



# Annual Report ■ 2017



## Department of Transportation, Traffic & 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 goal is to deliver a safe and efficient traffic control system and to continuously integrate sustainable transportation supports and improves the quality of life throughout the City of New Haven and which contributes to the economic growth of the City.

The region's transportation infrastructure □ consisting of highways, railroads, port, airport and public transit systems □ is unique for a mid□sized city. And unique among larger cities in Connecticut, New Haven continues to grow in population and continues to expand its Grand List. The City has made important strides to create jobs in a transit□ rich, sustainable urban setting. Going forward in a time of increasing urbanization and global climate change, the depth of the transit and non□ motorized system will become ever more critical to our overall environmental performance and economic growth.

The department is therefore committed to a bigger and more integrated transit, pedestrian and bicycle ecosystem 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.



**Administration**

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Bijan Notghi	Traffic Project Engineer	(203) 946-8069

***Signs / Markings Crew***

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Dan Estremera	
Laquanne Gormany	
Kevin Rose	

***Signal Crew***

(203) 946-8080

Robert York Traffic	Signal Superintendent
Felix Madera	
James Mesner	
Albert Rivas	

***Meter Crew***

(203) 946-8081

Mark Sobolewski	Parking Meter Supervisor
Carlos Herarra	
Brenden Orsi	
Raymond Shaw	

**Parking Management**

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

***Parking Enforcement Officers***

Joe Canzanella	Stephen Randolph
Michael Granucci	Cheryl Horner
Nakeya Harrison	Roy Ketchum
Darryl Lewis	Enrique Olivarias
Rolando Perez	Aaron Rajewski
John Rispoli	Albert Ruggiero
Frank Ruiz	George Stone
Arthur Alvarado	
Blaine McKaye	
Kim Arciuolo	
Stephen Saladino	



## Major Projects for 2016-2017

- Move New Haven Move New Haven is a 16-month federally funded study seeking to realign the Greater New Haven CT Transit Bus Network to provide area residents better access to jobs, educational opportunities, shopping centers and area services. The Move New Haven Study has two primary goals: Improve CT Transit services and thereby increase ridership 25% in the coming five years; and Enhance Accessibility to destinations outside the downtown New Haven core, with particular emphasis on connecting residents with jobs, educational opportunities, shopping centers and area services.

The study is being undertaken by VHB and is proceeding in two phases. Phase 1, involved public input, stakeholder coordination, and data collection to evaluate the current transit system in the greater New Haven area. The Phase 1 evaluation is now in draft form. Phase 2 – will define specific corridor based alternatives for capital investments and recommendations for future system planning, route reorganization, and potential expansion. Phase 2 goals will focus on improving service through consolidation of bus stops, rationalizing and reorganizing routes to better reflect contemporary usage patterns and to improve frequency. Additional information is available at <http://www.movenewhaven.com/>



# MOVE NEW HAVEN

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## Transit Mobility Study

- Bike Share The department has selected New Haven Smart Mobility, LLC to deploy a Bike Share system for the City of New Haven. The program is designed to expand upon and integrate with existing transit options for New Haven residents and visitors. The system will deploy an initial fleet of 300 bicycles and 30 bicycle rack stations. New Haven Bike Share is designed to expand commuting and connection options. Initial roll-out of the program is scheduled for early 2018. The contract is currently before the Board of Alders, CSEP Committee. Additional information is available at <http://www.gonhgo.org/new-haven-bikeshare>





- Long Wharf Drive (LWD) Corridor Cycle track The City designed and constructed the Long Wharf Drive corridor from Sargent Drive to East Street to provide a parking protected bike lane/mixed use trail on the east side of the roadway, marked with striping and delineator tubes. The project also includes pedestrian bump outs at mid-block crossings with RRFB's, and on-street parking along various segments of the corridor. The Long Wharf Drive corridor has also been restriped to provide one lane in each direction. This project was constructed using a combination of City State and Federal funds. The City design was implemented as part of the improvements included with the Pearl Harbor Memorial Bridge. The pedestrian and bicycle improvement designs integrated with the bridge design earned the Grand Prize at the American Transportation Awards, and a \$10,000.00 donation of the prize money to the New Haven Promise program.
- Streetlighting Beginning with Fiscal Year 2016-2017 the department has taken on the responsibility for maintenance and repair of City Street lighting. Prior to this fiscal year the program had been contracted out at a cost of \$150,000 per year. The decision to bring the program in house has increased direct costs to the department, but will ultimately save the City nearly \$60,000 per year.

Implementation was initially slowed by the loss of a veteran signal technician and the need to rewrite existing job descriptions to attract qualified personnel. TT&P is currently implementing the program. The department has ordered a new bucket truck for department lighting electricians, and has hired the first of two new electricians to undertake street lighting maintenance and repair. Full implementation and backlog clearance will begin May 1, 2017.

- Downtown Bus Shelter Improvement. In conjunction with the Greater New Haven Transit District, the TT&P has renovated four downtown bus shelters critical to CT Transit New Haven's hub transfers at the New Haven Green. The project included repair and re-fabrication of all steel frame and replacement of all damaged glass. The City's 20% contribution of \$44,500 leverage Federal FTA funds to complete the project. Total cost of the project was approximately \$222,500.

## Department 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 2016-2017, 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:

- CMAQ Downtown Signal Upgrade Project No.92-666 As part of Congestion Mitigation Air Quality Act (CMAQ) program in Downtown New Haven, Fifteen (15) new traffic signals are 100% fully designed and are under review by CDOT. Under this project traffic signals will be upgraded to meet current pedestrians ADA compliances and latest signal design standards. This project will also convert Church Street to Two way from Grove Street to Chapel Street. It is anticipated that Phase 1 will include the first 8 signalized intersection, listed



below, for construction in Fall 2017 which are anticipated to cost \$3.2 M.

- Chapel Street at Church Street
- Chapel Street at Temple Street
- Chapel Street at College Street
- Elm Street at Church Street
- Elm Street at Temple Street
- Elm Street at College Street
- Church Street Midblock Pedestrian Crossing
- Church Street at Wall Street

- Traffic Signal Optimization Studies The department has performed engineering evaluation and operational performance improvements for coordinated signal systems along various corridors Citywide. The project addresses congestion and improves mobility through optimization and coordination of traffic control signals. Traffic signal coordination timing improvements were implemented along the following corridors
  - Chapel Street Corridor
  - Church Street Corridor
  - George Street Corridor
  - Forbes Avenue / Main Street Corridors
  - Whalley Avenue Corridor
- MLK and Legion Ave CMAQ As part of Congestion Mitigation Air Quality Act (CMAQ) program, complete replacement of four Traffic Signals in the West River neighborhood. This project will also provide fiber optics communication to the City's centralized traffic signal system (ATMS). As part of this traffic signal redesign project, the City will restripe the roadway to provide a bicycle lane heading westbound to improve connectivity from the eastern section of MLK Blvd. Additionally, both signalized intersections will be upgraded to provide improved pedestrian amenities based on current ADA standards. It is anticipated that engineering design and construction cost will be \$2.1 M for the four signals listed below.
  - Rt. 10 (Ella Grasso Blvd) at North Frontage Road
  - Rt. 10 (Ella Grasso Blvd) at South Frontage Road
  - Legion Avenue at Sherman Avenue
  - North Frontage Road at Sherman Avenue
- Grand Ave at East Street Intersection TT&P in conjunction with the Department of Engineering prepared design, specification, and estimate package that rerouted traffic signal fiber optic communications to the intersections from west of the railroad crossing.
- LOTICIP Traffic Signal Modernization Project Project No. L092-0001: This construction project involves the complete replacement of six existing traffic signals, listed below, at various locations within the City of New Haven. Under this project traffic signals will be upgraded to meet current pedestrians ADA compliances and latest signal design standards. Funding for the construction project is provided under the Local Transportation Capital Improvement Program (LOTICIP) and total engineering inspection and construction is approximately \$2.4 M.
  - Hallock Avenue at Sargent Drive
  - East Street at Ives Place
  - Cedar Street at Spring Street
  - Congress Avenue at West Street
  - Davenport Avenue at Winthrop Avenue #1



## Davenport Avenue at Asylum Street

- Ella Grasso Boulevard (Rt.10) at Chapel St Signal and Pedestrian Upgrade Project TT&P, in conjunction with the Department of Engineering, upgraded the Traffic signal located at the intersection of Ella T. Grasso Boulevard (Route 10) and Chapel Street intersection to provide an exclusive pedestrian phase at this location using City fund for approximately \$45k. Modifications to the existing signal are based on the City receiving numerous requests from constituents to provide an exclusive pedestrian phase due to the difficulty of crossing a wide roadway segment such as Route 10 (Ella T. Grasso Blvd). The traffic signal has been modified to meet current pedestrian ADA compliances and latest signal design standards. Upgrades were completed in early 2017.
- Whalley Ave at Amity St Intersection TT&P prepared design and construction documents to relocate the existing span pole under Emergency conditions. This project was constructed using City fund for approximately \$75k. The project was completed in March 2016.
- Traffic Control: Statistics
  - Removal of sneakers on wires performed by signal division at 29 locations
  - The signal division set up temporary speed indicators at 38 locations throughout the City
  - The signal division performed 1453 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
  - The sign division installed bus shelters at 9 locations and benches at an additional 9 location, some in conjunction with LCI
  - Crosswalks at 188 intersections were marked as part of the department's annual pavement marking program
  - Speed humps at 24 locations were installed and remarked
  - Marked 590,717 linear feet of yellow paint, 77,079 linear feet of yellow epoxy and 8,951 linear feet of white epoxy as part of the department's annual pavement marking program
- Minor Complete Street Projects
  - Installation of Rapid Rectangular Flashing Beacon (RRFB) Citywide at 12 locations using City funds for approximately \$120,000.00.
  - Installation of electronic speed signs Citywide at 5 locations using City funds for approximately \$15,000.00.
  - TTP's Meter Division installed 4 meters for the "Give Change to Make Change" program in Downtown New Haven





### ***Storm Related Emergencies***

The Department of Transportation, Traffic Parking is first and foremost a public safety department, 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.

The City of New Haven experienced two major winter storms in early 2017, Winter Storms Niko and Stella dropped a combined total of nearly 25 inches of snow and ice. 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.

The two combined storms exerted a high demand on department staff to coordinate efforts in restoring safe conditions for road users, followed by extensive coordination through the VEOCI system with Public Works, and the police and fire departments to clear cars to ensure proper snow removal operations.

The efforts of the department field crews were instrumental in ensuring compliance with snow emergency parking restrictions; and the Sign and Signal Crews were tasked with removal and replacement of numerous street lights and signals knocked down by skidding cars and in one case a fallen 100 year old tree.



### **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.

Parkmobile, the City's mobile payment option on all metered spaces throughout the City, continues to be a growing method of payment. The City now also accepts the Parkmobile pay by phone and the GoNewHaven mobile applications for pay by phone at all parking meters. In 2016 there were a total of 4,531,413 on-street parking transactions in 2014.



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 2016, the City's Parking

Enforcement Officers issued 145,070 citations ranging from expired meter violations to Snow Emergency violations. Parking Enforcement Officers also assisted the Department of Public Works in the clearing of streets during winter storms, including a week long residential parking ban in place for snow removal operations. Of the citations issued, roughly 90% were paid, resulting in \$5.07 million in collected revenue to the City.

2014 saw the department introduce a new method of enforcement, in which officers used an Android-based mobile app to issue citations. A new website was also launched to allow customers to appeal citations and view the associated pictures immediately, as well as get email updates on the status of their appeal.



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 50,000 meter bags were issued for various construction projects and special events. In FY 2015-2016 the department processed 12,774 formal appeals and conducted 721 hearings. The administrative staff has processed on average 715 formal appeals per month for FY2016-2017 in the year through March 24, 2017. Appeals are received via an electronic system and are submitted through both online and mail in methods. In the current year to date (through March 24, 2017), 6,436 appeals have been processed and reviewed by Appeals Officers. citation appeals were 2014.



The department expanded the usage of parking spaces this year with several alternative space usage programs. September 19<sup>th</sup> was Parking Day in New Haven and around the world. Seventeen organizations turned parking spaces into public parks for the day. Through a partnership with Town Green Special Services District, TT&P expanded the Summer Time Terrasse program. Nine downtown businesses annually turn a parking space 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 2016-2017, the group participated in:

- Route 34 Connector Traffic Calming
- Weekly City Seed Farmers Markets
- New Haven Grand Prix
- New Haven Road Race
- Art Walk Festival, Westville
- Arts and Ideas Festival
- Craft Brew Races 5k and Festival
- Labor Day Road Race
- Halloween Parade, Westville
- Christmas Tree Lighting Ceremony
- Crossing Guards acting as Ambassadors’ of Good Will, NHPS
- Safety Training from NHPD for Crossing Guards





## Transportation Planning

The department works closely with CDOT, 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:

### Newhallville & Fair Haven Mobility Studies

Through the SCRCOG's Unified Public Work Plan (UPWP), the City contracted an engineering firm to conduct traffic mobility studies in the Newhallville and Fair Haven neighborhoods. The studies focused on capturing multiple benefits that can accrue from one-way to two-way street conversions and to ensure that the numerous critical factors of traffic, accessibility, multimodal connectivity, and walkability/ bike-ability are considered in terms of developing project recommendations. The conversion also provides opportunities to implement Complete Streets measures and green infrastructure improvements that will further improve pedestrian and bicycle mobility and safety and accommodate bus transit riders.



### Safe Routes to School.

The department is engaged in a program to improve pedestrian safety throughout the City in an effort to increase the number of students walking to school. Currently of the 22,000 students in the New Haven Public School system, just over 4,000 walk to and from school each day. The Safe Routes to School program seeks to create a "safety trail" within a 1/4-mile corridor of each public school in the City. To that end, the project focuses on identifying issues and opportunities for infrastructure improvements in vicinity of each school. TT&P has completed draft reports recommending pedestrian and signage improvements at an initial five K-8 schools (Lincoln-Bassett, Mauro Sheridan, Truman, Nathan Hale and Beecher), with an additional four in progress (Clinton Avenue, Davis Street, Dr. Mayo Early Learning, and East Rock Magnet). An additional seven schools will be evaluated by the end of school year 2016-2017 (Quinnipiac, King Robinson, New Horizons, Edgewood, Troupe, Amistad Elementary). All City public schools are planned to be evaluated and integrated into the Safe Routes to School "Trail."



## **Public Outreach and Citizen Engagement**

### ***SeeClickFix***

The department has now fully integrated the SeeClickFix system as a means for resident and visitors to reporting non-emergency issues.

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 have since fully integrated use of the SeeClickFix system.

### ***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.

The department maintains an active departmental Twitter account (@NewHavenDOT) as well as active Twitter accounts for the Move New Haven initiative (@movenewhaven) and the New Haven Bike Share project (@NHVBikeShare)

## **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 10<sup>th</sup> year, the count included bicycle and pedestrian movements at key intersections. The department is still awaiting the final report from the count.

### ***Downtown West Commuter Corridor/Edgewood Ave Cycle Track***

The City of New Haven has received a \$1.2 million State of Connecticut Community Connectivity grant to upgrade the Edgewood Avenue corridor infrastructure, from Forest Road (Rte. 122) in Westville to Park Street,



Downtown. The project will enhance mobility and encourage multi-modal usage, in particular bicycle commuting and expanded pedestrian usage. This project aims to enhance pedestrian amenities by upgrading sidewalk ramps/traffic signals to current ADA standards and construct a “cycle track” along the corridor to provide better connectivity for bicyclists along the City’s roadway network. TTP has completed the semi-final design of 12 signalized intersections within the corridor and the project is planned to be constructed in Fall 2017. TT&P is working in conjunction with the department of Engineering to complete this valuable upgrade to the City’s Bicycle and pedestrian infrastructure.



***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 Street 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. The Elm Street Bike Lane improved in 2015 with strategic use of green paint to alert drivers at conflict areas.

In 2016 the department added to the growing mileage of bicycle infrastructure with the striping of the first contra-flow bike lane in the City, along High Street. The department is looking to create a network of bike lanes within the original Nine Squares utilizing the smaller less heavily traveled streets of High Street, Wall Street, Crown Street and Orange Street for additional bicycle infrastructure.

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.

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.

### ***Complete Streets***

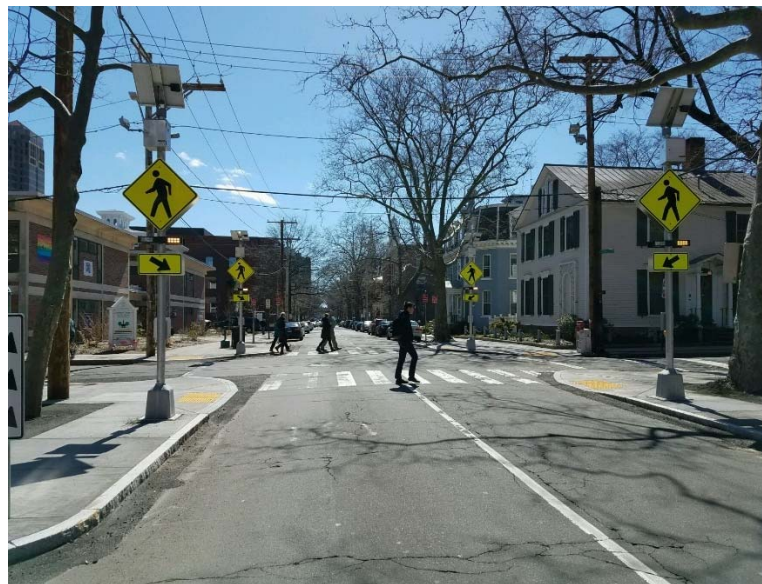
In keeping with the overall City commitment to a safe and civil traffic program, the Board of Alders approved landmark Complete Streets legislation in 2008. The legislation promotes the safety and convenience of all users of the transportation system. This was done by using a Complete Streets hierarchy 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 2016, which all promote a Complete Streets environment including pedestrian improvements at:

- Long Wharf Drive and Temple and Wall Streets
- Traffic calming on at Temple and Wall Streets
- Traffic Calming on Valley Street
- Outreach meetings and traffic calming studies for Fair Haven, Newhallville, East Rock and Westville.





### ***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.

- Route 34 Phase 1 – The College Street Bridge and adjacent local roadways infrastructure was reconstructed and completed in 2016. The approximate cost was \$14.2 M for engineering inspection and construction.
- Route 34 Phase 2 – the 90% design plans are nearing completion and TTP is advancing the proposed signalized intersection of Orange Street/MLK Blvd/South Frontage Road/Service Drives with separated bike lanes. The total engineering design and construction cost are anticipated to be \$24 M.
- Route 34 Phase 3 – City is in process of completing the 30% preliminary design of the Temple Street crossing. Total design and construction costs are anticipated at \$28 M.

