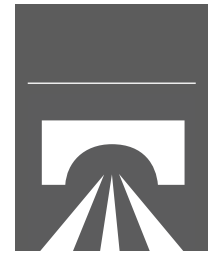


# DEPARTMENT OF TRANSPORTATION

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, 809 bridges plus four vehicular 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 every user of the City's roads, bridges, and ferries is DOT's top concern. To increase mobility, DOT oversees the City's bike share system. This includes maintenance of the vast majority of more than 1,550 lane miles of the cycling network, which is inclusive of more than 220 miles of protected bike lanes on City streets installed by DOT since the start of the Vision Zero street safety program.

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

New York City DOT's mission is to provide for the safe, equitable, and sustainable movement of people and goods and create public spaces that strengthen communities. DOT's vision is a transportation system that offers equitable mobility for all, is environmentally sustainable and resilient to climate change, and is driven by human power and clean energy.

Equity guides DOT's work, from internal culture to street-level operations. In Fiscal 2022, DOT introduced Priority Investment Areas (PIAs) through the NYC Streets Plan to focus resources where they can have the greatest impact. PIAs use demographics, density, and prior investments to identify historically underserved neighborhoods and prioritize projects accordingly. Tier One areas generally feature higher densities, more residents of color, lower incomes, and fewer past infrastructure investments, advancing safety, mobility, and accessibility across the city. This framework ensures that DOT directs resources to communities historically underserved by City investment.

Building on targeted PIA investments, DOT also prioritizes accessibility in its streets, programs, and services for all New Yorkers, including those with disabilities. Guided by Accessible Streets: NYC DOT's Proposed Five-Year Accessibility Plan, the agency improves physical access, workforce inclusion, and communication for individuals who are blind, have low vision, or have mobility, hearing, or cognitive disabilities. DOT integrates accessibility design standards in public spaces, upgrades pedestrian ramps, installs Accessible Pedestrian Signals (APS), and ensures pedestrian signal information is usable by everyone. DOT has installed over 3,000 APS citywide and incorporates community feedback through commissioner-led quarterly meetings and monthly discussions with the Mayor's Office for People with Disabilities.

DOT brings equity to the public realm through initiatives like Summer Streets, which expanded citywide in 2023, opening nearly 20 miles of car-free streets across all five boroughs over five Saturdays and reaching over 500,000 attendees. Events celebrate cultural diversity and make active streets accessible to all. The DOT Art program has produced over 475 public art installations, beautifying corridors and plazas while providing paid opportunities for local artists, particularly in underserved communities. DOT manages and maintains over 20 permanent artworks.

DOT promotes equitable economic opportunity by exceeding its goal of awarding 30 percent of contracts to Minority- and Women-Owned Business Enterprises (M/WBEs), reaching 32 percent in Fiscal 2025, and supports diverse firms through outreach and technical assistance. Internally, DOT encourages inclusion through nine active Employee Resource Groups (ERGs), which celebrate cultural connections, advance professional development, and promote workforce diversity, including groups centered on Black/African American, Women, Hispanic/Latin, and LGBTQ issues.

Together, these initiatives demonstrate DOT's commitment to embedding equity across people, places, programs, and procurement, ensuring all New Yorkers benefit from safe, accessible, and vibrant streets.

# OUR SERVICES AND GOALS

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**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 2025

## 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 to inspect and rate bridges using the American Association of State Highway and Transportation Officials (AASHTO) protocol. The previous ratings scale used for City bridges provided one numerical rating for an entire structure, whereas the new AASHTO protocol rates each individual element of a bridge. Due to an extended buffer period during which no industry standard or best practice existed for translating the new ratings scale into a single numerical rating per applicable bridge, some historic data for bridge ratings remain unreportable. Calendar 2023 was the first year DOT fully used the new system, resulting in data for bridge ratings indicators from Calendar 2019 through Calendar 2022 remaining as NA. Additionally, due to the effort required to resume bridge ratings with the new system, there is an extended lag time which prevented the availability of Calendar 2024 ratings. As of Calendar 2023, over 35 percent of City bridges were rated very good or good and almost 64 percent were rated fair. Nearly one percent of bridges were rated poor. Conditions have slightly diminished since the last ratings were published for Calendar 2017. At that time, 41.9 percent of bridges were rated good or very good, 57.8 percent of bridges were rated good, and just 0.3 percent were rated poor.

Bridge inspection procedures from the New York State Department of Transportation mandate that flags be issued to report hazardous conditions. In Fiscal 2025, DOT addressed and eliminated 64 percent more total flags compared to the previous year. This increase was primarily due to a 63 percent increase in the elimination of safety flags, which jumped from 379 to 617.

To further protect bridge infrastructure, DOT advanced the nation's first automated Weigh-in-Motion enforcement program on the Queens-bound BQE triple cantilever, issuing 6,169 violations in Fiscal 2025 and reducing overweight truck crossings by 60 percent compared to pre-enforcement levels. A 90-day warning period began on the Staten Island-bound cantilever in March 2025, followed by full enforcement in June. New York State also authorized expansion of WIM enforcement to 11 additional locations across the five boroughs, including major bridges and arterials such as the Williamsburg Bridge, Queensboro Bridge, and Long Island Expressway over Woodhaven Boulevard. The program's goal is to limit the wear and tear on the expressway's cantilever spans.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Bridges rated good or very good (%) (CY)	NA	NA	NA	35.3%	NA	↑	↑	NA	Up
Bridges rated fair (%) (CY)	NA	NA	NA	63.8%	NA	*	*	NA	Down
Bridges rated poor (%) (CY)	NA	NA	NA	0.9%	NA	*	*	NA	Down
Bridge flags eliminated	618	630	594	463	760	*	*	Neutral	*
– Safety	503	541	523	379	617	*	*	Neutral	*
– Yellow	88	53	50	51	90	*	*	Neutral	*
– Red	27	36	21	33	53	*	*	Up	*
★ Critical Indicator	● Equity Indicator		"NA" Not Available		↑↓ Directional Target		* None		

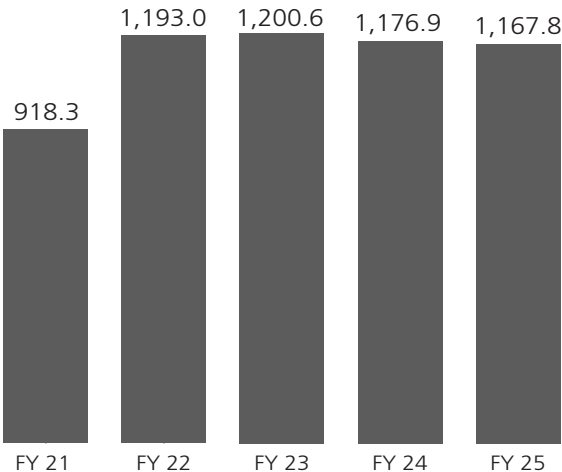
**Goal 1b** Maintain a state of good repair for the City's streets, sidewalks, and highways.

DOT uses the nationally recognized Pavement Condition Index (PCI) for inspecting and rating New York City streets. This 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 the Department of City Planning which reflects the last 20 years of changes to the street network. In Fiscal 2025, 72.7 percent of streets received a pavement rating of good, above its target of 71 percent. About half of one percent of streets were rated poor.

In Fiscal 2025, DOT repaired a total of 180,570 potholes (local streets and arterials), a 17 percent increase from Fiscal 2024. Local street pothole repairs rose 15 percent due to temperature fluctuations and winter weather events that caused additional freeze and thaw cycles. Arterial pothole repairs rose 23 percent in response to an increase in 311 complaints, along with additional response associated with special citywide events and heavy vehicular traffic. The average time to close a pothole repair improved by 19 percent to 1.99 days, despite pothole work orders increasing by eight percent to 34,440. This increased efficiency is primarily a result of more available Agency personnel. DOT's in-house crews resurfaced 1,167.8 lane miles of roadway in Fiscal 2025, a one percent decrease from Fiscal 2024. Funding was approved for the Department to resurface 1,150 lane miles annually through Fiscal 2031.

In Fiscal 2025, DOT inspectors completed 748,109 inspections (initial and post-audit), a five percent decrease of over 42,000 compared to Fiscal 2024. Initial inspections verify that a work site is safe and ready for operations while post-audit inspections verify that construction activities have been completed as planned. DOT issued 33,679 violations for all service areas in Fiscal 2025, a similar amount as last year as the program remained fully staffed with seasoned inspectors throughout the year.

Lane Miles Resurfaced Citywide



Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Streets maintained with a pavement rating of good (%)	74.9%	77.5%	76.9%	77.5%	72.7%	71.0%	71.0%	Neutral	Up
Streets maintained with a pavement rating of fair (%)	24.6%	21.9%	22.3%	22.0%	26.8%	*	*	Neutral	Down
Streets maintained with a pavement rating of poor (%)	0.5%	0.6%	0.7%	0.5%	0.5%	*	*	Neutral	Down
★ Average calendar days to close a pothole repair	NA	NA	2.63	2.47	1.99	5.00	5.00	NA	Down
Pothole work orders	32,857	36,121	34,563	31,947	34,440	*	*	Neutral	Down
Potholes repaired on arterial highway system	30,317	23,880	19,862	24,630	30,377	*	*	Neutral	*
Potholes repaired on local streets only	146,622	160,952	156,991	130,268	150,193	*	*	Neutral	*
Lane miles resurfaced citywide by in-house staff	918.3	1,193.0	1,200.6	1,176.9	1,167.8	*	*	Up	Up
Average cost per lane mile resurfaced citywide (\$)	\$209,663	\$180,423	\$191,855	\$198,498	\$221,693	*	*	Neutral	Down
Average in-house cost of asphalt per ton (\$)	\$55.30	\$55.22	\$51.39	\$61.56	\$60.85	*	*	Up	Down
Average vendor cost of asphalt per ton (\$)	\$61.34	\$68.24	\$73.32	\$71.90	\$72.35	*	*	Up	Down
Construction permits issued	553,821	552,009	581,004	603,411	604,199	*	*	Up	Up
Inspections of permitted street work	605,887	586,462	494,435	494,112	474,617	*	*	Down	Up
– Permitted jobs passing inspection (%)	70%	70%	85%	86%	88%	80%	80%	Up	Up
Post-audit inspections for completed street work	352,467	330,469	287,481	296,384	273,492	*	*	Down	Up
– Completed street work that passed inspection (%)	71%	71%	88%	88%	88%	*	*	Up	Up
Adopt-A-Highway adoption rate (%)	82.5%	82.4%	81.9%	81.1%	81.3%	75.0%	75.0%	Neutral	Up
Adopted highway miles that receive a service rating of good (%)	95.5%	98.4%	94.7%	95.0%	97.6%	*	*	Neutral	Up
★ Parking meters that are operable (%)	99.5%	99.7%	99.7%	99.0%	95.6%	98.0%	98.0%	Neutral	Up
Total violations issued	32,284	32,898	27,441	33,968	33,679	*	*	Neutral	*
★ 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.

Average response time to high priority traffic signal defects rose by seven minutes to 2:04 (minutes:seconds), finishing above its target of two hours after improving to 1:57 in Fiscal 2024. Increasingly heavy storms and flash flooding across the five boroughs resulted in longer travel times and additional traffic signal repairs.

In Fiscal 2025, repair time for priority regulatory signs stayed steady at 1.5 days, surpassing its target of three business days. The average time for DOT to repair street lights slowed down to 5.3 days, due to weather-related outages and coordination delays with utilities during ongoing underground infrastructure work. Notable projects included the BQE Cantilever restoration; FDR Drive storm surge improvements; and Southeast Queens flood-resilience project upgrades. At the same time, the average time for Con Edison (ConEd) to repair street lights slowed 18 percent and finished Fiscal 2025 at 22.0 days.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	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)	1:49	1:41	2:07	1:57	2:04	2:00	2:00	Up	Down
★ Average business days to repair priority regulatory signs after notification	1.4	1.4	1.4	1.5	1.5	3.0	3.0	Neutral	Down
Average calendar days to repair street lights by DOT	3.0	3.5	3.4	4.4	5.3	*	10.0	Up	Down
Average calendar days to repair street lights by ConEd	15.1	15.0	14.6	18.7	22.0	*	*	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 211 traffic fatalities in Fiscal 2025, 24 percent fewer than the prior fiscal year and the third lowest total going back to Fiscal 2003. Specifically, fatalities for motor vehicle occupants dropped by 32 percent and fatalities for motorized two-wheel vehicles (including electric transport vehicles like e-scooters, e-bikes, and hoverboards) dropped 39 percent. Fatalities for pedestrians dropped by eight percent, while fatalities for traditional bicyclists remained unchanged. Similarly, injuries from crashes decreased seven percent from last fiscal year.

During Fiscal 2025, the customer accident injury rate (CAIR) for the Staten Island Ferry improved from 1.48 to 1.46 per million passengers. 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 2025, as part of its commitment to advance the Vision Zero Action Plan, DOT installed 316 leading pedestrian intervals, constructed 224 new speed humps, and installed 53.2 million linear feet of pavement safety markings.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ 🌟 Total traffic fatalities	271	266	270	276	211	⬇️	⬇️	Down	Down
— Pedestrians	121	115	121	119	110	*	*	Neutral	Down
— Traditional bicyclists	13	10	10	4	4	*	*	Down	Down
— Motorized two-wheel vehicles	74	73	86	99	60	*	*	Neutral	Down
— Motor vehicle occupants	63	68	53	54	37	*	*	Down	Down
★ 🌟 Injury crashes	35,770	38,770	38,248	39,844	36,884	⬇️	⬇️	Neutral	Down
★ Staten Island Ferry customer accident injury rate (per million passengers)	1.39	1.75	1.97	1.48	1.46	2.00	2.00	Neutral	Down
★ Speed humps and cushions installed	104	262	231	443	224	250	250	Up	Up
★ Pavement safety markings installed (000,000 linear feet)	53.0	48.6	64.2	65.9	53.2	⬆️	⬆️	Up	Up
Street Ambassador deployments completed	112	141	132	147	157	*	*	Up	Up
🌟 Leading Pedestrian Intervals installed	256	801	320	313	316	*	*	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.

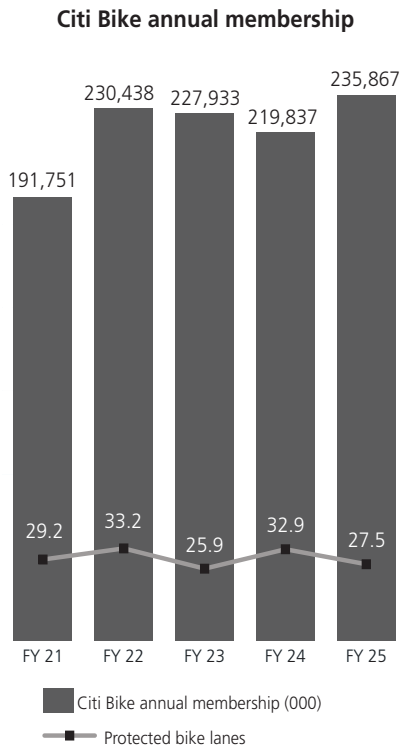
Staten Island Ferry ridership increased three percent to almost 17 million riders as tourism improved and more people continued to commute daily for work and leisure activities. The ferry provides free, around-the-clock service between the South Ferry Terminal in Manhattan and St. George Terminal in 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 improved over one percentage point to 94.9 percent.

Private ferry ridership increased by 15 percent to over 15 million riders largely due to more trip activity on the NY Waterway, NYC Ferry, Liberty Landing Ferry, and SeaStreak ferry routes. NYC Ferry offered a special spring schedule on all ferry routes, which included increased service during rush hours and expanded service to Governors Island on weekdays and weekends. Improved tourism, the return to in-person work, and leisure activity also drove this greater activity. Ferry service helps reduce overcrowding on subways and buses, offer reliable transportation to underserved communities, and expand the use of waterways as an essential component of the City’s transportation network.

During Fiscal 2025, the cumulative total of Citi Bike annual memberships increased seven percent to 235,867, including renewals and Lyft Pink All Access members. Trips taken by all users rose 18 percent to almost 46 million, including 37 percent more trips using pedal-assist bikes. Citi Bike continued its Phase 3 expansion to meet rising demand, 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 its infill project plan, 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 51.8 lane miles to the City’s bicycle network, including 27.5 miles of protected bike paths. With fewer contractors available and shortages in equipment and installation materials, production for total lane miles and protected lane miles decreased by 19 percent and 16 percent, respectively, from Fiscal 2024. Completed bicycle projects include protected bike lanes on the Washington Bridge connecting the Bronx and Manhattan; curb-protected bike lanes on University Avenue in the Bronx; an extra-wide protected bike lane through the 1st Avenue Tunnel at the United Nations Headquarters; extra-wide protected bike lanes and a bike boulevard on 31st Avenue in Queens; and new protected bike lanes connecting to the entrance of the Bayonne Bridge on Staten Island. These new facilities provide safe, robust connections for bicyclists to access jobs, transit, housing, parks, and local destinations, as well as improve mobility between neighborhoods and across boroughs.

Additionally, DOT installed 5.5 miles of bus lanes in Fiscal 2025, a 65 percent decrease from Fiscal 2024. This decrease reflects resource constraints. However, DOT upgraded a record 13.5 bus lane miles with new Automated Camera Enforcement camera protection in Fiscal 2025, amplifying the benefits of bus-only lanes to facilitate faster, more reliable service. Lastly, DOT added 51 percent fewer bike parking spaces in Fiscal 2025, down from 6,928 in Fiscal 2024 to 3,414.





Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Staten Island Ferry trips that are on time (%)	97.7%	95.4%	94.1%	93.4%	94.9%	90.0%	90.0%	Neutral	Up
Staten Island Ferry weekday peak hour trips that are on time (%)	99.0%	96.2%	95.4%	94.5%	96.3%	*	*	Neutral	Up
Staten Island Ferry ridership (000)	7,561	12,119	14,715	16,215	16,705	*	*	Up	Up
Staten Island Ferry average cost per passenger per trip (\$)	\$17.75	\$15.99	\$10.52	\$11.72	\$12.01	*	*	Down	Down
Private ferry service ridership (000)	5,813	10,061	11,684	13,190	15,410	*	*	Up	Up
Private ferry service routes	25	22	21	21	21	*	*	Down	Up
Citi Bike annual membership	191,751	230,438	227,933	219,837	235,867	*	*	Up	Up
Citi Bike trips (000)	23,080	28,487	32,151	38,622	45,621	*	*	Up	Up
— Classic bicycles	16,429	19,618	18,186	15,844	14,436	*	*	Down	Up
— Pedal-assist bicycles	6,646	8,870	13,967	22,778	31,184	*	*	Up	Up
Annual cost for Citi Bike membership	\$179.00	\$179.00	\$185.00	\$219.99	\$219.99	*	*	Up	Up
★ NYC adults who bike regularly (CY)	774,000	888,000	902,000	762,000	680,000	↑	↑	Down	Up
Bicycle lane miles installed	65.3	62.3	47.7	63.7	51.8	50.0	50.0	Down	Up
— Protected	29.2	33.2	25.9	32.9	27.5	*	*	Neutral	Up
Bike parking spaces added	4,350	7,442	3,734	6,928	3,414	*	*	Down	Up
Bus lane miles installed	20.5	12.9	7.8	15.7	5.5	*	*	Down	Up
Average vehicular travel speed in the Manhattan Central Business District	9.8	8.4	7.8	6.9	6.9	*	*	Down	Up
Electric vehicles charging stations installed	NA	140	189	189	207	*	*	NA	Up
★ Critical Indicator      🌟 Equity Indicator      "NA" Not Available      ⬆️⬆️ Directional Target      * None									

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

In Fiscal 2025, DOT installed Accessible Pedestrian Signals (APS) at 772 intersections, a 19 percent decrease compared to Fiscal 2024 and below the target of 900. APSs are wired to a signal pole and send audible and vibrotactile indications when pedestrians push a button installed at the crosswalk. Targets for intersections with accessible pedestrian signals installed are reported in calendar year given that this metric was set by the Federal Court Remedial Order as part of a December 2021 lawsuit against the New York City Department of Transportation from the American Council of the Blind of New York, INC. According to the lawsuit, New York City violated federal law by failing to systematically implement audible and tactical pedestrian signals that would make its pedestrian routes equally usable, and safer, for people who are blind, deaf-blind, or low-vision. The decrease in production is directly related to a lapse in contract capacity and new restrictions imposed by the Federal Court Order.

A total of 4,940 new pedestrian crossing points (corners) were installed in Fiscal 2025, 28 percent more compared to Fiscal 2024. DOT also upgraded 23 percent more existing corners in Fiscal 2025 than in Fiscal 2024, surpassing 60,000 total 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	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Intersections with accessible pedestrian signals installed (CY)	211	273	605	950	772	900	900	Up	Up
Existing corners upgraded (cumulative)	26,400	32,889	39,729	49,351	60,876	*	*	Up	Up
New corners installed (cumulative)	1,980	2,350	2,793	3,870	4,940	*	*	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 404,139 square feet of pedestrian space during Fiscal 2025, a 17 percent decrease from Fiscal 2024. This decrease was primarily a result of fewer capital projects being completed during the fiscal year. In-house resources continued to improve pedestrian safety and enhance the public realm by creating plazas, expanding sidewalks, building curb extensions, bus boarding islands, and medians totaling more than seven acres of new concrete and painted space. Key projects include Main Street, 71st Road to 75th Avenue in Queens, which included an expanded bus boarding median and a slip lane closure; Hunts Point Avenue, Food Center Drive to Randall Avenue in the Bronx, which shortened crossing distances and made vehicle movements more predictable in an area that sees a high truck volumes; Park Row in Manhattan, which created dedicated pedestrian space connecting Chinatown and the Financial District; and 7th Avenue, 86th Street to Poly Place in Brooklyn, which included new bus boarding islands and medians.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Pedestrian volume index	57.9	76.5	82.4	77.7	79.3	*	*	Up	*
Pedestrian space installed (square feet)	546,337	199,679	554,032	486,440	404,139	*	*	Neutral	Up
WalkNYC Wayfinding elements installed	30	25	35	6	11	*	*	Down	Up
★ Critical Indicator    🌟 Equity Indicator    "NA" Not Available    ⬆️⬆️ Directional Target    * None									

## AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Cases commenced against the City in state and federal court	2,331	2,165	2,424	2,305	2,822	*	*	Up	*
Payout (\$000)	\$93,418	\$109,411	\$79,759	\$119,445	\$132,828	*	*	Up	Down
Workplace injuries reported	552	541	619	644	724	*	*	Up	Down
★ Critical Indicator    🌟 Equity Indicator    "NA" Not Available    ⬆️⬆️ Directional Target    * None									

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Average time to process a permit application for customers (calendar days)	NA	1.63	1.87	2.24	2.37	*	*	NA	Down
E-mails responded to within 14 days (%)	98%	99%	97%	99%	99%	95%	95%	Neutral	Up
Letters responded to within 14 days (%)	96%	97%	95%	99%	99%	95%	95%	Neutral	Up
Calls answered within 30 seconds (%)	90%	73%	43%	3%	1%	*	*	Down	Up
Requests for language interpretations and translations received	938	270	414	373	471	*	*	Down	*
CORE facility rating	NA	100	99	100	95	95	95	NA	Up
★ Critical Indicator    🌟 Equity Indicator    "NA" Not Available    ⬆️⬆️ Directional Target    * None									



Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Percent meeting time to close - Street Condition - Pothole (30 days)	99%	100%	100%	100%	100%	98%	98%	Neutral	*
Percent meeting time to first action - Street Light Condition - Street Light Out (10 days)	99%	98%	98%	95%	94%	98%	98%	Neutral	*
Percent meeting time to first action - Traffic Signal Condition - Controller (0.1 days)	76%	77%	66%	66%	68%	80%	80%	Down	*
Percent meeting time to first action - Street Condition - Failed Street Repair (10 days)	82%	90%	100%	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

Resource Indicators	Actual <sup>1</sup>					Plan <sup>2</sup>		5yr Trend
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	
Expenditures (\$000,000) <sup>3</sup>	\$1,142.2	\$1,235.4	\$1,385.4	\$1,471.1	\$1,537.5	\$1,478.9	\$1,503.0	Up
Revenues (\$000,000)	\$386.7	\$388.6	\$485.7	\$472.4	\$437.8	\$474.4	\$474.0	Up
Personnel	5,559	5,481	5,707	5,891	5,903	6,150	6,175	Neutral
Overtime paid (\$000,000)	\$63.2	\$63.9	\$70.9	\$92.4	\$61.6	\$51.7	\$48.9	Up
Capital commitments (\$000,000)	\$660.3	\$918.8	\$1,489.5	\$1,128.3	\$1,167.4	\$1,823.3	\$2,685.5	Up
<sup>1</sup> 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 <a href="http://nyc.gov/mmr">nyc.gov/mmr</a> for details. <sup>2</sup> Authorized Budget Level <sup>3</sup> 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 FY24 <sup>1</sup> (\$000,000)	Modified Budget FY25 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
Personal Services - Total	\$657.2	\$668.6	
001 - Exec. Admin. and Planning Management	\$83.4	\$88.0	All
002 - Highway Operations	\$252.8	\$248.3	1b, 2a, 3a, 4a
003 - Transit Operations	\$84.7	\$95.2	2a, 2b, 3a, 4a
004 - Traffic Operations	\$147.7	\$147.6	1b, 1c, 3a, 4a
006 - Bureau of Bridges	\$88.6	\$89.4	1a, 5a
Other Than Personal Services - Total	\$813.9	\$868.9	
007 - Bureau of Bridges	\$27.5	\$33.6	1a, 5a
011 - Executive and Administration	\$124.1	\$116.1	All
012 - Highway Operations	\$134.5	\$168.1	1b, 2a, 3a, 4a
013 - Transit Operations	\$55.9	\$61.2	2a, 2b, 3a, 4a
014 - Traffic Operations	\$471.9	\$489.9	1b, 1c, 3a, 4a
Agency Total	\$1,471.1	\$1,537.5	
<sup>1</sup> Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2024. Includes all funds. <sup>2</sup> City of New York Adopted Budget for Fiscal 2025, as of June 2025. Includes all funds. <sup>3</sup> Refer to agency goals listed at front of chapter.      "NA" Not Available      * None			

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- In April 2016, New York State began to inspect and rate bridges using the American Association of State Highway and Transportation Officials (AASHTO) protocol. The old ratings scale used in the City provided one rating for an entire structure, whereas the new AASHTO protocol rates each element of a bridge. Due to an extended buffer period during which no industry standard or best practice existed for translating the new ratings into a single overall bridge rating, some bridge rating indicators remain unreportable. DOT finalized its translation to the new bridge rating system in Calendar 2023 so data from that year for 'Bridges rated Good or Very Good (%) (CY),' 'Bridges rated Fair (%) (CY),' and 'Bridges rated Poor (%) (CY)' that was previously published as NA is now updated. Additionally, due to the effort required to resume bridge ratings with the new system, there is an extended lag time which prevented the availability of Calendar 2024 ratings.
- Previously published data related to traffic fatalities was amended to reflect the most up to date data. This can occur when a victim of a traffic crash is hospitalized for an extended period and does not succumb to their injuries until months after the date of the crash. Data changes include: 'Total traffic fatalities' for Fiscal 2024 was changed from 274 to 276, 'Pedestrian fatalities' for Fiscal 2024 was changed from 118 to 119, and 'Motorized two-wheel vehicle fatalities' was changed from 98 to 99.
- 'Speed reducers installed' was amended to 'Speed humps and cushions installed' to clarify what is measured.
- Fiscal 2024 data for 'Intersections with accessible pedestrian signals installed (CY)' was amended from 949 to 950 to reflect updated data.
- (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 2025 in the data table represents Calendar 2024.

## 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](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](http://www.nyc.gov/dot).