

Town of Andover

COMPLETE STREETS POLICY

I. Vision and Intent

Complete Streets principles contribute toward the safety, health, economic viability, and quality of life in a community by providing greater opportunities in multi-modal and nonmotorized transportation. The purpose of the Town of Andover's Complete Street Policy is to accommodate all road users by creating a road network that meets the needs of individuals utilizing a variety of transportation modes. It is the intent of the Town of Andover to formalize the plan, design, operation and maintenance of streets so that they are safe for users of all ages and abilities. These policies direct decision makers to consistently fund, plan for, design, and construct streets to accommodate all anticipated users including pedestrians, bicyclists, motorists, transit, freight, and commercial vehicles.

II. Core Commitment

The Town recognizes that Complete Streets design principles apply to all roadway projects and project phases, including reconstruction, new construction, design, planning, maintenance, and operations, for the entire right-of-way.

The Town may to the greatest extent possible, design, construct, reconstruct, maintain, and operate all streets to provide for a comprehensive and integrated street network that accommodates people of all ages, abilities and income levels, and all modes of transportation, including pedestrians, bicyclists, motorists, transit, freight, and commercial vehicles.

The Town recognizes that Complete Streets may be achieved through single elements incorporated into a particular project or incrementally through a series of smaller improvements or maintenance activities over time and may look at every transportation project and program as an opportunity to improve streets and the transportation network for all users by following a Complete Streets approach.

Exceptions:

1. When the existing right of way is constrained in a manner that may make it very costly or impossible to accommodate transit, bicycle, or pedestrian improvements, such as narrow Town right of way, historic streetscapes, and natural features like steep hillsides, etc.
2. When other Town policies, regulations, or requirements contradict or preclude implementation of Complete Streets principles.
3. On corridors where specific users are prohibited, such as interstate freeways or pedestrian malls.
4. Private Ways, which are neither owned nor maintained by the Town. Private ways shall be encouraged to consult with the Complete Streets Committee before beginning projects.
5. When the cost of accommodation would be excessively disproportionate to the need or probable use.
6. Where there is a documented absence of current and future need.
7. Routine maintenance of the transportation network that does not change the roadway geometry or operations; such as mowing, sweeping, and spot repair.
8. When a reasonable and equivalent project along the same corridor is already programmed to provide facilities exempted from the project at hand.

Written requests for an exception, including documentation and data and justifying the reasons why a project cannot incorporate Complete Streets elements, shall be reviewed, and accepted by review agency as defined in section IV. In these cases the Town may consider alternatives such as lane reduction, lane narrowing, on-street parking relocation or reduction, shoulders, signage, traffic calming and increased enforcement.

III. Best Practices

In meeting the complete streets vision and commitments described above the following best practices will guide the activities of the Town of Andover's technical review agency (as identified in Section IV. Implementation).

1. The Town of Andover acknowledges the importance of a network approach and aims to create a comprehensive, integrated, connected network for all modes, ages, and abilities.
2. The Town of Andover recognizes the need to work with other agencies, departments, or jurisdictions. The Town, through its Department of Public Works, will carry out the Complete Streets Policy cooperatively within all relevant departments in the Town and, to the greatest extent possible, with private developers, state, regional, and federal agencies.
3. The most recent design guidance, standards, and recommendations available will be used in the design and implementation of Complete Streets (see Appendix).
4. Complete Streets principles shall be implemented in a manner that is sensitive to the community's physical, economic, and social setting. The overall goal of this approach is to preserve and enhance scenic, aesthetic, historical, and environmental resources while improving or maintaining safety, mobility, and infrastructure conditions and balancing user needs through design flexibility.

IV. Implementation:

A representative from the Town Manager's Office, Department of Publics Works, Police Department, and The Department of Community Development and Planning shall serve as the Town of Andover's technical review agency for all Complete Street projects.

The Town may make the Complete Streets practices a routine part of everyday operations, shall approach every transportation project and program as an opportunity to improve streets and the transportation network for all users, and shall work in coordination with other departments, agencies, and jurisdictions.

The Town will update and solicit feedback on potential projects with the general public to ensure that the perspective of the community is considered and incorporated as appropriate.

The Town will maintain a comprehensive priority list of transportation improvement projects including problem intersections and roadways.

Each year the Department of Public Works compiles a list of streets to be paved during the construction season (annual paving program). The annual paving program plan, once compiled, will be cross-checked for streets that also have projects identified and listed in the Complete Streets Project list. Should Complete Streets projects be identified for streets also found in the annual paving program listing, the technical review agency will determine the viability of incorporating those projects into the annual paving plan.

The Town will maintain a comprehensive inventory of pedestrian infrastructure that will prioritize projects in accordance with Department of Public Works sidewalk inventory and masterplan that eliminate gaps in the sidewalk networks.

The Town will re-evaluate Capital Improvement Projects prioritization to encourage implementation of Complete Streets principals.

The Town will pursue training for pertinent Town staff and decision-makers on both the technical content of Complete Streets principles and best practices, as well as community engagement methods for implementing the Complete Streets Policy.

The Town will seek appropriate sources of funding and grants for implementation of Complete Streets treatments.

V. Evaluation of Effectiveness:

The Town of Andover's technical review agency will develop performance measures to periodically assess the rate, success and effectiveness of implementing the Complete Streets Policy.

These metrics may include:

- Linear feet of new or reconstructed sidewalks
- Miles of new or restriped on-street bicycle facilities
- Number of new or reconstructed curb ramps
- Number of new or repainted crosswalks
- Number of new street trees/percentage of streets with tree canopy
- Number and type of crosswalk and intersection improvements
- Decrease in rate of crashes, injuries, and fatalities by mode
- Satisfaction levels as expressed on customer preference surveys

Appendix:

- The Massachusetts Department of Transportation [*Project Design and Development Guidebook*](#)
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- The National Association of City Transportation Officials (NACTO) [*Urban Bikeway Design Guide*](#) and [*Urban Street Design Guide*](#)
- The American Association of State Highway Transportation Officials (AASHTO) [*A Policy on Geometric Design of Highway and Streets*](#)
- The United States Department of Transportation Federal Highway Administration's [*Manual on Uniform Traffic Design Controls*](#)
- The Massachusetts Architectural Access Board (AAB) [*521CMR Rules and Regulations*](#)
- Documents and plans created for the Town, including: The [*Local Comprehensive Plan*](#), the [*Andover Open Space and Recreation Plan*](#), and the AIA [*Design and Resiliency Team \(DART\) Report*](#).