



Annual Report ■ 2012



Department of Transportation, Traffic & Parking



NEW HAVEN IT ALL HAPPENS HERE



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Transportation, Traffic and Parking Department

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www.cityofnewhaven.com

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-size city. Since the recent economic downturn, the City continues to make 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.



Hall of Records Building

Staff Directory as of 12/31/2012Administration

Jim Travers	Director	(203) 946-8067
Dennice Pair	Administrative Assistant II	(203) 946-8078
Open Position	Deputy Director	(203) 946-8077
Neetu Singh	Traffic Projects Engineer	(203) 946-8070
Margaret Marchitto	Administrative Assistant II	(203) 946-8068

Traffic Control

Bijan Notghi	Traffic Project Engineer	(203) 946-8069
Bruce Fischer	Traffic Operating Engineer	(203) 946-8073
Ann Azevedo	Safety Guard Supervisor	(203) 946-8072

Signs / Markings Crew

William Williamson, Jr.	Signs & Markings Supervisor	(203) 946-8079
Kevin Rose		
Danny Cruz		
Open Position		

Signal Crew

John Blando	Traffic Signal Superintendant	(203) 946-8080
Carlos Jimenez		
Felix Madera		
Open Position		

Meter Crew

Mark Sobolewski	Parking Meter Supervisor	(203) 946-8081
Laquane Gormany		
Raymond Shaw		
Yusuf Shah (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	John Rispoli
Tonya Covington	Fayan Robinson-Sims
Sonya Gilliam	Frank Ruiz
Michael Granucci	David White
Cheryl Homer	Nakeya Harrison (P/T)
Mezan King	Aaron Rojewski (P/T)
Juanteenia McLauren	George Stone (P/T)

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.

As part of the 2012 budget, parking times increased to 9 pm. New signage reflected this change and introduced dynamic parking throughout the city of New Haven.



Work Performed by Signal Crew to Update Regulations



New Posted Regulations on Chapel St.

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 2012, the Traffic Control group worked with members of the Board of Aldermen, interested citizens and other city departments. Highlights from 2012 are noted on the following two pages.

- With Traffic Authority approval – created dynamic parking meter rates by instituting a pay-as-you-go system from 5pm to 9pm at all parking meters in downtown New Haven
- Replaced an additional 500 parking meters with new credit card accepting parking meters
- Current Inventory:
 - 1559 credit card accepting meters
 - 1311 coin meters
- Increased total number of metered parking spaces to 2953
- New Installations for 2012:
 - Chapel St – from Orchard St to Sherman Ave – 29 metered spaces
 - Howard Ave – from Park St to Sylvan Ave – 2 metered spaces
 - Ward St – from South Frontage Rd to Sylvan Ave – 31 metered spaces
- Partnered with downtown businesses to provide parking incentives during the holiday season by offering free on-street parking in each business district on Saturdays in December



Credit Card Accepting Parking Meters on Orange St

Traffic Control continued

- Performed approximately 1,680 maintenance and repair issues by the meter crew over the course of the year
- Completed Grand & Quinnipiac Signal Project (SPN 92-545) in May, comprised of one signalized intersection
- Completed Downtown Traffic Signal System Upgrade Project (SPN 92-643) in July, consisting of 102 signalized intersections
- Completed YNH Cancer Center Signal Project (CPN 09-195-01) in July, consisting of 10 signalized intersections
- Completed design phase for Downtown Crossing Signal Project (SPN 92-659) in November, consisting of 8 signalized intersections
- Completed design phase for Reconstruction of Long Wharf NB Project (SPN 92-649) in December, consisting of 3 signalized intersections
- Gateway Community College Signal Project (SPN 92-629), consisting of 9 signalized intersections is 95% complete. Each one of the 9 intersections have been fully installed with new traffic signal control systems and are operating at normal capacity. The remainder consists of resurfacing sidewalks disrupted by construction & installing bicycle boxes at intersections where applicable



GCC Signal Project

- The signal crew performed approximately 2,690 maintenance and repair issues over the course of the year
- The signal crew was responsible for the installation and /or removal of 173 street / pole banners
- The signal crew removed sneakers at 14 locations, mainly at the request of LCI and NHPD
- The signal crew set up temporary speed indicators at 113 locations throughout New Haven
- The sign crew replaced all on-street parking regulation signs to reflect new regulations for metered parking

Traffic Control continued

- Crosswalks at 140 intersections were marked as part of the department's annual pavement marking program
- Marked 602,276 feet of yellow paint, 54,287 feet of yellow epoxy and 24,025 of white epoxy as part of the department's annual pavement marking program

Storm Related Work Summary

The increased frequency of stronger, more damaging storms along the Eastern Seaboard continues to challenge coastal communities and New Haven is no exception. The challenges incurred during these events have placed increased pressure on city government to manage a storm's compounding affects. First and foremost is ensuring the safety of New Haven residents, done so through the combined efforts of city departments working together through the Emergency Operations Center. The ability to effectively monitor city infrastructure, respond to emergencies as they arise and manage repairs during and after a storm continues to be a driving force behind our efforts to deal with this new phenomena.

Hurricane Sandy

Hurricane Sandy provided its own unique set of challenges for the department. Due to high winds and unsafe conditions, field crews were forced to wait until the storm's strength reduced to manageable levels in order to begin the process of securing intersections due to flooding, damaged traffic signals, downed electrical lines or damaged traffic signs.

- There were a total of 46 traffic signals damaged by the storm, out of which, 34 were completely off-line
- 68 temporary stop signs were installed due to damaged traffic signals or traffic signs at intersections throughout New Haven
- 53 stanchions were used to support the temporary infrastructure until intersections were back to functioning at normal capacity



Result of High Winds Along New Haven Harbor-Uprooted a Sign and Blew Out Glass Panels of a Bus Shelter

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 addition to the "front-end" ticket writing effort, the department's administrative staff administers the meter bag program and the parking contestment system.

In regard to contestments, the department received approximately 1100 formal contestments and numerous inquiries each month, which come in the form of phone calls, walk-ins, emails and mailed forms.

ENHANCEMENTS TO THE CITATION SYSTEM

We have recently upgraded our system to allow for more options to resolve a parking citation on-line. Below are links to some recent upgrades to our system.

TO VIEW A PARKING TICKET

and

TO PAY A PARKING TICKET

and

TO CONTEST A PARKING TICKET



For formal contestments, the department has fully migrated from a paper-based to an on-line appeals system. As a result, more than half (aprox. 6,500) of all appeals in 2012 were submitted through our on-line portal. Walk-in customers are directed to process their citations at one of two desktop kiosks located in our front office at 200 Orange St. Customers can also access the system from our website, which has significantly improved customer convenience, and significantly increased operational efficiencies for our 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 2012 the group participated in:

- Arts & Ideas Festival
- Mary Wade Home Parade
- Rock to Rock
- Westville Art Walk
- Labor Day Road Race
- City Seed Farmers Markets at Wooster Square and City Hall
- Gateway Community College Grand Opening
- Union Station crossing due to power outage – result of Hurricane Sandy
- Christmas Tree Lighting Ceremony
- Provided coverage at Union Station on high volume days
- Participated in updated safety training provided by the New Haven Police Department



Mary Wade Home Parade in Fair Haven

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 2012, 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:

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.
Foxon Blvd Complete Streets (SCROG)	The SCRCOG engaged RBA Group to study the deficiencies relating to Foxon Blvd and provide a Complete Streets approach for this gateway. The final report was not satisfactory and the department continues to engage SCRCOG to identify and fund a comprehensive study.
Whitney / Audubon Crosswalk Enhancement	With sewer separation work wrapping up on Whitney Avenue, CDM Smith has been contracted to provide pedestrian enhancements and "place-making" at this intersection.
Clinton Avenue traffic calming and pedestrian enhancements	CDBG funding was awarded for pedestrian enhancements and traffic calming for Clinton Avenue, between Clinton Avenue School and Chatham Square Park.
Bus Shelter Upgrades along the Pulse Point	Several bus shelters in and around the New Haven Green are in disrepair and do not meet the needs of the commuting public. The Department will work with the Greater New Haven Transit District to secure funding to upgrade these structures.
Upgrade Credit Card Accepting Parking Meters around the City Center and Yale New Haven Hospitals	Opportunities have been noted to convert additional on-street parking meters to those that accept credit cards furthering our on-street inventory.
One-Way to Two-Way Conversion Study	The Department has been awarded funding through SCRCOG to study the possibility of a conversion of one-way roads downtown to two-way traffic operations.
Downtown Signalization Upgrade	The Department has been awarded funding to design 15 intersections and upgrade eight intersections, focusing on the city center.
Water Street Cycle Track	The Department has engaged CT DOT District 3A, as part of the Q-Bridge upgrade to include a two-way cycle track from Brewery Street to Stiles Street. The City will work with the New Haven Port Authority to continue the Cycle Track to Fort Nathan Hale Park. The connection to the West will link with the Farmington Canal Greenway.

Street Smarts Campaign

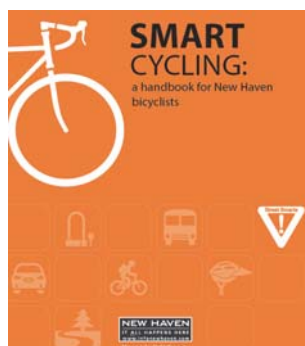


The Street Smarts traffic safety campaign completed its fourth full year in 2012. The campaign is one of three major city initiatives intended to improve traffic safety in New Haven through community outreach / education, physical improvements to roadways and cooperative enforcement efforts with the 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, pedometers, magnets, reflective stickers, water bottles, key chains, bicycle lights and sport bags. A core partner, the Yale University's Office of Sustainable Transportation, developed a cutting edge web presence (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 5,000 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 that it is always available to reference when riding. The 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 2012, as noted below:

- Elm City Cycling Bicycle Safety Trainings
- City of New Haven Health Fair
- Yale New Haven Children's Hospital
- City Seed Farmers Markets
- Arts & Ideas Festival
- Orange St Festival
- Rock to Rock
- Green Expo

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.

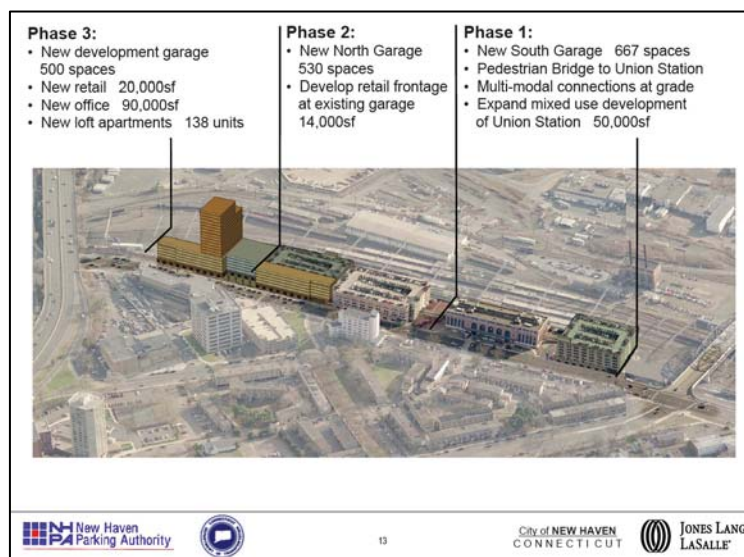
Downtown "Point-in-Time" Transportation Study

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 2012, using volunteers from Livable Cities Initiative, Downtown Special Services District, Transportation, Traffic and Parking, See Click Fix and Elm City Cycling. For the fourth year, the count included bicycle and pedestrian movements at key intersections. The number of intersections was increased by 15, 3 of which were for bicycle counts only, to include a total of 25 intersections for counting bicycle and pedestrian turning movements.

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 continues to address multi-modal needs of commuters by expanding shuttle services, motorcycle parking access, taxi services and initiated valet services at Union Station.



Bike/Ped New Haven

The City has continued its commitment to implement bicycle and pedestrian 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 connects bicyclists to Downtown, Westville, East Rock, Union Station, Hill, Fair Haven, Annex, East Shore, Morris Cove, and Lighthouse Park.

The department was awarded a Community Development Block Grant to improve upon and build new pedestrian and bicycle infrastructure on Howard Ave in 2012.

- Marked bicycle lanes on both sides of Howard Ave from S. Water St to Congress Ave for a total of 2.8 miles
- Marked SLM's on both sides of Howard Ave from Congress Ave to S. Frontage Rd for a total of .6 miles
- Re-marked all crosswalks on Howard Ave, including cross-streets, from S. Water St to Congress Ave
- Installed 8 in-road pedestrian signs on Howard Ave, at all non-signalized intersections from S. Water St to Congress Ave
- Installed 8 bike racks on Howard Ave to promote business development

Additional implementation of ped / bike infrastructure in 2012 includes:

- Central Ave SLM connection to Westville
- Front St SLM connection to Link Chapel St & Lombard St
- Installation of 25 new bike racks for a total of 92 citywide
- Installation of 70 in-road pedestrian signs citywide
- Installed the first enhanced flashing pedestrian sign with voice command at Blake St & Stone St
- Installed pedestrian signal where no prior existed at Edgewood & Orchard



Flashing Ped. Sign @ Blake St & Stone St (NHI image)

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 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 Engineering for consideration.

The City and the State made numerous roadway improvements in 2012 which promote a Complete Streets environment. These include:

- Installation of shared lane markings on Davenport Ave
- Installation of bicycle lanes on Dixwell Ave
- Installation of imprinted crosswalks, pedestrian islands, bump outs & SLM's on Grand Ave between Bright & Atwater Streets
- Installation of a traffic circle at Quinnipiac Ave and East Ferry St
- Redesign of intersection at Quinnipiac Ave & Fulton Terr
- Improved pedestrian access on Quinnipiac Ave from E. Ferry St to Fulton St
- Speed Humps on Exchange St
- SLM's installed on Prospect St, Munson St, Hillside Pl, Division St and Canner St
- Fountain and Ramsdell Bus Shelter Project – in construction phase
- Installed the first enhanced flashing pedestrian sign with voice command at Blake St & Stone St
- Installed pedestrian signal where no prior existed at Edgewood & Orchard



Safe Routes To School Project on Grand Ave for Fair Haven School Students

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 2012, the department is pleased to report the completed installation of the Downtown Traffic Signal System Upgrade Project consisting of 102 signals, completion of the YNHH Cancer Center Signal Project consisting of 10 signals as well as completed the signal installation of the E. Grand Ave & Quinnipiac Ave Signal Project. In addition, the department is 95 % complete with the construction phase of the Gateway Community College Signalization Project consisting of 9 intersections in the central business districts. The traffic signal system at each of the 9 intersections was fully completed and functioning at normal levels by August of 2012.



Signal Division Control Center for Traffic Signal Intersection Management

Downtown Controller Upgrade Project

In 2008, the signal system experienced a major technical failure at 102 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. Construction began in April 2011 and was fully completed in December 2012. The project improved progression and created communication of all signals into our Operation Center for monitoring.

Tweed New Haven 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 11th 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 2012, over 75,000 passengers enplaned or deplaned at Tweed. On September 29, 2011, Tweed New Haven Airport celebrated its 80th anniversary.



Department Work Program

In 2012, the department continues to work on the above-mentioned transportation initiatives and state-of-good repair of sign, pavement marking and signal projects. In addition, the projects below are department priorities for the year:

Citywide Priorities

- Participate in the construction for Route 34 East conversion and 100 College Street development
- Further expand the “Streets Smarts” program
- Complete Installation of traffic signals for project 92-488

Planning Studies

- Begin design phase for citywide way-finding
- Complete design of raised intersection on Whitney Ave @ Audubon
- Through SCRCOG, secure funding to accurately study and design Complete Street enhancements for RT. 80
- Complete design for a cycle track on Water St
- Design signal upgrade at 15 locations downtown
- Review opportunities to convert one-way to two-way traffic downtown

Bike New Haven

- Install 60 new meter pole bike racks with a focus in the 9th Square
- Provide SMART Cycling handbooks to community / youth groups
- Remark shared-lane-markings in select locations

Traffic Enhancement

- Complete Contract III, Phase II signal program (14 signals)
- Complete Contract IV, Phase B signal program (21 signals)
- Complete construction of Gateway signalization (9 signals)
- Initiate Contract III, Phase III of downtown signal program (15 signals)
- Design pedestrian islands for Clinton Avenue

Transit

- Secure funding new redesigned shelters on the New Haven Green
- Improve overall shuttle service at Union Station
- Improve Taxi Service at Union Station through enhanced responsibilities of a “starter”
- Install NHPA/Park New Haven pole banners on Church Street South Bridge
- Introduce a Taxi Queue at downtown garages
- Identify potential CT Transit Pulse Point
- Create transportation hubs at downtown garages

Parking & Meter Program Enhancements

- Introduce Pay By Cell at all on-street parking meters
- Implement Credit Card accepting meters for an additional 400 locations
- Enhance residential parking zones to reflect accommodations for non-resident property owners
- Introduce ordinance to allow for valet service
- Expand dynamic pricing program for the Downtown parking meters
- Complete construction of parking enhancements with Yale Prospect Agreement
- Create co-branded Visa gift card
- Create new online billing program for meter bags

Complete Streets

- Establish on-line 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
- 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



Signal & Sign Division Trucks at the Department's Work Facility/Warehouse