



MAYOR'S
MANAGEMENT REPORT
PRELIMINARY FISCAL 2014
Additional Tables

City of New York
Bill de Blasio, Mayor

Anthony Shorris
First Deputy Mayor

Mindy Tarlow
Director, Mayor's Office of Operations

February 2014



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CUSTOMER SERVICE

311 Customer Service Center Inquiries by Agency

	Total Jul-Oct FY13	% of Inquiries Jul-Oct FY13	Rank in # of Calls in Jul-Oct FY13	Total Jul-Oct FY14	% of Inquiries Jul-Oct FY14	Rank in # of Calls in Jul-Oct FY14
Top Inquiries						
ACS						
Child Care Financial Assistance - Eligibility Information and Application By Mail	6,311	17%	1	4,776	17%	1
Child Care Financial Assistance - Children's Services Clients	4,063	11%	2	3,023	11%	2
Child Care Financial Assistance - Eligibility and Application In Person or By Phone	3,012	8%	4	2,470	9%	3
Child Care Financial Assistance - Eligibility and Application Online	3,039	8%	3	2,426	9%	4
Child Care Financial Assistance - Voucher Information	2,492	7%	6	1,891	7%	5
BIC						
Commercial Waste and Private Carters Information	287	49%	1	430	64%	1
Sanitation Complaint - Private Carter	260	45%	2	216	32%	2
Trade Waste License Registration	35	6%	3	29	4%	3
BOE						
Find a Poll Site	7,951	20%	2	7,512	49%	1
Election and Voting Information	17,745	44%	1	3,937	26%	2
Absentee Voting	4,689	12%	4	1,153	7%	3
Check Voter Registration Status	7,314	18%	3	1,116	7%	4
Poll Worker Assistance	814	2%	6	614	4%	5
BPL						
Find a Library - Brooklyn	1,088	78%	1	806	79%	1
General Information - Brooklyn Public Library	142	10%	2	94	9%	2
Elementary School Student After School Program - Drop-In	33	2%	5	70	7%	3
Library Complaint - Brooklyn	44	3%	4	37	4%	4
High School Student After School Program - Drop-In	3	0%	11	8	1%	5
CCHR						
Discrimination Complaint	2,548	97%	1	2,576	97%	1
Human Rights Education and Community Outreach	72	3%	2	66	2%	2
Human Rights Commission Publications	NA	NA	NA	18	1%	3
Staff Information Provided	3	0%	3	1	0%	4
CCRB						
Police Officer Misconduct	3,788	98%	1	3,118	99%	1
Civilian Complaint Mediation	67	2%	2	36	1%	2
CUNY						
Find a CUNY College	1,769	57%	1	924	46%	1
CUNY Admissions Services	409	13%	2	229	11%	2
Free GED Bridge Classes - LaGuardia Community College	317	10%	3	204	10%	3
CUNY Career PATH	128	4%	4	142	7%	4
CUNY Prep Program	100	3%	7	121	6%	5

CUSTOMER SERVICE

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Top Inquiries						
DCA						
Investigate a Business Licensed by DCA	3,408	10%	1	3,077	8%	1
Restaurant Permit - Renew or Status	400	1%	19	2,019	5%	2
Financial Empowerment Center	1,355	4%	4	1,509	4%	3
Retail Store Complaint	1,684	5%	2	1,491	4%	4
Home Improvement Contractor License - Renew or Status	1,024	3%	6	1,396	4%	5
DCAS						
Civil Service Exam Information	8,566	65%	1	10,230	76%	1
NYC Jobs	1,348	10%	2	915	7%	2
City Employment Verification	840	6%	3	756	6%	3
The Green Book 2012	185	1%	8	317	2%	4
Sale of City-owned real estate and Sales auctions	295	2%	7	302	2%	5
DCLA						
Find a Zoo or Aquarium	1,363	52%	1	928	49%	1
Find a Museum	758	29%	2	638	33%	2
Find a Botanical Garden	293	11%	3	225	12%	3
Grants for Cultural Programs	62	2%	4	37	2%	4
Non-Profit Assistance - Arts or Cultural Organization	24	1%	7	29	2%	5
DCP						
Locate an Elected Official	8,720	89%	1	7,640	86%	1
Zoning Information Desk	1,008	10%	2	1,105	12%	2
Waterfront - Flood Zone Information	33	0%	4	66	1%	3
Purchase City Planning Maps and Books	51	1%	3	53	1%	4
City Planning - Hearings and Publications	12	0%	6	22	0%	5
DDC						
DDC Project Inquiries and Complaints	160	69%	1	161	72%	1
General Inquiries for the Department of Design and Construction	62	27%	2	51	23%	2
Bidding on DDC Projects	4	2%	4	7	3%	3
Construction Vendor Prequalification List	NA	NA	NA	3	1%	4
Staff Information Provided	NA	NA	NA	1	0%	5
DEP						
Fire Hydrant Running Full	15,273	13%	1	13,608	13%	1
Noise from Construction After Hours	4,150	4%	8	7,751	8%	2
Fire Hydrant Running	5,741	5%	5	6,449	6%	3
Sewer Backup Complaint - Priority	10,744	9%	2	6,383	6%	4
Cold Water Complaint - Dirty	4,442	4%	7	4,497	4%	5

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Top Inquiries						
DFTA						
Housing Options - Senior - Low-Income	2,964	13%	1	2,930	15%	1
Lawyer Referral - For Seniors	2,349	11%	2	2,283	12%	2
Find a Senior Center	1,561	7%	3	1,261	7%	3
Housing Options - Senior - Frail, Disabled, or with Alzheimers or Dementia	1,225	5%	5	1,222	6%	4
Case Assistance for Seniors	1,290	6%	4	1,101	6%	5
DHS						
Homelessness Prevention through HomeBase	25,778	51%	1	6,056	23%	1
Homeless Shelter Intake for Single Adults	6,785	13%	2	5,720	22%	2
Homeless Shelter Intake for Families with Children	6,589	13%	3	4,519	17%	3
Homeless Shelter Complaint - Shelter Client	3,426	7%	4	3,000	11%	4
Homeless Person Assistance	3,041	6%	5	2,787	11%	5
DOB						
Schedule a Plan Examiner Appointment	51,305	37%	1	42,915	34%	1
Cancel/Modify/Reschedule Plan Exam Appointments	16,204	12%	2	14,905	12%	2
Illegal Conversion of Residential Space	10,422	7%	3	10,335	8%	3
Building Construction Without Permit	8,009	6%	4	8,008	6%	4
Elevator or Escalator Defective or Without Permit	5,404	4%	5	5,510	4%	5
DOC						
Inmate Location and Information	12,094	38%	1	9,883	37%	1
Rikers Island Inmate Property Pickup	9,999	31%	2	9,084	34%	2
Inmate Visit Schedule	3,079	10%	3	2,115	8%	3
Jail System Complaint	1,498	5%	4	1,430	5%	4
Inmate Location if Not Found in City Jail Lookup	1,312	4%	5	1,048	4%	5
DOE						
Public School Calendar	14,502	18%	1	8,622	14%	1
Find a School	12,116	15%	2	8,594	14%	2
Find a School Zone	5,021	6%	3	3,566	6%	3
Find a Summer Meal Program	2,885	4%	7	3,124	5%	4
Find a School District by Location	3,428	4%	4	2,849	5%	5

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Top Inquiries						
DOF						
Parking Ticket Lookup - Ticket or Plate Number Known	61,039	17%	1	66,316	19%	1
Find a Towed Vehicle - Plate Number Known	41,179	11%	2	25,659	7%	2
Property Tax Account Assistance and Bill Information	30,821	8%	3	24,717	7%	3
Parking Ticket Payment Problem or Penalty Adjustment	16,799	5%	5	16,554	5%	4
Pay a Parking Ticket - By Phone	17,770	5%	4	16,427	5%	5
DOHMH						
Birth Certificate from 1910 to Present	24,281	14%	1	23,462	15%	1
Rat Complaint - Other Location	8,245	5%	3	7,530	5%	2
Animal - Injured or Sick - Stray Dog or Cat	6,277	4%	4	5,751	4%	3
Birth Certificate Correction or Change	5,797	3%	5	5,425	3%	4
Status of a Birth Certificate Order	8,603	5%	2	4,812	3%	5
DOI						
Contact or Locate a City Marshal	783	50%	1	580	46%	1
City Worker or Contractor Corruption or Misconduct	435	28%	2	461	37%	2
Fingerprinting - Center-Based Day Care or Pre-School	113	7%	4	119	9%	3
City Marshal Complaint	209	13%	3	86	7%	4
Become a City Marshal	16	1%	5	12	1%	5
DOITT						
ACCESS NYC	605	21%	1	557	26%	1
Cable Television Complaint - General	463	16%	4	417	20%	2
Cable Television Complaint - Service	540	19%	2	365	17%	3
Verizon City-Wide Cable TV Franchise	368	13%	5	317	15%	4
Pay Phone Complaint - Street	515	18%	3	215	10%	5
DOP						
Adult Probation Supervision - Brooklyn	160	27%	1	106	29%	1
Adult Probation Supervision - Queens	64	11%	4	67	19%	2
Adult Probation Supervision - Manhattan	83	14%	3	63	17%	3
Adult Probation Supervision - Bronx	110	19%	2	62	17%	4
Adult Probation Supervision - Staten Island	19	3%	6	19	5%	5
DORIS						
Death Certificate Before 1949	311	25%	1	305	29%	1
Marriage Record Before 1930	203	16%	3	218	21%	2
Birth Certificate Before 1910	255	20%	2	165	16%	3
Genealogy Research	107	8%	5	87	8%	4
Status of Request for Death Certificate from Before 1949	117	9%	4	64	6%	5

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Top Inquiries						
DOT						
Muni-Meter Defective or Damaged	13,632	12%	1	13,903	15%	1
Streetlight Condition	8,196	7%	3	8,829	9%	2
Traffic or Pedestrian Signal Condition	6,230	5%	4	5,608	6%	3
Parking Permit - Disabled or Handicapped - General Information and Application Status	3,043	3%	6	4,349	5%	4
Alternate Side Parking Information	11,754	10%	2	3,511	4%	5
DPR						
Wood Disposal, Chipping, and Pickup - Brooklyn and Queens	8,079	10%	2	7,720	12%	1
Removal of Large Branch or Entire Tree - City Tree or Property	16,995	20%	1	6,017	9%	2
Find a Park	5,540	7%	3	4,870	8%	3
Trees and Sidewalk Repair for 1, 2 and 3 Family Residential Property	3,848	5%	6	3,643	6%	4
Park Maintenance Complaint	4,167	5%	5	3,478	5%	5
DSNY						
Bulk Item Disposal Information	21,951	13%	1	21,763	13%	1
Garbage Collection	16,006	9%	2	14,893	9%	2
CFC and Freon Removal - Appointment	13,906	8%	4	12,801	8%	3
Recycling and Trash Collection Schedules	14,530	9%	3	11,862	7%	4
Illegal Dumping - Past	7,565	4%	5	7,594	5%	5
DYCD						
Literacy and GED Instruction for Adults	1,212	19%	1	942	18%	1
Literacy and GED Instruction for Non-English Speakers	747	12%	4	686	13%	2
Immigration Assistance from Community-Based Organizations	834	13%	2	610	12%	3
Shelter and Assistance for Runaway or Homeless Youth	750	12%	3	431	8%	4
Summer Jobs for Youth - General	242	4%	8	425	8%	5
FDNY						
Fire Hazard Complaint	2,168	14%	1	2,095	14%	1
Fire Hydrant Recreational Use	1,173	7%	5	1,541	11%	2
Ambulance Patient Locator	1,824	11%	2	1,492	10%	3
Upcoming Fireworks Displays	1,258	8%	4	1,183	8%	4
Locate a Firehouse - Brooklyn	1,326	8%	3	1,056	7%	5
HHC						
Find a Public Hospital	13,411	67%	1	9,895	65%	1
Adult Immunization Clinic	1,070	5%	2	967	6%	2
Find a Child Health Clinic	794	4%	3	477	3%	3
Immunization 4 to 18 School Health	401	2%	5	376	2%	4
Become a Nurse	632	3%	4	363	2%	5

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Top Inquiries						
HPD						
Landlord Complaint - Maintenance	53,042	39%	1	47,185	39%	1
Heat Complaint - Residential Building - Inadequate Heat	14,914	11%	2	13,988	12%	2
No Hot Water Complaint - Residential Building - From Tenant	11,721	9%	3	9,460	8%	3
Bed Bug Complaint - Residence, Hotel or Single Room Occupancy	9,342	7%	4	7,462	6%	4
Affordable Housing Information - English	5,978	4%	5	5,546	5%	5
HRA						
Food Stamp Assistance	14,070	13%	2	11,694	13%	1
Public Assistance or Welfare Information	13,746	13%	3	11,249	12%	2
Food Stamp Center	14,320	13%	1	11,048	12%	3
One Shot Deal - Short Term Emergency Assistance	8,103	7%	4	6,322	7%	4
Medicaid - Existing Applicant or Enrollee	6,500	6%	5	5,630	6%	5
LPC						
Landmark and Historic District Information	108	47%	1	87	49%	1
Landmark Building Alteration Permit	91	39%	2	68	38%	2
Landmark Status Application	15	6%	3	10	6%	3
Landmark Building Painting Complaint	8	3%	5	7	4%	4
Landmark Restoration Grant Application	10	4%	4	5	3%	5
NYCHA						
Public Housing Maintenance	6,468	24%	1	4,321	23%	1
Public Housing Application Information and Assistance	4,340	16%	2	3,016	16%	2
Public Housing Assistance Status - All Boroughs	3,464	13%	3	2,196	12%	3
NYCHA Section 8 Program Cuts	2,161	8%	4	1,424	8%	4
Public Housing Inquiries - Brooklyn	1,660	6%	5	1,284	7%	5
NYPD						
Noise from Neighbor	45,584	15%	1	33,207	13%	1
Find a Police Precinct or PSA by Location	32,961	11%	3	28,204	11%	2
Hot Transfer 911	36,413	12%	2	27,469	11%	3
Blocked Driveway - Vehicle	20,871	7%	4	21,969	8%	4
Find a Police Precinct or PSA by Name	20,227	7%	5	17,856	7%	5

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Top Inquiries						
NYPL						
Find a Library - Bronx, Manhattan, Staten Island	1,422	88%	1	1,025	88%	1
General Information - New York Public Library	138	9%	2	81	7%	2
Library Complaint - Bronx - Manhattan - Staten Island	46	3%	3	51	4%	3
Find a Library - Brooklyn	4	0%	4	4	0%	4
Find a Library - Queens	2	0%	5	3	0%	5
OATH						
ECB Violation - Request Status or Copy	1,673	30%	1	1,643	26%	1
ECB Violation - Information	1,301	23%	2	1,547	25%	2
ECB Borough Office Locations	617	11%	3	606	10%	3
ECB Violation - Online Ticket Finder	265	5%	5	524	8%	4
Settling a Food Service Establishment Health Violation	239	4%	7	465	7%	5
OCME						
Death Inquiries	441	63%	1	388	61%	1
Proof of Death	137	20%	2	137	22%	2
Autopsy Report	82	12%	3	70	11%	3
Cremation Inquiries	31	4%	4	38	6%	4
World Trade Center DNA Samples	7	1%	5	3	0%	5
OEM						
Cooling Center Locations	1,496	8%	3	2,146	49%	1
Hurricane Evacuation Zone Lookup	13,976	72%	1	593	14%	2
Ready New York Guide - Hurricanes	496	3%	4	500	11%	3
Ready New York Guide - Hidden	108	1%	9	216	5%	4
Ready New York - My Emergency Plan	112	1%	8	176	4%	5
QPL						
Find a Library - Queens	460	61%	1	368	70%	1
Elementary School Student After School Program - Drop-In	12	2%	6	59	11%	2
General Information - Queens Public Library	57	8%	3	47	9%	3
Library Complaint - Queens	43	6%	5	29	6%	4
Elementary School Student After School Program - Enrolled	55	7%	4	7	1%	5

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Top Inquiries						
SBS						
Job Seeker Assistance - Employment Programs	531	7%	4	1,004	21%	1
Help Starting a Small Business	1,804	24%	2	807	17%	2
NYC Business Express Website - General Information	383	5%	6	709	15%	3
Get a Professional License	489	6%	5	262	6%	4
Business Classes - Information and Registration	NA	NA	NA	228	5%	5
SCA						
School Construction Complaint	305	90%	1	398	91%	1
School Construction Information	33	10%	2	39	9%	2
TLC						
Lost Property in a Taxi - Medallion Number Unknown	12,069	30%	1	10,653	26%	1
Lost Property in a Taxi - Medallion Number Known	11,328	28%	2	10,265	25%	2
Street Hail Livery - Appointment Request for Permit Application - Licensees	NA	NA	NA	3,697	9%	3
Lost Property in a Taxi - Medallion Number Not Found by 311	2,916	7%	3	2,813	7%	4
Taxi Inquiry or Complaint from Taxi Driver or Taxi Licensee	918	2%	8	1,344	3%	5

PAID ABSENCE RATES

FIRST FOUR MONTHS OF FISCAL YEAR

WORKFORCE OR AGENCY	FY 2014 TOTAL SICK LEAVE	FY 2014 LODI/ WC	FY 2014 TOTAL ABSENCE	FY 2013 TOTAL ABSENCE	FY 2014 EQUIV. ABSENCE DAYS/YEAR
UNIFORMED WORKFORCES					
DOC (U)	4.19%	0.58%	4.78%	5.58%	11.9
FDNY (U)	2.31%	4.29%	6.60%	6.07%	16.4
NYPD (U)	2.26%	1.08%	3.34%	3.40%	8.3
DSNY (U)	3.93%	1.47%	5.40%	6.41%	13.4
Uniformed Subtotal	2.74%	1.60%	4.34%	4.51%	10.8
LARGER CIVILIAN WORKFORCES					
NYPD (C)	3.57%	0.19%	3.76%	3.76%	9.2
FDNY (C)	3.64%	1.19%	4.83%	5.32%	11.9
ACS	3.62%	0.66%	4.28%	3.89%	10.6
HRA	3.72%	0.20%	3.92%	3.70%	9.7
DHS	3.00%	0.42%	3.42%	3.52%	8.5
HPD	3.58%	0.20%	3.77%	3.82%	9.4
DOHMH	3.39%	0.09%	3.48%	3.33%	8.6
DEP	3.34%	0.40%	3.74%	4.03%	9.3
DSNY (C)	3.63%	0.44%	4.07%	4.18%	10.1
DOF	3.85%	0.13%	3.98%	3.92%	9.9
DOT	3.68%	0.71%	4.39%	4.27%	10.9
DPR	1.82%	0.21%	2.03%	2.07%	5.0
LAW	2.82%	0.03%	2.84%	2.55%	7.0
DCAS	3.27%	0.11%	3.38%	3.31%	8.3
DDC	3.39%	0.06%	3.44%	3.50%	8.5
DOC (C)	3.51%	0.21%	3.72%	3.88%	9.2
PROBATION	3.75%	0.10%	3.85%	3.60%	9.6
DOB	3.33%	0.11%	3.43%	3.28%	8.5
DOITT	2.80%	0.02%	2.81%	3.04%	7.0
Subtotal	3.36%	0.33%	3.69%	3.68%	9.1
SMALLER CIVILIAN WORKFORCES					
OEM	2.07%	0.00%	2.07%	2.47%	5.1
DCP	3.18%	0.00%	3.18%	2.94%	7.9
DOI	2.82%	0.00%	2.82%	2.74%	7.0
DFTA	3.46%	0.00%	3.46%	2.96%	8.6
CULTURAL	2.07%	0.00%	2.07%	2.36%	5.2
LPC	2.86%	0.27%	3.13%	2.69%	7.8
TLC	2.75%	1.18%	3.93%	4.22%	9.8
CCHR	4.03%	0.02%	4.04%	2.95%	10.1
DYCD	3.45%	0.00%	3.45%	3.29%	8.6
SBS	2.73%	0.01%	2.74%	2.76%	6.8
RECORDS	4.51%	0.00%	4.51%	3.33%	11.1
DCA	2.53%	0.00%	2.54%	2.92%	6.3
BIC	2.40%	0.00%	2.40%	2.37%	6.0
OATH	3.40%	0.01%	3.41%	2.17%	8.5
ELECTIONS	2.83%	0.01%	2.84%	3.09%	7.0
CCRB	2.70%	0.00%	2.70%	1.53%	6.7
Subtotal	2.99%	0.16%	3.14%	2.97%	7.8
Uniformed	2.74%	1.60%	4.34%	4.51%	10.8
Civilian	3.34%	0.32%	3.67%	3.64%	9.1
TOTAL	3.07%	0.90%	3.97%	4.03%	9.8
CITYWIDE	3.07%	0.18%	3.25%	3.32%	8.0

Note: The **Total Absence Rate** is calculated by dividing the sum of paid sick leave for all employees, Line-of-Duty Injury absence for uniformed employees, and paid Workers' Compensation absence for civilian employees, by paid scheduled hours for all employees. The **Citywide Absence Rate** is calculated by dividing paid sick leave for all employees plus paid Workers' Compensation absence for civilian employees by paid scheduled hours for all employees.

PAID ABSENCE RATES

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VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY12 Annual Actual	FY13 Annual Actual	FY13 Annual Target	FY14 Annual Target	FY13 4-Month Actual	FY14 4-Month Actual
CITY FLEET SIZE¹	26,981	25,855	26,000	26,400	NA	26,901
- Light Duty	12,124	11,186	*	*	NA	11,525
- Medium Duty	5,052	4,919	*	*	NA	4,957
- Heavy Duty	6,943	6,903	*	*	NA	6,984
- Other Vehicles	2,862	2,786	*	*	NA	3,435
City funded fleet	23,904	22,837	*	*	NA	23,292
Non-City funded fleet	3,077	3,018	*	*	NA	3,609
Fleet vehicle in-service rate (%)	NA	91%	90%	90%	91%	90%
Daily fleet in-service targets achieved (%)	NA	97%	90%	90%	NA	92%
Agency vehicle in-service rates (%)						
- Department of Citywide Administrative Services	NA	98%	90%	94%	NA	97%
- Department of Environmental Protection	NA	92%	93%	90%	NA	91%
- Department of Health and Mental Hygiene	NA	97%	90%	94%	NA	95%
- Department of Transportation	NA	89%	85%	85%	NA	88%
- Department of Sanitation	NA	84%	78%	78%	NA	82%
- Department of Parks and Recreation	NA	95%	90%	90%	NA	96%
- Police Department	NA	94%	90%	90%	NA	93%
- Fire Department	NA	83%	80%	80%	NA	83%
- Department of Correction	NA	98%	90%	94%	NA	96%
- Department of Education	NA	97%	90%	94%	NA	98%
Purchased vehicles compliant with Local Law 38 (%)	98%	94%	95%	95%	NA	100%
Alternative fuel vehicles	7,555	10,601	10,400	13,000	NA	14,253
Alternative fuel vehicles in City fleet (%)	28%	41%	40%	50%	21%	55%
Vehicle fuel used (gallons)	NA	30,611,112	30,000,000	29,000,000	NA	9,749,352
- Biodiesel fuel used (gallons)	NA	11,925,594	10,000,000	12,000,000	NA	4,023,320
Vehicles purchased	NA	3,236	3,000	3,000	NA	1,088
Accidents in City vehicles ²	NA	4,977	*	*	NA	1,644
Fleet repair expenditures (\$000,000)	NA	\$207.2	\$210.0	\$200.0	NA	\$65.3
Fleet fuel expenditures (\$000,000)	NA	\$97.4	*	*	NA	\$30.5
Fleet acquisition expenditures (capital) (\$000,000)	NA	\$226.5	\$180.0	\$180.0	NA	\$64.8
Fleet acquisition expenditures (expense) (\$000,000)	NA	\$88.7	\$60.0	\$60.0	NA	\$21.2
Automotive repair personnel	NA	1,242	1,250	1,250	NA	1,251
Fleet support personnel	NA	351	350	350	NA	358

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY12 Annual Actual	FY13 Annual Actual	FY13 Annual Target	FY14 Annual Target	FY13 4-Month Actual	FY14 4-Month Actual
AGENCY FLEET SIZES						
- Department of Citywide Administrative Services	2,174	2,126	*	*	NA	2,206
- Light Duty	1,645	1,632	*	*	NA	1,715
- Medium Duty	354	316	*	*	NA	310
- Heavy Duty	74	75	*	*	NA	76
- Other Vehicles	101	103	*	*	NA	105
- Department of Environmental Protection	2,075	1,943	*	*	NA	1,995
- Light Duty	741	680	*	*	NA	721
- Medium Duty	509	459	*	*	NA	461
- Heavy Duty	471	459	*	*	NA	457
- Other Vehicles	354	345	*	*	NA	356
- Department of Health and Mental Hygiene	284	279	*	*	NA	291
- Light Duty	197	194	*	*	NA	205
- Medium Duty	81	78	*	*	NA	79
- Heavy Duty	6	6	*	*	NA	6
- Other Vehicles	0	1	*	*	NA	1
- Department of Transportation	2,693	2,581	*	*	NA	2,653
- Light Duty	707	645	*	*	NA	685
- Medium Duty	511	476	*	*	NA	483
- Heavy Duty	977	913	*	*	NA	910
- Other Vehicles	498	547	*	*	NA	575
- Department of Sanitation	5,532	5,574	*	*	NA	5,745
- Light Duty	999	986	*	*	NA	997
- Medium Duty	282	285	*	*	NA	280
- Heavy Duty	3,904	3,940	*	*	NA	3,977
- Other Vehicles	347	363	*	*	NA	491
- Department of Parks and Recreation	2,485	2,523	*	*	NA	2,926
- Light Duty	587	577	*	*	NA	600
- Medium Duty	803	879	*	*	NA	897
- Heavy Duty	356	364	*	*	NA	374
- Other Vehicles	739	703	*	*	NA	1,055

VEHICLE FLEETS AND MAINTENANCE

INDICATORS	FY12 Annual Actual	FY13 Annual Actual	FY13 Annual Target	FY14 Annual Target	FY13 4-Month Actual	FY14 4-Month Actual
- Police Department	8,646	7,913	*	*	NA	8,160
- Light Duty	6,739	5,813	*	*	NA	5,887
- Medium Duty	1,242	1,174	*	*	NA	1,242
- Heavy Duty	337	327	*	*	NA	323
- Other Vehicles	328	599	*	*	NA	708
- Fire Department	2,211	2,062	*	*	NA	2,107
- Light Duty	350	328	*	*	NA	368
- Medium Duty	1,118	1,045	*	*	NA	965
- Heavy Duty	636	586	*	*	NA	652
- Other Vehicles	107	103	*	*	NA	122
- Department of Correction	515	484	*	*	NA	501
- Light Duty	159	156	*	*	NA	160
- Medium Duty	152	123	*	*	NA	132
- Heavy Duty	182	183	*	*	NA	187
- Other Vehicles	22	22	*	*	NA	22
- Department of Education	NA	309	*	*	NA	317
- Light Duty	NA	175	*	*	NA	187
- Medium Duty	NA	112	*	*	NA	108
- Heavy Duty	NA	22	*	*	NA	22
- Other Vehicles	NA	0	*	*	NA	0

¹Citywide fleet size for FY 2012 is revised downward by 1,732 previously included non-City managed fleet vehicles at NYCHA, HHC, SCA and DOE Special Investigator that are no longer included.

²FY 2013 and FY 2014 4-month City vehicle accidents do not include NYPD accidents.

*Indicator is not subject to targeting in the MMR.

VEHICLE FLEETS AND MAINTENANCE

DEFINITIONS - Vehicle Fleets and Maintenance - PMMR 2014

Accidents in City vehicles: The number of accidents in the period as reported by City agencies.

Agency vehicle in-service rate (%): The average of the agency fleet's daily vehicle in-service rates for the period.

Alternative fuel vehicles: The total number of City vehicles that are using alternative fuel.

Alternative fuel vehicles in City fleet (%): The percentage of vehicles in the City managed fleet that is using alternative fuel. This calculation does not include vehicles in the "Other" subgroup.

Automotive repair personnel: The number of City personnel assigned to repair and maintain City fleet for the period.

City Fleet Size: The total number of city funded and non-city funded vehicles in the City managed fleet at the end of the period, and the subtotals by vehicle size and type.

Daily fleet in-service targets achieved (%): The percentage of days the target for vehicle in-service rate was met.

Fleet acquisition expenditures (capital) (\$000,000): The amount of capital funds spent on City fleet during the period.

Fleet acquisition expenditures (expense) (\$000,000): The amount of expense funds spent on City fleet during the period.

Fleet fuel expenditures (\$000,000): The amount spent on fuel for City fleet during the period.

Fleet repair expenditures (\$000,000): The amount spent on repair and maintenance of City fleet during the period.

Fleet support personnel: The number of City personnel assigned to administer and support City fleet operations for the period.

Fleet vehicle in-service rate (%): The average of the daily percentages of the City fleet in full service for the period.

Purchased vehicles compliant with Local Law 38 (%): The percentage of light and medium-duty vehicles purchased for the City through DCAS during the period that are certified with the highest ratings defined by California Low-Emission Vehicle (LEV) II standards. The three highest ratings are zero emission vehicles (ZEV), advanced technology partial zero emission vehicles (ATPZEV), and partial zero emission vehicles (PZEV). Pursuant to Local Law 38 of 2005, each light and medium-duty vehicle that the City purchases should have the best certified emission rating within its vehicle category while meeting the requirements for the City's intended use. According to the law, some exceptions apply based on cost and other limited exemptions, including for certain emergency vehicles.

Vehicle and Biodiesel fuel used (gallons): The volume of fuel used by City fleet in the period (Biodiesel fuel is included in Vehicle fuel).

Vehicles purchased: The number of City fleet vehicles acquired in the period.

VEHICLE FLEETS AND MAINTENANCE

LIST OF AGENCIES IN THE CITY FLEET

City Managed Fleet

Department of Citywide Administrative Services*
Department of Environmental Protection
Department of Correction
Department of Parks and Recreation
Department of Health and Mental Hygiene

New York City Fire Department
New York City Police Department
Department of Transportation
Department of Sanitation
Department of Education

****Department of Citywide Administrative Services" includes fleet for the following agencies and offices:**

Administration of Children's Services
Board of Elections
Bronx Borough President
Brooklyn Borough President
Business Integrity Commission
Campaign Finance Board
City Commission on Human Rights
City Council
Civilian Complaint Review Board
Department for the Aging
Department of Buildings
Department of City Planning
Department of Citywide Administrative Services
Department of Consumer Affairs
Department of Cultural Affairs
Department of Design and Construction
Department of Finance
Department of Homeless Services
Department of Housing Preservation and Development
Department of Information Technology and Telecommunications
Department of Investigation
Department of Probation
Department of Records and Information Services
Department of Small Business Services

Department of Youth and Community Development
Financial Information Services Agency
GrowNY (formerly known as "Council on the Environment")
Human Resources Administration
Landmarks Preservation Commission
Law Department
Manhattan Borough President
Mayor's Office
NYC Economic Development Corporation
Office of Administrative Trials and Hearings
Office of Chief Medical Examiner
Office of Emergency Management
Office of Labor Relations
Office of Management and Budget
Office of Payroll Administration
Office of the City Clerk
Office of the Comptroller
Office of the Public Advocate
Queens Borough President
Sheriff's Office
Sports Commission
Staten Island Borough President
Tax Commission
Taxi and Limousine Commission

VEHICLE FLEETS AND MAINTENANCE

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BUDGETARY UNITS OF APPROPRIATION

Fiscal 2014

Board of Elections [003]

001 Personal Services
002 Other than Personal Services

Emergency Management [017]

001 Personal Services
002 Other than Personal Services

Law [025]

001 Personal Services
002 Other than Personal Services

City Planning [030]

001 Personal Services
002 Other than Personal Services
003 Geographic Systems - PS
004 Geographic Systems - OTPS

Investigation [032]

001 Personal Services
002 Other than Personal Services
003 Inspector General - PS
004 Inspector General - OTPS

New York Public Library - The Research Libraries [035]

001 Lump Sum Appropriation

New York Public Library [037]

003 Lump Sum - Borough of Manhattan
004 Lump Sum - Borough of the Bronx
005 Lump Sum - Borough of Staten Island
006 Systemwide Services
007 Consultant and Advisory Services

Brooklyn Public Library [038]

001 Lump Sum

Queens Borough Public Library [039]

001 Lump Sum

BUDGETARY UNITS OF APPROPRIATION

Education [040]

401	General Educational Instruction and School Leadership - PS
402	General Educational Instruction and School Leadership - OTPS
403	Special Educational Instruction and School Leadership - PS
404	Special Educational Instruction and School Leadership – OTPS
406	Charter Schools - OTPS
415	School Support Organization - PS
416	School Support Organization - OTPS
421	Citywide Special Education Instruction and School Leadership - PS
422	Citywide Special Education Instruction and School Leadership - OTPS
423	Special Education Instructional Support - PS
424	Special Education Instructional Support – OTPS
435	School Facilities - PS
436	School Facilities - OTPS
438	Pupil Transportation - OTPS
439	School Food Services - PS
440	School Food Services - OTPS
442	School Safety – OTPS
444	Energy and Leases - OTPS
453	Central Administration - PS
454	Central Administration - OTPS
461	Fringe Benefits - PS
470	Special Education Pre-K Contract Payments – OTPS
472	Charter & Contract Schools and Foster Care Placements - OTPS
474	NPS and FIT Payments - OTPS
481	Categorical Programs - PS
482	Categorical Programs - OTPS

City University of New York [042]

001	Community College - OTPS
002	Community College - PS
003	Hunter Schools - OTPS
004	Hunter Schools - PS
012	Senior College - OTPS

Civilian Complaint Review Board [054]

001	Personal Services
002	Other than Personal Services

Police [056]

001	Operations
002	Executive Management
003	School Safety -PS
004	Administration - Personnel
006	Criminal Justice
007	Traffic Enforcement
008	Transit Police - PS
009	Housing Police - PS
100	Operations - OTPS
200	Executive Management - OTPS
300	School Safety - OTPS
400	Administration - OTPS

BUDGETARY UNITS OF APPROPRIATION

600 Criminal Justice - OTPS
700 Traffic Enforcement - OTPS

Fire [057]

001 Executive Administrative
002 Fire Extinguishment & Emergency Response
003 Fire Investigation
004 Fire Prevention
005 Executive Administrative - OTPS
006 Fire Extinguishment & Response - OTPS
007 Fire Investigation - OTPS
008 Fire Prevention - OTPS
009 Emergency Medical Services- PS
010 Emergency Medical Services- OTPS

Children's Services [068]

001 Personal Services
002 Other than Personal Services
003 Head Start/Day Care - PS
004 Head Start/Day Care - OTPS
005 Administrative - PS
006 Child Welfare - OTPS
007 Juvenile Justice - PS
008 Juvenile Justice - OTPS

Human Resources [069]

101 Administration - OTPS
103 Public Assistance - OTPS
104 Medical Assistance - OTPS
105 Adult Services - OTPS
201 Administration
203 Public Assistance
204 Medical Assistance
205 Adult Services

Homeless Services [071]

100 Personal Services
200 Other than Personal Services

Correction [072]

001 Administration
002 Operations
003 Operations - OTPS
004 Administration - OTPS

Aging [125]

001 Executive and Administrative Management
002 Community Programs
003 Community Programs - OTPS

BUDGETARY UNITS OF APPROPRIATION

004 Executive and Administrative Management - OTPS

Cultural Affairs [126]

001 Office of the Commissioner - PS
002 Office of the Commissioner - OTPS
003 Cultural Programs
004 Metropolitan Museum of Art
005 New York Botanical Garden
006 American Museum of Natural History
007 The Wildlife Conservation Society
008 Brooklyn Museum
009 Brooklyn Children's Museum
010 Brooklyn Botanical Garden
011 Queens Botanical Garden
012 New York Hall of Science
013 Staten Island Institute of Arts and Sciences
014 Staten Island Zoological Society
015 Staten Island Historical Society
016 Museum of the City of New York
017 Wave Hill
019 Brooklyn Academy of Music
020 Snug Harbor Cultural Center
021 Studio Museum in Harlem
022 Other Cultural Institutions
024 New York Shakespeare Festival

Landmarks Preservation [136]

001 Personal Services
002 Other than Personal Services

Taxi and Limousine [156]

001 Personal Services
002 Other than Personal Services

Commission on Human Rights [226]

001 Personal Services
002 Other than Personal Services
003 Community Development - PS
004 Community Development - OTPS

Youth and Community Development [260]

002 Executive and Administrative
005 Community Development - OTPS
311 Program Services - PS
312 Other than Personal Services

BUDGETARY UNITS OF APPROPRIATION

Probation [781]

001 Executive Management
002 Probation Services
003 Probation Services - OTPS
004 Executive Management - OTPS

Small Business Services [801] (Economic Development Corporation)

001 Department of Business - PS
002 Department of Business - OTPS
004 Contract Compliance & Business Opportunity - PS
005 Contract Compliance & Business Opportunity - OTPS
006 Economic Development Corporation - OTPS
010 Workforce Investment Act - PS
011 Workforce Investment Act - OTPS

Housing Preservation and Development [806]

001 Office of Administration
002 Office of Development
004 Office of Housing Preservation
006 Housing Maintenance and Sales
008 Office of Administration - OTPS
009 Office of Development - OTPS
010 Housing Management and Sales - OTPS
011 Office of Housing Preservation - OTPS

Buildings [810]

001 Personal Services
002 Other than Personal Services

Health and Mental Hygiene [816] (Office of Chief Medical Examiner)

101 Health Administration
102 Disease Control and Epidemiology
103 Health Promotion and Disease Prevention
104 Environmental Health Services - PS
106 Office of Chief Medical Examiner
107 Health Care Access and Improvement - PS
108 Mental Hygiene Management Services – PS
109 Epidemiology - PS
111 Health Administration - OTPS
112 Disease Control and Epidemiology - OTPS
113 Health Promotion and Disease Prevention - OTPS
114 Environmental Health Services - OTPS
116 Office of Chief Medical Examiner - OTPS
117 Health Care Access and Improvement - OTPS
118 Mental Hygiene Management Services – OTPS
119 Epidemiology - OTPS
120 Mental Health Services - OTPS
121 Mental Retardation and Developmental Disability - OTPS
122 Chemical Dependency and Health Promotion - OTPS

BUDGETARY UNITS OF APPROPRIATION

Health and Hospitals Corporation [819]

001 Lump Sum

Office of Administrative Trials and Hearings [820]

001 Personal Services
002 Other than Personal Services

Environmental Protection [826]

001 Executive and Support
002 Environmental Management
003 Water Supply and Wastewater Collection
004 Utility - OTPS
005 Environmental Management - OTPS
006 Executive and Support - OTPS
007 Central Utility
008 Wastewater Treatment

Sanitation [827]

101 Executive Administrative
102 Cleaning and Collection
103 Waste Disposal
104 Building Management
105 Bureau of Motor Equipment
106 Executive and Administrative - OTPS
107 Snow Budget - Personal Services
109 Cleaning and Collection - OTPS
110 Waste Disposal - OTPS
111 Building Management - OTPS
112 Motor Equipment - OTPS
113 Snow Budget - OTPS

Business Integrity Commission [829]

001 Personal Services
002 Other than Personal Services

Finance [836]

001 Administration and Planning
002 Operations
003 Property
004 Audit
005 Legal
007 Parking Violations Bureau
009 City Sheriff
011 Administration - OTPS
022 Operations - OTPS
033 Property - OTPS
044 Audit - OTPS
055 Legal - OTPS
077 Parking Violations Bureau - OTPS
099 City Sheriff – OTPS

BUDGETARY UNITS OF APPROPRIATION

Transportation [841]

001	Executive Administration and Planning Management
002	Highway Operations
003	Transit Operations
004	Traffic Operations
006	Bureau of Bridges
007	Bureau of Bridges - OTPS
011	Executive Administration and Planning Management - OTPS
012	Highway Operations - OTPS
013	Transit Operations - OTPS
014	Traffic Operations - OTPS

Parks and Recreation [846]

001	Executive Management and Administrative Services
002	Maintenance and Operations
003	Design and Engineering
004	Recreation Services
006	Maintenance and Operations - OTPS
007	Executive Management and Administrative Services - OTPS
009	Recreation Services - OTPS
010	Design and Engineering - OTPS

Design and Construction [850]

001	Personal Services
002	Other than Personal Services

Citywide Administrative Services [856]

001	Human Capital
002	Human Capital - OTPS
005	Board of Standards and Appeals
006	Board of Standards and Appeals - OTPS
100	Executive and Support Services
190	Executive and Support Services - OTPS
200	Division of Administration and Security
290	Division of Administration and Security - OTPS
300	Asset Management – Public Facilities
390	Asset Management – Public Facilities - OTPS
400	Office of Citywide Purchasing
490	Office of Citywide Purchasing - OTPS
500	Division of Real Estate Services
590	Division of Real Estate Services - OTPS
600	External Publications and Retailing
690	External Publications and Retailing – OTPS
700	Energy Management
790	Energy Management – OTPS
800	Citywide Fleet Services
890	Citywide Fleet Services - OTPS

BUDGETARY UNITS OF APPROPRIATION

Information Technology and Telecommunications [858] (311 Customer Service Center)

001	Personal Services
002	Other than Personal Services

Records and Information Services [860]

100	Personal Services
200	Other than Personal Services

Consumer Affairs [866]

001	Administration
002	Licensing and Enforcement
003	Other than Personal Services
004	Adjudication