THE MAYOR'S MANAGEMENT REPORT

FISCAL 2002

INDICATOR DEFINITIONS

City of New York
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HEALTH, EDUCATION AND HUMAN SERVICES

Indicator name: Hospitalization rate for asthma among children ages 0-14
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
Description: Deaths of infants under one year of age per 1,000 live births in the 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's Automated Tracking System.

Indicator name: New adult AIDS cases
Description: Number of new adult or adolescent (13 years of age and above) cases that meet the federal Centers for Disease Control and Prevention's definition of AIDS. Data is by calendar year.
Source: DOHMH HIV/AIDS Surveillance Program.

Indicator name: New pediatric AIDS cases
Description: Number of new cases 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.
Source: DOHMH HIV/AIDS Surveillance Program.

Indicator name: Clients enrolled in HIV/AIDS (Ryan White) health and supportive services
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. Clients may be counted more than once if they received services from more than one Title I Ryan White contracted program.
Source: Medical and Health Research Association of New York City, Inc.

Indicator name: Syphilis cases
Description: The number of primary and secondary stage syphilis cases reported to DOHMH.
Source: DOHMH Sexually Transmitted Diseases Program.

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.

Indicator name:	West Nile virus cases requiring hospitalization (reported and confirmed)
Description:	The number of reported human cases of encephalitis, aseptic meningitis or Guillain Barre syndrome who have laboratory evidence of West Nile virus infection.
Source:	DOHMH Communicable Disease Program.

Indicator name:	Children with Early Intervention Program (EIP) service plans
Description:	The number of children with active Individualized Family Service Plans for the provision of early intervention services.
Source:	New York State Department of Health

Indicator name:	Calls to LifeNet
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
Description:	An unduplicated count of individuals based on 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
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. Drug abuse excludes alcohol and tobacco.
Source:	DOHMH Office of Vital Records.

Indicator name: New cases requiring environmental intervention for lead poisoning
Description: The number of children less than 18 years old with a blood lead level test
                    result at or above 20 micrograms per deciliter, or with two test results
                    between 15 and 19 micrograms per deciliter at least three months apart.
                    This definition is in effect as of Fiscal 2000.
Source: DOHMH Lead Poisoning Prevention Program.

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: Restaurants 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
Description: The total number of pest control complaints received by DOHMH.
Source: DOHMH Division of Environmental Health.

Indicator name: Pest control exterminations performed
Description: The total number of exterminations performed by DOHMH to abate rodent
                    infestation.
Source: DOHMH Division of Environmental Health.

Indicator name: Dog licenses issued
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.

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: 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.

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 cases screened for the presence of volatiles, opiates, benzoylecgonine, barbiturates, salicylates, acetaminophen, and basic drugs in the Forensic Toxicology Laboratory 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.

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 birth takes place within HHC facilities.
Source: Health and Hospitals Corporation (HHC) Patient Accounting Database Reporting System (PADBARS) and Ambulatory Care Database.

Indicator name: Average wait time for mammography screening appointments (days)
Description: The average time for a mammography appointment, from the first call for an appointment to the actual appointment date.
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.
Source: HHC Ambulatory Care Database.

Indicator name: Methadone patients achieving job placements
Description: Patients registered at one of the Corporation's five Methadone Maintenance Treatment Programs, which offer work readiness services as part of treatment, who are placed in a job.
Source: HHC Substance Abuse Database.

Indicator name: Two-year-olds immunized (%)
Description: The percent of all two-year old HHC patients who are immunized at HHC clinics and hospitals
Source: HHC Quality Assurance reports.

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: Hospital Watch, United Hospital Fund and HHC PADBARS system.

Indicator name: Emergency room revisits for adult patients with asthma (%)
Description: The percent of adult patients with asthma who revisit the emergency room within seven days of discharge from emergency room care.
Source: HHC Health Data Systems.

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 emergency room care.
Source: HHC Health Data Systems.

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. In compliance with New York State Department of Health's reporting methodology, Comprehensive Psychiatric Emergency Program readmits are excluded.
Source: HHC Product Line Manager database and PADBARS system.

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.
Source: HHC Ambulatory Care Restructuring Initiative Reporting Database.

Indicator name: Uninsured patients served
Description: The number of patients without health insurance served by HHC.
Source: HHC PADBARS system.

Indicator name: Total Medicaid Child and Family Health Plus enrollees
Description: The number of individuals enrolled in Medicaid health programs affiliated with HHC that include Child and Family Health Plus programs.
Source: MetroPlus Health Plan Reconciliation Reports and New York State Child and Family Health Plus Programs.

Indicator name: Medicaid MetroPlus enrollees
Description: The number of Medicaid individuals enrolled in HHC's MetroPlus health maintenance plan.
Source: MetroPlus Health Plan Reconciliation Reports.

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

Indicator name:	Students in grades 3 to 8 meeting or exceeding standards (%)
	- Math (%)
Description:	The percent of 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, the nonproficient level, through Level 4, the advanced level.
Source:	Division of Assessment and Accountability.

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 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, the nonproficient level, through Level 4, the advanced level.
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, the nonproficient 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 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, the nonproficient 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 (%)
  - 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, the nonproficient 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.
Source: Division of Instruction and Information Technology.

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.

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 NYSED 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 NYSED 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 NYSED 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 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 NYSED 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 NYSED 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 NYSED 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 NYSED 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.

Indicator name: General education students graduating (%)
                  - Within four 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 seven 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 four 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 seven 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.

Indicator name: General education students dropping out (%)
            - Within four years of entry into high school (%)

Description: The percent of 9th grade 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 dropped out within four years.

Source: Division of Assessment and Accountability.

Indicator name: General education students dropping out (%)
            - Within seven years of entry into high school (%)

Description: Percent of 9th grade 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 dropped out within seven years.

Source: Division of Assessment and Accountability.

Indicator name: Special education students dropping out (%)
            - Within four years of entry into high school (%)

Description: The percent of students in self-contained, ungraded special education classes who dropped out within four years after the school year in which they reached age 14.

Source: Division of Assessment and Accountability.

Indicator name: Special education students dropping out (%)
            - Within seven 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: 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.

Source: Automate the School system.

Indicator name: Average daily attendance (%)
- Elementary/middle (%)
- High school (%)
Description: The average of students present daily as a proportion of the daily student register.
Source: Automate the School system.

Indicator name: Students with 90% or better attendance rate (%)
Description: The number of students whose attendance rate for the year is 90% or better, divided by the cumulative daily student register.
Source: Automate the School system.

Indicator name: Students enrolled in bilingual education (000)
Description: The number of students who scored at or below the 40th percentile on the English Language Assessment Battery (LAB), which is an English language competency exam, and therefore are deemed entitled to a bilingual or English as a Second Language program.
Source: Bilingual Education Student Information Survey.

Indicator name: English Language Learner students testing out of bilingual (%)
Description: The percent of English Language Learner students who score at the 41st percentile or better on the Language Assessment Battery exam, and thus test out of bilingual/English as a Second Language education.
Source: Division of Assessment and Accountability.

Indicator name: English Language Learner students testing out of bilingual within three years (%)
Description: The percent of English Language Learner students who score at the 41st or better percentile on the Language Assessment Battery exam within three 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: Children Assistance Program.

Indicator name: Students initially recommended for special education services
Description: The number of general education students who are referred to the Committee on Special Education for special education evaluation and are determined to be disabled, requiring some level of special education services.
Source: Children Assistance Program.

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: 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, the nonproficient 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, the nonproficient 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, district/superintendency costs, and systemwide costs and obligations, divided by school enrollment (official audited registers).
Source: School Based Expenditures Reports.

Indicator name: Teachers
Description: The number of teachers systemwide as of September of a given year.
Source: Enterprise Data Warehouse Human Resources System.

Indicator name: Certified teachers (%)
Description: The percent of teachers with a State license as of September of a given year.
Source: Enterprise Data Warehouse Human Resources System.

Indicator name: Teachers with five or more years teaching experience (%)
Description: The percent of teachers with five or more years of classroom experience.
Source: Enterprise Data Warehouse Human Resources System.

Indicator name: Teachers hired to fill projected vacancies (%)
Description: The percent of district-reported teacher vacancies that were filled by the teachers the districts hired for the new school year.
Source: Enterprise Data Warehouse Human Resources System.

Indicator name: Principals with more than three 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 12 days (%)
Description: The percent of active teachers (excludes teachers on approved leave) who have been absent beyond the 12 contractual days.
Source: Enterprise Data Warehouse Human Resources System.

Indicator name: Parents/guardians receiving child's written report card at least twice a year (%)
Description: The percent of parents who receive their child's report card at least twice a year either at a parent-teacher conference or by mail.
Source: Parent Survey and District Performance Profile.

Indicator name: Parents who are aware of the School Leadership Teams and Parent Teacher Associations (%)
Description: The percent of parents who are aware of the existence of School Leadership Teams and Parent Associations within their child's school.
Source: Parent Survey and District Performance Profile.

Indicator name: Parents rating their child's school 'A' or 'B' (%)

Description: The percent of parents who rate their child's school 'A' or 'B'. Ratings are collected on a scale of A to F, with "A" being excellent and "F" failing.

Source: Parent Survey and District Performance Profile.

Indicator name: School safety incidents
    - Serious criminal incidents

Description: The number of serious criminal incidents (murder, rape, sex offenses, robbery, felonious assault and weapons possession) reported in City public schools.

Source: New York City Police Department, School Safety Division.

Indicator name: School safety incidents
    - Other criminal and non-criminal incidents

Description: Excluding serious criminal incidents as listed above, the number of all other assaults, misdemeanors and other serious non-criminal incidents reported in City public schools.

Source: New York City Police Department, School Safety Division.

Indicator name: Hazardous building violations

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 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: 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.

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.

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 portioning, leasing and provision of transportable classroom units.

Source: Division of School Facilities and School Construction Authority.

Indicator name: Total new seats created
- Department of Education

Description: The number of new seats created by room portioning and leased sites by the Department of Education.

Source: Division of School Facilities.

Indicator name: Total new seats created
- School Construction Authority

Description: The number of new seats created through construction of new buildings, additions and transportable classroom units.

Source: School Construction Authority.

Indicator name: New school seats constructed (FY October-September)
Description: The number of new school seats constructed for the City's public elementary, intermediate and high schools, as approved and funded by the Department of Education. SCA measures new seats from October to September to capture projects completed for the start of the school year.
Source: SCA Information Technology Department.

Indicator name: New schools and additions constructed (FY October-September)
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 Information Technology Department.

Indicator name: Scheduled new seats constructed on time (%) (FY October-September)
Description: The percent of planned new seats ready for occupancy by September, as approved and funded by the Department of Education.
Source: SCA Information Technology Department.

Indicator name: Average new school construction cost per square foot ($)
   - Early childhood ($)
Description: The total construction cost of completed early childhood schools (pre-kindergarten-grade 2) 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, as well as asbestos removal and demolition of existing buildings on the site, clean up of soil and support of adjacent buildings during construction.
Source: SCA Information Technology Department.

Indicator name: Average new school construction cost per square foot ($)
   - Elementary ($)
Description: The total construction cost of completed elementary schools (kindergarten-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, as well as asbestos removal and demolition of existing buildings on the site, clean up of soil and support of adjacent buildings during construction.
Source: SCA Information Technology 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, as well as asbestos removal and demolition of existing buildings on the site, clean up of soil and support of adjacent buildings during construction.

Source: SCA Information Technology 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, as well as asbestos removal and demolition of existing buildings on the site, clean up of soil and support of adjacent buildings during construction.

Source: SCA Information Technology Department.

Indicator name: Average new school construction cost per seat
          - Early childhood ($)

Description: The total construction costs of early childhood schools (pre-kindergarten-grade 2), including the original contract and all additional construction costs, divided by the number of new student classroom seats in those schools.

Source: SCA Information Technology Department.

Indicator name: Average new school construction cost per seat
          - Elementary ($)

Description: The total construction costs of elementary schools (kindergarten-grade 5), including the original contract and all additional construction costs, divided by the number of new student classroom seats in those schools.

Source: SCA Information Technology Department.

Indicator name: Average new school construction cost per seat
          - Intermediate ($)

Description: The total construction costs of intermediate schools (grades 6-8), including the original contract and all additional construction costs, divided by the number of new student classroom seats in those schools.

Source: SCA Information Technology Department.

Indicator name: Average new school construction cost per seat
                  - High school ($)
Description: The total construction costs of high schools (grades 9-12), including the
                  original contract and all additional construction costs, divided by the
                  number of new student classroom seats in those schools.
Source: SCA Information Technology 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 planned completion date or earlier. This
                  credits projects delayed by asbestos-related changes, programmatic
                  changes or regulatory changes.
Source: SCA Information Technology Department.

Indicator name: Capital improvement projects constructed within budget (%) (FY02
                  prelim.)
Description: The percent of capital repair projects (such as roof repair and window
                  replacement) completed within contract amount and budgeted
                  contingency.
Source: SCA Information Technology Department.

Indicator name: Safety recommendations issued to contractors corrected within 24 to 48
                  hours (%)
Description: The percent of complex safety recommendations issued that are
                  implemented 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 excluded from this indicator.
Source: SCA Information Technology 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 Information Technology Department.

Indicator name: Reported job placements

Description: The total number of reported job placements for people receiving 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; the State 60-month Converted Safety Net program, which provides assistance to families that have exceeded the five-year federal time limit; and persons who are not receiving Public Assistance (PA) but do receive food stamps.

Source: Human Resources Administration (HRA) Office of Program Reporting, Analysis and Accountability (OPRAA).

Indicator name: Engageable public assistance cases in work activities (%)

Description: As of June 30, the percent of total engageable cases that are engaged in any work, work-related activities, and work assessment or work assignment process, such as employment, the Work Experience Program (WEP), wage subsidy programs, substance abuse treatment, education/training/job search, or students over age 15. Total engageable cases includes all cases receiving ongoing public assistance, excluding cases that are temporarily or permanently unengageable due to problems such as illness or disability.

Source: HRA New York City WAY (NYCWAY).

Indicator name: Safety Net Assistance cases participating in work activities as calculated in accordance with State guidelines (%)

Description: As of June 30, the percent of Safety Net clients, excluding those exempt from work activities, who participate in work activities in compliance with State guidelines or are involved in a fair hearing process with the State.

Source: HRA NYCWAY.

Indicator name: Family Assistance Program cases participating in work activities as calculated in accordance with federal guidelines (%)

Description: As of June 30, the percent of all Family Assistance Program families who participate in full-time work activities in compliance with federal guidelines. This calculation does not take into account child-only cases, parents with children younger than three months, persons who are subject to a sanction for not complying with work requirements, or persons who are in sanction status for three months or less.

Source: HRA NYCWAY.

Indicator name: Engaged public assistance cases enrolled in HRA-approved job search and training or education activities (%)
Description: As of June 30, the percent of engaged public assistance cases that are in job search and education or training programs referred and/or approved by HRA.
Source: HRA NYCWAY.

Indicator name: WEP participants concurrently engaged in another work activity (%)
Description: As of June 30, the percent of Work Experience Program (WEP) participants who are also engaged in any type of training or education activity.
Source: HRA NYCWAY.

Indicator name: Public assistance participants who left welfare for work and did not return within 90 days (%)
Description: The percent of public assistance recipients who had a job three months prior to the reporting period, and did not return to public assistance within the last three months of the reporting period.
Source: HRA OPRAA.

Indicator name: Persons receiving Public Assistance
Description: As of June 30, the number of persons 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: Persons receiving Food Stamps
Description: As of June 30, the number of eligible persons receiving federally supported food stamps, including both public assistance recipients and non-recipients. Include persons who receive food stamps at residential treatment centers.
Source: HRA OPRAA.

Indicator name: Persons receiving Medicaid
Description: The number of persons eligible to receive Medicaid services as of June 30.
Source: New York State Office of Temporary and Disability Assistance Welfare Management System report.

Indicator name: Individuals referred to Adult Protective Services visited within three working days (%)

Description: The percent of cases referred to Adult Protective Services that are visited within the State-mandated three working days.

Source: HRA Adult Protective Services Program.

Indicator name: Average time to initiate home attendant and housekeeper services cases (days)

Description: The average number of days from the date of application to the commencement of service for all new Home Attendant and Housekeeping cases.

Source: HRA Home Care Services Program.

Indicator name: Clients receiving home care services (000)

Description: As of June 30, 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 HIV/AIDS LOMBARDI Home Care services program, which provides services for persons with HIV/AIDS.

Source: HRA Home Care Services Program.

Indicator name: Households averted from homelessness (%)

Description: The percent of individuals and families at risk of losing their homes due to rent arrears, holdover petitions, complications with Section 8 housing vouchers, or other factors and whom HRA assisted in staying in their homes.

Source: HRA Office of Homeless Prevention.

Indicator name: Individuals receiving HIV/AIDS services (000)

Description: The cumulative number of individuals with HIV/AIDS served during the year.

Source: HRA HIV/AIDS Services Administration.

Indicator name: Clients assisted in applying for SSI or SSDI (000)

Description: The number of HRA clients assisted in obtaining Supplemental Security Income or Social Security Disability Insurance benefits.

Source: HRA Office of Policy and Program Development.

Indicator name: Employable clients with barriers to employment who received specialized services to enhance their employability (000)

Description: The number of HRA clients facing employment barriers who participated in work-related programs targeted to meet their specific needs and enhance their employability. Clients engaged in these specialized programs typically have medical limitations to work, physical disabilities, and/or a history of substance abuse.

Source: HRA Office of Policy and Program Development.

Indicator name: Public Assistance cases with an adult who is partially or fully disabled (%)

Description: As of June 30, the percent of total active public assistance cases in which the head of household is partially or fully disabled.

Source: HRA NYCWAY.

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. Percents 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. Percents 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 (average)

Description: The total number of children in households receiving preventive services through ACS contract providers, as an average over 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.

Indicator name: New children entering foster care
Description: The number of new children entering foster care. Does not include children with repeat admissions into foster care.
Source: CONNECTIONS database 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: CONNECTIONS database 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: CONNECTIONS database 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 relative(s).
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.

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 six 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 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: Substantiated 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 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 (%)
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: 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.
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.
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.

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.
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 Childcare and Head Start services.

Indicator name: Childcare capacity filled (%)
Description: The percent of family child care and group child care slots available for which children are enrolled.
Source: ACS Department of Childcare and Head Start Services.

Indicator name: Cost per childcare slot
    - Group childcare 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.

ADMINISTRATION FOR CHILDREN'S SERVICES

Indicator name: Cost per childcare slot
                              - Family childcare 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.

Indicator name: Cost per childcare slot
                              - Group childcare 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 childcare staff divided by the number of childcare slots. Does not include capital costs or costs for City staff or overhead.

Source: ACS Financial Services Department.

Indicator name: Cost per childcare slot
                              - Family childcare slot (contract) ($)

Description: The average cost of one contracted child care slot based on the amount awarded to vendor, as well as insurance for childcare staff divided by the number of childcare 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.

Indicator name: Child support collected ($000)

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, Child Support Management System.

ADMINISTRATION FOR CHILDREN'S SERVICES

Indicator name: Current month's obligation that is collected (%)
Description: The percent of cumulative collections for the fiscal year that were collected for child support cases during the month they were due. Yearly number is based on monthly averages.
Source: New York State Department of Child Support Enforcement, Office of Child Support Enforcement.

Indicator name: Cases with a support obligation (%)
Description: The percent of child support cases open with child support ordered by the court, at the end of the reporting period.
Source: New York State Department of Child Support Enforcement, Office of Child Support Enforcement.

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) Homeless Emergency Referral 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: Average number of single adults in the 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: 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 Homeless Emergency Referral 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 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 who have identified their youngest school-aged child's school and were placed in facilities closest to that school.
Source: Department of Education's Community Districts report.

Indicator name: Incidents reported to the New York City Police Department in City-operated shelters per 1,000 occupied beds per night (CY98-02)
Description: The number of violations, misdemeanors and felonies reported to NYPD at City-operated shelter facilities, per 1,000 nights spent by residents at DHS-operated shelter facilities during the calendar year.
Source: NYPD Police Precincts.

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. The inspections take place in adult shelters semi-annually, and the total is reported for each fiscal year.
Source: DHS Facilities Maintenance and Development.

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 once they are placed into a conditional facility.
Source: DHS Homeless Emergency Referral 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 Homeless Emergency Referral System database.
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 returned 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 Homeless Emergency Referral System database.
Indicator name:	Single adults placed into permanent housing who returned to the DHS shelter services system within one year (%)
Description:	The percent 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, they must have stayed out of the shelter services system for longer than three days and returned to the DHS shelter system for longer than five days.
Source:	DHS Single Client Information Management System database and Program and Housing Placement databases.

Indicator name: One-Stop system registrants
Description: The number of Adults and Dislocated Workers registered in all
                    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: Department of Employment (DOE) Automated Case Management System.

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: DOE Automated Case Management System.

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 following their completion of employment and training services,
                    and who remain employed by the third calendar quarter.
Source: DOE Operational Analysis Unit.

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: DOE Operational Analysis Unit.

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 or returned to school following a semester break.
Source: DOE Operational Analysis Unit.

Indicator name: Average increase in annual earnings for older youth (19-21) placed into
                    employment ($)
Description: The average increase in annual salary, from prior employment to new job
                    placement, of youth aged 19-21 participating in WIA-funded services.
Source: DOE Operational Analysis Unit.

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 their placement into a job and who remain employed by the third calendar quarter.

Source: DOE Operational Analysis Unit.

Indicator name: Contracted cost per meal (lunch only) ($)
Description: The average cost per lunch served at senior centers. Includes all contractor
                    costs of food, disposables, allocated staff, and administrative and fixed
                    costs. 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; excludes DFTA administrative costs.
Source: DFTA Planning Unit.

Indicator name: Crime victims referred who accept services through the Safe Streets
                    Program (%)
Description: The percent of seniors referred by police precincts and other community-
                    based service providers to contracted Safe Streets Program sources who
                    agree to receive services such as counseling.
Source: DFTA Safe Streets Unit.

Indicator name: Clients accepting/receiving security devices through the Safe Street
                    Program
Description: The number of clients who receive locks, peepholes or other security
                    devices from contracted Safe Streets program sources.
Source: DFTA Safe Streets Unit.

Indicator name: Trainees placed in unsubsidized employment (%)
Description: The percent of seniors who were placed in permanent, paying jobs after
                   completing training through either Title V, a federal program that funds
                   trainings and jobs for the elderly, or On-the-Job training programs.
Source: DFTA Employment Unit.

Indicator name: Screenings completed through the UNIForm Benefits Assessment System
Description: The number of seniors who receive an automated screening for multiple
                   benefits through one in-person interview at the Department's Information
                   and Referral 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 the
                   Alzheimer's and Long Term Care Program
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 Planning Unit.

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 24-hour seven-day-a-week phone line (Youthline)
Description:	The number of calls received, excluding hang-up calls.
Source:	DYCD Youthline Office.

Indicator name:	Beacon programs achieving positive outcomes, based on enrollment rate (%)
Description:	The percent of Beacon programs that meet their annual enrollment target.
Source:	DYCD Comprehensive Contract Management System.

Indicator name:	Youth served through crisis beds
Description:	The unduplicated number of youth who are provided beds at sites contracted as part of the Department's Crisis Shelter Program.
Source:	DYCD Youth Operations Office.

Indicator name:	Youth served through independent living beds
Description:	The unduplicated number of youth who are provided beds at sites contracted to provide Independent Living Transitional Beds.
Source:	DYCD Youth Operations Office.

Indicator name:	Utilization rate for crisis beds (%)
Description:	The percent of crisis beds, certified by the State Office of Children & Family Services, that are occupied on average over the course of the reporting period.
Source:	DYCD Youth Operations Office.

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 Youth Operations Office.

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT

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 Comprehensive Contract Management System.

Indicator name: Adult Basic Education and English as a Second or Other Language 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 ALIES System maintained at the Literacy Assistance Center.

Indicator name: Naturalization applications filed with the INS

Description: The number of Naturalization applications and Derivative Citizenship applications the Department helped file with the federal Immigration and Naturalization Services. Foreign-born children who are younger than 18 years of age, and who have at least one parent who is a US citizen, are eligible for derivative citizenship.

Source: DYCD Citizenship New York City program.

INFRASTRUCTURE, ADMINISTRATIVE AND COMMUNITY SERVICES

DEPARTMENT OF ENVIRONMENTAL PROTECTION

Indicator name: In-City samples meeting water quality standards for coliform (%)
Description: The percent of water samples collected throughout the City that tested
                    negative for the presence of 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
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.

DEPARTMENT OF ENVIRONMENTAL PROTECTION

Indicator name: Harbor survey stations in compliance with State standard for dissolved oxygen (%)
Description: The percent of harbor water samples taken from the 45 harbor survey stations that met State standards for the amount of dissolved oxygen.
Source: Bureau of Wastewater Treatment, Marine Sciences Section.

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 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 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.

DEPARTMENT OF ENVIRONMENTAL PROTECTION

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.

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 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 five days (%)
Description: The percent of complaints concerning air quality responded to within five days of receipt.
Source: Bureau of Environmental Compliance.

Indicator name: Noise complaints not requiring access to premises responded to within five days (%)
Description: Percent of complaints concerning noise, not requiring scheduling with the complainant, responded to within five 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: Bureau of Environmental Compliance.

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Indicator name: - Asbestos violations
Description: The number of violations issued for illegal asbestos removal.
Source: Bureau of Environmental Compliance.

Indicator name: - Air violations
Description: The number of violations issued for air quality.
Source: Bureau of Environmental Compliance.

Indicator name: - Noise violations
Description: The number of violations issued for infractions of the noise code.
Source: Bureau of Environmental Compliance.

Indicator name: - Case resolution rate at the Environmental Control Board
Description: Resolved cases as a percent of total ECB cases for 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.

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.

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: 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.

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 ($)
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 Customer Service – Bureau of Permit Management and
                   Construction Coordination.

Indicator name: Street inspections conducted (000)
Description: The number of inspections of street construction work conducted by the
                   Highway Inspection and Quality Assurance Unit.
Source: Division of Customer Service – Bureau of Permit Management and
                   Construction Coordination.

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 Customer Service – Bureau of Permit Management and
                   Construction Coordination.

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 Customer Service – Bureau of Permit Management and
                   Construction Coordination.

Indicator name: Bridge flags eliminated
Description: The number of bridge flags – structural or maintenance conditions requiring
                   attention - eliminated through repair, reconstruction, etc. 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.

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: Office of the First Deputy Commissioner – Street Assessment 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 Street and Arterial 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 Street and Arterial 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 Street and Arterial 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 Street and Arterial Maintenance – Resource Management Unit.

Indicator name: Pothole complaints
Description: The number of small street defects reported to the Department by members of the public, elected officials, or DOT inspectors.
Source: Division of Street and Arterial Maintenance – Resource Management Unit.

Indicator name: Potholes repaired
Description: The number of small street defects corrected, excluding those repaired on arterial highways.
Source: Division of Street and Arterial Maintenance – Resource Management Unit.

Indicator name: Potholes repaired 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 Street and Arterial 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 Street and Arterial 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 Street and Arterial 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 Street and Arterial Maintenance – Arterials 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 Street and Arterial Maintenance – Arterials 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 Street and Arterial Maintenance – Arterials 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.

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.

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.

Indicator name: Construction inspections completed
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, excluding complaint inspections done by the Building Enforcement Safety Team, Emergency Response Team, Local Law Unit and Special Projects Inspection Team.
Source: Paper records maintained by inspection units and Building Information System (BIS) mainframe database maintained by DOB.

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, divided by the number of field and office hours worked by DOB inspectors.
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 inspections units.

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 25 days (%)
Description: The percent of complaints describing nonemergency (Priority B) conditions to which DOB responded within 25 business days.
Source: BIS mainframe maintained by DOB.

Indicator name: Licenses issued (new and renewal)
Description: The number of licenses issued for all categories of licenses.
Source: BIS mainframe database maintained by DOB.

Indicator name: Investigations resulting in enforcement action
Description: Investigations that resulted in disciplinary action against licensees or issuance of criminal court summonses for unlicensed work.
Source: Paper records maintained by Investigations and Discipline Division of DOB.

Indicator name: Violations and summonses issued to individuals for work without proper qualifications
Description: Environmental Control Board violations issued to unlicensed riggers, and criminal court summonses issued for unlicensed electrical work.
Source: 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.

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: 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.

Indicator name: Certificate of Occupancy applications approved
Description: The number of construction sign-offs issued after Certificate of Occupancy inspection.
Source: Paper records maintained by issuing units.

Indicator name: Jobs professionally certified (%)
Description: The percent of jobs filed 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.

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, 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 complete) 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 complete) 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 complete) by the beginning of the following fiscal year.
Source: BIS mainframe database maintained by DOB.

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: 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: Applicants placed in public housing- 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: Applicants placed in public housing- 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: Applicants placed in public housing- 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.

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: 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 (HUD) 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.
Source: Operations services- Work Ticket System.

Indicator name: Average time to resolve emergency complaints (days)
Description: The average time to resolve heat, hot water and electrical complaints.
Source: Operations services- Work Ticket System.

Indicator name: Average time to resolve elevator complaints (hours)
Description: The average time to resolve a reported elevator complaint.
Source: Elevator Division.

Indicator name: Crime reduction in developments with CCTV (%)
Description: The percent decrease in crime in NYCHA developments that use closed circuit television (CCTV) for security monitoring, from the prior fiscal year to the current fiscal year.
Source: NYPD.

Indicator name: Crime reduction in major felony areas
Description: The percent change in the total of seven major felony categories (murder, non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny and grand larceny auto) in NYCHA developments, from the prior fiscal year to the current fiscal year.
Source: NYPD.

Indicator name: Utilization of community centers (%)
Description: The number 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 number 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: Community center programs operated
Description: The number of programs offered at NYCHA community centers.
Source: Community Operations- Paper records.

Indicator name: Senior center programs operated
Description: The number of programs offered by NYCHA senior centers.
Source: Community Operations- Paper records.

Indicator name: Home visit requests conducted within five days of referral (%)
Description: The number 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.

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 Economic and Business Initiatives.

Indicator name: Residents placed in jobs
Description: The number of NYCHA residents placed in jobs through the assistance of
                     the Department of Economic and Business Initiatives.
Source: Department of Economic and Business Initiatives.

Indicator name: Youth placed in jobs through the Resident Youth Employment Program
Description: Number of youth placed in summer jobs in NYCHA developments through
                     the Resident Youth Employment Program.
Source: Human Resources.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

Indicator name: Units started (rehabilitation)
Description: Existing housing units in private ownership that receive loans from HPD to start rehabilitation construction work.
Source: Division of Housing Finance.

Indicator name: Units completed (rehabilitation)
Description: Existing housing units in private ownership that completed rehabilitation construction work with loans from HPD
Source: Division of Housing Finance.

Indicator name: Units in homeownership buildings completed with HPD assistance
Description: Completed construction of units in buildings that are intended for homeownership.
Source: Division of Homeownership and Division of Alternative Management Programs (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 started (new construction)
Description: Units started in newly constructed buildings through HPD programs.
Source: Division of Homeownership and Division of Housing Finance.

Indicator name: Units completed (new construction)
Description: Units completed in newly constructed buildings through HPD programs.
Source: Division of Homeownership and Division of Housing Finance.

Indicator name: Units completed (special needs housing)
Description: Units completed in buildings that serve the elderly, people with mental illness, and other special needs populations.
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: Office of Development.

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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, providing beds for homeless mentally ill individuals.
Source: Division of Special Needs Housing.

Indicator name: Total buildings assessed
Description: The number of buildings surveyed for risk of abandonment by the Division of Anti-Abandonment (DAA).
Source: Division of Anti-Abandonment.

Indicator name: Total assessed buildings with treatment commenced
Description: The number of buildings assessed by the Division of Anti-Abandonment that have begun anti-abandonment 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.

Indicator name: Buildings assessed and determined to be at risk of abandonment
Description: Buildings 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 number 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 the Division of Anti-Abandonment loan referrals to HPD and other sources that have been committed, divided by the total number of completed treatment outcomes.
Source:	Division of Anti-Abandonment.

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 disposition programs of the Division of Alternative Management Programs.
Source:	Division of Alternative Management Programs.

Indicator name:	- Sold to tenants (%)
Description:	The number of units sold to tenants divided by the total number of units sold.
Source:	Division of Alternative Management Programs.

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Indicator name: - Sold to nonprofit organizations (%)
Description: The number of units sold to nonprofit organizations divided by the total number of units sold.
Source: Division of Alternative Management Programs.

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: Division of Alternative Management Programs.

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 Central Complaint Bureau and Code Enforcement Borough Offices, that are forwarded to the Borough Offices for inspection. Excludes duplicate complaints on some building-wide conditions.
Source: Division of Code Enforcement – 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 Code Enforcement – HPDInfo computer system.

Indicator name: - 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 Code Enforcement – HPDInfo computer system.

Indicator name: - Lead (000)
Description: The number of problems received for lead-based paint conditions (pursuant to Local Law 38) in privately owned buildings requiring an inspection.
Source: Division of Code Enforcement – HPDInfo computer system.

Indicator name: - Other (000)
Description: All other problems (nonemergency) for privately-owned buildings.
Source: Division of Code Enforcement – HPDInfo computer system.

Indicator name: Average time to respond to an emergency complaint (days)
Description: The average number of days for the Division of Code Enforcement to respond to an emergency complaint in a privately owned building.
Source: Division of Code Enforcement.

Indicator name: Inspections completed (000)
Description: The number of complaint inspections and reinspections completed.
Source: Division of Code Enforcement.

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 complaint or group of complaints filed at the same time.
Source: Division of Code Enforcement.

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 Code Enforcement.

Indicator name: Total violations issued (000)
Description: The total number of violations issued. Excludes lead-based paint violations that have been downgraded to less serious conditions based on new information.
Source: Division of Code Enforcement.

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 Code Enforcement.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

Indicator name: - Emergency (000)
Description: The total number of emergency repair-generating "C" violations issued. These are violations classed as immediately hazardous.
Source: Division of Code Enforcement.

Indicator name: - Lead (000)
Description: The total number of lead-based paint violations. Excludes lead-based paint violations that have been downgraded to less serious conditions based on new information.
Source: Division of Code Enforcement.

Indicator name: - Other (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 Code Enforcement.

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, callback to a tenant, or a follow-up inspection by HPD.
Source: Division of Code Enforcement.

Indicator name: Violations issued and removed in the same fiscal year (%)
Description: The number of violations removed during the fiscal year, divided by the total number of violations issued in the same fiscal year.
Source: Division of Code Enforcement.

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 Code Enforcement.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

Indicator name: Emergency violations corrected by HPD (%)
Description: The proportion of violations closed because repairs were completed by HPD.
Source: Division of Code Enforcement.

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 Code Enforcement.

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 Open Market Orders (OMOs) and Handyperson Work Orders (HWOs).
Source: Division of Code Enforcement.

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 Open Market Orders (OMOs) and Handyperson Work Orders (HWOs).
Source: Division of Code Enforcement.

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.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

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.

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.

DEPARTMENT OF DESIGN AND CONSTRUCTION

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.

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: 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 percent of projects active in construction during the reporting period for which at least one Quality Assurance/Site Safety audit was performed. Excludes projects that were completed within the first six weeks of the reporting period and projects that were 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: 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.

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.

DEPARTMENT OF DESIGN AND CONSTRUCTION

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).

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: Auction revenue generated ($000)
Description: The amount of revenue collected from City-owned property sold to the private sector at property auctions during the fiscal year.
Source: IPIS, a mainframe computer system maintained by the Division of Real Estate Services (DRES).

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.

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 to discourage illegal uses of vacant properties.
Source: IPIS, a mainframe computer system maintained by the Division of Real Estate Services.

DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS

Indicator name: NYC.gov online forms submitted by the public
Description: The 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.
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.

Indicator name: Original programs produced by Crosswalks NYC
Description: The number of television programs created in whole or in part by Crosswalks NYC staff, including regularly scheduled programs like Access Mayor and Council 51, as well as public service announcements and electronic bulletin board information.
Source: Data maintained by the Crosswalks NYC Television Network.

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.

DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS

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.
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: Municipal Research and Reference 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 Municipal Reference and Research Library.
Source: Municipal Research and Reference Library.

Indicator name: General requests received (000)
Description: 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, by telephone, mail, or e-mail by the Municipal Research and Reference Library.
Source: Municipal Research and Reference 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 66.9% 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: Refuse cost per ton (fully loaded) ($)
Description: Cost of 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: Missed refuse collections for fiscal year (%)
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.

DEPARTMENT OF SANITATION

Indicator name: Disposal cost per ton ($)
Description: Cost of 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: 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.

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.

DEPARTMENT OF SANITATION

Indicator name: Recycling cost per ton (fully loaded) ($)
Description: Cost of 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: 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 stations
Description: Number of permitted transfer stations.
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.

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

Indicator name: Summonses issued
Description: Number of summons issued during the reporting period for parking and health code violations.
Source: Parks Enforcement Patrol 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: Water 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.

Indicator name: Pruning cost per tree ($)
Description: Contract price plus in-house costs including supervision, vehicle maintenance and salaries for tree pruning.
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 ecologically restored by DPR during the reporting period. Restoration can include removing illegal dumping and illegal contaminants.
Source: Forever Wild Project, Natural Resources Group.

Indicator name: Total acres of natural area preserved
Description: Number of acres that are protected from development and managed by DPR.
Source: Forever Wild Project, Natural Resources Group.

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 houses (000)
Description: Number of people who visited DPR's historic houses throughout the reporting period.
Source: Historic House Trust.

Indicator name: Monuments receiving annual maintenance (%)
Description: Percentage of monuments that receive maintenance on a yearly basis.
Source: Office of Assistant Commissioner for Community Relations.

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. 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.
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
Description: Number of lifeguards working at the City's pools and beaches during the reporting period.
Source: Office of Deputy Commissioner, Operations.

Indicator name: Change in pool attendance (%)
Description: Percent change between current reporting period and previous reporting period 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.

Indicator name: Change in program participation (%)
Description: Percent change between current reporting period and previous reporting period for number of people who attend recreation center special events, tournaments and community programs.
Source: Operations & Management Planning Unit.

DEPARTMENT OF PARKS AND RECREATION

Indicator name: Recreation center members who are seniors (%)
Description: Percentage of recreation center members age 55 and older.
Source: Operations & Management Planning Unit.

Indicator name: Proposals completed and presented to the public
                  – business district proposals
Description: Proposals to encourage growth and development of the City's central and
                  regional business districts, 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 Director of Studies.

Indicator name: Proposals completed and presented to the public
                  – housing and mixed-use proposals
Description: Proposals to encourage development of new housing and mixed uses in
                  existing residential neighborhoods and in unproductive manufacturing
                  areas, 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 Director of Studies.

Indicator name: Proposals completed and presented to the public
                  – 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 Director of Studies.

Indicator name: Land-use applications certified or referred (%)
Description: The percent of land-use applications certified or referred by DCP within the
                  fiscal year in which they were received.
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 designated
Description: The number of individual landmarks designated by the Commission during the fiscal year.
Source: Paper records maintained by LPC Research Department.

Indicator name: Historic districts designated
Description: The number of historic districts designated during the fiscal year.
Source: Paper records maintained by LPC Research Department.

Indicator name: Certificates of No Effect issued within 10 days (%)
Description: The percent of Certificates of No Effect issued within 10 days of a request. A Certificate of No Effect is issued when proposed work requires a Department of Buildings permit, 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 Expedited Certificates of No Effect issued within two days of a request. An Expedited Certificate of No Effect is issued when proposed work requires a Department of Buildings permit, but the proposed work will not affect a protected architectural feature of interior work above the second floor of a building.
Source: Paper 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 not requiring a Department of Buildings permit, such as window or door replacements, that are issued within 10 days of a request.
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.

Indicator name: Cases resolved at warning letter stage (%)
Description: The number of illegal conditions resolved by issuance of a warning letter.
Source: Paper and database records maintained by LPC Enforcement Department.

L ANDMARKS P RESERVATION C OMMISSION

Indicator name: Notices of Violation (NOVs) upheld at the Environmental Control Board
                    (ECB) (%)
Description: The percent of NOVs issued by the Commission that are upheld in
                    Environmental Control Board proceedings. 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.

PUBLIC SAFETY
AND LEGAL AFFAIRS

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.
Source: 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.

Indicator name: School Safety- serious criminal incidents (murder, rape, sex offenses, robbery, assault and weapons possession)

Description: All serious criminal incidents (murder, rape, sex offenses, robbery, assault and weapons possession) occurring in City public schools.

Source: NYPD School Safety Division.

Indicator name: School Safety- all other criminal and non-criminal incidents

Description: The number of criminal incidents (excluding the serious criminal incidents listed above) and all other non-criminal incidents occurring in 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 provided by the Counterterrorism Bureau to members and non-members of the Department (hours)
                    - Uniformed members
                    - Non-members

Description: Hours of training, for uniformed members and non-members of the Department, conducted by the NYPD Counterterrorism Bureau regarding the prevention, detection and effective response to potential terrorist incidents.

Source: 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.

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: Summonses for prohibited use of cellular phones
Description: 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.

Indicator name: Summonses for hazardous violations
Description: 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.

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.

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. 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.

FIRE DEPARTMENT

Indicator name: Average response time to structural fires, by borough (minutes: seconds)

Description: The average time it takes the first responding unit to arrive on the scene of a structural fire, counting from the receipt of an alarm.

Source: FDNY Computer Aided Dispatch(CAD) System/STARFIRE.

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: 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.

Source: 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: 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: Fire Department Field Units.

Indicator name: Investigations

Description: The number of investigations by fire marshals into the causes and origins of fires and other fire-related offenses.

Source: 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.

FIRE DEPARTMENT

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.

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.

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.

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: Filled open bed 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: Average daily attendance in school programs
Description: The average number of inmates attending school at DOC facilities.
Source: DOC Strategic Planning and Programs database.

Indicator name: Inmates taking GED exams who pass (%)
Description: The percent of inmates taking the General Equivalency Diploma (GED) exam who received a passing grade.
Source: DOC Strategic Planning and Programs database.

Indicator name: Inmates in drug abuse programs
Description: The number of inmates admitted into the Substance Abuse Intervention Division (SAID) program.
Source: DOC Strategic Planning and Programs database.

Indicator name: Inmates for whom placement was secured in drug abuse programs after their release
Description: The number of inmates placed in community drug programs after discharge.
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 notifications to affected individuals of the 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

Indicator name:	Reducing Adolescent Problems (RAP) program participants
Description:	The number of youth attending DOC's citywide educational presentations designed to deter youth from criminal activity.
Source:	DOC Strategic Planning and Programs database.

Indicator name: Pre-Sentence Investigation Reports on adult cases submitted by scheduled day of sentencing (%)

Description: The percent of reports, mandated by statute for convicted adult defendants, used to assist judges, that are submitted to the court on the scheduled day of sentencing.

Source: Borough Offices/Adult Investigations Unit.

Indicator name: Family Court cases with Investigations and Reports submitted 2 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 2 days prior to appearance.

Source: Borough Offices/Family Court Services

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

Indicator name: ATD Retention Rate (%)

Description: The percent of juveniles in compliance with the Alternative to Detention 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 60 days (the average length of stay in the program).

Source: Fiscal/Management Analysis & Planning

DEPARTMENT OF PROBATION

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

Indicator name:	Readmission rate
Description:	The percent of youth in DJJ custody with two or more admissions.
Source:	Comprehensive Justice Information System (CJIS).

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:	Juvenile assaults/altercations
Description:	The number of incidents, caused by a juvenile as aggressor, that intentionally cause physical injury to another resident or staff member.
Source:	24-hour incident reports from Movement Control and Communications Unit (MCCU).

Indicator name:	Youth-on-staff assaults/altercations with injury
Description:	The number of reported instances of youth altercations requiring medical attention.
Source:	24-hour incident reports from Movement Control and Communications Unit (MCCU).

Indicator name:	Escapes in secure detention
Description:	The number of youth who escape from a secure detention facility, court-related service, or medical/mental health service while in the custody of secure detention staff.
Source:	24-hour incident reports from Movement Control and Communications Unit (MCCU).

Indicator name:	Abscond rate in non-secure detention (%)
Description:	The percent 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.
Source:	24-hour incident reports from Movement Control and Communications Unit (MCCU).

Indicator name: Searches (Feb. - June)
Description: The number of scheduled, unscheduled and random searches conducted in secure and non-secure detention facilities. Current data collection practice was implemented February 2002.
Source: Group Oriented Analysis of Leadership (GOALS) Unit, GOALS database.

Indicator name: - Contraband recovered (Feb. – June)
Description: The number of contraband items (including weapons) found in secure and non-secure detention facilities. Current data collection practice was implemented February 2002.
Source: GOALS Unit/reports from facilities.

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: GOALS Unit/GOALS database.

Indicator name: Residents seen within 24 hours of Sick Call Report (%)
Description: The percent of residents who were seen within 24 hours of submitting a sick call request.
Source: GOALS Unit/GOALS database.

Indicator name: Youth receiving mental health services (%)
Description: The percent of youth who attended one or more mental health counseling sessions.
Source: GOALS Unit/GOALS database.

Indicator name: General healthcare cost per youth per day ($)
Description: The 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 during the period.
Source: Medical service contractor / DJJ Payroll data / CJIS population report.

Indicator name: Juveniles served by Community-Based Intervention (CBI) programs
Description: The number of youth served by directly operated and contracted programs.
Source: Community-Based Intervention unit database.

Indicator name: Juveniles who successfully complete any CBI program (%)
Description: The percent of juveniles in the resident juvenile population, participating in Community-Based Intervention programs, who complete any CBI program.
Source: Community-Based Intervention unit database.

Indicator name: Full investigations as a percentage of total caseload (%)
Description: The percent of all cases on the Board's docket as of the first day of the fiscal year that were closed during that fiscal year after being fully investigated.
Source: CCRB Complaint Tracking System.

Indicator name: Closed allegations with affirmative dispositions (%)
Description: The percent of allegations that were fully investigated and closed as either substantiated, exonerated or unfounded. Affirmative dispositions are made by the Board 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 required to complete an investigation, measured from the date CCRB received the complaint.
Source: CCRB Complaint Tracking System.

Indicator name: Age of docket (by date of report) (%)
Description: The percent of open cases, listed by age since 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 since date of incident.
Source: CCRB Complaint Tracking System.

Indicator name: Officers disciplined (excluding pending and filed cases) (%)
Description: The percent of police officers whose substantiated complaint was referred to NYPD and who received some form 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 mediation case completion time (days)
Description: The average number of days required for completion of cases referred to mediation, from date a complaint is received by CCRB, to date 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 months in the mediation
                     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
- Department of Parks and Recreation
- Department of Sanitation
- Department of Transportation
- New York City Police Department

Description: The number of tort matters assigned a litigation start date. Separate figures are listed for torts involving four major City agencies.
Source: New York City Law Information System (NYCLIS)

Indicator name: Tort dispositions
- Citywide
- Department of Parks and Recreation
- Department of Sanitation
- Department of Transportation
- New York City Police Department

Description: The number of tort cases resolved through settlement, dismissal, discontinuance, verdicts or insurance takeovers. Separate figures are listed for torts involving four major City agencies.
Source: New York City Law Information System (NYCLIS)

Indicator name: Total tort payout ($ millions)
- Citywide
- Department of Parks and Recreation
- Department of Sanitation
- Department of Transportation
- New York City Police Department

Description: The amount paid by the City to resolve tort cases through settlement or verdict. Separate figures are listed for torts involving four major City agencies.
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: Juvenile conviction rate (%)
Description: The Family Court Division's conviction rate for juveniles, whether by plea
                   bargains or trials.
Source: Management Information Services

Indicator name:	Complaints
Description:	The number of complaints received via e-mail, telephone, walk-ins and conventional mail. Not all complaints received fall under DOI's jurisdiction.
Source:	Case Analyst Case Tracking System (CACTIS).

Indicator name:	Caseload
Description:	The number of case investigations in progress.
Source:	Case Analyst Case Tracking System (CACTIS).

Indicator name:	Cases closed
Description:	The number of investigation cases closed after having been substantiated or disapproved.
Source:	Case Analyst 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 Analyst 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 Analyst 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.
Source:	Case Analyst 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 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 employees.
Source:	Background Investigative Section of New York (BISON).

DEPARTMENT OF INVESTIGATION

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.

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, which requires that, the 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 participating agency and usually require Law Department approval.
Source:	Offices of the Independent Private Sector Inspectors General (IPSIG)

Indicator name: Complaint investigations completed (%)
Description: The percent of pending complaint investigations completed during the
                   reporting period.
Source: Case Tracking System, Law Enforcement Bureau.

Indicator name: Cases completed by type of complaint
Description: The number of closed cases, listed by type of complaint.
Source: Case Tracking System, Law Enforcement Bureau.

Indicator name: -Employment discrimination
Description: The number 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 number of complaints regarding discrimination in most types of
                   housing.
Source: Case Tracking System, Law Enforcement Bureau.

Indicator name: -Public accommodation discrimination
Description: The number 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 numbers 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 number 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.

Indicator name: -Probable cause determination
Description: The number 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
Description: The number 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: Cases which the parties agree to settle without litigation.
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.
Source   Case Tracking System, Law Enforcement Bureau

Indicator name: Cases pending by age
                              -Less than one year
                              -1-3 years old
                              -3-5 years old
                              -5-7 years old
                              -7-9 years old
                              -9-11 years old
                              -Older than 11 years
Description: The number of open cases still in progress for each respective age
                     group.
Source: Case Tracking System, Law Enforcement Bureau.

Indicator name: Annual caseload
Description: The number of cases open at the end of the fiscal year.
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 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 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 New York City Human Rights Law, cultural diversity, and conflict resolution 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 15 business days (%)
Description: The percent of cases for which OATH was able to provide a hearing date within 15 business days of the case being received.
Source: OATH Calendar Unit.

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

Indicator name: Settlement rate (%)
Description: The percentage of cases received that are settled without a trial.
Source: OATH Calendar Unit.

Indicator name: Days to issue decisions after record is closed
Description: Average 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 27 business days after record is closed (%)
Description: The percent of cases for which decisions are issued within 27 days after the record is closed.
Source: OATH Calendar Unit.

Indicator name: Facts and conclusions adopted by agency (%)
Description: Percent of facts and conclusions included in OATH decisions that were accepted and adopted by agency heads.
Source: OATH Calendar Unit.

BUSINESS AND CULTURAL AFFAIRS

Indicator name: Average wait time on telephone help lines (minutes)
--Parking Violations offices
--Taxpayer Assistance offices

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.

Indicator name: Walk-in average wait times for parking ticket hearings

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.

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 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.

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 reduction (%)
                    --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 reduced during the
                    fiscal year.
Source: Fairtax system report produced by the Department's Revenue Operations
                    Division.

Indicator name: Average time to close a field audit case (days)
                    --General Corporation Tax
                    --Bank tax
                    --Unincorporated Business Tax
                    --Commercial rent tax
                    --Utility tax
                    --Hotel tax
                    --Personal income tax
                    --Sales tax
Description: Number of calendar days from the commencement of a field audit,
                    including assessments and refunds, to its conclusion. Personnel and sales
                    tax figures are based on total audit hours charged.
Source: Computer program within the Department's Audit Unit.

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.

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.
Source: Spreadsheet report maintained in the Department's Office of the City
                    Register.

Indicator name: Jobs retained
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: Client Coverage Division.

Indicator name: Average cost per job created, retained and recruited
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: Client Coverage Division.

Indicator name: Jobs recruited
Description: The number of new jobs that are relocated into the City in connection with the outreach effort of the Economic Development Corporation's business attraction staff.
Source: Client Coverage Division.

Indicator name: Direct City tax revenues generated from retention and recruitment activities
Description: Estimated City tax revenues for retention transactions involving incentives, using an input-output model developed by the U.S. Department of Commerce. For recruitment outreach activities, City tax revenues are based on per-employee multipliers of average tax revenues generated by a typical worker in designated industries.
Source: Client Coverage Division.

Indicator name: Projected direct City revenues in local neighborhood development
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 (SFARG) 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 (SFARG)

Source: EDC/Empire State Development Corporation.

Indicator name: Commercial building occupancy rate in Lower Manhattan

Description: Percentage of occupied Class A commercial space below Canal Street.

Source: Trade reports.

Indicator name: Lower Manhattan office rent cost (per square foot) ($)

Description: Average Class A asking rent per square foot.

Source: Trade reports.

Indicator name: Complaint resolution rate (%)
Description: Percentage of valid and docketed complaints that the Department closed
                    during the fiscal year.
Source: Consumer Complaints Division.

Indicator name: Complaints resolved in favor of consumer (%)
Description: Percentage of complaints in mediation resolved in favor of the consumer.
Source: Consumer Complaints 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: 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: License Law compliance rate (%)
                    -- Garages/parking lots (capacity) (%)
Description: Percent of garages and parking lots that are licensed and found to be in
                    compliance with maximum capacity regulations during inspections.
Source: Enforcement Division.

Indicator name: Consumer Protection Law compliance rate (%)
                    --Supermarket/pharmacy chain stores (%)
                    -- Electronic stores (%)
Description: Percent of supermarket/pharmacy chain stores and electronic stores in
                    compliance with pricing disclosure regulations during 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.

Indicator name: Home improvement contractors receiving licenses due to outreach activities (%)
Description: The percentage of licensed home improvement contractors who obtained licenses through Department of Consumer Affairs seminars.
Source: Communications Division.

Indicator name: Settlements against major offenders ($)
    --Total settlement amount ($)
    --Average settlement amount ($)
Description: Fines collected as a result of settlements of lawsuits brought by the DCA Legal Division.
Source: Legal Division.

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: Eligible emergency grant applications approved (%)
Description: Percentage of eligible companies that applied for the Agency's Business Emergency Grant and were awarded grant assistance (events of September 11th are excluded).
Source: Division of Business Services.

Indicator name: Value of Energy Cost Savings Program (ECSP) savings for businesses ($)
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 retained or created 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 businesses ($)
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
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)
Description: Total dollar value of grants dispensed to eligible businesses.
Source: Business Incentives Unit.

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

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 22
                 BIDs which perform sanitation services and for which data is available for
                 Fiscal 2000 - 2002. 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
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 ($)
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 Bid-Match Program
Description: Number of businesses newly registered to participate in the City's Bid-
                 Match small procurement system.
Source: Division of Economic and Financial Opportunity.

Indicator name: Newly registered businesses in Procurement Outreach Program
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% by women and/or minorities, that have been newly certified by DBS to
                    be published in DBS' Minority/Woman Owned Business Enterprise
                    Program directory.
Source: Division of Economic and Financial Opportunity.

Indicator name: Newly certified businesses in Locally Based Enterprise Program
Description: Number of construction and construction-related firms that have been
                    newly certified by DBS 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: Basic operating support to cultural institutions ($ millions)
Description: Funds distributed to the Cultural Institutions Group (CIG), consisting of the 34 City-owned cultural institutions, for general operating support.
Source: Internal data from the Department's Institutions Unit.

Indicator name: Energy support to cultural institutions ($ millions)
Description: Expenses paid on behalf of City-owned cultural institutions by the City for energy expenses.
Source: Expense Budget Reports.

Indicator name: Cultural organizations receiving program grants.
Description: Nonprofit cultural groups that received City support for events, publications and other services.
Source: Internal data from the Department's Programs Unit.

Indicator name: Value of program grants disbursed ($ millions)
Description: Funds distributed for programmatic activity to nonprofit cultural groups.
Source: Expense Budget Reports.

Indicator name: Value of contributed Materials for the Arts (MFTA) materials and equipment ($ millions)
Description: Estimated value of reusable materials and equipment contributed to the Materials for the Arts program.
Source: Donors of materials and equipment.

Indicator name: Value of Cultural Challenge grant ($ millions)
Description: Funds dedicated to competitive matching grants.
Source: Internal data from the Department's Programs Unit.

Indicator name: MFTA donors
Description: Number of individuals and businesses that donate materials for reuse to the Materials for the Arts program.
Source: Internal data from MFTA files.

Indicator name: Groups receiving MFTA donated materials and equipment
Description: Number of arts groups, non-arts groups with arts components, and NYC public schools that receive materials from Materials for the Arts.
Source: Internal data from MFTA files.

Indicator name: Average value of MFTA distributions per recipient
Description: Estimated average value of Materials for the Arts program materials distributed in fiscal year.
Source: Internal data from MFTA files.

Indicator name   Existing funded capital projects (cumulative)
Description: Number of capital projects funded in prior fiscal years to present.
Source   Internal data from the Department's capital unit.

Indicator name: New capital projects funded
Description: Number of new projects for current fiscal year.
Source: Capital Budget Report.

Indicator name: New capital projects initiated
Description: Number of capital projects begun under the management of the Department of Design and Construction (DDC), Economic Development Corporation (EDC), or Department of Citywide Administrative Services (DCAS).
Source: Internal data from the Department's capital unit.

Indicator name: Existing capital projects completed by end of fiscal year (%)
Description: Percentage of existing projects completed by the end of the fiscal year.
Source: Internal data and data from DDC, EDC, or DCAS.

Indicator name: Percent for Art projects completed (%)
Description: Percentage of existing projects completed during the fiscal year.
Source: Internal Percent for Art Program data.

Indicator name: Average investment per work of art
Description: Estimated average value of art works for current fiscal year.
Source: Internal calculation from Percent for Art Program.

NON-MAYORAL AGENCIES

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.

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.

Indicator name: Average time to process an expedited operator's license (business days)
                 --Medallion driver
                 --For-hire vehicle driver
Description: Number of business 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 waits 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: 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 (%)
Description: The percentage of medallion taxicabs that fail initial inspections or
                 reinspections.
Source: TLC Safety and Emissions Division

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 vehicle 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.

Indicator name: Students conditionally admitted to senior college 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
                   Analysis.

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) in
                   a given fall term who pass the exam. 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 freshmen entering baccalaureate programs
Description: The average total score on the Scholastic Aptitude Test for freshmen
                   admitted to baccalaureate programs.
Source: CUNY Office of Institutional Research and Analysis.

Indicator name: Baccalaureate degree seeking students admitted who enroll (%)
Description: The percent of students admitted to a CUNY baccalaureate program in
                   the fall term who enroll in a CUNY baccalaureate program that fall.
Source: CUNY Office of Institutional Research and Analysis.

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 Analysis.

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 Analysis.

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 Analysis.

Indicator name: Students graduating within six 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 Analysis.

Indicator name: Students graduating within six 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 Analysis.

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 (%) (CY 1997-2001)

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)
                - 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 Analysis.

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 Analysis

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: The Office of Management and Budget. Data prior to Fiscal 2002 is
                   consistent with previous Mayor's Management Reports. Fiscal 2002
                   expenditures reflect the forecast of Fiscal 2002 final expenditures submitted
                   to the Financial Control Board as of June 2002. Fiscal 2002 targets reflect
                   the City's February 2002 Financial Plan. Fiscal 2003 targets are consistent
                   with the City's Fiscal 2003 Adopted Budget.
                   The Health and Hospitals Corporation and the New York City Housing
                   Authority self-report expenditure information.

Indicator name: Revenues
Description: Funds collected by agency revenue-generating operations. Does not include
                   State and federal monies and routine City tax collections.
Source: The Office of Management and Budget. Data prior to Fiscal 2002 is
                   consistent with previous Mayor's Management Reports. Fiscal 2002
                   revenues are derived from the City's Financial Management System and
                   include anticipated closing adjustments. Fiscal 2002 targets reflect the
                   City's February 2002 Financial Plan. Fiscal 2003 targets are consistent with
                   the City's Fiscal 2003 Adopted Budget. The Health and Hospitals
                   Corporation and the New York City Housing Authority self-report revenue
                   information.

Indicator name: Personnel
Description: The total employees, from all funding sources, active on the final day of the
                   reporting period. 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
                   Fiscal 2002.
Source: The Office of Management and Budget. Fiscal 2002 personnel reflect the
                   number of employees active on June 30, 2002. Fiscal 2002 targets are
                   consistent with those shown in the City's Fiscal 2003 Executive Budget.
                   Fiscal 2003 targets are based on the Fiscal 2003 Adopted Budget.

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 period ending June 30 of the fiscal year.
                   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 an agency's commitment total may be managed by other agencies. The School Construction Authority self-reports capital commitment data.

Source: The Office of Management and Budget. Data prior to Fiscal 2002 is consistent with previous Mayor's Management Reports. Fiscal 2002 capital commitments and Fiscal 2003 commitment targets are consistent with the City's September 2002 Capital Commitment Plan.

Indicator name: Human services contract budget

Description: Total amount budgeted or actually obligated for human services contracts. This data is shown for seven agencies: Department of Health and Mental Hygiene, Human Resources Administration, Administration for Children's Services, Department of Homeless Services, Department of Employment, Department for the Aging and Department of Youth and Community Development.

Source: The Office of Management and Budget provides actual figures, based on the Financial Management System. Targets are consistent with the Contracts section of the City's adopted budget.

Indicator name: Work Experience Program (WEP) participants assigned (as of June 30)

Description: The number of WEP participants assigned to agency activities at the close of the fiscal year.

Source: Human Resources Administration, Family Independence Administration.