

CONTACT DOT

DOT Customer Service

Signs, Lights and Signals

Damaged or Broken Pedestrian or Traffic Signals

Call 311 immediately to report broken traffic lights or pedestrian signals. DOT and its contractors will work to resolve the issue promptly. [Learn more about traffic signals](#)

Damaged or Broken Street Lights

Use this form to report a street light that is not working or get information on how to report a voltage problem (if you see a small flashing red light next to the bulb). Your report will go directly to DOT's street light maintenance contractors. [Report a damaged or broken Street Light](#)

Damaged or Missing Traffic Signs

DOT prioritizes repairs to signs which have a direct impact on safety. These include Stop signs, One Way signs, Do Not Enter signs, Yield signs and certain school signs. [Report a traffic sign that is missing, illegible, or vandalized](#)

Street and Sidewalk Obstructions

Street and Sidewalk Construction Problems

Use [311 Online](#) to report problems involving construction work on a sidewalk, roadway or highway. [Report a sidewalk blocked by construction](#) [Report other street and sidewalk problems](#)

Improper Newsracks

Newsracks must comply with the [law regulating their placement](#) on City sidewalks. Newsracks must also be maintained in a clean and neat condition. [Complain about a newsrack](#)

Illegal Sidewalk ATMs

Placing an ATM on a public sidewalk is not permitted in New York City. If an ATM is placed on a public sidewalk, DOT will serve the property owner an Encroachment Notice, which requires the owner to remove the ATM within 30 days. [Report an ATM on a public sidewalk](#), or call 311

Civil Rights or Discrimination Complaint

DOT is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of its services on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended. If you believe that you have been subjected to discrimination under Title VI you can file a complaint with the [Human Rights Commission](#) or directly with DOT. [Learn about New York City's nondiscrimination policies from the Human Rights Commission](#) [File a complaint with the Human Rights Commission](#) [File a complaint with DOT](#)

Request a Permit or Service

Bicyclists

New York City Bike Maps

The New York City Bike Map is an annual free publication of DOT. You can pick up a copy at bicycle shops, libraries and schools throughout the city. [Learn more about the New York City Bike Map](#)

Bikes in Buildings

The Bikes in Buildings Program aims to increase bicycle commuting by providing cyclists with secure parking during the workday. The Program is based on the Bicycle Access to Office Buildings Law, which requires commercial office buildings to allow cyclists to bring bicycles into their offices by elevator, upon request. [Learn more about Bikes in Buildings](#)

City Racks

Because of the great interest, it may take a considerable amount of time before DOT can investigate new requests. [Suggest a new bicycle rack](#) [Report a damaged City Rack](#) [Learn how to apply for a bike corral](#)

Commercial Vehicles

Request a Truck Route Map

[Order a copy of the current edition](#) of the New York City Truck Route Map through the mail.

Oversize vehicles

Vehicles on New York City's roadways are subject to size and weight restrictions. [Apply for a permit for an overdimensional vehicle](#)

Freedom of Information

Article 6 of the New York State Public Officers Law (FOIL) allows the public to submit written requests for access to Department of Transportation (DOT) records. [Make a request for records pursuant to the Freedom of Information Law](#)

Motorists

Express Lane Permits

Express Lane Permits enable ambulettes, commuter vans and shuttles and other mass transit fleets to use the high occupancy vehicle lanes leading to the Queens Midtown and Brooklyn Battery Tunnels. [Download the application](#)