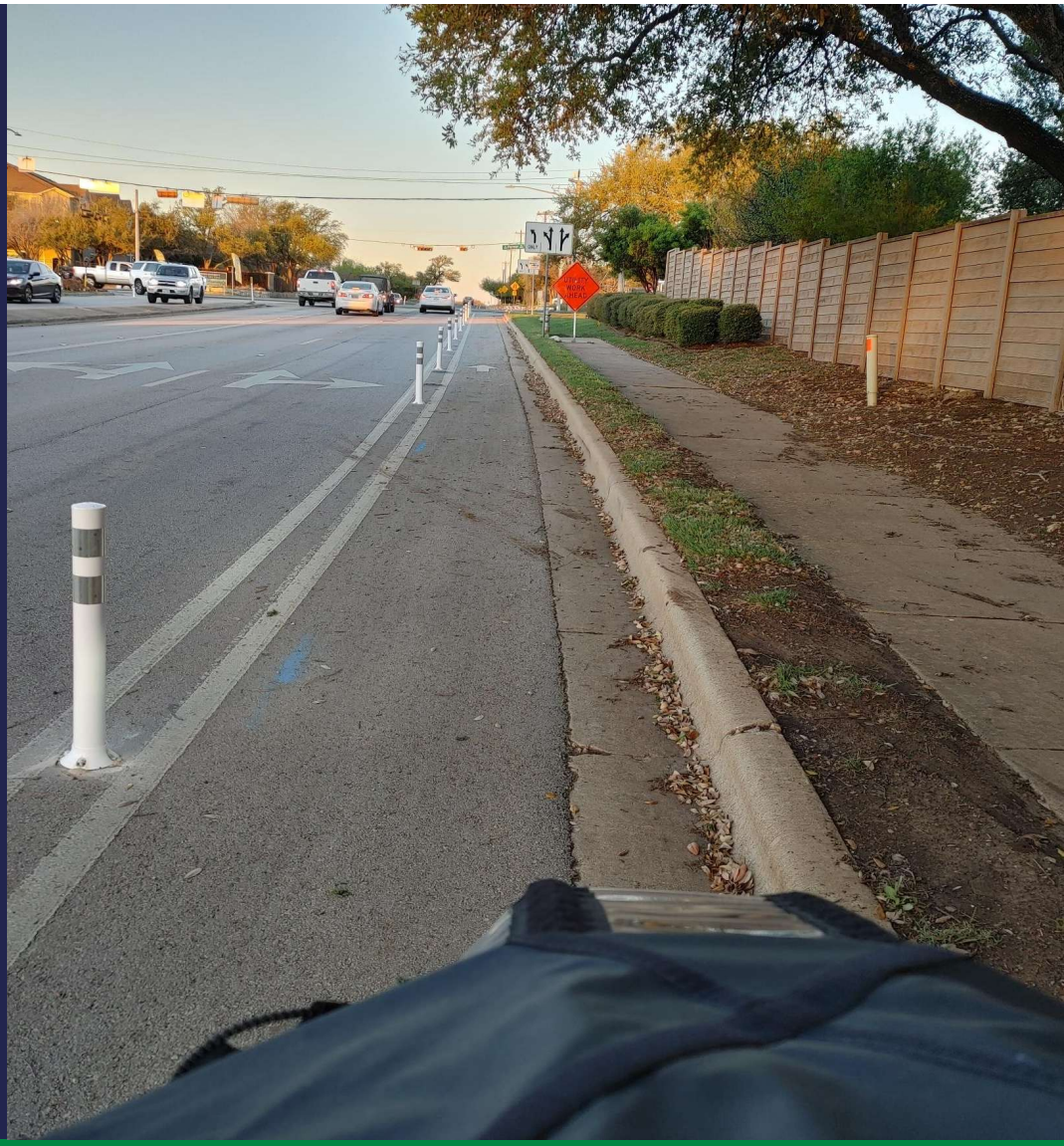
Oak Hill Elementary

- Brought developer-installed ped island into compliance with city standards
- What was added:
  - Crosswalk signage
  - No parking signage
  - Ped island signage
  - Paint & post curb extensions
  - Improved crosswalk markings
  - Crosswalk visibility treatments
    - Painted curbs
    - Yellow flex posts,
    - Double yellow striping
    - Reflective raised pavement markings



Neenah Ave

- .4 miles of bike lane to facilitate new bike bus program in North Austin
- Will tie into CAMPO/COA's Lakeline Blvd bicycle infrastructure investments
- What was added:
  - Flex posts spaced 45 ft apart
  - Closer to Parmer, every 20 ft to prevent vehicles from queuing in bike lane



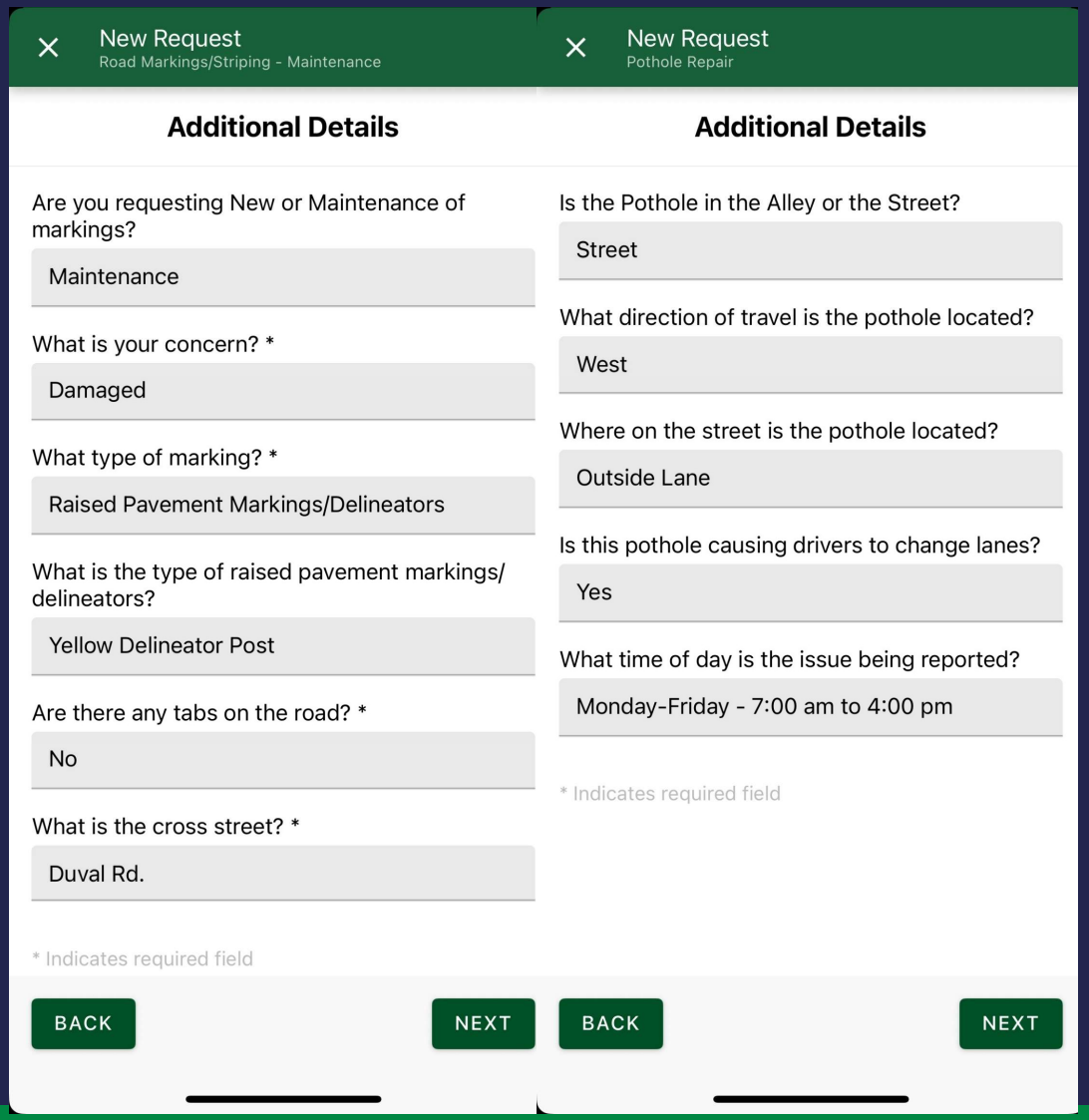
Understanding CSR Submissions



Ensuring your request goes to the correct department or division

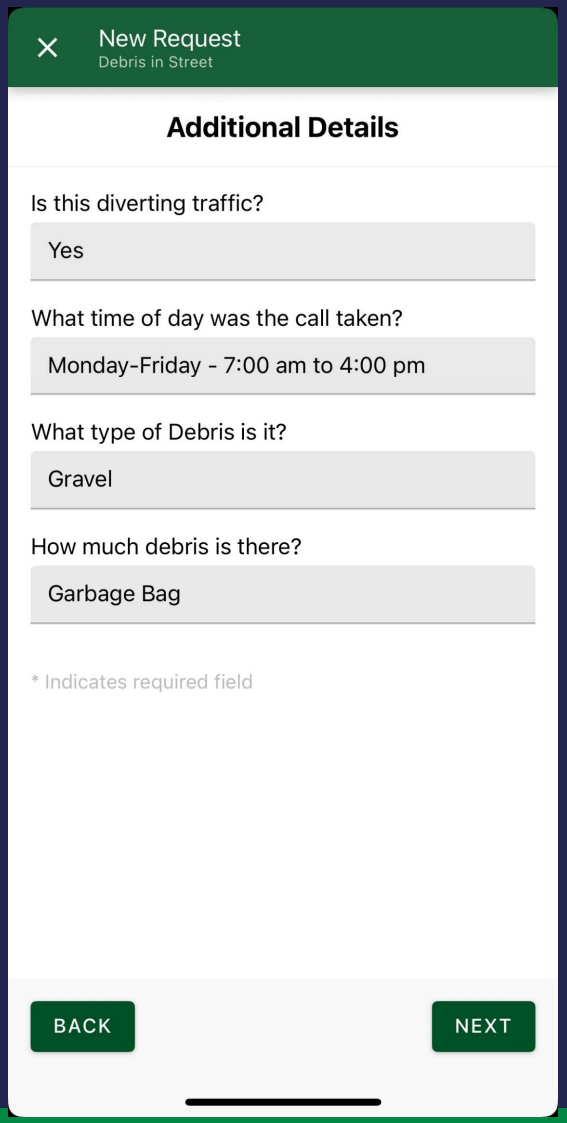
Bike Lane Repairs Needed

- "Road Markings/Striping – Maintenance" request
  - Sent to Signs & Markings Division
  - Can replace delineators or refresh existing striping
- "Pothole Repair"
  - Sent to Street & Bridge Operations



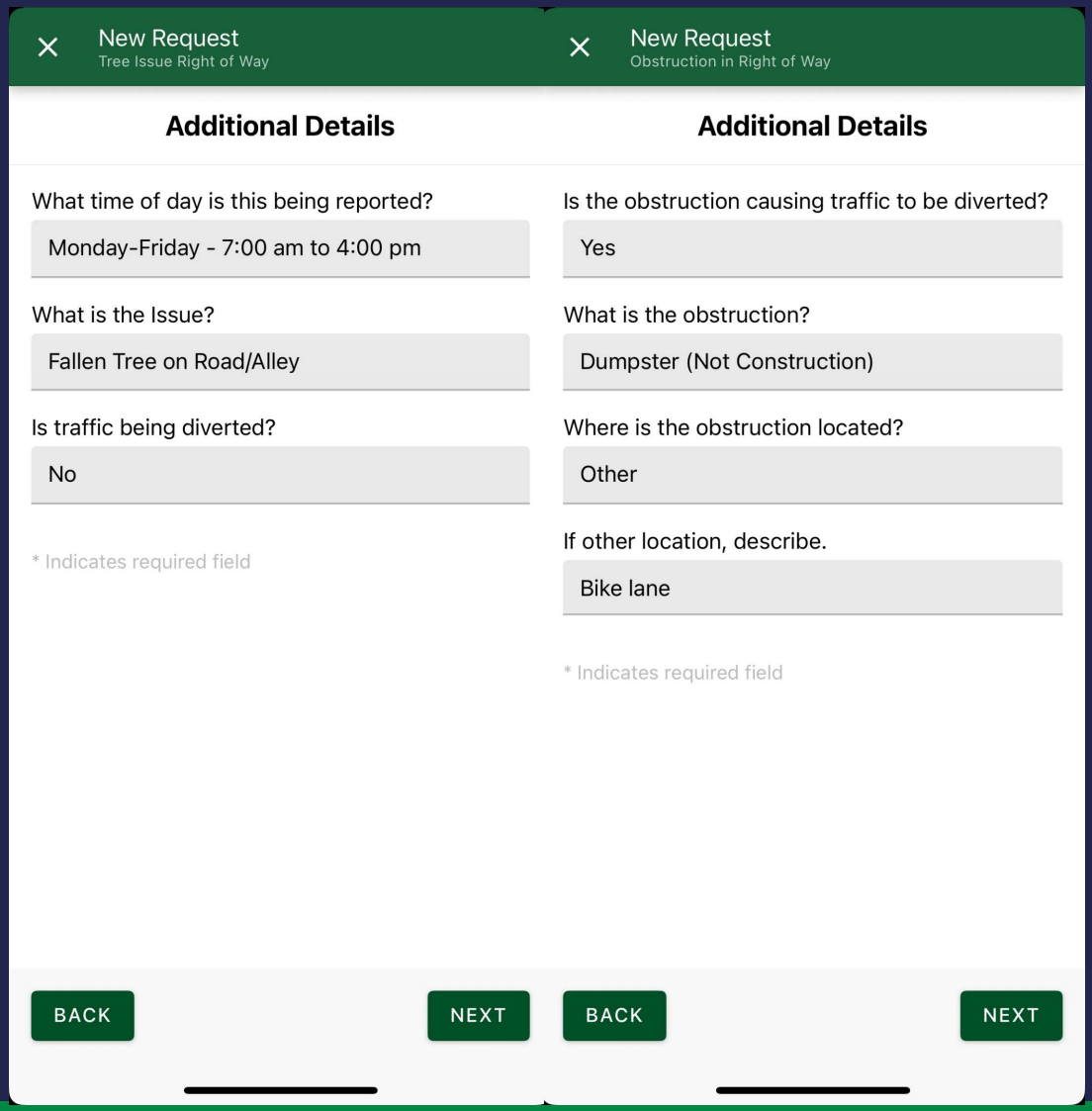
Debris in Bike Lane

- “Debris in Street” request
  - Sent to Street & Bridge Operations
  - Appropriate for small amounts of debris in street
- “Street Sweeping” request
  - Sent to Austin Resource Recovery
  - Appropriate for debris in street for large stretches



Obstructions in ROW

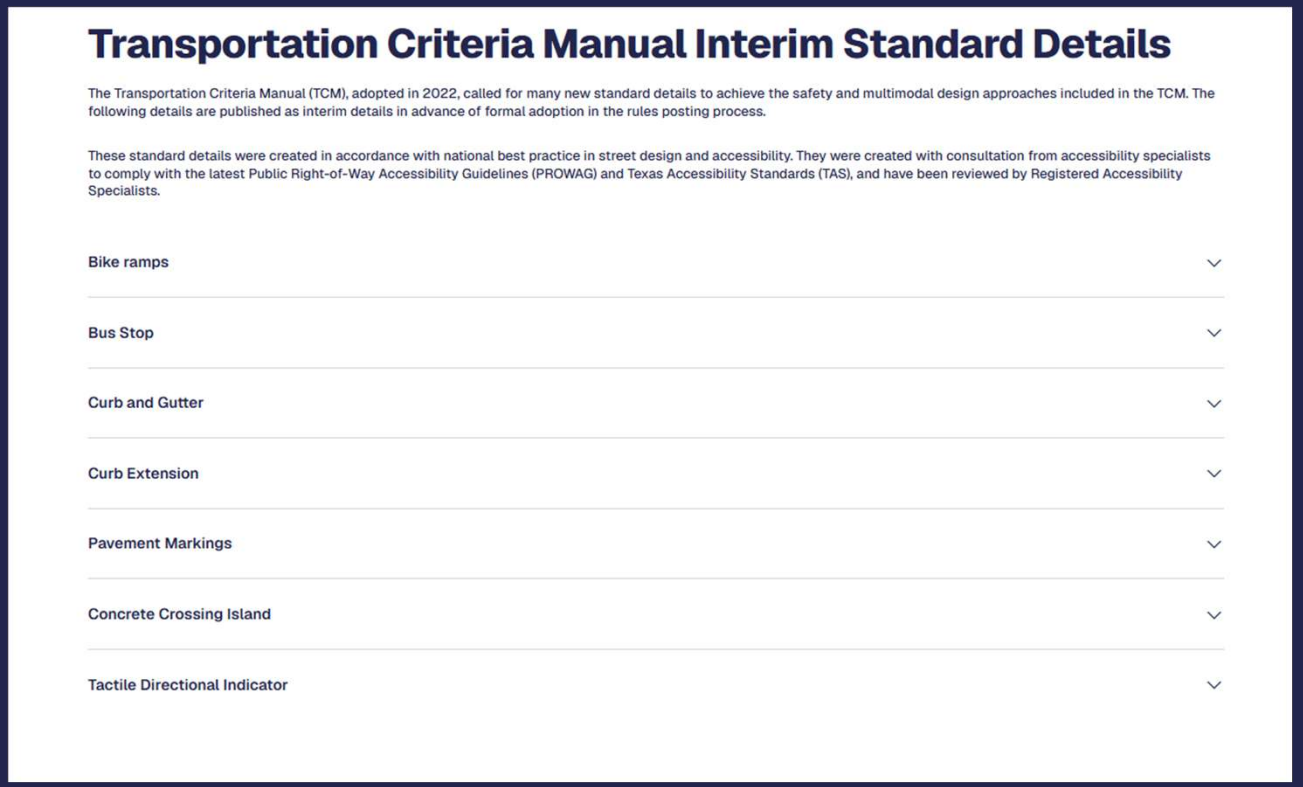
- “Tree Issue Right of Way” request
  - Sent to Urban Forestry, Austin Parks & Recreation
- “Obstruction in Right of Way” request
  - Sent to Right of Way Division



Additional Resources to Guide Your 311 Requests

Addressing Substandard Conditions

- Standard details inform new projects as of 2022
  - Influenced by Transportation Criteria Manual (TCM)
- Shapes minor mod/maintenance projects



Transportation Criteria Manual Interim Standard Details

The Transportation Criteria Manual (TCM), adopted in 2022, called for many new standard details to achieve the safety and multimodal design approaches included in the TCM. The following details are published as interim details in advance of formal adoption in the rules posting process.

These standard details were created in accordance with national best practice in street design and accessibility. They were created with consultation from accessibility specialists to comply with the latest Public Right-of-Way Accessibility Guidelines (PROWAG) and Texas Accessibility Standards (TAS), and have been reviewed by Registered Accessibility Specialists.

Bike ramps

Bus Stop

Curb and Gutter

Curb Extension

Pavement Markings

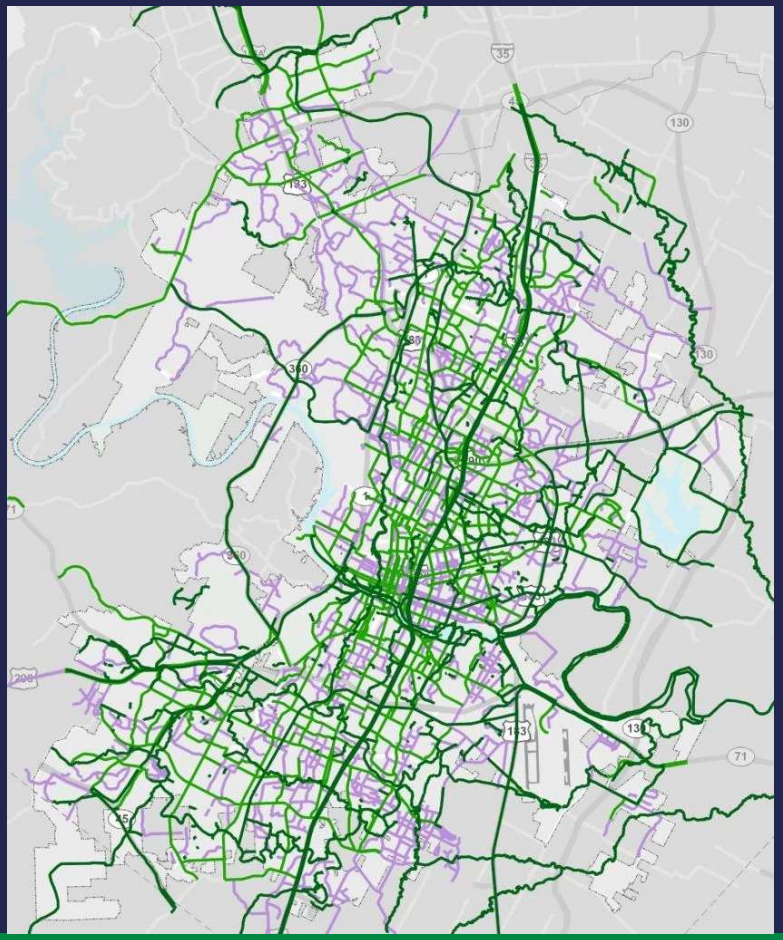
Concrete Crossing Island

Tactile Directional Indicator

https://www.austintexas.gov/transportation-public-works/transportation-criteria-manual-interim-standard-details

Understanding Bike Network Plans

- Austin Bicycle Plan, 2023
- All Ages & Abilities Bicycle Network Map
- These resources can show whether a 311 request might coincide with identified future investments



Questions?

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