



THE MAYOR'S MANAGEMENT REPORT FISCAL 2008

Indicator Definitions

City of New York
Michael R. Bloomberg, Mayor

Edward Skyler
Deputy Mayor for Operations

Jeffrey A. Kay
Director, Mayor's Office of Operations

September 2008



TABLE OF CONTENTS

HEALTH, EDUCATION AND HUMAN SERVICES

Department of Health and Mental Hygiene	3
Office of Chief Medical Examiner	9
Health and Hospitals Corporation	11
Department of Education	13
School Construction Authority	27
Human Resources Administration	29
Administration for Children's Services	37
Department of Homeless Services	45
Department for the Aging	51
Department of Youth and Community Development	53

INFRASTRUCTURE, ADMINISTRATIVE AND COMMUNITY SERVICES

Department of Environmental Protection	63
Department of Transportation	69
Department of Buildings	77
New York City Housing Authority	85
Department of Housing Preservation and Development	89
Department of Design and Construction	97
Department of Citywide Administrative Services	101
Department of Information Technology and Telecommunications	105
Department of Records and Information Services	107
Department of Sanitation	109
Department of Parks and Recreation	113
Department of City Planning	119
Landmarks Preservation Commission	123
Department of Cultural Affairs	125
Taxi and Limousine Commission	127

PUBLIC SAFETY AND LEGAL AFFAIRS

New York City Police Department	133
Fire Department	137
Office of Emergency Management	141
Department of Correction	143
Department of Probation	147
Department of Juvenile Justice	149
Civilian Complaint Review Board	153
Law Department	155
Department of Investigation	157
City Commission on Human Rights	161
Office of Administrative Trials and Hearings	165
Business Integrity Commission	167

BUSINESS AFFAIRS

Department of Finance	171
Economic Development Corporation	177
Department of Consumer Affairs	179
Department of Small Business Services	183

NON-MAYORAL AGENCIES

Public Libraries	189
City University of New York	191

Agency Resources	195
-------------------------------	-----

HEALTH, EDUCATION AND HUMAN SERVICES



Department of Health and Mental Hygiene
Office of the Chief Medical Examiner



Health and Hospitals Corporation



Department of Education
School Construction Authority



Human Resources Administration



Administration for Children's Services



Department of Homeless Services



Department for the Aging



Department of Youth and Community Development

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Indicator name:	Adults who smoke (%)
Description:	The percent of adult New Yorkers who define themselves as current smokers in the NYC Community Health Survey. Data is by calendar year.
Source:	DOHMH Bureau of Epidemiology Services.
Indicator name:	Adults, aged 50+, who received a colonoscopy in the past ten years (%)
Description:	Adults, aged 50+, who received a colonoscopy screening test in the past ten years as noted in the NYC Community Health Survey. Data is by calendar year.
Source:	DOHMH Bureau of Epidemiology Services.
Indicator name:	Seniors, aged 65+, who received a flu shot in the last 12 months (%)
Description:	Seniors, aged 65+, who were immunized against influenza in the last 12 months as noted in the NYC Community Health Survey. Data is by calendar year.
Source:	DOHMH Bureau of Epidemiology Services.
Indicator name:	Hospitalization rate for asthma among children ages 0-14 (per 1,000 children)
Description:	Children aged 0-14 who enter the hospital due to asthma, per 1,000 children aged 0-14 residing in NYC. Data is by calendar year.
Source:	New York State Department of Health.
Indicator name:	Infant mortality rate (per 1,000 live births)
Description:	Deaths of infants under one year of age per 1,000 live births in NYC. Data is by calendar year.
Source:	DOHMH Bureau of Vital Statistics.
Indicator name:	Women who die from intimate partner homicide (per 100,000 women age 12+)
Description:	The three-year average rate of women who are victims of homicide by an intimate partner.
Source:	NYC DOHMH Female Homicide and Injury Surveillance System, DOHMH Bureau of Epidemiology Services
Indicator name:	Children in the public schools who have completed required immunizations (%)
Description:	The number of children in public schools who have completed all immunizations required by the State Department of Health, divided by the number of children enrolled in NYC public schools.
Source:	Department of Education.
Indicator name:	Number of Male Condoms Distributed (000)
Description:	The total number of male condoms distributed by DOHMH.
Source:	DOHMH Bureau of HIV Services
Indicator name:	Individuals tested for HIV
Description:	The number of individuals tested for HIV by both conventional and rapid tests.
Source:	DOHMH Bureau of Finance and Planning.

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Indicator name:	New adult AIDS cases diagnosed
Description:	Number of new of adults or adolescent (13 years of age and above) cases diagnosed that meet the federal Centers for Disease Control and Prevention's definition of AIDS. Data is by calendar year.
Source:	NYC DOHMH HIV Surveillance and Epidemiology Program, HIV/AIDS Surveillance Registry.
Indicator name:	New pediatric AIDS cases diagnosed
Description:	Number of new cases diagnosed of children, under 13 years of age, that meet the federal Centers for Disease Control and Prevention's definition of AIDS. Data is by calendar year. Confidentiality requirements prohibit reporting the exact data when the figure falls below six for a given reporting period.
Source:	NYC DOHMH HIV Surveillance and Epidemiology Program, HIV/AIDS Surveillance Registry.
Indicator name:	Persons diagnosed, living and reported with HIV/AIDS
Description:	The number of persons diagnosed and living and reported with HIV (non-AIDS) or HIV with AIDS in NYC at the end of the calendar year.
Source:	NYC DOHMH HIV Surveillance and Epidemiology Program, HIV/AIDS Surveillance Registry.
Indicator name:	Number of New Yorkers who die from HIV/AIDS (CY 02-06)
Description:	Number of New Yorkers aged 18 and older who die from HIV/AIDS.
Source:	DOHMH Bureau of Vital Statistics
Indicator name:	Unduplicated clients enrolled in HIV/AIDS (Ryan White) health and supportive services (FY March-February) (000)
Description:	The number of unduplicated clients enrolled in federal grant-funded (Ryan White) Comprehensive AIDS Resources Emergency Act Title I programs in the March – February grant year.
Source:	Medical and Health Research Association of New York City, Inc.
Indicator name:	Syphilis cases
Description:	The number of primary and secondary stage syphilis cases reported to DOHMH.
Source:	DOHMH Sexually Transmitted Disease Prevention and Control.
Indicator name:	New tuberculosis cases
Description:	The number of new tuberculosis cases reported and confirmed by DOHMH. Fiscal year data is by calendar year. Four-month data reflects the months January-April.
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. Fiscal year data is by calendar year. Four-month data reflects the months January-April.
Source:	DOHMH Tuberculosis Control Program.

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Indicator name:	West Nile virus cases reported
Description:	The number of reported human cases of encephalitis, aseptic meningitis or other neurologic disease due to West Nile virus among residents of New York City. Data is by calendar year.
Source:	DOHMH Communicable Disease Program.
Indicator name:	Correctional Health: Total Number of Intake Exams
Description:	Number of physical screening examinations performed by a medical professional on patients within 24 hours of incarceration who were registered into RIIS (Riker's Island Intake System)
Source:	DOHMH Division of Health Care Access and Improvement
Indicator name:	Children with Early Intervention Program service plans (000)
Description:	The number of children with active Individualized Service Plans for the provision of Early Intervention therapy services for developmental delays. Fiscal year data reflects counts performed on December 1 to align with State reporting on Early Intervention services. Four-month data reflects counts performed on April 1.
Source:	New York City Early Intervention Program.
Indicator name:	Adult New Yorkers without a regular doctor (%) (CY 02-06)
Description:	Number of New Yorkers aged 18 and older without a regular doctor
Source:	Community Health Survey; DOHMH Bureau of Epidemiology Services
Indicator name:	Screening rates for breast cancer (CY 02-06) (%)
Description:	The proportion of women aged 40+ who reported receiving a mammogram in the past two years.
Source:	Community Health Survey; DOHMH Bureau of Epidemiology Services.
Indicator name:	Screening rates for cervical cancer (CY 02-06) (%)
Description:	Proportion of women 18 and older who reported receiving a pap smear in the past three years.
Source:	Community Health Survey; DOHMH Bureau of Epidemiology Services.
Indicator name:	Calls to LifeNet (000)
Description:	The number of calls received on the Department's LifeNet call lines, including the Spanish language line, AYUDESE, and Asian LifeNet.
Source:	Mental Health Association of New York City, Inc.
Indicator name:	Individuals in the assisted outpatient mental health treatment program
Description:	The number of individuals in the Assisted Outpatient Treatment Program, a State-mandated program that provides appropriate support to individuals with mental illnesses who are a threat to themselves and others. Data reflects the count on the first day of the month after the reporting period, i.e. fiscal data reflects data from July 1st.
Source:	NYC Department of Health and Mental Hygiene.

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

- Indicator name: Units of supportive housing available to persons with severe mental illness diagnosis (000)
- Description: The number of beds in service, both licensed and unlicensed, from all City and State mental health funding sources. Supportive housing units provide services that help clients live in community-based settings as independently as possible.
- Source: New York State Office of Mental Health.
- Indicator name: Number of individuals using buprenorphine for the first time
- Description: Total number of individuals who had a buprenorphine prescription, a medication used to treat opiate addiction, filled for the first time at some point during the year.
- Source: NYS DOH Bureau of Narcotics Enforcement.
- Indicator name: Deaths due to drug abuse
- Description: Deaths due to use of, or accidental poisoning by, psychoactive substances. Excludes alcohol and tobacco. Data is by calendar year.
- Source: DOHMH Bureau of Vital Statistics.
- Indicator name: Alcohol-related deaths (CY 02-05)
- Description: The number of deaths from the direct effects of alcohol, alcohol-related injury and violence, alcohol-related diseases, and other alcohol-related causes.
- Source: Vital Statistics + Community Health Survey; DOHMH Division of Epidemiology
- Indicator name: Childhood Blood Lead Levels
– New cases among children less than 18 years requiring environmental intervention for lead poisoning
- Description: The number of newly identified children less than 18 years old with a venous blood lead level test result that requires environmental intervention. The Environmental Intervention Blood Lead Level (EIBLL), effective August 2, 2004 in accordance with Local Law 1 of 2004, is a venous blood level greater than or equal to 15 micrograms per deciliter. Previously, the EIBLL was a venous blood lead level greater than or equal to 20 micrograms per deciliter, or two tests at 15-19 micrograms per deciliter taken at least three months apart where the second test was a venous type.
- Source: DOHMH Lead Poisoning Prevention Program.
- Indicator name: Childhood Blood Lead Levels
– New cases among children aged 6 months to less than 6 years with blood lead levels greater than or equal to 10 micrograms per deciliter
- Description: The number of newly identified children, ages 6 month to less than 6 years, with a blood lead test level at or above 10 micrograms per deciliter.
- Source: DOHMH Lead Poisoning Prevention Program.

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Indicator name: Daycare site complaints received
Description: Total number of regulatory complaints, such as unlicensed operation, lack of or poor supervision of children, poor housekeeping, rats, mice, roaches, inappropriate discipline of children and child abuse, received regarding all types of day care, including family, school age, group family and group day care.
Source: Day Care Complaint log.

Indicator name: Day Care Initial site inspections
Description: Total number of complete inspections, identified as Initial Inspections, performed by the Public Health Sanitarian or and Early Childhood Educational Consultant disciplines staff of the Department of Health and Mental Hygiene's Bureau of Day Care to any permitted, licensed, or registered site, including those that are overdue for renewal. An Initial Inspection is the first in a potential series of inspections, dependent on the finding of violations.
Source: DOHMH Bureau of Day Care.

Indicator name: Restaurants inspected (%)
Description: The number of restaurants with at least one inspection performed, divided by the number of permitted restaurants in New York City, not including mobile vending units.
Source: DOHMH Division of Environmental Health.

Indicator name: Food service establishments that fail initial inspection (%)
Description: The percent of food service establishments receiving a failing grade at initial inspection.
Source: DOHMH Division of Environmental Health.

Indicator name: Total pest control complaints received by DOHMH (000)
Description: The total number of pest control complaints received by DOHMH.
Source: DOHMH Division of Environmental Health.

Indicator name: Pest control referrals by DSNY to DOHMH (000)
Description: The total number of inspections conducted by DSNY and referred to DOHMH for extermination.
Source: DOHMH Division of Environmental Health.

Indicator name: Pest control exterminations performed (000)
Description: The total number of exterminations performed by DOHMH to abate rodent infestation.
Source: DOHMH Division of Environmental Health.

DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Indicator name: Compliance inspections failed due to signs of active rats (as a percent of properties failing initial inspections due to signs of active rats) (%)
Description: The number of properties receiving rodent inspections that failed their compliance inspection, divided by the number of those properties that failed their initial inspection as a result of 'signs of active rats' – the most serious rodent violation.
Source: DOHMH Division of Environmental Health.

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

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

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

OFFICE OF CHIEF MEDICAL EXAMINER

- Indicator name: MLI Scene Arrivals in Median Time (hours)
Description: MLIs are investigators who make the preliminary review of all cases. They visit about one-third of all cases accepted by OCME.
Source: IT MEANS System
- Indicator name: Median time to complete Autopsy reports (days)
Description: Median time to complete autopsy reports, which detail the cause and manner of death and as well as other findings, after autopsy completion.
Source: Records Unit.
- Indicator name: Median Time to Complete DNA Property Crime Cases, from Evidence Submission to Report (days)
Description: DNA analysis is used to analyze evidence from crime scenes.
Source: Forensic Biology
- Indicator name: Median time to process Cremation requests (hours)
Description: Median time to process requests for approval for a cremation.
Source: Communications Unit.
- Indicator name: Median time to complete toxicology cases (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, measured in age from the time OCME receives the case.
Source: Forensic Toxicology Laboratory.
- Indicator name: Median time to complete toxicology sexual assault cases (days)
Description: Median time for sexual assault cases to be screened by the Forensic Toxicology Laboratory for the presence of volatiles, opiates, benzoylcegonine, barbiturates, salicylates, acetaminophen, and basic drugs from the time OCME receives the case.
Source: Forensic Toxicology Laboratory.
- Indicator name: Median time to complete toxicology DUI cases (days)
Description: Median time to complete Driving While Intoxicated cases analyzed to determine the presence of ethanol and other drugs from the time OCME receives the case.
Source: Forensic Toxicology Laboratory.
- Indicator name: Average days to complete analysis of a DNA case
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, measured in age from the time OCME receives the case.
Source: Forensic Biology DNA Laboratory.
- Indicator name: Median time to complete DNA homicide cases, from evidence submission to report (days)

OFFICE OF CHIEF MEDICAL EXAMINER

Description:	Median time to complete fatality cases that undergo genetic marker analysis to help identify the origin of biological specimens using DNA testing from the time OCME receives the case.
Source:	Forensic Biology DNA Laboratory
Indicator name:	Median time to complete DNA sexual assault cases, from evidence submission to report (days)
Description:	Median time to complete sexual assault cases analyzed using DNA from the time OCME receives the case.
Source:	Forensic Biology DNA 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) national database.
Source:	Forensic Biology DNA Laboratory.
Indicator name:	Remains recovered following a disaster or mass fatality incident
Description:	The number human remains recovered following a mass fatality incident.
Source:	Investigations/Special Operations Unit.
Indicator name:	Remains identified following a disaster
Description:	The number recovered human remains from a disaster site that have been identified.
Source:	Forensic Biology DNA Laboratory/WTC Records Unit.

HEALTH AND HOSPITALS CORPORATION

Indicator name:	Percentage of prenatal patients retained in care through delivery
Description:	This indicator tracks prenatal retention rates within an HHC facility. It reflects the percentage of women who had three or more OB visits to the same facility throughout the course of their pregnancy and delivered at the Network where they had their OB clinic visits. Data is collected quarterly and corresponds to the relative period of the previous calendar year.
Source:	Health and Hospitals Corporation (HHC) Product Line Manager database.
Indicator name:	The percent of eligible women age 40 to 70 receiving a mammogram screening from HHC
Description:	The percentage of eligible women age 40 to 70, who have made a primary care or women's health visit at an HHC facility during the last two years, receiving a mammography screening.
Source:	HHC MISYS Data Warehouse
Indicator name:	Percent of HIV patients using 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:	Percent of two-year olds immunized
Description:	The percent of all two-year old HHC patients that are immunized at HHC clinics and hospitals. Method of collection involves a chart review annually in the first quarter (July-September) of the fiscal year. The quarterly data is representative of the Fiscal Year.
Source:	HHC Quality Assurance Committee of the Board Report.
Indicator name:	General care average length of stay (excluding psychiatric and rehabilitation discharges) (days)
Description:	The average number of days that a patient remains in the hospital, excluding psychiatry and rehabilitation services.
Source:	HHC Monthly Inpatient Utilization Report.
Indicator name:	Emergency room revisits for adult patients with asthma (%)
Description:	The percent of emergency room revisits for adult patients with asthma within seven days of discharge from the emergency room.
Source:	HHC Ambulatory Care Database.
Indicator name:	Emergency room revisits for pediatric patients with asthma (%)
Description:	The percent of children with asthma who revisit the emergency room within seven days of discharge from the emergency room.
Source:	HHC Ambulatory Care Database.
Indicator name:	Percent of Adult psychiatry patients discharged with principal psychiatry diagnoses who are readmitted within 15 days.
Description:	The percent of adult patients discharged with principal psychiatry diagnoses who are readmitted within 15 days.
Source:	HHC Product Line Manager database.

HEALTH AND HOSPITALS CORPORATION

Indicator name:	Average time spent by patient for a primary care visit at hospitals and diagnostic treatment centers (minutes)
Description:	Average time, in minutes, spent by patient from arrival to departure for a primary care visit (adult medicine, pediatric and women's health) at an HHC hospital or diagnostic and treatment center (D&TC). Data is presented annually.
Source:	HHC Ambulatory Care Restructuring Initiative Reporting Database.
Indicator name:	Uninsured patients served
Description:	The number of patients without health insurance served by HHC. Data is presented annually.
Source:	HHC Product Line Manager database.
Indicator name:	Total Medicaid Managed Care, Child Health Plus and Family Health Plus enrollees
Description:	The number of individuals enrolled in these public insurance programs at HHC facilities.
Source:	MetroPlus Health Plan Reconciliation Reports and New York State Child Health Plus and Family Health Plus Programs.
Indicator name:	Medicaid MetroPlus enrollees including Child Health Plus and Family Health Plus enrollees
Description:	The number of Medicaid managed care recipients enrolled in HHC's MetroPlus health maintenance plan.
Source:	MetroPlus Health Plan Reconciliation Reports.
Indicator name:	Net days of revenue for Accounts Receivable
Description:	Net days of revenue in patient accounts receivables including inpatient and outpatient (industry standard is 70 days).
Source:	Finance

DEPARTMENT OF EDUCATION

Indicator name: Percent of schools with scores of Well Developed on School Quality Reviews
Description: The number of schools with scores of "well developed" divided by the total number of schools that have had reviews.
Source: Division of Assessment and Accountability

Indicator name: Percent of schools with scores of Proficient on School Quality Reviews
Description: The number of schools with scores of "proficient" divided by the total number of schools that have had reviews.
Source: Division of Assessment and Accountability

Indicator name: Percent of schools with scores of Undeveloped on School Quality Reviews
Description: The number of schools with scores of "undeveloped" divided by the total number of schools that have had reviews.
Source: Division of Assessment and Accountability

Indicator name: Percent of schools receiving an A on school Progress Report
Description: Percent of schools receiving an A on school Progress Report
Source:

Indicator name: Percent of schools receiving a B on school Progress Report
Description: Percent of schools receiving a B on school Progress Report
Source:

Indicator name: Percent of schools receiving a C on school Progress Report
Description: Percent of schools receiving a C on school Progress Report
Source:

Indicator name: Percent of schools receiving a D on school Progress Report
Description: Percent of schools receiving a D on school Progress Report
Source:

Indicator name: Percent of schools receiving an F on school Progress Report
Description: Percent of schools receiving an F on school Progress Report
Source:

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, not including charter school students, for a given school year. By February DOE completes an audit of schools to verify October 31st enrollment data.
Source: Automate the School system.

Indicator name: Average daily attendance (%)
– Elementary/middle (%)
– High school (%)
Description: The percentage of students present as calculated by the number of students present divided by the number of students present and absent, not including charter school students, for each school day.
Source: Automate the School system.

DEPARTMENT OF EDUCATION

- Indicator name: Students with 90% or better attendance rate (%)
Description: The percentage of students whose attendance rate for the year is 90% or better, as calculated by the number of students with an attendance rate of 90% or more divided by the number of students on register, not including charter school students.
Source: Automate the School system.
- Indicator name: Students in grades 3 to 8 meeting or exceeding standards
– English Language Arts (%)
Description: The percent of general and special education students who meet the learning standard in English Language Arts (ELA) for their grade by performing at Level 3 (Proficient) or higher. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level. Fiscal 2002 year's grade 7 scores were excluded as results of the test appeared inconsistent with other available information and were not released. Other years include all grades, 3-8.
Source: Division of Assessment and Accountability.
- Indicator name: Students in grades 3 to 8 meeting or exceeding standards
– Math (%)
Description: The percent of general and special education students who meet the learning standard in math for their grade by performing at Level 3 (Proficient) or higher. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level.
Source: Division of Assessment and Accountability.
- Indicator name: Students in grades 3 to 8 scoring below standards progressing into a higher level
– English Language Arts (%)
Description: The percent of students who scored at Level 1 or 2 on the English Language Arts (ELA) test in a given year and showed progress the following year by moving into a higher proficiency level. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level. Fiscal 2002 year's grade 7 scores were excluded as results of the test appeared inconsistent with other available information and were not released. Other years include all grades, 3-8.
Source: Division of Assessment and Accountability
- Indicator name: Students in grades 3 to 8 scoring below standards progressing into a higher level
– Math (%)
Description: The percent of students who scored at Level 1 or 2 on the math test in a given year and showed progress the following year by moving into a higher proficiency level. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level.
Source: Division of Assessment and Accountability.

DEPARTMENT OF EDUCATION

- Indicator name: Students in grades 3 to 8 progressing from below standards to meeting standards
– English Language Arts (%)
- Description: The percent of students who scored at Level 1 or 2 on the English Language Arts (ELA) test in a given year and showed progress the following year by moving into Level 3 or 4. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level. Fiscal 2002 year's grade 7 scores were excluded as results of the test appeared inconsistent with other available information and were not released. Other years include all grades, 3-8.
- 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, below basic proficiency level, through Level 4, the advanced level.
- Source: Division of Assessment and Accountability.
- Indicator name: Students in grades 1 to 9 promoted (%)
- Description: The percent of all students in grades 1 to 9 who were promoted into the next grade level after meeting promotion criteria, which includes passing standardized tests, attendance and classwork except for grade 3 and 5. Grade 3 and 5 promotion rates include all third grade general education students held to the new promotion policy adopted in 2003-2004 for grade 3 and in 2004-2005 for grade 5 as well as English language learners and special education students who were promoted based on multiple promotion criteria. Grade 9 includes middle schools only.
- Source: Division of Assessment and Accountability.
- Indicator name: Students in the graduating class taking required Regents examinations
- Description: The number of students in the graduating class taking the required Regents exams for graduation and Regents diploma.
- Source: Division of Assessment and Accountability.
- Indicator name: Students passing required Regents examinations (%)
- Description: The percent of students in the graduating class who take the Regents examinations and who meet graduation and Regents diploma requirements by passing the required Regents examinations.
- Source: Division of Assessment and Accountability.
- Indicator name: Students in graduating class with a 65 to 100 passing score on the Regents Examination
– English (%)
- Description: The percent of students in the graduating class who take the Regents examinations and who meet New York State Education Department (NYSED) graduation requirements in English. Students passing all required Regents exams with a score of 65 or higher graduate with a Regents diploma.
- Source: Division of Assessment and Accountability.

DEPARTMENT OF EDUCATION

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

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

Source: Division of Assessment and Accountability.

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

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

Source: Division of Assessment and Accountability.

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

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

Source: Division of Assessment and Accountability.

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

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

Source: Division of Assessment and Accountability.

Indicator name: Students in graduating class with a 55 to 100 passing score on the Regents Examination
– English (%)

Description: The percent of students in the graduating class who take the Regents examinations and who meet New York State Education Department graduation requirements and Regents diploma requirements in English. Students passing any of the required Regents exams with a score of 55-64 graduate with a Local diploma.

Source: Division of Assessment and Accountability.

DEPARTMENT OF EDUCATION

- Indicator name: Students in graduating class with a 55 to 100 passing score on the Regents Examination
– Math (%)
- Description: The percent of students in the graduating class who take the Regents examinations and who meet New York State Education Department graduation requirements and Regents diploma requirements in math. Students passing any of the required Regents exams with a score of 55-64 graduate with a Local diploma.
- Source: Division of Assessment and Accountability.
- Indicator name: Students in graduating class with a 55 to 100 passing score on the Regents Examination
– United States history and government (%)
- Description: The percent of students in the graduating class who take the Regents examinations and who meet New York State Education Department graduation requirements and Regents diploma requirements in United States history and government. Students passing any of the required Regents exams with a score of 55-64 graduate with a Local diploma.
- Source: Division of Assessment and Accountability.
- Indicator name: Students in graduating class with a 55 to 100 passing score on the Regents Examination
– Global history (%)
- Description: The percent of students in the graduating class who take the Regents examinations and who meet New York State Education Department graduation requirements and Regents diploma requirements in global history. Students passing any of the required Regents exams with a score of 55-64 graduate with a Local diploma.
- Source: Division of Assessment and Accountability.
- Indicator name: Students in graduating class with a 55 to 100 passing score on the Regents Examination
– Science (%)
- Description: The percent of students in the graduating class who take the Regents examinations and who meet New York State Education Department graduation requirements and Regents diploma requirements in science. Students passing any of the required Regents exams with a score of 55-64 graduate with a Local diploma.
- Source: Division of Assessment and Accountability.
- Indicator name: General education students graduating
– Within 4 years of entry into high school (%)
- Description: The percent of a graduating class of students in general education classes, including students receiving special education services in general education, who entered the public school system in September of a given year and graduated within four years.
- Source: Division of Assessment and Accountability.

DEPARTMENT OF EDUCATION

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

DEPARTMENT OF EDUCATION

- Indicator name: Special education students dropping out
– Within 4 years of entry into high school (%)
- Description: The percent of students in self-contained, ungraded special education classes who dropped out by June 30th of their fourth year after the school year in which they reached age 14. DOE requires planning interviews for students above compulsory school age before schools are permitted to discharge them to dropout status. The interview process may delay many students from dropping out until their fifth, sixth, or seventh years, and those students will be captured when DOE calculates final 7-year statistics, beginning with the Class of 2004, for each class; however, many students may remain enrolled in high school and graduate. As with prior classes, the final determination of the dropout and graduation rates for each class will not be known for an additional three years.
- Source: Division of Assessment and Accountability.
- Indicator name: Special education students dropping out
– Within 7 years of entry into high school (%)
- Description: The percent of students in self-contained, ungraded special education classes who dropped out within seven years after the school year in which they reached age 14.
- Source: Division of Assessment and Accountability.
- Indicator name: Students enrolled as English Language Learners (000)
- Description: The number of students identified who require a bilingual or English as a Second Language (ESL) program.
- Source: Bilingual Education Student Information Survey.
- Indicator name: English Language Learners testing out of ELL programs (%)
- Description: The percent of students who score at the proficient level on the New York State English as a Second Language Achievement Test (NYSESLAT). This test was redesigned by the New York State Education Department in Fiscal 2005.
- Source: Division of Assessment and Accountability.
- Indicator name: English Language Learners testing out of ELL programs within 3 years (%)
- Description: The percent of students who score at the proficient level on the New York State English as a Second Language Achievement Test (NYSESLAT) within 3 years. This test was redesigned by the New York State Education Department in Fiscal 2005.
- Source: Division of Assessment and Accountability.

DEPARTMENT OF EDUCATION

- Indicator name: Students receiving special education services
- School age
 - Public Schools
 - Non-Public Schools
 - Pre-school
 - Public Schools
 - Non-Public Schools
- 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. Subtotals are included to show the different settings in which students receive special services through the Department of Education, including settings outside the public school system.
- Source: Office of Special Education Initiatives/Children Assistance Program.
- Indicator name: Students receiving special education services (000)
- Description: The number of students who have been classified as disabled by the Committee on Special Education and have an Individualized Education Program, which outlines special education services for each child.
- Source: Office of Special Education Initiatives/Children Assistance Program.
- Indicator name: Students recommended for special education services
- Description: The number of new students who have been found to have a disability and require special education services.
- Source: Office of Special Education Initiatives/Children Assistance Program.
- Indicator name: Students no longer in need of special education services
- Description: The number of students who have been determined by the Committee on Special Education to no longer require special education services and are returned to full-time general education services.
- Source: Office of Special Education Initiatives/Children Assistance Program
- Indicator name: Students in special education scoring below standards progressing into a higher level
- English Language Arts (%)
- Description: The percent of special education students who scored in Level 1 on the English Language Arts test in a given year and showed progress the following year by moving into a higher level. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level.
- Source: Division of Assessment and Accountability.
- Indicator name: Students in special education scoring below standards progressing into a higher level
- Math (%)
- Description: The percent of special education students who scored in Level 1 on the math test in a given year and showed progress the following year by moving into a higher level. Scores are on a scale ranging from Level 1, below basic proficiency level, through Level 4, the advanced level.
- Source: Division of Assessment and Accountability.

DEPARTMENT OF EDUCATION

- Indicator name: Schools Under Registration Review (SURR)
Description: A list of schools, released by the New York State Department of Education annually, that are farthest from the state standards based on state test results. Each year there are schools that are added and removed from the list, generating a total “overall” number of Schools Under Registration Review (SURR) schools. In 2004-2005 the level of achievement that schools were required to demonstrate to avoid possible consideration for registration review was more rigorous than the previous years.
Source: New York State Education Department
- Indicator name: Average lunches served daily
Description: Lunches served by School Food in which claims are submitted for State Education reimbursement divided by service days. The denominator is a composite of the site (both public and non-public schools) service days citywide due to all sites not having the same number of service days.
Source: School Food Report of Meals Served (Management Information Evaluation) form.
- Indicator name: Average breakfasts served daily
Description: Breakfasts served by School Food in which claims are submitted for State Education reimbursement divided by service days. The denominator is a composite of the site (both public and non-public schools) service days citywide due to all sites not having the same number of service days.
Source: School Food Report of Meals Served (Management Information Evaluation) form.
- Indicator name: Average expenditure per student (\$)
– Elementary school (\$)
– Middle school (\$)
– High school (\$)
– Full-time special education (District 75) (\$)
Description: Total school expenditures, including direct services to schools, regional costs, and systemwide costs and obligations, divided by school enrollment (official audited registers).
Source: School Based Expenditures Reports.
- Indicator name: Average direct services to schools expenditure per student (\$)
Description: Dollars spent directly on services provided to public school students and staff, taking place primarily in the school building during the school day, during the school year, divided by school enrollment (official audited registers). Cost categories feature classroom instruction; student support; leadership and supervision; building services; and food, transportation, computers and school safety. Also includes funds for after school and summer school programs.
Source: School Based Expenditure Reports.
- Indicator name: Teachers
Description: The number of active teachers systemwide, which does not include teachers on approved unpaid leaves of absence and teachers in charter schools.
Source: Human Resources System.

DEPARTMENT OF EDUCATION

- Indicator name: Certified teachers (%)
Description: The percent of teachers, not including charter school teachers, with State certification or a valid Board of Examiners license.
Source: Human Resources System.
- Indicator name: Teachers with 5 or more years teaching experience (%)
Description: The percent of teachers, not including charter school teachers, with five or more years of classroom experience.
Source: Human Resources System.
- Indicator name: Teachers hired to fill projected vacancies (%)
Description: The percent of teacher vacancies that were filled by teachers hired for the new school year.
Source: Enterprise Data Warehouse Human Resources System.
- Indicator name: Principals with more than 3 years experience as principal (%)
Description: The percent of principals that have been in the NYC public school system as principal for three or more years.
Source: Enterprise Data Warehouse Human Resources System.
- Indicator name: Teachers absent more than 10 days (%)
Description: The percent of active teachers (excludes teachers on approved leave) who have been absent (as defined under the teachers' contract) beyond the 10 days allowed under the teachers' contract.
Source: Enterprise Data Warehouse Human Resources System.
- Indicator name: Phone calls responded to by parent coordinator (000)
Description: The citywide total number of phone calls responded to by parent coordinators is a measure of how many parents have their issues and concerns addressed by parent coordinators.
Source: Office of Parent Engagement.
- Indicator name: Parent walk-ins receiving parent coordinator assistance (000)
Description: The citywide total number of parents who were seen by parent coordinators as walk-ins to the school is a measure of how many parents have their issues and concerns addressed by parent coordinators.
Source: Office of Parent Engagement.
- Indicator name: Parent coordinator workshops held for parents (000)
Description: Key functions of parent coordinators are to increase parents' involvement with their children's education and to help parents support their children's learning. The number of workshops held by parent coordinators is a measure of the opportunities parents are provided at the school level to accomplish these goals.
Source: Office of Parent Engagement.

DEPARTMENT OF EDUCATION

- Indicator name: Parents attending parent coordinator workshops (000)
Description: Key functions of Parent Coordinators are to increase parents' involvement with their children's education and to help parents support their children's learning. The number of parents who attended workshops organized by Parent Coordinators is a measure of how many parents participated and benefited from parent coordinators' efforts to accomplish the above goals.
Source: Office of Parent Engagement.
- Indicator name: Parents attending parent-teacher conferences (000)
Description: The citywide total number of parents who attended parent-teacher conferences.
Source: Office of Parent Engagement.
- Indicator name: School safety
– Seven Major Crimes
Description: All crimes categorized as a major index crime (murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny and grand larceny auto) occurring within City public schools.
Source: NYPD School Safety Division.
- Indicator name: School safety
– Other criminal categories
Description: Summary of all other reported felonies and misdemeanors occurring within City public schools.
Source: NYPD School Safety Division.
- Indicator name: School safety
– Other incidents
Description: All serious non-criminal incidents occurring within City public schools.
Source: NYPD School Safety Division.
- Indicator name: Average Class Size (End of October)
– Kindergarten
– Grade 1
– Grade 2
– Grade 3
– Grade 4
– Grade 5
– Grade 6
– Grade 7
– Grade 8
– Grade 9 (not high schools)
Description: The average class size as of October 31 in grades kindergarten to nine, not including high schools.
Source: Automate the School system.

DEPARTMENT OF EDUCATION

- Indicator name: Schools that exceed capacity
- Elementary schools (%)
 - Middle schools (%)
 - High schools (%)
- Description: The percent of schools, not including charter schools located in private buildings, where student enrollment is at 100 percent or more of a school's functional capacity. Capacity is determined using a formula that reflects instructional needs, student population and building size. The formula is devised by the School Construction Authority in consultation with instructional and operational staff.
- Source: Division of School Facilities through Fiscal 2002, School Construction Authority beginning Fiscal 2003.
-
- Indicator name: Students in schools that exceed capacity
- Elementary/middle schools (%)
 - High schools (%)
- Description: The percent of the enrolled student population that attend schools, not including charter schools located in private buildings, where enrollment is 100 percent or more of functional capacity. Capacity is determined using a formula that reflects instructional needs, student population and building size. The formula is devised by the School Construction Authority in consultation with instructional and operational staff.
- Source: Division of School Facilities through Fiscal 2002, School Construction Authority beginning Fiscal 2003.
-
- 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, room conversions, and leasing.
- Source: Division of School Facilities and School Construction Authority.
-
- Indicator name: Hazardous building violations total backlog
- Description: The number of hazardous Department of Buildings (DOB) violations pending against Department of Education facilities. These include violations that need corrective work, and violations for which work has been completed but which are awaiting official dismissal by DOB.
- Source: Division of School Facilities.

DEPARTMENT OF EDUCATION

- 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.

SCHOOL CONSTRUCTION AUTHORITY

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

SCHOOL CONSTRUCTION AUTHORITY

- Indicator name: Average new school construction cost per square foot
– Elementary (\$)
- Description: The total construction cost of completed elementary schools (prekindergarten-grade 5) divided by the schools' total gross floor area (measured to the outside of exterior walls on each floor). Cost includes original contract and all additional construction costs related to the original contract. NA reflects no construction done in this category.
- Source: SCA Finance Department.
- Indicator name: Average new school construction cost per square foot
– Intermediate (\$)
- Description: The total construction cost of completed intermediate schools (grade 6- grade 8) divided by the schools' total gross floor area (measured to the outside of exterior walls on each floor). Cost includes original contract and all additional construction costs related to the original contract. NA reflects no construction done in this category.
- Source: SCA Finance Department.
- Indicator name: Average new school construction cost per square foot
– High School (\$)
- Description: The total construction cost of completed high schools (grade 9-grade 12) divided by the schools' total gross floor area (measured to the outside of exterior walls on each floor). Cost includes original contract and all additional construction costs related to the original contract. NA reflects no construction done in this category.
- Source: SCA Finance Department.
- Indicator name: Capital improvement projects constructed on time or early (%)
- Description: The percent of capital repair projects (such as roof repair and window replacement) with substantial completion within 15 days of the scheduled date.
- Source: SCA Finance Department.
- Indicator name: Capital improvement projects constructed within budget (%)
- Description: The percent of capital repair projects (such as roof repair and window replacement) completed within contract dollar amount and budgeted contingency as of June 30.
- Source: SCA Finance Department.
- Indicator name: Ultimate cost of insurance losses as % of construction value
- Description: The ratio of the cost of insurance losses to value of construction projects for the period.
- Source: SCA Finance Department.

HUMAN RESOURCES ADMINISTRATION

- Indicator name: Cash assistance applicants and recipients placed into jobs (000)
Description: This indicator reports the unduplicated City fiscal year total of cash assistance (CA) applicants and people receiving welfare benefits who obtained a job during the reporting period. It includes people who receive benefits from the federal Family Assistance Program (FAP), which provides welfare benefits to families for five years; the State Safety Net Assistance Program, which provides welfare benefits to adults without children and to some families not eligible for FAP; and the State 60-month Converted Safety Net program, which provides assistance to families that have exceeded the five-year State time limit (which counts five years of assistance from either Safety Net or FAP).
Source: HRA New York City WAY (NYCWAY) and the Human Resources Administration (HRA) Office of Data Reporting and Analysis (ODRA)
- Indicator name: Percent of cash assistance applicants and recipients placed into jobs as compared to a monthly goal (Calendar year to-date) (%)
Description: The calendar year-to date percent of the unduplicated total of cash assistance applicants and people receiving welfare benefits who obtained a job compared to the job placement goal at that point in time. The annual job placement goal is set each year. The 2008 goal is 75,000 job placements and the 2007 goal was 80,000 job placements.
Source: HRA NYCWAY and ODRA
- Indicator name: Cash assistance cases with an adult head of household who is temporarily or permanently unable to participate in any work or work-related activity (%)
Description: The city fiscal year-to-date average percent of the total cases that is either partially or fully unable to work full time. This indicator includes cash assistance cases that either are currently partially engaged in work-related activities, such as health, mental health, substance abuse treatment, domestic violence or other activities, or are fully unengageable and therefore unable to participate in any activity. Therefore, neither group can participate in full time employment. Child-only cases are excluded from the calculation because they cannot be counted as part of the work participation rate under current federal and state law and regulation.
Source: HRA NYCWAY and ODRA
- Indicator name: Safety Net Assistance (SNA) cases participating in work or work-related activities as calculated in accordance with State guidelines (State fiscal year-to date average) (%)
Description: The state fiscal year-to-date average percent of Safety Net single cases who participate in work or work-related activities in compliance with state guidelines calculated on the basis of the state fiscal year: March through April.
Source: HRA NYCWAY and WMS

HUMAN RESOURCES ADMINISTRATION

- Indicator name: Cash assistance family cases participating in work or work-related activities per federal guidelines (official federal fiscal year-to-date average) (%)
- Description: The federal fiscal year-to-date official average percent of Family Assistance Program and 60-month converted to Safety Net Assistance cases who participate in work or work-related activities in compliance with federal guidelines. This indicator reports the most recent available federal data. The official family participation rate is calculated on the basis of the federal fiscal year: October through September.
- Source: HRA NYCWAY
- Indicator name: Cash assistance cases engaged in any training or education, which may include other activities, in accordance with New York City guidelines (%)
- Description: The city fiscal year-to-date average percent of partially or fully engageable (able to work) cash assistance cases who are participating in any work or work-related activities, as defined by New York City.
- Source: HRA NYCWAY and ODRA
- Indicator name: Safety Net Assistance (SNA) single cases engaged in any training or education, which may include other activities, in accordance with New York City guidelines (%)
- Description: The city fiscal year-to-date average percent of all SNA cases engaged in work or work-related activities that directly prepare them for work who are participating in any training and/or education to which they were referred and/or approved by HRA. Training and education may, therefore, be either stand alone or together with some other activities, such as concurrent WEP, substance abuse treatment or job search. This revised indicator does not include the wage subsidy work activity, which is considered subsidized employment. In addition, it does not include stand-alone job search or stand-alone WEP, but does include job search performed in conjunction with an education or training program.
- Source: HRA NYCWAY
- Indicator name: Cash assistance cases that retained employment income 180 days after being placed in a job (Calendar year-to date average) (%)
- Description: The calendar year-to-date average percent of both those cash assistance cases who had obtained a job six months (180 days) prior to the reporting period, earned enough income to close their cash assistance cases, and did not return to cash assistance within the last six months (180 days) of the reporting period, and those cash assistance cases who obtained employment six months prior to the reporting period and have not had their cases rebudgeted within 180 days due to the loss of employment income.
- Source: HRA NYCWAY and ODRA

HUMAN RESOURCES ADMINISTRATION

Indicator name: Cash Assistance cases that remained closed for 180 days due to employment (Calendar year-to-date average) (%)

Description: The calendar year-to-date average percent of cash assistance recipients who obtained a job and had their cases closed due to employment income six months (180 days) prior to the reporting period and did not return to cash assistance within the last six months. This does not include those who are working full time in subsidized employment because these cases are not closed, because the recipient is working full-time for a subsidized wage, the cash assistance grant is incorporated into the wage.

Source: HRA NYCWAY and ODRA

Indicator name: Child support collected (\$ millions)

Description: The total amount of child support collected on behalf of both cash assistance and non-cash assistance clients, including cases where the child resides outside the City and the non-custodial parent resides in the City.

Source: New York State Department of Child Support Enforcement, Office of Child Support Enforcement: Monthly Calendar Year Comparisons of Collections – Total Collections

Indicator name: Current obligations collected (%)

Description: The city fiscal year-to-date average of the total child support collected for both cash assistance and non-cash assistance cases as a percent of the total court-ordered obligations.

Source: New York State Department of Child Support Enforcement, Office of Child Support Enforcement; New York State: 157 Report Section F: Collections Due and Distributed, Total (Line 25 cumulative) divide by Total (line 24 cumulative)

Indicator name: Child support cases with orders of support (%)

Description: The monthly average of cash assistance and non-cash assistance child support cases for which a support order has been established by a court, as a percent of the total number of open child support cases.

Source: New York State Department of Child Support Enforcement, Office of Child Support Enforcement: 157 Report - Performance Measures – SEP

Indicator name: Persons receiving cash assistance (000)

Description: As of the end of the reporting period, this indicator measures the number of persons who are eligible for the time-limited Family Assistance Program or the Safety Net Assistance Program. As of November 2001, the 60-month Converted to Safety Net program is included.

Source: HRA ODRA and WMS report CRM01OR1

Indicator name: Cash assistance application timeliness rate (%)

Description: This indicator measures the percent of Cash Assistance application processing completed by the Agency in required time frames.

Source: HRA Family Independence Administration (FIA)

HUMAN RESOURCES ADMINISTRATION

- Indicator name: Cash assistance fair hearing win rate (%)
Description: Fair Hearing Win Rate is the percentage determined by dividing the total wins, which are Agency affirmations, Administrative Law Judge (ALJ) determinations that the Agency's actions were "Correct When Made," and client defaults, by Agency total wins and Agency total losses, which are Agency reversals by an ALJ.
Source: HRA FIA
- Indicator name: Average annual administrative cost per cash assistance case (\$)
Description: The average annual cost associated with the administration of a single cash assistance case. To determine this average, the total annual direct and indirect administrative cost associated with all cash assistance cases is divided by the total, unduplicated number of cash assistance cases that received any financial assistance during the reporting period. The operation of HRA Job Centers is included in direct costs. Indirect cost includes an attributed portion of HRA's central administrative cost. The administrative cost associated with the provision of Medicaid or Food Stamps is not included, nor is the cost of cash assistance benefits.
Source: HRA ODRA
- Indicator name: Persons receiving food stamps (000)
Description: As of the end of the reporting period, the number of eligible persons receiving federally supported food stamps, including both cash assistance recipients and non-PA recipients. The calculation includes persons who receive food stamps at residential treatment centers and recipients of Supplemental Security Income (SSI).
Source: HRA ODRA
- Indicator name: Non-Cash assistance persons receiving food stamps (000)
Description: At the end of the reporting period, the total number of persons who receive food stamps who are not cash assistance or SSI recipients.
Source: HRA ODRA
- Indicator name: SSI persons receiving food stamps (000)
Description: The total number of eligible recipients of SSI receiving federally supported Food Stamps.
Source: HRA ODRA
- Indicator name: Food stamp estimated payment error rate (%)
Description: This indicator measures the percent of Food Stamp Payment Errors for CA and non-CA recipients where the incorrect Food Stamp benefit amount is paid is either over or under the correct amount, due to a calculation or documentation error on the part of either the worker or the client. This indicator is tracked in accordance with the federal fiscal year.
Source: HRA FIA

HUMAN RESOURCES ADMINISTRATION

- Indicator name: Public Health Insurance enrollees (000)
Description: At the end of the reporting period, the total number of persons enrolled in various cash health insurance programs, including Medicaid with cash assistance, Medicaid without cash assistance (Medicaid-only), and Family Health Plus.
Source: WMS report WINR0521
- Indicator name: Public Health Insurance Medicaid-only enrollees (000)
Description: At the end of the reporting period, the number of persons who are not recipients of cash assistance or SSI who receive Medicaid services, including those receiving Family Health Plus.
Source: WMS report WINR0521
- Indicator name: Public health insurance enrollments and/or applications by City agencies resulting from the HealthStat Initiative (000)
Description: The monthly number of public health insurance enrollments (CHP B) and or applications (Medicaid) attributable to the activities of the New York City partner agencies participating in the HealthStat initiative.
Source: HealthStat Enrollment Analysis and Report Tracking System (HEARTS)
- Indicator name: Public Health insurance fair hearing win rate (%)
Description: Fair Hearing Win Rate is the percentage determined by dividing the total wins, which are Agency affirmations, Administrative Law Judge (ALJ) determinations that the Agency's actions were "Correct When Made," and client defaults, by Agency total wins and Agency total losses, which are Agency reversals by an ALJ.
Source: HRA MICSA
- Indicator name: Client responses to Public Health Insurance mailed renewal notices (%)
Description: Percent of responses to Public Health Insurance renewal notice mailed to clients.
Source: HRA MICSA
- Indicator name: Clients found eligible for Public Health Insurance who responded to a mailed renewal notice (%)
Description: Percent of clients who responded to a mailed Public Health Insurance renewal notice who were found eligible for public health benefits.
Source: HRA MICSA
- Indicator name: Cases receiving home care services (000)
Description: The number of cases receiving Medicaid-funded Home Attendant and Housekeeping; Long Term Home Health Care; and AIDS Project/AIDS Lombardi Home Care services at the end of the month.
Source: HRA Home Care Services Program

HUMAN RESOURCES ADMINISTRATION

- Indicator name: Average number of days to initiate Home Attendant and Housekeeper Services cases
Description: At the end of the reporting period, the average number of days from the date of application to the commencement of service for all new Home Attendant and Housekeeping cases during the reporting month. All cases with service start dates during the reporting month are included in this measure and include applicants who are currently enrolled in Medicaid and those who have applied for but not begun to receive Medicaid.
Source: HRA Home Care Services Program
- Indicator name: Serious home care complaints resolved in 24 hours (%)
Description: Percent of client serious complaints resolved within required timeframe of 24 hours. Vendors must remove the risk has to the client within 24 hours for the complaint to be resolved.
Source: HRA MICSA
- Indicator name: Adult Protective Services (APS) Assessment Cases
Description: The unduplicated number of individuals in the assessment phase for APS services during the month.
Source: HRA Adult Protective Services Monthly Compliance Report
- Indicator name: Adult Protective Services (APS) Cases Eligible for Services
Description: The unduplicated number of the total cases in APS undercare or Preventive Services Program during the month.
Source: HRA Adult Protective Services Monthly Compliance Report
- Indicator name: Individuals referred to an Adult Protective Services field office visited within three working days (%)
Description: The city fiscal year-to-date average percent of cases referred to Adult Protective Services (APS) that are visited within the State-mandated three working days.
Source: HRA Adult Protective Services Monthly Compliance Report
- Indicator name: Adult Protective Services (APS) assessment cases accepted or denied for undercare within State-mandated 60 days (%)
Description: Percent of referrals to the borough offices or contracted vendors with a decision made to accept or deny a case within the State-mandated 60 days.
Source: HRA Adult Protective Services Monthly Compliance Report
- Indicator name: Individuals receiving HIV/AIDS services (000)
Description: At the end of the reporting period, the number of individual clients (individuals who are either HIV Symptomatic or with AIDS) served during the reporting month.
Source: HRA HIV/AIDS Services Administration (HASA)

HUMAN RESOURCES ADMINISTRATION

- Indicator name: Average number of days from submission of a completed application to approval or denial of enhanced housing benefits to keep HASA clients in stable housing
Description: At the end of the reporting period, the average number of calendar days it takes to issue housing-related enhanced financial benefits to clients in order to secure or maintain housing, including but not limited to rent increases, home furnishings requests, moving and storage expenses.
Source: HRA HIV/AIDS Services Administration Case by Case Financial Assessment database
- Indicator name: Average number of days to issue approved housing-related enhanced housing benefits once the application has been approved
Description: The average number of calendar days it takes to issue housing-related enhanced financial benefits to clients in order to secure or maintain housing, including but not limited to rent increases, home furnishings requests, moving and storage expenses.
Source: HRA HIV/AIDS Services Administration Case by Case Financial Assessment database
- Indicator name: HASA clients receiving ongoing enhanced housing benefits (%)
Description: The percent of HASA clients who receive on-going monthly supplemental rents in addition to the basic HASA shelter grant.
Source: IPA 705 report generated by HRA/MIS
- Indicator name: Total WeCARE cases (000)
Description: The unduplicated total of WeCARE cases.
Source: WeCARE Engagement Report
- Indicator name: Number of WeCARE federal disability awards
Description: The cumulative number, for the reporting period, of HRA clients assisted by the Agency who obtain SSI for the aged, blind, or disabled.
Source: HRA Payment and Claiming System (PACS)
- Indicator name: Number of Domestic Violence emergency beds (capacity)
Description: At the end of the reporting period, the number of domestic violence emergency beds that HRA administers.
Source: The number of beds licensed by the State Office of Children and Family Services and reported through the HRA Office of Domestic Violence & Emergency Intervention Services (ODVEIS) shelter occupancy system
- Indicator name: Domestic Violence Non-residential Services Program active caseload
Description: The city fiscal year-to-date average of the monthly number of active cases participating in the non-residential program.
Source: Monthly reports from contracted non-residential shelter providers

HUMAN RESOURCES ADMINISTRATION

- Indicator name: Families seeking shelter at Prevention Assistance and Temporary Housing (PATH) who entered HRA's domestic violence shelters (%)
- Description: Percent of families seeking shelter at Department of Homeless Service's Prevention Assistance and Temporary Housing (PATH) who entered HRA domestic violence shelters.
- Source: HRA ODVEIS
- Indicator name: HRA human services contracts submitted to the Comptroller on time (%)
- Description: Percent of contracts for human services that are submitted to the Comptroller by the start date of the contract.
- Source: HRA Contracts Office
- Indicator name: Billed revenue as a percentage of budgeted revenue (%)
- Description: Billed revenue as a percent of budgeted revenue to determine how well HRA is doing in meeting its goals for projected revenue.
- Source: HRA Finance Office
- Indicator name: Percentage of claims filed within 60 days of close of expenditure month (%)
- Description: This indicator measures the percent of claims filed on a timely basis, since the State and Federal funding of major HRA programs and the timing of future advances relies on such filing.
- Source: HRA Finance Office
- Indicator name: HRA Medicaid provider audits approved by the State
- Description: Number of audits of Medicaid providers approved by the New York State Office of the Medicaid Inspector General (OMIG).
- Source: HRA Investigations, Revenue & Enforcement Administration
- Indicator name: Amount identified for recoupment as a result of HRA Medicaid provider audits (\$000)
- Description: This indicator shows dollar amount that can potentially be obtained from the approved audits. Final amounts due from the providers are determined by OMIG.
- Source: HRA Investigations, Revenue & Enforcement Administration
- Indicator name: Medicaid recoveries and cost avoidance for fraud, waste & abuse (\$ millions)
- Description: This indicator measures results of efforts to combat prescription drug fraud and concealment of assets by clients, provider audits for waste and abuse, and recoveries of windfall payments from lawsuit settlements and sale of properties.
- Source: HRA Investigations, Revenue & Enforcement Administration

ADMINISTRATION FOR CHILDREN'S SERVICES

- Indicator name: Number of State Central Register Intakes
Description: Total number of alleged abuse/neglect reports referred from the New York State Central Register to ACS for investigation during the month.
Source: Division of Policy & Planning
- Indicator name: Number of State Central Register Consolidated Investigations
Description: Excludes those reports that have been consolidated according to the new Office of Children and Family Services procedure, which went into effect in January 2004, that requires local districts to consolidate certain reports based on a set of identified criteria
Source: Division of Policy & Planning
- 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: Substantiated investigations (%)
Description: The percent of child abuse/neglect reports that have credible evidence of abuse or neglect, determined upon investigation.
Source: CONNECTIONS database maintained by ACS Management Information Systems Unit.
- Indicator name: Children in completed investigations with repeat investigations within a year (%)
Description: The percent of children who were named as alleged victims in an investigation, who were then named as alleged victims in another investigation within a year of the closing of the first investigation. Figures are provided for the fiscal year of the repeat investigation.
Source: NYS Office of Children and Family Services; CONNECTIONS database maintained by ACS Management Information Systems Unit.
- Indicator name: Children in substantiated investigations with repeat substantiated investigations within a year (%)
Description: The percent of children who were named as alleged victims in a substantiated investigation, who were then named as alleged victims in another substantiated investigation within a year of the closing of the first investigation. Substantiated investigations are those that produce credible evidence of abuse or neglect. Figures are provided for the fiscal year of the repeat investigation.
Source: CONNECTIONS database maintained by ACS Management Information Systems Unit.
- Indicator name: Average child protective specialist caseload
Description: Total number of cases carried on the last day of the month divided by the total number of Diagnostic Child Protective Specialists and Supervisors (Sup I) on the last day of the month.
Source: Division of Policy & Planning

ADMINISTRATION FOR CHILDREN'S SERVICES

- Indicator name: Children receiving contract preventive services
Description: The number of children in active contract preventive cases at the end of the reporting period.
Source: ACS Office of Management, Development and Research.
- Indicator name: Number of Families Entering Purchased Preventive Services
Description: Total number of new cases opened by contract preventive agencies during the month.
Source: Division of Policy & Planning
- 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: Children in foster kinship homes (average)
Description: The average number of children in foster kinship homes during the reporting period, excluding suspended payment and trial discharge, in all homes operated by contract foster care agencies or by ACS Direct Care Services.
Source: ACS Office of Research and Evaluation.
- Indicator name: Children in nonrelative foster homes (average)
Description: The average number of children in nonrelative foster homes during the reporting period, excluding suspended payment and trial discharge, in all homes operated by contract foster care agencies or by ACS Direct Care Services.
Source: ACS Office of Research and Evaluation.
- Indicator name: Children in congregate care (average)
Description: The average number of children in congregate care during the reporting period, excluding suspended payment and trial discharge, in all facilities operated by contract foster care agencies or by ACS Direct Care Services.
Source: ACS Office of Research and Evaluation.
- Indicator name: All children entering foster care
Description: The number of children entering foster care. Includes children with repeat admissions into foster care.
Source: Child Care Review Service (CCRS) data extracts maintained by ACS Management Information Systems Unit.
- Indicator name: New children entering foster care
Description: The number of children entering foster care for the first time. Does not include children with repeat admissions into foster care.
Source: CONNECTIONS maintained by ACS Management Information Systems Unit.

ADMINISTRATION FOR CHILDREN'S SERVICES

- Indicator name: Children who re-enter foster care within a year of discharge to family (%)
Description: The percent of foster care children who are discharged to their family who re-enter foster care within a year of their discharge date. Percentages are provided for the fiscal year of re-entry.
Source: ACS Management Information Systems Unit.
- Indicator name: Children placed in foster care in their borough (%)
Description: The percent of children placed in regular foster boarding homes in their home borough.
Source: Child Care Review Service (CCRS) and CONNECTIONS maintained by ACS Management Information Systems Unit.
- Indicator name: Children placed in foster care in their community district (%)
Description: The percent of children placed in regular foster boarding homes in their home community district.
Source: Child Care Review Service (CCRS) and CONNECTIONS maintained by ACS Management Information Systems Unit.
- Indicator name: Children entering foster care who are placed with relatives (%)
Description: The percent of children entering foster care who are placed in foster boarding homes with relatives.
Source: ACS Management Information Systems Unit.
- Indicator name: Siblings placed simultaneously in the same foster home (%)
Description: The percent of siblings in foster care who are placed simultaneously, when no other siblings are in care, in the same foster home.
Source: ACS Management Information Systems Unit.
- Indicator name: Separated siblings in foster care receiving biweekly visits from their other siblings (%)
Description: The percentage of separated siblings in all levels of foster care (including both kinship and foster boarding homes as well as congregate settings) who visit at least once every two weeks with their siblings. Excluded from this group are sibling groups in which it has been documented that visits are contrary to the health, safety and welfare of one or more of the siblings involved or where there is a court order prohibiting visits for a particular period of time.
Source: ACS Central Sibling Unit.
- Indicator name: Parents or caregivers attending Post Removal 72 Hour Child Safety Conferences (%)
Description: Percent of parents or caregivers attending child safety conferences held within 3-5 days of a child's removal from their home into foster care.
Source: ACS Division of Child Protection.
- Indicator name: Children 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.

ADMINISTRATION FOR CHILDREN'S SERVICES

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

ADMINISTRATION FOR CHILDREN'S SERVICES

- Indicator name: Cost per foster care case—Congregate care by level of need (\$)
Description: The cost of funding one congregate care case based on OTPS projected expenditures, facilities expenditures (rentals), and direct care staffing costs without fringe, divided by congregate care caseload capacity. Figures are presented separately for three levels of need: Level 1 (moderate), Level 2 (intermediate), and Level 3 (severe).
Source: ACS Financial Service Department.
- Indicator name: Cost per foster care case—Foster boarding home (\$)
Description: The cost of funding one foster boarding home case based on foster parent stipend costs, facilities expenditures (rentals), miscellaneous program costs such as tutoring, college subsidy, independent living, etc., and direct care staffing costs without fringe, divided by foster boarding home caseload capacity.
Source: ACS Financial Service Department.
- Indicator name: Median length of stay for children entering foster care for the first time who are returned to parent (months)
Description: The median number of months a child, who enters care for the first time during a given year, remains in care before returning to their parents.
Source: ACS Management Information Systems Unit.
- Indicator name: Children returned to parent(s) within 12 months (%)
Description: The percent of children discharged from foster care to their parents within 12 months from the time they were placed in care. Published data is considered preliminary until it is indicated as final.
Source: ACS Management Information Systems Unit.
- Indicator name: Children eligible for adoption (average)
Description: The average number of children freed for adoption at the end of the Fiscal Year, as monitored internally by ACS. The number includes those in adoptive placement and those also freed and not in adoptive homes.
Source: ACS Office of Family Permanency.
- Indicator name: Children adopted
Description: The number of children with a finalized adoption through either Contract Agency Service Adoptions or ACS Direct Care Adoptions. Finalization requires a court form to verify the child's identity and date of adoption.
Source: ACS Office of Adoption Services.
- Indicator name: Median length of stay in foster care before child is adopted (months)
Description: The median number of months a child, for whom adoption was decided as appropriate, remains in foster care until an adoption is finalized.
Source: ACS Management Information Systems Unit.
- 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.

ADMINISTRATION FOR CHILDREN'S SERVICES

Indicator name: Children eligible for adoption who are adopted (%)
Description: The percent of the children eligible for adoption through contract agency or ACS direct care adoptions that finalize adoption during the reporting period.
Source: Division of Family Permanency

Indicator name: Total Enrollment in Subsidized Child-Care
Description: The number of children currently on authorized attendance lists for ACS contracted programs, providers and vouchers.
Source: Child Care/ Head Start

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

Indicator name: Total Head Start Enrollment
Description: The total number of children needed for full enrollment in Head Start
Source: Child Care/ Head Start

Indicator name: Head Start capacity filled (%)
Description: The percent of contracted Head Start slots available for which children are enrolled.
Source: ACS Department of Child Care and Head Start services.

Indicator name: Cost per child care slot
– Group child care slot (voucher) (\$)
Description: The average cost of funding one group child care voucher based on actual expenditures submitted by vendors for payment (not to exceed the State set market rate), divided by the number of vouchers used. Does not include capital costs or costs for City staff or overhead.
Source: ACS Automated Child Care Information System.

Indicator name: Cost per child care slot
– Family child care slot (voucher) (\$)
Description: The average cost of funding one family child care voucher based on actual expenditures submitted by vendors for payment (not to exceed the State set market rate), divided by the number of vouchers used. Does not include capital costs or costs for City staff or overhead.
Source: ACS Automated Child Care Information System.

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

ADMINISTRATION FOR CHILDREN'S SERVICES

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

**ADMINISTRATION FOR CHILDREN'S
SERVICES**

DEPARTMENT OF HOMELESS SERVICES

- Indicator name: Adults receiving preventive services who did not reside 21 days or more in the shelter system (%)
Description: Those adults who did not reside 21 days or more in shelter for 12 continuous months after their initial contact.
Source: DHS Aftercare Unit
- Indicator name: Adult Families receiving preventive services who did not enter the shelter system (%)
Description: Those adult families who were not found eligible for shelter for 12 continuous months after their initial contact.
Source: DHS Aftercare Unit
- Indicator name: Families with children receiving preventive services who did not enter the shelter system (%)
Description: Those families with children who were not found eligible for shelter for 12 continuous months after their initial contact.
Source: DHS Aftercare Unit
- Indicator name: Unsheltered individuals that are estimated to be living on the streets, in parks, under highways, on subways, and in the public transportation stations in New York City (HOPE)
Description: This indicator reports the results of the agency's annual Homeless Outreach Population Estimate, held from midnight – 4AM on the last Monday in January. Teams of volunteers are assigned to small study areas where they administer a survey to all passersby to determine their housing situation.
Source: Homeless Outreach Population Estimate Findings.
- 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.
Source: DHS Quarterly Outreach Report.
- Indicator name: Outreach contacts that result in placement into temporary housing (%)
Description: The percentage of total outreach contacts made by outreach teams that result in placement into temporary housing during the reporting period.
Source: DHS Quarterly Outreach Report.
- Indicator name: Single adults entering the DHS shelter services system
Description: All Single adults entering the DHS shelter services system for the first time or returning after a period of at least one year.
Source: DHS Single Client Information Management System database.
- Indicator name: Adult families entering the DHS shelter services system
Description: Adult families determined to be eligible for shelter.
Source: Department of Homeless Services (DHS) Client Tracking System database.
- Indicator name: Families with children entering the DHS shelter services system
Description: Families with children determined to be eligible for shelter.
Source: Department of Homeless Services (DHS) Client Tracking System database.

DEPARTMENT OF HOMELESS SERVICES

- Indicator name: Average number of adult families in shelters per day
Description: The average daily census of adult families in shelter at noon for the month. Does not include families that may not yet be assigned or are in transition to shelter at noon and those placed in overnight facilities.
Source: DHS Noon Census.
- Indicator name: Average number of single adults in shelters per day
Description: The average number of single adults residing in shelter each night at 2:15 A.M.
Source: DHS Intake/Vacancy Control database.
- Indicator name: Average number of families with children in shelters per day
Description: The average daily census of families with children in shelter at noon for the month. Does not include families that may not yet be assigned or are in transition to shelter at noon and those placed in overnight facilities.
Source: DHS Noon Census.
- Indicator name: Cost per day for shelter facilities
- Single adult facilities (\$)
- Family facilities (\$)
Description: The daily cost (per diem) per person or family for privately run facilities, including Tier IIs, hotels, and cluster facilities, providing overnight shelter to homeless single adults or families. It is the average cost for all units occupied at a given point in time.
Source: DHS Budget Office.
- 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: 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 timeframe).
Source: DHS Client Tracking System database.
- Indicator name: Average school attendance rate for children in the DHS shelter services system (%)
Description: The rate of actual attendance per number of school days per month, based on total number of school-aged children who have attendance/registration records.
Source: Department of Education 'Students Residing in Temporary Housing' reports.

DEPARTMENT OF HOMELESS SERVICES

- Indicator name: Families placed in the shelter services system according to their youngest school-aged child's school address (%)
- Description: The percent of families provided with shelter that have identified their youngest school-aged child's school, and were placed in the facility closest to that school.
- Source: DHS Neighborhood Based Placements Report
- Indicator name: Safety, maintenance and cleanliness deficiencies noted on independent inspections of adult shelters
- Description: Total number of deficiencies noted in inspections carried out by a court-appointed inspection team to ensure shelters meet court-mandated standards. Inspections take place in adult shelters semi-annually.
- Source: DHS Facilities Maintenance and Development.
- Indicator name: Critical incidents in the Adult Shelter system, per 1,000 residents
- Description: Total Critical Incidents during the reporting year, per 1000 residents. Critical Incidents are either a life-threatening assault or injury to a resident or employee, or environmental concerns that result in the evacuation of a facility.
- Source: Incident Report Database
- Indicator name: Critical incidents in the Family Shelter system, per 1,000 Residents
- Description: Total Critical Incidents in family shelters during the reporting year, per 1000 residents. Critical Incidents are either a life-threatening assault or injury to a resident or employee, or environmental concerns that result in the evacuation of a facility.
- Source: Incident Report Database
- Indicator name: Critical incidents in the Families with Children Shelter system, per 1,000 Residents
- Description: Total Critical Incidents in family shelters during the reporting year, per 1000 residents. Critical Incidents are either a life-threatening assault or injury to a resident or employee, or environmental concerns that result in the evacuation of a facility.
- Source: Incident Report 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: Families who experience more than one facility transfer (%)
- Description: Of families who spend at least one night in the DHS shelter services system, the percentage that change facilities more than once in the fiscal year.
- Source: DHS Client Tracking System database.

DEPARTMENT OF HOMELESS SERVICES

- Indicator name: Average length of stay for single adults in shelter (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: Average length of stay for adult families in shelter (days)
Description: The average number of days adult families spend in shelter, excluding overnight facilities, from their first date of application. Families who leave the DHS shelter system for more than 30 days are considered new applicants.
Source: DHS Client Tracking System database.
- Indicator name: Average length of stay for families with children in shelter (days)
Description: The average number of days families with children spend in shelter, excluding overnight facilities, from their first date of application. Families who leave the DHS shelter system for more than 30 days are considered new applicants.
Source: DHS Client Tracking System database.
- Indicator name: Single adults placed into permanent housing (Preliminary)
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: Adult Families placed into permanent housing (Preliminary)
Description: The number of adult families relocated to permanent housing, including both subsidized and unsubsidized long-term housing placements.
Source: DHS and New York City Housing Authority.
- Indicator name: Families with children placed into permanent housing (Preliminary)
Description: The number of families with children 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 who return 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, clients must have spent at least 30 days in the shelter services system in the year following their placement. Days do not begin accumulating until 10 days after placement.
Source: DHS Single Client Information Management System database and Program and Housing Placement databases.

DEPARTMENT OF HOMELESS SERVICES

Indicator name: Adult families placed into permanent housing who return to the DHS shelter services system within one year (%)

Description: The percent of those adult families placed into permanent housing in the prior fiscal year who returned to the DHS shelter services system as an eligible family within one year of placement.

Source: DHS Client Tracking System database.

Indicator name: Families with children placed into permanent housing who return to the DHS shelter services system within one year (%)

Description: The percent of those families with children placed into permanent housing in the prior fiscal year who returned to the DHS shelter services system as an eligible family within one year of placement.

Source: DHS Client Tracking System database.

DEPARTMENT OF HOMELESS SERVICES

DEPARTMENT FOR THE AGING

Indicator name:	Total registered users of senior centers (annual)
Description:	Total number of registered users of DFTA-funded senior centers annually
Source:	BCS
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:	Senior Center Lunches Served
Description:	Total number of lunches served at DFTA-funded senior centers.
Source:	IT Report
Indicator name:	Home Delivered Meals Served
Description:	Total number of home delivered meals provided by DFTA-funded programs.
Source:	IT Report
Indicator name:	Hours of home care services provided
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:	Total recipients of home care services (annual)
Description:	Total number of senior citizens receiving DFTA-funded personal care and housekeeping services on a daily basis.
Source:	IT Report
Indicator name:	Contracted cost per hour of home care (\$)
Description:	The average hourly cost to provide contracted home care service to frail seniors. Includes all contractor costs, divided by the number of hours of home care service provided annually. Excludes DFTA administrative costs.
Source:	DFTA Planning Unit.
Indicator name:	Seniors trained for unsubsidized employment
Description:	The number of seniors who received classroom training or participated in job preparation workshops during the reporting period through Title V, a federal program that funds trainings and jobs for the elderly.
Source:	DFTA Employment Unit.
Indicator name:	Trainees placed in unsubsidized employment
Description:	The number of seniors who were placed in initial, permanent, paying jobs after completing training during the current or prior reporting periods through Title V, a federal program that funds trainings and jobs for the elderly.
Source:	DFTA Employment Unit.

DEPARTMENT FOR THE AGING

- Indicator name: Average processing time for SCRIE applications (days)
Description: Average days to process applications for Senior Citizen Rent Increase Exemption (SCRIE) from receipt to disposition.
Source: DFTA SCRIE Unit.
- Indicator name: Caregivers who received casework services or training through DFTA's in-house Alzheimer's and Long Term Care Unit and Grandparent Resource Center
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 and Grandparent Resource Program.
Source: DFTA Alzheimer's and Caregivers Unit.
- Indicator name: Caregivers who received caregiver supportive services through DFTA's contracted providers
Description: The number of caregivers who receive information, assistance, counseling, support group, training, respite, and/or supplemental services from DFTA's contracted providers.
Source: DFTA Alzheimer's and Caregivers Unit.

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT

Indicator name:	OST Enrollment
Description:	The number of youth enrolled in Out of School Time (OST) programs during the reporting period.
Source:	DYCD OST Unit.
Indicator name:	% of OST programs meeting target enrollment - elementary - middle school - high school
Description:	A program is considered to have met its enrollment target if it had enrolled at least 90% of its allotted contractual slots. The percentage of programs is then determined by dividing the number of programs meeting enrollment targets by the total number of OST programs.
Source:	DYCD OST Unit.
Indicator name:	Calls to Youthline
Description:	The number of calls received, excluding hang-up and prank calls.
Source:	DYCD Special Youth Initiatives Unit.
Indicator name:	Beacon programs' enrollment as a percentage of the minimum annual target (%)
Description:	The percent of the annual minimum enrollment target achieved by Beacon programs to date.
Source:	DYCD After-School Programs.
Indicator name:	Runaway and Homeless Youth served - Crisis beds
Description:	The unduplicated number of youth who use beds at sites contracted as part of the Department's Congregate Care Crisis Shelter Program.
Source:	DYCD Special Youth Initiatives Unit.
Indicator name:	Runaway and Homeless Youth served - Independent living beds
Description:	The unduplicated number of youth who use beds at sites contracted to provide Independent Living Transitional Beds.
Source:	DYCD Special Youth Initiatives Unit.
Indicator name:	Utilization rate for crisis beds (%)
Description:	The percent of crisis beds, certified by the State Office of Children and Family Services, that are occupied on average over the course of the reporting period.
Source:	DYCD Special Youth Initiatives Unit.
Indicator name:	Utilization rate for independent living beds (%)
Description:	The percent of transitional independent living beds, certified by the State Office of Children and Family Services, that are occupied on average over the course of the reporting period.
Source:	DYCD Special Youth Initiatives Unit.

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT

- Indicator name: Youth reunited with family or placed in a suitable environment from Crisis Shelters (%)
- Description: The percent of youth, served through the Department’s Runaway and Homeless Youth Program crisis shelters, who make the transition to independence or return to their families.
- Source: DYCD Special Youth Initiatives Unit.
-
- Indicator name: Youth reunited with family or placed in a suitable environment from Transitional Independent Living (TIL) centers (%)
- Description: The percent of youth, served through the Department’s Runaway and Homeless Youth Program independent living sites, who make the transition to independence or return to their families.
- Source: DYCD Special Youth Initiatives Unit.
-
- Indicator name: Summer Youth Employment Program (SYEP) participants
- Description: Number of participants enrolled in the summer youth employment programs
- Source: Summer Youth Employment Program
-
- Indicator name: Older Youth (19-21) placed in post-secondary education, employment, or advanced training during the 1st quarter after exiting the program (%)
- Description: Older Youth (19-21) placed in post-secondary education, employment, or advanced training during the 1st quarter after exiting the program (%)
- Source: New York State Department of Labor: Wage Reporting System.
-
- Indicator name: Younger youth (14-28) placed in post-secondary education, employment, or advanced occupational training during the 1st quarter after exiting the program (%)
- Description: Younger youth (14-28) placed in post-secondary education, employment, or advanced occupational training during the 1st quarter after exiting the program (%)
- Source: DYCD In-School Youth Unit.
-
- Indicator name: Older youth (19-21) attaining a credential by the end of the 3rd quarter after exiting the program (%)
- Description: Older youth (19-21) attaining a credential by the end of the 3rd quarter after exiting the program (%)
- Source: New York State Department of Labor: Wage Reporting System.
-
- Indicator name: Younger youth (14-18) attaining a credential by the end of the 3rd quarter after exiting the program (%)
- Description: Younger youth (14-18) attaining a credential by the end of the 3rd quarter after exiting the program (%)
- Source: DYCD In-School Youth Unit.
-
- Indicator name: Community development program participants achieving target outcomes designated for clients in each program area (%)
- Description: The percent of all community development participants achieving defined milestones and outcomes, which are negotiated with each provider based on the goal of the program.
- Source: DYCD Community Development Unit.

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT

- Indicator name: Adult Basic Education and English for Speakers of Other Languages (ESOL) participants
- Description: The numbers of students enrolled in Adult Basic Education and English for Speakers of Other Languages programs, and who have attended for at least 12 hours.
- Source: New York State Adult Literacy Information and Evaluation System.
- Indicator name: Adult Basic Education and ESOL participants meeting federal standards of improvement in demonstrating an increased ability to read, write and speak English (%)
- Description: The percent of participants meeting federal standards of improvement in their ability to read, write and speak English, as determined by initial and final tests.
- Source: New York State Adult Literacy Information and Evaluation System.
- Indicator name: Naturalization applications filed with the United States Citizenship and Immigration Services (USCIS)
- Description: The number of Naturalization applications and Derivative Citizenship applications DYCD-funded community-based organizations helped file with the United States Citizenship and Immigration Service (USCIS). Derivative Citizenship is for foreign-born children who have at least one parent who is a U.S. Citizen, naturalized before the child's 18th birthday.
- Source: DYCD Office of Immigrant Initiatives.
- Indicator name: OST Enrollment
- Description: The number of youth enrolled in Out of School Time (OST) programs during the reporting period.
- Source: DYCD OST Unit.
- Indicator name: % of OST programs meeting target enrollment
- elementary
- middle school
- high school
- Description: A program is considered to have met its enrollment target if it had enrolled at least 90% of its allotted contractual slots. The percentage of programs is then determined by dividing the number of programs meeting enrollment targets by the total number of OST programs.
- Source: DYCD OST Unit.
- Indicator name: Calls to Youthline
- Description: The number of calls received, excluding hang-up and prank calls.
- Source: DYCD Special Youth Initiatives Unit.
- Indicator name: Beacon programs' enrollment as a percentage of the minimum annual target (%)
- Description: The percent of the annual minimum enrollment target achieved by Beacon programs to date.
- Source: DYCD After-School Programs.

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT

- Indicator name: Runaway and Homeless Youth served - Crisis beds
Description: The unduplicated number of youth who use beds at sites contracted as part of the Department's Congregate Care Crisis Shelter Program.
Source: DYCD Special Youth Initiatives Unit.
- Indicator name: Runaway and Homeless Youth served - Independent living beds
Description: The unduplicated number of youth who use beds at sites contracted to provide Independent Living Transitional Beds.
Source: DYCD Special Youth Initiatives Unit.
- Indicator name: Utilization rate for crisis beds (%)
Description: The percent of crisis beds, certified by the State Office of Children and Family Services, that are occupied on average over the course of the reporting period.
Source: DYCD Special Youth Initiatives Unit.
- Indicator name: Utilization rate for independent living beds (%)
Description: The percent of transitional independent living beds, certified by the State Office of Children and Family Services, that are occupied on average over the course of the reporting period.
Source: DYCD Special Youth Initiatives Unit.
- Indicator name: Youth reunited with family or placed in a suitable environment from Crisis Shelters (%)
Description: The percent of youth, served through the Department's Runaway and Homeless Youth Program crisis shelters, who make the transition to independence or return to their families.
Source: DYCD Special Youth Initiatives Unit.
- Indicator name: Youth reunited with family or placed in a suitable environment from Transitional Independent Living (TIL) centers (%)
Description: The percent of youth, served through the Department's Runaway and Homeless Youth Program independent living sites, who make the transition to independence or return to their families.
Source: DYCD Special Youth Initiatives Unit.
- Indicator name: Summer Youth Employment Program (SYEP) participants
Description: Number of participants enrolled in the summer youth employment programs
Source: Summer Youth Employment Program
- Indicator name: Older Youth (19-21) placed in post-secondary education, employment, or advanced training during the 1st quarter after exiting the program (%)
Description: Older Youth (19-21) placed in post-secondary education, employment, or advanced training during the 1st quarter after exiting the program (%)
Source: New York State Department of Labor: Wage Reporting System.

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT

- Indicator name: Younger youth (14-28) placed in post-secondary education, employment, or advanced occupational training during the 1st quarter after exiting the program (%)
- Description: Younger youth (14-28) placed in post-secondary education, employment, or advanced occupational training during the 1st quarter after exiting the program (%)
- Source: DYCD In-School Youth Unit.
- Indicator name: Older youth (19-21) attaining a credential by the end of the 3rd quarter after exiting the program (%)
- Description: Older youth (19-21) attaining a credential by the end of the 3rd quarter after exiting the program (%)
- Source: New York State Department of Labor: Wage Reporting System.
- Indicator name: Younger youth (14-18) attaining a credential by the end of the 3rd quarter after exiting the program (%)
- Description: Younger youth (14-18) attaining a credential by the end of the 3rd quarter after exiting the program (%)
- Source: DYCD In-School Youth Unit.
- Indicator name: Community development program participants achieving target outcomes designated for clients in each program area (%)
- Description: The percent of all community development participants achieving defined milestones and outcomes, which are negotiated with each provider based on the goal of the program.
- Source: DYCD Community Development Unit.
- Indicator name: Adult Basic Education and English for Speakers of Other Languages (ESOL) participants
- Description: The numbers of students enrolled in Adult Basic Education and English for Speakers of Other Languages programs, and who have attended for at least 12 hours.
- Source: New York State Adult Literacy Information and Evaluation System.
- Indicator name: Adult Basic Education and ESOL participants meeting federal standards of improvement in demonstrating an increased ability to read, write and speak English (%)
- Description: The percent of participants meeting federal standards of improvement in their ability to read, write and speak English, as determined by initial and final tests.
- Source: New York State Adult Literacy Information and Evaluation System.
- Indicator name: Naturalization applications filed with the United States Citizenship and Immigration Services (USCIS)
- Description: The number of Naturalization applications and Derivative Citizenship applications DYCD-funded community-based organizations helped file with the United States Citizenship and Immigration Service (USCIS). Derivative Citizenship is for foreign-born children who have at least one parent who is a U.S. Citizen, naturalized before the child's 18th birthday.
- Source: DYCD Office of Immigrant Initiatives.

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT

Indicator name:	OST Enrollment
Description:	The number of youth enrolled in Out of School Time (OST) programs during the reporting period.
Source:	DYCD OST Unit.
Indicator name:	OST Program Participation Rate - elementary(school-year)
Description:	The percentage of Out-of-School Time elementary school programs meeting the minimum annual enrollment target (school-year programs)
Source:	OST
Indicator name:	Out-of School Time programs meeting target enrollment (school year) (%)
Description:	The percentage of all Out-of School Time programs meeting the minimum annual enrollment target (school-year programs)
Source:	OST
Indicator name:	Out-of School Time programs meeting target enrollment (summer) (%)
Description:	The percentage of all Out-of School Time programs meeting the minimum annual enrollment target (summer programs)
Source:	OST
Indicator name:	% of OST programs meeting target enrollment - elementary - middle school - high school
Description:	A program is considered to have met its enrollment target if it had enrolled at least 90% of its allotted contractual slots. The percentage of programs is then determined by dividing the number of programs meeting enrollment targets by the total number of OST programs.
Source:	DYCD OST Unit.
Indicator name:	Calls to Youthline
Description:	The number of calls received, excluding hang-up and prank calls.
Source:	DYCD Special Youth Initiatives Unit.
Indicator name:	Beacon programs' enrollment as a percentage of the minimum annual target (%)
Description:	The percent of the annual minimum enrollment target achieved by Beacon programs to date.
Source:	DYCD After-School Programs.
Indicator name:	Runaway and Homeless Youth served - Crisis beds
Description:	The unduplicated number of youth who use beds at sites contracted as part of the Department's Congregate Care Crisis Shelter Program.
Source:	DYCD Special Youth Initiatives Unit.
Indicator name:	Runaway and Homeless Youth served - Independent living beds
Description:	The unduplicated number of youth who use beds at sites contracted to provide Independent Living Transitional Beds.
Source:	DYCD Special Youth Initiatives Unit.

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT

- Indicator name: Utilization rate for crisis beds (%)
 Description: The percent of crisis beds, certified by the State Office of Children and Family Services, that are occupied on average over the course of the reporting period.
 Source: DYCD Special Youth Initiatives Unit.
- Indicator name: Utilization rate for independent living beds (%)
 Description: The percent of transitional independent living beds, certified by the State Office of Children and Family Services, that are occupied on average over the course of the reporting period.
 Source: DYCD Special Youth Initiatives Unit.
- Indicator name: Youth reunited with family or placed in a suitable environment from Crisis Shelters (%)
 Description: The percent of youth, served through the Department’s Runaway and Homeless Youth Program crisis shelters, who make the transition to independence or return to their families.
 Source: DYCD Special Youth Initiatives Unit.
- Indicator name: Youth reunited with family or placed in a suitable environment from Transitional Independent Living (TIL) centers (%)
 Description: The percent of youth, served through the Department’s Runaway and Homeless Youth Program independent living sites, who make the transition to independence or return to their families.
 Source: DYCD Special Youth Initiatives Unit.
- Indicator name: Summer Youth Employment Program (SYEP) participants
 Description: Number of participants enrolled in the summer youth employment programs
 Source: Summer Youth Employment Program
- Indicator name: Out-of-School Youth placed in post-secondary education, employment, or advanced training during the 1st quarter after exiting the program (%)
 Description: Out-of-School Youth placed in post-secondary education, employment, or advanced training during the 1st quarter after exiting the program (%)
 Source: New York State Department of Labor: Wage Reporting System.
- Indicator name: In-School Youth placed in post-secondary education, employment, or advanced occupational training during the 1st quarter after exiting the program (%)
 Description: In-School Youth placed in post-secondary education, employment, or advanced occupational training during the 1st quarter after exiting the program (%)
 Source: DYCD In-School Youth Unit.
- Indicator name: Out-of-School Youth attaining a credential by the end of the 3rd quarter after exiting the program (%)
 Description: Out-of-School Youth attaining a credential by the end of the 3rd quarter after exiting the program (%)
 Source: New York State Department of Labor: Wage Reporting System.

DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT

Indicator name: In-School Youth attaining a credential by the end of the 3rd quarter after exiting the program (%)

Description: In-School youth attaining a credential by the end of the 3rd quarter after exiting the program (%)

Source: DYCD In-School Youth Unit.

Indicator name: Community development program participants achieving target outcomes designated for clients in each program area (%)

Description: The percent of all community development participants achieving defined milestones and outcomes, which are negotiated with each provider based on the goal of the program.

Source: DYCD Community Development Unit.

Indicator name: Number of Participants served in Adult Basic Education and English for Speakers of Other Languages (ESOL)

Description: The numbers of students enrolled in Adult Basic Education and English for Speakers of Other Languages programs, and who have attended for at least 12 hours.

Source: New York State Adult Literacy Information and Evaluation System.

Indicator name: Adult Basic Education and ESOL participants meeting federal standards of improvement in demonstrating an increased ability to read, write and speak English (%)

Description: The percent of participants meeting federal standards of improvement in their ability to read, write and speak English, as determined by initial and final tests.

Source: New York State Adult Literacy Information and Evaluation System.

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

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

Source: DYCD Office of Immigrant Initiatives.

Indicator name: Agency Assessments Completed as a percent of total agency contracts

Description: This number represents the number of VENDEX evaluations completed for assessments divided by the number of agency contracts with contract values in excess of \$100,000.

Source: DYCD Agency Chief Contracting Officer

Indicator name: Fiscal Audits

Description: Fiscal audits conducted of contracts in effect during the prior fiscal year.

Source: DYCD Agency Chief Contracting Officer

Indicator name: Contracts Terminated

Description: This number represents the number of contracts terminated by DYCD, or withdrawn at request of CBO prior to original contract end date.

Source: DYCD Agency Chief Contracting Officer

INFRASTRUCTURE, ADMINISTRATIVE AND COMMUNITY SERVICES



Department of Environmental Protection



Department of Transportation



Department of Buildings



New York City Housing Authority



Department of Housing Preservation and Development



Department of Design and Construction



Department of Citywide Administrative Services



Department of Information Technology and Telecommunications



Department of Sanitation



Department of Parks and Recreation



Landmarks Preservation Commission



Taxi and Limousine Commission

DEPARTMENT OF ENVIRONMENTAL PROTECTION

- Indicator name: In-City samples meeting water quality standards for coliform (%)
Description: The percent of time the City drinking water meets the State quality standard for coliform bacteria. This is a standard measure of microbiological purity for drinking water.
Source: Bureau of Water Supply, Division of Drinking Water Quality Control.
- Indicator name: Percent of samples testing positive for coliform bacteria
Description: The percent of samples of City drinking water testing positive for coliform bacteria during the period. This is a standard evaluation of the microbiological purity of drinking water.
Source: Bureau of Water Supply, Division of Drinking Water Quality Control.
- Indicator name: Number of drinking water analyses above maximum contaminant level
Description: The number of City drinking water analyses above the maximum contaminant level during the period.
Source: Bureau of Water Supply, Division of Drinking Water Quality Control.
- Indicator name: Completed applications for work to comply with Watershed Rules and Regulations
Description: The number of applications received for approval under the City's Watershed Rules and Regulations that could be reviewed for compliance. Some applications received by DEP are missing information; these applications are returned.
Source: Bureau of Water Supply, Division of Operations and Engineering.
- Indicator name: Notices of Violation and Notices of Warning issued in the watershed
Description: Violations and warnings issued in the watershed by the DEP Environmental Police force and watershed protection staff. These can cite violations of the Watershed Rules and Regulations, criminal statutes, Environmental Conservation Law, etc.
Source: Bureau of Water Supply, Police Division and Division of Operations and Engineering.
- Indicator name: Patrol hours for Environmental Police and watershed protection staff (000)
Description: Number of hours spent patrolling the watershed.
Source: Bureau of Water Supply, Police Division and Division of Operations and Engineering.
- Indicator name: Percent of reservoir capacity filled (end of month)
Description: The percent of the City's drinking water reservoir system filled at the end of the reporting period.
Source: Bureau of Water Supply.
- 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.

DEPARTMENT OF ENVIRONMENTAL PROTECTION

- Indicator name: Wastewater treatment plant effluent meeting federal standards (%)
Description: The percent of treated wastewater leaving in-City treatment plants that meets federal standards for suspended solids and biochemical oxygen demand.
Source: Bureau of Wastewater Treatment, Division of Facility Operations.
- Indicator name: Sewage treatment plants - number of critical equipment days below minimum
Description: There are certain types of equipment at wastewater treatment plants, such as main sewage pumps, that are critical to the treatment of sewage. For each of these equipment types, each plant establishes the minimum number which must be in service in order to treat the industry standard of two times dry weather flow. This indicator reports the number of days that plants had less than this minimum amount of equipment in service.
Source: Bureau of Wastewater Treatment, Division of Facility Operations.
- Indicator name: Harbor survey stations in compliance with State standard for dissolved oxygen (%)
Description: The percent of harbor water samples taken from the 34 harbor survey stations that meet State standards for the amount of dissolved oxygen. (Effective Fiscal 2007 data was based on a full 12 months of sampling.)
Source: Bureau of Wastewater Treatment, Marine Sciences Section.
- Indicator name: Sewer backup complaints received
Description: The total number of sewer backup complaints received during the reporting period.
Source: Bureau of Water and Sewer Operations.
- Indicator name: Leak complaints received
Description: The total number of leak complaints received during the reporting period.
Source: Bureau of Water and Sewer Operations.
- Indicator name: Catch basin complaints received
Description: The total number of clogged catch basin complaints received during the reporting period.
Source: Bureau of Water and Sewer Operations.
- 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: Percent of sewer backups recurring locally within 2 years
Description: The percent of cleared sewer backups within the same block segment that recur within 2 years of resolution.
Source: Bureau of Water and Sewer Operations.

DEPARTMENT OF ENVIRONMENTAL PROTECTION

Indicator name:	Leak resolution time (days)
Description:	The average number of days that it takes DEP to fix a leak in any part of the water distribution system, from the time a complaint is received.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Water main breaks
Description:	The number of water main breaks responded to by DEP.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Average time to restore water to customers after confirming breaks (hours)
Description:	The average number of hours that it takes DEP to restore water service to affected customers, from the time the responsible water main break is confirmed.
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 which are broken and inoperative.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Average backlog of broken and inoperative hydrants
Description:	On average, the total number of broken or inoperative hydrant repair work orders awaiting completion.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Average time to repair or replace high-priority broken or inoperative hydrants (days)
Description:	The average number of days it takes DEP to fix a high-priority broken or inoperative hydrant. High-priority repairs and replacements are designated by the NYC Fire Department.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Catch basins surveyed/inspected (%)
Description:	The percent of the total catch basins inspected by DEP to identify those in need of cleaning, hooding and/or repair.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Catch basin backup resolution time (days)
Description:	The average number of days between receipt and resolution for complaints of clogged catch basins. One complaint can involve multiple catch basins.
Source:	Bureau of Water and Sewer Operations.

DEPARTMENT OF ENVIRONMENTAL PROTECTION

Indicator name:	Percent of catch basin backups recurring locally within 2 years
Description:	The percent of cleared catch basin backups that recur within 2 years of resolution.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Street cave-in complaints received
Description:	The total number of complaints received by the Department concerning street cave-ins or street depressions during the reporting period.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Street cave-in complaints resolved
Description:	The total number of street cave-in/depression complaints closed during the reporting period. The number may include complaints that were received in a prior reporting period.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Average time to respond to street cave-in complaints and make safe (days)
Description:	The average number of days it took DEP to respond to street cave-ins/depression complaints and resolve related danger during the period.
Source:	Bureau of Water and Sewer Operations.
Indicator name:	Estimated bills (%)
Description:	The proportion of water and sewer bills mailed that are not based on actual meter readings.
Source:	Bureau of Customer Service.
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:	Total revenue as percent of plan
Description:	Total monies actually collected by DEP for water and sewer charges as a percentage of planned collections for the period.
Source:	Bureau of Customer Services.
Indicator name:	Percent of billed amount collected in 30 days
Description:	The percent of billed amount that is collected by DEP with 30 days of distribution.
Source:	Bureau of Customer Services.

DEPARTMENT OF ENVIRONMENTAL PROTECTION

- Indicator name: Accounts receivable
– total balance (\$ millions)
– delinquent for more than 180 days (\$ millions)
– delinquent for more than one year (\$ millions)
- Description: The net value, in millions of dollars, of all charges due for water and sewer use, and the amount delinquent for more than 180 days and for more than one year. For a small percentage of customers who are billed on an annual basis, versus quarterly, bills are issued near the end of the fiscal year, resulting in a temporary spike in the accounts receivable. Most of these customers pay their annual bills during the first quarter of the new fiscal year, bringing the accounts receivable balance back down by the end of the July to October reporting period (Preliminary Mayor's Management Report).
- Source: Bureau of Customer Service.
- Indicator name: Meters repaired/replaced
- Description: The number of water meters repaired and/or replaced by DEP and its contractors.
- Source: Bureau of Customer Service.
- Indicator name: Asbestos complaints received
- Description: The total number of asbestos complaints received during the reporting period.
- Source: Bureau of Environmental Compliance.
- Indicator name: Air complaints received
- Description: The total number of air complaints received during the reporting period.
- Source: Bureau of Environmental Compliance.
- Indicator name: Noise complaints received
- Description: The total number of noise complaints received during the reporting period.
- Source: Bureau of Environmental Compliance.
- 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: Average days to close asbestos complaints
- Description: The average number of days between receipt of an asbestos complaint and closure of the complaint for complaints closed during the reporting period.
- Source: Bureau of Environmental Compliance.
- Indicator name: Air complaints responded to within seven days (%)
- Description: The percent of complaints concerning air quality responded to within seven days of receipt.
- Source: Bureau of Environmental Compliance.

DEPARTMENT OF ENVIRONMENTAL PROTECTION

- Indicator name: Average days to close air quality complaints
Description: The average number of days between receipt of an air quality complaint and closure of the complaint for complaints closed during the reporting period.
Source: Bureau of Environmental Compliance.
- Indicator name: Noise complaints not requiring access to premises responded to within seven days (%)
Description: Percent of complaints concerning noise, not requiring scheduling with the complainant, responded to within seven days.
Source: Bureau of Environmental Compliance.
- Indicator name: Average days to close noise complaints
Description: The average number of days between receipt of a noise complaint and closure of the complaint for complaints closed during the reporting period.
Source: Bureau of Environmental Compliance.
- Indicator name: DEP-issued violations
– Asbestos violations
– Air violations
– Noise violations
Description: The total number of violations issued by the Department for asbestos, air and noise violations.
Source: Environmental Control Board.
- Indicator name: – Case resolution rate at the Environmental Control Board (%)
Description: Cases resolved during the reporting period as a percent of all violations issued during the reporting period. Resolved cases include violations paid, violations dismissed, and cases found in violation with no civil penalty.
Source: Environmental Control Board.
- Indicator name: Emergencies responded to within one hour (%)
Description: The percent of emergencies involving hazardous materials responded to within one hour of notification.
Source: Bureau of Environmental Compliance.

DEPARTMENT OF TRANSPORTATION

Indicator name:	Citywide traffic fatalities
Description:	The total number of pedestrian, motorist, bicyclist, and passenger deaths resulting from traffic accidents.
Source:	Chief of Transportation – New York City Police Department.
Indicator name:	Traffic fatalities – Motorists/passengers
Description:	The number of motorist and passenger deaths resulting from traffic accidents.
Source:	Chief of Transportation – New York City Police Department.
Indicator name:	Traffic fatalities – Bicyclists/pedestrians
Description:	The number of bicyclist and pedestrian deaths resulting from traffic accidents.
Source:	Chief of Transportation – New York City Police Department.
Indicator name:	Overall traffic accidents
Description:	The total number of traffic accidents.
Source:	Division of External Affairs - Safety Education Unit/ Chief of Transportation – New York City Police Department.
Indicator name:	Average time to fix traffic signals (hours)
Description:	The average number of hours it takes to fix traffic signal defects.
Source:	Division of Traffic Operations – Signals Unit.
Indicator name:	Average time to repair priority regulatory signs after notification (days)
Description:	The average number of calendar days it takes to repair priority regulatory signs (e.g., Stop, Yield, Do Not Enter, and One-Way) after notification to DOT.
Source:	Division of Traffic Operations – Signs and Markings Unit.
Indicator name:	Average time to repair streetlights – by DOT (days)
Description:	The average number of calendar days it takes DOT to repair streetlights.
Source:	Division of Traffic Operations – Streetlighting Unit.
Indicator name:	Average time to repair streetlights – by ConEd (days)
Description:	The average number of calendar days it takes Con Edison to repair streetlights.
Source:	Division of Traffic Operations – Streetlighting Unit.
Indicator name:	Speed humps installed near schools
Description:	The number of speed humps installed within one block of an elementary or middle school under the Safe Routes to Schools Program; the Program started in Fiscal 2004.
Source:	Division of Traffic Operations – Planning Unit.
Indicator name:	Tort cases commenced
Description:	The number of tort matters assigned a litigation start date.
Source:	New York City Law Information System.

DEPARTMENT OF TRANSPORTATION

Indicator name:	Tort dispositions
Description:	The number of tort cases resolved through settlement, dismissal, discontinuance, verdicts or insurance takeovers.
Source:	New York City Law Information System.
Indicator name:	Tort payout (\$000)
Description:	The amount paid by the City to resolve tort cases through settlement or verdict.
Source:	Office of Management and Budget.
Indicator name:	Average vehicular travel times (multiple travel segments)
Description:	The average number of minutes it takes a vehicle to travel at specific travel segments.
Source:	Division of Planning and Sustainability – Congestion Mitigation.
Indicator name:	Average vehicular travel speeds (multiple travel segments)
Description:	The average number of miles per hour a vehicle travels at specific travel segments.
Source:	Division of Planning and Sustainability – Congestion Mitigation.
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:	On-street parking meters that are operable (%)
Description:	The number of inspected on-street parking meters (single and multi-space) 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:	Percent of metered spaces that have muni-meters (multi-space meters)
Description:	The number of metered spaces that have muni-meters divided by the total number of metered spaces.
Source:	Division of Traffic Operations – Parking Unit.

DEPARTMENT OF TRANSPORTATION

- Indicator name: Bridges rated
- Good or Very Good (%)
 - Fair (%)
 - Poor (%)
- Description: Federal and State laws 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: Bridge projects (structural work) substantially completed on schedule – East River (%)
- Description: The percent of East River bridge (re)construction/rehabilitation projects completed on or before the scheduled completion date, not including non-structural or minor work.
- Source: Division of Bridges – Management and Support Services Bureau.
- Indicator name: Bridge projects (structural work) substantially completed on schedule - Non-East River (%)
- Description: The percent of non-East River bridge (re)construction/rehabilitation projects completed on or before the scheduled completion date, not including non-structural or minor work.
- Source: Division of Bridges – Management and Support Services Bureau.
- Indicator name: Street pavement ratings: percent of lane miles assessed in the 12 months ending June 30, 2008
- Description: The number of lane-miles that are in the district and which were inspected in the prior 12 months divided by the number of lane miles actually in the district.
- Source: Division of Sidewalks & Inspection Management - Street Assessment.
- Indicator name: Streets maintained with a pavement rating of
- Good (%)
 - Fair (%)
 - 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 percent of City streets each year.
- Source: Division of Sidewalks and Inspection Management – Highway Inspection and Quality Assurance Unit.

DEPARTMENT OF TRANSPORTATION

Indicator name:	Arterial highway system that is adopted (%)
Description:	The number of miles of the City's highway system for which maintenance is sponsored through the Adopt-A-Highway Program, divided by the total number of adoptable highway miles.
Source:	Division of Roadway Maintenance – Arterial Maintenance Unit.
Indicator name:	Audited adopted highway miles that receive cleanliness ratings of good (%)
Description:	The number of inspected miles assigned a cleanliness rating of good divided by the total number of inspected miles.
Source:	Division of Roadway Maintenance – Arterial Maintenance Unit.
Indicator name:	Percent of all NYC highways that receive a cleanliness rating of good
Description:	The number of inspected miles assigned a cleanliness rating of good as a percent of the total number of inspected miles. Good is described as: No litter; cleaning appears to be completed; litter and small debris is picked-up from the curbside of the road; no litter on landscaped area from edge of the roadway to the boundary fence, retaining wall or other line of demarcation, including under and around guide rails; entrance and/or exit ramps are clean of debris.
Source:	Division of Roadway Maintenance – Arterial Maintenance Unit.
Indicator name:	Pothole work orders
Description:	The number of new work orders opened for potholes on streets. Potholes are reported through calls to the 311 Customer Service Center, e-mails and written correspondence by the public, elected officials or Agency personnel during the course of inspections. A work order may include multiple potholes.
Source:	Division of Roadway Maintenance – Resource Management Unit.
Indicator name:	Average time to close a pothole work order where repair was done (days)
Description:	The average number of calendar days it takes to close a pothole work order where at least one repair was completed.
Source:	Division of Roadway Maintenance – Resource Management Unit.
Indicator name:	Potholes repaired
Description:	The number of small street defects corrected, including those repaired through work orders and excluding those repaired on arterial highways.
Source:	Division of Roadway Maintenance – Resource Management Unit.
Indicator name:	Construction permits issued
Description:	The number of permits issued for street openings, building operations, sidewalk construction, canopies and miscellaneous purposes.
Source:	Division of Administration – Permit Management Unit.
Indicator name:	Inspections of permitted street work
Description:	The number of inspections of permit-based street construction work conducted by the Highway Inspection and Quality Assurance Unit.
Source:	Division of Sidewalks and Inspection Management – Highway Inspection and Quality Assurance Unit.

DEPARTMENT OF TRANSPORTATION

Indicator name:	Inspected street work rated satisfactory (%)
Description:	The number of permitted jobs passing inspection divided by the total number of permitted jobs inspected.
Source:	Division of Sidewalks and Inspection Management – Highway Inspection and Quality Assurance Unit.
Indicator name:	Summonses issued
Description:	The number of summonses issued for work without a permit, violation of permit stipulations, failure to properly restore streets/sidewalks, etc.
Source:	Division of Sidewalks and Inspection Management – Highway Inspection and Quality Assurance Unit.
Indicator name:	Post audit inspections for completed street work
Description:	The total number of inspections of street work performed after the expiration of the construction permit to determine if the street has been properly restored after construction was finished.
Source:	Division of Sidewalks and Inspection Management - Highway Inspection and Quality Assurance Unit.
Indicator name:	Post-audit inspections for completed street work that passed inspection (%)
Description:	The total number of passed post-audit inspections divided by the total number of post-audit inspections.
Source:	Division of Sidewalks and Inspection Management – Highway Inspection and Quality Assurance Unit.
Indicator name:	Percent of planned NYC street corners with disabled access completed
Description:	The number of NYC street corners that have pedestrian ramps divided by the total number of street corners.
Source:	Division of Roadway Maintenance – Resource Management Unit.
Indicator name:	Percent of existing newsstands converted to new model
Description:	The total number of new Cemusa-designed newsstands installed as part of the coordinated street furniture program divided by the total number of newsstands.
Source:	Legal Affairs – Coordinated Street Furniture Franchise.
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, but does not include contract milling costs.
Source:	Division of Roadway Maintenance – Resource Management Unit.
Indicator name:	Average cost per ton of asphalt placed citywide (\$)
Description:	Expenditures for milling and paving divided by the number of tons of asphalt used for resurfacing. Expenditures reflect the cost of in-house resurfacing operations, including labor, materials, capital, and overhead, as well as payments to contractors, but does not include contract milling costs.
Source:	Division of Roadway Maintenance – Resource Management Unit.

DEPARTMENT OF TRANSPORTATION

Indicator name: Average in-house cost of asphalt per ton (\$)
Description: Hamilton Avenue Asphalt Plant expenditures totaled and divided by the total number of tons of asphalt produced. Expenditures include only in-house cost of asphalt production, including labor, materials, capital, and overhead.
Source: Division of Roadway Maintenance – Resource Management Unit.

Indicator name: Average vendor cost of asphalt per ton (\$)
Description: Payments to vendors divided by the total number of tons received from vendors. Costs include only payments to vendors.
Source: Division of Roadway Maintenance – Resource Management Unit.

Indicator name: 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 the Staten Island Ferry.

Indicator name: -Ridership
Description: The number of passengers traveling on the Staten Island Ferry.
Source: Division of the Staten Island Ferry.

Indicator name: -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 the Staten Island Ferry.

Indicator name: Bicycle lane miles installed
Description: The number of bicycle lane miles (Class I, II, and III) installed.
Source: Division of Traffic Operations – Bicycle Program.

Indicator name: Bicycle network connectivity index
Description: This figure measures the extent and completeness of the City's network of bicycle routes, based on the number of choices a cyclist has for turning from one bicycle route onto another, without leaving the overall network. Each intersection along a bicycle route is scored from zero – meaning that the cyclist cannot turn onto another bicycle route without leaving the network, but can only continue on the same route – to eight – which means that two two-way bicycle routes intersect and a cyclist has eight choices for movement. The total connectivity figure is derived by adding the number of intersections covered by all the City's bicycle routes, plus the scores from zero to eight for each of these intersections.
Source: Division of Traffic Operations – Planning Unit.

DEPARTMENT OF TRANSPORTATION

- Indicator name: Bicycle racks installed
Description: The total number of bicycle racks installed citywide.
Source: Division of Traffic Operations – Planning Unit.
- Indicator name: Percent of existing bus shelters converted to new model
Description: The total number of new Cemusa-designed bus shelters installed as part of the coordinated street furniture program divided by the total number of bus shelters.
Source: Legal Affairs – Coordinated Street Furniture Franchise.
- Indicator name: Pedestrian volume index
Description: An index of pedestrian volumes – the number of pedestrians traveling on the sidewalk at 50 sample locations around the City, conducted during one week of May and one week of September at consistent times of day and days of the week. The figure shown is a ratio using the May 2007 count as a baseline; the May 2007 count is assigned a starting value of 100, and the ratio of each new pedestrian count to the baseline count is multiplied by 100 to give the new value. A value of 102 for Spring 2008 means that pedestrian volumes at sample locations increased by approximately two percent over the prior year. Identity of the 50 sample locations can be obtained on request to the CPR online Feedback Form (select “Contact CPR”).
Source: Division of Traffic Operations - Pedestrian Projects Group.

DEPARTMENT OF BUILDINGS

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

DEPARTMENT OF BUILDINGS

Indicator name:	Number of Priority A (emergency) complaints received
Description:	The number of complaints describing emergency (Priority A) conditions received by DOB. Priority A complaints include all construction or construction related accidents, fumes/smoke from a boiler, unsafe demolition and vibrating/shaking building, among others.
Source:	Program Management Analysis.
Indicator name:	Number of Priority B (nonemergency) complaints received
Description:	The number of complaints describing nonemergency (Priority B) conditions received by DOB. Priority B complaints include the illegal conversion of residential/building space, excessive debris, failure to erect a sidewalk shed, and construction contrary to approved plans/permits, among others.
Source:	Program Management Analysis.
Indicator name:	Number of Priority A complaints responded to
Description:	The number of complaints describing emergency (Priority A) conditions for which DOB conducted an initial field visit. If the DOB inspector is able to gain access to the complaint site, the field visit results in an inspection. Priority A complaints include all construction or construction related accidents, fumes/smoke from a boiler, unsafe demolition and vibrating/shaking building, among others.
Source:	Program Management Analysis.
Indicator name:	Number of Priority B complaints responded to
Description:	The number of complaints describing nonemergency (Priority B) conditions for which DOB conducted an initial field visit. If the DOB inspector is able to gain access to the complaint site, the field visit results in an inspection. Priority B complaints include the illegal conversion of residential/building space, excessive debris, failure to erect a sidewalk shed, and construction contrary to approved plans/permits, among others.
Source:	Program Management Analysis.
Indicator name:	Priority A complaints 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 responded to within 40 days (%)
Description:	The percent of complaints describing nonemergency (Priority B) conditions to which DOB responded within 40 business days.
Source:	BIS mainframe maintained by DOB.
Indicator name:	Average time to respond to Priority A complaints (days)
Description:	Based on a 24-hour day, the average number of days it took DOB to conduct a field visit for complaints describing emergency (Priority A) conditions. If the DOB inspector is able to gain access to the complaint site, the field visit results in an inspection. Priority A complaints include all construction or construction related accidents, fumes/smoke from a boiler, unsafe demolition and vibrating/shaking building, among others.
Source:	Program Management Analysis.

DEPARTMENT OF BUILDINGS

Indicator name:	Average time to respond to Priority B complaints (days)
Description:	Based on an eight-hour day, the average number of work days it took DOB to conduct a field visit for complaints describing nonemergency (Priority B) conditions. If the DOB inspector is able to gain access to the complaint site, the field visit results in an inspection. Priority B complaints include the illegal conversion of residential/building space, excessive debris, failure to erect a sidewalk shed, and construction contrary to approved plans/permits, among others.
Source:	Program Management Analysis.
Indicator name:	Percent of incident inspections resulting in violations
Description:	The percentage of incident inspections that resulted in a written violation within the reporting period.
Source:	Program Management Analysis.
Indicator name:	Number of incidents of unsafe facade conditions and falling debris resulting in injuries
Description:	The number of unsafe facade conditions and falling debris complaints that resulted in an injury within the reporting period.
Source:	Program Management Analysis.
Indicator name:	Percent of inspections for unsafe facade conditions and falling debris where violations were written
Description:	The percent of unsafe facade conditions and falling debris complaints that resulted in a violation being written within the reporting period.
Source:	Program Management Analysis.
Indicator name:	Percent of residential illegal conversion complaints where access was obtained
Description:	The percent of illegal conversion complaint inspections where access was gained and an inspection was completed during the reporting period.
Source:	Program Management Analysis.
Indicator name:	Percent of residential illegal conversion complaints where violations were written
Description:	The percentage of illegal conversion complaints that resulted in a violation being written within the reporting period.
Source:	Program Management Analysis.
Indicator name:	Percent of after hours work complaints where violations were written
Description:	Percentage of after hours work complaints that resulted in a violation being written within the reporting period.
Source:	Program Management Analysis.
Indicator name:	Percent of failure to maintain complaints where violations were written
Description:	The percent of failure to maintain complaints that resulted in a violation being written within the reporting period.
Source:	Program Management Analysis.

DEPARTMENT OF BUILDINGS

Indicator name:	Number of construction related incidents
Description:	The total number of events on a construction site that DOB responded to within the reporting period. An event or incident is anything other than a scheduled inspection.
Source:	Program Management Analysis.
Indicator name:	Number of construction related injuries
Description:	The total number of injuries (fatal and non-fatal) at a construction site, or related to an incident at a construction site, that DOB responded to within the reporting period.
Source:	Program Management Analysis.
Indicator name:	Number of construction related fatalities
Description:	Any fatality that occurred on a construction site or was related to an incident at a construction site; DOB responds to all construction related incidents.
Source:	Program Management Analysis.
Indicator name:	Licenses and registrations issued (new and renewal)
Description:	The number of licenses and registrations issued for the 21 different types of tradespersons and other personnel that are regulated by the Department of Buildings. (Note: Effective Fiscal 2008 the Department established registration requirements for construction superintendents and general contractors.)
Source:	BIS mainframe database maintained by DOB and paper records maintained by Licensing Unit for no-fee licenses.
Indicator name:	Mail-in license renewals processed within 25 days (%)
Description:	The percent of license renewal applications mailed to DOB that are processed within 25 business days.
Source:	Access database maintained by Licensing Unit.
Indicator name:	Investigations resulting in enforcement action
Description:	Disciplinary actions against City licensees, registered architects and professional engineers, and criminal court summonses for unlicensed work.
Source:	Paper records maintained by DOB Internal Audits and Discipline Unit and Buildings Special Investigations Unit.
Indicator name:	Violations and summonses issued to individuals for work without proper qualifications
Description:	ECB violations issued for work without proper qualifications and criminal court summonses for unlicensed electrical and plumbing work.
Source:	AIMS mainframe/BIS mainframe database maintained by ECB/DOB and paper records maintained by issuing units.
Indicator name:	Environmental Control Board violations issued
Description:	The number of violations issued by DOB that fall under the jurisdiction of the Environmental Control Board.
Source:	AIMS mainframe/BIS mainframe database maintained by ECB/DOB.

DEPARTMENT OF BUILDINGS

Indicator name: Environmental Control Board violations issued that were upheld in court
Description: Environment Control Board violations where the respondent stipulated to the offense or was found in violation after a contested hearing at ECB.
Source: AIMS mainframe/BIS mainframe database maintained by ECB/DOB.

Indicator name: Certificates of Correction approved
Description: The total number of Certificates of Correction approved by the Department's Administrative Enforcement Unit after review. A Certificate of Correction is a notarized affirmation from the respondent stating that an ECB violation has been corrected.
Source: Certificate of Correction database maintained by the Administrative Enforcement Unit.

Indicator name: Jobs filed
Description: The total number of jobs filed for New Buildings, Alteration type I (major renovation) and Alteration types II and III (minor renovation).
Source: BIS mainframe database maintained by DOB.

Indicator name: – New buildings
Description: The number of jobs filed for new buildings.
Source: BIS mainframe database maintained by DOB.

Indicator name: – Alteration I (major renovation)
Description: The number of jobs filed for Alteration I (major renovation).
Source: BIS mainframe database maintained by DOB.

Indicator name: – Alterations II and III (minor renovation)
Description: The number of jobs filed for Alteration types II and III (minor renovation).
Source: BIS mainframe database maintained by DOB.

Indicator name: Jobs pending with objections by DOB (%)
Description: The percent of jobs filed in the reporting period that were at J status (disapproved) as of the beginning of the following fiscal year.
Source: BIS mainframe database maintained by DOB.

Indicator name: Jobs approved with modifications made (%)
Description: The percent of jobs filed in the reporting period that went from J status (disapproved) to P status (approved) as of the beginning of the following fiscal year.
Source: BIS mainframe database maintained by DOB.

Indicator name: Certificates of Occupancy issued
Description: The number of initial temporary Certificates of Occupancy issued plus the number of final Certificates of Occupancy issued.
Source: Certificate of Occupancy Document Database (CODD) maintained by DOB.

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

DEPARTMENT OF BUILDINGS

- Indicator name: Jobs professionally certified that were audited (%)
Description: The percent of jobs filed that were approved and received permits without review by DOB staff and received post-approval review by DOB staff.
Source: BIS mainframe database maintained by DOB.
- Indicator name: Audits of professionally certified jobs resulting in revocation notices (%)
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).
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).
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).
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).
Source: BIS mainframe database maintained by DOB.
- Indicator name: – Alterations II and III (minor renovation)
Description: For Alteration types II and III applications filed during the reporting period, the average number of business days for jobs to go from D status (data entry) to either J status (disapproved) or P status (approved).
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).
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).
Source: BIS mainframe database maintained by DOB.

DEPARTMENT OF BUILDINGS

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).
Source: BIS mainframe database maintained by DOB.

NEW YORK CITY HOUSING AUTHORITY

Indicator name:	Number of apartments (000)
Description:	Number of apartments in public housing developments
Source:	Research & Management Analysis
Indicator name:	Occupancy rate (%)
Description:	The percentage of all available New York City Housing Authority public housing units that are occupied.
Source:	Research and Management Analysis
Indicator name:	Average turnaround days for vacant apartments
Description:	The average time a NYCHA public housing apartment is vacant.
Source:	Research and Management Analysis
Indicator name:	Average time to prepare vacant apartments (days)
Description:	The average time it takes NYCHA staff to complete repairs and routine maintenance in order for an apartment to be ready for occupancy.
Source:	Research & Management Analysis
Indicator name:	Public housing apartments that are occupied or available for occupation
Description:	The number of occupied and available vacant apartments in public housing developments
Source:	Research and Management Analysis
Indicator name:	Rent Collection (%)
Description:	Percent of revenue collected from residential and commercial tenants of the amount billed.
Source:	Finance
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
Indicator name:	Section 8 Occupied Units (Certificates and Vouchers)
Description:	The number of households in the Section 8 program.
Source:	Leased Housing
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 placed in conventional public housing.
Source:	Research and Management Analysis
Indicator name:	– Working families placed in public housing (%)
Description:	The percent of applicants placed in public housing during the reporting period who were classified as working families.
Source:	Research and Management Analysis

NEW YORK CITY HOUSING AUTHORITY

Indicator name:	- Disabled persons placed in public housing (%)
Description:	The percent of applicants placed in public housing during the reporting period who were classified as disabled.
Source:	Research and Management Analysis
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:	Research and Management Analysis
Indicator name:	Utilization rate for Section 8 vouchers (%)
Description:	The percent of Section 8 vouchers allotted to NYCHA from HUD that are used by families to rent housing in the private market.
Source:	Research and Management Analysis
Indicator name:	Applicants placed through Section 8 vouchers
Description:	The number of applicants who received Section 8 vouchers during the reporting period.
Source:	Research and Management Analysis
Indicator name:	Percentage of Active Capital Projects in Construction Phase on Schedule
Description:	Percent of all active capital projects in the construction phase that are on schedule.
Source:	Research & Management Analysis
Indicator name:	Percentage of Active Capital Projects on Schedule
Description:	Percent of all active Capital projects that are on schedule.
Source:	Research & Management Analysis
Indicator name:	Average time to resolve nonemergency complaints (days)
Description:	The average number of days to resolve complaints that are not emergency or elevator complaints.
Source:	Information Technology
Indicator name:	Average time to resolve emergency complaints (hours)
Description:	The average number of hours to resolve heat, hot water and electrical emergency complaints.
Source:	Information Technology
Indicator name:	Average time to resolve heat complaints (hours)
Description:	Average number of hours to complete emergency and non-emergency no heat complaints.
Source:	Research and Management Analysis
Indicator name:	Average time to resolve elevator complaints (hours)
Description:	The average number of hours to resolve reported emergency and non-emergency elevator outages.
Source:	Research & Management Analysis

NEW YORK CITY HOUSING AUTHORITY

Indicator name:	Elevator service uptime (%)
Description:	The percentage of time that elevators are in service.
Source:	Elevator Division
Indicator name:	Annual HUD Assessment Rating
Description:	The composite score of a HUD rating of public housing programs which assesses performance in four major operational areas: physical, financial, management, and resident satisfaction.
Source:	US HUD
Indicator name:	Crime reduction in major felony areas (%)
Description:	The percent change in the number of incidents in a total of seven major felony categories in NYCHA developments, from the prior calendar year to date to the current calendar year to date. The seven major felony categories are: murder & non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny and grand larceny auto.
Source:	NYPD
Indicator name:	Major Felony Crimes in public housing developments
Description:	Total of seven major felony crimes (murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, larceny, and grand larceny auto) occurring on New York City Housing Authority property, including buildings, grounds and facilities.
Source:	NYPD
Indicator name:	Utilization of community centers (ages 6-12) (%)
Description:	Number of youth ages 6-12 attending NYCHA community center programs, divided by the number of youth this age that the community center can accommodate (based on DOH mandate of staff to youth ratio of 1:10).
Source:	Community Operations
Indicator name:	Average daily attendance in community centers ages 6-12
Description:	Average number of youth ages 6-12 attending NYCHA community center programs each day.
Source:	Research and Management Analysis
Indicator name:	Utilization of community centers (ages 13-19) (%)
Description:	Number of participants age 13-19 attending NYCHA community center programs, divided by the number of participants in this age group that the center can accommodate (based on staff to participant ratio of 1:10).
Source:	Community Operations
Indicator name:	Average daily attendance in community centers ages 13-19
Description:	Average number of participants ages 13-19 attending NYCHA community center programs each day.
Source:	Research and Management Analysis

NEW YORK CITY HOUSING AUTHORITY

Indicator name:	Utilization of senior centers (%)
Description:	Number of seniors who utilize NYCHA's senior centers, divided by the number of participants that the center can accommodate (based on staff to participant ratio of 1:15).
Source:	Community Operations
Indicator name:	Initial social service tenant contacts conducted within five days of referral (%)
Description:	Initial social service tenant contacts conducted within five days of social services referral.
Source:	Social Services
Indicator name:	Residents approved for the Emergency Transfer Program
Description:	Number of Emergency Transfer Program cases approved for transfer.
Source:	Social Services
Indicator name:	Emergency Transfer Program Disposition Time
Description:	Average number of days to disposition Emergency Transfer Program cases.
Source:	Research & Management Analysis
Indicator name:	Referrals to supportive services rendered to senior residents
Description:	The number of referrals to supportive social services for senior residents during the reporting period.
Source:	Social Services
Indicator name:	Job training programs - ratio of job placements to program graduates (current period)
Description:	The ratio of NYCHA residents who completed NYCHA sponsored job training programs and the number of trainees who found jobs.
Source:	Resident Employment Services
Indicator name:	Residents job placements
Description:	The number of NYCHA residents placed in jobs who receive assistance from the Department of Resident Employment Services and Human Resources.
Source:	Resident Employment Services & Human Resources
Indicator name:	Youth placed in jobs through youth employment programs
Description:	Number of youth placed in summer jobs in NYCHA developments through the summer seasonal employment program and the Summer Youth Employment Program.
Source:	Human Resources

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

Indicator name:	Total starts financed or assisted under the New Housing Marketplace Plan (units)
Description:	The total number of units where construction started through HPD and the Housing Development Corporation (HDC) programs as part of the New Housing Marketplace Plan, and the number of existing units whose affordability has been extended for ten or more years as a result of a binding document.
Source:	HPD Office of Development and Division of Alternative Management Programs (DAMP), and Housing Development Corporation (HDC).
Indicator name:	– New construction starts – HPD and HDC
Description:	Units started in newly constructed buildings through HPD and HDC programs or on land previously not available for development.
Source:	HPD Office of Development and HDC.
Indicator name:	– Preservation starts – HPD and HDC
Description:	Construction starts by HPD and HDC of existing units in City-owned and privately-owned buildings.
Source:	HPD Office of Development and DAMP, and HDC.
Indicator name:	– Number of homeowners receiving downpayment assistance
Description:	The total number of new homeowners receiving financial downpayment assistance from HPD.
Source:	HPD Office of Development.
Indicator name:	Planned starts initiated (%)
Description:	The total number of units that started construction under the New Housing Marketplace Plan divided by the total number of units planned.
Source:	HPD Office of Development and DAMP, and HDC.
Indicator name:	Total completions financed or assisted under the New Housing Marketplace Plan (units)
Description:	The total number of units where construction was completed through HPD and HDC programs as part of the New Housing Marketplace Plan.
Source:	HPD Office of Development and DAMP, and HDC.
Indicator name:	– New construction completions – HPD and HDC
Description:	Units completed in newly constructed buildings through HPD and HDC programs or on land previously not available for development.
Source:	HPD Office of Development and HDC.
Indicator name:	– Preservation completions – HPD and HDC
Description:	Construction completions by HPD and HDC of existing units in City-owned and privately-owned buildings.
Source:	HPD Office of Development DAMP, and HDC.
Indicator name:	Planned completions initiated (%)
Description:	The total number of units that completed construction under the New Housing Marketplace Plan divided by the total number of units planned.
Source:	HPD Office of Development and DAMP, and HDC.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

Indicator name:	Units completed for - Homeowners
Description:	Units completed in homeownership buildings that will be occupied by their owners.
Source:	HPD Office of Development and HDC.
Indicator name:	- Special needs populations
Description:	Units completed in buildings that serve people with special needs.
Source:	Division of Special Needs Housing and Division of Planning.
Indicator name:	- Homeless individuals and families
Description:	Units completed that are allocated to homeless individuals and families.
Source:	HPD Office of Development.
Indicator name:	Total properties assessed
Description:	The number of properties surveyed by the Division of Neighborhood Preservation.
Source:	Division of Neighborhood Preservation.
Indicator name:	Total assessed properties with treatment commenced
Description:	The number of properties assessed by the Division of Neighborhood Preservation that have begun treatments such as entry into voluntary repair agreements, participation in training, and other neighborhood preservation strategies.
Source:	Division of Neighborhood Preservation and Division of Housing Finance.
Indicator name:	Properties assessed and determined to be at risk of abandonment
Description:	Properties surveyed by the Division of Neighborhood Preservation and deemed in "poor" condition.
Source:	Division of Neighborhood Preservation.
Indicator name:	- At-risk properties with treatment commenced (%)
Description:	The percent of properties in "poor" condition where treatment was begun by the Division of Neighborhood Preservation.
Source:	Division of Neighborhood Preservation.
Indicator name:	Properties with completed treatment outcomes
Description:	The number of properties with successful treatment outcomes.
Source:	Division of Neighborhood Preservation.
Indicator name:	- Completed repair agreements (%)
Description:	The number of properties whose owners complied with their voluntary repair agreements divided by the total number of completed treatment outcomes.
Source:	Division of Neighborhood Preservation.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

- Indicator name: – Education/counseling (%)
Description: The number of owners referred by the Division of Neighborhood Preservation 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 Neighborhood Preservation.
- Indicator name: – Code enforcement actions completed (%)
Description: The number of owners referred by the Division of Neighborhood Preservation to Code Enforcement for removal of code violations and other interventions divided by the total number of completed treatment outcomes.
Source: Division of Neighborhood Preservation.
- Indicator name: – Loans committed (%)
Description: The number of loan referrals made by the Division of Neighborhood Preservation to HPD and other sources that result in loan commitments divided by the total number of completed treatment outcomes.
Source: Division of Neighborhood Preservation.
- 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 Neighborhood Preservation.
- Indicator name: Units sold
Description: Units in primarily occupied City-owned buildings sold to private owners through the DAMP disposition programs.
Source: DAMP.
- Indicator name: – Sold to tenants (%)
Description: The number of units sold to tenants divided by the total number of units sold.
Source: DAMP.
- Indicator name: – Sold to nonprofit organizations (%)
Description: The number of units sold to nonprofit organizations divided by the total number of units sold.
Source: DAMP.
- Indicator name: – Sold to community-based real estate professionals (%)
Description: The number of units sold to community-based real estate professionals divided by the total number of units sold.
Source: DAMP.
- Indicator name: Reduction in number of units in City management since 1994 (%)
Description: The percent difference between the number of units remaining in City management at the end of the current reporting period and the number of units in City management at the end of 1994.
Source: Division of Property Management.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

Indicator name:	Total complaints reported
Description:	The number of reported problems in privately-owned buildings recorded by the 311 Customer Service Center and Code Enforcement Borough Offices that are forwarded for inspection. Excludes duplicate problems reported on some building-wide conditions.
Source:	Division of Enforcement Services – HPDInfo computer system.
Indicator name:	– Total emergency complaints
Description:	The number of heat and hot water, lead-based paint and other emergency problems in privately-owned buildings requiring an inspection by HPD.
Source:	Division of Enforcement Services – HPDInfo computer system.
Indicator name:	– Heat and hot water
Description:	The number of heat and hot water problems in privately-owned buildings requiring an inspection by HPD.
Source:	Division of Enforcement Services – HPDInfo computer system.
Indicator name:	– Lead
Description:	The number of problems reported for conditions that may cause a lead-based paint hazard under local law in privately-owned buildings.
Source:	Division of Enforcement Services – HPDInfo computer system.
Indicator name:	– Other emergency
Description:	The number of priority problems (not including heat and hot water or lead based paint problems) in privately-owned buildings.
Source:	Division of Enforcement Services – HPDInfo computer system.
Indicator name:	– Nonemergency complaints
Description:	All other problems (nonemergency) for privately-owned buildings.
Source:	Division of Enforcement Services – HPDInfo computer system.
Indicator name:	Total outstanding emergency complaints at start of month
Description:	Total numbers of emergency complaints not resolved pending agency action.
Source:	Division of Enforcement Services.
Indicator name:	Outstanding nonemergency complaints at start of month
Description:	Total number of other non emergency complaints not resolved and pending agency action.
Source:	Division of Enforcement Services.
Indicator name:	Average time to close emergency complaints (days)
Description:	The average number of days for the Division of Code Enforcement to close an emergency complaint in a privately owned building during the reporting period. An emergency complaint can be closed through tenant callback to verify that the condition has been corrected, a completed inspection or, in cases where the Department was not able to gain access to an apartment during the initial inspection, failure of the tenant to respond to the Department’s requests to schedule an inspection.
Source:	Division of Enforcement Services.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

Indicator name:	Average time to close nonemergency complaints (days)
Description:	The average number of days for the Division of Code Enforcement to close a nonemergency complaint in a privately-owned building during the reporting period. A nonemergency complaint can be closed through tenant callback to verify that the condition has been corrected, a completed inspection or, in cases where the Department was not able to gain access to an apartment during the initial inspection, failure of the tenant to respond to the Department's requests to schedule an inspection.
Source:	Division of Enforcement Services.
Indicator name:	Inspections completed
Description:	The number of problem inspections and reinspections completed.
Source:	Division of Enforcement Services.
Indicator name:	Inspection visits per team per day
Description:	Average number of visits per inspection route. A visit is an attempted physical observation of a problem or group of problems filed at the same time, or an attempted re-inspection of a violation or group of violations.
Source:	Division of Enforcement Services.
Indicator name:	Ratio of completed inspections to attempted inspections (%)
Description:	The number of completed inspections divided by the number of attempted inspections.
Source:	Division of Enforcement Services.
Indicator name:	Total violations issued
Description:	The total number of violations issued.
Source:	Division of Enforcement Services.
Indicator name:	- Total emergency violations issued
Description:	The total number of emergency repair-generating "C" violations issued, including heat and hot water, lead-based paint hazards and other emergencies.
Source:	Division of Enforcement Services.
Indicator name:	- Heat and hot water
Description:	The total number of emergency repair-generating violations issued for a lack of heat or hot water. Emergency repair-generating violations are those for emergency conditions that HPD will attempt to address if the landlord fails to do so.
Source:	Division of Enforcement Services.
Indicator name:	- Lead
Description:	The total number of lead-based paint violations issued.
Source:	Division of Enforcement Services.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

Indicator name:	- Other emergency
Description:	The total number of emergency repair-generating “C” violations issued, excluding those issued for lack of heat and hot water or for lead-based paint. Emergency repair-generating “C” violations are those for conditions classified as immediately hazardous that HPD will attempt to address if the landlord fails to do so.
Source:	Division of Enforcement Services.
Indicator name:	- Nonemergency violations issued
Description:	The total number issued of “A” violations (non-hazardous), “B” violations (hazardous), and “C” violations that do not call for emergency repairs by HPD.
Source:	Division of Enforcement Services.
Indicator name:	Total violations removed
Description:	Total violations removed during the fiscal year, regardless of the date the violation was issued. A violation is removed once it is deemed corrected based on landlord certification or a follow-up inspection by HPD.
Source:	Division of Enforcement Services.
Indicator name:	Violations issued and removed in the same fiscal year (%)
Description:	The number of violations removed during the fiscal year that were issued in that fiscal year, divided by the total number of violations issued in the same fiscal year.
Source:	Division of Enforcement Services.
Indicator name:	Emergency violations corrected by owner (%)
Description:	Emergency repair-generating violations issued in the fiscal year that were deemed complied, closed as corrected on inspection, or closed as landlord complied, divided by the total number of emergency repair-generating violations issued in the same fiscal year.
Source:	Division of Enforcement Services.
Indicator name:	Emergency violations corrected by HPD (%)
Description:	The proportion of violations closed because repairs were completed by HPD.
Source:	Division of Enforcement Services.
Indicator name:	Percent of non-lead emergency C violations issued in reporting year pending at end of reporting year
Description:	Of the non-lead emergency class 'C' violations that were issued during the current reporting year, the percentage that remained open at the end of the reporting year.
Source:	Division of Enforcement Services.

DEPARTMENT OF HOUSING PRESERVATION AND DEVELOPMENT

Indicator name:	Percent of non-lead emergency C violations issued during prior five years pending at end of reporting year
Description:	Of the non-lead emergency class 'C' violations that were issued during the five years prior to the current reporting year, the percentage that remained open at the end of the reporting year.
Source:	Division of Enforcement Services.
Indicator name:	Average cost of repair work performed by HPD (\$)
Description:	Average cost of all repair work completed by HPD. Costs include both payments to contractors and the direct costs of in-house repairs, and are based on the final approved costs of Open Market Orders (OMOs) and Handyperson Work Orders (HWOs).
Source:	Division of Enforcement Services.
Indicator name:	- Emergency (non-lead) (\$)
Description:	Average cost of all repair work not involving lead paint abatement completed by HPD. Costs include both payments to contractors and the direct costs of in-house repairs, and are based on the final approved costs of OMOs and HWOs.
Source:	Division of Enforcement Services.
Indicator name:	- Lead (\$)
Description:	Average cost of all repair work involving lead paint abatement completed by HPD. Costs include both payments to contractors and the direct costs of in-house repairs, and are based on the final approved costs of OMOs and HWOs.
Source:	Division of Enforcement Services.
Indicator name:	Total outstanding code compliance cases at start of fiscal year
Description:	The number of court cases brought by HPD to enforce City Code provisions that were not yet closed at the start of the fiscal year.
Source:	Division of Housing Litigation.
Indicator name:	- Code compliance cases closed (%)
Description:	The number of cases closed divided by the number of outstanding cases.
Source:	Division of Housing Litigation.
Indicator name:	Judgments and settlements collected (\$000)
Description:	The dollar amount received from Housing Court judgments and settlements.
Source:	Division of Housing Litigation.

**DEPARTMENT OF HOUSING PRESERVATION
AND DEVELOPMENT**

DEPARTMENT OF DESIGN AND CONSTRUCTION

Indicator name:	Active design projects: Early/on-time (%)
Description:	The percentage of active design projects for which the expected date of completion is earlier than or within 30 days of the baseline schedule, exclusive of programmatic scope changes. Active projects are those where work has begun but is not yet completed, as well as those projects that were completed in the reporting month.
Source:	Infrastructure & Structures.
Indicator name:	Active design projects: Difference between projected and scheduled duration (%)
Description:	The differences between the expected and originally planned project durations as a percentage of the originally planned durations for all active design projects, exclusive of programmatic scope changes. Active projects are those where work has begun but is not yet completed, as well as those projects that were completed in the reporting month.
Source:	Infrastructure & Structures.
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/on-time: Infrastructure (%)
Description:	The percentage of infrastructure projects for which design was completed no more than 30 days behind the baseline schedule, exclusive of programmatic scope changes.
Source:	Infrastructure.
Indicator name:	- Completed early/on-time: Structures (%)
Description:	The percentage of structure projects for which design was completed no more than 30 days behind the baseline schedule, exclusive of programmatic scope changes.
Source:	Structures.
Indicator name:	Active construction projects: Early/on-time (%)
Description:	The percentage of active construction projects for which the expected date of completion is earlier than or within 30 days of the baseline schedule, exclusive of programmatic scope changes. Active projects are those where work has begun but is not yet completed, as well as those projects that were completed in the reporting month.
Source:	Infrastructure and Structures.
Indicator name:	Active construction projects: Difference between projected and scheduled duration (%)
Description:	The differences between the expected and originally planned project durations as a percentage of the originally planned durations for all active construction projects, exclusive of programmatic scope changes. Active projects are those where work has begun but is not yet completed, as well as those projects that were completed in the reporting month.
Source:	Infrastructure & Structures.

DEPARTMENT OF DESIGN AND CONSTRUCTION

Indicator name:	Construction projects completed <ul style="list-style-type: none">- Infrastructure- Human services- Cultural institutions and libraries- Public safety- Schools
Description:	The total number of construction projects in each reporting category that were substantially completed during the reporting period. A project is considered substantially complete when contract work has been finished. For structure projects a Certificate of Occupancy (temporary or final) is required. For infrastructure projects permanent street restoration must be in place.
Source:	DDC's Project Info database.
Indicator name:	Construction projects completed early/on-time: Infrastructure (%)
Description:	The percentage of infrastructure projects for which construction was completed no later than 30 days behind the baseline schedule, exclusive of programmatic scope changes.
Source:	Infrastructure.
Indicator name:	Construction projects completed early/on-time: Structures (%)
Description:	The percentage of structure projects for which construction was completed no more than 30 days behind the baseline schedule, exclusive of programmatic scope changes.
Source:	Structures.
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 12 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 (miles)
Description:	Total length of sewer lines built during the reporting period.
Source:	DDC's Project Info database.
Indicator name:	- Construction completed on schedule (%)
Description:	The percent of sewer construction 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 reconstructed (miles)
Description:	Total length of sewer lines refurbished during the reporting period.
Source:	DDC's Project Info database.

DEPARTMENT OF DESIGN AND CONSTRUCTION

Indicator name:	- Construction completed on schedule (%)
Description:	The percent of sewer 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 (new and replaced) (miles)
Description:	Total length of water mains newly installed or replaced during the reporting period.
Source:	DDC's Project Info database.
Indicator name:	- Construction completed on schedule (%)
Description:	The percent of water main 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.
Indicator name:	Average cost change for all completed consultant design and construction supervision contracts (excluding programmatic scope changes) (%)
Description:	Average change in the design and consultant budgets for projects that reached substantial completion, as a percent of the original design and consultant budgets, exclusive of programmatic scope changes.
Source:	DDC's Project Info database.
Indicator name:	Projects audited (%)
Description:	The percentage of active projects in construction during the reporting period for which at least one Quality Assurance/Site Safety audit was performed. Excludes projects that are under \$100,000 and were completed within the first six weeks of the reporting period or started within the last six weeks of the period.
Source:	Quality assurance database.
Indicator name:	Capital commitment plan committed to within the first six months of the fiscal year (%)
Description:	Dollar value of contracts registered within the first six months of the fiscal year as a percent of total planned capital contracts for the fiscal year.
Source:	Contract registrations database.

DEPARTMENT OF DESIGN AND CONSTRUCTION

Indicator name:	Post-construction satisfaction surveys - Number of projects surveyed
Description:	The number of construction projects substantially completed during the last quarter of the prior fiscal year through the third quarter of the current fiscal year for which post-construction satisfaction surveys were sent. For the Preliminary Mayor's Management Report, the reporting period is the last quarter of the prior fiscal year through the first quarter of the current fiscal year. Infrastructure projects involving minimal work at multiple sites throughout the City are typically excluded from surveys.
Source:	DDC's Client Survey database.
Indicator name:	- Number of surveys sent
Description:	The total number of surveys sent for construction projects substantially completed during the reporting period. For each structures project completed, a survey is sent to the Commissioner of the client/sponsor agency. For each infrastructure project completed, surveys are sent to 10 randomly selected residents/businesses located in the vicinity of the work that was done.
Source:	DDC's Client Survey database.
Indicator name:	- Number of surveys returned
Description:	The total number of surveys returned to DDC.
Source:	DDC's Client Survey database.
Indicator name:	- Rate of overall satisfaction (%)
Description:	The percentage of surveys returned with an overall satisfactory rating.
Source:	DDC's Client Survey 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 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 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: Median days from exam administration to list establishment
Description: The median number of days elapsed from the date the civil service exam was given to the establishment of the eligible list of candidates. The fiscal year figure is the annual average of the median number of days reported each month.
Source: Division of Citywide Personnel Services.
- Indicator name: Training sessions evaluated as satisfactory or better (%)
Description: The percentage of total training sessions 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: High-priority NYCAPS work tickets resolved (%)
Description: The percentage of New York City Automated Personnel System (NYCAPS) work tickets involving employee benefits or pay that are resolved during the same pay period in which they are received.
Source: Internal database managed by NYCAPS Central.
- Indicator name: Court space that receives acceptable ratings for cleanliness and maintenance (%)
Description: The percentage of total court space that received an acceptable rating. 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.

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

Indicator name:	Non-court space that receives acceptable ratings for cleanliness and maintenance (%)
Description:	The percentage of non-court DCAS-managed buildings that receive acceptable annual ratings. To receive an acceptable rating, a building has to earn more than 29 out of a possible 47 points.
Source:	Annual tenant representative survey.
Indicator name:	Average cost of cleaning per square foot
Description:	The annual cost of supplies, equipment, and personnel expenses per square foot of space cleaned, including both court and non-court public buildings.
Source:	Budget.
Indicator name:	In-house work orders received (total)
Description:	The total number of in-house work orders received by DCAS staff for repair and maintenance of public buildings, including requests for locksmiths and steamfitters.
Source:	Internal Division of Facilities Management and Construction database.
Indicator name:	In-house trade shops work orders received
Description:	The number of in-house work orders received by the DCAS trade shops for repair, maintenance or construction of public buildings, including requests for plumbers, electricians and carpenters.
Source:	Internal Division of Facilities Management and Construction database.
Indicator name:	Average days to complete in-house trade shops work orders
Description:	The average time in days for DCAS staff to complete in-house trade shops work orders starting from the time the work is requested.
Source:	Division of Facilities Management and Construction.
Indicator name:	In-house trade shops work orders completed within 30 days (%)
Description:	The percentage of in-house work orders received by the DCAS trade shops that are completed within 30 days of the request for work.
Source:	Internal Division of Facilities Management and Construction database.
Indicator name:	Construction projects completed early or on time (%)
Description:	The percentage of construction projects completed within 30 days of the baseline schedule, exclusive of proposed scope changes.
Source:	Internal Division of Facilities Management and Construction database.
Indicator name:	Design projects completed early or on time (%)
Description:	The percentage of design projects completed within 30 days of the baseline schedule, exclusive of proposed scope changes.
Source:	Internal Division of Facilities Management and Construction database.
Indicator name:	Revenue generated from the sale of surplus goods (\$000)
Description:	The amount of revenue generated from the sale of the City's surplus goods.
Source:	Budget.

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

Indicator name:	Real estate auction bids received (\$000)
Description:	The dollar amount of bids received from the sale of City-owned property to the private sector at property auctions during the reporting period.
Source:	IPIS, a mainframe computer system maintained by the Division of Real Estate Services.
Indicator name:	Lease revenue generated (\$000)
Description:	The revenue generated from the lease of City-owned properties.
Source:	IPIS, a mainframe computer system maintained by the Division of Real Estate Services.
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:	Short-term lease renewal inspections completed
Description:	The number of short-term lease renewal inspections completed by DCAS staff during the reporting period. DCAS leases properties to tenants for non-residential uses on a short-term basis and inspects these properties annually to ensure that they are being used in accordance with the terms of the lease, license or occupancy permit agreement.
Source:	IPIS, a mainframe computer system maintained by the Division of Real Estate Services.
Indicator name:	Short-term lease renewal inspections completed within 10 business days (%)
Description:	The percentage of short-term lease renewal inspections completed within 10 business days from the date that the DCAS short-term leasing unit requests an inspection.
Source:	IPIS, a mainframe computer system maintained by the Division of Real Estate Services.
Indicator name:	Number of tax lots managed by DCAS
Description:	Total number of tax lots (legal parcels of land/property) under Department jurisdiction and DCAS Division of Real Estate Services management.
Source:	DRES/Planning and Sales.
Indicator name:	Average time to process a purchase order (days)
Description:	The average number of days from the date a purchase order is entered into the procurement system until the date the order is encumbered and sent to the vendor.
Source:	Division of Municipal Supply Services.
Indicator name:	Average number of bidders per bid
Description:	The total bids tabulated divided by the total number of bid openings, excluding bids for surplus goods sold by the Department.
Source:	Commodity Line Item Purchasing System, a mainframe computer system maintained by the Division of Municipal Supply Services.

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES

- Indicator name: Vehicles with highest emission ratings purchased pursuant to Local Law 38 (%)
- Description: The percentage of light-duty vehicles purchased for the City through DCAS that are certified with the three highest ratings defined by California Low-Emission Vehicle (LEV) II standards. The three highest ratings are zero emission vehicles (ZEV), advanced technology partial zero emission vehicles (ATPZEV), and partial zero emission vehicles (PZEV). Pursuant to Local Law 38 of 2005, each light and medium-duty vehicle that the City purchases should have the best certified emission rating within its vehicle category while meeting the requirements for the City's intended use. According to the law, some exceptions apply based on cost and other limited exemptions, including for certain emergency vehicles.
- Source: Vehicle Tracking System.
- Indicator name: Total energy purchased (British Thermal Units) (trillions)
- Description: Total energy purchased as electricity, gas, or steam converted to British Thermal Units (BTUs).
- Source: Bills paid by the DCAS Office of Energy Conservation.
- Indicator name: Total electricity purchased (kilowatt hours) (billions)
- Description: Total electricity purchased in kilowatt hours (kWh).
- Source: Bills paid by the DCAS Office of Energy Conservation.

DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS

Indicator name:	Calls made to 311 (000)
Description:	The number of calls received by the Customer Service Center by dialing 3-1-1 directly; by dialing 212-NEWYORK, the number available to callers outside the five boroughs of the City; or by dialing agency call centers or hotlines that were consolidated into 311 operations.
Source:	311 Customer Service Center.
Indicator name:	Calls answered in 30 seconds or less (%)
Description:	The percentage of calls answered by a call center representative in 30 seconds or less. Time begins after initial prerecorded messages.
Source:	311 Customer Service Center.
Indicator name:	Average wait time for call pickup (minutes:seconds)
Description:	The average time before a call is answered by a 311 representative in all queues within the Customer Service Center, including calls transferred from one representative to another. Time begins after initial prerecorded messages.
Source:	311 Customer Service Center.
Indicator name:	Call takers time occupied (%)
Description:	The percent of time call center representatives are speaking with callers, researching information for callers, and processing call records.
Source:	311 Customer Service Center.
Indicator name:	Calls handled in languages other than English (%)
Description:	The percentage of all 311 calls in which the caller was served in a language other than English.
Source:	311 Customer Service Center.
Indicator name:	Calls resolved at 311 without transfer to agency for resolution (%)
Description:	The percentage of calls that were resolved by a 311 representative without requiring transfer to an external agency. Calls resolved at 311 include but are not limited to providing information, completing a service request, providing information on a past service request, and making an appointment.
Source:	311 Customer Service Center.
Indicator name:	NYC.gov online forms submitted by the public (average monthly)
Description:	The average number of instances in which a form available on the City's website, such as a complaint form or a message to the head of an agency, is submitted electronically.
Source:	Enterprise Technology Development.
Indicator name:	NYC.gov online forms available
Description:	The number of forms that can be submitted electronically via the City's website.
Source:	Enterprise Technology Development.
Indicator name:	Percent uptime of NYC.gov
Description:	Percent of time during which the NYC.gov website is available to the public.
Source:	NYC.gov.

DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS

Indicator name:	Percent uptime of all key systems (mainframe, Sun/Unix, Wintel)
Description:	Percent of time during which key City agency systems managed and operated by DoITT (mainframe, Sun/Unix, or Wintel) are available.
Source:	Information Utility.
Indicator name:	Average days to close cable complaints - All complaints
Description:	Average number of calendar days from the time a complaint was received by the agency to the time it is notified that it was resolved. All complaints are forwarded to the appropriate cable company for handling; the cable company is responsible for resolving the complaints. Complaints included in this average are billing disputes, poor reception or service interruptions and outages, real estate, and other miscellaneous issues.
Source:	311 Customer Service Center.
Indicator name:	Billing complaints
Description:	Average number of calendar days from the time a complaint that involves a billing dispute was received by the agency to the time it is notified that it was resolved. All complaints are forwarded to the appropriate cable company for handling; the cable company is responsible for resolving the complaints.
Source:	311 Customer Service Center.
Indicator name:	Service complaints
Description:	Average number of calendar days from the time a complaint that involves cable television service interruption, outages, or poor reception was received by the agency until it is notified that it was resolved. All complaints are forwarded to the appropriate cable company for handling; the cable company is responsible for resolving the complaints.
Source:	311 Customer Service Center.
Indicator name:	All cable complaints resolved within 30 days (%)
Description:	The percentage of all cable complaints closed within the reporting period that were resolved within 30 calendar days or less. All complaints are forwarded to the appropriate cable company for handling; the cable company is responsible for resolving the complaints.
Source:	311 Customer Service Center.
Indicator name:	Inspected phones deemed operable (%)
Description:	The percentage of public pay telephones on City streets that DoITT inspectors found in working order.
Source:	Public Pay Telephone Enforcement Unit.
Indicator name:	Inspected phones passing scorecard appearance standards (%)
Description:	The percentage 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.

DEPARTMENT OF RECORDS AND INFORMATION SERVICES

Indicator name:	Publications and reports acquired
Description:	The number of government reports, studies, professional journals, published books and collections of legal statutes and codes the Department has officially accessioned either in print or electronically. For Fiscal 2006 data is based on January to June 2006.
Source:	City Hall Library.
Indicator name:	Records preserved
Description:	The number of images produced in the Department's microfilm laboratory.
Source:	Municipal Archives Division.
Indicator name:	Volume of library collection
Description:	The number of New York City government reports, books and other publications housed in the Department's City Hall Library.
Source:	City Hall Library.
Indicator name:	Information requests received
Description:	The total number of in-person, telephone, mail and e-mail requests for research service and information, including vital records, received by the City Hall Library and the Municipal Archives Division.
Source:	City Hall Library and Municipal Archives Division.
Indicator name:	- City Hall Library
Description:	The number of information requests received by the City Hall Library.
Source:	City Hall Library.
Indicator name:	- Municipal Archives
Description:	The number of information requests received by the Municipal Archives Division.
Source:	Municipal Archives Division.
Indicator name:	- Vital record requests received
Description:	The number of applications submitted for search of and/or copies of historical birth, death, and marriage records.
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 for which the Department conducted a record search and sent the search results (either a certified copy of the record or a "not found" statement) to the customer within the prescribed timeframe. Data is calculated based on the number of requests completed during four or five randomly selected days each month.
Source:	Municipal Archives Division.

DEPARTMENT OF RECORDS AND INFORMATION SERVICES

Indicator name:	Average response time to vital records requests (days)
Description:	The average number of days it took the Department to conduct a record search and send the search results (either a certified copy of the record or a “not found” statement) to the customer. Data is calculated based on the number of requests completed during four or five randomly selected days each month.
Source:	Municipal Archives Division.
Indicator name:	Photographic reproduction requests received
Description:	The number of requests for reproductions of historical photos that were received by the Department.
Source:	Municipal Archives Division.
Indicator name:	Average response time to historical photo requests (days)
Description:	The average number of days it took the Department to produce and send the requested historical image. Data is calculated based on the number of requests completed during two or three randomly selected days each month.
Source:	Municipal Archives Division.
Indicator name:	Average response time to agency requests for stored records (days)
Description:	The average number of days it takes the Department to retrieve stored records from the warehouses, calculated from the day the request is made by the City agency, court or district attorney's office to the day the records are available for pick up.
Source:	Municipal Records Management Division.
Indicator name:	Average time between records disposal eligibility and application sent to Law Department (months)
Description:	The average number of months it takes the Department of Records and Information Services (DORIS) to send a records disposal application to the Law Department for review and approval, calculated from the time a client agency has been notified by DORIS that a record series is eligible for disposal; agencies must return an authorized disposal application to DORIS after notification.
Source:	Municipal Records Management Division.
Indicator name:	Average time for Law Department to approve records disposal application (months)
Description:	The average number of months it takes the Law Department to approve a records disposal application, calculated from the time the Department of Records and Information Services sends the application to the Law Department.
Source:	Municipal Records Management Division.
Indicator name:	Percent of warehouse capacity available for new accessions
Description:	The percent of warehouse (off site storage facilities) capacity available to store client agency records.
Source:	Municipal Records Management Division.

DEPARTMENT OF SANITATION

Indicator name:	Streets rated acceptably clean (%)
Description:	Percentage 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 234)
Description:	The number of sanitation sections rated dirty (less than 50% acceptably clean streets) or marginal (from 50% to 69.9% 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:	Lots cleaned citywide
Description:	Total City-owned and private lots cleaned by DSNY.
Source:	Bureau of Cleaning & Collection; Bureau of Planning and Budget.
Indicator name:	Snow overtime (\$000)
Description:	Amount of overtime incurred during the season due to snow removal.
Source:	DSNY Fiscal Services; Bureau of Planning & Budget.
Indicator name:	Snowfall (inches)
Description:	Amount of snow that has fallen during the fiscal year.
Source:	Bureau of Cleaning & Collection; Bureau of Planning & Budget.
Indicator name:	Salt used (tons)
Description:	Amount of salt used due to snowfall and icy conditions.
Source:	Bureau of Cleaning & Collection; Bureau of Planning & Budget.
Indicator name:	Refuse cost per ton (fully loaded) (\$)
Description:	Cost of curbside and containerized collection and disposal on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses.
Source:	Internal reports and budget documents.
Indicator name:	Refuse collection cost per ton (\$)
Description:	Cost of collecting curbside and containerized refuse on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses.
Source:	Internal reports and budget documents.
Indicator name:	Disposal cost per ton (\$)
Description:	Cost of curbside and containerized refuse disposal on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses.
Source:	Internal reports and budget documents.

DEPARTMENT OF SANITATION

Indicator name:	Missed refuse collections (%)
Description:	Percentage of curbside refuse tonnage scheduled for collection but not removed by midnight. Excludes holiday weeks and missed collections due to snow events.
Source:	Operations Management Division; Bureau of Planning & Budget.
Indicator name:	Refuse tons per truck-shift
Description:	Average curbside household refuse tons collected by each truck working an eight-hour shift.
Source:	Operations Management Division; Bureau of Planning & Budget.
Indicator name:	Annual tons disposed (000)
Description:	Total refuse tonnage disposed by the Department.
Source:	Bureau of Waste Disposal; Bureau of Planning and Budget.
Indicator name:	Tons per day disposed
Description:	Average tons of refuse disposed per operational day.
Source:	Bureau of Waste Disposal; Bureau of Planning and Budget.
Indicator name:	Percent of total trucks dumped on shift
Description:	Percentage of total number of trucks that collect and dispose of their materials at their designated transfer stations within their eight-hour shifts.
Source:	Operations Management Division
Indicator name:	Annual tons recycled (000)
Description:	Tons of recycled materials per year, 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:	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 (curbside and containerized metal, glass, plastic and mixed paper) that is recycled.
Source:	Operations Management Division; Bureau of Planning and Budget.
Indicator name:	Number of districts with a curbside and containerized recycling diversion rate between 0.0% and 4.9%
Description:	The number of community districts, out of 59 total, with curbside and containerized diversion rates between 0% and 4.9%. The curbside and containerized diversion rate is the percent of the Department's residential waste stream that is recycled.
Source:	Operations Management Division.

DEPARTMENT OF SANITATION

Indicator name:	Number of districts with a curbside residential recycling diversion rate between 5.0% and 9.9%
Description:	The number of community districts, out of 59 total, with curbside and containerized diversion rates between 5% and 9.9%. The curbside and containerized diversion rate is the percent of the Department's residential waste stream that is recycled.
Source:	Operations Management Division.
Indicator name:	Number of districts with a curbside and containerized recycling diversion rate greater than 25.0%
Description:	The number of community districts, out of 59 total, with curbside and containerized diversion rates exceeding 25%. The curbside and containerized diversion rate is the percent of the Department's residential waste stream that is recycled.
Source:	Operations Management Division.
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.
Indicator name:	Missed Recycling Collection (%)
Description:	Percent of curbside and containerized recycling tonnage scheduled for collection but not removed by midnight. Excludes holiday weeks.
Source:	Operations Management Division; Bureau of Planning and Budget.
Indicator name:	Recycling cost per ton (fully loaded) (\$)
Description:	Cost of curbside and containerized recycling and processing on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses.
Source:	Internal reports and budget documents.
Indicator name:	Recycling collection cost per ton (\$)
Description:	Cost of collecting curbside and containerized recyclables on a per ton basis. This is a "fully loaded" cost including a complete range of direct, indirect and overhead expenses.
Source:	Internal reports and budget documents.

DEPARTMENT OF SANITATION

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:	Number of chlorofluorocarbon/freon recoveries
Description:	Actions taken by the Department in response to requests from the public to remove appliances that may contain CFC or Freon. Possible outcomes are: CFC/Freon was recovered, appliance did not contain any CFC/Freon, or appliance was missing or inaccessible.
Source:	Bureau of Cleaning and Collection; Operations Management Division.
Indicator name:	Private transfer station permits
Description:	The number of private transfer station permits issued by the Department.
Source:	Department's Legal Affairs Division.
Indicator name:	Private transfer station inspections performed
Description:	The number of inspections of legally permitted private transfer stations performed by the Department's permit unit.
Source:	Permit inspection unit report.
Indicator name:	Marine Transfer Station construction commencements
Description:	The number of facilities to containerize refuse and transport for final disposal where construction or reconstruction/conversion has begun during the current period.
Source:	Bureau of Planning and Budget.
Indicator name:	Tort cases commenced
Description:	The number of tort matters assigned a litigation start date.
Source:	New York City Law Information System (NYCLIS).
Indicator name:	Tort dispositions
Description:	The number of tort cases resolved through settlement, dismissal, discontinuance, verdicts or insurance takeovers.
Source:	New York City Law Information System (NYCLIS).
Indicator name:	Tort payout (\$000)
Description:	The amount paid by the City to resolve tort cases through settlement or verdict.
Source:	Office of Management and Budget.

DEPARTMENT OF PARKS AND RECREATION

Indicator name: Parks rated “acceptable” for overall condition (%)
Description: The percent of park sites that pass an inspection based on 16 individual features. If three or more features are rated unacceptable based on the Parks Inspection Program’s criteria, or if one condition is judged a serious safety hazard, the entire site is rated unacceptable. Park sites included in this rating are playgrounds; small parks; large parks; and Greenstreets, which are street triangles and medians landscaped with horticultural installations.
Source: Operations & Management Planning Division.

Indicator name: Parks rated “acceptable” for cleanliness (%)
Description: Cleanliness is a subset of overall condition. The percent of park sites with acceptable cleanliness is the percent rated acceptable for litter, broken glass, graffiti and weeds or ice, depending on the season. Park sites included in this rating are playgrounds; small parks; large parks; and Greenstreets, which are street triangles and medians landscaped with horticultural installations.
Source: Operations & Management Planning Division.

Indicator name: - Cleanliness of small parks and playgrounds (%)
Description: Cleanliness is a subset of overall condition. The percent of small parks and playgrounds with acceptable cleanliness is the percent rated acceptable for litter, broken glass, graffiti and weeds or ice, depending on the season.
Source: Operations & Management Planning Division.

Indicator name: - Cleanliness of large parks (%)
Description: Cleanliness is a subset of overall condition. The percent of large parks with acceptable cleanliness is the percent rated acceptable for litter, broken glass, graffiti and weeds or ice, depending on the season
Source: Operations & Management Planning Division.

Indicator name: Safety surfaces rated “acceptable” (%)
Description: The percent of safety surfaces (impact-absorbing material placed on the ground) in all parks that pass an inspection during the reporting period. This includes safety matting under playground equipment and wood chipping under adult exercise equipment.
Source: Operations & Management Planning Division.

Indicator name: Play equipment rated "acceptable" (%)
Description: The percent of play equipment in all parks, playgrounds and Greenstreets that passes an inspection during the reporting period. This includes slides and jungle gyms, handball court walls and chess and checkers tables.
Source: Operations & Management Planning Division.

Indicator name: Comfort stations in service (in season only) (%)
Description: From April 1st to October 31st, the percent of comfort stations that are open and in service at the time of park inspections.
Source: Operations & Management Planning Division.

DEPARTMENT OF PARKS AND RECREATION

Indicator name:	Spray showers in service (in season only) (%)
Description:	From Memorial Day to Labor Day, the percent of spray showers operating at the time of park inspections. Spray showers are required to be on when the temperature exceeds 80 degrees and children are present.
Source:	Operations & Management Planning Division.
Indicator name:	Drinking fountains in service (in season only) (%)
Description:	From Memorial Day to Columbus Day, the percent of drinking fountains operating at the time of park inspections.
Source:	Operations & Management Planning Division.
Indicator name:	Parks with an affiliated volunteer group (%)
Description:	The percent of parks that are affiliated with a volunteer group working with Partnerships for Parks.
Source:	Partnerships for Parks.
Indicator name:	Summonses issued
Description:	The number of summons issued during the reporting period for parking and health code violations including summonses returnable to the Parking Violations Bureau, the Environmental Control Board, Criminal Court, and Traffic Court.
Source:	Parks Enforcement Patrol.
Indicator name:	Public service requests received – Forestry
Description:	The total number of public service requests received for forestry work during the reporting period. Examples include requests for the removal of dead trees, hanging limbs or tree stumps.
Source:	Forestry Division
Indicator name:	Trees planted
Description:	All trees planted by the Capital Projects Division and street trees planted by Central Forestry and Horticulture. (Note: Capital Projects primarily focuses on in-park plantings, but will occasionally plant street trees if they are part of a project that calls for them, i.e. reconstruction of a sidewalk.)
Source:	Forestry Division and Capital Projects Division.
Indicator name:	Trees removed
Description:	The number of street and park trees removed by Forestry Operations due to death, disease, permits and storms.
Source:	Forestry Division.
Indicator name:	– Street trees removed (in response to service request)
Description:	The number of dead street trees removed by Forestry Operations in response to a service request.
Source:	Forestry Division.
Indicator name:	- removed within 30 days of service request (%)
Description:	The percent of street trees removed within 30 days of a public service request.
Source:	Forestry Division.

DEPARTMENT OF PARKS AND RECREATION

- Indicator name: Trees pruned – block program
Description: The number of street trees pruned in the block program during the reporting period. Through the block program DPR prunes City street trees on a seven -year cycle to ensure tree health and to minimize safety hazards, such as low-hanging limbs over sidewalks and trees blocking traffic signs. (Note: Prior to Fiscal 2008, trees were pruned on a 10-year cycle.)
Source: Forestry Division.
- Indicator name: – Annual pruning goal completed (%)
Description: The percent of the funding-based annual pruning goal that was completed during the reporting period.
Source: Forestry Division.
- Indicator name: – Percent of pruning completed within established cycle
Description: The percent of trees pruned within the established pruning cycle. (Note: Effective Fiscal 2008 the block program's tree pruning cycle was accelerated by three years to the industry standard of 7 years; data prior to that time is based on the longer 10-year cycle.)
Source: Forestry Division.
- Indicator name: Acres restored
Description: The number of acres where 50 percent or more of the native species or individual plants have been replaced or affected. Native plants are “affected” by the removal of exotic species that out compete them for light and other resources.
Source: Natural Resources Group.
- Indicator name: Acres improved
Description: The number of acres where at least 25 percent, but less than 50 percent, of the native species or individual plants were replaced or affected. Native plants are “affected” by the removal of exotic species that out compete them for light and other resources.
Source: Natural Resources Group.
- Indicator name: Attendance at historic house museums
Description: The number of people who visited DPR’s historic house museums throughout the reporting period.
Source: Historic House Trust.
- Indicator name: Monuments receiving annual maintenance (%)
Description: The percent of Park’s monuments and public art in the City’s collection that receive maintenance on a yearly basis.
Source: Art and Antiquities.

DEPARTMENT OF PARKS AND RECREATION

Indicator name:	Total major felonies in 20 largest parks – <ul style="list-style-type: none">- Crimes against persons- Crimes against property
Description:	Within the City's 20 largest parks, the total major felony crimes within seven categories, corresponding to New York State Penal Law: murder and non-negligent manslaughter, rape, robbery, felonious assault, burglary, grand larceny, and grand larceny auto. (Note: Data excludes Central Park, which has its own precinct.)
Source:	New York City Police Department.
Indicator name:	Public service requests received through 311 that relate to quality of life
Description:	Public service requests received through the 311 Citizen Service Center that relate to quality of life. The following types of requests are categorized as quality of life: <ul style="list-style-type: none">- Animal waste- Broken glass- Garbage or litter- Graffiti or vandalism- Rodent sighting
Source:	Urban Park Service.
Indicator name:	Tort cases commenced
Description:	The number of tort matters assigned a litigation start date.
Source:	New York City Law Information System (NYCLIS).
Indicator name:	Tort dispositions
Description:	The number of tort cases resolved through settlement, dismissal, discontinuance, verdicts or insurance takeovers.
Source:	New York City Law Information System (NYCLIS).
Indicator name:	Total tort payout (\$000)
Description:	The amount paid by the City to resolve tort cases through settlement or verdict.
Source:	Office of Management and Budget.
Indicator name:	Capital projects completed
Description:	The number of capital construction projects completed by DPR's Capital Projects Division during the reporting period. Construction projects include all individual site projects or any individual sites within a multi-site project contract that are greater than \$400,000.
Source:	Capital Projects Division.
Indicator name:	Capital projects completed on time or early (%)
Description:	The percent of capital construction projects completed on time or early, exclusive of programmatic scope changes. Projects completed 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 Division.

DEPARTMENT OF PARKS AND RECREATION

Indicator name:	Capital projects completed within budget (%)
Description:	The percent of capital construction projects completed during the reporting period that remained within budget, exclusive of programmatic scope changes.
Source:	Capital Projects Division.
Indicator name:	Greenways added (miles)
Description:	The number of miles of greenways (linear, nonmotorized, open space that links parks and communities around the City) completed during the reporting period.
Source:	Planning Division.
Indicator name:	Lifeguards (calendar year)
Description:	The number of lifeguards working at the City's pools and beaches during the calendar year.
Source:	Office of the First Deputy Commissioner
Indicator name:	Swimming pools – Attendance at Olympic and intermediate pools (calendar year)
Description:	The number of people in attendance at DPR Olympic and intermediate pools during the reporting period.
Source:	Office of the First Deputy Commissioner, Operations.
Indicator name:	Citywide acceptability rating for cleanliness of recreation centers
Description:	The citywide cleanliness score for recreation centers. Cleanliness ratings for recreation centers are reported as a number on a scale from 1 – 5 as per the recreation center inspection standards (1=very poor, 2=poor, 3=satisfactory, 4=good, 5=model).
Source:	Operations & Management Planning Division.
Indicator name:	Citywide acceptability rating for overall condition of recreation centers
Description:	The citywide overall condition score for recreation centers. Condition ratings for recreation centers are reported as a number on a scale from 1 – 5 as per the recreation center inspection standards (1=very poor, 2=poor, 3=satisfactory, 4=good, 5=model).
Source:	Operations & Management Planning Division.
Indicator name:	Average hours recreation centers open per week
Description:	The total number of hours that recreation centers are open each week divided by the total number of recreation centers.
Source:	Operations & Management Planning Division.
Indicator name:	Total recreation center attendance
Description:	The total recreation center attendance for seniors, adults, youths and children, and visitors.
Source:	Operations & Management Planning Division.

DEPARTMENT OF PARKS AND RECREATION

Indicator name: Total recreation center membership
Description: The total number of memberships issued during the reporting period for seniors, adults, and youths and children.
Source: Operations & Management Planning Division.

Indicator name: - Seniors
Description: The total number of memberships issued during the reporting period to recreation center members who are 55 and older.
Source: Operations & Management Planning Division.

Indicator name: - Adults
Description: The total number of memberships issued during the reporting period to recreation center members who are 18 through 54.
Source: Operations & Management Planning Division.

Indicator name: - Youth and children
Description: The total number of memberships issued during the reporting period to recreation center members who are youths (ages 14-17) and children (ages 6-13).
Source: Operations & Management Planning Division.

DEPARTMENT OF CITY PLANNING

- Indicator name: Projects and proposals completed and presented to the public
Description: The number of economic development, housing and neighborhood enhancement proposals and planning information and policy analysis projects completed and presented during the fiscal year.
Source: Records maintained by DCP's Planning Coordination Division.
- Indicator name: – Economic development and housing proposals
Description: Proposals to encourage growth and development of the City's central and regional business districts, and developments of new housing and mixed uses in existing and emerging residential neighborhoods in the form of written reports, certified applications for zoning map or text amendments, website postings, and/or public presentations of recommended actions.
Source: Records maintained by DCP's Planning Coordination Division.
- Indicator name: – Neighborhood enhancement proposals
Description: Proposals to preserve the character of existing neighborhoods, improve pedestrian and vehicular traffic flow, and enhance the design and use of the City's public spaces, in the form of written reports, certified applications for zoning map or text amendments, website postings, and/or public presentations of recommended actions.
Source: Records maintained by DCP's Planning Coordination Division.
- Indicator name: – Planning information and policy analysis
Description: Projects informing the public of significant trends, procedures and/or policies, in the form of written reports, website postings, and/or public presentations.
Source: Records maintained by DCP's Planning Coordination Division.
- Indicator name: Number of significant milestones achieved for DCP-facilitated projects related to Lower Manhattan
Description: DCP works closely with other City agencies and City Hall, usually as part of a project management team. Examples: East River Waterfront project; Fulton Street project - design guidelines issued, storefront improvement program launched, streetscape design implemented. Milestones include DEIS/FEIS completed, design guidelines issued, plan or design completed, RFP issued, rezoning or other land use application certified, property acquired, developer selected, funding secured, permits secured, sign-offs completed, and construction commenced.
Source: Planning Coordination.

DEPARTMENT OF CITY PLANNING

- Indicator name: Number of significant milestones achieved for DCP-facilitated projects related to Hudson Yards
- Description: DCP provides sign-offs, rezonings and draft design guidelines; processes applications for buildings using Hudson Yard (HY) District Improvement Bonus which provides bonus floor area and applications for property acquisition and mapping for HY Mid-Block Boulevard and Park. Examples: Hudson Boulevard and Park – acquisition of property, commencement of construction; Eastern Rail Yards/Western Rail Yards Development – issuance of design guidelines, issuance of Request for Proposals for developers to construct mixed use development, certification of rezoning. Milestones include DEIS/FEIS completed, design guidelines issued, plan or design completed, RFP issued, rezoning or other land use application certified, bonus floor area applications processed, property acquired, developer selected, funding secured, permits secured, sign-offs completed, and construction commenced.
- Source: Planning Coordination.
- Indicator name: Number of significant milestones achieved for DCP-facilitated projects related to significant open-space proposals
- Description: DCP works closely with the Department of Parks and Recreation on many of these proposals. Examples: Fresh Kills Park – referral of park and street mappings; Greenpoint/Williamsburg park – referral of park mapping; and Baretto Point Park (Bronx) – referral of park mapping. Milestones include DEIS/FEIS completed, design guidelines issued, plan or design completed, Requests for Proposals issued, rezoning or other land use application certified, property acquired, developer selected, funding secured, permits secured, sign-offs completed, and construction commenced.
- Source: Planning Coordination.
- Indicator name: Land use applications referred
- within 6 months (%)
 - within 6-12 months (%)
 - within 13 months or more (%)
- Description: The number of land use applications certified as complete or referred for public review during the fiscal year, and the percent certified or referred within 6 months, 6-12 months, and 13 months or more of receipt.
- Source: Land Use Management Information System (LUMIS), a CityNet mainframe computer application maintained by DCP's Land Use Review Division.
- Indicator name: Median time to refer land use applications (days)
- Description: Median number of days from receipt of a land use application to the time it is referred for public review.
- Source: Land Use Review.

DEPARTMENT OF CITY PLANNING

- Indicator name: Environmental review applications completed
- within 6 months (%)
 - within 6-12 months (%)
 - within 13 months or more (%)
- Description: The number of environmental review applications completed and the percent completed within 6 months, 6-12 months, and 13 months or more of receipt.
- Source: Environmental Assessment and Review.
-
- Indicator name: Median time to complete environmental review applications (days)
- Description: Median number of days from receipt of an environmental review application to its completion (CEQR process.)
- Source: Environmental Assessment and Review.

LANDMARKS PRESERVATION COMMISSION

Indicator name:	Individual landmarks and historic districts designated
Description:	The number of interior, exterior and scenic landmarks and the number of historic districts designated by the Commission.
Source:	Paper records maintained by LPC Research Department.
Indicator name:	– Total number of buildings designated
Description:	The number of individually landmarked buildings and the total number of designated buildings within historic districts.
Source:	Paper records maintained by LPC Research Department.
Indicator name:	Percent of designation target achieved
Description:	The number of individual landmarks and historic districts designated as a percentage of the fiscal year goal.
Source:	Paper records maintained by LPC Research Department.
Indicator name:	Work permit applications received
Description:	The number of work permit applications received for review by LPC’s Preservation Department.
Source:	Paper and database records maintained by LPC Preservation Department.
Indicator name:	– Actions taken
Description:	The number of actions taken on the work permit applications received. More than one action can be taken on a single application. Examples of “actions” include the issuance of Expedited Certificates of No Effect, Certificates of No Effect, Permits for Minor Work and Certificates of Appropriateness, among others.
Source:	Paper and database records maintained by LPC Preservation Department.
Indicator name:	Certificates of No Effect issued within 10 days (%)
Description:	The percentage of Certificates of No Effect issued within 10 days of the application being completed. This type of permit is issued when proposed work on a designated structure requires a permit from the Department of Buildings but the proposed work will not affect a protected architectural feature of the structure.
Source:	Paper and database records maintained by LPC Preservation Department.
Indicator name:	Expedited Certificates of No Effect issued within two days (%)
Description:	The percentage of Expedited Certificates of No Effect issued within two days of the application being completed. This type of permit is issued when the proposed interior work above the second floor of a building requires a Department of Buildings permit and will not affect a protected architectural feature.
Source:	Paper and database records maintained by LPC Preservation Department.
Indicator name:	Permits for Minor Work issued within 10 days (%)
Description:	The percentage of Permits for Minor Work issued within 10 days of the application being completed. This type of permit is issued for work that requires a Landmarks Commission permit but does not require a Department of Buildings permit. Examples include exterior painting, window and door replacements, and brick repointing.
Source:	Paper and database records maintained by LPC Preservation Department.

LANDMARKS PRESERVATION COMMISSION

Indicator name:	Investigations completed
Description:	The number of completed investigations of reported incidences of illegal work on designated structures. This can include initial and follow-up investigations.
Source:	Paper and database records maintained by LPC Enforcement Department.
Indicator name:	Percent of investigations resulting in enforcement action
Description:	The percent of completed investigations that resulted in the issuance of at least one warning letter, Stop Work Order, or Notice of Violation.
Source:	Paper and database records maintained by LPC Enforcement 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:	Notices of Violation upheld at the Environmental Control Board (%)
Description:	The percent of Notices of Violation upheld at the Environmental Control Board. This includes violations that were cured by the respondent without appearing at a hearing but 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. Archeology applications are submitted by other City, State and federal agencies whenever projects within New York City that are subject to the environmental review process have the potential to impact archeological resources.
Source:	Paper and database records maintained by LPC Archeology Department.
Indicator name:	Archeology applications reviewed within 10 days (%)
Description:	The percent of archeology applications reviewed within 10 days of receipt of a completed application.
Source:	Paper and database records maintained by LPC Archeology Department.

DEPARTMENT OF CULTURAL AFFAIRS

Indicator name:	Operating support payments made to Cultural Institutions Group (CIG) within 5 business days of request (%)
Description:	Percent of payments made within five business days of receiving a correct payment requisition provided, however, that no payment will be made prior to the first business day of the month for which the payment is issued. The Cultural Institutions Group is comprised of 33 City-owned institutions.
Source:	“Batch Ledger” Excel spreadsheet maintained by the Department of Cultural Affairs (DCLA).
Indicator name:	Average days to issue operating support payments to CIG
Description:	The average number of business days it takes DCLA to issue operating support payments to the 33 City-owned institutions that are part of the Cultural Institutions Group.
Source:	“Batch Ledger” Excel spreadsheet maintained by the Department of Cultural Affairs (DCLA).
Indicator name:	Cultural Development Fund (CDF) award notifications made within 15 business days (%)
Description:	Percent of CDF award letters disseminated within 15 business days after panel recommendations are acted on by the Commissioner. The CDF provides project-based financial support to eligible NYC nonprofit arts and cultural organizations.
Source:	Internal files maintained by the Program Services Unit.
Indicator name:	Initial CDF payments made within 15 business days of receiving a signed agreement (%)
Description:	Percent of initial CDF award payments distributed within 15 business days of receiving a signed grant agreement. The CDF provides project-based financial support to eligible NYC nonprofit arts and cultural organizations.
Source:	Excel spreadsheet maintained by DCLA.
Indicator name:	Average days to issue initial CDF payments after receiving a signed agreement
Description:	The average number of business days to issue CDF payments after receiving a signed agreement. The CDF provides project-based financial support to eligible NYC nonprofit arts and cultural organizations.
Source:	Excel spreadsheet maintained by DCLA.
Indicator name:	Program grant final payments made within 15 business days (%)
Description:	Percent of final payments for program grants approved in the City’s Financial Management System within 15 business days after submission of a correct payment requisition that was received by the deadline.
Source:	Excel spreadsheet maintained by DCLA.
Indicator name:	Average days to issue program grant final payments
Description:	The average number of business days to issue program grant final payments after submission of a correct payment requisition that was received by the deadline.
Source:	Excel spreadsheet maintained by DCLA.

DEPARTMENT OF CULTURAL AFFAIRS

Indicator name:	Value of contributed Materials for the Arts (MFTA) materials and equipment (\$ millions)
Description:	Estimated dollar value of reusable material and equipment donated to the MFTA Program.
Source:	Database files maintained by MFTA.
Indicator name:	MFTA donors
Description:	Number of individuals and businesses that donated reusable materials to the MFTA Program.
Source:	Database files maintained by MFTA.
Indicator name:	MFTA transactions
Description:	The number of times MFTA recipients - not-for-profit organizations, public schools and City agencies - have accessed donations of free materials, either through a visit to the warehouse or by directly picking up an item(s) from a donor.
Source:	Database files maintained by MFTA.
Indicator name:	Number of schools served by MFTA
Description:	Number of public schools provided free materials and equipment through the MFTA Program.
Source:	Database files maintained by MFTA.
Indicator name:	Number of school visits to MFTA
Description:	Number of visits to the MFTA warehouse by school representatives to access free materials.
Source:	Database files maintained by MFTA.
Indicator name:	New capital projects initiated (%)
Description:	Percent of capital projects new to the Agency's current fiscal year budget and sent to managing agency for which a full scope of work has been received and capital eligibility verified.
Source:	Database files maintained by Capital Projects Unit.
Indicator name:	Percent for Art projects commissioned (%)
Description:	Percent of projects in Percent for Art portfolio for which commissions have been awarded. Under the Percent for Art Program, one percent of the budget for eligible City-funded construction projects is to be spent on artwork.
Source:	Internal files maintained by the Percent for Arts Program.
Indicator name:	Number of cultural organizations highlighted through public service announcements
Description:	Total number of organizations whose programs are promoted through radio program highlights.
Source:	Internal files maintained by DCLA.

TAXI AND LIMOUSINE COMMISSION

Indicator name: Average days to receive a medallion driver's license from initial application
Description: The average time, measured in calendar days, to issue a medallion driver's license from the date the applicant initiated the application process to the time the license is issued; this includes the time needed by the applicant to complete all requirements, such as taxi school, as well as the time by TLC to process the application.
Source: TLC Licensing Division.

Indicator name: Average days to receive a for-hire vehicle driver's license from initial application
Description: The average time, measured in calendar days, to issue a for-hire vehicle driver's license from the date the applicant initiated the application process to the time the application is issued; includes time needed by an applicant to complete all requirements as well as time by TLC to process the application.
Source: TLC Licensing Division.

Indicator name: Average waiting time at Long Island City licensing facility (hours:minutes)
Description: Average number of hours/minutes a licensee/applicant waited at the licensing facility from time of arrival to the start of service by a TLC customer representative.
Source: TLC Licensing Division.

Indicator name: License revocation rate (%)
Description: The number of licenses revoked as a percentage of all TLC-licensed drivers.
Source: TLC Office of Legal Affairs.

Indicator name: Car stop compliance rate (Medallions and for-hire vehicles) (%)
Description: The number of medallions and for-hire vehicles in compliance with TLC standards and regulations divided by the total number of vehicles inspected by enforcement as part of random car-stop inspections.
Source: TLC Enforcement Division.

Indicator name: For-hire vehicle base inspection compliance rate (%)
Description: The number of for-hire vehicle bases in compliance with TLC standards and regulations divided by the total number of bases inspected by enforcement as part of random base inspections.
Source: TLC Enforcement Division.

Indicator name: Medallion enforcement: Operation Refusal compliance rate (%)
Description: The number of licensees who complied with service refusal rules divided by the number of enforcement tests. The Operation Refusal program uses undercover TLC inspectors as prospective taxicab passengers to test taxicab drivers' compliance with the rules and laws which forbid all forms of passenger service refusal.
Source: TLC Enforcement Division.

Indicator name: Street hail summonses issued to for-hire vehicle drivers
Description: The number of summonses issued to for-hire vehicle drivers for accepting prohibited street hails.
Source: TLC Enforcement Division.

TAXI AND LIMOUSINE COMMISSION

Indicator name:	Unlicensed for-hire vehicle bases - padlock proceedings initiated
Description:	The number of cases in which TLC began proceedings to padlock unlicensed for-hire vehicle bases.
Source:	TLC Enforcement Division.
Indicator name:	Medallion safety & 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 failure rate – Initial inspection (%)
Description:	The number of vehicles that failed the initial safety inspection as a percent of all vehicles undergoing safety inspections.
Source:	TLC Safety and Emissions Division.
Indicator name:	Medallion safety & emissions failure rate – Initial inspection (%) – Re-inspection (%)
Description:	The percentage of medallion taxicabs that failed initial inspection and the percentage of medallion taxicabs that failed re-inspection.
Source:	TLC Safety and Emissions Division.
Indicator name:	Percent of medallion safety and emissions inspections completed on time
Description:	The percent of medallion vehicles that completed a safety and emissions inspection on the scheduled appointment date.
Source:	TLC Safety and Emissions Division.
Indicator name:	Average time to conduct a safety and emissions inspection of a licensed vehicle (hours:minutes)
Description:	The average time it takes to conduct a safety and emissions inspection, includes both the time spent waiting for the inspection and the time spent on the inspection.
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.

TAXI AND LIMOUSINE COMMISSION

Indicator name:	Average time to close consumer complaints (calendar days) <ul style="list-style-type: none">- Medallion- For-hire vehicle
Description:	Average number of calendar days to close complaints in each reporting category from receipt of complaint to the time a case is scheduled for a hearing or resolved.
Source:	TLC Call Center.
Indicator name:	Average age of open summonses (calendar days)
Description:	The average age of all open summonses.
Source:	TLC Adjudications Division.
Indicator name:	Average age of open summonses for failure to obtain inspection on time (calendar days)
Description:	The average age of open summonses for failure to obtain a timely inspection.
Source:	TLC Adjudications Division.
Indicator name:	Average time from a request for a hearing to the hearing close date (calendar days)
Description:	The average time, measured in calendar days, from the time a hearing is requested to the day the hearing was actually held.
Source:	TLC Enforcement Division.
Indicator name:	Average time to process a hearing decision (minutes: seconds)
Description:	After a hearing is concluded, the average time a respondent (driver) waits to receive a copy of the Administrative Law Judge's decision.
Source:	TLC Adjudications Division.

TAXI AND LIMOUSINE COMMISSION

PUBLIC SAFETY AND LEGAL AFFAIRS



New York City Police Department



Fire Department



Department of Correction



Department of Probation



Department of Juvenile Justice



Civilian Complaint Review Board



City Commission on Human Rights



Business Integrity Commission

NEW YORK CITY POLICE DEPARTMENT

Indicator name:	Major felony crime
Description:	Total number of major felony crimes within seven categories, corresponding to New York State Penal Law: murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny, and grand larceny auto. Figures are also listed separately for each category of major felony.
Source:	NYPD CompStat Report.
Indicator name:	Major felony crime in housing developments
Description:	Total of seven major felony crimes (murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny, and grand larceny auto) occurring on New York City Housing Authority property, including buildings, grounds and facilities.
Source:	NYPD Housing Bureau.
Indicator name:	Major felony crime in transit system
Description:	Total of six major felony crimes (murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, and grand larceny) occurring within New York City Transit Authority trains, stations and facilities.
Source:	NYPD Transit Bureau.
Indicator name:	Crime related to domestic violence – murder, rape and felonious assault
Description:	The total number of murders, rapes and felonious assaults involving family members who are either related by blood, related by marriage (in-laws), married, have children in common, formerly married to one another (separated or divorced), or live in a family-type arrangement.
Source:	NYPD Domestic Violence Unit.
Indicator name:	Narcotics Arrests
Description:	Felony, misdemeanor and violation arrests effected citywide for the sale, possession or use of narcotics or marijuana.
Source:	NYPD On Line Booking System.
Indicator name:	Guns seized by arrest
Description:	The number of illegally possessed pistols, revolvers, shotguns, rifles or assault weapons confiscated incidental to an arrest. Does not include air pistols, air rifles, blank pistols, replicas, black powder firearms, toys, antiques or BB guns.
Source:	NYPD Office of Management Analysis and Planning.
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 - Seven major crimes
Description:	All crimes categorized as a major felony crime (murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny and grand larceny auto) occurring within all City public schools.
Source:	NYPD School Safety Division.

NEW YORK CITY POLICE DEPARTMENT

Indicator name:	Other criminal categories
Description:	Summary of all other reported felonies and misdemeanors occurring within all City public schools.
Source:	NYPD School Safety Division.
Indicator name:	Other incidents
Description:	All serious non-criminal incidents occurring within all City public schools.
Source:	NYPD School Safety Division.
Indicator name:	Gang motivated incidents
Description:	Incidents that involve unlawful conduct committed primarily to benefit the interests of a gang (a group of people with an informal or formal structure, with designated leaders, engaging in or supporting illegal activities).
Source:	NYPD Detective Bureau.
Indicator name:	Counterterrorism training (hours)
	- Uniformed members
	- Non-members
Description:	Training conducted by members of the Counterterrorism Bureau, Training Bureau, and Community Affairs for members of the Department and other persons (non-members) regarding the prevention, detection and effective response to potential terrorist incidents.
Source:	NYPD Deputy Commissioner Counterterrorism.
Indicator name:	Quality-of-life summonses
Description:	Summonses returnable to the New York City Criminal Court, the Environmental Control Board, or the Transit Adjudication Bureau for offenses that have a negative impact on City residents, including aggressive panhandling, window washing, unreasonable noise and urinating in public.
Source:	NYPD Patrol Services Bureau/ Housing Bureau / Transportation Bureau.
Indicator name:	Unreasonable noise summonses
Description:	Summonses, issued by police officers, returnable to the New York City Criminal Court or the Environmental Control Board for violations of the New York City Administrative Code related to excessive noise.
Source:	NYPD Chief of Patrol.
Indicator name:	Traffic fatalities (motorists/passengers)
Description:	Motor vehicle operators or passengers killed in vehicle accidents.
Source:	NYPD Chief of Transportation.
Indicator name:	Traffic fatalities (bicyclists/pedestrians)
Description:	Bicyclists and pedestrians killed in vehicle accidents.
Source:	NYPD Chief of Transportation.
Indicator name:	Total moving violation summonses
Description:	Summonses, issued by police officers, returnable to the New York State Traffic Violations Bureau, for infractions to the New York State Vehicle and Traffic Law.
Source:	NYPD Chief of Patrol.

NEW YORK CITY POLICE DEPARTMENT

Indicator name:	Summonses for hazardous violations
Description:	A category of moving violation summonses issued for traffic infractions that have been identified by the Department as being the major causes of most accidents, deaths and injuries on the roadways, including the prohibited use of a cellular phone while operating a motor vehicle, disobeying traffic signals, and improper passing and speeding.
Source:	NYPD Patrol Services Bureau / Housing Bureau / Transportation Bureau.
Indicator name:	Summonses for prohibited use of cellular phones
Description:	A category of hazardous violation summonses issued for operating a motor vehicle on a public highway while using a mobile telephone to engage in a call while the vehicle is in motion, as defined by NYS Vehicle and Traffic Law.
Source:	NYPD Patrol Services Bureau / Housing Bureau / Transportation Bureau.
Indicator name:	DWI-related fatalities
Description:	The number of fatalities resulting from motor vehicle accidents that involve intoxicated motorists (Driving While Intoxicated).
Source:	NYPD Chief of Transportation.
Indicator name:	Courtesy, Professionalism and Respect (CPR) testing
Description:	The number of tests conducted by the Department's Quality Assurance Division, with results shown by category – exceptionally good, acceptable and below standard. These tests are conducted of randomly selected uniformed and civilian personnel to gauge their demeanor and helpfulness during interactions with the public.
Source:	NYPD Quality Assurance Division.
Indicator name:	Total civilian complaints against members of the service
Description:	The number of complaints made by civilians against members of the Department, investigated by the Civilian Complaint Review Board, for allegations of excessive force, abuse of authority, discourtesy and offensive language.
Source:	Civilian Complaint Review Board.
Indicator name:	Average response time to all crimes in progress (minutes)
Description:	The average response time to all critical crimes (such as shots fired, robbery, assault with a weapon), serious crimes (such as larceny from a person, assault not involving a weapon, larceny of an auto) and noncritical crimes (those crimes not involving an imminent threat of personal injury). Response time is measured from the receipt of a call to the time officers arrive on the scene.
Source:	NYPD Office of Management Analysis and Planning – Resource Analysis Section.
Indicator name:	Tort cases commenced
Description:	The number of tort matters assigned a litigation start date.
Source:	New York City Law Information System (NYCLIS).

NEW YORK CITY POLICE DEPARTMENT

Indicator name: Tort dispositions
Description: The number of tort cases resolved through settlement, dismissal, discontinuance, verdicts or insurance takeovers.
Source: New York City Law Information System (NYCLIS).

Indicator name: Tort payout (\$000)
Description: The amount paid by the City to resolve tort cases through settlement or verdict.
Source: Office of Management and Budget.

FIRE DEPARTMENT

Indicator name:	Average response time to structural fires (minutes:seconds)
Description:	The average time it takes the first fire unit to arrive on the scene of a structural fire, citywide and by borough, counting from the receipt of an alarm.
Source:	FDNY Computer Aided Dispatch(CAD) System/STARFIRE.
Indicator name:	Average response time to structural fires and medical emergencies by fire units (minutes:seconds)
Description:	The average time it takes the first fire unit to arrive on the scene of structural fires and life-threatening medical emergencies, counting from the time the Department's dispatcher receives a call from a 911 operator.
Source:	FDNY Computer Aided Dispatch (CAD) System/STARFIRE
Indicator name:	Serious fires per 1,000 structural fires
Description:	The number of fires with the highest alarms, from “All Hands” to a “5 th Alarm” and above, in every 1,000 structural fires.
Source:	FDNY Computer Aided Dispatch (CAD) System/STARFIRE
Indicator name:	Average annual cost of an engine company (\$ millions)
Description:	The average cost in millions of dollars to operate an engine company for a year, calculated based on the total costs including direct and indirect personnel costs, other than personal service costs, leasing, City overhead and fringe costs, divided by the total number of engine companies.
Source:	FDNY Bureau of Budget Services.
Indicator name:	Average annual cost of a ladder company (\$ millions)
Description:	The average cost in millions of dollars to operate a ladder company for a year, calculated based on the total costs including direct and indirect personnel costs, other than personal service costs, leasing, City overhead and fringe costs, divided by the total number of ladder companies.
Source:	FDNY Bureau of Budget Services.
Indicator name:	Fire safety education presentations
Description:	Presentations given by the Fire Safety Education Unit at fire safety education events, as well as presentations at the Fire Museum, firehouses and Operations Sidewalks.
Source:	FDNY Bureau of Training, Education, & Curriculum
Indicator name:	Civilian fire fatalities
Description:	The number of people, excluding firefighters, who died as a result of injuries sustained in a fire.
Source:	FDNY Bureau of Fire Investigation.
Indicator name:	Firefighter burns
Description:	Burns sustained by firefighters and fire officers while on duty.
Source:	FDNY Health Services/Safety.

FIRE DEPARTMENT

Indicator name:	Firefighter injuries
Description:	Firefighter and fire officer injuries sustained while in service that result in medical leave.
Source:	FDNY Health Services/Safety.
Indicator name:	Completed inspections performed by fire prevention staff
Description:	The number of completed checks of a premise or location by civilian personnel of the Department against established standards, such as the Fire Code, Administrative Code, the Rules of the City of New York and other FDNY rules and regulations.
Source:	FDNY Bureau of Fire Prevention.
Indicator name:	Field force inspections
Description:	The number of inspections of commercial and residential buildings performed by fire units within designated administrative districts.
Source:	FDNY Field Units.
Indicator name:	Investigations
Description:	The number of investigations by fire marshals into the causes and origins of fires, fire-related offenses and certain non-fire offenses, such as malicious false alarms.
Source:	FDNY Bureau of Fire Investigation.
Indicator name:	Average response time to life-threatening medical emergencies by ambulance units (minutes:seconds)
Description:	The average time for the first ambulance unit to arrive on the scene of a life-threatening medical emergency, including incidents of cardiac arrest, choking, unconsciousness, difficulty breathing, and major burns and trauma, counting from the time the Department's dispatcher receives an emergency call from a 911 operator.
Source:	FDNY Computer Aided Dispatch (CAD) System/Emergency Medical Service.
Indicator name:	Average response time to life-threatening medical emergencies by fire units (minutes:seconds)
Description:	The average time for the first 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.

FIRE DEPARTMENT

- 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 tour 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.

FIRE DEPARTMENT

OFFICE OF EMERGENCY MANAGEMENT

Indicator name:	Total incident responses
Description:	The total number of emergency events/incidents requiring on-site coordination or monitoring from OEM.
Source:	OEM Operations
Indicator name:	- On-site coordination
Description:	The number of emergency events responded to by a Citywide Interagency Coordinator for the purposes of coordinating the City's actions on-scene, providing first hand information to City officials and coordinating the provision of resources.
Source:	OEM Operations
Indicator name:	- Monitored from OEM Watch Command
Description:	The number of emergency events monitored and coordinated from the OEM Watch Command. Actions include impact assessment, internal and external notifications, Agency inquiries and logistical support.
Source:	OEM Operations
Indicator name:	Emergency Operations Center activations
Description:	The number of activations of the City's Emergency Operations Center.
Source:	OEM EOC Management
Indicator name:	Field exercises/drills
Description:	The number of field exercises (full-scale tests of the mobilization of response to various incident types) held by the Agency.
Source:	OEM Training and Exercises
Indicator name:	Tabletop exercises/drills
Description:	The number of tabletop or functional exercises (discussions or simulations of various emergency situations designed to familiarize personnel with their roles and responsibilities) conducted by the Agency.
Source:	OEM Training and Exercises
Indicator name:	Participation in drills coordinated by other agencies
Description:	The number of drills and exercises that Agency staff participate in with other agencies (federal, State and local), jurisdictions and entities (private and nonprofit).
Source:	OEM Training and Exercises
Indicator name:	Government employees trained in emergency response
Description:	The total number of City, State and federal government employees taking part in OEM-sponsored training programs related to emergency response, including Incident Command System training sessions. Employees are trained to respond to a variety of scenarios, such as chemical, biological, nuclear, radiological and explosives incidents.
Source:	OEM Training and Exercises

OFFICE OF EMERGENCY MANAGEMENT

Indicator name:	Percentage of emergency response training goal met (%)
Description:	Number of government employees trained in emergency response as percentage of the agency's training goal.
Source:	OEM Training and Exercises
Indicator name:	Emergency preparedness education of residents - by OEM staff - by Agency partners using OEM curriculum
Description:	The total number of City residents who attended public preparedness presentations sponsored by the Agency using OEM curriculum.
Source:	OEM External Affairs – Ready New York
Indicator name:	Emergency preparedness education of private/non-profit/government groups
Description:	The total number of people who attended OEM-sponsored preparedness presentations in their workplace.
Source:	OEM External Affairs – Ready New York
Indicator name:	Ready New York guides viewed online
Description:	Number of times the Ready New York emergency preparedness guides (all versions) are viewed online at NYC.gov.
Source:	OEM External Affairs - Ready New York
Indicator name:	Newly certified Community Emergency Response Teams (CERT)
Description:	The number of community-based, non-profit organizations that have completed the 11-week training program in disaster preparedness and basic response skills required to be certified as a Community Emergency Response Team.
Source:	OEM External Affairs - CERT
Indicator name:	Community Emergency Response Team (CERT) volunteer hours
Description:	Number of hours CERT members volunteer. CERTs are community-based nonprofit organizations that have completed training required for certification.
Source:	OEM External Affairs - CERT

DEPARTMENT OF CORRECTION

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

DEPARTMENT OF CORRECTION

Indicator name:	- Average clinic waiting time (minutes)
Description:	The average number of minutes an inmate waits to see medical staff at a facility clinic.
Source:	DOC Strategic Planning and Programs database.
Indicator name:	Jail cells unavailable (short-term repair) (%)
Description:	The percent of jail cells in need of short-term repair.
Source:	DOC Custody Management database.
Indicator name:	Population as percent of capacity (%)
Description:	The percent of open and ready beds that are occupied by inmates.
Source:	DOC Population Research database.
Indicator name:	Inmates delivered to court
Description:	The number of deliveries of inmates to court during the reporting period.
Source:	DOC Criminal Justice Bureau database.
Indicator name:	On-trial inmates delivered to court on time (%)
Description:	The percent of inmates who are on trial that were delivered to court on time.
Source:	DOC Criminal Justice Bureau database.
Indicator name:	Inmates transported directly to community-based service sites upon discharge through Rikers Island Discharge Enhancement (RIDE) program
Description:	Number of inmates transported directly to community-based service sites upon discharge, with planned follow-up by service providers, through the Rikers Island Discharge Enhancement (RIDE) program.
Source:	DOC Strategic Planning and Programs database.
Indicator name:	Average daily attendance in school programs
Description:	The average daily attendance of inmates in Department of Education (DOE) school programs. Data for this performance measure include both the attendance of inmates mandated to attend school (16 and 17 year olds), and those for whom DOC and DOE are required to provide educational services upon their request (18 to 21 year olds).
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:	Victim Identification Notification Everyday (VINE) system registrations
Description:	The number of individuals who completed the registration process and have received a personal identification number to access the VINE system for information concerning the transfer or release date of an inmate.
Source:	DOC Strategic Planning and Programs database.

DEPARTMENT OF CORRECTION

Indicator name: VINE confirmed notifications
Description: The number of notifications for which registrants entered a Personal Identification Number (PIN) when notified by VINE of a release or transfer of an inmate.
Source: DOC Strategic Planning and Programs database

DEPARTMENT OF CORRECTION

DEPARTMENT OF PROBATION

- Indicator name: Pre-Sentence Investigation Reports on adult cases submitted 24 hours prior to scheduled hearing (%)
- Description: The percent of reports, mandated by statute for convicted adult defendants, that are submitted to courts 24 hours before scheduled day of sentencing. The Fiscal 2003 actual represents data collected from the months March through June 2003 only.
- Source: Borough Offices/Adult Investigations Unit
- Indicator name: Family Court juvenile cases with Investigations & Reports submitted on time:
- At Liberty cases (%)
- Description: The percent of reports for juvenile at-liberty cases prepared at the direction of the Family Court for the purpose of aiding the courts in reaching an appropriate decision or disposition, submitted to the court 5 days prior to appearance.
- Source: Borough Offices/Juvenile Operations
- Indicator name: Family Court juvenile cases with Investigations & Reports submitted on time:
- Remand cases (%)
- Description: The percent of reports for juvenile remand cases prepared at the direction of the Family Court for the purpose of aiding the courts in reaching an appropriate decision or disposition, submitted by the end of the morning on the date of the court appearance.
- Source: Borough Offices/Juvenile Operations
- Indicator name: High-risk probationers supervised per Probation Officer
- Description: The average number of probationers that are considered to be high risk (based on a risk score for violent recidivism) assigned to a casebearing Probation Officer. These probationers have frequent contacts with Probation Officers and are subject to home visits and frequent drug testing.
- Source: Adult Restructuring Tracking System / Statistical Tracking, Analysis & Reporting System
- Indicator name: Adult probationer rearrest rate (monthly average) (%)
- Description: The monthly number of adult probationers arrested divided by the total number of individuals supervised, aggregated based on the reporting period.
- Source: Statistical Tracking, Analysis & Reporting System.
- Indicator name: Adult Probationers Arrested Citywide as a Percentage of the NYPD Arrest Report (monthly average)
- Description: The proportion of NYPD arrests that are adult probationers.
- Source: Statistical Tracking, Analysis & Reporting System, NYPD Weekly Arrest Report
- Indicator name: Juvenile probationer rearrest rate (monthly average) (%)
- Description: The monthly number of juvenile probationers arrested divided by the total number of individuals supervised, aggregated based on the reporting period.
- Source: Statistical Tracking, Analysis & Reporting System.

DEPARTMENT OF PROBATION

- Indicator name: Juvenile Probationers Arrested Citywide as a Percentage of the NYPD Arrest Report (monthly average)
Description: The proportion of NYPD arrests that are Juvenile probationers.
Source: Statistical Tracking, Analysis & Reporting System, NYPD Weekly Arrest Report
- Indicator name: Juvenile Delinquency cases diverted from court through adjustment (%)
Description: The percent of eligible Juvenile Delinquency cases diverted from court through adjustment to other services such as substance abuse treatment and counseling.
Source: Borough Offices/Juvenile Operations
- Indicator name: Youth participating in Esperanza (monthly average)
Description: The average number of eligible youth who were active participants in the Esperanza program during the reporting period. Esperanza, created during Fiscal 2004, offers youth a community-based, intensive family-centered supervision model which serves as an alternative to state placement.
Source: Borough Offices/Juvenile Operations
- Indicator name: Total probationers supervised in Enhanced Supervision Program (ESP)
Description: The number of active Enhanced Supervision Program cases on the first day of the reporting period plus all cases added during the period. ESP is an alternative sentencing program for youth that offers community-based, intensive, family-centered supervision.
Source: Borough Offices/Juvenile Operations

DEPARTMENT OF JUVENILE JUSTICE

Indicator name:	Total Admissions
Description:	The total number of admissions to detention.
Source:	Comprehensive Justice Information System (CJIS).
Indicator name:	Average Length of Stay
Description:	The average number of days between the admission date and release date of all youth released from either secure detention or non-secure detention.
Source:	Comprehensive Justice Information System (CJIS).
Indicator name:	Average Daily Population
Description:	The number of youth in custody on an average day during the reporting period.
Source:	Comprehensive Justice Information System (CJIS).
Indicator name:	Average daily cost per juvenile in detention (\$)
Description:	The average daily dollar value of all secure and non-secure detention costs (including staff salaries and fringe benefits, contracts and indirect costs) divided by the average daily population.
Source:	Financial Management System.
Indicator name:	Youth-on-youth assaults/altercations with injury (per 100 total ADP)
Description:	The number of reported instances of assaults and altercations between youth resulting in physical injury requiring medical attention. Calculated as the average number of instances per days in the reporting period, per 100 average Daily Population during the reporting period
Source:	Incident Database.
Indicator name:	Youth-on-staff assaults/altercations with injury (per 100 total ADP)
Description:	The number of reported instances of assaults and altercations on staff resulting in a physical injury. Calculated as the average number of instances per days in the reporting period, per 100 Average Daily Population during the reporting period.
Source:	Incident Database.
Indicator name:	Escapes in secure detention
Description:	The number of youth who escape from a secure detention facility, court-related services, or medical/mental health service while in the custody of secure detention staff.
Source:	Incident Database.
Indicator name:	Abscond rate in non-secure detention (Average per 100 Total ADP in non-secure)
Description:	The number of youth who abscond from a non-secure group home, field site, court-related service, or medical/mental health service while in the custody of non-secure detention staff. Calculated as the average number of instances per days in the reporting period, per 100 Average Daily Population in non-secure system during the reporting period.
Source:	Incident Database.

DEPARTMENT OF JUVENILE JUSTICE

Indicator name:	Searches
Description:	The total number of scheduled, unscheduled and random searches conducted by facility staff.
Source:	Group Oriented Analysis of Leadership (GOALS) Unit, GOALS database.
Indicator name:	Weapon Recovery Rate (Average per 100 Total ADP)
Description:	The number of instances in which weapons were found. Calculated as the average number of instances per days in the reporting period, per 100 Average Daily Population during the reporting period.
Source:	Incident Database.
Indicator name:	Narcotic Recovery Rate (Average per 100 Total ADP)
Description:	The number of instances in which narcotics were found. Calculated as the average number of instances per days in the reporting period, per 100 Average Daily Population during the reporting period.
Source:	Incident Database.
Indicator name:	Child Abuse and/or Neglect Allegation Rate (Internal) (Average per 100 Total ADP)
Description:	The number of instances in which allegations were made against Department staff. Calculated as the average number of instances per days in the reporting period, per 100 Average Daily Population during the reporting period.
Source:	Incident Database
Indicator name:	Youth who received medical screening within 24 hours of admission (%)
Description:	The percent of youth who receive medical screening within 24 hours of admission.
Source:	Medical Service Contractor.
Indicator name:	Residents seen within 24 hours of Sick Call Report (%)
Description:	The percent of residents who were seen by medical staff within 24 hours of submitting a sick call request.
Source:	Medical Service Contractor.
Indicator name:	Youth who received mental health services (%)
Description:	The number of youth referred for mental health services as a percentage of all direct admissions to detention.
Source:	Mental Health Contractor.
Indicator name:	General healthcare cost per youth per day (\$)
Description:	The average daily dollar value of all medical and mental health care contracts, related counseling staff (including salaries and fringe benefits), and indirect costs, divided by the average daily population.
Source:	Financial Management System.
Indicator name:	Youth with previous admission(s) to detention (%)
Description:	The percent of youth admitted to DJJ custody during the reporting period with at least one prior admission.
Source:	Comprehensive Justice Information System (CJIS).

DEPARTMENT OF JUVENILE JUSTICE

Indicator name: Youth with medical/mental health needs released with a discharge plan (%)
Description: The percentage of youth identified with serious medical/mental health needs who were released with a discharge plan to a parent, guardian or a State facility. Fiscal 2004 data reflects September 2003 through June 2004.
Source: Discharge Planning Database.

DEPARTMENT OF JUVENILE JUSTICE

CIVILIAN COMPLAINT REVIEW BOARD

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

CIVILIAN COMPLAINT REVIEW BOARD

Indicator name:	Average successful mediation case completion time (days)
Description:	The average number of days required for completion of cases referred to mediation, from the date a complaint is received by CCRB, to the date a complaint is closed through mediation.
Source:	CCRB Complaint Tracking System.
Indicator name:	Percent of cases mediated
Description:	Number of cases closed as mediated in the reporting period, divided by the total number of cases closed for the reporting period.
Source:	CCRB Mediation Unit.
Indicator name:	Age of mediation docket (by date of referral to mediation) (%)
Description:	The age of cases referred to mediation, listed by age from the date the complaint was referred to the mediation unit from an investigation unit.
Source:	CCRB Complaint Tracking System.

LAW DEPARTMENT

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

LAW DEPARTMENT

DEPARTMENT OF INVESTIGATION

Indicator name:	Complaints
Description:	The number of complaints containing allegations of criminal activity, corruption or conflicts of interest, as well as service complaints, received via the internet, telephone, walk-ins and conventional mail. Not all complaints received fall under DOI's jurisdiction.
Source:	Case Analysis Case Tracking System (CACTIS).
Indicator name:	Caseload
Description:	The number of case investigations in progress.
Source:	Case Analysis Case Tracking System (CACTIS).
Indicator name:	Cases closed
Description:	The number of investigations closed after having been substantiated or unsubstantiated.
Source:	Case Analysis Case Tracking System (CACTIS).
Indicator name:	Cases closed with significant impact (%)
Description:	The percentage of all cases closed by DOI that resulted in referrals for criminal prosecution, arrest, disciplinary action, civil or administrative action, or Conflicts of Interest Board action, and/or that resulted in Department recommendations for policy and procedure changes.
Source:	Case Analysis Case Tracking System (CACTIS).
Indicator name:	Referrals for criminal prosecution
Description:	The number of referrals made to Federal, state and local prosecutors' offices as a result of information obtained from a DOI investigation.
Source:	Case Analysis Case Tracking System (CACTIS).
Indicator name:	Arrests resulting from DOI investigations
Description:	The number of arrests by the Department or Federal, State or local law enforcement agencies as a result of information obtained from a DOI investigation.
Source:	Case Analysis Case Tracking System (CACTIS).
Indicator name:	Referrals for civil and administrative action
Description:	The number of referrals made to Federal, State or City agencies. Civil actions may include financial recoveries, restitution or recommendations for the initiation of lawsuits to collect damages. Administrative actions may include disciplinary, civil and Conflicts of Interest Board referrals.
Source:	Case Analysis Case Tracking System (CACTIS).
Indicator name:	Written Policy and Procedure Recommendations to City agencies
Description:	The number of formal written recommendations by the Department for citywide or agency-specific changes in policies and procedures to correct operational vulnerabilities identified through DOI investigations.
Source:	Case Analysis Case Tracking System (CACTIS).

DEPARTMENT OF INVESTIGATION

Indicator name:	Financial recoveries to the City ordered/agreed (\$)
Description:	The total dollar value of financial recoveries ordered or agreed to be paid to, or otherwise recovered by, the City as a result of DOI investigations in civil, criminal and administrative cases, including Special Commissioner of Investigation for the City School District and Department of Buildings Inspector General Office/Buildings Special Investigations Unit cases. These funds include restitution (money paid to the City as compensation for monetary loss); fines (monetary penalties levied by a court, administrative tribunal, or agency action upon an individual or company for criminal or civil offenses); forfeiture (the seizure of assets that were used in the commission of a crime or the proceeds of a crime); or other money recovered by the City, such as the satisfaction of debt owed to the City, including the reinstatement of fines or taxes collected, contract adjustments or credits, reimbursements or the recovery of City equipment or property.
Source:	DOI offices of Inspector General and General Counsel.
Indicator name:	Financial recoveries to the City collected (\$)
Description:	The total dollar value of financial recoveries actually received by the City as a result of DOI investigations, including the payment of restitution, fines, forfeiture, satisfaction of debt, or the recovery of City equipment/property.
Source:	DOI offices of Inspector General and General Counsel.
Indicator name:	Financial recoveries to individuals and non-City entities ordered/agreed (\$)
Description:	The total dollar value ordered or agreed to be paid to, or otherwise recovered by, individuals or non-City entities as a result of DOI investigations in civil, criminal and administrative cases, including Special Commissioner of Investigation for the City School District and Department of Buildings Inspector General Office/Buildings Special Investigations Unit cases. These funds include restitution, fines, forfeiture, or other money recovered, such as the satisfaction of debt owed, including the reinstatement of fines or taxes collected, contract adjustments or credits, reimbursements or the recovery of equipment or property.
Source:	DOI offices of Inspector General and General Counsel.
Indicator name:	Average time to complete a case (days)
Description:	The average length of time to complete all investigations as a function of the case's complexity from intake to when the case is closed.
Source:	Case Analysis Case Tracking System (CACTIS).
Indicator name:	– Major Investigations
Description:	The average time to complete investigations involving an elected official, employee of the Mayor's Office, Assistant Commissioner or higher in a City agency, systemic corruption in an agency involving numerous prosecutions, and where the amount of government funds stolen exceeds \$500,000.
Source:	Case Analysis Case Tracking System (CACTIS).

DEPARTMENT OF INVESTIGATION

Indicator name:	- Significant Investigations
Description:	The average time to complete investigations involving a mid-level manager in a City agency below Assistant Commissioner, investigations referred by the Conflicts of Interest Board, Whistleblower investigations, where the amount of government funds stolen exceeds \$100,000 but is less than \$500,000, and cases not falling under the Major Investigations category at the discretion of the Inspector General.
Source:	Case Analysis Case Tracking System (CACTIS).
Indicator name:	- Routine Investigations
Description:	The average time to complete investigations involving customary or regular investigations which do not fall under the Major or Significant categories.
Source:	Case Analysis Case Tracking system (CACTIS).
Indicator name:	Average time to complete a background investigation (days)
Description:	The average length of time to complete background investigations of candidates for decision-making or sensitive City jobs from intake to case closure.
Source:	Background Unit.
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 Unit computerized database.
Indicator name:	Time to notify agencies of childcare workers with criminal records after receipt from the State Division of Criminal Justice Services (days)
Description:	The average number of days from DOI's receipt of positive results from the State Division of Criminal Justice Services to date of notification letter from DOI to affected agencies of childcare employees.
Source:	Fingerprint Unit computerized database.
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:	Fingerprint Unit computerized database.
Indicator name:	Corruption Prevention and Whistleblower lectures conducted
Description:	The number of lectures conducted by DOI to new City employees, agencies undergoing major investigations and vendors conducting business with, or receiving benefits from, the City.
Source:	Offices of the Inspectors General computerized database.
Indicator name:	Individuals attending lectures
Description:	Number of City employees and/or employees of entities doing business with or receiving benefits from the City attending corruption prevention and whistleblower lectures.
Source:	Offices of the Inspectors General.

DEPARTMENT OF INVESTIGATION

- Indicator name: Average time to complete a VENDEX check (days)
Description: The average length of time in business days to complete from intake to closure all name and background checks of companies, as well as their principals, AKAs and Affiliates, doing business with the City as per the Procurement Policy Board Rules.
Source: Vendor Information Exchange System (VENDEX) database.
- Indicator name: VENDEX name checks completed within 30 days (%)
Description: The percent of all name and background checks of companies, as well as principals, AKAs and Affiliates, doing business with the City completed within 30 days as per the Procurement Policy Board Rules.
Source: Vendor Information Exchange System (VENDEX) database.
- Indicator name: Companies monitored by IPSIG program
Description: The number of companies who agree to enter into an Independent Private Sector Inspectors General (IPSIG) agreement that require companies retain an independent monitor, at its own expense, to review and to report on those aspects of their operation identified as problematic from the standpoint of responsibility and business integrity. IPSIG agreements are entered into with DOI and the participating agency, and usually require Law Department approval.
Source: Offices of the Independent Private Sector Inspectors General (IPSIG).

CITY COMMISSION ON HUMAN RIGHTS

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

CITY COMMISSION ON HUMAN RIGHTS

Indicator name:	- Administrative cause (%)
Description:	The percent of cases that are closed based on, but not limited to, failure to locate complainant, failure of complainant to appear, failure of complainant to accept a reasonable settlement offer, complainant's disruptive conduct, complainant's request for dismissal, or the belief that the prosecution of the complaint will not serve the public interest.
Source:	Case Tracking System, Law Enforcement Bureau.
Indicator name:	- Settlement (%)
Description:	The percent of cases that the parties agree to terms that will resolve and close the complaint.
Source:	Case Tracking System, Law Enforcement Bureau
Indicator name:	Cases referred to the Office of Administrative Trials and Hearings
Description:	The number of cases with a finding of probable cause for discrimination that have been referred for trial to the Office of Administrative Trials and Hearings.
Source:	Case Tracking System, Law Enforcement Bureau
Indicator name:	Average value of cash settlement (\$)
Description:	The average cash settlement amount for resolved cases.
Source:	Case Tracking System, Law Enforcement Bureau
Indicator name:	Modifications for accessibility
Description:	The number of modifications made to housing accommodations, public accommodations, or workplaces in order to allow for accessibility for individuals with disabilities.
Source:	Case Tracking System, Law Enforcement Bureau
Indicator name:	Average age of complaint caseload (days/years)
Description:	The average time a case has been in progress from the date of filing through resolution of the complaint.
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
	- Older than 7 years
Description:	The number of open cases still in progress for each respective age group including those that are pending appeal.
Source:	Case Tracking System, Law Enforcement Bureau.
Indicator name:	Caseload
Description:	The number of pending cases at the end of the fiscal year including those pending appeal.
Source:	Case Tracking System, Law Enforcement Bureau.

CITY COMMISSION ON HUMAN RIGHTS

- 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 issues such as the Human Rights Law, cultural diversity, and conflict resolution.
Source: Community Relations Bureau, Research Division.
- Indicator name: Community-based technical assistance
Description: The number of technical assistance sessions, including one-on-one or less formal group assistance, that field staff provide to the community, individuals and professional groups. Most assistance includes responding to human rights inquiries on disability, housing and immigrant and professional groups, pre-complaint intervention and information on community concerns such as intergroup conflict and multicultural initiatives.
Source: Community Relations Bureau, Research Division.
- Indicator name: School-based training sessions conducted
Description: The number of workshops and training sessions held in schools on issues such as the Human Rights Law, cultural diversity, conflict resolution and peer mediation provided to students, teachers, parents or administrators.
Source: Community Relations Bureau, Research Division.

OFFICE OF ADMINISTRATIVE TRIALS AND HEARINGS

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

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

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

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

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

**OFFICE OF ADMINISTRATIVE TRIALS AND
HEARINGS**

BUSINESS INTEGRITY COMMISSION

Indicator name:	Carting background investigations completed
Description:	The total number of background investigations completed for new and renewal carting license and registration applications and for new principals or key employees of existing license holders.
Source:	Trade Waste Assigned Tracking System.
Indicator name:	Carting licenses approved
Description:	The number of new and renewal carting licenses approved after completion of background investigations on the applicant company, principals and key employees.
Source:	Licensing Unit and Management Information System (MIS).
Indicator name:	Carting registrations approved
Description:	The number of new and renewal carting registrations approved after completion of background investigations.
Source:	Licensing Unit and Management Information System (MIS).
Indicator name:	Average time to approve carting licenses (days)
Description:	The average number of days to process and approve new and renewal carting license applications from the date of filing of the application to the date of approval by the Legal Unit. This does not include applications that undergo long-term investigations and are subsequently approved.
Source:	Management Information System (MIS) and Operations.
Indicator name:	Average time to approve carting registrations (days)
Description:	The average number of days to process and approve new and renewal carting registration applications from the date of filing of the application to the date of approval by the Legal Unit. This does not include applications that undergo long-term investigations and are subsequently approved.
Source:	Management Information System (MIS) and Operations.
Indicator name:	Carting applications pending
Description:	The number of new and renewal carting license and registration applications pending from the date of the filing of the application to the current indicator period. This does not include applications slated for denial or under long-term investigation.
Source:	Management Information System (MIS).
Indicator name:	Average age of pending carting applications (days)
Description:	The average number of days of new and renewal license and registration applications pending from the date of the filing of the application to the current indicator period. This does not include applications slated for denial or under long-term investigation.
Source:	Management Information System (MIS).
Indicator name:	Carting license applications denied (%)
Description:	The percentage of new and renewal carting license applications denied by BIC pursuant to the relevant chapters of the New York City Administrative Code.
Source:	Licensing Unit/Management Information System/Operations.

BUSINESS INTEGRITY COMMISSION

Indicator name:	Carting registration applications denied (%)
Description:	The percentage of new and renewal carting registration applications denied by BIC pursuant to the relevant chapters of the New York City Administrative Code.
Source:	Licensing Unit/Management Information System/Operations.
Indicator name:	Carting applications denied (total) (%)
Description:	The percentage of total carting license and registration applications denied after background and other investigations of the companies and principals, pursuant to the relevant chapters of the New York City Administrative Code.
Source:	Licensing Unit/Management Information System/Operations.
Indicator name:	Violations issued to private carters
Description:	The number of violations issued to private carters for violating the Agency's law and rules, ranging from dirty trucks to unlicensed or unregistered trade waste removal activity.
Source:	Trade Waste Enforcement Unit.
Indicator name:	Public wholesale market background investigations completed
Description:	The total number of background investigations completed for new and renewal public wholesale market applications and for Commission-issued photo identifications.
Source:	Markets Assigned Tracking System.
Indicator name:	Public wholesale market registrations approved
Description:	The number of new and renewal public wholesale market registrations approved after completion of background investigations.
Source:	Licensing Unit and Management Information System (MIS).
Indicator name:	Violations issued at public wholesale markets
Description:	The number of violations issued to wholesalers and businesses operating in the public wholesale markets for violating the Agency's laws and rules, ranging from littering to vehicle engine idling over 3 minutes.
Source:	Security and Enforcement Section; NYC Environmental Control Board.
Indicator name:	Average time to approve public wholesale markets registrations (days)
Description:	The average number of days to process and approve new and renewal public wholesale markets registration applications from the date of the filing of the application to the date of approval by the Legal Unit. This does not include applications that undergo long-term investigation and are subsequently approved..
Source:	Management Information System/Operations
Indicator name:	Public wholesale markets applications denied (%)
Description:	The percentage of public wholesale markets applications denied after completion of background and other investigations of the companies and principals, pursuant to the relevant chapters of the New York City Administrative Code.
Source:	Management Information System/Operations.

BUSINESS AFFAIRS



Department of Finance



Economic Development Corporation



Department of Consumer Affairs



Department of Small Business Services

DEPARTMENT OF FINANCE

Indicator name:	Average wait time on customer assistance helpline (minutes)
Description:	Average number of minutes from receipt of call to live-operator pick-up.
Source:	Interactive Voice Response (IVR) systems and program applications maintained in the parking violation and taxpayer assistance phone units and the 311 Customer Service Center.
Indicator name:	Average wait time to see a cashier at payment centers (minutes)
Description:	The average number of minutes a customer must wait to see a cashier at Finance's payment centers.
Source:	Payment Operations.
Indicator name:	Average response time for mail and e-mail correspondence (days) – E-mail – Correspondence
Description:	Average number of days from receipt of correspondence until response is issued.
Source:	Chronological file of mail received in the Department's Correspondence Unit.
Indicator name:	Average time to issue a property tax refund (days)
Description:	The average number of days it takes Finance to issue a property tax refund, measured from when the application is received to the date the check is mailed.
Source:	Refunds & Adjustments/ISS.
Indicator name:	Average time to issue a business tax refund (days)
Description:	The average number of days it takes Finance to issue a refund for business taxes, measured from the postmark date of the tax return or refund claim to the date the check is mailed to the customer.
Source:	Payment Operations.
Indicator name:	Average turnaround time for in-person parking ticket hearings (minutes)
Description:	Average number of minutes from the time a motorist requests a hearing to the completion of the hearing by an Administrative Law Judge at the Business Center.
Source:	Q-matics system program in each Borough Business Center; survey methods used in the Bronx Parking Violations Help Center.
Indicator name:	Average time to issue decision for a parking ticket hearing by-mail/web (days)
Description:	Average number of days from receipt of request for a hearing until decision is issued.
Source:	Chronological file of hearings maintained in the Department's Adjudication Division.
Indicator name:	Average time to issue decision for parking ticket appeals (days)
Description:	Average number of days from receipt of appeal to issuance of decision.
Source:	Chronological file of appeals maintained in the Department's Adjudication Division.

DEPARTMENT OF FINANCE

Indicator name: Average time to issue a parking ticket refund (days)
Description: The average number of days it takes Finance to issue a refund for parking ticket payments, measured from when a hearing decision to reverse is issued to when the check is mailed.

Source: Payment Operations.

Indicator name: Average time to issue refunds for parking ticket appeals and towing charges (days)

Description: The average number of days it takes to issue a refund from the time the appeal is upheld or application is made to the time the check is mailed.

Source: Chronological file of refund requests maintained by the Department's Refunds and Adjustments Unit.

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 render tax conciliation decision (months)

Description: The average number of months it takes Finance to reach an agreement with taxpayers on tax conciliation cases, measured from when a case is entered into Finance's database to when a decision is issued.

Source: Legal Affairs.

Indicator name: Agency customer satisfaction rating

Description: The average rating by a customer of his/her satisfaction with Finance's services on a scale of 1 to 5, with 5 being the highest.

Source: Finance Information Technology.

Indicator name: Agency complier treatment rating

Description: The average rating by a person or business that is required to fulfill an obligation on how Finance treats them on a scale of 1 to 5, with 5 being the highest.

Source: Finance Information Technology.

Indicator name: Returned outgoing mail (%)

Description: Percentage of property tax rebate checks returned to the Department that are not deliverable due to invalid address.

Source: Data maintained by the Department's Information Technology Division.

DEPARTMENT OF FINANCE

Indicator name:	Percent of City debt resolved
Description:	The amount of debt owed to the City that was resolved for the year (either through collection, adjustment or write-off) divided by the average amount of debt outstanding for the year - that is, everything that is owed to the City as reported at the end of each month and averaged out for the 12 months.
Source:	Collections.
Indicator name:	Percent of voluntary compliance
Description:	The amount of tax revenue paid voluntarily as a percentage of total revenue collected by Finance, plus all outstanding taxes and fees owed to the City. This indicator is a 12-month moving average.
Source:	Payment Operations.
Indicator name:	Percent of property taxes billed that are paid
Description:	The percent of property taxes billed that are paid.
Source:	Tax Policy/Payment Operations.
Indicator name:	Market value as a percent of sales price
Description:	For 1-3 family homes sold during the reporting period, Finance's estimated market value as a percentage of sales price.
Source:	Property.
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:	The NYC Tax Commission's annual report.
Indicator name:	Liens declared defective (%)
Description:	Portion of liens sold in any given lien sale that are returned to the Department for action within a year following the sale.
Source:	Data maintained by a Department consultant for lien sales.
Indicator name:	Field audit cases closed within 1 year (%)
Description:	The percent of field audit cases decided and closed within one year from start of audit to actual case closing.
Source:	Data maintained by the Department's Audit Division.
Indicator name:	Average turnaround time for field audits (days)
Description:	The average number of days it takes Finance to complete a field audit, measured from the date the case is initiated to the case closing date.
Source:	Data maintained by the Department's Audit Division.
Indicator name:	Average amount collected from a closed field audit case (\$000)
Description:	Average revenue collected per field audit closed during the fiscal year.
Source:	Data maintained by the Department's Audit Division.

DEPARTMENT OF FINANCE

Indicator name:	Percent increase in tax liability as a result of audits
Description:	The additional tax revenue identified in an audit divided by the original tax liability filed by taxpayers.
Source:	Data maintained by the Department's Audit Division.
Indicator name:	Business tax revenue collected from non-filers (%)
Description:	Percent of overall business tax revenues paid by non-filers after being audited.
Source:	Non-filer data maintained by the Department's Audit Division and collections data maintained by the Department's Tax Policy Division.
Indicator name:	Percent of parking tickets issued that are paid
Description:	The percent of parking tickets that are paid within three months of issuance divided by the total number of parking tickets issued.
Source:	Payment Operations.
Indicator name:	Percent of parking tickets that are dismissed
Description:	The percent of parking tickets dismissed within three months of issuance divided by the total number of parking tickets issued.
Source:	Adjudication Division.
Indicator name:	Percent of parking ticket appeals granted a reversal
Description:	The percentage of appeals filed that result in the hearing decision being reversed, measured by the number of reversals divided by the total number of appeals received.
Source:	Adjudication Division.
Indicator name:	Parking summonses processable (%)
Description:	Percentage of summonses received by New York City's parking violations offices that were successfully processed because they matched 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:	Parking summonses paid online (%)
Description:	Total number of parking summons payments made through the Internet as a percent of the total number of paid parking violation summonses.
Source:	Computer reports maintained by the Department's Tax Policy Division.
Indicator name:	Average time to record a property interest from transfer date (days) - Citywide
Description:	The average number of days it takes Finance to record a property interest document from the date the property is transferred.
Source:	Spreadsheet report maintained in the Department's City Register Division.

DEPARTMENT OF FINANCE

- Indicator name: Average time to record and index property documents (days)
- Manhattan
 - Bronx
 - Queens
 - Brooklyn
- Description: Average number of days from receipt of property records to completion of the entry process. Staten Island property documents are recorded at the Richmond County Clerk's office. Data reported for Fiscal 2003 reflects the period of July through December.
- Source: Spreadsheet report maintained in the Department's City Register Division.

ECONOMIC DEVELOPMENT CORPORATION

- Indicator name: New York City Industrial Development Agency (IDA) projects
- Contracts closed
- Description: The number of projects closed by IDA in order for commercial and industrial businesses, as well as not-for-profit organizations, to undertake capital investments and improvements in New York City. Contracts are signed at closing; companies can then access benefits. (Note: Effective February 1, 2008, the IDA's ability to issue tax-exempt bonds for capital projects on behalf of nonprofit organizations ended with the expiration of the State law governing IDA activities.)
- Source: Transaction Services Division.
- Indicator name: - Projected jobs committed in connection with closed contracts
- Description: The number of jobs that companies retain and create in connection with closed IDA projects. The data is compiled in the year that the transaction closes and may include the estimated number of new jobs projects are expected to create during the term of the contract.
- Source: Transaction Services Division.
- Indicator name: - Total City tax revenues generated in connection with closed contracts (\$ millions)
- Description: The net present value of the estimated total City tax revenues generated by closed NYCIDA projects, using an input-output model developed by the U.S. Department of Commerce. The data is extrapolated in the year that the transaction closes and reflects the total City tax revenue impact of these projects during the term of the contract.
- Source: Transaction Services Division.
- Indicator name: Total value of City funding agreements between NYCEDC and non-City entities (\$ millions)
- Description: The total value of funding agreement contracts between NYCEDC and non-City entities by which funds are provided to those entities to implement projects that result in public betterment. Funding agreements are primarily used to finance capital projects, but in some cases may be used to fund equipment or to provide operating support.
- Source: Budget; Funding Agreements Team.
- Indicator name: Third-party investment leveraged as a result of funding agreements (\$ millions)
- Description: The third-party investment leveraged (federal, State and/or private) as a result of the City's contribution through the funding agreement.
- Source: Budget; Funding Agreements Team.

ECONOMIC DEVELOPMENT CORPORATION

Indicator name:	New private investment related to sale/lease of City-owned property (\$ millions)
Description:	The net present value of the total investment of private entities in connection with the sale or lease of City-owned property. Private investment includes land sale or lease, and hard (site work and building construction) and soft (architecture and engineering) development costs. The data is extrapolated in the year that the transaction closes (land sale closing or lease execution), and reflects the anticipated total private investment associated with these projects.
Source:	Real Estate.
Indicator name:	Projected jobs created or retained in connection with the sale/lease of City-owned property - Permanent jobs - Construction jobs
Description:	The number of permanent jobs that companies retain and create as a result of development by the sale or lease of City-owned property, and the number of construction jobs generated by the sale or lease of City-owned property. The data is compiled in the year that the transaction closes and may include the estimated number of new jobs these projects are expected to create.
Source:	Real Estate.
Indicator name:	New York City unemployment rate (%)
Description:	Average unemployment rate of New York City residents.
Source:	U.S. Bureau of Labor Statistics.
Indicator name:	Visitors to New York City (millions) (calendar year)
Description:	Number of visitors to New York City in each calendar year.
Source:	NYC & Co.

DEPARTMENT OF CONSUMER AFFAIRS

Indicator name:	Complaint processing time <ul style="list-style-type: none">- Within 0 -20 days (%)- Within 21-50 days (%)- Within 51-90 days (%)
Description:	Percent of valid complaints that were resolved within the specified time periods.
Source:	Consumer Services Division.
Indicator name:	Median complaint processing time (days)
Description:	The median number of days required to resolve complaints. A complaint can be resolved/closed in several ways - agreement by consumer and vendor, referral to DCA's Legal Services Division, referral outside the Agency, etc.
Source:	Mediation.
Indicator name:	Complaints resolved to the satisfaction of the business and consumer (%)
Description:	Percent of complaints resolved in mediation where the business and consumer mutually agree upon the outcome.
Source:	Consumer Services Division.
Indicator name:	Total docketed complaints
Description:	Number of complaints received and entered into DCA's database.
Source:	Mediation.
Indicator name:	Docketed complaints - Home improvement contractor
Description:	Number of complaints citing home improvement contractors that were received and entered into DCA's database.
Source:	Mediation.
Indicator name:	Restitution awarded (\$000)
Description:	The dollar value of restitution awarded but not necessarily paid to consumers from businesses in complaint cases. Restitution comes from two main sources: Amounts awarded by the Consumer Services Division after mediation and amounts awarded by the Adjudication Division after an agency hearing.
Source:	Consumer Services Division and Adjudication Division.
Indicator name:	Settlements by Legal Division <ul style="list-style-type: none">- Total settlement amount (\$000)
Description:	Fines collected as a result of actions by lawyers through pre-trial or trial settlements.
Source:	Legal Services Division.
Indicator name:	License Law compliance rate (%)
Description:	Percent of all inspected businesses that are required to have a license and were found to have that license at the time of inspection.
Source:	Enforcement Division.

DEPARTMENT OF CONSUMER AFFAIRS

Indicator name: Consumer Protection Law refund and receipt compliance rate (%)
Description: Percent of all businesses in compliance with refund (i.e., refund policy is adequately posted) and receipt (i.e., name and address of business appear on receipt) regulations upon a DCA inspection.
Source: Enforcement Division.

Indicator name: Weights & Measures Law compliance rate
– Gasoline pumps (%)
– Fuel trucks (%)
Description: Percent of gasoline pumps and fuel trucks that accurately dispense indicated amounts during meter inspections.
Source: Enforcement Division.

Indicator name: Inspected stores complying with tobacco regulations (%)
Description: Percent of tobacco vendors who did not illegally sell tobacco products to minors during undercover operations.
Source: Enforcement Division.

Indicator name: Compliance on follow-up inspection after a previous tobacco violation (%)
Description: The percent of tobacco vendors who, upon reinspection after a previous violation, did not repeat the illegal sale of tobacco products to minors during undercover operations.
Source: Enforcement Division.

Indicator name: Current number of licensed home improvement contractors
Description: The number of all currently licensed home improvement contractors.
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: Basic license application - average processing time (days)
Description: The average number of days required to process license applications for categories containing most DCA licensees, including some categories requiring fingerprint checks. Licenses requiring approval by outside agencies, special inspections, mandatory waiting periods, or extensive legal review are excluded from this calculation.
Source: Licensing

Indicator name: Number of fines collected within 45 days of assessment (%)
Description: The number of fines collected within 45 days of assessment as a percent of the total number of fines imposed; calculation excludes all fines that are on DCA payment plans.
Source: Collections, Adjudication, and Legal Divisions.

DEPARTMENT OF CONSUMER AFFAIRS

Indicator name: Current number of legally operating sidewalk cafes
Description: The number of all currently licensed sidewalk cafes combined with the number of unlicensed sidewalk cafes that hold a letter from DCA granting permission to operate during the application process.
Source: Licensing Division.

DEPARTMENT OF SMALL BUSINESS SERVICES

Indicator name:	Loans awarded to businesses through facilitation by NYC Business Solutions
Description:	The number of loans that were awarded to NYC Business Solutions clients.
Source:	NYC Business Solutions.
Indicator name:	Number of unique businesses receiving loans through facilitation by NYC Business Solutions
Description:	The number of unique businesses within the fiscal year that received loans facilitated by NYC Business Solutions.
Source:	NYC Business Solutions.
Indicator name:	New businesses served through NYC Business Solutions
Description:	Number of unique businesses and entrepreneurs placing a service request for the first time with NYC Business Solutions (includes NYC Business Solutions Centers, Customer Service Center, and Business Outreach Team).
Source:	Division of Business and District Development.
Indicator name:	Service requests processed by NYC Business Solutions
Description:	The total number of individual requests for service processed by NYC Business Solutions. Examples of service requests include assisting clients to: develop a business plan, understand the steps required to start a business, obtain the necessary permits/licenses and hire employees.
Source:	Division of Business and District Development.
Indicator name:	Financing facilitated by NYC Business Solutions Centers (\$000)
Description:	The amount of financing received by NYC Business Solutions Center customers from third party lenders based on the date SBS was notified of the award. Note: SBS relies on business customers to report back and thus SBS often records the data well after the financing was received.
Source:	Division of Business and District Development.
Indicator name:	Value of Energy Cost Savings Program (ECSP) savings for businesses (\$000)
Description:	Total estimated annual dollar value of utility discounts for businesses approved for ECSP benefits during the fiscal year.
Source:	Division of Business and District Development.
Indicator name:	Jobs created or retained by ECSP
Description:	Total number of full-time employees at time company was approved for ECSP benefits.
Source:	Division of Business and District Development.
Indicator name:	Value of Lower Manhattan Energy Program (LMEP) savings for commercial tenants (cumulative) (\$000)
Description:	Cumulative annual dollar value of savings on electrical utility costs of all buildings receiving LMEP benefits.
Source:	Division of Business and District Development.

DEPARTMENT OF SMALL BUSINESS SERVICES

Indicator name:	Commercial tenants added to LMEP (cumulative)
Description:	Cumulative number of commercial tenants within buildings approved for LMEP benefits.
Source:	Division of Business and District Development.
Indicator name:	Unique visitors to NYC Business Express website
Description:	The number of unique visitors to the NYC Business Express website; year-to-date values are the sum of unique visitors every month.
Source:	Business Development Division.
Indicator name:	Repeat visitors to NYC Business Express website
Description:	The number of repeat visitors to the NYC Business Express website; year-to-date values are the sum of repeat visitors every month.
Source:	Business Development Division.
Indicator name:	Number of new jobseekers registered through the Workforce1 Career Center system
Description:	The number of new jobseekers registered in the Workforce1 Career Center system.
Source:	Division of Workforce Development.
Indicator name:	Workforce1 system-wide job placements
Description:	Number of jobseekers registered with the Workforce1 Career Center system who found employment during the given time period.
Source:	Division of Workforce Development.
Indicator name:	- Job placements by NYC Business Solutions Centers
Description:	The number of job placements facilitated by NYC Business Solutions Centers.
Source:	Business Development Division.
Indicator name:	Recruit-to-hire ratio for job placements made through accounts managed by NYC Business Solutions Hiring
Description:	The recruit-to-hire ratio (number of applicants referred per every applicant hired) for job placements made through accounts managed by NYC Business Solutions Hiring.
Source:	Business Development Division.
Indicator name:	Businesses awarded NYC Business Solutions Training Funds
Description:	The number of businesses awarded NYC Business Solutions Training Funds.
Source:	Business Development Division.
Indicator name:	Business Improvement Districts (BIDs) formed
Description:	The number of new Business Improvement Districts established by local law. .
Source:	Business Improvement District Oversight.

DEPARTMENT OF SMALL BUSINESS SERVICES

Indicator name: Total City blocks receiving supplemental sanitation services through BIDs
Description: The total number of City blocks for which supplemental sanitation services are provided through BIDs.
Source: Business Improvement District Oversight.

Indicator name: Average acceptably clean BID sidewalk ratings (%)
Description: Percent of sample blocks in selected Business Improvement Districts (BIDs) rated acceptably clean by Mayor's Office field inspectors, based on a seven-point picture-based rating scale. Ratings are averaged across 24 BIDs which perform sanitation services and for which data is available for the reporting periods currently presented. Figures show averages based on monthly ratings of each BID.
Source: Mayor's Office of Operations.

Indicator name: Value of Local Development Corporations funding (\$ millions)
Description: The total dollar value of grants distributed to Local Development Corporations through AvenueNYC programs. These funds are a combination of federal Community Development Block Grant dollars and City tax-levy dollars. AvenueNYC is a competitive grant program that funds locally based organizations to carry out commercial revitalization activities.
Source: Business Development Division.

Indicator name: Minority and Women-owned Business Enterprises (M/WBEs) awarded City contracts
Description: A count of unique certified M/WBEs that have been awarded City contracts.
Source: Division of Economic & Financial Opportunity.

Indicator name: - M/WBEs awarded contracts after receiving direct assistance
Description: A count of unique certified M/WBEs that have been awarded City contracts after receiving services from the Division of Economic and Financial Opportunity (DEFO). Direct Assistance includes assistance with procurement, bonding, financing, and other forms of technical assistance.
Source: Division of Economic & Financial Opportunity.

Indicator name: Number of City contracts awarded to M/WBEs
Description: A count of New York City contracts received by all certified M/WBEs.
Source: Division of Economic & Financial Opportunity.

Indicator name: - Contracts awarded to M/WBEs after receiving direct assistance
Description: A count of New York City contracts received by certified M/WBEs who have received services from the Division of Economic and Financial Opportunity (DEFO). Direct Assistance includes assistance with procurement, bonding, financing, and other forms of technical assistance.
Source: Division of Economic & Financial Opportunity.

DEPARTMENT OF SMALL BUSINESS SERVICES

- Indicator name: Newly certified businesses in M/WBE Program
Description: Number of businesses in the New York City 13-county metropolitan area, ownership of which is at least 51 percent by women and/or minorities, that have been newly certified by SBS to be published in SBS's Minority and Women-owned Business Enterprise Program directory.
Source: Division of Economic and Financial Opportunity.
- Indicator name: Total M/WBEs certified
Description: Total number of businesses certified with Minority/Women-owned Business Enterprise Program at the end of the given period.
Source: Division of Economic and Financial Opportunity.
- Indicator name: Annual M/WBE recertification rate
Description: Ratio of the total number of M/WBEs recertifying to the total number of M/WBEs certified firms due to expire in a given year.
Source: Division of Economic & 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 SBS as locally-based enterprises. To qualify a firm must have had average revenues of less than \$2 million for the previous three years and be based in New York City.
Source: Division of Economic and Financial Opportunity.

NON-MAYORAL AGENCIES



Public Libraries



City University of New York

PUBLIC LIBRARIES

- Indicator name: Average weekly scheduled hours
Description: The total amount of scheduled public service hours at all libraries/branches divided by the number of locations.
Source: Brooklyn Public Library -Government Affairs; New York Public Library-Office of The Branch Libraries and Research Libraries Administration; Queens Public Library - Information Technology Services.
- Indicator name: Libraries open seven days per week (%)
Description: Libraries/branches open 7 days per week during non-summer months (fall, winter and spring) as a percent of the total locations.
Source: Brooklyn Public Library (BPL) - Government Affairs; New York Public Library (NYPL) - Office of The Branch Libraries and Research Libraries Administration; Queens Public Library (QPL) - Community Library Services.
- Indicator name: Libraries open six days per week (%)
Description: Libraries/branches open 6 days per week as a percent of the total locations.
Source: Brooklyn Public Library -Government Affairs; New York Public Library-Office of The Branch Libraries and Research Libraries Administration; Queens Public Library - Community Library Services.
- Indicator name: Circulation (000)
Description: The total number of library materials, e.g., books, periodicals, and other materials, checked out or renewed at all library locations.
Source: BPL - Information Technology Department; NYPL - Office of The Branch Libraries; QPL - Community Library Services.
- Indicator name: Reference queries (000)
Description: The total number of reference questions asked of library staff by patrons in person, telephone, e-mail, and chat room.
Source: Brooklyn Public Library: annual reference survey; New York Public Library: quarterly reader service statistics report; and Queens Borough Public Library: quarterly reference sample report.
- Indicator name: Electronic visits to website (000)
Description: The total number of visits to the library website. The numbers reported for New York Public branch libraries include activity for both branch and research facilities.
Source: BPL - Information Technology Dept; NYPL - Information Technology Group; QPL - Information Technology Services.
- Indicator name: Computers for public use
Description: Computers used by the public in public areas. The numbers reported for New York Public branch libraries include activity for both branch and research facilities.
Source: Information technology departments of each library system.

PUBLIC LIBRARIES

- Indicator name: Program sessions
Description: The total number of programs conducted by library staff for the public.
Source: BPL – Government Affairs; NYPL - Office of The Branch Libraries and Research Libraries Administration; QPL - Community Library Services.
- Indicator name: Program attendance
Description: The number of people attending programs conducted by library staff for the public.
Source: BPL – Government Affairs; NYPL - Office of The Branch Libraries and Research Libraries Administration; QPL - Community Library Services.
- Indicator name: Library card holders (000)
Description: The total number of people registered as New York Public branch libraries card holders.
Source: Library staff reports.
- Indicator name: Total library attendance (000)
Description: The total number of people visiting all library/branch locations.
Source: Turnstile figures for patrons entering the library/branch, gathered from all library systems' locations. BPL – staff reports; NYPL - Office of The Branch Libraries and Research Libraries; QPL - Community Library Services

CITY UNIVERSITY OF NEW YORK

- 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 colleges who successfully complete remedial summer instruction as a requirement for enrollment (%)
- Description: The proportion of students participating in the University Summer Immersion Program who are skills-proficient by its end. Conditionally-admitted students have met the criteria for admittance to a baccalaureate program but have not demonstrated reading, writing and math proficiency by the beginning of summer.
- Source: University Applications Processing Center, CUNY Office of Academic Affairs, and CUNY Office of Institutional Research and Assessment.
- Indicator name: Community college and second year baccalaureate students who pass CUNY's writing ability test for attainment of associate degree or movement to next year in senior college (%)
- Description: The percent of students taking the CUNY Proficiency Exam (CPE) for the first time in a given fall term who have passed the exam one year later. The CPE is a written exam in which students demonstrate their competence in academic literacy by composing essays on written passages and data. Students must pass the exam to earn an associate degree or to pursue upper-division studies.
- Source: CUNY Office of Assessment.
- Indicator name: Mean SAT score of enrolled freshmen in baccalaureate programs
- Description: The mean SAT score first-time freshmen enrolled in the Fall into CUNY's seven senior colleges (Baruch, Brooklyn, City, Hunter, Lehman, Queens and York) who are current graduates (graduated on or after June 1st) of domestic high schools (excludes GED's and graduates of foreign high schools). SEEK (Search for Education, Elevation, and Knowledge) program students are excluded. Prior graduates, GEDs and foreign students are not required to submit SAT scores for admission. Candidates for the SEEK program are required to submit SAT scores, but only to determine that the candidate does not meet the regular admission criteria and therefore qualifies for the program.
- Source: CUNY Office of Institutional Research and Assessment.
- Indicator name: Baccalaureate degree seeking students admitted who enroll (%)
- Description: The percent of students admitted to a CUNY baccalaureate program (met regular admissions criteria and passed or were exempt from basic skills tests) in the fall term who enroll in a CUNY baccalaureate program that fall.
- Source: CUNY Office of Institutional Research and Assessment.

CITY UNIVERSITY OF NEW YORK

- Indicator name: Honors College student enrollment
Description: The number of students enrolling in the CUNY Honors College program. The Honors College provides educational opportunities for academically gifted students citywide. The program includes financial support, interdisciplinary seminars, and access to instructional technology, dedicated mentors, internships and study abroad, as well as a Cultural Passport.
Source: CUNY Office of Institutional Research and Assessment
- Indicator name: One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in a baccalaureate program at a CUNY college
Description: Baccalaureate programs (%) The percent of regularly-admitted full-time, first-time freshmen who are still enrolled the fall term following the fall of entry into a baccalaureate program. For example, students entering CUNY as full-time, first-time freshmen in Fall 2000 must be enrolled at CUNY in Fall 2001 to be counted as retained.
Source: CUNY Office of Institutional Research and Assessment
- Indicator name: One-year (fall-to-fall) retention rate of full-time first-time freshmen enrolled in an associate program at a CUNY community college
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 at a CUNY community college. For example, students entering CUNY as full-time, first-time freshmen in Fall 2000 must be enrolled at CUNY in Fall 2001 to be counted as retained.
Source: CUNY Office of Institutional Research and Assessment
- Indicator name: Six-year graduation rate of full-time first-time freshmen seeking a baccalaureate degree at a CUNY college
Description: The percent of regularly-admitted, full-time freshmen who earn a CUNY degree within six years of entry. For example, full-time, first-time, bachelor's degree-seeking students entering CUNY in Fall 1995 must earn a degree by the end of August 2001 to be counted as having graduated. Graduation rates are reported for the fiscal year corresponding with the end of the 6-year period.
Source: CUNY Office of Institutional Research and Assessment
- Indicator name: Six-year graduation rate of full-time first-time freshmen seeking an associate degree at a CUNY community college
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 a CUNY community college in Fall 1995 must earn a degree by the end of August 2001 to be counted as having graduated. Graduation rates are reported for the fiscal year corresponding with the end of the 6-year period.
Source: CUNY Office of Institutional Research and Assessment
- Indicator name: Students passing the New York State Teacher Certification Examination (%)
Description: The percent of students who pass the Liberal Arts and Sciences New York State Teacher Certification Examination in a given academic year.
Source: New York State Education Department

CITY UNIVERSITY OF NEW YORK

Indicator name: Students passing the National Council Licensure Examination for Registered Nurse (%)

Description: The percent of students who pass the NCLEX-RN in a given calendar year.

Source: New York State Education Department

Indicator name: Instructional hours delivered by full-time faculty (Fall)
– Community colleges (%)

Description: The percent of total hours of community college course instruction taught by full-time members of CUNY's faculty in the Fall term.

Source: City University Personnel System and CUNY Office of Institutional Research and Assessment

Indicator name: Instructional hours delivered by full-time faculty (Fall)
– Senior colleges (%)

Description: The percent of total hours of senior college course instruction taught by full-time members of CUNY's faculty in the Fall term.

Source: City University Personnel System and CUNY Office of Institutional Research and Assessment

Indicator name: Enrollment of first-time freshmen in CUNY community colleges

Description: The total number of first-time freshmen enrolled in a CUNY community college in the fall term

Source: OIRA

Indicator name: Number of students transferring to a CUNY baccalaureate program within two years of leaving a CUNY associate program

Description: The number of students enrolling for the first time in baccalaureate programs who had been enrolled in a CUNY associate program within the past two years, and left the associate program either with or without an associate degree

Source: OIRA

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 2008 is consistent with previous Mayor's Management Reports. Fiscal 2008 expenditures reflect the forecast of Fiscal 2008 final expenditures submitted to the Financial Control Board as of June 2008. Fiscal 2008 targets and Preliminary Fiscal 2009 targets reflect the City's January 2008 Financial Plan. Updated Fiscal 2009 targets are consistent with the City's Fiscal 2009 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 2008 is consistent with previous Mayor's Management Reports. Fiscal 2008 revenues are derived from the City's Financial Management System and include anticipated closing adjustments. Fiscal 2008 targets and Preliminary Fiscal 2009 targets reflect the City's January 2008 Financial Plan. Updated Fiscal 2009 targets are consistent with the City's Fiscal 2009 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. Among the civilian workforce, non-full-time employees and seasonal employees are counted as full-time equivalents (FTEs), adjusting for the proportion of a full-time salary that they earn. FTEs were not included in this data prior to December 2001.
Source	The Office of Management and Budget. Fiscal 2008 personnel reflect the number of employees active on June 30, 2008. Fiscal 2008 targets and Preliminary Fiscal 2009 targets are consistent with the City's January 2008 Financial Plan. Updated Fiscal 2009 targets are based on the Fiscal 2009 Adopted Budget.
Indicator name:	Overtime paid
Description	The total amount of overtime paid to employees during the period.
Source	The Office of Management and Budget. Data prior to Fiscal 2008 may have changed in accordance with the City's change to reporting budget-based overtime costs rather than the payroll-based overtime earnings reported in previous annual Mayor's Management Reports. Annual overtime figures prior to Fiscal 2008 reported here represent the City's final overtime financials for the relevant fiscal year. Fiscal 2008 overtime figures are derived from the City's Financial Management System. The Health and Hospitals Corporation and the New York City Housing Authority self-report overtime information.

AGENCY RESOURCES

Indicator name:	Capital commitments
Description	The value of contracts for capital projects that the agency is authorized to register and actually registers. Capital projects include construction work and some other categories of procurements, including computer hardware and software, heavy equipment and vehicles. Some construction projects counted within a given agency's commitment total may be managed by other agencies.
Source	The Office of Management and Budget. Data prior to Fiscal 2008 is consistent with previous Mayor's Management Reports. Fiscal 2008 targets and Preliminary Fiscal 2009 targets are consistent with the January 2008 Financial Plan. Updated Fiscal 2009 agency capital commitment targets are not available pending completion of the September 2008 Capital Commitment Plan after release of this report. The School Construction Authority self-reports capital commitment data.
Indicator name:	Human services contract budget
Description	Total amount budgeted or actually obligated for human services contracts. This data is shown for seven agencies that together account for over 85 percent of the City total in this category. These agencies are: Department of Health and Mental Hygiene, Human Resources Administration, Administration for Children's Services, Department of Homeless Services, Department for the Aging, Department of Youth and Community Development and Department of Small Business Services.
Source	The Office of Management and Budget provides actual figures, based on the Financial Management System. Fiscal 2008 targets and Preliminary Fiscal 2009 targets are consistent with the January 2008 Financial Plan. Updated FY 2009 targets are consistent with the Contracts section of the Fiscal 2009 Adopted Budget.
Indicator name:	Work Experience Program (WEP) participants assigned
Description	The number of WEP participants assigned to agency activities at the close of the reporting period.
Source	Human Resources Administration, Family Independence Administration.