

# BRIAR FOREST SUPER NEIGHBORHOOD COUNCIL

## CITIZEN INPUT SUGGESTIONS Capital Improvement Plan

City of Houston 311 [ON-LINE](#)

**311 requests make up a large percentage of the formula used to prioritize CIP projects. The four CIP projects discussed below include directions for using the City of Houston's on-line 311 citizen input system to help establish the public record and push for the needs of our area.**

### **CIP M-261 Buffalo Bayou Detention Basin**

This is a [City of Houston Public Works & Engineering](#) fully funded project calling for the removal of at least 50 acres of forest and then the construction of six detention basins between Wilcrest and Beltway 8 to offset storm water runoff to Buffalo Bayou caused by upgrades to storm water systems in the Memorial area.

To read about the background of M-261 and the City's plans to destroy the forest, please click [here](#).

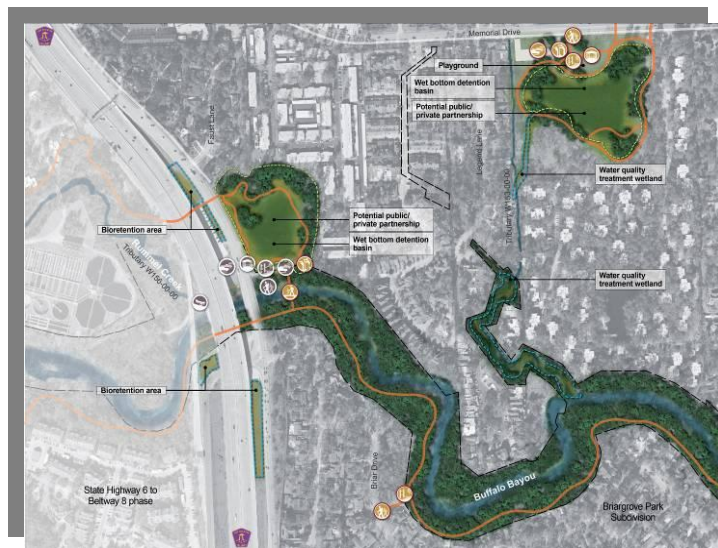
To view the preliminary sketch of M-261 provided to the Briar Forest Super Neighborhood Council by PWE, please click [here](#).

We have continually pointed out the superior alternatives such as the Clodine Waterhole, which would provide greater overall benefits for the entire community (See discussion of alternatives in the PWE document linked above and also in the Keep the Forest presentation by clicking [here](#)).

**The City has rejected any participation in the Clodine Waterhole concept and *refuses* to work with other entities (including the County) to build a regional detention basin for Buffalo Bayou.**

However, the City also has the option of building sub-regional detention basins in areas that will have a direct impact on Buffalo Bayou's capacity to handle increased runoff during major rain events and be in locations close to where PWE plans to perform storm water system upgrades in the Memorial and TIRZ 17 area. Rather than destroy the forests on the southern banks of Buffalo Bayou and Terry Hershey Park, PWE can build detention basins on Memorial and on Turkey Creek at I-10.

# BRIAR FOREST SUPER NEIGHBORHOOD COUNCIL



## Memorial Basin (@ 12505)

- Market Value – approx. 2 million
- 7 acres
- **63 ac-ft detention volume**
- Increases Buffalo Bayou capacity by reducing water flowing to the Bayou from TIRZ 17 and Memorial area during a major rain event.
- Preserves park setting for surrounding community.
- Charting Buffalo option R2-2



## Turkey Creek Basin (@ I-10)

- Expansion of TxDOT Basin
- 10 acres
- 55 ac-ft detention volume
- Increases Buffalo Bayou capacity by reducing the amount of water flowing into the Bayou during a major rain event.
- Charting Buffalo Option R1-14

# BRIAR FOREST SUPER NEIGHBORHOOD COUNCIL

If you agree that the City of Houston detention basins would be better located on Memorial Drive and on Turkey Creek, and the City of Houston should invest in the Clodine Waterhole Regional Detention Basin (see Keep the Forest in Briar Forest presentation on the BFSN website – [www.briarforests.org](http://www.briarforests.org)), **please help in further establishing the public record and your position by doing the following:**

Houston 311 On-line – CIP M-261 – Citizen Input Suggestions (This can take less than 5 minutes if you use the suggested inputs and cut and paste options offered below)

1. Go to the homepage for Houston 311 by clicking [here](http://hfdapp.houstontx.gov/311/index.php). (<http://hfdapp.houstontx.gov/311/index.php>)
2. The 311 homepage will have the phrase “**Welcome to Houston 311**” at the top and down the center of the page will be icons for various City of Houston Departments and services.
3. Scroll down the list of services and left click directly on the **icon** (a car with a cone) for **Traffic, Streets and Drainage**.
4. You will be sent to a new page with the lists of services associated with Traffic, Streets and Drainage.
5. Find at the top of the list of services where it reads “**Capital Improvement Projects, Streets and Drainage**”.
6. Place your cursor over the **icon** (a box filled with lines) to the left of “**New Capital Improvement Project Request**” and left click.
7. You will be sent to a new page with “**Step 1: Enter Personal Details.**”

## Step 1: Enter Personal Details

- **Enter and re-enter your valid email address and click next**

**DO NOT make an Anonymous Request.** You will need to put your valid email address in the record to get a transaction number and to prove you have made the request.

If you have made previous on-line 311 requests, you should receive the following statement “Welcome Back, your email address is in the Customer Service system.” Once you click next, you will be taken directly to Step 2.

If this is your first time to enter an on-line 311 request, you will be asked the following:

- **Provide your First and Last Name and Daytime Phone then click next**

# BRIAR FOREST SUPER NEIGHBORHOOD COUNCIL

## Step 2: Enter Service Request Details

- Enter the Street Number: **12505**
- Enter the Street Name: **Memorial** (Do NOT include “drive”)
- **Click Confirm Address**

A new page will appear which includes a box toward the bottom with “Sort Address List” and the correct entire address – 12505 Memorial, Houston TX 77024.

- **Left click to fill in the circle next to 12505 Memorial, Houston, TX 77024.**
- **Click “Next” on the bottom right of the screen.**

Fill out the form to request a new Capital Improvement Project with the following:

- Caller Type: **Customer**
- What Type of project does this concern? **Storm Drainage System Improvement – M**
- What type of Activity does this Project involve? **Drainage**
- What are the benefits of this project? **Public safety**
- If new construction, will it re-use a site, or require a new site? **New site**
- Does ignoring the situation create a public safety issue? **Yes**
- If ‘Yes,’ describe the public safety issue: **(You may cut and paste the following paragraph for use in the box)**

By placing the M-261 Detention Basin at 12505 Memorial, the basin will collect 63 ac-ft of storm water from TIRZ 17 and Memorial area storm water projects before it reaches Buffalo Bayou and will reduce flooding of homes in the Memorial and TIRZ 17 area. Public Works & Engineering should also use M-261 funds to enlarge the TxDOT detention basin on Turkey Creek at I-10 to serve as a 55 ac-ft sub-regional detention basin and offset any additional water caused by the Memorial area storm water upgrades. Public Works & Engineering should also work with other government entities to build the 1600 ac-ft Clodine Waterhole regional detention basin on Longpoint Creek within the City of Houston’s Extra Territorial Jurisdiction.

# BRIAR FOREST SUPER NEIGHBORHOOD COUNCIL

- Additional Request Details: (You may cut and paste the following paragraph for use in the box)

DO NOT place the M-261 Detention Basin on Buffalo Bayou where it will destroy the forest and park area, including the popular “Bowl”. The Basin should be placed at 12505 Memorial and/or on Turkey Creek where it will actually accomplish its intended purpose of retaining water from projects in the Memorial area.

- Then fill in Additional Contact Information at the bottom of the page for the record.
- Click Next

## Step 3: Review & Send

- Scroll to the bottom of the page and click Send Request

## Step 4: Print & Track

- Toward the top of the page you should see “Service Request Submitted” and your tracking number should be in the next sentence. Scroll to the bottom of the page and click on print. You will also receive an email with the confirmation number, but write down your Tracking Number regardless.

The confirmation email you receive from the City of Houston will come from [311@houston.tx.gov](mailto:311@houston.tx.gov) and the subject will read “Houston 311 Notification of Open Service...”

The email states: “Thanks for contacting the City of Houston 311 service center. We have created a request for "New Capital Improvement Project Request." The assigned service request number is \_\_\_\_\_. (your confirmation tracking number will appear here) Thanks again for contacting our city's 311 Service Helpline.”

- **PLEASE** then cut and paste the tracking number to the message board on the BFSN website in the thread titled “M-261”. If you are not yet a member of the website, please register as quickly as possible and get your tracking number recorded on our message board M-261 thread. The only way we know the City is receiving your requests is if you put your tracking number in the BFSN website M-261 thread. BFSN website: [www.briarforests.org](http://www.briarforests.org)

**Now REPEAT THESE STEPS for the three following CIP requests and any others you wish to suggest.**

# BRIAR FOREST SUPER NEIGHBORHOOD COUNCIL

## Ashford Forest / Heathlake Stormwater Upgrade



The intersection of Briar Forest and Ashford Parkway is notorious for flooding. Those unaware of the dangers are constantly losing their vehicles to the floodwaters. The major thoroughfare can be effectively shut down with less than an inch of rain. Both of the roads leading from the intersection are in a horrible state of repair. Briar Forest has been barricaded and narrowed to one east bound lane repeatedly for extended periods of time due to the horrific condition of the right lane. Ashford Parkway is a “red” road on the City’s street condition map. This area must be moved to the top of the City’s priority list for street and storm water reconstruction and upgrades.

The September 1999 Comprehensive Drainage Study conducted by Turner, Collie & Braden, Inc. (TC&B) determined that the RCP pipe along Briar Forest Drive between Ashford Parkway and the Harris County Flood Control District W165 drainage ditch needed to be replaced by a much larger pipe.

# BRIAR FOREST SUPER NEIGHBORHOOD COUNCIL

The 2000 Preliminary Engineering Report (PER) for the Kirkwood/Briar Forest Storm Sewer Relief CIP No. M-126-37-2 concluded that inlets and storm sewer pipes were generally undersized and street ponding exceeded City standards and design criteria in Drainage Sub-Areas W0007, W0009, W0009A, W0010 (all Ashford Forest) and W0008 (Heathlake). The 2000 PER recommended replacing the undersized inlets, inlet leads, storm sewer trunk lines and called for the creation of a regional detention basin (**reflected in our request for the 1600 ac-ft Clodine Waterhole**).

Despite repeated urgent requests, the City has failed to deal with the dangers caused by the inadequate storm water system exposed by the 1999 Comprehensive Drainage Study and 2000 Preliminary Engineering Report.

More than a year after we initially requested Storm Water Maintenance's review of the cause of continuous flooding at the intersection of Ashford Parkway and Briar Forest, the Storm Water Engineering Section finally began its own screening. A further five months later, PWE reported the following:

*"The Briar Forest and Ashford Parkway Screening report is complete and has confirmed that the Ashford Forest Subdivision system is not properly conveying storm water runoff. In order to resolve the area's flooding problems existing inlets and storm water culverts along Briar Forest, Ashford Parkway, and Westemere would have to be upsized. The On-Call construction estimate for these improvements is \$923,947.60, which exceeds the scope of the LDP program. LDP is an extension of Storm Water Maintenance and typically do not construct projects over \$300K. This project has been recommended to Planning and Development Services to be considered in future Capital Improvement Project programming."*

**The project has not yet been made part of future Capital Improvement Project planning. In fact, it does not even appear on the Draft Rebuild Houston plan through the year furthest out in planning - 2022.**

**We urgently request storm water upgrades for Drainage Sub-Areas W0007, W0009, W0009A, W0010 (Ashford Forest) and W0008 (Heathlake) be made a priority in CIP planning and be added to the CIP project list without further delay.**

HOWEVER, the trees on Briar Forest within Ashford Forest have been carefully cared for and are considered a vital part of the Ashford Community for both esthetics and property value. Houstonians expect any upgrade to the storm system be done as part of a reconstruction of the relevant portion of the **roadway** and NOT THROUGH THE use of the esplanades and the RESULTING DESTRUCTION OF THE TREES. At the very least, we expect the same respect for our esplanades as was granted to the River Oaks homeowners living adjacent to Kirby Drive.

# BRIAR FOREST SUPER NEIGHBORHOOD COUNCIL

**PLEASE help in further establishing the public record and your position IN FAVOR OF the storm water system upgrades by doing the following:**

Houston 311 On-line – Ashford Forest/Heathlake Storm Water Upgrade – Citizen Input Suggestions (This can take less than 5 minutes if you use the suggested inputs and cut and paste options offered below)

1. Go to the homepage for Houston 311 by clicking [here](http://hfdapp.houstontx.gov/311/index.php). (<http://hfdapp.houstontx.gov/311/index.php>)
2. The 311 homepage will have the phrase “**Welcome to Houston 311**” at the top and down the center of the page will be icons for various City of Houston Departments and services.
3. Scroll down the list of services and left click directly on the **icon (a car with a cone)** for **Traffic, Streets and Drainage**.
4. You will be sent to a new page with the lists of services associated with Traffic, Streets and Drainage.
5. Find at the top of the list of services where it reads “**Capital Improvement Projects, Streets and Drainage**”.
6. Place your cursor over the **icon (a box filled with lines)** to the left of “**New Capital Improvement Project Request**” and left click.
7. You will be sent to a new page with “**Step 1: Enter Personal Details.**”

## **Step 1: Enter Personal Details**

- **Enter and re-enter your valid email address and click next**

DO NOT make an Anonymous Request. You will need to put your valid email address in the record to get a transaction number and to prove you have made the request.

If you have made previous on-line 311 requests, you should receive the following statement “Welcome Back, your email address is in the Customer Service system.” Once you click next, you will be taken directly to Step 2.

If this is your first time to enter an on-line 311 request, you will be asked the following:

- **Provide your First and Last Name and Daytime Phone then click next**



# BRIAR FOREST SUPER NEIGHBORHOOD COUNCIL

## Step 2: Enter Service Request Details

- Enter the Street Number: *(Leave blank)*
- Enter the Street Name: **Briar Forest** (Do NOT include "Drive")
- Enter the Cross Street: **Ashford** (Do NOT include "Parkway")
- **Click Confirm Address**

A new page will appear which includes a box toward the bottom with "Sort Address List" with **two** intersections.

- **Left click to fill in the circle next to 1450 ASHFORD PKWY & BRIAR FOREST DR.**
- **Click "Next" on the bottom right of the screen.**

Fill out the form to request a new Capital Improvement Project with the following:

- Caller Type: **Customer**
- What Type of project does this concern? **Storm Drainage System Improvement – M**
- What type of Activity does this Project involve? **Drainage**
- What are the benefits of this project? **Public safety**
- If new construction, will it re-use a site, or require a new site? **Re-use site**
- Does ignoring the situation create a public safety issue? **Yes**
- If 'Yes,' describe the public safety issue: **(You may cut and paste the following paragraphs for use in the box)**

The intersection of Briar Forest and Ashford Parkway is notorious for flooding. Those unaware of the dangers are constantly losing their vehicles to the floodwaters. The major thoroughfare can be effectively shut down with less than an inch of rain. Both of the roads leading from the intersection are in a horrible state of repair. Briar Forest has been barricaded and narrowed to one east bound lane repeatedly for extended periods of time due to the horrific condition of the right lane. Ashford Parkway is a "red" road on the City's street condition map. This area must be moved to the top of the City's priority list for street and storm water reconstruction and upgrades.

The September 1999 Comprehensive Drainage Study conducted by Turner, Collie & Braden, Inc. (TC&B) determined that the RCP pipe along Briar Forest Drive between Ashford Parkway and the Harris County Flood Control District W165 drainage ditch needed to be replaced by a much larger pipe.

The 2000 Preliminary Engineering Report (PER) for the Kirkwood/Briar Forest Storm Sewer Relief CIP No. M-126-37-2 concluded that inlets and storm sewer pipes were generally undersized and street ponding exceeded City standards and design criteria in Drainage Sub-Areas W0007, W0009, W0009A, W0010 (all Ashford Forest) and W0008 (Heathlake). The 2000 PER recommended replacing the undersized inlets, inlet leads, storm sewer trunk lines and called for the creation of a regional detention basin (reflected in the Briar Forest Super Neighborhood Council request for the 1600 ac-ft Clodine Waterhole).

Despite repeated urgent requests, the City has failed to deal with the dangers caused by inadequate storm water system exposed by the 1999 Comprehensive Drainage Study and 2000 Preliminary Engineering Report.

I urgently request storm water upgrades for Drainage Sub-Areas W0007, W0009, W0009A, W0010 (Ashford Forest) and W0008 (Heathlake) be made a priority in CIP planning and be added to the CIP project list without further delay.

# BRIAR FOREST SUPER NEIGHBORHOOD COUNCIL

- Additional Request Details: ***(You may cut and paste the following paragraph for use in the box)***

HOWEVER, the trees on Briar Forest within Ashford Forest have been carefully cared for and are considered a vital part of the Ashford Community for both esthetics and property value. Houstonians expect any upgrade to the storm system be done as part of a reconstruction of the relevant portion of the *roadway* and NOT THROUGH THE use of the esplanades and the RESULTING DESTRUCTION OF THE TREES. At the very least, we expect the same respect for our esplanades as was granted to the River Oaks homeowners living adjacent to Kirby Drive.

- Then fill in **Additional Contact Information** at the bottom of the page for the record.
- **Click Next**

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The email states: “Thanks for contacting the City of Houston 311 service center. We have created a request for "New Capital Improvement Project Request." The assigned service request number is \_\_\_\_\_. (your confirmation tracking number will appear here) Thanks again for contacting our city's 311 Service Helpline.”

- **PLEASE** then cut and paste the tracking number to the message board on the BFSN website in the thread titled “**Briar Forest @ Ashford Parkway**”. If you are not yet a member of the website, please register as quickly as possible and get your tracking number recorded on our message board Briar Forest @ Ashford Parkway thread. The only way we know the City is receiving your requests is if you put your tracking number in the BFSN website Briar Forest @ Ashford Parkway thread. BFSN website: [www.briarforests.org](http://www.briarforests.org)

**Now REPEAT THESE STEPS for the remaining CIP requests and any others you wish to suggest.**

# BRIAR FOREST SUPER NEIGHBORHOOD COUNCIL

## Kirkwood Road Reconstruction

Kirkwood, especially between Westheimer to just north of Briar Forest, is in deplorable and dangerous condition. For many years, PWE has patched over the five or more inches of difference in elevation between one panel and another along the entire stretch. In some locations the road is so uneven and lanes are so tilted cars appear to be heeling over like sailing boats as they drive.

In 2010, BFSNC's CIP requests included reconstruction of Kirkwood between Buffalo Bayou and Westheimer with an additional 2010 SNAP request for an overlay. The 2010 SNAP overlay request was accepted and scheduled for 2013.

In addition N-827 (Kirkwood Reconstruction: Buffalo Bayou to Westheimer) appeared on the 2011-2015 CIP Street & Traffic – Summary of Funds of the 2011-2015 Adopted CIP. N-827 “provides for the design and reconstruction of an existing four-lane boulevard concrete roadway with curbs, sidewalks and underground utilities as necessary.” As justification for the project, the City stated: **“Project will rehabilitate a street that has deteriorated beyond economical repair and normal maintenance.”**

Our 2011 CIP requests included fully funding N-827.

However, N-827 has now **DISAPPEARED** from the 2012-2016 CIP Street & Traffic – Summary of Funds of the 2012-2016 Adopted CIP.

Kirkwood between Briar Forest Dr. and Westheimer now appears on the “DRAFT Rebuild Houston 10-Year Plan for Streets & Drainage” which can be found by clicking [here](#). It is part of the “FY2018 – 2022 (Need Areas to be Studied)” portion of the plan. *The Kirkwood Reconstruction went from being part of the 2011-2015 Adopted CIP to being placed in line for **at the earliest 2018 and possibly not until 2022.***

In 2011, the City acknowledged that Kirkwood between Westheimer and Buffalo Bayou **“has deteriorated beyond economical repair and normal maintenance.” We cannot wait until 2018 for the City to reconstruct Kirkwood – 2022 would be unconscionable.**

The Kirkwood reconstruction must be made part of the present CIP and N-827 must be fully funded.

**PLEASE help in further establishing the public record and your position IN FAVOR OF Kirkwood Reconstruction by doing the following:**

# BRIAR FOREST SUPER NEIGHBORHOOD COUNCIL

Houston 311 On-line – Kirkwood Reconstruction – Citizen Input Suggestions (This can take less than 5 minutes if you use the suggested inputs and cut and paste options offered below)

1. Go to the homepage for Houston 311 by clicking [here](http://hfdapp.houstontx.gov/311/index.php). (<http://hfdapp.houstontx.gov/311/index.php>)
2. The 311 homepage will have the phrase “**Welcome to Houston 311**” at the top and down the center of the page will be icons for various City of Houston Departments and services.
3. Scroll down the list of services and left click directly on the **icon** (a car with a cone) for **Traffic, Streets and Drainage**.
4. You will be sent to a new page with the lists of services associated with Traffic, Streets and Drainage.
5. Find at the top of the list of services where it reads “**Capital Improvement Projects, Streets and Drainage**”.
6. Place your cursor over the **icon** (a box filled with lines) to the left of “**New Capital Improvement Project Request**” and left click.
7. You will be sent to a new page with “**Step 1: Enter Personal Details.**”

## Step 1: Enter Personal Details

- **Enter and re-enter your valid email address and click next**

DO NOT make an Anonymous Request. You will need to put your valid email address in the record to get a transaction number and to prove you have made the request.

If you have made previous on-line 311 requests, you should receive the following statement “Welcome Back, your email address is in the Customer Service system.” Once you click next, you will be taken directly to Step 2.

If this is your first time to enter an on-line 311 request, you will be asked the following:

- **Provide your First and Last Name and Daytime Phone then click next**

## Step 2: Enter Service Request Details

- Enter the Street Number: (Leave blank)
- Enter the Street Name: **Kirkwood** (Do NOT include “Road”)
- Enter the Cross Street: **Briar Forest** (Do NOT include “Drive”)
- **Click Confirm Address**

# BRIAR FOREST SUPER NEIGHBORHOOD COUNCIL

A new page will appear which includes a box toward the bottom with "Sort Address List".

- **Left click to fill in the circle next to Intersection 11800 Briar Forest Dr & 1900 Kirkwood Rd.**
- **Click "Next" on the bottom right of the screen.**

Fill out the form to request a new Capital Improvement Project with the following:

- Caller Type: **Customer**
- What Type of project does this concern? **Street & Bridge Improvements - N**
- What type of Activity does this Project involve? **Street & Traffic**
- What are the benefits of this project? **Public safety**
- If new construction, will it re-use a site, or require a new site? **Re-use site**
- Does ignoring the situation create a public safety issue? **Yes**
- If 'Yes,' describe the public safety issue: **(You may cut and paste the following paragraphs for use in the box)**

Kirkwood, especially between Westheimer to just north of Briar Forest, is in deplorable and dangerous condition. For many years, PWE has patched over the five or more inches of difference in elevation between one panel and another along the entire stretch. In some locations the road is so uneven and lanes are so tilted cars appear to be heeling over like sailing boats as they drive.

In 2010, Briar Forest Super Neighborhood's CIP requests included reconstruction of Kirkwood between Buffalo Bayou and Westheimer with an additional 2010 SNAP request for an overlay. The 2010 SNAP overlay request was accepted and scheduled for 2013.

In addition N-827 (Kirkwood Reconstruction: Buffalo Bayou to Westheimer) appeared on the 2011-2015 CIP Street & Traffic – Summary of Funds of the 2011-2015 Adopted CIP. N-827 "provides for the design and reconstruction of an existing four-lane boulevard concrete roadway with curbs, sidewalks and underground utilities as necessary." As justification for the project, the City stated: "Project will rehabilitate a street that has deteriorated beyond economical repair and normal maintenance."

The Briar Forest Super Neighborhood 2011 CIP requests included fully funding N-827.

**However, N-827 has now DISAPPEARED from the 2012-2016 CIP Street & Traffic – Summary of Funds of the 2012-2016 Adopted CIP.**

Kirkwood between Briar Forest Dr. and Westheimer now appears on the "DRAFT Rebuild Houston 10-Year Plan for Streets & Drainage". It is part of the "FY2018 – 2022 (Need Areas to be Studied)" portion of the plan. *The Kirkwood Reconstruction went from being part of the 2011-2015 Adopted CIP to being placed in line for at the earliest 2018 and possibly not until 2022.*

In 2011, the City acknowledged that Kirkwood between Westheimer and Buffalo Bayou "has deteriorated beyond economical repair and normal maintenance." We cannot wait until 2018 for the City to reconstruct Kirkwood – 2022 would be unconscionable.

The Kirkwood reconstruction must be made part of the present CIP and N-827 must be fully funded. This stretch of busy road is in far too dangerous a condition to allow further deterioration.

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- Additional Request Details: (leave blank or add your own comments)
- Then fill in **Additional Contact Information** at the bottom of the page for the record.
- **Click Next**

## Step 3: Review & Send

- **Scroll to the bottom of the page and click Send Request**

## Step 4: Print & Track

- Toward the top of the page you should see “Service Request Submitted” and your tracking number should be in the next sentence. Scroll to the bottom of the page and click on print. You will also receive an email with the confirmation number, but **write down your Tracking Number** regardless.

The confirmation email you receive from the City of Houston will come from [311@houston.tx.gov](mailto:311@houston.tx.gov) and the subject will read “Houston 311 Notification of Open Service...”

The email states: “Thanks for contacting the City of Houston 311 service center. We have created a request for "New Capital Improvement Project Request." The assigned service request number is \_\_\_\_\_. (your confirmation tracking number will appear here) Thanks again for contacting our city's 311 Service Helpline.”

- **PLEASE** then cut and paste the tracking number to the message board on the BFSN website in the thread titled “Kirkwood Reconstruction”. If you are not yet a member of the website, please register as quickly as possible and get your tracking number recorded on our message board Kirkwood Reconstruction thread. The only way we know the City is receiving your requests is if you put your tracking number in the BFSN website Kirkwood Reconstruction thread. BFSN website: [www.briarforests.org](http://www.briarforests.org)

**Now REPEAT THESE STEPS for the remaining CIP request and any others you wish to suggest.**

# BRIAR FOREST SUPER NEIGHBORHOOD COUNCIL

## **S. Dairy Ashford Reconstruction**

Both our 2010 and 2011 Briar Forest Super Neighborhood Council CIP requests included reconstruction of S. Dairy Ashford from I-10 to Westpark. In addition, we joined with Eldridge/West Oaks and Memorial in making SNAP requests for an overlay of S. Dairy Ashford, recognizing the need for immediate action for the safety of motorists and the reality of the time necessary to reach funded CIP project status.

PWE initially approved the SNAP request for an overlay and moved through the design process. A Request for Council Action was promised for funding, but never reached the City Council. Instead, PWE stated it would begin targeted panel replacement during the summer in 2011. In September we were informed PWE had NO plans for addressing the continued deterioration of S. Dairy Ashford. During our October 20<sup>th</sup> meeting with Mayor Parker, the director of PWE informed Briar Forest residents that only the section of Dairy Ashford between I-10 and Buffalo Bayou would be reconstructed. The director stated that the stretch of Dairy Ashford south of Buffalo Bayou would only receive targeted panel replacement. The director stated that Kirkwood between Westheimer and Buffalo Bayou would be reconstructed *before* any work would be done on S. Dairy Ashford. This places the timetable for Dairy Ashford's reconstruction sometime after 2018 and possibly after 2022. Even then, all that is projected to be done for Dairy Ashford between Buffalo Bayou and Westpark is targeted panel replacement, not true reconstruction.

**Make your demand now for a full reconstruction of S. Dairy Ashford from Buffalo Bayou to Westpark.**

**PLEASE help in further establishing the public record and your position IN FAVOR OF S. Dairy Ashford Reconstruction by doing the following:**

Houston 311 On-line – Dairy Ashford Reconstruction – Citizen Input Suggestions (This can take less than 5 minutes if you use the suggested inputs and cut and paste options offered below)

1. Go to the homepage for Houston 311 by clicking [here](http://hfdapp.houstontx.gov/311/index.php). (<http://hfdapp.houstontx.gov/311/index.php>)
2. The 311 homepage will have the phrase “**Welcome to Houston 311**” at the top and down the center of the page will be icons for various City of Houston Departments and services.
3. Scroll down the list of services and left click directly on the **icon** (a car with a cone) for **Traffic, Streets and Drainage**.

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4. You will be sent to a new page with the lists of services associated with Traffic, Streets and Drainage.
5. Find at the top of the list of services where it reads “**Capital Improvement Projects, Streets and Drainage**”.
6. Place your cursor over the **icon** (a box filled with lines) to the left of “**New Capital Improvement Project Request**” and left click.
7. You will be sent to a new page with “**Step 1: Enter Personal Details.**”

## Step 1: Enter Personal Details

- **Enter and re-enter your valid email address and click next**

DO NOT make an Anonymous Request. You will need to put your valid email address in the record to get a transaction number and to prove you have made the request.

If you have made previous on-line 311 requests, you should receive the following statement “Welcome Back, your email address is in the Customer Service system.” Once you click next, you will be taken directly to Step 2.

If this is your first time to enter an on-line 311 request, you will be asked the following:

- **Provide your First and Last Name and Daytime Phone then click next**

## Step 2: Enter Service Request Details

- Enter the Street Number: (*Leave blank*)
- Enter the Street Name: **Dairy Ashford** (Do NOT include “Street”)
- Enter the Cross Street: **Briar Forest** (Do NOT include “Drive”)
- **Click Confirm Address**

A new page will appear which includes a box toward the bottom with “Sort Address List”.

- **Left click to fill in the circle next to Intersection 12600 Briar Forest Dr & 1420 S Dairy Ashford St.**
- **Click “Next” on the bottom right of the screen.**

Fill out the form to request a new Capital Improvement Project with the following:

- Caller Type: **Customer**
- What Type of project does this concern? **Street & Bridge Improvements - N**



# BRIAR FOREST SUPER NEIGHBORHOOD COUNCIL

- What type of Activity does this Project involve? **Street & Traffic**
- What are the benefits of this project? **Public safety**
- If new construction, will it re-use a site, or require a new site? **Re-use site**
- Does ignoring the situation create a public safety issue? **Yes**
- If 'Yes,' describe the public safety issue: (You may cut and paste the following paragraphs for use in the box)

S. Dairy Ashford between Buffalo Bayou and the Westpark Tollway is in deplorable and dangerous condition. This stretch of road is one of the most heavily traveled in the City of Houston and serves as a crucial route for emergency vehicles. During the last major rain event on January 9, 2012, the only portion of S. Dairy Ashford to flood between Westpark and I-10 did so SOUTH of Buffalo Bayou due to the inadequate storm water system.

The condition of the stretch of road between Buffalo Bayou and Westpark is hazardous and a danger to public safety. This roadway must be made a part of the next CIP and cannot be left to 2018 or beyond. Dairy Ashford must be reconstructed from Buffalo Bayou to the Westpark Tollway.

- Additional Request Details: (leave blank or add your own comments)
- Then fill in **Additional Contact Information** at the bottom of the page for the record.
- **Click Next**

## Step 3: Review & Send

- **Scroll to the bottom of the page and click Send Request**

## Step 4: Print & Track

- Toward the top of the page you should see "Service Request Submitted" and your tracking number should be in the next sentence. Scroll to the bottom of the page and click on print. You will also receive an email with the confirmation number, but **write down your Tracking Number** regardless.

The confirmation email you receive from the City of Houston will come from [311@houston.tx.gov](mailto:311@houston.tx.gov) and the subject will read "Houston 311 Notification of Open Service..."

The email states: "Thanks for contacting the City of Houston 311 service center. We have created a request for "New Capital Improvement Project Request." The assigned service

[www.briarforests.org](http://www.briarforests.org) / [briarforests18@sbcglobal.net](mailto:briarforests18@sbcglobal.net)

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request number is \_\_\_\_\_. (your confirmation tracking number will appear here)  
Thanks again for contacting our city's 311 Service Helpline.”

- **PLEASE** then cut and paste the tracking number to the message board on the BFSN website in the thread titled “S. Dairy Ashford Reconstruction”. If you are not yet a member of the website, please register as quickly as possible and get your tracking number recorded on our message board S. Dairy Ashford Reconstruction thread. The only way we know the City is receiving your requests is if you put your tracking number in the BFSN website S. Dairy Ashford Reconstruction thread. BFSN website: [www.briarforestsn.org](http://www.briarforestsn.org)

**Now REPEAT THESE STEPS for any other CIP requests you wish to suggest.**

## ATTENDANCE NEEDED!!!!

Making the on-line requests is just the beginning. To have a profound impact on the thinking of City leaders, you must also attend the CIP Public Meeting hosted by District G.

**MARCH 19<sup>TH</sup>**

The Mayor and PWE Director are scheduled to be present. Make your presence known. Line up at the appropriate time and give your opinion.

## 2012 CIP PUBLIC MEETING

We want to fill all 800 seats.

**Mon., Mar. 19**

**6:30 to 8:30**

**Paul Revere Middle School**

**10502 Briar Forest Drive**

Be there early so you are not left outside.