



THE MAYOR'S MANAGEMENT REPORT FISCAL 2005 PRELIMINARY

Indicator Definitions

City of New York
Michael R. Bloomberg, Mayor

Marc V. Shaw
Deputy Mayor for Operations

Peter Madonia
Chief of Staff to the Mayor

Susan L. Kupferman
Director, Mayor's Office of Operations

February 2005



TABLE OF CONTENTS

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HEALTH, EDUCATION AND HUMAN SERVICES

Department of Health and Mental Hygiene	3
Office of Chief Medical Examiner	9
Health and Hospitals Corporation	11
Department of Education	14
School Construction Authority	27
Human Resources Administration	30
Administration for Children's Services	37
Department of Homeless Services	44
Department for the Aging	48
Department of Youth and Community Development	50

INFRASTRUCTURE, ADMINISTRATIVE AND COMMUNITY SERVICES

Department of Environmental Protection	54
Department of Transportation	58
Department of Buildings	66
New York City Housing Authority	71
Department of Housing Preservation and Development	75
Department of Design and Construction	84
Department of Citywide Administrative Services	89
Department of Information Technology and Telecommunications	93
Department of Records and Information Services	95
Department of Sanitation	96
Department of Parks and Recreation	100
Department of City Planning	105
Landmarks Preservation Commission	106
Department of Cultural Affairs	108

PUBLIC SAFETY AND LEGAL AFFAIRS

New York City Police Department	112
Fire Department	116
Office of Emergency Management	119
Department of Correction	121
Department of Probation	124
Department of Juvenile Justice	126
Civilian Complaint Review Board	128
Law Department	130
Department of Investigation	131
City Commission on Human Rights	134
Office of Administrative Trials and Hearings	137

BUSINESS AFFAIRS

Department of Finance	139
Economic Development Corporation	143
Department of Consumer Affairs	145
Department of Small Business Services	147

NON-MAYORAL AGENCIES

Public Libraries	151
Taxi and Limousine Commission	153
City University of New York	155

311 SERVICE REQUEST	159
----------------------------------	-----

AGENCY RESOURCES	163
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HEALTH, EDUCATION AND HUMAN SERVICES

PERFORMANCE STATISTICS



Department of Health and Mental Hygiene
Office of Chief Medical Examiner



Health and Hospitals Corporation



Department of Education



School Construction Authority



Human Resources Administration



Administration for Children's Services



Department of Homeless Services



Department for the Aging



Department of Youth and Community Development

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

- Indicator name: Adults who smoke (%)
Description: The percent of adult New Yorkers who define themselves as current smokers in the NYC Community Health Survey. Data is by calendar year.
Source: DOHMH Division of Epidemiology.
- Indicator name: Adults, aged 50+, who received a colonoscopy in the past ten years (%)
Description: Adults, aged 50+, who received a colonoscopy screening test in the past ten years as noted in the NYC Community Health Survey. Data is by calendar year.
Source: DOHMH Division of Epidemiology.
- Indicator name: Seniors, aged 65+, who received a flu shot in the last 12 months (%)
Description: Seniors, aged 65+, who were immunized against influenza in the last 12 months as noted in the NYC Community Health Survey. Data is by calendar year.
Source: DOHMH Division of Epidemiology.
- Indicator name: Hospitalization rate for asthma among children ages 0-14 (per 1,000 children)
Description: Children aged 0-14 who enter the hospital due to asthma, per 1,000 children aged 0-14 residing in NYC. Data is by calendar year.
Source: New York State Department of Health.
- Indicator name: Infant mortality rate (per 1,000 live births)
Description: Deaths of infants under one year of age per 1,000 live births in the calendar year. Data is by calendar year.
Source: DOHMH Office of Vital Records.
- Indicator name: Children in the public schools who have completed required immunizations (%)
Description: The number of children in public schools who have completed all immunizations required by the State Department of Health, divided by the number of children enrolled in NYC public schools.
Source: Department of Education.
- Indicator name: New adult AIDS cases diagnosed
Description: Number of new of adults or adolescent (13 years of age and above) cases diagnosed that meet the federal Centers for Disease Control and Prevention's definition of AIDS. Data is by calendar year.
Source: NYC DOHMH HIV Surveillance and Epidemiology Program, HIV/AIDS Surveillance Registry.

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

- Indicator name: New pediatric AIDS cases diagnosed
Description: Number of new cases diagnosed of children, under 13 years of age, that meet the federal Centers for Disease Control and Prevention's definition of AIDS. Data is by calendar year. Confidentiality requirements prohibit reporting the exact data when the figure falls below six for a given reporting period.
Source: NYC DOHMH HIV Surveillance and Epidemiology Program, HIV/AIDS Surveillance Registry.
- Indicator name: Persons diagnosed, living and reported with HIV/AIDS
Description: The number of persons diagnosed and living and reported with HIV (non-AIDS) or HIV with AIDS in NYC at the end of the calendar year.
Source: NYC DOHMH HIV Surveillance and Epidemiology Program, HIV/AIDS Surveillance Registry.
- Indicator name: Clients enrolled in HIV/AIDS (Ryan White) health and supportive services (FY March-February) (000)
Description: The number of clients enrolled in federal grant-funded Ryan White Comprehensive AIDS Resources Emergency Act Title I programs in the March – February grant year.
Source: Medical and Health Research Association of New York City, Inc.
- Indicator name: Correctional Health Services Medical Visits (000)
Description: The number of patient visits including intake, sick calls, follow-ups and specialty clinic visits.
Source: DOHMH Division of Health Care Access and Improvement.
- Indicator name: Syphilis cases
Description: The number of primary and secondary stage syphilis cases reported to DOHMH.
Source: DOHMH Sexually Transmitted Disease Prevention and Control.
- Indicator name: New tuberculosis cases (reported and confirmed)
Description: The number of tuberculosis cases reported to and confirmed by DOHMH.
Source: DOHMH Tuberculosis Control Program.
- Indicator name: Patients who complete treatment for active tuberculosis (%)
Description: The percent of patients who complete an appropriate treatment protocol for drug-sensitive and drug-resistant strains of tuberculosis.
Source: DOHMH Tuberculosis Control Program.

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

- Indicator name: West Nile virus cases reported
Description: The number of reported human cases of encephalitis, aseptic meningitis or other neurologic disease due to West Nile virus among residents of New York City. Data is by calendar year.
Source: DOHMH Communicable Disease Program.
- Indicator name: Children with Early Intervention Program service plans (000)
Description: The number of children with active Individualized Family Service Plans for the provision of early intervention therapy services for developmental problems.
Source: New York City Early Intervention Program.
- Indicator name: Calls to LifeNet (000)
Description: The number of calls received on the Department's LifeNet call lines, including the Spanish language line, AYUDESE, and Asian LifeNet.
Source: Mental Health Association of New York City, Inc.
- Indicator name: Individuals served through Project Liberty (000)
Description: A cumulative unduplicated count of first-time visits to individual counseling sessions, group sessions, and participants in public education sessions provided by Project Liberty contractors in New York City.
Source: New York State Office of Mental Health.
- Indicator name: Units of supportive housing available to persons with severe mental illness diagnosis (000)
Description: The number of beds in service, both licensed and unlicensed, from all City and State mental health funding sources. Supportive housing units provide services that help clients live in community-based settings as independently as possible.
Source: New York State Office of Mental Health.
- Indicator name: Deaths due to drug abuse
Description: Deaths due to use of, or accidental poisoning by, psychoactive substances. Excludes alcohol and tobacco. Data is by calendar year.
Source: DOHMH Office of Vital Records.

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

- Indicator name: Childhood Blood Lead Levels
- New cases among children less than 18 years requiring environmental intervention for lead poisoning in accordance with Local Law 1 of 2004
- Description: The number of newly identified children less than 18 years old with a venous blood lead level test result that requires environmental intervention. The Environmental Intervention Blood Lead Level (EIBLL), effective August 2, 2004 in accordance with Local Law 1 of 2004, is a venous blood level greater than or equal to 15 micrograms per deciliter. Previously, the EIBLL was a venous blood lead level greater than or equal to 20 micrograms per deciliter, or two tests at 15-19 micrograms per deciliter taken at least three months apart where the second test was a venous type.
- Source: DOHMH Lead Poisoning Prevention Program.
- Indicator name: Childhood Blood Lead Levels
- New cases among children less than 18 years identified with blood lead levels greater than or equal to 10 micrograms per deciliter
- Description: The number of newly identified children less than 18 years old with a blood lead test level at or above 10 micrograms per deciliter.
- Source: DOHMH Lead Poisoning Prevention Program.
- Indicator name: Childhood Blood Lead Levels
- New cases among children aged 6 months to less than 6 years with blood lead levels greater than or equal to 10 micrograms per deciliter
- Description: The number of newly identified children, ages 6 month to less than 6 years, with a blood lead test level at or above 10 micrograms per deciliter.
- Source: DOHMH Lead Poisoning Prevention Program.
- Indicator name: Total number of daycare site complaints received
- Description: Total number of regulatory complaints, such as unlicensed operation, lack of or poor supervision of children, poor housekeeping, rats, mice, roaches, inappropriate discipline of children and child abuse, received regarding all types of day care, including family, school age, group family and group day care.
- Source: Day Care Complaint log.

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Indicator name:	Restaurants inspected (%)
Description:	The number of restaurants with at least one inspection performed, divided by the number of permitted restaurants in New York City, not including mobile vending units.
Source:	DOHMH Division of Environmental Health.
Indicator name:	Food service establishments that fail initial inspection (%)
Description:	The percent of food service establishments receiving a failing grade at initial inspection.
Source:	DOHMH Division of Environmental Health.
Indicator name:	Pest control complaints received (000)
Description:	The total number of pest control complaints received by DOHMH.
Source:	DOHMH Division of Environmental Health.
Indicator name:	Pest control exterminations performed (000)
Description:	The total number of exterminations performed by DOHMH to abate rodent infestation.
Source:	DOHMH Division of Environmental Health.
Indicator name:	Citywide Rodent Initiative - Properties initially inspected
Description:	The number of properties in the three Citywide Rodent Initiative areas that have received an initial rodent inspection. Those that fail will receive a Commissioner's Order to abate the condition and are automatically scheduled for a compliance inspection.
Source:	DOHMH Division of Environmental Health.
Indicator name:	Citywide Rodent Initiative - Properties failing initial inspection due to signs of active rats
Description:	The number of properties that failed their initial inspection as a result of 'signs of active rats' -the most serious rodent violation.
Source:	DOHMH Division of Environmental Health.
Indicator name:	Citywide Rodent Initiative - Compliance inspections failed due to signs of active rats (as a percent of properties failing initial inspection due to signs of active rats) (%)
Description:	The number of properties that failed their compliance inspection, divided by the number of those properties that failed as a result of 'signs of active rats' -the most serious rodent violation.
Source:	DOHMH Division of Environmental Health.

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Indicator name: Dog licenses issued (000)
Description: The number of new and renewal dog licenses processed by DOHMH.
Source: DOHMH Division of Environmental Health.

Indicator name: Average response time for mailed requests for birth certificates (days)
Description: The average number of days between receipt of application and the mailing out of a birth certificate.
Source: DOHMH Office of Vital Records.

Indicator name: Average response time for mailed requests for death certificates (days)
Description: The average number of days between receipt of application and the mailing out of a death certificate.
Source: DOHMH Office of Vital Records.

OFFICE OF CHIEF MEDICAL EXAMINER

Indicator name: Death certificates issued within four hours of autopsy completion (%)
Description: The percent of death certificates (the official statement of the cause and manner of death) issued within four hours of autopsy completion.
Source: Records Unit.

Indicator name: Autopsy reports completed within 90 days (%)
Description: The percent of autopsy reports, which detail the cause and manner of death and as well as other findings, completed within 90 days.
Source: Records Unit.

Indicator name: Average cost of an autopsy
Description: The average cost to perform an autopsy from initial notification of death to the release of the official death certificate, calculated based on the total costs including the costs of body pick-up and transportation, supplies, other than personal services, overhead and other miscellaneous expenses, divided by the total number of autopsies.
Source: Budget Department.

Indicator name: Cremation requests responded to within 12 hours (%)
Description: The percent of requests responded to within 12 hours, requesting approval for a cremation.
Source: Communications Unit.

Indicator name: Average time to complete a forensic DNA case (days)
Description: The average number of days for the Forensic Biology DNA Laboratory to perform chemical, immunological, biochemical, and molecular biological analysis on submitted evidence to identify the source of the collected specimens in cases such as homicides, sexual assaults and burglaries.
Source: Forensic Biology DNA Laboratory.

Indicator name: Average time to complete a forensic toxicology case (days)
Description: The average number of days for the Forensic Toxicology Laboratory to perform analysis on fatality victims to determine the presence of drugs and other toxic substances in human fluids and tissues, in order to evaluate their role in the cause or manner of death.
Source: Forensic Toxicology Laboratory.

OFFICE OF CHIEF MEDICAL EXAMINER

Indicator name: Fatality cases completed within 30 days using forensic DNA testing (%)
Description: The percent of fatality cases that undergo genetic marker analysis to help identify the origin of biological specimens using DNA testing, and are completed within 30 days.
Source: Forensic Biology DNA Laboratory

Indicator name: Fatality cases completed within 30 days using forensic toxicology (%)
Description: The percent of fatality cases screened by the Forensic Toxicology Laboratory for the presence of volatiles, opiates, benzoyllecgonine, barbiturates, salicylates, acetaminophen, and basic drugs within 30 days.
Source: Forensic Toxicology Laboratory.

Indicator name: Sexual assault cases (non-fatality) completed within 30 days using forensic DNA testing (%)
Description: The percent of sexual assault cases analyzed using DNA testing, completed within 30 days.
Source: Forensic Biology DNA Laboratory.

Indicator name: DWI & sexual assault cases (non-fatality) completed within 30 days using forensic toxicology (%)
Description: The percent of tests completed within 30 days on Driving While Intoxicated and sexual assault cases submitted by law enforcement agencies to determine the presence of ethanol and other drugs.
Source: Forensic Toxicology Laboratory.

Indicator name: DNA matches with profiles in database
Description: The number of DNA samples from biological evidence found at a crime scene that match the DNA profiles stored in the Combined DNA Index System (CODIS) database.
Source: Forensic Biology DNA Laboratory.

HEALTH AND HOSPITALS CORPORATION

- Indicator name: Prenatal patients retained in care through delivery (%)
Description: The percent of pregnant women who make at least three obstetrical clinic visits. Patients are tracked for 10 months subsequent to these visits to determine which births take place within HHC facilities.
Source: Health and Hospitals Corporation (HHC) Product Line Manager database.
- Indicator name: Average wait time for mammography screening appointments (days)
Description: The average time for a mammography appointment, by an HHC patient, from time of appointment call to actual appointment date. Preliminary Fiscal Year data appearing in the Preliminary Mayor's Management Report is for the months July-September rather than the months July-October.
Source: HHC Ambulatory Care Database.
- Indicator name: HIV patients at acute care facilities utilizing dedicated HIV clinics (%)
Description: The percentage of all HIV/AIDS patients at HHC's acute care facilities who use dedicated HIV clinics. Preliminary Fiscal Year data appearing in the Preliminary Mayor's Management Report is for the months July-September rather than the months July-October.
Source: HHC Ambulatory Care Database.
- Indicator name: Methadone patients achieving job placements (%)
Description: The proportion of patients registered at one of HHC's five Methadone Maintenance Treatment Programs, which offer work readiness services as part of treatment, who are placed in a job. Preliminary Fiscal Year data appearing in the Preliminary Mayor's Management Report is for the months July-September rather than the months July-October.
Source: HHC Substance Abuse Database.
- Indicator name: Two-year-olds immunized (%)
Description: The percent of all two-year old HHC patients that are immunized at HHC clinics and hospitals. Method of collection involves a chart review annually in a select (first) quarter of July-September. The quarterly data is representative of the Fiscal Year.
Source: HHC Quality Assurance Committee of the Board Report.

HEALTH AND HOSPITALS CORPORATION

Indicator name:	General care average length of stay (excluding psychiatric and rehabilitation discharges) (days)
Description:	The average number of days that a patient remains in the hospital, excluding psychiatry and rehabilitation services.
Source:	HHC Monthly Inpatient Utilization Report.
Indicator name:	Emergency room revisits for adult patients with asthma (%)
Description:	The percent of emergency room revisits for adult patients with asthma within seven days of discharge from the emergency room. Preliminary Fiscal Year data appearing in the Preliminary Mayor's Management Report is for the months July-September rather than the months July-October.
Source:	HHC Ambulatory Care Database.
Indicator name:	Emergency room revisits for pediatric patients with asthma (%)
Description:	The percent of children with asthma who revisit the emergency room within seven days of discharge from the emergency room. Preliminary Fiscal Year data appearing in the Preliminary Mayor's Management Report is for the months July-September rather than the months July-October.
Source:	HHC Ambulatory Care Database.
Indicator name:	Adult psychiatry patients rehospitalized within 15 days of discharge (%)
Description:	The percent of adult patients discharged with a principal psychiatry diagnosis who are readmitted within 15 days. Preliminary Fiscal Year data appearing in the Preliminary Mayor's Management Report is for the months July-September rather than the months July-October.
Source:	HHC Product Line Manager database.
Indicator name:	Average time spent by patient for an outpatient visit (from arrival to departure) (minutes)
Description:	Average time, in minutes, spent by patient from arrival to departure for an ambulatory care visit. Data is presented annually.
Source:	HHC Ambulatory Care Restructuring Initiative Reporting Database.
Indicator name:	Uninsured patients served (000)
Description:	The number of patients without health insurance served by HHC. Data is presented annually.
Source:	HHC Product Line Manager database.

HEALTH AND HOSPITALS CORPORATION

Indicator name: Total Medicaid Managed Care, Child Health Plus and Family Health Plus enrollees (000)

Description: The number of individuals enrolled in these public insurance programs at HHC facilities.

Source: MetroPlus Health Plan Reconciliation Reports and New York State Child Health Plus and Family Health Plus Programs.

Indicator name: Medicaid MetroPlus enrollees (000)

Description: The number of Medicaid recipients enrolled in HHC's MetroPlus health maintenance plan.

Source: MetroPlus Health Plan Reconciliation Reports.

DEPARTMENT OF EDUCATION

Indicator name: Student enrollment as of October 31 in grades pre-kindergarten to 12 (000)
Description: The number of students on the October 31st audited register for a given school year. By February DOE completes an audit of schools to verify October 31st enrollment data.
Source: Automate the School system.

Indicator name: Average daily attendance (%)
- Elementary/middle (%)
- High school (%)
Description: The percentage of students present as calculated by the number of students present divided by the number of students present and absent for each school day.
Source: Automate the School system.

Indicator name: Students with 90% or better attendance rate (%)
Description: The percentage of students whose attendance rate for the year is 90% or better, as calculated by the number of students with an attendance rate of 90% or more divided by the number of students present and absent.
Source: Automate the School system.

Indicator name: Students in grades 3 to 8 meeting or exceeding standards
- English Language Arts (%)
Description: The percent of general and special education students who meet the learning standard in English Language Arts (ELA) for their grade by performing at Level 3 (Proficient) or higher. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level. For comparison purposes, figures for the ELA exams in Fiscal Year 2001 to Fiscal Year 2004 do not include grade 7 because Fiscal 2002 year's grade 7 scores were excluded as results of the test appeared inconsistent with other available information and were not released.
Source: Division of Assessment and Accountability.

Indicator name: Students in grades 3 to 8 meeting or exceeding standards
- Math (%)
Description: The percent of general and special education students who meet the learning standard in math for their grade by performing at Level 3 (Proficient) or higher. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level.
Source: Division of Assessment and Accountability.

DEPARTMENT OF EDUCATION

Indicator name: Students in grades 3 to 8 scoring below standards progressing into a higher level

- English Language Arts (%)

Description: The percent of students who scored at Level 1 or 2 on the English Language Arts (ELA) test in a given year and showed progress the following year by moving into a higher proficiency level. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level. For comparison purposes, figures for the ELA exams in Fiscal Year 2001 to Fiscal Year 2004 do not include grade 7 because Fiscal 2002 year's grade 7 scores were excluded as results of the test appeared inconsistent with other available information and were not released.

Source: Division of Assessment and Accountability

Indicator name: Students in grades 3 to 8 scoring below standards progressing into a higher level

- Math (%)

Description: The percent of students who scored at Level 1 or 2 on the math test in a given year and showed progress the following year by moving into a higher proficiency level. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level.

Source: Division of Assessment and Accountability.

Indicator name: Students in grades 3 to 8 progressing from below standards to meeting standards

- English Language Arts (%)

Description: The percent of students who scored at Level 1 or 2 on the English Language Arts (ELA) test in a given year and showed progress the following year by moving into Level 3 or 4. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level. For comparison purposes, figures for the ELA exams in Fiscal Year 2001 to Fiscal Year 2004 do not include grade 7 because Fiscal 2002 year's grade 7 scores were excluded as results of the test appeared inconsistent with other available information and were not released.

Source: Division of Assessment and Accountability.

DEPARTMENT OF EDUCATION

- Indicator name: Students in grades 3 to 8 progressing from below standards to meeting standards
- Math (%)
- Description: The percent of students who scored at Level 1 or 2 on the math test in a given year and showed progress the following year by moving into Level 3 or 4. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level.
- Source: Division of Assessment and Accountability.
- Indicator name: Students in grades 1 to 9 promoted (%)
- Description: The percent of all students in grades 1 to 9 who were promoted into the next grade level after meeting promotion criteria, which includes passing standardized tests, attendance and classwork except for grade 3. Grade 3 promotion rates include all third grade general education students held to the new promotion policy adopted in 2003-2004 as well as English language learners and special education students who were promoted based on multiple promotion criteria.
- Source: Division of Assessment and Accountability.
- Indicator name: Students in the graduating class taking required Regents examinations
- Description: The number of students in the graduating class taking the required Regents exams for graduation and Regents diploma.
- Source: Division of Assessment and Accountability.
- Indicator name: Students passing required Regents examinations (%)
- Description: The percent of students in the graduating class who take the Regents examinations and who meet graduation and Regents diploma requirements by passing the required Regents examinations.
- Source: Division of Assessment and Accountability.
- Indicator name: Students in graduating class with a 65 to 100 passing score on the Regents Examination
- English (%)
- Description: The percent of students in the graduating class who take the Regents examinations and who meet New York State Education Department (NYSED) graduation requirements in English. Students passing all required Regents exams with a score of 65 or higher graduate with a Regents diploma.
- Source: Division of Assessment and Accountability.

DEPARTMENT OF EDUCATION

Indicator name: Students in graduating class with a 65 to 100 passing score on the Regents Examination
- Math (%)

Description: The percent of students in the graduating class who take the Regents examinations and who meet New York State Education Department graduation requirements in math. Students passing all required Regents exams with a score of 65 or higher graduate with a Regents diploma.

Source: Division of Assessment and Accountability.

Indicator name: Students in graduating class with a 65 to 100 passing score on the Regents Examination
- United States history and government (%)

Description: The percent of students in the graduating class who take the Regents examinations and who meet New York State Education Department graduation requirements in United States history and government. Students passing all required Regents exams with a score of 65 or higher graduate with a Regents diploma.

Source: Division of Assessment and Accountability.

Indicator name: Students in graduating class with a 65 to 100 passing score on the Regents Examination
- Global history (%)

Description: The percent of students in the graduating class who take the Regents examinations and who meet New York State Education Department graduation requirements in global history. Students passing all required Regents exams with a score of 65 or higher graduate with a Regents diploma.

Source: Division of Assessment and Accountability.

Indicator name: Students in graduating class with a 65 to 100 passing score on the Regents Examination
- Science (%)

Description: The percent of students in the graduating class who take the Regents examinations and who meet New York State Education Department graduation requirements in science. Students passing all required Regents exams with a score of 65 or higher graduate with a Regents diploma.

Source: Division of Assessment and Accountability.

DEPARTMENT OF EDUCATION

- Indicator name: Students in graduating class with a 55 to 100 passing score on the Regents Examination
- English (%)
- Description: The percent of students in the graduating class who take the Regents examinations and who meet New York State Education Department graduation requirements and Regents diploma requirements in English. Students passing any of the required Regents exams with a score of 55-64 graduate with a Local diploma.
- Source: Division of Assessment and Accountability.
- Indicator name: Students in graduating class with a 55 to 100 passing score on the Regents Examination
- Math (%)
- Description: The percent of students in the graduating class who take the Regents examinations and who meet New York State Education Department graduation requirements and Regents diploma requirements in math. Students passing any of the required Regents exams with a score of 55-64 graduate with a Local diploma.
- Source: Division of Assessment and Accountability.
- Indicator name: Students in graduating class with a 55 to 100 passing score on the Regents Examination
- United States history and government (%)
- Description: The percent of students in the graduating class who take the Regents examinations and who meet New York State Education Department graduation requirements and Regents diploma requirements in United States history and government. Students passing any of the required Regents exams with a score of 55-64 graduate with a Local diploma.
- Source: Division of Assessment and Accountability.
- Indicator name: Students in graduating class with a 55 to 100 passing score on the Regents Examination
- Global history (%)
- Description: The percent of students in the graduating class who take the Regents examinations and who meet New York State Education Department graduation requirements and Regents diploma requirements in global history. Students passing any of the required Regents exams with a score of 55-64 graduate with a Local diploma.
- Source: Division of Assessment and Accountability.

DEPARTMENT OF EDUCATION

- Indicator name: Students in graduating class with a 55 to 100 passing score on the Regents Examination
- Science (%)
- Description: The percent of students in the graduating class who take the Regents examinations and who meet New York State Education Department graduation requirements and Regents diploma requirements in science. Students passing any of the required Regents exams with a score of 55-64 graduate with a Local diploma.
- Source: Division of Assessment and Accountability.
- Indicator name: General education students graduating
- Within 4 years of entry into high school (%)
- Description: The percent of a graduating class of students in general education classes, including students receiving special education services in general education, who entered the public school system in September of a given year and graduated within four years.
- Source: Division of Assessment and Accountability.
- Indicator name: General education students graduating
- Within 7 years of entry into high school (%)
- Description: Percent of a graduating class of students in general education classes, including students receiving special education services in general education, who entered the public school system in September of a given year and graduated within seven years.
- Source: Division of Assessment and Accountability.
- Indicator name: Special education students graduating
- Within 4 years of entry into high school (%)
- Description: The percent of students in self-contained, ungraded special education classes who graduated within four years after the school year in which they reached age 14.
- Source: Division of Assessment and Accountability.
- Indicator name: Special education students graduating
- Within 7 years of entry into high school (%)
- Description: The percent of students in self-contained, ungraded special education classes who graduated within seven years after the school year in which they reached age 14.
- Source: Division of Assessment and Accountability.

DEPARTMENT OF EDUCATION

- Indicator name: General education students dropping out
- Within 4 years of entry into high school (%)
- Description: The percent of students in general education classes, including students receiving special education services in general education, who entered ninth grade public school in September of a given year and dropped out by June 30th of their fourth year. DOE requires planning interviews for students above compulsory school age before schools are permitted to discharge them to dropout status. The interview process may delay many students from dropping out until their fifth, sixth, or seventh years, and those students will be captured when DOE calculates final 7-year statistics for the Class of 2004; however, many students may remain enrolled in high school and graduate. As with prior classes, the final determination of the Class of 2004 dropout and graduation rates will not be known for an additional three years.
- Source: Division of Assessment and Accountability.
- Indicator name: General education students dropping out
- Within 7 years of entry into high school (%)
- Description: Percent of students in general education classes, including students receiving special education services in general education, who entered ninth grade public school in September of a given year and dropped out within seven years.
- Source: Division of Assessment and Accountability.
- Indicator name: Special education students dropping out
- Within 4 years of entry into high school (%)
- Description: The percent of students in self-contained, ungraded special education classes who dropped out by June 30th of their fourth year after the school year in which they reached age 14. DOE requires planning interviews for students above compulsory school age before schools are permitted to discharge them to dropout status. The interview process may delay many students from dropping out until their fifth, sixth, or seventh years, and those students will be captured when DOE calculates final 7-year statistics for the Class of 2004; however, many students may remain enrolled in high school and graduate. As with prior classes, the final determination of the Class of 2004 dropout and graduation rates will not be known for an additional three years.
- Source: Division of Assessment and Accountability.

DEPARTMENT OF EDUCATION

- Indicator name: Special education students dropping out
- Within 7 years of entry into high school (%)
- Description: The percent of students in self-contained, ungraded special education classes who dropped out within seven years after the school year in which they reached age 14.
- Source: Division of Assessment and Accountability.
- Indicator name: Students enrolled as English Language Learners (000)
- Description: The number of students identified who require a bilingual or English as a Second Language (ESL) program.
- Source: Bilingual Education Student Information Survey.
- Indicator name: English Language Learners testing out of ELL programs (%)
- Description: The percent of students who score at the proficient level on the New York State English as a Second Language Achievement Test (NYSESLAT), or who score at the proficient level on the New York State 4th or 8th Grade English Language Arts assessment, or passed the English Language Arts Regents and achieve a specified score on the combined listening and speaking subtests of the NYSESLAT, and thus test out of bilingual/English as a second language education.
- Source: Division of Assessment and Accountability.
- Indicator name: English Language Learners testing out of ELL programs within 3 years (%)
- Description: The percent of students who score at the proficient level on the New York State English as a Second Language Achievement Test (NYSESLAT), or who score at the proficient level on the New York State 4th or 8th Grade English Language Arts assessment, or passed the English Language Arts Regents and achieve a specified score on the combined listening and speaking subtests of the NYSESLAT within 3 years, and thus test out of bilingual/English as a second language education.
- Source: Division of Assessment and Accountability.
- Indicator name: Students receiving special education services (000)
- Description: The number of students who have been classified as disabled by the Committee on Special Education and have an Individualized Education Program, which outlines special education services for each child.
- Source: Office of Special Education Initiatives/Children Assistance Program.
- Indicator name: Students recommended for special education services
- Description: The number of new students who have been found to have a disability and require special education services.
- Source: Office of Special Education Initiatives/Children Assistance Program.

DEPARTMENT OF EDUCATION

Indicator name: Students no longer in need of special education services
Description: The number of students who have been determined by the Committee on Special Education to no longer require special education services and are returned to full-time general education services.
Source: Office of Special Education Initiatives/Children Assistance Program

Indicator name: Students in special education scoring below standards progressing into a higher level
- English Language Arts (%)
Description: The percent of special education students who scored in Level 1 on the English Language Arts test in a given year and showed progress the following year by moving into a higher level. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level.
Source: Division of Assessment and Accountability.

Indicator name: Students in special education scoring below standards progressing into a higher level
- Math (%)
Description: The percent of special education students who scored in Level 1 on the math test in a given year and showed progress the following year by moving into a higher level. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level.
Source: Division of Assessment and Accountability.

Indicator name: Average expenditure per student (\$)
- Elementary school (\$)
- Middle school (\$)
- High school (\$)
- Full-time special education (District 75) (\$)
Description: Total school expenditures, including direct services to schools, regional costs, and systemwide costs and obligations, divided by school enrollment (official audited registers).
Source: School Based Expenditures Reports.

Indicator name: Average direct services to schools expenditure per student (\$)
Description: Dollars spent directly on services provided to public school students and staff, taking place primarily in the school building during the school day, during the school year, divided by school enrollment (official audited registers). Cost categories feature classroom instruction; student support; leadership and supervision; building services; and food, transportation, computers and school safety. Also includes funds for after school and summer school programs.
Source: School Based Expenditure Reports.

DEPARTMENT OF EDUCATION

Indicator name:	Teachers
Description:	The number of active teachers systemwide, which does not include teachers on approved unpaid leaves of absence.
Source:	Human Resources System.
Indicator name:	Certified teachers (%)
Description:	The percent of teachers with State certification or a valid Board of Examiners license.
Source:	Human Resources System.
Indicator name:	Teachers with 5 or more years teaching experience (%)
Description:	The percent of teachers with five or more years of classroom experience.
Source:	Human Resources System.
Indicator name:	Teachers hired to fill projected vacancies (%)
Description:	The percent of teacher vacancies that were filled by teachers hired for the new school year.
Source:	Enterprise Data Warehouse Human Resources System.
Indicator name:	Principals with more than 3 years as principal (%)
Description:	The percent of principals that have been in the NYC public school system as principal for three or more years.
Source:	Enterprise Data Warehouse Human Resources System.
Indicator name:	Teachers absent more than 10 days (%)
Description:	The percent of active teachers (excludes teachers on approved leave) who have been absent (as defined under the teachers' contract) beyond the 10 days allowed under the teachers' contract.
Source:	Enterprise Data Warehouse Human Resources System.
Indicator name:	Phone calls responded to by parent coordinator (000)
Description:	The citywide total number of phone calls responded to by parent coordinators is a measure of how many parents have their issues and concerns addressed by parent coordinators.
Source:	Office of Parent Engagement.
Indicator name:	Parent walk-ins receiving parent coordinator assistance (000)
Description:	The citywide total number of parents who were seen by parent coordinators as walk-ins to the school is a measure of how many parents have their issues and concerns addressed by parent coordinators.
Source:	Office of Parent Engagement.

DEPARTMENT OF EDUCATION

- Indicator name: Parent coordinator workshops held for parents (000)
Description: Key functions of parent coordinators are to increase parents' involvement with their children's education and to help parents support their children's learning. The number of workshops held by parent coordinators is a measure of the opportunities parents are provided at the school level to accomplish these goals.
Source: Office of Parent Engagement.
- Indicator name: Parents attending parent coordinator workshops (000)
Description: Key functions of Parent Coordinators are to increase parents' involvement with their children's education and to help parents support their children's learning. The number of parents who attended workshops organized by Parent Coordinators is a measure of how many parents participated and benefited from parent coordinators' efforts to accomplish the above goals.
Source: Office of Parent Engagement.
- Indicator name: Parents attending parent-teacher conferences (000)
Description: The citywide total number of parents who attended parent-teacher conferences.
Source: Office of Parent Engagement.
- Indicator name: School safety
– Seven Major Crimes
Description: All crimes categorized as a major index crime (murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny and grand larceny auto) occurring within City public schools.
Source: NYPD School Safety Division.
- Indicator name: School safety
– Other criminal categories
Description: Summary of all other reported felonies and misdemeanors occurring within City public schools.
Source: NYPD School Safety Division.
- Indicator name: School safety
– Other incidents
Description: All serious non-criminal incidents occurring within City public schools.
Source: NYPD School Safety Division.

DEPARTMENT OF EDUCATION

- Indicator name: Average Class Size (End of October)
- Kindergarten
- Grade 1
- Grade 2
- Grade 3
- Grade 4
- Grade 5
- Grade 6
- Grade 7
- Grade 8
- Grade 9 (not high schools)
- Description: The average class size as of October 31 in grades kindergarten to nine, not including high schools.
- Source: Automate the School system.
- Indicator name: Percent of Classes with 29 or More Students, Grades 1-3 (%)
- Grade 1
- Grade 2
- Grade 3
- Description: The percent of classes with 29 or more students as of October 31 in grades one to three.
- Source: Automate the School system.
- Indicator name: Schools that exceed capacity
- Elementary schools (%)
- Middle schools (%)
- High schools (%)
- Description: The percent of schools where student enrollment is at 100 percent or more of a school's functional capacity. Committees of teachers, principals, superintendents, curriculum specialists and facilities planning experts set a school's functional capacity.
- Source: Division of School Facilities through Fiscal 2002, School Construction Authority beginning Fiscal 2003.
- Indicator name: Students in schools that exceed capacity
- Elementary/middle schools (%)
- High schools (%)
- Description: The percent of the enrolled student population that attend schools where enrollment is 100 percent or more of functional capacity. Committees of teachers, principals, superintendents, curriculum specialists and facilities planning experts set a school's functional capacity.
- Source: Division of School Facilities through Fiscal 2002, School Construction Authority beginning Fiscal 2003.

DEPARTMENT OF EDUCATION

- Indicator name: Total new seats created
Description: The number of new student seats created through the efforts of the Department of Education and the School Construction Authority, including construction of new buildings, construction of school additions, room partitioning, room conversions, and leasing.
Source: Division of School Facilities and School Construction Authority.
- Indicator name: Hazardous building violations total backlog
Description: The number of hazardous Department of Buildings (DOB) violations pending against Department of Education facilities. These include violations that need corrective work, and violations for which work has been completed but which are awaiting official dismissal by DOB.
Source: Division of School Facilities.
- Indicator name: School building rating
- Good condition (%)
- Fair to good condition (%)
- Fair condition (%)
- Fair to poor condition (%)
- Poor condition (%)
Description: School building conditions are rated annually, with each major infrastructure component of each building rated on a scale of 1 to 5, 1 being Good and 5 being Poor. A Good rating means that infrastructure is sound and is performing its function. A Fair rating means that infrastructure is still performing adequately at this time, but may require preventive maintenance to prevent further deterioration and restore it to good condition. A Poor rating means that infrastructure cannot continue to perform its original function without repairs, or is in such condition that its failure is imminent.
Source: Department of Education Division of School Facilities through Fiscal 2002; School Construction Authority beginning Fiscal 2003.
- Indicator name: DOE-managed properties within Citywide Rodent Initiative target areas
Description: The total number of properties within three selected target areas for the Citywide Rodent Initiative, which coordinates multi-agency action to reduce rodent infestation. Data represents quarterly surveys as of July - October 2004.
Source: Citywide Rodent Task Force Quarterly Reports
- Indicator name: - Properties with signs of rodent infestation (%)
Description: Percentage of total properties within target areas for the Citywide Rodent Initiative with signs of rodent infestation. Data represents quarterly surveys as of July - October 2004.
Source: Citywide Rodent Task Force Quarterly Reports

SCHOOL CONSTRUCTION AUTHORITY

- Indicator name: Total new seats created
Description: The number of new student seats created through the efforts of the Department of Education and the School Construction Authority, including construction of new buildings, construction of school additions, room partitioning, room conversions, and leasing.
Source: Division of School Facilities and School Construction Authority.
- Indicator name: New schools and additions constructed
Description: The number of new schools and additions constructed as part of the City's elementary, intermediate and high schools. SCA measures new schools and additions from October to September to capture projects completed for the start of the school year.
Source: SCA Finance Department.
- Indicator name: New schools and additions - construction funds committed as a percent of initial authorized budget (%)
Description: The sum of the total construction costs of all the completed new schools and additions which includes the original contract and all additional construction costs related to the original contract, divided by the sum of all of the contract amounts and contingency for the completed new schools and additions. SCA's goal is not to exceed 100 percent of its authorized budget.
Source: SCA Finance Department
- Indicator name: Scheduled new seats constructed on time (%)
Description: The percent of planned new seats ready for occupancy by September, as approved and funded by the Department of Education.
Source: SCA Finance Department.
- Indicator name: Construction bid price for school capacity projects per square foot (\$)
Description: The construction contract cost at award divided by the school's total gross floor area (measured to the outside of exterior walls on each floor). For additions, the reported construction contract cost per square foot reflects costs attributable to the new building.
Source: SCA Finance Department.
- Indicator name: Average new school construction cost per square foot - Early childhood (\$)
Description: The total construction cost of completed early childhood centers (prekindergarten-grade 2) divided by the centers' total gross floor area (measured to the outside of exterior walls on each floor). Cost includes original contract and all additional construction costs related to the original contract. NA reflects no construction done in this category.
Source: SCA Finance Department.

SCHOOL CONSTRUCTION AUTHORITY

- Indicator name: Average new school construction cost per square foot
- Elementary (\$)
- Description: The total construction cost of completed elementary schools (prekindergarten-grade 5) divided by the schools' total gross floor area (measured to the outside of exterior walls on each floor). Cost includes original contract and all additional construction costs related to the original contract. NA reflects no construction done in this category.
- Source: SCA Finance Department.
- Indicator name: Average new school construction cost per square foot
- Intermediate (\$)
- Description: The total construction cost of completed intermediate schools (grade 6-grade 8) divided by the schools' total gross floor area (measured to the outside of exterior walls on each floor). Cost includes original contract and all additional construction costs related to the original contract. NA reflects no construction done in this category.
- Source: SCA Finance Department.
- Indicator name: Average new school construction cost per square foot
- High School (\$)
- Description: The total construction cost of completed high schools (grade 9-grade 12) divided by the schools' total gross floor area (measured to the outside of exterior walls on each floor). Cost includes original contract and all additional construction costs related to the original contract. NA reflects no construction done in this category.
- Source: SCA Finance Department.
- Indicator name: Capital improvement projects constructed on time or early (%)
- Description: The percent of capital repair projects (such as roof repair and window replacement) completed by contract date or earlier.
- Source: SCA Finance Department.
- Indicator name: Capital improvement projects constructed within budget (%)
- Description: The percent of capital repair projects (such as roof repair and window replacement) completed within contract dollar amount and budgeted contingency as of June 30.
- Source: SCA Finance Department.

SCHOOL CONSTRUCTION AUTHORITY

Indicator name: Safety recommendations issued to contractors verified corrected within 24 to 48 hours (%)

Description: The percent of complex safety recommendations issued that are implemented and verified within 24 to 48 hours. Complex safety recommendations, (such as installing a tower of stairs on a scaffold so workers do not climb up the scaffold frame) take longer to implement. Minor recommendations, such as using hard hats, work boots or body harnesses, are corrected immediately and are excluded from this indicator.

Source: SCA Finance Department.

Indicator name: Principal survey
- Satisfaction with SCA work (%)

Description: Percent of principals responding to an annual SCA survey who express satisfaction with SCA new facilities and capital improvement work.

Source: SCA Finance Department.

HUMAN RESOURCES ADMINISTRATION

- Indicator name: Public assistance recipients placed into jobs (000)
- Description: The city fiscal year total unduplicated number of people receiving welfare benefits who obtained a job during the reporting period. This includes people who receive benefits from the federal Family Assistance Program (FAP), which provides welfare benefits to families for five years; the State Safety Net Assistance Program, which provides welfare benefits to adults without children and to some families not eligible for FAP; and the State 60-month Converted Safety Net program, which provides assistance to families that have exceeded the five-year State time limit (which counts five years of assistance from either Safety Net or FAP).
- Source: HRA New York City WAY (NYCWAY) and the Human Resources Administration (HRA) Office of Program Reporting, Analysis and Accountability (OPRAA).
- Indicator name: Public assistance cases who are partially or fully unengageable in any work or work-related activity (%)
- Description: The city fiscal year-to-date average percent of the total cases that are either partially or fully unable to work. This indicator includes public assistance (PA) cases that are currently either partially engaged in work-related activities, such as health, mental health, substance abuse treatment, domestic violence or other activities, or are fully unengageable and therefore unable to participate in any activity. Neither group can participate in full time employment.
- Source: HRA NYCWAY and OPRAA.
- Indicator name: Engageable public assistance cases participating in work or work-related activities in accordance with New York City guidelines (%)
- Description: The city fiscal year-to-date average percent of partially or fully engageable (able to work) public assistance cases who are participating in any work or work-related activities, as defined by New York City
- Source: HRA NYCWAY and OPRAA.

HUMAN RESOURCES ADMINISTRATION

- Indicator name: Safety Net Assistance cases participating in work or work-related activities as calculated in accordance with State guidelines (%)
- Description: The city fiscal year-to-date average percent of Safety Net clients, excluding those exempt from work activities, who participate in work or work-related activities or adjudication, such as conciliation with HRA or a fair hearing with the State, in compliance with State guidelines. The denominator includes the caseload minus clients who are designated exempt from work activities by New York State. The official Safety Net participation rate is calculated on the basis of the federal fiscal year: October through September.
- Source: HRA NYCWAY.
- Indicator name: 60-month converted to Safety Net Assistance cases participating in work or work-related activities as calculated in accordance with State guidelines (%)
- Description: The city fiscal year-to-date average percent of family cases that have reached the 60-month State time limit, have been converted to Safety Net Assistance, and are participating in work activities in compliance with State guidelines. The official 60-month converted to Safety Net participation rate is calculated on the basis of the federal fiscal year: October through September.
- Source: HRA NYCWAY.
- Indicator name: Family Assistance Program cases participating in work or work-related activities as calculated in accordance with federal guidelines (%)
- Description: The city fiscal year-to-date average HRA projection of the percent of all Family Assistance Program families who participate in work or work-related activities in compliance with federal guidelines. This calculation does not take into account child-only cases, parents with children younger than three months, or persons who are in sanction status for up to three months in any federal fiscal year. The official Family Assistance Program participation rate is calculated on the basis of the federal fiscal year: October through September.
- Source: HRA NYCWAY.

HUMAN RESOURCES ADMINISTRATION

- Indicator name: Public assistance cases engaged in any training or education, which may include other activities, in accordance with New York City guidelines (%)
- Description: The city fiscal year-to-date average percent of public assistance cases engaged in work or work-related activities that directly prepare them for work who are also participating in any training or education, which may include other activities, to which they were referred and/or approved by HRA. This indicator does not include the wage subsidy work activity or stand-alone job search, but does include job search performed in conjunction with an education or training program.
- Source: HRA NYCWAY.
- Indicator name: Calendar year-to-date average of public assistance cases who retained employment income 180 days after being placed in a job (%)
- Description: The calendar year-to-date average percent of both those public assistance cases who had obtained a job six months (180 days) prior to the reporting period, earned enough income to close their public assistance cases, and did not return to public assistance within the last six months (180 days) of the reporting period, and those public assistance cases who obtained employment six months prior to the reporting period and have not had their cases re-budgeted within 180 days due to the loss of employment income.
- Source: HRA OPRAA.
- Indicator name: Calendar year-to-date average of public assistance cases whose cases were closed due to income from employment and did not return within 180 days (%)
- Description: The calendar year-to-date average percent of public assistance recipients who obtained a job and had their cases closed due to employment income six months (180 days) prior to the reporting period and did not return to public assistance within the last six months. This does not include those who are working full time in subsidized employment because these cases are not closed. Even though the recipient is working full-time for a subsidized wage, the public assistance grant is incorporated into the wage.
- Source: HRA OPRAA
- Indicator name: Young public assistance recipients (ages 19-21) who are heads of PA households and previously PA dependents (%)
- Description: The city fiscal year-to-date average percent of young people (ages 19-21) who are public assistance heads of household and were previously a dependent child in a public assistance household.
- Source: WMS report and HRA's NYCWAY.

HUMAN RESOURCES ADMINISTRATION

- Indicator name: Young public assistance recipients (ages 19-21) who are heads of PA households and engaged in any training or education, which may include other activities, in accordance with New York City guidelines (%)
- Description: The city fiscal year-to-date average percent of young public assistance recipient heads of household (ages 19-21) engaged in work or work-related activities who are participating in any training or education. Training and education may be either stand alone or together with some other activities, such as concurrent WEP, substance abuse treatment or job search, to which clients were referred and/or approved by HRA. This does not include wage subsidy work activity, which is considered employment. In addition, it does not include stand-alone job search, but does include job search performed in conjunction with an education or training program.
- Source: WMS and HRA NYCWAY.
- Indicator name: Child support collected (\$ millions)
- Description: The total amount of child support collected on behalf of both public assistance and non-public assistance clients, including cases where the child resides outside the City and the non-custodial parent resides in the City.
- Source: New York State Department of Child Support Enforcement, Office of Child Support Enforcement; New York State Schedule A1.
- Indicator name: Percent of obligations collected (%)
- Description: The city fiscal year-to-date average of the total child support collected for both public assistance and non-public assistance cases as a percent of the total court-ordered obligations.
- Source: New York State Department of Child Support Enforcement, Office of Child Support Enforcement; New York State Schedule A1 and Systems Report.
- Indicator name: Cases with a support obligation (%)
- Description: The monthly average of public assistance and non-public assistance child support cases for which a support order has been established by a court, as a percent of the total number of open child support cases.
- Source: New York State Department of Child Support Enforcement, Office of Child Support Enforcement; New York State Report 157.

HUMAN RESOURCES ADMINISTRATION

- Indicator name: Persons receiving Public Assistance (000)
Description: As of the end of the reporting period, the number of persons who are eligible for the time-limited Family Assistance Program or the Safety Net Assistance Program. As of November 2001, the 60-month Converted to Safety Net program is included.
Source: HRA OPRAA.
- Indicator name: Average annual administrative cost per public assistance case (\$)
Description: The average annual cost associated with the administration of a single public assistance case. To determine this average, the total annual direct and indirect administrative cost associated with all public assistance cases is divided by the total, unduplicated number of public assistance cases that received any financial assistance during the reporting period. The operation of HRA Job Centers is included in direct costs. Indirect cost includes an attributed portion of HRA's central administrative cost. The administrative cost associated with the provision of Medicaid or Food Stamps is not included, nor is the cost of public assistance benefits.
Source: HRA Finance Office and HRA OPRAA.
- Indicator name: Persons receiving Food Stamps (000)
Description: As of the end of the reporting period, the number of eligible persons receiving federally supported food stamps, including both public assistance recipients and non-PA recipients. Includes persons who receive food stamps at residential treatment centers and recipients of Supplemental Security Income (SSI).
Source: HRA OPRAA.
- Indicator name: Non-public assistance persons receiving Food Stamps (000)
Description: At the end of the reporting period, the total number of persons who receive food stamps who are not cash assistance nor SSI recipients.
Source: HRA OPRAA.
- Indicator name: SSI persons receiving Food Stamps (000)
Description: At the end of the reporting period, the total number of eligible recipients of SSI receiving federally supported Food Stamps.
Source: HRA OPRAA.

HUMAN RESOURCES ADMINISTRATION

- Indicator name: Persons enrolled in public health insurance (000)
Description: At the end of the reporting period, the total number of persons enrolled in various public health insurance programs, including Medicaid with public assistance, Medicaid without public assistance (Medicaid-only), and Family Health Plus.
Source: WMS.
- Indicator name: Persons enrolled in Medicaid-Only (000)
Description: At the end of the reporting period, the number of persons who are not recipients of cash assistance or SSI who receive Medicaid services, including those receiving Family Health Plus.
Source: Welfare Management System report WINR0521.
- Indicator name: Individuals referred to Adult Protective Services visited within three working days (%)
Description: The city fiscal year-to-date average percent of cases referred to Adult Protective Services that are visited within the State-mandated three working days.
Source: HRA Adult Protective Services Monthly Compliance Report.
- Indicator name: Average number of days to initiate Home Attendant and Housekeeper Services cases
Description: At the end of the reporting period, the average number of days from the date of application to the commencement of service for all new Home Attendant and Housekeeping cases during the reporting month. All cases with service start dates during the reporting month are included in this measure and include applicants who are current enrolled in Medicaid and those who have applied for but not yet begun to receive Medicaid.
Source: HRA Home Care Services Program.
- Indicator name: Clients receiving home care services (000)
Description: At the end of the reporting period, the number of clients receiving services through programs including Medicaid-funded Home Attendant and Housekeeping; the Long Term Home Health Care program, which provides personal and home health care services in the home for those who are qualified to enter a nursing home, but prefer to remain in their communities; and the AIDS Project/AIDS Lombardi Home Care services program, which provides services for persons with HIV/AIDS.
Source: HRA Home Care Services Program.

HUMAN RESOURCES ADMINISTRATION

- Indicator name: Individuals and families at imminent risk diverted from becoming homeless (%)
- Description: At the end of the reporting period, the percent of individuals and families who were not yet homeless at the point they were seen by HRA staff, but were at imminent risk of losing their housing and whom HRA assisted in staying housed during the reporting month. Individuals or families are considered in imminent risk if they are have rent arrears, holdover petitions, complications with Section 8 housing vouchers, or other factors threatening their ability to remain in their current residence.
- Source: HRA Office of Homeless Prevention.
- Indicator name: Individuals receiving HIV/AIDS services (000)
- Description: At the end of the reporting period, the number of individual clients (individuals who are either HIV Symptomatic or with AIDS) served during the reporting month.
- Source: HRA HIV/AIDS Services Administration.
- Indicator name: Clients assisted in applying for SSI (000)
- Description: The cumulative number of HRA clients assisted by the Agency in applying for SSI for the aged, blind, or disabled.
- Source: HRA Electronic Data Warehouse (EDW).
- Indicator name: Number of Domestic Violence emergency beds (capacity)
- Description: At the end of the reporting period, the number of domestic violence emergency beds that HRA administers.
- Source: The number of beds licensed by the state office of children and family services and reported through the ODVEIS shelter occupancy system.
- Indicator name: Nonresidential Program active caseload
- Description: The city fiscal year-to-date average of the monthly number of active cases participating in the non-residential program.
- Source: Monthly reports from contracted non-residential shelter providers.

ADMINISTRATION FOR CHILDREN'S SERVICES

- Indicator name: Abuse and/or neglect reports responded to within 24 hours of receipt from State Central Registry (%)
- Description: The percent of child abuse/neglect investigations initiated within 24 hours of oral report to the State Central Registry, as monitored internally by ACS.
- Source: ACS Office of Management Development and Research.
- Indicator name: Children in completed investigations with repeat investigations within a year (%)
- Description: The percent of children who were named as alleged victims in an investigation, who were then named as alleged victims in another investigation within a year of the closing of the first investigation. Figures are provided for the fiscal year of the repeat investigation.
- Source: NYS Office of Children and Family Services; CONNECTIONS database maintained by ACS Management Information Systems Unit.
- Indicator name: Children in substantiated investigations with repeat substantiated investigations within a year (%)
- Description: The percent of children who were named as alleged victims in a substantiated investigation, who were then named as alleged victims in another substantiated investigation within a year of the closing of the first investigation. Substantiated investigations are those that produce credible evidence of abuse or neglect. Figures are provided for the fiscal year of the repeat investigation.
- Source: CONNECTIONS database maintained by ACS Management Information Systems Unit.
- Indicator name: Children receiving contract preventive services
- Description: The number of children in active contract preventive cases at the end of the reporting period.
- Source: ACS Office of Management, Development and Research.
- Indicator name: Children in foster care (average)
- Description: The average number of children in foster care during the reporting period, excluding suspended payment and trial discharge, in all facilities and homes operated by contract foster care agencies or by ACS Direct Care Services.
- Source: ACS Office of Management, Development and Research.

ADMINISTRATION FOR CHILDREN'S SERVICES

- Indicator name: All children entering foster care
Description: The number of children entering foster care. Includes children with repeat admissions into foster care.
Source: Child Care Review Service (CCRS) data extracts maintained by ACS Management Information Systems Unit.
- Indicator name: New children entering foster care
Description: The number of children entering foster care for the first time. Does not include children with repeat admissions into foster care.
Source: CONNECTIONS maintained by ACS Management Information Systems Unit.
- Indicator name: Children who re-enter foster care within a year of discharge to family (%)
Description: The percent of foster care children who are discharged to their family who re-enter foster care within a year of their discharge date. Percentages are provided for the fiscal year of re-entry.
Source: ACS Management Information Systems Unit.
- Indicator name: Children placed in foster care in their borough (%)
Description: The percent of children placed in regular foster boarding homes in their home borough.
Source: Child Care Review Service (CCRS) and CONNECTIONS maintained by ACS Management Information Systems Unit.
- Indicator name: Children placed in foster care in their community district (%)
Description: The percent of children placed in regular foster boarding homes in their home community district.
Source: Child Care Review Service (CCRS) and CONNECTIONS maintained by ACS Management Information Systems Unit.
- Indicator name: Children entering foster care who are placed with relatives (%)
Description: The percent of children entering foster care who are placed in foster boarding homes with relatives.
Source: ACS Management Information Systems Unit.
- Indicator name: Siblings placed simultaneously in the same foster home (%)
Description: The percent of siblings in foster care who are placed simultaneously, when no other siblings are in care, in the same foster home.
Source: ACS Management Information Systems Unit.

ADMINISTRATION FOR CHILDREN'S SERVICES

- Indicator name: Separated siblings in foster care receiving biweekly visits from their other siblings (%)
- Description: The percentage of separated siblings in all levels of foster care (including both kinship and foster boarding homes as well as congregate settings) who visit at least once every two weeks with their siblings. Excluded from this group are sibling groups in which it has been documented that visits are contrary to the health, safety and welfare of one or more of the siblings involved or where there is a court order prohibiting visits for a particular period of time.
- Source: ACS Central Sibling Unit.
- Indicator name: Parents or caregivers attending Post Removal 72 Hour Child Safety Conferences (%)
- Description: Percent of parents or caregivers attending child safety conferences held within 3-5 days of a child's removal from their home into foster care.
- Source: ACS Division of Child Protection.
- Indicator name: Children with parent(s) attending 6 month Service Plan Reviews for children with goal of returning home (%)
- Description: The percent of children with a goal of returning home for whom at least one parent attended a planning conference held at the foster agency every six months while the child is in foster care.
- Source: ACS Management Information Systems Unit.
- Indicator name: Children in foster care receiving biweekly visits from a parent or guardian (%)
- Description: Percent of children in all levels of foster care (including both kinship and foster boarding homes as well as congregate settings) who have a permanency plan of reunification and who visit at least once every two weeks with their parent or guardian.
- Source: ACS Service Plan Review Tracking Database.
- Indicator name: Children in foster care who had two or more transfers from one facility to another (%)
- Description: The percent of children in foster care who had, since their last placement into foster care, two or more transfers from one facility to another.
- Source: ACS Management Information Systems Unit.
- Indicator name: Abuse and/or neglect reports for children in foster care and child care
- Description: The number of abuse and/or neglect reports for children in foster care and ACS-funded child care that are investigated by ACS' Office of Confidential Investigations.
- Source: ACS Management Information Systems Unit.

ADMINISTRATION FOR CHILDREN'S SERVICES

- Indicator name: Abuse and/or neglect reports for children in foster care and child care—
for children in foster care
- Description: The number of abuse or neglect reports for children in foster care, which
are investigated by the Office of Confidential Investigations (OCI), a
division of ACS/Division of Child Protection.
- Source: CONNECTIONS database maintained by ACS Management
Information Systems Unit and OCI.
- Indicator name: Abuse and/or neglect reports for children in foster care and child care—
for children in child care
- Description: The number of abuse or neglect reports for children in ACS funded
child care which are investigated by the Office of Confidential
Investigations (OCI), a division of ACS/Division of Child Protection.
- Source: CONNECTIONS database maintained by ACS Management
Information Systems Unit and OCI.
- Indicator name: Abuse and/or neglect reports for children in foster care and child care
that are substantiated (%)
- Description: The percent of abuse and/or neglect reports for children in foster care
and ACS funded child care that are determined upon investigation to
have credible evidence of abuse or neglect.
- Source: ACS Management Information Systems Unit.
- Indicator name: Abuse and/or neglect reports for children in foster care and child care
that are substantiated—for children in foster care (%)
- Description: The percent of abuse and/or neglect reports for children in foster care
that are determined upon investigation by the Office of Confidential
Investigations (OCI) to have credible evidence of abuse or neglect.
- Source: CONNECTIONS database maintained by ACS Management
Information Systems Unit and OCI.
- Indicator name: Abuse and/or neglect reports for children in foster care and child care
that are substantiated—for children in child care (%)
- Description: The percent of abuse and/or neglect reports for children in ACS funded
child care that are determined upon investigation by the Office of
Confidential Investigations (OCI) to have credible evidence of abuse or
neglect.
- Source: CONNECTIONS database maintained by ACS Management
Information Systems Unit and OCI.

ADMINISTRATION FOR CHILDREN'S SERVICES

- Indicator name: Cost per foster care case—Congregate care by level of need (\$)
Description: The cost of funding one congregate care case based on OTPS projected expenditures, facilities expenditures (rentals), and direct care staffing costs without fringe, divided by congregate care caseload capacity. Figures are presented separately for three levels of need: Level 1 (moderate), Level 2 (intermediate), and Level 3 (severe).
Source: ACS Financial Service Department.
- Indicator name: Cost per foster care case—Foster boarding home (\$)
Description: The cost of funding one foster boarding home case based on foster parent stipend costs, facilities expenditures (rentals), miscellaneous program costs such as tutoring, college subsidy, independent living, etc., and direct care staffing costs without fringe, divided by foster boarding home caseload capacity.
Source: ACS Financial Service Department.
- Indicator name: Median length of stay for children entering foster care for the first time who are returned to parent (months)
Description: The median number of months a child, who enters care for the first time during a given year, remains in care before returning to their parents.
Source: ACS Management Information Systems Unit.
- Indicator name: Children returned to parent(s) within 12 months (%)
Description: The percent of children discharged from foster care to their parents within 12 months from the time they were placed in care. Published data is considered preliminary until it is indicated as final.
Source: ACS Management Information Systems Unit.
- Indicator name: Children adopted
Description: The number of children with a finalized adoption through either Contract Agency Service Adoptions or ACS Direct Care Adoptions. Finalization requires a court form to verify the child's identity and date of adoption.
Source: ACS Office of Adoption Services.
- Indicator name: Median length of stay in foster care before child is adopted (months)
Description: The median number of months a child, for whom adoption was decided as appropriate, remains in foster care until an adoption is finalized.
Source: ACS Management Information Systems Unit.

ADMINISTRATION FOR CHILDREN'S SERVICES

- Indicator name: Children adopted within 24 months from the time that adoption is decided as appropriate (%)
- Description: The percent of adoptions completed during the reporting period within 24 months from the time adoption was decided as appropriate. Published data is considered preliminary until it is indicated as final.
- Source: ACS Office of Adoption Services.
- Indicator name: Average time to complete adoption (years)
- Description: The average number of years a child for whom adoption was decided as appropriate remains in foster care before an adoption is finalized.
- Source: ACS Office of Adoption Services.
- Indicator name: Head Start capacity filled (%)
- Description: The percent of contracted Head Start slots available for which children are enrolled.
- Source: ACS Department of Child Care and Head Start services.
- Indicator name: Child care capacity filled (%)
- Description: The percent of family child care and group child care slots available for which children are enrolled.
- Source: ACS Department of Child Care and Head Start Services.
- Indicator name: Cost per child care slot
- Group child care slot (voucher) (\$)
- Description: The average cost of funding one group child care voucher based on actual expenditures submitted by vendors for payment (not to exceed the State set market rate), divided by the number of vouchers used. Does not include capital costs or costs for City staff or overhead.
- Source: ACS Automated Child Care Information System.
- Indicator name: Cost per child care slot
- Family child care slot (voucher) (\$)
- Description: The average cost of funding one family child care voucher based on actual expenditures submitted by vendors for payment (not to exceed the State set market rate), divided by the number of vouchers used. Does not include capital costs or costs for City staff or overhead.
- Source: ACS Automated Child Care Information System.

ADMINISTRATION FOR CHILDREN'S SERVICES

- Indicator name: Cost per child care slot
- Group child care slot (contract) (\$)
- Description: The average cost of one contracted child care slot based on the amount awarded to contract agencies and centralized costs for leases, repairs, maintenance and utilities for City-owned sites, as well as insurance for child care staff divided by the number of child care slots. Does not include capital costs or costs for City staff or overhead.
- Source: ACS Financial Services Department.
- Indicator name: Cost per child care slot
- Family child care slot (contract) (\$)
- Description: The average cost of one contracted child care slot based on the amount awarded to vendor, as well as insurance for child care staff divided by the number of child care slots. Does not include capital costs or costs for City staff or overhead.
- Source: ACS Financial Services Department.
- Indicator name: Cost per Head Start slot (\$)
- Description: The average cost of one contracted Head Start slot based on all of the costs awarded for the program year divided by the number of budgeted slots. Does not include capital costs or costs for city staff or overhead.
- Source: ACS Financial Services Department.

DEPARTMENT OF HOMELESS SERVICES

- Indicator name: Families entering the DHS shelter services system for the first time
Description: All families determined to be eligible for shelter who have no previous history of being determined eligible and staying in the shelter system.
Source: Department of Homeless Services (DHS) Client Tracking System database.
- Indicator name: Single adults entering the DHS shelter services system for the first time
Description: Single adults entering the DHS shelter services system who have no previous history of residing in the shelter system.
Source: DHS Single Client Information Management System database.
- Indicator name: Single adults placed in temporary housing by outreach teams
Description: The total number of outreach team placements of persons from the streets into temporary housing, hospitals, substance abuse treatment facilities and drop-in centers. A person may be placed multiple times.
Source: DHS Quarterly Outreach Report.
- Indicator name: Outreach contacts that result in placement into temporary housing (%)
Description: The percentage of total outreach contacts made by outreach teams that result in placement into temporary housing during the reporting period.
Source: DHS Quarterly Outreach Report.
- Indicator name: Average number of families in shelters per day
Description: The average daily census of families in shelter at noon for the month. Does not include families that may not yet be assigned or are in transition to shelter at noon and those placed in overnight facilities.
Source: Noon Census & Applicants in the Emergency Assistance Unit (EAU).
- Indicator name: Average number of single adults in shelters per day
Description: The average number of single adults residing in shelters each night at 2:15 A.M.
Source: DHS Intake/Vacancy Control database.
- Indicator name: Cost per day for shelter facilities—Single adult facilities (\$)
Description: The daily cost (per diem) per person for privately run facilities providing overnight shelter to homeless single adults. It is the average cost for all units occupied at a given point in time.
Source: DHS Budget Office.

DEPARTMENT OF HOMELESS SERVICES

- Indicator name: Cost per day for shelter facilities—Family facilities (\$)
Description: The daily cost (per diem) per family for privately run facilities, including Tier IIs, hotels, and scatter-site facilities, providing overnight shelter to homeless families. It is the average cost for all units occupied at a given point in time.
Source: DHS Budget Office.
- Indicator name: Families applying for shelter services who were found eligible on their first application (%)
Description: The percentage of families found eligible for shelter services during the reporting period on their first application to the Emergency Assistance Unit (EAU). First applications are defined as the first submitted within 90 days prior to being found eligible.
Source: Client Tracking System database.
- Indicator name: Families suitably placed in the shelter services system within 10 days (%)
Description: The percent of families placed into conditional lodging within 10 days (a court mandated time frame). Conditional lodging is where families stay until their eligibility for the shelter system is determined and a placement is found in a shelter.
Source: DHS Client Tracking System database.
- Indicator name: Single adults suitably placed in the shelter services system within 21 days (%)
Description: The percent of single adults who are assessed and placed into specific program beds or general beds within 21 days. The 21-day time frame is set by DHS.
Source: DHS Single Client Information Management System database.
- Indicator name: Average school attendance rate for children in the DHS shelter services system (%)
Description: The rate of actual attendance per number of school days per month, based on total number of school-aged children who have attendance/registration records.
Source: Department of Education “Students Residing in Temporary Housing” reports.
- Indicator name: Families placed in the shelter services system according to their youngest school-aged child’s school address (%)
Description: The percent of families provided with shelter who have identified their youngest school-aged child’s school, and were placed in the facility closest to that school.
Source: DHS Neighborhood Based Placements Report

DEPARTMENT OF HOMELESS SERVICES

- Indicator name: Safety, maintenance and cleanliness deficiencies noted on independent inspections of adult shelters
Description: Total number of deficiencies noted in inspections carried out by a court-appointed inspection team to ensure shelters meet court-mandated standards. Inspections take place in adult shelters semi-annually.
Source: DHS Facilities Maintenance and Development.
- Indicator name: DHS-Managed Properties within Citywide Rodent Initiative target areas
Description: The total number of properties within three selected target areas for the Citywide Rodent Initiative, which coordinates multi-agency action to reduce rodent infestation. Data represents quarterly surveys as of July – October 2004.
Source: Citywide Rodent Task Force Quarterly Reports
- Indicator name: - Properties with signs of rodent infestation (%)
Description: Percentage of total properties within target areas for the Citywide Rodent Initiative with signs of rodent infestation. Data represents quarterly surveys as of July – October 2004.
Source: Citywide Rodent Task Force Quarterly Reports
- Indicator name: Families who experience more than one facility transfer (%)
Description: Of families who spend at least one night in the DHS shelter services system, the percentage that change facilities more than once in the fiscal year.
Source: DHS Client Tracking System database.
- Indicator name: Single adults who experience more than one facility transfer (%)
Description: Of single adults who spend at least one night in the DHS shelter services system, the percentage that change facilities after placement from an assessment bed into a program or general bed.
Source: DHS Single Client Information Management System database.
- Indicator name: Average length of stay for families in temporary housing (days)
Description: The average number of days families spend in transitional facilities, excluding overnight facilities, from their first date of application for shelter. Families who leave the DHS shelter system for more than 30 days are considered new applicants.
Source: DHS Client Tracking System database.

DEPARTMENT OF HOMELESS SERVICES

- Indicator name: Average length of stay for single adults in temporary housing (days)
Description: The average number of days an adult has spent in the DHS shelter services system during the reporting period. Includes non-consecutive days spent in shelters.
Source: DHS Single Client Information Management System database.
- Indicator name: Families placed into permanent housing
Description: The number of families relocated to permanent housing, including both subsidized and unsubsidized long-term housing placements.
Source: DHS and New York City Housing Authority.
- Indicator name: Single adults placed into permanent housing
Description: The number of single adults relocated to permanent housing from shelters, drop-in centers and outreach teams, including both subsidized and unsubsidized permanent housing placements.
Source: DHS Program and Housing Placement database.
- Indicator name: Families placed into permanent housing who return to the DHS shelter services system within one year (%)
Description: The percent of those families placed into permanent housing in the prior fiscal year who returned to the DHS shelter services system as an eligible family within one year of placement.
Source: DHS Client Tracking System database.
- Indicator name: Single adults placed into permanent housing who return to the DHS shelter services system within one year (%)
Description: The percentage of those single adults placed into permanent housing in the prior fiscal year who returned to the DHS shelter services system within one year. To be counted as returned clients, clients must have spent at least 30 days in the shelter services system in the year following their placement. Days do not begin accumulating until 10 days after placement.
Source: DHS Single Client Information Management System database and Program and Housing Placement databases.

DEPARTMENT FOR THE AGING

- Indicator name: Contracted cost per meal (lunch only) (\$)
Description: The average cost per lunch served at senior centers. Includes all contractor costs for food, disposables, allocated staff, and administrative and fixed expenses, divided by the number of lunches served annually. Excludes DFTA administrative costs.
Source: DFTA Planning Unit.
- Indicator name: Senior centers operating at a minimum of 90 percent capacity (%)
Description: The percent of senior centers that meet at least 90 percent of their contracted service targets, measured by number of lunches served.
Source: DFTA Bureau of Community Services.
- Indicator name: Hours of home care services provided (000)
Description: The number of hours of contracted in-home care services, including homemaker personal care and housekeeping/chore services, provided to frail seniors by DFTA contractors.
Source: DFTA Planning Unit.
- Indicator name: Contracted cost per hour of home care service (\$)
Description: The average hourly cost to provide contracted home care service to frail seniors. Includes all contractor costs, divided by the number of hours of home care service provided annually. Excludes DFTA administrative costs.
Source: DFTA Planning Unit.
- Indicator name: Hours of direct service provided to elder abuse victims
Description: Total number of service hours provided by contracted providers to elder abuse victims.
Source: DFTA Elderly Crime Victims Unit.
- Indicator name: Seniors trained for unsubsidized employment
Description: The number of seniors who received classroom training or participated in job preparation workshops during the reporting period through Title V, a federal program that funds trainings and jobs for the elderly.
Source: DFTA Employment Unit.
- Indicator name: Trainees placed in unsubsidized employment
Description: The number of seniors who were placed in initial, permanent, paying jobs after completing training during the current or prior reporting periods through Title V, a federal program that funds trainings and jobs for the elderly.
Source: DFTA Employment Unit.

DEPARTMENT FOR THE AGING

Indicator name: Screenings completed through the UNIFORM Benefits Assessment System
Description: The number of seniors who receive an initial automated screening for multiple benefits through an in-person interview at the Department's Information Referral and Linkage Unit.
Source: DFTA Information and Referral Unit.

Indicator name: Average processing time for SCRIE applications (days)
Description: The average number of days it takes new applications for the Senior Citizens Rent Increase Exemption (SCRIE) program to be processed, from receipt of a completed application to approval or denial. Estimated based on the processing time during the last quarter of the fiscal year.
Source: DFTA SCRIE Unit.

Indicator name: Caregivers who received casework services or training through DFTA's in-house Alzheimer's and Long Term Care Unit
Description: The number of caregivers who receive counseling, assistance with entitlements and benefits, information, or training from DFTA's Alzheimer's and Long Term Care Program.
Source: DFTA Alzheimer's and Long Term Care Services Unit.

Indicator name: Caregivers who received caregiver supportive services through DFTA's contracted providers
Description: The number of caregivers who receive information, assistance, counseling, support group, training, respite, and/or supplemental services from DFTA's contracted providers.
Source: DFTA Alzheimer's and Long Term Care Services Unit.

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT

- Indicator name: Youth programs achieving positive outcomes, based on enrollment rate (%)
Description: The percent of youth programs that meet at least 85 percent of their annual enrollment targets.
Source: DYCD Youth Operations Office.
- Indicator name: Calls to Youthline
Description: The number of calls received, excluding hang-up calls.
Source: DYCD Special Youth Initiatives Unit.
- Indicator name: Beacon programs' enrollment as a percentage of the minimum annual target (%)
Description: The percent of the annual minimum enrollment target achieved by Beacon programs to date.
Source: DYCD After-School Programs.
- Indicator name: Runaway and Homeless Youth served - Crisis beds
Description: The unduplicated number of youth who are provided beds at sites contracted as part of the Department's Congregate Care Crisis Shelter Program.
Source: DYCD Special Youth Initiatives Unit.
- Indicator name: Runaway and Homeless Youth served - Independent living beds
Description: The unduplicated number of youth who are provided beds at sites contracted to provide Independent Living Transitional Beds.
Source: DYCD Special Youth Initiatives Unit.
- Indicator name: Utilization rate for crisis beds (%)
Description: The percent of crisis beds, certified by the State Office of Children and Family Services, that are occupied on average over the course of the reporting period.
Source: DYCD Special Youth Initiatives Unit.
- Indicator name: Youth reunited with their family or placed in a suitable environment (%)
Description: The percent of youth, served through the Department's Runaway and Homeless Youth Program crisis shelters or independent living sites, who make the transition to independence or return to their families.
Source: DYCD Special Youth Initiatives Unit.

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT

- Indicator name: Younger Youth (14-18) participants who remained in school (%)
Description: The percent of youth in the WIA-funded in-school program who remained in school or returned to school the following semester.
Source: DYCD In School Youth Unit.
- Indicator name: Average increase in earnings for Older Youth (19-21) placed into employment (\$)
Description: The average increase in salary over a six-month period from prior employment to new job placement of youth aged 19-21 participating in WIA-funded services.
Source: New York State Department of Labor: Wage Reporting System.
- Indicator name: Older Youth (19-21) placed in jobs who are still employed after six months (%)
Description: The percent of youth participants aged 19-21 who were employed in the first calendar quarter following placement into unsubsidized employment and who remained employed by the third calendar quarter.
Source: New York State Department of Labor: Wage Reporting System.
- Indicator name: Community development program participants achieving target outcomes designated for clients in each program area (%)
Description: The percent of all community development participants achieving defined milestones and outcomes, which are negotiated with each provider based on the goal of the program.
Source: DYCD Community Development Operations.
- Indicator name: Adult Basic Education and English for Speakers of Other Languages (ESOL) participants
Description: The numbers of students enrolled in Adult Basic Education and English for Speakers of Other Languages programs, and who have attended for at least 12 hours.
Source: New York State Adult Literacy Information and Evaluation System.
- Indicator name: Adult Basic Education and ESOL participants meeting federal standards of improvement in demonstrating an increased ability to read, write and speak English (%)
Description: The percent of participants meeting federal standards of improvement in their ability to read, write and speak English, as determined by initial and final tests.
Source: New York State Adult Literacy Information and Evaluation System.

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT

Indicator name: Naturalization applications filed with the United States Citizenship and Immigration Service (USCIS)

Description: The number of Naturalization applications and Derivative Citizenship applications DYCD-funded community-based organizations helped file with the United States Citizenship and Immigration Service (USCIS). Derivative Citizenship is for foreign-born children who have at least one parent who is a U.S. Citizen, naturalized before the child's 18th birthday.

Source: DYCD Office of Immigrant Initiatives.

INFRASTRUCTURE, ADMINISTRATIVE AND COMMUNITY SERVICES

PERFORMANCE STATISTICS



Department of Environmental Protection



Department of Transportation



Department of Buildings



New York City Housing Authority



Department of Housing Preservation and Development



Department of Design and Construction



Department of Citywide Administrative Services



Department of Information Technology and Telecommunications



Department of Records and Information Services



Department of Sanitation



Department of Parks and Recreation



Department of City Planning



Landmarks Preservation Commission



Department of Cultural Affairs

DEPARTMENT OF ENVIRONMENTAL PROTECTION

- Indicator name: In-City samples meeting water quality standards for coliform (%)
Description: The percent of time the City drinking water meets the State quality standard for coliform bacteria. This is a standard measure of microbiological purity for drinking water.
Source: Bureau of Water Supply, Division of Drinking Water Quality Control.
- Indicator name: Completed applications for work to comply with Watershed Rules and Regulations
Description: The number of applications received for approval under the City's Watershed Rules and Regulations that could be reviewed for compliance. Some applications received by DEP are missing information; these applications are returned.
Source: Bureau of Water Supply, Division of Operations and Engineering.
- Indicator name: Notices of Violation and Notices of Warning issued in the watershed
Description: Violations and warnings issued in the watershed by the DEP Environmental Police force and watershed protection staff. These can cite violations of the Watershed Rules and Regulations, criminal statutes, Environmental Conservation Law, etc.
Source: Bureau of Water Supply, Police Division and Division of Operations and Engineering.
- Indicator name: Patrol hours for Environmental Police and watershed protection staff (000)
Description: Number of hours spent patrolling the watershed.
Source: Bureau of Water Supply, Police Division and Division of Operations and Engineering.
- Indicator name: Average daily in-City water consumption (millions of gallons)
Description: The mean number of gallons delivered each day for in-City consumption.
Source: Bureau of Water Supply, Division of Water System Planning.
- Indicator name: Wastewater treatment plant effluent meeting federal standards (%)
Description: The percent of treated wastewater leaving in-City treatment plants that meets federal standards for suspended solids and biochemical oxygen demand.
Source: Bureau of Wastewater Treatment, Division of Facility Operations.
- Indicator name: Harbor survey stations in compliance with State standard for dissolved oxygen (%)
Description: The percent of harbor water samples taken from the 34 harbor survey stations that met State standards for the amount of dissolved oxygen.
Source: Bureau of Wastewater Treatment, Marine Sciences Section.

DEPARTMENT OF ENVIRONMENTAL PROTECTION

Indicator name:	Sewer backup resolution time (hours)
Description:	The average amount of time that DEP takes to clear a sewer backup from the time the complaint is received.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Leak resolution time (days)
Description:	The average number of days that it takes DEP to fix a leak in any part of the water distribution system, from the time a complaint is received.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Water main breaks
Description:	The number of water main breaks responded to by DEP.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Water main surveyed for leak detection (% linear feet)
Description:	The percent of all water mains in the City surveyed for leaks.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Repairs to distribution system
Description:	The total number of repairs made by DEP to the water distribution system; these repairs include those made to water mains, hydrants and all other system components.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Broken and inoperative hydrants (%)
Description:	The percent of all hydrants in the City that are broken and inoperative.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Catch basins surveyed/inspected (%)
Description:	The percent of the total catch basins inspected by DEP to identify those in need of cleaning, hooding and/or repair.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Catch basin backup resolution time (days)
Description:	The average amount of time DEP takes to clear a clogged catch basin from the time the complaint is received.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Estimated bills (%)
Description:	The proportion of water and sewer bills mailed that are not based on actual meter readings.
Source:	Bureau of Customer Service.

DEPARTMENT OF ENVIRONMENTAL PROTECTION

- Indicator name: Total revenue collected (\$ millions)
Description: Total amount of money collected by DEP for water and sewer charges.
Source: New York City Water Board.
- Indicator name: Meters repaired
Description: The number of water meters repaired and/or replaced by DEP and its contractors.
Source: Bureau of Customer Service.
- Indicator name: Asbestos complaints responded to within three hours (%)
Description: The percent of complaints concerning asbestos responded to within three hours of receipt.
Source: Bureau of Environmental Compliance.
- Indicator name: Air complaints responded to within seven days (%)
Description: The percent of complaints concerning air quality responded to within seven days of receipt.
Source: Bureau of Environmental Compliance.
- Indicator name: Noise complaints not requiring access to premises responded to within seven days (%)
Description: Percent of complaints concerning noise, not requiring scheduling with the complainant, responded to within seven days.
Source: Bureau of Environmental Compliance.
- Indicator name: DEP-issued violations
Description: The total number of violations issued by the Department for asbestos, air and noise violations.
Source: Environmental Control Board.
- Indicator name: - Asbestos violations
Description: The number of violations issued for illegal asbestos removal.
Source: Environmental Control Board.
- Indicator name: - Air violations
Description: The number of violations issued for air quality.
Source: Environmental Control Board.
- Indicator name: - Noise violations
Description: The number of violations issued for infractions of the noise code.
Source: Environmental Control Board.

DEPARTMENT OF ENVIRONMENTAL PROTECTION

- Indicator name: - Case resolution rate at the Environmental Control Board
Description: Cases resolved during the reporting period as a percent of all violations issued during the reporting period. Resolved cases include violations paid, violations dismissed, and cases found in violation with no civil penalty.
Source: Environmental Control Board.
- Indicator name: Emergencies responded to within one hour (%)
Description: The percent of emergencies involving hazardous materials responded to within one hour of notification.
Source: Bureau of Environmental Compliance.

DEPARTMENT OF TRANSPORTATION

- Indicator name: Traffic signals installed within six months of approval (%)
Description: The percent of signals installed within six months from the date that they are determined warranted.
Source: Division of Traffic Operations – Signals Unit.
- Indicator name: Traffic signal defects responded to within 48 hours of notification (%)
Description: The percent of signal defects corrected within 48 hours of the Department’s notification by members of the public, other City agencies, or DOT inspectors. Includes intersections made temporarily safe with measures such as a temporary Stop sign, until permanent signal repairs can be made.
Source: Division of Traffic Operations – Signals Unit.
- Indicator name: Priority regulatory signs repaired or replaced within nine days of notification (%)
Description: The percent of life-protecting signs (Stop, Yield, Do Not Enter, One-Way) repaired or replaced within nine days of DOT’s notification by members of the public, other City agencies, or DOT inspectors.
Source: Division of Traffic Operations – Signs and Markings Unit.
- Indicator name: Signalized intersections with Light Emitting Diode lenses/international pedestrian signals (%)
Description: The percent of street intersections citywide with traffic signals that have Light Emitting Diode lenses, as well as Walk/Don’t Walk signals that use pictures rather than words.
Source: Division of Traffic Operations – Signals Unit.
- Indicator name: Streetlight defects responded to within 10 days of notification (%)
Description: The number of streetlight defects addressed within 10 days of notification by members of the public, other City agencies, or DOT inspectors. In the case of defects caused by a faulty bulb, fuse, or other physical component, DOT’s contractor performs the repair. In the case of a lack of electrical current, Con Edison is notified.
Source: Division of Traffic Operations – Streetlighting Unit.
- Indicator name: Citywide traffic fatalities
Description: The number of pedestrian, motorist, bicyclist, and passenger deaths resulting from traffic accidents.
Source: Office of the Commissioner – Safety Education Programs.

DEPARTMENT OF TRANSPORTATION

- Indicator name: Change in average number of Notices of Liability issued per red light camera (%)
Description: The number of Notices of Liability issued for violations detected by red light cameras, divided by the number of red light cameras located citywide. The change in this number from year to year is reported as a percent.
Source: Division of Traffic Operations – Systems Engineering Unit.
- Indicator name: Attendance at Safety City educational centers
Description: The total number of individuals attending traffic safety education courses and presentations at DOT’s six Safety City facilities.
Source: Office of the Commissioner – Safety Education Programs.
- Indicator name: Tort cases commenced
Description: The number of tort matters assigned a litigation start date.
Source: New York City Law Information System.
- Indicator name: Tort dispositions
Description: The number of tort cases resolved through settlement, dismissal, discontinuance, verdicts or insurance takeovers.
Source: New York City Law Information System.
- Indicator name: Total tort payout (\$000)
Description: The amount paid by the City to resolve tort cases through settlement or verdict.
Source: Office of Management and Budget.
- Indicator name: Lane miles reconstructed/resurfaced in Lower Manhattan with federal funding
Description: The number of lane miles reconstructed and/or resurfaced in Lower Manhattan using funds from the Federal Emergency Management Agency and other federal agencies.
Source: Office of the Lower Manhattan Borough Commissioner.
- Indicator name: Traffic-monitoring cameras
Description: The number of traffic-monitoring cameras in use citywide by DOT.
Source: Division of Traffic Operations – Systems Engineering Unit.
- Indicator name: Traffic signal modifications
Description: The number of traffic signal modifications, such as timing, sequencing, and linkage to a central computer, that are made during the reporting period.
Source: Division of Traffic Operations – Signals Unit.

DEPARTMENT OF TRANSPORTATION

- Indicator name: On-street parking meters that are operable (%)
Description: The number of inspected on-street parking meters that are found to be functioning, divided by the total number of on-street parking meters inspected.
Source: Division of Traffic Operations – Parking Unit.
- Indicator name: Parking meters that are electronic (%)
Description: The percent of electronic parking meters citywide.
Source: Division of Traffic Operations – Parking Unit.
- Indicator name: Multi-space parking meters citywide
Description: The number of meters governing more than one parking space.
Source: Division of Traffic Operations – Parking Unit.
- Indicator name: Monetary value of commercial parking cards sold (\$000)
Description: Revenue generated through the sale of cards for multi-space meters to drivers of commercial vehicles.
Source: Division of Traffic Operations – Parking Unit.
- Indicator name: Construction permits issued (000)
Description: The number of permits issued for street openings, building operations, sidewalk construction, canopies and miscellaneous purposes.
Source: Division of Administration – Permit Management Unit.
- Indicator name: Inspections of permitted street work (000)
Description: The number of inspections of permit-based street construction work conducted by the Highway Inspection and Quality Assurance Unit.
Source: Division of Sidewalks and Inspection Management – Highway Inspection and Quality Assurance Unit.
- Indicator name: Inspected street work rated satisfactory (%)
Description: The number of permitted jobs passing inspection divided by the total number of permitted jobs inspected.
Source: Division of Sidewalks and Inspection Management – Highway Inspection and Quality Assurance Unit.
- Indicator name: Summonses issued
Description: The number of summonses issued for work without a permit, violation of permit stipulations, failure to properly restore streets/sidewalks, etc.
Source: Division of Sidewalks and Inspection Management – Highway Inspection and Quality Assurance Unit.

DEPARTMENT OF TRANSPORTATION

- Indicator name: Bridge flags eliminated in-house
Description: The number of bridge flags – structural or maintenance conditions requiring attention – repaired by Department personnel as of the end of the reporting period.
Source: Division of Bridges – Management and Support Services Bureau.
- Indicator name: Bridges rated Very Good (%)
- rated Good (%)
- rated Fair (%)
- rated Poor (%)
Description: Federal and State law mandate that bridge structures be inspected at least once every two years. Engineering consultants from the New York State Department of Transportation perform biennial inspections for all New York City bridge structures except pedestrian bridges and structures under 20 feet in length. Bridge structures not inspected by the State are inspected by DOT's Division of Bridges. Ratings are conducted on a scale from 1 to 7, and results are grouped in the following categories for each calendar year:
Very Good – ratings of 6.1 to 7.
Good – ratings of 5 to 6.
Fair – ratings of 3.1 to 4.9.
Poor – ratings of 1 to 3.
Source: Division of Bridges – Management and Support Services Bureau.
- Indicator name: East River bridge projects (structural work) substantially completed on schedule (%)
Description: The percent of East River bridge (re)construction/rehabilitation projects completed early or on time, not including minor work.
Source: Division of Bridges – Management and Support Services Bureau.
- Indicator name: Non-East River bridge projects (structural work) substantially completed on schedule (%)
Description: The percent of non-East River bridge (re)construction/rehabilitation projects completed on time or ahead of schedule, not including minor work.
Source: Division of Bridges – Management and Support Services Bureau.

DEPARTMENT OF TRANSPORTATION

Indicator name: - Streets maintained with a pavement rating of Good (%)
- Streets maintained with a pavement rating of Fair (%)
- Streets maintained with a pavement rating of Poor (%)

Description: The number of surveyed lane miles of local roadways assigned a condition rating of Good, Fair, or Poor, divided by the total number of surveyed lane miles. DOT surveys at least 50% of City streets each year.

Source: Division of Sidewalks and Inspection Management – Highway Inspection and Quality Assurance Unit.

Indicator name: Average cost per lane mile resurfaced citywide (\$)

Description: Expenditures for milling and paving divided by the number of lane miles resurfaced. Expenditures reflect the cost of in-house resurfacing operations, including labor, materials, capital, and overhead, as well as payments to contractors. Does not include contract milling costs.

Source: Division of Roadway Maintenance – Resource Management Unit.

Indicator name: Average cost per ton of asphalt placed citywide (\$)

Description: Expenditures for milling and paving divided by the number of tons of asphalt used for resurfacing. Expenditures reflect the cost of in-house resurfacing operations, including labor, materials, capital, and overhead, as well as payments to contractors. Does not include contract milling costs.

Source: Division of Roadway Maintenance – Resource Management Unit.

Indicator name: Average in-house cost of asphalt per ton (\$)

Description: Hamilton Avenue Asphalt Plant expenditures totaled and divided by the total number of tons of asphalt produced. Expenditures include only in-house cost of asphalt production, including labor, materials, capital, and overhead.

Source: Division of Roadway Maintenance – Resource Management Unit.

Indicator name: Average vendor cost of asphalt per ton (\$)

Description: Payments to vendors divided by the total number of tons received from vendors. Costs include only payments to vendors.

Source: Division of Roadway Maintenance – Resource Management Unit.

Indicator name: Pothole work orders

Description: The number of new work orders opened for potholes on streets. Potholes are reported through calls to the 311 Citizen Service Center, emails, or written correspondence by the public, elected officials, or agency personnel during the course of inspections. A work order may include multiple potholes.

Source: Division of Roadway Maintenance – Resource Management Unit.

DEPARTMENT OF TRANSPORTATION

- Indicator name: Pothole work orders closed within 30 days of notification (%)
Description: The percent of pothole (small street defect) work orders closed within 30 days of being opened in response to notifications.
Source: Division of Roadway Maintenance – Resource Management Unit.
- Indicator name: Potholes repaired
Description: The number of small street defects corrected, including those repaired through work orders and excluding those repaired on arterial highways.
Source: Division of Roadway Maintenance – Resource Management Unit.
- Indicator name: Arterial highway system that is adopted (%)
Description: The number of miles of the City’s highway system for which maintenance is sponsored through the Adopt-A-Highway Program, divided by the total number of adoptable highway miles.
Source: Division of Roadway Maintenance – Arterial Maintenance Unit.
- Indicator name: Adopted highway miles that are audited (%)
Description: The number of sponsored miles inspected for cleanliness divided by the total number of sponsored miles.
Source: Division of Roadway Maintenance – Arterial Maintenance Unit.
- Indicator name: Audited adopted highway miles that receive cleanliness ratings of Good (%)
Description: The number of inspected miles rated Good for cleanliness divided by the total number of inspected miles.
Source: Division of Roadway Maintenance – Arterial Maintenance Unit.
- Indicator name: Audited adopted highway miles that receive cleanliness ratings of Fair (%)
Description: The number of inspected miles rated Fair for cleanliness divided by the total number of inspected miles.
Source: Division of Roadway Maintenance – Arterial Maintenance Unit.
- Indicator name: Audited adopted highway miles that receive cleanliness ratings of Poor (%)
Description: The number of inspected miles rated Poor for cleanliness divided by the total number of inspected miles.
Source: Division of Roadway Maintenance – Arterial Maintenance Unit.
- Indicator name: Private ferry service-Change in number of passengers (%)
Description: The percent change in average weekday private ferry ridership from the prior fiscal year to the current fiscal year.
Source: Division of Passenger Transport – Private Ferries Program.

DEPARTMENT OF TRANSPORTATION

- Indicator name: Private ferry service-Change in number of routes (%)
Description: The percent change in the total number of private ferry routes from the prior fiscal year to the current fiscal year.
Source: Division of Passenger Transport – Private Ferries Program.
- Indicator name: Staten Island Ferry-Trips that are on time (%)
Description: The percent of Staten Island Ferry trips completed on schedule.
Source: Division of Passenger Transport – Staten Island Ferry Operations.
- Indicator name: Staten Island Ferry-Change in number of passengers (%)
Description: The percent change in total Staten Island Ferry ridership from the prior fiscal year to the current fiscal year.
Source: Division of Passenger Transport – Staten Island Ferry Operations.
- Indicator name: Staten Island Ferry-Average cost per passenger (\$)
Description: Total Staten Island Ferry operating expenses, including labor, material, capital and overhead, divided by the total number of passengers carried.
Source: Division of Passenger Transport – Staten Island Ferry Operations.
- Indicator name: Franchise bus program-Passengers served (millions)
Description: Combined ridership on the seven subsidized franchised bus lines during the reporting period.
Source: Division of Passenger Transport – Surface Transit Unit.
- Indicator name: Franchise bus program-Change in passengers served (%)
Description: The percent change in combined ridership on the seven subsidized franchised bus lines from the prior fiscal year to the current fiscal year.
Source: Division of Passenger Transport – Surface Transit Unit.
- Indicator name: Franchise bus program-Overall cleanliness rating for all companies combined
Description: The percent of all private buses meeting or exceeding the minimally acceptable standards for cleanliness during the calendar year.
Source: Division of Passenger Transport – Surface Transit Unit.
- Indicator name: Change in miles of bicycle lanes (%)
Description: The percent change in the number of bicycle lane miles (Class I, II, and III) existing citywide from the prior fiscal year to the current fiscal year.
Source: Division of Traffic Operations – Planning Unit.

DEPARTMENT OF TRANSPORTATION

Indicator name: Change in number of bicycle racks (%)
Description: The percent change in the total number of bicycle racks installed citywide from the prior fiscal year to the current fiscal year.
Source: Division of Traffic Operations – Planning Unit.

DEPARTMENT OF BUILDINGS

- Indicator name: Construction inspections completed (000)
Description: The number of construction inspections completed citywide.
Source: Paper records maintained by inspection units.
- Indicator name: - Complaints (%)
Description: The percent of construction inspections performed citywide in response to complaints.
Source: Paper records maintained by inspection units.
- Indicator name: - Certificate of Occupancy (%)
Description: The percent of construction inspections performed for purposes of Certificate of Occupancy issuance.
Source: Paper records maintained by inspection units.
- Indicator name: - Construction Monitoring (%)
Description: The percent of construction inspections that monitored new construction and demolition jobs.
Source: Paper records maintained by inspection units.
- Indicator name: - Other (%)
Description: The percent of construction inspections that were not complaint, Certificate of Occupancy, or construction monitoring.
Source: Paper records maintained by inspection units.
- Indicator name: Average construction inspections per inspector day
Description: The number of construction inspections performed by Borough Construction Units and the BEST Squad, divided by field and office hours worked by those units.
Source: Paper records maintained by inspection units.
- Indicator name: Construction inspections resulting in at least one Stop Work Order (%)
Description: The percent of construction inspections during which at least one order to stop work was issued.
Source: Paper records maintained by inspection units.
- Indicator name: Construction inspections resulting in a Vacate Order (%)
Description: The percent of construction inspections during which an order to vacate all or part of a premises was issued.
Source: Paper records maintained by inspection units.

DEPARTMENT OF BUILDINGS

Indicator name:	Construction inspections resulting in at least one Work Without a Permit Violation (%)
Description:	The percent of construction inspections which determined that work was being done without a permit, resulting in the issuance of at least one Environmental Control Board (ECB) violation.
Source:	AIMS mainframe/BIS mainframe database maintained by ECB/DOB.
Indicator name:	Priority A complaints (emergency) responded to within 1.5 days (%)
Description:	The percent of complaints describing emergency (Priority A) conditions to which DOB responded within 1.5 business days.
Source:	BIS mainframe maintained by DOB.
Indicator name:	Priority B complaints (nonemergency) responded to within 40 days (%)
Description:	The percent of complaints describing nonemergency (Priority B) conditions to which DOB responded within 40 business days.
Source:	BIS mainframe maintained by DOB.
Indicator name:	Licenses issued (new and renewal)
Description:	The number of licenses and certificates issued.
Source:	BIS mainframe database maintained by DOB and paper records maintained by Licensing Unit for no-fee licenses.
Indicator name:	Investigations resulting in enforcement action
Description:	Disciplinary actions against City licensees, registered architects and professional engineers, and criminal court summonses for unlicensed work.
Source:	Paper records maintained by DOB Internal Audits and Discipline Unit and Buildings Special Investigations Unit.
Indicator name:	Violations and summonses issued to individuals for work without proper qualifications
Description:	ECB violations issued for work without proper qualifications and criminal court summonses for unlicensed electrical and plumbing work.
Source:	AIMS mainframe/BIS mainframe database maintained by ECB/DOB and paper records maintained by issuing units.
Indicator name:	Environmental Control Board violations issued
Description:	The number of violations issued by DOB that fall under the jurisdiction of the Environmental Control Board.
Source:	AIMS mainframe/BIS mainframe database maintained by ECB/DOB.

DEPARTMENT OF BUILDINGS

- Indicator name: Environmental Control Board violations issued that were upheld in court
Description: Environment Control Board violations where the respondent stipulated to the offense or was found in violation after a contested hearing at ECB.
Source: AIMS mainframe/BIS mainframe database maintained by ECB/DOB.
- Indicator name: Certificates of Correction approved
Description: The total number of Certificates of Correction approved by the Department's Administrative Enforcement Unit after review. A Certificate of Correction is a notarized affirmation from the respondent stating that an ECB violation has been corrected.
Source: Certificate of Correction database maintained by the Administrative Enforcement Unit.
- Indicator name: Jobs filed
Description: The total number of jobs filed for New Buildings, Alteration type I (major renovation) and Alteration types II and III (minor renovation).
Source: BIS mainframe database maintained by DOB.
- Indicator name: - New buildings
Description: The number of jobs filed for new buildings.
Source: BIS mainframe database maintained by DOB.
- Indicator name: - Alteration I (major renovation)
Description: The number of jobs filed for Alteration I (major renovation).
Source: BIS mainframe database maintained by DOB.
- Indicator name: - Alterations II and III (minor renovation)
Description: The number of jobs filed for Alteration types II and III (minor renovation).
Source: BIS mainframe database maintained by DOB.
- Indicator name: Jobs pending with objections by DOB (%)
Description: The percent of jobs filed in the reporting period that were at J status (disapproved) as of the beginning of the following fiscal year.
Source: BIS mainframe database maintained by DOB.
- Indicator name: Jobs approved with modifications made (%)
Description: The percent of jobs filed in the reporting period that went from J status (disapproved) to P status (approved) as of the beginning of the following fiscal year.
Source: BIS mainframe database maintained by DOB.

DEPARTMENT OF BUILDINGS

Indicator name: Certificates of Occupancy issued
Description: The number of initial temporary Certificates of Occupancy issued plus the number of final Certificates of Occupancy issued.
Source: Paper records maintained by issuing units.

Indicator name: Jobs professionally certified (%)
Description: The percent of jobs filed by registered architects and professional engineers in the reporting period that were approved without review by DOB staff.
Source: BIS mainframe database maintained by DOB.

Indicator name: Jobs professionally certified that were audited (%)
Description: The percent of jobs filed in the reporting period that were approved without review by DOB staff and received post-approval review by DOB staff.
Source: BIS mainframe database maintained by DOB.

Indicator name: Audits resulting in revocation notice (%)
Description: The percent of jobs professionally certified that were deemed unacceptable by DOB staff following an audit.
Source: BIS mainframe database maintained by DOB.

Indicator name: Applications resulting in a permit (%)
Description: Jobs filed in the reporting period that reached R status (permit) by the beginning of the following fiscal year.
Source: BIS mainframe database maintained by DOB.

Indicator name: Average days to complete first plan review
Description: For all jobs filed in the reporting period, average number of business days for jobs to go from D status (data entry) to either J status (disapproved) or P status (approved) by the beginning of the following fiscal year.
Source: BIS mainframe database maintained by DOB.

Indicator name: - New buildings
Description: For new buildings filed in the reporting period, the average number of business days for jobs to go from D status (data entry) to either J status (disapproved) or P status (approved) by the beginning of the following fiscal year.
Source: BIS mainframe database maintained by DOB.

DEPARTMENT OF BUILDINGS

- Indicator name: - Alteration I (major renovation)
Description: For Alteration type I applications filed in the reporting period, the average number of business days for jobs to go from D status (data entry) to either J status (disapproved) or P status (approved) by the beginning of the following fiscal year.
Source: BIS mainframe database maintained by DOB.
- Indicator name: - Alterations II and III (minor renovation)
Description: For Alteration types II and III (minor renovation) applications filed during the reporting period, the average number of business days for jobs to go from D status (data entry) to either J status (disapproved) or P status (approved) by the beginning of the following fiscal year.
Source: BIS mainframe database maintained by DOB.
- Indicator name: Average days to process application
Description: For all jobs filed in the reporting period, the average number of business days for jobs to go from C status (filing/payment received) to D status (data entry) by the beginning of the following fiscal year.
Source: BIS mainframe database maintained by DOB.
- Indicator name: - With PC filing
Description: For all jobs PC filed (application was submitted on diskette) in the reporting period, the average number of business days for jobs to go from C status (filing/payment received) to D status (data entry) by the beginning of the following fiscal year.
Source: BIS mainframe database maintained by DOB.
- Indicator name: - Without PC filing
Description: For all jobs that were not PC filed in the reporting period, the average number of business days for jobs to go from C status (filing/payment received) to D status (data entry) by the beginning of the following fiscal year.
Source: BIS mainframe database maintained by DOB.

NEW YORK CITY HOUSING AUTHORITY

- Indicator name: Occupancy rate (%)
Description: The percentage of all New York City public housing units that are occupied.
Source: Operations Services – Weekly Vacancy Report (PIMS).
- Indicator name: Average time to prepare vacant apartments (days)
Description: The average time it takes NYCHA staff to complete repairs and routine maintenance in order for an apartment to be ready for occupancy.
Source: Operations Services – Work Ticket System.
- Indicator name: Management cost per dwelling unit (\$)
Description: The average dollar amount NYCHA spends to manage an apartment each month. Calculated as a “fully loaded” cost including salaries, utilities, equipment, contracts, debt service and miscellaneous expenses.
Source: Finance- Revenues and Expenses Report.
- Indicator name: Working families residing in public housing (cumulative) (%)
Description: The percent of working families residing in public housing.
Source: TDS Move-in file: Research Department.
- Indicator name: Applicants placed in public housing
Description: The number of applicants who received public housing during the reporting period.
Source: TDS Move-in file: Research Department.
- Indicator name: - Working families placed in public housing (%)
Description: The percent of applicants placed in public housing during the reporting period who were classified as working families
Source: TDS Move-in file- Research Department.
- Indicator name: - Disabled persons placed in public housing (%)
Description: The percent of applicants placed in public housing during the reporting period who were disabled.
Source: TDS Move-in file: Research Department.
- Indicator name: - Homeless families placed in public housing (%)
Description: The percent of applicants placed in public housing during the reporting period from among homeless families.
Source: Housing Applications weekly relocation report.

NEW YORK CITY HOUSING AUTHORITY

Indicator name:	Families on Section 8 waiting list (000)
Description:	The number of families on the waiting list to receive a Section 8 voucher (federal rent assistance).
Source:	HATS file; monthly report housing applications.
Indicator name:	Utilization rate for Section 8 vouchers (%)
Description:	The percent of Section 8 vouchers allotted to NYCHA from the federal Department of Housing and Urban Development that are used by families to rent housing on the private market.
Source:	Leased housing monthly status report.
Indicator name:	Homeless families placed through Section 8 vouchers
Description:	The number of homeless families who used Section 8 vouchers to rent housing.
Source:	Leased housing- monthly status report.
Indicator name:	Average time to resolve nonemergency complaints (days)
Description:	The average time to resolve complaints that are not emergency cases or elevator complaints.
Source:	Operations services - Work Ticket System.
Indicator name:	Average time to resolve emergency complaints (hours)
Description:	The average time to resolve emergency complaints including heat, hot water and electrical complaints
Source:	Operations services - Work Ticket System.
Indicator name:	Average time to resolve heat complaints (hours)
Description:	The average time to resolve reported emergency and nonemergency heat complaints.
Source:	Research and Management Analysis
Indicator name:	Average time to resolve elevator complaints (hours)
Description:	The average time to resolve reported emergency and nonemergency elevator complaints.
Source:	Elevator Division.
Indicator name:	NYCHA-Managed Properties within Citywide Rodent Initiative target areas
Description:	The total number of properties within three selected target areas for the Citywide Rodent Initiative, which coordinates multi-agency action to reduce rodent infestation. Data represents quarterly surveys as of July - October 2004.
Source:	Citywide Rodent Task Force Quarterly Reports

NEW YORK CITY HOUSING AUTHORITY

- Indicator name: - Properties with signs of rodent infestation (%)
Description: Percentage of total properties within target areas for the Citywide Rodent Initiative with signs of rodent infestation. Data represents quarterly surveys as of July - October 2004.
Source: Citywide Rodent Task Force Quarterly Reports
- Indicator name: Crime reduction in major felony areas (%)
Description: The percent change in the total of seven major felony categories in NYCHA developments, from the prior fiscal year to the current fiscal year. The seven major felony categories are: murder, non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny and grand larceny auto.
Source: NYPD.
- Indicator name: Utilization of community centers (%)
Description: The percent of residents who use NYCHA's community centers, divided by the number of people the community centers can accommodate.
Source: Community Operations- attendance sheets.
- Indicator name: Utilization of senior centers (%)
Description: The percent of residents who utilize NYCHA's senior centers, divided by the number of people the senior centers can accommodate.
Source: Community Operations- attendance sheets.
- Indicator name: Home visit requests conducted within five days of referral (%)
Description: The percent of home visits conducted by NYCHA social workers within five days of the resident's request.
Source: Community Operations.
- Indicator name: Residents approved for the Emergency Transfer Program
Description: The number of residents approved for transfer of housing through the Emergency Transfer Program, which gives priority transfers to residents who are domestic violence victims, intimidated victims, intimidated witnesses or sexual abuse victims.
Source: Community Operations.
- Indicator name: Supportive services rendered to senior residents
Description: The number of instances in which services were provided to senior residents.
Source: Community Operations.

NEW YORK CITY HOUSING AUTHORITY

- Indicator name: Job training graduates placed in jobs (%)
Description: The percent of NYCHA residents who completed job training programs and found jobs.
Source: Department of Resident Employment Services.
- Indicator name: Residents placed in jobs
Description: The number of NYCHA residents placed in jobs through the assistance of the Department of Resident Employment Services and Human Resources.
Source: Department of Resident Employment Services.
- Indicator name: Youth placed in jobs through youth employment programs
Description: Number of youth placed in summer jobs in NYCHA developments through the Resident Youth Employment Program and the Summer Youth Employment Program.
Source: Human Resources.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

Indicator name: Total construction starts financed or assisted under the New Housing Marketplace Plan (units)
Description: The total number of units where construction started through HPD and the Housing Development Corporation (HDC) programs as part of the New Housing Marketplace Plan.
Source: HPD Office of Development and Division of Alternative Management Programs (DAMP), and HDC.

Indicator name: - Units started by the Housing Development Corporation (HDC) or on land newly made available
Description: Units started in newly constructed buildings through HDC programs or on land previously not available for development.
Source: HDC.

Indicator name: - New construction starts – HPD
Description: Units started in newly constructed buildings through HPD programs.
Source: HPD Office of Development.

Indicator name: - Preservation starts – HPD and HDC
Description: Construction starts by HPD and HDC of existing units in City-owned and privately owned buildings.
Source: HPD Office of Development and DAMP, and HDC.

Indicator name: Planned FY'04 starts initiated (%)
Description: The total number of units which started construction under the New Housing Marketplace Plan divided by the total number of units planned.
Source: HPD Office of Development and DAMP, and HDC.

Indicator name: Number of homeowners receiving downpayment assistance
Description: The total number of new homeowners receiving financial downpayment assistance from HPD.
Source: HPD Office of Development.

Indicator name: Additional units financed – HPD
Description: Units receiving additional funding from HPD that were previously counted as construction starts by HPD.
Source: HPD Office of Development.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

Indicator name: Additional units financed – HDC
Description: Units receiving funding from HDC which are counted as construction starts by HPD.
Source: HPD Office of Development.

Indicator name: Total completions financed or assisted under the New Housing Marketplace Plan (units)
Description: The total number of units where construction was completed through HPD and HDC programs as part of the New Housing Marketplace Plan.
Source: HPD Office of Development and DAMP, and HDC.

Indicator name: - Units completed by the Housing Development Corporation (HDC) or on land newly made available
Description: Units completed in newly constructed buildings through HDC programs or on land previously not available for development.
Source: HDC.

Indicator name: - New construction completions – HPD
Description: Units completed in newly constructed buildings through HPD programs.
Source: HPD Office of Development.

Indicator name: - Preservation completions – HPD and HDC
Description: Construction completions by HPD and HDC of existing units in City-owned and privately-owned buildings.
Source: HPD Office of Development DAMP, and HDC.

Indicator name: Planned FY'04 completions initiated (%)
Description: The total number of units that completed construction under the New Housing Marketplace Plan divided by the total number of units planned.
Source: HPD Office of Development and DAMP, and HDC.

Indicator name: Additional units financed – HPD
Description: Units receiving additional funding from HPD that were previously counted as construction completions by HPD.
Source: HPD Office of Development.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

Indicator name:	Additional units financed – HDC
Description:	Units receiving funding from HDC that are counted as construction completions by HPD.
Source:	HPD Office of the Development.
Indicator name:	Units in homeownership buildings completed with HPD assistance
Description:	Completed construction of total units in buildings that are intended for homeownership.
Source:	Division of Homeownership and DAMP.
Indicator name:	- Owner occupied units (%)
Description:	The percentage of units in completed homeownership buildings that will be occupied by their owners.
Source:	Division of Homeownership and DAMP.
Indicator name:	Units completed (special needs housing)
Description:	Units completed in buildings that serve people with special needs.
Source:	Division of Special Needs Housing and Division of Planning.
Indicator name:	- Homeless individuals and families
Description:	Units completed that are allocated to homeless individuals and families.
Source:	HPD Office of Development.
Indicator name:	Units started under New York/New York II
Description:	Units with construction starts that are to be allocated to the New York/New York II program.
Source:	Division of Special Needs Housing.
Indicator name:	Total properties assessed
Description:	The number of properties surveyed by the Division of Anti-Abandonment.
Source:	Division of Anti-Abandonment.
Indicator name:	Total assessed properties with treatment commenced
Description:	The number of properties assessed by the Division of Anti-Abandonment that have begun treatments such as entry into voluntary repair agreements, participation in training, and other anti-abandonment strategies.
Source:	Division of Anti-Abandonment and Division of Housing Finance.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

- Indicator name: Properties assessed and determined to be at risk of abandonment
Description: Properties surveyed by the Division of Anti-Abandonment and deemed in “poor” condition.
Source: Division of Anti-Abandonment.
- Indicator name: - At-risk buildings with treatment commenced (%)
Description: The percent of buildings in “poor” condition where treatment was begun by the Division of Anti-Abandonment.
Source: Division of Anti-Abandonment.
- Indicator name: Buildings with completed treatment outcomes
Description: The number of buildings with successful treatment outcomes.
Source: Division of Anti-Abandonment.
- Indicator name: - Completed repair agreements (%)
Description: The number of buildings whose owners complied with their Voluntary Repair Agreements divided by the total number of completed treatment outcomes.
Source: Division of Anti-Abandonment.
- Indicator name: - Education/counseling (%)
Description: The number of owners referred by the Division of Anti-Abandonment through outreach and intervention activities to housing management courses and owner counseling to improve their management skills, divided by the total number of completed treatment outcomes.
Source: Division of Anti-Abandonment.
- Indicator name: - Code enforcement actions completed (%)
Description: The number of owners referred by the Division of Anti-Abandonment to Code Enforcement for removal of code violations and other interventions divided by the total number of completed treatment outcomes.
Source: Division of Anti-Abandonment.
- Indicator name: - Loans committed (%)
Description: The number of loan referrals made by the Division of Anti-Abandonment to HPD and other sources, which result in loan commitments, divided by the total number of completed treatment outcomes.
Source: Division of Anti-Abandonment.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

- Indicator name: - Other (%)
Description: The number of other treatments, such as Housing Litigation, 7A and Third Party Transfer, divided by the total number of completed treatment outcomes.
Source: Division of Anti-Abandonment.
- Indicator name: Units sold
Description: Units in primarily occupied City-owned buildings sold to private owners through the DAMP disposition programs.
Source: DAMP.
- Indicator name: - Sold to tenants (%)
Description: The number of units sold to tenants divided by the total number of units sold.
Source: DAMP.
- Indicator name: - Sold to nonprofit organizations (%)
Description: The number of units sold to nonprofit organizations divided by the total number of units sold.
Source: DAMP.
- Indicator name: - Sold to community-based real estate professionals (%)
Description: The number of units sold to community-based real estate professionals divided by the total number of units sold.
Source: DAMP.
- Indicator name: Reduction in number of units in City management since 1994 (%)
Description: The percent difference between the number of units remaining in City management at the end of the current reporting period, and the number of units in City management at the end of 1994.
Source: Division of Property Management.
- Indicator name: Total complaints reported (000)
Description: The number of reported problems in privately owned buildings, recorded by the 311 Citizen Service Center and Code Enforcement Borough Offices that are forwarded for inspection. Excludes duplicate problems reported on some building-wide conditions.
Source: Division of Enforcement Services – HPDInfo computer system.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

- Indicator name: - Total emergency complaints
Description: The number of heat and hot water, lead-based paint and other emergency problems in privately owned buildings requiring an inspection by HPD.
Source: Division of Enforcement Services – HPDInfo computer system.
- Indicator name: - Heat and hot water (000)
Description: The number of heat and hot water problems in privately owned buildings requiring an inspection by HPD.
Source: Division of Enforcement Services – HPDInfo computer system.
- Indicator name: - Lead (000)
Description: The number of problems received for conditions that may cause a lead-based paint hazard under local law in privately owned buildings.
Source: Division of Enforcement Services – HPDInfo computer system.
- Indicator name: - Other emergency (000)
Description: The number of priority problems (not including heat and hot water or lead based paint problems) in privately owned buildings.
Source: Division of Enforcement Services – HPDInfo computer system.
- Indicator name: - Non-Emergency Complaints (000)
Description: All other problems (nonemergency) for privately owned buildings.
Source: Division of Enforcement Services – HPDInfo computer system.
- Indicator name: Average time to respond to an emergency complaint (hours)
Description: The average number of hours for the Division of Enforcement Services to respond to an emergency complaint (including heat and hot water, lead, and other emergencies) in a privately owned building.
Source: Division of Enforcement Services.
- Indicator name: Inspections completed (000)
Description: The number of problem inspections and reinspections completed.
Source: Division of Enforcement Services.
- Indicator name: Inspection visits per team per day
Description: Average number of visits per inspection route. A visit is an attempted physical observation of a problem or group of problems filed at the same time, or an attempted re-inspection of a violation or group of violations.
Source: Division of Enforcement Services.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

Indicator name:	Ratio of completed inspections to attempted inspections (%)
Description:	The number of completed inspections divided by the number of attempted inspections.
Source:	Division of Enforcement Services.
Indicator name:	Total violations issued (000)
Description:	The total number of violations issued.
Source:	Division of Enforcement Services.
Indicator name:	- Total emergency violations issued (000)
Description:	The total number of emergency repair-generating “C” violations issued, including heat and hot water, lead-based paint hazards and other emergencies.
Source:	Division of Enforcement Services.
Indicator name:	- Heat and hot water (000)
Description:	The total number of emergency repair-generating violations issued for a lack of heat or hot water. Emergency repair-generating violations are those for emergency conditions that HPD will attempt to address if the landlord fails to do so.
Source:	Division of Enforcement Services.
Indicator name:	- Lead (000)
Description:	The total number of lead-based paint violations issued.
Source:	Division of Enforcement Services.
Indicator name:	- Other emergency (000)
Description:	The total number of emergency repair-generating “C” violations issued, excluding those issued for lack of heat and hot water or for lead-based paint. Emergency repair-generating “C” violations are those for conditions classified as immediately hazardous that HPD will attempt to address if the landlord fails to do so.
Source:	Division of Enforcement Services.
Indicator name:	- Non-emergency (000)
Description:	The total number issued of “A” violations (non-hazardous), “B” violations (hazardous), and “C” violations that do not call for emergency repairs by HPD.
Source:	Division of Enforcement Services

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

- Indicator name: Total violations removed (000)
Description: Total violations removed during the fiscal year, regardless of the date the violation was issued. A violation is removed once it is deemed corrected based on landlord certification or a follow-up inspection by HPD.
Source: Division of Enforcement Services.
- Indicator name: Violations issued and removed in the same fiscal year (%)
Description: The number of violations removed during the fiscal year that were issued in that fiscal year, divided by the total number of violations issued in the same fiscal year.
Source: Division of Enforcement Services.
- Indicator name: Emergency violations corrected by owner (%)
Description: Emergency repair-generating violations issued in the fiscal year that were deemed complied, closed as corrected on inspection, or closed as landlord complied, divided by the total number of emergency repair-generating violations issued in the same fiscal year.
Source: Division of Enforcement Services.
- Indicator name: Emergency violations corrected by HPD (%)
Description: The proportion of violations closed because repairs were completed by HPD.
Source: Division of Enforcement Services.
- Indicator name: Average cost of repair work performed by HPD (\$)
Description: Average cost of all repair work completed by HPD. Costs include both payments to contractors and the direct costs of in-house repairs, and are based on the final approved costs of Open Market Orders (OMOs) and Handyperson Work Orders (HWOs).
Source: Division of Enforcement Services.
- Indicator name: - Emergency (non-lead) (\$)
Description: Average cost of all repair work not involving lead paint abatement completed by HPD. Costs include both payments to contractors and the direct costs of in-house repairs, and are based on the final approved costs of OMOs and HWOs.
Source: Division of Enforcement Services.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

- Indicator name: - Lead (\$)
Description: Average cost of all repair work involving lead paint abatement completed by HPD. Costs include both payments to contractors and the direct costs of in-house repairs, and are based on the final approved costs of OMOs and HWOs.
Source: Division of Enforcement Services.
- Indicator name: Total outstanding code compliance cases at start of fiscal year
Description: The number of court cases brought by HPD to enforce City Code provisions that were not yet closed at the start of the fiscal year.
Source: Division of Housing Litigation.
- Indicator name: - Code compliance cases closed (%)
Description: The number of cases closed divided by the number of outstanding cases.
Source: Division of Housing Litigation.
- Indicator name: Judgments and settlements collected (\$000)
Description: The dollar amount received from Housing Court judgments and settlements.
Source: Division of Housing Litigation.
- Indicator name: Building systems replaced
Description: Systems, including roofs, plumbing, electrical, and heating plants, replaced within buildings managed by HPD.
Source: Division of Property Management.
- Indicator name: HPD-Managed Properties within Citywide Rodent Initiative target areas
Description: The total number of properties within three selected target areas for the Citywide Rodent Initiative, which coordinates multi-agency action to reduce rodent infestation. Data represents quarterly surveys as of July – October 2004.
Source: Citywide Rodent Task Force Quarterly Reports.
- Indicator name: - Properties with signs of rodent infestation (%)
Description: Percentage of total properties within target areas for the Citywide Rodent Initiative with signs of rodent infestation. Data represents quarterly surveys as of July – October 2004.
Source: Citywide Rodent Task Force Quarterly Reports.

DEPARTMENT OF DESIGN AND CONSTRUCTION

Indicator name:	Design projects completed
Description:	The total number of projects for which design was completed during the reporting period.
Source:	DDC's Project Info database.
Indicator name:	- Completed early (%)
Description:	The percentage of projects for which design was completed 30 or more days ahead of the baseline schedule, exclusive of programmatic scope changes.
Source:	DDC's Project Info database.
Indicator name:	- Completed on time (%)
Description:	Aside from those completed early, the percentage of projects for which design was completed within 30 days of the baseline schedule, exclusive of programmatic scope changes.
Source:	DDC's Project Info database.
Indicator name:	Construction projects completed
Description:	The total number of construction projects that were substantially completed during the reporting period.
Source:	DDC's Project Info database.
Indicator name:	- Completed early (%)
Description:	The percentage of projects that reached substantial completion 30 or more days ahead of the baseline schedule, exclusive of programmatic scope changes.
Source:	DDC's Project Info database.
Indicator name:	- Completed on time (%)
Description:	Aside from those completed early, the percentage of projects that reached substantial completion within 30 days of the baseline schedule, exclusive of programmatic scope changes.
Source:	DDC's Project Info database.
Indicator name:	Lane miles reconstructed
Description:	Total length of roadway fully reconstructed (new concrete base and asphalt topping) during the reporting period, measured in units 11 feet wide and one mile in length.
Source:	DDC's Project Info database.

DEPARTMENT OF DESIGN AND CONSTRUCTION

- Indicator name: - Construction completed on schedule (%)
Description: The percentage of street reconstruction projects that were completed within 30 days of the baseline schedule, exclusive of programmatic scope changes.
Source: DDC's Project Info database.
- Indicator name: Sewers constructed/reconstructed (miles)
Description: Total length of sewer lines built or refurbished during the reporting period.
Source: DDC's Project Info database.
- Indicator name: - Construction completed on schedule (%)
Description: The percent of sewer construction/reconstruction projects that were completed within 30 days of the baseline schedule, exclusive of programmatic scope changes.
Source: DDC's Project Info database.
- Indicator name: Water mains replaced (miles)
Description: Total length of water mains replaced during the reporting period.
Source: DDC's Project Info database.
- Indicator name: - Construction completed on schedule (%)
Description: The percent of water main replacement projects that were completed within 30 days of the baseline schedule, exclusive of programmatic scope changes.
Source: DDC's Project Info database.
- Indicator name: Projects valued less than \$1.5 million
Description: The number of projects completed during the reporting period, valued less than \$1.5 million.
Source: DDC's Project Info database.
- Indicator name: - Average construction duration
- Structures (days)
Description: The average number of consecutive calendar days to complete construction of structures projects valued under \$1.5 million during the reporting period.
Source: DDC's Project Info database.

DEPARTMENT OF DESIGN AND CONSTRUCTION

Indicator name: - Street (days)
Description: The average number of consecutive calendar days to complete construction of street reconstruction/resurfacing projects valued under \$1.5 million during the reporting period.
Source: DDC's Project Info database.

Indicator name: - Water/sewer (days)
Description: The average number of consecutive calendar days to complete construction of water/sewer projects valued under \$1.5 million during the reporting period.
Source: DDC's Project Info database.

Indicator name: Projects valued greater than \$1.5 million
Description: The number of projects completed during the reporting period, valued greater than \$1.5 million.
Source: DDC's Project Info database.

Indicator name: - Average construction duration
- Structures (days)
Description: The average number of consecutive calendar days to complete construction of structures projects valued over \$1.5 million during the reporting period.
Source: DDC's Project Info database.

Indicator name: - Street (days)
Description: The average number of consecutive calendar days to complete construction of street reconstruction/resurfacing projects valued over \$1.5 million during the reporting period.
Source: DDC's Project Info database.

Indicator name: - Water/sewer (days)
Description: The average number of consecutive calendar days to complete construction of water/sewer projects valued over \$1.5 million during the reporting period.
Source: DDC's Project Info database.

Indicator name: Average cost change for all completed construction contracts (excluding programmatic scope changes) (%)
Description: Average change in the construction budgets for projects that reached substantial completion, as a percent of the original construction budget, exclusive of programmatic scope changes.
Source: DDC's Project Info database.

DEPARTMENT OF DESIGN AND CONSTRUCTION

- Indicator name: Average cost change for all completed consultant design and construction supervision contracts (excluding programmatic scope changes) (%)
- Description: Average change in the design and consultant budgets for projects that reached substantial completion, as a percent of the original design and consultant budgets, exclusive of programmatic scope changes.
- Source: DDC's Project Info database.
- Indicator name: Projects audited (%)
- Description: The percentage of active projects in construction during the reporting period for which at least one Quality Assurance/Site Safety audit was performed. Excludes projects that are under \$100,000 and were completed within the first six weeks of the reporting period or started within the last six weeks of the period.
- Source: Quality assurance database.
- Indicator name: Capital commitment plan committed to within the first six months of the fiscal year (%)
- Description: Dollar value of contracts registered within the first six months of the fiscal year, as a percent of total planned capital contracts for the fiscal year.
- Source: Contract registrations database.
- Indicator name: Eligible projects for which outreach was conducted (%)
- Description: The number of projects for which outreach was conducted during the reporting period as a percentage of total active infrastructure projects.
- Source: DDC's Project Info database.
- Indicator name: Active projects with information available on the Internet
- Description: The number of projects for which information was available on the Internet during the fiscal year.
- Source: DDC's Project Info database.
- Indicator name: Lane miles resurfaced
- Description: Total length of roadway milled and resurfaced with new asphalt topping in Lower Manhattan during the reporting period, measured in units 11 feet wide and one mile in length.
- Source: DDC's Project Info database.

DEPARTMENT OF DESIGN AND CONSTRUCTION

- Indicator name: Lane miles reconstructed
Description: Total length of roadway fully reconstructed (new concrete base and asphalt topping) in Lower Manhattan during the reporting period, measured in units 11 feet wide and one mile in length.
Source: DDC's Project Info database.
- Indicator name: Sewers reconstructed (linear feet)
Description: Total length of sewer lines built or refurbished in Lower Manhattan during the reporting period.
Source: DDC's Project Info database.
- Indicator name: Water mains replaced (linear feet)
Description: Total length of water mains replaced in Lower Manhattan during the reporting period.
Source: DDC's Project Info database.
- Indicator name: Manhattan Community Board 1 lane miles resurfaced or reconstructed (%)
Description: Lane miles (segments 11 feet wide by one mile long) of roadway in Manhattan Community Board 1 either resurfaced or reconstructed, as a percent of the total lane miles of roadway in that area.
Source: DDC's Project Info database.

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

- Indicator name: Applications received for open competitive civil service exams
Description: The number of applications received by the Division of Citywide Personnel Services (DCPS) in the fiscal year for open competitive civil service examinations.
Source: Mainframe computer system (APPS), maintained by the Bureau of Examination, within the Division of Citywide Personnel Services.
- Indicator name: Exams administered on schedule (%)
Description: The percentage of examinations in the fiscal year that are administered on the scheduled date.
Source: Mainframe computer system, maintained by the Bureau of Examination, within the Division of Citywide Personnel Services.
- Indicator name: Training sessions evaluated as satisfactory or better (%)
Description: The percentage of total training sessions in the fiscal year rated “satisfactory or better” by training participants.
Source: Computer tracking system, maintained by the Bureau of Personnel Development, within the Division of Citywide Personnel Services.
- Indicator name: Average cost of training per employee
Description: The average cost of training per City employee trained during the reporting period. Calculated as a “fully loaded” cost including vendor payments, staff costs, and facility overhead.
Source: Vendor training costs are taken from an internal database maintained by the Division of Citywide Personnel Services and the Agency Chief Contracting Officer. DCAS personnel costs are taken from the City’s Payroll Management System. Overhead costs are calculated based on information in the City’s Financial Management System.
- Indicator name: Court space that receives acceptable ratings for cleanliness and maintenance (%)
Description: The percent of total court space that received an acceptable rating in the fiscal year. The State Office of Court Administration (OCA), in conjunction with DCAS, monitors cleanliness and maintenance of court space.
Source: Paper surveys are submitted by OCA and kept on file by the Division of Facilities Management and Construction (DFMC).

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

Indicator name: Non-court space that receives acceptable ratings for cleanliness and maintenance (%)
Description: The percentage of non-court buildings that receive acceptable annual ratings. To receive an acceptable rating, a building has to earn more than 29 out of a possible 47 points.
Source: Annual tenant representative survey.

Indicator name: Average cost of cleaning per square foot
Description: The annual cost of supplies, equipment, and personnel expenses per square foot of space cleaned, including both court and non-court buildings.
Source: Budget.

Indicator name: In-house work orders received
Description: The number of work orders received for building repair and maintenance by DCAS staff in the fiscal year.
Source: Internal Division of Facilities Management and Construction database.

Indicator name: In-house work orders completed within 30 days (%)
Description: The percentage of in-house work orders completed by DCAS staff within 30 days of the request for work.
Source: Internal Division of Facilities Management and Construction database.

Indicator name: Revenue generated from the sale of surplus personal property (\$000)
Description: The amount of revenue generated from the sale of surplus goods.
Source: Budget.

Indicator name: Real estate auction bids received (\$000)
Description: The dollar amount of bids received from the sale of City-owned property to the private sector at property auctions during the reporting period.
Source: IPIS, a mainframe computer system maintained by the Division of Real Estate Services.

Indicator name: Lease revenue generated (\$000)
Description: The revenue generated from the lease of City-owned properties.
Source: IPIS, a mainframe computer system maintained by the Division of Real Estate Services.

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

- Indicator name: Rents collected as a percentage of rents billed
Description: The percentage of rent collected from private sector tenants, as compared to rent billed during the fiscal year.
Source: IPIS, a mainframe computer system maintained by the Division of Real Estate Services.
- Indicator name: Lots fenced
Description: The number of lots fenced by DCAS during the fiscal year which include those managed by the Agency and other requests to discourage illegal uses of vacant properties.
Source: IPIS, a mainframe computer system maintained by the Division of Real Estate Services.
- Indicator name: Lots fenced within 7 weeks (%)
Description: The percentage of lots fenced in the fiscal year within seven weeks from the date of the request received for property fencing.
Source: IPIS, a mainframe computer system maintained by the Division of Real Estate Services.
- Indicator name: DCAS-managed properties within Citywide Rodent Initiative target areas
Description: The total number of properties within three selected target areas for the Citywide Rodent Initiative, which coordinates multi-agency action to reduce rodent infestation. Data represents quarterly surveys as of July - October 2004.
Source: Citywide Rodent Task Force Quarterly Reports.
- Indicator name: - Properties with signs of rodent infestation (%)
Description: Percentage of total properties within target areas for the Citywide Rodent Initiative with signs of rodent infestation. Data represents quarterly surveys as of July - October 2004.
Source: Citywide Rodent Task Force Quarterly Reports.
- Indicator name: Average number of bidders per bid
Description: The total bids tabulated divided by the total number of bid openings, excluding bids for surplus goods sold by the Department.
Source: Commodity Line Item Purchasing System, a mainframe computer system maintained by the Division of Municipal Supply Services.
- Indicator name: Alternative fuel vehicles purchased (%)
Description: The percentage of Local Law Six eligible vehicle purchases that qualify as alternative fuel vehicles.
Source: Vehicle Tracking System.

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

Indicator name: Total energy purchased (British Thermal Units) (trillions)
Description: Total energy purchased as electricity, gas, or steam converted to
British Thermal Units (BTUs)
Source: Bills paid by the DCAS Office of Energy Conservation.

Indicator name: - Total electricity purchased (kilowatt hours) (billions)
Description: Total electricity purchased in kilowatt hours (KwH)
Source: Bills paid by the DCAS Office of Energy Conservation.

DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS

- Indicator name: Calls made to 311 (000)
Description: The number of calls made to the Citizen Service Center by dialing 3-1-1 directly; by dialing 212-NEWYORK -- the number available to callers outside the five boroughs of the City or to those callers whose phone service providers have not yet made dialing 3-1-1 available; or by dialing agency call centers or hotlines that were consolidated into 311 operations. Data reported for Fiscal 2003 reflects the period of March through June.
Source: 311 Citizen Service Center
- Indicator name: Calls answered in 30 seconds or less (%)
Description: The percent of calls answered by a call center representative in 30 seconds or less. Time begins after the initial recorded message. Data reported for Fiscal 2003 reflects the period of May through June.
Source: 311 Citizen Service Center
- Indicator name: Call takers time occupied (%)
Description: The percent of time call center representatives are speaking with callers, researching information for callers, and processing call records. Data reported for Fiscal 2003 reflects the period of May through June.
Source: 311 Citizen Service Center
- Indicator name: Non-English calls handled
Description: The number of 311 calls in which the caller was served in a language other than English. Data reported for Fiscal 2003 reflects the period of May through June.
Source: 311 Citizen Service Center
- Indicator name: NYC.gov online forms submitted by the public (average monthly)
Description: The average number of instances in which a form available on the City's website, such as a complaint form or a message to the head of an agency, is submitted electronically. Data reported for Fiscal 2002 reflects the period of January through June.
Source: Enterprise Application Management and Support Unit.
- Indicator name: NYC.gov online forms available
Description: The number of forms that can be submitted electronically via the City's website.
Source: Enterprise Application Management and Support Unit.

DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS

- Indicator name: All cable complaints resolved (%)
Description: The percent of all reported complaints about the City's franchised cable television providers that are resolved to the consumer's satisfaction.
Source: Cable Consumer Service Unit.
- Indicator name: Service complaints resolved (%)
Description: The percent of reported complaints about cable television picture or sound quality that are resolved to the consumer's satisfaction.
Source: Cable Consumer Service Unit.
- Indicator name: Billing complaints resolved (%)
Description: The percent of reported cable television billing disputes that are resolved to the consumer's satisfaction.
Source: Cable Consumer Service Unit.
- Indicator name: Inspected phones deemed operable (%)
Description: The percent of public pay telephones on City streets that DoITT inspectors found in working order.
Source: Public Pay Telephone Enforcement Unit.
- Indicator name: Inspected phones passing scorecard appearance standards (%)
Description: The percent of public pay telephones on City streets that DoITT inspectors found meeting or exceeding the City's standards for cleanliness and the absence of graffiti, based on a four-point picture-based rating scale. Data reported for Fiscal 2002 reflects the period of March through June.
Source: Public Pay Telephone Enforcement Unit.
- Indicator name: Illegal phones removed
Description: The number of public pay telephones on City streets that are removed because they are not authorized or permitted.
Source: Public Pay Telephone Enforcement Unit.

DEPARTMENT OF RECORDS AND INFORMATION SERVICES

- Indicator name: Publications and records acquired
Description: The number of government reports, studies, professional journals, published books and collections of legal statutes and codes the Department has officially accessioned.
Source: City Hall Library.
- Indicator name: Records preserved (000)
Description: The number of items treated in the Department's conservation laboratory and the total number of images produced in the Department's microfilm laboratory.
Source: Municipal Archives Division.
- Indicator name: Volume of library collection (000)
Description: The number of New York City government reports, books and other publications housed in the Department's City Hall Library.
Source: City Hall Library.
- Indicator name: General requests received (000)
Description: A total number that includes in-person, telephone, mail and e-mail requests for information received by staff of the Archives Division.
Source: Municipal Archives Division.
- Indicator name: Research and reference (library) requests received (000)
Description: The number of requests for information received in person, through the telephone, mail or e-mail by the City Hall Library.
Source: City Hall Library.
- Indicator name: Vital record requests received (000)
Description: The number of applications submitted for search of and/or copies of birth, death, and marriage certificates.
Source: Municipal Archives Division.
- Indicator name: Vital record requests responded to in an average of 12 business days (%)
Description: The percent of vital record requests that were responded to in 12 days.
Source: Municipal Archives Division.

DEPARTMENT OF SANITATION

- Indicator name: Streets rated acceptably clean (%)
Description: Percent of over 6,000 sample blocks rated acceptably clean by Mayor's Office field inspectors, based on a seven-point picture-based rating scale. Figures show annual averages based on twice-monthly ratings of the citywide street sample.
Source: Mayor's Office of Operations.
- Indicator name: Dirty/marginal sanitation sections (out of 230)
Description: The number of sanitation sections rated dirty (less than 50% acceptably clean streets) or marginal (from 50% to 70% acceptably clean streets) by Mayor's Office field inspectors, based on a seven-point picture-based rating scale.
Source: Mayor's Office of Operations.
- Indicator name: Lots cleaned in Citywide Rodent Initiative target area
Description: Total City-owned and private lots which are located in the rodent initiative target area and cleaned by DSNY.
Source: Bureau of Cleaning & Collection; Bureau of Planning and Budget.
- Indicator name: Snow overtime (\$000)
Description: Amount of overtime incurred during the season due to snow removal.
Source: DSNY Fiscal Services; Bureau of Planning & Budget.
- Indicator name: Snowfall (inches)
Description: Amount of snow that has fallen during the fiscal year.
Source: Bureau of Cleaning & Collection; Bureau of Planning & Budget.
- Indicator name: Salt used (tons)
Description: Amount of salt used due to snowfall and icy conditions.
Source: Bureau of Cleaning & Collection; Bureau of Planning & Budget.
- Indicator name: Refuse cost per ton (fully loaded) (\$)
Description: Cost of curbside and containerized collection and disposal on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses.
Source: Internal reports and budget documents.
- Indicator name: Refuse collection cost per ton (\$)
Description: Cost of collecting curbside and containerized refuse on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses.
Source: Internal reports and budget documents.

DEPARTMENT OF SANITATION

Indicator name:	Disposal cost per ton (\$)
Description:	Cost of curbside and containerized refuse disposal on a per ton basis. This is a “fully loaded” cost including a complete range of direct, indirect and overhead expenses.
Source:	Internal reports and budget documents.
Indicator name:	Missed refuse collections (%)
Description:	Percent of scheduled curbside refuse collection routes not completed by midnight. Excludes holiday weeks.
Source:	Operations Management Division; Bureau of Planning & Budget.
Indicator name:	Refuse tons per truck-shift
Description:	Average curbside household refuse tons collected by each truck working an eight-hour shift.
Source:	Operations Management Division; Bureau of Planning & Budget.
Indicator name:	Annual tons disposed (000)
Description:	Total refuse tonnage disposed by the Department.
Source:	Bureau of Waste Disposal; Bureau of Planning and Budget.
Indicator name:	Tons per day disposed
Description:	Average tons of refuse disposed per operational day.
Source:	Bureau of Waste Disposal; Bureau of Planning and Budget.
Indicator name:	Annual tons recycled (000)
Description:	Annual tons of recycled materials include residential curbside and containerized, institutional, City office paper, indirect, bulk and private sector recyclables.
Source:	Operations Management Division; Bureau of Planning and Budget.
Indicator name:	Recycled tons per day
Description:	Tons of recycled materials per day, including residential curbside and containerized, institutional, City office paper, indirect, bulk and private sector recyclables.
Source:	Operations Management Division; Bureau of Planning and Budget.
Indicator name:	Curbside and containerized recycling diversion rate (%)
Description:	Percent of the Department’s residential waste stream that is recycled.
Source:	Operations Management Division; Bureau of Planning and Budget.
Indicator name:	Total recycling diversion rate (%)
Description:	Percent of the City’s total waste stream that is recycled.
Source:	Operations Management Division; Bureau of Planning and Budget.

DEPARTMENT OF SANITATION

Indicator name:	Recycling summonses issued
Description:	Summonses issued to residents and commercial establishments for violating recycling regulations.
Source:	Bureau of Planning and Budget.
Indicator name:	Recycling tons per truck-shift
Description:	Average curbside recycling tons collected by each truck working an eight-hour shift.
Source:	Operations Management Division; Bureau of Planning and Budget.
Indicator name:	Missed Recycling Collection (%)
Description:	Percent of scheduled curbside and containerized recycling collection routes not completed by midnight. Excludes holiday weeks.
Source:	Operations Management Division; Bureau of Planning and Budget.
Indicator name:	Recycling cost per ton (fully loaded) (\$)
Description:	Cost of curbside and containerized recycling and processing on a per ton basis. This is a “fully loaded” cost including a complete range of direct, indirect and overhead expenses.
Source:	Internal reports and budget documents.
Indicator name:	Recycling collection cost per ton (\$)
Description:	Cost of collecting curbside and containerized recyclables on a per ton basis. This is a “fully loaded” cost including a complete range of direct, indirect and overhead expenses.
Source:	Internal reports and budget documents.
Indicator name:	Paper recycling revenue per ton (\$)
Description:	The actual amount of revenue per ton agreed to in the Department’s contracts with paper recyclers.
Source:	Bureau of Waste Prevention, Reuse and Recycling records.
Indicator name:	Private transfer station permits
Description:	Total number of private transfer station permits issued by the Department.
Source:	Department’s Legal Affairs Division.
Indicator name:	Private transfer station inspections performed
Description:	Number of inspections performed by the Department’s permit unit.
Source:	Permit inspection unit report.

DEPARTMENT OF SANITATION

Indicator name: Tort cases commenced

Description: The number of tort matters assigned a litigation start date.

Source: New York City Law Information System (NYCLIS).

Indicator name: Tort dispositions

Description: The number of tort cases resolved through settlement, dismissal, discontinuance, verdicts or insurance takeovers.

Source: New York City Law Information System (NYCLIS).

Indicator name: Total tort payout (\$000)

Description: The amount paid by the City to resolve tort cases through settlement or verdict.

Source: Office of Management and Budget.

DEPARTMENT OF PARKS AND RECREATION

Indicator name: Parks rated “acceptable” for overall condition (%)
Description: Percentage of parks that pass an inspection based on 16 individual features. If three or more features are rated unacceptable based on the Parks Inspection Program, or if one condition is judged a serious safety hazard, the entire site is rated unacceptable.
Source: Operations & Management Planning Unit.

Indicator name: Parks rated “acceptable” for cleanliness (%)
Description: Cleanliness is a subset of Overall Condition. The percentage of parks with acceptable cleanliness is the percentage rated acceptable for litter, broken glass, graffiti and weeds.
Source: Operations & Management Planning Unit.

Indicator name: Playgrounds’ safety surfaces rated “acceptable” (%)
Description: Percentage of safety surfaces (impact-absorbing material placed on the ground) in playgrounds that pass an inspection during the reporting period.
Source: Operations & Management Planning Unit.

Indicator name: Playground equipment rated "acceptable" (%)
Description: Percentage of play equipment such as slides and jungle gyms in playgrounds in large and small parks, that pass an inspection during the reporting period.
Source: Operations & Management Planning Unit.

Indicator name: Comfort stations in service (in season only) (%)
Description: Percent of comfort stations that are open and in service during the time of park inspection.
Source: Operations & Management Planning Unit.

Indicator name: Spray showers in service (in season only) (%)
Description: Percent of spray showers required to be on during the summer months that are operating at the time of park inspections. Spray showers are required to be on when the temperature exceeds 80 degrees and when children are present.
Source: Operations & Management Planning Unit.

Indicator name: Drinking fountains in service (in season only) (%)
Description: Percent of drinking fountains during the summer months that are operating at the time of park inspection.
Source: Operations & Management Planning Unit.

DEPARTMENT OF PARKS AND RECREATION

Indicator name: Parks with an affiliated volunteer group (%)
Description: Percentage of parks that are affiliated with a volunteer group working with Partnerships for Parks.
Source: Partnership for Parks Unit.

Indicator name: Summonses issued
Description: Number of summons issued during the reporting period including summonses returnable to Criminal Court, Traffic Court, Environmental Control Board Court, and the Parking Violations Bureau for parking and health code violations.
Source: Parks Enforcement Patrol Unit.

Indicator name: Trees pruned – block program
Description: The number of street trees pruned in the block program during the reporting period.
Source: Forestry Unit.

Indicator name: Annual pruning goal completed (%)
Description: The percentage of the funding based annual pruning goal that was completed during the reporting period.
Source: Forestry Unit.

Indicator name: 10-year pruning cycle completed (%)
Description: The percentage of trees pruned within the 10-year pruning cycle.
Source: Forestry Unit.

Indicator name: Trees removed within 30 days of service request (%)
Description: Percentage of street trees removed within 30 days of public service request.
Source: Forestry Unit.

Indicator name: Acres restored
Description: Number of acres where 50 percent or more of the native species or individual plants have been replaced or affected.
Source: Natural Resources Group.

Indicator name: Acres improved
Description: Number of acres where at least 25 percent, but less than 50 percent, of the native species or individual plants were replaced or affected.
Source: Natural Resources Group.

DEPARTMENT OF PARKS AND RECREATION

- Indicator name: New acres of parkland
Description: Number of acres acquired by DPR during the reporting period.
Source: Parklands Unit.
- Indicator name: Attendance at historic house museums (000)
Description: Number of people who visited DPR's historic house museums throughout the reporting period.
Source: Historic House Trust.
- Indicator name: Monuments receiving annual maintenance (%)
Description: Percentage of Park's monuments and public art in the City's collection that receive maintenance on a yearly basis.
Source: Art and Antiquity.
- Indicator name: DPR-Managed Properties within Citywide Rodent Initiative target areas
Description: The total number of properties within three selected target areas for the Citywide Rodent Initiative, which coordinates multi-agency action to reduce rodent infestation. Data represents quarterly surveys as of July - October 2004.
Source: Citywide Rodent Task Force Quarterly Reports.
- Indicator name: - Properties with signs of rodent infestation (%)
Description: Percentage of total properties within target areas for the Citywide Rodent Initiative with signs of rodent infestation. Data represents quarterly surveys as of July - October 2004.
Source: Citywide Rodent Task Force Quarterly Reports.
- Indicator name: Tort cases commenced
Description: The number of tort matters assigned a litigation start date.
Source: New York City Law Information System (NYCLIS)
- Indicator name: Tort dispositions
Description: The number of tort cases resolved through settlement, dismissal, discontinuance, verdicts or insurance takeovers.
Source: New York City Law Information System (NYCLIS)
- Indicator name: Total tort payout (\$000)
Description: The amount paid by the City to resolve tort cases through settlement or verdict.
Source: Office of Management and Budget

DEPARTMENT OF PARKS AND RECREATION

- Indicator name: Capital projects completed
Description: Number of projects completed by DPR's Capital division during the reporting period.
Source: Capital Projects Unit.
- Indicator name: Capital projects completed on time or early (%)
Description: Percentage of construction projects completed during the reporting period that were finished within 30 days of the scheduled completion date, exclusive of programmatic scope changes. Projects completed less than 30 days before the scheduled completion date are considered early; those completed more than 30 days after the scheduled completion date are considered late. All others are considered on time.
Source: Capital Projects Unit.
- Indicator name: Capital projects completed within budget (%)
Description: Percentage of capital projects completed during the reporting period that remain within budget, exclusive of programmatic scope changes.
Source: Capital Projects Unit.
- Indicator name: Greenways added (miles)
Description: Number of miles of Greenways (linear, nonmotorized, open space that links parks and communities around the City) completed during the reporting period.
Source: Planning Unit.
- Indicator name: Lifeguards (calendar year)
Description: Number of lifeguards working at the City's pools and beaches during the calendar year.
Source: Office of Deputy Commissioner, Operations.
- Indicator name: Change in pool attendance (%) (calendar year)
Description: Percent change between this calendar year and previous calendar year for attendance at DPR-managed Olympic and Intermediate pools.
Source: Office of Deputy Commissioner, Operations.
- Indicator name: Change in recreation center membership (%)
Description: Percent change between current reporting period and previous reporting period for adults, children, seniors and youth who become members of recreation centers.
Source: Operations & Management Planning Unit.

DEPARTMENT OF PARKS AND RECREATION

Indicator name: Change in recreation center members who are seniors (%)
Description: Percentage change between current reporting period and previous reporting period for recreation center members who are 55 and older.
Source: Operations & Management Planning Unit.

Indicator name: Change in recreation center members who are adults (%)
Description: Percentage change between current reporting period and previous reporting period for recreation center members who are adults.
Source: Operations & Management Planning Unit.

Indicator name: Change in recreation center members who are youths and children (%)
Description: Percentage change between current reporting period and previous reporting period for recreation center members who are children and youth.
Source: Operations & Management Planning Unit.

Indicator name: Change in program participation (%)
Description: Percent change between the current and previous reporting periods for the number of people who attend arts, athletics, educational, and special events as well as community programming events at recreation centers.
Source: Operations & Management Planning Unit.

DEPARTMENT OF CITY PLANNING

Indicator name: Projects and proposals completed and presented to the public
Description: The number of economic development, housing and neighborhood enhancement proposals and planning information and policy analysis projects completed and presented during the fiscal year.
Source: Records maintained by DCP's Planning Coordination Division.

Indicator name: - Economic development and housing proposals
Description: Proposals to encourage growth and development of the City's central and regional business districts, and developments of new housing and mixed uses in existing and emerging residential neighborhoods in the form of written reports, certified applications for zoning map or text amendments, website postings, and/or public presentations of recommended actions.
Source: Records maintained by DCP's Planning Coordination Division.

Indicator name: - Neighborhood enhancement proposals
Description: Proposals to preserve the character of existing neighborhoods, improve pedestrian and vehicular traffic flow, and enhance the design and use of the City's public spaces, in the form of written reports, certified applications for zoning map or text amendments, website postings, and/or public presentations of recommended actions.
Source: Records maintained by DCP's Planning Coordination Division.

Indicator name: - Planning information and policy analysis
Description: Projects informing the public of significant trends, procedures and/or policies, in the form of written reports, website postings, and/or public presentations.
Source: Records maintained by DCP's Planning Coordination Division.

Indicator name: Land use applications referred
- within 6 months (%)
- within 6-12 months (%)
- within 13 months or more (%)
Description: The number of land use applications certified as complete or referred for public review during the fiscal year, and the percent certified or referred within 6 months, 6-12 months, and 13 months or more of receipt.
Source: Land Use Management Information System (LUMIS), a CityNet mainframe computer application maintained by DCP's Land Use Review Division.

LANDMARKS PRESERVATION COMMISSION

Indicator name: Individual landmarks and historic districts designated
Description: The number of individual landmarks and historic districts designated by the Commission during the fiscal year.
Source: Paper records maintained by LPC Research Department.

Indicator name: - Total number of buildings designated
Description: The number of individually landmarked buildings and the total number of buildings within a historic district.
Source: Paper records maintained by LPC Research Department.

Indicator name: Work permit applications received
Description: The number of work permit applications received during the fiscal year.
Source: Paper and database records maintained by LPC Preservation Department.

Indicator name: - Actions taken
Description: The number of actions taken on the work permit applications received. More than one action can be taken on a single application.
Source: Paper and database records maintained by LPC Preservation Department.

Indicator name: Certificates of No Effect issued within 10 days (%)
Description: The percent of permits issued when proposed work on a designated structure requires a permit from the Department of Buildings but the proposed work will not affect a protected architectural feature of the structure.
Source: Paper and database records maintained by LPC Preservation Department.

Indicator name: Expedited Certificates of No Effect issued within two days (%)
Description: The percent of permits issued when the proposed interior work above the second floor of a building requires a Department of Buildings permit and will not affect a protected architectural feature.
Source: Paper and database records maintained by LPC Preservation Department.

Indicator name: Permits for minor work issued within 10 days (%)
Description: The percent of permits issued for minor work that does not require a Department of Buildings permit, such as window or door replacements.
Source: Paper and database records maintained by LPC Preservation Department.

Indicator name: Warning letters issued
Description: The number of warning letters issued for illegal work performed on designated structures.
Source: Paper and database records maintained by LPC Enforcement Department.

LANDMARKS PRESERVATION COMMISSION

Indicator name: Cases resolved at warning letter stage (%)

Description: The percent of illegal conditions resolved by issuance of a warning letter.

Source: Paper and database records maintained by LPC Enforcement Department.

Indicator name: Notices of Violation upheld at the Environmental Control Board (%)

Description: The percent of Notices of Violation upheld at the Environmental Control Board. This does not include cases that are on hold while legal papers are being served, pending cases, or dismissed cases.

Source: Paper and database records maintained by LPC Enforcement Department.

Indicator name: Archeology applications received

Description: The number of archeology applications received during the fiscal year.

Source: Paper and database records maintained by LPC Archeology Department.

Indicator name: Archeology applications reviewed within 10 days (%)

Description: The percent of archeology applications reviewed within 10 days of receipt of a completed application.

Source: Paper and database records maintained by LPC Archeology Department.

DEPARTMENT OF CULTURAL AFFAIRS

Indicator name: Operating support payments made to Cultural Institutions Group within 5 business days of request (%)

Description: Percent of payments made within five business days of receiving a correct payment requisition, provided, however, that no payment will be made prior to the first business day of the month for which the payment is issued.

Source: "Batch Ledger" Excel spreadsheet maintained by the Department of Cultural Affairs (DCLA).

Indicator name: Program budget line item award notifications made within 15 business days (%)

Description: Percent of expense budget line item award letters disseminated to known organizations within 15 business days of reconciliation of adopted budget.

Source: Internal files maintained by the Program Services and Finance Unit.

Indicator name: Cultural Development Fund award notifications made within 15 business days (%)

Description: Percent of Cultural Development Fund award letters disseminated within 15 business days after panel recommendations are acted on by the Commissioner.

Source: Internal files maintained by the Program Services Unit.

Indicator name: Program grant advance payments made within 15 days (%)
- Grants over \$100,000
- Grants under \$100,000

Description: For Program grant agreements above \$100,000, percent of advance payments approved in the City's Financial Management System within 15 business days after contract registration, and for grant agreements less than \$100,000, percent of advance payments approved in the City's Financial Management System within 15 business days after agency receives signed Program grant agreement.

Source: Excel spreadsheet maintained by DCLA.

Indicator name: Program grant subsequent/final payments made within 15 business days (%)

Description: Percent of subsequent and final payments for Program grants approved in the City's Financial Management System within 15 business days after submission of correct payment requisition.

Source: Excel spreadsheet maintained by DCLA.

DEPARTMENT OF CULTURAL AFFAIRS

Indicator name:	Value of contributed Materials for the Arts (MFTA) materials and equipment (\$ millions)
Description:	Estimated dollar value of reusable material and equipment donated to the MFTA Program
Source:	Database files maintained by MFTA.
Indicator name:	MFTA donors
Description:	Number of individuals and businesses that donated reusable material to the MFTA Program.
Source:	Database files maintained by MFTA.
Indicator name:	MFTA transactions
Description:	Number of direct donations to users and visits by not-for-profit organizations, public schools and City agencies to the MFTA warehouse.
Source:	Database files maintained by MFTA.
Indicator name:	Number of schools served by MFTA
Description:	Number of public schools provided materials and equipment through the MFTA Program.
Source:	Database files maintained by MFTA.
Indicator name:	Number of school visits to MFTA
Description:	Number of visits to the MFTA warehouse by school representatives.
Source:	Database files maintained by MFTA.
Indicator name:	New capital projects initiated (%)
Description:	Percent of capital projects new to Agency's current fiscal year budget and sent to managing agency, for which a full scope of work has been received and capital eligibility verified.
Source:	Database files maintained by Capital Projects Unit.
Indicator name:	Percent for Art projects commissioned (%)
Description:	Percent of projects in Percent for Art portfolio for which commissions have been awarded.
Source:	Internal files maintained by the Percent for Arts Program.
Indicator name:	Cool New York participants
Description:	Total number of organizations whose programs are promoted by Cool New York.
Source:	Internal files maintained by DCLA.

DEPARTMENT OF CULTURAL AFFAIRS

Indicator name: Cool New York events
Description: Total number of Cool New York events presented by Cool New York participants.
Source: Internal files maintained by DCLA.

PUBLIC SAFETY AND LEGAL AFFAIRS

PERFORMANCE STATISTICS



New York City Police Department



Fire Department



Office of Emergency Management



Department of Correction



Department of Probation



Department of Juvenile Justice



Civilian Complaint Review Board



Law Department



Department of Investigation



City Commission on Human Rights



Office of Administrative Trials and Hearings

NEW YORK CITY POLICE DEPARTMENT

- Indicator name: Major felony crime
Description: Total number of major felony crimes within seven categories, corresponding to New York State Penal Law: murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny, and grand larceny auto. Figures are also listed separately for each category of major felony. The Department's Fiscal 2002 felony crime data does not include the victims of the September 11, 2001 attacks on the World Trade Center.
Source: NYPD CompStat Report.
- Indicator name: Major felony crime in housing developments
Description: Total of seven major felony crimes (murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny, and grand larceny auto) occurring on New York City Housing Authority property, including buildings, grounds and facilities.
Source: NYPD Housing Bureau.
- Indicator name: Major felony crime in transit system
Description: Total of six major felony crimes (murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, and grand larceny) occurring within New York City Transit Authority trains, stations and facilities.
Source: NYPD Transit Bureau.
- Indicator name: Crime related to domestic violence – murder, rape and felonious assault
Description: The total number of murders, rapes and felonious assaults involving family members who are either related by blood, related by marriage (in-laws), married, have children in common, formerly married to one another (separated or divorced), or live in a family-type arrangement.
Source: NYPD Domestic Violence Unit.
- Indicator name: Narcotics Arrests
Description: Felony, misdemeanor and violation arrests effected citywide for the sale, possession or use of narcotics or marijuana.
Source: NYPD On Line Booking System.
- Indicator name: Juvenile arrests for major felonies
Description: Arrests of youth, over 7 and under 16 years of age, for one of the seven major felony crimes.
Source: NYPD On Line Booking System.

NEW YORK CITY POLICE DEPARTMENT

- Indicator name: School Safety - Seven major crimes
Description: All crimes categorized as a major index crime (Murder and Non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny and grand larceny auto) occurring within all City public schools.
Source: NYPD School Safety Division.
- Indicator name: Other criminal categories
Description: Summary of all other reported felonies and misdemeanors occurring within all City public schools.
Source: NYPD School Safety Division.
- Indicator name: Other incidents
Description: All serious non-criminal incidents occurring within all City public schools.
Source: NYPD School Safety Division.
- Indicator name: Gang motivated incidents
Description: Incidents that involve unlawful conduct committed primarily to benefit the interests of a gang (a group of people with an informal or formal structure, with designated leaders, engaging in or supporting illegal activities).
Source: NYPD Detective Bureau.
- Indicator name: Counterterrorism training (hours)
-Uniformed members
-Non-members
Description: Training conducted by members of the Counterterrorism Bureau, Training Bureau, and Community Affairs for members of the Department and other persons (non-members) regarding the prevention, detection and effective response to potential terrorist incidents.
Source: NYPD Deputy Commissioner Counterterrorism.
- Indicator name: Quality-of-life summonses
Description: Summonses returnable to the New York City Criminal Court, the Environmental Control Board, or the Transit Adjudication Bureau for offenses that have a negative impact on City residents, including aggressive panhandling, window washing, unreasonable noise and urinating in public.
Source: NYPD Patrol Services Bureau/ Housing Bureau / Transportation Bureau.

NEW YORK CITY POLICE DEPARTMENT

- Indicator name: Unreasonable noise summonses
Description: Summonses, issued by police officers, returnable to the New York City Criminal Court or the Environmental Control Board for violations of the New York City Administrative Code related to excessive noise.
Source: NYPD Chief of Patrol.
- Indicator name: Traffic fatalities (motorists/passengers)
Description: Motor vehicle operators or passengers killed in vehicle accidents.
Source: NYPD Chief of Transportation.
- Indicator name: Traffic fatalities (bicyclists/pedestrians)
Description: Bicyclists and pedestrians killed in vehicle accidents.
Source: NYPD Chief of Transportation.
- Indicator name: Total moving violation summonses
Description: Summonses, issued by police officers, returnable to the New York State Traffic Violations Bureau, for infractions to the New York State Vehicle and Traffic Law.
Source: NYPD Chief of Patrol.
- Indicator name: Summonses for hazardous violations
Description: A category of moving violation summonses issued for traffic infractions that have been identified by the Department as being the major causes of most accidents, deaths and injuries on the roadways, including the prohibited use of a cellular phone while operating a motor vehicle, disobeying traffic signals, and improper passing and speeding.
Source: NYPD Patrol Services Bureau / Housing Bureau / Transportation Bureau.
- Indicator name: Summonses for prohibited use of cellular phones
Description: A category of hazardous violation summonses issued for operating a motor vehicle on a public highway while using a mobile telephone to engage in a call while the vehicle is in motion, as defined by NYS Vehicle and Traffic Law.
Source: NYPD Patrol Services Bureau / Housing Bureau / Transportation Bureau.
- Indicator name: DWI-related fatalities
Description: The number of fatalities resulting from motor vehicle accidents that involve intoxicated motorists (Driving While Intoxicated).
Source: NYPD Chief of Transportation.

NEW YORK CITY POLICE DEPARTMENT

- Indicator name: Courtesy, Professionalism and Respect (CPR) testing
Description: The number of tests conducted by the Department's Quality Assurance Division, with results shown by category – exceptionally good, acceptable and below standard. These tests are conducted of randomly selected uniformed and civilian personnel to gauge their demeanor and helpfulness during interactions with the public.
Source: NYPD Quality Assurance Division.
- Indicator name: Total civilian complaints against members of the service
Description: The number of complaints made by civilians against members of the Department, investigated by the Civilian Complaint Review Board, for allegations of excessive force, abuse of authority, discourtesy and offensive language.
Source: Civilian Complaint Review Board.
- Indicator name: Average response time to all crimes in progress (minutes)
Description: The average response time to all critical crimes (such as shots fired, robbery, assault with a weapon), serious crimes (such as larceny from a person, assault involving a weapon, larceny of an auto) and noncritical crimes (those crimes not involving an imminent threat of personal injury). Response time is measured from the receipt of a call to the time officers arrive on the scene.
Source: NYPD Office of Management Analysis and Planning – Resource Analysis Section.
- Indicator name: Tort cases commenced
Description: The number of tort matters assigned a litigation start date.
Source: New York City Law Information System (NYCLIS).
- Indicator name: Tort dispositions
Description: The number of tort cases resolved through settlement, dismissal, discontinuance, verdicts or insurance takeovers.
Source: New York City Law Information System (NYCLIS).
- Indicator name: Total tort payout (\$000)
Description: The amount paid by the City to resolve tort cases through settlement or verdict.
Source: Office of Management and Budget.

FIRE DEPARTMENT

- Indicator name: Average response time to structural fires (minutes:seconds)
Description: The average time it takes the first responding unit to arrive on the scene of a structural fire, citywide and by borough, counting from the receipt of an alarm.
Source: FDNY Computer Aided Dispatch(CAD) System/STARFIRE.
- Indicator name: Average annual cost of an engine company (\$ millions)
Description: The average cost to operate an engine company for a year, calculated based on the total costs including direct and indirect personnel costs, other than personal service costs, leasing, City overhead and fringe costs, divided by the total number of engine companies.
Source: FDNY Bureau of Budget Services.
- Indicator name: Average annual cost of a ladder company (\$ millions)
Description: The average cost to operate a ladder company for a year, calculated based on the total costs including direct and indirect personnel costs, other than personal service costs, leasing, City overhead and fringe costs, divided by the total number of ladder companies.
Source: FDNY Bureau of Budget Services.
- Indicator name: Fire safety education presentations
Description: The number of events conducted by the Fire Safety Education Unit at schools, libraries, street fairs, block parties, and senior citizen and neighborhood community centers.
Source: FDNY Bureau of Intergovernmental Affairs.
- Indicator name: Civilian fire fatalities
Description: The number of people, excluding firefighters, who died as a result of injuries sustained in a fire. The Department's Fiscal 2002 civilian fire fatality data does not include the victims of the September 11th attacks on the World Trade Center.
Source: FDNY Bureau of Fire Investigation.
- Indicator name: Completed inspections performed by fire prevention staff
Description: The number of checks of a premise or location by civilian personnel of the Department against established standards, such as the Administrative Code, the Rules of the City of New York and other FDNY rules and regulations.
Source: FDNY Bureau of Fire Prevention.
- Indicator name: Field force inspections
Description: The number of inspections of commercial and residential buildings performed by fire units within designated administrative districts.
Source: FDNY Field Units.

FIRE DEPARTMENT

Indicator name:	Investigations
Description:	The number of investigations by fire marshals into the causes and origins of fires and other fire-related offenses.
Source:	FDNY Bureau of Fire Investigation.
Indicator name:	Average response time to life-threatening medical emergencies by ambulance units (minutes:seconds)
Description:	The average time for the first responding ambulance unit to arrive on the scene of a life-threatening medical emergency, including incidents of cardiac arrest, choking, unconsciousness, difficulty breathing, and major burns and trauma, counting from the time the Department's dispatcher receives an emergency call from a 911 operator.
Source:	FDNY Computer Aided Dispatch (CAD) System/Emergency Medical Service.
Indicator name:	Average response time to life-threatening medical emergencies by fire units (minutes: seconds)
Description:	The average time for the first responding fire unit to arrive on the scene of a life-threatening medical emergency, including incidents of cardiac arrest, choking, unconsciousness, difficulty breathing, and major burns and trauma, counting from the time the Department's dispatcher receives an emergency call from a 911 operator.
Source:	FDNY Computer Aided Dispatch (CAD) System/STARFIRE.
Indicator name:	Combined response time to life-threatening medical emergencies by ambulance and fire units (minutes:seconds)
Description:	The average time in which either an ambulance or fire unit arrives at the scene of a life-threatening medical emergency, based upon the first unit to arrive.
Source:	FDNY Computer Aided Dispatch (CAD) System/STARFIRE/Emergency Medical Service.
Indicator name:	Response time of less than 10 minutes to Advanced Life Support medical emergencies by Advanced Life Support ambulances (%)
Description:	The percent of responses by Advanced Life Support ambulances that arrive on the scene of an Advanced Life Support medical emergency in less than 10 minutes, counting from the time the Department's dispatcher receives an emergency call from a 911 operator.
Source:	FDNY Computer Aided Dispatch (CAD) System/Emergency Medical Service.

FIRE DEPARTMENT

Indicator name: Average cost of ambulance tours per day (\$)
Description: The cost of Emergency Medical Service operations for a single ambulance unit per tour per day. This is a “fully loaded” calculation including direct and indirect personnel costs, overhead, capital and leasing.
Source: FDNY Bureau of Budget Services.

OFFICE OF EMERGENCY MANAGEMENT

Indicator name:	Total incident responses
Description:	The total number of incidents requiring on-site coordination or coordination from OEM.
Source:	OEM Database.
Indicator name:	On-site coordination
Description:	The number of emergency events responded to by an Interagency Coordinator for the purposes of coordinating the City's actions on scene, provide first hand notification to City officials and to coordinate the provision of resources.
Source:	OEM Database.
Indicator name:	Coordinated from OEM
Description:	The number of emergency events monitored and coordinated from the OEM Watch Command. Actions include impact assessment, internal and external notifications, Agency inquiries and logistical support.
Source:	OEM Database.
Indicator name:	Emergency Operations Center activations
Description:	The number of activations of the Emergency Operations Center.
Source:	OEM Database.
Indicator name:	Field drills
Description:	The number of field drills held by the Agency.
Source:	OEM Division of Preparedness.
Indicator name:	Tabletop drills
Description:	The number of tabletop exercises conducted by the Agency.
Source:	OEM Division of Preparedness.
Indicator name:	Participation in drills coordinated by other agencies
Description:	The number of drills and exercises that Agency staff participate in with other agencies (federal, State and local), jurisdictions and entities (private and nonprofit).
Source:	OEM Division of Preparedness.
Indicator name:	Total individuals trained
Description:	The number of individuals, including government employees, residents and individuals affiliated with private/non-profit organizations, taking part in Agency-sponsored training programs.
Source:	OEM Division of Preparedness.

OFFICE OF EMERGENCY MANAGEMENT

- Indicator name: Individuals trained (government employees)
Description: The number of City, state and federal government employees taking part in Agency-sponsored training programs.
Source: OEM Division of Preparedness.
- Indicator name: Individuals trained (residents)
Description: The number of City residents taking part in Agency-sponsored training programs as private citizens.
Source: OEM Division of Preparedness.
- Indicator name: Individuals trained (private/non-profit)
Description: The number of individuals affiliated with a private business or non-profit organization taking part in Agency-sponsored training programs.
Source: OEM Division of Preparedness.
- Indicator name: Number of Community Emergency Response Teams (CERT)
Description: The number of community-based non-profit organizations that have completed federally-sponsored training required to be certified as a Community Emergency Response Team.
Source: OEM Division of Preparedness.

DEPARTMENT OF CORRECTION

Indicator name:	Escapes
Description:	The number of inmates who escaped from DOC custody.
Source:	DOC Security database.
Indicator name:	Suicides
Description:	The number of inmate deaths that were ruled a suicide by the medical examiner.
Source:	DOC Security database.
Indicator name:	Average cost per inmate per year (\$)
Description:	The average cost to house an inmate for an entire year, calculated as total Department expenditures minus revenues, divided by the average daily population.
Source:	DOC Administration.
Indicator name:	Searches
Description:	The number of searches conducted by uniformed staff.
Source:	DOC Security database.
Indicator name:	Weapons recovered
Description:	The number of weapons recovered during searches.
Source:	DOC Security database.
Indicator name:	Stabbings and slashings
Description:	The number of inmate altercations that were determined to be a stabbing or slashing by medical staff.
Source:	DOC Security database.
Indicator name:	Assaults on staff
Description:	The number of inmate assaults on DOC staff.
Source:	DOC Security database.
Indicator name:	Fight/assault infractions
Description:	The number of fights and assault infractions that were processed by the Department's adjudication unit.
Source:	DOC Security database.
Indicator name:	Jail-based arrests of inmates
Description:	The number of inmates who were arrested for committing criminal offenses while in custody.
Source:	DOC Security database.

DEPARTMENT OF CORRECTION

- Indicator name: Inmate health clinic visits
Description: The number of inmate visits to medical staff.
Source: DOC Strategic Planning and Programs database.
- Indicator name: - Average inmate waiting time (minutes)
Description: The average number of minutes an inmate waits to see medical staff at a facility clinic.
Source: DOC Strategic Planning and Programs database.
- Indicator name: Jail cells unavailable (short-term repair) (%)
Description: The percent of jail cells in need of short-term repair.
Source: DOC Custody Management database.
- Indicator name: Population as percent of capacity (%)
Description: The percent of open and ready beds that are occupied by inmates.
Source: DOC Population Research database.
- Indicator name: Inmates delivered to court
Description: The number of deliveries of inmates to court during the reporting period.
Source: DOC Criminal Justice Bureau database.
- Indicator name: On-trial inmates delivered to court on time (%)
Description: The percent of inmates who are on trial that were delivered to court on time.
Source: DOC Criminal Justice Bureau database.
- Indicator name: Inmates transported directly to community-based service sites upon discharge through Rikers Island Discharge Enhancement (RIDE) program
Description: Number of inmates transported directly to community-based service sites upon discharge, with planned follow-up by service providers, through the Rikers Island Discharge Enhancement (RIDE) program.
Source: DOC Strategic Planning and Programs database.
- Indicator name: Average daily attendance in school programs
Description: The average number of adolescent inmates attending school at DOC facilities through New York City Department of Education (DOE) programs. The data for this performance measure prior to Fiscal 2005 included both adults and adolescents served.
Source: DOC Strategic Planning and Programs database.

DEPARTMENT OF CORRECTION

- Indicator name: Inmates taking GED exams who pass (%)
Description: The percent of General Equivalency Diploma (GED) exams graded and returned by the New York State Department of Education to DOC where the inmate received a passing grade and was awarded a GED.
Source: DOC Strategic Planning and Programs database.
- Indicator name: Average daily number of inmates in vocational skills training programs
Description: The average daily number of inmates attending vocational development programs.
Source: DOC Strategic Planning and Programs database.
- Indicator name: Inmates in jail-based work assignments (weekly)
Description: The average number of inmates per week working in supervised jail-based work assignments.
Source: DOC Financial Systems database.
- Indicator name: Victim Identification Notification Everyday (VINE) system registrations
Description: The number of individuals who completed the registration process and have received a personal identification number to access the VINE system for information concerning the transfer or release date of an inmate.
Source: DOC Strategic Planning and Programs database.
- Indicator name: VINE confirmed notifications
Description: The number of notifications for which registrants entered a Personal Identification Number (PIN) when notified by VINE of a release or transfer of an inmate.
Source: DOC Strategic Planning and Programs database

DEPARTMENT OF PROBATION

- Indicator name: Pre-Sentence Investigation Reports on adult cases submitted 24 hours prior to scheduled hearing (%)
- Description: The percent of reports, mandated by statute for convicted adult defendants, that are submitted to courts 24 hours before scheduled day of sentencing. The Fiscal 2003 actual represents data collected from the months March through June 2003 only.
- Source: Borough Offices/Adult Investigations Unit
- Indicator name: Family Court cases with Investigations and Reports submitted 5 days prior to appearance for juvenile cases (%)
- Description: The percent of reports for juvenile cases prepared at the direction of the Family Court for the purpose of aiding the courts in reaching an appropriate decision or disposition, submitted to the court 5 days prior to appearance.
- Source: Borough Offices/Family Court Services
- Indicator name: High-risk probationers supervised per Probation Officer
- Description: The average number of probationers that are considered to be high risk (based on a risk score for violent recidivism) assigned to a casebearing Probation Officer. These probationers have frequent contacts with Probation Officers and are subject to home visits and frequent drug testing.
- Source: Adult Restructuring Tracking System/Statistical Tracking and Reporting System
- Indicator name: Adult probationer rearrest rate (%)
- Description: The monthly number of adult probationers arrested divided by the total number of individuals supervised, aggregated based on the reporting period.
- Source: Statistical Tracking, Analysis & Reporting System.
- Indicator name: Juvenile probationer rearrest rate (%)
- Description: The monthly number of juvenile probationers arrested divided by the total number of individuals supervised, aggregated based on the reporting period.
- Source: Statistical Tracking, Analysis & Reporting System.
- Indicator name: Capacity utilized at Alternative To Detention (ATD) program sites (%)
- Description: The percent of ATD program slots filled by youths eligible to remain in the community with their families instead of being placed in detention.
- Source: Alternative to Detention Centers and Borough Offices/Family Court Services

DEPARTMENT OF PROBATION

Indicator name: ATD Retention Rate (%)
Description: The percent of juveniles in ATD who are in compliance with program and court-mandated requirements who are not returned to the court.
Source: Alternative to Detention Centers & Borough Offices/Family Court Services

Indicator name: Alternative to Detention program cost per youth per day (\$)
Description: The average cost per day of supervising a juvenile in the Alternative to Detention program, including personnel, fringe benefits, equipment and supplies, leases and other administrative overhead. The costs associated with the program are divided by the number of youth served during the reporting period, and the result is divided by the average length of stay in the program.
Source: Fiscal/Management Analysis & Planning

Indicator name: Juvenile Delinquency cases diverted from court through adjustment (%)
Description: The percent of Juvenile Delinquency cases eligible for diversion from court through adjustment, due to the nature of the act committed, to other services such as substance abuse treatment and counseling.
Source: Borough Offices/Family Court Services

Indicator name: Persons in Need of Supervision (PINS) cases diverted (%)
Description: The percent of PINS cases open for service that are diverted from Family Court to other services such as mediation training, awareness and counseling. Persons in Need of Supervision are youth who are truant, runaways, disobedient, or beyond the control of parents or guardians.
Source: Borough Offices/Family Court Services

DEPARTMENT OF JUVENILE JUSTICE

- Indicator name: Combined average length of stay (ALOS) in secure & non-secure detention (days)
Description: The average number of days between the admission date and release date of all youth released from either secure detention or non-secure detention.
Source: Comprehensive Justice Information System (CJIS).
- Indicator name: Average daily cost per juvenile in detention (\$)
Description: The average daily dollar value of all secure and non-secure detention costs (including staff salaries and fringe benefits, contracts and indirect costs) divided by the average daily population.
Source: Financial Management System.
- Indicator name: Youth-on-youth assaults/altercations with injury
Description: The number of reported instances of assaults and altercations between youth resulting in physical injury requiring medical attention.
Source: Incident Database.
- Indicator name: Youth-on-staff assaults/altercations with injury
Description: The number of reported instances of youth assaults and altercations resulting in physical injury to department personnel.
Source: Incident Database.
- Indicator name: Escapes in secure detention
Description: The number of youth who escape from a secure detention facility, court-related services, or medical/mental health service while in the custody of secure detention staff.
Source: Incident Database.
- Indicator name: Abscond rate in non-secure detention (%)
Description: The number of youth who abscond from a non-secure group home, field site, court-related service, or medical/mental health service while in the custody of non-secure detention staff as a percentage of the number of youth admitted to non-secure detention.
Source: Incident Database.
- Indicator name: Searches
Description: The total number of scheduled, unscheduled and random searches conducted by facility staff.
Source: Group Oriented Analysis of Leadership (GOALS) Unit, GOALS database.

DEPARTMENT OF JUVENILE JUSTICE

- Indicator name: Weapon and narcotic recoveries
Description: The number of instances in which weapons or narcotics were found.
Source: Incident Database.
- Indicator name: Youth who received medical screening within 24 hours of admission (%)
Description: The percent of youth who receive medical screening within 24 hours of admission.
Source: Medical Service Contractor.
- Indicator name: Residents seen within 24 hours of Sick Call Report (%)
Description: The percent of residents who were seen by medical staff within 24 hours of submitting a sick call request.
Source: Medical Service Contractor.
- Indicator name: Youth who received mental health services (%)
Description: The number of youth referred for mental health services as a percentage of all direct admissions to detention.
Source: Mental Health Contractor.
- Indicator name: General healthcare cost per youth per day (\$)
Description: The average daily dollar value of all medical and mental health care contracts, related counseling staff (including salaries and fringe benefits), and indirect costs, divided by the average daily population.
Source: Financial Management System.
- Indicator name: Readmission rate (%)
Description: The percent of youth admitted to DJJ custody during the reporting period with at least one prior admission.
Source: Comprehensive Justice Information System (CJIS).
- Indicator name: Youth with medical/mental health needs released with a discharge plan (%)
Description: The percentage of youth identified with serious medical/mental health needs who were released with a discharge plan to a parent, guardian or a State facility. Fiscal 2004 data reflects September 2003 through June 2004.
Source: Discharge Planning Database.

CIVILIAN COMPLAINT REVIEW BOARD

- Indicator name: Total civilian complaints against uniformed members of the New York City Police Department
Description: The number of complaints made by civilians against members of the New York City Police Department, investigated by the CCRB, for allegations of excessive force, abuse of authority, discourtesy and offensive language.
Source: CCRB Complaint Tracking System.
- Indicator name: Full investigations as a percentage of total cases completed (%)
Description: The percent of all cases on the Board's docket that were closed during the reporting period after being fully investigated.
Source: CCRB Complaint Tracking System.
- Indicator name: Closed allegations with findings on the merits (%)
Description: The percent of allegations fully investigated and closed as substantiated, exonerated or unfounded. The Board renders findings on the merits when sufficient evidence has been gathered to allow a factual conclusion to be made.
Source: CCRB Complaint Tracking System.
- Indicator name: Average case completion time for full investigations (days)
Description: The average number of days to complete an investigation, measured from the date CCRB received the complaint to the date when the Board renders a final decision.
Source: CCRB Complaint Tracking System.
- Indicator name: Age of docket (by date of report) (%)
Description: The percent of open cases, listed by age from the date the complaint was reported to CCRB.
Source: CCRB Complaint Tracking System.
- Indicator name: Age of cases when substantiated (by date of incident) (%)
Description: The percent of cases that were substantiated and referred to NYPD for disciplinary action, listed by age from the date of incident.
Source: CCRB Complaint Tracking System.
- Indicator name: Officers disciplined (excluding pending and filed cases) (%)
Description: The percent of substantiated complaints reviewed by NYPD where the police officer received some sort of discipline. This excludes pending cases and those in which officers were no longer employees of the Department when the case was reviewed.
Source: New York City Police Department.
- Indicator name: Average successful mediation case completion time (days)

CIVILIAN COMPLAINT REVIEW BOARD

Description:	The average number of days required for completion of cases referred to mediation, from the date a complaint is received by CCRB, to the date a complaint is closed through mediation or attempted mediation.
Source:	CCRB Complaint Tracking System.
Indicator name:	Age of mediation docket (by date of referral to mediation) (%)
Description:	The age of cases referred to mediation, listed by age from the date the complaint was referred to the mediation unit from an investigation unit.
Source:	CCRB Complaint Tracking System.

LAW DEPARTMENT

Indicator name:	Total tort cases pending
Description:	The number of tort cases (such as personal injury cases) that have not yet been disposed (resolved).
Source:	New York City Law Information System (NYCLIS)
Indicator name:	Tort cases commenced – Citywide
Description:	The number of tort matters assigned a litigation start date.
Source:	New York City Law Information System (NYCLIS)
Indicator name:	Tort dispositions – Citywide
Description:	The number of tort cases resolved through settlement, dismissal, discontinuance, verdicts or insurance takeovers.
Source:	New York City Law Information System (NYCLIS)
Indicator name:	Total tort payout – Citywide (\$000)
Description:	The amount paid by the City to resolve tort cases through settlement or verdict.
Source:	Office of Management and Budget
Indicator name:	Referred cases filed for prosecution (%)
Description:	The percent of cases involving juveniles that are filed for prosecution by the Family Court Division following a completion of the investigation phase (identifying, locating and deposing crime victims, interviewing police personnel and determining the legal sufficiency of the cases).
Source:	Management Information Services
Indicator name:	Declined cases referred to mediation (%)
Description:	The percent of cases involving juveniles that the Law Department declines to prosecute that are referred to community-based counseling and mediation programs who would not otherwise be eligible for court mandated services.
Source:	Management Information Services
Indicator name:	Juvenile conviction rate (%)
Description:	The Family Court Division’s conviction rate for juveniles, whether by plea bargains or trials.
Source:	Management Information Services

DEPARTMENT OF INVESTIGATION

Indicator name:	Complaints
Description:	The number of complaints containing allegations of criminal activity, corruption or conflicts of interest, as well as service complaints, received via the internet, telephone, walk-ins and conventional mail. Not all complaints received fall under DOI's jurisdiction.
Source:	Case Analysis Case Tracking System (CACTIS).
Indicator name:	Caseload
Description:	The number of case investigations in progress.
Source:	Case Analysis Case Tracking System (CACTIS).
Indicator name:	Cases closed
Description:	The number of investigation cases closed after having been substantiated or unsubstantiated.
Source:	Case Analysis Case Tracking System (CACTIS).
Indicator name:	Referrals for criminal prosecution
Description:	The number of referrals made to the District Attorneys' Offices as a result of information obtained from an investigation.
Source:	Case Analysis Case Tracking System (CACTIS).
Indicator name:	- Resulting in arrests
Description:	The number of arrests stemming from referrals for criminal prosecution by DOI to District Attorneys' Offices as a result of information obtained from an investigation by DOI.
Source:	Case Analysis Case Tracking System (CACTIS).
Indicator name:	Referrals for civil and administrative action
Description:	The number of referrals made to federal, State and City agencies for an action to be taken. Civil actions may include recoupment, restitution and recommendations for the initiation of lawsuits to collect damages. Administrative actions may include policy recommendations where written and/or verbal recommendations for City or agency changes in policy or procedures are made.
Source:	Case Analysis Case Tracking System (CACTIS).
Indicator name:	Average time to complete a case (days)
Description:	The length of time to complete a case investigation as a function of the case's complexity from intake to when the case is closed.
Source:	Case Analysis Case Tracking System (CACTIS).

DEPARTMENT OF INVESTIGATION

- Indicator name: -Major Investigations
Description: Investigations involving an elected official, employee of the Mayor's Office, Assistant Commissioner or higher in a City agency, systemic corruption in an agency involving numerous prosecutions, and where the amount of government funds stolen exceeds \$500,000.
Source: Case Analysis Case Tracking System (CACTIS)
- Indicator name: -Significant Investigations
Description: Investigations involving a mid-level manager in a City agency below Assistant Commissioner, investigations referred by the Conflicts of Interest Board, Whistleblower investigations, where the amount of government funds stolen exceeds \$100,000 but is less than \$500,000, and cases not falling under the Major Investigations category at the discretion of the Inspector General.
Source: Case Analysis Case Tracking System (CACTIS)
- Indicator name: -Routine Investigations
Description: Investigations involving customary or regular investigations which do not fall under the Major or Significant categories.
Source: Case Analysis Case Tracking system (CACTIS)
- Indicator name: Background investigations closed within six months (%)
Description: The percent of investigations of candidates for decision-making or sensitive City jobs closed within six months or less.
Source: Background Investigative Section of New York (BISON).
- Indicator name: Time to notify agencies of childcare workers with criminal records after receipt from the State Division of Criminal Justice Services (days)
Description: The average number of days from DOI's receipt of positive results from the State Division of Criminal Justice Services to date of notification letter from DOI to affected agencies of childcare employees.
Source: Background Investigative Section of New York (BISON).
- Indicator name: Arrest notifications received for current or former childcare workers
Description: The number of arrest notifications received for current or former childcare workers fingerprinted by DOI.
Source: Background Investigative Section of New York (BISON).
- Indicator name: Corruption Prevention and Whistleblower lectures conducted
Description: The number of lectures conducted by DOI at City agencies.
Source: Offices of the Inspectors General computerized database.

DEPARTMENT OF INVESTIGATION

- Indicator name: - Individuals attending lectures
Description: Number of City employees attending corruption prevention and whistleblower lectures.
Source: Offices of the Inspectors General
- Indicator name: Network vulnerability scans and anti-virus reviews
Description: The number of Network scans to identify vulnerabilities in computer online applications, and anti-virus reviews of computers at risk for virus infections at City agencies.
Source: Citywide Information Security Architecture, Formulation and Enforcement Unit (CISAFE)
- Indicator name: VENDEX name checks completed within 30 days (%)
Description: The percent of all name and background checks of companies, as well as their principals, doing business with the City completed within 30 days.
Source: Vendor Information Exchange System (VENDEX) database
- Indicator name: Companies monitored by IPSIG program
Description: The number of companies who agree to enter into an Independent Private Sector Inspectors General (IPSIG) agreement that require companies retain an independent monitor, at its own expense, to review and to report on those aspects of their operation identified as problematic from the standpoint of responsibility and business integrity. IPSIG agreements are entered into with DOI and the participating agency, and usually require Law Department approval.
Source: Offices of the Independent Private Sector Inspectors General (IPSIG)

CITY COMMISSION ON HUMAN RIGHTS

Indicator name:	Complaint investigations completed (%)
Description:	The percent of pending complaint investigations and pre-complaint resolutions completed during the reporting period.
Source:	Case Tracking System, Law Enforcement Bureau.
Indicator name:	Pre-complaint resolutions
Description:	The number of resolutions of potential allegations of Human Rights violations prior to the actual filing of a complaint.
Source:	Case Tracking System, Law Enforcement Bureau
Indicator name:	Cases filed by type of complaint
Description:	The number of filed cases, listed by type of complaint.
Source:	Case Tracking System, Law Enforcement Bureau.
Indicator name:	- Employment discrimination (%)
Description:	The percent of complaints of discrimination in the workplace where more than four workers are employed.
Source:	Case Tracking System, Law Enforcement Bureau.
Indicator name:	- Housing discrimination (%)
Description:	The percent of complaints regarding discrimination in most types of housing.
Source:	Case Tracking System, Law Enforcement Bureau.
Indicator name:	- Public accommodation discrimination (%)
Description:	The percent of complaints of discrimination in places that provide goods and services to the general public.
Source:	Case Tracking System, Law Enforcement Bureau.
Indicator name:	- Bias-related harassment (%)
Description:	The percent of complaints regarding bias-related harassment, defined as threats, intimidation or coercion with a discriminatory motivation.
Source:	Case Tracking System, Law Enforcement Bureau.
Indicator name:	Cases closed by type of closure
Description:	The number of closed cases, listed by type of closure.
Source:	Case Tracking System, Law Enforcement Bureau.
Indicator name:	- No probable cause determination (%)
Description:	The percent of closed cases where the Commission does not believe the claim of discrimination can be proven in court.
Source:	Case Tracking System, Law Enforcement Bureau.

CITY COMMISSION ON HUMAN RIGHTS

- Indicator name: - Probable cause determination (%)
Description: The percent of closed cases where the Commission believes a claim of discrimination can be proven in court.
Source: Case Tracking System, Law Enforcement Bureau.
- Indicator name: - Administrative cause (%)
Description: The percent of cases that are closed based on, but not limited to, failure to locate complainant, failure of complainant to appear, failure of complainant to accept a reasonable settlement offer, complainant's disruptive conduct, complainant's request for dismissal, or the belief that the prosecution of the complaint will not serve the public interest.
Source: Case Tracking System, Law Enforcement Bureau.
- Indicator name: - Settlement (%)
Description: The percent of cases that the parties agree to terms that will resolve and close the complaint.
Source: Case Tracking System, Law Enforcement Bureau
- Indicator name: Cases referred to the Office of Administrative Trials and Hearings
Description: The number of cases with a finding of probable cause for discrimination that have been referred for trial to the Office of Administrative Trials and Hearings.
Source: Case Tracking System, Law Enforcement Bureau
- Indicator name: Average value of cash settlement (\$)
Description: The average cash settlement amount for resolved cases.
Source: Case Tracking System, Law Enforcement Bureau
- Indicator name: Modifications for accessibility
Description: The number of modifications made to housing accommodations, public accommodations, or workplaces in order to allow for accessibility for individuals with disabilities.
Source: Case Tracking System, Law Enforcement Bureau
- Indicator name: Average age of complaint caseload (years)
Description: The average number of years a case has been in progress from the date of filing through resolution of the complaint.
Source: Case Tracking System, Law Enforcement Bureau

CITY COMMISSION ON HUMAN RIGHTS

- Indicator name: Cases pending by age
-Less than one year
-1-3 years old
-3-5 years old
-5-7 years old
-Older than 7 years
- Description: The number of open cases still in progress for each respective age group including those that are pending appeal.
- Source: Case Tracking System, Law Enforcement Bureau.
- Indicator name: Caseload
- Description: The number of pending cases at the end of the fiscal year including those pending appeal.
- Source: Case Tracking System, Law Enforcement Bureau.
- Indicator name: Conferences, workshops and training sessions
- Description: The number of conferences, workshops and training sessions provided for a variety of groups and community organizations on the Human Rights Law, cultural diversity, and conflict resolution.
- Source: Community Relations Bureau, Research Division.
- Indicator name: Community based technical assistance
- Description: The number of technical assistance sessions, including one-on-one or less formal group assistance, that field staff provide to the community, individuals and professional groups. Most assistance includes responding to human rights inquiries on disability, housing and immigrant and professional groups, pre-complaint intervention and information on community concerns such as intergroup conflict and multicultural initiatives.
- Source: Community Relations Bureau, Research Division.
- Indicator name: School based training sessions conducted
- Description: The number of workshops and training sessions on the Human Rights Law, cultural diversity, conflict resolution and peer mediation provided to students, teachers, parents, and administrators in schools.
- Source: Community Relations Bureau, Research Division.

OFFICE OF ADMINISTRATIVE TRIALS AND HEARINGS

Indicator name: Cases offered conference or trial calendar dates within 5 business days of the requested date (%)
Description: The percent of cases for which OATH was able to provide a hearing date within five business days of the date requested.
Source: OATH Calendar Unit.

Indicator name: Average adjournment time (business days)
Description: The average number of business days for which adjournments are granted.
Source: OATH Calendar Unit.

Indicator name: Settlement rate (%)
Description: The percentage of cases that are disposed of by settlement, either at the referring agency or at OATH.
Source: OATH Calendar Unit.

Indicator name: Days to issue decisions after record is closed
Description: The number of business days it took OATH to issue a decision after the record is closed.
Source: OATH Calendar Unit.

Indicator name: Cases with decisions issued within targeted number of business days (%)
Description: The percent of cases for which decisions were issued within the targeted number of business days after the record is closed.
Source: OATH Calendar Unit.

Indicator name: Facts and conclusions adopted by agency (%)
Description: The percent of facts and conclusions issued by OATH that were accepted and adopted by agency heads.
Source: OATH Calendar Unit.

BUSINESS AFFAIRS

PERFORMANCE STATISTICS



Department of Finance



Economic Development Corporation



Department of Consumer Affairs



Department of Small Business Services

DEPARTMENT OF FINANCE

Indicator name: Average wait time on telephone help lines for parking violations and taxpayer assistance (minutes)
Description: Average wait time from receipt of call to live-operator pick-up.
Source: Interactive Voice Response (IVR) systems, and program applications maintained in the parking violation and taxpayer assistance phone units and the 311 Citizen Service Center.

Indicator name: Walk-in average wait times for parking ticket hearings (minutes)
Description: Average wait time from customer request for hearing to beginning of hearing by Administrative Law Judge.
Source: Q-matics system program in each Borough Business Center; survey methods used in the Bronx Parking Violations Help Center.

Indicator name: Time to render tax conciliation decision (%)
--Cases decided within 6 months
--Cases decided within 6-12 months
--Cases decided within 12-18 months
Description: The percent of business cases decided and closed within the designated time period from the receipt of conciliation requests to the issuance of decisions.
Source: Computer program maintained within the Department's Conciliations Unit.

Indicator name: Average time to issue parking ticket hearing-by-mail or by-web decision (days)
Description: Average time from receipt of request for hearing until decision is issued.
Source: Chronological file of hearings maintained in the Department's Adjudications Unit.

Indicator name: Average time to issue decision of parking ticket appeals (months)
Description: Average time from receipt of appeal to issuance of decision.
Source: Chronological file of appeals maintained in the Department's Adjudications unit.

Indicator name: Average time to process a parking ticket appeal reversal or tow refund (days)
--Appeal
--Tow refund
Description: Average time from receipt of refund request until issuance of refund.
Source: Chronological file of refund requests maintained in parking violation refunds.

DEPARTMENT OF FINANCE

- Indicator name: Vehicles towed in error (%)
Description: Percentage of vehicles towed by Office of the Sheriff due to incorrect license plate information.
Source: Computer and paper reports maintained by Office of the Sheriff.
- Indicator name: Average time to process property tax exemption/abatement applications (days)
Description: Average number of days to process a request for exemption from receipt of application, to mailed decision and/or completion of update to real property assessment roll. Only the following applications are included:
-Residential Construction
-New/Substantially Renovated 1-2 Family Home (421-B Program)
-New Multi Family Home (421-A Program)
-Renovated Multi-Family Home (J-51 Program)
-Commercial Revitalization Program
-Commercial Expansion Program
-Industrial Commercialization Incentive Program
-Senior Citizen Homeowner Exemption
-Veteran Property Tax Exemption
Source: Data maintained by the Department's Exemptions Unit.
- Indicator name: Average response time for mail and e-mail correspondence (days)
--E-mail
--Correspondence
--Certified Mail
Description: Average time from receipt of correspondence until response is issued.
Source: Chronological file of mail received in the Department's Taxpayer Assistance Unit.
- Indicator name: Summonses processable (%)
Description: Percentage of summonses received by parking violations offices that match the Summons Tracking and Accounts Receivable System (STARS) or Department of Motor Vehicles (DMV) database records of vehicles in certain key fields.
Source: STARS report maintained on mainframe computer.
- Indicator name: Filed property assessment appeals resulting in reductions (%)
Description: Percentage of all appeals that led to downward revision of property assessments through the remission process.
Source: Tax Commission.

DEPARTMENT OF FINANCE

- Indicator name: Residential property auctions resulting from lien sales (%)
Description: Residences auctioned subsequent to foreclosure by lien purchaser.
Source: Data maintained by a Department consultant for lien sales.
- Indicator name: Liens declared defective (%)
Description: Portion of liens sold in any given lien sale that are returned to the Department for action.
Source: Data maintained by a Department consultant for lien sales.
- Indicator name: Delinquent business tax revenue collected (%)
--Debt owed less than 1 year (%)
--Debt owed between 1-3 years (%)
--Debt owed between 3-5 years (%)
--Debt owed greater than 5 years (%)
Description: The percent of overall delinquent business tax debt collected within the designated time period based on amount of time debt has been outstanding.
Source: Fairtax system report produced by the Department's Revenue Operations Division.
- Indicator name: Field audit cases closed within 1 year (%)
Description: The percent of field audit cases decided and closed within 1 year from start of audit to actual case closing.
Source: Data maintained by the Department's Audit Division.
- Indicator name: Average amount collected from a closed field audit case (\$000)
Description: Average revenue collected per field audit closed during the fiscal year.
Source: Data maintained by the Department's Audit Division
- Indicator name: Business tax revenue collected from non-filers (%)
Description: Percent of overall business tax revenues paid by non-filers after being audited.
Source: Non-filer data maintained by the Department's Revenue Operations Division and collections data maintained by the Department's Tax Policy Unit.
- Indicator name: Change in non-filer collections from previous fiscal year (%)
Description: Percent change in non-filer business tax collections between prior fiscal year and current fiscal year.
Source: Non-filer data maintained by the Department's Revenue Operations Division, and collections data maintained by the Department's Tax Policy Unit.

DEPARTMENT OF FINANCE

- Indicator name: Summonses paid online (%)
Description: Total number of parking summons payments made through the Internet, as a percent of total number of paid parking violation summonses.
Source: Computer reports maintained by the Department's Parking Violations Revenue Accounting Unit and the Parking Violations Tax Policy Unit.
- Indicator name: Average time to record and index property documents (days)
--Manhattan
--Bronx
--Queens
--Brooklyn
Description: Average time from the receipt of property records to completion of the entry process. Staten Island property documents are recorded at the Richmond County Clerk's office. Data reported for Fiscal 2003 reflects the period of July through December.
Source: Spreadsheet report maintained in the Department's Office of the City Register.
- Indicator name: Returned outgoing mail (%)
Description: Percentage of mail returned to the Department that is not deliverable due to invalid address.
Source: Data maintained by the Department's Collection and Data Management Division.

ECONOMIC DEVELOPMENT CORPORATION

- Indicator name: Jobs retained through commercial incentives
Description: The number of jobs that companies commit to maintain in the City over a contractually agreed period of time in connection with Industrial Development Agency incentive packages.
Source: Structuring Department.
- Indicator name: Projected job growth through commercial incentives
Description: The number of new jobs that are projected to be created and/or relocated into the City over some period of time in connection with commercial incentive packages.
Source: Structuring Department.
- Indicator name: Average cost per job created, retained and recruited through commercial incentives (\$)
Description: Total costs to create, retain and recruit jobs including City and State tax exemptions, divided by the total number of jobs created, retained, and recruited.
Source: Structuring Department.
- Indicator name: Direct City tax revenues generated from retention and recruitment deals through commercial incentives (\$ millions)
Description: Estimated City tax revenues for retention transactions involving incentives, using an input-output model developed by the U.S. Department of Commerce.
Source: Structuring Department.
- Indicator name: Projected direct City revenues in local neighborhood development (\$ millions)
Description: Estimate of the revenue generated by the sale or lease of City-owned property.
Source: Real Estate Division.
- Indicator name: Jobs retained, created and recruited under grant agreements in Lower Manhattan
Description: Number of jobs retained, created and recruited under the federally-funded Small Firm Attraction and Retention Grant Program and the Job Creation and Retention Program operated by the Economic Development Corporation (EDC) and the Empire State Development Corporation.
Source: EDC/Empire State Development Corporation.

- Indicator name: Eligible leases signed under Small Firm Attraction and Retention Grant Program in Lower Manhattan
Description: Number of new leases and lease extensions signed as a result of the incentives available under the federally-funded Small Firm Attraction and Retention Grant Program.
Source: EDC/Empire State Development Corporation.
- Indicator name: Commercial building occupancy rate in Lower Manhattan (%)
Description: Percentage of occupied overall commercial office space below Canal Street.
Source: Trade reports.
- Indicator name: Lower Manhattan office rent cost (per square foot) (\$)
Description: Average overall asking rent per square foot for commercial office space below Canal Street.
Source: Trade reports.

DEPARTMENT OF CONSUMER AFFAIRS

Indicator name:	Licensing Center wait time (minutes)
Description:	Average wait time from time of arrival to service at Licensing Center windows.
Source:	Q-matic system maintained by the Department's Licensing Division.
Indicator name:	Change in newly licensed businesses in selected categories from previous fiscal year (%) - Home improvement contractors (%) - Sidewalk cafés (%)
Description:	Percent changes from previous fiscal year in the number of newly licensed home improvement contractors and newly licensed sidewalk cafés.
Source:	Licensing Division.
Indicator name:	License Law compliance rate (%)
Description:	Percent of all inspected businesses that are required to have a license and during inspection were found to have that license.
Source:	Enforcement Division.
Indicator name:	Consumer Protection Law refund and receipt compliance rate (%)
Description:	Percent of all businesses in compliance with refund (i.e., refund policy is adequately posted) and receipt (i.e., name and address of business appear on receipt) regulations upon a DCA inspection.
Source:	Enforcement Division.
Indicator name:	Weights & Measures Law compliance rate (%) - Gasoline pumps (%) - Fuel trucks (%)
Description:	Percent of gasoline pumps and fuel trucks that accurately dispense indicated amounts during meter inspections.
Source:	Enforcement Division.
Indicator name:	Inspected stores complying with tobacco regulations (%)
Description:	Percent of tobacco vendors who did not illegally sell tobacco products to minors during undercover operations.
Source:	Enforcement Division.
Indicator name:	Second time tobacco regulation offenders (%)
Description:	Percent of tobacco vendors who repeated the illegal sale of tobacco products to minors during undercover operations.
Source:	Enforcement Division.

DEPARTMENT OF CONSUMER AFFAIRS

- Indicator name: Fine amounts collected within 45 days of assessment (%)
Description: Percent of fines collected within 45 days of assessment.
Source: Collections, Adjudication, and Litigation and Mediation Divisions.
- Indicator name: Complaints resolved to the satisfaction of businesses and consumers (%)
Description: Percent of complaints resolved in mediation where the business and consumer mutually agree upon the outcome.
Source: Litigation and Mediation Division.
- Indicator name: Complaint processing time (%)
- Within 0 - 29 days (%)
- Within 30 - 45 days (%)
- Over 45 days (%)
Description: Percent of valid complaints that were resolved within 0-29, 30-45 and over 45 days.
Source: Complaint and Mediation Sub-divisions.
- Indicator name: Restitution awarded (\$)
Description: Dollar value of restitution awarded but not necessarily paid to consumers.
Source: Complaint, Litigation and Mediation, and Adjudication Divisions.
- Indicator name: Settlements from lawsuits and seizures (\$)
- Total settlement amount (\$)
- Average settlement amount (\$)
Description: Fines collected as a result of settlements of lawsuits brought by the DCA Litigation and Mediation Division or seizures undertaken by the Department's Enforcement Division.
Source: Litigation and Mediation Division.

DEPARTMENT OF SMALL BUSINESS SERVICES

- Indicator name: Average acceptably clean BID sidewalk ratings (%)
Description: Percent of sample blocks in selected Business Improvement Districts (BIDs) rated acceptably clean by Mayor's Office field inspectors, based on a seven-point picture-based rating scale. Ratings are averaged across 24 BIDs which perform sanitation services and for which data is available for Fiscal 2000 - 2003. Figures show annual averages based on monthly ratings of each BID.
Source: Mayor's Office of Operations.
- Indicator name: Value of Local Development Corporations (LDCs) funding (\$ millions)
Description: Total dollar value of funds approved for LDCs that have contracts registered by the City Comptroller's Office.
Source: Neighborhood Development Division.
- Indicator name: Businesses newly certified in Empire Zones
Description: Number of businesses that were newly certified to receive State Empire Zone incentives within the Empire Zones located in the City.
Source: Empire State Development Corporation.
- Indicator name: Value of capital investments made in Empire Zones (\$ millions)
Description: Dollar value of capital expenditures made by companies located within Empire Zones.
Source: Empire State Development Corporation.
- Indicator name: Jobs created in Empire Zones
Description: The number of new jobs created by Empire Zone certified companies.
Source: Empire State Development Corporation.
- Indicator name: Newly registered businesses in Procurement Outreach Program (POP)
Description: Number of businesses newly registered to participate in the Procurement Outreach Program.
Source: Division of Economic and Financial Opportunity.
- Indicator name: Newly certified businesses in Minority/Woman-Owned Business Enterprise Program
Description: Number of businesses in the tri-state region, ownership of which is at least 51 percent by women and/or minorities, that have been newly certified by SBS to be published in SBS' Minority/Woman Owned Business Enterprise Program directory.
Source: Division of Economic and Financial Opportunity.

DEPARTMENT OF SMALL BUSINESS SERVICES

Indicator name: Newly certified businesses in Locally Based Enterprise Program
Description: Number of construction and construction-related firms that have been newly certified by SBS as locally-based enterprises. To qualify, a firm must have had average revenues of less than \$2 million for the previous three years and be based in New York City.
Source: Division of Economic and Financial Opportunity.

Indicator name: Average time to resolve government service and public utility issues (days)
Description: Average number of days between the time a case requesting assistance was opened to the time the case was closed.
Source: Division of Business Services.

Indicator name: Value of Energy Cost Savings Program (ECSP) savings for businesses (\$000)
Description: Total estimated annual dollar value of utility discounts for businesses approved for ECSP benefits during the fiscal year.
Source: Business Incentives Unit.

Indicator name: Jobs created or retained by ECSP
Description: Total number of full-time employees at the time the company was approved for ECSP benefits.
Source: Business Incentives Unit.

Indicator name: Value of Lower Manhattan Energy Program (LMEP) savings for commercial tenants (\$000)
Description: Cumulative annual dollar value of savings on electrical utility costs of all buildings receiving LMEP benefits.
Source: Business Incentives Unit.

Indicator name: Commercial tenants added to LMEP (cumulative)
Description: Cumulative number of commercial tenants within buildings approved for LMEP benefits.
Source: Business Incentives Unit.

Indicator name: Value of grants dispensed through Industrial Relocation Grants (IRG) (\$000)
Description: Total dollar value of grants dispensed to eligible businesses.
Source: Business Incentives Unit.

Indicator name: Jobs created or retained by IRG
Description: Total number of full-time employees at time of grant approval.
Source: Business Incentives Unit.

DEPARTMENT OF SMALL BUSINESS SERVICES

- Indicator name: One-Stop system registrants
Description: The number of Adults and Dislocated Workers registered at the One-Stop Centers for employment-related services administered under the federal Workforce Investment Act (WIA). Dislocated workers are adults with a history of employment who are currently unemployed, as well as displaced homemakers.
Source: Workforce Development Division.
- Indicator name: Dislocated workers who completed services and were placed in jobs (%)
Description: The number of dislocated workers who found employment following completion of employment and training services, as a percent of those who completed services.
Source: Workforce Development Division.
- Indicator name: Dislocated workers placed in jobs who are still employed after six months (%)
Description: The percent of dislocated workers who were employed in the first calendar quarter and remained employed in the third calendar quarter following completion of employment and training Services.
Source: Workforce Development Division.
- Indicator name: Ratio of new salary to pre-employment salary for dislocated workers (%)
Description: The ratio of the new annual salary of dislocated workers who obtained employment after completing services, to their salary before becoming unemployed.
Source: Workforce Development Division.

NON-MAYORAL AGENCIES

PERFORMANCE STATISTICS



Public Libraries



Taxi and Limousine Commission



City University of New York

PUBLIC LIBRARIES

- Indicator name: Average weekly scheduled hours
Description: The total amount of scheduled public service hours at all libraries/branches divided by the number of locations.
Source: Library Schedule of Hours.
- Indicator name: Libraries open seven days per week (%)
Description: Libraries/Branches open 7 days per week as a percent of the total locations.
Source: Library Schedule of Hours.
- Indicator name: Libraries open six days per week (%)
Description: Libraries/Branches open 6 days per week as a percent of the total locations.
Source: Library Schedule of Hours.
- Indicator name: Circulation per capita
Description: The total number of library materials, e.g., books, periodicals, and other materials, checked out or renewed at all library locations divided by the population of the service area.
Source: Library automation system software and U.S. Census Report.
- Indicator name: Reference and information queries (000)
Description: The total number of reference questions asked of library staff by patrons both in person and by telephone or e-mail.
Source: Brooklyn Public Library: Annual Reference Survey.
New York Public Library: Quarterly Reader Service Statistics Report.
Queens Borough Public Library: Quarterly Reference Sample Report.
- Indicator name: Connecting Libraries and Schools Program (CLASP) – schools served (%)
Description: Total number of schools in CLASP as a percent of the total number of public and private schools for grades K-8 in the service area.
Source: Brooklyn Public Library: Branch Locations & Department of Education.
New York Public Library: Branch Locations & Department of Education.
Queens Borough Public Library: CLASP offices & Department of Education.

PUBLIC LIBRARIES

- Indicator name: Workstations with on-line public access catalog (%)
Description: Total number of computer workstations available to the public in library locations that have access to library's On-line Catalog as a percent of the total number of public workstations.
Source: Brooklyn Public Library: Information Technology Department.
New York Public Library: Information and Technology Group.
Queens Borough Public Library: Information and Technology Department.
- Indicator name: Workstations with public Internet access (%)
Description: Total number of computer workstations available to the public in library locations that have access to the Internet as a percent of the total number of public workstations.
Source: Brooklyn Public Library: Information Technology Department.
New York Public Library: Information and Technology Group.
Queens Borough Public Library: Information and Technology Department.
- Indicator name: Library branches with public Internet access (%)
Description: Total number of library locations with access to the Internet as a percent of the total number of library locations.
Source: Brooklyn Public Library: Information Technology Department.
New York Public Library: Information and Technology Group.
Queens Borough Public Library: Information and Technology Department.
- Indicator name: Electronic databases
Description: Total number of subscription databases made available on library's website.
Source: Brooklyn Public Library: Office of Materials Selection.
New York Public Library: Office of Information Services.
Queens Borough Public Library: Technical Services Department.
- Indicator name: Technology-based public instructional programs
Description: Total number of programs offered to the public that cover Internet and PC skills, online reference databases and searching techniques, and PC application software skills.
Source: Branch locations.

TAXI AND LIMOUSINE COMMISSION

Indicator name: Average time to process a standard operator's license (calendar days)
- Medallion driver
- For-hire vehicle driver

Description: Number of calendar days to process an operator's license from the date of filing a new application to the date of license issuance.

Source: Licensing Bureau data; Computer Assisted Management Information System (CAMIS).

Indicator name: Average waiting time at Long Island City licensing facility (hours: minutes)

Description: Average number of hours/minutes a licensee/applicant waited at the licensing facility from time of arrival to the start of service by a TLC customer representative.

Source: Licensing Bureau; Q-Matic System.

Indicator name: Average time to close consumer complaints from City residents (calendar days)

- Medallion complaints
- For-hire vehicle complaints

Description: Average number of calendar days to close complaints from receipt of complaint to the time a case is scheduled for a hearing or resolved.

Source: Consumer Complaints Division.

Indicator name: Medallion enforcement: Operation Refusal compliance rate (%)

Description: The number of licensees who complied with service refusal rules, divided by the number of enforcement tests. The Operation Refusal program uses undercover TLC inspectors as prospective taxicab passengers to test taxicab drivers' compliance with the rules and laws against all forms of passenger service refusal.

Source: TLC Enforcement Division.

Indicator name: Medallion safety and emissions inspections conducted

Description: The number of initial and re-test inspections performed for medallion taxicabs as required by a TLC rule that mandates three inspections per year for each taxicab.

Source: TLC Safety and Emissions Division.

Indicator name: Medallion safety and emissions failure rate (%)

- Initial inspection
- Re-inspection

Description: The percentage of medallion taxicabs that failed initial inspection and the percentage of medallion taxicabs that failed re-inspection.

Source: TLC Safety and Emissions Division.

TAXI AND LIMOUSINE COMMISSION

- Indicator name: Medallion summonses for non-inspection
Description: The number of summonses issued to medallion owners for failure to inspect/reinspect their taxicabs.
Source: TLC Safety and Emissions Division.
- Indicator name: Medallions confiscated as a result of inspections (%)
Description: The number of medallions confiscated at the safety and emissions facility for various violations as a percentage of the total medallions.
Source: TLC Safety and Emissions Division.
- Indicator name: License revocation rate (%)
Description: The percentage of licenses revoked against all TLC-licensed drivers.
Source: TLC Office of Legal Affairs.
- Indicator name: Street hail summonses issued to for-hire vehicle drivers
Description: The number of summonses issued to for-hire vehicle drivers for accepting street hails.
Source: TLC Enforcement Division.
- Indicator name: Unlicensed for-hire bases closed
Description: Number of bases closed permanently as a result of padlock proceedings.
Source: TLC Office of Legal Affairs.

- Indicator name: High school students participating in college preparation program (College Now)
- Description: The number of high school students participating in College Now during an academic year. College Now programs, offered at each college, help prepare students for college-level work. College Now offers college-level courses as well as remediation in reading, writing and math.
- Source: CUNY Office of Academic Affairs.
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- Indicator name: Students conditionally admitted to senior colleges who successfully complete remedial summer instruction as a requirement for enrollment (%)
- Description: The proportion of students participating in the University Summer Immersion Program who are skills-proficient by its end. Conditionally-admitted students have met the criteria for admittance to a baccalaureate program but have not demonstrated reading, writing and math proficiency by the beginning of summer.
- Source: University Applications Processing Center, CUNY Office of Academic Affairs, and CUNY Office of Institutional Research and Assessment.
-
- Indicator name: Community college and second year baccalaureate students who pass CUNY's writing ability test for attainment of associate degree or movement to next year in senior college (%)
- Description: The percent of students taking the CUNY Proficiency Exam (CPE) for the first time in a given fall term who have passed the exam one year later. The CPE is a written exam in which students demonstrate their competence in academic literacy by composing essays on written passages and data. Students must pass the exam to earn an associate degree or to pursue upper-division studies.
- Source: CUNY Office of Assessment.

Indicator name: Mean SAT score of enrolled freshmen in baccalaureate programs
 Description: The mean SAT score first-time freshmen enrolled in the Fall into CUNY's seven senior colleges (Baruch, Brooklyn, City, Hunter, Lehman, Queens and York) who are current graduates (graduated on or after June 1st) of domestic high schools (excludes GED's and graduates of foreign high schools). SEEK (Search for Education, Elevation, and Knowledge) program students are excluded. Prior graduates, GEDs and foreign students are not required to submit SAT scores for admission. Candidates for the SEEK program are required to submit SAT scores, but only to determine that the candidate does not meet the regular admission criteria and therefore qualifies for the program.

Source: CUNY Office of Institutional Research and Assessment.

Indicator name: Baccalaureate degree seeking students admitted who enroll (%)
 Description: The percent of students admitted to a CUNY baccalaureate program (met regular admissions criteria and passed or were exempt from basic skills tests) in the fall term who enroll in a CUNY baccalaureate program that fall.

Source: CUNY Office of Institutional Research and Assessment.

Indicator name: Honors College student enrollment
 Description: The number of students enrolling in the CUNY Honors College program. The Honors College provides educational opportunities for academically gifted students citywide. The program includes financial support, interdisciplinary seminars, and access to instructional technology, dedicated mentors, internships and study abroad, as well as a Cultural Passport.

Source: CUNY Office of Institutional Research and Assessment

Indicator name: One-year (fall-to-fall) student retention rate
 - Baccalaureate programs (%)
 Description: The percent of regularly-admitted full-time, first-time freshmen who are still enrolled the fall term following the fall of entry into a baccalaureate program. For example, students entering CUNY as full-time, first-time freshmen in Fall 2000 must be enrolled at CUNY in Fall 2001 to be counted as retained.

Source: CUNY Office of Institutional Research and Assessment

- Indicator name: One-year (fall-to-fall) student retention rate
- Associate programs (%)
- Description: The percent of regularly-admitted, full-time, first-time freshmen who are still enrolled the fall term following the fall of entry into an associate program. For example, students entering CUNY as full-time, first-time freshmen in Fall 2000 must be enrolled at CUNY in Fall 2001 to be counted as retained.
- Source: CUNY Office of Institutional Research and Assessment
- Indicator name: Students graduating within 6 years
- Baccalaureate programs (%)
- Description: The percent of regularly-admitted, full-time freshmen who earn a CUNY degree within six years of entry. For example, full-time, first-time, bachelor's degree-seeking students entering CUNY in Fall 1995 must earn a degree by the end of August 2001 to be counted as having graduated. Graduation rates are reported for the fiscal year corresponding with the end of the 6-year period.
- Source: CUNY Office of Institutional Research and Assessment
- Indicator name: Students graduating within 6 years
- Associate programs (%)
- Description: Percentage of regularly-admitted, full-time freshmen who earn a CUNY degree within six years of entry. For example, full-time, first-time, associate degree-seeking students entering CUNY in Fall 1995 must earn a degree by the end of August 2001 to be counted as having graduated. Graduation rates are reported for the fiscal year corresponding with the end of the 6-year period.
- Source: CUNY Office of Institutional Research and Assessment
- Indicator name: Students passing the New York State Teacher Certification Examination (%)
- Description: The percent of students who pass the Liberal Arts and Sciences New York State Teacher Certification Examination in a given academic year.
- Source: New York State Education Department
- Indicator name: Students passing the National Council Licensure Examination for Registered Nurse (%)
- Description: The percent of students who pass the NCLEX-RN in a given calendar year.
- Source: New York State Education Department

Indicator name: Instructional hours delivered by full-time faculty (Fall)
- Community colleges (%)
Description: The percent of total hours of community college course instruction taught by full-time members of CUNY's faculty in the Fall term.
Source: City University Personnel System and CUNY Office of Institutional Research and Assessment

Indicator name: Instructional hours delivered by full-time faculty (Fall)
- Senior colleges (%)
Description: The percent of total hours of senior college course instruction taught by full-time members of CUNY's faculty in the Fall term.
Source: City University Personnel System and CUNY Office of Institutional Research and Assessment

311 SERVICE REQUEST

Department of Education

Indicator name:	School Maintenance
Description	The 311 Citizen Service Center receives School Maintenance requests including air conditioning, heating, and plumbing problems. “Number created” is the volume of service requests entered into the 311 system and “Number outstanding” are those requests that remained open at the end of the reporting period. The average time to close requests is calculated from the time the service request is entered into the 311 system until the Department has corrected the condition, appropriately referred the request, or determined that no action is necessary. Most conditions requiring repair cannot be handled immediately and are therefore referred to skilled tradespeople, custodians or outside contractors.
Source	311 Citizen Service Center.
Indicator name:	Health and Safety
Description	The 311 Citizen Service Center receives Health and Safety requests dealing with unsafe conditions in or around a school; physical altercations or other safety related incidents on school property, or in school transportation; requests for safety-related transfers from a school; and health-related issues in schools. Any reports received by 311 of ongoing criminal or safety-related incidents are immediately transferred by operators to 911. “Number created” is the volume of service requests entered into the 311 system and “Number outstanding” are those requests that remained open at the end of the reporting period. Health and safety requests are considered closed when the issue or problem has been resolved, or the caller's question has been answered, and the resolution or answer has been communicated to the person making the request.
Source	311 Citizen Service Center.

311 SERVICE REQUEST

Department of Transportation

Indicator name: Pothole – Highway
Description The 311 Citizen Service Center receives complaints regarding potholes on both local streets and arterial highways. The information needed to initiate the repair of a highway pothole is recorded directly in the 311 system. “Number created” is the volume of service requests entered into the 311 system and “Number outstanding” are those requests that remained open at the end of the reporting period. The average time to close these requests is based on those service requests that were created and closed in the 311 system during the reporting period. The status “closed” means scheduled for repair by DOT’s Arterial Maintenance Unit or reassigned to another DOT unit or outside agency.
Source 311 Citizen Service Center.

Indicator name: Street Cut Restoration Defect
Description The 311 Citizen Service Center receives complaints regarding defective street work. “Number created” is the volume of service requests entered into the 311 system and “Number outstanding” are those requests that remained open at the end of the reporting period. The average time to close these requests is calculated from the point the complaint is entered into the 311 system until the Department’s Highway and Quality Assurance inspection is conducted. Depending on severity, the responsible contractor is issued a notice requiring correction of the condition or a violation. The contractor then has 30 days in which to complete the repair.
Source 311 Citizen Service Center.

Department of Information Technology and Telecommunications

Indicator name: Cable Complaints
Description The 311 Citizen Service Center receives complaints concerning customer problems with cable television companies. “Number created” is the volume of service requests entered into the 311 system and “Number outstanding” are those requests that remained open at the end of the reporting period. The average time to close a complaint is calculated from the point the service request is entered into the 311 system until the problem has been resolved to the subscriber’s satisfaction, or when DoITT can do no more with the complaint and refers it to the State commission with the authority to hold public hearings on complaints.
Source 311 Citizen Service Center.

311 SERVICE REQUEST

Department of Records and Information Services

Indicator name:	Literature Requests
Description	The 311 Citizen Service Center receives requests for applications to order historical vital records (birth, death and marriage certificates). “Number created” is the volume of service requests entered into the 311 system and “Number outstanding” are those requests that remained open at the end of the reporting period. The average time to close these requests is calculated from the point the service request is entered into the 311 system until the appropriate form is mailed to the constituent.
Source	311 Citizen Service Center.

Department of Finance

Indicator name:	STAR Exemption Application
Description	The 311 Citizen Service Center receives requests for applications for School Tax Relief (STAR) exemptions. “Number created” is the volume of service requests entered into the 311 system and “Number outstanding” are those requests that remained open at the end of the reporting period. The average time to close these requests is calculated from the time the service request is entered into the 311 system until the Department generates a mailing list; applications are then mailed several days later.
Source	311 Citizen Service Center.

Department of Consumer Affairs

Indicator name:	Consumer Complaint
Description	The 311 Citizen Service Center receives consumer complaints against businesses. “Number created” is the volume of service requests entered into the 311 system and “Number outstanding” are those requests that remained open at the end of the reporting period. The average time to close these requests is calculated from the point the service request is entered into the 311 system until DCA determines an initial resolution. Most service requests are closed when a complaint form is mailed to the caller, but may also be closed if DCA determines an inspection is needed, the complaint lies outside DCA's jurisdiction, or insufficient information is provided. Returned complaint forms are evaluated by DCA staff which works to resolve those within the Department's jurisdiction.
Source	311 Citizen Service Center.

311 SERVICE REQUEST

Indicator name:	License Application
Description	The 311 Citizen Service Center receives requests for business license application forms. “Number created” is the volume of service requests entered into the 311 system and “Number outstanding” are those requests that remained open at the end of the reporting period. The average time to close these requests is calculated from the point the service request is entered into the 311 system until DCA mails the license application form.
Source	311 Citizen Service Center.

Taxi and Limousine Commission

Indicator name:	Yellow Taxi Complaint
Description	The 311 Citizen Service Center receives taxi cab-related complaints. “Number created” is the volume of service requests entered into the 311 system and “Number outstanding” are those requests that remained open at the end of the reporting period. The average time to close these requests is calculated from the time the service request is entered into the 311 system until a hearing on the complaint has been scheduled. Closure requires TLC to send an affidavit to the medallion owner to determine the identity of the driver, receipt of the owner’s affidavit identifying the driver, and the scheduling of a hearing to resolve the charge or charges against the driver. Alternatively, the request may be closed once the complainant notifies TLC that a hearing is not desired.
Source	311 Citizen Service Center.

AGENCY RESOURCES

Indicator name:	Expenditures
Description	Actual and planned expenditures across all units of appropriation in an agency's expense budget. This does not include capital resources (see Capital Commitments, below).
Source	<p>The Office of Management and Budget. Data prior to Fiscal 2004 is consistent with previous Mayor's Management Reports. Fiscal 2004 expenditures may have changed since the September 2004 Mayor's Management Report. The figures reported here reflect the "Comprehensive Annual Financial Report of the Comptroller for the Fiscal Year Ended June 30, 2004."</p> <p>Fiscal 2005 targets from the September 2004 MMR are consistent with the City's Fiscal 2005 Adopted Budget. Updated Fiscal 2005 and Fiscal 2006 targets reflect the City's January 2005 Financial Plan. Four-Month Actual Fiscal 2004 figures and Four-Month Actual Fiscal 2005 figures are as of October 31 of the corresponding fiscal year, based on the October Financial Information Services Agency (FISA) report for that year.</p> <p>The Health and Hospitals Corporation and the New York City Housing Authority self-report expenditure information.</p>
Indicator name:	Revenues
Description	Funds collected by agency revenue-generating operations. Does not include State and federal monies and routine City tax collections.
Source	<p>The Office of Management and Budget. Data prior to Fiscal 2004 is consistent with previous Mayor's Management Reports. Fiscal 2004 revenues may have changed since the September 2004 Mayor's Management Report. The figures reported here reflect the "Comprehensive Annual Financial Report of the Comptroller for the Fiscal Year Ended June 30, 2004."</p> <p>Fiscal 2005 targets from the September 2004 MMR are consistent with the City's Fiscal 2005 Adopted Budget. Updated Fiscal 2005 and Fiscal 2006 targets reflect the City's January 2005 Financial Plan. Four-Month Actual Fiscal 2004 figures and Four-Month Actual Fiscal 2005 figures are as of October 31 of the corresponding fiscal year, as derived from the City's Financial Management System (FMS).</p> <p>The Health and Hospitals Corporation and the New York City Housing Authority self-report revenue information.</p>

AGENCY RESOURCES

Indicator name:	Personnel
Description	The total employees, from all funding sources, active on the final day of the reporting period. Among the civilian workforce, non-full-time employees and seasonal employees are counted as full-time equivalents (FTEs), adjusting for the proportion of a full-time salary that they earn. FTEs were not included in this data prior to December 2001.
Source	The Office of Management and Budget. Fiscal 2004 personnel reflect the number of employees active on June 30, 2004. Four-Month Actual Fiscal 2004 personnel and Four-Month Actual Fiscal 2005 personnel reflect the number of employees active on October 31 of the respective year. Fiscal 2005 targets from the September 2004 MMR are consistent with the City's Fiscal 2005 Adopted Budget. Updated Fiscal 2005 and Fiscal 2006 targets reflect the City's January 2005 Financial Plan.
Indicator name:	Overtime earned
Description	The total amount of overtime earned by employees during the period.
Source	The Payroll Management System PCEPM511 Total Monthly Overtime Report for the end of the reporting period. The Health and Hospitals Corporation and the New York City Housing Authority self-report this overtime information.
Indicator name:	Capital commitments
Description	The value of contracts for capital projects that the agency is authorized to register and actually registers. Capital projects include construction work and some other categories of procurements, including computer hardware and software, heavy equipment and vehicles. Some construction projects counted within a given agency's commitment total may be managed by other agencies.
Source	The Office of Management and Budget. Data prior to Fiscal 2004 is consistent with previous Mayor's Management Reports. Fiscal 2004 capital commitments may have changed since the September 2004 Mayor's Management Report. Fiscal 2005 targets from the September 2004 MMR are consistent with the City's April 2004 Capital Commitment Plan. Updated Fiscal 2005 and Fiscal 2006 targets reflect the City's January 2005 Financial Plan. Four-Month Actual Fiscal 2004 figures and Four-Month Actual Fiscal 2005 figures are as of October 31 of the corresponding fiscal year. The School Construction Authority self-reports capital commitment data.

AGENCY RESOURCES

Indicator name:	Human services contract budget
Description	Total amount budgeted or actually obligated for human services contracts. This data is shown for seven agencies that together account for over 95 percent of the City total in this category. These agencies are: Department of Health and Mental Hygiene, Human Resources Administration, Administration for Children's Services, Department of Homeless Services, Department for the Aging, Department of Youth and Community Development and Department of Small Business Services.
Source	The Office of Management and Budget. Fiscal 2004 human services contract figures may have changed since the September 2004 Mayor's Management Report. The figures reported here are consistent with the "Comprehensive Annual Financial Report of the Comptroller for the Fiscal Year Ended June 30, 2004." Four-Month Actual Fiscal 2004 figures and Four-Month Actual Fiscal 2005 figures are as of October 31 of the corresponding fiscal year, based on the Financial Management System. Fiscal 2005 targets from the September 2004 MMR are consistent with the Contracts section of the City's Fiscal 2005 Adopted Budget. Updated Fiscal 2005 and Fiscal 2006 targets reflect the City's January 2005 Financial Plan.
Indicator name:	Work Experience Program (WEP) participants assigned
Description	The number of WEP participants assigned to agency activities at the close of the reporting period.
Source	Human Resources Administration, Family Independence Administration.