Mayor's Management Report

Fiscal 2019
Indicator Definitions

**The City of New York
Mayor Bill de Blasio**

Dean Fuleihan, First Deputy Mayor

Jeff Thamkittikasem, Director
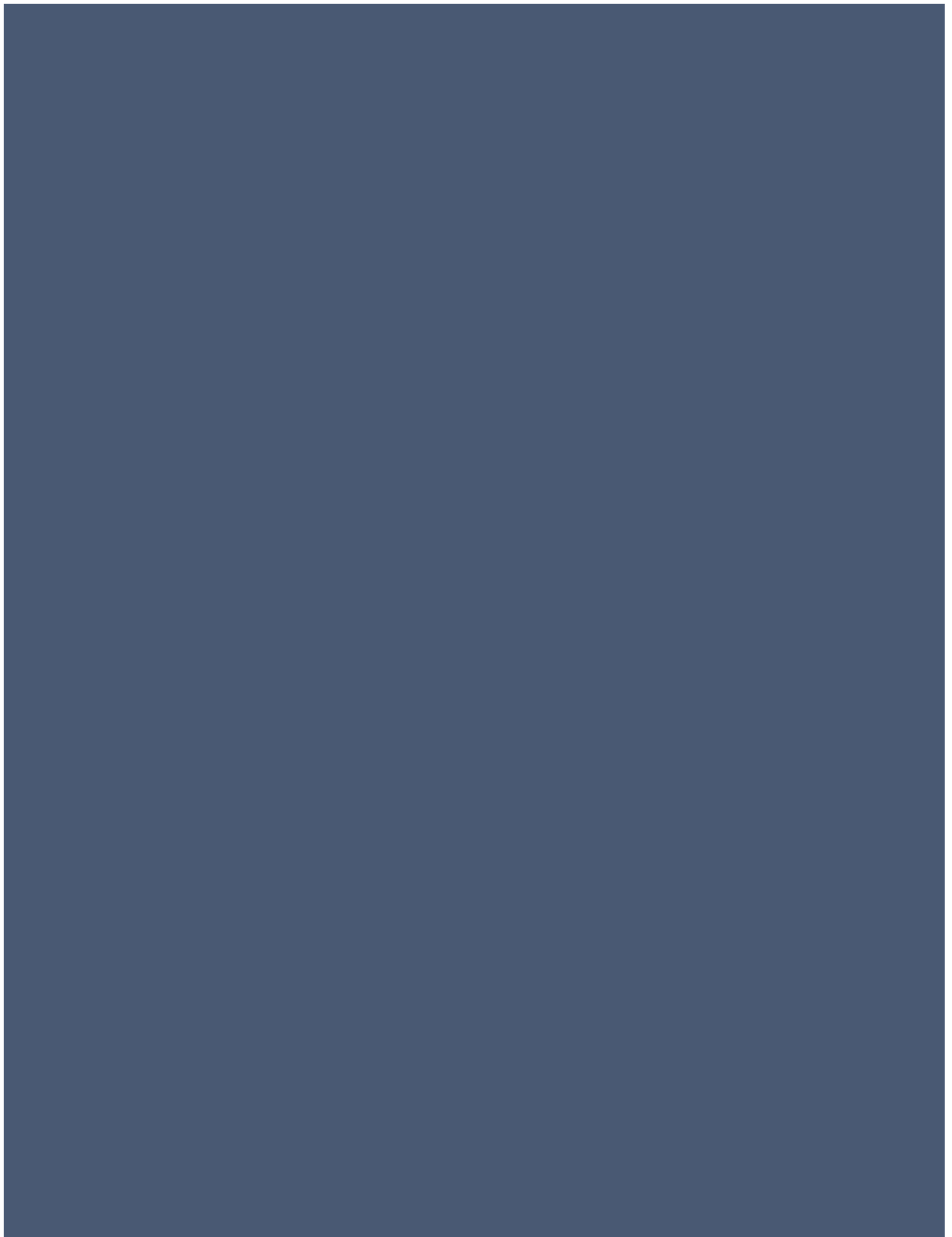Mayor's Office of Operations

September 2019

Table of Contents

Public Safety and Access to Justice

Public Safety and
Access to Justice

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 or crew criminal group (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 juveniles for major felony crimes. Raise the age legislation identifies "Adolescent Offenders" as juveniles 16 years of age (and 17 years of age beginning October 1, 2019) who are charged with any felony. Unchanged by the legislation is the "Juvenile Offender" classification, defined as juveniles aged 13, 14 or 15 who are accused of designated serious felonies.
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 with arrival times, 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: Mayor's Office; NYPD.

Indicator name: Crime in progress calls
Description: Number of calls made to 911 regarding crimes in progress.
Source: Mayor's Office; NYPD.

Indicator name: Courtesy, Professionalism and Respect (CPR) testing
- Exceeds standard
- Meets standard
- Below standard

Description: The number of tests conducted face-to-face and anonymously via telephone by the Department's Quality Assurance Division, with results shown by category – exceeds standard, meets standard 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 courtesy, professionalism and respect 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 Office of Administrative Trials and Hearings/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 Office of Administrative Trials and Hearings/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.

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 over $1,000.
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 Office of Administrative Trials and Hearings (%)
Description: For all violations returnable to OATH, 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 a hearing as a percent of all violations resolved.
Source: Office of Administrative Trials and Hearings (OATH).

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 15 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.

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 reinspections.
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 Risk Based Inspection System (RBIS).

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: 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 and outreach by the Community Engagement Unit at fire safety education events for the public, public forums, 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 company 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 emergencies by fire companies (FDNY dispatch and travel time only) (minutes:seconds)
Description: The average dispatch and travel time until the first fire company 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 company runs
Description: The total number of responses made by fire engine and ladder companies.
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.

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, including accidental and intentional fire deaths. All fire deaths are counted in the month and year in which the death occurs, which may be after the date of the fire, following a determination on the cause of death by the Office of the Chief Medical Examiner.
Source: FDNY Bureau of Fire Investigation.

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

Indicator name: End-to-end combined average response time to life-threatening medical emergencies by ambulances & fire companies (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 (Emergency Medical Service or fire company resource) 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 ambulances (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 Emergency Medical Service resource, including ambulances and non-transport Advanced Life Support (ALS) "fly cars," 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 companies (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 company resource 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 average response time to life-threatening medical emergencies by ambulances and fire companies (FDNY dispatch and travel time only) (minutes:seconds)
Description: The average dispatch and travel time until either an ambulance or fire company arrives on the scene of a life-threatening medical emergency, based on the first 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 ambulances (FDNY dispatch and travel time only) (minutes:seconds)
Description: The average dispatch and travel time until the first Emergency Medical Service resource, including ambulances and Advanced Life Support "fly cars," 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 companies (FDNY dispatch and travel time only) (minutes:seconds)

Description: The average dispatch and travel time until the first fire company 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: Life-threatening medical emergency incidents

Description: Total number of life-threatening medical emergencies, including reports of patients in cardiac arrest and severe trauma, receiving an ambulance and non-transport fly car response.

Source: FDNY Computer Aided Dispatch (CAD) System/Emergency Medical Service.

Indicator name: Segment one incidents (cardiac arrest and choking)

Description: The number of reports of patients in cardiac arrest (sudden cessation of heartbeat and cardiac function) receiving a 911 response.

Source: FDNY/EMS Electronic Patient Call Reports (ePCR).

Indicator name: Cardiac arrest patients revived (%)

Description: The percentage of confirmed, non-traumatic cardiac arrest patients receiving life-saving measures, such as cardiopulmonary resuscitation (CPR)/Defibrillation, from 911 emergency response units with a return of spontaneous circulation during resuscitation efforts.

Source: FDNY/EMS Electronic Patient Call Reports (ePCR).

Indicator name: - Witnessed cardiac arrest patients revived (%)

Description: The percentage of bystander witnessed arrests of cardiac etiology patients who receive lifesaving measures (such as CPR/Defibrillation) from 911 emergency response units with a return of spontaneous circulation during resuscitation efforts. A bystander is someone who is not a 911 emergency responder that is working in an official capacity as part of an organized medical response. Bystander witnessed arrests of cardiac etiology occur when a bystander is with the patient who can call for help, and possibly perform cardiopulmonary resuscitation (CPR) for a patient believed to be in arrest due to a cardiac condition.

Source: FDNY/EMS Electronic Patient Call Reports (ePCR).

Indicator name: Peak number of ambulances in service per day

Description: The average daily number of medical response units available for assignment or on assignment in the 911 system (municipal and voluntary hospital Advanced Life Support (ALS) and Basic Life Support (BLS) ambulances and non-transport ALS "fly cars") at the time of day that has the highest unit count. The fiscal year average is each day's peak number of units divided by 365.

Source: FDNY Computer Aided Dispatch (CAD) System/Emergency Medical Service.

Indicator name: FDNY workers who sustained service-connected injuries (total agency-wide)

Description: The total number of workers in the Fire Service, Emergency Medical Service and civilian workforce who sustained injuries while on duty (with or without medical leave).

Source: FDNY Health Services - Computerized Injury Reporting System (CIRS)

Indicator name: Firefighters / fire officers who sustained service-connected injuries

Description: The number of firefighters and fire officers who sustained injuries while on duty (with or without medical leave).

Source: FDNY Health Services - Computerized Injury Reporting System (CIRS).

Indicator name: Firefighters / fire officers who sustained service-connected injuries resulting in medical leave

Description: The number of firefighters and fire officers who sustained injuries while on duty that resulted in medical leave.

Source: FDNY Health Services - Computerized Injury Reporting System (CIRS).

Indicator name: Firefighters / fire officers who sustained service-connected burn injuries
Description: The number of firefighters and fire officers who sustained burn injuries while on duty (with or without medical leave), including burns sustained inside and outside quarters.
Source: FDNY Health Services - Computerized Injury Reporting System (CIRS).

Indicator name: Firefighters / fire officers who sustained service-connected burn injuries resulting in medical leave
Description: The number of firefighters and fire officers who sustained burn injuries while on duty that resulted in medical leave.
Source: FDNY Health Services - Computerized Injury Reporting System (CIRS).

Indicator name: EMS workers / officers who sustained service-connected injuries
Description: The number of workers in the Emergency Medical Service who sustained injuries while on duty (with or without medical leave).
Source: FDNY Health Services - Computerized Injury Reporting System (CIRS).

Indicator name: Civilian workers who sustained service-connected injuries
Description: The number of civilian workers who sustained injuries while on duty (with or without medical leave).
Source: FDNY Health Services - Computerized Injury Reporting System (CIRS).

Indicator name: Firefighter/ fire officer service-connected injury rate (per 10,000 runs)
Description: The total number of firefighters and fire officers who sustained injuries while on duty per 10,000 runs.
Source: FDNY Health Services.

Indicator name: Apparatus collision rate (per 10,000 runs)
Description: The total number of collisions involving fire engines and ladders per 10,000 runs.
Source: Accident Reporting System, FDNY Computer Aided Dispatch (CAD) System/Starfire.

Indicator name: Ambulance collision rate (per 10,000 runs)
Description: The total number of collisions involving ambulances per 10,000 runs.
Source: Accident Reporting System, FDNY Computer Aided Dispatch (CAD) System/ Emergency Medical Service.

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 annual cost of an ambulance ($000,000)
Description: The average cost in millions of dollars to operate a three-tour per day ambulance 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 ambulances.
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 Office of Administrative Trials and Hearings (%)

Description: For all violations returnable to OATH, 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 a hearing as a percent of all violations resolved.

Source: Office of Administrative Trials and Hearings (OATH).

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.

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 15 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: Total participants at CERT emergency preparedness seminars
Description: The number of participants at Community Emergency Response Team (CERT) seminars about disaster preparedness and response.
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.

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.

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: Fight/assault infractions
Description: The number of fight and assault infractions processed by the DOC Adjudication Unit.
Source: DOC Security database

Indicator name: Jail-based arrests of inmates
Description: The number of inmates who were arrested for committing criminal offenses while in DOC custody.
Source: DOC Security database

Indicator name: 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: 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

Department of Correction

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: 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

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: 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: NYC H+H

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: 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 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: 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: 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: 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 new registrations created to receive notification from 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 VINE notifications successfully delivered to registrants regarding the release or transfer of an inmate.
Source: DOC Strategic Planning and Programs database

Indicator name: Collisions involving city vehicles
Description: The total number of City-vehicle involved collision reports involving injury or property damage for the citywide fleet reported in the citywide collision reporting system (CRASH). New York State MV-104 reports are required whenever a collision occurs involving death, or other personal injury, or property damage over $1,000. Collisions are tracked and reported regardless of whether or not the driver was at fault and whether or not the vehicle was in motion. Collisions involving City vehicles occur whenever a City vehicle strikes (or is struck by) a second vehicle, pedestrian, bicyclist or fixed object.
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

Indicator name:	Adult investigation reports completed – total/felony/misdemeanor
Description:	The overall number adult presentence investigation reports submitted to local courts during the reporting period. The combined total consists of reports completed for felony & misdemeanor convictions in criminal or supreme court.
Source:	Adult Operations
Indicator name:	Adult investigation reports – on time completion (%)
Description:	The percentage of adult investigation reports submitted to court prior to the mandated delivery deadline. These reports assist local judges in making informed adjudication (sentencing) decisions.
Source:	Adult Operations
Indicator name:	Juvenile investigation reports completed
Description:	The total number of preadjudication Investigation Reports completed for juveniles during the reporting period.
Source:	Juvenile Operations
Indicator name:	Juvenile investigation reports – on time completion (%)
Description:	The percentage of juvenile investigation reports submitted to court prior to the mandated delivery deadline. These reports assist local judges in making informed adjudication (sentencing) decisions.
Source:	Juvenile Operations
Indicator name:	Juvenile supervision - Intake cases received
Description:	The number of intake determinations produced after being sent to the Probation Department following a juvenile arrest. A juvenile intake determines whether a youth will be referred for prosecution, sent for adjustment (court diversion) services, or released based on their case being dismissed.
Source:	Juvenile Operations
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:	Adult supervision cases - end of period
Description:	The total adult supervision case count Citywide at the end of the reporting period.
Source:	Adult Operations
Indicator name:	Juvenile supervision cases - end of period

Description: The total juvenile supervision case count Citywide at the end of the reporting period.
Source: Juvenile Operations

Indicator name: Adult initial risk assessments completed
Description: The number of risk / need assessments completed for adult probationers at the onset of a probation supervision term.
Source: Adult Operations

Indicator name: Juvenile initial risk assessments completed
Description: The number of risk / need assessments completed for juvenile probationers at the onset of a probation supervision term.
Source: Adult Operations

Indicator name: Adult probationer rearrest rate (monthly average) (%)
Description: The monthly number of adult probationers arrested divided by the total number of individuals supervised, aggregated based on the reporting period. Source: Statistical Tracking, Analysis & Reporting System.
Source: Adult Operations

Indicator name: Adult probationers arrested citywide as a percentage of the NYPD arrest report (monthly average)
Description: The proportion of NYPD arrests that are adult probationers. Source: Statistical Tracking, Analysis & Reporting System, NYPD Weekly Arrest Report
Source: Adult Operations

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: 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: 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: Caseload Explorer 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: Revocation of juveniles not resulting in placement (%)
Description: The percentage of juvenile "violation of probation" (VOP) proceedings resulting in a new supervision level being assigned, or a modification of an existing disposition.
Source: Caseload Explorer automated case management system

Indicator name: Revocation of juveniles resulting in placement (%)
Description: The percentage of juvenile "violation of probation" (VOP) proceedings resulting in the youth's probation case being closed for non-compliance, and the youth being transferred to the custody of the State Office of Children and Family Services for placement in a secure detention facility.
Source: Caseload Explorer automated case management system

Indicator name: Adult supervision- new individual action plans (IAPs) created for eligible clients (%)
Description: The percentage of new adult probation cases opened during the reporting period that have received an individual action plan (IAP) for the client. The IAP serves as a structured blueprint designed to assist a client in achieving self-sufficiency and disengagement with the criminal or juvenile justice system.
Source: Caseload Explorer automated case management system

Indicator name: Juvenile supervision - new Individual Action Plans (IAPs) created for eligible clients (%)
Description: The percentage of new juvenile probation cases opened during the reporting period that have received an individual action plan (IAP) for the client. The IAP serves as a structured blueprint designed to assist a client in achieving self-sufficiency and disengagement with the criminal or juvenile justice system.
Source: Caseload Explorer automated case management system

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: New enrollments in DOP-managed programs.
Description: The number of adult & juvenile participants enrolled during the reporting period in a criminal / juvenile justice program directly managed by the Department.
Source: Caseload Explorer automated case management system

Indicator name: Adult probationer early completion 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 completion 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: 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 completion, relative to all supervision case closings.
Source: Caseload Explorer 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 completion, relative to all supervision case closings.
Source: New York State DP-30 reporting forms

Indicator name: Intel enforcement events
Description: The number of community-based enforcement activities performed by the Department's
                       Intelligence Unit (Intel) during the reporting period. Intel enforcement actions include
                       NYPD domestic incident report notice follow-up, gang-related investigations, bench warrant
                       enforcement, failure-to-report home visits, and transporting offenders to and from other
                       jurisdictions.
Source: Intelligence Unit

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 (i.e. closed during the first four months of the fiscal year). The indicator measures the elapsed time from the start of the investigation to the closing date for all full investigations closed within the reporting period.
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. Excludes pending (awaiting review) and filed cases (those with officers no longer employed by NYPD when case is 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:	Administrative prosecution cases closed
Description:	Pursuant to the April 2, 2012 Memorandum of Understanding (MOU) between NYPD and CCRB, the total number of substantiated cases with charges and specifications recommended by the Board that are closed by CCRB's Administrative Prosecution Unit (APU). Total APU case closures include all closures, such as cases closed by plea agreement, trial, dismissal, expired statute of limitations, reconsidered cases and cases retained (those in which NYPD keeps jurisdiction pursuant to Section 2 of the MOU).
Source:	CCRB Complaint Tracking System/APU.

Indicator name:	- Cases closed by plea
Description:	The number of substantiated cases with charges and specifications recommended by the Board that are closed by plea agreement.
Source:	CCRB Complaint Tracking System/APU.

Indicator name:	- Cases closed by trial
Description:	The number of substantiated cases with charges and specifications recommended by the Board that were tried by CCRB's Administrative Prosecution Unit (APU). APU prosecutes these cases in front of an NYPD administrative law judge.
Source:	CCRB Complaint Tracking System/APU.

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 15 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: 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 referred 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

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 issued during the previous fiscal year that have since been accepted by City agencies (%)
Description: The percentage of DOI's formal written recommendations issued during the previous fiscal year that have been accepted by City agencies. Full fiscal year data from City agencies on their acceptance of DOI's recommendations will be reported in the PMMR to account for the time agencies require to respond to the recommendations. Acceptance of Fiscal 2019 recommendations will be reported in the Fiscal 2020 PMMR. Fiscal 2020 recommendations will be reported in the Fiscal 2021 PMMR.
Source: Case Management System (CMS).

Indicator name: Written policy and procedure recommendations issued during the previous fiscal year that have since been implemented by City agencies (%)
Description: The percentage of DOI's formal written recommendations issued during the previous fiscal year that have been implemented by City agencies. Full fiscal year data from City agencies on their implementation of DOI's recommendations will be reported in the PMMR to account for the time agencies require to put the recommendations into practice. Implementation of Fiscal 2019 recommendations will be reported in the Fiscal 2020 PMMR. Fiscal 2020 recommendations will be reported in the Fiscal 2021 PMMR.
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 active monitoring agreements currently in place 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 vendor's ongoing operations, with an emphasis placed on the areas that have raised integrity issues in the past. DOI also engages in proactive monitoring for vendors working on City projects to prevent or reduce fraud, waste or abuse –particularly on large-scale construction projects. Integrity Monitors are selected by DOI and report directly to DOI.
Source: Integrity Monitor Program.

Indicator name: Vendor 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: PASSPort system.

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 (from date of receipt) (days)
Description: The average number of days to complete background investigations of candidates for decision-
                    making or sensitive City jobs from date of receipt of background packet to completion of
                    investigation.
Source: Background Unit database.

Indicator name: Background investigations closed within 12 months (%)
Description: The percent of investigations of candidates for decision-making or sensitive City jobs closed within 12 months or less from date of receipt of background packet to completion of investigation.
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.

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 15 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:	Inquiries received
Description:	The number of inquiries fielded by Commission staff.
Source:	Case Tracking System, Law Enforcement Bureau.

Indicator name:	Matters initiated
Description:	The number of inquiries that result in a matter being opened that requires follow-up from Commission staff. Possible outcomes include resolution before filing a complaint or the filing of a complaint.
Source:	Case Tracking System, Law Enforcement Bureau.

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 allegations of Human Rights violations prior to the actual filing of a complaint.
Source:	Case Tracking System, Law Enforcement Bureau

Indicator name:	Complaints filed
Description:	The number of complaints filed during the reporting period.
Source:	Case Tracking System, Law Enforcement Bureau.

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

Indicator name:	Cases closed (%) - no probable cause determination
Description:	The percentage 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 percentage 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 percentage 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 percentage of cases that the parties agree to terms that will resolve and close the complaint.
Source:	Case Tracking System, Law Enforcement Bureau

Indicator name:	Complaints 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:	Modifications for accessibility for people with disabilities
Description:	The number of modifications made to housing accommodations, public accommodations, or workplaces in order to allow for accessibility for individuals with disabilities.
Source:	Case Tracking System, Law Enforcement Bureau

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

Indicator name:	Complaints 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:	Value of damages for complainants ($)
Description:	The value in dollars of all monetary relief, including damages and attorney's fees, obtained by complainants.
Source:	Case Tracking System, Law Enforcement Bureau.

Indicator name:	Amount of civil penalties imposed ($)
Description:	The value in dollars of civil penalties imposed by the Commission.
Source:	Case Tracking System, Law Enforcement Bureau.

Indicator name:	Open matters
Description:	The number of pending matters at the end of the period.
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:	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.

Indicator name:	People served
Description:	The number of individuals reached by Commission staff through its outreach activities. This includes attendance at conferences, workshops, trainings, and events at which staff are invited to speak about the Commission's work.
Source:	Community Relations Bureau, Research Division.

Indicator name:	Responses to bias-based incidents
Description:	The number of incidents responded to by the bias-based response team.
Source:	Community Relations Bureau, Research Division.

Indicator name: Letters responded to in 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less out of the total number of letters responded to during the reporting period. 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: City Commission on Human Rights.

Indicator name: E-mails responded to in 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less out of the total number of emails responded to during the reporting period. 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: City Commission on Human Rights.

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: City Commission on Human Rights.

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: City Commission on Human Rights.

Indicator name: CORE customer experience rating (0-100)
Description: An average score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors. Fiscal 2017 data for Customers Observing and Reporting Experiences (CORE) ratings are based on the inspection results of all the agency's service centers. In Fiscal 2016, as an exception, the rating was based on inspections of targeted facilities.
Source: Mayor's Office of Operations.

Office of Administrative Trials and Hearings

Indicator name: Average time for OATH Trials Division to issue decisions after records closed (business days)
Description: The average number of business days it took the OATH Trials Division to issue a decision after the record is closed.
Source: OATH Trials Division.

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

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

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

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

Indicator name: Cases filed at the OATH Trials Division (total)
Description: The total number of cases filed at the OATH Trials Division.
Source: OATH Trials Division.

Indicator name: Cases closed at the OATH Trials Division (total)
Description: The total number of cases closed at the OATH Trials Division.
Source: OATH Trials Division.

Indicator name: Cases processed per ALJ (total)
Description: The average number of cases closed by each Administrative Law Judge (ALJ) at the OATH Trials Division.
Source: OATH Trials Division.

Indicator name: Total summonses received from the issuing agencies at the OATH Hearings Division
Description: Total number of summonses received by the OATH Hearings Division from the agencies that issue the summonses, or notices of violation, for which it conducts hearings. This volume includes all such documents received by the OATH Hearings Division, having undertaken the activity previously administered by the Division's three legacy sections, Environmental Control Board (ECB), Health, and Vehicles for Hire, and at the Department of Consumer Affairs.
Source: OATH Hearings Division.

Indicator name: Total hearings at the OATH Hearings Division
Description: Total volume of hearings held by the OATH Hearings Division as it undertakes its responsibility to resolve administrative law violations issued by the more than two dozen agencies that issue them. The volume includes all hearings held by the OATH Hearings Division, having undertaken the hearings activity previously administered by the Division's three legacy sections, Environmental Control Board (ECB), Health, and Vehicles for Hire, and at the Department of Consumer Affairs.
Source: OATH Hearings Division.

Indicator name: Total number of pre-hearings activities at the OATH Hearings Division
Description: Total number of all summonses that resulted in either an Admission Prior to Hearing, a Stipulation, a Cure, a Settlement or a Withdrawal before a hearing was held at the OATH Hearings Division.
Source: OATH Hearings Division.

Indicator name: Total summonses processed at the OATH Hearings Division
Description: Total of all defaults, live hearings, remote hearings, motions to vacate and appeals processed at the OATH Hearings Division during the reporting period.
Source: OATH Hearings Division.

Indicator name: Summonses with decisions rendered at the OATH Hearings Division
Description: Total number of summonses heard and reaching a final decision at the OATH Hearings Division during the reporting period.
Source: OATH Hearings Division.

Indicator name: Average time from OATH Hearings Division hearing assignment to decision rendered (days)
Description: The average time decisions were pending at the OATH Hearings Division calculated by dividing the total number of days decisions were pending at the Hearings Division by the total number of summonses heard and having a decision rendered at the OATH Hearings Division during the reporting period.
Source: OATH Hearings Division.

Indicator name: OATH Hearings by Mail (% of total remote hearings)
Description: The percentage distribution of activity in response to OATH Hearings by Mail that the agency offers. The indicator is the percentage of total remote hearings that the use of this type of remote, or alternative, hearing represented during the period being reported. Hearings by remote means are part of OATH's and the City's effort to enable those who receive violations to respond at their convenience and without having to appear for a hearing.
Source: OATH Hearings Division.

Indicator name: OATH Hearings by Phone (% of total remote hearings)
Description: The percentage distribution of activity in response to OATH Hearings by Phone that the agency offers. The indicator is the percentage of total remote hearings that the use of this type of remote, or alternative, hearing represented during the period being reported. Hearings by remote means are part of OATH's and the City's effort to enable those who receive violations to respond at their convenience and without having to appear for a hearing.
Source: OATH Hearings Division.

Indicator name: OATH One-Click Hearings (% of total remote hearings)
Description: The percentage distribution of activity in response to OATH One-Click (online) Hearings that the agency offers. The indicator is the percentage of total remote hearings that the use of this type of remote, or alternative, hearing represented during the period being reported. Hearings by remote means are part of OATH's and the City's effort to enable those who receive violations to respond at their convenience and without having to appear for a hearing.
Source: OATH Hearings Division.

Indicator name: Letters responded to in 14 days (%)

Description: The percentage of letters answered in 14 calendar days or less out of the total number of letters responded to during the reporting period. 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: Office of Administrative Trials and Hearings.

Indicator name: E-mails responded to in 14 days (%)

Description: The percentage of emails answered in 14 calendar days or less out of the total number of emails responded to during the reporting period. 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: Office of Administrative Trials and Hearings.

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: Office of Administrative Trials and Hearings.

Indicator name: CORE customer experience rating (0-100)

Description: An average score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors. Fiscal 2017 data for Customers Observing and Reporting Experiences (CORE) ratings are based on the inspection results of all the agency's service centers. In Fiscal 2016, as an exception, the rating was based on inspections of targeted facilities.

Source: Mayor's Office of Operations.

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:	Waste hauling applications denied
Description:	The number of new and renewal trade waste hauling license and registration applications denied or revoked after background and other investigations of the applicant companies and principals, pursuant to the applicable laws and regulations.
Source:	Licensing Unit/Legal Unit/Management Information System.

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) – New and Renewal
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 – New and Renewal
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 Office of Administrative Trials and Hearings (%)
Description: For public wholesale market violations returnable to OATH, 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 a hearing, as a percent of violations resolved.
Source: Security and Enforcement Section; Office of Administrative Trials and Hearings (OATH).

Indicator name: Public wholesale market applications denied
Description: The number of new and renewal public wholesale market license and registration applications denied or revoked after background and other investigations of the applicant companies and principals, pursuant to the applicable laws and regulations.
Source: Licensing Unit/Legal Unit/Management Information System.

Indicator name: Public wholesale market applications pending
Description: The number of new and renewal public wholesale market 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: 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.

Indicator name:	Letters responded to in 14 days (%)
Description:	The percentage of letters answered in 14 calendar days or less out of the total number of letters responded to during the reporting period. 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:	Business Integrity Commission.

Indicator name:	E-mails responded to in 14 days (%)
Description:	The percentage of emails answered in 14 calendar days or less out of the total number of letters responded to during the reporting period. 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:	Business Integrity Commission.

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:	Business Integrity Commission.

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:	Business Integrity Commission.

Indicator name:	CORE customer experience rating of facilities (0-100)
Description:	An average score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors. The data for an agency's Customers Observing and Reporting Experiences (CORE) rating is based on the inspection results of each agency service center.
Source:	Mayor's Office of Operations.

Basic Services for All New Yorkers

Basic Services for All New Yorkers

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 percentage of streets with a rating of 1.75 or higher (filthy).
Source: Mayor's Office of Operations.

Indicator name: Sidewalks 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 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 percentage 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: Other non-lot locations cleaned
Description: Locations that are cleaned that do not have a tax block or lot assigned, such as center medians, dead-end or uncut/unimproved streets, areas adjacent to railways.
Source: Bureau of Cleaning & Collection.

Indicator name: Tons of refuse disposed (000)
Description: Total refuse tonnage, in thousands, 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:	Percentage 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, in thousands, 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 calculated per annum; includes residential curbside and containerized, institutional, bulk and private sector recyclables. Reported on an annual basis only. 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:	Percentage 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 only. 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, in thousands, of recycled materials per year, including residential curbside and containerized, institutional, City office paper, indirect, bulk and private sector recyclables. Reported on an annual basis only. 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: Percentage of curbside and containerized recycling tonnage scheduled for collection but not removed by midnight. Excludes holiday weeks.
Source: Operations Management Division; Bureau of Planning and Budget.

Indicator name: Recycling 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, in inches, that has fallen during the reporting period.
Source: Bureau of Cleaning & Collection; Bureau of Planning & Budget.

Indicator name: Salt used (tons)
Description: Amount, in tons, of salt used due to winter weather conditions (snow and ice).
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: 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 Office of Administrative Trials and Hearings violations issued
Description: The total number of notices of violation issued by DSNY that fall under the jurisdiction of the Office of Administrative Trials and Hearings.
Source: Bureau of Planning & Budget; Office of Administrative Trials and Hearings (OATH).

Indicator Name: Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)
Description: For all violations returnable to OATH, 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 a hearing as a percent of all violations resolved.
Source: Office of Administrative Trials and Hearings (OATH).

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. Reported on an annual basis only. 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. Reported on an annual basis only. 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. Reported on an annual basis only. 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. Reported on an annual basis only. 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. Reported on an annual basis only. 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. Reported on an annual basis only.
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 over $1,000. Collisions are tracked and reported regardless of whether or not the driver was at fault and whether or not the vehicle was in motion. Collisions involving City vehicles occur whenever a City vehicle strikes (or is struck by) a second vehicle, pedestrian, bicyclist or fixed object.
Source:	Citywide Fleet Management at DCAS.

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.

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.

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 (six acres or less) and playgrounds that pass an inspection based on 16 conditions.
Source:	Operations & Management Planning Division.
Indicator name:	– Overall condition of large parks (%)
Description:	The percent of large parks (more than six acres) that pass 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 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.
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. 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.
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, playgrounds and greenstreets 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: 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.

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 reported on Parks' properties (excludes Central Park)
                    – Crimes against persons
                    – Crimes against properties
Description: The total number of major felony crimes reported within seven categories as these correspond to New York State Penal Law. Crimes against persons include murder and non-negligent manslaughter, rape, robbery, and felonious assault; crimes against property include burglary, grand larceny and grand larceny auto. Data are provided on a quarterly basis by NYPD for 1,154 park properties (includes parks, playgrounds, pools and recreation centers). Crime data for Central Park, which has its own precinct, are not included in these numbers.
                    (Note: Data reported in the Preliminary Mayor's Management Report are for the quarter ending in September.)
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 Office of Administrative Trials and Hearings (%)
Description: For all violations returnable to OATH, 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 a hearing as a percent of all violations resolved.
Source: Office of Administrative Trials and Hearings (OATH).

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) that were pruned using block pruning contracts divided by the total number of pruning eligible trees 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 annually, including downed trees.
Source: Forestry Division.

Indicator name: Tree inspections
Description: The number of tree inspections performed by forestry staff on street and non-forest park trees. This includes all inspections that yield any risk priority category.

Indicator name: Immediate priority tree work resolved within 7 days (%)
Description: The percentage of immediate priority work orders completed in a seven day period following a field inspection. Immediate priority is the most urgent priority category. These work orders meet the following risk criteria: the likelihood of tree failure over a period of seven days is imminent, the chance of impacting a target is high and the consequences if failure and impact occur are severe.
Source: Forestry Division

Indicator name: High-priority tree work resolved within 28 days (%)
Description: The percentage of high-priority work orders completed within a 28 day period following a field inspection. High-priority is the second highest priority category after immediate priority. These work orders meet the following risk criteria: the likelihood of tree failure over the period of one year is probable, the chance of impacting a target is medium and the consequences if failure and impact occur are significant.
Source: Forestry Division

Indicator name: Trees planted
Description: The total number of street trees and forestry trees planted by DPR and the number of street trees planted by non-DPR entities. This includes trees planted by NYC Parks' Capital Projects and Operations Divisions; street trees planted by Central Forestry and Horticulture; forest restoration trees planted by the Natural Resources Group; and street trees planted by other City agencies and individuals, community groups, and non-government organizations.
Source: Forestry Division.

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: 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
Description: The total number of active memberships as of the end of the reporting month. 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
Description: The total recreation center attendance, includes both members and visitors, during the reporting
                       period.
Source: Operations & Management Planning Division.

Indicator name: Attendance at outdoor Olympic and intermediate pools (pool season)
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 2016
                       covers the relevant period of June 2016 through September 2016.
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. Youth programming includes the number of attendees at
                       mobile units, including movie vans, and Kids in Motion (KIM) programming. Adult fitness reports
                       the number of attendees at Shape up classes not held in recreation centers. Urban Park Ranger
                       programming includes the number of attendees at the Natural Classroom/Custom Adventures,
                       Explorers/Weekend Adventures, Alley Pond Park adventure course and nature centers.
Source: Public Programs Division.

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: "It's My Park" projects, planting and tree care
                       events, natural area care 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: Community Partner groups engaged by Partnerships for Parks
Description: The number of groups or organizations supporting DPR and green spaces that have actively
                       engaged with Partnerships for Parks (PfP) resources. Engagements can include hosting an "It's
                       My Park" project, utilizing any of the PfP's resources (grants and training programs, which include
                       public workshops, community visioning, coaching, etc.), and/or receiving support from PfP's field
                       staff.
Source: Partnerships for Parks.

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 total number of City-vehicle involved collision reports involving injury or property damage for the DPR fleet reported in the citywide collision reporting system (CRASH). New York State MV-104 reports are required whenever a collision occurs involving death, or other personal injury, or property damage over $1,000. Collisions are tracked and reported regardless of whether or not the driver was at fault and whether or not the vehicle was in motion. Collisions involving City vehicles occur whenever a City vehicle strikes (or is struck by) a second vehicle, pedestrian, bicyclist or fixed object.
Source:	Citywide Fleet Management at 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:	Benefits Division.

Indicator name:	E-mails routed and responded to in 14 days (%)
Description:	Of the e-mails 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 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 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors. Fiscal 2016 data for the overall rating represents a change in methodology. For agencies with multiple service centers, inspectors focused on sites that had historically lower scores, specifically sites that received an average overall site score of 85 or lower over the last three years and sites that received a score of 85 or lower in Fiscal 2015. If all agency service centers scored above 85 last year, the service center with the lowest overall score was inspected.
Source: Mayor's Office of Operations – SCOUT

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 tree pruning, the removal of dead trees, tree stumps, downed trees and limbs, and hanging limbs.
Source: Forestry Division.

Indicator name: Downed trees, downed limbs, and hanging limbs
Description: Service requests received from 311 and the Department's internet request form for downed trees, downed limbs, and hanging limbs. This indicator has been historically used as a proxy to document severe weather activity.
Source: Forestry Division.

Indicator name: Percent of service requests meeting time to first action
Description: The percentage of closed 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.

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: Schools, non-profits and City/State agencies served by Materials for the Arts (MFTA)

Description: The total number of public schools, non-profits 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 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:	Total visitors to Cultural Institutions Group (000)
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:	E-mails responded to in 14 days (%)
Description:	The percentage of e-mails 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 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.

Indicator name: Total docketed complaints
Description: The total number of docketed complaints received and entered into DCA's database. A docketed 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 be mediated.
Source: Office of the General Counsel (OGC) Consumer Services Unit.

Indicator name: Resolved consumer complaints
Description: The number of consumer complaints that have been closed. A complaint can be resolved or closed in several ways – agreement by consumer and vendor, referral to DCA's Office of the General Counsel (OGC), referral outside the agency, etc.
Source: Office of the General Counsel Consumer Services Unit.

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

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 Office of the General Counsel (OGC) Licensing Litigation Unit, referral outside the agency, etc.
Source: OGC Consumer Services Unit.

Indicator name: Consumer 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 negotiated by the Office of the General Counsel (OGC) after mediation and amounts awarded by the Office of Administrative Trials and Hearings (OATH) after a hearing.
Source: OGC Consumer Services Unit and Office of Administrative Trials and Hearings (OATH).

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 a legally binding document, agency has no jurisdiction.
Source: Office of the General Counsel Consumer Services Unit.

Indicator name: Total inspections
Description: The total number of inspections performed by DCA inspectors, including the borough units, the petroleum unit, and the tobacco units, as well as all weights and measures, qualifying vehicle, and qualifying site inspections. The number does not include courtesy "Business Education" inspections conducted by the Special Enforcement unit.
Source: Enforcement Division.

Indicator name: Total summonses issued
Description: The total number of summonses issued by the Enforcement Division, the Office of the General Counsel (OGC) and the Office of Labor Policy and Standards (OLPS). Summonses that are withdrawn or voided before the adjudicatory process are not included in this total.
Source: Enforcement Division, DCA's Office of the General Counsel (OGC) and Office of Labor Policy and Standards (OLPS)

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 passed inspections by the number of gasoline pump 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 inspections of meters, calculated by dividing the number of passed inspections by the total number of inspections.
Source:	Enforcement Division.

Indicator name:	Inspected stores complying with NY State regulations regarding the sale of tobacco to minors (%)
Description:	The percent of undercover inspections of tobacco vendors with a minor under the age of 18 where the vendor did not sell tobacco products to the minor. This metric is calculated by dividing the number of inspections where no violations were issued by the total number of inspections.
Source:	Enforcement Division.

Indicator name:	Total settlements ($000)
Description:	Fines collected as a result of actions by lawyers and settlement officers prior to final adjudication.
Source:	Collections Division.

Indicator name:	Cases settled prior to original hearing date (%)
Description:	The percentage of scheduled hearings during the reporting period where the respondent entered into a settlement or pleading agreement prior to their original hearing date.
Source:	General Counsel (Settlements)

Indicator name:	Basic license application – Average processing time (days)
Description:	The average number of calendar days required to process new and renewal 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:	License applications received online (%)
Description:	The total number of new and renewal DCA license applications received online as a percent of all licensing applications received by DCA.
Source:	Licensing Division.

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

Indicator name:	Customer volume at Licensing Centers
Description:	The total number of customers that visited the DCA Licensing Centers.
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.
Source:	External Affairs.

Indicator name:	Clients served by Office of Financial Empowerment financial counseling programs
Description:	The number of unique clients receiving financial counseling through Office of Financial Empowerment financial counseling programs.
Source:	Office of Financial Empowerment.

Indicator name:	Financial counseling program clients – Percent achieving measurable success (%)
Description:	The percent of Office of Financial Empowerment financial counseling program 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 (over a baseline credit score that cannot have occurred more than 15 months in the past); (5) establishing a credit score; (6) decreasing debt by 10% (compared to a baseline debt amount that cannot have occurred more than 15 months in the past); or (7) increasing savings by at least 2% of net income (over a baseline savings value that cannot have occurred more than 15 months in the past).
Source:	Office of Financial Empowerment.

Indicator name:	Total debt reduced by clients ($000) (cumulative)
Description:	The cumulative debt reduction, since inception of the respective program, by Office of Financial Empowerment financial counseling program clients over the entire course of their counseling, measured from the point the client began participating in the program. 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 of Financial Empowerment.

Indicator name:	Total savings accumulated ($) (cumulative)
Description:	The amount of cumulative savings increased, since inception of the respective program, by Office of Financial Empowerment financial counseling program clients over the entire course of their counseling, measured from the point the client began participating in the program. 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 of 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 citywide 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 of Financial Empowerment.

Indicator name: Paid Safe and Sick Leave (PSSL) complaints received

Description: The total number of Paid Safe and Sick Leave (PSSL) complaints filed with the Office of Labor Policy and Standards that are within DCA's jurisdiction.

Source: Office of Labor Policy and Standards.

Indicator name: PSSL complaints investigated

Description: The total number of PSSL complaints investigated. Complaints may be investigated individually or based upon a class of complainants.

Source: Office of Labor Policy and Standards.

Indicator name: Average time to resolve PSSL complaint investigations (days)

Description: The average age, in calendar days, of all resolved PSSL complaint investigations.

Source: Office of Labor Policy and Standards.

Indicator name: Number of employees entitled to restitution

Description: The total number of employees who were entitled to restitution as a result of a settlement agreement or a trial at OATH resulting from an Office of Labor Policy and Standards (OLPS) investigation. Employees may be entitled to restitution as a result of a complaint investigation or a proactive investigation by OLPS.

Source: Office of Labor Policy and Standards.

Indicator name: Total amount of employee restitution assessed ($)

Description: The total dollar value of restitution assessed through a settlement agreement or as a result of a trial at OATH. Employee restitution may be assessed as a result of a complaint investigation or a proactive investigation by OLPS.

Source: Office of Labor Policy and Standards.

Indicator name: Total amount of PSSL fines assessed ($)

Description: The total dollar value of civil penalties imposed through a settlement agreement or as a result of a trial. Civil penalties may be imposed as a result of a complaint investigation or a proactive investigation by OLPS.

Source: Office of Labor Policy and Standards.

Indicator name: Average customer in-person wait time (minutes)

Description: The average wait time for customers visiting the Licensing Centers, the Consumer Services Unit and the collections office and, prior to Fiscal 2017, those visiting the agency's administrative tribunal. 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.

Source: Licensing Division, OGC Consumer Services Unit 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.

Indicator name: CORE customer experience rating (0-100)
Description: An average score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors. Fiscal 2016 data for the overall rating represents a change in methodology. For agencies with multiple service centers, inspectors focused on sites that had historically lower scores, specifically sites that received an average overall site score of 85 or lower over the last three years and sites that received a score of 85 or lower in Fiscal 2015. If all agency service centers scored above 85 last year, the service center with the lowest overall score was inspected.
Source: Mayor's Office of Operations – SCOUT.

Indicator name: Percent of service requests meeting time to first action
Description: The percentage of closed 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, in thousands, made to 311 Online via the City's website (www.nyc.gov/311).
Source: 311 Customer Service Center.

Indicator Name: 311 mobile app contacts (000)
Description: Number of contacts, in thousands, for information or service made to 311 through the mobile application.
Source: 311 Customer Service Center.

Indicator Name: 311-NYC (text) contacts (000)
Description: Number of text messages, in thousands, for information or service made to 311 via 311-NYC (311-692).
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.

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.

Indicator name: Active medallion taxis that are accessible
Description: The number of active medallion taxicabs that are wheelchair accessible and did any trips in a month. All accessible taxicabs must be compliant with the applicable requirements of the Americans with Disabilities Act.
Source: TLC Programs.

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 and did any trips in a month. All accessible Boro Taxis must be compliant with the applicable requirements of the Americans with Disabilities Act.
Source: TLC Programs.

Indicator name: Active FHVs that are accessible
Description: The number of FHVs that are wheelchair accessible and did any trips in a month.
Source: TLC Programs.

Indicator name: Accessible dispatch median wait time citywide (minutes:seconds)
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 Programs.

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 Programs.

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.

Indicator name: Medallion safety and emissions inspections conducted
Description: The total number of completed initial and re-test inspections for medallion taxicabs. 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 safety and emissions inspections completed on schedule (%)
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
Description: The total number of completed initial and re-test inspections performed on for-hire vehicles. 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 schedule (%)
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
Description: The total number of completed initial and re-test inspections for Boro Taxis. 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.

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: Patrol summonses issued to drivers
Description: The total number of patrol summonses issued to drivers of TLC licensed vehicles for not complying with TLC's rules and regulations and the number issued to unlicensed operators that offer street hail service to passengers. A patrol summons is a field summons issued while an inspector is on patrol.
Source: TLC Enforcement Division.

Indicator name: Patrol summonses issued to owners/agents/bases
Description: The total number of patrol summonses issued to vehicle owners, agents and bases of TLC licensed vehicles when drivers do no not comply 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: Patrol summonses issued for illegal street hails (drivers and vehicle owners)
Description: The number of summonses issued to licensed vehicle drivers and vehicle owners who are not authorized to pick up street hails yet do so – i.e., 1) drivers of commuter and paratransit vans; 2) drivers of street hail liveries (Boro taxis) that pick up street hails in the Exclusionary Zone; and 3) any other driver who does not have a medallion and picks up a street hail. (Note: Through June 2013 only medallion drivers were legally allowed to pick up street hails.)
Source: TLC Enforcement Division.

Indicator name: Patrol summonses issued for unlicensed activity (drivers and vehicle owners)
Description: The total number of patrol summonses issued to unlicensed drivers, as well as to the owners of those vehicles, that offer street hail service to passengers.
Source: TLC Enforcement Division.

Indicator name: Administrative summonses issued to drivers
Description: The total number of administrative summonses issued to TLC-licensed drivers 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: Administrative summonses issued to owners/agents/bases
Description: The total number of administrative summonses issued to vehicle owners, agents and bases for not complying with TLC's rules and regulations. 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: TLC Prosecution.

Indicator name: Average wait 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: TLC driver licenses issued
Description: The total number of TLC driver licenses, both initial (new) and renewal licenses, that TLC issued to applicants who met TLC standards and completed all requirements.
Source: TLC Licensing Division.

Indicator name: – New TLC driver licenses issued
Description: The total number of new TLC driver licenses issued to applicants who met TLC standards and completed all requirements.
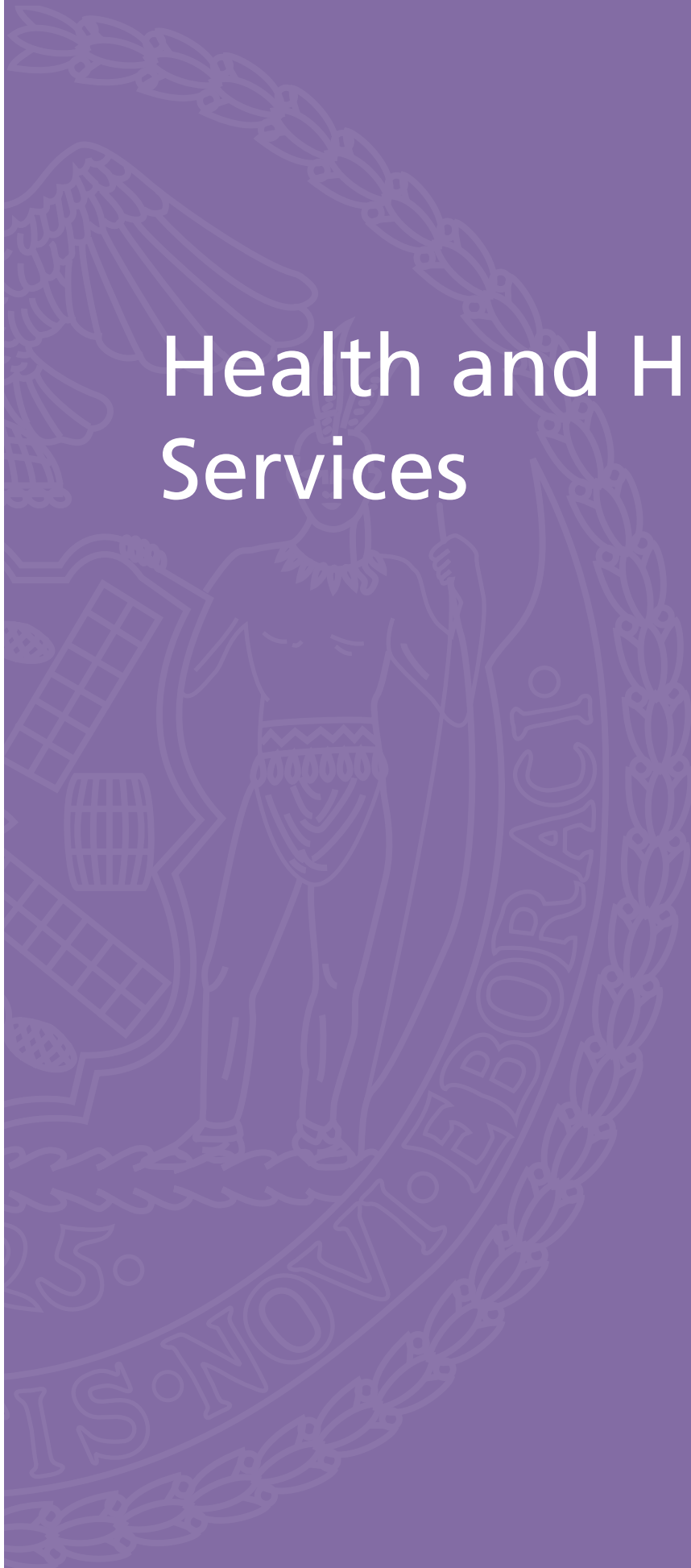Source: TLC Licensing Division.

Indicator name:	Average time to issue a new driver license from initial application (calendar days)
Description:	The average time, measured in calendar days, to issue a new TLC driver 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 agency processing time to issue a new driver license
Description:	The average time, measured in calendar days, to issue a new TLC driver's license from the date the applicant submitted all completed requirements. This counts only the time TLC requires to process the application and excludes time needed by applicants to complete all requirements. The clock is stopped and started as necessary.
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.

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:	TLC driver complaints received.
Description:	The total number of complaints customers made to TLC's Call Center and other channels regarding a TLC driver. These complaints can lead to charges being filed against the driver and may lead to a consumer hearing.
Source:	Prosecution.

Indicator:	– TLC driver complaints that were eligible for prosecution.
Description:	The total number of complaints received against TLC drivers where the customer agreed to participate in TLC's investigation, TLC was able to verify the information provided by the customer, and the information gave TLC reasonable cause to believe the TLC driver violated a TLC rule/s.
Source:	Prosecution.

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

Indicator name:	Medallion vehicles
Description:	The total number of current medallion taxicab vehicles.
Source:	TLC Licensing 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 Licensing Division.

Indicator name:	E-mails responded to in 14 days (%)
Description:	The percentage of e-mails 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 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:	Operations.

Indicator name:	- Average call wait time (minutes: seconds)
Description:	The average time, measured in minutes and seconds, from the time a call enters the Interactive Voice Response (IVR) system to the time that a Call Center Agent answers the call. This includes the time during which the recorded greetings are played as well as the time taken by the caller to navigate through the IVR options attempting self-service.
Source:	TLC Licensing 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:	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:	Percent of service requests meeting time to first action
Description:	The percentage of closed 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.

Health and Human Services

Health and Human Services

Indicator name: New HIV diagnoses (CY Preliminary)
Description: The number of new HIV diagnoses cases reported and confirmed by DOHMH. Data is by calendar year quarter.
Source: DOHMH Bureau of HIV/AIDS Prevention and Control

Indicator name: Patients enrolled in Ryan White Part A with current antiretroviral (ARV) prescription at last assessment (%)
Description: Patients in enrolled in Ryan White Part A with current antiretroviral (ARV) prescription at last assessment as reported to DOHMH. Data is by fiscal year quarter.
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: Male Condoms Distributed (000)
Description: The total number of male condoms distributed by DOHMH. Data is by fiscal year quarter.
Source: DOHMH Bureau of HIV/AIDS Prevention and Control

Indicator name: New tuberculosis cases (CY)
Description: The number of new tuberculosis cases reported and confirmed by DOHMH. Data is by calendar year. Four-month data reflect 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 by calendar year
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. Data is by fiscal year quarter.
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: HPV vaccine series completion (%)
Description: Proportion of 13-17 year-olds who received a complete series (2 or 3 doses depending on series initiation at <15 years of age and interval between dose 1 and dose 2 is > 5 months) of HPV vaccine, by gender
                  Numerator = Number of females and males ages 13-17 years who have completed the HPV vaccine series with 2 or 3 valid doses of HPV vaccine reported to the CIR
                  Denominator = Total number of females and males ages 13-17 years, based on 2010 US Census estimates
Source: Disease Control; 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 (%)(CY)
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 health insurance (%)(CY)
Description: Age-adjusted percent of adults that reported not having health insurance.
Source: DOHMH Community Health Survey

Indicator name: Adult patients with controlled blood pressure (%) (CY)
Description: The percentage of patients seen at a Primary Care Information Project (PCIP)-participating
                     primary care practice who have a diagnoses of hypertension and a recent blood pressure less
                     than 140/90 mm Hg.
Source: DOHMH Primary Care Information Project (PCIP) Hub

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: Asthma-related emergency department visits among children ages 5-17 (per 10,000 children)
                     (CY)
Description: Children aged 5-17 who enter the hospital due to asthma, per 1,000 children aged 0-14 residing
                     in NYC. Data is by calendar year.
Source: New York State Department of Health

Indicator name: Infant mortality rate (per 1,000 live births)(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- number of children under the age of 18 with blood lead levels of 5
                     micrograms per deciliter or greater
Description: The number of children under the age of 18 with a blood lead test level at or above 5 micrograms
                     per deciliter. Each child is counted only once per year, but the same child may be counted
                     multiple times over time if he or she has been tested in multiple calendar years with a blood lead
                     test at or above the reference level. Data is by calendar year quarter.
Source: DOHMH Lead Poisoning Prevention Program

Indicator name:	Childhood Blood Lead Levels- number of children under the age of 6 with blood lead levels of 5 micrograms per deciliter or greater
Description:	The number of children under the age of 6 with a blood lead test level at or above 5 micrograms per deciliter. Each child is counted only once per year, but the same child may be counted multiple times over time if he or she has been tested in multiple calendar years with a blood lead test at or above the reference level. Data is by calendar year quarter.
Source:	DOHMH Lead Poisoning Prevention Program
Indicator name:	Active group child care center full inspections
Description:	The number of full inspections, including initial, monitoring and compliance inspections, conducted at active group child care centers. Active group child care centers only include NYC permitted sites.
Source:	DOHMH Bureau of Child Care
Indicator name:	Active group child care center initial inspections that do not require a compliance inspection (%)
Description:	The percent of initial inspections at group day care centers that do not result in critical, serious or five or more non-serious violations. Active group child care centers only include NYC permitted sites.
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:	Dogs licensed (000)
Description:	The number of dogs with an active license.
Source:	DOHMH Division of Environmental Health

Indicator name: Buprenorphine patients (CY)
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. Data is by calendar year quarter.
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 quarter.
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 at risk for developing serious mental health and substance use disorders (000)
Description: The number of supportive housing beds, in thousands, in contracts overseen by the Bureau of Mental Health at NYC DOHMH. Supportive housing units provide services that help people with mental illness or substance use or at risk of mental illness or substance use 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: Total number of answered contacts by NYC Well (000)
Description: The number of calls, texts, and chats answered by NYC Well counselors or peer support specialists.
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: 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: Collisions involving city vehicles

Description: The total number of City-vehicle involved collision reports involving injury or property damage for the citywide fleet reported in the citywide collision reporting system (CRASH). New York State MV-104 reports are required whenever a collision occurs involving death, or other personal injury, or property damage over $1,000. Collisions are tracked and reported regardless of whether or not the driver was at fault and whether or not the vehicle was in motion. Collisions involving City vehicles occur whenever a City vehicle strikes (or is struck by) a second vehicle, pedestrian, bicyclist or fixed object.

Source: DOHMH Fleet Administration

Indicator name: ECB violations received at the Office of Administrative Trials and Hearings

Description: Total number of DOHMH ECB violations received at OATH.

Source: Office of Administrative Trials and Hearings (OATH) Hearings Division Green Book reports

Indicator name: ECB violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)

Description: For all ECB violations returnable to OATH, 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 a hearing as a percent of all violations resolved.

Source: Office of Administrative Trials and Hearings (OATH) Hearings Division Green Book reports

Indicator name:	Median time for scene arrivals by medicolegal investigators (MLIs) (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:	Deaths reported
Description:	The total number of deaths reported to OCME. OCME is responsible for investigating all deaths of persons in New York City occurring from criminal violence, by accidents, by suicide, suddenly when in apparent health, or in any unusual or suspicious manner. Deaths that fall into this category are reported to OCME by law enforcement, health care professionals and others.
Source:	OCME IT Case Management System.

Indicator name:	Cases where Chief Medical Examiner takes jurisdiction
Description:	When deaths are reported to OCME, its investigators conduct an initial investigation. If following that investigation, there's a possibility the death may have resulted from criminal violence, accident, suicide, suddenly when in apparent health, or in any unusual or suspicious manner, OCME will take jurisdiction over the case for further forensic investigation. This investigation may include post-mortem examination/autopsy, laboratory testing and other forensic analyses, as required, to determine the cause and manner of death.
Source:	Records Unit.

Indicator name:	Median time to complete autopsy reports (days)
Description:	Median time to complete autopsy reports, which detail the cause and manner of death, as well as other findings, after autopsy completion.
Source:	Records Unit.

Indicator name:	Total cremation requests received and investigated as requirement of processing
Description:	The total number of applications for cremation requests received by OCME, as OCME reviews all applications for a permit to cremate the body of any person who dies in New York City.
Source:	OCME IT Case Management System.

Indicator name:	Cremation requests rejected after investigation and turned over to Medical Examiner jurisdiction
Description:	The number of cremation requests that, after initial required investigation by OCME investigators, were not approved for cremation because there was evidence that the death may have occurred in an unusual, suspicious or other manner, bringing it under the jurisdiction of the Medical Examiner for further investigation.
Source:	OCME IT Case Management System.

Indicator name:	Median time to certify death certificates after initial receipt of decedents' remains (hours)
Description:	The median time OCME takes to certify NYC death certificates after the decedents' remains are initially received as Medical Examiner's cases within one of its mortuaries. State law mandates that all remains be issued an initial death certificate within 72 hours, and therefore DOHMH requires of OCME that certification of death certificates be provided within that time.
Source:	OCME IT Case Management System.

Indicator name:	Decedents' remains transported and stored by OCME
Description:	The total number of remains transported and stored by OCME Mortuary Services that do not fall under Medical Examiner jurisdiction. OCME has a legal mandate to take custody of all unclaimed remains in the five boroughs. OCME transports these remains from healthcare facilities and other locations and stores them in the mortuary. While remains are being stored, OCME performs due diligence searches to locate the decedent's family and notify them of the death.
Source:	OCME IT Case Management System.

Indicator name: Median time from OCME receipt of decedents' remains to "Ready to Release" status (hours)
Description: The median amount of time that elapses from OCME receipt of decedents' remains in the mortuary to when all necessary forensic examinations, including autopsies, are completed, quality assurance reviews conducted and those remains are ready to be released to funeral directors.
Source: OCME IT Case Management System.

Indicator name: Median time to clear and release to third party for final disposition, per case (minutes)
Description: The median amount of turnaround time, from the moment when funeral directors arrive at an OCME facility and have their paperwork verified by OCME security personnel to when all proper quality assurance procedures are complete and they depart the facility with the correct remains.
Source: OCME IT Case Management System.

Indicator name: Remains recovered following the September 11, 2001 attacks (cumulative)
Description: The cumulative number of human remains recovered following the mass fatality incident of 9/11/2001.
Source: Investigations/Special Operations Unit.

Indicator name: Remains identified following the September 11, 2001 attacks (cumulative)
Description: The cumulative number of human remains recovered from 9/11/2001 disaster site that have been identified.
Source: Forensic Biology DNA Laboratory/WTC Records Unit.

Indicator name: Median time to complete analysis of a DNA case (days)
Description: The median 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 property crimes, 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 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: Median time to complete DNA property crime cases, from evidence submission to report (days)
Description: Median time to complete property crime 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 crime scenes that match the DNA profiles stored in the Combined DNA Index System (CODIS) national database.
Source: Forensic Biology DNA Laboratory.

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 DUI cases (days)
Description: Median time to complete Driving Under the Influence (DUI) cases analyzed to determine the presence of ethanol and other drugs, 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: 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: Office of Chief Medical Examiner.

Indicator name: Letters responded to in 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less out of the total number of letters responded to during the reporting period. 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 that 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: Office of Chief Medical Examiner.

Indicator name: E-mails responded to in 14 days (%)
Description: The percentage of emails answered in 14 calendar days or less out of the total number of e-mails responded to during the reporting period. 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 that 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: Office of Chief Medical Examiner.

Indicator name: Unique patients
Description: The number of unique NYC Health+Hospitals patients represents all in-and outpatients during the reporting period based on the unique patient identifier. Four-month actual figures reported reflect the 3-month period ending in September.
Source: Cerner billing database and Epic Clarity

Indicator name: Unique primary care patients (seen in the last 12 months)
Description: The number of unique NYC Health+Hospitals patients seen at a primary care clinic based on unique patient identifier number. Four-month actual figures reported reflect the 12-month period ending in September.
Source: Unity/Sorian billing databases

Indicator name: Uninsured patients served
Description: The number of patients without health insurance served by NYC Health+Hospitals. Four-month actual figures reported reflect the 3-month period ending in September.
Source: Cerner billing database and Epic Clarity

Indicator name: eConsults completed
Description: The number of electronic consultations, or specialty referrals, completed.
Source: Office of Population Health, Econsult database

Indicator name: Eligible women receiving a mammogram screening (%)
Description: The percentage of eligible women age 50 to 74, who have made a primary care or women's health visit at an NYC Health+Hospitals facility during the last two years, receiving a mammography screening.
Source: NYC Health+Hospitals MISYS Data Warehouse

Indicator: 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: Cerner billing database and Epic Clarity

Indicator: Calendar days to third next available new appointment – adult medicine
Description: The number of calendar days to third next available appointment for new adult medicine patients. Due to site-level variations in scheduling practices and data reporting processes, actual numbers may vary.
Source: NYC Health+Hospitals Ambulatory Care Restructuring Initiative Reporting Database

Indicator: Calendar days to third next available new appointment – pediatric medicine
Description: The number of calendar days to third next available appointment for new pediatric medicine patients. Due to site-level variations in scheduling practices and data reporting processes, actual numbers may vary.
Source: NYC Health+Hospitals Ambulatory Care Restructuring Initiative Reporting Database

Indicator: Prenatal patients retained in care through delivery (%)
Description: This indicator tracks prenatal retention rates within an NYC Health+Hospitals 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 NYC Health+Hospitals. Data is collected quarterly and corresponds to the relative period of the previous calendar year.
Source: Cerner billing database and Epic Clarity

Indicator name: Correctional health patients with a substance use diagnosis who received jail-based contact
Description: Number of patients with a substance use disorder diagnosis who received any appropriate substance use contact with our clinical services.
Source: Health+Hospitals Correctional Health Services

Indicator name: Total correctional health clinical encounters per 100 average daily population
Description: Total number of CHS clinical encounters completed during the quarter, per 100 average daily
                    population
Source: Health+Hospitals Correctional Health Services

Indicator name: Follow-up appointment kept within 30 days after behavioral health discharge
Description: The percent of behavioral health follow-up appointments kept within 30 days following a
                    behavioral health discharge as reported by Managed Care Organization (MCO) (Emblem and
                    MetroPlus) data for Value Based Payment Quality Incentive Plan (VBP/QIP) submission.
Source: Emblem and MetroPlus HEDIS data

Indicator name: MetroPlus membership (000)
Description: The number of recipients enrolled in any of NYC Health+Hospitals' MetroPlus health plans.
Source: MetroPlus

Indicator name: Patients who left Emergency Department without being seen (%)
Description: The percent of patients presenting at NYC Health + Hospitals Emergency Departments (ED) who
                    left prior to or after triage.
Source: Health+Hospitals electronic health record systems: Quadramed and EPIC

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: Health+Hospitals Finance

Indicator name: Patient care revenue/expenses
Description: Ratio of all insurer, fee for service Medicare and Medicaid, and patient payments to system
                    expenses. Removes waiver, grant funding, city subsidy and other revenues variable based on
                    changes in city/state/federal policy or other issues outside H+H management's control.
Source: Health+Hospitals Systems Financial Statements

Indicator name: MetroPlus Health Plan medical spend at Health+Hospitals (%)
Description: The percentage of total MetroPlus medical spending at NYC Health + Hospitals facilities. This
                    measure does not account for pharmacy and non-medical spend.
Source: MetroPlus

Indicator name: Insurance applications submitted (monthly average)
Description: A monthly average of insurance applications submitted by Health+Hospitals, MetroPlus and
                    Healthfirst on-site at Health+Hospitals facilities as manually reported by Health+Hospitals,
                    MetroPlus and Healthfirst.
Source: Reported totals from Health+Hospitals facilities, MetroPlus and Healthfirst on-site enrollers

Indicator name: Inpatient satisfaction rate (%)
Description: The percent of inpatients who rate the hospital either a 9 or 10 based on
                    a scale of 0 to 10. This measure aggregates hospital-level data to reflect a system-wide score.
Source: Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Survey

Indicator name: Outpatient satisfaction rate (%)
Description: The percent of outpatients who rate the hospital either a 9 or 10 based on
                    a scale of 0 to 10. This measure aggregates hospital-level data to reflect a system-wide score.
Source: Clinician & Group Consumer Assessment of Healthcare Providers and Systems (CG-CAHPS)
                    Survey

Indicator name: Patients receiving a defined set of medical services to treat sepsis within three hours of presentation (%)
Description: The percent of discharges in the calendar year for which all components of the 3-hour bundle were satisfied. This measure aggregates hospital-level data to reflect a system-wide score.
Source: New York State Department of Health Quarterly Facility Sepsis Report

Indicator name: Patients diagnosed with diabetes who have appropriately controlled blood sugar (%)
Description: The percent of patients aged 18-75 with diabetes, engaged in primary care and with a primary care visit in the last 12 months, whose most recent HbA1c level during the last 12 months is adequately controlled (<8.0% and <1 year old).
Source: Health+Hospitals Office of Population Health

Indicator name: Post-acute satisfaction rate (%)
Description: The percent of post-acute patients surveyed who are likely to recommend the facility to others. This measure reflects the mean score. Post-acute care includes long-term care, sub-acute rehabilitation or long-term acute care services that patients receive after, or in some cases instead of, a stay in an acute care hospital.
Source: Press Ganey Survey

Indicator name: Overall safety grade – acute care (%)
Description: The percent of providers and staff surveyed who rated their facility as excellent or very good on patient safety. This survey is conducted every two years on even-numbered years. Data for odd-numbered years is not available.
Source: Agency for Healthcare Research and Quality (AHRQ) Patient Safety Culture Survey

Indicator name: Overall safety grade – post-acute care (%)
Description: The percent of providers and staff surveyed who rated their facility as excellent or very good on patient safety. This survey is conducted every two years on even-numbered years. Data for odd-numbered years is not available.
Source: Agency for Healthcare Research and Quality (AHRQ) Patient Safety Culture Survey

Indicator name: Overall safety grade – ambulatory care (D & TC)(%)
Description: The percent of providers and staff surveyed who rated their facility as excellent or very good on patient safety. This survey is conducted every two years on even-numbered years. Data for odd-numbered years is not available.
Source: Agency for Healthcare Research and Quality (AHRQ) Patient Safety Culture Survey

Indicator name: Cash assistance unduplicated number of persons (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: Cash assistance unduplicated number of persons receiving recurring assistance (12-month) (000)
Description: This indicator measures the number of distinct people who received an ongoing, monthly 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: Cash assistance unduplicated number of persons receiving emergency assistance (12-month) (000)
Description: This indicator measures the number of distinct people who received a one-time only emergency 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: 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: Persons receiving cash assistance (000)
Description: As of the end of the reporting month, 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 assistance (000)
Description: As of the end of the reporting month, 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 assistance (000)
Description: As of the end of the reporting month, 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: 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 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: 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: 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 Office of Planning and Program Management (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 Office of Planning and Program Management (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 Office of Planning and Program Management (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 Office of Planning and Program Management (OPPM)

Indicator name: Total SNAP households (000)
Description: The total number of eligible households receiving Supplemental Nutrition Assistance Program benefits.
Source: HRA Office of Planning and Program Management (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 Office of Planning and Program Management (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 Office of Planning and Program Management (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 Office of Planning and Program Management (OPPM)

Indicator name: Supplemental Nutrition Assistance Program (SNAP) Payment Error Rate (federal fiscal year) (%)
Description: This indicator is a New York State reported percent of Supplemental Nutrition Assistance Program (SNAP) benefit Payment Errors for CA and non-CA SNAP recipients. It shows the percent of incorrect SNAP benefit amounts paid if they are either over or under the correct amount, due to a calculation or documentation error on the part of either the worker or the client. In addition, a payment error can also occur for cases subsequently found to be ineligible for SNAP after having already received SNAP benefits.   This indicator is reported for the federal fiscal year.
Source: HRA Family Independence Administration (FIA)

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 Family Independence Administration (FIA)

Indicator name: 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: 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). A person can apply for Medicaid administered by HRA if he or she is over 65 years of age, need Medicaid because of a disability or blindness, get Medicare and are not a parent or caretaker of minor children or are a former foster care young adult under 26.
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 eligible clients (Medicaid clients without cash assistance) began to be enrolled in the New York State administered Medicaid program through the State Health Care Exchange. People can apply for Medicaid administered by HRA if he or she is over 65 years of age, need Medicaid because of a disability or blindness, get Medicare and are not a parent or caretaker of minor children or are a former foster care young adult under 26.
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 Medical Insurance and Community Services Administration (MICSA)

Indicator name: Clients whom HRA helped obtain employment (000)
Description: An unduplicated count of only those placements for Cash Assistance clients and non-custodial parents obtained through HRA's contracted vendors, including Career Services 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.
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 for CA 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 for CA 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 job search, substance abuse or other work activities. Education includes high school students over 15 and college students. Under the new Career Services employment contracts, clients are counted for this indicator if they participate in contextualized literacy and/or 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 job search, substance abuse or other work activities. Education includes high school students over 15 and college students. Under the new Career Services employment contracts, clients are counted for this indicator if they participate in contextualized literacy and/or 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 recipients
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 application 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 child 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:	Total Child Support Cases with active orders (end of period)
Description:	The total number of child support cases with active child support orders as of the end of the reporting period.
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: 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: Support cases with active orders receiving current payments (%)
Description: This indicator measures the City Fiscal Year to date percent of child support cases with active orders (cases with an ongoing obligation) receiving current payments in the month.
Source: NYC Office of Child Support Services

Indicator Name: Clients successfully diverted at PATH from entering a homeless shelter (%)
Description: Due to interventions at Department of Homeless Services' Prevention Assistance and Temporary Housing (PATH) family intake unit, the percent of all clients who are diverted from entering a homeless shelter. Efforts are made at PATH to provide prevention assistance that allows clients to either remain in place or find alternative housing.
Source: Department of Homeless Services' "Client Assistance and Rehousing Enterprise System" (CARES) database

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: Adults receiving preventive services who did not enter the shelter system (%)
Description: Those adults who adults who received diversion/prevention services and did not enter shelter for 12 continuous months after their initial contact, excluding clients in Safe Havens and Veterans short-term housing.
Source: Department of Homeless Services' "Client Assistance and Rehousing Enterprise System" (CARES) database

Indicator name: Adult Families receiving preventive services who did not enter the shelter system (%)
Description: Those adult families who received diversion/prevention services who were not found eligible for shelter for 12 continuous months after their initial contact.
Source: Department of Homeless Services' "Client Assistance and Rehousing Enterprise System" (CARES) database

Indicator name: Families with children receiving preventive services who did not enter the shelter system (%)
Description: Those families with children who received diversion/prevention services who were not found eligible for shelter for 12 continuous months after their initial contact.
Source: Department of Homeless Services' "Client Assistance and Rehousing Enterprise System" (CARES) database

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 to whom HRA legal services providers gave either full legal representation or legal assistance.
Source: HRA Office of Civil Justice

Indicator name:	Eligible Families seeking shelter at Prevention Assistance and Temporary Housing (PATH) who entered HRA's domestic violence shelters (%)
Description:	The percentage of families found eligible for domestic violence shelter through the No Violence Again (NoVA) program, housed at the Department of Homeless Services' Prevention Assistance and Temporary Housing (PATH) center who are placed in an HRA domestic violence shelter.
Source:	HRA ODVEIS NoVA Program Reports

Indicator name:	Average number of families served per day in the domestic violence shelter program
Description:	The monthly average of the number of families served per day in emergency domestic violence shelters.
Source:	HRA ODVEIS Shelter Occupancy Referral Tracking System

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:	HRA Office of Domestic Violence & Emergency Intervention Services (ODVEIS) recorded state certifications of facilities.

Indicator name:	Domestic violence non-residential services programs average monthly caseload
Description:	The number of unique clients who have received non-residential domestic violence services each month, averaged to determine the City fiscal year to date value.
Source:	Contracted non-residential shelter provider reports

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:	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: 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: 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 to the client within 24 hours for the complaint to be resolved.
Source: HRA MICSA

Indicator name: New applicants for HIV/AIDS Services Administration (HASA) services
Description: The number of new 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

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. As of Fiscal Year 2013, HRA 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). HRA's updated calculation of cost avoidance more accurately reflects 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: Starting in Fiscal 2014, HRA 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: HRA OPPM

Indicator name: IDNYC – number of applications processed

Description: The number of IDNYC applications processed for eligibility in each period. The number of cards mailed in each period will not match the number of applications processed due to time required to print and mail cards. IDNYC is a free identification card available to New York City residents. The card helps New Yorkers gain access to City services and buildings, and also offers free membership in the City's leading museums, zoos, concert halls and botanical gardens.

Source: HRA Office IDNYC

Indicator name: IDNYC – number of cards issued

Description: This indicator measures the City Fiscal Year to Date number of IDNYC cards mailed. IDNYC is a free identification card available to New York City residents. The card helps New Yorkers gain access to City services and buildings, and also offers free membership in the City's leading museums, zoos, concert halls and botanical gardens.

Source: HRA Office IDNYC

Indicator name: IDNYC – application timeliness rate%

Description: This indicator measures the City Fiscal Year to Date percentage of mailed IDNYC cards that have been mailed within 14 business days of receiving an application.

Source: HRA Office IDNYC

Indicator name: Billed revenue as a percentage of budgeted revenue (%)

Description: Billed revenue as a percentage of budgeted revenue indicates where HRA is meeting its projected targeted revenue.

Source: HRA DSS Finance Office

Indicator name: Claims filed within 60 days of close of expenditure month (%)

Description: The percent of claims filed on a timely basis, since the State and Federal funding of major HRA programs and the timing of future advances relies on such filing.

Source: HRA DSS Finance Office

Indicator name: Calls resolved within 48 hours to the Finance customer service call line for employment vendors (%)

Description: Percent of calls made by employment vendors to the HRA DSS Finance Office Customer Service Call Line that are resolved.

Source: HRA DSS Finance Office

Indicator name: Collisions 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, including damage done to city vehicles while they were parked with no HRA employee in the car.

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 Human Capital Management

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 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), DACA and immigration relief under VAWA or the VTVPA.

Source: HRA Office of Civil Justice

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: Investigations that found credible evidence of abuse or neglect (%)
Description: The percent of child abuse/neglect reports that have credible evidence of abuse or neglect, determined upon investigation.
Source: CONNECTIONS database maintained by ACS Management Information Systems Unit.

Indicator name: Children in complete investigations with repeat investigations within a year (%)
Description: The percent of children who were named as alleged victims in an investigation, who were then named as alleged victims in another investigation within a year of the closing of the first investigation. Figures are provided for the fiscal year of the repeat investigation.
Source: CONNECTIONS database maintained by ACS Management Information Systems Unit.

Indicator name: Children in investigations that found credible evidence of abuse or neglect with repeat investigations that also found credible evidence within a year (%)(preliminary)
Description: The percent of children who were named as alleged victims in an investigation that found credible evidence of abuse or neglect, who were then named as alleged victims in another investigation that found credible evidence of abuse or neglect within a year of the closing of the first investigation. Figures are provided for the fiscal year of the repeat investigation.
Source: CONNECTIONS database maintained by ACS Management Information Systems Unit.

Indicator name: Average child protective specialist caseload
Description: Total number of cases carried on the last day of the month divided by the total number of Diagnostic Child Protective Specialists and Supervisors (Sup I) on the last day of the month.
Source: Division of Policy & Planning

Indicator name: Families entering child welfare preventive services
Description: Total number of Families entering child welfare preventive services during the month.
Source: ACS Office of Management, Development and Research.

Indicator name: Families entering child welfare specialized teen preventive services
Description: The number of new child welfare specialized teen preventive service cases.
Source: PROMIS data extracts maintained by ACS Office of Information Technology

Indicator name: Children receiving child welfare preventive services (daily average)
Description: The daily average number of children in active child welfare preventive cases at the end of the month.
Source: ACS Office of Management, Development and Research.

Indicator name: Children who received contract preventive services during the year (annual total)
Description: The cumulative number of unique children in families that received contract preventive services during the fiscal year.
Source: PROMIS data extracts maintained by ACS Office of Information Technology

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 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 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 residential 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: 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, either through reunification or the Kinship Guardianship Assistance Program, who re-enter foster care within a year of their discharge date. Percentages are provided for discharges in the prior Fiscal Year.
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: Total days all children spent in foster care
Description: The days children spent in foster care.
Source: Connections data extracts maintained by ACS Office of Information Technology

Indicator name: Number of moves in foster care per 1,000 care days
Description: The number of moves from one foster care placement to another per 1,000 care days. Calculation: (the total number of moves from one foster care placement to another/total days in period)*1,000
Source: Connections data extracts maintained by ACS Office of Information Technology

Indicator name: Children maltreated during family foster care placement per 100,000 care days
Description: The number of children with substantiated abuse or neglect by a foster parent while in family foster care per 100,000 care days. Calculation: =(children with substantiated allegations of abuse or neglect by foster parent while in foster care during period / total number of care days in period) *100,000
Source: Connections data extracts maintained by ACS Office of Information Technology

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: 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: Children discharged to permanency within a year of placement (%)
Description: The percent of children who entered care in the fiscal year who were discharged to permanency (parent(s), Kinship Guardian Assistance, adoption) within one year of placement.
Source: Connections data extracts maintained by ACS Office of Information Technology

Indicator name: Children in care 12-23 months discharged to permanency (%)
Description: The percent of children in care 12-23 months at the beginning of the fiscal year who were discharged to permanency (parent(s), Kinship Guardian Assistance, adoption) during the fiscal year.
Source: Connections data extracts maintained by ACS Office of Information Technology

Indicator name: Children in care 24 or more months discharged to permanency (%)
Description: The percent of children in care 24 or more months at the beginning of the fiscal year who were discharged to permanency (parent(s), Kinship Guardian Assistance, adoption) during the fiscal year.
Source: Connections data extracts maintained by ACS Office of Information Technology

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: 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:	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 returned to parent(s) (reunifications)
Description:	The number of children discharged from foster care to their parent(s).
Source:	Connections data extracts maintained by ACS Office of Information Technology

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 informal (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: 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: Investigations for children in care that found credible evidence of abuse or neglect (%)
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: Total Admissions to detention
Description: The total number of admissions to detention.
Source: Comprehensive Justice Information System (CJIS).

Indicator name: Average Daily Population (ADP), detention
Description: The number of youth in custody on an average day during the reporting period.
Source: Comprehensive Justice Information System (CJIS).

Indicator name: Secure detention - ADP
Description: The number of youth in secure detention custody on an average day during the reporting period.
Source: Comprehensive Justice Information System (CJIS).

Indicator name: Non-secure detention - ADP
Description: The number of youth in non-secure custody on an average day during the reporting period.
Source: Comprehensive Justice Information System (CJIS).

Indicator name: Average Length of Stay, detention (days)
Description: The average number of days between the admission date and release date of all youth released from either secure detention or non-secure detention.
Source: Comprehensive Justice Information System (CJIS).

Indicator name: 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: 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: 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: Investigations for children in detention that found credible evidence of abuse or neglect

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) that found credible evidence of abuse or neglect 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: 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: Admissions to Close to Home placement

Description: Number of admissions to Close to Home placement.

Source: ACS Division of Youth and Family Justice

Indicator name: Number in Close to Home placement

Description: Number of young people in Close to Home placement.

Source: ACS Division of Youth and Family Justice

Indicator name: AWOL rate, Close to Home placement

Description: Number AWOLs from close to Home placement per 100 care days..

Source: Incident Database

Indicator name: Discharges from Close to Home placement (dispositional order complete)

Description: Number of young people discharged from Close to Home placement with complete dispositional orders.

Source: ACS Division of Youth and Family Justice

Indicator name: Youth on staff assault with injury rate, Close to home placement

Description: Number of youth on staff assaults with injury in Close to Home placement per 100 care days.

Source: Incident Database

Indicator name: Youth on youth assault with injury rate, Close to home placement

Description: Number of youth on youth assaults and altercations with injury in Close to Home placement per 100 care days.

Source: Incident Database

Indicator name: Youth who received mental health screening or services while in detention (%)
Description: The percent of youth in detention for at least three days during a month who received mental health services during that month. Services include: screening, intake interview, treatment planning, crisis intervention, and supportive counseling including cognitive behavioral treatment in individual, group and family modalities. Youth in non-secure detention can receive all services on-site at Passages Academy.
Source: Mental Health service provider tracking; CJIS database before May 2019 and JDAS database beginning May 2019.

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: 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: 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: 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

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

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

Indicator name:	Families placed in the shelter services system according to their youngest school-aged child's school address (%)
Description:	The percent of families provided with shelter 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 Repor

Indicator name:	Families in shelter living in the borough of their youngest child's school (%)
Description:	The average percentage of non-DV families in shelter during the school year with school-aged children residing in the same borough as their youngest child's school. Borough residence is based on the shelter address the families are residing in on the last day of each month. Borough of school enrollment is based on DOE data for all children enrolled in NYC public school.
Source:	DHS CARES and DOE ATS

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: Serious incidents in the Adult Shelter system, per 1,000 residents
Description: The number of serious incidents during the reporting year, per 1,000 residents in the adult shelter system. Serious incidents are those that affect the well-being of shelter residents or staff. They include both onsite incidents at the shelter as well as notification of offsite incidents involving shelter residents. All serious incidents are reported to the New York State Office of Temporary and Disability Assistance (OTDA).
Source: CARES Database

Indicator name: Serious violent incidents in the adult shelter system, per 1,000 Residents
Description: The number of violent serious incidents during the reporting year, per 1,000 residents in the adult shelter system. Violent serious incidents are a subset of serious incidents that affect the safety of shelter residents or staff and are reported to the New York State Office of Temporary and Disability Assistance (OTDA).
Source: CARES Database

Indicator name: Serious incidents in the adult family shelter system, per 1,000 Residents
Description: The number of serious incidents during the reporting year, per 1,000 residents in the adult family shelter system. Serious incidents are those that affect the well-being of shelter residents or staff. They include both onsite incidents at the shelter as well as notification of offsite incidents involving shelter residents. All serious incidents are reported to the New York State Office of Temporary and Disability Assistance (OTDA).
Source: CARES Database

Indicator name: Serious violent incidents in the adult family shelter system, per 1,000 Residents
Description: The number of violent serious incidents during the reporting year, per 1,000 residents in the adult family shelter system. Violent serious incidents are a subset of serious incidents that affect the safety of shelter residents or staff and are reported to the New York State Office of Temporary and Disability Assistance (OTDA).
Source: CARES Database

Indicator name: Serious incidents in the Families with Children Shelter system, per 1,000 Residents
Description: The number of serious incidents during the reporting year, per 1,000 residents in the family with children shelter system. Serious incidents are those that affect the well-being of shelter residents or staff. They include both onsite incidents at the shelter as well as notification of offsite incidents involving shelter residents. All serious incidents are reported to the New York State Office of Temporary and Disability Assistance (OTDA).
Source: CARES Database

Indicator name: Serious violent incidents in the families with children shelter system, per 1,000 Residents
Description: The number of violent serious incidents during the reporting year, per 1,000 residents in the family w/children shelter system. Violent serious incidents are a subset of serious incidents that affect the safety of shelter residents or staff and are reported to the New York State Office of Temporary and Disability Assistance (OTDA).
Source: CARES Database

Indicator name:	Cost per day for shelter facilities - Single adult facilities ($) (annual) - Family facilities ($) (annual) - Adult families -Families with children
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:	Single adults exiting to permanent housing placement
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 exiting to permanent housing placement - subsidized
Description:	The number of single adults relocated to subsidized permanent housing from shelters, drop-in centers and outreach teams, permanent housing placements, excluding clients in Safe Havens and Veterans short-term housing.
Source:	DHS Program and Housing Placement database.

Indicator name:	Single adults exiting to permanent housing placement - unsubsidized
Description:	The number of single adults relocated to unsubsidized 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:	Adult families exiting to permanent housing placement
Description:	The number of adult families 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:	Adult families exiting to permanent housing - subsidized
Description:	The number of adult families relocated to subsidized permanent housing from shelters, drop-in centers and outreach teams, permanent housing placements, excluding clients in Safe Havens and Veterans short-term housing.
Source:	DHS Program and Housing Placement database.

Indicator name:	Adult families exiting to permanent housing placement - unsubsidized
Description:	The number of adult families relocated to unsubsidized 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: Families with children exiting to permanent housing placement
Description: The number of Families with children 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: Families with children exiting to permanent housing - subsidized
Description: The number of Families with children relocated to subsidized permanent housing from shelters, drop-in centers and outreach teams, permanent housing placements, excluding clients in Safe Havens and Veterans short-term housing.
Source: DHS Program and Housing Placement database.

Indicator name: Families with children exiting to permanent housing placement - unsubsidized
Description: The number of Families with children relocated to unsubsidized 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: 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 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: Single adults who exited to permanent housing and returned to the DHS shelter services system within one year (%) - subsidized
Description: The percent of those single adults, excluding clients in Safe Havens and Veterans short-term housing, placed into subsidized 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: Single adults who exited to permanent housing and returned to the DHS shelter services system within one year (%) - unsubsidized

Description: The percent of those single adults, excluding clients in Safe Havens and Veterans short-term housing, placed into unsubsidized 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: 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: Adult families who exited to permanent housing and returned to the DHS shelter services system within one year (%) - subsidized

Description: The percent of those Adult families, excluding clients in Safe Havens and Veterans short-term housing, placed into subsidized 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: Adult families who exited to permanent housing and returned to the DHS shelter services system within one year (%) - unsubsidized

Description: The percent of those Adult families, excluding clients in Safe Havens and Veterans short-term housing, placed into unsubsidized 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: 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: Families with children who exited to permanent housing and returned to the DHS shelter services system within one year (%) - subsidized

Description: The percent of those Adult families, excluding clients in Safe Havens and Veterans short-term housing, placed into subsidized 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:	Families with children who exited to permanent housing and returned to the DHS shelter services system within one year (%) - unsubsidized
Description:	The percent of those Adult families, excluding clients in Safe Havens and Veterans short-term housing, placed into unsubsidized 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.

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:	HOME-STAT clients placed into permanent, transitional and other housing
Description:	This indicator reflects the number of unduplicated HOME-STAT clients who were placed at any time during the year into the following settings: • Permanent housing includes supportive housing, public housing, independent living, adult home/nursing home, mental health community residence, family reunification, Veterans Affairs Supportive Housing, and other permanent housing settings. • Transitional housing includes safe havens, stabilization beds, shelters, and other transitional housing settings. • Settings other than transitional or permanent housing include drop-in centers, detox centers, hospitals, or intake facilities.
Source:	StreetSmart.

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

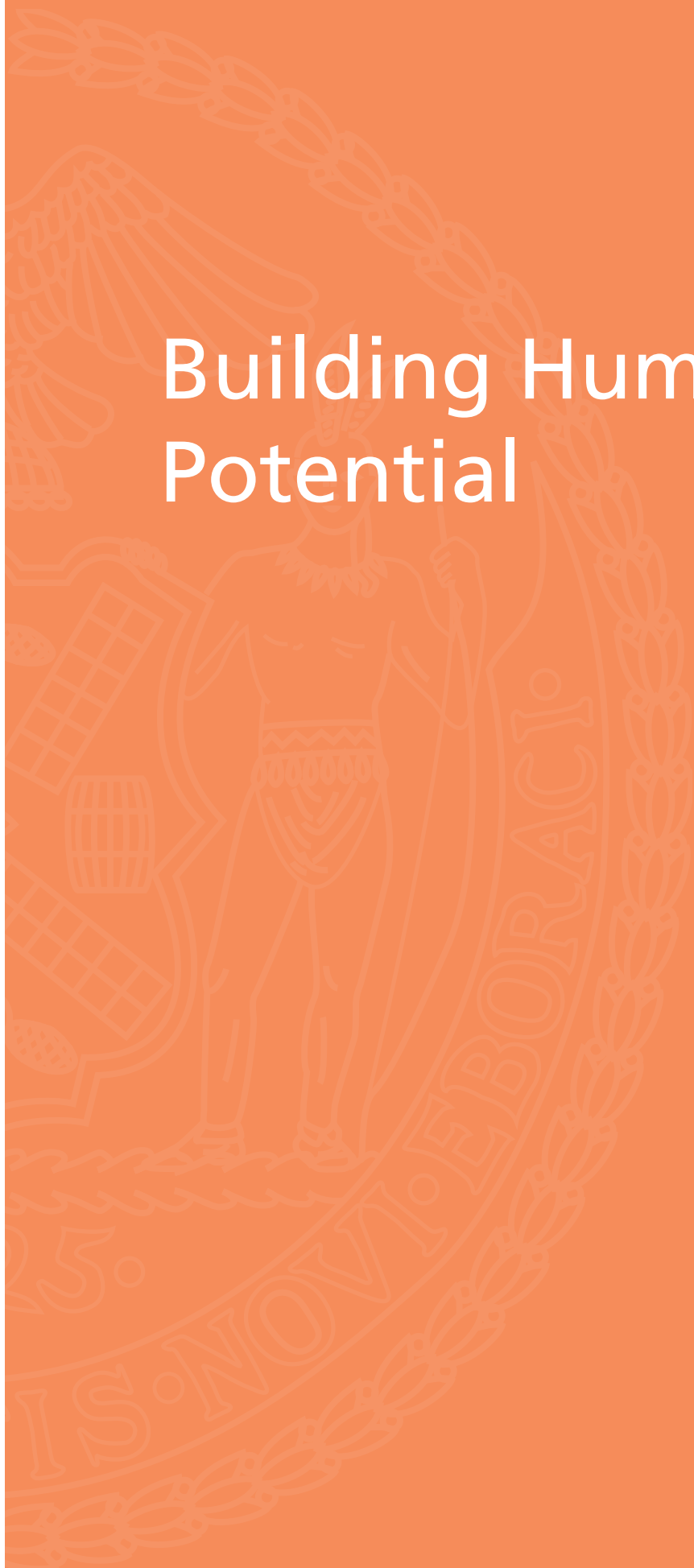|	
Indicator name:	Workplace injuries reported
Description:	All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source:	New York City Law Department

Indicator name: Congregate meals served
Description: Total number of meals (Includes breakfast and lunch) served at DFTA-funded senior centers.
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: Senior Center Services Utilization Rate (%)
Description: The Senior Center Service Utilization indicator is a measure which divides the total units of service that a center has provided in each of these three categories by the planned number of units in each of three categories of service. The service categories are case assistance to clients needing help with issues ranging from mental health issues to benefits applications; health promotions, which are evidence-based and other activities that promote health and well-being, ranging from falls prevention classes to chronic disease self-management; and recreation and education classes that extend from computer classes to nutrition education.
Source: DFTA Financials

Indicator name: Persons who participated in senior center meals
Description: The unduplicated number of older New Yorkers who ate breakfast, lunch, dinner, and/or a weekend meal at a senior center.
Source: Senior Tracking, Analysis and Reporting System (STARS)

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: Home delivered meals served
Description: Total number of home delivered meals provided by DFTA-funded programs.
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
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
Description: Total number of hours of DFTA-funded case management services delivered.
Source: DFTA Planning Division

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

Building Human
Potential

Building Human Potential

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:	Student Enrollment as of October 31 in full-day pre-kindergarten
Description:	The number of pre-kindergarten 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. Includes District 75. Elementary/middle and high school breakouts are calculated by grade level.
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. . Includes District 75.
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 percentage of students in the graduating class taking the required Regents exams for graduation and Regents diploma. Data is reported annually in the PMMR.

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. Data is reported annually in the PMMR.

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. Data is reported annually in the PMMR.

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. Data is reported annually in the PMMR.

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. Data is reported annually in the PMMR.

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. Data is reported annually in the PMMR.

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. Data is reported annually in the PMMR.

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. Data is reported annually in the PMMR.

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. Data is reported annually in the PMMR.

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. Data is reported annually in the PMMR.

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. Data is reported annually in the PMMR.
Source: Division of Assessment and Accountability.

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.

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 (000)
Description: The citywide total number of parents who attended parent-teacher conferences.
Source: Office of Parent Engagement.

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.

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. Data is reported annually in the PMMR.
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. Data is reported annually in the PMMR.
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. Data is reported annually in the PMMR.
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. Data is reported annually in the PMMR.
Source: Division of Assessment and Accountability.

Indicator name: Students receiving special education services (000)
Description: The number of students who have been classified as disabled by the Committee on Special Education and have an Individualized Education Program, which outlines special education services for each child.
Source: Office of Special Education Initiatives/Children Assistance Program.

Indicator name: Students 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 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. Data is reported annually in the PMMR.

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. Data is reported annually in the PMMR.
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. Data is reported annually in the PMMR.
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. Data is reported annually in the PMMR.
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. Data is reported annually in the PMMR.
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
Data is reported annually in the PMMR.
Source: Division of Teaching and Learning

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. Data is reported annually in the PMMR.
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. Data is reported annually in the PMMR.

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. Data is reported annually in the PMMR.
Source:	Department of Education Division of School Facilities through Fiscal 2002; School Construction Authority beginning Fiscal 2003.

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 lunches served daily
Description: Lunches served by School Food in which claims are submitted for State Education reimbursement divided by service days. The denominator is a composite of the site (both public and non-public schools) service days citywide due to all sites not having the same number of service days.
Source: School Food Report of Meals Served (Management Information Evaluation) form.

Indicator name: Average breakfasts served daily
Description: Breakfasts served by School Food in which claims are submitted for State Education reimbursement divided by service days. The denominator is a composite of the site (both public and non-public schools) service days citywide due to all sites not having the same number of service days.
Source: School Food Report of Meals Served (Management Information Evaluation) form.

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

Indicator name: Teachers
Description: The number of active teachers system-wide, 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 4 or more 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: Collision involving City vehicles
Description: The total number of DOE-vehicle involved collision reports involving injury or property damage for the citywide fleet reported in the citywide collision reporting system (CRASH). New York State MV-104 reports are required whenever a collision occurs involving death, or other personal injury, or property damage over $1,000. Collisions are tracked and reported regardless of whether or not the driver was at fault and whether or not the vehicle was in motion. Collisions involving City vehicles occur whenever a City vehicle strikes (or is struck by) a second vehicle, pedestrian, bicyclist or fixed object.
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)

Indicator name: Total new seats created
Description: The number of new student seats created through the efforts of the Department of Education and the School Construction Authority, including construction of new buildings, construction of school additions, room partitioning, room conversions, leasing and transportable classroom units.
Source: Division of School Facilities and School Construction Authority.

Indicator name: New schools and additions constructed
Description: The number of new schools and additions constructed as part of the City's elementary, intermediate and high schools. SCA measures new schools and additions from October to September to capture projects completed for the start of the school year.
Source: SCA Finance Department.

Indicator name: New schools and additions - construction funds committed as a percent of initial authorized budget (%)
Description: The sum of the total construction costs of all the completed new schools and additions which includes the original contract and all additional construction costs related to the original contract, divided by the sum of all of the contract amounts and contingency for the completed new schools and additions. SCA's goal is not to exceed 100 percent of its authorized budget.
Source: SCA Finance Department

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

Indicator name: Construction bid price for school capacity projects per square foot ($)
Description: The construction contract cost at award divided by the school's total gross floor area (measured to the outside of exterior walls on each floor). For new schools and additions, the reported construction contract cost per square foot reflects costs attributable to the new building.
Source: SCA Finance Department.

Indicator name: Average new school construction cost per square foot
                       - Early childhood ($)
Description: The total construction cost of completed early childhood centers (prekindergarten-grade 2) divided by the centers' total gross floor area (measured to the outside of exterior walls on each floor). Cost includes original contract and all additional construction costs related to the original contract. NA reflects no construction done in this category.
Source: SCA Finance Department.

Indicator name: Average new school construction cost per square foot
                       - Elementary ($)
Description: The total construction cost of completed elementary schools (prekindergarten-grade 5) divided by the schools' total gross floor area (measured to the outside of exterior walls on each floor). Cost includes original contract and all additional construction costs related to the original contract. NA reflects no construction done in this category.
Source: SCA Finance Department.

Indicator name: Average new school construction cost per square foot
                       - Intermediate ($)
Description: The total construction cost of completed intermediate schools (grade 6- grade 8) divided by the schools' total gross floor area (measured to the outside of exterior walls on each floor). Cost includes original contract and all additional construction costs related to the original contract. NA reflects no construction done in this category.
Source: SCA Finance Department.

Indicator name: Average new school construction cost per square foot
                     - High School ($)
Description: The total construction cost of completed high schools (grade 9-grade 12) divided by the schools'
                     total gross floor area (measured to the outside of exterior walls on each floor). Cost includes
                     original contract and all additional construction costs related to the original contract. NA reflects
                     no construction done in this category.
Source: SCA Finance Department.

Indicator name: Capital improvement projects constructed on time or early (%)
Description: The percent of capital repair projects (such as roof repair and window replacement) with
                     substantial completion within 15 days of the scheduled date.
Source: SCA Finance Department.

Indicator name: Capital improvement projects constructed within budget (%)
Description: The percent of capital repair projects (such as roof repair and window replacement) completed
                     within contract dollar amount and budgeted contingency as of June 30.
Source: SCA Finance Department.

Indicator name: Ultimate cost of insurance losses as % of construction value
Description: The ratio of the cost of insurance losses to value of construction projects for the period.
Source: SCA Finance Department.

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

Indicator name:	COMPASS NYC programs meeting target enrollment - 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 (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 percentage of the annual minimum enrollment target achieved by Beacon programs to date.
Source:	DYCD After-School Programs.

Indicator name:	Beacon programs active
Description:	The number of DYCD operated Beacon programs.
Source:	DYCD After-School Programs.

Indicator name:	Youth served in Beacon programs
Description:	The number youth served at DYCD operated Beacon programs.
Source:	DYCD After-School Programs.

Indicator name:	Adults served in Beacon programs
Description:	The number adults served at DYCD operated Beacon programs.
Source:	DYCD After-School Programs.

Indicator name:	Cornerstone programs' enrollment as a percentage of the minimum annual target (%)
Description:	The percentage of the annual minimum enrollment target achieved by Cornerstone programs to date.
Source:	DYCD After-School Programs.

Indicator name:	Cornerstone programs active
Description:	The number of DYCD operated Cornerstone programs.
Source:	DYCD After-School Programs.

Indicator name:	Youth served in Cornerstone programs
Description:	The number youth served at DYCD operated Cornerstone programs.
Source:	DYCD After-School Programs.

Indicator name:	Adults served in Cornerstone programs
Description:	The number adults served at DYCD operated Cornerstone programs.
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 Services Programs (%)
Description:	The percentage of youth, served through the Department's Runaway and Homeless Youth Crisis Services Programs, who are discharged to known locations, including returning to families, other known living arrangements (such as apartment or living with friends), supportive housing, and placements at other shelters, foster homes, hospitalization and in residential care.
Source:	DYCD Runaway and Homeless Youth Services.

Indicator name:	Youth reunited with family or placed in a suitable environment from Transitional Independent Living (TIL) Support Programs (%)
Description:	The percentage of youth, served through the Department's Runaway and Homeless Youth Transitional Independent Living (TIL) Support Programs, who are discharged to known locations, including returning to families, other known living arrangements (such as apartment or living with friends), supportive housing, and placements at other shelters, foster homes, hospitalization, and in residential care.
Source:	DYCD Runaway and Homeless Youth Services.

Indicator name:	Residential beds for runaway and homeless youth
Description:	The number of residential beds at DYCD-funded Runaway & Homeless Youth Services programs.
Source:	DYCD Runaway and Homeless Youth Services.

Indicator name:	Runaway and homeless youth served – Crisis Services Programs
Description:	The unduplicated number of youth who resided at DYCD-funded sites contracted to provide Crises Services Programs.
Source:	DYCD Runaway and Homeless Youth Services.

Indicator name:	Runaway and homeless youth served – Transitional Independent Living (TIL) Support Programs
Description:	The unduplicated number of youth who resided at DYCD-funded sites contracted to provide Transitional Independent Living (TIL) Support Programs.
Source:	DYCD Runaway and Homeless Youth Services.

Indicator name:	Utilization rate for Crisis Services Programs (%)
Description:	The percentage of Crisis Services Programs beds that are occupied on average over the course of the reporting period.
Source:	DYCD Runaway and Homeless Youth Services.

Indicator name:	Utilization rate for Transitional Independent Living (TIL) Support Programs beds (%)
Description:	The percentage of Transitional Independent Living (TIL) Support Programs beds that are occupied on average over the course of the reporting period.
Source:	DYCD Runaway and Homeless Youth Services.

Indicator name:	Summer Youth Employment Program (SYEP) participants
Description:	Number of participants enrolled in summer youth employment programs during the current or latest summer's SYEP.
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 ($000).
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 WIOA-funded Out-of-School Youth program
Description:	Out-of-school youth participating in Workforce Innovation and Opportunity Act (WIOA) funded Out-of-School Youth program during the reporting period.
Source:	DYCD COMPASS Unit.

Indicator name:	Participants in WIOA-funded In-School Youth program
Description:	In-school youth participating in WIOA-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 in the 2nd quarter after exiting the program (%).
Description:	The percentage of out-of-school youth placed in post-secondary education, employment, or advanced training in the 2nd quarter after exiting the program.
Source:	DYCD

Indicator name:	Youth who attend a training program while in school and are placed in post-secondary education, employment, or advanced training during the 2nd quarter after exiting the program (%).
Description:	The percentage of in-school youth placed in post-secondary education, employment, or advanced occupational training during the 2nd quarter after exiting the program.
Source:	DYCD In-School Youth Unit.

Indicator name:	Youth who are out-of-school, attend a DYCD-funded training or employment program, and attain a recognized post-secondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exiting from the program (%).
Description:	The percentage of out-of-school youth attaining a credential within one year after exiting the program.
Source:	DYCD.

Indicator name:	Youth who attend a DYCD-funded training program while in school, and attain a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exiting from the program (%).
Description:	The percentage of in-school youth attaining a credential within one year 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 percentage 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:	Participants achieving positive outcomes in immigrant assistance programs (%)
Description:	The percentage of participants enrolled in an immigrant assistance program achieving at least one positive outcome as defined by the program area.
Source:	DYCD Office of Immigrant Initiatives.
Indicator name:	Participants in immigrant assistance programs
Description:	The number of participants in DYCD funded immigrant assistance programs during the reporting period.
Source:	DYCD Office of Immigrant Initiatives.
Indicator name:	Contracts terminated
Description:	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:	The number of 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/PASSPort.
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:	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 evaluations completed for assessments.
Source: DYCD Agency Chief Contracting Officer/PASSPort.

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.

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 and via face-to-face interaction with bilingual employees or contracted interpreters.
Source: DYCD.

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: DYCD.

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: DYCD.

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 (BPL) - Government Affairs; New York Public Library (NYPL) - Office of the Branch Libraries and Research Libraries Administration; Queens Public Library (QPL) - Information Technology Services.

Indicator name: Libraries open seven days per week (%)
Description: Libraries/branches open seven days per week during non-summer months (fall, winter and spring) as a percent of the total locations.
Source: BPL - Government Affairs; NYPL - Office of the Branch Libraries and Research Libraries Administration; QPL - Community Library Services.

Indicator name: Libraries open six days per week (%)
Description: Libraries/branches open six days per week as a percent of the total locations.
Source: BPL - Government Affairs; NYPL - 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: BPL: annual reference survey; NYPL: quarterly reader service statistics report; and QPL: 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 NYPL 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 NYPL 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 sessions used on library system computers available to the public. The numbers reported for NYPL 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 NYPL branch libraries include activity for both branch and research facilities.
Source: Information technology departments of each library system.

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
                     Administration; QPL - Community Library Services.

Indicator name:	CUNY courses offered partly or totally online (%)
Description:	Values are computed as the number of student full-time equivalents (FTEs) in CUNY course sections designated as either partially or fully online divided by the total number of CUNY student FTEs. Both undergraduate and graduate courses are included. Note: FTE for each student is based on the number of credits of the courses the student is enrolled in that term (both equated and regular) divided by the number of credits defined as full-time status (15 for undergraduates and 12 for master's students).
Source:	CUNY Office of Institutional Research and Assessment.
Indicator name:	Instructional full-time equivalents (FTEs) taught by full-time faculty (%) – Senior Colleges
Description:	This indicator is calculated by dividing the total number of CUNY student (instructional) FTEs in courses taught by full-time faculty by the total number of student (instructional) FTEs in all CUNY courses for both the fall and spring semesters of a given academic year at CUNY senior colleges. Note: A full-time employee is counted as one FTE, a part-time non-faculty employee is counted as one-half of an FTE, and each part-time faculty member is counted as one-third of an FTE.
Source:	CUNY Office of Institutional Research and Assessment.
Indicator name:	Instructional full-time equivalents (FTEs) taught by full-time faculty (%) – Community Colleges
Description:	This indicator is the total number of student (instructional) FTEs in courses taught by full-time faculty divided by the total number of student (instructional) FTEs in all courses for both the fall and spring semesters of a given academic year at CUNY community colleges.
Source:	CUNY Office of Institutional Research and Assessment.
Indicator name:	Student/faculty ratio – Overall
Description:	The overall ratio of full-time equivalent (FTE) undergraduate students to full-time faculty at all CUNY educational facilities. FTE students include full-time students counted as one FTE and part-time students counted as specified fraction of a full-time student. Full-time faculty includes the number of faculty employed full-time at a CUNY educational facility. It is a fall-only metric.
Source:	CUNY Office of Institutional Research and Assessment.
Indicator name:	Student/faculty ratio – Community Colleges
Description:	The ratio of full-time equivalent (FTE) undergraduate students to full-time faculty at CUNY Community Colleges. FTE students include full-time students counted as one FTE and part-time students counted as specified fraction of a full-time student. Full-time faculty includes the number of faculty employed full-time at a CUNY Community College. It is a fall-only metric.
Source:	CUNY Office of Institutional Research and Assessment.
Indicator name:	Student/faculty ratio – Senior Colleges
Description:	The ratio of full-time equivalent (FTE) undergraduate students to full-time faculty at CUNY Senior Colleges. FTE students include full-time students counted as one FTE and part-time students counted as specified fraction of a full-time student. Full-time faculty includes the number of faculty employed full-time at a CUNY Senior College. It is a fall-only metric.
Source:	CUNY Office of Institutional Research and Assessment.
Indicator name:	Number of full-time faculty employed by CUNY community colleges
Description:	The number of faculty whose primary activities are teaching, research and scholarship and who are employed full-time at a CUNY community college.
Source:	CUNY Office of Institutional Research and Assessment.
Indicator name:	Number of associate degrees awarded at community colleges
Description:	The total number of associate degrees awarded at CUNY community colleges during the school year.
Source:	CUNY Office of Institutional Research and Assessment.

Indicator name: Students earning Grade C or better in Freshman Composition Courses (%)
Description: Based on CUNY students completing freshman composition in the fall of a given term. Students earning a C- (or lower) are not included in the numerator of this percentage calculation. Students are counted once for each course in a given semester. Incompletes and withdrawals are excluded.
Source: CUNY Office of Institutional Research and Assessment.

Indicator name: Students earning Grade C or better in Math Gateway Courses (%)
Description: Based on CUNY students completing a credit-bearing math course through pre-calculus in the fall of a given term. Students earning a C- (or lower) are not included in the numerator of this percentage calculation. Students are counted once for each course in a given semester. Incompletes and withdrawals are excluded.
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 CUNY associate degree programs
Description: The percent of regularly admitted full-time, first-time freshmen who are still enrolled the fall term following the fall of entry into an associate program at a CUNY community college. For example, students entering CUNY as full-time, first-time freshmen in Fall 2017 must be enrolled at CUNY in Fall 2018 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 CUNY baccalaureate degree 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 CUNY baccalaureate program. For example, students entering CUNY as full-time, first-time freshmen in Fall 2017 must be enrolled at CUNY in Fall 2018 to be counted as retained.
Source: CUNY Office of Institutional Research and Assessment.

Indicator name: Three-year systemwide graduation rate (%) - CUNY Accelerated Study in Associate Programs (ASAP) students
Description: Percentage of regularly admitted, full-time freshmen enrolled in CUNY Accelerated Study in Associate Programs (ASAP) who earn a CUNY degree within three years of entry. For example, full-time, first-time, associate degree-seeking students entering a CUNY community college in Fall 2016 must earn a degree by August 2019 to be counted as having graduated within three years. Graduation rates are reported for the fiscal year corresponding with the end of the three-year period.
Source: CUNY Office of Institutional Research and Assessment.

Indicator name: Six-year systemwide graduation rate (%) - community college students in STEM disciplines
Description: Percentage of regularly admitted, full-time freshmen enrolled in a Science, Technology, Engineering & Mathematics (STEM) discipline 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 2013 must earn a degree by August 2019 to be counted as having graduated within six years. Graduation rates are reported for the fiscal year corresponding with the end of the six-year period.
Source: CUNY Office of Institutional Research and Assessment.

Indicator name: Six-year systemwide graduation rate (%) - CUNY associate degree students
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 2013 must earn a degree by August 2019 to be counted as having graduated. Graduation rates are reported for the fiscal year corresponding with the end of the six-year period.
Source: CUNY Office of Institutional Research and Assessment.

Indicator name: Six-year systemwide graduation rate (%) - CUNY baccalaureate students
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 2013 must earn a degree by August 2019 to be counted as having graduated. Graduation rates are reported for the fiscal year corresponding with the end of the six-year period.
Source: CUNY Office of Institutional Research and Assessment.

Indicator name: Percentage of test-takers passing the National Council Licensure Examination for Registered Nurses (NCLEX)
Description: The percent of CUNY nursing students who pass the National Council Licensure Examination for Registered Nurses (NCLEX-RN) in a given academic year, based on the number of test-takers.
Source: New York State Education Department.

Indicator name: CUNY associate degree recipients who transfer to a CUNY baccalaureate program within one year (%)
Description: Calculated as the percentage of associate-seeking first-time freshmen that transferred to a CUNY baccalaureate program within one year of completing their CUNY associate degree.
Source: CUNY Office of Institutional Research and Assessment.

Indicator name: CUNY community college certificate and associate graduates from career and technical education programs who are employed within six months of graduation (%)
Description: Based on responses to a survey of certificate and associate graduates. Graduates from CUNY community college career and technical education programs are asked to report on their employment status six months after graduation. Figures reflect the percentage of respondents who reported being employed, working in an apprenticeship or being in the military six months after graduation.
Source: CUNY Office of Institutional Research and Assessment.

Indicator name: CUNY community college certificate and associate graduates from career and technical education programs who are employed or continuing their education six months after graduation (%)
Description: Based on responses to a survey of CUNY certificate and associate graduates, who are asked to report on their employment and education status six months after graduation. Figures reflect the percentage of respondents who reported being employed, working in an apprenticeship, being in the military, or pursuing additional education or training six months after graduation.
Source: CUNY Office of Institutional Research and Assessment.

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: Total headcount enrollment
Description: The total headcount enrollment of full-time degree seeking students as of CUNY fall census date.
Source: CUNY Office of Institutional Research and Assessment.

Indicator name: Enrollment in STEM disciplines at community colleges
Description: The total headcount enrollment in Science, Technology, Engineering & Mathematics (STEM) disciplines at CUNY community colleges as of CUNY fall census date.
Source: CUNY Office of Institutional Research and Assessment.

Indicator name: Total students served in CUNY Accelerated Study in Associate Programs (ASAP)
Description: Total headcount served in CUNY Accelerated Study in Associated Programs (ASAP) at CUNY community colleges as of CUNY fall census date.
Source: CUNY Office of Institutional Research and Assessment.

Indicator name: Total full-time equivalent enrollment (FTEs)
Description: The total number of full-time equivalent (FTE) student enrollment in CUNY. Fifteen credits plus hours is considered full-time at the undergraduate level; 12 credits is full-time at the graduate level. Full-time doctoral study is defined differently for students at different stages of the doctoral program.
Source: CUNY Office of Institutional Research and Assessment.

Indicator name: Total headcount enrollment at CUNY community colleges
Description: The total headcount enrollment at CUNY community colleges as of CUNY fall census data.
Source: CUNY Office of Institutional Research and Assessment.

Indicator name: Enrollment of first-time freshmen in CUNY community college
Description: The total number of full-time freshmen enrolled in a CUNY community college in the fall term.
Source: CUNY Office of Institutional Research and Assessment.

Indicator name: Enrollment of first-time freshmen in CUNY senior colleges
Description: The total number of first-time freshmen enrolled in a CUNY senior college in the fall term.
Source: CUNY Office of Institutional Research and Assessment.

Indicator name: Enrollment of first-time freshmen in CUNY community colleges who are recent graduates of NYC public high schools
Description: The number of students enrolled in a CUNY community college who graduated within the past 15 months from a NYC public or private high school.
Source: CUNY Office of Institutional Research and Assessment.

Indicator name: Annual tuition at CUNY community colleges (full-time NYS resident)
Description: The annual tuition for a New York State resident enrolling full time at a CUNY community college.
Source: CUNY Office of Institutional Research and Assessment.

Indicator name: Annual tuition at CUNY senior colleges (full-time NYS resident)
Description: The annual undergraduate tuition for a New York State resident enrolling full time at a CUNY senior college.
Source: CUNY Office of Institutional Research and Assessment.

Indicator name: Expenditures per student (full-time equivalent) at CUNY community colleges
Description: The total expenditures of CUNY community colleges divided by the full-time equivalent (FTE) enrollment at the community colleges. Note: FTE for each enrolled student is based on the number of credits of the courses the student is enrolled in that term (both equated and regular) divided by the number of credits defined as full-time status (15 for undergraduates).
Source: CUNY Office of Institutional Research and Assessment.

CITY UNIVERSITY OF NEW YORK

Indicator name: Percentage of CUNY community college students receiving federal financial aid (Pell) (%)

Description: The percentage of students at CUNY community colleges who receive Pell grants or other forms of federal aid.

Source: CUNY Office of Institutional Research and Assessment.

Indicator name: Percentage of CUNY community college students receiving Tuition Assistance Program (TAP) grants (%)

Description: The percentage of students at CUNY community colleges who receive Tuition Assistance Program (TAP) grants.

Source: CUNY Office of Institutional Research and Assessment.

Indicator name: Unique customers and businesses served
Description: This indicator refers to the number of unique customers and businesses served by DBS. Counts all customers and entities served once.
Source: Division of Business Services (DBS).

Indicator name: Unique businesses receiving financial awards (facilitated or disbursed)
Description: This indicator will count the number of unique businesses served by DBS programs disbursing or facilitating financial awards. Awards include grants and debt capital (through third party lenders).
Source: Division of Business Services (DBS).

Indicator name: Financial awards to businesses (facilitated or disbursed)
Description: This indicator refers to the number of financial awards to businesses that has been disbursed and/or facilitated by DBS programs. Awards include grants and debt capital (through third party lenders).
Source: Division of Business Services (DBS).

Indicator name: Value of financial awards to businesses (facilitated or disbursed) ($000)
Description: This indicator refers to the dollar value of the financial awards to businesses that have been disbursed and/or facilitated by DBS programs. Financial awards include grants and debt capital.
Source: Division of Business Services (DBS).

Indicator name: Businesses opened with assistance from SBS
Description: This indicator will count the number of unique businesses opened with the assistance of SBS programs.
Source: Division of Business Services (DBS).

Indicator name: Projected number of hires by businesses opened with assistance from SBS
Description: This indicator will count the number of projected hires for businesses opened with assistance from DBS programs.
Source: Division of Business Services (DBS).

Indicator name: Unique customers served by programs that help navigate government
Description: This indicator will count the number of unique customers served by DBS Navigating Government services.
Source: Division of Business Services (DBS).

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 active commercial tenants (cumulative) ($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 and promotions
Description: Number of jobseekers registered through the Workforce1 system who found employment or obtained promotions during the time 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: Customers enrolled in training
Description: The number of customers registered with the Workforce1 system who enrolled in an associated training program, including training funds, on-the-job training, individual training grants and occupational training cohorts.
Source: Division of Workforce Development.

Indicator name: Unique customers served
Description: The number of unduplicated customers who received value-added services through the Workforce1 system – not including activities such as registration or brief orientations – that contribute to clients attaining positive employment or educational outcomes.
Source: Division of Workforce Development.

Indicator name: Businesses awarded funding for employer-based training
Description: The number of businesses awarded dollars for employer-based training programs, such as NYC Business Solutions training funds and On-The-Job Training funds.
Source: Business Development Division.

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: Total 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.

Indicator name:	CORE customer experience rating (0-100)
Description:	An average score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors. Fiscal 2016 data for the overall rating represents a change in methodology. For agencies with multiple service centers, inspectors focused on sites that had historically lower scores, specifically sites that received an average overall site score of 85 or lower over the last three years and sites that received a score of 85 or lower in Fiscal 2015. If all agency service centers scored above 85 last year, the service center with the lowest overall score was inspected.
Source:	Mayor's Office of Operations – SCOUT.

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:	Department of Small Business Services

Indicator name: E-mails responded to in 14 days (%)

Description: The percentage of e-mails 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: Department of Small Business Services

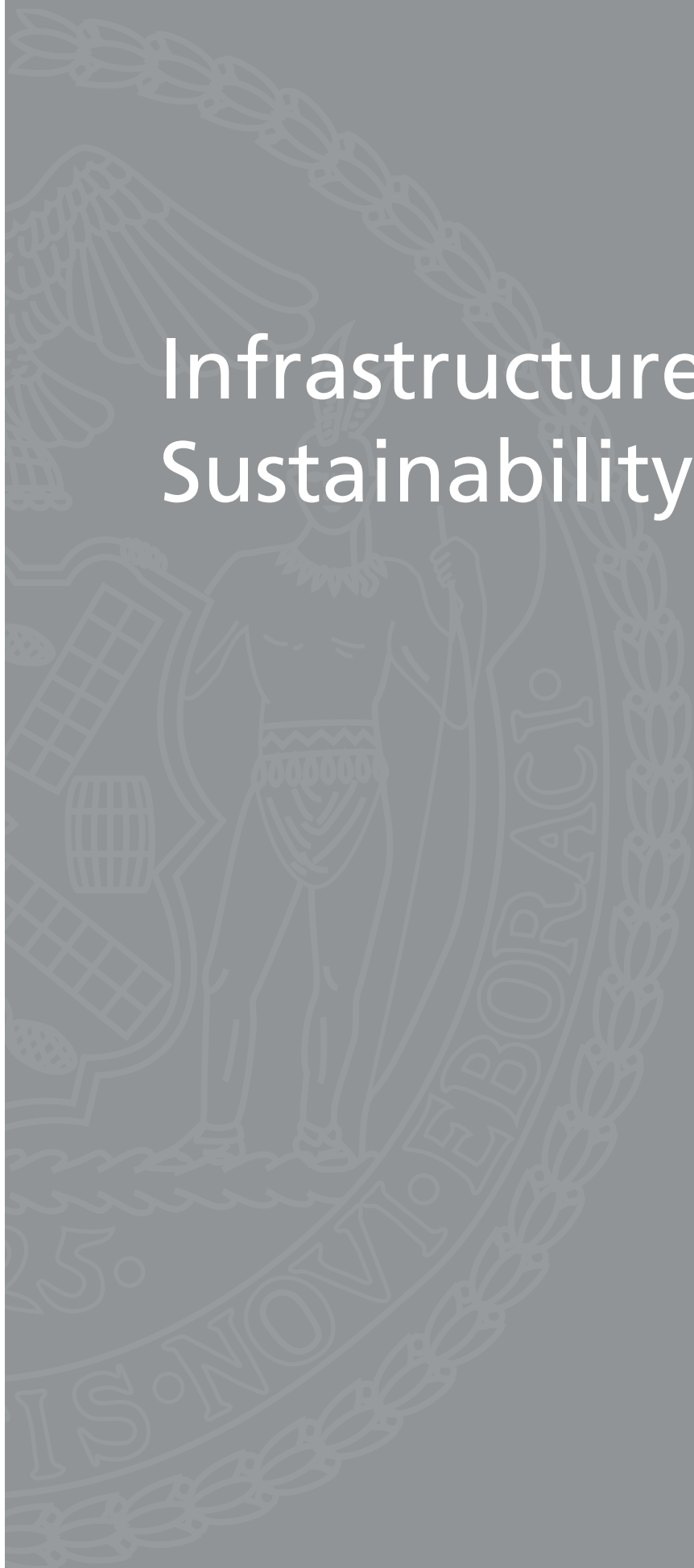Indicator name: Completed customer requests for interpretation

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: Department of Small Business Services

DEPARTMENT OF VETERANS' SERVICES

Indicator name: Homeless veterans and their families who received housing through DVS Vet Peer Coordinator program

Description: The number of veterans and veteran families that find housing with the assistance of the DVS Veteran Peer Coordinator program. The program provides peer-to-peer housing assistance to veterans and their families, helping them navigate the process of finding, applying for and moving into an affordable apartment that meets their needs.

Source: DVS data.

Indicator name: Veterans and their families receiving homelessness prevention assistance from DVS

Description: The number of veterans and their families that received homelessness prevention assistance by DVS. Prevention assistance includes landlord mediation, assistance with paying rent arrears and connecting veterans and their families to the social services and other supports needed to remain stably housed.

Source: DVS data.

Indicator name: Veterans and their families engaged by DVS

Description: The number of times DVS engaged with veterans or their families by providing any type of information or support.

Source: DVS data.

Indicator name: Veterans and their families given assistance to access resources

Description: The number of unique assistance requests received from veterans and their families supported via phone, in-person, postal mail, electronic mail or VetConnectNYC. Support involves connecting veterans and their families to a coordinated network of public, private and non-profit organizations.

Source: DVS data.

Infrastructure and Sustainability

Infrastructure and Sustainability

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:	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. Examples of facilities that are checked include shaft sites, lab buildings, offices and aqueducts.
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 (on City infrastructure)
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 (not on City infrastructure or unfounded)
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 resolve a sewer backup from the time the complaint is received. Resolution of a complaint can occur by a clearing of a blockage or an inspection that reveals no backup or that the problem is on private infrastructure.
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 confirmed 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 backups in the last 12 months (% of total
                    segments)
Description: The number of street segments in the City that had more than one confirmed 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. A cave-in is described as the collapse of roadway
                    surface in which the pavement has cracked and fallen into a deep empty space without a solid
                    bottom beneath the street surface.
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:	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
Description:	The total number of leak complaints received during the reporting period; includes complaints on both City and private infrastructure.
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:	Water resource recovery facility (WRRF) 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 applicable waterbody standards 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:	WRRFs - 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)
Description: The net value, in millions of dollars, of all charges due for water and sewer use. 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: 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: 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.

Department of Environmental Protection

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: 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 total number of City-vehicle involved collision reports involving injury or property damage for the DEP fleet reported in the citywide collision reporting system (CRASH). New York State MV-104 reports are required whenever a collision occurs involving death, or other personal injury, or property damage over $1,000. Collisions are tracked and reported regardless of whether or not the driver was at fault and whether or not the vehicle was in motion. Collisions involving City vehicles occur whenever a City vehicle strikes (or is struck by) a second vehicle, pedestrian, bicyclist or fixed object.
Source: Citywide Fleet Management at 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: Organizational Development and Human Resources.

Indicator name: E-mails responded to in 14 days (%)

Description: The percentage of e-mails 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 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 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: 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: 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 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors. Fiscal 2016 data for the overall rating represents a change in methodology. For agencies with multiple service centers, inspectors focused on sites that had historically lower scores, specifically sites that received an average overall site score of 85 or lower over the last three years and sites that received a score of 85 or lower in Fiscal 2015. If all agency service centers scored above 85 last year, the service center with the lowest overall score was inspected.
Source: Mayor's Office of Operations - SCOUT.

Indicator name: Percent of service requests meeting time to first action
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.

Indicator name:	Bridges rated (calendar year) – Good or very good (%) – Fair (%) – Poor (%)
Description:	Federal and State laws mandate that bridge structures be inspected at least once every two years. Engineering consultants from the New York State Department of Transportation perform biennial inspections for all New York City bridge structures except pedestrian bridges and structures under 20 feet in length. Bridge structures not inspected by the State are inspected by DOT's Division of Bridges. Ratings are 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 (calendar 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 Repair & 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, e-mails and written correspondence by the public, elected officials, or agency personnel during the course of inspections. A work order may include multiple potholes.
Source:	Division of Roadway Repair & 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 Repair & 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 Repair & Maintenance – Resource Management Unit.

Indicator name: Lane miles resurfaced citywide (in-house)
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. Only includes work done by in-house staff.
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 Repair & 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 Repair & 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 Repair & 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: Permitted jobs passing inspection (%)
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.

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 Repair & 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 Repair & Maintenance – Arterial Maintenance Unit.

Indicator name: Parking 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 Operations – 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 Office of Administrative Trials and Hearings (%)
Description: For all violations returnable to OATH, 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 a hearing as a percent of all violations resolved.
Source: Office of Administrative Trials and Hearings (OATH).

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 Operations – Signal Engineering and Street Lighting

Indicator name: Average time to repair priority regulatory signs after notification (business days)
Description: The average number of business 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 Transportation Planning & Management – Traffic Control and Engineering

Indicator name: Average time to repair street lights – by DOT (calendar days)
Description: The average number of calendar days it takes DOT to repair streetlights.
Source: Division of Traffic Operations – Street Lighting Unit.

Indicator name: Average time to repair street lights – by ConEd (calendar 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 Operations – Street Lighting 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: Division of Transportation Planning & Management – Research, Implementation & Safety

Indicator name: Citywide traffic fatalities

Description: The total number of pedestrian, motorist, bicyclist, and passenger deaths resulting from traffic crashes. Data reflects crash-related fatalities during the reporting period. Data is typically collected 30 days after the close of the reporting period.

Source: Division of Transportation Planning & Management - Research, Implementation & Safety / 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. Data reflects crash-related fatalities during the reporting period. Data is typically collected 30 days after the close of the reporting period.

Source: Division of Transportation Planning & Management - Research, Implementation & Safety / 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. Data reflects crash-related fatalities during the reporting period. Data is typically collected 30 days after the close of the reporting period.

Source: Division of Transportation Planning & Management - Research, Implementation & Safety / Chief of Transportation – New York City Police Department.

Indicator name: Collisions involving DOT vehicles

Description: The total number of City-vehicle involved collision reports involving injury or property damage for the DOT fleet reported in the citywide collision reporting system (CRASH). New York State MV-104 reports are required whenever a collision occurs involving death, or other personal injury, or property damage over $1,000. Collisions are tracked and reported regardless of whether or not the driver was at fault and whether or not the vehicle was in motion. Collisions involving City vehicles occur whenever a City vehicle strikes (or is struck by) a second vehicle, pedestrian, bicyclist or fixed object.

Source: Citywide Fleet Management at DCAS.

Indicator name: Speed humps installed

Description: The number of new 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 Transportation Planning & Management – Research, Implementation & Safety

Indicator name: Pavement safety markings installed (000,000) (linear feet)

Description: The number of new and replacement pavement 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 Transportation Planning & Management – Highway Design and Construction.

Indicator name: Intersections with accessible pedestrian signals installed

Description: The number of intersections with 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 – Signal Engineering

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 (%)
Description: The overall percent of Staten Island Ferry trips completed on schedule.
Source: Division of the Staten Island Ferry.

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 per trip ($)
Description: Total Staten Island Ferry operating expenses, including labor, materials, and equipment, 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: Hornblower (operator of NYC Ferry), Billybey, New York Waterway, New York Water Taxi, Seastreak and Liberty Landing.
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. The private ferry operators are Hornblower (operator of NYC Ferry), Billybey, New York Waterway, New York Water Taxi, Seastreak and Liberty Landing.
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 Planning & Management - Bike Share Program.

Indicator name: Citi Bike – Trips (000)
Description: Total count of Citi Bike trips by all users (annual and short-term members).
Source: Department of Transportation Planning & Management - 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 Transportation Planning & Management – 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 Transportation Planning & Management - Bicycle Program.

Indicator name: NYC adults who bike regularly (annual) (calendar year)
Description: The number of NYC adult residents who bike at least several times a month as reported in the NYC Community Health Survey.
Source: Division of Transportation Planning & Management - 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 & Management – Transit Development.

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), excluding all major US holidays. 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 installed (%)
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 Repair & 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 May 2007 baseline.
Source: Division of Transportation Planning & Management - 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 Transportation Planning & Management - Public Space 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).

Indicator name: E-mails responded to in 14 days (%)
Description: The percentage of e-mails 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 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 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: Average wait time at Central Permits Office (minutes:seconds)

Description: The weighted average wait time (in minutes) for walk-in customers at the Central Manhattan Permits Office. Security/building entry wait times are excluded unless a security plays a vital role in the process.

Source: OCMC 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 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors. Fiscal 2016 data for the overall rating represents a change in methodology. For agencies with multiple service centers, inspectors focused on sites that had historically lower scores, specifically sites that received an average overall site score of 85 or lower over the last three years and sites that received a score of 85 or lower in Fiscal 2015. If all agency service centers scored above 85 last year, the service center with the lowest overall score was inspected.

Source: Mayor's Office of Operations – SCOUT.

Indicator name: Percent of service requests meeting time to first action or to close

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.

Indicator name: Filings (DOB NOW)
Description: The total number of applications filed online in DOB NOW, categorized by work type rather than job type. Work types (such as antenna, curb cut, plumbing, and sidewalk shed) were previously included as part of the new building, major renovation (Alteration I), and minor renovation (Alterations II and III) job types currently filed in BIS.
Source: DOB NOW: Build.

Indicator name: Jobs filed (BIS)
Description: The total number of applications filed in BIS, categorized by job type. Job types include new buildings, major renovations (Alteration I) and minor renovations (Alterations II and III).
Source: BIS mainframe database maintained by DOB.

Indicator name: Average customer in-person transaction time (minutes)
Description: The average time to complete a transaction at the agency's borough offices and those specialized units that have Qmatic measured from the time a ticket is called to the time the customer has completed the transaction(s). Typical transactions include filing a job, pulling a permit and obtaining a certificate of occupancy.
Source: BIS mainframe database maintained by DOB.

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 Qmatic measured from the time a ticket is issued to the time the customer is first helped by a Department representative.
Source: Qmatic.

Indicator name: Work permits issued – Initial (DOB NOW)
Description: The total number of initial permits issued through DOB NOW, categorized by work type rather than job type. Work types (such as antenna, curb cut, plumbing, and sidewalk shed) were previously included as part of the new building, major renovation (Alteration I), and minor renovation (Alterations II and III) job types currently filed in BIS.
Source: DOB NOW: Build.

Indicator name: Work permits issued – Renewals (DOB NOW)
Description: The total number of permits previously issued through DOB NOW that were renewed during the reporting period, categorized by work type rather than job type. Work types (such as antenna, curb cut, plumbing, and sidewalk shed) were previously included as part of the new building, major renovation (Alteration I), and minor renovation (Alterations II and III) job types currently filed in BIS.
Source: DOB NOW: Build.

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 and DOB NOW: Build.

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

Description: The total number of initial building permits issued through BIS, categorized by job type, as well as the respective number in each category. Job types include new buildings, major renovations (Alteration I) and minor renovations (Alterations II and III).

Source: BIS mainframe database maintained by DOB.

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

Description: The total number of building permits previously issued through BIS that were renewed during the reporting period, categorized by job type, as well as the respective number in each category. Job types include new buildings, major renovations (Alteration I) and minor renovations (Alterations II and III).

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: 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: Average days to complete first plan review (DOB NOW)

Description: For plan reviews of minor renovation (Alteration type II) applications completed in DOB NOW, the average number of business days for jobs to go from D status (application processed-completed) to either J status (disapproved) or P status (approved) for all jobs.

Source: DOB NOW database.

Indicator name: Permitted 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: Permitted jobs professionally certified that were audited (%)
Description: The percent of professionally certified permitted jobs (building applications) filed that were audited by DOB staff. This includes 1) random (program) and targeted audits of jobs that are accepted and might have already received permits, and 2) zoning audits of new building, major renovations (Alteration type I) and other enlargement applications which are reviewed for compliance with the Zoning Resolution.
Source: BIS mainframe database maintained by DOB.

Indicator name: - Of eligible audited jobs, the percent of audits that resulted in revocation notices (%)
Description: Excluding zoning reviews, which occur before approval, the percent of professionally certified jobs (building applications) that were audited by DOB staff after approval and/or permit issuance 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 15 calendar days of a revocation notice.
Source: BIS mainframe database maintained by DOB.

Indicator name: Average days between construction inspection request and inspection
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: DOB NOW: Inspections.

Indicator name: Average days between electrical inspection request and inspection
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: DOB NOW: Inspections.

Indicator name: Average days between plumbing inspection request and inspection
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: DOB NOW: Inspections.

Indicator name: Average days to complete first review (DOB NOW)
Description: Averaged count of business days (or fraction thereof) from filing date to first review date.
Source: DOB NOW

Indicator name: Average days from filing to approval (DOB NOW)
Description: Averaged count of business days (or fraction thereof) from filing date to first approval date (total time with the agency and the applicant).
Source: DOB NOW

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 (construction and non-construction related), 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 nonemergency (Priority B) conditions received by DOB. Priority B complaints include the illegal conversion of residential/building space, excessive debris, failure to erect a sidewalk shed, inadequate sidewalk shed, and construction contrary to approved plans/permits, among others.
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 (construction and non-construction related), 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 residential/building space, excessive debris, failure to erect a sidewalk shed, 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: The average number of work 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 (construction and non-construction related), 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: 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 a sidewalk shed 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 database maintained by DOB, DOB NOW: Inspections 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. This includes both complaint-driven and development inspections.
Source: BIS mainframe database maintained by DOB 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: Office of Administrative Trials and Hearings violations issued
Description: The total number of violations issued by DOB that fall under the jurisdiction of the Office of Administrative Trials and Hearings. 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 Office of Administrative Trials and Hearings.

Indicator Name: Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)
Description: For all violations returnable to OATH, 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 a hearing as a percent of all violations resolved.
Source: Office of Administrative Trials and Hearings (OATH).

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 FDC of Development & Tech Affairs 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 FDC of Development & Tech Affairs 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 FDC of Development & Tech Affairs 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 FDC of Development & Tech Affairs 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 FDC of Development & Tech Affairs Unit.

Indicator name: Collisions involving City vehicles
Description: The total number of City-vehicle involved collision reports involving injury or property damage for the DOB fleet reported in the citywide collision reporting system (CRASH). New York State MV-104 reports are required whenever a collision occurs involving death, or other personal injury, or property damage over $1,000. Collisions are tracked and reported regardless of whether or not the driver was at fault and whether or not the vehicle was in motion. Collisions involving City vehicles occur whenever a City vehicle strikes (or is struck by) a second vehicle, pedestrian, bicyclist or fixed object.
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: E-mails responded to in 14 days (%)
Description: The percentage of e-mails 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: 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 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: 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 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors. Fiscal 2016 data for the overall rating represents a change in methodology. For agencies with multiple service centers, inspectors focused on sites that had historically lower scores, specifically sites that received an average overall site score of 85 or lower over the last three years and sites that received a score of 85 or lower in Fiscal 2015. If all agency service centers scored above 85 last year, the service center with the lowest overall score was inspected.
Source: Mayor's Office of Operations – SCOUT.

Indicator name: Percent of service requests meeting time to first action
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.

Indicator name: Design projects completed
Description: The total number of infrastructure and public building design projects for which design was completed during the reporting period and the number in each reporting category.
Source: DDC's Project Management Information System.

Indicator name: Total design projects completed early/on time (%)
Description: Of the projects for which design was completed during the reporting period, the percentage that were 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: Of the infrastructure projects for which design was completed during the reporting period, the percentage that were 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 Division.

Indicator name: - Completed early/on-time: Public buildings (%)
Description: Of the public building projects for which design was completed during the reporting period, the percentage that were 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: Public Buildings Division.

Indicator name: Construction projects completed
Description: The total number of infrastructure and public building construction projects 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 Management Information System.

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 constitute a programmatic scope change.
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 constitute a programmatic scope change.
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: Construction contracts completed within budget (%)
Description: The percentage of projects that completed construction where the resulting cost increase from
                       change orders that were caused by DDC due to design error, design omission or field conditions
                       does not exceed 10 percent of the adjusted total construction costs.   (Note: for purposes of
                       calculating this data, construction costs do not include costs associated with the change orders
                       caused by DDC. Only stand-alone construction contracts are included.)

Source: DDC's Project Management Information System.

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 Management Information System.

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 Management Information System.
Indicator name: Sewers constructed (miles)
Description: The total length of new sewer lines built during the reporting period.
Source: DDC's Project Management Information System.

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 Management Information System.

Indicator name: Sewers reconstructed (miles)
Description: The total length of sewer lines refurbished (relined) during the reporting period.
Source: DDC's Project Management Information System.

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 Management Information System.

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 Management Information System.

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: 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: Construction-related accidents on DDC-managed construction sites
Description: On DDC-managed construction sites, the total number of work-related events which resulted in
                       a fatality or injury requiring medical attention beyond first aid. This includes events occurring at a
                       construction site or related to an event at a construction site.
Source: Accident/Incident database maintained by DDC Safety and Site Support.

Indicator name: Construction-related injuries on DDC-managed construction sites
Description: On DDC-managed construction sites, the total number of persons injured (required medical
                       attention beyond first aid or suffered a fatality) as a result of a work-related event. This includes
                       events occurring at a construction site or related to an event at a construction site.
Source: Accident/Incident database maintained by DDC Safety and Site Support.

Indicator name: Construction-related fatalities on DDC-managed construction sites
Description: On DDC-managed construction sites, the total number of fatalities resulting from a work-related
                       event. This includes events occurring at a construction site or related to an event at a construction
                       site.
Source: Accident/Incident database maintained by DDC Safety and Site Support.

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 returned
Description: The total number of completed post-construction satisfaction surveys returned to DDC.
Source: DDC's Client Survey database.

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: E-mails responded to in 14 days (%)
Description: The percentage of e-mails 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 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

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, individual datasets, website postings, and/or public presentations.

Source: Records maintained by DCP's Planning Coordination Division

Indicator Name: Simple zoning actions certified/referred

Definition: The number of simple zoning actions initiated by private and public applicants, including the Department of City Planning, 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: Simple zoning actions 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 with CEQR certified/referred

Definition: The number of zoning actions with CEQR (City Environmental Quality Review) initiated by private and public applicants, including the Department of City Planning, that were certified as complete and, for those actions subject to ULURP (Uniform Land Use Review Procedure), referred for public review. These more 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 with CEQR certified/referred within 15 months (%)

Description: The percent of public and private zoning actions with CEQR (City Environmental Quality Review) 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.

DEPARTMENT OF CITY PLANNING

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/South Richmond Actions certified/referred
Description: The number of project renewals citywide and South Richmond School Seat/Subdivision certification project approvals located in the South Richmond Development Special District 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.
Source: Database maintained by DCP's Planning Coordination Division.

Indicator Name: Renewals/South Richmond Action projects certified/referred within 6 months (%)
Description: The percent of project renewals citywide and South Richmond School Seat/Subdivision certification 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) for renewals or a filed land use application for South Richmond School Seat/Subdivision certifications to the Department.
Source: Database maintained by DCP's Planning Coordination Division.

Indicator name: E-mails responded to in 14 days (%)
Description: The percentage of e-mails 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 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 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors. Fiscal 2016 data for the overall rating represents a change in methodology. For agencies with multiple service centers, inspectors focused on sites that had historically lower scores, specifically sites that received an average overall site score of 85 or lower over the last three years and sites that received a score of 85 or lower in Fiscal 2015. If all agency service centers scored above 85 last year, the service center with the lowest overall score was inspected.

Source: Mayor's Office of Operations – SCOUT.

Indicator name:	Private investment leveraged on the 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:	Based on an accrual basis, the amounts paid to firms (architecture, landscape architecture, engineering, resident engineering, etc.), construction managers, construction contractors, etc. for capital project related services. The data reported in the fiscal year Mayor's Management Report (MMR) is a preliminary number and is updated in the following year's Preliminary MMR to reflect the audited financial statements (e.g., Fiscal 2015 data is updated in the Fiscal 2016 PMMR).
Source:	Finance.

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:	NYC Ferry – Average monthly ridership
Description:	The average monthly ridership of passengers traveling on the NYC Ferry as reported to NYCEDC by Hornblower, Inc. Routes and service start dates are as follows: East River (formerly operated by NY Waterway) – May 1, 2017; Rockaway – May 1, 2017; South Brooklyn – June 1, 2017; Astoria – August 28, 2017; Soundview – August 15, 2018; and Lower East Side – August 29, 2018
Source:	NYCEDC/NYC Ferry

Indicator name:	Capital expenditures on asset management ($000,000)
Description:	Based on an accrual basis, 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. The data reported in the fiscal year Mayor's Management Report (MMR) is a preliminary number and is updated in the following year's Preliminary MMR to reflect the audited financial statements (e.g., Fiscal 2015 data is updated in the Fiscal 2016 PMMR).
Source:	Finance.

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. Fiscal year first quarter data is used as a proxy for the October YTD number reported in the Preliminary Mayor's Management Report.
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. Fiscal year first quarter data is used as a proxy for the October YTD number reported in the Preliminary Mayor's Management Report.
Source: Asset Management.

Indicator name: Businesses served by industry-focused programmatic initiatives
Description: The number of businesses actively enrolled in NYCEDC's Center for Urban Innovation-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 Urban Innovation.

Indicator name: Private sector jobs in innovation industries (%) (calendar year)
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 Urban Innovation 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.

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: - Contracts closed	Build NYC Resource Corporation
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, BuildNYC Resource Corporation or NYCEDC 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: 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 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 removed in the same fiscal year (%)
Description:	The number of violations removed during the fiscal year that were issued in that fiscal year divided by the total number of violations issued in the same fiscal year.
Source:	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: 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 resulting 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 the first four months of the building selection will result in the issuance of the order, regular inspections and 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, and 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: HNY units started for homeless individuals and families
Description: New construction and preservation units started and counted towards Housing New York that that are restricted for homeless individuals and families.
Source: HPD Office of Development.

Indicator name:	HNY units started for senior individuals and families
Description:	New construction and preservation units started and counted towards Housing New York that are restricted for senior individuals and families.
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. In the case of programs with no construction or permanent financing only, start and completion are reported simultaneously. Only projects that started under HNY, a 12 year plan that started in January 2014, 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. In the case of programs with no construction or permanent financing only, start and completion are reported simultaneously. Only projects that started under HNY, a 12 year plan that started in January 2014, 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. In the case of programs with no construction or permanent financing only, start and completion are reported simultaneously. Only projects that started under HNY, a 12 year plan that started in January 2014, 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:	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:	Asset management - Medium/high risk rental buildings in portfolio (%)
Description:	The percentage of total rental buildings in the asset management portfolio at risk or already showing indications of physical deterioration, financial distress, or noncompliance with federal funding requirements. A project and its buildings are deemed medium or high risk if it meets certain criteria in at least one of three areas: physical health, financial health, or federal HOME and LIHTC compliance. Project physical health is measured by Housing Maintenance Code Class B (hazardous) and C (immediately hazardous) violations as well as Emergency Repair Balance. Financial health is measured by Emergency Repair Utility Balance, municipal arrears, and tax lien sale history. Fiscal year first quarter data is used as a proxy for the October year-to-date 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: Asset management - Medium/high risk co-op buildings in portfolio (%)
Description: The percentage of total co-op buildings in the asset management portfolio at risk or already showing indications of physical deterioration or financial distress. A project and its buildings are deemed medium or high risk if it meets certain criteria in at least one of two areas: physical health or financial health. Project physical health is measured by Housing Maintenance Code Class B (hazardous) and C (immediately hazardous) violations as well as Emergency Repair Balance. Financial health is measured by Emergency Repair Utility Balance, municipal arrears, and tax lien sale history. Fiscal year first quarter data is used as a proxy for the October year-to-date 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
Description: The total number of households receiving a rent subsidy for a residential unit in the private housing market. This includes the number assisted through the housing choice voucher program, 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: E-mails responded to in 14 days (%)
Description: The percentage of e-mails 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 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.

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: 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 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors. Fiscal 2016 data for the overall rating represents a change in methodology. For agencies with multiple service centers, inspectors focused on sites that had historically lower scores, specifically sites that received an average overall site score of 85 or lower over the last three years and sites that received a score of 85 or lower in Fiscal 2015. If all agency service centers scored above 85 last year, the service center with the lowest overall score was inspected.
Source: Mayor's Office of Operations – SCOUT.

Indicator name: Percent of service requests meeting time to close
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.

Indicator name: Rent collection (%)
Description: The percentage of total rent amount collected from total rent amount Due for the year.
Source: Rent Collection System

Indicator name: Rent Delinquency Rate (%)
Description: The percentage of occupied units (households) that owe a balance greater than zero.
Source: Rent Collection System

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 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 heat service requests (hours)
Description: The 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: 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" (in service) outages.
Source: RISE (Repair and Information System for Elevators)

Indicator name: Elevator service uptime (%)
Description: The percentage of time that elevators are in service.
Source: Elevator Division

Indicator name: Alleged elevator injuries reported to the Department of Buildings
Description: The number of alleged elevator incidents that are reported to the Department of Buildings where a person(s) is injured and seeks medical attention.
Source: Elevator Division

Indicator name: 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

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:	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:	Average turnaround time for vacant apartments (days)
Description:	The average time a NYCHA public housing apartment is vacant.
Source:	Research and Management Analysis

Indicator name:	Major felony crime rate per 1,000 residents
Description:	Rate per 1,000 residents of seven major felony crimes reported at NYCHA developments during the reporting period. The seven major felony categories are: murder & non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny, and grand larceny auto.
Source:	NYPD; NYCHA Research and Management Analysis

Indicator name:	Active capital projects on schedule (%)
Description:	The percentage of all active capital projects that are on schedule. Active capital projects describe all projects where a design has started, and the project has not yet been closed. "On schedule" means that the actual duration of the project is within the duration of the baseline set for that project.
Source:	Research & Management Analysis

Indicator name:	Active capital projects in construction phase on schedule (%)
Description:	The percentage of all active capital projects in the construction phase that are on schedule. Active capital projects in construction describe the projects in the construction phase of the work. "On schedule" means that the actual duration of the project during the construction phase is within the duration of the baseline set for this phase of the project.
Source:	Research & Management Analysis

Indicator name:	Apartments vacated (%)
Description:	The percentage of public housing apartments vacated during the reporting period.
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:	Applicants placed in public housing
Description:	The number of applicants placed in an apartment in a public housing development ("conventional public housing").
Source:	Research and Management Analysis

Indicator name:	Homeless applicants placed housing - Total
Description:	The number of homeless applicants placed in conventional public housing and via Section 8 vouchers.
Source:	Research and Management Analysis

Indicator name:	Homeless applicants placed housing – NYCHA housing
Description:	The number of homeless applicants placed in conventional public housing.
Source:	Research and Management Analysis

Indicator name: Homeless applicants placed housing – Section 8
Description: The number of homeless applicants placed in housing using Section 8 vouchers.
Source: Research and Management Analysis

Indicator name: Working families residing in public housing (cumulative) (%)
Description: The percentage of working families residing in public housing.
Source: Research and Management Analysis

Indicator name: Families on Section 8 waiting list (000)
Description: The number, in thousands, of families on the waiting list to receive a Section 8 voucher (federal rent assistance), including applicants in the eligibility and certification stages of the process and those who are in the preliminary stage of the application process.
Source: Research and Management Analysis

Indicator name: Maximum allowable Section 8 vouchers
Description: The number of US HUD approved and available units for NYCHA since inception.
Source: Research and Management Analysis

Indicator name: Funded Section 8 vouchers
Description: The number of vouchers that US HUD provided funding for based on previous year expenses.
Source: Research and Management Analysis

Indicator name: Utilization rate for funded Section 8 vouchers (%)
Description: The percentage of funded Section 8 vouchers allotted to NYCHA from US HUD that are used by families to rent housing in the private market.
Source: Research and Management Analysis

Indicator name: Funding utilization for Section 8 vouchers (%)
Description: The percentage of monthly housing payments over monthly approved housing budget.
Source: Research and Management Analysis

Indicator name: Utilization rate for Section 8 vouchers (%)
Description: The percent of maximum allowable 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: 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 percentage of annual inspections conducted to assess the conditions of the units occupied by Section 8 voucher holders.
Source: NYCHA's Siebel system

Indicator name: Biennial Section 8 recertifications
Description: The biennial recertification conducted to confirm continued eligibility of Section 8 voucher holders.
Source: NYCHA's Siebel system

Indicator name: Applicants placed through Section 8 vouchers
Description: The number of applicants who received Section 8 vouchers during the reporting period.
Source: Research and Management Analysis

Indicator name: Apartments (000)
Description: The total number, in thousands, of apartments in public housing developments.
Source: Research & Management Analysis

Indicator name: Number of developments
Description: The number of NYCHA public housing developments.
Source: NYCHA's Property Database

Indicator name: Number of buildings
Description: The number of buildings in NYCHA public housing developments.
Source: NYCHA's Property Database

Indicator name: Residents approved for the emergency transfers
Description: The number of Emergency Transfer Program cases approved for transfer.
Source: Social Services

Indicator name: Emergency transfer disposition time (days)
Description: The average number of days to disposition Emergency Transfer Program cases.
Source: Research & Management Analysis

Indicator name: Initial social service tenant contacts conducted within five days of referral (%)
Description: The percentage of initial social service tenant contacts conducted within five days of social services referral.
Source: Social Services

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: NYCHA-operated senior centers
Description: The number of NYCHA-operated senior centers.
Source: Community Operations

Indicator name: Utilization of senior centers (%) ages 60+
Description: The number of seniors ages 60 and over 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: Job training graduates placed in jobs (%)
Description: The ratio of NYCHA residents who completed NYCHA sponsored job training programs to the number of trainees who found jobs.
Source: Resident Employment Services

Indicator name: Residents job placements - Total
Description: The number of NYCHA residents placed in jobs who receive assistance from Jobs Plus, NYCHA Resident Training Academy (NRTA) and Partner Placements.
Source: Resident Employment Services & Human Resources

Indicator name: Residents job placements – Direct placements
Description: The number of NYCHA residents placed in jobs who were hired by NYCHA, including NYCHA Resident Training Academy (NRTA) and REES placement types: Section 3, REP, Outside Employer.
Source: Resident Employment Services & Human Resources

Indicator name: Residents job placements – Program and partner placements
Description: The number of NYCHA residents placed in jobs who receive assistance from Jobs Plus or partner-facilitated placement.
Source: Resident Employment Services & Human Resources

Indicator name: Youth placed in jobs through youth employment programs
Description: The number of youth placed in summer jobs in NYCHA developments through the summer seasonal employment program and the Summer Youth Employment Program.
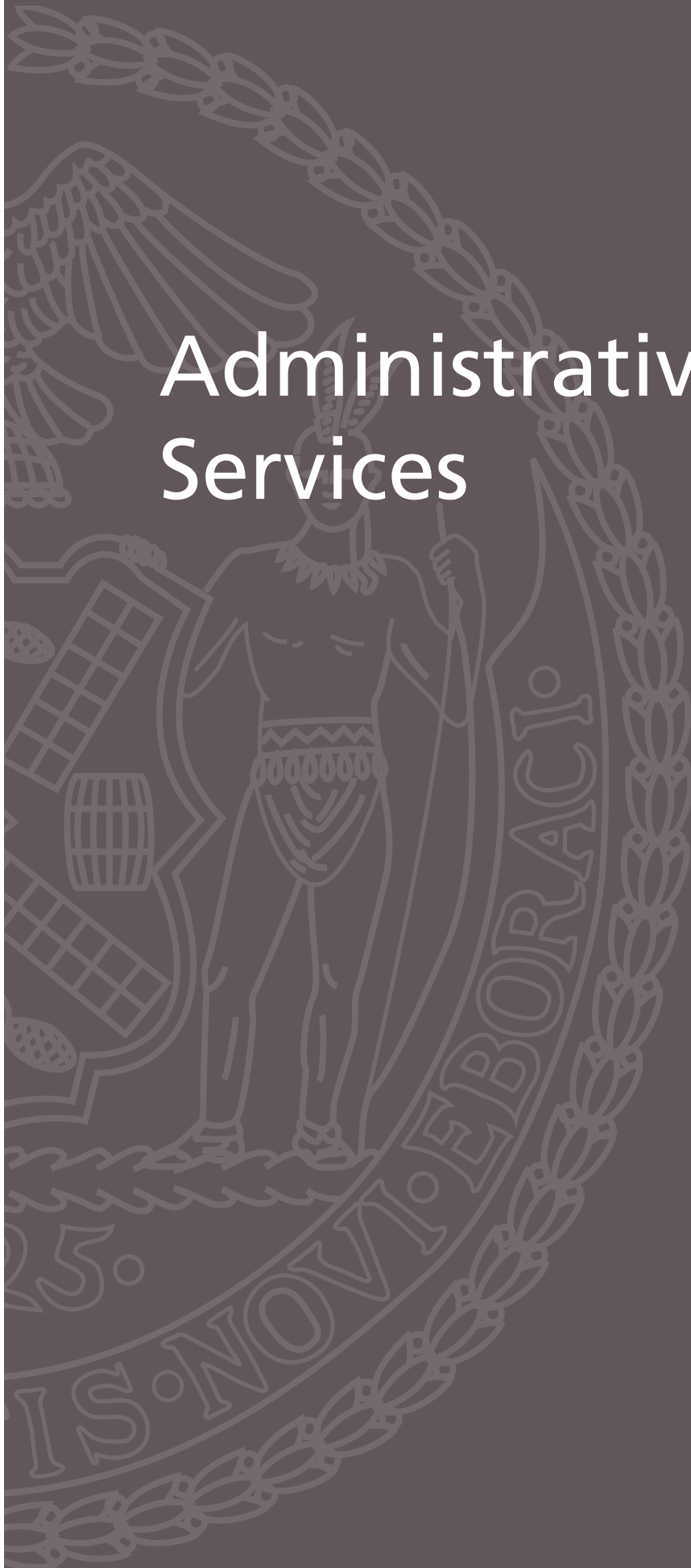Source: Human Resources

Indicator name:	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:	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:	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:	LPC Preservation Department.

Indicator name:	Actions taken on work permit applications received
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:	LPC Preservation Department.

Indicator name:	Certificates of No Effect issued within 10 business days (%)
Description:	The percentage of Certificates of No Effect issued within 10 business 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:	LPC Preservation Department.

Indicator name:	Expedited Certificates of No Effect issued within two business days (%)
Description:	The percentage of Expedited Certificates of No Effect issued within two business 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:	LPC Preservation Department.

Indicator name:	Permits for Minor Work issued within 10 business days (%)
Description:	The percentage of Permits for Minor Work issued within 10 business 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:	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:	LPC Enforcement Department.

Indicator name: Enforcement actions taken: Total warning letter, NOVs and stop work orders issued
Description: The number of warning letters, Notices of Violation (NOVs) and stop work orders issued by LPC
                       during the reporting period.
Source: LPC Enforcement Department.

Indicator name: Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)
Description: The percentage of Notices of Violation upheld at OATH hearings. 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: LPC Enforcement Department; Office of Administrative Trials and Hearings.

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: LPC Archaeology Department.

Indicator name: Archaeology applications reviewed within 10 business days (%)
Description: The percentage of archaeology applications reviewed within 10 business days of receipt of a
                       completed application.
Source: LPC Archaeology 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: Landmarks Preservation Commission.

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: Landmarks Preservation Commission.

Administrative
Services

Administrative Services

Indicator name:	Applications received for all DCAS civil service exams
Description:	The number of applications received by DCAS for Open Competitive, Promotion, and Qualified Incumbent civil service examinations, excluding NYC Transit Authority (NYCTA) exams. NYCTA exams are excluded from this indicator because NYCTA has jurisdiction over the development, administration and scoring of its civil service exams; DCAS is only responsible for processing NYCTA's eligible lists.
Source:	Mainframe computer system (APPS), maintained by the Bureau of Examination, within the Human Capital Line of Service at the Department of Citywide Administrative Services (DCAS).

Indicator name:	Employment applications received via NYC Jobs
Description:	The number of employment applications received from internal and external applicants via NYC Jobs within a given fiscal year.
Source:	New York City Automated Personnel System (NYCAPS).

Indicator name:	New hires – White (%) – Black (%) – Hispanic (%) – Asian (%) – Some other race (%) – Male (%) – Female (%)
Description:	The number of newly hired people who identified themselves by race/ethnicity and gender divided by the sum of all new hires in the Mayoral agencies during the reporting period represented as a percentage. Mayoral agencies included are the Offices of the Mayor, ACS, BIC, BSA, CCHR, DFTA, DOB, SBS, DCP, DCAS, DCA, DOC, DCLA, DDC, DEP, DOF, DOHMH, DHS, DoITT, DOI, DPR, DOP, DSNY, DOT, DVS, DYCD, DORIS, FISA, FDNY, HPD, HRA, LPC, LAW, MOCS, NYPD, OATH, OATA, OEM, OLR, OMB, OPA and TLC. Does not include DOE or public authorities and corporations.
Source:	Citywide Equal Employment Database System (CEEDS).

Indicator name:	Civil service exams administered by DCAS on schedule
Description:	The total number of examinations administered by DCAS within the fiscal year in which the exam is scheduled to be administered excluding NYC Transit Authority exams.
Source:	Human Capital.

Indicator name:	Median time from exam administration to exam results completion for DCAS-administered exams (days)
Description:	The median number of days elapsed from the date a civil service exam was given to the date exam results are completed (list published or directly established at the request of a hiring agency) for all single-part (i.e., education & experience or multiple choice exams) and multi-part (i.e., qualifying education & experience or qualifying practical exams with competitive multiple choice exams) exams, excluding NYC Transit Authority (NYCTA) exams. NYCTA exams are excluded from this indicator because NYCTA has jurisdiction over the development, administration and scoring of its civil service exams; DCAS is only responsible for processing NYCTA's eligible lists. List publication refers to the point at which results are sent to candidates and published lists are sent to hiring agencies. Appointments cannot be made until a list has been established and certified to hiring agencies. The fiscal year figure is the median number of days for the entire fiscal year.
Source:	Human Capital.

Indicator name:	Average rating for professional development sessions (%)
Description:	The average rating for professional development training sessions sponsored by DCAS Citywide Leaning and Development based on post-session surveys filled out by training participants and City employees that receive services. The highest possible rating given by each participant is 100%.
Source:	Human Capital.

Indicator name:	City employees/participants trained in Managerial and Professional Development programs
Description:	The total number of City employees/participants attending Managerial and Professional Development (CMPD) programs sponsored/supported by DCAS Citywide Learning and Development.
Source:	Human Capital.

Indicator name:	City employees/participants trained in Equity and Inclusion
Description:	The number of City employees/participants attending Equity and Inclusion training programs sponsored by DCAS Citywide Learning and Development.
Source:	Human Capital.

Indicator name:	Average building cleanliness and condition rating for DCAS-managed space (non-court) (%)
Description:	The average cleanliness and condition rating of DCAS-managed office buildings. The ratings are based on surveys received from tenants of DCAS 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:	Facilities Management.

Indicator name:	CORE customer experience rating of facilities (0-100)
Description:	An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors. In Fiscal 2016 inspectors focused on sites that had historically lower scores, specifically sites that received an average overall site score of 85 or lower over the prior three years and sites that received a score of 85 or lower in Fiscal 2015. If all agency service centers scored above 85 in 2015, the service center with the lowest overall score was inspected in 2016. All of the agency service centers were inspected and included in the average score for all other years. Fiscal 2019 data will be reported in Fiscal 2020.
Source:	Mayor's Office of Operations.

Indicator name:	Average time to complete in-house trade shop work orders for minor repairs (days)
Description:	The average time, in days, for DCAS staff to complete in-house trade shop work orders for minor repairs starting from the time the work is assigned. DCAS calculates the average time to completion by including all work orders submitted, started and finished within a 30 day window. Calculations used for minor repairs do not include work orders finished beyond 30 days, including long-term projects as they may skew and misrepresent data presented. Work orders included in the calculations of this indicator reflect the average duration of work orders related to building operations and maintenance rather than renovations, small projects, long-term projects, etc. Trade shop includes carpenters, plumbers, electricians, etc., and is independent of maintenance and mechanical work.
Source:	Facilities Management.

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 finished within 30 days of the work being assigned. Trade shop includes carpenters, plumbers, electricians, etc., and is independent of maintenance and mechanical work.
Source: Facilities Management.

Indicator name: Lease-in agreements executed
Description: The number of lease-in real estate agreements executed by DCAS for City agency use in private space. Real estate agreements executed include renewals, amendments and new executions of leases or licenses.
Source: Division of Real Estate Services.

Indicator name: Square footage associated with executed lease-in agreements (000)
Description: The total square footage, in thousands, as specified in the lease-in or license agreement, associated with the real estate agreements executed by DCAS for City agency use in private space. Real estate agreements executed include renewals, amendments and new executions of leases or licenses.
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 Office of Citywide Procurement.

Indicator name: Mayoral agency spending on goods against DCAS master contracts (%)
Description: The percentage of mayoral agency spending on goods (e.g., office supplies) through consolidated master contracts put in place by the DCAS Office of Citywide Procurement (OCP). For procurements under $100,000 ("small purchases"), agencies can process their own purchases/contracts if OCP does not have a master contract in place to meet that need. This indicator does not include spending outside of DCAS OCP's portfolio (e.g. excludes technology, construction and professional services).
Source: Financial Management System.

Indicator name: Mayoral agency spending on services against DCAS master contracts (%)
Description: The percentage of mayoral agency spending on standard services (e.g., elevator maintenance) through consolidated master contracts put in place by the DCAS Office of Citywide Procurement.
Source: Financial Management System.

Indicator name: Value of goods and services purchased ($000,000)
Description: The value, in millions of dollars, of purchase orders processed by the DCAS on behalf of City agencies. Purchase orders are requests from City agencies to purchase goods through DCAS contracts.
Source: Office of Citywide Procurement.

Indicator name: Value of Central Storehouse requisitions ($000)
Description: The value, in thousands of dollars, of all items purchased and stored by City agencies at the City's Central Storehouse.
Source: Office of Citywide Procurement.

Indicator name: Average time to fulfill an agency requisition (days)
Description: Average number of days from submission of an agency request for goods stored at the DCAS Central Storehouse until signed delivery at the requesting location.
Source: Office of Citywide Procurement.

Indicator name: Inspections deemed non-compliant
Description: The number of quality assurance inspections resulting in a deduction or credit applied (deductions), a product deemed non-compliant or rejected (rejections), or a product or portion of the products being withheld (withholds), as a result of not meeting contract specifications.
Source: Office of Citywide Procurement.

Indicator name: Value of cost avoidance ($)
Description: The dollar value of cost avoidance for products deemed non-compliant with contract requirements and specifications by quality assurance inspectors. The value of cost avoidance includes deductions, rejections and withholds (defined above). If an item is delivered to the City that does not conform to the bid specification but may still be used or if it deviates slightly from the requirements within the specification, DCAS Office of Citywide Procurement may negotiate an appropriate price deduction with the supplier. Judgments regarding the magnitude of an agreed upon price deduction will draw upon contract specifications, laboratory reports, determinations of technical experts, and other generally recognized trade and government sources.
Source: Office of Citywide Procurement.

Indicator name: Electricity purchased (kilowatt hours) (billions)
Description: Total electricity purchased in billions of kilowatt hours (kWh).
Source: Bills paid by DCAS.

Indicator name: Total energy purchased (British thermal units) (trillions)
Description: Total energy purchased in trillions of British thermal units (BTUs), including electricity, gas and steam.
Source: Bills paid by DCAS.

Indicator name: – Electricity (%)
Description: Electricity purchased as a percent of the total energy purchased by the City (in British thermal units (BTUs)).
Source: DCAS Energy Management.

Indicator name: – Natural gas (%)
Description: Natural gas purchased as a percent of total energy purchased (in British thermal units (BTUs)).
Source: DCAS Energy Management.

Indicator name: – Steam (%)
Description: Steam purchased as a percent of total energy purchased (in British thermal units (BTUs)).
Source: DCAS Energy Management.

Indicator name: Annual estimated reduction in greenhouse gas emissions from all energy projects (metric tons)
Description: The annual reduction in greenhouse gas (GHG) emissions, by metric ton, (carbon dioxide equivalent or CO2e) estimated to be reduced as a result of energy efficiency and retro-commissioning projects that have been funded, in whole or in part, by DCAS on behalf of the City and are completed within the fiscal year reported. This measurement only reports on the estimated GHG reductions in building-related emissions for buildings with energy projects completed within a fiscal year and does not account for adjustments in other variables (e.g., changes in weather, occupancy, operation, etc.) that may impact the actual change in energy usage as reported in MMR energy usage data. Funded refers to funds invested by DCAS, or awarded by DCAS, to other City agencies for that agency's implementation of a project.
Source: DCAS Energy Management.

Indicator name: Cumulative estimated reduction in greenhouse gas emissions from all energy projects (metric tons)
Description: Using Fiscal 2012 as a baseline, or starting point, the cumulative reduction in GHG emissions, by metric ton, (carbon dioxide equivalent or CO2e) estimated to be reduced as a result of energy efficiency and retro-commissioning projects that have been funded, in whole or in part, by DCAS on behalf of the City and are completed within a fiscal year period. This measurement reports the GHG reductions in building-related emissions for buildings with energy projects were completed within a fiscal year period and does not account for adjustments in other variables (e.g. changes in weather, occupancy, operation, etc.) that may impact the actual change in energy usage as reported in MMR energy usage data. Funded refers to funds invested by DCAS, or awarded by DCAS, to other City agencies for that agency's implementation of a project.
Source: DCAS Energy Management.

Indicator name: Annual estimated avoided energy cost from all energy projects ($000,000)
Description: The annual estimated energy cost avoided, in millions of dollars, derived from municipal energy and retro-commissioning projects completed within a fiscal year based on project scopes, that have been funded, in whole or in part, by DCAS on behalf of the City, without adjusting for other variables (e.g., changes in weather) that may impact the actual change in energy usage as reported in MMR energy usage data.
Source: DCAS Energy Management.

Indicator name: Cumulative estimated avoided energy cost from all energy projects ($000,000)
Description: Using Fiscal 2012 as a baseline, or starting point, the cumulative estimated energy cost avoided, in millions of dollars, derived from municipal energy and retro-commissioning projects completed within a fiscal year based on project scopes, that have been funded, in whole or in part, by DCAS on behalf of the City, without adjusting for other variables (e.g., changes in weather) that may impact the actual change in energy usage as reported in MMR energy usage data.
Source: DCAS Energy Management.

Indicator name: Annual energy retrofit/conservation projects completed
Description: The annual number of energy retrofit, retro-commissioning, solar thermal and co-generation projects installed and operational within or on municipal buildings/structures in a given fiscal year.
Source: DCAS Energy Management.

Indicator name: Cumulative energy retrofit/conservation projects completed
Description: Using Fiscal 2012 as a baseline, or starting point, the cumulative number of energy retrofit, retro-commissioning, solar thermal and co-generation projects installed and operational in or on municipal buildings/structures.
Source: DCAS Energy Management.

Indicator name: Annual Energy Efficiency Reports (EER) completed
Description: The annual number of Energy Efficiency Reports (EERs), comprised of energy audits and retro-commissioning reports as per Local Law 87 of 2009. Energy audits are compliant energy efficiency assessments completed in municipal buildings.
Source: DCAS Energy Management.

Indicator name: Cumulative Energy Efficiency Reports (EER) completed
Description: Using Fiscal 2012 as a baseline, or starting point, the cumulative number of Energy Efficiency Reports (EERs), comprised of energy audits and retro-commissioning reports as per Local Law 87 of 2009. Energy audits are compliant energy efficiency assessments completed in municipal buildings.
Source: DCAS Energy Management.

Indicator name: Cumulative installed solar capacity (megawatts)
Description: Using Fiscal 2012 as a baseline, or starting point, the cumulative energy generating capacity, in megawatts, of exclusively solar systems that are installed and operational within or on City-owned buildings/structures, including those operated by City-affiliated public benefit corporations or not-for-profit corporations.
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: Citywide Fleet Management.

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, which 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: Citywide Fleet Management.

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 exceptions 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, which 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 exceptions for certain emergency vehicles.

Source: Vehicle Tracking System.

Indicator name: Electric vehicles in the citywide fleet

Description: The number of electric and plug-in vehicles in the citywide fleet. The fiscal year figure is the number of electric vehicles on the last day of the reporting period.

Source: Citywide Fleet Management.

Indicator name: – Electric vehicles in the DCAS-managed fleet

Description: The number of electric and plug-in vehicles in the DCAS- managed fleet, a subset of the citywide fleet. The fiscal year figure is the number of electric vehicles on the last day of the reporting period.

Source: Citywide Fleet Management.

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 managed directly by DCAS, that is available for use each month.

Source: Citywide Fleet Management.

Indicator name: City employees trained in defensive driving citywide

Description: The number of City employees trained in defensive driving, a six-hour course focused on preventive and safe driving and the rules of the road. A class completion certificate lasts for three years.

Source: Citywide Fleet Management.

Indicator name: – Employees of DCAS-managed fleet agencies trained in defensive driving

Description: The number of employees of DCAS-managed fleet agencies trained in defensive driving, a subset of all City employees trained in defensive driving.

Source: Citywide Fleet Management.

Indicator name: Collisions per 100,000 miles involving City vehicles citywide

Description: The number of City-vehicle involved collision reports per 100,000 miles traveled in the citywide fleet reported in the citywide collision reporting system (CRASH). New York State MV-104 reports are required whenever a collision occurs involving death, or other personal injury, or property damage over $1,000. Collisions are tracked and reported regardless of whether or not the collision was preventable and whether or not the vehicle was in motion. Collisions involving City vehicles occur whenever a City vehicle strikes (or is struck by) a second vehicle, pedestrian, bicyclist or fixed object.

Source: Citywide Fleet Management.

Indicator name:	– Collisions per 100,000 miles involving City vehicles in the DCAS managed fleet
Description:	The number of City-vehicle involved collision reports per 100,000 miles traveled for the DCAS-managed fleet, a subset of the City's total fleet, that is managed directly by DCAS in CRASH. New York State MV-104 reports are required whenever a collision occurs involving death, or other personal injury, or property damage over $1,000. Collisions are tracked and reported regardless of whether or not the collision was preventable and whether or not the vehicle was in motion. Collisions involving City vehicles occur whenever a City vehicle strikes (or is struck by) a second vehicle, pedestrian, bicyclist or fixed object.
Source:	Citywide Fleet Management.

Indicator name:	Preventable collisions per 100,000 miles involving City vehicles citywide
Description:	The number of preventable collisions reports per 100,000 miles traveled in the citywide fleet. A preventable collision is in which the driver, by his/her own admission or in the judgment of an Agency Accident Review Committee, did not take all reasonable avoidance actions, including attention to road conditions and improper actions of other drivers. Preventability is not limited to the violation of traffic laws and is distinguished from chargeability as determined by the law.
Source:	Citywide Fleet Management.

Indicator name:	– Preventable collisions per 100,000 miles involving City vehicles in the DCAS- managed fleet
Description:	The number of preventable collisions reports per 100,000 miles traveled for the DCAS-managed fleet, a subset of the City's total fleet. A preventable collision is in which the driver, by his/her own admission or in the judgment of an Agency Accident Review Committee, did not take all reasonable avoidance actions, including attention to road conditions and improper actions of other drivers. Preventability is not limited to the violation of traffic laws and is distinguished from chargeability as determined by the law.
Source:	Citywide Fleet Management.

Indicator name:	Injuries involving collisions in City vehicles citywide per 100,000 miles
Description:	The number of injuries associated with collisions per 100,000 miles traveled that included at least one City vehicle.
Source:	Citywide Fleet Management.

Indicator name:	– Injuries involving collisions in City vehicles in the DCAS-managed fleet per 100,000 miles
Description:	The number of injuries associated with collisions per 100,000 miles traveled that included at least one vehicle in the DCAS-managed fleet, a subset of citywide injuries.
Source:	Citywide Fleet Management.

Indicator name:	Fatalities resulting from collisions involving non-emergency City vehicles citywide
Description:	The number of fatalities associated with collisions that included at least one non-emergency City vehicle.
Source:	Citywide Fleet Management.

Indicator name:	– Fatalities resulting from collisions involving non-emergency City vehicles in the DCAS-managed fleet
Description:	The number of fatalities associated with collisions that included at least one non-emergency vehicle in the DCAS-managed fleet, a subset of citywide fatalities.
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 the number of incidents that occurred. Employees may not report an injury at the time the incident occurred and may report it on a later date, resulting in a delay on the date an incident is reported.
Source:	Administration and the 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 DCAS security vendor.
Source: Administration, DCAS Security.

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 Human Capital 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: 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: Letters responded to in 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less out of the total number of letters responded to during the reporting period. 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 that 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 receives a complete and full response.
Source: DCAS Correspondence Management System.

Indicator name: E-mails responded to in 14 days (%)
Description: The percentage of e-mails answered in 14 calendar days or less out of the total number of e-mails responded to during the reporting period. 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 that 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 receives a complete and full response.
Source: DCAS Correspondence Management System.

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: Department of Citywide Administrative 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
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 Visitor Center and Media Room at 31 Chambers Street in Manhattan, on a planned and unplanned basis.
Source: Municipal Records Management Division.

Indicator name: Percent of required agency reports submitted to the Municipal Library publications portal
Description: The percentage of agency compliance with Section 1133 of the City Charter, which requires City agencies to post their qualifying publications to the Department's electronic portal for public access. It is the ratio of publications posted by agencies to the number of applicable publications released.
Source: Municipal Library.

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:	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.

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.

Indicator name:	Total records disposed by City government entities (cubic ft.)
Description:	The overall total amount of records disposed directly by all City government entities from their offices or off-site storage facilities. This measurement is the sum of the indicator tracking the quantity of records disposed by DOR from its off-site Municipal Records Center storage facilities, which has moved from the "book" section of the MMR to the online MMR site, and the quantity of records disposed by all City government entities other than this Department, which now monitors such disposals.
Source:	Municipal Records Management Division.

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:	DOR.

Indicator name: E-mails responded to in 14 days (%)
Description: The percentage of e-mails 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: DOR.

Indicator name: CORE customer experience rating (0-100)
Description: An average score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors. Fiscal 2017-18 data for Customers Observing and Reporting Experiences (CORE) ratings are based on the inspection results of all the agency's service centers. In Fiscal 2016, as an exception, the rating was based on inspections of targeted facilities.
Source: Mayor's Office of Operations.

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: Property taxes – 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: Average turnaround time for field audits (days)
Description: The average number of calendar 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 turnaround time for non-field audits (days)
Description: The average number of calendar 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: 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: 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: Properties in final lien sale
Description: The number of properties that were included in the annual lien sale of properties on which unpaid debt (property taxes, water bill, or other property charges) remains after four lien sale notices have been sent to the property owner.
Source: Collections Division.

Indicator name: Average time to issue a property tax refund (days)
Description: The average number of calendar 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: Average time to issue a business tax refund (days)
Description: The average number of calendar 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: Parking tickets resolved within 90 days (000)
Description: The number of parking tickets that were either paid or dismissed within 90 days of issuance. 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 paid within 90 days (%)
Description: The number of parking tickets that are paid within 90 calendar 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 calendar 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: 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: Parking ticket "pay or dispute" app transactions
Description: The number of transactions made using NYC's mobile "pay or dispute" app to securely pay or
                    dispute parking and camera violations.
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 turnaround time to issue decision for a parking ticket hearing-by-web (days)
Description: The average number of calendar 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 calendar 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:	Senior Citizen Rent Increase Exemption (SCRIE) – Initial applications received
Description:	The number of initial SCRIE 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:	Average time to process initial SCRIE 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:	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:	Average time to process SCRIE 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:	Disability Rent Increase Exemption (DRIE) – Initial applications received
Description:	The number of initial DRIE applications received by DOF. Applications are received at the DOF mail room and then immediately sent to the DRIE unit, where they are date stamped. This is the count of that date stamp.
Source:	DRIE Unit.

Indicator name:	Average time to process initial DRIE applications (days)
Description:	The time, measured in calendar days, between the date an initial DRIE application is received at the DRIE unit and the date the review process is completed; that is, the application is approved, denied or deemed incomplete.
Source:	DRIE Unit.

Indicator name:	DRIE – Renewal applications received
Description:	The number of renewal applications for DRIE benefits received by DOF. Applications are received by the DOF mail room and then immediately sent to the DRIE unit, where they are date stamped. This is the count of that date stamp.
Source:	DRIE Unit.

Indicator name: Average time to process renewal DRIE applications (days)
Description: The time, measured in calendar days, between the date a renewal application for DRIE benefits is received at the DRIE unit and the date the review process is completed, that is, the application is approved, denied or deemed incomplete.
Source: DRIE Unit.

Indicator name: Inquiries received by the Office of the Taxpayer Advocate (OTA)
Description: The total number of new requests received by OTA from taxpayers, property owners or others for specific information needed for assistance with a business, excise or property tax matter. Inquiries include calls, e-mails, referrals from 311, walk-ins, referrals from other parts of the Department of Finance or elected officials for instructions on how to comply with a tax law or requirement, who to contact to discuss or resolve a tax problem through normal channels or information about how taxes were imposed or computed.
Source: Office of the Taxpayer Advocate.

Indicator name: Average time to address inquiries (days)
Description: The average number of calendar days it takes the Office of the Taxpayer Advocate to provide a response to an inquiry.
Source: Office of the Taxpayer Advocate.

Indicator name: Cases opened by the Office of the Taxpayer Advocate
Description: The total number of new formal requests by taxpayers, property owners or representatives to the Office of the Taxpayer Advocate asking for assistance in resolving a matter because they meet one of the following criteria: 1) The person has made a reasonable attempt to solve the inquiry or complaint with the Department of Finance but the inquiry or complaint has not been resolved or the person has not received a timely response. 2) The person believes he or she can show that the Department of Finance is applying the tax laws, regulations or policies unfairly or incorrectly, or that the person's Taxpayer Rights have been or will be injured. 3) The person will face a threat of immediate harmful action (e.g., seizure of funds or property) by the Department of Finance for a debt the person believes he or she can show is not owed or is incorrect, unfair or illegal. 4) The person believes he or she can show that he or she will suffer damage that is beyond repair or a long-term harmful impact if relief is not granted. 5) The person believes he or she can show that the problem also affects other similar taxpayers and is a problem with the Department of Finance's systems or processes. 6) The person believes he or she can show that the rare facts in the case justify help from the Office of the Taxpayer Advocate. 7) The person believes he or she can show that there is a compelling public policy reason why he or she should get help from the Office of the Taxpayer Advocate.
Source: Office of the Taxpayer Advocate.

Indicator name: Cases closed by the Office of the Taxpayer Advocate
Description: The total number of formal requests (cases) from taxpayers, property owners or their representatives meeting eligibility criteria that were resolved and formally closed by the Office of the Taxpayer Advocate.
Source: Office of the Taxpayer Advocate.

Indicator name: Average time to close a case (days)
Description: The average number of calendar days it takes the Office of the Taxpayer Advocate to close a case.
Source: Office of the Taxpayer Advocate.

Indicator name: Online property recording transactions (%)
Description: The number of property recording transactions submitted online as a percentage of total property recording transactions submitted.
Source: Land Records.

Indicator name: Average time to record and index property documents (days) – Citywide
Description: The average number of calendar 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: Arrest warrants successfully executed (%)
Description: The number of arrest warrants that were successfully executed (person was arrested) by the Sheriff's Office as a percentage of total arrest attempts.
Source: Sheriff's Office.

Indicator name: Orders of Protection successfully served (%)
Description: The number of Orders of Protection successfully served by the Sheriff's Office as a percent of total service attempts.
Source: Sheriff's Office.

Indicator name: Property seizure orders successfully executed (%)
Description: The number of property seizure orders successfully executed by the Sheriff's Office as a percent of total attempts – i.e., property was seized. A seizure order is an instrument used by the Sheriff's Office to seize the property assets of a debtor.
Source: Sheriff's Office.

Indicator name: Child support orders successfully executed (%)
Description: The number of child support orders successfully served by the Sheriff's Office as a percent of total service attempts.
Source: Sheriff's Office.

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. The revenue data reported in the fiscal year Mayor's Management Report (MMR) is based on preliminary September numbers from the City's Financial Management System (FMS) and is updated in the following year's Preliminary MMR to reflect final revenue as per FMS (e.g., Fiscal 2016 data is updated in the Fiscal 2017 PMMR).
Source: Tax Policy Division.

Indicator name: E-mails responded to in 14 days (%)
Description: The percentage of e-mails 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 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: Average customer in-person wait time (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 answered by customer service representative (%)

Description: The number of calls made to the agency's call center regarding judgment notices that were answered by an agent as a percent of all incoming calls.

Source: Collections Division.

Indicator name: CORE customer experience rating (0-100)

Description: An average score based on the rating of 15 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. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors. Fiscal 2016 data for the overall rating represents a change in methodology. For agencies with multiple service centers, inspectors focused on sites that had historically lower scores, specifically sites that received an average overall site score of 85 or lower over the last three years and sites that received a score of 85 or lower in Fiscal 2015. If all agency service centers scored above 85 last year, the service center with the lowest overall score was inspected.

Source: Mayor's Office of Operations – SCOUT.

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: Network Engineering

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: Outages resolved
Description: Number of incidents that impact the operation of production environments or other vital city services resolved by DoITT and its vendors.
Source: IT Service Management

Indicator Name   Average duration of resolved outages (hours)
Description: Average duration, in hours, of incidents that impact the operation of production environments or other vital city services resolved by DoITT and its vendors. All incidents are resolved.
Source: IT Service Management

Indicator Name: Service disruptions
Description: Number of incidents of information technology (IT) service disruption that are corrected/restored by DoITT staff.
Source: IT Service Management

Indicator Name: Critical priority incidents resolved within 2 hours (%)
Description: Percentage of incidents categorized as 'critical' that were resolved within targeted timeframe. Critical incidents are disruptions that cannot be circumvented (i.e., there is no work-around available), and impacts the operation of the affected Application or other Service. The incident requires a change be made on an immediate-response basis. All incidents are resolved.
Source: IT Service Management

Indicator Name: High priority incidents resolved within 6 hours (%)
Description: Percentage of incidents categorized as 'high' that were resolved within targeted timeframe. Incidents categorized as 'high' cause significant loss of feature functionality, but the incident has a reasonably acceptable workaround that can be implemented while the incident is corrected. This includes, but is not limited to:
                    -The system does not meet business goal or portion of business goal
                    - Performance degradation is minor or minor database issues may exist
                    All incidents are resolved.
Source: IT Service Management

Indicator Name: Medium priority incidents resolved within 3 business days (%)
Description: Percentage of incidents categorized as 'medium' that were resolved within targeted timeframe.
Incidents defined as 'medium' include an applicable system that is usable however is not functioning in accordance with applicable specifications, but the non-conformity has no substantial adverse impact on business services or operations.
- Incident that is causing minor loss of feature functionality. A reasonably acceptable workaround(s) can be implemented until correction of the problem. Full system functionality must be restored.
Production system requires moderate attention. The incident may affect some users but will not have a major impact on the business or service.
Resolution should follow with a best effort time frame.
All incidents are resolved.
Source: IT Service Management

Indicator Name: Low priority incidents resolved within 7 business days (%)
Description: Percentage of incidents categorized as 'low' that were resolved within targeted timeframe.
Incidents categorized as 'low' require minimal attention. The issue is not critical, and does not require immediate resolution.
All incidents are resolved.
Source: IT Service 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: 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

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 the public on the City's website at www.nyc.gov/opendata.
Source: Web and New Media Operations

Indicator Name: Video complaints reported as resolved in < 30 days by cable franchisees (%)
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 video cable complaints, as reported by cable franchisees (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: Active LinkNYC kiosks on City streets
Description: The total (cumulative) number of LinkNYC kiosks that have been installed on City Streets and have passed all functional tests.
Source: Telecommunications Planning

Indicator Name: Summonses issued for LinkNYC's with inoperable phone service or unacceptable appearance
Description: The number of summons issued in a fiscal year for LinkNYC's for inoperability (phone service is not functioning) or appearance, (e.g. cleanliness, graffiti, stickers, etc.).
Source: Telecommunications Planning

Indicator Name: Telecommunications advertisement-generated revenue ($000)
Description: The total dollar amount, in thousands, of revenue generated by selling advertisements that the City receives from all fully functional telecommunications and public pay telephone kiosks across the five boroughs. The City receives 50 percent of all advertising revenue from ads on kiosks, including those on payphones and LinkNYC kiosks.
Source: Telecommunications Planning

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: 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: Citywide service desk requests
Description: Service requests are initiated mainly through the Service Catalog though may also come through direct contact with the City Wide Service Desk via self-service portal, phone or email. Requests themselves typically take the form of either a request for information, a request for a Service (New Email migration, or a new desktop), and/or a minor (standard) change – (Change in access rights).
Source: IT Service Management

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.

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:	Total registered voters (000)
Description:	The number of registered voters at the end of the reporting period.
Source:	Board of Elections Annual Report

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:	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

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 2019 is consistent with previous Mayor's Management Reports. Fiscal 2019 expenditures reflect the forecast of Fiscal 2019 final expenditures submitted to the Financial Control Board as of June 2019. Fiscal 2019 and Fiscal 2020 plans reflect the City's Modified and Adopted Budgets for Fiscal 2019 and Fiscal 2020, respectively. NYC Health + Hospitals 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 2019 is consistent with previous Mayor's Management Reports. Fiscal 2019 revenues are derived from the City's Financial Management System and include anticipated closing adjustments. Fiscal 2019 and Fiscal 2020 plans reflect the City's Modified and Adopted Budgets for Fiscal 2019 and Fiscal 2020, respectively. NYC Health + Hospitals 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 2019 personnel reflect the number of employees active on June 30, 2019. Fiscal 2019 plans and Fiscal 2020 plans are consistent with the City's Modified and Adopted Budgets for Fiscal 2019 and Fiscal 2020, respectively. The School Construction Authority self-reports personnel plan information.

Indicator name: Overtime paid
Description: The additional monetary compensation received by those employees who worked in excess of the 35 or 40 hour work week.
                   Actuals: In the MMR, actual overtime amounts for the most current fiscal year are not yet final, and are estimated from the planned amounts in the City's Financial Management System at the time of budget adoption for the subsequent fiscal year. Final fiscal year actual values for annual overtime paid are reported in the subsequent PMMR (e.g., the Fiscal 2020 PMMR will contain final overtime values for Fiscal 2019) and are provided by OMB. Those final actual values reflect the Comptroller's "Comprehensive Annual Financial Report", the closing audit of the City's fiscal year budget, which is released after the publication of the MMR.
                   Plans: In the MMR, overtime plan information for the most current fiscal year (e.g. Fiscal 2019) reflects the City's prior preliminary financial plan, and the subsequent fiscal year plan reflects the City's adopted budget for the year. In the PMMR, the value of the September MMR plan for the current fiscal year (e.g. Fiscal 2020) is consistent with the adopted budget, and the values for the updated current year plan and subsequent year plan are consistent with the City's most recent preliminary financial plan.
Source: The Office of Management and Budget (OMB).
                   NYC Health + Hospitals and the New York City Housing Authority self-report overtime information. Annual overtime data from Fiscal 2003 onward is consistent in the MMR since Fiscal 2007, when the City changed to reporting budget-based overtime costs rather than the payroll-based overtime earnings reported in previous MMRs. Overtime plan information was not included in the MMR prior to September 2012.
                   Four-month overtime figures in the PMMR are as of October 31 of each fiscal year, based on the October Financial Information Services Agency report for each year.

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 2019 is consistent with previous
                       Mayor's Management Reports. Fiscal 2020 commitment plan figures are consistent with the
                       Fiscal 2020 Executive Capital Commitment Plan. Fiscal 2019 actual data is as of July 31 and may
                       change upon closure and audit. To view the Fiscal 2020 Adopted Capital Commitment Plan upon
                       its release, please visit www.nyc.gov\omb. The School Construction Authority self-reports capital
                       commitment data in conjunction with OMB.

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, derived from the Financial
                       Management System. Fiscal 2019 actuals are subject to additional finalization and closing
                       adjustments. Fiscal 2019 and Fiscal 2020 plans are consistent with the Contracts section of the
                       City's Fiscal 2019 and Fiscal 2020 Adopted Budgets, respectively.