

## 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 200 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 1,248 miles of the cycling network, including over 120 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 all New Yorkers. This focus ensures DOT provides all its services, including roadway, bridge, and sidewalk maintenance, traffic planning and management, and ferry operations in an equitable manner. DOT developed Vision Zero Borough Pedestrian Safety Action Plans by combining statistical data collected from the scenes of traffic crashes with neighborhood input gathered at workshops and town halls and comments received through the Vision Zero website. DOT and NYPD released an update to the Action Plans in Fiscal 2019. To date, there are 131 miles of Select Bus Service (SBS) routes citywide, 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. From project inception through implementation, each route is developed via a comprehensive community-based planning process that includes extensive public input and feedback. 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.

## 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 2019

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

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

As part of DOT's bridge maintenance strategy, the agency allocates resources to improve the number of bridges rated fair or better. To achieve this goal, the Department focuses on eliminating poor conditions first and preventing other less serious conditions from worsening. A poor rating signifies that there are structural components of the bridge that must be addressed to avert failure or potentially imminent failure; it does not mean the bridge is unsafe.

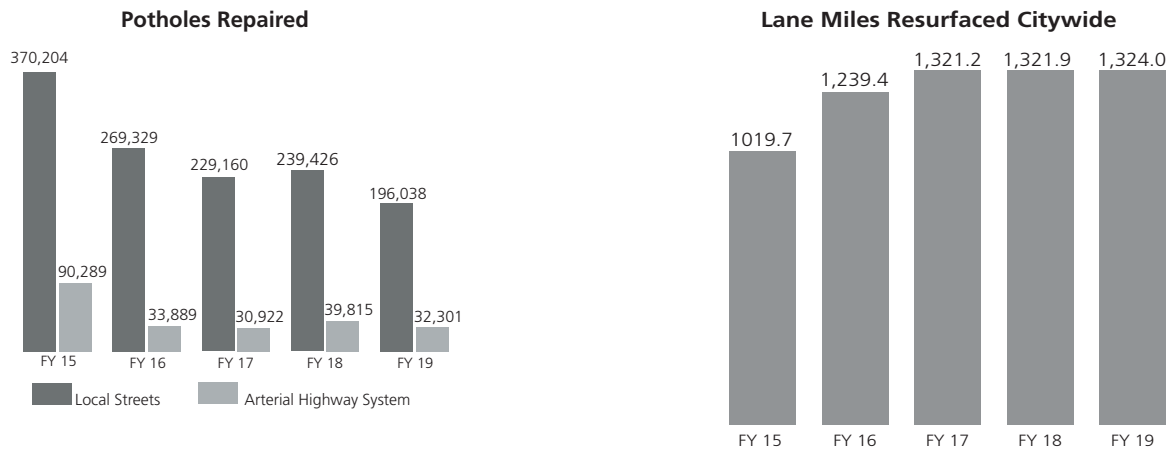
New York State began to inspect and rate bridges using the American Association of State Highway and Transportation Officials (AASHTO) protocol in April 2016. DOT has been phasing in this ratings system for major bridges, but has continued to rate pedestrian bridges on the old scale. There is currently no accepted translation from the previous ratings system. City inspection crews are scheduled to begin rating bridges using the new AASHTO scale in early 2020. DOT expects to publish bridge ratings in the Fiscal 2020 Preliminary Mayor's Management Report.

Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
★ Bridges rated - Good or very good (%) (calendar year)	42.1%	41.9%	41.8%	41.9%	NA	40.7%	40.7%	NA	Up
- Fair (%)	57.9%	58.1%	58.2%	57.8%	NA	*	*	NA	Down
- Poor (%)	0.0%	0.0%	0.0%	0.3%	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 2019 DOT repaired a total of 228,339 potholes (local streets and arterials), 18 percent fewer than Fiscal 2018. There was a 17 percent drop in pothole work orders overall, a result of the continued investment in resurfacing which allowed DOT to pave a backlog of locations along primary corridors and average to time to close a work order improved to 3.2 days. The number of lane miles resurfaced in-house increased slightly to 1,324, the highest output since the Department established the resurfacing program. DOT surpassed its internal goal to resurface at least 1,300 lane miles for the third year in a row.



Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
★ Streets maintained with a pavement rating of - Good (%)	70.0%	68.8%	69.8%	71.5%	NA	71.0%	71.0%	NA	Up
- Fair (%)	29.3%	30.4%	29.6%	28.0%	NA	*	*	NA	Down
- Poor (%)	0.7%	0.8%	0.6%	0.6%	NA	*	*	NA	Down
★ Average time to close a pothole work order where repair was done (calendar days)	5.6	3.2	3.0	3.5	3.2	5.0	5.0	Down	Down
Pothole work orders	60,809	50,085	49,687	51,833	42,960	*	*	Down	Down
Potholes repaired - Arterial highway system	90,289	33,889	30,922	39,815	32,301	*	*	Down	*
- Local streets	370,204	269,329	229,160	239,426	196,038	*	*	Down	*
Lane miles resurfaced citywide (in-house)	1,019.7	1,239.4	1,321.2	1,321.9	1,324.0	*	*	Up	Up
Average cost per lane mile resurfaced citywide (\$)	\$160,759	\$149,102	\$152,192	\$161,406	NA	*	*	NA	Down
Average in-house cost of asphalt per ton (\$)	\$56.72	\$51.77	\$44.91	\$43.39	NA	*	*	NA	Down
Average vendor cost of asphalt per ton (\$)	\$58.67	\$55.43	\$57.25	\$62.86	NA	*	*	NA	Down
Construction permits issued	471,688	549,495	597,358	646,079	686,703	*	*	Up	Up
Inspections of permitted street work	574,467	708,276	707,330	595,665	546,906	*	*	Down	Up
- Permitted jobs passing inspection (%)	75%	76%	78%	70%	68%	75%	75%	Down	Up
Post-audit inspections for completed street work	292,453	374,075	375,133	316,572	303,100	*	*	Neutral	Up
- Completed street work that passed inspection (%)	75%	77%	79%	70%	68%	*	*	Down	Up
Adopt-A-Highway adoption rate (%)	81.5%	80.7%	83.9%	84.8%	84.3%	75.0%	75.0%	Neutral	Up
Adopted highway miles that receive a service rating of good (%)	94.3%	95.1%	100.0%	98.7%	93.3%	*	*	Neutral	Up
★ Parking meters that are operable (%)	99.2%	99.2%	99.1%	99.1%	99.2%	98.0%	98.0%	Neutral	Up
Total violations issued	34,266	67,065	46,285	48,937	50,315	*	*	Up	*
Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	91.0%	92.0%	92.0%	91.0%	92.0%	*	*	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 by 21 minutes in Fiscal 2019, largely due to milder, less inclement weather conditions, resulting in fewer electrical problems. Repair time for priority regulatory signs dropped to 1.7 days, once again surpassing its target of three business days. The overall average repair time for street lights (both ConEd and DOT) was up slightly in Fiscal 2019.

Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
★ Average time to respond to high priority traffic signal defect and make safe (hours:minutes)	1:47	1:50	1:47	1:57	1:36	2:00	2:00	Neutral	Down
★ Average time to repair priority regulatory signs after notification (business days)	1.8	1.8	1.7	1.8	1.7	3.0	3.0	Neutral	Down
Average time to repair street lights - by DOT (calendar days)	2.3	2.9	3.0	2.7	2.7	*	*	Up	Down
Average time to repair street lights - by ConEd (calendar days)	15.6	14.4	14.3	13.7	14.0	*	*	Down	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 218 traffic fatalities in Fiscal 2019, nine more than the prior year, while the number of crashes decreased slightly. Fatalities rose by seven percent for bicyclists and pedestrians, while remaining the same for motorists and passengers.

In Fiscal 2019, as part of its commitment to advance the Vision Zero Action Plan, DOT completed 139 street improvement projects, installed a record 1,121 Leading Pedestrian Intervals and 318 speed humps and installed 43.0 million linear feet of pavement safety markings, a 48 percent increase from last year's lowest production in five years. The Department also installed Accessible Pedestrian Signals (APS) at 112 intersections, 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	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
★ Overall traffic crashes	209,729	225,318	228,283	227,766	223,471	↓	↓	Neutral	Down
★ Citywide traffic fatalities	249	236	211	209	218	↓	↓	Down	Down
– Bicyclists/pedestrians	159	152	148	128	137	*	*	Down	Down
– Motorists/passengers	90	84	63	81	81	*	*	Neutral	Down
Collisions involving DOT vehicles	344	370	497	480	422	*	*	Up	Down
★ Speed humps installed	382	395	365	409	318	250	250	Down	Up
★ Pavement safety markings installed (000,000) (linear feet)	45.2	45.2	45.0	29.1	43.0	↑	↑	Down	Up
Intersections with accessible pedestrian signals installed	18	52	116	54	112	75	75	Up	Up
★ Critical Indicator	"NA" Not Available		↑↓ Directional Target	* None					

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

During Fiscal 2019 the customer accident injury rate (CAIR) for the Staten Island Ferry increased to 1.46 per million passengers. In total, there were 36 passenger injuries in Fiscal 2019 compared to 22 injuries reported in Fiscal 2018, 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	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
★ Staten Island Ferry - Customer accident injury rate (per million passengers)	1.48	0.81	1.54	0.99	1.46	1.34	1.34	Neutral	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 rose to 25.2 million, a three percent increase over last year, while the average cost per passenger per trip rose slightly to \$5.42. 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 fifteen minutes during rush hour, and

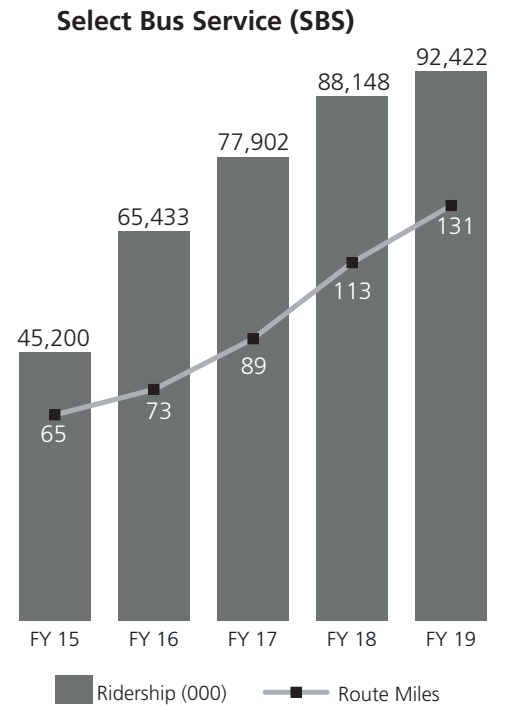
every half hour or hour during nights and weekends. On-time ferry service improved to 94.3 percent, its highest rate on record.

Private ferry ridership increased 19 percent to reach 16.4 million riders, largely due to the continued growth on existing NYC Ferry routes (operated by Hornblower) and the launch of two new routes, Lower East Side and Soundview, which connect the Bronx and Upper East Side with the business district in Lower Manhattan. 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 2019 users of the Bike Share Program activated a record 154,830 annual memberships, including renewals. Trips taken by all users, annual and short-term, grew 11 percent to 19.1 million. In Spring 2019 DOT released the boundaries of Citi Bike’s Phase 3 expansion, which will bring bike share to new neighborhoods and into the Bronx over the next five years, ultimately doubling the size of its existing service area to 35 square miles and tripling the number of bikes to 40,000.

DOT added over 67 lane miles to the City’s bicycle network, including 20.1 miles of protected bike paths in Fiscal 2019. Completed bicycle projects include crosstown protected bicycle paths on 12th and 13th Streets in Manhattan, as well as on 26th and 29th Streets, a two-way protected bike path on Broadway along Van Cortlandt Park in the Bronx and protected bike lanes along 43rd and Skillman Avenues which connect Queens Boulevard with the Queensboro Bridge.

Select Bus Service (SBS) ridership increased five percent in Fiscal 2019, while 18 route miles were added, a 16 percent increase.



Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
★ Staten Island Ferry - Trips that are on time (%)	92.1%	92.3%	92.8%	92.4%	94.3%	90.0%	90.0%	Neutral	Up
– Ridership (000)	21,911	23,067	23,920	24,497	25,223	*	*	Up	Up
– Average cost per passenger per trip (\$)	\$5.87	\$5.87	\$5.16	\$5.37	\$5.42	*	*	Neutral	Down
Private ferry service - Total ridership (000)	9,830	10,883	11,202	13,827	16,413	*	*	Up	Up
– Number of permanent routes	21	21	23	22	28	*	*	Up	Up
Citi Bike annual membership	73,057	112,415	134,583	150,493	154,830	*	*	Up	Up
– Trips (000)	8,765	12,234	14,981	17,176	19,106	*	*	Up	Up
Bicycle lane miles installed	51.2	53.9	82.9	70.5	67.5	50.0	50.0	Up	Up
Bicycle racks installed	2,408	1,300	2,018	804	1,642	1,500	1,500	Down	Up
★ NYC adults who bike regularly (annual) (calendar year)	778,000	NA	828,000	793,000	787,000	↑	↑	NA	Up
Select Bus Service ridership (000) (annual)	45,200	65,433	77,902	88,148	92,422	*	*	Up	Up
– Route miles (cumulative)	65	73	89	113	131	*	*	Up	Up
Average travel speed (miles per hour) - Manhattan Central Business District	7.7	7.4	7.1	7.1	7.0	*	*	Neutral	Up
Crossing points with pedestrian ramps installed (%)	97.0%	96.8%	97.2%	98.1%	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 443,518 square feet of pedestrian space during Fiscal 2019, 25 percent more than last year and the second-highest total in the last nine years. Pedestrian space includes plazas, curb extensions, sidewalks, safety islands and triangles. Notable street improvement projects completed include Westchester and Manor Avenues in the Bronx, 32nd Street between Sixth and Seventh Avenues in Manhattan, Vernon and Astoria Boulevards in Queens and additional projects associated with the Safe Routes to Schools program which improve pedestrian safety for school children citywide.

The NYC Plaza Program continues to thrive, helping to ensure all New Yorkers live within a ten-minute walk of high-quality open spaces. Plazas enhance local economic vitality, pedestrian mobility, access to public transit and safety for all street users. There are currently 79 plazas citywide that have either been completed or are in some phase of planning, design, or construction. Of these, 64 plazas are now open to the public. Plazas recently completed include Gansevoort Plaza in the West Village, Manhattan and Putnam Plaza in Clinton Hill, Brooklyn.

Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
★ Pedestrian volume index	112.7	118.3	113.7	110.9	103.6	*	*	Neutral	*
Pedestrian space installed (square feet)	230,956	353,439	499,025	353,968	443,518	*	*	Up	Up
Existing newsstands converted to new model (%)	94.0%	95.9%	97.4%	97.5%	98.4%	*	*	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 22 bridge structure projects in Fiscal 2019; all were completed on schedule. Completed projects include work on the Harlem River Drive Viaduct, City Island Road over Eastchester Bay, Arthur Kill Road over Ridgewood Avenue and Metropolitan Avenue/Fresh Pond Road over the Long Island Rail Road tracks. 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	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	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	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
Cases commenced against the City in state and federal court	2,173	2,209	2,234	2,237	2,299	*	*	Neutral	*
Payout (\$000)	\$50,636	\$62,940	\$95,495	\$89,300	\$79,990	*	*	Up	Down
Workplace injuries reported	426	427	456	474	506	*	*	Up	Down
★ Critical Indicator	"NA" Not Available		↑↓ Directional Target	* None					

# AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
Customer Experience									
E-mails responded to in 14 days (%)	95%	98%	97%	99%	99%	95%	95%	Neutral	Up
Letters responded to in 14 days (%)	95%	98%	97%	94%	97%	95%	95%	Neutral	Up
Calls answered in 30 seconds (%)	61%	21%	12%	68%	54%	*	*	Up	Up
Average customer in-person wait time (minutes)	3:41	4:11	3:07	3:32	3:58	*	*	Neutral	Down
Requests for language interpretations received	1,261	1,415	2,209	1,890	1,396	*	*	Up	*
CORE customer experience rating (0-100)	95	98	100	99	NA	95	95	NA	Up
★ Critical Indicator      "NA" Not Available      ⇅ Directional Target      * None									

Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
Response to 311 Service Requests (SRs)									
Percent meeting time to close - Street Condition - Pothole (30 days)	98%	100%	100%	100%	100%	98%	98%	Neutral	*
Percent meeting time to first action - Street Light Condition - Street Light Out (10 days)	99%	98%	98%	99%	99%	98%	98%	Neutral	*
Percent meeting time to first action - Traffic Signal Condition - Controller (0.1 days)	73%	74%	75%	71%	75%	80%	80%	Neutral	*
Percent meeting time to first action - Street Condition - Failed Street Repair (10 days)	92%	92%	89%	91%	90%	85%	85%	Neutral	*
Percent meeting time to close - Broken Parking Meter - No Receipt (21 days)	98%	68%	92%	90%	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
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	
Expenditures (\$000,000) <sup>3</sup>	\$885.0	\$910.3	\$957.9	\$983.7	\$1,061.1	\$1,069.0	\$1,104.2	Up
Revenues (\$000,000)	\$368.8	\$381.5	\$388.2	\$410.4	\$441.0	\$414.1	\$429.7	Up
Personnel	4,861	5,315	5,502	5,549	5,704	5,785	5,837	Up
Overtime paid (\$000,000)	\$70.4	\$62.1	\$62.3	\$64.8	\$58.2	\$48.9	\$48.9	Down
Capital commitments (\$000,000)	\$1,360.9	\$1,151.7	\$1,602.9	\$2,163.4	\$655.5	\$2,005.9	\$1,932.0	Down
<sup>1</sup> Actual financial amounts for the most 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 FY18 <sup>1</sup> (\$000,000)	Modified Budget FY19 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
Personal Services - Total	\$486.3	\$510.2	
001 - Exec. Admin. and Planning Management	\$60.4	\$65.6	All
002 - Highway Operations	\$178.5	\$181.2	1b, 2a, 3a, 4a
003 - Transit Operations	\$62.4	\$66.9	2a, 2b, 3a, 4a
004 - Traffic Operations	\$109.5	\$117.5	1b, 1c, 3a, 4a
006 - Bureau of Bridges	\$75.3	\$79.1	1a, 5a
Other Than Personal Services - Total	\$497.4	\$550.9	
007 - Bureau of Bridges	\$20.5	\$30.1	1a, 5a
011 - Executive and Administration	\$67.2	\$66.2	All
012 - Highway Operations	\$113.7	\$125.2	1b, 2a, 3a, 4a
013 - Transit Operations	\$41.1	\$46.8	2a, 2b, 3a, 4a
014 - Traffic Operations	\$254.9	\$282.6	1b, 1c, 3a, 4a
Agency Total	\$983.7	\$1,061.1	

<sup>1</sup>Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2018. Includes all funds. <sup>2</sup> City of New York Adopted Budget for Fiscal 2019, as of June 2019. 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 2019 data for bridge ratings is not available. DOT is currently evaluating methods of translating its legacy rating system to the American Association of Highway and Transportation Officials (AASHTO) protocol that has been used by New York State since April 2016. DOT expects to publish bridge ratings in the Fiscal 2020 Preliminary Mayor’s Management Report.
- Fiscal 2019 data for street pavement ratings is not available. DOT is developing a new ratings system for this metric and is re-evaluating the current methodology for measuring street conditions. DOT expects to introduce a new metric in Fiscal 2020 along with an updated target.
- Fiscal 2019 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 2020 Preliminary Mayor’s Management Report.
- Fiscal 2019 data for CORE (Customers Observing and Reporting Experiences) facility ratings are not available. CORE inspections will be conducted in the fall and winter of Calendar 2019 and the results will appear in the Fiscal 2020 Mayor’s Management Report.

## ADDITIONAL RESOURCES

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