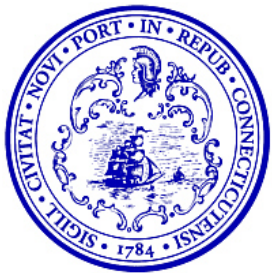




Annual Report - 2013



Department of Transportation, Traffic & Parking



NEW HAVEN MAKE IT HAPPEN HERE



Table of Contents

<i>Mission</i>	3
<i>Staff Directory</i>	4
<i>Organization & Work Summary</i>	5
▪ Traffic Control	
▪ Storm Related Emergencies	
▪ Parking Operations	
▪ Safety Guard Division	
▪ Transportation Planning	
<i>Public Outreach and Citizen Engagement</i>	10
▪ SeeClickFix	
▪ Social Media: Facebook & Twitter	
▪ Street Smarts Traffic Safety Campaign	
<i>Transportation Initiatives</i>	12
▪ Downtown “Point-in-Time” Transportation Study	
▪ Bike Walk New Haven	
▪ Complete Streets	
▪ Route 34 / Downtown Crossing / 100 College Street	
▪ Tweed New Haven Airport	
<i>Department Work Program</i>	16
▪ Citywide Priorities	
▪ Planning Studies	
▪ Bike New Haven	
▪ Traffic Enhancements	
▪ Safety Guard Program	
▪ Transit	
▪ Parking & Meter Program Enhancements	
▪ Complete Streets	

Transportation, Traffic, and Parking

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Mission

The City of New Haven's Transportation, Traffic and Parking Department combines elements of traffic safety/engineering, parking management, community and economic development and urban planning. Our mission is to deliver a safe and efficient traffic control system and to better integrate sustainable transportation which supports our quality of life and economic standing.

The region's transportation infrastructure - consisting of highways, railroads, port, airport and public transit systems - is unique for a mid-sized city. During this recent economic downturn, the City has made important strides to create jobs in a transit-rich, sustainable urban setting. Going forward in a time of rising fuel prices, increasing urbanization and global climate change, the depth of the transit and non-motorized system will become even more vital to our overall environmental performance and economic growth.

The department is therefore committed to a bigger and more integrated system that connects housing to jobs and people to their community. The department is organized in four groups: Traffic Control, Parking Operations, Safety Guards and Transportation Planning.

Staff Directory

Administration

Jim Travers	Director	
Mike Mohler	Deputy Director	(203) 946-0877
Dennice Pair	Administrative Assistant II	
Margaret Marchitto	Administrative Assistant II	(203) 946-8068
Ann Azevedo	Safety Guard Supervisor	(203) 946-8072
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Loretta Booker	Intern	(203) 946-8071
Semora Howell	Intern	

Traffic Control

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Bruce Fischer	Traffic Operating Engineer	(203) 946-8073
Neetu Singh	Traffic Project Engineer	

Signs / Markings Crew

(203) 946-8079

Kevin Rose	Acting Signs & Markings Lead
Laquanne Gormany	
Danny Cruz	

Signal Crew

(203) 946-8080

Robert York	Traffic Signal Superintendent
Carlos Jimenez	
Felix Madera	
Albert Rivas	

Meter Crew

(203) 946-8081

Mark Sobolewski	Parking Meter Supervisor
Raymond Shaw	
Brenden Orsi	
Yusuf Shaw	

Parking Management

Velisha Cloud	Parking Enforcement Supervisor	(203) 946-6777
Raymond Willis	Evening Parking Enforcement Supervisor	(203) 410-0077

Parking Enforcement Officers

Maureen Bishop	Sonya Gilliam
Michael Granucci	Nakeya Harrison
Cheryl Horner	Darryl Lewis
Mezan O'Neal	Juanteenia McLauren
Rolando Perez	Aaron Rajewski
John Rispoli	Fayan Robinson-Sims
Albert Ruggiero	Frank Ruiz
George Stone	David White

Organization and Work Summary

Traffic Control

The Traffic Control group is responsible for sign/signal/improvement and maintenance programs, pavement markings, regulation of activities within the public right-of-way; bus shelter maintenance/construction; construction staging and new development reviews.

The Traffic Control group also provides staff support to the New Haven Traffic Authority and interacts on a daily basis with the Connecticut Department of Transportation, the State Traffic Commission and the South Central Regional Council of Governments on various partnerships and inter-agency transportation issues.

In 2013, the Traffic Control group worked with members of the Board of Alders, engaged citizens, community groups and City departments in the City of New Haven. Highlights of day-to-day maintenance and overall improvements within the city are as follows:



- Completed design stage of Project 92-666 , the upgrade of 15 intersections and installation of 8 new signals in the Downtown area
- Project 92-564, began installation of 14 new traffic signals along Chapel St, Lombard St and Ferry St
- Project 92-488, completed the design and began the installation of 12 new traffic signals along Howard Ave, Kimberly Ave and Sylvan Ave
- Project 92-649, completed the design phase of the Sargent Drive at Long Wharf area reconfiguration
- Installation and removal of 173 street/pole banners by the signal division
- Removal of graffiti by signal division on signal equipment at 44 locations within the City
- Removal of sneakers on wires performed by signal division at 29 locations within the City
- The signal division set up temporary speed indicators at 48 locations throughout the City
- The signal division performed 2114 maintenance and repairs over the course of the year. A detailed breakdown of work performed by the signal division is included as an attachment
- The sign division performed 2692 maintenance and repairs over the course of the year

- Crosswalks at 161 intersections were marked as part of the department's annual pavement marking program
- Speed humps at 11 locations were remarked
- Marked 583,586 In ft of yellow paint, 27,831 In feet of yellow epoxy and 68,700 In ft of white epoxy as part of the department's annual pavement marking program

Storm Related Emergencies

The first priority of the department is safety, and this is most true during emergency operations. During emergencies the department operates out of the Emergency Operations Center in coordination with the Police and Fire Departments, Public Works, and the Parks, Recreation and Trees Department. During 2013, The City of New Haven experienced the Nor'easter Winter Storm Nemo, which dropped 34.3 inches. Within EOC we addressed all safety and operational duties which came through multiple channels, focused our efforts not as individual work units but as a single team and dedicated the team to repair and restoration.



We experienced a record breaking accumulation of snow during the winter season which placed a high demand on department staff to coordinate efforts in restoring safe conditions for road users.



- The efforts of the ground crews to assess damaged infrastructure and perform repairs as needed was instrumental in establishing a safe environment for city residents directly after the effects of the Nor'easter Winter Storm Nemo.
- The Meter Crew was assigned to work with the Sign Crew and assist with erecting temporary signage at all intersections effected by the storm. Their involvement provided additional man-hours to handle the increased workload that fell upon the Sign Crew to provide safe conditions for road users.

Parking Operations

The department's Parking Operations group is responsible for the on-street parking program throughout the City. This includes the management, maintenance and enhancements of all associated systems, which include parking meters, the meter bag program, residential parking and parking enforcement.



There are currently 2984 metered spaces throughout the City, 430 new style IPS credit accepting meters, 1560 old style IPS credit accepting meters, 881 classic POM coin accepting meters and 113 pay station spaces. In July, Parkmobile was introduced as a mobile payment option on all metered spaces throughout the City. In total, there were 4,605,430 on-street parking transactions in 2013.

Parking Enforcement is the other aspect of the on-street operation. The team of officers, which is made up of both full time and part time employees, is responsible for the monitoring of metered spaces, residential parking zones, unauthorized on-street parking and response to resident submitted issues via SeeClickFix. In 2013, the City's Parking Enforcement Officers issued 164,994 citations ranging from expired meter violations to Snow Emergency violations while helping to aid in the clearing of streets during the Winter Storm Nemo. Of the citations issued, roughly 90% were paid.



In addition to the on-street parking operation, the department's administrative staff manages the City's meter bag program as well as the ticket appeals process. Nearly 45,000 meter bags were issued for various construction projects and special events. 2013 saw the launch of a new meter bag billing program that updated and stream-lined the invoice process. The administrative staff also processed, on average, 600 formal appeals per month. Appeals are received via an electronic system and are submitted through both online and mail in methods. 7,224 citation appeals were reviewed by Appeals Officers in 2013.

The department expanded the usage of parking spaces this year with several alternative space usage programs. September 20th was Parking Day in New Haven and around the world. Nine organizations turned parking spaces into public parks for the day. Through collaboration with Town Green and Meat & Co, TT&P launched Summer Time Terrasse that turned a parking spot into an outside dining location.

Safety Guard Division



The City's Safety Guards provide traffic control assistance at 30 city schools during the morning and afternoon periods. In addition, Safety Guards provide assistance with traffic safety and traffic calming as well as special events as needed. In 2013, the group participated in:

- Arts and Ideas Festival
- Mary Wade Home Parade
- Labor Day Road Race
- City Seed Farmers Markets
- Christmas Tree Lighting Ceremony
- Ground Breaking Ceremony for RT 34 Connector
- Citywide Open Studios – Goffe St Armory
- Start Bank Grand Opening
- Crossing Guards acting as Ambassadors' of Good Will, NHPS
- Arts & Ideas Pop-up Festival, Fair Haven
- Halloween Parade, Westville
- Amistad Committee, 25th Anniversary
- Safety Training from NHPD for Crossing Guards



Transportation Planning

The department works closely with CT DOT, City Plan, and Economic Development on major transportation initiatives including road/highway improvements, airport enhancements, bike/pedestrian initiatives and transit programs. The department head serves on the New Haven Parking Authority's Board of Directors (ex-officio), and is also a board member of the Greater New Haven Transit District and a Committee member of the Tweed New Haven Airport Authority. Some of the highlights from 2013 include the following:

Plan (lead)	Early Outcomes
See Click Fix / Cityworks Integration	The department has been fine tuning the integration of citizen based issues addressed on SeeClickFix and seamlessly creating a CityWorks work order for field crews. TT&P, with other departments, is currently exploring consolidation of work order management systems for efficiency and cost savings.
Hill to Downtown New Haven	TT&P worked with the entire Economic Development Administration on the planning and land use study connecting New Haven's Hill neighborhood with the Medical District and new downtown developments including Downtown Crossing, Union Station and the Coliseum site.
ParkMobile Integration	In July the department launched a mobile payment option via phone and ParkMobile apps. New Haven was heralded as the fastest city to adopt ParkMobile in 2013. The July launch was the first phase in an expansion of asset-lite parking in the City.
Route 34 / Downtown Crossing	The department has been working closely with the Economic Development Administrator to transform Route 34 East, from Union Avenue to Park Street in downtown from highway stub to slower speed, city streets.
Whitney / Audubon Crosswalk Enhancement	CDMSmith has been contracted to provide an enhanced pedestrian crosswalk solution that better addresses the need at this intersection. Shovels will go into the ground in June of 2014. Yale University has sponsored the project with a contribution of \$150,000.
NHPA Mobility Study	The New Haven Parking Authority, working closely with the department, launched a mobility study of the medical district area in December 2013 to develop a short and long term program for sustainable access to the Medical District. Nelson\Nygaard is the consulting project manager.
One-Way to Two-Way Conversion Study	The Department has worked with SCRCOG to fund a study to investigate the possibility of a conversion of one-way roads downtown to two-way traffic operations. The final report is due back by the end of FY14. Fuss & O'Neill is the consultant for the study. There will be a second phase to this study which will study the implementation of the report.
Downtown Signalization Upgrade	The Department has initiated a request with SCRCOG to fund the next phase of signalization upgrade focusing on the city center to improve mobility and decrease congestion to improve air quality.
Arterial roadways signalization timing study and implementation	The Department has initiated a request with SCRCOG to fund a study to address updated progression timing for Whalley, Dixwell, and Whitney Avenues.

Public Outreach and Citizen Engagement

SeeClickFix

Traffic and Parking also took a larger roll with SeeClickFix response in 2013. The department addressed 463 issues that were reported by New Haven residents and visitors. The Parking Enforcement division took the lead and was the first to incorporate the monitoring and the direct management of the acknowledgement and response of SCF issues into their daily operations. The sign and signal divisions began the process in 2013 and will see an expanded role in 2014.

Social Media: Facebook & Twitter

The department has been running a Street Smarts Facebook page since 2009. In 2013, the Street Smarts social media network expanded into Twitter. The Street Smarts Twitter account, @StreeStmarts_NH, has a lighter tone than the Facebook page and focuses on promoting information on safety & transportation, as well as the City. In 2014, the department plans to create a department specific Facebook and Twitter account to reach more members of the public with transportation related and planning items.

Street Smarts Traffic Safety Campaign

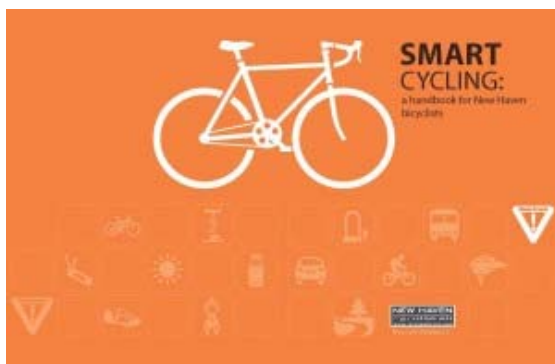


The Street Smarts traffic safety campaign completed its 5th full year in 2013. The campaign is one of three major city initiatives intended to improve traffic safety in New Haven through community outreach / education, physical improvements to roadways and cooperative enforcement efforts with the New Haven Police Department.

The department distributes bicycle, pedestrian and vehicular safety materials and information to the community via tri-fold brochures, magnets, reflective stickers, water bottles, key chains, bicycle lights, sports bags, license plate frames, ice scrapers, bicycle bells, pedometers, t-shirts, bumper stickers and the Smart Cycling Handbook. The department distributes school supplies such as pencils, erasures and rulers which include the Street Smarts message for NHPS events. In addition to the tri-fold flyer, the department also distributes informational flyers used to inform and educate the public of the need to view our daily commute as a shared-space environment.

Along with the educational material, TT&P also distributes a Smart Cycling and a Smart Driver pledge which encourages city, as well as area residents to make a personal commitment to follow the rules of the road and to be conscious of common behaviors that can negatively impact the safety of themselves as well as their fellow commuters within our shared space.





Partnering with Yale University's Office of Sustainable Transportation and Yale New Haven Hospital has afforded the campaign with a great deal of support, including the educational and interactive website, (www.yale.edu/streetsmarts/) as well as by providing bicycle helmets at numerous community events throughout the program's existence.

The Street Smarts Smart Cycling Handbook continues to provide a resource for cyclists of all ages by providing bicycling safety tips, rules of the road, local resources such as bicycle repair shops, reference to state resources and advocacy groups, marked routes in the City and much, much more.

The Street Smarts Safety Campaign participated in many community events / projects in 2013 including:

- City of New Haven Health Fair
- Yale New Haven Hospital
- City Seed Farmers Markets
- Arts & Ideas Festival
- Arts & Ideas Pop-Up Festivals
- East Rock Festival
- Rock to Rock
- Green Expo
- Hillhouse High School Open House
- Fair Haven Family Stroll
- Multiple church-sponsored events for incoming NHPS students
- Bicycle Appreciation Breakfast at Yale



Transportation Initiatives

The department continues to work on a number of multi-year projects intended to improve the transportation system, environmental performance, traffic calming and the overall quality of life in New Haven. These projects are cooperative efforts among the many city departments/agencies involved in the transportation process as well as the partner agencies, New Haven Parking Authority, Tweed New Haven Airport Authority and Greater New Haven Transit Authority.

Downtown “Point-in-Time” Transportation Study

As part of the planning for future development downtown, the City prepares an annual occupancy count and forecast of parking demand in Downtown New Haven. The count was conducted in November 2013, using volunteers from Transportation, Traffic and Parking, Elm City Cycling, Town Green Special Services District, C.A.R.E., and members of the community. For the fifth year, the count included bicycle and pedestrian movements at key intersections. The department is still awaiting the final report from the count.

Bike Walk New Haven



The Transportation, Traffic and Parking Department is committed to enhancing and improving upon the network of bicycle and pedestrian related facilities and supported infrastructure throughout the City of New Haven. The department utilized shared-lane-markings in 2010 as a next-step process of increased awareness to motor vehicles of the presence of bicycle commuting. Over the last three years, with additional SLM installations and bicycle lanes, the department continued its commitment toward more robust measures of support for the cycling community by installing a bicycle lane along Elm St from Broadway to Orange St. in 2013. Located in downtown New Haven, it is a heavily used roadway that provides a lane of travel to cyclists where none existed before. In 2014, the next phase of the project is to paint the lane green, which will be a first for the city, as it continues to set the bar for continued cycling infrastructure improvements.

As an addition to those improvements, the department further expanded the bicycle rack install program by concentrating its efforts in response to the increased demand from the community to provide secure places to lock bicycles within city neighborhoods. In previous years, the department focused their install efforts in the downtown area and along marked routes. The increased demand in neighborhoods and outlying business districts is another indicator that bicycling in the city has become a viable form of transportation.

Due to the limited availability of space in some downtown locations, it is not always possible to install the inverted-u bike racks. To accommodate secure bicycle parking for cyclists without impeding upon the pedestrian right-of-way, the department researched alternative solutions and purchased bike racks that slide over existing parking meter posts. Adapting to the environment and utilizing existing infrastructure is another avenue the department has taken with continued improvements for cycling infrastructure.



The department also continues to improve upon pedestrian infrastructure in the city by investing in enhanced crosswalk signs that draw visual attention to motorists. The department continues to install electronic speed signs and deploys changeable message signs to further educate the importance of speed limits citywide. The department also continues its program of installing in-road pedestrian signs at crosswalk locations throughout the city and by maintaining crosswalks in a state of good repair through the annual pavement marking program.

- Installation of a bike lane on Elm St from Broadway to Orange St
- Installation of 16 single inverted-u and 8 double inverted-u bicycle racks, for a total to 116 citywide
- Installation of 58 new-model bicycle parking meter hitches on Whitney Ave and in the 9th Square District
- Installation of a Rapid Rectangular Flashing Beacon on Park St at Smilow Cancer Center
- Installation of a speed sign on Valley Street which emails traffic speeds
- Installation of a bicycle corral on College St at Chapel St with a 14 bicycle capacity. The corral can be moved to locations in New Haven based upon demand.

Complete Streets

In keeping with the overall City commitment to a safe and civil traffic program, the Board of Alders approved landmark Complete Streets legislation in 2008. The legislation promotes the safety and convenience of all users of the transportation system. This was done by using a Complete Streets hierarchy of users, which begins with pedestrians, cyclist and transit users.

These users shall be accommodated and balanced in all types of transportation and development projects and through all phases of a project so that the vulnerable, children, elderly and persons with disabilities, can travel safely within the public right of way.

For traffic related concerns the department provides all data relating to speed and volume before submitting the Complete Streets application to the Engineering Department for consideration.

The City and the State made numerous roadway improvements in 2013, which all promote a Complete Streets environment. These include:

- Additional lighting installed on Ivy, between Dixwell and Shelton
- Traffic calming on Canner Street (Whitney-Orange)
- Traffic calming on Lawncrest Road (Fountain-Greenhill Terr)
- Traffic calming on Front Street (Lewis-Grand)
- Traffic calming on Plymouth Street



Route 34 East / Downtown Crossing / 100 College Street

The department, together with the Office of the Mayor, Economic Development and City Plan, are working to implement a once-in-a-generation opportunity to reconnect neighborhoods and provide new economic development opportunities through conversion of Route 34 East to a community-scale urban boulevard.

A primary goal of the Downtown Crossing/Route 34 East project is to develop a livable, walkable community while providing local and regional connectivity. With housing and shopping linked to nearby transit and more comfortable streets for pedestrians and bicycles, this project will encourage increased physical activity and reduce air and noise pollution associated with automobile travel, supporting the City's sustainable growth objectives.

As part of the reconstruction the City of New Haven is rebuilding College Street creating an at-grade city street where a bridge once stood. In order to complete this work, exit 3 on Route 34 was closed with the plan of closing exit 2 in June of 2014 for a final project completion date of summer 2014.

After the public improvements finish, the 100 College Street building will continue to be constructed with a scheduled completion date in late 2015.



The vision of the entire project is to create over 13 acres of land to be made available for new development which will merge the medical district, Union Station and Downtown into a more seamless neighborhood. In turn, the entire area will become more transit and pedestrian oriented as the automotive-related impediments are removed.

Tweed New Haven Airport

Tweed New Haven Airport, which is managed independently by the Airport Authority, is one of just two Class I facilities in Connecticut, providing both scheduled commercial and general aviation services. US Airways is the primary commercial service provider at the airport and has four departing and arriving scheduled weekday flights as well as weekend service to its Philadelphia Hub, which in turn provides an additional 120 national and international connections. In 2013, over 74,500 passengers enplaned or deplaned at Tweed. Additionally, Robinson Aviation Inc. manages the general aviation operations at Tweed and recorded a total of 31,856 general aviation movements in 2013.



Department Work Program

In 2013, the department continued to work on the above-mentioned transportation initiatives and state-of-good repair sign, pavement marking and signal projects. In addition, the projects below are department priorities for the upcoming year:

Citywide Priorities

- Reach 5000 “Smart Drivers” and 1000 “Smart Cyclist” pledges
- Launch a “Give Change to Make Change” program to support homeless services
- Explore the addition of asset-lite parking to support main street business districts
- Install the City’s first on-street protected bike lanes
- Plan and implement temporary traffic-calming measures at various locations
- Overhaul workflow of Complete Streets applications and move to department adoption and integration of NACTO Urban Street Design Guide
- Upgrades to tech: work order management, enforcement, and customer service
- Launch an Anti-Idling campaign throughout the city

Planning Studies

- Submit study application to FTA Alternative Analysis program to study intra-city and inter-city transportation for residents and visitors
- Finalize feasibility study to provide a low band-width WiFi connection in New Haven
- Complete the One-to-Two-Way Conversion Phase 1 Study and apply for Phase 2
- Initiate a feasibility study on citywide Safe Routes to School grant application
- Launch annual Quality of Life Survey through Community Management Teams
- Complete a feasibility/concept for a cycle track on Water St
- Develop a Traffic Demand Management Plan for new 100 College St Development

Bike New Haven

- Install 30 new bike racks, branching out into neighborhoods
- Provide Smart Cycling Handbooks to community/youth groups
- Complete a Howard Avenue/Kimberly Avenue bike route
- Create a Google based map of bike rack locations throughout the City

Traffic Enhancement

- Project 92-666 , the upgrade of 15 intersections and installation of 8 new signals in the Downtown area completed
- Project 92-564, installation of 14 new traffic signals along Chapel St, Lombard St and Ferry St completed
- Project 92-488, installation of 12 new traffic signals along Howard Ave, Kimberly Ave and Sylvan Ave completed

- Project 92-649, installation of 5 new traffic signals along Sargent Drive at Long Wharf area completed
- Project 92-659, installation of 8 new traffic signals within the Downtown Crossing project completed
- The department's Incident Management Camera system updated with 50 new cameras

Safety Guard Program

- Install a pedestrian signal at the intersection of Edgewood / Orchard
- Crosswalks at 161 intersections were repainted
- Speed humps at 11 locations were remarked

Transit

- Begin to replace existing bus stop signage for better visual language
- Launch GPS on the Free Union Station/Downtown Shuttle with CT Transit
- Promote Nightlife Taxi Stand at Crown Street Garage
- Continue Transportation Demand Management planning with Alexion
- Finalize design and rehab of four victorian model bus shelters on New Haven Green
- Promote valet service at Union Station

Parking & Meter Program Enhancements

- Expansion of the Pay-by-Cell program to include the ability to pay by plate
- Rebuild the current residential parking permit system to be more user-friendly
- Complete overhaul of current parking enforcement hardware and software with state of the art technology
- Reexamine the current rate and time limitations of on-street parking
- Work with local restaurants to expand off of 2013 Summer Time Terrace pilot
- Launch of New Haven branded Shop-Dine-Park gift card
- Survey the City for additional on-street parking, both metered and residential
- Mapping and evaluation of all loading zones throughout the City
- Expanded response to New Haven issues via SeeClickFix
- Increase of fines on 10 safety violations from #30 to \$50

Complete Streets (TT&P, Engineering, DPW, & Resource Allocation Committee)

- Complete enhanced pedestrian walk on Whitney Ave & Audubon
- Installation of speed humps at multiple points on Valley Street
- Installation of pedestrian refuge islands in Clinton Avenue
- Convert Kneeland Road to a 4-way Stop
- Install speed humps and bump-outs on Cleveland Road
- Installation of speed humps on Fowler Street, Greenhill Terrace and Cranston
- Review Hemlock Road to make street more engaging to bike traffic