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# A BID DIRECTOR'S GUIDE TO NEW YORK CITY DEPARTMENT OF TRANSPORTATION (NYCDOT)

## WHAT IS DOT'S MISSION?

New York City's transportation system—from roads and bridges to subways and buses—is controlled by multiple municipal, state, and regional agencies. In this complex landscape, NYC DOT manages and maintains most of the City's streets, sidewalks, curbside parking, bike lanes, bus lanes, and un-tolled bridges, as well as the Staten Island Ferry. Every trip that starts and ends in New York City is carried, at least in part, on a system that City DOT manages.

DOT's mission is to provide for the safe, efficient, and environmentally responsible movement of people and goods in the City of New York and to maintain and enhance the transportation infrastructure crucial to the economic vitality and quality of life of city residents.



# WHAT DOES DOT DO IN MY BID?

To better understand the role that DOT plays across the city and in BIDs, below is an overview of some of the programs and tasks that fall under DOT's jurisdiction, which citywide BIDs tend to express the most interest. For more information on these programs and tasks, as well as others that fall under the DOT's jurisdiction, please visit the links provided below, or contact your DOT Borough Commissioner.

## Street Maintenance

To ensure that roads and sidewalks are in a state of good repair, DOT:

- Initiates capital street projects.
- Installs and maintains street lights, traffic signals, signs and roadway markings.
- Inspects sidewalks throughout the city for safety.

## Street Resurfacing

DOT conducts regular inspections to assess streets. Streets are rated on the level of surface distress and are prioritized in consultation with community boards and elected officials. Street resurfacings are scheduled based upon clearance of planned utility work, available funding, public events, and other scheduled capital improvements. BIDs can request that a particular street be inspected for resurfacing by calling 311. For the most up to date information of resurfacing work, check the Weekly Resurfacing Schedule.

>> [Weekly Resurfacing Schedule](#)

## Pothole Repair

Different types of potholes require different actions. Sometimes the defect is a utility cut that hasn't been adequately repaired; in this case, DOT notifies the appropriate utility and instructs them to make the necessary repairs without delay. In other cases, if there is a large defect that DOT's emergency pothole crew cannot repair, DOT performs a temporary repair and then dispatches a crew and equipment to perform a permanent restoration.

>> [Pothole Reporting](#)

## Curbside Management

DOT manages the placement of loading and unloading zones for deliveries, metered parking, and daylighting. Daylighting is when a parking spot is removed close to an intersection so that it is easier to see when pedestrians are crossing the street or cars are making a turn.

>> [Parking and Commercial Vehicles](#)

## Permits and Regulations

DOT issues permits for everyone that performs construction work or occupies space on New York City streets, including for hanging banners from street lights and other property in DOT's jurisdiction. In addition, DOT inspects the placement, installation, and maintenance of street furniture on city sidewalks.

## Construction Notifications

To better inform the public about the duration of projects, DOT requires that contractors place signs at work locations with a project number, estimated duration, and a telephone number to call with any questions. In most cases, schedules are determined by the size of projects, including the number of materials that must be removed or put in place. If signs are not posted, DOT has website that provides permit information, including who is doing the work, the type of work, and the duration of the permit.

>> [DOT NYC Streets](#)

## Off-Hour Deliveries

DOT runs the Off-Hour Deliveries Program, which is intended to increase the number of deliveries within the city between 7:00 p.m. and 6:00 a.m., specifically where there are high pedestrian volumes and limited curb space (e.g., Midtown and Lower Manhattan, Downtown Brooklyn, and Jamaica, Queens).

>> [NYC DOT Off-Hour Deliveries](#)

## Carshare

In line with recent City Council legislation, DOT is operating a two-year pilot that designates on-street parking spaces in select neighborhoods and off-street spaces in municipal parking facilities for use by carshare companies.

>> [NYC DOT Carshare Pilot](#)



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## SAFETY & THE PUBLIC REALM

In addition to basic operations, here are some additional areas of the built environment that fall under NYC DOT's jurisdiction and which may be of interest to a BID. DOT:

- Analyzes and publishes crash data.
- Defines Vision Zero areas, priority corridors, and intersections.
- Installs pedestrian ramps and tactile warning strips at intersections.
- Redesigns and makes improvements to intersections and other designated crossing locations.
- Develops, installs, and maintains bike lanes.
- Oversees the development of bus lanes, pedestrian networks, and freight routes.
- Develops and manages pedestrian safety targeted programs such as Neighborhood Slow Zones, School Safety, Safe Routes for Seniors, and Safe Routes to Transit to increase pedestrian safety.
- To improve quality of life, DOT installs and manages street furniture, including benches, city racks, and leaning bars.
- Leads DOT public art initiatives.
- Manages partner programs including Street Seats, Bike Corrals, Weekend Walks, Seasonal Streets, Shared Streets, and Pedestrian Plazas.
- Installs Walk NYC wayfinding signs and provides Walk NYC maps to the public.
- Partners with other agencies on Green Infrastructure projects, such as the placement of bioswales.

>> [Vision Zero Website](#)

>> [NYC DOT Plan](#)



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## HOW CAN I WORK WITH DOT TO IMPROVE MY BID?

BIDs can improve several aspects of their district's built environment, as well as sponsor/host events that foster community involvement, by working with DOT.

### **Weekend Walks**

Weekend Walks are multi-block, multi-day events on commercial corridors that promote the use of streets as public space. Business improvement districts, cultural organizations, local merchants associations, and community groups host Weekend Walks as a fun way to highlight local businesses and neighborhood resources. Contact DOT for more information and permits.

>> [Weekend Walks](#)

### **Pedestrian Plazas**

The NYC Plaza Program is a key part of the City's effort to ensure that all New Yorkers live in walkable, accessible neighborhoods with high-quality public space. DOT works with selected organizations to create neighborhood plazas throughout the city to transform underused streets into vibrant, social public spaces.

Eligible organizations can propose new plaza sites for their neighborhoods through an annual competitive application process. DOT prioritizes sites in neighborhoods that lack open space and partners with community groups that commit to operate, maintain, and manage these spaces.

>> [NYC Plazas Program](#)

### **City-Installed Street Furniture**

BIDs can suggest locations for standard street furniture and report damage to existing city benches, bike racks, and derelict bikes to 311.

>> [NYCDOT City Racks](#) or [NYCDOT City Bench](#)

### **Custom Street Furniture**

If a business or BID intends to install seating, bike racks, or other structures on, under, or over a city street or sidewalk, they must petition for a revocable consent from DOT. The approval process, including Public Design Commission or Landmarks Preservation Commission review of above-ground structures, typically takes a year.

>> [DOT Revocable Consent Rules](#)

### **Street Banner Permits**

If a BID or business would like to hang a street banner, they must submit an application through the DOT site. The application must include the following documents: graphic(s), permit application (PDF), map/location(s) of proposed banners, and proof of insurance. All applications must be submitted at least 45 days before the expected start date and for renewals, at least 14 days before the current permit ends.

>> [Street Banner Permits](#)

### Repair Street Lights

If a street light is in need of repair, it can be reported by calling 311 or reporting the problem online. DOT's contractors have four hours to respond to emergency conditions (e.g., a fallen pole or a low voltage condition). For other issues, contractors must respond within ten days, unless it is a significant repair. If there is a small flashing red light next to the street light bulb, report it immediately, as there may be an issue with the electrical current.

>> [NYC DOT Streetlight Repair Request Form](#)

### Street Seats & Bike Corrals

Street Seats is a program where BIDs can apply for seating to be installed in the roadbed along the curb line or on wide sidewalks. Bike Corrals are rows of bike racks that are installed in the curbside lane of the street. Any business or institution that owns or operates the frontage at the ground floor of a building may be qualified to install and maintain a Street Seat or Bike Corral.

BIDs and non-profit organizations without frontage can also be eligible if they work in partnership with a local business that does have frontage. The partner business or organization must clean and maintain the Street Seat or Bike Corral. Applications are accepted on a rolling basis.

>> [NYC DOT Street Seats](#) or [NYC DOT Bike Corrals](#)

### Bike Share (Citi Bike) Stations

DOT conducts participatory public input processes for Citi Bike placement that involves interactive workshops and frequent communication with Community Boards, BIDs, elected officials, community organizations, and other stakeholders to gather input. To report maintenance or cleanliness issues, please contact Citi Bike customer service at (855) BIKE-311.

>> [New York City Bike Share Siting Map](#)

### Freight Management

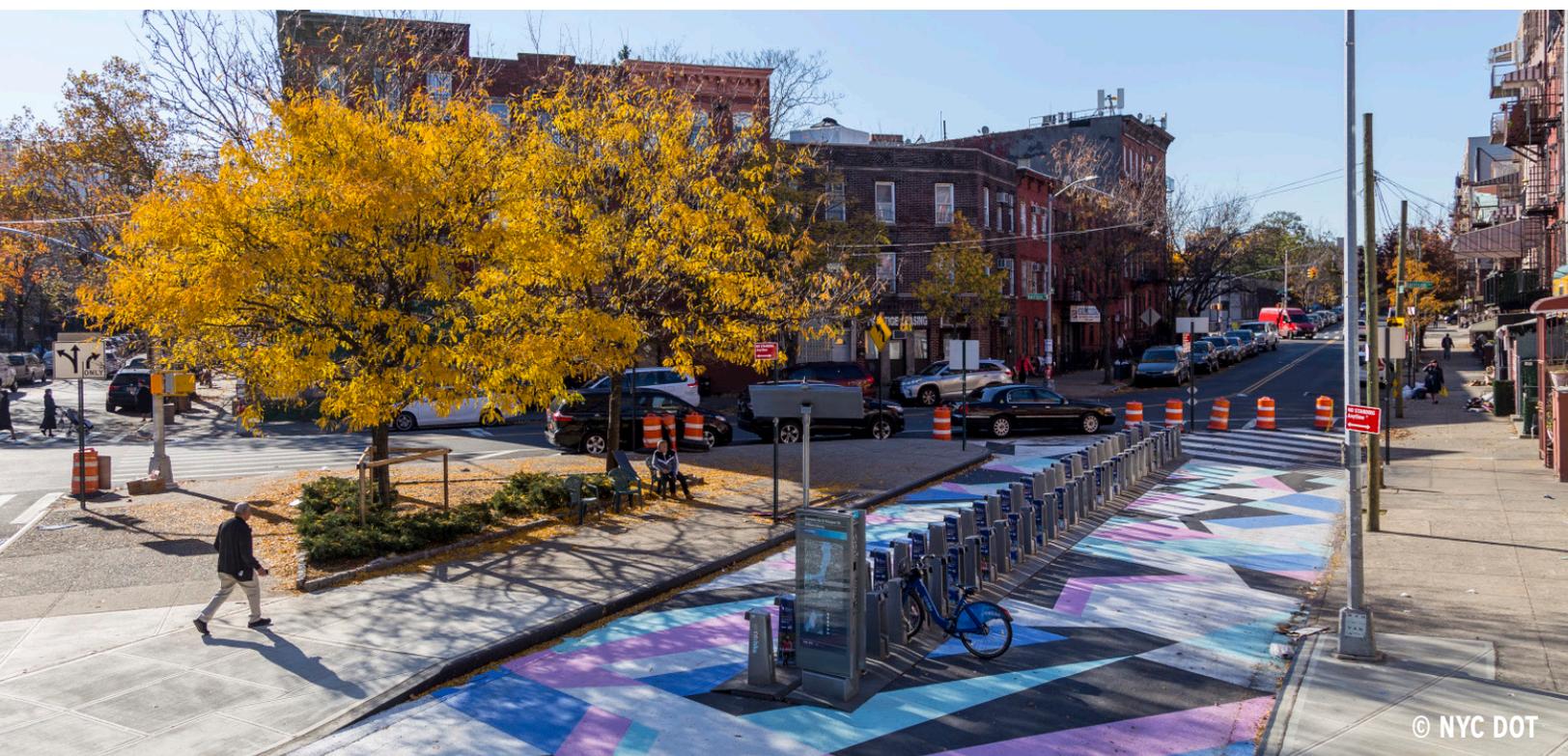
BIDs have a role to play in working with businesses to adopt sustainable freight management practices to improve the efficiency, reliability of goods delivery to and from establishments.

>> [NYC Freight Initiatives \(nyc.gov/trucks\)](#)

### Tree Pits

BIDs can install a tree pit by obtaining approval from the New York City Department of Parks & Recreation and acquiring a street opening permit from DOT to excavate a segment of the sidewalk.

>> [NYC Streets Permit Management System](#)



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## WHAT IS DOT NOT RESPONSIBLE FOR?

DOT is not responsible for New York City subway, regular bus service, or the citywide ferry system. The Metropolitan Transportation Authority (MTA) operates the subway system, the Metro-North and Long Island Railroads, and public buses. The Select Bus Service is a partnership between DOT and the MTA. The ferry service is operated by Hornblower Cruises.

New York City law requires property owners to—at their own cost—install, construct, reconstruct, repave, and repair the sidewalk adjacent to their properties, per DOT specifications. If a property owner fails to remedy the sidewalk defect, DOT issues a sidewalk violation and may either do the work or hire a contractor, billing the property owner. DOT mainly does repairs on residential properties.

## WHO CAN I CONTACT?

Visit the [NYC DOT Executive Organization Chart](#) for a comprehensive view of DOT's organizational structure. The Borough Commissioners, listed below, are BIDs' primary points of contact.

### Bronx

Nivardo Lopez, Borough Commissioner  
nlopez1@dot.nyc.gov  
212-748-6680

### Brooklyn

Keith Bray, Borough Commissioner  
kbray@dot.nyc.gov  
646-892-1350

### Manhattan

Ed Pincar Jr., Borough Commissioner  
epincar@dot.nyc.gov  
212-839-6210

### Queens

Nicole Garcia, Borough Commissioner  
ngarcia@dot.nyc.gov  
212-839-2510

### Staten Island

Tom Cocola, Borough Commissioner  
tcocola@dot.nyc.gov  
212-839-2400

## WHERE CAN I LEARN MORE?

### [NYC DOT Strategic Plan](#)

This strategic plan lays out DOT's approaches to improve traffic mobility, reduce congestion throughout the city, and rehabilitate and maintain the city's infrastructure, including bridges, tunnels, streets, sidewalks, and highways. The plan also explains how DOT encourages the use of mass transit and sustainable modes of transportation; and conducts traffic safety educational programs.

### [New York City Mobility Report](#)

This report highlights key indicators of New York City's vibrancy and how DOT is managing streets to facilitate high-performance modes, such as travel by bus, on foot, or by bicycle. This report also presents new technology and data sources that help DOT better understand and manage our streets today.

### [NYC DOT Street Design Manual](#)

The New York City Street Design Manual contains city policies, detailed guidelines, and numerous reference resources related to planning, designing, constructing, operating, and maintaining the city's streets, sidewalks, and public spaces.

For all other reports—including economic assessments, emerging technologies, bicycles, and safety—visit the [DOT Library](#).

**To learn more about research and general trends in transportation policies and studies, see:**

[Rudin Center](#)

[Regional Plan Association](#)

[National Association of City Transportation Officials](#)

[Institute for Transportation & Development Policy](#)

[CityLab](#)

[Association of Pedestrian and Bicycle Professionals](#)

[People for Bikes](#)

[We the Commuters](#)

[Bike New York](#)

[TransitCenter](#)

[Riders Alliance](#)

[Transportation Alternatives](#)

Images courtesy of the New York City Department of Transportation