



Austin Transportation Department  
P.O. Box 1088  
Austin, TX 78767  
[rdhtofway@austintexas.gov](mailto:rdhtofway@austintexas.gov)

## Mobility Guideline MG-04

### PROVIDING NOTIFICATION

<http://www.austintexas.gov/department/right-of-way-management>

The Austin Transportation Department (ATD), as mandated by the [Transportation Criteria Manual \(TCM\)](#) and the [Traffic Congestion Action Plan](#), requires advanced notification of restrictions to the City’s transportation system. These notifications allow the general public and various transportation stakeholders—including emergency service responders—to make necessary preparations and adjustments. Adjustments may include traffic signal timing, service rerouting and identifying alternative access points.

The notification method depends on the [type of roadway and the duration of activity](#), as defined in the TCM and ATD’s Critical Arterial list (see [Figure-1a](#) & [Figure-1b](#)). Notification methods include Austin 3-1-1 Service Request Report, Direct Public Outreach, Austin 3-1-1 Long Term Script, and/or Press Release.

#### [3-1-1 SERVICE REQUEST REPORT](#)

Utilize this notification for sidewalk, bike lane, and/or travel lane closures.

##### WHEN

Three business days prior to any scheduled closure or re-opening, OR as soon as possible in the case of an emergency closure.

##### HOW

Submit a Customer Service Request (CSR) via Austin 3-1-1. The CSR title is, “Lane/Road Closure Notification.” Requests can be logged [over the phone or through the mobile app](#).

##### WHAT

Provide the following details:

- Impacted address.
- Report status—new closure or update to a previously reported closure.
- Work status—“Routine” or “Emergency”.
- ROW permit number (for routine closures).

- Date and time of closure.
- Date and time of reopening.
- Type of closure.
  - Full Road (meaning all lanes)
  - Full Intersection
  - Center Lane
  - Turn Lane
  - Direction of travel impacted (EB, WB, SB, NB)
- Closest cross-street(s).
- Detour information.
- Contact information.
  - Name
  - Company/Entity
  - Phone
  - E-mail

#### [DIRECT PUBLIC OUTREACH](#)

Utilize this notification for full road closures of Arterial and Critical Arterial roadways.

##### WHEN

One week prior to any scheduled closure.

##### HOW

Public outreach may include door hangers, flyers, static signs, and/or message boards.

##### WHAT

Provide a brief activity description, noting the name of the closed roadway(s) and the closure date(s). Door hangers and flyers should be used when additional details are necessary. Static signs and message boards must comply with [802S Standard Specifications for Project Signs](#) and should only be used where pedestrian access/ADA accessibility can be maintained.

### 3-1-1 LONG TERM CLOSURE SCRIPT

Utilize this notification for long term closures AND detours of Arterial and Critical Arterial roadways.

#### WHEN

Two weeks prior to any scheduled closure OR detour.

#### HOW

Submit a script to Right of Way staff. Staff will relay this to 3-1-1. They distribute the script to the call center to address any general public inquiries.

#### WHAT

Provide a description of the impacted area, the reason for the activity, the daily closure hours, the closure duration and a 24-hour contact.

The example script below illustrates the required structure and detail. The **red text** should be customized according to the project specifics.

#### Example:

Traffic lane closures along **Popular Ln.** beginning at the **9900** block and extending to **the intersection of Heavily Travelled St.** are related to **utility installation for the Mixed-Use development.** The work requires **the installation of electric, gas, telecommunication, water, and waste water utilities.** Lane closures will shift for **the installation of the “wet” utilities in order to tie in to the existing main.** Weather permitting, ALL utility installation is scheduled for completion by **the end of January.**

Current work hours for this project are **Monday through Friday 9 a.m. – 4 p.m. and weekends from 7 a.m. – 7 p.m.** These hours are selected in **order to avoid conflicts with peak travel periods on the weekdays and to prevent noise ordinance violations in the evenings.**

Additional questions regarding the **Mixed-Use** project and related lane closures can be directed to **the Site Superintendent, Joe Schmoe** at **555-555-5555** or **[Joe.Schmoe@digtheroadup.com](mailto:Joe.Schmoe@digtheroadup.com).**

### PRESS RELEASE

Utilize this notification for long term closures AND detours of Arterial and Critical Arterial roadways.

#### WHEN

Two weeks prior to any scheduled closure OR detour.

#### HOW

Submit a press release to Right of Way staff. Staff will relay this to the ATD Public Information Team. They distribute the press release to various media outlets.

#### WHAT

Provide a description of the impacted area, the reason for the activity, the daily closure hours, the closure duration and a 24-hour contact.

See **Figure-2** for a press release template AND example.

### ADDITIONAL CONSIDERATIONS

Certain projects, by nature, will entail long term closures. Large scale developments and Capital Improvement Projects (CIPs) should anticipate these closures and implement internal processes to ensure that the notification requirements are satisfied in a consistent and timely manner.

### CAPITAL IMPROVEMENT PROJECTS (CIPs)

Relay notification expectations and any established internal processes to ALL parties involved in right of way closures.

### VIOLATIONS

Failure to follow these notification procedures risks the loss of project time and/or may incur investigative fees—\$250 per occurrence—for violations of permit terms and conditions.

### RESOURCES

#### Compliance Information:

[Americans with Disabilities Act](#)  
[City of Austin Transportation Criteria Manual](#)  
[Traffic Congestion Action Plan](#)

#### Related Mobility Guidelines (MG):

MG—01, Traffic Control Plan Submittals  
MG—03, Capacity Reduction

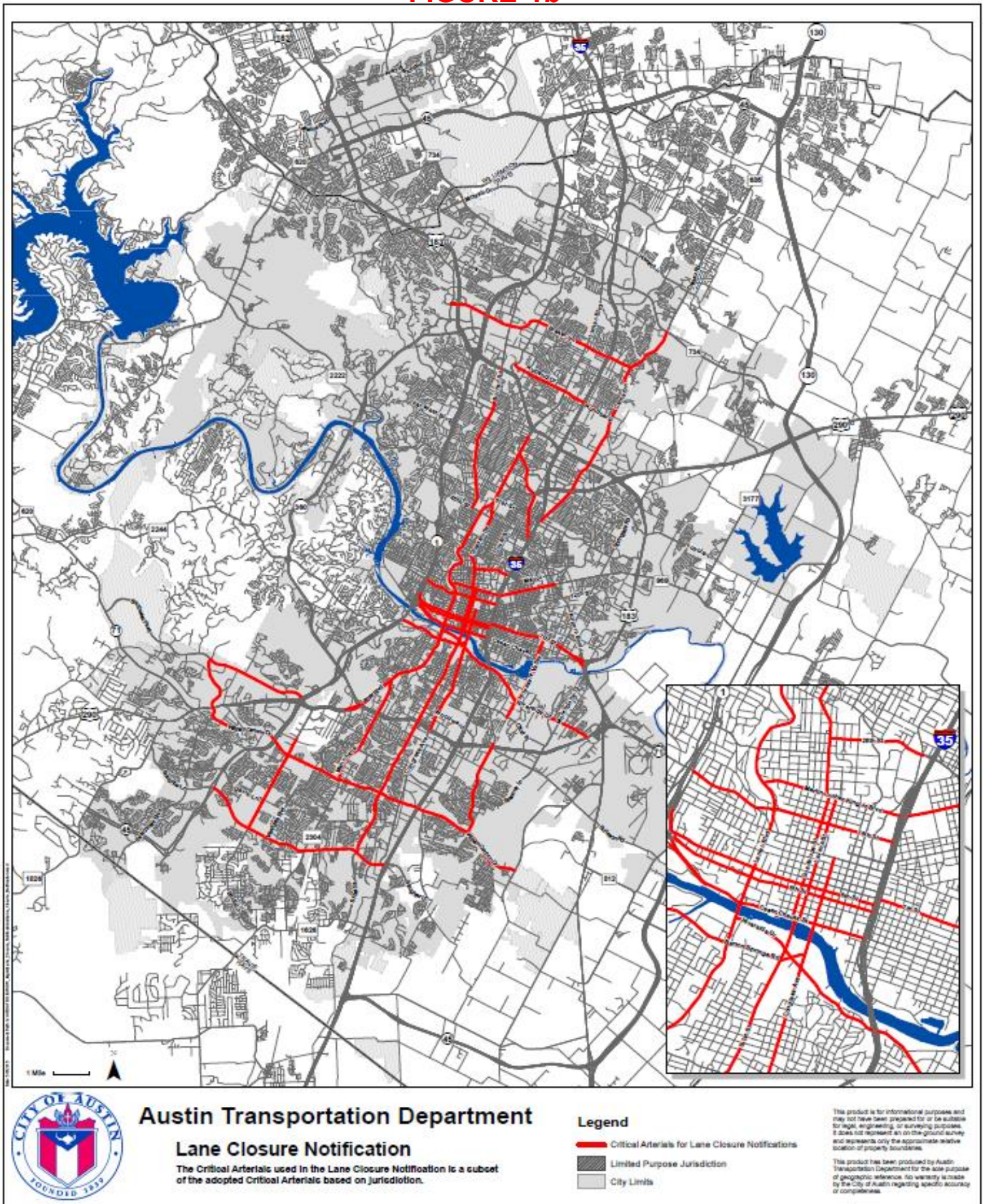
**FIGURE-1a**

| <b>Critical Arterial</b>   | <b>Limits</b>                           |
|--|---|
| 5 <sup>th</sup> St.  | MoPac to I-35                           |
| 6 <sup>th</sup> St.  | MoPac to I-35                           |
| 7 <sup>th</sup> St.  | I-35 to Airport Blvd.                   |
| 15 <sup>th</sup> St.   | MoPac to I-35                           |
| 26 <sup>th</sup> St.   | Guadalupe St. to I-35                   |
| 35 <sup>th</sup> St./38 <sup>th</sup> St./38 <sup>th</sup> ½ St. | MoPac to I-35                           |
| 45 <sup>th</sup> St.   | Burnet Rd. to Lamar Blvd.               |
| Airport Blvd.  | Lamar Blvd. to FM 969/MLK               |
| Anderson Mill Rd.  | FM 620 to Parmer Ln.                    |
| Barton Springs Rd.   | MoPac to Congress Ave.                  |
| Braker Ln.   | US 183 to Dessau Rd.                    |
| Brodie Ln.   | US 290 to Slaughter Ln.                 |
| Burnet Rd./FM 1325   | US 183 to 45 <sup>th</sup> St.          |
| Cameron Rd./Dessau Rd.   | Parmer Ln. to 51 <sup>st</sup> St.      |
| Cesar Chavez St.   | MoPac to I-35                           |
| Congress Ave.  | 11 <sup>th</sup> St. to Wasson Rd.      |
| Guadalupe St./Lavaca St./S 1 <sup>st</sup> St.                   | Lamar Blvd. to Slaughter Ln.            |
| Howard Ln./McNeil Dr./Wells Branch Pkwy.                         | US 183 to Dessau Rd.                    |
| Lake Austin Blvd.  | Exposition Blvd. to MoPac               |
| Lamar Blvd.  | US 183 to Panther Trl.                  |
| Manchaca Rd./FM 2304   | Lamar Blvd. to Matthews Ln.             |
| MLK/FM 969   | Lamar Blvd. to Airport Blvd.            |
| Pleasant Valley Rd.  | 7 <sup>th</sup> St. to Oltorf St.       |
| Pleasant Valley Rd./Todd Ln.                                     | Ben White Blvd. to William Cannon Dr.   |
| Riverside Dr.  | Lamar Blvd. to Ben White Blvd.          |
| Rundberg Ln.   | Metric Blvd. to Cameron Rd./Dessau Rd.  |
| Slaughter Ln.  | MoPac to I-35                           |
| Southwest Pkwy.  | William Cannon Blvd. to MoPac           |
| Springdale Rd.   | US 290 to Cesar Chavez St.              |
| William Cannon Dr.   | Southwest Pkwy. to McKinney Falls Pkwy. |

LEGAL DISCLAIMER: This document should not be used as a substitute for codes and regulations. The applicant/permittee is responsible for compliance with all code and rule requirements, whether or not described in this document. AUTHORITY: City Code 14-11-134, TCM 8.5.2, 8.5.3.



**FIGURE-1b**



LEGAL DISCLAIMER: This document should not be used as a substitute for codes and regulations. The applicant/permittee is responsible for compliance with all code and rule requirements, whether or not described in this document. AUTHORITY: City Code 14-11-134, TCM 8.5.2, 8.5.3.



## FIGURE-2

### PUBLIC INFORMATION RELEASE TEMPLATE

(place on Company Letterhead)

#### For Immediate Release:

Month Day, Year

**Contact:** Full Name, Company Name, (XXX)  
XXX-XXXX, e-mail@address.com

#### Traffic Advisory: **Nature of work to close Name of Impacted Street(s)** *If needed, add a subtitle to further clarify the title*

Beginning Day of Week, Month Day, Year,  
Company Name will be closing Name of Impacted  
Street(s), from Start Time to End Time. The  
closure will begin at the Intersecting Street Name  
intersection and will end at the Intersecting Street  
Name intersection. Closure Description That  
Explains if Full Road or Partial Road is Impacted  
and if Partial, Specifically Which Lane(s) of Travel.  
Impacted streets will be reopened on Day of  
Week, Month Date, Year.

Alternative routes for traffic travelling north and  
south include Provide Name of Alternative  
Northbound/Southbound Streets. Traffic travelling  
east and west may re-route using Provide Name of  
Alternative Eastbound/Westbound Streets. Insert  
information about Bike/Ped detours if applicable.

Insert Map Here if Available or Link to  
Downloadable Map

People in the area are urged to stay alert and use  
caution in the work zone. Please obey all warning  
signs and follow directions of flaggers if present.

###

(Note: Three #s represent the end of the release and media editors will  
copy only what is above this into their stories.)

### PUBLIC INFORMATION RELEASE EXAMPLE

#### For Immediate Release:

Aug. 1, 2016

**Contact:** Jane Doe, Project Management,  
Contractors R' Us, (555) 555-5555,  
info@contractors.com

#### Traffic Advisory: **Tower crane placement to close Guadalupe Street** *Work on snazzy downtown high-rise to proceed*

Beginning Monday, August 8th, 2016, Contractors  
R' Us will be closing Guadalupe Street, from 6  
a.m. to 9 p.m. The closure will begin at the 6<sup>th</sup>  
Street intersection and will end at the 4<sup>th</sup> Street  
intersection. This will be a partial closure affecting  
only the easternmost lane of Guadalupe.  
Impacted streets will be reopened on Sunday,  
August 14<sup>th</sup>, 2016.

Alternative routes for traffic travelling south include  
Lamar Boulevard and Congress Avenue.



People in the area are urged to stay alert and use  
caution in the work zone. Please obey all warning  
signs and follow directions of flaggers if present.

###