Mayor's Management Report

Fiscal 2015
Indicator Definitions

The City of New York
Mayor Bill de Blasio

Anthony Shorris, First Deputy Mayor

Mindy Tarlow, Director
Mayor's Office of Operations

September 2015

Table of Contents

5 Public Safety and Access to Justice
7 New York City Police Department
13 Fire Department
19 New York City Emergency Management
23 Department of Correction
27 Department of Probation
28 Civilian Complaint Review Board
31 Law Department
35 Department of Investigation
39 City Commission on Human Rights
41 Office of Administrative Trials and Hearings
43 Business Integrity Commission

45 Basic Services for All New Yorkers
47 Department of Sanitation
53 Department of Parks and Recreation
63 Department of Cultural Affairs
67 Department of Consumer Affairs
73 311 Customer Service Center
75 Taxi and Limousine Commission

83 Health and Human Services
85 Department of Health and Mental Hygiene
89 Office of Chief Medical Examiner
91 Health and Hospitals Corporation
93 Human Resources Administration
103 Administration for Children's Services
111 Department of Homeless Services
115 Department for the Aging

117 Building Human Potential
119 Department of Education
129 School Construction Authority
131 Department of Youth and Community Development
135 Public Libraries
137 City University of New York
139 Department of Small Business Services

143 Infrastructure and Sustainability
145 Department of Environmental Protection
153 Department of Transportation
161 Department of Buildings
169 Department of Design and Construction

175 Promoting Viable Communities and Neighborhoods
177 Department of City Planning
181 New York City Economic Development Corporation
185 Department of Housing Preservation and Development
195 New York City Housing Authority
199 Landmarks Preservation Commission

201 Administrative Services
203 Department of Citywide Administrative Services
209 Department of Records and Information Services
211 Department of Finance
217 Department of Information Technology and Telecommunications
221 Board of Elections

223 Customer Service
225 Agency Resources

Public Safety and Access to Justice

Public Safety and Access to Justice

New York City Police Department p 7

Fire Department p 13

New York City Emergency Management p 19

Department of Correction p 23

Department of Probation p 27

Civilian Complaint Review Board p 29

Law Department p 31

Department of Investigation p 35

City Commission on Human Rights p 39

Office of Administrative Trials and Hearings p 41

Business Integrity Commission p 43

Indicator name: Major felony crime
- Murder and non-negligent manslaughter
- Forcible rape
- Robbery
- Felonious assault
- Burglary
- Grand larceny
- Grand larceny auto

Description: The number of major felony crimes citywide, including domestic violence-related felonies, 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. Includes all major felony crime occurring in housing developments, transit system, public schools and citywide patrol.

Source: NYPD Office of Management Analysis and Planning.

Indicator name: - Major felony crime in housing developments

Description: 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 Office of Management Analysis and Planning.

Indicator name: - Major felony crime in transit system

Description: 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 Office of Management Analysis and Planning.

Indicator name: - Crime related to domestic violence
- Murder
- Rape
- Felonious assault

Description: The 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, as well as people who are not related by blood or marriage and who are or have been in an intimate relationship, regardless of whether such persons have lived together at any time.

Source: NYPD Office of Management Analysis and Planning.

Indicator name: - School safety
- Major felony crime

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. Figures are also listed separately for each category of major felony.

Source: NYPD Office of Management Analysis and Planning.

Indicator name: School safety
- Other criminal categories

Description: All other reported felonies and misdemeanors occurring within all City public schools.

Source: NYPD Office of Management Analysis and Planning.

Indicator name: School safety
- Other incidents

Description: All serious non-criminal incidents occurring within all City public schools.

Source: NYPD Office of Management Analysis and Planning.

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 Office of Management Analysis and Planning.

Indicator name: Gun arrests
Description: Felony and misdemeanor arrests with at least one firearm charge (Penal Law 265) that includes either a subsection that involves a firearm, or a subsection that may involve other dangerous weapons that also has either "gun model" or "firearm type" arrest report entries identifying the weapon as a firearm.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Major felony crime arrests
Description: Total number of arrests, including juvenile arrests, for the seven major felony crimes (murder and non-negligent manslaughter, rape, robbery, burglary, felonious assault, grand larceny and grand larceny auto).
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 a major felony crime.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Narcotics Arrests
- Felonies
- Misdemeanors
- Violations

Description: Felony, misdemeanor and violation arrests for the sale, possession or use of narcotics or marijuana.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Counterterrorism training (hours)
- Uniformed members
- Non-members

Description: The number of hours of training conducted by 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 Office of Management Analysis and Planning.

Indicator name: End-to-end average response time to all crimes in progress (minutes: seconds)
Description: Measures the average response time for the total length of a 911 call for crimes in progress from the instant a caller finishes dialing 911 to the time when the first officers arrive on scene, including the time it takes the 911 call taker to answer the call.
Source: Mayor's Office; NYPD.

Indicator name: End-to-end average response time to critical crimes in progress (minutes: seconds)
Description: Measures the average response time for the total length of a 911 call for critical crimes in progress (such as shots fired, robbery, assault with a weapon) from the instant a caller finishes dialing 911 to the time when the first officers arrive on scene, including the time it takes the 911 call taker to answer the call.
Source: Mayor's Office; NYPD.

Indicator name: End-to-end average response time to serious crimes in progress (minutes: seconds)
Description: Measures the average response time for the total length of a 911 call for serious crimes in progress (such as larceny not from a person, assault not involving a weapon, larceny of an auto) from the instant a caller finishes dialing 911 to the time when the first officers arrive on scene, including the time it takes the 911 call taker to answer the call.
Source: Mayor's Office; NYPD.

Indicator name: End-to-end average response time to non-critical crimes in progress (minutes: seconds)
Description: Measures the average response time for the total length of a 911 call for non-critical crimes in progress (such as making graffiti, trespass, harassment) from the instant a caller finishes dialing 911 to the time when the first officers arrive on scene, including the time it takes the 911 call taker to answer the call.
Source: Mayor's Office; NYPD.

Indicator name: Average response time to all crimes in progress (dispatch and travel time only) (minutes)
- Critical
- Serious
- Non-critical

Description: The average dispatch and travel time for response to all crimes in progress, including response time to critical crimes in progress (such as shots fired, robbery, assault with a weapon); serious crimes in progress (such as larceny not from a person, assault not involving a weapon, larceny of an auto); and non-critical crimes in progress (crimes in progress not including robbery, burglary, larceny or assault, such as making graffiti, trespass and harassment). Response time is measured from the time the NYPD dispatcher receives the assignment to the time the officers arrive on the scene.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Crime in progress calls
Description: Number of calls made to 911 regarding crimes in progress.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Courtesy, Professionalism and Respect (CPR) testing – Tests conducted
- Exceptionally good
- Acceptable
- Below standard

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 who are not told they are being tested to gauge their demeanor and helpfulness during interactions with the public.
Source: NYPD Office of Management Analysis and Planning.

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: Traffic fatalities (motorists/passengers)
Description: Motor vehicle operators or passengers killed in vehicle collisions.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Traffic fatalities (bicyclists/pedestrians)
Description: Bicyclists and pedestrians killed in vehicle collisions.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: DWI-related fatalities
Description: The number of fatalities resulting from motor vehicle collisions that involve intoxicated motorists (Driving While Intoxicated).
Source: NYPD Office of Management Analysis and Planning.

Indicator name: DWI arrests
Description: Total number of arrests made for driving while intoxicated (DWI).
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Total moving violation summonses
Description: All moving violation summonses issued by NYPD personnel.
Source: NYPD Office of Management Analysis and Planning.

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 collisions, 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 Office of Management Analysis and Planning.

Indicator name: - Summonses for prohibited use of cellular phones
Description: A subcategory 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 State Vehicle and Traffic Law.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Quality-of-life summonses
Description: Summonses returnable to the New York Criminal Court, the Environmental Control Board, or the Transit Adjudication Bureau for offenses that have a negative impact on City residents, including unreasonable noise, aggressive panhandling, window washing, and urinating in public.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: - Unreasonable noise summonses
Description: A category of quality-of-life summonses, issued by police officers, returnable to the New York Criminal Court or the Environmental Control Board for violations of the New York City Administrative Code related to excessive noise.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: - Graffiti summonses
Description: A category of quality-of-life summonses, issued by police officers for graffiti answerable in criminal court.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Graffiti arrests
Description: Total number of arrests made for graffiti.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Cases commenced against the City in state and federal court
Description: The number of state court and federal court matters assigned a litigation start date. In cases with payout, it will be paid from the judgment and claims account in the City's General Fund.
Source: Law Department LawManager system.

New York City Police Department

Indicator name: Payout ($000)
Description: The judgment and claims amount, in thousands of dollars, paid by the City from the judgment and claims account in the City's General Fund to resolve cases through settlement or verdict.
Source: Law Department LawManager system.

Indicator name: Collisions involving City vehicles (per 100,000 miles)
Description: Number of City-vehicle involved collision reports involving injury or property damage per 100,000 miles traveled. New York State MV-104 reports are required whenever a collision occurs involving death, or other personal injury, or property damage.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Workplace injuries reported (uniform and civilian)
Description: The number of incidents (uniform and civilian) resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: NYPD Office of Management Analysis and Planning.

Indicator Name: Violations admitted to or upheld at the Environmental Control Board (%)
Description: For all violations returnable to Environmental Control Board (ECB), the number of violations where the respondent admitted to the violation and paid the penalty without a hearing or where the violation was upheld following an ECB hearing as a percent of all violations resolved.
Source: Environmental Control Board.

Indicator name: Completed requests for interpretation
Description The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source NYPD.

Indicator name: CORE (Customers Observing and Reporting Experiences) facility rating (0-100)
Description: An average score based on the rating of 24 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g. wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations.

Indicator name: Calls answered in 30 seconds (%)
Description: The percentage of calls answered in 30 seconds or less.
Source: NYPD.

Indicator name: Percent meeting time to close - (Response to Service Requests)
Description: The percentage of service requests received through the 311 Customer Service Center for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations/Citywide Performance Reporting.

Fire Department

Indicator name: Structural fires
Description: The number of fires occurring in buildings.
Source: FDNY Computer Aided Dispatch (CAD) System.

Indicator name: Structural fires per 100,000 people
Description: The number of structural fires per 100,000 people living in New York City.
Source: FDNY Computer Aided Dispatch (CAD) System.

Indicator name: Non-structural fires
Description: The number of fires occurring outside of buildings, such as car, rubbish and brush fires.
Source: FDNY Computer Aided Dispatch (CAD) System.

Indicator name: Completed inspections performed by civilian 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: Violation orders issued
Description: The number of violation orders (VO) issued by FDNY inspectors used to give notification of a violation and a directive to correct the violation condition. VOs are issued for imminent hazards and require re-inspections.
Source: FDNY Bureau of Fire Prevention.

Indicator name: Violation orders corrected
Description: The number of violation orders issued by FDNY inspectors that are corrected by the person or entity responsible for the property.
Source: FDNY Bureau of Fire Prevention.

Indicator name: Violation orders corrected (%)
Description: The percentage of violation orders issued by FDNY inspectors that are corrected by the person or entity responsible for the property.
Source: FDNY Bureau of Fire Prevention.

Indicator name: Summonses issued
Description: The number of summonses answerable in criminal court issued by FDNY inspectors and field units. Summonses are generally reserved for a situation of imminent hazard or for non-compliance with a previously cited violation.
Source: FDNY Bureau of Fire Prevention.

Indicator name: Hazard complaints resolved within 1 day (%)
Description: The percentage of hazard complaints that are found by FDNY inspectors to be resolved or non-existent within 24 hours of complaint.
Source: FDNY Bureau of Fire Prevention.
Indicator name: Completed risk-based inspections performed by uniformed personnel
Description: The number of completed inspections of commercial and residential buildings performed by firefighters and fire officers based on a building's fire risk. A building's fire risk is estimated based on correlating historical fire patterns, with 13 identified factors including building location, type of space use and structural characteristics.
Source: FDNY Risk Based Inspection System (RBIS).

Fire Department

Indicator name: Completed mandatory inspections performed by uniformed personnel
Description: The number of completed mandatory inspections of commercial and residential buildings performed by firefighters and fire officers. Mandatory inspections are based on fire code and fire operations policy requirements that are carried out by uniformed personnel.
Source: FDNY Risk Based Inspection System (RBIS).

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: Arson fires
Description: The number of fires determined to be intentionally set following investigation by fire marshals.
Source: FDNY Bureau of Fire Investigation.

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 and firehouses.
Source: FDNY Bureau of Training, Education, & Curriculum

Indicator name: End-to-end average response time to structural fires (minutes:seconds)
Description: Measures the average response time for the total length of a 911 call for structural fires from the instant a caller finishes dialing 911 to the time when the first emergency responders arrive on scene, including the time it takes for the NYPD call taker to conference in the FDNY dispatcher. Response time to incidents that do not go through 911, such as private fire alarms, are not included in this measurement.
Source: Mayor's Office, NYPD and FDNY.

Indicator name: Average response time to structural fires (FDNY dispatch and travel time only) (minutes:seconds)
Description: The average dispatch and travel time until the first fire unit arrives on the scene of a structural fire counting from the time FDNY's dispatcher receives the call or notification of request for assistance.
Source: FDNY Computer Aided Dispatch(CAD) System/STARFIRE.

Indicator name: Average response time to all fire unit emergencies (FDNY dispatch and travel time only) (minutes:seconds)
Description: The average dispatch and travel time until the first fire unit arrives on the scene of all incidents (structural fires, non-structural fires, life-threatening medical emergencies and non-fire emergencies) counting from the time FDNY's dispatcher receives the call or notification of request for assistance.
Source: FDNY Computer Aided Dispatch (CAD) System/STARFIRE.

Indicator name: Total fire unit runs
Description: The total number of responses made by fire engine and ladder units.
Source: FDNY Computer Aided Dispatch (CAD) System.

Indicator name: Serious fires per 1,000 structural fires
Description: The number of fires with the highest alarms, from "All Hands" to a "5th Alarm" and above, in every 1,000 structural fires.
Source: FDNY Computer Aided Dispatch (CAD) System/STARFIRE

Fire Department

Indicator name: Serious fires reaching second alarm or higher (%)
Description: The percentage of serious fires (fires with the highest alarms, from “All Hands” to a “5th Alarm” and above) that received a second alarm or higher response. Serious fires require and receive additional resources after initial response.
Source: FDNY Computer Aided Dispatch (CAD) System.

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: Civilian fire fatalities per 100,000 people
Description: The number of deaths attributed to fire per 100,000 people living in New York City.
Source: FDNY Bureau of Fire Investigation.

Indicator name: Firefighter burns
Description: Firefighter and fire officer medical leave for burns sustained while on duty. Medical leave associated with burns sustained in quarters and outside quarters are presented separately.
Source: FDNY Health Services/Safety.

Indicator name: Firefighter injuries
Description: Firefighter and fire officer medical leave for injuries sustained while on duty. Burns are reported separately in the indicator called ‘firefighter burns.’
Source: FDNY Health Services.

Indicator name: End-to-end combined response time to life-threatening medical emergencies by ambulance & fire units (minutes:seconds)
Measures the average response time for the total length of a 911 call for life-threatening medical emergencies (incidents of cardiac arrest, choking, unconsciousness, difficulty breathing, and major burns and trauma) from the instant a caller finishes dialing 911 to the time when the first responder (ambulance or fire unit) arrives on scene, including the time it takes for the NYPD call taker to conference in the FDNY emergency medical dispatcher.
Source: Mayor’s Office, NYPD and FDNY.

Indicator name: End-to-end average response time to life-threatening medical emergencies by ambulance units (minutes:seconds)
Description: Measures the average response time for the total length of a 911 call for life-threatening medical emergencies (incidents of cardiac arrest, choking, unconsciousness, difficulty breathing, and major burns and trauma) from the instant a caller finishes dialing 911 to the time when the first ambulance arrives on scene, including the time it takes for the NYPD call taker to conference in the FDNY emergency medical dispatcher.
Source: Mayor’s Office, NYPD and FDNY.

Indicator name: End-to-end average response time to life-threatening medical emergencies by fire units (minutes:seconds)
Description: Measures the average response time for the total length of a 911 call for life-threatening medical emergencies (incidents of cardiac arrest, choking, unconsciousness, difficulty breathing, and major burns and trauma) from the instant a caller finishes dialing 911 to the time when the first fire unit arrives on scene, including the time it takes for the NYPD call taker to conference in the FDNY emergency medical dispatcher.
Source: Mayor’s Office, NYPD and FDNY.

Indicator name: Combined response time to life-threatening medical emergencies by ambulance and fire units (FDNY dispatch and travel time only) (minutes:seconds)
Description: The average dispatch and travel time until either an ambulance or fire unit arrives on the scene of a life-threatening medical emergency, based upon the first unit to arrive, counting from the time FDNY's dispatcher receives the call or notification of request for assistance.
Source: FDNY Computer Aided Dispatch (CAD)System/STARFIRE/Emergency Medical Service.

Indicator name: Average response time to life-threatening medical emergencies by ambulance units (FDNY dispatch and travel time only) (minutes:seconds)
Description: The average dispatch and travel time until the first ambulance unit arrives on the scene of a life-threatening medical emergency (incidents of cardiac arrest, choking, unconsciousness, difficulty breathing, and major burns and trauma) counting from the time FDNY's dispatcher receives the call or notification of request for assistance.
Source: FDNY Computer Aided Dispatch (CAD) System/Emergency Medical Service.

Indicator name: Average response time to life-threatening medical emergencies by fire units (FDNY dispatch and travel time only) (minutes:seconds)
Description: The average dispatch and travel time until the first fire unit arrives on the scene of a life-threatening medical emergency (incidents of cardiac arrest, choking, unconsciousness, difficulty breathing, and major burns and trauma) counting from the time FDNY's dispatcher receives the call or notification of request for assistance.
Source: FDNY Computer Aided Dispatch (CAD) System/STARFIRE.

Indicator name: Total emergency medical incidents (ambulance units)
Description: Total number of medical emergencies receiving an FDNY ambulance response.
Source: FDNY Computer Aided Dispatch (CAD) System/Emergency Medical Service.

Indicator name: Cardiac arrest incidents
Description: The number of cardiac arrest incidents (sudden cessation of heartbeat and cardiac function) receiving an FDNY response.
Source: FDNY/EMS Electronic Patient Call Reports (ePCR).

Indicator name: Cardiac arrest patients revived (%)
Description: The percentage of cardiac arrest patients receiving life-saving measures (such as CPR/Defibrillation) from FDNY with a return of spontaneous circulation; patient is transported to the hospital with a pulse and respiration.
Source: FDNY/EMS Electronic Patient Call Reports (ePCR).

Indicator name: - Witnessed cardiac arrest patients revived (%)
Description: The percentage of witnessed cardiac arrest patients receiving life-saving measures (such as CPR/Defibrillation) from FDNY with a return of spontaneous circulation; patient is transported to the hospital with a pulse and respiration. Witnessed cardiac arrests occur when someone is with the patient who can call for help, and possibly perform cardiopulmonary resuscitation (CPR).
Source: FDNY/EMS Electronic Patient Call Reports (ePCR).

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.

Indicator name: Average ambulance tours per day (total 911 system)
Description: The average number of ambulance shifts per day responding to medical emergencies in New York City (includes municipal and voluntary ambulances).
Source: FDNY Computer Aided Dispatch (CAD) System/Emergency Medical Service.

Fire Department

Indicator name: Apparatus collisions (fire unit)
Description: The total number of collisions involving fire engines and ladders.
Source: Accident Reporting System.

Indicator name: Ambulance collisions
Description: The total number of collisions involving municipal ambulances.
Source: Accident Reporting System.

Indicator name: Fire workplace injuries reported (uniform and civilian)
Description: The number of incidents (fire uniform and civilian) resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: FDNY Computerized Injury Reporting System (CIRS).

Indicator name: EMS workplace injuries reported
Description: The number of incidents (Emergency Medical Service) resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: FDNY Computerized Injury Reporting System (CIRS).

Indicator name: Average annual cost of an engine company ($000,000)
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 ($000,000)
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: Average time from inspection request until inspection (days)
- Fire alarm inspections
- Rangehood inspections
Description: The time in days between a customer request for an inspection of a newly installed fire alarm, rangehood or fire suppression system until an FDNY inspector witnesses a test of the new system.
Source: Bureau of Fire Prevention.

Indicator name: Violations admitted to or upheld at the Environmental Control Board (%)
Description: For all violations returnable to Environmental Control Board (ECB), the number of violations where the respondent defaulted and paid the penalty without a hearing or where the violation was upheld following an ECB hearing as a percent of all violations resolved.
Source: Environmental Control Board.

Indicator name: Completed requests for interpretation
Description The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source FDNY.

Fire Department

Indicator name: Letters responded to in 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: FDNY.

Indicator name: E-mails responded to in 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: FDNY.

Indicator name: Average in-person wait time (minutes)
Description: The average time in minutes from the time a customer meets with a greeter or information desk representative until he or she is met by a customer service representative. Security/building entry wait times are not included unless a security guard plays a formal intake role.
Source: FDNY.

Indicator name: CORE (Customers Observing and Reporting Experiences) facility rating (0-100)
Description: An average score based on the rating of 24 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g. wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations.

Indicator name: Incidents
Description: The total number of individual emergency incidents requiring field response or monitoring from NYCEM.
Source: NYCEM Operations

Indicator name: - Field responses
Description: The number of individual emergency incidents responded to by NYCEM for the purposes of coordinating the City's actions on-scene, providing first hand information to City officials and coordinating the provision of resources. Measures response to each incident as a singular event regardless of complexity or duration of the incident.
Source: NYCEM Operations

Indicator name: - Incidents monitored from NYCEM Watch Command
Description: The number of individual emergency incidents monitored and coordinated from the 24/7/365 NYCEM Watch Command. Actions include impact assessment, internal and external notifications and logistical support.
Source: NYCEM Operations

Indicator name: Interagency meetings held during field responses
Description: The number of on-site conferences held by NYCEM with other responding agencies. May represent multiple conferences per field response.
Source: NYCEM Operations

Indicator name: Emergency Operations Center activations
Description: The number of activations of the City's Emergency Operations Center (EOC).
Source: NYCEM EOC Management

Indicator name: Full-scale and functional exercises/drills
Description: The number of field exercises (full-scale and functional drills that evaluate the mobilization of response to various incident types) held by the agency.
Source: NYCEM Training and Exercises

Indicator name: Tabletop exercises and simulations
Description: The number of tabletop discussions and/or simulations of various emergency situations designed to familiarize personnel with their roles and responsibilities conducted by the agency.
Source: NYCEM Training and Exercises

Indicator name: Participation in drills coordinated by other agencies or organizations
Description: The number of drills and exercises that NYCEM staff participate in with other agencies (federal, State and local), jurisdictions and entities (private and nonprofit).
Source: NYCEM Training and Exercises

Indicator name: Participants at instructor-led emergency management training sessions.
Description: The total number of City, State and federal government employees and non-profit or private-sector individuals working in an emergency management related field taking part in NYCEM-sponsored training programs related to emergency response, including Incident Command System training sessions.
Source: NYCEM Training and Exercises

Indicator name: Total participants at emergency preparedness education sessions
Description: The total number of people who attended NYCEM-sponsored emergency preparedness events, including public preparedness presentations for residents and community groups, preparedness activities conducted at outreach fairs and preparedness in the workplace presentations
Source: NYCEM External Affairs

Indicator name: Ready New York webpage views
Description: The number of times the Ready New York emergency preparedness website is viewed online at NYC.gov.
Source: NYCEM External Affairs - Ready New York

Indicator name: Subscribers to CorpNet System
Description: The total number of subscribers to NYCEM's real time business information service CorpNet, which provides businesses with information about emergencies to enhance private sector awareness and aid decision-making.
Source: NYCEM External Affairs

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 disaster preparedness and basic response skills training required for certification.
Source: NYCEM External Affairs – CERT

Indicator name: CERT members trained
Description: The number of members of community-based, non-profit organizations that have participated in training for disaster preparedness and basic response skills as part of a Community Emergency Response Team (CERT).
Source: NYCEM External Affairs - CERT

Indicator name: Notify NYC messages issued
Description: The total number of messages issued about extreme weather, travel disruptions, cancellations, closings or other emergency incidents monitored from the 24/7/365 NYCEM Watch Command. Notify NYC messages include emergency alerts and notifications about high impact events, public health advisories, public school closings and unscheduled suspension of parking rules.
Source: NYCEM Operations

Indicator name: Time from incident to issuing of Notify NYC message (minutes:seconds)
Description: The amount of time from the beginning of an emergency incident to NYCEM Watch Command issuing a notification message via Notify NYC.
Source: NYCEM Operations

Indicator name: Subscribers to Notify NYC, CorpNet, Advance Warning System, and Citizen Corps newsletter
Description: The total number of subscribers to all of NYCEM's messaging and alert services.
Source: NYCEM External Affairs

Indicator name: Letters responded to in 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: NYCEM.

New York City Emergency Management

Indicator name:	E-mails responded to in 14 days (%)
Description:	The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source:	NYCEM.

Department of Correction

Indicator name: Admissions
Description: Number of inmates admitted to DOC custody from courts during fiscal year.
Source: DOC Population Research

Indicator name: Average daily population
Description: Annual average of the daily number of inmates in DOC custody during fiscal year.
Source: DOC Population Research

Indicator name: Average daily population – adolescent inmates
Description: Annual average of the daily number of adolescent inmates in DOC custody during fiscal year.
Source: DOC Population Research

Indicator name: Inmates in security risk group (% ADP)
Description: The percent of the average daily population of inmates identified as Security Risk Group inmates.
Source: DOC SRG Database

Indicator name: Incidents of use of force - total
Description: Total number of incidents where custodial staff used force against one or more inmates to enforce Department policy. Physical contact employed by staff in a non-confrontational manner to apply mechanical restraints or to guide the inmate is not a reportable use of force.
Source: DOC Security database

Indicator name: Incidents of use of force - adolescent inmates
Description: Total number of incidents where custodial staff used force against one or more adolescent inmates to enforce Department policy. Physical contact employed by staff in a non-confrontational manner to apply mechanical restraints or to guide the inmate is not a reportable use of force.
Source: DOC Security database

Indicator name: Department use of force incidents with serious injury (rate per 1,000 ADP)
Description: The monthly rate, per 1,000 inmates, of incidents where uniformed staff used force against one or more inmates and at least one person involved suffered an injury requiring treatment beyond the prescription of over-the-counter analgesics or minor first aid.
Source: DOC Security database

Indicator name: Department use of force incidents with minor injury (rate per 1,000 ADP)
Description: The monthly rate, per 1,000 inmates, of incidents where uniformed staff used force against one or more inmates and at least one person involved suffered a minor injury requiring no treatment beyond the prescription of over-the-counter analgesics or minor first aid.
Source: DOC Security database

Indicator name: Department use of force incidents with no injury (rate per 1,000 ADP)
Description: The monthly rate, per 1,000 inmates, of incidents where uniformed staff used force against one or more inmates and no person involved was injured.
Source: DOC Security database

Indicator name: Incidents and allegations of use of force
Description: Total number of incidents where custodial staff used or allegedly used force against one or more inmates to enforce Department policy. Physical contact employed by staff in a non-confrontational manner to apply mechanical restraints or to guide the inmate is not a reportable use of force.
Source: DOC Security database

Indicator name: Violent inmate-on-inmate incidents (monthly rate per 1,000 ADP)
Description: The monthly rate, per 1,000 inmates, of incidents of reported violence by an inmate(s) against another inmate(s). These incidents include inmate physical fights and assaults, including slashings and stabbings.
Source: DOC Security database

Indicator name: Serious injury to inmate(s) as a result of violent inmate-on-inmate incidents (monthly rate per 1,000 ADP)
Description: The monthly rate, per 1,000 inmates, of incidents of reported violence by an inmate(s) against another inmate(s), (such as physical fights/assaults, slashings, and stabbings), that result in an injury to an inmate requiring medical treatment beyond the prescription of over-the-counter analgesics.
Source: DOC Security database

Indicator name: Inmate assault on staff (monthly rate per 1,000 ADP)
Description: The monthly rate, per 1,000 inmates, of incidents involving an inmate assault on a civilian staff member or a uniformed staff member. Assaults against uniformed staff members captured by this indicator include only those resulting in a staff use of force. Although rare, some assaults on uniformed staff do not precipitate a use of force and are not represented in the data as it is currently captured.
Source: DOC Security database

Indicator name: Serious injury to staff as a result of inmate assault on staff (monthly rate per 1,000 ADP)
Description: The monthly rate, per 1,000 inmates, of incidents where an inmate(s) assault on a uniformed or civilian staff member(s) results in an injury to a staff member requiring medical treatment beyond the prescription of over-the-counter analgesics or the administration of minor first aid.
Source: DOC Security database

Indicator name: Inmate deaths (exclusive of suicides)
Description: The number of non-suicide inmate deaths as ruled by the Medical Examiner.
Source: DOC Security database

Indicator name: Stabbings and slashings
Description: The number of incidents that medical staff determined involved a stabbing and/or slashing. Although rare, a single incident may involve multiple stabbing and/or slashing inmate victims.
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: Fight/assault infractions
Description: The number of fight and assault infractions processed by the DOC Adjudication Unit.
Source: DOC Security database

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: Escapes (rate per 1,000 ADP)
Description: The monthly rate, per 1,000 inmates, of escapes from DOC custody.
Source: DOC Security database

Indicator name: Non-natural inmate deaths in custody (monthly rate per 1,000 ADP)
Description: The monthly rate, per 1,000 inmates, of inmate deaths resulting from non-natural causes including suicides, homicides, overdoses, and accidents.
Source: DOC Security database

Department of Correction

Indicator name: Inmate health clinic visits
Description: The number of inmate visits to medical staff.
Source: DOC Strategic Planning and Programs database

Indicator name: Average clinic waiting time (minutes)
Description: The average number of minutes an inmate waited 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 inmates occupied.
Source: DOC Population Research 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: On-trial inmates delivered to court on time (%)
Description: The percent of inmates on trial whom the DOC delivered to court on time.
Source: DOC Criminal Justice Bureau database

Indicator name: I-CAN Referrals
Description: Any instance when an ICAN-eligible inmate is assessed by DOC and referred to a contracted provider for services.
Source: DOC inmate assessment database.

Indicator name: I-CAN Enrollments
Description: Any instance when an inmate meets with a contracted provider for intake and signs up for the program. The vast majority of inmates who enroll in the program participate in at least one service.
Source: DOC contracted providers.

Indicator name: I-CAN workshops
Description: The number of jail-based group activities where inmates receive services such as job readiness training, cognitive behavioral therapy or parenting..
Source: DOC contracted providers.

Indicator name: Inmates with a mental health diagnosis (% ADP)
Description: The percent of the average daily population in DOC custody during the reporting period comprised of inmates with a mental health diagnosis.
Source: DOC Strategic Planning and Programs database

Indicator name: Inmates with a serious mental illness (SMI) diagnosis (% ADP)
Description: The percent of the average daily population in DOC custody during the reporting period comprised of inmates with a serious mental illness diagnosis.
Source: DOHMH

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: Inmates participating in skills-building activities/discharge planning (%)
Description: The percent of inmates in custody for more than ten days during the reporting period who participated in skills-building activities including vocational, educational and life-skill programs, and discharge planning services.
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 received a personal identification number (PIN) to access the VINE system for information concerning the transfer or release date of an inmate.
Source: DOC Strategic Planning and Programs database

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

Indicator name: Collisions involving city vehicles
Description: Number of DOC-vehicle involved collision reports involving injury or property damage for the DOC fleet. New York State MV-104 reports are required whenever a collision occurs involving death, or other personal injury, or property damage.
Source: DOC Fleet Administration

Indicator name: Workplace injuries reported
Description: All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: DOC Security database

Indicator name: Accidents involving inmates
Description: All accidents resulting in an injury to inmate requiring more than over-the-counter treatment.
Source: DOC Security database

Department of Probation

Indicator name: Average monthly violation rate for adult probationers (%)
Description: The proportion of adult probationers whose cases are referred to court for a violation proceeding for serious misconduct.
Source: Statistical Tracking, Analysis & Reporting System.

Indicator name: Average monthly violation rate for juvenile probationers (%)
Description: The proportion of juvenile probationers whose cases are referred to court for a violation proceeding for serious misconduct.
Source: Statistical Tracking, Analysis & Reporting System.

Indicator name: Successful completion rate for adult probationers (%)
Description: The percentage of probation supervision cases that are closed due to maximum expiration (sentence served in full) or early discharge, relative to all supervision case closings.
Source: RCMS automated case management system

Indicator name: Successful completion rate for juvenile probationers (%)
Description: The percentage of probation supervision cases that are closed due to maximum expiration (sentence served in full) or early discharge, relative to all supervision case closings.
Source: New York State DP-30 reporting forms

Indicator name: Probation violation proceedings ending in revocation for adult probationers (%)
Description: The percentage of violation hearing dispositions that result in the client's removal from probation supervision, relative to all dispositions.
Source: RCMS automated case management system

Indicator name: Probation violation proceedings ending in revocation for juvenile probationers (%)
Description: The percentage of violation hearing dispositions that result in the client's removal from probation supervision, relative to all dispositions.
Source: New York State DP-30 reporting forms

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.

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: Adult probationer early discharge rate (%)
Description: The percentage of all case closings that are closed for early discharge.
Source: Statistical Tracking, Analysis & Reporting System.

Indicator name: Adult probationer early discharge approval rate (%)
Description: The percent of all early discharge applications approved by local courts Citywide for early discharge requests filed by DOP on behalf of adult probationers in good standing.
Source: Statistical Tracking, Analysis & Reporting System.

Indicator name: Juvenile Delinquency cases eligible for adjustment (%)
Description: The percent of eligible Juvenile Delinquency cases opened for adjustment services divided by all new intake cases, to measure potential adjustment eligibility.
Source: Borough Offices/Juvenile Operations

Indicator name: Juvenile Delinquency cases eligible for adjustment – high risk(%)
Description: The percent of eligible high risk Juvenile Delinquency cases opened for adjustment services divided by all new intake cases, to measure potential adjustment eligibility.
Source: Borough Offices/Juvenile Operations

Indicator name: Juvenile Delinquency cases eligible for adjustment – medium risk (%)
Description: The percent of eligible medium risk Juvenile Delinquency cases opened for adjustment services divided by all new intake cases, to measure potential adjustment eligibility.
Source: Borough Offices/Juvenile Operations

Indicator name: Juvenile Delinquency cases eligible for adjustment – low risk (%)
Description: The percent of eligible low risk Juvenile Delinquency cases opened for adjustment services divided by all new intake cases, to measure potential adjustment eligibility.
Source: Borough Offices/Juvenile Operations

Indicator name: New Enrollments in Alternative-to-Placement (ATP) Programs
Description: The average number of eligible youth who were active participants in ATP programs, including Esperanza, which has been an ATP program since 2003, and three additional ATP programs: Advocate, Intervene, Mentor (AIM); Every Child Has a Chance to Excel and Succeed (Echoes); and Pathways to Excellence, Achievement, & Knowledge (PEAK) during the reporting period. These programs offer 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

Civilian Complaint Review Board

Indicator name: Total civilian complaints against uniformed members of the New York City Police Department
Description: The number of misconduct 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: Average age of open docket (days)
Description: The average age in days, as measured from date the complaint was received by CCRB, for all open cases on the docket.
Source: CCRB Complaint Tracking System.

Indicator name: Average time to complete a full investigations (days)
Description: The average number of days to complete a full investigation, measured from the date CCRB received the complaint to the date when Board members render a final decision.
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; the remainder were truncated due to a complaint being withdrawn, complainant, victim or witness being unable to cooperate or unavailable to aid in the investigation.
Source: CCRB Complaint Tracking System.

Indicator name: Cases closed
Description: Number of cases in which Board members render a final decision.
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. No findings on the merits are made when allegations are unsubstantiated, the subject officer is no longer a member of NYPD, or the subject officer could not be identified.
Source: CCRB Complaint Tracking System.

Indicator name: Average time to complete a substantiated investigation (days)
Description: The average number of days to complete a substantiated case, as measured from date of report to date of final board disposition.
Source: CCRB Complaint Tracking System.

Indicator name: Substantiated cases in which the statute of limitations expired (%)
Description: The percentage of substantiated cases that were completed after the 18 month statute of limitations expired. The statute of limitations is measured 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 type of discipline. This excludes pending cases and those in which officers were no longer employees of NYPD when the case was reviewed.
Source: New York City Police Department (NYPD) & CCRB Complaint Tracking System.

Indicator name: Cases with mutual agreement to mediate
Description: The number of cases referred and accepted for mediation.
Source: CCRB Complaint Tracking System.

Indicator name: Officers who accepted mediation (%)
Description: The percentage of identified subject officers who accepted mediation after the civilian(s) agreed to mediate the complaint as an alternative to a full investigation.
Source: CCRB Complaint Tracking System.

Indicator name: Civilians who accepted mediation (%)
Description: The percentage of civilians who agreed to mediate their complaints when mediation was offered by a CCRB investigator.
Source: CCRB Complaint Tracking System.

Indicator name: Cases successfully mediated
Description: The number of cases where both the civilian(s) and the subject officer(s) participated in a successful mediation session at CCRB.
Source: CCRB Complaint Tracking System.

Indicator name: Average mediation case completion time (days)
Description: The average number of days required for completion of cases referred to mediation, as measured from the date a complaint is received by CCRB to the date a complaint is successfully mediated.
Source: CCRB Complaint Tracking System.

Indicator name: Mediation satisfaction rate (%)
Description: The percentage of civilians who participated in a successful mediation who asserted their satisfaction with the process.
Source: CCRB Complaint Tracking System.

Indicator name: Completed requests for interpretation
Description The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source CCRB.

Indicator name: Letters responded to in 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: CCRB.

Indicator name: E-mails responded to in 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: CCRB.

Indicator name: CORE (Customers Observing and Reporting Experiences) facility rating (0-100)
Description: An average score based on the rating of 24 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g. wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations.

Law Department

Indicator name: Total citywide payout for judgments and claims ($000)
Description: The judgment and claims amount, in thousands of dollars, paid by the City from the judgment and claims account in the City's General Fund to resolve cases through settlement or verdict, including pre-litigation claims dispositions.
Source: Office of Management and Budget

Indicator name: Total cases commenced against the City
Description: The number of state court and federal court matters assigned a litigation start date, where if there is a money disposition, it will be paid from the judgment and claims account in the City's General Fund.
Source: LawManager system

Indicator name: - Cases commenced against the City in state court.
Description: Subset of the total cases commenced. Includes state court matters from the Department's General Litigation, Labor & Employment Law, Special Federal Litigation and Tort Divisions, where if there is a money disposition, it will be paid from the judgment and claims account in the City's General Fund.
Source: LawManager system

Indicator name: - Cases commenced against the City in federal court
Description: Subset of the total cases commenced. Includes federal court matters from the Department's General Litigation, Labor & Employment Law, Special Federal Litigation and Tort Divisions, where if there is a money disposition, it will be paid from the judgment and claims account in the City's General Fund.
Source: LawManager system

Indicator name: Cases pending in state court
Description: The number of state court tort cases, such as personal injury and property damage cases, that have not yet been disposed (resolved). Includes only tort cases from the Department's Tort Division.
Source: LawManager system

Indicator name: - Cases pending on trial calendar
Description: The subset of pending state court tort cases that have a filed note of issue and certificate of readiness for trial on the state court calendar.
Source: New York State Office of Court Administration.

Indicator name: Affirmative motions to dismiss or for summary judgment
Description: Dispositive motions (motions to dismiss/for summary judgment) made by the Department's Tort Division on tort cases in state court where the original return date of the motion before the court is within the reporting period.
Source: LawManager system

Indicator name: Win rate on affirmative motions (%)
Description: The percentage of decisions granted in favor of the City based on the number of motions decided, within the reporting period, as the result of dispositive motions made by the Department's Tort Division on tort cases in state court.
Source: LawManager system

Indicator name: Cases pending in federal court.
Description: The number of federal court tort cases handled by the Department's Special Federal Litigation Division that have not yet been disposed (resolved).
Source: LawManager system

Indicator name: Dismissals or discontinuances
Description: The number of federal court tort cases handled by the Department's Special Federal Litigation Division where the action has been dismissed or discontinued.
Source: LawManager system

Indicator name: Juveniles successfully referred to a diversion program with no new delinquency referral within 1 year (%)
Description: The percentage of youth who, within a year of successfully completing a diversion program, obtained no new delinquency referrals, measuring the effectiveness of programs used as part of a Department initiative to divert certain low-level juvenile delinquency cases from prosecution.
Source: LawManager system

Indicator name: Referred cases filed for prosecution (%)
Description: The percentage of all juvenile delinquency matters referred to the Department that are filed for prosecution by the Department's Family Court Division following completion of the investigation phase (including interviewing victims and witnesses, collecting and reviewing evidence and determining whether the charges are legally sufficient and appropriate to file). Cases that are not filed may be diverted to a community-based program, referred to the Department of Probation, covered pursuant to a plea bargain or declined for legal reasons.
Source: LawManager system

Indicator name: Crime victims assessed for community-based services (%)
Description: The percentage of crime victims assessed by Department attorneys who were referred to community-based services available to victims.
Source: Family Court Division

Indicator name: Juvenile conviction rate (%)
Description: The percentage of all outcomes for filed juvenile delinquency cases that result in a delinquency finding or plea. Other types of case outcomes include pre-finding adjournments in contemplation of dismissal, post-filing referrals to the Department of Probation for adjustment and other dismissals.
Source: LawManager system

Indicator name: Filing of enforcement referrals within 60 days of referral (%)
Description: The percentage of requests received by the Department where a petition is filed in the Family Court within 60 calendar days after the receipt of the referral from the Human Resources Administration's Office of Child Support Enforcement (OCSE). OCSE refers cases to the Department for assistance seeking judicial remedies in Family Court against non-custodial parents who are not meeting their child support obligation. Data for Fiscal 2013 is partial, covering only October 2012 through June 2013.
Source: LawManager system

Indicator name: Families entitled to a support order that get a support order (%)
Description: The percentage of child support orders entered in Family Court on behalf of custodial parents who are living in other jurisdictions. The Department receives petitions seeking the establishment of child support and medical support that are filed in Family Court on behalf of custodial parents who are living in other jurisdictions.
Source: LawManager system

Indicator name: Completed requests for interpretation
Description The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or interpreters.
Source Law.

Law Department

Indicator name:	Letters responded to in 14 days (%)
Description:	The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source:	Law.

Indicator name:	E-mails responded to in 14 days (%)
Description:	The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source:	Law.

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 Management System (CMS).

Indicator name: Written policy and procedure recommendations to City agencies
Description: The number of formal written recommendations by the Department for citywide or City agency-specific changes in policies and procedures to correct operational vulnerabilities identified through DOI investigations.
Source: Case Management System (CMS).

Indicator name: Written policy and procedure recommendations implemented by City agencies (%)
Description: The percentage of DOI's formal written recommendations that have been adopted by City agencies to cure operational vulnerabilities.
Source: Case Management System (CMS).

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: Corruption prevention lecture e-learning attendees
Description: The number City employees, including employees at agencies under major investigations, and consultants that complete the City's online anti-corruption lectures.
Source: Department of Citywide Administrative Services/DOI.

Indicator name: Integrity monitoring agreements
Description: The number of monitoring agreements entered into by City vendors who have been required to retain an Integrity Monitor at the company's expense in order to be found responsible to do business with the City. Integrity Monitors are generally retained to monitor a company's ongoing operations, with an emphasis placed on the areas that have raised integrity issues in the past. Integrity Monitors are selected by DOI and report directly to DOI.
Source: Integrity Monitor Program.

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 calendar days as per the Procurement Policy Board Rules.
Source: Vendex Master Inquiry system (VENDEX database).

Indicator name: Average time to complete an investigation (days)
Description: The average length of time to complete all investigations of alleged corruption, fraud, waste, abuse or unethical conduct (excluding background investigations which are captured separately) as a function of the investigation's complexity from intake to when the investigation is completed. The sum of the time to complete each investigation that is closed within the reporting period is divided by the total number closed in that period.
Source: Case Management System (CMS).

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 Management System (CMS).

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 Management System (CMS).

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 Management System (CMS).

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: 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: Offices of Inspector General and General Counsel.

Indicator name: Average time to complete a background investigation (days)
Description: The average number of days to complete background investigations of candidates for decision-making or sensitive City jobs from initiation to completion of an investigation.
Source: Background Unit database.

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 database.

Indicator name: Time to notify agencies of prospective childcare, home care and family care workers with criminal records after receipt from State Division of Criminal Justice Services and FBI (days)
Description: The average number of days from DOI's receipt of criminal record results for prospective childcare, home care and family care workers from the State Division of Criminal Justice Services and Federal Bureau of Investigation (FBI) to the notification letter from DOI to affected agencies.
Source: Fingerprint Unit database.

Indicator name: Time to notify agencies of arrest notifications for current childcare, home care and family care workers after receipt from the State Division of Criminal Justice Services (days)
Description: The average number of days from DOI's receipt of an arrest notification for current childcare, home care and family care workers previously fingerprinted by DOI to the notification letter from DOI to affected agency.
Source: Fingerprint Unit database.

Department of Investigation

Indicator name:	Completed requests for interpretation
Description	The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source	DOI.

Indicator name:	Letters responded to in 14 days (%)
Description:	The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source:	DOI.

Indicator name:	E-mails responded to in 14 days (%)
Description:	The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source:	DOI.

Indicator name:	Average wait time to speak with a customer service agent (minutes)
Description:	The average time in minutes from the time a customer meets with a greeter or information desk representative until he or she is met by a customer service representative. Security/building entry wait times are not included unless a security guard plays a formal intake role.
Source:	DOI.

Indicator name:	CORE facility rating (0-100)
Description:	An average CORE (Customers Observing and Reporting Experiences) score based on the rating of 24 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g. wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Facilities are rated by trained City inspectors.
Source:	Mayor's Office of Operations.

Department of Investigation

City Commission on Human Rights

Indicator name: Cases successfully mediated
Description: The number of cases or complaints resolved through mediation, a conflict resolution process, 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
Description: The number of filed cases during the reporting period.
Source: Case Tracking System, Law Enforcement Bureau.

Indicator name: Cases closed
Description: The number of closed cases during the reporting period.
Source: Case Tracking System, Law Enforcement Bureau.

Indicator name: Cases closed (%) - 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: Cases closed (%) - probable cause determination
Description: The percent of closed cases where the Commission believes a claim of discrimination can be proven in court.
Source: Case Tracking System, Law Enforcement Bureau.

Indicator name: Cases closed (%) - 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: Cases closed (%) - 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 for complainant ($)
Description: The average cash value of settlement amount for resolved cases.
Source: Case Tracking System, Law Enforcement Bureau

Indicator name: Modifications for accessibility for handicapped
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

City Commission on Human Rights

Indicator name:	Average age of complaint caseload (days)
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:	Caseload
Description:	The number of pending cases at the end of the fiscal year including those pending appeal.
Source:	Case Tracking System, Law Enforcement Bureau.

Indicator name:	Cases pending by age - less than one year
Description:	The number of open cases still in progress for less than one year, including those that are pending appeal.
Source:	Case Tracking System, Law Enforcement Bureau.

Indicator name:	Conferences, workshops and training sessions
Description:	The number of conferences, workshops and training sessions provided for a variety of groups and community organizations on 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 time for OATH Tribunal to issue decisions after records closed (business days)
Description: The average number of business days it took the OATH Tribunal to issue a decision after the record is closed.
Source: OATH Calendar Unit.

Indicator name: OATH Tribunal cases with decisions issued within 45 business days (%)
Description: The percentage of OATH Tribunal cases for which decisions were issued within the targeted number of business days after the record was closed.
Source: OATH Calendar Unit.

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

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

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

Indicator name: Cases filed at the OATH Tribunal
Description: The total number of cases filed at the OATH Tribunal.
Source: OATH Calendar Unit.

Indicator name: Cases closed at the OATH Tribunal (total)
Description: The total number of cases closed at the OATH Tribunal.
Source: OATH Calendar Unit.

Indicator name: Notices of Violations (NOV) received by ECB Tribunal
Description: Total number of Notices of Violations (NOV) received by the Environmental Control Board (ECB) Tribunal for hearing, issued by City agencies.
Source: ECB Hearing Unit.

Indicator name: ECB Tribunal hearings conducted
Description: Total number of hearings conducted by the Environmental Control Board (ECB) Tribunal.
Source: ECB Hearing Unit.

Indicator name: Average time from ECB Tribunal hearing assignment to decision (days)
Description: Average time in calendar days from the last date an Environmental Control Board (ECB) Tribunal hearing is assigned to an Administrative Law Judge to the date the decision is final.
Source: ECB Hearing Unit.

Indicator name: ECB Tribunal cases with decisions issued within 45 days of hearing assignment (%)
Description: The percentage of ECB Tribunal cases during the period with decisions reached within 45 days of the date the Environmental Control Board (ECB) hearing is assigned to an Administrative Law Judge.
Source: ECB Hearing Unit.

Indicator name: ECB Tribunal decisions rendered
Description: Total number of Notices of Violation (NOV) where a decision has been rendered by the Environmental Control Board (ECB) Tribunal. Possible decisions include dismissal, found in violation (respondent is found guilty and must pay the fine and/or correct), or stipulated (only available for certain violations; represents an admission of guilt, accepting the stipulation to remedy the problem).
Source: ECB Hearing Unit.

Indicator name: Dockets received by the OATH Health Tribunal
Description: Total number of dockets for cases received by the OATH Health Tribunal for hearing during the reporting period, issued by City agencies.
Source: Health Tribunal Hearing Unit.

Indicator name: OATH Health Tribunal hearings conducted
Description: Total number of hearings conducted by the OATH Health Tribunal during the reporting period.
Source: Health Tribunal Hearing Unit.

Indicator name: OATH Health Tribunal decisions rendered
Description: Total number of dockets where a decision has been rendered by the OATH Health Tribunal.
Source: Health Tribunal Hearing Unit.

Indicator name: Summonses received by the OATH Taxi Tribunal
Description: Total number of summonses for cases received by the OATH Taxi & Limousine Tribunal for hearing during the reporting period.
Source: Taxi Tribunal Hearing Unit.

Indicator name: OATH Taxi Tribunal hearings conducted
Description: Total number of hearings conducted by the OATH Taxi & Limousine Tribunal during the reporting period.
Source: Taxi Tribunal Hearing Unit.

Indicator name: OATH Taxi Tribunal decisions rendered
Description: Total number of summonses where a decision has been rendered by the OATH Taxi & Limousine Tribunal.
Source: Taxi Tribunal Hearing Unit.

Business Integrity Commission

Indicator name: Violations issued to private waste haulers
Description: The number of violations issued to private waste haulers for violating the City's laws and rules, ranging from dirty trucks to unlicensed or unregistered trade waste removal activity.
Source: Trade Waste Enforcement Unit.

Indicator name: Violations issued to legally operating private waste haulers
Description: The number of violations issued to parties who are licensed or registered by BIC, for violating the City's laws and rules covering private waste hauling.
Source: Trade Waste Enforcement Unit.

Indicator name: Violations issued to illegally operating private waste haulers
Description: The number of violations issued to parties who are not licensed or registered by BIC, for violating the City's laws and rules covering private waste hauling.
Source: Trade Waste Enforcement Unit.

Indicator name: Total waste hauling applications denied (%)
Description: The percentage of total waste hauling 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: Waste hauling complaints received
Description: The number of waste hauling complaints received by BIC.
Source: Trade Waste Enforcement Unit.

Indicator name: Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)
Description: The number of notices of violation paid without a hearing and the number upheld upon a hearing at OATH as a percentage of all notices of violation issued by BIC to private waste haulers.
Source: Office of Administrative Trials and Hearing and BIC.

Indicator name: Average time to approve waste hauling applications (days)
Description: The average number of days to process and approve new and renewal waste hauling license and 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: Average time to approve waste hauling applications registrations (days) - New
Description: The average number of days to process and approve new waste hauling license and registration applications from the date an application is filed until it is approved 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 waste hauling applications registrations (days) - Renewal
Description: The average number of days to process and approve waste hauling license and registration applications for renewal from the date an application is filed until it is approved 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 age of pending waste hauling applications (days)
Description: The average age of pending new and renewal waste hauling license and registration applications from the date of the filing of the application to the end of the current indicator period. This does not include applications slated for denial or under long-term investigation.
Source: Management Information System (MIS).

Indicator name: Waste hauling applications pending
Description: The number of new and renewal waste hauling license and registration applications pending at the end of the current indicator period. This does not include applications slated for denial or under long-term investigation.
Source: Management Information System (MIS).

Indicator name: Waste hauling applications approved
Description: The number of new and renewal waste hauling license and registration applications approved after completion of background investigations on the applicant company, principals and key employees.
Source: Licensing Unit and Management Information System (MIS).

Indicator name: Waste hauling applications approved - New
Description: The number of new waste hauling license and registration applications approved after completion of background investigations.
Source: Licensing Unit and Management Information System (MIS).

Indicator name: Waste hauling applications approved - Renewal
Description: The number of waste hauling license and registration renewal applications 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: Violations admitted to or upheld at the Environmental Control Board (%)
Description: The number of notices of violation paid without a hearing and the number upheld upon a hearing at ECB as a percentage of all notices of violation issued by BIC at public markets.
Source: Security and Enforcement Section; NYC Environmental Control Board.

Indicator name: Public wholesale market applications denied (%)
Description: The percentage of new and renewal public wholesale market registration applications denied after completion of background investigations.
Source: Licensing Unit and Management Information System (MIS).

Indicator name: Average time to approve public wholesale market applications (days)
Description: The average number of days to process and approve new and renewal public wholesale market license or 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: Average age of pending wholesale market applications (days)
Description: The average age of pending new and renewal wholesale market registration or license applications from the date of filing of the application to the end of the current reporting period.
Source: Licensing Unit/Management Information System/Operations.

Indicator name: Public wholesale market applications approved
Description: The number of new and renewal public wholesale market license and registration applications approved 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: Licensing Unit/Management Information System/Operations.

Basic Services for All New Yorkers

Basic Services for All New Yorkers

Department of Sanitation p 47

Department of Consumer Affairs p 67

Department of Parks & Recreation p 53

311 Customer Service Center p 73

Department of Cultural Affairs p 63

Taxi and Limousine Commission p 75

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 averages based on twice-monthly ratings of the citywide street sample.
Source: Mayor's Office of Operations.

Indicator name: Streets rated filthy (%)
Description: On a scale of 1.0 (a clean street with no litter) to 3.0 (a street where litter is highly concentrated along the curbs and overflowing onto the sidewalk), the percent of streets with a rating of 1.75 or higher (filthy).
Source: Mayor's Office of Operations.

Indicator name: Sidewalks rated acceptably clean (%)
Description: Percent of over 6,000 sample blocks rated acceptably clean by Mayor's Office field inspectors, based on a seven-point picture-based rating scale. Figures show averages based on twice-monthly ratings of the citywide sidewalk sample.
Source: Mayor's Office of Operations.

Indicator name: Sidewalks rated filthy (%)
Description: On a scale of 1.0 (a clean sidewalk with no litter) to 3.0 (a street where litter is highly concentrated along the curbs and overflowing onto the sidewalk), the percent of sidewalks with a rating of 1.75 or higher (filthy).
Source: Mayor's Office of Operations.

Indicator name: Violations issued for dirty sidewalks
Description: The number of violations issued to property owners for dirty sidewalks.
Source: Bureau of Waste Prevention Reuse and Recycling.

Indicator name: Violations issued for illegal posting
Description: The number of violations issued for illegally posting, painting, attaching or affixing by any means any printed material upon any curb, gutter, tree, lamppost, telephone pole, or public garbage receptacle.
Source: Bureau of Waste Prevention Reuse and Recycling.

Indicator name: Vacant lot cleaning requests
Description: The number of service requests for vacant lot cleaning received through the 311 Customer Service Center.
Source: 311 Customer Service Center; DSNY Bureau of Cleaning & Collection.

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: Tons of refuse disposed (000)
Description: Total refuse tonnage disposed by the Department.
Source: Bureau of Waste Disposal; Bureau of Planning and 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: 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: 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: Average outage rate for all collection trucks (%)
Description: The number of collection trucks that are inoperable due to mechanical failure divided by the total number of collection trucks in the fleet. Combined average for rear loader, dual bin and front loading collection trucks.
Source: Bureau of Motor Equipment.

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: Curbside and containerized recycling diversion rate (%)
Description: Percent of the Department's residential waste stream (curbside and containerized metal, glass, plastic, organics and mixed paper) that is recycled.
Source: Operations Management Division; Bureau of Planning and Budget.

Indicator name: Curbside and containerized recycled tons (000)
Description: The tonnage of the residential waste stream (curbside and containerized metal, glass, plastic, mixed paper and organics) that is recycled.
Source: Operations Management Division; Bureau of Planning and Budget.

Indicator name: Recycled tons per day (annual total)
Description: Average number of tons of recycled materials per day; includes residential curbside and containerized, institutional, bulk and private sector recyclables. Reported on an annual basis. Full fiscal year data is available four to six months after the close of the year.
Source: Operations Management Division; Bureau of Planning and Budget.

Indicator name: Total annual recycling diversion rate (%)
Description: Percent of the City's total waste stream that is recycled curbside plus all other recycling including institutional, bulk and other private sector recycling programs. Reported on an annual basis. Full fiscal year data is available four to six months after the close of the year.
Source: Operations Management Division; Bureau of Waste Prevention Reuse and Recycling; and Bureau of Planning and Budget.

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. Full fiscal year data is available four to six months after the close of the year.
Source: Operations Management Division; 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 collections (%)
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.

Department of Sanitation

Indicator name: Recycling trucks dumped on shift (%)
Description: Percentage of recycling trucks that collect and dispose of their materials at their designated transfer stations within their eight-hour shifts.
Source: Operations Management Division.

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: Snowfall (inches)
Description: Total amount of snow that has fallen during the reporting period.
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: Cases commenced against the City in state and federal court
Description: The number of state court and federal court matters assigned a litigation start date. In cases with payout, it will be paid from the judgment and claims account in the City's General Fund.
Source: Law Department LawManager system

Indicator name: Payout ($000)
Description: The judgment and claims amount, in thousands of dollars, paid by the City from the judgment and claims account in the City's General Fund to resolve cases through settlement or verdict.
Source: Law Department LawManager system

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: Total Environmental Control Board (ECB) violations issued
Description: The total number of notices of violation issued by DSNY that fall under the jurisdiction of ECB.
Source: Bureau of Planning & Budget.

Indicator Name: Violations admitted to or upheld at the Environmental Control Board (ECB) (%)
Description: For all violations returnable to Environmental Control Board (ECB), the number of violations where the respondent admitted to the violation and paid the penalty without a hearing or where the violation was upheld following an ECB hearing as a percent of all violations resolved.
Source: Environmental Control Board.

Indicator name: Refuse collection cost per ton ($)
Description: Annual 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. Full fiscal year data is available seven to nine months after the close of the year.
Source: Internal reports and budget documents.

Indicator name: Refuse cost per ton (fully loaded) ($)
Description: Annual 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. Full fiscal year data is available seven to nine months after the close of the year.
Source: Internal reports and budget documents.

Indicator name: Disposal cost per ton ($)
Description: Annual 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. Full fiscal year data is available seven to nine months after the close of the year.
Source: Internal reports and budget documents.

Indicator name: Recycling cost per ton (fully loaded) ($)
Description: Annual 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. Full fiscal year data is available seven to nine months after the close of the year.
Source: Internal reports and budget documents.

Indicator name: Recycling collection cost per ton ($)
Description: Annual 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. Full fiscal year data is available seven to nine months after the close of the year.
Source: Internal reports and budget documents.

Indicator name: Paper recycling revenue per ton ($)
Description: The 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: Removal cost per inch of snow ($)
Description: Annual cost of snow removal operations divided by the total number of inches of snow for the year.
Source: Bureau of Planning and Budget.

Indicator name: Collisions involving City vehicles
Description: Number of City-vehicle involved collision reports involving injury or property damage. New York State MV-104 reports are required whenever a collision occurs involving death, or other personal injury, or property damage.
Source: Safety and Training Division.

Indicator name: Workplace injuries reported (uniform and civilian)
Description: All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: Medical Division.

Indicator name: Completed requests for interpretation
Description The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source DSNY.

Department of Sanitation

Indicator name:	Letters responded to in 14 days (%)
Description:	The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source:	DSNY.

Indicator name:	E-mails responded to in 14 days (%)
Description:	The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source:	DSNY.

Indicator name:	Percent meeting time to close - (Response to Service Requests)
Description:	The percentage of service requests received through the 311 Customer Service Center for which the agency met its planned time of action to provide the related service.
Source:	Mayor's Office of Operations/Citywide Performance Reporting.

Department of Sanitation

Department of Parks & 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. Additionally, a failed cleanliness rating will automatically result in a site's being rated unacceptable for overall condition. Park sites included in this rating are playgrounds, small parks, large parks, and greenstreets (street triangles and medians landscaped with horticultural installations).
Source: Operations & Management Planning Division.

Indicator name: – Overall condition of small parks and playgrounds (%)
Description: The percent of small parks (less than six acres) and playgrounds 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.
Source: Operations & Management Planning Division.

Indicator name: – Overall condition of large parks (%)
Description: The percent of large parks (more than six acres) 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.
Source: Operations & Management Planning Division.

Indicator name: – Overall condition of greenstreets (%)
Description: The percent of greenstreets that pass an inspection based on 16 individual features, as applicable. 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.
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. A park will fail for cleanliness if two of the four cleanliness features are unacceptable or if conditions for one feature are egregious. Park sites included in this rating are playgrounds, small parks, large parks, and greenstreets (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 (six acres or less) 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 (more than six acres) 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 greenstreets (%)
Description: Cleanliness is a subset of overall condition. The percent of greenstreets 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: 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: 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: Parks rated acceptable for (by listed feature) (%)
– Litter
– Glass
– Graffiti
– Weeds
– Ice
– Lawns
– Athletic fields
– Trees
– Trails
– Horticultural areas
– Water bodies
– Benches
– Fences
– Paved surfaces
– Sidewalks
Description: The percent of parks with acceptable ratings for each of the above 15 features.
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.

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.

Department of Parks & Recreation

Indicator name: Recreation centers rated “acceptable” for cleanliness (%)
Description: The percent of recreation centers that pass an inspection based on acceptability ratings for litter, graffiti, dirt and the availability of restroom amenities/supplies. A recreation center will receive a rating of unacceptable for cleanliness if, based on the inspection program’s criteria, two features are unacceptable or if there is any hazard that poses a serious health/safety risk. Recreation centers included in this rating are facilities requiring membership that are owned and operated by Parks. Every recreation center will be inspected at least twice a year.
Source: Operations & Management Planning Division.

Indicator name: Recreation centers rated “acceptable” for overall condition (%)
Description: The percent of recreation centers that pass an inspection based on acceptability ratings for twelve features in three categories – safety, cleanliness and structural. A recreation center’s overall condition will receive a rating of unacceptable if, based on the inspection program’s criteria, safety is found to be unacceptable, both the cleanliness and structural categories are rated unacceptable, or if any one condition is judged a serious health/safety hazard. Recreation centers included in this rating are facilities requiring membership that are owned and operated by Parks. Every recreation center will be inspected at least twice a year.
Source: Operations & Management Planning Division.

Indicator name: Monuments receiving annual maintenance (%)
Description: The percent of Parks’ monuments and public art in the City’s collection that receive maintenance on a yearly basis.
Source: Art and Antiquities.

Indicator name: Major felonies in 30 largest parks (excludes Central Park)
– Crimes against persons
– Crimes against property
Description: For 30 of the City’s largest parks (six of the largest parks, based on acreage, in each of the five boroughs), the total number of 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. Data for these indicators are provided on a quarterly basis by NYPD; consequently, data reported in the Preliminary Mayor’s Management Report is based on September year-to-date. (Note: Data excludes Central Park, which has its own precinct.)
Source: New York City Police Department.

Indicator name: Summonses issued
Description: The number of summonses 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: Violations admitted to or upheld at the Environmental Control Board (%)
Description: For all violations returnable to the Environmental Control Board (ECB), the number of violations where the respondent admitted to the violation without a hearing and paid the penalty, if applicable, or where the violation was upheld following an ECB hearing as a percent of all violations resolved.
Source: Environmental Control Board.

Indicator name: Street 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 an established cycle to ensure tree health and to minimize safety hazards, such as low-hanging limbs over sidewalks and trees blocking traffic signs. Note: Due to changes in funding, the established pruning cycle can be subject to change.
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: – Trees pruned as a percent of pruning eligible trees
Description: The number of pruning eligible street trees (trees 5 inches and larger in diameter) in need of pruning that were pruned using block pruning contracts divided by the total number of pruning eligible trees (490,417) as determined by the 2005-2006 street tree census.
Source: Forestry Division.

Indicator name: Trees removed
Description: The total number of street and park trees removed by Forestry Operations due to death, disease, permits and storms, includes trees removed in response to service requests (emergency and non-emergency) and in-house requests.
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.

Indicator name: Total public service requests received – Forestry
Description: The total number of public service requests received from 311 and the Department's internet request form for forestry work during the reporting period. Examples include requests for the removal of dead trees, hanging limbs or tree stumps, and tree emergencies.
Source: Forestry Division.

Indicator name: – Tree emergencies
Description: The number of storm and other emergency service requests received from 311 and the Department's internet request form during the reporting period.
Source: Forestry Division.

Indicator name: Average time to close – Tree emergency service requests (days)
– Down trees
– Hanging tree limbs
– Down tree limbs
Description: The overall average number of calendar days to close a service request for the following emergency tree conditions – down trees, hanging tree limbs, down tree limbs. A service request is closed when the work is completed or, when upon inspection, the reported condition was not found; did not require action; or was not within the Department's jurisdiction (includes referrals to other City agencies).
Source: Forestry Division.

Indicator name: MillionTreesNYC
– Trees planted – Parks
Description: The total number of trees planted by Parks, or on land that is under Parks' jurisdiction, as part of PlaNYC's MillionTreesNYC initiative. The initiative is a 10-year public-private program launched in Fiscal 2008. Note: The spring planting season generally runs from late February/mid-March through June and the fall planting season from mid-October to December/January.
Source: MillionTreesNYC.

Department of Parks & Recreation

Indicator name: MillionTreesNYC
– Trees planted – Other
Description: The total number of trees planted as part of PlaNYC's MillionTreesNYC initiative that are planted on land that is not under the jurisdiction of the Department of Parks and Recreation. This includes trees planted by other City agencies, State and federal agencies, as well as by private entities. The initiative is a 10-year public-private program launched in Fiscal 2008. Note: The spring planting season generally runs from late February/mid-March through June and the fall planting season from mid-October to December/January.
Source: MillionTreesNYC.

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 dates 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.

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 (lane miles)
Description: The number of lane miles of greenways (nonmotorized, open space that links parks and communities around the City) completed during the reporting period.
Source: Planning Division.

Indicator name: Greenstreets
Description: The total number of greenstreets as of the end of the reporting period. Greenstreets is a citywide program to convert paved, vacant traffic islands and medians into green spaces filled with shade trees, flowering trees, shrubs and ground cover.
Source: Forestry Division.

Indicator name: New Yorkers living within walking distance of a park
Description: The percent of people living within a quarter of a mile of a small, publicly accessible park or a half of a mile of a larger park.
Source: OneNYC.

Indicator name: Total recreation center memberships
– Seniors
– Adults
– Young adults
– Youth and children
Description: The total number of active memberships as of the end of the reporting month and the number for each reporting category. This includes all full year senior, adult, child and youth memberships and all 6-month adult memberships. In July 2013 the Department began to offer reduced rate memberships to young adults between the ages of 18-24. These memberships are a subset of the total adult membership category.
Source: Operations & Management Planning Division.

Indicator name: Total recreation center attendance
– Seniors
– Adults
– Young adults
– Youth and children
– Visitors
Description: The total recreation center attendance during the reporting period and the attendance for each reporting category.
Source: Operations & Management Planning Division.

Indicator name: Attendance at outdoor Olympic and intermediate pools (calendar year)
Description: The number of people in attendance at DPR's outdoor Olympic and intermediate swimming pools during the summer season, which generally runs from late June, the end of the school year, through Labor Day. Data reported in fiscal year (FY) is for period which begins in June of that FY and runs through September of the following FY. For example, data reported for Fiscal 2010 covers the relevant period of June 2010 through September 2010.
Source: Office of the First Deputy Commissioner.

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: Attendance at skating rinks
Description: The number of people in attendance at skating rinks, not including off-season programming, as reported by individual concessionaires.
Source: Revenue Division.

Indicator name: Total attendance at non-recreation center programs
Description: Total attendance at structured youth, adult fitness and Urban Park Ranger programming, as well as attendance at nature centers.
Source: Public Programs Division.

Indicator name: Attendance at non-recreation center programs
– Youth programming
Description: The number of attendees at mobile units, including movie vans, and Kids in Motion (KIM) programming.
Source: Public Programs Division.

Indicator name: Attendance at non-recreation center programs
– Adult fitness programming
Description: The number of attendees at Shape up and WalkNYC classes not held in recreation centers.
Source: Public Programs Division.

Indicator name: Attendance at non-recreation center programs
– Urban Park Ranger programming
Description: The number of attendees at the following programs/facilities: The Natural Classroom/Custom Adventures, Explorers/Weekend Adventures, Alley Pond Park adventure course and nature centers.
Source: Public Programs 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: Volunteer turnout
Description: The number of volunteer attendees at DPR administered programs and events. The following programs/events are captured in this number: corporate clean ups and It's My Park Day, MillionTreesNYC planting and tree care events, Natural Area Volunteer projects and trainings, and the number of classes taught by volunteer Shape Up instructors.
Source: Partnerships for Parks, MillionTreesNYC, Natural Resources Group and Recreation Division.

Indicator name: Cases commenced against the City in state and federal court
Description: The number of state court and federal court matters assigned a litigation start date. In cases with payout, it will be paid from the judgment and claims account in the City's General Fund.
Source: Law Department Law Manager system.

Indicator name: Payout ($000)
Description: The judgment and claims amount, in thousands of dollars, paid by the City from the judgment and claims account in the City's General Fund to resolve cases through settlement or verdict.
Source: Law Department Law Manager system.

Indicator name: Collisions involving City vehicles
Description: The number of State reports, MV-104s, filed. These reports are required whenever a collision occurs that involves death, personal injury or property damage.
Source: Citywide Services.

Indicator name: Workplace injuries reported
Description: All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: Benefits Division.

Indicator name: Emails sent to the agency (through NYC.gov or a publicized agency email address) that were routed
Description: The number of emails sent to an agency through NYC.gov or to a publicly disclosed email address (e.g., customerservice@agency.nyc.gov) that were routed to the appropriate office for response.
Source: Office of the Commissioner.

Indicator name: Emails routed and responded to in 14 days (%)
Description: Of the emails that were routed, the percentage that were answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Office of the Commissioner.

Indicator name: Letters sent to agency that were routed
Description: The number of written correspondence addressed to a central correspondence unit, the agency at large, or to the Commissioner that were routed to the appropriate office for response.
Source: Office of the Commissioner.

Indicator name: Letters routed and responded to in 14 days (%)
Description: Of the letters that were routed, the percentage that were answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Office of the Commissioner.

Indicator name: Completed customer requests for interpretation
Description: The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source: Community Outreach.

Indicator name: CORE customer experience rating (0-100)
Description: An average score based on the rating of 24 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g. wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations – SCOUT

Indicator name: Agency customers surveyed for overall customer satisfaction (calendar year)
Description: The Department of Parks and Recreation conducts in-person surveys of park visitors throughout the City. Each calendar year, surveys are generally conducted from April to November in 45 parks – 5 parks in Staten Island and 10 in each of the other four boroughs. Both small and large parks are included in the survey sample but premier parks such as Central Park and Prospect Park are excluded. Respondents, or customers, are park users who agree to fill out the survey independently when approached by survey-takers. Data reported in the fiscal year (FY) is for the calendar year which ends in December of the FY period. For example, data reported for FY 2012 covers the relevant period of January through December 2011.
Source: Community Outreach.

Indicator name: Respondents who rated parks acceptable for overall condition (%) (calendar year)
Description: The Department of Parks and Recreation conducts in-person surveys of park visitors throughout the City. Each calendar year, surveys are conducted from April to November in 45 parks – 5 parks in Staten Island and 10 in each of the other four boroughs. Both small and large parks are included in the survey sample but premier parks such as Central Park and Prospect Park are excluded. The purpose of the survey is to track and measure customer ratings of parks. Respondents are park users who agree to fill out the survey independently when approached by survey-takers. The number of respondents who rated the overall condition of a park as acceptable is a percent of the number that responded to the survey question. Data reported in the fiscal year (FY) is for the calendar year which ends in December of the FY period. For example, data reported for FY 2012 covers the relevant period of January through December 2011.
Source: Community Outreach.

Indicator name: 311 Service Requests (for specific topic)
Description: The number of service requests received through the 311 Customer Service Center and other 311channels for the specific condition/complaint type.
Source: Mayor's Office of Operations/Citywide Performance Reporting.

Department of Parks & Recreation

Indicator name:	Percent meeting time to first action - (Response to 311 Service Requests)
Description:	The percentage of service requests for which the agency met its planned time of action to provide the service.
Source:	Mayor's Office of Operations/Citywide Performance Reporting.

Department of Parks & Recreation

Department of Cultural Affairs

Indicator name: Operating support payments made to Cultural Institutions Group by the 5th day of each month (%)
Description: The percent of operating support payments made by the fifth business day of each month after receiving a correct payment requisition. The Cultural Institutions Group is comprised of 33 City-owned institutions.
Source: Cultural Institutions Unit.

Indicator name: Average days to issue initial Cultural Development Fund (CDF) payments after complying with all City requirements
Description: The average number of business days to issue a grantee organization its initial Cultural Development Fund (CDF) payment following the organization's satisfactory compliance with the City's grant procedures and requirements, including compliance with Local Law 34 of 2007, which requires disclosures from principal officers, owners and senior managers of groups receiving DCLA funds; current registration with New York State's Charities Bureau; and other requisites.
Source: Grants Management Tracking System.

Indicator name: Average days to issue final CDF payments
Description: Average number of business days to issue final payments to grantee organizations following receipt of a complete and satisfactory payment request form.
Source: Grants Management Tracking System.

Indicator name: Program organizations awarded CDF payments
Description: The number of eligible organizations awarded Cultural Development Fund grants. Grantee organizations must satisfactorily comply with the City's grant procedures and requirements, including compliance with Local Law 34 of 2007, which requires disclosures from principal officers, owners and senior managers of groups receiving DCLA funds; current registration with New York State's Charities Bureau; and other requisites.
Source: Grants Management Tracking System.

Indicator name: Total financial support provided to qualifying organizations ($000,000)
Description: The total amount of financial support provided to qualifying organizations. This includes monies awarded to the Cultural Institutions Group for operating and energy costs, awards to program organizations, and monies awarded to cultural organizations in support of the Cultural After School adventures program (CASA).
Source: Finance Unit.

Indicator name: Capital projects authorized to proceed
Description: The number of all capital projects sent to the managing agency for which a full scope of work has been approved to proceed to be funded.
Source: Database files maintained by Capital Projects Unit.

Indicator name: Capital projects initiated (%)
Description: The percent of all capital projects sent to the 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: Organizations with capital projects
Description: The number of eligible cultural organizations with capital projects in the agency's budget.
Source: Database files maintained by Capital Projects Unit.

Indicator name: Total number of capital projects
Description: The number of capital projects in the agency's budget.
Source: Database files maintained by Capital Projects Unit.

Indicator name: Schools, nonprofits and City/State agencies served by Materials for the Arts (MFTA)
– Schools served by MFTA
– Other City/State agencies served by MFTA
Description: The total number of public schools, nonprofits and City/State agencies provided free materials and equipment through the MFTA Program, and the number served in each of the two reporting categories.
Source: Database files maintained by MFTA.

Indicator name: MFTA donors
Description: The 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/State 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: Value of contributed Materials for the Arts (MFTA) materials and equipments ($000,000)
Description: The estimated dollar value of reusable material and equipment donated to the MFTA Program, as determined by the donor.
Source: Database files maintained by MFTA.

Indicator name: Total visitors to Cultural Institutions Group
Description: The total number of visitors (onsite attendance) at the 33 organizations that comprise the Cultural Institutions Group. Attendance is reported to DCLA by each funded organization.
Source: Cultural Institutions Unit.

Indicator name: – Visitors using free admission and/or tickets (%)
Description: Of the total number of visitors to the 33 City-owned cultural institutions (CIG), the percentage utilizing free admission hours/tickets.
Source: Cultural Institutions Unit.

Indicator name: Emails sent to an agency (through NYC.gov or a publicized agency email address)
Description: The number of emails sent to an agency through NYC.gov or to a publicly disclosed email address (e.g., customerservice@agency.nyc.gov).
Source: Database files maintained by Commissioner's Unit.

Indicator name: Emails responded to in 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Database files maintained by Commissioner's Unit.

Indicator name: Letters sent to an agency
Description: The number of written correspondence addressed to a central correspondence unit, the agency at large, or to the Commissioner.
Source: Database files maintained by Commissioner's Unit.

Department of Cultural Affairs

Indicator name:	Letters responded to in 14 days (%)
Description:	The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source:	Database files maintained by Commissioner's Unit.

Department of Cultural Affairs

Department of Consumer Affairs

Indicator name: Total docketed complaints
– Home improvement contractor
– Debt collection agency
Description: The total number of complaints received and entered into DCA's database and the number citing home improvement contractors or debt collection agencies. A complaint is entered into the database when the agency has received documentation supporting a complaint, the agency has determined that it has oversight authority of the complaint, and the complainant has requested the complaint to be mediated.
Source: Consumer Services Division.

Indicator name: Resolved consumer complaints
Description: The number of consumer complaints that have been closed. 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: Consumer Services Division.

Indicator name: Complaints processed
– Within 0 -20 days (%)
– Within 21-50 days (%)
– Within 51-90 days (%)
Description: The percent of valid complaints that were resolved within the specified time periods as measured in calendar days.
Source: Consumer Services Division.

Indicator name: Median complaint processing time (days)
Description: The median number of calendar 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: Consumer Services Division.

Indicator name: Mediated complaints resolved to the satisfaction of the business and consumer (%)
Description: The percent of complaints resolved in mediation where the business and consumer mutually agree upon the outcome. Complaints that are initially docketed for mediation but are later found to be ineligible for mediation are excluded - i.e., business is closed or cannot be located, DCA action was pre-empted by legally binding document, agency has no jurisdiction.
Source: Consumer Services Division.

Indicator name: Restitution awarded ($000)
Description: The dollar value of restitution awarded but not necessarily paid to consumers by 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: Total inspections
Description: The total number of inspections performed by DCA inspectors, including the borough units, the petroleum unit, and the tobacco unit.
Source: Enforcement Division.

Indicator name: Licensing Law patrol inspections
Description: The number of routine patrol inspections performed to verify that a business that is required to be licensed is, in fact, licensed.
Source: Enforcement Division.

Indicator name: Consumer Protection Law – refund and receipt – patrol inspections
Description: The number of routine patrol inspections performed to ensure compliance with refund and receipt regulations.
Source: Enforcement Division.

Indicator name: Weights and Measures Law – gasoline pumps – patrol inspections
Description: The number of routine patrol inspections of gasoline pump meters to ensure they accurately dispense indicated amounts.
Source: Enforcement Division.

Indicator name: Weights and Measures Law – fuel trucks – patrol inspections
Description: The number of routine patrol inspections of fuel truck meters to ensure they accurately dispense indicated amounts.
Source: Enforcement Division.

Indicator name: Tobacco inspections with minors
Description: The number of tobacco-related inspections with minors to test compliance with City and State laws that prohibit the sale of tobacco products to minors under the age of 18.
Source: Enforcement Division.

Indicator name: Follow-up inspections after a previous tobacco violation
Description: The number of tobacco-related reinspections of businesses that had received a previous violation for selling cigarettes to minors under the age of 18.
Source: Enforcement Division.

Indicator name: Total violations issued
Description: The total number of notices of hearing issued by the Enforcement and Legal divisions. Violations that are withdrawn or voided before the adjudicatory process are not included in this total.
Source: Enforcement and Legal Divisions.

Indicator name: Licensing Law patrol violations issued
Description: The number of violations issued during routine patrol inspections to businesses that are required to have a license but did not have a license at the time of the inspection.
Source: Enforcement Division.

Indicator name: Consumer Protection Law – refund and receipt – patrol violations issued
Description: The number of violations issued to businesses during routine patrol inspections for non-compliance with refund and receipt regulations.
Source: Enforcement Division.

Indicator name: Weights and Measures Law – gasoline pumps – patrol violations
Description: The number of violations issued during routine patrol inspections for gasoline pumps that did not accurately dispense indicated amounts during meter inspections.
Source: Enforcement Division.

Indicator name: Weights and Measures Law – fuel trucks – patrol violations issued
Description: The number of violations issued during routine patrol inspections for fuel trucks that did not accurately dispense indicated amounts during meter inspections.
Source: Enforcement Division.

Indicator name: Tobacco violations issued for sales to minors
Description: The number of tobacco violations issued to cigarette retailers for selling tobacco to minors under the age of 18.
Source: Enforcement Division.

Department of Consumer Affairs

Indicator name: Violations on follow-up inspections after a previous tobacco violation
Description: The number of tobacco-related violations issued to cigarette retailers on follow-up inspections after receiving a previous violation for selling tobacco to minors under the age of 18.
Source: Enforcement Division.

Indicator name: Licensing Law compliance rate (%)
Description: The percent of all inspected businesses that are required to have a license and were found to be licensed at the time of routine patrol inspections, calculated by dividing the number of inspections where no violations were issued by the number of inspections of licensed business categories.
Source: Enforcement Division.

Indicator name: Consumer Protection Law – refund and receipt compliance rate (%)
Description: The percent of all businesses found to be in compliance with refund and receipt regulations (i.e., refund policy is adequately posted, name and address of business appear on receipt) at the time of a routine patrol inspection, calculated by dividing the number of inspections where no violations were issued by the number of inspections of businesses with applicable refund and receipt regulations.
Source: Enforcement Division.

Indicator name: Weights and Measures Law compliance rate – gasoline pumps (%)
Description: The percent of gasoline pumps that accurately dispensed indicated amounts during inspections of meters, calculated by dividing the number of inspections where no violations were issued by the number of inspections.
Source: Enforcement Division.

Indicator name: Weights and Measures Law compliance rate – fuel trucks (%)
Description: The percent of fuel trucks that accurately dispensed indicated amounts during routine patrol inspections of meters, calculated by dividing the number of inspections where no violations were issued by the number of inspections.
Source: Enforcement Division.

Indicator name: Inspected stores complying with tobacco regulations (%)
Description: The percent of tobacco vendors who did not illegally sell tobacco products to minors under the age of 18 during undercover operations, calculated by dividing the number of inspections where no violations were issued by the number of inspections.
Source: Enforcement Division.

Indicator name: Compliance on follow-up inspections 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, calculated by dividing the number of inspections where no violations were issued for the sale of tobacco products to minors under the age of 18 by the number of inspections.
Source: Enforcement Division.

Indicator name: Total decisions rendered
Description: The number of decisions issued by DCA's Administrative Tribunal. This includes all decisions issued by Administrative Law Judges, including both hearing decisions and default decisions (if the business did not appear to contest the violation) but does not include settlements of any kind.
Source: Adjudication Division.

Indicator name: Decisions issued in 30 days or less (%)
Description: The percent of all decisions issued by DCA's Administrative Tribunal that are issued within 30 days of the final hearing date.
Source: Adjudication Division.

Indicator name: Total settlements ($000)
Description: Fines collected as a result of actions by lawyers and settlement officers through pre-trial or trial settlements; includes settlements by both the Legal and Adjudications Divisions.
Source: Legal Services Division and Adjudication Division.

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.

Indicator name: Basic license application – Average processing time (days)
Description: The average number of calendar 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 Division.

Indicator name: Basic license applications received
Description: The number of license applications received 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 Division.

Indicator name: Basic license applications issued
Description: The number of DCA license applications issued 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 Division.

Indicator name: License applications received online (%)
– New licenses (%)
– Renewal licenses (%)
Description: The total number of new and renewal DCA license applications received online as a percent of all licensing applications received by DCA and the percent by reporting category.
Source: Licensing Division.

Indicator name: Licensing Center wait time (minutes)
Description: The average number of minutes a customer waits from the time the customer receives a Q-matic ticket to the time the customer reaches a service window to speak with a license center representative.
Source: Q-matic system maintained by the Department's Licensing Division.

Indicator name: Customer volume at Licensing Center
Description: The total number of customers that visit the DCA Licensing Center.
Source: Licensing Division.

Indicator name: Businesses educated through direct outreach
Description: The number of businesses visited on business education days, businesses attending DCA outreach events, and businesses participating in live chats as well as businesses educated during routine patrol inspections.
Source: External Affairs.

Department of Consumer Affairs

Indicator name: Clients served at Financial Empowerment Centers
Description: The number of unique clients receiving financial counseling from DCA's network of Financial Empowerment Centers.
Source: Office for Financial Empowerment.

Indicator name: Financial Empowerment Center clients – Percent achieving measurable success (%)
Description: The percent of Office of Financial Empowerment clients with at least two financial counseling sessions that have achieved at least one short- or long-term change in financial behavior during the most recent fiscal year. Client behavioral changes include: (1) opening a safe and affordable bank account, (2) transitioning to a safe and affordable bank account, (3) maintaining a bank account for at least six months, (4) increasing credit score by at least 35 points, (5) establishing a credit score, (6) decreasing debt by 10%, (7) increasing savings by at least 2% of net income, or (8) maintaining a regular savings habit for at least three months.
Source: Office for Financial Empowerment.

Indicator name: Total debt reduced by clients ($000) (cumulative)
Description: The cumulative debt reduction by Office of Financial Empowerment Center clients since program inception in May 2009. Fiscal year first quarter data is used as a proxy for the October YTD number reported in the Preliminary Mayor's Management Report.
Source: Office for Financial Empowerment.

Indicator name: Total savings accumulated ($) (cumulative)
Description: The amount of cumulative savings increased by Office of Financial Empowerment Center clients since program inception in May 2009. Fiscal year first quarter data is used as a proxy for the October YTD number reported in the Preliminary Mayor's Management Report.
Source: Office for Financial Empowerment.

Indicator name: Tax returns filed through citywide Tax Credit Campaign
Description: The total number of tax returns prepared through the Tax Credit Campaign, a city-wide promotional effort focused on informing New Yorkers about the Earned Income Tax Credit and free and low-cost tax preparation services. DCA-supported tax partners include Volunteer Income Tax Assistance (VITA) providers, who manage free tax sites across the city, and free online providers.
Source: Office for Financial Empowerment.

Indicator name: Visits made to agency walk-in facility
Description: The number of visits made to DCA's administrative tribunal, the Licensing Center, and the consumer services and collections office.
Source: Adjudication Division, Licensing Division, Consumer Services Division, and Collections Division.

Indicator name: Average customer in-person wait time (minutes)
Description: The average wait time for customers visiting DCA's administrative tribunal, the Licensing Center, and the consumer services and collections office. For Licensing Center customers, the time is calculated from the time the customer receives a Q-matic ticket to the time the customer reaches a service window to speak with a Licensing Center representative. For other customers, wait time is tracked manually in a spreadsheet.
Source: Adjudication Division, Licensing Division, Consumer Services Division, and Collections Division.

Indicator name: Completed customer requests for interpretation
Description: The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source: External Affairs.

Department of Consumer Affairs

Indicator name:	CORE customer experience rating (0-100)
Description:	An average score based on the rating of 24 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g. wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Facilities are rated by trained City inspectors.
Source:	Mayor's Office of Operations – SCOUT.

Indicator name:	311 Service Requests (for specific topic)
Description:	The number of service requests received through the 311 Customer Service Center and other 311 channels for the specific condition/complaint type.
Source:	Mayor's Office of Operations/Citywide Performance Reporting.

Indicator name:	Percent meeting time to first action - (Response to 311 Service Requests)
Description:	The percentage of service requests for which the agency met its planned time of action to provide the service.
Source:	Mayor's Office of Operations/Citywide Performance Reporting.

311 Customer Service Center

Indicator name: 311 calls (000)
Description: The number of calls, in thousands, 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: 311 Online site visits (000)
Description: The number of visits, including requests for information or services, made to 311 Online via the City's website (www.nyc.gov/311).
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: Average wait time (tier 1 calls) (minutes:seconds)
Description: The average wait time in minutes and seconds before a call is answered by a live call center representative in the Tier 1 queue - the initial assessment of basic customer needs. Time begins after initial prerecorded messages.
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: Complaints against 311 per million calls
Description: The number of complaints received from the general public about 311 service or staff per million calls to 311.
Source: 311 Customer Service Center.

Indicator name: Completed requests for interpretation
Description The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source 311 Customer Service Center.

Indicator name: Letters responded to in 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: 311 Customer Service Center.

Indicator name: E-mails responded to in 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: 311 Customer Service Center.

311 Customer Service Center

Indicator name:	Customer satisfaction index
Description:	An index of the customers surveyed who were satisfied with the service they received from 311. The survey is conducted and the index is calculated by CFI Group, Inc. for 311 using their patented American Customer Satisfaction Index (ACSI) methodology. The overall result reported is a comparison and weighted metric that triangulates the customer's view on ideal customer experience, desired customer experience and actual customer experience.
Source:	CFI Group, Inc./311 Customer Service Center.

Taxi and Limousine Commission

Indicator name: Active medallion taxis that are accessible
Description: The number of active medallion taxicabs that are wheelchair accessible. All accessible taxicabs must be compliant with the applicable requirements of the Americans with Disabilities Act.
Source: TLC Safety and Emissions/Policy Division.

Indicator name: Active Boro Taxis that are accessible
Description: The number of Boro Taxis (also known as Street Hail Liveries or green cabs) that are wheelchair accessible. All accessible Boro Taxis must be compliant with the applicable requirements of the Americans with Disabilities Act.
Source: TLC Safety and Emissions/Policy Division.

Indicator name: Accessible dispatch median wait time in Manhattan (hours:minutes)
Description: The median wait time for passengers who requested a wheelchair accessible vehicle through the Accessible Dispatch program. The median wait time includes the time associated with traffic and travel to the passenger's pick-up location and is calculated from the time the request for an accessible taxi is submitted to the time the driver arrives at the passenger's pick-up location.
Source: TLC Policy Division.

Indicator name: Accessible dispatch trips fulfilled as a percent of requested trips (%)
Description: The percentage of passenger trips fulfilled through the Accessible Dispatch program as a percent of all requested trips.
Source: TLC Policy Division.

Indicator name: Active medallion vehicles with hearing induction loops
Description: The number of medallion taxicab vehicles with hearing induction loops. A hearing induction loop is an installed system that transmits sound to assist passengers with hearing aids or cochlear implants.
Source: TLC Safety and Emissions/Policy Division.

Indicator name: Medallion safety and emissions inspections conducted
– Passed
– Failed
Description: The total number of completed initial and re-test inspections for medallion taxicabs and the number that passed and failed an inspection. As per a TLC rule, all medallion cabs must be inspected three times per year at TLC's Woodside inspections facility. Inspections consist of New York State Department of Motor Vehicles (DMV) required safety and emissions testing and TLC required safety and visual testing.
Source: TLC Safety and Emissions Division.

Indicator name: Medallion safety and emissions failure rate
– Initial inspection (%)
– Re-inspection (%)
Description: The percent of medallion taxicabs that failed initial inspection and the percent of medallion taxicabs that failed re-inspection. Vehicles that fail initial inspections must return to TLC's Woodside facility for re-inspection until they are able to pass.
Source: TLC Safety and Emissions Division.

Indicator name: Medallion summonses issued 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: Medallion safety failure rate – Initial inspection (%)
Description: The number of medallion vehicles that failed the initial safety inspection as a percent of all medallion vehicles undergoing initial safety inspections.
Source: TLC Safety and Emissions Division.

Indicator name: Medallion vehicles that pass New York State standard emissions test on initial inspection (%)
Description: The number of medallion vehicles that pass New York State On-Board Diagnostic II (OBDII) emissions inspection at the initial inspection as a percent of all medallion vehicles undergoing OBDII inspections.
Source: TLC Safety and Emissions Division.

Indicator name: 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: For-hire vehicle (FHV) safety and emissions inspections conducted at TLC facility
– Pass
– Fail
Description: The total number of completed initial and re-test inspections performed on for-hire vehicles and the number that passed and failed an inspection. As per a TLC rule, FHVs must be inspected once every two years at TLC's Woodside inspections facility. Inspections consist of New York State (NYS) Department of Motor Vehicles (DMV) required safety and emissions testing and TLC required safety and visual testing. Other required safety and emissions inspections (an additional five during the two year license period) can be completed at any NYS DMV registered facility.
Source: TLC Safety and Emissions Division.

Indicator name: FHV safety and emissions failure rate
– Initial inspection (%)
– Re-inspection (%)
Description: The percent of FHV vehicles that failed initial inspections and the percent that failed re-inspections. Vehicles that fail initial inspections must return to TLC's Woodside facility for re-inspection until they are able to pass.
Source: TLC Safety and Emissions Division.

Indicator name: FHV safety and emissions inspections completed on time (%)
Description: The percent of for-hire vehicles that completed a safety and emissions inspection on the scheduled appointment date.
Source: TLC Safety and Emissions Division.

Indicator name: Boro Taxi safety and emissions inspections conducted
– Passed
– Failed
Description: The total number of completed initial and re-test inspections for Boro Taxis and the number that passed and failed an inspection. As per a TLC rule, all Boro Taxis must be inspected two times per year at TLC's Woodside inspections facility. Inspections consist of New York State Department of Motor Vehicles (DMV) required safety and emissions testing and TLC required safety and visual testing.
Source: TLC Safety and Emissions Division.

Taxi and Limousine Commission

Indicator name: Boro Taxis safety and emissions failure rate
– Initial inspection (%)
– Re-inspection (%)
Description: The percent of Boro Taxis that failed initial inspection and the percent that failed re-inspection. Vehicles that fail initial inspections must return to TLC's Woodside facility for re-inspection until they are able to pass.
Source: TLC Safety and Emissions Division.

Indicator name: Medallion patrol summonses issued
Description: The total number of patrol summonses issued to medallion owners, drivers and vehicles for not complying with TLC's rules and regulations. A patrol summons is a field summons issued while an inspector is on patrol.
Source: TLC Enforcement Division.

Indicator name: Administrative summonses issued to medallions
Description: The total number of administrative summonses issued to medallion vehicle owners, drivers and bases for not complying with TLC's rules and regulations. Whereas patrol summonses are issued by inspectors in the field, administrative summonses are generated based on violations observable in secure TLC databases, such as licensing records.
Source: TLC Enforcement Division.

Indicator name: FHV patrol summonses issued
Description: The total number of patrol summonses issued to for-hire vehicle owners, drivers and bases for not complying with TLC's rules and regulations. A patrol summons is a field summons issued while an inspector is on patrol.
Source: TLC Enforcement Division.

Indicator name: – Summonses issued for illegal street hails and unlicensed activity
– Street hail summonses issued to non-medallion vehicle drivers
– Summonses issued for unlicensed operation
Description: The number of summonses issued, by category as well as overall total, to licensed for-hire vehicle owners and drivers, including drivers of commuter and paratransit vans, and any other driver who does not have a medallion and picks up a street hail; and the number of summonses issued to unlicensed operators that offer street hail service to passengers. (Note: Through June 2013 only medallion drivers are legally allowed to pick up street hails.)
Source: TLC Enforcement Division.

Indicator name: Administrative summonses issued to FHVs
Description: The total number of administrative summonses issued to FHV vehicle owners, drivers and bases for not complying with TLC's rules and regulations. Whereas patrol summonses are issued by inspectors in the field, administrative summonses are generated based on violations observable in secure TLC databases, such as licensing records.
Source: TLC Enforcement Division.

Indicator name: Violations admitted to or upheld at the Taxi and Limousine Tribunal at the Office of Administrative Trials and Hearings (%)
Description: The number of violations where the respondent admitted to the rule violation and/or paid the penalty without a hearing (referred to as a stipulation) or where the rule violation was upheld following a hearing as a percent of all violations resolved (stipulations, plus violations upheld and dismissed).
Source: Office of Operations Support and Programs.

Indicator name: Vehicles seized
Description: The number of unlicensed vehicles, licensed for-hire vehicles and medallion vehicles that are taken from the driver's possession for not complying with TLC's rules and regulations.
Source: TLC Enforcement Division.

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

Indicator name: Medallion drivers' licenses issued
Description: The total number of medallion driver's licenses that the TLC issued upon completion of TLC requirements and standards.
Source: TLC Licensing Division.

Indicator name: For-hire vehicle drivers' licenses issued
Description: The total number of FHV driver's licenses that the TLC issued upon completion of TLC requirements and standards.
Source: TLC Licensing Division.

Indicator name: For-hire base licenses issued
Description: The number of licenses that the TLC issued to FHV bases upon completion of TLC requirements and standards.
Source: TLC Licensing Division.

Indicator name: For-hire vehicle owner's licenses issued
Description: The number of licenses that the TLC issued to FHV vehicle owners upon completion of TLC requirements and standards.
Source: TLC Licensing Division.

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 FHV 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 license is issued. This includes the time needed by an applicant to complete all requirements as well as the time by TLC to process the application.
Source: TLC Licensing Division.

Indicator name: Average time to conduct a safety and emissions inspection of a medallion taxi (hours:minutes)
Description: The average time it takes to conduct a safety and emissions inspection of a medallion taxi; includes the time spent waiting for the inspection and the time spent on the inspection.
Source: TLC Safety and Emissions Division.

Indicator name: Average time to conduct a safety and emissions inspection of a FHV (hours:minutes)
Description: The average time it takes to conduct a safety and emissions inspection of a FHV, includes both the time spent waiting for the inspection and the time spent on the inspection.
Source: TLC Safety and Emissions Division.

Taxi and Limousine Commission

Indicator name: Average time to conduct a safety and emissions inspection of a Boro Taxi (hours:minutes)
Description: The average time it takes to conduct a safety and emissions inspection of a Boro Taxi; includes the time spent waiting for the inspection and the time spent on the inspection.
Source: TLC Safety and Emissions Division.

Indicator name: Average time to close a consumer complaint (calendar days) - Medallion
Description: The average number of calendar days to close a consumer complaint, measured from receipt of the complaint to the date the hearing is scheduled or complaint is otherwise resolved.
Source: TLC Call Center.

Indicator name: Medallion driver complaints received
– Service refusals
– Discourteous behavior
– Overcharges
– Traffic rules
– Other
Description: The total number of complaints customers made to TLC's Call Center regarding a medallion driver and the number of complaints by selected category. These complaints can lead to charges being filed against the driver.
Source: TLC Call Center.

Indicator name: Average time to close a consumer complaint (calendar days) – FHV
Description: The average number of calendar days to close a consumer complaint, measured from receipt of complaint to the date the hearing is scheduled or complaint is otherwise resolved.
Source: TLC Call Center.

Indicator name: FHV driver complaints received
Description: The total number of complaints customers made to TLC's Call Center regarding a FHV driver and the number of complaints by selected category. These complaints can lead to charges being filed against the driver.
– Discourteous behavior
– Overcharges
– Traffic rules
– Other
Source: TLC Call Center.

Indicator name: Emails sent to agency (through NYC.gov or a publicized agency email address)
Description: The number of emails sent to an agency through NYC.gov or to a publicly disclosed email address (e.g., customerservice@agency.nyc.gov).
Source: TLC Call Center.

Indicator name: Emails responded to in 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: TLC Call Center.

Indicator name: Letters sent to agency
Description: The number of written correspondence addressed to a central correspondence unit, the agency at large, or to the Commissioner.
Source: TLC Call Center.

Indicator name: Letters responded to in 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: TLC Call Center.

Indicator name: Calls made to agency call center
Description: The total number of calls made to the agency's call center (directly or transferred to the call center via 311).
Source: TLC Call Center.

Indicator name: Calls answered in 30 seconds (%)
Description: The percentage of calls answered by a call center representative in 30 seconds or less. Time begins after initial prerecorded message.
Source: TLC Call Center.

Indicator name: Completed customer requests for interpretation
Description: The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source: TLC Licensing Division.

Indicator name: Visits made to agency walk-in facility
Description: The number of visits to TLC's Licensing Center.
Source: TLC Licensing Division.

Indicator name: CORE customer experience rating (1-100)
Description: An average score based on the rating of 24 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g. wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations – SCOUT.

Indicator name: Medallion vehicles
Description: The total number of current medallion taxicab vehicles.
Source: TLC Safety and Emissions / Policy Division.

Indicator name: For-hire vehicles (includes Boro Taxis)
Boro Taxis
Description: The total number of for-hire vehicles, including Boro Taxis, and the number of Boro Taxis as a subset of the total.
Source: TLC Safety and Emissions / Policy Division.

Taxi and Limousine Commission

Indicator name: 311 Service Requests (for specific topic)
Description: The number of service requests received through the 311 Customer Service Center and other 311 channels for the specific condition/complaint type.
Source: Mayor's Office of Operations/Citywide Performance Reporting.

Indicator name: Percent meeting time to close - (Response to 311 Service Requests)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations/Citywide Performance Reporting.

Taxi and Limousine Commission

Health and Human Services

Health and Human Services

Department of Health and Mental Hygiene p 85

Office of Chief Medical Examiner p 89

Health and Hospitals Corporation p 91

Human Resources Administration p 93

Administration for Children's Services p 103

Department of Homeless Services p 111

Department for the Aging p 115

Indicator name: Number of Male Condoms Distributed (000)
Description: The total number of male condoms distributed by DOHMH.
Source: DOHMH Bureau of HIV/AIDS Prevention and Control

Indicator name: New HIV diagnoses
Description: The number of new HIV diagnoses cases reported and confirmed by DOHMH. Data is by quarter: FY12 Four-Month Actuals reflects 3rd Quarter (July-September), 2011 data.
Source: DOHMH Bureau of HIV/AIDS Prevention and Control

Indicator name: Patients enrolled in Ryan White with current antiretroviral (ARV) prescription at last assessment (%)
Description: Patients in enrolled in Ryan White with current antiretroviral (ARV) prescription at last assessment as reported to DOHMH.
Source: DOHMH Bureau of HIV/AIDS Prevention and Control

Indicator name: Syphilis cases
Description: The number of primary and secondary stage syphilis cases reported to DOHMH.
Source: DOHMH Bureau of Sexually Transmitted Disease Prevention and Control

Indicator name: New tuberculosis cases (CY)
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 Bureau of Tuberculosis Control

Indicator name: Seniors, aged 65+, who reported receiving a flu shot in the last 12 months (%)(CY)
Description: Seniors, aged 65+, who reported being immunized against influenza in the last 12 months as noted in the NYC Community Health Survey. Data is reported annually.
Source: DOHMH Bureau of Epidemiology Services

Indicator name: Children aged 19-35 months with up-to-date immunizations (%)
Description: Children 19-35 months reported as receiving 4 or more doses of DTaP, 3 or more doses of poliovirus vaccine, 1 or more doses of any MMR, 3 or more doses of Hib, 3 or more doses of HepB, and 1 or more doses of varicella vaccine, divided by the total number of children ages 19-35 months according to the US Census Bureau.
Source: DOHMH Bureau of Immunization

Indicator name: Children in the public schools who are in compliance with required immunizations (%)
Description: The number of children in public schools who are in compliance with all immunizations required by State and Local public health laws, divided by the number of children enrolled in NYC public schools.
Source: NYC Department of Education, DOHMH Bureau of Immunization

Indicator name: Adults who smoke (%)(CY)
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 who are obese (%)
Description: Adult New Yorkers who have a Body Mass Index (BMI) of 30 or greater and is calculated based on respondents' self-reported weight and height, as noted in the NYC Community Health Survey. Data is by calendar year.
Source: DOHMH Bureau of Epidemiology Services.

Indicator name: Adults who consume an average of one or more sugar-sweetened beverage per day (%)(CY)
Description: Adults who consume an average of one or more sugar-sweetened beverage per day, as noted in the NYC Community Health Survey. "Sugar-sweetened beverages" are defined as sugar-sweetened sodas and other sugar-sweetened drinks, like iced tea. Data is by calendar year.
Source: DOHMH Bureau of Epidemiology Services

Indicator name: Adult New Yorkers without a regular doctor (%)
Description: Number of New Yorkers aged 18 and older without a regular doctor
Source: NYC Community Health Survey; DOHMH Bureau of Epidemiology Services

Indicator name: Adults, aged 50+, who received a colonoscopy in the past ten years (%)(CY)
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: Hospitalization rate for asthma among children ages 0-14 (per 1,000 children)(CY)
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: Total correctional health clinical visits (includes intake exams, sick calls, follow-up, mental health and dental)
Description: Number of total clinical visits including intake, sick call, primary care, follow up, mental health, dental, and emergencies for incarcerated individuals.
Source: DOHMH Division of Health Care Access and Improvement

Indicator name: Infant mortality rate (per 1,000 live births)(CY)
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: Childhood Blood Lead Levels
- New cases among children aged 6 months to less than 6 years with blood lead levels greater than or equal to 10 micrograms per deciliter
Description: The number of newly identified children, ages 6 month to less than 6 years, with a blood lead test level at or above 10 micrograms per deciliter.
Source: DOHMH Lead Poisoning Prevention Program

Indicator name: Day care initial site inspections
Description: Total number of complete inspections, identified as Initial Inspections, performed by the Public Health Sanitarian or Early Childhood Educational Consultant staff of the Department of Health and Mental Hygiene's Bureau of Child Care, of 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 Child Care

Indicator name: Child care inspections that do not require a compliance inspection (%)
Description: If on its Initial Inspection a child care facility is cited for a public health hazard, a critical violation, or more than 5 minor violations, then a Compliance Inspection is required. Of the facilities that had an initial inspection in this fiscal year, this indicator represents the percentage that were not cited for a public health hazard, critical violation, or more than 5 minor violations.
Source: DOHMH Bureau of Child 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: Restaurants scoring an 'A' grade (%)
Description: The percent of restaurants with a final adjudicated grade that have an 'A' (snapshot taken on the last day of each month). Only restaurants that have finished the grading process (had their hearing) are included.
Source: DOHMH Division of Environmental Health

Indicator name: Initial Pest Control Inspections (000)
Description: The total number of initial pest control inspections of private properties by DOHMH citywide.
Source: DOHMH Division of Environmental Health

Indicator name: Initial inspections with Active Rat Signs (ARS)(%)
Description: The percent of properties receiving rodent inspections that failed their initial inspection as a result of 'signs of active rats (ARS)' – the most serious rodent violation, divided by the total number of initial property inspections.
Source: DOHMH Division of Environmental Health

Indicator name: Compliance inspections found to be rat free (%)
Description: The number of properties receiving rodent inspections that passed their compliance inspection divided by the number of those properties that failed their initial inspection as a result of 'signs of active rats (ARS)' – 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: NYC jail inmates who complete 45-day substance abuse program ('A Road Not Taken') (quarterly)
Description: The total number of individuals who completed 'A Road Not Taken', a 45-day evidence-based substance abuse treatment program that addresses inmates' underlying drug addiction and thoughts/behaviors associated with criminal activities. Data is by fiscal year.
Source: DOHMH Division of Health Care Access and Improvement

Indicator name: New buprenorphine patients (quarterly)
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 from unintentional overdose (CY)
Description: Deaths due to use of, or accidental poisoning by, psychoactive substances. Excludes alcohol and tobacco. Data is by calendar year.
Source: NYC Department of Health and Mental Hygiene

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

Indicator name: Units of supportive housing available to persons with severe mental illness diagnosis (000)
Description: The number of beds in service, in thousands, overseen by NYC DOHMH. 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: New children receiving services from the Early Intervention Program (000)
Description: The number of children, in thousands, who receive services from the Early Intervention Program. 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: NYS DOH New York Early Intervention System.

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: Average response time for birth certificates by mail/online (days)
Description: Average response time for birth certificates by mail/online (days) from receipt of necessary documentation to response/issuance.
Source: DOHMH Office of Vital Records

Indicator name: Average response time for death certificates by mail/online (days)
Description: Average response time for death certificates by mail/online (days) from receipt of necessary documentation to response/issuance, including funeral director orders.
Source: DOHMH Office of Vital Records

Indicator name: Collisions involving city vehicles
Description: Number of DOHMH-vehicle involved collision reports involving injury or property damage for the DOHMH fleet. New York State MV-104 reports are required whenever a collision occurs involving death, or other personal injury, or property damage..
Source: DOHMH Fleet Administration

Indicator name: Workplace injuries reported
Description: All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: New York City Law Department

Indicator name: All summonses issued
Description: Total number of summonses and violations issued by DOHMH.
Source: Office of Administrative Trials and Hearings (OATH)

Indicator name: Violations admitted to or upheld at ECB (%)
Description: The proportion of DOHMH-issued Environmental Control Board (ECB) violations that are resolved without a hearing or upheld at an ECB hearing.
Source: Office of Administrative Trials and Hearings (OATH)

Office of Chief Medical Examiner

Indicator name: Median time for MLI scene arrivals (hours)
Description: The time taken for Medicolegal Investigators (MLIs) to arrive to investigate and make the preliminary review of OCME cases in the field. MLIs 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 process cremation requests (hours)
Description: Median time to process requests for approval of a cremation.
Source: Communications Unit.

Indicator name: Median time to complete toxicology cases (days)
Description: The median 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, benzoylecgonine, 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)
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 property crime cases, from evidence submission to report (days)
Description: DNA analysis is used to analyze evidence from crime scenes.
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 (cumulative)
Description:	The cumulative number of human remains recovered following a mass fatality incident.
Source:	Investigations/Special Operations Unit.

Indicator name:	Remains identified following a disaster (cumulative)
Description:	The cumulative number of human remains recovered from a disaster site that have been identified.
Source:	Forensic Biology DNA Laboratory/WTC Records Unit.

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 anywhere within HHC. Data is collected quarterly and corresponds to the relative period of the previous calendar year.
Source:	Health and Hospitals Corporation (HHC) Siemens data warehouse
Indicator name:	The percent of eligible women age 50 to 74 receiving a mammogram screening from HHC
Description:	The percentage of eligible women age 50 to 74, 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:	HIV patients retained in care (%)
Description:	The proportion of HIV positive patients that have an HIV clinical visit during each half of a 12-month review period. This indicator is collected annually following the fiscal year calendar.
Source:	Siemens data warehouse.
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 30 days.
Description:	The percent of adult patients discharged with principal psychiatry diagnoses who are readmitted within 30 days.
Source:	Siemens data warehouse.
Indicator name:	Average wait time for a primary care visit at hospitals and diagnostic treatment centers (minutes) - Adult Medicine
Description:	The number of minutes from the scheduled time of appointment to the time the patient sees the adult medicine provider 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: Average wait time for a primary care visit at hospitals and diagnostic treatment centers (minutes) - Pediatric Medicine
Description: The number of minutes from the scheduled time of appointment to the time the patient sees the pediatric medicine provider 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: Average wait time for a primary care visit at hospitals and diagnostic treatment centers (minutes) - Women's health
Description: The number of minutes from the scheduled time of appointment to the time the patient sees the Women's health provider 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: Calendar days to third next available new appointment – adult medicine
Description: The number of calendar days to third next available appointment for new patients - adult medicine.
Source: HHC Ambulatory Care Restructuring Initiative Reporting Database

Indicator name: Calendar days to the third next available new patient appointment – pediatric medicine
Description: The number of calendar days to third next available appointment for new patients - pediatric medicine.
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: Siemens Data GPS.

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

Indicator name: Cash Assistance unduplicated caseload (12-month) (000)
Description: This indicator measures the number of distinct people who received Cash Assistance benefit on either the time-limited Family Assistance Program or the Safety Net Assistance (SNA) Program or the 60-month Converted to Safety Net program within last 12 months. Each individual receiving any of these types of cash assistance is counted only once during the 12-month period.
Source: HRA Office of Planning and Program Management (OPPM) and WMS report CRM01OR1

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 receiving cash assistance from the Family Assistance Program, the Safety Net Assistance (SNA) Program or the 60-month Converted to Safety Net, both recurring and emergency cash assistance.
Source: HRA OPPM and WMS report CRM01OR1

Indicator name: Persons receiving recurring cash assistance (000)
Description: As of the end of the reporting period, this indicator measures only the number of persons who are receiving ongoing, monthly cash assistance from the Family Assistance Program, the Safety Net Assistance (SNA) Program or the 60-month Converted to Safety Net.
Source: HRA OPPM and WMS report CRM01OR1

Indicator name: Persons receiving recurring emergency cash assistance only (000)
Description: As of the end of the reporting period, this indicator measures only the number of persons who are receiving one time only emergency cash assistance from the Family Assistance Program, the Safety Net Assistance (SNA) Program or the 60-month Converted to Safety Net.
Source: HRA OPPM and WMS report CRM01OR1

Indicator name: Temporary Assistance for Needy Families (TANF) Recipients (000)
Description: At the end of the reporting period, the number of persons who are receiving 60-month, time-limited TANF.
Source: HRA OPPM and WMS report

Indicator name: 60-month converted to SNA Recipients (000)
Description: At the end of the reporting period, the number of persons who had received time-limited TANF for 60 months and were converted to SNA.
Source: HRA OPPM and WMS report

Indicator name: SNA Recipients (000)
Description: At the end of the reporting period, the number of persons who are receiving SNA.
Source: HRA OPPM and WMS report

Indicator name: Cash Assistance Caseload (point in time) (000)
Description: At the end of the reporting period, the total number of cases receiving Cash Assistance.
Source: HRA OPPM and WMS report

Indicator name: Cash Assistance Applications
Description: The total number of cases applying for Cash Assistance (Recurring or Single Issue benefits) in the respective month.
Source: HRA Office of Planning and Program Management (OPPM)
Indicator name: Cash Assistance Application Acceptance Rate (%)
Description: The percentage of Cash Assistance Applications with the application outcome of single issue or active or closed out of the total number of cases applying for Cash Assistance (Recurring or Single Issue benefits) in the respective month.
Source: HRA Office of Planning and Program Management (OPPM)

Indicator name: Cash Assistance application timeliness rate (%)
Description: This indicator measures the percent of Cash Assistance application processing completed by the Agency in the required 30-day time frame.
Source: HRA Family Independence Administration (FIA)

Indicator name: Cash Assistance cases in sanction process (%):
Description: The percentage of Cash Assistance cases that were in conference/conciliation/awaiting conciliation/fair hearing process out of the total number of Cash Assistance cases (on the engagement report) at the end of the reporting month.
Source: HRA Office of Planning and Program Management (OPPM)

Indicator name: Cash Assistance cases in sanction status (%)
Description: The percentage of Cash Assistance cases that were in sanction due to non-compliance out of the total number of Cash Assistance cases (on the engagement report) at the end of the reporting month.
Source: HRA Office of Planning and Program Management (OPPM)

Indicator name: Persons receiving Supplemental Nutrition Assistance Program (SNAP) benefits (000)
Description: As of the end of the reporting period, the number of eligible persons receiving federally supported Supplemental Nutrition Assistance Program benefits, 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 OPPM

Indicator name: Cash Assistance persons receiving SNAP benefits (000)
Description: At the end of the reporting period, the total number of persons who receive Supplemental Nutrition Assistance Program benefits and Cash Assistance
Source: HRA OPPM

Indicator name: Non-cash Assistance persons receiving SNAP benefits (000)
Description: At the end of the reporting period, the total number of persons who receive Supplemental Nutrition Assistance Program benefits who are not cash assistance or SSI recipients.
Source: HRA OPPM

Indicator name: SSI persons receiving SNAP benefits (000)
Description: The total number of eligible recipients of SSI receiving federally supported Supplemental Nutrition Assistance Program benefits.
Source: HRA OPPM

Indicator name: Total SNAP households (000)
Description: The total number of eligible households receiving Supplemental Nutrition Assistance Program benefits, including both Cash Assistance recipients and non-PA recipients.
Source: HRA OPPM

Indicator name: Cash assistance households receiving SNAP benefits (000)
Description: The total number of Cash Assistance eligible households receiving Supplemental Nutrition Assistance Program benefits.
Source: HRA OPPM

Indicator name: Non-cash assistance households receiving SNAP benefits (000)
Description: At the end of the reporting period, the total number of persons who receive Supplemental Nutrition Assistance Program benefits who are not cash assistance or SSI recipients.
Source: HRA OPPM

Indicator name: SSI households receiving SNAP benefits (000)
Description: The total number of eligible recipients of SSI receiving federally supported Supplemental Nutrition Assistance Program benefits.
Source: HRA OPPM

Indicator name: SNAP estimated Payment Error Rate (%)
Description: This indicator measures the estimated percent of Supplemental Nutrition Assistance Program benefits Payment Errors for CA and non-CA recipients where the incorrect Supplemental Nutrition Assistance Program 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

Indicator name: Percent of SNAP applications filed electronically (%):
Description: The percentage of cases that applied for SNAP benefits online out of the total number of cases that applied for SNAP benefits in the respective month.
Source: HRA Office of Planning and Program Management (OPPM)

Indicator name: SNAP application timeliness rate (%)
Description: The percent of Supplemental Nutrition Assistance Program Cash Assistance and Non-Cash Assistance application processing completed by the Agency in the federally required 30-day timeframe.
Source: HRA FIA

Indicator name: Medicaid enrollees administered by HRA (000)
Description: At the end of the reporting period, the total number of persons enrolled in Medicaid administered by HRA who also receive cash assistance or SSI, and Medicaid without cash assistance (Medicaid-only) administered by HRA.
Source: WMS report WINR0521 and HealthStat Report

Indicator name: Medicaid-only enrollees administered by HRA (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 administered by HRA. In January 2014, the majority of Medicaid-only (non- Cash Assistance Medicaid) eligible clients began to be enrolled in the New York State administered Medicaid program through the State Health Care Exchange. HRA Medicaid-only enrollees include only those participants who were enrolled in the program prior to January 2014 plus newly qualified enrollees. This number is expected to decline further over time as more new enrollees and current participants who re-enroll are transferred to the State program. Fiscal 2014 Medicaid enrollment data cannot be compared to previous years for these reasons.
Source: HealthStat Report

Indicator name: Application timeliness rate for Medicaid administered by HRA (%)
Description: Percent of Community and Hospital new applications processed by the Agency within required timeframes.
Source: HRA MICSA

Indicator name: Clients whom HRA helped obtain employment (000)
Description: HRA revised its methodology for calculating the number of clients who were assisted by the Agency in finding a job. Under the prior administration, HRA included applicants who were rejected for assistance and recipients of one-time emergency grants who were already employed. These groups are excluded from the new calculations. Currently, HRA reports an unduplicated count of only those placements for Cash Assistance clients and non-custodial parents obtained through HRA's contracted vendors, including Back to Work (B2W) and WeCARE. HRA also counts placements achieved through non-contracted services, such as placements following a client's engagement in an educational program. Job placements that are self-attained by clients while engaged in HRA programs and services are also counted. This revised calculation method has only been applied to FY 2014 and 2015 and therefore data for these two years are not comparable to previous fiscal years.
Source: Source of Cash Assistance (CA): HRA New York City WAY (NYCWAY), Welfare Management System (WMS), CA and Non-CA cases matched against State New Hire Placements file, and OPPM. Source of STEP: HRA's Payment and Claiming System (PaCS)]

Indicator name: HRA clients who obtained employment, and maintained employment or did not return to CA for 180 days (city fiscal year-to-date average) (%)
Description: The city fiscal year-to-date percent of both those cash assistance cases for which HRA helped a client obtain employment 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 for which HRA helped the client obtain employment six months prior to the reporting period, that remained open and were not re-budgeted within 180 days due to the loss of employment income.
Source: HRA NYCWAY, WMS and OPPM

Indicator name: HRA clients who obtained employment, and maintained employment or did not return to CA for 12 months (city fiscal year-to-date average) (%)
Description: The city fiscal year-to-date percent of both those cash assistance cases for which HRA helped a client obtain employment 12 months prior to the reporting period where the client earned enough income to close their cash assistance cases and did not return to cash assistance within the last 12 months of the reporting period, and those cash assistance cases for which HRA helped the client obtain employment 12 months prior to the reporting period where the clients cash assistance cases remained open and were not re-budgeted within 12 months due to the loss of employment income.
Source: HRA Office of Planning and Program Management (OPPM)

Indicator Name: Safety Net Assistance (SNA) cases engaged in training or education in accordance with New York City guidelines (%)
Description: The city fiscal year-to-date percent of partially or fully engageable (able to work) SNA cases who increase their self-sufficiency by participating in training or education activities that prepare clients to obtain and retain employment. These training/education activities are defined by New York City and may be stand-alone or concurrent with the Work Experience Program (WEP) and/or job search, substance abuse or other work activities. Education includes high school students over 15 and college students. Under the new Back to Work (B2W) employment contracts, clients are counted for this indicator if they participate in contextualized literacy and language programs designed specifically for different types of jobs, or are participating in full or part-time GED programs.
Source: HRA NYCWAY and OPPM

Indicator name: Family cases engaged in training or education in accordance with New York City guidelines (%)
Description: The city fiscal year-to-date percent of partially or fully engageable (able to work) family cases who increase their self-sufficiency by participating in training or education activities that prepare clients to obtain and retain employment. (Family cases include the total of those clients who receive TANF and those who receive 60-month Converted to Safety Net.) These training/ education activities are defined by New York City and may be stand-alone or concurrent with the Work Experience Program (WEP) and/or job search, substance abuse or other work activities. Education includes high school students over 15 and college students. Under the new Back to Work (B2W) employment contracts, clients are counted for this indicator if they participate in contextualized literacy and language programs designed specifically for different types of jobs, or are participating in full or part-time GED programs.
Source: HRA NYCWAY and OPPM

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 official federal fiscal year-to-date 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, WMS and OPPM

Indicator name: Total WeCARE cases
Description: The unduplicated total of Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE) cases. WeCARE provides a continuum of services to help cash assistance clients with medical and/or mental health conditions that affect their employability to attain their maximum levels of self-sufficiency. Individuals referred to WeCARE receive a comprehensive biopsychosocial assessment to identify possible clinical conditions and social barriers that may affect their ability to participate in work-related activities. Based on the results of this assessment, WeCARE contractors determine an individual's functional capacity, develop a customized service plan, and provide a range of services tailored to meet a client's needs.
Source: WeCARE Engagement Report

Indicator name: Number of WeCARE federal disability awards (000)
Description: The cumulative number, for the reporting period, of HRA clients assisted by the Agency who obtain federal SSI benefits for the aged, blind, or disabled. As of January 2009, only one award per person is counted: either the award granted for the initial appeal or the award granted in a subsequent appeal if the initial application was denied.
Source: HRA Payment and Claiming System (PACS)

Indicator name: Total new Support Orders obtained
Description: The total number of new child support orders obtained.
Source: New York State Department of Child Support Enforcement, Office of Child Support Enforcement: 157 Report

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: 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 collected ($000,000)
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: HRA clients successfully diverted at PATH from becoming entering a homeless shelter (%)
Description: Due to HRA interventions at PATH, the percent of HRA clients who are diverted from entering a homeless shelter. HRA attempts to provide prevention assistance that allows clients to either remain in place or find alternative housing.
Source: HRA Homeless Prevention Administration

Indicator Name: Requests for emergency assistance at the Rental Assistance Unit
Description: Emergency benefits provide rental arrears, rent in advance to secure an apartment, security deposits, broker's/finder's fee, and back mortgage and taxes.
Source: HRA Housing and Homeless Assistance Services/Initiatives, Rental Assistance Unit

Indicator Name: Rental Assistance Unit Emergency Assistance Requests approved (%)
Description: Percent of emergency assistance requests at the Rental Assistance Unit that are approved.
Source: HRA Housing and Homeless Assistance Services/Initiatives, Rental Assistance Unit

Indicator Name: Low-income cases facing eviction and homelessness who were assisted with legal services in Housing Court.
Description: The number of low-income households who are facing eviction in Housing Court and are at risk of homelessness to whom HRA legal services providers gave either full representation or legal advice.
Source: HRA Office of Planning and Program Management (OPPM)

Indicator name: Eligible 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. The proportion of these cases that can be placed depends on multiple factors, including the availability of DV beds that are appropriate for family composition and size and the number of families deciding to remain in the DHS system even though they are eligible to be placed in a DV shelter.
Source: HRA ODVEIS

Indicator name: Domestic violence non-residential services programs active caseload
Description: The city fiscal year-to-date average of the monthly number of active cases participating in the non-residential programs.
Source: Monthly reports from contracted non-residential shelter providers

Indicator name: Average number of families served per day in the domestic violence shelter program
Description: Average number of families served per day in domestic violence shelter program.
Source: HRA ODVEIS

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: Adult Protective Services (APS) assessment cases
Description: The unduplicated number of individuals in the assessment phase for APS services during the month. The fiscal year to date number is calculated as an average of monthly cases.
Source: HRA Adult Protective Services Monthly Compliance Report

Indicator name: Individuals referred to an APS 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: 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: APS cases eligible for services
Description: The unduplicated number of the total cases in APS undercare or Preventive Services Program during the month. The fiscal year to date number is calculated as an average of monthly cases.
Source: HRA Adult Protective Services Monthly Compliance Report

Indicator name: Total referrals received for APS
Description: Referrals screened at Central Intake Unit for presumptive eligibility or referral to other agencies.
Source: HRA Adult Protective Services Monthly Compliance Report

Indicator name: Personal care services - average weekly billable hours
Description: At the end of the reporting period, the average number of weekly billable hours of service for all clients receiving personal care services (home attendant and housekeeping). Billable hours measures the number of hours during which service is actually provided.
Source: HRA Home Care Services Program

Indicator name: Serious personal 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: Average days to initiate home attendant and housekeeper services for all 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: Cases receiving home care services
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

Indicator name: New applicants for HIV/AIDS Services Administration (HASA) services
Description: The number of applicants to HASA services.
Source: HRA HIV/AIDS Services Administration (HASA)

Indicator name: Individuals receiving HASA services
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)

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: 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 period, the average number of days to grant or deny HASA housing-related enhanced financial benefits after the completed application is submitted. Benefits are required in order for clients 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 from submission of a completed application to issuance of enhanced housing benefits to HASA clients
Description: The average number of calendar days from submission of a completed application 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: Medicaid recoveries and cost avoidance for fraud waste & abuse ($000,000)
Description: This indicator shows the amount recovered from concealment of income and resources by clients, provider audits for waste and abuse, collections from windfalls, personal injury lawsuit settlements and liens on properties and estates, and cost savings from various efforts such as Medicaid prescription drug fraud investigations and clients receiving Medicaid in more than one state. The Medicaid Integrity Investigation Program concluded in January 2014 since most new Medicaid applications began in January 2014 taking place through New York State of Health, the Official Health Plan Marketplace for New York State. As the number of HRA-administered Medicaid recipients has declined, HRA has seen diminished volume through the quarterly Medicaid PARIS match. Therefore, HRA anticipates that going forward the Medicaid cost avoidance values will gradually decline.
Source: HRA Investigations, Revenue & Enforcement Administration

Human Resources Administration

Indicator name: Cash Assistance recoveries and cost avoidance for fraud, waste and abuse ($000,000)
Description: This indicator shows, pursuant to Cash Assistance eligibility rules, the amount recovered from concealment of income and resources by clients, collections from windfalls, lawsuit settlements and liens on properties, repayment of emergency assistance, and federal reimbursement for assistance given while Social Security Disability benefit applications were pending. It also includes, cost savings from various efforts such as fraud investigations, case re-budgeting for income changes, and clients receiving Cash Assistance in more than one state. In Fiscal 2014, HRA has changed its method for calculating the Cash Assistance cost avoidance and recoveries indicator by no longer placing a value on reduced budget recommendations from HRA's Bureau of Eligibility Verification (BEV). Fiscal 2013 indicator values have also been updated to follow this logic, and therefore, Fiscal 2013 and 2014 results are comparable. HRA is updating its calculation of cost avoidance to more accurately reflect the type of recommendations likely to result in savings.
Source: HRA Investigations, Revenue & Enforcement Administration

Indicator name: Supplemental Nutritional Assistance Program (SNAP) cost avoidance for fraud and abuse ($000,000)
Description: This indicator shows the cost avoidance from client fraud through concealment of income and resources and from clients receiving SNAP benefits in more than one state.
Source: HRA Investigations, Revenue & Enforcement Administration

Indicator name: Fair Hearings requested
Description: Client requests for hearings to contest decisions made by HRA regarding any benefit programs administered by HRA.
Source: HRA Office of Planning and Program Management (OPPM)

Indicator name: Fair hearings upheld (%)
Description: In Fiscal 2014, HRA has changed its method for calculating Fair Hearings outcomes. The agency win rate includes issues that are affirmed and that are found to be correct at the time they were made and excludes client defaults. Defaults were included as Agency wins in prior periods but are excluded here because they do not reflect contested issues that are actually heard at hearings. The numerator of this indicator includes all fair hearing issues heard with an outcome of affirmation of the Agency's decision or correct decision when originally made by the Agency, while the denominator includes all fair hearing issues heard with all outcomes including affirmation, correct when made, agency withdrawal, settled, reversal and other. This rate is different than the previously reported rate in that it is calculated based on all outcomes on hearings heard, as opposed to select outcomes and it does not include defaults in which the client fails to appear and the hearing is not actually heard.
Source: OPPM

Indicator name: Billed revenue as a percentage of budgeted revenue (%)
Description: Billed revenue as a percentage of budgeted revenue indicates where HRA is in meeting its projected targeted revenue.
Source: HRA Finance Office

Indicator name: Calls resolved within 48 hours to the Finance customer service call line for vendors (%)
Description: Percent of calls made by vendors to the HRA Finance Office Customer Service Call Line that are resolved.
Source: HRA Finance Office

Indicator name: Crashes involving city vehicles
Description: Number of state reports, MV-104, filed. These reports are required whenever an accident occurs that involves death, personal injury or property damage.
Source: HRA Fleet Administration

Indicator name: Workplace injuries reported
Description: All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: HRA Office of Staff Resources

Indicator Name: Applications filed with the United States Citizenship and Immigration Services
Description: The number of applications for permanent residence, citizenship, asylum, or other special immigration status that DYCD/HRA funded community-based organizations helped file with the United States Citizenship and Immigration Services (USCIS). Other special immigration status applications can include U or T visas, Special Immigrant Juvenile Status (SIJS), and immigration relief under VAWA or the VTVPA.
Source: HRA Office of Rental Assistance Programs and Legal Services

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: 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: Substantiation Rate
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: 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

Indicator name: Families receiving contract preventive services
Description: The number of families in active contract preventive cases at the end of the reporting period.
Source: ACS Office of Management, Development and Research.

Indicator name: Children receiving contract preventive services
Description: The number of children in active contract preventive cases at the end of the reporting period.
Source: ACS Office of Management, Development and Research.

Indicator name: Children in foster care (average)
Description: The average number of children in foster care during the reporting period, excluding suspended payment and trial discharge, in all facilities and homes operated by contract foster care agencies or by ACS Direct Care Services. Excludes young people in juvenile delinquency placements.
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. Excludes young people in juvenile delinquency placements.
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. Excludes young people in juvenile delinquency placements.
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. Excludes young people in juvenile delinquency placements.
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: 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: School Attendance Rate - Children in Foster Care (%)
Description: For children in foster care during the entire month who are enrolled in New York City public schools, the percent of school days children attended school.
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
Description: The percent of children placed in regular foster boarding homes in their home community district or in a community district adjacent to 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: Abuse and/or neglect reports 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 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 that are substantiated (%)
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 child care that are substantiated (%)
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 Special Investigations (OSI) to have credible evidence of abuse or neglect.
Source: CONNECTIONS database maintained by ACS Management Information Systems Unit and OSI.

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.

Indicator name: Kinship Guardianship Assistance discharges
Description: The number of children discharged from foster care to Kinship Guardianship . The Kinship Guardianship Assistance Program (KinGAP) is designed for a foster child to achieve a permanent placement with a relative who had been the child's foster parent. This program provides financial support and in most cases medical coverage for the child.
Source: ACS Division of Policy Planning and Measurement

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: Average EarlyLearn contract enrollment
Description: Average number of children being served by EarlyLearn contractors in center-based (group) and home-based (family child care) settings.
Source: ACS Division of Early Care & Education

Indicator name: EarlyLearn - Average center-based enrollment
Description: Average number of children being served by EarlyLearn contractors in center-based (group) settings.
Source: ACS Division of Early Care & Education

Indicator name: EarlyLearn - Average family child care enrollment
Description: Average number of children being served by EarlyLearn contractors in home-based (family child care) settings.
Source: ACS Division of Early Care & Education

Indicator name: Average EarlyLearn Utilization (%)
Description: The percent of contracted center-based and home-based care seats available for which children are enrolled.
Source: ACS Division of Early Care & Education

Indicator name: Average EarlyLearn Utilization - Center-based (%)
Description: The percent of contracted center-based seats available for which children are enrolled.
Source: ACS Division of Early Care & Education

Indicator name: Average EarlyLearn Utilization - Family child care (%)
Description: The percent of contracted home-based care seats available for which children are enrolled.
Source: ACS Division of Early Care & Education

Indicator name: Average child care voucher enrollment
Description: Average number of children accessing early care and education services through use of a voucher, both cash assistance and low-income.
Source: ACS Division of Early Care & Education

Indicator name: Average mandated children voucher enrollment
Description: Average number of children accessing early care and education services through use of a voucher as part of their cash assistance benefits.
Source: ACS Division of Early Care & Education

Indicator name: Average other eligible children voucher enrollment
Description: Average number of children accessing early care and education services through use of a low-income voucher.
Source: ACS Division of Early Care & Education
Indicator name: Average center-based child care voucher enrollment
Description: Average number of children accessing child care services through a mandated (cash assistance) or low-income voucher at a center-based program.
Source: ACS Division of Early Care & Education

Indicator name: Average family child care voucher enrollment
Description: Average number of children accessing child care services through a mandated (cash assistance) or low-income voucher at a home-based registered/licensed program.
Source: ACS Division of Early Care & Education

Indicator name: Average legally exempt (home-based) voucher enrollment
Description: Average number of children accessing child care services through a mandated (cash assistance) or low-income voucher with a home-based program.
Source: ACS Division of Early Care & Education

Indicator name: EarlyLearn - Fiscal year spending per child based on average enrollment in Contract Family Child Care
Description: Fiscal year spending per child based on average enrollment in Contract Family Child Care.
Source: ACS Division of Early Care & Education

Indicator name: EarlyLearn - Budget per slot in contract family child care
Description: Budget per slot in contract family child care.
Source: ACS Division of Early Care & Education

Indicator name: EarlyLearn - Fiscal year spending per child based on average enrollment in Contract Family Child Care
Description: Fiscal year spending per child based on average enrollment in Contract Family Child Care.
Source: ACS Division of Early Care & Education

Indicator name: Fiscal year spending per child - Center-based child care vouchers
Description: Fiscal year spending per child - Center-based child care vouchers.
Source: ACS Division of Early Care & Education

Indicator name: Fiscal year spending per child - Family child care vouchers
Description: Fiscal year spending per child - Family child care vouchers
Source: ACS Division of Early Care & Education

Indicator name: Fiscal year spending per child - Legally exempt (informal child care) vouchers
Description: Fiscal year spending per child - Legally exempt (informal child care) vouchers
Source: ACS Division of Early Care & Education

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), detention
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 Assault w/injury Rate (Average per 100 Total ADP), detention
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.
Indicator name: Weapon Recovery Rate (Average per 100 Total ADP), detention
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: Illegal substance/prescription or OTC medication recovery rate (average per 100 total ADP), detention
Description: The number of instances in which Illegal substance/prescription or OTC medication 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), detention
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: Child Abuse/Neglect Allegations (Internal) reported as Substantiated
Description: The number of child abuse/neglect allegations against direct- and contracted-staff regarding resident care reported to ACS by the State Office of Children and Family Services (OCFS) as Substantiated during the reporting period. Due to OCFS investigation time frames the universe of incidents covered by this indicator are likely distinct and not comparable to the number of allegations reported to OCFS during the reporting period.
Source: Office of Children and Family Services

Indicator name: Admissions to non-secure placement
Description: Number of young people admitted to non-secure placement.
Source: ACS Division of Youth and Family Justice

Indicator name: Number in non-secure placement
Description: Number of young people in non-secure placement.
Source: ACS Division of Youth and Family Justice

Indicator name: Youth on youth assault and altercation rate, non-secure placement
Description: Number of youth on youth assaults and altercations in non-secure placement per 100 care days.
Source: Incident Database

Indicator name: Youth on staff assault rate, non-secure placement
Description: Number of youth on staff assaults in non-secure placement per 100 care days.
Source: Incident Database

Indicator name: AWOL rate, non-secure placement
Description: Number AWOLs from non-secure placement per 100 care days.
Source: Incident Database

Indicator name: Discharges from non-secure placement (dispositional order complete)
Description: Number of young people discharged from non-secure placement with complete dispositional orders.
Source: ACS Division of Youth and Family Justice

Indicator name: Number of releases to Close to Home aftercare
Description: Number of young people released from non-secure placement to Close to Home aftercare.
Source: ACS Division of Youth and Family Justice

Indicator name: Number in Close to Home aftercare
Description: Number of young people in Close to Home aftercare upon release from non-secure placement.
Source: ACS Division of Youth and Family Justice

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: In-Care Youth who were referred for mental health services (%), detention
Description: The percent of in-care youth who were referred for mental health services. Calculated as the percent of unique youth who were in detention at least one day during the reporting period who were referred for mental health services.
Source: CJIS Database and Mental Health Service Provider

Indicator name: In-Care Youth who received mental health services (%)
Description: The percent of in-care youth who were referred for and received mental health services. Calculated as the percent of unique youth who were in detention at least one day during the reporting period who were referred for and received mental health services.
Source: CJIS Database and Mental Health Service Provider.

Indicator name: General healthcare cost per youth per day ($), detention
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 to DJJ, ever. This is not a recidivism or "within the same reporting period" readmission rate.
Source:	Comprehensive Justice Information System (CJIS).

Indicator name:	Collisions involving city vehicles
Description:	Number of ACS-vehicle involved collision reports involving injury or property damage for the ACS fleet. New York State MV-104 reports are required whenever a collision occurs involving death, or other personal injury, or property damage.
Source:	Fleet Administration

Indicator name:	Workplace injuries reported
Description:	All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source:	New York City Law Department

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, excluding clients in Safe Havens and Veterans short-term housing.
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: Number of Chronically Homeless Individuals Placed into Permanent and Temporary Housing by Outreach Teams
Description: The number of total outreach contacts to chronically homeless individuals made by outreach teams that result in placement into temporary housing during the reporting period.
Source: DHS Quarterly Outreach Report.

Indicator name: Response rate to 311 calls from constituents for Homeless Person Assistance
Description: The percentage of constituents who call 311 for Homeless Person Assistance, request a follow up call back, and receive one.
Source: DHS Outreach Database

Indicator name: Single adults entering the DHS shelter services system
Description: Single adults entering the DHS shelter services system for the first time or returning after a period of at least one year, excluding clients in Safe Havens and Veterans short-term housing.
Source: Client Assistance and Rehousing Enterprise System (CARES).

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.

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: Families with children applying for or receiving public assistance (average) (%).
Description: The percentage of families with children who have been determined eligible for shelter and have either applied for or are currently receiving public assistance.
Source: DHS CARES database and Welfare Management System database

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: VENDEX evaluations for human services contracts completed on time, as compared to the goal (%)
Description: The percent of VENDEX evaluations for human services contracts completed on time.
Source: DHS Contract Portfolio 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: Client Assistance and Rehousing Enterprise System (CARES).

Indicator name: Average school attendance rate for children in the DHS shelter services system (%)
Description: The rate of actual attendance per number of school days per month, based on total number of school-aged children who have attendance/registration records.
Source: Department of Education 'Students Residing in Temporary Housing' reports.

Indicator name: Families placed in the shelter services system according to their youngest school-aged child's school address (%)
Description: The percent of families provided with shelter 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: Adult shelter inspections with safety, maintenance or cleanliness deficiencies per 1,000 beds
Description: Total number of inspections with safety, maintenance or cleanliness deficiencies, per 1000 beds, 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 1,000 adult residents in the adult shelter system. 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

Department of Homeless Services

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 1,000 residents in the adult family shelter system. Critical Incidents are either a life-threatening assault or injury to a resident or employee, including domestic violence incidents, 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 1,000 residents in the families with children shelter system. Critical Incidents are either a life-threatening assault or injury to a resident or employee, including domestic violence incidents, or environmental concerns that result in the evacuation of a facility.
Source:	Incident Report Database
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, , excluding clients in Safe Havens and Veterans short-term housing.
Source:	Client Assistance and Rehousing Enterprise System (CARES).
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:	Client Assistance and Rehousing Enterprise System (CARES).
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:	Client Assistance and Rehousing Enterprise System (CARES).
Indicator name:	Single adults exiting to permanent housing
Description:	The number of single adults relocated to permanent housing from shelters, drop-in centers and outreach teams, including both subsidized and unsubsidized permanent housing placements, excluding clients in Safe Havens and Veterans short-term housing.
Source:	DHS Program and Housing Placement database.
Indicator name:	Single adults who exited to permanent housing and returned to the DHS shelter services system within one year (%)
Description:	The percent of those single adults, excluding clients in Safe Havens and Veterans short-term housing, 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:	Client Assistance and Rehousing Enterprise System (CARES) and Program and Housing Placement databases.
Indicator name:	Exits from the adult family shelter system, as compared to monthly goal (%)
Description:	The percent of those adult families exiting shelter compared to monthly targets for the number of quality exits achieved by the Adult Family system. An exit is considered a quality exit if the family remains out of shelter for at least 30 days.
Source:	Client Assistance and Rehousing Enterprise System (CARES).

Indicator name:	Exits from the families with children shelter system, as compared to monthly goal (%)
Description:	The percent of those families with children exiting shelter compared to monthly targets for the number of quality exits achieved by the Family with Children system. An exit is considered a quality exit if the family remains out of shelter for at least 30 days.
Source:	Client Assistance and Rehousing Enterprise System (CARES).

Indicator name:	Adult families who exited to permanent housing and returned to the DHS shelter services system within one year (%)
Description:	The percent of those adult families exiting shelter who return to the shelter system within one year. An exit is considered a quality exit if the family remains out of shelter for at least 30 days.
Source:	Client Assistance and Rehousing Enterprise System (CARES).

Indicator name:	Families with children who exited to permanent housing and returned to the DHS shelter services system within one year (%)
Description:	The percent of those families with children exiting shelter who return to the shelter system within one year. An exit is considered a quality exit if the family remains out of shelter for at least 30 days.
Source:	Client Assistance and Rehousing Enterprise System (CARES).

Indicator name:	Collisions involving city vehicles
Description:	Number of DHS-vehicle involved collision reports involving injury or property damage for the DHS fleet. New York State MV-104 reports are required whenever a collision occurs involving death, or other personal injury, or property damage.
Source:	DHS Fleet Administration

Indicator name:	Workplace injuries reported
Description:	All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source:	New York City Law Department

Indicator name: Total meals served
Description: Total number of meals, including home delivered and congregate breakfast, lunch, and dinner, funded by DFTA.
Source: DFTA Planning Division

Indicator name: Citywide senior center utilization rate (%) (PMMR and MMR)
Description: The percent of senior center congregate meal system-wide planned capacity that has been utilized.
Source: DFTA Planning Division

Indicator name: Average daily attendance at senior centers
Description: The average daily attendance at senior centers
Source: DFTA Planning Division

Indicator name: Persons who received information and/or supportive services through DFTA's in-house and contracted Caregiver programs
Description: The number of caregivers who receive counseling, information, respite and/or assistance with entitlements, benefits, or other aging services from DFTA's Alzheimer's and Caregivers Resource Center, Grandparent Resource Center, and/or contracted providers.
Source: DFTA Planning Division

Indicator name: Hours of home care services provided (PMMR and MMR)
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 Division

Indicator name: Total recipients of home care services (annual)
Description: Total number of senior citizens receiving DFTA-funded personal care and housekeeping services during the fiscal year.
Source: DFTA Planning Division

Indicator name: Hours of case management services provided (PMMR and MMR)
Description: Total number of hours of DFTA-funded case management services delivered.
Source: DFTA Planning Division

Indicator name: Total recipients of case management services (annual)
Description: Total number of senior citizens receiving DFTA-funded case management services during the fiscal year.
Source: DFTA Planning Division

Department for the Aging

Building Human Potential

Building Human Potential

Department of Education p 119

Public Libraries p 135

School Construction Authority p 129

City University of New York p 137

Department of Youth and Community Development p 131

Department of Small Business Services p 139

Department of Education

Indicator name:	Student enrollment as of October 31 in grades pre-kindergarten to 12 (000)
Description:	The number of students on the October 31st audited register, 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.
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.

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.

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: Percent of all students in cohort graduating from high school in 4 years (NYSED)
Description: The percent of a graduating class of students, who entered the public school system in September of a given year and graduated within four years. The New York State calculation, instituted in 2005, includes Local and Regents Diplomas and all disabled students. It does not include students receiving GEDs or special education diplomas. For the cohort of 2004, students who graduate in August are also reported separately. This rate does not include GEDs and Special Education diplomas.
Source: Division of Assessment and Accountability.
Indicator name: Percent of all students in cohort graduating from high school in 6 years (NYSED)
Description: The percent of a graduating class of students, who entered the public school system in September of a given year and graduated within six years. The New York State calculation, instituted in 2005, includes Local and Regents Diplomas and all disabled students. It does not include students receiving GEDs or special education diplomas. For the cohort of 2004, students who graduate in August are also reported separately. This rate does not include GEDs and Special Education diplomas.
Source: Division of Assessment and Accountability.

Indicator name: Percent of students with disabilities in cohort graduating from high school in 4 years (NYSED)
Description: The percent of a graduating class of students with disabilities, who entered the public school system in September of a given year and graduated within four years. The New York State calculation, instituted in 2005, includes Local and Regents Diplomas and all disabled students. It does not include students receiving GEDs or special education diplomas. For the cohort of 2004, students who graduate in August are also reported separately. This rate does not include GEDs and Special Education diplomas.
Source: Division of Assessment and Accountability.

Indicator name: Percent of students with disabilities in cohort graduating from high school in 6 years (NYSED)
Description: The percent of a graduating class of students with disabilities, who entered the public school system in September of a given year and graduated within six years. The New York State calculation, instituted in 2005, includes Local and Regents Diplomas and all disabled students. It does not include students receiving GEDs or special education diplomas. For the cohort of 2004, students who graduate in August are also reported separately. This rate does not include GEDs and Special Education diplomas.
Source: Division of Assessment and Accountability.

Indicator name: Percent of all students in cohort dropping out from high school in 4 years (NYSED)
Description: The percent of students, who entered ninth grade public school in September of a given year and dropped out by June 30th of their fourth year.
Source: Division of Assessment and Accountability.

Indicator name: Percent of all students in cohort dropping out from high school in 6 years (NYSED)
Description: The percent of students, who entered ninth grade public school in September of a given year and dropped out by June 30th of their sixth year.
Source: Division of Assessment and Accountability.

Indicator name: Percent of students with disabilities in cohort dropping out from high school in 4 years (NYSED)
Description: The percent of students with disabilities, who entered ninth grade public school in September of a given year and dropped out by June 30th of their fourth year.
Source: Division of Assessment and Accountability.

Indicator name: Percent of students with disabilities in cohort dropping out from high school in 6 years (NYSED)
Description: The percent of students with disabilities, who entered ninth grade public school in September of a given year and dropped out by June 30th of their sixth year.
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.
Indicator name:	Percent of high school cohort taking the SAT at least once in 4 years of high school
Description:	Percent of 9th grade cohort taking the SAT exam at least once in 4 years of high school
Source:	Division of Teaching and Learning

Indicator name: Percent of high school cohort who graduate ready for college and careers
Description: The College Readiness Index (CRI) calculated by NYC is a rich measure of a student's college readiness that aligns to the standards for passing out of remedial coursework set by the City University of New York (CUNY).The CRI includes students who:
• Graduated by August with a diploma, and
• Earned a 75+ on the English Regents or scored 480+ on the Critical Reading SAT or scored a 20+ on the ACT English or scored a 70+ on the CUNY Reading Assessment and a 56+ on the CUNY Writing Assessment, and
• Scored an 80+ on a math Regents or 70+ on a Common Core Algebra Regents and completed coursework in Algebra II/Trigonometry or higher, or scored 480+ on the math SAT, or scored a 20+ on the ACT Math, or scored a 40+ on the CUNY Math Assessment, or scored an 80+ on the PBAT and completed required coursework.
Source: Division of Teaching and Learning

Indicator name: Percent of high school cohort who graduated from high school and enrolled in a college or other postsecondary program within 6 months
Description: The percentage who graduated from high school and enrolled in a college or other postsecondary program within 6 months includes students who graduated from high school and enrolled in college, a vocational program, or public service within 6 months of their scheduled graduation date, out of all the school's students who entered 9th grade 4 years earlier.
Source: Division of Teaching and Learning

Indicator name: Percent of high school cohort taking at least 1 AP exam in 4 years of high school.
Description: Percent of 9th grade cohort taking at least 1 Advanced Placement exam in 4 years of high school
Source: Division of Teaching and Learning

Indicator name: Percent of high school cohort passing at least 1 AP exam in 4 years of high school
Description: Percent of 9th grade cohort passing at least 1 Advanced Placement exam with a score of 3 or higher in 4 years of high school
Source: Division of Teaching and Learning

Indicator name: Percentage of students who successfully completed approved rigorous courses or assessments
Description: The percentage of students who successfully completed approved college preparatory courses and assessments shows the percentage of students who accomplished any of the following achievements within four years after entering 9th grade:
• scored 65 or above on the Regents exams in Algebra II, Math B, Chemistry, or Physics
• scored 3 or above on an Advanced Placement exam
• scored 4 or above on an International Baccalaureate exam
• earned a grade of C or higher in a college course
• passed a course certified by the NYC DOE as college-and career-ready
• earned a diploma with a Career and Technical Education endorsement
• earned a diploma with an Arts endorsement
• passed an industry-recognized technical assessment
Source: Division of Teaching and Learning

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.

Department of Education

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.

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 11 or more 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 or parent engagement designee (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: In-person consultations with parents by PC or parent engagement designee (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: School-based workshops offered to parents (000)
Description: Key functions of parent coordinators are to increase parents' involvement with their children's education and to help parents support their children's learning. The number of workshops held by parent coordinators is a measure of the opportunities parents are provided at the school level to accomplish these goals.
Source: Office of Parent Engagement.

Indicator name: Parents attending school-based 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 Fall and Spring Parent-Teacher Conferences
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 (January, audited)
- 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.

Indicator name:	School building rating - Good condition (%) - Fair to good condition (%) - Fair condition (%) - Fair to poor condition (%) - Poor condition (%)
Description:	School building conditions are rated annually, with each major infrastructure component of each building rated on a scale of 1 to 5, 1 being Good and 5 being Poor. A Good rating means that infrastructure is sound and is performing its function. A Fair rating means that infrastructure is still performing adequately at this time, but may require preventive maintenance to prevent further deterioration and restore it to good condition. A Poor rating means that infrastructure cannot continue to perform its original function without repairs, or is in such condition that its failure is imminent.
Source:	Department of Education Division of School Facilities through Fiscal 2002; School Construction Authority beginning Fiscal 2003.

Indicator name:	Collision involving City vehicles”
Description:	Number of DOE-vehicle involved collision reports involving injury or property damage for the DOE fleet. New York State MV-104 reports are required whenever a collision occurs involving death, or other personal injury, or property damage.
Source:	Department of Citywide Administrative Services (DCAS)

Indicator name:	Workplace injuries reported”
Description:	All incidents resulting in a workers’ compensation or line of duty injury claim regardless of whether or not time is lost.
Source:	New York City Law Department

Indicator name:	Accidents in schools - -Students (#); -The public (#)
Description:	All accidents that involve students or the public logged into the department’s Online Occurrence Reporting System (OORS).
Source:	DOE Online Occurrence Reporting System (OORS)

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 partioning, 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.

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.

School Construction Authority

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.

Department of Youth and Community Development

Indicator name: Number of young people involved in DYCD-funded programs
Description: The annually reported amount of participants in programs funded through the Department of Youth and Community Development (DYCD).
Source: DYCD COMPASS Unit.

Indicator name: Comprehensive After School System of NYC (COMPASS NYC) enrollment
Description: The number of youth enrolled in Comprehensive After School System of NYC (COMPASS NYC) programs during the reporting period.
Source: DYCD COMPASS Unit.

Indicator name: COMPASS NYC programs meeting attendance rate goal - elementary (school-year) (%)
Description: The percentage of Comprehensive After School System of NYC (COMPASS NYC) elementary school programs meeting the minimum annual enrollment target (school-year programs)
Source: DYCD COMPASS Unit.

Indicator name: COMPASS NYC programs meeting target enrollment (school year) (%)
Description: The percentage of all Comprehensive After School System of NYC (COMPASS NYC) programs meeting the minimum annual enrollment target (school-year programs)
Source: DYCD COMPASS Unit.

Indicator name: COMPASS NYC programs meeting target enrollment (summer) (%)
Description: The percentage of all Comprehensive After School System of NYC (COMPASS NYC) programs meeting the minimum annual enrollment target (summer programs)
Source: DYCD COMPASS 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: Calls to Youth Connect
Description: The number of calls received, excluding hang-up and prank calls. Name updated from 'Calls to Youthline' in accordance with program name change; no changes to previously reported data.
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: Certified residential beds for runaway and homeless youth
Description: The number of residential 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 - 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 – transitional independent living beds
Description:	The unduplicated number of youth who use beds at sites contracted to provide transitional independent living 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 transitional 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:	Summer Youth Employment Program (SYEP) participants
Description:	Number of participants enrolled in the summer youth employment programs.
Source:	Summer Youth Employment Program.
Indicator name:	Number of Summer Youth Employment Program contracts
Description:	Number of contracts in place under the current or latest summer's Summer Youth Employment Program
Source:	Summer Youth Employment Program.
Indicator name:	Value of Number of Summer Youth Employment Program contracts
Description:	The dollar value of the contracts in place under the current or latest summer's Summer Youth Employment Program.
Source:	Summer Youth Employment Program.
Indicator name:	Participants in WIA-funded Out-of-School Youth program
Description:	Out-of-school youth participating in WIA-funded Out-of-School Youth program during the reporting period.
Source:	DYCD COMPASS Unit.
Indicator name:	Participants in WIA-funded In-School Youth program
Description:	In-school youth participating in WIA-funded In-School Youth program during the reporting period.
Source:	DYCD After-School Programs.
Indicator name:	Youth who are out-of-school, attend a DYCD-funded training or employment program, and are 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:	Youth who attend a DYCD-funded training or employment program while in school and are placed in post-secondary education, employment, or advanced 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.

Department of Youth and Community Development

Indicator name:	Youth who are out-of-school, attend a DYCD-funded training or employment program, and attain a degree or certificate 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.
Indicator name:	Youth who attend a DYCD-funded training or employment program while in school and attain a degree or certificate 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 anti-poverty participants achieving target outcomes designated for clients in each program area (%)
Description:	The percent of all DYCD-funded anti-poverty program participants achieving defined milestones and outcomes, which are negotiated with each provider based on the goals of the program.
Source:	DYCD Community Development Unit.
Indicator name:	Participants in community anti-poverty programs
Description:	The number of unduplicated participants in DYCD-funded anti-poverty programs during the reporting period.
Source:	DYCD Community Development Unit.
Indicator name:	Participants in DYCD-funded English literacy programs
Description:	The numbers of students enrolled in Adult Basic Education, English for Speakers of Other Languages (ESOL), and other DYCD literacy programs, and who have attended for at least 12 hours.
Source:	New York State Adult Literacy Information and Evaluation System.
Indicator name:	Participants in DYCD-funded English literacy programs meeting federal standards of improvement in their ability to read, write and speak English (%)
Description:	The percent of participants in Adult Basic Education, ESOL and other DYCD literacy program 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 that DYCD-funded community-based organizations helped file with the United States Citizenship and Immigration Services (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:	Participants achieving positive outcomes in immigration assistance programs (%)
Description:	The percentage of participants enrolled in an immigration assistance program achieving at least one positive outcome as defined by the program area.
Source:	DYCD Office of Immigrant Initiatives.
Indicator name:	Participants in immigration assistance programs
Description:	The number of participants in DYCD funded immigration assistance programs during the reporting period.
Source:	DYCD Office of Immigrant Initiatives.

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.

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 conducted
Description: Fiscal audits conducted of contracts in effect during the prior fiscal year.
Source: DYCD Agency Chief Contracting Officer.

Indicator name: Expenditure report reviews
Description: This number represents the number of contractors' expenditure reports that agency contracting analysts processed during the period.
Source: DYCD Agency Chief Contracting Officer.

Indicator name: Programmatic reviews/contract monitoring
Description: The number of telephone and site visits for monitoring contracted program operations by both CD and Youth Operations.
Source: DYCD Agency Chief Contracting Officer.

Indicator name: Agency assessments completed
Description: The number of VENDEX evaluations completed for assessments.
Source: DYCD Agency Chief Contracting Officer.

Indicator name: Contracts funded
Description: The number of contracts funded by DYCD.
Source: DYCD Agency Chief Contracting Officer.

Indicator name: Value of agency contracts
Description: The dollar value awarded for all contracts in effect with DYCD.
Source: DYCD Agency Chief Contracting Officer.

Indicator name: Value of intracity agreements
Description: The value all monies that DYCD gives to other City agencies to operate programs and services. It does not reflect the amount that DYCD receives from other agencies. That figure is incorporated in the 'Value of agency contracts' indicator, as DYCD expends monies it receives from other agencies through its contracted services.
Source: DYCD Agency Chief Contracting Officer.

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.

Indicator name:	Computer sessions (000)
Description:	The number of session used on library system computers available to the public. 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.

Indicator name:	Wireless sessions (000)
Description:	The number of wireless sessions on the libraries' websites during the reporting period. Figures reported for the 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 Libraries branch library card holders.
Source: Library staff reports from each library system.

Indicator name: Active library cards (000)
Description: The number of library cards or library card accounts demonstrating activity in the library system during the reporting period.
Source: Library staff reports from each library system.

Indicator name: New library card registrations
Description: The number of new library cards or library card accounts created during the reporting period.
Source: Library staff reports from each library system.

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: Community college and second year baccalaureate students who pass CUNY's writing ability test for attainment of associate degree or movement to next year in senior college (%)
Description: The percent of students taking the CUNY Proficiency Exam (CPE) for the first time in a given fall term who have passed the exam one year later. The CPE is a written exam in which students demonstrate their competence in academic literacy by composing essays on written passages and data. Students must pass the exam to earn an associate degree or to pursue upper-division studies.
Source: CUNY Office of Assessment.

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

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

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

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

Indicator name: One-year (fall-to-fall) 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

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

Department of Small Business Services

Indicator name: Unique businesses served by NYC Business Solutions
Description: Number of unique businesses receiving services from NYC Business Solutions in a fiscal year, consistent with the goal of serving all qualifying businesses (includes NYC Business Solutions Centers, Customer Service Center, and Business Outreach Team).
Source: Division of Business and District Development.

Indicator name: Financing awards to businesses facilitated by NYC Business Solutions
Description: The total number of financing awards made to NYC Business Solutions clients.
Source: NYC Business Solutions.

Indicator name: Unique businesses receiving financing awards facilitated by NYC Business Solutions
Description: The number of unique businesses within the fiscal year that received financing awards facilitated by NYC Business Solutions.
Source: NYC Business Solutions.

Indicator name: Value of financing awards facilitated by NYC Business Solutions ($000)
Description: The amount of financing received by NYC Business Solutions Center customers from third party lenders, based on the award date.
Source: Division of Business and District Development.

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: Projected number of individuals receiving wage gains or new employment as a result of Training Funds awards
Description: The number of individuals expected to achieve gains as a result of awards of NYC Business Solutions training funds.
Source: Business Development Division.

Indicator name: Number of businesses opened by NYC Business Acceleration
Description: The number of businesses assisted to open by NYC Business Acceleration.
Source: Division of Business Acceleration.

Indicator name: Number of unique businesses served by NYC Business Acceleration
Description: The number of businesses assisted to open by NYC Business Acceleration.
Source: Division of Business Acceleration.

Indicator name: Projected number of hires by businesses opened by NYC Business Acceleration
Description: The projected number job applicants hired by new businesses that were opened with the assistance of NYC Business Acceleration.
Source: Division of Business Acceleration.

Indicator name: Site consultations by NYC Business Acceleration inspectors
Description: The number of applicants referred per every applicant hired) for job placements made through accounts managed by NYC Business Solutions Hiring.
Source: Division of Business Acceleration.

Indicator name: Value of Energy Cost Savings Program 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 Energy Cost Savings Program
Description: Total number of full-time employees at the time company was approved for ECSP benefits.
Source: Division of Business and District Development.

Indicator name: Value of Lower Manhattan Energy Program savings for commercial tenants ($000)
Description: Additive annual dollar value of savings on electrical utility costs of all buildings receiving LMEP benefits.
Source: Division of Business and District Development.

Indicator name: Commercial tenants active in Lower Manhattan Energy Program
Description: Number of commercial tenants active within buildings approved for LMEP benefits.
Source: Division of Business and District Development.

Indicator name: Workforce1 systemwide job placements
Description: The number of new jobseekers registered through Workforce1 Career Centers, Sector Centers, or Expansion Centers, and via training funds or Employment Works who found employment or were given promotions during the reporting period.
Source: Division of Workforce Development.

Indicator name: 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: Walk-in traffic at Workforce1 Centers
Description: The number of new jobseekers visiting Workforce1 Career Centers, Sector Centers, Expansion Center or Employment Works during the reporting period.
Source: Division of Workforce Development.

Indicator name: City block faces receiving supplemental sanitation services through BIDs
Description: The number of block faces in zones obtaining supplemental sanitation services financed through Business Improvement Districts (BIDs) in the City during the reporting period.
Source: Business Improvement District Oversight.

Indicator name: Average acceptably clean BID sidewalk ratings (%)
Description: Percent of sample block faces 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 that 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 AvenueNYC local development corporations funding ($000,000)
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: 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 & Financial Opportunity.

Department of Small Business Services

Indicator name:	Minority and Women-owned Business Enterprises certified
Description:	Total number of businesses certified with the Minority/Women-owned Business Enterprise Program at the end of the given period.
Source:	Division of Economic & Financial Opportunity.
Indicator name:	Minority and Women-owned Business Enterprises 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 procurement and capacity building assistance
Description:	A count of unique certified M/WBEs that have been awarded City contracts after receiving procurement and capacity building services from the Division of Economic and Financial Opportunity (DEFO). These services include assistance with purchasing, bonding, financing, and other forms of technical assistance.
Source:	Division of Economic & Financial Opportunity.
Indicator name:	Annual M/WBE recertification rate
Description:	Ratio of the total number of M/WBEs recertifying to the total number of certified Minority and Women-owned Business Enterprise (M/WBE) firms due to expire in a given year.
Source:	Division of Economic & Financial Opportunity.
Indicator name:	Newly certified and recertified 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 or recertified by SBS to be published in the SBS Minority and Women-owned Business Enterprise (M/WBE) Program directory.
Source:	Division of Economic & Financial Opportunity.

Department of Small Business Services

Infrastructure and Sustainability

Infrastructure and Sustainability

Department of Environmental Protection p 145

Department of Buildings p 161

Department of Transportation p 153

Department of Design and Construction p 169

Indicator name: 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, Water Quality Directorate

Indicator name: In-City samples meeting water quality standards for coliform bacteria (%)
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, Water Quality Directorate.

Indicator name: Acres of land solicited in watershed area
Description: The number of acres of land solicited for purchase in fee or for the purchase of a conservation easement in the City's water supply watershed.
Source: Bureau of Water Supply, Watershed Protection & Planning Directorate.

Indicator name: Acres of land acquired in watershed area
Description: The number of acres of land purchased in fee or conservation easement in the City's water supply watershed. Land acquisition allows the City to protect watershed property from development and pollution.
Source: Bureau of Water Supply, Watershed Protection & Planning Directorate.

Indicator name: Cost per watershed acre acquired ($)
Description: The cost per acre of land purchased in fee or conservation easement in the City's water supply watershed.
Source: Bureau of Water Supply, Watershed Protection & Planning Directorate.

Indicator name: Water supply – Critical equipment out of service (%)
Description: The number of pieces of equipment throughout the City's watershed areas and other upstate conveyance structures that have been identified as critical to the operation and that are out of service as a percent of the overall number of pieces of equipment that have been identified as critical.
Source: Bureau of Water Supply, Operations Directorate.

Indicator name: Facility security checks
Description: The number of security checks conducted at DEP facilities by the DEP Police.
Source: Bureau of Police and Security.

Indicator name: Deficiency reports as percent of security checks (%)
Description: The number of security checks that resulted in the issuance of a deficiency report. These reports include such things as the issuance of work orders to repair fences or keep gates locked.
Source: Bureau of Police and Security.

Indicator name: Overall enforcement activity
Description: The number of summonses, arrests, Notices of Violation and Notices of Warning issued by the DEP Police in the areas containing the City's watershed and water conveyance infrastructure. This includes both penal law and Environmental Conservation Law citations.
Source: Bureau of Police and Security.

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: Sewer backup complaints resolved – Confirmed
Description: A sewer backup complaint is considered confirmed when, upon field investigation, it is determined to be associated with a part of DEP's sewer system. Indications of such failure include surcharging, temporary overtaxing, blockages, and collapses.
Source: Bureau of Water and Sewer Operations.

Indicator name: Sewer backup complaints resolved – Unconfirmed
Description: A sewer backup complaint is considered unconfirmed when, upon field investigation, it exhibits none of the factors that would indicate that there is or was a problem with a part of DEP's sewer system. In such situations, the condition can be associated with an internal condition, a problem with the private sewer connection, or may be otherwise unfounded.
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: Street segments with confirmed sewer backup in the last 12 months (% of total segments)
Description: The number of street segments in the City that had at least one sewer backup complaint during the last 12 months as a percent of the overall number of street segments in the City. A segment is the distance from one intersecting street to the next.
Source: Bureau of Water and Sewer Operations.

Indicator name: Street segments with recurring confirmed sewer backup in the last 12 months (% of total segments)
Description: The number of street segments in the City that had more than one sewer backup complaint during the last 12 months as a percent of the overall number of street segments in the City. A segment is the distance from one intersecting street to the next.
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 calendar days it took DEP to respond to street cave-in/depression complaints and resolve related danger during the period.
Source: Bureau of Water and Sewer Operations.

Indicator name: Water main breaks
Description: The number of water main breaks responded to by DEP.
Source: Bureau of Water and Sewer Operations.

Indicator name: Water main breaks per 100 miles of main in the last 12 months
Description: The number of water main breaks per 100 miles of main during the last 12 months.
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 water to the main with the break is shut off until it is restored.
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. There are approximately 110,180 fire hydrants in the City.
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 calendar 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 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: Catch basin backup resolution time (days)
Description: The average number of calendar 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.

Indicator name: Catch basins surveyed/inspected (%) (cumulative)
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 basins cleaned
Description: The total number of catch basins cleaned; includes both programmed and complaint cleaning.
Source: Bureau of Water and Sewer Operations.

Indicator name: – Programmed cleaning
Description: The total number of catch basins cleaned as part of the Department's regularly scheduled cleaning and maintenance program. Programmatic cleaning, if needed, is performed within 30-60 days of survey/inspection, depending upon the size of the Community Board.
Source: Bureau of Water and Sewer Operations.

Indicator name: – Complaint cleaning
Description: The total number of catch basins cleaned as a result of complaints from the public.
Source: Bureau of Water and Sewer Operations.

Indicator name: Backlog of catch basin repairs (% of system)
Description: The number of catch basins with open repair work orders as a percent of the overall number of catch basins citywide.
Source: Bureau of Water and Sewer Operations.

Indicator name: Leak complaints received
– City infrastructure
– Private infrastructure
Description: The total number of leak complaints received during the reporting period and the number received for each reporting category.
Source: Bureau of Water and Sewer Operations.

Indicator name: Leak resolution time (days) (City infrastructure only)
Description: The average time in calendar days it took for City infrastructure related complaints to be resolved.
Source: Bureau of Water and Sewer Operations.

Indicator name: Wastewater treatment plant (WWTP) effluent meeting federal standards (%)
Description: The percent of treated wastewater leaving in-City treatment plants that meets federal standards for suspended solids and biochemical oxygen demand.
Source: Bureau of Wastewater Treatment, Division of Facility Operations.

Indicator name: Harbor survey stations meeting the fishable standard of 5mg/L for dissolved oxygen (%)
Description: The City collects and tests water samples from 35 harbor survey stations in the water bodies surrounding New York City. This indicator represents the percent of these stations that were in compliance with the 5mg/L fishable standard for the amount of dissolved oxygen. The New York State Department of Environmental Conservation classifies water bodies and establishes water quality standards depending on the classification of the water body. The 5mg/L for dissolved oxygen threshold is the State's "fishable" standard for dissolved oxygen. DEP applies this standard to all of its NYC harbor water sampling stations even though the State standard varies by water body and is, in fact, lower for some.
Source: Bureau of Wastewater Treatment, Marine Sciences Section.

Indicator name: WWTPs – Critical equipment out-of-service (% 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 of the City's 14 wastewater treatment plants 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 total number of unit types that were below the required number at any time during the month as a percent of total critical equipment units (the aggregate of number and type).
Source: Bureau of Wastewater Treatment, Division of Facility 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 Services.

Indicator name: Total revenue collected ($000,000)
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 target (%)
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: Accounts receivable – Total balance ($000,000)
– Delinquent for more than 180 days ($000,000)
– Delinquent for more than 1 year ($000,000)
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 Services.

Indicator name: Billed amount collected in 30 days (%)
Description: The percent of the billed amount that is collected by DEP with 30 days of distribution.
Source: Bureau of Customer Services.

Indicator name: Air complaints received
Description: The total number of air quality complaints received during the reporting period.
Source: Bureau of Environmental Compliance.

Indicator name: Air inspections conducted
Description: The total number of air inspections conducted in response to complaints.
Source: Bureau of Environmental Compliance.

Indicator name: Average days to close air quality complaints
Description: The average number of calendar days between receipt of an air quality complaint and closure of the complaint for complaints closed during the reporting period. A complaint is closed when no further action will be taken on it by DEP. This includes instances where, upon investigation, no infractions of applicable rules/regulations were found, or infractions were present and a Notice of Violation was issued.
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 calendar days of receipt.
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: Noise inspections conducted
Description: The number of noise inspections completed in response to complaints.
Source: Bureau of Environmental Compliance.

Indicator name: Average days to close noise complaints
Description: The average number of calendar days between receipt of a noise complaint and closure of the complaint for complaints closed during the reporting period. A complaint is closed when no further action will be taken on it by DEP. This includes instances where, upon investigation, no infractions of applicable rules/regulations were found, or infractions were present and a Notice of Violation was issued.
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 calendar days.
Source: Bureau of Environmental Compliance.

Indicator name: Asbestos complaints received
Description: The total number of asbestos complaints received during the reporting period.
Source: Bureau of Environmental Compliance.

Indicator name: Asbestos inspections conducted
Description: The number of asbestos inspections conducted in response to complaints as well as inspections of permitted jobs to monitor compliance with asbestos abatement rules and regulations.
Source: Bureau of Environmental Compliance.

Indicator name: Average days to close asbestos complaints
Description: The average number of calendar days between receipt of an asbestos complaint and closure of the complaint for complaints closed during the reporting period. A complaint is closed when the asbestos issue described in the complaint has either been resolved or determined to be unfounded based on the Department's inspection; when the complaint location is an abandoned building and access is not possible; or when more information is required and contact information for the complainant is not available. If the Department issues a Notice of Violation for infractions of applicable rules/regulations and corrective action is required, then a follow-up inspection is done to ensure compliance.
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: Total violations issued
Description: The total number of violations issued for all DEP service areas.
Source: NYC Office of Administrative Trials and Hearings, Environmental Control Board.

Indicator name: Violations admitted to or upheld at the Environmental Control Board (%)
Description: For all violations returnable to the Environmental Control Board (ECB), the number of violations where the respondent admitted to the violation without a hearing and paid the penalty, if applicable, or where the violation was upheld following an ECB hearing as a percent of all violations resolved.
Source: NYC Office of Administrative Trials and Hearings, Environmental Control Board.

Indicator name: Collisions involving City vehicles
Description: The number of State reports, MV-104s, filed. These reports are required whenever a collision occurs that involves death, personal injury or property damage.
Source: Office of Environmental Health and Safety.

Indicator name: Workplace injuries reported
Description: All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: Organizational Development and Human Resources.

Indicator name: Emails sent to agency (through NYC.gov or a publicized agency email address)
Description: The number of emails sent to an agency through NYC.gov or to a publicly disclosed email address (e.g., customerservice@agency.nyc.gov).
Source: Bureau of Customer Services.

Indicator name: Emails responded to in 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Bureau of Customer Services.

Indicator name: Letters sent to agency
Description: The number of written correspondence addressed to a central correspondence unit, the agency at large, or to the Commissioner.
Source: Bureau of Customer Services and Commissioner's Office.

Indicator name: Letters responded to in 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Bureau of Customer Services and Commissioner's Office.

Indicator name: Calls made to agency call center
Description: The total number of calls made to the agency's call center (directly or transferred to the call center via 311).
Source: Bureau of Customer Services.

Indicator name: Calls answered in 30 seconds (%)
Description: The percentage of calls answered by a call center representative in 30 seconds or less. Time begins after initial prerecorded message.
Source: Bureau of Customer Services.

Indicator name: Visits made to agency walk-in facility
Description: The number of visits made to the Department's five borough offices.
Source: Bureau of Customer Services.

Indicator name: Average customer in-person wait time (minutes)
Description: The average time in minutes from the time a customer meets with a greeter or information desk representative until he or she is met by a customer service representative. Security/building entry wait times are not included unless a security guard plays a formal intake role.
Source: Bureau of Customer Services.

Indicator name: Completed customer requests for interpretation
Description: The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source: Bureau of Customer Services.

Indicator name: Agency customers surveyed for overall customer satisfaction
Description: The number of visitors to DEP's five borough offices who completed the survey used by DEP to assess customer satisfaction.
Source: Bureau of Customer Services.

Indicator name: Visitors rating customer service at borough centers as good or better (%)
Description: The number of customers surveyed at DEP's five borough offices who rated their overall customer service experience as good or excellent as a percent of all customers who completed surveys.
Source: Bureau of Customer Services.

Indicator name: CORE customer experience rating (0-100)
Description: An average score based on the rating of 24 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g. wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations – SCOUT.

Indicator name: 311 Service Requests (for specific topic)
Description: The number of service requests received through the 311 Customer Service Center and other 311 channels for the specific condition/complaint type.
Source: Mayor's Office of Operations/Citywide Performance Reporting.

Indicator name: Percent meeting time to close - (Response to 311 Service Requests)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations/Citywide Performance Reporting.

Department of Transportation

Indicator name: Bridges rated
– Good or very good (%) (calendar year)
– 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 based 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: 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. Ratings are based on a scale from 1 to 10, and results are grouped in the following categories for each fiscal year:
– Good (%) – ratings of 8 to 10
– Fair (%) – ratings of 4 to 7
– Poor (%) – ratings of 1 to 3

Source: Division of Roadway Repair & 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. This includes potholes reported through 311 and online, as well as field pickups noted by DOT personnel.

Source: Division of Roadway Maintenance – Resource Management Unit.

Indicator name: Pothole work orders

Description: The number of new work orders opened for potholes on streets (excludes work orders for bridges and arterial highways). Potholes are reported through calls to the 311 Customer Service Center, emails 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: Potholes repaired - Arterial highway system

Description: The number of potholes and other small street defects corrected on arterial streets. Note: these arterials are highways that DOT is responsible for.

Source: Division of Roadway Maintenance – Resource Management Unit.

Indicator name: Potholes repaired - Local streets

Description: The number of potholes and other small street defects corrected on local streets.

Source: Division of Roadway Maintenance – Resource Management Unit.

Indicator name: Lane miles resurfaced citywide
Description: The total length of roadway that was milled and resurfaced with new asphalt topping in each of the five boroughs and on arterial highways, measured in units 12 feet wide and one mile in length.
Source: Division of Roadway Repair & Maintenance - Resource Management Unit.

Indicator name: Average cost per lane mile resurfaced citywide ($)
Description: Expenditures for milling and paving divided by the number of lane miles resurfaced. Expenditures reflect the cost of in-house resurfacing operations, including labor, materials, capital, and overhead, as well as payments to contractors, but does not include contract milling costs.
Source: Division of Roadway Maintenance – Resource Management Unit.

Indicator name: Average in-house cost of asphalt per ton ($)
Description: Hamilton Avenue Asphalt Plant and Harper Street 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: Construction permits issued
Description: The number of permits issued for street openings, building operations, sidewalk construction, canopies and miscellaneous purposes.
Source: Division of Sidewalks and Inspection Management – Highway Inspection and Quality Assurance 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.

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: 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.

Department of Transportation

Indicator name: Adopt-A-Highway adoption rate (%)
Description: The number of miles of the City's highway system for which maintenance is sponsored through the Adopt-A-Highway Program divided by 362, the total number of adoptable highway miles.
Source: Division of Roadway Maintenance – Arterial Maintenance Unit.

Indicator name: Adopted highway miles that receive a service rating of good (%)
Description: The number of adopted highway miles that were inspected by DOT and assigned a service rating of good divided by the total number of inspected miles. Service tasks include litter removal, mechanical sweeping and beautification and can vary by segment. DOT sets both the service (task) for the adopted segment and the level of service (i.e., frequency) to be provided by the contractor.
Source: Division of Roadway Maintenance – Arterial Maintenance Unit.

Indicator name: Muni-meters that are operable (%)
Description: The number of muni-meters that are functioning divided by the total number of muni-meters. A meter's operability is determined electronically or by inspection.
Source: Division of Traffic & Planning – Parking Operations.

Indicator name: Total violations issued
Description: Total number of violations issued for all DOT service areas.
Source: Division of Sidewalks and Inspection Management – Highway Inspection and Quality Assurance Unit.

Indicator name: Violations admitted to or upheld at the Environmental Control Board (%)
Description: For all violations returnable to the Environmental Control Board (ECB), the number of violations where the respondent admitted to the violation without a hearing and paid the penalty, if applicable, or where the violation was upheld following an ECB hearing as a percent of all violations resolved.
Source: Environmental Control Board.

Indicator name: Average time to respond to high priority traffic signal defect and make safe (hours: minutes)
Description: The average number of hours it takes DOT contractors to repair and restore signal operation for defects requiring a two-hour response time. A repair can be temporary or permanent provided that the signal problem at the intersection is corrected and made safe. .
Source: Division of Traffic & Planning – 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 & Planning – 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 & Planning – 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, for cases where repairs to Con Edison equipment is required to restore electricity.
Source: Division of Traffic & Planning – Streetlighting Unit.

Indicator name: Overall traffic crashes
Description: The total number of traffic crashes as initially reported in the Accident Information System (AIS), including those on highways and bridges. Data is entered by NYPD staff into AIS and forwarded to NYCDOT's data warehouse.
Source: Performance Management and Accountability.

Indicator name: Citywide traffic fatalities
Description: The total number of pedestrian, motorist, bicyclist, and passenger deaths resulting from traffic crashes.
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 crashes.
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 crashes.
Source: Chief of Transportation – New York City Police Department.

Indicator name: Collisions involving City vehicles
Description: The number of State reports, MV-104s, filed. These reports are required for any collision occurring in New York State causing a fatality, personal injury or damage over $1,000 to the property of any one person.
Source: Fleet Services (RRM).

Indicator name: Speed humps installed
Description: The number of speed humps installed. Speed humps (also known as speed reducers) are traffic calming devices designed to slow vehicle speeds to either 15 or 20 mph. Speed humps are located mostly on residential streets.
Source: Division of Traffic Operations - Planning Unit.

Indicator name: Roadway safety markings installed (000,000) (linear feet)
Description: The number of new and replacement roadway safety markings installed (4" width) measured in million linear feet (MLF). Safety markings are durable and reflective material applied to pavement to guide and inform all street/highway users – including people walking, bicycling, and operating motor vehicles. Markings designate lane positioning, convey regulation, reinforce signing, and delineate conflict points.
Source: Division of Traffic Management – Highway Design and Construction.

Indicator name: Accessible pedestrian signals installed
Description: The number of accessible pedestrian signals (APS) installed. APS are devices affixed to pedestrian signal poles to assist blind or low vision pedestrians in crossing the street. APS are wired to a pedestrian signal and send audible and vibrotactile indications when pedestrians push a button installed at the crosswalk.
Source: Division of Traffic Operations – Signals Unit.

Indicator name: Staten Island Ferry – Customer accident injury rate (per million passengers)
Description: The number of ferry passengers, per one million passengers, that reported an injury and requested professional medical treatment.
Source: Division of the Staten Island Ferry.

Indicator name: Staten Island Ferry – Trips that are on time (%)
– Weekday peak hour trips that are on time (%)
Description: The overall percent of Staten Island Ferry trips completed on schedule and the percent of weekday peak hour trips that are on time. Peak hours are non-holiday weekday departures from Staten Island between 6:00 and 9:00 AM and between 5:30 and 7:30 PM and, from Manhattan, between 6:30 and 9:30 AM and between 4:00 and 8:00PM.
Source: Division of the Staten Island Ferry.

Department of Transportation

Indicator name: Staten Island Ferry – Ridership (000)
Description: The number of passengers traveling on the Staten Island Ferry.
Source: Division of the Staten Island Ferry.

Indicator name: Staten Island Ferry – Average cost per passenger ($)
Description: Total Staten Island Ferry operating expenses, including labor, material, capital and overhead, divided by the total number of passengers carried.
Source: Division of the Staten Island Ferry.

Indicator name: Private ferry service – Total ridership (000)
Description: The total ridership of commuters traveling on private ferries as reported to DOT by the individual companies.
Source: Division of Passenger Transport – Private Ferries Program.

Indicator name: Private ferry service - Number of permanent routes
Description: The average number of permanent private ferry routes operating from Monday through Friday.
Source: Division of Passenger Transport – Private Ferries Program.

Indicator name: Citi Bike annual membership
Description: Total count of Citi Bike annual memberships activated, including renewals.
Source: Department of Transportation - Bike Share Program.

Indicator name: Citi Bike - Trips
Description: Total count of Citi Bike trips by all users (annual and short-term members).
Source: Department of Transportation - Bike Share Program.

Indicator name: Bicycle lane miles installed
Description: The number of bicycle lane miles (Class I protected paths, II on-street lanes, and III shared lanes) installed.
Source: Division of Traffic & Planning – Bicycle Program.

Indicator name: Bicycle racks installed
Description: The total number of bicycle racks installed by DOT or its contractors citywide. (http://www.nyc.gov/html/dot/html/bicyclists/bicycleparking.shtml)
Source: Division of Traffic & Planning - Traffic Management Unit.

Indicator name: In-season cycling index
Description: The total of the counts of bicycle traffic over the four East River Bridges, the Staten Island Ferry, and on the Hudson River Greenway that have been taken annually since 1984. DOT counts cyclists monthly from April to October, with three additional counts in May, August and September for a total of 10 counts per year.
Source: Division of Traffic and Planning - Bicycle Program.

Indicator name: Select Bus Service ridership (000) (annual)
Description: The number of passengers traveling on Select Bus Service routes during weekday and weekends hours.
Source: Metropolitan Transportation Authority – Long Range Bus Planning.

Indicator name: Select Bus Service – Route miles (cumulative)
Description: The total length of Select Bus Service routes, traveling one way.
Source: Department of Transportation – Planning Unit.

Indicator name: Average travel speed (miles per hour) – Manhattan Central Business District
Description: The average speed of yellow taxis traveling with passengers between the hours of 8AM-6PM, Monday-Friday, in Manhattan's Central Business District (CBD). The CBD covers the entire area south of 60th Street.
Source: Division of Planning and Sustainability – Congestion Mitigation.

Indicator name: Crossing points with pedestrian ramps (%)
Description: The number of crossing points where pedestrian ramps have been installed, facilitating access by the disabled, divided by the number of crossing points identified as requiring a ramp. Crossing points are generally at corners but can also be at mid-block.
Source: Division of Roadway Maintenance – Resource Management Unit.

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. Sampling is 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.
Source: Division of Traffic & Planning - Pedestrian Projects Group.

Indicator name: Pedestrian space installed (square feet)
Description: The number of total square feet of pedestrian space installed. Pedestrian space includes plazas, neckdowns (curb extensions), sidewalks, safety islands, ramps, and crosswalks.
Source: Division of Traffic Operations - Planning Unit.

Indicator name: 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: Bridge projects (structural work) substantially completed on schedule (%)
Description: The percent of 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: Cases commenced against the City in state and federal court
Description: The number of State court and federal court matters assigned a litigation start date. In cases with payout, it will be paid from the judgment and claims account in the City's General Fund.
Source: Law Department Law Manager system.

Indicator name: Payout ($000)
Description: The judgment and claims amount, in thousands of dollars, paid by the City from the judgment and claims account in the City's General Fund to resolve cases through settlement or verdict.
Source: Law Department Law Manager system.

Indicator name: Workplace injuries reported
Description: All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: Occupational Safety and Health Office (HR & Facilities).

Department of Transportation

Indicator name: Emails sent to agency (through NYC.gov or a publicized agency email address)
Description: The number of emails sent to an agency through NYC.gov or to a publicly disclosed email address (e.g., customerservice@agency.nyc.gov).
Source: Customer Service Unit.

Indicator name: Emails responded to in 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Customer Service Unit.

Indicator name: Letters sent to agency
Description: The number of written correspondence addressed to a central correspondence unit, the agency at large, or to the Commissioner.
Source: Customer Service Unit.

Indicator name: Letters responded to in 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Customer Service Unit.

Indicator name: Calls made to agency call center
Description: The total number of calls made to the agency's call center (directly or transferred to the call center via 311).
Source: Authorized Parking and Permits.

Indicator name: Calls answered in 30 seconds (%)
Description: The percentage of calls answered by a call center representative in 30 seconds or less. Time begins after initial prerecorded message.
Source: Authorized Parking and Permits.

Indicator name: Visits made to agency walk-in facility
Description: The number of visits made to DOT's permitting offices.
Source: Authorized Parking and Permits.

Indicator name: Average customer in-person wait time (minutes)
Description: The average time in minutes from the time a customer meets with a greeter or information desk representative until he or she is met by a customer service representative. Security/building entry wait times are not included unless a security guard plays a formal intake role.
Source: Authorized Parking and Permits.

Indicator name: Completed customer requests for interpretation
Description: The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source: Department of Transportation – Commissioner's Office, Language Services.

Indicator name: CORE customer experience rating (0-100)
Description: An average score based on the rating of 24 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g. wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations – SCOUT.

Indicator name: 311 Service Requests (for specific topic)
Description: The number of service requests received through the 311 Customer Service Center and other 311 channels for the specific condition/complaint type.
Source: Mayor's Office of Operations/Citywide Performance Reporting; DOT Street Lights.

Indicator name: Percent meeting time to first action or to close (Response to 311 Service Requests)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations/Citywide Performance Reporting; DOT Street Lights.

Department of Buildings

Indicator name: Jobs filed
- New buildings
- Major renovation (Alteration I)
- Minor renovation (Alterations II and III)

Description: The total number of applications filed for new buildings, major renovations (Alteration I) and minor renovations (Alterations II and III) as well as the respective number filed in each category.

Source: BIS mainframe database maintained by DOB.

Indicator name: Average time to complete application processing (days)

Description: The average number of business days for jobs to move from C status (payment made) to D status (application processed - completed).

Source: BIS mainframe database maintained by DOB.

Indicator name: Building permits issued – Initial
- New buildings
- Major renovation (Alteration I)
- Minor renovation (Alterations II and III)

Description: The total number of initial building permits issued for new buildings, major renovations (Alteration I) and minor renovations (Alterations II and III) as well as the respective number issued in each category.

Source: BIS mainframe database maintained by DOB.

Indicator name: Building permits issued – Renewals
- New buildings
- Major renovation (Alteration I)
- Minor renovation (Alterations II and III)

Description: The total number of building permits previously issued for new buildings, major renovations (Alteration I) and minor renovations (Alterations II and III) that were renewed during the reporting period as well as the respective number issued in each category.

Source: BIS mainframe database maintained by DOB.

Indicator name: Certificates of Occupancy issued

Description: The total number of initial temporary Certificates of Occupancy issued plus the number of final Certificates of Occupancy issued during the reporting period.

Source: Certificate of Occupancy Document Database (CODD) maintained by DOB.

Indicator name: First plan reviews completed
- New buildings
- Major renovation (Alteration I)
- Minor renovation (Alterations II and III)

Description: The total number of building applications that moved to either J status (disapproved) or P status (approved) during the reporting period as well as the respective number of jobs in each category. Excluded are those jobs that were administratively closed before they reached review.

Source: BIS mainframe database maintained by DOB.

Indicator name: Average days to complete first plan review (Borough offices)
- New buildings
- Major renovation (Alteration I)
- Minor renovation (Alterations II and III)

Description: For plan reviews completed in the borough offices, the average number of business days for building applications to go from D status (application processed - completed) to either J status (disapproved) or P status (approved) for each job category.

Source: BIS mainframe database maintained by DOB.

Indicator name: Average days to complete first plan review (Hub projects)
- New buildings
- Major renovation (Alteration I)
- Minor renovation (Alterations II and III)

Description: For Hub projects, the average number of business days for building applications to go from assigned to either J status (disapproved) or P status (approved) for each job category.

Source: BIS mainframe database and SharePoint platform maintained by DOB.

Indicator name: Jobs professionally certified (%)

Description: The percent of jobs (building applications) filed by registered architects and professional engineers who have certified that their submissions are in compliance with the NYC Building Code and applicable zoning regulations. These jobs do not undergo a regular plan examination but are subject to random audit as well as other DOB reviews.

Source: BIS mainframe database maintained by DOB.

Indicator name: Jobs professionally certified that were audited (%)

Description: The percent of professionally certified jobs (building applications) filed that were approved and received permits without DOB staff review but then received post-approval review by DOB staff.

Source: BIS mainframe database maintained by DOB.

Indicator name: – Audits that resulted in revocation notices (%)

Description: The percent of professionally certified jobs (building applications) that were audited by DOB staff and for which objections pertaining to substantive issues of zoning, life safety and/or accessibility resulted in the issuance of a revocation notice. Note: An applicant must propose corrective measures within 10 business days of a revocation notice.

Source: BIS mainframe database maintained by DOB.

Indicator name: Average wait time for a construction inspection (days)

Description: The average number of business days between the receipt of a request for a construction inspection and the first available date that an inspector can visit a job site.

Source: Appointments databases maintained by DOB.

Indicator name: Average wait time for a plumbing inspection (days)

Description: Appointment wait time is the average number of business days between the receipt of a request for a plumbing inspection and the first available date that an inspector can visit a job site.

Source: Appointments database maintained by DOB.

Indicator name: Average wait time for an electrical inspection (days)

Description: Appointment wait time is the average number of business days between the receipt of a request for an electrical inspection and the first available date that an inspector can visit a job site.

Source: Appointments database maintained by DOB.

Indicator name: Priority A (emergency) complaints received

Description: The number of complaints describing Priority A (emergency) conditions received by DOB. Priority A complaints include all accidents, fumes/smoke from a boiler, unsafe or illegal demolition and vibrating or shaking building, among others.

Source: BIS mainframe maintained by DOB.

Indicator name: Priority B (nonemergency) complaints received

Description: The number of complaints describing Priority B (nonemergency) conditions received by DOB. Priority B complaints include the illegal conversion of space, excessive debris, failure to erect or an inadequate sidewalk shed, and construction contrary to approved plans/permits, among others.

Source: BIS mainframe maintained by DOB.

Indicator name: – Residential illegal conversion complaints
Description: The number of Priority B illegal conversion complaints received during the reporting period. An illegal conversion is an alteration or modification of an existing building to create an additional housing unit without first obtaining approval from the NYC Department of Buildings.
Source: BIS mainframe maintained by DOB.

Indicator name: – Work without a permit complaints
Description: The number of Priority B complaints the Department received relating to work being performed without a valid permit.
Source: BIS mainframe maintained by DOB.

Indicator name: 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 accidents, fumes/smoke from a boiler, unsafe or illegal demolition and vibrating or shaking building, among others. Excluded are those complaints that were administratively closed.
Source: BIS mainframe maintained by DOB.

Indicator name: 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 space, excessive debris, failure to erect or an inadequate sidewalk shed, and construction contrary to approved plans/permits, among others. Excluded are those complaints that were administratively closed.
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 calendar 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 accidents, fumes/smoke from a boiler, unsafe or illegal demolition and vibrating or shaking building, among others.
Source: BIS mainframe maintained by DOB.

Indicator name: Average time to respond to Priority B complaints (days)
Description: Based on an eight-hour workday, 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 space, excessive debris, failure to erect or an inadequate sidewalk shed, and construction contrary to approved plans/permits, among others.
Source: BIS mainframe maintained by DOB.

Indicator name: Residential illegal conversion complaints where access was obtained (%)
Description: The percent of residential illegal conversion complaints where access was gained and an inspection was completed during the reporting period.
Source: BIS mainframe maintained by DOB.

Indicator name: – Access obtained and violations were written (%)
Description: The number of residential illegal conversion complaints that resulted in a violation being written as a percent of those complaints where the Department was able to gain access to the complaint location.
Source: BIS mainframe maintained by DOB.

Indicator name: Work without a permit complaints where access was obtained and violations were written (%)
Description: The number of Priority B work without a permit complaints that resulted in a violation being written as a percent of those complaints where the Department was able to gain access to the complaint location.
Source: BIS mainframe maintained by DOB.

Indicator name: Construction inspections completed
Description: The number of construction inspections completed citywide.
Source: BIS mainframe, Accela and electronic records maintained by DOB inspection units.

Indicator name: Construction inspections completed – Complaints (%)
Description: The percent of construction inspections performed citywide in response to complaints.
Source: BIS mainframe, Accela and electronic records maintained by DOB inspection units.

Indicator name: Construction inspections completed – Certificate of Occupancy (%)
Description: The percent of construction inspections performed for purposes of Certificate of Occupancy issuance.
Source: BIS mainframe, Accela and electronic records maintained by DOB inspection units.

Indicator name: Construction inspections completed – Construction monitoring (%)
Description: The percent of construction inspections performed for purposes of monitoring new construction, major alterations (work that requires a new or revised Certificate of Occupancy when completed) or demolition jobs.
Source: BIS mainframe, Accela and electronic records maintained by DOB inspection units.

Indicator name: Construction inspections completed – Other (%)
Description: The percent of construction inspections that were not complaint, Certificate of Occupancy, or construction monitoring. This includes reinspections due to vacate orders; re-inspections of emergency sites; priority/special inspections required by the agency; quality assurance inspections; audit inspections to verify work was performed pursuant to an Application for Withdrawal; and annual school inspections.
Source: BIS mainframe, Accela and electronic records maintained by DOB inspection units.

Indicator name: Average construction inspections per inspector day
Description: The number of construction inspections performed by construction inspectors divided by the total number of field and research hours worked.
Source: BIS mainframe, Accela and electronic records maintained by DOB inspection units.

Indicator name: Construction inspections resulting in violations (%)
Description: The total number of construction inspections performed that resulted in the issuance of at least one violation divided by the total number of construction inspections performed.
Source: BIS mainframe and electronic records maintained by DOB inspection units.

Indicator name: DOB violations issued
Description: Violations issued by DOB that are a notice that a property is not in compliance with a provision of applicable law and includes an order from the Commissioner to correct the violating condition. This includes administrative violations issued for the non-submittal of required documentation, such as a property owner failing to submit evidence that required inspections were completed.
Source: BIS mainframe maintained by DOB.

Indicator name: Environmental Control Board (ECB) violations issued – Construction
Description: The total number of violations issued by DOB that fall under the jurisdiction of the Environmental Control Board as well as the number issued specifically for construction-related infractions. Initially reported data for the Preliminary Mayor's Management Report (PMMR) and annual Mayor's Management Report (MMR) is typically incomplete due to data entry backlog and routinely updated in subsequent releases of the MMR.
Source: AIMS database maintained by the Environmental Control Board.

Indicator name: Non-default Environmental Control Board decisions
Description: Excluding defaults, the number of Environmental Control Board (ECB) decisions issued in the reporting period regardless of when the Notice of Violation (NOV) was issued or when the decision itself was recorded. The number of ECB decisions includes all NOVs where a determination was made by ECB pursuant to a hearing as well as those cases where the respondent admitted to the violation, cured the violation or entered into an agreement to do so without a hearing.
Source: AIMS database maintained by the Environmental Control Board.

Indicator name: Violations admitted to or upheld at the Environmental Control Board (%)
Description: For all violations returnable to the Environmental Control Board (ECB), the number of violations where the respondent admitted to the violation and/or paid the penalty without a hearing or where the violation was upheld following an ECB hearing as a percent of all violations resolved (violations admitted to plus violations where ECB issued decisions) during the reporting period.
Source: AIMS database maintained by the Environmental Control Board.

Indicator name: Construction-related incidents
Description: The total number of events on a construction site (with or without a permit) that DOB responded to within the reporting period. An event or incident includes accidents and anything other than a scheduled inspection.
Source: Incident database maintained by the Engineering and Safety Operations Unit.

Indicator name: – Construction-related accidents
Description: An accident is an incident caused by construction activity on a construction site, or on an adjoining site, which results in a fatality or injury requiring medical attention.
Source: Incident database maintained by the Engineering and Safety Operations Unit.

Indicator name: – Accident type – Worker fell
Description: The number of accidents caused specifically by a construction worker's fall.
Source: Incident database maintained by the Engineering and Safety Operations Unit.

Indicator name: – Accident type – Excavation soil work
Description: The number of accidents caused by soil-related construction operations and/or associated means and methods.
Source: Incident database maintained by the Engineering and Safety Operations Unit.

Indicator name: – Accident type – Scaffold/shoring installations
Description: The number of accidents caused by the failure of fixed site protection and access installations, excluding failures due to road vehicles striking the installation.
Source: Incident database maintained by the Engineering and Safety Operations Unit.

Indicator name: – Accident type – Material failure
Description: The number of accidents caused by the drop, displacement or failure of material or building elements from its intended position or location.
Source: Incident database maintained by the Engineering and Safety Operations Unit.

Indicator name: – Accident type – Mechanical construction equipment
Description: The number of accidents caused by failure or misuse of machinery and equipment systems including machinery or equipment driven by mechanical or electrical devices for earth work, cranes, hoists, or demolition equipment.
Source: Incident database maintained by the Engineering and Safety Operations Unit.

Indicator name: – Accident type – Other
Description: The number of accidents not related to any of the above accident types – for example, a worker injuring his finger while drilling or a construction vehicle running into the construction barricade.
Source: Incident database maintained by the Engineering and Safety Operations Unit.

Indicator name: Construction-related injuries
Description: The total number of persons injured (includes fatalities and non-fatalities) as a result of construction activity. This includes injuries occurring at a construction site, or related to an incident at a construction site.
Source: Incident database maintained by the Engineering and Safety Operations Unit.

Indicator name: Construction-related fatalities
Description: The total number of fatalities that occurred on a construction site, or was related to an incident at a construction site, that was a result of construction activity.
Source Incident database maintained by the Engineering and Safety Operations Unit.

Indicator name: Incident inspections resulting in violations (%)
Description: The percent of incident inspections that resulted in a written violation within the reporting period.
Source: Incident database maintained by the Engineering and Safety Operations Unit.

Indicator name: Collisions involving City vehicles
Description: The number of State reports, MV-104s, filed. These reports are required whenever a collision occurs that involves death, personal injury or property damage.
Source: Office of Fleet Administration.

Indicator name: Workplace injuries reported
Description: All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not work time was lost.
Source: Human Capital.

Indicator name: Emails sent to agency (through NYC.gov or a publicized agency email address)
Description: The number of emails sent to an agency through NYC.gov or to a publicly disclosed email address (e.g., customerservice@agency.nyc.gov).
Source: Intranet Quorum.

Indicator name: Emails responded to in 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Intranet Quorum.

Department of Buildings

Indicator name: Letters sent to agency
Description: The number of written correspondence addressed to a central correspondence unit, the agency at large, or to the Commissioner.
Source: Intranet Quorum.

Indicator name: Letters responded to in 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Intranet Quorum.

Indicator name: Calls made to agency call center
Description: The total number of calls made to the agency's call center (directly or transferred to the call center via 311).
Source: Automatic Call Distribution (ACD) system.

Indicator name: Calls answered in 30 seconds (%)
Description: The percentage of calls answered by a call center representative in 30 seconds or less. Time begins after initial prerecorded message.
Source: Automatic Call Distribution (ACD) system.

Indicator name: Visits made to agency walk-in facility
Description: The total number of visits made to the agency's borough offices and those specialized units that have Q-Matic.
Source: Q-Matic.

Indicator name: Average customer in-person wait time (minutes)
Description: The average wait time for a customer to be served at the agency's borough offices and those specialized units that have Q-Matic measured from the time a ticket is issued to the time the customer is first helped by a Department representative.
Source: Q-Matic.

Indicator name: Completed customer requests for interpretation
Description: The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source: Borough and Unit Liaisons.

Indicator name: CORE customer experience rating (0-100)
Description: An average score based on the rating of 24 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g. wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations – SCOUT.

Indicator name: 311 Service Requests (for specific topics)
Description: The number of service requests received through the 311 Customer Service Center and other 311 channels for the specific condition/complaint type.
Source: BIS mainframe database maintained by DOB.

Indicator name: Percent meeting time to first action or to close - (Response to 311 Service Requests)
Description: The percentage of service requests for which the agency met its planned time of action to provide the service.
Source: BIS mainframe database maintained by DOB.

Department of Design and Construction

Indicator name: Design projects completed
- Infrastructure
- Cultural institutions and libraries
- Health and human services
- Public safety

Description: The total number of projects for which design was completed during the reporting period and the number in each reporting category.

Source: DDC's Project Info database.

Indicator name: Total design projects completed early/on time (%)

Description: The percentage of all design projects for which design was completed ahead of schedule or no more than 30 days behind the baseline schedule, exclusive of programmatic scope changes and any holds placed on the project by the sponsor agency.

Source: Infrastructure and Public Buildings Divisions

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 and any holds placed on the project by the sponsor agency.

Source: Infrastructure Division.

Indicator name: – Completed early/on-time: Public buildings (%)

Description: The percentage of public buildings for which design was completed no more than 30 days behind the baseline schedule, exclusive of programmatic scope changes and any holds placed on the project by the sponsor agency.

Source: Public Buildings Division.

Indicator name: Construction projects completed
- Infrastructure
- Cultural institutions and libraries
- Human services
- Public safety

Description: The total number of construction projects and the number 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 public buildings 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: Total construction projects completed early/on-time (%)

Description: The percentage of all construction projects completed ahead of schedule or no more than 30 days behind the baseline schedule, exclusive of programmatic scope changes and any holds placed on the project by the sponsor agency. Additions/adjustments to the design that was agreed on prior to construction start and funding issues caused by such adjustments constitute a programmatic scope change. On larger infrastructure projects (roadway/sewer/water main), delays caused by significant utility interference that are completely out of the agency's control and cause delays of no less than 6 months may also be exempted.

Source: Infrastructure and Public Buildings Divisions.

Indicator name: – Completed early/on-time: Infrastructure (%)
Description: The percentage of all infrastructure projects for which construction was completed ahead of schedule or no more than 30 days behind the baseline schedule, exclusive of programmatic scope changes and any holds placed on the project by the sponsor agency. Additions/adjustments to the design that was agreed on prior to construction start and funding issues caused by such adjustments constitute a programmatic scope change. On larger infrastructure projects (roadway/sewer/water main), delays caused by significant utility interference that are completely out of the agency's control and cause delays of no less than 6 months may also be exempted.
Source: Infrastructure Division.

Indicator name: – Completed early/on-time: Public buildings (%)
Description: The percentage of public buildings for which construction was completed ahead of schedule or no more than 30 days behind the baseline schedule, exclusive of programmatic scope changes and any holds placed on the project by the sponsor agency. Additions/adjustments to the design that was agreed on prior to construction start and funding issues caused by such adjustments constitute a programmatic scope change.
Source: Public Buildings Division.

Indicator name: Average cost change for all completed consultant design and construction supervision projects (excluding programmatic scope changes) (%)
Description: Average change in the design and consultant budgets for projects that reached substantial completion, as a percent of the approved budget at the time work began, exclusive of programmatic scope changes.
Source: DDC's Project Info database.

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

Indicator name: Projects completed within budget (%)
Description: The percentage of projects that completed construction within the approved budget (construction plus contingency) exclusive of programmatic scope changes.
Source: DDC's Project Info database.

Indicator name: Lane miles reconstructed
Description: Total length of roadway fully reconstructed (new concrete base and asphalt topping) during the reporting period, measured in units 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 and any holds placed on the project by the sponsor agency.
Source: DDC's Project Info database.

Indicator name: Sewers constructed (miles)
Description: The total length of new 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 and any holds placed on the project by the sponsor agency.
Source: DDC's Project Info database.

Indicator name: Sewers reconstructed (miles)
Description: The total length of sewer lines refurbished (relined) during the reporting period.
Source: DDC's Project Info database.

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 and any holds placed on the project by the sponsor agency.
Source: DDC's Project Info database

Indicator name: Water mains (new and replaced) (miles)
Description: The 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 and any holds placed on the project by the sponsor agency.
Source: DDC's Project Info database.

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 and any holds placed on the project by the sponsor agency. 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 Public Buildings Divisions.

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 and any holds placed on the project by the sponsor agency. 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 Public Buildings Divisions.

Indicator name: Active design projects: Difference between projected and scheduled duration (%)
Description: The differences between the expected and originally planned project durations (adjusted baseline schedules) as a percentage of the originally planned durations for all active design projects, exclusive of programmatic scope changes and any holds placed on the project by the sponsor agency. 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 Public Buildings Divisions.

Indicator name: Active construction projects: Difference between projected and scheduled duration (%)
Description: The differences between the expected and planned project durations (adjusted baseline schedules) as a percentage of the planned durations for all active construction projects, exclusive of programmatic scope changes and any holds placed on the project by the sponsor agency. 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 Public Buildings Divisions.

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. Projects that are under $100,000 and those completed within the first six weeks of the reporting period or started within the last six weeks of the period are excluded.
Source: Quality assurance database.

Indicator name: Project inspections with at least one critical deviation (%)
Description: The number of quality assurance/site safety inspections where at least one critical deviation was identified as a percent of all completed inspections. Critical deviations are situations or conditions that require immediate attention and must be corrected before the inspector leaves the site. The assignment of "critical" to a deviation is independent of the risk, though most of them are also high risk. They fall into two general categories: Field conditions, including electrical hazards (overhead wire clearance, ungrounded circuits) and missing guard rails; and administrative deficiencies, including lack of documentation that workers have completed required OSHA construction safety training and missing health and safety plans.
Source: Quality assurance database.

Indicator name: Eligible projects with completed post-construction surveys (%)
Description: The number of eligible capital construction projects for which at least one completed customer survey was returned as a percent of 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. Note: Infrastructure projects involving minimal work at multiple sites throughout the City are typically excluded from surveys.
Source: DDC's Client Survey database.

Indicator name: Post-construction satisfaction surveys – 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: Post-construction satisfaction – Surveys sent
Description: The total number of surveys sent for construction projects substantially completed during the reporting period. For each public building 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: Post-construction satisfaction – Surveys returned
Description: The total number of completed post-construction satisfaction surveys returned to DDC.
Source: DDC's Client Survey database.

Department of Design and Construction

Indicator name: Respondents rating a completed project as adequate or better (%)
Description: The percentage of completed surveys returned with an overall satisfactory rating.
Source: DDC's Client Survey database.

Indicator name: Emails sent to an agency (through NYC.gov or a publicized agency email address)
Description: The number of emails sent to an agency through NYC.gov or to a publicly disclosed email address (e.g., customerservice@agency.nyc.gov).
Source: DDC's correspondence tracking database.

Indicator name: Emails responded to in 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: DDC's correspondence tracking database.

Indicator name: Letters sent to an agency
Description: The number of written correspondence addressed to a central correspondence unit, the agency at large, or to the Commissioner.
Source: DDC's correspondence tracking database.

Indicator name: Letters responded to in 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: DDC's correspondence tracking database.

Promoting Viable Communities & Neighborhoods

Promoting Viable Communities & Neighborhoods

Department of City Planning p 177

New York City Housing Authority p 195

New York City Economic Development Corporation p 181

Landmarks Preservation Commission p 199

Department of Housing Preservation and Development p 185

Indicator name: Economic development and housing proposals completed and presented to the public
Description: The number of proposals to promote sustainable mixed-use, mixed-income communities anchored by affordable housing in existing and emerging neighborhoods or that foster growth and development of the City's central and regional business districts, in the form of written reports, certified applications for zoning map or text amendments, website postings, and/or public presentations of recommended actions.
Source: Records maintained by DCP's Planning Coordination Division.

Indicator name: Neighborhood enhancement proposals completed and presented to the public
Description: The number of proposals to preserve the character of existing neighborhoods, promote sustainability, resiliency and long-term affordability, or improve physical and social infrastructure, 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 initiatives presented to the public
Description: The number of projects informing the public of significant trends in land use, housing, zoning, demographics, and procedures and/or policies, in the form of written reports, datasets, website postings, and/or public presentations.
Source: Records maintained by DCP's Planning Coordination Division

Indicator Name: Zoning actions (simple) certified/referred
Definition: The number of simple zoning actions initiated by private and public applicants, including DCP, that were certified as complete and, for those actions subject to ULURP (Uniform Land Use Review Procedure), referred for public review. Simple projects, which can include one or more land use applications and their associated environmental review, include zoning map changes, amendments to the zoning resolution, zoning special permits, authorizations, and certifications and, in general, have no or limited environmental review (all Type II designations).
Source: Database maintained by DCP's Planning Coordination Division.

Indicator name: Zoning actions (simple) certified/referred within 12 months (%)
Description: The percent of simple public and private zoning actions certified as complete or referred for public review within 12 months of project start, normally marked by submission of a Pre-Application Statement (PAS) to the Department.
Source: Database maintained by DCP's Planning Coordination Division.

Indicator Name: Zoning actions (complex) certified/referred
Definition: The number of complex zoning actions initiated by private and public applicants, including DCP, that were certified as complete and, for those actions subject to ULURP (Uniform Land Use Review Procedure), referred for public review. Complex projects, which can include one or more land use applications and their associated environmental review, include zoning map changes, amendments to the zoning resolution, zoning special permits, authorizations, and certifications and require more involved environmental review and interagency coordination (Type I or unlisted designations).
Source: Database maintained by DCP's Planning Coordination Division.

Indicator name: Zoning actions (complex) certified/referred within 15 months (%)
Description: The percent of complex public and private zoning actions certified as complete and/or referred for public review within 15 months of project start, normally marked by submission of a Pre-Application Statement (PAS) to the Department.
Source: Database maintained by DCP's Planning Coordination Division.

Indicator Name: City projects (non-zoning) certified/referred
Definition: The number of projects submitted by public agencies or the NYC Economic Development Corporation, including their associated environmental review, which were certified as complete and, for those actions subject to ULURP (Uniform Land Use Review Procedure), referred for public review. Projects include individual sitings of City facilities, acquisition of property or office space by the City, housing approvals, business improvement districts, franchises, landmarks and concessions.
Source: Database maintained by DCP's Planning Coordination Division.

Indicator Name: City projects (non-zoning actions) certified/referred within 6 months (%)
Description: The percent of projects submitted by public agencies or the NYC Economic Development Corporation, including their associated environmental review, certified as complete and/or referred for public review within six months of project start, normally marked by submission of a Pre-Application Statement (PAS) to the Department.
Source: Database maintained by DCP's Planning Coordination Division.

Indicator name: Renewals and natural area approvals certified/referred
Description: The number of project renewals citywide and project approvals located in all Natural Area Districts that are completed, referred and, for those actions subject to ULURP (Uniform Land Use Review Procedure), certified as complete and referred for public review. Typical applicants are individual home and business owners and private developers. Project renewals include special permits for use or bulk subject to terms of expiration. Projects in Natural Area Districts include one or more zoning authorizations, certifications or special permits located in all Special Natural Area Districts citywide, the Special South Richmond Development District and the Special Hillside Preservation District.
Source: Database maintained by DCP's Planning Coordination Division.

Indicator Name: Renewals and natural area approvals projects certified/referred within 6 months (%)
Description: The percent of project renewals citywide and all natural area project approvals, including their associated environmental review, certified as complete or referred for public review within six months of project start, normally marked by submission of a Pre-Application Statement (PAS) to the Department.
Source: Database maintained by DCP's Planning Coordination Division.

Indicator name: Emails sent to an agency (through NYC.gov or a publicized agency email address)
Description: The number of emails sent to an agency through NYC.gov or to a publicly disclosed email address (e.g., customerservice@agency.nyc.gov).
Source: Records maintained by the Executive Office.

Indicator name: Emails responded to in 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Records maintained by the Executive Office.

Indicator name: Letters sent to an agency
Description: The number of written correspondence addressed to a central correspondence unit, the agency at large, or to the Commissioner.
Source: Records maintained by the Executive Office.

Department of City Planning

Indicator name:	Letters responded to in 14 days (%)
Description:	The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source:	Records maintained by the Executive Office.

Indicator name:	Completed customer requests for interpretation
Description:	The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source:	Records maintained by DCP's Planning Coordination Division.

Indicator name:	CORE customer experience rating (0-100)
Description:	An average score based on the rating of 24 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g. wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Facilities are rated by trained City inspectors.
Source:	Mayor's Office of Operations – SCOUT.

Department of City Planning

New York City Economic Development Corporation

Indicator name: Projected new private investment related to sale/long-term lease of City-owned property ($000,000)
Description: The net present value of the total investment of private entities in connection with the sale or long-term 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: Capital expenditures ($000,000) (excludes asset management and funding agreements)
Description: The amounts paid to firms (architecture, landscape architecture, engineering, resident engineering, etc.), construction managers, construction contractors, etc. for capital project related services
Source: Capital Program.

Indicator name: Graffiti sites cleaned
Description: The number of properties cleaned through Graffiti Free NYC, the City's graffiti removal program.
Source: NYC's graffiti database.

Indicator name: Square feet of graffiti removed (000)
Description: The square feet of graffiti removed by power-washing and painting through Graffiti Free NYC, the City's graffiti removal program.
Source: NYC's graffiti database.

Indicator name: East River Ferry – Average monthly ridership
Description: The average monthly ridership of commuters traveling on the East River Ferry as reported to NYCEDC by New York Waterway.
Source: NYCEDC/New York Waterway.

Indicator name: Capital expenditures on asset management ($000,000)
Description: The amounts paid to firms (architecture, landscape architecture, engineering, resident engineering, etc.), construction managers, construction contractors, etc. for capital project related services on NYCEDC-managed property.
Source: Capital Program.

Indicator name: Occupancy rate of NYCEDC-managed property (%)
Description: For NYCEDC-managed properties, the number of square feet leased as a percent of the total available space.
Source: Asset Management.

Indicator name: Portfolio revenue generated ($000,000)
Description: Revenue generated from NYCEDC's portfolio of assets.
Source: Asset Management.

Indicator name: Square footage of assets actively managed by NYCEDC (000)
Description: The square footage of assets in which NYCEDC, on behalf of the City, is responsible for the day to day management and leasing of the property.
Source: Asset Management.

Indicator name: Outstanding violations at beginning of the period
Description: The number of all violations issued to properties actively managed by NYCEDC that are open for 30 or more days at the beginning of the reporting period. This includes all violations regardless of type and issuing agency.
Source: Asset Management.

Indicator name: Outstanding violations closed during the period
Description: Of the number of violations that were open at the beginning of the reporting period, the number that were addressed and for which certificates of correction, with all proper back-up documentation, were submitted to the issuing agency.
Source: Asset Management.

Indicator name: Businesses served by industry-focused programmatic initiatives
Description: The number of businesses actively enrolled in NYCEDC's Center for Economic Transformation /Industry Transformation Team-sponsored programmatic initiatives, including NYCEDC's incubator network and centers for excellence, technology competitions, partnership funds and programmatic ventures throughout the five boroughs.
Source: NYCEDC's Center for Economic Transformation.

Indicator name: Private sector jobs in innovation industries (%)
Description: The share of jobs within sectors designated as "advanced," "innovative" and "creative" by the Brookings Institution, HR&A Advisors and the NYCEDC's Center for Economic Transformation as a percent of all private sector jobs.
Source: Moody's; United States Department of Labor.

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: New York City Industrial Development Agency projects – Contracts closed
Description: The number of projects closed by the New York City Industrial Development Agency (NYCIDA), a state public benefit corporation created under New York State law with the capacity to provide financial assistance to commercial, industrial and, until January 31, 2008, not-for-profit organizations. NYCIDA project contracts are signed at closing, at which point project companies can begin to access benefits. NYCIDA programs can provide access to triple tax exempt financing, mortgage recording tax deferral, sales tax exemptions, land tax abatements and/or building tax stabilization.
Source: Compliance & Strategic Investments Group.

Indicator name: New York City Industrial Development Agency projects – Projected three-year job growth associated with closed contracts
Description: The number of jobs that companies retain and create in connection with closed New York City Industrial Development Agency (NYCIDA) projects. The data is compiled in the year that the transaction closes and includes the estimated number of new jobs that projects are expected to create during the first three years of the contract. NYCIDA is a state public benefit corporation created under New York State law with the capacity to provide financial assistance to commercial, industrial and, until January 31, 2008, not-for-profit organizations.
Source: Compliance & Strategic Investments Group.

Indicator name: New York City Industrial Development Agency projects – Projected net City tax revenues generated in connection with closed contracts ($000,000)
Description: The net present value of the estimated City tax revenues generated by closed New York City Industrial Development Agency (NYCIDA) projects, net of New York City and New York State benefits provided. The measure uses 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. NYCIDA is a state public benefit corporation created under New York State law with the capacity to provide financial assistance to commercial, industrial and, until January 31, 2008, not-for-profit organizations.
Source: Compliance & Strategic Investments Group.

New York City Economic Development Corporation

Indicator name: New York City Industrial Development Agency projects – Private investment leveraged on closed projects ($000,000)
Description: The estimated value of third-party investment leveraged (federal, State and/or private) as a result of NYCIDA's assistance.
Source: Compliance & Strategic Investments Group.

Indicator name: Build NYC Resource Corporation – Contracts closed
Description: The number of projects closed by Build NYC Resource Corporation (Build NYC), a local development corporation incorporated under the New York Not-for-Profit Corporation Law. Build NYC is administered by NYCEDC and assists qualified not-for-profit institutions and other entities in obtaining tax-exempt and taxable bond financing. As a conduit bond issuer, Build NYC's primary goal is to facilitate access to private activity tax-exempt bond financing for not-for-profit institutions to acquire, construct, renovate and/or equip their facilities.
Source: Compliance & Strategic Investments Group.

Indicator name: Build NYC Resource Corporation – Projected three-year job growth associated with closed contracts
Description: The number of jobs that companies retain and create in connection with closed Build NYC Resource Corporation (Build NYC) projects. The data is compiled in the year that the transaction closes and includes the estimated number of new jobs projects are expected to create during the first three years of the contract. Build NYC, a local development corporation incorporated under the New York Not-for-Profit Corporation Law, is administered by NYCEDC and assists qualified not-for-profit institutions and other entities in obtaining tax-exempt and taxable bond financing. As a conduit bond issuer, Build NYC's primary goal is to facilitate access to private activity tax-exempt bond financing for not-for-profit institutions to acquire, construct, renovate and/or equip their facilities.
Source: Compliance & Strategic Investments Group.

Indicator name: Build NYC Resource Corporation – Projected net City tax revenues generated in connection with closed contracts ($000,000)
Description: The net present value of the estimated City tax revenues generated by closed Build NYC projects, net of New York City and New York State benefits provided. The measure uses 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 City tax revenue impact of these projects during the term of the contract. Build NYC, a local development corporation incorporated under the New York Not-for-Profit Corporation Law, is administered by NYCEDC and assists qualified not-for-profit institutions and other entities in obtaining tax-exempt and taxable bond financing. As a conduit bond issuer, Build NYC's primary goal is to facilitate access to private activity tax-exempt bond financing for not-for-profit institutions to acquire, construct, renovate and/or equip their facilities.
Source: Compliance & Strategic Investments Group.

Indicator name: Build NYC Resource Corporation – Private investment leveraged on closed projects ($000,000)
Description: The estimated value of third-party investment leveraged (federal, State and/or private) as a result of Build NYC Resource's assistance.
Source: Compliance & Strategic Investments Group.

Indicator name: Value of funding disbursed pursuant to City funding agreements ($000,000)
Description: The total value of funding disbursed in connection with active funding agreement contracts between NYCEDC and non-City entities. Funds are provided to non-City entities to implement projects that result in public betterment. Funding agreements are used to finance capital projects; typical projects include renovations, new construction, and acquisition of property.
Source: Budget; Funding Agreements Team.

Indicator name: Project employees reported to be earning a living wage or more (%)
Description: The number of employees on projects receiving financial assistance from NYC's Industrial Development Agency programs that earned a living wage or more than a living wage as defined by the Fair Wages for New Yorkers Act as a percent of the total number of project employees.
Source: Compliance Department.

Indicator name: Total complaints reported
Description: The number of housing maintenance problems reported in privately-owned buildings recorded by the 311 Customer Service Center and other 311 channels and Code Enforcement Borough Offices. Duplicate problems reported on some building-wide conditions are excluded.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: – Emergency complaints reported
Description: The number of heat and hot water, lead-based paint and other emergency problems reported in privately-owned buildings requiring an inspection or other action by HPD. Duplicate problems in the heat and hot water and other emergency categories are excluded.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: – Heat and hot water
Description: The number of heat and hot water problems in privately-owned buildings. Duplicate problems are excluded from the count.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: – Lead
Description: The number of problems reported in privately-owned buildings for conditions that may cause a lead-based paint hazard, as defined by Local Law 1 of 2004.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: – Other emergency
Description: The number of emergency problems (not including heat and hot water or lead- based paint problems) reported in privately-owned buildings. Examples include mold, bed bugs, and water leaks. Duplicate problems are excluded from the count.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: Inspections completed
Description: The number of problem inspections and reinspections completed.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: Inspection visits per team per day
Description: The 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. A route is comprised of stops (inspections) by an inspection team on any given day.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: Ratio of completed inspections to attempted inspections (%)
Description: The number of completed inspections divided by the number of attempted inspections.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: Total complaints closed
Description: The total number of problems closed due to an inspection, callback to tenant, or repeated attempts for access.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: – Emergency complaints closed
– Heat and hot water
– Lead
– Other emergency
Description: The total number of emergency problems closed due to an inspection, callback to tenant, or repeated attempts for access and the number closed in each category.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: Average time to close emergency complaints (days)
Description: The average number of calendar days to close an emergency problem in a privately-owned building during the reporting period. An emergency problem can be closed due to an inspection, callback to tenant, or repeated attempts for access.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: – Average time to close heat and hot water complaints (days)
Description: The average number of calendar days to close a heat or hot water problem in a privately-owned building during the reporting period. A heat and hot water problem can be closed due to an inspection, callback to tenant, or inability to access any apartments in the building.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: – Average time to close lead complaints (days)
Description: The average number of calendar days to close a lead problem in a privately-owned building during the reporting period. A lead problem can be closed due to an inspection, callback to tenant, or repeated attempts for access.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: – Average time to close other emergency complaints (days)
Description: Excluding complaints for lack of heat and hot water and complaints of lead-based paint, the average number of calendar days to close an emergency problem in a privately-owned building during the reporting period. Problems can be closed due to an inspection, callback to tenant, or repeated attempts for access.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: Average time to close nonemergency complaints (days)
Description: The average number of calendar days to close a nonemergency problem in a privately-owned building during the reporting period. Problems can be closed due to an inspection, callback to tenant, or repeated attempts for access.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: Emergency complaints closed within 12 days of receipt (%)
Description: The number of emergency problems that were closed within 12 days of receipt divided by the number of emergency problems that were closed in the reporting period.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: Nonemergency complaints closed within 20 days of receipt (%)
Description: The number of nonemergency problems that were closed within 20 days of receipt divided by the number of nonemergency problems that were closed in the reporting period.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: Total violations issued
Description: The total number of violations issued.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: – Emergency violations issued
- Heat and hot water
- Lead
- Other emergency

Description: The total number of emergency repair-generating “C” violations issued, including heat and hot water, lead-based paint hazards and other emergencies, and the number in each reporting category. Emergency repair-generating violations are those for emergency conditions that HPD will attempt to address if the landlord fails to do so.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: – Nonemergency violations issued
Description: The total number of "A" violations (non-hazardous), "B" violations (hazardous), and "C" violations issued that do not call for emergency repairs by HPD.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: Violations issued and closed in the same fiscal year (%)
Description: The number of violations closed 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: Office of Enforcement and Neighborhood 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: Office of Enforcement and Neighborhood Services.

Indicator name: Emergency violations corrected by HPD (%)
Description: Emergency repair-generating violations that were corrected by HPD divided by the total number of emergency repair-generating violations.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: Violations closed
Description: The total number of violations closed during the reporting period regardless of the date the violation was issued. A violation is closed once the violating condition is reinspected by HPD and found to be corrected, if deemed corrected by HPD based on landlord certification, or if administratively removed by HPD.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: Violations certified as corrected by owner
Description: The number of violations for which a property owner/managing agent submits a certification of correction. Certified violations may be reinspected and closed by HPD or may be deemed corrected and closed 70 days after certification (except for lead-based paint violations, heat violations and hot water violations) if HPD does not reinspect. Lead-based paint violations, heat violations and hot water violations can only be closed upon reinspection by HPD or if the conditions are corrected by HPD.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: Reinspected violations found falsely certified (%)
Description: The percent of all violations certified by an owner as corrected and subsequently inspected by HPD and found to be not corrected.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: Housing Court cases initiated by HPD
Description: The number of Housing Court cases initiated by HPD's Housing Litigation Division (HLD) against private property owners to enforce compliance with the housing quality standards. HLD may seek correction of conditions, civil penalties, appointment of a 7A Administrator, or access warrants.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: Housing Court cases initiated by HPD that were disposed
Description: For cases initiated by HPD, the number of cases with an outcome determined by the Court within the reporting period. Outcomes are point in time counts and the outcome for any given case may change/be updated when cases are returned to Court for further action.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: – Housing Court cases initiated by HPD that were settled
Description: For cases initiated by HPD, the number of stipulations or orders negotiated by the parties involved (i.e., HPD, tenants, respondents, tenant and/or respondent attorneys) and ordered by a judge during the reporting period. Generally, settlements include orders to correct conditions and civil penalties. Note: Outcomes are point in time counts and the outcome for any given case may change/be updated when cases are returned to court for further action.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: – Housing Court cases initiated by HPD that resulted in judgments
Description: Formal decisions made by the Courts for cases initiated by HPD. This includes: Default judgments: Judgments entered for an order to correct and/or civil penalties upon default where there was no appearance in Court by the required respondent(s). Judgments after trial: Judgments awarded by the Court after a trial and presentation of the evidence. Judgments after payment default: Judgments that are imposed after a payment schedule from settlements or consent orders were violated. Note: Outcomes are point in time counts and the outcome for any given case may change/be updated when cases are returned to court for further action.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: Total dollars spent on emergency repairs (excluding demolition and AEP) ($)
Description: Total cost of emergency repair work completed by HPD's Emergency Repair Program to correct emergency repair-generating Class C violations where the landlord has failed to do so. Costs include both payments to contractors and the direct costs of in-house repairs.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: Alternative Enforcement Program – Buildings currently active
Description: The number of buildings currently active in the Alternative Enforcement Program (AEP). AEP is an enhanced enforcement program, initiated in Fiscal 2008, which provides for the issuance of orders to property owners to correct violations and replace building systems. Failure to meet substantial compliance within four months of the building selection will result in the issuance of the order, regular inspections, significant fees and may result in emergency repair charges and liens.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: – Buildings discharged (cumulative)
Description: The number of buildings discharged from the Alternative Enforcement Program from the program's inception in Fiscal 2008 to date. Buildings are discharged from the program if they meet defined criteria for discharge.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: – Buildings discharged from program (%) (cumulative)
Description: The number of buildings discharged from the Alternative Enforcement Program as a percent of the total buildings participating in the program from the program's inception in Fiscal 2008 to date. Buildings are discharged from the program if they meet defined criteria for discharge.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: Total dollars spent on emergency repairs in the Alternative Enforcement Program ($)
Description: Total cost of all emergency repair work completed by HPD's Alternative Enforcement Program (AEP). Costs include both payments to contractors and the direct costs of in-house repairs.
Source: Office of Enforcement and Neighborhood Services.

Indicator name: Total housing starts under Housing New York (units)
Description: The total number of housing units (starts) created or preserved and counted towards Housing New York (HNY). Units are created or preserved through financed new construction or rehabilitation, regulatory agreements creating or extending affordability, homebuyer and homeownership assistance. HNY counts units produced by Housing Preservation and Development, Housing Development Corporation, NYC Economic Development Corporation, New York City Housing Authority, Department of Homeless Services, City Planning and New York State Homes and Community Renewal.
Source: HPD Office of Development.

Indicator name: – New construction starts (HNY)
Description: The total number of new construction housing units (starts) created and counted towards Housing New York (HNY). Units are created through financed new construction, regulatory agreements creating affordability requirements, homebuyer and homeownership assistance. HNY counts units produced by Housing Preservation and Development, Housing Development Corporation, NYC Economic Development Corporation, New York City Housing Authority, Department of Homeless Services, City Planning and New York State Homes and Community Renewal.
Source: HPD Office of Development.

Indicator name: – Preservation starts (HNY)
Description: The total number of housing units preserved and counted towards Housing New York (HNY). Preservation is defined as financed rehabilitation or a regulatory agreement extending affordability requirements. HNY counts units produced by Housing Preservation and Development, Housing Development Corporation, NYC Economic Development Corporation, New York City Housing Authority, Department of Homeless Services, City Planning and New York State Homes and Community Renewal.
Source: HPD Office of Development.

Indicator name: Total housing completions (New Housing Marketplace Plan and Housing New York) (units)
Description: The total number of housing units started under the New Housing Marketplace Plan (NHMP) and Housing New York (HNY) where construction was completed. Only projects that started under HNY (January 1, 2014 to December 31, 2023) will be counted as HNY completions. Projects started under the NHMP (July 1, 2003 to December 31, 2013) will be counted as NHMP completions.
Source: HPD Office of Development.

Indicator name: – New construction completions (NHMP and HNY)
Description: The total number of new construction units started under the New Housing Marketplace Plan (NHMP) and Housing New York (HNY) where construction was completed. Only projects that started under HNY (January 1, 2014 to December 31, 2023) will be counted as HNY completions. Projects started under the NHMP (July 1, 2003 to December 31, 2013) will be counted as NHMP completions.
Source: HPD Office of Development.

Indicator name: – Preservation completions (NHMP and HNY)
Description: The total number of preservation units started under the New Housing Marketplace Plan (NHMP) and Housing New York (HNY) where construction was completed. Only projects that started under HNY (January 1, 2014 to December 31, 2023) will be counted as HNY completions. Projects started under the NHMP (July 1, 2003 to December 31, 2013) will be counted as NHMP completions.
Source: HPD Office of Development.

Indicator name: Units completed for homeless individuals and families
Description: New construction and preservation units that are allocated to homeless individuals and families.
Source: HPD Office of Development.

Indicator name: Total housing completions under the New Housing Marketplace Plan (units)
Description: The total number of units under the New Housing Marketplace Plan (NHMP) where construction was completed through HPD and HDC programs; where a non-construction loan was closed, including but not limited to the number of homeowners receiving downpayment assistance; or the number of existing units whose affordability was extended for ten or more years as a result of a binding document. Completions of projects started during July 1, 2003 to December 31, 2013 will be counted as NHMP completions.
Source: HPD Office of Development and HDC.

Indicator name: – New construction completions (NHMP)
Description: NHMP units completed in newly constructed buildings through HPD and HDC programs or on land previously not available for development, or where a non-construction loan was closed, including but not limited to the number of homeowners receiving down payment assistance. Completions of projects started during July 1, 2003 to December 31, 2013 will be counted as NHMP completions.
Source: HPD Office of Development and HDC.

Indicator name: – Preservation completions (NHMP)
Description: NHMP construction completions by HPD and HDC of existing units in City-owned and privately-owned buildings, or the number of existing units whose affordability was extended for ten or more years as a result of a binding document. Completions of projects started during July 1, 2003 to December 31, 2013 will be counted as NHMP completions.
Source: HPD Office of Development and HDC.

Indicator name: Total housing completions under Housing New York (units)
Description: The total number of new construction and preservation housing units started under Housing New York (HNY) where construction was completed. In the case of programs with no construction or permanent financing only, start and completion are reported simultaneously. Completions are counted following receipt of a Certificate of Occupancy; Temporary Certificate of Occupancy; Program Status Report; Certificate of Substantial Completion; Letter of Completion; Directive 14; or, in tax exemption only cases, on the date the exemption is issued. Only projects that started under HNY (January 1, 2014 to December 31, 2023) will be counted as HNY completions.
Source: HPD Office of Development.

Indicator name: – New construction completions (HNY)
Description: The total number of new construction housing units started under Housing New York (HNY) where construction was completed. In the case of programs with no construction or permanent financing only, start and completion are reported simultaneously. Completions are counted following receipt of a Certificate of Occupancy; Temporary Certificate of Occupancy; Program Status Report; Certificate of Substantial Completion; Letter of Completion; Directive 14; or, in tax exemption only cases, on the date the exemption is issued. Only projects that started under HNY (January 1, 2014 to December 31, 2023) will be counted as HNY completions.
Source: HPD Office of Development.

Indicator name: – Preservation completions (HNY)
Description: The total number of preservation units started under Housing New York (HNY) where construction was completed. In the case of programs with no construction or permanent financing only, start and completion are reported simultaneously. Completions are counted following receipt of a Certificate of Occupancy; Temporary Certificate of Occupancy; Program Status Report; Certificate of Substantial Completion; Letter of Completion; Directive 14; or, in tax exemption only cases, on the date the exemption is issued. Only projects that started under HNY (January 1, 2014 to December 31, 2023) will be counted as HNY completions.
Source: HPD Office of Development.

Department of Housing Preservation and Development

Indicator name: Asset management – Rental buildings in portfolio
Description: The number of rental buildings that are monitored by HPD to ensure compliance with regulatory and financial requirements. Buildings included in the asset management program are those where the City has made an investment in the form of land or money or both, or that were formerly owned by the City.
Source: Division of Asset Management.

Indicator name: Physically and financially distressed rental buildings in portfolio (%)
Description: Based on the number of rental buildings reported in the asset management portfolio, the percent that qualify as distressed. A building is deemed distressed if, on average, a dwelling unit has more than five open Housing Maintenance Code Class B (hazardous) and C (immediately hazardous) violations and outstanding municipal arrears (property tax, water charges and emergency repair charges) of $3,000 or more. Fiscal year first quarter data is used as a proxy for the October YTD number reported in the Preliminary Mayor's Management Report.
Source: Division of Asset Management.

Indicator name: Asset management – Co-op buildings in portfolio
Description: The number of co-op buildings that are monitored by HPD to ensure compliance with regulatory and financial requirements. Buildings included in the asset management program are those where the City has made an investment in the form of land or money or both, or that were formerly owned by the City.
Source: Division of Asset Management.

Indicator name: Physically and financially distressed co-op buildings in portfolio (%)
Description: Based on the number of co-op buildings reported in the asset management portfolio, the percent that qualify as distressed. A building is deemed distressed if, on average, a dwelling unit has more than five open Housing Maintenance Code Class B (hazardous) and C (immediately hazardous) violations and outstanding municipal arrears (property tax, water charges and emergency repair charges) of $3,000 or more. Fiscal year first quarter data is used as a proxy for the October YTD number reported in the Preliminary Mayor's Management Report.
Source: Division of Asset Management.

Indicator name: Section 8 – Voucher utilization rate
Description: The percent of Section 8 vouchers allotted to HPD by the Department of Housing and Urban Development that are used by families to rent housing in the private market.
Source: Division of Tenant Resources.

Indicator name: Section 8 – Vouchers issued
Description: The number of new households receiving assisted rental vouchers for use in the private housing market.
Source: Division of Tenant Resources.

Indicator name: Section 8 – Households assisted
– Housing choice vouchers
– All other programs
Description: The total number of households receiving a rent subsidy for a residential unit in the private housing market and the number assisted through the housing choice voucher program and other programs which include enhanced vouchers, project-based vouchers, Mod Rehab and Shelter Plus Care.
Source: Division of Tenant Resources.

Indicator name: Section 8 subsidized units in abatement (%)
Description: The percent of subsidized units that failed the Housing Quality Standard (HQS) inspection conducted by HPD resulting in a unit being placed in abatement - i.e., the rent subsidy is temporarily suspended until all conditions resulting in failure are corrected by the owner. The percent total is derived from the number of units in abatement at the end of the month (June) divided by the total number of units receiving assistance. HQS standards are established by the Department of Housing and Urban Development's Section 8 program regulations.
Source: Division of Tenant Resources.

Indicator name: Housing New York units started – Extremely low income (0-30% AMI)
Description: The number of housing units created or preserved for households earning 0-30% of the area median income as defined by the U.S. Department of Housing and Urban Development for the New York Metropolitan Area.
Source: HPD Office of Development.

Indicator name: Housing New York units started – Very low income (31%- 50% AMI)
Description: The number of housing units created or preserved for households earning 31-50% of the area median income as defined by the U.S. Department of Housing and Urban Development for the New York Metropolitan Area.
Source: HPD Office of Development.

Indicator name: Emails sent to agency (through NYC.gov or a publicized agency email address)
Description: The number of emails sent to an agency through NYC.gov or to a publicly disclosed email address (e.g., customerservice@agency.nyc.gov).
Source: HPDInfo computer system.

Indicator name: Emails responded to in 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: HPDInfo computer system.

Indicator name: Letters sent to agency
Description: The number of written correspondence addressed to a central correspondence unit, the agency at large, or to the Commissioner.
Source: HPDInfo computer system.

Indicator name: Letters responded to in 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: HPDInfo computer system.

Department of Housing Preservation and Development

Indicator name: Visits made to agency walk-in facility
Description: The number of visits to HPD's Section 8 walk-in facility at 100 Gold Street, officially known as the Division of Tenant Resources, Client and Owner Services resource center.
Source: Division of Tenant Resources.

Indicator name: Average customer in-person wait time (minutes)
Description: The average time in minutes from the time a customer meets with a greeter or information desk representative until he or she is met by a customer service representative. Security/building entry wait times are not included unless a security guard plays a formal intake role.
Source: Division of Tenant Resources.

Indicator name: Agency customers surveyed for overall customer satisfaction
Description: The number of visitors to the Division of Tenant Resources, Client and Owner Services facility (HPD's Section 8 walk-in center) at 100 Gold Street who completed the two-question feedback survey used by HPD to assess customer satisfaction.
Source: Division of Tenant Resources.

Indicator name: Visitors to the Division of Tenant Resources, Client and Owner Services rating customer service as good or better (%)
Description: The number of visitors to the Division of Tenant Resources, Client and Owner Services facility (HPD's Section 8 walk-in center) who rated their overall customer service experience as good or excellent as a percent of the total number of visitors who completed surveys.
Source: Division of Tenant Resources.

Indicator name: Completed customer requests for interpretation
Description: The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source: Division of Tenant Resources.

Indicator name: CORE customer experience rating (0-100)
Description: An average score based on the rating of 24 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g. wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations – SCOUT.

Indicator name: 311 Service Requests (for specific topic)
Description: The number of service requests received through the 311 Customer Service Center and other 311 channels for the specific condition/complaint type.
Source: Citywide Performance Reporting.

Indicator name: Percent meeting time to close - (Response to 311 Service Requests)
Description: The percentage of service requests received that were closed for which the agency met its planned time of action to provide the service.
Source: Citywide Performance Reporting.

Department of Housing Preservation and Development

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: 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 (vouchers)
Description: The number of households in the Section 8 program.
Source: Leased Housing

Indicator name: Annual Section 8 inspections (%)
Description: The annual inspections conducted to assess the conditions of the units occupied by Section 8 voucher holders.
Source: NYCHA’s Siebel system

Indicator name: Annual Section 8 recertifications
Description: The annual recertifications conducted to confirm continued eligibility of Section 8 voucher holders.
Source: NYCHA’s Siebel system

Indicator name: Applicants placed in public housing
Description: The number of applicants placed in conventional public housing.
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

New York City Housing Authority

Indicator name: Developments
Description: Number of NYCHA developments.
Source: NYCHA's Property Database

Indicator name: Buildings
Description: Number of NYCHA buildings.
Source: NYCHA's Property Database

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 service requests (days)
Description: The average number of days to resolve service requests that are not emergency or elevator service requests.
Source: Information Technology

Indicator name: Average time to resolve emergency service requests (hours)
Description: The average number of hours to resolve heat, hot water and electrical emergency service requests.
Source: Information Technology

Indicator name: Average time to resolve heat service requests (hours)
Description: Average number of hours to complete emergency and non-emergency non-heat service requests.
Source: Research and Management Analysis

Indicator name: Average time to resolve elevator service requests (hours)
Description: The average number of hours to resolve reported emergency and non-emergency elevator outages.
Source: Research & Management Analysis

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: 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:	Crime rate
Description:	Rate per 1,000 residents of seven major felony crime categories reported at NYCHA developments for the 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:	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:	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
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:	Community centers
Description:	The Number of NYCHA-operated community centers.
Source:	Community Operations
Indicator name:	Senior centers
Description:	The number of NYCHA-operated senior centers.
Source:	Community Operations
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

Indicator name: Average outages per elevator per month
Description: The average number of outages per elevator car per month. Data excludes outages due to preventive maintenance, shut downs due to inspections and rehab work, and running with a problem outages.
Source: RISE (Repair and Information System for Elevators)

Indicator name: Percent of elevator outages due to vandalism
Description: Total Outages due to vandalism as a percent of total outages. Data excludes outages due to preventive maintenance, shut downs due to inspections and rehab work, and running with a problem outages.
Source: RISE (Repair and Information System for Elevators)

Indicator name: Number of alleged elevator injuries reported to DOB
Description: The number of any alleged elevator accidents that are reported to the Department of Buildings where person(s) are injured and seek medical attention.
Source: Elevator Division

Indicator name: Number of elevator-related fatalities
Description: The number of elevator accidents that is reported to the Department of Buildings which results in a fatality that may or may not have been caused by an elevator malfunction.
Source: Elevator Division

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. The sites regulated by the Landmarks Preservation Commission includes all structures designated as individual or interior landmarks, such as buildings (including secondary buildings on landmarked sites, such as garages), bridges, viaducts, aqueducts, water towers, lighthouses, subway stations or amusement rides. This count also includes non-structural properties such as historic lampposts, sidewalk clocks, fences, plazas, monuments, or street plans.
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. Also included are all buildings designated as part of historic districts (including secondary buildings such as garages) and unimproved or vacant properties located within the boundaries of historic districts, as well as properties designated as scenic landmarks and buildings located within the boundaries of scenic landmarks.
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.

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.

Landmarks Preservation Commission

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

Indicator name: Archaeology applications received
Description: The number of archaeology applications received. Archaeology 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 archaeological resources.
Source: Paper and database records maintained by LPC Archaeology Department.

Indicator name: Archaeology applications reviewed within 10 days (%)
Description: The percent of archaeology applications reviewed within 10 days of receipt of a completed application.
Source: Paper and database records maintained by LPC Archaeology Department.

Administrative Services

Administrative Services

Department of Citywide Administrative Services p 203

Department of Records & Information Services p 209

Department of Finance p 211

Department of Information Technology & Telecommunications p 217

Board of Elections p 221

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: New hires
- White (%)
- Black (%)
- Hispanic (%)
- Asian (%)
- Native American (%)
- Unspecified (%)
- Male (%)
- Female (%)

Description: The number of newly hired people who identified themselves by race/ethnicity and gender divided by all new hires in the Mayoral agencies. Mayoral agencies included are the Offices of the Mayor, Management and Budget, Emergency Management and Administrative Trials and Hearings, Police Department, Fire Department, Law Department, Departments of City Planning, Investigation, Homeless Services, Correction, Aging, Cultural Affairs, Youth and Community Development, Buildings, Health and Mental Hygiene, Environmental Protection, Probation, Small Business Services, Sanitation, Finance, Transportation, Parks and Recreation, Design and Construction, Housing Preservation and Development, Information Technology and Telecommunications, Records and Information Services, Consumer Affairs and Citywide Administrative Services, Human Resources Administration, Landmarks Preservation Commission, Tax Commission, Taxi and Limousine Commission, Commission on Human Rights, Business Integrity Commission and Administration for Children's Services. Does not include the Department of Education, Board of Standards and Appeals, Financial Information Services Agency or the Offices of Payroll Administration and Labor Relations.
Source: Citywide Equal Employment Database System (CEEDS).

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 time from exam administration to list establishment (days)
Description: The median number of days elapsed from the date the civil service exam was given to the point when the eligible list of candidates is made public. 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: Average rating for professional development sessions (%)
Description: The average rating for professional development training sessions based on post-session surveys filled out by training participants, City employees that receive services at the Citywide Training Center.
Source: Division of Citywide Personnel Services.

Indicator name: City employees attending training sessions
Description: The number of City employees attending training sessions at the Citywide Training Center.
Source: Division of Citywide Personnel Services.

Indicator name: Average building cleanliness and condition rating for DCAS-managed office buildings (%)
Description: The average cleanliness and condition rating of DCAS-managed office buildings. The ratings are based on a survey received from DCAS tenants in more than 20 office buildings. Each score is weighted by the square footage of the building the tenant is rating. The overall score tenants gave to their building is worth 20 percent of the total score and all other questions are worth 80 percent.
Source: Division of Facilities Management and Construction.

Indicator name: CORE customer experience rating of facilities (0-100)
Description: Customers Observing and Reporting Experiences (CORE) score from 0 to 100 based on the average rating of 24 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g. wait time, professionalism), for all DCAS walk-in facilities inspected, divided by the number of DCAS walk-in facilities inspected. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations.

Indicator name: Average time to complete in-house trade shop work orders (days)
Description: The average time, in days, for DCAS staff to complete in-house trade shop work orders starting from the time the work is requested.
Trade shop includes carpenters, plumbers, electricians, etc., and is independent of maintenance work.
Source: Division of Facilities Management and Construction.

Indicator name: In-house trade shop 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.
Trade shop includes carpenters, plumbers, electricians, etc., and is independent of maintenance work.
Source: Internal Division of Facilities Management and Construction database.

Indicator name: Average square feet of office space per employee
Description: The average rentable square feet of office space per City employee calculated using total square feet of City-owned and leased space occupied by Mayoral agencies versus agencies' headcount. Excludes Police Department spaces due to its unique use of space for 24-hour/7 day operations.
Source: Division of Real Estate Services.

Indicator name: Vacant desks (%)
Description: Percentage of underutilized space calculated using the number of vacant or unassigned desks versus the overall number of desks occupied by Mayoral agencies. Excludes Police Department spaces due to its unique use of space for 24-hour/7 day operations.
Source: Division of Real Estate Services.

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

Indicator name: Revenue generated from the sale of surplus goods ($000)
Description: Total revenue, in thousands of dollars, generated from the sale of the City's surplus goods.
Source: Budget.

Indicator name: - Revenue generated from auto auctions ($000)
Description: Total revenue, in thousands of dollars, generated from the vehicle surplus (auto auction) sales. Auto auction revenue is a component of 'Revenue generated from the sale of surplus goods' above.
Source: Citywide Fleet Management.

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

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: Value of goods purchased ($000,000)
Description: The value, in millions of dollars, of purchase orders processed by DCAS on behalf of City agencies. Purchase orders are requests from City agencies to purchase goods through DCAS contracts.
Source: Division of Municipal Supply Services.

Indicator name: Value of Central Storehouse inventory ($000)
Description: The value, in thousands of dollars, of all items purchased and stored at the City's Central Storehouse.
Source: Division of Municipal Supply Services.

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

Indicator name: - Electricity purchased (kilowatt hours) (billions)
Description: Total electricity purchased in kilowatt hours (kWh).
Source: Bills paid by DCAS.

Indicator name: Estimated annual avoided energy cost from energy projects ($000,000)
Description: The estimated annual energy cost avoided, in millions of dollars, derived from municipal energy projects based on project scopes without adjusting for other variables (i.e. changes in weather) that may impact the actual change in energy usage as captured in the Mayor's Management Report energy usage statistics.
Source: Energy Management.

Indicator name: Estimated reduction in greenhouse gas emissions due to energy projects (metric tons)
Description: The estimated amount, in metric tons, of greenhouse gas emissions (carbon dioxide equivalent or CO2e) to be reduced through energy projects that have been funded, in whole or in part, by DCAS on behalf of the City. This measurement reports the estimated reduction in building-related emissions from funded energy projects including but not limited to energy efficiency retrofits and clean energy projects, based on project scopes without adjusting for other variables (i.e. changes in weather) that may impact the actual change in energy usage as captured in the Mayor's Management Report energy usage statistics. Funded refers to funds invested by DCAS, or awarded by DCAS, to other City agencies for that agency's implementation of a project.
Source: Energy Management.

Indicator name: Energy retrofit/conservation projects completed
Description: The number of energy retrofit, solar thermal and co-generation projects installed and operational in or on municipal buildings/structures.
Source: DCAS Energy Management.

Indicator name: Energy Efficiency Reports completed
Description: The number of completed energy audits and Energy Efficiency Reports (EERs) comprised of energy audits and retro-commissioning reports. Energy audits are compliant energy efficiency assessments completed in municipal buildings.
Source: DCAS Energy Management.

Indicator name: Hybrid or alternative fuel vehicles in the citywide fleet (%)
Description: The percentage of the City's total fleet that is hybrid and/or runs on fuels other than the traditional petroleum gasoline/diesel. Alternative fuels include compressed natural gas, biodiesel blends, electricity and solar.
Source: Division of Municipal Supply Services.

Indicator name: - Hybrid or alternative fuel vehicles in the DCAS-managed fleet (%)
Description: The percentage of the DCAS managed fleet, a subset of the City's total fleet that is managed directly by DCAS, that is hybrid and/or runs on fuels other than the traditional petroleum gasoline/diesel. Alternative fuels include compressed natural gas, biodiesel blends, electricity and solar.
Source: Division of Municipal Supply Services.

Indicator name: Vehicles with highest emission ratings purchased pursuant to Local Law 38 in the citywide fleet (%)
Description: The percentage of light-duty and medium 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: - Vehicles with highest emission ratings purchased pursuant to Local Law 38 in the DCAS-managed fleet (%)
Description: The percentage of light-duty and medium-duty vehicles purchased for the DCAS-managed fleet, a subset of the City's total fleet that is managed directly by 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: Fleet in-service rate citywide (%)
Description: The percentage of the total citywide fleet that is available for use each month.
Source: Citywide Fleet Management.

Indicator name: - Fleet in-service rate for DCAS-managed fleet (%)
Description: The percentage of the DCAS-managed fleet, a subset of the City's total fleet that is managed directly by DCAS, that is available for use each month.
Source: Citywide Fleet Management.

Indicator name: Collisions involving City vehicles citywide
Description: Total number of City-vehicle involved collision reports involving injury or property damage for the citywide fleet reported in the citywide CRASH tracking system. New York State MV-104 reports are required whenever a collision occurs involving death, or other personal injury, or property damage over $1,000.
Source: Citywide Fleet Management.

Indicator name: - Collisions involving City vehicles for the DCAS-managed fleet
Description: Number of City-vehicle involved collision reports involving injury or property damage for the DCAS-managed fleet, a subset of the City's total fleet that is managed directly by DCAS. New York State MV-104 reports are required whenever a collision occurs involving death, or other personal injury, or property damage over $1,000.
Source: Citywide Fleet Management.

Indicator name: Workplace injuries reported
Description: All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost. The number of incidents reported by DCAS, on a monthly basis, reflects only the number of claims made within a given month and may not reflect the number of incidents that occurred during that month (claims may reflect incidents that occurred in earlier periods).
Source: Office of the General Counsel, Citywide Occupational Safety and Health.

Indicator name: Accidents involving the public in DCAS-managed properties
Description: All accidents recorded by the Department's security vendor.
Source: Asset Management; Security.

Indicator name: Average cost of cleaning per square foot ($)
Description: The average 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: 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: Letters responded to in 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: DCAS.

Indicator name: E-mails responded to in 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: DCAS.

Indicator name: Completed requests for interpretation
Description The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source DCAS.

Indicator name: Average in-person wait time (minutes)
Description: The average time in minutes from the time a customer meets with a greeter or information desk representative until he or she is met by a customer service representative. Security/building entry wait times are not included unless a security guard plays a formal intake role.
Source: DCAS.

Department of Records and Information Services

Indicator name: Records preserved and digitized
Description: The number of images produced in the Department's microfilm laboratory.
Source: Municipal Archives Division.

Indicator name: Number of library items available
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: Publications and reports acquired in library
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.
Source: City Hall Library.

Indicator name: Records accessioned in Municipal Archives (cubic ft.)
Description: The volume of archival records, measured in cubic feet, that were accessioned.
Source: Municipal Archives Division.

Indicator name: Walk-in and program attendees at the Visitor Center.
Description: The number of people visiting the Department's new Visitor Center and Media Room at 31 Chambers Street in Manhattan, on a planned and unplanned basis.
Source: Municipal Records Management Division.

Indicator name: Vital record requests responded to within 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 12 business days. 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: Average response time to vital record requests (days)
Description: The average time 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: Average response time to historical photo requests (days)
Description: The average time 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: 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: Average response time to agency requests for inactive records (days)
Description: The average time it takes the Department to retrieve inactive 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.

Department of Records and Information Services

Indicator name: Requests for stored records processed within 48 hours (%)
Description: The percentage of requests for stored records that the Department processed within 48 hours, calculated from the business hour that the request is received from the City agency, court or district attorney's office to the business hour the records are available for pick-up.
Source: Municipal Records Management Division.

Indicator name: 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.

Indicator name: Records transferred into Municipal Records Center (cubic ft.)
Description: The quantity of records transferred into the Municipal Records Center during the reporting period.
Source: Municipal Records Management Division.

Indicator name: Average time between records disposal eligibility and application sent to Law Department (months)
Description: The average time it takes the Department of Records and Information Services (DOR) 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 DOR that a record series is eligible for disposal; agencies must return an authorized disposal application to DOR after notification. Note: Data reported as Four-month Actual for this indicator reflects first-quarter information for this quarterly-reported measure.
Source: Municipal Records Management Division.

Indicator name: Average time for Law Department to approve records disposal application (months)
Description: The average time 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. Note: Data reported as Four-month Actual for this indicator reflects first-quarter information for this quarterly-reported measure.
Source: Municipal Records Management Division.

Department of Finance

Indicator name: Property taxes billed that are paid (%)
Description: The percent of property taxes that Finance bills New York City property owners that was resolved by the end of the tax period. This is the inverse of the property tax delinquency rate.
Source: Tax Policy Division.

Indicator name: – Paid on time (%)
Description: The percent of property taxes that Finance bills New York City property owners, net of exemptions and reductions, resolved within one month of the due date.
Source: Tax Policy Division.

Indicator name: Audits closed within 1 year (%)
Description: The percent of audits of bank, corporate, commercial rent, general corporation, hotel, unincorporated business, utility, sales and personal income tax returns decided and closed within one year, measured from the date the case is initiated to the closing date.
Source: Audit Division.

Indicator name: Average turnaround time for audits (days)
Description: The average number of days its takes Finance to complete an audit of bank, corporate, commercial rent, general corporation, hotel, unincorporated business, utility, sales and personal income tax returns, measured from the date the case is initiated to the closing date.
Source: Audit Division.

Indicator name: Average amount collected from a closed audit ($000)
Description: The average amount of revenue collected per closed audit of bank, corporate, commercial rent, general corporation, hotel, unincorporated business, utility, sales and personal income tax returns.
Source: Audit Division.

Indicator name: Increase in tax liability as a result of audits (%)
Description: For audits completed during the fiscal year, the additional tax revenue identified in audits of tax returns divided by the original tax liability filed by taxpayers in the same returns.
Source: Audit Division.

Indicator name: Properties receiving 90-day lien sale notice
Description: The total number of properties that received a 90-day lien sale notice. The Department issues a lien when outstanding amounts have been delinquent for a legally specified period of time. A lien is a legal claim against real property for unpaid property taxes, water, sewer or other property charges, as well as the interest due on these taxes and charges
Source: Collections Division.

Indicator name: Originally noticed properties sold in lien sale (%)
Description: The number of liens sold in a lien sale after receiving a 90 day notice as a percent of the total number of liens issued. The 90-day period is related to the length of time allowed to make arrangements to pay off the lien.
Source: Collections Division.

Indicator name: Senior Citizen Rent Increase Exemption (SCRIE) – Initial applications received
Description: The number of SCRIE initial applications received by DOF. Applications are received at the DOF mail room and then immediately sent to the SCRIE unit, where they are date stamped. This is the count of that date stamp.
Source: SCRIE Unit.

Indicator name: SCRIE – Renewal applications received

Description: The number of renewal applications for SCRIE benefits received by DOF. Applications are received by the DOF mail room and then immediately sent to the SCRIE unit, where they are date stamped. This is the count of that date stamp.
Source: SCRIE Unit.

Indicator name: Initial applications processed
Description: The number of initial applications for SCRIE benefits reviewed by a SCRIE processor. All processed applications are either approved, denied, or marked incomplete on the day they are reviewed.
Source: SCRIE Unit.

Indicator name: Average time to process initial applications (days)
Description: The time, measured in calendar days, between the date an initial SCRIE application is received at the SCRIE unit and the date the review process is completed; that is, the application is approved, denied or deemed incomplete.
Source: SCRIE Unit.

Indicator name: Renewal applications processed
Description: The number of renewal applications for SCRIE benefits reviewed by a SCRIE processor. All applications processed are either approved, denied, or marked incomplete on the day they are reviewed.
Source: SCRIE Unit.

Indicator name: Average time to process renewal applications (days)
Description: The time, measured in calendar days, between the date a renewal application for SCRIE benefits is received at the SCRIE unit and the date the review process is completed, that is, the application is approved, denied or deemed incomplete.
Source: SCRIE Unit.

Indicator name: Property tax refunds and adjustments processed
Description: The total number of property tax refunds and adjustments processed.
Source: Refunds & Adjustments 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 Unit.

Indicator name: Business tax refunds processed
Description: The number of refunds issued for business taxes. Taxpayers file business tax returns either via paper or electronically. If the collections exceed the tax liability, a refund may be requested by the taxpayer for the overpayment. This number represents credits issued via check or direct deposit.
Source: Payment Operations.

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: Payment method (%)
– Electronic (ACH/EFT)
– Credit card
– Cash
– Check/money order
Description: Of the total number of payments made to the Department during a given fiscal year, the percent made electronically via Electric Funds Transfer (EFT) and Automated Clearing House (ACH) debit and the percent made using cash, check/money order, or credit card as the method of payment.
Source: NYCServ Group/Finance Information Technology Division. Parking Lock Box/Payment Operations Division.

Indicator name: Tickets paid before penalty assessed (%)
Description: The percentage of parking violations which were paid within 30 days.
Source: STARS system/Information Technology Division.

Indicator name: Parking tickets issued that are paid within 90 days (%)
Description: The number of parking tickets that are paid within 90 days as a percent of the total number of parking tickets issued in a particular month. The 90-day period is related to the length of time allowed to contest a parking ticket and appeal a hearing decision.
Source: STARS system/Information Technology Division.

Indicator name: Parking tickets issued that are dismissed within 90 days (%)
Description: The number of parking tickets that are dismissed at a hearing within 90 days of issuance as a percent of the total number of parking tickets issued in a particular month. The 90-day period is related to the length of time allowed to contest a parking ticket and appeal a hearing decision.
Source: STARS system/Information Technology Division.

Indicator name: Parking summonses received (000)
Description: The total number of parking summonses, red light and speed camera violations, and bus lane violations issued by City agencies that Finance received for processing.
Source: Tax Policy Division.

Indicator name: Summonses adjudicated (000)
Description: The total number of parking summonses challenged by motorists.
Source: Adjudication Division.

Indicator name: Parking ticket hearings – Total
– In-person hearings
– Hearings-by-mail
– Online hearings
Description: The total number of parking ticket hearings conducted by Administrative Law Judges and the number conducted in each category. There are three ways motorists can request a hearing to dispute a parking ticket - online, in person and by mail.
Source: Adjudication Division.

Indicator name: Average turnaround time for in-person parking ticket hearings (minutes)
Description: The average number of minutes from the time a motorist (non-commercial vehicle driver) receives a Q-matic ticket to the completion of the hearing by an Administrative Law Judge, or the completion of a settlement conference by a clerk for those eligible motorists who opt to participate in the Parking Violations Settlement Program. (Note: The Program ended on January 31, 2012.)
Source: Q-matics system and manual records maintained by Administrative Law Judges in the Business Centers.

Indicator name: Average time to issue decision for a parking ticket hearing-by-web (days)
Description: The average number of days from the receipt of a request for an online hearing until a decision is issued by an Administrative Law Judge. The time to process settlement offers for those eligible non-commercial motorists who opted to participate in the Parking Violations Settlement Program is included in the calculation through January 31, 2012, at which time the Program ended.
Source: Adjudication Division.

Indicator name: Average turnaround time to issue decision for a parking ticket hearing- by-mail (days)
Description: The average number of days from the receipt of a written request for a hearing until a decision is issued by an Administrative Law Judge. The time to process settlement offers for those eligible non-commercial motorists who opted to participate in the Parking Violations Settlement Program is included in the calculation through January 31, 2012, at which time the Program ended.
Source: Adjudication Division.

Indicator name: Parking ticket appeals reviewed
Description: The number of parking ticket hearing decisions that were appealed and reviewed by the Appeals Board. The Appeals Board consists of three or more Administrative Law Judges, Senior Administrative Law Judges, or Supervising Administrative Law Judges. The Appeals Board reviews the facts and the law but does not consider any evidence that was not presented at the original hearing. A concurring vote by two members of the Appeals Board panel is required to make a determination on an appeal; the determination is considered final.
Source: Adjudication Division.

Indicator name: Parking ticket appeals granted a reversal (%)
Description: The number of appeals filed that resulted in the hearing decision being reversed divided by the total number of appeals reviewed.
Source: Adjudication Division.

Indicator name: Current property tax documents available online (%)
Description: The percent of property tax bills and notices of property value available online by borough, block and lot.
Source: Division of External Affairs.

Indicator name: Average time to record and index property documents (days) – Citywide
Description: The average number of days from receipt of property records to completion of the entry process, measured from the date the document is submitted to Finance. Data excludes Staten Island property documents, which are recorded at the Richmond County Clerk's office.
Source: Automated City Register Information System (ACRIS)/Information Technology Division.

Indicator name: Total revenue collected ($000,000)
– Property taxes collected ($000,000)
– Business taxes collected ($000,000)
– Property transfer taxes collected ($000,000)
– Parking summonses revenue ($000,000)
– Audit and enforcement revenue collected ($000,000)
– Other revenue ($000,000)
Description: Total tax and non-tax revenues collected and the amount collected in each reporting category. The total includes revenue from property taxes; business income and excise taxes; real property transfer and mortgage recording taxes; parking fines; audit, enforcement and collection divisions; and all other revenue sources.
Source: Tax Policy Division.

Department of Finance

Indicator name: Emails sent to an agency (through NYC.gov or a publicized agency email address)
Description: The number of emails sent to an agency through NYC.gov or to a publicly disclosed email address (e.g., customerservice@agency.nyc.gov).
Source: Division of External Affairs.

Indicator name: Emails responded to in 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Division of External Affairs.

Indicator name: Letters sent to an agency
Description: The number of written correspondence addressed to a central correspondence unit, the agency at large, or to the Commissioner.
Source: Division of External Affairs.

Indicator name: Letters responded to in 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Division of External Affairs.

Indicator name: Completed customer requests for interpretation
Description: The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source: Division of External Affairs.

Indicator name: Visits made to agency walk-in facility
Description: The number of transactions handled at Finance's Customer Service Centers.
Source: Payment Operations Division.

Indicator name: Average wait time to speak to a customer service agent (minutes)
Description: The average time a customer waits to see a customer service representative measured from the time a customer takes a Q-matic ticket until the customer is seen by a customer service representative.
Source: Payment Operations Division.

Indicator name: Calls made to agency call center (Collections)
Description: The number of calls received in response to judgment notices sent to debtors for outstanding Environmental Control Board, TLC, parking and business tax debt.
Source: Collections Division.

Indicator name: CORE customer experience rating (0-100)
Description: An average score based on the rating of 24 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g. wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations - SCOUT

Department of Information Technology and Telecommunications

Indicator Name: Average uptime of key systems (mainframe, UNIX, Wintel) (%)
Description: Percentage of time during which key City agency systems managed and operated by DoITT (mainframe, UNIX, or Wintel) are available.
Source: IT Services-Data Center Planning, Mainframe Systems, UNIX Operations, Service Delivery, Network Operations, Service Delivery

Indicator Name: Average utilization of shared City agencies mainframe system (%)
Description: Average capacity utilization of CEC-A, a key mainframe system utilized by multiple City agencies, managed and operated by DoITT.
Source: Mainframe Systems

Indicator Name: Average utilization of mainframe system used by Department of Education and Department of Information Technology and Telecommunications (%)
Description: Average capacity utilization of CEC-B, a key mainframe system used by DOE and DoITT Infrastructure systems, managed and operated by DoITT.
Source: Mainframe Systems

Indicator Name: Uptime of NYC.gov (%)
Description: Percentage of time during which the NYC.gov website is available to the public.
Source: Web and New Media Operations

Indicator Name: Uptime of NYCWiN (%)
Description: Percentage of time during which NYCWiN, the City's critical wireless system, is available.
Source: Wireless Technologies

Indicator Name: Uptime of 800 MHz network (%)
Description: Percentage of time during which the 800 MHz network for citywide day-to-day and emergency communications for public safety agencies is available.
Source: Wireless Technologies

Indicator Name: Uptime of Citywide Radio Network (%)
Description: Percentage of time during which Citywide Radio Network, supporting critical FDNY and EMS dispatch services and other public safety agencies, is available.
Source: Wireless Technologies

Indicator Name: Service incidents
Description: Number of incidents of information technology (IT) service disruption that are corrected/restored, or new IT service needs that are fulfilled, by DoITT staff.
Source: Enterprise Services Management

Indicator Name: Average time to resolve all service incidents (days)
Description: Average time to resolve all service incidents, in calendar days, by appropriate DoITT technology group.
Source: Enterprise Services Management

Indicator Name: Average time to resolve service incidents -Urgent priority (days)
Description: Average time to resolve incidents impacting more than 100 users or an entire agency.
Source: Enterprise Services Management

Indicator Name: Average time to resolve service incidents - High priority (days)
Description: Average time to resolve incidents impacting less than 100 users. Level of severity to an agency is also taken into consideration.
Source: Enterprise Services Management

Indicator Name: Average time to resolve service incidents - Medium priority (days)
Description: Average time to resolve second lowest priority incidents by appropriate DoITT technology group.
Source: Enterprise Services Management

Indicator Name: Average time to resolve service incidents - Low priority (days)
Description: Average time to resolve lowest priority incidents by appropriate DoITT technology group.
Source: Enterprise Services Management

Indicator Name: Projects on schedule (%)
Description: Percentage of total projects on schedule according to their baseline finish date.
Source: Project Management Office

Indicator Name: Projects completed on time (%)
Description: Percentage of total projects completed according to their baseline finish date.
Source: Project Management Office

Indicator Name: Active projects
Description: The number of projects that were active and not yet completed during the reporting period.
Source: Project Management Office

Indicator Name: Service catalog requests
Description: Number of Service Catalog requests by agencies submitted for DoITT services.
Source: Enterprise Services Management

Indicator Name: Service catalog requests handled as business as usual (%)
Description: Percentage of requests submitted through DoITT's Service Catalog that does not require solutions review.
Source: Program and Portfolio Management

Indicator Name: Service catalog requests that receive solutions review (%)
Description: Percentage of requests submitted through DoITT's Service Catalog that receives analysis and evaluation to assure proper solution.
Source: Program and Portfolio Management

Indicator Name: Uptime of telecommunications network (Voice over Internet Protocol) (%)
Description: Percentage of time the City's voice over Internet protocol (VoIP) communications network is available.
Source: Telecommunications

Indicator Name: Service incidents - telecommunication repair
Description: Number of requests to resolve telecommunications incidents received by the Citywide Service Desk.
Source: Enterprise Services Management

Indicator Name: Average time to resolve telecommunication incidents (days)
Description: Average time, in calendar days, it takes to resolve all telecommunication incidents received by the Citywide Service Desk.
Source: Enterprise Services Management

Indicator Name: NYC.gov page views (000)
Description: Cumulative number of requests to load a single HTML file ('page') on the City's website at www.nyc.gov.
Source: Web and New Media Operations

Department of Information Technology and Telecommunications

Indicator: NYC.gov unique visitors (average monthly) (000)
Description: Average of the number of unique visitors per month, as determined by IP addresses, to one or more pages within the www.nyc.gov portal.
Source: Web and New Media Operations

Indicator Name: Data sets available for download on NYC.gov/OpenData
Description: Reflects raw and mapped data sets from City agencies available to public on the City's website at www.nyc.gov/opendata.
Source: Web and New Media Operations

Indicator Name: Cable complaints resolved within 30 days (%)
Description: Percentage of all cable complaints received by DoITT that are marked status resolved from the cable company within 30 calendar days or less.
Source: Franchise Administration

Indicator Name: Average time to resolve all cable complaints (days)
Description: Average number of calendar days from when cable complaints are received by DoITT to marked status resolved from the cable company.
Source: Franchise Administration

Indicator Name: Inspected phones deemed operable (%)
Description: The percentage of public pay telephones on City streets that are found in working order when inspected by DoITT.
Source: Franchise Administration-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: Franchise Administration-Pay Telephone Enforcement Unit

Indicator Name: Pay phone inspections conducted
Description: Total number of inspections of pay phones by DoITT inspectors, including re-inspections.
Source: Franchise Administration-Pay Telephone Enforcement Unit

Indicator Name: Violations admitted to or upheld at the Environmental Control Board (%)
Description: For all violations returnable to Environmental Control Board (ECB), the number of violations where the respondent admitted to the violation and paid the penalty without a hearing or where the violation was upheld following an ECB hearing as a percent of all violations resolved (violations admitted to plus violations where ECB issued decisions).
Source: Environmental Control Board & DoITT Franchise Administration-Pay Telephone Enforcement Unit

Indicator Name: Citywide IT professional services contracts in use by agencies (%)
Description: The percentage of the value of task orders and task order amendments registered by agencies against the overall value of citywide IT professional services contracts administered by DoITT.
Source: Vendor Management

Indicator Name: Agencies' task orders using citywide IT professional services contracts
Description: The number of task orders or task order amendments that leverage DoITT-administered Citywide Information Technology Consultant Services (ITCS-3) contracts.
Source: Vendor Management

Indicator name: Letters responded to in 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: DoITT.

Indicator name: E-mails responded to in 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: DoITT.

Indicator name: Rate of overall customer satisfaction (%)
Description: The percentage of customers that responded “Very Satisfied” or “Somewhat Satisfied” to the survey question when asked how they felt about their overall experience with DoITT as a service provider. The customer survey is automatically sent by the Citywide Service Desk when tickets initiated at the Citywide Service Desk are closed.
Source: DoITT.

Indicator name: Percent meeting time to close - (Response to Service Requests)
Description: The percentage of service requests received through the 311 Customer Service Center for which the agency met its planned time of action to provide the service.
Source: Mayor’s Office of Operations/Citywide Performance Reporting.

Board of Elections

Indicator Name: Voter turnout - general election (000)
Description: The number of eligible active voters who voted on Election Day.
Source: Board of Elections Annual Report

Indicator Name: Voter Registration forms processed
Description: The number of registration application forms processed from all sources: BOE, NYS DMV, City Agencies and CUNY
Source: Board of Elections Annual Report

Indicator Name: Registered voters (000)
Description: The number of registered voters at the end of the reporting period.
Source: Board of Elections Annual Report

Indicator Name: Eligible voters registered (%)
Description: The percent of eligible voters who are registered to vote at the end of the reporting period.
Source: N/A

Indicator Name: Poll worker attendance on Election Day (%)
Description: The percent of poll workers assigned to work on Election Day who worked on Election Day.
Source: Board of Elections Annual Report

Indicator Name: Voter complaints regarding poll workers
Description: The total number of complaints lodged with the Board regarding poll workers.
Source: Board of Elections Annual Report

Indicator Name: Voter complaints regarding poll workers - service
Description: The total number of complaints lodged with the Board regarding poll workers “Were Rude/ Behavior Issues”.
Source: Board of Elections Annual Report

Indicator Name: Voter complaints regarding poll workers - procedure
Description: The total number of complaints lodged with the Board regarding poll workers “Were Not Following Proper Procedures.”
Source: Board of Elections Annual Report

Indicator Name: Voting equipment replacement rate - ballot scanners (%)
Description: The rate of received and documented calls for ballot scanners, which resulted in replaced equipment.
Source: Board of Elections Annual Report

Indicator Name: Voting equipment replacement rate - ballot marking devices (%)
Description: The rate of received and documented calls for ballot marking devices, which resulted in replaced equipment.
Source: Board of Elections Annual Report

Indicator Name: Election results reporting timeliness (hours)
Description: The amount of time elapsed, in hours, between the closing of poll sites and the reporting of election results.
Source: N/A

Indicator Name: Precision of unofficial election results (%)
Description: The difference between election night results and re-canvass results.
Source: Board of Elections Annual Report

Indicator Name: Interpreters deployed on Election Day
Description: The number of interpreters assigned to poll sites citywide on Election Day.
Source: Board of Elections Annual Report

Indicator Name: Interpreters deployed on Election Day - Bronx
Description: The number of interpreters assigned to poll sites in the Bronx on Election Day.
Source: Board of Elections Annual Report

Indicator Name: Interpreters deployed on Election Day - Brooklyn
Description: The number of interpreters assigned to poll sites in Brooklyn on Election Day.
Source: Board of Elections Annual Report

Indicator Name: Interpreters deployed on Election Day - Queens
Description: The number of interpreters assigned to poll sites in Queens on Election Day.
Source: Board of Elections Annual Report

Indicator Name: Interpreters deployed on Election Day - Manhattan
Description: The number of interpreters assigned to poll sites in Manhattan on Election Day.
Source: Board of Elections Annual Report

Indicator Name: Interpreters deployed on Election Day - Staten Island
Description: The number of interpreters assigned to poll sites in Staten Island on Election Day.
Source: Board of Elections Annual Report

Agency Customer Service

Indicator name: Calls answered in 30 seconds or less (%)
Description: The percent of customer calls to the agency that are answered within 30 seconds by a call center representative or other agency staff with similar responsibilities who answers the call. Time begins after initial prerecorded message.
Source: Reporting agency

Indicator name: E-mails responded to in 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Reporting agency

Indicator name: Letters responded to in 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source: Reporting agency

Indicator name: Average customer in-person wait time (minutes)
Description: The average time in minutes from the time a customer meets with a greeter or information desk representative until he or she is met by a customer service representative. Security/building entry wait times are not included unless a security guard plays a formal intake role.
Source: Reporting agency

Indicator name: CORE (Customers Observing and Reporting Experiences) customer experience facility rating (0-100)
Description: An average score based on the rating of 24 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g. wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations

Indicator name: Percent meeting time to action – (Agency-specific Service Requests)
Description: The percentage of the agency's top-volume service requests received through the 311 Customer Service Center for which the agency met its planned time of action to provide the related service. These service requests vary among the 12 agencies that are the most active in the area of service requests through 311 (DCA, DEP, DFTA, DOB, DOHMH, DoITT, DOT, DPR, DSNY, HPD, NYPD, TLC).
Source: Mayor's Office of Operations/Citywide Performance Reporting

Indicator name: Customers rating service good or better (%)
Description: The percentage of customers completing agency-provided customer satisfaction surveys with a level of good or better in their satisfaction with the service they received in on-site experiences with the agency.
Source: Reporting agency

Indicator name:	Completed requests for interpretation
Description	The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source	Reporting agency

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 2015 is consistent with previous Mayor's Management Reports. Fiscal 2015 expenditures reflect the forecast of Fiscal 2015 final expenditures submitted to the Financial Control Board as of June 2015. Fiscal 2015 and Fiscal 2016 plans reflect the City's Adopted Budgets for Fiscal 2015 and Fiscal 2016, respectively. 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 2015 is consistent with previous Mayor's Management Reports. Fiscal 2015 revenues are derived from the City's Financial Management System and include anticipated closing adjustments. Fiscal 2015 and Fiscal 2016 plans reflect the City's Adopted Budgets for Fiscal 2015 and Fiscal 2016, respectively. 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 2015 personnel reflect the number of employees active on June 30, 2015. Fiscal 2015 plans and Fiscal 2016 plans are consistent with the City's Fiscal 2015 and Fiscal 2016 Adopted Budgets, respectively

Indicator name: Overtime paid
Description: The total amount of overtime paid to employees during the period.
Source: The Office of Management and Budget. Annual overtime figures prior to Fiscal 2015 reported here represent the City's final overtime financials for the relevant fiscal year. Fiscal 2015 overtime figures are derived from the City's Financial Management System at the time of FY 2016 budget adoption. The Health and Hospitals Corporation and the New York City Housing Authority self-report overtime information. Overtime data from Fiscal 2003 to Fiscal 2015 is consistent in Mayor's Management Reports since Fiscal 2007, when the City changed to reporting budget-based overtime costs rather than the payroll-based overtime earnings reported in previous annual Mayor's Management Reports. Fiscal 2015 and Fiscal 2016 plans reflect the City's Adopted Budgets for Fiscal 2015 and Fiscal 2016, respectively. Overtime plan information was not included in the Mayor's Management Report prior to September 2012

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 2015 is consistent with previous Mayor's Management Reports. Fiscal 2015 commitment plan figures are consistent with the February 2015 Financial Plan. Fiscal 2016 commitment plan figures are consistent with the Fiscal 2016 Executive Capital Commitment Plan. Fiscal 2015 actual data is as of July 31 and may change upon closure and audit. To view the Fiscal 2016 Adopted Capital Commitment Plan upon its release, please visit www.nyc.gov\omb. The School Construction Authority self-reports capital commitment data.

Agency Resources

Indicator name:	Human services contract budget
Description	Total amount budgeted or actually obligated for human services contracts. This data is shown for eight agencies that together account for over 95 percent of the City total in this category. These agencies are: Department of Health and Mental Hygiene, Department of Education, 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 2015 and Fiscal 2016 plans are consistent with the Contracts section of the City's Fiscal 2015 and Fiscal 2016 Adopted Budgets, respectively.

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.