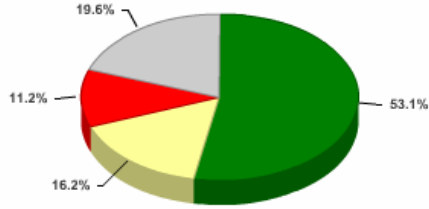


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**CPR** CITYWIDE PERFORMANCE REPORTING  
Mayor's Office of Operations

**1** { CPR Welcome  
About CPR  
CPR Home Page  
Citywide Themes  
CPR Help  
Take CPR Survey  
Contact CPR  
Other Performance Reports  
Operations Home }

**2** { **CPR Home Page**  
Welcome to the CPR Home Page. From here you can review Citywide performance at-a-glance or select a specific agency to view more detail. You can also review performance data for each individual Citywide Theme.  
What is a Citywide Theme? Click [here](#) for a Citywide Theme Overview  
Clicking on the value in the 'Number of Indicators' column will yield performance data for that Citywide Theme. The data represents performance measures from various agencies associated with that theme.  
**Citywide Performance Report**

**3** { 

Status	# of Indicators
Performance Improving or Stable	252
Performance Declining (< or = 10%)	77
Performance Declining (> 10%)	53
New Indicator or Data Not Available	93
No Desired Direction (Neutral)	51

**4** { 

Citywide Theme	Number of Indicators	% Improving or Stable	% Declining	% New or Data Not Available
Citywide Administration	55	43.6%	25.5%	29.1%
Community Services	115	49.6%	26.1%	14.8%
Economic Development and Business Affairs	54	40.7%	31.5%	14.8%
Education	48	47.9%	4.2%	41.7%
Infrastructure	85	42.4%	31.8%	18.8%
Legal Affairs	28	46.4%	21.4%	7.1%
Public Safety	67	53.7%	17.9%	7.5%
Social Services	121	54.5%	25.6%	13.2%

Print - Download

Select an Agency:

**5** { **6** {

## CPR Home Page

- 1. Navigation Menu** – Use these links to easily navigate the CPR tool from any page within the CPR website.
- 2. Home Page Introduction** – Explains what is available on the home page.
- 3. Performance Pie Legend** – The legend separates performance measures by their trends and identifies the colors used in the Performance Pie Chart and Agency Performance Report.
- 4. Citywide Theme Summary** – View performance report for one of eight (8) citywide themes by clicking on a value in the “Number of Indicators” column.
- 5. Performance Pie Chart** – The pie is an at-a-glance look at performance.
- 6. Agency Select Feature** – Use this drop-down menu to choose a New York City agency, and click “Go” to view its Performance Report.

The screenshot shows the NYC CPR Citywide Themes page. At the top, there is a navigation bar with links for Search, Email Updates, and Contact Us, and a secondary bar with links for Residents, Business, Visitors, Government, and Office of the Mayor. The main header features the CPR logo and the text 'CITYWIDE PERFORMANCE REPORTING' and 'Mayor's Office of Operations'. Below the header, there are options for 'PRINTER FRIENDLY FORMAT' and 'SET TEXT SIZE: A A A'. On the left side, there is a navigation menu with categories like 'CPR Welcome', 'About CPR', 'CPR Home Page', 'Citywide Themes', 'CPR Help', and 'Operations Home'. The 'Citywide Themes' section is highlighted with a callout '2'. The main content area is titled 'Citywide Themes' and includes a section 'What are Citywide Themes?' with a callout '1'. Below this, there is a list of eight themes, each with an icon and a brief description. The 'Community Services' theme is highlighted with a callout '3'. The themes are: Citywide Administration, Community Services, Economic Development & Business Affairs, Education, Infrastructure, Legal Affairs, Public Safety, and Social Services.

# Citywide Themes Page

1. **Citywide Themes Introduction -** Explains what is available on the Citywide Themes page.
2. **Theme Navigation Menu –** Choose a Citywide Theme from the menu to learn more detailed information about the Theme.
3. **Citywide Theme Icons –** Each Citywide Theme box gives you an overview of what the Theme grouping entails. By clicking on the icon and name you can learn more detailed information about the Theme.

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**CPR** CITYWIDE PERFORMANCE REPORTING  
Mayor's Office of Operations

PRINTER FRIENDLY FORMAT SET TEXT SIZE: A A A

**Public Safety**

*Protecting lives and property - responding to emergencies - administering a safe and secure system for detention and probation.*

Public Safety covers the government services devoted to reducing crime, maintaining a safe and secure public environment, responding to all emergencies that threaten life and property, protecting the city from terrorism, and administering criminal justice for adults and youth, including City jails, juvenile detention, and probation.

City agencies work to maintain and enhance public safety in areas crucial to communities like schools, public housing, and the subways; reduce fatalities in critical areas such as fire emergencies and traffic accidents; improve the City's emergency preparedness and response capabilities through coordinated planning and up-to-date technology; maintain a safe and secure environment for persons in custody; reduce crimes committed by probationers; and move more juvenile offenders away from detention toward effective alternative programs.

- View performance report for Public Safety

**Agencies that provide the most performance measures for this Citywide Theme:**

- Police Department
- Fire Department
- Office of Emergency Management
- Department of Correction
- Department of Probation
- Department of Juvenile Justice


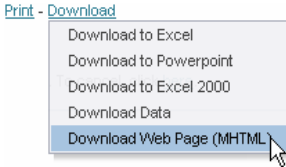

**Left Navigation Menu:**

- CPR Welcome
- About CPR
- CPR Home Page
- Citywide Themes**
  - Citywide Administration
  - Community Services
  - Economic Development & Business Affairs
  - Infrastructure
  - Education
  - Legal Affairs
  - Public Safety**
  - Social Services
- CPR Help
- Take CPR Survey
- Contact CPR
- Other Performance Reports
- Operations Home

## Citywide Theme Description

- 1. Theme Description** - This is a description of the Citywide Theme, including agency objectives and goals.
- 2. Theme Navigation Menu** - Use the left navigation menu to view other themes.
- 3. Citywide Theme Performance Report** - Click here to view the Citywide Theme Performance Report for this Theme.
- 4. Agencies providing performance measures** - This is a list of agencies that provide the majority of performance measures for the Theme. Click on an agency to go to its Agency Performance Report.

# Citywide Theme Performance Report

- 1. Citywide Theme Select Function** – Use this drop-down menu to select a Theme, and click “Go” to view its Performance Report.
- 2. Performance Pie Chart** – Represents the status of the Theme’s agency performance measures, by color.
- 3. Performance Pie Legend** – The legend separates performance measures by status, indicated by color.
- 4. Print Function** – Click to print the above report section in HTML or PDF format.
 
- 5. Download Function** – Click to choose a format and destination for download of the above report section. *Note:* you will need the appropriate software to download to a desired format.
 
- 6. Citywide Theme Performance Report** – Lists the Theme’s agency performance measures and related information about them.
- 7. Indicator Attributes** – Click on the  icon to view an indicator’s attributes.

**1** Select an Agency: Fire Department of New York

**2** Agency Performance Report

**3** Performance Pie Legend

Status	# of Indicators
Performance Improving or Stable	5
Performance Declining (< or = 10%)	1
Performance Declining (> 10%)	2
New Indicator or Data Not Available	0
No Desired Direction (Neutral)	0

**4** Print - Download

Indicator Name	Fiscal Year To Date	Previous FYTD	FYTD Variance	Most Recent Month	Same Month Last Year	Month Variance	Data Through:	Late ?
Average response time to life-threatening medical emergencies by ambulance units	6:38	6:34	1.0%	6:40	6:30	2.6%	2007 / 12	N
Combined response time to life-threatening medical emergencies by ambulance & fire units	5:44	5:41	0.9%	5:48	5:39	2.7%	2007 / 12	N
Average response time to structural fires	4:25	4:29	0.9%	4:24	4:24	0.0%	2007 / 12	N
Civilian fire fatalities	30	21	42.9%	14	5	180.0%	2007 / 10	Y

**5** Print - Download


**6** Indicator Name

**7** Indicator Attributes (Info icon)

**8** Refresh Function

**9** Print Function

# Agency Performance Report


- Agency Select Function** – Use this drop-down menu to select an agency, and click “Go” to view its Performance Report.
- Performance Pie Chart** – Represents the status of the agency’s performance measures, by color.
- Performance Pie Legend** – The legend separates performance measures by status, indicated by color.
- Print Function** – Click to print the above report section in HTML or PDF format.
  - Print - Download
  - HTML
  - PDF
- Download Function** – Click to choose a format and destination for download of the above report section.
  - Print - Download
  - Download to Excel
  - Download to Powerpoint
  - Download to Excel 2000
  - Download Data
  - Download Web Page (MHTML)
- Agency Performance Report** – Lists the agency’s performance measures and related information about them.
- Indicator Attributes** – Click on the  icon to view an indicator’s attributes
- Refresh Function** – Click here to refresh the page.
- Print Function** – Click here to print the Performance Report.

## Column Header Descriptions for Performance Reports

1	2	3	4	5	6	7	8	9	10
Indicator Name	Last Full Fiscal Year	Fiscal Year To Date	Previous FYTD	FYTD Variance	Most Recent Month	Same Month Last Year	Month Variance	Data Through:	Late ?

- Indicator Name** - Performance measure for which data is being reported
- Last Full Fiscal Year** – This report column shows data for the most recently submitted full fiscal year ending on June 30.
- Fiscal Year To Date** – This report column shows data for the period from July 1 to the end of the most recent month covered by the data. (See “Data Through:” – this tells you what the most recent month covered is.)
- Previous FYTD** - This report column shows data for the same period as “Fiscal Year to Date” – from July 1 to the end of the most recent reporting month – but during the prior year. If “Fiscal Year to Date” means July 2006 through March 2007, then “Previous FYTD” means July 2005 through March 2006.
- FYTD Variance** - The percent change of an indicator from last year to this year. Variance is calculated using the formula:  $((\text{New Value} - \text{Old Value}) / \text{Old Value}) * 100$ . When comparing two percentages the variance is calculated by subtracting the old value from the new value; generating a percentage-point change.
- Most Recent Month** - This report column shows data for the most current month for which data was submitted, as indicated in the "Data Through" column.
- Same Month Last Year** - This report column shows data for the same month indicated in the "Most Recent Month" column, but in the prior year.
- Month Variance** - The percent change in an indicator from last year to this year. If you want to calculate a variance yourself, you can use this formula:  $((\text{New Value} - \text{Old Value}) / \text{Old Value}) * 100$ . When comparing two percentages the system calculates the variance by subtracting the old value from the new value; generating a percentage-point change.
- Data Through:** - This report column tells you what is the most recent month covered by the data.
- Late?** - Indicators are late if they are not submitted within the expected reporting lag time. A "Y" means that the indicator is past due. An "N" means that the indicator is on time. As data is updated on a monthly basis, late status for an indicator will remain until the next download, on the first of every month.

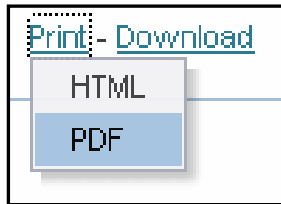


**Indicator Attributes** – Click on the  icon next to an indicator to view a performance measure's attributes

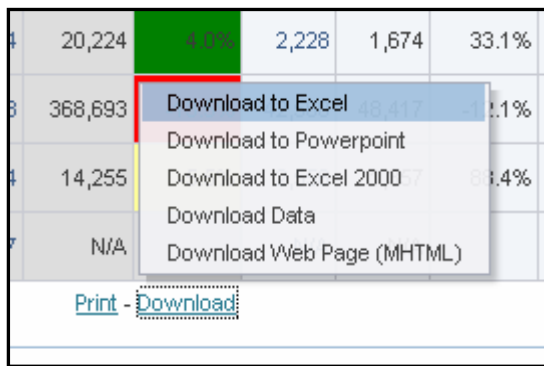
1	Agency
2	Indicator Name
3	Description
4	Desired Direction
5	Additive
6	Reporting Period
7	Frequency
8	Reporting Lag Time (Weeks)
9	MMR Indicator
10	Zero Tolerance

1. **Agency** – The agency responsible for this indicator.
2. **Indicator Name** – The name of the performance measure.
3. **Description** – An explanation of what the indicator is measuring.
4. **Desired Direction** – This tells you how the indicator is used to judge performance. There are three possible Desired Directions:
  - “Up” – as the number gets bigger, performance is better.
  - “Down” – as the number gets smaller, performance is better.
  - “Neutral” – the number is not used to judge performance. Instead, it gives you information to help understand performance as shown by other indicators.
5. **Additive** – An additive indicator is one for which the yearly total is obtained by simply adding the twelve monthly values. Most CPR indicators are not additive (most are averages or percents.)
6. **Reporting Period** – The timeframe an indicator covers, such as: Fiscal Year (July 1 - June 30), Calendar Year (Jan. 1 - Dec. 31), or School Year (Sept. - June).
7. **Frequency** – How often indicator data is submitted (i.e. monthly, quarterly, annually).
8. **Reporting Lag Time (Weeks)** – The expected delay, in seven-day weeks, between the end of the reporting period that the data covers and the date it should appear in the CPR system.
9. **MMR Indicator** – Shows whether or not the indicator is included in the Mayor's Management Report (and Preliminary Mayor's Management Report). If marked "Y", the indicator is included in the printed publication.
10. **Zero Tolerance** – A zero tolerance measure is one for which even the slightest decline in performance will result in the measure being shaded red, whereas most measures are shaded red only if there is a decline of 10% or more. Approximately 3% of all CPR measures are zero tolerance indicators.

# Downloading and Printing reports on the CPR website




The '[Print](#)' and '[Download](#)' links allow you to send a report section that resides above the link (only) to other formats for easy printing or additional analysis of data.



The '[Download](#)' link allows you to send data for the above report section (data table, graph, chart) to multiple formats. 'Download to Excel'\* will maintain formatting and 'Download Data' will send the raw figures to Excel\* without formatting. Other options include sending data to PowerPoint\* or HTML.

\*Relevant software may be required.



The 'printer friendly' icon  allows you to print all reports on a page at once. The Agency or Citywide Theme name, data table, pie chart, and legend will be sent to a PDF or HTML format for easy printing.