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# COMPREHENSIVE SAFETY ACTION PLAN

Port of Galveston, TX

Prepared for:



Adopted by Board of Wharves on March 4, 2025

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# EXECUTIVE SUMMARY

## LEADERSHIP COMMITMENT AND GOAL SETTING

The Port of Galveston was awarded an Action Plan Grant by the Federal Highway Administration as part of the Safe Streets and Roads for All (SS4A) program. SS4A supports the development of a Comprehensive Safety Action Plan (CSAP or the Plan) that identifies the most significant roadway safety concerns and the implementation of projects and strategies to address roadway safety issues.

The Board of Trustees of the Galveston Wharves has approved a Vision Zero Resolution in support of the CSAP, aiming to eliminate traffic fatalities and significantly reduce severe injuries by 2035. The full resolution is included in **Appendix A**. In 2024, the Port set a record with 1.5 million cruise passengers, and with a fourth terminal opening in 2025, annual passenger numbers are expected to exceed 2 million. This rapid growth necessitates proactive safety measures.

## PLANNING STRUCTURE

A four-member Steering Committee oversees the development and implementation of the CSAP. Their responsibilities include advising in the preparation of the CSAP, goal setting, and interagency coordination with entities such as the City of Galveston and TxDOT. A Vision Zero Policy document was prepared by the

CSAP Steering Committee for use in guiding the implementation of the recommended practices, programs and projects of the CSAP. The Policy is included in **Appendix B**.

## SAFETY ANALYSIS

A review of historical crash data (2019-2023) identified 302 total crashes along Harborside Drive, including one fatality and 23% resulting in injuries. Peak incidents occur during peak cruise arrival/departure times. Key risk factors include failure to control speed (25% of crashes) and driver inattention (16%). High-risk intersections include Harborside Drive at 14th, 19th, 25th, and 33rd Streets, where safety countermeasures are prioritized.

Field observations identified significant pedestrian and vehicle conflicts, particularly at intersections lacking adequate crosswalks, ADA-compliant ramps, and pedestrian signals. The absence of clear wayfinding signage also contributes to unsafe behaviors, with vehicles stopping unexpectedly for directions and pedestrians crossing in unsafe locations. Additionally, freight truck movements at Cruise Terminals 25 and 28 create congestion and increase the risk of collisions with passenger vehicles.

The crash rate along Harborside Drive is 40-50% higher than the statewide average for similar urban corridors, underscoring the urgency of implementing countermeasures. The analysis identified systemic safety needs, including enhanced pedestrian infrastructure, traffic management improvements, and dedicated freight pathways to separate heavy vehicle movements from passenger flows.

## ENGAGEMENT AND COLLABORATION

The Port engaged stakeholders and the public through focus groups, surveys, and meetings. A cruise passenger survey with 318 responses highlighted the need for improved signage, ADA accessibility, and congestion management. A ground transportation stakeholder survey with 20 responses identified challenges such as vehicle conflicts and inadequate wayfinding. The Port collaborated with the City of Galveston and TxDOT to align CSAP safety initiatives with ongoing planning efforts like the City of Galveston's Safety Action Plan.

## EQUITY CONSIDERATIONS

The CSAP considers equity in traditional socio-economic aspects, in the disparity of accommodations for Port cruise patrons compared to Port employees, and in the desire for urban residents to safely access and traverse the aesthetically pleasing Downtown and cruise terminal environs. Planned improvements must address the specific needs of varying user groups with unique solutions to be equitable. Residents of the neighborhood immediately south of the Port cruise terminal were engaged to identify issues they experience traveling in and around the Port. The Port area qualifies as a Historically Disadvantaged Community, necessitating equitable safety enhancements. Employees, many of whom park in remote lots, require safer pedestrian pathways. Budget-conscious cruise passengers parking in off-site lots also need improved crossings, particularly at Harborside Drive and 25th Street. Enhancing pedestrian safety is a priority to ensure accessibility for all users.

## POLICY AND PROCESS CHANGES

The Port Police oversee traffic management and crash reporting. Manual traffic control at key intersections is expected to decrease with planned improvements, including a traffic signal at 33rd Street. The Port's Safety Policy promotes a culture of safety through the establishment of a Safety Committee which incentivizes reporting initiatives and adopts and modifies a Safety Plan. The Port's Master Plan, adopted in 2019, outlines long-term infrastructure investments to support continued growth while maintaining safety. A Vision Zero Policy document was prepared by the CSAP Steering Committee for use in guiding the implementation of the recommended practices, programs and projects of the CSAP.

## STRATEGY AND PROJECT SELECTIONS

Based on data analysis and stakeholder input, the Port identified key safety improvements:

- **Intersection Upgrades:** Short-term improvements include signal enhancements, pedestrian accommodations, and signage at high-risk intersections such as 14th, 19th, and 25th Streets.
- **Pedestrian Infrastructure:** ADA-compliant sidewalks and crosswalks, particularly along Harborside Drive, will improve pedestrian safety.
- **Wayfinding Signage:** Clear signage for both vehicles and pedestrians will reduce confusion and enhance traffic flow.
- **Traffic Management Enhancements:** A raised median between 29th and 25th Streets and a new truck access route

to Terminal 28's loading dock are planned to reduce congestion and conflicts.

In addition to these initiatives, long-term strategies include the construction of a pedestrian bridge at 25th Street, expanded shuttle services, and dedicated bike lanes to encourage alternative transportation modes. A phased approach prioritizes short-term, cost-effective measures while securing funding for larger infrastructure projects. A summary of these recommendations is shown in **Table 1**.

## PROGRESS AND TRANSPARENCY

Implementation will be tracked through the Vision Zero Interdepartmental Task Force. Within six months of finalizing the CSAP and annually thereafter, the Task Force is to submit to the Board of Trustees of the Galveston Wharves and make publicly available online a written implementation report related to specific performance measures. A comprehensive public webpage will be developed and maintained to share information on the Port's Vision Zero endeavors – for example, relevant data; the adopted Resolution; the CSAP and any updates to it; and progress on the strategies in the CSAP – as well as to solicit feedback on safety concerns, projects, and strategies. The Port will continue seeking funding opportunities to support infrastructure enhancements, ensuring that safety improvements keep pace with the Port's projected growth.

The CSAP provides a structured, data-driven approach to improving safety at the Port of Galveston. With anticipated passenger growth exceeding 2 million annually by 2026, proactive measures are essential to mitigating risks and ensuring safe,

efficient transportation for all users. The Port remains committed to Vision Zero and will work collaboratively with stakeholders to achieve these ambitious safety goals.

Table 1: Summary of Recommendations

Location	Recommendation	Implementation Timeline/Priority	Cost Estimate (Planning Level)
Harborside Drive at 14th Street	See Figure 25	Short Term	\$144,000
Harborside Drive at 19th Street	See Figure 26	Short Term	\$172,000
Harborside Drive at 20th Street	See Figure 27	Short Term	\$279,000
Harborside Drive at 21st Street	See Figure 28	Short Term	\$51,000
Harborside Drive at 22nd Street	See Figure 29	Short Term	\$191,000
Harborside Drive at 23rd Street	See Figure 30	Short Term	\$35,000
Harborside Drive at 24th Street	See Figure 31	Short Term	\$33,000
Harborside Drive at 25th Street	See Figure 32	Short Term	\$193,000
Harborside Drive at 28th Street	See Figure 36	Short Term	\$36,000
Harborside Drive at 29th Street	See Figure 37	Short Term	\$726,000
Harborside Dr, 29 <sup>th</sup> to 25 <sup>th</sup> Streets	Install raised median on Harborside Drive between 29th Street and 25th Street	Short Term	\$150,000
Port Industrial near Terminal 28	See Figure 41	Short Term	\$550,000
29 <sup>th</sup> Street Pedestrian facilities	Ped facilities on east side of 29th street between Strand Street and Harborside Drive	Short Term	\$60,000
Strand Street	Repave Strand Street between 28th Street and 29th Street, add thermoplastic marking for walkway	Short Term	\$140,000
New Strand Street	See Figure 33	Short Term	\$130,000
25th Street between Harborside and New Strand Street	See Figure 34	Short Term	\$675,000
Wharf Road at Terminal 25	See Figure 35	Short Term	\$450,000
Wayfinding System on Harborside Drive	Add cruise port related wayfinding signage on Harborside Dr between 51 <sup>st</sup> Street and 14 <sup>th</sup> Street	Short Term	\$250,000
Harborside Drive at 33rd Street	See Figure 38	Medium Term	\$1,089,000
Harborside Drive at 37th Street	See Figure 39	Medium Term	\$698,000
More direct access to Terminal 28 Loading Dock and Express Parking Lot	See Figure 42	Long Term	\$340,000

# 1.0 LEADERSHIP COMMITMENT AND GOAL SETTING

## 1.1 LEADERSHIP COMMITMENT

In February 2023, the Port of Galveston (the Port) was selected by the Federal Highway Administration (FHWA) as a recipient of an Action Plan Grant as part of the Safe Streets and Roads for All (SS4A) program. SS4A supports the development of a Comprehensive Safety Action Plan (CSAP or the Plan) that identifies the most significant roadway safety concerns and the implementation of projects and strategies to address roadway safety issues.

The Plan represents the Port’s position that the life and health of all persons living and traveling within the Port of Galveston are its utmost priority, and that no one should die or be seriously injured while traveling to, from or within the Port complex.

## 1.2 GOAL SETTING

The Port approved the establishment of a Steering Committee to oversee the process of creating the Plan. The Steering Committee ensured compliance with the SS4A Planning grant, promoted adoption of the CSAP by the Board of Trustees of the Galveston Wharves (the Board of Trustees) and encouraged implementation of the recommendations of the CSAP. The Steering Committee met at the onset of the project to develop a Vision Zero resolution and associated policies for adoption by the Board of Trustees.

At its June 25, 2024 meeting, the Board of Trustees approved a **Vision Zero Resolution** in support of the SS4A Comprehensive Safety Action Plan. The resolution takes a holistic strategy aimed at eliminating all traffic fatalities and significantly reducing severe injuries suffered by all road users while increasing safe, healthy, equitable mobility for all modes of transportation. The full resolution is included in **Appendix A**. It states the following goals:

- 1. The Board of Trustees adopts the goal of zero traffic deaths and serious injuries, stating that no loss of life or serious injury is acceptable on our streets.
- 2. The Board of Trustees adopts the goal for the Port complex of eliminating traffic deaths by 2035 and reducing serious injuries by 50% by 2035 and endorses Vision Zero as a comprehensive and holistic approach to achieving this goal.

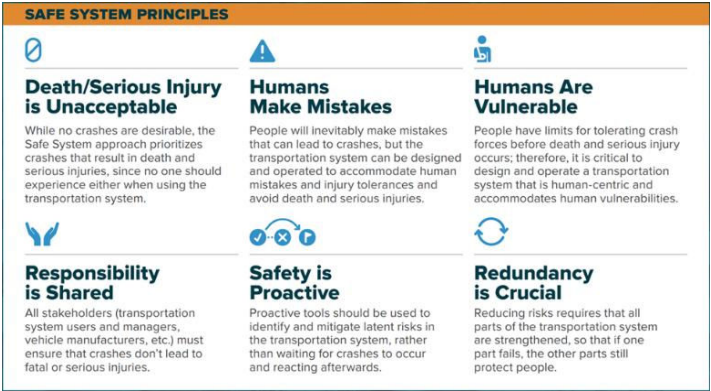


Figure 1: The Safe System Principles

Streets and transportation systems have traditionally been designed primarily to move cars efficiently, and Vision Zero supports a paradigm shift by designing streets and transportation systems to move all people safely, including people of all ages and abilities, pedestrians, bicyclists, public transit users, scooter riders, and motorcyclists, as well as drivers and passengers of motor vehicles.

Vision Zero recognizes that people will sometimes make mistakes, so the road system and related policies should be designed to ensure that those inevitable mistakes do not result in severe injuries or fatalities. Therefore, policymakers, the steering committee, transportation planners, and engineers are expected to improve the roadway environment to lessen the potential for severe crashes.

### **1.3 SAFETY CONSIDERATIONS WHILE EXPERIENCING GROWTH**

In 2023, it was estimated that the Port provided 4,500 local jobs. In 2024, the Port welcomed over 1.5 million cruise passengers, at its three cruise terminals, breaking its yearly cruise passenger record. Cruise ships deboard and board about 5,000 passengers each. There are days when there are three cruise ships in port at one time. Each ship requires 30 to 40 trailer trucks to bring in supplies and take away refuse. Combined with passenger vehicle traffic and workers at the POG, the POG handles over 400 trucks a week.

For the Port to properly operate there is all but one road in and out, Harborside Drive, on which, all of these users must collectively use together. Along with any further growth, all of these are perfect

ingredients that make the port a significant challenge and large safety concern.

Construction is currently underway on adding a fourth cruise terminal adjacent to the three and is expected to be completed in November of 2025. The fourth terminal is expected to add almost 1,000 additional local jobs and would increase cruise activities to over 2 million passengers a year beginning in 2026.

The increased demand on the transportation system in and around the Port will increase the propensity for conflict between users, including pedestrians, freight operations, shuttles, workers and visitors in private vehicles. Operational and safety improvements and traffic management techniques must be introduced promptly and effectively to avoid creating or exacerbating existing safety concerns that are expected to increase dramatically within the next two years.

## 2.0 PLANNING STRUCTURE

### 2.1 STEERING COMMITTEE

The Port of Galveston appointed a steering committee charged with the oversight of CSAP development, implementation, and monitoring. Four committee members were appointed to the SS4A Steering Committee by the Port Director and Chief Executive Officer to form a group of designated members from Port of Galveston Departments. These members included:

- Laura Camcioglu, Director of Special Projects
- Julio De Leon, Director of Mobility
- Captain Kenneth Brown, Chief of Police
- Krista Cardenas, Field Engineer

The committee members met regularly as a committee and with the team developing the CSAP to coordinate ongoing safety and operational activities. Their tasks and responsibilities included:

- Recommend Vision Zero Goals and timeline to Board of Trustees of the Galveston Wharves for adoption
- Review and advise the preparation of the CSAP
- Promote and review future SS4A grant applications for implementation of the CSAP
- Recommend procedures to monitor the implementation of the CSAP

- Recommend the adoption of the CSAP to Board of Trustees of the Galveston Wharves for approval
- Integrate near future projects to avoid overlap and confusion between agencies
- Include the Port's rapid growth in near future safety considerations

The SS4A Steering Committee met with the CSAP preparation team weekly during the first six months of the Plan development, then biweekly thereafter, to review the use of safety data for assessment of issues, to discuss potential mitigation measures, and to develop concurrence on the recommended safety improvement measures to include in the CSAP, and to set priorities for implementation strategies. The process followed FHWA's Local Road Safety Plan Map, as shown in **Figure 2**.





Figure 2: Local Road Safety Plan Process Roadmap  
Source: FHWA

## 2.2 SAFETY IMPLEMENTATION POLICY

A Vision Zero Policy document was prepared by the CSAP Steering Committee for use in guiding the implementation of the recommended practices, programs and projects of the Safety Action Plan. The Policy, included in **Appendix B**, describes:

- The formation of a Vision Zero Interdepartmental Task Force (the current CSAP Steering Committee plus other key departments) and its responsibilities
- The creation and ongoing implementation and evaluation of the CSAP
- The procedures for reporting on the progress of implementing the recommendations of the CSAP

The Port Director has reviewed the Vision Zero Policy and seen it as a complement to the Port's ongoing safety initiatives. As such, the Vision Zero Policy has been incorporated into the Port's operating procedures.

## 2.3 INTERAGENCY COORDINATION

Harborside Drive, which runs along the southern edge of the Port property, is an arterial roadway that is owned and maintained by the Texas Department of Transportation (TxDOT) and its traffic signal area operated and maintained by the City of Galveston (the City). A working group was formed with representatives from the Port, the City and TxDOT to share information on planned improvements and opportunities for enhancing the safety of Harborside Drive.

The City of Galveston received a SS4A grant for the development of a Comprehensive Safety Action Plan for the entire city. Harborside Drive is in the project area for both the City of Galveston CSAP and Port of Galveston CSAP. Therefore, the City and Port have been coordinating the development of their respective SAPs to ensure consistency and a shared vision for Harborside Drive.

The Port recognizes the benefits and the impacts of its goods movement and cruise terminal activities on the community and the roadway network in the city and the surrounding region. Thus, improvements to safety and traffic congestion will benefit the business vitality of the Port, the City, TxDOT and the region.

## 3.0 SAFETY ANALYSIS

### 3.1 HISTORICAL CRASH DATA ANALYSIS

Crash data within the study area between the years 2019 and 2023 was obtained from the TxDOT Crash Records Information System (CRIS) (<https://cris.dot.state.tx.us/public/Query/>) database, and was categorized and evaluated to better understand the historical crash patterns within the corridor. The following are some relevant notes regarding the TxDOT CRIS data used in the analysis:

1. Data consists of locatable crashes containing latitude/longitude coordinates.
2. Bicycle and pedestrian crashes, included in the data set, also involved a motor vehicle.
3. Data is composed of TxDOT "Reportable Crashes" only.
  - A. A "Reportable Motor Vehicle Traffic Crash" is defined by TxDOT as: any crash involving motor vehicle in transport that occurs or originates on a traffic way, results in injury to or death of any person, or damage to the property of any one person to the apparent extent of \$1,000.
  - B. A traffic way is defined as any land way open to the public as a matter of right or custom for moving persons or property from one place to another.

In addition to the reported crashes, an understanding of the "near miss" and erratic/evasive maneuvers were gained through discussion with Port staff, drone videos of congestion, and through direct observations.

#### Summary of Historical Crashes:

A summary of findings from the review of crashes that occurred along Harborside Drive corridor in the last five years is summarized below:

- During the five-year period, there were 302 total crashes including 301 vehicular crashes, and 1 pedestrian crash. There was 1 fatal vehicular crash (occurred 200 feet east of 51<sup>st</sup> Street on Harborside Drive) and no pedestrian fatalities.
- 23% of all crashes resulted in injury.
- High crash time periods that relate to high potential Port hosted cruise activity:
  - The highest crashes occurred during the month of July followed by December.
  - During a typical week, the highest number of crashes occurred on Saturday followed by Monday.
- A quarter of all crashes were caused by failure to control speed. The manner of collision for most of these crashes involved vehicles traveling in the same direction with one going straight and another stopped (rear-end crashes). These are indicative of congestion related crashes from sudden stops, sudden lane changes and driver inattention,

A heat map showing the concentration of crash locations along the Harborside Drive corridor is presented in **Figure 3** with green indicating minor concentration and red indicating major concentration of crashes. The locations of serious and fatal crashes are also shown. The map indicates that the majority of crashes occur at or near major intersections along the corridor.

Additional summaries and discussion of the crash data by vehicle type, severity, time period, crash contributing factor, manner of collision, intersection related crashes, and comparison to statewide crash rates are presented in the following sections.

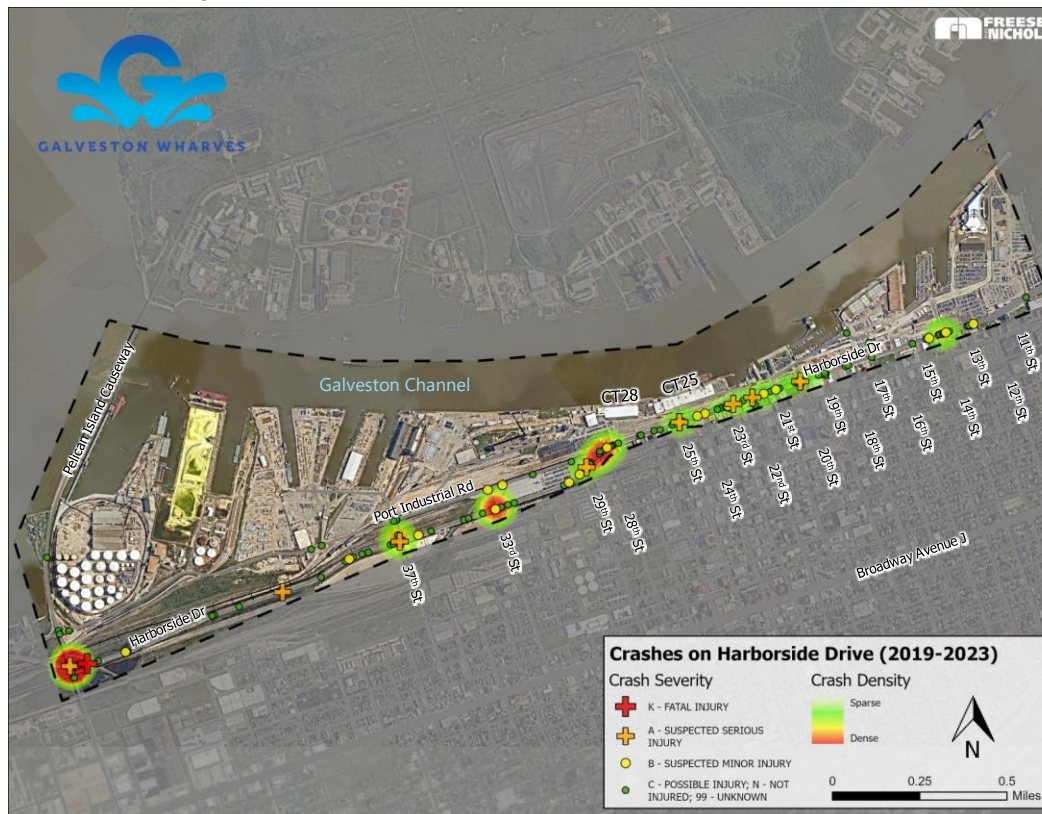


Figure 3. Heat Map showing Concentration of Crashes along the Harborside Drive Corridor

Source: TxDOT Crash Records

### 3.1.1 CRASH TYPE AND SEVERITY

The available crash data within the limits of the study area were categorized into crash type and severity. Over the analysis period, the Harborside Drive corridor experienced a total of 302 crashes, which included one crash involving a pedestrian while all the other crashes were vehicular crashes (no bicyclist crashes were reported). A pedestrian crash occurred in 2022 which resulted in possible injury.

One fatal vehicular crash occurred during 2020, and eight suspected serious injury vehicular crashes occurred during the five-year period. These statistics on vehicular crashes for years 2019 through 2023 are summarized in **Table 2** and graphically illustrated in **Figure 4**. The total number of crashes per year reduced by 31% from 2019 to 2020, when cruise operations were shut down for most of the year. Crashes per year have not risen to the same level as before the COVID-19 pandemic. However, the percent of total crashes that resulted in injuries rose from 10% in 2019 to 23% in 2023.

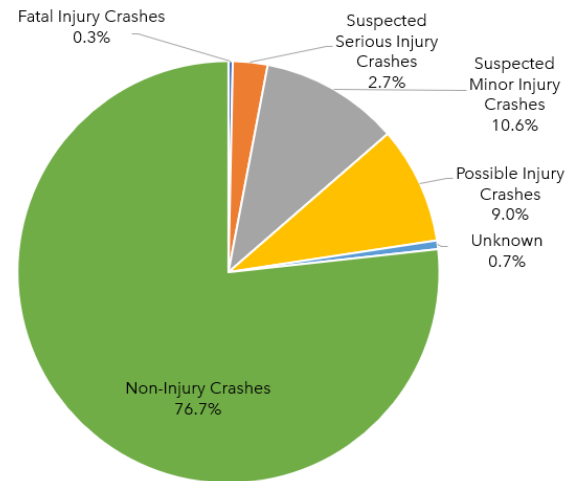


Figure 4. Vehicular Crash Severity

Table 2. Vehicular Crash Severity by Year (2019-2023)

Crash Type	Year					Grand Total
	2019	2020	2021	2022	2023	
Fatal Injury Crashes	0	1	0	0	0	1
Suspected Serious Injury Crashes	3	0	3	2	0	8
Suspected Minor Injury Crashes	4	6	3	12	7	32
Possible Injury Crashes	6	7	6	4	4	27
Non-injury Crashes	58	35	46	43	49	231
Unknown	1	1	0	0	0	2
<b>Total Vehicular Crashes</b>	<b>72</b>	<b>50</b>	<b>58</b>	<b>61</b>	<b>60</b>	<b>301</b>

### 3.1.2 CRASHES BY TIME PERIOD

The total number of crashes over the five-year analysis period were summarized by year, time of day, day of the week, and month of year as shown in **Figure 5**, to understand variation patterns.

The time-of-day variation pattern indicates that the highest crashes occurred during the morning peak hour from 10 to 11 AM followed by the afternoon peak from 4 to 6 PM. Based on the cruise schedule, typical arrival and departure times for the cruises are 7 to 8 AM and 4 to 5 PM. Thus, the high crashes during the morning peak period coincide with high traffic volumes from passengers disembarking the cruises as well as passengers accessing the terminal to embark on the cruises.

The day of week data shows that Saturday experienced the highest number of crashes during the week (22% of all crashes). The second highest number of crashes was observed on Monday. These high crash days coincide with the port-related high traffic volumes when most cruises are in port during a typical week. Thirty-six percent of all crashes occurred during the weekend.

Monthly variation showed the highest number of crashes occurring during the month of July, which consisted of 14% of all crashes. December had the second highest number of crashes. These two months coincide with the busy months for cruise operations and tourists visiting Galveston.

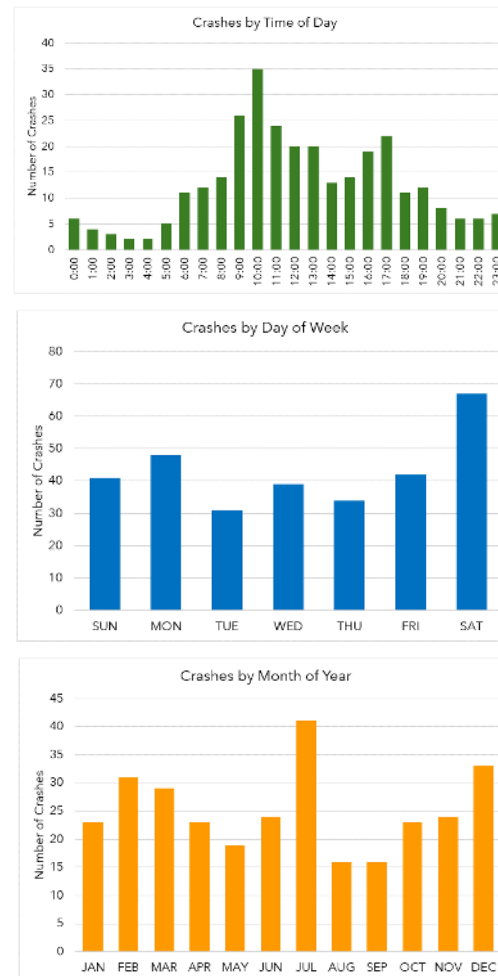


Figure 5. Variation in Total Crashes by Hour, Day, and Month



### 3.1.3 CRASH CONTRIBUTING FACTOR

A summary of all crashes over the five-year analysis period by crash contributing factor is illustrated in **Figure 6**. Twenty-five percent of all crashes over the analysis period were attributed to drivers failing to control speed, followed by 16% to driver inattention and 12% to failure to yield right-of-way.

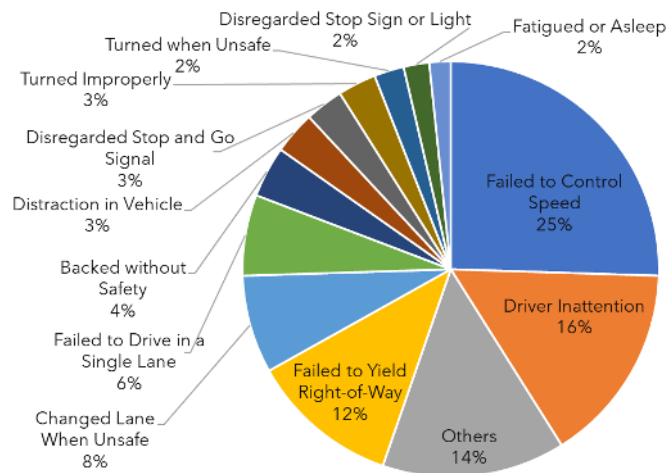


Figure 6. Crash Contributing Factor

### 3.1.4 MANNER OF CRASHES

A summary of all crashes over the five-year analysis period by manner of collision is illustrated in **Figure 7**. The manner of collision indicates the relative direction of travel as well as the position/maneuver of the vehicles during the crash. Thirty-six percent of all crashes were rear-end crashes involving vehicles

traveling in the same direction with either one going straight, and one stopped (25%) or both going straight (11%). These rear-end crashes were often attributed to the driver failing to control speed or distraction in vehicle. Crashes involving one motor vehicle consisted of 16% of all crashes, the majority of which were vehicles hitting a fixed object, parked car, a pedestrian, or overturned. Thirteen percent of all crashes were angle crashes between vehicles traveling straight. These angle crashes occurred at intersections where drivers failed to yield right-of-way or disregarded stop signs or signals. Another 11% of crashes were sideswipe crashes involving vehicles traveling in the same direction and caused by changing lanes when unsafe.

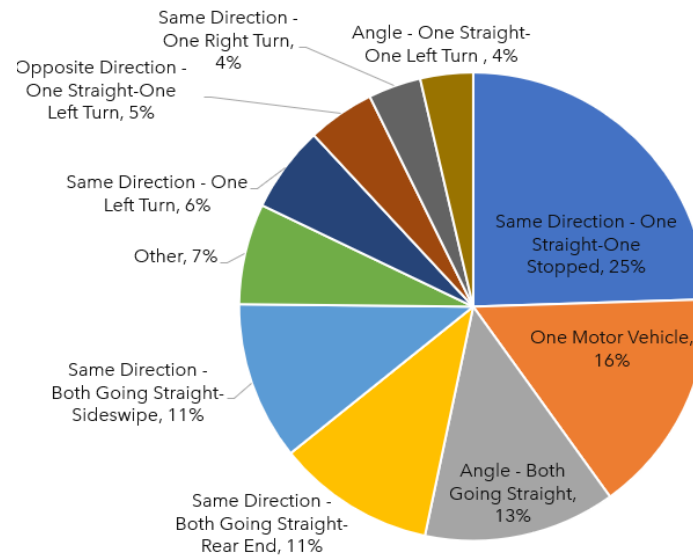


Figure 7. Manner of Collision

### 3.1.5 INTERSECTION CRASHES

Several intersections were identified with a high number of crashes. These crash hot spots create a focal point for closer evaluation of crash types and contributing factors that can be addressed to reduce the probability of crash occurrences in the future.

#### Harborside Drive at 14<sup>th</sup> Street:

- A total of 20 crashes occurred at the intersection in the five-year analysis period. There was one suspected minor injury and four possible injury crashes.
- The crash distribution by day of the week shows that Friday, Wednesday, and Monday had higher crash rates compared to the other days.
- Driver inattention and failure to control speed were the two most common contributing factors, accounting for 75% of all crashes.
- For about 60% of all crashes, the manner of collision was a rear-end crash involving two vehicles traveling in the same direction with one going straight and the other one stopped. These crashes commonly occur at signalized intersections.

#### Harborside Drive at 28<sup>th</sup> Street:

- A total of 22 crashes occurred at the intersection in the five-year analysis period. One crash resulted in suspected minor injury and another in possible injury.
- For more than a third of all the crashes, the contributing factor was driver inattention. This is potentially due to the lack of wayfinding signage to the terminals and parking

areas for cruise passengers as observed during the field observations.

- For 40% of all crashes, the manner of collision was angle crash involving two vehicles traveling the same direction while on going straight and the other one turning left.

#### Harborside Drive at 33<sup>rd</sup> Street:

- A total of 27 crashes occurred at the intersection in the five-year analysis period. 26% of all crashes resulted in suspected minor injury, 2% in possible injury, while 67% did not result in an injury.
- The trend in the number of crashes by year listed below indicates that crashes were potentially related to the level of port/cruise activities. The low number of crashes between 2020 and 2021 correlates to low cruise activity during the COVID-19 pandemic, and gradually increased in 2022 and 2023.

Year	Number of Crashes
2019	4
2020	2
2021	0
2022	8
2023	13
<b>Total</b>	<b>27</b>

- The crash distribution by day of week listed below also indicated a high correlation with port activities as weekend had the highest number of crashes.



Day of Week	Number of Crashes
SUN	5
MON	4
TUE	3
WED	1
THUR	3
FRI	2
SAT	9
<b>Total</b>	<b>27</b>

- For more than a third of all crashes, the contributing factor was failure to yield right of way, and for nearly 60% of all crashes, the manner of collision was angle with both vehicles traveling straight.

#### Harborside Drive at 37<sup>th</sup> Street:

- A total of 22 crashes occurred at the intersection in the five-year analysis period. There was one suspected serious injury and two possible injury crashes.
- The number of crashes varied throughout the week with no notable trend.
- For about a third of all the crashes, the contributing factor was failure to control speed. For 40% of all crashes, the manner of collision was rear-end involving two vehicles traveling in the same direction with one going straight and the other stopped. These types of crashes predominantly occurred at signalized intersections.

### 3.1.6 FATAL AND SERIOUS INJURY CRASHES

A summary of fatal and serious injury crashes is shown in **Table 3**. The fatal crash occurred 200 feet east of 51<sup>st</sup> Street on Harborside Drive. The contributing factors included faulty evasive action and unsafe speed.

Table 3. Fatal and Serious Injury Crashes List

Crash ID	Crash Date	Contributing Factor	First Harmful Event	Manner of Collision
16929544	3/2/2019	Failed To Yield Right Of Way - Turning Left	Motor Vehicle In Transport	Opposite Direction - One Straight-One Left Turn
16970272	3/22/2019	Failed To Control Speed	Fixed Object	One Motor Vehicle - Going Straight
17382549	11/2/2019	Parked In Traffic Lane	Motor Vehicle In Transport	Same Direction - One Straight-One Stopped
<b>17699538</b>	<b>5/28/2020</b>	<b>Faulty Evasive Action;Unsafe Speed;Other (Explain In Narrative)</b>	<b>Other Object</b>	<b>One Motor Vehicle - Going Straight</b>
18381610	7/23/2021	Driver Inattention; Had Been Drinking; Speeding - (Overlimit); Turned When Unsafe	Motor Vehicle In Transport	Opposite Direction - One Straight-One Left Turn
18388632	7/27/2021	Disregarded Stop And Go Signal	Motor Vehicle In Transport	Angle - Both Going Straight
18587383	11/5/2021	Fleeing Or Evading Police	Motor Vehicle In Transport	Angle - One Straight-One Left Turn
19211007	11/6/2022	Driver Inattention;Other (Explain In Narrative)	Fixed Object	One Motor Vehicle - Going Straight
19233987	11/17/2022	Distraction In Vehicle; Failed To Yield Right of-Way - Stop Sign	Motor Vehicle In Transport	Angle - Both Going Straight

\* Fatal Crash

For the serious injury crashes, the contributing factors varied significantly with no notable trend. For about half of the crashes, the manner of collision was angle crash.

### 3.1.7 COMPARISON TO STATEWIDE CRASH RATES

The overall crash rate along the Harborside Drive corridor was compared to similar statewide crash rate data for the analysis period of 2019 through 2023 as shown in **Figure 8**. The statewide crash rate data was obtained from Texas Motor Vehicle Crash Statistics - an online database maintained by TxDOT, available at <http://www.txdot.gov/inside-txdot/forms-publications/drivers-vehicles/publications/annual-summary.html>.

The average statewide traffic crash rate on urban Farm-to-Market roadway system over the analysis period varied from 205 to 250 crashes per 100 million Vehicle Miles Traveled (VMT), compared to 391 to 506 crashes per 100 million VMT for the Harborside Drive corridor over the same period. Thus, the average crash rate for the study corridor is 40-50% higher than the statewide crash rate.

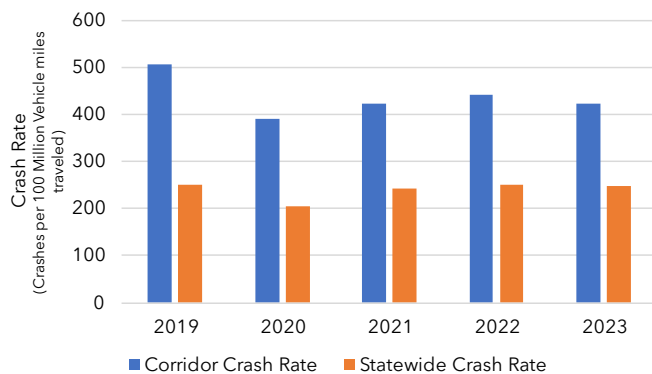


Figure 8. Comparison to the Statewide Crash Rate

### 3.2 FIELD OBSERVATIONS

In collaboration with the Port Staff, the project team members developed and executed a field data collection plan. The plan included collecting data and observations related to infrastructure and operations to identify transportation safety issues and needs for all modes. The observations focused on the following specific infrastructure and operational issues.

#### Infrastructure Observations:

- Roadway segments and intersections along Harborside Drive, Port Industrial Road, and cruise terminal areas
- Pedestrian infrastructure and facilities
- Freight routes for industrial port and cruise terminals
- Remote and express parking lots

#### Operational Observations:

- Vehicle queuing on public and port roadways and intersections
- Vehicle/pedestrian interactions and conflicts
- Vehicle and pedestrian routes between remote parking and cruise terminals
- Passenger pick-up and drop-off operations
- Parking lot entry and exit operations
- The data was collected on June 28-29, 2024, to capture peak operations during the busy summer weekend when cruise ships were operating at all three cruise terminals.

The following sections summarize the observations for specific areas of the port and issues related to specific modes of travel.

### 3.2.1 HARBORSIDE DRIVE

Harborside Drive is on the City of Galveston's high risk/injury network. It serves as the primary thoroughfare providing access to the south side of the port terminals along the Galveston Channel. The roadway extends for about 6.2 miles from IH-45 near the west end to Ferry Road near the east end. The roadway has two travel lanes in each direction with a center two-way left-turn lane (TWLTL) between IH-45 and 13<sup>th</sup> Street. East of 13<sup>th</sup> Street, the TWLTL transitions to a wide raised median. The following is a summary of general observations along Harborside Drive that have adverse safety implications. Intersection specific observations will be discussed in detail in the following sections.

- Lack of adequate signage on Harborside Drive to direct cruise passengers (both drivers and pedestrians). Drivers were observed stopping in through travel lanes blocking traffic to ask for directions to cruise terminals or parking areas.
- Significant congestion in the eastbound direction with, queuing from 23<sup>rd</sup> Street and extending beyond 29<sup>th</sup> Street. The queues were observed between 10 AM and noon due to cruise related traffic.
- Long eastbound and westbound queues on Harborside Drive at the 33<sup>rd</sup> Street intersection. The traffic at the intersection is currently managed by two police officers during cruise operations to facilitate Port shuttle operations

between Port Parking Lots B and C and the terminals; the intersection is programmed to receive a traffic signal.

- Absence of pedestrian facilities or poor pedestrian facilities such as sidewalks along Harborside Drive and crosswalks.

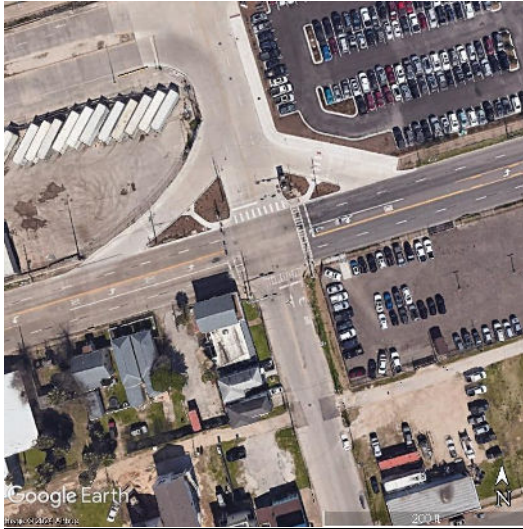
### 3.2.2 INTERSECTION OBSERVATIONS

As part of the field visit, observations were made at the key intersections along Harborside Drive and Port Industrial Road. To aid the data collection, the team used an Intersection Safety Audit checklist, aerial maps, and recorded photos and notes using a customized ESRI Field Maps mobile application. The audit included checking for issues related to visibility, sight distance, layout, pavement condition, signing, pavement marking, accommodations for pedestrians, and traffic signal equipment and operations. Some of the common issues noted at intersections include:

- Lack of pedestrian crosswalks and ADA compliant ramps
- Pedestrian signals and/or pushbuttons are not working, missing, or placed inappropriately
- Lack of adequate sight distance around corners
- Rough or uneven pavement surface
- Insufficient corner radii to accommodate larger vehicles
- Faded or missing pavement markings

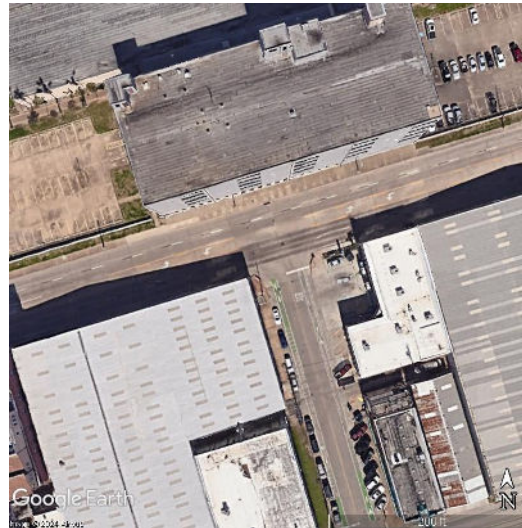
Specific issues noted at the key intersections observed are included in the following paragraphs.

Harborside Drive at 14<sup>th</sup> Street (Signalized):



- Only SW corner is illuminated
- Missing backplate on all but southbound traffic signal heads
- Ped crossing buttons are non-ADA compliant (no audio cues)
- Poles/cabinet on SW and NE corners too close to roadway
- Street signs are too small

Harborside Drive at 19<sup>th</sup> Street (Unsignalized):

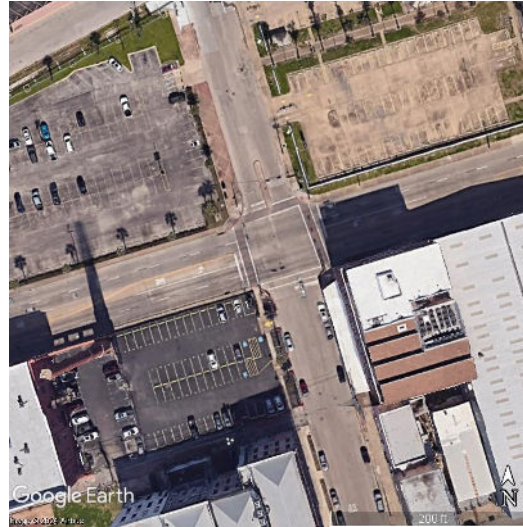


- Non-ADA compliant ramps in SE and SW corners
- Pedestrian crossing markings on west, south and east legs are faded
- Limited sight distance for northbound vehicles looking west due to building on SW corner located too close to the roadway
- Multiple pedestrian crossing buttons not working (SE, NE)
- Missing lane markings on northbound approach
- The channelized right turn lane is extremely wide and meets Harborside Drive at a skew which makes it difficult for yielding vehicles to see oncoming westbound traffic.

- Vehicles entering and leaving the SE corner store parking lot block traffic on 14<sup>th</sup> Street creating risk of crashes
- Northbound traffic on 14<sup>th</sup> Street has limited sight distance due to buildings too close to the roadway

- No illumination at the intersection
- Sidewalks and ramps along the south side of Harborside Drive are non-ADA compliant
- Insufficient turning radius and visibility for eastbound right turns with evidence of damaged curb due to over-tracking of heavy trucks turning at the intersection.
- No marked crosswalks at the intersection
- Cars along southbound 19<sup>th</sup> streets are parked too close to the intersection, increasing potential crash risk for vehicles making eastbound right turn due to limited visibility

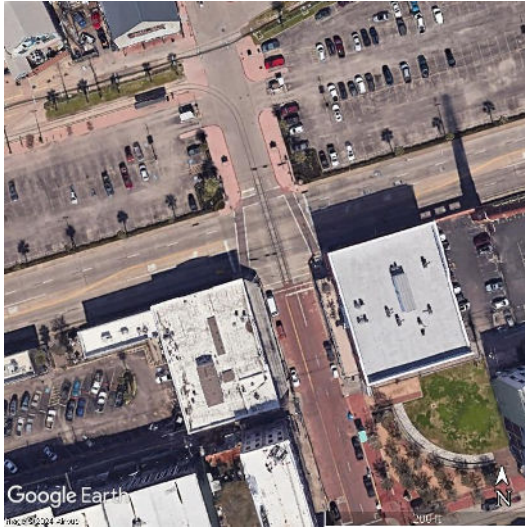
Harborside Drive at 20<sup>th</sup> Street (Signalized):



- Pedestrian signal at SE corner not working
- Push buttons at NW and SW corners not working or absent
- No street sign for eastbound and southbound approaches
- Ramps at all four corners are non-ADA compliant
- No illumination at the intersection
- No lane markings on south leg
- Utility pole and other poles blocking sidewalk at SE corner
- Sidewalk along the southside of east leg is unpaved and steel window panels from the building are obstructing sidewalk

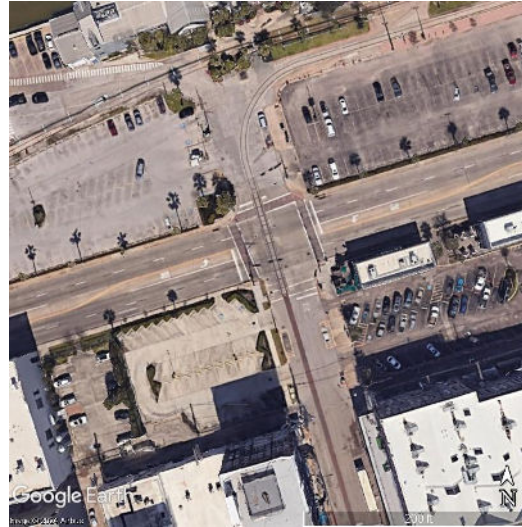


Harborside Drive at 21<sup>st</sup> Street (Signalized):



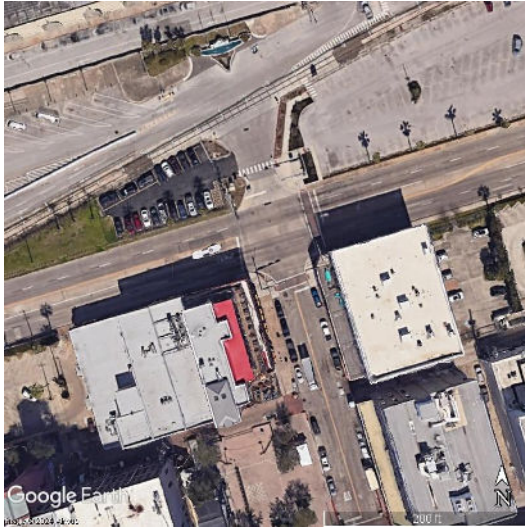
- Street parking on 21<sup>st</sup> Street encroaches Harborside Drive traffic. Parking signage needed on the SW corner
- Parallel parking on the SW corner is cramping south roadway and southbound moving traffic
- On SW corner, pedestrian crossing button has sign with arrow facing wrong way
- Non-ADA compliant diagonal curb ramps at the NW and NE corners

Harborside Drive at 22<sup>nd</sup> Street (Signalized):



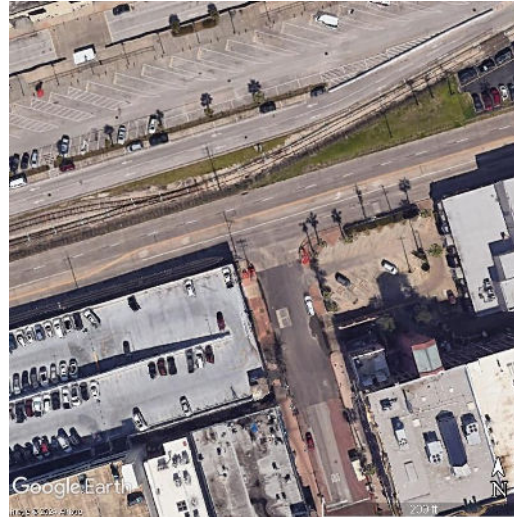
- No pedestrian crossing button on SW corner
- Redundant street signage on SE corner
- Faded double yellow markings on the south leg
- Large pothole in the crosswalk across the south leg
- No lane marking on the south and north legs
- No lighting at the intersection
- Non-ADA compliant diagonal curb ramps at the NW and NE corners

Harborside Drive at 23<sup>rd</sup> Street (Signalized):



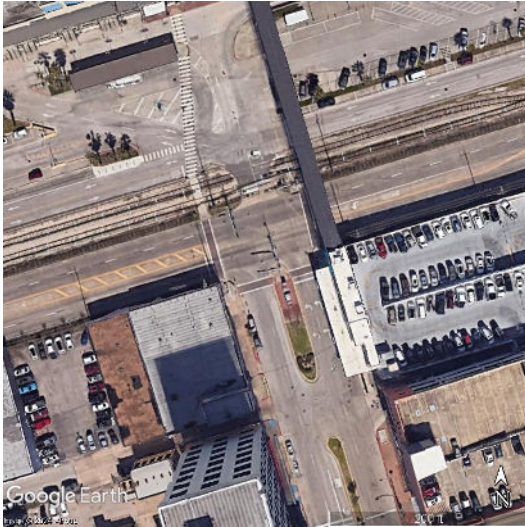
- Northbound approach has limited sight distance
- Not very safe for visually impaired pedestrians
- Evidence of vehicles hitting the curb extensions at south leg
- Non-ADA compliant ramps at SE and SW corners. There is some severe ramping at right angle on SE corner
- The pedestrian button on SE corner to cross 23<sup>rd</sup> Street is not working

Harborside Drive at 24<sup>th</sup> Street (Unsignalized):



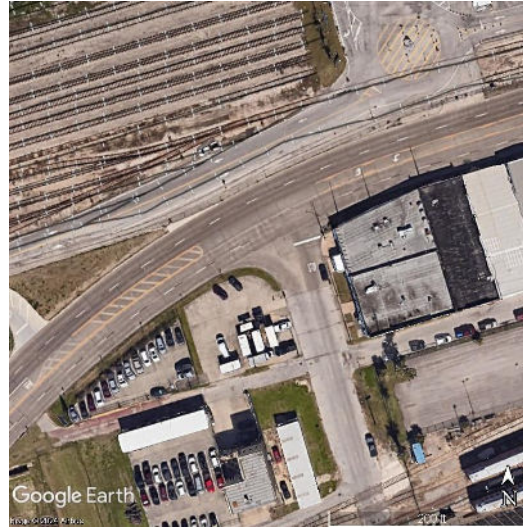
- Northbound traffic has limited sight distance looking west
- Streetlight is only provided on the SW corner
- Poles on the SW corner and east leg are too close to roadway
- Pavement markings on the northbound approach are faded
- Crosswalk across south leg is unmarked
- Curb ramp at SW corner is absent and the one at SE corner is not ADA compliant
- The long eastbound left turn lane for downstream intersection extends beyond 24<sup>th</sup> Street.
- No westbound left turn lane

Harborside Drive at 25<sup>th</sup> Street (Signalized):



- Northbound traffic has very limited sight distance on Harborside Drive. Need a "no right turn on red" sign
- Lighting is only provided on NW corner
- The pedestrian button is not working to cross Harborside Drive
- Pole is close to the roadway on SW corner
- There are lots of cracked surfaces, which is not friendly for rolling luggage
- Insufficient landing space due to high pedestrian demand
- Curb ramps at SW and SE corners are not ADA compliant

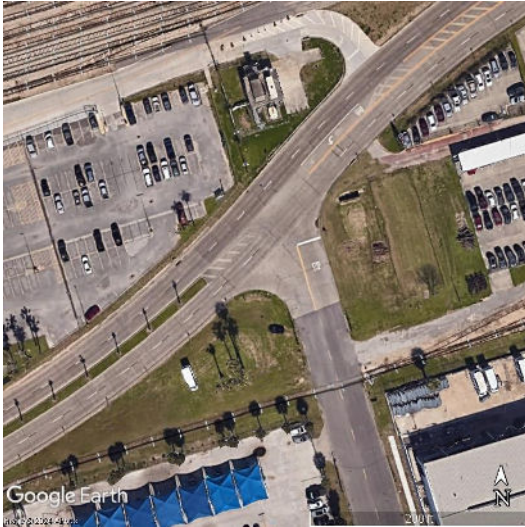
Harborside Drive at 28<sup>th</sup> Street (Unsignalized):



- Sight distance issue for northbound traffic looking west and east
- Only one streetlight on SE corner
- The commercial driveways on the south leg are too close to the intersection
- Utility poles, signage at SE corner are less than 3 feet from curb

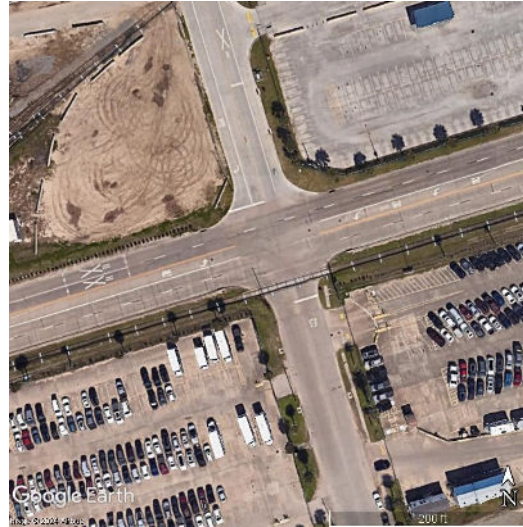


Harborside Drive at 29<sup>th</sup> Street (Unsignalized):



- No illumination at the intersection
- Poor line of sight for northbound approach
- The path of westbound left turns from Harborside Drive onto 29<sup>th</sup> Street conflicts with stopped vehicles on northbound 29th Street
- Wide grassy areas along south leg encourages pedestrians but there are no crossing facilities
- The skew intersection layout makes left turns from westbound Harborside and northbound 29<sup>th</sup> Street unsafe

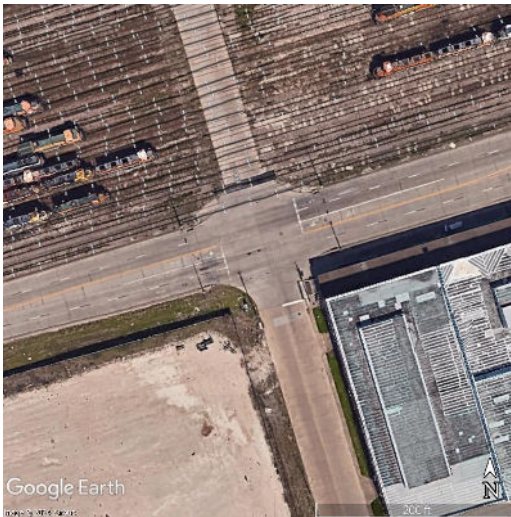
Harborside Drive at 33<sup>rd</sup> Street (Unsignalized):



- Southbound has limited visibility of eastbound traffic due to side bushes
- Southbound approach lanes are too narrow for charter buses
- The power pole on NW corner is too close to roadway
- Need wayfinding signs to direct flow of personal vehicles and shuttles
- The northbound approach serves as 2 lanes but is missing lane markings
- No pedestrian accommodation, no crosswalks, ramps, or sidewalks

- Traffic entering the lot at SE corner (Lot B) blocks 33<sup>rd</sup> Street, which blocks traffic going southbound, resulting in backups spilling onto Harborside Drive
- The exit of Lot B at the SE corner is too close to the intersection, resulting in difficulty for vehicles exiting Lot B to access the intersection of 33<sup>rd</sup> Street at Harborside

Harborside Drive at 37<sup>th</sup> Street (Signalized):



- No pedestrian accommodation, no crosswalks, ramps, or sidewalks
- Many vehicles are observed asking for directions
- No pavement markings on the north leg and faded pavement markings on all the other legs

- No street signs for northbound/southbound approaches and small signs for eastbound/westbound approaches
- The stop marking on the south leg can be moved closer to the intersection to provide better line of sight to drivers (currently it is too far back)
- Signal poles are too close to Harborside Drive on all corners

Port Industrial Road at 37<sup>th</sup> Street (Unsignalized):



- Tire tracks indicate trucks overrunning the pavement on right turns from 37<sup>th</sup> Street entering Port Industrial Road
- No pavement markings
- The RR crossing sign is down on SE corner
- A wooden telephone pole on SW is too close to the roadway (and has been hit)

### 3.2.3 CRUISE TERMINAL 25

Cruise terminal 25 is located along Harborside Drive between the intersections of 25<sup>th</sup> Street and 22<sup>nd</sup> Street. This area is busy with vehicle and pedestrian activity due to the commercial tourist area along The Strand just south of Harborside Drive and the parking garage located at the southeast corner of the intersection of Harborside Drive at 25<sup>th</sup> Street. The traffic congestion along this part of Harborside Drive is worsened by personal and shuttle vehicles heading to Terminals 25 and 28, which must turn left from Harborside Drive at 23rd Street to enter the Port cruise terminal area.

The following is a summary of general observations in the vicinity of Cruise Terminal 25 that have adverse safety implications for vehicular and pedestrian traffic.

- Lack of adequate signage for pedestrians accessing the Cruise terminal from 25<sup>th</sup> Street. Passengers destined for Terminal 28 were seen asking for directions that created confusion and increased conflicts with vehicular traffic.
- Vehicular paths in the area between the terminal building and Harborside Drive are not well defined and are often controlled by temporary cones.
- Lack of signage for vehicles to direct them to passenger pick-up and drop-off areas, rideshare areas, and toward Terminal 28. Currently the traffic is controlled by private security personnel.
- Poor quality and uneven surfaces on pedestrian paths make it challenging for pedestrians especially when rolling

luggage and in wheelchairs with reported incidents of tripping and minor injuries.

- Due to the absence of ADA compliant ramps and pedestrian paths between Harborside Drive and Terminal check-in areas, pedestrians were observed walking along the vehicular lanes creating conflicts.

Specific safety issues near and related to Cruise Terminal 25 are shown in **Figure 9**.

Complicating the intersection of Harborside Drive at 25<sup>th</sup> Street is the gated driveway from the Port's terminal area into the north side of the intersection. Port Police open the gate occasionally to allow a large shuttle bus to exit from the shuttle bus service lot for Terminal 28 to exit directly onto Harborside Drive. When this accommodation is made, all traffic and pedestrian crossing movements are halted by Port Police to let the bus pass through the intersection.





Figure 9. Safety Issues near Cruise Terminal 25

In addition, the Port Police officials noted several pedestrian issues near the 25<sup>th</sup> Street intersection on Harborside Drive as described below (Source: <https://sites.google.com/view/pog-ped/home>) and shown in aerial images captured via drone on June 8, 2024, and shown in **Figure 10**.

## Notable Observations

1. **Unsafe Pedestrian Behavior:** Large groups of people, including juveniles, are observed walking in the westbound lanes and middle of the road, creating hazardous conditions and increasing the risk of accidents.
2. **Non-Compliance with Traffic Signals:** Pedestrians often ignore traffic signals, crossing when they do not have the right of way and remaining in intersections when traffic has a green light, creating precarious situations and increasing the likelihood of injuries or fatalities.
3. **Frequent Near Misses:** Distracted drivers seeking directions and not yielding to pedestrians lead to frequent near misses, with pedestrians often crossing when they do not have the walk symbol, causing dangerous interactions with moving traffic.
4. **Blocked Crosswalks:** Commercial vehicles and passenger cars frequently block crosswalks, forcing pedestrians to navigate around them, often into active lanes of traffic, heightening the risk of accidents.
5. **Traffic Congestion and Hazards:** Pedestrian traffic at the 25th Street crossing causes significant vehicular congestion on Harborside Drive, with vehicles frequently getting "stuck" in the intersection and blocking crosswalks, posing a danger to both pedestrians and drivers.



Figure 10. Drone Images Showing Vehicle/Pedestrian Conflicts at the 25<sup>th</sup> Street Intersection along Harborside Drive  
Source: Port of Galveston

### 3.2.4 CRUISE TERMINAL 28

Cruise Terminal 28 is located just west of Terminal 25 along Harborside Drive between the intersections of 29<sup>th</sup> Street and 25<sup>th</sup> Street. Currently, all personal vehicle access from Harborside Drive to Terminal 28 is from the 23<sup>rd</sup> Street intersection (same access as Terminal 25) and faces similar challenges as Terminal 25. The following is a summary of general observations in the vicinity of Cruise Terminal 28 that have adverse safety implications for vehicular and pedestrian traffic.

- The roundabout on the internal circulation roadway is not well defined and lacks adequate markings and signage to guide vehicles.
- Near the terminal building, passengers were observed encroaching the first and second lanes of the three westbound traffic lanes intended for passenger pick-up and drop-off. This is due to the inadequate space in front of the shaded debarking area, making it difficult to separate the pedestrian and vehicular traffic and increasing risk for pedestrians.
- Many pedestrians accessed Terminal 28 from the 25<sup>th</sup> Street intersection in front of Terminal 25. These pedestrians did not have clear signage directing them to Terminal 28, and there is a lack of ADA compliant walkway along Terminal 28 building to provide safe access to Terminal 25.
- Specific safety issues near and related to Cruise Terminal 28 are shown in **Figure 11**.





Figure 11. Safety Issues near Cruise Terminal 28

### 3.2.5 FREIGHT RELATED ISSUES

The current ingress and egress routes used by 18-wheeler provisioning trucks that serve Cruise Terminals (CT) 25 and 28 are shown in **Figure 12**. There is a lack of wayfinding signage for both routes. Truck queueing is also an issue for the cruise ship servicing and the overall port operations as well.

- Each cruise ship is provisioned by some 30 to 40 tractor-trailer trucks, which queue along the local access roads and then must service the ships within a relatively short window of just a few hours.
- Freight trucks queue at the entry to the port security gate on Port Industrial Road awaiting the businesses inside security to open.

For servicing Terminal 25, the trucks use the same routes as the shuttles and passenger vehicles picking up and dropping off passengers. Currently, all vehicles enter the terminal area at 23<sup>rd</sup> Street and use the narrow lanes on internal roadways that are not designed to serve large trucks. Trucks queue on the roadway leading to Terminal 28 and traffic must be manually stopped to allow trucks to back into the freight servicing area on the west side of Terminal 25. This situation creates operational safety issues due to paths of heavy vehicles conflicting with passenger cars and pedestrians, especially on the internal roadway in front of Terminal 25.

The truck route for Terminal 28 is separate from other vehicles and pedestrians destined for the cruise terminals. However, cruise ship servicing trucks must enter through the security gate on Port

Industrial Road near 41<sup>st</sup> Street. The route from the security gate to Terminal 28 lacks definition and meanders along and across unpaved and/or poorly maintained roadways, parking lots, multiple railroad tracks and unmarked open pavement within the secured area of the Port.



Figure 12. Circulation Paths used by Provisioning Trucks serving Cruise Terminals 25 and 28



### 3.2.6 PEDESTRIAN ISSUES

Insufficient or improperly configured pedestrian facilities and connectivity were noted as a key issue affecting safety in the area serving the cruise terminals. As observed during the field visit and noted by Port safety and operations officials, many cruise passengers that park in the more remote parking lots south of Harborside Drive choose to walk to the cruise terminals despite the availability of shuttle service. Since there are no sidewalks or well-defined pedestrian paths between the parking lots west of 25<sup>th</sup> Street and the cruise terminals, passengers are observed walking across the four moving lanes of traffic on Harborside Drive at unmarked locations at 28<sup>th</sup> and 29<sup>th</sup> Streets. Once on the north side,

pedestrians walk across the railway lines, through parking lots and along internal roadways. Often, these passengers are observed rolling luggage and accompanied by young children or seniors. This creates potentially significant safety hazard and operational issues. The observed pedestrian paths between the more remote parking areas and the terminals are depicted in **Figure 13**.

An existing pedestrian bridge across Harborside Drive at 25<sup>th</sup> Street is closed for renovations. Currently, those passengers that park in the lots and garages south of Harborside Drive near 25<sup>th</sup> Street, directly across from Terminal 25, walk across Harborside Drive at the signalized intersection at 25<sup>th</sup> Street. The intersection is manually controlled by uniformed police officers to provide adequate gaps in through traffic and turning vehicular traffic. Currently, the pedestrian WALK signal comes up on the same phase as a double left turn from 25<sup>th</sup> Street.



Figure 13. Observed Pedestrian Paths between Remote Parking Lots and Terminals

### 3.3 HIGH RISK LOCATIONS & NEEDS

The following are locations of high potential crash risk along Harborside Drive, Port Industrial Road and Wharf Road as shown in **Figure 14**.



Figure 14. High Risk Locations

#### Harborside Drive at 25th Street

Once the pedestrian bridge is reopened, it will provide a grade separated crossing of Harborside Drive for the hundreds of cruise ship passengers. Meanwhile, the Port allocates uniformed police officers for the intersection to be manually controlled every cruise day of the year to give pedestrians a protected crossing. As an interim measure and as soon as physically possible, the traffic signal

should be adapted to provide a pedestrian-only phase and pedestrian detection for the extent and duration of pedestrian demand at the crossing. The 25<sup>th</sup> Street at Harborside will be a significant focal point for pedestrian crossings even after the pedestrian bridge renovation is completed, so the pedestrian-only phase upgrade will have lasting benefit for the safety of this intersection. With the planned improvements to the pedestrian bridge, the pedestrian crossing should be positioned to cross Harborside, on the east side of the intersection.

#### Harborside Drive at 29th Street

Cruise passengers and Port employees and contractors parking in Port Lot B and the various private parking lots west of 28<sup>th</sup> Street were observed to cross Harborside Drive at or near 29<sup>th</sup> Street to get to and from the terminals. Traffic egress from 29<sup>th</sup> Street is in the middle of an elongated S-curve in Harborside Drive.



Figure 15. Pedestrian Crossings of Harborside Drive to/from Parking

### Harborside Drive at 33<sup>rd</sup> Street

This currently uncontrolled intersection of Harborside Drive at 33<sup>rd</sup> Street accommodates turning and crossing movements by shuttle buses and vehicular traffic traveling to and from the parking lots and the cruise terminals. These movements mix with and cross all traffic heading toward Terminals 28, 25 and 10 as well as through traffic. Port Industrial Road is an east-west roadway that runs roughly parallel to and north of Harborside Drive and provides access to Port Parking Lot A and circulation by shuttle buses into the terminal area curbside loading at Terminals 28 and 25. A traffic signal has been warranted for this intersection and its installation concurred by TxDOT. Until the signal can be installed, the Port spends thousands of dollars each cruise day to employ uniformed police officers to manually control traffic on the four-lane Harborside Drive at the intersection to provide for the mixing and crossing of these traffic movements on 33<sup>rd</sup> Street.

### Obstructed View Turns onto Harborside Drive

The side street approaches on the south side of Harborside Drive at 23<sup>rd</sup>, 24<sup>th</sup>, 25<sup>th</sup>, 28<sup>th</sup> and 29<sup>th</sup> Streets have limited line of sight due to buildings close to the intersection. These limitations are such that turning right on red at the signalized 23<sup>rd</sup> and 25<sup>th</sup> Streets creates the potential for crashes. At the unsignalized intersections at 24<sup>th</sup>, 28<sup>th</sup> and 29<sup>th</sup> Streets, turning left or right from the side street has a limited line of sight of oncoming traffic on Harborside Drive. Turn restrictions from the side streets and/or speed reductions along Harborside Drive may be considered, along with other treatments to mitigate the line-of-sight issues.

### Port Industrial Road/Wharf Road at Terminal 28

The intersection of Port Industrial Road at Wharf Road is controlled by a roundabout that serves as the interchange of access to and from a bus-only pick-up/drop-off lane, egress from Cruise Terminal 28, egress from the shuttle bus loading areas for the terminal as well as egress from the truck delivery area for Terminal 25.



Figure 16. Port Industrial/Wharf Road at Terminal 28

The new entry to the Express Parking Lot has been positioned to be accessed from the roundabout with egress into the roundabout. There is a significant volume and variety passing through this roundabout in a complex configuration of entry and exit legs, with an increased potential for crashes, though at low speeds.



### Port Industrial Road/Wharf Road at Terminal 25

Immediately adjacent to the intersection of Harborside Drive at 25<sup>th</sup> Street is an intersection of the internal Port roadway, Wharf Road, with numerous traffic types and flow directions which is currently managed by several traffic management staff members.



Figure 17. Wharf Road at Terminal 25

### 3.4 SYSTEMIC SAFETY NEEDS

The evaluation of the roadway system through analysis of historical crash data and field observations helped identify system-wide conditions in need of safety countermeasures. Field notes in tandem with crash data allowed the team to perform an initial screening of appropriate safety countermeasures. Some countermeasures were readily implementable and included low-cost best practices that could be implemented to improve safety, while other significant infrastructure improvements would need additional planning, engineering, and design before they could be implemented. The following systemic safety needs have been identified.

#### A. Wayfinding Signage

A lack of wayfinding signage was observed on roadways leading up to the cruise terminals and in the general area serving the cruise terminals including the parking areas and internal port roadways serving the terminals. The noted safety implications include vehicles stopping on Harborside Drive and on internal roadways asking for directions, which creates safety and operational issues. A lack of wayfinding signs for pedestrians walking between remote parking lots and terminals results in pedestrians walking across busy roadways at uncontrolled locations creating safety hazards.

#### B. Pedestrian Sidewalk Facilities

There is a need for systemwide ADA compliant pedestrian facilities including sidewalks and paths connecting all parking areas and terminals. Rather than adding sidewalks everywhere, a well thought out network of pedestrian walkways should be created and their

usage encouraged through a system of signage, enhanced lighting and wayfinding markers and/or banners.

#### C. Pedestrian Accommodation at Intersections

Several intersections on Harborside Drive need ADA compliant crosswalks, ramps, ped signals and push buttons. Sidewalk heights at some corners require a significant investment in ramping to create an accessible pathway from sidewalk to street crossing.

## 4.0 ENGAGEMENT AND COLLABORATION

### 4.1 COMMUNITY ENGAGEMENT

Input from the local community and stakeholders that live, work, or study in the Port of Galveston area is crucial to the planning process. To gain information on driving, walking, biking, and rolling safety issues and needs, the Port's engagement efforts included in-person meetings with the steering committee, several stakeholder groups, as well as two online surveys.

#### A. Steering Committee Meetings

The Port and the Freese and Nichols team held many meetings with the project's steering committee over the course of the project. The members provided the Port staff and project team with valuable input and guidance on safety issues and needs in the community, developed Vision Zero goals and provided recommendations for the CSAP and safety improvements. For more information on the project's steering committee, refer to Section 2.1 Steering Committee on page 3.

#### B. Near-Port Parking Providers Stakeholder Meeting

On October 9, 2024, the project team met with providers of parking near the Port to discuss issues and needs related to the parking providers' customers' experiences when accessing the cruise terminals and other attractions. Discussion of safety concerns and communication between parties was also a priority. The

stakeholders identified issues with signage around the Port which causes confusion as well as areas where safety is threatened as people walk from the parking lots to the cruise terminals.

#### C. Downtown and Near Neighborhoods Focus Group

A focus group was held on October 9, 2024, with representatives from the Galveston Historical Foundation, East End Residential Association, and the Downtown Partnership. Engagement with this group is critical because they have first-hand knowledge of the effects of the Port on the surrounding areas and near-term planned improvements. At this meeting, there was discussion of traffic congestion along connecting streets and areas where the lack of pedestrian infrastructure causes safety problems. Wayfinding was identified as an area that needs significant improvement.

#### D. Ground Transportation Stakeholders Survey

This survey was designed to solicit input from companies that provide ground transportation services in and around the Port of Galveston. It was open from October 15 to November 13, 2024, and received 20 responses. The survey questions and raw results of the survey are included in **Appendix B**.

Almost all respondents indicated that they come from off Galveston Island (north of IH 45) to arrive at the Port; only one respondent indicated that they come from on-island, west of 51<sup>st</sup> Street.

Respondents identified traffic control and conflicts with vehicles as the two most significant challenges they face when accessing the terminal; for these shuttle bus operators, conflicts with pedestrians

was the least challenging issue (**Figure 18**). Numerous respondents expressed concerns over inadequate signage.

Transportation providers commented on passenger cars incorrectly entering the commercial vehicle lanes and the lack of parking spaces, with police vehicles sometimes occupying parking spaces reserved for shuttles. Respondents also mentioned passenger vehicles running red lights at intersections or briefly parking in the roadway, increasing bottlenecks.

Congestion levels received mixed responses, with “somewhat congested” as the top result. When asked what day of the week they experience the worst traffic congestion, the number one answer was Saturday, with Friday being second. Also from the responses, the three busiest hours are from 9 am – noon.

Most respondents rated communication efficacy with cruise terminal authorities at 4 out of 5 or 5 out of 5, with 5 being the top score; two of the twenty respondents rated communication at 1 out of 5. Responses related to coordination and communication suggest a feedback system where ground transport providers can communicate any problems with the Port. Other suggestions included additional training for ground staff, improved communication concerning Port updates and changes via email or text and making it easier to reach the Port for any concerns.

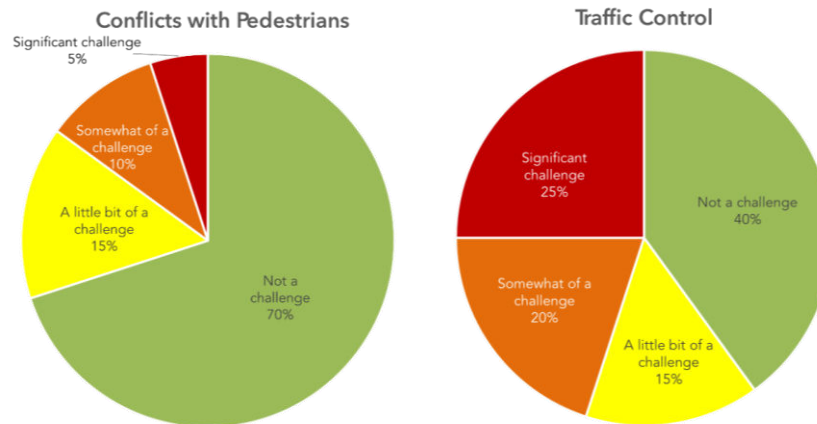


Figure 18: Survey Responses to the question: How great of a challenge are the following issues to your company when accessing the cruise terminal(s)?



This survey included two interactive map questions where respondents were encouraged to identify specific areas where they see congestion and safety issues (Figure 19).

Commented [KB1]: Update depending on the questions



Figure 19: Survey Map Question Responses

E. Cruise Passengers Survey

An additional survey was conducted to gather feedback from passengers who have taken a cruise to or from the Port of Galveston in recent months. This survey was open to passengers from November 26, 2024, through the end of December 2024 and received 318 responses. It was distributed to over 22,000 passengers who used Port of Galveston services, including parking and ground transportation, within the past 60 days. The survey questions and results are included in **Appendix B**.

When digesting the results of the survey, the project team found that there was a significant difference in the responses from those who traveled through Terminal 10 and those who used other terminals. Therefore, the responses from these two groups were separated during analysis. This is likely due to the improvements to Terminal 10, completed in 2022, which created differing experiences for these two groups. Reducing congestion and shortening queue lengths was commonly identified as a priority for respondents at all terminals (**Figure 20**). The responses from each group are summarized below.

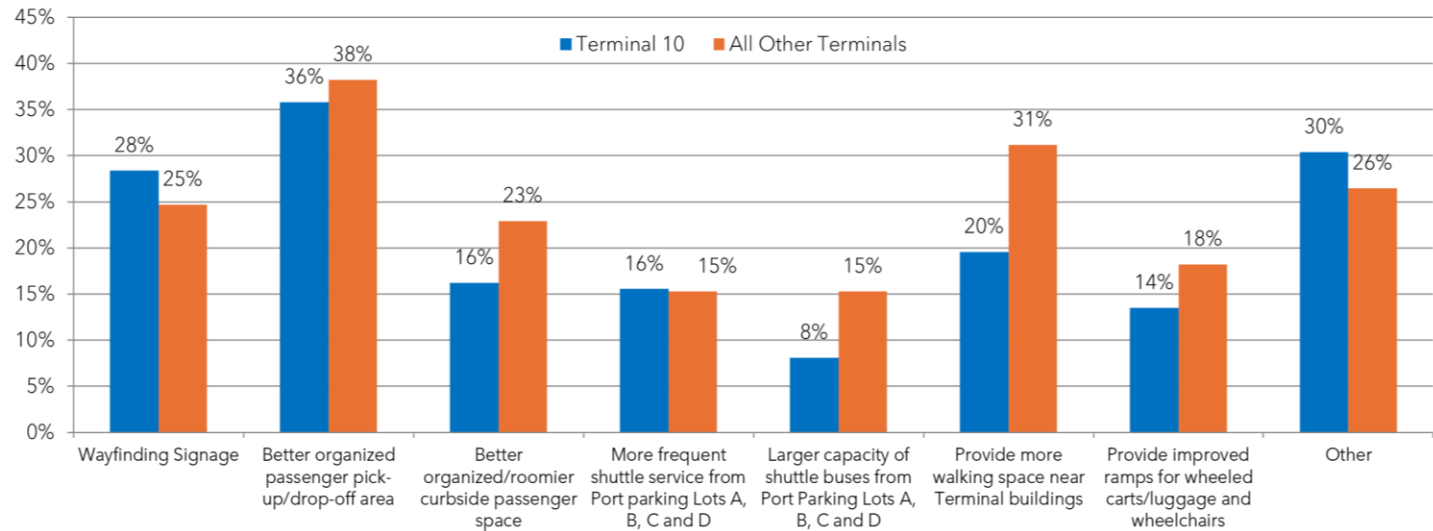


Figure 20: From your experience at the Port, what 3 improvements to the roadways leading to the Terminals are most important to you?

### **Terminal 10**

Responses from the cruise ship that docks at Terminal 10 (Royal Caribbean) were generally positive and pointed to successful things in the passengers' experiences while traveling to and from the terminal, including that it is convenient to move to and from parking lots to terminals. Many respondents noted that the parking for Terminal 10 is significantly better than for other terminals, some even noting that they would only choose to cruise out of Terminal 10. However, several stated that the price is too high. Additional/improved signage near the parking areas and walkways was requested by several respondents. Reducing pedestrian-vehicle conflicts on terminal area roadways was the most identified priority.

### **Terminal 25 and 28**

Passengers that cruised out of Terminal 25 or 28 highlighted issues with ADA accessibility and specifically:

- accessible walkways;
- lack of or inefficient signage, specifically at parking lots and garages;
- the need to separate lanes for passenger cars and buses on roadways;
- the need for separate entrance and exit access points at the parking lots and terminals; and
- the need for clearly designated lines for passenger and luggage drop-off and pick-up.

This group of respondents often praised the work of the police officers and agents and requested an increase in staff.

## **4.2 COLLABORATION**

The Port of Galveston hosted the City of Galveston and TxDOT for a coordination meeting on October 17, 2024. As this meeting followed the two focus group meetings, a recap of meetings with residents and stakeholders was shared.

Because Harborside Drive is under the jurisdiction of TxDOT, it was a major point of discussion during this meeting and in ongoing conversations between the Port and TxDOT. During this meeting, potential improvements were presented to the City of Galveston and TxDOT representatives, who gave their feedback. Among the improvements were pedestrian beacons and traffic signals along Harborside. TxDOT stated that any flashing beacons along state ROW would require a warrant study to confirm the need. The City would maintain any additional signals along Harborside, so they would need to be designed to integrate into the City's system. Issues concerning signage and wayfinding were discussed, as well as particular intersections of concern.

The City of Galveston has received a grant for the development of a CSAP for the City. Harborside Drive is in the project area for both the City of Galveston CSAP and Port of Galveston CSAP. Therefore, the City and Port have been coordinating the development of their respective CSAPs to ensure consistency and a shared vision for Harborside Drive.



## 5.0 EQUITY CONSIDERATIONS

The CSAP considers equity in traditional socio-economic aspects, in the disparity of accommodations for Port cruise patrons compared to Port employees, and in the desire for urban residents to safely access and traverse the aesthetically pleasing Downtown and cruise terminal environs.

**Figure 21** illustrates the difference between transportation equality and transportation equity. Planned improvements must address the specific needs of varying user groups with unique solutions in order to be equitable.



Figure 21: Transportation Equality vs Equity Illustration  
Source: FHWA

## 5.1 SOCIOECONOMIC MOBILITY EQUITY

The census tract which contains the Port of Galveston is an Area of Persistent Poverty and a Historically Disadvantaged Community as defined by the U.S. Department of Transportation (USDOT) (**Figure 22**).



Figure 22: Disadvantaged Census Tracts in and around the Port of Galveston

According to the Climate and Economic Justice Screening Tool from the US Council on Environmental Quality (<https://screeningtool.geoplatform.gov/en/>), the tract is disadvantaged because it meets more than one burden threshold and the associated socioeconomic threshold. These considerations are shown in Error! Reference source not found..

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Table 4: Equity and Economic Justice Considerations of the Port's Census Tract

Category	Burden	Percentile
Climate Change	Expected building loss	99 <sup>th</sup> percentile
	Population loss	99 <sup>th</sup> percentile
	Flood risk	98 <sup>th</sup> percentile
Housing	Lack of indoor plumbing	97 <sup>th</sup> percentile
Legacy Pollution	Formerly used defense site	Yes
	Proximity to Risk Management Plan facilities	98 <sup>th</sup> percentile
Workforce Development	Low median income	91 <sup>st</sup> percentile
	Poverty	98 <sup>th</sup> percentile
	Unemployment	90 <sup>th</sup> percentile
Socioeconomic	Low income	76 <sup>th</sup> percentile
	Low educational attainment	34 <sup>th</sup> percentile

The census tracts near the Port are overburdened and underserved. Because of this disparity, it was especially important to consider all users when developing recommendations.

A Focus Group meeting was held with residents of the neighborhood immediately south of the Port cruise terminal. Many people living in these nearby neighborhoods that are employed at the cruise terminals in some capacity, while others expressed the desire to be able to walk along the beautifully landscaped areas near the cruise terminals. Residents spoke of the need for adequate sidewalks with accessible signals and ramps at the intersections with Harborside Drive at each intersecting cross street between 16<sup>th</sup> and 29<sup>th</sup> Streets. The sidewalk landings on the Port property were mostly acceptable, but each of the sidewalk landings and pedestrian signals south of Harborside Drive need upgrades to

meet mobility, accessibility and safety needs. A summary of the input from this group is included in **Appendix C**.

## 5.2 PATRON VERSUS EMPLOYEE EQUITY

Because the Port is a place of employment for many people, ensuring safe routes to the workplace for all workers was a priority when developing the CSAP. Employees of the terminals park in Lot D, which is the farthest Port Lot away from the terminals on the opposite side of Harborside Drive from the terminals. While a shuttle is available for the employees' parking area, many choose to walk from the parking lot to their place of employment. Convenient crossing safety improvements need to be provided.

## 5.3 PARKING CRUISE PATRONS AT NON-PORT PARKING LOTS

The cruise passengers receive much of the attention for mobility and safety provisions near the Port of Galveston. Budget-conscious cruise passengers tend to park in non-Port parking lots near the Port cruise terminals. A Focus Group meeting was held with operators of the non-Port parking facilities located within walking distance of the cruise terminals. People who park at their facilities must cross Harborside Drive to get to the cruise terminals. Enhanced safety of the crossing of Harborside Drive, especially near 25<sup>th</sup> Street, is needed to mitigate the numerous crashes and near misses at this intersection and the need to have uniformed police officers control the pedestrian crossing. A summary of the input from this group is included in **Appendix C**.

## 6.0 POLICY AND PROCESS CHANGES

### 6.1 CRASH AND INCIDENT RESPONSE

The Port of Galveston is served by its own 32-member police force operating 24/7, which is responsible for security and public safety in and around the 840-acre Port. Coordinating with local and state authorities, their duties include controlling Port access, managing traffic flow, and monitoring the facility, among other tasks.

At peak times, Port Police manually control congested intersections such as on Harborside at 25th Street and Harborside at 33rd Street to help reduce crashes and traffic jams. The proposed reconfiguration of the controlled pedestrian crossing of Harborside at-grade at 25th Street and the re-opening of the pedestrian bridge at that same crossing will greatly reduce the requirement for manual police control of the crossing and allow one officer to monitor the location for potential issues on cruise days. The planned installation of a traffic signal on Harborside Drive at 33rd Street by the City and TxDOT will eliminate the need for Port Police presence to control that intersection on cruise days.

### 6.2 CRASH REPORTING

The Port Police must report each motor vehicle crash resulting in injury, death, or significant property damage as required by Texas Transportation Code 550.062. This reporting is done for Port Police response on city streets as well as Port-controlled internal

roadways. A catalogue of these crashes is available online through the TxDOT Crash Records Information System (C.R.I.S.). Crash reports detail the nature of the crash, including attributes like location, contributing factors, time, injury or death, and other important data. Port Police attend regular training on completion of standardized crash reporting.

### 6.3 SAFETY POLICY

The Port has adopted a Safety Policy which was approved by the Board. The Policy has appointed the Safety Committee to adopt and modify a Safety Plan that spells out actions to be taken by all Port employees. Those actions include no cell phone or radio communications while driving and a requirement to wear seat belts.

The Safety Committee has posted QR codes throughout Port property for employees and visitors to report safety concerns. One safety observation is drawn each month, and the winner receives a \$25 gift card. This contributes to a safety culture within the Port. The Safety Committee makes monthly reports to the Board of Trustees of the Galveston Wharves regarding ongoing initiatives and needed funding for safety improvements.



## 6.4 STANDARD DETAILS AND PLAN REVIEW

### 6.4.1 DESIGN STANDARDS

The Port doesn't have design standards of their own. If a project is being funded by TxDOT or tying into Harborside Drive (SH 275), they use TxDOT standard details in the plan set and send interim submittals to TxDOT for review. If the project ties into the City of Galveston's utilities, the City's standard details are used, and plans are sent to the City for review.

As with any project providing public access, if a project has more than \$50,000 worth of pedestrian elements, the Texas Department of Licensing and Regulation requires the completed plans to be reviewed by a Registered Accessibility Specialist for provision of accessible routes and mobility provisions. The Port's internal roadways serve the cruise terminal areas similar to a small downtown area and should utilize to the extent possible the precepts, guidelines and standards that would create a walkable environment with safe and accessible street crossings.

### 6.4.2 PORT OF GALVESTON STRATEGIC MASTER PLAN

Adopted in 2019, the most recent Port of Galveston Strategic Master Plan (SMP) is a policy document that guides physical growth and development opportunities in and around the Port of Galveston over the upcoming 20 years. With respect to cruise and commercial Port functions, the SMP assesses the existing infrastructure

conditions and provides a timeline of repairs that will stimulate the growth of Port businesses and allow the community to thrive. The SMP recommends the Port of Galveston embrace its cruise industry and prioritize traffic flow and pedestrian mobility improvements, on top of maintenance and repairs for the aging ports. Streamlined policy guidance for transport and parking strategies are offered in the SMP. These items consider new parking technology, internal port roads, additional pedestrian bridges, and other improvements to roadway and pedestrian infrastructure. A snapshot of the SMP map showing future transportation options is shown in **Figure 23**.

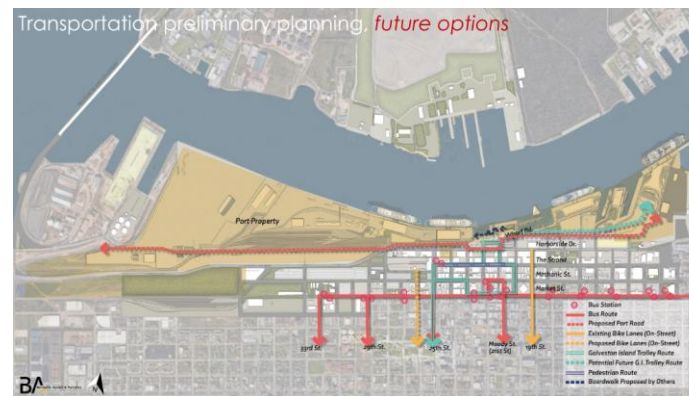


Figure 23. Port of Galveston Strategic Master Plan Map of Future Transportation Options



## 6.5 WORKING WITH OTHER AGENCIES

The Port is surrounded by other government entities. The main road to the Port, Harborside Drive (SH 275), is maintained by TxDOT. Across Harborside Drive from Port property is the City of Galveston. The Port is an independent utility of the City of Galveston. In addition to their independent meetings, the Board of Trustees of the Galveston Wharves and the Galveston City Council have quarterly joint meetings to coordinate the operation and future plans of the Port. When the Port needs to complete a project on TxDOT or City right-of-way, they must agree to a Memorandum of Understanding (MOU) to lay out the responsibilities of each agency. When the Port has a project completely within their boundaries, small projects might be handled by the Port's maintenance staff while larger projects can be bid out to contractors.

The Port is currently working with the City of Galveston to install traffic signals on Harborside Drive at 16th Street and 33rd Street. Most of the funding comes from a grant from the Houston-Galveston Area Council, the region's council of governments. The Port is providing matching funds for the design and construction of the intersection improvements, and the City will maintain and operate the traffic signals. The intent is to facilitate better traffic flow along Harborside Drive when there are multiple cruise ships in port. The additional signals should reduce the overall delay to City residents driving in the area.

## 6.6 VISION ZERO POLICY

A Vision Zero Policy document was prepared by the CSAP Steering Committee for use in guiding the implementation of the recommended practices, programs and projects of the Safety Action Plan. The Policy, included in Appendix B, describes:

- The purpose of the Vision Zero Policy ("Policy") is to eliminate all traffic fatalities and significantly reduce traffic-related severe injuries as a priority goal for the Board of Trustees of the Galveston Wharves
- Definitions of terminology for better understanding by all parties implementing the Policy
- Establishing a Vision Zero Interdepartmental Task Force of senior officials (or their designees) that is responsible for gathering and evaluating data and working with community stakeholders and other agencies to develop an action plan for achieving the goals of Vision Zero
- The creation and ongoing implementation and evaluation of the Safety Action Plan
- Procedures for reporting on the progress of implementing the recommendations of the Safety Action Plan

## 7.0 STRATEGY AND PROJECT SELECTIONS

### 7.1 STRATEGY

Based on the analysis of historical crash data, field observations, stakeholder input, results of ground transportation company survey, cruise passenger survey, and future needs of the ports, recommendations to improve safety were developed. These recommendations include improvements to roadways, intersections, pedestrian infrastructure, and curbside facilities to improve safety for vehicular traffic, pedestrians, and freight traffic related to the Port activities.

### 7.2 PROJECT IDENTIFICATION

Recommended improvements grouped by location and/or specific issues being addressed are described on the following pages. The locations of the intersection improvements are shown in **Figure 24**.

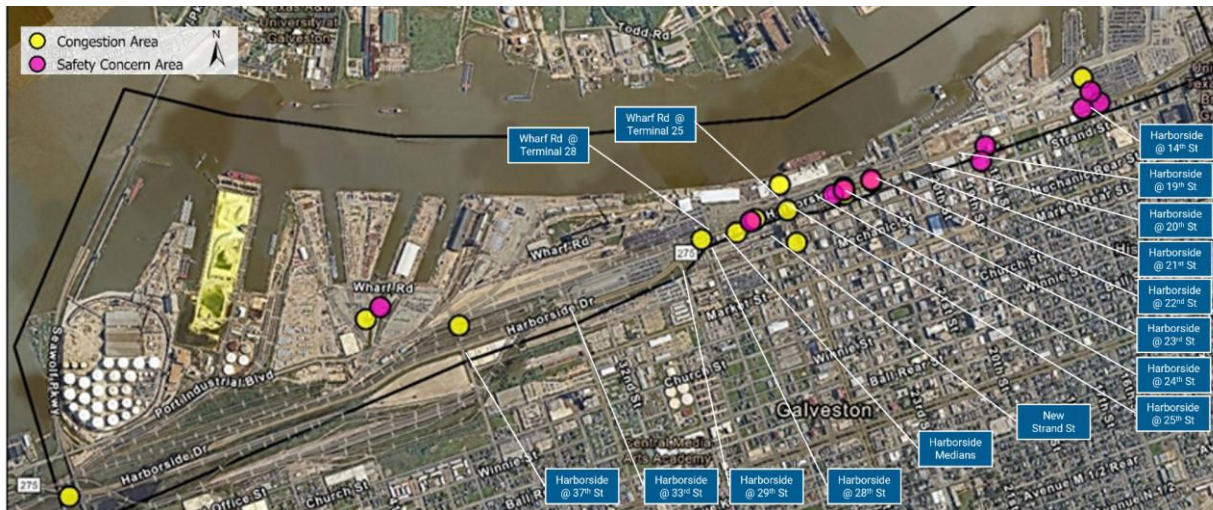


Figure 24: Intersection Improvement Locations

### Harborside Drive at 14<sup>th</sup> Street

Recommended improvements at the intersection of Harborside Drive at 14<sup>th</sup> Street are shown in **Figure 25**.

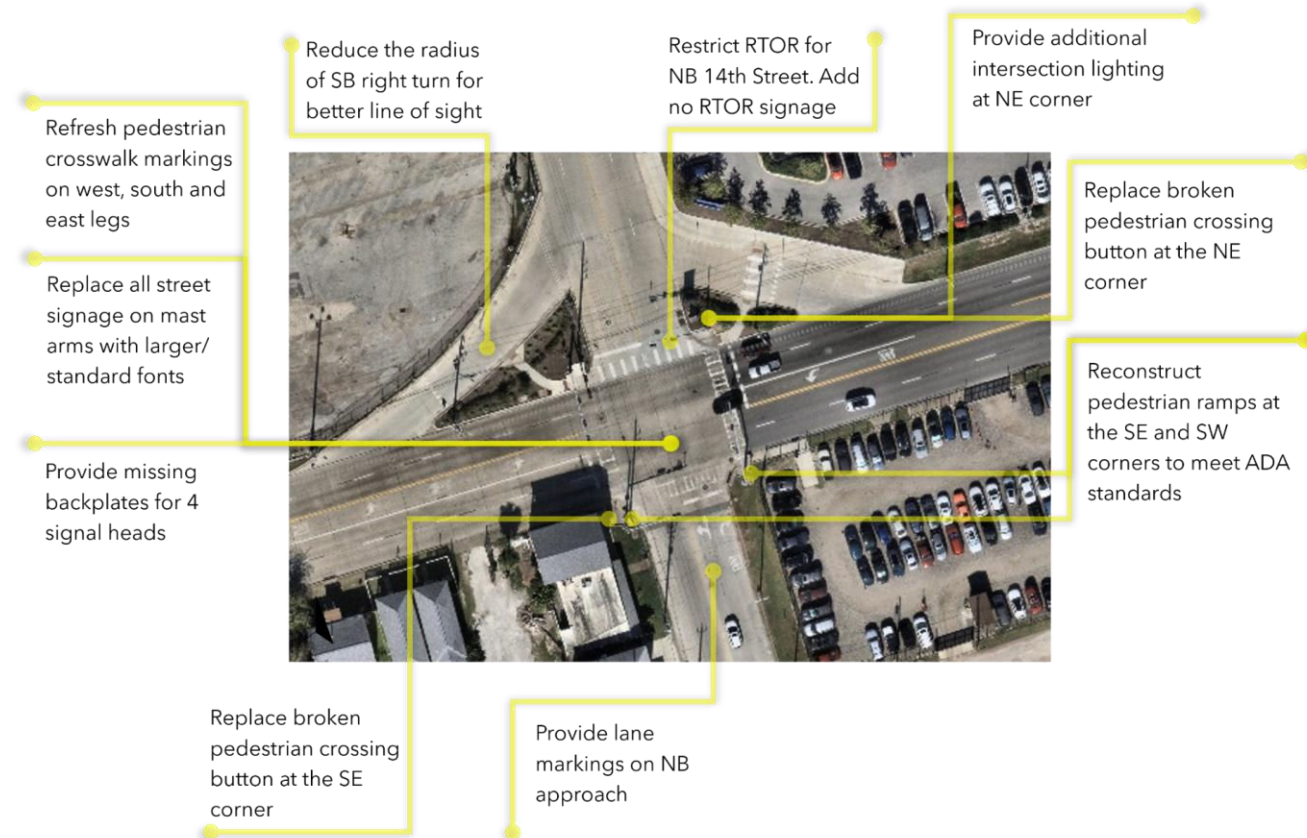


Figure 25. Recommended Improvements to the Intersection of Harborside Drive at 14<sup>th</sup> Street

### Harborside Drive at 19<sup>th</sup> Street

Recommended improvements at the intersection of Harborside Drive at 19<sup>th</sup> Street are shown in **Figure 26**.

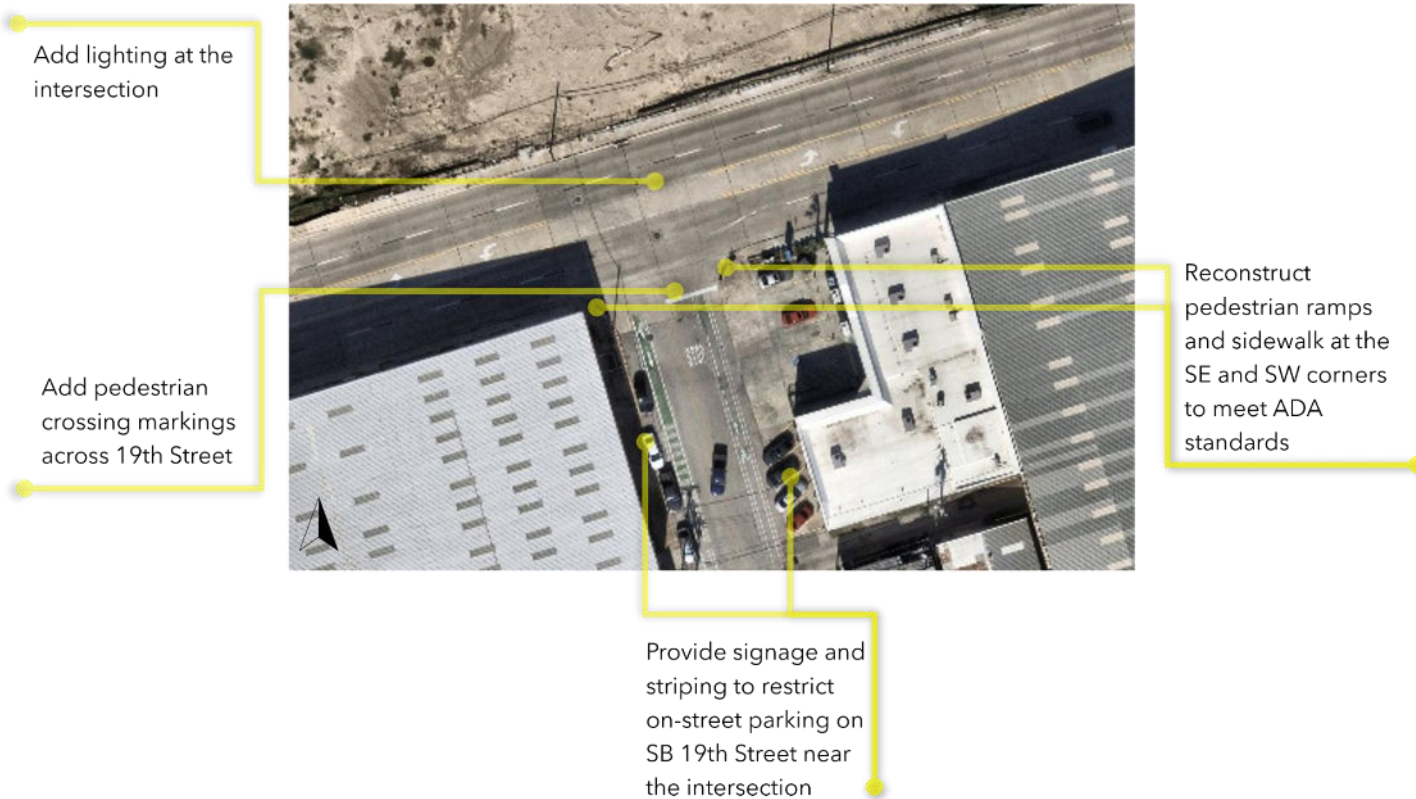


Figure 26. Recommended Improvements to the Intersection of Harborside Drive at 19<sup>th</sup> Street



### Harborside Drive at 20<sup>th</sup> Street

Recommended improvements at the intersection of Harborside Drive at 20<sup>th</sup> Street are shown in **Figure 27**.

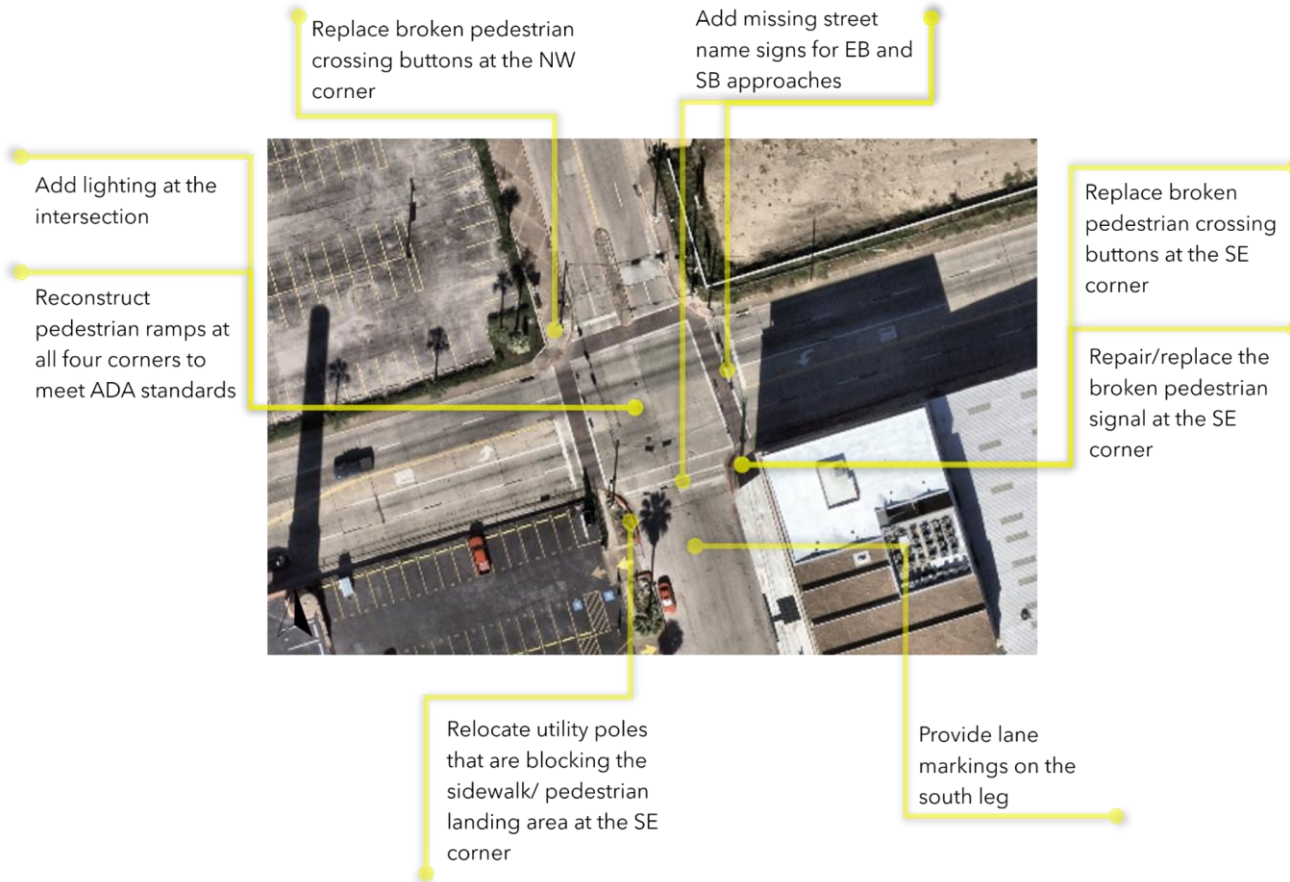


Figure 27. Recommended Improvements to the Intersection of Harborside Drive at 20<sup>th</sup> Street

### Harborside Drive at 21<sup>st</sup> Street

Recommended improvements at the intersection of Harborside Drive at 21<sup>st</sup> Street are shown in **Figure 28**.

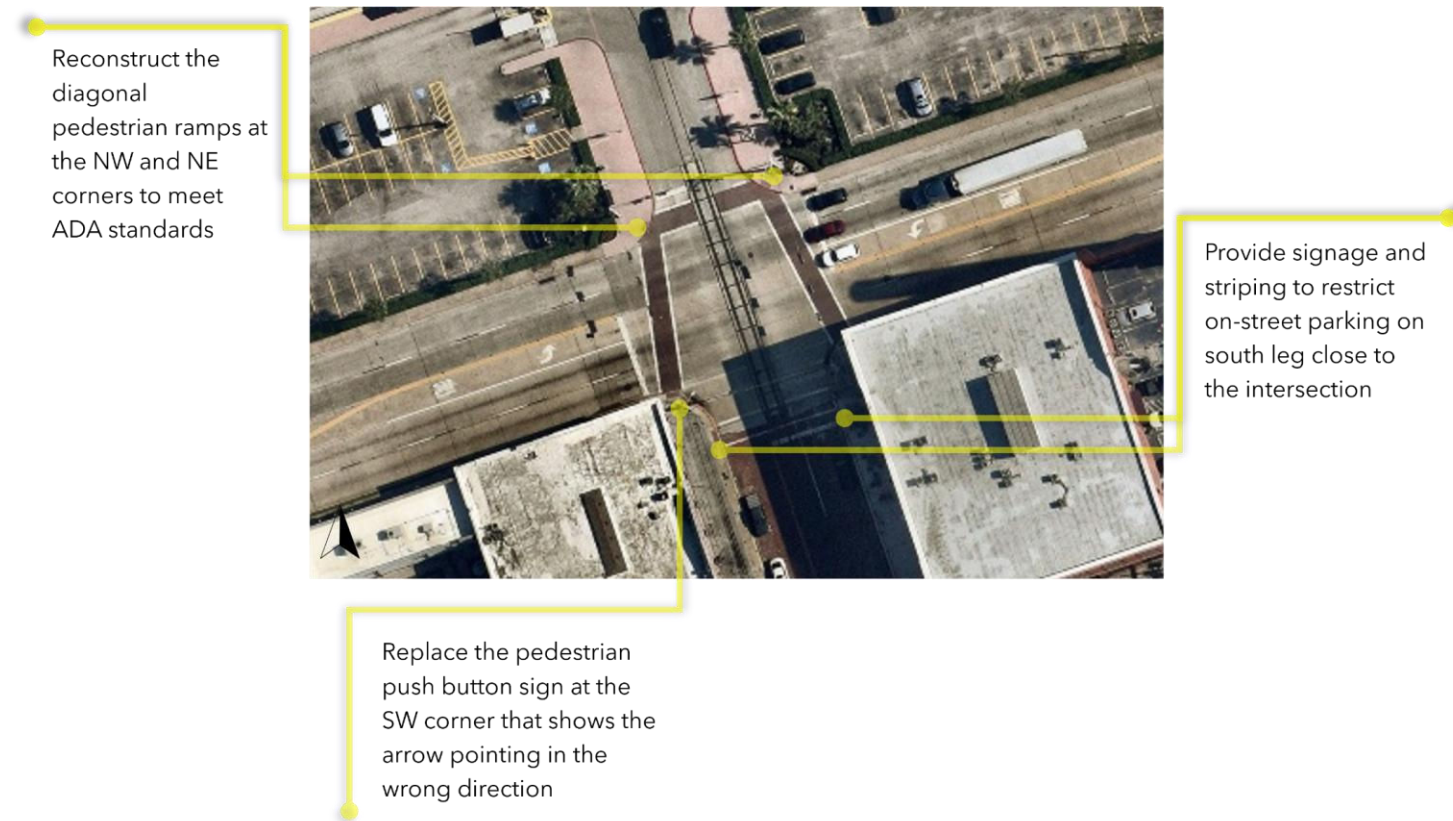


Figure 28. Recommended Improvements to the Intersection of Harborside Drive at 21<sup>st</sup> Street

### Harborside Drive at 22<sup>nd</sup> Street

Recommended improvements at the intersection of Harborside Drive at 22<sup>nd</sup> Street are shown in **Figure 29**.



Figure 29. Recommended Improvements to the Intersection of Harborside Drive at 22<sup>nd</sup> Street



### Harborside Drive at 23<sup>rd</sup> Street

Recommended improvements at the intersection of Harborside Drive at 23<sup>rd</sup> Street are shown in **Figure 30**.

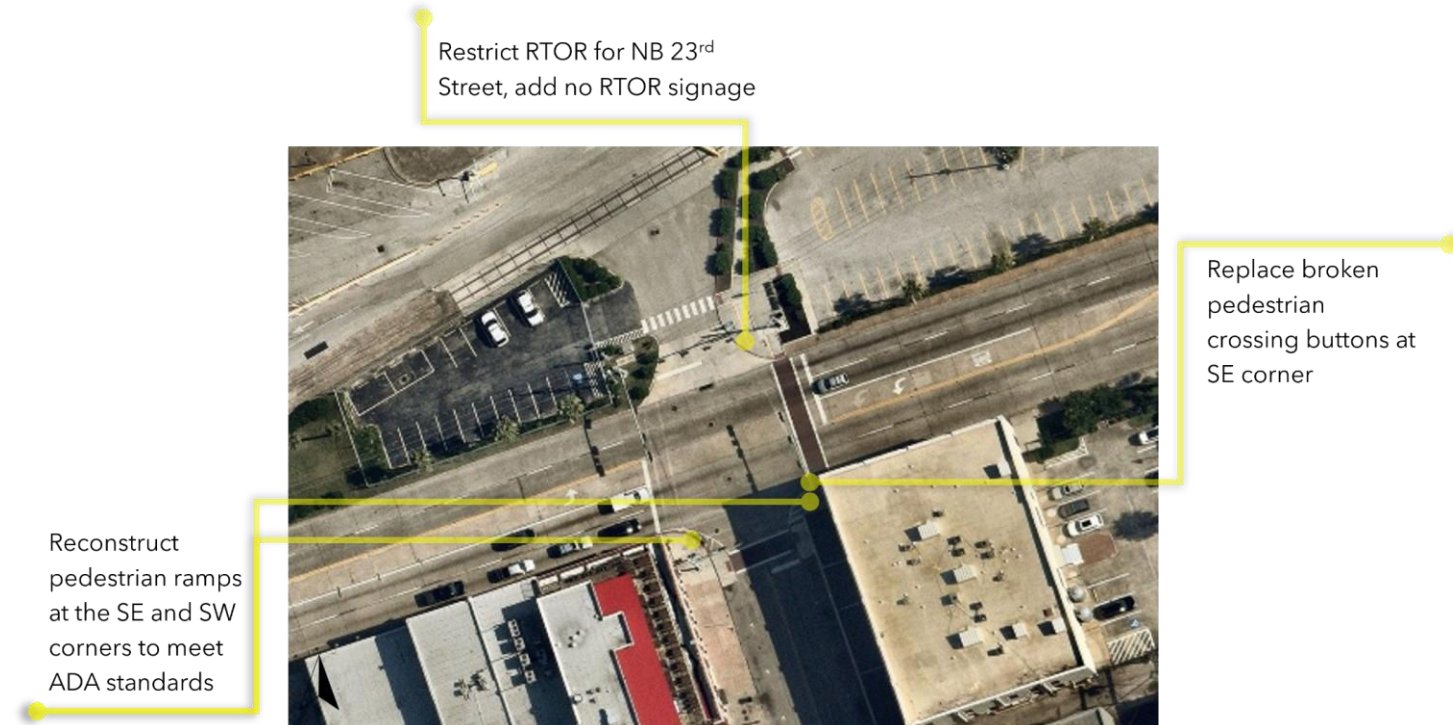


Figure 30. Recommended Improvements to the Intersection of Harborside Drive at 23<sup>rd</sup> Street

### Harborside Drive at 24<sup>th</sup> Street

Recommended improvements at the intersection of Harborside Drive at 24<sup>th</sup> Street are shown in **Figure 31**.



Figure 31. Recommended Improvements to the Intersection of Harborside Drive at 24<sup>th</sup> Street

### Harborside Drive at 25<sup>th</sup> Street

Recommended improvements at the intersection of Harborside Drive at 25<sup>th</sup> Street are shown in **Figure 32**.

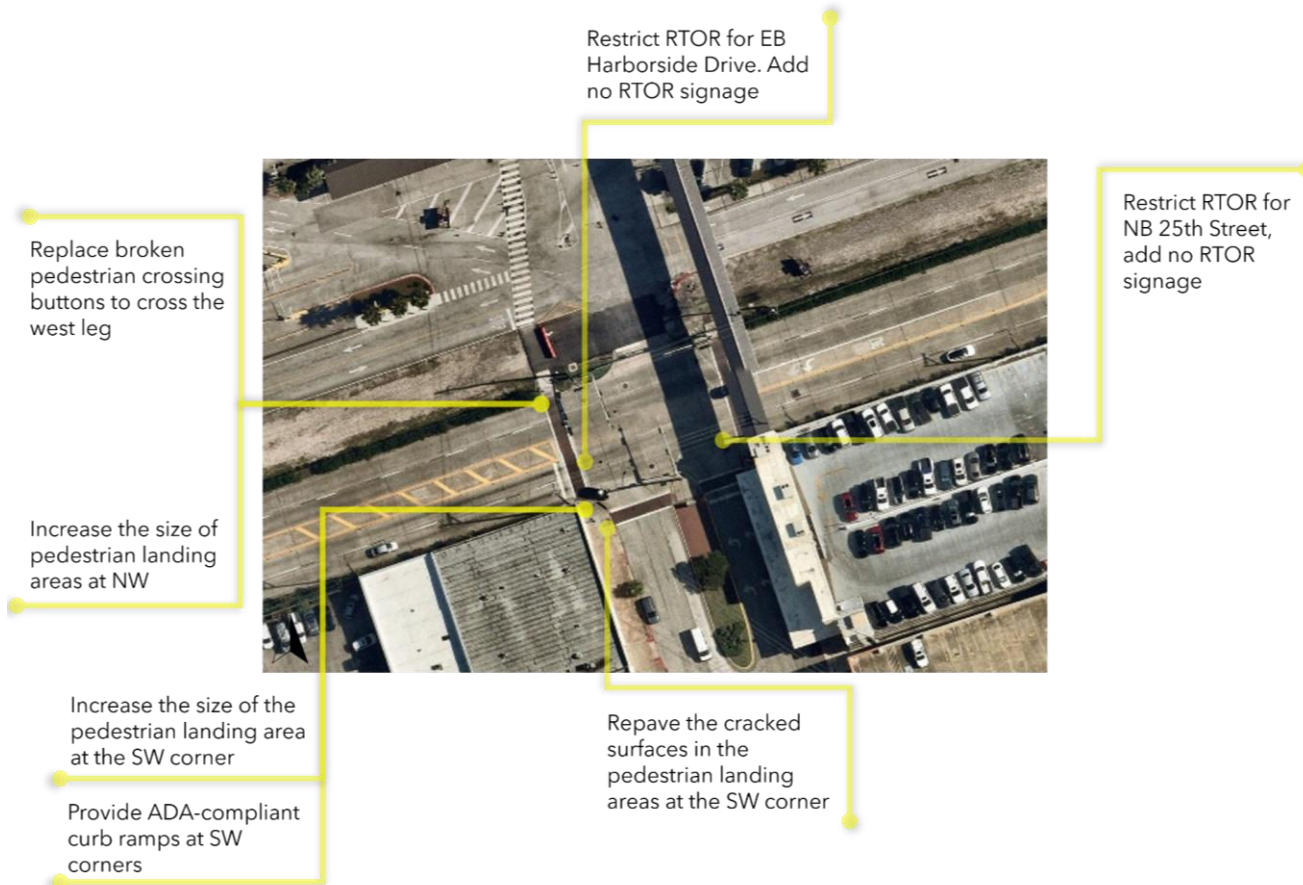


Figure 32. Recommended Improvements to the Intersection of Harborside Drive at 25<sup>th</sup> Street

### Improvements to New Strand Street (25<sup>th</sup> to 28<sup>th</sup> Street)

The recommended improvements along New Strand Street include:

- Conversion of New Strand Street to one-way westbound at 25<sup>th</sup> Street to mitigate the traffic conflict created by the narrow opening between buildings.
- Designation of a marked pedestrian walkway along New Strand by installing preformed thermoplastic along the north edge of the pavement. The walkway would encourage pedestrians to walk along New Strand and cross at 25<sup>th</sup> Street rather than try to walk along Harborside and discourage crossing Harborside at uncontrolled locations.
- Wayfinding signs and banners will draw pedestrians to utilize the enhanced pedestrian walkway to 25<sup>th</sup> Street.

Conceptualization of these proposed improvements are shown in **Figure 33**. The concept has been reviewed with representatives of the parking management company that uses New Strand Street as an accessway for their parking business, which concurred with the one-way conversion and preferred the westbound direction.

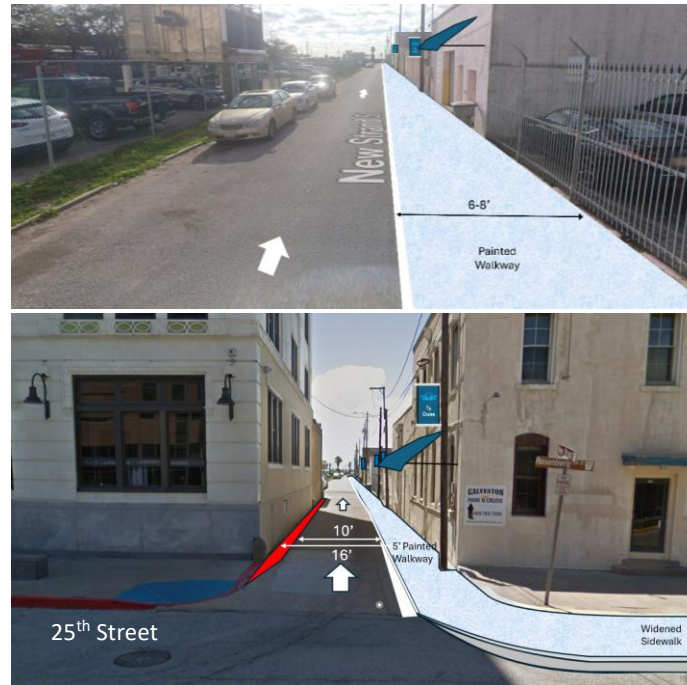


Figure 33. Concepts of Improvements to New Strand Street



### Improvements to 25<sup>th</sup> Street (Harborside Drive to New Strand Street)

Recommended improvements along 25<sup>th</sup> Street are conceptually shown in **Figure 34** and include:

- Reconfigure the median of 25<sup>th</sup> Street between New Strand and Harborside to shift the northbound lanes to the west by 12 feet. Relocate the signal pole and the traffic signal controller. Widen the pedestrian landing area along the east side to provide more room for access to the escalator to the pedestrian bridge.
- Widen the sidewalk on the westside by removing the southbound on-street parking near the corners.
- Increase the width of the crosswalks across 25<sup>th</sup> Street on the south leg and across Harborside Drive on the east leg of the intersection.



Figure 34. Concept for Improvements on 25<sup>th</sup> Street

### New Traffic Signal on Wharf Road at Terminal 25

The Port of Galveston has proposed widening and related improvements to Wharf Road (parallel to Harborside Drive) between 28<sup>th</sup> and 23<sup>rd</sup> Streets to improve traffic flow and safety for cruise-related traffic. In conjunction with these and other improvements to pedestrian facilities at the 25<sup>th</sup> Street crossing of Harborside Drive, it is recommended that a new traffic signal be installed on Wharf Road in front of the Terminal 25 building near 25<sup>th</sup> Street. The location of the signal is conceptually shown in **Figure 35**. The new traffic signal would help control the various conflicting vehicle and pedestrian traffic movements, potentially improving operations and safety while reducing the number of staff deployed to manage traffic during peak cruise operations.

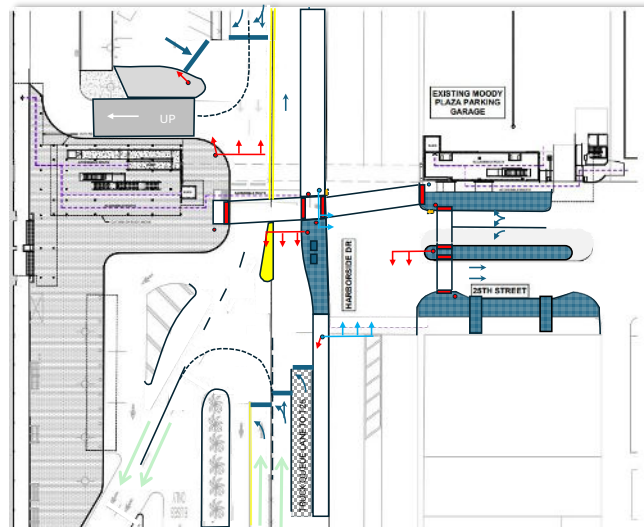


Figure 35. Concept of a New Traffic Signal on Wharf Road at Terminal 25



### Harborside Drive at 28th Street

Recommended improvements at the intersection of Harborside Drive at 28<sup>th</sup> Street are shown in **Figure 36**.



Figure 36. Recommended Improvements to the Intersection of Harborside Drive at 28<sup>th</sup> Street

### Harborside Drive at 29<sup>th</sup> Street

Recommended improvements at the intersection of Harborside Drive at 29<sup>th</sup> Street are shown in **Figure 37**.



Figure 37. Recommended Improvements to the Intersection of Harborside Drive at 29<sup>th</sup> Street

### Harborside Drive at 33<sup>rd</sup> Street

Recommended improvements at the intersection of Harborside Drive at 33<sup>rd</sup> Street are shown in **Figure 38**.

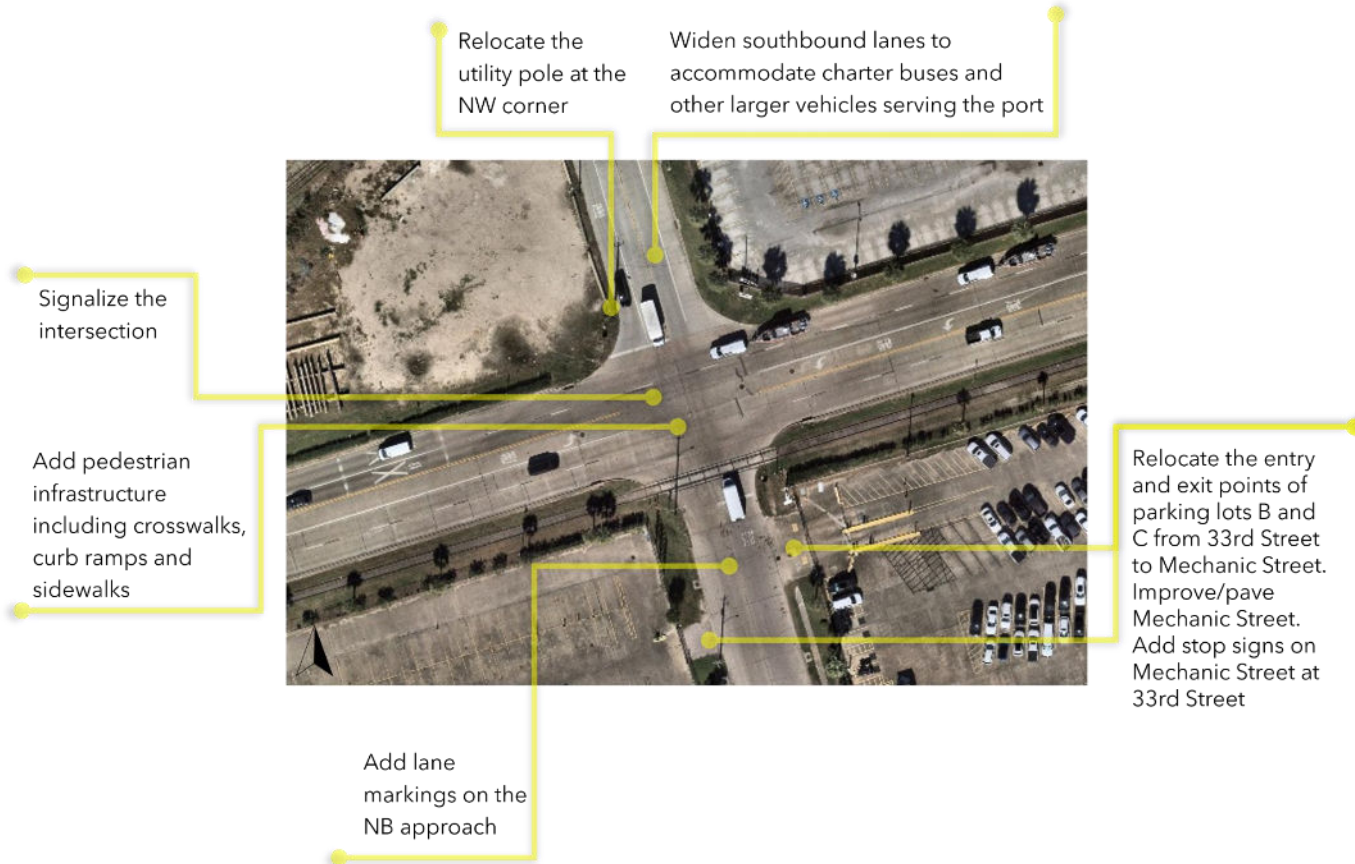


Figure 38. Recommended Improvements to the Intersection of Harborside Drive at 33<sup>rd</sup> Street

### Harborside Drive at 37<sup>th</sup> Street

Recommended improvements at the intersection of Harborside Drive at 37<sup>th</sup> Street are shown in Figure 39.

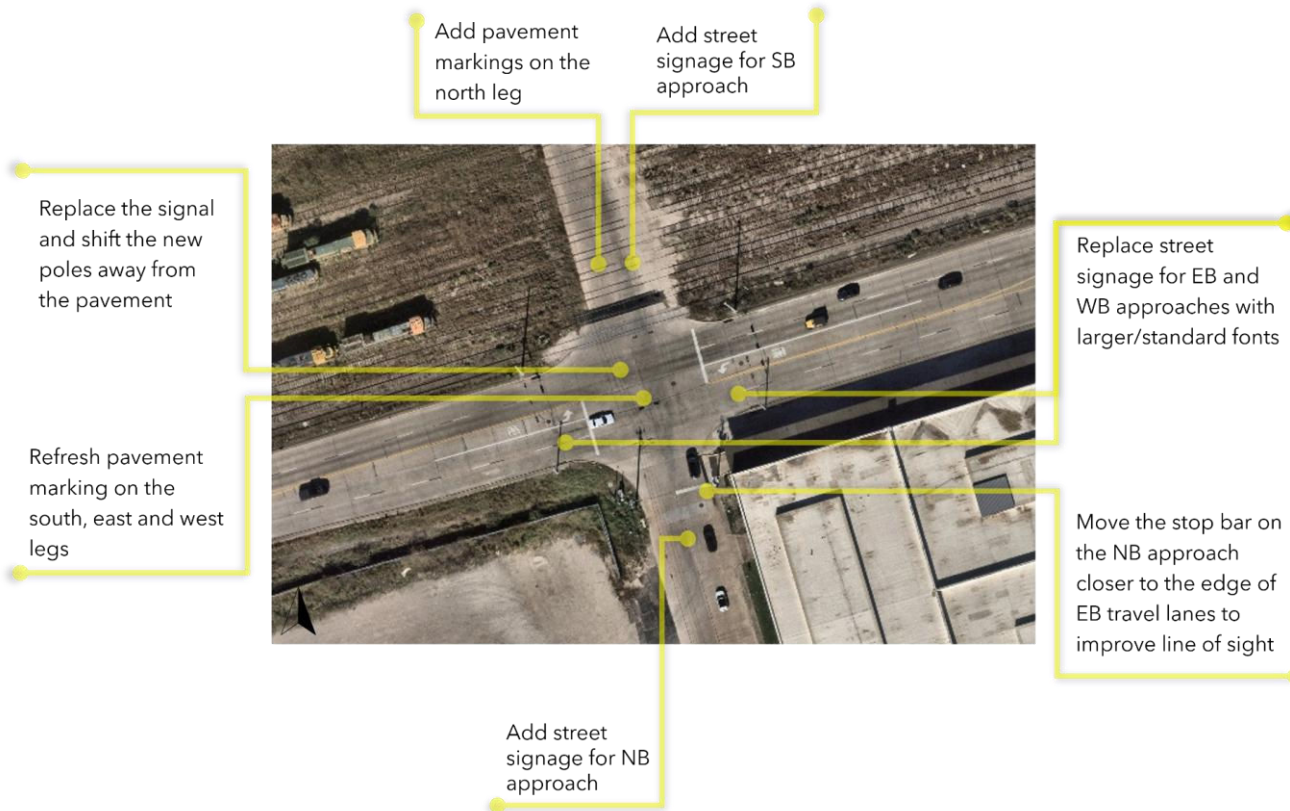


Figure 39. Recommended Improvements to the Intersection of Harborside Drive at 37th Street



#### Raised Median on Harborside Drive, 29<sup>th</sup> Street to 25<sup>th</sup> Street

Extend the existing raised median with palm trees east of 33<sup>rd</sup> Street that ends at 29<sup>th</sup> Street further eastward to 25<sup>th</sup> Street (as shown in **Figure 40**) to strongly channelize the two directions of Harborside Drive through the curved section of roadway.

- Install raised median between 29<sup>th</sup> Street and 28<sup>th</sup> Street
- Install raised median between 28<sup>th</sup> Street and 25<sup>th</sup> Street

The raised medians will enhance the safety of this stretch of Harborside Drive by strong channelization through the curvilinear segment of the roadway. The channelization and landscaping will

also strengthen the sense of arrival at the more densely developed area of the City and the need to drive more cautiously and closer to the speed limit. By extending the raised landscaped median for the entire length between 33<sup>rd</sup> Street and 25<sup>th</sup> Street, the treatment will enhance the sense of arrival at the cruise terminal area and downtown.

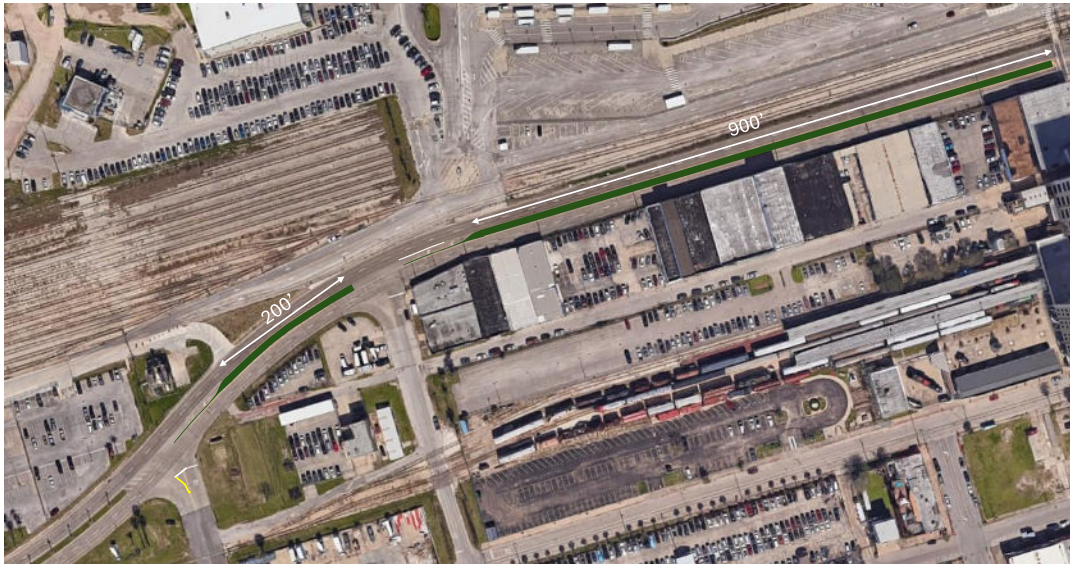


Figure 40. Raised Median on Harborside Drive between 29<sup>th</sup> Street and 25<sup>th</sup> Street



### Port Industrial Road near Terminal 28

Recommended improvements along the Port Industrial Road at the existing roundabout near the Terminal 28 building include:

- Shift the existing roundabout slightly to the northeast of the existing location as shown in **Figure 41**.
- Add a second through lane at the eastbound approach to the existing roundabout to add one bypass lane.
- Shift the westbound approach lanes to the north (will displace 14 existing parking spaces).
- Consolidate the exit from the Port of Galveston shuttle loop with exit from the terminal pick-up and drop-off area (located to the east), to reduce the number of approaches to the roundabout.



Figure 41. Improvement to Port Industrial Road near Terminal 28

The Port has already removed old, abandoned railroad tracks from Port Industrial/Ferry Road east of the Express Parking Lot in preparation for adding the additional truck queue storage lane for trucks waiting to service the loading dock at Cruise Terminal 25. That expenditure by the Port will facilitate the provision of this recommendation for improvements at the roundabout near Cruise Terminal 28.

### Wayfinding Signage on Harborside Drive

A wayfinding system of signs and message boards is being developed by the City of Galveston for traffic management and safety. Due to the complexity of Port destinations for freight access and servicing, cruise ship parking, and special events, a wayfinding system is needed along Harborside Drive to allow traffic to better position itself when approaching key decision points along the roadway. The Port is developing a wayfinding signage plan for its internal roadways and has identified key locations for wayfinding signage and message boards that would support better traffic management along Harborside Drive approaching the Port. A roadside dynamic message board has been identified for a location between 37<sup>th</sup> Street and 33<sup>rd</sup> Street that would display information on cruise ships in port, freight access routes, parking lots designated for usage, and other strategic information. Another roadside dynamic message board would be located at 29<sup>th</sup> Street. Supplemental roadside signs would provide wayfinding information at intersections.

### New Truck Access to Terminal 28 Loading Dock

- Construct a new provisioning truck access connecting Port Industrial Road to existing truck route

As discussed under the freight related issues in Section 3.2.5 and as was shown in **Figure 12**, the route used by provisioning trucks serving Terminal 28 lacks definition and meanders along and across unpaved and/or poorly maintained roadways, parking lots, multiple railroad tracks and unmarked open pavement within the secured area of the Port. The proposed new access as shown on the left side of **Figure 42** would connect Port Industrial Road to the existing brick paved truck route that leads to the loading dock located on the west side of Terminal 28 building. The new road would be located along the west side of the newly expanded express parking lot. The new alignment would need to cross the existing rail lines located between Port Industrial Road and the parking lot, and this issue has been identified as a potential constraint in implementing this improvement.



Figure 42. Concept for More Direct Access to Terminal 28 Loading Dock and Express Parking Lot

### Truck Queue Storage along Port Industrial Road

Trucks arrive at the entry to the Port facility throughout the entire day for servicing port businesses and cruise ships. Trucks typically need to queue along Port circulation roadways in advance of the entry portals waiting to get through security or waiting for a shipping dock to be available. The Port is currently constructing an auxiliary truck queuing lane along eastbound Port Industrial Road/Wharf Road, between CT28 and CT25, for waiting trucks to access the loading docks at Cruise Terminal 25.

The Port is currently programming improvements to Port Industrial Road between 33rd Street and 51st Street to improve and extend the service life of the two-lane roadway that serves as trucking entry to this south side of the Port shipyards. To create order and enhance the safety of port Industrial Road, truck queuing lanes should be provided between 51st Street and 33rd Street focused on accommodating the arriving trucks that need to enter the Port West Entrance Security Gate 40. An assessment needs to be performed to evaluate the length of truck queuing lane that would be needed and the locations at which that could be provided.



### 7.3 PROJECTS SUMMARY AND PRIORITIZATION

As part of the implementation plan, the recommended improvements are identified as short-term (1-2 years), mid-term (3-5 years), and long-term (6+ years) improvements based on ease of implementation, probable costs, mitigation extent of existing safety and operational concerns, and compatibility with the long-term needs. A summary table listing the individual recommendations is included in **Table 5**.

A more detailed summary of the project elements and costs is included in **Appendix F**. For each recommendation, the summary table includes its location, description of recommendation, implementation timeline, primary mode affected, type of improvement, planning level cost estimate, responsible agency, and potential funding source.

Table 5. Summary of Recommendations

Location	Recommendation	Implementation Timeline/Priority	Cost Estimate (Planning Level)
Harborside Drive at 14th Street	See Figure 25	Short Term	\$144,000
Harborside Drive at 19th Street	See Figure 26	Short Term	\$172,000
Harborside Drive at 20th Street	See Figure 27	Short Term	\$279,000
Harborside Drive at 21st Street	See Figure 28	Short Term	\$51,000
Harborside Drive at 22nd Street	See Figure 29	Short Term	\$191,000
Harborside Drive at 23rd Street	See Figure 30	Short Term	\$35,000
Harborside Drive at 24th Street	See Figure 31	Short Term	\$33,000
Harborside Drive at 25th Street	See Figure 32	Short Term	\$193,000
Harborside Drive at 28th Street	See Figure 36	Short Term	\$36,000
Harborside Drive at 29th Street	See Figure 37	Short Term	\$726,000
Harborside Drive, between 29 <sup>th</sup> and 25 <sup>th</sup> Streets	Install raised median on Harborside Drive between 29th Street and 25th Street	Short Term	\$150,000
Port Industrial near Terminal 28	See Figure 41	Short Term	\$550,000
29 <sup>th</sup> Street Pedestrian facilities	Ped facilities on the east side of 29th street between Strand Street and Harborside Drive	Short Term	\$60,000
Strand Street	Repave Strand Street between 28th Street and 29th Street, designate pedestrian walkway	Short Term	\$140,000
New Strand Street	See Figure 33	Short Term	\$130,000
25th Street between Harborside and New Strand Street	See Figure 34	Short Term	\$675,000
Wharf Road at Terminal 25	See Figure 35	Short Term	\$450,000
Wayfinding System on Harborside Drive	Add cruise port related wayfinding signage on Harborside Dr between 51 <sup>st</sup> Street and 14 <sup>th</sup> Street	Short Term	\$250,000
Harborside Drive at 33rd Street	See Figure 38	Medium Term	\$1,089,000
Harborside Drive at 37th Street	See Figure 39	Medium Term	\$698,000
More direct access to Terminal 28 Loading Dock and Express Parking Lot	See Figure 42	Long Term	\$340,000

## 8.0 PROGRESS AND TRANSPARENCY

As part of the Port's Vision Zero Resolution, the Board of Trustees adopted a set of Vision Zero Policies. One policy appointed an interdepartmental Task Force to oversee the development of CSAP and to follow through on implementation of the recommendations of the plan. Other policies included the monitoring of implementation, measuring of performance and reporting on safety initiatives and results.

### 8.1 VISION ZERO INTERDEPARTMENTAL TASK FORCE

The purpose of the Interdepartmental Task Force is to develop and implement a Vision Zero Action Plan, ensuring coordination across all relevant departments, agencies, and stakeholders.

The Vision Zero Interdepartmental Task Force is composed of the Port Manager (or designee) and the Directors (or designees) of the key relevant municipal departments to include Safety, Engineering, Police, and Special Projects.

The Task Force is charged with performing the following tasks after completion of the CSAP:

- Maintain a comprehensive public webpage to share information on the Port's Vision Zero endeavors - for

example, relevant data; the adopted Resolution; the CSAP and any updates to it; and progress on the strategies in the CSAP - as well as to solicit feedback on safety concerns, projects, and strategies.

- Maintain coordination with the Safety Action Plan of the City of Galveston for safety enhancements near the Port.

In developing and implementing the CSAP, the Task Force is to adhere to the following procedural elements:

- Equity: the Task Force shall evaluate the implications of all strategies under consideration to (1) prioritize strategies that advance Vision Zero goals in Historically Underinvested Areas and in High-Injury Networks; and (2) ensure that they do not exacerbate existing health, economic, or other disparities in Historically Underinvested Areas.
- Community Engagement: the Task Force shall establish a process for ensuring that the voices of community members - especially residents in Historically Underinvested Areas, members of Priority Populations, and Vulnerable Road Users - are heard and reflected in (1) development of the CSAP and (2) ongoing implementation and revision of the CSAP.

The Task Force is responsible for ongoing implementation and oversight of the CSAP, including the following tasks:

- Implementation of all strategies identified in the CSAP, prioritizing strategies that benefit Historically Underinvested Areas and High-Injury Networks.



- Identification of funding needs and strategies to obtain funding to fully implement the CSAP, prioritizing Historically Underinvested Areas and High-Injury Networks.
- Obtaining the data necessary to determine whether the performance goals for each strategy have been met; assessing whether the goals have been met based on these data; and if any goals have not been met, ascertaining the reasons.
- Pursuit and oversight of any partnerships with other public or private entities necessary to implementation of the CSAP.
- Revision of the CSAP as needed to meet the Vision Zero goals of the Vision Zero Resolution.

## 8.2 REPORTING AND COMMUNITY INFORMATION

Within six months of finalizing the CSAP and annually thereafter, the Task Force is to submit to the Board of Trustees of the Galveston Wharves and make publicly available online a written implementation report based on the following performance measures:

- **Total Number of Crashes Per Year:** the total number of vehicular crashes within the Port of Galveston each year, with the goal of 50% reduction by 2035.

- **Number of Fatalities or Serious Injuries:** the total number of persons who are seriously or fatally injured in a crash within the Port of Galveston each year, with the goal of zero fatalities per year by 2035 and a 50% reduction in serious injuries by 2035.

These performance measures create greater accountability and transparency in the implementation of the plan. The report will include the following items:

- The status of each performance measure.
- An overview of progress toward full implementation of the CSAP (and any revisions thereto) and the Vision Zero goals of the Board of Trustees of the Galveston Wharves Resolution.
- The status of all strategies set forth in the CSAP (and any revisions thereto), including specific highlighting of the status of all strategies benefiting economically and transportation disadvantaged areas and high-injury networks and intersections.
- The status of necessary funding for implementation of the CSAP, and steps taken to address any unmet funding needs.
- A description of any unanticipated obstacles to implementation of the CSAP and plans to address those obstacles.

## APPENDICES

- A. Port of Galveston Vision Zero Resolution
- B. Vision Zero Policy
- C. Stakeholder Group Meetings
- D. Shuttle Service Provider Survey
- E. Cruise Passenger Survey
- F. Summary of Recommendations



APPENDIX A  
PORT OF GALVESTON VISION ZERO RESOLUTION

PORT OF GALVESTON  
REQUEST FOR DISCUSSION AND  
TRUSTEES ACTION

BUSINESS  
ITEM


PREPARED BY: Laura Camcioglu      Director Special Projects      June 10, 2024

SUBJECT: Discuss and Consider for Approval a Vision Zero Resolution for the Safe Streets and Roads for All (SS4A) Grant awarded by the Federal Highway Administration (FHWA).

BACKGROUND: On February 23, 2023, the Port was selected as a grant recipient for an Action Plan Grant from the Federal Highway Administration (FHWA). The Safe Streets and Roads for All (SS4A) program supports the development of a comprehensive safety action plan that identifies the most significant roadway safety concerns and the implementation of projects and strategies to address roadway safety issues. On August 22, 2023, the Board of Trustees of the Galveston Wharves approved the acceptance of the SS4A grant. On April 23, 2024, the Board of Trustees of the Galveston Wharves awarded a contract in an amount not to exceed \$425,000 to Freese and Nichols for work completed for the FHWA Safe Streets and Roads for all (SS4A) grant. This resolution is the first requirement of the SS4A grant.

ADDITIONAL INFORMATION ATTACHED:      No \_\_\_\_\_      Yes   X  

RECOMMENDATIONS: Staff respectfully requests the Board of Trustees of Galveston Wharves to discuss and consider the approval of a resolution for Vision Zero for the FHWA SS4A grant and consistent with grant requirements.

Respectfully Submitted By:   
Roger Rees, Port Director/CEO

DATE ACTION TAKEN: \_\_\_\_\_

Approved: \_\_\_\_\_      Motion By: \_\_\_\_\_  
Disapproved: \_\_\_\_\_      Seconded By: \_\_\_\_\_  
Deferred To: \_\_\_\_\_      Unanimous: Yes \_\_\_\_\_ No \_\_\_\_\_  
Incorporated into Minutes: \_\_\_\_\_      By: \_\_\_\_\_

Minutes of the Regular Monthly Meeting of the  
Board of Trustees of the Galveston Wharves  
Tuesday, June 25, 2024

Minutes of the Regular Monthly Meeting of the Board of Trustees of the Galveston Wharves held Tuesday, June 25, 2024, in the offices of the Port of Galveston on the 8<sup>th</sup> Floor of the Shearn Moody Plaza, 123 Rosenberg, Galveston, Texas.

The Regular Monthly Meeting of the Board of Trustees of the Galveston Wharves was televised live on the Port of Galveston's website.

Chairman Pierson called the meeting to order at 10:21 a.m., Tuesday, June 25, 2024.

The Board's Secretary called roll.

Presiding Officer: Victor Pierson, Chairman, Board of Trustees

Present:	Chairman Victor Pierson	Vice Chairman Jeff Patterson
	Trustee/Mayor Craig Brown	Trustee Willy Gonzalez
	Trustee Sheila Lidstone	Trustee Richard Moore
	Trustee James D. Yarbrough	

Others:

Rodger Rees	Anthony P. Brown
Brett Milutin	Mark Murchison
Jeffrey Thomas	Angie Ramirez
Julio DelLeon	Kenneth Campbell
Kenneth Brown	John Willis
Laura Camcioglu	

Chairman Pierson declared a quorum of the Trustees present for the meeting.

The Trustees, Visitors, and Port Staff recited the Pledge of Allegiance.

Chairman Pierson called for the declaration of conflicts of interest on today's agenda items. No conflicts were declared by the Trustees.

Chairman Pierson called for Approval of the Minutes. *Vice Chairman Patterson moved, with the second of Trustee Gonzalez, for approval of the Minutes from the Regular Monthly Meeting of the Board of Trustees of the Galveston Wharves held May 28, 2024. Motion unanimously carried.*

Regular Monthly Meeting  
June 25, 2024

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*of the Board of Trustees of the Galveston Wharves of the City of Galveston requesting the Approval to Issue Credit Facility for Improvements to Cruise Terminal 16 and Other Capital Improvement Projects, and Pier 16 Parking Deck and to Authorize the Port Director/CEO, with Advice and Assistance From Legal Counsel, To Execute Other Documents That May be Reasonably Required to Effectuate the Proposed Credit Facility. Motion was seconded by Trustee Gonzalez. The Port Director briefed the Trustees and noted that the Port's bond rating was increased from an A- to an A and recognized the good credit rating of the Port. The Chairman noted that this is on the City Council agenda for Thursday. Trustee Yarbrough questioned the meeting date on the Resolution, stating that that the meeting was canceled and that the date on the Resolution would need to be modified. The Port's Attorney stated that he would modify the Resolution and take that portion out of the Resolution. **Both Trustee/Mayor Brown and Trustee Gonzalez amended their motion to approve the Reimbursement Resolution and eliminate the date in the ninth paragraph of the Resolution. The Port's Attorney will make those changes in the Resolution. Motion unanimously carried.***

E-3 Discuss and Consider for Approval A Vision Zero Resolution for the Safe Streets and Roads for All (SS4A) Grant Awarded by the Federal Highway Administration (FHWA): Mrs. Camcioglu briefed the Trustees on the Federal Highway Administration Grant Awarded for Safe Streets and Roads. After all questions were voiced and answered, *Trustee Lidstone moved, with the second of Trustee Yarbrough, to approve a Vision Zero Resolution for the Safe Streets and Roads for All (SS4A) Grant Awarded by the Federal Highway Administration (FHWA). Motion unanimously carried.*

E-4 Discuss and Consider Approval of A Resolution of the Board of Trustees of the Galveston Wharves Authorizing Execution of An Advance Funding Agreement (AFA) with the Texas Department of Transportation (TXDOT) for a Surface Transportation Block Grant (STBG) Project: *Trustee Yarbrough moved, with the second of Trustee Gonzalez, to approve A Resolution of the Board of Trustees of the Galveston Wharves Authorizing Execution of An Advance Funding Agreement (AFA) with the Texas Department of Transportation (TXDOT) for a Surface Transportation Block Grant (STBG) Project. Motion unanimously carried.*

E-5 Discuss and Consider Approval of First Amendment to the Professional Services Agreement Between the Board of Trustees of the Galveston Wharves and Tolunay-Wong Engineers, Inc. for Construction Materials Engineering and Testing Services needed for Port Construction Projects Including Pier 41 Pavement Replacement at an Amount Not to Exceed \$58,758.00: Mr. Thomas updated the Trustees on the background and current situation of the professional services with Tolunay-Wong Engineers, Inc. *Trustee Moore moved to approve the First Amendment to the Professional Services Agreement Between the Board of Trustees of the Galveston Wharves and Tolunay-Wong Engineers, Inc. for Construction Materials Engineering and Testing Services needed for Port Construction Projects Including Pier 41 Pavement Replacement at an Amount Not to Exceed \$58,758.00. Motion was seconded by Vice Chairman Patterson and unanimously carried.*

Regular Monthly Meeting  
June 25, 2024

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PORT OF GALVESTON

Briefing

DISCUSS AND CONSIDER FOR APPROVAL A VISION ZERO RESOLUTION FOR THE  
SAFE STREETS AND ROADS FOR ALL (SS4A) GRANT AWARDED BY THE FEDERAL  
HIGHWAY ADMINISTRATION (FHWA).

Background

On February 23, 2023, the Port was selected as a grant recipient for an Action Plan Grant from the Federal Highway Administration (FHWA). The Safe Streets and Roads for All (SS4A) program supports the development of a comprehensive safety action plan that identifies the most significant roadway safety concerns and the implementation of projects and strategies to address roadway safety issues. On August 22, 2023, the Board of Trustees of the Galveston Wharves approved the acceptance of the SS4A grant. On April 23, 2024, the Port awarded a contract in an amount not to exceed \$425,000 to Freese and Nichols for work to be completed for the FHWA Safe Streets and Roads for all (SS4A) grant.

Current Situation

The goal of the Comprehensive Safety Action Plan is to develop a holistic, well-defined strategy to prevent roadway fatalities and serious injuries. Per grant requirements, a successful Action Plan includes the following eight key components, which are described in more detail on the following pages.

- Leadership commitment and goal setting
- Planning structure
- Safety analysis
- Engagement and collaboration
- Equity
- Policy and process changes
- Strategy and project selections
- Progress and transparency

The Vision Zero Resolution represents the first requirement of the SS4A grant as an official public commitment by the Board of Trustees to the goal of eliminating traffic deaths on the Port complex by 2035 and reducing serious injuries by 50% on the Port complex by 2035. This resolution complies with the leadership commitment and goal setting requirements of the Action Plan Components for the SS4A grant.

Fiscal Impact

N/A

Staff Recommendation

Staff respectfully requests the Galveston Wharves Board of Trustees to discuss and consider the approval of the Vision Zero resolution for the FHWA SS4A grant and consistent with grant requirements.

A RESOLUTION APPROVING AND AGREEING TO A VISION ZERO IN  
COMPLIANCE WITH THE SAFE STREETS FOR ALL GRANT AWARDED BY THE  
FEDERAL HIGHWAY ADMINISTRATION

WHEREAS, the life and health of all persons living and traveling within the Port of Galveston are our utmost priority, and no one should die or be seriously injured while traveling within our Port complex;

WHEREAS, Vision Zero is a holistic strategy aimed at eliminating all traffic fatalities and severe injuries suffered by all road users while increasing safe, healthy, equitable mobility for all;

WHEREAS, streets and transportation systems have traditionally been designed primarily to move cars efficiently, and Vision Zero supports a paradigm shift by designing streets and transportation systems to move all people safely, including people of all ages and abilities, pedestrians, bicyclists, public transit users, scooter riders, and motorcyclists, as well as drivers and passengers of motor vehicles;

WHEREAS, Vision Zero recognizes that people will sometimes make mistakes, so the road system and related policies should be designed to ensure that those inevitable mistakes do not result in severe injuries or fatalities; therefore, transportation planners and engineers and policymakers are expected to improve the roadway environment, policies, and other related systems to lessen the severity of crashes; and

WHEREAS, successful Vision Zero programs are a result of both a complete government approach (i.e., interdepartmental, coordinated initiatives) and community support of Vision Zero objectives and action plans.

NOW, THEREFORE, BE IT RESOLVED, by the Board of Trustees of the Galveston Wharves, City of Galveston, as follows:

1. The Board of Trustees of the Galveston Wharves adopts the goal of zero traffic deaths and serious injuries, stating that no loss of life or serious injury is acceptable on our streets.
2. The Board of Trustees of the Galveston Wharves adopts the goal for the Port complex of eliminating traffic deaths by 2035 and reducing serious injuries by 50% by 2035 and endorses Vision Zero as a comprehensive and holistic approach to achieving this goal.
3. The Board of Trustees of the Galveston Wharves directed Port management and staff to create a Vision Zero Policy for effecting the goals of eliminating deaths and reducing serious injuries.
4. The Board Chairman of Trustees of the Galveston Wharves shall certify the adoption of this Resolution by the Board of Trustees, effective immediately.

ADOPTED BY THE BOARD OF TRUSTEES OF THE GALVESTON WHARVES at its Regular Monthly Meeting held on June 25, 2024.

\_\_\_\_\_  
Victor Pierson  
Chairman, Board of Trustees

## APPENDIX B VISION ZERO POLICY FOR THE PORT OF GALVESTON

This Vision Zero Policy was developed to support the implementation of the Vision Zero Resolution adopted on June 25, 2024 by the Board of Trustees of the Galveston Wharves.

### A. PURPOSE

The purpose of this Vision Zero Policy ("Policy") is to eliminate all traffic fatalities and significantly reduce traffic-related severe injuries by using data-driven policy changes and equity-focused community engagement of diverse and necessary stakeholders to design and implement a transportation system that provides safe, healthy, and equitable mobility for all. This Policy seeks to achieve this purpose by (1) establishing that Vision Zero is a priority goal for the Board of Trustees of the Galveston Wharves and (2) creating a Vision Zero Interdepartmental Task Force of senior officials (or their designees) that is responsible for gathering and evaluating data and working with the community to develop an action plan for achieving the goals of Vision Zero through equity-focused strategies that establish safe speeds, create safe streets, and improve safety culture and collaboration.

### B. DEFINITIONS

1. KABCO scale established by The Federal Highway Administration (FHWA) established the KABCO scale to classify crashes on public roadways for data compilation, researching, assessing data, and reviewing statistics to determine ways to reduce the crashes. The KABCO scale corresponds to the severity of the injuries as assessed by law enforcement responding to investigate the scene. Crash classification and crash reporting can have legal and insurance claims implications.
  - a. Crash Classification K: "Fatal Injury" means victim was killed as a result of a crash. The victim could be a driver, a passenger, a bicyclist or pedestrian. The death could be immediate or subsequent within a certain time attributable to the crash.
  - b. Crash Classification A: "Severe Injury" means that a victim of the crash suffered incapacitating injuries that required hospitalization and/or transport for medical care, such as broken bones, amputation, etc.



- c. Crash Classification B: “Non-incapacitating Injury” means injuries to crash victims were evident to officers at the scene, but they were non-disabling lacerations, scrapes, or minor bruises.
  - d. Crash Classification C: “Possible Injury” is a judgement by officers at the scene that a victim suffered possible injuries, leaving open the possible reclassification of the injury type based on subsequent information.
  - e. Crash Classification O: There were no apparent injuries involved in the crash. The crash report could include descriptions of the vehicle or property damage.
- 2. “High-Injury Networks” means specific streets or roads (or portions thereof) and/or intersections within the boundaries of the Port of Galveston that have a high concentration of traffic fatalities (Class K) and/or severe injuries (Class A), according to Traffic Safety Data.
  - 3. “Priority Populations” means youth, older adults, communities of color, people with low income, people with disabilities, people with limited English proficiency, people who are unhoused, or others who have a higher risk of Severe or Fatal Injury resulting from a collision with a motor vehicle, due to limited access to efficient and affordable transportation options; unsafe neighborhood transit infrastructure; or population-specific risk factors.
  - 4. “Vulnerable Road Users” means pedestrians, bicyclists, people using mobility devices, scooter riders, and any other road users who are at high risk of Severe or Fatal Injury resulting from a collision with a motor vehicle.

### C. VISION ZERO INTERDEPARTMENTAL TASK FORCE

- 5. The purpose of the Interdepartmental Task Force (“Task Force”) is to develop and implement a Vision Zero action plan, ensuring coordination across all relevant departments, agencies, and stakeholders.
- 6. The Vision Zero Interdepartmental Task Force is hereby established and shall comprise the Director of the Port of Galveston (or designee) and the Directors (or designees) of the key relevant Port of Galveston departments to include Special Projects, Engineering, Public Safety, and Public Affairs.
- 7. The Task Force shall perform the following tasks:
  - a. Within 12 months of the effective date of this Policy, (1) develop and finalize a Vision Zero Safety Action Plan (“Safety Action Plan”) and (2) present the Safety Action Plan to the Board of Trustees of the Galveston Wharves.

- b. Convene its first meeting no later than 30 days from the effective date of this Policy and meet at least monthly until the Safety Action Plan is finalized, and thereafter quarterly until the Safety Action Plan and any revisions have been fully implemented.
- c. Immediately begin collection and analysis of traffic safety data so that such data can be used to develop the Safety Action Plan; and put in place a system for collecting and analyzing such data on an ongoing basis.
- d. Oversee development, implementation, and evaluation of the Safety Action Plan.
- e. Revise the Safety Action Plan, as needed.
- f. Report on implementation of the Safety Action Plan and progress toward Vision Zero goals.
- g. Maintain a comprehensive public web page to share information on the Board of Trustees of the Galveston Wharves' Vision Zero endeavors – for example, relevant data; the adopted Resolution; the Safety Action Plan and any updates to it; and progress on the strategies in the Safety Action Plan – as well as to solicit feedback on safety concerns, projects, and strategies.

#### D. VISION ZERO ACTION PLAN

##### 1. Action Plan Guiding Principles

The Vision Zero Action Plan shall be guided by the following principles:

- a. Human life shall be prioritized over ease of movement for motor vehicles.
- b. People inevitably make mistakes, but these mistakes should not result in death or severe injury; therefore, transportation systems are designed to anticipate these errors so that all transportation users can function safely within the system.
- c. It is unacceptable for any one group to suffer disproportionate effects of traffic collisions based on their race, age, ability, or income.

The guiding principles are adapted from the Safe System Approach, promoted by FHWA, which takes a holistic view of the road system, anticipates that people make mistakes, and allows for human mistakes and injury tolerances in order to avoid death and serious injuries.

##### 2. Action Plan Elements

- a. The Action Plan shall commit to strategies for implementation with respect to each of the four key elements (Safe Speed, Safe Streets, Safety Culture, and Safety Collaboration).
  - i. Safe Speed - The Safe Speed element encompasses strategies for managing vehicle speeds for the safety of all road users, particularly Vulnerable Road Users within High-Injury Networks.
  - ii. Safe Streets - In addition to the strategies of the Safe Speed element, street design strategies in the Safe Streets element use different approaches to create safe roadways for all users, particularly Vulnerable Road Users.
  - iii. Safety Culture - This element focuses on strategies that empower people to take community action to advance Vision Zero goals and strategies that promote a culture of safe driving, walking, and biking.
  - iv. Safety Collaboration - This element focuses on collaboration within a jurisdiction; between jurisdictions with county, regional, state, or federal entities; and with community partners - all designed to advance Vision Zero goals.
- b. For each individual strategy identified in the Safety Action Plan, the Plan shall, at a minimum, (1) set deadlines for implementation, (2) identify the lead person(s) and department responsible for implementation, (3) identify an adequate funding source or actions needed to obtain funding, and (4) specify performance goals and metrics.

### 3. 3. Action Plan Process

In developing the Action Plan, the Task Force shall adhere to the following procedural elements:

- a. Equity. The Task Force shall evaluate the implications of all strategies under consideration to (1) prioritize strategies that advance Vision Zero goals in Historically Underinvested Areas and in High-Injury Networks; and (2) ensure that they do not exacerbate existing health, economic, or other disparities in Historically Underinvested Areas.
- b. Community Engagement. The Task Force shall establish a process for ensuring that the voices of community members - especially residents in Historically Underinvested Areas, members of Priority Populations, and Vulnerable Road Users - are heard and reflected in (1) development of the Safety Action Plan and (2) ongoing implementation and revision of the Action Plan.

## E. ONGOING IMPLEMENTATION & EVALUATION

The Task Force shall be responsible for ongoing implementation and oversight of the Safety Action Plan, including the following tasks:

1. Implementation of all strategies identified in the Safety Action Plan, equitably prioritizing strategies that benefit High-Injury Networks and vulnerable users of the roadway network.
2. Identification of funding needs and oversight of strategies to obtain the funding needed to fully implement the Safety Action Plan, prioritizing strategies that benefit High-Injury Networks and vulnerable users of the roadway network .
3. Obtaining the data necessary to determine whether the performance goals for each strategy have been met; assessing whether the goals have been met based on these data; and if any goals have not been met, ascertaining the reasons.
4. Pursuit and oversight of any partnerships with other public or private entities necessary for implementation of the Safety Action Plan.
5. Revision of the Safety Action Plan as needed to meet the Vision Zero goals of the Resolution as roadway uses change over time.

#### F. REQUIREMENTS FOR REPORTING & COMMUNITY MEETINGS

1. Within 6 months of the effective date of this Policy, the Task Force shall submit to the Board of Trustees of the Galveston Wharves and make publicly available online a written report on the progress made toward finalizing the Safety Action Plan.
2. Within 6 months of finalizing the Action Plan and annually thereafter, the Task Force shall submit to the Board of Trustees of the Galveston Wharves and make publicly available online a written implementation report based on the performance goals of the Action Plan. The implementation report shall include, at a minimum, the following items:
  - a. An overview of progress toward full implementation of the Action Plan (and any revisions thereto) and the Vision Zero goals of the Resolution.
  - b. The status of all strategies set forth in the Action Plan (and any revisions thereto), including specific highlighting of the status of all strategies benefiting Historically Underinvested Areas and High-Injury Networks.
  - c. The status of funding necessary for implementation of the Action Plan, and steps taken to address any unmet funding needs.
  - d. A description of any unanticipated obstacles to implementation of the Action Plan and plans to address those obstacles.



# APPENDIX C

## STAKEHOLDER GROUP MEETINGS

### C.1 DOWNTOWN AND NEAR NEIGHBORHOODS

**PROJECT:**  
**NAME OF MEETING:**  
**RECORDED BY:**  
**DATE:**  
**LOCATION:**  
**ATTENDEES:**

POG24269 – Port of Galveston Safety Action Plan  
Downtown and Near Neighborhoods Stakeholder Meeting  
Scott Kirby, Kevin St. Jacques  
October 9, 2024  
Port of Galveston, Board Room  
Laura Comcioglu, Port  
Rodger Rees, Port  
Krista Cardenas, Port  
Kenneth Brown, Port  
Dwayne Jones, Galveston  
Historical Foundation

Kevin St. Jacques, FNI  
Scott Kirby, FNI  
Jeff Patterson, East End Residential  
Chris Glover, East End Residential  
Association  
Trey Click, Downtown Partnership

ITEM	DESCRIPTION	PRESENTER
1.	FNI/Port Team provided the background and goal of the Safe Streets for All program and the plans going forward.	Laura/Kevin/Roger/Krista
2.	Harborside and 20th St is seeing increased pedestrian traffic. The sidewalk is elevated and that can affect the visibility of the pedestrians.	Dwayne
3.	25 <sup>th</sup> St is the biggest traffic problem, and 23 <sup>rd</sup> backs up on cruise days. Would like to have better synergy between the cruise terminals and the downtown area.	Trey
4.	There are multiple jurisdictions along Harborside, including the City and TxDOT.	Krista
5.	The Downtown District, Parks Board, and City of Galveston just finished a year long study on wayfinding signs that are scheduled to be installed in May 2025.	Trey



ITEM	DESCRIPTION	PRESENTER
6.	Parts of Harborside near 33 <sup>rd</sup> and 20 <sup>th</sup> -21 <sup>st</sup> need sidewalks.	Dwayne
7.	A downtown plan called Seaport Downtown had been developed with a gathering space on the south side of Harborside with a pedestrian bridge over Harborside	Trey
8.	There are future plans for greenspace on the northside of Harborside with the construction of the parking garage for Cruise Terminal 16	Rodger
9.	Some special events, like the Farmer's Market on 33 <sup>rd</sup> , and events on the Strand are concerned that their traffic mixes with cruise traffic. Downtown coordinates with Galveston PD for special events. Port PD has officers in the GPD command post for most special events. If cruise traffic and event traffic can be split further west along Harborside, there would be better overall traffic flow.	Dwayne/Kenneth/Trey
10.	There aren't continuous sidewalks along 14 <sup>th</sup> St. It has local cafes like The Sunflower Bakery, PattyCakes Bakery, and Mosquito Café that are popular walkable locations. The street is a major route for mini buses going to Cruise Terminal 10 and can be a safety concern.	Chris
11.	Most accidents along Harborside are low-speed and sideswipes that haven't involved pedestrians so far.	Kevin
12.	Cruise passengers will walk to the ship from the parking lots even when there is a shuttle because the size of the ships makes them look a lot closer.	Kenneth
13.	The pedestrian bridge will be completed in December 2025, but the intersection of Harborside and 25 <sup>th</sup> St needs to be made safe until then with short term solutions. The City recently applied for an H-GAC grant to upgrade the signals along Harborside so that they can talk to each other.	Kevin
14.	The Port plans to rebuild Wharf Rd/Old Port Industrial to get more traffic off of Harborside.	Rodger
15.	Harborside and 14 <sup>th</sup> has pedestrians crossing wherever they want. It needs highly visible pavement markings and signs.	Jeff
16.	The public needs to be trained to follow the right paths to cross the street. Wayfinding signs to be installed will be general directions, not pointing to specific destinations. They will be walking and driving directions. <b>Rodger</b> can reach out to the Parks Board to discuss the content of the signs. Sign clutter will be removed as the new signs are installed.	Trey

## C.2 DOWNTOWN AND NEAR NEIGHBORHOODS

**PROJECT:** POG24269 – Port of Galveston Safety Action Plan  
**NAME OF MEETING:** Near-Port Parking Providers Stakeholder Meeting  
**RECORDED BY:** Scott Kirby, Kevin St. Jacques  
**DATE:** October 9, 2024  
**LOCATION:** Port of Galveston, Board Room  
**ATTENDEES:** Laura Comcioglu, Port Kevin St. Jacques, FNI  
 Julio DeLeon, Port Scott Kirby, FNI  
 Krista Cardenas, Port Jennifer Marines, Park N Cruise  
 Kenneth Brown, Port Gus Knebel, Park N Cruise  
 Jerry Rice, Cruise Park Liz Rice, Cruise Park

ITEM	DESCRIPTION	PRESENTER
1.	FNI Team provided the background and goal of the Safe Streets for All program and the plans going forward. Presented concepts for the revised pedestrian bridge over Harborside at 25 <sup>th</sup> St.	Kevin
2.	Signage around the Port could be improved. Drivers stop to ask directions of anyone that looks official including their parking attendants. Many seeking Express Lot, S&P Garage.	Jennifer/Julio
3.	The City/Port plans to install a traffic signal at Harborside and 33 <sup>rd</sup> and the City has applied for grant funding to interconnect several signals along Harborside.	All
4.	Most park and walk customers are encouraged to walk east down New Strand to 25 <sup>th</sup> before crossing Harborside. Exiting vehicles are encouraged to drive west on New Strand to 28 <sup>th</sup> Street, but don't always do so. Kevin suggested possibly converting New Strand to one-way to the west and striping off a pedestrian walkway. Those attending concurred.	All
5.	It was suggested that the palm trees in the median of Harborside that currently end east of 33 <sup>rd</sup> could be extended to help calm traffic and strengthen the idea that drivers had arrived at the Port.	Jerry
6.	Some discussion of additional sidewalks along and leading to Harborside. Any additional sidewalks in City or TxDOT ROW would need the appropriate letters of support for the grant application and the entity would need to construct the sidewalks.	All
7.	At-grade crossing of Harborside at 25 <sup>th</sup> Street will be important even with improved ped bridge.	Jerry

## APPENDIX D

# SHUTTLE PROVIDERS SURVEY RESULTS

A survey questionnaire was prepared in Social Pinpoint and distributed to more than 100 companies that are registered with the Port to shuttle passengers into and out of the cruise ship terminal area, including bus lines, shuttle buses, taxis and Uber/Lyft drivers.

### 1) What is the name of your company/service?

Responses
TransGates Limousine
Premier Transportation Services
Premier Transportation of Dallas
Premier
Premier Transportation
Premier Transportation Services
Premier Transportation
Premier Transportation
Viking Trailways
Houston Executive Limousine
Cruise Driven
Aya limousine Services LLC
Kaiserhof holdings Inc
GREAT VIP LIMO
A Luxury Select Ride Service
Galveston Express
Anita Ride
Lux Black Car LLC
tofy transportation
Mgc transportation



2) How many years has your company been serving passengers to/from the cruise terminal area?

Responses
22
3
2
30
18
28
28
8
2
10
3
1
3
15
10
9
1
5
2
3

**3) What type of vehicle does your company use for transporting passengers to and from the cruise terminal?**

Vehicle Type	Percent of Responses	Number of Responses
Charter Bus/Shuttle Buses of 40 Passengers or More	40.00%	8
Commercial Passenger Vehicle, Courtesy Vehicle, Shuttle or Limousine with a seating capacity of Thirty (30) persons to Thirty Nine (39) passengers	45.00%	9
Commercial Passenger Vehicle, Courtesy Vehicle, Shuttle or Limousine with a seating capacity of fifteen (15) to twenty nine (29)	35.00%	7
Commercial Passenger Vehicle, Courtesy Vehicle, Shuttle or Limousine with Seating Capacity of less than fifteen (15) persons	75.00%	15
Taxicab with Seating Capacity of less than fifteen (15) persons	15.00%	3
Transportation Network Companies	20.00%	4





**4) How many of these vehicle types does your company use to transport passengers to and from the cruise terminal?**

Responses
8
12
2
50
70
100
65
4
5
4
1
1
1
3
1
13
2
3
1
3

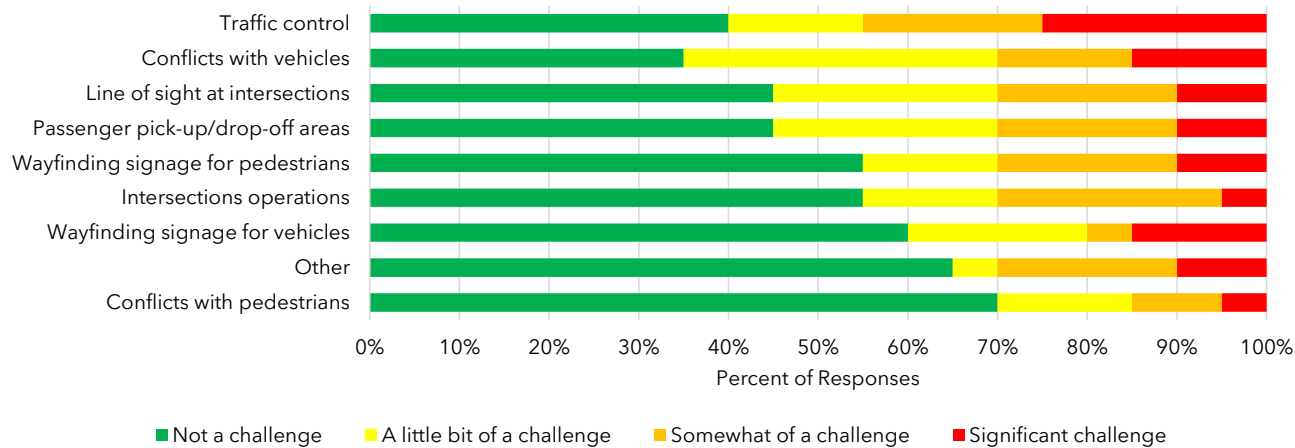


**5) Please indicate from which direction you come from to arrive at the Port / cruise terminals most often?**

	Percent of Responses	Number of Responses
Off Galveston island (north off I-45)	95.00%	19
On-island, west of 51st Street	5.00%	1
On-island, between 51st Street and 25th Street	0.00%	0
On-island between 25th Street and the Seawall	0.00%	0

**6) A. How great of a challenge are the following issues to your company when accessing the cruise terminal(s)?**

	Not a challenge	A little bit of a challenge	Somewhat of a challenge	Significant challenge	Overall Score
Conflicts with pedestrians	14	3	2	1	1.50
Other	13	1	4	2	1.75
Wayfinding signage for vehicles	12	4	1	3	1.75
Intersections operations	11	3	5	1	1.80
Wayfinding signage for pedestrians	11	3	4	2	1.85
Passenger pick-up/drop-off areas	9	5	4	2	1.95
Line of sight at intersections	9	5	4	2	1.95
Conflicts with vehicles	7	7	3	3	2.1
Traffic control	8	3	4	5	2.3

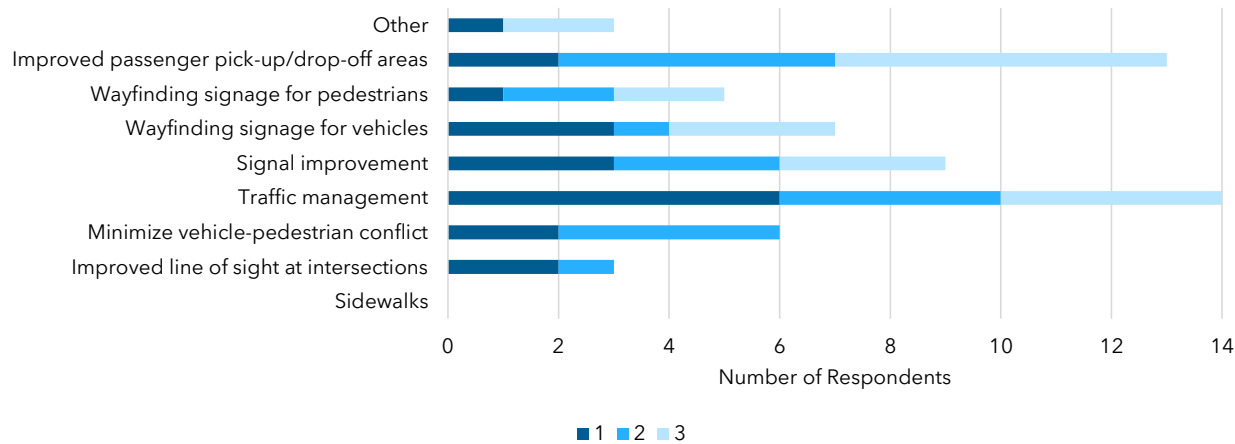


**6) B. Follow up: Please elaborate and describe the location and nature of the challenge you indicated is the greatest for your company when accessing the cruise terminal(s). If you indicated "Other," please also describe what the challenge is:**

Responses
The pick and drop off location is too small, and the traffic control do not coordinates instructions.
Sufficient turn areas for charter buses
The incidents can't be controlled due to randomness but there are others defects that come from the city's infrastructure.
Signage
We purchased Viking Trailways in January 2024, however the previous owner came to the Port of Galveston every year for decades. I spent months sending emails this spring desperately trying to receive updated stickers for 2024 for my coaches. I never received anything. I do not have the space here to express how frustrating this was. I still have 2023 stickers on my coaches because nobody would send me any 2024 stickers.
Other drivers not paying attention and following commands from security. The pick up drop off area sometimes becomes held up by people not following signs and security instructions.
The Carnival Jubilee terminal entrance is the WORST with the change of traffic flow. To exit is just one lane and most turn right on 22nd to leave and get right back in the line of traffic for those coming from the opposite way (Royal Caribbean) enter the Jubilee port. Not only is that a mess, but the intersections are continually blocked by cars so no movement in all 3 directions to get in. Even with officers manning the lights, which would seem to help.
Other drivers not complying
Everywhere there is no signage for designated limo parking....also other limo companies saying certain spots are there's alone....clients can't find pu location due to signage.
Lots of traffic at Harborside entrances cause delays and clusters. When inside the port, many times we see police vehicles parked in spots assigned to shared shuttles. Sometimes we have to get creative with parking, which we don't like to do.
We also have difficulties getting between terminals, Ex going between Terminal 10 and Terminal 25/28. I think internal access roads would be a big help here and reduce traffic overall.
Carnival port needs better signage for passenger pickup location areas for pedestrians and better access for shuttle companies.
Bad traffic, especially at the drop off & pick up area plus all the constructions around the island generally are really frustrating.
People blocking the intersections off the terminals, blocking the streets, missing light cycles because of cars parked in the middle of the intersection.

**7) What are the top 3 improvements your company would suggest for the existing roadways or pick-up/drop-off areas?**

	Number of Responses			Total	Overall Rank
	Choice #1	Choice #2	Choice #3		
Sidewalks	0	0	0	0	0
Improved line of sight at intersections	2	1	0	3	1.33
Minimize vehicle-pedestrian conflict	2	4	0	6	1.67
Traffic management	6	4	4	14	1.86
Signal improvement	3	3	3	9	2
Wayfinding signage for vehicles	3	1	3	7	2
Wayfinding signage for pedestrians	1	2	2	5	2.2
Improved passenger pick-up/drop-off areas	2	5	6	13	2.31
Other	1	0	2	3	2.33





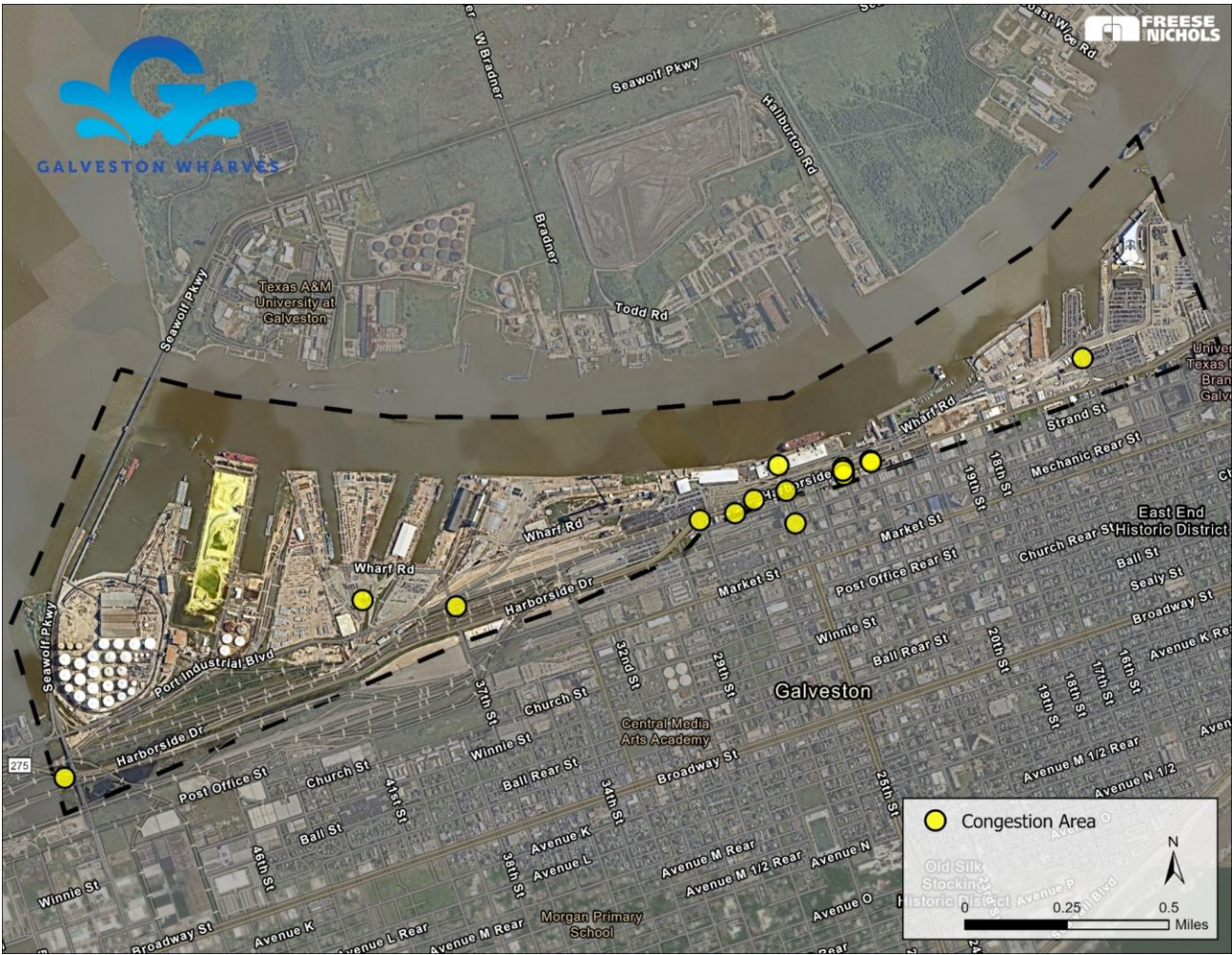
**8) A. How would you rank the ease of access to the cruise terminal(s)?**

	Percent of Responses	Number of Responses
A little congested	30%	6
Somewhat congested	50%	10
Very congested	20%	4

**8) B. On that day, what times do you experience the worst traffic congestion on the roads leading to the cruise terminal(s)? (Pick up to 3 hours)**

	Percent of Responses	Number of Responses
6:00 am - 7:00 am	4%	2
7:00 am - 8:00 am	4%	2
8:00 am - 9:00 am	15%	7
9:00 am - 10:00 am	23%	11
10:00 am - 11:00 am	23%	11
11:00 am - 12:00 pm	21%	10
12:00 pm - 1:00 pm	4%	2
1:00 pm - 2:00 pm	0%	0
2:00 pm - 3:00 pm	2%	1
3:00 pm - 4:00 pm	2%	1
4:00 pm - 5:00 pm	0%	0
5:00 pm - 6:00 pm	0%	0
6:00 pm - 7:00 pm	0%	0

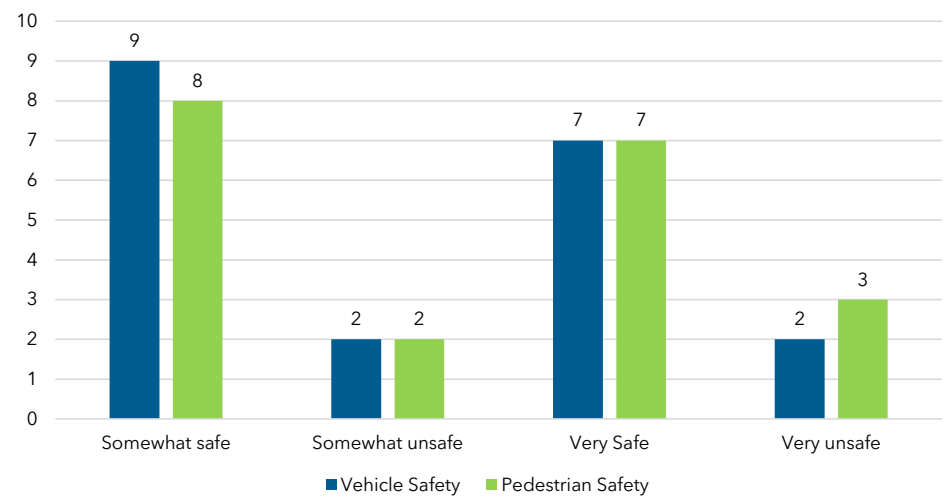
**9) Congestion Areas (interactive map)**





10) How would you rank the vehicle and pedestrian safety near the cruise terminal(s)?

	Very unsafe		Somewhat Unsafe		Somewhat Safe		Very Safe	
	Percent of Responses	Number of Responses	Percent of Responses	Number of Responses	Percent of Responses	Number of Responses	Percent of Responses	Number of Responses
Vehicle Safety	10.00%	2	10.00%	2	45.00%	9	35.00%	7
Pedestrian Safety	15.00%	3	10.00%	2	40.00%	8	35.00%	7



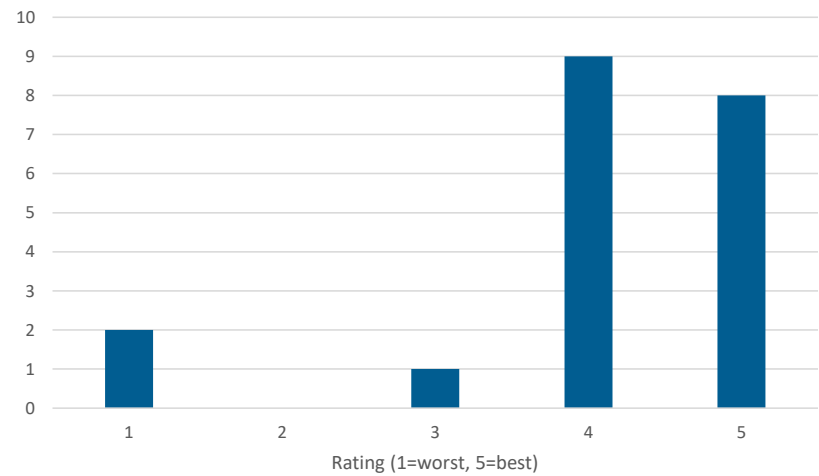


11) Safety Concern Areas (interactive map)



**12) How effective is the communication between your company and the cruise terminal authorities?**

Rank (1=worst, 5=best)	Percent of Responses	Number of Responses
1	10%	2
2	0%	0
3	5%	1
4	45%	9
5	40%	8



### 13) What improvements would you suggest to enhance coordination and communication?

Responses
better communication through emails and text messaging for everything concerning the port, even issues not related to the ground transportation. Also provide a feedback solution where we can provide feedback and suggestions anytime it is necessary.
Thank you
No improvements suggested. James Roundtree
Just to be able to communicate if any changes occur.
Traffic coordination to where the buses can go safely.
Local contact number for drivers.
Communication.
Pick up and drop off locations
N/A
I already expressed my issue.
Updates on changes and events happening in the area.
All good.
People that are aggressive because they have high pressure in traffic area so you have to reduce that pressure by having better curbside my suggestion again to improve the curb up to the signal many people they are working more than this to reach to the cruise area
Better training with ground staff
None
Have not had any issues in this regard.
The Port is very narrow and it funnels both pedestrians and vehicles into a small space. Would love to see more internal roads inside the port, especially with a 4th terminal on the way. We believe it would improve traffic flow and create safer conditions all around.
p.s. We are big fans of Jeff, the ground transportation representative from the port. He has been very helpful and easy to get ahold of.
The traffic guards in the carnival port should split the lanes for the different terminals when you enter on Kemper.
Na
they need to be more efficient and professional
Not a thing I like talking to them.Because working together makes a better team.Then fighting against each other

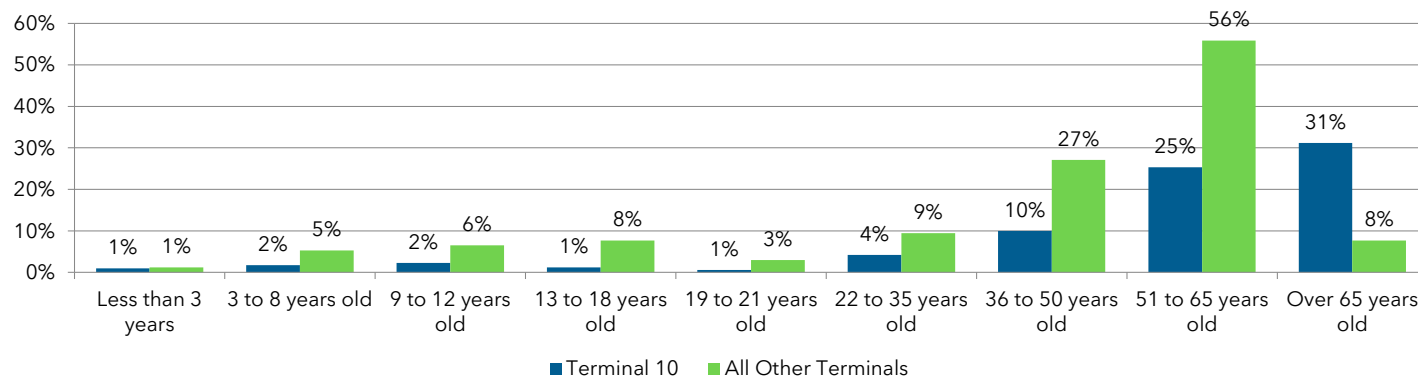


## APPENDIX E: CRUISE PASSENGERS SURVEY RESULTS

A survey questionnaire was prepared in Survey Monkey and distributed to more than 22,000 cruise patrons that took cruises within the previous 9 months.

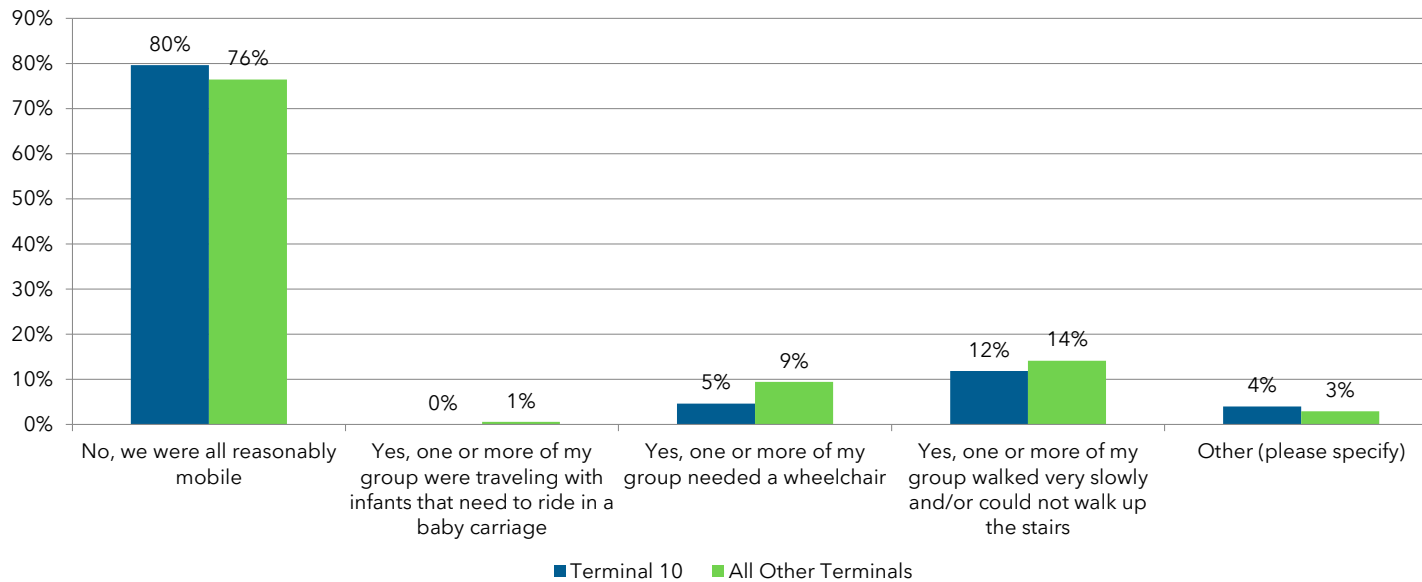
### 1) What were the ages of the persons traveling in your group? (check all that apply)

Answer Choices	Terminal 10		All Other Terminals	
	Percent of Responses	Number of Responses	Percent of Responses	Number of Responses
Less than 3 years	0.96%	2	1.18%	2
3 to 8 years old	1.69%	6	5.29%	9
9 to 12 years old	2.30%	8	6.47%	11
13 to 18 years old	1.18%	4	7.65%	13
19 to 21 years old	0.60%	2	2.94%	5
22 to 35 years old	4.19%	14	9.41%	16
36 to 50 years old	10.00%	32	27.06%	46
51 to 65 years old	25.35%	73	55.88%	95
Over 65 years old	31.16%	67	7.65%	13
Total		148		170



**2) Did any members of your group have special mobility needs? (check all that apply)**

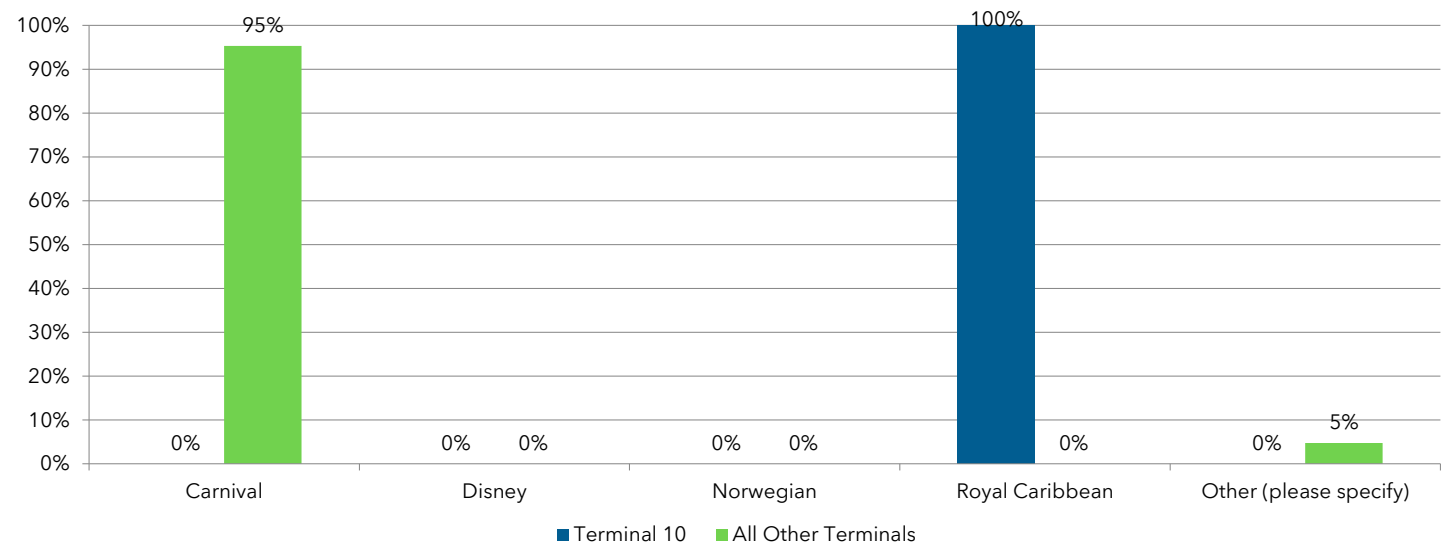
Answer Choices	Terminal 10		All Other Terminals	
	Percent of Responses	Number of Responses	Percent of Responses	Number of Responses
No, we were all reasonably mobile	79.61%	121	76.47%	130
Yes, one or more of my group were traveling with infants that need to ride in a baby carriage	0.00%	0	0.59%	1
Yes, one or more of my group needed a wheelchair	4.61%	7	9.41%	16
Yes, one or more of my group walked very slowly and/or could not walk up the stairs	11.84%	18	14.12%	24
Other (please specify)	3.95%	6	2.94%	5
Total		148		170



"Other" responses	
All other terminals	Had a scooter reserved but the distance from the shuttle to pick it up was long
	Disabled vet with bad knees so walking is not easy
	One in my om
	Cruise was cancelled due to fire in the engine room
	Occasionally, I take my cane, but so far, I have not taken a walker or wheelchair
	Cruise was cancelled
	I use a walker
	Blind
	Walker
Terminal 10	Needs a scooter
	Wife just had shoulder surgery so it was difficult to exit vehicle so needed to park where she did not have to squeeze out of car door
	We had a scooter
	Person already had ECV
	Needed to pick up scooter at port

3) Which cruise company did you travel with for your cruise?

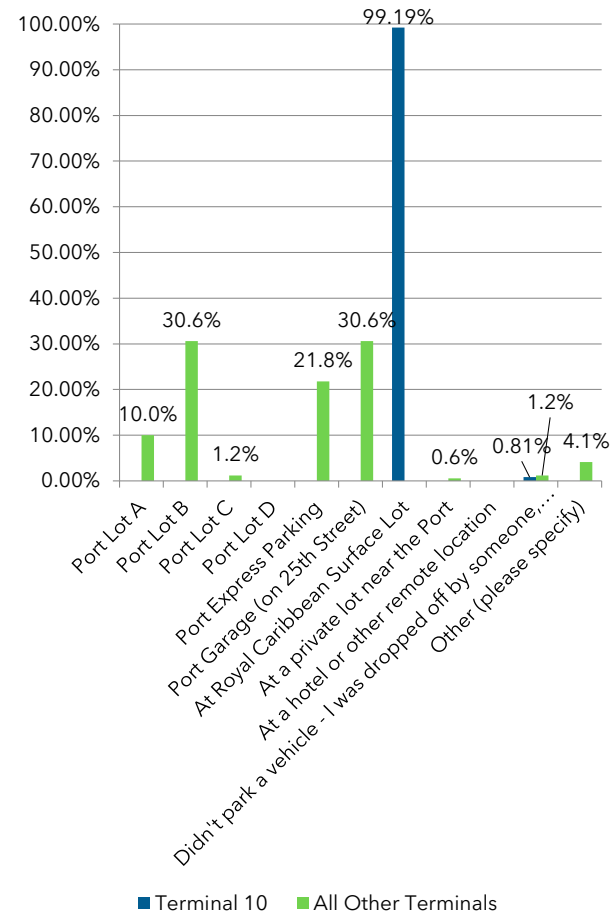
Answer Choices	Terminal 10		All Other Terminals	
	Percent of Responses	Number of Responses	Percent of Responses	Number of Responses
Carnival	0.00%	0	95.29%	162
Disney	0.00%	0	0.00%	0
Norwegian	0.00%	0	0.00%	0
Royal Caribbean	100.00%	148	0.00%	0
Other (please specify)	0.00%	0	4.71%	8
Total		148		170



**\*All responses to "Other" traveled with Princess Cruises**

#### 4) Where did you park for your cruise?

Answer Choices	Terminal 10		All Other Terminals	
	Percent of Responses	Number of Responses	Percent of Responses	Number of Responses
Port Lot A	0.00%	0	10.00%	17
Port Lot B	0.00%	0	30.59%	52
Port Lot C	0.00%	0	1.18%	2
Port Lot D	0.00%	0	0.00%	0
Port Express Parking	0.00%	0	21.76%	37
Port Garage (on 25th Street)	0.00%	0	30.59%	52
At Royal Caribbean Surface Lot	99.19%	123	0.00%	0
At a private lot near the Port	0.00%	0	0.59%	1
At a hotel or other remote location	0.00%	0	0.00%	0
Didn't park a vehicle - I was dropped off by someone, Uber, Lyft or Taxi directly at Terminal	0.81%	1	1.18%	2
Other (please specify)	0	0	4.12%	7
Total		124		170



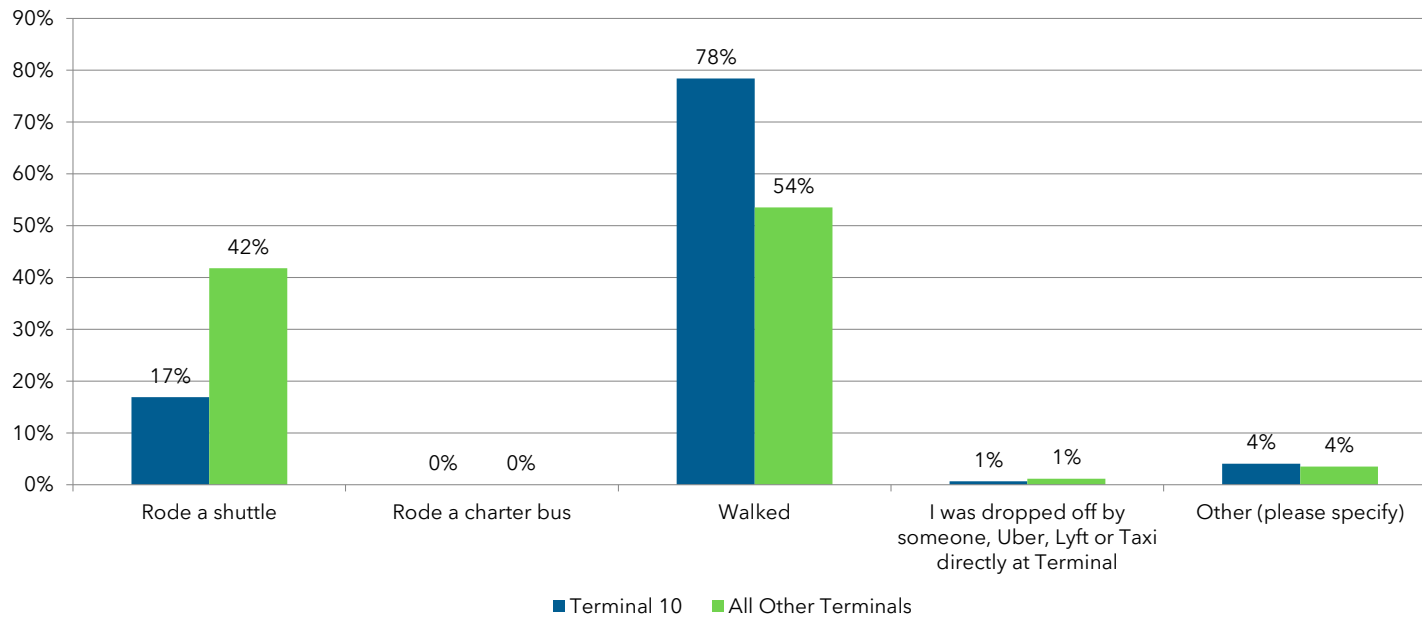


"Other" responses	
All other terminals	can't remember but it was one of the Port A-D lot
	Didn't park a vehicle. Cruise canceled.
	Did not park
	Port of Galveston park and walk lot
	didn't get to use the parking space
	Cruise was cancelled due to fire in the engine room
	Didn't, lost money, cruise was canceled



**5) How did you get to the cruise terminal from the parking lot?**

Answer Choices	Terminal 10		All Other Terminals	
	Percent of Responses	Number of Responses	Percent of Responses	Number of Responses
Rode a shuttle	16.89%	25	41.76%	71
Rode a charter bus	0.00%	0	0.00%	0
Walked	78.38%	116	53.53%	91
I was dropped off by someone, Uber, Lyft or Taxi directly at Terminal	0.68%	1	1.18%	2
Other (please specify)	4.05%	6	3.53%	6
Total		148		170

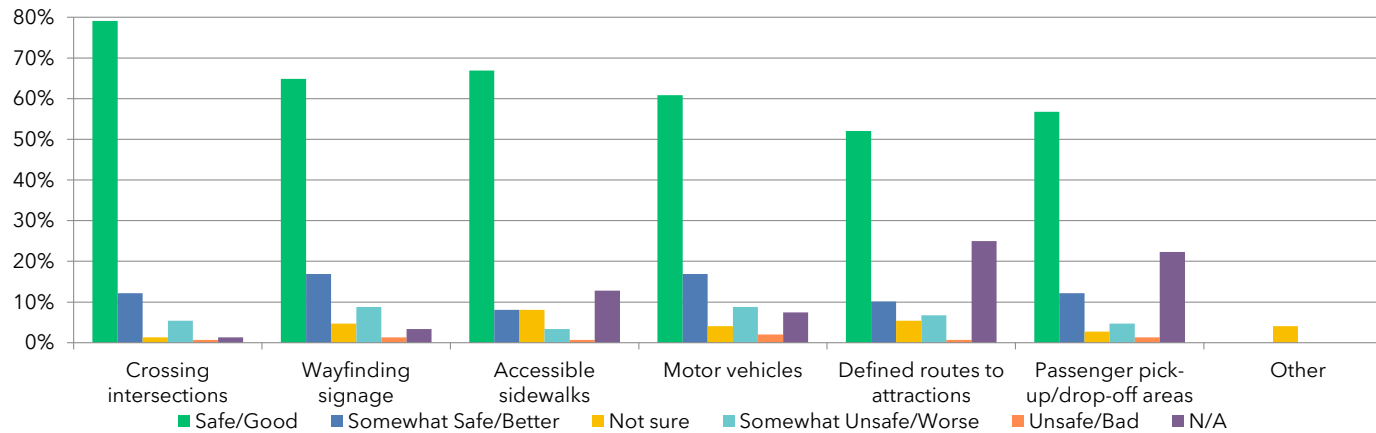


"Other" responses	
All other terminals	Cruise canceled.
	Regind
	didn't make the trip
	Drove our car
	Cruise was cancelled due to fire in the engine room
Terminal 10	Didn't, cruise canceled
	Handicap Covered parking lot
	Dropped off someone, then parked
	Loy 12 was under construction & signage for detour to temporary entry was nonexistent. Walkway to cruise terminal was in the street--no sidewalk
	Shuttle
	Walked from North Lot. (I chose "walked" option but the survey kept telling me to answer so I answered this way. Maybe a glitch?)
Terminal 10	Husband dropped myself and the children off, then he parked the car in the lot and walked over. Took him maybe 5 minutes to walk.

**6) What was your experience on your journey TO the Terminal with the following?**

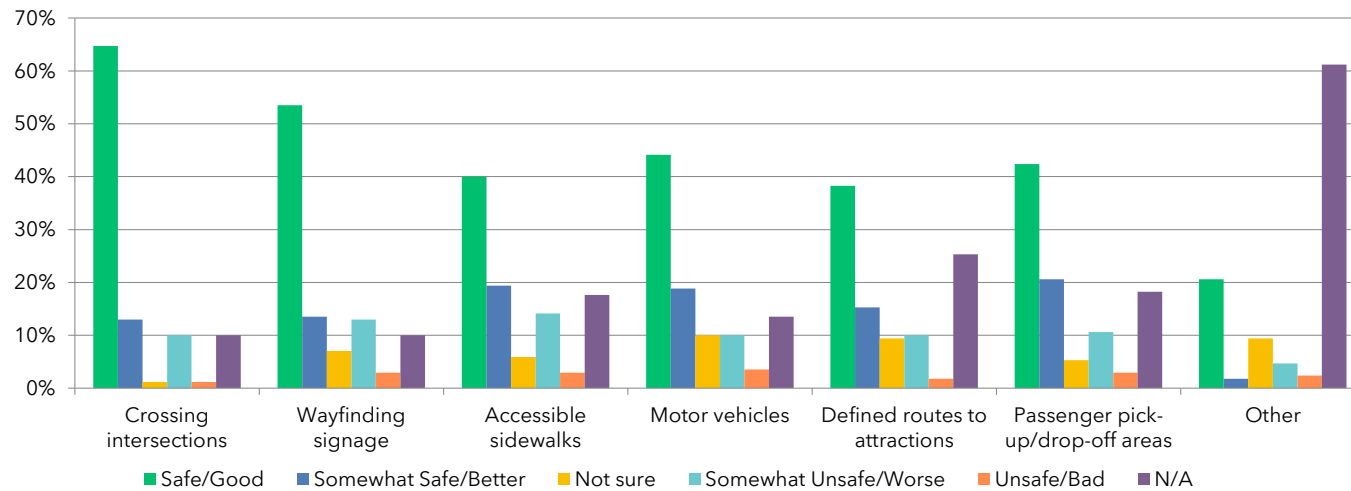
**Terminal 10**

Answer Choices	Safe/Good		Somewhat Safe/Better		Not sure		Somewhat Unsafe/Worse		Unsafe/Bad		N/A	
	%	#	%	#	%	#	%	#	%	#	%	#
Crossing intersections	79.05%	117	12.16%	18	1.35%	2	5.41%	8	0.68%	1	1.35%	2
Wayfinding signage	64.86%	96	16.89%	25	4.73%	7	8.78%	13	1.35%	2	3.38%	5
Accessible sidewalks	66.89%	99	8.11%	12	8.11%	12	3.38%	5	0.68%	1	12.84%	19
Motor vehicles	60.81%	90	16.89%	25	4.05%	6	8.78%	13	2.03%	3	7.43%	11
Defined routes to attractions	52.03%	77	10.14%	15	5.41%	8	6.76%	10	0.68%	1	25.00%	37
Passenger pick-up/drop-off areas	56.76%	84	12.16%	18	2.70%	4	4.73%	7	1.35%	2	22.30%	33
Other	0.00%	0	0.00%	0	4.05%	6	0.00%	0	0.00%	0	0.00%	0



### All Other Terminals

Answer Choices	Safe/Good		Somewhat Safe/Better		Not sure		Somewhat Unsafe/Worse		Unsafe/Bad		N/A	
	%	#	%	#	%	#	%	#	%	#	%	#
Crossing intersections	64.71%	110	12.94%	22	1.18%	2	10.00%	17	1.18%	2	10.00%	17
Wayfinding signage	53.53%	91	13.53%	23	7.06%	12	12.94%	22	2.94%	5	10.00%	17
Accessible sidewalks	40.00%	68	19.41%	33	5.88%	10	14.12%	24	2.94%	5	17.65%	30
Motor vehicles	44.12%	75	18.82%	32	10.00%	17	10.00%	17	3.53%	6	13.53%	23
Defined routes to attractions	38.24%	65	15.29%	26	9.41%	16	10.00%	17	1.76%	3	25.29%	43
Passenger pick-up/drop-off areas	42.35%	72	20.59%	35	5.29%	9	10.59%	18	2.94%	5	18.24%	31
Other	20.59%	35	1.76%	3	9.41%	16	4.71%	8	2.35%	4	61.18%	104

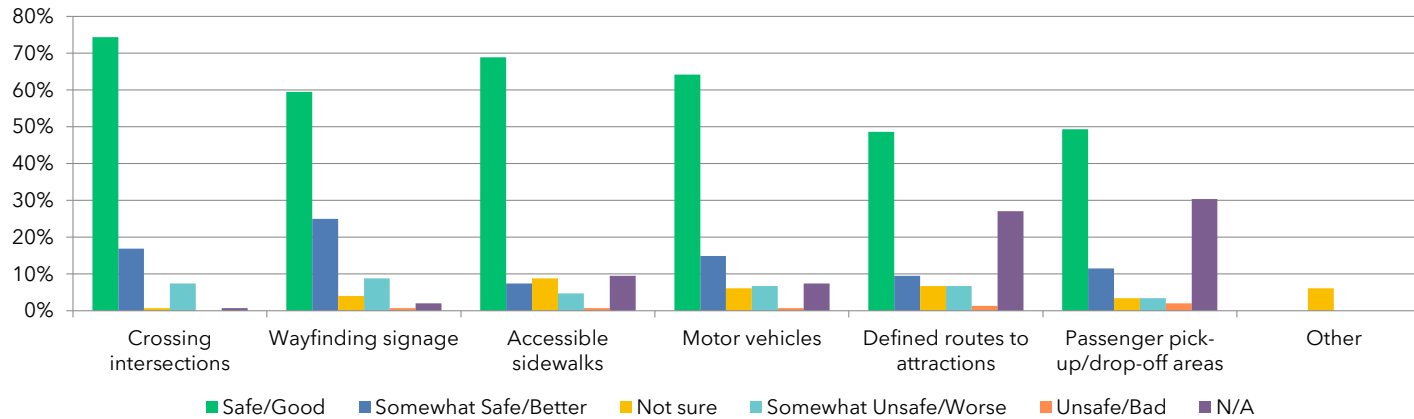


"Other" responses	
All other terminals	rough, uneven surfaces, loose gravel, brick sidewalks. Need smoother, barricaded walking paths to terminals
	Shuttle busses need repair and/or better maintenance. They were in shoddy shape.
	The biggest negative was walking from lot to the furthest terminal where our ship was docked for embarkation. Was easier when ship docked adjacent to the express lot.
	Not enough shuttle buses, lines too long to wait for bus. Not enough cover while waiting in hot sun. Disorganized loading.
	The streets had potholes needs repairing.
	elevators did not all work and could not easily navigate to the level we were parked on. many others that day very frustrated. person at garage was not very helpful or empathetic
	No warning that once inside the stairwell that the door will lock. My elderly father-in-law had to climb down several flights of stairs.
	Traffic/parking Attendants just asked to keep moving but did not provide direction. One person simply kept repeating, "You can't be here. Keep moving," but provided no direction to go up the right, around the circle, or to the left. Then another traffic attendant was just sitting on the information board cart and didn't provide any direction.
	comfortable
	waited 30 min for a bus and the line for pick up was long (5 cruise ships in port that day)
	intersections were easy to cross
	Only one smaller ship in port probably was the difference. There needed to be signage that the entrance to the express lot had changed.
	We have always felt safe on our journey to the ship. Thanks
	Can be crowded and confusing when traffic flow patterns change
	The crossing cops were excellent.
	Very hard to find the parking lot from the cruise terminal
	Nothing is well defined and completely chaotic.
Terminal 10	Shuttle was really hot
	The walk from the express lot to the terminal has some concrete barriers that impede crossing.
	had to cross the street. Hard to do with a person using a walker or cane
	Passenger dropoff was a little chaotic although staff did their best to alleviate the congestion. After finally getting to the dropoff point I have been blocked in by oncoming cars which causes a delay in my departure. I wish there were a better way for baggage/passenger dropoff. Maybe defined lanes.
	We had North Lot parking but could not park close to the Terminal because the Attendant said those spots were only for the Harmony of the Seas. What gives?
	Folks getting luggage in parking lot was helpful
	I drove my wife and luggage to the ship terminal, then parked, waited for shuttle but none available, so I walked back to terminal.
	Thanks to the direction of the on-site traffic personnel, some of the issues were mitigated.
	Need more handicap spaces
	Lots of traffic with cars; Not enough security/police to direct traffic; Rude security
Terminal 10	No good signage for people or cars.
	Need signage to areas of different pickup areas
	Clearer signage directing cars to the various parking lot entrances would be welcome
Terminal 10	Attendants yelling at us through most of the trip. Wanted us to take a long way around when there was a short/safe distance to walk.

**7) What was your experience on your journey FROM the Terminal with the following?**

**Terminal 10**

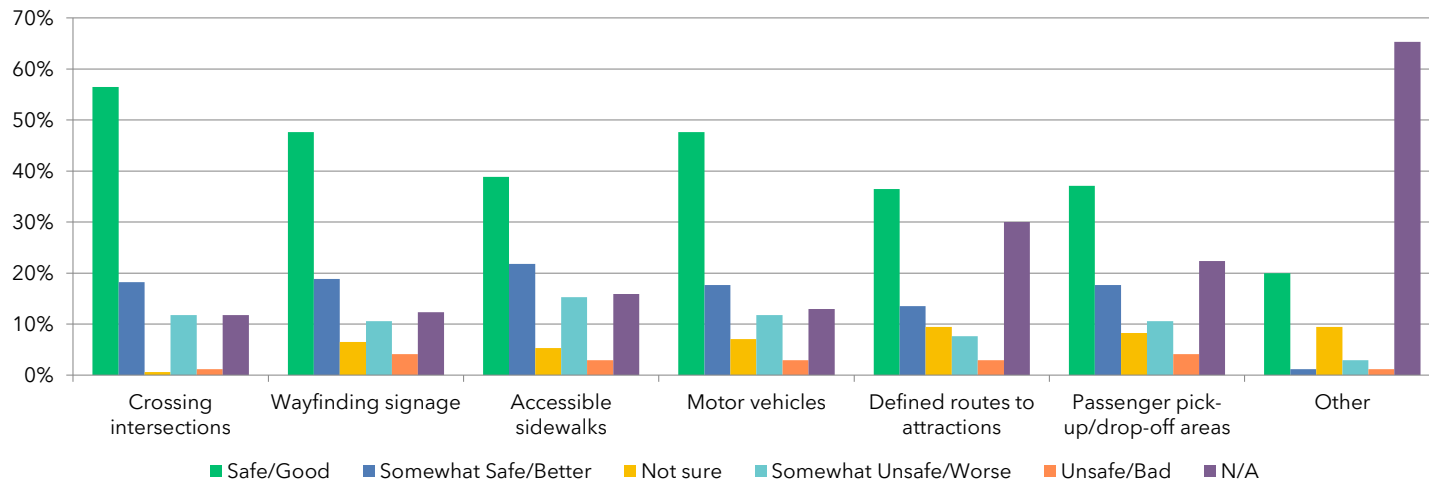
Answer Choices	Safe/Good		Somewhat Safe/Better		Not sure		Somewhat Unsafe/Worse		Unsafe/Bad		N/A	
	%	#	%	#	%	#	%	#	%	#	%	#
Crossing intersections	74.32%	110	16.89%	25	0.68%	1	7.43%	11	0.00%	0	0.68%	1
Wayfinding signage	59.46%	88	25.00%	37	4.05%	6	8.78%	13	0.68%	1	2.03%	3
Accessible sidewalks	68.92%	102	7.43%	11	8.78%	13	4.73%	7	0.68%	1	9.46%	14
Motor vehicles	64.19%	95	14.86%	22	6.08%	9	6.76%	10	0.68%	1	7.43%	11
Defined routes to attractions	48.65%	72	9.46%	14	6.76%	10	6.76%	10	1.35%	2	27.03%	40
Passenger pick-up/drop-off areas	49.32%	73	11.49%	17	3.38%	5	3.38%	5	2.03%	3	30.41%	45
Other	0.00%	0	0.00%	0	6.08%	9	0.00%	0	0.00%	0	0.00%	0





### All Other Terminals

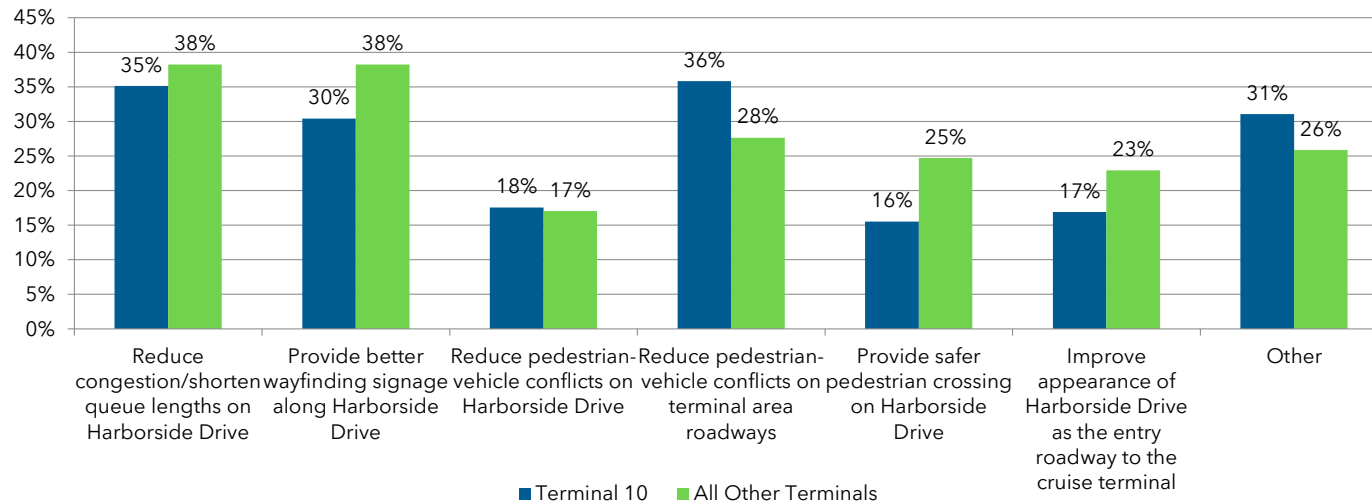
Answer Choices	Safe/Good		Somewhat Safe/Better		Not sure		Somewhat Unsafe/Worse		Unsafe/Bad		N/A	
	%	#	%	#	%	#	%	#	%	#	%	#
Crossing intersections	56.47%	96	18.24%	31	0.59%	1	11.76%	20	1.18%	2	11.76%	20
Wayfinding signage	47.65%	81	18.82%	32	6.47%	11	10.59%	18	4.12%	7	12.35%	21
Accessible sidewalks	38.82%	66	21.76%	37	5.29%	9	15.29%	26	2.94%	5	15.88%	27
Motor vehicles	47.65%	81	17.65%	30	7.06%	12	11.76%	20	2.94%	5	12.94%	22
Defined routes to attractions	36.47%	62	13.53%	23	9.41%	16	7.65%	13	2.94%	5	30.00%	51
Passenger pick-up/drop-off areas	37.06%	63	17.65%	30	8.24%	14	10.59%	18	4.12%	7	22.35%	38
Other	20.00%	34	1.18%	2	9.41%	16	2.94%	5	1.18%	2	65.29%	111



"Other" responses	
All other terminals	rough, uneven surfaces, loose gravel, brick sidewalks. Need smoother, barricaded walking paths to terminals
	Shuttle busses need repair and/or better maintenance. They were in shoddy shape.
	The biggest negative was walking from lot to the furthest terminal where our ship was docked for embarkation. Was easier when ship docked adjacent to the express lot.
	Not enough shuttle buses, lines too long to wait for bus. Not enough cover while waiting in hot sun. Disorganized loading.
	The streets had potholes needs repairing.
	elevators did not all work and could not easily navigate to the level we were parked on. many others that day very frustrated. person at garage was not very helpful or empathetic
	No warning that once inside the stairwell that the door will lock. My elderly father-in-law had to climb down several flights of stairs.
	Traffic/parking Attendants just asked to keep moving but did not provide direction. One person simply kept repeating, "You can't be here. Keep moving," but provided no direction to go up the right, around the circle, or to the left. Then another traffic attendant was just sitting on the information board cart and didn't provide any direction.
	comfortable
	waited 30 min for a bus and the line for pick up was long (5 cruise ships in port that day)
	intersections were easy to cross
	Only one smaller ship in port probably was the difference. There needed to be signage that the entrance to the express lot had changed.
	We have always felt safe on our journey to the ship. Thanks
	Can be crowded and confusing when traffic flow patterns change
	The crossing cops were excellent.
	Very hard to find the parking lot from the cruise terminal
	Nothing is well defined and completely chaotic.
Terminal 10	Shuttle was really hot
	The walk from the express lot to the terminal has some concrete barriers that impede crossing.
	had to cross the street. Hard to do with a person using a walker or cane
	I always park in the North lot and love the convenience of being able to just walk to my car. Staff are very accomodating to passengers crossing to the lot.
	Please see above.
	I drove my wife and luggage to the ship terminal, then parked, waited for shuttle but none available, so I walked back to terminal.
	Heading to Harborside would like signage EARLY on which lane to be in to turn right (west) on Harborside
	We had a difficult time finding our shuttle stop. We were advised by 3 different people 3 different places before we found where we needed to be
	Good
	Lot 12 was under construction & signage for detour was nonexistent. There was no walkway & had to walk in the street
Terminal 10	When we returned to the port at the end of our cruise there was not a shuttle to pick us up!
	Again, better signage and personnel at crossing areas would make the lots safer for pedestrians
	I always park in the North lot and love the convenience of being able to just walk to my car. Staff are very accomodating to passengers crossing to the lot.

**8) From your experience at the Port, what 3 improvements to the roadways leading to the Terminals are most important to you?**  
**Please, elaborate with specific details on up to 3 chosen improvements.**

Answer Choices	Terminal 10		All Other Terminals	
	Percent of Responses	Number of Responses	Percent of Responses	Number of Responses
Reduce congestion/shorten queue lengths on Harborside Drive	35.14%	52	38.24%	65
Provide better wayfinding signage along Harborside Drive	30.41%	45	38.24%	65
Reduce pedestrian-vehicle conflicts on Harborside Drive	17.57%	26	17.06%	29
Reduce pedestrian-vehicle conflicts on terminal area roadways	35.81%	53	27.65%	47
Provide safer pedestrian crossing on Harborside Drive	15.54%	23	24.71%	42
Improve appearance of Harborside Drive as the entry roadway to the cruise terminal	16.89%	25	22.94%	39
Other	31.08%	46	25.88%	44



All Other Terminals	
Responses	
Reduce congestion/shorten queue lengths on Harborside Drive	Having more agents available
	Improve access to specific lots, maybe using electronic signs to provide update on ships and specific lots.
	This was an issue!
	More police officers or Port employees helping direct traffic.
	Have a one way flow of traffic
	Have police at intersections directing car traffic. Traffic lights are causing delays.
	Street light on intersection to Lot B!!
	2 turning lanes maybe separating the buses from the cars and they would not cross turning into area so that would cause a slow down
	Traffic too congested
	Keep special events from the strand away from parking areas
	the lines are too long to get into the parking lots
	Traffic Light at Harborside needs an officer to direct traffic to ensure vehicles in the outer lane do not continue to drive to the front and skip or cut in front
	need to get the traffic lights more in sync with each other. Traffic backs up due to lights.
	I quit using Harborside drive because it took too long to turn left at the cruise entrance, I use Broadway and 25th
	Traffic can be very congested and needs better flow.
	Signs explaining where to go.
	provide designated roadway to enter the terminals, and to the express parking lot
	Congestion reduction would help, overall queue lengths were well managed.
	Convenience
	would like to see more traffic assistance by police
	Traffic was very heavy.
	This is a bad situation
	Definitely needs a lot of work!!!at!
	It took us 45 minutes to go two blocks and through the luggage drop off. Much of that time was getting out of hand
	no comment
	Priority. We waited a very long time.
	Find a way to expedite the loading and unloading of luggage. Maybe hire more porters.
	Cut down on side entry from streets ending at harbor side
	Very detailed signs directing to each terminal, More personnel/police directing vehicles.
	police do a nice job keeping traffic moving for lot B
	People just need to slow down and be more considerate of others. Quit being in a hurry
	Traffic was very heavy.
	Slower speeds, one way traffic

	I recently dropped off passengers for Carnival Jubilee. It took 45 minutes to get from Parking Area B to the terminal for dropoff.
	For the newer cruiser some signage along roadway might be helpful
	This is number one with more ships of bigger sizes the wait to drop off luggage can be extreme. It makes for a more stressful embarkation.
	Need a tall parking garage
	MARKED LANES FOR ENTERING THE GARAGE - WAIT TIMES ARE CRAZY WITH ONE LANE WAITING TO TURN IN
	Yes when there are two or more ships in port.
	More police at traffic lights to control the lane cutter
	Heavy traffic and stop lights not coordinated
	Have a double level entrance from the south so that there is no criss crossing of traffic...on long elevated loading and unloading lane for each cruise ship
	Better signs directing you on entering for baggage drop off and to express parking
	Reduce congestion
	This would be extremely helpful.
	Make it easier to get to the parking areas
	Needs improvement
	Long lines to enter the Garage Parking Building, too slow.
	less construction.
Provide better wayfinding signage along Harborside Drive	Clear signage including understanding when the line is long
	Need better wayfinding signage to show passengers where to go get on a bus after leaving terminal
	Can't find Lot B since it's on port side of Harborside Drive
	Important! People are unsure where to go, not enough signage
	Need much more and better signage
	more signage
	Identify which lane turns into cruise terminal and make a barrier so others couldn't cut in line and disrupt traffic.
	Better signs to where the parking garage is, and where to park once you are in the garage.
	Parking lot signage more visible and easier to understand
	more signage would be nice. We already know where to go, but for newer cruisers it would be helpful
	We go past the terminal on Broadway, then come back on Harborside. As pull in has changed, need signage
	Digital signage with ship names, updated daily
	Make it easier with more signage
	if you've never cruised you would get lost not knowing where to park
	Larger signage
	Never saw any signs
	this would help
	Cruisers pretty much have to just hope the endless line of traffic they are stuck in will eventually lead them where they need to go
	better signage is needed to find the the correct entrance for each cruise line terminals
	Heads up on signage a little sooner, big signs
	Signs explaining where to go.

More signs are needed.
Luggage drop off signage needed, especially with 2 Carnival ships side by side.
Its terrible to find the right way to get to the port drop-off and if you go the wrong way there is no way to get back
No response
Need better signage to cruise terminal entrances and dropoff
Better signs would help guide you
That needs some improvement.
ok
More signage
Fresh paint on street and larger signage
Yes
Signage for lot and cruise line/ship would be helpful
The first time we went it was a little confusing but now we k ow where to go
3
Need better signs directing passengers in their cars to the Express and covered garage parking
no comment
Everything is fine
Signage unclear
All good as far as I'm concerned
Signage to the different parking lots is very important to me
I think there needs to be signage that is higher above the fence so you'll know that you're at the right lot
Yes
Add very detailed signage.
Finding SMP for the first time would be difficult.
Better signs directing to terminal and parking
Part of the congestion is seemingly no orderly and well signed lanes for specific purposes on Harborside. At time where pickup and dropoff are both going on it can be a madhouse.
Na
DEFINITELY BETTER SIGNAGE
Electronic signs showing where to enter for a specific ship. Separate entrances for each ship and the express lot
Currently signage are not clear.
Not real clear on where express parking lot was.
Didn't know which way to go
Better signs along the route.
Needs more sign directing to parking areas.
The signs were confusing. It took us 15 minutes to find the correct parking lots
3
First time utilizing port, so the next time may be a bit easier
This



Reduce pedestrian-vehicle conflicts on Harborside Drive	Please provide safer crosswalks. Drivers are NOT following crossing guard instructions to yield to pedestrians.
	Include daylighting at the intersection at 25th and Harborside. There is a telephone pole that blocks view at intersection next to the VIP Indoor Cruise Parking building.
	Put traffic lights instead of police officers at intersections
	Always lots of traffic but that can't be avoided
	Can you fix the elevated walkway ? it seems like that would help alot
	Have the flow of traffic going one way for both terminals
	No
	New walkway will resolve this issue
	Open the sky walk
	A pedestrian bridge at Rosenberg and Harbor would be amazing. Taking you over the inpatient drivers.
	3
	Pedestrian crossing areas too narrow for volume of people-holds traffic up way too long
	2
	Yes
	Re open the pedestrian bridge and ensure elevators are working efficiently.
	There would be no conflict if they would open the overhead walkway to the terminal.
	People directing traffic, signs telling you where to go, and blocking the side streets so that people won't be able to push their way into the line of cars.
	Fix the skywalk to get pedestrians off the street!
	Make a definitive crossing, better smoother walkway and sidewalks
	Walking was difficult
	The amount of cruisers arriving and walking g with all bags to the harbor and parking areas is dangerous when driving and even more so when walking
	All good as far as I'm concerned
	need sidewalks and more signals for lot B
	Get the pedestrian overpass up and running.
	It seems like we need an interior road for the terminals at Carnival. Harborside handles all the port traffic plus through traffic as well parking traffic and dropoff/pickup traffic.
	Crosswalks are poorly labeled and it's difficult to move luggage on the gravel path from the Express lot
	Autos do not look out for pets because they are afraid someone will cut in front of them.t of
	Reduce passenger traffic
	Sure
Reduce pedestrian-vehicle conflicts on terminal area roadways	Separate the two more
	Attendants are trying to keep moving vehicles, but pedestrians are trying to cross the unloading area and these crossers do not look so having an attendant dedicated to and in the cross walk.
	Put traffic lights instead of police officers at intersections
	needed
	Fix the crossing bridge to the terminal

	better lanes at the terminal
	Very busy intersection where pedestrians cross
	The parking attendants could be more patient and not so rude to drivers as well as pedestrians with mobility issues.
	New walkway will resolve this issue
	Very important
	Definitely
	2
	this is an issue on debark
	Crossing areas are confusing. The most obvious route to the terminal we tried to take we were yelled at by the guard to go a different way.
	3
	Yes
	Yes
	I would like to see a way to get from one terminal to the other without walking in the street of the parking lot.
	Important
	Yes
	3
	provide seperate paths that make walking safer to and from the express lot while going to the first terminal (25)
	Increase clear signage or maybe add more crossing guards its so dangerous
	No response
	Agree
	return to overhead pedestrian crosswalks
	Police officers were holding to many people and letting to many cars go.
	2
	open the walk over
	Pedestrians have to be aware of oncoming traffic.
	CHanging the direction of travel at terminal was not a good idea.
	Too many overlaps between cars and people surrounding luggage drop off. Need to separate those leaving and those dropping off.
	Everything is fine
	Install walk over passes
	All good as far as I'm concerned
	Lots of congestion with cars
	Just this
	People need to quit being in a hurry
	Sidewalks were bad and torn up.
	Too many people to figure any way of reducing congestion and confusion
	As much as possible, reopen the pedestrian bridge over harborside drive.
	Please enforce passenger drop off and pick up to eliminate unnecessary congestions.

	If you could find a way to keep pedestrian traffic off of Harborside would be great.
	Have motor vehicle lanes marked and pedestrian walkways separate
	Express parking access walks through a no parking area, which had many larger vehicles parked and causing blind spots.
Provide safer pedestrian crossing on Harborside Drive	This
	use crossing guards
	Please utilize the elevated pedestrian bridge from the SMP parking structure.
	Widen, create protected turn lanes
	Include daylighting at the intersection at 25th and Harborside. There is a telephone pole that blocks view at intersection next to the VIP Indoor Cruise Parking building.
	needed
	Would be better if there was traffic control during this time
	You have cops there. That's super helpful. I wish the over street bridge worked
	New walkway will resolve this issue
	Very important
	The crosswalks are ok. If you get there before the crossguards, the traffic is moving faster than the posted speed limit on that street, making it unsafe. Maybe some flashing speed limit signs.
	1
	crossing Harborside dr is unsafe because of the traffic flow & congestion from parking garage to terminal
	yes
	1
	Yes
	Nnn
	. Someone who needs assistance getting there to pick it up has a hard time. walking with a walker or cane presents problems, dropping off upstairs would bw a vast improvement
	Re open the pedestrian bridge and ensure elevators are working efficiently.
	It would be great if they would open the overhead walkway to the terminal.
	Yes
	Use stop and go lights
	Definitely needed when dragging luggage across streets.
	On the way back, we had the help of a "crossing guard" which was a big improvement.
	Need a clear crossing spot for all passengers that is clearly marked and guarded
	Safety
	Agree
	Very safe area.
	yes
	Crossing from the garage is not easy.
	It was like cars and people everywhere
	2
	More direction and crosswalk attendant

	need sidewalks to/from lot B
	Good Great use of police and traffic lights to stop the crossing traffic
	Having someone there to guide you to cross is very helpful. After crossing gets questionable.
	Traffic needs to be all going in one direction, it almost feels like you are the frog in the froggie game
	It would be nice to walk directly across the street.
	Absolutely needed
	Maybe put in a walk over so you don't pedestrians with heavy traffic that's coming and going from the terminal.
	All pedestrian crossing should be over head
	You had people walking across vehicle traffic lanes to get to the shuttles
	Make it easier to cross the streets
Improve appearance of Harborside Drive as the entry roadway to the cruise terminal	This
	Appearance not important as easy access
	More signage is necessary!
	This could work. Make it look nicer, more tropical and appealing
	Better signage because it was hard to see with all the traffic
	Repaving the roadway and providing more lanes for car entry.
	Clean along fences
	The flow of traffic is the issue. There needs to be more signs and people directing traffic. The turn lane is a joke as other cars cut in line from the right 2 lanes.
	Roads need repairing
	Plenty of signage and directions to drop off points at cruise terminal
	Landmark Signs would be great
	Provide better vegetation (Palm trees)
	The entrance was unclear
	Yes, driving through the City streets with the stagnant trains. I would love to see them turned into unique accommodations l.e sleeping, restaurants etc...
	yes
	Least attractive port of all the carnival ports
	Absolutely
	1
	Entry looks like a construction site.
	1
	important
	Agree
	Definitely improve this, not the nicest looking port to go out of
	improve road surface at entry too many pot holes
	It looks much better.
	1
	I guess if that's what you want to do.

	Needs a walkway
	Yes
	Needs much more visible signage as to which terminal # is coming up, esp. if not familiar with area.
	Make the appearance more cruise themed
	As this is our first time we were as lost as most of the people we walk with and talked too – just a learning process
	no comment
	Everything was good
	It's not attractive
	Cruise all the time out of Galveston last February hit a hidden pot hole that almost totaled out my car because of water covering it
	Add better signage that includes name of cruise line and ships that are at each terminal each day.
	Better signage directions
	2
	Area looks kind of shabby
	i was comfortable no issues
Other	garage was the issue than street alongside! Parked on top level & had to zig zag across bldgs to find elevators/stairs. Ended in a sketchy alley blocked by a van.
	With the addition of more cruise ships in Galveston, anything to help with the increased traffic would be greatly appreciated.
	Road from lot A to terminal needs to be repaired
	Access to particular ships needs improving
	Traffic light across Harborside drive where entrance to B and C parking lots are
	No changes needed.
	No suggestions
	Crowds trying to get the bus back to the parking lot, maybe better line control
	Cruise canceled
	Better organization at lots. Line order kept changing. Front of the line all of a sudden became the back. Wait for shuttles was too long.
	Open the sky bridge that goes from the parking garage side to the terminal or build another way to cross above the traffic.
	Walkway from terminal to express parking
	There were no ramps at the terminal medians where we were told to cross.
	No problem
	Appearance and way finding signage from I45 would be helpful
	Supply trucks need a different entry point/access road than passengers
	none applies to me or affect me in any way
	I would like to see a wider RH lane for turning into the SMP Garage.
	Need a traffic light at 33rd and Harborside. Priority on cruise days. No priority at "off hours" and on Tuesdays.
	Easier Wheelchair access
	The improvements that have been made are great, so I don't have any recommendations at this time.
	No Comment

	We have no problems
	Police officers somewhat rude to drivers who are unfamiliar with area & trying to navigate to proper roadway.
	Please respond if you are not going to return our monies so we can filoe a claim with the Princess
	Monitor traffic..cars were cutting in line dangerously.
	Provide handicap accessible ways to get from express lot to Both ships as it is now we have to access the street in front of bldg to get to ships
	Again some people might be lost like we were – we will be back - first cruise won't be the last for sure –
	none
	Cruise was cancelled due to fire in the engine room
	The new way of getting into terminal 28 is better, but it kinda needs better signage. It's kind of a cluster between the two.
	Have no idea, cruise canceled
	Better traffic control
	.
	Once you cross Harborside to walk to the terminal seems like a mess. Unclear where to walk and safety due to vehicles in there as well
	Na
	We have cruised many times from Galveston and know where we need to go.
	The officers controlling traffic need to time the lines in a fair way. We have sat in a line being skipped for our turn to go multiple times on multiple trips
	An easier way to get to express parking after dropping bags.
	You need additional lanes on Harborside but no space to do it. Then again, you only need them when cruises come in or out.
	We were satisfied with our trip
	Better & Bigger signage
	It was great

Terminal 10	
Responses	
Reduce congestion/shorten queue lengths on Harborside Drive	3
	would help some
	It's always backed up trying to get into the terminal area due to passenger drop offs.
	Longer left hand turns
	Better timing of signal lights
	1
	Yes
	cars shouldn't have to drive through the drop off area in order to get to the entrance gate of the parking lot
	Somewhat confusing with buses and cars trying to navigate same lanes
	Make sure no one blocks an intersection
	there need to be more crosswalks to get to the shuttles as you have to walk a long way with luggage



	With RC, I have never had an issue with congestion at the new terminal
	This could be better
	This is definitely an issue, need more lanes but don't see that's possible
	Stagger boarding times to many people at one time
	Traffic is terrible coming in from the west.
	Defined lanes to unload. Got blocked in after we unloaded by car stopped unloading.
	Parking lots need to look like a real lot.
	Yes
	The signals on Harborside Drive are not synchronized.
	Yes
	we had to sit in a lot of traffic trying to get to our parking lot
	1
	Reduce congestion on Harborside
	Yes
	Reduce congestion
	Timing of street lights not synched and turning into royal north lot parking was congested and confusing on which lane to be in
	Yes
	More police presence is needed to control traffic
	Hot there early. No issues
	nothing
	Good idea
	No
	Yes
	Different entrance for semi-trucks
	Have entrance into surface lot on south end also
	We had to wait for quite a while at red lights
	3
	Direct traffic on embarkation days
	Significant backups on Harborside on embarkation and debarkation. Need alternate routes besides taking Broadway through town and lights
	When several ships are loading the traffic backs up quite a bit.
	Times the traffic is heavy
	should have designated lanes for cruise traffic only
	2
	Directing traffic flow to separate people dropping off passengers and those going directly to parking
	This needs to be done.
	3
	Need to redesign a more efficient route from the south lot to the drop off point of the terminal. The current traffic moves too slow.

	1
	1
	Better lane signage at Harborside/14th St heading toward Royal Caribbean Way
	Yes
	3
Provide better wayfinding signage along Harborside Drive	would help some
	Better signage for accessing North parking lot, separate lanes for North South
	Incorrect signage for access to parking at terminal. All vehicles funneled through drop off line, very inefficient for vehicles parking.
	2
	Have clear signage leading to north and south parking as to where to turn.
	See above
	More specific turning info maybe as to what lane to be in.
	use 14 street to come for better entrance.
	2
	Yes
	This is needed as not always clear where to go
	Had some cones put out closing a lane without notification
	Better signage for each terminal describing which cruise lines they are for.
	None
	More clear directions
	Place terminal signs far enough in front of terminal entrances to change lanes in time. Overhead signs identifying terminal would be helpful
	Prominent signs helpful
	Maybe more signage for the shuttles when returning from the cruise. A little confusing
	Define lanes and better guidance for those unfamiliar with the cruise port
	None
	Yes
	Need more sign for parking lot and more entrance
	Signs are always a good thing.
	Clear signs showing which parking lots to exit from what lanes
	Signs with larger print and more visibility
	This is good
	Yes
	Yes
	Lot 10 north has 2 entrances. Couldnt find one of them.
	It's fine as is
	Yes
	3

	Clearer signs for parking vs drop off
	Have specific parking lot signage
	1
	More signs to assure people know where lots are
	Yes, hard to cross as pedestrians no signs really pointing to farther lots
	Perhaps hanging signage from the traffic lights with more precise direction
	More visible signs
	It would be helpful to have more signs on Harborside telling you where to turn & not just at the turn itself
	Better signage to the express lot.
	1
	More Wayfinding signage to get from terminal to the parking lots
	2
	This is much needed.
	Yes
Reduce pedestrian-vehicle conflicts on Harborside Drive	Overhead pedestrian walkways
	1
	Flashing lights, repaint crossing sections
	As you approach, it is confusing as to which lane to be in and where to turn.
	Perhaps pedestrian overpass would facilitate safety
	Speed of cars should be monitored better
	Provide better defined walkways.
	None
	Better walkways and marked crossing areas.
	Better sidewalks
	NA
	Surely
	Intersection where you enter for Royal Caribbean needs longer turn left to ferry.
	This could be better
	NA
	Yes
	2
	sidewalks
	No clear signage for pedestrians from cars to terminals.
	yes
	Significant backups on Harborside on embarkation and debarkation. Need alternate routes besides taking Broadway through town and lights
	Yes needs help
	.
	1

	3
	This is much needed.
Reduce pedestrian-vehicle conflicts on terminal area roadways	Establish overhead passenger walkways to terminal rather than on street crossing
	Going from covered parking in north lot (RC) there aren't signs on access to terminal
	n/a
	As you approach, it is confusing as to which lane to be in and where to turn.
	I wish there were a separate entrance for the 18 wheelers into the RCCL terminal.
	2
	1
	Definitely an area that requires improvement, lanes needed to be assigned
	Everything that mattered to me, went smoothly and safely.
	I think the new RC terminal layout is well done. Leaving the terminal after cruise can be confusing on where the specific lots are.
	Found myself entering a different lot due to no signage.
	Yes
	I don't have an idea for improvement solution but the attendants do their best to direct the traffic but people ignore them
	There are no clear walk ways from the outer parking lots for Royal,
	na
	Yes please. Maybe
	None
	Build sky bridges between parking lots/terminals.
	just to many vehicles and people moving in a somewhat constrained area
	There are too many people crossing in undesignated crosswalks
	None
	Yes
	Traffic was stopped because the lack of parking entry sign and only one entrance for covered parking area
	Luggage drop off gets a bit exciting.
	Make a different route for pedestrians than the one that is used by the vehicles
	So many pedestrians crossing the road. Maybe cross walk signs
	Can do better
	Lots of trucks but safe enough to cross to get to where our vehicle was
	Good idea
	NA
	No
	1
	A defined walking path through the north lot would be helpful
	Pretty safe but clearer pathways from lot to terminal
	yes
	Defintely

	Significant backups on Harborside on embarkation and debarkation. Need alternate routes besides taking Broadway through town and lights
	signage for dropping off luggage is needed. it was raining and we had no idea where to drop the luggage until a RC porter took our luggage - we then parked which was very efficient
	Too many pedestrians going to and from the terminal
	Need better control of vehicles passing
	Better signage and personnel to assist at crossing areas
	3
	Directing traffic flow to separate people dropping off passengers and those going directly to parking would help greatly
	Not have to worry about car traffic at all in front of the terminal
	Need better and more identifiable crosswalks
	Could use better trained staff; my experience was they just look at cars and people passing by but if you try to ask a question just wave you off or say they don't know
	2
	Too much traffic coming in to the terminal
	3
	Better marking for direction signs
	walkways are out of the way, not logical
	Can be difficult to turn into parking lot with oncoming traffic
	This is much needed.
	Pier 14 orange lot is a choice. there is a short safe passageway to walk. Build on that and make it safe instead of yelling at people to turnaround.
Provide safer pedestrian crossing on Harborside Drive	Flashing lights
	Perhaps pedestrian overpass would facilitate safety
	use overhead walkways to and from port
	3
	Crossing time is a little short
	Yes
	Build sky bridges connecting parking to terminals
	car continued moving even being in crosswalks
	None
	Safer pedestrian crossing
	Cross walk signs
	NA
	nothing
	It's fine as is
	No
	yes
	Yes neddei

	There are a few tight spots
	Could be a safer crossover
	Definitely needed
	Crossing seems to be unsafe at times
	Pier 14 orange lot is a choice. there is a short safe passageway to walk. Build on that and make it safe instead of yelling at people to turnaround.
	Yes
Improve appearance of Harborside Drive as the entry roadway to the cruise terminal	3
	The drive in is a little ugly until you get closer to the terminal.
	better sign to enter
	Yes
	Definitely needs some upkeep
	Signage could be bigger or Overhead instead of the blue sign off to the side of the roadway.
	Reroute away from train tracks and industrial area
	None
	The roads and areas near the terminal are unattractive.
	road is very bumpy
	Entry can be challenging to find
	Improve the entry to cruise terminals.
	NA
	Yes
	NA
	Don't know what can be done but it's not a very pleasing to the eye drive.
	nothing
	It's fine as is
	NA
	Be specific as to where certain parking areas are located
	2
	Sign and greenery
	Maintenance of the roadway
	That entire area is abandoned industrial, and could certainly use improvement.
	2
Other	Nothing needs fixing
	All was good
	N/A
	No improvements necessary
	none
	It is all good
	Everything was good



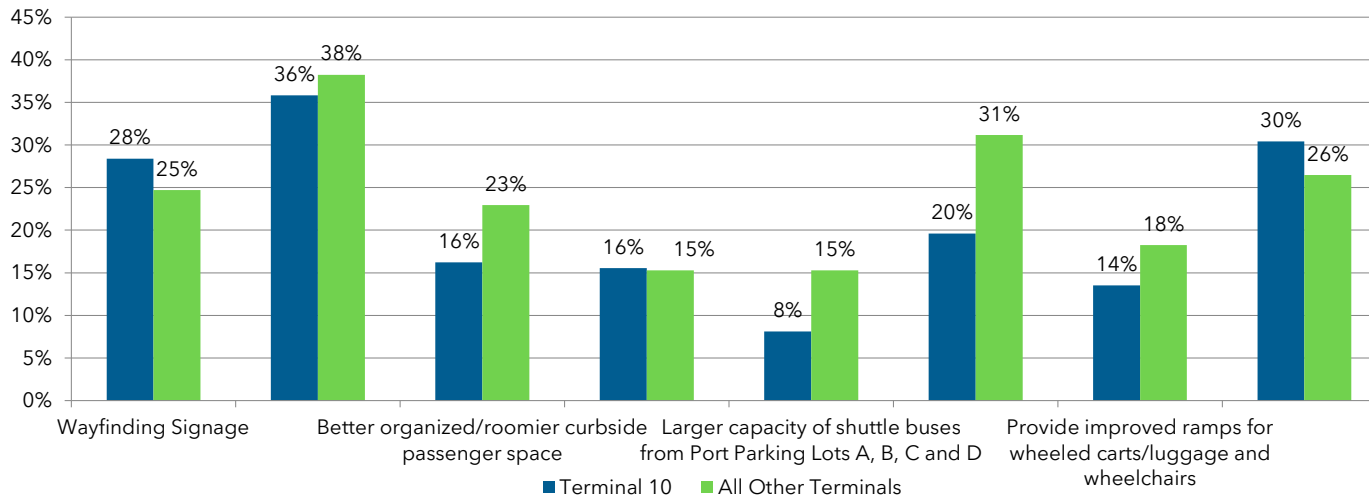
All good
Shuttles needed
I have not had any issues with the roadways.
i had no problem navigating
Need signage identifying terminal entrances
Team directing traffic need to be more helpful and friendly
As far as the Royal Caribbean side of the port goes, it's really good and doesn't have any issues.
No issues
None
Not sure
N.A.
At Royal Caribbean port, exiting the ship and getting to a port shuttle is a problem. No simple and clear path to South Lot Shuttles. Need to review an easier way to get to assigned shuttles.
None
Unclear which side to enter the lot a and b
Need to do a better que for trucks delivering to ships. Backed up and blocking the intersection on RCL way so that cars can turn left into road to the north drop off / pickup.
I don't use Harborside drive due to the congestion
The only complaint is the traffic lights. They are outdated timed lights causing significant delays and not moving traffic efficiently.
I only cruise on Royal Caribbean so I avoid driving on harborside due to traffic and road conditions. I take broadway to 14th.
Waiting time to drop off your luggage
None
In RC parking lot a sign is needed that says PARKING ENTRANCE. I always arrive early so I rarely have a problem.
Everything at the parking lot went great!
Na
All of these need improvement. Less pedestrian traffic, better signage, better traffic control by security/police, better customer service training for security & porters
All good
Nothing
All good
Nothing comes to mind
Better/Larger signage in the Royal Caribbean lot. VERY confusing.
We do not drive on Harborside coming to the terminal.
Nothing
The parking near the Carnival terminal doesn't look very safe and I'll be needing to park down there next June so might shop around for other lots
We put the address in our GPS and had no issues finding our assigned lot.
Allow more shuttles to pick up passengers at the parking lot
Everything was fine



	I did not use Harborside drive. Not exactly a pretty road.
	Reduce congestion, better signage turning from Royal Caribbean Way to Royal Caribbean Cir
	Can't think of anything
	Gg

**9) From your experience at the Port, what 3 improvements to the roadways leading to the Terminals are most important to you?**  
**Please, elaborate with specific details on up to 3 chosen improvements.**

Answer Choices	Terminal 10		All Other Terminals	
	Percent of Responses	Number of Responses	Percent of Responses	Number of Responses
Wayfinding Signage	28.38%	42	24.71%	42
Better organized passenger pick-up/drop-off area	35.81%	53	38.24%	65
Better organized/roomier curbside passenger space	16.22%	24	22.94%	39
More frequent shuttle service from Port parking Lots A, B, C and D	15.54%	23	15.29%	26
Larger capacity of shuttle buses from Port Parking Lots A, B, C and D	8.11%	12	15.29%	26
Provide more walking space near Terminal buildings	19.59%	29	31.18%	53
Provide improved ramps for wheeled carts/luggage and wheelchairs	13.51%	20	18.24%	31
Other	30.41%	45	26.47%	45



All Other Terminals	
Responses	
Wayfinding signage	Please see above.
	Clear signs especially when lines are long
	No comment
	Put up more signs showing passengers where to go get on their shuttle bus after a cruise
	Bigger signs directing us to shuttles
	Yes!
	Signage coming to the terminals from the east is greatly lacking. Often see passengers getting out of their cars to try and see what is causing excessive traffic delays getting to the terminals.
	Shuttle pickup signage was not clear for what parking spaces
	Confusing with all the construction
	Can't get to terminal without going through another terminal
	Always need more signs with arrows
	N/A
	Definitely
	A "left lane thru traffic" for that area
	Digital signs for what ships are where
	if you've never cruised you would get lost not knowing where to park
	Larger signage
	Need signs
	Please add
	No one can tell where to drop off and pick up for each cruise;October rerouting was an improvement
	better signage is needed to figure out what lane to be in to drop off & pickup in terminal area
	3
	Just make some.
	need more signs on where to enter terminals, and to correctly identify the terminals with signs upon entering.
	No Response
	important
	Signs could be better.
	Unless you've been there before, finding your way to shuttle buses can be challenging.
	The driver explained where to be picked up but I don't remember any signage
	Very much needed
	Everything is fine
	Unclear signage
	signage as to which toll booth to take into the parking areas should be marked clearly and large enough to see
	Add better and specific signage including cruise and ship name each day being served by each terminal.
	The signage to show which lane to be in for the different terminals is not very visible. I almost missed the correct lane.

	Announcement from drivers might help
	Yes
	Yes, see above
	Poor signage but fairly easy to navigate
	Better signage for the cruise terminal.
	Needs more signs
	Bigger signage
Better organized passenger pick-up/drop-off area	The Royal Caribbean terminal is very modern and access / lot for other cruise lines should mirror this.
	Put up more signs showing passengers where to go get on their shuttle bus after a cruise
	For sure!
	waited 30 min for a bus and the line for pick up was long (5 cruise ships in port that day)
	Open up more lanes for pedestrian drop off such as where the shuttles drop off now. Move shuttle drop off farther out. Currently a lot of wasted/unused space. O
	Nothing
	Set up so the shuttles don't need to back up, only drive forward.
	This is a huge problem which contributes to the backups
	Very important
	More staff to keep the idiots from stopping in the left lane!
	On returning, it's hard to find the text for the lot you parked in, better way to remember the location
	Change in drop-off area not better
	Definitely needs some improvement.
	I have noticed improvements in the management of this area. I think there is only so much can be done with the limited space.
	Same as above
	need a dedicated passenger & luggage drop off area & a dedicated passenger & luggage pickup area
	yes
	1
	Yes
	Don't know how, but it would be better if it was organized
	Yes it was kinda crazy when we pulled up.
	Yes!
	2
	YES
	SIGNS
	2
	With better access for wheelchair and handicapped users
	No Resonse
	Need better pick up
	More handicap parking spaces please. Many more people with disabilities traveling.

	More and clearer signs are needed to designate the parking lots and a more organized and structured system for the return shuttle from the port.
	better organization at these areas and better determination for pickup in the parking lots
	This needs to improve.
	Find a way to get more cars unloading at the same time.
	1
	Yes
	Yes
	Yes
	This area was very confusing.
	3
	There was nothing wrong with organization and the employees were extremely friendly and helpful
	no comment
	Area is congested and disorganized
	Always a stressful even going from parking lots to the pier some times bags make it on other times it dosnt
	Yes! More porters and have them work with double rows of vehicles.
	Valets at lots to help get luggage to and from my auto
	This is fine for shuttle Oh, I left that over there. OK I had my popcorn on it and I took the sack out and put it in one of those trash sacks you know just so you can find it for me.
	For handicap
	Have one pass through lane incase you went to wrong terminal
	Could be better.
	Yes
	Yes this again. Make it more efficient somehow to flow better
	Almost like the airport where you have completely separate arrivals and departures. Or even a separate location if you are just dropping off luggage for embarkation.
	Yes I wasn't sure where to go till the attendant got my attention
	Or enforce no double parking during the drop off and pick up.
	Why is the drive backwards now? That is poorly designed
	None
	This would sure be nice.
	Better drop off pick up area
	It was difficult to find the busses to take us to our care
	Passenger pickup and drop off should not be allowed at the same time.
	Needs organization
	Yes
	Yes
	agreed
	Please have larger, more numerous signage designating priority arrivals. Would help you port workers immensely.

Better organized/roomier curbside passenger space	As referenced above
	Add more curbside passenger space. It's too congested with passengers
	Having a wider curbside would be nice
	more room for people to stand
	more drop off space would be helpful
	Very crowded
	Yes, way too crowded.
	Needs to be defined lines- maybe ropes to keep in line and stop people from jumping out of cars or exiting busses to join the line in the front.
	2
	It gets really congested with departing and returning passengers at the same time at the same curbside pickup and dropoff area.
	It's lucky someone hasn't been killed trying to load & unload-very scary being out there
	Yes
	Yes!
	As it is now it gets extremely crowded when trying to get through that area.
	Yes
	3
	More room for passenger space would be an improvement.
	2
	Yes
	Yes
	I don't know how you could do this without taking away vehicle space but something needs to be done
	Yes
	2
	Area is congested and disorganized
	Yes, yes, yes!!! Disembarking and embarking passengers are occupying the same limited outside space
	Some areas of terminal jet out from main part of building and this reduces walking areas near terminal.
	Yes
	Yes please! What a mess. They try and do a good job but a better process would be great
	Better signage, you have to guess what and where you can stop
	It is too difficult to follow the instructions at the dropoff area. The employees are sometimes giving conflicting directions.
	Port personnel with signage directing passengers
	I think either having separate pickup and dropoff areas or a luggage dropoff area removed from the passenger pickup/dropoff area.
	Would be nice.
	Yes, sometimes you can walk around a lined up/slow moving crowd.
	Went to wrong terminal first
	Better terminal passenger area
	Need to add a few more Staff members to expedite pick up / Drop off process.



More frequent shuttle service from Port parking Lots A, B, C and D	waited 30 min for a bus and the line fot pick up was long (5 cruise ships in port that day)
	Possibly
	It is really annoying to take the shuttle, which is why we go with the garage
	Very impirtant
	Yes
	B
	Had no shuttles for over 30 minutes then 6 shuttles all at once. Very disorganized.
	And a clearer schedule. We had to ask the driver to go because we had early boarding.
	yes
	Yes
	1
	Shuttles are fine.
	Yes so that one bus doesn't have to wait till it's absolutely cram packed to get out and in to port
	As the size and capacity of the cruise ships increased so does the amount of shuttles needed.
	This would be very good.
	Never had a problem
	Definitely!
	We only waited maybe 10 minutes for a shuttle – nothing wrong with that
	no comment
	Bottom comment
	Lot A
	yes
	Would be good.
	Yes
	agreed
	Waiting is not good if it is raining because there is no place to wait out of the rain.
Larger capacity of shuttle buses from Port parking Lots A, B, C and D	One driver should take shuttle to vehicle and circle back to load group. This is easier - except wait time for shuttle from large groups want to all take the shuttle rather than wait at curb.
	No comment
	waited 30 min for a bus and the line fot pick up was long (5 cruise ships in port that day)
	Shuttle busses could be a little bit longer
	Anything that gets passengers to where they need to be and out of the area is best
	This would help with congestion getting to those lots
	Or more busses
	yes
	Takes a long time to load up luggage inside the busses and up the stairs.
	Have plenty of buses for quicker pickup
	Yes
	Larger shuttles would be nice.

	1
	larger buses
	more room for pick up
	Parking jumped to \$20 night on our last cruise. We will be seeking alternate parking.
	Now that many bring luggage there is too much time fitting people and luggage. Need bigger or many more shuttles that don't need totally filled.
	Nothing wrong with the buses –
	no comment
	Buses are packed like Japanese subway cars with no one really knowing what's going on
	We didn't take the shuttle bus. From the express lot we had to walk.
	area does get busy and congested
	Yes
	Larger busses
	Current size is adequate
	Definitely
Provide more walking space near Terminal buildings	need more room to walk especially with thousands of people coming off and going on a cruise
	No
	Very narrow walkways with luggage from the shuttle needs to be repair
	It does get really crowded
	Sometimes there are too many people under the covering at terminal drop off. More space would be nice.
	Very important
	And smoother sidewalks
	1
	Too many people with bags taking up walking spaces while waiting
	wider walking spaces would be nice leading to terminal areas
	2
	Yes!
	Definitely would be an improvement.
	To make it safer/convenient
	Yes
	YES
	Walking space is fine.
	wider, smoother sidewalks the entire length of both terminals would make it safer and easier for pedestrians
	3
	More walking space would help.
	Important for safety of pedestrians
	No Response
	yes please !
	Now with the bigger ships, it is very crowded near the terminal and difficult for ADA customers.

	Yes
	Larger space and marking walking paths.
	Yes
	With passengers trying to unload & passengers trying to get picked up, walking area is very challenging.
	The walkways are a bit tight with people with luggage coming and leaving the ship
	Yes
	Yes- at some point we were walking in the steeet
	Yes
	Everything is fine
	The terminal buildings were very crowded. With many many people in line outside. It was hard to get through the crowd.
	Not enough space to allow vehicles and people to safety be in similar areas.
	absolutely
	Yes
	Again, sidewalks weren't the best
	Safer places clearly marked to walk
	Figure way to better separate arriving and departing passengers
	Yes
	At Carnival the walking area in front of the terminal is extremely limited which contributes to the congestion.
	Need to feel safe.
	Yes, see above
	And smoother surface for wheelchair accessibility.
	This area is very conjested
	Better sidewalks to/from express parking for the Jubilee
	If late getting off ship it is very crowded with those getting on.
	Yes
	3xtremely congested leaving the terminal
	Eliminate the need for those debarking the ship to walk across vehicle traffic lanes to get to the shuttles
	Safer pedestrian walkways
	This would be very nice
Provide improved ramps for wheeled carts/luggage and wheelchairs	Please do this.
	yes this could be improved ---lots of cobbelstones - the cop actually told us to walk in the street
	The street/road is very rocky and would be nice if it was smoother
	better ramps for luggage and wheelchairs
	Nothing
	Some of the ramps are ruff and makes it hard to roll luggage
	N/A
	More ramps, we're all pulling luggage
	3
	And signs where they are.

	Agreed this should be improved
	Yes
	Much needed for passengers walking with their luggage.
	Yes
	paths and walkways need to be smoother, and protected for pedestrian traffic only
	Yes they are so incredibly important for wheelchair users like myself we depend on these ramps to be able to get to the building
	Most definitely.
	Ramps should always be plenty upkept to maintain their safety.
	That would help
	would be nice
	Yes
	1
	Everything is fine
	Improved ramps would be nice.
	Need assistance far walk to luggage check in
	Hard to walk on torn up sidewalks.
	Have a luggage drop off only spot
	Difficult going from express parking to terminal walkway. Little on no ramps.
	Disabled people should have a special drop off area instead of clogging up the lanes
	Ramps were blocked, and to step off sidewalk area and exit through road barriers.
Other	This would be very helpful
	comfortable
	No comment
	Provide bus in Lot B for tagged checked luggage pickup only to boat
	We usually walk from the garage to this area.
	N/A
	All good
	N/A
	No suggestions
	Cruise canceled
	Getting passengers to the ship in timely manner
	the lines are too long to get into the parking lots. this needs to move faster
	i think this is fine
	No problem
	Xxc
	I don't take luggage on the shuttle, wish there was a "luggage free" shuttle both ways
	Same as above. My husband doesn't need a wheelchair but does need assistance crossing the street from the shuttle to get the scooter
	all of these are good.

	Have porters station closer to Harbor side drive to collect luggage.
	Never used for passengers, only luggage drop off.
	good here
	N/A
	Easier wheelchair access
	Have more than one spot for drop off.
	None
	From the last time that I cruised, I was impressed with the pick-up and drop off. What an improvement. No new comments to add at this time.
	Don't get dropped off
	Could use more cruise line reps to help direct passengers.
	We did not come but you have our monies. it was not our fault Princess regal cancelled Nov 3 2024
	A lot of things need improvement. It is was always chaotic, but recently with the new larger ships it has become really bad.
	Need more seating areas for those who can't stand in the long lines
	none
	Cruise was cancelled due to fire in the engine room
	Cruise canceled
	Clearer signage on the shuttle
	Everything could be better. We get there early so we don't have to fight a lot of traffic but actually it's not that bad.
	.
	Na
	NA
	Luggage drop off needs to be clearly marked! There should be an easier way to get from luggage drop off to the Express lot. Poor signage!
	I parked in the Express Lot but had to get back onto Harborside to pick up my companions at the Jubilee terminal. This was ridiculous
	Nice job with debarkation!! We were some of the first off the ship and didn't really witness very much crowd congestion.
	Don't know
	We were satisfied with our trip.
	It was great
	Doesn't apply

Terminal 10	
Responses	
Wayfinding signage	Large overhead signage for drop-off vs parking well in advance of queuing
	3
	From covered parking to terminal, direction is a guess
	Most important so that you can understand which direction to go.
	3
	Somewhat confusing at first but has improved since opening last year
	Better describing
	it was very hard to find the first time what line to be in for our paking area
	Signage leaving the port to the lots is almost non-existent if I remember correctly.
	Yes
	Many passengers did not know where to go after getting off the ship. There should be more signs or people to help.
	Better instructions on signs
	Without support personnel directing traffic it can be difficult finding way to drop off area
	Better and clear signs are needed to know where to go to get picked up by shuttle
	Yes
	Signs are good.
	No signs to show which shuttles are available fir which lot.
	NA
	Best
	You need bigger signs to where you go to wait before they let you in the terminal and also for express boarding
	Just need for parking
	Signage definitely should be improved
	Good enough but could be better
	I could find just fine
	In area where 18 wheelers are staged before pick up area. A lot of confusion for new visitors who don't understand to just go down the road the trucks leave open.
	3
	1
	More signs where to go
	This
	yes
	Good
	Couldn't find shuttle pickup
	drop off luggage signage needed
	Need more signage
	Need more

	YES Very confusing in the Royal Caribbean lot
	Hanging signage mounted to the bus pick up covers across from terminal exit side of the area
	Na
	Signs needed, had to ask where to go
	3
	1
Better organized passenger pick-up/drop-off area	This. This right here.
	Totally separate areas for pickup and drop off. Move pickup area to a separate location.
	some sort of moving walkway would be nice
	1
	For the Carnival port, this needs to be improved. Too much congestion when pick-up of passengers.
	Could definitely be smoother and faster
	more space to drop off passengers
	Such a chaotic cluster at the RCCL terminal for passenger and luggage dropoff.
	2
	1
	None
	Yes
	cars shouldn't have to drive through the drop off area in order to get to the entrance gate of the parking lot
	Definitely needs improvement as cars and people directions need to be clearer
	Area is too congested
	This area is congested but moves fairly quickly
	Yes
	Needs a lot of work with team members friendliness
	Non-Royal terminals are terrible
	Yes
	None
	signs could be displayed better
	It can be confusing to exit the parking area and find your way back to luggage pick up
	None
	Yes
	Different spot for drop off and pick up
	1
	Better organized passenger drop offs and pick ups.
	Yes
	This. Vehicles were jammed up dropping off luggage and or picking up passengers.
	Yes
	At light put sign saying parking is ahead.
	Lanes entering are confusing



	Good
	Increase traffic control staff
	Yes
	Add more shuttles
	This needs improvement
	This could be better although I don't have any suggestions
	Always so crowded with cars parked and in way when trying to drop off luggage. Clear cars just sitting
	Yes
	This needs to be better described before you EXIT the terminal then have large arrows showing you which way to go
	Control of vehicles
	1
	The busses have it down. The people driving their own cars need direction assistance
	No signs in front of shuttles on where they are going
	There isn't enough space to put my anger and I'm sick of having to retype it
	2
	The current set up is too congested and slow
	I agree with this
	1
	Have someone waving cars to move forward, not stopping at first available porter
	This. This right here.
	Yes
Better organized/roomier curbside passenger space	more space to just do luggage drop off
	1
	Yes
	Needs better organization
	Yes
	Need more space to wait
	Yes!
	This would be helpful
	None
	Need better organization on curbside passenger check in and luggage drop off
	I saw no problems.
	Better organized curbside passenger space.,
	Need direct path to shuttles
	NA
	Better
	Yes
	Better signage/directions to find the appropriate shuttle
	It's fine as is

	2
	yes
	Drop off area is too close to terminal A. Hard to get through the crowd.
	The current set up is too congested
	Needs to be more organized
More frequent shuttle service from Port parking Lots A, B, C and D	3
	2
	Lots of congestion at RC terminal around 10:30 boarding
	not applicable
	This time we parked closer and didn't need a shuttle but in April we did and it was cold and we had to wait, we finally decided to walk.
	2
	I drove my wife and luggage to the ship terminal, then parked, waited for shuttle but none available, so I walked back to terminal.
	None
	Yes
	Run at least every 15 minutes
	More frequent shuttles
	NA
	That would help some.
	Needed based on another cruise I took
	NA
	Add more shuttles
	none
	NA
	The busses seem to be better as far as comfort is concerned. But at the parking lots the spaces are tight and getting out isn't all that well defined.
	Definitely need this.
Larger capacity of shuttle buses from Port parking Lots A, B, C and D	Na
	Most definitely need this
	Lot c
	D
	3
	Busses were ok
	Yes
	NA
	NA
	NA
	Add more shuttles
	NA

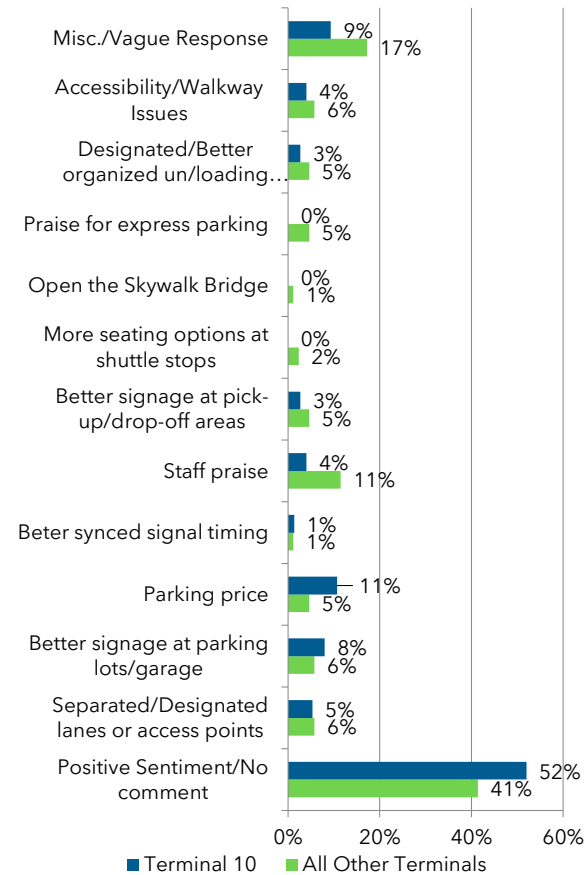
	N/A
	Larger doesn't make it better. More often to a nd froim woudl be bettger tjan buying larger ones and making people wait longer to get to and from the terminals.
	With luggage and people a bus fills up quickly
	Yes
Provide more walking space near Terminal buildings	Shuttle pick-up area is confusing and overcrowded
	make better marking for direction where to go
	Would be welcome especially when wheeling luggage
	Yes
	Need more waiting space with seating and covered
	Yes
	The walking space just outside of the terminal is very limited. It would be nice if the auto traffic and passengers did not converge at the same place just outside the terminal building.
	More space
	Plenty of space now.
	Yes
	Yes it is too crowded
	Yes
	Yes the terminal access needs to be improved
	Would help
	Easier walkway from terminal to parking lot after cruise.
	2
	Yes, not enough clear paths
	Yes! And better marked
	yes
	Crowded near the entrance of RRC terminal with drop offs
	covered walkways would be great particularly when rain or trying to avoid the sun
	try to thin out congestion
	The walkway to the parking lot was great
	1
	2
	Have a crossing guard or lights when walking from terminal to parking lot. Very busy at disembarking.
	2
	Walkway from non-covered Lot 10 through covered parking area. You either have to go all the way around or pass in between cars which could cause the cars to get bumped or scratched accidentally.
	Pier 14 orange lot is a choice. there is a short safe passageway to walk. Build on that and make it safe instead of yelling at people to turnaround.
	Repaint all crossing areas
	provide ramps, will allow more customers to walk down and not have to use elevators

Provide improved ramps for wheeled carts/luggage and wheelchairs	See above
	better ADA ramps
	Everything that mattered to me, went smoothly and safely.
	no
	This would be nice
	na
	None
	None
	Designated lanes for pedestrian crossings that are clearly marked
	Yes please
	Good
	NA
	1
	3
	Make the bumps on the ramps slightly smaller.
	Na
	3
	Uu
Other	All was good
	N/A
	N/A
	Provide larger capacity shuttle buses for accessible travelers with wheelchairs and scooters.
	None
	No improvements necessary
	none
	Sometimes dropping off luggage is sketchy. Maybe same clothes or something to clearly identify they work for the cruiseline or port
	No problems
	Did not use pick-up/drop-off
	Terminal 10 is great, the others are terrible
	pier 14 parking area needs a more even specified sidewalk to get to the shuttle pickup
	There is always confusion and yelling from the local Police Nice, if there were a clear section or path to cross the lanes from the drop off area.
	All good
	passengers to listen to directions from workers
	Some areas to sit while waiting
	The parking "lots" are so poor for all cruises except Royal Caribbean, I would not even go on another carrier unless the parking improved.
	Don't screw with this, everything works well at the Royal Caribbean side

No issues
we have no complaints
Not sure
We did not use this service
Friendlier employees directing traffic and ones that do not yell at you.
None
I felt it was okay
Let RCL set up baggage check station in Parking Lots with dedicated baggage shuttles to terminal.
Need more handicap in North lot
Na
I only cruise Royal Caribbean. The new terminal has alleviated the above issues for me
Do not use
Nothing to suggest
All areas need improvement. More assistance from porters walking to terminal, more shuttle buses for lots, etc.
All good
Everything was perfect
Nothing
We have not used drop off/ pick up. We park in north lot and walk pulling our luggage to the terminal.
Nothing
NA
Parking was very convenient to the cruise terminal, we had no issues.
Do not use this.
we did not use it
Did not interact
N/A
We walked from our car to/from the terminal
Tried to drop off close to scooter pick up and security wouldn't let us . Had to walk and get scooter and bring to other side of terminal for my husband

**10) Do you have any other comments, suggestions or details that you would like to provide?**

Categories		Terminal 10		All Other Terminals	
		Percent of Responses	Number of Responses	Percent of Responses	Number of Responses
Positive Sentiment/No comment		52.00%	39	41.38%	36
Comment Type	Separated/Designated lanes or access points	5.33%	4	5.75%	5
	Better signage at parking lots/garage	8.00%	6	5.75%	5
	Parking price	10.67%	8	4.60%	4
	Beter synced signal timing	1.33%	1	1.15%	1
	Staff praise	4.00%	3	11.49%	10
	Better signage at pick-up/drop-off areas	2.67%	2	4.60%	4
	More seating options at shuttle stops	0.00%	0	2.30%	2
	Open the Skywalk Bridge	0.00%	0	1.15%	1
	Praise for express parking	0.00%	0	4.60%	4
	Designated/Better organized un/loading areas	2.67%	2	4.60%	4
	Accessibility/Walkway Issues	4.00%	3	5.75%	5
	Misc./Vague Response	9.33%	7	17.24%	15



All responses	
All other terminals	No
	We chose the garage this last trip in order to avoid the crowds waiting for shuttles ... only to be met with no signage in the garage and no clear route to get to a safe spot on street level. My husband cannot walk that much while dragging luggage as well. We'd thought this would be convenient but were sadly terribly mistaken!
	No additional comments
	No
	No
	waited 30 min for a bus and the line for pick up was long (5 cruise ships in port that day)
	Have separate car entry points for terminals a and b. Currently bottleneck at the turn off of Harborside Drive.
	Had a wonderful time
	There needs to be a better way for people using the express lot to drop off passengers and get passengers before and after cruise. I had to exit and go backwards to get to Harborside drive to go pick up my disabled husband because there is no way exiting to get back to pick up area
	N/A
	I am annoyed that you don't allow us to park in the SMP garage earlier. You only allow after 9am. And the queue to get into the garage can cause major traffic issues. I don't know if it's bc people are trying to get into the garage without reservations or what? Maybe better signs that say it's reservations only? Or that it's at capacity? So that the guard doesn't waste time having to redirect people and causing a queue.
	Prices arising with no improvement of parking experience.
	Traffic light timing on Harborside drive and terminal entrance that is longer and more conducive to keeping the traffic moving and getting vehicles into the drop off area
	Daniel (Driver) is a great employee
	N/A
	Very difficult to cancel reserved parking. Never received promised refund.
	We love port parking! You asked about our last experience, but usually we sail on Royal Caribbean, and that parking experience is always wonderful!
	All of the port employees were friendly and seemed to be trying their best in a tough situation. As frustrating as the situation was, everyone I came in contact with remained friendly and professional.
	When SMP Parking says "garage/ covered" parking, I expect to be parked in the garage, not on the roof. 2/3 times we've had to park in the roof which is not covered or garage parking.
	No
	Additional information on passenger pick-up at the port entrance to the cruise ship.
	No
	The two young men working the parking garage 11-15-2024 were extremely polite.
	having been to terminals with parking garages and royal caribbean's new terminal, the queues in galveston are too long. ie you wait to park, you wait for shuttle, you wait to drop off luggage, and then wait to get inside.
	No
	We wandered a bit with luggage to find entry to the terminal
	Is it possible for curbside pickup/dropoff waiting areas to be located out similar to shuttle bus areas?



	Not ne
	I would like to commend Michael Dang for his availability to personally address any questions or concerns regarding accessing the parking database or on site concerns. He deserves any and all accolades for his demonstrated earnest strides to make every experience and parking encounters run smoothly. Tell him Ms. Davis and Uncle Doug appreciates him.
	Realize there is limited space, but the overcrowded streets & drop off/pick up are a huge problem-feels like there's been no traffic engineering done during porting times to create better flow, yet another terminal is coming with more people? We've spent over 2 hours on Harborside & drop off, which is ridiculous.
	The port police & traffic police in terminal area do a great job with what they have to deal with during the transition from passengers coming & going at the same time. It is a big cluster & they show professionalism during this time! Everyone is either in a hurry to leave & get on the way home or in a hurry to start their cruise vacation! I hope you get some good ideas from this survey & it can help the Port of Galveston improve & be the best Port to cruise from!
	The people that work baggage and bus drivers are always friendly
	Cruise was cancelled.. please refund
	I wish there were more seating while waiting to go in or waiting for the shuttle. Only suggestion I have.
	Make separate entrances and traffic flows for each ship loading and unloading. Carnival may have multiple ships in port and all traffic flows in one entrance before splitting off to each ship.
	No
	Construction for appearance of terminal areas should be improved.
	We always park in SMP Garage, I like how close we are to the terminal buildings & don't mind the short walk to either terminal building. Being able to use the bridge over the roadway would make it much safer to cross Harborside Dr. The crossing guards do a great job of making sure everyone crossing is safe. My only suggestion would be to make a dedicated RH turn lane on 25th for entry into the garage. We usually arrive early & wait on the RH curb next to the Bus terminal for the garage to open.
	MAKE SIGNS PLEASE
	No
	If reservations are made & paid in advance for COVERED parking, space should be available.
	The expanded express lot is awesome, and would be an easier walk to either terminal if a designated walkway was built. There are many obstacles to navigate around when walking from the express lot to the first terminal. The walk to the second terminal is much easier, once you walk from the express lot, but the loose gravel from the new asphalt makes a little difficult to push packed suitcases across the lot.
	Always park with you
	We love cruising from Galveston!
	n/a
	Provide handicap shuttles closest to walkway at terminal as wheelchairs are no permitted to cross street and shuttle walk to end can be long. Allow for first couple seats on shuttle to be for handicapped riders instead of a seat for luggage.
	It's a difficult day in and day out process but there's always room for improvement.
	Please spruce up the roads, sidewalks and crosswalks. There is enough ships sailing from Galveston that it should be a beautiful port to sail from
	I would like to see the Shuttle traffic from/ to the parking lots and terminals should not conflict with the traffic from cars of passengers.
	Your service is great keep up the good work
	More disabled parking spots
	No, not at this time. Thanks

	Good parking in express lot Walking was difficult to get to the far away terminal
	We didn't see and way finding signage when leaving express lot. Totally confused on which way to go
	None
	\$20 is more expensive than airport parking. Our parking costs rivaled our bargain cruise costs. Also - the last four cruises, I have attempted to reserve parking using a discount code you advertised - and it did not work any of the times. Just kind of fed up with the Cruise Parking!
	Taking into consideration the volume of passengers you have to deal with, I think the Port of Galveston does an awesome job of maneuvering all the people.
	Please reply to Ginger Reames with an email saying you are returning our monies or that you are not so I can file a claim with Princess.
	No
	The terminal should be reconstructed to separate the ingoing and outgoing passengers and traffic, using two levels in a similar fashion to the airports.
	None
	Drivers and staff have always been awesome!!
	We will be back leaving out of Galveston !!!
	No, I am satisfied.
	I paid extra for covered parking in the garage, and when I got there, they told me you had oversold the garage and I had to park uncovered on the roof with no elevator. I had to walk down and back up again. This is criminal. This is fraud. You should be ashamed of yourself.
	We had to cancel our parking reservation because Princess Cruises ship, the Regal had an engine fire. We were scheduled for back to back cruises for 14 days and both sailings were cancelled so we had to cancel our parking. I cannot complete the survey. Next time as we love to cruise!
	My only problem was that I was told the express lot was walking distance to the carnival jubilee carnival jubilee. My husband and I are 75 years old and we were dragging our luggage for a 7-day trip. And we did not consider that walking distance for us.
	I do love the new lots at the Royal Caribbean terminal. It is such a smooth transaction there although we've been in lot B probably 10 or 15 times.
	Money was lost because cruise was canceled
	Parking in the express lot near terminal near terminal 28 was great on first and last days of cruise. Only addition to this area is add specific load/unload areas.
	None everything was very good! Shuttles were just a bit hard to distinguish.
	It's one of the easiest Cruise terminals to get in and out of in my opinion. But again we get there early and don't mind waiting. There could be more places to sit while waiting. I don't stand very well. And we also get off the ship early so we're one of the first ones to leave. But anyway, actually it's like I said one of the better cruise home rentals to get in and out of. Have a Happy Thanksgiving.
	Y'all have done an awesome job and you can continue to improve, but we need to continue to improve to a higher level.
	No
	Michael Dang and Jacob make this my number one (and only) choice for parking. Such great service and are so helpful.
	We love cruising out of Galveston. Would love it if improvements were made to the Pickup/Drop off / Luggage Drop offs were improved. Really that is the only headache is embarkation day.
	Why so many additional charges for parking. Just charge one single price plus tax because the way it now, with a fee for this and a fee for that, oh and a fee for that, too is just super shady!

	No
	I love the express parking.... and will always use it from here on out.
	Just better signage direct passengers to the different areas of the terminals.
	Minor improvements are needed but overall you have a system that functions quite well.
	No
	Parking is too expensive, when considering the signage for Port not being responsible for vehicles parked within.
	Have only ever walked from SMP garage, so don't know anything else
	Very satisfied with the Port service. Thanks
	Offer free parking for disabled veterans, like the airports & toll roads does
	Great service very nice people
Terminal 10	Extend discount code expiration to a month following the expiration date. For example, code for September could not be used for October. We prefer reserving well in advance of our cruise so your discounts are never applied unless we wait until the same month of sailing to reserve. Tried to use 3 different cruises and discount was never applied because we reserved too far in advance.
	none
	Parking lot main entrance was blocked off by sheriff with no signs. All traffic funneled through drop off line with no instructions to do so. Very inefficient to put two different types of traffic narrowed down to one lane.
	Need bigger/ better signage for the parking lots. Where is the North lot and Pier 14 lot listed? It was also unclear at departure which side of the building we needed to exit to find our shuttle to the parking lot. Both sides of building have 1,2,3 etc.
	No
	Prices seem very high compared to a few years ago
	Getting into the terminal area to park takes a long time. It's difficult to tell if you're in the correct lane until it's almost too late. Getting out is quick and painless.
	Please, please, please figure out a better system for passenger/luggage dropoff at the RCCL terminal. Also, wish you would consider expanding the covered area at the North Lot at the RCCL terminal. I've found to guarantee a spot I need to make my reservations months in advance.
	I think it was a good. There is a lot of traffic but I never felt unsafe and it was easy to get to and from the terminal with amount if people and traffic.
	Everything went smooth and quick could use bigger sign for people to read great work.
	We had a vet plant experience arriving and leaving the Royal Caribbean parking lot.
	All was good. Easy to book. Easy to enter/exit.
	cars shouldn't have to drive through the drop off area in order to get to the entrance gate of the parking lot
	no
	I drove my wife and luggage to the ship terminal, then parked, waited for shuttle but none available, so I walked back to terminal and I use a cane and walk slowly.
	None
	Everything that mattered to me, went smoothly and safely.
	N/A
	No
	i think your people did well considering the not listening, impatient passengers. good job!

No
Overall good experience as always. Staff is very friendly
No
None
I very much liked the link to Port of Galveston that Royal Caribbean sent me. The link was informative and easy for me to follow. I understood the choices I had with the different parking areas. I thought Port of Galveston's website was good and I liked the QR code showing I paid. It was convenient showing that on my phone. Again, the instructions were clear to have it loaded on my phone (or photo of it) to show to the attendant prior to my travel day.
Make the Carnival side and the future MSC side more like the Royal Caribbean side, if you can. Might be a stretch to ask that
parking and shuttles were not bad considering the people and vehicles, more signs would be better and control of moving vehicles
More efficient entry and exit to the paid parking at the Royal Caribbean terminal. It seems to take a long time when I already have previous reservations just to enter and exit the lot.
You appear to be pricing yourself so people will look elsewhere to park.
We have used the north lot multiple times for a Royal Caribbean cruises. It is convenient and a short walk to the terminal. Never had any issues with pedestrian crossings. Much easier than dealing with a shuttle from the offsite lots.
It was easy to use
Port parking has become way too expensive.
I'm perfectly happy with getting to and leaving the covered parking. Going to the terminal and leaving the terminal is seamless.
Send these surveys closer to the return date so guests remember more details.
None
No
NA
Wish there was more covered parking in North Lot at RCL.
Traffic management at the terminal area is crowded with cars and pedestrian movement. The drop off experience is very undesirable.
We love convenience of north lot. However only complaint is the outdated traffic lights. They are timed lights and not based on flow of traffic causing significant delays and not moving traffic efficiently.
A way to go into the north lot without having to go around the front of the terminal
No
Mark one entrance for those who have prepaid parking and one for those who need to purchase parking.
No
no
Maybe offer a better coupon to help decrease the cost of leaving a vehicle in the parking lot? Thank you!
Did not understand why the middle of the terminal access was blocked to direct walking access by barriers which seem to serve no purpose. We were lugging our luggage around for much longer stretches than necessary.
Tried emailing and text and calling ANDY. I HAVE PARKED MANY TIMES SINCE YOU OPENED, THOUGHT THERE WAS A WAY TO EARN BENEFITS FROM BEING A MEMBER,.
None
Port of Galveston website is very confusing when trying to use promo codes and loyalty points.
No

	Will use the same route and parking as we did
	Enjoy new terminal. Super easy! Thanks
	No
	Have more shuttles to pick up passengers when they depart ship!
	See above. I think your covered premium parking is a great value, super convenient, and the best and only place I would choose for parking during my cruise.
	None
	No
	No
	Need alternate routes to Harborside besides taking Broadway through town and lights
	It was a very pleasant experience at the port. I expected to wait to access the ship and to debark however it went very smoothly. The emails sent regarding the bike rally was helpful also.
	Under the Carnival terminals you NEED those large fans for use duering the hot sticky summers. When people are standing there for long periods the fans would help. You coul aso offer misters on those for the steamy days.
	Need more signage people don't know where / which way to go
	It's a good experience
	It would be helpful to have porters available in North lot to assist with luggage. Also, providing clearer directions as to where to walk to get from north lot to the terminal in an effective way would help immensely! It's hard to know where to walk and where to cross the roadway between North lot parking and the terminal
	The improvements y'all have made already have made giant strides toward perfection! Thank y'all!
	We had a very good experience no issues.
	Traffic back up an d pedestrian crossing needs improvement
	Drivers and baggage handlers have always been very friendly and helpful
	I believe the prices of parking could be lower. I really don't understand why all or most items are taxed.
	we are a family of 5 that came all the way from Monterrey, Mexico and we did not have any problems to get to the our parking lot.....Thank you
	Back to back cruises, make it more reassuring that your car be OK other than handing your parking slip to the gate attendant
	Website is not user friendly. I have been unable to use my loyalty points several times. Never got refund when changing dates.
	We had a passenger who could not walk long distances due to being in a post-surgery walking boot. When asked to enter on the closer gangway the port worker initially said that we had to enter on the far end, after pointing out the walking boot and saying that they couldn't walk that far, she rolled her eyes and seemed put out to have to let us by the retractable barrier. Was not at all understanding of the mobility needs and seemed put out to have to do any work besides sitting on her chair and pointing to the farther gangway.
	No

## APPENDIX F: SUMMARY OF RECOMMENDATIONS

Location	Recommendation	Implementation Timeline/Priority	Primary Mode Affected	Type of Improvement	Cost Estimate (Planning Level)	Responsible Agency	Potential Funding Source
Harborside Drive @ 14th Street	Reconstruct pedestrian ramps at the SE and SW corners to meet ADA standards	Short Term	Pedestrian	Ped Ramp	\$21,000	City of Galveston/ TxDOT	Safe Streets for All Transportation Alternatives
	Refresh pedestrian crosswalk markings on west, south and east legs	Short Term	Pedestrian	Markings	\$3,000		
	Restrict RTOR for NB 14th Street. Add no RTOR signage	Short Term	Vehicular	Signage	\$1,500		
	Replace broken pedestrian crossing buttons at SE and NE corners	Short Term	Pedestrian	Signals	\$8,000		
	Provide lane markings on NB approach	Short Term	Vehicular	Markings	\$3,000		
	Reduce the radius of SB right turn for better line of sight	Mid Term	Vehicular	Pavement	\$2,000		
	Provide additional intersection lighting at NE corner	Short Term	Vehicular	Illumination	\$40,000		
	Provide reflective border backplates for 4 signal heads	Short Term	Vehicular	Signals	\$1,500		
	Replace all street signage on mast arms with larger/standard fonts	Short Term	Vehicular	Signage	\$8,000		
	Subtotal				\$88,000		
Mobilization, contingency, and inflation					\$56,000		
Grand total					\$144,000		
Harborside Drive @ 19th Street	Add lighting at the intersection	Short Term	Both	Illumination	\$80,000	City of Galveston/ TxDOT	
	Reconstruct pedestrian ramps and sidewalk at the SE and SW corners to meet ADA standards	Short Term	Pedestrian	Pavement	\$17,000		
	Provide signage and striping to restrict on-street parking on SB 19th Street near the intersection	Short Term	Vehicular	Signage/Marking	\$6,000		
	Add pedestrian crossing markings across 19th Street	Short Term	Pedestrian	Marking	\$2,000		

Location	Recommendation	Implementation Timeline/Priority	Primary Mode Affected	Type of Improvement	Cost Estimate (Planning Level)	Responsible Agency	Potential Funding Source
	Subtotal				\$105,000		
	Mobilization, contingency, and inflation				\$67,000		
	Grand total				\$172,000		
Harborside Drive @ 20th Street	Repair/replace broken pedestrian signal at the SE corner	Short Term	Pedestrian	Signals	\$5,000	City of Galveston/ TxDOT	
	Replace broken pedestrian crossing buttons at NW and SE corners	Short Term	Pedestrian	Signals	\$13,000		
	Add missing street name signs for EB and SB approaches	Short Term	Vehicular	Signage	\$4,000		
	Reconstruct pedestrian ramps at all four corners to meet ADA standards	Short Term	Pedestrian	Pavement	\$34,000		
	Add lighting at the intersection	Short Term	Both	Illumination	\$80,000		
	Provide lane markings on the south leg	Short Term	Vehicular	Markings	\$3,000		
	Relocate utility poles that are blocking the sidewalk/pedestrian landing area at the SE corner	Short Term	Pedestrian	Clear Zone	\$30,000		
	Subtotal				\$169,000		
	Mobilization, contingency, and inflation				\$110,000		
Grand total				\$279,000			
Harborside Drive @ 21st Street	Provide signage and striping to restrict on-street parking near the intersection	Short Term	Vehicular	Signage/ Marking	\$9,000	City of Galveston/ TxDOT	
	Replace the pedestrian push button sign at the SW corner that shows the arrow pointing in the wrong direction	Short Term	Pedestrian	Signage	\$1,000		
	Reconstruct the diagonal pedestrian ramps at the NW and NE corners to meet ADA standards	Short Term	Pedestrian	Pavement	\$21,000		
	Subtotal				\$31,000		
	Mobilization, contingency, and inflation				\$20,000		
	Grand total				\$51,000		



Location	Recommendation	Implementation Timeline/Priority	Primary Mode Affected	Type of Improvement	Cost Estimate (Planning Level)	Responsible Agency	Potential Funding Source
Harborside Drive @ 22nd Street	Provide missing pedestrian crossing button at the SW corner	Short Term	Pedestrian	Signals	\$10,000	City of Galveston/ TxDOT	
	Remove redundant street name signage on SE corner	Short Term	Vehicular	Signage	\$1,000		
	Refresh the faded double yellow markings on the south leg	Short Term	Vehicular	Markings	\$1,500		
	Fix the large pothole in the crosswalk across the south leg	Short Term	Vehicular	Pavement	\$1,000		
	Provide lane markings on the north and south legs	Short Term	Vehicular	Markings	\$1,500		
	Add lighting at the intersection	Short Term	Both	Illumination	\$80,000		
	Reconstruct the diagonal pedestrian ramps at the NW and NE corners to meet ADA standards	Short Term	Pedestrian	Pavement	\$21,000		
	Subtotal				\$116,000		
	Mobilization, contingency, and inflation				\$75,000		
	Grand total				\$191,000		
Harborside Drive @ 23rd Street	Restrict RTOR for NB 23rd Street. Add no RTOR signage	Short Term	Vehicular	Signage	\$1,000	City of Galveston/ TxDOT	
	Reconstruct pedestrian ramps at the SE and SW corners to meet ADA standards	Short Term	Pedestrian	Pavement	\$16,000		
	Replace broken pedestrian crossing buttons at SE corner	Short Term	Pedestrian	Signals	\$4,000		
	Subtotal				\$21,000		
	Mobilization, contingency, and inflation				\$14,000		
	Grand total				\$35,000		

Harborside Drive @ 24th Street	Add signage and stripe channelization to restrict left turns from 24th Street	Short Term	Vehicular	Signage/ Markings	\$4,000	City of Galveston/ TxDOT	
	Refresh the faded pavement markings on the south leg	Short Term	Vehicular	Markings	\$1,500		
	Provide pedestrian crosswalk markings across the south leg	Short Term	Pedestrian	Markings	\$1,500		
	Provide ADA compliant curb ramps at SW and SE corners	Short Term	Pedestrian	Pavement	\$13,000		
	Subtotal				\$20,000		
	Mobilization, contingency, and inflation				\$13,000		
	Grand total				\$33,000		
Harborside Drive @ 25th Street	Restrict RTOR for NB 25th Street. Add no RTOR signage	Short Term	Vehicular	Signage	\$1,000	City of Galveston/ TxDOT	
	Restrict RTOR for EB Harborside Drive. Add no RTOR signage (based on Kittleson LLC recommendation)	Short Term	Vehicular	Signage	\$1,000	City of Galveston/ TxDOT	
	Install an overhead "Pedestrian Access" sign at the pedestrian gate on the north side of Harborside Drive	Short Term	Pedestrian	Signage	\$5,000	Port of Galveston	
	Provide additional intersection lighting at NE corner	Short Term	Vehicular	Illumination	\$40,000	City of Galveston/ TxDOT	
	Replace broken pedestrian crossing buttons to cross the west leg	Short Term	Pedestrian	Signals	\$4,000	City of Galveston/ TxDOT	
	Repave the cracked surfaces in the pedestrian landing areas at the SW corner	Short Term	Pedestrian	Pavement	\$4,000	City of Galveston/ TxDOT	
	Increase the size of pedestrian landing areas at NW, SW and SE corners to accommodate high pedestrian traffic	Short Term	Pedestrian	Pavement	\$4,000	City of Galveston/ TxDOT	
	Provide ADA compliant curb ramps at SW and SE corners	Short Term	Pedestrian	Pavement	\$16,000	City of Galveston/ TxDOT	

	Widen curb ramps and median crossing width to match the crosswalk width	Short Term	Vehicular	Pavement	\$8,000	City of Galveston/ TxDOT	
	Reopen crosswalk on the east side of 25th Street across Harborside Drive	Mid Term	Pedestrian	Signage/ Marking	Funded	Port of Galveston	
	Reopen pedestrian bridge at 25th Street across Harborside Drive	Mid Term	Pedestrian	Bridge	Funded	Port of Galveston	
	Permanently close the access to/from the north leg of the intersection - remove conc. Add curb and grass and chain link fence	Short Term	Vehicular	Pavement	\$36,000	Port of Galveston	
	Subtotal				\$119,000		
	Mobilization, contingency, and inflation				\$74,000		
	Grand total				\$193,000		
Harborside Drive @ 28th Street	Restrict NB access to Harborside from 28th Street, retaining access from Harborside. Add "Do Not Enter" signage at NB approach. Add "Not a Through Street" sign on 28th Street north of New Strand Street.	Short Term	Vehicular	Pavement	\$5,000	City of Galveston/ TxDOT	
	Add curb and barrier at NB stop bar,	Short Term	Vehicular	Clear Zone	\$20,000		
	Subtotal				\$25,000		
	Mobilization, contingency, and inflation				\$11,000		
	Grand total				\$36,000		
Harborside Drive @ 29th Street	Add lighting at the intersection	Short Term	Both	Illumination	\$80,000	City of Galveston/ TxDOT	
	Remove the concrete barrier in the SE corner to improve the line of sight looking east from 29th Street	Short Term	Vehicular	Sight Distance	\$3,000		
	Extend the striping for the WB left turn further into the intersection. Stripe to channelize the NB approach to meet Harborside at right angle	Short Term	Vehicular	Markings	\$6,000		
	Signalize the intersection	Short Term	Vehicular	Signals	\$350,000		
	Subtotal				\$439,000		
	Mobilization, contingency, and inflation				\$287,000		
	Grand total				\$726,000		

Harborside Drive @ 33rd Street	Signalize the intersection	Short Term	Vehicular	Signals	Funded	POG/City of Galveston/TxDOT	
	Widen southbound lanes to accommodate charter buses and other larger vehicles	Medium Term	Vehicular	Pavement	\$8,000	City of Galveston/TxDOT	
	Relocate the utility pole at the NW corner	Medium Term	Vehicular	Clear Zone	\$50,000	City of Galveston/TxDOT	
	Add lane markings on the NB approach	Short Term	Vehicular	Markings	Funded	City of Galveston/TxDOT	
	Add pedestrian infrastructure including crosswalks, curb ramps and sidewalks	Medium Term	Pedestrian	Pavement/Markings	\$209,000	City of Galveston/TxDOT	
	Relocate the entry and exit points of parking lots B and C from 33rd Street to Mechanic Street. Improve/pave Mechanic Street.	Medium Term	Vehicular	Pavement/Signage	\$390,000	City of Galveston/TxDOT	
	Subtotal				\$657,000		
	Mobilization, contingency, and inflation				\$432,000		
	Grand total				\$1,089,000		
Harborside Drive @ 37th Street	Add pavement markings on the north leg, refresh pavement marking all other legs	Medium Term	Vehicular	Markings	\$5,000	City of Galveston/TxDOT	
	Add street signage for NB & SB approaches. Replace Street signage for EB and WB approaches with standard fonts	Medium Term	Pedestrian	Signage	\$16,000		
	Move the stop bar on the NB approach closer to the edge of EB travel lanes to improve line of sight	Medium Term	Vehicular	Markings	\$1,000		
	Replace the signal and shift the new poles away from the pavement	Medium Term	Vehicular	Clear Zone	\$400,000		
	Subtotal				\$422,000		
	Mobilization, contingency, and inflation				\$276,000		
	Grand total				\$698,000		

Harborside Dr Wayfinding	Add cruise port related wayfinding signage on Harborside Dr between 51 St Street and 14 <sup>th</sup> Street	Short Term	Vehicular	Signage	\$250,000	POG/COG/ TxDOT	
Harborside Dr Raised Medians	Install raised median on Harborside Drive between 29th Street and 25th Street	Short Term	Vehicular	Pavement	\$150,000	City of Galveston/ TxDOT	
Port Industrial near Terminal 28	Shift the existing roundabout slightly to the northeast of the existing location, add a second through lane at the eastbound approach to the existing roundabout to add one bypass lane, shift the westbound approach lanes to the north, consolidate the exit from the POG shuttle loop with exit from the Terminal pick-up drop-off area (located to the east), to reduce the number of approaches to the roundabout.	Short Term	Vehicular	Pavement/ Signage	\$450,000	Port of Galveston	
29 <sup>th</sup> Street, Strand St. to Harborside	Ped facilities on east side of 29th street between Strand Street and Harborside Drive	Short Term	Pedestrian	Sidewalk	\$60,000	City of Galveston	
Strand Street	Repave Strand Street between 28th Street and 29th Street	Short Term	Vehicular	Pavement/ Markings	\$140,000	City of Galveston	
New Strand Street	Convert to one-way westbound between 28th Street and 25th Street. Install thermoplastic walkway.. Add signage	Short Term	Vehicular	Signage	\$130,000	City of Galveston/ TxDOT	
25th Street between Harborside and New Strand Street	Reconfigure the median to shift the NB lanes to the west by 12 ft. Relocate the signal pole and the traffic signal controller. Widen the pedestrian landing area along the east side. Widen the sidewalk on the westside	Short Term	Pedestrian	Sidewalk/ Signals	\$675,000	City of Galveston/ TxDOT	
Wharf Road at Terminal 25	Install a new traffic signal	Short Term	Pedestrian	Signals	\$450,000	Port of Galveston	
More direct access to Terminal 28 and Express Parking Lot	Construct a new provisioning truck access connecting Port Industrial Road to existing truck route	Long Term	Vehicular	Pavement	\$340,000	Port of Galveston	

# COMPREHENSIVE SAFETY ACTION PLAN

**Port of Galveston, TX**

Prepared for:

