

Traffic calming assessment of Brooklyn Community District 14

Speed hump analysis and DOT service delivery data report

Prepared for Brooklyn Community Board 14

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Introduction

After the launch of Vision Zero in 2014, New York City expanded its efforts on traffic calming measures and devoted resources to prevent any fatality on the streets. Through four concerted strategies - Public Dialogue & Education; Law Enforcement; Street Design and Legislation - the City seeks to combine stronger enforcement and better street engineering with improved emergency response and public outreach campaigns to change and prevent these dangerous behaviors on roads and streets.

According to DOT, dangerous driver choices, such as speeding and failing to yield, were identified as the primary or contributing cause of 70% of pedestrian fatalities. Moreover, excessive speed is reported to be the contributing factor in 25% of traffic fatalities in NYC¹ (NYCDOT 2008-2012). As part of the Street Design strategy, an “accelerated speed hump program will allow the DOT to respond to individual neighborhood or community requests ... passing a law requiring 50 new speed bumps per year at school locations and implementing eight neighborhood slow zones per year”. The improvement of safety by better street design is supposed to have decreased fatalities by 34% since 2005² at locations where DOT has made major engineering changes, twice the rate of improvement at locations with no engineering changes.

Brooklyn Community District 14 residents have expressed concerns related to traffic calming, reflected in requests for the installation of speed humps, as well as in complaints captured in the complaint log holding DOT accountable. Following the Vision Zero Action Plan, DOT installed several dozens of speed humps in the district, attending citizen’s requests. Nevertheless, it has lacked a formal communication channel with the community board to inform the status of citizens request for this matter, while other requests have been pending for years.

As part of the Fund for the City of New York Fellowship Program, the following report analyzes speed humps installed in the district since 2014 and their spatial correlation to the hotspots of traffic incidents and fatalities. An analysis of the major causes of traffic crashes in CD14 will complement the picture on the traffic impact of these design elements in the district. This report would also draw conclusions from a forensic analysis of the DOT service delivery data captured in the district complaint log, to understand unmet needs on traffic-related issues.

¹ http://www.nyc.gov/html/dcas/downloads/pdf/fleet/DOT25_Speed_limit_FAQs.pdf

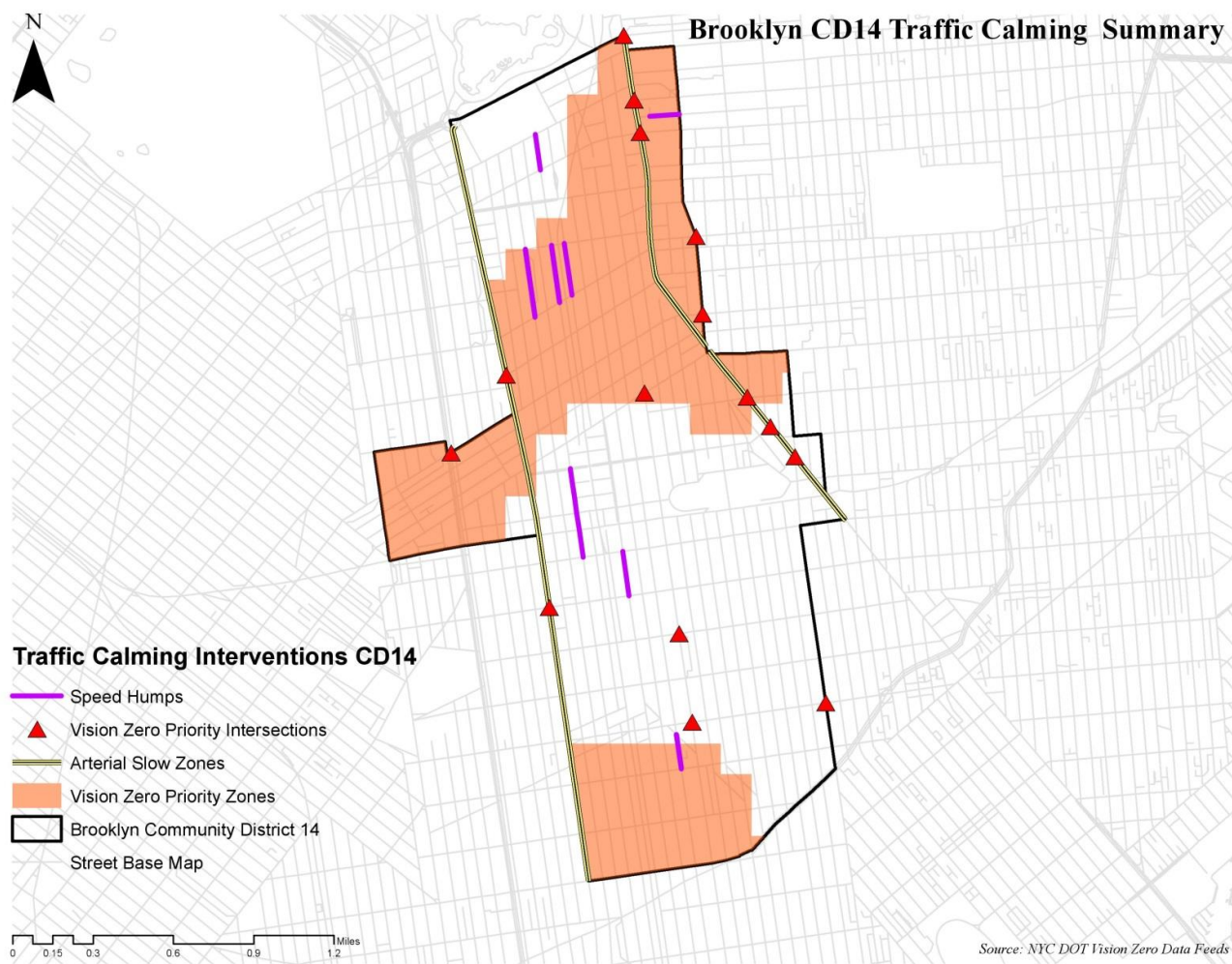
² <http://www1.nyc.gov/assets/visionzero/downloads/pdf/nyc-vision-zero-action-plan.pdf>

A) Community District Background

Brooklyn Community District 14 is located in the heart of Brooklyn and serves the neighborhoods of Flatbush, Midwood and eastern Kensington. With an estimated population of 180,723 (Furman Center Community District Profile, 2014), 73.9% of its residents have a car-free commute and it seats at the lowest rank of the districts with residential units within ¼ mile of park. Moreover, 34.2% of its population live in households with children under 18 years old.

As per traffic calming interventions, besides the ongoing accelerated speed hump program, the district has been intervened by the following projects/initiatives:

- Arterial Slow Zones
- Safe Street for Seniors
- 25 MPH Signal Retiming
- Left Turn Traffic Calming
- Priority Intersections
- Priority Corridors
- Priority Areas



B) Projects

B.1 Speed Hump Analysis

Challenge

While the NYC Vision Zero Map publishes online the location and installation date of speed humps throughout New York City, the lack of an official communication mechanism between DOT and community board's requests on speed humps prevents the follow-up of these requests on a timely manner. Moreover, the information received by the community board on the investigation conducted by DOT to determine the need and feasibility of a speed hump at a location, is limited to a general listing of the factors that are involved in the study, such as physical inventory of the street, travel speed and vehicular volume. Since the installation of a speed hump requires the community board approval - except for those located adjacent to schools and within neighborhood slow zones- this lack of communication limits the community board from taking an informed decision on the actual and potential layout of speed humps in the district.

Finally, DOT does not conduct an analysis of the street segment, nor surrounding streets, after the speed hump is installed, to know the impact of this traffic calming installation.

Methodology

Speed hump data provided by the DOT Vision Zero Data Feed was used together with the crash data provided by precinct by the NYPD -CD14 corresponds precisely to the NYPD 70th Precinct-. Plotting these data for the consecutive years of 2014, 2015 and 2016 (until October 31st), this analysis illustrates the spatial layout of speed humps and crashes per year in CD14. A buffer was created for the street segment covered by each of the speed humps³, to see within that proximity the percentage of fatalities as well as injuries. The length of street segment varies, since the impacted area by the speed hump depends on the height of the speed hump and street design. Speed humps are most effective when placed in a series of 300- to 500- foot spacing (Federal Highway Administration, FHWA Traffic Calming) or 200- to 600- feet intervals, being the most effective for maintaining speeds at 25 mph a 275 foot intervals (Center for Transportation Research and Education, CTRE).

This could show its impact on the street segment and whether the speed hump is creating a radius where traffic is indeed calmed, by looking at the percentage of injuries/fatalities in those intervened segments in comparison with street segments with no speed humps and their percentage of crash data.

Analysis

There is a total of 46 speed humps in CD14 (as of 10/31/2016, reported in the Vision Zero Map). These speed humps are installed in 32 locations (some of these locations have 2 or more speed humps per street segment).

There has been an increase in speed humps overtime in Brooklyn Community District 14. Before

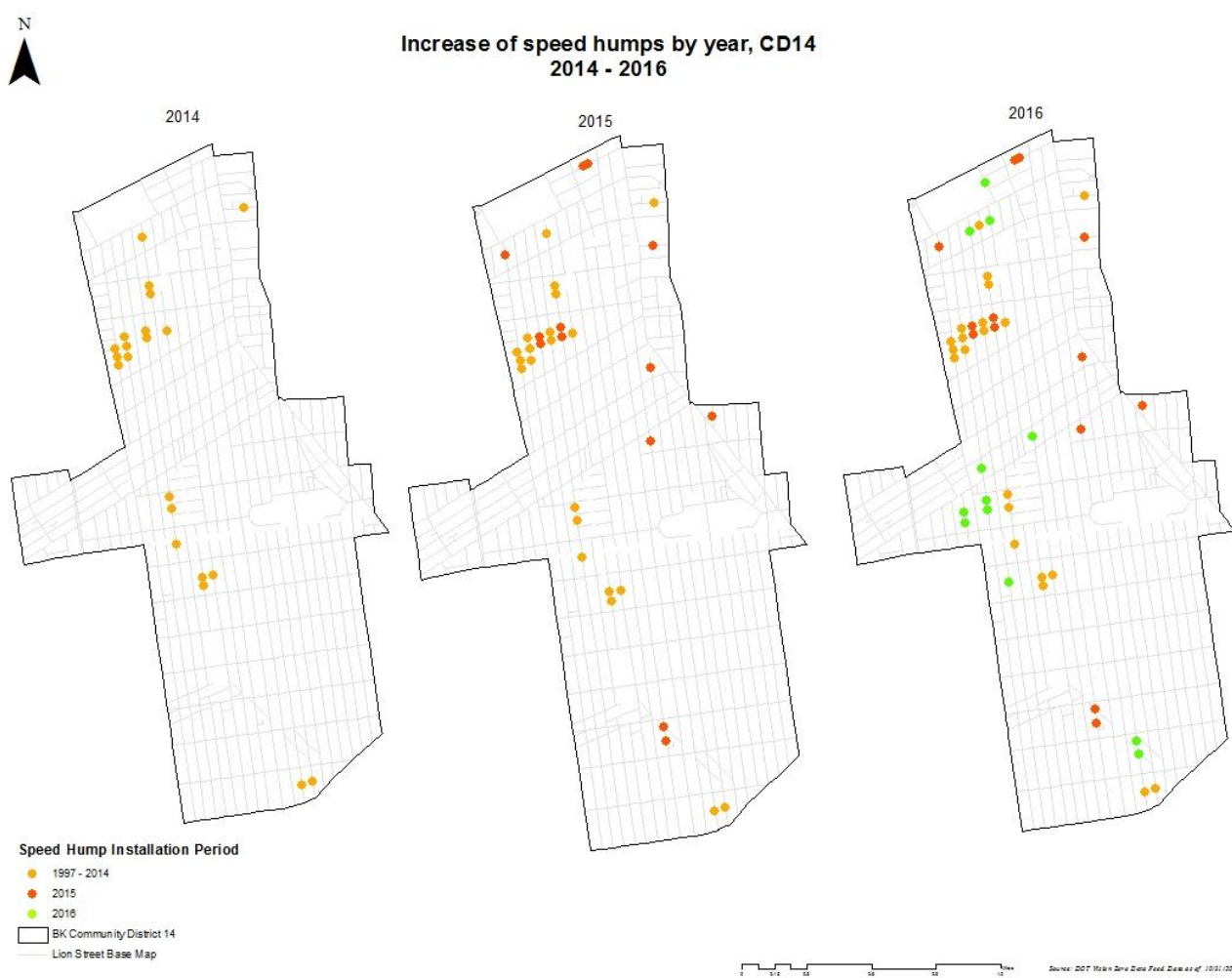
³ Potential impact of speed humps is determined by height and spacing. Speeds typically increase approximately 0.5 mph midway between humps for each 100 feet of separation. Source: Institute of Transportation Engineers (ITE), retrieved from <http://www.ite.org/traffic/hump.asp>

and until 2014 there were 21 speed humps installed in CD14. During 2015, 13 new speed humps were installed in 9 different locations and in 2016, 12 new speed humps have been installed in 9 street segments.

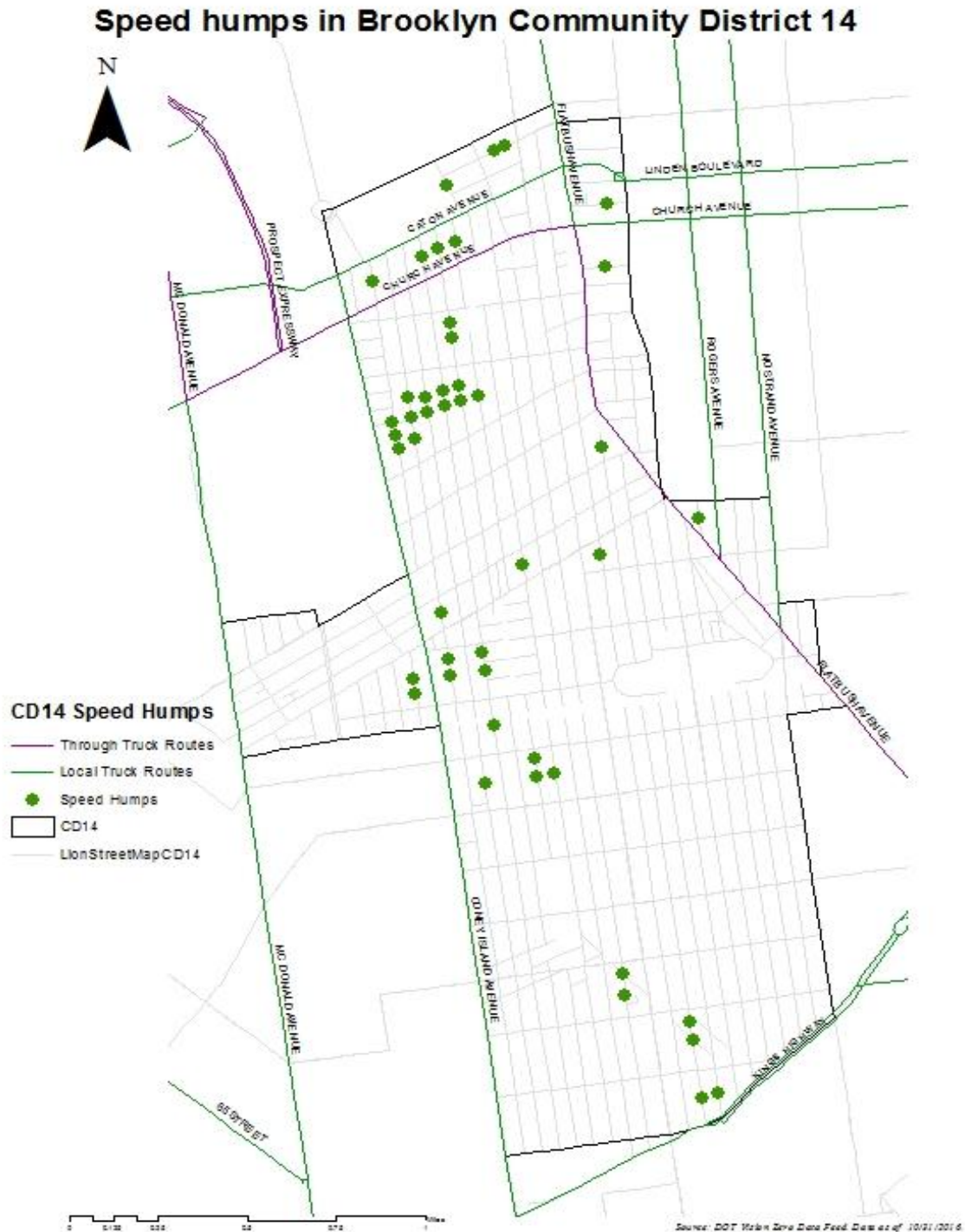
Year	New Speed Humps		Total
2014	—		21
2015	13		34
2016	12		46

As of May 2015, CD14 had records of only 19 speed humps installed - out of 34 -, through the creation of a database of speed hump requests and their status using CB14 & Department of Transportation inventories. This shows the challenges presented by the lack of a formal channel of communication between DOT and the districts on the status of traffic calming installations.

The following map depicts the location and number of speed humps installed each year.

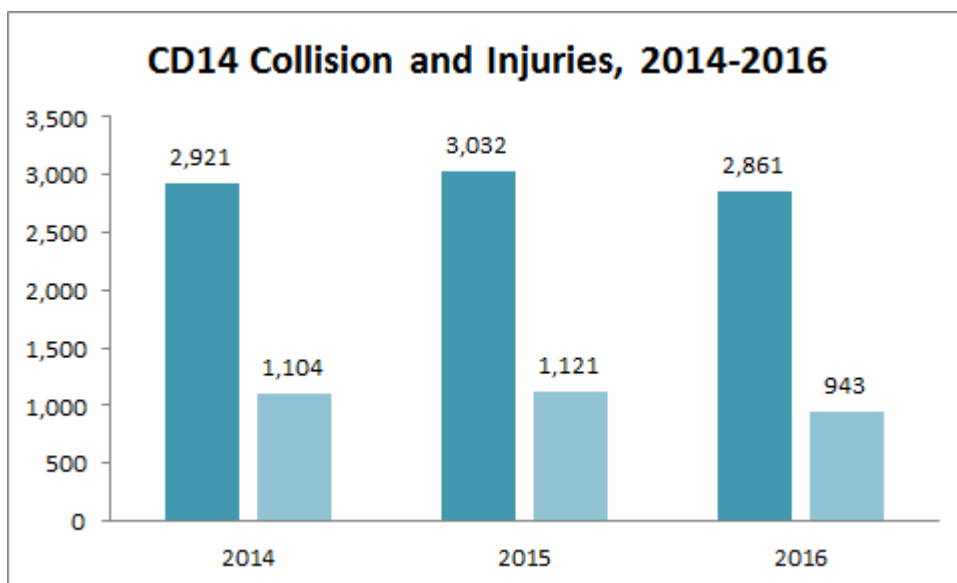


The following map depicts the current speed hump layout in Brooklyn Community District 14, comprising a total of 46 speed humps in 32 street segments.



By examining the location and installation date of each speed hump in Community District 14, with the increase/decrease of traffic incidents (both injuries and fatalities) in the area, the spatial analysis could inform the Brooklyn Community Board 14 of possible effects of speed humps installations since 2014.

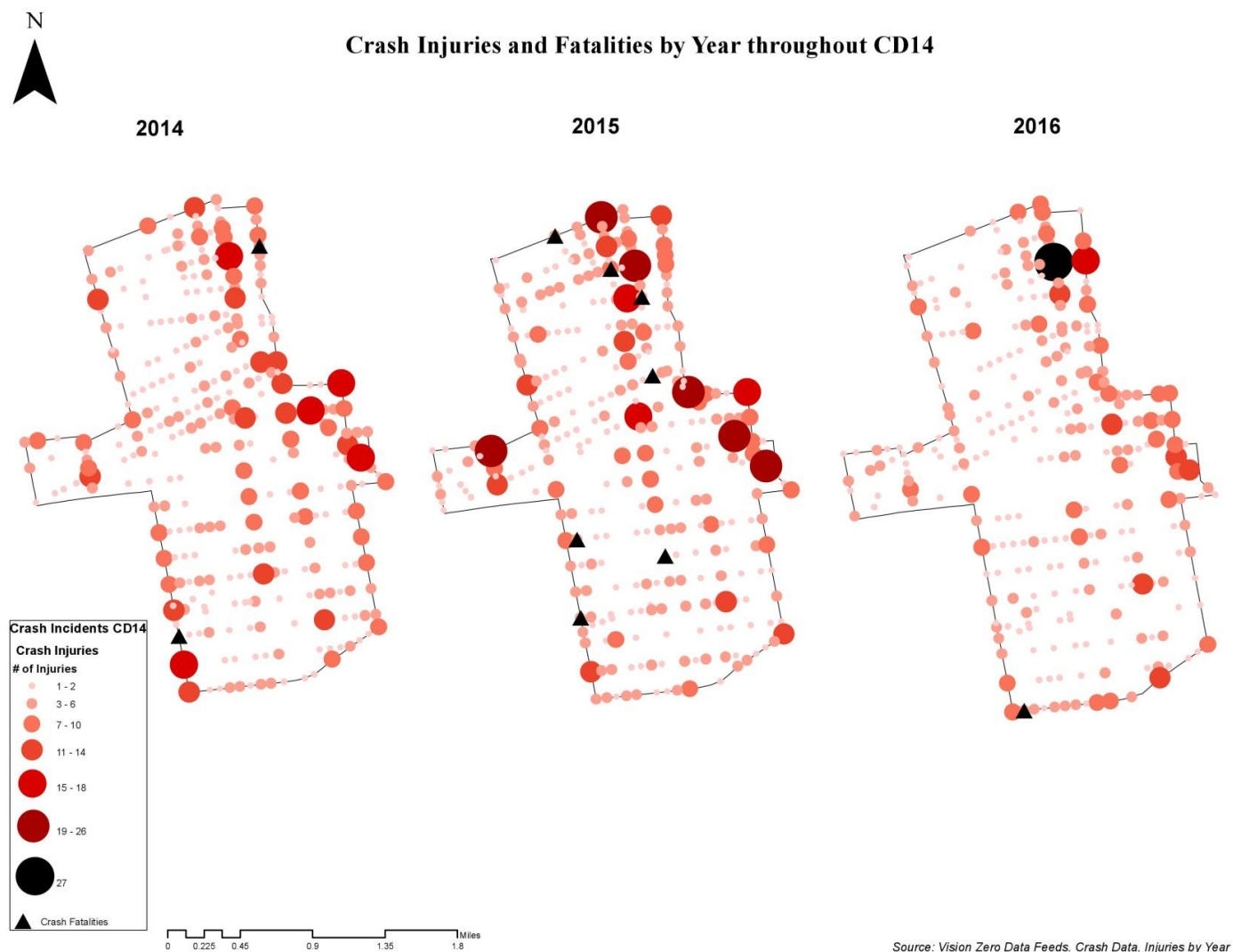
Year	# Collisions	# Injuries	# Deaths
2014	2,921	1,104	2
2015	3,032	1,121	7
2016	2,861	943	1



While crash collisions in the district have fluctuated in these three years, what is to be noted is their different concentration – or hotspots – during these years.

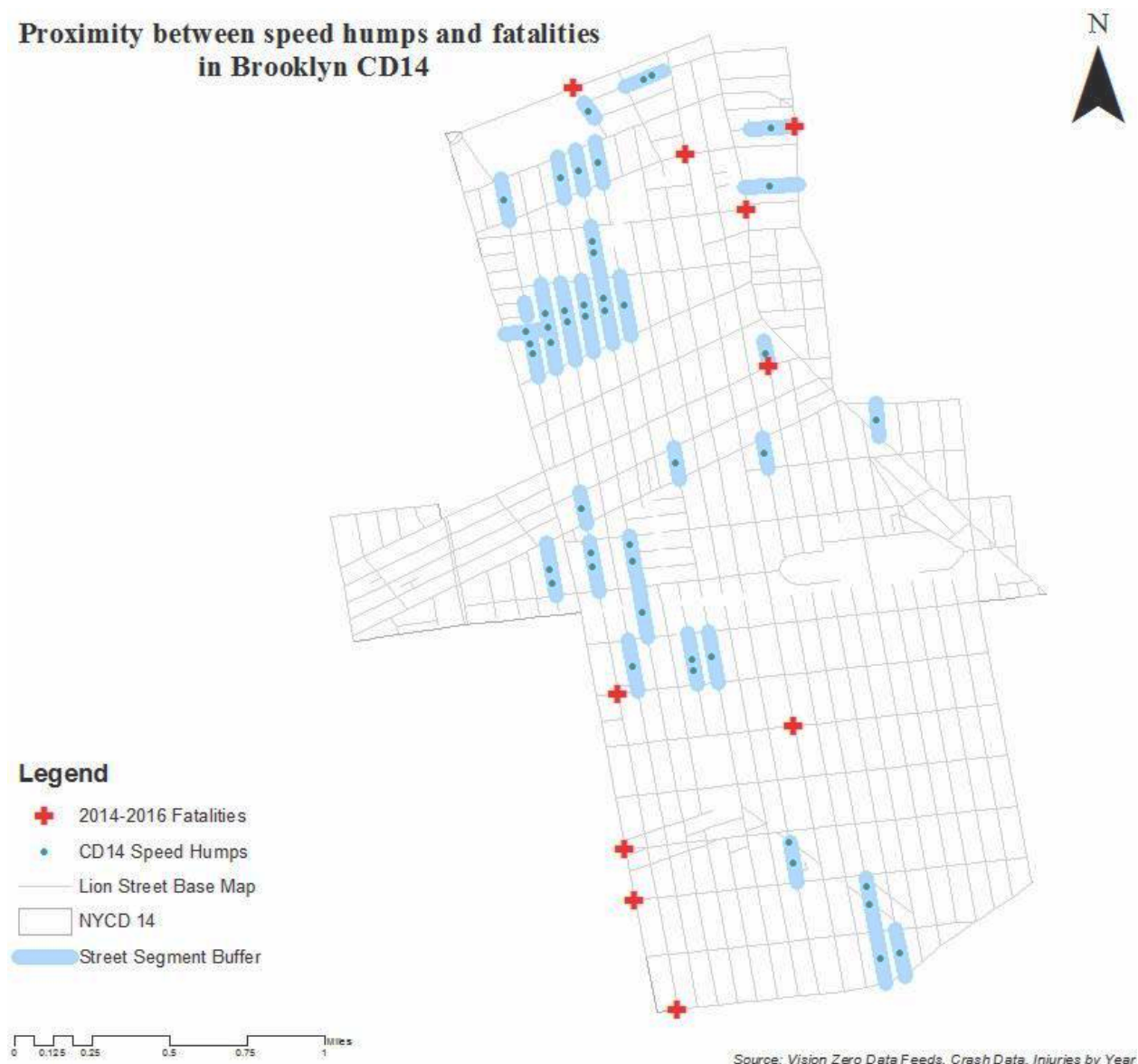
In 2014, there were 1,104 injuries and 2 fatalities. In 2015, there were 1,121 injuries, where 6 intersections concentrated 19 to 26 each, a concentration that was not seen in the previous year. As for fatalities, there were 7 deaths, five more than the previous year. In 2016 (*until October 31) there have been 943 injuries and one fatality. Once again, one intersection concentrated 27 injuries, a concentration not seen at any other point during 2014 or 2015. Nevertheless, there is no intersection concentrating 19-26 injuries like the 2015 year, but the area seems to have absorbed the injuries in different densities, such as 7-10 and 11-14 injuries per intersection.

The following map depicts these fluctuations in injuries and fatalities throughout the CD14 in 2014, 2015 and 2016.



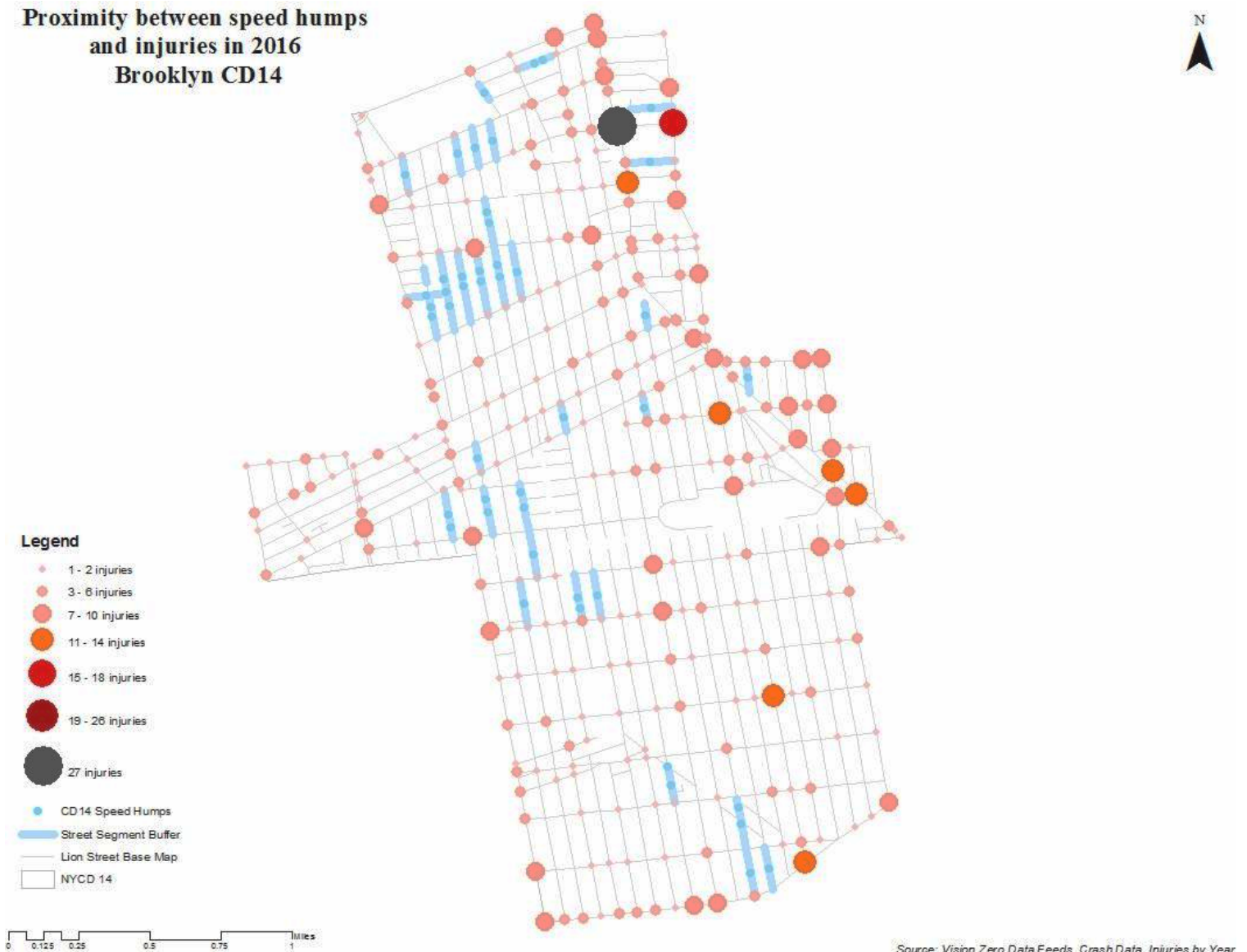
Given that Vision Zero Action Plan main goal is to reduce to zero the number of fatalities caused by crash incidents, the first analysis was made between speed humps and the fatalities through the district. The following map depicts the number of fatalities since 2014 to 2016 YTD and their proximity to a speed hump buffer, considered as the street segment where the speed hump is installed. Out of the 10 fatalities that have occurred since 2014, two appear in the radius of a street hump, meaning 20% of the area where fatalities in the district have occurred, were intervened with a traffic calming device, either before or after the fatality occurred.

Proximity between speed humps and fatalities in Brooklyn CD14



As for injuries, the spatial analysis shows that the major locations where incidents have happened during 2016, especially those intersections that concentrate 27, 11-14 or 7-10 injuries per point, are not near speed humps or speed hump buffers. Only 7% of injuries in 2016 were within 600 feet of a speed hump.

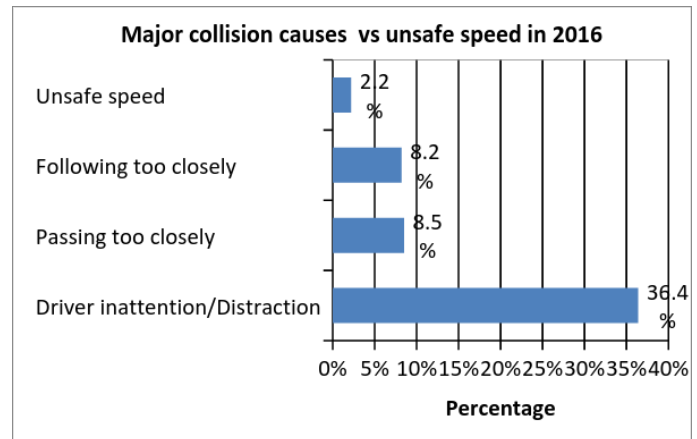
Proximity between speed humps and injuries in 2016 Brooklyn CD14



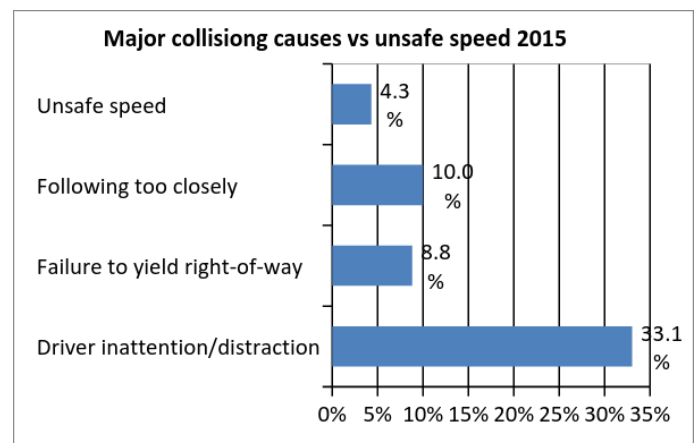
Causes of traffic incidents – CD14

For a more comprehensive assessment of the impact of speed humps in CD14 a zoom in must be made on the contributing cause for incidents in the district. An initial analysis with this focus, for the year 2016, showed the percent of collisions due to unsafe speed is only 2.2%. The major collision cause was 'Driver inattention/Distracted', which accounted for 36.4% as the cause for the incident, followed by 'Passing too closely' with 8.5% and 'Following too closely' with 8.2%.

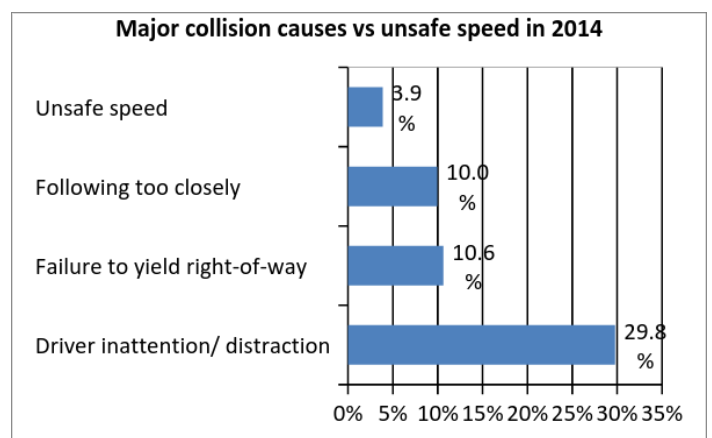
In CD14, there were 2,861 collisions in 2016. 1,482 vehicles were registered at the time of the incident with a contributing factor of collision cause, and 2.2 % of those incidents had 'Unsafe speed' as the contributing factor. The major contributor factor was 'Driver inattention/distracted', accounting for 36.4% of the collisions reported with a contributor factor.

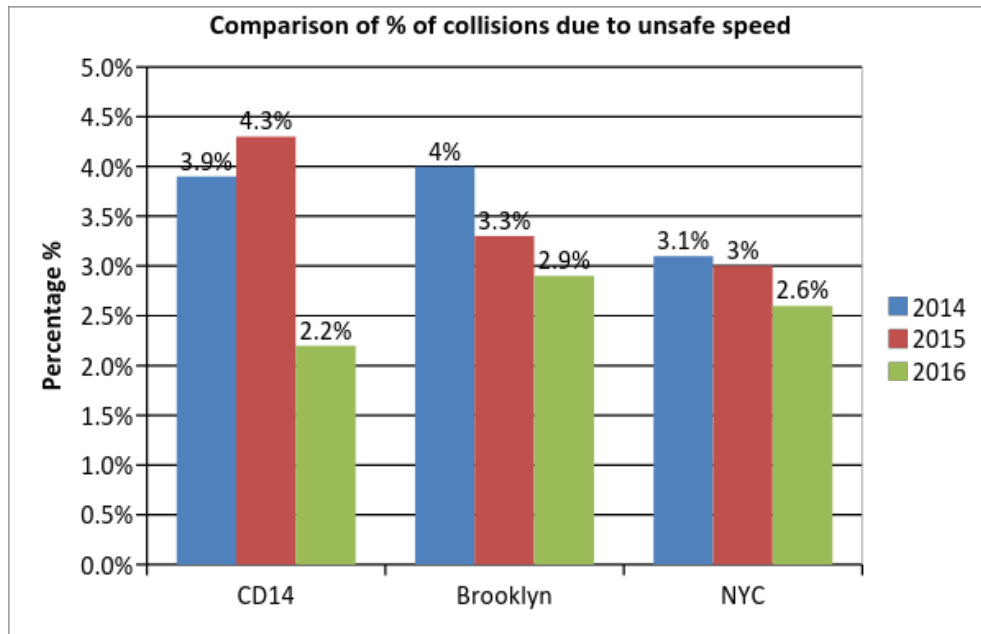


Not only for 2016, 'Unsafe Speed' had a low presence as the cause for crash incidents in 2016, but similar results were shown for 2015 (4.3%) and 2014 (3.9%). 'Driver inattention/distracted' on the other hand remained as the highest contributor factor for collisions during 2014-2016 in Brooklyn Community District 14.



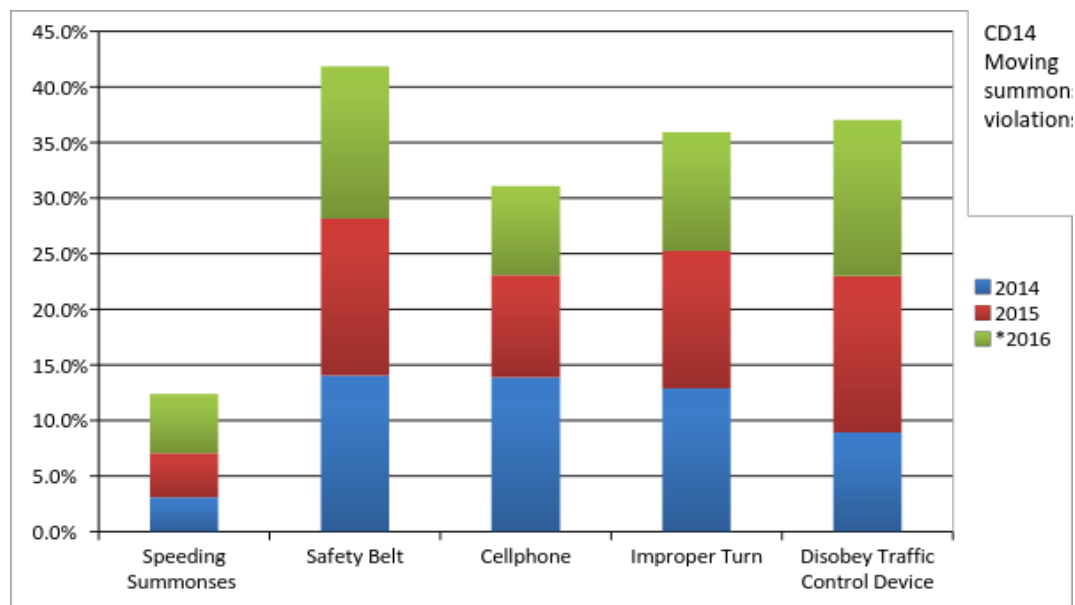
A comparison was made with Brooklyn and citywide to see the percentage of crashes caused by unsafe speed also for the years 2014 – 2016.





Moving summonses CD14

Moving summonses in the district could also shed a light on possible causes that might be impacting crash trends in the district. Speeding summonses in the district throughout the three years did not appear as a major traffic violation. The following graph illustrates these results against the four major violations in the district throughout the 2014-2016 period.



Conclusion

Measures intended to change driver behavior are rated through what's known as a "crash modification factor" (CMF). The CMF Clearinghouse - the US Department of Transportation's online repository of CMFs - rates speed humps as a measure that does change driver behavior and reduce crashes, with a CMF of [0.6](#)⁴. Other studies also indicate that collisions are reduced on average by 13% on treated streets (ITE), although their application is limited to local roads, while the most dangerous roads for pedestrians are arterial roads.

Brooklyn Community District 14 traffic calming assessment gives an example of the limited impact of this traffic control measure, in a district where collisions due to unsafe speed are only 2.2%. By observing the concentration of speed humps throughout Brooklyn Community District 14 and the trends of traffic incidents, there is no correlation from the increase of speed humps in the study area and the crash trends of the consecutive years of 2014, 2015 and 2016.

The highest concentration of traffic injuries and fatalities since 2014 is along the avenues of CD14, mainly in Flatbush Avenue, Church Avenue and Coney Island Avenue. These avenues are designated local or through truck routes, which by the DOT Traffic Calming Design Guidelines, are unable to meet the criteria for speed hump installations. While there is without doubt traffic incidents happening in the inner streets of the district, the analysis of the crash trends suggests that the concentration of injuries and fatalities are along the avenues where no speed hump is installed nor in the proximity of a significant concentration of speed humps.

There is almost a unanimous consensus and acceptance of speed humps as a traffic calming device, and while the design and application varies, transportation authorities and institutions rely on them as part of the traffic calming toolbox. Through literature review and spatial analysis of speed humps location and crash trends, there were no negative externalities found to be correlated to speed humps and traffic in Brooklyn Community District 14. Unless there is a negative impact on emergency vehicle movement, snow plows service or the community well-being, the installation of speed humps in the district might indeed contribute to the improvement of street safety.

Moreover, the installation of new speed humps by request of CD14 community members may respond to the perception that speed humps in their street segment do have an impact in reducing speed and crash incidents, whether there are positive results or not created by speed humps installations on injuries and fatalities throughout the district.

⁴ The lower the CMF, the greater the ability to reduce the likelihood of crashes. A traffic calming measure that has a CMF of .1 is very effective, reducing crashes by 90 percent, while a CMF of .9 is not as effective, reducing crashes by only 10 percent.

Recommendations and next steps

Given that speed humps are only designed to reduce or maintain a desired travel speed, additional measures should be taken to create safer streets in CD14. The ongoing speed hump program by DOT could be complemented by the following measures:

- A. Advocate for the installation of alternative traffic calming elements, such as curb extensions, traffic signals, street trees, narrower travel lanes and well-marked bike lanes. Considering the district's main cause of traffic accidents - driver inattention/distracted - traffic calming efforts could be geared towards education, outreach and a comprehensive design of streets. According to the DOT's Street Design Manual: *"While raised speed reducers (humps, tables, cushions) are an effective method to retrofit existing streets to reduce motor vehicle speeds in lieu of street reconstruction, all newly reconstructed streets should be comprehensively designed to achieve desired speeds, e.g., using appropriate roadway width and alignment, horizontal deflection, traffic controls, trees, and other traffic calming treatments"* (pg. 85).
- B. Advance a traffic study on the Flatbush Avenue Congested Corridor Project, given its status as the major hotspot for traffic accidents in CD14.
- C. Enhanced communication between the community board and DOT on the status of speed humps request
- D. Analyze the monthly/yearly contributing factors for collisions in CD14
- E. Additional analysis of other issues impacting traffic flow and possibly crash incidents, such as DOT Street Work Permits and/or film productions, mainly at the crash hot spots

Study challenges and limitations

- NYPD captures the collision location at the nearest intersection, even if the collision took place in the middle of a street segment.
- While DOT does provide the initial installation date and the Vision Zero Map depicts the exact number and location of speed humps exposed in this analysis, the information of whether it was reinstalled or removed is not included. Google Maps nor Google Earth have an accurate vision of each street segment of CD14 to confirm the existence of the 46 speed humps. Therefore, a physical study on its presence on the street segments visualized in the maps should be conducted to prove its existence.
- This spatial analysis only considers the impact of speed humps in traffic accidents in the district, without taking into account any other traffic calming device or program implemented as part of the Vision Zero Action Plan, or other factors that could affect crash trends in the district.

Databases and sources

- 70th NYPD Police Precinct Crash Data (Brooklyn wide, City-wide)
- 70th NYPD Police Precinct 2015-2016 Comparisons, Collision Report. Total Precinct
- 70th NYPD Police Precinct 2015-2016 Comparisons, Collision Report. Junction Area
- NYC Open Data
- DOT Vision Zero Data feeds
- List of 79 speed humps to be installed
- Totals of speeding summonses by NYPD 70th (before/after speed bump installed)
- Number of speed humps installed in CB14 since 2013
- Emily Rhode's report, "Traffic Calming Measures in Brooklyn Community Board 14: Current Conditions and Best Practices. Community Fellow 2014-2015"

B.2 DOT Service Delivery Data Assessment

Challenge

Brooklyn Community Board 14 records in a complaint log all citizen's requests and complaints since 2011 (with some records from 2009-2010). Many of these issues have been open for years - some up to 4 years -, with no response nor timely follow up from the corresponding government agencies. A forensic analysis of outstanding issues, from DOT specifically, will complement this traffic calming assessment of the district to best identify issues that are resolved within a reasonable amount of time and those that are not considered as priority given their pending (open) status.

Methodology

The main and only data source used to assess the different requests that Community Board 14 has captured since 2011 and identify any possible existing patterns concerning DOT outstanding issues was the complaint log provided by the community board.

Given that the scope of this assessment focused on DOT service delivery data, only complaints that had as its primary agency DOT were included for this analysis. This included complaints that had as primary agency DOT paired with other agencies such as DOT/MTA, DOT-HIQA and when DOT as a primary agency had additional agencies related to the complaint.

Status

The status of the request, open or closed, was the determinant feature to catalog complaints as resolved or unresolved, independently if the request or complaint had been successfully addressed by DOT.

Open = unresolved request

Closed= resolved

Dates

All dates for DOT requests/complaints were included, starting in 2009 with the last log captured on 02/23/2017. Complaints that were reopened, refiled or reapplied at another date/year were filed in their original submission date.

Features

Out of the 26 features that describe a complaint, the following features were selected to determine the complaint's status - meet or unmet depending on the open/closed status - and corresponding analysis:

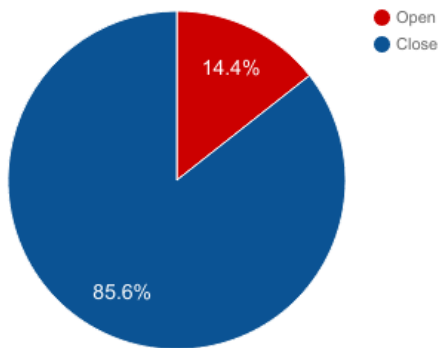
- Date: date where request/complaint was submitted to CB14

- Open/closed: status of request
- CB14 #: ID of request
- Complaint (general): general category of complaint
- Primary Agency: agency responsible of complaint
- Other agencies: secondary agencies responsible of complaint
- Date complaint closed: date of closure of complaint

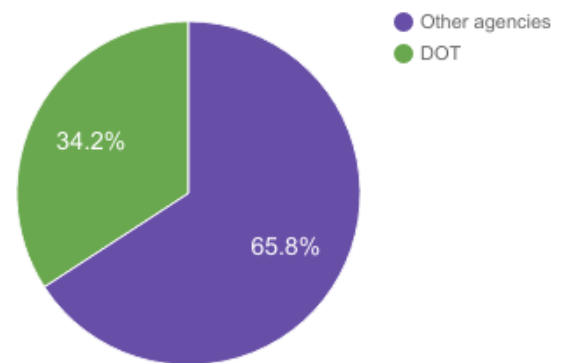
Analysis

From of the 2,133 complaints recorded in the complaint log since 2011, 307 remain open while 1826 have been closed. From the totality of complaints, more than one third - 729 - correspond to a request/complaint for DOT.

Complaint Log Status

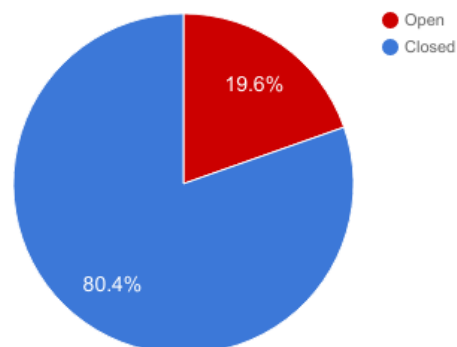


Complaint Log requests



From the 729 complaints corresponding to the Department of Transportation, 19.6% are still open and 80.4% have been closed. There is a total of **143 open requests** corresponding to DOT.

DOT Complaint Status



The following chart breaks down DOT complaints by year and its corresponding status.

DOT Complaints Year 2009-2016					
Year	# of Complaints	Open	%	Closed	%
2009	1	0	0%	1	100%
2011	16	0	0%	16	100%
2012	108	2	2%	106	98%
2013	138	2	1%	136	99%
2014	147	14	10%	133	90%
2015	147	33	22%	114	78%
2016	153	76	50%	77	50%
2017	19	16	84%	3	16%

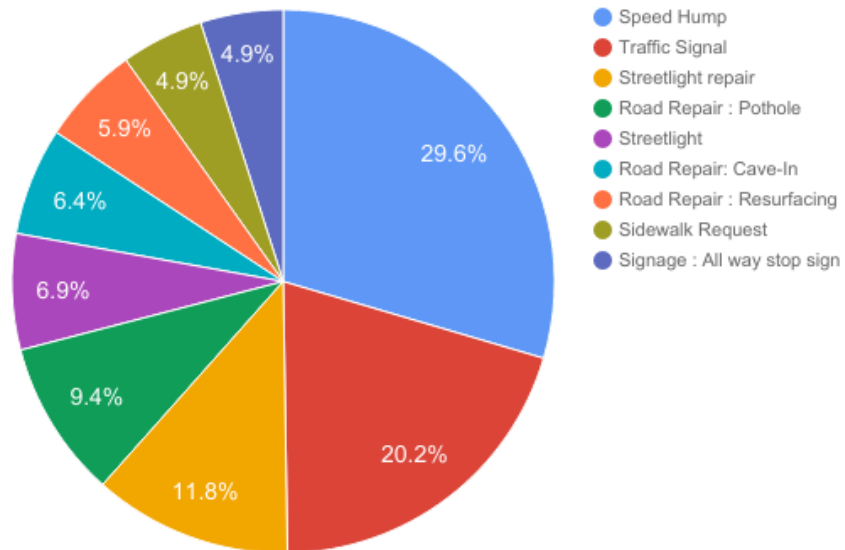
The **729 requests** captured for DOT have been filed **under 336 categories**, that explain the main issue of the complainant "Complaint (general)". These requests are further breakdown into detailed complaints under "Complaint (details)". This shows that one new category has been created for slightly over 2 requests. To understand any potential trends on priorities or non-priorities by DOT, a list of categories was made based on the number of complaints (entries) in each category. A detailed list of all categories and the number of complaints listed under each one of them can be found in Annex 1.

- Categories with 1 one entry: 246
- Categories with 2 entries: 37
- Categories with 3 entries: 12
- Categories with 4 entries: 9
- Categories with 5 entries: 11
- Categories with 6 entries: 6
- Categories with 7 entries: 5
- Categories with 8 entries: 1
- Categories with 9 entries: 0
- Categories with 10 entries: 2
- Categories with over 10 entries: 7

To being with, out of the 336 categories in existence, **246 categories have only one complaint each** - one category per complaint was created in these cases -. On the other hand, out of these 336 categories, 15 categories concentrate the same amount of complaints, 246, out of the 729 total, meaning 15 categories have 33% of all complaints → **4% of the categories concentrate over 33% of all complaints.**

The following chart shows the 10 categories with the highest number of requests each

Highest % of requests



As the chart shows, CB14 citizens are the most concerned about requests on:

- 1) Speed humps
- 2) Traffic signals
- 3) Streetlights
- 4) Road repairs
- 5) Sidewalks

Open requests

The 146 requests still open fall under 75 categories. The following 5 categories concentrate more than 40% of these open complaints:

- Speed Hump Request
- Traffic Signal Request
- Signage Request: All way stop sign
- Road Repair Request: Ponding
- Signal Timing Review Request

Nevertheless, the categories with the **highest percentage of open complaints** are:

	Total	Open	% Open
Signage Request: All way stop sign	10	6	60%
Sidewalk Repair Request: Pedestrian Ramps	7	3	43%
Signage Request: Stop Sign	7	3	43%
Speed Hump Request	60	21	35%
Sidewalk Repair Request	10	3	30%

Closed requests

From the 729 complaints to DOT, 586 have been closed. Out of the 15 categories that concentrate over 30% of the complaints, only one categories show no open request at all:

Streetlight repair.

The following five categories concentrate the highest response rate (**highest percentage of closed complaints**):

	Total	Close	% Closed
Streetlight repair	45	45	100%
Road Repair Request: Pothole	19	17	89%
CityBench Request	7	6	86%
Graffiti Complaint	7	6	86%
Traffic Signal Request	41	34	83%

Conclusion

At a granular view, CD14 citizens that request the repair of streetlights and potholes, demand a CityBench, a traffic signal or ask for the removal of graffiti, have the highest response rate for their demands by the Department of Transportation. Whether these requests are approved is unknown.

On the other hand, citizens that request "All way stop" and "Stop" signs, pedestrian ramps, speed humps and sidewalk repairs must wait the longest for their requests to be responded by DOT. Whether these requests remain open the longest due to their unlikelihood to be met, a lack of priority given by DOT or because they are being processed and taken care of by DOT is unknown.

Moreover, what CD14 citizens complaint/request the most is: speed humps, traffic signals, street light repairs and requests, potholes, road repairs (cave-in and resurfacing), sidewalk repairs, requests of "All way stop" and "Stop" signs, curb repairs, City Bench requests, removal of graffiti and pedestrian ramps. These categories concentrate the highest number of complaints from CD14 citizens.

To understand better these demands and their time/response rate, an insight into DOT's own division of labor, and knowing by which unit these requests are being responded would be helpful for categorizing demands and channeling them in a more timely and proper way.

Finally, a major issue to be addressed is the management of data and the way requests/complaints are being categorized. The following recommendations could help the community board advance their efforts on understanding and addressing these requests better.

Recommendations

- A more systematic and general categorization of complaints could help the community board identify on a broader scale the major issues that are being prioritized or being left behind by DOT. Leave the current 'Complaint (general)' feature in the complaint log for a more detailed grouping of complaints, adding a new category to identify the main issue targeted, regardless of the individual components that will be addressed. For example: there are 38 categories concerning Road Repair, with differences on the request to be addressed in the road: pothole, sinkhole, paving, damages asphalt, etc.
- Understand the way DOT addresses each category: who is responsible of what?
- Address and record complaints in a more unified language. Avoid naming the same issue in different ways (signal request/ signage request / signage requests) since it creates a barrier for coding and analyzing requests within categories. For example: there are 102 categories for Signal Request and its variations. Each category has one request only, but there are many requests that could fall under the same category ("Signal Complaint: Replace sign" vs. "Signage Replacement").

Study limitations

- The major limitation to this service delivery data assessment is the categorization of complaints as either open or closed, regardless of whether the complaint was solved in favor of the complainant. In that sense, the assessment of this data could show priority by DOT to a specific category, but whether the request was being denied or accepted - and taken care of -, remains undisclosed unless a more granular analysis is made request by request
- Requests that remain open for longer periods of time might indicate a request being processed by DOT, contrary to an initial thought of requests being left behind due to the amount of time they are left open. On the other hand, while closed requests indicate they were given a response, it might indicate a denial by DOT to carry on with the request.

Databases/sources

- CB14 Complaint Log 2009-2017

C) Next steps

There are several issues and projects that can be addressed by the next Planning Fellow to provide Brooklyn Community Board 14 with a more comprehensive traffic calming assessment or an analysis on issues of interest to the district.

- [Impact of the enlargement of the NYPD 70th Precinct: assess traffic impact due to the enlargement of the NYPD 70th Precinct in the area, specially for handicap citizens.](#)

With an increase of +- 100 police officers and patrols in 2016, the NYPD 70th Precinct has currently 285 police officers, in a building from 1880's and no parking lot. The building hosts the SRG (Strategic Response Group) and happens to be located beside the United Cerebral Palsy and the Joseph Belsky House. In case of mass deployment of police units, a potential gridlock could affect the safety of handicap citizens. Moreover, the additional density of police car units, parked on the sidewalks, affects the mobility of both handicap citizens and visitors alike, unable to use the sidewalks and forced to use the streets to move around the block.

Access and mobility for handicaps citizens in and around the area can be further analyzed.

- [Assessment of POPS or alternatives to public spaces in the district](#)

Brooklyn Community District 14 falls at the lowest rank of the districts with residential units within ¼ mile of park. An assessment of Privately Owned Public Spaces or alternative for its residents to make use of public spaces could enhance the quality of life of the district.

- [Data analysis: Complaint Log](#)

Categorization of the 700+ DOT complaints by the unit responsible to address the request, to understand which unit responds better to CD14 requests. Moreover, another analysis can be made to understand which requests are approved or which ones are denied, going beyond the comprehension of their closed/open status.

Annex 1

Complaint (general)	Status		# Complaints
	Open	Closed	Total
Speed Hump Request	21	39	60
Traffic Signal Request	7	34	41
Streetlight repair request		24	24
Road Repair Request: Pothole	2	17	19
Streetlight Request		14	14
Road Repair Request: Cave-In	3	10	13
Road Repair Request: Resurfacing	3	9	12
Sidewalk Repair Request	3	7	10
Signage Request: All way stop sign	6	4	10
Curb Repair Request	2	6	8
CityBench Request	1	6	7
Graffiti Complaint	1	6	7
Sidewalk Repair Request: Pedestrian Ramps	3	4	7
Signage Request: Stop Sign	3	4	7
Streetlight Repair Request: light burned out		7	7
Road Repair Request: Ponding	4	2	6
Road Repair Request: Resurfacing (ponding)	1	5	6
Road Repair Request: Sinkhole	1	5	6
Sidewalk Repair Request: Broken Curb	3	3	6
Sidewalk Repair Request: Curb Damage	1	5	6
Signal Timing Review Request	4	2	6
CityRack Request (Bike Rack)		5	5
Crosswalk Marking Request	1	4	5
One-Way Street Conversion request	3	2	5
Road Repair Request: Pothole		5	5
Road Repair Request: Potholes	2	3	5
Road Repair Request: Potholes		5	5
Signage Change Request	1	4	5
Signage Complaint: Missing ASP sign		5	5
Streetlight Repair Request: Light not working		5	5
Streetlight request	3	2	5
Traffic Signal Timing Study Request	1	4	5
Crosswalk Marking Refurbishment Request	1	3	4
Road Repair Request: Paving	2	2	4
Sidewalk Repair Request: Broken Sidewalk	1	3	4
Sidewalk Violation Complaint	2	2	4
Signage Repair Request: Damaged		4	4

Streetlight Repair Request: brighter bulb request	2	2	4
Streetlight Repair Request: Bulb burned out		4	4
Streetlight Request: street is dark / lights requested		4	4
Traffic Signal LED Upgrade request		4	4
Crosswalk Marking Refurbishment Request (after paving)		3	3
Road Repair Request: Loose Metal Plate		3	3
Sidewalk Obstruction Complaint		3	3
Signage Complaint: Missing Sign		3	3
Signage Replacement Request: Faded signs	2	1	3
Signage Request: No Parking		3	3
Street Repair Request	3		3
Street Repair Request: Sunken Street Segment	2	1	3
Streetlight Out		3	3
Streetlight Repair Request: Dead End Lights not working		3	3
Streetlight Repair Request: Light Out	1	2	3
Traffic Signal Complaint: Signal Not Working		3	3
Barrier Complaint	2		2
Bus Stop Paving Request		2	2
CityBench Installation		2	2
CityRack Installation (DOT-initiated)		2	2
Construction Complaint: Unpermitted Dumpster		2	2
Crosswalk Marking Refurbishment Request (not repainted after road repair work)		2	2
Crosswalk Request (midblock)		2	2
Graffiti Complaint (munimeter)		2	2
Munimeter Complaint: Not working		2	2
Newspaper Rack Complaint: Unmaintained		2	2
Noise Complaint: Loose Manhole Cover		2	2
Road Repair Request: Damaged asphalt		2	2
Road Repair Request: Defective Street Cut	1	1	2
Road Repair Request: failed street repair	2		2
Road Repair Request: Manhole Cover / Rim damaged		2	2
Sidewalk Reconstruction (info request)		2	2
Sidewalk Repair Request & Ponding	2		2
Sidewalk Repair Request: Sidewalk is buckling		2	2
Signage Complaint	1	1	2
Signage Complaint - ASP sign down		2	2
Signage Complaint: Faded ASP sign		2	2
Signage Complaint: Missing "No Parking Anytime" sign		2	2
Signage Removal Request		2	2
Signage Removal Request: No Standing Anytime		2	2

Signage Repair Request: "No Standing" sign damaged/removed		2	2
Signage Repair Request: ASP sign has fallen down		2	2
Signage request (Stop Sign)		2	2
Signage Request: "No Trucks" sign	1	1	2
Signage Request: No Parking ("Daylighting")		2	2
Signage Request: No Standing (Daylighting)	2		2
Signage Request: No Standing Anytime		2	2
Signage Study requested		2	2
Speed Hump Request		2	2
Street Lighting Request	2		2
Streetlight Complaint: Missing Light Pole	1	1	2
Streetlight Repair Request: Streetlight Bulbs Out		2	2
Traffic Signal Complaint: Light Out (red bulb)		2	2
Building Maintenance Complaint: Overgrown weeds		1	1
Building Violation Complaint: Disputed Sidewalk Repair Charges		1	1
Bus Shelter Complaint: Broken window		1	1
Bus Shelter Complaint: Lighting Request		1	1
Bus Shelter Complaint: No electricity/lighting in bus shelter (hazardous & contract violation)		1	1
Bus Shelter Complaint: Rusted bench & dirty shelter		1	1
Bus Shelter request (B68 line)		1	1
Bus Stop Request: Bus Arrival Countdown Clocks	1		1
Business Complaint: Cellar Doors Left Open		1	1
Business Complaint: Hanging Awning		1	1
CityRack Complaint: Bike Rack has fallen over		1	1
CityRack Complaint: Bike Shelter proposal complaint		1	1
Community Request: Eruv Lines		1	1
Construction Complaint: Debris in street		1	1
Construction Complaint: Flooding caused by contractor's street work		1	1
Construction Complaint: Jewish Holiday		1	1
Construction Complaint: No Street Parking for residents		1	1
Construction Complaint: Unpermitted	1		1
Construction Complaint: Unpermitted crane operation & street closure		1	1
Crosswalk Marking & Signage Request		1	1
Crosswalk Marking Request & Signage request (stop sign, signal, etc.)		1	1
Crosswalk Marking Request (N/S)	1		1

Crosswalk Request	1		1
Crosswalk Signal Repair		1	1
Crosswalk Signal Repair (for visually impaired people/not working)		1	1
DOT Complaint: Removal of Historic Brick Stanchions (originally filed as a Graffiti Complaint)		1	1
DOT Repair Request: Electrified pipe cover	1		1
Graffiti Complaint		1	1
Graffiti Complaint (on street sign)		1	1
LIRR Complaint: Unlocked Gate to LIRR Tracks		1	1
MTA Repair Request: Fence damaged during car crash		1	1
Munimeter Complaint: Meter Timing Change Request		1	1
Munimeter Complaint: Meter Timing Defective		1	1
MuniMeter Complaint: Not Working		1	1
Munimeter Complaint: not working (out of receipt paper)		1	1
Munimeter Request		1	1
Munimeter Request: Business owners would like munimeter hours extended from 1-hour spots to 2 or 3-hour spots.		1	1
Munimeter Request: Commercial Strip		1	1
Munimeter Request: Meter was removed / Replacement requested		1	1
Newkirk Plaza Issues (3)		1	1
Newspaper Rack Complaint: Abandoned/Unmaintained		1	1
Newspaper Rack Complaint: Missing Door		1	1
Noise Complaint: Loose Utility Cover		1	1
One-Way Street Conversion Request & Sidewalk Construction Request		1	1
Permit Complaint: Disability Parking Permit not received		1	1
Road Closure Complaint: Unpermitted		1	1
Road Construction Equipment Complaint (Obstructed Bike Lane)		1	1
Road Marking Complaint: White lines allow corner parking		1	1
Road Marking Request: ("Daylighting") Striping Request (or Parking Line Removal Request)		1	1
Road Marking Request: Striping Request	1		1
Road Repair Complaint: Loose Metal Plate		1	1
Road Repair Request: Sewer Job / Equipment & Asphalt remains.		1	1
Road Repair Request: Bollards	1		1
Road Repair Request: Bollards Damaged (lane dividers)		1	1

Road Repair Request: Bollards have been removed and/or broken.		1	1
Road Repair Request: Bollards Missing (lane dividers)		1	1
Road Repair Request: Cave-In / Manhole Cover Collapse		1	1
Road Repair Request: Cave-In / Sink hole		1	1
Road Repair Request: Depression/Pooling Water	1		1
Road Repair Request: Depression/Sinkhole	1		1
Road Repair Request: Depression/Trench/Sunken Road Bed	1		1
Road Repair Request: Hummock	1		1
Road Repair Request: Loose Manhole Cover	1		1
Road Repair Request: Paving (Carey Court & Corbin Court / private streets)	1		1
Road Repair Request: Pile of Asphalt & metal plates left in street		1	1
Road Repair Request: Pothole near catch basin		1	1
Road Repair Request: Pothole/Cave-In		1	1
Road Repair Request: Reconstruction/Resurfacing		1	1
Road Repair Request: Repaving IFO Bus Stop		1	1
Road Repair Request: Resurfacing		1	1
Road Repair Request: Resurfacing/Ponding/Flooding	1		1
Road Repair Request: Rutted Surface & Potholes		1	1
Road Repair Request: Trench/Sunken Road Bed		1	1
Sanitation Complaint: Dirty Sidewalks (MTA)		1	1
School Request: Street Closure during dismissal		1	1
Sidewalk Complaint (Missing Blocks after Sidewalk Repair)		1	1
Sidewalk Complaint: Curb painted yellow (Illegal)		1	1
Sidewalk Installation Request (+ Tree Pruning/General Cleaning)	1		1
Sidewalk marking refurbishment request (Bike Lane)	1		1
Sidewalk Marking refurbishment request (Yield to Pedestrian in the Bike Lane)	1		1
Sidewalk Removal Request		1	1
Sidewalk Repair Permit		1	1
Sidewalk Repair Request (ponding)		1	1
Sidewalk Repair Request: Broken corner		1	1
Sidewalk Repair Request: Broken/Cracked		1	1
Sidewalk Repair Request: Cracked sidewalks		1	1
Sidewalk Repair Request: Damaged flags		1	1
Sidewalk Repair Request: Fire Hydrant base needs concrete		1	1
Sidewalk Repair Request: Ramp/Curb		1	1
Sidewalk Repair Request: Resident disputes violation		1	1

Signage change Requeest - No Parking on School Days (only)		1	1
Signage Change Request - ASP Frequency		1	1
Signage Change Request: Extend times posted for Loadind/Unloading Zone	1		1
Signage Change Request: Extend times posted for No Standing signs		1	1
Signage Change Request: Make ASP times same on both sides of street		1	1
Signage Change Request: No Parking to "No Standing"	1		1
Signage Change Request: No Standing time change	1		1
Signage Change Request: Removal of No Standing Sign	1		1
Signage Change: No Parking during work hours (not 24 hours)		1	1
Signage complaint - Request to reduce frequency of ASP days		1	1
Signage Complaint & Street/Sidewalk damage		1	1
Signage Complaint: "Stay Right" sign & pole has fallen down.		1	1
Signage Complaint: Dead end sign covered with graffiti		1	1
Signage Complaint: Dead end sign pole has fallen over / lights not working		1	1
Signage Complaint: E. 8th Street Sign (Missing)		1	1
Signage Complaint: Faded street name sign		1	1
Signage Complaint: incorrect ASP regulation hours		1	1
Signage Complaint: Missing "One Way" sign		1	1
Signage Complaint: Missing Bridge Clearance Sign		1	1
Signage Complaint: Missing No Parking Sign		1	1
Signage Complaint: Missing No Parking Signs		1	1
Signage Complaint: Missing No Standing Sign		1	1
Signage Complaint: Missing No Standing signs		1	1
Signage Complaint: Missing No Standing Signs (IFO School)		1	1
Signage Complaint: Missing Reflective Post		1	1
Signage Complaint: Missing Street Name sign		1	1
Signage Complaint: Missing Street Name sign		1	1
Signage Complaint: Missing/Damaged No Parking/School Days signs		1	1
Signage Complaint: No Parking sign relocation request		1	1
Signage Complaint: No Parking Sign Removal Request		1	1
Signage Complaint: No Parking Signs were replaced with No Standing signs		1	1
Signage Complaint: Obstructed PedX Signal		1	1
Signage Complaint: Replace missing "No Horn Blowing" sign		1	1
Signage Complaint: Request a Dead End sign		1	1
Signage Complaint: Road Name spelled incorrectly		1	1

Signage Complaint: Sign Pole Removal Request		1	1
Signage Complaint: Street Name Signs (2) Missing (Ave I & E. 8 St)		1	1
Signage Complaint: Street Sign is faded / unreadable		1	1
Signage Complaint: Wayfinding signs are incorrect		1	1
Signage Installation: All-Way Stop or Traffic Signal @ PS 217		1	1
Signage Removal & Replacement Request		1	1
Signage Removal Request: ASP sign removal requested		1	1
Signage Removal Request: Night Regulations		1	1
Signage Removal Request: No Parking		1	1
Signage Removal Request: No Parking (Illegal)		1	1
Signage Removal Request: No Standing (Illegal)		1	1
Signage Removal Request: No Standing sign		1	1
Signage Removal Request: No Standing/Parking signs		1	1
Signage Repair Request: ASP sign fell down		1	1
Signage Repair Request: ASP sign missing		1	1
Signage Repair Request: Barriers/Curbs have been removed and/or broken.		1	1
Signage Repair Request: Fallen Sign Pole		1	1
Signage Repair Request: Leaning Street Name Sign		1	1
Signage Repair Request: No Standing sign is down	1		1
Signage Repair Request: Signs/Pole have fallen down		1	1
Signage Repair Request: Vandalized		1	1
Signage replacement request		1	1
Signage Replacement Request: ASP Sign		1	1
Signage Replacement Request: ASP Signs (115)		1	1
Signage Replacement Request: Faded No Parking Anytime Sign		1	1
Signage Replacement Request: No Parking Anytime Sign		1	1
Signage Replacement Request: No Parking Sign		1	1
Signage Replacement Request: No Parking Signs		1	1
Signage Request: "No Standing Except Trucks"		1	1
Signage Request: "No Standing"		1	1
Signage Request: 4-Way Stop Sign or Traffic Signal		1	1
Signage Request: Additional signage and Dead End light		1	1
Signage Request: Corbin Court signs		1	1
Signage Request: Cyclists Must Dismount	1		1
Signage Request: Dangerous Illegal Turn being made. Needs more or better signage.		1	1
Signage Request: Do Not Block the Intersection		1	1
Signage Request: Dual Signage of street (E. 22/Elmore Pl)		1	1
Signage Request: Extension of No Standing Zone		1	1

Signage Request: Left Turn Arrow to be added for both directions		1	1
Signage Request: Loading Zone (Trucks only)		1	1
Signage Request: Loading Zone (Trucks only) 7AM - 3 PM		1	1
Signage Request: Missing ASP Cleaning Sign		1	1
Signage Request: Missing Bridge Clearance		1	1
Signage Request: No Left Turn		1	1
Signage Request: No Left Turn sign	1		1
Signage Request: No Parking - Loading Zone Only, M-F 6AM-9AM		1	1
Signage Request: No Parking Anytime		1	1
Signage Request: No Parking Sign ("Daylighting")		1	1
Signage Request: No Parking zone	1		1
Signage Request: No Standing		1	1
Signage Request: No Standing ("Daylighting")		1	1
Signage Request: No Standing Except Trucks		1	1
Signage Request: No Standing/ Daylighting (& sign removal/incorrect placement)		1	1
Signage Request: No Truck Traffic		1	1
Signage Request: No U-Turn		1	1
Signage Request: One-Way signs (more needed)		1	1
Signage Request: School Bus Only Parking spots around Yeshiva Chaim Berlin		1	1
Signage Request: Slow Zone Proposal		1	1
Signage Request: Stop on Red		1	1
Signage Request: Stop Sign & No Standing		1	1
Signage request: Stop Sign & Pedestrian Crossing		1	1
Signage Request: Stop sign / traffic signal request		1	1
Signage request: Stop Sign and/or Speed hump		1	1
Signage Request: Stop Sign or Traffic Signal		1	1
Signage Request: Truck Loading/Unloading Zone Only (7 AM - 5 PM)	1		1
Signage Requests: Low Bridge Clearance (2)		1	1
Signal Request: Turning Arrow	1		1
Snow / Ice Removal Request & Ownership of Plaza		1	1
Speed bump Request		1	1
Speed Hump Request	1		1
Speed Hump Request (2)	1		1
Speed Hump Request (as part of one-way conversion project of Martense Street.)		1	1
Speed Hump Request (School Zone / Yeshiva Chaim Berlin)		1	1

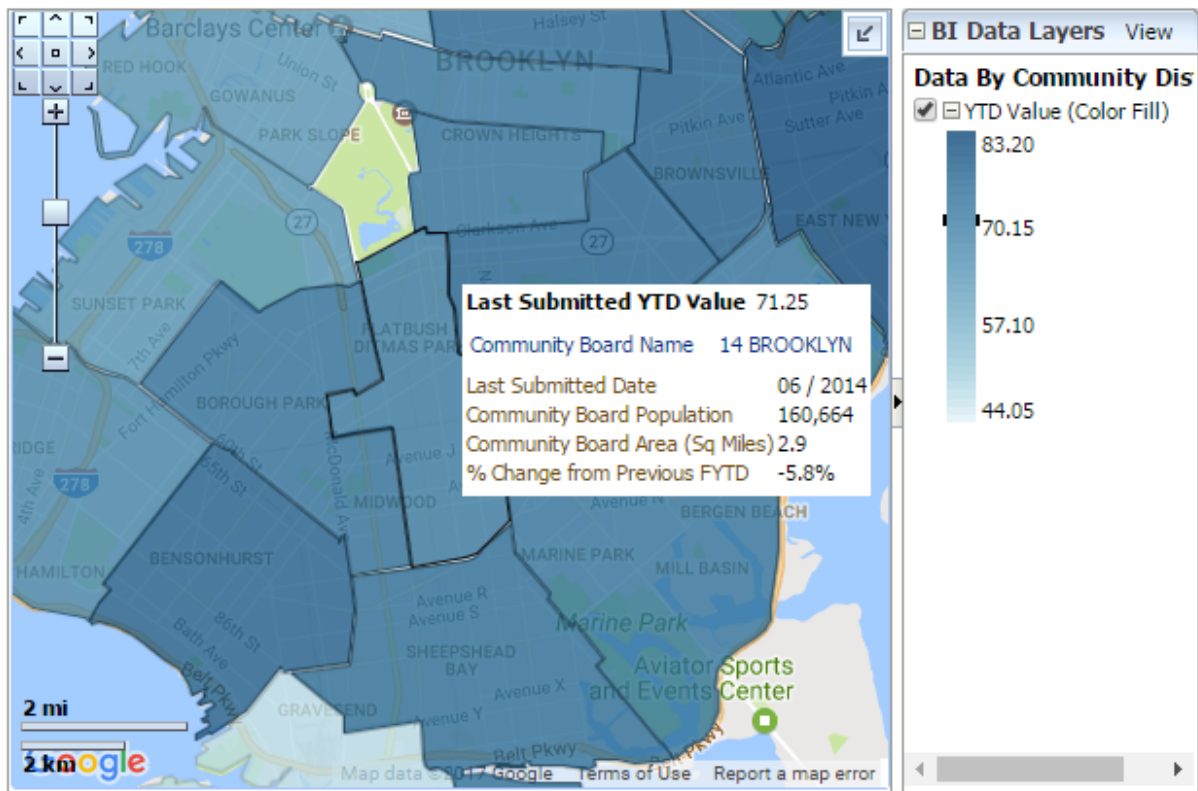
Speed Hump Request near PS 249.		1	1
Speed Hump Request: Removed during Paving/ Reinstallation request		1	1
Speed Hump Requests (3) (aka Traffic Calming Measures/Alternatives to speed humps)		1	1
Speed Hump requests (5)		1	1
Street Marking Refurbishment Request		1	1
Street Repair Request (ponding)	1		1
Street Repair Request: Hummock in Bus Stop	1		1
Street Repair Request: Potholes		1	1
Streetlight Complaint: Dead End Lights not working		1	1
Streetlight Repair Request (2 lights removed)		1	1
Streetlight Repair Request (light removed)	1		1
Streetlight Repair Request : light not working		1	1
Streetlight Repair Request: safety Light removal		1	1
Streetlight Repair Request: Dim Bulb		1	1
Streetlight Repair Request: Exposed wiring		1	1
Streetlight Repair Request: Light Pole has fallen over		1	1
Streetlight Repair Request: Light Pole Knocked Down		1	1
Streetlight Repair Request: Light Stays On during Day		1	1
Streetlight Repair Request: lights out (2 under MTA tracks)		1	1
Streetlight Repair Request: Open Base		1	1
Streetlight Repair Request: Pole removed		1	1
Streetlight Repair Request: Streetlight missing		1	1
Streetlight Repair Requests (2): 2 Streetlight Bulbs burned out		1	1
Streetlight Request: LED Bulbs are too bright		1	1
Streetlight Request: LED Upgrade requested		1	1
Traffic Complaint: Flatbush Ave traffic caused by new turning lanes		1	1
Traffic Signal		1	1
Traffic Signal Complaint: FDNY override switch not installed in new traffic signal		1	1
Traffic Signal Complaint: Light Out (green bulb)		1	1
Traffic Signal Complaint: Light Out (red bulb and yellow)		1	1
Traffic Signal or All-Way Stop Sign Request		1	1
Traffic Signal repair request		1	1
Traffic Signal Request (*Wrong Location / Canceled)		1	1
Traffic Signal Request: Turning Arrow		1	1
Traffic Signal Synchronization Study Request		1	1
Traffic Signal Timing Study Request: Crossing signals are too fast crossing E.17th at Ave K and Ave. M		1	1

Traffic Study Requested: Bike Lane/Dangerous		1	1
Traffic Study Requested: Dangerous Condition near 70th Pct		1	1
Tree Service Request: Pruning		1	1
Vehicle Parking Complaint (BK14 Garage)		1	1
Vehicle Parking Complaint: Daycare - yellow curb & No Parking signs		1	1
Vehicle Parking Complaint: Fire Fighter parking		1	1
Vehicle Parking Complaint: Handicapped cars parking in "No Parking Anytime" zones		1	1
Vehicle Parking Complaint: Residential Parking Pass Request		1	1
Vehicle Parking Complaint: Towed / Missing		1	1
Vehicle Parking Violation Complaint: Delivery issues for business		1	1
Vehicle Parking Violation Complaint: Muni-Meters were removed during Streetscape construction but people are getting parking tickets.		1	1
Vehicle Parking/Traffic Complaint (signage change request)	1		1
Grand Total	143	586	729

Annex 2

Mayor's Office of Operations - CPR Agency Performance Reporting: DOT

DOT: Streets maintained with a pavement rating of Good (%) by Community District, for Fiscal Year to Date



[Return](#) - [Export](#)