



Timely Project Delivery Through Public Involvement

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Agenda

- ***“No Parking Hare” – Bugs Bunny, 1954***
- **Accelerated Bridge Program (ABP) Overview**
- **Public involvement & expedited construction**
- **Case studies:**
 - I-495 Lowell Bridge Bundle
 - Fore River
 - Kenneth F. Burns Memorial
 - Casey Arborway
- **Question and Answer**

MassDOT ABP



Accelerated Bridge Program

- **The program:**
 - \$3 billion from 2008-2016
 - An array of projects:
 - Small, local bridges
 - Highway overpasses
 - “Mega projects”
 - Funding sunset 2016
 - Significant Bridges
 - Priority: *Get through planning/design and into construction.*



The Challenge

- **Issues of public concern:**
 - Speed of planning/design leads to anxiety:
 - *“My voice won’t be heard.”*
 - Speed of construction leads to anxiety:
 - *“My neighborhood will get clobbered.”*

- **Issues of agency/contractor concern:**
 - The unpleasant surprise:
 - *“Nobody ever told me.”*
 - *“Our neighborhood had no idea this was coming.”*

- **Accelerated projects need public involvement.**

The HSH Approach

- **Stick close to the prime/owner:**
 - *“We never write checks you have to cash.”*
- **Help the client define their goals**
- **Begin with a shared strategy:**
 - *Use a public involvement plan*
- **Select the right mix of tools:**
 - Digital
 - Face-to-Face
 - Don't rely too heavily on one or the other
- **Stay flexible throughout**



Tools to Help



- **Traditional Methods:**
 - Public meetings
 - Press releases
 - Fact sheets
 - Focus groups
 - Key informant interviews
 - Connecting with local officials

- **Newer Methods:**
 - Websites
 - Social Media
 - Web based surveys
 - Comment mapping

I-495 Lowell Bridge Bundle

- **Replacement of 6 Highway Bridges in Lowell**
 - Design/Build methods
 - Major traffic shifts
 - Crossings of road, rail, and water
 - Heavy use of project website
 - Regular updates to community via meetings
 - Courtesy calls to local officials
 - **Status:** complete



Fore River Bridge

- Design/build methods
- 0-25% 2009-2012
- HSH traffic & public involvement
- Heavy use of project website
- Lots of meetings and minutes
- **Status:** in construction



Kenneth F. Burns Bridge

- Design/build methods
- 0-25% 2009-2012
- HSH traffic & public involvement
- Significant coordination on bridge's appearance
- **Status:** in construction



Casey Arborway: the overpass



- Located in Jamaica Plain
- 1950's viaduct
- Formerly part of **the** route southeast out of Boston
- Formerly crossed two elevated rail lines
- Originally slated for deck replacement
- Determined to be in need of replacement
 - HSH originally contacted in fall 2010 for bridge replacement
 - Conventional delivery selected

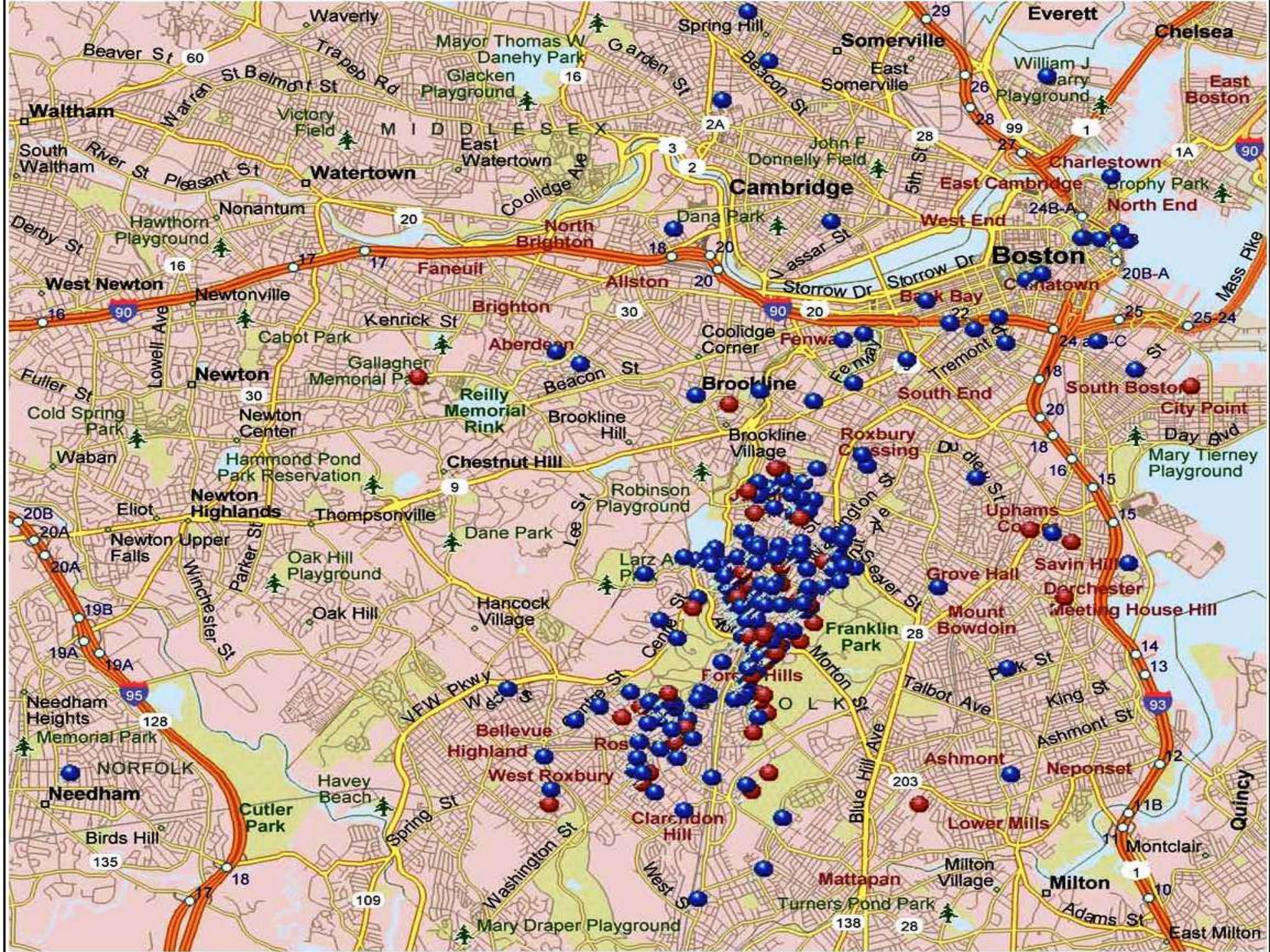
Casey Arborway: planning process

- Spring 2011-Spring 2012
- “Unique opportunity” seen by DOT
- Launched WAG to:
 - Set broad goals
 - Work through details
 - Advise DOT with local knowledge
- Alternating schedule of WAG and public meetings
- Significant impassioned debate and controversy



Casey Arborway: Making a Decision

- Fall 2011: traffic is not a deciding factor between at-grade and bridge options.
- At-grade decision made based on:
 - Original goals set by WAG.
 - Ability to achieve more bicycle, pedestrian and transit improvements without a bridge.
 - Mapping of comments received graphically demonstrated local preference.



CASEY ARBORWAY PROJECT
OPEN SPACE PLAN



LEGEND

- Sidewalk & Plaza
- Off-Street Bicycle Path
- Special Paving
- New Tree
- Existing Tree

Scale: 0 25 50 100 feet

Casey Arborway: Keys to Success

- Keys to success:
 - Documentation
 - Flexibility
 - Memory of the project combined with local knowledge
 - Work with local media
 - Don't stereotype stakeholders – take each as an individual
- **Status:**
 - 75% Design
 - Expected bid in October, 2013

Where are we now?

- Increased understanding that public involvement helps get projects built.
 - *Especially under accelerated delivery conditions*
- Increased willingness of owners/contractors to do more than the standard 25% DPH.
- Greater community expectation to be involved.
- Local officials expect constituents to be consulted.

Lessons Learned I

- Public involvement works best when integrated most:
 - PI person should be at the table.
 - A must, not a “nice to have.”
- Develop a public involvement plan first:
 - A flexible framework
 - Provides a logical trajectory for process
 - Allays owner/contractor concerns
- Work with local media *carefully*:
 - Don't be afraid, do respond promptly
 - Make sure the message is consistent
 - Help build the project's narrative

Lessons Learned II

- Detailed documentation is important:
 - Provides the project with a memory
 - Shows the public their fingerprints on the job
 - Counters the charge of insufficient outreach
- Be willing to try new technologies:
 - Casey mapping effort
 - Connections with MassDOT social media
 - One more tool in your kit
- Stay flexible without sudden changes in approach:
 - Avoid “recoil reactions” to public pressures
 - Be willing to react, but do so deliberately

Question and Answer

