

Indian Hollow Road Closure Review



City of Las Cruces®

INTER-DEPARTMENTAL MEMORANDUM

TO: Robert L. Garza, PE, City Manager

FROM: Lisa Murphy, AICP, Transportation Director

DATE: May 6, 2013

SUBJECT: City Council Work Session May 13, 2013 – Indian Hollow Road Closure

On September 17, 2012, City Council adopted Ordinance No. 2660, An Ordinance Approving a Zone change from O-2C (Office, Professional-Limited Retail Service-Conditional) to C-3C (Commercial High Intensity-Conditional) on 1.56± acres of Land located on the Southeast Corner of Lohman Avenue at Indian Hollow Road; 3830 E. Lohman Avenue. The intended use of the property was for a small natural foods grocery store.

At the zone change hearing, residents of the adjacent Foothills neighborhood expressed concerns regarding the potential for increased traffic on Indian Hollow Road and other roads within the neighborhood once the grocery store was built, based on their assertion that the Foothills neighborhood is used by “cut-through” traffic seeking to avoid the Lohman and Telshor intersection. Of the several conditions adopted with the zone change, one specifically was intended to address traffic concerns. The condition states:

“As determined by the City of Las Cruces, the developer will be required to close that portion of Indian Hollow Road adjacent to the subject property to through traffic into the Foothills Neighborhood.”

Staff had concerns about the closure of Indian Hollow Road and its potential to shift traffic impacts to other roads in and around the neighborhood, so rather than have the developer close the road permanently, staff elected to study traffic impacts via a temporary closure that could be easily removed if needed. Prior to the closure, staff met with the Solid Waste Department about how the closure would affect their trash pickup operations, and with the Fire Department to ensure safe response times would be maintained.

Prior to the closure, Las Cruces MPO staff conducted traffic counts along Chimney Rock Road, City View Drive, Horizon View Drive, Indian Hollow Road, and Little Dam Road between December 4, 2012 and December 11, 2012 to establish a baseline. Once a building permit application for the grocery store was submitted, Streets and Traffic Operations staff placed concrete jersey barriers across Indian Hollow Road approximately 300 feet south of its

intersection with Lohman Avenue on February 4, 2013. This location was chosen to preserve rear driveway access to the bank building at 3800 E. Lohman Ave. Detour signs were placed at the same time, according to MUTCD standards, to provide traffic with a detour route. Public notice of the closure was issued on January 31, 2013 through the Public Information Office and electronically delivered to Las Cruces Public Schools bus transportation staff. On February 1, 2013, residents along the closed portion of Indian Hollow were hand-delivered the upcoming closure notice and encouraged to provide comment to the Transportation Department. Public notice was further given through the Public Information Office on February 21, 2013 and placed on resident's doors within the entire neighborhood stating that Indian Hollow Road had been permanently closed and signage to that effect was installed. On March 14, 2013 a public notice was issued through the Public Information Office stating that a study was being conducted on the closure and the results would be presented to City Council. On May 3, 2013 a letter was mailed to the owners of record within the neighborhood informing them the results of the study would be presented at the City Council Work Session on May 13, 2013.

One major issue that immediately arose was that solid waste trucks couldn't navigate the closed-off portion of Indian Hollow Road due to a lack of maneuvering space for the trucks. Solid Waste staff had to manually carry the Indian Hollow resident's trash receptacles up to Little Dam Road where the refuse truck was able to empty them. This affected recycling pickup as well. It should be noted that should the closure remain permanent, there is insufficient right of way to build a cul-de-sac bulb at the closure location so the purchase of additional private property would be required.

After the barriers had been in place for approximately 7 weeks, Street and Traffic Operations conducted another set of traffic counts from March 26, 2013 to March 28, 2013. The results of the counts will be presented in detail at the work session, but they did indicate no significant change in the amount of traffic entering and leaving the neighborhood. Rather, traffic that normally would have entered and left the neighborhood via Indian Hollow Road was shifted west to City View Drive.

The Transportation Department has kept a log of all comments received, both written and by telephone. To date, there have been 61 phone calls received which generated 50 comments. Of those, 40 were against the closure, 7 were for the closure, and 4 were neutral. The majority of the concerns have been related to increased traffic on other roads within the subdivision such as City View, impacts to turning movements on Foothills Road, and impacts to solid waste services. The comment log is attached as part of the packet.

At the work session, staff from the Transportation, Utilities, and Fire departments will present the background and reason for the closure of Indian Hollow Road, analysis of the before and after traffic counts, impacts to solid waste pickup, public safety concerns, and traffic issues in the area. Staff will be seeking direction from Council as to whether or not they wish the closure of Indian Hollow to remain in effect. It should be noted that the developers of the natural foods grocery store have decided against locating at the corner of Indian Hollow Road and Lohman Avenue and have chosen an alternate location. Council is also advised that Foothills

neighborhood residents were notified of the work session via a letter mailed on May 3, 2013 and thus residents who wish to comment on the road closure may be in attendance.

Attachment as noted.

cc: Willie Roman, Traffic Engineer
Jeff Honeycutt, Street and Traffic Operations Administrator
Brian Denmark, ACM/COO 

Total Phone Calls	61	INDIAN HOLLOW COMMENT LOG
Duplicate Callers	10	
Against Closure	40	
For Closure	7	
Indifferent / Unknown	4	

#	For / Against	Date	Time	Type	Name	Phone	Address	Comment
1	Against	02/08/13	N/A	Letter	Unknown	Unknown		<i>Please see Indian Hollow Comment Log Attachment #1: Letter received by the City on February 7th, 2013.</i>
2	Against	02/14/13	4:18 PM	Phone	Brian Decker	(575) 639-0241	3406 Chimney Rock	The CM Office was contacted by Brian Decker, 575-639-0241, 3406 Chimney Rock. He inquired as to why street, Indian Hollow was closed. I explained the reason and advised I would email him a copy of the ordinance, the news release and the city manager newsletter in order to provided him with background information. Once he found out the reason he was upset as he thought the street might be temporarily closed due to water construction. He relayed that he is not in favor of the permanent closure of Indian Hollow as he now has to go all the way around the bank and up to City View which causes him to have to travel four extra blocks. Two to get to City View and then after exiting City View, two more blocks to get to where he would have been if Indian Hollow was open.
3	Against	02/21/13	8:33 AM	E-mail	Gabby Phillips	(575) 621-2776	Unknown	Permanently closed, it has been a nightmare for daily commute it adds up a lot of time and inconvenience because we need to wait for stop light. Hopefully you can consider re opening, many neighbors complain about the same issue. gabydiazphillips@yahoo.com.mx
4	Against	02/21/13	1:05 PM	Phone	Dolores Acosta	(575) 621-0284	Unknown	Ms. Acosta said that Indian Hollow should be kept open because it is really a chore to use the other streets to get out of the neighborhood. She was not happy that the trash cans for those that live adjacent to the closure have to be moved to City View. It looks ugly and unsanitary. It is a horrible idea and it shouldn't be closed.

#	For / Against	Date	Time	Type	Name	Phone	Address	Comment
5	Against	02/21/13	1:13 PM	Phone	Rachel Padilla	(575) 932-8367	Chimney Rock	Ms. Padilla said that the closure is an inconvenience. Most of the time that she leaves her home she is now required to take Foothills and it is very congested. The people that have brought this forth are older people that do not leave their homes. Before the closure there was almost no traffic in the neighborhood. The closure is ridiculous and a nuisance. As far as the traffic coming from the new business, any additional traffic would have only been from people that currently live in the neighborhood.
6	Against	02/21/13	2:29 PM	Phone	Ralph Saenz	(575) 649-2691	City View	All of the residents weren't notified of the public hearings regarding this closure. He also was not notified of the ordinance. The traffic just piles up on Foothills from Hotel Encanto to Lohman. The traffic has also increased on City View. The new bank created a bigger burden. Traffic is now piled-up up to City View and drivers block the entrance to City View. The traffic lights are not fast enough to keep the traffic moving. He does not want to see Indian Hollow closed permanently because it helps relieve the traffic from Foothills. The City should have considered all of the residents and not just the new business going in at Lohman and Indian Hollow. Eventually the City will need to put a traffic light [or something] at City View just to allow residents in and out of the neighborhood.
7	Against	02/21/13	3:59 PM	Phone	Darlene	(915) 820-0862	Indian Hollow	She said that she lives on Indian Hollow and only residents have frequently used it. It is causing traffic to back-up. Now trash cans are having to be taken out to City View. There are 15 or so out there. The trash cans are now in the way of children that pick up the school bus on City View. This is causing extra travel time and traffic congestions. It adds at least 10 extra minutes to everyone's commute. It is an inconvenience for everyone. The new store would not have caused additional traffic into the neighborhood; no one goes through there unless they live there. It is a stupid idea. The City obviously realized Indian Hollow was needed when the subdivision was built; why take it out now?

#	For / Against	Date	Time	Type	Name	Phone	Address	Comment
8	Against	02/21/13	4:02 PM	Phone	Marie Galis	(575) 521-5954	717 Scenic View	She had was not aware of the closure. She fought 12 years ago to open Indian Hollow. We have increased traffic on Little Dam. She lives on the cornere of Little Dam and Scenic View and she has seen pedestrians almost get hit by vehicles. A lot people, elderly, and kids walk in the area to get to their mailboxes, or pick up the bus.
9	Against	02/22/13	10:43 AM	Phone	Ann Federson	(575) 523-7333	City View	She lives on City View and she and her daughter own a home on Indian Hollow. She likes that the store is coming in but it is very inconvenient to have Indian Hollow closed. Very congested traffic. It was just a handful of people that forced this issue and they don't represent the whole neighborhood.
10	Against	02/22/13	11:31 AM	Phone	Colette	(575) 649-2211	720 Roadrunner Circle	Does not like the closure. It is an inconvenience and she is against it being permanent. It has just caused the other roads to have more traffic. She is concerned that it will also increase the amount of time that it would take any emergency vehicles to get into the neighborhood. [Ambulance, PD, FD]
11	Against	02/22/13	1:42 PM	Phone	Patrick Lujan	Unknown	3304 Chimney Rock	Mr. Lujan was upset because he claimed to have not received a letter from the City. He said that the closure is an inconvenience and has simply made other streets more hazardous.
12	Against	02/22/13	2:29 PM	Phone	Theresa Angel	(575) 649-1062	770 City View	City View is now the only entrance. Traffic is very heavy on Foothills. It takes a very long time to exit out of City View. She disagrees with the closure. It is not a good handling of traffic. The City is only getting bigger. It is a very bad idea. The notice said that there will be another traffic study being done and she has not seen anything yet. This was not a smart move. It is ridiculous only to please one person.
13	Against	02/22/13	3:00 PM	Phone	Sara Arvizu	(575) 639-1490	Indian Hollow	She and her roommates are both very upset over the closure. It has been very invonvenient. The traffic has just been shifted to City View. The traffic light does not work right for the amount of excess traffic on Foothills. She is seriously re-thinking living in that area if this closure is made permanent. City View is very packed with traffic trying to exit out of the neighborhood. That street is much smaller than Indian Hollow. It is a much better neighborhood with both exits available.

#	For / Against	Date	Time	Type	Name	Phone	Address	Comment
14	Against	02/22/13	3:56 PM	Phone	Unknown Male	(575) 527-0523	Unknown	He and his neighbors all feel the same. There is more traffic on Horizon View and Little Dam Rd. The kids in the neighborhood are having to deal with more traffic. He is against the closure; it was much better when it [Indian Hollow] was open.
15	Against	02/25/13	11:37 AM	Phone	Mark Pisarski	(575) 522-5157	Little Dam & Scenic View	Mr. Pisarski said that residents expressed their views against the closure and Council did not listen. The traffic in the neighborhood has doubled. Delivery trucks, school buses, USPS, etc. all have to go through City View. Police are having to monitor traffic because of drivers speeding and running stop signs. This closure is becoming a pain in the neck. Because of it he no longer enjoys where he lives. It is no longer a quiet neighborhood. All of the traffic is now going through City View and Little Dam. It creates a longer driving time and has a large impact on Scenic View. There is really heavy traffic. Emergency traffic [ambulance, PD, FD] is also affected because they have to travel farther. It has caused drastic changes. All of this is only for one building. Such a drastic change does not make sense. He would like to see the neighborhood back to the way it was before.

#	For / Against	Date	Time	Type	Name	Phone	Address	Comment
16	Against	02/25/13	11:57 AM	Phone	Hector Arreola (Approved Roofing and Construction)	(575) 496-7663	Unknown	All of the traffic has been diverted to Little Dam Rd. All of the neighborhood kids pick-up the school bus there and are dropped off there as well. This closure was a really bad decision. It is sending all of the flow to City View. He picks up 4 kids everyday on Little Dam. He has noticed drivers attempting to drive around the school buses. It is not fair for the residents on City View; they are having to deal with the additional traffic. Indian Hollow residents knew when they purchased their homes that Indian Hollow was like that. Now up to 8 cars wait at Foothills trying to get into the neighborhood at all times. Several drivers are speeding and pushing other drivers to go faster than the speed limit. Emergency crews will also have trouble. He's afraid of his daily walks now because of the speeding drivers and increase in traffic. The area was already busy as it was and now it's worse. He's only looking out for his children. If we insist on keeping Indian Hollow closed we need to open another outlet for the neighborhood [Roadrunner]. We all purchased our homes in the area knowing what to expect and the City has changed that. Someone will be hurt and it will be the City's fault. He is willing to speak to the local newspaper and newschannels if it will help.
17	Against	02/26/13	7:39 AM	Phone	Unknown Female	Unknown	Unknown	She used to use Indian Hollow all of the time. It is very inconvenient to have it closed. She lives in a nearby neighborhood and has noticed that it is causing more traffic for those that live close by. She used this all the time and only sees it as a benefit for those immediately next to the property at Lohman. She said that she doesn't understand how this one store would have caused additional traffic for the neighborhood when only those that live there or nearby would use it.

#	For / Against	Date	Time	Type	Name	Phone	Address	Comment
18	Against	02/26/13	7:45 AM	E-mail	Darlene Anaya	Unknown	Indian Hollow	To Whom It May Concern: I am a resident of Indian Hollow Road and I would like to voice my opinion about the road closure that has been put into place. I personally feel that this closure is causing local traffic to be redirected to other streets in the area which is causing more congestion for those streets. Having Indian Hollow blocked cuts off our easy access to Lohman and a way to maintain the traffic flow appropriately through this local neighborhood. I understand some people are concerned that the new development that is coming to Lohman will cause more traffic for Indian Hollow which I believe is false because Indian Hollow is not a through street it is a cul-de-sac (dead end) so unless you live on Indian Hollow I am sure people will not want to fully access this road. I hope that this blockage is removed soon so we all may go back to having appropriate traffic flow in our neighborhood. Thank you for your time. Sincerely, Darlene Anaya
19	Against	02/26/13	9:01 AM	Phone	Barbara Bullard	(575) 532-9225	757 Scenic View Dr.	This closure affects getting onto Foothills. There is a lot of congestion on Foothills, City View, and Horizon View. It is very difficult to turn right onto Foothills from Lohman because there is not right hand turn lane. There will be an accident soon. Drivers are using the shoulder as a turning lane and other drivers are constantly being cut off by someone attempting to turn right onto Foothills
20	Against	02/26/13	3:13 PM	Voicemail	Ricardo Razura	575-650-5257	Chimney Rock	There is basically one entrance from Foothills. If by any chance there is an accident the fire department will never be able to go through there. They would have to go all the way around and come from the back and that would take at least 15 to 25 minutes max. By that time the house can be destroyed or someone can die because they cannot come in that quick. The closure doesn't make sense. They still get all of the traffic coming in from the other street.
21	Against	02/27/13	3:00 PM	Phone	Myriam Camacho	575-936-6629	Unknown	The closure is inconvenient. We live in an area full of businesses. It is the closest exit to the hospital and it is going to be an issue for responding to emergencies.
22	Against	02/27/13	N/A	Letter	Dan Wasser	(575) 644-7434	703 City View	<i>Please see Indian Hollow Comment Log Attachment #2: Letter received by the City on February 27th, 2013</i>

#	For / Against	Date	Time	Type	Name	Phone	Address	Comment
23	Against	03/01/13	10:21 AM	Phone	Unknown Female	Unknown	Chimney Rock	She said that she works at Mountain View Hospital and lives on Chimney Rock. She is against the closure because it is unnecessary and it is extra driving. Her daily commute is much longer. The traffic that may have been on Indian Hollow has just been moved to another part of the neighborhood. This is not working well. Indian Hollow has a lot of younger/college students living there. They travel more than most all day long going to classes. Instead of keeping that traffic on Indian Hollow, we are sending them [students] into the neighborhood. All of the neighborhood kids have bus stops on Little Dam, where most of the traffic is now, and it is dangerous. Most accidents happen near your home and the additional travel will only increase the chance to have an accident. The new store coming in wouldn't have caused much more traffic; we [the neighborhood] have the right to use the road to access the new store and travel back to our homes. You have increased traffic in other areas. Drivers are speeding through the neighborhood and speed bumps won't help; they'll speed anyway. She's afraid to give her name and mentioned that she did sign a petition from the HOA to close the road. She said that she signed it out of fear of retaliation from the HOA. It is not a friendly neighborhood; people are afraid of the HOA. She said that when the petition was going around the residents were told it was going to be a temporary closure to test the effects of a permanent closure. The HOA never mentioned that it would be permanent and she did not find out until the letters were delivered to the homes. She does not want it permanent.
24	Against	03/01/13	10:25 AM	Voicemail	Theresa Angel	(575) 649-1062	770 City View	She left a voicemail message asking how she can meet with City Council about the closure. She wants to be able to discuss the neighborhood's concerns with the increased traffic from the closure. She said that in September we approved the zone change and you heard from people in the area about the possibility of an increase in traffic. Why did you think that closing one of the streets would fix the problem? You seem to have recognized that there will be an increase in traffic. A call was returned to Ms. Angel and she asked about making an appointment to speak to her City Councillor. She was transferred to Barbi in Administration to schedule the appointment.
25	Against	03/02/13	2:21 AM	Voicemail	Unknown Male	Unknown	Horizon View Dr.	He said that he is opposed to the closure and he is opposed to having more traffic in his neighborhood.

#	For / Against	Date	Time	Type	Name	Phone	Address	Comment
26	Against	03/04/13	10:04 AM	Phone	Unknown Female	Unknown	Indian Hollow	She is opposed to it being closed. She is very happy that the new store is coming in to the neighborhood and she would like to be able to get to the store from her home. The traffic backed-up on City View is the only change. She lives on Indian Hollow and she never noticed a problem with traffic before. They all purchased homes knowing that they would be living next to Lohman Ave. There will be traffic. She also asked that we take into account that if the first study was done in December we may have had extra traffic counted from people outside of the neighborhood going to see the home on City View with all of their christmas lights.
27	Against	03/04/13	11:57 AM	Phone	Unknown Female	Unknown	Unknown	The traffic is currently backed-up on Lohman (WB) all the way back to Jason's Deli. She is very mad and she does not like the closure. We had it closed just because one old man complained.
28	Against	03/04/13	2:07 PM	Phone	Deirdre Pajares	(469) 223-0211	Unknown	She is a student and she is very upset over the closure. She has to drive to and from Sonoma Ranch two to three times daily and it is now a hassel. Taking Foothills to get to where you are going takes longer. There is a lot more traffic on Foothills.
29	Against	03/05/13	7:59 AM	Phone	Deb Hewes	(575) 635-0702	Indian Hollow	She lives on Indian Hollow at the top of the hill. This closure is unnecessary and there is more traffic in the neighborhood than before.
30	Against	03/05/13	9:53 AM	Voicemail	Anthony Galindo	(575) 639-4782	Unknown	Left a message asking if the Indian Hollow closure was permanent. He said it created a lot of traffic and caused quite a few problems. His call was returned and there was no answer. A message was left for him to call back.
31	Against	03/05/13	11:54 AM	Phone	Van Bullock	(575) 522-4224	Roadrunner Circle	Mr. Bullock lives on Roadrunner Circle and he is opposed to the closure. There are major safety issues and it is an inconvenience. They all knew what they were getting into. They all bought homes there to start with.
32	Against	03/07/13	12:49 PM	Phone	Norma	(575) 680-4691	Scenic View & Little Dam	This closure has caused a mess. It has created a lot of traffic problems. Everyday there is an incredible line of traffic WB on Lohman of drivers trying to turn onto Foothills
33	Against	03/11/13	12:01 PM	Phone	Miguel Duran	(575) 640-7898	701 Indian Hollow	Mr. Duran thinks that the closure is terrible. It is affecting getting in and out of the neighborhood. It causes trash pickup problems. It has made matters much worse. He wants to be notified of council work session on this.

#	For / Against	Date	Time	Type	Name	Phone	Address	Comment
34	Against	03/22/13	1:05 PM	Phone	Christina Robleski	(575) 644-9801	Unknown	Whenever there was any roadwork done along Telshor and the corner of Telshor and Lohman or there was any kind of huge traffic jam the only way to get around Lohman would be to snake around the neighborhoods and exit out of Indian Hollow. When the intersection of Lohman and Telshor was being worked on for months traffic was backed up down telshor and that was the only way you can circumvent that corner. While it doesn't happen that often she doesn't see how we can close the only other access to that area permanently.
35	Against	03/22/13			Steve Watson	(575) 202-2069		Opposed to the closure for several reasons: 1) Increased traffic on City View, 2) Increased traffic on Foothills, 3) Increased noise levels, 4) more speeding, 5) Unprotected turn required on to City View
36	Against	04/03/13	6:56 PM	Phone	Unknown Female	Unknown	Unknown	Indian Hollow closure is an inconvenience. She uses it for getting to doctors appointments. How can we get it open. (She left no contact information)
37	Against	04/09/13		Phone	Unknown Female	Unknown	Unknown	It's a mess to turn left on Foothills. The traffic is backed-up. If Indian Hollow does not get opened we need a better way to get through to the neighborhood.
38	Against		8:12 AM	Phone	Unknown Male	Unknown	Unknown	Having Indian Hollow closed is an inconvenience. All of the traffic is being diverted. All you did was accommodate one person or business at the inconvenience of the rest of the citizens.
39	Against		2:16 PM	Phone	Unknown Female	Unknown	Unknown	Having Indian Hollow closed is an inconvenience. There is more traffic on Lohman and Foothills. There is more of a delay.
40	Against		3:55 PM	Phone	Daryl Evins	(575) 528-8740	750 Scenic View	We should re-open Indian Hollow. There is now more danger on Little Dam Rd. there is more traffic and more miles to travel. It's very dangerous when getting mail and the roads are too narrow to have so much traffic in the area. Doesn't understand why it was closed.
41	For	02/06/13	1:23 PM	Phone	Unknown Male	Unknown	Unknown	Male resident inquiring about the closure because he is considering a home purchase on Indian Hollow. He asked about the barricades and if it would be replaced by something permanent at a later date.
42	For	02/12/13	9:01 AM	Phone	Ruben Castillos	Unknown	Unknown	Mr. Castillos is happy the closure is permanent. He likes it because it makes the neighborhood quieter.

#	For / Against	Date	Time	Type	Name	Phone	Address	Comment
43	For	02/12/13	4:10 PM	Phone	Armenia Taylor	(575) 532-9749	Unknown	"Talking to Armenia Taylor (532-9749) about Indian Hollow road closure—she's upset about the trash pickup. She said Solid Waste left the Indian Hollow trash cans out on Chimney Rock today after they picked up their trash, forcing the residents to walk up the block to pick them up. She is claiming we are trying to make it difficult for the residents. But other than the trash pickup issue, she LOVES the closure of Indian Hollow. LM"
44	For	02/21/13	9:13 AM	Phone	William Beerman	(575) 532-9398	Chimney Rock & Squaw Mt.	He is very happy with the closure. He said that Indian Hollow should have never been opened because we shouldn't have a lot of traffic cutting through the neighborhood from Lohman. The traffic would just have been worse with the new store coming in.
45	For	02/22/13	10:53 AM	Phone	Robert Bowles	(575) 640-4938	Unknown	Thank you. Traffic has decreased. It is a lot better.
46	For	02/22/13	3:51 PM	Phone	Marilyn	(575) 993-1703	764 Indian Hollow	She appreciates the closure. So much less traffic. All of her neighbors say it is much quieter.
47	For	02/26/13	10:42 AM	Phone	Chris Sautter	575-521-9724	3422 Chimney Rock	She fully supports the closure. The traffic was horrible prior to the closure. She attended all of the meetings regarding this. The City had no other choice; closing it was the only thing you could do. It has reduced speeding. It is much safer. The store would have created so much more traffic. You had no choice but to close it for the neighborhood.
48	Indifferent / Unknown	02/06/13	1:10 PM	Phone	Unknown Female	Unknown	Unknown	Woman asked what type of construction work was going on @ Indian Hollow. I explained that it was a permanent road closure. She simply said "thank you" and ended the call.
49	Indifferent / Unknown	02/06/13	1:17 PM	Phone	Unknown Female	Unknown	Unknown	Same woman that called at 1:10 PM called back to ask why the closure was made. She made no other comments after she was given an explanation.
50	Indifferent / Unknown	02/19/13	1:50 PM	Phone	Don Martin	Unknown	Regal Ridge	I just received a call from Don Martin who lives on Regal Ridge. He called because he wanted to know why the barricades at Indian Hollow had not been removed along with the traffic control. I explained that the Indian Hollow closure was permanent. He said that he did not realize that it was a permanent closure and he said he was sure that others also thought it was temporary. He said we should put out a public notice or place an announcement in the Sun-News; or at least put up a sign stating that Indian Hollow is no longer a through street. He said that he was noticing a lot of people turning into Indian Hollow unaware of the closure.

#	For / Against	Date	Time	Type	Name	Phone	Address	Comment
51	Indifferent / Unknown	03/01/13	4:49 PM	Voicemail	Unknown Female	Unknown	Unknown	Left a message saying she would call back on Monday. She left no contact information and has not called back yet.
52	Duplicate	02/12/13	4:13 PM	Phone	Armenia Taylor	(575) 532-9749	Indian Hollow	<p>Had a disgruntled call from Armina Taylor 532-9749 who lives in the Condo complex on Indian Hollow. She wants the road to stay closed and could not understand why we did not come to service the containers. I explained our problem and that we were hoping for a permanent solution such as a Cul-de-Sac to turn around.</p> <p>We took the containers to the adjacent road this morning for service and she moved them all back not knowing we would return to bring them back to each address. I explained that was a temporary solution until a final decision is made on the type of permanent closure. She had several issues with all the possible options and felt I was not willing to provide good customer service. She asked for the phone # to the head of Transportation which I provided to her.</p>
53	Duplicate	02/21/13	1:04 PM	Phone	William Beerman	(575) 532-9398	Chimney Rock & Squaw Mt.	Mr. Beerman wanted to say that traffic on Chimney Rock has decreased dramatically. He suggested that we do an additional traffic study to show the difference in the neighborhood traffic. Now that Indian Hollow isn't available as a shortcut he has noticed a difference.
54	Duplicate	02/25/13	11:57 AM	Phone	Hector	(575) 496-7663	Horizon View	He is not happy. All of the traffic is now flying through their streets. It is not fair. H has 4 kids that are dropped off on City View everyday and all of the traffic from Foothills are driving too fast. Some over 50 mph! This was a very wrong decision. Speed bumps may help. He's willing to deal with them if it will help slow down traffic. If Indian Hollow cannot be opened then find another outlet for the traffic/drivers. [Next to Dion's or connect Roadrunner.]
55	Duplicate	03/04/13	N/A	Letter	Dan Wasser	(575) 644-7434	703 City View	<i>Please see Indian Hollow Comment Log Attachment #3: Letter received by City on March 4th, 2013</i>
56	Duplicate	03/06/13	9:39 AM	Phone	Marie Galis	(575) 521-5954	717 Scenic View	Still having a traffic problem. What is going to happen? All of the trash cans from Indian Hollow are having to sit next to her home and they are there all day long. When you are travelling WB on Lohman and trying to turn onto Foothills, the line is so long that a lot of people are driving extra to Nacho and then coming back around to Foothills. She also asked about the store going in. She said that she was told that it was not a health food store that it would be a liquor store.

#	For / Against	Date	Time	Type	Name	Phone	Address	Comment
57	Duplicate	03/11/13	4:10 PM	Phone	Marie Galis	(575) 521-5954	717 Scenic View	Ms. Galis was given several numbers to call and voice her opinion about the Indian Hollow closure. With today's call she was transferred to me again. She said that she was just trying to make sure that she did get a call in to everyone involved because she would really like to see Indian Hollow opened up. She said that she is very delighted that several people in the neighborhood feel the same way she does. She is very concerned with the children waiting for the school bus and the elderly walking to their mailboxes.
58	Duplicate	03/13/13		Phone	Armenia Taylor	(575) 532-9749		Ms. Taylor contacted the office to inquire about some strange flyers/letters being placed on neighborhood mailboxes. She said that her daughter saw a woman dressed in a "city" like uniform and drivin around in a white truck. She also said that she knew that it was not the City who sent out these flyers. They were handwritten and listed various phone numbers to contact to have Indian Hollow opened.
59	Duplicate	04/01/13	10:25 AM	Phone	Anthony Galindo	(575) 639-4782	Unknown	His call was returned and there was no answer. A message was left for him to call back.
60	Duplicate	04/02/13	11:22 AM	E-mail	William Beerman	(575) 532-9398		<i>Please see Indian Hollow Comment Log Attachment #4: E-mail received by City on March 26th, 2013</i>
61	Duplicate			Phone	Aremnia Taylor	(575) 532-9749		She came across an e-mail from Gary Skelton that left her questioning what is going on with Indian Hollow. She doesn't understand what is going on and wants to speak to someone. Everyone is upset again.

Indian Hollow Comment Log
Attachment #1

RECEIVED
FEB 07 2013
CITY OF LAS CRUCES
CITY MANAGER

City Las Cruces City Manager
I want to Thank you for
the fackin mess now on City
View + foot hills. Closing off
Indian Hollow was the worst decision
your people have ever made.

City View Owner

City of Las Cruces
FEB - 8 2013
Transportation Department
Director's Office

SENT TO:
LKA

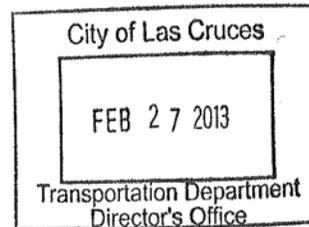
SCANNED

LC DEPT OF TRANSPERTATION.

SIR;

IN REGARDS TO THE CLOSING OF INDIAN HOLLOW. THIS HAS NEVER BEEN MADE CLEAR IS IT JUST TO PLACE UTILITIES THERE OR CLOSED PERIOD. IF CLOSED WE HERE ON CITY VIEW HAVE A BIG PROBLEM WITH THIS. THIS DESISSION WAS MADE WITH OUT ANY IMPUT FROM EVERY ONE WEST OF THERE. THERE ARE 290 HOMES APARTMENTS TOWN HOMES IN THIS AREA. WHICH NOW GIVES EVERY ONE ONLY TWO WAYS OUT. NO ONE WILL US THE SOUTH WAY OUT. SOME OF THE HOMES ARE RENTED TO MANY STUDENTS AS MANY AS 5 CARS PER HOME. THEY COME AND GO CONTINUSOUS. YOU HAVE DIRECTED ALL TRAFFIC TO CITY VIEW. WHAT IS WRONG WITH DIRECTING SOME OF THAT TO HORIZON VIEW. I DON'T UNDER STAND THE REASON FOR CLOSING IT...

703 CITY VIEW DAN WASSER 644-7434



Sir

3-1-13

Speed bumps please on Horizon View
City View + Little Dam.

You had a speed flasher at City View
Mostly it didn't work.

You got to get the speed down on
both Little Dam + City View.

Chasing Indian Hollow was or is
a stupid move!

Don Wanner
703 City View

Indian Hollow Comment Log
Attachment #4

Jessica Pena

From: Lisa Murphy
Sent: Thursday, April 04, 2013 7:48 AM
To: Jessica Pena
Subject: FW: INDIAN HOLLOW CLOSURE

Follow Up Flag: Follow up
Flag Status: Flagged

Just put this in the comment log.

Lisa L. Murphy, AICP, CM
Transportation Director
575-541-2559 (Office)
575-993-8466 (Mobile)
lmurphy@las-cruces.org

From: Brian Denmark
Sent: Wednesday, April 03, 2013 1:54 PM
To: Willie Roman
Cc: Lisa Murphy; Jeff Honeycutt
Subject: FW: INDIAN HOLLOW CLOSURE

FYI – This is the person that is requesting information. Please review his comments and provide feedback to me. There is another note I'll send you as well.

Brian Denmark, AICP
Assistant City Manager/COO
City of Las Cruces
(575) 541-2271: Office
(575) 642-1726: Cell

From: william.beerman@q.com [<mailto:william.beerman@q.com>]
Sent: Tuesday, April 02, 2013 11:22 AM
To: Brian Denmark
Cc: Sharon K. Thomas; Sharon Thomas
Subject: Re: INDIAN HOLLOW CLOSURE

Thank you for your reply.

I am interested in the methodology of the studies. For example, at Neighborhood Association request, in November of 2011 two traffic counts were done on Chimney Rock: one near my house at the corner of Squaw Mountain and Chimney Rock, and one farther up the hill on Chimney Rock. I am forwarding to you separately an email from Karmella Espinoza that shows the results of the November 2011 traffic counts.

In the interest of comparing apples and apples, I think these 2011 counts should be used as a benchmark when comparing today's traffic. Although I saw traffic counter devices near Indian Hollow and City View recently, I don't believe any were placed at the same locations mentioned above where the 2011 counts were done.

Indian Hollow Comment Log
Attachment #4

My neighbors and I have noticed a substantial calming of traffic on Chimney Rock since Indian Hollow was closed and some people stopped using our neighborhood as a shortcut across town. There is no doubt that the traffic volume has decreased. We would like to see traffic counts done at the above-mentioned locations to quantify this reduction. If there is less traffic on Chimney Rock, logically there certainly is less traffic in our neighborhood and the next neighborhood too, as the ratio of cut-through drivers to local-resident drivers decreases.

Also, according to one report, "numerous" persons have complained to City Hall about the closing of Indian Hollow. Someone has been going around anonymously at night taping to mailboxes flyers with City Hall phone numbers and going door to door urging people to call to protest the closure. These are not spontaneous complaints. Any consideration of public response to the closure in a traffic study should document who the complaints came from to prevent multiple complaints from the same persons. Further, if the addresses of the complainers are examined, it will emerge that most of the complainers live on streets with dead ends or cul de sacs where there is no through traffic at all. The callers simply do not want to drive an extra block or two. Additionally, the study methodology should consider that there are only eight houses on the affected block of City View, where a new bank branch has been opened adjacently on Foothills, and that Little Dam has no houses fronting on it and it is much better suited to through traffic than Indian Hollow and Chimney Rock.

One final point. Police records document the number of accidents on Chimney Rock and Indian Hollow over the past few years. The study should include a comparison of how many accidents have occurred since Indian Hollow was closed, even though some adjustment period is to be expected. And once the property at Indian Hollow and Lohman is developed as a high-intensity commercial development, problems including the accident rate will be compounded as commercial traffic cannot get onto Lohman to go west and south and drivers will resort to Indian Hollow-Little Dam-City View-Foothills.

I would like an opportunity to review the study reports rather than have them disclosed at a City Council meeting where there is no time to evaluate the studies and public comment and citizen-councilor interaction is severely limited.

Once again, thank you for your reply.

I am copying Councilor Thomas on this because she recently wrote to one of our Association board members about this matter.

Bill Beerman
575-532-9398 Home
202-271-1677 Cell

From: "Brian Denmark" <bdenmark@las-cruces.org>
To: "william beerman" <william.beerman@a.com>
Sent: Tuesday, April 2, 2013 7:29:07 AM
Subject: RE: INDIAN HOLLOW CLOSURE

Bill,

Indian Hollow Comment Log
Attachment #4

I have been out of the office and am now playing catch up. Did you contact anybody else on this issue or are still waiting a response? I'll need to check with staff on this to see where we are at. A work session has already been scheduled for May 13th with City Council to discuss this issue.

Brian Denmark, AICP
Assistant City Manager/COO
City of Las Cruces
(575) 541-2271: Office
(575) 642-1726: Cell

From: william.beerman@q.com [mailto:william.beerman@q.com]
Sent: Tuesday, March 26, 2013 1:32 PM
To: Brian Denmark
Subject: Fwd: INDIAN HOLLOW CLOSURE

Forwarded with corrected address.

From: "william beerman" <william.beerman@q.com>
To: BDENMARK@LAS-CRUCES.ORG
Sent: Tuesday, March 26, 2013 9:45:49 AM
Subject: INDIAN HOLLOW CLOSURE

Hi Mr. Denmark,

If I come in to City Hall, may I view the Indian Hollow closure file, particularly the reports on traffic studies done on the issue.

Thank you,

Bill Beerman
3340 Squaw Mountain Drive
Las Cruces, NM 88011
Cell 202-271-1677

INDIAN HOLLOW ROAD CLOSURE

STUDY RESULTS AND OPERATIONAL CONSIDERATIONS

**ACM Office,
Transportation
Department,
Utilities, Fire
Department**

ORDINANCE NUMBER 2660

- On September 17, 2012, City Council adopted Ordinance Number 2660, An Ordinance Approving a Zone change from O-2C (office, Professional-Limited Retail Service-Conditional) to C-3C (Commercial High Intensity-Conditional) on 1.56 ± acres of Land located on the Southeast Corner of Lohman Avenue at Indian Hollow Road; 3830 E. Lohman Avenue. The intended use of the property was for a small natural foods grocery store.
- A condition for this zone change included the following:
As determined by the City of Las Cruces, the developer will be required to close that portion of Indian Hollow Road adjacent to the subject property to through traffic into the Foothills Neighborhood.

INTRODUCTION

Due to staff concerns about the closure, a study was implemented to evaluate traffic impacts via a temporary closure method.

PUBLIC NOTICES

- On January 31, 2013 a public notice was issued through the Public Information Office and electronically delivered to LCPS bus transportation staff stating Indian Hollow Road would be closed to through traffic beginning February 4, 2013. On February 1, 2013 this notice was placed on resident's doors along the closed portion of Indian Hollow Road.
- On February 21, 2013 a public notice was issued through the Public Information Office and placed on resident's doors within the entire neighborhood stating that Indian Hollow Road had been permanently closed to through traffic and dead end signage had been installed.
- On March 14, 2013 a public notice was issued through the Public Information Office stating that a study was being conducted on the closure of Indian Hollow Road and the results would be presented to City Council.
- On May 3, 2013 a letter was mailed to the owners of record within the neighborhood informing them the results of the study would be presented at the City Council Work Session on May 13, 2013.

VICINITY MAP



CLOSURE

- The closure took effect on February 4, 2013
- Jersey Barriers were used to ensure temporary closure signs could not be moved.



CLOSURE STUDY

ANTICIPATED TRAFFIC

- **There are approximately 182 Single-Family Detached Houses and approximately 22 Residential Condominium/Townhouses in the neighborhood**
- **Using trip generation methods from the Institute of Transportation Engineers the neighborhood produces an anticipated traffic volume of 1982 trips per day (ADT)**

CLOSURE STUDY

TRAFFIC COUNTER LOCATIONS

- Traffic counts were conducted before and after the study
 - Due to equipment issues, pre-closure speed data was not obtained



CLOSURE STUDY SPEEDS

85th Percentile Speeds <i>After</i> Closure	
	(MPH)
Chimney Rock	28.5
City View	28.0
Horizon View	30.4
Little Dam	27.2
Indian Hollow N	24.9
Indian Hollow S	24.9

- Indian Hollow and Chimney Rock have posted speed limits of 25 mph and contain various traffic calming treatments including Neighborhood Traffic Calming Program applications, markings, and speed humps
- The remaining roadways do not have posted speed limits and would have a speed limit of 30 mph
- A 2011 study along Chimney Rock showed the 85th percentile speed was 28.4 mph along the east/west portion of the road

CLOSURE STUDY

GENERAL OBSERVATIONS

- **Due to the closure, vehicles immediately began maneuvering over the curb to get around the jersey barriers in both northbound and southbound directions**
- **Damage was done due to this practice and shown on the following images**
- **Additional barriers were installed to prohibit this practice**

CLOSURE STUDY

GENERAL OBSERVATIONS



PUBLIC COMMENT SUMMARY

- **50 comments have been received**
 - **40 against the closure**
 - **7 for the closure**
 - **3 neutral**
- **The majority of the concerns include:**
 - **Increased traffic and speeding on other roads within the neighborhood such as City View**
 - **Increased travel time**
 - **Impact on Solid Waste services**
 - **Impact to Foothills road**
 - **Impact on emergency services**



UTILITIES

SOLID WASTE ISSUES



UTILITIES

SOLID WASTE ISSUES

- **Standard Cul de Sac Turn Around**
- **Turn Around in Driveways**
- **Backing Up - Accidents**
- **Parked Vehicles**

UTILITIES SOLID WASTE ISSUES



UTILITIES SOLID WASTE ISSUES



UTILITIES SOLID WASTE ISSUES



UTILITIES

SOLID WASTE ISSUES

■ Costs to Move Containers

- Laborer - 2 or 3 hours per day (Recycling)
- \$170.28/mo. or \$8.11/mo./customer

■ Cost Details

- Travel time 15 min each way X 2 = 30 min
- Move containers 2min/2cont = 22 min
- 2 hours per week, 3 hrs - recycling
- 2.5 hrs/wk X 4.3 wks/mo = 10.75 hrs
- \$10.56/hr X 1.5 OT X 10.75 = \$170.28
- No one else in the City has this service

FIRE DEPARTMENT CONCERNS

FIRE DEPARTMENT

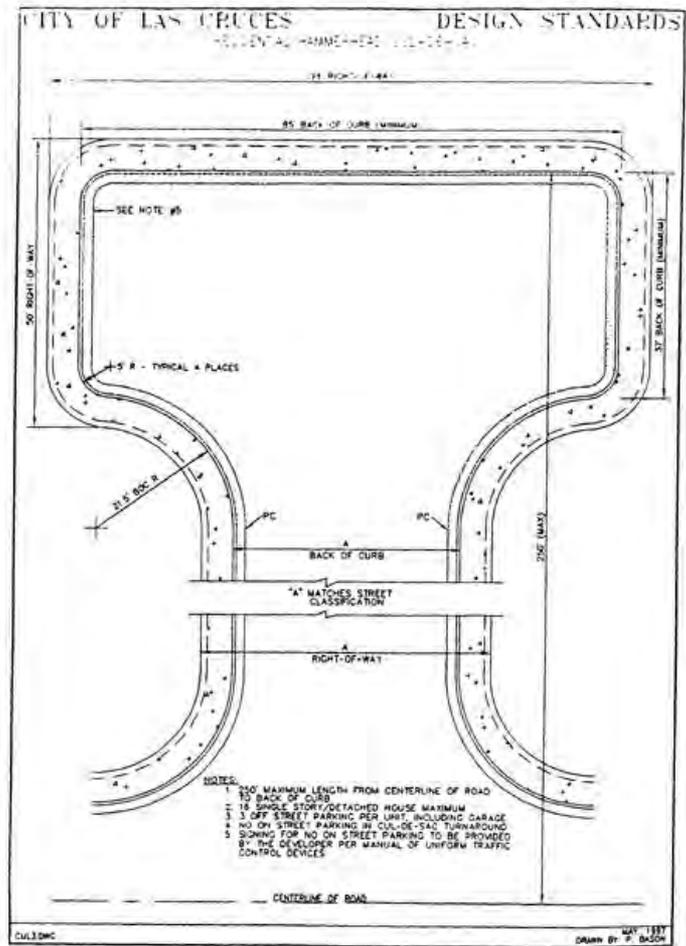
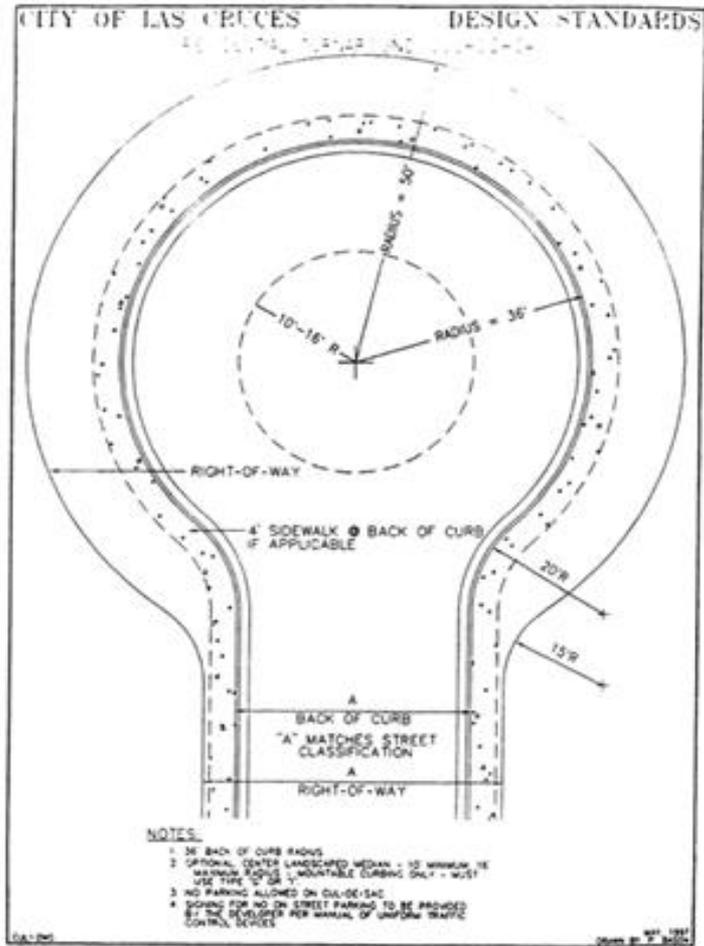
Code Compliance

- Dead End Road

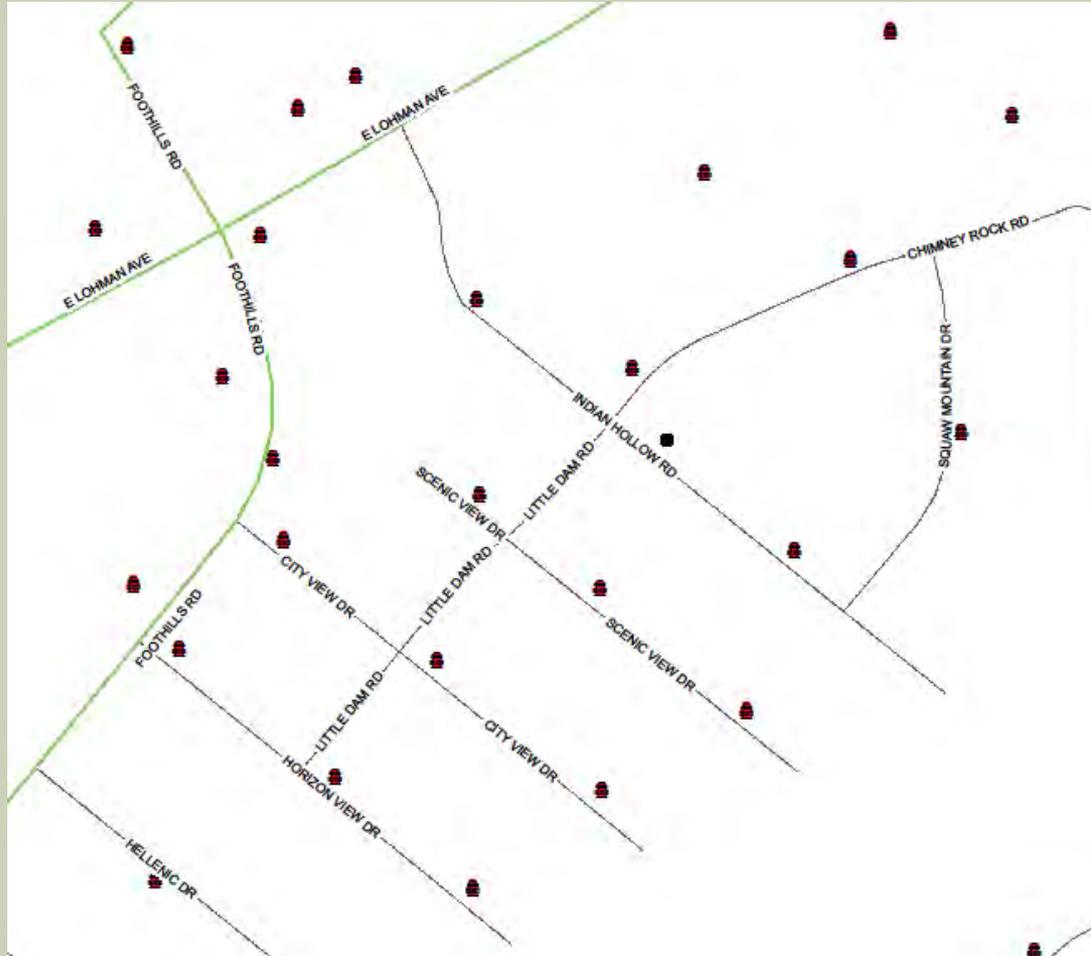
Operational Concerns

- Primary Response
 - No impact
- Back up Response
 - Delay of 30-55 seconds based on alternate route
- Water Supply
 - One hydrant on Indian Hollow between Little Dam and Lohman
 - Hydrant needed on corner of Indian Hollow and Little Dam

FIRE DEPARTMENT



FIRE DEPARTMENT



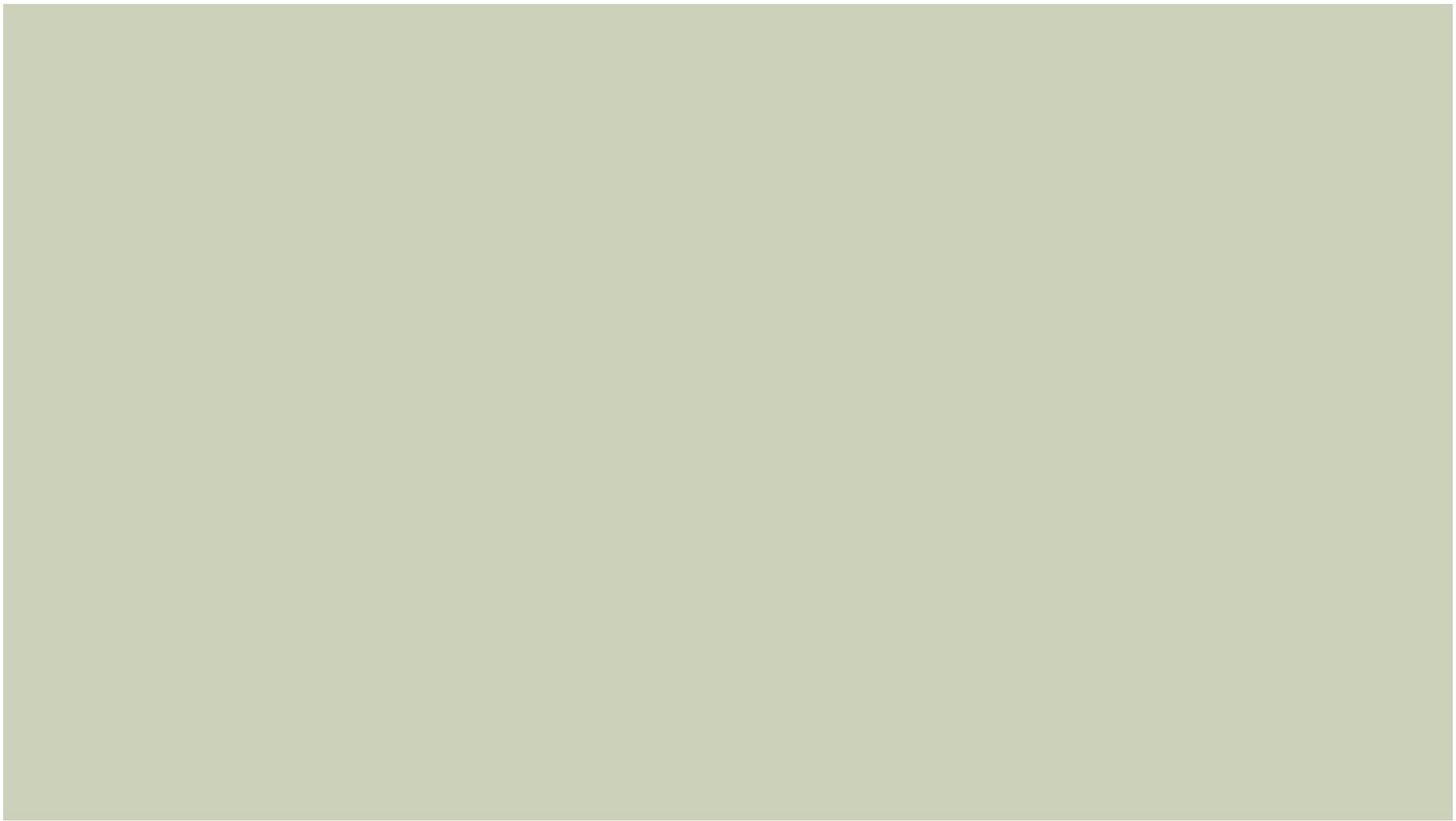
CONCLUSION

- **Traffic volume counts indicate traffic shifted internally to other roadways within the neighborhood (City View), but do not necessarily indicate a reduction in pass-by traffic.**
- **Speed data indicates speeds on Chimney Rock were nearly identical before and after the closure**
- **Public response was resoundingly negative toward the closure**
- **Attempts to bypass the closure indicates a strong desire to utilize the existing route through Indian Hollow**
- **The closure has a negative impact on City Utilities and emergency services.**

OPTIONS

- **Other options that could mitigate pass-by traffic, if any, would require further study. Some examples:**
 - **Restricting westbound left to Indian Hollow Road from Lohman Avenue**
 - **Diverters or Chicanes (Traffic Calming Treatments)**
 - **Installing a gate at the intersection of Chimney Rock and Roadrunner Circle**

Questions?





OPTIONS



“CUT THROUGH” ROUTE FROM LOHMAN TO TELSHOR



CLOSURE STUDY

CRASH RATE COMPARISON

3-Year Crash Rate History

	Crashes per Million Vehicle-Miles <i>(previous 33 months before closure)</i>	Crashes per Million Vehicle-Miles <i>(3 months preceding closure)</i>
Indian Hollow	5517	19135
Chimney Rock	1180	(No Accidents Reported)
City View	2242	(No Accidents Reported)
Little Dam	5238	(No Accidents Reported)
Horizon View	707	(No Accidents Reported)
Foothills	1262	1765