

Benchmarks



Buffered bike lane, 5th Avenue, Manhattan

ACTIONS

2007-2009

2010 AND BEYOND

Lead Divisions

Supporting Divisions or Agencies

Action outside DOT

SAFETY

STREET DESIGNS TO MAXIMIZE PUBLIC SAFETY

Reduce traffic fatalities

— Cut traffic fatalities by 50% by 2030

Traffic

NYSDOT, NYPD

Implement More Safe Routes to Schools

- Complete capital construction at 12 priority schools
- Continue slow speed school zones pilot project
- Short Term measures at 135 schools complete
- Evaluate and initiate studies at 40 high schools

- Complete 150 priority school reports completed
- Complete capital construction is at initial 135 priority schools
- Initiate short term measures at 150 additional schools (2015) and 40 high schools

Traffic

External Affairs, BCs, NYCDCC, NYSDOT

Funding

Launch Safe Streets for Seniors

- Identify 25 Senior Pedestrian Focus Areas (SPFAs) based on top senior pedestrian crashes in the five boroughs.
- Implement early action measure in five pilot locations (i.e. signal timing for seniors, upgraded signage, marking and pedestrian refuge islands)
- Study, develop improvements, and implement early action items at 20 SPFAs

— Complete design of 20 SPFAs

Traffic

External Affairs, BCs, NYCDFTA, NYCDOHMH

Make traffic safety measures a focus of neighborhood transportation studies

- Develop scope of work templates that focus on traffic safety deliverables

Planning and Sustainability, Traffic

BCs

Streamline traffic calming projects

- Create recommendations to speed project planning and delivery, create project management toolkit
- Implement recommendations: including completion of Downtown Brooklyn Phase A

— Downtown Brooklyn Phase B

PMO

BCs, Finance, Traffic, DDC

Expand and improve safety-oriented signal strategies

- Expand test of pedestrian countdown signals and evaluate results
- Re-engineer leading pedestrian intervals (LPIs) giving 9 additional seconds for pedestrians to cross intersections
- Implement one-way corridor signal timing patterns to increase pedestrian crossing time and discourage speeding

— Double the number of LPIs (using 2007 benchmark)

Traffic

Complete bus stops under elevated trains improvements

- Finalize installation of raised concrete medians at 3 bus stops under elevated trains

— Complete installation of raised concrete medians at remaining 37 bus stops under elevated trains identified for safety improvements (2012)

Planning and Sustainability

SIM

SAFETY ENFORCEMENT

Expand automated enforcement

- Pursue legislation for additional red light cameras and introduction of speed cameras

— Additional cameras deployed as legislation permits

External Affairs, Traffic

Legislative approval

Fund additional NYPD traffic enforcement

- Assess enforcement and equipment needs

— Deploy additional enforcement and equipment

Finance

NYPD, NYCOMB

Funding

ACTIONS	2007-2009	2010 AND BEYOND	Lead Divisions	Supporting Divisions or Agencies	Action outside DOT
Improve construction zone safety for pedestrians	<ul style="list-style-type: none"> Establish strong and explicit pedestrian safety measures in all Maintenance and Protection of Traffic (MPT) plans. Launch enhanced safety monitoring unit for construction sites with high pedestrian volumes. 		Legal	External Affairs, SIM-HIQA, RRM, PMCC, NYPD	
Implement "Safe Spans" Bridge Inspection Program	<ul style="list-style-type: none"> Increase frequency of bridge component inspection 	<ul style="list-style-type: none"> Adopt state of the art bridge cable monitoring Deploy new monitoring technologies, including sonar Institute underwater bridge inspection program 	Bridges		Funding, FHWA Cable Monitoring Study
Expand Marketing Campaigns	<ul style="list-style-type: none"> Expand "Look" marketing campaign that includes pedestrian and motorist themes 	<ul style="list-style-type: none"> Create additional public safety campaigns targeting specific problems (e.g. speeding) 	External Affairs	NYCDPR, NYCDOHMH, NYC & Co., NYPD	
Revise and expand Safety City education programs	<ul style="list-style-type: none"> Update materials, branding, and overall message to engage school children. Explore potential partnership with Dept. of Education. 		External Affairs	NYCDOE	
Undertake studies regarding collisions	<ul style="list-style-type: none"> Complete study of pedestrian incident data Complete study of traffic calming techniques and their effect on collisions. 	<ul style="list-style-type: none"> Use findings to establish a framework to track progress Tailor safety engineering resources to findings 	Traffic	MIS, Planning and Sustainability	
Improve pace and flow of detailed crash information	<ul style="list-style-type: none"> Streamline process with NYSDOT 	<ul style="list-style-type: none"> Implement procedural improvements as needed 	PMO	MIS, Traffic, NYPD	Coordinate with New York State DOT
Implement enhanced work zone safety measures	<ul style="list-style-type: none"> Implement enhanced work zone safety measures agency-wide. Work with NYPD to establish a greater police presence at construction sites and stricter enforcement of parking restrictions Pursue stricter workzone safety legislation Participate in work zone safety awareness week. 	<ul style="list-style-type: none"> Establish benchmarks to measure performance. Tailor safety engineering resources to findings Increase fines or criminalize workzone safety violations 	Legal, HR and Facilities	RRM, Bridges, SIM	
Evaluate safety of DOT employees at all facilities	<ul style="list-style-type: none"> Conduct hazard assessments for all DOT job functions and facilities Develop training programs based on hazard assessments 	<ul style="list-style-type: none"> Implement safety measures as identified 	HR and Facilities	Legal	
Implement truck-related safety initiatives	<ul style="list-style-type: none"> Expand overweight truck permitting unit Require all trucks to install cross-over mirrors. Create distribute truck route maps and summary of truck access rules to all police precincts. 	<ul style="list-style-type: none"> Complete installation of improved truck route signage Begin new truck weight and size enforcement initiative with the NYPD Complete Hunts Point signage pilot 	Planning and Sustainability	External Affairs, Traffic, Bridges, NYPD	Funding, Legislation

ACTIONS	2007-2009	2010 AND BEYOND	Lead Divisions	Supporting Divisions or Agencies	Action outside DOT
Implement Bus Rapid Transit	<ul style="list-style-type: none"> Launch two BRT corridors. Finalize testing and implement queue jumps and traffic signal priority (TSP) in BRT Corridors Initiate legislative campaign for authorization of bus-camera enforcement system 	<ul style="list-style-type: none"> Launch three additional BRT Corridors. (2011) 	Planning and Sustainability, Traffic	External Affairs, Traffic	Legislative approval of bus lane cameras; implementation with NYC Transit
Improve streets for existing bus network	<ul style="list-style-type: none"> Launch 2 new Midtown bus priority corridors with NYC Transit Test new bus-priority elements (e.g. "soft-separation", colored lanes, and bus signal priority) Address bus hot spots through queue jumps, signal improvements, and other measures Construct 15 new sidewalks adjacent to bus stops Identify underperforming bus routes 	<ul style="list-style-type: none"> Implement bus stop improvements, including 2,300 bus shelters, and 37 raised concrete bus stops under elevated train stations 	Planning and Sustainability	Traffic, Sidewalks, SIM, CSFF	Funding, NYC Transit
Manage curbside parking more effectively	<ul style="list-style-type: none"> Launch pilot parking program aimed at greater curbside vacancy rates Complete conversion of all multi-space meters to accept credit cards 	<ul style="list-style-type: none"> Expand commercial parking pricing districts 	Planning and Sustainability	Traffic, BCs	
Manage municipal lots more effectively	<ul style="list-style-type: none"> Develop a demonstration project to provide real-time space availability information in municipal parking lots 	<ul style="list-style-type: none"> Develop and pilot an in-vehicle device for use in the municipal parking fields in lieu of existing quarterly permits Introduce a cell phone payment option for use in municipal parking fields 	Traffic		
Make bicycling safer and more convenient	<ul style="list-style-type: none"> Test new lane designs and expand implementation of designs that work Install 37 bicycle parking shelters and 800 City Racks Complete installation of 200 bicycle lane miles by 2009 Install 15 additional miles of protected on street bike lanes Pursue indoor bicycle parking legislation at City level Install 5000 City Racks (1600 annually) 	<ul style="list-style-type: none"> Continue rapid expansion of bike network Install 30 additional miles of protected on-street bike lanes Continue City Racks installations using new designs 	Traffic	Planning and Sustainability, CSFF, External Affairs, BCs	Funding, legislative action



ACTIONS	2007-2009	2010 AND BEYOND	Lead Divisions	Supporting Divisions or Agencies	Action outside DOT
CONGESTED CORRIDORS Improve mobility and access for all modes in congested corridors	<ul style="list-style-type: none"> Identify 10 corridors for study to address mobility, traffic congestion, truck traffic, pedestrian mobility, safety, air quality, and quality of life Conduct studies, public meetings, develop recommendations, and implementation plans for first 5 corridors Implement early action measures at first 5 corridors Initiate study for final 5 corridors 	<ul style="list-style-type: none"> Implement long-term improvement measures in all ten study areas 	Traffic	Planning and Sustainability	Funding
FERRY SERVICES Improve the quality and expand the availability of ferry services	<ul style="list-style-type: none"> Improve access for all users of City-owned ferry landings Open Slip 5 at the Battery Maritime building Work with EDC to launch new routes and services 	<ul style="list-style-type: none"> Upgrade East 34th Street ferry facility in preparation for new ferry routes Work with regional partners to explore further expansion of ferry network 	Ferries	NYCEDC	Better connections with transit, More marketing/promotion
HOV NETWORK Expand the HOV Network	<ul style="list-style-type: none"> Implement Manhattan Bridge HOV lane Establish interagency working group to implement Southbound Gowanus bus/HOV lane and Verrazano Bridge bus lanes 	<ul style="list-style-type: none"> Identify and implement additional HOV opportunities on City and State owned roadways 	Planning and Sustainability	RRM, Bridges, Traffic	NYSDOT, MTA Bridges and Tunnels
IMPROVE FREIGHT MOBILITY Expand access for appropriately-sized trucks to limited-access parkways	<ul style="list-style-type: none"> Review Grand Central, Henry Hudson, and Belt Parkways as possible candidates 	<ul style="list-style-type: none"> Implement Belt Parkway access plan (following bridge projects) 	Planning and Sustainability	External Affairs, Traffic	Work with NYSDOT and Port Authority
TECHNOLOGY Use technology to fight congestion	<ul style="list-style-type: none"> Finalize testing of transit signal priority (TSP) pilot project on Victory Boulevard Implement bus TSP on Fordham Road Install VII TestBed that demonstrates such applications as in-vehicle signing, warnings, traveler information 	<ul style="list-style-type: none"> Identify and implement additional opportunities for TSP and new traffic management systems 	Traffic	Planning and Sustainability, External Affairs	Funding, NYC Transit implementation of bus measures



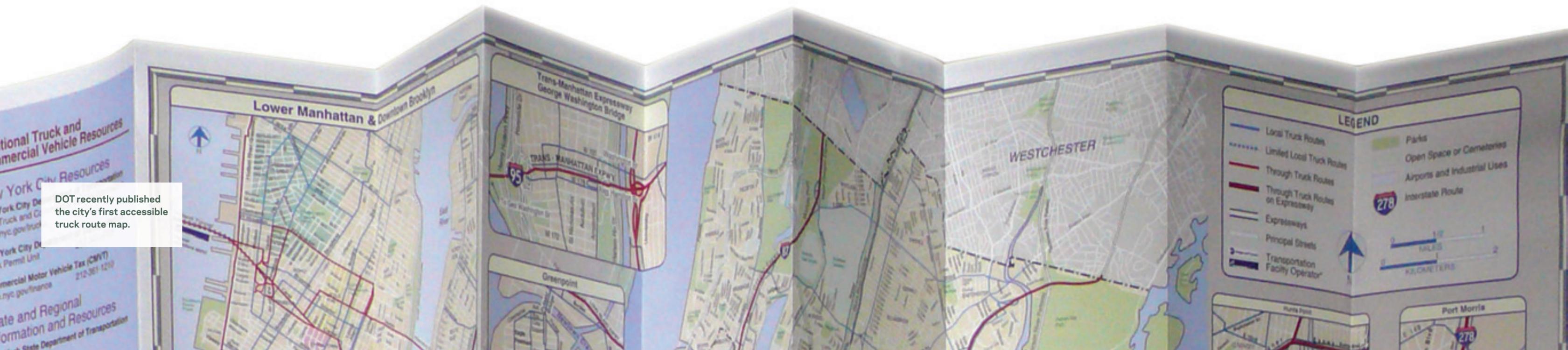
ACTIONS	2007-2009	2010 AND BEYOND	Lead Divisions	Supporting Divisions or Agencies	Action outside DOT
ADOPT COMPLETE STREETS DESIGNS TO ACCOMMODATE ALL USERS					
Develop a Main Streets public life program	<ul style="list-style-type: none"> Use complete streets designs to create or revitalize public space in commercial districts Move Main Street design templates into early action engineering projects Begin implementation of first set of projects from Public Life report Create temporary projects, such as weekend pedestrian streets 	<ul style="list-style-type: none"> Broadway, Fordham Road, and Main Street, Flushing as world class main streets for pedestrians 	Planning and Sustainability	Traffic, BCs, NYCDDC, NYCCA	Funding
Improve street design process and methods	<ul style="list-style-type: none"> Partner with city agencies to make public life/streetscape improvements Streamline design review process for capital construction Define public life/streetscape improvements as a necessity 		Planning and Sustainability	Traffic, Finance, NYCDDC, NYC Art Commission	
Construct and improve pedestrian ramps	<ul style="list-style-type: none"> Continue rapid progress towards full ADA compliance on pedestrian ramps at street corners 	<ul style="list-style-type: none"> Implement ADA ramps at 100% of street corners 	SIM		
PUBLIC PLAZAS					
Develop and implement plaza program	<ul style="list-style-type: none"> Develop plaza maintenance strategies Create community-based process for development of 4 new plazas per year 	<ul style="list-style-type: none"> Continue to expand plaza program to four new community boards each year Oversee existing pipeline projects Full build out of temporary plazas 	Planning and Sustainability	Traffic	Funding, Local maintenance agreements
ENJOYING THE CITY					
Showcase alternative uses for public space	<ul style="list-style-type: none"> Implement temporary pedestrian and bike corridors on weekends Initiate temporary art program Launch Bike the Falls bike route in conjunction with NYC Waterfalls project Reduce car use in major city parks 		Planning and Sustainability	SIM-Special Events, Traffic, NYPD, NYC & Co. Mayor's Office	
Increase beautification efforts throughout the city	<ul style="list-style-type: none"> Augment Adopt-a-Highway program with landscaping projects Coordinate repairs in neighborhoods with other city agencies 		RRM, FD/C	Commissioner's Office, Planning and Sustainability, Mayor's Office, NYCDPR, RRM, NYCCA, NYCDNY, NYCDPR	Funding
URBAN DESIGN					
Continue to implement street furniture improvements	<ul style="list-style-type: none"> Install over 1,600 CEMUSA-designed bus shelters, 159 newsstands, 37 bike parking shelters and 9 automatic pay toilets Launch CityRacks design competition Re-open historic Water Street Arch at the Manhattan Bridge 	<ul style="list-style-type: none"> Install 700 bus stop shelters, 120 newsstands, and 8 automatic pay toilets Initiate permanent Art Program 	Legal, Planning and Sustainability, Traffic		
LOWER MANHATTAN PEDESTRIANIZATION					
Implement Lower Manhattan pedestrianization plan	<ul style="list-style-type: none"> Develop pedestrianization plan in conjunction with NYPD Secure funding and support for the plan with city and district leadership and state and federal partners Define locations for pilot projects and begin implementation 	<ul style="list-style-type: none"> Initiate Phase I of the pedestrianization plan Complete pedestrianization improvements in Lower Manhattan 	Planning and Sustainability	Traffic, BCs	Funding



ACTIONS	2007-2009	2010 AND BEYOND	Lead Divisions	Supporting Divisions or Agencies	Action outside DOT
STREET CONSTRUCTION MANAGEMENT					
Minimize frequency of street cuts	<ul style="list-style-type: none"> Initiate best practice & asset management studies Adopt comprehensive street management plan 	<ul style="list-style-type: none"> Implement recommendations and refine strategy 	PMO	RRM, Permit Management and Construction Control, SIM-HIQA	
BRIDGE AND ROADWAY MAINTENANCE					
Expand bridges preventive maintenance	<ul style="list-style-type: none"> Replicate success of East River program on movable bridges 	<ul style="list-style-type: none"> Ensure continuity of program and replicate for other bridges 	Bridges	Finance	Funding
Eliminate poor conditions on operating city bridges		<ul style="list-style-type: none"> Last "poor" bridge eliminated from active inventory 	Bridges		Funding
All city streets to state of good repair	<ul style="list-style-type: none"> Increase annual roadway resurfacing to 1,000 lane miles Enhance street cut inspections with hand-held computer devices 	<ul style="list-style-type: none"> Good condition attained in 2020 	RRM	SIM-HIQA	Funding
ASPHALT RECYCLING					
Establish use of recycled asphalt pavement as fill	<ul style="list-style-type: none"> Establish pilot program for roadway fill 	<ul style="list-style-type: none"> Expand to construction fill 	RRM	Legal	NY State Department of Environmental Conservation approval
Increase RAP usage and pavement production at Hamilton Avenue plant		<ul style="list-style-type: none"> Upgrade Hamilton Avenue plant 50% RAP used at Hamilton Asphalt Plant 	RRM		
Acquire and retrofit a 2nd City asphalt plant	<ul style="list-style-type: none"> Win approval for 2nd City asphalt plant 	<ul style="list-style-type: none"> City asphalt production begins in Queens - target: up to 50% recycled content 	RRM		
STREET MATERIALS					
Expand standard materials in use on streets and sidewalks	<ul style="list-style-type: none"> Review and assess materials in use Compile best practices database Develop and adopt new materials palette based on visual impact, cost, sustainability, durability, and maintenance 	<ul style="list-style-type: none"> Coordinate with other agencies and implement citywide 	Planning & Sustainability	NYCDDC, NYCDPR, NYCOMB, NYCEDC, NYCDPC	
TRUCK DAMAGE					
Reduce truck damage to low bridges	<ul style="list-style-type: none"> Begin improvements in signage and enforcement to warn trucks in advance of low structures Implement pilot project to place signage on four bridge fascia locations 	<ul style="list-style-type: none"> Institute outreach to identify non-truck routes on GIS and GPS programs (2009) 50% fewer bridge strikes by 2011 	Planning & Sustainability	Bridges	NYSDOT Truck industry cooperation

ACTIONS	2007-2009	2010 AND BEYOND	Lead Divisions	Supporting Divisions or Agencies	Action outside DOT
FERRY MAINTENANCE AND REPAIR					
Issue restructured contract for ferry dry-docking	— Carry out all scheduled dry dockings on schedule		Ferries	Finance-ACCO	
Issue RFP for fleet planning & replacement	— Issue RFP	— Integrate all boats, terminals, and auxiliary vehicles into master maintenance schedule	Ferries	Finance-ACCO	
Increase preventive maintenance for ferry fleet, terminals, and support facilities	— Implement preventive maintenance program for the ferry fleet, the Cosgrove, and service vessels, and the inclusion of maintenance work at Whitehall, St. George, the ferry maintenance facility, and the fuel pier	— Implement the recommendations of the ferry maintenance benchmarking study by increasing maintenance and repair positions	Ferries		Funding
AGENCY VEHICLE REPLACEMENT					
Review fleet, productivity problems of worn vehicles, and adopt new policy	— Begin normal replacement cycle for DOT vehicles		RRM	PMO	Funding

ACTIONS	2007-2009	2010 AND BEYOND	Lead Divisions	Supporting Divisions or Agencies	Action outside DOT
STORM WATER					
Develop and implement innovative storm water management techniques	— Coordinate with DEP to create streets that detain a maximum volume of storm water — Increase the use of permeable surfaces and porous pavements to decrease runoff — As part of our greenstreets program, in coordination with DPR, create planted medians, curb extensions, and traffic triangles to capture storm runoff	— Increase capacity for curb replacement and curb openings to increase storm water capture — Allow for connected tree pits to provide better surface drainage — Develop maintenance agreements to ensure that streetscape improvements are carefully maintained	Planning and Sustainability	RRM, SIM, NYCDDC, NYCDEP	Funding
CLEAN FUEL					
Expand alternative fuels program	— Include clean fuel/high MPG/clean engine technologies in all DOT vehicle procurements and retrofits		Planning and Sustainability	Ferries, RRM	Funding
Implement Staten Island Ferry Clean Fuels strategy	— Install and upgrade emission reduction technology on all Staten Island Ferry passenger ferries	— All Staten Island Ferry passenger ferries operating on Ultra Low Sulphur Diesel — Install diesel oxidation catalysts (DOCs) on all Staten Island Ferry passenger ferries — Develop comprehensive clean-burning fuel policy for all private ferry operators requesting landing permits and licenses from DOT	Ferries	Planning and Sustainability	Funding
VEHICLE REDUCTION					
Reduce vehicle trips by DOT employees	— Review city-wide parking placards and policies — Reduce agency parking placards by 30%, possibly with vehicle pool or car-sharing — Adopt an at-work agency travel policy urging DOT employees to use the most sustainable possible method of work-related transportation	— Identify innovative technologies to track placard use	Planning and Sustainability	FD/C, Traffic	Funding





ACTIONS	2007-2009	2010 AND BEYOND	Lead Divisions	Supporting Divisions or Agencies	Action outside DOT
REDUCE ENERGY AND RESOURCE CONSUMPTION					
Reduce energy demands of DOT facilities	<ul style="list-style-type: none"> Conduct annual audits and generate reports for all DOT facilities to maximize reduction of electricity use, air pollution, and water use Activate photovoltaic system at the Whitehall Ferry Terminal and continue to maintain "Living Roof" at the St. George Ferry Terminal 	<ul style="list-style-type: none"> Certify Webster Avenue facility as LEED existing building status 	HR and Facilities	Ferries, DDC, DCAS	
Improve efficiency of street lights and traffic signals	<ul style="list-style-type: none"> Replace street lights throughout Brooklyn and Queens with lower-wattage bulbs Replace 250-watt lamps with 150-watt lamps along highways Identify new DOT projects to reach citywide goals of 30% energy reduction 	<ul style="list-style-type: none"> Replace street lights throughout the Bronx, Manhattan, and Staten Island with lower-wattage bulbs Replace 67- and 150-watt incandescent lamps in amber signal displays with LED amber lenses Ongoing participation in Mayor's energy task force to reduce energy consumption of electricity, fuels, and emissions 	Traffic	Mayor's Office	Funding
Reduce DOT's resource consumption	<ul style="list-style-type: none"> Cease purchasing plastic water bottles at the new 55 Water Street offices Explore the feasibility of switching to non-toxic cleaning supplies at 55 Water Street and other DOT leased facilities as building maintenance contracts permit 	<ul style="list-style-type: none"> Work with Mayor's Office of Contracts to ensure the use of non-toxic cleaning supplies at City-owned facilities 	HR and Facilities	FD/C, Legal	
RECYCLED ASPHALT PAVING					
Expand in-house and vendor use of recycled asphalt	<ul style="list-style-type: none"> Maximize use of Recycled asphalt pavement (RAP) to avoid use of nearly 840,000 barrels of oil and 321,000 local truck miles 	<ul style="list-style-type: none"> Incorporate 50% RAP in all in-house asphalt production Require all vendors to use 25% RAP in DOT-contracted asphalt production Develop environmentally sound and cost-effective strategies for rail and marine transfer of excess RAP to interested local and regional municipalities 	RRM	Legal, Commissioner's Office	NYS Department of Environmental Conservation approval
SPILL PREVENTION					
Achieve compliance with local, state, and federal regulations	<ul style="list-style-type: none"> Implement spill prevention control and countermeasure plans at 14 DOT locations Conduct location specific training to emphasize proper waste management and spill prevention practices 	<ul style="list-style-type: none"> Identify and implement best practices at all 14 DOT facility locations 	Legal	HR and Facilities	



INCREASE CAPACITY FOR PLANNING, RESEARCH, AND COMMUNICATIONS

Build staff capacity of division of Planning and Sustainability	<ul style="list-style-type: none"> Created new units, Public Plazas, and Urban Art and Design Enhance and align strategic planning and alternative fuels units with new division strategies 	<ul style="list-style-type: none"> Incubate new projects and spin-off into operational units 	HR and Facilities		NYCOMB
	Elevate the profile of research in policy and operations	<ul style="list-style-type: none"> Inventory major research activity within the Department, compile, and distribute Initiate symposia featuring DOT personnel and guests, both within the department and in conjunction with other institutions-agencies & universities Develop forward looking research agenda and begin outreach to universities to explore collaboration 		Commissioner's Office	FD/C, NYCOMB
	Create strategic communications strategy	<ul style="list-style-type: none"> Create communications working group Identify and develop marketing campaigns with Dept. staff and outside experts to promote safety and sustainable transportation Issue RFP for ad agencies to create campaign content and adopt criteria to measure campaign efficacy 		External Affairs	BCs

IMPLEMENT AGENCY WIDE PROJECT MANAGEMENT PROCEDURES

Analyze project and portfolio management throughout the department	<ul style="list-style-type: none"> Created office of project management and develop scope of work Initiate study of project management and delivery issues through a series of case studies Implement preliminary recommendations from case studies 	<ul style="list-style-type: none"> Identify appropriate project managers and enroll staff in certification coursework Initiate project management tracking systems Streamline design, procurement and grant administration process for on-schedule project and service delivery 	PMO	Planning and Sustainability, Finance, Commissioner's Office	Improve federal aid process
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OVERHAUL DATA COLLECTION

Develop data collection needs and plans for new priorities	<ul style="list-style-type: none"> Develop and implement data tracking strategies for congestion relief and BRT Conduct public life surveys at selected spots 	<ul style="list-style-type: none"> Standardize methodology for counting cyclists in NYC Scale up and develop mode share estimates. Develop more public life surveys 	MIS	Planning and Sustainability, PMO, Traffic	
Create new performance measures	<ul style="list-style-type: none"> Review key agency-wide, divisional, and city transportation performance measures Create new internal performance measures where necessary and a means of collecting and reporting additional data Align Citywide Performance Reporting indicators with new agency initiatives 		PMO	Mayor's Office of Operations	
Coordinate data collection with partner agencies	<ul style="list-style-type: none"> Work with partner agencies to bring shared data such as accident reports closer to real-time 		MIS	NYPD, NYSDOT	



ACTIONS

2007-2009

2010 AND BEYOND

Lead Divisions

Supporting Divisions or Agencies

Action outside DOT

ATTRACT AND RETAIN A TOP NOTCH STAFF

Develop enhanced succession planning and recruitment strategies

- Analyze essential operational roles and develop succession planning strategy
- Strengthen university partnerships and augment recruitment strategies to increase the available pools of qualified candidates

- Prepare to comply with new state law concerning provisional employees

HR and Facilities	DCAS	Funding
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Expand innovative professional development initiatives

- Initiate internal "DOT Fellows" management program where a cohort of staff learn about different parts of the agency and City Government through site visits and speakers
- Encourage employees to take advantage of professional development opportunities

- Initiate managerial mentoring program

HR and Facilities	FD/C	Funding
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ACTIONS	2007-2009	2010 AND BEYOND	Lead Divisions	Supporting Divisions or Agencies	Action outside DOT
FOSTER COLLABORATION WITH COMMUNITIES					
Use web site to better engage citizens	<ul style="list-style-type: none"> Post information on all current and ongoing projects Develop online feedback forms for all planning projects Develop regular "Ask the Commissioner" feature Update online "report a problem" forms Taxi text pilot 	<ul style="list-style-type: none"> Implement 511 information services on the web Finalize web-based construction permits Explore text alerts 	External Affairs	CCU, BCs, PMCC, NYSDOT	Funding
Coordinate all constituent databases	<ul style="list-style-type: none"> Plan for consolidated system including 311, CCU, and BC systems 		External Affairs	CCU, MIS, BCs, PMO	
TRAIN COMMUNITY LEADERS					
Deploy program to educate and train	<ul style="list-style-type: none"> Develop training materials and pilot with one Community Board in each borough Educate and train community board chairs, district managers, and heads of CB transportation committees 	<ul style="list-style-type: none"> Refine program as necessary and offer program to elected officials 	External Affairs	BCs	Funding
NEIGHBORHOOD TRANSPORTATION STUDY PROGRAM					
Develop new neighborhood transportation study program	<ul style="list-style-type: none"> Review strengths and weaknesses of current and recent neighborhood efforts-recommend steps to strengthen such work, including streamlining time frame for implementing study findings 	<ul style="list-style-type: none"> Define and announce new program 	Planning and Sustainability, Traffic	BCs	
EMERGENCY RESPONSE					
Enhance emergency response capabilities	<ul style="list-style-type: none"> Ensure dissemination of emergency information in a critical situation via street level electronic roadway signage Continue to work with NYPD, OEM, Fire Department New York, and the NYC Department of Environmental Protection (DEP) for better sharing of information Upgrade the TMC and share facility with NYSDOT and NYPD 	<ul style="list-style-type: none"> Update emergency response based on best practices 	SIM-Emergency Response	Traffic, NYCOEM, Mayor's Office, NYPD	Transcom
IMPROVE CUSTOMER SERVICE FOR FERRY PASSENGERS					
Enhance services and outreach to ferry passengers	<ul style="list-style-type: none"> Continue working with EDC to lease out retail space to high quality providers Improve communication options for Staten Island Ferry passengers 	<ul style="list-style-type: none"> Develop and implement innovative art and entertainment programs for the ferry terminals Develop WiFi services 	Ferries		Funding
Augment services and outreach to stakeholders and customers	<ul style="list-style-type: none"> Continue meetings with Ferry Riders' Association and other relevant stakeholders Develop bi-annual Ask the Ferry program 		External Affairs	Ferries, NYC & Co.	



NYC's first automatic public toilet. Madison Square Park, Manhattan