



Get a Free Bike Rack for Your Business!

New Haven businesses can request a bike rack installed on nearby public property by the New Haven Transportation, Traffic & Parking Department, *at no cost*.

The method for doing so is through **SeeClickFix**, a web-based open 311 platform designed specifically to provide a conduit for citizens to report issues and concerns as well as post requests within their community, without having to navigate through the city directory. In turn, municipal employees can view and respond to those posts, all through the same public interface.

The Department has been installing bike racks, at no cost to the community, for the past eight years by reviewing requests through SeeClickFix. Bike racks are installed on sidewalks. In some cases, sidewalk width or stationary objects prevent installation, but in most cases, the requested rack is installed. TT&P installs racks when requests have accumulated to ten or more. Racks can be installed in the spring, summer and fall. In some instances, rack installation may be delayed, depending upon when the request is received and/or the number of racks currently in stock.



You can access SeeClickFix through the **New Haven Connect** app, which can be downloaded to your phone here: www.newhavenconnect.com New Haven Connect is designed specifically for the New Haven community to report issues or requests as well as learn about other city programs, all in one app. You can also access SCF by going to their website, www.seeclickfix.com

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If you are unfamiliar with SeeClickFix:

1. Go to SeeClickFix, either through the **New Haven Connect** app or to the SeeClickFix website. If accessing through the website, type “New Haven CT” in the search bar. This will automatically direct you to the correct public interface for the city.
2. Click on “Report an Issue.”
3. Identify the location where you would like the rack to be installed.
4. Select the “Other – City Responsibility” category in the request form.
5. Type “Bike Rack Request” in the title field.
6. If you would like to add additional info to the request, you have the option to include a description and attach a picture. You can identify that you are a business seeking a bike rack if you’d like. The more posts that have this description is a great way to inform us that this program needs to be expanded further!
7. Click “Report your Issue.”
8. If you do not have a registered account (*they are free*) a window will open and you can either register or sign in as a guest.
9. If you sign in as a guest, provide the requested info, name and email, and select “Continue.”
10. Once your request is submitted, you will receive email alerts from SeeClickFix if additional comments are posted by the public or city. This will allow you to keep track of progress.

Any rack installed on public property in the City of New Haven must adhere to city installation standards. While businesses can request a bike rack to be purchased and installed by the Department at no cost, racks can be purchased independently by the business for expedited installation. If a business would like to purchase a bike rack for faster installation, it must be with the same manufacturer and same model type the Department uses. The Department will then install and maintain it for free. If the rack is damaged and needs to be replaced, the Department will also replace it for free.



Businesses interested in supporting bicycle amenities for their employees as well as for their customers can also apply to become a Bicycle Friendly Business through the League of American Bicyclists. The Connecticut Mental Health Center in New Haven received the Bike Friendly Business Bronze Award through LAB. Add yourself to the list! www.bikeleague.org/business

For more information about city bike racks or if you are interested in becoming a Bicycle Friendly Business,

Please contact:

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