



## What We Do

The Department of Transportation (DOT) is responsible for the condition and operation of approximately 6,000 miles of streets, highways and public plazas, 788 bridge structures, and the nine boats for the Staten Island Ferry program. DOT operates 12,300 traffic signals and over 300,000 street lights, and maintains 69 million linear feet of markings on City streets and highways. DOT also manages the Joint Traffic Management Center; emergency response operations; sidewalk repair; and oversees the on-street parking system. DOT's infrastructure programs include an extensive bridge capital investment and life-cycle maintenance program; roadway resurfacing, repair and maintenance; ferry boat and terminal upgrades and maintenance; and a capital program that performs street and sidewalk reconstruction and additional projects such as greenway construction. DOT's alternative fuel program promotes the use of cleaner vehicles in both the public and private sectors.

## Our Services and Goals

### Service 1: Maintain the City's transportation infrastructure.

- Goal 1a: Manage the City's bridge inventory to achieve a high state of repair.
- Goal 1b: Maintain a state of good repair for the City's streets, sidewalks, and highways.
- Goal 1c: Ensure timely installation and repairs of the City's street lights, traffic signs and signals.

### Service 2: Operate and oversee ferry services.

- Goal 2a: Provide efficient passenger transportation via the Staten Island Ferry.
- Goal 2b: Promote private ferry services throughout the City.

### Service 3: Design streets.

- Goal 3a: Improve safety for pedestrians, motorists, and bus and bike riders.
- Goal 3b: Increase mobility and accessibility throughout the City.
- Goal 3c: Increase public engagement by expanding availability of agency information.

### Service 4: Manage parking and curbside use.

- Goal 4a: Maximize efficient use of street/sidewalk space.

## How We Performed

- In response to growing demand, DOT issued 25 percent more construction permits, from 113,754 to 142,327, with inspections of permitted sites increasing by a similar percentage.
- The number of pothole repairs decreased by 18 percent, corresponding with a five percent decrease in the number of 311 pothole complaints and fewer pothole pickups observed by DOT work crews. The average time to close a pothole work order increased by less than one day to 2.4 days due, in part, to work crews having to spend more time traveling between repairs when there are fewer potholes.
- The percent of Staten Island Ferry trips that were on time improved slightly to 89.7 percent. Operational adjustments were made in August 2013 to address the high volume of afternoon tourists; on-time performance since that change improved to 92.5 percent.
- Traffic fatalities rose from 94 to 108, with increases in fatalities associated with pedestrian mid-block crossings and single vehicle motorcycle crashes. As part of DOT's overall traffic safety plans, the Department obtained State legislative approval and began installing speed enforcement cameras in September 2013. These cameras were initially set to issue warnings and began issuing tickets in January 2014.

- The percent of existing bus shelters converted to the new model shows little change because shelter installation activity over the last year focused on new shelters requested by citizens, community boards, elected officials, etc. Only 25 shelters remain to be converted.
- The percent of letters responded to in 14 days rebounded to 91 percent compared to 83 percent during the same period last year. The July to October 2012 four-month performance was affected by atypically low performance in the month of October due to disruptions in mail operations caused by Hurricane Sandy.

**Service 1: Maintain the City's transportation infrastructure.**

**Goal 1a: Manage the City's bridge inventory to achieve a high state of repair.**

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★Bridges rated - Good or very good (%) (calendar year)	40.7%	41.2%	41.4%	40.7%	40.7%	NA	NA
- Fair (%)	58.8%	58.4%	58.4%	*	*	NA	NA
- Poor (%)	0.5%	0.4%	0.1%	*	*	NA	NA
Bridge projects (structural work) substantially completed on schedule (%)	100%	91%	71%	100%	100%	NA	NA

★ Critical Indicator "NA" - means Not Available in this report ↓ ↑ shows desired direction

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★Streets maintained with a pavement rating of - Good (%)	71.4%	73.4%	69.6%	71.0%	71.0%	NA	NA
- Fair (%)	28.1%	26.2%	29.8%	*	*	NA	NA
- Poor (%)	0.5%	0.4%	0.6%	*	*	NA	NA
Lane miles resurfaced citywide	1,003.0	1,006.6	810.6	*	*	NA	NA
Construction permits issued	264,532	325,839	348,051	*	*	113,754	142,327
Inspections of permitted street work	539,933	564,852	543,921	*	*	193,306	242,079
- Street work rated satisfactory (%)	74%	76%	77%	75%	75%	77%	77%
Post-audit inspections for completed street work	240,634	274,714	302,689	*	*	112,942	139,660
- Completed street work that passed inspection (%)	80%	81%	80%	*	*	81%	81%
★Average time to close a pothole work order where repair was done (days)	10.8	2.3	1.4	5.0	5.0	1.5	2.4
Pothole work orders	56,399	36,401	43,972	*	*	9,100	8,145
Potholes repaired (Local streets)	305,001	200,666	241,572	*	*	47,126	38,375
Potholes repaired (Arterials)	92,559	37,962	45,070	*	*	5,370	4,122
★NYC highways that receive a cleanliness rating of - Good (%)	97.6%	99.1%	99.5%	98.0%	98.0%	NA	NA
Arterial highway system that is adopted (%)	69.3%	66.3%	67.4%	70.0%	70.0%	67.7%	69.5%
Audited adopted highway miles that receive cleanliness rating of good (%)	100.0%	100.0%	99.4%	*	*	100.0%	99.4%
Average cost per lane mile resurfaced citywide (\$)	\$153,790	\$150,830	\$192,536	*	*	NA	NA
Average cost per ton of asphalt placed citywide (\$)	\$162.01	\$149.56	\$196.76	*	*	NA	NA
Average in-house cost of asphalt per ton (\$)	\$63.18	\$61.26	\$63.04	*	*	NA	NA
Average vendor cost of asphalt per ton (\$)	\$69.06	\$73.29	\$76.64	*	*	NA	NA

★ Critical Indicator "NA" - means Not Available in this report ↓ ↑ shows desired direction

**Goal 1c: Ensure timely installation and repairs of the City's street lights, traffic signs and signals.**

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Average time to respond to traffic signal defect and make safe (hours)	4.1	3.8	7.3	4.0	4.0	4.6	5.2
★ Average time to repair priority regulatory signs after notification (days)	1.9	1.9	2.2	3.0	3.0	1.9	2.0
Average time to repair street lights - by DOT (days)	2.2	2.5	2.7	*	*	2.4	2.5
Average time to repair street lights - by ConEd (days)	14.3	12.5	14.1	*	*	12.4	14.2

★ Critical Indicator "NA" - means Not Available in this report ↓ ↑ shows desired direction

**Service 2: Operate and oversee ferry services.**

**Goal 2a: Provide efficient passenger transportation via the Staten Island Ferry.**

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Staten Island Ferry - Trips that are on time (%)	90.9%	88.9%	88.6%	90.0%	90.0%	88.9%	89.7%
- Ridership (000)	21,404	22,178	21,399	*	*	7,926	7,607
- Average cost per passenger (\$)	\$5.35	\$5.48	\$5.38	*	*	NA	NA

★ Critical Indicator "NA" - means Not Available in this report ↓ ↑ shows desired direction

**Goal 2b: Promote private ferry services throughout the City.**

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Private ferry service - Total ridership (000)	8,326	9,020	9,976	*	*	3,578	3,763
- Number of permanent routes	20	21	21	*	*	21	21

★ Critical Indicator "NA" - means Not Available in this report ↓ ↑ shows desired direction

**Service 3: Design streets.**

**Goal 3a: Improve safety for pedestrians, motorists, and bus and bike riders.**

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Overall traffic crashes	179,112	176,482	179,076	↓	↓	NA	NA
★ Citywide traffic fatalities	236	291	261	↓	↓	94	108
- Motorists/passengers	78	115	93	*	*	43	52
- Bicyclists/pedestrians	158	176	168	*	*	51	56

★ Critical Indicator "NA" - means Not Available in this report ↓ ↑ shows desired direction

### Goal 3b: Increase mobility and accessibility throughout the City.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Pedestrian volume index	113.2	NA	112.9	*	*	NA	NA
Crossing points with pedestrian ramps (%)	91%	94%	95%	*	*	NA	NA
Select Bus Service routes in operation	2	3	5	*	*	NA	NA
Average travel speed (miles per hour) - Manhattan Central Business District	9.2	9.1	9.1	*	*	NA	NA
★ Bicycle network connectivity index	1,134	1,254	1,416	1,500	1,500	NA	NA
Bicycle lane miles installed	33.1	25.8	51.9	20.0	20.0	NA	NA
Bicycle racks installed	2,750	1,286	3,541	1,500	1,500	NA	NA

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

### Goal 3c: Increase public engagement by expanding availability of agency information.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Facebook friends	1,941	3,446	6,590	*	*	4,747	7,155
Twitter followers	4,655	13,118	29,843	*	*	19,852	32,051

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

### Service 4: Manage parking and curbside use.

#### Goal 4a: Maximize efficient use of street/sidewalk space.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ On-street parking meters that are operable (%)	92.9%	97.9%	99.1%	95.0%	95.0%	98.8%	99.4%
Existing bus shelters converted to new model (%)	89.5%	97.8%	99.6%	*	*	99.5%	99.6%
Existing newsstands converted to new model (%)	77.7%	86.4%	91.1%	*	*	88.8%	91.8%

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

## Agency-wide Management

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Cases commenced against the City in state and federal court	2,118	2,246	1,927	*	*	665	613
Payout (\$000)	\$65,407	\$63,347	\$71,747	*	*	\$24,189	\$19,926
Total violations issued	27,511	30,438	27,382	*	*	7,464	12,079
Violations admitted to or upheld at the Environmental Control Board (%)	NA	89.6%	88.1%	*	*	NA	91.0%
Accidents involving City vehicles	NA	NA	356	*	*	NA	110
Workplace injuries reported	NA	541	411	*	*	NA	123

## Agency Customer Service

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Customer Experience							
Emails responded to in 14 days (%)	92%	93%	92%	90%	*	92%	96%
Letters responded to in 14 days (%)	93%	94%	84%	90%	*	83%	91%
Calls answered in 30 seconds (%)	61%	31%	45%	75%	*	49%	53%

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Response to 311 Service Requests (SRs)							
Percent meeting time to close - Street Condition - Pothole (30 days)	90	100	100	98	*	100	100
Percent meeting time to first action - Street Light Condition - Street Light Out (10 days)	100	96	99	98	*	100	99
Percent meeting time to first action - Traffic Signal Condition - Controller (0.1 days)	81	78	71	80	*	81	82
Percent meeting time to first action - Street Condition - Failed Street Repair (10 days)	86	81	90	85	*	89	91
Percent meeting time to close - Broken Muni Meter - No Receipt (14 days)	94	87	47	90	*	56	96

## Agency Resources

Resource Statistics	Actual			Sept. 2013 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY11	FY12	FY13	FY14	FY14 <sup>1</sup>	FY15 <sup>1</sup>	FY13	FY14
Expenditures (\$000,000) <sup>2</sup>	\$864.9	\$839.8	\$833.3	\$728.9	\$885.5	\$791.3	\$401.6	\$426.9
Revenues (\$000,000)	\$279.8	\$331.2	\$322.9	\$357.6	\$354.9	\$355.4	\$87.4	\$112.1
Personnel	4,853	4,807	4,738	4,676	4,950	4,744	4,711	4,682
Overtime paid (\$000,000)	\$51.7	\$45.8	\$53.9	\$33.2	\$36.1	\$33.8	\$14.5	\$16.7
Capital commitments (\$000,000)	\$640.8	\$491.7	\$912.0	\$2,484.6	\$2,936.8	\$1,195.7	\$65.6	\$232.1
Work Experience Program (WEP) participants assigned	78	67	27	*	*	*	57	18

<sup>1</sup>February 2014 Financial Plan      <sup>2</sup>Expenditures include all funds.      "NA" - Not Available in this report

## Noteworthy Changes, Additions or Deletions

- DOT corrected all of Fiscal 2012 and Fiscal 2013 data for the indicator 'Pothole work orders' to eliminate duplicate entries. Fiscal 2012 data was revised from 61,249 to 36,401 and Fiscal 2013 data from 87,706 to 43,792. Data for other pothole indicators (average response time, number of potholes repaired) was correct and needed no revision.
- Since all metered parking spaces now have muni-meters, the associated indicator will be retired.
- Data for the four metrics that report on the average cost of asphalt and roadway resurfacing, which was not available when the Fiscal 2013 Mayor's Management Report was published, has been added.

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

