



# Annual Report - 2011



## Department of Transportation, Traffic & Parking



**NEW HAVEN** IT ALL HAPPENS HERE

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

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[www.cityofnewhaven.com/trafficparking](http://www.cityofnewhaven.com/trafficparking)  
[www.cityofnewhaven.com/streetsmarts](http://www.cityofnewhaven.com/streetsmarts)

## 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-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 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.



## Staff Directory

### Administration

|                    |                             |                |
|--------------------|-----------------------------|----------------|
| Jim Travers        | Director                    | (203) 946-8067 |
| Dane White         | Deputy Director             | (203) 946-0877 |
| Dennice Pair       | 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 |
| Bruce Fischer | Traffic Operating Engineer | (203) 946-8073 |

*Signs / Markings Crew* (203) 946-8079

|                         |                             |
|-------------------------|-----------------------------|
| William Williamson, Jr. | Signs & Markings Supervisor |
| Kevin Rose              |                             |
| Keith Myrick            |                             |
| Danny Cruz              |                             |

*Signal Crew* (203) 946-8080

|                |                               |
|----------------|-------------------------------|
| John Blando    | Traffic Signal Superintendent |
| Carlos Jimenez |                               |
| Carol Shorey   |                               |
| Felix Madera   |                               |

*Meter Crew* (203) 946-8081

|                    |                          |
|--------------------|--------------------------|
| Mark Sobolewski    | Parking Meter Supervisor |
| Laquane Gormany    |                          |
| James Every        |                          |
| Raymond Shaw (P/T) |                          |

### Parking Management

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

#### *Parking Enforcement Officers*

|                     |                    |
|---------------------|--------------------|
| Maureen Burns       | Yusuf Shah (P/T)   |
| Tonya Covington     | George Stone (P/T) |
| Michael Granucci    |                    |
| Cheryl Horner       |                    |
| Juanteenia McLauren |                    |
| John Rispoli        |                    |
| Fayan Robinson-Sims |                    |
| Frank Ruiz          |                    |
| Mezan King          |                    |
| 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.



*Original Traffic Signal Pedestal*



*New Pedestal – Height Increased for Visibility*



*Work Performed by Signal Crew to Replace the Pedestal*

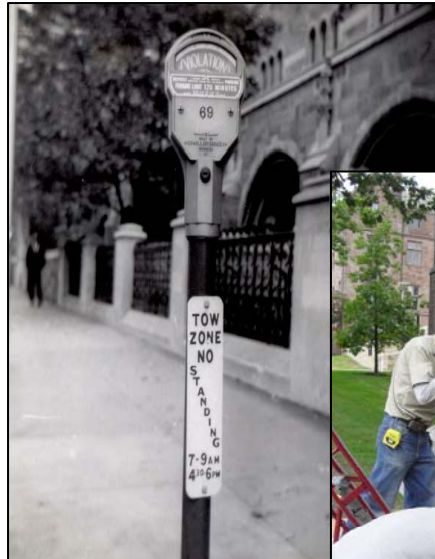
The Traffic Control group also provides staff support to the New Haven Traffic Authority and interacts on a daily basis with the Connecticut Department of Transportation, the State Traffic Commission and the South Central Regional Council of Governments on various partnerships and inter-agency transportation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

In 2011, the Traffic Control group worked with members of the Board of Aldermen, interested citizens and other city departments. Highlights from 2011 are noted on the following two pages.



*Meter Crew Installing New Credit Card Accepting Parking Meters*

- With Traffic Authority approval – extended the meter payment timeframe to better accommodate the needs to area businesses.
- Pilot Project to test 50 advanced model parking meters within two business districts in downtown New Haven
- Following a successful pilot, replaced older model parking meters with 950 new single-spaced parking meters that accept credit card payment in Downtown New Haven – this included:
  - Restructuring meter route collections to accommodate projected rise in revenue as a result of improvements
  - Installation of solar powered mechanisms, RFID tags and meter domes at all existing meter locations receiving upgrades
  - Performed height adjustments to accommodate size changes as a result of upgrades



*Parking Meter from the 1950's*



*New Parking Meter Pay Station Installed on Prospect Street*

- Replaced 53 older model parking meters on Prospect St between Edwards and Sachem with 15 new credit card accepting parking meter pay stations. With an engineered redesign of the street segment, 60 additional parking spaces were added creating a total of 113 – all of which are managed by the pay stations
- Performed approximately 1,560 maintenance and repair issues by the meter crew over the course of the year
- Completed design and construction of Phase III Contract 02 Signals Project (SPN 92-545) comprised of 14 signalized intersections
- Continued progress on Phase III Contract 03 Signals Project (SPN 92-564) comprised of 14 signalized intersections
- Completed design of Phase III Contract 04 Signals (SPN 92-488) comprised of 18 signalized intersections
- Completed design of Contract "E" (SPN 92-531) comprised of 9 signalized intersections
- Completed design of Fountain & Ramsdell Signal (CPN 08-141-01)
- Continued progress on Grand @ Quinnipiac Signal (SPN 92-585)
- Continued progress on Prospect @ Sachem Signal (CPN 09-195-01)
- Completed design of 100 College St Signals (SPN 92-614)
- Completed installation of 360 State St Development Signals consisting of 8 signalized intersections

- Completed the Downtown Traffic System Upgrade ARRA funded project (SPN 92-643) consisting of 102 signalized intersections
- Completed design of Gateway Community College Signal Project (SPN 92-547) consisting of 9 signalized intersections
- Completed construction of Whalley Ave Roadway Widening (SPN 92-547) consisting of 4 signalized intersections
- Completed design of YNH Cancer Center Signals (CPN 09-150-10) consisting of 10 signalized intersections
- Performed approximately 2,600 maintenance and repair issues by the signal crew over the course of the year
- The signal crew was responsible for the installation and /or removal of 170 street / pole banners
- The signal crew removed sneakers at 9 locations, mainly at the request of LCI and NHPD.
- The signal crew set up temporary speed indicators at 45 locations throughout New Haven
- Reviewed over 1,450 Construction and Right of Way permits
- Mark out and pavement design for all DPW/Engineering roadwork
- Restripe over 750,000 feet of long line marking and nearly 130 intersection crosswalks
- Marked nearly 20 miles of Shared Lanes Markings and dedicated bike lanes



*The renaming of North Frontage Road to Reverend Dr. Martin Luther King Jr. Blvd*



*Erecting a Sign on Middletown Ave circa 1950's*



### Storm Related Work Summary

The first priority of the department is safety, and this is most true during emergency operations. During 2011 we saw extreme storms, during both the record breaking snowfall and tropical storm Irene, the department operated out of the Emergency Operations Center. Within EOC we readily addressed all safety and operational duties, 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.

- Due to the unprecedented amount of accumulated snow over the course of multiple weeks, 24 traffic signals required repairs and or replacement of equipment, 5 pedestrian signals were damaged and 2 banners needed to be removed due to storm related damage.



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 tropical storm Irene.

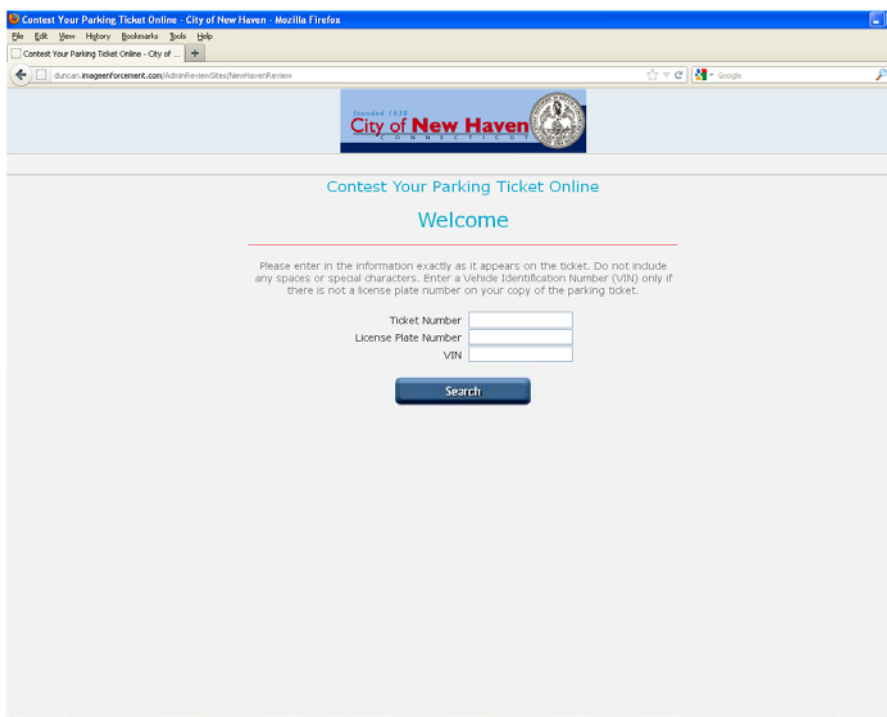


*Houses Damaged on Forest Road*

- The Signal crew was dispatched to assess and secure any older model signal heads prior to the day of the storm. A total of 110 signal heads were chained to their supporting structures before Tropical Storm Irene made landfall. When the weather improved to allow for safe working conditions, the Signal Crew begin repairing all traffic signals affected by power outages as a direct result of the storm. Out of 293 traffic signals, 92 were inoperable and needed repairs. During the direct aftermath of the storm, 7 signals were repaired to normal operating conditions. An additional 52 signals were repaired two days after the storm. Another 15 signals were repaired on August 31<sup>st</sup>. By September 2<sup>nd</sup>, all but 2 signals had been restored to normal operating conditions.
- The Sign Crew was responsible for setting up temporary signs at all signalized intersections affected by the tropical storm. This required stanchions and stop signs to be placed at each approach of an intersection. As a result of the storm 331 stanchions and stop signs were erected at intersections throughout the city until conditions could be restored to pre-storm levels. With the exception of 2 signalized intersections, all temporary stop signs and stanchions were removed by September 2<sup>nd</sup>, in coordinated effort with repairs made by the signal crew.
- 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 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.



Contest Your Parking Ticket Online - City of New Haven - Mozilla Firefox

Contest Your Parking Ticket Online - City of ...

duncan.enagreenforcement.com/AdminReviewSites/NewHavenReview

Founded 1837  
City of New Haven  
CONNECTICUT

Contest Your Parking Ticket Online

Welcome

Please enter in the information exactly as it appears on the ticket. Do not include any spaces or special characters. Enter a Vehicle Identification Number (VIN) only if there is not a license plate number on your copy of the parking ticket.

Ticket Number

License Plate Number

VIN

Search

*On-line Appeals for  
Parking Citations*

In addition to the “front-end” ticket writing effort, the department’s administrative staff administers the meter bag program and the parking appeal system.

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

For a formal violation appeal, there is a two-step adjudication process. Since appeals were largely paper-based, the process was time- and labor-consuming. In order to improve efficiency, the department developed an online appeal system for added convenience for the customer and operational efficiencies for the back office

staff. Two front office computers were added to allow for walk-in appeals; however the majority is completed off-site at the convenience of the customer. This not only improved customer service but has eliminated the need of in-office filing and retention of appeals as they are now part of our on-line server back-up.

### ***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 2011 the group:



- Participated in the City's annual Point In Time Survey, providing assistance with pedestrian and bicycling counts at key intersections



- Assisted with the Mary Wade Home Parade in Fair Haven
- Provided safe crossing support during Halloween parades at city public schools



- Assisted with Walk to School Day @ Yale Bowl
- 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



*Safety Guard Division Group Photo*

### ***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 / 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 2011, 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>  |
|--|--|
| 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.   |
| Foxon Blvd Complete Streets (SCROG)  | RBA Group has been chosen to initiate a study that will address the deficiencies relating to Foxon Blvd and provide a Complete Streets approach for this gateway.  |
| Whitney / Audubon Crosswalk Enhancement                                      | With sewer separation work wrapping up on Whitney Avenue, CDMSmith has been contracted to provide an enhanced pedestrian crosswalk solution that better addresses the need at this intersection.             |
| Downtown Parking Sign Upgrade  | To adopt to the changes made to address the downtown on-street parking needs, the department will undertake a project to replace all parking signs downtown that better reflect our revised program.         |
| Bus Shelter Pilot  | The department will pilot an improved model bus shelter that will include advertising.   |
| Additional Meter Installations at Saint Raphael and Yale New Haven Hospitals | Opportunities have been noted for the installation of on-street parking meters at these locations. The Department will gain support and adopt these locations into our network of metered parking locations. |
| One-Way to Two-Way Conversion Study  | The Department has initiated a request with SCRCOG to fund a study to investigate the possibility of a conversion of one-way roads downtown to two-way traffic operations.                                   |
| Downtown Signalization Upgrade   | The Department has initiated a request with SCRCOG to fund the next phase of signalization upgrade focusing on the city center.  |
| 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.  |



### Street Smarts Traffic Safety Campaign

The Street Smarts traffic safety campaign completed its third full year in 2011. 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 water bottles and bicycle seat rain covers. 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 at various events.

Over 4,000 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.

The Street Smarts Bicycle Safety Handbook was introduced in 2011 – a resource guide for cyclists of all ages that includes bike routes in New Haven, safety tips, basic repairs, how to signal when turning, how to properly wear a helmet, bike repair shop locations and much much more. The handbook is small enough to fit easily in a bicycle seat pouch so it is always available to reference when riding. The



*Rock to Rock*



department also introduced a Smart Cycling Pledge for 2011 – paired with the handbook, the pledge encourages cyclists to make a personal commitment to bike safely and follow the rules of the road.

The department participated in major events / projects in 2011, as noted below -

- Greater New Haven Chamber of Commerce
- Safe Routes to School
- Orange Street Festival
- Parks & Recreations Summer Programs
- National Night Out
- Mary Wade Home Parade
- Rock to Rock 2011
- Green Expo 2011

### **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 2011, using volunteers from Economic Development, City Plan, Transportation, Traffic and Parking and Elm City Cycling. For the third year, the count included bicycle and pedestrian movements at key intersections. The number of intersections was increased by 6 to include a total of 10 intersections for counting bicycle and pedestrian turning movements.



*Picture courtesy of the New Haven Register*

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

The Transit Oriented Development Study – which was initiated in 2010 – continues to be a driving force behind improved development of Union Station.

As part of the comprehensive plan, the Transportation, Traffic and Parking Department and the New Haven Parking Authority installed a 100 space, covered bicycle parking facility in 2011 as well as implemented Zip Cars at Union Station.



Both programs are operating well above initial projections, further justifying our need for a truly multimodal transit oriented hub to service the growing needs of our city.

### **Bike New Haven**

The City has continued its commitment to implement bicycle related infrastructure in New Haven and to promote shared use of the city's road network. The use of shared-lane-markings, first used in 2010 – now connect bicyclists to Downtown, Westville, East Rock, Union Station, Fair Haven, Annex, East Shore, Morris Cove and Lighthouse Park.

- An additional 20 miles of SLM's and bike lanes were marked throughout New Haven
- 24 new bike racks were installed – bringing the total number to 67 over the past 3 years
- Dedicated Bike lanes were added to Sherman Avenue, Yale Avenue and Crescent Street
- Request to fund a bike sharing program – presented to SCRCOG for potential FY13 funding





*Marking Pavement circa 1950's*



*Marking Pavement Sherman Avenue Bicycle Lane (2011)*

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

The City made several roadway improvements in 2011 which promote a Complete Streets environment. These include -

- Installation of speed humps on Edwards St
- Installation of speed table at Edwards & Livingston
- Installation of traffic calming measures on Quinnipiac Ave, including a roundabout at Ferry St and Quinnipiac Ave
- Installation of speed humps on West Park Ave
- Imprinted crosswalks at the intersection of Sherman Ave & Whalley Ave
- Installed a crosswalk on Humphrey St & Pleasant St
- Installed pedestrian activated signals at Edgewood Ave & Sherman Ave



*New Speed Table  
Installed on  
Edwards and  
Livingston*

### ***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 2011, the department is pleased to report the completed installation of the 12 signalized intersections at Yale-New Haven Hospital as well as completed the installation of 360 State St Development Signals consisting of 8 signalized intersections. In addition, the department completed the design phase of the Gateway Community College Signalization Project consisting of 9 intersections in the central business districts. This particular project is on a fast track for completion with construction beginning in March of 2012 with an expected date of completion by late August of 2012.

#### ***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 a design and construct the improvements. In 2010, the department awarded the bid to Republic ITS. Construction began in April 2010 and was fully completed in December 2011. The project improved progression and created communication of all signals into our Operation Center for monitoring.



### ***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 2011, nearly 80,000 passengers enplaned or deplaned at Tweed, representing their highest numbers since 2005. On September 29, 2011, Tweed New Haven Airport celebrates its 80<sup>th</sup> anniversary.

### ***Department Work Program***

In 2012, 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 4500 “Smart Drivers”; and 750 “Smart Cyclist” pledges
- Complete Installation of traffic signals surrounding Gateway Community College prior to opening in August 2012

#### ***Planning Studies***

- Begin design phase for citywide way-finding
- Complete design of enhanced pedestrian walk on Whitney Ave & Audubon
- Progression and timing implementation for Whalley, Dixwell & Whitney
- Complete a feasibility / concept for a cycle track on Water St

#### ***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

#### ***Traffic Enhancement***

- Complete Contract III, Phase II signal program (14 signals)
- Complete Contract IV, Phase B signal program (21 signals)
- Installation of Gateway program (9 signals)
- Initiate Contract III, Phase III of downtown signal program (20 signals)

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

- Install a pedestrian signal at the intersection of Edgewood / Orchard

***Transit***

- Complete design for new shelters on the New Haven Green
- Pilot new bus shelter model that incorporates advertising
- Improve overall shuttle service at Union Station
- Improve Taxi Service at Union Station with the introduction of a “starter”
- Complete signage for Union Station to utilize Exit 46
- Initiate valet service at Union Station

***Parking & Meter Program Enhancements***

- Increase hours of meter operation
- Initiate an additional parking enforcement shift that reflects increased hours of operation
- Replace all downtown street signs to reflect modern landscape
- Implement Credit Card accepting meters for an additional 700 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
- Rebrand New Haven Parking Authority
- Create co-branded Visa gift card

***Complete Streets***

- Establish rolling schedule for “speed trailer” education
- Continue on-going state-of-good repair pavement marking program
- Install 65 in-road pedestrian signs
- Continue state-of-good repair sign program
- Install enhanced pedestrian activated signals at two locations
- Gain CT DOT approval and install permanent speed signs on upper State St
- Gain CT DOT approval and reduce travel lane width and introduce on-street parking along upper State St