

# Annual Report 2010



## Transportation, Traffic & Parking Department



**NEW HAVEN** IT ALL HAPPENS HERE



## Table of Contents

<b><i>Mission</i></b>	<b>3</b>
<b><i>Staff Directory</i></b>	<b>4</b>
<b><i>Organization &amp; Work Summary</i></b>	<b>5</b>
<ul style="list-style-type: none"> <li>▪ Traffic Control</li> <li>▪ Parking Operations</li> <li>▪ Transportation Planning</li> <li>▪ Safety Guard Division</li> </ul>	
<b><i>Street Smarts Traffic Safety Campaign</i></b>	<b>11</b>
<b><i>Transportation Initiatives</i></b>	<b>13</b>
<ul style="list-style-type: none"> <li>▪ Union Station Transit Oriented Development</li> <li>▪ Bike New Haven</li> <li>▪ Union Station Interconnect</li> <li>▪ Complete Streets</li> <li>▪ Route 34 East</li> <li>▪ Cross Town West and Downtown Circulator</li> <li>▪ Comprehensive Signal Control Enhancements</li> <li>▪ Tweed New Haven Regional Airport</li> <li>▪ Port of New Haven</li> </ul>	
<b><i>Department Work Program</i></b>	<b>17</b>

***Transportation, Traffic and Parking Department***

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## Mission

The City of New Haven's Transportation, Traffic and Parking Department combine's elements of traffic safety / engineering, parking management, community 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-size 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 traffic congestion 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.



*Traffic calming on Vista Terrace.*

## Staff Directory

### Administration

Jim Travers	Interim Director	(203) 946-8067
Susan Gibson	Administrative Assistant II	(203) 946-8078
Margaret Marchitto	Administrative Assistant II	(203) 946-8068
Ann Acevedo	Safety Guard Supervisor	(203) 946-8075

### Traffic Control

Bijan Notghi	Traffic Project Engineer	(203) 946-8069
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#### *Signs / Markings Crew*

William Williamson, Jr.	Supervisor	(203) 946-8079
Kevin Rose		
Keith Myrick		
Danny Cruz		

#### *Signal Crew*

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Carlos Jimenez		
Carol Shorey		
Felix Madera		

#### *Meter Crew*

Mark Sobolewski	Supervisor	(203) 946-8081
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James Every (P/T)		

### Parking Management

Velisha Cloud	Parking Enforcement Supervisor	(203) 946-6777
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#### *Parking Enforcement Officers*

Maureen Burns  
 Tonya Covington  
 Elaine Delucia  
 Michael Granucci  
 Cheryl Horner  
 Juanteenia McLauren  
 John Rispoli  
 Fayan Robinson-Sims  
 Frank Ruiz  
 Mezan King  
 David White  
 Yusuf Shah (P/T)  
 George Stone (P/T)  
 Raymond Willis (P/T)

## Organization and Work Summary

### *Traffic Control*

This 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.



*Fabrication of new traffic calming flashers.*

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 2010, the Traffic Control group worked with many members of the Board of Aldermen, interested citizens and other city departments. Highlights from 2010 are noted on the following two pages.

- With the Vista Terrace Blockwatch, and the City's Engineering department the group further enhanced the Vista Terrace chicane traffic calming device and included two new speed humps.
- The department reviewed various applications to the State Traffic Commission, including the traffic control enhancements supporting the proposed Yale School of Management.
- The signal crew made weekly inspection on various inspections and repairs to traffic signals as well as completed 945 work orders on traffic control units and progression enhancements.
- The signal crew also responded to a record number of "knock-downs" and repaired various damaged traffic controls.
- The sign crew responded to an emergency road closure on Union Avenue where detour signs were required to direct visitors towards an alternate route.
- The engineering staff continued assisting CDOT with the installation and design of the new traffic signals on Sargent Drive as part of the ongoing Contract E2 construction activity.
- The engineering staff and signal crew coordinated ongoing construction of the Phase III, Contract II traffic signal program (14 intersections) in East Rock / Cedar Hill, as well as Phase IV, Contract B (20 intersections) in the Westville neighborhood as well as the planned 14 signal improvements in Fair Haven.
- The entire department is engaged on the design of the Gateway Community College signalization project, looking to better integrate two-way street patterns, the 100 College Street project and bicycle safety enhancements.
- The engineering staff is working closely with Economic Development on the completion of construction of 360 State Street to provide a complete Certificate of Occupancy. The department permits the work zone / safety measures and is reviewing the design plans for three new planned traffic signals.
- As part of our annual work plan, the department's traffic control crews, safety guards, parking enforcement officers and front office staff assist with traffic control / safety during the Labor Day Road Race.
- The engineering staff is working with Yale-New Haven Hospital to complete the design and advertise for the construction of 12 new traffic signals associated with the Smilow Cancer Center.
- In partnership with the Yale Medical School Traffic Safety Group, the group worked on a safety street and sidewalk marking campaign to promote Street Smarts.
- The signal crew installed 201 street / pole banners.
- The signal crew removed sneakers at 61 locations, mainly at the request of LCI and NHPD.
- The signal crew set the temporary speed indicators at 77 locations.





- The meter crew installed new parking meters on George Street, York Street, ,
- The engineering staff reviewed 34 items presented before the New Haven Traffic Authority.
- The signal crew responded to 57 calls for graffiti removal on signal equipment.
- The signal crew responded to 365 requests from Call Before You Dig for pavement markings.
- The engineering staff, in coordination with LCI and Public Works, issued 1,579 work zone and/or right-of-way permits.
- The engineering staff assisted the City Plan Department in the review of 70 site plan applications, and also assisted the Building Department in the review of 150 building permit applications.
- The engineering staff implemented a right turn only directional marking for West Elm and Forest.
- The department reviewed 1,710 individual service requests for traffic control improvements, integrating emails, voice mails, public comment, See Click Fix issues and Web311 into the Cityworks data processing program.
- The sign crew completed 1,855 work orders related to traffic controls (including signs, pavement markings, etc.).



*Implementation of a new parking plan for the NHPD.*

### ***Parking Operations***

The department's Parking Operations group is responsible for the management and enhancement of the on-street parking programs, including parking meters, vouchers, smart cards and meter bag system management and design / management of residential parking zones. In addition, the division is responsible for the enforcement of on-street parking regulations (parking tags) and the review of contested parking tags.

In 2010, an additional 87 new parking meters were installed bringing the total on-street parking meters to 2,824. The parking enforcement group issued 172,396 parking tickets and assisted with the collection of over \$5.6 million in revenue from parking tags, representing an increase in the total number of tickets issued of 15%, and an increase in revenue of 12% compared to 2009. The change from 2009 is largely attributed to the new part-time evening parking enforcement shift that was introduced in the second quarter of 2010.

In addition to the "front-end" ticket writing effort, the department's administrative staff administers the meter bag program and the parking contestment system. Meter bag revenue has decrease by 4% from calendar year 2009, this was mainly due to the completion of large Downtown construction projects.



In regard to contestments, the department receives approximately 1400 formal contestments and numerous inquiries each month, which come in the form of phone calls, walk-ins, emails and mailed forms.

For a formal contestment, there is a two-step adjudication process. Since contestments are still paper-based, the process is time- and labor-consuming process. In order to improve efficiency, the department is fine tuning an online appeal system for added convenience for the customer and operational efficiencies for the back office staff.

### ***Safety Guard Division***

The City's Safety Guards provide traffic control assistance at many 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 2010 the group -

- Participated in the City's annual Downtown Count, providing assistance with pedestrian and bicycling counts at key intersections.
- Continued a new program, providing coverage at Union Station on high volume days as well the Farmer's Markets and Election Day at major polling locations.
- Participated in updated safety training provided by the New Haven Police Department.



### ***Transportation Planning***

The department works closely with City Plan and Economic Development on major transportation initiatives including road/highway improvements, airport enhancements, bike / ped. initiatives and transit programs. The department head serves on the New Haven Parking Authority's Board of Directors (ex-officio), and is also a resident director of the Greater New Haven Transit District and a Committee member of the Tweed New Haven Airport Authority. The Port Authority is housed at TTP, thereby allowing for good coordination of port-related activity.

In 2010, the department is pleased to report that many plans are moving into implementation phases, and there is an established roll-out of planning efforts with more specific 'actionable' strategies. Some of the year's highlights include the following:

<b>Plan (lead)</b>	<b>Early Outcomes</b>
Grand Avenue Parking and Traffic Study	The Department initiated a parking and traffic study of Grand Avenue, near Blatchley Avenue, to better support the changing needs of the neighborhood and to foster further business growth.
Downtown Bike / Ped Gap Analysis (SCRCOG)	The City gained federal and state support for a design exception allowing for the use of shared lane markings. NHPA designed and will soon initiate construction on a 100-space sheltered bike parking facility at Union Station.
Credit Card accepting parking meters	The department investigated credit card accepting parking meters to meet the demand customer challenges of locating coin and at the request of the downtown merchant associations. The department positioned themselves to "pilot" these new meters in the beginning of 2011.
Bike Safety	The department worked with a Yale Fellowship Summer Intern to complete a comprehensive 49 page biking rules book. This was highly well received from the cycling community and will be available in area bike shops in 2011.
New Haven Transit Study (SCRCOG).	The "89" Circulator was launched in late 2009, providing 20-minute service between Downtown – Union Station. Ridership has been impressive with the highest numbers achieved in December 2010.
Route 34 East (City Plan)	The proposed development at 100 College Street and infill replacement of the College Street Bridge are the first projects to be undertaken following completion of the plan in 2006.
Downtown Signalization (TTP)	Following the 2008 failure of the Transcore system, TTP coordinated and funded a design effort and was well positioned as ready-to-go for ARRA stimulus funding - \$3.0 million awarded for construction.



## Street Smarts Campaign

The Street Smarts traffic safety campaign completed its second full year in 2010. 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 Street Smarts team has reached out to many community organizations and businesses and through the media, community events and other direct outreach opportunities. During the year, a concerted effort was made to reach motorists, cyclists and pedestrians, calling for our attentiveness at all times; patience with others; and a willingness to share the road with all users.

The department prepared a number of hand-out materials for tactical distribution around the community. The department uses primarily the tri-fold brochures, tax bill messages, jelly bracelets, pedometers, magnets, bike bells, reflective stickers and water bottles. A core partner, the Yale University's Office of Sustainable Transportation, developed a cutting edge web presence ([www.yale.edu/smartstreets/](http://www.yale.edu/smartstreets/)) and printed a sufficient number of tri-fold brochures to reach the university community, as well as Yale New Haven Hospital, who have partnered with the Department and has offered free bike helmets as various events.

Over 3,000 people have now signed the Smart Driver pledge. In New Haven, Smart Drivers provide a mutually-reinforcing partnership. Families are becoming more familiar with the program and identifying themselves – through car magnets – as a critical mass of attentive drivers.

In addition, the department has developed a "Smart Cyclist" pledge that will be introduced in 2011 with the Smart Cycling handbook.

The department participated in 24 major events / projects in 2010, as noted below:

- Greater New Haven Chamber of Commerce
- Freddie Fixer Parade Sponsor
- Safe Routes to School
- Hamden Hall Students Transportation Demonstration
- Bike Buddies @ Yale discussion
- National Start! Walking Day
- Earth Day Event
- Rock to Rock 2010
- Beaver Hill block watch
- Vista Terrace block watch
- Common Ground High School

- YNHH Safety Painting Project
- Orange Street Festival
- Arts & Ideas Box City
- American Diabetes Assoc. Tour de Cure
- Street Smarts Summer Cycling Celebration
- Back to School Rally
- National Night Out
- Various Farmers Markets
- Mary Wade Home Parade
- Parks & Recreations Summer Programs
- C-Town Market (the Hill and Fair Haven)
- Yale Graduate Students Orientation Fair
- Green Expo 2010

#### ***Street Smarts Summer Cycling Celebration***

The most successful event of the year was the Street Smarts Summer Cycling Celebration held in July at East Rock Park. The department applied for and received a generous grant from Aetna Insurance to host an event that promoted health, wellness and safety. Thousands of people attended the free day long celebration at the summit of East Rock Park. Radio 104.1 did a live broadcast all day from at the base of the monument. The entire roads in the park, including all surrounding rounds were closed to motor vehicle traffic allowing safe access to hike, bike, run, or simply walk and enjoy the park, free of traffic. The summit also featured free rides that included a ferris wheel and merry-go-round, as well as number of events focused on cycling safety. Yale New Haven Hospital provided free bike helmets, Devil's Gear Bike Shop organized a scavenger hunt, free shuttle service was provided all day and fun was had by all!



## 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 department / 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***

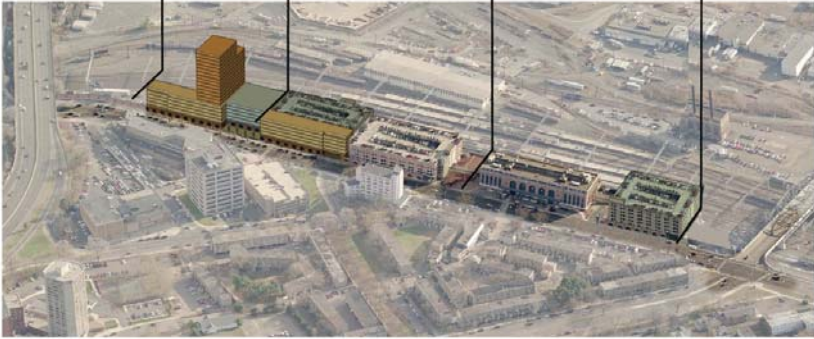
As part of the planning for future development downtown, the City prepares an annual occupancy count and forecast of parking demand in Downtown New Haven. The count was conducted in November 2010, using volunteers from Economic Development, City Plan, Transportation, Traffic and Parking and Elm City Cycling. For the second year, the count included bicycle and pedestrian movements at key intersections.

### ***Union Station Transit Oriented Development***





In response to continuing demand for additional commuter parking at Union Station, the City, New Haven Parking Authority and CDOT initiated a study of transit-oriented development opportunities at Union Station. The study forms the basis of a revised site plan, which proposes two commuter garages, remerchandising of Union Station and long-term development of new mixed use space at the northerly side of the site, along Union Avenue.

*The City continues to work with the Connecticut Department of Transportation to implement a three-phase improvement at Union Station.*

Phase 3:	Phase 2:	Phase 1:
<ul style="list-style-type: none"> <li>• New development garage 500 spaces</li> <li>• New retail 20,000sf</li> <li>• New office 90,000sf</li> <li>• New loft apartments 138 units</li> </ul>	<ul style="list-style-type: none"> <li>• New North Garage 530 spaces</li> <li>• Develop retail frontage at existing garage 14,000sf</li> </ul>	<ul style="list-style-type: none"> <li>• New South Garage 667 spaces</li> <li>• Pedestrian Bridge to Union Station</li> <li>• Multi-modal connections at grade</li> <li>• Expand mixed use development of Union Station 50,000sf</li> </ul>



The image shows an aerial rendering of the Union Station area in New Haven, Connecticut. Three distinct development phases are highlighted with callout boxes. Phase 1 (South) includes a new garage, pedestrian bridge, and mixed-use development. Phase 2 (North) includes a new garage and retail frontage. Phase 3 (Central) includes a new development garage, retail, office space, and loft apartments. The rendering shows the existing station building and surrounding urban context.

### ***Bike New Haven***

The City is furthering its commitment to cycling in New Haven both to improve the safety of cyclists and also to promote cycling for commuting and vehicle miles traveled reductions. In 2010, the department is pleased to report that we were granted an exception and allowed to place “sharrows” on city streets. As part of New Haven’s continuing efforts to foster a bike-friendly community, the city is marked eight miles of shared lane markings. These markings are a new way to encourage motor vehicles and bicycles to share the road safely. These sharrows now connect Downtown with East Rock, Westville and Union Station

At the close of 2010, the City also petitioned The State Traffic Commission and the Federal Highway Administration to gain approval on the implementation of “bike boxes” at key intersections associated with the signalization of Gateway Community College.

### ***Complete Streets***

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

The department participated on the Complete Streets Committee, which drafted a new design manual for communication to the Board of Aldermen in 2010. The manual is not only a policy statement, but also a firm direction for developers, city officials and others to build complete streets as part of their projects.

Likewise, the City made several roadway improvements in 2010 which promote a Complete Streets environment. These include -

- Installation of speed humps on Vista Terrace.
- Installation of approximately 50 in-road pedestrian signs.
- Completion of a new round-about at the intersection of West Park Street and Elm Street.
- Installation of speed humps on Front Street.



### ***Route 34 East / Downtown Crossing***

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.

To accomplish this goal, the City has introduced a comprehensive program of land use, transportation and environmental enhancements designed to encourage a more sustainable and transit oriented land use pattern.

As part of the reconstruction, over 13 acres of land will 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.

The City was awarded Federal TIGER Funding and plans are currently underway to reconnect the city where it was divided during Urban Revitalization.

### ***Comprehensive Signal Upgrade Program***

The department continues to upgrade its traffic signals through the implementation of a five-phase capital investment program. This program is largely funded by the State of Connecticut and includes full reconstruction of signals in Westville, Beaver Hills, Edgewood, Downtown, East Rock, Fair Haven and Mill River. In 2010, the department is pleased to report that construction is underway for the 12 signalized intersections at Yale-New Haven Hospital as well as the completion of new signals under "Phase IV" in the Westville / Edgewood neighborhoods (21 signals) and "Phase III" Fair Haven / Cedar Hill (14 signals). In addition, the department continues to work with Gateway Community College to initiate design at 9 intersections in the central business districts.

### ***Downtown Controller Upgrade Project***

In 2008, the signal system also experienced a major technical failure at 103 signalized intersections. At these signals, Transcore system failed and the department's signal crew made emergency repairs at each location. Subsequently, the department and consultant VHB identified the problem with the controller / communication functions and prepared a scope of work to return these signals to normal operation.

As the project was "ready-to-go", the City submitted for funding under the American Recovery and Reinvestment Act of 2009. A grant of \$3.1 million was

awarded to complete design and construct the improvements. In 2010, the department awarded the bid to Republic ITS and work and construction is anticipated to be complete by the end of the calendar year.

### ***Tweed New Haven Regional Airport***

Tweed New Haven Airport is one of just two Class I facilities in Connecticut, providing both scheduled commercial and general aviation services. Tweed ranks 11<sup>th</sup> among all New England regional airports for total scheduled boardings. US Airways is currently the primary commercial service provider at the airport. US Airways has five scheduled weekday flights as well as weekend service to its Philadelphia hub. In 2010, over 72,000 passengers enplaned or deplaned at Tweed. On September 29, 2011, Tweed New Haven Airport will celebrate its 80<sup>th</sup> anniversary.



## Department Work Program

In 2011, the department continues 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 year:

### ***Citywide Priorities***

- Continue the conceptual plan and design for Route 34 East conversion and 100 College Street development.
- Reach seven (7) million “Streets Smarts” impressions.
- Reach 4,000 “Smart Drivers”; and 500 “Smart Cyclist” pledges.
- Perform a feasibility study for a citywide bike sharing program

### ***Planning Studies***

- Implement key points of the Union Station / Tweed Wayfinding Study.
- Complete the Grand Avenue parking and traffic study.
- Complete an intermodal ferry study.
- Initiate a feasibility / concept for a bike boulevard on Elm Street.

### ***Bike New Haven***

- Installed enclosed bike locker locations at a facility in central downtown.
- Install 30 new bike racks, branching out into neighborhoods.
- Provide SMART Cycling handbooks at all New Haven bike shops.
- Complete a Howard Avenue / Kimberly Avenue bike route.

### ***Traffic Enhancements***

- Complete installation of 12 new traffic signals at YNH / Medical School.
- Complete Downtown Controller upgrades at 103 signals.
- Complete Contract III, Phase II signal program (14 signals).
- Complete Contract IV, Phase B signal program (21 signals).
- Complete design / permitting of Gateway program (9 signals).
- Initiate Contract III, Phase III signal program (20 signals).
- Gain CTDOT approval for signage to redirect Union Station visitors to exit 46.

### ***Safety Guard Program***

- Install a pedestrian signal at the intersection of Edgewood / Sherman.

### ***Transit***

- Complete design for new shelters on the New Haven Green.
- Improve shuttle service at Union Station.
- Gain CDOT approval for the Union Station circulator to the medical district.
- Improve Taxi Service at Union Station with the introduction of a “starter”
- Open ZipCar facility at Union Station.

***Parking & Meter Program Enhancements***

- Increase hours for central downtown meter operation
- Implement Credit Card accepting meters in 1000 locations.
- Enhance RPZs to reflect accommodations for non-resident property owners.
- Introduce ordinance to allow for valet service.
- Initiate dynamic pricing program for the Downtown parking meters.
- Complete construction of parking enhancements with Yale Prospect Agreement.
- Promote credit card usage to 35%

***Complete Streets***

- Install MUTCD standard Pedestrian count-down signals in all downtown locations.
- Establish rolling schedule for “speed trailer” education.
- Continue on-going state-of-good repair pavement marking program.
- Install 50 in-road pedestrian signs.
- Continue state-of-good repair sign program.