

1. Vision. The City of Portland's streets shall sustainably provide for the needs of all current and future users and all modes in planning, programming, design, construction, reconstruction, paving, retrofit, operations, and maintenance activities. The goal is to create a connected network of facilities accommodating each mode of travel that is consistent with and supportive of the local community, recognizing that all streets are different and that the needs of various users will need to be balanced in a flexible manner.

Complete Streets contribute to the city's sustainability and livability goals including: creating a comprehensive, equitable, and fully accessible transportation network; enhancing public safety and public health; complementing land use patterns and economic development; and, achieving energy and environmental sustainability.

Decisions regarding the public right-of-way shall promote use by all users and all modes in a safe, balanced and effective manner taking into account the surrounding community context and land uses. The principles and policies guiding these decisions shall be known as Complete Streets.

2. All Users and All Modes. This Policy is inclusive of all users of all ages and abilities and all modes including: motorists; bicyclists; pedestrians, including persons with disabilities which may use mobility devices such as wheelchairs; public transportation services, vehicles and patrons; freight providers; and, emergency responders.

3. All Projects. Early consideration of all modes for all users will be important to the success of this Policy. Those planning and designing projects that affect public streets will give due consideration to all roadway users from the very start of planning and design work. This will apply to all roadway projects, including those involving new construction, reconstruction, re-paving/rehabilitation or roadway retrofit. Roadway retrofits may include changes in the allocation of the right-of-way and pavement space on an existing roadway, such as changes to the number and use of lanes, changes in lane widths, and/or reconfiguration of on-street parking.

When applying for and reviewing projects for funding purposes regardless of funding source, Complete Street practices and principles will be included, as appropriate, for all projects that affect the public right-of-way.

4. Exceptions. Bicyclist, pedestrian and bus transit users and facilities and their considerations shall be included in street construction, re-construction, re-paving, and rehabilitation projects, except under one or more of the following conditions:

- a. A project involves only ordinary maintenance activities designed to keep assets in serviceable condition, such as mowing, cleaning, sweeping, spot repair, concrete joint repair, or pothole filling, or when interim measures are implemented on temporary detour routes.

- b. The Director of Public Services, or designee, determines there is insufficient space to safely accommodate new facilities and a parallel or nearby facility provides a reasonable level of similar accessibility to destinations.
- c. The Director of Public Services determines there are relatively high safety risks.
- d. The City Council exempts a project due to the excessive and disproportionate cost of establishing a bikeway, walkway or transit enhancement as part of a project in relation to the anticipated number of users.
- e. As part of its Development Review process the Planning Board may waive sidewalk requirements based upon its formal, structured waiver provisions.
- f. The City Engineer and Planning Staff jointly determine that the construction is not practically feasible or cost-effective because of significant or adverse environmental impacts to historic resources, streams, flood plains, remnants of native vegetation, wetlands, steep slopes or other critical areas, or due to impacts on neighboring land uses, including impact from right of way acquisition.
- g. The project involves a roadway that bicyclists and/or pedestrians are prohibited by law or the roadway falls outside an established existing bus transit route or where it is reasonably determined a future bus transit route will not occur.

5. Network. Complete streets are planned, designed, maintained and operated to enable safe, convenient, appealing and continuous travel networks for all users. Pedestrians, bicyclists, motorists and bus riders of all ages and abilities are able to safely move from destination to destination along and across a network of complete streets.

Complete Streets can be achieved through network level improvements, through integration into single location projects, or incrementally, though a series of small improvements or maintenance activities.

Transportation improvements will include facilities and amenities, as appropriate, that are recognized as contributing to Complete Streets, which may include pavement markings and signs; street and sidewalk lighting; sidewalks and pedestrian safety improvements such as medians/pedestrian refuges, curb extensions and crosswalk improvements; improvements that provide ADA (Americans with Disabilities Act) compliant and full accessibility such as curb ramps and accessible pedestrian signals; transit accommodations including bus shelters and improved pedestrian access to transit stops and centers; bicycle detection at intersections and bicycle accommodations including, shared use lanes, paved shoulders, wide travel lanes or bike lanes as appropriate; bicycle parking; and street trees, landscaping, street furniture and adequate drainage facilities, including opportunities for 'green' stormwater management facilities and practices.

6. All Agencies and All Roads. The design of new, rehabilitated or reconstructed facilities should anticipate likely future demand for bicycling, walking, transit and motorist use and should not preclude the provision of future improvements.

The City of Portland will coordinate and collaborate with other transportation agencies including PACTS and the MaineDOT, and other users of the public right-of-way, such as utilities and public transportation providers, to ensure that the principles and practices of Complete Streets are embedded within their planning, design, construction, and maintenance activities.

7. Design Standards and Guidelines. The Department of Public Services and the Department of Planning and Urban Development shall adapt, develop and adopt inter-departmental policies, urban design guidelines, zoning and performance standards and other guidelines based upon resources identifying best practices in urban design and street design, construction, operations and maintenance. These resources include, but are not limited to: the AASHTO Green Book; AASHTO Guide for the Planning, Designing and Operating Pedestrian Facilities; AASHTO Guide for the Development of Bicycle Facilities; ITE Designing Walkable Urban Thoroughfares: A Context Sensitive Approach; NACTO Urban Bikeway Design Guide; Manual on Uniform Traffic Control Devices; and US Access Board Public Right-of-Way Accessibility Guidelines.

When fulfilling this Complete Streets policy the City will follow the design manuals, standards and guidelines above, as applicable, but should not be precluded from considering innovative or non-traditional design options where a comparable level of safety for users is present or provided.

8. Community Context. It will be important to the success of the Complete Streets policy to ensure that the project development process includes early consideration of the land use and transportation context of the project, the identification of gaps or deficiencies in the network for various user groups that could be addressed by the project, and an assessment of the tradeoffs to balance the needs of all users. The context factors that should be given high priority include the following:

- a. Whether the corridor provides a primary access to one or more significant destinations such as a community or regional park or recreational area, a school, a shopping/commercial area, a local transportation center or other multimodal center, or an employment center
- b. Whether the corridor provides access across a natural or man-made barrier such as a river or freeway
- c. Whether the corridor is in an area where a relatively high number of users of non-motorized transportation modes can be anticipated
- d. Whether a road corridor provides, or could provide, continuity or connectivity links for an existing trail or path network
- e. Whether nearby and/or parallel routes provide a similar Quality or Level of Service, convenience and connectivity already exist or could be implemented.

9. Performance Measures. The City will define performance measure to track the progress of implementation of this Policy and supporting documents, such as the Comprehensive Plan. Such measures shall include, but not be limited to: improvements in safety for all roadway users; increased capacity and connectivity for all modes of transportation; usage (such as mode share) of biking, walking and transit; miles of bicycle and pedestrian facilities; and attainment of ADA compliance. Such measures shall be incorporated into relevant plans, manuals, policies, processes and programs. The Public Services Department shall work with other departments and agencies to track such performance measures, as appropriate.

10. Implementation. The City will develop implementation strategies that will include, but are not limited to:

a. Restructuring Policies and Procedures

- Evaluate and revise manuals and practices.
- Develop project checklists for the incorporation of Complete Streets elements into projects, plans and other activities affecting streets and the public-right-of way.
- Work with governmental agencies such as PACTS and the MaineDOT to encourage incorporation of the City's Complete Street policy into transportation projects under their jurisdiction.

b. Developing Design Policies and Guidelines

- Develop and adopt street network plans.
- Develop Level/Quality of Service indicators for motor vehicle, pedestrian, bicycling and transit facilities and services.

c. Providing Training

- Continue education of staff and public officials on the principles and practices of Complete Streets.

d. Improving and Updating Performance Measures

- Identify performance goals and targets.
- Develop tracking measures such as safety, facility use and modal shifts to gauge success.