

## 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, 794 bridges and tunnels and nine boats for the Staten Island Ferry program. DOT operates over 13,250 signalized intersections and over 315,000 street lights and maintains over 350 million linear feet of markings on City streets and highways. Safety for everyone using the City's roads, bridges and ferries is the agency's top concern. To increase mobility, DOT manages the City's Bus Rapid Transit program, Select Bus Service, in partnership with the MTA; oversees the City's bike share system; and maintains over 1,316 miles of the cycling network, including over 140 miles of on-street protected bicycle lanes. 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 focuses on delivering quality projects on time and under budget by developing and monitoring project plans and schedules. DOT also manages the Joint Traffic Management Center, pedestrian ramp and sidewalk repair and oversees the on-street parking meters system. 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 developed Vision Zero Borough Pedestrian Safety Action Plans by combining statistical data collected from traffic crashes with community feedback gathered at safety workshops held across the five boroughs and comments received through the interactive Vision Zero input map. There are 145 miles of Select Bus Service routes, bringing fast and reliable service to residents living in transit-dependent neighborhoods, such as Tremont, the Bronx; Bedford–Stuyvesant, Brooklyn; Jamaica, Queens; and East Harlem, Manhattan. As part of its Better Buses Action Plan, DOT is implementing the same SBS priority measures on local bus segments identified as slow and unreliable. These measures include dedicated bus lanes, transit signal priority intersections and accessible bus stops. Criteria for selecting segments include the prevalence of low-income and no-vehicle households. DOT's Mobility Management Program improves transportation opportunities for traditionally underserved communities by advancing equity and accessibility. The program offers various resources, such as staff training to ensure meaningful community engagement; contact information for community organizations and service providers; and neighborhood surveys, focusing on travel behavior. DOT launched its Employee Resource Groups (ERG) initiative to encourage employees to organize in order to 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 six active ERGs, including groups created around African American/Black, Women, Latinx 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 Manage the City's bridge inventory to achieve a high state of good repair.
- Goal 1b Maintain a state of good repair for the City's streets, sidewalks and highways.
- Goal 1c Ensure timely repairs of the City's street lights, traffic signs and signals.

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### **SERVICE 2 Provide a safe transportation network.**

- Goal 2a Improve safety for pedestrians, motorists and bus and bike riders.
- Goal 2b Ensure passenger safety on the Staten Island Ferry.

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### **SERVICE 3 Design and build transportation alternatives.**

- Goal 3a Increase mobility and accessibility throughout the City.

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### **SERVICE 4 Design public space to facilitate livability.**

- Goal 4a Enhance quality of life through streetscape improvements.

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### **SERVICE 5 Deliver projects on time.**

- Goal 5a Complete capital bridge projects on schedule.

# HOW WE PERFORMED IN FISCAL 2020

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

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

In April 2016, New York State began to inspect and rate bridges using the American Association of State Highway and Transportation Officials (AASHTO) protocol. DOT has been phasing in this ratings system for major bridges but continued to rate pedestrian bridges on the old scale. There is currently no accepted translation from the previous ratings system. City inspection crews are scheduled to begin rating bridges using the new AASHTO scale in early 2021. DOT expects to publish bridge ratings in the Fiscal 2021 Mayor's Management Report.

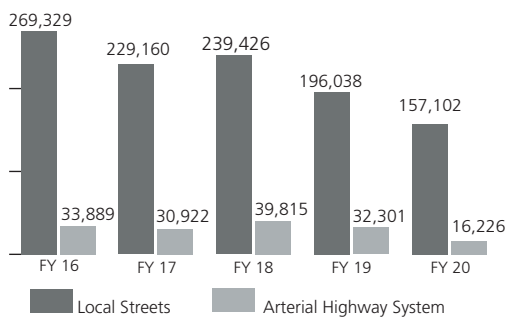
Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
★ Bridges rated - Good or very good (%) (calendar year)	41.9%	41.8%	41.9%	NA	NA	40.7%	40.7%	NA	Up
- Fair (%)	58.1%	58.2%	57.8%	NA	NA	*	*	NA	Down
- Poor (%)	0.0%	0.0%	0.3%	NA	NA	*	*	NA	Down

★ Critical Indicator    "NA" Not Available    ↑↓ Directional Target    \* None

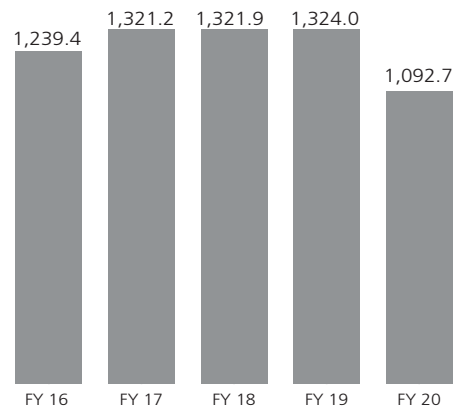
**Goal 1b** Maintain a state of good repair for the City's streets, sidewalks and highways.

In Fiscal 2020 DOT repaired a total of 173,328 potholes (local streets and arterials), 24 percent fewer than Fiscal 2019. The average to time to close a work order improved to 1.7 days, along with an 11 percent drop in pothole work orders, in correlation with a reduction in repair requests due to COVID-19. The number of lane miles resurfaced in-house dropped to 1,093, the lowest output since Fiscal 2015, a result of fewer crews working during the PAUSE order. For the first time in three years, DOT reduced its internal resurfacing goal to 1,100 lane miles, largely due to budgetary limitations.

**Potholes Repaired**



**Lane Miles Resurfaced Citywide**



Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
★ Streets maintained with a pavement rating of - Good (%)	68.8%	69.8%	71.5%	71.6%	71.8%	71.0%	71.0%	Neutral	Up
- Fair (%)	30.4%	29.6%	28.0%	27.8%	27.6%	*	*	Neutral	Down
- Poor (%)	0.8%	0.6%	0.6%	0.6%	0.6%	*	*	Down	Down
★ Average time to close a pothole work order where repair was done (calendar days)	3.2	3.0	3.5	3.2	1.7	5.0	5.0	Down	Down
Pothole work orders	50,085	49,687	51,833	42,960	38,151	*	*	Down	Down
Potholes repaired - Arterial highway system	33,889	30,922	39,815	32,301	16,226	*	*	Down	*
- Local streets	269,329	229,160	239,426	196,038	157,102	*	*	Down	*
Lane miles resurfaced citywide (in-house)	1,239.4	1,321.2	1,321.9	1,324.0	1,092.7	*	*	Neutral	Up
Average cost per lane mile resurfaced citywide (\$)	\$149,102	\$152,192	\$161,406	\$158,620	NA	*	*	NA	Down
Average in-house cost of asphalt per ton (\$)	\$51.77	\$44.91	\$43.39	\$48.75	NA	*	*	NA	Down
Average vendor cost of asphalt per ton (\$)	\$55.43	\$57.25	\$62.86	\$66.52	NA	*	*	NA	Down
Construction permits issued	549,495	597,358	646,079	686,703	617,140	*	*	Up	Up
Inspections of permitted street work	708,276	707,330	595,665	546,906	601,731	*	*	Down	Up
- Permitted jobs passing inspection (%)	76%	78%	70%	68%	70%	75%	75%	Down	Up
Post-audit inspections for completed street work	374,075	375,133	316,572	303,100	380,814	*	*	Neutral	Up
- Completed street work that passed inspection (%)	77%	79%	70%	68%	69%	*	*	Down	Up
Adopt-A-Highway adoption rate (%)	80.7%	83.9%	84.8%	84.3%	84.4%	75.0%	75.0%	Neutral	Up
Adopted highway miles that receive a service rating of good (%)	95.1%	100.0%	98.7%	93.3%	97.6%	*	*	Neutral	Up
★ Parking meters that are operable (%)	99.2%	99.1%	99.1%	99.2%	99.7%	98.0%	98.0%	Neutral	Up
Total violations issued	67,065	46,285	48,937	50,315	39,828	*	*	Down	*
Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	92.0%	92.0%	91.0%	92.0%	89.0%	*	*	Neutral	Up
★ Critical Indicator	"NA" Not Available		↕ Directional Target	* None					

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

Average response time to high priority traffic signal defects improved slightly, surpassing its target of two hours for the fifth year in a row. Repair time for priority regulatory signs improved to 1.5 days, once again surpassing its target of three business days. The overall average repair time for street lights (both ConEd and DOT) finished slightly higher than last year.

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
★ Average time to respond to high priority traffic signal defect and make safe (hours:minutes)	1:50	1:47	1:57	1:36	1:35	2:00	2:00	Down	Down
★ Average time to repair priority regulatory signs after notification (business days)	1.8	1.7	1.8	1.7	1.5	3.0	3.0	Down	Down
Average time to repair street lights - by DOT (calendar days)	2.9	3.0	2.7	2.7	2.9	*	*	Neutral	Down
Average time to repair street lights - by ConEd (calendar days)	14.4	14.3	13.7	14.0	15.6	*	*	Neutral	Down
★ Critical Indicator	"NA" Not Available		↕ Directional Target	* None					

## SERVICE 2 Provide a safe transportation network.

**Goal 2a** Improve safety for pedestrians, motorists and bus and bike riders.

There were 211 traffic fatalities in Fiscal 2020, seven fewer than the prior year, while the number of crashes decreased by 28 percent, in line with fewer vehicles travelling on streets and highways. Fatalities dropped by six percent for bicyclists and pedestrians, while fatalities for motorists and passengers remained almost unchanged.

In Fiscal 2020, as part of its commitment to advance the Vision Zero Action Plan, DOT completed 126 street improvement projects, installed 819 Leading Pedestrian Intervals and 112 speed humps and installed a record 54.2 million linear feet of pavement safety markings. The Department also installed Accessible Pedestrian Signals (APS) at 222 intersections, almost twice the number from last year, primarily as a result of a new policy to install APS at all new signal locations. APS are wired to a signal pole and send audible and vibrotactile indications when pedestrians push a button installed at the crosswalk.

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
★ Overall traffic crashes	225,318	228,283	227,766	223,471	161,249	↓	↓	Down	Down
★ Citywide traffic fatalities	236	211	209	218	211	↓	↓	Neutral	Down
– Bicyclists/pedestrians	152	148	128	137	129	*	*	Down	Down
– Motorists/passengers	84	63	81	81	82	*	*	Neutral	Down
Collisions involving DOT vehicles	370	497	480	422	346	*	*	Down	Down
★ Speed humps installed	395	365	409	318	112	250	250	Down	Up
★ Pavement safety markings installed (000,000) (linear feet)	45.2	45.0	29.1	43.0	54.2	↑	↑	Up	Up
Intersections with accessible pedestrian signals installed	52	116	54	112	222	75	75	Up	Up

★ Critical Indicator "NA" Not Available ↑↓ Directional Target \* None

**Goal 2b** Ensure passenger safety on the Staten Island Ferry.

During Fiscal 2020 the customer accident injury rate (CAIR) for the Staten Island Ferry increased to 1.58 per million passengers. In total, there were 25 passenger injuries in Fiscal 2020 compared to 36 injuries reported in Fiscal 2019, reflecting increased ridership. The CAIR represents all passenger injuries where professional medical treatment was requested and does not necessarily mean each passenger suffered an injury requiring treatment. The CAIR is recognized by local and State transportation agencies as an industry standard measure and is utilized to examine safety practices and evaluate performance.

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
★ Staten Island Ferry - Customer accident injury rate (per million passengers)	0.81	1.54	0.99	1.46	1.58	1.34	1.34	Up	Down

★ Critical Indicator "NA" Not Available ↑↓ Directional Target \* None

## SERVICE 3 Design and build transportation alternatives.

**Goal 3a** Increase mobility and accessibility throughout the City.

Staten Island Ferry ridership dropped to 15.9 million, a 37 percent decrease from last year, a direct result of COVID-19 and the PAUSE order. The average cost per passenger per trip is \$8.80, a 51 percent increase from last year, mainly due to the considerable drop in ridership. The ferry provides free, around-the-clock service between the South Ferry Terminal in Manhattan and St. George Terminal in Staten Island. Generally, the ferry runs every 15 minutes during rush hour, and every half hour or hour during nights and weekends. On-time ferry service improved to 96.6 percent, its highest rate on record.

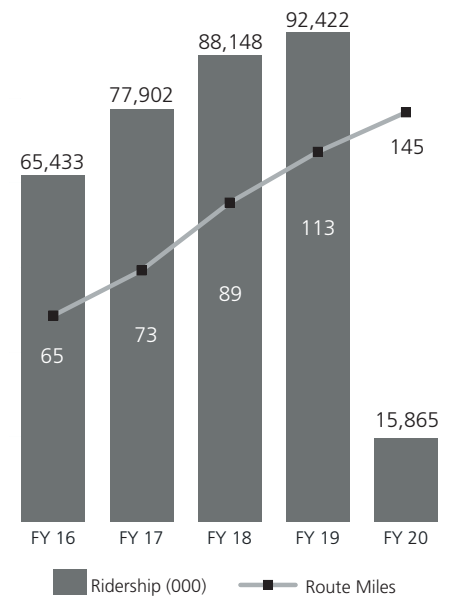
Private ferry ridership decreased 23 percent to 12.7 million riders, largely due to the reduction in service for the PAUSE period. There were also ridership shifts due to the permanent reconfiguration of three NYC Ferry routes (Lower East Side, South Brooklyn, and Soundview). The ferry routes help reduce overcrowding on subways and buses, offer reliable transportation

to underserved communities and expand the use of our waterways as an essential component of the City's transportation network.

During Fiscal 2020 users of the Bike Share Program activated a record 185,597 annual memberships, including renewals. Trips taken by all users, annual and short-term, dropped slightly to 19.1 million. In response to COVID-19, Lyft, in partnership with DOT, launched the Citi Bike Critical Workforce Membership Program, providing the first responder, healthcare and transit workforce with a free month of Citi Bike membership. Citi Bike also expanded into Washington Heights, opening a new station near Columbia University Medical Center. This station arrived months ahead of the full Phase 3 expansion which will bring 14 stations to transit-dependent neighborhoods, including Inwood and Sugar Hill in Harlem, and Melrose, Mott Haven and Concourse in the Bronx.

DOT added over 82 lane miles to the City's bicycle network, including 21.0 miles of protected bike paths. Completed bicycle projects include protected bike lanes on Cypress Hills Street in Brooklyn, connecting Jamaica Avenue to Jackie Robinson Parkway and Willis Avenue in the Bronx, between East 135th and 148th Streets.

Select Bus Service (SBS)



Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
★ Staten Island Ferry - Trips that are on time (%)	92.3%	92.8%	92.4%	94.3%	96.6%	90.0%	90.0%	Neutral	Up
- Ridership (000)	23,067	23,920	24,497	25,223	15,865	*	*	Down	Up
- Average cost per passenger per trip (\$)	\$5.87	\$5.16	\$5.37	\$5.42	\$8.80	*	*	Up	Down
Private ferry service - Total ridership (000)	10,883	11,202	13,827	16,413	12,693	*	*	Up	Up
- Number of permanent routes	21	23	22	28	31	*	*	Up	Up
Citi Bike annual membership	112,415	134,583	150,493	154,830	185,997	*	*	Up	Up
- Trips (000)	12,234	14,981	17,176	19,106	19,050	*	*	Up	Up
Bicycle lane miles installed	53.9	82.9	70.5	67.5	82.4	50.0	50.0	Up	Up
Bicycle lane miles installed - Protected	16.0	16.0	23.9	20.2	21.0	*	*	Up	Up
Bicycle racks installed	1,300	2,018	804	1,642	642	1,500	1,500	Down	Up
★ NYC adults who bike regularly (annual) (calendar year)	NA	828,000	793,000	787,000	796,000	↑	↑	NA	Up
Select Bus Service ridership (000) (annual)	65,433	77,902	88,148	92,422	114,536	*	*	Up	Up
- Route miles (cumulative)	73	89	113	131	145	*	*	Up	Up
Average travel speed (miles per hour) - Manhattan Central Business District	7.4	7.1	7.1	7.0	8.7	*	*	Up	Up
Crossing points with pedestrian ramps installed (%)	96.8%	97.2%	98.1%	98.7%	98.7%	*	*	Neutral	Up

★ Critical Indicator      "NA" Not Available      ↑↓ Directional Target      \* None

## SERVICE 4 Design public space to facilitate livability.

**Goal 4a** Enhance quality of life through streetscape improvements.

The Department installed 273,000 square feet of pedestrian space during Fiscal 2020, 25 percent more than last year and the second-highest total in the last nine years. Pedestrian space includes, but is not limited to, plazas, curb extensions, sidewalks, safety islands and triangles. Notable street improvement projects completed include Myrtle Avenue between St Nicholas Avenue and 65th Street in Queens; 11th Avenue between 42nd and 59th Streets in Manhattan; East 163rd Street and Brook Avenue in the Bronx; and additional projects associated with the Safe Routes to Schools program which improve pedestrian safety for school children citywide. No data was collected to update the Pedestrian Volume Index for 2020 as the Bi-Annual Pedestrian Count Program was on hold as of late Calendar 2019. DOT is currently working to implement an automated count program.

The NYC Plaza Program continues to thrive, helping to ensure all New Yorkers live within a 10-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 82 plazas citywide that have either been completed or are in some phase of planning, design, or construction. Of these, 63 plazas are now open to the public. Plazas recently completed include Zion Plaza in Brownsville, Brooklyn, Van Name Van Pelt Plaza in Arlington, Staten Island and Johnny Hartman Plaza in West Harlem, Manhattan.

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
★ Pedestrian volume index	118.3	113.7	110.9	103.6	NA	*	*	NA	*
Pedestrian space installed (square feet)	353,439	499,025	353,968	443,518	273,000	*	*	Down	Up
Existing newsstands converted to new model (%)	95.9%	97.4%	97.5%	98.4%	98.7%	*	*	Neutral	Up
★ Critical Indicator	"NA" Not Available		⇅ Directional Target	* None					

## SERVICE 5 Deliver projects on time.

**Goal 5a** Complete capital bridge projects on schedule.

The Department completed 19 bridge structure projects in Fiscal 2020; all were completed on schedule. Completed projects include work on the approach spans and ramps of the Brooklyn Bridge, new Mill Basin Bridge over the Belt Parkway, Macombs Dam Bridge fender system, 155th Street Viaduct and post-Superstorm Sandy repairs to 12 movable bridges and two tunnels. DOT is dedicated to improving its project delivery processes and is expanding its efforts to facilitate the initiation of capital projects on accelerated schedules, through partnerships with federal, State and local partner agencies. Accelerated scheduling is designed to help reduce costs and the time it takes to deliver completed projects to the public.

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Bridge projects (structural work) substantially completed on schedule (%)	100%	100%	100%	100%	100%	100%	100%	Neutral	Up
★ Critical Indicator	"NA" Not Available		⇅ Directional Target	* None					

## AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Cases commenced against the City in state and federal court	2,209	2,234	2,237	2,299	1,944	*	*	Neutral	*
Payout (\$000)	\$62,940	\$95,495	\$89,300	\$79,990	\$93,667	*	*	Up	Down
Workplace injuries reported	427	456	474	506	440	*	*	Neutral	Down
★ Critical Indicator	"NA" Not Available		⇅ Directional Target	* None					

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Customer Experience									
E-mails responded to in 14 days (%)	98%	97%	99%	99%	99%	95%	95%	Neutral	Up
Letters responded to in 14 days (%)	98%	97%	94%	97%	97%	95%	95%	Neutral	Up
Calls answered in 30 seconds (%)	21%	12%	68%	54%	88%	*	*	Up	Up
Average customer in-person wait time (minutes)	4:11	3:07	3:32	3:58	5:46	*	*	Up	Down
Requests for language interpretations and translations received	1,415	2,209	1,890	1,396	1,161	*	*	Down	*
CORE customer experience rating (0-100)	98	100	99	NA	99	95	95	NA	Up
★ Critical Indicator	"NA" Not Available		⇅ Directional Target	* None					

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Response to 311 Service Requests (SRs)									
Percent meeting time to close - Street Condition - Pothole (30 days)	100%	100%	100%	100%	100%	98%	98%	Neutral	*
Percent meeting time to first action - Street Light Condition - Street Light Out (10 days)	98%	98%	99%	99%	97%	98%	98%	Neutral	*
Percent meeting time to first action - Traffic Signal Condition - Controller (0.1 days)	74%	75%	71%	75%	78%	80%	80%	Neutral	*
Percent meeting time to first action - Street Condition - Failed Street Repair (10 days)	92%	89%	91%	90%	89%	85%	85%	Neutral	*
Percent meeting time to close - Broken Parking Meter - No Receipt (21 days)	68%	92%	90%	100%	100%	90%	90%	Up	*
★ Critical Indicator      "NA" Not Available      ↑↓ Directional Target      * None									

## AGENCY RESOURCES

Resource Indicators	Actual <sup>1</sup>					Plan <sup>2</sup>		5yr Trend
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	
Expenditures (\$000,000) <sup>3</sup>	\$910.3	\$957.9	\$983.7	\$1,040.4	\$1,106.9	\$1,155.6	\$1,099.9	Up
Revenues (\$000,000)	\$381.5	\$388.2	\$410.4	\$454.9	\$389.7	\$445.5	\$440.2	Neutral
Personnel	5,315	5,502	5,549	5,704	5,817	5,874	5,779	Neutral
Overtime paid (\$000,000)	\$62.1	\$62.3	\$64.8	\$66.1	\$45.9	\$48.7	\$46.5	Down
Capital commitments (\$000,000)	\$1,151.7	\$1,602.9	\$2,163.4	\$1,209.7	\$601.9	\$1,593.1	\$1,881.9	Down
<sup>1</sup> Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at <a href="http://nyc.gov/mmr">nyc.gov/mmr</a> for details. <sup>2</sup> Authorized Budget Level <sup>3</sup> Expenditures include all funds      "NA" - Not Available * None								

## SPENDING AND BUDGET INFORMATION

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

Unit of Appropriation	Expenditures FY19 <sup>1</sup> (\$000,000)	Modified Budget FY20 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
Personal Services - Total	\$510.5	\$527.9	
001 - Exec. Admin. and Planning Management	\$66.6	\$70.6	All
002 - Highway Operations	\$187.9	\$198.5	1b, 2a, 3a, 4a
003 - Transit Operations	\$62.2	\$62.1	2a, 2b, 3a, 4a
004 - Traffic Operations	\$116.6	\$117.5	1b, 1c, 3a, 4a
006 - Bureau of Bridges	\$77.2	\$79.2	1a, 5a
Other Than Personal Services - Total	\$529.9	\$579.0	
007 - Bureau of Bridges	\$23.5	\$29.2	1a, 5a
011 - Executive and Administration	\$70.1	\$69.4	All
012 - Highway Operations	\$124.0	\$122.8	1b, 2a, 3a, 4a
013 - Transit Operations	\$46.4	\$48.9	2a, 2b, 3a, 4a
014 - Traffic Operations	\$265.7	\$308.7	1b, 1c, 3a, 4a
Agency Total	\$1,040.4	\$1,106.9	
<sup>1</sup> Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2019. Includes all funds. <sup>2</sup> City of New York Adopted Budget for Fiscal 2020, as of June 2020. Includes all funds. <sup>3</sup> Refer to agency goals listed at front of chapter. "NA" Not Available      *None			



## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Fiscal 2020 data for 'Pedestrian volume index' is not available. The Bi-Annual Pedestrian Count Program is currently on hold as of late Calendar 2019. Pedestrian counts were not collected in spring 2020 due to COVID-19. DOT is working to implement an automated count program and expects to provide an update for the Fiscal 2021 Mayor's Management Report.
- DOT developed a new system for street ratings which aligns with the old system. Numbers unavailable in the Fiscal 2019 Mayor's Management Report have been added.
- Fiscal 2020 data for the three indicators that report data on the average cost of asphalt (in-house and vendor) and roadway resurfacing is not yet available and will be reported in the Fiscal 2021 Preliminary Mayor's Management Report.
- In Goal 3a, 'Bicycle lane miles—protected' has been added as a subset of 'Bicycle lane miles—total'.

## ADDITIONAL RESOURCES

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