

# How to Investigate a Resident Speeding Concern

A practical template for turning a resident concern into a clear, proportionate and evidence-led next step.

|            |                                                                                                                                                                                                       |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| START HERE | Treat the concern as a location question - not an automatic request for a treatment. Record what was asked, check what is known, define the decision, and gather only the evidence needed to make it. |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## 1. Intake / request template

| Capture          | Prompt                                                                                          |
|------------------|-------------------------------------------------------------------------------------------------|
| Location         | What street, block, direction of travel and nearby landmark are involved?                       |
| Concern          | What was observed: high speeds, cut-through traffic, noise, a near miss or difficulty crossing? |
| Pattern          | When does it occur: time, day, school peak, weekend or event?                                   |
| People affected  | Who is exposed: people walking, cycling, waiting for buses, residents, children or drivers?     |
| Reported outcome | What does the resident want investigated or changed?                                            |

Officer note: Separate reported observations from verified findings. A request is important context; it is not, by itself, evidence of speed behaviour or risk.

## 2. Check the location record first

Before commissioning new evidence, review earlier requests, crash history, speed limits, road function, traffic volumes, prior counts, crossing points, surrounding activity, planned works, field observations and previous studies. Record each source, date checked and gap.

### 3. Ask the question before choosing the tool

Write the decision question in one sentence before choosing a survey, inspection or data source.

|                          |                                                                                                                                                                    |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>DECISION QUESTION</b> | <b>Is there a speed-related problem at this location, for whom, at what time, and is there enough evidence to justify a further investigation or intervention?</b> |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Select the lightest method that can answer it. A short site observation may answer a visibility or crossing question. A targeted speed survey may answer a behaviour question. More detailed movement or conflict analysis is appropriate only where the decision, exposure or uncertainty warrants it.

### 4. Evidence check

| Check           | What to record                                                                          |
|-----------------|-----------------------------------------------------------------------------------------|
| Coverage        | Dates, times, conditions and whether these represent the reported pattern.              |
| Speed behaviour | Sample size, speed distribution, direction and relationship to the posted limit.        |
| Exposure        | Who is present and when: walking, cycling, crossing, frontage and access.               |
| Context         | Geometry, sight distance, parking, lane use, traffic control and adjacent activity.     |
| Risk signals    | Crashes, observed conflicts, evasive behaviour, queues or other credible indicators.    |
| Limits          | What the evidence cannot establish, including short sample periods or unobserved times. |

Avoid using a single number as the whole story. Speed, exposure, road layout and observed behaviour need to be read together.

## 5. Make a proportionate decision

| Decision path             | When it fits                                                          | Next action                                                  |
|---------------------------|-----------------------------------------------------------------------|--------------------------------------------------------------|
| Close with information    | No current speed-related issue indicated                              | Explain what was checked and retain the request.             |
| Monitor or refresh        | Evidence is limited, seasonal or out of date                          | Set a defined observation or collection window.              |
| Targeted investigation    | A location-specific question remains unanswered                       | Scope a focused speed, movement, crossing or conflict study. |
| Refer or coordinate       | Another authority, enforcement body or project owns part of the issue | Share documented evidence and explain ownership.             |
| Develop treatment options | Evidence supports a material concern                                  | Compare feasible options through the normal program process. |

This template does not replace statutory duties, engineering standards, local delegations or the judgment of qualified practitioners.

## 6. Investigation record

| Record                             | Complete                      |
|------------------------------------|-------------------------------|
| Request ID                         |                               |
| Location and extent                |                               |
| Reported concern and pattern       |                               |
| Decision question                  |                               |
| Existing records checked           | Source / date / result        |
| Site observations                  | Date / time / officer         |
| Data collected                     | Method / period / limitations |
| Key findings and decision path     |                               |
| Actions, owner and due date        |                               |
| Resident response / review trigger |                               |

## 7. Plain-English resident response

### RESPONSE TEMPLATE

Thank you for reporting your concern about vehicle speeds at [location]. We reviewed [existing records / site conditions / survey period] and considered [the reported pattern, people using the area and relevant road conditions]. The review found [plain-English finding]. Based on this, we will [next action]. We will keep the request on record and review it again if [review trigger].

Do not imply that a treatment has been approved when it has not.

## 8. Worked example

**Request:** A resident reports that vehicles travel too quickly past a local shopping strip between 3:00 and 5:30 pm and says people crossing feel unsafe.

**Question:** Is the concern limited to the afternoon peak, and is speed behaviour interacting with crossing activity in a way that needs further investigation?

**Proportionate next step:** Review earlier requests and the existing speed survey, then schedule a short afternoon site observation and targeted speed survey covering the reported period. Compare crossing demand, vehicle speeds and parking-related sight constraints.

**Decision:** If evidence shows recurring conflict between vehicle behaviour and high crossing demand, progress to a focused safety investigation. Otherwise, provide findings, sample limitations and review triggers.

## Sources

Austroads, *Guide to Traffic Management* and *Guide to Road Safety*; current local road-safety, customer-request, records and asset-management procedures; and an illustrative public example of an officer-led local traffic assessment process published by the City of South Perth.