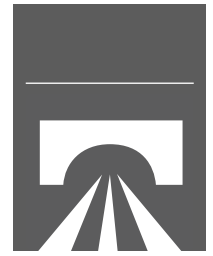


# DEPARTMENT OF TRANSPORTATION

Ydanis Rodriguez,  
Commissioner



## WHAT WE DO

The Department of Transportation (DOT) is responsible for the condition and operation of 6,300 miles of streets, highways, and public plazas, 803 bridges and tunnels and eleven boats for the Staten Island Ferry program. DOT operates over 13,250 signalized intersections and over 315,000 street lights, and maintains over 350 million linear feet of markings on City streets and highways. Safety for everyone using the City's roads, bridges and ferries is the agency's top concern. To increase mobility, DOT oversees the City's bike share system; and maintains the vast majority of more than 1,500 lane-mile cycling network, including over 180 miles of protected on-street bicycle lanes since the start of the Vision Zero program in 2014. DOT's infrastructure programs include bridge capital investment and life-cycle maintenance, roadway resurfacing and pothole repair, ferry boat and terminal upgrades and maintenance and street and sidewalk reconstruction. DOT focuses on delivering quality projects on time and under budget by developing and monitoring project plans and schedules. DOT also manages the Joint Traffic Management Center, pedestrian ramp and sidewalk repair and oversees the on-street parking meters system. DOT's alternative fuel program promotes cleaner vehicles using biodiesel, ethanol, and electricity in both the public and private sectors.

## FOCUS ON EQUITY

DOT focuses on equitable service delivery through its maintenance of critical transportation infrastructure and commitments to safety and mobility for New Yorkers. This focus ensures DOT provides its services in an equitable manner, including roadway, bridge, and sidewalk maintenance, traffic planning and management, and ferry operations. DOT develops Vision Zero Borough Pedestrian Safety Action Plans by combining statistical data collected from traffic crashes with community feedback gathered at safety workshops held across the five boroughs and comments received through the interactive Vision Zero input map.

DOT continues to implement bus priority measures throughout the City to make buses faster and more reliable for passengers living in transit-dependent neighborhoods, such as the South Bronx; Canarsie, Brooklyn; Jamaica, Queens; and East Harlem, Manhattan. As part of its Better Buses Action Plan, DOT is extending the same types of measures implemented on Select Bus Service to local bus routes. These measures include dedicated bus lanes, transit signal priority intersections, and accessible bus stops. Criteria for selecting segments include, but is not limited to, the prevalence of low-income and no-vehicle households.

Over the years, DOT strengthened its community engagement through the Street Ambassador Program, engaging New Yorkers where they live, work, and socialize. Street Ambassadors have fostered over 700 engagements with the community through mobile workshops, pre-project implementation outreach, and merchant surveys.

DOT's Mobility Management Program improves transportation opportunities for traditionally underserved communities by advancing equity and accessibility. The program offers various resources, such as staff training to ensure meaningful community engagement; contact information for community organizations and service providers; as well as and neighborhood surveys, focusing on travel behavior.

DOT's Employee Resource Groups initiative encourages employees to organize and celebrate cultural connections, advocate for professional development, and enhance morale in the workplace. ERGs are instrumental in helping DOT achieve its key objectives of workforce diversity, workplace inclusion, and community understanding. There are eight active ERGs, including groups created around African American/Black, Women, Latinx, and LGBTQ issues.

DOT is committed to fostering an equitable and competitive business environment while ensuring procurements reflect the diversity of the City, including Minority and Women-owned Business Enterprises (M/WBE). Efforts include restructuring contracts, expanding its pre-qualification program for professional services, and partnering with other City agencies and professional groups to host meet-and-greet sessions for M/WBE vendors.

# OUR SERVICES AND GOALS

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## **SERVICE 1 Maintain the City's transportation infrastructure.**

- Goal 1a Manage the City's bridge inventory to achieve a high state of good repair.
  - Goal 1b Maintain a state of good repair for the City's streets, sidewalks and highways.
  - Goal 1c Ensure timely repairs of the City's street lights, traffic signs and signals.
- 

## **SERVICE 2 Provide a safe transportation network.**

- Goal 2a Improve safety for pedestrians, motorists, ferry, and bike riders.
- 

## **SERVICE 3 Design and build transportation alternatives.**

- Goal 3a Increase mobility options and sustainable modes of transportation.
- Goal 3b Build and maintain an accessible network throughout the City.

## **SERVICE 4 Design public space to facilitate livability.**

- Goal 4a Enhance quality of life through streetscape improvements.

## HOW WE PERFORMED

- In April 2016, New York State began to inspect and rate bridges using the American Association of State Highway and Transportation Officials protocol. In August 2022, NYC DOT began rating pedestrian bridges using the AASHTO element system. There is currently no accepted translation from the previous rating system and the State has not committed to an official schedule to adopt the new AASHTO scale. As a result, DOT will continue to publish the bridges' General Recommendation, verbal rating, and previously used translated rating. The State will notify DOT on next steps including guidance for City inspection crews. Based on the previous rating system and most recently published Annual Condition Report, over 51 percent of the City's bridges were rated Very Good and Good and over 48 percent were rated Fair. Less than 0.2 percent were rated Poor.
- DOT repaired 34,228 potholes (arterials and local streets) in the first four months of Fiscal 2023, six percent fewer than in the same period last year, due to a reduction in pothole work orders. The average time to close a pothole work order improved from 4.2 days to 2.2 days. The improved response time correlates with the decrease in potholes, allowing crews to cover less distance between repairs, combined with a mild winter and baseline resurfacing work, both of which reduce the formation of potholes. DOT resurfaced 608 lane miles (in-house), a four percent increase over last year. The City funded the resurfacing program for a target of 1,100 lane miles through Fiscal 2031. Resurfacing prevents potholes, addresses existing potholes, and frees crews to address locations in need of general roadway repairs.
- DOT inspectors completed 255,898 inspections (initial and post-audit), a 33 percent decrease from last year, a result of staffing shortages for inspector positions. The Department is working to backfill vacant positions. DOT issued 7,426 violation summons, 44 percent fewer than last year, largely due to a change in the workflow process that allows inspectors to issue a correction action request, in lieu of a summons. If the entity is still not compliant and does not make the required correction within 30 days, DOT will issue a summons.
- Street Ambassador deployments completed dropped 33 percent from 70 to 47, due to fewer key staff members available and reduced staffing from the Department's normal CUNY intern programs.
- Citywide traffic fatalities decreased from 105 to 95. Traffic fatalities among motorists and passengers decreased from 49 to 41, and fatalities among bicyclists and pedestrians also decreased from 49 to 43. Fatalities for "other motorized" which includes e-scooters and e-bikes increased from 7 to 11. In addition to installing 122 speed reducers and accessible pedestrian signals at 204 intersections, the Department completed 33 street improvement projects, of which 23 were on Vision Zero priority geographies, and installed 155 leading pedestrian intervals (LPIs), 19.4 million linear feet of safety markings, and 8.6 miles of protected bike paths.
- Pavement safety markings installed declined 20 percent due to limited contractor capacity resulting in fewer projects being completed. Leading pedestrian intervals installed also declined 43 percent due to reduced staffing.
- By the end of October 2022, the City's bicycle network expanded to over 1,500 lane miles. DOT added 18.1 lane miles to the network during the reporting period, 42 percent behind last year's pace. The decline in bike lane production is mainly due to fewer contractors available, shortages in installation materials, and general political opposition delaying project completions. DOT is actively addressing those issues and expects to have more productive results moving forward. The installation target is 50 total lane miles by the end of June 2023.
- Bike parking spaces added declined 88 percent compared to last year. This was a result of the fabricator pausing the delivery of small and large hoop racks, the most popular racks on City streets, after DOT discovered racks from the past two years were rusting over time. The fabricator adjusted their specifications for those racks and will resume delivery in February 2023.
- The number of annual Citi Bike memberships activated during the first four months of Fiscal 2022 saw an 18 percent decrease compared to the same period last year, likely due to post-pandemic demand decline and increased membership cost. Citi Bike trips by all users (annual members and casual riders) rose eight percent to almost 13.2 million, attributed to the system expansion and additional capacity in high demand areas. During the reporting period, Citi Bike installed 75 new stations in Bedford-Stuyvesant, Ocean Hill, Crown Heights, Brownsville, and Weeksville neighborhoods of Brooklyn and installed six new infill stations and added dock capacity at 55 existing stations.

- Bus lane miles installed decreased 47 percent to 6.8 miles compared to last year, mainly due to political opposition, the lack of staffing available as well as the availability of markings contractors, operating space constraints, and a delay in the delivery of in-house markings machinery required to complete scheduled projects.
- Staten Island Ferry ridership rose to 5.1 million during the first four months of Fiscal 2023, a 31 percent increase over last year as more people continued to commute daily and businesses reopened. Generally, the ferry runs every 15 minutes during rush hour, and every half hour during nights and weekends. On-time ferry service decreased slightly to 95.0 percent. Private ferry ridership increased 26 percent to almost 5.0 million, partly the result of gaining back three permanent routes that were cancelled because of the pandemic.

## SERVICE 1 Maintain the City's transportation infrastructure.

### Goal 1a Manage the City's bridge inventory to achieve a high state of good repair.

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
★ Bridges rated - Good or very good (%) (calendar year)	NA	NA	NA	40.7%	40.7%	NA	NA
– Fair (%)	NA	NA	NA	*	*	NA	NA
– Poor (%)	NA	NA	NA	*	*	NA	NA
Bridge flags eliminated (in-house) - Total	NA	618	630	*	*	176	227
– Safety	NA	503	541	*	*	149	191
– Yellow	NA	88	53	*	*	20	26
– Red	NA	27	36	*	*	7	10
Average time to repair street lights - by ConEd (calendar days)	15.6	15.1	15.0	*	*	15.5	15.1
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↑↓ Directional Target	* None			

### Goal 1b Maintain a state of good repair for the City's streets, sidewalks and highways.

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
★ Streets maintained with a pavement rating of - Good (%)	71.8%	73.6%	NA	71.0%	71.0%	NA	NA
– Fair (%)	27.6%	25.8%	NA	*	*	NA	NA
– Poor (%)	0.6%	0.6%	NA	*	*	NA	NA
★ Average time to close a pothole work order where repair was done (calendar days)	1.7	4.1	3.5	5.0	5.0	4.2	2.2
Pothole work orders	38,151	32,857	36,121	*	*	8,253	7,758
Potholes repaired - Arterial highway system	16,226	30,317	23,880	*	*	2,428	2,909
– Local streets	157,102	146,622	160,952	*	*	33,762	31,319
Lane miles resurfaced citywide (in-house)	1,092.7	918.3	1,193.0	*	*	586.0	608.0
Average cost per lane mile resurfaced citywide (\$)	\$176,839	\$209,663	\$180,423	*	*	NA	NA
Average in-house cost of asphalt per ton (\$)	\$54.71	\$55.30	\$55.22	*	*	NA	NA
Average vendor cost of asphalt per ton (\$)	\$63.25	\$61.34	\$68.24	*	*	NA	NA
Construction permits issued	617,140	553,821	552,009	*	*	188,053	200,854
Inspections of permitted street work	601,731	605,887	586,462	*	*	210,890	164,791
– Permitted jobs passing inspection (%)	70%	70%	70%	80%	80%	72%	86%
Post-audit inspections for completed street work	380,814	352,467	330,469	*	*	128,921	91,107
– Completed street work that passed inspection (%)	69%	71%	71%	*	*	74%	88%
Adopt-A-Highway adoption rate (%)	84.4%	82.5%	82.4%	75.0%	75.0%	82.4%	81.8%
Adopted highway miles that receive a service rating of good (%)	97.6%	95.5%	98.4%	*	*	97.1%	97.2%
★ Parking meters that are operable (%)	99.7%	99.5%	99.7%	98.0%	98.0%	97.5%	98.3%
Total violations issued	39,828	32,284	32,898	*	*	13,240	7,426
Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	89.0%	89.0%	90.0%	*	*	89.0%	90.6%
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↑↓ Directional Target	* None			

**Goal 1c**

Ensure timely repairs of the City's street lights, traffic signs and signals.

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
★ Average time to respond to high priority traffic signal defect and make safe (hours:minutes)	1:35	1:49	1:41	2:00	2:00	1:54	1:29
★ Average time to repair priority regulatory signs after notification (business days)	1.5	1.4	1.4	3.0	3.0	1.4	1.4
Average time to repair street lights - by DOT (calendar days)	2.9	3.0	3.5	*	*	3.3	3.5
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ⬆️⬇️ Directional Target      * None							

**SERVICE 2 Provide a safe transportation network.**

**Goal 2a**

Improve safety for pedestrians, motorists, ferry, and bike riders.

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
★ ● Citywide traffic fatalities	211	275	263	⬇️	⬇️	105	95
– Bicyclists/pedestrians	129	148	131	*	*	49	43
– Motorists/passengers	82	122	115	*	*	49	41
– Other motorized	NA	5	17	*	*	7	11
★ Injury crashes	37,325	35,770	38,770	⬇️	⬇️	14,225	13,756
★ Staten Island Ferry - Customer accident injury rate (per million passengers)	1.58	1.39	1.75	1.34	1.34	2.58	1.75
★ Speed reducers installed	112	104	262	250	250	112	122
★ Pavement safety markings installed (000,000) (linear feet)	54.2	53.0	48.6	⬆️	⬆️	24.1	19.4
Street Ambassador deployments completed	NA	112	141	*	*	70	47
Leading Pedestrian Intervals (LPIs) installed	842	256	801	*	*	270	155
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ⬆️⬇️ Directional Target      * None							

**SERVICE 3 Design and build transportation alternatives.**

**Goal 3a**

Increase mobility options and sustainable modes of transportation.

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
★ Staten Island Ferry - Trips that are on time (%)	96.6%	97.7%	95.4%	90.0%	90.0%	96.3%	95.0%
– Weekday peak hour trips that are on time (%)	96.6%	99.0%	96.2%	*	*	97.2%	95.0%
– Ridership (000)	15,865	7,561	12,119	*	*	3,902	5,155
– Average cost per passenger per trip (\$)	\$8.95	\$17.75	\$15.99	*	*	NA	NA
Private ferry service - Total ridership (000)	12,693	5,813	10,061	*	*	3,953	4,993
– Number of permanent routes	31	25	22	*	*	20	23
Citi Bike annual membership	185,997	191,751	230,438	*	*	120,731	98,483
– Trips (000)	19,050	23,080	28,487	*	*	12,250	13,177
Bicycle lane miles installed - Total	82.4	65.3	62.3	50.0	50.0	31.2	18.1
– Protected	21.0	29.2	33.2	*	*	10.5	8.6
★ NYC adults who bike regularly (annual) (calendar year)	796,000	774,000	888,000	⬆️	⬆️	NA	NA
Bike parking spaces added (each year)	1,250	4,350	7,442	*	*	2,706	334
Bus lane miles installed	NA	20.5	12.9	*	*	12.9	6.8
Average travel speed (miles per hour) - Manhattan Central Business District	8.7	9.8	8.4	*	*	NA	NA
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ⬆️⬇️ Directional Target      * None							

**Goal 3b** Build and maintain an accessible network throughout the City.

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
★ Intersections with accessible pedestrian signals installed	222	211	273	75	75	56	204
Existing corners upgraded (cumulative)	18,578	26,400	32,889	*	*	28,031	NA
New corners installed (cumulative)	1,497	1,980	2,350	*	*	2,083	NA
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⇅ Directional Target    * None							

**SERVICE 4** Design public space to facilitate livability.

**Goal 4a** Enhance quality of life through streetscape improvements.

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
★ Pedestrian volume index	NA	57.9	58.4	*	*	NA	NA
Pedestrian space installed (square feet)	273,000	448,691	158,150	*	*	NA	NA
WalkNYC Wayfinding elements installed	56	30	25	*	*	3	16
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⇅ Directional Target    * None							

**AGENCY-WIDE MANAGEMENT**

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
Cases commenced against the City in state and federal court	1,944	2,331	2,165	*	*	612	723
Payout (\$000)	\$93,667	\$93,418	\$109,411	*	*	\$43,054	\$23,346
Workplace injuries reported	440	552	541	*	*	204	236
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⇅ Directional Target    * None							

**AGENCY CUSTOMER SERVICE**

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
E-mails responded to in 14 days (%)	99%	98%	99%	95%	95%	99%	97%
Letters responded to in 14 days (%)	97%	96%	97%	95%	95%	97%	91%
Calls answered in 30 seconds (%)	88%	90%	73%	*	*	68%	69%
Average customer in-person wait time (minutes)	5:46	NA	NA	*	*	0:00	0:00
Requests for language interpretations and translations received	1,161	938	270	*	*	88	115
CORE customer experience rating (0-100)	99	NA	100	95	95	NA	NA
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⇅ Directional Target    * None							

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
Percent meeting time to close - Street Condition - Pothole (30 days)	100%	99%	100%	98%	98%	100%	100%
Percent meeting time to first action - Street Light Condition - Street Light Out (10 days)	97%	99%	98%	98%	98%	99%	98%
Percent meeting time to first action - Traffic Signal Condition - Controller (0.1 days)	78%	76%	77%	80%	80%	74%	68%
Percent meeting time to first action - Street Condition - Failed Street Repair (10 days)	89%	82%	90%	85%	85%	100%	100%
Percent meeting time to close - Broken Parking Meter - No Receipt (21 days)	100%	100%	100%	90%	90%	100%	100%
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⇅ Directional Target    * None							

# AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2022 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY20	FY21	FY22	FY23	FY23 <sup>1</sup>	FY24 <sup>1</sup>	FY22	FY23
Expenditures (\$000,000) <sup>2</sup>	\$1,094.1	\$1,142.2	\$1,235.4	\$1,438.5	\$1,460.4	\$1,403.0	\$582.0	\$720.9
Revenues (\$000,000)	\$404.1	\$386.7	\$388.6	\$500.8	\$474.0	\$460.0	\$106.2	\$103.9
Personnel	5,817	5,559	5,481	6,206	6,098	6,126	5,596	5,555
Overtime paid (\$000,000)	\$62.0	\$63.2	\$63.9	\$69.8	\$71.3	\$51.9	\$21.7	\$24.1
Capital commitments (\$000,000)	\$702.1	\$660.3	\$918.8	\$1,831.7	\$1,708.9	\$1,391.9	\$321.7	\$342.5
<sup>1</sup> January 2023 Financial Plan. <sup>2</sup> Expenditures include all funds      "NA" - Not Available								

## SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY22 <sup>1</sup> (\$000,000)	January 2023 Financial Plan FY23 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
Personal Services - Total	\$545.9	\$609.5	
001 - Exec. Admin. and Planning Management	\$71.4	\$71.6	All
002 - Highway Operations	\$207.9	\$215.8	1b, 2a, 3a, 4a
003 - Transit Operations	\$67.6	\$88.4	2a, 3a, 4a
004 - Traffic Operations	\$121.7	\$152.5	1b, 1c, 3a, 3b, 4a
006 - Bureau of Bridges	\$77.2	\$81.3	1a
Other Than Personal Services - Total	\$689.5	\$850.9	
007 - Bureau of Bridges	\$25.8	\$35.3	1a, 5a
011 - Executive and Administration	\$98.9	\$92.3	All
012 - Highway Operations	\$133.1	\$143.6	1b, 2a, 3a, 4a
013 - Transit Operations	\$53.5	\$65.5	2a, 3a, 4a
014 - Traffic Operations	\$378.3	\$514.1	1b, 1c, 3a, 3b, 4a
Agency Total	\$1,235.4	\$1,460.4	
<sup>1</sup> Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2022. Includes all funds. <sup>2</sup> Includes all funds. <sup>3</sup> Refer to agency goals listed at front of chapter.    "NA" Not Available    * None			

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Data for the three metrics reporting on the average cost of asphalt and roadway resurfacing, which was not available when the Fiscal 2022 Mayor's Management Report was published, has been added.
- Fiscal 2022 data for bicycle lane miles—the total has been updated from 61.0 to 62.3. Fiscal 2022 data for bicycle lane miles—protected has been updated from 31.9 to 33.2.
- Indicators 'Bridge flags eliminated (in-house)—Total,' 'Bridge flags eliminated (- Red),' 'Bridge flags eliminated (- Yellow),' and 'Bridge flags eliminated (- Safety)' were added.
- Goal 2a was renamed to 'Improve safety for pedestrians, motorists, ferry, and bike riders.'
- Goal 2b 'Ensure passenger safety on the Staten Island Ferry' was retired.
- Indicator 'Staten Island Ferry—Customer accident injury rate (per million passengers)' was moved to goal 2a.

- Indicator ‘Staten Island Ferry: Weekday peak hour trips that are on time (%)’ was added.
- Goal 3a was renamed to ‘Increase mobility and sustainable modes of transportation.’
- Goal 3b ‘Build and maintain an accessible network throughout the City’ was added.
- Indicator ‘Existing corners upgraded (cumulative),’ was moved from goal 3a to goal 3b and has been changed to an annual indicator.
- Indicator ‘New corners installed (cumulative)’ was moved from goal 3a to goal 3b and has been changed to an annual indicator.
- Indicator ‘Intersections with accessible pedestrian signals installed’ was moved from goal 3a to goal 3b.
- Indicator ‘Intersections with accessible pedestrian signals installed’ is now a critical indicator.
- Service Area 5 ‘Deliver projects and services on time’ was retired, Goal 5a ‘Complete capital bridge project on schedule’ was retired, and indicator ‘Complete capital bridge projects on schedule’ was retired. DOT has shifted focus and resources to enhancing its internal project delivery systems which provide more effective and comprehensive performance tracking.
- Indicator ‘visits made to agency permitting offices’ was retired as business operations are now conducted online.

## ADDITIONAL RESOURCES

For additional information on items referenced in the narrative, go to:

- The Social Indicators and Equity Report, EquityNYC:  
<http://equity.nyc.gov/>
- Select Bus Service:  
<https://www1.nyc.gov/html/brt/html/home/home.shtml>
- NYC Citi Bike Share:  
<https://nycdotbikeshare.info/>
- Better Buses Action Plan:  
<https://www1.nyc.gov/html/brt/downloads/pdf/better-buses-action-plan-2019.pdf>
- Street Ambassador Program:  
<https://equity.nyc.gov/equity-stories/street-ambassador-program>
- Mobility Management Program:  
[https://www1.nyc.gov/html/dot/html/about/mobility\\_management.shtml](https://www1.nyc.gov/html/dot/html/about/mobility_management.shtml)

For more information on the agency, please visit: [www.nyc.gov/dot](http://www.nyc.gov/dot).