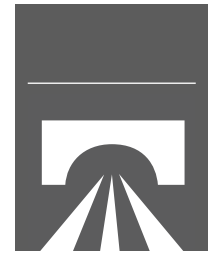


DEPARTMENT OF TRANSPORTATION

Michael Flynn, Commissioner



WHAT WE DO

The Department of Transportation is responsible for the condition and operation of 6,300 miles of streets, highways, and public plazas, 809 bridges and four vehicular tunnels, and 11 Staten Island Ferry vessels. DOT operates more than 13,500 signalized intersections, 315,000 street lights, and 15,000 on-street parking meters, and maintains more than 350 million linear feet of street and highway markings. DOT also manages a network of more than 2,600 automated enforcement cameras, including speed, red light, and bus lane cameras.

Safety for all users of the City's streets, bridges, and ferries is DOT's top priority. To support mobility, DOT oversees the City's bike share system and maintains the majority of the City's more than 1,550 lane miles of bicycle network, including more than 220 protected bike lane miles installed since the start of Vision Zero.

DOT's infrastructure programs include bridge capital investment and life-cycle maintenance, roadway resurfacing and pothole repair, ferry vessel and terminal upgrades and maintenance, and street and sidewalk reconstruction. DOT also manages pedestrian ramp and sidewalk repair programs and the Joint Traffic Management Center in Queens. DOT's alternative fuel program promotes cleaner vehicles using biodiesel, ethanol, and electricity in 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 to create public spaces that strengthen communities. DOT's vision is a transportation system that offers 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 through the NYC Streets Plan to focus resources where they can have the greatest impact. Priority Investment Areas use demographics, density, and prior investments to identify historically underserved neighborhoods and prioritize projects accordingly. These areas generally have higher population density, more residents of color, lower incomes, and fewer past infrastructure investments. Prioritizing investments in these communities helps address historic disparities in access to safe and reliable transportation infrastructure.

DOT also prioritizes accessibility in its streets, programs, and services for all New Yorkers, including people with disabilities. Guided by *Accessible Streets: NYC DOT's Proposed Five-Year Accessibility Plan*, the Agency works to improve 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 into public spaces, upgrades pedestrian ramps, installs Accessible Pedestrian Signals, and makes pedestrian signal information more usable. DOT has installed more than 4,000 Accessible Pedestrian Signals citywide and incorporates community feedback through commissioner-led quarterly meetings and monthly discussions with the Mayor's Office for People with Disabilities.

DOT advances equity in the public realm through initiatives such as Summer Streets, which has been citywide since summer 2023, opening nearly 20 miles of car-free streets across all five boroughs over five Saturdays and reaching more than 500,000 attendees. These events celebrate cultural diversity and make active streets accessible to more New Yorkers. The DOT Art program has produced more than 475 public art installations, beautifying corridors and plazas while providing paid opportunities for local artists, particularly in underserved communities. DOT also manages and maintains more than 20 permanent artworks.

DOT promotes equitable economic opportunity by meeting its goal of awarding approximately 30 percent of contracts to Minority and Women-Owned Business Enterprises, reaching that target in Fiscal 2026, and supporting diverse firms through outreach and technical assistance. Internally, DOT supports inclusion through nine active Employee Resource Groups, which promote cultural connection, professional development, and 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 in all its operations, including people, places, programs, and procurement so that all New Yorkers benefit from safe, accessible, and vibrant streets.

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 2026

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 protocol, which rates individual bridge elements rather than assigning one overall structure rating. During the transition period, some bridge rating indicators remained unreportable because no industry standard or best practice existed for translating element-level ratings into a single overall bridge rating. Calendar 2023 was the first year DOT fully used the new system to assign a single comparative bridge condition rating, leaving bridge rating indicators for Calendar 2019 through Calendar 2022 not available. As of Calendar 2025, 31.5 percent of City bridges were rated very good or good, 67.6 percent were rated fair, and nearly one percent were rated poor. The 31.5 percent rated good or very good represents structures in stronger condition, while the 67.6 percent rated fair generally reflects bridges that remain serviceable but may require continued monitoring, maintenance, rehabilitation, or future capital investment. DOT uses these condition ratings, along with more detailed engineering assessments, to prioritize work and address deficiencies before they become more significant. DOT continues to focus on preventative maintenance and targeted rehabilitation to preserve the bridge network, extend asset life, and minimize the number of structures that deteriorate into poor condition. DOT views the bridge ratings as generally stable and reflective of the agency's continued inspection, maintenance, and capital investment efforts.

Bridge inspection procedures from the New York State Department of Transportation require flags to be issued for unsafe or hazardous conditions. Flags are classified as Red, Yellow, or Safety, in order of urgency: Red and Yellow Flags report conditions that pose a clear and present danger, or conditions that, if left unattended for an extended period, would likely become a clear and present danger, while Safety Flags address other hazardous conditions requiring attention. In Fiscal 2026, DOT addressed and eliminated 849 flags, 12 percent more than the previous year. This increase was primarily driven by a 39 percent increase in yellow flag eliminations, from 90 to 125.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
★ Bridges rated good or very good (%) (CY)	NA	NA	35.3%	34.5%	31.5%	↑	↑	NA	Up
Bridges rated fair (%) (CY)	NA	NA	63.8%	64.5%	67.6%	*	*	NA	Down
Bridges rated poor (%) (CY)	NA	NA	0.9%	1.0%	0.9%	*	*	NA	Down
Bridge flags eliminated	630	594	463	760	849	*	*	Up	*
– Safety	541	523	379	617	665	*	*	Up	*
– Yellow	53	50	51	90	125	*	*	Up	*
– Red	36	21	33	53	59	*	*	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.

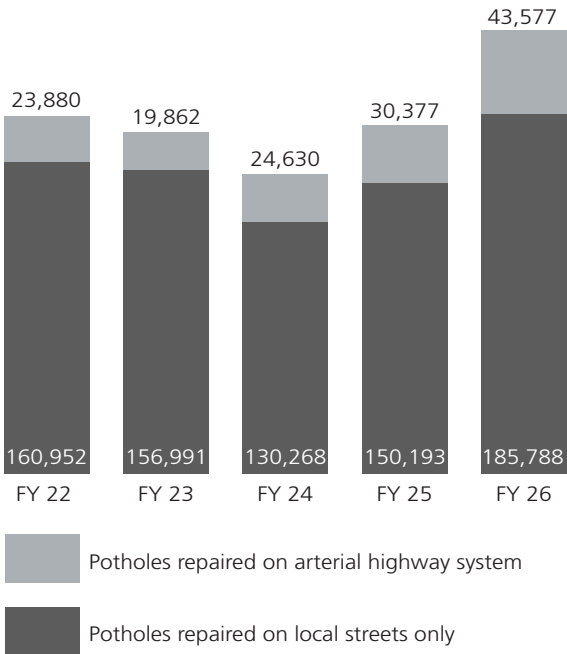
DOT adopted a new methodology in 2018 for inspecting and rating New York City streets, converting to the nationally recognized Pavement Condition Index (PCI). The PCI methodology rates pavement condition based on the extent and severity of six distress types and reflects the unique profile of City streets and recent changes to the street network. In Fiscal 2026, nearly 74 percent of streets received a Good pavement rating, above the 71 percent target. Nearly 26 percent of streets were rated Fair, and half of one percent were rated Poor.

In Fiscal 2026, DOT repaired 229,365 total potholes on local streets (185,788) and arterials (43,577), a 27 percent increase from Fiscal 2025. Local street pothole repairs increased 24 percent, driven by temperature fluctuations and winter weather events that created additional freeze-thaw cycles. Arterial pothole repairs increased 43 percent due to higher volume of

311 complaints, additional response needs associated with citywide special events, and heavy vehicular traffic. Overall, pothole work orders increased 21 percent (from 34,440 to 41,532). The average time to close a pothole service request submitted via 311 more than doubled to 4.0 days but remained under the target of 5.0 days. Notably, this excludes pothole repairs conducted during the four proactive pothole repair blitzes conducted in March and April 2026 which largely drove the overall uptick in total potholes repaired in Fiscal 2026. DOT's in-house crews resurfaced 1,169 lane miles of roadway, relatively unchanged from Fiscal 2025. The Mayor's Office of Management and Budget approved funding for DOT to resurface 1,150 lane miles annually through Fiscal 2031.

DOT inspectors completed 490,910 initial inspections in Fiscal 2026, a three percent increase from 474,617 in Fiscal 2025, and 262,814 post-audit inspections, a four percent decrease from 273,492 in Fiscal 2025. Combined, DOT completed 753,724 initial and post-audit inspections in Fiscal 2026, an increase of 5,615 inspections compared to Fiscal 2025. Initial inspections verify that worksites are safe and ready for operations, while post-audit inspections confirm that construction activities were completed in accordance with approved plans and code requirements. DOT issued 33,120 violations in Fiscal 2026, consistent with an average of roughly 33,600 violations over the past three fiscal years. Continued full staffing with experienced inspectors has helped the program keep pace with enforcement demands.

Potholes Repaired Citywide



Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
★ Streets maintained with a pavement rating of good (%)	77.5%	76.9%	77.5%	72.7%	73.8%	71.0%	71.0%	Neutral	Up
Streets maintained with a pavement rating of fair (%)	21.9%	22.3%	22.0%	26.8%	25.8%	*	*	Up	Down
Streets maintained with a pavement rating of poor (%)	0.6%	0.7%	0.5%	0.5%	0.5%	*	*	Down	Down
★ Average calendar days to close a pothole repair	NA	2.63	2.47	1.99	4.00	5.00	5.00	NA	Down
Pothole work orders	36,121	34,563	31,947	34,440	41,532	*	*	Up	Down
Potholes repaired on arterial highway system	23,880	19,862	24,630	30,377	43,577	*	*	Up	*
Potholes repaired on local streets only	160,952	156,991	130,268	150,193	185,788	*	*	Up	*
Lane miles resurfaced citywide by in-house staff	1,193.0	1,200.6	1,176.9	1,167.8	1,169.4	*	*	Neutral	Up
Average cost per lane mile resurfaced citywide (\$)	\$180,423	\$191,855	\$198,498	\$221,693	\$244,291	*	*	Up	Down
Average in-house cost of asphalt per ton (\$)	\$55.22	\$51.39	\$61.56	\$60.85	\$61.02	*	*	Up	Down
Average vendor cost of asphalt per ton (\$)	\$68.24	\$73.32	\$71.90	\$72.35	\$72.81	*	*	Neutral	Down
Construction permits issued	552,009	581,004	603,411	604,199	644,933	*	*	Up	Up
Inspections of permitted street work	586,462	494,435	494,112	474,617	490,910	*	*	Down	Up
– Permitted jobs passing inspection (%)	70%	85%	86%	88%	83%	80%	80%	Up	Up
Post-audit inspections for completed street work	330,469	287,481	296,384	273,492	262,814	*	*	Down	Up
– Completed street work that passed inspection (%)	71%	88%	88%	88%	87%	*	*	Up	Up
Adopt-A-Highway adoption rate (%)	82.4%	81.9%	81.1%	81.3%	84.2%	75.0%	75.0%	Neutral	Up
Adopted highway miles that receive a service rating of good (%)	98.4%	94.7%	95.0%	97.6%	98.1%	*	*	Neutral	Up
★ Parking meters that are operable (%)	99.7%	99.7%	99.0%	95.6%	95.9%	98.0%	98.0%	Neutral	Up
Total violations issued	32,898	27,441	33,968	33,679	33,120	*	*	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 37 minutes from 2 hours and 4 minutes to 2 hours and 41 minutes in Fiscal 2026, exceeding its target of two hours for the second year in a row. Increasingly heavy storms and intensity of flash flooding across the five boroughs, specifically in February and March 2026, resulted in longer travel times and additional traffic signal repairs.

Repair time for priority regulatory signs increased a few hours to 1.7 business days, well below its target of three business days. In Fiscal 2026, the average time for DOT to repair street lights rose to its highest level in 15 years due to weather-related outages, equipment failures, and coordination delays with utilities during ongoing underground infrastructure work (up from 5.3 days to 8.5 days). At the same time, the average time for ConEd to repair street lights improved by three and a half days and finished Fiscal 2026 at 18.5 days.

DOT took first action to repair broken street lights within 10 days just 75.5 percent of the time in Fiscal 2026, down from 94 percent in Fiscal 2025. This is the lowest rate on record, and first instance below 90 percent, with data going back to Fiscal 2008. The decline in first-action performance is driven by a combination of increased demand and repair complexity. Street light 311 cases increased 16 percent, from 31,238 in Fiscal 2025 to 36,291 in Fiscal 2026. In addition, streetlight repairs vary by case. Some repairs are straightforward, such as replacing a luminaire or changing a fuse, while more complex cases may involve electrical issues at the base of a pole, foundation work, utility obstructions, or ConEd coordination to restore power. Similarly, DOT's rate of taking first action to repair traffic signal controllers within 0.1 days dropped 68 percent to 65 percent.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	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)	1:41	2:07	1:57	2:04	2:41	2:00	2:00	Up	Down
★ Average business days to repair priority regulatory signs after notification	1.4	1.4	1.5	1.5	1.7	3.0	3.0	Up	Down
Average calendar days to repair street lights by DOT	3.5	3.4	4.4	5.3	8.5	*	*	Up	Down
Average calendar days to repair street lights by ConEd	15.0	14.6	18.7	22.0	18.5	*	*	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 218 traffic fatalities in Fiscal 2026, a two percent increase from 214 in Fiscal 2025. Fatalities among motor vehicle occupants decreased eight percent, from 37 to 34, and pedestrian fatalities decreased five percent, from 110 to 105. Fatalities among riders of traditional bicyclists increased from four to six and fatalities among riders of motorized two-wheel vehicles increased 16 percent from 63 to 73. These increases continue to underscore the vulnerability of these riders. This category includes electric transport devices such as e-scooters, e-bikes, and hoverboards. Injury crashes decreased five percent, from 36,884 in Fiscal 2025 to 35,185 in Fiscal 2026.

During Fiscal 2026, the Staten Island Ferry customer accident injury rate improved to 0.94 per million passengers, the lowest rate on record. DOT reported 14 passenger injuries, down from 24 in Fiscal 2025, with falls and slips remaining the primary injury event type. The rate includes all passenger injuries where professional medical treatment was requested and does not necessarily indicate that treatment was required.

In Fiscal 2026, DOT advanced the Vision Zero Action Plan by continuing to install street improvement projects. As part of this work, DOT constructed 25 percent more speed humps and cushions (up from 228 to 286) and installed more than 6 million more linear feet of pavement safety markings (up from 53.2 million linear feet to 59.5 million linear feet). However, DOT installed just 87 Leading Pedestrian Intervals (LPIs) in Fiscal 2026, down from 316 in Fiscal 2025. This decrease is attributed to an overall decrease in requests and fewer remaining high-crash locations and corridors suitable for installation. DOT has installed LPIs at over 7,000 intersections citywide, and many remaining signalized intersections are less suitable because they may have no pedestrian vehicle conflict, multiple signal phases, or short signal cycles. Building on this work and responding to persistent traffic fatalities, the City's recently released Vision Zero Action Plan outlines additional actions to improve street safety and reduce serious injuries and deaths.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
★ 🚗 Total traffic fatalities	266	270	277	214	218	↓	↓	Down	Down
— Pedestrians	115	121	119	111	105	*	*	Neutral	Down
— Traditional bicyclists	10	10	4	4	6	*	*	Down	Down
— Motorized two-wheel vehicles	73	86	100	63	73	*	*	Down	Down
— Motor vehicle occupants	68	53	54	36	34	*	*	Down	Down
★ 🚗 Injury crashes	38,770	38,248	39,844	36,884	35,185	↓	↓	Neutral	Down
★ Staten Island Ferry customer accident injury rate (per million passengers)	1.75	1.97	1.48	1.46	0.94	2.00	2.00	Down	Down
★ Speed humps and cushions installed	262	231	443	228	286	250	250	Neutral	Up
★ Pavement safety markings installed (000,000 linear feet)	48.6	64.2	65.9	53.2	65.0	↑	↑	Up	Up
Street Ambassador deployments completed	141	132	147	157	166	*	*	Up	Up
🚶 Leading Pedestrian Intervals installed	801	320	313	316	87	*	*	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.

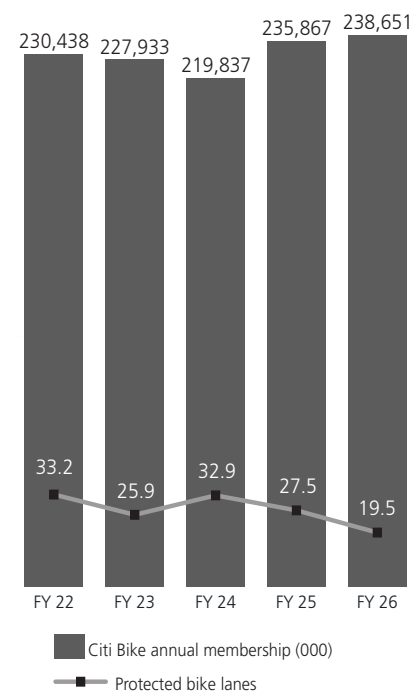
Staten Island Ferry ridership remained relatively flat at 16.7 million riders in Fiscal 2026. The average cost per passenger per trip increased nine percent to \$13.09, primarily due to flat ridership at the same time as higher operating costs, including fuel, maintenance, and personnel services. Severe weather and continued changes in commuter travel patterns also affected operations. The ferry provides free, around-the-clock service between the South Ferry Terminal in Manhattan and St. George Terminal in Staten Island, generally operating every 15 minutes during weekday rush hours and every 30 minutes during nights and weekends. On-time service and weekday peak-hour on-time service both increased by roughly a percentage point, to 96.0 percent and 97.2 percent, respectively.

Private ferry ridership dropped by four percent to 14.7 million riders. The decrease in ridership can be attributed, in part, to continued hybrid work patterns and an increase in inclement weather days. Over the fiscal year, several heat waves, heavy rain events, and a cold and snowy winter season likely contributed to lower ridership. 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 2026, Citi Bike annual memberships increased slightly to 238,651, marking a second consecutive year of growth after two years of decline. This total includes renewals and Lyft Pink All Access members. Total trips declined slightly to 45.5 million, with pedal-assist bike trips increasing four percent to more than 32 million and classic bike trips decreasing 10 percent to more than 13 million.

Citi Bike continued its Phase 3.5 expansion, installing 136 new stations in Brooklyn neighborhoods, including Bay Ridge, Kensington, Brownsville, and East New York; Bronx neighborhoods, including Norwood and Riverdale; and Forest Hills in Queens. As part of its infill plan, Citi Bike also added 451 docks at new and existing stations to increase capacity in high-demand areas.

Citi Bike annual membership



DOT added 33.6 lane miles to the City's bicycle network in Fiscal 2026, including 19.5 miles of protected bike lanes, representing a 36 and 30 percent decrease, respectively, from Fiscal 2025. Bike lane projects typically move through a planning and design phase in the fall and winter months, followed by a construction season that typically begins in the spring and peaks between July and December. In Fiscal 2026, an early start to winter brought the prior construction season to a close earlier than usual, and significant snow accumulation through March delayed the start of the following construction season. Other implementation barriers have remained consistent over the last two years, including project delays due to community and political concerns, contractor and material availability, signal implementation timelines, limited design staff capacity, and expanded project scope related to concrete, sidewalk, and accessibility requirements. DOT has continued installation work through the summer of 2026 and expected improved production going forward.

Completed bicycle projects included extending the protected bike lane on 3rd Avenue from 24th Street to 125th Street in Manhattan; installing a protected bike lane on Court Street connecting Downtown Brooklyn to the Hamilton Avenue/3rd Avenue bike path; adding two-way protected bike lanes on Bailey Avenue in the Bronx, 19th Avenue/81st Street in Queens, and Review Avenue in Queens; and installing protected bike lanes on Mason Avenue in Staten Island. These projects improved bicycle connectivity to major destinations, including Van Cortlandt Park, the Queens Waterfront Greenway, the Kosciuszko Bridge, and Staten Island University Hospital. Lastly, bike parking space production increased 19 percent to 4,046, compared to 3,414 in Fiscal 2025, reflecting DOT's transition from the 10,000 bike racks initiative to the Streets Plan goal of installing 2,000 bike racks annually.

DOT installed 12.0 miles of bus lanes in Fiscal 2026, more than doubling production from Fiscal 2025. This growth was primarily driven by work on Hillside Avenue in Queens, where DOT completed nearly eight miles of new and upgraded bus lanes. In addition, DOT and the Metropolitan Transportation Authority (MTA) added bus lane camera enforcement to 12.2 miles of bus lanes in Fiscal 2026.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
★ Staten Island Ferry trips that are on time (%)	95.4%	94.1%	93.4%	94.9%	96.0%	90.0%	90.0%	Neutral	Up
Staten Island Ferry weekday peak hour trips that are on time (%)	96.2%	95.4%	94.5%	96.3%	97.2%	*	*	Neutral	Up
Staten Island Ferry ridership (000)	12,119	14,715	16,215	16,705	16,679	*	*	Up	Up
Staten Island Ferry average cost per passenger per trip (\$)	\$15.99	\$10.52	\$11.72	\$12.01	\$13.09	*	*	Down	Down
Private ferry service ridership (000)	10,061	11,684	13,190	15,410	14,737	*	*	Up	Up
Private ferry service routes	22	21	21	21	23	*	*	Neutral	Up
Citi Bike annual membership	230,438	227,933	219,837	235,867	238,651	*	*	Neutral	Up
Citi Bike trips (000)	28,487	32,151	38,622	45,621	45,531	*	*	Up	Up
— Classic bicycles	19,618	18,186	15,844	14,436	13,044	*	*	Down	Up
— Pedal-assist bicycles	8,870	13,967	22,778	31,184	32,487	*	*	Up	Up
Annual cost for Citi Bike membership	\$179.00	\$185.00	\$219.99	\$219.99	\$239.00	*	*	Up	Up
★ NYC adults who bike regularly (CY)	888,000	902,000	762,000	680,000	NA	↑	↑	NA	Up
Bicycle lane miles installed	62.3	47.7	63.7	52.3	33.6	50.0	50.0	Down	Up
— Protected	33.2	25.9	32.9	27.9	19.5	*	*	Down	Up
Bike parking spaces added	7,442	3,734	6,928	3,414	4,046	*	*	Down	Up
Bus lane miles installed	12.9	7.8	15.7	5.5	12.0	*	*	Down	Up
Average vehicular travel speed in the Manhattan Central Business District	8.4	7.8	6.9	6.9	6.5	*	*	Down	Up
Electric vehicles charging stations installed	140	189	189	207	258	*	*	Up	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

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

DOT installed Accessible Pedestrian Signals (APS) at 652 intersections, a 16 percent decrease compared to Fiscal 2025. APS are wired to signal poles and provide audible and vibrotactile indications when pedestrians push a button installed at the crosswalk. The decrease was directly related to a lapse in contract capacity and additional restrictions imposed by a Federal Court Order. The lapse in contract capacity refers to a gap or limitation in available contract resources needed to complete APS installations. The Court Order requires DOT to equip 10,000 intersections with APS by the end of Calendar 2031. The annual installation requirements are 900 intersections in Calendar 2026, 1,000 to 1,200 intersections annually from Calendar 2027 through Calendar 2031, and earlier required targets beginning in Calendar 2022. In Fiscal 2026, DOT continued to exceed the installation pace required by the Court Order.

The number of new pedestrian crossing points (corners) installed in Fiscal 2026 increased by 26 percent to 6,224. DOT also upgraded 16 percent more existing corners in Fiscal 2026 than Fiscal 2025, surpassing 70,000 corners. DOT continues to increase production in pedestrian ramp construction as mandated by law and to ensure that every corner of the City is accessible.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
★ Intersections with accessible pedestrian signals installed (CY)	273	605	950	772	652	900	900	Up	Up
Existing corners upgraded (cumulative)	32,889	39,729	49,351	60,876	70,892	*	*	Up	Up
New corners installed (cumulative)	2,350	2,793	3,870	4,940	6,224	*	*	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 pedestrian volume index of 84.4 in Fiscal 2026 is the highest recorded since the COVID-19 pandemic. In Fiscal 2026, the pedestrian volume index rose to 84.4, up from 79.3 in Fiscal 2025. This index is a sampling of the number of pedestrians traveling on the sidewalk at 50 sample locations around the City. Sampling is conducted during one week of May and one week of September at consistent times of day and days of the week. The figure shown is a ratio using the May 2007 as a baseline with a starting value of 100.

The NYC Plaza Program continues to thrive, helping to ensure 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 93 plazas citywide that have either been completed or are in some phase of planning, design, or construction. Of these, 90 plazas are now open to the public.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
★ Pedestrian volume index	76.5	82.4	77.7	79.3	84.4	*	*	Neutral	*
Pedestrian space installed (square feet)	199,679	554,032	486,440	404,139	456,120	*	*	Up	Up
WalkNYC Wayfinding elements installed	25	35	6	11	10	*	*	Down	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Cases commenced against the City in state and federal court	2,165	2,424	2,305	2,822	2,733	*	*	Up	*
Payout (\$000)	\$109,411	\$79,759	\$119,445	\$141,280	NA	*	*	NA	Down
Workplace injuries reported	541	619	644	724	749	*	*	Up	Down
★ Critical Indicator 🌟 Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Average time to process a permit application for customers (calendar days)	1.63	1.87	2.24	2.37	2.44	*	*	Up	Down
E-mails responded to within 14 days (%)	99%	97%	99%	99%	100%	95%	95%	Neutral	Up
Letters responded to within 14 days (%)	97%	95%	99%	99%	100%	95%	95%	Neutral	Up
Calls answered within 30 seconds (%)	73%	43%	3%	1%	31%	*	*	Down	Up
Requests for language interpretations and translations received	270	414	373	471	349	*	*	Up	*
CORE facility rating	100	99	100	95	99	95	95	Neutral	Up
★ Critical Indicator 🌟 Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Percent meeting time to close - Street Condition - Pothole (30 days)	100%	100%	100%	100%	98%	98%	98%	Neutral	*
Percent meeting time to first action - Street Light Condition - Street Light Out (10 days)	98%	98%	95%	94%	75%	98%	98%	Down	*
Percent meeting time to first action - Traffic Signal Condition - Controller (0.1 days)	77%	66%	66%	68%	65%	80%	80%	Down	*
Percent meeting time to first action - Street Condition - Failed Street Repair (10 days)	90%	100%	100%	100%	100%	85%	85%	Neutral	*
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 ¹					Plan ²		5yr Trend
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	
Expenditures (\$000,000) ³	\$1,235.4	\$1,385.4	\$1,471.1	\$1,565.4	\$1,583.8	\$1,569.6	\$1,636.7	Up
Revenues (\$000,000)	\$388.6	\$485.7	\$472.4	\$479.0	\$471.4	\$465.5	\$457.4	Up
Personnel	5,481	5,707	5,891	5,903	5,905	6,260	6,338	Neutral
Overtime paid (\$000,000)	\$63.9	\$70.9	\$92.4	\$99.5	\$64.8	\$61.0	\$52.4	Up
Capital commitments (\$000,000)	\$918.8	\$1,489.5	\$1,128.3	\$1,440.3	\$2,096.6	\$2,502.1	\$2,491.2	Up
¹ Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Annual Comprehensive Financial Reports, 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 FY25 ¹ (\$000,000)	Modified Budget FY26 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$688.9	\$700.1	
001 - Exec. Admin. and Planning Management	\$91.5	\$96.3	All
002 - Highway Operations	\$262.1	\$256.3	1b, 2a, 3a, 4a
003 - Transit Operations	\$98.2	\$102.3	2a, 3a, 4a
004 - Traffic Operations	\$149.8	\$155.6	1b, 1c, 3a, 3b, 4a
006 - Bureau of Bridges	\$87.3	\$89.6	1a
Other Than Personal Services - Total	\$876.5	\$883.7	
007 - Bureau of Bridges	\$25.1	\$32.8	1a
011 - Executive and Administration	\$132.9	\$128.0	All
012 - Highway Operations	\$162.0	\$162.1	1b, 2a, 3a, 4a
013 - Transit Operations	\$56.3	\$56.9	2a, 3a, 4a
014 - Traffic Operations	\$500.0	\$504.0	1b, 1c, 3a, 3b, 4a
Agency Total	\$1,565.4	\$1,583.8	
¹ Annual Comprehensive Financial Reports (ACFR) for the Fiscal Year ended June 30, 2025. Includes all funds. ² Includes all funds. ³ Refer to agency goals listed at front of chapter.			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Michael Flynn was appointed Commissioner of the Department of Transportation in January 2026.
- Previously published figures 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.
 - The Fiscal 2024 data for ‘Total traffic fatalities’ was changed from 276 to 277.
 - The Fiscal 2025 data for ‘Total traffic fatalities’ was changed from 211 to 214.
 - The Fiscal 2025 data for ‘Pedestrian fatalities’ was changed from 110 to 111.
 - The Fiscal 2024 data for ‘Motorized two-wheel vehicle fatalities’ was changed from 99 to 100.
 - The Fiscal 2025 data for ‘Motorized two-wheel vehicle fatalities’ was changed from 60 to 63.
 - The Fiscal 2025 data for ‘Motor vehicle occupant fatalities’ was change from 37 to 36.
- The Fiscal 2026 data for ‘NYC adults who bike regularly (CY)’ in Goal 3a is unavailable from DOT and is marked as NA.
- The value for ‘Payout’ in Agencywide Management is not available because starting in Fiscal 2026, values will only be reported annually as final audited data in the Preliminary Mayor’s Management Report (PMMR) rather than as an initial estimate in the Mayor’s Management Report (MMR). Historically, initial figures for this indicator were provided by the Law Department in the MMR, while final audited data was provided by the Office of Management and Budget (OMB) in the following PMMR. OMB uses a different process and timeline to determine the finalized audited amount disbursed by the City, prompting this change to clarify reporting.

ADDITIONAL RESOURCES

For additional information go to:

- NYC Citi Bike Share:
<https://nycdotbikeshare.info/>
- 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>
- NYC Streets Plan Update (2026):
<https://www.nyc.gov/html/dot/downloads/pdf/nyc-streets-plan-update.pdf>
- The Social Indicators and Equity Report, EquityNYC:
<https://equity.nyc.gov/>

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

