Indicator name: Bridges rated good or very good (%) (calendar year)
Description: Federal and State laws mandate that bridge structures be inspected at least once every two years. Engineering consultants from the New York State Department of Transportation perform biennial inspections for all New York City bridge structures except pedestrian bridges and structures under 20 feet in length. Bridge structures not inspected by the State are inspected by DOT's Division of Bridges. Ratings are based on a scale from 1 to 7, and results are grouped in the following categories for each calendar year:
Very Good—ratings of 6.1 to 7.
Good—ratings of 5 to 6.
Fair—ratings of 3.1 to 4.9.
Poor—ratings of 1 to 3.
Source: Division of Bridges—Management and Support Services Bureau

Indicator name: Bridges rated Fair (%)
Description: Federal and State laws mandate that bridge structures be inspected at least once every two years. Engineering consultants from the New York State Department of Transportation perform biennial inspections for all New York City bridge structures except pedestrian bridges and structures under 20 feet in length. Bridge structures not inspected by the State are inspected by DOT's Division of Bridges. Ratings are based on a scale from 1 to 7, and results are grouped in the following categories for each calendar year:
Very Good—ratings of 6.1 to 7.
Good—ratings of 5 to 6.
Fair—ratings of 3.1 to 4.9.
Poor—ratings of 1 to 3.
Source: Division of Bridges—Management and Support Services Bureau

Indicator name: Bridges rated Poor (%)
Description: Federal and State laws mandate that bridge structures be inspected at least once every two years. Engineering consultants from the New York State Department of Transportation perform biennial inspections for all New York City bridge structures except pedestrian bridges and structures under 20 feet in length. Bridge structures not inspected by the State are inspected by DOT's Division of Bridges. Ratings are based on a scale from 1 to 7, and results are grouped in the following categories for each calendar year:
Very Good—ratings of 6.1 to 7.
Good—ratings of 5 to 6.
Fair—ratings of 3.1 to 4.9.
Poor—ratings of 1 to 3.
Source: Division of Bridges—Management and Support Services Bureau

Indicator name: Bridge flags eliminated (in-house)—Total
Description: New York State Department of Transportation (NYSDOT) bridge inspection procedures require that "Flags" be issued to report the existence of conditions that pose a clear and present danger, or conditions which, if left unattended for an extended period, would likely become a clear and present danger. A "Flag" is classified as either a Red Flag, Yellow Flag or Safety Flag.
Source: Division of Bridges

Indicator name: Bridge flags eliminated (safety)
Description: New York State Department of Transportation (NYSDOT) bridge inspection procedures require that "Flags" be issued to report the existence of conditions that pose a clear and present danger, or conditions which, if left unattended for an extended period, would likely become a clear and present danger. A "Flag" is classified as either a Red Flag, Yellow Flag or Safety Flag. Safety Flag is used to report a condition that presents a clear and present vehicular or pedestrian traffic hazard, but there is no danger of structural failure or collapse.
Source: Division of Bridges

Indicator name: Bridge flags eliminated (yellow)
Description: New York State Department of Transportation (NYSDOT) bridge inspection procedures require that “Flags” be issued to report the existence of conditions that pose a clear and present danger, or conditions which, if left unattended for an extended period, would likely become a clear and present danger. A “Flag” is classified as either a Red Flag, Yellow Flag or Safety Flag. Yellow Flag is used to report a potentially hazardous condition which, if left unattended beyond the next scheduled inspection, would likely become a clear and present danger. A Yellow Flag is also used to report the actual or imminent failure of a non-critical primary structural component, where its failure may diminish the reserve capacity or redundancy of the bridge but would not result in structural collapse or a clear and present danger.
Source: Division of Bridges

Indicator name: Bridge flags eliminated (red)
Description: New York State Department of Transportation (NYSDOT) bridge inspection procedures require that “Flags” be issued to report the existence of conditions that pose a clear and present danger, or conditions which, if left unattended for an extended period, would likely become a clear and present danger. A “Flag” is classified as either a Red Flag, Yellow Flag or Safety Flag. Red Flag is used to report the failure or potentially imminent failure of a critical primary structural component. Potentially imminent means that a failure is likely before the next scheduled inspection. The maximum time between bridge inspections is two years. Red Flags must be addressed within six weeks.
Source: Division of Bridges

Indicator name: Average time to repair street lights—by ConEd (calendar days)
Description: The average number of calendar days it takes Con Edison to repair streetlights, for cases where repairs to Con Edison equipment is required to restore electricity.
Source: Division of Traffic Operations—Street Lighting Unit

Indicator name: Streets maintained with a pavement rating of Good (%)
Description: The number of surveyed lane miles of local roadways assigned a condition rating of good, fair or poor divided by the total number of surveyed lane miles. DOT surveys at least 50 percent of City streets each year. Ratings are based on a scale from 1 to 10, and results are grouped in the following categories for each fiscal year:
Good (%)—ratings of 8 to 10
Fair (%)—ratings of 4 to 7
Poor (%)—ratings of 1 to 3
Source: Division of Roadway Repair & Maintenance—Resource Management Unit

Indicator name: Streets maintained with a pavement rating of Fair (%)
Description: The number of surveyed lane miles of local roadways assigned a condition rating of good, fair or poor divided by the total number of surveyed lane miles. DOT surveys at least 50 percent of City streets each year. Ratings are based on a scale from 1 to 10, and results are grouped in the following categories for each fiscal year:
Good (%)—ratings of 8 to 10
Fair (%)—ratings of 4 to 7
Poor (%)—ratings of 1 to 3
Source: Division of Roadway Repair & Maintenance—Resource Management Unit

Indicator name: Streets maintained with a pavement rating of Poor (%)
Description: The number of surveyed lane miles of local roadways assigned a condition rating of good, fair or poor divided by the total number of surveyed lane miles. DOT surveys at least 50 percent of City streets each year. Ratings are based on a scale from 1 to 10, and results are grouped in the following categories for each fiscal year:
Good (%)—ratings of 8 to 10
Fair (%)—ratings of 4 to 7
Poor (%)—ratings of 1 to 3
Source: Division of Roadway Repair & Maintenance—Resource Management Unit

Indicator name: Average time to close a pothole work order where repair was done (calendar days)
Description: The average number of calendar days it takes to close a pothole work order where at least one repair was completed. This includes potholes reported through 311 and online, as well as field pickups noted by DOT personnel.
Source: Division of Roadway Repair & Maintenance—Resource Management Unit

Indicator name: Pothole work orders
Description: The number of new work orders opened for potholes on streets (excludes work orders for bridges and arterial highways). Potholes are reported through calls to the 311 Customer Service Center, emails and written correspondence by the public, elected officials or agency personnel during the course of inspections. A work order may include multiple potholes.
Source: Division of Roadway Repair & Maintenance—Resource Management Unit

Indicator name: Potholes repaired (arterial highway system)
Description: The number of potholes and other small street defects corrected on arterial streets. Note: these arterials are highways that DOT is responsible for.
Source: Division of Roadway Repair & Maintenance—Arterial Maintenance Unit

Indicator name: Potholes repaired (local streets only)
Description: The number of potholes and other small street defects corrected on local streets.
Source: Division of Roadway Repair & Maintenance—Resource Management Unit

Indicator name: Lane miles resurfaced citywide (in-house)
Description: The total length of roadway that was milled and resurfaced with new asphalt topping in each of the five boroughs and on arterial highways, measured in units 12 feet wide and one mile in length. Only includes work done by in-house staff.
Source: Division of Roadway Repair & Maintenance—Resource Management Unit

Indicator name: Average cost per lane mile resurfaced citywide ($)
Description: Expenditures for milling and paving divided by the number of lane miles resurfaced. Expenditures reflect the cost of in-house resurfacing operations, including labor, materials, capital, and overhead, as well as payments to contractors, but does not include contract milling costs.
Source: Division of Roadway Repair & Maintenance—Resource Management Unit

Indicator name: Average in-house cost of asphalt per ton ($)
Description: Hamilton Avenue Asphalt Plant and Harper Street Asphalt Plant expenditures totaled and divided by the total number of tons of asphalt produced. Expenditures include only in-house cost of asphalt production, including labor, materials, capital, and overhead.
Source: Division of Roadway Repair & Maintenance—Resource Management Unit

Indicator name: Average vendor cost of asphalt per ton ($)
Description: Payments to vendors divided by the total number of tons received from vendors. Costs include only payments to vendors.
Source: Division of Roadway Repair & Maintenance—Resource Management Unit

Indicator name: Construction permits issued
Description: The number of permits issued for street openings, building operations, sidewalk construction, canopies and miscellaneous purposes.
Source: Division of Sidewalks and Inspection Management—HIQA

Indicator name: Inspections of permitted street work
Description: The number of inspections of permit-based street construction work conducted by the Highway Inspection and Quality Assurance Unit.
Source: Division of Sidewalks and Inspection Management—HIQA

Indicator name: Permitted jobs passing inspection (%)
Description: The number of permitted jobs passing inspection divided by the total number of permitted jobs inspected.
Source: Division of Sidewalks and Inspection Management—Highway Inspection and Quality Assurance Unit.

Indicator name: Post-audit inspections for completed street work
Description: The total number of inspections of street work performed after the expiration of the construction permit to determine if the street has been properly restored after construction was finished.
Source: Division of Sidewalks and Inspection Management—Highway Inspection and Quality Assurance Unit

Indicator name: Post-audit inspections for completed street work that passed inspection (%)
Description: The total number of passed post-audit inspections divided by the total number of post-audit inspections.
Source: Division of Sidewalks and Inspection Management—Highway Inspection and Quality Assurance Unit

Indicator name: Adopt-A-Highway adoption rate (%)
Description: The number of miles of the City's highway system for which maintenance is sponsored through the Adopt-A-Highway Program divided by 362, the total number of adoptable highway miles.
Source: Division of Roadway Repair & Maintenance—Arterial Maintenance Unit

Indicator name: Adopted highway miles that receive a service rating of good (%)
Description: The number of adopted highway miles that were inspected by DOT and assigned a service rating of good divided by the total number of inspected miles. Service tasks include litter removal, mechanical sweeping and beautification and can vary by segment. DOT sets both the service (task) for the adopted segment and the level of service (i.e., frequency) to be provided by the contractor.
Source: Division of Roadway Repair & Maintenance—Arterial Maintenance Unit

Indicator name: Parking meters that are operable (%)
Description: The number of muni-meters that are functioning divided by the total number of muni-meters. A meter's operability is determined electronically or by inspection.
Source: Division of Traffic Operations—Parking Operations

Indicator name: Total violations issued
Description: Total number of violations issued for all DOT service areas.
Source: Division of Sidewalks and Inspection Management—HIQA

Indicator name: Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)
Description: For all violations returnable to OATH, the number of violations where the respondent admitted to the violation and paid the penalty without a hearing or where the violation was upheld following a hearing as a percent of all violations resolved.

Department of Transportation

Indicator name:	Average time to respond to high priority traffic signal defect and make safe (2-hour calls) (hours:minutes)
Description:	The average number of hours it takes DOT contractors to repair and restore signal operation for defects requiring a two-hour response time. A repair can be temporary or permanent provided that the signal problem at the intersection is corrected and made safe.
Source:	Division of Traffic Operations—Signals Engineering and Street Lighting
Indicator name:	Average time to repair priority regulatory signs after notification (business days)
Description:	The average number of business days it takes to repair priority regulatory signs (e.g., Stop, Yield, Do Not Enter, and One-Way) after notification to DOT.
Source:	Division of Transportation Planning and Management—Traffic Control and Engineering
Indicator name:	Average time to repair street lights—by DOT (calendar days)
Description:	The average number of calendar days it takes DOT to repair streetlights.
Source:	Division of Traffic Operations—Street Lighting Unit
Indicator name:	Citywide traffic fatalities*
Description:	The total number of pedestrian, motorist, bicyclist, and passenger deaths resulting from traffic crashes. Data reflects crash-related fatalities during the reporting period. Data is typically collected 30 days after the close of the reporting period.
Source:	Division of Transportation Planning & Management—Research, Implementation & Safety/Chief of Transportation—New York City Police Department
Indicator name:	Traffic fatalities (bicyclist/pedestrians)
Description:	The number of bicyclist and pedestrian deaths resulting from vehicle collisions. Data reflects crash-related fatalities during the reporting period. Data is typically collected 30 days after the close of the reporting period.
Source:	Division of Transportation Planning & Management—Research, Implementation & Safety/Chief of Transportation—New York City Police Department
Indicator name:	Traffic fatalities (motorist/passengers)
Description:	The number of motorist and passenger deaths resulting from vehicle collisions. Data reflects crash-related fatalities during the reporting period. Data is typically collected 30 days after the close of the reporting period.
Source:	Division of Transportation Planning & Management—Research, Implementation & Safety/Chief of Transportation—New York City Police Department
Indicator name:	Traffic fatalities (other motorized)
Description:	The number of other motorists deaths resulting from vehicle collisions. Data reflects crash-related fatalities during the reporting period. Data is typically collected 30 days after the close of the reporting period.
Source:	Chief of Transportation
Indicator name:	Injury crashes
Description:	The total number of traffic crashes that resulted in injury, including those on highways and bridges. Data is entered by NYPD staff into AIS (Accident Information System) and forwarded to NYCDOT's Data Warehouse.
Source:	Division of Transportation Planning and Management—Office of Research, Implementation, and Safety

Indicator name: Speed reducers installed
Description: The number of new speed reducers installed. Speed reducers(which include speed humps and speed cushions) are traffic calming devices designed to slow vehicle speeds to either 15 or 20 mph. Speed humps are located mostly on residential streets.
Source: Division of Transportation Planning and Management—Office of Research, Implementation, and Safety

Indicator name: Pavement safety markings installed (000,000) (linear feet)
Description: The number of new and replacement roadway safety markings installed (4" width) measured in million linear feet (MLF). Safety markings are durable and reflective material applied to pavement to guide and inform all street/highway users—including people walking, bicycling, and operating motor vehicles. Markings designate lane positioning, convey regulation, reinforce signing, and delineate conflict points.
Source: Division of Transportation Planning and Management—Highway Design & Construction

Indicator name: Street Ambassador deployments completed
Description: Outreach deployments completed by Street Ambassadors; activities include various forms of engagement, including both in-person and through virtual outreach platforms.
Source: Division of Transportation Planning & Management—Office of Bicycle and Pedestrian Programs

Indicator name: Leading Pedestrian Intervals (LPIs) installed
Description: The number of Leading Pedestrian Intervals (LPIs) installed. LPIs allow pedestrians a "head start" of several seconds on the walk signal before parallel vehicular traffic receives a green light, which enhances pedestrian visibility to turning drivers.
Source: Division of Traffic Operations—Signal Engineering Unit

Indicator name: Staten Island Ferry—Customer accident injury rate (per million passengers)
Description: The number of ferry passengers, per one million passengers, that reported an injury and requested professional medical treatment.
Source: Division of the Staten Island Ferry

Indicator name: Staten Island Ferry trips that are on time (%)
Description: The percent of Staten Island Ferry trips completed on schedule.
Source: Division of Ferries—Staten Island Ferry

Indicator name: Staten Island Ferry: Weekday peak hour trips that are on time (%)
Description: The percent of Staten Island Ferry weekday peak hour trips completed on schedule. Peak hours are non-holiday weekday departures from Staten Island between 6:00 and 9:00 AM and between 5:30 and 7:30 PM and, from Manhattan, between 6:30 and 9:30 AM and between 4:00 and 8:00 PM.
Source: Division of Ferries—Staten Island Ferry

Indicator name: Staten Island Ferry ridership (000)
Description: The number of passengers traveling on the Staten Island Ferry.
Source: Division of the Staten Island Ferry

Indicator name: Staten Island Ferry: average cost per passenger per trip ($)
Description: Total Staten Island Ferry operating expenses, including labor, materials and equipment, divided by the total number of passengers carried.
Source: Division of Ferries—Staten Island Ferry

Department of Transportation

Indicator name: Private ferry service—Total ridership (000)
Description: The total ridership of commuters traveling on private ferries as reported to DOT by the individual companies: Hornblower (operator of NYC Ferry), Billybey, New York Waterway, New York Water Taxi, Seastreak and Liberty Landing.
Source: Ferry Operations—Private Ferries Program

Indicator name: Private ferry service—Number of permanent routes
Description: The average number of permanent private ferry routes operating from Monday through Friday. The private ferry operators are Hornblower (operator of NYC Ferry), Billybey, New York Waterway, New York Water Taxi, Seastreak and Liberty Landing.
Source: Ferry Operations—Private Ferries Program

Indicator name: Citi Bike annual membership
Description: Total count of Citi Bike annual memberships activated, including renewals.
Source: Division of Transportation Planning and Managment—Bike Share Program

Indicator name: Citi Bike trips (000)
Description: Total count of Citi Bike trips by all users (annual and short-term members).
Source: Division of Transportation Planning and Managment—Bike Share Program

Indicator name: Bicycle lane miles installed—Total
Description: The number of bicycle lane miles (Class I protected paths, II on-street lanes, and III shared lanes) installed during the reporting period.
Source: Division of Transportation Planning and Managment—Bicycle Program

Indicator name: Bicycle lane miles installed—Protected
Description: Subset of 'Bicycle lane miles—total'. The number of Class I protected bicycle paths in lane miles installed during the fiscal year. A Class I bicycle path is a facility intended for the use of bicycles that is physically separated from motorized vehicle traffic by an open space, vertical delineation, or barrier and either within the roadway or within an independent right-of-way.
Source: Division of Transportation Planning and Management—Bicycle Program

Indicator name: NYC adults who bike regularly (annual) (calendar year)
Description: The number of NYC adult residents who bike at least several times a month as reported in the NYC Community Health Survey.
Source: DOHMH Bureau of Epidemiology Services/DOT Division of Transportation Planning and Management—Bicycle Program

Indicator name: Bike parking spaces added (each year)
Description: The total number of bicycle parking spaces added each year. Bicycle parking spaces count total bicycle capacity of bicycle racks and sleds.

Indicator name: Bus lane miles installed
Description: Miles of "bus only" lanes installed; in coordination with MTA installations in order to improve bus speeds and reliability.
Source: Division of Transportation Planning & Management—Transit Development

Indicator name: Average vehicular travel speed—Manhattan Central Business District
Description: The average speed of yellow taxis traveling with passengers between the hours of 8AM-6PM, Monday-Friday, in Manhattan's Central Business District (CBD), excluding all major US holidays. The CBD covers the entire area south of 60th Street.
Source: Division of Planning and Sustainability—Congestion Mitigation

Indicator name: Existing corners upgraded (cumulative)
Description: The number of crossing points (corners) that have been upgraded, facilitating access by persons with disabilities.
Source: Division of Roadway Repair & Maintenance—Resource Management Unit

Indicator name: New corners installed (cumulative)
Description: The number of new crossing points (corners) installed, facilitating access by persons with disabilities.
Source: Division of Roadway Repair and Maintenance—Resource Management Unit

Indicator name: Intersections with accessible pedestrian signals installed
Description: The number of intersections with accessible pedestrian signals (APS) installed. APS are devices affixed to pedestrian signal poles to assist blind or low vision pedestrians in crossing the street. APS are wired to a pedestrian signal and send audible and vibrotactile indications when pedestrians push a button installed at the crosswalk.
Source: Division of Traffic Operations—Signal Engineering Unit

Indicator name: Pedestrian volume index
Description: An index of pedestrian volumes—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 count as a baseline. The May 2007 count is assigned a starting value of 100, and the ratio of each new pedestrian count to the baseline count is multiplied by 100 to give the new value. A value of 102 for Spring 2008 means that pedestrian volumes at sample locations increased by approximately two percent over the May 2007 baseline.
Source: Division of Transportation Planning and Management—Pedestrian Projects Group

Indicator name: Pedestrian space installed (square feet)
Description: The number of total square feet of pedestrian space installed. Pedestrian space includes plazas, neckdowns (curb extensions), sidewalks, safety islands, ramps, and crosswalks.
Source: Division of Transportation Planning and Management—Public Space Unit

Indicator name: WalkNYC Wayfinding elements installed
Description: The total number of WalkNYC Wayfinding elements added each year. The element count includes map-based signs, map-based signs with bus arrival time information, fingerpost pointers, wall mounted maps, Bike Share Kiosks, and subway station Neighborhood maps
Source: Division of Transportation Planning and Management—WalkNYC Wayfinding Program

Indicator name: Workplace injuries reported
Description: All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: Occupational Safety and Health Office (HR & Facilities)

Indicator name: E-mails responded to in 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Office of the Commissioner—Customer Service Unit

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Indicator name: Letters responded to in 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Office of the Commissioner—Customer Service Unit

Indicator name: Calls answered in 30 seconds (%)
Description: The percentage of calls answered by a call center representative in 30 seconds or less. Time begins after initial prerecorded message.
Source: Authorized Parking & Permits

Indicator name: Average wait time at Central Permits Office (minutes:seconds)
Description: The weighted average wait time (in minutes) for walk-in customers at the Central Manhattan Permits Office. Security/building entry wait times are excluded unless a security plays a vital role in the process.
Source: OCMC Permits

Indicator name: Requests for language interpretations and translations received
Description: The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source: Office of the Commissioner—Language Access Unit

Indicator name: CORE facility rating
Description: An average score based on the rating of 15 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g., wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors. Fiscal 2016 data for the overall rating represents a change in methodology. For agencies with multiple service centers, inspectors focused on sites that had historically lower scores, specifically sites that received an average overall site score of 85 or lower over the last three years and sites that received a score of 85 or lower in Fiscal 2015. If all agency service centers scored above 85 last year, the service center with the lowest overall score was inspected.
Source: Mayor's Office of Operations—SCOUT

Indicator name: Street Condition—Pothole—% Meeting Time to Close (30 days)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations/Citywide Performance Reporting

Indicator name: Street Light Condition—Street Light Out—% Meeting Time to Close (10 days)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: DOT/Street Lighting

Indicator name: Traffic Signal Condition—Controller—% Meeting Time to Close (0.1 days)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations/Citywide Performance Reporting

Indicator name: Street Condition—Failed Street Repair—% Meeting Time to Close (10 days)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations/Citywide Performance Reporting

Indicator name: Broken Parking Meter—No Receipt—% Meeting Time to Close (21 days)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations/Citywide Performance Reporting