Department of Transportation

Indicator name: Bridges rated
– Good or very good (%) (calendar year)
– Fair (%)
– Poor (%)

Description: Federal and State laws mandate that bridge structures be inspected at least once every two years. Engineering consultants from the New York State Department of Transportation perform biennial inspections for all New York City bridge structures except pedestrian bridges and structures under 20 feet in length. Bridge structures not inspected by the State are inspected by DOT's Division of Bridges. Ratings are conducted on a scale from 1 to 7, and results are grouped in the following categories for each calendar year:
Very good – ratings of 6.1 to 7.
Good – ratings of 5 to 6.
Fair – ratings of 3.1 to 4.9.
Poor – ratings of 1 to 3.

Source: Division of Bridges – Management and Support Services Bureau.

Indicator name: Bridge projects (structural work) substantially completed on schedule (%)

Description: The percent of bridge (re)construction/rehabilitation projects completed on or before the scheduled completion date, not including non-structural or minor work.

Source: Division of Bridges – Management and Support Services Bureau.

Indicator name: Streets maintained with a pavement rating of
– Good (%)
– Fair (%)
– Poor (%)

Description: The number of surveyed lane miles of local roadways assigned a condition rating of good, fair or poor divided by the total number of surveyed lane miles. DOT surveys at least 50 percent of City streets each year. Ratings are conducted on a scale from 1 to 10, and results are grouped in the following categories for each fiscal year:
– Good (%) – ratings of 8 to 10
– Fair (%) – ratings of 4 to 7
– Poor (%) – ratings of 1 to 3

Source: Division of Sidewalks and Inspection Management – Highway Inspection and Quality Assurance Unit.

Indicator name: Lane miles resurfaced citywide

Description: The total length of roadway that was milled and resurfaced with new asphalt topping in each of the five boroughs and on arterial highways, measured in units 12 feet wide and one mile in length.

Source: Division of Roadway Repair & Maintenance - Resource Management Unit.

Indicator name: Construction permits issued

Description: The number of permits issued for street openings, building operations, sidewalk construction, canopies and miscellaneous purposes.

Source: Division of Administration – Permit Management Unit.

Indicator name: Inspections of permitted street work

Description: The number of inspections of permit-based street construction work conducted by the Highway Inspection and Quality Assurance Unit.

Source: Division of Sidewalks and Inspection Management – Highway Inspection and Quality Assurance Unit.

Indicator name: Inspected street work rated satisfactory (%)
Description: The number of permitted jobs passing inspection divided by the total number of permitted jobs inspected.
Source: Division of Sidewalks and Inspection Management – Highway Inspection and Quality Assurance Unit.

Indicator name: Post-audit inspections for completed street work
Description: The total number of inspections of street work performed after the expiration of the construction permit to determine if the street has been properly restored after construction was finished.
Source: Division of Sidewalks and Inspection Management - Highway Inspection and Quality Assurance Unit.

Indicator name: Post-audit inspections for completed street work that passed inspection (%)
Description: The total number of passed post-audit inspections divided by the total number of post-audit inspections.
Source: Division of Sidewalks and Inspection Management – Highway Inspection and Quality Assurance Unit.

Indicator name: Average time to close a pothole work order where repair was done (days)
Description: The average number of calendar days it takes to close a pothole work order where at least one repair was completed. This includes potholes reported through 311 and online, as well as field pickups noted by DOT personnel.
Source: Division of Roadway Maintenance – Resource Management Unit.

Indicator name: Pothole work orders
Description: The number of new work orders opened for potholes on streets (excludes work orders for bridges and arterial highways). Potholes are reported through calls to the 311 Customer Service Center, e-mails and written correspondence by the public, elected officials, or Agency personnel during the course of inspections. A work order may include multiple potholes.
Source: Division of Roadway Maintenance – Resource Management Unit.

Indicator name: Potholes repaired (Local streets)
Description: The number of potholes and other small street defects corrected on local streets.
Source: Division of Roadway Maintenance – Resource Management Unit.

Indicator name: Potholes repaired (Arterials)
Description: The number of potholes and other small street defects corrected on arterial streets. Note: these arterials are highways that DOT is responsible for.
Source: Division of Roadway Maintenance – Resource Management Unit.

Indicator name: NYC highways that receive a cleanliness rating of – Good (%)
Description: The number of inspected miles assigned a cleanliness rating of good as a percent of the total number of inspected miles. Good is described as: No litter; cleaning appears to be completed; litter and small debris are picked-up from the curbside of the road; no litter on landscaped area from edge of the roadway to the boundary fence, retaining wall or other line of demarcation, including under and around guide rails; entrance and/or exit ramps are clean of debris.
Source: Division of Roadway Maintenance – Arterial Maintenance Unit.

Indicator name: NYC highways that receive a cleanliness rating of – Fair (%)
Description: The number of inspected miles assigned a cleanliness rating of fair as a percent of the total number of inspected miles. Fair is described as: Some litter; cleaning appears incomplete on 2/10th or 3/10th of the mile; some litter around the sign; some litter scattered on landscaped area from the edge of the roadway to the boundary fence, retaining wall or other line of demarcation, including under and around guide rails; entrance and/or exit ramps have some litter.
Source: Division of Roadway Maintenance – Arterial Maintenance Unit.

Indicator name: NYC highways that receive a cleanliness rating of – Poor (%)
Description: The number of inspected miles assigned a cleanliness rating of poor as a percent of the total number of inspected miles. Poor is described as: Littered; no work appears done; a large quantity of litter along the entire mile and no evidence of bags; litter on landscaped area from the edge of the roadway to the boundary fence, retaining wall or other line of demarcation, including under and around guide rails; entrance and/or exit ramps have accumulation of litter.
Source: Division of Roadway Maintenance – Arterial Maintenance Unit.

Indicator name: Arterial highway system that is adopted (%)
Description: The number of miles of the City's highway system for which maintenance is sponsored through the Adopt-A-Highway Program divided by 362, the total number of adoptable highway miles.
Source: Division of Roadway Maintenance – Arterial Maintenance Unit.

Indicator name: Audited adopted highway miles that receive a cleanliness rating of good (%)
Description: The number of adopted highway miles that were inspected and assigned a cleanliness rating of good divided by the total number of inspected miles.
Source: Division of Roadway Maintenance – Arterial Maintenance Unit.

Indicator name: Average cost per lane mile resurfaced citywide ($)
Description: Expenditures for milling and paving divided by the number of lane miles resurfaced. Expenditures reflect the cost of in-house resurfacing operations, including labor, materials, capital, and overhead, as well as payments to contractors, but does not include contract milling costs.
Source: Division of Roadway Maintenance – Resource Management Unit.

Indicator name: Average cost per ton of asphalt placed citywide ($)
Description: Expenditures for milling and paving divided by the number of tons of asphalt used for resurfacing. Expenditures reflect the cost of in-house resurfacing operations, including labor, materials, capital, and overhead, as well as payments to contractors, but does not include contract milling costs.
Source: Division of Roadway Maintenance – Resource Management Unit.

Indicator name: Average in-house cost of asphalt per ton ($)
Description: Hamilton Avenue Asphalt Plant and Harper Street Asphalt Plant expenditures totaled and divided by the total number of tons of asphalt produced. Expenditures include only in-house cost of asphalt production, including labor, materials, capital, and overhead.
Source: Division of Roadway Maintenance – Resource Management Unit.

Indicator name: Average vendor cost of asphalt per ton ($)
Description: Payments to vendors divided by the total number of tons received from vendors. Costs include only payments to vendors.
Source: Division of Roadway Maintenance – Resource Management Unit.

Indicator name: Average time to respond to traffic signal defect and make safe (hours)
Description: The average number of hours it takes DOT contractors to repair and restore signal operation. A repair can be temporary or permanent provided that the signal problem at the intersection is corrected and made safe. Defects are grouped into three categories based on the severity of the condition and the response time needed, either 2 hours, 12 hours, or 48 hours. This indicator is a weighted average of the number of defects in each of the three categories.
Source: Division of Traffic & Planning – Signals Unit.

Indicator name: Average time to repair priority regulatory signs after notification (days)
Description: The average number of calendar days it takes to repair priority regulatory signs (e.g., Stop, Yield, Do Not Enter, and One-Way) after notification to DOT.
Source: Division of Traffic & Planning – Signs and Markings Unit.

Indicator name: Average time to repair streetlights – by DOT (days)
Description: The average number of calendar days it takes DOT to repair streetlights.
Source: Division of Traffic & Planning – Streetlighting Unit.

Indicator name: Average time to repair streetlights – by ConEd (days)
Description: The average number of calendar days it takes Con Edison to repair streetlights, for cases where repairs to Con Edison equipment is required to restore electricity.
Source: Division of Traffic & Planning – Streetlighting Unit.

Indicator name: Staten Island Ferry – Trips that are on time (%)
– Weekday peak hour trips that are on time (%)
Description: The overall percent of Staten Island Ferry trips completed on schedule and the percent of weekday peak hour trips that are on time. Peak hours are non-holiday weekday departures from Staten Island between 6:00 and 9:00 AM and between 5:30 and 7:30 PM and, from Manhattan, between 6:30 and 9:30 AM and between 4:00 and 8:00PM.
Source: Division of the Staten Island Ferry.

Indicator name: Staten Island Ferry – Ridership
Description: The number of passengers traveling on the Staten Island Ferry.
Source: Division of the Staten Island Ferry.

Indicator name: Staten Island Ferry – Average cost per passenger ($)
Description: Total Staten Island Ferry operating expenses, including labor, material, capital and overhead, divided by the total number of passengers carried.
Source: Division of the Staten Island Ferry.

Indicator name: Private ferry service – Total ridership
Description: The total ridership of commuters traveling on private ferries as reported to DOT by the individual companies.
Source: Division of Passenger Transport – Private Ferries Program.

Indicator name: Private ferry service - Number of permanent routes
Description: The average number of permanent private ferry routes operating from Monday through Friday.
Source: Division of Passenger Transport – Private Ferries Program.

Indicator name: Overall traffic crashes
Description: The total number of traffic crashes as initially reported in the Accident Information System (AIS). Data is entered by NYPD staff into AIS and forwarded to NYCDOT's data warehouse.
Source: Performance Management and Accountability.

Department of Transportation

Indicator name: Citywide traffic fatalities
Description: The total number of pedestrian, motorist, bicyclist, and passenger deaths resulting from traffic crashes.
Source: Chief of Transportation – New York City Police Department.

Indicator name: Traffic fatalities – Motorists/passengers
Description: The number of motorist and passenger deaths resulting from traffic crashes.
Source: Chief of Transportation – New York City Police Department.

Indicator name: Traffic fatalities – Bicyclists/pedestrians
Description: The number of bicyclist and pedestrian deaths resulting from traffic crashes.
Source: Chief of Transportation – New York City Police Department.

Indicator name: Speed humps installed near schools
Description: The number of speed humps installed within one block of an elementary or middle school under the Safe Routes to Schools Program; the Program started in Fiscal 2004.
Source: Division of Traffic & Planning – Traffic Management Unit.

Indicator name: Pedestrian volume index
Description: An index of pedestrian volumes – the number of pedestrians traveling on the sidewalk at 50 sample locations around the City. Sampling is conducted during one week of May and one week of September at consistent times of day and days of the week. The figure shown is a ratio using the May 2007 count as a baseline; the May 2007 count is assigned a starting value of 100, and the ratio of each new pedestrian count to the baseline count is multiplied by 100 to give the new value. A value of 102 for Spring 2008 means that pedestrian volumes at sample locations increased by approximately two percent over the prior year. Identity of the 50 sample locations can be obtained on request to the CPR online Feedback Form (select "Contact CPR") http://www.nyc.gov/html/ops/cpr/html/home/home.shtml.
Source: Division of Traffic & Planning - Pedestrian Projects Group.

Indicator name: Crossing points with pedestrian ramps (%)
Description: The number of crossing points where pedestrian ramps have been installed, facilitating access by the disabled, divided by the number of crossing points identified as requiring a ramp. Crossing points are generally at corners but can also be at mid-block.
Source: Division of Roadway Maintenance – Resource Management Unit.

Indicator name: Select Bus Service routes in operation
Description: The number of Select Bus Service routes in operation. DOT and MTA New York City Transit work together to improve the City's bus system by implementing bus rapid transit (BRT) improvements on routes throughout the City. BRT improves bus speed, bus reliability, and passenger comfort and convenience. Select Bus Service is New York City's brand for BRT improvements.
Source: Division of Traffic & Planning – Transit Development.

Indicator name: Average travel speed (miles per hour) – Manhattan Central Business District
Description: The average speed of yellow taxis traveling with passengers between the hours of 8AM-6PM, Monday-Friday, in Manhattan's Central Business District (CBD). The CBD covers the entire area south of 60th Street.
Source: Division of Planning and Sustainability – Congestion Mitigation.

Indicator name: Bicycle network connectivity index
Description: This figure measures the extent and completeness of the City's network of bicycle routes, based on the number of choices a cyclist has for turning from one bicycle route onto another, without leaving the overall network. Each intersection along a bicycle rate is scored from zero – meaning that the cyclist cannot turn onto another bicycle route without leaving the network, but can only continue on the same route – to eight – which means that two two-way bicycle routes intersect and a cyclist has eight choices for movement. The total connectivity figure is derived by adding the number of intersections covered by all the City's bicycle routes, plus the scores from zero to eight for each of these intersections.
Source: Division of Traffic & Planning – Traffic Management Unit.

Indicator name: Bicycle lane miles installed
Description: The number of bicycle lane miles (Class I protected paths, II on-street lanes, and III shared lanes) installed.
Source: Division of Traffic & Planning – Bicycle Program.

Indicator name: Bicycle racks installed
Description: The total number of bicycle racks installed by DOT or its contractors citywide. (http://www.nyc.gov/html/dot/html/bicyclists/bicycleparking.shtml)
Source: Division of Traffic & Planning - Traffic Management Unit.

Indicator name: Facebook friends
Description: The number of individuals who have signed up as friends on DOT's Facebook page.
Source: Strategic Communications.

Indicator name: Twitter followers
Description: The number of individuals who have subscribed to DOT's Twitter account.
Source: Strategic Communications.

Indicator name: On-street parking meters that are operable (%)
Description: The number of on-street parking meters that are functioning divided by the total number of on-street parking meters. A meter's operability is determined electronically or by inspection.
Source: Division of Traffic & Planning – Parking Operations.

Indicator name: Metered spaces that have muni-meters (%)
Description: The number of metered spaces that have muni-meters (multi-space meters) divided by the total number of metered spaces.
Source: Division of Traffic & Planning – Parking Operations.

Indicator name: Muni-meters that accept credit cards (%)
Description: The number of muni-meters that accept credit cards divided by the total number of muni-meters.
Source: Division of Traffic & Planning – Parking Operations.

Indicator name: Existing bus shelters converted to new model (%)
Description: The total number of new Cemusa-designed bus shelters installed as part of the coordinated street furniture program divided by the total number of bus shelters.
Source: Legal Affairs – Coordinated Street Furniture Franchise.

Indicator name: Existing newsstands converted to new model (%)
Description: The total number of new Cemusa-designed newsstands installed as part of the coordinated street furniture program divided by the total number of newsstands.
Source: Legal Affairs – Coordinated Street Furniture Franchise.

Department of Transportation

Indicator name: Total violations issued
Description: Total number of violations issued for all DOT service areas.
Source: Environmental Control Board.

Indicator name: Violations admitted to or upheld at the Environmental Control Board (%)
Description: For all violations returnable to the Environmental Control Board (ECB), the number of violations where the respondent admitted to the violation without a hearing and paid the penalty, if applicable, or where the violation was upheld following an ECB hearing as a percent of all violations resolved.
Source: Environmental Control Board.

Indicator name: Accidents involving City vehicles
Description: The number of State reports, MV-104, filed. These reports are required whenever an accident occurs that involve death, personal injury or property damage.
Source: Fleet Services (RRM).

Indicator name: Workplace injuries reported
Description: All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: Occupational Safety and Health Office (HR & Facilities).

Indicator name: Cases commenced against the City in state and federal court
Description: The number of state court and federal court matters assigned a litigation start date. In cases with payout, it will be paid from the judgment and claims account in the City's General Fund.
Source: Law Department Law Manager system.

Indicator name: Payout ($000)
Description: The judgment and claims amount, in thousands of dollars, paid by the City from the judgment and claims account in the City's General Fund to resolve cases through settlement or verdict.
Source: Law Department Law Manager system.