



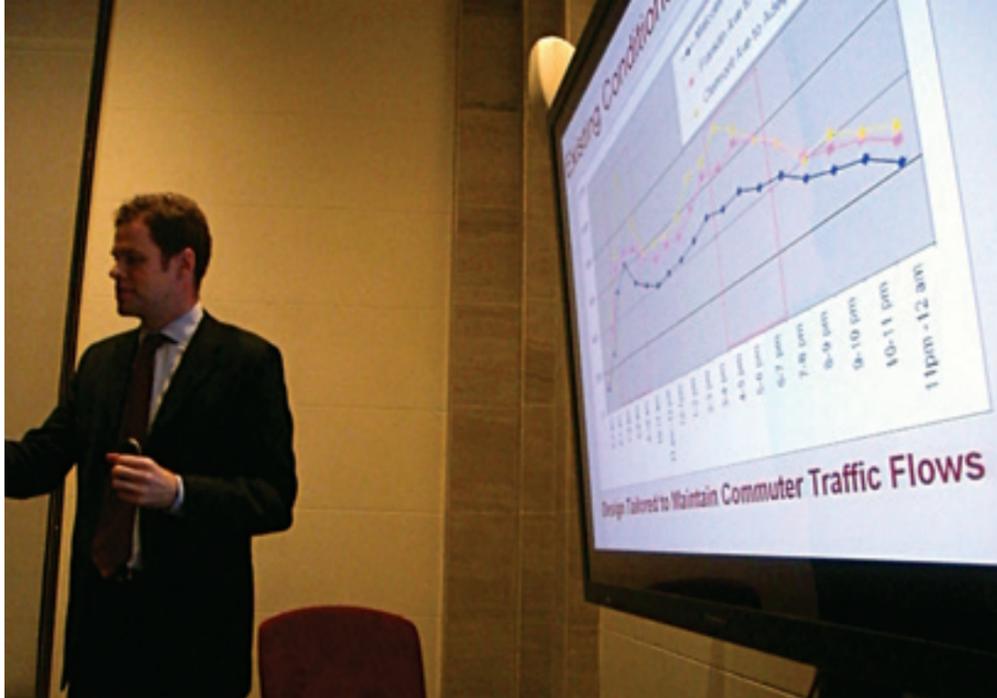
DOT has worked with parents, teachers and administrators to make safety improvements at the first 135 Safe Routes to Schools sites.

CUSTOMER SERVICE

Communication, Accountability, Transparency

Over the next three years, we will build a more productive dialogue between NYCDOT and the public. With increased transparency, coordination, and responsiveness, we will better design projects and deliver them more quickly. At the same time, we will put forth every effort to use the best technologies to get up-to-date travel information to all New Yorkers and visitors. We will also look for ways to make our permitting processes easier to understand and more conveniently accessible online.

In order to design high-quality projects, NYCDOT must understand the needs and priorities of a very diverse set of constituents. In order to build good working relationships with communities, we must be able to listen and also to provide useful information about these projects as well as for a myriad of day-to-day NYCDOT missions. Building strong relationships will enable us to deliver projects that meet the needs of communities across the five boroughs in a timely fashion.



DOT Academy

DOT Academy is at the forefront of our effort to make the agency more transparent and responsive to our customers. DOT is offering these community transportation seminars to the chairperson, Transportation Committee chair, and District Manager of all 59 New York City community boards as well as to elected officials and their staffs. In small groups, we explain our priorities, processes, and policies and discuss ways that DOT can continue to improve customer service. This program will help community leaders understand how NYCDOT responds to request and concerns. It explains the different tools we use to manage streets and sidewalks. Our end goal is to create understanding and gain public buy-in as we implement both nuts-and-bolts and cutting edge projects.



New Greenmarket in Whitehall Ferry Terminal paves the way for future retail development and provides a valuable service to ferry riders.

CUSTOMER SERVICE POLICIES

Foster collaboration with communities and increase NYCDOT's responsiveness

We will increasingly provide information and allow for user-feedback through public forums and on our website as early in a project's planning and development process as possible. These real-world and virtual forums will allow us to address citizens' concerns and establish DOT's parameters, minimizing conflict or misunderstanding in later stages.

Train community leaders in transportation planning

DOT has created a straightforward curriculum describing the policy, technical and legal contexts for DOT decision making. We will present these workshops to stakeholders citywide to strengthen mutual understanding and trust between the agency, community, and elected leaders.

Enhance capacity for outreach to constituents

DOT will unify the many outreach resources and databases at its disposal into one flexible, comprehensive system, reaching more New Yorkers on more topics more often.

Systematize neighborhood transportation studies

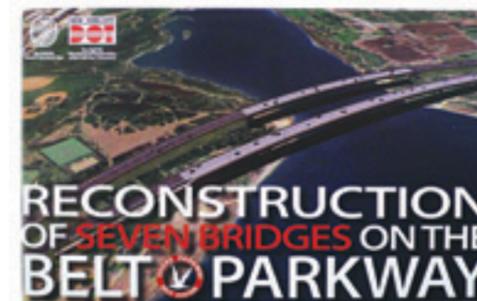
NYCDOT's transportation studies are currently initiated on an *ad hoc* basis. We will develop a project initiation process to allow us to allocate DOT's study and planning resources in a strategic and equitable manner, and develop a clear menu of safety, mobility, and other improvements that can be brought to bear in NYC communities in a coordinated manner. We will also continue to pursue new funding sources to allow us to meet community demand for such improvements and complete them in a timely fashion.

Enhance emergency response capabilities and readiness

Every New Yorker deserves quick access to information during an emergency. DOT will ensure that we meet the needs of the public by communicating important information and updates via electronic roadway signage.

Better service for Staten Island Ferry riders

DOT is striving to make big improvements for riders of its major passenger transit system, from making the ferry terminals into quality destinations to providing WiFi service on the boats.



Expanding DOT's Communications Frontiers

DOT's online communications will create a model and expand the boundaries of our communications capacity. It will extend the ability of our press office and Borough Commissioners to provide timely, relevant information to the public.

We will take simple steps to encourage openness, collaboration, community, and trust. We will publish project documents, archive them in an easy to find and search manner and promote the existence of these resources through in-person and online interactions with our constituents. We will keep our online calendar of events up-to-date and encourage participation in our public meetings by a broader spectrum of the public than ever before.

We will put DOT's e-mail lists to better use and expand them in order to provide up to the moment public information and to share good news.

When the topic is suitable and staff time permits, we will participate in blogs. We will also host our own web-based Q&A with our Commissioner at least four times a year.

DOT WILL TAKE SIMPLE STEPS TO ENCOURAGE OPENNESS, COLLABORATION AND TRUST.

NEW YORK CITY
New York City Department of Transportation

Home
About DOT
Pedestrians & Sidewalks
Motorists
Bicyclists
Bridges
Fares & Buses
Signs, Signals & Streetlights
Safety Education & Resources
Permits/Franchises
FAQs
Sitemap

Contact DOT
Need Assistance/Contact DOT

If you have a Transportation-related problem or question, you can contact the Department of Transportation by phone, mail, Email, or on some issues, using an online or downloadable form.

DIAL 311 New Yorkers now have only two phone numbers to remember to access City services: 911 for emergencies and 311 for everything else! Outside of New York City please dial 212-NEWYORK (212-639-9675). The TTY number is (212) 504-4115.

- Email US: Send an Email to the Commissioner. You will receive a prompt reply to your complaint or inquiry.
- WRITE TO US: Write to Commissioner at the Department of Transportation, 40 Worth Street, New York, NY 10013.
- USE AN ON-LINE FORM: Use an online or downloadable form to report certain types of problems or to file some applications.

Get e-mail updates on transportation issues. **Subscribe to DOT news.** You can also register for news on other New York City government topics.

Some transportation operations, such as the subways, airports, and some bridges, are the responsibility of other agencies. Find out [What DOT Does/Doesn't Do](#).

Here are useful telephone numbers for other transportation-related service providers: **Bus Services, Ferry Services, Train Services, Other Helpful Numbers.**

Bus Services
MTA/New York City Transit Authority Buses (718) 330-3000

DOT will modernize and improve the ways it shares information and develops projects with communities.

NYCDOT worked collaboratively with the local business improvement district, artists, and school-children to create this new mural in DUMBO, Brooklyn to enliven and beautify the streets.



CUSTOMER SERVICE ACTIONS

Foster collaboration with communities and increase DOT's responsiveness

- Provide information about all current and upcoming projects (where possible) on the web. These documents can be mailed to constituents without web access as desired.
- Develop online feedback forms for all planning projects
- Develop regular web site feature: "Ask the Commissioner"
- Update online "report a problem" forms
- Create section on web site for video content
- Send out quarterly updates on DOT's progress to e-mail list

Coordinate constituent databases and use them consistently for outreach and strategic communications

- Integrate 311, Commissioner's Correspondence Unit and Borough Commissioner systems and databases, encompassing both e-mail and traditional mail addresses.

Train community leaders

- Train Community Board Chairs, District Managers and heads of CB Transportation Committees in every Community Board
- Refine program as necessary and offer program to elected officials

Neighborhood transportation study program

- Review strengths and weaknesses of current and recent neighborhood efforts—recommend steps to strengthen such work, including streamlining time frame for implementing study findings.
- Define and announce the new program

Enhance emergency response capabilities and readiness

- Participate in Notify NYC, Mayor's emergency response system for citizens
- Expand DOT's e-mail lists to allow us to directly contact citizens more easily
- Disseminate emergency response information via street level electronic roadway signage [Variable Message Signs (VMS)], if needed
- Work with the Police Department and other agencies with emergency response duties on better information sharing
- Upgrade the Traffic Management Center and share space and information at the TMC with NYSDOT and NYPD to improve emergency response to traffic incidents.