

Government of the District of Columbia

Department of Transportation



DDOT Functional Statement

DDOT's organizational structure consists of the Office of the Director and 5 administrations: Infrastructure Project Management Administration, Maintenance Operations Administration, Transportation Planning Administration, Traffic Safety Administration, and Talent and Business Services Administration.

Office of the Director

The Office of the Director is responsible for the oversight and management of the entire agency and includes the following:

Chief of Staff

The Chief of Staff assists in executing DDOT's mission by identifying, analyzing, and coordinating the implementation of a variety of major executive policy issues and/or decisions. Additionally, the Chief of Staff provides support to the Office of the Director by managing day-to-day operations which includes oversight of front-office staff.

General Counsel

The Office of the General Counsel drafts, reviews, and negotiates all legal documents associated with the acquisition, disposition, and maintenance of DDOT Transportation Improvement Projects, provides legal services for the Agency on acquisitions and disposals, reviews and negotiations project labor agreements, prepares the agency for Contract Appeals Board hearings, reviews interagency agreements, advises on agency-issued grants, reviews and drafts legislation, regulations and administrative issuances to ensure conformity with existing laws, provides advice and training regarding ethics and government accountability, supports personnel disciplinary matters and defends appealed matters, liaises with union leaders on collective bargaining agreements, represents the agency in administrative hearings, including notices of infraction, discrimination cases, and unfair labor practices, supports the Office of Risk Management in tort claims and the Attorney General in civil litigation, pursues recompense for damage to DDOT property, and reviews and processes requests for public documents held by the agency, all under the oversight of the Mayor's Office of Legal Counsel.

Equity & Inclusion Division

- The Equity & Inclusion Division is dedicated to incorporating best practices and administering compliance programs and policies that promote equity, diversity, accessibility, and inclusion across all aspects of DDOT's operations. The **Equity Branch** is committed to advancing transportation equity through a range of initiatives, including Diversity, Equity, and Inclusion (DEI) trainings and events. It oversees the implementation of Title I & Title II of the Americans with Disabilities Act (ADA) and ensures compliance with the agency's equity statement.

Responsibilities include administering the reasonable accommodation process for all DDOT employees, reviewing transportation plans for ADA compliance, developing and refining policies and procedures, and enhancing the agency's Equity Assessment Tool.

- The **Civil Rights Branch** focuses on compliance with the Civil Rights Act of 1964, specifically Titles VI and VII, this branch manages affirmative action programs and implements the Language Access Program. Additionally, it oversees the Disadvantaged Business Enterprise (DBE) and Small Business Enterprise (SBE) programs, the On-the-Job Training Program for construction workers, and Supportive Services aimed at fostering an inclusive work environment.
- The **Compliance and Business Reporting Branch** is responsible for Davis-Bacon, which analyzes contracts and interviews project managers to determine total construction commitments for project implementation and modifications. It also develops and implements comprehensive labor law enforcement programs tailored to meet the needs of the Department and conducts project investigations of job sites to monitor contractor compliance with wage and hour provisions.

External Affairs Division

External Affairs is responsible for managing DDOT communications, policy and legislative agenda, and community engagement.

- The **Community Engagement Branch** is responsible for assessing and coordinating an agency resolution to community, council, and Advisory Neighborhood Commissioner concerns; supporting a coordinated public engagement plan on the status of DDOT projects and service requests; and identifying strategic and routine actions for DDOT to take to enhance community involvement for the District's Transportation infrastructure projects and program initiatives.
- The **Customer Service and Clearinghouse Branch** implements the Mayor's customer service standards so that customers can access and receive DDOT services in a satisfactory, professional, responsible, and timely manner. It includes the Call Center, which answers calls directly from the public or transferred from the District's 311 system, and the Clearinghouse, which manages all written correspondence from the public.
- The **Policy and Legislative Affairs Branch** manages the development and analysis of transportation policy at the local, regional, and federal levels and the legislative and government affairs strategy for the District's transportation agenda.
- The **Public Information Branch** manages media relations, crisis communications, public affairs, strategic planning and counsel, publications, public and stakeholder outreach, special events, and employee communications for the agency.

Innovation and Performance Division

The Innovation and Performance Division (IPD) drives technological integration across agencies, optimizing business processes and outcomes through advanced data analytics. IPD pioneers the adoption of emerging technologies to propel agencies towards the future, while spearheading strategic asset planning initiatives to sustain agency assets.

- The **Analytics, Asset, and Performance Management Branch (AAPM)** provides high-quality advanced data analytics to support all team's informed decision making, create data visualization for internal management and public communication, track asset conditions and develop strategic plans, and lead the agency's performance tracking and reporting to the Mayor's office and the USDOT.
- The **Fleet Management Branch** has oversight of the agency's vehicle and equipment procurement and inventory process. Fleet will lead the transition to all electric vehicles with the related charging infrastructure.
- The **Innovation Branch** lead the regulation and operation of Connected and Autonomous Vehicles, Personal Delivery Devices, Drone program, DDOT Research Program, DDOT library and other emerging transportation technologies and lead the agency's pilot vetting program to include the Innovation Committee.
- The **Strategic Asset Planning Branch (SAP)** develops and implements an agency wide strategic asset management plan that will capture all DDOT's assets, establish management/inspection cycles and inform budgets formulations.

Infrastructure Project Management Administration (IPMA)

The Infrastructure Project Management Administration (IPMA) is responsible for the feasibility, planning, environmental, design, construction, and construction inspection of roadways, bridges, culverts, trails, structures, and other transportation infrastructure in the District of Columbia. The work is managed by the **Design and Construction Management (D&CM) Division** and the **Citywide Engineering & Special Projects Division (CESP) Division**, which includes the transportation portion of the Anacostia Waterfront Initiative (AWI), a 30-year program focused on projects that transform the Anacostia River corridor.

Citywide Engineering & Special Projects Division (CESP)

The Citywide Engineering & Special Projects Division consists of seven (7) subdivisions that prepare planning, environmental, design, construct, and inspect transportation infrastructure projects located within the Anacostia River Watershed as well as provide Citywide critical functions for DDOT:

- **Bridge and Structures** is responsible for the inspection and maintenance of the District's over 235 bridge assets and ancillary structures, including compliance with federal standards and reporting requirements.
- **Citywide & Mega Construction Oversight** is responsible for oversight during construction of unique or large capital projects citywide.
- **Citywide Engineering Resources** is responsible for coordination with third party developers for the design and construction of projects that include public space or property to be dedicated as public space and supporting with financial and procurement actions.
- **Hydraulics, Stormwater & Green Infrastructure** designs and constructs the District's transportation infrastructure to meet new initiatives, environmental objectives, and regulations (e.g. EPA Municipal Separated Storm Sewer System [MS4] Permit) by ensuring that DDOT, third party developer, and retrofit projects minimize stormwater runoff, meeting regulations and permit requirements.
- **Mega/Special Projects** leads the effort to implement improvements to the transportation infrastructure network to promote safe, efficient, multi-modal travel throughout the Anacostia Waterfront area.
- **Real Estate** ensures that all applicable Federal and local laws are followed in acquiring property and coordinating with railroad entities for transportation infrastructure projects.
- **Utility and DC Power Line Undergrounding (DC PLUG)** manages the Utility coordination functions for DDOT. This work includes managing DDOT's involvement in the DC PLUG project, a public-private partnership between the District and Pepco that is implementing undergrounding of overhead feeders in Wards 3, 4, 5, 7, and 8.

Design and Construction Management Division (D&CM)

The Design and Construction Management Division consists of five (5) subdivisions - four (4) teams organized by Ward that are focused on the planning, design, and construction of infrastructure projects across their respective Wards and one (1) focused on Materials quality assurance/quality control (QA/QC):

- **Team 1** manages the transportation infrastructure and related projects in Wards 1 and 2.
- **Team 2** manages the transportation infrastructure and related projects in Wards 3 and 4.
- **Team 3** manages the transportation infrastructure and related projects in Wards 5 and 6.
- **Team 4** manages the transportation infrastructure and related projects in Wards 7 and 8.
- **Materials QA/QC** is responsible for citywide testing and evaluation of equipment, materials, and systems for the District's infrastructure projects.

Maintenance Operations Administration (MOA)

The Maintenance Operations Administration is responsible for maintaining the District's infrastructure assets. The **Program Support Branch**, under the Office of the Chief Maintenance Officer, provides budget, procurement and contract oversight, guidance and expertise for all Maintenance Operations Administration divisions.

The Deputy Chief Maintenance Officer oversees the following:

- **Public Space Inspections Branch** provides inspections of District assets as well as work zones in public space and the excavation and restoration of the public right of way.
- **Streetlight Branch** upgrades, maintains, and restores all of the District's 75,000 streetlights and specialty lights and includes **Citywide Inspections Team**.

Pavement Maintenance Division

The Pavement Maintenance Division maintains and repairs streets, sidewalks, alleys, and tunnels for the District's network through the following four Branches:

- **Bus, Bike & Trail Branch**
- **Maintenance Inspections Branch**
- **Roadway Management Branch including the Tunnels Team**
- **Roadway Services Branch**

Sign Maintenance Division

The Sign Maintenance Division maintains existing signage infrastructure, curbside signs, designates new curbside designs via signage and responds to 311 customer service requests. They are responsible for sign fabrication, special events signage, and flag installation.

- Sign Fabrication and Installation Branch
- Parking Services Branch

Urban Forestry Division

The Urban Forestry Division provides oversight, maintenance, and care for all street trees within the District's right-of-way and District-maintained properties. The Division delivers and coordinates comprehensive development plan review and applications that impact the public space and overall tree canopy. It also organizes and delivers outreach and education services, to inform the public on the importance of urban forests.

- **The Tree Management Branch** provides intensive management of the District's public trees including inspections, installations, routine maintenance, and removals, addresses public service requests, and reviews permits Special and Heritage Tree permit applications.
- **The Tree Services Branch** focuses on rapid deployment and delivery of tree services in response to storms and safety improvements and provides limited vegetation management of the off-road bike trail network.

Talent and Business Services Administration (TBSA)

The Talent and Business Services Administration is responsible for a wide range of functions and responsibilities for DDOT. This includes human resources; strategic budget formulation, planning and allocation; information technology; safety and security; facilities and support services; audit liaison; and oversight of procurement and contract administration. It supports the transformation of administrative activities from transactional processing to strategically focused resources that directly support the agency's mission and achievement of its performance objectives. It is comprised of five Divisions and liaises with two independent agencies: Office of Contracting and Procurement and Office of the Chief Financial Officer.

Facilities and Support Services Division

The Facilities and Support Services Division (FSSD) provides support to the agency's operations and performs facility management of DDOT's office space, warehouse, materials testing lab, and maintenance yards. The Division also serves as primary liaison between Department of Energy and Environment (DOEE), Department of General Services (DGS), Protective Services Division (PSD) and the U.S. Environmental Protection Agency (EPA) ensuring DDOT facilities meet environmental standards and green infrastructure assets are maintained. Additionally, the division oversees building access and security management.

- The **Space Management and Business Support Branch** provides interior space planning and design, land acquisition, development, construction management, and move management. The Branch also provides centralized support for the procurement, distribution and inventory management of uniforms, supplies and equipment. Additionally, the branch serves as the primary liaison to DGS and PSD for building access and maintaining security.
- The **Warehouse and Facilities Operations Branch** serves as the central location for the purchase, receipt, storage, issuance, and inventory management of bulk materials, supplies, and equipment. The Branch is responsible for repair and maintenance of DDOT facilities.

Human Resources Division

The Human Resources Division (HRD) is the central hub for managing the agency's comprehensive human capital initiatives. In partnership with the District Department of Human Resources (DCHR), the division oversees a broad spectrum of employee-focused areas and provides expert guidance and interpretation of personnel policies and administrative procedures, ensuring alignment with operational goals. HRD is structured into five key branches, each dedicated to supporting the agency's mission through strategic human resource management.

- The **Employee Relations Branch** helps DDOT create and maintain positive relationships with its employees and labor unions by handling complaints, helping employees navigate changes, and resolving disputes and conflicts. This branch is also responsible for performance management including annual performance evaluations and plans.
- The **Learning and Development Branch** supports training initiatives and workforce development activities of DDOT staff through the implementation of the Training Policy and management of Federal Highway Administration's training funds.
- The **Policy and Compliance Branch** ensures DDOT's compliance with and the consistent application of DCHR policies and local, state, and federal regulations including Suitability and Reasonable Suspicion. This branch is also responsible for the accurate administration and maintenance of employment-related data and timely and accurate processing of payroll.
- The **Recruitment and Staffing Branch** provides strategic staffing and talent acquisition services to DDOT by attracting, hiring, and retaining a diverse, qualified, and high performing workforce. This branch is also responsible for position management and classification as well as the administration and processing of Details and Reassignments.

- The **Total Rewards Branch** administers compensation, benefits, and rewards programs and activities helping to attract, retain, and engage DDOT's workforce and drive employee performance. This branch is also responsible for the accurate administration and processing of medical and non-medical leave including Parental, PFL/FMLA/DCFMLA, and Worker's Compensation.

Information and Technology Division

The Information and Technology Division (ITD) provides leadership, guidance, and support services that improve the DDOT's mission, management, and internal controls by delivering timely IT solutions. ITD provides project and program support to DDOT divisions with a responsibility for the management and modernization of mission critical technical infrastructure and applications that support the services within the District of Columbia Government.

- The **Applications and Planning Management (APM) Branch** is responsible for developing, maintaining, and supporting the DDOT applications as well as ensuring IT training for DDOT staff. This branch follows Project Management Professional (PMP) standards to support new development and maintenance of enterprise solutions. The Applications Team provides development, integration, and maintenance support of deployed solutions to support DDOT. The APM Team is responsible for gathering requirements, presenting and documenting status, and providing IT training for DDOT projects.
- The **Geographic Information System (GIS) Branch** is responsible for carrying out the District Department of Transportation's responsibilities in designing, implementing, and operating a department-wide Geographic Information System (GIS) and Spatial Data Systems.
- The **Intelligent Transportation Systems (ITS) Branch** is responsible for maintaining the infrastructure that supports ITS technology. The branch ensures the operational functions of sensors, the Advanced Traffic Monitoring Systems (ATMS) which includes closed camera televisions (CCTV), and dynamic message signs (DMS).
- The **Tech Support and Network Security Branch** is responsible for ensuring the confidentiality, integrity, and availability of all DDOT systems. The branch is responsible for identifying technical needs (mobile devices, laptops, monitors, desktops, etc.), maintaining and monitoring the network and servers, and managing active directory and user accounts and accesses. The Branch is also responsible for the security of DDOT's IT infrastructure while working directly with OCTO. The branch ensures the stability and security of DDOT's technical infrastructure and telecommunication needs.

Resource Allocation Division

The Resource Allocation Division (RAD) is responsible for strategic resource management of federal aid, operating, and capital funds to ensure funds align with District and agency transportation priorities. RAD prepares, monitors, analyzes, and executes the department's annual budget, including operating, capital, special purpose, and intra-District funds, in a manner that facilitates fiscal integrity, transparency, and accountability while maximizing efficiency and effectiveness of District resources to meet performance objectives.

RAD also includes **State Resource Planning (SRP)**, which leads the Federal budget formulation on a state level, which is the foundation of the Statewide Transportation Improvement Program (STIP). SRP also coordinates the decision-making process and acts as the key advisor to the leadership on DDOT's competitive grant applications and Bipartisan Infrastructure Law investment strategy. Additionally, SRP manages two programs related to federal planning regulations. The State Planning and Research (SPR) Program, which strategically allocates federal funds across the department for baseline planning functions related to federal planning regulations and the Compliance Assessment Program (CAP), a yearly audit of Department projects conducted by Federal Highway Administration (FHWA).

Safety and Security Division

The Safety and Security Division (SSD) is responsible for ensuring personnel safety, physical security, and coordination of emergency preparedness and management functions for DDOT. From overseeing Occupational Safety and Health programs to conducting thorough inspections at DDOT facilities and worksites, the SSD is dedicated to identifying hazards and implementing effective mitigation measures that include educating employees on situational awareness and proper safety procedures.

SSD coordinates all of DDOT's emergency preparedness and emergency management functions while serving as subject matter experts for the District's emergency operational command during planned and unplanned all-hazard events. The office reviews transportation and facility security initiatives, develops emergency action plans. Serves as the FEMA Emergency Support Function (ESF1) lead representative for all transportation functions involved in a city-wide emergency evacuation, performs public outreach for evacuation coordination, and serves on all regional and District emergency transportation planning boards.

SSD is also responsible for DDOT Facility and Infrastructure Emergency Response Plans, the Building Emergency Response Teams (BERT), Emergency Liaison Officers (ELO), and leads the National Incident Management System Incident Command training program.

Traffic Safety Administration (TSA)

The Traffic Safety Administration (TSA) combines the existing Traffic Engineering and Safety Division (TESD), the Automated Traffic Enforcement (ATE) program, and Traffic Operations Division and will be led by a new Chief Traffic Safety Engineer. This new Administration allows DDOT to pull the continuum of safety interventions into one Administration – from multi-modal safety design and construction projects to automated enforcement of traffic rules using cameras to assisting school children to cross streets to attending crash sites to assist road users. The Divisions within the TSA will include:

Automated Traffic Enforcement (ATE) Division

The Automated Traffic Enforcement (ATE) Division is responsible for camera deployment, maintenance, and footage review for 477 enforcement cameras covering speed, red light, school bus, stop sign, bus lanes, and over-sized over-weight cameras.

The Division has Operations Branch which that is responsible for review of footage and ticket issuance.

The Multimodal Project Delivery Division

Designs and constructs small to medium scale multi-modal projects to improve pedestrian, bicycle, bus, and motorist safety/mobility and helps meet the transportation demands in the District in a sustainable manner. This Division provides traffic engineering, design, and construction of protected bike lanes, Tactical Hardening projects, bus priority routes, and intersections and small corridors. This team will construct all mid-scale projects, centralizing DDOT construction activities to be led by engineers within this team. The Division will have two branches:

- The Design & Coordination Branch
- The Construction Branch

The Multimodal Safety Engineering Division

Manages all safety aspects of the District ranging from intersections to corridors through three branches:

The **TSI Branch** manages traffic safety investigation (TSI) program where citizens request safety improvements at specific sites throughout the District. This team has ward based engineers which are familiar with the ward and safety concerns of the community. They deliver a range of improvements from signing and markings to traffic calming and handle 200 requests a quarter, 800 annually, via a prioritization model based on roadway characteristics, crash patterns, and race and social equity.

The **Corridor Safety Branch** proactively improves safety along High Injury Network (HIN) corridors through roadway safety audits (RSAs) and corridor quick delivery program. The Corridor Quick Delivery program focuses on both leading projects on segments of the HIN as well as designing interim treatments for major capital corridor projects. The team participates with and guides other DDOT teams (Neighborhood planning, Bus Priority, Long Range planning, and IPMA) on safety analysis, recommended countermeasures, and design best practices. The team contributes to ASAP by identifying, recommending, and designing safety treatments for post-fatal sites and the top 20 high hazard pedestrian and bicycle locations.

The **Safety Engineering Programs Branch** works closely with FHWA to administer the Highway Safety Improvement Program (HSIP) funding which supports many DDOT safety functions and improves safety at the District's highest crash intersections under the intersection safety improvement program (ISIP). They lead the Annual Safety Program (ASaP), manage the annual traffic data collection program, handle development review aligning new construction with safety

best practices, contribute to capital programs review, maintain, and develop new standards for quick build deployments, manage the crash data program and conducts reactive and proactive assessments in support of automated enforcement deployments.

Roadway Operations and Safety Division

Manages the day-to-day traffic operations for the District through three branches:

The Transportation Management Center Branch manages a 24/7 traffic management center (TMC) to gather and disseminate traffic and emergency information using a network of cameras and other devices; works with the Roadway Operations Patrol (ROP) that responds to traffic incidents, emergencies, and roadway activities; and the traffic control officer program to prevent congestion through traffic management and enforcement; coordinates with the Safety Technician (ST)/ School Crossing Guard (SCG) program to assist students and pedestrians to safely cross intersections throughout the District.

The Traffic Control Officer (TCO) Branch has the responsibility of maintaining adequate traffic flow throughout the city by directing vehicular and pedestrian traffic in selected areas, and in neighborhoods through the enforcement of traffic regulations. The enforcement of these parking and traffic regulations ensures driver and pedestrian safety; continuous flow of traffic during rush hours and emergencies; accessibility to commercial and business services; free flow and access of emergency vehicles; and improved quality of life for residents and visitors.

The Safety Technician (School Crossing Guard) Branch has the responsibility of assisting students and pedestrians to safely cross intersections throughout the District. The primary purpose of this position is to maintain control over vehicular traffic for the protection of children and other pedestrians being directed or escorted across streets safely.

The Traffic Signals and Engineering Division

The **Traffic Engineering Analysis Branch** provides District-wide support to analyze and review multi-modal traffic analysis on current and future state transportation concerns for multiple DDOT divisions; lead City-wide signal optimization in a five-year cycle; and review maintenance of traffic (MOT) plans and transportation management plans (TMP) for construction work zone traffic operations.

The **Signals and ITS Design Branch** provides District-wide support to review signal design project plans; design and construct new signals and upgrade existing signals; update signals to implement bus priority and bike lanes; and design, install and maintain communication infrastructure such as CCTV cameras, fire optic network, permanent count stations, and dynamic signs.

Signals and ITS Maintenance Branch provides District-wide support to inspect signal construction for projects led by multiple administrations in DDOT; maintain and improve the condition of the District's traffic signals, and/or other electrical systems; and lead underground utility marking for DDOT.

Transportation Planning Administration (TPA)

The Transportation Planning Administration is responsible for intermodal planning; state transportation environmental compliance; project identification and development; DC Circulator bus and DC Streetcar service; curbside management; freight and passenger rail; public space permitting and regulation and mass transit policy, including WMATA matters.

Capital Planning Division

The Capital Planning Division is responsible for delivering studies and concept plans for capital projects in the District. The team is tasked with building out a world-class, safe, equitable, multi-modal transportation network in the District. The Division has a matrix structure leveraging teams and subject matter expertise to best deliver projects through the following three branches:

- **The Active Transportation Branch (ATB)** plans, designs, and constructs world-class pedestrian and bicycling facilities across the District. The work of ATB falls into several program areas, including bike lane design and construction, safe routes to school and sidewalk construction, trails, and pedestrian & bicyclist access and safety.
- **The Mass Transit Branch (WMATA Oversight)** provides funding and policy recommendations in coordination with PLAD. It plans and coordinates services with WMATA, including managing the School Transit Subsidy Program.
- **The Project Planning Branch (PPB)** leads, plans, and provides technical assistance to significant capital and operational transportation projects and guide those projects through their lifecycle to ensure project goals are met, supporting DDOT's moveDC, Vision Zero Initiative, and Equity goals along with other District of Columbia objectives, policies, and strategies.

Curbside Management Division

The Curbside Management Division manages and regulates the District's curbside. The Division's mission is to create safe and reliable curbside access for people and goods. The Division manages metered parking (approximately 9,000 meters) and payment, residential parking, goods and passenger loading, on-street shared mobility, and digital payment and permitting for long-term curbside uses. Curbside Management uses technology and performance-based management to dynamically manage and price curbside space to increase flexibility and efficiently manage demand. They also have expertise in curbside policies to ensure the District's regulatory framework supports efficient curbside management.

- **The Curbside Programs Branch** oversees single and multi-space parking meters, collects curbside revenue via multiple platforms, oversees major contracts related to curbside asset management and payment, and manages digital parking permits such as visitor parking.
- **The Curbside Management Branch** oversees commercial loading zones, pick-up and drop-off zones, motorcoach and intercity bus loading and operations, mobile retail vending zones, development review, and diplomatic parking.

Planning and Sustainability Division

The Planning and Sustainability Division (PSD) is committed to achieving an exceptional quality of life in the District of Columbia by encouraging sustainable travel practices, designing safer streets, and providing outstanding access to goods and services. PSD supports the DDOT Mission to equitably deliver a safe, sustainable, and reliable multimodal transportation network for all residents and visitors of the District of Columbia through a diverse portfolio of programs ranging from development review, public space activation, corridor studies, bike lane design and construction, micromobility, and environmental compliance. PSD comprises five branches:

- **The Environmental Program Branch (EPB)** provides oversight for the environmental review processes; supports DDOT staff with project delivery from project planning to construction and maintenance/operations; and coordinates sustainability initiatives from air quality planning to climate change efforts.
- **The Neighborhood Planning Branch (NPB)** promotes safety and mobility across neighborhoods in the District through a variety of efforts focused on high-quality multimodal transportation options, well-designed public space, and placemaking.
- **The Safe Routes to School and Sidewalks Branch** manages the Safe Routes to School program and the Sidewalk Gap program.
- **The Sustainable Transportation Programs (STP) Branch** manages programs that encourage and provide safe and sustainable transportation options to residents, employees, visitors, and commercial vehicles in the District of Columbia.

Public Space Regulation Division

The Public Space Regulation Division (PSRD) manages the occupancy of public space by private entities, including public utilities, through the issuance of public space permits; enforces District laws and regulations governing occupancy of public space; and serves as the main point of contact for all applicants and public inquiries regarding public space permits.

- The **Customer Relations Branch** manages internal and external communications, cash management, and the processing and roll out of special projects.
- The **Plan Review Branch** manages review of Public Space permit applications including maintenance of traffic and engineering reviews for Occupancy and Construction permits.
- The **Public Space Permits Branch** manages Public Space permit applications including Occupancy and Construction permits.

Transit Delivery Division

The Transit Delivery Division (TDD) is responsible for planning, operating, and maintaining safe, efficient, and affordable premium transit services to support and augment the District's diverse transportation systems, including the DC Circulator and Streetcar. TDD also provides funding, policy recommendations, and coordination of services with the Washington Metropolitan Area Transit Authority (WMATA).

- **The Streetcar and Sustainable Transit Branch** is responsible for managing the daily operations of the DC Streetcar system and overseeing the contract for the operation of the Streetcar system to ensure it provides safe and reliable service to the public. This Branch is also responsible for managing all environmental aspects of transit vehicles, facilities, and coordinating fleet transitions with WMATA to meet clean energy efforts.
- **The Transit Operations Branch** manages the daily operations of the DC Circulator and contract oversight, planning, and implementing system changes and upgrades to ensure safe and reliable bus service.
- **The Transit Safety Branch** provides safety oversight in concert with Federal Transit Administration regulations of DC Circulator and Streetcar systems.