



**CITY OF BURLINGTON
DEPARTMENT OF PUBLIC WORKS**

645 Pine Street, Suite A
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www.burlingtonvt.gov/dpw

Chapin Spencer
DIRECTOR OF PUBLIC WORKS

**DPW COMMISSION MEETING AGENDA
November 17, 2021
6:30 – 9:00 p.m.
Masks Recommended**

To attend the meeting in person:

DPW Front Conference Room, 645 Pine St, Burlington, VT 05401

To join or watch the meeting remotely, including to submit public comment:

Join via Zoom, <https://us02web.zoom.us/j/83495330508>

To call into the meeting, including to speak during public comment:

301-715-8592 Webinar ID: 834 9533 0508

Channel 17 also often livestreams this on their YouTube channel and airs it over the air at a later date. Note that comments on YouTube are not monitored.

- 1 Call to Order – Welcome – Chair Comments
- 2 5 Min Agenda
- 3 10 Min Public Forum (3 minute per person time limit)
- 4 5 Min Consent Agenda
 - A Approval of Draft Minutes of 10-20-21
 - B Queen City Park Rd Yield Sign
 - C N. Willard St at Brookes Ave Parking Removal – 1 Space
- 5 10 Min Narrow Streets – Catherine St & Charlotte St Parking Restrictions
 - A Communication, M. Suender
 - B Commissioner Discussion
 - C Public Comment
 - D Action Requested – Vote
- 6 10 Min Resident Permit Parking – 5 Year Review
 - A Communication, M. Suender
 - B Commissioner Discussion
 - C Public Comment
 - D Action Requested – Vote
- 7 10 Min Director's Report
- 8 10 Min Commissioner Communications



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**DEPARTMENT OF PUBLIC WORKS
645 PINE STREET
BURLINGTON, VERMONT 05401
COMMISSION MEETING OCTOBER 20, 2021
DRAFT MINUTES**

Commissioners Present: Commissioner Barr, Commissioner Bose (via zoom), Commissioner Hogan (Chair), Commissioner Kennedy, Commissioner Munteanu, Commissioner O'Neill-Vivanco (Vice-Chair), Commissioner Overby

ITEM 1 – CALL TO ORDER

Commissioner Hogan called the meeting to order at 6:30 p.m.

ITEM 2 – AGENDA

Commissioner Hogan stated that Item 6, General Obligation Bond Letter of Support off the agenda as this was discussed the previous month and all commissioners were in agreement to support it.

Commissioner Barr made a motion to accept the agenda with Item 6 removed
Commissioner O'Neill-Vivanco seconded
Unanimous approval

ITEM 3 – PUBLIC FORUM

Maureen Frye stated she just moved to Lakeside Avenue and came in to see how the Public Works Commission works. She stated that there is chaotic parking on both sides of the street where she lived, there are lots of delivery trucks, bicyclist and pedestrians and the street seems to take the brunt of the parking area. She asked if there was a better way to manage parking on the resident side of Lakeside Avenue. She suggested that there be no parking on that side of the street as it is hard to pull out of the driveway. She is asking for some no parking on the resident side of the street to make it safer for everyone going through that area.

Zoe Richards called about the narrow streets and single side parking on Charlotte and Catherine Street. She reviewed the narrow streets to consider streets for everyone and not just cars. I am not looking forward to one-sided street parking, as the vehicles will travel faster down the streets the parking on both sides. The parking on both sides of the street make this a safer street as vehicles cannot travel too fast on the street.

ITEM 4 – CONSENT AGENDA

- A. South Winooski Ave SSTA Transit Stop
- B. Narrow Streets
- C. Proctor Place Stop Sign

Commissioner Hogan asked for clarification to the last comment. The narrow street item on the consent agenda is not taking action at this time it is a summary of feedback to date and a synopsis of staff's current thinking on that. There is no change.

Commissioner Bose asked for clarification as to what is in the summary as the staff recommendation would be coming to us next month.

Director Spencer stated that this is correct we told them that this was coming only as information tonight and that we would be acting next month.

Commissioner Bose asked for clarification what is in the summary, as the staff recommendation will be coming to us next month. Can I ask one more question? In terms of what goes into the rationale I would love to see when the staff recommendation comes forward the public comment that was just made the potential of traffic calming of the narrow streets that would be great.

Commissioner Barr made a motion to accept the consent agenda

Commissioner Munteanu seconded

Unanimous approval

ITEM 5 – Parking Compliance Reform

Assistant Director Padgett stated that parking services have moved down to 645 Pine Street. Leonard Ducharme is the new head of the parking division and parking garages and there is a new position for an assistant to Leonard Ducharme for assistance in combining the two jobs.

We are here for scoff reform. During COVID scoff was suspended. I will go over the important parts of this reform

- We will raise the scoff threshold from \$75.00 to \$275.00
- Scoff is a secondary violation, we cannot hunt you in scoff but you received another ticket and it goes over \$275.00 you can be towed
- We will like to start a Whoops Whoops program in which you can get out of a ticket once a year either a metered ticket or a residential parking ticket.

This is transformational for the community.

Commissioner Kennedy program sounds great. How would it work in residential areas but having a permit, would that still require being towed?

Assistant Director Padgett stated that this was informally introduced to the Board of Finance on Monday night and we started thinking about what happens in residential parking. When you get a residential parking permit, you get a blue sticker, which will

void a ticket. We have extended that blue chip folder to everybody anybody can appeal the ticket and if it is their first ticket for the year they will get out of it.

Commissioner Kennedy I have read up on this where in some countries, not sure of any in the US where some tickets are based off from income and disposable income, based on a certain percentage. I think this is an interesting conversation that could happen in the future with this being a gateway to talking about programs like that.

Assistant Director Padgett stated that this is how we see this. Decision used to be made by the attorney's office, voiding tickets is something only the attorneys can do and this ordinance gives us power to void such tickets?

Commissioner Bose I strongly support this as a program. I also serve on the Community Justice Board and one of the things that has been striking to me is when we look at some of the contributing factors that lead some folks into a cycle of, you know job loss one of the precipitating factors is what many of us would consider a low threshold of violation. Questions are if we still want to use fines as a deterrent in terms of a certain kind of behavior. Where do you see managing the swing if this is kind of a policy push from the department?

Assistant Director Padgett we have very good compliance, like 90%. We collect a lot of money in fines but with 80 90's compliance, most people are able to pay. The people that aren't able to pay and are impounded are the vulnerable this is what we're trying to change.

Commissioner Bose do you see this as not a pilot program, what would be the threshold of initial assessment?

Assistant Director Padgett stated we are keep statistics on things we will be doing statistics to the Mayor in a couple of weeks and this will be a part of what we're looking at. We have made explicit goals that we want to lower the impoundment rate.

Commissioner Overby this is really an excellent piece of work coming up with improvements and particularly the impoundments. Do you have statistics on the number of impoundments that annually?

Assistant Director Padgett stated he couldn't pull it off the top of my head. Parking services is a contributor to the general fund and I am actively reorganizing personnel staff and services so we can defer, we can keep them revenue neutral but we can move money from economically driven revenue like the garages and the lots and meters into parking services to back fill the losses from this program. We are no backfilling the fund with economic activity versus fine activity. We don't want to lower the amount that we contribute to the general fund but we are trig to shift how we provide that money to the general funds.

Commissioner O'Neill-Vivanco I do think this is wonderful. The data management on the system but with the metered parking and the app is allowing some of this tracking is that correct.

Assistant Director Padgett stated Park Mobil is integrated with a program called T2Flex and it's a citation management program. That office is a federally secured space with cameras and key codes because we have access to DMV records.

Commissioner O'Neill-Vivanco with those management systems is there a tracking and payment plans? Can I check for my parking history? I don't want to stir the pot because I don't have the money right now.

Assistant Director Padgett stated it goes in as your license plate number and if you pay your ticket in 30 days that's it. If you don't pay your ticket in 30 days the fine is attached and we send you an invoice and that's when we physically go and get your address and the invoice. We do not have the authority to set up a payment plan right now. But you can come in, we've made it explicitly clear that \$275 is a threshold.

Commissioner Barr curious about the notification after a month and then they get the invoice and they pay the \$26 will it compound again will their car be towed again if they don't pay the \$274?

AD Padgett stated that as long as they are under \$275. Somebody could consistently owe us \$275.00 they have to get two more tickets to be towed again.

Commissioner Munteanu I want to echo the support, I definitely think this is a step in the right direction when it comes to parking. My question would be how the Whoops Program would work. You stated that you expect sixty percent of the people to be appealing their ticket once this program is around how is it actually going to be communicated to people that this program exist.

AD Padgett communication out to the public is challenging. I've contacted the BBA because they do have an interest in this and Rob Goulding is our information guru so he will be involved in that. We have to have a robust communication platform.

Commissioner Hogan is there a sense of how much it cost us to impound a car.

AD Padgett should cost us nothing. We tow its \$125 ticket, 75 fine and 50 tow.

On the Whoops thing, your one comparable the city does a one-time freebie, what is the reasoning for year.

AD Padgett stated is just sort of felt right. I couldn't justify two a year, couldn't justify every two years, annual seemed right.

Commissioner Barr makes a motion to accept staff's recommendation?

Commissioner Bose seconded

Unanimous approval

ITEM 6 – General Obligation Bond Letter of Support

This item has been removed from the agenda.

ITEM 7 – APPROVAL OF DRAFT MINUTES 9-15-21

Commissioner Munteanu a motion to approve September minutes

Commissioner Barr seconded

Unanimous approval

Commissioner Overby abstained, as she was not present at September meeting.

ITEM 8 – DIRECTOR'S REPORT

Approved update to parking management plan.

Consolidated collection did not pass for fully municipal option. Gotten feedback from Councilors, CSWD and a number of the haulers and plan to come back to the council probably in December or January with likely a hybrid recommendation.

Champlain Parkway expecting a Record of Decision in the coming weeks and we are on track to have this out to bid this winter.

Railyard Enterprise Project planning to go to the City Council on the November 8th meeting to get approval for a consultant contract to bring us through conceptual design. 195-201 Flynn Avenue – acre parcel going to council October 25th seeking approval to extend MOU out three months to give us time to discuss a lease/purchase agreement for the city to purchase this three acre parcel. Possible for this parcel to be developed for a modern safe drop off center.

Fall leaf pick up is coming up

City Engineer Baldwin stated Main Street Great Streets needed to be mentioned. Laura and Olivia are advancing the great streets project and went to council seeking authorization to execute a design contract with VHP to begin that work. There is still financial follow up that needs to happen to fully fund it to aspire to do all six blocks. I believe there will be limited for two block.

Passenger Rail is continuing to progress. Contract between College and King is struggling to get traction with some of the work and we are slowly getting there with the contractors making good progress but more progress on Phase 3, which is between King and Maple. Will still need to have bike path detour going own King Street for some time until such time they have to repave King Street itself because they are doing signal work there as well.

ITEM 9 - COMMISSIONER COMMUNICATIONS

Commissioner Barr Main Street and University Heights intersection. I've heard a lot of people has been reaching out asking about it. I could do some education and messaging. We've done a lot of things and there are some things pending to do so I guess what I would like to do is get those things out to people to reduce the anxiety in some.

Director Spencer stated we got a couple media inquiries this week after students have been posting on social media some of their concerns.

Commissioner O'Neill-Vivanco a note on the Great Street, the Main Street what blocks are the priority?

City Engineer Baldwin stated that what is authorized is what we would do first. The two blocks are between Church and Pine. I think the message is we are moving ahead with the six-block plan.

City Engineer Baldwin stated that support of businesses and communication, evaluating what we can do to support them through this process and sequencing the work. The other piece is to be good partners with private property owners who have services that need attention before we make the investment in all the things that are above ground. Commissioner O'Neill-Vivanco the bike path detour changes on Battery Street I think communicating out in anticipation of upcoming changes helps. People are upset because the cones were moved and are hey what is going on. Staying ahead of the communication curve so that folks are aware.

City Engineer Baldwin stated that we are secondary to that conversation because the state is managing that project. WE as a city have taken on the task of dealing with the bike path along Battery Street simply because there is a series of contracts so some of what we were informed about was late coming and we've expressed our concern about that but much of what these contracts are are weather and material predicated on.

Commissioner Overby follow up on one of the items about the Railyard project. I know you said it's November 8th that you're going to have the City Council look at it is it possible that that Railyard Enterprise Project can be times to fit between the Phase 1 and the Phase 2 of the Champlain Parkway. I think one of the concerns that people have had are the traffic increasing in the King and Maple neighborhood.

City Engineer Baldwin our goal is to get it completed as soon as possible following all of the federal requirements. In a perfect world it would mean that we would have that work complete before Phase 1 of the parkway but there is no way of knowing how it's going to play out. That along with sequencing it with the roundabout project and other projects because there is so much going on in the south end that we have to think strategically how we can best serve the community and that's what this whole sequencing plan is about.

Commissioner Bose – the point about the consolidated collection you mentioned that the hybrid model will be advanced to the city council for consideration in the next couple of months. Is this coming back to us either for review or for a vote?

Director Spencer be happy to bring it back either for discussion or engagement. We brought forward your vote, which is for the hybrid model.

Commissioner Bose the upgrades in the storm water and drainage systems in the city and we haven't had any reports of anything. Nothing urgent on this but I'd love to hear something about how the upgrades are functioning.

Director Spencer the BTV Stats that we are planning for next month includes data on the number of CSO's and we'd be happy to share that with you.

Commissioner Kennedy wanted to go back to what Commissioner Barr was saying earlier about the U Heights/Main Street intersection would love to have further conversations about what we can do there. I feel I could offer a good insight on that. Director Spencer thank you for that we will reach out to you and set that up.

Commissioner Hogan looking forward to BTV stats. Considering a shift in minutes handling it again put it on the consent agenda. Other city boards do that. If there is an issue or something, it can come off.

Director Spencer stated if that is something, you want we can look at making that happen next month if that's a direction that you would like.

Commissioner Hogan I will close the commissioner communication and move forward to the next item adjournment.

ITEM 10 – ADJOURNMENT AND NEXT MEETING DATE November 17, 2021

Commissioner O'Neill-Vivanco made a motion to adjourn
Commissioner Bose seconded
Unanimous approval

Meeting adjourned at 7:46 p.m.

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Department of Public Works

Technical Services Engineering Division
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Memo

Date: November 17, 2021
To: Public Works Commission
From: Madeline Suender, Associate Public Works Engineer
CC: Norm Baldwin P.E., City Engineer
Subject: Yield Signs at Queen City Park Road Bridge

Recommendations:

Staff recommend the DPW Commission adopt:

Yield-right-of-way signs are authorized at the following locations:

- (1) Sixty (60) feet in advance of the east entrance to the one lane Queen City Park Road Bridge
- (2) Sixty (60) feet in advance of the west entrance to the one lane Queen City Park Road Bridge

Purpose & Need:

The purpose of this request is to allow adequate passage through the one lane bridge for all modes of transportation. This change will meet the needs of trucks, cars, and cyclists using the bridge.

Project Checklist:

	N/A	Yes	No	Reference
Aligns with MUTCD standards and/or established City Policy?		X		Manual on Uniform Traffic Control Devices (MUTCD)
Aligns with City plans?	X			
Followed Public Engagement Plan?		X		This Traffic Regulation change is defined as an INFORM project in the Public Engagement Plan (PEP).

Summary and Conclusion:

Staff received a request in parallel with the repaving and instillation of advisory lanes on Queen City Park Road from surrounding properties to improve travel through the Queen City Park Road Bridge for all road users. The principal motivation behind this traffic regulation amendment is to accommodate for the one-lane bridge on the road. Consequently, Staff recommend the instillation of new signage and painted yield markings in addition to other signage changes.

Site Map:





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Department of Public Works

Technical Services Engineering Division
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Memorandum

Date: November 17, 2021
To: Public Works Commission
From: Madeline Suender, Associate Public Works Engineer
CC: Phillip Peterson E.I., Public Works Engineer
Norm Baldwin P.E., City Engineer
Subject: North Willard Street at Brookes Ave Parking Removal

Staff recommends that the Commission adopt:

7 No parking areas.

No person shall park any vehicle at any time in the following locations:

- On the east side of North Willard Street, beginning immediately south of Brookes Avenue and extended south for seventy (70) feet.

Purpose & Need:

The purpose of this recommended traffic regulation amendment is to establish a balance between recommended sight lines and parking needs at the North Willard Street and Brookes Avenue intersection. This need will improve sight lines between all modes of travel navigating this intersection, increasing safety.

Project Checklist:

	N/A	Yes	No	Reference
Aligns with MUTCD standards and/or established City Policy?		X		Manual on Uniform Traffic Control Devices (MUTCD) - FHWA, City of Burlington, Downtown Parking and Transportation Management Plan
Aligns with City plans?		X		City of Burlington, Downtown Parking and Transportation Management Plan
Followed Public Engagement Plan?		X		These Traffic Regulation changes are defined as an INVOLVE project in the Public Engagement Plan (PEP).

Summary and Conclusion:

Staff received a request in May 2019 from a local resident of Brookes Ave, to remove parking adjacent to the North Willard Street and Brookes Avenue intersection (see Attachment-1). The request was a result of inadequate visibility at the intersection. It is important to note, prior to 2019 vehicles were not authorized to park on the east side of North Willard Street.

DPW Staff have examined the following data points at the North Willard Street and Brookes Avenue intersection:

1. Traffic counts
 - a. Approximately 4,500 is the number of vehicles along this stretch of North Willard on an average day.
2. Crash data
 - a. There have been two crashes at this intersection in the past 2 years, since the parking change in 2019.
3. Stopping sight distance (SSD)
 - a. SSD at 25 MPH is approximately 155 feet.
 - b. DPW Staff measured a SSD of approximately 115 feet for northbound vehicles at the North Willard Street and Brookes Avenue intersection.

Given the amount of vehicular activity, combined with crash data, and the current SSD. DPW Staff recommend that the DPW Commission adopt a no parking area, on the east side of North Willard Street, beginning immediately south of Brookes Avenue and extended south for seventy (70) feet. This removes one parking space.

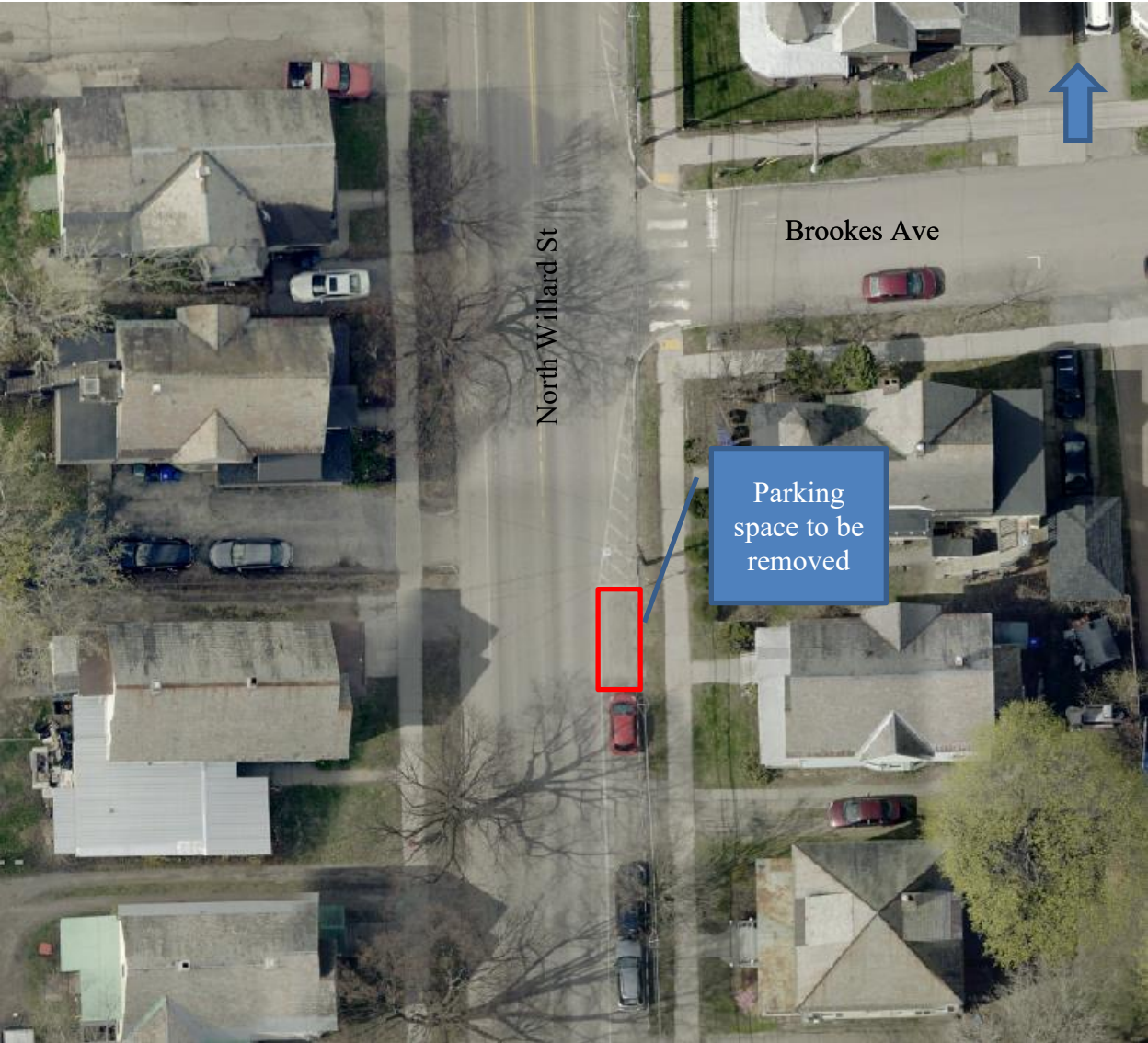
Public Engagement:

In preparation for the 11/17/21 DPW Commission Meeting, Staff distributed fliers to the homes and businesses adjacent to the North Willard Street and Brookes Avenue intersection. Staff received 2 emails in support and one phone call noting the SSD challenges but also addressing concerns with parking in the area (see Attachment 2).

Attachments:

1. Site map.
2. Public correspondence.

Attachment 1: Site Map



Attachment 2: Public Correspondence

Email Received 11/9/21:

Hello,

Thanks for dropping a flier off about the proposal to remove a parking spot on N. Willard St just south of Brookes Ave.

I fully support this change. In fact, I was wondering how to contact the city and ask for it. I believe removing just one spot will make visibility much safer for those of us pulling out of Brookes Avenue.

I'm grateful for the city's pro-active step.

Thanks,

Chris Pearson
12 Brookes Ave.

Call Received 11/10/21

Addressed concerns with sight distance and the need to remove one space but also stated parking issues and the desire for resident only parking on the entire length of Brookes Ave.

Email Received 11/10/21

Dear Madeline,

The sight lines coming out of Brookes Ave onto N. Willard are horrible. We live close to the intersection of those streets, on Brookes Ave, and have witnessed several accidents. I had originally asked when the bike lane was switched if parking could be adjusted so drivers could see bikes and cars as you come out of Brookes turning left onto N. Willard. I was told it was safe. However, to pull out safely, you need to look into the front windows of the cars parked on either side to see if it is clear. With winter arriving, there is snow, fog and ice, and that is not a safe way to see! Folks from the Pearl St light build up speed by the time they get to Brookes Ave. It is a very dangerous situation!

Thank you for asking if one parking space should be removed. YES!

Sincerely,

Linda Bowden



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Memorandum

Date: November 17, 2021
To: Public Works Commission
From: Madeline Suender, Associate Engineer
CC: Phillip Peterson, E.I., Public Works Engineer
Subject: Narrow Streets Charlotte and Catherine Street Proposal

Recommendations

Staff Recommend the Commission adopt:

7 No-parking areas.

No person shall park any vehicle at any time in the following locations:

- (332) On the east side of Charlotte Street from December 1 through March 31.
- (333) On the south side of Catherine Street from Hayward Street to Caroline Street and the north side from Caroline Street to Saint Paul Street from December 1 through March 31.

Purpose & Need

The purpose of this proposal is to align with the guidelines and standards for emergency access and snow removal on narrow streets with on-street parking. The need is to ensure balanced consideration of parking needs and public safety while addressing concerns from the neighborhood regarding parked cars and their traffic calming effects on speed.

Summary

The Department of Public Works (DPW), in collaboration with the Burlington Fire Department, has developed a policy for Narrow Streets to help ensure timely emergency response and street maintenance where streets are 28' wide or less. DPW recently evaluated a request to consider parking restrictions on Catherine and Charlotte Streets, each being 26', two way streets with parking currently on both sides. After this evaluation by DPW and the Fire Department, DPW staff initially recommended a seasonal parking prohibition (December 1 - March 31) on the East side of Charlotte and the South side of Catherine. However, after reviewing feedback from the public meeting and resident communications that were related to traffic speeds, DPW staff has modified the Catherine Street recommendation to respond to these concerns. The revised seasonal proposal recommends alternate side parking on Catherine Street east and west of the Caroline Street stop controlled intersection

(Attachment 1). This seasonal parking prohibition will allow for 18' of effective travel width and 8' of parking along these streets while shifting travel lanes to provide a visually narrowed corridor.

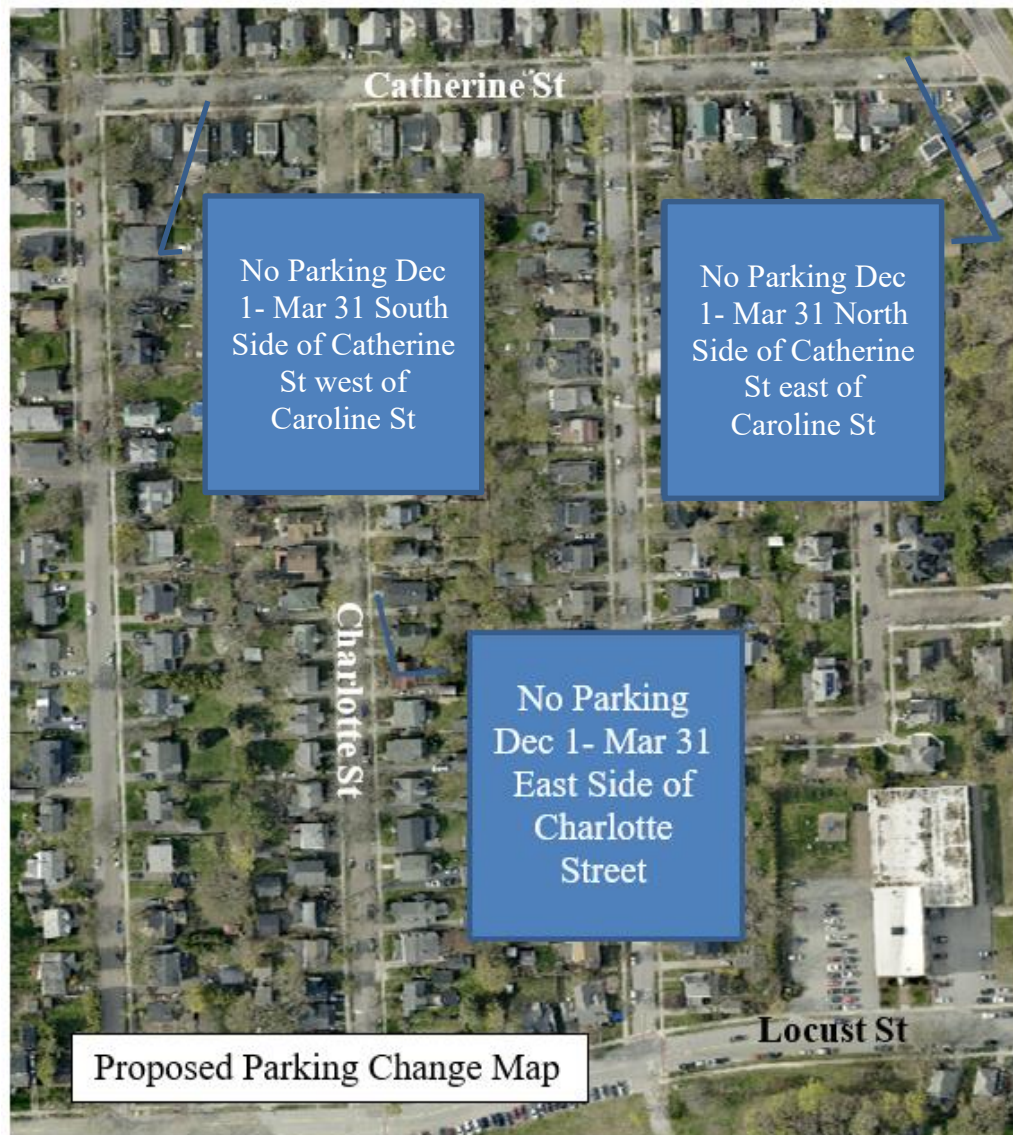
Public Outreach

Staff held one neighborhood meeting on September 29th after sending out a mailer alerting the neighborhood of the Narrow Streets evaluation being done (Attachment 2). After receiving feedback from the neighborhood (Attachment 3), another mailer was sent out once staff had come up with an official recommendation (Attachment 2). Staff attended the October Commission to update Commissioners and allow for another round of public input.

Attachments:

1. Site Map
 2. Public Notification
 3. Public Comment
 4. See Click Fix
-

Attachment 1: Site Map



Attachment 2: Public Notification



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Dear Charlotte and Catherine Street Residents and Property Owners,

The Department of Public Works (DPW) recently evaluated a request to consider parking restrictions on Catherine and Charlotte Streets. The City developed a citywide Narrow Streets policy to help evaluate when parking restrictions may be necessary to enhance emergency services and maintenance operations. More information regarding this policy can be found here: <https://www.burlingtonvt.gov/NarrowStreets>.

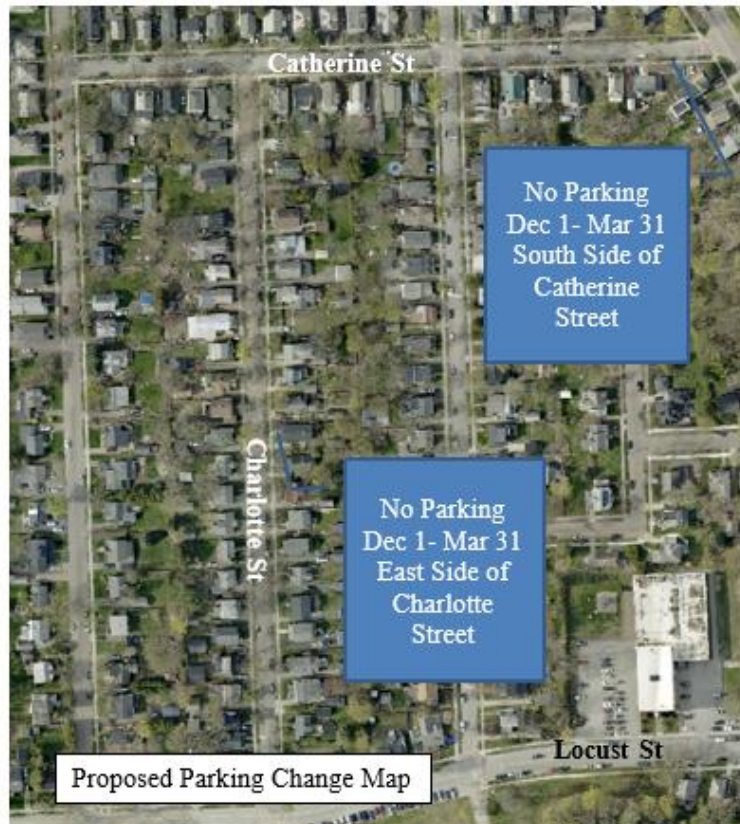
After an evaluation by DPW and the Fire Department and a neighborhood meeting, **DPW staff are recommending a seasonal parking prohibition (December 1 - March 31) on the East side of Charlotte and the South side of Catherine (see map).** DPW will seek final approval for these parking restrictions from the DPW Commission on November 17th. In advance of this recommendation, staff will present an informational memo to the Commission at the October 20th meeting. Public comment is welcomed at all DPW Commission meetings. If you are unable to attend, you can submit public comment to us which will be shared with the Commission ahead of their decision. Information regarding Commission meetings can be found here: <https://www.burlingtonvt.gov/DPW/Commission/Agendas>.

Thank you!

Madeline Suender, Associate Engineer

Phone: 802.735.5324

Email: msuender@burlingtonvt.gov



10/6/2021



Dear Charlotte and Catherine Street Residents,

The Department of Public Works (DPW) has received a request from a local resident regarding the street width on Catherine and Charlotte Streets and its impact on emergency service access and public services (plowing & recycling). We are seeking neighborhood input after hearing these concerns.

Based on street width, parking occupancy, neighborhood input, and staff judgement, there are multiple options to meet the City's 'Narrow Streets'* policy. These options can include **partial** seasonal parking prohibitions, (e.g., December 1 - March 31), or potentially year round restrictions on one side of the street. DPW will gather input from the neighborhood before seeking final approval for potential parking restrictions from the DPW Commission. An example of what this restriction could look like is shown on the map and has been implemented elsewhere in the City.

*DPW, in collaboration with the Burlington Fire Department, has developed a policy for Narrow Streets to help ensure timely emergency response and street maintenance where streets are 28' wide or less. More information on this policy is available by contacting us.

If any parking restrictions are deemed necessary, we will bring this to the Public Works Commission for approval, where further public feedback is welcomed. For information on upcoming agendas, please visit <https://www.burlingtonvt.gov/DPW/Commission/Agendas>.

A neighborhood meeting to discuss this issue will be held at 645 Pine Street, from 6:00 PM to 7:30 PM on Wednesday, September 29, 2021. To attend virtually, please use the following zoom information: <https://us02web.zoom.us/j/81641669400> or by phone, 301-715-8592 Meeting ID 816 4166 9400. If you cannot attend, please respond via email or phone so your feedback may be considered during our evaluation.

Thank you!

Madeline Suender, Associate Engineer

Phone: 802.735.5324 Email: msuender@burlingtonvt.gov



9/17/2021

Attachment 3: Public Comment**Email 10/20/21**

Hi,

I just want to make sure my opinion is counted and shared before this decision is made. As a resident of Catherine street I oppose this parking restriction for Catherine st. Catherine and Charlotte street are very different in make up and traffic.

Thanks!

Kirstin

Email 10/15/21

Hi Madeline,

I'm not going to be able to attend the DPW Commission meeting where there will be a discussion about the seasonal parking prohibition on Charlotte and Catherine Streets, but I would like to express my support for the restrictions. I've been a resident of Catherine St. for almost 30 years, and have noted many times how it would be virtually impossible for an emergency vehicle like a fire truck to get down the street when there are vehicles parked on both sides, particularly during the snowy months.

Please convey my thanks to the Commission for considering this long overdue ruling.

Best wishes,

Robert Resnik

24 Catherine Street

Email 10/7/21

I am a resident of Catherine St. in Burlington, and I totally agree that we need one side of the street parking. I was not able to attend the recent Zoom meeting, but I wanted to weigh in on this issue. I have seen Fire Trucks and other large trucks have great difficulty getting down my street, as well as making the turn around the corner to Charlotte St. with cars parked on both sides.

I encourage you to consider one side parking the entire year, not just in the winter.

Thank You-

Karen Downey

Email 10/9/21

Look you people know that by enforcing a winter parking restriction you will piss off the renters. Its not there fault that they have to park in the street. Its the landlords and they don't give shit. Then you have owners with driveways who are to f***** lazy to park in the driveway so they park in the street. Again frustrating the renters. I am an owner and I park in my two spot driveway. The park ban would provide an open clear street and space for the snow and would suit the plow drivers. I used to give a shit but to be honest I could go either way with the ban. I would not advise anyone to purchase a home without a driveway but the world is full of selfish assholes with nothing but money and investments driving their

psyche. Catherine street is very dangerous to the residents because of drivers using it for a shortcut and avoiding the lights on St Paul. People have a tremendous disregard for residents well being. They always will..it never will go away..never. So fuck everybody and enforce the ban or keep the street tight unplowable and dangerous to pedestrians, residents etc.. does it matter? I don't think so and I don't care anymore. I'm moving the fuck out of this city I hate it!!! One more thing..the sidewalk plow cannot make it up hill and due to the sidewalk pavement buckled up by huge tree trucks(city arborist is responsible) DPW does not give a shit when the plow slips and slides onto property and cause damage to residents property. Also the curbing on Catherine street is gone..they never properly paved the street and restored the curbs. I've been here since 1992 and nothing has been done nobody cares. If you observe higher paying tax property (Hill section) gets catered to consistently along with businesses. 29 years here and upper Catherine gets nothing. I remain in contempt and not waiting for anything to get better. This what living here produces.

Email 10/8/21

Thank you Madeline for your prompt reply and for using FPF to notify our community about the upcoming Commissioner meeting on October 20th. And thank you for all your efforts (and patience) in advancing this project!

I've reviewed the Narrow Streets policy, the Powerpoint presented at the September 27th community meeting, and the flyer you provided via Front Porch Forum. I have some follow up (clarifying) questions, the answers to which would help me more fully understand how your team arrived at the proposed recommendations for parking restrictions:

1. In searching for a list of Narrow Streets on the city website, for comparison purposes, I found a list of designated one way streets, but no list of narrow streets. Where might I find a list of narrow streets, which includes their respective widths and their current restrictions? If it does not exist on the website, could you share that list with me?
2. From the powerpoint, I understand that the BFD emergency and DPW maintenance divisions prefer 14 feet of clear travel for their vehicles. Do they not prefer 14 feet of clear travel area year round? I'm trying to understand why the proposal for parking limitations is seasonal and not year round. If the proposed restrictions were seasonal, would that not reduce the area of clear travel back to 10 feet for the remaining 8 months of the year?
3. The Data Collection presented in the power point indicates that the standard of less than 60% on street parking utilization on both sides of the street was met. Could you expand on your methodology for data collection since 2018? ie, which months of the year, days of the week, times of day was the data collected? and how often?

Thanks again for all your work!
Johanne Larson

Email 9/30/2021

Dear DPW,

Thanks for reaching out about changing winter parking on Charlotte St, in response to a suggestion of a resident. I have lived on Charlotte Street for over 20 years, and in all those years I am aware of only a handful of times when a City plow had to beep for a resident to move their car out of the way. The proposal to eliminate winter parking along one side of the street seems well intentioned but misguided - like using a sledge hammer to put in a finishing nail. People can get a little lazy about moving their cars off the street to make room for the plows to fully

clear to the curb. Rather than eliminate parking, simply use Front Porch Forum to remind folks that they should make sure when they park in winter there is ample room for the plow - that they are not blocking the street, due to snowbanks.

Callahan Park is well used, even in winter, with sledding and skating. Maintaining parking for all residents and visitors is important and shouldn't be removed because of an occasional incident. The parking on both sides of Charlotte St is what keeps vehicles driving slowly, essential with all the children.

I hope you do not move forward with this proposal.

Sincerely,
Betsy Rosenbluth
121 Charlotte Street

Email 9/28/21

Hi,

I will not be able to attend the meeting regarding parking on Charlotte St. But wanted to say I have lived on this street for over 37 years. And have never had a problem with emergency vehicles getting through.

I also think there is a need to have parking available on both sides of the street. Julie Abair

Email 9/28/21

Hello Madeline,

Laura Gibson and I live at 33 Catherine Street, which is on the uphill corner of Catherine and Charlotte Streets.

We enthusiastically support the partial seasonal parking prohibition (December 1 - March 31) on one side of both streets to provide access for emergency vehicles as well as for the safe passage normal vehicle traffic.

Thank you.
Scott Perry and Laura Gibson

Call 9/25/21

Trine Bech. Charlotte Street Resident. In favor of parking restriction.

Email 9/25/21

Dear Ms. Suender,

Thanks for your recent mailing seeking community input on the proposal to restrict parking on Charlotte Street. I am unable to attend the neighborhood meeting on Sept. 29, and am sending you this message instead.

I am in favor of restricting parking to one side of the street, either year-round or seasonally. I have lived on the street since 2004, and have often worried about how emergency vehicles would get through if needed. I have seen numerous occasions when the recycling trucks and other construction vehicles had trouble navigating our street.

If parking IS restricted, I would recommend that parking be prohibited on the EAST side of Charlotte Street, rather than the west side. This would give easier access to the only fire hydrant on the street, which is on the east side.

Thanks very much.

Trina Magi
78 Charlotte Street

Email 9/22/2021

Hi Madeline!

I wanted to email you since I will likely be unable to attend the upcoming neighborhood meeting to discuss the possibility of implementing seasonal parking restrictions on Catherine and Charlotte street. I wanted to get my personal position to the DPW as firmly opposed.

Though it may increase the ease in which large vehicles can navigate, I don't feel there is enough value in contrast to the potential problems such a policy would create. In my experience, the DPW does a great job enforcing the parking bans and clearing the streets when we have storms. As a resident of over 15 years on Catherine Street, I have never personally seen a vehicle unable to pass. So to create a restriction seems wholly unnecessary.

Additional reasons I feel this policy would be unwelcome:

- **There is already a lack of available on street parking.** Catherine and Charlotte have a number of multi-family homes with limited parking and neighbors that share driveways. Also the Phoenix House on lower Catherine I believe can have up to 15 residents at a time with a number of visitors.
- **A decrease in available spaces could lead to neighbor competition for available parking and therefore tension within the community.** This already happens, though luckily to a limited extent.
- **We would lose valued traffic calming.** The current narrowness provides a traffic calming effect. This is especially valued while Locust is closed and we are seeing more through traffic on Catherine. LOTS of kids in the neighborhood so the fact that people need to go slow to navigate is good. The big delivery trucks have to slow down. GREAT!
- **Parking on Caroline and Locust will dramatically increase.** Moving a problem from one street to another. Again, tension with neighbors who may view parking in front of - or near - their house as "theirs" and may not appreciate those from neighboring streets taking "their" parking.

I think it would be a good idea to have an online survey available to gauge the true sentiment of the neighborhood. Not everyone is able to attend a meeting and only those with the time will email such as I have.

Thanks for your consideration on this matter, I know it's never easy to please all the people :) I welcome the opportunity to share my thoughts so please reach out if needed.

Respectfully,
Kirstin LaMonde
47 Catherine Street

Email 9/22/21

Madeline,

I live at 83 Charlotte Street, I have lived here for 37 years, and my husband was born in our house years before. We are unable to attend the meeting on 9/29/21.

But would like to say I am against one side parking. We have never had a problem with emergency vehicles getting through. We unfortunately have needed them a few times. When games are being played at Callahan park there are many cars that need parking. The only narrow part is the extended curbs at the end of streets which do not affect parking. Again we often have visitors and both sides are necessary. Thank you Julie Abair

Email 9/22/21

Hello Madeline,

Thanks for the note you sent around to us neighbors. I have lived on Catherine St for almost 25 years (first as a renter at 32 Catherine St 10yrs) then as a homeowner at 15 Catherine St for 15.

I would be in favor of leaving things as they are. Traffic obstructions seem really rare (plow can't get through etc...) and I greatly value the traffic calming provided by narrow streets and parking on both sides. Would seem strange to go to one side parking and then have to build traffic calming on the road. I am grateful that only a nwinter short term ban is considered but I still do not favor that.

Honestly, I think we give cars and drivers top priority. We have tons of kids in the neighborhood and increased traffic speed seems a far greater risk than any occasional over narrowing of the road! I am sure the data would bear that out. Also, we do have a number of duplexes and rentals in the neighborhood and not all of them have off street parking so it just limits the options. Also, our neighborhood has spillover parking for dealer and big events on pine street and I am fine and happy with that as long as it keeps the traffic moving slowly!

Thanks for asking!

Zoe

Email 9/20/21

Hello Madeline,

Thank you for sending out this information about the streets. Thank you for giving us an opportunity to give feedback without attending the meeting which I do not have time to do.

Once in a blue moon Catherine Street does get a little narrow especially when we get a lot of snow and the snow banks get really big.

But in general I think with parking bans it is very manageable to clean up the snow.

This has not been a concern of mine certainly not some thing that I think needs to be addressed by

altering the parking.

If this is a repeated complaint from multiple emergency vehicles, public service vehicles and residents then I would consider changing my mind.

Thanks,
Jess

Call 9/20/21

Tom Vancouver – Catherine St Resident. Seeking more info about policy.

Attachment 4: See Click Fix

✓ Acknowledged by: Burlington, VT 

Transportation and Parking Improvement Request ▸

Acknowledged

Charlotte St Burlington, VT, 05401, USA • [Show on Map](#)

Issue ID: 9202921

Submitted To: [Burlington, VT](#)

Category: Transportation and Parking Improvement Request (non-integrated)

Viewed: 70 times

Neighborhood: [Burlington](#)

Reported: on 01/15/2021

REPORTER
An anonymous
SeeClickFix user



DESCRIPTION

A local resident of Charlotte Street would like DPW Staff to institute a one side of the street parking restriction on Charlotte Street. This one-sided parking restriction will allow better access for emergency services and winter maintenance crews.



Memorandum

Date: November 17, 2021
To: Public Works Commission
From: Madeline Suender, Associate Public Works Engineer
CC: Chapin Spencer, Director of Public Works
Jeffrey Padgett, Division Director for Parking & Traffic
Norm Baldwin, P.E., City Engineer/Asst. Director – Technical Services
Phillip Peterson, E.I., Public Works Engineer
Subject: Resident Permit Parking – Five Year Review

Recommendations:

Staff recommends the DPW Commission ~~remove~~ and add:

Appendix C, Section 27 - No parking except with resident parking permit.

No person shall park any vehicle except (1) a vehicle with a valid residential street sticker or valid license plate number via a digital permitting program; (2) a vehicle with a valid transferable residential hanging tag; (3) a clearly identifiable service or delivery vehicle while conducting a delivery or performing a scheduled or requested service; (4) a clearly identifiable car share vehicle; or (5) a vehicle displaying a valid state-issued special registration plate or placard for an individual with a disability on any street, or portion thereof, designated as "residential parking."

(f) ~~Permits. The police department~~ Parking Services shall issue resident parking permits only to residents of streets, or portions thereof, that are designated "resident parking only" for parking on that street pursuant to subsection (i) of this section.

(1) Residents may apply for up to four (4) permits if their property has one (1) dwelling unit, and up to three (3) permits per unit if the property has more than one (1) dwelling unit. The number of dwelling units at a property is the number of units authorized by the city zoning department. Of the permits issued per dwelling unit, up to two (2) may be in the form of a transferable residential hanging tag or valid license plate number via a digital permitting program and the remaining permits shall be residential street stickers that must be affixed to a permitted vehicle or valid license plate number via a digital permitting program. A resident may also be eligible for a thirty (30) day temporary resident permit in order to secure and produce proof of residency in accordance with subsection (g)(1) of this section subject to compliance with the applicable rules. Permits shall be valid for up to two (2) years, effective the date of issuance.

(2)-(5) As Written.

~~(6) A resident may request up to eight (8) contractor permits valid for thirty (30) day increments for construction purposes. The cost of each permit shall be ten dollars (\$10.00) per thirty (30) day period.~~

(6) A contractor providing services to a resident located on a street with resident only parking may request a permit valid for any and all designated Resident Parking Streets throughout the City. The cost shall be five dollars (\$5.00) for a one (1) month permit,

thirty dollars (\$30.00) for a six (6) month permit, or fifty dollars (\$50.00) for a one (1) year permit. The permit shall only be used when the contractor is providing service to a residence on a street with resident only parking.

(7) ~~The police department~~ Parking Services may, with twenty-four (24) hour advance notice, grant a resident an exception to the limitation of spaces for a special activity.

(8) ~~The police department~~ Parking Services may, with twenty-four (24) hour advance notice, grant a nonresident an exception to the limitation of spaces for a special activity in exchange for payment of an established administrative fee.

(9) A dwelling unit whose resident(s) receive three (3) or more lawn parking violations per year shall automatically lose all residential parking permits (transferable residential hanging tags, residential street stickers, or digital permits) for the remainder of the year.

(g) Specific conditions.

(1) Proof of residency. In order to receive a residential parking sticker, ~~or transferable residential hanging tag~~ or digital permit, an individual must produce a valid government issued photo identification and proof of residency. Acceptable documents to prove residency on the designated street or section of street are:

(2) Upon showing of proof of business occupancy, owners and employees of small businesses on streets with designated "resident parking" only will be considered residents and issued a resident parking permit if sufficient off-street parking or metered long-term parking at the business location is not available. The conditions of the business's zoning permit must be used to determine if a business has sufficient, available off-street parking at its location. The owner or employee(s) will be issued a choice of a residential street sticker, ~~or a transferable residential hanging tag~~, or digital permit. Customers of these small businesses may legally park on the street under the authority of the permit.

(3) Display of stickers. When used, Residential street stickers must be affixed to vehicles on the left-hand side of the rear bumper and must be visible without obstruction at all times. In order to be valid the sticker must have the resident street code designation or neighborhood designation and license plate number affixed to it.

(4) Display of transferable residential hanging tags. When used, Transferable residential hanging tags must be hung from the rearview mirror with the side displaying the resident street code designation or neighborhood designation affixed to it and visible without obstruction through the front windshield at all times. If a transferable residential hanging tag cannot be hung from the rearview mirror it must be placed on the front dashboard on the driver's side with the side displaying the residential street code designation or neighborhood designation visible without obstruction through the front windshield at all times.

(5) Fraternities and sororities. Upon showing proof of residency, residents of fraternities and sororities upon properties separate and distinct from institutions and which abut resident parking only designated streets will be issued a permit and a residential street sticker for each resident's registered vehicle or equivalent digital permit. Each of these buildings may receive two (2) transferable residential hanging tags or equivalent digital permits. Buildings with more than ten (10) residents may receive one (1) additional transferable residential hanging tag or equivalent digital permit for every four (4) adult residents beyond the first ten (10) residents, not to exceed five (5) additional transferable residential hanging tags or equivalent digital permits in total. The maximum number of transferable residential hanging tags or equivalent digital permits, that any one (1) fraternity or sorority may have is seven (7).

(h) As written.

(i) ~~Parking voucher. One (1) parking voucher per year shall be issued with each residential street sticker or transferable residential hanging tag which can be returned to parking enforcement within that year with a resident parking ticket and the ticket will be voided. See Chapter 20 MOTOR VEHICLES AND TRAFFIC. Article III. Parking, Stopping, and Standing. Division 1. Generally. 20-80 Limited Violation Forgiveness.~~

(j) As written.

(k) Streets designated for resident parking at all times, except between the hours of 8:00 a.m. and 5:00 p.m. Between the hours of 8:00 a.m. and 5:00 p.m., nonresidents shall not park a vehicle for a period longer than four (4) hours; this four (4) hour time limit shall not apply to residents with a valid residential parking sticker properly displayed or to visitors at a residence with a valid guest pass properly displayed or digital permit.

(l) As written.

Purpose & Need:

The purpose is to provide a simpler, fairer and more easily administered approach to managing contractor parking in resident only parking areas. The need is generated by concerns from staff and contractors regarding lack of compliance and confusion with the current ordinance. Additionally, allowing administrative processes to eventually move towards digital enforcement of the program via license plate rather than physical permits.

Project Checklist:

	N/A	Yes	No	Reference
Aligns with MUTCD standards and/or established City Policy?		X		Residential Parking Management Plan (RPMP) Approved by DPW Commission 1/20/16
Aligns with City plans?		X		Residential Parking Management Plan (RPMP) Approved by DPW Commission 1/20/16
Followed Public Engagement Plan?		X		These Traffic Regulation changes are defined as an INFORM project in the Public Engagement Plan (PEP).

Background:

The Residential Permit Parking (RPP) program began in the 1990's to regulate on-street parking in neighborhoods around Centennial Field. The fundamental principle of RPP is to create a balance in high-demand parking areas between the needs of the general public and the need to provide residents reasonable access to their homes. Today, approximately 8 miles of curbside parking is regulated through the RPP program.

The DPW Commission sought to make isolated updates to the RPP program in 2013 after hearing about challenges with the program from residents and from the Police Department, which administers the RPP program. The Commission was unable to make these isolated updates due to divergent perspectives among stakeholders, and the Commission suggested staff undertake a comprehensive review of the RPP program. The Residential Parking Management Plan (RPMP) was undertaken in 2014 to review the program and recommend adjustments. The final Plan was approved by the DPW Commission on 1/20/2016. The Plan is on DPW's website: <https://www.burlingtonvt.gov/DPW/Links-Library>.

The approved RPMP requires a review of the program every five (5) years. The recent review of the program involved City Staff from DPW, Parking Services, and the City Attorney's office. During this review process, Staff noted RPP is generally working well and identified these two minor changes as ways to improve the program. Throughout the evolution of this policy, various Staff initiatives, such as ticket voids, where an RPP holder can have one void, per RPP permit, for RPP violations per year, and our clarification of how corner properties fit into the RPP policy have improved the functionality of this policy for residents throughout the City. Staff do not recommend additional changes at this time.

Summary and Conclusion:

As part of the Department of Public Works' five year review of the Resistant Permit Parking (RPP) Program, Staff identified contractor permits as one area of the program that could be improved. This ordinance change would allow contractors to more easily comply with the RPP program, avoid tickets and streamline long and short term projects. This change will also improve Parking Services operations and simplify enforcement while making changes for a potential digital parking permit program via license plate number.



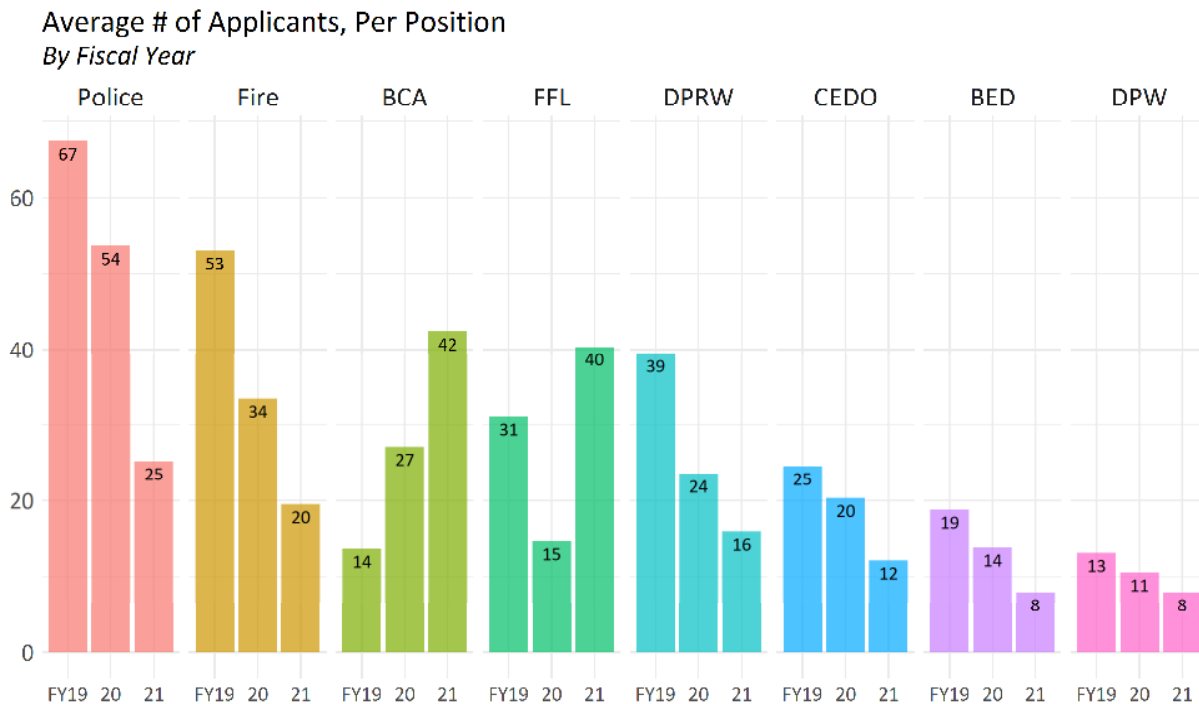
CITY OF BURLINGTON DEPARTMENT OF PUBLIC WORKS

645 Pine Street, Suite A
Burlington, VT 05401
802.863.9094 VOICE
802.863.0466 FAX
802.863.0450 TTY
www.burlingtonvt.gov/dpw

To: DPW Commissioners
Fr: Chapin Spencer, Director
Re: **DPW Director's Report**
Date: November 17, 2021

Recruitment and Retention Strategies

DPW has struggled with persistent recruitment challenges over the last two years. Posted positions have had few applications (only an average of 8 per position in 2021) – and much less than other departments in the City as the BTV Stat chart below illustrates. Furthermore, the average of 8 applications per position includes applicants that did not meet minimum qualifications. Given our personnel is the City's greatest asset, our recruitment and hiring process must cultivate a diverse pool of strong candidates to maximize the talent of our workforce.



Our front line positions in specific have been especially challenging to fill. We currently have 30 openings. 18 of those are School Crossing Guards. To address persistent recruitment and operational challenges heading into the critical winter season, the Department of Public Works (DPW) is seeking City Council approval to execute an MOU with AFSCME to:

1. Reclassify the Recycling Worker position from Grade 12 to Grade 14 and create of one new FTE Recycling Worker
2. Implement hiring bonuses for DPW positions through March 31, 2022
3. Pilot an expanded on-call payment provision

In addition, DPW is willing to put tiered progressions on the bargaining table in the coming months to allow for greater career and skill growth for at least some of our construction and technical positions. These proposed actions above are in addition to enhanced recruitment outreach efforts that are underway. We are preparing for a Job Fair in early December. Any outreach that Commissioners can do to promote these job opportunities is appreciated. Available positions can be found at: <https://www.governmentjobs.com/careers/burlingtonvt>. More info: Chapin Spencer, cspencer@burlingtonvt.gov.

Railyard Enterprise Project

The City Council unanimously approved the design engineering consultant contract at its November 8 meeting. This contract approval will enable the City to begin engineering and permitting for this important project. An initial kick off meeting occurred on November 9. More info: Corey Mims, cmims@burlingtonvt.gov.

Thank you all. Please don't hesitate to reach out with any questions.

ROBERT N. FORD

**why jobs die
&
what to do about it**

**job redesign
&
future productivity**

amacom

A DIVISION OF AMERICAN MANAGEMENT ASSOCIATIONS

1979

- of the business segment as they can; expand the job as they expand their ability (no rigid job specs, please).
- If helpful, organize self-contained work units, or mini-groups, of mutually supporting workers, so that a final product or service emerges from the group. (Some jobs cannot be improved except by inclusion in a larger grouping of jobs.)
- Give employees lots of feedback as to how they are doing.
- Give them access to staff support for information and expertise so that they can perform more effectively within their own segment (e.g., the industrial engineer, cost accountant, methods and practices people, computer experts).
- Give them access to the boss for knowledge and support also.

There is very little more to be said about what's at the heart of the matter, the human psychology of the situation. But now that we've said it, how do we do it, how do we put our words into action?

Translating the Model into Jobs

Now we must call upon managers, industrial engineers, equipment designers, anyone who has a finger in the job pie, and ask for their diagnostic help and understanding as we translate the model into good jobs.* There are four aspects to be considered, regardless of whether we are reexamining an existing job or laying out a new work flow prior to slicing it into jobs.

THE MODULE OF WORK

The first consideration is the *module* of work someone is to perform. The questions we must answer are these:

*My particular thanks go to my former colleague, Malcolm B. Gillette, Director, Human Performance Systems, AT&T, New York City, and his current staff for some of the ideas in this reformulation of an earlier model.

Where does the work begin and end as a whole? What is the product or service? Can one person perform the whole task? Can employees acquire and maintain the necessary knowledge and skill for the task? Will they be able to meet reasonable, objective performance standards, for we are going to have them? Will they be able to meet the equally important, nonobjective standards, such as maintaining good product appearance or maintaining a gracious manner and desirable appearance in dealing with customers?

Although the work may flow through half a dozen steps or stages, the employee must have as functionally complete a module as possible. If six steps are involved, half a dozen people could be lined up, each to perform one-sixth of the work before passing it on to the next person. All this would be done in the name of efficiency, so that training time will be minimized, and workers can develop great skill, the ability to knock the work out very fast. More likely, what they will develop is great boredom and great indifference.

Evidence is now reasonably strong that such a six-step arrangement will create at least these problems: Work may have to be logged in and out in an effort to keep track of its progress, thus creating more jobs. A coordinator may have to be appointed. Since no one person is responsible for the work or service from beginning to end, except the boss, the number of errors will surely rise, leading to the need for quality control jobs. Approximately the first 20 percent of the time spent at each stage after the first will be on checking out the situation as received. This front-end load of work can be eliminated each time we figure out a way of letting the same person who performed the first step perform the next step, and the next after that, right up to some limit of practicality. And if one person can perform all six steps, then we free a coordinator and have reduced or eliminated the need for logging work and for extra quality control. *Functional completeness* is a marvelous goal in design jobs; in this case the work becomes the job. We may have to settle for far

less, but we must minimize the number of jobs in the lineup, and we must make each slice as meaningful as possible.

CONSISTENCY IN THE WORK SITUATION

Now that the work flow and the least number of jobs or slices across that work flow have been determined, more questions must be asked. How can we make this a *consistent situation* for the worker?

Can the worker forecast the load, the work volume that will hit? How about deadlines—can they be set meaningfully, not arbitrarily? Can we set the work input so that a worker gets it consistently from a certain group of customers or clients? Can the worker have an area, a piece of “turf”? Must this worker provide a special technology consistently? Can it be made interesting and challenging?

If a worker has a functionally complete module of work, and if it comes from a certain place and goes out to a certain place consistently, we are well on our way toward building a very good job.

CONTROL

The third important ingredient is *power to act*, or *control*. If the worker is going to be held responsible for the product or service, and that is one of our goals, can he or she take action if something starts to go wrong?

What can we let workers do, on their own, on this job? Can they schedule the work, in and out, to meet the deadlines, for example? Can they make estimates and requests for parts, supplies, inventory, or must this be done by the boss? What if workers feel that too much stock is lying around, in the way? If time requirements, deadlines, costs, budgets, qualities, and quantities are being met, can employees work on their own? Can employees call for help, scrounge, get it any way they can, if deadline problems or other problems loom ahead? Can workers go directly to workers at previous stages if problems are emerging, or must they go to the boss, who will go to an-

other boss, to resolve the problem? If someone above actually needs to know what progress is being made, can a Xerox copy of the information be sent to that person while the work goes right ahead, without waiting for consent? Can workers be given small budgets for their jobs, or the right to ask for services directly within certain boundaries, so that work can go right ahead or start faster after a problem occurs?

FEEDBACK

The fourth and final ingredient is useful *feedback* from the work, an ingredient that is only too frequently missing.

Where, or what, is the feedback? Do employees know themselves when things are going wrong, or have we mistakenly set it up so that employees find out from the supervisor rather than from a dial, a red light, a printout, an irate customer/client? Is the feedback as fast and direct as we can possibly make it? Is it individualized, the employee's own feedback, or is it merely the average for a group—a form of feedback that is second best. (As an example, offer to keep score for four golfers. At the end of the round, tell them you have only their average score to offer.) Is the feedback work-related, or is it secondary (failure to be cooperative, to give to the United Fund, to park properly in the employee lot, etc.)? Is it consistent? Are other employees measured in the same way? Is it reliable information?

The concept of feedback is borrowed from electrical engineering, where means are set up so that a mechanism senses when it is beginning to malfunction and can take steps internally to reduce the error back toward some zero point. If my analogy is way off, I hope electrical engineers will forgive me. The point is that the work situation should be self-adjusting rather than boss-adjusting. We've had the latter quite long enough. When employees are asked, “How do you know whether or not you are doing a good job?” they very frequently answer: “I don't

know, actually, how well I'm doing," or "No news is good news," or "Did I get the work out on time?" The third of these replies is the only desirable one, and it doesn't go far enough. How about the quality, for example?

Employees have every right to have a copy of the checklist used by the boss when he or she evaluates performance, to know how they are being judged. As Odiorne, exponent of Management by Objectives, has wisely pointed out, it isn't cheating to know how the boss is judging you. An ideal feedback arrangement goes well beyond that. Ideally, the employee should be able to tell the boss how well he or she, the employee, is doing, for the employee has exactly the same information as the boss, and the employee has it earlier.

So much for the model, the ingredients that make for a good job: a functionally complete module, work in a consistent situation, with reasonable and necessary power to act and keep things under control, plus plenty of feedback. Some writers add "variety" to the requirements. As I see it, jobs designed with these four ingredients will tend to be quite varied, the very opposite of monotonous. I would not add items to a job merely for purposes of variety; the items should belong to the job naturally.

We need not concern ourselves here with the question, Will this job engage a person's attention forever? It probably won't. Later chapters of this book go into this issue: the problem of self-renewal.

This prescription for a good job, calling for four ingredients, assumes that two other important requirements will be met—but they are not part of the job. First, we assume that the training department will be able to cooperate, to supply the necessary knowledge and skill—but no more than that—so that the employee can get started. No useless knowledge, no "cold storage" training should occur in this ideal training effort. Just get the beginners started, and supply only what the work situation itself cannot supply in an efficient and timely way. If the training jobs are built properly, their feedback will answer the ques-

tion: "Did my trainees succeed when they went onto the job?" We can think of training as the front end of the job.

And there is a back end, too: Does the whole work environment support the workers in their effort to be useful? Do practices and procedures sustain them? Are the measurement plan and the standards just right? How about light, heat, ventilation, the cafeteria, and the other factors in the surrounding environment, do they sustain or annoy? Pay plans, holidays, benefits, and similar items, do they also sustain the employees in their feeling that this is not only a reasonably good job, but it's a good organization to work for?

Lethal Information Loops: A Violation of the Model

Managers cannot escape having a model for laying out work and job assignments. They have to believe *something* about how to get work done. It is easy to accept the model offered here while retaining parts of an older model, and the two may be in open conflict. The following example is intended to help managers make a decision as to which way to go.

Now that computer printouts are so readily available, and in an effort to stay on top of their jobs, the top bosses may easily make the mistake of asking to see the results of a work unit's operations before the members of the unit themselves see it. This may happen accidentally, simply because the boss is located at headquarters, near the computer, and the work unit is out in the field, where reports arrive a day or two later. This situation is lethal in the sense that the field people learn to worry about the report in the interim between its coming off the computer and their seeing it. If it's bad, they may get a stormy call from the big boss while lacking the information the boss has.

These anxieties can lead not only to poor performance but to self-defeating efforts. In a situation I observed, the general manager chided a division manager reporting to

Narrow Streets – Charlotte/Catherine Additional Public Comment since Packet Submission

Email received Sunday, November 14, 2021 6:05 PM

Thank you so much for what sounds like an excellent plan to make driving safer for all (and especially emergency vehicles) on Catherine and Charlotte streets. I so appreciate your thoughtful attention to this problem.

Maureen Cannon
24 Catherine St

Email received Saturday, November 13, 2021 9:33 AM

Hi!

I appreciate the revision to alternate side parking, but unfortunately it does not address the main problem of a lack of available parking on Catherine Street. One side of the road will not meet the parking needs of our community. And frankly, lower Catherine will still be a highway. It's from the stop sign down the hill that people gun it.

Thought I needed to say that first, but I also have a few questions:

Talking to neighbors on Catherine street, I have not encountered anyone in favor of this change. I do not want to assume my opposition represents the sentiment of the street and would like to understand the position of my neighbors who have come out in support of this change. **Are endorsements from Catherine Street residents available to read?** (perhaps keeping the individual anonymous for privacy?). I was told there is a collection of comments and feedback that is provided to the DPW.

Is this being rolled out as a Pilot Project or ordinance change? I would like any parking changes to be enacted as a pilot project so the results can be thoroughly considered before it becomes a more permanent change.

Are there any additional traffic calming measures being proposed? Caroline which has one side parking has speed humps. If this is going to be a permanent change, I would like to propose that speed humps be included.

I once again want to come out against this ban for Catherine Street. #1 reason is lack of available parking on Catherine Street. My part of Catherine has 8 cars that have 2 driveways (1 with a 1 car capacity) to accommodate vehicles. Also, we have a piano teacher and a vocal coach who have students that require parking. Add to that Covid and more people working from home all day, and one side of the street not enough parking for our community. Please consider removing Catherine Street from this proposal and only move forward with Charlotte.

Thank you for all the work you guys do for our community! I know it's not easy pleasing people.

Thanks for your consideration,

Kirstin LaMonde

47 Catherine Street

802-338-8346

Email received Friday, November 12, 2021 5:52 PM

Hello,

As a resident of Hayward St, I wanted to share my feedback about the proposal for a winter parking pan on Catherine and Charlotte streets.

I understand that it is a necessity for emergency vehicles to have access to all homes in the neighborhood and for plows to be able to clear the streets. However, as someone who needs to utilize street parking, I am concerned this proposal will further limit the availability of street parking and increase competition for parking spots on other streets in the neighborhood. Parking is already tight in the neighborhood (though this is not unique to Five Sisters) and I am unsure where else folks will be able to park if there is a decrease in available parking spaces.

An alternative solution would be to better enforce the maximum distance cars can be parked from the curb, as that would both allow emergency vehicles to pass through in the winter as well as keep parking available for residents.

Respectfully,

Katie Cromer

76 Hayward St

From: John Caulo john.caulo@gmail.com
Subject: Hula Parking
Date: November 17, 2021 at 12:38
To: mofry08@gmail.com
Cc: Todd Sarandos todd@hulalakeside.com

Hello Maureen:

Just a quick note to follow up on recent conversations regarding the supply/demand parking dynamics at Hula. As I shared with you when we recently spoke about the topic, the redevelopment of the Blodgett factory into a co-working facility meets the City's on-site parking requirements. On a more functional basis, we have an adequate parking supply (@ Hula and off-site parking lot @ 125 Lakeside Ave) to accommodate our current parking demand.

Even though the on-street spaces are "public" spaces and available to anyone parking, we have therefore discouraged our business members from doing so. Hope this helps. -john

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John Caulo
LandPlan Development Services, LLC
61 Central Avenue
Burlington, VT 05401
Mobile: 802/233-6640
john.caulo@gmail.com

DEPARTMENT OF PUBLIC WORKS
645 PINE STREET
BURLINGTON, VERMONT 05401
COMMISSION MEETING OCTOBER 20, 2021
DRAFT MINUTES

Commissioners Present: Commissioner Barr, Commissioner Bose (via zoom), Commissioner Hogan (Chair), Commissioner Kennedy, Commissioner Munteanu, Commissioner O'Neill-Vivanco (Vice-Chair), Commissioner Overby

ITEM 1 – CALL TO ORDER

Commissioner Hogan called the meeting to order at 6:30 p.m.

ITEM 2 – AGENDA

Commissioner Hogan stated that item 6, General Obligation Bond Letter of Support would be taken off the agenda as this was discussed the previous month and six commissioners were in agreement to support it. Commissioner Overby was absent.

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Commissioner Barr made a motion to accept the agenda with Item 6 removed
Commissioner O'Neill-Vivanco seconded
Unanimous approval

Deleted: Commissioner Hogan stated that Item 6, General Obligation Bond Letter of Support off the agenda as this was discussed the previous month and all commissioners were in agreement to support it.¶

ITEM 3 – PUBLIC FORUM

Maureen Frye stated she just moved to Lakeside Avenue and came in to see how the Public Works Commission works. She stated that there is chaotic parking on both sides of the street where she lived, there are lots of delivery trucks, bicyclist and pedestrians and the street seems to take the brunt of the parking area. She asked if there was a better way to manage parking on the resident side of Lakeside Avenue. She suggested that there be no parking on that side of the street as it is hard to pull out of the driveway. She is asking for some no parking on the resident side of the street to make it safer for everyone going through that area.

Zoe Richards called about the narrow streets and single side parking on Charlotte and Catherine Street. She reviewed the narrow streets to consider streets for everyone and not just cars. I am not looking forward to one-sided street parking, as the vehicles will travel faster down the streets the parking on both sides. The parking on both sides of the street make this a safer street as vehicles cannot travel too fast on the street.

ITEM 4 – CONSENT AGENDA

- A. South Winooski Ave SSTA Transit Stop
- B. Narrow Streets
- C. Proctor Place Stop Sign

Commissioner Hogan asked for clarification to the last comment. The narrow street item on the consent agenda is not taking action at this time it is a summary of feedback to date and a synopsis of staff's current thinking on that. There is no change.

Commissioner Bose asked for clarification as to what is in the summary as the staff recommendation would be coming to us next month.

Director Spencer stated that this is correct we told them that this was coming only as information tonight and that we would be acting next month.

Commissioner Bose asked for clarification what is in the summary, as the staff recommendation will be coming to us next month. Can I ask one more question? In terms of what goes into the rationale I would love to see when the staff recommendation comes forward the public comment that was just made the potential of traffic calming of the narrow streets that would be great.

Commissioner Barr made a motion to accept the consent agenda

Commissioner Munteanu seconded

Unanimous approval

ITEM 5 – Parking Compliance Reform

Assistant Director Padgett stated that parking services have moved down to 645 Pine Street. Leonard Ducharme is the new head of the parking division and parking garages and there is a new position for an assistant to Leonard Ducharme for assistance in combining the two jobs.

We are here for scoff reform. During COVID scoff was suspended. I will go over the q important parts of this reform

- We will raise the scoff threshold from \$75.00 to \$275.00
- Scoff is a secondary violation, we cannot hunt you in scoff but you received another ticket and it goes over \$275.00 you can be towed
- We will like to start a Whoops Whoops program in which you can get out of a ticket once a year either a metered ticket or a residential parking ticket.

This is transformational for the community.

Commissioner Kennedy program sounds great. How would it work in residential areas but having a permit, would that still require being towed?

Assistant Director Padgett stated that this was informally introduced to the Board of Finance on Monday night and we started thinking about what happens in residential parking. When you get a residential parking permit, you get a blue sticker, which will

void a ticket. We have extended that blue chip folder to everybody anybody can appeal the ticket and if it is their first ticket for the year they will get out of it.

Commissioner Kennedy I have read up on this where in some countries, not sure of any in the US where some tickets are based off from income and disposable income, based on a certain percentage. I think this is an interesting conversation that could happen in the future with this being a gateway to talking about programs like that.

Assistant Director Padgett stated that this is how we see this. Decision used to be made by the attorney's office, voiding tickets is something only the attorneys can do and this ordinance gives us power to void such tickets?

Commissioner Bose I strongly support this as a program. I also serve on the Community Justice Board and one of the things that has been striking to me is when we look at some of the contributing factors that lead some folks into a cycle of, you know job loss one of the precipitating factors is what many of us would consider a low threshold of violation. Questions are if we still want to use fines as a deterrent in terms of a certain kind of behavior. Where do you see managing the swing if this is kind of a policy push from the department?

Assistant Director Padgett we have very good compliance, like 90%. We collect a lot of money in fines but with 80 90's compliance, most people are able to pay. The people that aren't able to pay and are impounded are the vulnerable this is what we're trying to change.

Commissioner Bose do you see this as not a pilot program, what would be the threshold of initial assessment?

Assistant Director Padgett stated we are keep statistics on things we will be doing statistics to the Mayor in a couple of weeks and this will be a part of what we're looking at. We have made explicit goals that we want to lower the impoundment rate.

Commissioner Overby said this is really an excellent piece of work coming up with improvements and particularly with reducing the number of the impoundments. Do you have statistics on the current number of impoundments annually?

Assistant Director Padgett stated he couldn't pull it off the top of my head. Parking services is a contributor to the general fund and I am actively reorganizing personnel staff and services so we can defer, we can keep them revenue neutral but we can move money from economically driven revenue like the garages and the lots and meters into parking services to back fill the losses from this program. We are now backfilling the fund with economic activity versus fine activity. We don't want to lower the amount that we contribute to the general fund but we are trying to shift how we provide that money to the general funds.

Commissioner O'Neill-Vivanco I do think this is wonderful. The data management on the system but with the metered parking and the app is allowing some of this tracking is that correct.

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Deleted: Commissioner Overby this is really an excellent piece of work coming up with improvements and particularly with reducing the number of impoundments. Do you have statistics on the current number of impoundments that annually?

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Assistant Director Padgett stated Park Mobil is integrated with a program called T2Flex and it's a citation management program. That office is a federally secured space with cameras and key codes because we have access to DMV records. Commissioner O'Neill-Vivanco with those management systems is there a tracking and payment plans? Can I check for my parking history? I don't want to stir the pot because I don't have the money right now.

Assistant Director Padgett stated it goes in as your license plate number and if you pay your ticket in 30 days that's it. If you don't pay your ticket in 30 days the fine is attached and we send you an invoice and that's when we physically go and get your address and the invoice. We do not have the authority to set up a payment plan right now. But you can come in, we've made is explicitly clear that \$275 is a threshold.

Commissioner Barr curious about the notification after a month and then they get the invoice and they pay the \$26 will it compound again will their car be towed again if they don't pay the \$274?

AD Padgett stated that as long as they are under \$275. Somebody could consistently owe us \$275.00 they have to get two more tickets to be towed again.

Commissioner Munteanu I want to echo the support, I definitely think this is a step in the right direction when it comes to parking. My question would be how the Whoops Program would work. You stated that you expect sixty percent of the people to be appealing their ticket once this program is around how is it actually going to be communicated to people that this program exist.

AD Padgett communication out to the public is challenging. I've contacted the BBA because they do have an interest in this and Rob Goulding is our information guru so he will be involved in that. We have to have a robust communication platform.

Commissioner Hogan is there a sense of how much is cost us to impound a car.

AD Padgett should cost us nothing. We tow its \$125 ticket, 75 fine and 50 tow.

On the Whoops thing, your one comparable the city does a one-time freebie, what is the reasoning for year.

AD Padgett stated is just sort of felt right. I couldn't justify two a year, couldn't justify every two years, annual seemed right.

Commissioner Barr makes a motion to accept staff's recommendation?

Commissioner Bose seconded

Unanimous approval

ITEM 6 – General Obligation Bond Letter of Support

This item has been removed from the agenda.

ITEM 7 – APPROVAL OF DRAFT MINUTES 9-15-21

Commissioner Munteanu a motion to approve September minutes
Commissioner Barr seconded
Unanimous approval
Commissioner Overby abstained, as she was not present at September meeting.

ITEM 8 – DIRECTOR'S REPORT

Approved update to parking management plan.
Consolidated collection did not pass for fully municipal option. Gotten feedback from Councilors, CSWD and a number of the haulers and plan to come back to the council probably in December or January with likely a hybrid recommendation.
Champlain Parkway expecting a Record of Decision in the coming weeks and we are on track to have this out to bid this winter.
Railyard Enterprise Project planning to go to the City Council on the November 8th meeting to get approval for a consultant contract to bring us through conceptual design.
195-201 Flynn Avenue – acre parcel going to council October 25th seeking approval to extend MOU out three months to give us time to discuss a lease/purchase agreement for the city to purchase this three acre parcel. Possible for this parcel to be developed for a modern safe drop off center.
Fall leaf pick up is coming up

City Engineer Baldwin stated Main Street Great Streets needed to be mentioned. Laura and Olivia are advancing the great streets project and went to council seeking authorization to execute a design contract with VHP to begin that work. There is still financial follow up that needs to happen to fully fund it to aspire to do all six blocks. I believe there will be limited for two block.

Passenger Rail is continuing to progress. Contract between College and King is struggling to get traction with some of the work and we are slowly getting there with the contractors making good progress but more progress on Phase 3, which is between King and Maple. Will still need to have bike path detour going own King Street for some time until such time they have to repave King Street itself because they are doing signal work there as well.

ITEM 9 - COMMISSIONER COMMUNICATIONS

Commissioner Barr Main Street and University Heights intersection. I've heard a lot of people has been reaching out asking about it. I could do some education and messaging. We've done a lot of things and there are some things pending to do so I guess what I would like to do is get those things out to people to reduce the anxiety in some.

Director Spencer stated we got a couple media inquiries this week after students have been posting on social media some of their concerns.

Commissioner O'Neill-Vivanco a note on the Great Street, the Main Street what blocks are the priority?

City Engineer Baldwin stated that what is authorized is what we would do first. The two blocks are between Church and Pine. I think the message is we are moving ahead with the six-block plan.

City Engineer Baldwin stated that support of businesses and communication, evaluating what we can do to support them through this process and sequencing the work. The other piece is to be good partners with private property owners who have services that need attention before we make the investment in all the things that are above ground. Commissioner O'Neill-Vivanco the bike path detour changes on Battery Street I think communicating out in anticipation of upcoming changes helps. People are upset because the cones were moved and are hey what is going on. Staying ahead of the communication curve so that folks are aware.

City Engineer Baldwin stated that we are secondary to that conversation because the state is managing that project. WE as a city have taken on the task of dealing with the bike path along Battery Street simply because there is a series of contracts so some of what we were informed about was late coming and we've expressed our concern about that but much of what these contracts are are weather and material predicated on.

Commissioner Overby follow up on one of the items about the Railyard project. I know you said it's November 8th that you're going to have the City Council look at it is it possible that that Railyard Enterprise Project can be times to fit between the Phase 1 and the Phase 2 of the Champlain Parkway. I think one of the concerns that people have had are the traffic increasing in the King and Maple neighborhood.

City Engineer Baldwin our goal is to get it completed as soon as possible following all of the federal requirements. In a perfect world it would mean that we would have that work complete before Phase 1 of the parkway but there is no way of knowing how it's going to play out. That along with sequencing it with the roundabout project and other projects because there is so much going on in the south end that we have to think strategically how we can best serve the community and that's what this whole sequencing plan is about.

Commissioner Bose – the point about the consolidated collection you mentioned that the hybrid model will be advanced to the city council for consideration in the next couple of months. Is this coming back to us either for review or for a vote?

Director Spencer be happy to bring it back either for discussion or engagement. We brought forward your vote, which is for the hybrid model.

Commissioner Bose the upgrades in the storm water and drainage systems in the city and we haven't had any reports of anything. Nothing urgent on this but I'd love to hear something about how the upgrades are functioning.

Director Spencer the BTV Stats that we are planning for next month includes data on the number of CSO's and we'd be happy to share that with you.

Commissioner Kennedy wanted to go back to what Commissioner Barr was saying earlier about the U Heights/Main Street intersection would love to have further conversations about what we can do there. I feel I could offer a good insight on that. Director Spencer thank you for that we will reach out to you and set that up.

Commissioner Hogan looking forward to BTV stats. Considering a shift in minutes handling it again put it on the consent agenda. Other city boards do that. If there is an issue or something, it can come off.
Director Spencer stated if that is something, you want we can look at making that happen next month if that's a direction that you would like.

Commissioner Hogan I will close the commissioner communication and move forward to the next item adjournment.

ITEM 10 – ADJOURNMENT AND NEXT MEETING DATE November 17, 2021

Commissioner O'Neill-Vivanco made a motion to adjourn
Commissioner Bose seconded
Unanimous approval

Meeting adjourned at 7:46 p.m.

**DEPARTMENT OF PUBLIC WORKS
645 PINE STREET
BURLINGTON, VERMONT 05401
COMMISSION MEETING November 17, 2021
FINAL MINUTES**

Commissioners Present: Commissioner Barr, Commissioner Hogan (Chair), Commissioner Munteanu, Commissioner O'Neill-Vivanco (Vice-Chair), Commissioner Overby

Commissioners Absent: Commissioner Bose and Commissioner Kennedy

ITEM 1 – CALL TO ORDER

Commissioner Hogan called the meeting to order at 6:34 p.m.

ITEM 2 – AGENDA

Commissioner Barr made a motion to accept the agenda
Commissioner Munteanu seconded
Unanimous approval

ITEM 3 – PUBLIC FORUM

Maureen Frye was at the October meeting. She in for some follow up and supporting documentation in reference to the parking issue on Lakeside Avenue near her residence. She stated it is not as bad now that the weather has cooled off. I have a copy of a memorandum from John Caulo parking issue. He provided me with a letter that I can provide to you and to the Director so that you know his position on the seven spots on the south side of the street.

Commissioner Hogan stated that we would put this on file with our records. Is there anything else that you want to call out on item?

Mrs. Frye stated there was not she just wanted to give us a little bit of supporting documentation letting you know that I'm in communication with my neighbors and we're looking to put together a group so that we can speak to you together if you would like that otherwise I know that Director Spencer is working on getting something done.

ITEM 4 – CONSENT AGENDA

- A. Approval of Draft Minutes 10-20-21
- B. Queen City Park Road Yield Sign
- C. N. Willard St at Brookes Ave Parking Removal – 1 space

Commissioner Munteanu made a motion to accept consent agenda
Commissioner Barr seconded

Director Spencer stated there was some suggested modifications to the minutes, so either the consent agenda should be adopted with Commissioner Overby's modifications or we should remove it from consent and discuss.

Commissioner Hogan asked Commissioner Munteanu if he received the communication Commissioner Munteanu stated he received the communion and made a motion to accept with the edited minutes of October meeting.

Commissioner Barr seconded with the changes to the minutes
Unanimous approval.

ITEM 5 – Narrow Street – Catherine St and Charlotte St Parking Restrictions

Associate Engineer Madeline Suender stated that at last month's Commissioner meeting with an overview and primed what we were going to do. We had a lot of feedback from the neighborhood as well as communications from you as commissioners speaking on their behalf and a lot of them had to do with traffic calming, concerns with taking parking away, and potentially allowing there to be speeding conditions that could come from that. We edited the recommendation to switch Caroline Street so it will flip from one side of the street to the other. We have vetted with our plow and maintenance operations Director as well as the fire department and we have heard some feedback. People concerned with parking being removed.

City Engineer Norm Baldwin stated that we have had quite a bit of internal conversation in the team about this particular street. There is a balance between trying to rest the issues of safety on a narrow street and then once we remove parking what does it do in terms of speed conditions. This street is 26 feet wide providing 8 feet for parking and 18 feet for travel, two direction travel. We do not believe it will cause a speed condition. We thought it would be reasonable to take control to take the approach of stopped controlled intersection, flip parking so there is room for people to transition with in that space under a controlled condition as opposed to no stop control. We are proposing something a little different than what staff put together.

Commissioner Barr I always tend to side with safety and public services. If it's too narrow, who knows what we're going to get for snow. I feel we need to consider this for public safety. I support staff's recommendation.

Vice Chair O'Neill-Vivanco just to clarify so I understood correctly. I think this modification will at least begin to alleviate some concerns. The plowing works better for the plow to be able to access down the hill.

Assistant Director Perry stated all the plows make right hand turns. We would be coming off from Hayward, taking a right onto Catherine, going down Charlotte go back around up Catherine. Our plows are 13 to 15 feet wide. Going around the corner at that width at that angle extends,, even though there is 18 feet of travel there is still a chance that we're going to have to pick a wing up just to make it around a parked car. If we can

get it with a big truck then we do not have to call our one-ton truck that plows all the dead-end roads and if we cannot fit through we have to call that truck off his route to clear the snow that we cannot clear. Commissioner O'Neill-Vivanco stated that when that one-ton truck is called it could not come right down. Assistant Director Perry stated no not at all and it extends his plow route. Commissioner O'Neill-Vivanco stated that in the correspondence that came today this is not a pilot this is a narrow streets policy and it will be enacted as such. What is the communication going to be like from the residents to Public Works as people go through the growing pains of this shift?

Commissioner O'Neill-Vivanco asked about the communication that came today this is not a pilot this is a narrow streets policy and it will be enacted as such. What is the communication going to be like from the residents to Public Works as folks go through the growing pains of this shift?

Associate Engineer Suender communicated with the public and each of those times I have left my information, the front desk and customer service would push them to the tech services team. It will be case by case because we historically have not any complaints from the residents of streets that this one-sided parking has been on but if we hear a lot we can certainly reevaluate and discuss as needed.

Commissioner Overby knows that we already worked on a policy for narrow streets throughout the city. I will support this proposed plan did I hear that there was going to be an additional stop control at the intersection there? I'm supporting this the way it is. Commissioner Hogan can you walk me through the plow route?

Assistant Director Perry goes up to the map and shows the plow route. I appreciate the flexibility. This is a nice balance in the middle.

Director Spencer stated that we are pleased to have on the zoom call Chief Locke from the Burlington Fire Department and Deputy Chief as well. If there is any interest in hearing from them, they are available to you.

Chief Locke wants to thank the team for working on this. Obviously narrow streets at times are challenges for us so we appreciate the slow and methodical effort to address this and still work with the citizens.

Thank you very much it's Trina Bech I live at 77 Charlotte and we appreciate the work to limit parking on one side of the street because if there is a lot of snow and parking on both sides of the street the plow could not get through and we did not get our street plowed. Last year I could not get out of my driveway because of the number of cars parked on each side.

Commissioner Hogan will bring it back to the commission.

Commissioner Barr made a motion to accept.

Commissioner O'Neill-Vivanco seconded

Unanimous approval

ITEM 6 – Resident Permit Parking – 5 year review

Director Spencer stated that we were pleased to embark on this process and gave you a briefing at last month's meeting. This was a challenged process five years ago and the

number of changes that were significant and caused some concern. From what we have heard, especially from City Councilors who used to have to help residents with tickets say that there are fewer complaints and that is supported by our experience here. It doesn't mean that there aren't improvements that are needed and what you have in front of you tonight are revisions to a program that appears to be working.

Associate Engineer Maddie Suender explained that two changes that are coming out of this are the tweaks to the contractor permits and the other change is allowing language so that we can continue to look to a digital permit program.

City Engineer Philip Peterson stated that these changes are no functional changes they are more administrative changes than anything else. We are not changing the system we are streamlining the system and making the contractor system fairer for all contractors.

Commissioner Barr so when we use the term digital thought that could also be switched with virtual so is it a virtual permit? It is not something that is physically hung or put on a dashboard. Assistant Director Padgett stated the idea is that your credential is a computer somewhere, which is the same thing that happens when you park downtown somewhere, use a parking meter, and use park mobile. Commissioner Barr stated he thinks this is great and making it more convenient is great.

Commissioner O'Neill-Vivanco asked if this was a potential, we are not there yet but can you communicate when we might be there yet.

Assistant Director Padgett stated yes right now this is enable says that we can go from using a hard copy permitting process to a digital version. What that opens the door to using something like Park Mobile – we can actually use Park Mobile to manage this process. We can create a virtual permit in Park Mobile that the customer can manage their guests' permits on line. We have much tighter control; there are many benefits to having that digital platform. If we use something like Park Mobile, which is a vendor that we use already for downtown, now we start heading towards a single platform for managing all of our parking. Having this enabling language allows us to explore what it really means to expand our use of Park Mobile. Right now, we cannot use Park Mobile according to ordinance. We have to use a sticker and hang tag.

Commissioner O'Neill-Vivanco questioned if this would happen overnight. What would be the processes for this to happen?

Assistant Director Padgett stated yes we would have to communicate with our entire resident parking people. There is front-end work that needs to happen.

Commissioner O'Neill-Vivanco in section k streets designated for resident parking at all times except between the hours between eight and five which non-residents shall not park a vehicle for a period longer than four hours. Does that mean I can park my car on that street for our hours and then I can move it half a block down on the same street for another four hours?

City Engineer Philip Peterson stated according to parking enforcement in order to park in a new spot, yes. I do not think we are making any proposals to change that. If we were going to make that change, we would be going from that administrative change that we're making tonight to a functional change.

Commissioner Overby had e-mail communications with questions. You send me information but I am still not persuaded that the proposal for the contractor permits I do not understand how it is going to work.

Assistant Director Padgett question is about a contractor gets a permit and that contractor drives in a resident only parking zone but they're not working on somebody's house. Is there an opportunity for abuse by the contractor who has a permit to just park anywhere in any resident zone. The reality is that is the way that the ordinance is set up right now. Two ways a contract can park in a resident only parking zone; put a logo on the side of their truck or they can come down here and buy permits. This is part of the reason that we revamped this is the likelihood of someone who does not have logos on it is going to be a startup contractor. Part of this program is creating a scenario where all contractors are created equal and you can go and park in resident parking only whenever and wherever you like. We are trying to create a little more structure to this and make it a little more fair across the board

Director Spencer stated to make it clear we have recommended change language the revised language here adds the permit shall only be used when the contractor is providing service to a resident on the street with resident only parking.

Commissioner Overby stated the current thing we are getting rid of is a resident may request up to eight contractor permits valid for 30-day increments for construction purposes.

Assistant Director Padgett said in the first paragraph it says no one shall park in a neighborhood unless they have a permit or they are identifiable while conducting delivery or performing a scheduled or requested service. That language screws up this whole thing.

Commissioner Overby stated so this has been abused, that's what's being abused and that's what you're getting around.

Assistant Director Padgett stated it creates an uncomfortable position for everybody, creates confusion. So we caught this today as we were reviewing this is we forgot to strike this; we were going to ask in your motion to include striking in that sentence or service vehicles

Commissioner Overby stated that she was on the Public Works Commission when this was implemented and no way was that intended to be used for contractors. We very specifically wanted the contractors to use the one that they're proposing to change. I didn't understand that was being abused by contractors. Let me read what the proposal is which to me is not going to work. The language instead of the homeowner getting permit and give to the contractor. The new language is that a contractor providing services to a resident located on the street with resident only parking may request a permit valid for any and all designated resident parking street throughout the city. The cost shall be five dollars for one, one month permit, thirty dollars for a six

month permit or fifty dollars for a one year permit and then you're statement of when the contractor is providing service to a residence on a street with resident only parking. The question that I had relating to that was what documentation does a contractor need to provide to establish entitlement to a contractor residential permit. Right now we have requirement for a homeowner to get a permit. You know your answer was there isn't really isn't any eligibility criteria in the ordinance. How is it anticipated that the contractor permits will be enforced to ensure that permits are only used when a contractor is providing service to a residence on a particular street. Your answer was this was going to be administered by Park Mobile.

Assistant Director Padgett stated Park Mobile is enforcing the parking we have no way of knowing if someone is there doing legitimate business. If our team starts to see like Summit Street is contractor row all day and every day we've got a problem. The bigger problem we have now is our process is a barrier for contractors on how hard it is for them to park legally in resident only parking and dealing with the permitting process. Commissioner Overby stated no license plate numbers will be used via Park Mobile so the enforcement, it sounds like there will not be enforcement except if there was abuse over the whole city. Is there a limit of contractor permits issued per firm? Your answer was no. I am just the answer I am hearing is the contractors are frustrated with dealing with the method that we have.

Assistant Director Padgett we are streamlining the process for them. If the contractor has a trailer they do not just get a \$75 ticket they get \$150 ticket.

Commissioner Overby this to me is a concern where a contractor can park anywhere in a resident only parking. The Park Mobile thing I think the added future digital permitting without us actually knowing the contractual arrangements for the Park Mobile and the way they handle the license plate. I do have a concern as was communicated to all of us I cannot support that generic language in this proposed change.

Assistant Director Padgett stated we are going into this eyes wide open. We understand that we are maybe making things a little looser and there may be some unforeseen consequences. Digital permitting does not enable license plate reader technology. We take someone physical hang tag permit and put it in the computer. All we are asking for is the ability to do in the computer what we are now doing in hard copy.

When we write someone a citation we are reading whether they comply whether they have paid through park mobile and tie into T2 and we figure out who the person is by connecting into the DMV. We are certified by the Criminal Justice Information system through the FBI. We are asking to take the digital permitting concept put it in RPP.

Commissioner Munteanu in five years do you visualize a medallion or are you looking to phase into the digital parking for the residents?

Assistant Director Padgett stated a digital process. We can do a hybrid approach in the meantime. If this is enabled, we could do the contractor parking in a digital permitting format and keep the current hangtag method going for the residents until the bugs are worked out. End goal to have a continuous platform across all of our parking.

Commissioner Hogan had a question about the institution of fees have those fees have the desired impact over subscription in some places?

City Engineer Philip Peterson stated the permits would just be handed out so that's why we had the restrictions and that's why we instituted a very modest fee. There is only 2 RPP streets where four hour parking to the public is allowed. No 4 hours parking allowed on every single RPP street; only two streets South Prospect and the south side of Bradley.

Barbara Hedrick Park Mobile being used downtown is a pay by app system isn't enforcement still done by the parking enforcement personnel. The driver can pay remotely to extend their parking there. It was explained to me that this is going to replace the stickers and tags so when you buy a new car you don't have the hassle of taking the old sticker off the car and putting it on your new car. The vision is that this is going to replace the stickers but it's going to license plate readers there are so many issues with the license plate reader technology this is engagement issue not just an information issue I think the language on digital parking permit system should be removed from the text that you want to approve tonight but back up and start engage the public. Explain what you're going to do and how you're going to be responsible before asking us for authority and approval before going forward with something that we don't know how you're going to use it. The other thing I want to mention is the easier you make it for people to park on the street the more SOB driving you're going to have, Commuter will come in and park on the street for free rather than taking a bus or using a park and ride from their remote town into Burlington. You should make parking on the street very difficult for commuters for residential area. Downtown yeah we want them to park on the street to shop.

City Engineer Philip Peter stated there is no functional change to the RPP.

AD Padgett stated when you do Park Mobile you choose to forfeit your name and your license plate number. We have a strong contract with them that ensures their data security. Park Mobile enforcement in RPP does not expose those people to, their personal data does not get exposed unless they are in violation.

Director Spencer what we're prepared to do is if you all would like more time to discuss the mobile pay platform staff is fine to cut that out and do advance with just the contractors only permits.

Commissioner Barr we use it now on campus and have changed to a completely virtual permit system. Benefits we've saved money in not purchasing plastic hang tags and have also saved a lot of angst for our customers if they forget to put up their hang tag they get a citation for not displaying it. We have everything in our system as far as someone who is authorized to park on our campus, and visitors who come to campus use park mobile which notifies us that they have paid or not.

AD Padgett we do have a mobile pace concept that we are fleshing out and we see as enabling language to give us the confidence to move forward and we would certainly come to you. If we need to take it out tonight to move forward with the contractor that's fine.

Commissioner Barr is making a motion to accept staff's recommendation.
Commissioner O'Neill-Vivanco seconds

Commissioner Overby when you're dealing with a private company who basically has other reasons for doing things besides just providing the service it's a bit more of a challenge. Park Mobile is a private company and yes we are supposedly voluntarily giving their license plate in order to use it because there is no other choice. I would like to have this better explained to the city residents or if the commissioners are fine with it then that's the vote. I do not think it's a good idea without educating the people in this community about what's happening with privatizing of services that the city wants to provide.

AD Padgett quick point of clarification. You mentioned that Park Mobile is the only way to pay in Burlington right now you can pay with coin, credit card or the app at all of our parking that we manage.

Commissioner Hogan stated this is an administrative change to allow some flexibility in how things are managed.

Commissioner Munteanu before any kind of digital permitting program is implemented for residential parking will that come back to the Commission or is this our only chance to give consent to this in our roles as commissioners.

Director Spencer with an expansion of either the existing mobile pay vendor or a new contract with another mobile pay vendor would need to go to the Board of Finance and City Council because it's a contract. If approved with the language here my understanding is that the authorizing language is would then be an ordinance and then it is merely a contracting issue that would go to Board of Financing.

AD Padgett we need to also amend your motion to include the modification of the text in the clearly identifiable service vehicles strike the service and strike the schedule or required service so basically that sentence says delivery vehicles are allowed to come onto residential parking and park while they are doing their deliveries

Commissioner Barr so if I'm reading it correctly and listening to you and since I made the motion what you're suggesting is under appendix C Section 27a a clearly identification service or delivery vehicle while conducting a delivery or performing a scheduled or requested service and what you're suggesting is to just strike the second half of that sentence.

AD Padgett strike the references to service
Commissioner Barr I'm ok with that strike
Commissioner Hogan item 3 a clearly identifiable service or delivery vehicle while conducting a delivery or performing a scheduled or requested service. And if I could restate what I am hearing as the suggested modification for this to read a clearly identifiable delivery vehicle while conducting a delivery.
AD Padgett correct. We made a lot of changes with this one.

Commissioner Barr my motion still stands with the amended language as stated previously.
Commissioner Hogan is the amended language friendly with the second
Commissioner O'Neill-Vivanco it is
Commissioner Hogan this is an administrative change and I feel like if my car is parked illegally blocking a fire hydrant I would hope that vehicle would get a ticket and it would somehow eventually be traced back to me through digital means.
Commissioner Munteanu aye – Commissioner Barr – aye- Commissioner O'Neill-Vivanco "aye" – Commissioner Overby "nay" – Commissioner Hogan "aye"

ITEM 7 – DIRECTOR'S REPORT

Director Spencer stated that we have 30 open position, 17 of which are for crossing guards, 13 seasonal and full time position as well. Part of the incentives are we have a hiring bonus, we are expanding on call program, and recycling drivers were reclassified to a Grade 14, which is the same grade as the street personnel. We have full support of AFSCME for this. This fundamentally is much stronger than currently exists in the ordinance.
We have an executed contract with our design engineering firm Stantec and we've already had a kick off meeting. We'll be engaging the public in the coming weeks.
City Engineer Baldwin stated I don't think people really understand now and are fearful of making use of that space but I hope now people understand that it's available.

ITEM 8 – COMMISSIONER COMMUNICATIONS

Commissioner Overby sent document in relation to the shortage of jobs but there is a very interesting book by a guy Robert Ford Why Jobs Die and What to Do about It. There some ideas in there really worth considering.

Also WCAX did a story on the crossing guards and I am not aware if people know that they can do just morning or just afternoon shifts.

Commissioner Munteanu Main Street and University Heights was a great meeting on November 1st. It is clear at class changes how congested the intersection gets is at pedestrian capacity. What direction can the city go in to help this problem?

Commissioner O'Neill –Vivanco Recruiting crossing guards retired folks. How do we recruit for these positions? We have had some crossing guards that parents have known and trusted for years.

Commissioner Hogan – some crossing guards receive Valentines from the children. Leaf pick up why early?

Information Officer Goulding stated the last few years have been a challenge of snow and ice. We have had snow the last couple years during this time. For water quality purpose want to get the leaves when they fall to help protect water systems. Leddy Park and Oakledge Park have been open for citizens to bring leaves to.

ITEM 9 – ADJOURNMENT AND NEXT MEETING DATE – DECEMBER 15, 2021

Commissioner Barr made a motion to adjourn
Commissioner O'Neill-Vivanco seconded
Unanimous approval