A roadmap to redefine the parking experience in Burlington with an integrated approach to sales, service and compliance.
Project Phases

Description of the approach

Phase 1: Administrative Integration & Division Re-Organization
- Reorganize Parking and Traffic Division
  - Three Sub-Phases
    - 1a - Administrative
    - 1b - Foundational
    - 1c - Transformational

Phase 2: Operational Integration
- Integration of Services
- Integration of Staff
- Consolidation of
  - Sales
  - Customer Services
  - Compliance
- Ordinance/Charter Review

Phase 3: Infrastructure Integration
- Locate staff to support Phase 2
- Integrate
  - Technology
  - Business Systems

UPDATE August 24, 2021
Phase 1b and 1C

Phase 1b
Foundational Re-org – Completed in April

- Traffic (264)
- Signs, Lines, Signals, and Meters
  - Traffic Manager
  - Crossing Guards x33 (% FTE)
  - Working Foreman
  - Seasonal PT Workers x20 & Weeks = 3 FTE
  - Maintenance Worker x3

- Parking Facility Manager
- Parking Operations Manager
- Night-Shift Supervisor
- Parking Services Coordinator x2
- Parking Services Agent x5

Traffic: Parking Facilities (265)
Parking Services (53)

Phase 1c
Transformational Re-org – In process

- Traffic (264)
- Signs, Lines and Signals

- Traffic Manager
- Facility Manager
- Operations Manager
- Working Foreman
- Senior Tech Lead x2
- Junior Tech Worker x6
- Maintenance Worker x8 x4
- Parking Services Coordinator
- Ambassadors FT x7 PT3 x2
- Parking Field Crew x2

Request Coming to Council in September

UPDATE

Working towards a “One Stop Shop”...

Parking Services Integration Plan
Integration Status

What We’ve Done

• **July 2020** – Administration commits to moving Parking Enforcement from BPD to DPW

• **October 2020** – DPW/BPD present the Parking Services Integration Plan

• **November 2020** – BPD is administratively integrated into DPW and re-branded as Parking Services (Phase 1a)

• **April 2021** – Foundational Reorganization is approved by Council (Phase 1b)

Next Steps

• **September 2021**
  - Physical Relocation to DPW
  - Seek Council Approval for Right Sizing Personnel
    - Part of Phase 1C
    - Creation of Parking Services Manager
    - Creation of Senior Parking Services Coordinator
    - Elimination of Parking Enforcement Manager
    - Reduction of 1 Management Position
    - Creation of 1 AFSCME Position
  - John King retires after more than 56 years!
Where we are headed

2022 and Beyond ...

- Explore Phase 1c
  - Cost shifting of G/F costs to Special Revenue Funds
  - Reassign responsibilities
    - Migrate Meters management to 265 Parking
    - Combine Ambassadors/Agents to create a larger staff pool
    - Redefine rolls / responsibilities in

- Explore Phase 2
  - Integration of Customer Service (DPW, Parking, other)
  - Charter Changes to provide flexibility of garage operations and financing

- Explore Phase 3
  - Assess and improve administrative infrastructure
  - Assess and improve tools (LPR, on-street occupancy, etc.)
Questions?