

Transportation, Traffic & Parking

200 Orange Street
203-946-8067

Department Head:

Jim Travers

jtravers@newhavenct.net

203-946-8067

Additional Point Person:

Mike Mohler

mmoler@newhavenct.net

203-946-8077

Positions: **GF- 32** **CF- 1**

General Fund Budget:

\$ 2,466,738

Capital Fund Budget:

\$900,000

Special fund Budget:

\$50,000

Legal Authority: Charter

[Sec. 214 to Sec. 215](#) There shall be in said city a department of traffic and parking that shall be under the charge of one director and shall consist of other employees as provided by the ordinances. The director of traffic and parking shall be the head of the department and shall be the traffic engineer of said city and shall be appointed by and subject to the authority of the mayor. The director shall reside in said city while serving in said capacity and shall hold office during good behavior and shall not be removed except for cause, which cause shall not be political.

Mission/Overview:

The Transportation, Traffic and Parking Department is responsible for all aspects of traffic safety and control as well as all on-street parking in the City. This includes traffic planning and analysis; installation and maintenance of traffic control devices, signs, signals and markers; parking planning, meter distribution and operation, public transportation and planning.

Our mission is to deliver a safe, efficient and sustainable transportation system which supports the City's quality of life and economic standing. As the City grows into a regional center of global significance, the depth of our transit and non-motorized systems become even more vital to our overall environmental performance and economic growth. The department therefore strives to develop an integrated transportation system which connects housing to jobs and people to their community. By division, some of the department's specific responsibilities are noted below.

- The department works closely with the Economic Development and Public Service groups on major transportation initiatives including road/highway improvements, airport enhancements, bike/pedestrian initiatives and transit programs. The department assists the New Haven Port Authority and the department head serves in an ex-officio capacity on the New Haven Parking Authority's Board of Directors.
- Traffic Control responsibilities include 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 division 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.
- Parking Operations responsibilities include the management/enhancement of the on-street parking program, includes parking meters, vouchers, credit cards, smart cards, meter bag system management and design/management of neighborhood residential parking zones. Additionally, the parking operations group is responsible for the enforcement of on-street parking regulations (parking tags) and the review of contested parking tags.

The Safety Guards provide traffic control assistance at many city schools during the morning and afternoon periods. In addition, safety guards are deployed at certain special events, such as the Labor Day Road Race and the Farmer's Markets, to facilitate the safe movement of pedestrians.

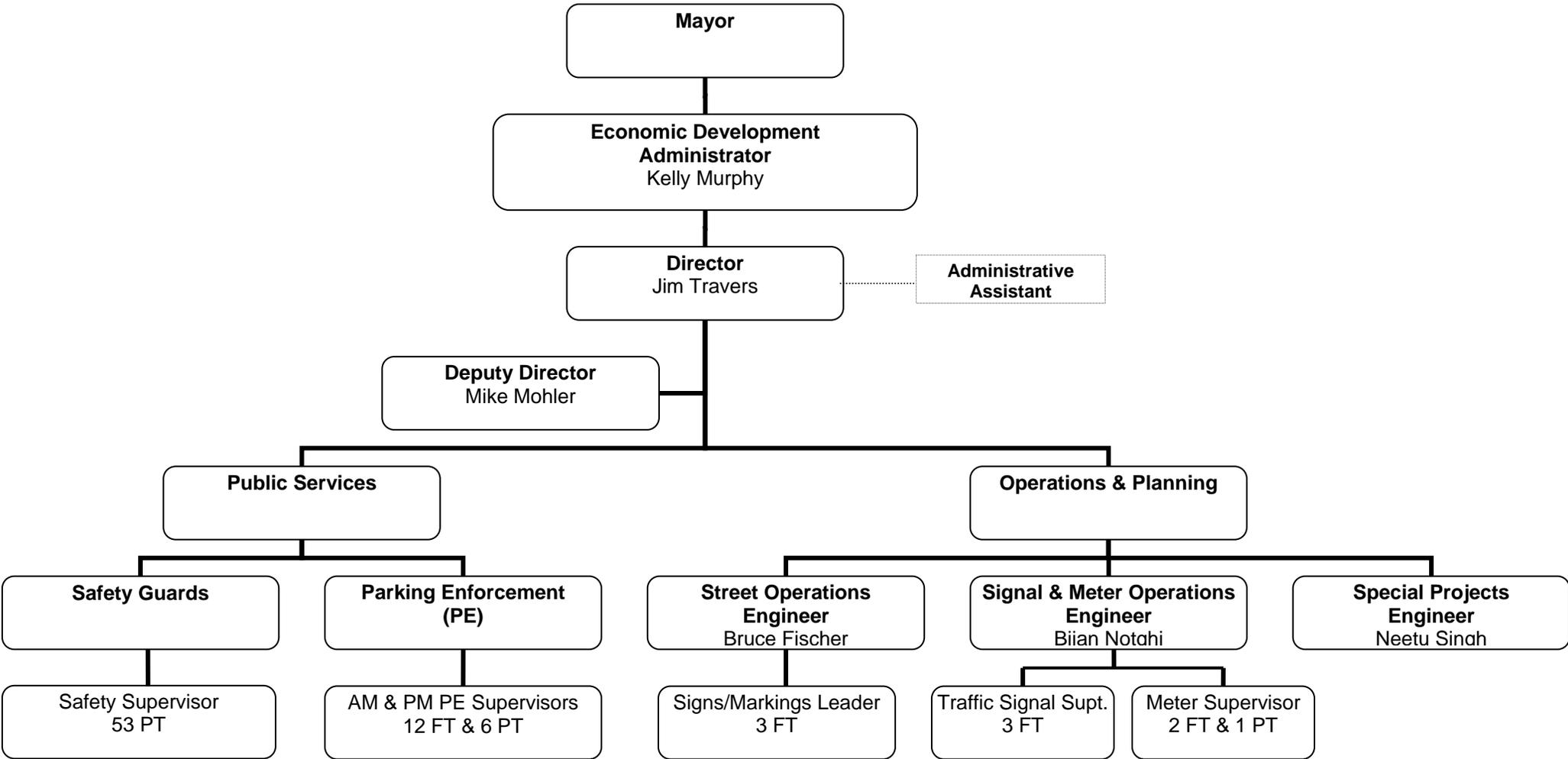
Attention Required by March 31st:

- **Funding applications into SCRCOG**
 - **Traffic Mobility/Conversion for Newhallville**
The department was planning on seeking funding to improve mobility in Newhallville. Currently there are many one-way streets that do not allow through movement. The neighborhood would benefit from a mobility study/plan.
 - **Downtown Signals**
Continuing with our upgrade to the City signals are critical to enhancing mobility and traffic movement. Funding has been historically through *Congestion Mitigation and Air Quality Improvement (CMAQ)* Program.
 - **Street Sign Inventory**
The department lacks a comprehensive inventory of all street signs. Investigate funding opportunities to complete inventory.
 - **Bike Sharing**
Work with SCRCOG to identify funding opportunities for Bike Sharing. Yale University's Transportation Options is piloting a program that could be the baseline for a successful application that proves usage.
 - **Traffic Signal Time/Progression**
The department had intended to seek CMAQ funding for retiming and

sequencing of traffic signals along the major corridors, Whalley Ave, ET Grasso Blvd, Dixwell Ave, Whitney Ave, and Grand Ave.

- **Meter Bag Billing Program**

Grey Wall is currently working on a program to automate the meter bag billing.



Budget Summary

The General Fund budget for Transportation, Traffic and Parking is approximately 2.5 Million. Approximately 85% of the budget is to cover permanent salary positions for 32 F/T positions and 60 P/T positions.

Full-time positions within the Traffic Control division have contractual mandatory overtime for on-call services and traffic control emergencies. These are critical public safety positions as they are responsible for the safe movement of traffic on city streets.

Parking enforcement represents approximately 44% of the departments general fund budget. These positions yield over a 90% net revenue gain from parking meter revenue and citations to the city's general fund.

Major line items the general fund are used to: employ student interns utilizing 101/56695 to assist with front office customer service operations and work order processing; replace a portion of worn pavement markings and remark roadway center lines using 759/56694; field equipment including hydraulics for bucket and platform trucks are maintained using 759/56623; maintaining signs, traffic signals and in a state of good repair is utilized with funds from 759/55574; meter operations, field radio communication and technical support are performed using 761/56694. Each division is allocated funds for clothing and uniforms. All members, with the exception of office staff has contractual uniform allowance. Since these are largely field personnel, this presents the city in the best light.

FY – 14/15 Plans

- **Rolling Stock \$75,000**

The department is largely a public safety department with operational requirements in emergency situations and as such requires vehicles to operate at peak efficiency. There are vehicles in the fleet that are 10+ years old and in need of replacement. The department had intended on continuing to seek Capital funding to replace a modest portion of the fleet each year.

- **1349 Planning and Engineering Services \$70,000**

13007-Traffic Project Engineer is a position funded through this account to manage Capital projects, most importantly projects associated with Downtown Crossing. This position should remain funded through this source while these projects remain. It is a critical component for the management and protection of traffic (including pedestrian movement) through completion of these projects.

- **1443 Traffic Control Signals \$200,000** New Haven has the second highest number of traffic signals in any city in New England. This line item covers the 300+ traffic signals, speed signs, pedestrian rapid flashers, and the traffic operations center.

- **On-call Engineering Services**

Funds typically used to support the technology associated with the complex transportation center to signal operation, traffic incident

management and related management systems. Nearly ½ of the city's traffic signals have been upgraded to a highly technical system that required specialized technical ability outside the skill set of existing staff.

- **Traffic Operations Center**

The centralized traffic operations center is housed in the ground floor of 200 Orange Street. The increased number of upgraded traffic signals that are operated in a Server environment requires that the center be expanded to ensure that we minimize any potential disruption. Funds will be used to further support this expansion.

- **Communications \$50,000.**

Funds typically used to improve the Department's communications and work order processing system as well as radio and video communications. This is critical as the department seeks to improve operational efficiencies.

- **Transportation Enhancements \$150,000**

Funds typically used for ongoing transportation investments including new construction/renovation of bus shelters (the city has over 900 posted bus stops with shelters at over 100 locations). Cycling activity has the largest percentage gain in travel and funds are used to further support this mode of travel. And, streetscape design, including modest traffic calming and traffic signal system improvements are used to promote and accommodate pedestrian passage throughout the city.

Summary of Open Items:

- **Whitney / Audubon Intersection.**
A raised intersection was designed by CDM Smith that improved pedestrian mobility and enhances economic development. The project is funded as follows: 150k Yale Development Agreement. 110k TTP Transportation Enhancements, and 60k Engineering – Street Lighting
- **Signal Controller Box Images**
A pilot program was launched in 1Q 2014 where three controller boxes on Church Street were wrapped with historical images. The intent was to improve esthetics and reduce maintenance from graffiti. Pinpoint Promotions in Milford provided the installation.
- **Electronic Work Order Program**
The Department has been in discussion with Grey Wall to create an on-line work order program to improve efficiencies. The program was planned to mimic the Emergency Operations System.
- **Bus Shelters for New Haven Green**
Greater New Haven Transit District has secured partial funding to rehab the four Victorian model bus shelters on the New Haven Green. David Thompson Architects has developed plans that allows for the base of the shelters to remain and upgrade the side panels and seating. GNHTD is working on securing funding to complete the project.
- **Bus Shelter for “Art Park”**
The Department has been working with Greater New Haven Transit District to seek funding opportunities to install a non-traditional “artistic” bus shelter that only has a canopy to allow more access into the park and no force individuals waiting for the bus into the sidewalk.
- **Brookside/Rockview**
The Department has led efforts regarding Traffic Calming and Quality of Life issues with community meetings spearheaded by the New Haven Housing Authority. CDM Smith has provided technical support.
- **Summertime Terrasse**
In 1Q 2014, the Department piloted a Summertime Terrasse with Meat and Co. 120 Crown Street. The pilot was hugely successful and details/plans need to be documented to continue the program.
- **Point In Time Study**
A Point in Time study is done yearly to identify parking occupancy rates, pedestrian activity, and cycling activity in the City center. Milone and MacBroom is the consultant who has historically performed this service. The New Haven Parking Authority has paid for half of the service. The study is performed in late October/early November each year.

- **Downtown Crossing**
 The department currently employs a Traffic Engineer (Neetu Singh) who is funded from Capital Projects to oversee the department's responsibility to the management and protection of traffic for Downtown Crossing.
- **Downtown One-way to Two-way Study**
 The Department has undertaken a study funded through SCRCOG to model traffic flow in the study area bounded by Grove Street, Dwight Street, MLK Drive, and State Street. The purpose of the study is to investigate the opportunities to return streets in the city center to two-way.
- **Wayfinding**
 The Department secured funding through SCRCOG to design and install a wayfinding system in New Haven. This would replace the current system and add a pedestrian component. Currently the project is being managed through the City Plan Department.
- **Route 80 Study**
 Route 80 is a State Road and has the highest amount of accidents in the city. The Department has worked with SCRCOG to identify funding opportunities that would design this roadway using the Complete Streets guidelines.
- **92-666 / Downtown Signals**
 Project 92-666 allows for the design of 15 intersections in the city center and the installation of approximately 8 signals. Design is currently underway utilizing the services of the engineering firm of VHB.
- **Bike Corral**
 A pilot installation of a bike corral occurred at the end of 1Q 2014 on College at Chapel. This is a seasonal approach to bike parking. Procedures need to be developed to warrant installation in business area. Initial thoughts is that the BID would submit a petition of greater than 70% of the local business supporting replacing an on-street parking space with a bike corral.
- **Transportation Demand Management (TDM)**
 In order to maintain an effective flow of traffic, major traffic generators need to support and participate in TDM. Currently Yale University and Yale-New Haven Hospital have personnel resources dedicated to this initiative. The Department continues to work closely with Gateway Community College and has facilitated discussions with Gateway CC and CT Transit to offer a discounted bus pass to students and faculty. These discussions should remain ongoing as they are critical in the success of reducing single occupancy vehicle usage.
- **Clinton Avenue Traffic Calming**
 The Department has secured CDBG funding to improve pedestrian and cycling mobility on Clinton Avenue while creating traffic calming. CDBG funds will be used in combination with Engineering funds to complete the project. Engineering is currently working on design concepts.
- **Increase Citation Fines related to public safety**
 The department had intended to increase citation fines related to public safety in the FY-12/13 budget. A clerical error resulted in this not being presented to the BoA. The department had intended to resubmit this in the FY-14/15. These violations include: 60 – Wrong Way-One Way Street, 70 – Obstructing Traffic, 71

– 25 Feet Of Corner, 72 – 25 Feet Of Stop Sign, 73 – 25 Feet Of Crosswalk, 75 – Safety Zone, 76 – Vehicle On Walk, 77 – Bus Stop, 79 – No Standing.

- **Multi-Mode Transportation Network**

The department continues its effort in developing a comprehensive transportation network model that reduces single occupancy vehicle uses and improves mobility throughout the city. This includes improving CT Transit performance and routes; improving CT Rail options for reverse commute; introducing light rail; improving transit connections to Tweed-New Haven Airport; Expanding a dedicated cycling infrastructure; and working with functional partners who play a critical role in the movement of people and products.

- **Traffic Signal Projects**

- 92-564 - Fourteen (14) new traffic signals were installed as part of the Congestion Mitigation air Quality Act program along several corridors along Chapel Street, Lombard Street and Ferry Street. Project is 90% complete and continue to work with contractor and DOT to resolve any outstanding issues. The approx. cost is \$3.5 M for construction activities.
- 92-488 - Twelve (12) new traffic signals is scheduled for construction by October 7, 2013 as part of Congestion Mitigation air Quality Act program along several corridors along Howard Ave and Kimberly Avenue and Sylvan Avenue. The approx. cost is \$4.2 M for engineering inspection and construction.
- 92-629 - Nine (9) new traffic signals were installed as part of the LDA for the relocation of Gateway Community. Project is 95% complete and continue to work with contractor and DOT to resolve any outstanding issues. The approx. cost is \$2.4 M for construction.
- 92-666 - Fifteen (15) new traffic signals is scheduled for design by November 2013 as part of Congestion Mitigation air Quality Act program in Downtown area. Awaiting for contract to be signed by Mayor and Conn DOT. The approx. cost for design is \$400,000.

- **Complete Streets**

The department participates in the Complete Streets committee with recommendations for traffic calming improvements. The department gathers speed and accident data to help formalize improvement needs and warrants.

- **Parking Promotions**

The department with local Business Improvement Districts (BIDs) to support parking programs that encourage visits. The department regularly attends merchant meetings to better understand business needs. Past promotions have included free two hour parking in select locations, business paid parking for select blocks, “warning” tickets with zero dollar fines issued during major events to promote visits, etc.

- **Town/Gown Meeting**

The department meets monthly with Yale University to discuss issues of parking and transit.

- **Work Order Management**

The department currently contracts with CityWorks for electronic work order management. This solution has proven to be complex in our current

environment. The department has been reviewing alternatives and is looking for a model that closely resembles the solution used by Emergency Management offered by GreyWall.

- **Video Monitoring**

The department is currently utilizing the services of Utility Communications to migrate the traffic cameras to Milestone. We are migrating from ONSI to Milestone to place all city cameras on the same platform and allow police services and emergency operations access to the traffic cameras.

- **HazMat Risk Assessment**

The department has engaged Nick Lownes at University of Connecticut to provide a risk assessment of hazardous material transportation along Rt. 34 in the City. This report is due to the changes with intended redesign to urban blvd's.

- **CT DOT discussion regarding Rt. 34**

The department remains engaged with CT DOT District 3 to transfer ownership of the remaining section of MLK Dr (from Howe to ET Grasso Blvd) to the City of New Haven. This is the last remaining portion of this roadway this is still under State control. In order for this to occur the department would like a redesignation of RT. 34 to exit 45, and operate dual designation Rt. 10 and Rt. 34, along ET Grasso Blvd from the exit 45 off ramp to Derby Avenue

Major Functions/Projects:

- **New Haven Parking Authority**
The Director also represents the New Haven Parking Authority as Commissioner (ex-officio)
- **Joint Advisory Committee (JAC)**
The Director represents the City in the Joint Advisory Committee. This committee oversees the management agreement with the New Haven Parking Authority for Union Station. The management agreement is currently set to expire in 2017
- **Management Advisory Committee (MAC)**
The Director represents the City in the Management Advisory Committee. This committee oversees the management agreement with the New Haven Parking Authority for Air Rights Garage.
- **The Greater New Haven Transit District**
The Director has historically represented the City as a Board Member for the Greater New Haven Transit District, responsible to para-transit in the region.
- **CT Transit Pulse Point**
Currently the Pulse Point for CT Transit operates at various points around the City Green. The Department has identified a concept plan that would relocate the pulse points to lots “N” and “O” on State Street, between Chapel Street and George Street. This area was chosen do to its availability and proximity to Union Station and State Street Station. This would aid in Transit Oriented Development. Further work should be performed in the area to better service the transit rider.
- **Free WiFi Citywide**
Consultants at Carrier Source Networking Solutions have been contracted by the Department to develop the requirements needed to provide a low band width WiFi connection in New Haven. The intent is to use the dark fiber that connects the traffic signals to the Traffic Operations Center, utilizing the signal mast arms as access points. Once the scope of work is complete, business partners would be needed to secure the operating costs.
- **Water Street Cycle Track**
The Department has successfully worked with CT DOT District 3A to include the creation of the State/City’s first cycle track on Water Street (Rt. 1) at the close of the Q-Bridge Project. The Cycle Track design was completed by CDM Smith. It will connect with the Farmington Canal Greenway Cycle Track at Brewery Street to Stiles Street. The Port Land Use Plan calls for bicycle improvements in the district. The intent was to connect Stiles Street to Connecticut Avenue and run adjacent to Connecticut Avenue in to the rear of Fort Nathan Hale Park.
- **Cycling Infrastructure**
Expanding the cycling infrastructure in the department has been a key priority. Creative and innovative enhancements should continue to be implemented as this mode of transportation continues to expand at the most highest percentage of travel. This has both destination and recreational benefits to the city.

Key Systems/Processes:

- **Street Smarts**

Street Smarts was created in 2008 and is the education component of the Complete Streets legislation. The program is run out of TT&P and is the City's Share the Road campaign for drivers/pedestrians/cyclists.
- **SCOFFLAW / Booting-Towing**

Crown Towing is the contracted vendor for ticket and taxes scofflaw. The program has been largely successful and efficient with one vendor performing the service. The Department has made a recommendation to the Board of Alderman to reduce the threshold to ticket scofflaw to \$100.00 to allow for greater return of the nearly \$10 Million that is outstanding in unpaid parking tags.
- **Parking Citation Ticket Issuance and Collections**

Duncan Solutions is the current vendor for enforcement tools and collections. Duncan provides enforcement handheld devices for Parking Enforcement Officers (PEO's), manual tickets for NHPD and individuals deputized to issue tickets, and provide the noticing and collections of receivables.
- **Parking Management**

The department has experienced the largest increase in meter revenue in recent years largely due to the expansion of payment options. Credit card acceptance accounts for upwards of 55% of the IPS meter revenue and ParkMobile reports that New Haven has the fastest adoption of usage in any city they operate. Additionally, the department instituted and funded the first "New Haven Gift Card", a Discover Card based gift card that is sold through InfoNewHaven and will be maintained by Town Green SSD with revenue generated by the sale of these cards. This expands options for meter payment while offering sales options for local businesses.
- **Permitting**

The department is a signatory on all work permits issued by the City. The department is responsible for the management and protection of traffic. Last fiscal year, the Traffic Operating Engineer reviewed over 1,500 permits. This requires a significant amount of time in planning, review, and monitoring of all permitted work throughout the city.
- **Board of Zoning Appeals**

Each month the department issues a report to the Board of Zoning Appeals that reviews and reports on items presented to the committee. The review focuses on potential impact to the transportation, traffic, and parking network.

System Deficiencies/Attention Required:

- **Food Vendors**

Supporting Food Vendors remains challenging in the confines of on-street parking limits. Consideration should be given to identifying a promoting an area that will add to economic development.