



DEPARTMENT OF TRANSPORTATION

Janette Sadik-Khan, Commissioner

Key Public Service Areas

- ✓ Ensure the safety of the traveling public.
- ✓ Improve mobility throughout the City.
- ✓ Rehabilitate and maintain the City's bridges.
- ✓ Rehabilitate and maintain the City's streets, sidewalks, and highways.
- ✓ Enhance ferry service, walking, and cycling.

Critical Objectives

- Improve safety for pedestrians, motorists, and bicyclists.
- Install and maintain traffic controls and safety devices.
- Manage parking and curbside use.
- Manage the City's bridge inventory to achieve a high state of repair.
- Ensure accessibility of streets and sidewalks citywide.
- Ensure the cleanliness of the arterial highway system.
- Ensure the quality of contractor work.
- Expand and improve private ferry service.
- Maintain and improve the Staten Island Ferry operation.
- Expand the bicycle network.

Scope of Agency Operations

The Department of Transportation (DOT) is responsible for the condition and operation of approximately 6,000 miles of streets, highways and public plazas, and 787 bridge structures. DOT ensures traffic safety through a variety of approaches including: enhancing conditions for pedestrians near schools and in communities with high concentrations of seniors; continuous analysis of traffic operations in key intersections and corridors; as well as through the daily operation of traffic signals at more than 12,300 signalized intersections and over 300,000 street lights. DOT maintains 69 million linear feet of markings on City streets and highways.

DOT manages mobility at many different levels including: its Joint Traffic Management Center; an extensive emergency response operation; the bus rapid transit program; the Staten Island Ferry operation; the bicycle program; sidewalk repair and ADA compliance programs; and the on-street parking system encompassing approximately 39,000 parking meters.

DOT's infrastructure programs comprise an extensive bridge capital investment and life-cycle maintenance program; roadway resurfacing, repair and maintenance; and a capital program that performs street and sidewalk reconstruction and additional projects such as greenway construction. DOT's alternative fuel program promotes the use of cleaner vehicles in both the public and private sectors.

Preliminary Performance Highlights

- Traffic fatalities continued to decrease, declining to 91 compared to 96 during the same period last year. Safety redesigns and traffic enforcement contributed to [improved safety](#).
- Average times to respond to traffic signals and to repair priority regulatory signs remained unchanged at 3.5 hours and 1.9 days, respectively, but increased to 2.6 days from 1.9 days for street light repairs.
- Parking meter operability, which improved significantly in Fiscal 2011, continued to improve and rose to 96.8 percent. The ongoing installation of the more secure multi-space meters in conjunction with DOT's successful investigation of single-space meter vandalism over the last year contributed to the almost 10 percentage point increase in operability since last October.
- The Department repaired 3.3 percent more potholes, and average repair times decreased from 6.8 days to 6.3 days.
- Replacement of street newsstands and bus shelters with the Cemusa-designed models moved forward at a steady pace, and reached 84.5 percent and 92.5 percent, respectively, as of October 2011. Bus shelter conversion is expected to be completed during Calendar 2012.
- In response to the more than 21 percent jump in construction permit issuance, the Department conducted 24,886 more inspections of permitted street work, an increase of 13.4 percent over the same four months last year. Post-audit inspections of completed street work also increased, rising by nearly 20 percent to 103,820, and yielded a passing rate of 80 percent, similar to last year.



Performance Report

✓ Ensure the safety of the traveling public.

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated FY12 FY13			
★ Citywide traffic fatalities	276	259	236	*	*	96	91
- Motorists/passengers	98	97	78	*	*	40	39
- Bicyclists/pedestrians	178	162	158	*	*	56	52
★ Overall traffic crashes	177,996	183,278	179,112	*	*	NA	NA
★ Average time to respond to traffic signal defect and make safe (hours)	4.3	3.7	4.1	*	*	3.5	3.5
★ Average time to repair priority regulatory signs after notification (days)	1.6	1.8	1.9	*	*	1.9	1.9
★ Average time to repair street lights - by DOT (days)	2.4	2.2	2.2	*	*	1.9	2.6
Average time to repair street lights - by ConEd (days)	14.0	13.5	14.3	*	*	13.5	14.5
Speed humps installed near schools	27	98	92	*	*	65	28
Tort cases commenced	2,138	2,175	1,983	*	*	713	705
Tort dispositions	2,406	2,487	2,114	*	*	611	584
Tort payout (\$000)	\$85,744.5	\$72,593.8	\$62,884.2	*	*	\$16,773.6	\$20,480.5

★ Critical Indicator "NA" - means Not Available in this report

✓ Improve mobility throughout the City.

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated FY12 FY13			
★ Average travel speed (miles per hour) - Manhattan Central Business District	9.1	9.3	9.2	*	*	NA	NA
Traffic-monitoring cameras	183	183	183	*	*	183	183
★ On-street parking meters that are operable (%)	88.7%	82.9%	92.9%	90.0%	90.0%	86.1%	96.8%
Percent of metered spaces that have muni-meters (multi-space meters)	36.6%	40.9%	42.3%	*	*	41.7%	51.8%

★ Critical Indicator "NA" - means Not Available in this report

✓ Rehabilitate and maintain the City's bridges.

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated FY12 FY13			
★ Bridges rated							
- Good or very good (%)	41.8%	41.4%	40.7%	*	*	NA	NA
★ - Fair (%)	57.8%	58.1%	58.8%	*	*	NA	NA
★ - Poor (%)	0.4%	0.5%	0.5%	*	*	NA	NA
Bridge projects (structural work) substantially completed on schedule							
- East River (%)	100%	NA	100%	100%	100%	NA	NA
- Non-East River (%)	67%	100%	100%	100%	100%	NA	NA

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✓ **Rehabilitate and maintain the City's streets, sidewalks, and highways.**

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated FY12 FY13			
★ Street pavement ratings: percent of lane miles assessed in the 12 months ending June 30th	88.6%	87.8%	83.0%	*	*	NA	NA
★ Streets maintained with a pavement rating of							
- Good (%)	70.9%	70.8%	72.3%	*	*	NA	NA
- Fair (%)	28.8%	28.9%	27.2%	*	*	NA	NA
- Poor (%)	0.3%	0.4%	0.5%	*	*	NA	NA
Arterial highway system that is adopted (%)	61.9%	61.3%	69.3%	75.0%	75.0%	64.5%	69.1%
Audited adopted highway miles that receive cleanliness rating of good (%)	99.3%	99.4%	100.0%	*	*	92.7%	97.3%
★ Percent of all NYC highways that receive a cleanliness rating of good	98.3%	98.1%	97.6%	*	*	NA	NA
Pothole work orders	49,906	59,254	56,399	*	*	11,511	11,177
★ Average time to close a pothole work order where repair was done (days)	4.1	5.6	10.8	*	*	6.8	6.3
Potholes repaired (Local streets)	224,648	295,297	305,001	*	*	51,130	52,820
Construction permits issued	268,915	244,091	264,532	*	*	88,975	107,963
Inspections of permitted street work	558,025	550,906	539,933	*	*	186,378	211,264
★ Inspected street work rated satisfactory (%)	78%	75%	74%	75%	75%	73%	75%
Summonses issued	26,648	25,622	27,511	*	*	9,508	10,784
★ Post-audit inspections for completed street work	223,352	228,440	240,634	*	*	86,768	103,820
★ Post-audit inspections for completed street work that passed inspection (%)	83%	80%	80%	*	*	80%	80%
★ Percent of all crossing points with pedestrian ramps	85%	86%	91%	*	*	NA	NA
★ Percent of existing newsstands converted to new model	47.0%	55.1%	77.7%	*	*	66.4%	84.5%
Average cost per lane mile resurfaced citywide (\$)	\$136,191	\$166,203	\$153,790	*	*	NA	NA
Average cost per ton of asphalt placed citywide (\$)	\$143.63	\$172.39	\$162.01	*	*	NA	NA
Average in-house cost of asphalt per ton (\$)	\$51.17	\$58.65	\$63.18	*	*	NA	NA
Average vendor cost of asphalt per ton (\$)	\$73.67	\$66.94	\$69.06	*	*	NA	NA

★ Critical Indicator "NA" - means Not Available in this report

✓ **Expand ferry service, walking, and cycling.**

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated FY12 FY13			
★ Staten Island Ferry							
- Trips that are on-time (%)	91.1%	90.6%	90.9%	90.0%	90.0%	87.6%	84.6%
- Ridership	20,118,000	21,464,000	21,404,000	*	*	7,823,000	7,917,800
- Average cost per passenger (\$)	\$5.38	\$5.32	\$5.16	*	*	NA	NA
Private ferry service							
- Average weekday ridership	30,694	27,943	28,422	*	*	30,237	27,404
- Number of routes	20	21	20	*	*	19	22
Bicycle lane miles installed	88.7	52.3	33.1	50.0	50.0	NA	NA
★ Bicycle network connectivity index	919	1,018	1,134	*	*	NA	NA
Bicycle racks installed	1,529	775	2,750	1,500	1,500	NA	NA
★ Percent of existing bus shelters converted to new model	59.8%	72.7%	89.5%	*	*	81.4%	92.5%
★ Pedestrian volume index	99.9	103.4	113.2	*	*	NA	NA

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Agency Customer Service

The Department of Transportation provides service to its customers through its call centers, walk-in facilities, website and correspondence.

Indicator	DOT Jul-Oct FY11	Citywide Jul-Oct FY11	DOT Jul-Oct FY12	Citywide Jul-Oct FY12	DOT Change Jul-Oct FY11 to FY12	Citywide Change Jul-Oct FY11 to FY12
Average call wait time (min:sec)	0:51	1:38	5:22	1:47	531%	10%
Average response time for email correspondence (days)	6	5	6	8	0%	60%
Average response time for letters/mail correspondence (days)	5	11	7	9	40%	-18%
Service requests meeting expected time of action (%)	93.3%	82.2%	88.0%	89.7%	-6%	9%
Number of 311 inquiries (to MMR agencies)	139,333	2,467,532	129,411	2,245,344	-7%	-9%

311 Customer Service Center Requests for Service

Top Service Requests	Total Jul-Oct FY11	Target - FY11 Days to Action	Actual - Jul-Oct FY11 Days to Action	% Meeting FY11 Target	Total Jul-Oct FY12	Target - FY12 Days to Action	Actual - Jul-Oct FY12 Days to Action	% Meeting FY12 Target
Broken Muni Meter - No Receipt	3,296	14.0	4.8	90%	3,288	14.0	3.5	98%
Street Condition - Failed Street Repair	2,156	10.0	5.3	87%	1,554	10.0	7.1	80%
Street Condition - Pothole	9,541	30.0	7.9	97%	10,611	30.0	5.4	100%
Street Light Condition - Street Light Out	9,928	10.0	1.6	100%	8,877	10.0	2	89%
Traffic Signal Condition - Controller	8,492	0.1	0.05	84%	8,671	0.1	0.1	70%

311 Customer Service Center Inquiries

Top DOT-related Inquiries	Total Jul-Oct FY11	% of DOT Inquiries in Jul-Oct FY11	Rank in # of Calls in Jul-Oct FY11	Total Jul-Oct FY12	% of DOT Inquiries in Jul-Oct FY12	Rank in # of Calls in Jul-Oct FY12
Alternate Side Parking Information	19,562	14%	1	16,429	13%	1
Streetlight Condition	16,103	12%	2	15,590	12%	2
Muni-Meter Defective or Damaged	9,813	7%	4	10,072	8%	3
Traffic or Pedestrian Signal Condition	10,445	7%	3	8,938	7%	4
Pothole on Street	7,153	5%	5	8,917	7%	5



Agency Resources

Agency Resources	A c t u a l			September	Updated		4-Month	4-Month
	FY09	FY10	FY11	2011 MMR FY12	FY12 ¹	FY13 ¹	Actual FY11	Actual FY12
<i>Expenditures (\$ millions)²</i>	\$788.0	\$800.8	\$864.9	\$693.7	\$828.0	\$685.4	\$375.2	\$399.5
<i>Revenues (\$ millions)</i>	\$244.0	\$266.7	\$279.8	\$315.7	\$324.6	\$335.8	\$82.6	\$89.5
<i>Personnel</i>	4,951	4,988	4,853	4,388	4,932	4,288	4,956	4,819
<i>Overtime paid (\$000)</i>	\$51,586	\$52,661	\$51,710	*	*	*	\$15,990	\$16,080
<i>Capital commitments (\$ millions)</i>	\$997.2	\$1,697.5	\$640.8	\$1,773.8	\$1,583.3	\$1,340.4	\$111.5	\$88.4
<i>Work Experience Program (WEP) participants assigned</i>	85	199	78	*	*	*	122	77

¹ January 2012 Financial Plan "NA" - Not Available in this report

² Expenditures include all funds. January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2012 budget.

Noteworthy Changes, Additions or Deletions

- The Department revised four-month Fiscal 2011 data for 'Speed humps installed near schools' and 'Potholes repaired (Local streets).'
- Fiscal 2011 data for the four metrics that report on the average cost of asphalt and roadway resurfacing, previously reported as "NA," has been provided.

For more information please visit the website at: www.nyc.gov/dot

