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.

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Crashes with Injuries

Before (three previous years) 12
After 17

Total Crashes with Injuries

Before (three previous years) 12
After 17

Number of Crashes with Injuries to:

Motor Vehicle Occupants 4 3 0.8
Pedestrians 5 6 1.2 1.1
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.