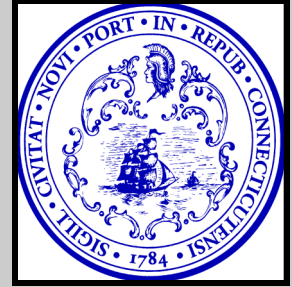


CITY OF NEW HAVEN



INVITES CANDIDATES TO APPLY FOR:

DEPUTY DIRECTOR—TRANSPORTATION, TRAFFIC AND PARKING/MANAGER PARKING ENFORCEMENT

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Facts & Figures about the City of New Haven

- Population-129,779
- 18.7 Square miles
- Pop/Sq. Mile-6,859
- Household Units- 52,941
- Racial Makeup—32% Non-Hispanic White; 37.5% African American; 9.5% Hispanic or Latino; 21% other
- Distance to NYC-90 minutes
- Total Transportation, Traffic & Parking Department Budget = \$2.3 Million Operational, \$1.3 Million Capital
- **Top Employers** - Yale University & Yale - New Haven Hospital, St. Raphael Hospital, Smilow Cancer Hospital, Southern Connecticut State University, Assa Abloy Manufacturing, the Knights of Columbus Headquarters, Higher One, Alexion Pharmaceuticals, Covidien and United Illuminating

COMMUNITY PROFILE

History

Less than four centuries ago the area which is now New Haven was the home of a small tribe of Native Americans, the Quinnipiac, who built their villages around the harbor. They harvested seafood, hunted with bow and arrow for food and furs and grew maize, the staple of their diet.

A company of five-hundred English Puritans led by the Reverend John Davenport and Theophilus Eaton, a wealthy London merchant, sailed into the harbor. They soon discovered that the Quinnipiacks and other local tribes were much distressed by raiding bands of Pequots and Mohawks from surrounding areas. It was for this reason that Momauguin, the sachem of the Quinnipiacks, and other tribe members agreed to sell the tribe's land to the Puritans. In return, the settlers pledged to protect the natives & use of the lands on the east side.

New Haven was founded in 1638 by English Puritans, and a year later eight streets were laid out in a four-by-four grid, creating what is now commonly known as the "Nine Square Plan", now recognized by the American Institute of Certified Planners as a National Planning Landmark. The central common block is New Haven Green, a 16-acre (6 ha) square, now a National Historic Landmark and the center of Downtown New Haven.

Colleges/Universities

New Haven is a notable center for higher education. Yale University, at the heart of downtown, is one of the city's best known features and its largest employer. New Haven is also home to Southern Connecticut State University, part of the Connecticut State University System, and Albertus Magnus College, a private institution. Gateway Community College has consolidated into one campus and moved to downtown which just opened this fall.

Geography

New Haven's best-known geographic features are its large deep harbor, and two reddish basalt trap rock ridges which rise to the northeast and northwest of the city core. These trap rocks are known respectively as East Rock and West Rock, and both serve as extensive parks. The harbors are embayment's of Long Island Sound. New Haven had the first public tree planting program in

America, producing a canopy of mature trees (including some large elms) that gave New Haven the nickname "The Elm City"

Economics

Yale University is an integral part of the city's economy, being New Haven's biggest taxpayer and employer. Health care (hospitals and biotechnology), professional services (legal, architectural, marketing, and engineering), financial services, and retail trade also help to form an economic base for the city. Since approximately 2000, many parts of downtown New Haven have been revitalized, with new restaurants, nightlife, and small retail stores. In particular, the area surrounding the New Haven Green has experienced an influx of apartments and condominiums.

Attractions

Visit the City of New Haven's Web Site to learn more about the exciting nightlife, theatres, museums, music festivals, cultural events, etc that are too numerous to mention.



Government

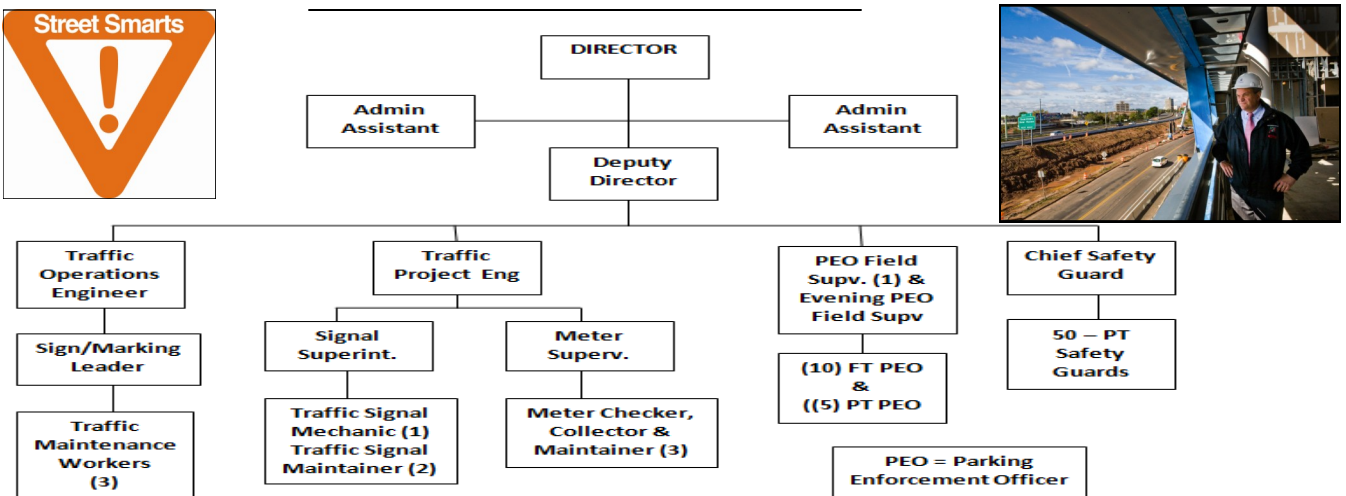
New Haven is governed via the Mayor-Council System. The Mayor is the Chief Executive Officer and Chief Elected Officer. The Council is called the Board of Alderman consisting of 30 members all elected from single member wards. John DeStefano, Jr., the current mayor of New Haven, has served nine consecutive terms (2 years) and was re-elected for a record tenth term in November 2011. Mayor DeStefano has divided the functions of city government into four areas—Staff Group (finance, legal, mayor's office, etc); Public Service (Police, Fire, Public Works, Library Parks & Rec., etc); Community Services (Health, Elderly & Youth Services, etc); Economic Group (Planning, Livable Cities, Development, Building, Transportation, Traffic & Parking, etc). The Director of Transportation, Traffic & Parking, Jim Travers reports to the Economic Development Administrator. The Deputy Director of Transportation, Traffic & Parking/Manager of Parking Enforcement will report to Jim Travers the Director.



DEPARTMENT of TRANSPORTATION, TRAFFIC & PARKING

The City of New Haven's Transportation, Traffic and Parking Department combines elements of traffic safety/engineering, parking management, community development and urban planning. The mission is to deliver a safe and efficient traffic control system and to better integrate sustainable transportation which supports the City's quality of life and economic standing. The department therefore strives to develop an integrated transportation system which connects housing to jobs and people to their community. The department has 35 full-time employees and 50+ part-time employees (safety guards and parking enforcement officers)

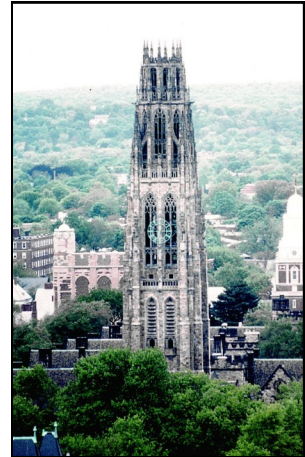
The Department is organized in four groups: Traffic Control, Parking Operations, Safety Guards and Transportation Planning. The Traffic Control Engineers manage signs, traffic signals, and maintenance of the signs and signals as well as the parking meters. They are also in-charge of the pavement markings, regulations of activities within the public right-of-way, bus shelter maintenance and construction, construction staging and new development reviews. Parking Operations handles the management and enhancement to the on-street parking program (garages and lots are managed by New Haven Parking Authority recently rebranded as Park New Haven). On-Street Parking Program includes parking meters, vouchers, credit card meters, smart cards, meter bag system, and the design/management of neighborhood residential and commercial parking zones. The largest number of employees are the Parking Enforcement Officers who enforce the on-street parking regulations with parking tags/tickets. A major responsibility of the Deputy Director will be to manage the parking enforcement program and promote customer service for various parking regulations and review of contested parking tags/tickets. The Safety Guards refer to the school crossing guards who may also be used for special events in the city. Transportation Planning entails integrating all the various modes of Transportation to promote economic development, customer service and sustainability; which includes the Street Smarts program, as well as promoting pedestrian and bicycle traffic safety.



Deputy Director—Job Description Summary

This is a highly responsible managerial and administrative position in the Transportation, Traffic and Parking Department for the City of New Haven. Work involves assisting the director with the day-to-day activities of the department, which includes professional, technical, customer service and managing Parking Enforcement Operations. This individual will have direct responsibility for all on-street parking regulations, including all aspect of parking enforcement, revenue generation and collection, adjudication of disputes and direct supervision of Parking Enforcement Officers working on multiple shifts over a six day week. Sample of tasks:

- Represent department at various policy/project meetings and with various government and business agencies
- Coordinates projects by conducting research, meeting with various groups, making recommendations & coordinating and promoting programs/projects
- Assist Director with administrative & managerial duties such as budget, resource allocation, personnel management, customer service, etc
- Develop and implement various best management practices and program efficiencies
- Staff liaison for multi-modal safety campaigns-safe streets, share the road, etc
- Serve as Director during absences



Characteristics of the Ideal Candidate

Management, Leadership

- Visionary leader—one who assists the Director in setting goals and building a team to reach the objectives set
- A consistent leader who is inclusive, fair and evenhanded with staff and community
- Thorough knowledge of principles and practices of employee management—ability to enforce the rules under a union contract and provide appropriate documentation
- Ability to promote new ideas
- Strong skills in managing and empowering people
- Ability to handle emergency operations to assign resources to repair traffic signals and signs to get City back in operation—hands on management

Personal Characteristics

- Customer Centered—good listener—find ways to improve the system
- Unfailing personal integrity—Communication skills are a high priority
- Ability to work with multi cultural staff and community
- Excellent interpersonal, administrative and management skills
- Team promoter
- Proactive Problem Solver—Self Motivator –Innovator
- Commitment to quality services that are sustainable



Qualifications:

- Graduation from an accredited four year college/university, with major course work in Business or Public Administration, Political Science, Management or a related field or equivalent experience
- Thorough knowledge of principles and practices of: employee selection, performance management, discipline, supervision, public administration/management, contract administration, finance, management of multiple projects; and federal, state and local laws and regulations related to local public administration
- Demonstrated ability for: excellent written & verbal communications skills; customer service focus skills, set and adjust priorities, evaluate alternatives and develop pro-active solutions, consistently applying the principles of fairness, tolerance and honesty in applications of policies and procedures.



Challenges & Opportunities & Highlights

- Managing people is biggest challenge—Day-to-day supervision of Parking Enforcement, Front Desk Operations, Appeals Process & Safety Guards
- Promote Parking Enforcement Officers as ambassador's to the city to determine the parking needs based on what they see in each neighborhood—Deputy should get out into the field to talk with businesses and residents
- Empower people to add value to the organization
- Deputy serves as Hearing Officer for appeals of parking tags/tickets (17,000) last year—look to technology to improve processing—consider ways to reduce the number of appeals by looking at the whole system
- Continue to promote revenue collection from credit card meters, pay stations and review new technology to promote on-street parking
- Part of community outreach—attend Mayor's night out, block watch meetings, chamber meetings, etc
- Improve front office service by coordinating with Traffic Engineering staff to assist with right-away permits, distribution of meter bags for road closures for city events or construction
- Promote multi-modal transportation such as pedestrian traffic and street calming programs, bikeways, smart streets, design for livable cities, etc
- Be part of the Director's team to challenge the status quo—look for new ways to do business, look at existing parking options to see if it is the right fit for the neighborhood, assist with promotion of economic development

Compensation and Application Process

The salary range is set by union contract –hiring range is \$55,850 - \$79,099 for this position. Starting salary depends on qualifications & experience (Salary range is from FY 09-10 and is being negotiated)

Excellent benefits package which includes:

- Health Benefits for employee and dependents—Medical, dental, prescription & vision—employee contribution —12 to 18% for premium share **
- Pension Plan—Defined benefit plan—employee share 6% **
- Vacation after one year = 3 weeks; 12 Paid Holidays; Short term disability available **

**Union contract is in negotiations and these benefits could change

For more information see the City web site: www.cityofnewhaven.com

New Haven is an EOE/AA/Equal Access Employer

If you meet the qualifications and want to be considered for this challenging position of Deputy Director of Transportation, Traffic, & Parking/ Manager Parking Enforcement in the City of New Haven—You may apply directly by going to the following web site :

<http://www.cityofnewhaven.com/HumanResources/CityJobPostings.asp>

Look for the Deputy Director Position on the site and follow all instructions to properly apply for this position –Closing deadline for application is 5:00 pm Friday—November 16, 2012.

However, to get more details about the position and to find out if this position is the right fit for you, please email your resume and cover letter to consultant two days before the deadline above:

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Phone: 203-284-3707

