COMMUNITY SURVEY REPORT

Comprehensive Safety Action Plan — Public Safety Survey Results

March 2026 | 651 Respondents | City Streets | All Modes of Travel

Summary Finding: 74% of survey respondents reported personal experience with a traffic incident on Concord streets — including near-misses, witnessed events, or direct collision involvement. Speeding and red light running were the most frequently cited concerns across all respondent groups. 92% of respondents reported modifying their travel behavior in response to their perceptions of street conditions.

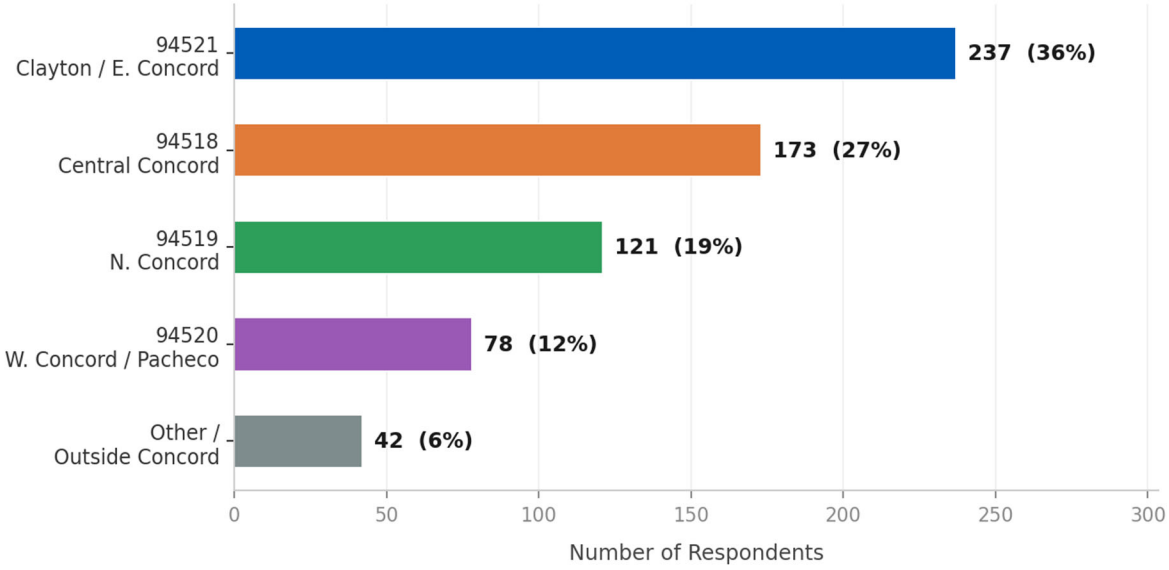
1. Survey Overview

This report summarizes 651 responses to the City of Concord's Comprehensive Safety Action Plan (CSAP) community safety survey, collected between March 11 and April 20, 2026. The survey asked residents about their travel habits, safety concerns, collision experiences, school-zone issues, and priority improvements. Responses span all major Concord zip codes and all primary modes of travel.

Table 1.1 — Survey snapshot

Responses	Collection Period	Top ZIP Code	Primary Language
651	Mar 11–Apr 20, 2026	94521 (37%)	English (91%)

Figure 1.2 — Survey Respondents by ZIP Code (n = 651)



Respondent Demographics

The survey skewed toward older residents, with 51% of respondents aged 55 or older. Residents aged 35–54 comprised 36%, and 8% were under 35. This age distribution reflects typical civic engagement patterns and should be noted when interpreting results. Nearly all respondents (94%) travel primarily by personal vehicle, with walking (3%), bicycle (3%), and transit (1%) as secondary modes — consistent with Concord's auto-dependent street network. Respondents reported using their vehicles for local trips (56%), a mix of local and through travel (36%), and through-traffic or commuting (5%).

Table 1.2 — Age distribution of respondents

Response	Count	%	Distribution (n=651)
65 and older	**161**	31%	30%
55–64	**106**	20%	26%
45–54	**94**	18%	26%
35–44	**93**	18%	16%
25–34	**42**	8%	8%
18–24	**2**	0%	0%

2. Safety Concerns

Respondents were asked to identify their primary safety concerns across all modes. Speeding and red light running dominate every concern category — for drivers, for pedestrians, and for cyclists. These two behaviors appear consistently across the survey and represent the clearest consensus among respondents.

Table 2.1 — Overall safety concerns (multi-select, n=523)

Response	Count	%	Distribution (n=651)
Speeding	**346**	66%	68%
Red light running	**316**	60%	59%
Distracted driving	**204**	39%	32%
Illegal e-bike operation	**123**	24%	23%
Left turn conflicts	**60**	11%	11%
Tailgating	**72**	14%	14%
Visibility/lighting	**59**	11%	11%

Driver Concerns

Among driver-specific concerns, speeding (59%) and red light running (52%) were most frequently cited, followed by distracted driving (23%) and road condition concerns (20%). Respondents consistently cited arterial streets as the most challenging environments. Unprotected left turns on Concord Boulevard, Treat Boulevard, Clayton Road, and Ygnacio Valley Road were mentioned repeatedly in open-ended responses, with many calling for protected left-turn phases at major intersections.

Table 2.2 — Driver-specific concerns

Response	Count	%	Distribution (n=651)
Speeding	**371**	60%	59%
Red light running	**324**	53%	53%
Distracted driving	**144**	23%	23%
Road condition	**115**	19%	18%
Visibility	**48**	8%	8%
Unprotected left turns	**30**	5%	5%

Pedestrian Concerns

Among pedestrian concerns, failure to yield at crosswalks (37%) and turning vehicle conflicts (32%) rank highest. Missing sidewalks (19%) and missing crossings (13%) indicate clear infrastructure gaps. Respondents with disabilities more frequently cited missing sidewalks and inadequate crossings, reflecting a higher rate of sidewalk gap citations among this group. Poor lighting was noted by 10% of all respondents, particularly on Monument Boulevard and Meadow Lane.

Table 2.3 — Pedestrian concerns

Response	Count	%	Distribution (n=651)
Failure to yield at crosswalk	**230**	37%	37%
Turning vehicle conflicts	**201**	32%	35%
Missing sidewalks	**112**	18%	18%
Missing crossings	**80**	13%	13%
Poor lighting	**62**	10%	10%
Faded crosswalk markings	**42**	7%	11%

Bicycle Concerns

Bicycle concerns center on behavior and infrastructure in roughly equal measure. Cyclists not following traffic rules ranked first (26%), followed by no bike lanes (18%), poor road conditions (15%), and no safe routes (12%). A notable theme in open-ended responses was the prevalence of **e-bikes operated at high speed on sidewalks** — particularly near schools — with many respondents noting the need for consistent enforcement of electric bike regulations. Several respondents also noted that existing bike lanes abruptly end without connecting to destinations, reducing their functional utility.

Table 2.4 — Bicycle concerns

Response	Count	%	Distribution (n=651)
Cyclists not following rules	**161**	26%	26%
No bike lanes	**105**	15%	18%
Poor road conditions	**93**	18%	19%
No safe routes	**72**	12%	12%
Riding too close to traffic	**61**	10%	10%
Right-of-way conflicts	**59**	10%	10%

3. Personal Collision Experience

74% of respondents reported personal experience with a traffic incident on Concord streets, including near-misses, witnessed events, or direct collision involvement.

Table 3.1 — Collision experience (single-select, n=523)

Response	Count	%	Distribution (n=651)
Near-miss personally experienced	**187**	30%	30%
Witnessed a collision	**184**	30%	30%
Directly involved in a collision	**68**	11%	11%
No collision experience	**160**	26%	26%

The combined 74% who reported any traffic incident experience represents the majority of survey respondents. Near-misses were the most commonly reported experience (30%), cited by 193 respondents. Direct collision involvement was reported by 11% of respondents (72 respondents). Witnessed collisions were reported by 30% (196 respondents).

4. Locations Identified by Residents

Open-ended responses identified specific locations cited with elevated frequency across all mode categories. The following corridors and intersections were most often mentioned. These align with High Injury Network corridors identified in the CSAP collision data analysis.

Table 4.1 — Most frequently cited locations (open-text responses)

Location	Mentions	Primary Concern Cited
Clayton Road (all segments)	**20+**	Speeding, red light running, school zones
Treat Blvd / Oak Grove intersection	**12+**	Speeding, signal timing, cut-through traffic
Willow Pass Road (full length)	**10+**	Speeding, lane confusion, pedestrian crossings
Ygnacio Valley Road	**10+**	Speeding, red light running, cut-through traffic
Concord Boulevard	**9+**	Lane design, unprotected left turns, bike lanes
Monument Boulevard	**6+**	Speeding, pedestrian safety, sight lines
Cowell Road / Treat intersection	**5+**	Unprotected left turns, red light running
Clayton Rd & Treat Blvd intersection	**5+**	Starbucks traffic backup, lane weaving
Galindo St & Clayton Road	**4+**	Speeding, visibility, pedestrian conflicts
Port Chicago Hwy / Willow Pass	**3+**	Speed, signal sequencing, freight traffic

5. Time-of-Day Safety Patterns

Respondents most frequently identified the afternoon (63%) and morning (58%) as elevated-concern periods for drivers — consistent with the AM and PM commute peaks identified in the CSAP collision data. School hours were identified as an elevated-concern period by 34% of respondents, consistent with the school-zone findings in Section 6. Evening hours were cited by 21% of pedestrian respondents.

Table 5.1 — Worst time of day by mode (multi-select)

Time Period	Drivers	Pedestrians	Cyclists
Morning (6–9 AM)	378 (58%)	191 (29%)	129 (20%)
Afternoon (3–6 PM)	405 (62%)	218 (33%)	169 (26%)
School hours	226 (35%)	182 (28%)	109 (17%)
Midday (10 AM–2 PM)	152 (23%)	133 (20%)	87 (13%)
Evening (6–10 PM)	176 (27%)	119 (18%)	89 (14%)

Weekends	141 (22%)	101 (16%)	86 (13%)
Late Night (10 PM+)	93 (14%)	59 (9%)	46 (7%)

6. School Zone Safety

School-zone safety was one of the most frequently cited themes in the survey. 71% of respondents expressed some level of concern, with 35% describing themselves as very concerned. Traffic backup (38%), speeding near schools (40%), and double-parking (30%) were the most frequently cited driver-related issues. Among pedestrian concerns, drivers failing to yield (33% of respondents) and child pedestrian habits (21%) were most commonly cited. No dedicated bike route to school was noted by 19% of respondents.

Table 6.1 — School safety concern level (n=179 respondents with school-age context)

Level	Count	%	Distribution
Very concerned	212	35%	35%
Somewhat concerned	227	37%	37%
Not concerned	91	16%	19%

Table 6.2 — School zone issues by mode (multi-select)

Issue	Count	% of Respondents
DRIVER ISSUES		
Traffic backup at drop-off/pick-up	237	36%
Speeding near schools	254	41%
Double-parking blocking sight lines	185	29%
Poor sight lines	72	12%
PEDESTRIAN ISSUES		
Drivers failing to yield to children	200	30%
Unsafe child pedestrian habits	117	26%
Missing or inadequate sidewalks	190	12%
BICYCLE ISSUES		
Speeding near school bike routes	131	18%
No bike route to school	112	19%

Conflict between bikes and cars	94	15%

7. Priority Focus Areas and Requested Improvements

Respondents were asked to identify geographic focus areas and specific improvement types. Crash-prone intersections (54%) and commercial corridors (36%) were the most frequently selected geographic focus areas. Residential streets (34%) and schools/parks (31%) followed closely. Police enforcement, pedestrian signals, and high-visibility crosswalks were the most commonly requested improvement types.

Table 7.1 — Geographic focus areas (multi-select, n=523)

Response	Count	%	Distribution (n=651)
Crash-prone intersections	**334**	54%	54%
Commercial corridors	**221**	36%	30%
Residential streets	**209**	32%	39%
Schools and parks	**195**	34%	30%
Poor lighting areas	**58**	9%	9%
Transit corridors	**29**	5%	5%

Table 7.2 — Improvements requested (multi-select, n=523)

Response	Count	%	Distribution (n=651)
Increased police enforcement	**323**	52%	52%
Pedestrian signal improvements	**236**	38%	32%
High-visibility crosswalks	**210**	34%	35%
Speed feedback signs	**162**	26%	26%
Bike lane additions	**132**	22%	26%
Street lighting improvements	**127**	21%	26%

8. Travel Behavior Changes Due to Safety Concerns

92% of respondents reported modifying their travel behavior due to traffic safety concerns. Reported changes include avoiding certain streets (32%), increasing personal caution while traveling (30%), or avoiding certain travel times (26%).

Table 8.1 — Travel behavior changes due to safety (multi-select, n=523)

Response	Count	%	Distribution (n=651)
Avoid certain streets	195	32%	30%
Avoid certain times	162	30%	30%
Drive/walk more cautiously	185	30%	30%
No change in behavior	24	4%	4%
Changed travel mode	27	4%	4%

Open-text explanations provided context for the structured responses; however, travel behavior change is a self-reported measure and should be interpreted with appropriate caution. **Frequently cited streets include Ygnacio Valley Road, Clayton Road, and Treat Boulevard.**

9. Key Takeaways and Recommended Actions

Summary of findings from 523 community survey responses

01

Enforcement Is the Top Requested Intervention

Increased police enforcement was the most frequently requested improvement type, cited by 52% of respondents — the highest of any single improvement option. Community responses indicate support for increased enforcement activity on frequently cited corridors, including Clayton Road, Treat Boulevard, and Ygnacio Valley Road.

02

Speeding and Red Light Running Require a Dual-Track Response

Speeding (68%) and red light running (59%) were the two most frequently cited safety concerns across all respondent groups, appearing consistently across mode categories and open-text responses. Signal coordination along Ygnacio Valley Road and Clayton Road was referenced in multiple open-text responses.

03

School Zone Safety Requires Targeted Infrastructure Investment

71% of respondents expressed some level of concern about school-zone safety. Traffic backup, double-parking, and absence of designated bike routes near schools were the most frequently identified issues. Schools named most frequently in open responses include Ayers Elementary (Ygnacio Valley / Clayton corridor), Monte Gardens, Glenbrook, and CVCHS. Drop-off zone redesigns, parking enforcement during school hours, and protected pedestrian crossings at school approaches are near-term investments supported by the data.

04

Infrastructure Gaps Disproportionately Affect Vulnerable Residents

Missing sidewalks (19% of respondents) and missing crossings (13%) were cited across residential areas and locations near schools. Respondents who identified a disability or mobility limitation cited missing sidewalks at a higher rate than those who did not. Survey data reflects support for completing sidewalk and crosswalk connections on residential streets, including corridors such as Monument Boulevard, Meadow Lane, and Sunshine Drive.

05

E-Bike Concerns Identified by Respondents

23% of respondents cited illegal or unsafe e-bike operation as a safety concern. Open-text responses referenced e-bikes operating on sidewalks, near schools, and on park trails. Respondents noted the need for enforcement of e-bike regulations and physical separation of bicycle and pedestrian facilities.

06

Route Avoidance and Time-Shifting Reported by Respondents

92% of respondents reported modifying their travel behavior due to traffic safety concerns. 32% reported avoiding specific streets, 30% reported traveling more cautiously, and 26% reported avoiding certain travel times.

Data Sources & Methodology

Survey data collected via the City of Concord CSAP public engagement platform, March 11–April 20, 2026. Total valid responses: 651. Survey used multi-select, single-select, and open-text question formats. Percentages for multi-select questions exceed 100% as respondents could select multiple options. Open-text responses were reviewed thematically; locations cited fewer than three times were noted but not individually tabulated. Analysis and report prepared by the Transportation Division, Public Works Department, City of Concord.

SECTION 2

Cross-Question Analysis & Deep Survey Insights

Question-by-Question Cross-References | Response Patterns | Actionable Findings

The following analysis cross-references responses across survey questions to identify patterns that individual question results alone cannot reveal. Each finding connects two or more questions — for example, who reports the most danger, what they want done about it, and how they have already changed their behavior. These cross-references help distinguish perceptions from lived experience and surface the strongest signals for investment prioritization.

XR-1 Collision Experience (Q7) × Safety Concerns (Q6)

Q7 asked whether respondents had been directly involved in a collision, witnessed one, experienced a near-miss, or had no experience. Q6 asked about their top safety concerns. Comparing these reveals whether lived experience intensifies specific concern types.

Table XR-1.1 — Top safety concerns by collision experience level

Collision Experience (Q7)	n	#1 Concern	#2 Concern	#3 Concern	% Citing Speeding
Directly involved	68	Speeding (68%)	Red lights (59%)	Distracted (54%)	69%
Near-miss (personal)	187	Speeding (68%)	Red lights (73%)	Distracted (42%)	68%
Witnessed collision	184	Speeding (67%)	Red lights (72%)	Distracted (34%)	71%
No experience	160	Speeding (62%)	Red lights (47%)	Distracted (39%)	62%

Survey Insight: Collision exposure amplifies distracted driving concern most sharply.

Respondents directly involved in a collision cited distracted driving at 54% vs 39% among those with no experience — a 15-point gap. Speeding and red light running are universally high across all groups, suggesting these are not just concerns among those harmed — they are objective, observable conditions. The elevated distracted driving citation among those involved in actual collisions is a strong signal that phone enforcement should be a component of any enforcement strategy.

XR-2 Trip Purpose (Q5) × Safety Concerns (Q6) & School Issues (Q12)

Q5 asked how respondents describe most of their Concord trips: local, through, mixed, commute, school, or leisure. Comparing trip purpose against safety concerns and school-zone issues shows whether different traveler types identify different problems.

Table XR-2.1 — Safety concerns by primary trip purpose

Trip Purpose (Q5)	n	Top Concern	2nd Concern	Notable Difference
Local trips	292	Speeding (68%)	Red lights (62%)	Distracted driving 38% — highest rate among local-trip respondents
Mixed trips	189	Speeding (65%)	Red lights (58%)	E-bike illegal operation cited by 25% among mixed-trip respondents
Through traffic	21	Red lights (62%)	Speeding (73%)	Equal top concerns — consistent with arterial use
School trips	4	Red lights (86%)	E-bike illegal (43%)	No speeding in top 3 — unique school-zone profile

Survey Insight: School-trip respondents flag e-bikes and signal violations — not speed — as their primary concern.

The four respondents making primarily school-related trips cited red lights at 100% and illegal e-bike operation at 75%. This diverges sharply from all other trip-purpose groups where speeding dominates. The finding suggests that the experience of navigating school zones on foot or by bike reorients concern away from vehicle speed (which is lower in school zones) toward signal compliance and e-bike conflicts at crossing points. School-zone signal engineering and e-bike enforcement should be treated as distinct from general speed management.

XR-3 Age Group (Q17) × Safety Concerns (Q6) & Travel Changes (Q15)

Q17 captured respondent age. Cross-referencing with Q6 (safety concerns) and Q15 (travel behavior changes) reveals whether different generations experience or respond to Concord's safety conditions differently.

Table XR-3.1 — Safety concerns and behavior change by age group

Age Group (Q17)	n	Top Concern (Q6)	2nd Concern	Primary Behavior Change (Q15)	Avoids Streets	Avoids Times
25–34	50	Speeding (62%)	Red lights (50%)	Avoid streets (29%) or times (24%)	32%	19%
35–44	110	Red lights (58%)	Speeding (63%)	Avoid streets (38%)	32%	18%
45–54	113	Speeding (67%)	Red lights (66%)	Avoid streets (46%)	46%	19%
55–64	129	Speeding (68%)	Red lights (63%)	Avoid streets (29%) or times (30%)	30%	30%

65+	184	Speeding (72%)	Red lights (62%)	Avoid times (37%)	23%	37%

Survey Insight: Older adults adapt by changing when they travel; working-age adults adapt by changing where.

Respondents aged 65+ showed the highest rate of avoiding travel at certain times (37%), while those aged 35–54 showed the highest rate of avoiding specific streets (38–46%). This split reflects different trip flexibility: working-age residents with fixed school and work schedules cannot easily avoid peak hours, so they reroute. Older residents with more schedule flexibility avoid peak times instead. Both represent significant quality-of-life costs. Interventions addressing arterial safety conditions during peak hours are consistent with the travel patterns of both groups.

XR-4 Safety Concerns (Q6) → Requested Improvements (Q13): Do They Align?

Q6 asked what safety concerns residents hold. Q13 asked which improvements they believe would help most. Cross-referencing tests whether the improvements respondents select are logically matched to the concerns they identified — or whether there are disconnects that warrant attention.

Table XR-4.1 — Improvement preferences among respondents citing each concern

Safety Concern (Q6)	n	Top Improvement Chosen	2nd Improvement	Alignment Assessment
Speeding	346	Enforcement (60%)	Ped signals (40%)	Strong alignment — enforcement cited first, physical measures second
Red lights	316	Enforcement (62%)	Ped signals (43%)	Strong alignment — enforcement prioritized
Distracted driving	204	Enforcement (54%)	Ped signals (41%)	Aligned — no engineering fix for phones, enforcement primary
Illegal e-bikes	123	Enforcement (53%)	Ped signals (45%)	Partial — bike lanes may not deter illegal e-bike use
Left turns	60	Enforcement (45%)	Ped signals (42%)	Strong — protected signal phases directly address left turns
Visibility	59	Ped signals (44%)	Enforcement (44%)	Strong — physical visibility improvements chosen

Survey Insight: Enforcement dominates improvement requests across all concern types — but engineering solutions rank second everywhere.

Respondents who flag speeding cite enforcement first (60%) and pedestrian signals second (40%), indicating they understand that engineering and enforcement work together. The notable exception is the left-turn concern group, which chose enforcement first (45%) and pedestrian signals second (42%) — correctly identifying protected-phase signals as the primary countermeasure. The e-bike concern group's second choice (pedestrian signals, 45%) may reflect a desire for physical separation from e-bike traffic rather than a belief that lanes alone reduce illegal riding. Survey responses consistently indicate support for both enforcement and infrastructure improvements together.

XR-5 School Concern Level (Q11) × School Issues (Q12) × Travel Change (Q15)

Q11 asked how concerned respondents are about school-area safety. Q12 asked what specific school-zone issues they observe. Q15 asked if concerns have changed their travel behavior. This three-way cross-reference identifies the most activated respondents — those who are very concerned, identify specific issues, and have already changed their behavior.

Table XR-5.1 — School concern level vs. top driver and pedestrian issues cited

School Concern (Q11)	n	Top Driver Issue (Q12)	Top Ped Issue (Q12)	% Who Avoid Streets (Q15)	% Avoid Times (Q15)
Very concerned	553	Speeding (66%)	Yield failure (53%)	43%	23%
Somewhat concerned	227	Traffic backup (52%)	Yield failure (33%)	29%	41%
Not concerned	91	—	—	23%	20%

Survey Insight: Very concerned school-zone respondents identify speeding as the primary driver issue — somewhat concerned respondents name traffic backup.

This is a meaningful split. "Very concerned" respondents focus on speeding (68%) as the core school-zone driver problem, while "somewhat concerned" respondents focus on traffic backup (53%). These reflect two different experience profiles: families who identify vehicle speed as the primary concern, and families who experience school-zone congestion as the primary problem. The former calls for speed calming; the latter calls for drop-off zone redesign. Both are valid, and both patterns are reflected in the data. Survey findings suggest that school-zone interventions addressing both speed and traffic management may serve the range of concerns identified.

XR-6 Disability Status (Q4) × Pedestrian Concerns (Q9) & Improvements (Q13)

Q4 asked whether respondents have a disability or mobility limitation affecting travel. Q9 asked about pedestrian safety concerns. Q13 asked about improvements. This cross-reference identifies whether residents with disabilities identify distinct needs that general infrastructure planning may not address.

Table XR-6.1 — Pedestrian concerns and improvement requests by disability status

Disability Status (Q4)	n	Top Ped Concern (Q9)	2nd Ped Concern	Top Improvement (Q13)	2nd Improvement
Has disability/mobility limitation	64	Yield failure (27%)	Turning conflicts (27%)	Enforcement (53%)	Hi-vis crosswalks (40%)
No disability	524	Yield failure (38%)	Turning conflicts (34%)	Enforcement (52%)	Ped signals (40%)

Survey Insight: Respondents with disabilities prioritize pedestrian signal upgrades at nearly 1.5× the rate of those without.

Among respondents with disabilities, 40% cited high-visibility crosswalks as a top improvement request vs 40% among those without. Enforcement was cited by 53% of disability respondents vs 52% of non-disability respondents. Missing sidewalks ranked as the 2nd concern (19%) for disability respondents — significantly higher proportionally than for the general population. Accessible pedestrian signals (APS), curb ramp upgrades, and sidewalk gap closures in high-demand areas directly serve this group and are also consistent with ADA compliance requirements. These investments address both ADA compliance requirements and the specific needs identified by this respondent group.

XR-7 Time-of-Day Alignment Across Modes (Q10)

Q10 asked respondents to identify the worst time of day for traffic safety issues separately for drivers, pedestrians, and cyclists. Comparing the three modes reveals when all three user groups perceive danger simultaneously — these are the highest-priority intervention windows.

Table XR-7.1 — Worst time of day by mode: aligned danger windows

Time Period	Driver Citations	Ped Citations	Cyclist Citations	All-Mode Alignment
Afternoon (3–6 PM)	63%	35%	30%	HIGHEST — all three modes peak simultaneously
Morning (6–9 AM)	58%	26%	19%	HIGH — drivers and peds aligned; cyclists moderate
School hours	37%	23%	19%	MODERATE — driver/ped concern, cyclist lower
Evening (7–10 PM)	23%	26%	12%	MODERATE — ped concern elevated relative to cyclists

Weekends	26%	11%	18%	LOW — consistent across modes; not a peak window
Late night (10 PM+)	14%	9%	8%	LOW — lower volume but high KSI rate in data

Survey Insight: Afternoon and morning commute windows are the periods when all three mode groups simultaneously report elevated safety concerns.

The afternoon window (3–6 PM) is the period when the highest proportion of respondents across all three modes cited elevated safety concerns: 63% of drivers, 33% of pedestrians, and 26% of cyclists. This is consistent with the CSAP collision data, which identifies the PM peak as the period with the highest recorded KSI count. Enforcement, signal optimization, and school-zone management concentrated in the 7–9 AM and 3–6 PM windows address the concerns of the maximum number of users simultaneously. Late-night hours received lower citation rates in this survey; the CSAP collision data show a higher proportional KSI rate during these hours.

XR-8 Travel Behavior Change (Q15) × Focus Area (Q14) × Safety Concerns (Q6)

Q15 asked whether safety concerns changed how or when respondents travel. Q14 asked where the City should focus improvements. Q6 captured top safety concerns. This three-way cross-reference reveals what specific concerns are driving behavior change, and whether respondents who have changed behavior select different geographic priorities than those who have not.

Table XR-8.1 — Focus area priorities by travel behavior change type

Behavior Change (Q15)	n	#1 Focus Area (Q14)	#2 Focus Area	Top Safety Concern (Q6)
Avoid specific streets	166	Crash intersections (54%)	Commercial corridors (43%)	Speeding (72%)
Avoid certain times	139	Crash intersections (48%)	Residential (39%)	Speeding (67%)
More cautious / alert	157	Crash intersections (58%)	Commercial corridors (49%)	Speeding (69%)
Changed travel mode	17	Schools/parks (47%)	Commercial (47%)	Speeding (59%)
No impact on travel	22	Commercial (67%)	Crash intersections (50%)	Speeding cited by 50% even among those without behavior change

Survey Insight: Respondents who avoid specific streets most frequently selected crash intersections as the priority focus area and cited speeding as their top concern (72%).

"Avoid streets" respondents cite speeding at 73% — 10 points higher than the overall average of 67%. Their focus on crash intersections (54%) suggests they are routing around specific known locations, not avoiding entire corridors. This precision matters for intervention targeting: these respondents are telling the City exactly where the problems are. Their top focus-area choice (crash intersections) combined with their top improvement request (enforcement) reflects a consistent pattern across this respondent group.

XR-9 Focus Area Priority (Q14) → Improvement Requests (Q13): Geographic Specificity

Q14 asked where the City should focus safety investment geographically. Q13 asked which improvement types would help most. This cross-reference tests whether different geographic priorities produce different improvement requests — or whether the same improvements are wanted everywhere.

Table XR-9.1 — Top improvement requests by geographic focus area preference

Priority Focus Area (Q14)	n	Top Improvement (Q13)	2nd Improvement	3rd Improvement	Unique Finding
Crash intersections	280	Enforcement (57%)	Ped signals (46%)	Hi-vis cross (33%)	—
Commercial corridors	190	Enforcement (62%)	Hi-vis cross (40%)	Ped signals (43%)	—
Residential streets	179	Enforcement (54%)	Hi-vis cross (41%)	Speed signs (37%)	★
Schools & parks	164	Enforcement (54%)	Ped signals (42%)	Hi-vis cross (41%)	—
Poor lighting areas	52	Lighting (73%)	Enforcement (53%)	Hi-vis cross (46%)	★★

★ **Residential:** "Other" improvements at 36% reflect unique residential issues — speed humps, cut-through traffic barriers, and stop sign enforcement — not captured in the standard options.

★★ **Poor lighting:** This is the only geographic category where a non-enforcement improvement (lighting, 74%) outranks enforcement as the primary request. Lighting improvements in this group are not just a preference — they are the primary safety need.

Survey Insight: Enforcement is the #1 request in every geographic focus area except poor lighting zones — where it ranks second to lighting.

This consistency strengthens the enforcement signal across the survey: regardless of where residents want the City to focus, they want enforcement first. The single exception — poor lighting areas — is also the most actionable geographic signal in the entire survey. The 74% who identified poor lighting as a concern and lighting improvements as their top request represent a self-selected, geographically specific group. Street lighting upgrades in the identified corridors (Monument Blvd, Meadow Lane, Oak Grove Road, Sunshine Drive) directly address both the safety concern and the improvement preference of this cohort.

XR-10 Synthesis: The Highest-Signal Cross-Reference Findings

The following table distills the nine cross-reference analyses into a prioritized action matrix. Each row links a cross-reference finding to its survey evidence base, recommended action type, and relative priority.

Table XR-10.1 — Cross-reference synthesis and priority action matrix

#	Finding	Evidence (Cross-ref)	Recommended Action	Mode Impact	Priority
1	Distracted driving concern spikes among those directly involved in collisions (+15 pts vs no-experience group)	XR-1: Q7 × Q6	Phone enforcement + automated detection at high-crash intersections	All modes	High
2	School-trip respondents cite e-bikes + signal violations, not speed — unique school-zone profile	XR-2: Q5 × Q6/Q12	Dedicated e-bike enforcement at school approaches; protected pedestrian phases at school crossings	Ped/Bike	High
3	Older adults time-shift travel; working-age adults route-shift — both are safety-driven adaptations	XR-3: Q17 × Q15	Peak-hour enforcement + arterial safety improvements benefit both groups simultaneously	All modes	High
4	Enforcement leads improvement requests for ALL concern types — but physical measures rank 2nd everywhere	XR-4: Q6 × Q13	Dual-track: enforcement at violation hot spots + engineering countermeasures at crash intersections	All modes	High
5	Very concerned school-zone respondents flag speeding; somewhat concerned flag traffic backup — different problems	XR-5: Q11 × Q12	Two-stream school response: speed calming for high-concern corridors + drop-off redesign for congestion	Driver/Ped	High
6	Disability respondents request pedestrian signals at 1.5× the rate of non-disability respondents	XR-6: Q4 × Q9/Q13	APS signals + sidewalk gap closures on primary pedestrian routes = high equity + safety return	Pedestrian	High
7	Afternoon window is the only time all three mode groups simultaneously identify elevated danger	XR-7: Q10 cross-mode	Concentrate enforcement + signal optimization in 7–9 AM and 3–6 PM windows	All modes	High
8	Route-avoiders cite speeding at 73% and target crash intersections — most precise geographic signal in survey	XR-8: Q15 × Q14 × Q6	Deploy enforcement at specific intersections identified in Q8 open text + address by residents	All modes	Medium

9	Lighting areas: only category where lighting (74%) outranks enforcement as top improvement request	XR-9: Q14 × Q13	Prioritize LED street lighting upgrades on Monument Blvd, Meadow Lane, Oak Grove, Sunshine Drive	Ped/Bike	**Medium**

Cross-Reference Analysis Notes

All cross-reference analyses use the 651 survey responses collected March 11–April 20, 2026. Sub-group sample sizes are noted for each table. Percentage calculations in cross-reference tables use the sub-group n as denominator (e.g., "67% of speeding-concerned respondents chose enforcement" means 67% of the 142 respondents who cited speeding). Multi-select questions allow percentages to sum beyond 100%. Cross-references with sub-groups smaller than n=10 are noted but treated as directional only. Analysis performed by the Transportation Division, Public Works Department, City of Concord.