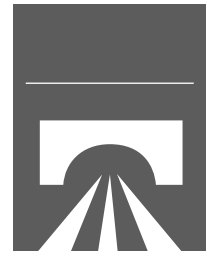


# DEPARTMENT OF TRANSPORTATION

Ydanis Rodriguez,  
Commissioner



## WHAT WE DO

The Department of Transportation (DOT) is responsible for the condition and operation of 6,300 miles of streets, highways, and public plazas, 807 bridges and tunnels, and 11 boats for the Staten Island Ferry program. DOT operates over 13,250 signalized intersections, 315,000 street lights, 15,000 on-street parking meters, and maintains over 350 million linear feet of markings on City streets and highways. DOT manages a vast network of over 2,600 automated enforcement cameras, comprised of speed, red light, and bus cameras.

Safety for everyone using the City's roads, bridges and ferries is the Agency's top concern. To increase mobility, DOT oversees the City's bike share system; and maintains the vast majority of more than 1,500 lane miles of cycling network, including over 180 miles of protected on street bicycle lanes since the start of the Vision Zero program, the Citywide initiative to eliminate death and serious injuries from traffic incidents, which launched in 2014.

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

## FOCUS ON EQUITY

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

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

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

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

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

# OUR SERVICES AND GOALS

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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 April 2016, New York State (NYS) began to inspect and rate bridges using the American Association of State Highway and Transportation Officials (AASHTO) protocol. The State has not committed to an official schedule to adopt the new AASHTO scale in the City. Accordingly, bridge rating indicators are still marked as NA in the data table. Based on the previous rating system and most recently published [Bridges & Tunnels Annual Condition Report](#) from 2021, over 48 percent of the City's bridges were rated Very Good and Good and over 51 percent were rated Fair. Less than 0.2 percent were rated Poor.
- DOT's bridge program focuses on the safety of the City's bridges. In the first four months of Fiscal 2024, DOT eliminated 31 percent more yellow bridge flags compared to the same reporting period in Fiscal 2023. Fiscal 2024 reflects a higher number of eliminated yellow flags due to changes in the NYS DOT guidelines, reclassification of some flags from red to yellow, and unanticipated additional work on a few structures that resulted in elimination of present flagged conditions.
- DOT repaired 35,707 potholes on arterials and local streets in the first four months of Fiscal 2024, four percent more than in the same period last year. Potholes repairs on the arterial highway system rose 50% in the first four months of Fiscal 2024, up to 4,368 from 2,909. Due to the inclement weather, there was an increase in the number of potholes. Accordingly, DOT deployed multiple Arterial Maintenance crews more frequently resulting in more potholes repaired. At the same time, DOT reduced the average time to close a pothole repairs significantly, down 19 percent to 2.57 days from 3.16 days in the same reporting period in Fiscal 2023. This decrease is attributed in part to more dedicated crews with supervisors, following up on 311 complaints, and inspecting the highways more frequently.
- DOT resurfaced 584.3 lane miles in-house in the first four months of Fiscal 2024, a four percent decrease from the same period last year. The City funded the resurfacing program for a target of 1,100 lane miles through Fiscal 2031. DOT is on pace to reach this target. Resurfacing prevents potholes, addresses existing potholes, and allows crews to address locations in need of general roadway repairs.
- DOT inspectors completed 278,873 initial and post-audit inspections in the first four months of Fiscal 2024, an eight percent increase over the same period in Fiscal 2023. This was a result of hiring over 15 new inspectors since the beginning of the reporting period. DOT issued 12,858 violation summonses, 73 percent more than the comparable reporting period in Fiscal 2023, largely due to more inspectors being trained and mobilized out in the field.
- The average response time to high priority traffic signal defects increased by 17 minutes, from one hour and 29 minutes in the first four months of Fiscal 2023, to one hour and 46 minutes in the same period of Fiscal 2024, remaining under the target of two hours. The increase in response time was primarily due to two inclement weather and flooding events in the outer boroughs that adversely impacted travel and repair times. Repair time for priority regulatory signs remained at 1.4 days, meeting its target of three business days. The average time for DOT to repair street lights increased from 3.6 to 5.5 days over comparative reporting periods. To improve this, the Department is working to improve communication between contractors moving forward.
- Citywide traffic fatalities fell to 93 in the first four months of Fiscal 2024, down from 95 in the same period in Fiscal 2023. Traffic fatalities among motorists and passengers increased to 45 from 41, while fatalities among bicyclists and pedestrians decreased to 39 from 43. Fatalities for the "other motorized" category—which includes e-scooters and e-bikes—decreased from 9 to 11. DOT is investing in efforts to make streets safer and prevent these fatalities, including an enhanced daylight program. Over the first four months of Fiscal 2024 DOT installed 187 speed reducers and 32.5 million linear feet of safety markings—53 percent and 67 percent more, respectively, than the same period in Fiscal 2023. While 51% fewer than the comparable period last year, 76 leading pedestrian intervals were installed.
- Intersections with accessible pedestrian signals increased 76 percent, from 204 in the first four months of Fiscal 2023 to 359 in the same period of Fiscal 2024. Contractors continued to increase their production by finishing more open projects and operating under full staffing capacity. Pavement safety markings installed improved 67 percent due to a larger contractor pool and in-house crews increasing their work capacity.

- The number of annual Citi Bike memberships activated during the first four months of Fiscal 2024 increased nine percent compared to the same period last year. Citi Bike trips by all users—annual members and casual riders—rose 11 percent to almost 14.6 million. This included a 47 percent increase in trips using pedal-assist ebikes. This is mainly attributed to the Citi Bike system expansion and additional capacity in high demand areas. During the reporting period, Citi Bike installed 194 new stations in Ditmas Park, East Flatbush, and Flatbush neighborhoods of Brooklyn; Belmont, Tremont, and West Farms neighborhoods in the Bronx; Corona, East Elmhurst, Elmhurst, and Jackson Heights neighborhoods of Queens; and installed two new infill stations and added dock capacity at 18 existing stations.
- By the end of October 2023, the City's bicycle network expanded to over 1,550 lane miles. DOT upgraded or added 22.4 lane miles to the network during the reporting period, 14.9 of which are protected bike lanes, a 12 percent increase compared to the first four months of Fiscal 2023. The increase in bike lane production is mainly due to the uptick in completed projects that began during the spring season. Major projects completed during this period include Centre and Lafayette Streets in Manhattan; East New York School Safety Improvements in Brooklyn; and Goethals Road North in Staten Island. DOT is on pace to reach the installation target of 50 total lane miles by the end of June 2024.
- DOT added over 1,800 bike parking spaces in the first four months of Fiscal 2024, a 440 percent increase from the comparable reporting period in Fiscal 2023. This is a result of the fabricator resuming delivery of bike racks and the contractor increasing installations across the City. The Department also began including more bike corrals within street improvement projects.
- In the first four months of Fiscal 2024, Staten Island Ferry ridership increased 14 percent compared to the previous reporting period as more people continued to commute daily and tourism ridership increased. Given this increased ridership, the customer accident injury rate per million passengers has risen to 2.28 from 1.75.
- In the first four months of Fiscal 2024, the number of permanent routes run by private ferry services decreased to 19 from 23 in the same reporting period of Fiscal 2023. Ferry routes are removed due to low ridership combined with the high cost of operating a boat. At the same time, total ridership on private ferry services still rose 4% between comparable reporting periods, up to 5.2 million from 5.0 million.
- Installation of WalkNYC elements decreased 96 percent in the first four months of Fiscal 2024 due to procurement challenges.
- The average time to process a permit application for customers rose 24 percent in the first four months of Fiscal 2024, up to 2.28 calendar days from 1.84 calendar days in the comparable reporting period of Fiscal 2023. Staffing shortages resulted in a larger-than-anticipated backlog of permits to review in this reporting period.
- Calls answered by DOT within 30 seconds dropped to one percent in the first four months of Fiscal 2024, down from 69 percent in the first four months of Fiscal 2023. This decrease is attributable to staff shortages. DOT is interviewing candidates to backfill vacancies, as well as exploring technological advancements to improve efficiency at the call center.

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

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ Bridges rated - Good or very good (%) (calendar year)	NA	NA	NA	↑	↑	NA	NA
- Fair (%)	NA	NA	NA	*	*	NA	NA
- Poor (%)	NA	NA	NA	*	*	NA	NA
Bridge flags eliminated — Total	618	630	594	*	*	227	179
- Safety	503	541	523	*	*	191	142
- Yellow	88	53	50	*	*	26	34
- Red	27	36	21	*	*	10	3

★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ Streets maintained with a pavement rating of - Good (%)	74.9%	77.5%	76.9%	71.0%	71.0%	NA	NA
- Fair (%)	24.6%	21.9%	22.3%	*	*	NA	NA
- Poor (%)	0.5%	0.6%	0.7%	*	*	NA	NA
Pothole work orders	32,857	36,121	34,563	*	*	7,770	7,784
Potholes repaired - Arterial highway system	30,317	23,880	19,862	*	*	2,909	4,368
- Local streets	146,622	160,952	156,991	*	*	31,319	31,339
Lane miles resurfaced citywide by in-house staff	918.3	1,193.0	1,200.6	*	*	608.7	584.3
Average cost per lane mile resurfaced citywide (\$)	\$209,663	\$180,423	\$191,855	*	*	NA	NA
Average in-house cost of asphalt per ton (\$)	\$55.30	\$55.22	\$51.39	*	*	NA	NA
Average vendor cost of asphalt per ton (\$)	\$61.34	\$68.24	\$73.32	*	*	NA	NA
Construction permits issued	553,821	552,009	581,004	*	*	200,854	204,106
Inspections of permitted street work	605,887	586,462	494,435	*	*	164,791	173,613
- Permitted jobs passing inspection (%)	70%	70%	85%	80%	80%	86%	85%
Post-audit inspections for completed street work	352,467	330,469	287,481	*	*	91,107	105,260
- Completed street work that passed inspection (%)	71%	71%	88%	*	*	88%	88%
Adopt-A-Highway adoption rate (%)	82.5%	82.4%	81.9%	75.0%	75.0%	81.8%	81.6%
Adopted highway miles that receive a service rating of good (%)	95.5%	98.4%	94.7%	*	*	97.2%	93.1%
★ Parking meters that are operable (%)	99.5%	99.7%	99.7%	98.0%	98.0%	98.3%	98.4%
Total violations issued	32,284	32,898	27,441	*	*	7,426	12,858
★ Average time to close a pothole repair (calendar days)	NA	NA	2.63	5.00	5.00	3.16	2.57
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ 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	2:00	2:00	1:29	1:46
★ Average time to repair priority regulatory signs after notification (business days)	1.4	1.4	1.4	3.0	3.0	1.4	1.4
Average time to repair street lights — by DOT (calendar days)	3.0	3.5	3.4	*	*	3.6	5.5
Average time to repair street lights — by ConEd (calendar days)	15.1	15.0	14.6	*	*	15.3	18.3
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ ● Citywide traffic fatalities	275	263	260	↘	↘	95	93
- Bicyclists/pedestrians	148	131	143	*	*	43	39
- Motorists/passengers	122	115	97	*	*	41	45
- Other motorized	5	17	20	*	*	11	9
★ Injury crashes	35,770	38,770	38,248	↘	↘	13,756	14,214
★ Staten Island Ferry customer accident injury rate (per million passengers)	1.39	1.75	1.97	1.34	1.34	1.75	2.28
★ Speed reducers installed	104	262	231	250	250	122	187
★ Pavement safety markings installed (000,000) (linear feet)	53.0	48.6	58.6	↗	↗	19.5	32.5
Street Ambassador deployments completed	112	141	132	*	*	47	59
Leading Pedestrian Intervals installed	256	801	320	*	*	155	76
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ Staten Island Ferry - Trips that are on time (%)	97.7%	95.4%	94.1%	90.0%	90.0%	95.0%	94.0%
– Weekday peak hour trips that are on time (%)	99.0%	96.2%	95.4%	*	*	95.0%	96.6%
– Ridership (000)	7,561	12,119	14,715	*	*	5,155	5,865
– Average cost per passenger per trip (\$)	\$17.75	\$15.99	\$10.52	*	*	NA	NA
Private ferry service — Total ridership (000)	5,813	10,061	11,684	*	*	4,993	5,187
– Number of permanent routes	25	22	21	*	*	23	19
Citi Bike annual membership	191,751	230,438	227,933	*	*	98,483	107,550
Citi Bike trips - total	23,080	28,487	32,151	*	*	13,177	14,585
– trips (classic bikes)	16,429	19,618	18,186	*	*	8,144	7,169
– trips (pedal-assist ebikes)	6,646	8,870	13,967	*	*	5,034	7,416
Annual cost for Citi Bike membership	\$179.00	\$179.00	\$185.00	*	*	NA	NA
★ NYC adults who bike regularly (per year)	774,000	888,000	902,000	↑	↑	NA	NA
Bicycle lane miles installed - Total	65.3	62.3	47.7	50.0	50.0	19.9	22.4
– Protected	29.2	33.2	25.9	*	*	9.0	14.9
Bike parking spaces added (per year)	4,350	7,442	3,734	*	*	334	1,804
Bus lane miles installed	20.5	12.9	7.8	*	*	6.8	8.6
Average vehicular travel speed — Manhattan Central Business District	9.8	8.4	7.8	*	*	NA	NA
Electric vehicles charging stations installed	NA	140	189	*	*	145	189
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↕ Directional Target	* None			

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ Intersections with accessible pedestrian signals installed	211	273	605	700	900	204	359
Existing corners upgraded (cumulative)	26,400	32,889	39,729	*	*	NA	NA
New corners installed (cumulative)	1,980	2,350	2,793	*	*	NA	NA
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ Pedestrian volume index	57.9	76.5	82.4	*	*	NA	NA
Pedestrian space installed (square feet)	546,337	199,679	554,032	*	*	NA	NA
WalkNYC Wayfinding elements installed	30	25	35	*	*	16	5
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↕ Directional Target	* None			

## AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Cases commenced against the City in state and federal court	2,331	2,165	2,424	*	*	723	733
Payout (\$000)	\$93,418	\$109,411	\$79,759	*	*	\$23,346	\$43,540
Workplace injuries reported	552	541	619	*	*	236	252
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⇅ Directional Target    * None							

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Average time to process a permit application for customers (calendar days)	NA	1.63	1.87	*	*	1.84	2.28
E-mails responded to in 14 days (%)	98%	99%	97%	95%	95%	97%	99%
Letters responded to in 14 days (%)	96%	97%	95%	95%	95%	91%	98%
Calls answered in 30 seconds (%)	90%	73%	43%	*	*	69%	1%
Requests for language interpretations and translations received	938	270	414	*	*	115	145
CORE customer experience rating (0-100)	NA	100	99	95	95	NA	NA
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⇅ Directional Target    * None							

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Percent meeting time to close - Street Condition - Pothole (30 days)	99%	100%	100%	98%	98%	100%	100%
Percent meeting time to first action - Street Light Condition - Street Light Out (10 days)	99%	98%	98%	98%	98%	98%	88%
Percent meeting time to first action - Traffic Signal Condition - Controller (0.1 days)	76%	77%	66%	80%	80%	68%	70%
Percent meeting time to first action - Street Condition - Failed Street Repair (10 days)	82%	90%	100%	85%	85%	100%	100%
Percent meeting time to close - Broken Parking Meter - No Receipt (21 days)	100%	100%	100%	90%	90%	100%	100%
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⇅ Directional Target    * None							

## AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2023 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY21	FY22	FY23	FY24	FY24 <sup>1</sup>	FY25 <sup>1</sup>	FY23	FY24
Expenditures (\$000,000) <sup>2</sup>	\$1,142.2	\$1,235.4	\$1,385.4	\$1,405.3	\$1,415.2	\$1,403.2	\$720.9	\$816.8
Revenues (\$000,000)	\$386.7	\$388.6	\$485.7	\$462.0	\$464.4	\$472.9	\$103.9	\$121.1
Personnel	5,559	5,481	5,707	6,120	6,097	6,120	5,555	5,769
Overtime paid (\$000,000)	\$63.2	\$63.9	\$70.9	\$51.9	\$61.4	\$51.5	\$24.1	\$25.6
Capital commitments (\$000,000)	\$660.3	\$918.8	\$1,489.5	\$1,700.0	\$1,139.6	\$1,593.2	\$342.5	\$161.4
<sup>1</sup> January 2024 Financial Plan. <sup>2</sup> Expenditures include all funds    "NA" - Not Available								

## SPENDING AND BUDGET INFORMATION

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

Unit of Appropriation	Expenditures FY23 <sup>1</sup> (\$000,000)	January 2024 Financial Plan FY24 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
Personal Services - Total	\$577.2	\$613.5	
001 - Exec. Admin. and Planning Management	\$73.2	\$74.9	All
002 - Highway Operations	\$219.0	\$218.3	1b, 2a, 3a, 4a
003 - Transit Operations	\$66.8	\$95.3	2a, 3a, 4a
004 - Traffic Operations	\$136.6	\$140.2	1b, 1c, 3a, 3b, 4a
006 - Bureau of Bridges	\$81.5	\$84.7	1a
Other Than Personal Services - Total	\$808.2	\$801.8	
007 - Bureau of Bridges	\$27.2	\$35.8	1a, 5a
011 - Executive and Administration	\$105.1	\$101.4	All
012 - Highway Operations	\$153.8	\$138.0	1b, 2a, 3a, 4a
013 - Transit Operations	\$54.6	\$55.2	2a, 3a, 4a
014 - Traffic Operations	\$467.4	\$471.3	1b, 1c, 3a, 3b, 4a
Agency Total	\$1,385.4	\$1,415.2	

<sup>1</sup>Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2023. Includes all funds. <sup>2</sup>Includes all funds. <sup>3</sup>Refer to agency goals listed at front of chapter. "NA" Not Available \* None

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Federal and State laws mandate that bridge structures be inspected at least once every two years. Engineering consultants from the New York State (NYS) Department of Transportation traditionally perform biennial inspections for all New York City bridge structures except pedestrian bridges and structures under 20 feet in length. In 2016, NYS changed the rating and inspection system but has yet to commit to an official schedule to adopt it. As such, bridge ratings indicators are represented as NA in the data table.
- Previously reported fiscal year data for 'Pedestrian space installed (square feet)' was revised. Fiscal 2021 was revised from 448,691 to 546,337 and Fiscal 2022 data was revised from 158,150 to 199,679.
- The indicator 'Average time to close a pothole work order where repair was done (calendar days)' was removed from Goal 1b. DOT replaced this metric with 'Average time to close a pothole repair (calendar days)'. The new indicator measures time to repair each pothole, as opposed to each pothole work order as a work order could include multiple potholes.
- Fiscal 2023 data for 'NYC adults who bike regularly (per year)' in Goal 3a is now available.
- Preceding the Fiscal 2024 Preliminary Mayor's Management Report, the Mayor's Office of Operations implemented updated standards for indicator names. Minimal stylistic changes, such as the use of em-dashes, percent symbols and acronyms, were made to the names of previously published indicators here within. Substantive name changes for indicators that clarify what is being measured are otherwise noted above.



## ADDITIONAL RESOURCES

For additional information on items referenced in the narrative, 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>
- NYC Streets Plan (Update 2023):  
<https://www.nyc.gov/html/dot/downloads/pdf/nyc-streets-plan-update-2023.pdf>
- The Social Indicators and Equity Report, EquityNYC:  
<http://equity.nyc.gov/>

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

