



POLICY & PROCEDURE MANUAL
TRAFFIC REQUESTS FOR SERVICE
STANDARD OPERATING PROCEDURE
FOR RESIDENT ONLY PARKING REQUESTS

Effective Date:

Approved by:

Number:

Signature:

1. **Receiving the request, entering information into the RFS Data system.** A Residential Parking (RP) Request For Service (RFS) comes in via phone call, email, or SeeClickFix. Usually an RFS is created in the city system by customer service or automatically by SeeClickFix (requestor must leave contact information). Once the RFS is received, contact and direct the requestor to the online RP petition form located at <https://www.burlingtonvt.gov/DPW/Resident-Parking> for their download/printout or they can pick up copies at Public Works. Following that conversation, the RFS may be closed until such time as the requestor contacts DPW again with a valid petition showing 51% support from property owners within the requested street or area. Then record any and all information the requestor gives including but not limited to:
 - a. Their name, address, phone number, email address.
 - b. What is the extend of the area the requestor feels should be eligible for this RP?
 - c. Research and record all existing ordinances governing traffic and parking within the ROW on the affected street(s).

2. **File Management.** After receiving a valid petition, create a new RFS in the RFS System. Save all information collected, follow-up emails, internal correspondence, etc., onto the city server under L:/Engineering Technician/*your name*/Traffic RFSs/RFS#____*description*. All additional information collected or generated needs to be saved in this file throughout the entirety of the RFS process.

3. **Assess Parking Usage.** Visit the RP requested street. Measure and record the total available parking spaces on the street using DPW standard parking stall dimensions of 20' long spaces. Perform license plate surveys on at least one typical weekday (Tuesday, Wednesday, or Thursday) at 7:00am, 10:00am, and 1:00pm recording all plate numbers of vehicles parked on the street at that time. Use this data to classify each vehicle as a Resident, Transient, or Long Term parker. This is determined as follows:
 - If a vehicle is present at 7:00am it is considered Resident.
 - If a vehicle is present at 10:00am or 1:00pm but not both, it is considered Transient.
 - If a vehicle is present at 10:00am and 1:00pm it is considered Long Term.

Plate counts must be conducted while colleges are in session (between September 1st and April 30th) to ensure that the maximum daily usage is captured. *Note that RP is not recommended on streets with a parking occupancy under 85% of capacity.*

4. **Public Outreach.** Staff shall distribute flyers informing residents of the request and of any position staff may have at that time. In the flyer ask whether the residents would like to attend a neighborhood meeting and if so to please respond to the flyer stating their position on the request and that they would like to attend any meeting that might be held. If 51% or more residents within the flyered area express an interest in attending a meeting then staff will organize a meeting and distribute flyers to the neighborhood again informing the residents of the meeting time and place.
5. **Consider Residential Only Parking Area.** Compare how this request compares geographically with existing streets/areas that currently have RP. If there are currently adjacent streets with RP installed that share similar characteristics then establishing an RP area may be considered. RP areas are typically bounded on all sides by arterial and or collector streets.
6. **Consider Alternatives to Resident Only Parking.** If the requested street is located within convenient walking distance to shops, offices, other public-use buildings, or is in an otherwise mixed-use area, consider installing parking meters or pay stations in addition to or in lieu of RP.
7. **Consider Shared off-street parking.** Are there any businesses or civic organizations in the immediate area that has off street parking that could be made available to their neighbors? If so then this may be an opportunity to increase parking capacity for residents without the drawbacks of installing RP. Contact the business to see if they would be open to discussing this option.
8. **Seek input from the Traffic Foreman.** The Traffic Foreman may have operational input that may provide clarity due to his field experience which may influence Staff's recommendation.
9. **Develop Staff's Recommendation.** Using the above gathered information, determine whether RP is recommended or not. Build a packet to present to the Public Works Commission beginning with a memorandum written as described in the RFS General SOP. Include all supporting documents and correspondence in this packet. When complete, bring the packet to the City Engineer for review and signature. Scan the packet into PDF for easier electronic distribution.
10. **Inform Traffic Division.** After the packet is built and staff's recommendation is finalized, make the Traffic Foreman aware of the recommendation so that he/she may order any signs needed and/or make any scheduling adjustments for their crews.
11. **Distribute Staff's recommendation to the affected Residents.** Using the email addresses and/or phone numbers provided on the RP Petition, contact all vested residents within the requested RP street or area providing them with the Request Packet and Commission Agenda in PDF if contacted via email or with a hard copy if no email was provided. Include a cover letter to residents stating that this is staff's recommendation to the Public Works Commission and that this is not a final decision. Inform residents that if they oppose staff's recommendation that they are encouraged to attend the Public Works Commission meeting. Include the time, date, and location of the meeting this recommendation will be presented at.

12. **Provide Staff's recommendation to the Public Works Commission.** No later than eight days prior to the commission meeting, provide customer service with a PDF of the packet so that they may compile all agenda items to be sent via email to the Public Works Commissioners.
13. **Attend Public Works Commission Meeting.** Every third Wednesday of the month starting at 6:30pm the Commission meets to discuss the agenda and decide a course of action. Attend this meeting, present the request and staff's recommendation and be prepared to answer any questions from the Commission and the Public.
14. **Commission Debrief with the City Engineer or Supervisor.** This is an opportunity for the city engineer or Supervisor to communicate any feedback or recommendations to staff regarding the request.
15. **Draft Regulation(s) and send to the City Attorney's office.** If/when the Commission makes a decision that necessitates a change in ordinance, staff will write an amendment by:
 - a. Creating a new regulation or amending an existing regulation reflecting the Commission's decision. Look at similar ordinance regulations for language guidance.
 - b. Print on legal watermarked paper, get it signed by the City Engineer, make a copy for the Adopted Traffic Regulation Amendments Binder then mail or deliver the original to the City Attorney's office in City Hall. Within a week or so the CA will email back with adopted, published, and effective dates.
 - c. Write these dates on the copy in the Adopted Traffic Regulation Amendments Binder and make a copy for the Traffic Foreman.
16. **Update RFS.** Update the RFS in the system with a summary the RFSs current status. Change status from "New" to "In Construction".
17. **Ensure Signage is installed correctly.** Visit the site after receiving Traffic's copy of the regulations with their completed date on it. Verify that all work performed is in accordance with the Commission approved scope.
18. **Close RFS.**