DEPARTMENT OF TRANSPORTATION Ydanis Rodriguez, Commissioner

WHAT WE DO

The Department of Transportation (DOT) is responsible for the condition and operation of 6,300 miles of streets, highways, and public plazas, 807 bridges and tunnels, and 11 boats for the Staten Island Ferry program. DOT operates over 13,500 signalized intersections, 315,000 street lights, 15,000 on-street parking meters, and maintains over 350 million linear feet of markings on City streets and highways. DOT manages a vast network of over 2,600 automated enforcement cameras, comprised of speed, red light, and bus cameras.

Safety for everyone using the City's roads, bridges and ferries is the Agency's top concern. To increase mobility, DOT oversees the City's bike share system; and maintains the vast majority of more than 1,550 lane miles of cycling network, including over 220 miles of protected bike lanes on City streets installed since the start of the Vision Zero program, the citywide initiative to eliminate death and serious injuries from traffic incidents, which launched in 2014.

DOT's infrastructure programs include bridge capital investment and life-cycle maintenance, roadway resurfacing and pothole repair, ferry boat and terminal upgrades and maintenance and street and sidewalk reconstruction. DOT also manages the pedestrian ramp and sidewalk repair program and Joint Traffic Management Center, located in Queens. DOT's alternative fuel program promotes cleaner vehicles using biodiesel, ethanol, and electricity in both the public and private sectors.

FOCUS ON EQUITY

DOT focuses on equitable service delivery through its maintenance of critical transportation infrastructure and commitments to safety and mobility for New Yorkers. This focus ensures DOT provides its services in an equitable manner, including roadway, bridge, and sidewalk maintenance, traffic planning and management, and ferry operations.

DOT created a working group focused on equity and inclusion in planning, which developed strategies to improve public engagement, project prioritization, safety, and sustainability. The working group recommended incorporating equity as a key consideration in prioritizing project locations. The result led to the creation of Priority Investment Areas (PIA), introduced in the New York City Streets Plan, which prioritizes investments to improve the safety, accessibility, and quality of the City's streets. Three inputs make up the PIAs: demographics, density, and previous levels of DOT investment. DOT measures the inputs using Neighborhood Tabulation Areas, which are approximations of New York City neighborhoods. DOT is committed to rebalancing investments toward historically marginalized and under-resourced communities.

As part of its Better Buses Action Plan, DOT incorporated the same types of bus priority measures implemented on Select Bus Service to local bus routes. These measures include dedicated bus lanes, transit signal priority intersections, accessible bus stops, and camera enforcement. Criteria for selecting segments include, but are not limited to, the prevalence of low-income and no-vehicle households. Bus priority measures help ensure faster and more reliable service for passengers living in transit-dependent neighborhoods, such as Canarsie, Brooklyn; Jamaica, Queens; and East Harlem, Manhattan.

DOT's Employee Resource Groups (ERG) initiative encourages employees to organize and celebrate cultural connections, advocate for professional development, and enhance morale in the workplace. ERGs are instrumental in helping DOT achieve its key objectives of workforce diversity, workplace inclusion, and community understanding. There are nine active ERGs, including groups created around Black/African American, Women, Hispanic/Latin, and LGBTQ issues.

DOT is committed to fostering an equitable and competitive business environment while ensuring procurements reflect the diversity of the City, including Minority and Women-owned Business Enterprises (M/WBE). Efforts include restructuring contracts, expanding its pre-qualification program for professional services, and partnering with other City agencies and professional groups to host meet-and greet sessions for M/WBE vendors.

OUR SERVICES AND GOALS

SERVICE 1	**Maintain the City's transportation infrastructure.**
Goal 1a	Maintain a state of good repair for the City's bridges and tunnels.
Goal 1b	Maintain a state of good repair for the City's streets, sidewalks, and highways.
Goal 1c	Repair the City's street lights, traffic signs and signals in a timely manner.
SERVICE 2	**Foster a safe and secure transportation environment.**
Goal 2a	Improve safety for pedestrians, motorists, ferry, and bike riders.
SERVICE 3	**Develop alternative and inclusive transportation solutions.**
Goal 3a	Increase mobility options and sustainable modes of transportation.
Goal 3b	Build and maintain an accessible network throughout the City.
SERVICE 4	**Create public spaces to facilitate livability.**
Goal 4a	Enhance quality of life through streetscape improvements.

HOW WE PERFORMED IN FISCAL 2024

SERVICE 1 Maintain the City's transportation infrastructure.

Goal 1a Maintain a state of good repair for the City's bridges and tunnels.

In April 2016, New York State began inspecting and rating bridges using the American Association of State Highway and Transportation Officials (AASHTO) protocol. The State has yet to commit to an official schedule for adopting the new AASHTO scale in the City. The State will notify DOT on next steps including guidance for City inspection crews when available. Until then, bridge rating indicators are reported as NA. Based on the previous rating system and the most recently published Annual Condition Report from 2021 by DOT, over 51 percent of the City's bridges were rated very good or good and over 48 percent were rated fair. Less than half of one percent of bridges were rated poor.

Bridge inspection procedures from the New York State Department of Transportation mandate that flags be issued to report unsafe or hazardous conditions. In calendar 2023, DOT addressed and eliminated 22 percent fewer total flags compared to the previous year. This total decrease was due to a corresponding 28 percent drop in safety flags eliminated, which dropped from 523 to 379.

	Actual					Target		Trend	
Performance Indicators	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Bridges rated good or very good (%) (CY)	NA	NA	NA	NA	NA	⇧	⇧	NA	Up
Bridges rated fair (%) (CY)	NA	NA	NA	NA	NA	*	*	NA	Down
Bridges rated poor (%) (CY)	NA	NA	NA	NA	NA	*	*	NA	Down
Bridge flags eliminated	NA	618	630	594	463	*	*	NA	*
– Safety	NA	503	541	523	379	*	*	NA	*
– Yellow	NA	88	53	50	51	*	*	NA	*
– Red	NA	27	36	21	33	*	*	NA	*

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

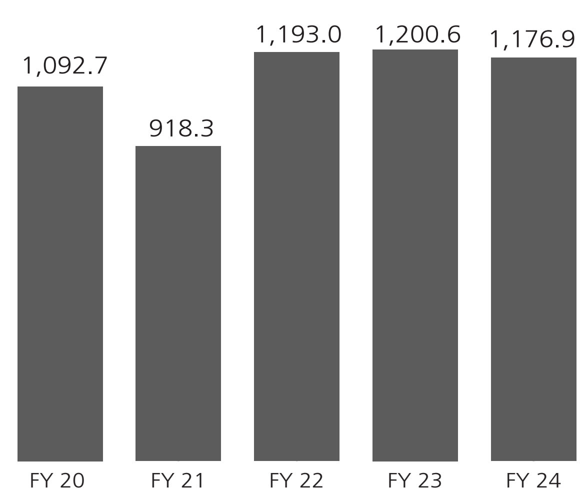
Goal 1b Maintain a state of good repair for the City's streets, sidewalks, and highways.

DOT adopted a new methodology for inspecting and rating New York City streets in Fiscal 2018, converting to the nationally recognized Pavement Condition Index (PCI). The new PCI method calculates the pavement condition rating based on the extent and severity of six separate distress types, adjusts the ratings scale to the profile and uniqueness of City streets, and uses the most recent map from City Planning which reflects the last 20 years of changes to the street network. In Fiscal 2024, 77.5 percent of streets received a pavement rating of Good, surpassing its target. Less than half of one percent of streets were rated Poor.

In Fiscal 2024, DOT repaired a total of 154,898 potholes (local streets and arterials), a 12 percent decrease from Fiscal 2023. Local street pothole repairs dropped 17 percent due to the continued investment in street resurfacing and a mild winter resulting in less infrastructure damage. Pothole repairs on arterial roads, or highways, rose 24 percent in response to the increase in NYC311 complaints, along with the impact of day-to-day operations such as special Citywide events, sporting events, and heavy vehicle traffic. The average time to close a work order improved slightly by 2.5 days, along with an eight percent drop in pothole work orders, mainly due to more available Agency personnel.

DOT's in-house crews resurfaced 1,177 lanes miles of roadway in Fiscal 2024, a two percent decrease from Fiscal 2023.

Lane Miles Resurfaced Citywide



DOT inspectors completed 790,496 inspections (initial and post-audit), an increase of nearly 9,000 compared to the same period in Fiscal 2023. DOT issued 33,968 violations for all DOT service areas, 24 percent more than last year, largely due to the hiring of over 15 new inspectors who were trained and mobilized out in the field to enhance the program's effectiveness.

	Actual					Target		Trend	
Performance Indicators	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Streets maintained with a pavement rating of good (%)	NA	74.9%	77.5%	76.9%	77.5%	71.0%	71.0%	NA	Up
Streets maintained with a pavement rating of fair (%)	NA	24.6%	21.9%	22.3%	22.0%	*	*	NA	Down
Streets maintained with a pavement rating of poor (%)	NA	0.5%	0.6%	0.7%	0.5%	*	*	NA	Down
★ Average calendar days to close a pothole repair	NA	NA	NA	2.63	2.47	5.00	5.00	NA	Down
Pothole work orders	38,151	32,857	36,121	34,563	31,947	*	*	Down	Down
Potholes repaired on arterial highway system	16,226	30,317	23,880	19,862	24,630	*	*	Up	*
Potholes repaired on local streets only	157,102	146,622	160,952	156,991	130,268	*	*	Down	*
Lane miles resurfaced citywide by in-house staff	1,092.7	918.3	1,193.0	1,200.6	1,176.9	*	*	Up	Up
Average cost per lane mile resurfaced citywide ($)	$176,839	$209,663	$180,423	$191,855	$198,498	*	*	Neutral	Down
Average in-house cost of asphalt per ton ($)	$54.71	$55.30	$55.22	$51.39	$61.56	*	*	Neutral	Down
Average vendor cost of asphalt per ton ($)	$63.25	$61.34	$68.24	$73.32	$71.90	*	*	Up	Down
Construction permits issued	617,140	553,821	552,009	581,004	603,411	*	*	Neutral	Up
Inspections of permitted street work	601,731	605,887	586,462	494,435	494,112	*	*	Down	Up
– Permitted jobs passing inspection (%)	70%	70%	70%	85%	86%	80%	80%	Up	Up
Post-audit inspections for completed street work	380,814	352,467	330,469	287,481	296,384	*	*	Down	Up
– Completed street work that passed inspection (%)	69%	71%	71%	88%	88%	*	*	Up	Up
Adopt-A-Highway adoption rate (%)	84.4%	82.5%	82.4%	81.9%	81.1%	75.0%	75.0%	Neutral	Up
Adopted highway miles that receive a service rating of good (%)	97.6%	95.5%	98.4%	94.7%	95.0%	*	*	Neutral	Up
★ Parking meters that are operable (%)	99.7%	99.5%	99.7%	99.7%	99.0%	98.0%	98.0%	Neutral	Up
Total violations issued	39,828	32,284	32,898	27,441	33,968	*	*	Down	*

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

Goal 1c Repair the City's street lights, traffic signs and signals in a timely manner.

The average response time to high priority traffic signal defects improved by 10 minutes to 1:57, finishing just under the target of two hours after an increase to 2:07 in Fiscal 2023 from 1:41 in Fiscal 2022. The repair time for priority regulatory signs increased from 1.4 days to 1.5 days, but still well below the target of three business days. The average time for DOT to repair street lights increased by one calendar day to 4.4 days, mainly due to ongoing infrastructure improvements diverting personnel during off-peak hours. Notable projects included the BQE Cantilever restoration; FDR storm surge improvements; and Prospect Park travel route redesign. At the same time, the average time for ConEd to repair street lights increased 28 percent and finished Fiscal 2024 at nearly 19 days.

	Actual					Target		Trend	
Performance Indicators	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Average time to respond to high priority traffic signal defects requiring a two-hour response time and make safe (hours:minutes)	1:35	1:49	1:41	2:07	1:57	2:00	2:00	Up	Down
Average business days to repair priority regulatory signs after notification	1.5	1.4	1.4	1.4	1.5	3.0	3.0	Neutral	Down
Average calendar days to repair street lights by DOT	2.9	3.0	3.5	3.4	4.4	*	*	Up	Down
Average calendar days to repair street lights by ConEd	15.6	15.1	15.0	14.6	18.7	*	*	Up	Down

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

SERVICE 2 Foster a safe and secure transportation environment.

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

There were 275 traffic fatalities in Fiscal 2024, up two percent from 270 in the previous year. Fatalities for pedestrians decreased three percent while traditional bicyclist fatalities fell 60 percent, down to 4 from 10 in Fiscal 2023. Motorized two-wheel vehicle fatalities rose 14 percent to 98, as the network of micromobility vehicles, such as electric bicycles, mopeds, stand-up scooters, and more continues to expand rapidly across the City. Motor vehicle occupant fatalities rose four percent.

During Fiscal 2024 the customer accident injury rate (CAIR) for the Staten Island Ferry improved to 1.48 per million passengers. In total, there were 24 passenger injuries in Fiscal 2024 compared to 29 injuries reported in Fiscal 2023. Fall and slip events remain the primary injury event type. The CAIR represents all passenger injuries where professional medical treatment was requested and does not necessarily mean each passenger suffered an injury requiring treatment.

In Fiscal 2024, as part of its commitment to advance the Vision Zero Action Plan, DOT installed 313 leading pedestrian intervals, constructed a record 443 new speed reducers because of the deployment of additional crews on Saturdays, and installed 61.6 million linear feet of pavement safety markings. Street Ambassador deployments also increased 11 percent, up to 147 from 132 in Fiscal 2023.

	Actual					Target		Trend	
Performance Indicators	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ ✹ Total traffic fatalities	208	271	265	270	275	⇩	⇩	Up	Down
— Pedestrians	105	121	114	121	118	*	*	Neutral	Down
— Traditional bicyclists	18	13	10	10	4	*	*	Down	Down
— Motorized two-wheel vehicles	35	74	73	86	98	*	*	Up	Down
— Motor vehicle occupants	50	63	68	53	55	*	*	Neutral	Down
★ ✹ Injury crashes	37,325	35,770	38,770	38,248	39,844	⇩	⇩	Neutral	Down
★ Staten Island Ferry customer accident injury rate (per million passengers)	1.58	1.39	1.75	1.97	1.48	1.34	1.34	Neutral	Down
★ Speed reducers installed	112	104	262	231	443	250	250	Up	Up
★ Pavement safety markings installed (000,000 linear feet)	54.2	53.0	48.6	64.2	61.6	⇧	⇧	Up	Up
Street Ambassador deployments completed	NA	112	141	132	147	*	*	NA	Up
✹ Leading Pedestrian Intervals installed	842	256	801	320	313	*	*	Down	Up

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

SERVICE 3 Develop alternative and inclusive transportation solutions.

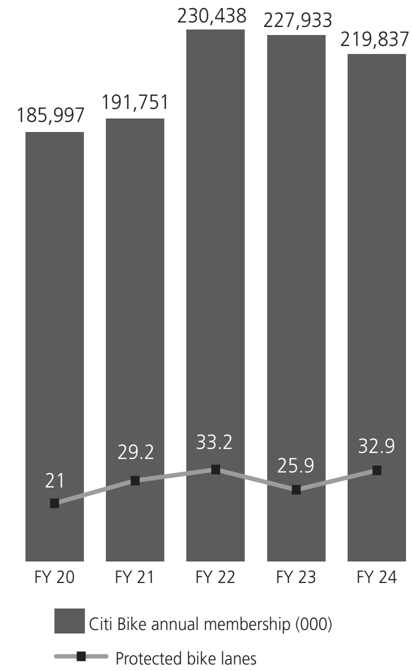
Goal 3a Increase mobility options and sustainable modes of transportation.

In Fiscal 2024, Staten Island Ferry ridership rose above 16 million riders, a 10 percent increase over last year as tourism improved and more people continued to commute daily for work and leisure activities. The average cost per passenger per trip dropped to $11.72, an 11 percent increase compared to Fiscal 2023, mainly attributed to the increase in Staten Island Ferry ridership and expenditures related to personnel services. The ferry provides free, around-the-clock service between the South Ferry Terminal in Manhattan and St. George Terminal in Staten Island. Generally, the ferry runs every 15 minutes during rush hour (7:00 to 9:00 AM; 5:00 to 7:00 PM) and every 30 minutes during nights and weekends. On-time ferry service dropped slightly to 93.4 percent, which is still in line with historical figures.

Similarly, private ferry ridership increased by 13 percent to over 13 million riders in Fiscal 2024 largely due to more activity on the NY Waterway, NYC Ferry, Liberty Landing Ferry, and SeaStreak ferry routes. NYC Ferry offered a special Spring schedule this year on all ferry routes, which included increased service during peak hours and expanded service to Governors Island on weekdays and weekends. This greater activity can also be attributed to improved tourism, return to in-person work, and leisure activity. Ferry service helps reduce overcrowding on subways and buses, offers reliable transportation to underserved communities and expands the use of waterways as an essential component of the City's transportation network.

During Fiscal 2024, the cumulative total of Citi Bike annual memberships totaled almost 220,000, including renewals and Lyft Pink All Access members, a decrease of four percent. Trips taken by all users, annual membership holders and in-day trip users, rose by 20 percent to almost 39 million. This was driven by a 63 percent increase in trips on pedal-assist bikes, while trips using classic bikes decreased 12 percent. Citi Bike continued its Phase 3 expansion, installing approximately 260 new stations across Jackson Heights, Corona, and East Elmhurst in Queens; Ditmas Park and Flatbush in Brooklyn; and Bathgate and Marble Hill in the Bronx. As part of this expansion, specifically the infill project plan to increase Citi Bike capacity in targeted neighborhoods, DOT continues to work with community boards and other local stakeholders to add station capacity at the highest demand parts of the system. DOT added 73 percent more bicycle parking spaces in Fiscal 2024, up to 6,574 from 3,734 in Fiscal 2023.

Citi Bike annual membership



In Fiscal 2024, DOT added 63.7 bike lane miles to the City's bicycle network, including a 32.9 miles of protected bike paths. Despite various resource constraints, production for total lane miles and protected lane miles increased by 34 and 27 percent, respectively, from Fiscal 2023. Following the decline in production last year, DOT completed a backlog of projects in Fiscal 2024. Completed bicycle projects include protected bike lanes on Lafayette Ave in Soundview area of the Bronx; extra-wide protected bike lanes on 3rd Avenue on the Upper East Side in Manhattan; upgraded protected bike lanes on the Addabbo Bridge connecting Broad Channel and Howard Beach in Queens; and new protected bike lanes on Goethals Road North in Graniteville on Staten Island. These new facilities provide safe, robust connections for cyclists accessing nearby parks and greenways, as well as improve mobility within those neighborhoods and connect residents to jobs and transit.

Additionally, DOT installed 15.7 miles of bus lanes in Fiscal 2024, doubling its production from Fiscal 2023. This substantial increase reflects completed projects that were previously on hold last year due to resource constraints.

	Actual					Target		Trend	
Performance Indicators	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Staten Island Ferry trips that are on time (%)	96.6%	97.7%	95.4%	94.1%	93.4%	90.0%	90.0%	Neutral	Up
Staten Island Ferry weekday peak hour trips that are on time (%)	96.6%	99.0%	96.2%	95.4%	94.5%	*	*	Neutral	Up
Staten Island Ferry ridership (000)	15,865	7,561	12,119	14,715	16,215	*	*	Up	Up
Staten Island Ferry average cost per passenger per trip ($)	$8.95	$17.75	$15.99	$10.52	$11.72	*	*	Neutral	Down
Private ferry service ridership (000)	12,693	5,813	10,061	11,684	13,190	*	*	Up	Up
Private ferry service routes	31	25	22	21	21	*	*	Down	Up
Citi Bike annual membership	185,997	191,751	230,438	227,933	219,837	*	*	Up	Up
Citi Bike trips (000)	19,050	23,080	28,487	32,151	38,622	*	*	Up	Up
— Classic bicycles	NA	16,429	19,618	18,186	15,844	*	*	NA	Up
— Pedal-assist bicycles	NA	6,646	8,870	13,967	22,778	*	*	NA	Up
Annual cost for Citi Bike membership	NA	$179.00	$179.00	$185.00	$219.99	*	*	NA	Up
★ NYC adults who bike regularly (CY)	796,000	774,000	888,000	902,000	762,000	⇧	⇧	Neutral	Up
Bicycle lane miles installed	82.4	65.3	62.3	47.7	63.7	50.0	50.0	Down	Up
— Protected	21.0	29.2	33.2	25.9	32.9	*	*	Up	Up
Bike parking spaces added	1,250	4,350	7,442	3,734	6,474	*	*	Up	Up
Bus lane miles installed	NA	20.5	12.9	7.8	15.7	*	*	NA	Up
Average vehicular travel speed in the Manhattan Central Business District	8.7	9.8	8.4	7.8	6.9	*	*	Down	Up
Electric vehicles charging stations installed	NA	NA	140	189	189	*	*	NA	Up

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

Goal 3b Build and maintain an accessible network throughout the City.

The Department installed Accessible Pedestrian Signals (APS) at 949 intersections in Calendar 2023, which surpasses the target of 700 and represents a 57 percent increase compared to last year. APS's are wired to a signal pole and send audible and vibrotactile indications when pedestrians push a button installed at the crosswalk. The increase in production is directly related to a Federal Court Order in which DOT must equip 10,000 intersections with APS by the end of Calendar 2031. There are annual targets set by the Court Order to reach that goal.

The number of new pedestrian crossing points, referred to as corners, installed in Fiscal 2024 increased by 39 percent to almost 4,000. DOT also upgraded 24 percent more existing corners than in Fiscal 2023, getting closer to 50,000 corners. DOT continues to increase production in pedestrian ramp construction as mandated by the law and to ensure that every corner in the City is accessible.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Intersections with accessible pedestrian signals installed (CY)	222	211	273	605	949	700	900	Up	Up
Existing corners upgraded (cumulative)	18,578	26,400	32,889	39,729	49,351	*	*	Up	Up
New corners installed (cumulative)	1,497	1,980	2,350	2,793	3,870	*	*	Up	Up

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

SERVICE 4 Create public spaces to facilitate livability.

Goal 4a Enhance quality of life through streetscape improvements.

The Department installed 486,440 square feet of pedestrian space during Fiscal 2024, a 12 percent decrease from Fiscal 2023. Expanded community engagement delayed the project implementation by four months later than in previous years. By repurposing more than 11 acres of roadway and underutilized space for dedicated pedestrian use, DOT underscored its enduring commitment to improving the public realm and enhancing pedestrian safety. In Fiscal 2024, these transformations included plazas, expanded sidewalks, curb extensions, bus boarding islands, median islands, and triangles. Notable projects include East Gun Hill Road from Bainbridge to Bartow Avenues in the Bronx where pedestrian treatments were paired with improved bus service; Williams Avenue from Flatlands to Stanley Avenues in East New York, Brooklyn where an expanded sidewalk calms traffic in front of an elementary school; and a brand new pedestrian walkway across a well-traversed but previously inaccessible stretch of 79th Street between South Conduit and North Conduit Avenues in Southeast Queens. DOT's installation of WalkNYC Wayfinding elements dropped from 35 to 6 in Fiscal 2024, the result of the City's pause of all procurements related to this streetscape program.

Key to the City's pedestrian space is the NYC Plaza Program, which continues to thrive and ensure that all New Yorkers live within a ten-minute walk of high-quality open spaces. Plazas enhance local economic vitality, pedestrian mobility, access to public transit and safety for all street users. There are currently 86 plazas citywide that have either been completed or are in some phase of planning, design, or construction. Of these, 80 plazas are now open to the public.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Pedestrian volume index	NA	57.9	76.5	82.4	77.7	*	*	NA	*
Pedestrian space installed (square feet)	273,000	546,337	199,679	554,032	486,440	*	*	Up	Up
WalkNYC Wayfinding elements installed	56	30	25	35	6	*	*	Down	Up

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Cases commenced against the City in state and federal court	1,944	2,331	2,165	2,424	2,305	*	*	Up	*
Payout ($000)	$93,667	$93,418	$109,411	$79,759	$121,251	*	*	Up	Down
Workplace injuries reported	440	552	541	619	644	*	*	Up	Down

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Average time to process a permit application for customers (calendar days)	NA	NA	1.63	1.87	2.24	*	*	NA	Down
E-mails responded to in 14 days (%)	99%	98%	99%	97%	99%	95%	95%	Neutral	Up
Letters responded to in 14 days (%)	97%	96%	97%	95%	99%	95%	95%	Neutral	Up
Calls answered in 30 seconds (%)	88%	90%	73%	43%	3%	*	*	Down	Up
Requests for language interpretations and translations received	1,161	938	270	414	373	*	*	Down	*
CORE facility rating	99	NA	100	99	100	95	95	NA	Up

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Percent meeting time to close - Street Condition - Pothole (30 days)	100%	99%	100%	100%	100%	98%	98%	Neutral	*
Percent meeting time to first action - Street Light Condition - Street Light Out (10 days)	97%	99%	98%	98%	95%	98%	98%	Neutral	*
Percent meeting time to first action - Traffic Signal Condition - Controller (0.1 days)	78%	76%	77%	66%	66%	80%	80%	Down	*
Percent meeting time to first action - Street Condition - Failed Street Repair (10 days)	89%	82%	90%	100%	100%	85%	85%	Up	*
Percent meeting time to close - Broken Parking Meter - No Receipt (21 days)	100%	100%	100%	100%	100%	90%	90%	Neutral	*

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

AGENCY RESOURCES

	Actual[1]					Plan[2]		
Resource Indicators	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5yr Trend
Expenditures ($000,000)[3]	$1,094.1	$1,142.2	$1,235.4	$1,385.4	$1,445.7	$1,415.2	$1,449.3	Up
Revenues ($000,000)	$404.1	$386.7	$388.6	$485.7	$472.3	$464.4	$473.6	Up
Personnel	5,817	5,559	5,481	5,707	5,891	6,097	6,105	Neutral
Overtime paid ($000,000)	$62.0	$63.2	$63.9	$70.9	$51.5	$61.4	$51.8	Neutral
Capital commitments ($000,000)	$702.1	$660.3	$918.8	$1,489.5	$792.1	$1,139.6	$2,059.1	Up

[1]Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. [2]Authorized Budget Level [3]Expenditures include all funds "NA" - Not Available * None

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY23[1] ($000,000)	Modified Budget FY24[2] ($000,000)	Applicable MMR Goals[3]
Personal Services - Total	$577.2	$628.9	
001 - Exec. Admin. and Planning Management	$73.2	$78.2	All
002 - Highway Operations	$219.0	$229.6	1b, 2a, 3a, 4a
003 - Transit Operations	$66.8	$95.6	2a, 2b, 3a, 4a
004 - Traffic Operations	$136.6	$142.1	1b, 1c, 3a, 4a
006 - Bureau of Bridges	$81.5	$83.3	1a, 5a
Other Than Personal Services - Total	$808.2	$816.8	
007 - Bureau of Bridges	$27.2	$36.1	1a, 5a
011 - Executive and Administration	$105.1	$102.0	All
012 - Highway Operations	$153.8	$149.3	1b, 2a, 3a, 4a
013 - Transit Operations	$54.6	$48.9	2a, 2b, 3a, 4a
014 - Traffic Operations	$467.4	$480.4	1b, 1c, 3a, 4a
Agency Total	$1,385.4	$1,445.7	

[1]Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2023. Includes all funds. [2]City of New York Adopted Budget for Fiscal 2024, as of June 2024. Includes all funds. [3]Refer to agency goals listed at front of chapter. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Traffic fatalities indicators are recorded in accordance with new categories used by the Vision Zero program.
  - 'Citywide traffic fatalities—Bicyclists/pedestrians' was removed and replaced with three indicators: 'Total traffic fatalities,' 'Total traffic fatalities—Traditional bicyclists,' and 'Total traffic fatalities—Motorized two-wheel vehicles. The breakdown of traditional bicycles and motorized two-wheel vehicles reflect the expanded use of micromobility vehicles such as electric bicycles, stand-up scooters, mopeds, and more.
  - 'Citywide traffic fatalities—Motorists/passengers' was removed and replaced with 'Total traffic fatalities—Motor vehicle occupants'
- Historical data for traffic fatalities categories were revised because of now including fatalities that are a result of crashes that occur in the fiscal year but where the fatality occurred after the close of the fiscal year. Total fatalities values were revised from 211 to 218 in Fiscal 2020, from 275 to 271 in Fiscal 2021, from 263 to 265 in Fiscal 2022, and from 260 to 270 in Fiscal 2023
- (CY) was added to calendar year indicator names to identify them as such and all calendar year indicators will now only be reported annually in the Mayor's Management Report to avoid confusion and data misrepresentation. All CY data is reported from the previous calendar year, i.e. the value reported for Fiscal 2024 in the data table represents Calendar 2023.
- Preceding the Fiscal 2024 Mayor's Management Report, the Mayor's Office of Operations implemented updated standards for indicator names. Minimal stylistic changes, such as the use of em-dashes, percent symbols, capitalization, and acronyms, were made to the names of previously published indicators here within. Substantive name changes for indicators that clarify what is being measured are otherwise noted above.

ADDITIONAL RESOURCES

For additional information go to:

- Select Bus Service:
  https://www1.nyc.gov/html/brt/html/home/home.shtml
- NYC Citi Bike Share:
  https://nycdotbikeshare.info/
- Better Buses Action Plan:
  https://www1.nyc.gov/html/brt/downloads/pdf/better-buses-action-plan-2019.pdf
- Street Ambassador Program:
  https://equity.nyc.gov/equity-stories/street-ambassador-program
- Mobility Management Program:
  https://www1.nyc.gov/html/dot/html/about/mobility_management.shtml
- NYC Streets Plan (2021):
  https://www.nyc.gov/html/dot/downloads/pdf/nyc-streets-plan.pdf
- The Social Indicators and Equity Report, EquityNYC:
  https://equity.nyc.gov/

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