



What We Do

The Department of Transportation (DOT) is responsible for the condition and operation of approximately 6,000 miles of streets, highways and public plazas, 787 bridge structures, and the nine boats for the Staten Island Ferry program. DOT ensures safety of its operations through a variety of approaches including: continuous analysis of traffic operations in key intersections and corridors; daily operation of traffic signals at more than 12,300 signalized intersections and over 300,000 street lights; and enhancing conditions for pedestrians near schools and in communities with high concentrations of seniors. DOT maintains 69 million linear feet of markings on City streets and highways. DOT manages mobility through the Joint Traffic Management Center; emergency response operations; the Bus Rapid Transit program; the Staten Island Ferry operation; pedestrian programs; sidewalk repair; 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; ferry boat and terminal upgrades 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.

Our Services and Goals

Service 1: Maintain the City's transportation infrastructure.

- Goal 1a: Manage the City's bridge inventory to achieve a high state of repair.
- Goal 1b: Maintain a state of good repair for the City's streets, sidewalks, and highways.
- Goal 1c: Ensure timely installation and repairs of the City's street lights, traffic signs and signals.

Service 2: Operate and oversee ferry services.

- Goal 2a: Provide efficient passenger transportation via the Staten Island Ferry.
- Goal 2b: Promote private ferry services throughout the City.

Service 3: Design streets.

- Goal 3a: Improve safety for pedestrians, motorists, and bus and bike riders.
- Goal 3b: Increase mobility and accessibility throughout the City.
- Goal 3c: Increase public engagement by expanding availability of agency information.

Service 4: Manage parking and curbside use.

- Goal 4a: Maximize efficient use of street/sidewalk space.

How We Performed: July–October

- The average time to close a pothole work order improved by more than 76 percent to 1.5 days from 6.3 days. The faster turnaround time is due, in large part, to the milder temperatures of the 2011-2012 winter season, resulting in comparatively fewer potholes and a smaller volume of open work orders at the beginning of the July 2012 reporting period. In total, DOT repaired 47,126 potholes compared to 52,820 during the same four months a year ago.
- The number of summonses issued for street-related work decreased by almost one-third to 7,464. This corresponds with a 25 percent decrease in complaints, from 12,721 to 9,490.
- Traffic signal response time grew by more than one hour to 4.6 hours as a result of the high volume of signal outages caused by Hurricane Sandy. From October 29th, when Sandy struck, to the end of the month, DOT averaged 544 signal repair calls per day compared to a normal daily average of 95. This drove the October average response time up which, in turn, had a disproportionate impact on the four-month average. Prior to October, response times were on par with the prior year.
- Despite the temporary suspension of Staten Island Ferry service due to Hurricane Sandy, ferry ridership during the reporting period held steady at 7.9 million. On-time service rose to 88.9 percent, more than four percentage points better than performance a year ago, and consistent with the Fiscal 2012 year-end average.

Service 1: Maintain the City's transportation infrastructure.

Goal 1a: Manage the City's bridge inventory to achieve a high state of repair.

| Performance Statistics | Actual | | | Target | | 4-Month Actual | |
|--|--------|-------|-------|--------|-------|----------------|------|
| | FY10 | FY11 | FY12 | FY13 | FY14 | FY12 | FY13 |
| ★ Bridges rated - Good or very good (%) (calendar year) | 41.4% | 40.7% | 41.2% | * | 40.7% | NA | NA |
| - Fair (%) | 58.1% | 58.8% | 58.4% | * | * | NA | NA |
| - Poor (%) | 0.5% | 0.5% | 0.4% | * | * | NA | NA |
| Bridge projects (structural work) substantially completed on schedule - East River (%) | NA | 100% | NA | 100% | 100% | NA | NA |
| - Non-East River (%) | 100% | 100% | 91% | 100% | 100% | NA | NA |

Goal 1b: Maintain a state of good repair for the City's streets, sidewalks, and highways.

| Performance Statistics | Actual | | | Target | | 4-Month Actual | |
|---|-----------|-----------|-----------|--------|-------|----------------|---------|
| | FY10 | FY11 | FY12 | FY13 | FY14 | FY12 | FY13 |
| ★ Streets maintained with a pavement rating of - Good (%) | 70.8% | 71.4% | 73.4% | * | 73.0% | NA | NA |
| - Fair (%) | 28.9% | 28.1% | 26.2% | * | * | NA | NA |
| - Poor (%) | 0.4% | 0.5% | 0.4% | * | * | NA | NA |
| Lane miles resurfaced citywide | 828.0 | 1,003.0 | 1,006.6 | * | * | NA | NA |
| Construction permits issued | 244,091 | 264,532 | 325,839 | * | * | 107,963 | 113,754 |
| Inspections of permitted street work | 550,906 | 539,933 | 564,852 | * | * | 211,264 | 193,306 |
| Inspected street work rated satisfactory (%) | 75% | 74% | 76% | 75% | 75% | 75% | 77% |
| Summonses issued for street-related work | 25,622 | 27,511 | 30,438 | * | * | 10,784 | 7,464 |
| Post-audit inspections for completed street work | 228,440 | 240,634 | 274,714 | * | * | 103,820 | 112,942 |
| Post-audit inspections for completed street work that passed inspection (%) | 80% | 80% | 81% | * | * | 80% | 81% |
| ★ Average time to close a pothole work order where repair was done (days) | 5.6 | 10.8 | 2.3 | * | 5.0 | 6.3 | 1.5 |
| Pothole work orders | 59,254 | 56,399 | 61,249 | * | * | 11,177 | 18,914 |
| Potholes repaired (Local streets) | 295,297 | 305,001 | 200,666 | * | * | 52,820 | 47,126 |
| Potholes repaired (Arterials) | 72,040 | 92,559 | 37,962 | * | * | 6,565 | 5,370 |
| ★ NYC highways that receive a cleanliness rating of - Good (%) | 98.1% | 97.6% | 99.1% | * | 98.0% | NA | NA |
| Audited adopted highway miles that receive cleanliness rating of good (%) | 99.4% | 100.0% | 100.0% | * | * | 97.3% | 100.0% |
| Arterial highway system that is adopted (%) | 61.3% | 69.3% | 66.3% | 75.0% | 70.0% | 69.1% | 67.7% |
| Average cost per lane mile resurfaced citywide (\$) | \$166,203 | \$153,790 | \$150,830 | * | * | NA | NA |
| Average cost per ton of asphalt placed citywide (\$) | \$172.39 | \$162.01 | \$149.56 | * | * | NA | NA |
| Average in-house cost of asphalt per ton (\$) | \$58.65 | \$63.18 | \$61.26 | * | * | NA | NA |
| Average vendor cost of asphalt per ton (\$) | \$66.94 | \$69.06 | \$73.29 | * | * | NA | NA |

Goal 1c: Ensure timely installation and repairs of the City's street lights, traffic signs and signals.

| Performance Statistics | Actual | | | Target | | 4-Month Actual | |
|--|--------|------|------|--------|------|----------------|------|
| | FY10 | FY11 | FY12 | FY13 | FY14 | FY12 | FY13 |
| ★ Average time to respond to traffic signal defect and make safe (hours) | 3.7 | 4.1 | 3.8 | * | 4.0 | 3.5 | 4.6 |
| ★ Average time to repair priority regulatory signs after notification (days) | 1.8 | 1.9 | 1.9 | * | 3.0 | 1.9 | 1.9 |
| Average time to repair street lights - by DOT (days) | 2.2 | 2.2 | 2.5 | * | * | 2.6 | 2.4 |
| Average time to repair street lights - by ConEd (days) | 13.5 | 14.3 | 12.5 | * | * | 14.5 | 12.4 |

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

Service 2: Operate and oversee ferry services.

Goal 2a: Provide efficient passenger transportation via the Staten Island Ferry.

| Performance Statistics | Actual | | | Target | | 4-Month Actual | |
|---|------------|------------|------------|--------|-------|----------------|-----------|
| | FY10 | FY11 | FY12 | FY13 | FY14 | FY12 | FY13 |
| ★Staten Island Ferry - Trips that are on-time (%) | 90.6% | 90.9% | 88.9% | 90.0% | 90.0% | 84.6% | 88.9% |
| - Ridership | 21,464,000 | 21,404,000 | 22,178,000 | * | * | 7,917,800 | 7,926,000 |
| - Average cost per passenger (\$) | \$5.32 | \$5.16 | \$4.86 | * | * | NA | NA |

Goal 2b: Promote private ferry services throughout the City.

| Performance Statistics | Actual | | | Target | | 4-Month Actual | |
|---|-----------|-----------|-----------|--------|------|----------------|-----------|
| | FY10 | FY11 | FY12 | FY13 | FY14 | FY12 | FY13 |
| Private ferry service - Total ridership | 7,939,090 | 8,326,237 | 9,020,494 | * | * | 3,529,600 | 3,577,808 |
| - Number of routes | 21 | 20 | 21 | * | * | 21 | 21 |

Service 3: Design streets.

Goal 3a: Improve safety for pedestrians, motorists, and bus and bike riders.

| Performance Statistics | Actual | | | Target | | 4-Month Actual | |
|------------------------------|---------|---------|---------|--------|------|----------------|------|
| | FY10 | FY11 | FY12 | FY13 | FY14 | FY12 | FY13 |
| ★Overall traffic crashes | 183,278 | 179,112 | 176,482 | * | ↓ | NA | NA |
| ★Citywide traffic fatalities | 259 | 236 | 291 | * | ↓ | 91 | 94 |
| - Motorists/passengers | 97 | 78 | 115 | * | * | 39 | 43 |
| - Bicyclists/pedestrians | 162 | 158 | 176 | * | * | 52 | 51 |

Goal 3b: Increase mobility and accessibility throughout the City.

| Performance Statistics | Actual | | | Target | | 4-Month Actual | |
|---|--------|-------|-------|--------|-------|----------------|------|
| | FY10 | FY11 | FY12 | FY13 | FY14 | FY12 | FY13 |
| ★Pedestrian volume index | 103.4 | 113.2 | NA | * | * | NA | NA |
| Crossing points with pedestrian ramps (%) | 86% | 91% | 94% | * | * | NA | NA |
| Average travel speed (miles per hour) - Manhattan Central Business District | 9.3 | 9.2 | 9.1 | * | * | NA | NA |
| ★Bicycle network connectivity index | 1,018 | 1,134 | 1,254 | * | 1,254 | NA | NA |
| Bicycle lane miles installed | 52.3 | 33.1 | 25.8 | 50.0 | 20.0 | NA | NA |
| Bicycle racks installed | 775 | 2,750 | 1,286 | 1,500 | 1,500 | NA | NA |

Goal 3c: Increase public engagement by expanding availability of agency information.

| Performance Statistics | Actual | | | Target | | 4-Month Actual | |
|------------------------|--------|-------|--------|--------|------|----------------|--------|
| | FY10 | FY11 | FY12 | FY13 | FY14 | FY12 | FY13 |
| Facebook friends | NA | 1,941 | 3,446 | * | * | 3,230 | 4,747 |
| Twitter followers | NA | 4,655 | 13,118 | * | * | 11,873 | 19,852 |

★ Critical Indicator "NA" - means Not Available in this report ↓ ↑ shows desired direction

Service 4: Manage parking and curbside use.

Goal 4a: Maximize efficient use of street/sidewalk space.

| Performance Statistics | Actual | | | Target | | 4-Month Actual | |
|--|--------|-------|-------|--------|-------|----------------|-------|
| | FY10 | FY11 | FY12 | FY13 | FY14 | FY12 | FY13 |
| ★ On-street parking meters that are operable (%) | 82.9% | 92.9% | 97.9% | 90.0% | 95.0% | 96.8% | 98.8% |
| Metered spaces that have muni-meters (%) | 40.9% | 42.3% | 63.7% | * | * | 51.8% | 69.6% |
| Existing bus shelters converted to new model (%) | 72.7% | 89.5% | 97.8% | * | * | 92.5% | 99.5% |
| Existing newsstands converted to new model (%) | 55.1% | 77.7% | 86.4% | * | * | 84.5% | 88.8% |

Agency-wide Management

| Performance Statistics | Actual | | | Target | | 4-Month Actual | |
|---|------------|------------|------------|--------|------|----------------|------------|
| | FY10 | FY11 | FY12 | FY13 | FY14 | FY12 | FY13 |
| Cases commenced against the City in state and federal court | NA | NA | 2,244 | * | * | 752 | 665 |
| Payout (\$000) | \$70,579.1 | \$65,406.9 | \$63,360.8 | * | * | \$16,992.0 | \$24,188.7 |

★ Critical Indicator "NA" - means Not Available in this report ↕ ↗ shows desired direction

Agency Customer Service

| Performance Statistics | Actual | | | Target | | 4-Month Actual | |
|--|--------|------|------|--------|------|----------------|------|
| | FY10 | FY11 | FY12 | FY13 | FY14 | FY12 | FY13 |
| Customer Experience | | | | | | | |
| E-mails responded to in 14 days (%) | 96% | 92% | 93% | 90% | * | 92% | 92% |
| Letters responded to in 14 days (%) | 95% | 93% | 94% | 90% | * | 92% | 83% |
| Calls answered in 30 seconds (%) | 66% | 61% | 31% | 75% | * | 28% | 49% |
| Response to 311 Service Requests (SRs) | | | | | | | |
| Percent meeting time to action (close) – Street Condition - Pothole (30 days) | 99 | 90 | 100 | 98 | * | 100 | 100 |
| Percent meeting time to (first) action – Street Light Condition - Street Light Out (10 days) | 98 | 100 | 96 | 95 | * | 89 | 100 |
| Percent meeting time to (first) action – Traffic Signal Condition - Controller (0.1 days) | 79 | 81 | 78 | 80 | * | 70 | 81 |
| Percent meeting time to (first) action – Street Condition - Failed Street Repair (10 days) | 90 | 86 | 81 | 85 | * | 80 | 89 |
| Percent meeting time to action (close) – Broken Muni Meter - No Receipt (14 days) | 84 | 94 | 87 | 90 | * | 98 | 56 |

Agency Resources

| Resource Statistics | Actual | | | September 2012 MMR | Updated | 4-Month Actual | | |
|---|-----------|---------|---------|--------------------|-------------------|-------------------|---------|---------|
| | FY10 | FY11 | FY12 | FY13 | FY13 ¹ | FY14 ¹ | FY12 | FY13 |
| Expenditures (\$000,000) ² | \$800.8 | \$864.9 | \$839.8 | \$711.4 | \$913.2 | \$685.0 | \$399.5 | \$401.6 |
| Revenues (\$000,000) | \$266.7 | \$279.8 | \$331.2 | \$335.8 | \$339.5 | \$359.6 | \$89.5 | \$87.4 |
| Personnel | 4,988 | 4,853 | 4,807 | 4,287 | 4,690 | 4,113 | 4,819 | 4,711 |
| Overtime paid (\$000,000) | \$52.7 | \$51.7 | \$45.8 | \$32.0 | \$44.5 | \$30.8 | \$16.1 | \$14.5 |
| Capital commitments (\$000,000) | \$1,697.5 | \$640.8 | \$491.7 | \$1,684.6 | \$2,580.2 | \$1,904.0 | \$88.4 | \$65.6 |
| Work Experience Program (WEP) participants assigned | 199 | 78 | 67 | * | * | * | 77 | 57 |

¹January 2013 Financial Plan

"NA" - Not Available in this report

²Expenditures include all funds.

January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2013 budget.

Noteworthy Changes, Additions or Deletions

- The Department corrected Fiscal 2012 data for the percent of bridges rated poor and four-month data for the number of private ferry routes.
- Fiscal 2012 data for the four metrics that report on the average cost of asphalt and roadway resurfacing and, previously reported as “NA,” has been provided, as has Fiscal 2012 data for ‘Crossing points with pedestrian ramps (%)’ However, DOT will not be able to provide data for the pedestrian volume index as it had expected.
- The Department added the following indicators: ‘Lane miles resurfaced citywide,’ ‘Potholes repaired (Arterials),’ ‘Facebook friends’ and ‘Twitter followers.’
- In addition, DOT removed two metrics, ‘Street pavement ratings: percent of lane miles assessed in the 12 months ending June 30th’ and ‘Traffic-monitoring cameras.’
- The Law Department modified the indicator ‘Tort cases commenced’ by renaming it ‘Cases commenced against the City in state and federal court’ and adding federal cases for the first time. The Law Department renamed the indicator ‘Tort payout (\$000)’ to ‘Payout (\$000).’ The indicator ‘Tort dispositions’ was removed.

For additional performance statistics, please visit the website at: www.nyc.gov/mmr.

For more information on the agency, please visit: www.nyc.gov/dot.

