

# DEPARTMENT OF TRANSPORTATION

Indicator name:	Bridges rated <ul style="list-style-type: none"><li>– Good or very good (%) (calendar year)</li><li>– Fair (%)</li><li>– Poor (%)</li></ul>
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 based 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:	Streets maintained with a pavement rating of <ul style="list-style-type: none"><li>– Good (%)</li><li>– Fair (%)</li><li>– Poor (%)</li></ul>
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 based 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 Roadway Repair & Maintenance – Resource Management 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, emails 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 - Arterial highway system
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:	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.

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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:	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 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:	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.

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Indicator name:	Adopt-A-Highway adoption rate (%)
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:	Adopted highway miles that receive a service rating of good (%)
Description:	The number of adopted highway miles that were inspected by DOT and assigned a service rating of good divided by the total number of inspected miles. Service tasks include litter removal, mechanical sweeping and beautification and can vary by segment. DOT sets both the service (task) for the adopted segment and the level of service (i.e., frequency) to be provided by the contractor.
Source:	Division of Roadway Maintenance – Arterial Maintenance Unit.
Indicator name:	Muni-meters that are operable (%)
Description:	The number of muni-meters that are functioning divided by the total number of muni-meters. A meter's operability is determined electronically or by inspection.
Source:	Division of Traffic & Planning – Parking Operations.
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:	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 - 2 hours, 12 hours, or 48 hours - based on the severity of the condition and the response time needed. 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:	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.

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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:	Collisions involving City vehicles
Description:	The number of State reports, MV-104s, filed. These reports are required whenever a collision occurs that involves death, personal injury or property damage.
Source:	Fleet Services (RRM).
Indicator name:	Speed humps installed
Description:	The number of speed humps installed. Speed humps (also known as speed reducers) are traffic calming devices designed to slow vehicle speeds to either 15 or 20 mph. Speed humps are located mostly on residential streets.
Source:	Division of Traffic Operations - Planning Unit.
Indicator name:	Roadway safety markings installed (000,000) (linear feet)
Description:	The number of roadway safety markings installed measured in million linear feet. Markings are durable and reflective material applied to pavement to guide and inform all street/highway users – including people walking, bicycling, and operating motor vehicles. Safety markings designate lane positioning, convey regulation, reinforce signing, and delineate conflict points..
Source:	Division of Traffic Management – Highway Design and Construction.
Indicator name:	Accessible pedestrian signals installed
Description:	The number of accessible pedestrian signals (APS) installed. APS are devices affixed to pedestrian signal poles to assist blind or low vision pedestrians in crossing the street. APS are wired to a pedestrian signal and send audible and vibrotactile indications when pedestrians push a button installed at the crosswalk.
Source:	Division of Traffic Operations – Signals Unit.
Indicator name:	Staten Island Ferry – Customer accident injury rate (per million passengers)
Description:	The number of ferry passengers, per one million passengers, that reported an injury and received professional medical treatment.
Source:	Division of the Staten Island Ferry.
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 (000)
Description:	The number of passengers traveling on the Staten Island Ferry.
Source:	Division of the Staten Island Ferry.

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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 (000)
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:	Citi Bike annual membership
Description:	Total count of Citi Bike annual memberships activated, including renewals.
Source:	Department of Transportation - Bike Share Program.
Indicator name:	Citi Bike - Trips
Description:	Total count of Citi Bike trips by all users (annual and short-term members).
Source:	Department of Transportation - Bike Share Program.
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. ( <a href="http://www.nyc.gov/html/dot/html/bicyclists/bicycleparking.shtml">http://www.nyc.gov/html/dot/html/bicyclists/bicycleparking.shtml</a> )
Source:	Division of Traffic & Planning - Traffic Management Unit.
Indicator name:	In-season cycling index
Description:	The total count of bicycle traffic over the four East River Bridges, the Staten Island Ferry, and on the Hudson River Greenway that have been taken annually since 1984. DOT counts cyclists monthly from April to October, with three additional counts in May, August and September for a total of 10 counts per year.
Source:	Division of Traffic and Planning - Bicycle Program.
Indicator name:	Select Bus Service ridership (000) (annual)
Description:	The number of passengers traveling on Select Bus Service routes during weekday and weekends hours.
Source:	Metropolitan Transportation Authority – Long Range Bus Planning.
Indicator name:	Select Bus Service – Route miles (cumulative)
Description:	The total length of Select Bus Service routes, traveling one way.
Source:	Department of Transportation – Planning Unit.
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.

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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:	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”) <a href="http://www.nyc.gov/html/ops/cpr/html/home/home.shtml">http://www.nyc.gov/html/ops/cpr/html/home/home.shtml</a> .
Source:	Division of Traffic & Planning - Pedestrian Projects Group.
Indicator name:	Pedestrian space installed (square feet)
Description:	The number of total square feet of pedestrian space installed. Pedestrian space includes plazas, neckdowns (curb extensions), sidewalks, safety islands, ramps, and crosswalks.
Source:	Division of Traffic Operations - Planning Unit.
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.
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:	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.
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:	Emails sent to agency (through NYC.gov or a publicized agency email address)
Description:	The number of emails sent to an agency through NYC.gov or to a publicly disclosed email address (e.g., customerservice@agency.nyc.gov).
Source:	Customer Service Unit.

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Indicator name:	Emails responded to in 14 days (%)
Description:	The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source:	Customer Service Unit.
Indicator name:	Letters sent to agency
Description:	The number of written correspondence addressed to a central correspondence unit, the agency at large, or to the Commissioner.
Source:	Customer Service Unit.
Indicator name:	Letters responded to in 14 days (%)
Description:	The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source:	Customer Service Unit.
Indicator name:	Calls made to agency call center
Description:	The total number of calls made to the agency's call center (directly or transferred to the call center via 311).
Source:	Authorized Parking and Permits.
Indicator name:	Calls answered in 30 seconds (%)
Description:	The percentage of calls answered by a call center representative in 30 seconds or less. Time begins after initial prerecorded message.
Source:	Authorized Parking and Permits.
Indicator name:	Visits made to agency walk-in facility
Description:	The number of visits made to DOT's permitting offices.
Source:	Authorized Parking and Permits.
Indicator name:	Average customer in-person wait time (minutes)
Description:	The average time in minutes from the time a customer meets with a greeter or information desk representative until he or she is met by a customer service representative. Security/building entry wait times are not included unless a security guard plays a formal intake role.
Source:	Authorized Parking and Permits.
Indicator name:	Completed customer requests for interpretation
Description:	The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source:	Department of Transportation – Commissioner's Office, Language Services.

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Indicator name: CORE customer experience rating (0-100)  
Description: An average score based on the rating of 24 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g. wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Facilities are rated by trained City inspectors.  
Source: Mayor's Office of Operations - SCOUT