



## 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, 789 bridge structures and the nine boats for the Staten Island Ferry program. DOT operates 12,300 signalized intersections and over 300,000 street lights, and maintains 69 million linear feet of markings on City streets and highways. DOT also manages the Joint Traffic Management Center, emergency response operations, sidewalk repair and oversees the on-street parking system. DOT's infrastructure programs include 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.

## FOCUS ON EQUITY

DOT focuses on equitable service delivery through its maintenance of critical transportation infrastructure and its commitments to safety and mobility for all New Yorkers. DOT focuses on providing all its services, including roadway, bridge, and sidewalk maintenance, traffic planning and management, and ferry operations in an equitable manner. DOT relies on a community planning process for its Vision Zero Borough Safety Action Plans which help shape intersections and corridors for street safety improvements. The action plans combine statistical data collected from the scenes of traffic crashes with neighborhood input gathered at Vision Zero workshops and town halls and comments received through the Vision Zero website. To date, 61 miles of Select Bus Service (SBS) routes have been installed citywide, bringing fast and reliable service to residents living in transit-dependent neighborhoods, such as Tremont, the Bronx; Bedford–Stuyvesant, Brooklyn; and East Harlem, Manhattan. From project inception through implementation, each route is developed via a comprehensive community-based planning process that includes extensive public input and feedback. SBS routes improve the quality and performance of transit and, in turn, improve mobility and access in the neighborhoods that they serve.

## 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 good repair.
- Goal 1b Maintain a state of good repair for the City's streets, sidewalks and highways.
- Goal 1c Ensure timely repairs of the City's street lights, traffic signs and signals.

---

### **SERVICE 2 Provide a safe transportation network.**

- Goal 2a Improve safety for pedestrians, motorists and bus and bike riders.
- Goal 2b Ensure passenger safety on the Staten Island Ferry.

---

### **SERVICE 3 Design and build transportation alternatives.**

- Goal 3a Increase mobility and accessibility throughout the City.

---

### **SERVICE 4 Design public space to facilitate livability.**

- Goal 4a Enhance quality of life through streetscape improvements.

---

### **SERVICE 5 Deliver projects on time.**

- Goal 5a Complete capital bridge projects on schedule.

## HOW WE PERFORMED

- The average time to close a pothole work order rose by 4.3 days to 6.7 days principally due to an exceptionally harsh 2013-2014 winter season that resulted in an above average number of potholes and a backlog of open work orders at the beginning of the July 2014 reporting period. Compared to the same period last year, the number of pothole work orders increased by 51 percent to 12,335, and DOT repaired nearly 60 percent more potholes (arterials and local streets). Repair times were atypically high through the first quarter of Fiscal 2015 but were returning to normal levels by October.
- On average, repair times for priority regulatory signs and street light defects were relatively unchanged at 1.9 and 2.3 days, respectively. DOT's response time to high priority traffic signal defects was also consistent, coming in at just under one and a half hours.
- Traffic fatalities among motorists and passengers decreased to 37 from 52 but increased among bicyclists and pedestrians to 64 from 56. DOT continued to implement safety improvements throughout the City. In addition to installing 195 speed humps and 14.5 million linear feet of street markings, the Department completed 27 street improvement projects, improved lighting at 187 intersections and prepared for the November 2014 change in the citywide speed limit through extensive outreach and coordination with community groups and other stakeholders. DOT continues to plan and expand the speed camera program at school zones and during the reporting period installed ten cameras at authorized locations throughout the City.

### SERVICE 1 Maintain the City's transportation infrastructure.

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Bridges rated - Good or very good (%) (calendar year)	41.2%	41.4%	42.0%	40.7%	40.7%	NA	NA
- Fair (%)	58.4%	58.4%	57.9%	*	*	NA	NA
- Poor (%)	0.4%	0.1%	0.1%	*	*	NA	NA

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

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Streets maintained with a pavement rating of - Good (%)	73.4%	69.6%	69.3%	71.0%	71.0%	NA	NA
- Fair (%)	26.2%	29.8%	30.0%	*	*	NA	NA
- Poor (%)	0.4%	0.6%	0.7%	*	*	NA	NA
★ Average time to close a pothole work order where repair was done (days)	2.3	1.4	5.6	5.0	5.0	2.4	6.7
Pothole work orders	36,401	43,972	54,667	*	*	8,145	12,335
Potholes repaired - Arterial highway system	37,962	45,070	126,144	*	*	3,471	4,831
- Local streets	200,666	213,475	323,384	*	*	42,864	69,214
Lane miles resurfaced citywide	1,006.6	810.6	1,005.9	*	*	NA	NA
Average cost per lane mile resurfaced citywide (\$)	\$150,830	\$192,536	\$169,201	*	*	NA	NA
Average in-house cost of asphalt per ton (\$)	\$61.26	\$63.04	\$61.25	*	*	NA	NA

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Average vendor cost of asphalt per ton (\$)	\$73.29	\$76.64	\$63.24	*	*	NA	NA
Construction permits issued	325,839	348,051	418,245	*	*	142,327	160,443
Inspections of permitted street work	564,852	543,921	641,061	*	*	242,079	213,672
- Street work rated satisfactory (%)	76%	77%	76%	75%	75%	77%	75%
Post-audit inspections for completed street work	274,714	302,689	329,664	*	*	139,660	127,975
- Completed street work that passed inspection (%)	81%	80%	75%	*	*	81%	77%
Adopt-A-Highway adoption rate (%)	66.3%	67.4%	76.8%	70.0%	70.0%	69.5%	78.7%
Adopted highway miles that receive a service rating of good (%)	100.0%	99.4%	98.9%	*	*	99.4%	100.0%
★ Muni-meters that are operable (%)	99.2%	99.2%	99.3%	98.0%	98.0%	99.1%	99.3%
Total violations issued	30,438	27,382	33,843	*	*	12,079	12,958
Violations admitted to or upheld at the Environmental Control Board (%)	89.6%	88.1%	92.0%	*	*	91.0%	90.0%

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

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Average time to respond to high priority traffic signal defect and make safe (hours:minutes)	NA	NA	2:05	2:00	2:00	1:26	1:29
★ Average time to repair priority regulatory signs after notification (days)	1.9	2.2	1.8	3.0	3.0	2.0	1.9
Average time to repair street lights - by DOT (days)	2.5	2.7	2.5	*	*	2.5	2.3
Average time to repair street lights - by ConEd (days)	12.5	14.1	14.9	*	*	14.2	15.0

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

## SERVICE 2 Provide a safe transportation network.

### Goal 2a Improve safety for pedestrians, motorists and bus and bike riders.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Overall traffic crashes	176,482	179,076	183,728	⇓	⇓	NA	NA
★ Citywide traffic fatalities	291	261	284	⇓	⇓	108	101
- Bicyclists/pedestrians	176	168	172	*	*	56	64
- Motorists/passengers	115	93	112	*	*	52	37
Collisions involving DOT vehicles	NA	452	461	*	*	151	142
★ Speed humps installed	184	300	274	250	250	NA	195
★ Roadway safety markings installed (000,000) (linear feet)	30.9	27.1	28.4	40.0	50.0	NA	14.5
Accessible pedestrian signals installed	23	19	30	25	25	NA	13

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

**Goal 2b** Ensure passenger safety on the Staten Island Ferry.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★Staten Island Ferry - Customer accident injury rate (per million passengers)	2.12	1.12	1.51	1.34	1.34	NA	1.44

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

**SERVICE 3** Design and build transportation alternatives.

**Goal 3a** Increase mobility and accessibility throughout the City.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★Staten Island Ferry - Trips that are on time (%)	88.9%	88.6%	91.1%	90.0%	90.0%	89.7%	91.0%
- Ridership (000)	22,178	21,399	21,068	*	*	7,607	8,212
- Average cost per passenger (\$)	\$5.48	\$5.38	\$5.75	*	*	NA	NA
Private ferry service - Total ridership (000)	9,020	9,976	9,656	*	*	3,763	3,831
- Number of permanent routes	21	21	21	*	*	21	21
Citi Bike annual membership	NA	NA	92,598	*	*	NA	83,639
- Trips (000)	NA	NA	9,409	*	*	NA	4,100
Bicycle lane miles installed	25.8	51.9	65.9	50.0	50.0	NA	NA
Bicycle racks installed	1,286	3,541	3,656	1,500	1,500	NA	NA
★In-season cycling index	390	388	422	↕	↕	NA	NA
Select Bus Service ridership (000) (annual)	24,850	28,535	36,961	*	*	NA	NA
- Route miles (cumulative)	18	38	61	*	*	NA	NA
Average travel speed (miles per hour) - Manhattan Central Business District	9.1	9.1	8.7	*	*	NA	NA
Crossing points with pedestrian ramps installed (%)	94%	95%	97%	*	*	NA	NA

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

**SERVICE 4** Design public space to facilitate livability.

**Goal 4a** Enhance quality of life through streetscape improvements.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★Pedestrian volume index	NA	112.9	103.3	*	*	NA	NA
Pedestrian space installed (square feet)	231,021	360,057	297,408	*	*	NA	NA
Existing newsstands converted to new model (%)	86.4%	91.1%	93.7%	*	*	91.8%	93.7%

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

## SERVICE 5 Deliver projects on time.

### Goal 5a

Complete capital bridge projects on schedule.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Bridge projects (structural work) substantially completed on schedule (%)	91%	71%	100%	100%	100%	NA	NA

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

## AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Cases commenced against the City in state and federal court	2,246	1,927	1,919	*	*	613	698
Payout (\$000)	\$63,347	\$71,747	\$63,272	*	*	\$19,926	\$21,102
Workplace injuries reported	541	411	359	*	*	123	144

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Customer Experience							
Emails responded to in 14 days (%)	93%	92%	89%	90%	90%	93%	97%
Letters responded to in 14 days (%)	94%	84%	90%	90%	90%	91%	97%
Calls answered in 30 seconds (%)	31%	45%	73%	70%	70%	53%	54%
Average customer in-person wait time (minutes)	2	NA	NA	*	*	NA	NA
Completed customer requests for interpretation	735	655	722	*	*	NA	NA
CORE customer experience rating (0-100)	90	92	97	90	90	NA	NA

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Response to 311 Service Requests (SRs)							
Percent meeting time to close - Street Condition - Pothole (30 days)	100%	100%	97%	98%	98%	100%	93%
Percent meeting time to first action - Street Light Condition - Street Light Out (10 days)	96%	99%	93%	98%	98%	93%	92%
Percent meeting time to first action - Traffic Signal Condition - Controller (0.1 days)	78%	71%	72%	80%	80%	82%	81%
Percent meeting time to first action - Street Condition - Failed Street Repair (10 days)	81%	90%	912%	85%	85%	91%	90%
Percent meeting time to close - Broken Muni Meter - No Receipt (14 days)	87%	47%	96%	90%	90%	96%	97%

# AGENCY RESOURCES

Resource Statistics	Actual			Sept. 2014 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY12	FY13	FY14	FY15	FY15 <sup>1</sup>	FY16 <sup>1</sup>	FY14	FY15
Expenditures (\$000,000) <sup>2</sup>	\$839.8	\$833.3	\$860.6	\$831.8	\$958.2	\$840.2	\$426.9	\$443.4
Revenues (\$000,000)	\$331.2	\$322.9	\$357.5	\$355.4	\$355.8	\$359.4	\$112.1	\$115.5
Personnel	4,807	4,738	4,796	4,859	5,228	5,039	4,682	4,802
Overtime paid (\$000,000)	\$45.8	\$53.9	\$62.9	\$33.8	\$39.9	\$34.9	\$16.7	\$20.7
Capital commitments (\$000,000)	\$491.7	\$912.0	\$836.9	\$2,193.5	\$1,688.7	\$2,090.0	\$232.1	\$332.0
Work Experience Program (WEP) participants assigned	67	27	36	*	*	*	18	37
<sup>1</sup> February 2015 Financial Plan <sup>2</sup> Expenditures include all funds.      "NA" - Not Available in this report								

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Data for the three metrics that report on the average cost of asphalt and roadway resurfacing, which was not available when the Fiscal 2014 Mayor’s Management Report was published, has been added.
- Fiscal 2014 data for the number of construction permits issued was corrected to 418,245 from 387,385.
- The Department replaced ‘Average time to respond to traffic signal defect and make safe (hours: minutes),’ which reported a weighted average response time to defects requiring different response times based on the severity of the condition, with ‘Average time to respond to high priority traffic signal defect and make safe (hours: minutes).’ The new indicator reports on those defects requiring a two-hour response.
- DOT corrected all Fiscal 2013 and Fiscal 2014 data for the indicator ‘Collisions involving DOT vehicles’ (formerly named ‘Collisions involving City vehicles’) to include missing and incomplete reports. Fiscal 2013 data was revised from 356 to 452 and Fiscal 2014 data from 366 to 461.
- The Department increased the Fiscal 2015 target for ‘Bicycle lane miles installed’ from 20 to 50.

## ADDITIONAL RESOURCES

For additional information on items referenced in the narrative, go to:

- DOT’s annual bridge and tunnel report:  
[http://www.nyc.gov/html/dot/downloads/pdf/dot\\_bridgereport13.pdf](http://www.nyc.gov/html/dot/downloads/pdf/dot_bridgereport13.pdf)
- In-season cycling index:  
<http://www.nyc.gov/html/dot/downloads/pdf/2013-isci-2-25-14.pdf>

For more information on the agency, please visit: [www.nyc.gov/dot](http://www.nyc.gov/dot).