

Goals and Measures of Success

April 2022 - DRAFT

Goals, Strategies, and Performance Metrics

This is a master plan. The plan will guide City of Norwalk projects and priorities for years to come.

Goals and metrics should:

- Be ambitious, think big
- Position Norwalk for leadership in state and region
- Develop strategies to address multiple goals
- Measure success through project prioritization and delivery



Goals, Strategies, and Performance Metrics

Equity and
Environmental
Justice

Resiliency

Safety

Transportation
Choice

Environment

Technology

Goal Statement

Eliminate existing and historical barriers to transportation access in Norwalk

Example Strategies

- Prioritize planned and funded initiatives in disadvantaged communities
- Ensure investments address all users including those with mobility challenges

Performance Measures

- Percent of transportation needs met by neighborhood
- Percent of transportation needs met within ¼ mile of EJ households
- 5% increase in non-auto transportation investment annually.

Goals, Strategies, and Performance Metrics

Equity and
Environmental
Justice

Resiliency

Safety

Transportation
Choice

Environment

Technology

Goal Statement

Norwalk will have a sustainable transportation network that prevents failures and mitigates unforeseen events

Example Strategies

- Invest to achieve a state-of-good-repair for all transportation assets
- Update design standards for climate change and resiliency of all capital investments

Performance Measures

- Completed asset management plans for all modes
- State-of-good-repair achievement annually by asset class
- Updated design manual(s)

Goals, Strategies, and Performance Metrics

Equity and
Environmental
Justice

Resiliency

Safety

Transportation
Choice

Environment

Technology

Goal Statement

Norwalk expects to eliminate fatalities and serious injuries on all modes by prioritizing people, safety, and livability over motor vehicle throughput and speed

Example Strategies

- Adopt complete streets legislation and policy
- Adopt Vision Zero policy across all city departments
- Develop a city-wide Safe Routes to School program
- Prioritize investments at locations with highest crash rates of most serious injuries and fatalities

Performance Measures

- Reduction in crash rates, injuries, and fatalities by mode
- Increased adherence to speed limits
- Update access management standards

Goals, Strategies, and Performance Metrics

Equity and
Environmental
Justice

Resiliency

Safety

Transportation
Choice

Environment

Technology

Goal Statement

Norwalk will be a 15-minute city, accessible completely by walking, bicycling, and/or transit

Example Strategies

- Complete inventory of sidewalks and ensure every neighborhood has one or more pedestrian corridors
- Ensure first/last mile connections to transit
- Connect bicycle facilities to complete network

Performance Measures

- Achieve League of American Bicyclists gold status by 2030
- Increase transit use by 2% annually from pre-COVID levels
- Increase bicycle and pedestrian mode share by 2% annually

Goals, Strategies, and Performance Metrics

Equity and
Environmental
Justice

Resiliency

Safety

Transportation
Choice

Environment

Technology

Goal Statement

Norwalk transportation will be carbon neutral by 2040

Example Strategies

- Update design standards to expand green infrastructure
- Convert city, school bus, and Norwalk Transit District fleets to zero-emissions vehicles

Performance Measures

- Vehicles converted to zero emissions by 2035
- Project incorporation of green infrastructure
- Increased percent of parking spaces with electric vehicle charging stations
- Increase non-auto mode share by 2% annually

Goals, Strategies, and Performance Metrics

Equity and
Environmental
Justice

Resiliency

Safety

Transportation
Choice

Environment

Technology

Goal Statement

Norwalk will lead Connecticut in the development and implementation of technology to advance the travel experience for all residents and visitors in the city

Example Strategies

- Implement mobility as a service (MaaS) platforms for bus, rail, shared mobility, parking, and traffic
- Complete implementation of automated traffic signals including on state highways
- Commit to traffic, speed, and other data collection and automation

Performance Measures

- Implement MaaS platform by 2030.
- Automate all city-owned traffic signals by 2040
- Reduction in work zone traffic violations or incidents