

附錄 1 研討會場次時程安排

WORLD CONGRESS AT-A-GLANCE

SATURDAY, NOVEMBER 15

8:00 A.M. – 5:00 P.M. Delegate and Exhibitor Registration

SUNDAY, NOVEMBER 16

8:00 A.M. – 4:00 P.M. ITS Systems Engineering Around the World Workshop
 8:00 A.M. – 6:00 P.M. Delegate and Exhibitor Registration
 8:30 A.M. – 4:30 P.M. IBEC Workshop: Vehicle Infrastructure Integration/ Vehicle Infrastructure Cooperation Workshop
 9:00 A.M. – 5:00 P.M. Traveler Information Services Association Information Day
 12:00 P.M. – 6:00 P.M. ITS America's State Chapters Council Meeting and Chapter Strengthening Workshop
 5:00 P.M. – 6:00 P.M. Opening Ceremony Reception
 6:00 P.M. – 8:00 P.M. Opening Ceremony: "An Evening of Broadway" – Sponsored by Mercedes-Benz

MONDAY, NOVEMBER 17

7:00 A.M. – 8:00 A.M. ITS America Business Meeting Continental Breakfast
 7:30 A.M. – 6:00 P.M. Delegate and Exhibitor Registration
 8:00 A.M. – 10:00 A.M. ITS America Business Meeting & Best of ITS Awards
 8:00 A.M. – 5:00 P.M. City Streets VII Demonstration
 8:00 A.M. – 5:00 P.M. Freeway VII Demonstration
 9:00 A.M. – 11:00 A.M. Grand Central Terminal Revitalization Technical Tour
 9:00 A.M. – 11:30 A.M. New York City Joint Traffic Transportation Management Center Technical Tour
 10:00 A.M. – 12:00 P.M. Ministerial Plenary: Transportation Policy for a Better World
 10:00 A.M. – 3:00 P.M. 11th Avenue Theater Demonstrations
 12:00 P.M. – 1:30 P.M. Lunch in the Exhibit Hall
 12:00 P.M. – 2:00 P.M. Grand Central Terminal Revitalization Technical Tour
 12:00 P.M. – 6:30 P.M. Exhibit Hall Open
 12:30 P.M. – 1:30 P.M. Author of the Day in the Author's Corner
 1:00 P.M. – 3:30 P.M. New York City Joint Traffic Transportation Management Center Technical Tour
 1:00 P.M. – 4:00 P.M. Lower Manhattan Rebuilds Technical Tour
 1:00 P.M. – 6:30 P.M. VII Transportation Management Center of the Future
 1:15 P.M. – 4:00 P.M. IRANGCOM Communications Center Technical Tour
 1:30 P.M. – 3:00 P.M. 11th Avenue Theater Show
 1:30 P.M. – 5:00 P.M. Executive, Special, Scientific, Technical, Interactive, IBEC, and ITS America Annual Meeting Sessions
 5:00 P.M. – 6:30 P.M. Welcome Reception in the Exhibit Hall

TUESDAY, NOVEMBER 18

8:00 A.M. – 9:45 A.M. Lincoln Tunnel Exclusive Bus Lane and Port Authority Bus Terminal Technical Tour
 8:00 A.M. – 5:00 P.M. Delegate and Exhibitor Registration
 8:00 A.M. – 5:00 P.M. City Streets VII Demonstration
 8:00 A.M. – 5:00 P.M. Freeway VII Demonstration
 8:30 A.M. – 12:00 P.M. Executive, Special, Scientific, Technical, Pan-American ITS, and ITS America Annual Meeting Sessions and Forum Showcases
 9:00 A.M. – 11:00 A.M. Grand Central Terminal Revitalization Technical Tour
 9:00 A.M. – 11:30 A.M. New York City Joint Traffic Transportation Management Center Technical Tour
 9:00 A.M. – 1:00 P.M. New Jersey Statewide Traffic Management Center in Woodbridge Technical Tour
 10:00 A.M. – 1:30 P.M. Interactive Sessions
 10:00 A.M. – 3:00 P.M. 11th Avenue Theater Demonstrations
 10:00 A.M. – 6:00 P.M. Exhibit Hall Open
 10:30 A.M. – 6:00 P.M. VII Transportation Management Center of the Future
 12:00 P.M. – 1:30 P.M. Lunch in the Exhibit Hall – Sponsored by Quixote
 12:00 P.M. – 2:00 P.M. Grand Central Terminal Revitalization Technical Tour
 12:30 P.M. – 1:30 P.M. Author of the Day in the Author's Corner

1:00 P.M. – 3:30 P.M.

1:00 P.M. – 5:00 P.M.

1:30 P.M. – 3:00 P.M.

1:30 P.M. – 5:00 P.M.

2:00 P.M. – 5:00 P.M.

2:00 P.M. – 5:30 P.M.

5:30 P.M. – 7:30 P.M.

5:30 P.M. – 8:00 P.M.

6:00 P.M. – 9:00 P.M.

New York City Joint Traffic Transportation Management Center Technical Tour
 New York City Office of Emergency Management Technical Tour and Inter-Agency Incident Demonstration
 11th Avenue Theater Show
 Executive, Special, Scientific, Technical, Pan-American ITS, and ITS America Annual Meeting Sessions
 Lower Manhattan Rebuilds Technical Tour
 Interactive Sessions
 International Benefits, Evaluation, and Costs (IBEC) Working Group Reception
 International Reception at New York Transit Museum hosted by ITS New York
 Grand Central Terminal Reception hosted by ITS Connecticut

WEDNESDAY, NOVEMBER 19

8:00 A.M. – 10:00 A.M. Safety Plenary: Looking at Transportation Safety in New Ways
 8:00 A.M. – 5:00 P.M. City Streets VII Demonstration
 8:00 A.M. – 5:00 P.M. Freeway VII Demonstration
 8:00 A.M. – 5:00 P.M. Delegate and Exhibitor Registration
 9:00 A.M. – 11:00 A.M. Grand Central Terminal Revitalization Technical Tour
 9:00 A.M. – 1:00 P.M. New Jersey Statewide Traffic Management Center in Woodbridge Technical Tour
 10:00 A.M. – 3:00 P.M. 11th Avenue Theater Demonstrations
 10:00 A.M. – 5:00 P.M. Exhibit Hall Open
 10:30 A.M. – 12:00 P.M. Executive, Special, Scientific, Technical, and ITS America Annual Meeting Sessions
 10:30 A.M. – 6:00 P.M. VII Transportation Management Center of the Future
 12:00 P.M. – 1:30 P.M. Lunch in the Exhibit Hall
 12:00 P.M. – 2:00 P.M. Grand Central Terminal Revitalization Technical Tour
 12:30 P.M. – 1:30 P.M. Author of the Day in the Author's Corner
 1:00 P.M. – 4:00 P.M. New York State Department of Transportation IN/ORM Traffic Management Center Technical Tour
 1:30 P.M. – 3:00 P.M. 11th Avenue Theater Show
 1:30 P.M. – 5:00 P.M. Executive, Special, Scientific, Technical, Interactive, Pan-American ITS, and ITS America Annual Meeting Sessions and Forum Showcases
 2:00 P.M. – 5:00 P.M. Lower Manhattan Rebuilds Technical Tour
 6:00 P.M. – 9:00 P.M. Night in Times Square at ESPN Zone

THURSDAY, NOVEMBER 20

8:00 A.M. – 11:30 A.M. Hudson Valley Traffic Management Center Technical Tour
 8:00 A.M. – 2:00 P.M. City Streets VII Demonstration
 8:00 A.M. – 2:00 P.M. Freeway VII Demonstration
 8:00 A.M. – 3:30 P.M. Delegate Registration
 8:30 A.M. – 12:00 P.M. Executive, Special, Scientific, Technical, IBEC, and ITS America Annual Meeting Sessions
 9:00 A.M. – 11:00 A.M. Grand Central Terminal Revitalization Technical Tour
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 1:30 P.M. – 3:00 P.M. Special, Scientific, Technical, and ITS America Annual Meeting Sessions
 3:30 P.M. – 5:00 P.M. Closing Plenary: ITS and Sustainable Mobility

*Schedule subject to change; all information updated as of October 1, 2008

As of September 29, 2008

www.itsworldcongress.org

15th World Congress on Intelligent Transport Systems

附錄2 紐約市道路交通永續發展策略計畫



Introduction

This strategic plan takes the New York City Department of Transportation's exceptional track record on infrastructure revitalization, street safety, and traffic and ferry operations as its starting points. It adds new perspectives on streets as public spaces, a more robust surface transit system, reducing the Department's environmental footprint and working with the public.

Together, the elements make up an innovative, industry-leading urban transportation policy that will carry New York well into the 21st Century with improved mobility and transportation choice, safer streets, a cleaner environment and reduced impact on global climate. It will make a major contribution to the quality of life that will make New York City one of the world's best places to live, work, play and raise a family.

Some of its Major Goals are:

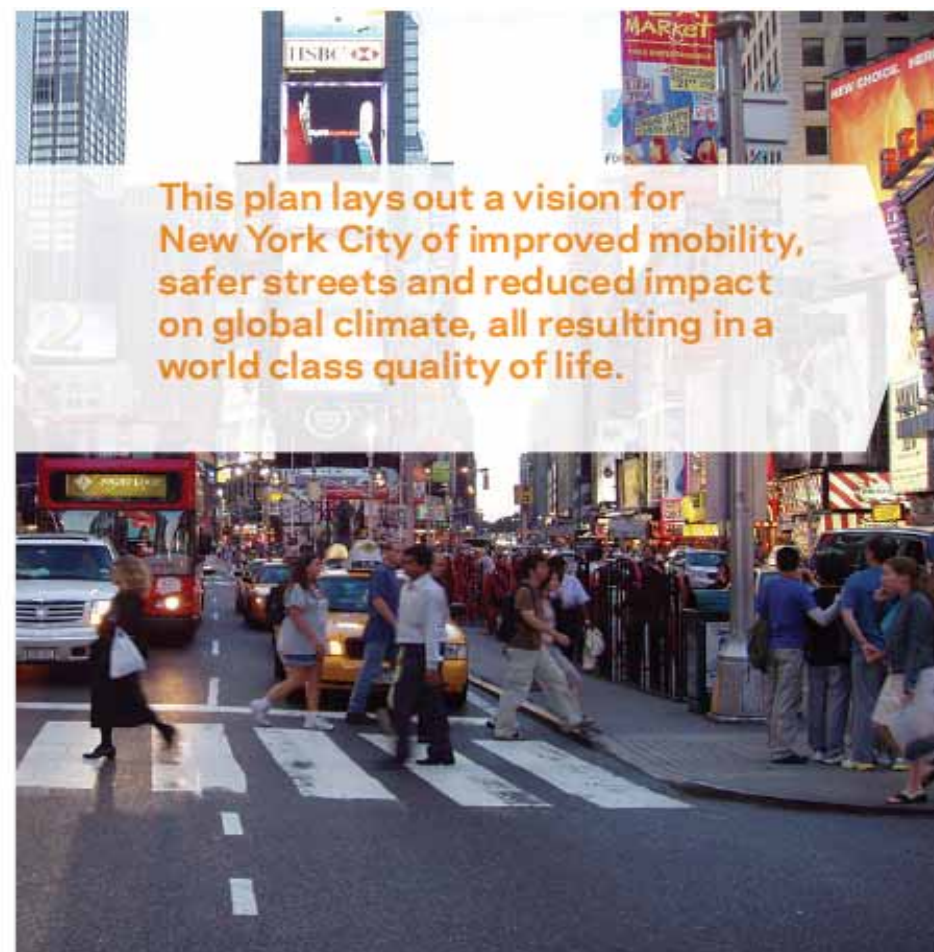
- Cutting city traffic fatalities by 50% from 2007 levels.
- Implementing bus rapid transit lines and measures to improve bus speeds city-wide.
- Doubling bicycle commuting by 2015.
- Initiating city-wide parking policies to manage curb space for reduced cruising and congestion.
- Adopting complete street design templates for reconstruction projects.
- Launching a Main Street Initiative to develop people-friendly boulevards in key corridors across the city.
- Delivering better street surfaces through better management of street cuts and sub-surface infrastructure work.
- Maximizing energy efficiency throughout our street lighting and office operations.
- Retaining and attracting the best transportation engineers, planners and managers.

The Plan's Contents

The plan's content is shaped by extensive input from agency staff. It contains seven chapters covering safety, mobility, public space, infrastructure, greening, customer service and institutional excellence.

Structure of the Document

Each chapter of the plan addresses a critical area of the Department's work and is developed around a series of key visions. The chapters lay out the Department's policies for each area, describing a series of actions, in support of the policies. A matrix corresponding to each chapter elaborates on the actions assigning a time frame, responsibilities, and milestones for each division within DOT.





SAFETY

Making the Nation's Safest Big City Even Safer

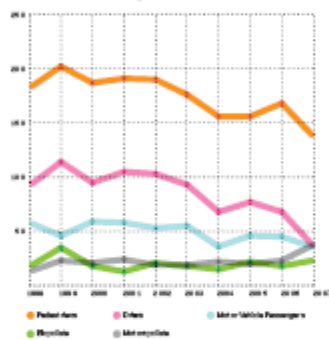
Safety is the first priority for any transportation system. Our streets must be safe for all New Yorkers, of all ages. We will design, build, sign and signal roadways to safely move motorists, cyclists, transit passengers and pedestrians and ensure the safety of 65,000 daily passengers riding our ferries between Staten Island and Manhattan. And DOT closely monitors the conditions of the nearly 800 bridges under our jurisdiction.

Over the last ten years, DOT has helped reduce annual NYC traffic fatalities by 55% and serious injuries by 17.4%. Mayor Bloomberg is committed to improving traffic safety as a fundamental public health issue. Our transportation system is the safest of any large city in the country, but even one fatality is too many. We will reduce by half the number of traffic deaths by 2030. In order to do this, DOT must collect and analyze more data about the causes of traffic deaths and injuries and where they are happening. We will use this information to design better streets. Simultaneously, we need to expand our enforcement capabilities, to prevent dangerous speeding and red light running. Finally, while we have some of the most comprehensive bridge and ferry safety procedures in the nation, investing further resources will ensure that we are prepared for any eventuality.

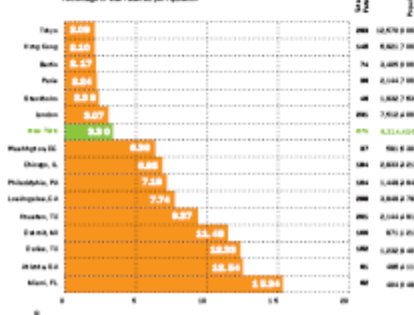
Safety First

NYCDOT aims to build on recent gains in traffic safety. Although New York has the safest streets of any big city in the United States, we are still behind a number of global competitors. We will use a data-driven combination of street design, enforcement, and public education efforts to continue to reduce fatalities and serious injuries.

NYC Traffic Fatality Trends: 1998-2007



NYC Traffic Fatalities in Comparison to International and National Cities



NYCDOT HAS WORKED TO IMPROVE SAFETY ON QUEENS BOULEVARD FOR OVER A DECADE. PEDESTRIAN FATALITY RATES HAVE DECLINED BY OVER 65% SINCE OUR EFFORTS BEGAN.

NYCDOT has actively calmed traffic on Queens Boulevard for over a decade. In 1999, we accelerated our efforts. Pedestrian accidents peaked in 1995 at 154, and continued to decrease over the next six years to an all-time low of 63 pedestrian accidents in 2002. This reduction can be directly attributed to the aggressive safety measures DOT has installed.



Queens Boulevard

SAFETY POLICIES

Cut the number of annual traffic fatalities by at least 50% from 2007 to 2030.

We will implement street designs to maximize public safety. By protecting the most vulnerable New Yorkers, we make streets safer for everyone. We will continue to remake streets through our Safe Routes to Schools program and new Safe Streets for Seniors effort. Street safety improvements are also a primary focus of NYCDOT's neighborhood and district studies.

Improve data on pedestrian injuries & fatalities and target safety resources to high crash locations.

We will collect and analyze high quality data to better understand the root causes of our most severe traffic safety problems and strategically deploy resources to save lives and prevent injuries.

Curb dangerous behavior on city streets with strong public education campaigns.

Taking a page from public health campaigns, we will educate drivers, cyclists and pedestrians about how to safely share the streets, while encouraging greener modes of transportation.

Expand safety enforcement programs.

We will introduce speed cameras and double the number of red light cameras to increase effective and efficient enforcement of safety regulations. Existing red light cameras have been shown to decrease injuries by 24% at monitored intersections.

Enhance bridge inspection capabilities.

We will increase inspection to proactively maintain our bridges and prevent any unforeseen events.

Enhance construction zone safety.

Continued growth and development throughout the city will generate large numbers of new construction projects in addition to the hundreds already underway. NYCDOT will do more to protect quality of life and safety around these construction sites.

Implement truck-specific safety measures.

Truck traffic is growing along with the economy of New York City but it also poses significant safety and quality of life concerns for residents. We will do our part to minimize these impacts, while ensuring trucks can deliver the goods our city needs.

Increase safety of DOT employees.

We will conduct assessments of our jobs and facilities and develop trainings and procedures to increase safety.

Enhance safety systems for the Staten Island Ferry.

DOT has made huge strides in improving safety procedures on the Staten Island Ferry. We continue to ensure that training and sound management practices are extended and institutionalized.

Meet the highest standards of security.

Our streets, bridges and ferries are valuable strategic assets. DOT will extend its work with NYPD and federal officials to ensure the safety and security of all our facilities.

Safety for All Ages

NYCDOT is dedicated to improving traffic safety for all New Yorkers. We constantly study and implement the best street design and grading strategies to maximize public safety. DOT introduced the Safe Routes to Schools initiative to focus safety improvements at city schools with the highest accident rates. The effort first examined accident histories around the city's 1,471 elementary and middle school and established a list of 135 priority schools to be considered for safety improvements. DOT conducted a thorough study that included outreach to principals, parents and other interested parties, collection and analysis of data on both conditions and student travel

patterns and development, and evaluation and approval of comprehensive short-term long-term pedestrian safety improvement measures. As of Spring 2008, 100% of short-term improvements, such as new school crosswalks, new traffic signal and signal timing, and new speed reductions complete at this first group of 135 schools. Long-term improvements have begun and will be completed at all priority school locations by 2030. This work includes traffic calming—sidewalk extensions, pedestrian islands, and raised medians—and sidewalk widening projects. Building on this success, DOT is expanding the Safe Routes program to include 150 additional schools and 40 high schools.

In 2007, DOT launched a program to address the safety needs of another vulnerable population: New Yorkers seniors. NYCDOT's Safe Streets for Seniors program focuses on areas with a high proportion of older New Yorkers. Accident histories investigated by the Department identified 28 "senior pedestrian focus areas." We will study each area and produce a plan to improve pedestrian safety. New pedestrian signal timing will be finalized at all 251 locations, and longer-term capital improvement will be completed at the first five pilot locations by 2009.

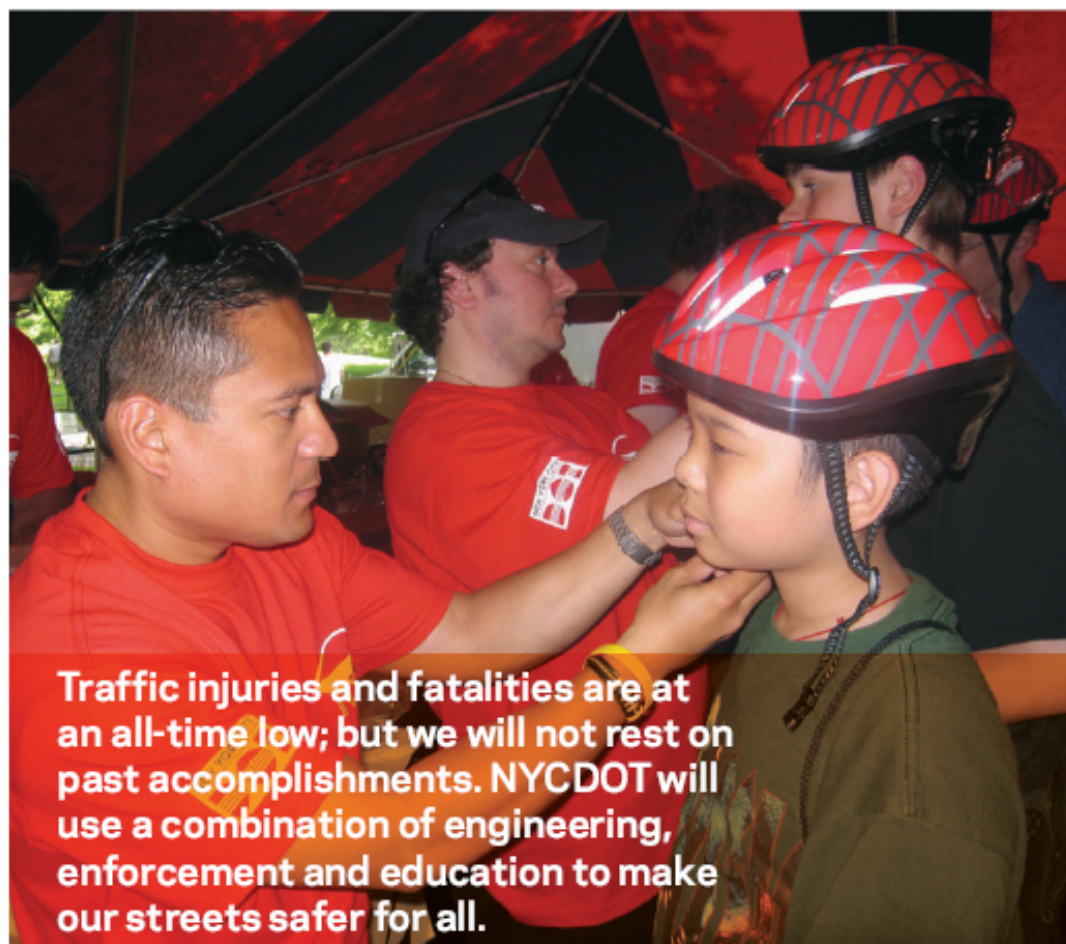
Safest Ferry System in America

NYCDOT's Staten Island Ferry has implemented a system for safety management and pollution prevention.

At the core of the management system is rigorous documentation of each safety, pollution prevention policy and practice. Employees are trained using this documentation and can continue to refer to it to ensure that procedures are performed correctly and consistently. All employees are encouraged to play a role in the constant refinement of the safety management system, and these changes are reflected in the documentation. The commitment, competence, attitude, and motivation of all personnel is crucial to the success of the system.

DOT's Ferry staff use an event tracking system, performance assessments, performance reviews and audits, as well as day-to-day meeting and need actions to make the Staten Island Ferry the safest ferry system in the nation and to identify and address any minor issues before they become safety hazards.





Traffic injuries and fatalities are at an all-time low; but we will not rest on past accomplishments. NYCDOT will use a combination of engineering, enforcement and education to make our streets safer for all.

SAFETY ACTIONS

Design Safe Streets

- Implement Safe Routes to School plans.
- Launch Safe Streets for Seniors at first 25 locations.
- Make traffic safety measures a major focus of neighborhood transportation studies.
- Work with the NYC Department of Design and Construction to stream-line traffic calming project planning and implementation.
- Analyze and reallocate current signal timing strategies.
- Provide more crossing time for pedestrians in Seneca Districts.
- Double the number of Leading Pedestrian Intervals (over 2007 levels) at Intersectors by 2014 and add 3 seconds of crossing time to existing LPIs citywide.
- Finalize safety improvements at 42 bus stops under elevated train stations citywide.

Expand safety enforcement programs

- Obtain legislative approval for expansion of red light camera program and introduction of speed camera enforcement. Deploy cameras as legislated on permits.
- Work to provide funding for additional NYPD traffic enforcement staff, traffic enforcement equipment (i.e., radar speed guns) and truck boots.
- Establish strong, explicit pedestrian safety measures as a condition of DOT construction permits.
- Launch enhanced safety monitoring unit for construction sites with high pedestrian volumes.

Enhance bridge inspection

- Adopt state-of-the-art bridge cable monitoring beginning with Manhattan bridges.
- Inspect bridge components more frequently.

Use marketing campaigns to change public behavior

- Expand "LOOK" campaign to include pedestrian and motorist themes.
- Create additional public safety campaigns targeting specific problems—e.g., speeding.
- Revise and expand Safety City education programs and explore potential partnerships with Department of Education.
- Participate in work zone safety awareness week.

Improve traffic safety data collection and use data to target safety resources

- Complete comprehensive study of traffic crashes involving pedestrians.
- Complete comprehensive study of efficacy of a wide range of traffic calming techniques.
- Improve the pace and flow of detailed crash information between NYCDOT, State DOT, State DMV and NYPD for future monitoring and analysis.

Improve safety of DOT employees

- Implement enhanced work zone safety measures agencywide.
- Urge the State Legislature to criminalize work zone safety violations.
- Work with NYPD to establish a greater police presence at construction sites involving roadway closures.
- Conduct ongoing hazard assessments for DOT job functions and facilities.
- Develop training programs based on these assessments.

Increase truck-related safety measures

- Distribute truck route maps and summary of truck access rules to all NYPD precincts.
- Work with the NYPD to step up truck weight and size enforcement.
- Expand oversight by augmenting newly created oversight truck permitting unit.
- Win state requirement for all trucks to install on-board mirrors.
- Complete installation of improved truck route signage.

Continue Staten Island Ferry safety improvements

- Document all safety practices as the foundation of the Ferry Safety Management System.
- Train all employees in these safety practices and ensure trainings are kept up-to-date.
- Encourage employees to suggest changes to procedures as needed to increase safety and effectiveness.
- Monitor progress of program and use results to refine practices.



MOBILITY

Improving Travel in a Thriving City

Improving mobility is crucial to the vitality of New York City and New Yorkers. NYCDOT is responsible for the mobility of residents and visitors to the City and must maintain and improve the experience for the millions of motorists, bus riders, bicyclists and pedestrians who travel on our streets, roadways, ferries, and bridges every day. Improving mobility will require mode shifts, new policies, and infrastructure improvements so we can ensure people and goods can reach destinations reliably.

Over the next three years, DOT will implement bus priority measures on our roads and provide more opportunities for commuting by ferry and bicycle. We will reduce congestion in burgeoning business corridors in all five boroughs, create new parking management policies and high occupancy vehicle lanes.



Getting Buses Moving

Faster, more reliable buses are key to providing high-quality transit service to neighborhoods beyond the subway's reach and in areas where subways are already crowded. Cities around the world have added capacity and normalized bus travel times by using Bus Rapid Transit (BRT), a system of smart route planning, rider information systems, dedicated rights-of-way, pre-boarding fare collection and state-of-the-art vehicles. In partnership with NYC Transit, DOT will launch two BRT projects and a new Midtown bus priority corridor in 2008. Together we will roll out five additional BRT projects by 2011.

In addition, we can use BRT elements to make regular buses operate more effectively on existing routes. We will install bus bulbs, colored bus lanes and signal prioritization at many more locations to make bus boarding faster, encourage motorists to stay out of bus lanes and move buses more quickly through traffic.



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New York City's Bus Rapid Transit continues dedicated rights-of-way, easier to board buses, and pre-board fare collection to make bus travel times faster and more reliable.

MOBILITY POLICIES

Implement Bus Rapid Transit

DOT will work with NYC Transit to create bus rapid transit lines. In cities around the world, BRT has been shown to have carrying capacities similar to that of light rail lines. BRT will make bus travel times more reliable and improve the rider experience. It also cost-effectively extends the reach of the City's rapid transit network.

Test and deploy widespread "better bus" applications

We can use elements of BRT on bus routes around the city to speed and smooth bus travel and to discourage motorists from driving in bus lanes or blocking bus stops.

Implement citywide strategies to reduce congestion

We will implement programs to reduce traffic congestion and promote more sustainable modes of transportation.

Expand the bicycling network —double bicycle commuting by 2015

New York's flat terrain and dense development make it an ideal city for cycling, but bicycles currently carry a small percentage of all trips in the city. We will provide safer, well-connected facilities and install and promote bicycle parking to increase the use of this green, healthy and space-efficient mode of transportation.

Reduce congestion along key commercial corridors

Congestion has negative effects on many of the City's commercial corridors outside of the Central Business District. We will make these districts more accessible by bus, improve the sidewalk experience, better manage parking and deliveries and reengineer the streets where necessary to reduce congestion with locally appropriate solutions.

Support new ferry routes with strong rider potential

We will utilize our waterways as vital parts of our transportation network. Ferry service can provide a new, reliable, environmentally sound transportation option for areas under-served by transit.

Improve HOV network

Adding strategic High Occupancy Vehicle lanes to our network will encourage more ride sharing and bus riding.

Improve freight mobility

The largest trucking and fastest-growing segment of traffic in the city warrants special attention and management. We will take advantage of opportunities to shift some truck traffic from busy city streets onto limited-access highways.

Aggressively test and deploy ITS technologies

Intelligent transportation systems can be used to give buses priority at signals and provide better real-time travel information to motorists, allowing them to pick the least trafficked routes or switch to transit at times when traffic is especially heavy.

Develop and implement innovative parking management programs

Delivery drivers, shoppers, workers and residents compete for parking. There is a real need to find space for new bus and bicycle lanes and bike parking. DOT will explore new curbside management techniques to help balance these needs and even outback on congestion by reducing the need to circle for a parking spot.

Bikes: More than Just Child's Play

New York's high density and flat terrain make it an ideal city for cycling. New York City DOT is working to increase the number and more bicycle parking to protect existing cyclists and attract new ones. Based on our bicycle count, we estimate that commuter cycling has grown by 77% between 2000 and 2007, but cycling still accounts for less than 1% of all commuter trips in New York City. Our goal is to double the number of bicycle commuters by 2015 and triple it by 2020.

To promote cycling, we will build 4,000 new miles of bicycle facilities by 2009 and 15 miles of protected bike lanes by 2015. We will also work to ensure completion of the city's 1,000-mile bicycle master plan and install 5,000 new City racks by 2011. We are also pursuing legislation that will require large commercial buildings to provide indoor bike parking. We are committed not just to quantity but also quality. Our innovative new designs for on-street protected bike lanes and high-visibility green-painted lanes prevent double parking and promote more awareness of cyclists. We are also red lining street space for bicycle parking in heavily-cycled areas that need it the most.



An HOV Network for New York

Adding strategic High Occupancy Vehicle lanes encourages car-pooling and reduces the overall vehicle miles traveled. HOV lanes can also be used to speed buses through congested areas.

In fall 2007, DOT created a rush hour HOV 2+ lane on the Manhattan Bridge for Manhattan-bound buses and carpools. DOT also put in place new truck access regulations to reduce congestion and improve safety during the afternoon rush hours. The Manhattan Bridge HOV lane joins an existing network of HOV facilities including HOV 3+ lanes on the Long Island and Crossways Expressways, a morning HOV 2+ lane on the South Upper Broadway of the Queensboro Bridge and bus-only lanes on the Staten Island Expressway.



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Install 5,000 CityRacks and 37 bicycle parking shelters by 2011.



Downtown, Brooklyn

MOBILITY ACTIONS

Implement Bus Rapid Transit

- With MTC Transit, launch the city's first BRT project and three new Midtown bus priority corridors in 2008. Roll out five additional BRT projects by 2011.
- Implement queue jumps and traffic signal priority, bus hubs on BRT corridors.
- Campaign for authorization of bus-lane camera enforcement system in Albany.

Improve streets for existing bus network

- Target bus routes for improvement with MTC Transit, especially bus transit hubs.
- Add new bus stop spots through queue jumps, signal improvements and other measures.
- Expand testing of new bus-priority elements: e.g. "soft" repaving, colored lanes, and bus signal priority.
- Implement bus stop improvements: easier to enter, more comfortable bus stops at 37 locations under elevated trains by 2011; and new sidewalks at 15 bus stop locations in 2008-2009.

Manage parking to control congestion

- Launch pilot parking pricing program aimed at greater curbside vacancy rates.
- Complete conversion of all multi-space meters to accept credit cards.
- Initiate demonstration project to provide real-time space availability information on in-municipal lots.

- Expand commercial parking pricing districts.
- Develop and pilot an in-vehicle device for use in the municipal parking lots in lieu of existing quarterly permits. Also introduce a cell phone payment option for use in these parking lots.

Make bicycling safer and more convenient

- Double number of bicycle commuters by 2015 from 2007 count. Triple 2007 level by 2020.
- Install 200 new bicycle lane-miles 2007-2009.
- Test new lane designs, expand implementation of designs that work well.
- Install 15 additional miles of protected on-street bike lanes by 2010 and 30 miles from 2011-2015.
- Install 37 bicycle parking shelters and 5,000 CityRack bike parking racks by 2011.
- Conduct design competition to develop a new, better-looking CityRack.
- Pursue legislation to expand indoor bicycle parking and pass zoning change to require bicycle parking in new construction.

Improve travel along congested corridors

- Develop recommendations and implementation plan by 2010 for five corridors with significant congestion problems.

Ferry services

- Make City-owned ferry landings more accessible to pedestrians and transit riders.
- Work with the MTC Economic Development Corporation to launch new routes/services.

- Upgrade East 34th Street ferry facility to accommodate new ferry services.

- Work with regional partners to explore further expansion of ferry network.

Expand the HOV network

- Implement Manhattan Bridge HOV lane.
- Establish interagency working group to implement Southbound Gowanus bus/HOV lane.
- Identify additional HOV opportunities on City and State owned roadways.

Improve freight movement

- Per NYCDOT's recent study of truck routes, expand access by appropriately-sized trucks to limited-access parkways.

Use technology to fight congestion

- Finalize testing of Transit signal priority (TSP) for buses on Victory Boulevard. Implement TSP on other bus rapid transit and express bus corridors through the city.
- Implement Bus TSP on Fordham Road.
- Install a combination of in-to-advisory mirrors and in-vehicle trip orders to demonstrate applications such as in-vehicle signaling, warning and traveler information in conjunction with the 2008 ITS World Congress in New York City.



WORLD CLASS STREETS

World Class Streets for a World Class City

The best cities in the world today approach streets as vital public places that foster social and economic activity, in addition to their more traditional role as corridors for travel. In New York, with some of the densest development in the world, the streets are literally our front yards. Walking in New York need not be simply a utilitarian matter of getting from subway station to office building—our streets have great recreational, social, and economic potential as well. NYCDOT is the steward of 6,000 miles of streets and some of the most valuable, in-demand public space in the nation. We are committed to creating more varied and lively streetscapes to make our streets great destinations.

New York was made great by its world-class transit system and its vibrant street life. DOT will continue this tradition, rolling out the red carpet for the City's transit riders, pedestrians, and cyclists.

WORLD CLASS STREETS ACTIONS

Adopt a complete streets design typology to accommodate all users

- Develop a Main Street Public Life program that applies complete streets designs and creates or revitalizes public space in key commercial districts
- Partner with City agencies to make public life pedestrian-scape improvements
- Continue rapid program towards full Americans with Disabilities Act compliance on pedestrian ramps at street corners
- Streamline the design review process for capital construction

Public plaza

- Fully develop spaces already identified for new plazas and create a community-based process for identification and start of four new plazas per year

- Develop public-private partnerships and other strategies for long-term plaza maintenance appropriate to different types of neighborhoods

Enjoying the city

- Implement weekend pedestrian and bicycle streets
- Reduce car use of ring or city parks as much as possible
- Target DOT services to coordinate with other agencies' neighborhood beautification efforts
- Expand temporary art program to include murals, sculptures, beautification of construction sites, and performances in NYCDOT's public spaces

- Increase adoption of greenery sponsorships; implement beautification treatments along the highways

Urban design

- Install 13,500 CitiBike docked bike racks, 300 new and old, and 200 automatic pay lockers
- Pilot first 5 bicycle parking structures and roll out 37 total citywide

Combine security and placemaking in Lower Manhattan

- Work with NYPD to develop and propose Lower Manhattan pedestrian act on plan
- 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

Modifying and upgrading all new stands with CitiBike and new stand designs. Get more info at nyc.gov/citibike.

NYCDOT will transform streets into galleries with a new public art program.





On a given day the Williamsburg Bridge connects Brooklyn and Manhattan for over 2,500 cyclists and 107,000 vehicles and three subway lines.

INFRASTRUCTURE

Delivering outstanding roadways, bridges and ferries

Well maintained infrastructure is vital to the safety of residents, commuters and visitors—the millions of motorists, bus riders, bicyclists and pedestrians who use our streets, sidewalks and bridges each day. DOT is responsible for maintaining over 19,000 lane miles of roadway throughout the five boroughs of New York. Laid end to end, our roads would nearly circle the equator. We are also responsible for 789 bridge structures, including six tunnels, traffic signals at more than 11,900 signalized intersections, over 300,000 streetlights and the Staten Island Ferry fleet. NYCDOT can green city infrastructure through pavement recycling and adopting longer-lasting and more environmentally sensitive materials for use on streets and sidewalks.

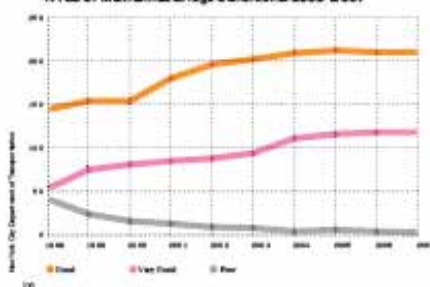
Achieving good repair throughout our systems to ensure the health of our transportation infrastructure requires us to increase preventive maintenance, implement modern project management practices and better coordinate the entities that cut into street surfaces. Mayor Bloomberg has joined officials across the country to emphasize that sound infrastructure is critical to American competitiveness, quality of life, environmental sustainability and public safety.



The Good News on City Bridges

Strategically targeted resources can yield big gains. Our bridge program is the perfect example. In the '70s and '80s the City's dire financial situation led to decisions to defer bridge maintenance, which in turn led to declining conditions. Today we apply lifecycle analyses to make strategic investments in maintenance and component replacement. The approach has yielded better bridge conditions and longer life expectancy for some bridges, both of which will save the City money in the long run and provide the highest safety and service for our customers. NYCDOT has spent \$3 billion in capital construction on City bridges since 2000. With stepped up maintenance, it has led to a marked decline in bridges in "poor" condition and an increase in bridges rated "good" or "very good." Over the next two years, we will invest more than \$2 billion in additional capital reconstruction projects on NYC bridges.

NYCDOT Maintained Bridge Conditions: 1998-2007



OVER THE NEXT TWO YEARS, WE WILL INVEST MORE THAN \$2 BILLION IN ADDITIONAL CAPITAL RECONSTRUCTION PROJECTS ON NYC BRIDGES.

INFRASTRUCTURE POLICIES

Minimize impacts of street construction

DOT will coordinate street and subsurface infrastructure work by City agencies, building projects and utility companies to minimize street closures and poor street surface quality and ensure that NYCDOT resources are put toward more systematic infrastructure projects.

Roads and bridges in "good" condition by 2030

We will increase preventive maintenance to minimize roadway disruptions, extend the useful life of bridge components and save substantial capital resources over time.

Reduce costs for roadway resurfacing by maximizing pavement recycling

NYCDOT currently saves about \$10 million per year in reduced stone and asphalt cement purchase and avoided transport and landfill fees of milled materials. We will extend this policy and increase the amount of fastest resurfacing the Department can achieve.

Reduce truck damage to low bridges

In 2007, 75 trucks struck DOT owned bridges while attempting to drive through low underpasses. Each strike requires NYCDOT inspection and some require bridge repairs and can cause injuries. We will install clear signage on truck routes, better educate truck drivers and improve enforcement to reduce such incidents.

Improve maintenance of the St. Ferry fleet and terminals

Timely drydocking of ferry and auxiliary vessels is necessary for proper maintenance. DOT has recently instituted a master five-year drydocking contract to ensure timely and regular maintenance of ferry and auxiliary vessels. This will extend the lifetime of our ferry boats and improve customer service by minimizing unexpected service outages.

Make our streets and sidewalks more sustainable and attractive

Materials used to repair and reconstruct streets have an impact on both short- and long-term maintenance costs and the useful life of street work. We will work with other agencies to expand the palette of standard materials beyond asphalt and concrete. In this way, NYCDOT can reduce long-term maintenance needs while using environmentally friendly and high quality materials. These materials will contribute to the improvement of the public realm and be more cost effective over time.

Implement a normal replace cycle for DOT's vehicles

For the first time ever, DOT will establish a vehicle replacement policy to replace vehicles before they break down. This will increase productivity for operations such as the Divisions of Bridges, Traffic, and Roadway Repair and Maintenance.

Smoothing Our Streets

New York City's 59,000 one-mile road segments are the city's vital arterial circulatory system for surface transport. Yes, since the 1970s, the City has applied an incremental approach to street maintenance. Conditions have improved dramatically since the 1970s, but peaked in 1999. In 2006 the City updated its resurfacing targets from 700 to 900 lane miles per year. But analysis shows

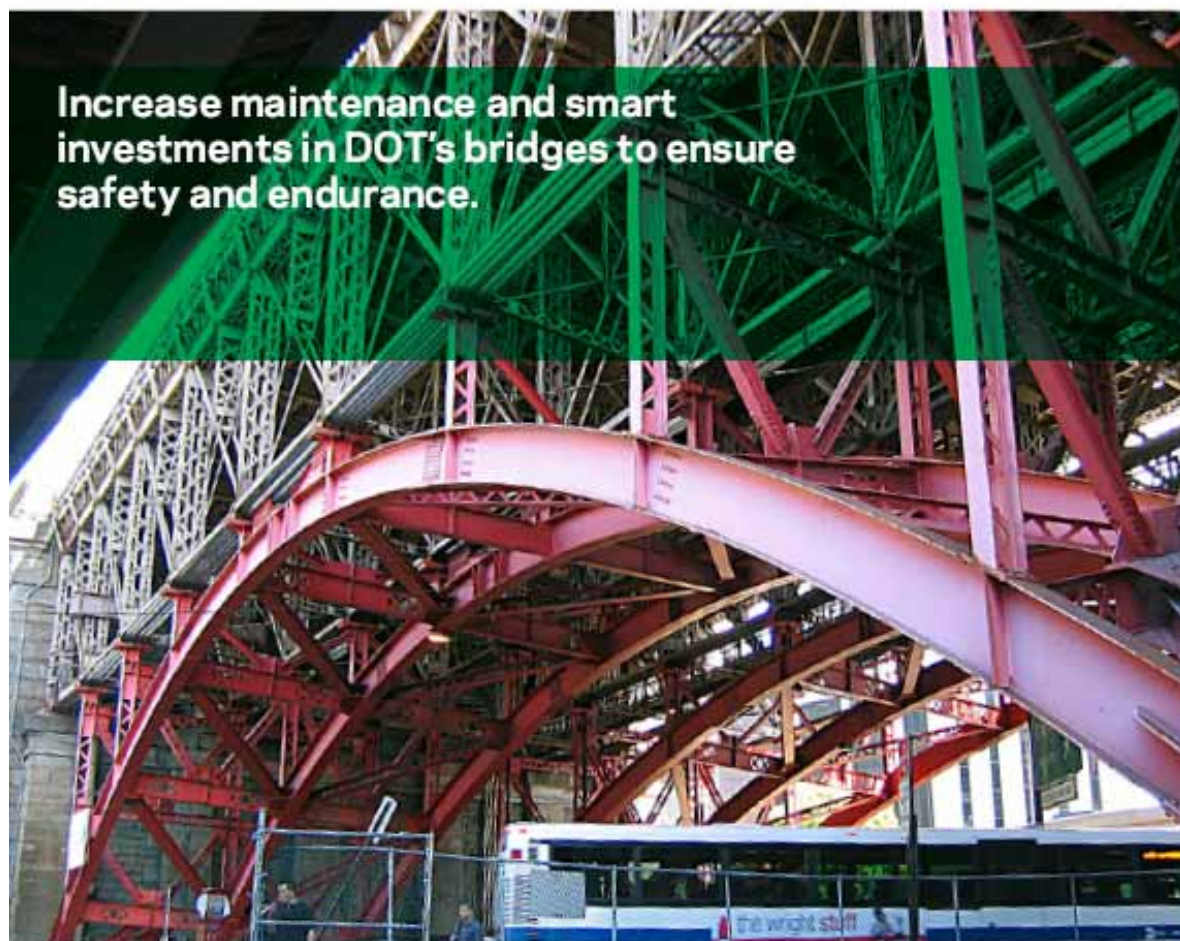
that this increase will only just maintain our current 70% "good" rating on streets. Adding at least 1,000 annual lane miles (about 1.1% above the current target) to the City's resurfacing program is needed and feasible. NYCDOT is poised to make significant investments in new equipment and crew training, which will be most effectively employed when resurfacing production is kept at a consistent level. The plan will both return city streets to good condition and ensure that the high level of quality will endure for the foreseeable future.



Streets are milled and repaved every 10 years. In between, DOT's H&QA unit ensures that contractors clean up their street cuts and potholes are promptly filled.



Source: DOT, 2008 and 2009



Increase maintenance and smart investments in DOT's bridges to ensure safety and endurance.

INFRASTRUCTURE ACTIONS

Implement comprehensive street cut and reconstruction management program

- Study best management practices and current DOT practices
- Create a comprehensive plan for improvement process of street cut and reconstruction management

Bridge and roadway preventive maintenance

- Return all bridges in 2007 DOT inventory to fair or better condition
- Increase roadway resurfacing program
- Enhance street cut inspection with hand-held computer devices

Maximize pavement recycling

- Win approval of Reclaimed Asphalt Pavement (RAP) for use as fill
- Upgrade Hamilton Avenue Asphalt Plant to allow for increased use of recycled asphalt
- Win approval for and begin operations at second asphalt plant

Expand standard materials in use on streets and sidewalks

- Review current street materials and assess current standards
- Compile a best practices database
- Develop and adopt new materials palette based on aesthetic qualities, capital costs, sustainability, durability and maintenance

Reduce truck damage to low bridges and structures

- Initiate enforcement and improved signage to keep trucks away from low bridges
- Provide information via GPS and internet map providers about bridge clearances, truck routes, and prohibited routes for trucks
- Reduce annual bridge strikes and trucks stuck on low clearance routes from 2007 levels (25 bridge strikes and 53 other "trapped" tractor trailers) by 50% by 2011

Staten Island Ferry preventive maintenance

- Restructure five-year dry-docking contract and put out to bid
- Issue request for proposals for fleet planning and replacement
- Expand preventive maintenance to incorporate all vessel terminals and the fleet pier
- Implement the recommendations of the ferry maintenance benchmarking study by increasing maintenance and repair efforts

Normalize replacement cycle for the DOT vehicle fleet

- Review existing fleet and replacement policy and identify productivity issues
- Secure resources to reduce replacement cycle of DOT vehicles

Today's Streets Yesterday's Pavement

Asphalt used in streets is a mixture of hard, sharp rock and asphalt cement, a petroleum product. NYCDOT's asphalt recycling program replaces some of this material with pavement removed from the street during resurfacing projects.

New York City's nation-leading use of recycled asphalt pavement makes municipal asphalt production an unsung but extraordinarily green operation. The city's current asphalt production, featuring high recycled content, provides the following environmental benefits:

SAVED:
174,000 tons
of milled asphalt
from landfilling per year.

AVOIDED:
840,000 barrels
of oil
per year required to produce
new asphalt cement.

AVOIDED:
about 321,000
local truck miles
traveled per year
reducing diesel emissions, congestion
and other truck impacts such as noise
and street and highway wear-and-tear.
Replacing conventional asphalt with
recycled asphalt also reduces the need
to import asphalt cement and reduces
the amount of pavement millings that
must be trucked away for landfilling.

GREENING POLICIES

Reduce emissions from DOT fleet

NYCDOT operates one of the largest vehicle fleets in the city, including light- and heavy-duty vehicles and ferries. DOT has an active alternative fuels program, replaces old vehicles with those with the highest environmental ratings and is installing cleaner engines in ferries and other heavy equipment. DOT will expand these programs and stay on the cutting edge of new pollution-reduction technologies.

Incorporate best stormwater management practices into street designs

DOT is a member of the City's Best Management Practices (BMP) Task Force, working with other agencies to green the public right-of-way and improve environmental performance of our streets and other public space. We will help pilot proven BMPs including improved tree pit designs to increase stormwater retention and the creation of vegetated swales along parkways.

Reduce DOT's energy consumption

In accordance with City laws, DOT will implement policies requiring that purchases of office equipment, electronics, appliances, and lighting meet high energy efficiency standards and are used to maximize energy savings.

Reduce employee use of light-duty vehicles

DOT will implement policies to encourage its employees to be role models for all New Yorkers by using the most environmentally friendly modes of transportation.

Maximize energy efficiency of all street lighting and signals

DOT lights NYC streets, bridges, and signals with nearly 250,000 light bulbs. We are switching to more energy-efficient lighting to help reduce the City's greenhouse gas emissions and save taxpayer dollars over time.

Maximize use of recycled asphalt

Recycled asphalt pavement (RAP) reduces pollution, congestion, and petroleum consumption associated with asphalt cement transport and production. DOT currently uses 40% RAP at the Hamilton Avenue asphalt plant, making our agency the largest RAP user in the nation. We will increase the capacity of the Hamilton Avenue plant to 50% recycled content and build a second asphalt plant in Queens to further reduce air pollution and greenhouse gas emissions.

Incorporate best practices for waste handling and spill prevention

NYCDOT will implement procedures and policies to minimize waste streams. Where waste minimization at its source is not possible, recycling will be utilized as the preferred alternative to other forms of disposal. Facility-specific training will be conducted to educate personnel on the proper handling and maintenance of wastes to reduce the potential for spills.

Lightening Our Greenhouse Gas Emissions

DOT will significantly contribute to the City's goal of reducing its operational energy profile by 30% through its green lighting initiative. We will reduce wattage in the nearly 250,000 bulbs on streets, highways and the East River bridges. All told, this will result in electricity savings of 71,239 megawatt-hours per year and commensurate greenhouse gas emission reductions.



Solar panels at Whitehall Ferry Terminal.

DOT's Green Buildings

NYCDOT is greening its buildings. The new maintenance building in DOT's Sunnyside Yard in Corona Park will reduce energy consumption by 65% over a standard design through state-of-the-art lighting and HVAC, while its design reduces stormwater run-off and the impact on the neighborhood's wetlands. The facility, designed by New York City Dept. of Design and Construction, won the Grand Prize Winner of the 2005 Green Building competition. DOT is also greening its ferry terminal. At Whitehall we have installed a photovoltaic array, noted as about 50,000 watts that will produce about 65,000 kilowatt-hours per year (see left). At St. George DOT is creating a living roof that will use a rainwater collection and irrigation system to capture stormwater to sustain local flora on an 18,000 square-foot roof-top garden.



Reduce DOT's inventory of parking permits by 30% and develop a plan to reduce the Department's use of light-duty vehicles.

GREENING ACTIONS

Better manage storm water run-off from streets

- 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.
- Capture more stormwater through the Greenest City program with Parks Dept.
- Allow for connected tree pits to provide better surface drainage.
- Increase capacity for curb replacement and curb openings to increase storm water capture.

Reduce vehicle emissions from DOT fleet

- Eap and alternative fuels program.
- As part of a normal replacement/upgrade cycle, incorporate clean fuel/high MP/Gal new engine technology into all DOT vehicles.
- Implement Staten Island Ferry clean fuel strategy and operate all Staten Island and passenger ferries with ultra-low sulfur fuel diesel.
- Continue installation and upgrade of emissions reduction technology (including diesel coasters) on catalysts on all Staten Island and Ferry passenger ferries.
- Develop comprehensive clean-burning fuel policy for all private ferry operations requesting permits and licenses from DOT.

Reduce DOT's energy and resource consumption

- Conduct annual audits and generate reports for all DOT facilities to maximize reduction of electricity use, air pollution, and water use.
- Create purchases of bottled water at the new 35 Water facility.
- Explore the feasibility of switching to non-toxic cleaning supplies at all Water Street and other DOT facilities as building maintenance contracts permit.
- Activate photocopy system at the Whitehall Ferry Terminal and minimize "Living Room" at the St. George Ferry Terminal.

Reduce employee use of light-duty vehicles

- Reduce DOT parking permits by 30%, and develop a plan to reduce the Department's light-duty vehicle fleet via a vehicle pool or car-sharing system.
- Adopt an at-work agency travel policy urging DOT employees to use the most sustainable possible method of work-related transportation, according to this hierarchy:
 1. Most sustainable
 2. Conference call & travel avoidance
 3. Walk/bicycle
 4. Subway/train
 5. Bus/ferry
 6. Shared car
 7. Taxi
 8. Single-occupant car
 9. Least sustainable
- Identify innovative technologies to track parking placard use.

Maximize energy efficiency of all street lighting and signals

- Reduce the wastage of 250,000 light bulbs on streets, highways, and East River bridges.

Maximize use of recycled asphalt

- Win NY State Dept. of Environmental Conservation approval for use of recycled asphalt pavement (RAP) as fill.
- Achieve 50% RAP content 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.
- Open second DOT asphalt plant.

Pollution prevention

- Implement spill prevention control and countermeasure plans at 14 NYCDOT locations.
- Conduct location-specific training to emphasize proper waste management and spill prevention practices.
- Division of Permits will participate in maritime industry forums and continuing education to stay up-to-date on environmental protection and spill response technologies and best practices.



GLOBAL LEADERSHIP

A 21st Century Transportation Department

To ensure the continuity and success of the ambitious goals in this strategic plan, it is important to foster innovation within NYCDOT while continually attracting new talent.

NYCDOT will align its capabilities with the 21st Century challenges of urban growth, global economic competition and climate change. The agency recently created a new division dedicated to planning and sustainability and will increase research and planning capacity throughout the entire department. At the same time, the agency will create a new communications strategy to educate the public and increase awareness of important transportation projects and transportation policy's key role in sustainable development.

Increasing the agency's capacity must coincide with expanded accountability throughout all programs and divisions. DOT will augment its data collection procedures to more effectively track agency priorities and performance. NYCDOT will also initiate a new project management program to improve project management tracking and oversight.

Creating one of the world's leading transportation agencies cannot occur without attracting and retaining top notch staff. DOT will seek and hold onto the best and the brightest in the transportation field with new recruitment strategies and an increased focus on professional development and succession planning.



Office of Planning and Sustainability

DOT has created an office of Planning and Sustainability to incubate and coordinate our new sustainability initiatives. With Alternative Fuels and Strategic Planning as well as Transit Coordination and Freight Mobility, the office will work closely with operational divisions to implement new projects and policies displacing NYCDOT and New York City's transportation system at the forefront of environmental sustainability. In an effort to better manage the public realm, DOT has established for the first time both the Art, Urban Design, and Public Plaza programs within Planning and Sustainability.



GLOBAL LEADERSHIP POLICIES

Increase planning, research, and strategic communication capabilities

NYCDOT has recently created a new planning and sustainability unit and will continue to elevate the profile of planning and research throughout the agency. DOT will develop an agency-wide communications strategy to enhance public knowledge and support for its strategies and priorities.

Enhance project management capacity

DOT will initiate enhanced project management tracking systems and streamline process steps to ensure speedy and effective project delivery throughout the agency.

Collect and manage data more effectively

The best transportation agencies in the world closely measure transportation system performance through large scale data management systems. DOT will hold itself accountable by improving the methodology which we evaluate the success of agency programs and divisions.

Attract and retain a top notch staff

A leading transportation agency is a place where everyone in the industry wants to work. While our agency currently has a talented and diverse workforce, we need to continue to attract new talent in an increasingly competitive global market. DOT will initiate new recruitment, succession planning, and professional development strategies to retain and attract a talented pool that meets our diverse needs.

DOT WILL IMPROVE EFFICIENCY AND CONTROL COSTS BY ENHANCING ITS PROJECT MANAGEMENT CAPABILITIES.



Strategic Communications: Promoting Safer Streets Through Mutual Respect

In Fall 2007, NYCDOT and the NYC Bicycle Safety Coalition rolled off the LOOK! bicyclist safety campaign. This partnership brought together City agencies, cycling advocates, and the AAA, along with the advertising agency Publicis, which provided

promotional assets to create an edgy and effective marketing campaign targeting drivers and cyclists to literally look out for each other.

LOOK! campaign advertisements have run on bus stop shelter, buses, phone kiosks, taxis, and on postcard replaced in restaurants around the city. The ads were also featured in magazines and on the radio.

The message of personal responsibility complements DOT's efforts to engineer safer streets. We will continue this campaign in 2008 and expand it to include pedestrians.



Marketing safer streets

GLOBAL LEADERSHIP ACTIONS

Increase planning, research and strategic communications capabilities

- Create new division and Deputy Commissioner for Planning and Sustainability
- Build staff capability in division of Planning and Sustainability
- Elevate the profile of research in policy and operations
- Develop forward looking research agenda and begin outreach to universities to explore collaboration
- Initiate symposium featuring DOT personnel and guests, both within the department and in conjunction with other institutions/agencies and universities
- Create communication working group
- Identify and develop marketing campaign to promote safety and sustainable transportation
- Issue RFP for agencies to create campaign content and adapt criteria to measure campaign efficacy

Enhance project management capacity

- Create office of project management
- Analyze project and portfolio management throughout the department
- Improve federal aid process
- Identify agency project managers, certify them per professional PM standards
- Initiate project management tracking systems

Collect and manage data more effectively

- Develop data collection needs and plans for new priorities
- Develop and implement data tracking strategies for congestion relief, BRT and bicycles
- Create new transportation system and agency performance measures and a means of collecting and reporting additional data
- Coordinate data collection and sharing with partner agencies

Attract and retain top notch staff

- Analyze essential operational roles and develop succession planning strategy
- Strengthen university partnerships and augment recruitment strategies to increase the available pools of qualified candidates
- Provide professional development opportunities that engage employees and promote growth in the agency



In 2008 the DOT's Traffic Management Center will be upgraded and the NYCDOT, NYSDOT and NYPD will share one integrated center, allowing for more coordinated emergency response.

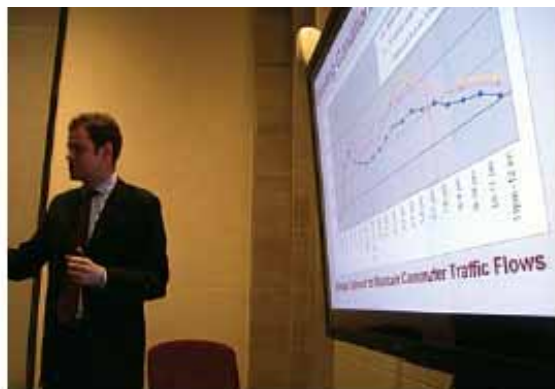


CUSTOMER SERVICE

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 misunderstandings in later stages.

Train community leaders in transportation planning

DOT has created a straightforward curriculum detailing the policy, technical and legal contexts for DOT decisionmaking. 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 an 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.



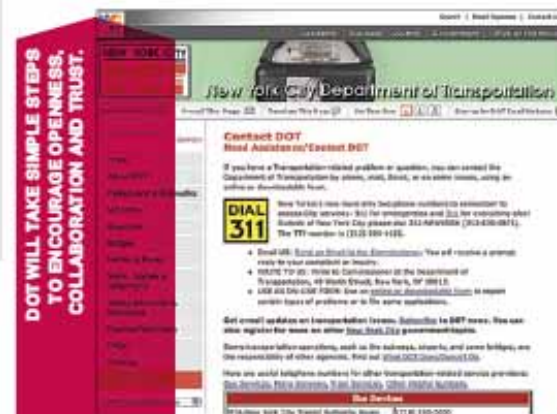
Expanding DOT's Communications Frontiers

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 through 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 a way to find and search manner and provide the existence of these resources through print, email, 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 we have.

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

NYCDOT worked collaboratively with the local business to improve and district artists and school children to create this new mural in DUMBO, Brooklyn to artivate 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 programs via 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 email 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 effort to 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 Host by 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.

