

Jackson Heights

In 2011, DOT carried out a comprehensive set of improvements in the heart of Jackson Heights, the culmination of a community-driven planning process that started in 2009, funded in part by Congressman Joseph Crowley. Local residents, business owners and civic leaders worked with DOT to identify their most pressing concerns and guide the development of solutions. DOT created a range of opportunities for public participation, including community workshops, neighborhood walk-throughs, an innovative web portal that allowed DOT staff to receive and respond to comments at any time, and a

Community Advisory Committee to facilitate ongoing involvement of key stakeholders.

The project addressed traffic safety, sidewalk crowding, vehicle congestion, parking availability, slow bus service and a lack of public open space. Focused on the area where 73rd Street, 37th Road, Broadway and Roosevelt Avenue converge, the core improvements were carried out in the second half of 2011. Updated curb regulations were introduced in spring 2012, offering a better use of space for deliveries and customer parking. Further

parking improvements were implemented in 2013 with the introduction of the variable-rate PARK Smart program.

There are fewer injury-causing crashes; problematic traffic bottlenecks have been eliminated; buses are faster and more efficient; and the 37th Road plaza is a popular gathering spot year-round, home to frequent public events and a boon to adjacent businesses.

- Total crashes with injuries declined **26%**
- Traffic queues decreased up to **75%**
- Southbound travel time on 75th Street decreased by **25%** during the morning peak and **13%** in the evening
- Traffic is moving faster in both directions on Broadway (**8.5%** eastbound; **41%** westbound)
- Q47 bus speeds increased up to **25%**
- Key crosswalks widened from **12** to **40** feet

Community-driven plan produced improved safety, less congestion, faster bus travel, and a vibrant and popular plaza.



37th Road Plaza viewed from the West

Vehicle Travel Times
Before/After Improvements

Street	From	To	Time (Mins)		
			Before	After	Change
73rd St SB	35th Ave	Broadway	2.5	2.2	-12%
74th St NB	37th Road	35th Ave	1.7	2.6	53%
76th St SB	35th Ave	41st Ave	5.6	3	-46%
81st St NB	41st Ave	35th Ave	3.9	2.9	-26%
82nd St SB	35th Ave	41st Ave	5	3.3	-34%
Broadway EB	BQE	Baxter Ave	5.4	5	-7%
Broadway WB	Baxter Ave	BQE	6	3.8	-37%
Roosevelt Ave EB	BQE	82nd St	3.8	4.8	26%
Roosevelt Ave WB	82nd St	BQE	3.4	4.6	35%

Crashes with Injuries
73rd Street / 37 Road / Broadway, 74th Street / Roosevelt Avenue, 74th Street / 37 Road, 73rd Street / Broadway

	Before* (three previous years)			After
Total Crashes with Injuries	12	17	17	11.4
Number of Crashes with Injuries to:				
Motor Vehicle Occupants	4	5	3	3.8
Pedestrians	5	8	12	5.1
Bicyclists	3	4	2	2.5

*Before columns show the crash history for each of the three years immediately prior to project implementation. After column shows number of crashes since implementation (through May 2013) at annual rate. See page 46 for further information on crash data source and analysis methodology. The sum of the three specific categories may not equal "Total Crashes with Injuries" because some crashes involved injuries in multiple categories.