



GMT NEXT GEN TRANSIT PLAN Burlington TEUC

November 29, 2017



Goals and Objectives

www.ridegmt.com/nextgen



GOAL 1	ENHANCE → Make service more convenient Objectives: • Provide convenient options to travel by personal automobiles • Simplify service to make it easier to understand • Adjust route alignments and schedules to provide faster and more direct service • Provide more frequent service throughout the day and on weekends on high ridership routes • Expand service to new areas with transit-supportive markets • Improve passenger comfort at stops and on-board vehicles
GOAL 2	CONNECT → Connect people to life's activities Objectives: • Connect people with jobs and services that are part of daily life • Connect people with medical facilities and social services • Provide service that helps people live independently • Emphasize services that will benefit the largest numbers of people • Coordinate with other transportation providers and transportation-related organizations to develop comprehensive transportation strategies
GOAL 3	THRIVE → Improve the region's quality of life Objectives: • Improve economic opportunities for disadvantaged residents • Provide services that will help greater Burlington and the GMT service area retain and attract younger residents • Provide services that help people age in place • Provide services that help new residents adapt to life in Vermont
GOAL 4	SUSTAIN → Provide financially and environmentally sustainable service Objectives: • Effectively match services with demand • Provide services that meet GMT's service guidelines • Provide services that meet VTrans' productivity and cost-effectiveness guidelines • Develop partnership and prioritize services where private and public partners provide funding and/or other transit-related assistance • Provide services that will shift people out of automobiles

Scenario Development

Stakeholder Interviews



Market Analysis



Evaluation of Existing Services



Scenarios



Service Recommendations

Chittenden County Service Improvement Major Themes

- **Simplified Service**
 - Schedules and route alignments
- **Core Network of Major Local Routes**
 - Increased Frequency
- **More Evening Service**
- **Better Weekend Service**
- **Minimum Service Frequency Standards**
- **One Seat ride between Downtown Burlington and Burlington International Airport**

Scenarios

Scenario 1: Major Expansion (20% service increase)

Major focus on improvements in areas that are already served – based on findings from market analysis and evaluation of existing services

Low focus on geographical expansion – based on market analysis findings

Unconstrained – as long as potential services can meet VTrans’ “Acceptable” thresholds for productivity and cost-effectiveness

Scenario 2: Moderate Expansion (10% service increase)

Attempts to achieve much of the same as Scenario 1 but with more modest approaches

Scenario 3: Cost Neutral

Major focus on addressing issues with existing services and resources

Chittenden County Service Improvement Scenarios Summary

SUMMARY OF SERVICE IMPROVEMENT OPTIONS BY SCENARIO

Italic = Differences between scenarios

ROUTE	CHANGES IN ALL SCENARIOS	EXISTING	SCENARIO 1	SCENARIO 2	SCENARIO 3
Major Local					
1 Williston / Williston Village	- Serve airport on all trips - Discontinue Route 1V	- Weekday: 6:15 AM – 12 AM 15 peak/30 midday/60-80 evening - Saturday: 6:15 AM – 12 AM 30 day/70-80 evening - Sunday: 8 AM – 7 PM 75 all day	- Weekday: 5:30 AM – 11 PM 20 peak/20 midday/30 evening - Saturday: 6:15 AM – 10 PM 20 day/30 evening - Sunday: 7 AM – 8 PM 30 all day - Direct service along Williston, with a single deviation to serve the airport	- Weekday: 5:30 AM – 11 PM 15 peak/30 midday/30 evening - Saturday: 6:15 AM – 10 PM 30 all day - Sunday: 7 AM – 8 PM 60 all day - Deviate off of Williston to serve the airport and White Street	- Weekday: 5:30 AM – 11 PM 20 peak/20 midday/30 evening - Saturday: 6:15 AM – 10 PM 30 all day - Sunday: 7 AM – 8 PM 60 all day - Deviate off of Williston to serve the airport and White Street
2 Essex Junction	- Serve UVM Medical Center and Ethan Allen on all trips - Discontinue service to Global Foundries - Terminate at Amtrak in Essex	- Weekday: 5:45 AM – 12 AM 15 peak/30 midday/30-70 evening - Saturday: 6 AM – 12 AM 30-60 day/30-75 evening - Sunday: 8 AM – 9:15 PM 75 all day	- Weekday: 5:30 AM – 11 PM 20 peak/20 midday/30 evening - Saturday: 6:15 AM – 10 PM 20 day/30 evening - Sunday: 7 AM – 8 PM 30 all day	- Weekday: 5:30 AM – 11 PM 15 peak/30 midday/30 evening - Saturday: 6:15 AM – 10 PM 30 all day - Sunday: 7 AM – 8 PM 60 all day	- Weekday: 5:30 AM – 11 PM 20 peak/20 midday/30 evening - Saturday: 6:15 AM – 10 PM 30 all day - Sunday: 7 AM – 8 PM 60 all day
6 Shelburne Road	Discontinue deviations to Waldorf School and Vermont Teddy Bear Company	- Weekday: 6 AM – 11:20 PM 30 peak/30 midday/60-75 evening - Saturday: 6:15 AM – 8:20 PM 60 all day - Sunday: no service	- Weekday: 5:30 AM – 11 PM 20 peak/20 midday/30 evening - Saturday: 6:15 AM – 10 PM 20 day/30 evening - Sunday: 7 AM – 8 PM 30 all day	- Weekday: 5:30 AM – 11 PM 15 peak/30 midday/30 evening - Saturday: 6:15 AM – 10 PM 30 all day - Sunday: 7 AM – 8 PM 60 all day	- Weekday: 5:30 AM – 11 PM 20 peak/20 midday/30 evening - Saturday: 6:15 AM – 10 PM 30 all day - Sunday: 7 AM – 8 PM 60 all day
7 North Avenue	- Discontinue deviation to high school - Discontinue deviation to Heineburg Housing	- Weekday: 5:30 AM – 10:15 PM 30 peak/30 midday/60-75 evening - Saturday: 6:15 AM – 8 PM 30-60 all day - Sunday: no service	- Weekday: 5:30 AM – 11 PM 20 peak/20 midday/30 evening - Saturday: 6:15 AM – 10 PM 20 day/30 evening - Sunday: 7 AM – 8 PM 30 all day	- Weekday: 5:30 AM – 11 PM 15 peak/30 midday/30 evening - Saturday: 6:15 AM – 10 PM 30 all day - Sunday: 7 AM – 8 PM 60 all day	- Weekday: 5:30 AM – 11 PM 20 peak/20 midday/30 evening - Saturday: 6:15 AM – 10 PM 30 all day - Sunday: 7 AM – 8 PM 60 all day
Urban Local					
4/10 Essex Center / Williston/Essex	- Routes consolidated under both scenarios - Terminates of Essex Outlets service discontinued on Center Road, Sand Hill Road, and Maple Street	Route 4 - Weekday: 6 AM – 9:50 AM, 1 PM – 6:15 PM 30 peak/30 midday/45 evening Route 10 - Saturday: no service - Sunday: no service - Weekday: 7 AM – 7:20 PM 60 all day - Saturday: 7 AM – 7:20 PM 60 all day - Sunday: no service	- Weekday: 7 AM – 7 PM 60 all day - Saturday: 7 AM – 7 PM 60 all day - Sunday: no service	- Weekday: 7 AM – 7 PM 60 all day - Saturday: 7 AM – 7 PM 60 all day - Sunday: no service	- Weekday: 7 AM – 7 PM 60 all day - Saturday: 7 AM – 7 PM 60 all day - Sunday: no service
5 Pine Street	- Discontinue deviation to Lakeside - Changes to southern terminus alignment under both scenarios	- Weekday: 6:15 AM – 12:15 AM 15-30 peak/30 midday/15-45 evening - Saturday: 6:15 AM – 12:15 AM 30 day/30-80 evening - Sunday: no service	- Weekday: 6 AM – 10 PM 30 all day - Saturday: 7 AM – 9 PM 60 all day - Sunday: 8:30 AM – 7 PM 60 all day - Southern alignment: Depart GMT, travel along Home Avenue and turn north on Shelburne Road, then via Flynn Avenue to Pine Street	- Weekday: 6 AM – 10 PM 30 all day - Saturday: 7 AM – 9 PM 60 all day - Sunday: no service - Southern alignment: Depart GMT, travel directly via Home Avenue to Pine Street	- Weekday: 6 AM – 10 PM 30 all day - Saturday: 7 AM – 9 PM 60 all day - Sunday: no service - Southern alignment: Depart GMT, travel along Home Avenue and turn north on Shelburne Road, then via Flynn Avenue to Pine Street
8 City Loop	Changes to alignment to reduce redundancy w/ other services under both scenarios	- Weekday: 6:45 AM – 7:40 PM 30 all day - Saturday: 6:45 AM – 6:40 PM 30 all day - Sunday: no service	- Weekday: 6:30 AM – 10 PM 30 all day - Saturday: 7 AM – 9 PM 30 all day - Sunday: 8:30 AM – 7 PM 60 all day - Consolidated alignment with Route 11 - Loop runs counterclockwise instead of clockwise	- Weekday: 6:30 AM – 10 PM 30 all day - Saturday: 7 AM – 9 PM 30 all day - Sunday: 8:30 AM – 7 PM 60 all day - New bidirectional alignment between DFC and South Williams Street, service discontinued south of College Street	- Weekday: 6:30 AM – 10 PM 30 all day - Saturday: 7 AM – 9 PM 60 all day - Sunday: 8:30 AM – 7 PM 60 all day - Consolidated alignment with Route 11 - Loop runs counterclockwise instead of clockwise
9 Wilder/Woodstock	- Serve the full alignment on all trips - Serve Courtyard and below on alternate trips	- Weekday: 6:45 AM – 7 PM 30 peak/60 midday (plus 1 truncated late night round trip) - Saturday: 6:15 AM – 7 PM 40 all day - Sunday: no service	- Weekday: 6 AM – 11 PM 30 all day - Saturday: 7 AM – 9 PM 60 all day - Sunday: 8:30 AM – 7 PM 60 all day - Operate AM school tripper to serve students	- Weekday: 6 AM – 11 PM 30 all day - Saturday: 7 AM – 9 PM 60 all day - Sunday: no service	- Weekday: 6 AM – 11 PM 30 all day - Saturday: 7 AM – 9 PM 60 all day - Sunday: no service

GREEN MOUNTAIN TRANSIT

ROUTE	CHANGES IN ALL SCENARIOS	EXISTING	SCENARIO 1	SCENARIO 2	SCENARIO 3
11 College Street Shuttle		Summer Season • Weekday: 6:15 – 9 PM 15-30 peak/15 midday/30 evening • Saturday: 8:45 AM – 9 PM 15-30 day/30 evening • Sunday: 8:45 AM – 9 PM 15-30 day/30 evening Rest of Year • Weekday: 6:15 – 7:15 PM 15-30 peak/15 midday/30 evening • Saturday: no service • Sunday: no service	Consolidated with Route 8	• Weekday: 8 AM – 8 PM 30 all day • Saturday: 10 AM – 8 PM 30 all day • Sunday: 10 AM – 8 PM 30 all day • Maintains AM schedule year-round	Consolidated with Route 8
12 Univest/Airport	• Extended to serve Univest Medical Center on all trips • Discontinue deviations to Community Drive and Country Park • Discontinue trips to DFC	• Weekday: 6:25 AM – 10 PM 30-45 peak/30 midday/60-70 evening • Saturday: 6:30 AM – 10 PM 30 day/50-60 evening • Sunday: 8:45 AM – 7:30 PM 75 all day	• Weekday: 6 AM – 6 PM 60 all day • Saturday: 6 AM – 6 PM 60 all day • Sunday: 6 AM – 6 PM 40 all day	• Weekday: 6 AM – 6 PM 60 all day • Saturday: 6 AM – 6 PM 60 all day • Sunday: no service	• Weekday: 6 AM – 6 PM 60 all day • Saturday: 6 AM – 6 PM 60 all day • Sunday: no service
18 Sunday Service	• Discontinue Route 18, and operate Sunday service on select local routes	• Weekday: no service • Saturday: no service • Sunday: 8:25 AM – 5:30 PM 30-110	Route discontinued	Route discontinued	Route discontinued
Commuter					
3 Lakeside Commuter	• Discontinue Route 3, serve existing trips with Route 5 Pine Street	• Weekday: 6:05 AM – 7:15 AM 3 trips • Saturday: no service • Sunday: no service	Route discontinued	Route discontinued	Route discontinued

Service Improvement Ideas



Contact:

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OR

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Councilor Richard Dean, *East District*
Councilor Ali Dieng, *WARD 7*

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Transportation, Energy and Utilities Committee of the City Council
Wednesday, November 29th, 2017 at 5:30 PM

Department of Public Works – Front Conference Room
645 Pine Street – Burlington, VT

–AGENDA–

1. **Agenda**
 - a. DISCUSSION
 - b. ACTION
2. **Public Forum**
3. **Minutes of 10/17/2017**
 - a. DISCUSSION
 - b. ACTION
4. **Green Mountain Transit (GMT) Next Gen Service Improvement Scenarios – 30 minutes**
 - a. Jon Moore Director of Maintenance and Planning Green GMT
 - b. 30-minute duration
 - c. No action required
5. **Great Streets – Standards – 30 minutes**
 - a. Laura Wheelock, Meagan Tuttle, and Kirsten Merriman Shapiro presenting
 - b. 30-minute duration
 - c. No action required
6. **Public Engagement Plan Update – 10 minutes**
 - a. Nicole Losch and Rob Goulding
 - b. 10 minutes
 - c. No action needed
7. **Parking Changes and Garage PARCS Acquisition – 10 minutes**
 - a. Patrick Mulligan
 - b. 10 minutes

c. No action needed

8. Councilors' Update

9. Adjourn



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Transportation, Energy and Utilities Committee of the City Council
Wednesday, November 29th, 2017 at 5:30 PM

Department of Public Works – Front Conference Room
645 Pine Street – Burlington, VT

Members Present: Councilor Max Tracy, TEUC Chairperson Councilor Ali Dieng, TEUC Member

City Staff Present: Chapin Spencer, DPW Robert Goulding, DPW Patrick Mulligan, DPW Nicole Losch, DPW Phillip Peterson, DPW Robert Goulding, DPW Kirsten Shapiro, CEDO Meagan Tuttle, Planning and Zoning

Residents Present: See Attendance Sheet

1. Agenda

- a. Councilor Dieng called the meeting to order at 5:45 pm

2. Public Forum

- a. None offered

3. Minutes of 10/17/2017

- a. Councilor Tracy moved for a motion on the minutes, Councilor Dieng moved to approve the minutes and Councilor Tracy seconded. All in favor.

4. Green Mountain Transit (GMT) Next Gen Service Improvement Scenarios – 30 minutes

- a. Jon Moore Director of Maintenance and Planning Green GMT, see presentation for details, blog www.ridegmt.com/nextgen/
- b. 30-minute duration
- c. General discussion,
 - i. Councilor Dieng, what are GMT's funding sources?
 - ii. Jon Moore, 25% federal funding 25% state of Vermont 25% from rider fare, and 25% from local communities. We want to ensure equitability.
 - iii. Councilor Dieng, how do we improve an individual route or create a new route?

- iv. Moore, there are VTrans grants available to establish new routes.
- v. Councilor Dieng, what kind of energy methods are you using?
- vi. Moore, the majority of our buses are diesel, we have received a grant for some electric buses.
- vii. Councilor Tracey, what is the bus tracking system?
- viii. Moore, RouteShout version 2 is a good app to use
- ix. Councilor Tracey, how are you getting the information out?
- x. Moore, the app has been soft launched, we plan on a doing a more formal launch soon.
- xi. Councilor Tracey, weekend bus service frequency is not very good. Are there plans to improve service? This is especially true for residents going grocery shopping on the weekend.
- xii. Moore, there is currently very poor service; the hope is to provide more consistent weekend service.
- xiii. Councilor Dieng what kind of security methods are you using?
- xiv. Moore, we are providing quarterly bus driver training to deal with several scenarios. There are backups as needed and we work with Burlington Police Department.
- xv. Councilor Dieng is it possible to use bust stops for multiple uses?
- xvi. Moore, the bust stops are in the public ROW, so obviously other organizations may use them. We would ask those people to please coordinate those efforts with us, so that we have the maximum service available for all. Collaboration can work well so long as we have good communication. We already do some work with UVM and Champlain College.
- xvii. Councilor Dieng what is your staff and demographics?
- xviii. Moore, it is a very diverse staff. I do not have perfect percentages for you right now. We have 80 drivers, 20 maintenance workers, and approximately 30 administrative staff. The staff represents people from all over the world.
- xix. Chapin, we need a more consistent transportation system. There will be challenges with any changes. We welcome the City Councils thoughts and any input, we are going to need your help in this conversation. There is a public meeting December 4th at Contois Auditorium at 5PM.

d. No action required

5. Great Streets – Standards – 30 minutes

- a. Meagan Tuttle and Kirsten Merriman Shapiro presenting, see presentation for details
<http://greatstreetsbtv.com/downtown-standards>
- b. General discussion,

- i. Councilor Dieng, what type of lightbulbs are you proposing? It seems as though people cannot enjoy the stars.
 - ii. Tuttle, we will use the same lighting type used on Church Street, we do not want to excessively light. We also want to reduce glare and avoid light pollution.
 - iii. Councilor Dieng, the roads are becoming narrow, why is this?
 - iv. Tuttle, in some cases we are changing the functionality of the road, storm water issues, and a variety of issues. We want to appropriately treat intersections for safety.
 - v. Local resident, is there room for district heating?
 - vi. Tuttle, there is plenty of space for underground work.
 - vii. Local resident, will there be any dedicated bike lanes?
 - viii. Tuttle, there are whole ranges of options; we do not have specific facilities designated yet. There are a variety of options that are on the table for all corridors.
- c. No action required

6. Public Engagement Plan Update – 10 minutes

- a. Nicole Losch and Rob Goulding
 - i. Rob Goulding, we are presenting a document with tracked changes.
- b. General discussion,
 - i. Councilor Tracy, please provide other councilors an opportunity to give feedback.
 - ii. Councilor Dieng, if I send you an email as a city employee how long should it take to get back to me?
 - iii. Goulding, we do not call out specific service time period lengths, only service level agreements.
 - iv. Chapin, if there is a general inquiry we have not entered that realm in terms of time issues. Our requests vary greatly, and is difficult to estimate the time length due to the variety of issues and unknowns with those issues.
 - v. Councilor Tracy, an auto email with See Click Fix would be good.
 - vi. Goulding, as long as people do send in issues anonymously they will be notified as things change with their request.
 - vii. Chapin, we have a 24 hour answering service citizens may call if you have issues.
- c. No action needed

7. Parking Changes and Garage PARCS Acquisition – 10 minutes

- a. Patrick Mulligan, see presentation
- b. General discussion,
 - i. Councilor Dieng, BPD does enforcement. Why is BPD under enforcement and not DPW?

- ii. Chapin, it has always been this way. The community decided that a long time ago.
- iii. Councilor Dieng, what were the revenues for traffic?
- iv. Chapin, a variety of numbers
- v. Councilor Tracy, we appreciate that we are using a data driven process. Is there signage you are looking at to improve information?
- vi. Mulligan, there are new wayfinding signs and we are working with the BBA to improve the existing system.
- vii. Councilor Tracy, has there been any additional progress for secure bike parking?
- viii. Chapin, that is in the 2018 plans and the Great Street Standards also cover this issue.
- c. No action needed

8. Councilors' Update

- a. Councilor Dieng, Ethan Allen Pkwy is the only way for Gazo Ave to James Ave to get to North Ave. What is the process?
- b. Losch, the next time we update the transportation plan; it is a possibility.
- c. Councilor Dieng, I will take it to the local neighborhood meeting and have a discussion and see what their thoughts are.
- d. Councilor Dieng, how was the leaf pickup?
- e. Chapin, it seems to have gone well; there was one day we could not do pickup in the New North End. Please let us know of any problems.
- f. Councilor Dieng, what is the status of recycling and waste pick up?
- g. Chapin, we are interested in doing consolidated pick up. We would be interested in the Council approving a study so we may investigate the possibility. The next big challenge will be the way we pickup organics.
- h. Councilor Dieng, what is the status of lighting in the New North End?
- i. Councilor Tracy, could we use board docs for public meetings?
- j. Rob Goulding will check on adding TEUC material to board docs.
- k. Councilor Tracy, have Rob Green come and give an update on consolidated pickup and toters at the next TEUC meeting.
- l. Councilor Tracy, When is the N Winooski corridor study?
- m. Losch, Advisory committee will meet in February. Committee invitation will hopefully go out in December.

9. Adjourn

- a. Councilor Tracy motioned to adjourn and Councilor Dieng seconded. Meeting was adjourned at 7:22 PM.



We steward Burlington's infrastructure and environment by delivering efficient, effective and equitable public services.

Public Engagement Plan

OVERVIEW

Best practices, public safety, regulatory requirements and the needs of the community inform every decision we make. DPW undertakes a variety of projects and performs a variety of services in Burlington. Public interest will vary based on the nature of the project and the timing, possible impacts, length and location of the project. The engagement strategy will be tailored to meet these needs. Finding the right ways to reach the community and providing opportunities for the community to reach us are essential elements of effective public engagement. This engagement strategy will be tailored to meet the needs of our city.

Burlington is a dynamic and diverse city with residents who deserve and expect well planned, well-built and properly maintained infrastructure. With a population of over 40,000 that grows to over 100,000 during the day, the city has a wide range of residents, business owners, students, commuters and tourists who come to rely on DPW-provided services and infrastructure. From recycling and street maintenance to the implementation of long-term capital projects, our neighbors and visitors should have meaningful opportunities to be informed, to provide input and to make recommendations to DPW's planning process.

This plan uses the Community, Economic, and Development Office's (CEDO) civic engagement framework as a guide and directly references their 'Core Values of Civic Engagement' below, and provides a step toward helping DPW achieve its public engagement goals while continuing to serve Burlington. This plan will evolve as public engagement tools expand and as DPW and the community refine the public engagement process.

CORE VALUES OF CIVIC ENGAGEMENT

- Transparency: Act with integrity in open process; access to clear, reliable information.
- Mutual accountability: Honest, respectful, informed discussion; meaningful assessment to measure growth.
- Easy participation: Create milestones; lots of ways to participate via electronics and in person.
- Meaningful engagement: Open and unbiased process; deliberate and feasible options.
- Inclusiveness and equity: Involve people most impacted; respect culture and language differences.
- Respect: Approach decisions openly, regardless of differences; clearly articulate participation ground rules.
- Evaluation: Regularly assess the use of civic engagement; “lessons learned” are applied to future initiatives.
- ~~Respect~~: Approach decisions openly, regardless of differences; clearly articulate participation ground rules.
- ~~Inclusiveness and equity~~: Involve people most impacted; respect culture and language differences.
- ~~Easy participation~~: Create milestones; lots of ways to participate via electronics and in person.
- ~~Meaningful engagement~~: Open and unbiased process; deliberate and feasible options.
- ~~Mutual accountability~~: Honest, respectful, informed discussion; meaningful assessment to measure growth.
- ~~Transparency~~: Act with integrity in open process; access to clear, reliable information.
- ~~Evaluation~~: Regularly assess the use of civic engagement; “lessons learned” are applied to future initiatives.

GOALS

- ~~To provide inclusive, equitable and meaningful opportunities for the public to provide input, to give recommendations and to offer feedback on upcoming, ongoing or completed projects.~~
- Communicate what we do: To regularly and reliably provide information to the public about projects that will have an effect on daily life and to do so in a timely and predictable manner.
- Provide opportunity for input: To provide inclusive, equitable and meaningful opportunities for the public to provide input, to give recommendations and to offer feedback on upcoming, ongoing or completed projects.
- Set expectations for feedback: To provide the appropriate acknowledgement for any engagement from the public, commit to review all comments, questions or requests and factor serious consideration of public input into our decision-making

STRATEGIC INITIATIVES

- Decision-Making and the role of public input:
 - ~~Refine internal processes to e~~ Evaluate capital projects, maintenance work and emergent issues with regard to how, when, where and with whom the public engagement process occurs. Continue to refine and improve engagement in a way that to meets resident/stakeholder needs while balancing resource constraints.

- Transition to a degree of standardization so that predictable engagement occurs for similar project-types.
- ◆○ Include both project-specific outreach efforts as well as overall construction season outreach to educate our stakeholders about what work and impacts to expect in their city. Where feasible, group projects by larger geographic area for comprehensive location-based outreach
- Reflecting the City's Diversity in our Outreach
 - Identify cultural and linguistic barriers to creating a meaningful two-way dialogue with all communities in the city and begin utilizing tools to address these
 - Refine and expand our engagement efforts in effectively reaching underrepresented communities in Burlington
- Online Presence:
 - Build out DPW social media platforms to be a trusted and reliable source of timely information.
 - The Capital Projects Portal will provide information on all public and private construction projects in the right-of-way to better inform the public and minimize disruptions, with continued refinements to ease of use and aesthetics.
 - Streamline our use of See Click Fix, meet Service Level Agreements and improve and increase the level of detail we provide to customers when closing inquiries
- Quick Build Program
 - Includes an expanded suite of public engagement tools to include interim projects as engagement and educational opportunities.
 - Build outreach materials and community understanding of the quick-build program, the value of interim improvements, and the value of real-time public engagement.

IMPACTS, EQUITY AND ENGAGEMENT

Upon identifying a project, moving a project to a new phase or encountering a project hurdle, DPW staff (project manager, management, public information manager, etc) will consider impacts and equity before deciding on and implementing a public outreach plan. The following assessment will be conducted to decide on the appropriate level of engagement and the additional tools needing to be considered beyond the minimum standards:

1. Who is positively impacted from the project?
2. Who may be negatively impacted and for how long?
3. What are the main concerns, issues and interests of the community?
4. Will any individuals, institutions or groups be disproportionately impacted?
5. Was the project recommended in earlier planning studies which included public engagement? Is additional public input needed or required?
6. Are there any linguistic or cultural barriers to engaging with impacted residents?

SPECTRUM OF ENGAGEMENT

Engagement is both a process and an outcome related to the public's ability to influence decision-making. The engagement process falls on a spectrum, ranging from no decision making ability (Inform) to having power over the final decision (Empower). Where a project falls on the Spectrum of Engagement indicates the highest level of public participation. For projects on the higher end of the Spectrum of Engagement, **the tools and strategies at lower levels may also be utilized as the project progresses through its various phases.** See Appendix for a list of specific project types, the minimum level of engagement the public can expect from DPW, the tools and our stakeholders.

For this plan, the public is considered stakeholders who should have a meaningful opportunity to shape, alter or be informed about DPW project work. At times, **early decision-making may have included regulatory or legal obligations, emergency issues, etc.**

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
<i>Engagement strategies may be needed at many levels, depending on the project or its phase.</i>	Provide the public balanced and objective information.	Obtain public feedback (usually indirectly) on analysis, concepts/alternatives, or decisions.	Work directly with the public to understand concerns and aspirations as they are considered for the project.	Co-lead the project in partnership with the public on each aspect of the decision.	Place the final decision in the hands of the public.
Project Types	Minor Maintenance New Crosswalks Adopting Standards	Quick-Build Major Maintenance Road/Sidewalk Reconstruction	Traffic Requests/Regulation Change Street Redevelopment/ New Sidewalks New sidewalks	Scoping / Feasibility Studies Corridor Studies	Traffic Calming Special District Projects
Role of the DPW	Share information.	Indirectly engage the public.	Directly engage the public.	Collaborate to identify a preferred	Ask questions and provide

DRAFT November 2017

	Ensure public safety, access, and utility of basic public services that do not have regulatory impacts or change the line/grade of a road.	Improve public safety, implement projects that have no regulatory impact or impact on traffic distribution.	Implement public safety and/or access improvements through Implement public safety and/or access improvements through regulatory changes or through full reconstruction of a roadway or intersection.	alternative. Facilitate a conversation about transportation improvements.	information for informed decision making. Distribute impartial information, usually after engaging the public across the earlier spectrums of engagement
Role of the Public	Receive information	Provide feedback	Share ideas, concerns, and visions	Co-lead Committee or Task Force with the DPW	Decision maker
Tools and Strategies	Website Calendar Brochures Posters Flyers Displays Press Releases Social Media Email Listserve Newsletters Direct Mailings Door Hangers	Surveys Reports Legal ads Visualization Techniques	Advisory Committees Focus Groups Project Meetings Open Houses Public Forum Times	Coalitions and Partnerships	Ballots (e.g. TIF) Mailed polls

MEASUREMENT & EVALUATION

- Responsiveness to questions/issues raised through social media or See-Click Fix (SCF)
- Feedback from the City Council and DPW's Commission after one year of the Plan's implementation
- Annual internal review on reaching underrepresented communities
- Increase in visitors to the website and Capital Projects Portal
- Increase in visitors to website and social media social media followers and impressions
- Decrease in amount of new and total active DPW Customer Service inquiries

- Positive tone in media coverage with regard to the quality of the work DPW does and the analysis of its public engagement efforts
- ~~Feedback from the City Council and DPW's Commission during the next year on overall engagement efforts~~
- ~~Responsiveness to questions/issues raised through social media or See Click Fix (SCF)~~
 - ~~Service Level Agreements depending on work order~~

APPENDIX:

This plan highlights the minimum engagement strategies that will be considered, but unique circumstances may require different approaches. DPW has and will continue to evaluate the level of impacts of all projects to determine the proper engagement strategy by asking the six impact, equity and engagement questions (referenced above):

INFORM Project Types

<u>Project Type</u>	<u>Engagement Tool</u>	<u>When</u>	<u>Example</u>
Minor Maintenance/Water Maintenance: <u>if work impacts water service or if there will be a temporary loss of parking</u>	Flyers/door hangers to residents <u>if work impacts water service or if there will be a temporary loss of parking</u>	24 hours prior to maintenance	<u>Crack sealing, sidewalk cutting, water</u> Water service work
	<u>Social Media</u>	<u>24 hours prior to maintenance</u>	
<u>Minor Maintenance</u>	<u>Social Media</u>	<u>24 hours prior to maintenance</u>	<u>Crack sealing, sidewalk cutting</u>
Adopting Standards	Website	Once final	Driveway standards

CONSULT Project Types

<u>Project Type</u>	<u>Engagement Tool</u>	<u>When</u>	<u>Example</u>
Quick Build	Social Media educational post	During Installation	Bollard protected curb extension
	Flyers <u>and/or posters</u> posted on adjacent stretch of project	72 hours prior to installation	
	Front Porch Forum Post	72 hours prior to installation	
	Project description on Quick Build website	One week prior to installation	

	Area -Councilor notification; Commission Notification (Chair & Co-Chair)	One week prior to installation	
Major Maintenance/Road Reconstruction	<u>Mailings to owners of adjacent parcels</u> <u>Flyers/door hangers for businesses and residents</u>	One week prior to construction	Repaving road (<i>additional regulatory requirements apply to early written notification to coordinate utility work</i>)), water relining/replacing
	<u>Mailings, flyers or door hangers Letters to-for businesses and residents and owners of adjacent parcels</u>	One week prior to construction	
	Front Porch Forum; <u>Impacted neighborhood</u>	One week prior to construction	
	Capital Projects Portal	One week prior to construction	
	Area -Councilor notification; Commission Notification (Chair & Co-Chair)	One week prior to construction	
	Social Media	One week prior to construction	

INVOLVE Project Types

<u>Project Type</u>	<u>Engagement Tool</u>	<u>When</u>	<u>Example</u>
Traffic Requests (SOP on file) Regulation Change: <u>Additional regulatory requirements may apply</u> <u>This project-type</u>	<u>Mailings, fFlyers or /door hangers to residents who live adjacent to and within estimated area of effect</u>	<u>Five-Ten</u> days prior to community meeting, or as soon as practical prior to meeting	Handicap parking space, Residential Parking

DRAFT November 2017

<u>encompasses an extremely wide range of possible requests and it is essential to consider breadth of impacts by answering the 6 impact assessment questions</u>			
	<u>Mailings to owners who live adjacent to and within estimated area of impact where a regulation change leads to a loss of greater than 3 parking spaces</u>	<u>Ten days prior to community meeting, or as soon as practical prior to meeting</u>	
	Notify and share materials with requestor and interested parties who have shared email	Five-Ten days prior to community meeting, or as soon as practical prior to meeting	
<u>Street Redevelopment/New Sidewalks</u> <u>New Sidewalks</u>	<u>Project Meetings</u> Letters to residents and owners of adjacent parcels	<u>Ten days prior to meeting</u> One week prior to construction	<u>Great Streets</u>
	<u>Mailings to owners of adjacent parcels</u> Capital Projects Portal	<u>Ten days prior to meeting/One week prior to construction</u> One week prior to construction	
	<u>Mailings, flyers or door hangers for residents and businesses</u> Flyers/door hangers for businesses and residents	<u>Ten days prior to meeting/One week prior to construction</u> One week prior to construction	
	<u>Area-Councilor Notification; Commissioner Notification (Chair, Vice Chair)</u> Sidewalk project website	<u>Ten days prior to public meeting/One week prior to construction</u> One week prior to construction	
	<u>Social Media</u> Area-Councilor notification; Commission Notification (Chair & Co-Chair)	<u>Ten days weeks prior to public meeting/One week prior to construction</u> One week prior to construction	
	<u>Project Website</u> Social Media	<u>Prior to first public meeting</u> One week prior	

		to construction	
Street Redevelopment	Front Porch Forum: Impacted neighborhood Project Meetings	One week prior to construction Two weeks prior to meeting	Great Streets
	Capital Projects Portal	One week prior to construction	
	Flyers/Door hangers for residents and businesses	Two weeks prior to meeting	
	Area Councilor Notification; Commissioner Notification (Chair, Vice Chair)	Two weeks prior to meeting	
	Social Media	Two weeks prior to meeting	
	Street Redevelopment website	Prior to first public meeting	

COLLABORATE Project Types

<u>Project Type</u>	<u>Engagement Tool</u>	<u>When</u>	<u>Example</u>
Scoping Studies, Feasibility Studies, Corridor Studies	Project Website	One month prior to first public meeting	Colchester Ave
	Project Advisory Committee	Formed at consultant kick-off	
	Public Notification of Meetings	Two weeks prior to meeting	
	Front Porch Forum	Two weeks prior to public meetings	
	Social Media	Two weeks prior to public meeting	

~~DRAFT~~ November 2017

	Area Councilor Notification Commissioner Notification (Chair, Vice Chair)	If not included on the Committee: one week prior to public meetings	
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EMPOWER Project Types

<u>Project Type</u>	<u>Engagement Tool</u>	<u>When</u>
Traffic calming (neighborhood initiated)	Mail negative poll to neighborhood residents, owners, and businesses on the traffic calmed street (a negative poll asks people to respond if they do not want the project to advance as proposed).	Poll stays open for 3 weeks
	Area Councilor Notification Commissioner Notification (Chair, Vice Chair)	As poll is mailed; one week prior to implementation
Special District Project	Ballot Item	TIF District

STAKEHOLDERS

- Residents: Owners, Tenants, Landlords
- Neighborhood Planning Assemblies
- Council Members
- Public Works Commission
- Businesses: Owners, Business Associations
- Media
- Colleges: Administration, Students
- City Departments
- Adjacent Communities
- Advocates

- Institutions (e.g. UVMCMC)

TOOLS

- Tools of Engagement

- Public Meetings/Pop-Up Meetings
- Social Media
- Demonstration Projects/Quick-Build Projects
- DPW Customer Service
- See-Click Fix
- Interpretation and Translation Services
- Communications with property owners, residents and businesses
 - To include mailings, flyers and face to face communication
- Online input tools

- Tools to Provide Information

- Traffic-Alerts
- Capital Projects Portal
- Website: DPW and City's homepage
- Informational Signs and Brochures
- Email notices and Newsletters (FPF, CEDO's Buzz)
- Information/Press Releases
- Online calendars (DPW's or Government Meeting calendars)
- BTV Stat, Annual Reports
- Other Stakeholder Distribution (CEDO Business Outreach, Advocate listservs, BBA)

GUIDANCE FOR WRITTEN MATERIALS

- ◆◆ **Project Manager, Project Staff and Public Information Manager will collaborate on content and distribution**

- ◆◆ **Contact Information**

- ⊖○ Include a link to the project website / DPW website
- ⊖○ Project manager and/or DPW customer service contact information

- ◆◆ **Project Details to include**

- ⊖○ Who: DPW, contractor or both
- ⊖○ What: Specific project details
- ⊖○ When: Include anticipated start date and anticipated length
- ⊖○ Where: Include geographic parameters of project
- ⊖○ Impacts: Identify anticipated parking, obstruction, noise or other impacts

###

TOOLS

- ~~Website, DPW's and/or City's homepage~~
- ~~Social Media (Facebook, Twitter)~~
- ~~Online calendars (DPW's or Government Meeting calendars)~~
- ~~DPW Customer Service~~
- ~~See Click Fix~~
- ~~Informational Signs and Brochures~~
- ~~Door hangers, Flyers, Letters~~
- ~~Email notices and Newsletters (Front Porch Forum, CEDO's Buzz)~~
- ~~Information/Press Releases~~
- ~~Construction Portal~~
- ~~Traffic Alerts~~
- ~~Public Meetings / Pop-up Meetings~~
- ~~Demonstration Projects / Quick Build Projects~~
- ~~BTV Stat, Annual Reports~~
- ~~Other Stakeholder Distribution (CEDO Business outreach, Advocate listservs, BBA)~~
- ~~Online input tools (map-based, blogs)~~

STAKEHOLDERS

- ~~Residents: Owners, Tenants, Landlords~~
- ~~Neighborhood Planning Assemblies~~
- ~~Council Members~~
- ~~Public Works Commission~~
- ~~Businesses: Owners, Business Associations~~
- ~~Media~~
- ~~Colleges: Administration, Students~~
- ~~City Departments~~
- ~~Adjacent Communities~~
- ~~Advocates~~
- ~~Institutions (e.g. UVMMC)~~

Transportation, Energy and Utilities Committee of the City Council

Wednesday, November 29, 2017 5:30 PM

Burlington Department of Public Works – Front Conference Room 645 Pine Street – Burlington, VT

SIGN-IN SHEET

NAME	EMAIL
Phillip Peterson (DPW)	
Morgan Tuttle (PSZ)	
Kirsten M Shapiro (CEDo)	
Fredrick Hall	
Tatiana Mulleard (DPW)	
Gloria Thompson	
Rich Beckenage!	rich.beckenage@publiccity
Ah Nien (BIVC)	
Bob Gauding DPW	
Jon Moore BMT	
Chad Spencer (DPW)	

Please note that this sign-in sheet and any information provided on it will be maintained as a public record and may be subject to disclosure under the Vermont Public Records Act.



BURLINGTON

29 Church Street, Suite 305
Burlington, VT 05401
www.parkburlington.org
(802) 863-1175

Press Release

Contact:
FOR IMMEDIATE RELEASE
November " ", 2017

2017 Holiday Parking Promotion

Burlington, VT - a new holiday parking promotion will begin November 25, 2017. Downtown stakeholders hope the promotion will bring more visitors to downtown Burlington to get their shopping done and enjoy all of Burlington's winter charm.

The [Burlington Business Association](#), [Church Street Marketplace](#) and [Department of Public Works](#) have partnered to offer a \$3 discount on metered parking in Burlington on select Saturdays this holiday season utilizing [Parkmobile](#). The \$3 off promo can be used for one parking session per day that the promotion is in effect. Each code represents Burlington's airport code, as well as, the abbreviated month and day the promotional code is valid. Dates and codes are below:

Date	Parkmobile Promotional Code
November 25th, 2017	BTVNOV25
December 2nd, 2017	BTVDEC2
December 9th, 2017	BTVDEC9
December 16th, 2017	BTVDEC16

Visit your app store or parkmobile.com to download the "Parkmobile" app, be sure to have all license plate info handy. Check-out a how-to video [here](#) and view all downtown parking [here](#)! If you don't have a smartphone, simply call (877) 727-5010 to register for an account and call the same number anytime to initiate a parking session.



CHURCH STREET
MARKETPLACE





BURLINGTON

29 Church Street, Suite 305
Burlington, VT 05401
www.parkburlington.org
(802) 863-1175

Once your account is setup, follow the steps below to get your \$3 off:

1. Look for the Parkmobile sign or sticker on meters downtown.
2. Once registered, use the Parkmobile app to enter in the zone number listed on the sign and enter in the promotional code to start a parking session.
3. That's it! And just to make life easier, you can opt-in to receive a notification 15 minutes before your parking session is set to expire and add more time if you need it.



Don't forget! 2-Hour Free Parking is always available in all City garages

This promotion is funded by the Church Street Marketplace, local sponsors and the Burlington Business Association via the Downtown Improvement District fund.

Visit www.parkburlington.com/parkmobile for more information; follow Park Burlington on [Twitter](#) and like us on [Facebook](#) to stay updated on parking and transportation news in Burlington. For more information, please contact: “”

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CHURCH STREET



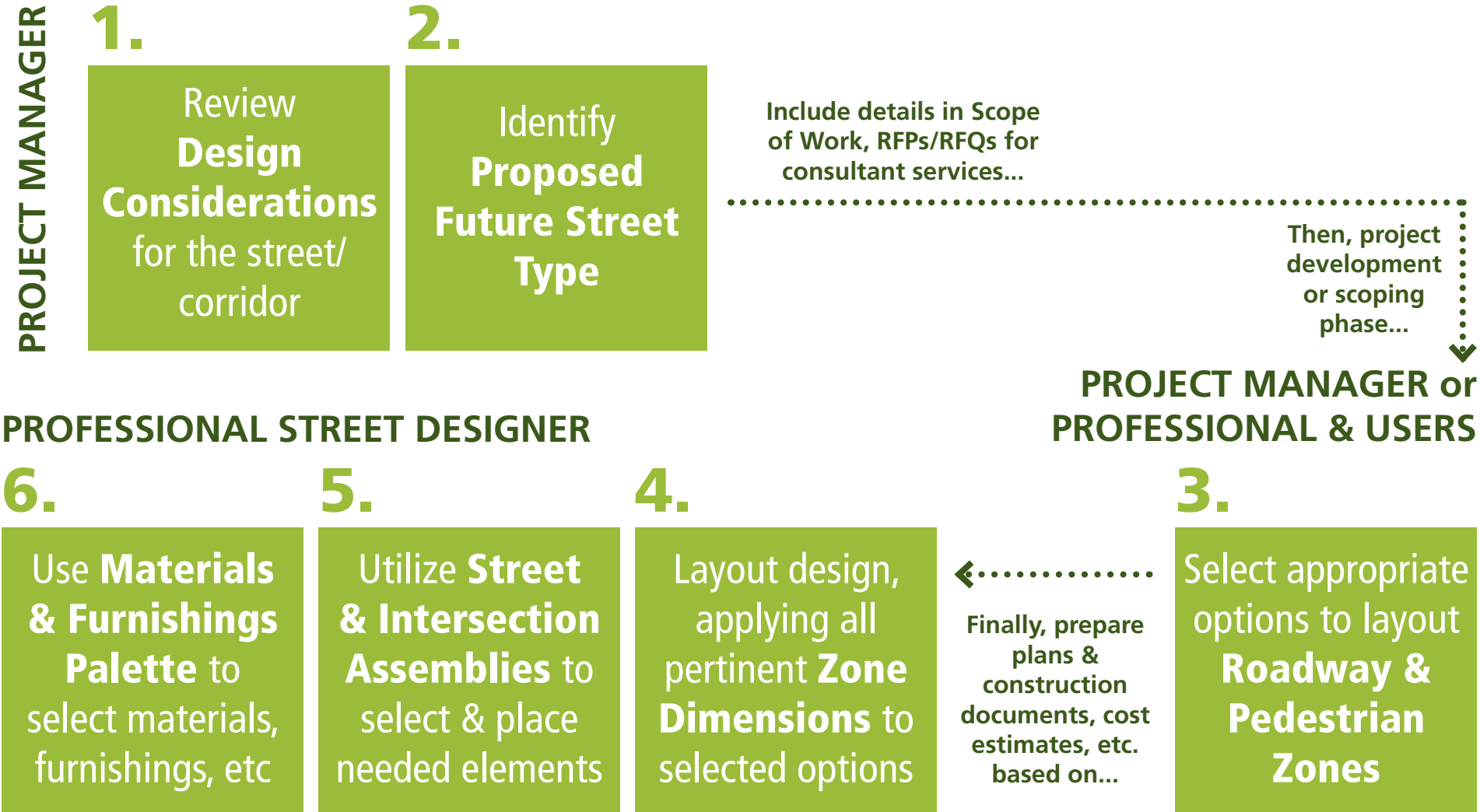
GREAT STREETS BTV

Downtown Street Design & Construction Standards- Part 2



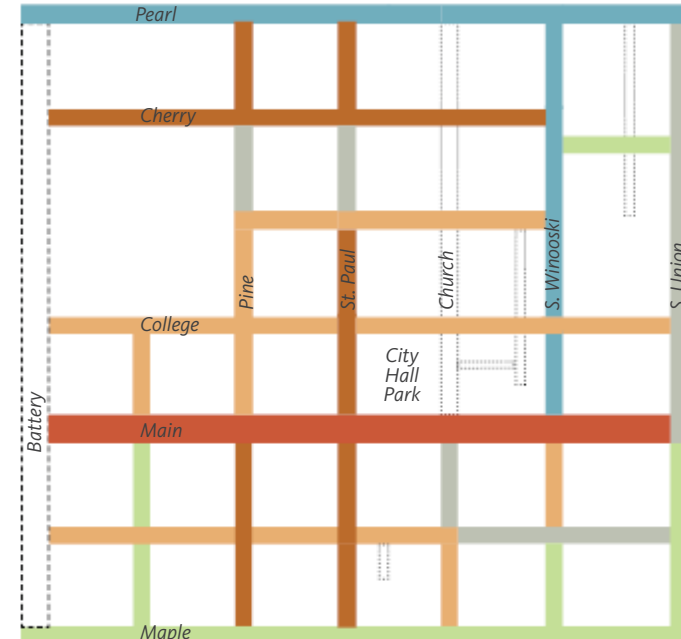
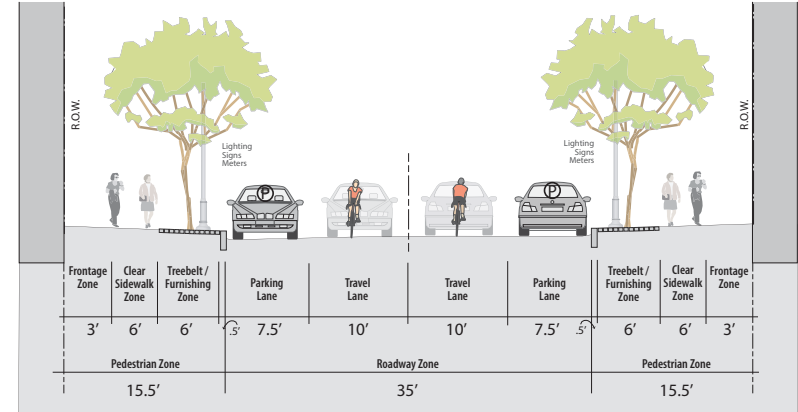
Presented to:
Transportation, Energy & Utilities Committee
November 29, 2017

HOW TO USE THIS DOCUMENT



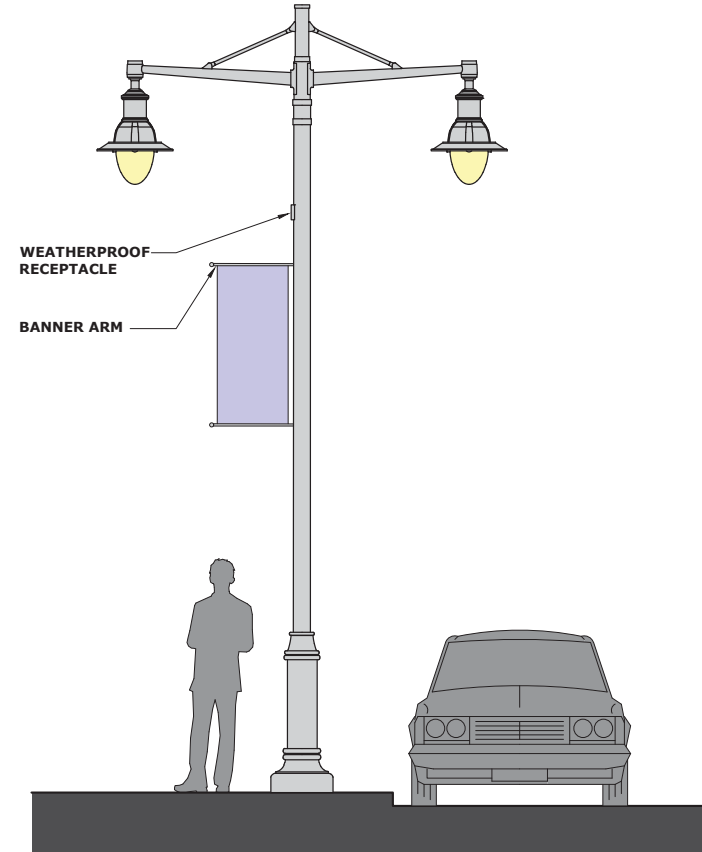
DOCUMENT CONTENTS

- **Chapter 1: Great Streets**
 - Policy synthesis, "Great Street" definition, Great Streets Principles
- **Chapter 2: Existing Conditions & Design Influences**
 - Dimensions, utilities, recommendations from adopted plans & studies, recommended Street Type
- **Chapter 3: Building Great Streets**
 - Street Types, zone options & dimensions, and siting considerations
 - Approval & recommendation by the DPW Commission



DOCUMENT CONTENTS

- **Chapter 4: Bikeway Types**
 - Bicycle facilities, intersection treatments, dimensions
 - Approval & recommendation by the DPW Commission
- **Chapter 5: Street Ecology**
 - Tree Belts/Green Belts, Street Trees, Green Stormwater Infrastructure
 - Approval & recommendation by DPW & Parks Commissions
- **Chapter 6: Street Lighting**
 - Decorative pole and luminaire specs, lighting levels, lighting quality, technology, pole spacing
 - Recommendation by BED Commission



Pole option

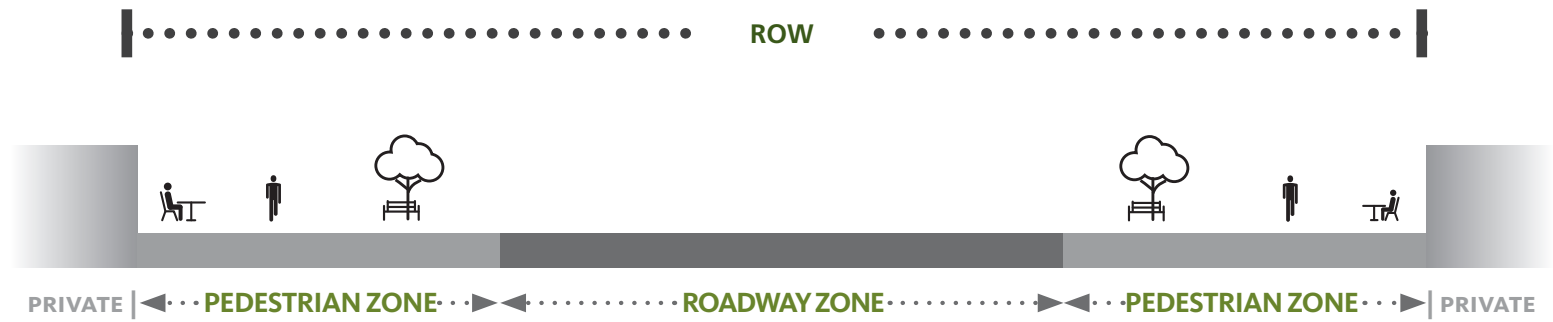
DOCUMENT CONTENTS

- **Chapter 7: Materials & Furnishings**
 - Roadway, sidewalk, curb, crosswalk, etc materials and specifications
 - Recommended and alternate benches, bike racks, bus shelters, parking meters, etc.
 - Recommended by staff due to adherence to VTrans standards, best practices, operations & maintenance considerations, and Great Streets principles.
- **Chapter 8: Appendices**
 - Technical engineering drawings, spec sheets, and other details to support recommendations contained in Chapters 3-7.



Street Typologies

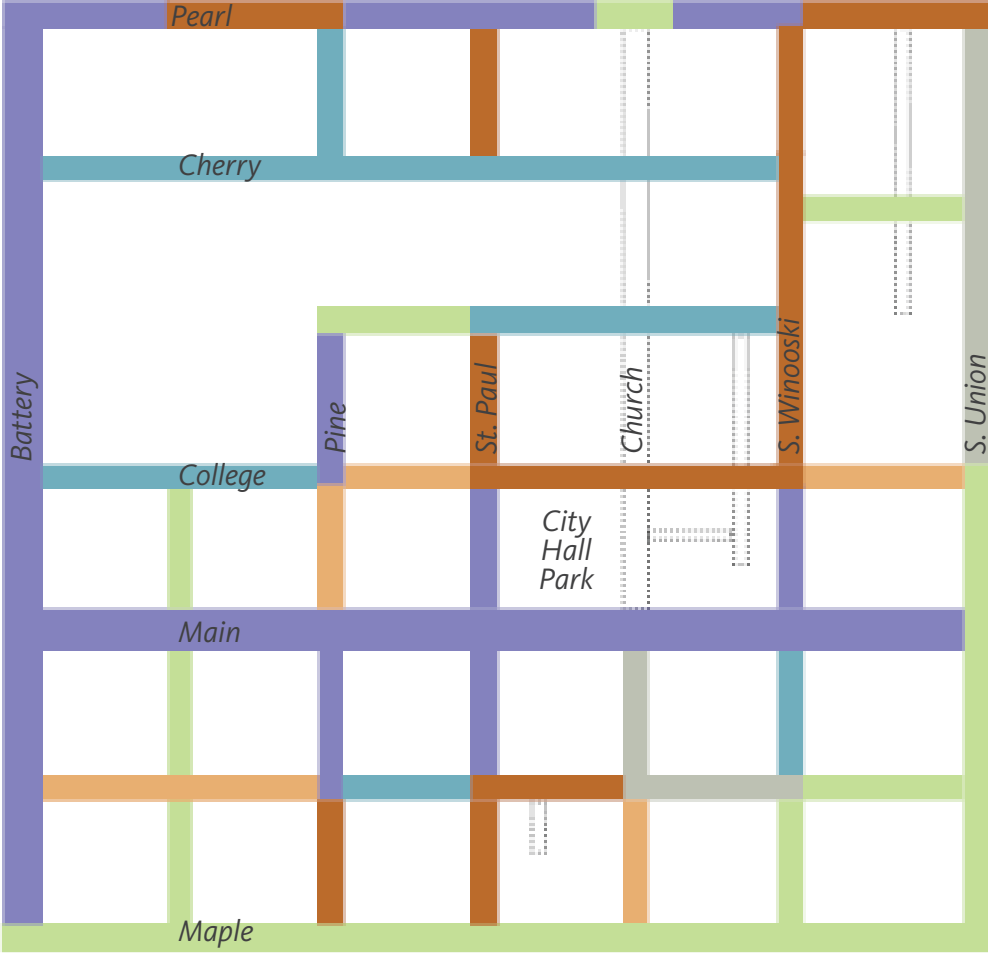
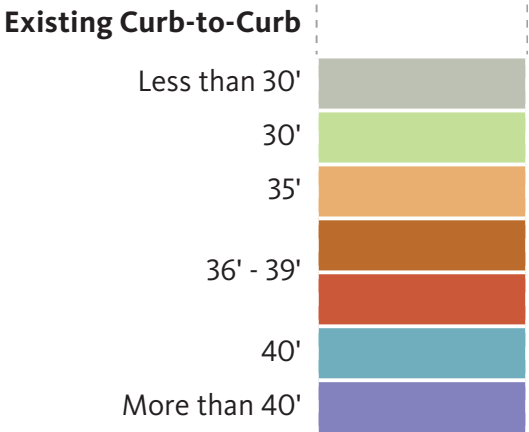
ROADWAY & PEDESTRIAN ZONES



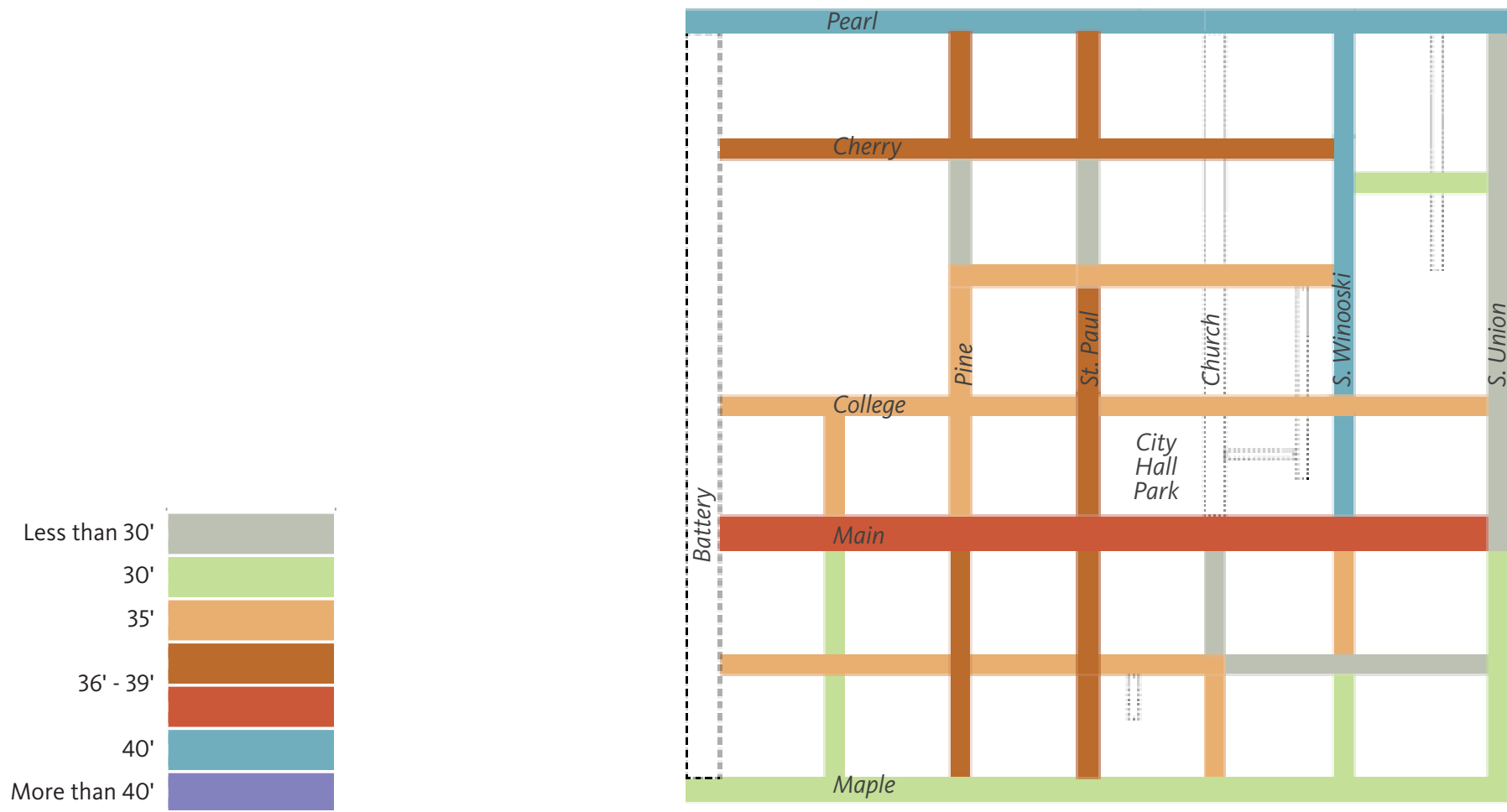
STREET TYPES BASED ON RESPECTIVE WIDTH OF ZONES

- **Commercial Slow Street**
 - 66' ROW, 35' Roadway, 15.5' Pedestrian
- **Commercial Slow Street- with Transit**
 - 66' ROW, 36' Roadway, 15' Pedestrian
- **Minimum Commercial Street**
 - 66' ROW, 28' Roadway, 19' Pedestrian
- **Major Commercial Street**
 - 66' ROW, 40' Roadway, 13' Pedestrian
- **Special Commercial Street (Main Street)**
 - 99' ROW, 38' Roadway, 30'+ Pedestrian
- **Downtown Residential Street**
 - 66' ROW, 30' Roadway, 18' Pedestrian

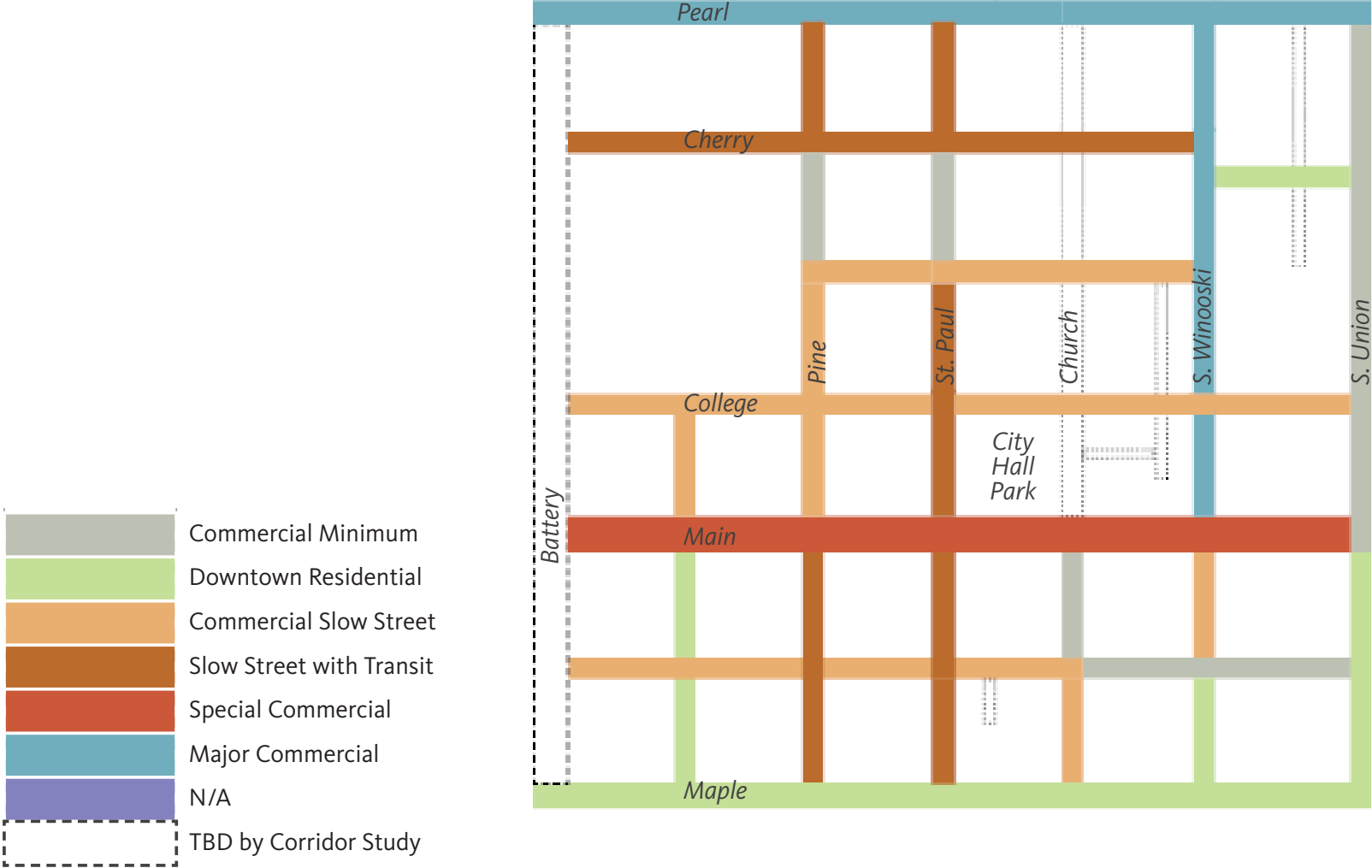
EXISTING ROADWAY WIDTH (curb-to-curb)



PROPOSED ROADWAY WIDTH BASED ON STREET TYPE

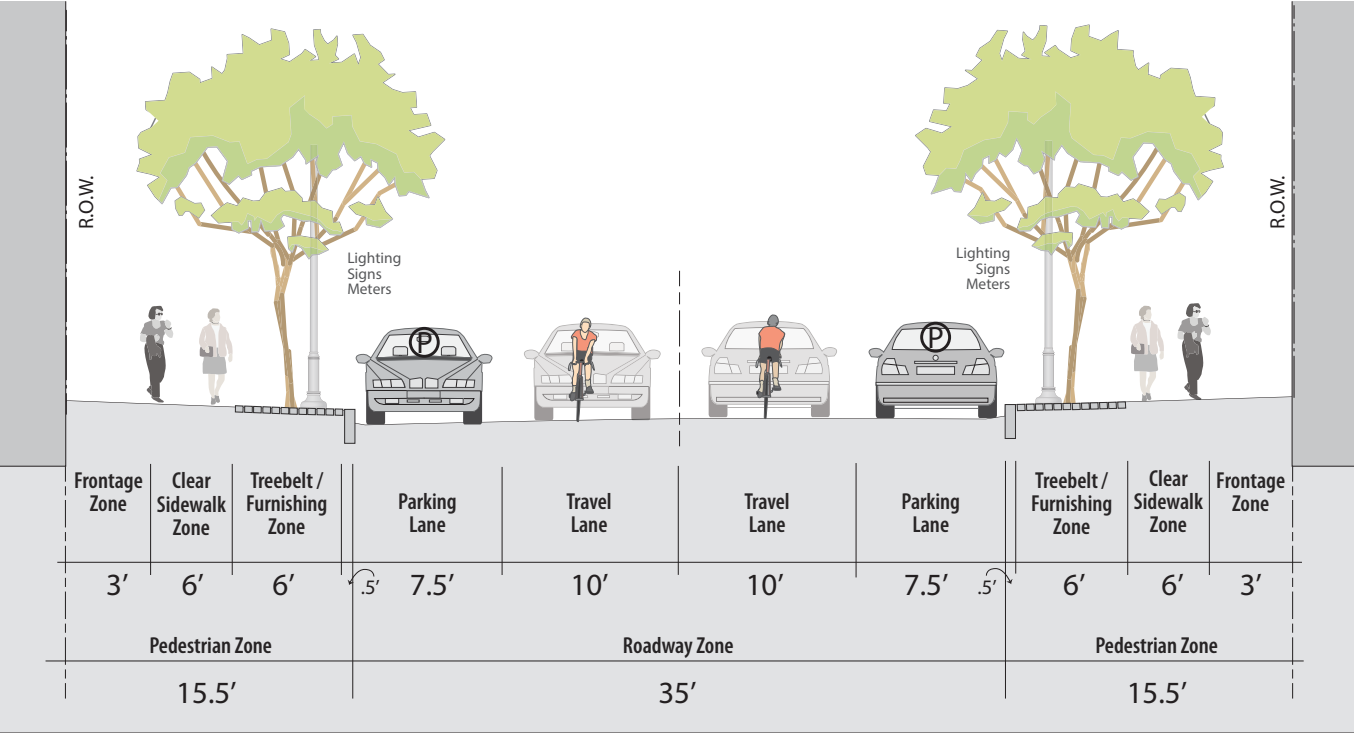


PROPOSED ROADWAY WIDTH BASED ON STREET TYPE



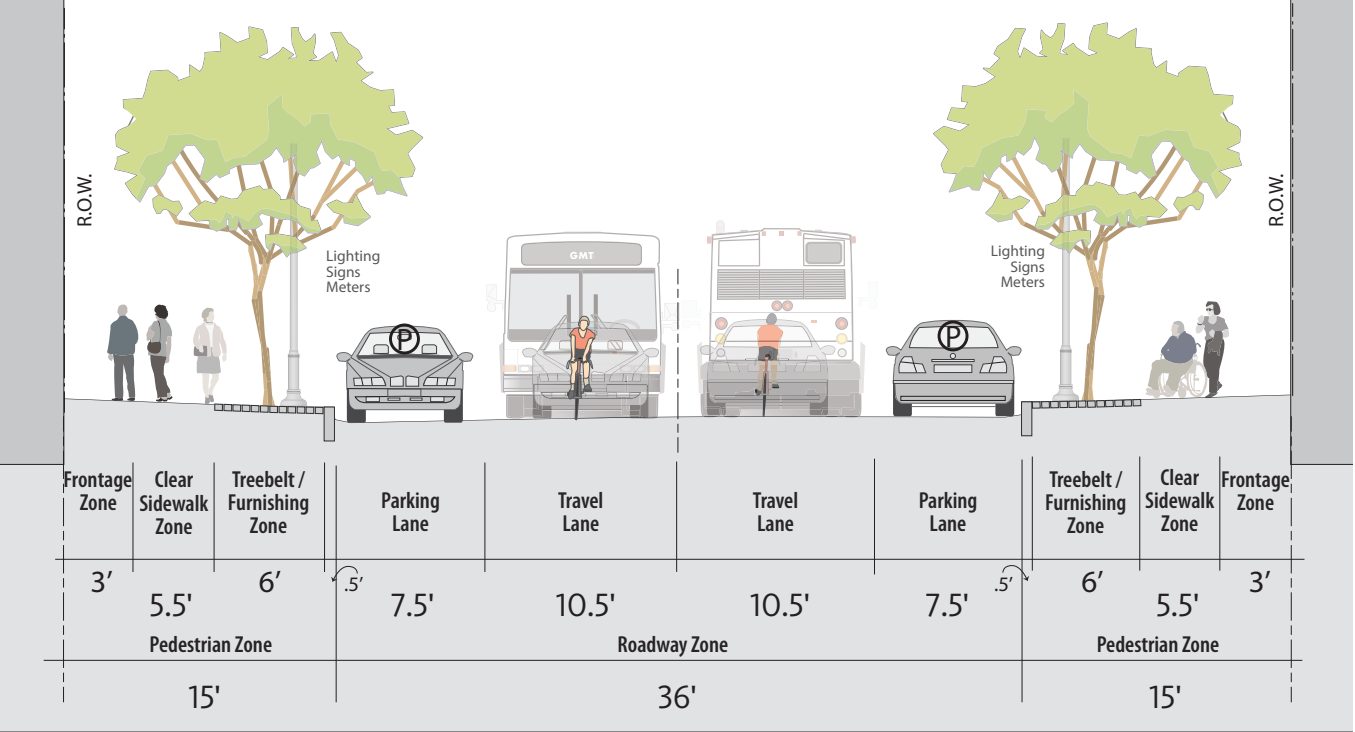
COMMERCIAL SLOW STREET

- 66' ROW, 35' Roadway, 15.5' Pedestrian



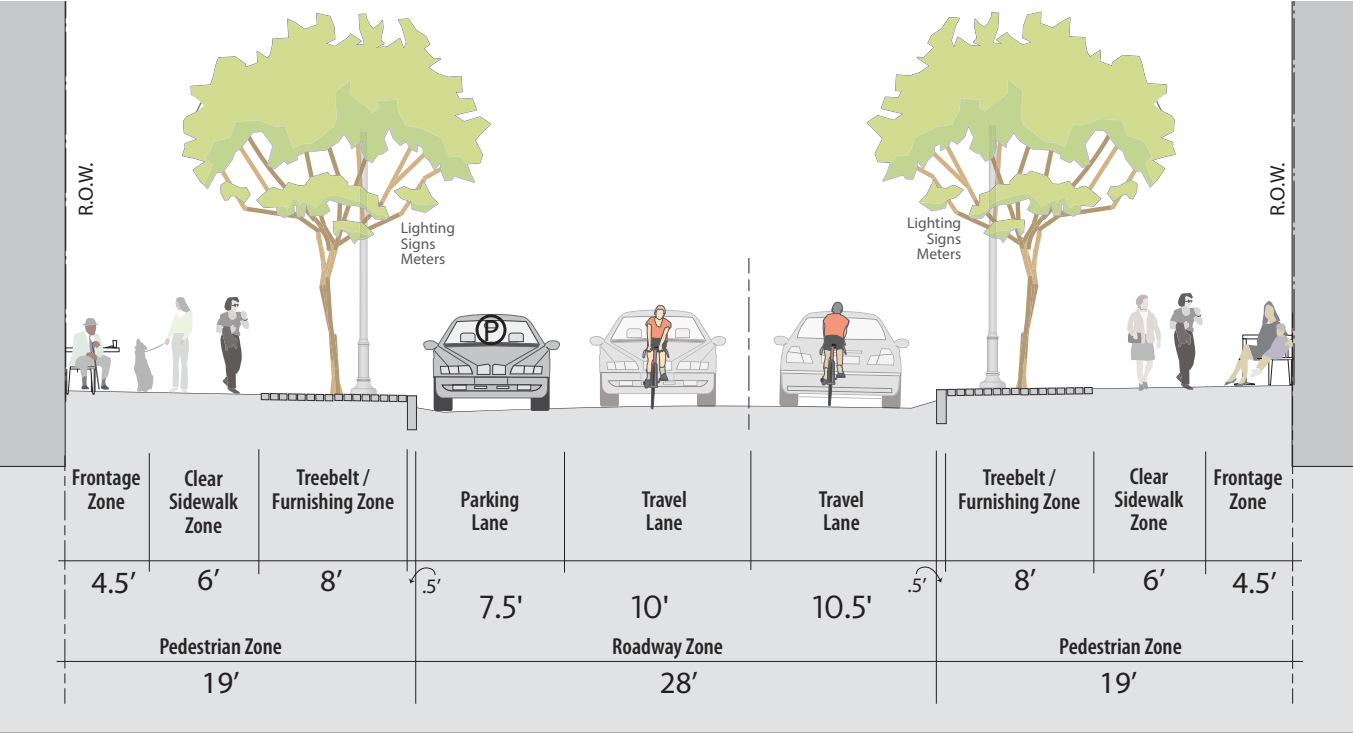
COMMERCIAL SLOW STREET- with TRANSIT

- 66' ROW, 36' Roadway, 15' Pedestrian



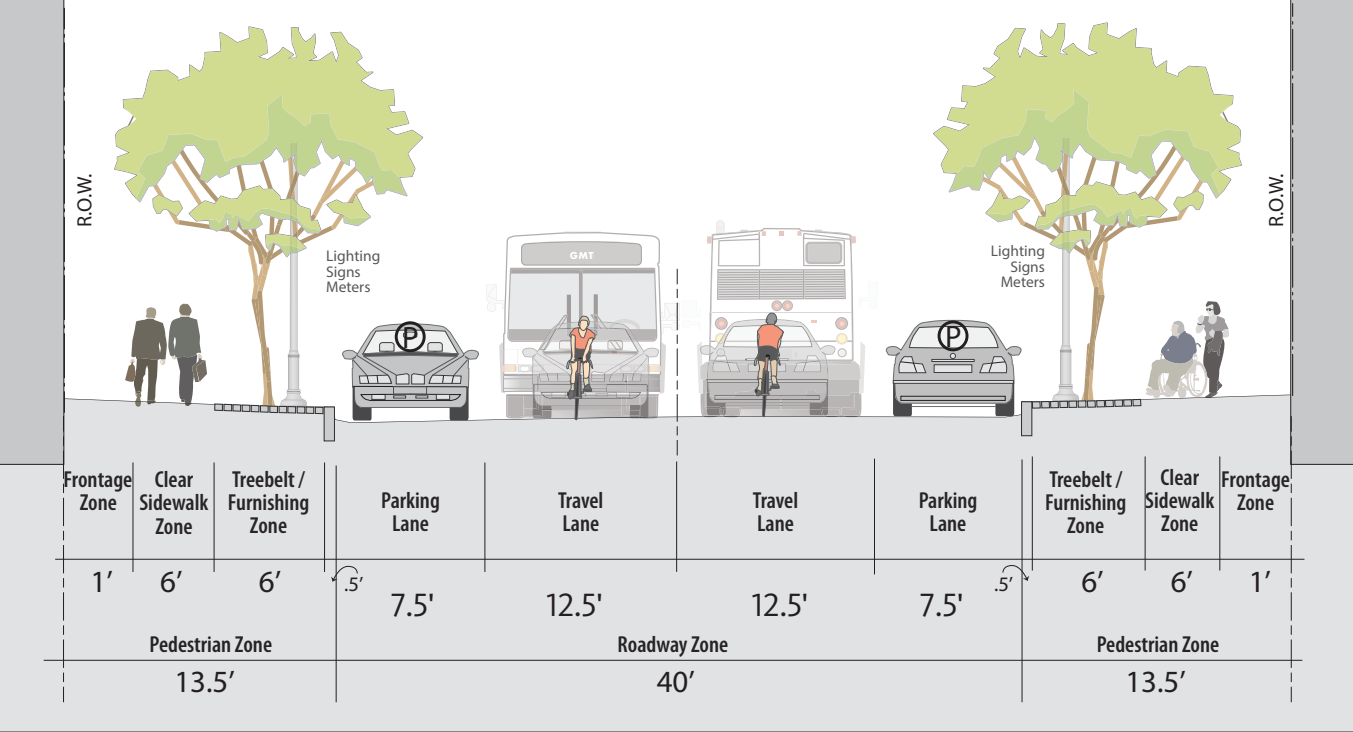
MINIMUM COMMERCIAL STREET

- 66' ROW, 28' Roadway, 19' Pedestrian



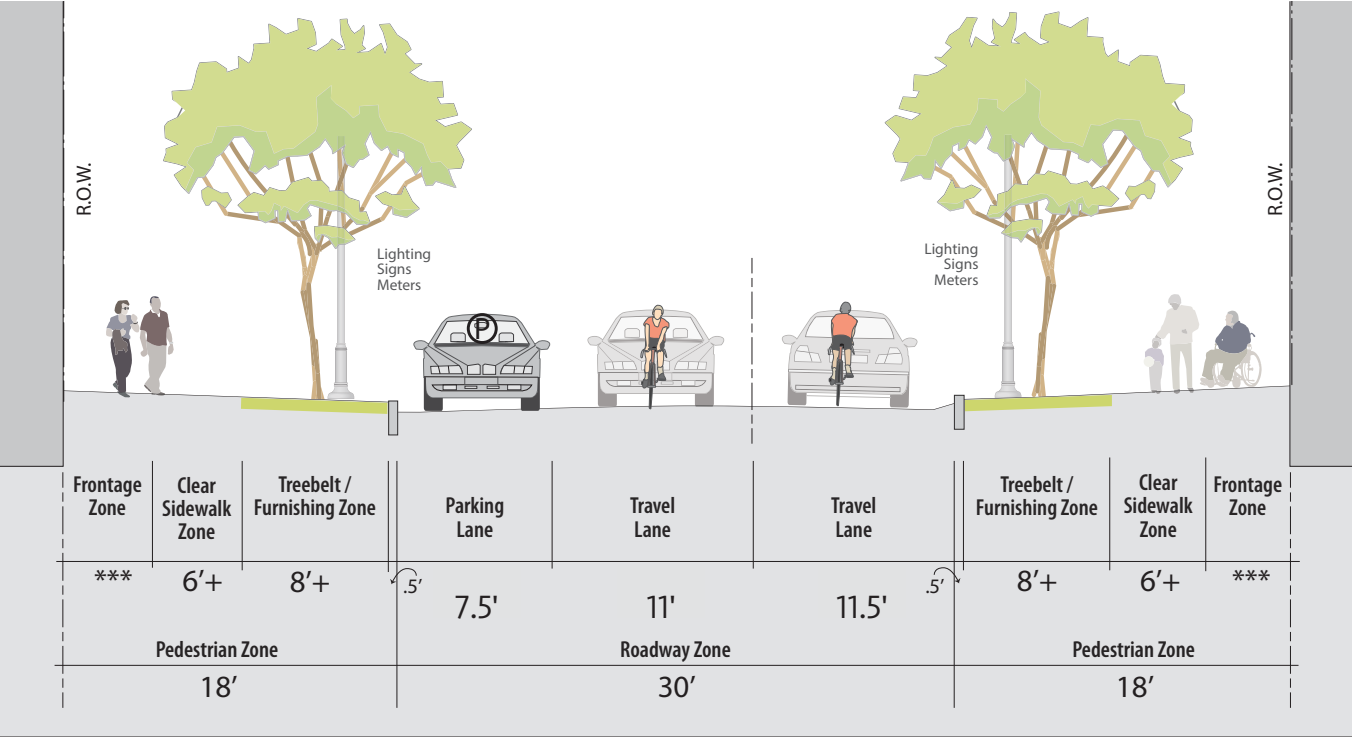
MAJOR COMMERCIAL STREET

- 66' ROW, 40' Roadway, 13' Pedestrian



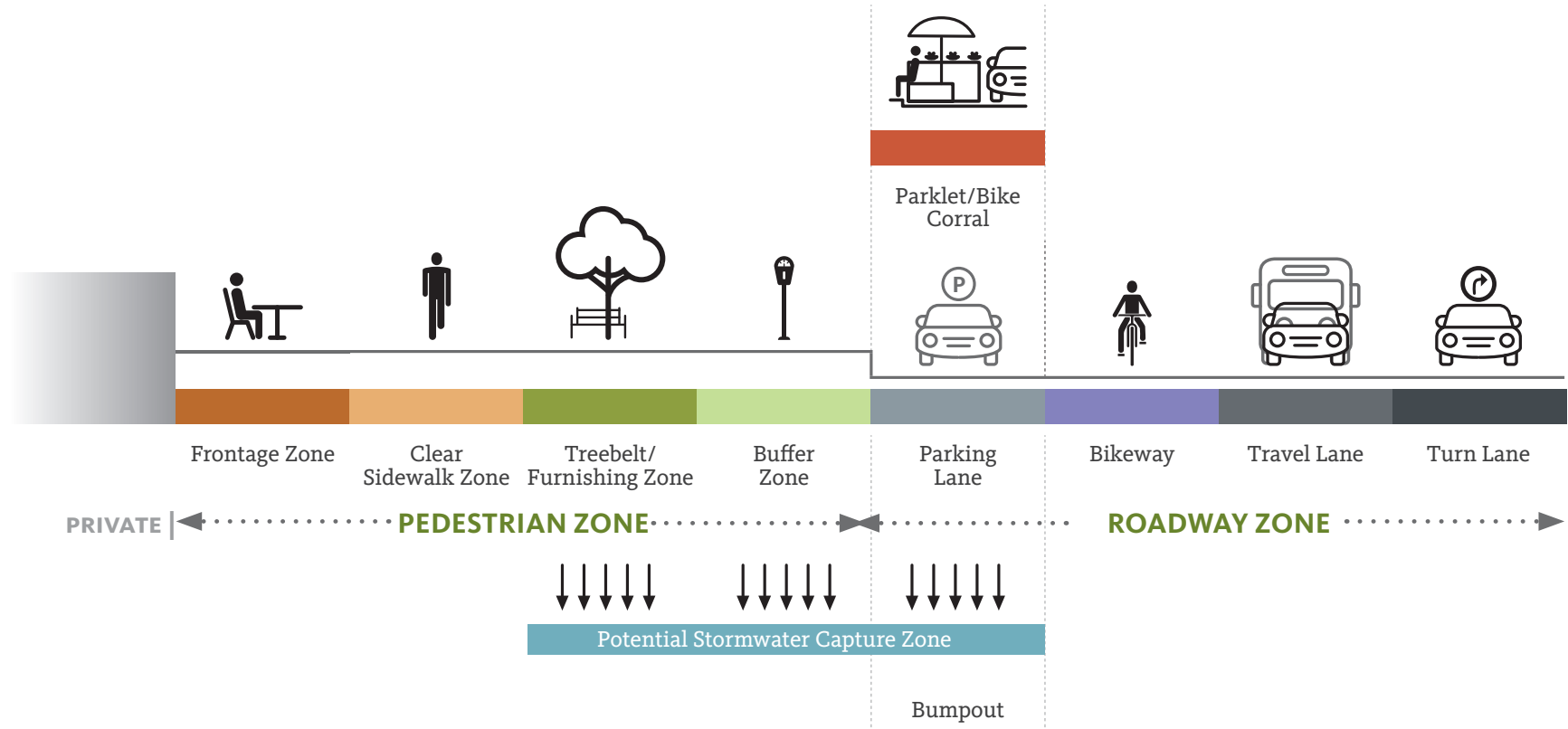
DOWNTOWN RESIDENTIAL STREET

- 66' ROW, 30' Roadway, 18' Pedestrian



Zone Dimensions

LAYING OUT THE ROADWAY & PEDESTRIAN ZONES



ESTABLISHES MINIMUM & PREFERRED DIMENSIONS

Zone	Dimensions	Considerations	Add'l Info
Parking Lane 	Parallel Parking: 7.5' x 20' Angled Parking: 9' x 18' (length measured perpendicular to curb when stall is at 60 deg. angle)	• A 20' minimum no parking zone should be established from a crosswalk to the first parking stall at intersections. • A 30' minimum no parking zone should be established from a crosswalk to the first parking stall at approaches to a signalized intersection. • Bumpouts may be utilized within this required setback distance. VTrans ref. dwg. Standard E-193 Pavement Marking Details Parking Stall Markings Section 3B.19	<i>App. A-1</i>
Travel Lane 	10' minimum; 10.5' minimum on transit/truck routes	• Wider travel lanes (11' to 12') are appropriate in locations with high volumes of heavy vehicles. • Travel lane widths of 10' generally provide adequate safety in urban settings while discouraging speeding. City may choose to use 11' lanes (10.5' min.) on designated truck and bus routes. VTrans ref. dwg. Standard E-193 Pavement Marking Details	<i>App. A-1</i>

ESTABLISHES MINIMUM & PREFERRED DIMENSIONS

Zone	Dimensions	Considerations	Add'l Info
Clear Sidewalk Zone 	5' width minimum Preferred with varies by street type; see street types Slab thickness: 5" residential 8" commercial	The Sidewalk Zone should be clear of any obstructions including utilities, traffic control devices, trees, and furniture. While these guidelines prescribe more generous preferred Sidewalk Zone widths, they also establish a total minimum sidewalk width of 5' for all Street Types. The ADA minimum walkway width is 4', with a 5' width every 200'; this may be applied when severe dimensional constraints exist upon approval of the City Engineer.	
Tree Belt/ Furnishing Zone 	6' minimum 8' preferred	Maximize the Tree Belt/Furnishing Zone to provide as much of a buffer as possible between the Sidewalk Zone and adjacent street traffic; however do not reduce the Clear Sidewalk Zone beyond the minimum recommended widths. When space is limited at the surface, resulting in a Tree Belt/Furnishing Zone of less than 8', the soil volume for trees can be achieved by encroaching under the Buffer Zone, Clear Sidewalk Zone, and, if applicable, Raised Cycle Track. For new developments and where opportunities are available to create a consistent setback, designs should accommodate wider sidewalks with generous Tree Belt/Furnishing Zones. Consider traffic calming elements, such as curb extensions or chicanes where on-street parking is present, to provide more space for street furniture, trees, and other amenities.	page 154

To review these chapters in detail, visit:

greatstreetsbtv.com/downtown-standards